Self Checkout

User Reference Guide

Date: July 31, 2025





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.

VeriFone®, Inc. 2744 N University Drive, Coral Springs, FL 33065 Telephone: +1 (800) 837-4366 https://www.verifone.com

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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.
February 27, 2025	Updated with Void Line feature in SCO Monitoring Detailed View.
March 31, 2025	Updated with Walk-Off Reduction feature.
July 31, 2025	Added the following features Bypass ID Check, Phase 2 - Self-Checkout Walk-Off Reduction Enhancement, Background image support, Crane Admin access.

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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.

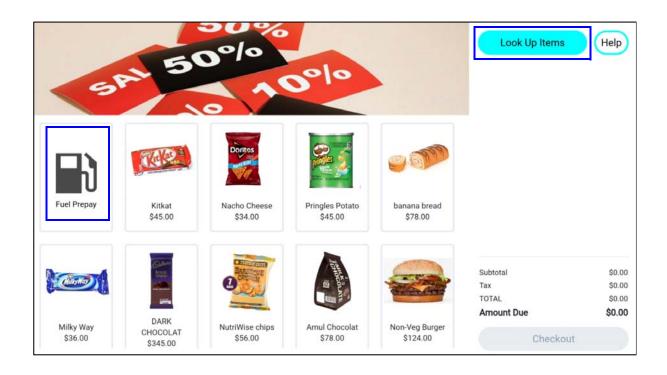
Modifications to this document

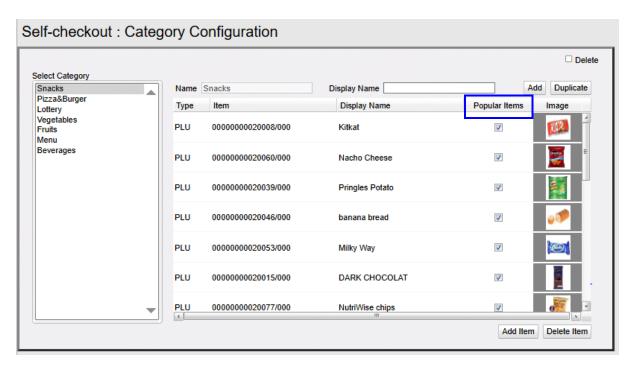
This document may be changed or extended to include new product requirements.

Self Checkout UI Changes

From Verifone 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



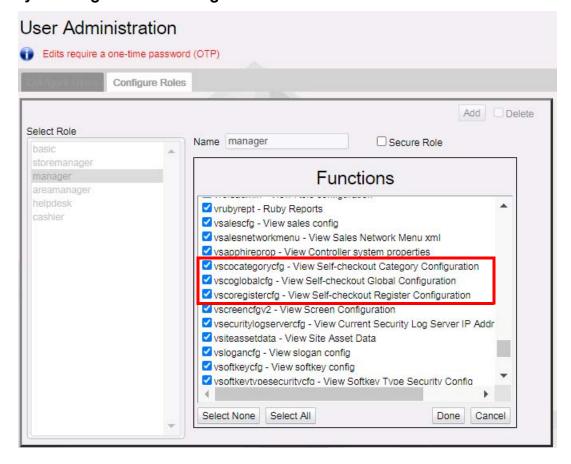


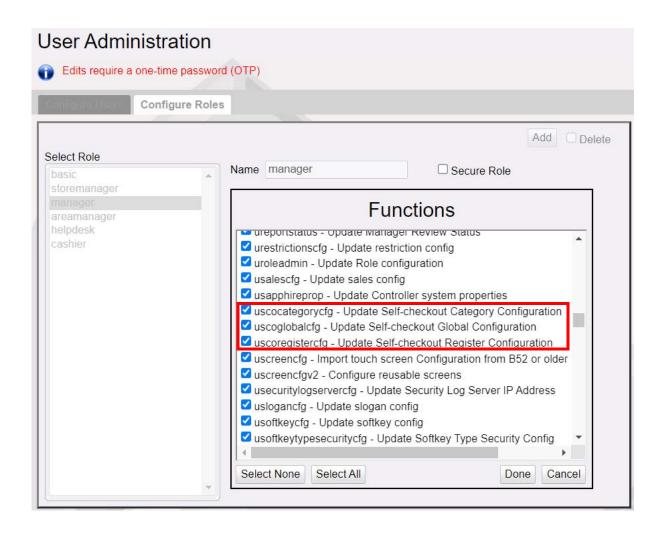
2 CONFIGURING SCO

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**.







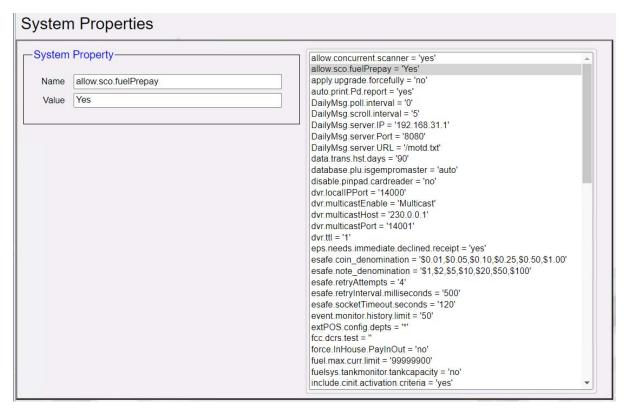
This selection needs to be made only after the first auto upgrade from a non self-checkout base to a self checkout base.

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**.

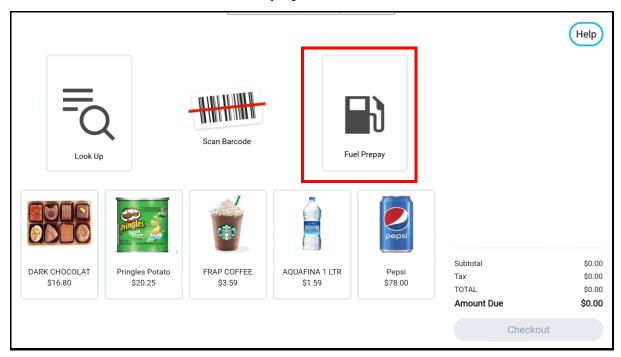


After a manual install or a first time install, in order to view Systrm Properties form in Initial Setup > System Properties the properties usapphireprop (Update Controller system properties) and vsapphireprop (View Controller system properties) in Security > Manage Users > Configure Role should be enabled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

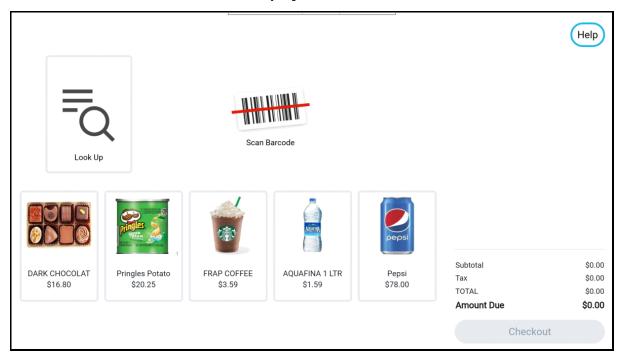


After an autoupgrade the value of the system property is "no" and the fuel prepay feature in disabled by default in SCO. Change the value to "yes" to enable the fuel prepay feature in SCO.

SCO Order Screen with Fuel Prepay Enabled



SCO Order Screen with Fuel Prepay Disabled





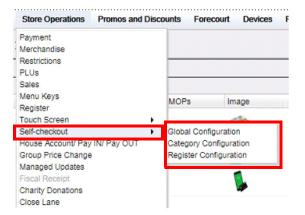
After changing the value to reflect the changes, perform a **Tools > Refresh Configuration** from configuration client and then go to the CSR menu and back to sales in cashier mode **or** logout and login to the SCO terminal.



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

SCO Forms

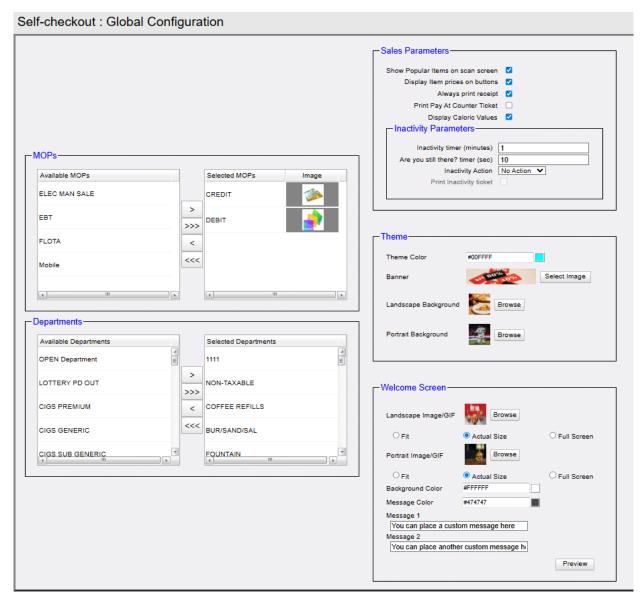
In configuration client, go to Store Operations > Self-checkout.



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.



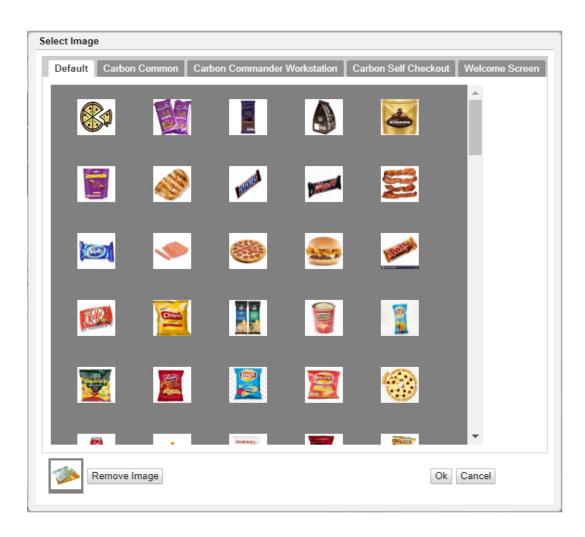
1. Select **MOPs** and **Departments** required for SCO. Department setting is for configuring the departments and items that are allowed to be sold at the SCOs.



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.

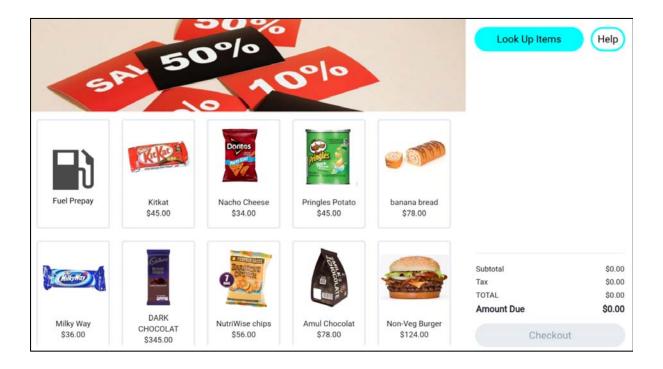
2. Click Image field to select an image for the MOP from the Select Image form.



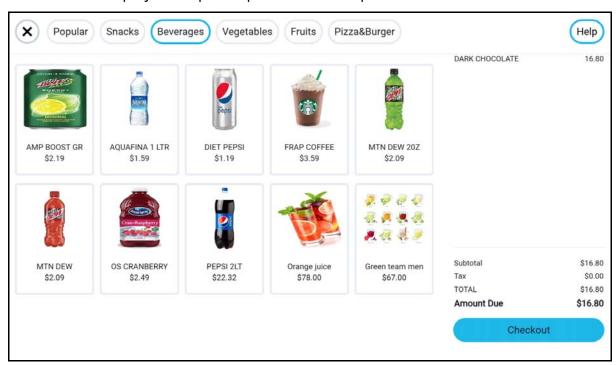
Images can be uploaded to Select Image form using the **Image Upload** feature. Refer to "Image Upload" on page 23.

Sales Parameters

3. Select "Show Popular Items on scan screen" to show the items marked as Hot Item on the scan screen of the UI.



4. Select "Display Lookup Item prices" to show prices of the items.



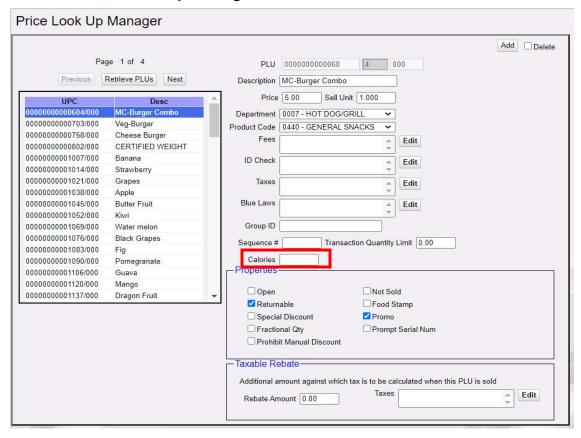
The items that appear without a price are menu items.

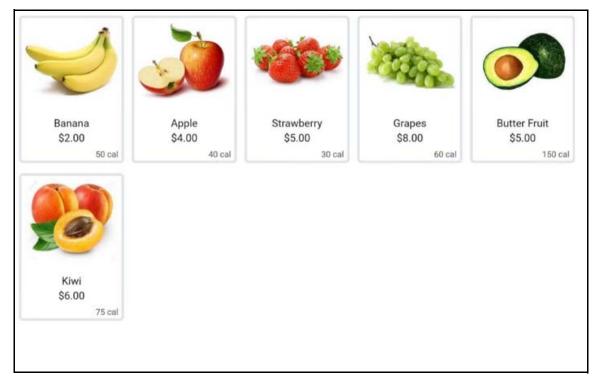
- 5. Select "Always print receipt" to print receipt after a transaction without showing the print receipt option.
- 6. Select "Print Pay AT Counter Ticket" to print a ticket for suspended transaction.
- 7. Enable "Display Caloric Values" to display the calories of the items.

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 **Configurtion Client > Store Operations > PLUs > "Price Look Up Manager"** form.





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.

Inactivity Parameters

- 8. This feature added from Verifone Commander Release 56.01 allows ticket printing to be suppressed at SCO for time out tickets and allows the store to set the "are you still there" inactivity timer based on the store's needs (rather than having it set to a 5-minute default value that can't be changed from SCO Global Configuration). Also, the timeout tickets are voided and not suspended.
 - 1.) Inactivity Timer (minutes): Minimum value of 1 min up to 999 mins. Default is 5 mins.
 - 2.) Are you still there? timer (sec): 0 300. Default 10 seconds. 0 does not show the "Are you Still There" prompt.
 - 3.) Inactivity Action: Void Ticket or No action. Select No Action option to enforce that the cashier must interact with the Self checkout to clear the sale. Void ticket is the default option.

4.) Print Inactivity Ticket: Determines if a receipt should be printed for transactions voided due to inactivity.

Theme

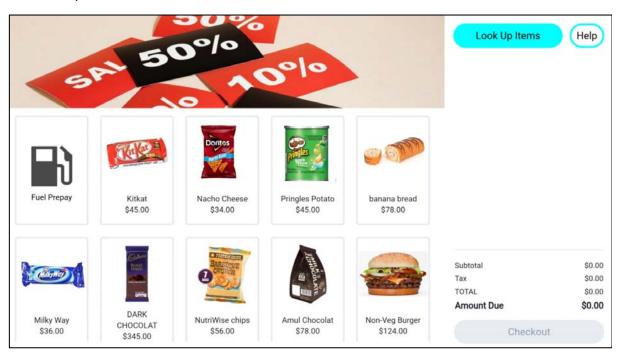
9. From the **Theme** section, select the theme color and banner. The banner area allows for further customization of the self-checkout experience by allowing branding information, instructional information, or advertisements of promotions to be displayed to the customer.

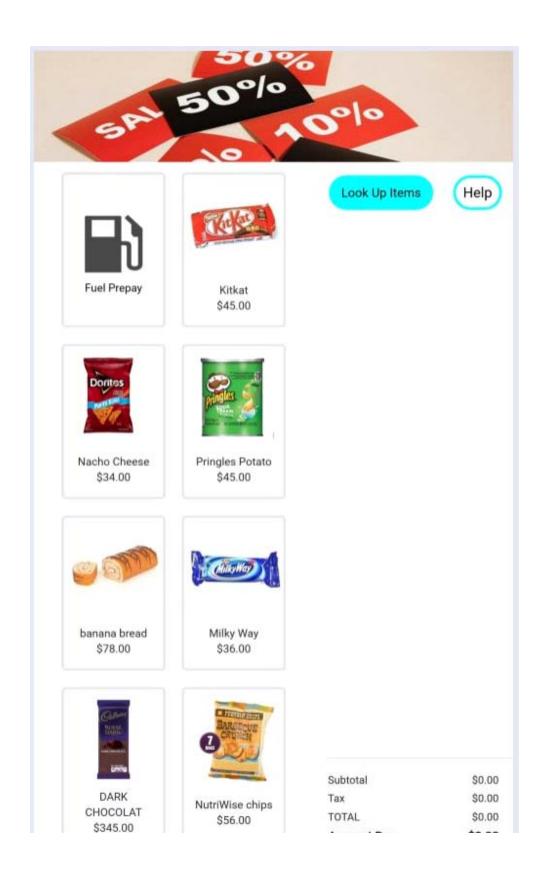


From Verifone Commander Release 55.02, the SCO can be used in both landscape and portrait mode.

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.



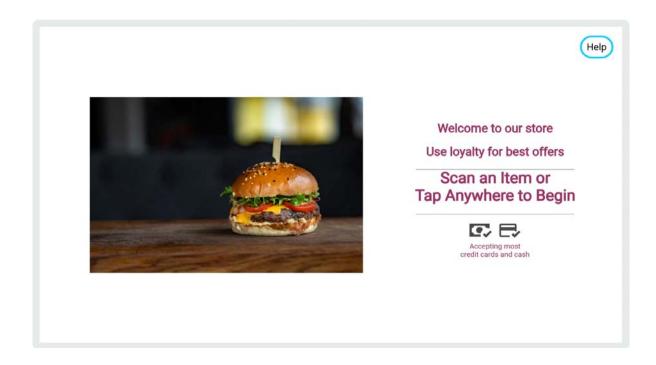


10. Include a Portrait and Landscape background if required.

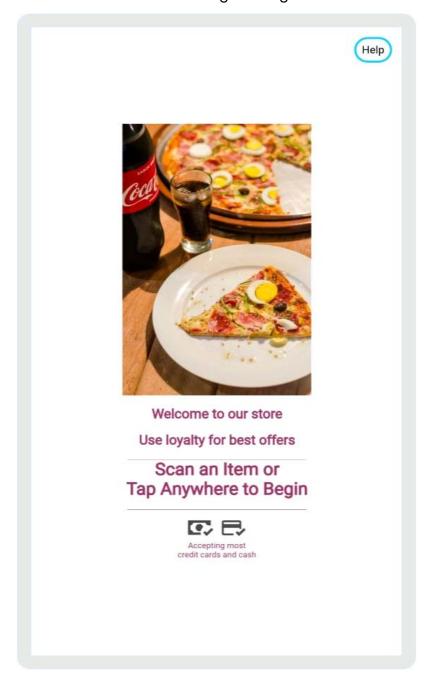
Welcome Screen

- 11. 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.
- 12. Click Save.

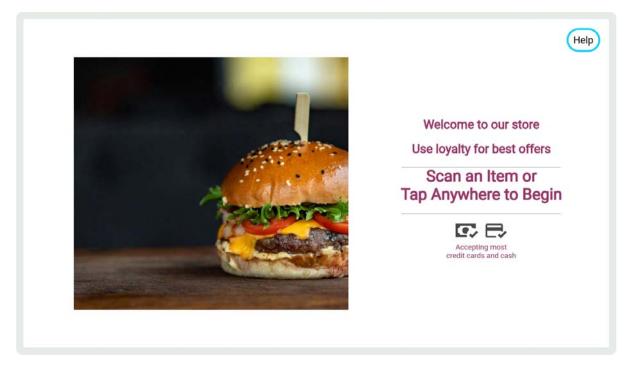
Welcome Screen in Landscape Mode with Image Configured Fit



Welcome Screen in Portrait Mode with Image Configured Fit



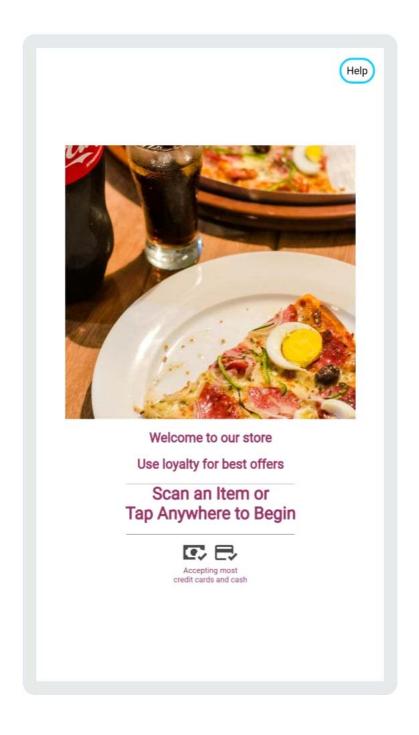
Welcome Screen in Landscape Mode with Image Configured Actual Size



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



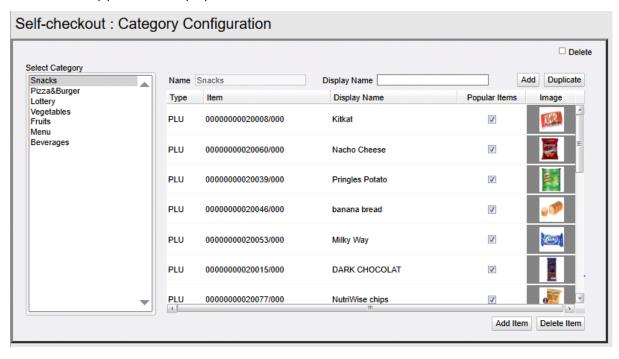


If a full-screen image is configured for the Welcome Screen, the Help button will not be displayed in either Landscape or Portrait mode.

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.

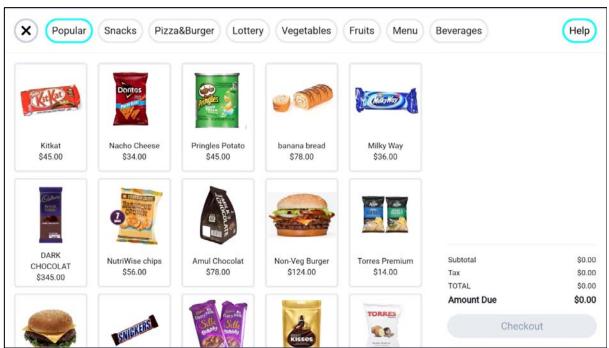




Quotations "" and Backslashes / should not be used in category names.

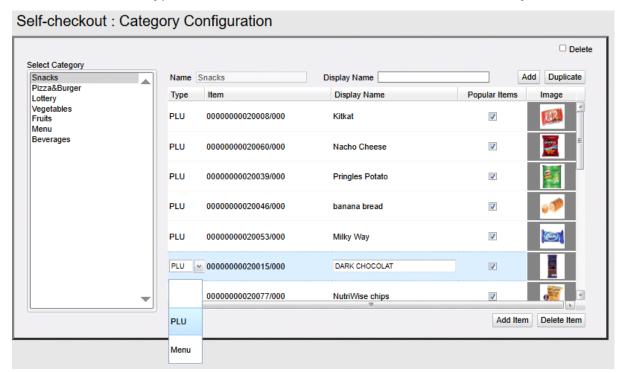


The drag and drop feature is now available in the SCO Category form to change the position of the item.



The UI with categories that appear as tabs.

- 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.





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.

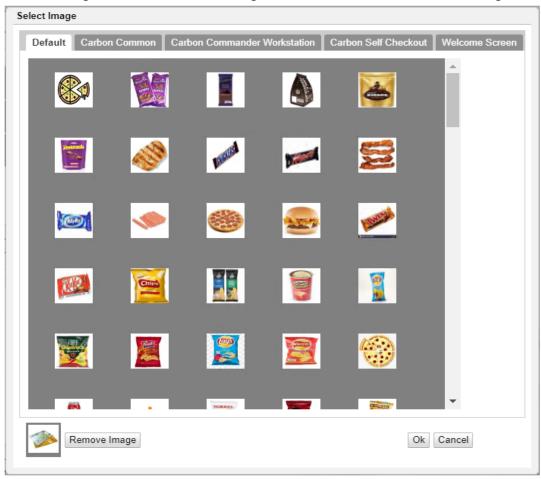
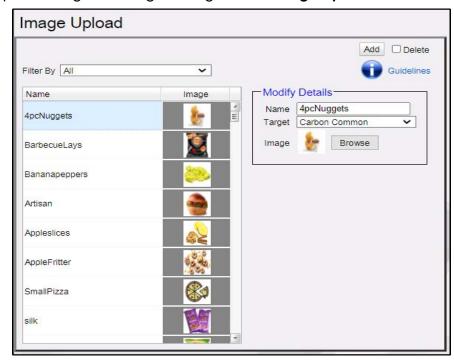


Image Upload

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



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



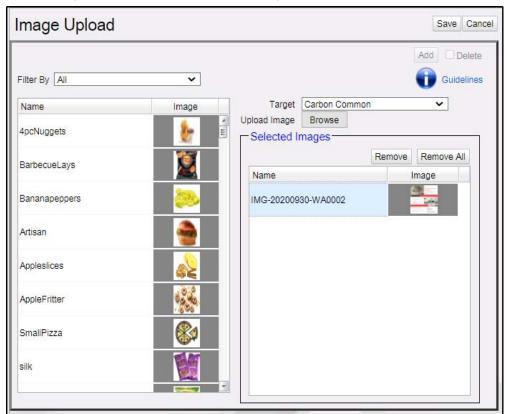


From Verifone Commander Release 55.02, the uploading of GIF files are supported. The GIF files are only displayed on the Welcome screen.

- 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."

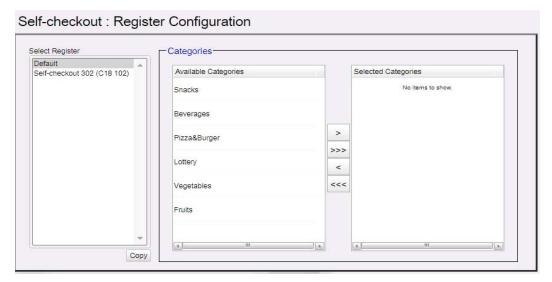


6. Upload image and click **Save** on the Image Upload screen.

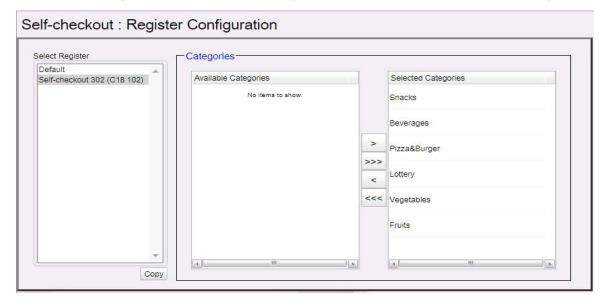


Register Configuration

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



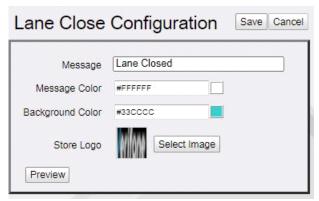
- 1. Select Register.
- 2. Select Categories in "Available Categories" to transfer to "Selected Categories".



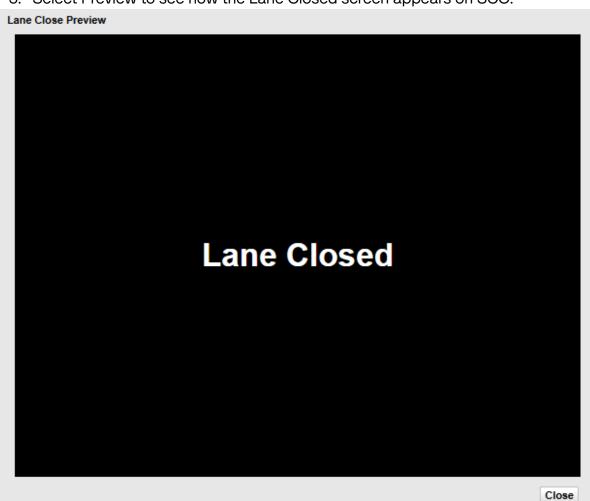
Categories appear in the same order on the Self Checkout. Items in Selected Categories can be moved up and down to rearrange their order by dragging and dropping.

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.



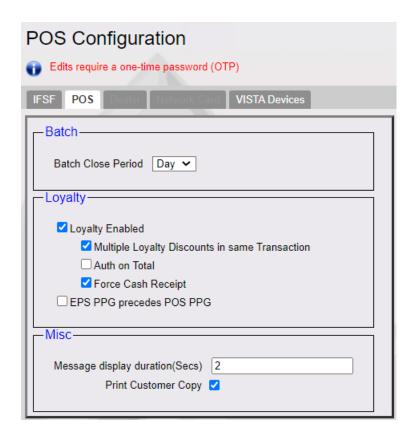
3. Select Preview to see how the Lane Closed screen appears on SCO.

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.

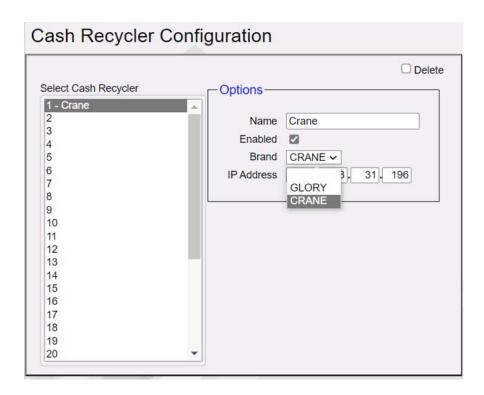


Configure Cash Recycler

Add & Enable Cash Recycler

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

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

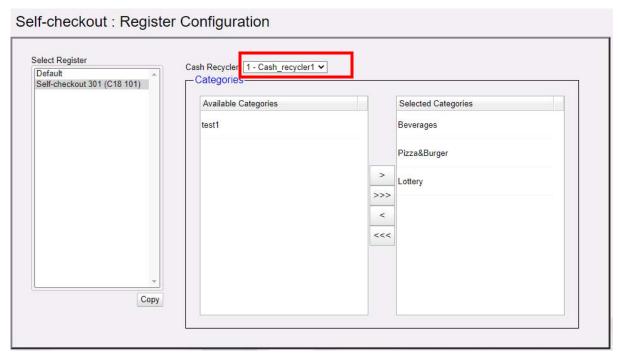


As many as 32 cash recyclers can be configured using this form. IP address range for the Recyclers should be from 192.168.31.221 to 192.168.31.252

- 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

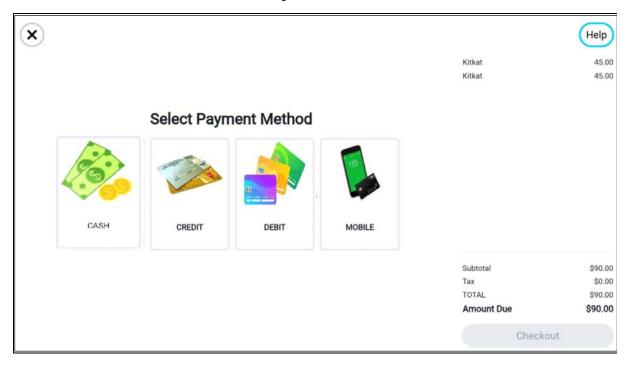
Go to Store Operation > Selfcheckout > Register Configuration



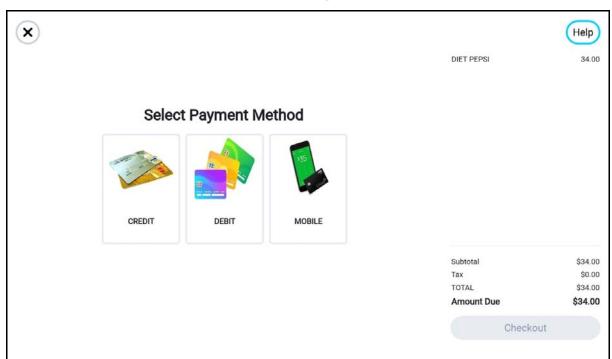
The added and enabled cash recyclers are available in the Cash Recycler drop-down list. Select a register and add a cash recycler from Cash Recycler drop down list. One Cash Recycler can be added to more than one register.

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



SCO MOP Screen Without Cash Recycler Enabled



Cash Recycler Management via Browser

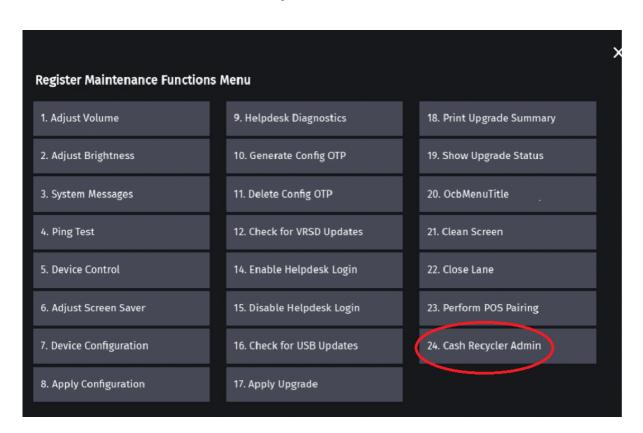
With the Cash Recycler management via browser feature, cashiers and managers are able to access cash recycler's management system to perform one or more of the following functions:

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

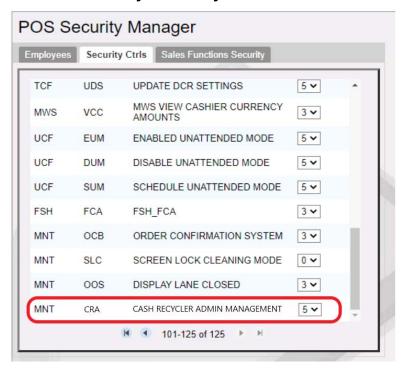


At present this feature is only available for Glory Cash Recyclers. Refer to "Cash Recycler Administration" on page 99 for more information on how to use the Cash Recycler Admin tool.

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**.

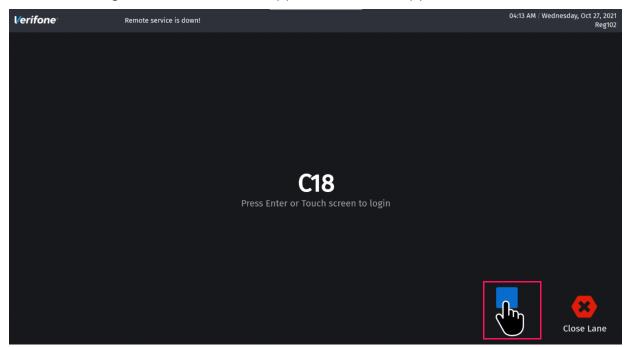


3 Using SCO

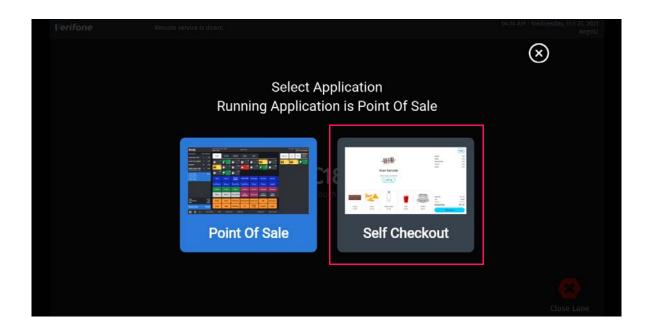
This chapter contains procedures to use the User Interface (UI) the sales functions and the cashier functions.

Launching SCO Application

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



2. Select Self Checkout.



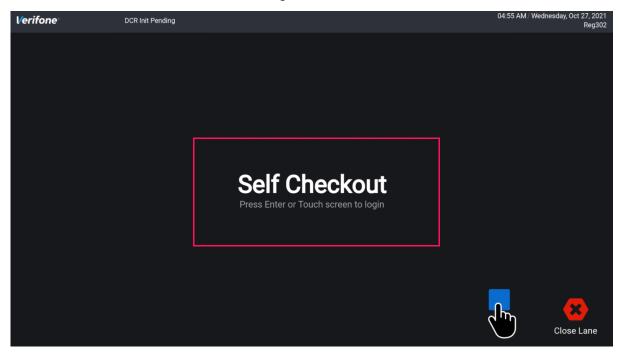


Refer to the App Selector Feature Reference for more information on the App Selector feature. This feature reference is available on Premier Portal.

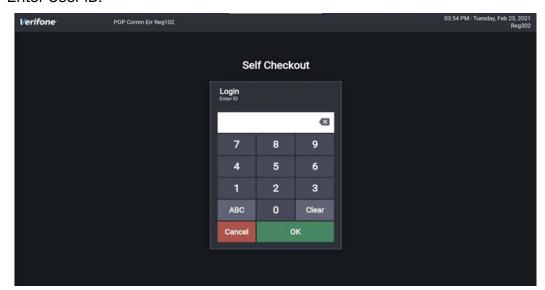
Log in to SCO

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

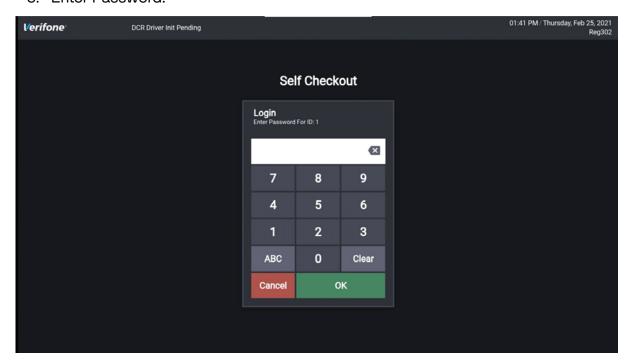
1. Press Enter or touch screen to login.



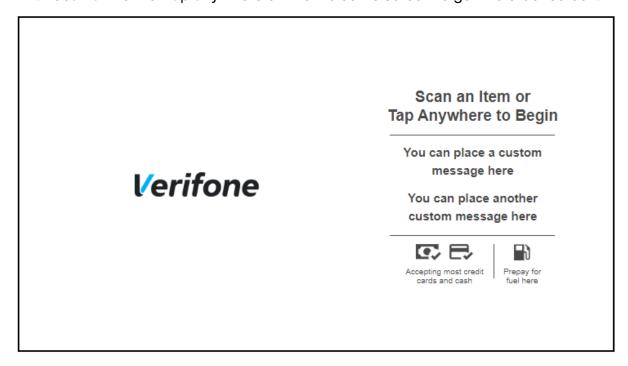
2. Enter User ID.



3. Enter Password.



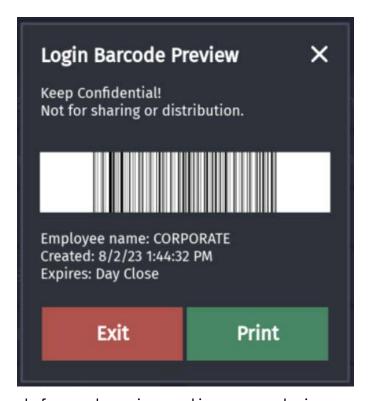
4. Scan an item or tap anywhere on the welcome screen to get the order screen.



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

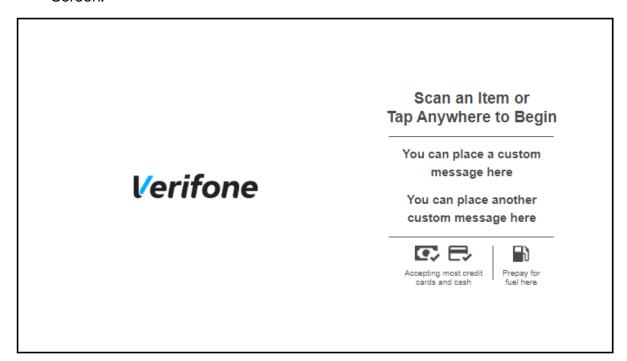
The following are the customer functions:

- Sales Functions
- Pay at Counter
- Call Cashier

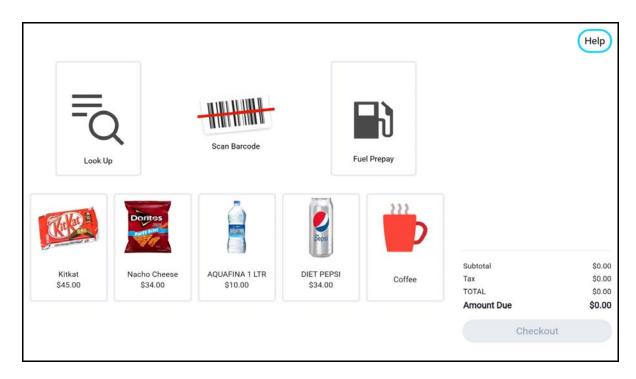
Sales Functions

Normal Sales

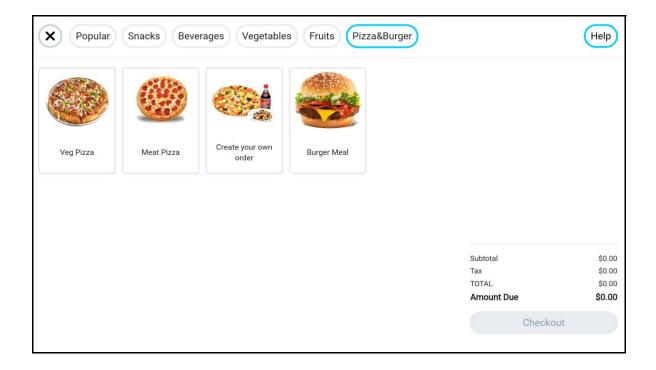
1. On the welcome screen, click scan an item or tap anywhere to get the Order Screen.



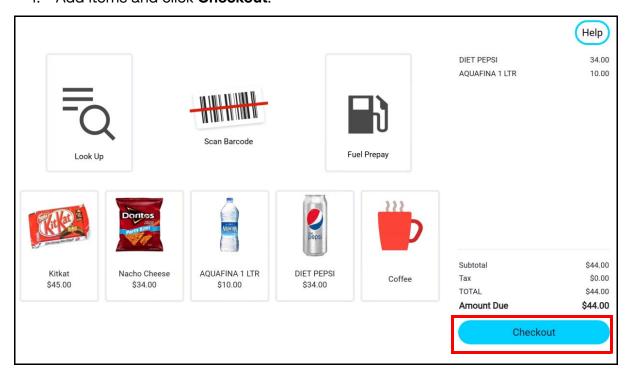
2. On the Order screen, a customer can scan a barcode or lookup items or select from the hot items.



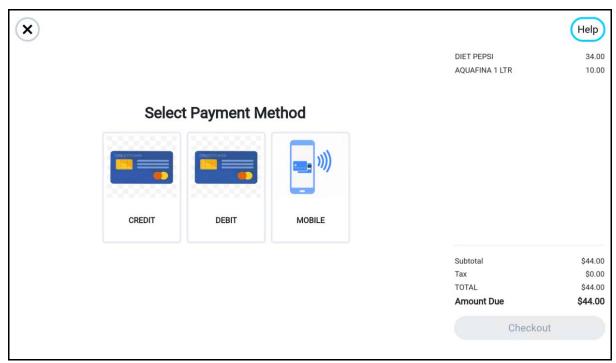
3. **Look Up** brings the screen where users can choose items from the category tabs on top of the screen. The items marked as hot items in the configuration screen appear in the **Popular** tab.



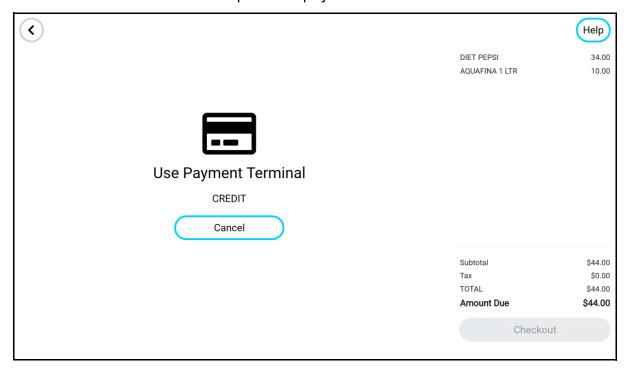
4. Add items and click Checkout.



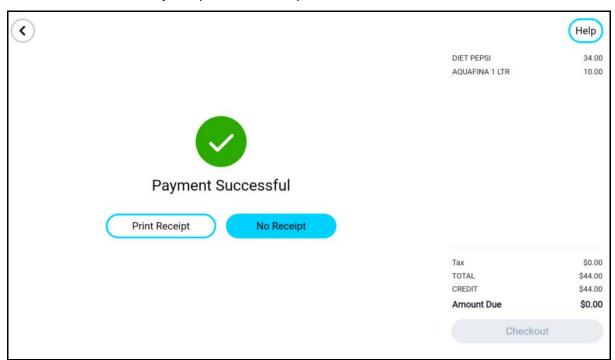
5. Select Payment Method from the list.



6. Follow instructions to complete the payment.

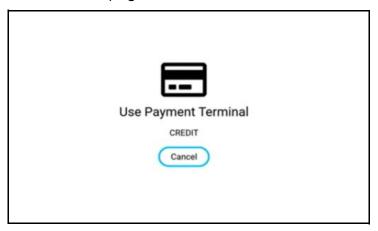


7. Click **Print Receipt** to print the receipt.



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.

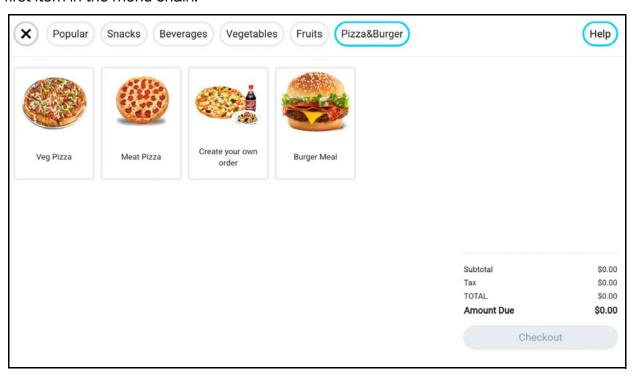


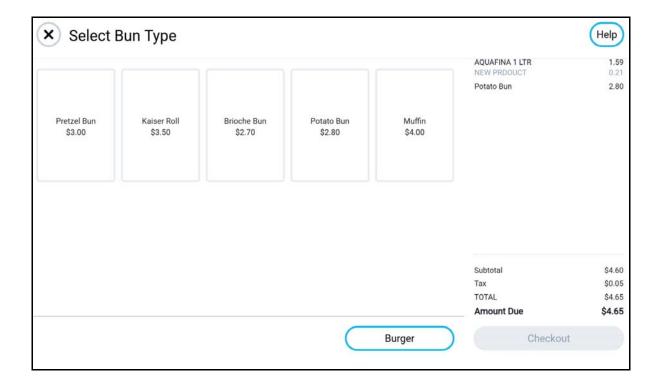
Refer to the Menus topic in Commander Site Controller User Reference to learn more about creating Menus.



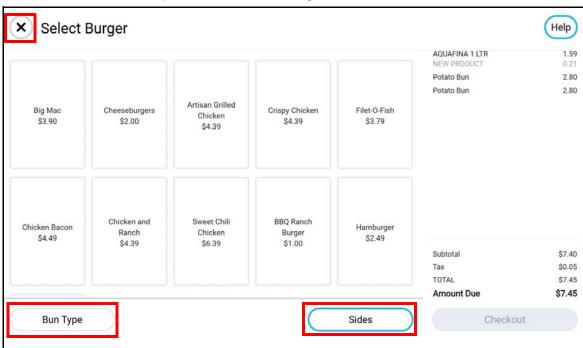
When there is only one PLU in the Expanded Menu, and the Expanded Menu is the first in the Order Menu or Menu Chain, that PLU is automatically added to the Receipt Panel. I

f 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.

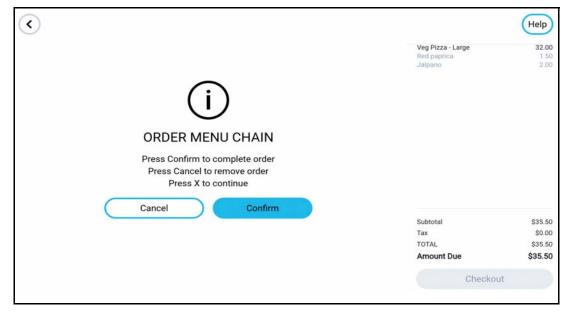




Navigation between the next and previous menu items in the menu chain to add or make changes can be done by selecting the menu names at the bottom. The customer can edit or cancel or confirm order at any time after first mandatory item is added when 'X' from top left is selected. The first mandatory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



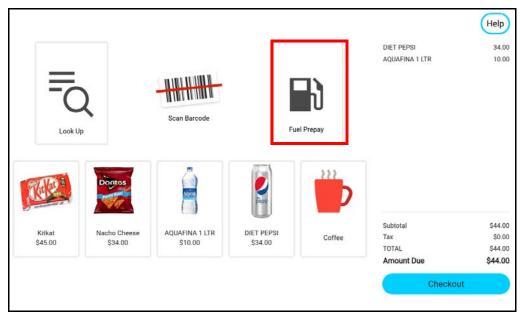
After selection of the items, users have the option to confirm or cancel the order.



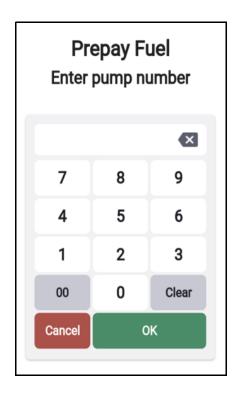
Fuel Prepay

Customers can prepay for fuel using the SCO.

1. Click Fuel Prepay and follow steps on screen.

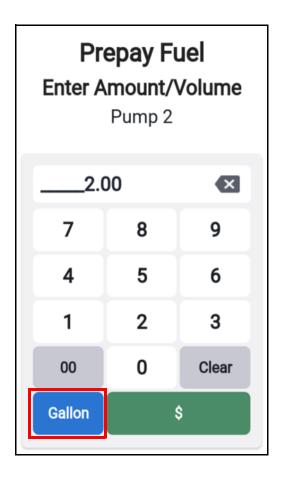


2. Enter pump number.



3. Enter Amount or Volume.

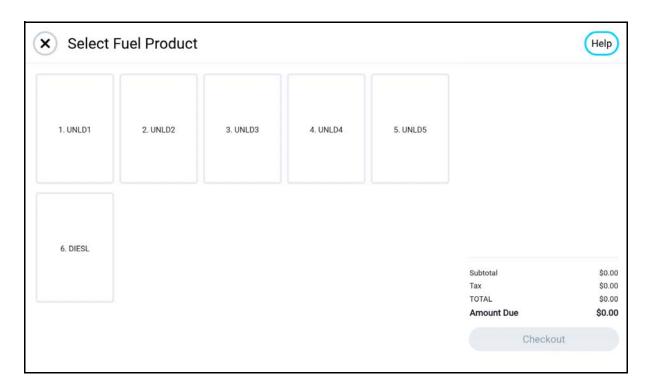




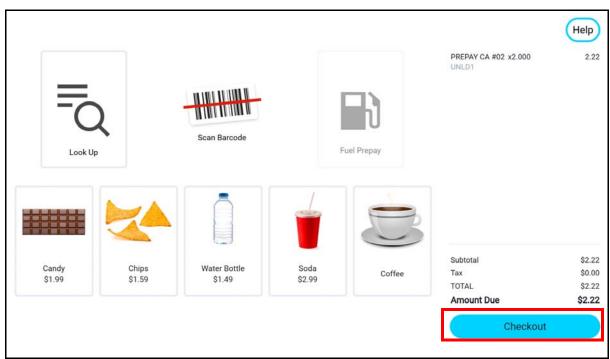
...

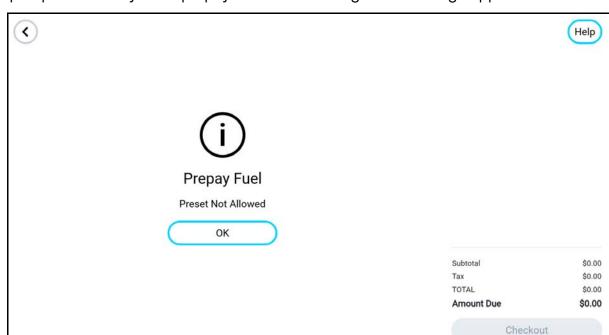
If Ignore MOP Conflict in Forecourt > Fuel Configuration > Site Parameters is disabled then Volume Prepay is not supported in SCO. Refer to "Ignore MOP Conflict" on page 112.

4. Select Fuel Grade after entering volume.



5. Checkout and complete the prepay transaction before fueling.

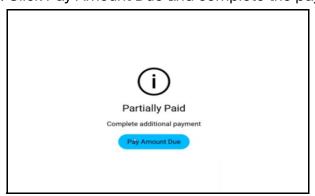




If pump is not ready to do prepay then the following error message appears.

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

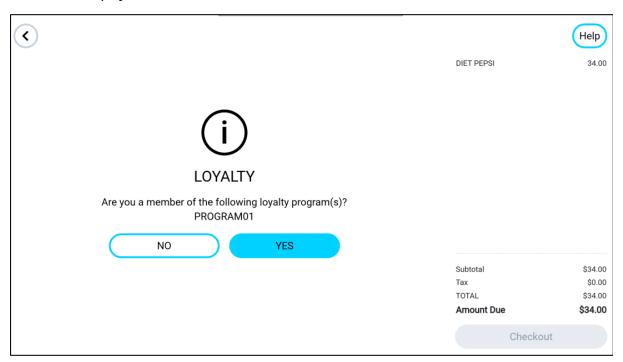
Loyalty programs come in all shapes and sizes. They can offer on-the-spot discounts or future savings through incentives as coupons or points toward future purchases.

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

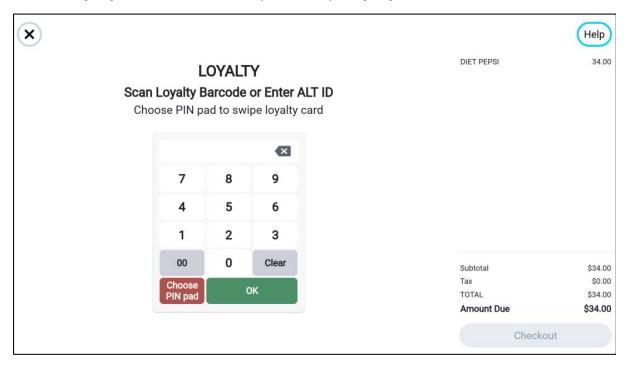


Refer to the Loyalty Sales feature reference documentation for information on this feature. The Feature Reference is available on Premier Portal.

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 o swipe loyalty card.



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.

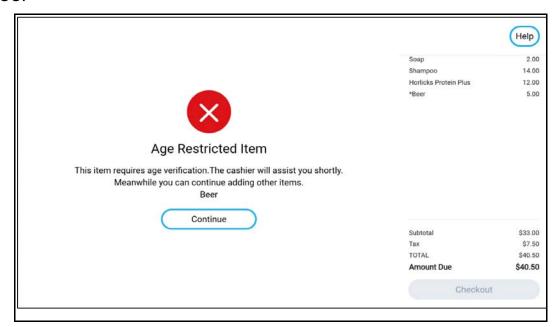
Customers can buy random weight products with bar codes. Customers can also scan food order bar codes for making payments at the Self Checkout.



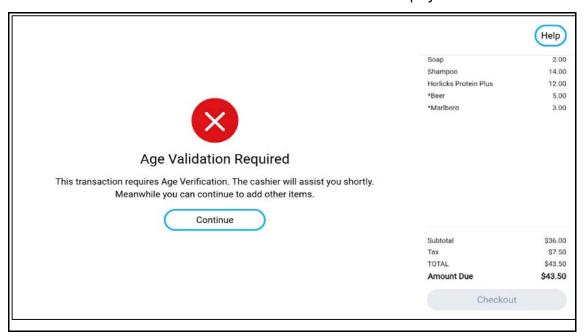
Rule manager based ID checks are no longer supported.

Age Restricted Sales

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



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.



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.

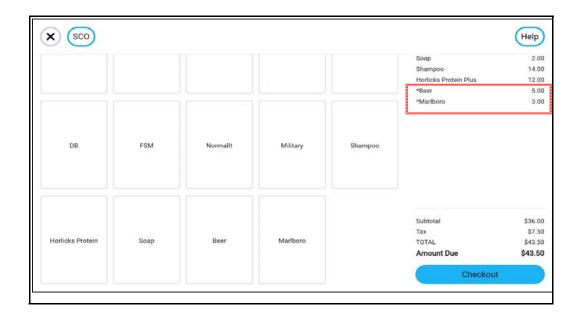
For example: scan lotto with a manual entry DOB check, then sell vape pods that require the ID to be scanned. A scanned ID take precedence over any other DOB data entered.

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.



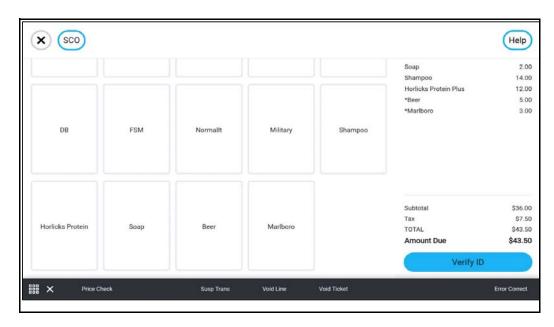
Suspending a transaction is not allowed when there are age restricted items in the transaction. This Suspend behavior applies to both POS and SCO transactions.

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.



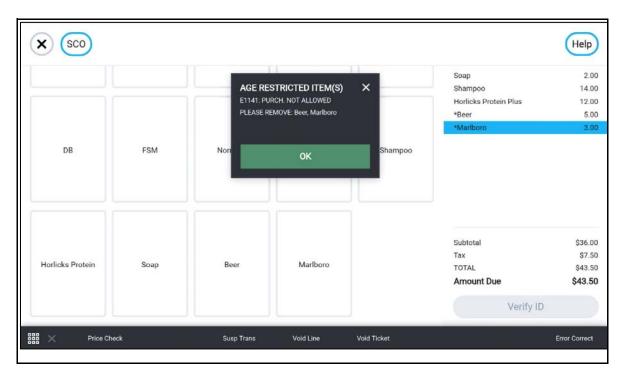
When customer adds age restricted items, the Self Checkout Monitoring button turns red on the cashier screen and there will be a beep to alert the cashier to come to the customer for help.

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.



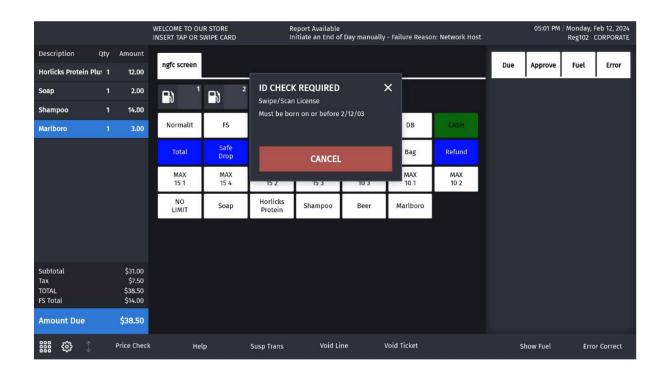
After ID verification is completed successfully, **Verify ID** turns into **Checkout** in Cashier mode and the asterisk symbol disappears.

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.





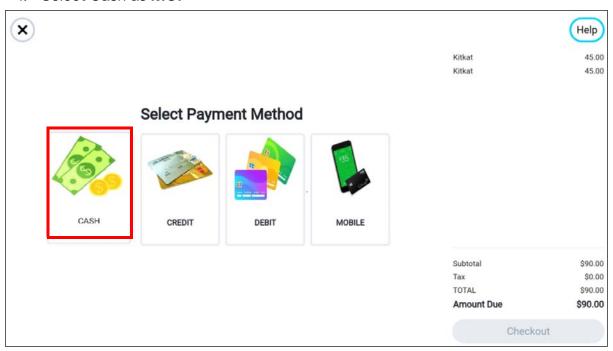
In a prepay underrun cash transaction that had a force scan, when the customer comes to get the change, they might have to scan ID card again.

Cash Payment Using Cash Recycler

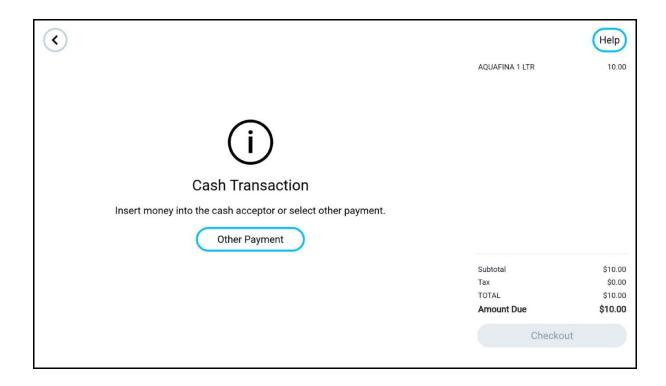
Refer to "Configure Cash Recycler" on page 28 for more information on configuring the cash recycler to receive payment.

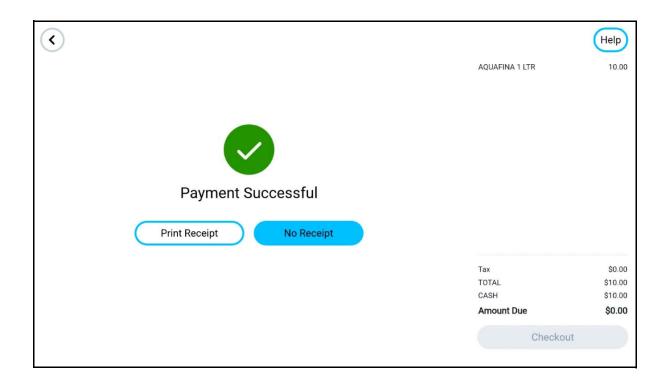
Pay Total Cash

1. Select Cash as MOP



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

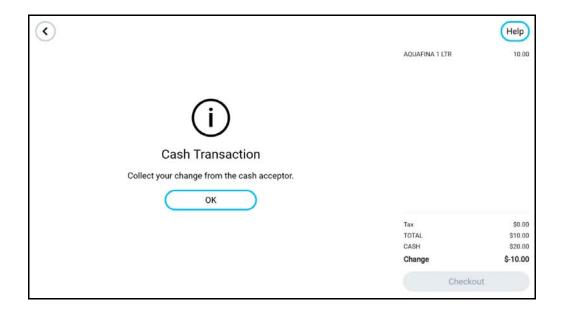






Pay Extra Cash & Receive Change

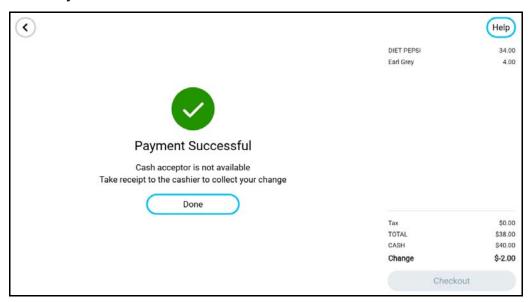
After money is inserted into the Cash Recycler, the following screen appears.





Unable to Dispense Change

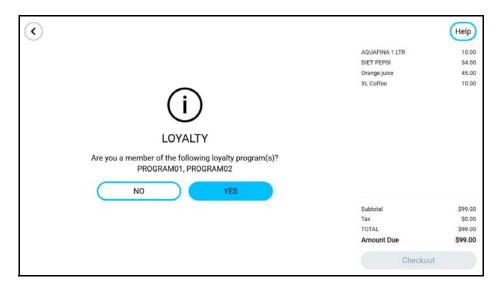
When the cash recycler is unable to dispense change, a receipt prints with a bar code that the customer can take to the cashier to get the change in cash or buy other items taken on the way to the cashier for cash refund.



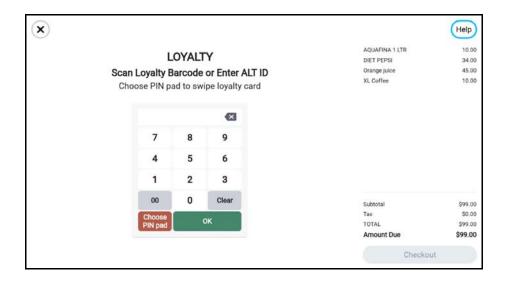


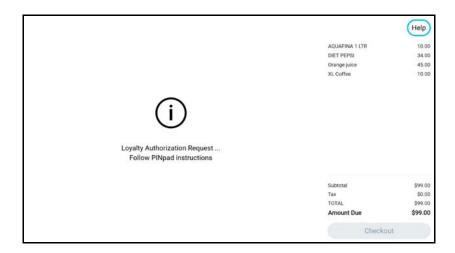
Split Tender With Cash & Card

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

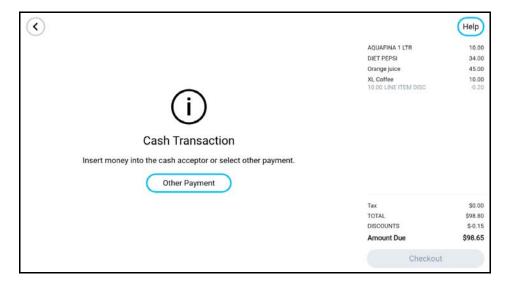


1. First customer has to enter the loyalty membership details. Refer to "Loyalty Sales" on page 51 for more information.

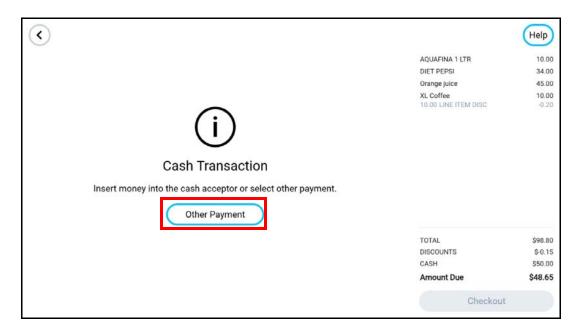




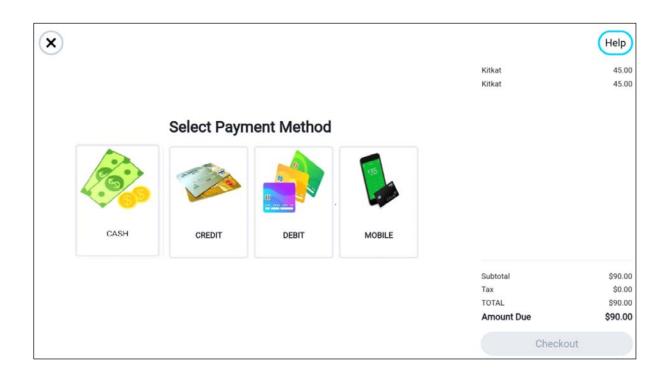
2. The customer gets the final amount after the loyalty discount.

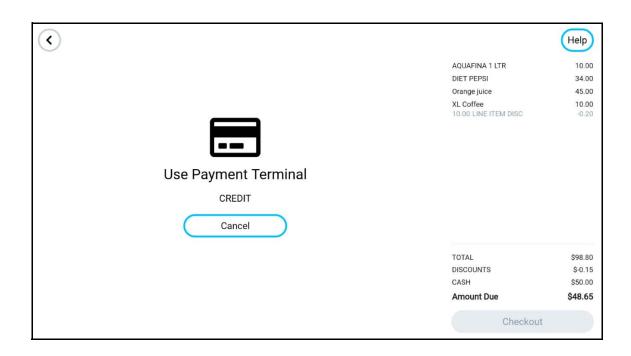


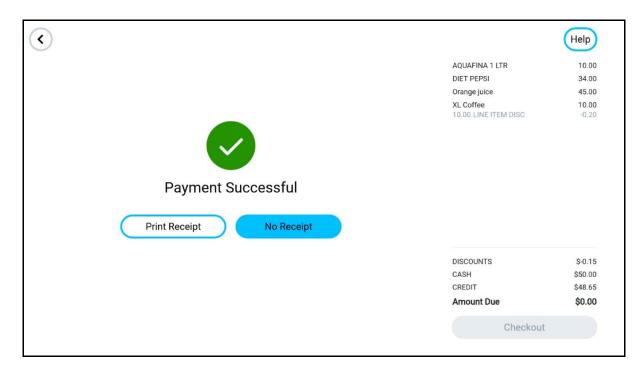
3. Suppose the Customer Inserts \$50 in the Cash Recycler and wants to pay the rest of the amount by card, they get the following screen. Select **Other Payment** at the prompt.



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







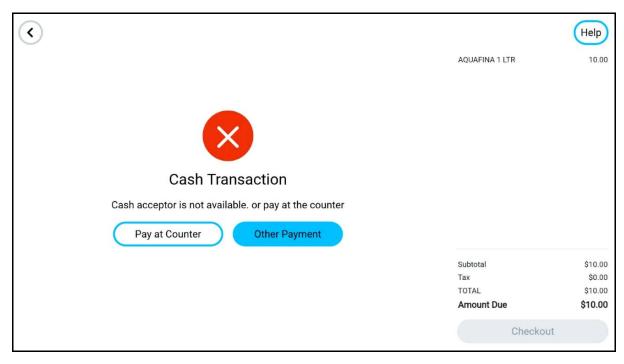
WELCOME TO OUR STORE 99999 VeriFone Gold Disk FL <CUSTOMER COPY> Qty Amount Description AQUAFINA 1 LTR 10.00 34.00 DIET PEPSI Orange juice 45.00 9.80 XL Coffee 10.00 Dsc -0.20 98.80 Subtotal DISCOUNT -0.15 98.65 TOTAL CASH \$ 50.00 CREDIT \$ 48.65 SALE Receipt VISA USD\$48.65 Acct/Card #: *********9003 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 REG#301 TRAN#3010021 ST#AB123 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.



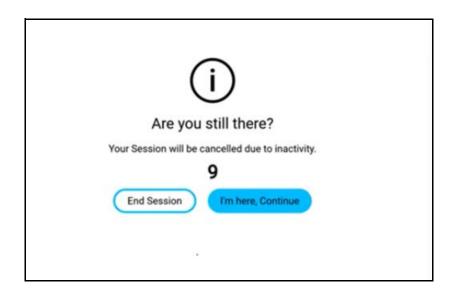
POS Restarting

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

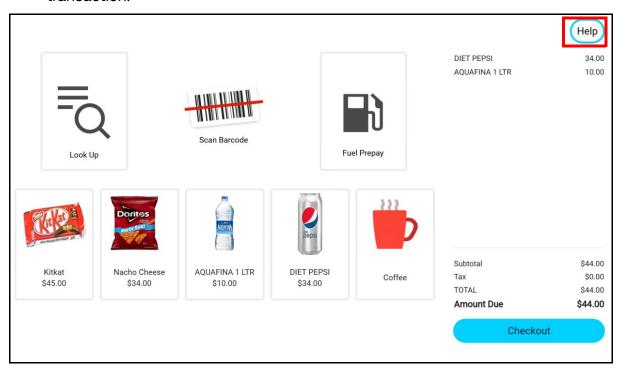
The inactivity timer gets triggered if the sales screen is idle for one minute. The customer gets ten seconds to respond. If **I'm Here, Continue** is not clicked in ten seconds, the screen returns to the welcome screen and the ticket is voided automatically.

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



Pay at Counter

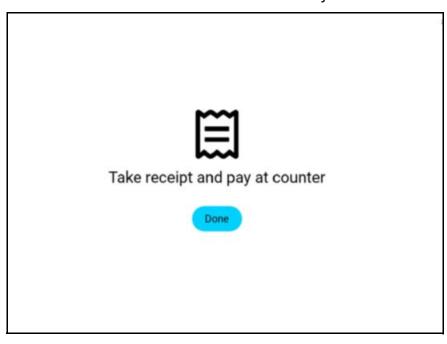
1. During a transaction, click **Help** to get the help of a cashier to complete the transaction.



2. Select Pay at Counter.



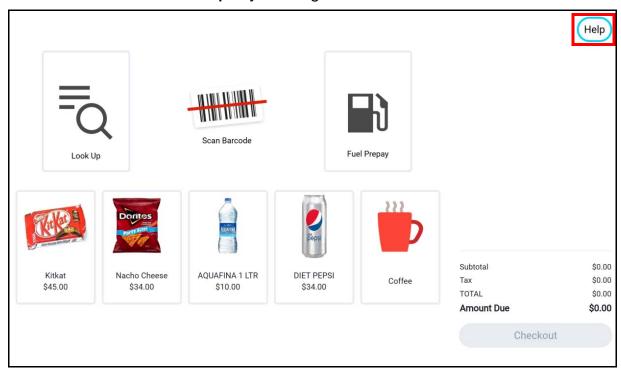
3. A transaction receipt is printed that has a transaction number (Tran#) and bar code, which can be used to recall the transaction by a cashier.



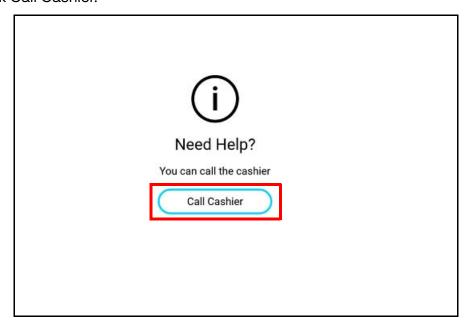
4. A sound is produced that alerts the cashier of the request.

Call Cashier

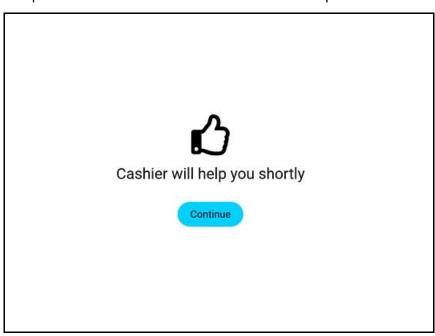
1. Customers can click **Help** anytime to get assistance from a cashier.



2. Click Call Cashier.

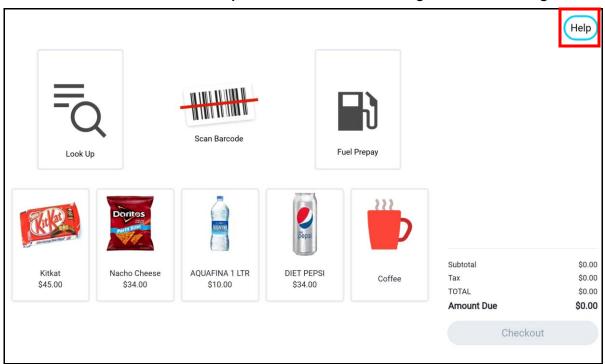


3. A sound is produced that alerts the cashier of the request.

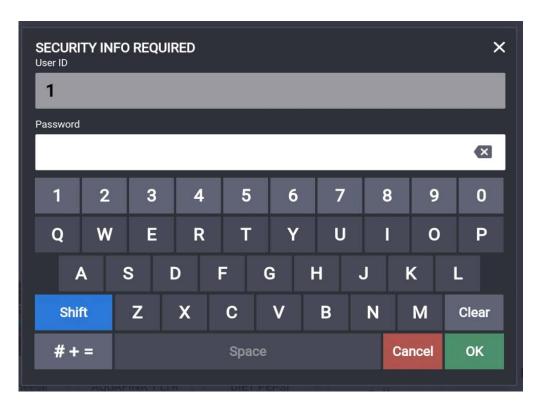


Cashier Functions

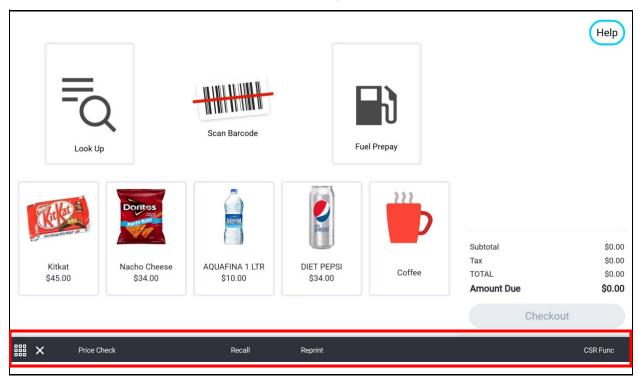
1. On SCO mode hold the **Help icon** for two seconds to get the **cashier login**.







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.

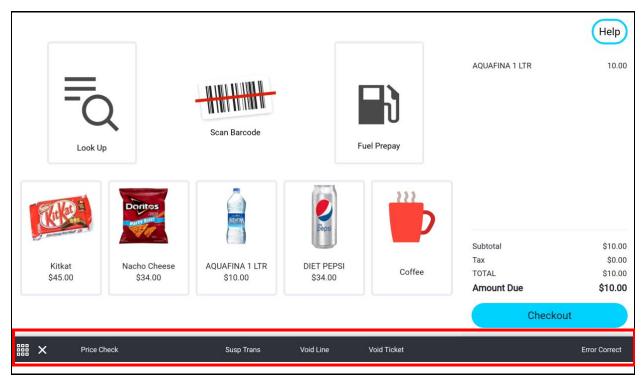
CSR Functions

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:



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.



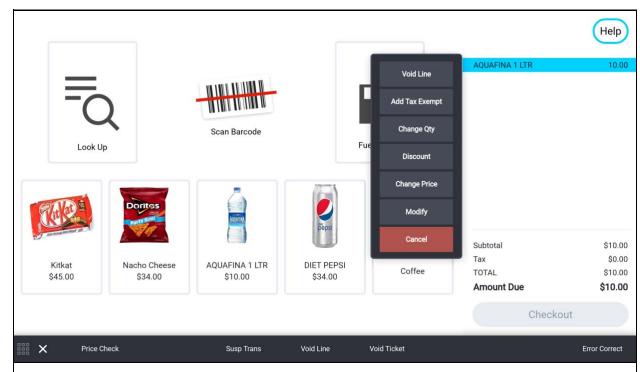
Refer to the "Verifone Commander User Reference" for more information on these functions.



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.

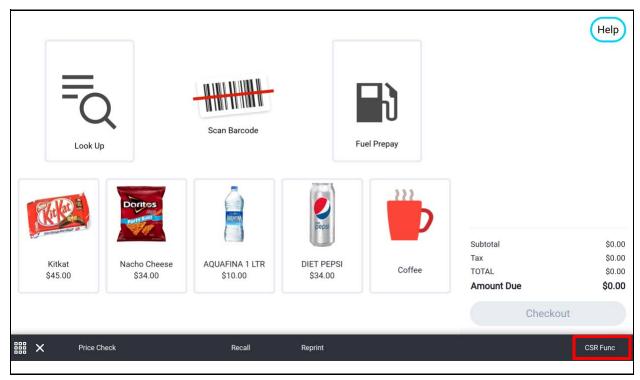


In cashier mode, touch a line item to get the Touch-To-Modify menu items.

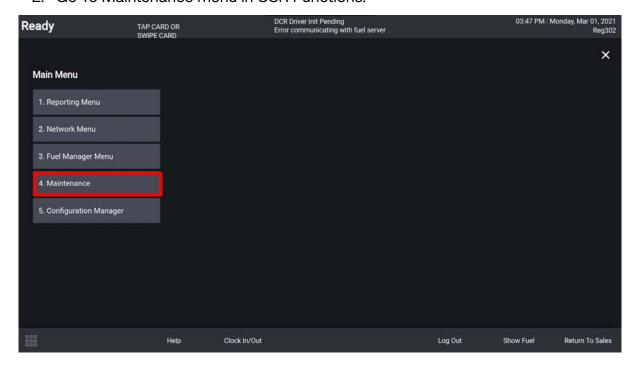
Close Lane

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

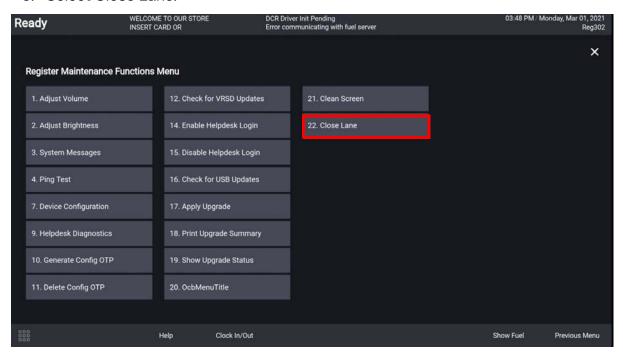
1. On the Cashier screen of SCO, go to CSR Functions



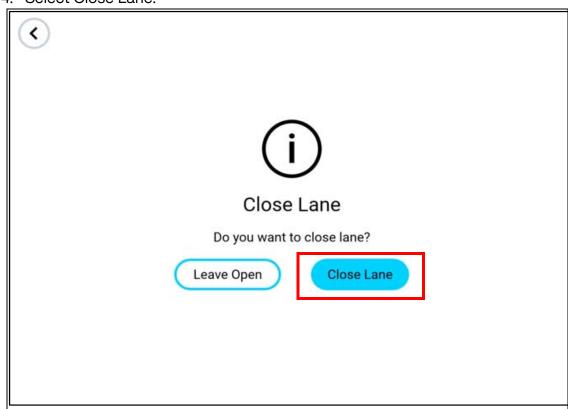
2. Go To Maintenance menu in CSR Functions.



3. Select Close Lane.



4. Select Close Lane.



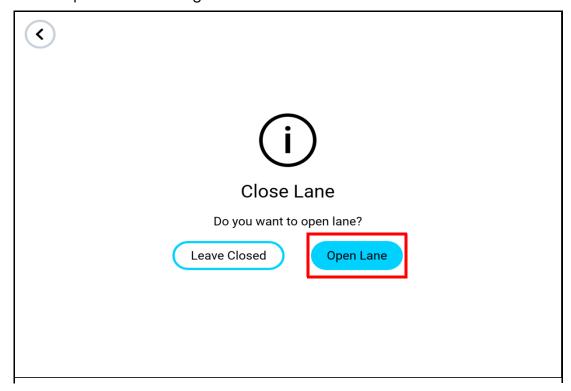
Lane Closed

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.

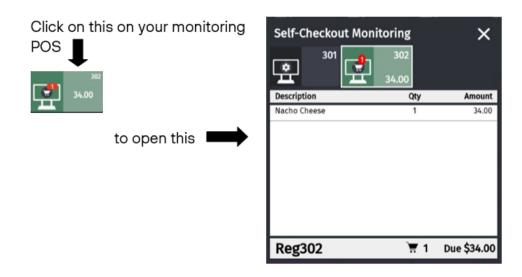


Self Checkout Monitoring

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 self checkout detailed view pop-up.



The following buttons represent self checkout device status:

Icon	Description
302	SCO is offline.
302	SCO is in Non Sales mode.
302	SCO lane closed.
302	SCO is in Idle mode.
302	Last transaction was suspended either because customer choose to pay at counter or because cashier suspended the transaction. The SCO is moved to idle state.
302	Customer checked in to the SCO.

Icon	Description
3.00	Customer added items to cart on the SCO device. The monitoring button shows the number of items added and the total amount.
302	Customer is making a payment.
6.00	Customer payment failed.
302 31.00	Cashier logged in and payment failed. Note: All the images with a white dot on the top left corner indicates a cashier has logged in to the SCO device.
302	Customer requested help before adding items.
302	Customer requested help after adding items.
302	Customer requested help and is proceeding with sale.

Icon	Description
302	Customer requested help and is proceeding with payment.
302 31.00	Cashier logged in and is proceeding with payment. Note: All the images with a white dot on the top left corner indicate a cashier has logged in to the SCO device.
302	Customer requested help; but, proceeded with payment and payment failed.
302	Cashier logged in while SCO is in Idle mode. Note: All the images with a white dot on the top left corner indicate a cashier has logged in to the SCO device.
302	Cashier logged in to SCO from customer checked in mode. Note: All the images with a white dot on the top left corner indicate a cashier has logged in to the SCO device.
302 34.00	Cashier logged in to SCO during sales. Note: All the images with a white dot on the top left corner indicate a cashier has logged in to the SCO device.

Icon	Description
302 46.49	Customer added age restricted item.

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

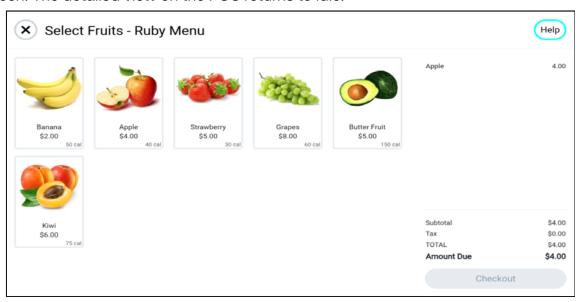
Blue solid light when cashier logs in to Self Checkout to assist customer.

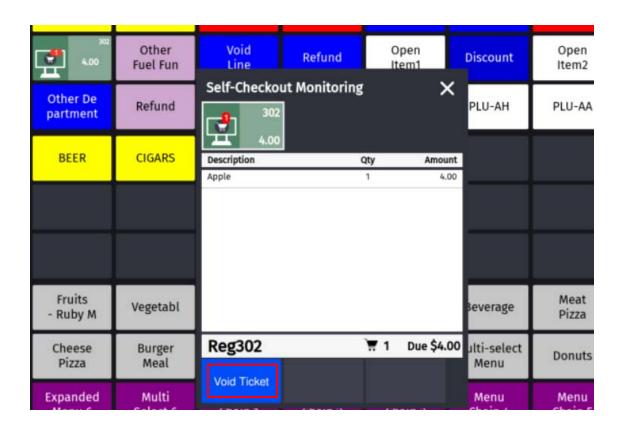
Suspend Transaction: Yellow

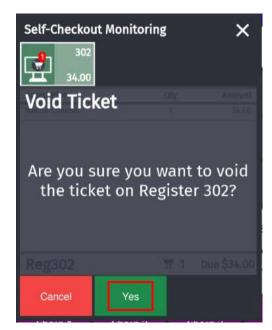
Yellow slow flashing light when the customer selects "Pay at Counter" or when the cashier logs in and suspends a transaction.

Void Ticket

From Commander Release 56.00, 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.







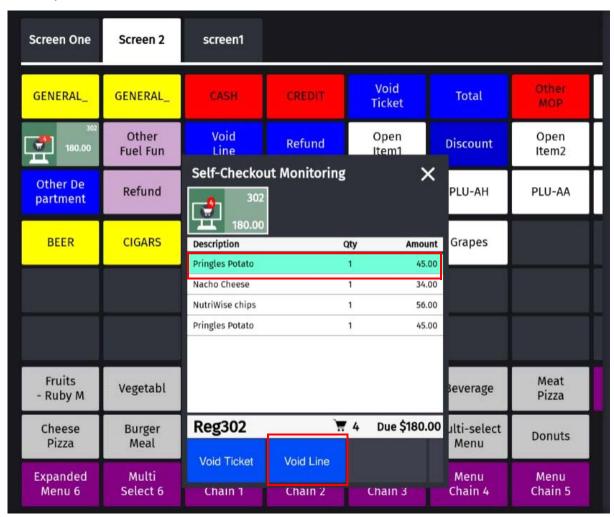


Void Line

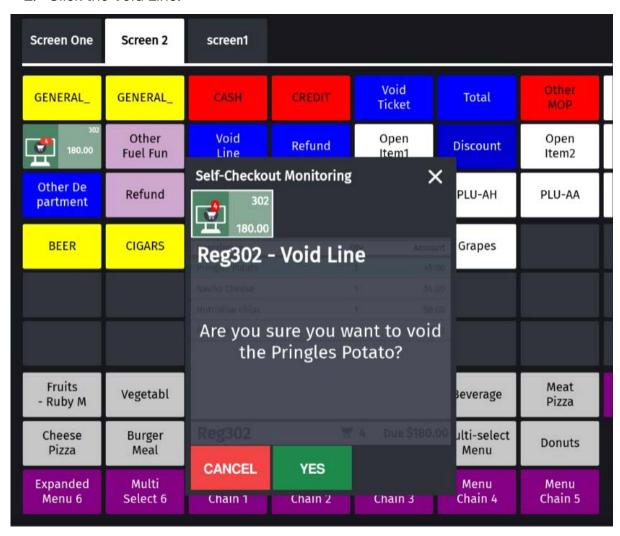
From Commander Release 56.01, the remote cashier action "Void Line" has been implemented into Self-Checkout Monitoring Detailed View. A cashier can void line SCO items remotely from their POS if they have the right security level. To get the "Void Line" option the cashier has to tap on the line item they want to void.



1. From the detail view, select the item that has to be voided, to get the Void Line option.



2. Click the Void Line.



3. Click YES.



Buypass ID Check

From Verifone Commander Release 55.02, cashiers with appropriate security level can bypass the DOB entry from their SCO Monitoring POS.

For this feature to work, Buypass ID Check should be enabled in **Store Operations > Restrictions > ID Checks**.

Buypass ID button becomes available in the detailed SCO Monitoring view when an age restricted item is present in the SCO transaction that allows bypass ID check.

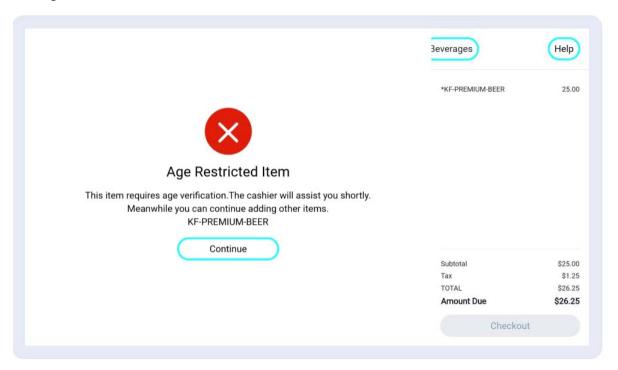
The cashier can press the button and answer Yes to the cashier confirmation prompt. Then the DOB will be bypassed for that item and the customer can checkout without waiting for a cashier to come over to the SCO. After the ID check has been bypassed

with the bypass ID functionality, the button goes away from the SCO Monitoring detailed view.

After the bypass ID action is executed the following ID Check indicators through various methods are removed:

- on the SCO
- on the SCO monitoring pole
- on the SCO monitoring button

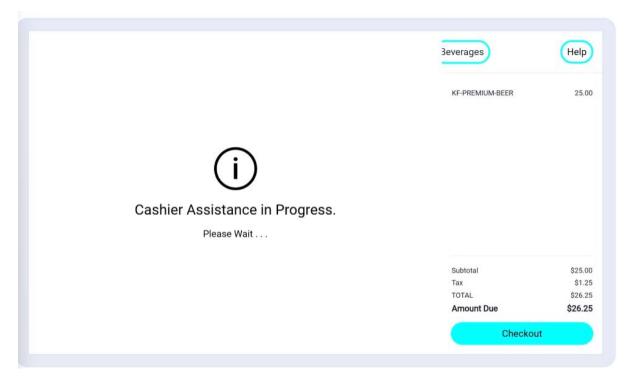
When an age restricted item is added to the transaction, a SCO user gets the following message:



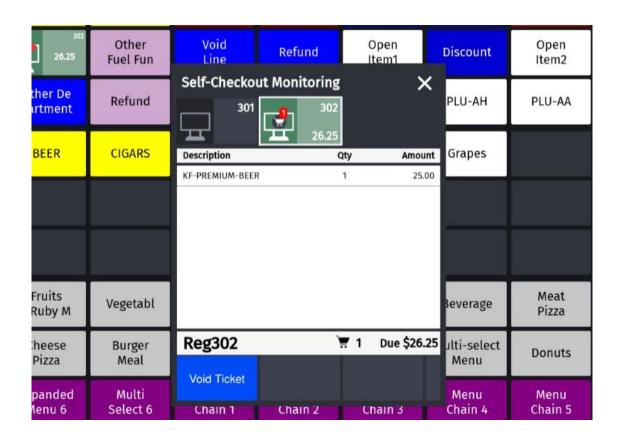
If Buypass ID Check is enabled for the age restricted item, the detailed view of the SCO monitoring button on the POS for the cashier who has the appropriate security level gets the Buypass ID button.

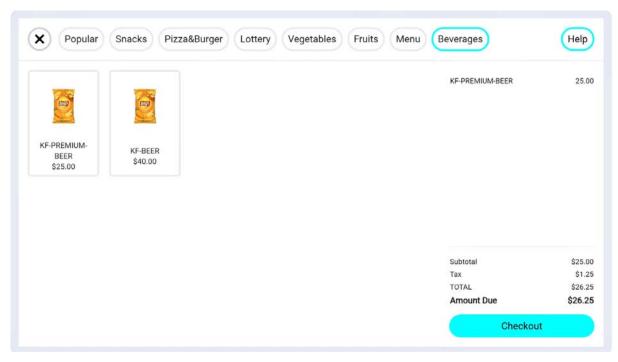


The following pop-up message appears on the SCO while the cashier is performing the Buypass ID and clears when the Buypass ID check has been done.



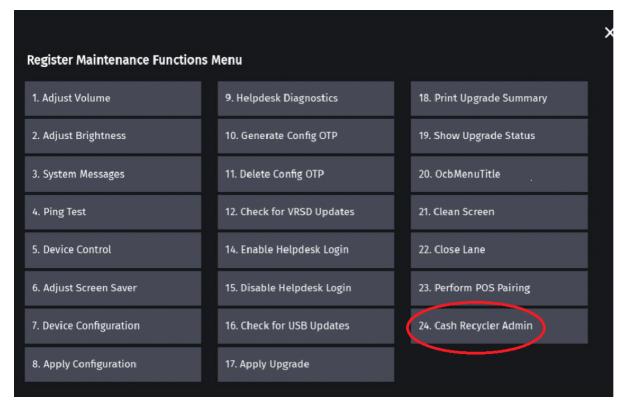
The age restricted item shows on the SCO monitoring button detailed view and on the SCO screen without need for age verification by cashier. The SCO monitoring pole light turns from red to white.



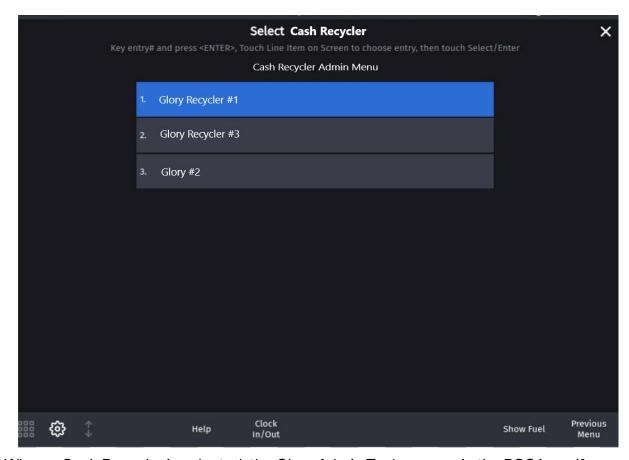


Cash Recycler Administration

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



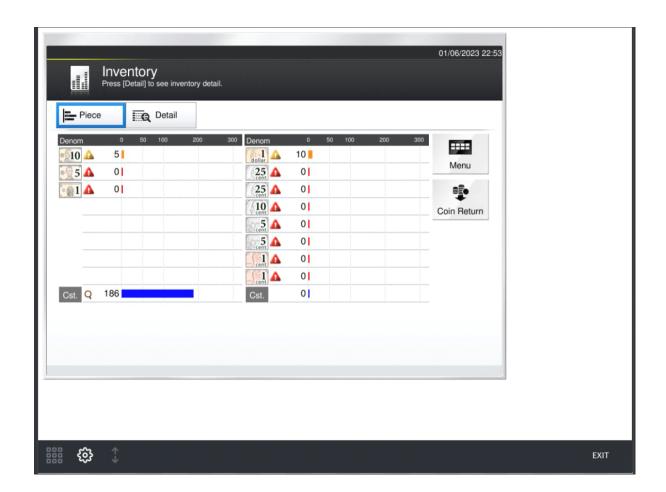
Selecting of Cash Recycler Admin opens the menu with all the Glory Cash Recyclers configured from configuration client.



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.



From Verifone Commander Release 56.02, both Glory and Crane Admin Tool can be accessed from C-18 POS. The Crane device needs to have at least uAPI version 3.5 or higher.





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

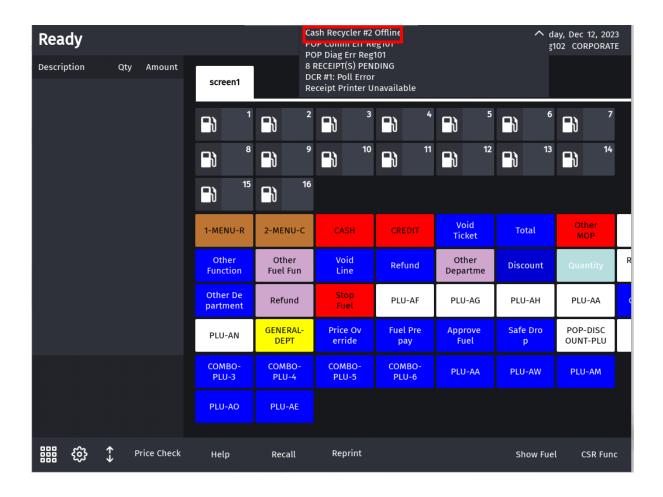
Detail: EXIT GLORY CASH RECYCLER #4 EMPLOYEE# 001 06/05/23 19:46

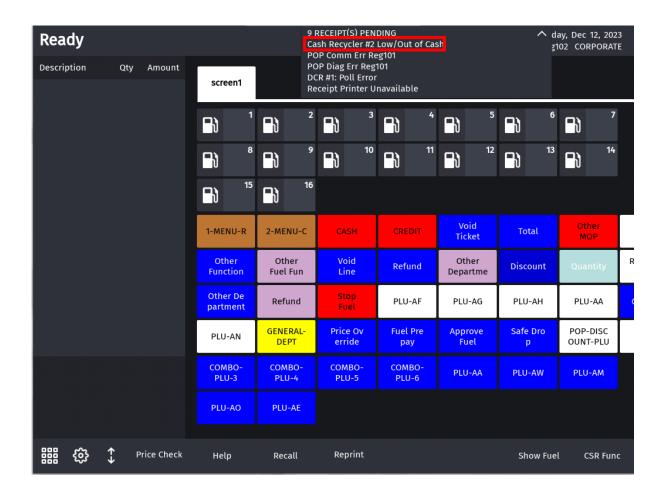


SCO timeout is increased to 5 minutes when in the Glory Recycler Admin UI.

Cash Recycler Alarm Messages

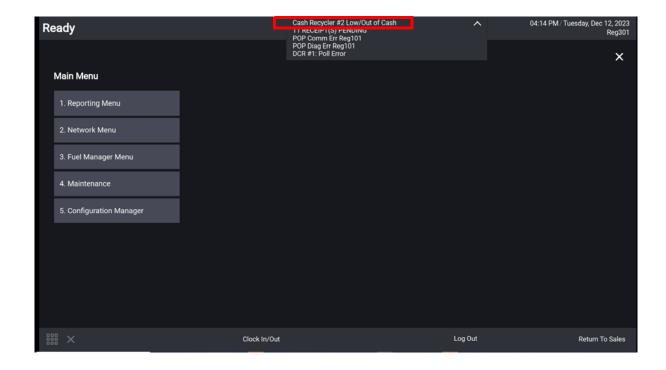
When cash recycler is offline or low on cash, alarm messages arrear on all POS.





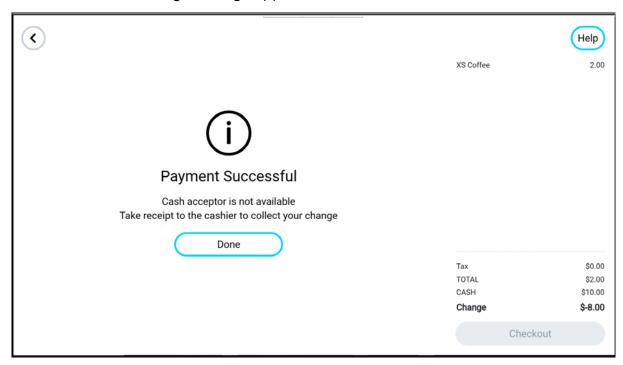
SCO Mode Alarms

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



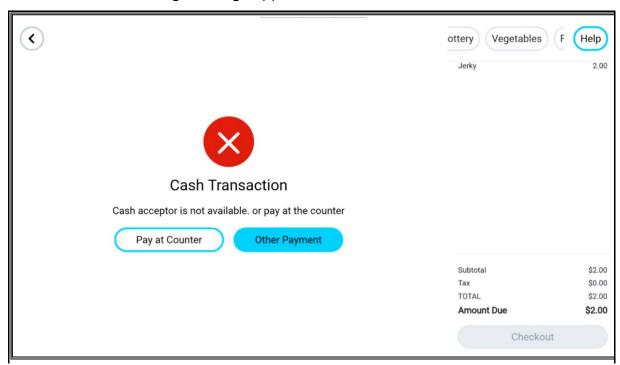
Glory Cash Recycler Does Not Have Enough Cash To Dispense Change

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	9:14:1	
	REGISTER#302 daypart	#001
CASHIER #01 C		100000
REG NO#102 Re	eceipt #1020001 to #	102000
	eceipt #3020001 to #	302003
0		
OPEN daypart	3/26/21 3:04:48 AM	I
CLOSE daypart	PENDING	
SUMMARY REPOR	RT	
ALL REGISTERS	3	
	-SUMMARY	
MOP SALES		7.79
NET SALES TOTAL		7.79
HEI DANIED TOTAL		
TOTAL TO ACCOUN		7.79
CASE	HIER DETAILS	
	MOP SALES	
CARD BASED		
CREDIT		5.89
CASH	10 10	1.90
TOTAL MOP SALES		7.79
	CANCEL/REFUNDS	
TOTAL MOP CANCE	L/REFUNDS (0.	00)
I	PAYMENT OUT	
momat pressure -		/o oo:
TOTAL PAYMENT O	PAYMENT IN	(0.00)
	PAIMENI IN	
TOTAL PAYMENT I		0.00
MEMC	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 SUSPEN	DS 3	11.04
EZ-RECEIPT	0	0.00
INSIDE	0	0.00
OUTSIDE	0	0.00
TRANSA	CTION TIMING	3S
(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 SALE	S	175.79
SALES TAXES		42.00
TOTAL TAXES		42.00
SALES TO		AND 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
CASHI	ER DETAILS-	
	MOP SALES	
CARD BASED		
CREDIT	1	10.99
TOTAL MOP SALES		10.99

TOTAL MOP CANCEL	YMENT OUT	(0.00)
TOTAL PAYMENT OU	T AYMENT IN	(0.00)
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
TRANSA		GS
(in	seconds) MAX	AVG
TOTAL	22	0.00
NETWORK	20	0.00
TOTAL FUEL SALES		0.00
TOTAL MERCH SALE		8.99
SALES TAXES		2.00
TOTAL TAXES		2.00
SALES T		AND TOTALIZER
ENDING	10.99	10.99
BEGINNING	0.00	0.00
DIFFERENCE	10.99	10.99
REGISTER # 302		
MOP SALES	DOMPH(I	206.80
NET SALES TOTAL		206.80

TOTAL TO ACCOUNT FO		206.80
CASHIER		
	P SALES	
CARD BASED		
CREDIT	10	104.90
CASH	10	101.90
TOTAL MOP SALES		206.80
MOP CAN	NCEL/REFU	INDS
TOTAL MOP CANCEL/RE	RFUNDS	(0.00)
PAYME	ENT OUT	
TOTAL PAYMENT OUT		(0,00)
	MENT IN	(0.00)
TOTAL PAYMENT IN		0.00
MEMO ITE	MS	
#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
TRANSACTI	ON TIMIN	IGS
(in se	econds)	
	MAX	AVG
TOTAL	872	0.00
NETWORK	37	0.00
END OF TICKET	14	0.00
TOT	ALS	
TOTAL FUEL SALES		0.00
TOTAL MERCH SALES		166.80
SALES TAXES		40.00

TOTAL TAXES 40.00

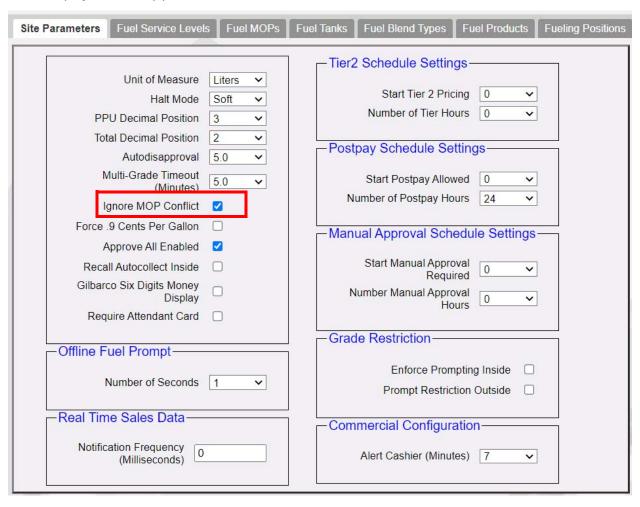
SALES TOTALIZER GRAND TOTALIZER
ENDING 206.80 258.76
BEGINNING 0.00 0.00
DIFFERENCE 206.80 258.76

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.



Fuel Prepay Overlay With Ignore MOP Conflict Disabled.



Fuel Prepay Overlay With Ignore MOP Conflict Enabled.

