

# Self Checkout

## User Reference Guide

Date: July 25, 2024



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# Self Checkout

## Using This Feature Reference

This Feature Reference provides detailed information on how to configure and use the Self Checkout feature on the Verifone Commander.

This feature document contains the subsections listed below:

- **Overview** - This section contains a brief description, requirements and the supported hardware configurations for the Self Checkout feature.
- **Configuring** - This section contains information on how to configure feature access.
- **Using** - This section describes using the feature.
- **Reporting** - This section provides Self Checkout report details.

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## Revision History

Date	Description
March 02, 2021	Initial release.
April 08, 2021	Fixed Initial review comments.
May 07, 2021	Updated screenshots with new UI
October 26, 2021	Updated with review comments from training team
December 01, 2021	Added App selector and Self Checkout Monitoring information
January 13 2022	1) Changed Screenshots as UI was changed, 2) Included Fuel Prepay Information, 3) Updated troubleshooting section
January 25, 2022	Updated with review comments
March 04, 2022	Added Fuel Prepay enable/disable feature
March 24, 2022	Added Age Verification section
May 30, 2022	Added Loyalty Sales Section
July 04, 2022	Added PIN Pad Configuration section
July 05, 2022	Added Cash Recycler Configuration and Use Cases
October 13, 2022	Added Welcome Screen information and fixed review comments
April 19, 2023	Added Config screen with Crane cash recycler
October 26, 2023	Added Cashier Recycler Admin Tool feature
December 20, 2023	Added alarm messages and generate a bar code sections
April 05. 2024	Added Delayed ID check feaure
July 25 2024	Updated with the following features: Self checkout button detailed view from POS, Self Checkout light pole, category restriction, banner image, potrait and landscape mode, welcome screen images, Calorie values in PLU.

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# 1 INTRODUCTION

**Self Checkout (SCO)** is a self-checkout application for C-Stores implemented on B53 and Higher UI.

This reference guide is your primary source of information for configuring and using the Verifone C18 POS as a Self Checkout.

## Intended Audience

This guide is useful for anyone installing, configuring and using the Self Checkout terminal.

## Document Organization

The following chapters are included:

Chapter 1- Introduction: explains the Intended Audience and Document Organization.

Chapter 2 - Configuring: explains how to configure the parameters in your configuration client to get the terminals working.

Chapter 3 - Using: explains the user interface and the user functions.

Chapter 4 - Reporting: explains the types of reports.

Chapter 5 - Troubleshooting: explains how to troubleshoot hardware and software issues.

## Modifications to this document

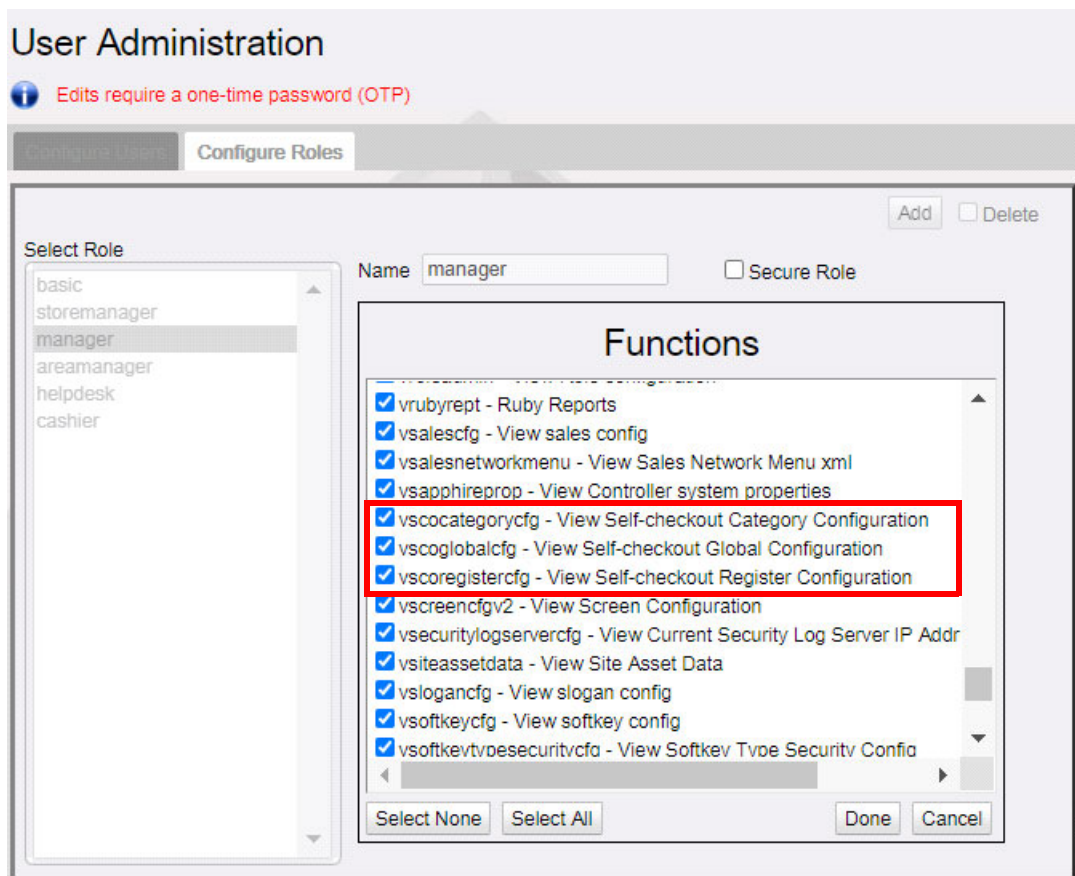
This document may be changed or extended to include new product requirements.

# 2 CONFIGURING SCO


The Self Checkout feature should be enabled and configured in the Verifone Commander configuration client before the POS can be used as a SCO terminal.

## Configure Roles

After an Auto Upgrade for any user role to view the self checkout forms in configuration client, enable the six self checkout functions for the role from **Configuration Client > Security > Manage Users > Configure Roles**.



## User Administration

 Edits require a one-time password (OTP)

Configure Users **Configure Roles**

Delete

Select Role

- basic
- storemanager
- manager**
- areamanager
- helpdesk
- cashier

Name   Secure Role

### Functions

- ureportstatus - Update manager Review Status
- urestrictionscfg - Update restriction config
- uroleadmin - Update Role configuration
- usalescfg - Update sales config
- usapphireprop - Update Controller system properties
- uscocategorycfg - Update Self-checkout Category Configuration**
- uscoglobalcfg - Update Self-checkout Global Configuration**
- uscoregistercfg - Update Self-checkout Register Configuration**
- uscreencfg - Import touch screen Configuration from B52 or older
- uscreencfgv2 - Configure reusable screens
- usecuritylogservercfg - Update Security Log Server IP Address
- uslogancfg - Update slogan config
- usoftkeycfg - Update softkey config
- usoftkeytypesecuritycfg - Update Softkey Type Security Config



This selection needs to be made only after the first auto upgrade from a non self-checkout base to a self checkout base.



## Enable/Disable Fuel Prepay on SCO

To enable or disable the fuel prepay feature on SCO, in configuration client, go to **Initial Setup > System Properties > allow.sco.fuelPrepay**.



After a manual install or a first time install, in order to view System Properties form in **Initial Setup > System Properties** the properties **usapphireprop** (Update Controller system properties) and **vsapphireprop** (View Controller system properties) in **Security > Manage Users > Configure Role** should be enabled for the role.

### System Properties

**System Property**

Name

Value

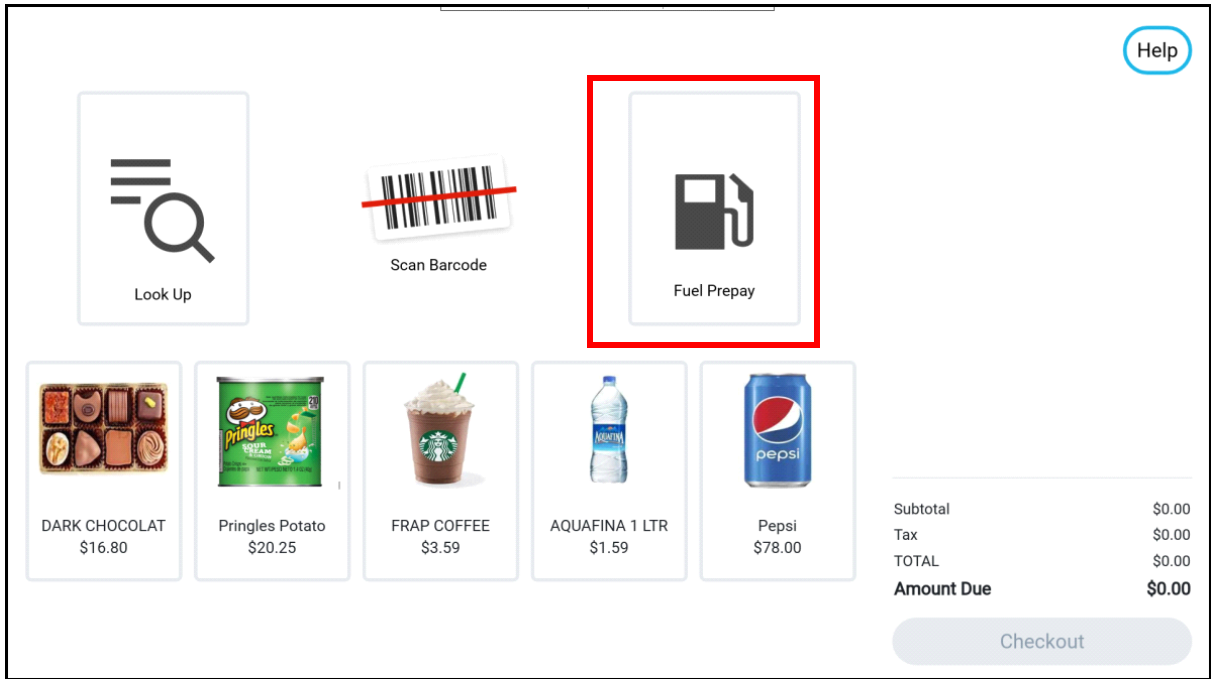
```

allow.concurrent.scanner = 'yes'
allow.sco.fuelPrepay = 'Yes'
apply.upgrade.forcefully = 'no'
auto.print.Pd.report = 'yes'
DailyMsg.poll.interval = '0'
DailyMsg.scroll.interval = '5'
DailyMsg.server.IP = '192.168.31.1'
DailyMsg.server.Port = '8080'
DailyMsg.server.URL = '/motd.txt'
data.trans.hst.days = '90'
database.plu.isgempromaster = 'auto'
disable.pinpad.cardreader = 'no'
dvr.localIPPort = '14000'
dvr.multicastEnable = 'Multicast'
dvr.multicastHost = '230.0.0.1'
dvr.multicastPort = '14001'
dvr.ttl = '1'
eps.needs.immediate.declined.receive = 'yes'
esafe.coin_denomination = '$0.01,$0.05,$0.10,$0.25,$0.50,$1.00'
esafe.note_denomination = '$1,$2,$5,$10,$20,$50,$100'
esafe.retryAttempts = '4'
esafe.retryInterval.milliseconds = '500'
esafe.socketTimeout.seconds = '120'
event.monitor.history.limit = '50'
extPOS.config.depts = ''
fcc.dcrs.test = ''
force.InHouse.PayInOut = 'no'
fuel.max.curr.limit = '99999900'
fuelsys.tankmonitor.tankcapacity = 'no'
include.cinit.activation.criteria = 'yes'

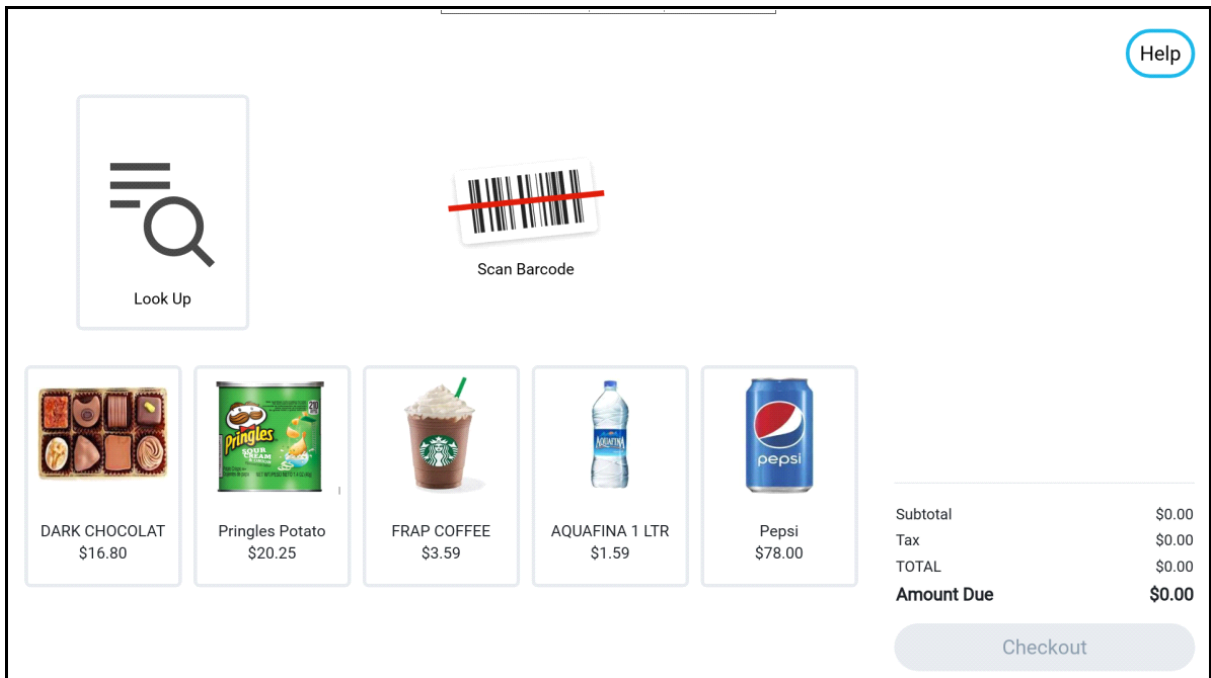
```

After an autoupgrade the value of the system property is “no” and the fuel prepay feature is disabled by default in SCO. Change the value to “yes” to enable the fuel prepay feature in SCO.

### SCO Order Screen with Fuel Prepay Enabled



### SCO Order Screen with Fuel Prepay Disabled





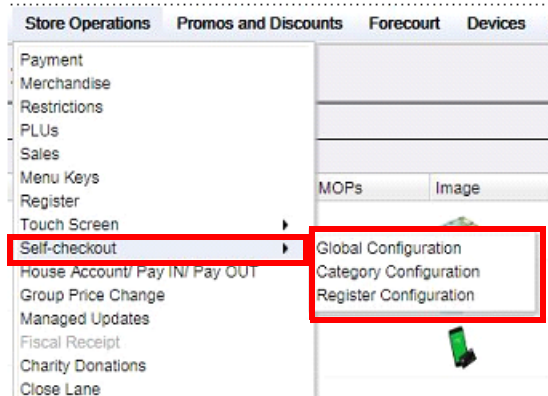
After changing the value to reflect the changes, perform a **Tools > Refresh Configuration** from configuration client and then go to the CSR menu and back to sales in cashier mode **or** logout and login to the SCO terminal.



After a manual install or a first time install, in order to view System Properties form in **Initial Setup > System Properties** the properties **usapphriprop** (Update Controller system properties) and **vsapphriprop** (View Controller system properties) in **Security > Manage Users > Configure Role** should be enabled for the role.

## SCO Forms

In configuration client, go to **Store Operations > Self-checkout**.






## Global Configuration

Use **Store Operations > Self-checkout > Global Configuration** to assign global configurations like MOPs, Departments, Sales Parameters and Themes to the Self Checkout devices.

Refer to **Commander Site Controller User Reference** to see how to create Method of Payments, Departments and Menus.

## Self-checkout : Global Configuration

**MOPs**

Available MOPs	Selected MOPs	Image
Paper-check	CREDIT	
	DEBIT	
	MOBILE	

**Departments**

Available Departments	Selected Departments
car wash	COFFEE
MONEY_ORDER	ENERGY SUPP
MO_FEE	COFFEE REFILLS
	BUR/SAND/SAL
	FOUNTAIN

**Sales Parameters**

Show Hot Items on scan screen


Display Lookup Item prices

Always print receipt


Display Caloric Values

**Theme**


Theme Color #00FFFF

Banner  Select Image

**Welcome Screen**

Landscape Image/GIF  Browse

Fit  Actual Size  Full Screen

Portrait Image/GIF  Browse

Fit  Actual Size  Full Screen

Background Color #FFFFFF

Message Color #474747

Message 1  
You can place a custom message here

Message 2  
You can place another custom message here

Preview

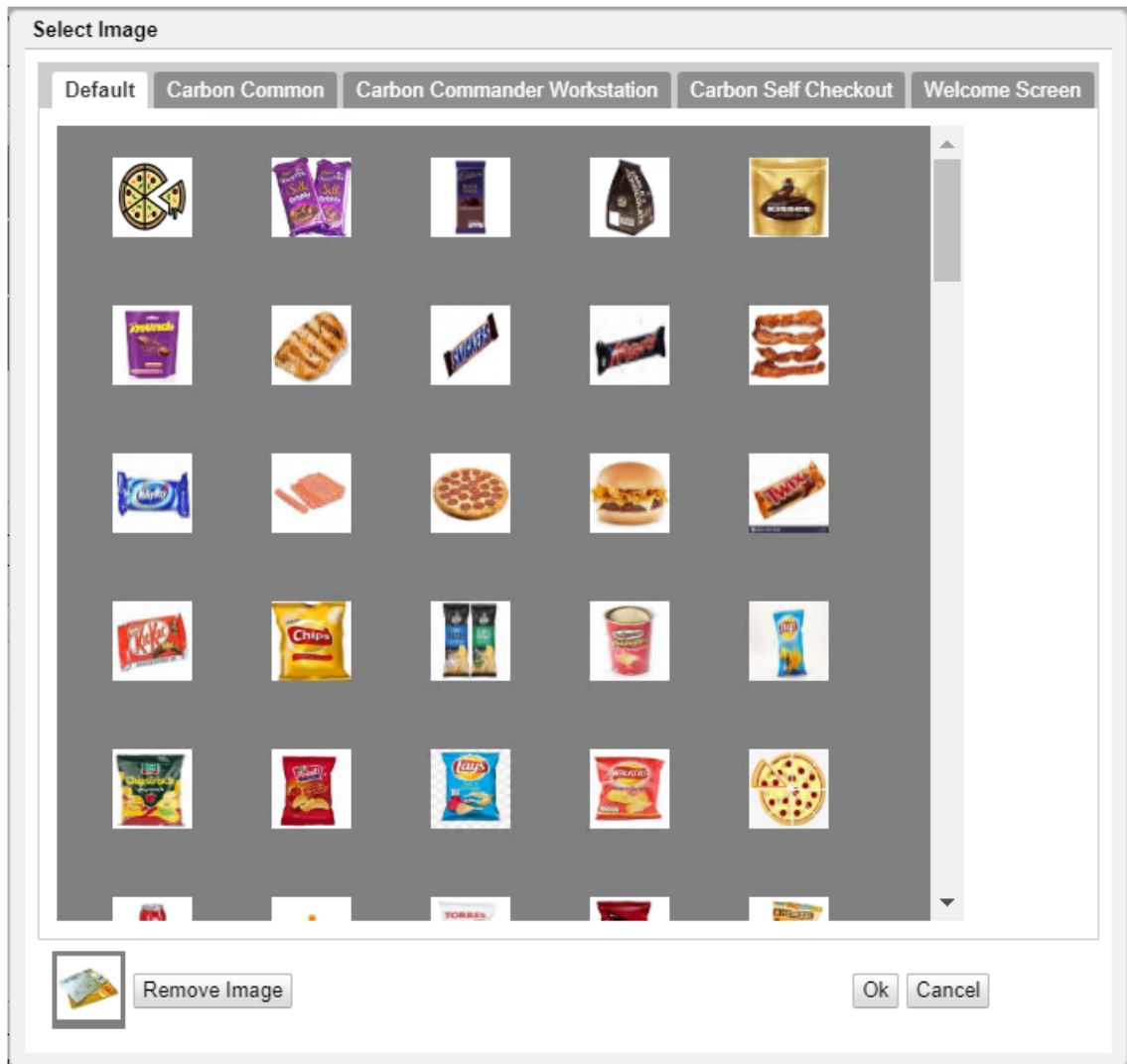
1. Select **MOPs** and **Departments** required for SCO. Department setting is for configuring the departments and items that are allowed to be sold at the SCOs.



Refer to **Methods of Payment** chapter in **Verifone Commander User Reference** for more information about configuring MOPs.

Refer to **Department Sales** chapter in **Verifone Commander User Reference** for more information about configuring Departments.

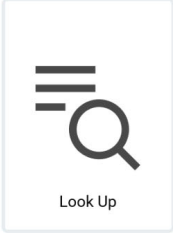
2. Click image field to select an image for the MOP from the Select Image form.




Images can be uploaded to Select Image form using the **Image Upload** feature. Refer to “Image Upload” on page 22.

3. From **Sales Parameters** section, select “**Show Hot Items on scan screen**” to show the items marked as Hot Item on the scan screen of the UI.

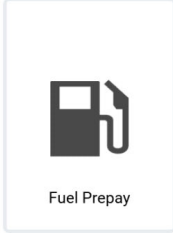
Help








Look Up



Scan Barcode



Fuel Prepay

				
DARK CHOCOLAT \$16.80	Pringles Potato \$20.25	FRAP COFFEE \$3.59	AQUAFINA 1 LTR \$1.59	Pepsi \$78.00

Hot Items

<b>Subtotal</b>	\$0.00
<b>Tax</b>	\$0.00
<b>TOTAL</b>	\$0.00
<b>Amount Due</b>	<b>\$0.00</b>











Checkout

4. From Sales Parameters section, select “Display Lookup Item prices” to show prices of the items.

×

Popular
Snacks
Beverages
Vegetables
Fruits
Pizza&Burger

Help

				
AMP BOOST GR \$2.19	AQUAFINA 1 LTR \$1.59	DIET PEPSI \$1.19	FRAP COFFEE \$3.59	MTN DEW 20Z \$2.09
				
MTN DEW \$2.09	OS CRANBERRY \$2.49	PEPSI 2LT \$22.32	Orange juice \$78.00	Green team men \$67.00

DARK CHOCOLATE	16.80
<hr/>	
<b>Subtotal</b>	\$16.80
<b>Tax</b>	\$0.00
<b>TOTAL</b>	\$16.80
<b>Amount Due</b>	<b>\$16.80</b>

Checkout



The items that appear without a price are menu items.

- From **Sales Parameters** section, select “Always print receipt” to print receipt after a transaction without showing the print receipt option.
- From Sales Parameters section, enable “**Display Caloric Values**” to display the calories of the items.

The feature is intended to enable stores to display caloric information when they sell food items that are not labelled for caloric information and/or not displayed for customers to view via other means such as order menu boards.

If the value entered is 0, then 0 will be displayed to show zero calorie items. If the value entered is left blank, then no calories will be displayed.

Calories for the PLU is entered from the **Configuration Client > Store Operations > PLUs > “Price Look Up Manager”** form.

Price Look Up Manager

Page 1 of 4

Previous Retrieve PLUs Next

UPC	Desc
00000000000604/000	MC-Burger Combo
00000000000703/000	Veg-Burger
00000000000758/000	Cheese Burger
00000000000802/000	CERTIFIED WEIGHT
00000000001007/000	Banana
00000000001014/000	Strawberry
00000000001021/000	Grapes
00000000001038/000	Apple
00000000001045/000	Butter Fruit
00000000001052/000	Kiwi
00000000001069/000	Water melon
00000000001076/000	Black Grapes
00000000001083/000	Fig
00000000001090/000	Pomegranate
00000000001106/000	Guava
00000000001120/000	Mango
00000000001137/000	Dragon Fruit

PLU 0000000000060 4 000

Description MC-Burger Combo

Price 5.00 Sell Unit 1.000

Department 0007 - HOT DOG/GRILL

Product Code 0440 - GENERAL SNACKS

Fees  Edit

ID Check  Edit

Taxes  Edit

Blue Laws  Edit

Group ID

Sequence #  Transaction Quantity Limit 0.00

Calories

Properties

Open  Not Sold

Returnable  Food Stamp

Special Discount  Promo

Fractional Qty  Prompt Serial Num

Prohibit Manual Discount

Taxable Rebate

Additional amount against which tax is to be calculated when this PLU is sold

Rebate Amount 0.00 Taxes  Edit



Refer to the PLU Sales section of the Verifone Commander User Reference for more information. The User Reference is available on Premier Portal.

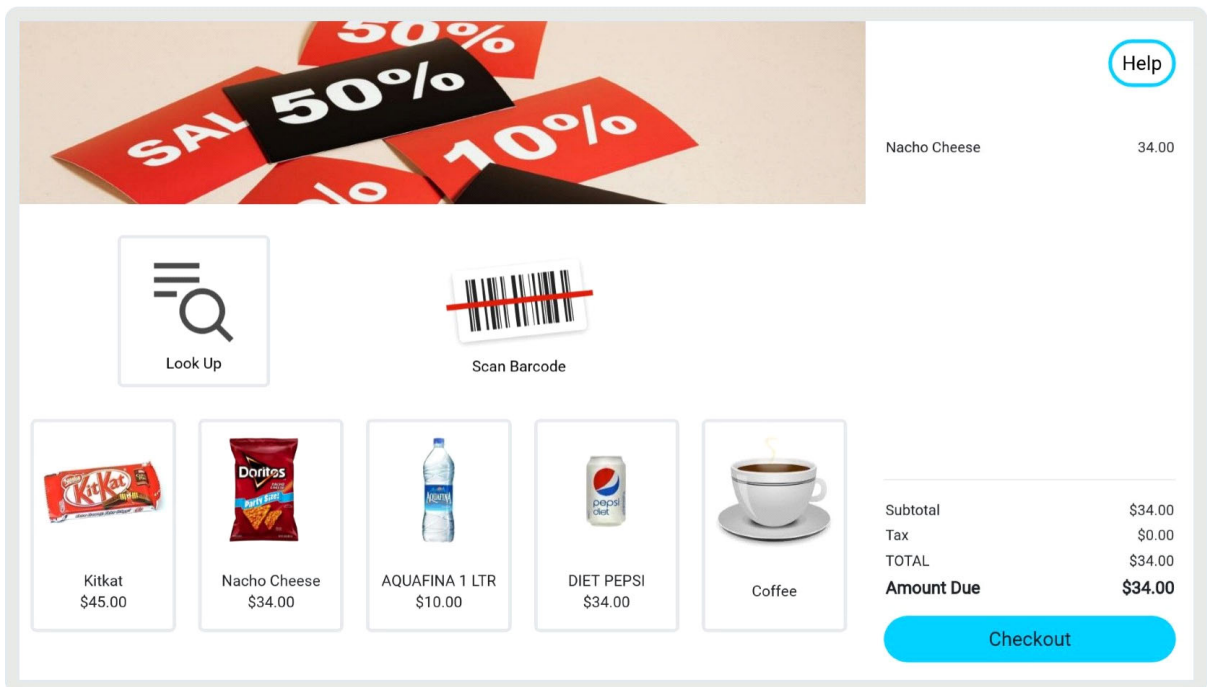
- 7. From the **Theme** section, select the theme color and banner. The banner area allows for further customization of the self-checkout experience by allowing branding information, instructional information, or advertisements of promotions to be displayed to the customer.




From Verifone Commander Release 55.02, the SCO can be used in both landscape and portrait mode.

From Verifone Commander Release 55.02, the SCO can be used in both landscape and portrait mode.

The following are examples of the home page on SCO with a banner in landscape and portrait screen modes.












Help

Look Up

Nacho Cheese 34.00

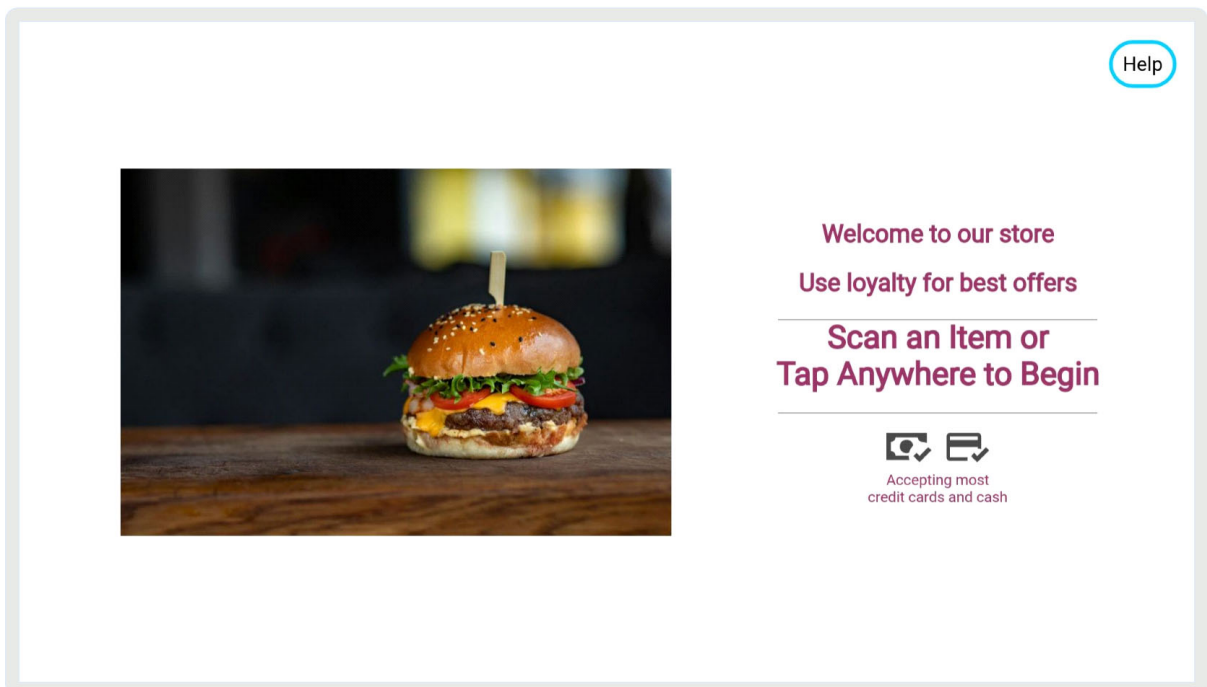
 Kitkat \$45.00	 Nacho Cheese \$34.00
 AQUAFINA 1 LTR \$10.00	 DIET PEPSI \$34.00
 Coffee	

Subtotal	\$34.00
Tax	\$0.00
TOTAL	\$34.00
<b>Amount Due</b>	<b>\$34.00</b>

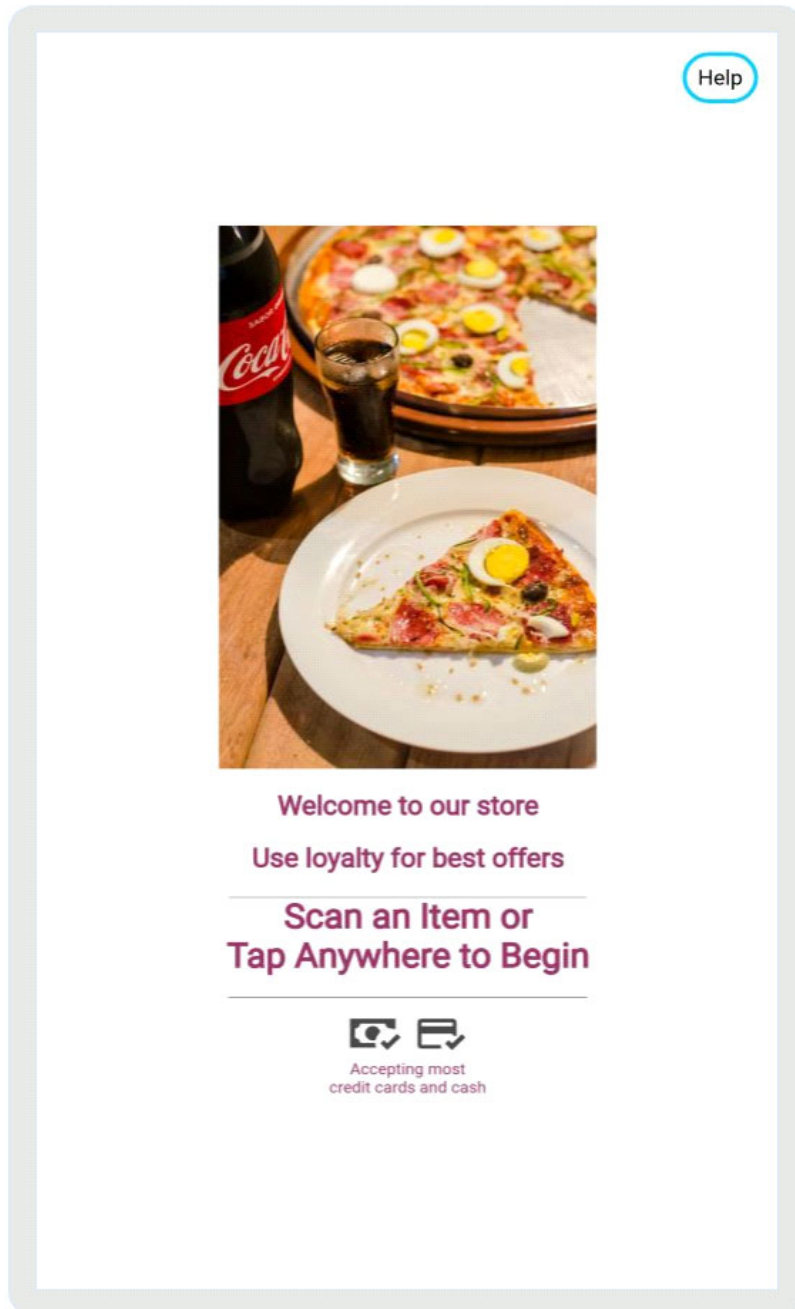
Checkout

8. From the **Welcome Screen** section, configure the welcome screen of SCO that can be viewed in landscape and portrait screen modes.
  - a. Select the landscape and portrait images for the landscape and portrait mode of SCO. See “Image Upload” on page 22 on how to upload the images for selection.
  - b. There are three image modes Fit, Actual Size and Full Screen.
    - a.) Select Fit to fit the image to the welcome screen. Fit selection shows the complete image with the custom messages.
    - b.) Select Actual Size to show the image in actual size on the welcome screen. The image might be cropped to show the custom messages.
    - c.) Select Full Screen for the image to completely cover the screen without showing the custom messages.
  - c. Select the welcome screen background color and the message font color.
  - d. Add the custom messages on the welcome screen.
  - e. Click preview to preview how the welcome screen would appear on the SCO.
9. Click Save.

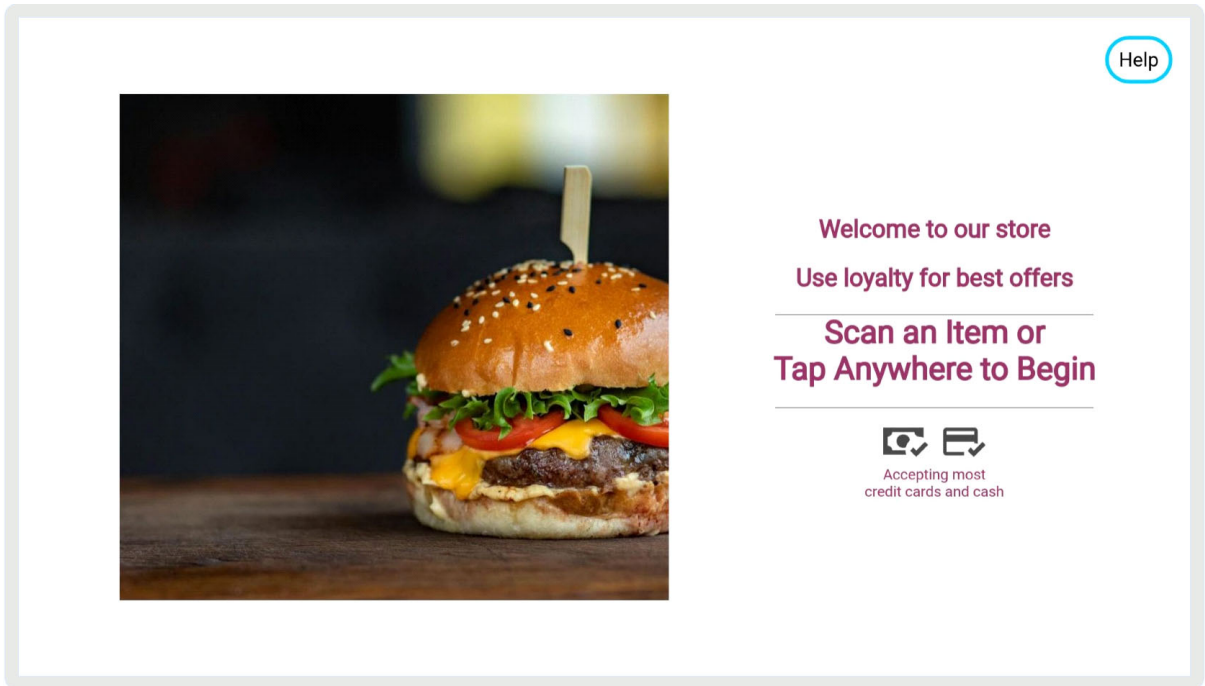
### Welcome Screen in Landscape Mode with Image Configured Fit



### Welcome Screen in Portrait Mode with Image Configured Fit



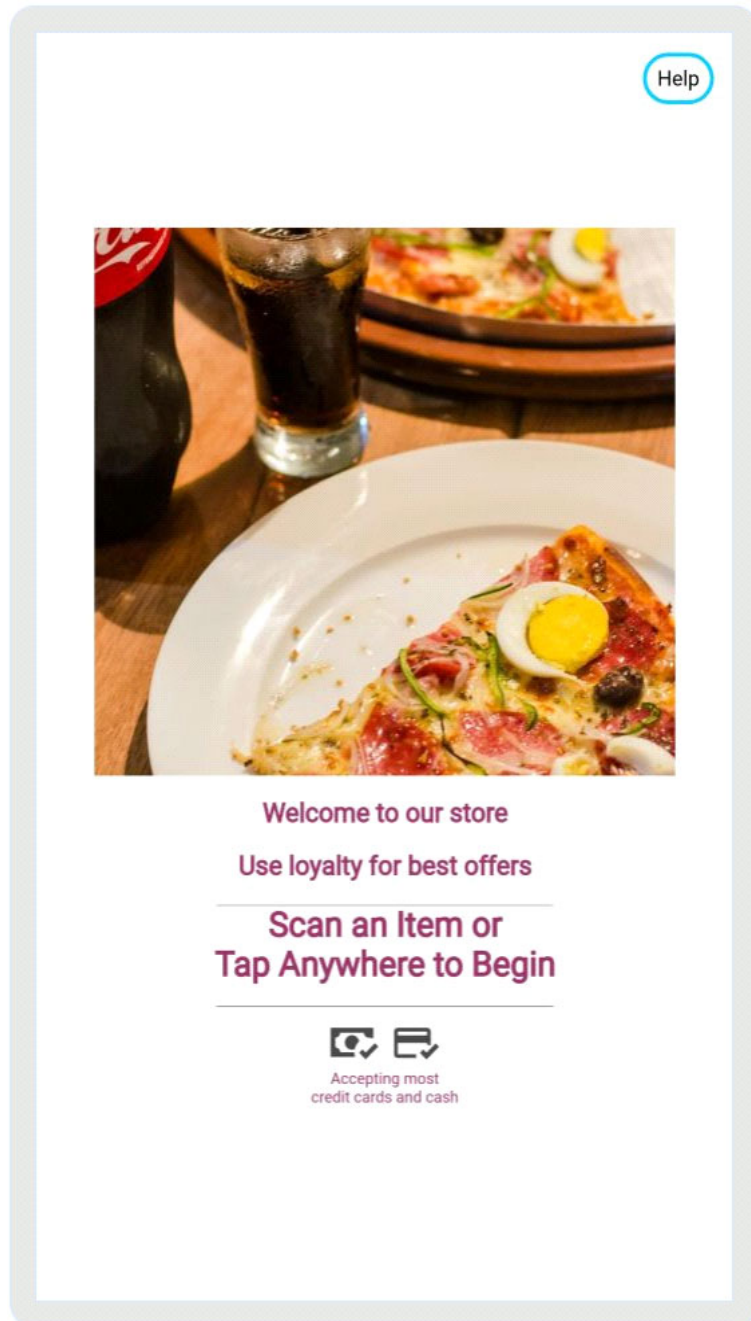
**Welcome Screen in Landscape Mode with Image Configured Actual Size**



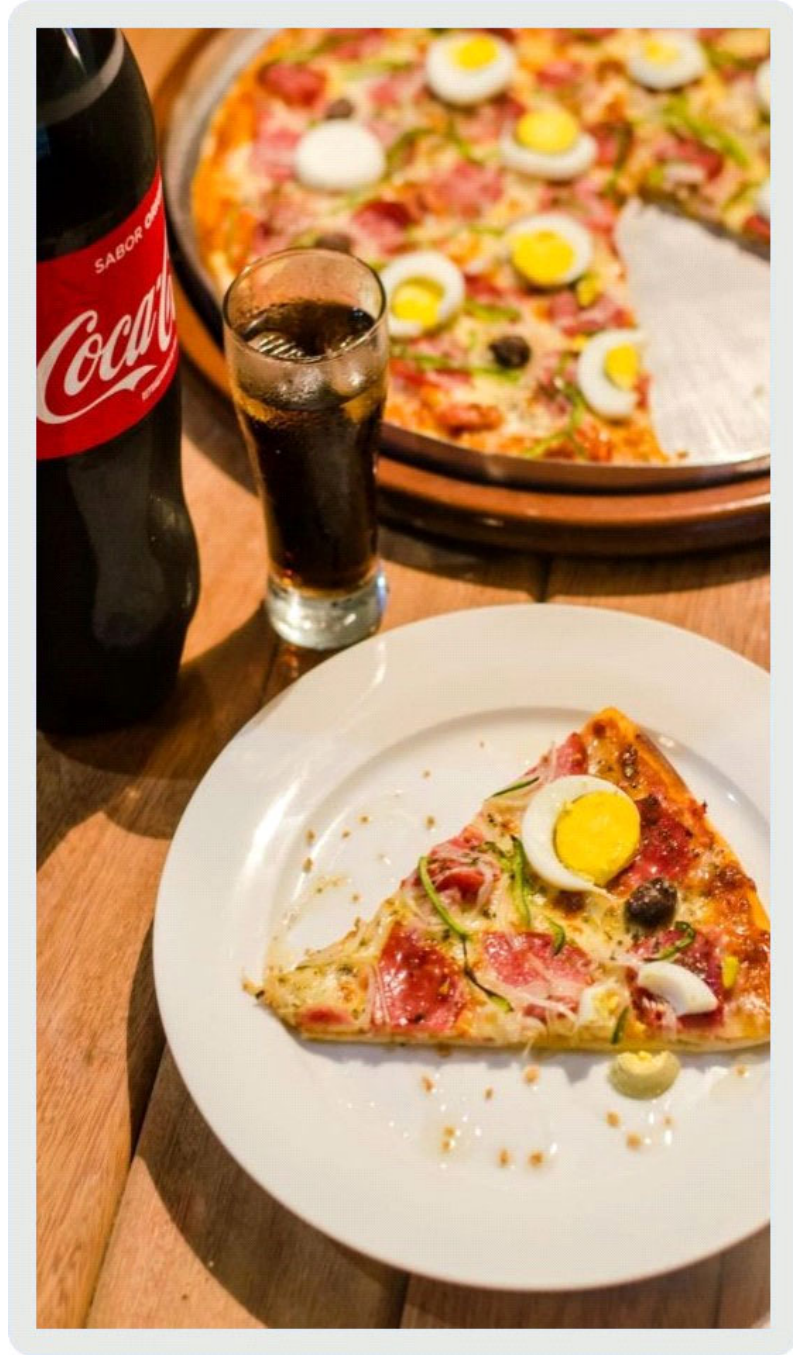
**Welcome Screen in Landscape Mode with Image Configured Full Screen**



Welcome Screen in Portrait Mode with Image Configured Actual Size



Welcome Screen in Landscape Mode with Image Configured Full Screen



## Category Configuration








**Store Operations > Self-checkout > Category Configuration** to create categories. Categories are the tabs that appear on the Look Up screen. Categories are items grouped together that appear as tabs on the UI. The items selected as Hot Items appear in the popular tab.

Self-checkout : Category Configuration  Delete

Select Category

- Snacks
- Beverages
- Pizza&Burger
- Lottery
- Vegetables
- Fruits

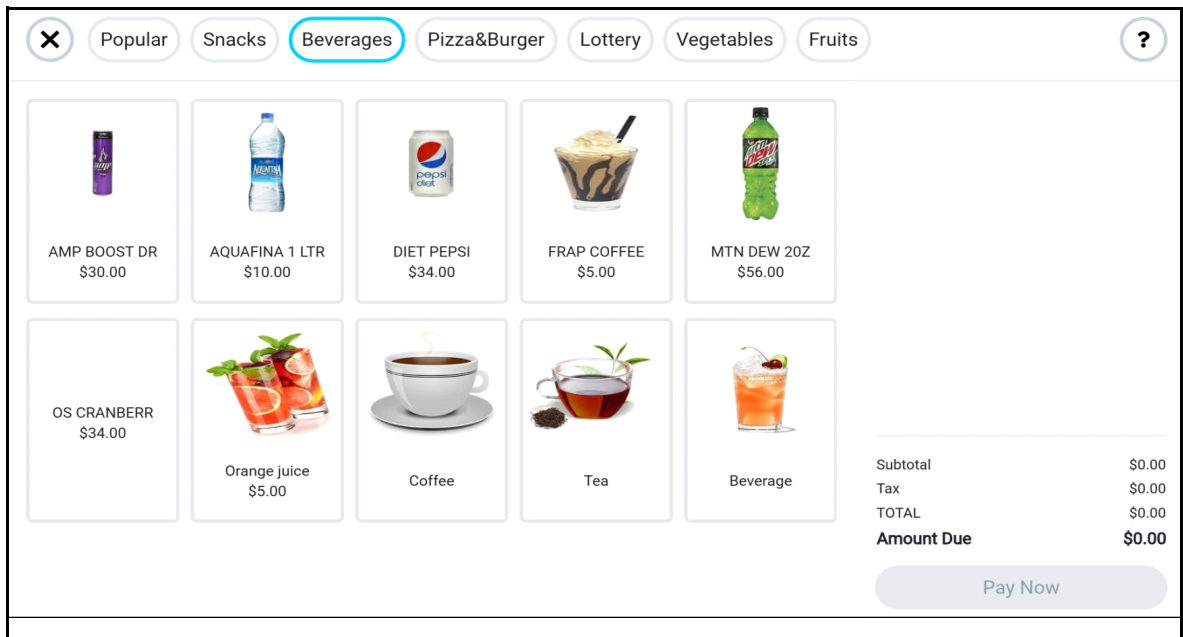
Name

Type	Item	Display Name	Hot Item	Image
PLU	0000000020008/000	Kitkat	<input checked="" type="checkbox"/>	
PLU	0000000020060/000	Nacho Cheese	<input checked="" type="checkbox"/>	
PLU	0000000020046/000	banana bread	<input type="checkbox"/>	
PLU	0000000020039/000	Pringles Potato	<input type="checkbox"/>	
PLU	0000000020053/000	Milky Way	<input type="checkbox"/>	
PLU	0000000020015/000	DARK CHOCOLAT	<input type="checkbox"/>	
PLU	0000000020077/000	NutriWise chips	<input type="checkbox"/>	



Quotations "" and Backslashes / should not be used in category names.

### The UI with categories that appear as tabs.



1. Select Add to add a new category and select Add Item to add a new item to a selected category.
2. There are two types of items that can be added, PLUs and Menu keys.



Self-checkout : Category Configuration Save Cancel

Delete

Select Category

Snacks

Beverages

Pizza&Burger

Lottery

Vegetables

Fruits

Name

Type	Item	Display Name	Hot Item	Image
PLU	00000000020152/000	Torres Premium	<input type="checkbox"/>	
PLU	00000000020022/000	Munch	<input type="checkbox"/>	
Menu key	55	Cookies	<input type="checkbox"/>	
Menu key	53	Donuts	<input type="checkbox"/>	
Menu key	52	Lay's Products	<input type="checkbox"/>	
Menu key	63	Toppings	<input type="checkbox"/>	
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="checkbox"/>	

PLU

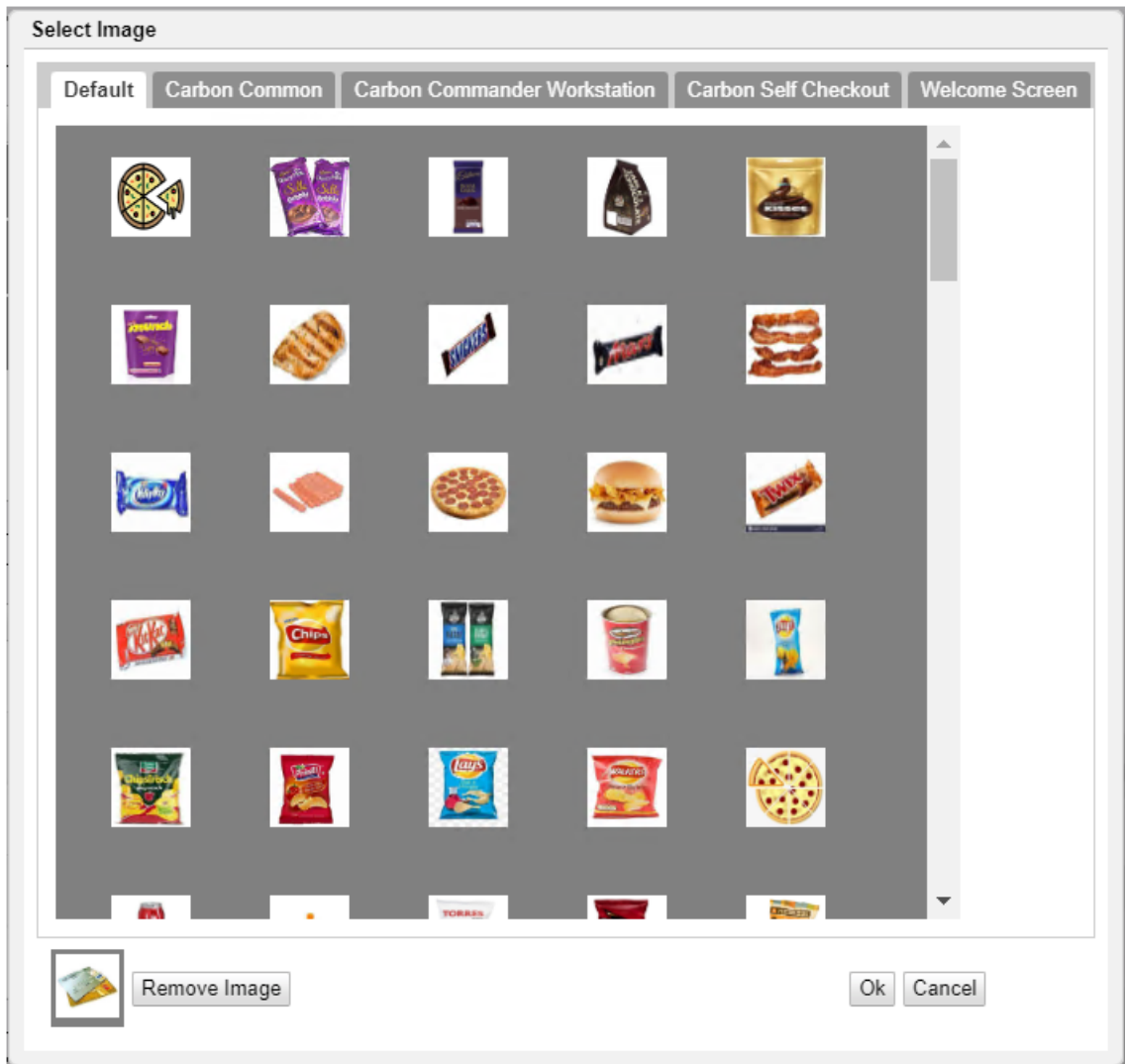
Menu key



Refer to **Menus** chapter in **Verifone Commander User Reference** for more information about configuring Menus and types of Menus.

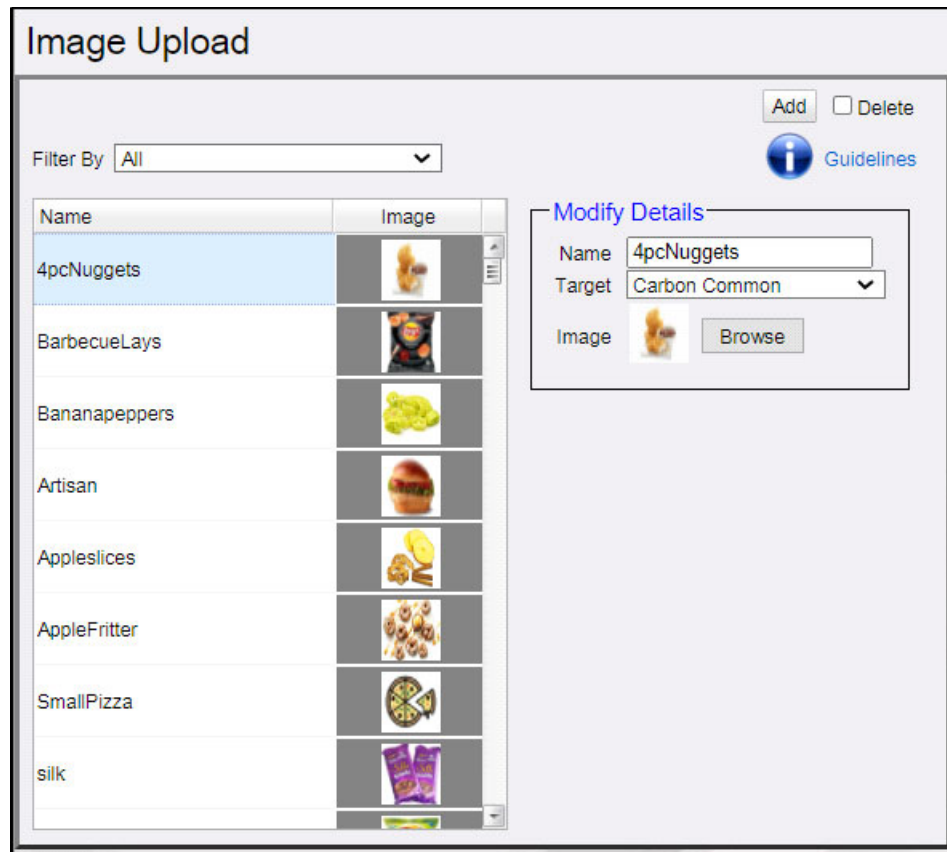
Refer to **PLU Sales** chapter in **Verifone Commander User Reference** for more information about configuring PLUs.

3. Enter a name for the item and select if the item is a hot item.
4. Click image field to select an image for the item from the Select Image form.

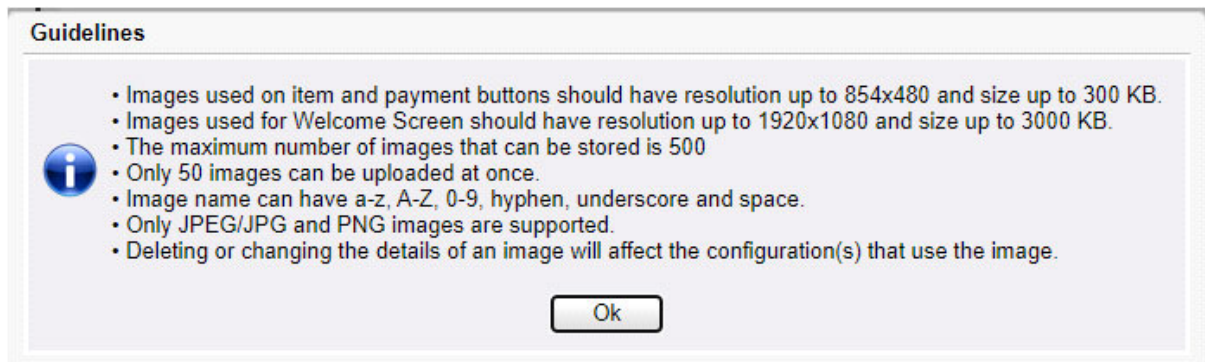


## Image Upload

Users can upload images and logos using **Tools > Image Upload**.



1. Click **Guidelines** to see the configuration of the images that can be added.



2. Click **Add**.
3. Select the target folder from the list to upload the image.
4. Click **Browse** to select the image to upload.

5. Click **Save** on the Image Upload screen.

**Image Upload** [Save] [Cancel]

Filter By: All

[Add] [Delete] [Guidelines]

Name	Image
4pcNuggets	
BarbecueLays	
Bananapeppers	
Artisan	
Appleslices	
AppleFritter	
SmallPizza	
silk	

Target: Carbon Common [v]  
Upload Image: [Browse]

**Selected Images** [Remove] [Remove All]

Name	Image
IMG-20200930-WA0002	

## Register Configuration

Use **Store Operations > Self-checkout > Register Configuration** to assign categories to registers.

**Self-checkout : Register Configuration**

Select Register: Default, Self-checkout 302 (C18 102)

**Categories**

Available Categories: Snacks, Beverages, Pizza&Burger, Lottery, Vegetables, Fruits

Selected Categories: No items to show.

[Copy]

1. Select **Register**.
2. Select Categories in “Available Categories” to transfer to “Selected Categories”.



Categories appear in the same order on the Self Checkout. Items in Selected Categories can be moved up and down to rearrange their order by dragging and dropping.

## Lane Close Configuration

Go to **Config Client > Store Operations > Close Lane** to access the Lane Close Configuration form. This is the screen customers see when a lane is closed.

1. Enter the message and select the message color.
2. Select the background color and store logo.

3. Select Preview to see how the Lane Closed screen appears on SCO.



### Configure Loyalty

Loyalty programs are available on the Self Checkout devices. Enable Loyalty in **Payment Controller > POS Configuration > POS**.



Refer to the **Loyalty Sales Feature Reference** for information on this feature. The Feature Reference is available on Premier Portal.

## POS Configuration

**Edits require a one-time password (OTP)**

IFSF POS Dealer Network Card VISTA Devices

**Batch**

Batch Close Period

**Loyalty**

Loyalty Enabled

- Multiple Loyalty Discounts in same Transaction
- Auth on Total
- Force Cash Receipt
- EPS PPG precedes POS PPG

**Misc**

Message display duration(Secs)

Print Customer Copy

## Configure Cash Recycler

### Add & Enable Cash Recycler

A Cash Recycler can be integrated with the Self Checkout device to accept cash payments.

On Verifone Configuration Client go to **Devices > Cash Recycler**.

### Cash Recycler Configuration

Delete

Select Cash Recycler

1 - Crane
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20

Options

Name

Enabled

Brand

IP Address

GLORY  
CRANE

As many as 32 cash recyclers can be configured using this form. IP address range for the Recyclers should be from 192.168.31.221 to 192.168.31.252

1. Enter the name of the cash recycler. The name can be a maximum of 21 characters.
2. Click **Enable** to enable the cash recycler.
3. Select the Brand
4. Enter the IP address of the cash recycler.
5. Click **Save**



## Assign Cash Recycler to SCO

Go to **Store Operation > Selfcheckout > Register Configuration**

Self-checkout : Register Configuration

Select Register

Default  
Self-checkout 301 (C18 101)

Cash Recycler 1 - Cash\_recycler1

Categories

Available Categories

test1

Selected Categories

Beverages

Pizza&Burger

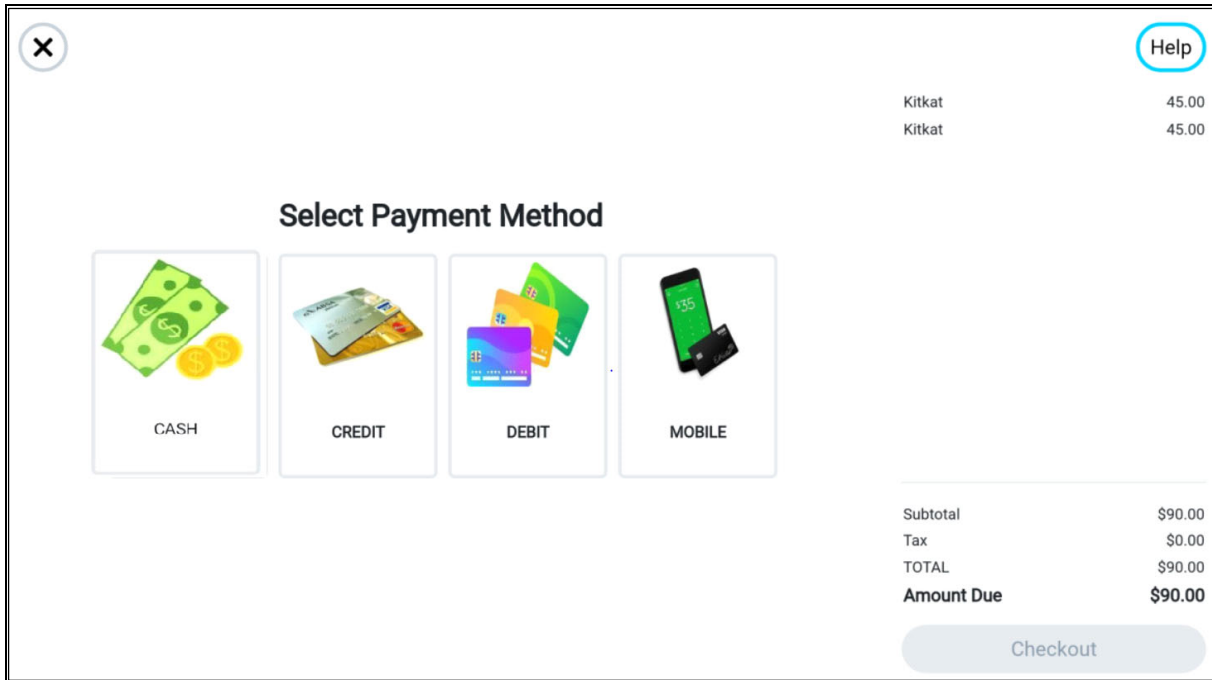
Lottery

Copy

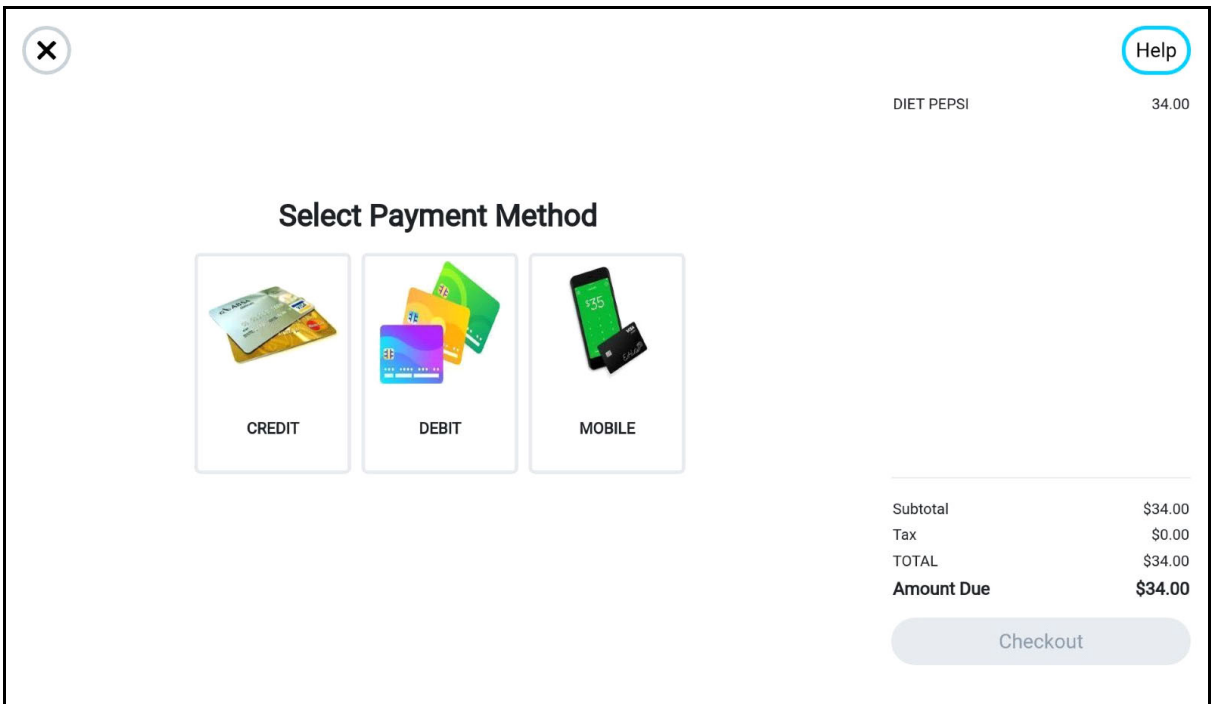
The added and enabled cash recyclers are available in the Cash Recycler drop-down list. Select a register and add a cash recycler from Cash Recycler drop down list. One Cash Recycler can be added to more than one register.

After enabling cash recycler, refer to “Cash Payment Using Cash Recycler” on page 56 for help on using the cash recycler.

### SCO MOP Screen With Cash Recycler Enabled



### SCO MOP Screen Without Cash Recycler Enabled



## Cash Recycler Management via Browser

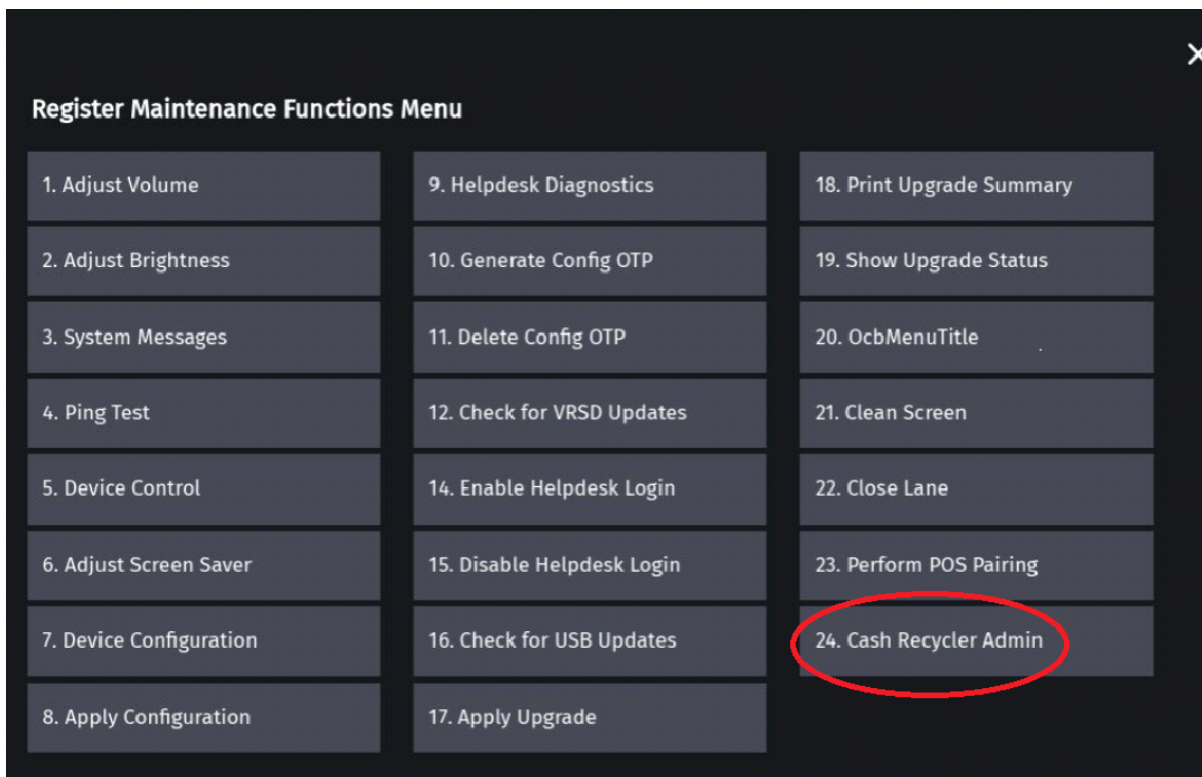
With the Cash Recycler management via browser feature, cashiers and managers are able to access cash recycler's management system to perform one or more of the following functions:

- To clear a jam,
- See current cash/coin inventory,
- Perform settlement/audit,
- Dispense or fill cash/coin inventory,
- Review errors or other information.




At present this feature is only available for Glory Cash Recyclers. Refer to “Cash Recycler Administration” on page 82 for more information on how to use the Cash Recycler Admin tool.

The **Cash Recycler Admin** menu is available under the Maintenance Menu on the POS at **CSR Func > Maintenance > Cash Recycler Admin**.



This option has a default security level of 5 and to change the security level go to **Configuration Client > POS Security > Security Ctrls.**



The screenshot displays the 'POS Security Manager' interface. It features three tabs: 'Employees', 'Security Ctrls', and 'Sales Functions Security'. The 'Security Ctrls' tab is active, showing a list of security controls. Each control is represented by a row with columns for a code, a category, a description, and a security level dropdown menu. The row for 'CASH RECYCLER ADMIN MANAGEMENT' is circled in red.

Code	Category	Description	Security Level
TCF	UDS	UPDATE DCR SETTINGS	5
MWS	VCC	MWS VIEW CASHIER CURRENCY AMOUNTS	3
UCF	EUM	ENABLED UNATTENDED MODE	5
UCF	DUM	DISABLE UNATTENDED MODE	5
UCF	SUM	SCHEDULE UNATTENDED MODE	5
FSH	FCA	FSH_FCA	3
MNT	OCB	ORDER CONFIRMATION SYSTEM	3
MNT	SLC	SCREEN LOCK CLEANING MODE	0
MNT	OOS	DISPLAY LANE CLOSED	3
MNT	CRA	CASH RECYCLER ADMIN MANAGEMENT	5

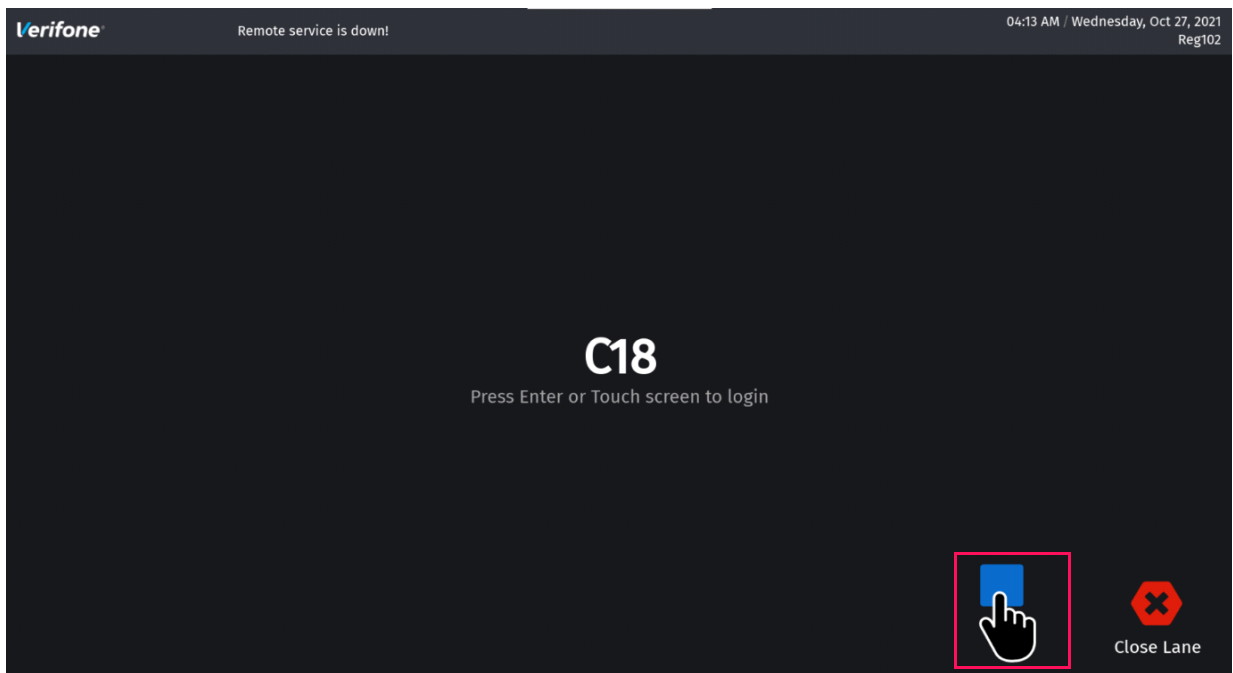
101-125 of 125

# 3 USING SCO

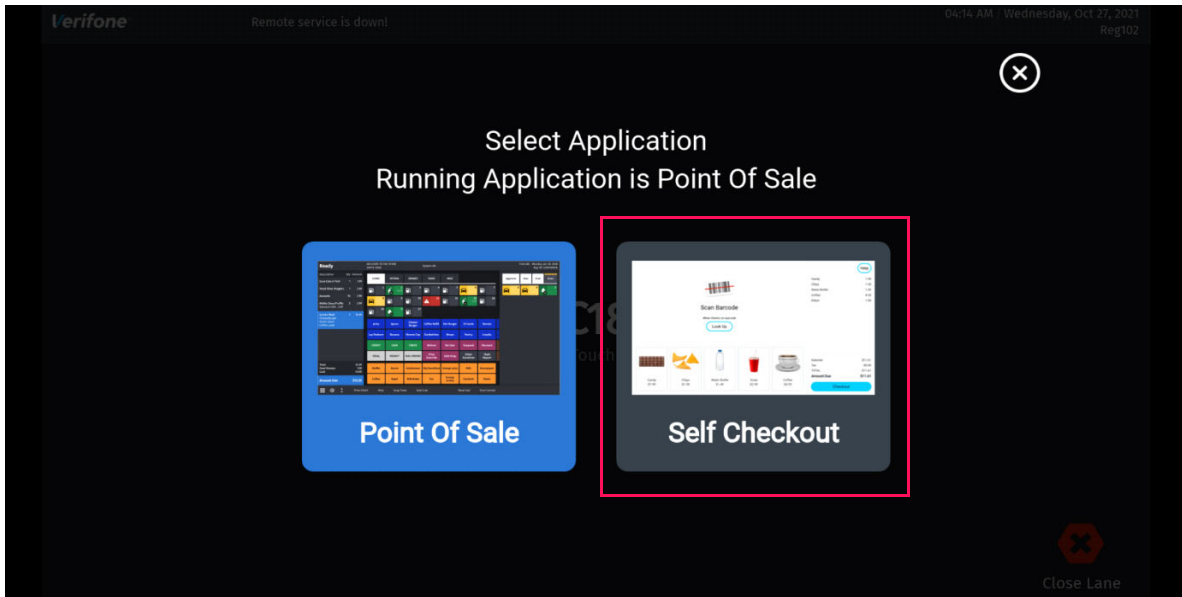
This chapter contains procedures to use the User Interface (UI) the sales functions and the cashier functions.

## Launching SCO Application

1. On the login screen of the POS application, select App Selector Icon.



2. Select Self Checkout.

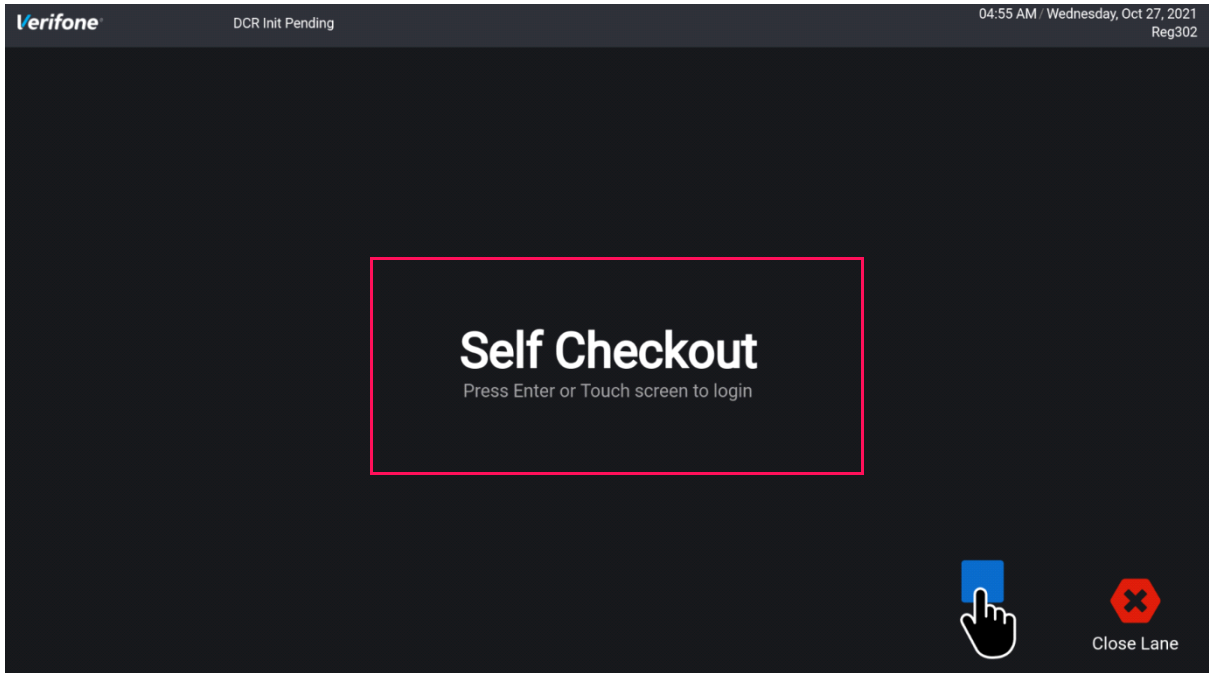


Refer to the **App Selector Feature Reference** for more information on the App Selector feature. This feature reference is available on Premier Portal.

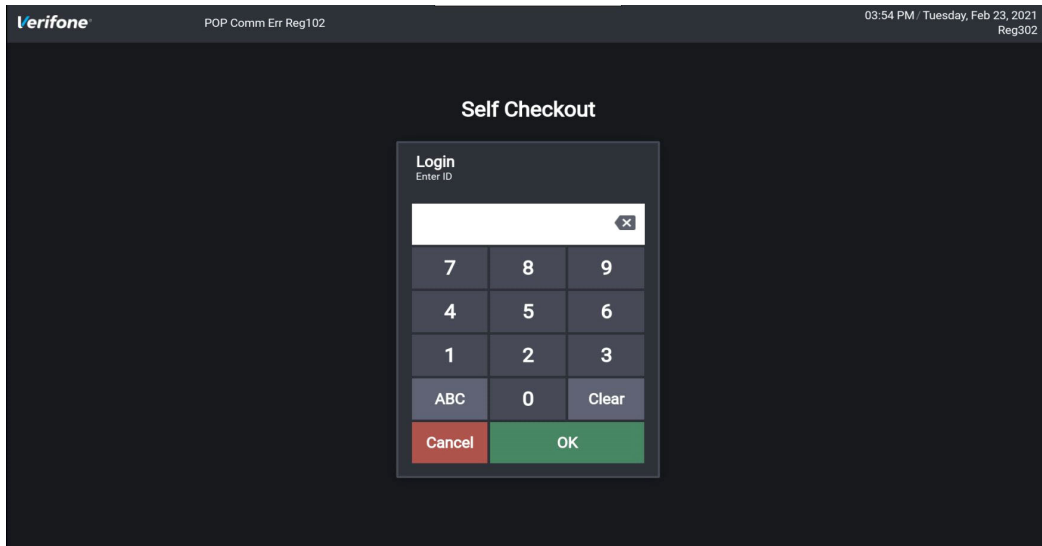
## Log in to SCO

A Cashier should login to go to the self checkout order screen. SCO sales are not reflected against the cashier's totals.

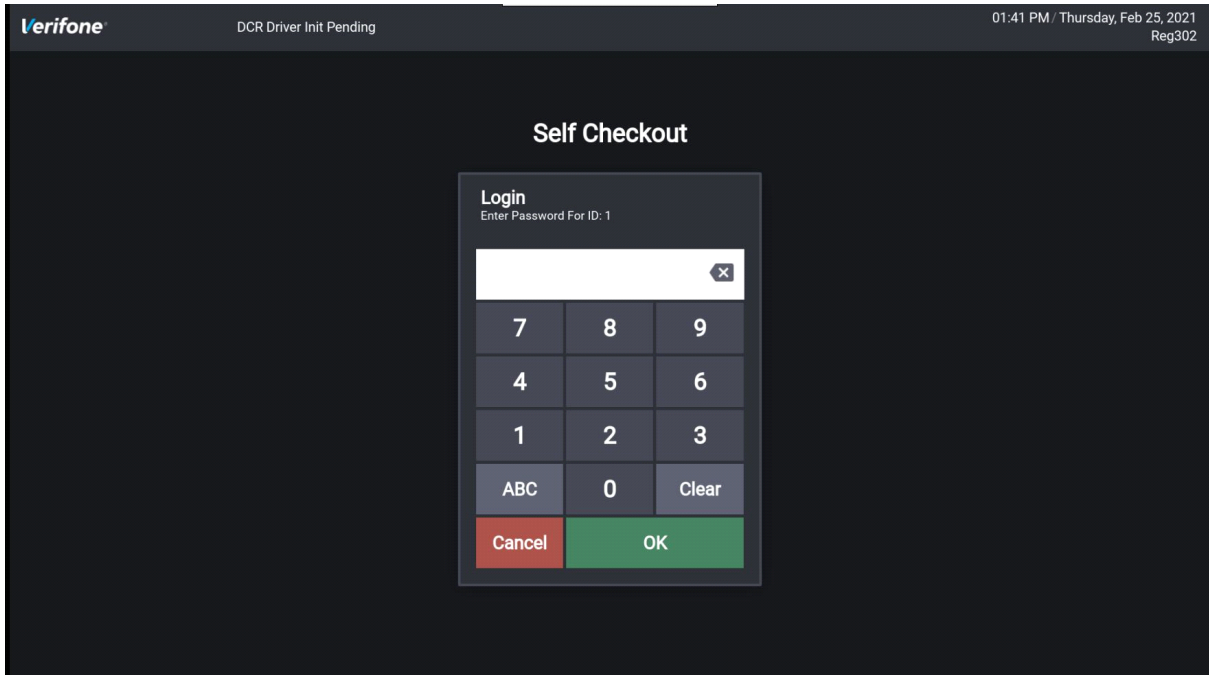
1. Press Enter or touch screen to login.



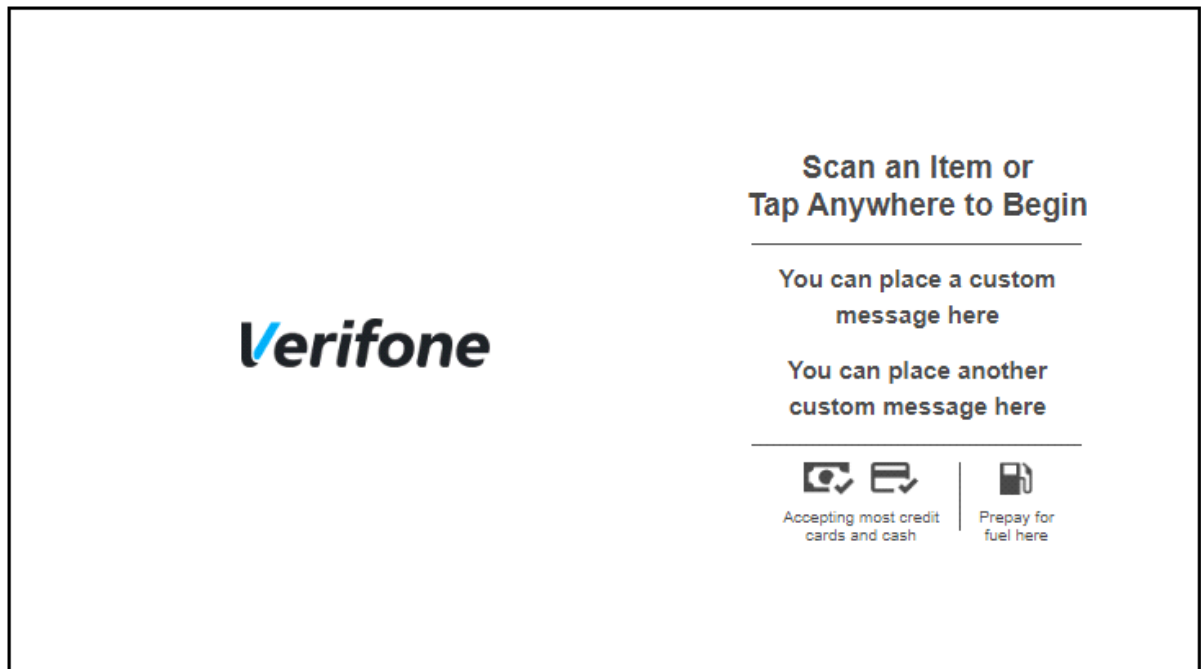
2. Enter User ID.



3. Enter Password.



4. Scan an item or tap anywhere on the welcome screen to get the order screen.

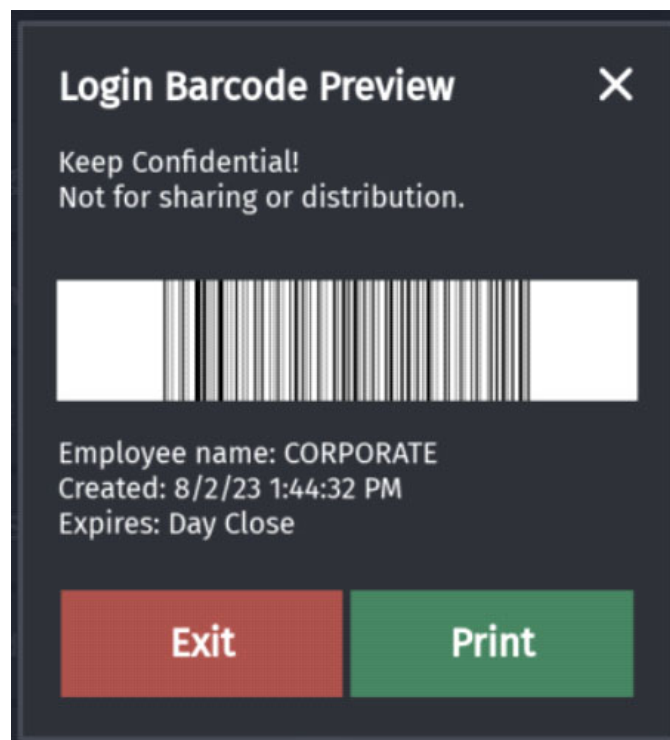




## Generate a Barcode

With the implementation of this feature, employees do not have to enter their ID and Password to log into the SCO since a customer can see what the values are. Instead, they can scan a barcode that contains login credentials.

An employee can generate a barcode that they can use to login to POS and SCO and that can also be used for performing override functions. The barcode contains a session credential instead of the ID and password. Navigate to **CSR Func > Maintenance > Generate a Barcode** from the POS.



The generated barcode for employee is saved in commander in an encrypted format. The barcode can be printed using a POS printer connected to the POS. The employee can also take a picture of the preview to scan the barcode instead of printing the barcode.

The barcode is valid until:

- a Close Day occur or
- the employee generates another barcode

The login barcode can also be used when POS/SCO prompts for user credentials with higher security level for functions such as ID checks, voids etc.

This feature allows:

- employees that are not assigned a till nor have a cashier session the ability to login to SCO and assist a customer.
- to scan the login barcode and login to SCO in cashier mode without holding the SCO help button to get employee login screen.
- cashiers to login to SCO with the barcode after a reboot.



*Any employee that has the "Can Cashier" option enabled in their POS security record can also log into SCO cashier mode for sales. Other employees can log into SCO to perform non-sales functions.*

## Customer Functions

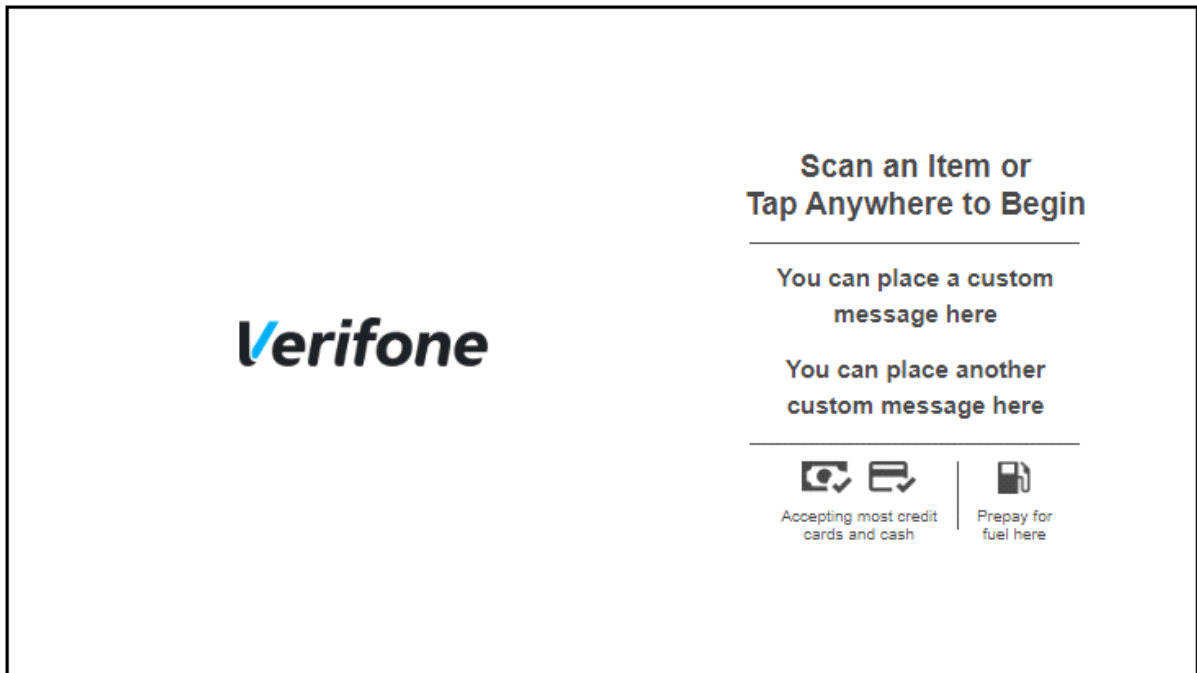
The following are the customer functions:

- Sales Functions
- Pay at Counter
- Call Cashier

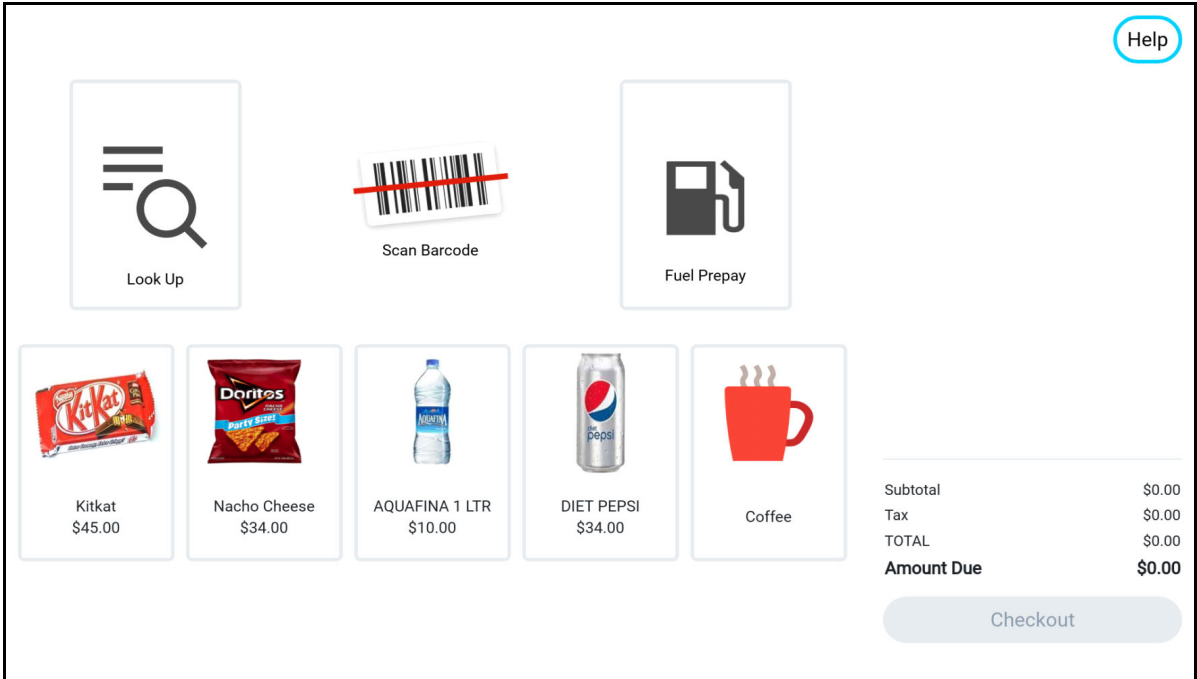
## Sales Functions

### Normal Sales

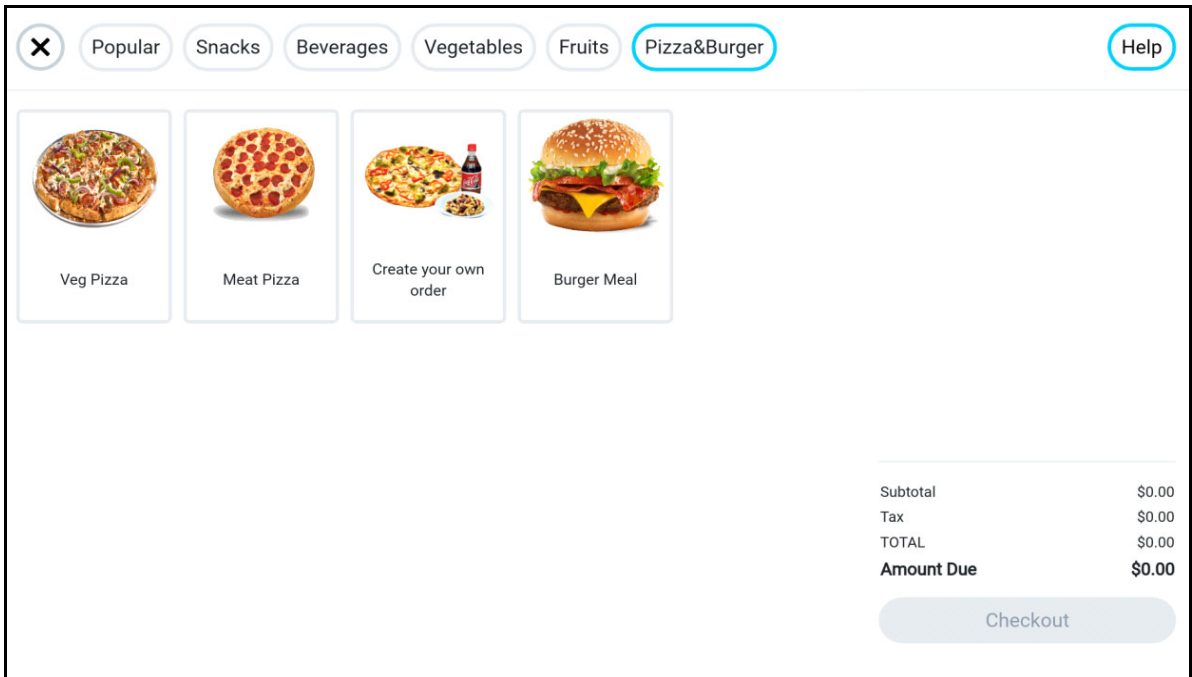
1. On the welcome screen, click scan an item or tap anywhere to get the Order Screen.



2. On the Order screen, a customer can scan a barcode or lookup items or select from the hot items.



3. **Look Up** brings the screen where users can choose items from the category tabs on top of the screen. The items marked as hot items in the configuration screen appear in the **Popular** tab.



4. Add items and click **Checkout**.

The screenshot shows a mobile application interface for a shopping cart. At the top right, there is a 'Help' button. Below it, a list of items is shown: DIET PEPSI (34.00) and AQUAFINA 1 LTR (10.00). In the center, there are three icons: 'Look Up' (magnifying glass), 'Scan Barcode' (barcode with a red line), and 'Fuel Prepay' (gas pump). Below these are five product cards: Kitkat (\$45.00), Nacho Cheese (\$34.00), AQUAFINA 1 LTR (\$10.00), DIET PEPSI (\$34.00), and Coffee. On the right side, a summary table shows: Subtotal (\$44.00), Tax (\$0.00), TOTAL (\$44.00), and Amount Due (\$44.00). At the bottom right, a blue 'Checkout' button is highlighted with a red rectangular border.

5. Select Payment Method from the list.

The screenshot shows a mobile application interface for selecting a payment method. At the top left, there is a close button (X). At the top right, there is a 'Help' button. Below it, a list of items is shown: DIET PEPSI (34.00) and AQUAFINA 1 LTR (10.00). In the center, the title 'Select Payment Method' is displayed above three options: CREDIT (credit card icon), DEBIT (debit card icon), and MOBILE (mobile payment icon). On the right side, a summary table shows: Subtotal (\$44.00), Tax (\$0.00), TOTAL (\$44.00), and Amount Due (\$44.00). At the bottom right, a grey 'Checkout' button is visible.

6. Follow instructions to complete the payment.

The screenshot shows a mobile payment terminal interface. At the top left is a back arrow icon, and at the top right is a 'Help' button. The main content area displays a payment terminal icon and the text 'Use Payment Terminal' followed by 'CREDIT' and a 'Cancel' button. On the right side, there is a list of items: 'DIET PEPSI' for 34.00 and 'AQUAFINA 1 LTR' for 10.00. Below this is a summary section with 'Subtotal' at \$44.00, 'Tax' at \$0.00, 'TOTAL' at \$44.00, and 'Amount Due' at \$44.00. A 'Checkout' button is located at the bottom right.

DIET PEPSI	34.00
AQUAFINA 1 LTR	10.00
<hr/>	
Subtotal	\$44.00
Tax	\$0.00
TOTAL	\$44.00
<b>Amount Due</b>	<b>\$44.00</b>

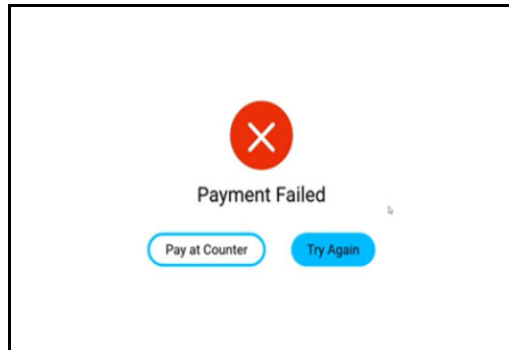
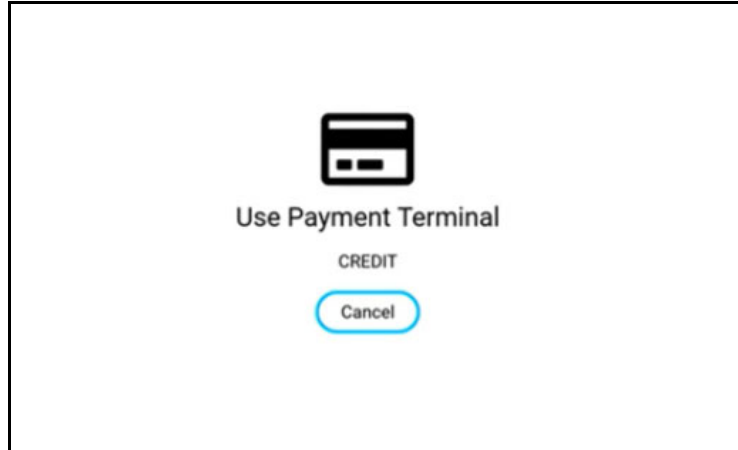
7. Click **Print Receipt** to print the receipt.

The screenshot shows the same mobile payment terminal interface after a successful payment. The main content area displays a green checkmark icon and the text 'Payment Successful'. Below this are two buttons: 'Print Receipt' and 'No Receipt'. On the right side, the item list remains the same. The summary section now shows 'Tax' at \$0.00, 'TOTAL' at \$44.00, 'CREDIT' at \$44.00, and 'Amount Due' at \$0.00. A 'Checkout' button is still present at the bottom right.

DIET PEPSI	34.00
AQUAFINA 1 LTR	10.00
<hr/>	
Tax	\$0.00
TOTAL	\$44.00
CREDIT	\$44.00
<b>Amount Due</b>	<b>\$0.00</b>

## Payment Failed

During a transaction, customers can select **Cancel** on the Use Payment Terminal screen to get option “Pay at Counter” on page 68.



## Order Menu and Menu Chain

The food order menu consists of menu chains that can have multi-select menu items to build your food order.




*Refer to the Menus topic in Commander Site Controller User Reference to learn more about creating Menus.*

Following is an example of a menu chain. Selecting an item, leads to the selection of the first item in the menu chain.


✕

Popular
Snacks
Beverages
Vegetables
Fruits
Pizza&Burger


Help




Veg Pizza



Meat Pizza



Create your own order



Burger Meal

---

Subtotal	\$0.00
Tax	\$0.00
TOTAL	\$0.00
<b>Amount Due</b>	<b>\$0.00</b>

Checkout

✕
Select Bun Type
Help

Pretzel Bun  
\$3.00

Kaiser Roll  
\$3.50

Brioche Bun  
\$2.70

Potato Bun  
\$2.80

Muffin  
\$4.00

---

AQUAFINA 1 LTR	1.59
NEW PRDOUCT	0.21
Potato Bun	2.80

---

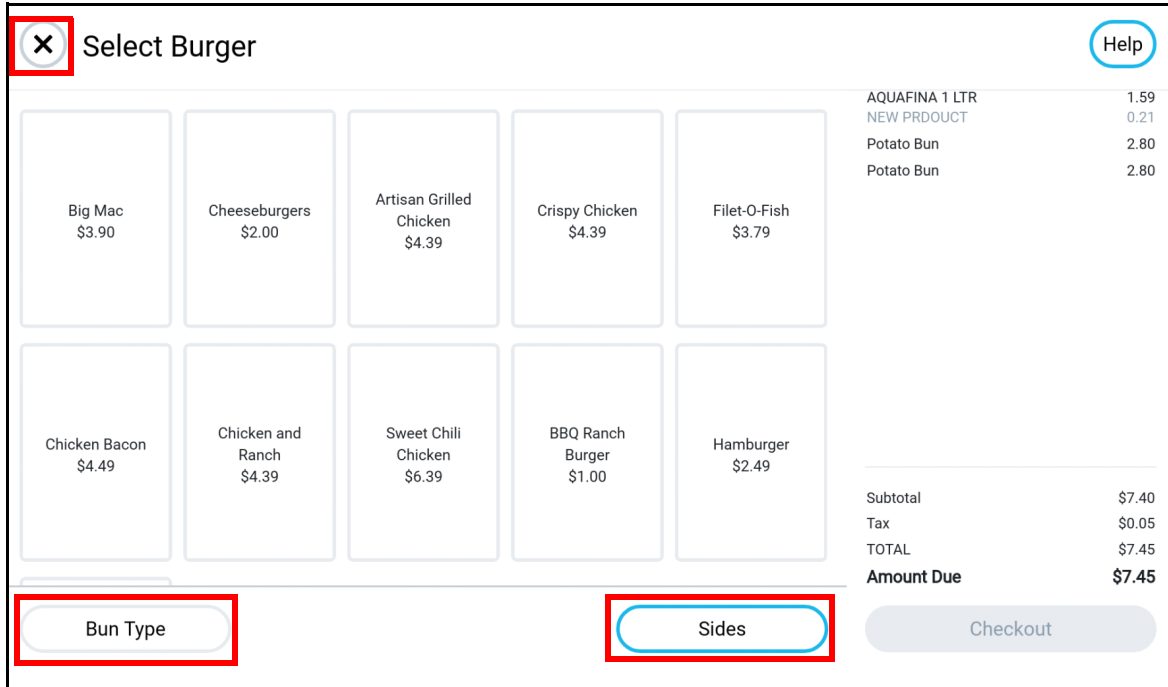
Subtotal	\$4.60
Tax	\$0.05
TOTAL	\$4.65
<b>Amount Due</b>	<b>\$4.65</b>

Burger

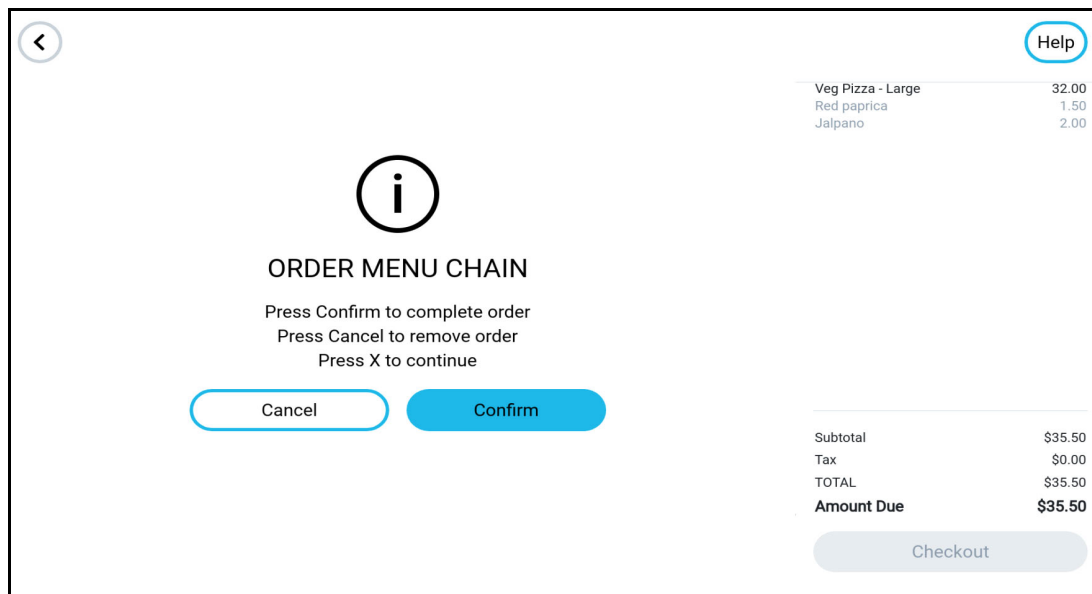
Checkout



Navigation between the next and previous menu items in the menu chain to add or make changes can be done by selecting the menu names at the bottom. The customer can edit or cancel or confirm order at any time after first mandatory item is added when 'X' from top left is selected. The first mandatory item cannot be changed.



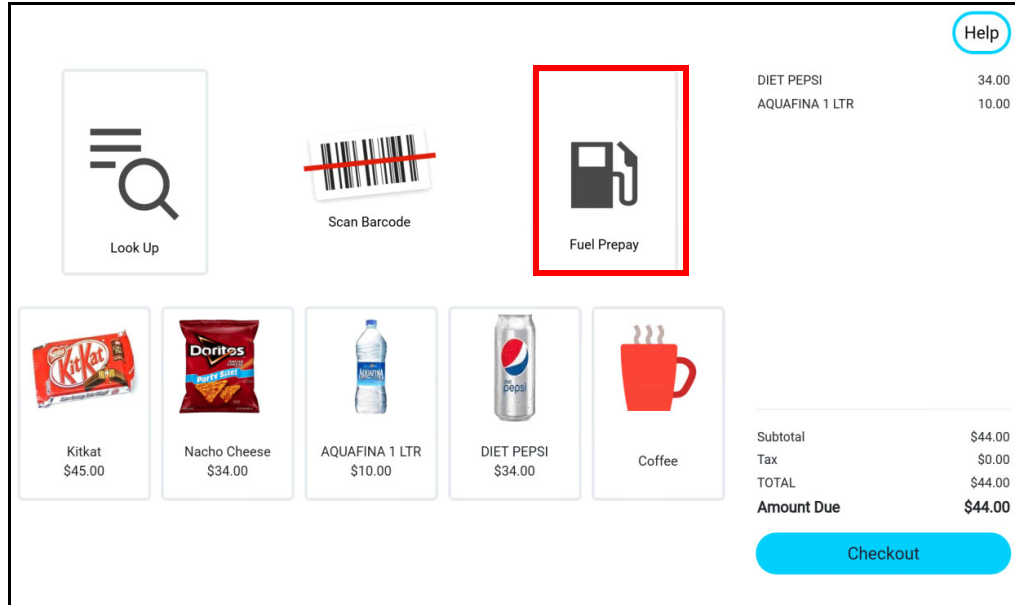
After selection of the items, users have the option to confirm or cancel the order.



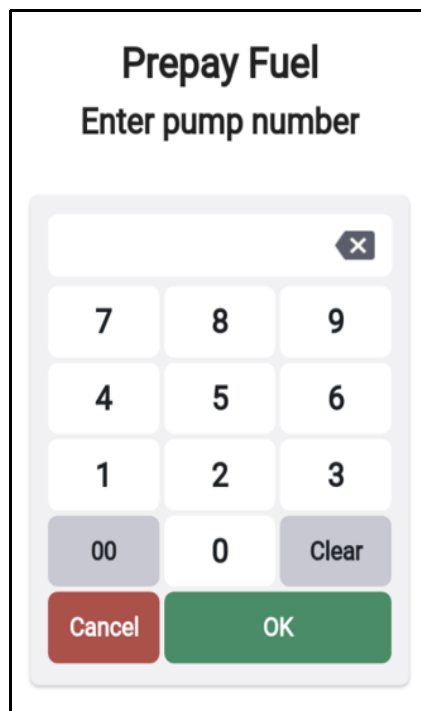
## Fuel Prepay

Customers can prepay for fuel using the SCO.

1. Click Fuel Prepay and follow steps on screen.



2. Enter pump number.



3. Enter Amount or Volume.

**Prepay Fuel**  
**Enter Amount/Volume**  
Pump 2

\_\_\_\_\_

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

Gallon \$

**Prepay Fuel**  
**Enter Amount/Volume**  
Pump 2



2.00✕

7	8	9
4	5	6
1	2	3
00	0	Clear
Gallon	\$	



*If Ignore MOP Conflict in **Forecourt > Fuel Configuration > Site Parameters** is disabled then Volume Prepay is not supported in SCO. Refer to "Ignore MOP Conflict" on page 95.*

4. Select Fuel Grade after entering volume.

 **Select Fuel Product** 

1. UNLD1

2. UNLD2

3. UNLD3

4. UNLD4


5. UNLD5


6. DIESEL

Subtotal	\$0.00
Tax	\$0.00
TOTAL	\$0.00
<b>Amount Due</b>	<b>\$0.00</b>


Checkout

5. Checkout and complete the prepay transaction before fueling.


 **Help**



Look Up




Scan Barcode




Fuel Prepay


PREPAY CA #02 x2.000 2.22  
UNLD1




Candy  
\$1.99




Chips  
\$1.59



Water Bottle  
\$1.49



Soda  
\$2.99

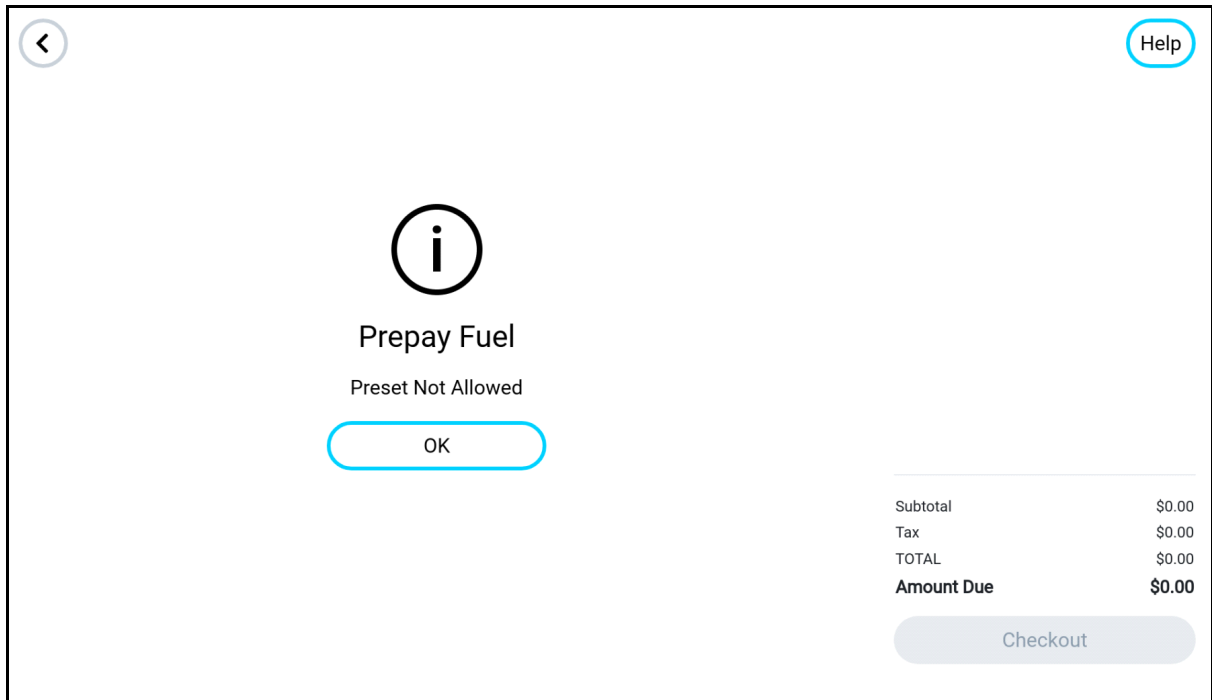


Coffee

Subtotal	\$2.22
Tax	\$0.00
TOTAL	\$2.22
<b>Amount Due</b>	<b>\$2.22</b>

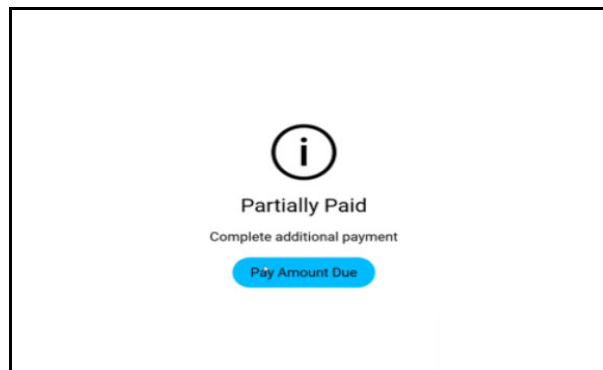
Checkout

If pump is not ready to do prepay then the following error message appears.



## Split Tender

Split Tender is possible on Self Checkout. If a customer tried to pay with a gift card and the gift card does not have enough balance, customer can use another network MOP to complete the payment. Click Pay Amount Due and complete the payment.



## Loyalty Sales

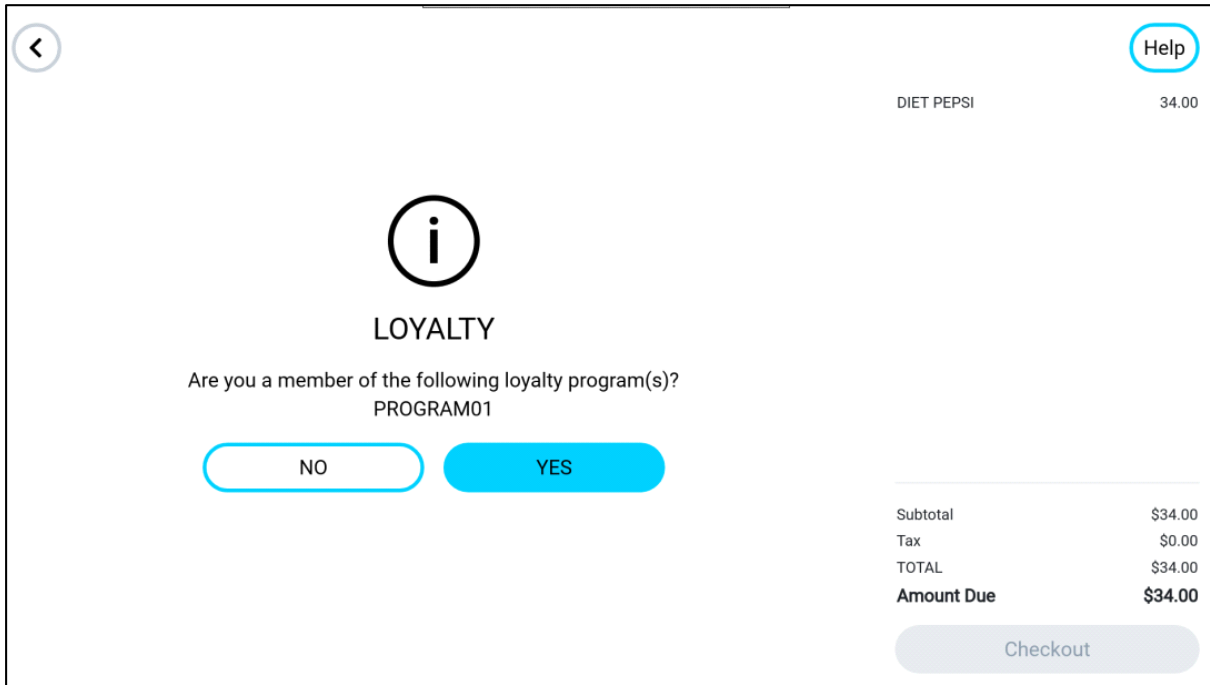
Loyalty programs come in all shapes and sizes. They can offer on-the-spot discounts or future savings through incentives as coupons or points toward future purchases.

EPS loyalty sales allow the processing and redemption of loyalty transactions.



*Refer to the Loyalty Sales feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.*

When Loyalty Program/s are configured, customer gets a Loyalty prompt after the MOP is selected for payment.



On selecting Yes, customer gets a screen to enter ALT ID. Alternatively, customer can also scan loyalty barcode or use PIN pad or swipe loyalty card.

**LOYALTY**

Scan Loyalty Barcode or Enter ALT ID  
Choose PIN pad to swipe loyalty card

7	8	9
4	5	6
1	2	3
00	0	Clear
Choose PIN pad	OK	

Subtotal	\$34.00
Tax	\$0.00
TOTAL	\$34.00
Amount Due	\$34.00

Checkout

## Sales Restrictions

Using Self Checkout customers cannot buy items that belong to departments that are not selected in “Global Configuration” on page 6 and the items that do not have barcode in the pricebook.



*Customers cannot buy open PLU items, apply scanned coupons, and buy fractional quantity items.*

*Customers can buy random weight products with bar codes. Customers can also scan food order bar codes for making payments at the Self Checkout.*



*Rule manager based ID checks are no longer supported.*



## Age Restricted Sales

When the customer scans an age restricted item, the following prompt will be displayed on SCO:

Item	Price
Soap	2.00
Shampoo	14.00
Horlicks Protein Plus	12.00
*Beer	5.00

Subtotal	\$33.00
Tax	\$7.50
<b>TOTAL</b>	<b>\$40.50</b>
<b>Amount Due</b>	<b>\$40.50</b>

Customers can continue to scan items to a transaction while waiting for a cashier to perform the ID check. If the customer presses the Checkout button, they will be alerted that a cashier must assist and will not be able to move to the payment screen.

Item	Price
Soap	2.00
Shampoo	14.00
Horlicks Protein Plus	12.00
*Beer	5.00
*Marlboro	3.00

Subtotal	\$36.00
Tax	\$7.50
<b>TOTAL</b>	<b>\$43.50</b>
<b>Amount Due</b>	<b>\$43.50</b>

Customers can add items requiring multiple levels of ID check into the transaction. As more stricter age restrictive items are sold, additional data may be needed. PLU level ID check will take Precedence over Department level ID check.

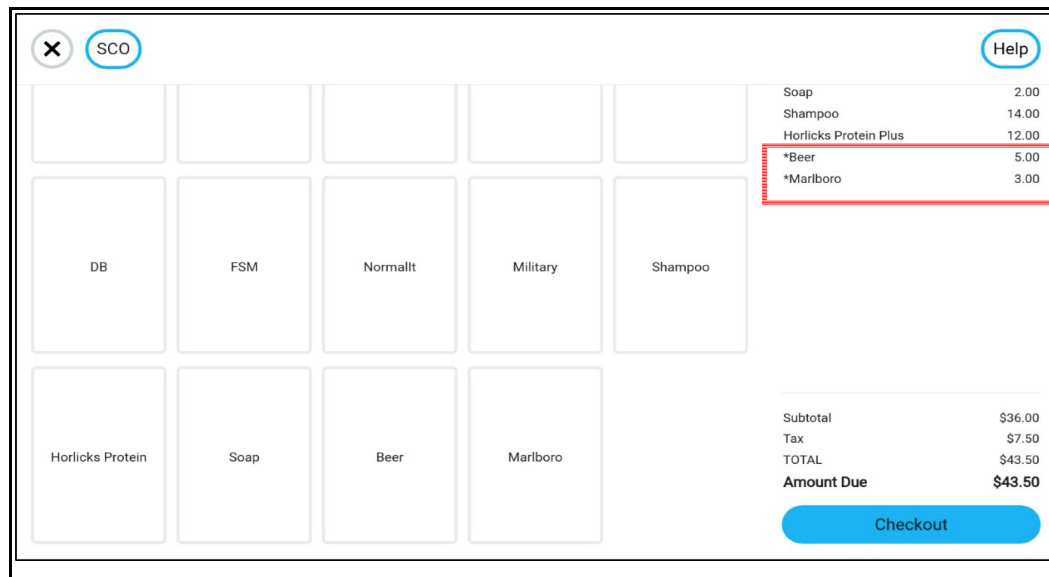
For example: scan lotto with a manual entry DOB check, then sell vape pods that require the ID to be scanned. A scanned ID take precedence over any other DOB data entered.

If multiple types of ID check items are added after the first ID check item, all the items are reevaluated at total/payment time to ensure the customer can purchase all of the items.



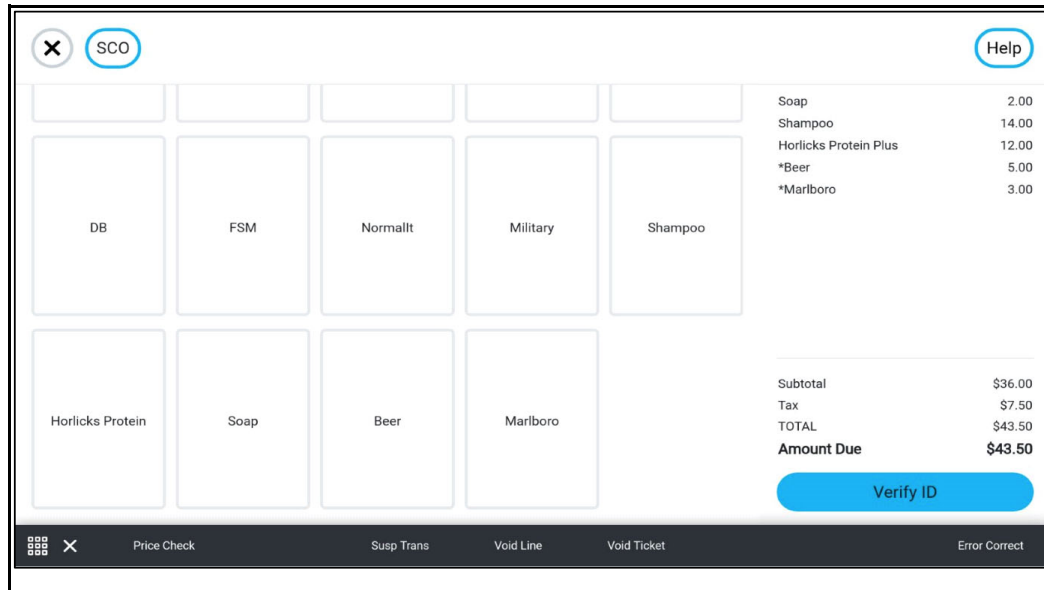
*Suspending a transaction is not allowed when there are age restricted items in the transaction. This Suspend behavior applies to both POS and SCO transactions.*

When the Age restricted item is added to the ticket, an asterisk symbol is appended to the item. This is an indicator to the cashier that particular item requires ID verification.



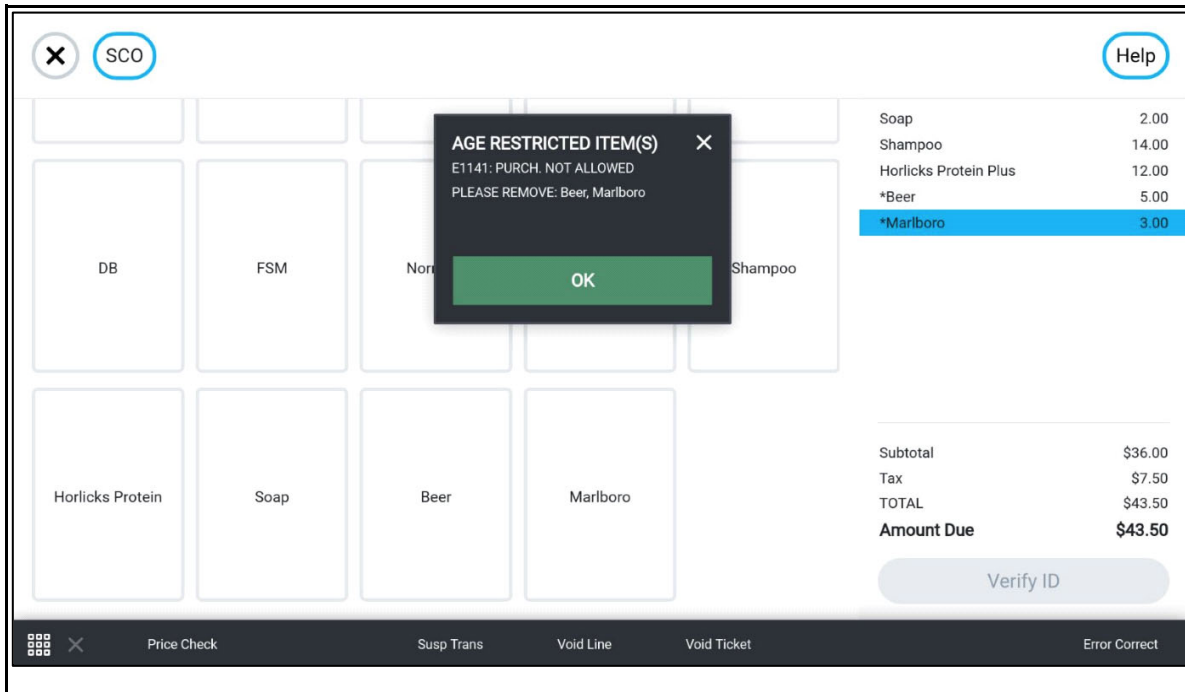
When customer adds age restricted items, the Self Checkout Monitoring button turns red on the cashier screen and there will be a beep to alert the cashier to come to the customer for help.

When age restricted items are present in the transaction that are not verified, when cashier logs in, the checkout button automatically turns to Verify ID button.



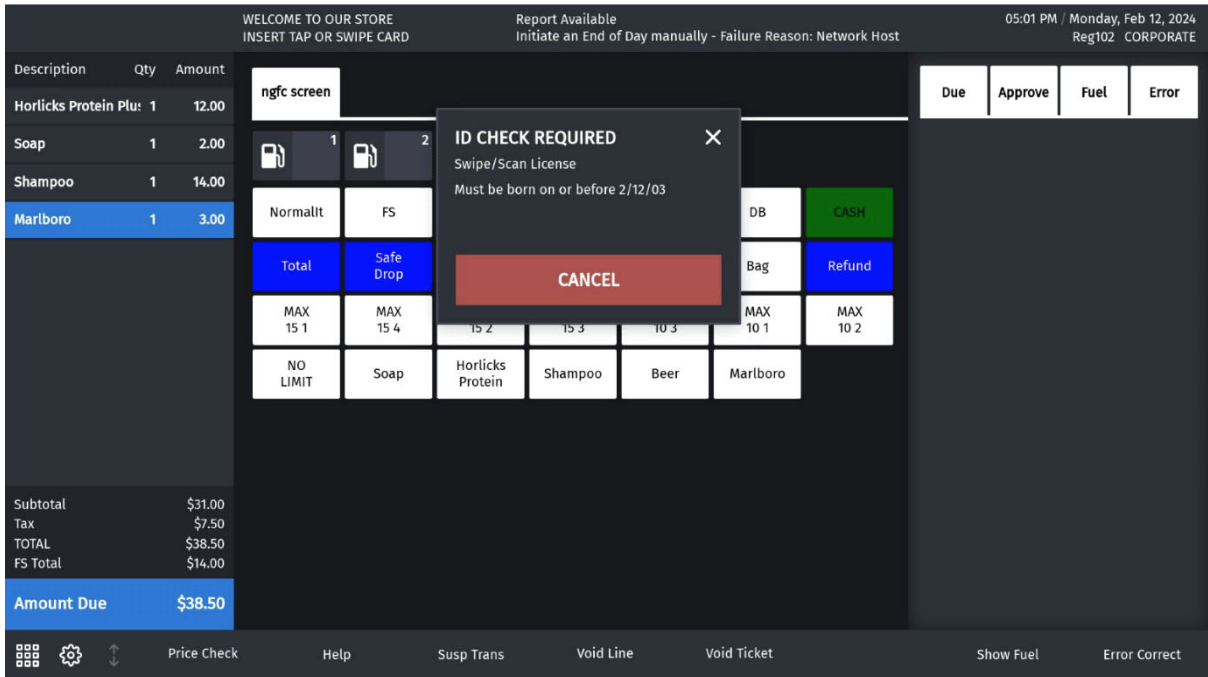
After ID verification is completed successfully, **Verify ID** turns into **Checkout** in Cashier mode and the asterisk symbol disappears.

After scanning the customer Id, if the customer ID does not meet minimum-age restrictions for products added to the transaction, a message appears asking to remove those restricted items from the transaction.



POS functionality differs from SCO functionality in the following two ways:

- If the first age restricted item does not require Force Scan and DOB is entered manually, but if the second item requires Force Scan, then there will be a prompt to scan the customer ID for a second item.
- On pressing Total, the age restricted items present in the transaction are revalidated. If the customer ID does not meet minimum-age restrictions for any product added to the transaction, a message appears asking to remove the restricted item from the transaction and the transaction will move forward only after the item is removed.



*In a prepay underrun cash transaction that had a force scan, when the customer comes to get the change, they might have to scan ID card again.*

## Cash Payment Using Cash Recycler

Refer to "Configure Cash Recycler" on page 26 for more information on configuring the cash recycler to receive payment.

## Pay Total Cash

1. Select Cash as **MOP**

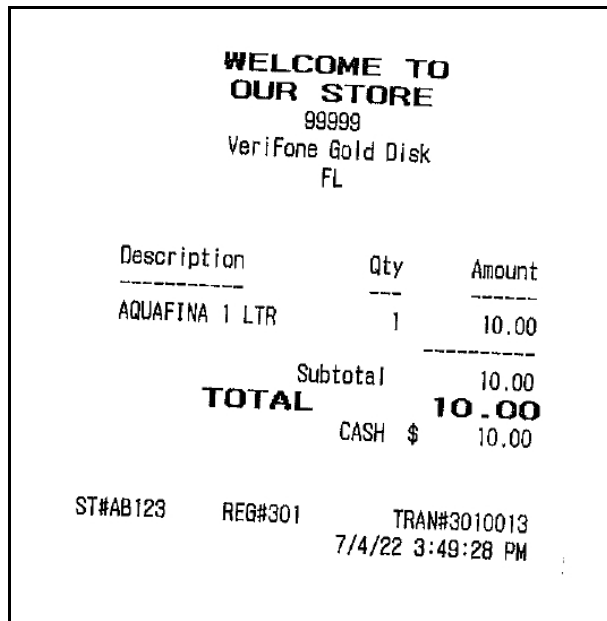
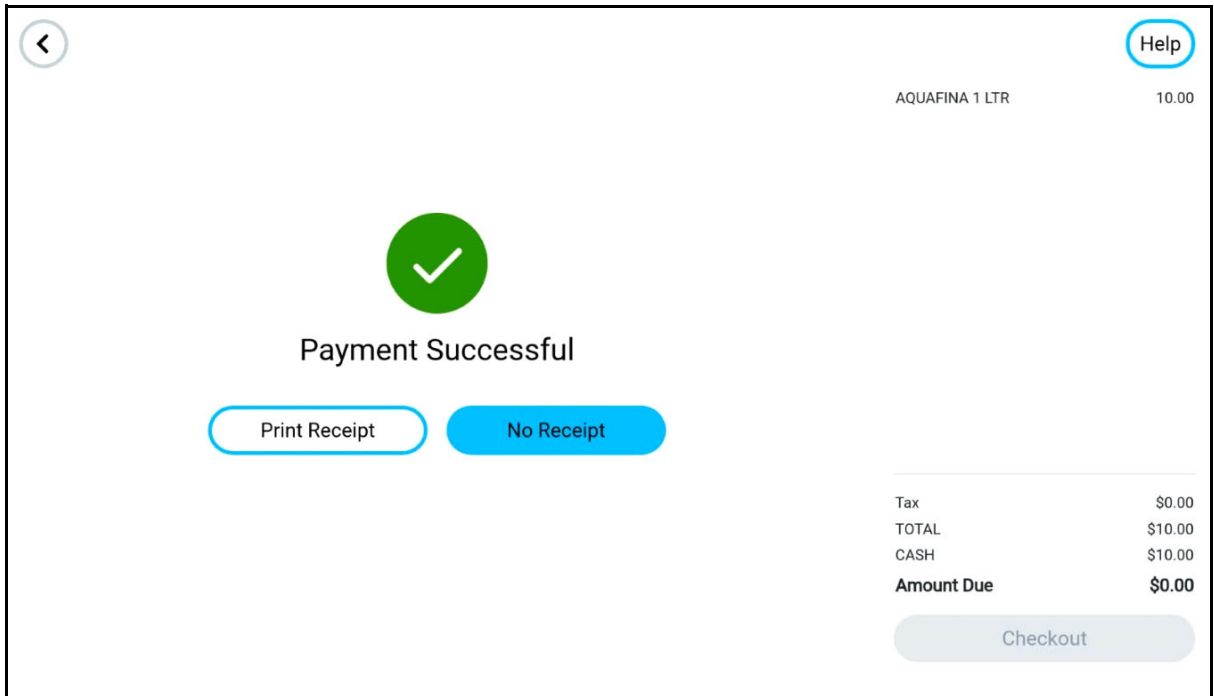
The screenshot shows a payment selection screen. At the top left is a close button (X). At the top right is a 'Help' button. Below the close button is a list of items: 'Kitkat' with a price of 45.00, repeated twice. The main heading is 'Select Payment Method'. There are four options: 'CASH' (highlighted with a red box), 'CREDIT', 'DEBIT', and 'MOBILE'. At the bottom right is a 'Checkout' button. A summary table is located at the bottom right of the screen.

Subtotal	\$90.00
Tax	\$0.00
TOTAL	\$90.00
<b>Amount Due</b>	<b>\$90.00</b>

2. Insert Cash into the cash recycler at the prompt.

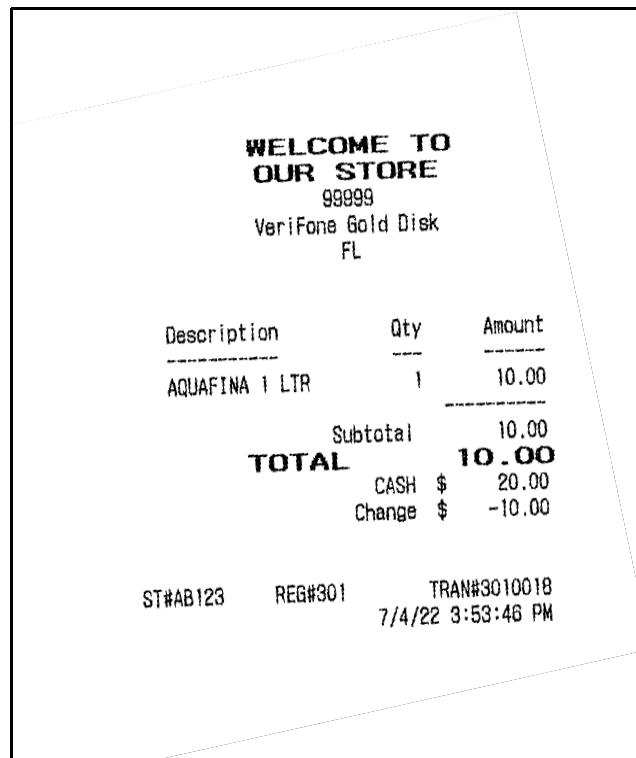
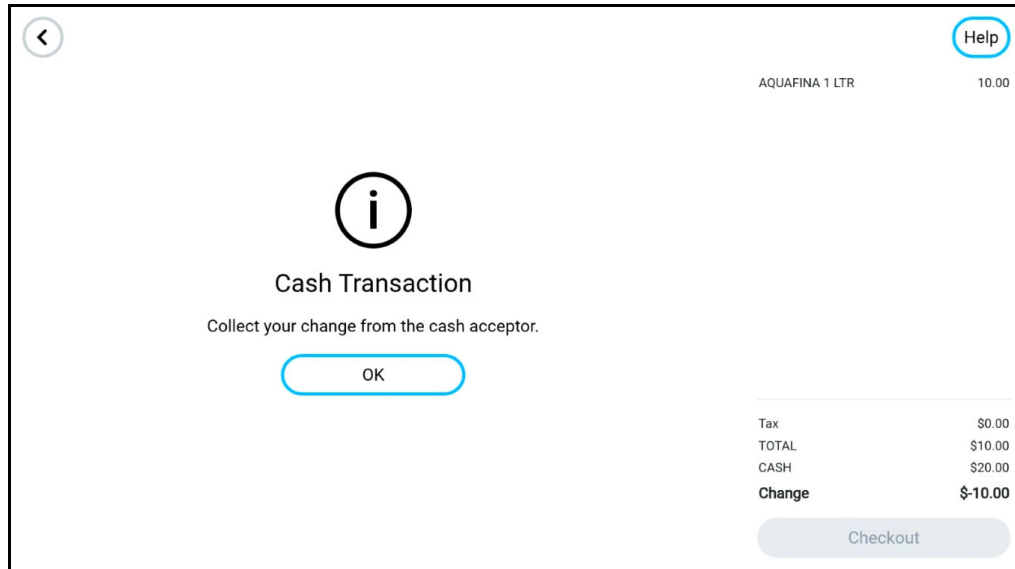
The screenshot shows a 'Cash Transaction' screen. At the top left is a back button (<). At the top right is a 'Help' button. Below the back button is a list of items: 'AQUAFINA 1 LTR' with a price of 10.00. The main heading is 'Cash Transaction' with an information icon (i). Below the heading is the instruction: 'Insert money into the cash acceptor or select other payment.' There is a button labeled 'Other Payment'. At the bottom right is a 'Checkout' button. A summary table is located at the bottom right of the screen.

Subtotal	\$10.00
Tax	\$0.00
TOTAL	\$10.00
<b>Amount Due</b>	<b>\$10.00</b>



## Pay Extra Cash & Receive Change

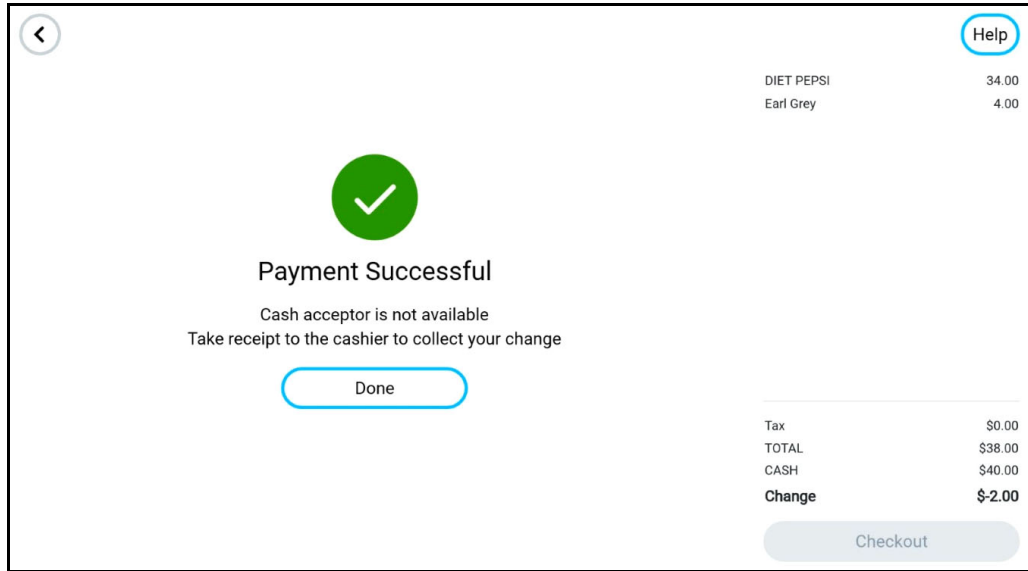
After money is inserted into the Cash Recycler, the following screen appears.





## Unable to Dispense Change

When the cash recycler is unable to dispense change, a receipt prints with a bar code that the customer can take to the cashier to get the change in cash or buy other items taken on the way to the cashier for cash refund.



## Split Tender With Cash & Card

For example, the customer makes a purchase for \$99 and selects the loyalty program at the Loyalty Program prompt.

Help

AQUAFINA 1 LTR	10.00
DIET PEPSI	34.00
Orange juice	45.00
XL Coffee	10.00

**i**  
LOYALTY

Are you a member of the following loyalty program(s)?  
PROGRAM01, PROGRAM02

NO YES

Subtotal	\$99.00
Tax	\$0.00
TOTAL	\$99.00
Amount Due	\$99.00

Checkout

1. First customer has to enter the loyalty membership details. Refer to “Loyalty Sales” on page 49 for more information.

Help

AQUAFINA 1 LTR	10.00
DIET PEPSI	34.00
Orange juice	45.00
XL Coffee	10.00

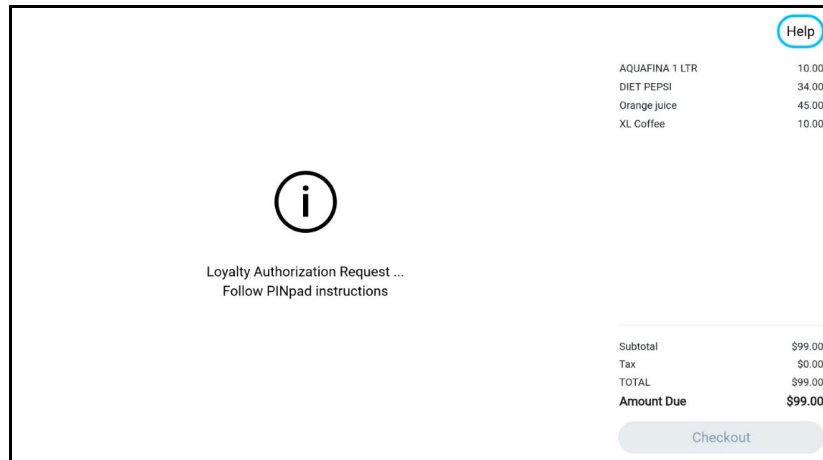
**x**

LOYALTY

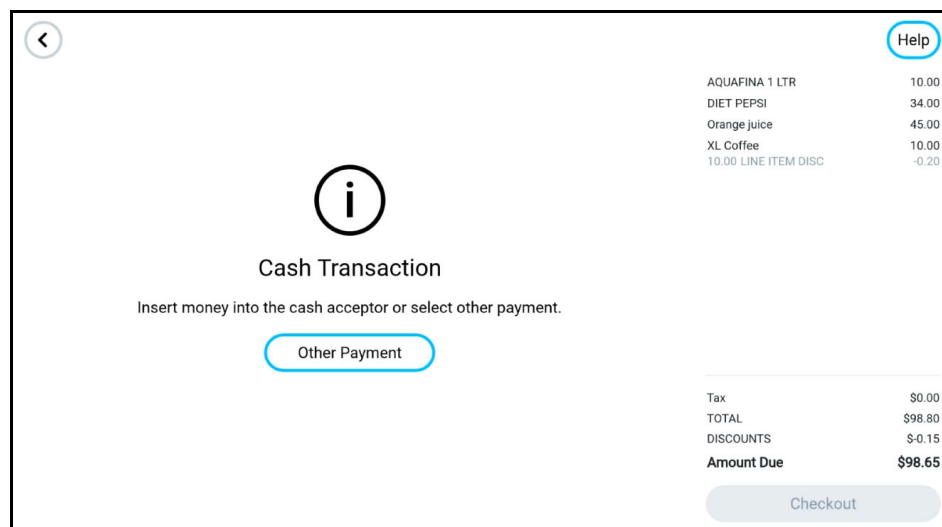
Scan Loyalty Barcode or Enter ALT ID  
Choose PIN pad to swipe loyalty card

Subtotal	\$99.00
Tax	\$0.00
TOTAL	\$99.00
Amount Due	\$99.00

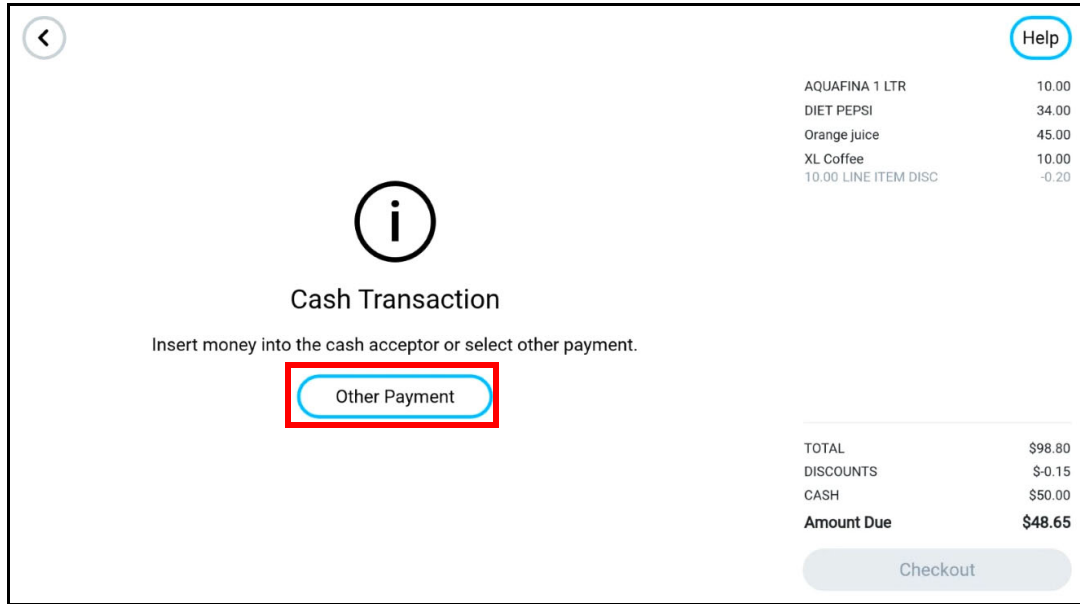
Checkout



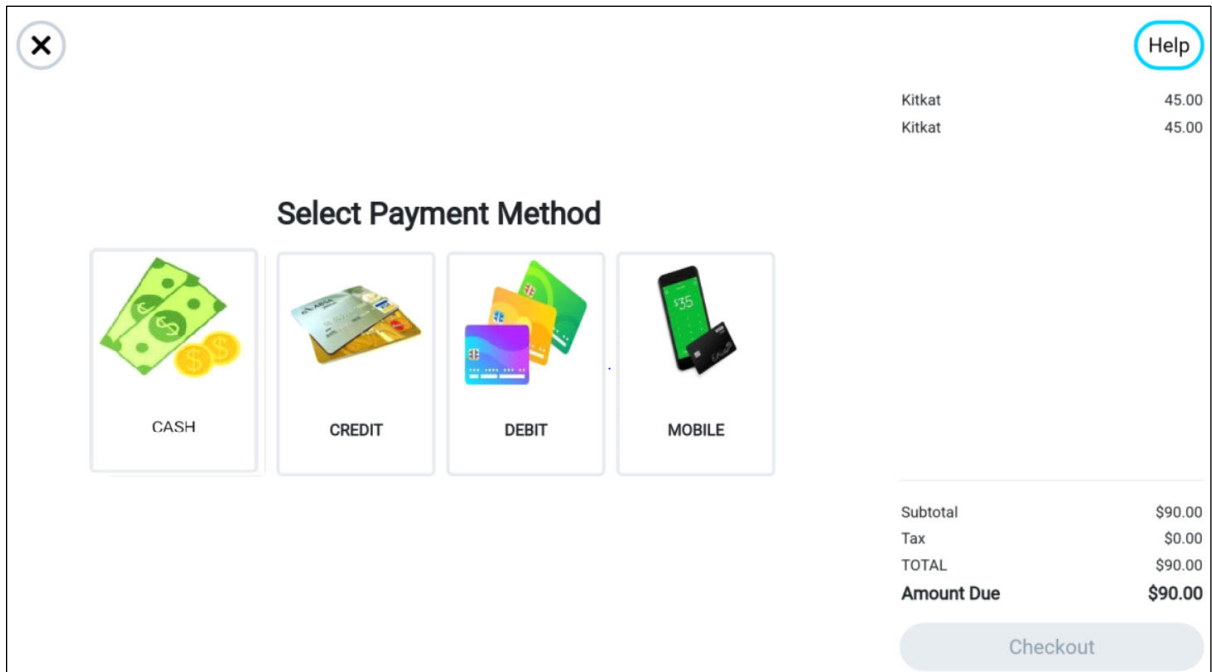
2. The customer gets the final amount after the loyalty discount.



3. Suppose the Customer Inserts \$50 in the Cash Recycler and wants to pay the rest of the amount by card, they get the following screen. Select **Other Payment** at the prompt.




- 4. The customer gets the MOP screen, select Credit or Debit to complete the transaction.



◀ Help

AQUAFINA 1 LTR	10.00
DIET PEPSI	34.00
Orange juice	45.00
XL Coffee	10.00
10.00 LINE ITEM DISC	-0.20



Use Payment Terminal

CREDIT

Cancel


---

TOTAL	\$98.80
DISCOUNTS	\$-0.15
CASH	\$50.00
<b>Amount Due</b>	<b>\$48.65</b>

Checkout

◀ Help

AQUAFINA 1 LTR	10.00
DIET PEPSI	34.00
Orange juice	45.00
XL Coffee	10.00
10.00 LINE ITEM DISC	-0.20



Payment Successful

Print Receipt No Receipt

---

DISCOUNTS	\$-0.15
CASH	\$50.00
CREDIT	\$48.65
<b>Amount Due</b>	<b>\$0.00</b>

Checkout

**WELCOME TO  
OUR STORE**  
99999  
VeriFone Gold Disk  
FL

<CUSTOMER COPY>

Description	Qty	Amount
AQUAFINA 1 LTR	1	10.00
DIET PEPSI	1	34.00
Orange juice	1	45.00
XL Coffee	1	9.80
10.00 Dsc		-0.20
		-----
Subtotal		98.80
DISCOUNT		-0.15
<b>TOTAL</b>		<b>98.65</b>
CASH \$		50.00
CREDIT \$		48.65

SALE Receipt  
VISA USD\$48.65  
Acct/Card #: \*\*\*\*\*9003  
Entry: Swiped  
Auth #: 123628  
Resp Code: 000  
Stan: 0001222  
Invoice #: 116  
CUSTOMER COPY

APPROVED

Loyalty Program: PROGRAM01  
Card: PCATS01  
Acct #: \*\*\*\*\*3161  
Trace #: 6  
Stan: 0001222  
Thanks for Shopping with Us  
Enjoy Your Rewards  
Come back soon  
Discount From: PCATS01

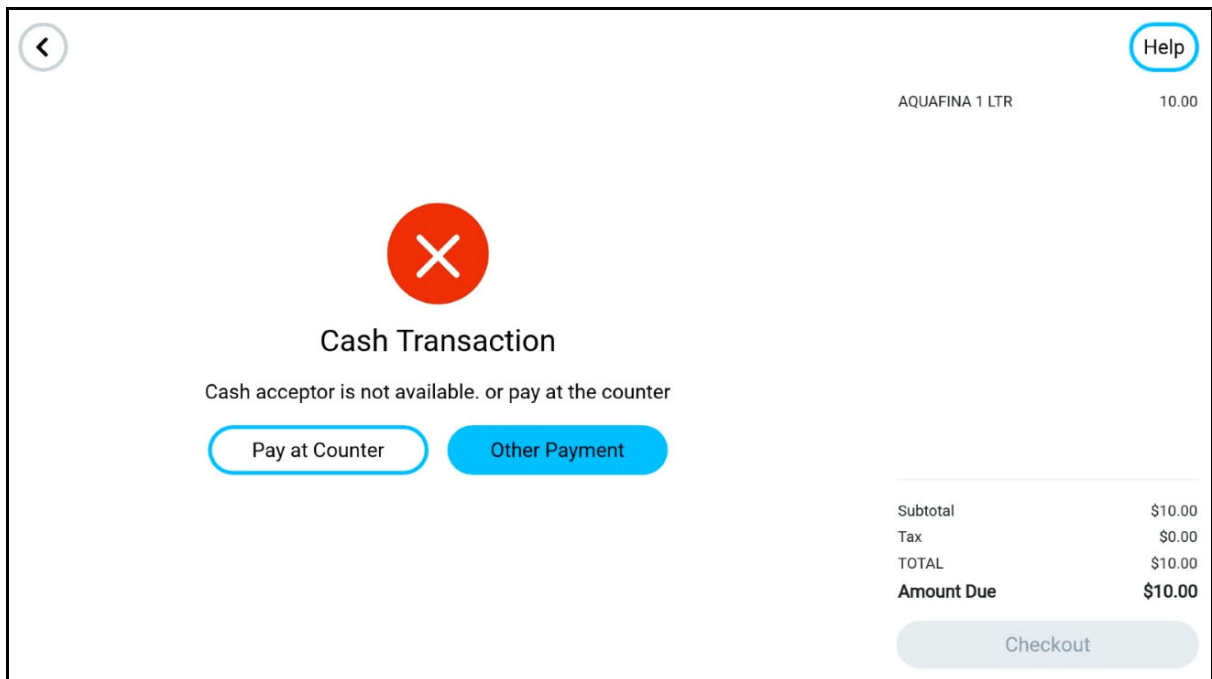
ST#AB123    REG#301    TRAN#3010021  
7/4/22 4:01:00 PM

## Cash Recycler Errors

There are two types of errors a customer can face while using the cash recycler.

- Device Not Available
- Device Being Used by Another Register

In both the cases, the customer can Pay at Counter or use other payment methods.



### POS Restarting

A third type of error can occur if the POS restarts while the customer is inserting cash in the cash recycler. In this case, the cashier should check the cash recycler screen and refund the amount inserted to the customer. The cash recycler needs to be restarted after this. The entire transaction is lost and the cashier can repeat the transaction for the customer or the customer can use another Self-checkout to repeat the transaction.

### Inactivity Timer

The inactivity timer gets triggered if the sales screen is idle for one minute. The customer gets ten seconds to respond. If **I'm Here, Continue** is not clicked in ten seconds, the screen returns to the welcome screen and the ticket is voided automatically.

SCO timeout is increased to 5 minutes when in Cash Recycler UI.



Are you still there?

Your Session will be cancelled due to inactivity.

9

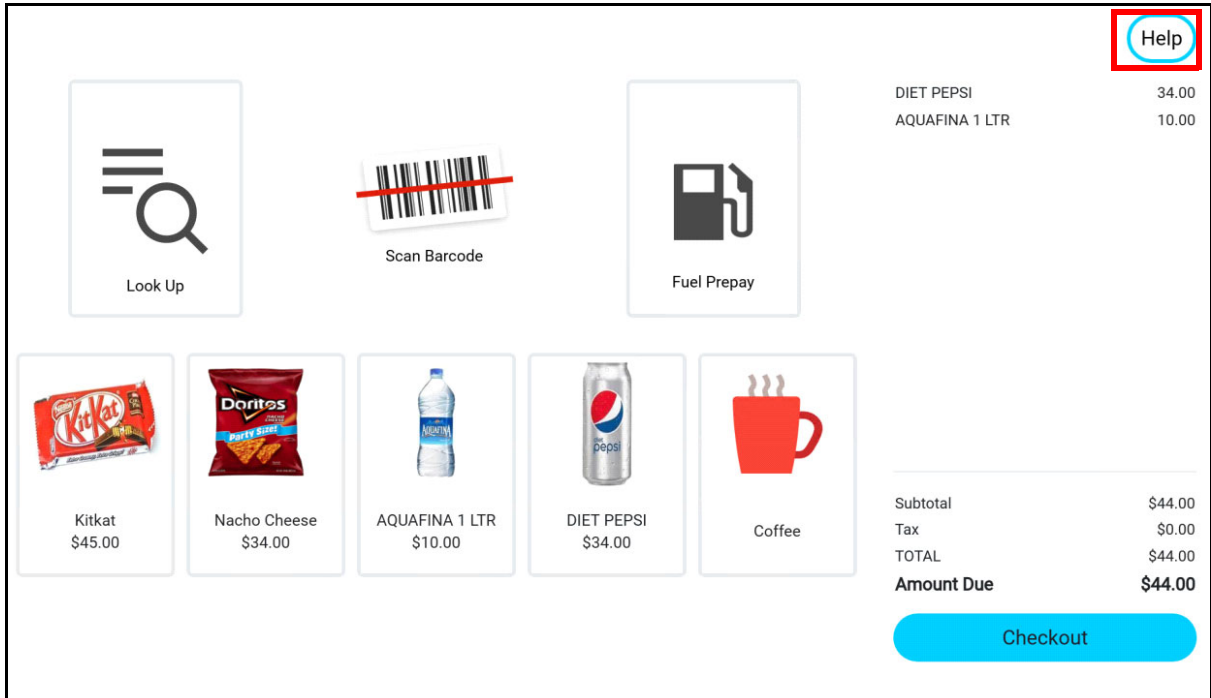
End Session

I'm here, Continue

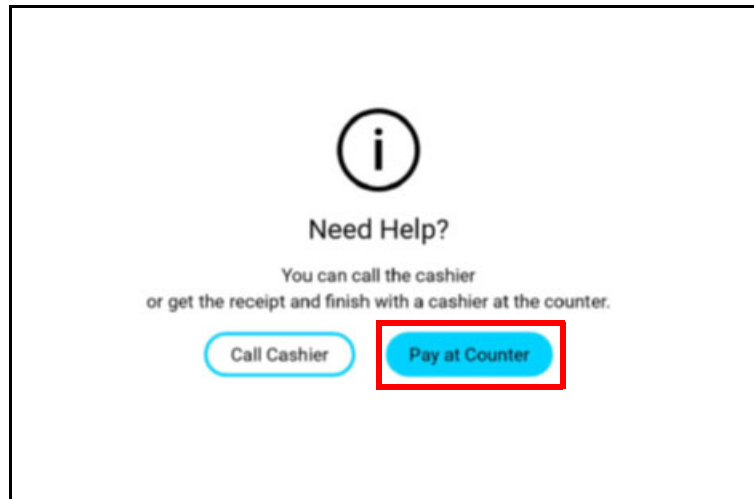


## Pay at Counter

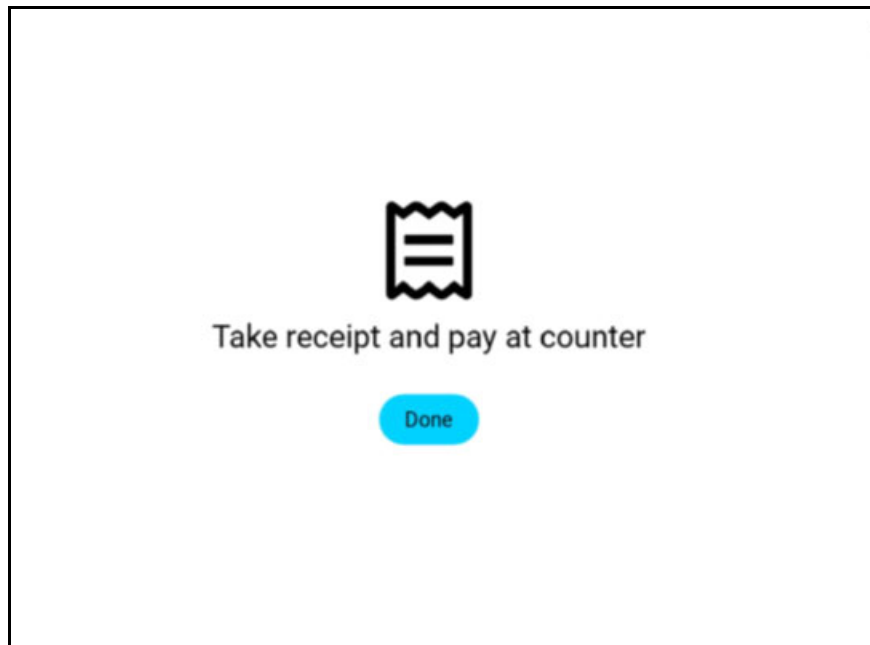
1. During a transaction, click **Help** to get the help of a cashier to complete the transaction.



2. Select Pay at Counter.



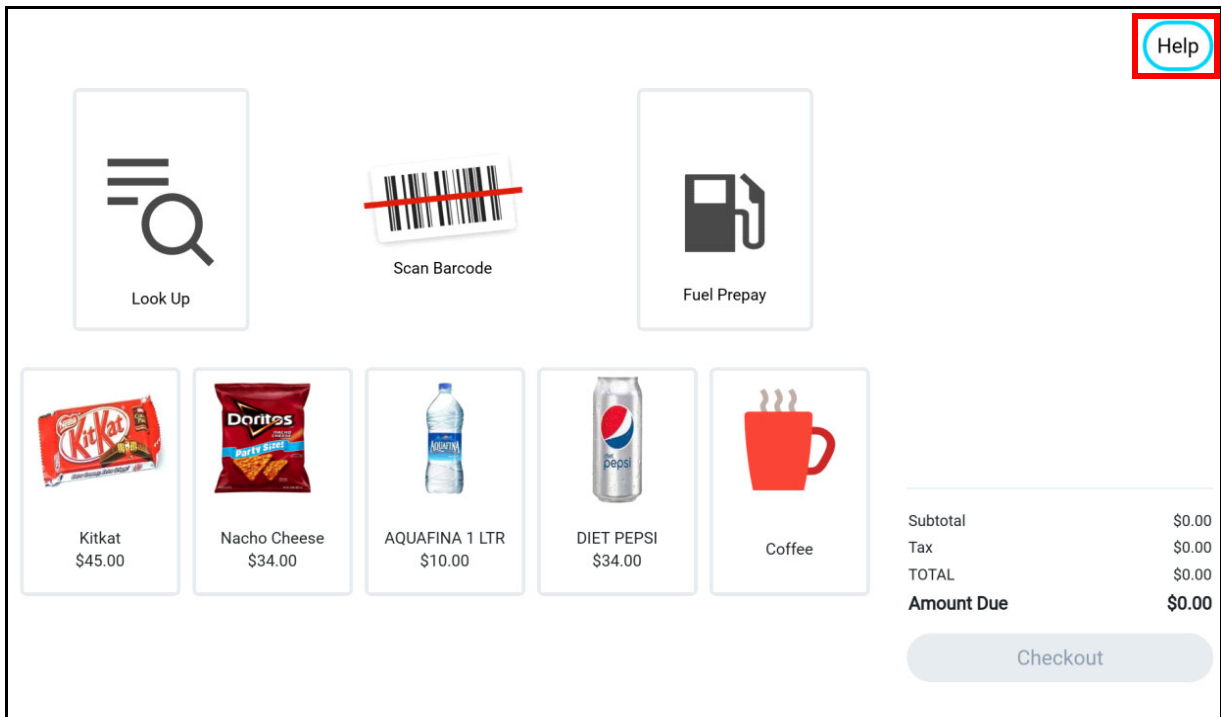
3. A transaction receipt is printed that has a transaction number (Tran#) and bar code, which can be used to recall the transaction by a cashier.



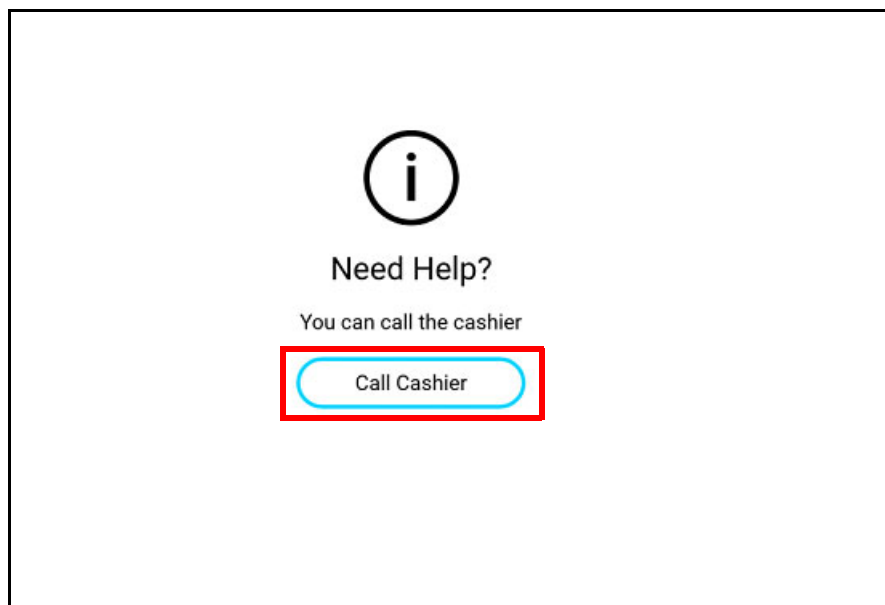
4. A sound is produced that alerts the cashier of the request.

## Call Cashier

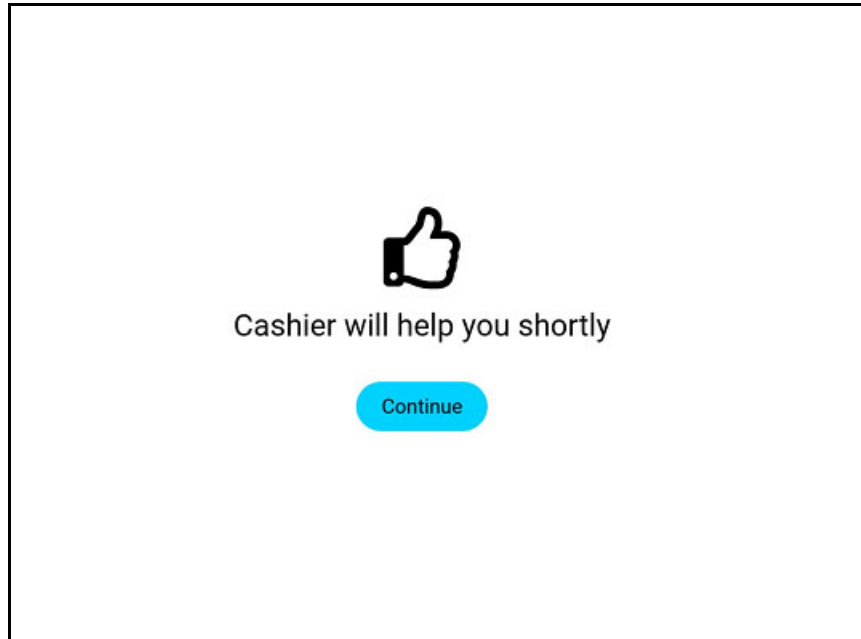
1. Customers can click **Help** anytime to get assistance from a cashier.



2. Click Call Cashier.

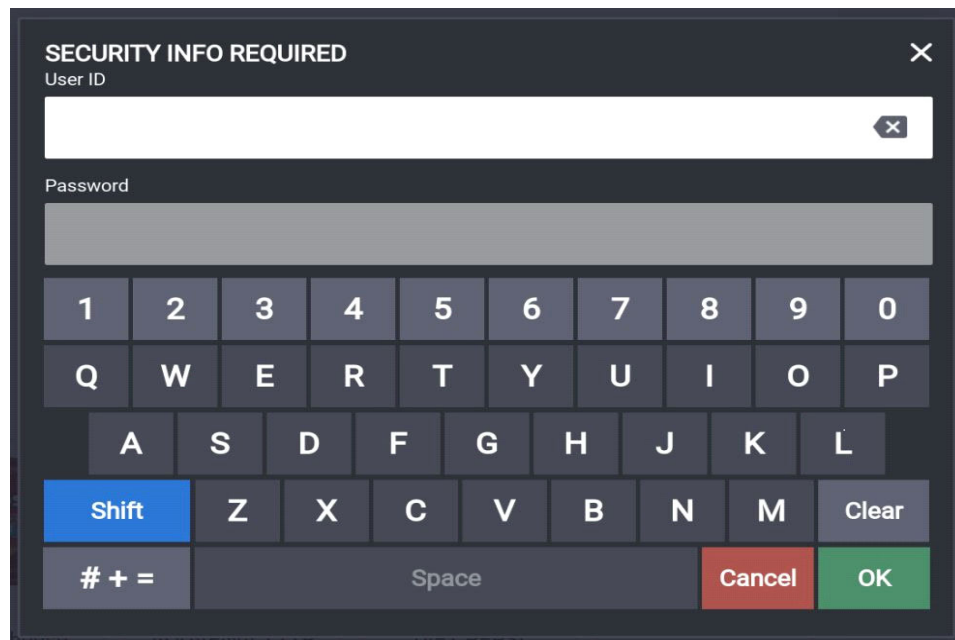
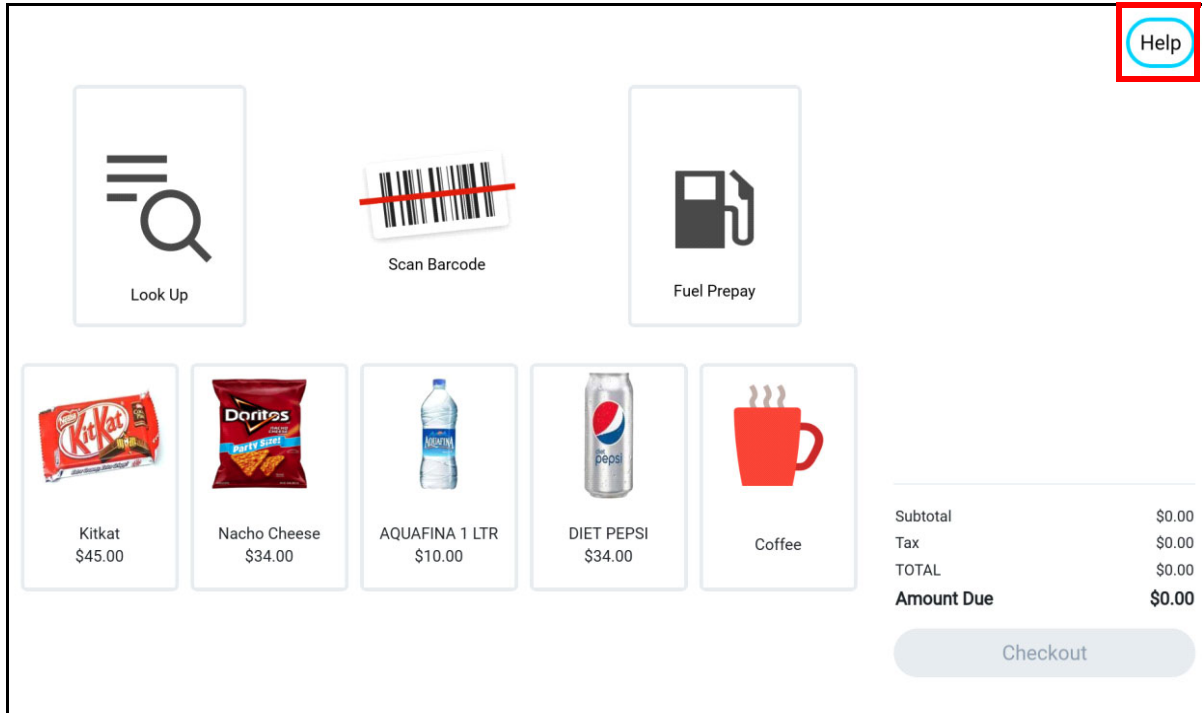


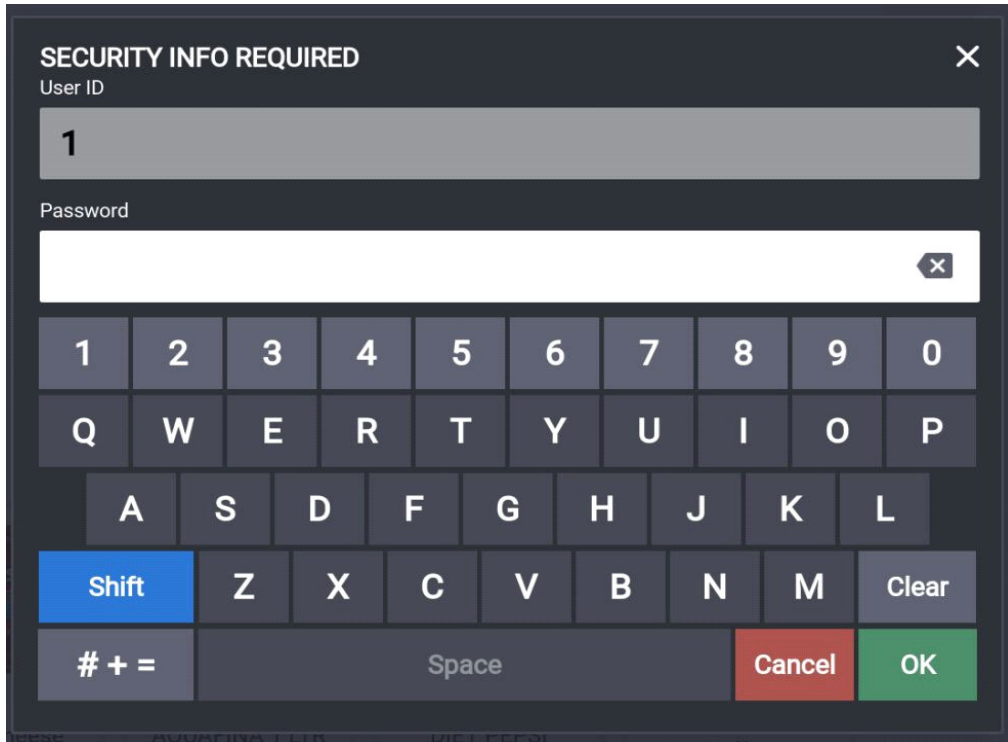
3. A sound is produced that alerts the cashier of the request.



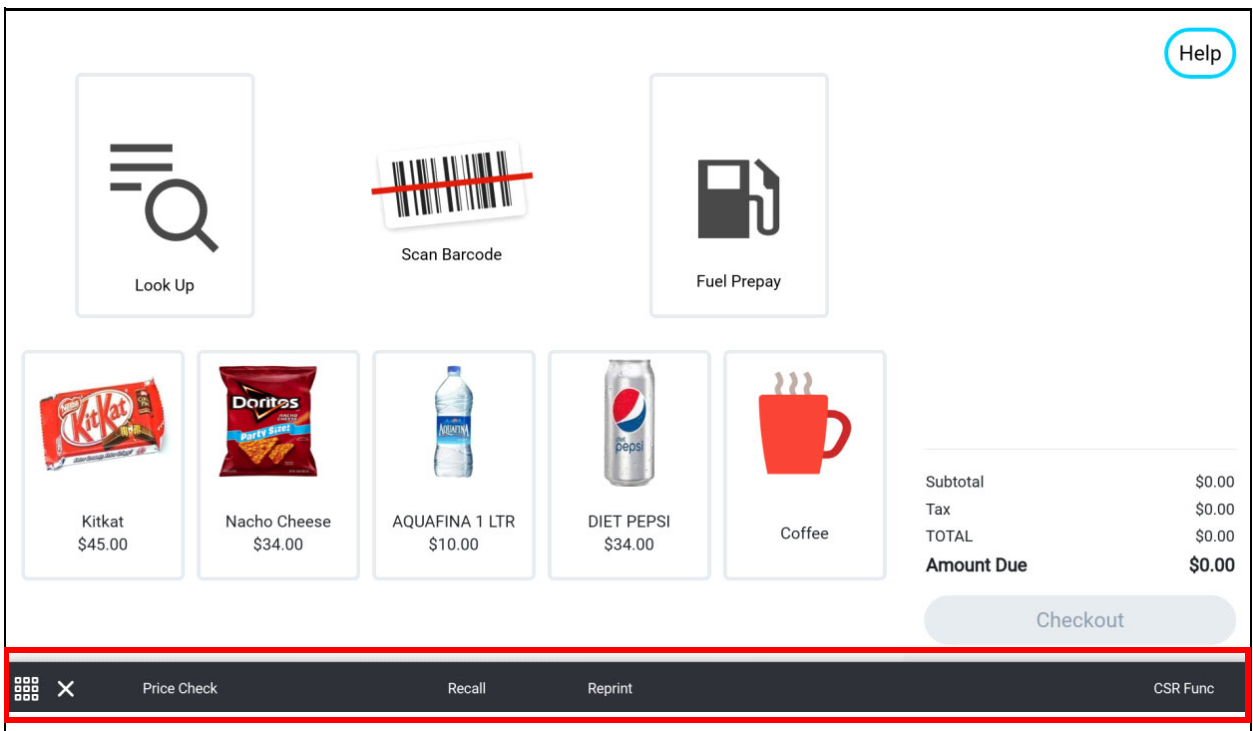
## Cashier Functions

1. On SCO mode hold the **Help icon** for two seconds to get the **cashier login**.





2. The SCO screen loads with the following cashier functions:



## Price Check

Checks the price of an item without ringing it into a transaction.

## Recall

Recalls a suspended transaction.

## Reprint

Reprints Receipts.

## CSR Functions

Goes to the CSR Functions menu.



Refer to the **“Verifone Commander User Reference”** for more information on these functions.

When items are added for sale, the cashier SCO screen loads with the following cashier functions:

The screenshot displays the cashier SCO screen with the following elements:

- Top Right:** A circular "Help" button.
- Top Row (Functions):**
  - Look Up:** Represented by a magnifying glass icon over a list icon.
  - Scan Barcode:** Represented by a barcode icon with a red slash through it.
  - Fuel Prepay:** Represented by a fuel pump icon.
- Item List (Bottom Row):**
  - Kitkat:** \$45.00
  - Nacho Cheese:** \$34.00
  - AQUAFINA 1 LTR:** \$10.00
  - DIET PEPSI:** \$34.00
  - Coffee:** (represented by a red coffee cup icon)
- Right Side (Transaction Summary):**
  - AQUAFINA 1 LTR 10.00
  - Subtotal \$10.00
  - Tax \$0.00
  - TOTAL \$10.00
  - Amount Due \$10.00**
- Bottom Bar (Navigation):** A dark bar with a red border containing icons and labels for:
  - Price Check
  - Susp Trans
  - Void Line
  - Void Ticket
  - Error Correct
- Checkout Button:** A large blue button labeled "Checkout" is positioned below the transaction summary.

### Price Check

Checks the price of an item without ringing it into a transaction.

### Susp Trans

Suspends the transaction

### Void Line

Voids a line in the transaction

### Void Ticket

Voids the ticket

### Error Correct

Removes last entry or partial payment entered in a transaction.



Refer to the “**Verifone Commander User Reference**” for more information on these functions.



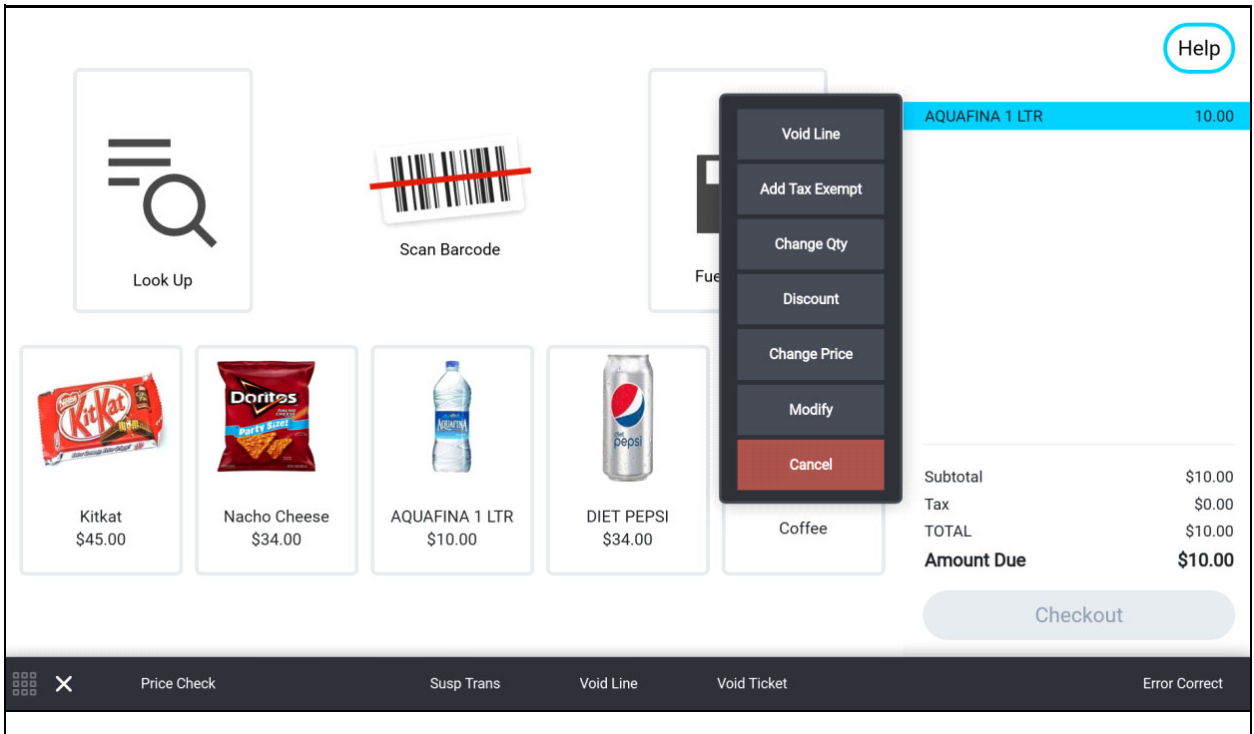
*There are three ways of getting out of cashier mode. By completing the transaction using Pay Now or by clicking Void Ticket or by clicking the **X** button.*

### Touch-To-Modify

Customers are not allowed to change quantity or modify the line items.



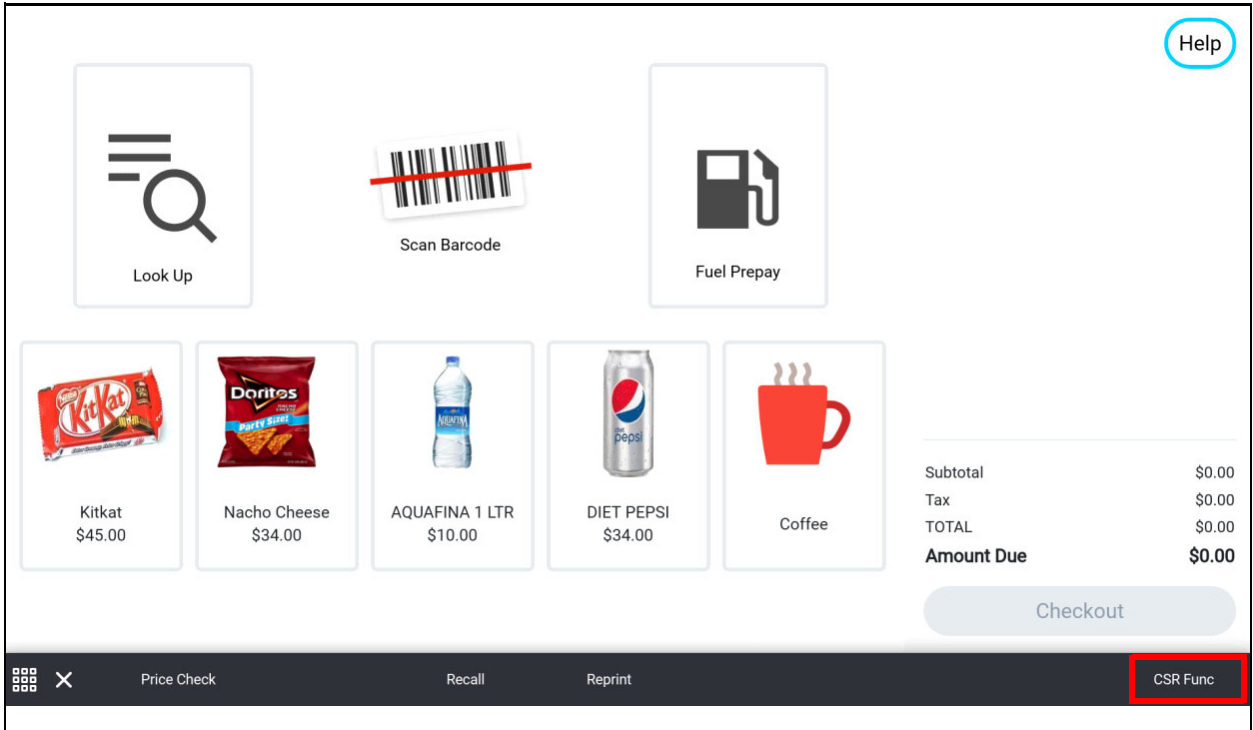
In cashier mode, touch a line item to get the Touch-To-Modify menu items.



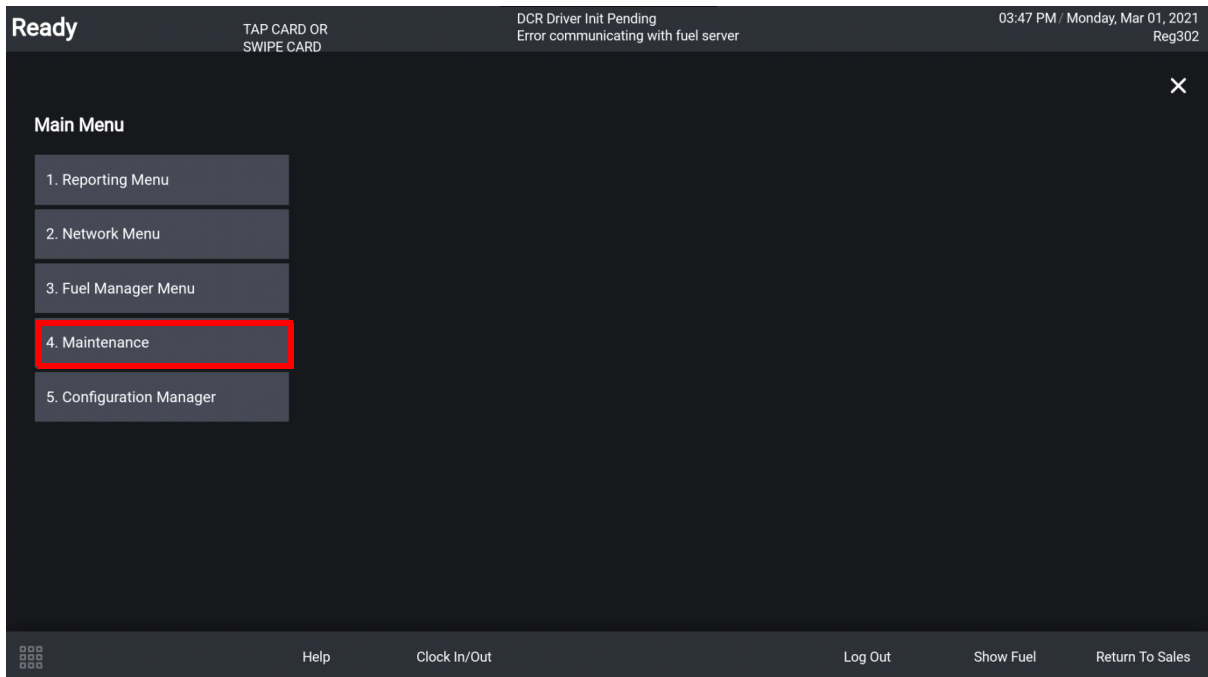
### Close Lane

Use this function to close a lane so the SCO cannot be used for sales.

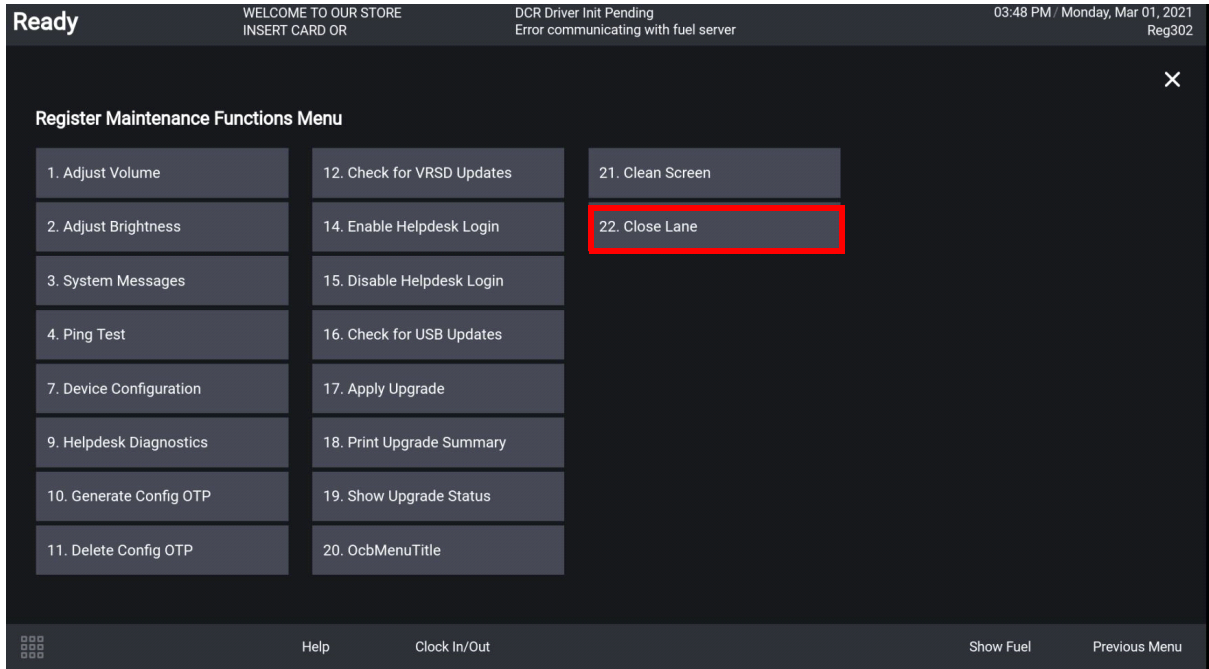
1. On the Cashier screen of SCO, go to CSR Functions



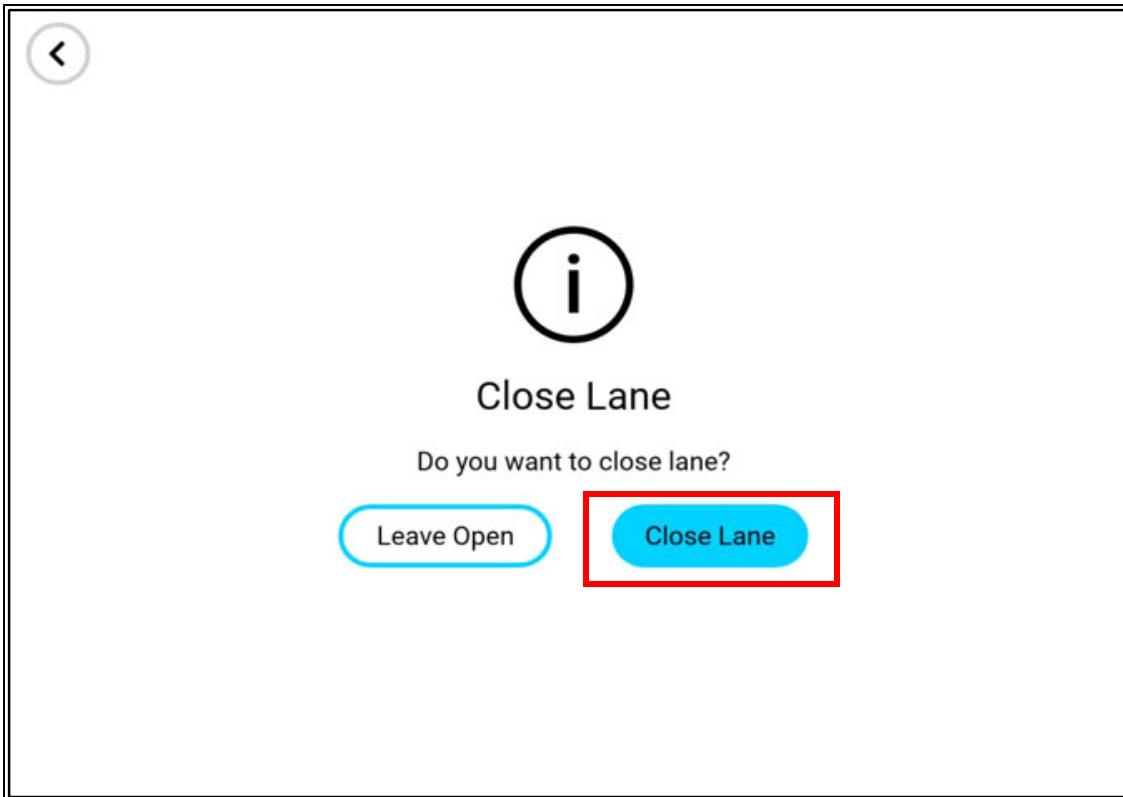
2. Go To Maintenance menu in CSR Functions.



3. Select Close Lane.



4. Select Close Lane.





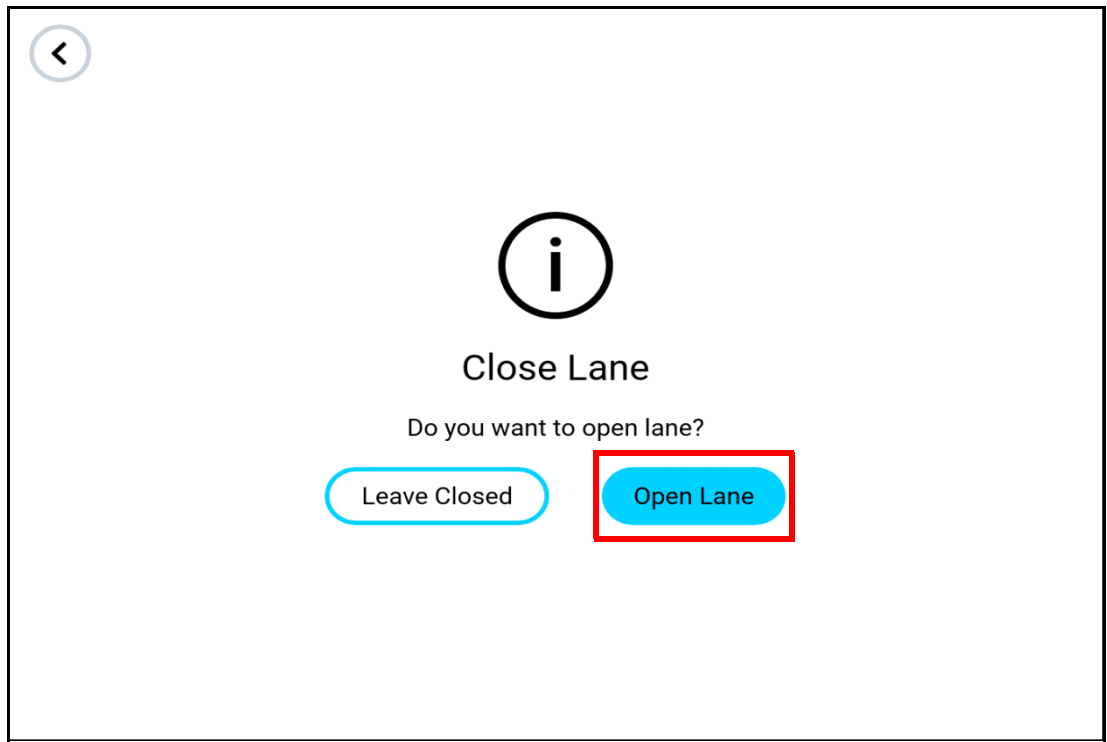
Lane Closed

## Open Lane

1. Double tap on the upper left-hand corner of the “Lane Closed” screen to get the “Do you want to Open Lane” screen.



2. Click “Open Lane” and login.

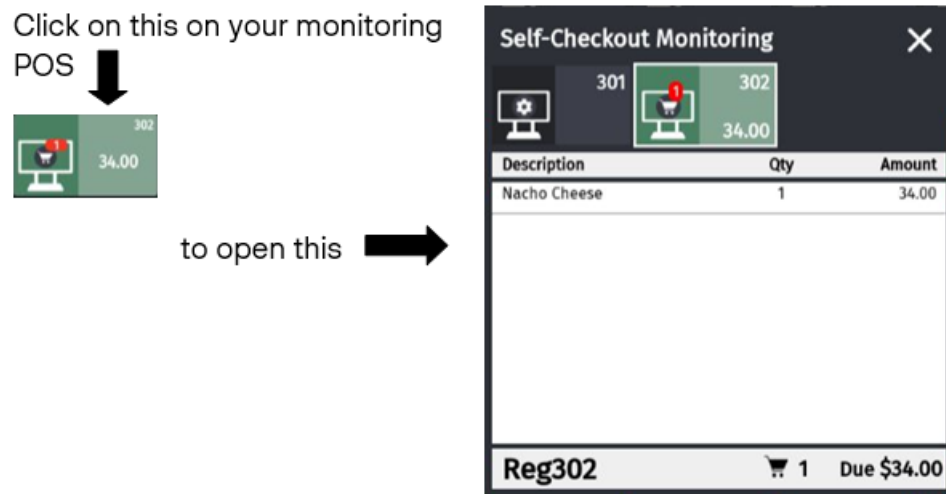


## Self Checkout Monitoring

Device monitoring is a feature to monitor configured devices from monitoring devices such as Cashier operated POS, Attendant handheld device or any remote machine. Self Checkout devices can be configured to be monitored through the Touch Screen configuration form from Configuration Client.

### Self Checkout Monitoring Buttons

Self Checkout device can be configured to be monitored from the POS using self checkout monitoring buttons. From Verifone Commander Release 55.02, clicking on the self checkout monitoring icon on the POS sales screen opens a detailed view pop-up.



### Self Checkout Monitoring Using Light Pole

From Verifone Commander Release 55.02, an LED light pole can be integrated to the C18 Self Checkout device.

The light pole:

- Visually notifies the store personnel that a customer using the Self Checkout may need assistance
- Allows to monitor from far what the customer might be doing at the Self Checkout even when not viewing the Self Checkout monitoring buttons on the POS.

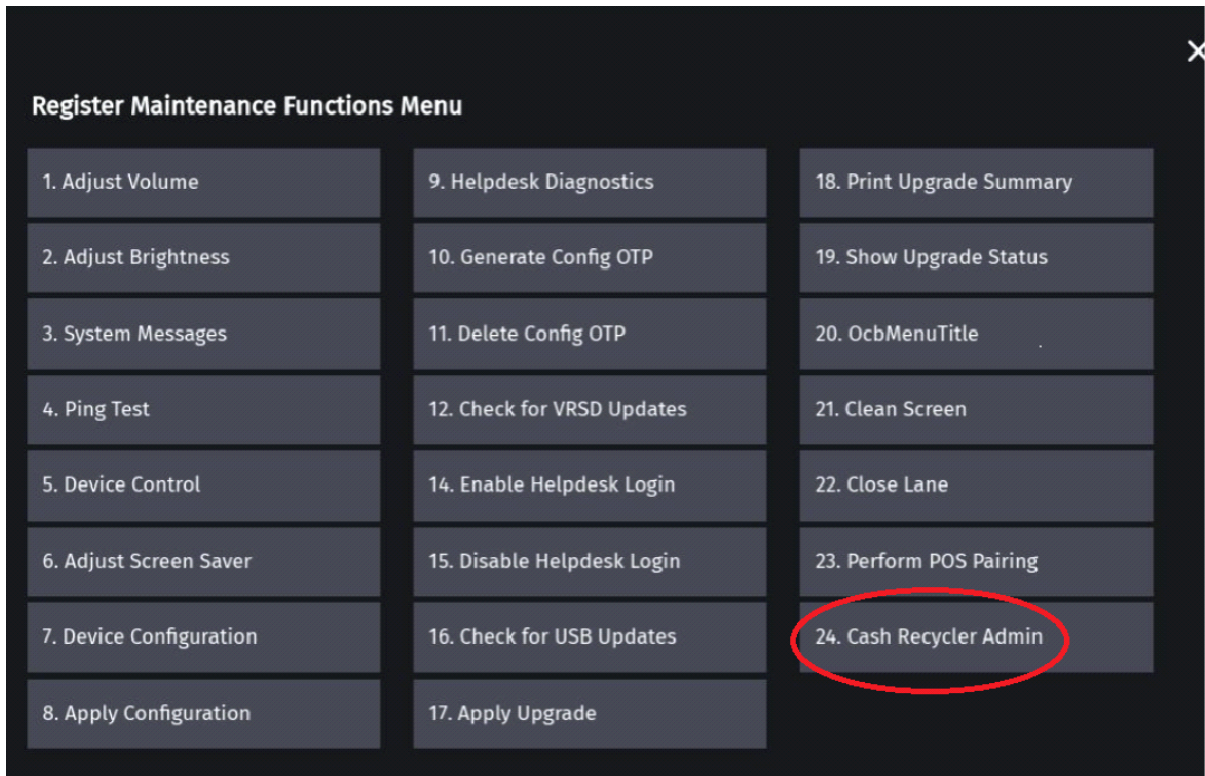
The light pole is a plug n play device and does not require any configuration changes using the Verifone configuration client. Customers just need to install the light tower and reboot the C18. The light pole can only be added to C18 Self Checkout device. The light ring on C18 changes color accordingly.



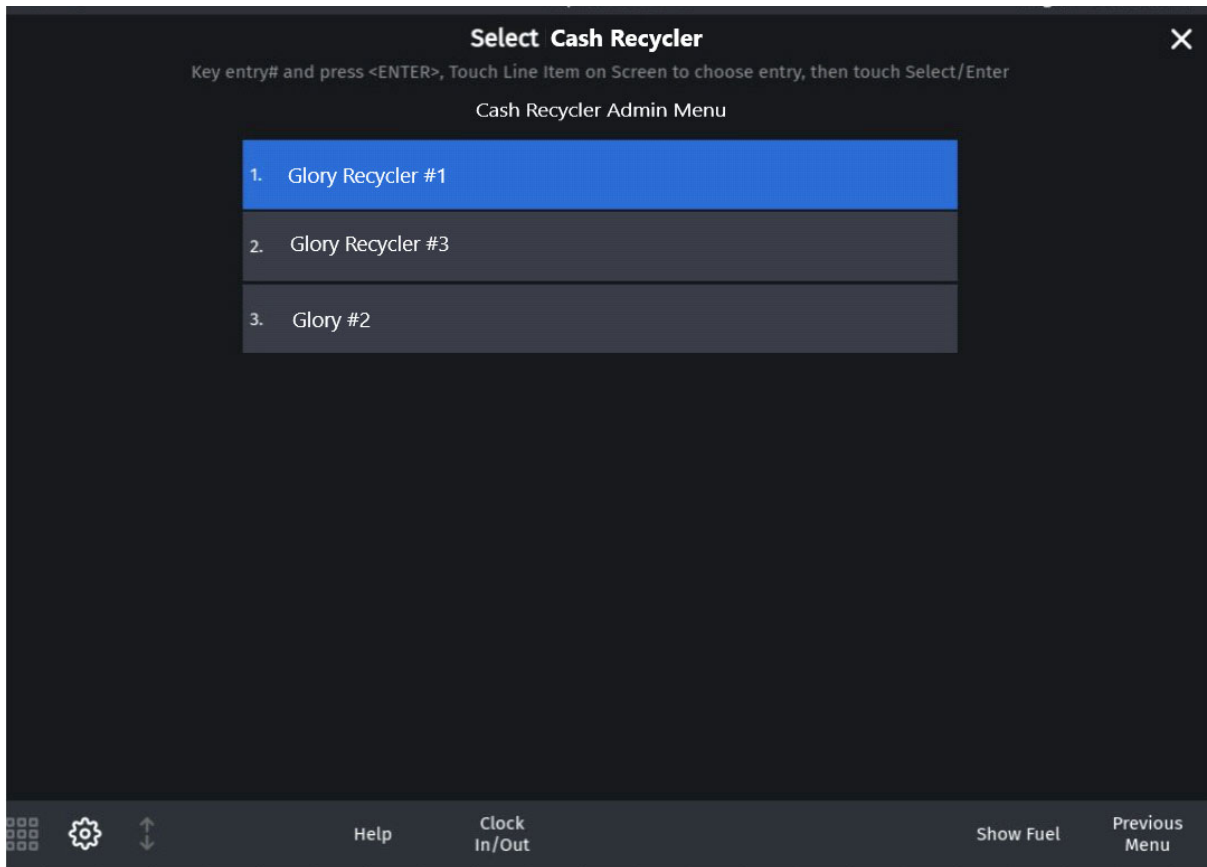
Refer to the *Verifone Commander User Reference* for more information on both of these features.

### Cash Recycler Administration

The Cash Recycler Admin menu is under the Maintenance Menu on the POS at **CSR Func > Maintenance > Cash Recycler Admin**.

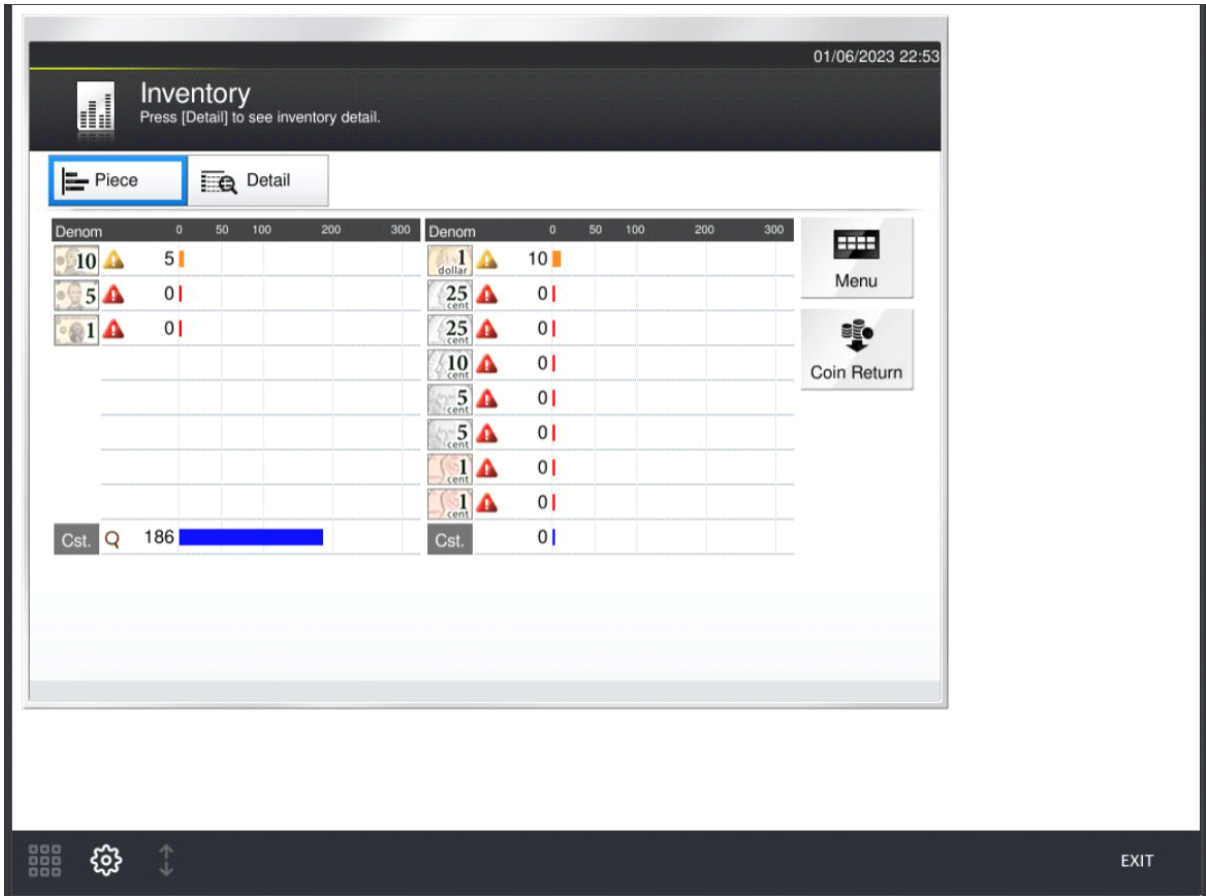


Selecting of Cash Recycler Admin opens the menu with all the Glory Cash Recyclers configured from configuration client.



When a Cash Recycler is selected, the Glory Admin Tool appears in the POS in an iframe. Cashier Preferences icons are disabled while on the Cash Recycler Admin Menu page and on the Cash Recycler Admin Tool. The frame only has the Exit button.





*Refer to the **Glory Recycler** documentation for more information on the functions supported from the Glory Recycler Admin Tool.*

Journal entries are created with the Cash Recycler name when the user enters & exits the admin tool.

## Entry Journal

**journal**  
Date/Time: 2023-06-05 19:40 Duration: 0 Seconds Register: 101 Cashier: CORPORATE (id:1) Store Num: AB123

Unique ID: 1684726775000-319170741-0000002915

Event: LOGIN/LOGOUT  
Detail: ENTER GLORY CASH RECYCLER #1 EMPLOYEE# 001 06/05/23 19:40

---

## Exit Journal

**journal**  
Date/Time: 2023-06-05 19:46 Duration: 0 Seconds Register: 101 Cashier: CORPORATE (id:1) Store Num: AB123

Unique ID: 1684726775000-319170741-0000002920

Event: LOGIN/LOGOUT  
Detail: EXIT GLORY CASH RECYCLER #4 EMPLOYEE# 001 06/05/23 19:46

---



*SCO timeout is increased to 5 minutes when in the Glory Recycler Admin UI.*

## Cash Recycler Alarm Messages

When cash recycler is offline or low on cash, alarm messages appear on all POS.

**Ready** Cash Recycler #2 Offline day, Dec 12, 2023  
3102 CORPORATE

POP Comm Err Reg101  
POP Diag Err Reg101  
8 RECEIPT(S) PENDING  
DCR #1: Poll Error  
Receipt Printer Unavailable

Description	Qty	Amount
screen1		
	1	
	2	
	3	
	4	
	5	
	6	
	7	
	8	
	9	
	10	
	11	
	12	
	13	
	14	
	15	
	16	
1-MENU-R	2-MENU-C	CASH
Other Function	Other Fuel Fun	Void Line
Other Department	Refund	Stop Fuel
PLU-AN	GENERAL-DEPT	Price Override
COMBO-PLU-3	COMBO-PLU-4	COMBO-PLU-5
PLU-AO	PLU-AE	

CREDIT	Void Ticket	Total	Other MOP
Refund	Other Departme	Discount	Quantity
PLU-AF	PLU-AG	PLU-AH	PLU-AA
Fuel Pre pay	Approve Fuel	Safe Drop	POP-DISCOUNT-PLU
COMBO-PLU-6	PLU-AA	PLU-AW	PLU-AM

Price Check   Help   Recall   Reprint   Show Fuel   CSR Func

Ready

9 RECEIPT(S) PENDING  
Cash Recycler #2 Low/Out of Cash  
POP Comm Err Reg101  
POP Diag Err Reg101  
DCR #1: Poll Error  
Receipt Printer Unavailable

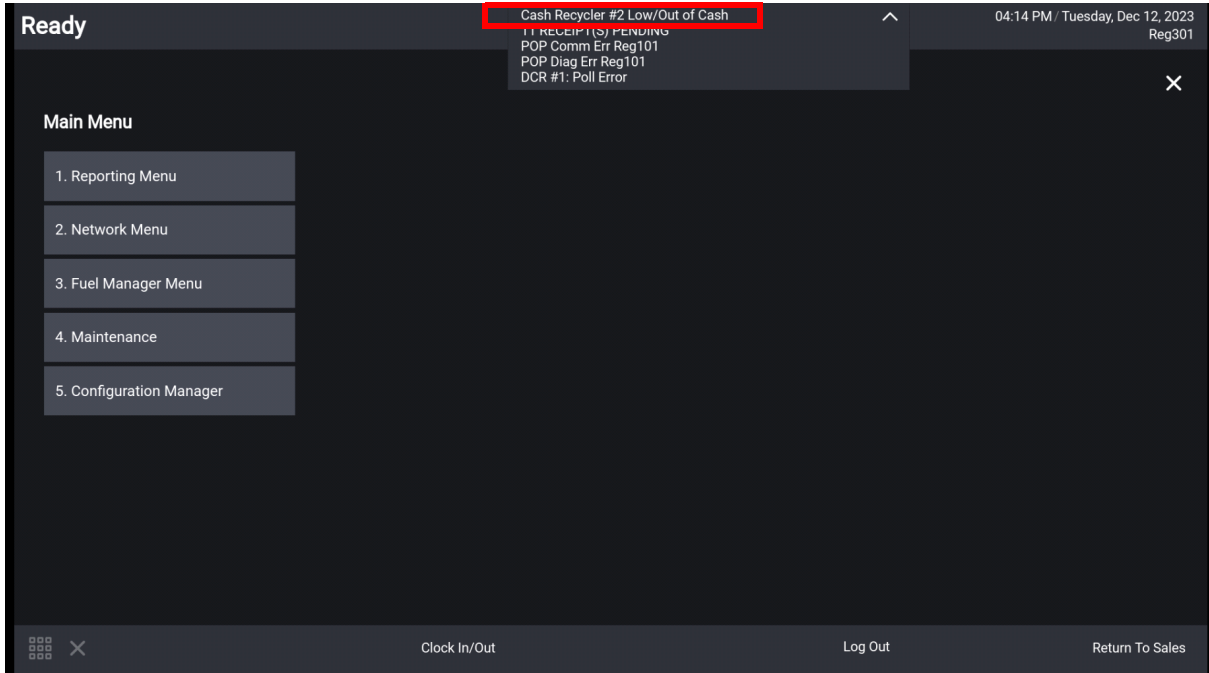
day, Dec 12, 2023  
102 CORPORATE

Description	Qty	Amount				
screen1						
	1					
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	10					
	11					
	12					
	13					
	14					
	15					
	16					
1-MENU-R	2-MENU-C	CASH	CREDIT	Void Ticket	Total	Other MOP
Other Function	Other Fuel Fun	Void Line	Refund	Other Departme	Discount	Quantity
Other De partment	Refund	Stop Fuel	PLU-AF	PLU-AG	PLU-AH	PLU-AA
PLU-AN	GENERAL-DEPT	Price Ov erride	Fuel Pre pay	Approve Fuel	Safe Dro p	POP-DISC OUNT-PLU
COMBO-PLU-3	COMBO-PLU-4	COMBO-PLU-5	COMBO-PLU-6	PLU-AA	PLU-AW	PLU-AM
PLU-AO	PLU-AE					

Price Check Help Recall Reprint Show Fuel CSR Func

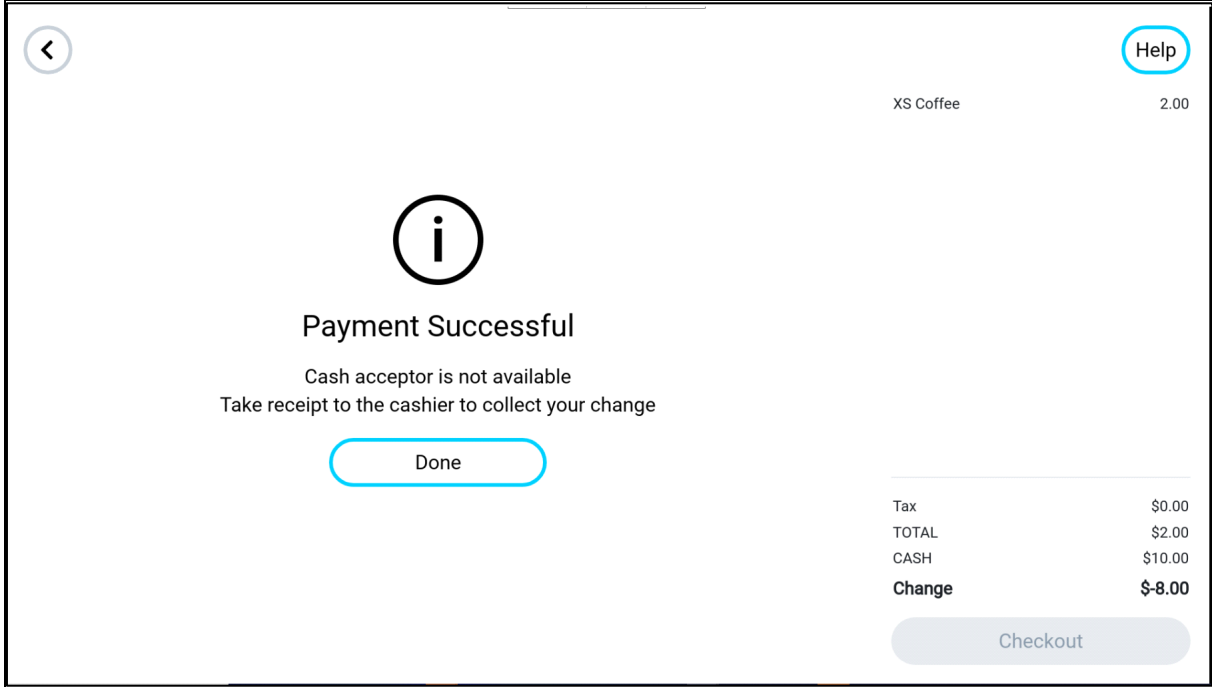
### SCO Mode Alarms

In Self Checkout the alarms only appear in the cashier mode, in the CSR Func screen.



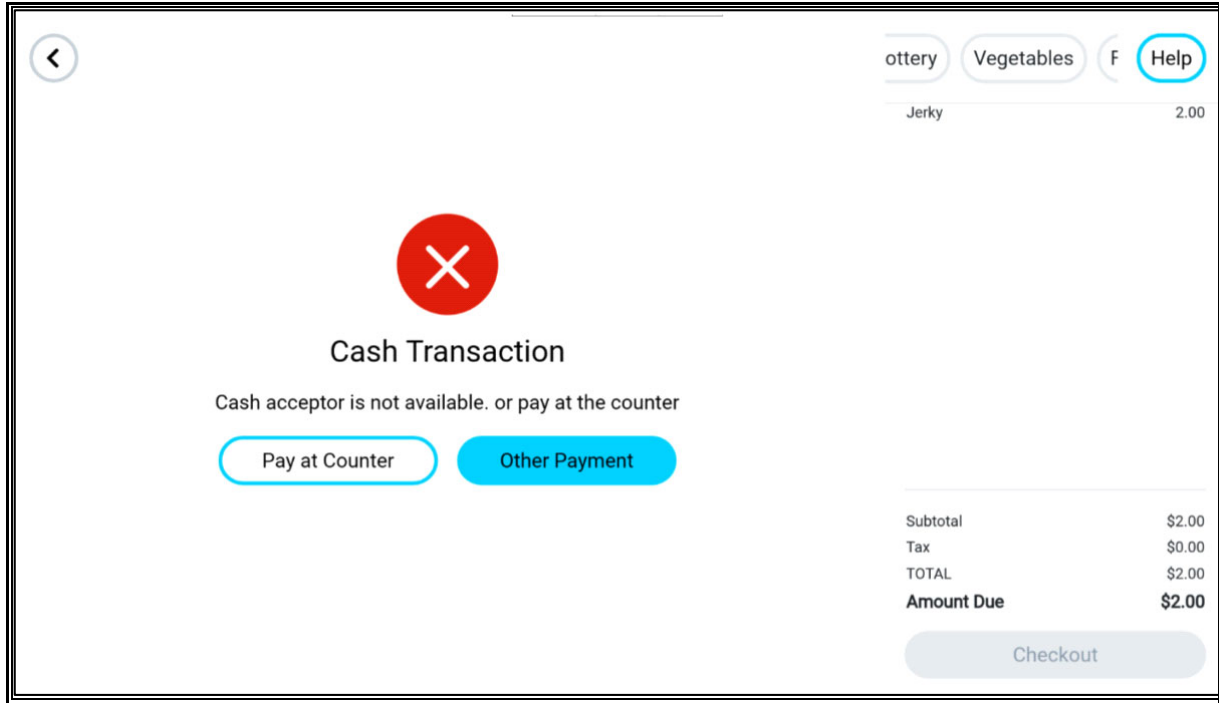
### Glory Cash Recycler Does Not Have Enough Cash To Dispense Change

When the Glory Recycler does not have enough cash to dispense the change after a transaction, the following message appears:



### Crane Cash Recycler Does Not Have Enough Cash To Dispense Change

When the Crane Recycler does not have enough cash to dispense the change after a transaction, the following message appears:



# 4 REPORTING

The Self Checkout register ID starts from 301. If the physical register ID is 102, then the corresponding logical register ID when the POS is in Self Checkout mode is 302. The reports have separate sections for physical register id and logical register id as shown below:

```
FLASH
Shift REPORT

3/30/21          9:14:12 AM
STORE#AB123 REGISTER#302 daypart#001
CASHIER #01 CORPORATE
REG NO#102 Receipt #1020001 to #102000
1
REG NO#302 Receipt #3020001 to #302003
0
OPEN daypart 3/26/21 3:04:48 AM
CLOSE daypart PENDING

SUMMARY REPORT
ALL REGISTERS
-----SUMMARY-----
MOP SALES                217.79
-----
NET SALES TOTAL          217.79
-----
TOTAL TO ACCOUNT FOR    217.79
-----
-----CASHIER DETAILS-----
MOP SALES
CARD BASED
CREDIT          11      115.89
CASH            10      101.90
-----
TOTAL MOP SALES        217.79
MOP CANCEL/REFUNDS
-----
TOTAL MOP CANCEL/REFUNDS ( 0.00 )
PAYMENT OUT
-----
TOTAL PAYMENT OUT      (0.00)
PAYMENT IN
-----
TOTAL PAYMENT IN        0.00
-----
-----MEMO ITEMS-----
#ITEMS            26
#CUSTOMERS        21
ERR/CORRECTS      1      4.00
```



VOID TICKETS	7	51.96
POSITIVE	7	51.96
NEGATIVE	0	0.00
SUSPENDED	3	11.04
UNSETTLED SUSPENDS	3	11.04
EZ-RECEIPT	0	0.00
INSIDE	0	0.00
OUTSIDE	0	0.00

-----TRANSACTION TIMINGS-----  
(in seconds)

	MAX	AVG
TOTAL	872	0.00
NETWORK	37	0.00
END OF TICKET	14	0.00

-----TOTALS-----

TOTAL FUEL SALES	0.00
TOTAL MERCH SALES	175.79

SALES TAXES	42.00
-------------	-------

TOTAL TAXES	42.00
-------------	-------

SALES TOTALIZER GRAND TOTALIZER

ENDING	217.79	269.75
BEGINNING	0.00	0.00
DIFFERENCE	217.79	269.75

**REGISTER # 102**

-----SUMMARY-----

MOP SALES	10.99
-----------	-------

NET SALES TOTAL	10.99
-----------------	-------

TOTAL TO ACCOUNT FOR	10.99
----------------------	-------

-----CASHIER DETAILS-----

MOP SALES

CARD BASED		
CREDIT	1	10.99

TOTAL MOP SALES	10.99
-----------------	-------

MOP CANCEL/REFUNDS

```

-----
TOTAL MOP CANCEL/REFUNDS      ( 0.00 )
      PAYMENT OUT
-----
TOTAL PAYMENT OUT              (0.00)
      PAYMENT IN
-----
TOTAL PAYMENT IN                0.00
-----MEMO ITEMS-----
#ITEMS                2
#CUSTOMERS            1
ERR/CORRECTS          1          4.00
VOID TICKETS          0          0.00
    POSITIVE          0          0.00
    NEGATIVE          0          0.00
EZ-RECEIPT            0          0.00
    INSIDE            0          0.00
    OUTSIDE           0          0.00
-----TRANSACTION TIMINGS-----
      (in seconds)
              MAX          AVG
TOTAL                22          0.00
NETWORK              20          0.00
-----TOTALS-----
TOTAL FUEL SALES              0.00
TOTAL MERCH SALES            8.99
-----
      SALES TAXES              2.00
-----
TOTAL TAXES                  2.00
-----
      SALES TOTALIZER GRAND TOTALIZER
ENDING                10.99          10.99
BEGINNING              0.00          0.00
DIFFERENCE            10.99          10.99
REGISTER # 302
-----SUMMARY-----
MOP SALES                206.80
-----
NET SALES TOTAL              206.80

```

TOTAL TO ACCOUNT FOR		206.80
-----CASHIER DETAILS-----		
MOP SALES		
CARD BASED		
CREDIT	10	104.90
CASH	10	101.90
-----		
TOTAL MOP SALES		206.80
MOP CANCEL/REFUNDS		
-----		
TOTAL MOP CANCEL/REFUNDS	( 0.00 )	
PAYMENT OUT		
-----		
TOTAL PAYMENT OUT	(0.00)	
PAYMENT IN		
-----		
TOTAL PAYMENT IN		0.00
-----MEMO ITEMS-----		
#ITEMS	24	
#CUSTOMERS	20	
VOID TICKETS	7	51.96
POSITIVE	7	51.96
NEGATIVE	0	0.00
SUSPENDED	3	11.04
UNSETTLED SUSPENDS	3	11.04
EZ-RECEIPT	0	0.00
INSIDE	0	0.00
OUTSIDE	0	0.00
-----TRANSACTION TIMINGS-----		
(in seconds)		
	MAX	AVG
TOTAL	872	0.00
NETWORK	37	0.00
END OF TICKET	14	0.00
-----TOTALS-----		
TOTAL FUEL SALES		0.00
TOTAL MERCH SALES		166.80
-----		
SALES TAXES		40.00

TOTAL TAXES		40.00
-----		
SALES TOTALIZER GRAND TOTALIZER		
ENDING	206.80	258.76
BEGINNING	0.00	0.00
DIFFERENCE	206.80	258.76

# 5 TROUBLESHOOTING

This section contains information to troubleshoot the issues while using the C18 POS as a Self Checkout.

## Ignore MOP Conflict

If **Ignore MOP Conflict** in **Forecourt > Fuel Configuration > Site Parameters** is disabled then Volume Prepay is not supported in SCO.

Site Parameters	Fuel Service Levels	Fuel MOPs	Fuel Tanks	Fuel Blend Types	Fuel Products	Fueling Positions
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Unit of Measure <input type="text" value="Liters"/> ▾</p> <p>Halt Mode <input type="text" value="Soft"/> ▾</p> <p>PPU Decimal Position <input type="text" value="3"/> ▾</p> <p>Total Decimal Position <input type="text" value="2"/> ▾</p> <p>Autodisapproval <input type="text" value="5.0"/> ▾</p> <p>Multi-Grade Timeout (Minutes) <input type="text" value="5.0"/> ▾</p> <p><b>Ignore MOP Conflict</b> <input checked="" type="checkbox"/></p> <p>Force .9 Cents Per Gallon <input type="checkbox"/></p> <p>Approve All Enabled <input checked="" type="checkbox"/></p> <p>Recall Autocollect Inside <input type="checkbox"/></p> <p>Gilbarco Six Digits Money Display <input type="checkbox"/></p> <p>Require Attendant Card <input type="checkbox"/></p> </div> <div style="width: 50%;"> <p><b>Tier2 Schedule Settings</b></p> <p>Start Tier 2 Pricing <input type="text" value="0"/> ▾</p> <p>Number of Tier Hours <input type="text" value="0"/> ▾</p> <p><b>Postpay Schedule Settings</b></p> <p>Start Postpay Allowed <input type="text" value="0"/> ▾</p> <p>Number of Postpay Hours <input type="text" value="24"/> ▾</p> <p><b>Manual Approval Schedule Settings</b></p> <p>Start Manual Approval Required <input type="text" value="0"/> ▾</p> <p>Number Manual Approval Hours <input type="text" value="0"/> ▾</p> <p><b>Grade Restriction</b></p> <p>Enforce Prompting Inside <input type="checkbox"/></p> <p>Prompt Restriction Outside <input type="checkbox"/></p> <p><b>Commercial Configuration</b></p> <p>Alert Cashier (Minutes) <input type="text" value="7"/> ▾</p> </div> </div>						
<p><b>Offline Fuel Prompt</b></p> <p>Number of Seconds <input type="text" value="1"/> ▾</p>						
<p><b>Real Time Sales Data</b></p> <p>Notification Frequency (Milliseconds) <input type="text" value="0"/></p>						

Fuel Prepay Overlay With Ignore MOP Conflict Disabled.

**Prepay Fuel**  
**Enter Amount**  
Pump 1

\_\_\_\_\_

7	8	9
4	5	6
1	2	3
00	0	Clear
Cancel	OK	

Fuel Prepay Overlay With Ignore MOP Conflict Enabled.

**Prepay Fuel**  
**Enter Amount/Volume**  
Pump 2

\_\_\_\_\_

7	8	9
4	5	6
1	2	3
00	0	Clear
Gallon	\$	