

Self Checkout

User Reference Guide

Date: September 06, 2024



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.
September 6, 2024	Updated with Void Ticket feature in SCO Monitoring Detailed View and UI changes.

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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.











Self Checkout UI Changes

From Commander Release 56.01, the following UI changes were implemented in Selfcheckout:

- Renamed hot items to popular items in Category Configuration.
- Increased the number of popular items displayed on the home screen.
- "Look Up Items" moved to the top right corner of the receipt widget.
- "Fuel Prepay" appears as the first home page button when enabled

Look Up Items
Help



 Fuel Prepay	 Kitkat \$45.00	 Nacho Cheese \$34.00	 Pringles Potato \$45.00	 banana bread \$78.00
 Milky Way \$36.00	 DARK CHOCOLAT \$345.00	 NutriWise chips \$56.00	 Amul Chocolat \$78.00	 Non-Veg Burger \$124.00

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

Checkout








Self-checkout : Category Configuration

Select Category

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

Name
Display Name

☐ Delete

Type	Item	Display Name	Popular Items	Image
PLU	00000000020008/000	Kitkat	<input checked="" type="checkbox"/>	
PLU	00000000020060/000	Nacho Cheese	<input checked="" type="checkbox"/>	
PLU	00000000020039/000	Pringles Potato	<input checked="" type="checkbox"/>	
PLU	00000000020046/000	banana bread	<input checked="" type="checkbox"/>	
PLU	00000000020053/000	Milky Way	<input checked="" type="checkbox"/>	
PLU	00000000020015/000	DARK CHOCOLAT	<input checked="" type="checkbox"/>	
PLU	00000000020077/000	NutriWise chips	<input checked="" type="checkbox"/>	

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**.

The screenshot shows the 'User Administration' interface with a 'Configure Roles' window open. The window has a 'Name' field set to 'manager' and a 'Secure Role' checkbox. A list of functions is displayed, with the following items highlighted by a red box:


- ☒ vscategorycfg - View Self-checkout Category Configuration
- ☒ vscglobalcfg - View Self-checkout Global Configuration
- ☒ vscregistercfg - View Self-checkout Register Configuration

Other functions in the list include:

- ☒ vrubyrept - Ruby Reports
- ☒ vsalescfg - View sales config
- ☒ vsalesnetworkmenu - View Sales Network Menu xml
- ☒ vsapphireprop - View Controller system properties
- ☒ vscreenfgv2 - View Screen Configuration
- ☒ vsecuritylogservercfg - View Current Security Log Server IP Addr
- ☒ vsiteassetdata - View Site Asset Data
- ☒ vslogancfg - View slogan config
- ☒ vsoftkeycfg - View softkey config
- ☒ vsoftkeytvsecuritvcfg - View Softkey Type Security Config

Buttons at the bottom of the window include 'Select None', 'Select All', 'Done', and 'Cancel'.

User Administration

 Edits require a one-time password (OTP)

Configure Users **Configure Roles**

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:

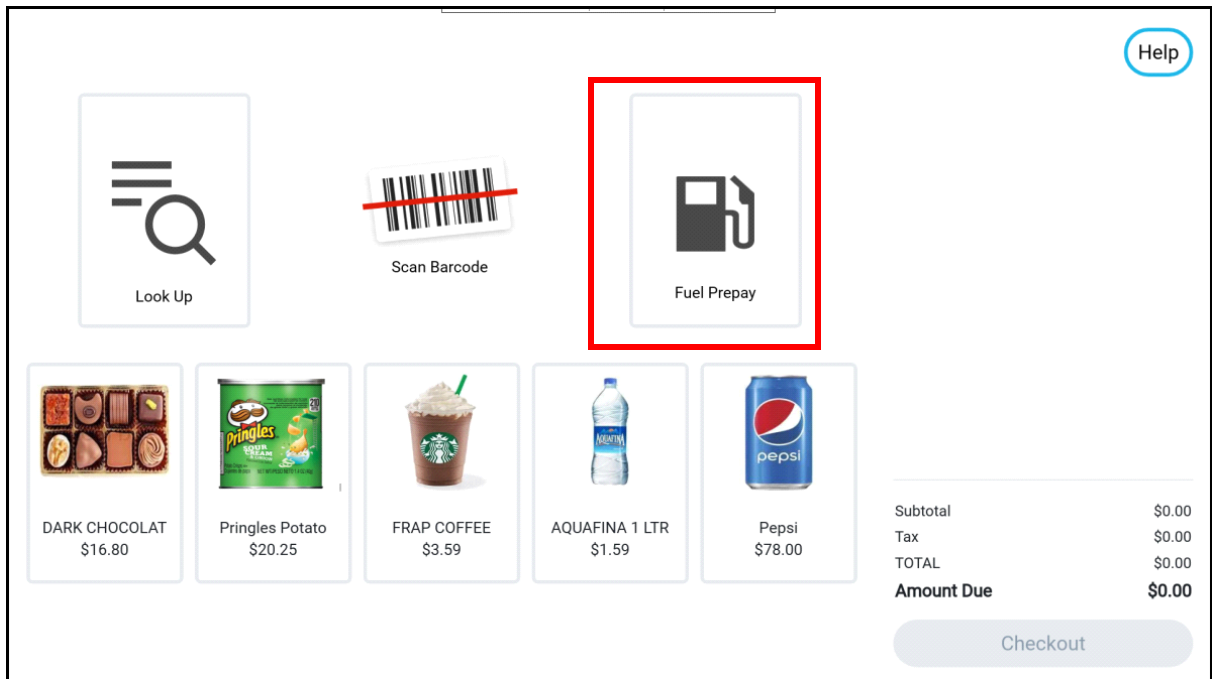
Value:

```

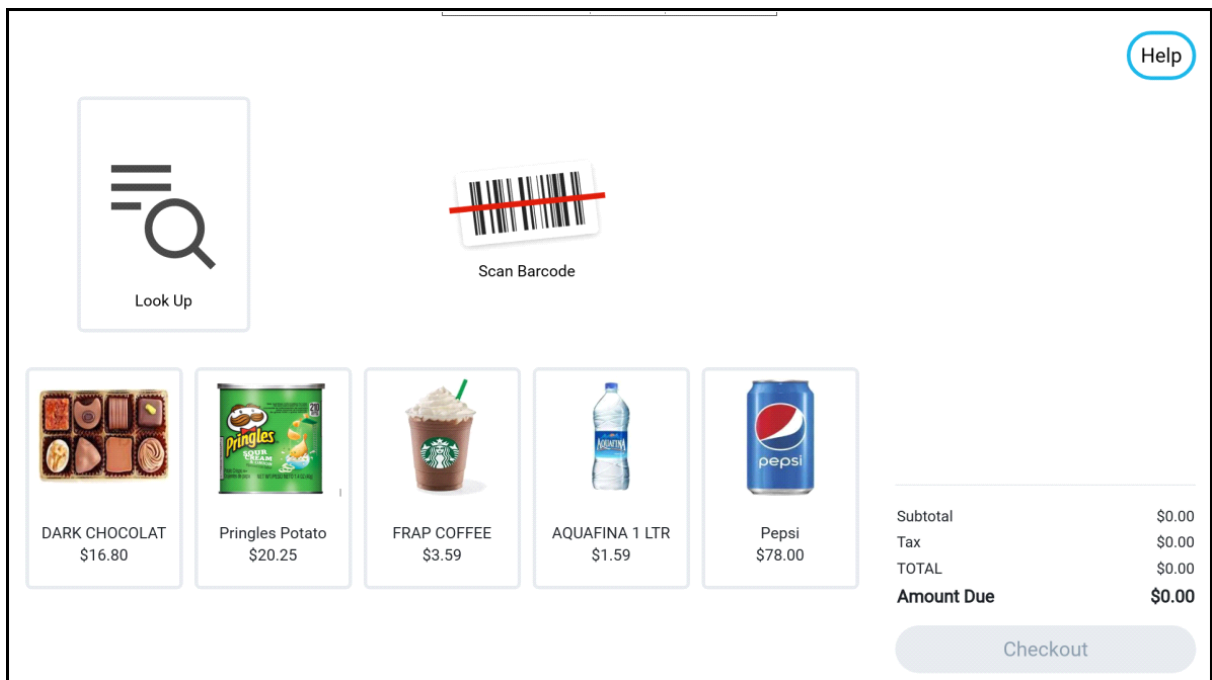
allow.concurrent.scanner = 'yes'
allow.sco.fuelPrepay = 'Yes'
apply.upgrade.forcefully = 'no'
auto.print.Pd.report = 'yes'
DailyMsg.poll.interval = '0'
DailyMsg.scroll.interval = '5'
DailyMsg.server.IP = '192.168.31.1'
DailyMsg.server.Port = '8080'
DailyMsg.server.URL = '/motd.txt'
data.trans.hst.days = '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.receipt = '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 = '999999900'
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





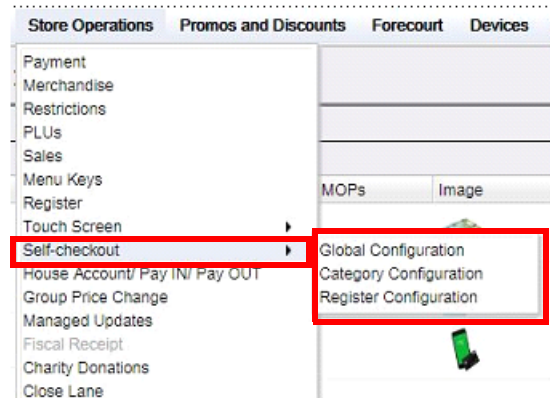
After changing the value to reflect the changes, perform a **Tools > Refresh Configuration** from configuration client and then go to the CSR menu and back to sales in cashier mode **or** logout and login to the SCO terminal.



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
ELEC MAN SALE	>	CREDIT	
EBT	>>>	DEBIT	
FLOTA	<		
	<<<		

Departments

Available Departments		Selected Departments
OPEN Department	>	TAXABLE
LOTTERY PD OUT	>>>	NON-TAXABLE
CIGS PREMIUM	<	COFFEE REFILLS
CIGS GENERIC	<<<	BUR/SAND/SAL
CIGS SUB GENERIC		FOUNTAIN



Sales Parameters

Show Popular Items on scan screen ☒
 Display Item prices on buttons ☒
 Always print receipt ☒
 Print Pay At Counter Ticket ☒
 Display Caloric Values ☒



Inactivity Parameters

Inactivity timer (minutes)
 Print Inactivity ticket ☒

Theme

Theme Color 
 Banner 

Welcome Screen

Landscape Image/GIF 
☐ Fit ☒ Actual Size ☐ Full Screen
 Portrait Image/GIF 
☒ Fit ☐ Actual Size ☐ Full Screen
 Background Color
 Message Color
 Message 1
 Message 2

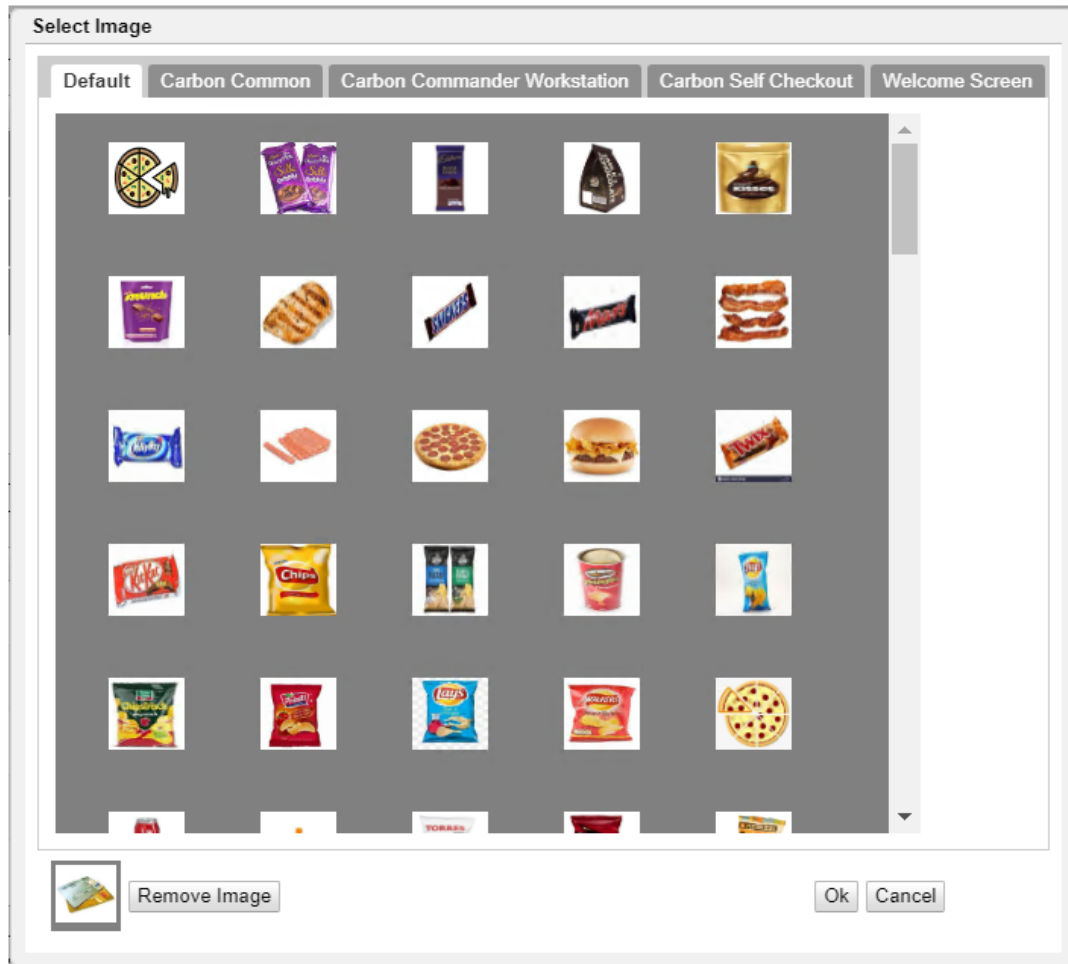
1. Select **MOPs** and **Departments** required for SCO. Department setting is for configuring the departments and items that are allowed to be sold at the SCOs.



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 23.

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

[Look Up Items](#)
[Help](#)

 Fuel Prepay \$36.00	 Kitkat \$45.00	 Nacho Cheese \$34.00	 Pringles Potato \$45.00	 banana bread \$78.00
 Milky Way \$36.00	 DARK CHOCOLAT \$345.00	 NutriWise chips \$56.00	 Amul Chocolat \$78.00	 Non-Veg Burger \$124.00

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

[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

Subtotal	\$16.80
Tax	\$0.00
TOTAL	\$16.80
Amount Due	\$16.80

[Checkout](#)



The items that appear without a price are menu items.

5. From **Sales Parameters** section, select “Always print receipt” to print receipt after a transaction without showing the print receipt option.
6. 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 labeled 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

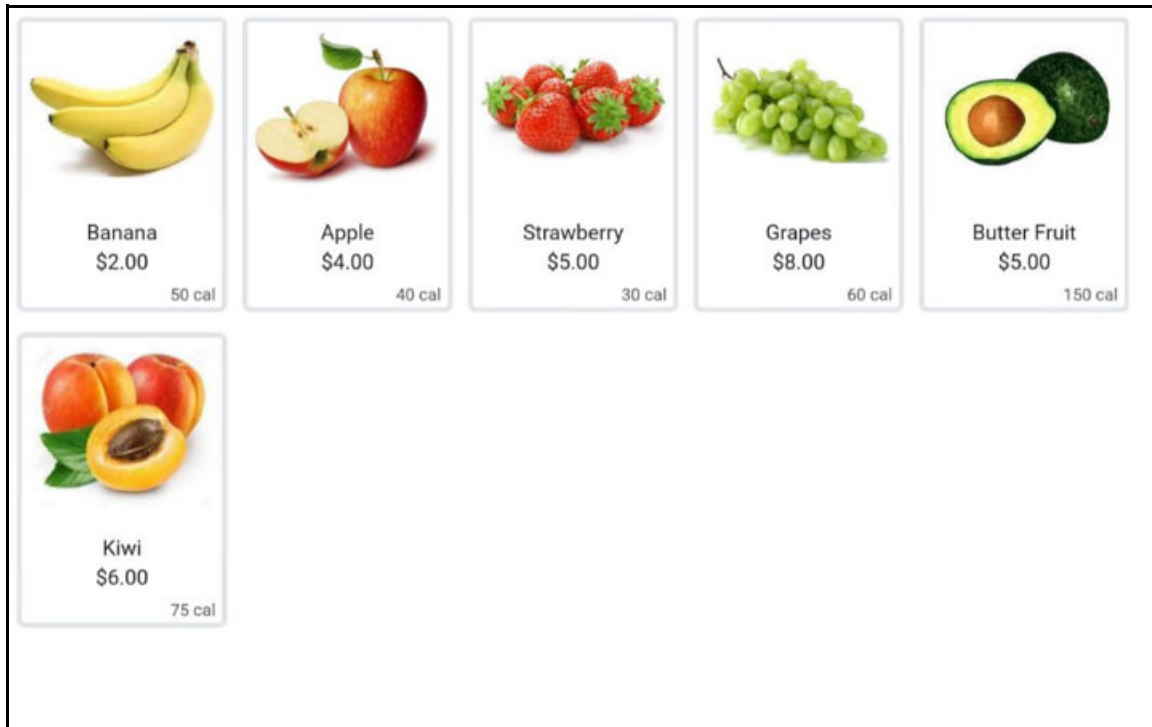
☐ Prohibit Manual Discount

Taxable Rebate

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

Rebate Amount 0.00 Taxes Edit

Items with “Display Caloric Values” enabled.



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

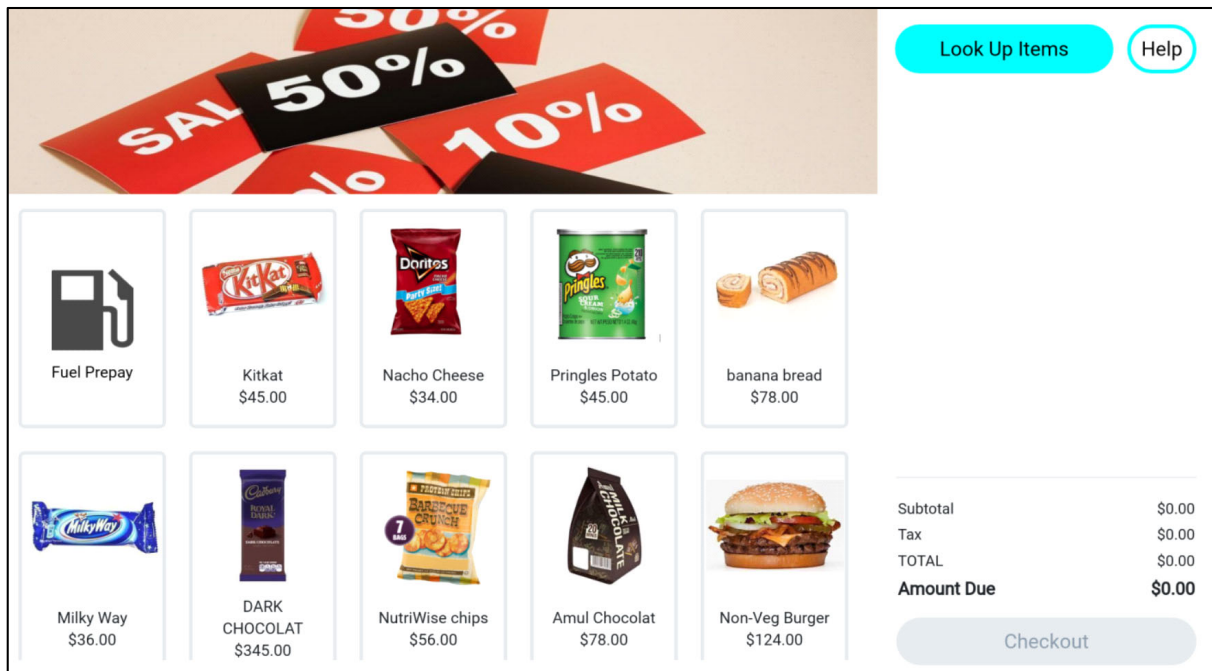
- From the **Theme** section, select the theme color and banner. The banner area allows for further customization of the self-checkout experience by allowing branding information, instructional information, or advertisements of promotions to be displayed to the customer.



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.



Fuel Prepay

Kitkat
\$45.00

[Look Up Items](#)
[Help](#)

Nacho Cheese
\$34.00

Pringles Potato
\$45.00

banana bread
\$78.00

Milky Way
\$36.00

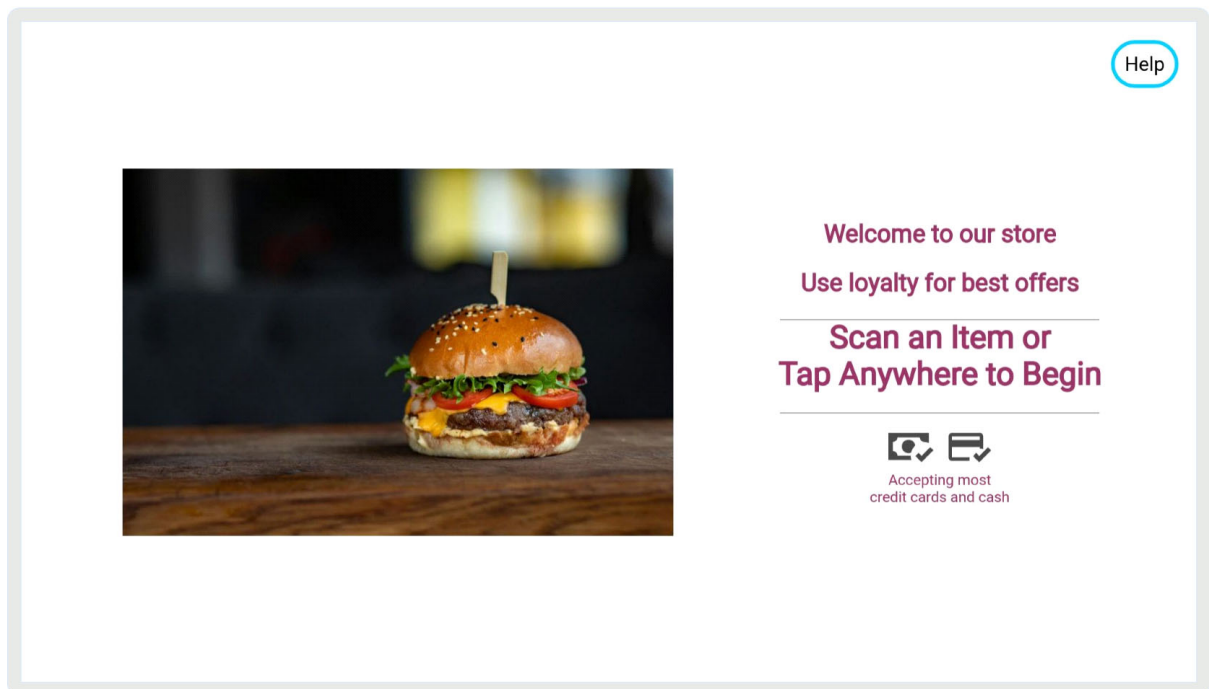
DARK CHOCOLAT
\$345.00

NutriWise chips
\$56.00

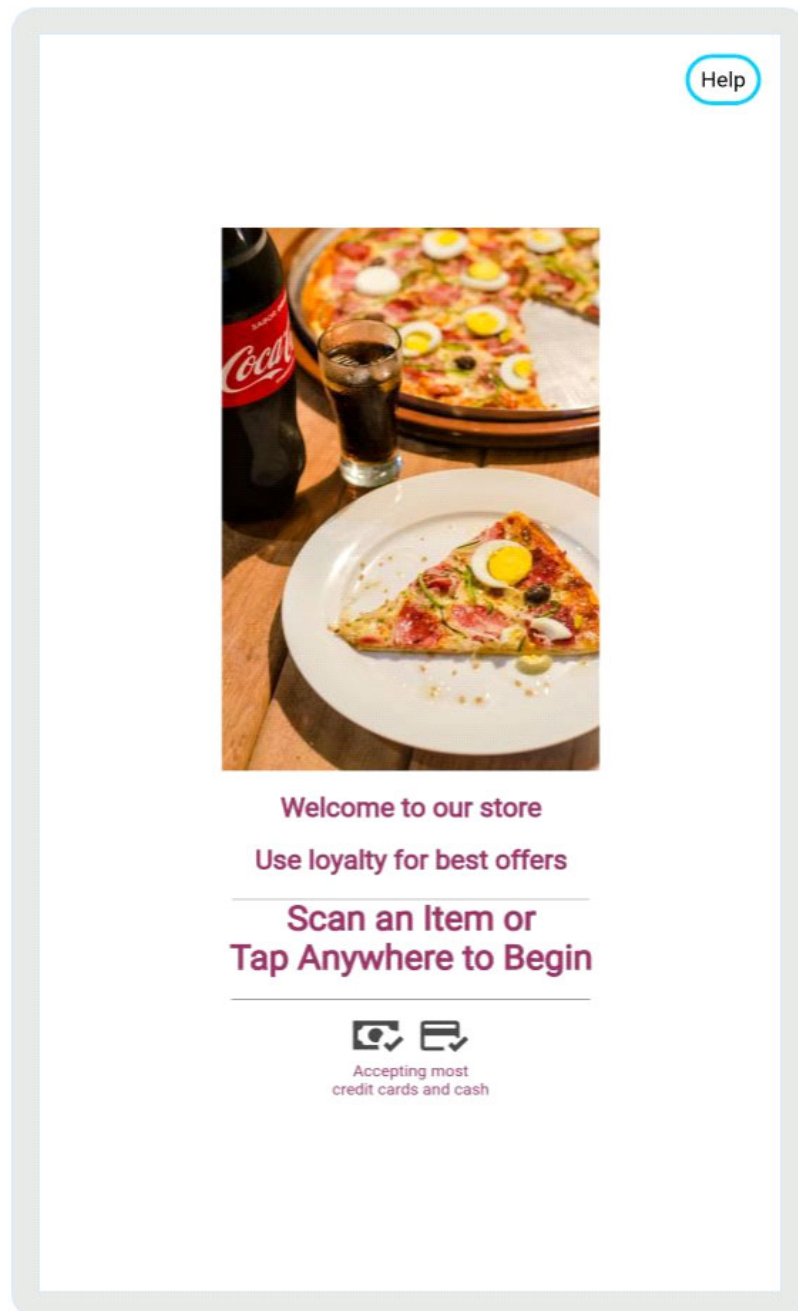
Subtotal	\$0.00
Tax	\$0.00
TOTAL	\$0.00

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 23 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.

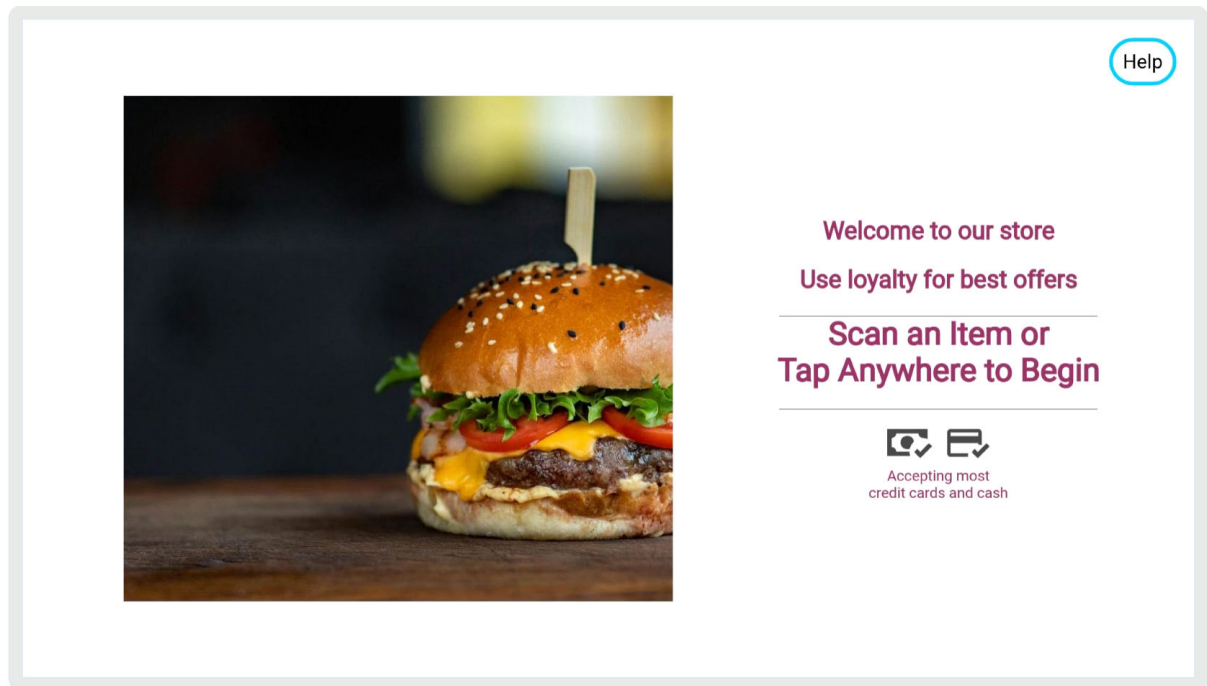
Welcome Screen in Landscape Mode with Image Configured Fit



Welcome Screen in Portrait Mode with Image Configured Fit



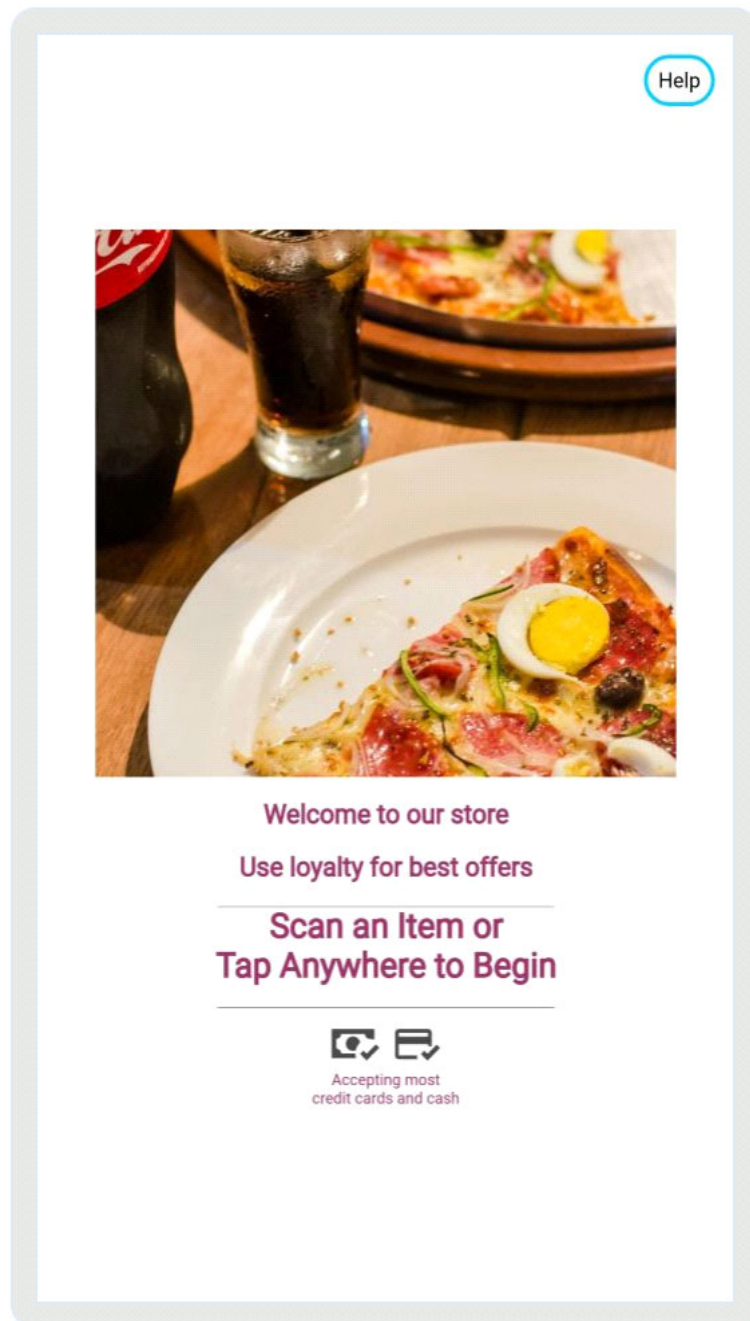
Welcome Screen in Landscape Mode with Image Configured Actual Size



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





If a full-screen image is configured for the Welcome Screen, the Help button will not be displayed in either Landscape or Portrait mode.

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

Select Category

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

Name

Display Name

☐ Delete

Type	Item	Display Name	Popular Items	Image
PLU	00000000020008/000	Kitkat	<input checked="" type="checkbox"/>	
PLU	00000000020060/000	Nacho Cheese	<input checked="" type="checkbox"/>	
PLU	00000000020039/000	Pringles Potato	<input checked="" type="checkbox"/>	
PLU	00000000020046/000	banana bread	<input checked="" type="checkbox"/>	
PLU	00000000020053/000	Milky Way	<input checked="" type="checkbox"/>	
PLU	00000000020015/000	DARK CHOCOLAT	<input checked="" type="checkbox"/>	
PLU	00000000020077/000	NutriWise chips	<input checked="" type="checkbox"/>	



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



The drag and drop feature is now available in the SCO Category form to change the position of the item.

The UI with categories that appear as tabs.

Categories: Popular (selected), Snacks, Pizza&Burger, Lottery, Vegetables, Fruits, Menu, Beverages, Help

Kitkat \$45.00	Nacho Cheese \$34.00	Pringles Potato \$45.00	banana bread \$78.00	Milky Way \$36.00
DARK CHOCOLAT \$345.00	NutriWise chips \$56.00	Amul Chocolat \$78.00	Non-Veg Burger \$124.00	Torres Premium \$14.00

Subtotal \$0.00

Tax \$0.00

TOTAL \$0.00

Amount Due \$0.00

Checkout

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

☐ Delete

Select Category: Snacks (selected), Pizza&Burger, Lottery, Vegetables, Fruits, Menu, Beverages

Name	Display Name	Type	Item	Popular Items	Image
Snacks		PLU	00000000020008/000	<input checked="" type="checkbox"/>	
		PLU	00000000020060/000	<input checked="" type="checkbox"/>	
		PLU	00000000020039/000	<input checked="" type="checkbox"/>	
		PLU	00000000020046/000	<input checked="" type="checkbox"/>	
		PLU	00000000020053/000	<input checked="" type="checkbox"/>	
		PLU	00000000020015/000	<input checked="" type="checkbox"/>	
		PLU	00000000020077/000	<input checked="" type="checkbox"/>	

Add Duplicate

Add Item Delete Item



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 popular item.
4. Click image field to select an image for the item from the Select Image form.

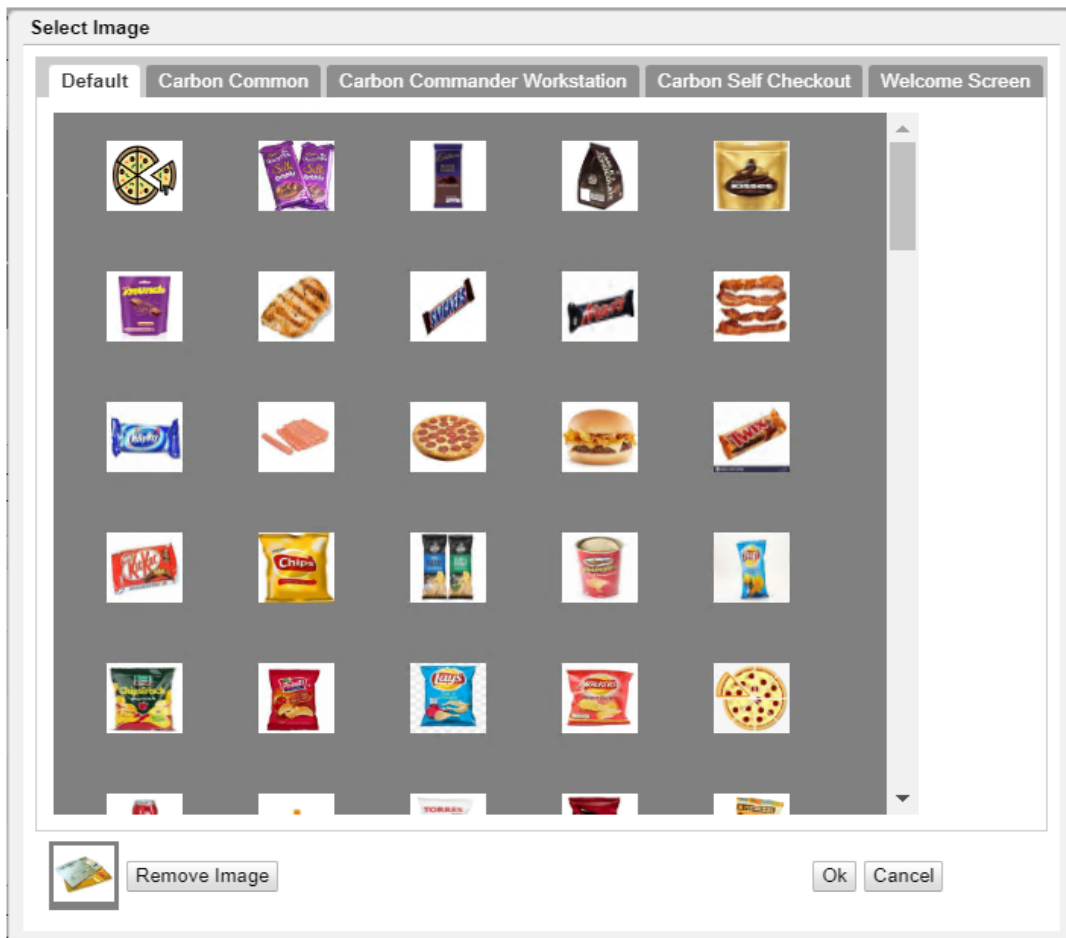
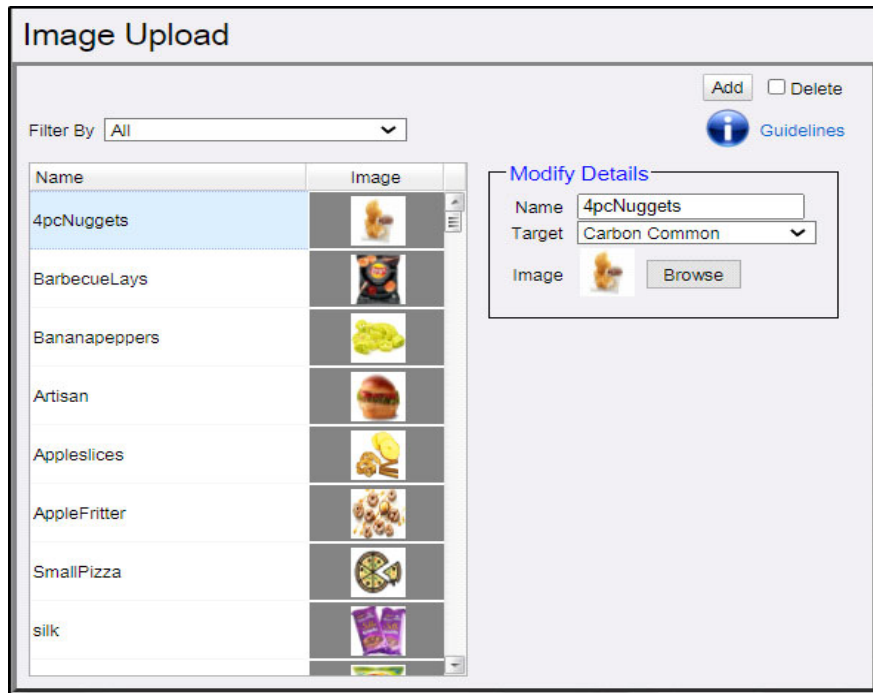
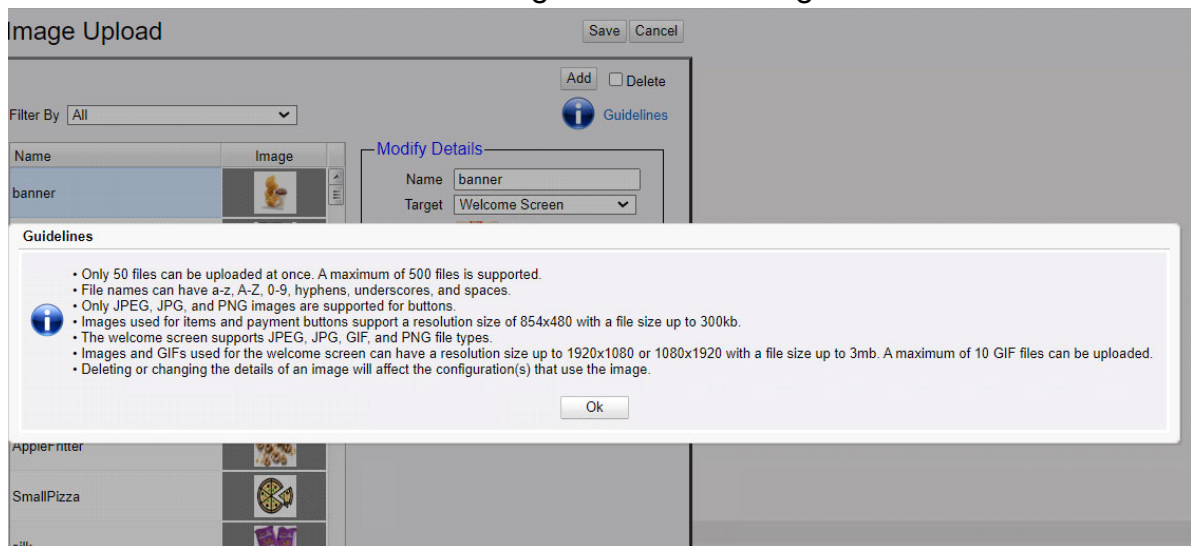


Image Upload

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

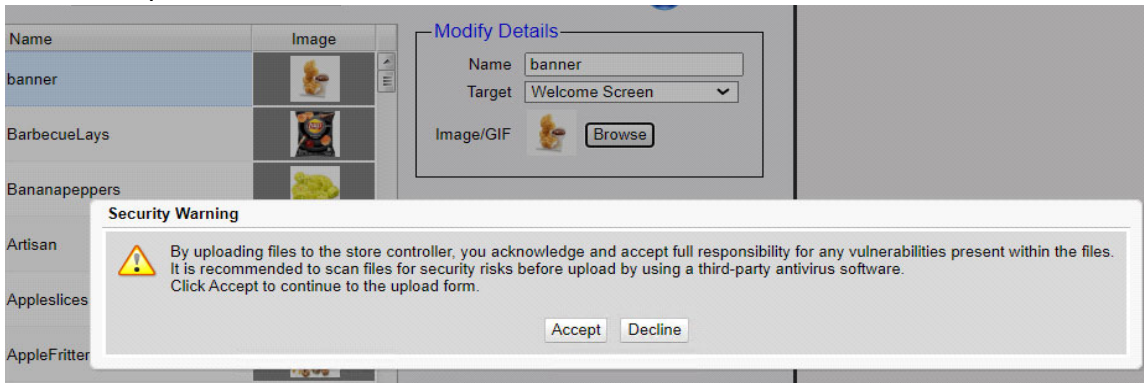


1. Click Guidelines to see the configuration of the images that can be added.

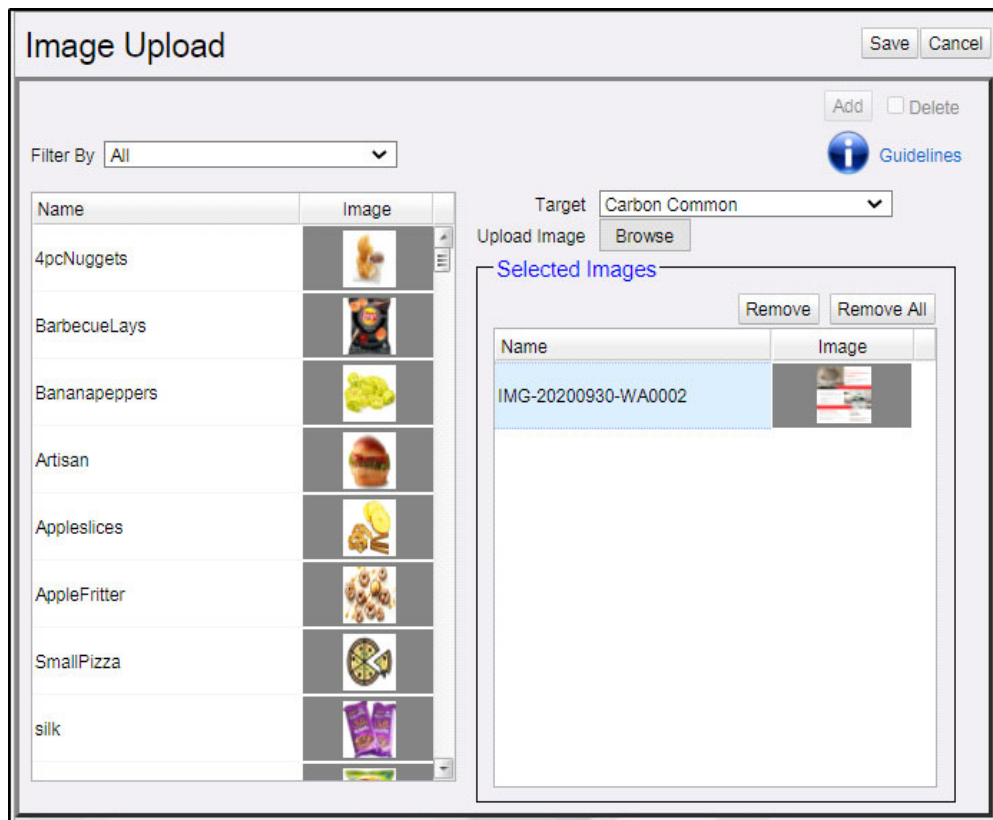


From Verifone Commander Release 55.02, the uploading of GIF files are supported. The GIF files are only displayed on the Welcome screen.

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. Clicking "Browse" to upload an image, shows a Security Prompt with options to "Accept" or "Decline."



6. Upload image and click **Save** on the Image Upload screen.



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)

Copy

Categories

Available Categories

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

Selected Categories

No items to show.

>

>>>

<

<<<

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

Self-checkout : Register Configuration

Select Register

- Default
- Self-checkout 302 (C18 102)

Copy

Categories

Available Categories

No items to show.

Selected Categories

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

>

>>>

<

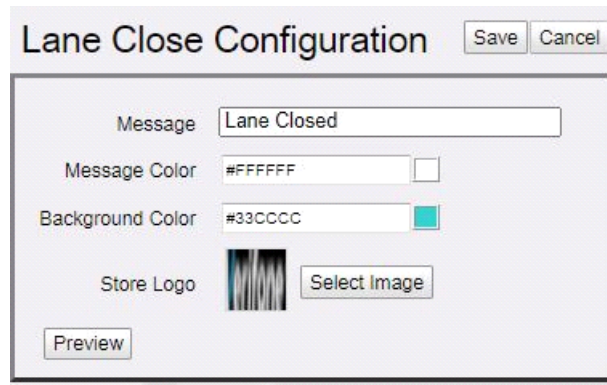
<<<



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.



The image shows a 'Lane Close Configuration' dialog box. It has a title bar with 'Save' and 'Cancel' buttons. The main area contains four fields: 'Message' with the text 'Lane Closed', 'Message Color' with the hex code '#FFFFFF' and a color selection box, 'Background Color' with the hex code '#33CCCC' and a color selection box, and 'Store Logo' with a small image icon and a 'Select Image' button. A 'Preview' button is located at the bottom left of the dialog.

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 CRANE ▾

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)

Copy

Cash Recycler 1 - Cash_recycler1

Categories

Available Categories

test1

Selected Categories

Beverages
Pizza&Burger
Lottery

>
>>>
<
<<<

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 58 for help on using the cash recycler.

SCO MOP Screen With Cash Recycler Enabled


×Help

Kitkat	45.00
Kitkat	45.00


Select Payment Method




CASH



CREDIT



DEBIT



MOBILE

Subtotal	\$90.00
Tax	\$0.00
TOTAL	\$90.00
Amount Due	\$90.00


Checkout

SCO MOP Screen Without Cash Recycler Enabled


×Help

DIET PEPSI	34.00
------------	-------


Select Payment Method



CREDIT



DEBIT



MOBILE

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

Checkout

Cash Recycler Management via Browser

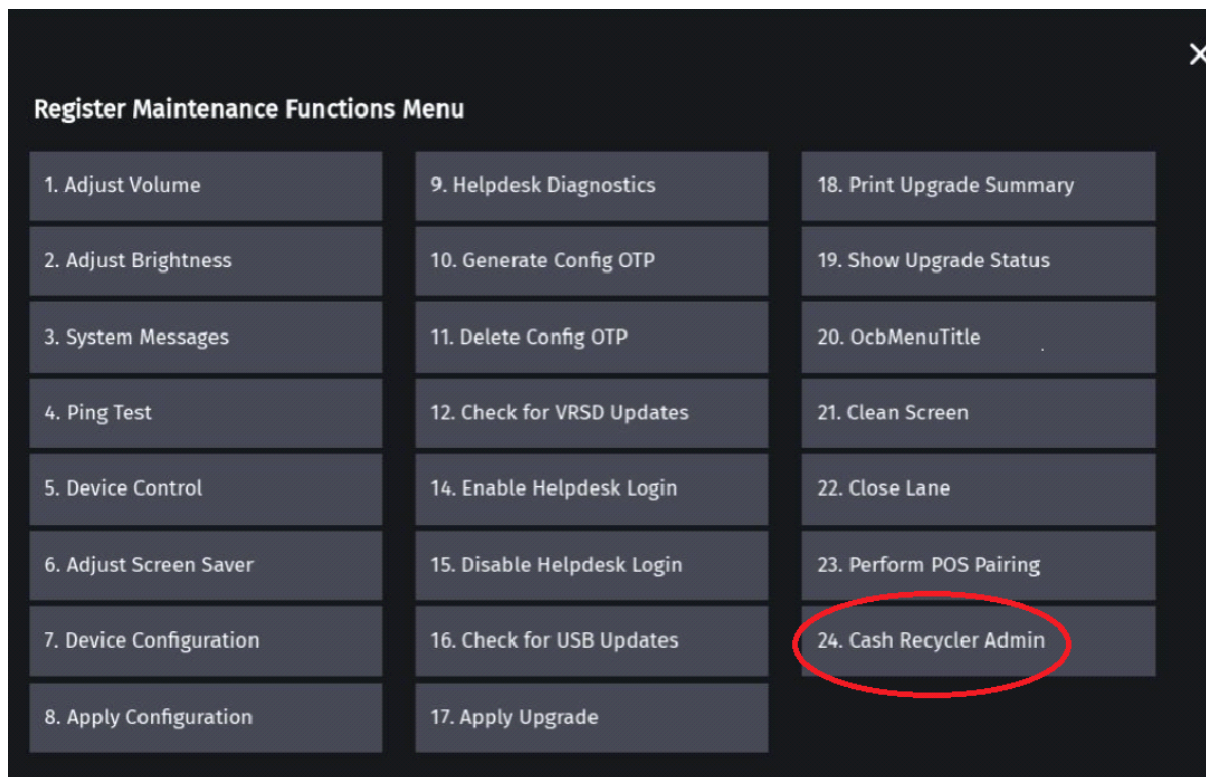
With the Cash Recycler management via browser feature, cashiers and managers are able to access cash recycler's management system to perform one or more of the following functions:

- 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 87 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.**

POS Security Manager

Employees Security Ctrls Sales Functions Security

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 ▼

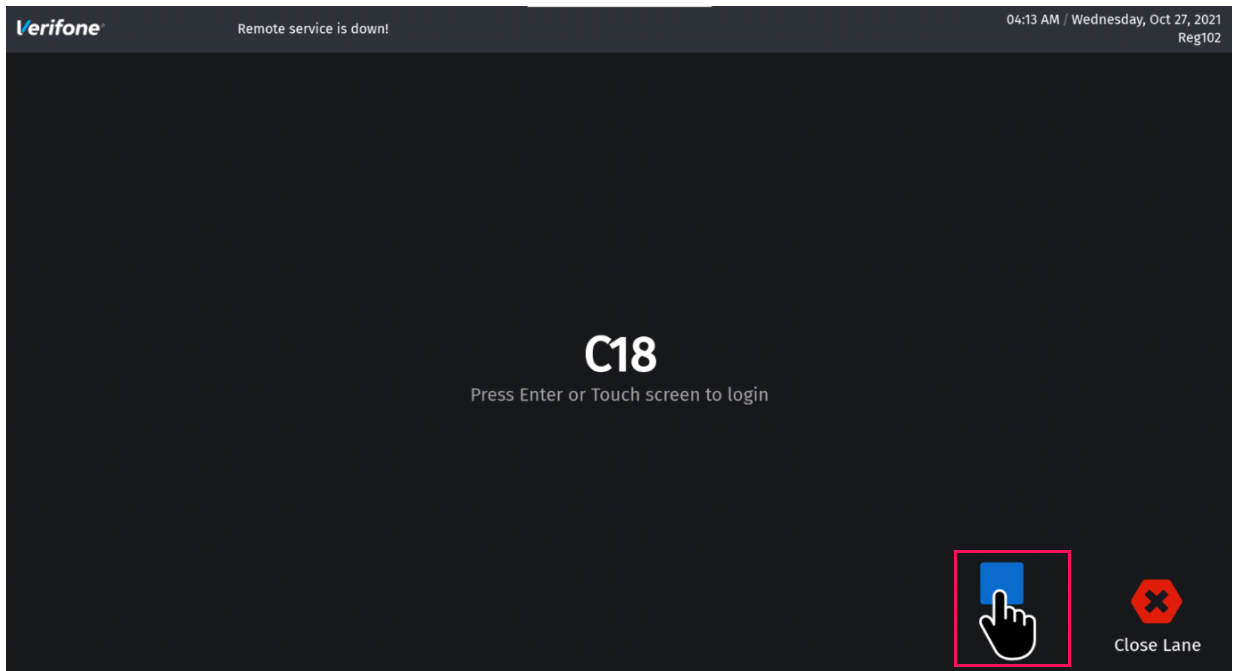
101-125 of 125

3 USING SCO

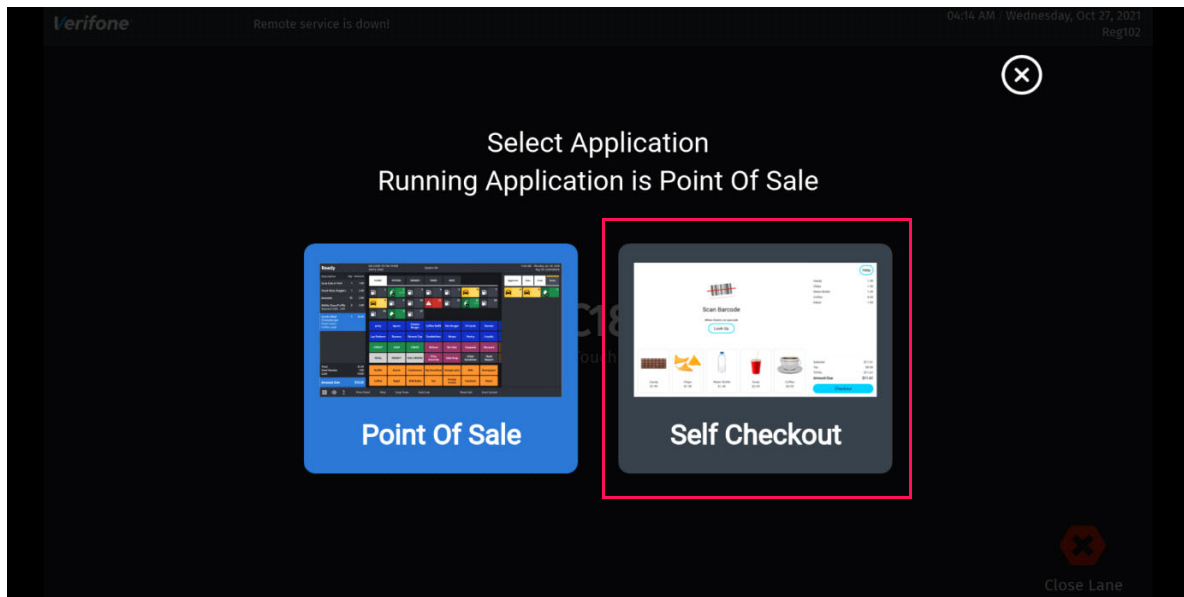
This chapter contains procedures to use the User Interface (UI) the sales functions and the cashier functions.

Launching SCO Application

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



2. Select Self Checkout.

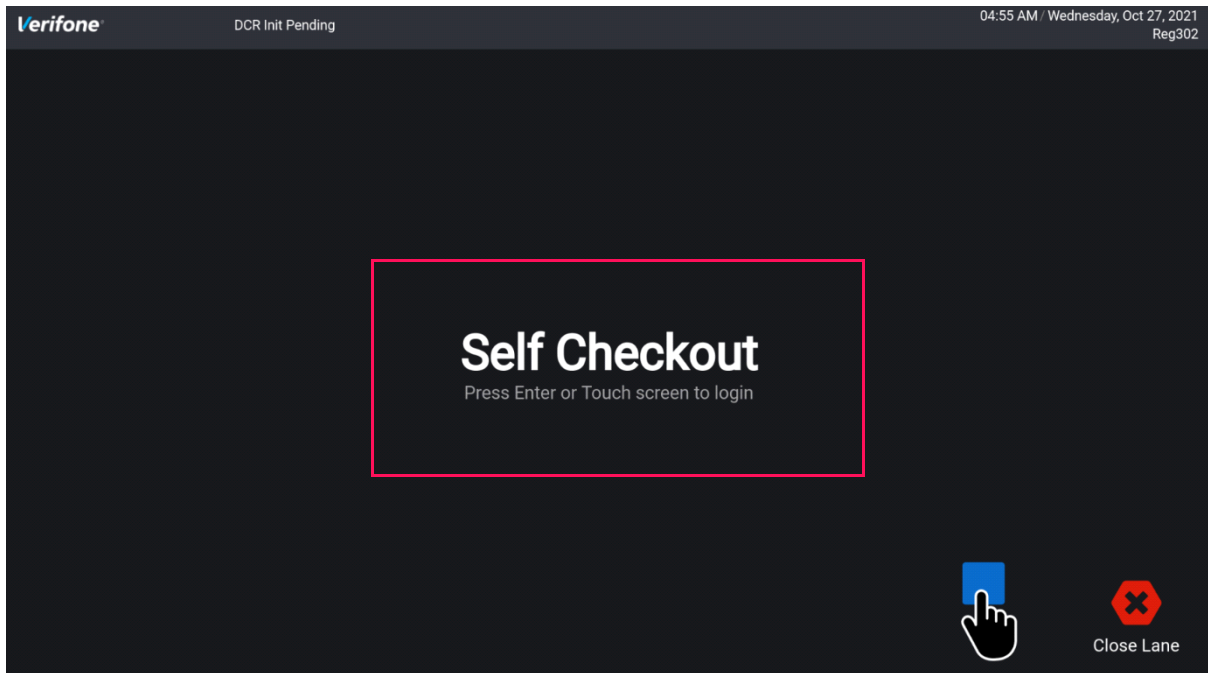


Refer to the **App Selector Feature Reference** for more information on the App Selector feature. This feature reference is available on Premier Portal.

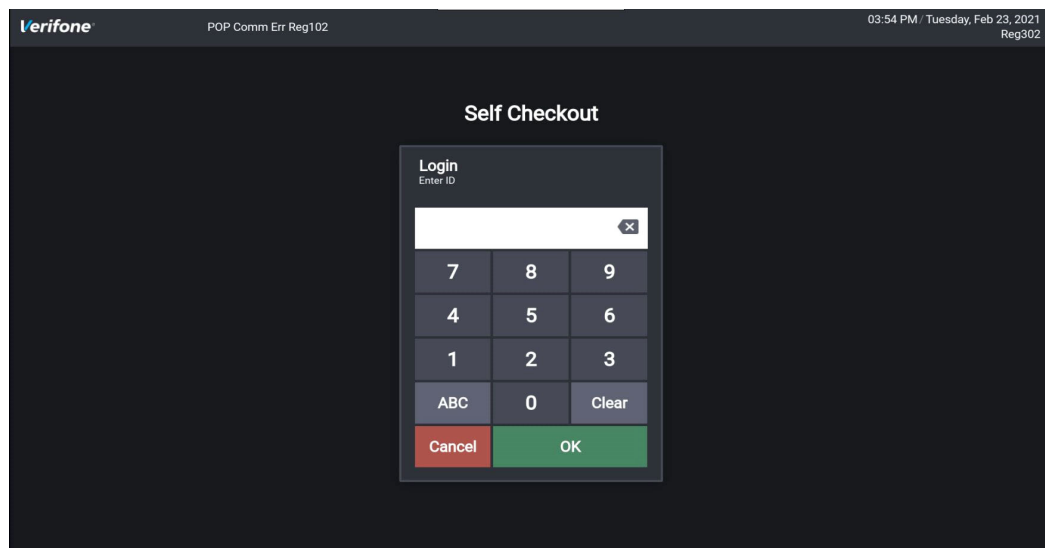
Log in to SCO

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

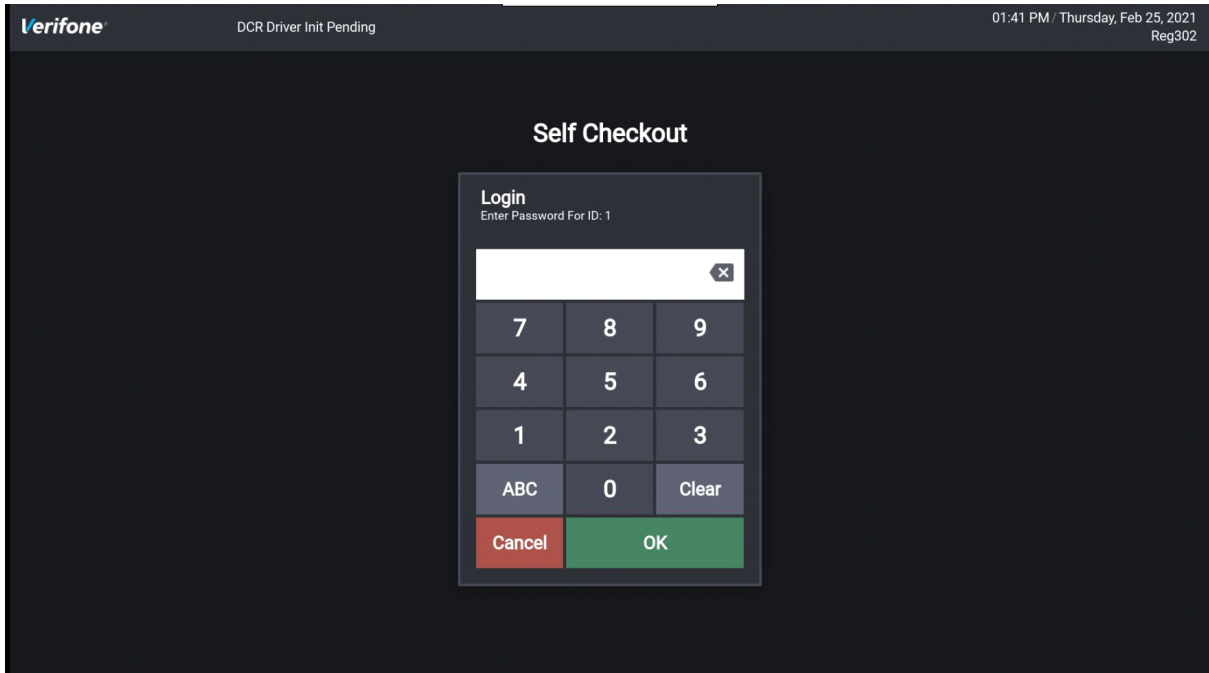
1. Press Enter or touch screen to login.



2. Enter User ID.



3. Enter Password.



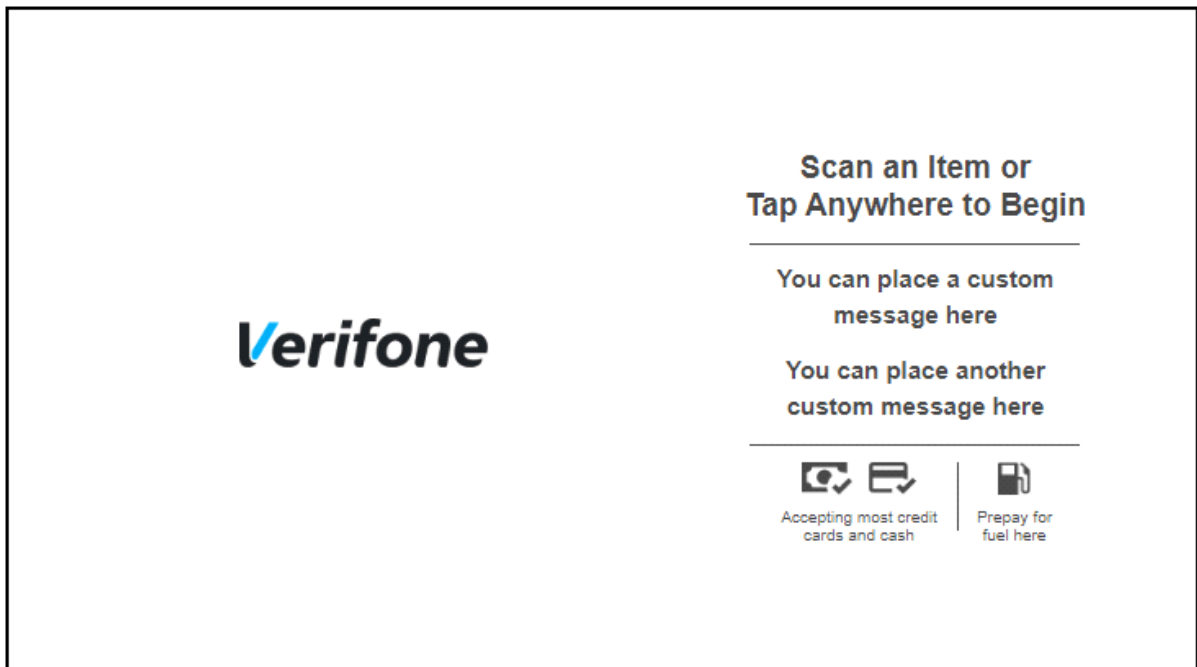
Verifone DCR Driver Init Pending 01:41 PM / Thursday, Feb 25, 2021 Reg302

Self Checkout

Login
Enter Password For ID: 1

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

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






Verifone

**Scan an Item or
Tap Anywhere to Begin**

You can place a custom
message here

You can place another
custom message here

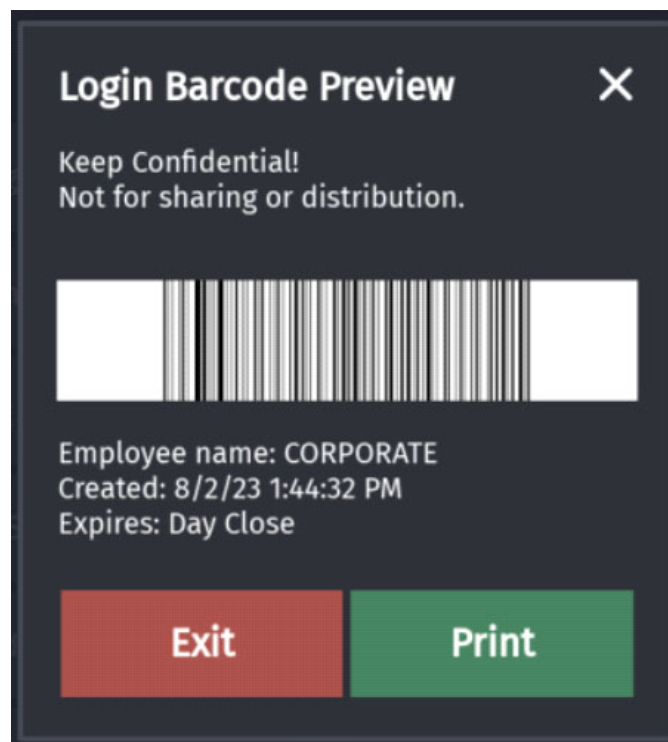
  | 

Accepting most credit
cards and cash | Prepay for
fuel here

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

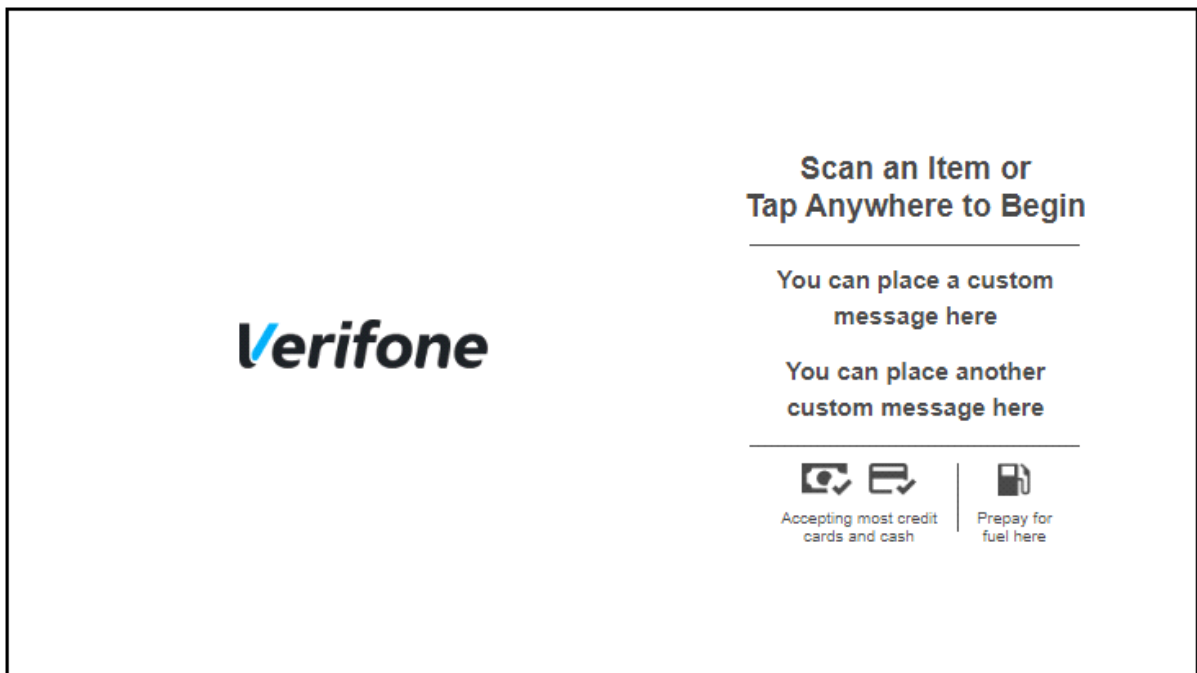
The following are the customer functions:

- Sales Functions
- Pay at Counter
- Call Cashier

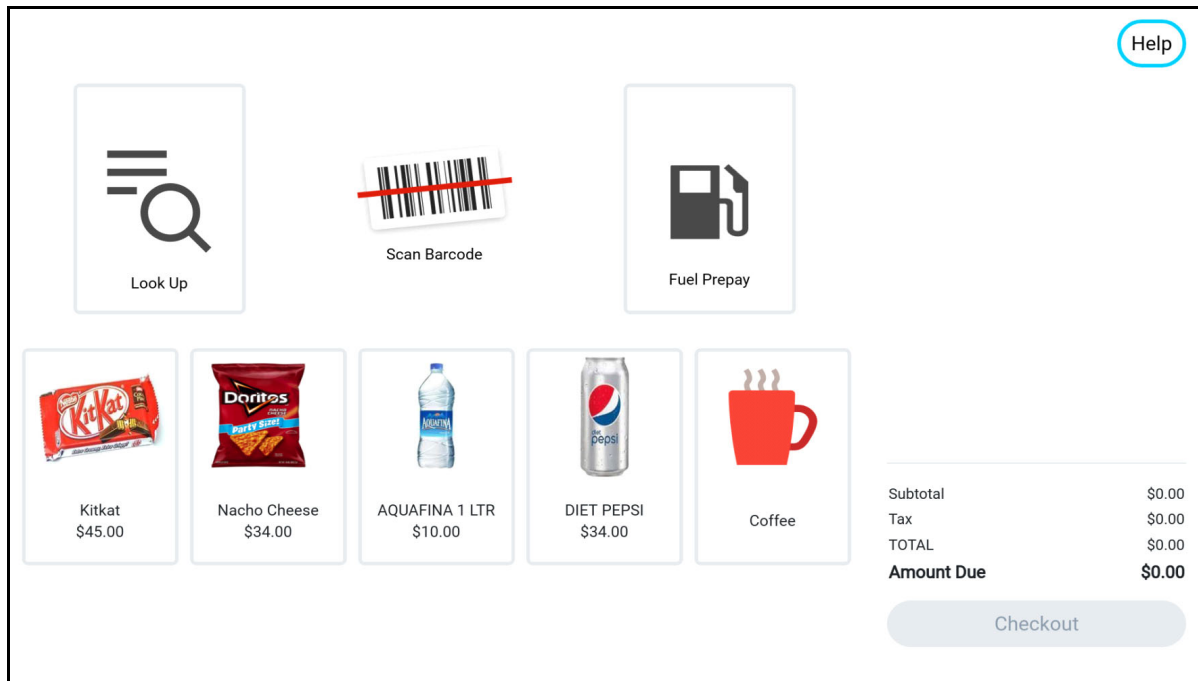
Sales Functions

Normal Sales

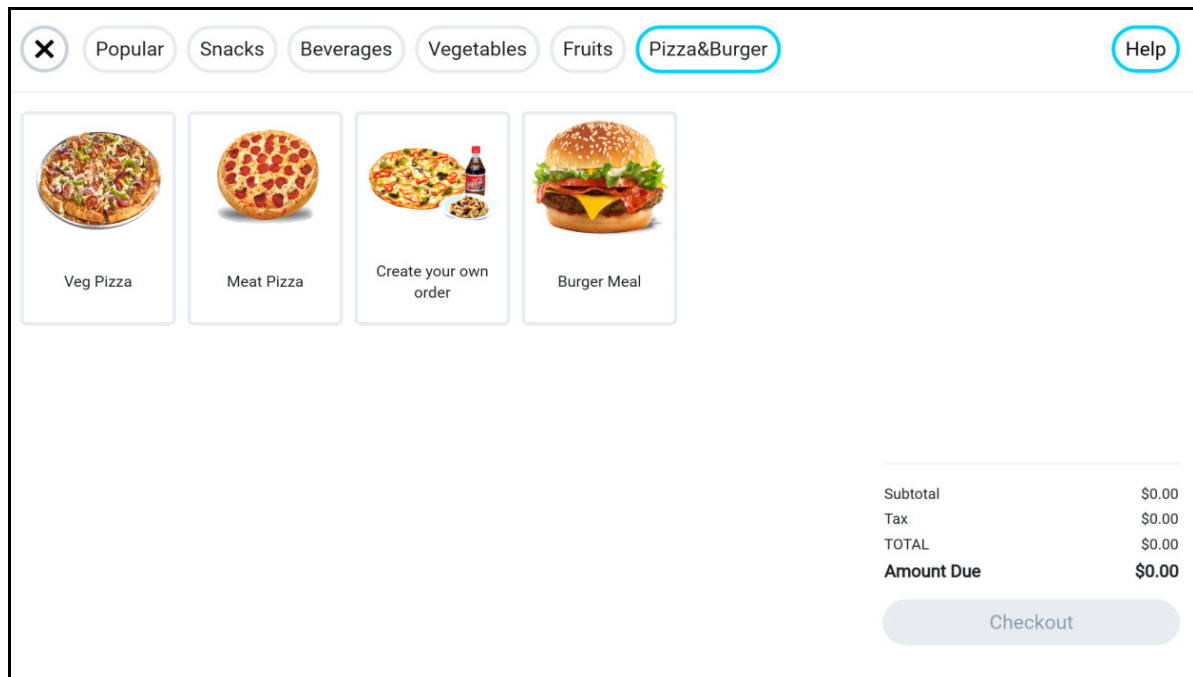
1. On the welcome screen, click scan an item or tap anywhere to get the Order Screen.



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**.


Help



Look Up



Scan Barcode



Fuel Prepay


Kitkat
\$45.00


Nacho Cheese
\$34.00


AQUAFINA 1 LTR
\$10.00


DIET PEPSI
\$34.00


Coffee

DIET PEPSI
AQUAFINA 1 LTR

34.00
10.00

Subtotal
Tax
TOTAL
Amount Due

\$44.00
\$0.00
\$44.00
\$44.00

Checkout

5. Select Payment Method from the list.


X


Help


DIET PEPSI
AQUAFINA 1 LTR

34.00
10.00

Select Payment Method


CREDIT


DEBIT


MOBILE

Subtotal
Tax
TOTAL
Amount Due

\$44.00
\$0.00
\$44.00
\$44.00

Checkout

6. Follow instructions to complete the payment.

Help

DIET PEPSI34.00

AQUAFINA 1 LTR10.00

Use Payment Terminal

CREDIT

Cancel

Subtotal\$44.00

Tax\$0.00

TOTAL\$44.00

Amount Due\$44.00

Checkout

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

Help

DIET PEPSI34.00

AQUAFINA 1 LTR10.00

Payment Successful

Print ReceiptNo Receipt

Tax\$0.00

TOTAL\$44.00

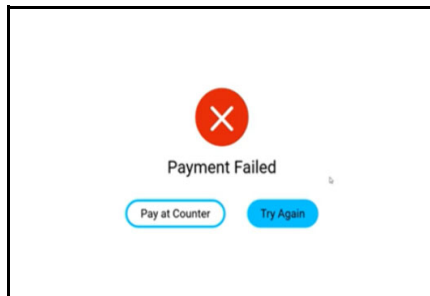
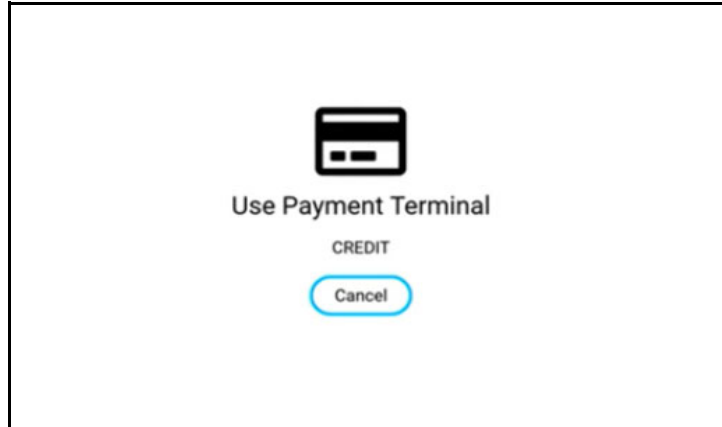
CREDIT\$44.00

Amount Due\$0.00

Checkout

Payment Failed

During a transaction, customers can select **Cancel** on the Use Payment Terminal screen to get option “Pay at Counter” on page 70.



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.



When there is only one PLU in the Expanded Menu, and the Expanded Menu is the first in the Order Menu or Menu Chain, that PLU is automatically added to the Receipt Panel. If the Expanded menu is the only menu in Order Menu or Menu Chain, then the PLU is not automatically added to the Receipt panel.

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

X

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

Amount Due

\$0.00

Checkout

X

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 LTR1.59

NEW PRDOUCT0.21

Potato Bun2.80

Subtotal\$4.60

Tax\$0.05

TOTAL\$4.65

Amount Due\$4.65

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.

Select Burger Help

Big Mac \$3.90	Cheeseburgers \$2.00	Artisan Grilled Chicken \$4.39	Crispy Chicken \$4.39	Filet-O-Fish \$3.79
Chicken Bacon \$4.49	Chicken and Ranch \$4.39	Sweet Chili Chicken \$6.39	BBQ Ranch Burger \$1.00	Hamburger \$2.49

Bun Type **Sides** Checkout

AQUAFINA 1 LTR	1.59
NEW PRDOUCT	0.21
Potato Bun	2.80
Potato Bun	2.80
Subtotal	\$7.40
Tax	\$0.05
TOTAL	\$7.45
Amount Due	\$7.45

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

< Help

i

ORDER MENU CHAIN

Press Confirm to complete order
Press Cancel to remove order
Press X to continue

Cancel Confirm

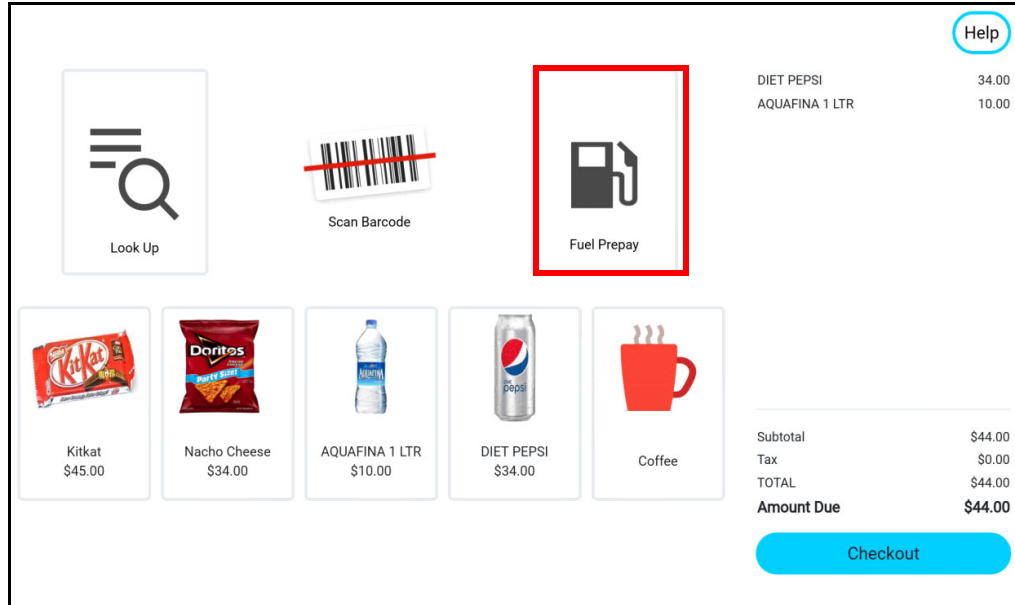
Veg Pizza - Large	32.00
Red paprica	1.50
Jalpano	2.00
Subtotal	\$35.50
Tax	\$0.00
TOTAL	\$35.50
Amount Due	\$35.50

Checkout

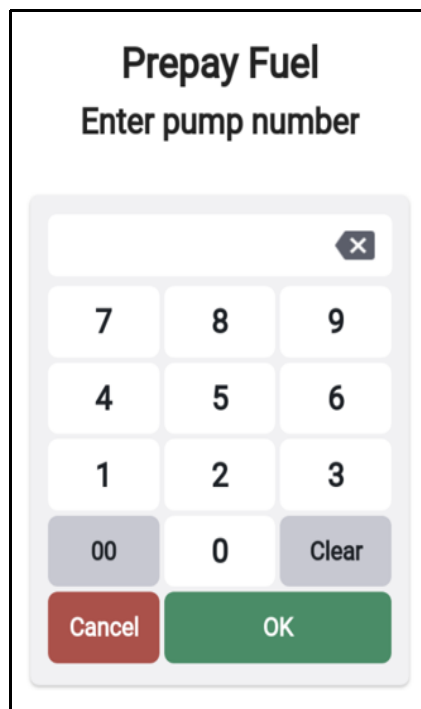
Fuel Prepay

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 100.*

4. Select Fuel Grade after entering volume.

× Select Fuel Product Help

1. UNLD1

2. UNLD2

3. UNLD3

4. UNLD4

5. UNLD5


6. DIESEL


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


Checkout


5. Checkout and complete the prepay transaction before fueling.


Help



Look Up



Scan Barcode



Fuel Prepay


Candy
\$1.99


Chips
\$1.59


Water Bottle
\$1.49


Soda
\$2.99


Coffee

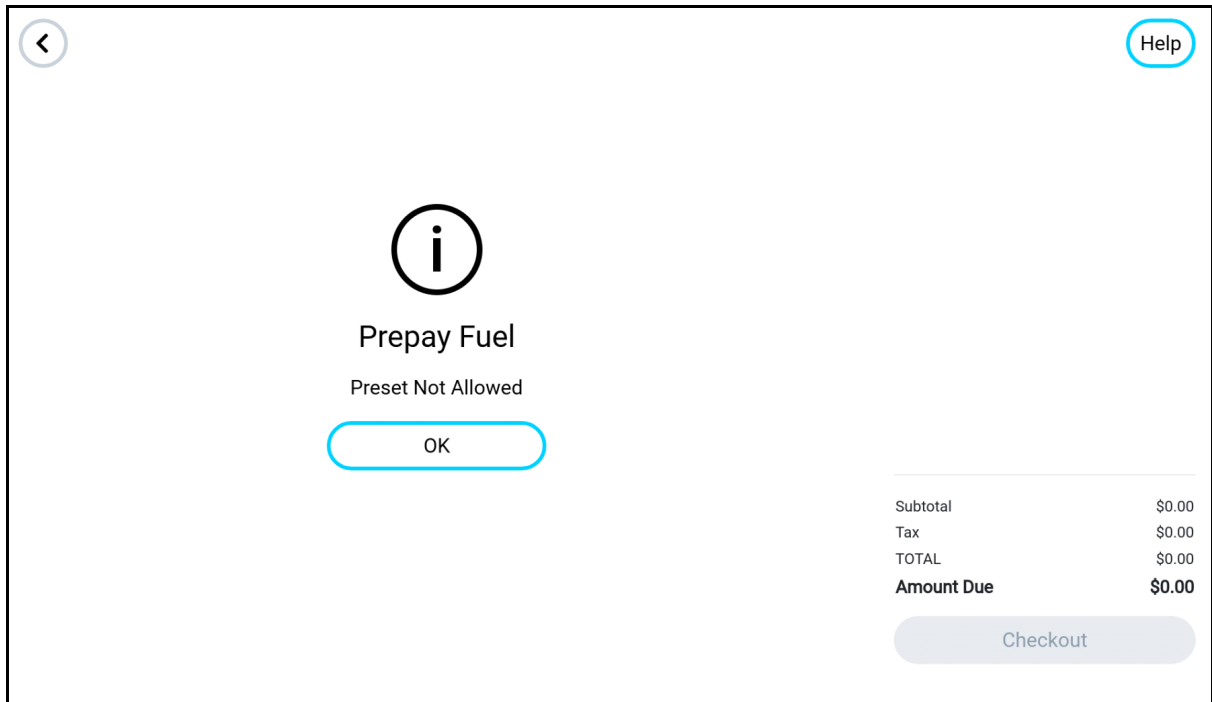
PREPAY CA #02 x2.000
UNLD1

2.22

Subtotal	\$2.22
Tax	\$0.00
TOTAL	\$2.22
Amount Due	\$2.22

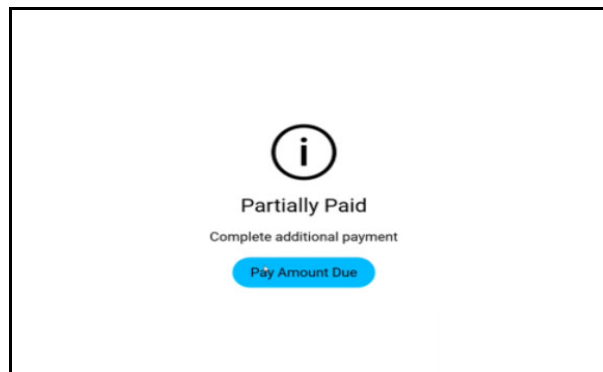
Checkout

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.

<

Help

DIET PEPSI

34.00

i

LOYALTY

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

NO

YES

Subtotal

\$34.00

Tax

\$0.00

TOTAL

\$34.00

Amount Due

\$34.00

Checkout

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

LOYALTY

Scan Loyalty Barcode or Enter ALT ID

Choose PIN pad to swipe loyalty card

DIET PEPSI 34.00

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 7 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:

[Help](#)



Age Restricted Item

This item requires age verification. The cashier will assist you shortly.
Meanwhile you can continue adding other items.

Beer

Continue


Soap	2.00
Shampoo	14.00
Horlicks Protein Plus	12.00
*Beer	5.00

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

Checkout

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.

[Help](#)



Age Validation Required

This transaction requires Age Verification. The cashier will assist you shortly.
Meanwhile you can continue to add other items.

Continue

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

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

Checkout

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.

The screenshot shows a Self Checkout (SCO) interface. At the top left, there is a close button (X) and a label 'SCO'. At the top right, there is a 'Help' button. The main area is a grid of item buttons. The items in the grid are: DB, FSM, Normalit, Military, Shampoo, Horlicks Protein, Soap, Beer, and Marlboro. To the right of the grid is a list of items with their prices:

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

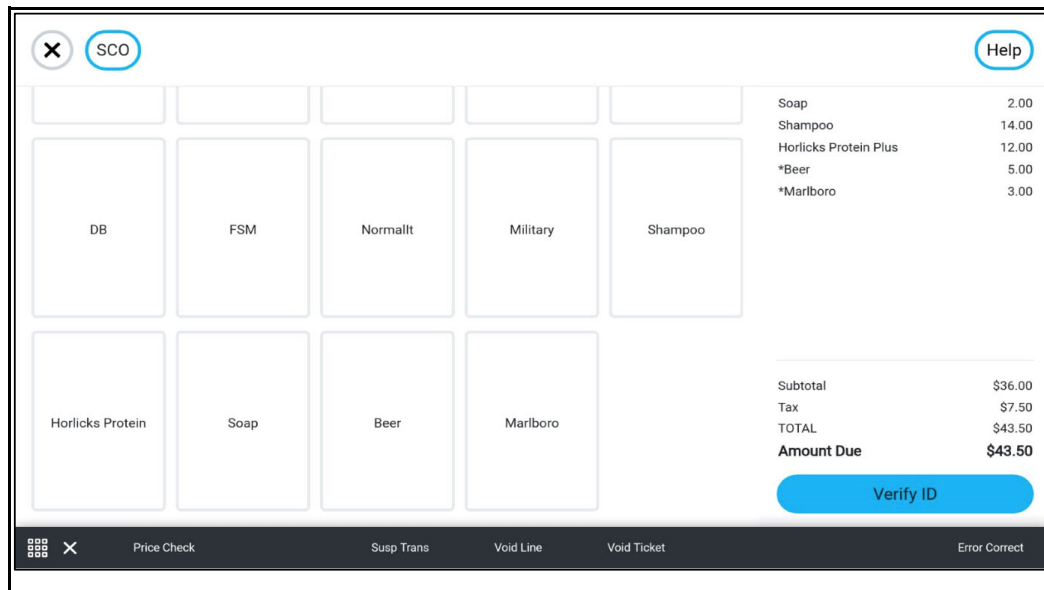
Below this list is a summary table:

Subtotal	\$36.00
Tax	\$7.50
TOTAL	\$43.50
Amount Due	\$43.50

At the bottom right, there is a blue 'Checkout' button.

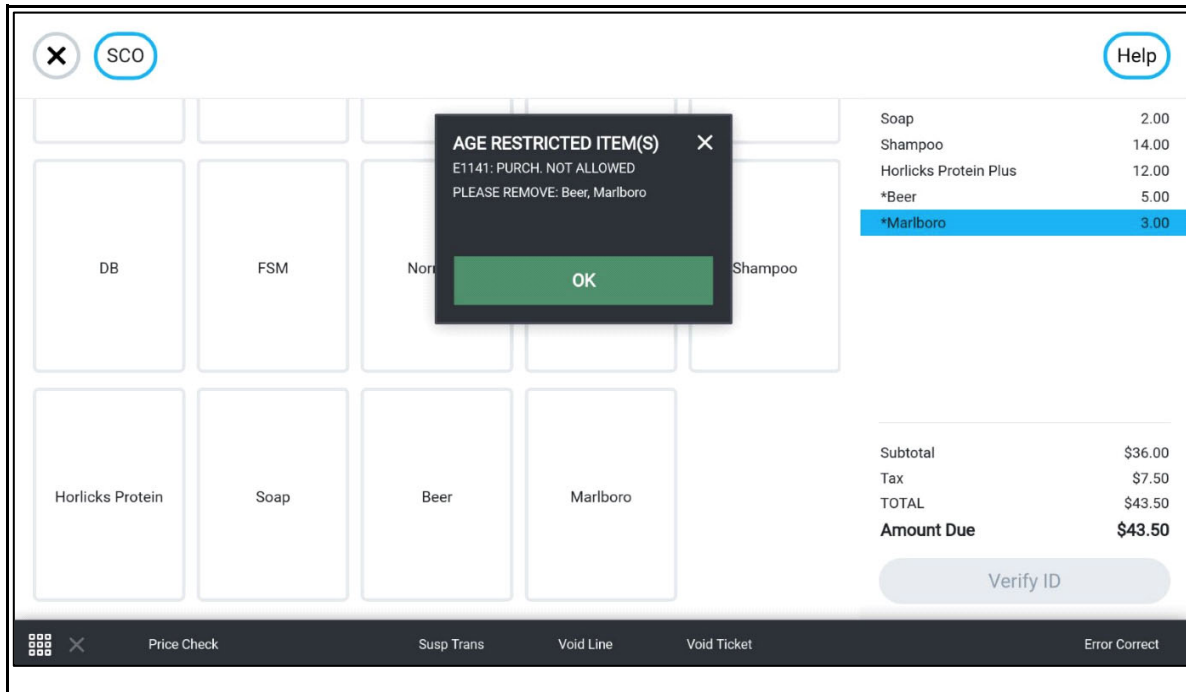
When customer adds age restricted items, the Self Checkout Monitoring button turns red on the cashier screen and there will be a beep to alert the cashier to come to the customer for help.

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.



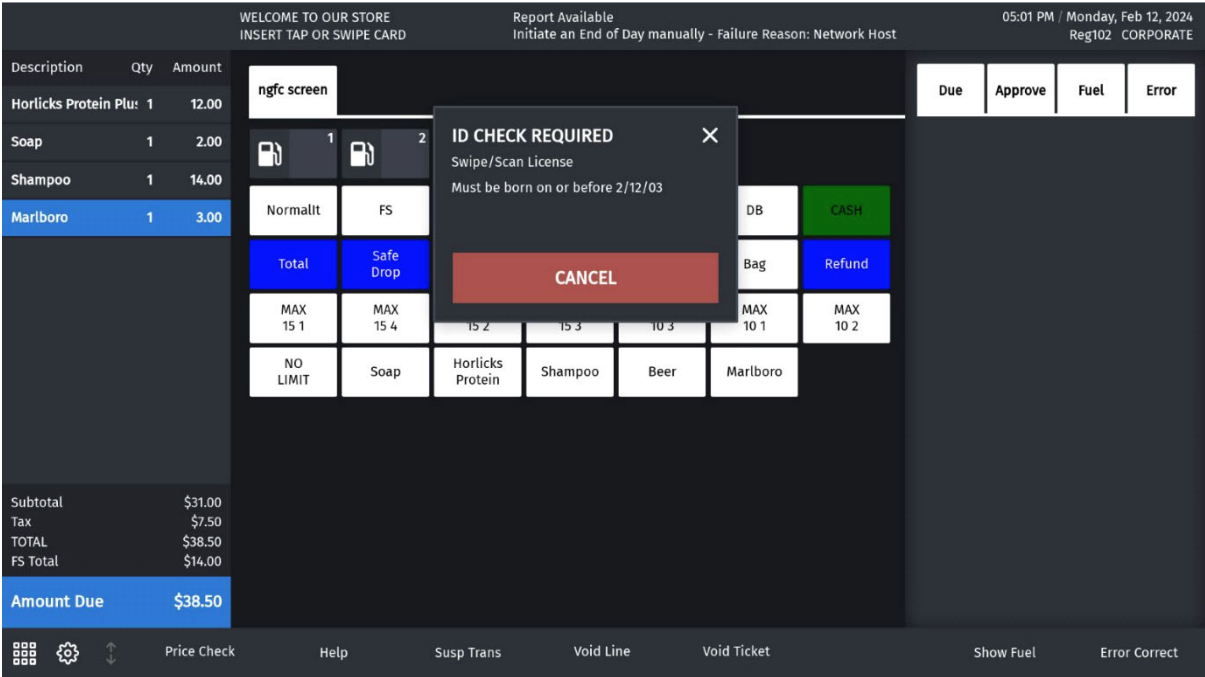
After ID verification is completed successfully, **Verify ID** turns into **Checkout** in Cashier mode and the asterisk symbol disappears.

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 28 for more information on configuring the cash recycler to receive payment.

Pay Total Cash


1. Select Cash as **MOP**





Kitkat45.00
Kitkat45.00


Help

Select Payment Method


CASH


CREDIT



DEBIT


MOBILE

Subtotal\$90.00
Tax\$0.00
TOTAL\$90.00
Amount Due\$90.00


Checkout

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



AQUAFINA 1 LTR10.00

Help


Cash Transaction
Insert money into the cash acceptor or select other payment.


Other Payment

Subtotal\$10.00
Tax\$0.00
TOTAL\$10.00
Amount Due\$10.00

Checkout

<
Help

AQUAFINA 1 LTR 10.00



Payment Successful

Print Receipt
No Receipt

Tax	\$0.00
TOTAL	\$10.00
CASH	\$10.00
Amount Due	\$0.00

Checkout

**WELCOME TO
OUR STORE**



99999
VeriFone Gold Disk
FL

Description	Qty	Amount
AQUAFINA 1 LTR	1	10.00
Subtotal		10.00
TOTAL		10.00
CASH \$		10.00


ST#AB123
REG#301
TRAN#3010013
7/4/22 3:49:28 PM

Pay Extra Cash & Receive Change

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



AQUAFINA 1 LTR10.00



Cash Transaction

Collect your change from the cash acceptor.

OK

Tax	\$0.00
TOTAL	\$10.00
CASH	\$20.00
Change	\$-10.00

Checkout

WELCOME TO
OUR STORE
99999
VeriFone Gold Disk
FL


Description	Qty	Amount
AQUAFINA 1 LTR	1	10.00
Subtotal		10.00
TOTAL		10.00
CASH \$		20.00
Change \$		-10.00

ST#AB123 REG#301 TRAN#3010018
7/4/22 3:53:46 PM

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.

<
Help



Payment Successful

Cash acceptor is not available
Take receipt to the cashier to collect your change

Done

DIET PEPSI	34.00
Earl Grey	4.00

Tax	\$0.00
TOTAL	\$38.00
CASH	\$40.00
Change	\$-2.00

Checkout

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

Description	Qty	Amount
DIET PEPSI	1	34.00
Earl Grey	1	4.00
Subtotal		38.00
TOTAL		38.00
CASH \$		40.00
Change \$		-2.00

Cash acceptor is not available
Take receipt to the cashier to collect
your change



TRAN# 3010025

TRANSACTION SUSPENDED #3010025

ST#AB123
REG#301
TRAN#3010024
7/4/22 4:04:59 PM

Split Tender With Cash & Card

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

The screenshot shows a mobile application interface for a loyalty program. At the top left is a back arrow icon, and at the top right is a 'Help' button. The main heading is 'LOYALTY' with an information icon above it. Below the heading, it asks 'Are you a member of the following loyalty program(s)?' and lists 'PROGRAM01, PROGRAM02'. There are two buttons: 'NO' and 'YES'. On the right side, there is a list of items and their prices: AQUAFINA 1 LTR (10.00), DIET PEPSI (34.00), Orange juice (45.00), and XL Coffee (10.00). Below this list, a summary shows: Subtotal (\$99.00), Tax (\$0.00), TOTAL (\$99.00), and Amount Due (\$99.00). At the bottom right is a 'Checkout' button.

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

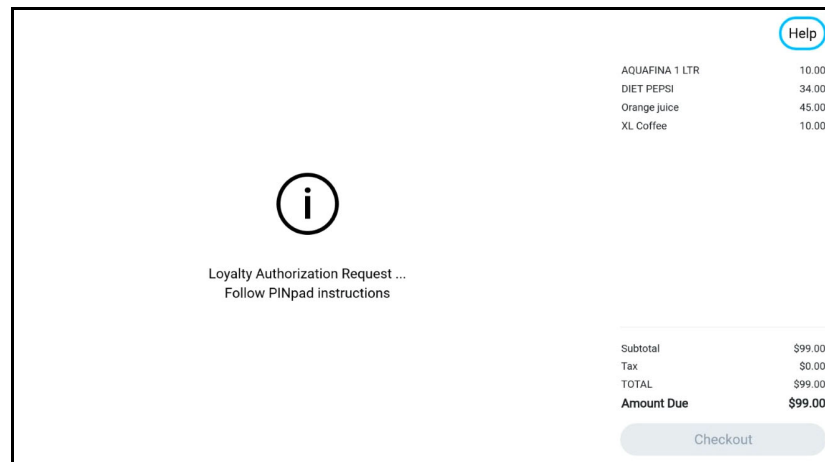
Subtotal	\$99.00
Tax	\$0.00
TOTAL	\$99.00
Amount Due	\$99.00

1. First customer has to enter the loyalty membership details. Refer to “Loyalty Sales” on page 51 for more information.

The screenshot shows a mobile application interface for entering loyalty details. At the top left is a close 'X' icon, and at the top right is a 'Help' button. The main heading is 'LOYALTY'. Below it, it says 'Scan Loyalty Barcode or Enter ALT ID' and 'Choose PIN pad to swipe loyalty card'. In the center is a numeric keypad with buttons for digits 0-9, a 'Clear' button, and a 'Choose PIN pad' button. There is also an 'OK' button. On the right side, there is a list of items and their prices: AQUAFINA 1 LTR (10.00), DIET PEPSI (34.00), Orange juice (45.00), and XL Coffee (10.00). Below this list, a summary shows: Subtotal (\$99.00), Tax (\$0.00), TOTAL (\$99.00), and Amount Due (\$99.00). At the bottom right is a 'Checkout' button.

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

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



Help

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

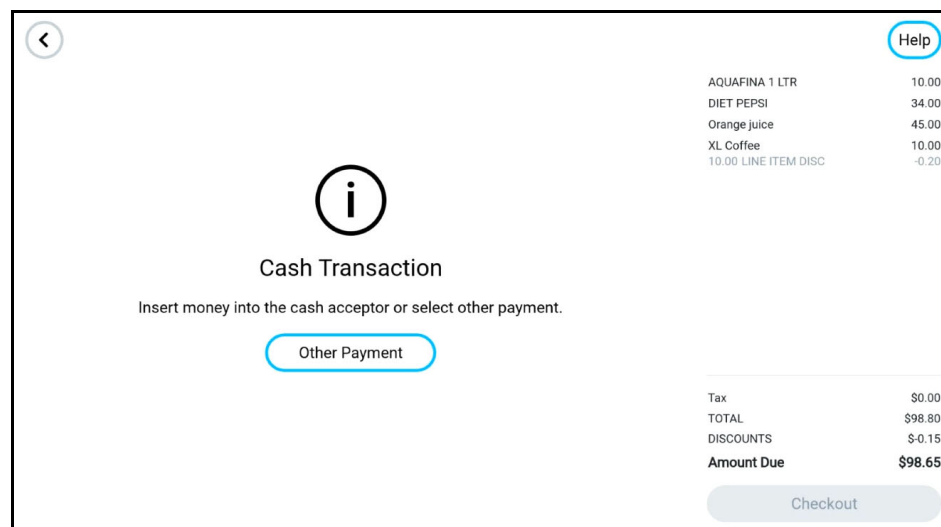
i

Loyalty Authorization Request ...
Follow PINpad instructions

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.



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

i

Cash Transaction

Insert money into the cash acceptor or select other payment.

Other Payment

Tax	\$0.00
TOTAL	\$98.80
DISCOUNTS	\$-0.15
Amount Due	\$98.65

Checkout

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.

Cash Transaction

Insert money into the cash acceptor or select other payment.

Other Payment

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

TOTAL	\$98.80
DISCOUNTS	\$-0.15
CASH	\$50.00
Amount Due	\$48.65

Checkout

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

Select Payment Method

CASH

CREDIT

DEBIT


MOBILE


Help

Kitkat	45.00
Kitkat	45.00

Subtotal	\$90.00
Tax	\$0.00
TOTAL	\$90.00
Amount Due	\$90.00

Checkout





Use Payment Terminal

CREDIT


Cancel


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

TOTAL	\$98.80
DISCOUNTS	\$-0.15
CASH	\$50.00
Amount Due	\$48.65

Checkout





Payment Successful

Print Receipt

No Receipt

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

DISCOUNTS	\$-0.15
CASH	\$50.00
CREDIT	\$48.65
Amount Due	\$0.00

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
TOTAL		98.65
	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

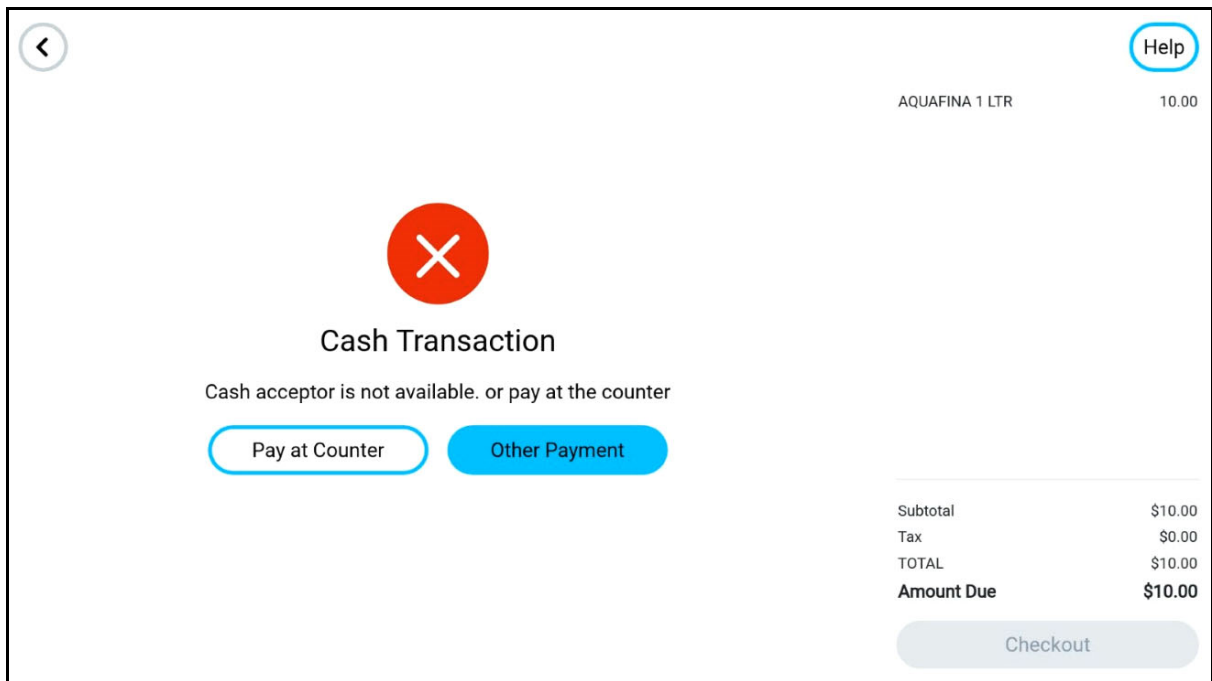
ST#AB123 REG#301 TRAN#3010021
7/4/22 4:01:00 PM

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.

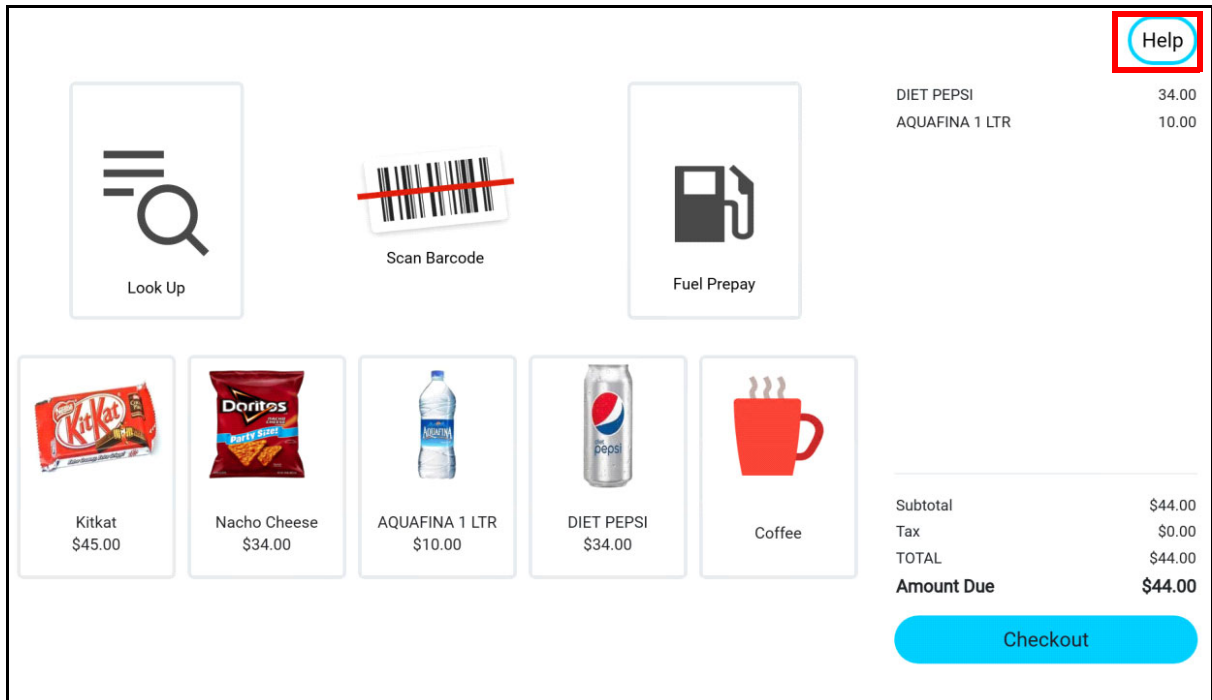
9

End Session

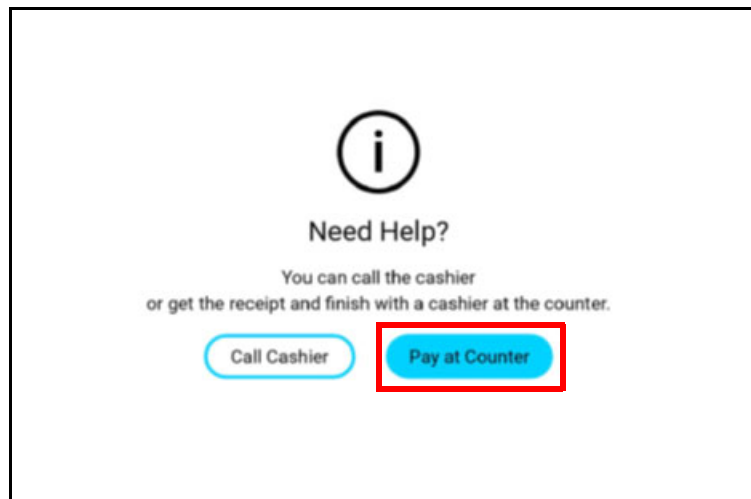
I'm here, Continue

Pay at Counter

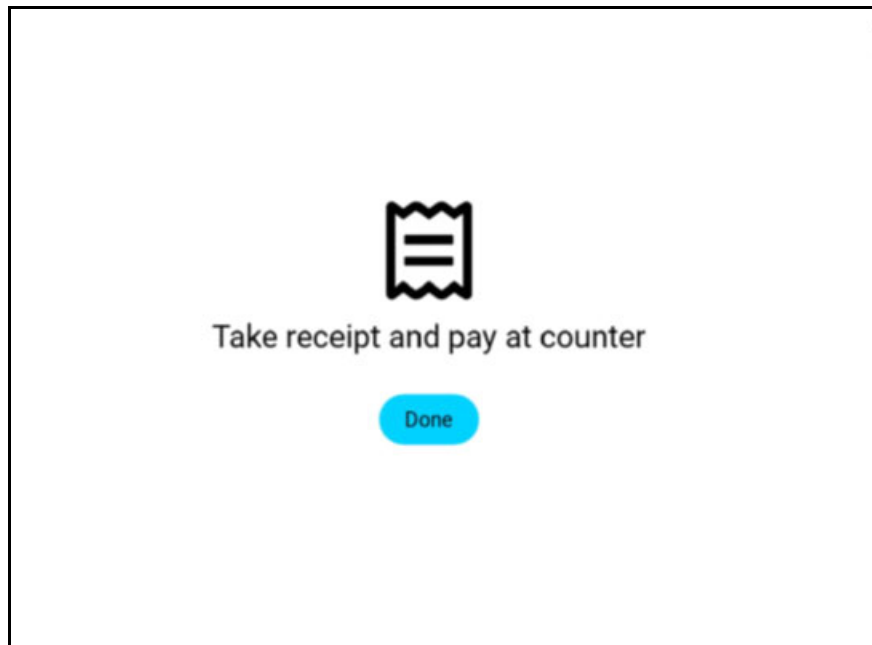
1. During a transaction, click **Help** to get the help of a cashier to complete the transaction.



2. Select Pay at Counter.



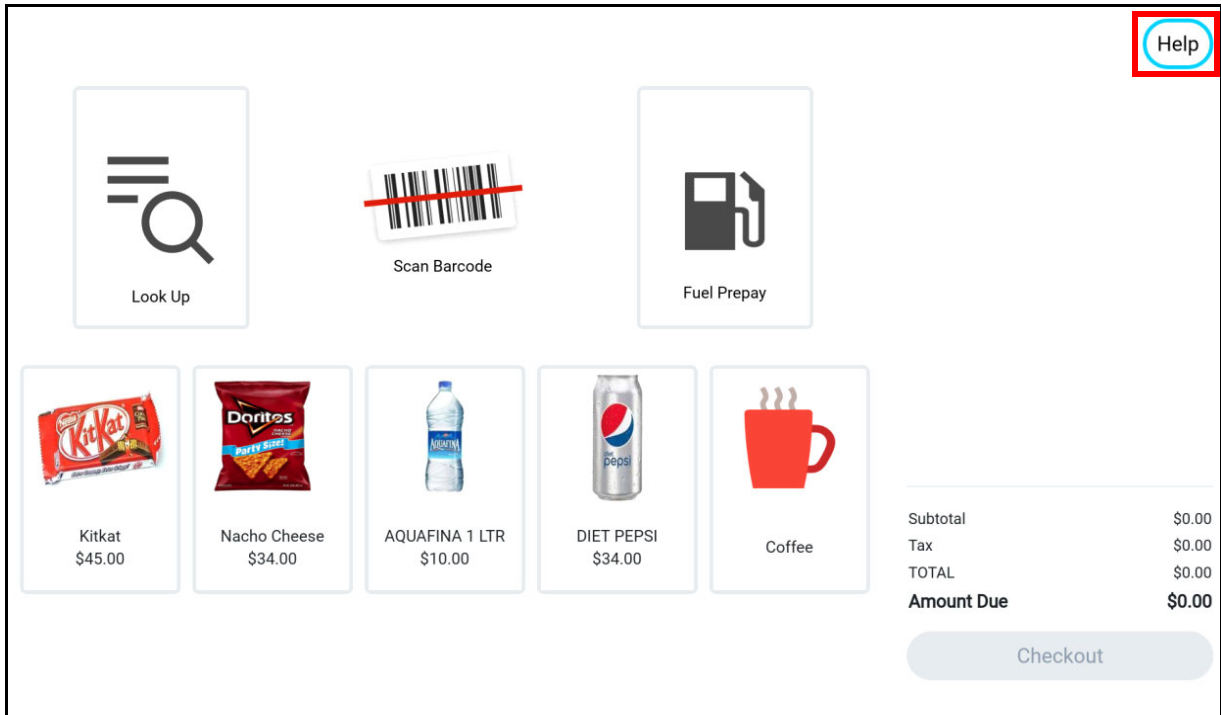
3. A transaction receipt is printed that has a transaction number (Tran#) and bar code, which can be used to recall the transaction by a cashier.



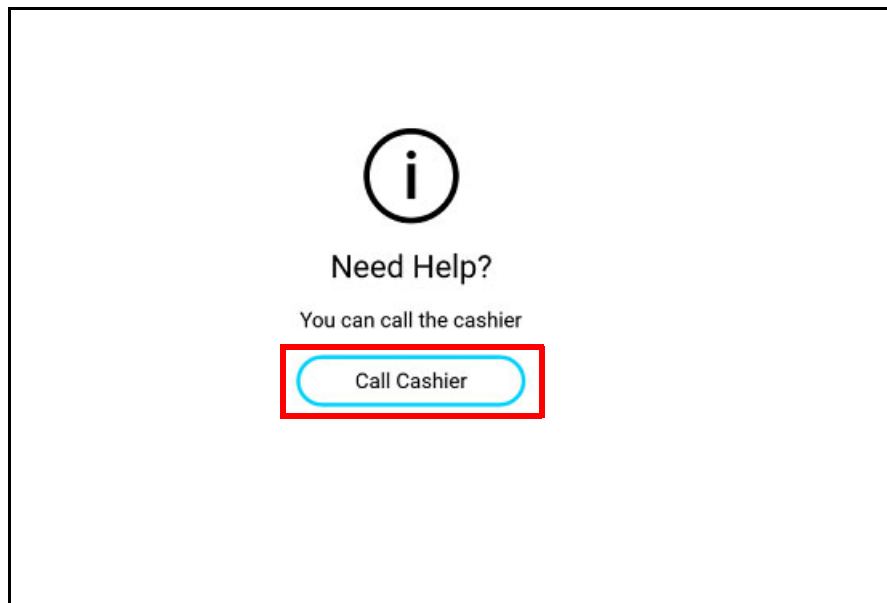
4. A sound is produced that alerts the cashier of the request.

Call Cashier

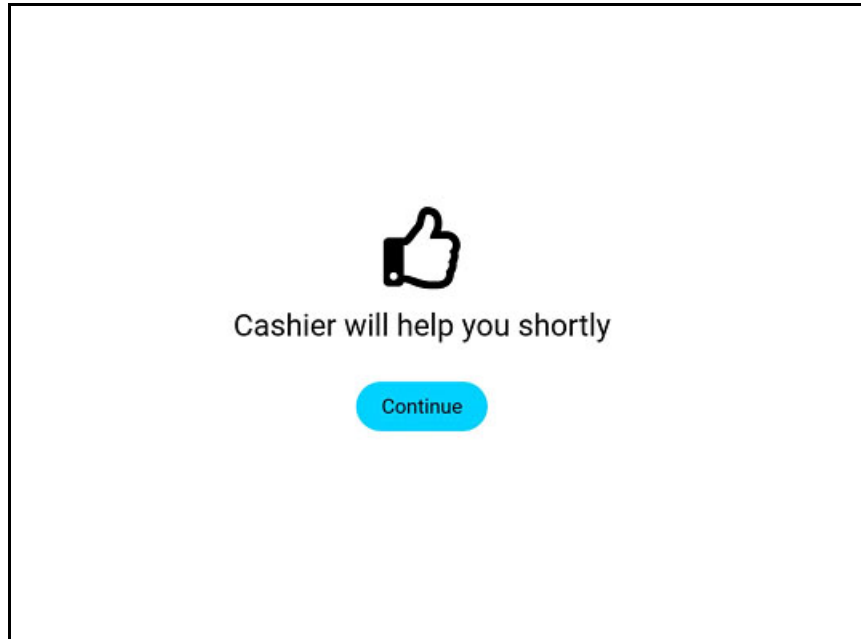
1. Customers can click **Help** anytime to get assistance from a cashier.



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**.

Help

Look Up

Scan Barcode

Fuel Prepay

Kitkat
\$45.00

Nacho Cheese
\$34.00

AQUAFINA 1 LTR
\$10.00

DIET PEPSI
\$34.00

Coffee

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

Checkout

SECURITY INFO REQUIRED

User ID

Password

1 2 3 4 5 6 7 8 9 0

Q W E R T Y U I O P

A S D F G H J K L

Shift Z X C V B N M Clear

+ = Space Cancel OK

SECURITY INFO REQUIRED

User ID

1

Password

1234567890

QWERTYUIOP


ASDFGHJKL

ShiftZXCVBNMClear


#+=SpaceCancelOK

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


Help




Look Up




Scan Barcode




Fuel Prepay




Kitkat
\$45.00




Nacho Cheese
\$34.00



AQUAFINA 1 LTR
\$10.00



DIET PEPSI
\$34.00



Coffee


Subtotal\$0.00

Tax\$0.00

TOTAL\$0.00

Amount Due\$0.00

Checkout



Price Check

Recall

Reprint

CSR Func

Price Check

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

Recall

Recalls a suspended transaction.

Reprint

Reprints Receipts.

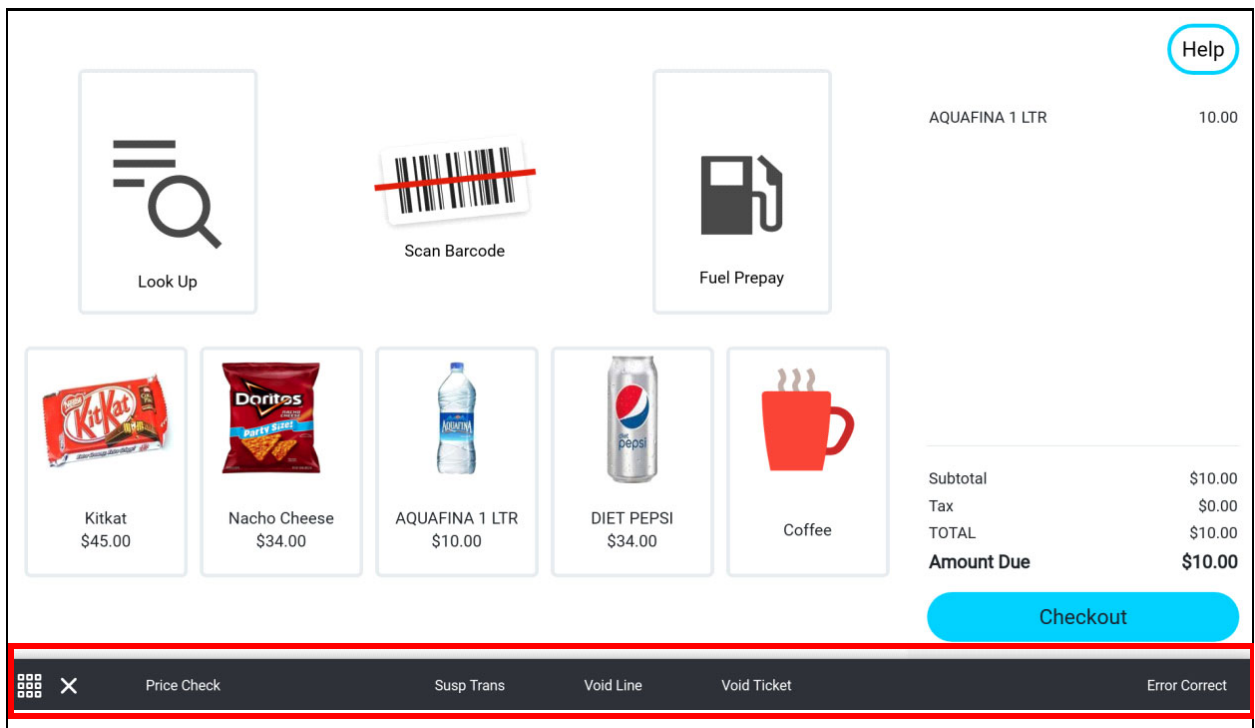
CSR Functions

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:



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.

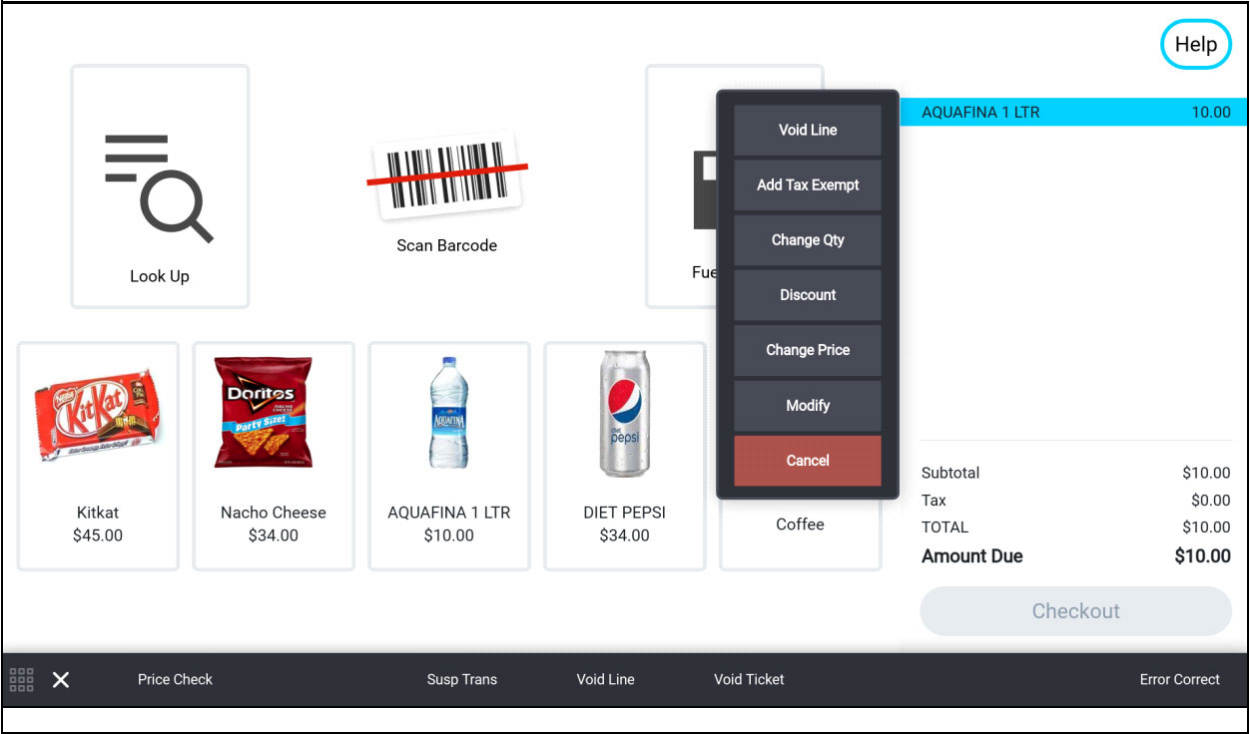


*There are three ways of getting out of cashier mode. By completing the transaction using Pay Now or by clicking Void Ticket or by clicking the **X** button.*

Touch-To-Modify

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

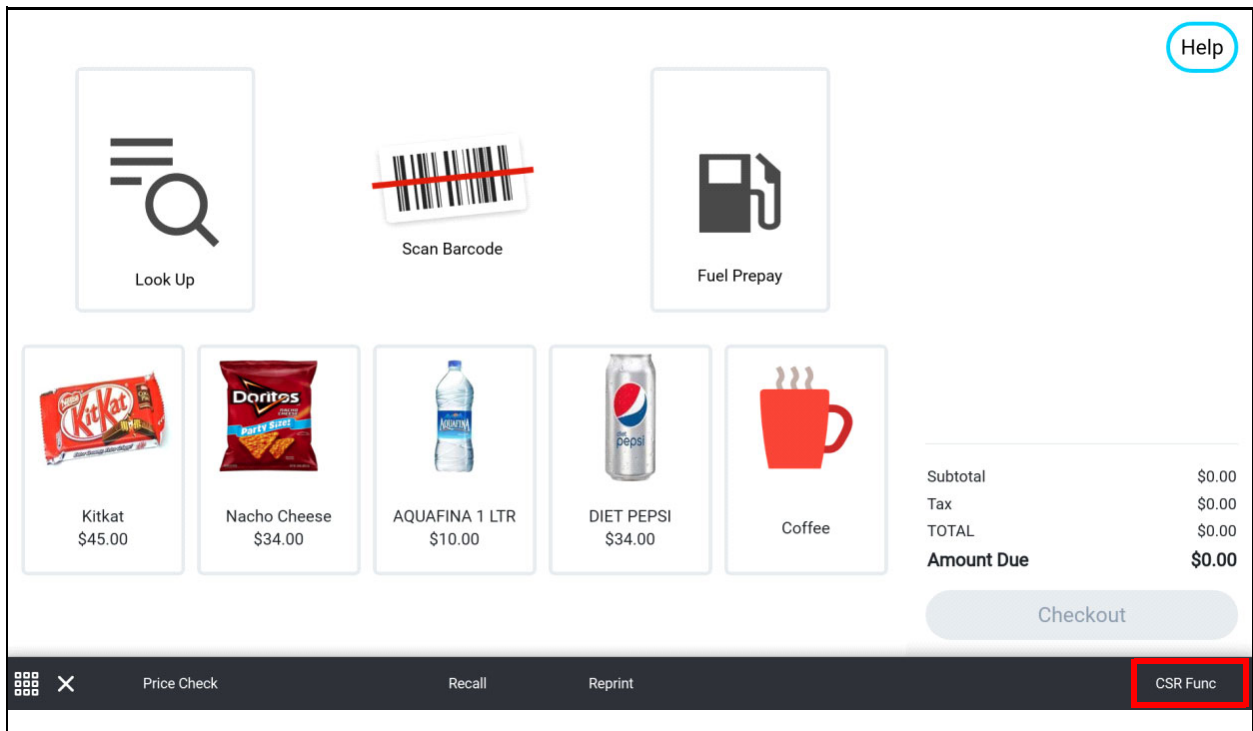
In cashier mode, touch a line item to get the Touch-To-Modify menu items.



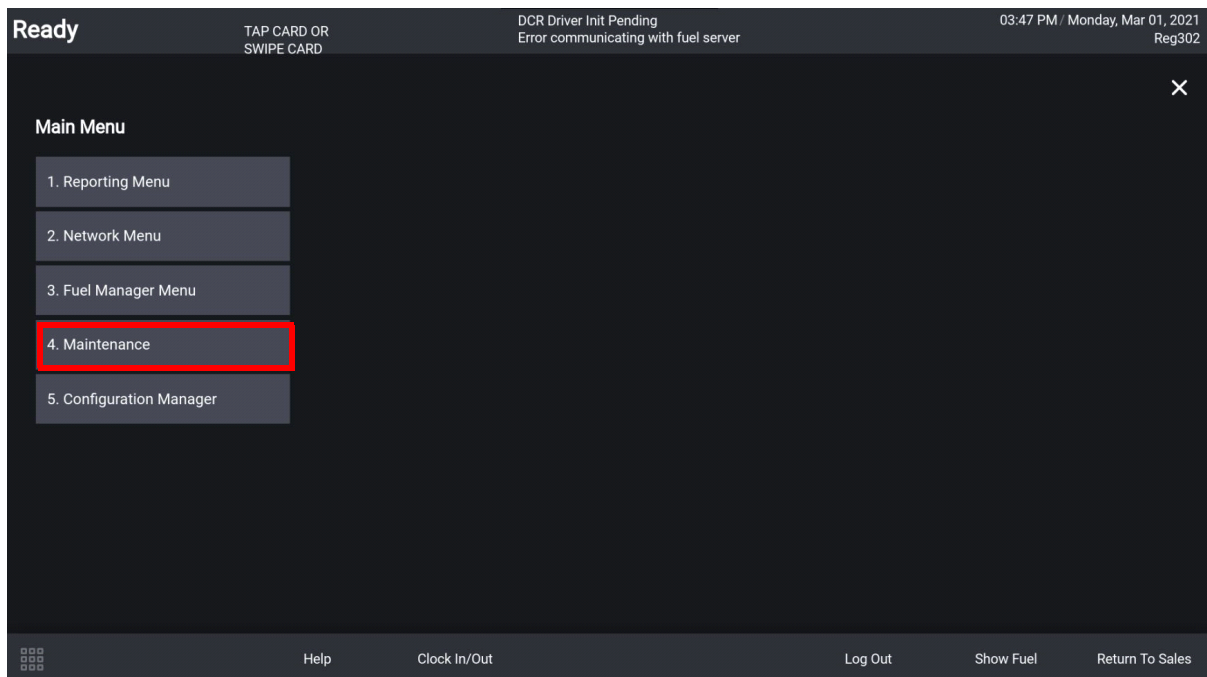
Close Lane

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

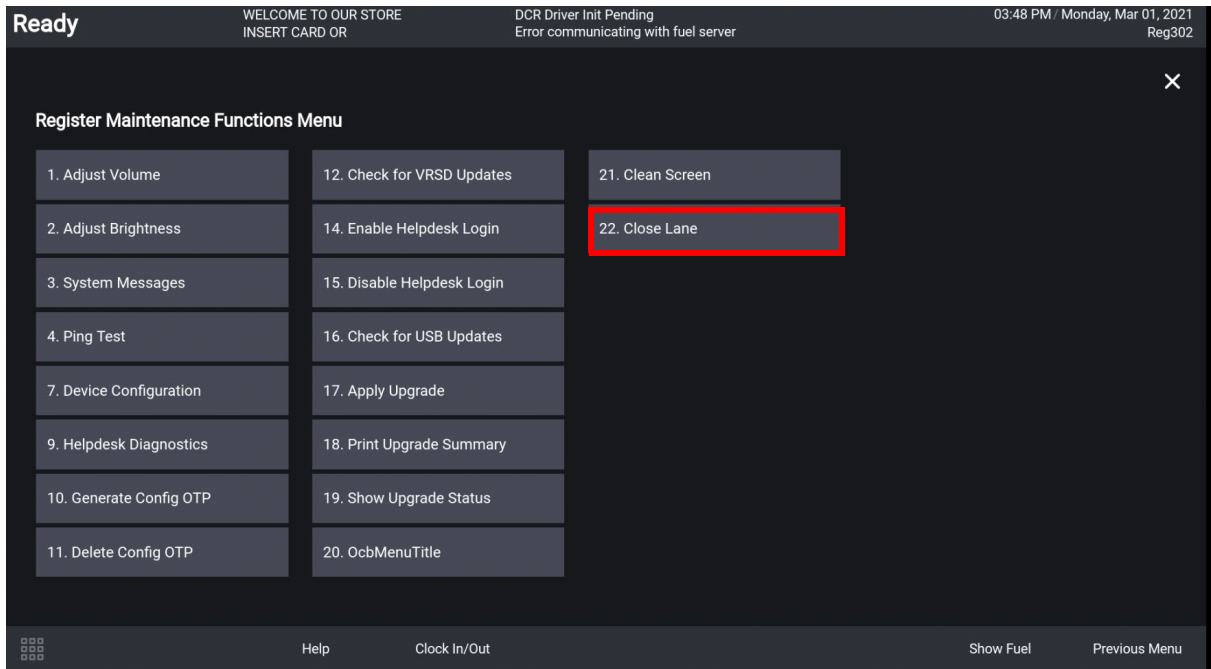
1. On the Cashier screen of SCO, go to CSR Functions



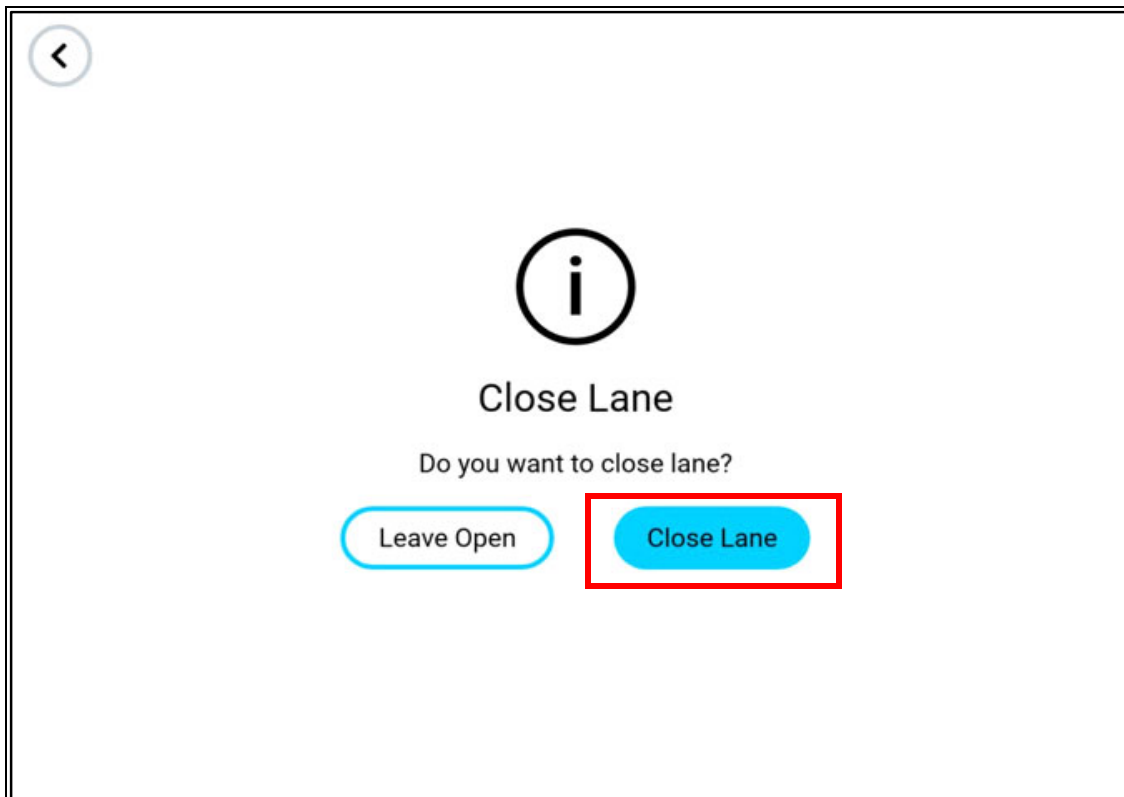
2. Go To Maintenance menu in CSR Functions.



3. Select Close Lane.



4. Select Close Lane.





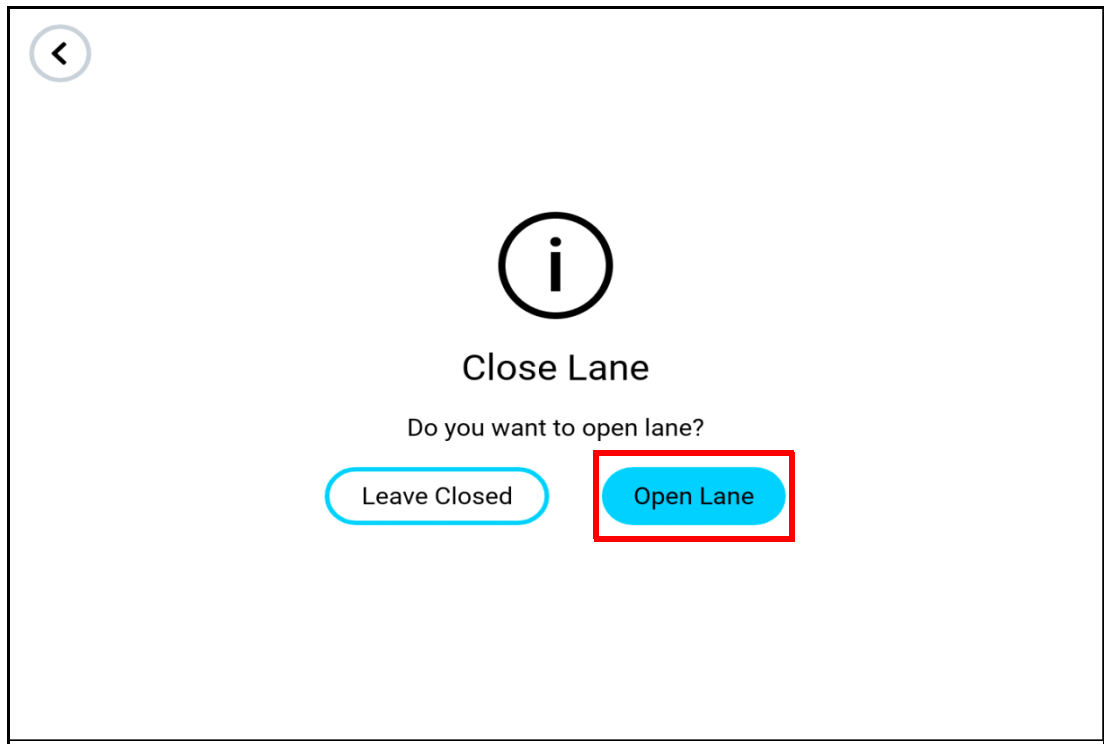
Lane Closed

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.

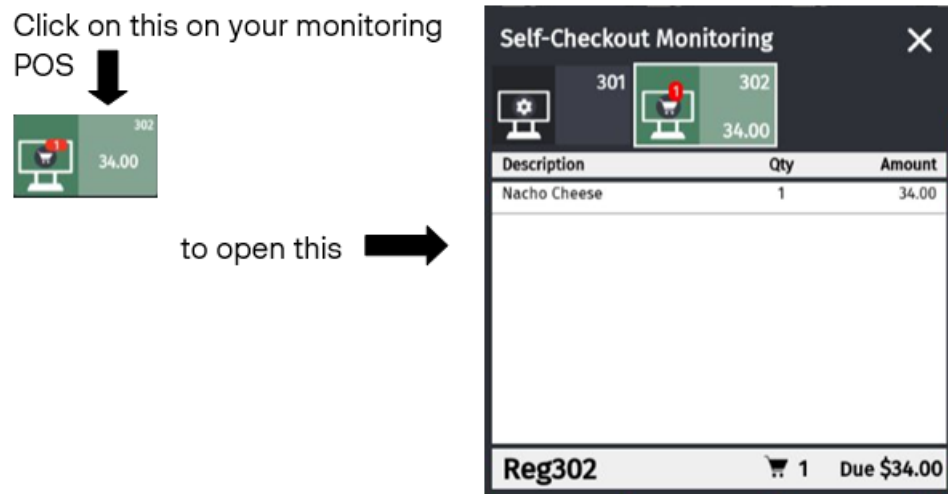


Self Checkout Monitoring

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.

The following are the colors of the light pole based on what is happening at the Self Checkout:

Non Sales Screen: No light

No light when SCO is in Close Lane mode, CSR functions screen, or when SCO is offline.

Self Checkout Ready to Use: Green

Green solid light when SCO is checked in without adding any items.

Self Checkout In Use: White

White solid light when SCO is in use.

User Requires Assistance or Age Verification Item Scanned: Red

Red slow flashing light when the user requires assistance or an age verification item is scanned.

Cashier Logs in to Assist Customer: Blue

Blue solid light when cashier logs in to Self Checkout to assist customer.

Suspend Transaction: Yellow

Yellow slow flashing light when the customer selects "Pay at Counter" or when the cashier logs in and suspends a transaction.

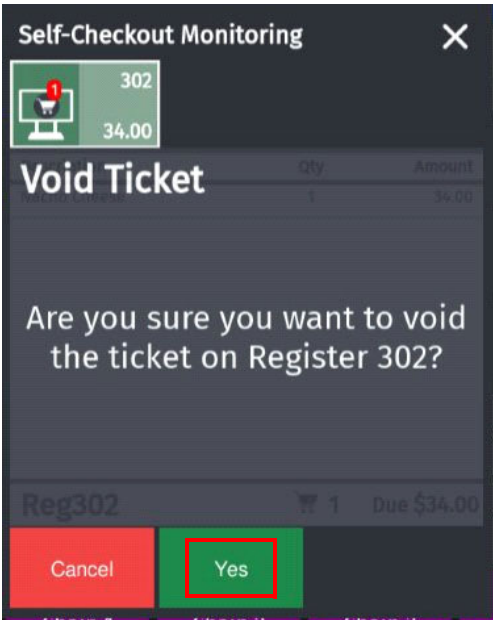


*Refer to the **Verifone Commander User Reference** for more information on both of these features.*

Void Ticket

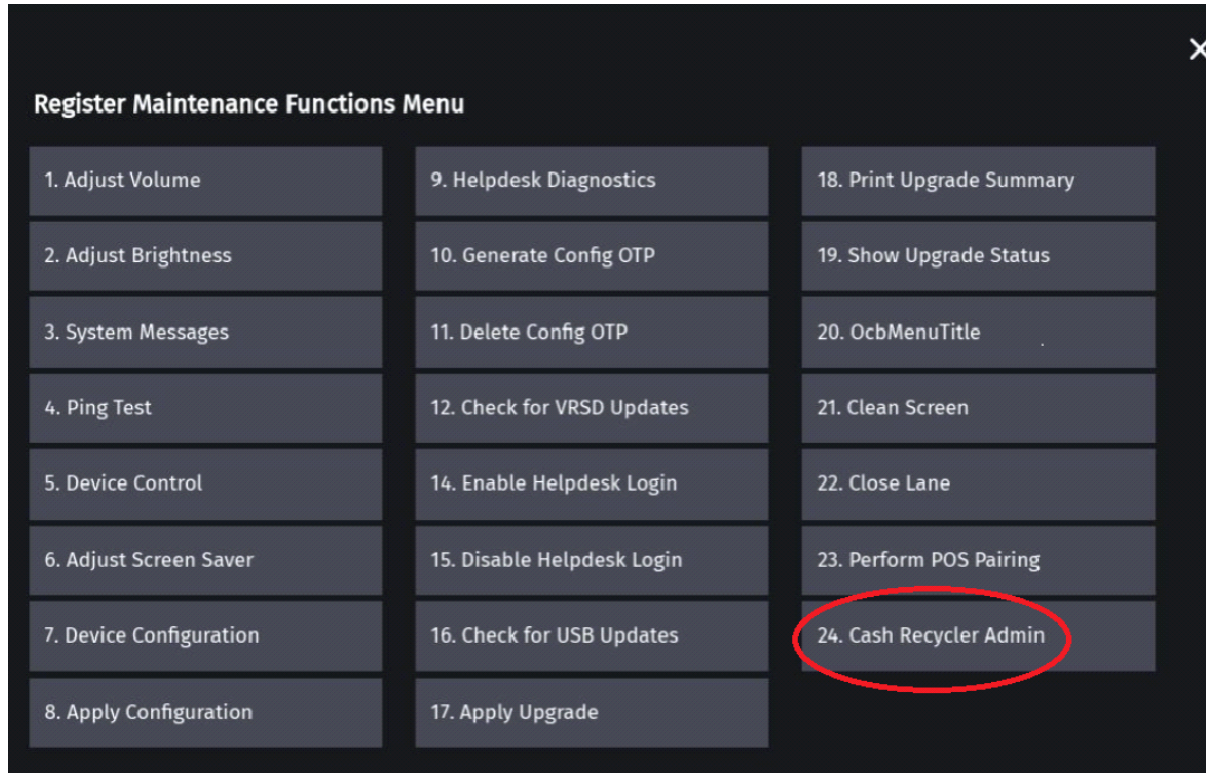
From Commander Release 56.01, the remote cashier action "Void Ticket" has been implemented into Self-Checkout Monitoring Detailed View. A cashier logged into a POS that has the appropriate security can see this option available between the time an item is added to the SCO basket up until the customer is ready to checkout and pay. If the cashier voids the ticket, the SCO voids the transaction and returns to the Welcome screen. The detailed view on the POS returns to idle.



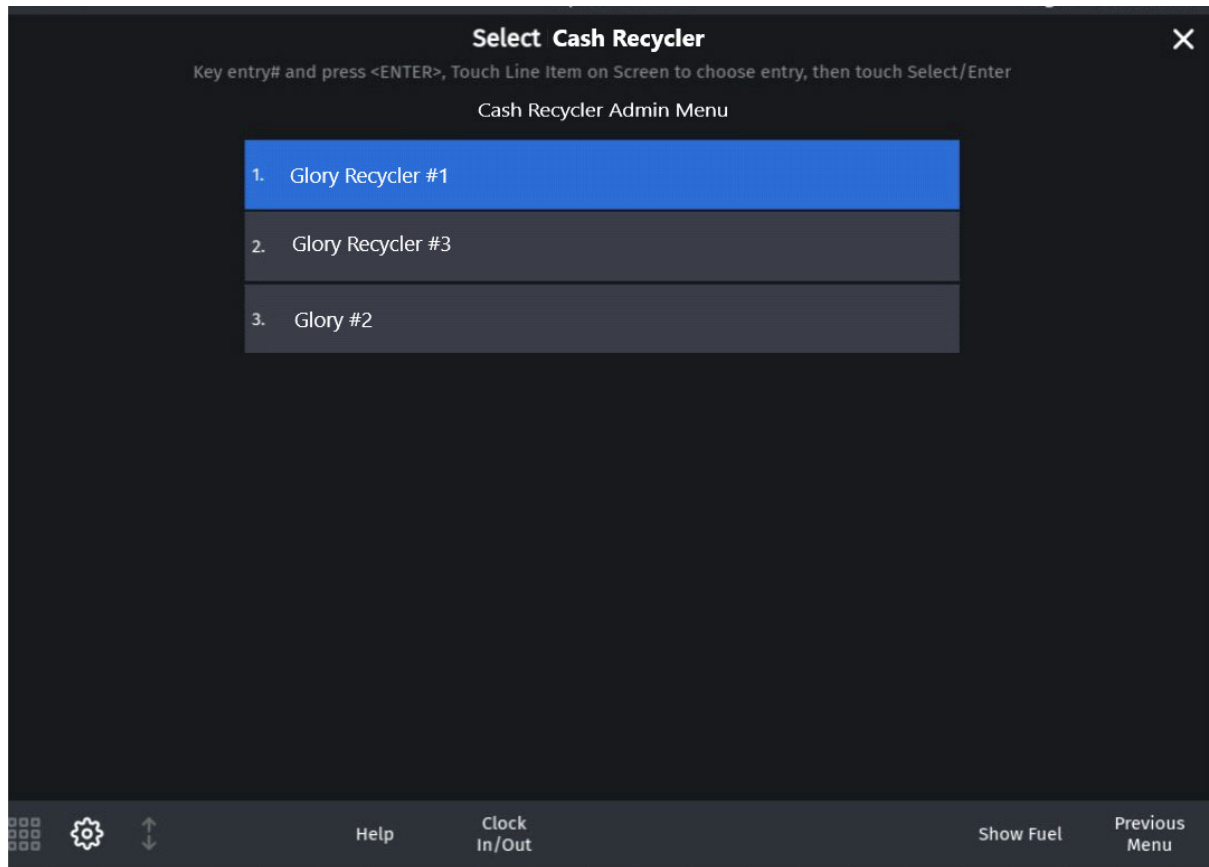


Cash Recycler Administration

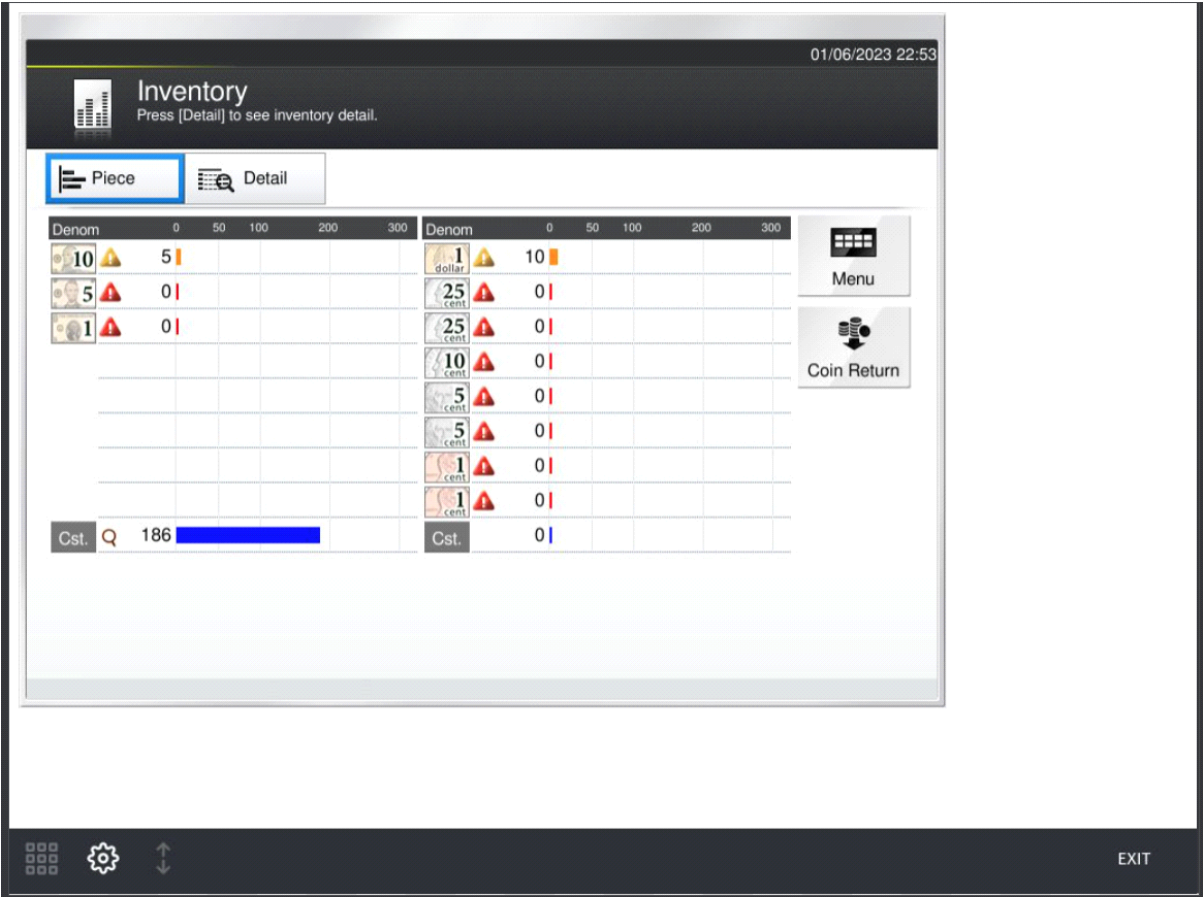
The Cash Recycler Admin menu is under the Maintenance Menu on the POS at **CSR Func > Maintenance > Cash Recycler Admin**.



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.

[illegible]

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

g102 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

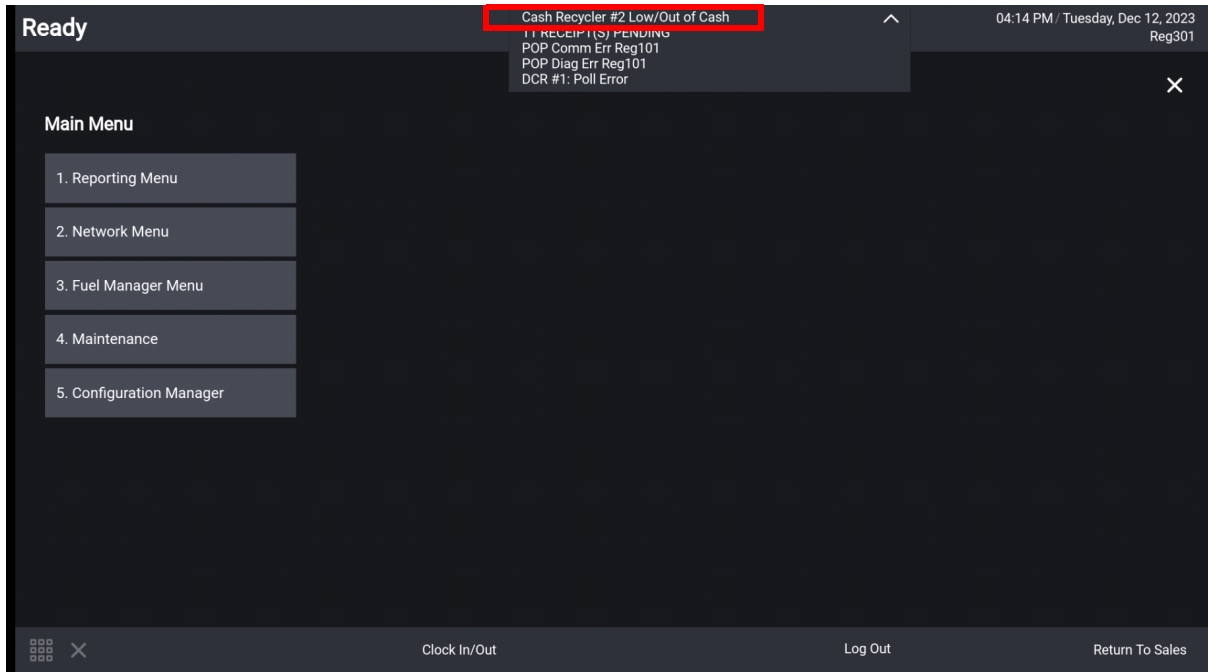
Reprint

Show Fuel

CSR Func

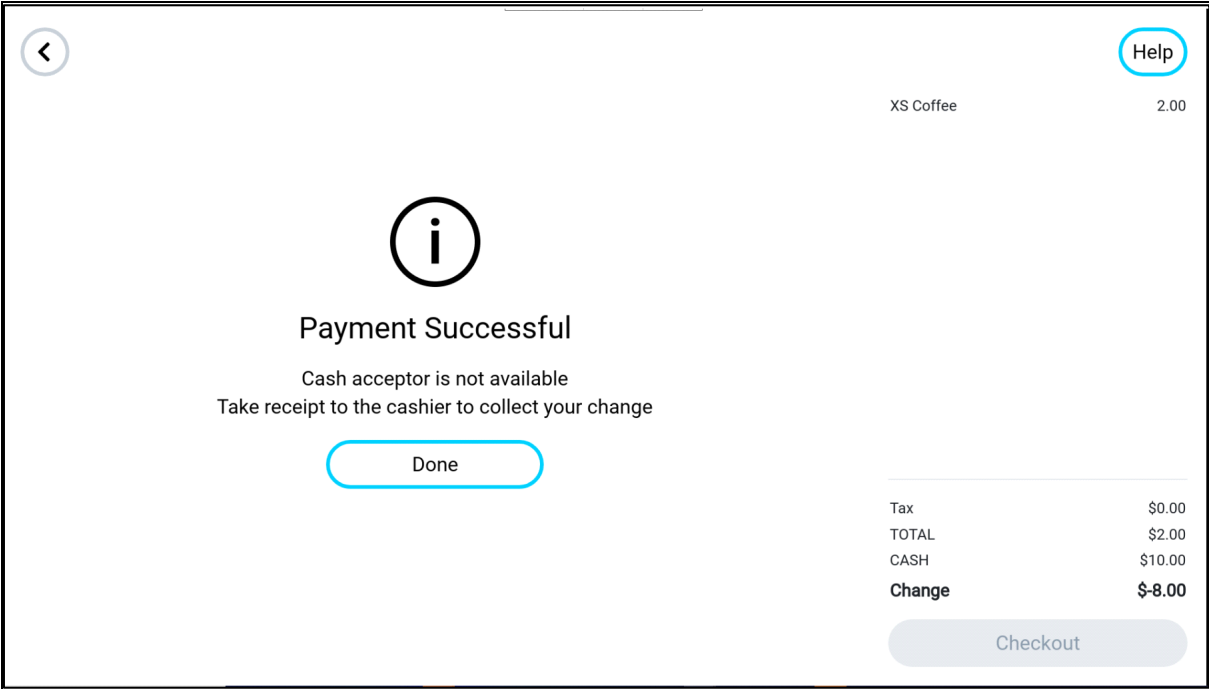
SCO Mode Alarms

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:

Crane Cash Recycler screen showing an error message:

Cash Transaction

Cash acceptor is not available. or pay at the counter

Pay at Counter Other Payment

ottery Vegetables F Help

Jerky 2.00

Subtotal \$2.00
Tax \$0.00
TOTAL \$2.00
Amount Due \$2.00

Checkout

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> <div> Unit of Measure <input type="text" value="Liters"/> Halt Mode <input type="text" value="Soft"/> PPU Decimal Position <input type="text" value="3"/> Total Decimal Position <input type="text" value="2"/> Autodisapproval <input type="text" value="5.0"/> Multi-Grade Timeout (Minutes) <input type="text" value="5.0"/> <div style="border: 2px solid red; padding: 2px;">Ignore MOP Conflict <input checked="" type="checkbox"/></div> Force .9 Cents Per Gallon <input type="checkbox"/> Approve All Enabled <input checked="" type="checkbox"/> Recall Autocollect Inside <input type="checkbox"/> Gilbarco Six Digits Money Display <input type="checkbox"/> Require Attendant Card <input type="checkbox"/> </div> <div> <h3>Tier2 Schedule Settings</h3> Start Tier 2 Pricing <input type="text" value="0"/> Number of Tier Hours <input type="text" value="0"/> </div> <div> <h3>Postpay Schedule Settings</h3> Start Postpay Allowed <input type="text" value="0"/> Number of Postpay Hours <input type="text" value="24"/> </div> <div> <h3>Manual Approval Schedule Settings</h3> Start Manual Approval Required <input type="text" value="0"/> Number Manual Approval Hours <input type="text" value="0"/> </div> <div> <h3>Grade Restriction</h3> Enforce Prompting Inside <input type="checkbox"/> Prompt Restriction Outside <input type="checkbox"/> </div> <div> <h3>Commercial Configuration</h3> Alert Cashier (Minutes) <input type="text" value="7"/> </div> </div> <div> <h3>Offline Fuel Prompt</h3> Number of Seconds <input type="text" value="1"/> </div> <div> <h3>Real Time Sales Data</h3> Notification Frequency (Milliseconds) <input type="text" value="0"/> </div>						

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	\$	