

# In-House Accounts

## Feature Reference

Date: February 2, 2017



**Verifone**<sup>®</sup>

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## In-House Accounts

### Using This Feature Reference

This Feature Reference provides detailed information on how to configure and use the House Account features on two separate Verifone Site Controllers: Commander Site Controller and Sapphire.

Chapter one covers In-House Accounts on the Commander Site Controller and Chapter two relates to Sapphire. Both chapters contain the subsections listed below:

- **Overview** - This section contains a brief description, requirements and the supported hardware configurations for the House Accounts feature on the related Site Controller.
- **Configuring** - This section contains information on how to configure the House Accounts feature on the related Site Controller.
- **Using** - This section describes how to prepare the specific Site Controller for the House Accounts feature.
- **Reporting** - This section contains a sample report with a detailed report description for the House Accounts feature on the specific Site Controller.

Verifone, Inc.  
88 West Plumeria Drive  
San Jose, CA 95134  
Telephone: 408-232-7800  
<http://www.verifone.com>

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## Revision History

Date	Description
08/27/2015	Updated Format.
08/27/2015	Divided into Commander Site Controller and Sapphire sections.
12/15/2016	Added new functionality of Accounts and Subaccounts.
02/02/2017	Format updates.

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# 1

# COMMANDER

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## Overview

### Feature Description

The In-House Account feature is a method of payment (MOP) used to purchase items when store credit has been extended to approved customers at the discretion of store management. In-House Accounts will only be displayed in a House Account list if certain conditions have been established in the House Account setup.

To apply the In-House feature, the cashier selects the In-House Account MOP at the point of purchase, and selects the appropriate House Account from the configured house account list that is displayed on the screen. The cashier will then follow mandated store policies and procedures for obtaining signatures and the appropriate handling of receipt copies.

The Point of Sales (POS) System logs the In-House transactions and records the sales data on the House Account, Cashier and Summary reports.

### Supported Configuration

#### Hardware Requirements

- Commander Site Controller with Topaz
- Commander Site Controller with Ruby2
- RubyCi with Topaz
- RubyCi with Ruby2

#### Software Requirements

- Commander Site Controller base 43 software or higher

### Feature Limitations

- Does not enforce or limit purchases by the amount or type of product beyond the scope of the configuration settings in the MOP file.
- Does not offer an alternative process when the appropriate account is not listed.

## Configuring In-House Accounts

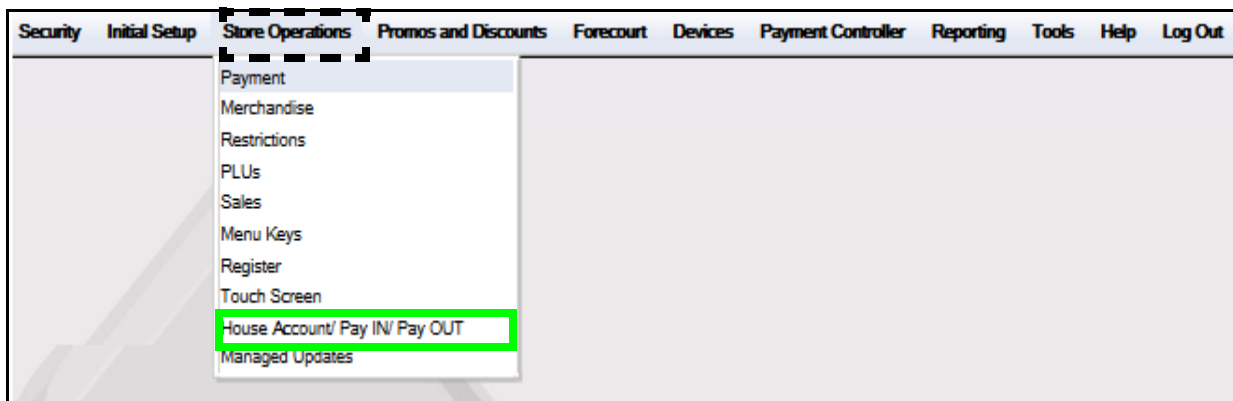
To configure the In-House Account feature:

1. Enable the House Account feature.
2. Configure House Accounts and Trigger functions.
3. Create an In-House Method of Payment (MOP).
4. Setup the In-House MOP key for the POS terminals.
5. Train the user's on the In-House Account process.

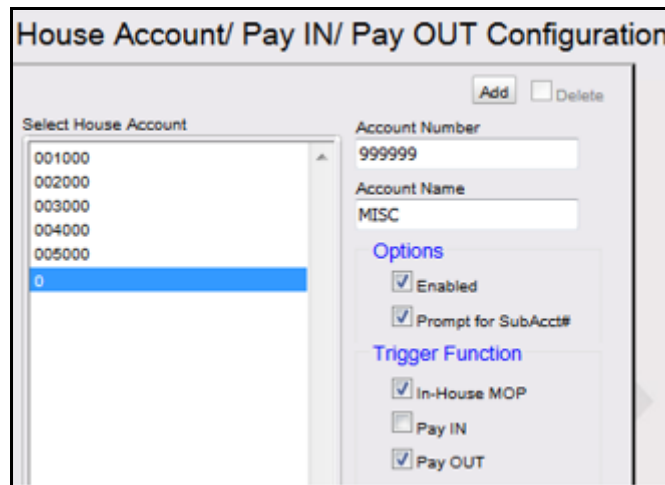
## Configuring with Commander Configuration Client

### House Account Pay IN/Pay OUT Configuration


1. From the Configuration Client, go to: Store Operations > House Account/Pay IN/ Pay OUT.




The House Account Configuration window displays.


A screenshot of the 'House Account/ Pay IN/ Pay OUT Configuration' window. The window title is 'House Account/ Pay IN/ Pay OUT Configuration'. It features a list of 'Select House Account' with values 001000, 002000, 003000, 004000, 005000, and 0. To the right, there are input fields for 'Account Number' (999999) and 'Account Name' (MISC). Below these are 'Options' and 'Trigger Function' sections. The 'Options' section has checkboxes for 'Enabled' (checked), 'Prompt for SubAcct#' (checked), 'In-House MOP' (checked), 'Pay IN' (unchecked), and 'Pay OUT' (checked). There are 'Add' and 'Delete' buttons at the top right of the configuration area.

2. Select [Add] to setup an approved House Account.
  - Delete: Allows an existing House Account record to be deleted.
3. Configure the House Account parameters:

Value	Description
<b>House Account</b>	
Account Number	Determines the House Account ID. An alpha-numeric account number, up to twenty digits, MUST be entered.
Account Name	Indicates the name of the House Account. An alpha-numeric name, up to twenty digits, MUST be entered.
 <i>Accounts will be displayed to the cashier in order of account name followed by the account number, if configured. The clerk selects the appropriate &lt;account&gt; from the line entries.</i>	
<b>Options</b>	
Enabled	Enables the House Account.
Prompt for Sub Acct#	Enables the POS to prompt for a sub account number.

Value	Description
Trigger Function	The Trigger function flags determines when the House Account will be displayed.
In-House MOP:	<p>The POS terminal will <b>only</b> display House Accounts in the Account list if the following conditions apply:</p> <ul style="list-style-type: none"> <li>• The In-House MOP is triggered.</li> <li>• The configured In-House account is enable.</li> <li>• The configured House Account includes the Trigger Function: " <i>In-House MOP</i>".</li> </ul>
Pay IN:	<p>The POS terminal will <b>only</b> display House Accounts in the Account list if the following conditions apply:</p> <ul style="list-style-type: none"> <li>• The Pay IN action is being taken.</li> <li>• The configured In-House account is enable.</li> <li>• The configured House Account includes the Trigger Function: "PayIN".</li> </ul>
Pay OUT:	<p>The POS terminal will <b>only</b> display House Accounts in the Account list if the following conditions apply:</p> <ul style="list-style-type: none"> <li>• The Pay OUT action is being taken.</li> <li>• The configured In-House account is enable.</li> <li>• The configured House Account includes the Trigger Function: "PayOUT".</li> </ul>
 <i>PayIN and PayOUT reflect cash added or removed from the cash drawer for non-sales and non-sales loan functions. The In-House feature will only list accounts if the above flags are set. These settings are determined by the network.</i>	

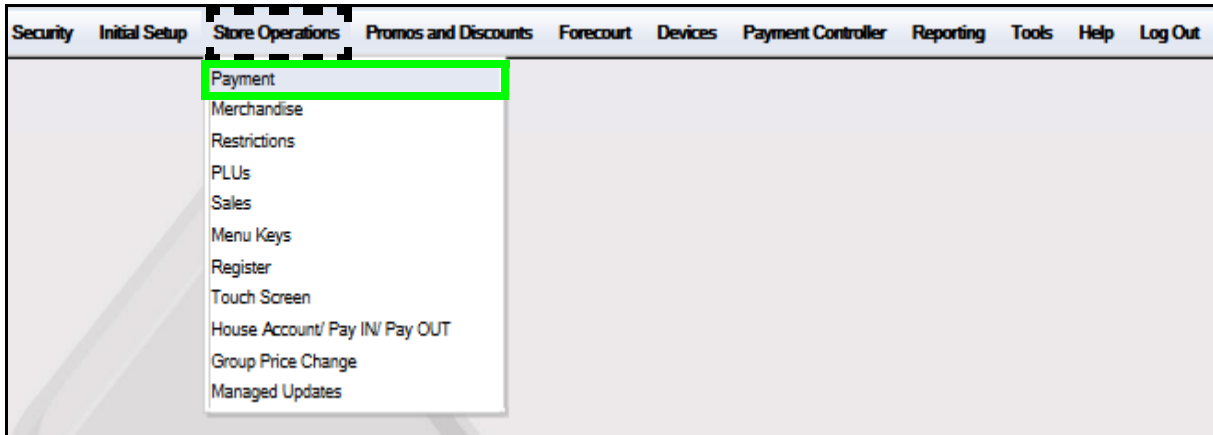
4. Repeat the above steps for all House Account additions.
5. Select [Save] to accept, or [Cancel] to exit without saving changes.

 *This feature requires the cashier to select from a House Account list. It is advisable to create an account for use with **unlisted** accounts, accounts that may not yet be configured, and provide cashier training for the proper use of that account.*

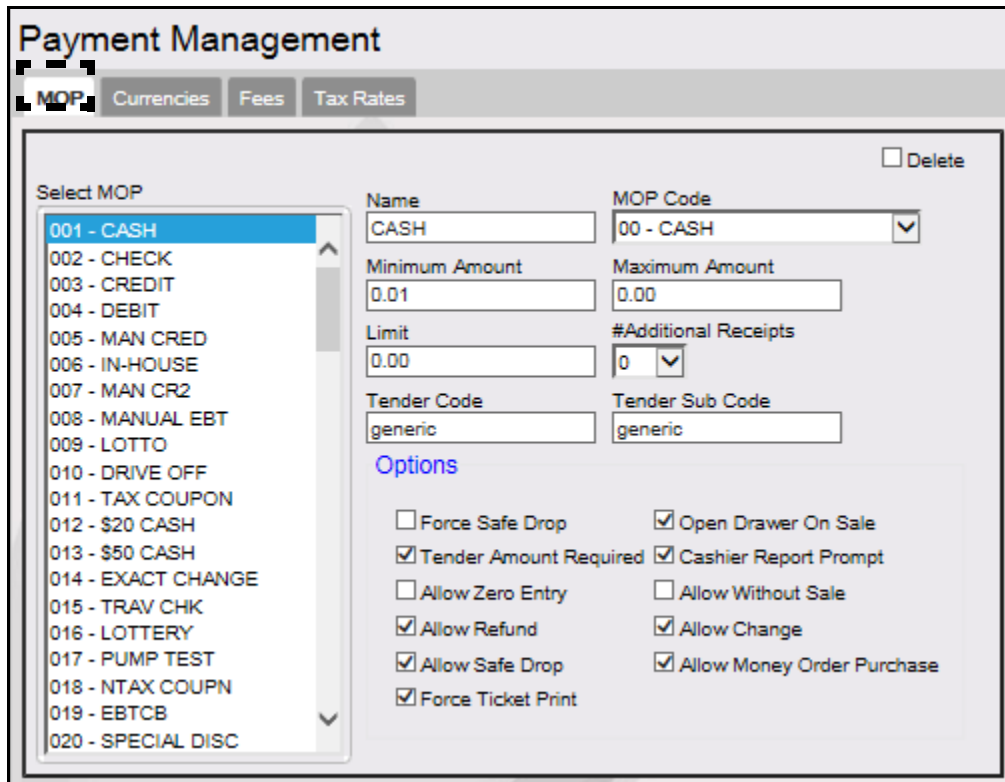


## In-House MOP Configuration

1. From the Configuration Client, go to: Store Operations > Payment.



2. From the Payment Management form, select the [MOP] tab.



The screenshot shows the 'Payment Management' form. The 'MOP' tab is selected, and the 'Currencies', 'Fees', and 'Tax Rates' tabs are also visible. The form contains the following fields and options:

- Select MOP:** A list of MOP codes from 001 to 020. '001 - CASH' is selected.
- Name:** CASH
- MOP Code:** 00 - CASH
- Minimum Amount:** 0.01
- Maximum Amount:** 0.00
- Limit:** 0.00
- #Additional Receipts:** 0
- Tender Code:** generic
- Tender Sub Code:** generic
- Options:**
  - Force Safe Drop
  - Open Drawer On Sale
  - Tender Amount Required
  - Cashier Report Prompt
  - Allow Zero Entry
  - Allow Without Sale
  - Allow Refund
  - Allow Change
  - Allow Safe Drop
  - Allow Money Order Purchase
  - Force Ticket Print

3. Select an available <MOP> position from the MOP list.

The screenshot shows the 'Payment Management' application with the 'MOP' tab active. A list of MOP options is shown on the left, with '006 -' selected. The main form contains the following fields:

- Name:** IN-HOUSE
- MOP Code:** 18 - IN\_HOUSE
- Minimum Amount:** 0.00
- Maximum Amount:** 0.00
- Limit:** 0.00
- #Additional Receipts:** 1
- Tender Code:** generic
- Tender Sub Code:** generic

4. Configure the In-House Account MOP parameters.

Value	Description
<b>MOP</b>	
Name	Enter [IN-HOUSE].
MOP Code	Select [18 - IN_HOUSE].
Min. Amount	Indicates the minimum amount <\$0.00-9999.99> accepted.
Max. Amount	Indicates the maximum amount <\$0.00-9999.99> accepted.
Limit	Sets the MOP limit <0.00 - 9999.99> to alert the cashier to make a safe drop .
#Additional Receipts	Indicates how many additional receipts <0-3> are required.
Tender Code	Sets the <value> for NACS tender code.
Tender Sub Code	Sets the <value> for NACS tender sub code.

5. Configure the House Account Options.

**Options**

<input checked="" type="checkbox"/> Force Safe Drop	<input checked="" type="checkbox"/> Open Drawer On Sale
<input checked="" type="checkbox"/> Tender Amount Required	<input checked="" type="checkbox"/> Cashier Report Prompt
<input checked="" type="checkbox"/> Allow Zero Entry	<input checked="" type="checkbox"/> Allow Without Sale
<input checked="" type="checkbox"/> Allow Refund	<input checked="" type="checkbox"/> Allow Change
<input checked="" type="checkbox"/> Allow Safe Drop	<input checked="" type="checkbox"/> Allow Money Order Purchase
<input checked="" type="checkbox"/> Force Ticket Print	

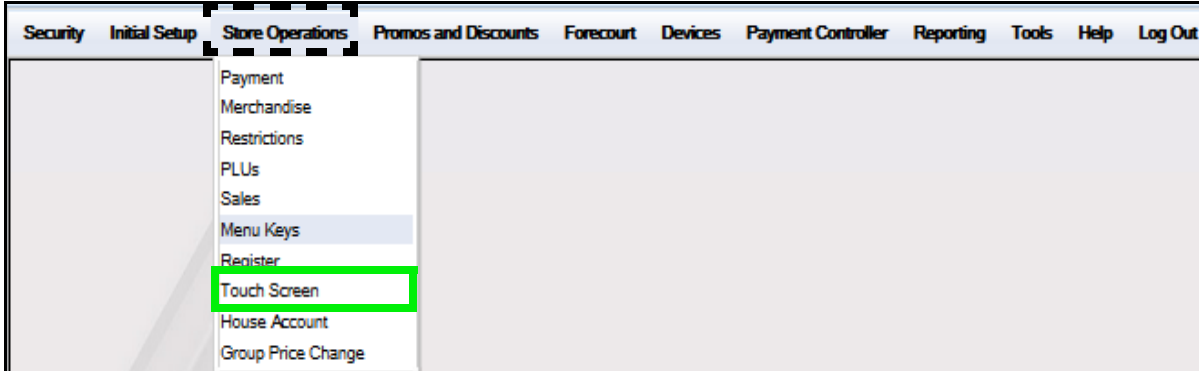
Value	Description
<b>Options</b>	
Force Safe Drop	Enables a safe drop message (if the Limit value is not 0.00).
Tender Amount Required	Requires the clerk to enter an actual (counted) drawer amount before selecting this payment type.
Allow Zero Entry	Allows a zero entry response when entering a drawer amount for this payment type.
Allow Refund	Permits a Refund transaction to be tendered.
Allow Safe Drop	Allows a safe drop for this payment type.
Force Ticket Print	Forces a receipt to be print for any transaction that includes this payment type.
Open Drawer On Sale	Opens the cash drawer when a transaction includes this payment type.
Cashier Report Prompt	Prompts a cashier to enter the actual (counted) drawer amount when printing a cashier report.
Allow Without Sale	Permits acceptance without purchase.
Allow Change	Allows the cashier to make change when amount or amount due is selected.
Allow Money Order Purchase	Permits the purchase of a money order with this payment type.
Delete	Removes the selected MOP.

6. Select [Save] to accept, or [Cancel] to exit without saving changes.

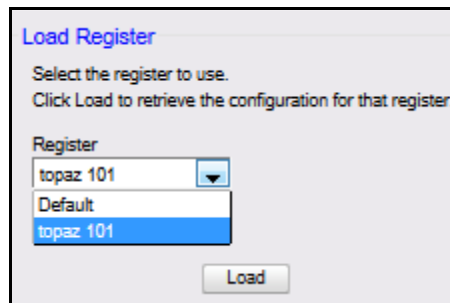
## Configure In-House MOP Key on POS Terminal

Once an In-House MOP has been created, assigned IT to a key on a POS touch screen.

1. From the Config Client, go to: Store Operations > Touch Screen.



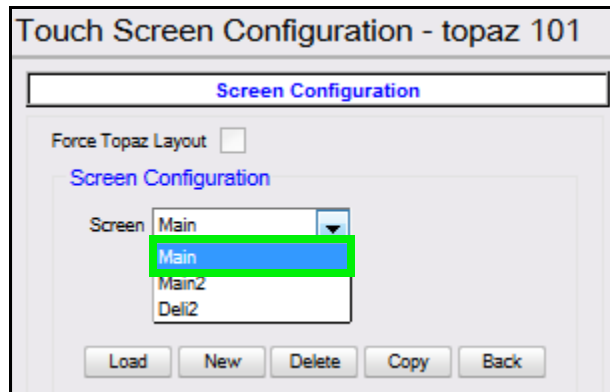
2. At the Select Register window, select the <register> to be configured.



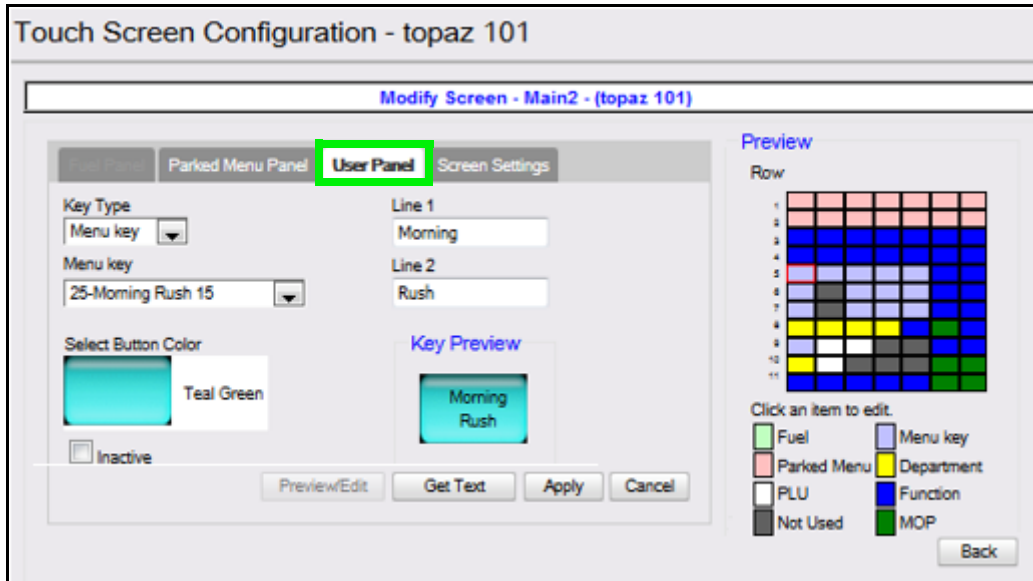
3. Click [Load].

**NOTE** *The Load Register option allows for individual registers to be configured at a time. The Default register is never used for configuration.*

4. Select the <Screen> to configure and click [Load].



The Modify Screen will load for the screen selected.



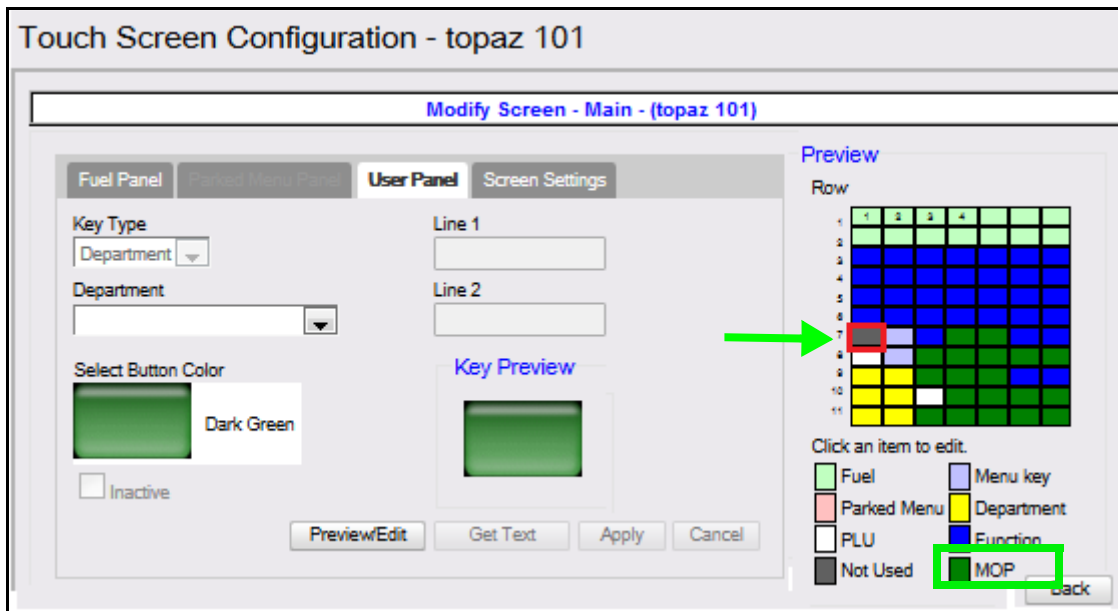
5. Click the [User Panel] tab.



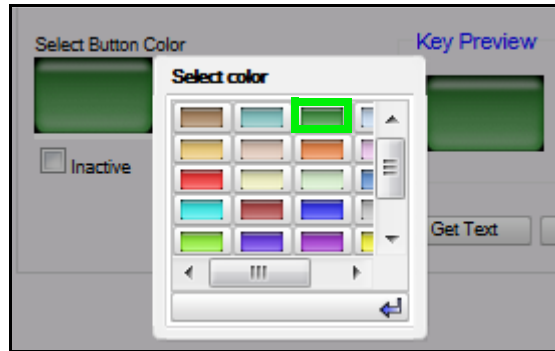
*The User Panel is used to assign the touch screen menu keys for departments, functions, menus, method of payments and PLUs.*

6. From the Preview section, click an available [Key] to configure. The selected menu key highlights in Red.

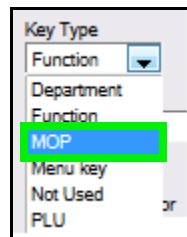
The Legend identifies the Key Type; MOP Keys are dark green.



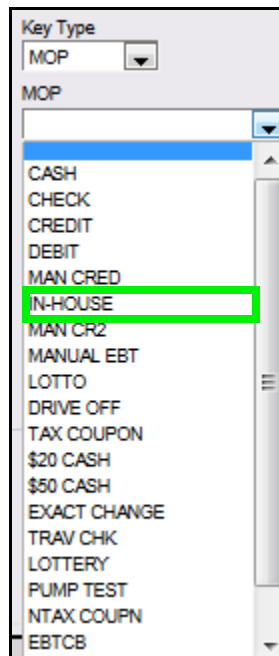
7. Click on [Select Button Color] and select [Dark Green].



8. Select [MOP] for the *Key Type*.



9. From the MOP drop down, select [In-House].

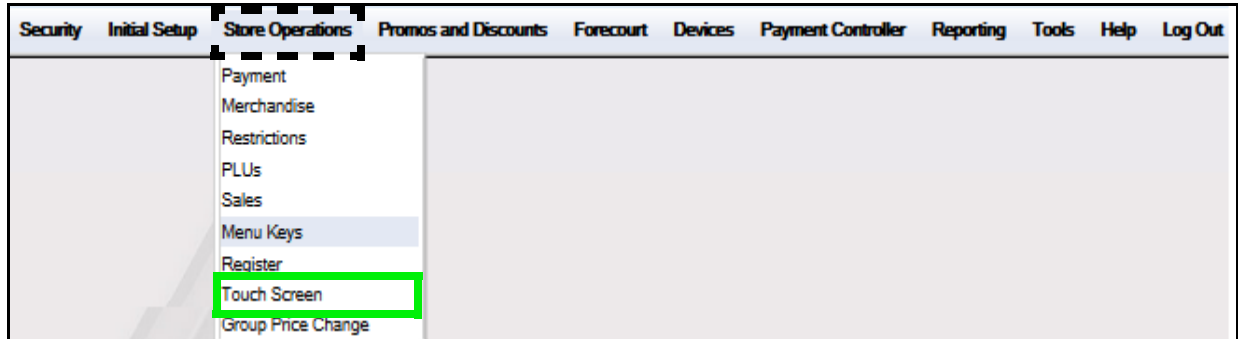


10. Select [Apply].
11. Select [Save] to accept, or [Cancel] to exit without saving changes.
12. Test the In-House MOP.

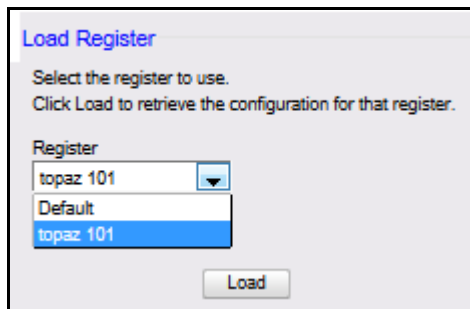
## Configure PayIN / PayOUT Function Key on POS Terminal

To configure a PayIN or PayOUT function key on the POS touch screen, follow the procedures below.

1. From the Config Client, go to: Store Operations > Touch Screen.



2. At the Select Register window, select the <register> to be configured.

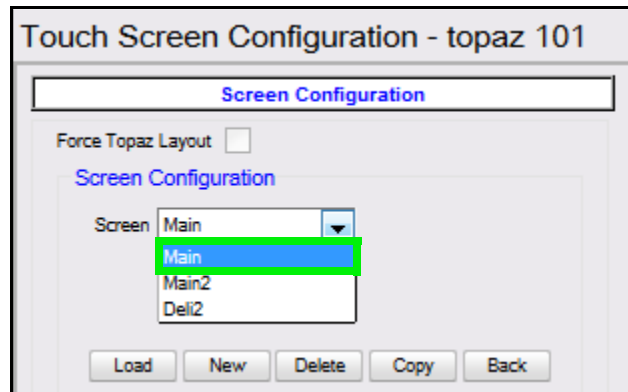


3. Click [Load].



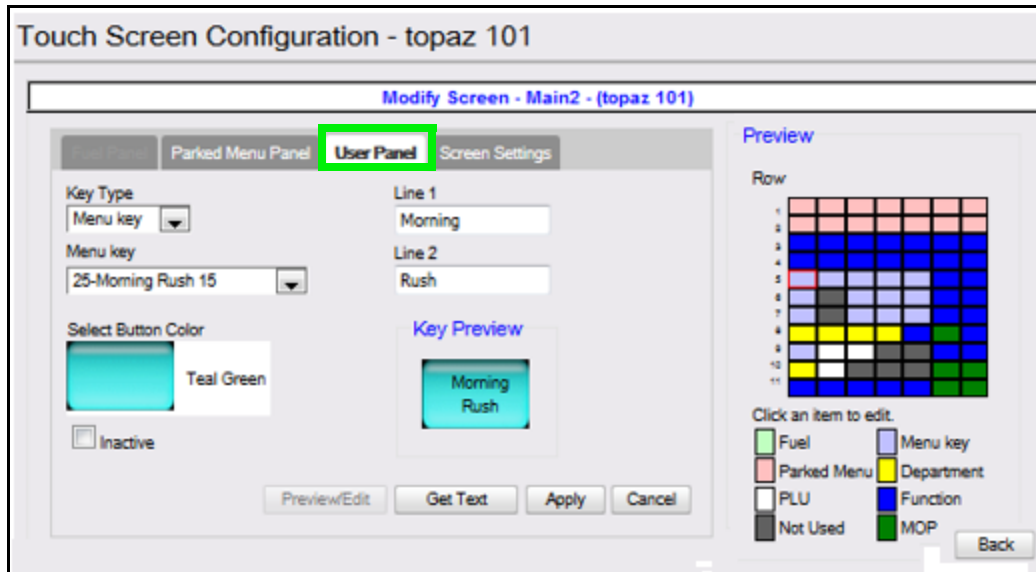
*The Load Register option allows for individual registers to be configured at a time. The Default register is never used for configuration.*

4. Select the <Screen> to configure.



5. Click [Load].

The Modify Screen will load for the screen selected.



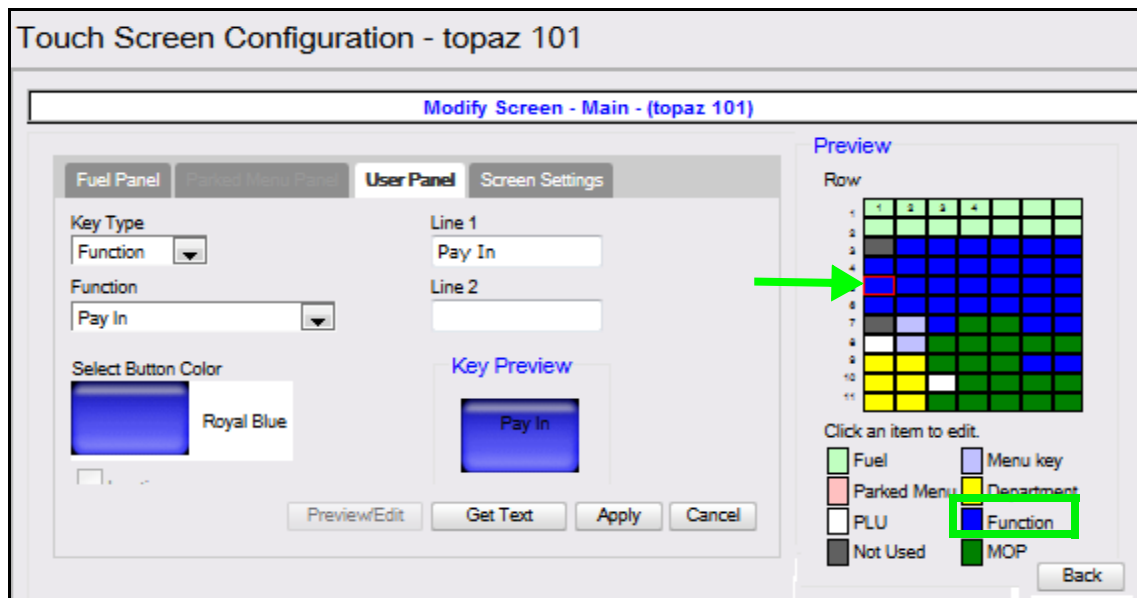
6. Click the [User Panel] tab.



*The User Panel is used to assign the touch screen menu keys for departments, functions, menus, method of payments and PLUs.*

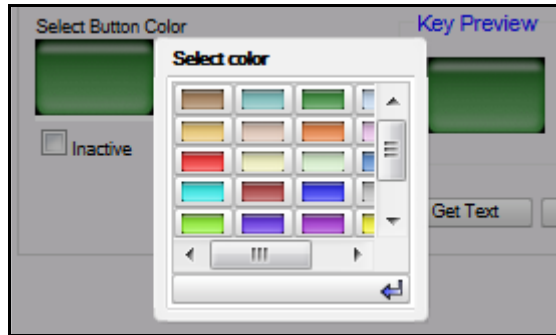
7. Select an available [Menu Key] to configure. The key highlights in Red.

The Legend identifies the Key Type; Function Keys are dark blue.

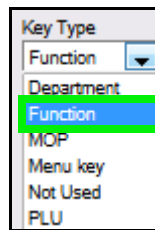




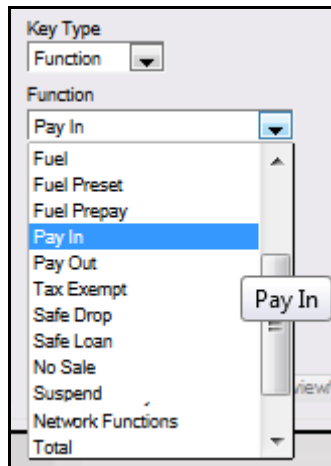
- Click on [Select Button Color] and select [Dark Blue].



- Select [Function] for the *Key Type*.



- From the MOP drop down, select [PayIN].



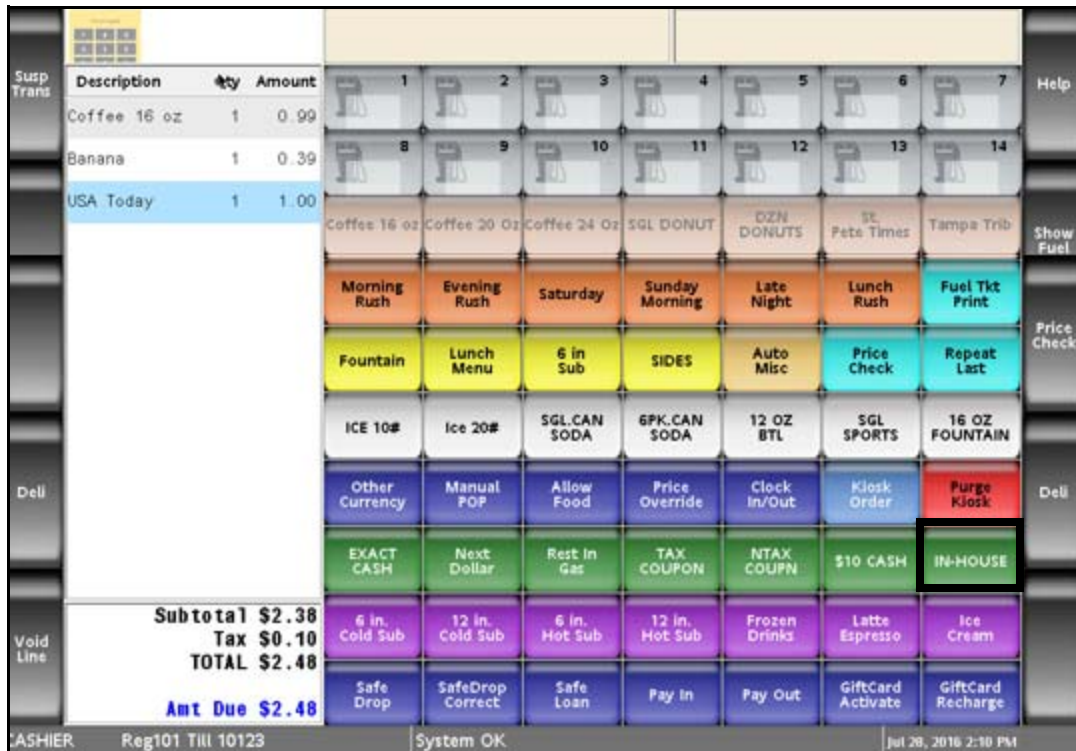
*If setting up a PayOUT Key, select Pay Out.*

- Select [Apply].
- Select [Save] to accept, or [Cancel] to exit without saving changes.
- Test the key functionality.

## Using In-House Accounts

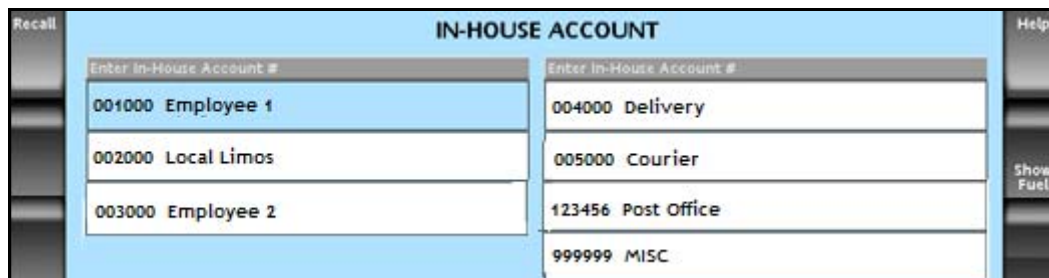
### In-House Account Transaction No Sub Account

1. From the POS terminal, enter the sale <Items>.



2. Press the [In-House] MOP.

A list of In-House Accounts display.



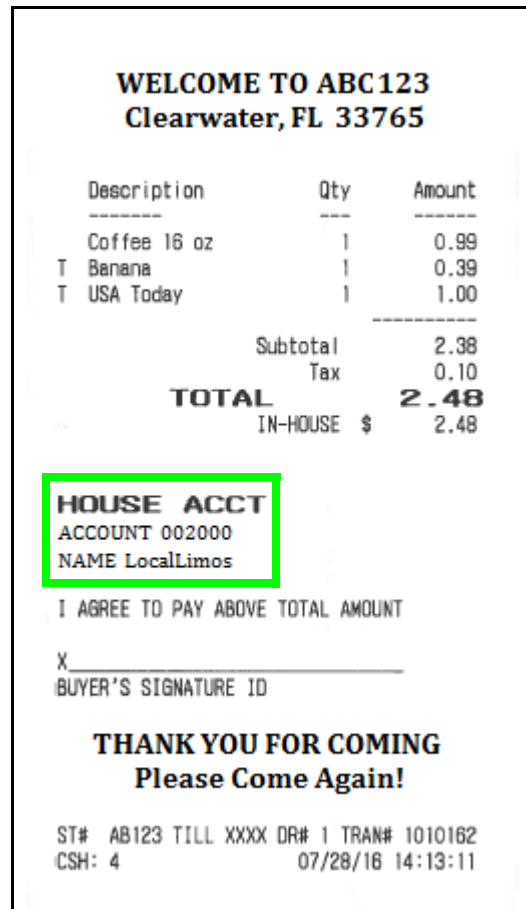
3. Select the In-House <Account Number> or enter it manually.

The Transaction completes and the receipt prints with the House Account and transaction information.

4. The Buyer endorses the receipt for House Account reconciliation.

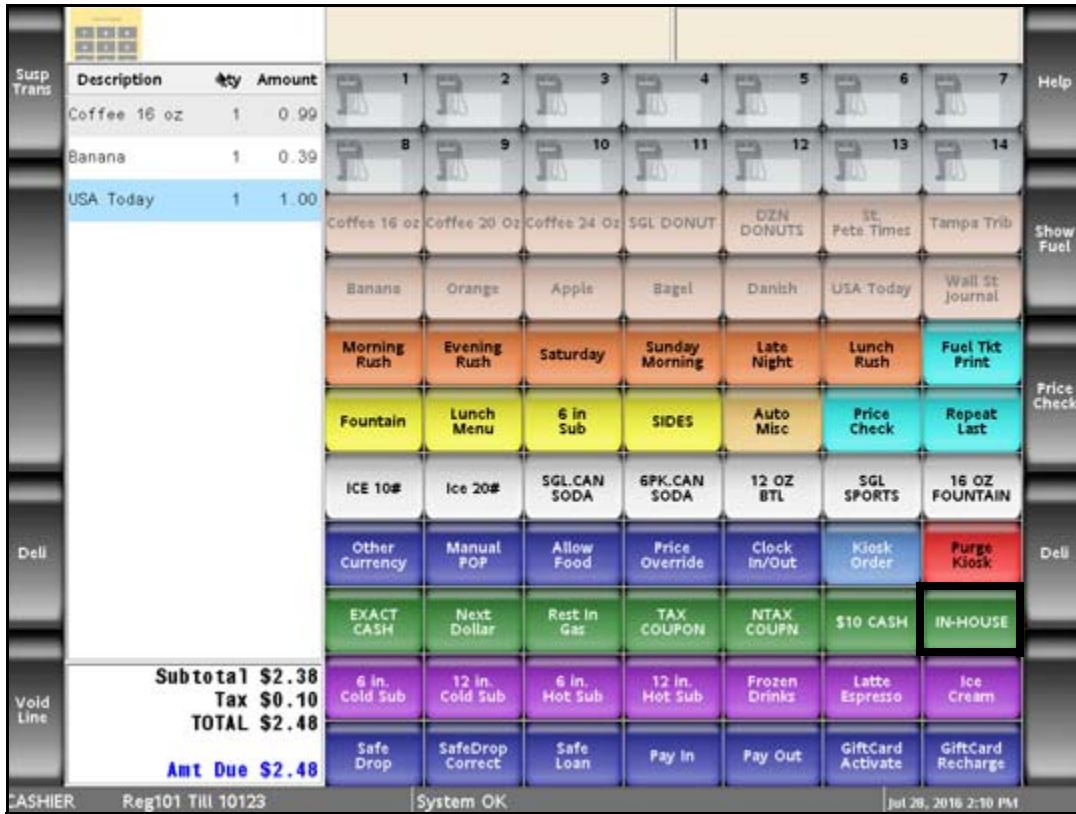
**Receipt Details:**

- **HEADER:** Receipt header for the In-House purchase.
- **STORE NAME:** Store alias and location.
- **DESCRIPTION:** Description of the items purchased.
- **QTY:** Number of items purchased.
- **AMOUNT:** Cost of the item purchase.
- **SUBTOTAL:** Sum of purchased items before tax.
- **TAX:** Levy imposed on items purchased.
- **TOTAL:** The entire amount of the purchase.
- **IN-HOUSE:** Identifies the In-House amount portion of the total purchase.
- **HOUSE ACCOUNT:** Identifies the In-House Account information.
  - **ACCOUNT:** The House Account Number affiliated with the purchase.
  - **NAME:** The House Account Name affiliated with the purchase.
  - **Buyer's Signature ID:** House Account Signature.
- **TRAILER:** Message printed on the bottom of the receipt.
- **ST#:** Store location number.
- **TILL:** Till Identifier.
- **DR#:** Drawer number.
- **TRAN#:** Transaction number.
- **CSH:** Cashier number.
- **DATE:** Transaction Date.
  - **MM/DD/YY:** Date of purchase in month, day, and year format.
- **TIME:** Transaction Time.
  - **HH:MM:SS:** Time of purchase in hour, minutes, and seconds.



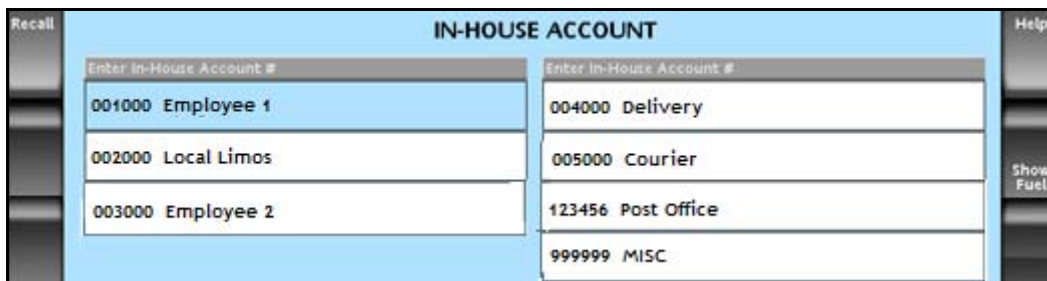
## In-House Account Transaction with SubAccount

1. From the POS, enter the sale <Items>.



2. Press the [In-House] MOP.

A list of In-House Accounts display.



3. Select the In-House <Account Number> or enter it manually.

A message will display indicating "Enter Sub Acct #".

In-House

Enter Sub Acct #

ABC123456

7 8 9

4 5 6

1 2 3

0 00

Clear <--

OK CANCEL

4. Enter the [Sub Acct #] for the In-House account.
5. Select [OK].
6. The Buyer endorses the receipt for House Account reconciliation.

***In-House Receipt Details:***

- **HEADER:** Receipt header for the In-House purchase.
- **STORE NAME:** Store alias and location.
- **DESCRIPTION:** Description of the items purchased.
- **QTY:** Number of items purchased.
- **AMOUNT:** Cost of the item purchase.
- **SUBTOTAL:** Sum of purchased items before tax.
- **TAX:** Levy imposed on items purchased.
- **TOTAL:** The entire amount of the purchase.
- **IN-HOUSE:** Identifies the In-House amount portion of the total purchase.
- **HOUSE ACCOUNT:** Identifies the In-House Account information.
  - **ACCOUNT:** The House Account Number affiliated with the purchase.
  - **NAME:** The House Account Name affiliated with the purchase.
  - **SUB ACCT#:** An additional account number assigned to the House Account.
- **ST#:** Store location number.
- **TILL:** Drawer number of the
- **DR#:** Drawer number.
- **TRAN#:** Transaction number.
- **CSH:** Cashier number.
- **DATE:** Transaction Date.
  - **MM/DD/YY:** Date of purchase in month, day, and year format.
- **TIME:** Transaction Time.
  - **HH:MM:SS:** Time of purchase in hour, minutes, and seconds.

<b>WELCOME TO ABC123 Clearwater, FL 33765</b>		
Description	Qty	Amount
Coffee 16 oz	1	0.99
T Banana	1	0.39
T USA Today	1	1.00
	Subtotal	2.38
	Tax	0.10
	<b>TOTAL</b>	<b>2.48</b>
	IN-HOUSE \$	2.48

**HOUSE ACCT**  
 ACCOUNT 002000  
 NAME LocalLimos  
 SUB ACCT# ABC123456

I AGREE TO PAY ABOVE TOTAL AMOUNT

X \_\_\_\_\_  
 BUYER'S SIGNATURE ID

**THANK YOU FOR COMING  
Please Come Again!**

ST# AB123 TILL XXXX DR# 1 TRAN# 1010162  
 CSH: 4 07/28/16 14:13:11

## Pay IN Transaction No Sub Account



There is no change in existing behavior when a House Account is not configured. POS will prompt for In-house account and cashier can enter account number to complete the transaction.

1. Select [Pay In].



2. A message will prompt "IN-HOUSE ACCOUNT? [Y/N]" > select [Yes].



An "Enter Reference Number" prompt will trigger if [N] is selected with the "House Account [Y/N]" prompt.

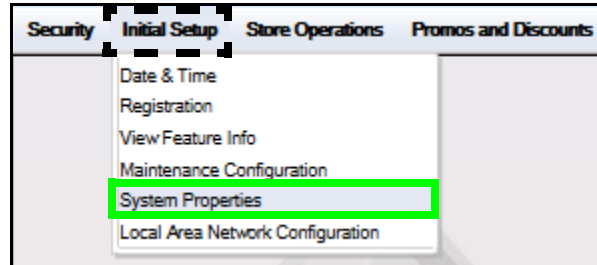


A Property File setting exist in System Properties that will override this prompt "IN-HOUSE ACCOUNT?" and assume [Yes].

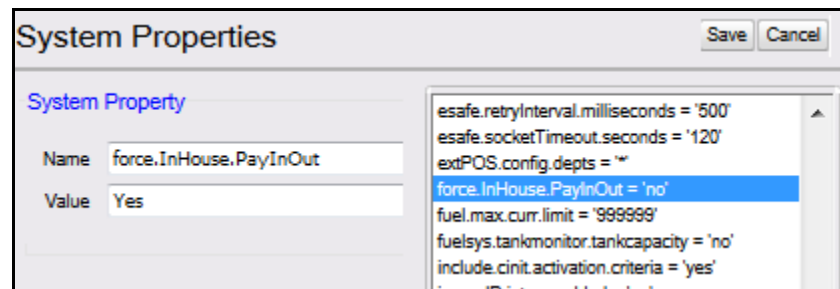
This means the system will not ask if a Pay In or Pay Out is a house account, but will assume Yes when these softkeys are triggered.

To set the override:

1. Go to: Config Client > Initial Setup > System Properties.



2. Scroll down (the list is alphabetical) and select [force.InHouse.PayInOut].



3. Enter [Yes].
4. Click [Save].



3. Enter the PAY IN <Amount> and select [OK].

A yellow screen titled "PAY IN" with the instruction "Enter Amount". A text input field contains "10.00". Below the input field, it says "And Press ENTER key". A numeric keypad is displayed with buttons for digits 0-9 and a "00" button. At the bottom, there are "Clear" and "←" buttons in blue, and "OK" (green) and "CANCEL" (red) buttons.

4. Type or select the <In-House Account #> from the PAY IN List.

A screen titled "PAY IN" with a light blue background. It features two columns of "SELECT IN-HOUSE ACCOUNT #" options. The left column includes "001000 Employee 1", "002000 Local Limos", and "003000 Employee 2". The right column includes "004000 Delivery", "005000 Courier", "423456 Post Office", and "999999 MISC". On the right side, there are "Recall" and "Help" buttons at the top, and a "Show Fuel" button at the bottom.

5. Select [OK].

The transaction completes and a receipt prints with the recorded transaction.

*PAY IN Receipt*

A receipt printout with the following text:

**WELCOME TO ABC123  
Clearwater, FL 33765**

**P A Y I N**

IN HOUSE ACCT 10.00  
003000 Employee 2

ST# AB123 TILL XXXX DR# 1 TRAN# 1010248  
CSH: 4 09/09/16 14:48:10

## Pay IN Transaction with Sub Account



There is no change in existing behavior when a House Account is not configured. POS will prompt for in-house account and cashier can enter account number to complete the transaction.

1. Select [Pay In].

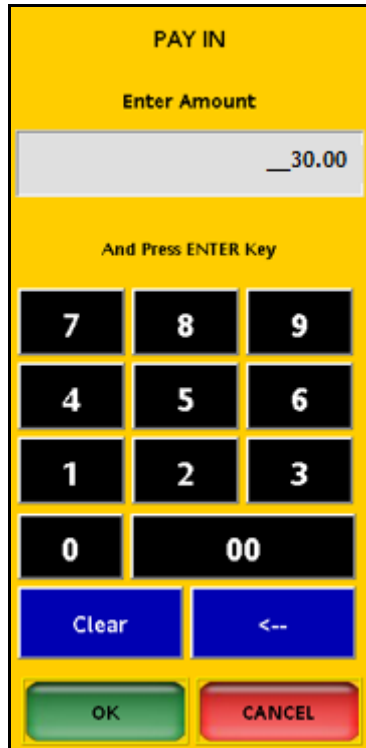


2. A message will prompt "IN-HOUSE ACCOUNT? [Y/N]" > select [Yes].



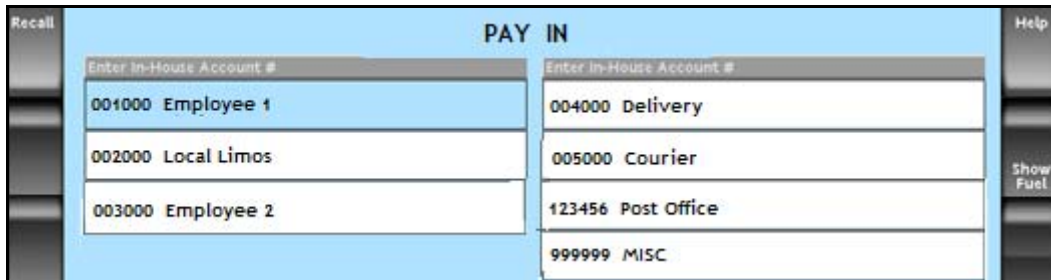
The Pay In "IN-HOUSE ACCOUNT (Y/N)" prompt will not display if force.InHouse.PayInOut in System Properties is set to [Yes].  
An "Enter Reference Number" prompt will trigger if [N] is selected with the "House Account [Y/N]" prompt.

3. Enter the PAY IN <Amount>.



The image shows a yellow screen titled "PAY IN" with the instruction "Enter Amount". A text input field contains the value "\_30.00". Below the input field, it says "And Press ENTER Key". A numeric keypad is displayed with buttons for digits 0-9, a "00" button, a "Clear" button, and a left arrow button. At the bottom, there are "OK" and "CANCEL" buttons.

4. Select [OK].
5. Type or select the <In-House Account #> from the PAY IN List.



The image shows a screen titled "PAY IN" with a list of in-house accounts. The screen has a "Recall" button on the left and a "Help" button on the right. The list is organized into two columns under the heading "Enter In-House Account #".

PAY IN	
Enter In-House Account #	
001000 Employee 1	004000 Delivery
002000 Local Limos	005000 Courier
003000 Employee 2	123456 Post Office
	999999 MISC

Buttons: Recall, Help, Show Fuel

6. Select [OK].

7. Enter the Pay IN <Sub Acct #>.

PAY IN

Enter Sub Acct #

ABC123456

7 8 9

4 5 6

1 2 3

0 00

Clear <--

OK CANCEL

8. Select [OK].

The transaction completes and a receipt prints with the recorded transaction.

*PAY IN Receipt*

WELCOME TO ABC123  
Clearwater, FL 33765

PAY IN

IN HOUSE ACCT 30.00  
002000 LocalLimos  
SUB ACCT# ABC123456

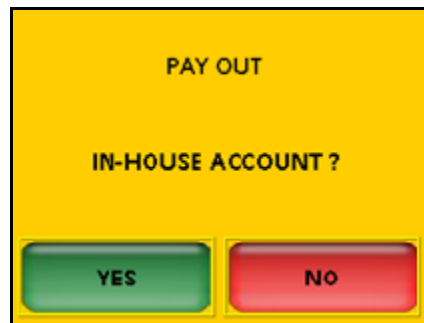
SI# AB123 TILL XXXX DR# 1 TRAN# 1010009  
CSH: 1 11/13/15 09:08:76

## Pay OUT Transaction No Sub Account

1. Select [Pay Out].



2. A message will prompt "IN-HOUSE ACCOUNT? [Y/N]" > select [Yes].

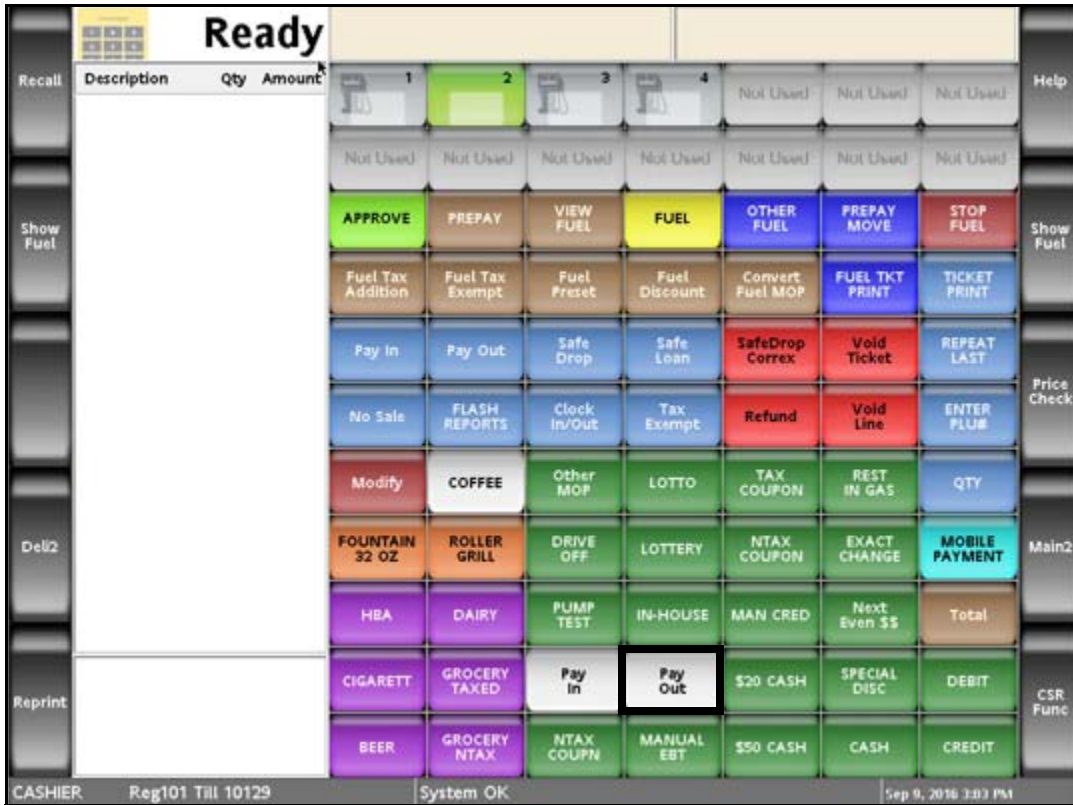


**NOTE** *The Pay Out "IN-HOUSE ACCOUNT (Y/N)" prompt will not display if force.InHouse.PayInOut in System Properties is set to [Yes].  
An "Enter Reference Number" prompt will trigger if [N] is selected with the "House Account [Y/N]" prompt.*

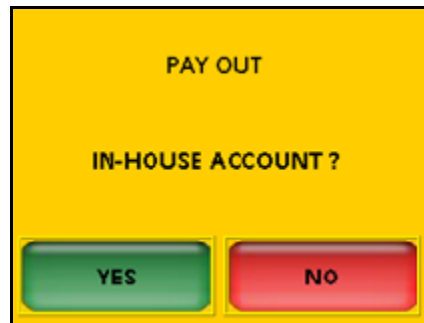


## Pay OUT Transaction with Sub Account

1. Select [Pay Out].



2. A message will prompt "IN-HOUSE ACCOUNT? [Y/N]" > select [Yes].



*The Pay Out "IN-HOUSE ACCOUNT (Y/N)" prompt will not display if force.InHouse.PayInOut in System Properties is set to [Yes].*

*An "Enter Reference Number" prompt will trigger if [N] is selected with the "House Account [Y/N]" prompt.*

3. Enter the PAY OUT <Amount> and select [OK].

PAY OUT

Enter Amount

\_\_\_ 15.00

And Press ENTER Key

7	8	9
4	5	6
1	2	3
0	00	

Clear    <--

OK    CANCEL

4. Type or select the <In-House Account #> from the PAY OUT List.

Recall    PAY OUT    Help

Enter In-House Account #	Enter In-House Account #
001000 Employee 1	004000 Delivery
002000 Local Limos	005000 Courier
003000 Employee 2	123456 Post Office
	999999 MISC

Show Fuel

5. Select [OK].



6. Enter the PAY OUT <Sub Acct #>.

The screenshot shows a handheld device screen with a yellow background. At the top, it says "PAY OUT" and "Enter Sub Acct #". Below this is a grey input field containing "DC2468". A numeric keypad is visible with buttons for digits 0-9, a "Clear" button, and a left arrow button. At the bottom are "OK" and "CANCEL" buttons.

7. Select [OK].

The transaction completes and a receipt prints with the recorded transaction.

*Pay Out Receipt*

The screenshot shows a printed receipt with the following text:

**WELCOME TO ABC123**  
**Clearwater, FL 33765**

**P A Y O U T**

IN HOUSE ACCT	15.00
999999 MISC	
SUB ACCT# DC2468	

ST# AB123 TILL XXXX DR# 1 TRAN# 1010009  
CSH: 1 11/13/15 09:08:76

# Reporting

## House Account Report

The House Account Report has a new section *"Pay Out House Accounts"* for Pay Out transactions.

House Account Activity			
			Store Number: AB123 Location ID: Simply@1
Period Information			
Open Period	2015-11-05 16:19		
Close Period	Pending		
House Account Sales & Refunds			
Account #	Name	Count	Amount
001000	Employee 1	1	12.49
002000	LocalLimos	2	15.00
003000	Employee 2	1	10.00
004000	Delivery	1	50.00
005000	Courier	1	9.45
123456	Post Office	1	7.49
999999	MISC	3	5.00
			Total 134.43
Pay In House Accounts			
Account #	Name	Amount	
001000	Employee 1	12.49	
002000	LocalLimos	30.00	
003000	Employee 2	10.00	
		Total	42.59
Pay Out House Accounts			
Account #	Name	Amount	
004000	Delivery	50.00	
005000	Courier	9.45	
123456	Post Office	7.49	
999999	MISC	15.00	
		Total	81.94

### *Report Details:*

- **TITLE:** House Account Activity
- **STORE NUMBER:** Store number pulled from Configuration Client > Store Operations > Sales > Store Number.
- **LOCATION:** Location ID.
- **PERIOD INFORMATION**
  - **OPEN PERIOD:**
    - **YYYY/MM/DD:** Date of Open Period in year, month, day format.
    - **HH:MM:SS:** Time Open Report is run in hour, minutes, and seconds.
  - **CLOSED PERIOD:**
    - **YYYY/MM/DD:** Date of Closed Period in year, month, day format.
    - **HH:MM:SS:** Time Closed Report is run in hour, minutes, and seconds.
- **HOUSE ACCOUNT SALES AND REFUNDS**
  - **ACCOUNT #:** House Account assigned number.
  - **NAME:** House Account name or identifier.
  - **COUNT:** Number of transactions for each type of sale or refund.
  - **AMOUNT:** Total Amount charged for each type of sale or refund.
  - **TOTAL:** Total amount of House Account sales and refunds.
- **PAY IN HOUSE ACCOUNTS:** Cash added to the drawer that is not associated with either sales or the safe loan function (Pay IN).
  - **ACCOUNT #:** The House Account Number affiliated with the purchase.
  - **NAME:** The House Account Name affiliated with the purchase.
  - **AMOUNT:** The cash amount added to the drawer for the Account Pay INs.
  - **TOTAL:** The total cash amount added to the drawer for all Account Pay INs.
- **PAY OUT HOUSE ACCOUNTS:** Cash taken from the drawer that is not associated with sales, refunds or safe drops (Pay OUT).
  - **ACCOUNT #:** The House Account Number affiliated with the purchase.
  - **NAME:** The House Account Name affiliated with the purchase.
  - **AMOUNT:** The cash amount taken from the drawer for the Account Pay OUTs.
  - **TOTAL:** The total cash amount taken from the drawer for all Account Pay OUTs.

## Summary Report

The Summary Flash Report provides an overview of all sales from the beginning of the current period up to the time the Flash Report prints.

### Report Details:

- **TITLE: SUMMARY REPORT**
- **SUMMARY**
  - **MOP SALES:** Total sales amount by method of payment.
  - **NET SALES TOTAL:** Total amount tendered after cancellations and refunds are deducted.
  - **PAYMENT OUT:** Total amount of non-sales transactions that removed money from the drawer. The total is in parentheses because the number is negative.
  - **PAYMENT IN:** The total amount of non-sales transactions that added payment to the drawer.
  - **TOTAL TO ACCOUNT FOR:**
    - + Net Sales Total
    - Payment Out
    - + Payment In
- **CASHIER DETAILS**
  - **MOP SALES**
    - **CASH:** Summary of cash sales.
    - **IN-HOUSE:** Summary of House Account sales.
    - **TOTAL MOP SALES:** Total sales by method of payment.
  - **MOP CANCEL/REFUNDS**
    - **TOTAL MOP CANCEL/REFUNDS:** Total amount of cancelled or refunded transactions. The total is in parentheses because the number is negative.
  - **PAYMENT OUT:** Summary of transactions removed from the drawer.
    - **IN-HOUSE:** Summary of House Account pay outs.
    - **TOTAL PAYMENT OUT:** Total pay out amount.
  - **PAYMENT IN:** Summary of non-sales payment added to the drawer.
    - **IN-HOUSE:** Summary of House Account pay ins.
    - **TOTAL PAYMENT IN:** Total pay in amount.

<b>SUMMARY REPORT ALL REGISTERS</b>		
----- SUMMARY -----		
MOP SALES		20.09
-----		
NET SALES TOTAL		20.09
PAYMENT OUT		( 55.22 )
PAYMENT IN		125.53
TOTAL TO ACCOUNT FOR		90.40
----- CASHIER DETAILS -----		
MOP SALES		
CASH	2	13.42
IN-HOUSE	2	6.67
-----		
TOTAL MOP SALES		20.09
MOP CANCEL/REFUNDS		
-----		
TOTAL MOP CANCEL/REFUNDS		( 0.00 )
PAYMENT OUT		
IN-HOUSE	1	55.22
-----		
TOTAL PAYMENT OUT		( 55.22 )
PAYMENT IN		
IN-HOUSE	4	125.53
-----		
TOTAL PAYMENT IN		125.53

# 2 SAPPHIRE

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## Overview

### Feature Description

The In-House Account feature is a method of payment (MOP) used to purchase items when store credit has been extended to approved customers at the discretion of store management. In-House Accounts will only be displayed in a House Account list if certain conditions have been established in the House Account setup.

To apply the In-House feature, the cashier selects the In-House Account MOP at the point of purchase, and selects the appropriate House Account from the configured house account list that is displayed on the screen. The cashier will then follow mandated store policies and procedures for obtaining signatures and the appropriate handling of receipt copies.

The Point of Sales System logs the In-House transactions and records the sales data on the House Account, Cashier and Summary reports.

### Supported Configuration

#### Hardware Requirements

- Sapphire with Topaz
- Sapphire with Ruby

#### Software Requirements

- Sapphire base 1.88 software or higher

### Feature Limitations

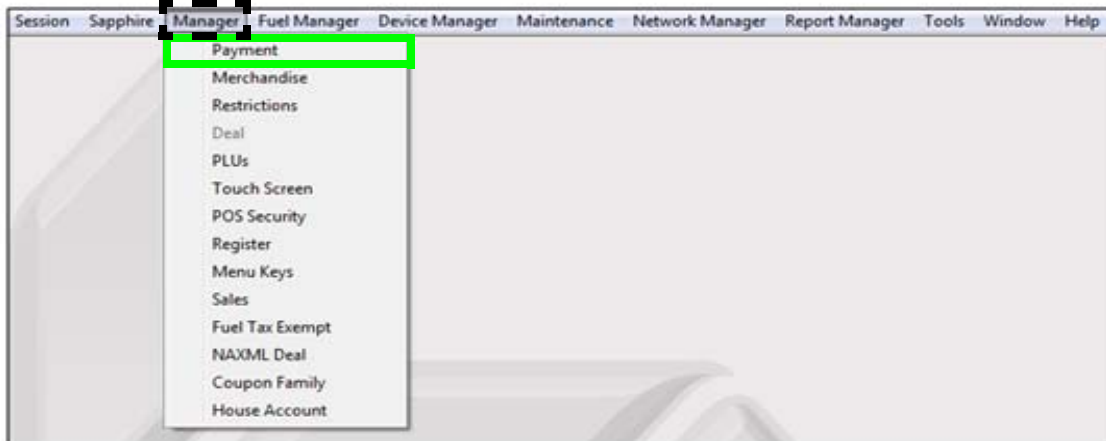
- This feature does not provide House Account Sales by account. The information is captured in the T-Log so could be reported, but no base reports exist at this time.
- This feature does not enforce or limit purchases by the amount or type of product beyond the scope of the configuration settings in the MOP file.
- This feature does not offer an alternative process when the appropriate account is not listed.

# Configuring In-House Accounts

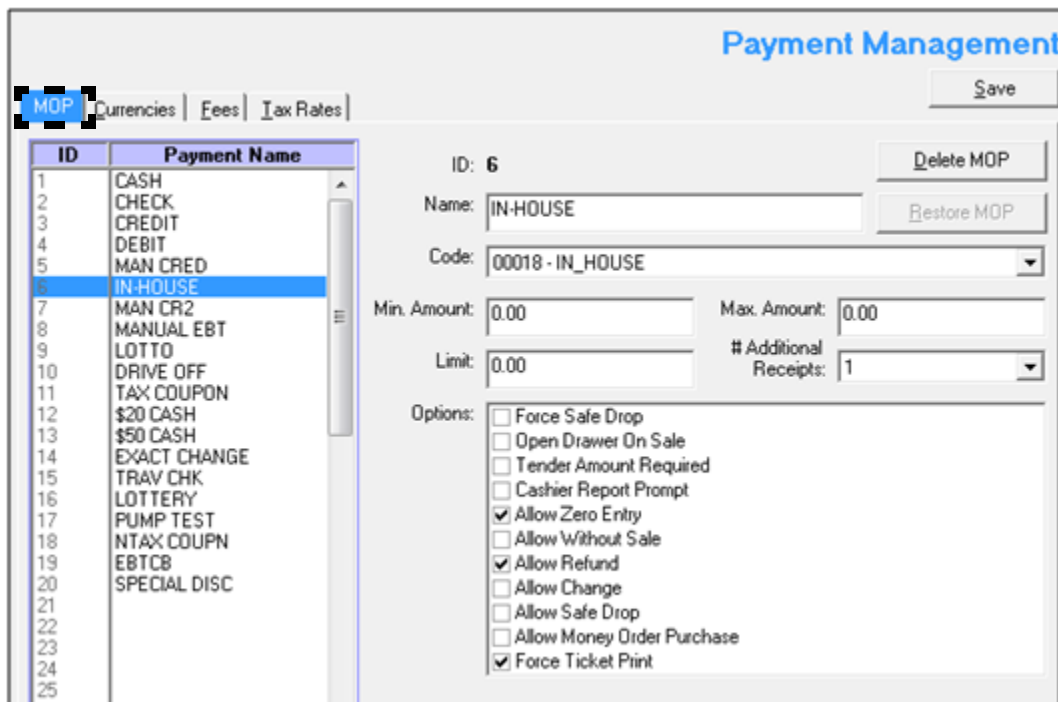
## Configuring with Sapphire Configuration Manager

### MOP Configuration

1. From the Sapphire Configuration Manager, go to: Manager > Payment.




2. From the Payment Management form, select the [MOP] tab.



3. Select [In-House] from the MOP list.

4. Configure the MOP File settings for In-House Account.

Value	Description
<b>MOP</b>	
Name	Enter [IN-HOUSE].
Code	Select [18 - IN_HOUSE].
Min. Amount	Indicates the minimum amount <\$0.00-9999.99> accepted .
Max. Amount	Indicates the maximum amount <\$0.00-9999.99> accepted.
Limit	Alerts the cashier to the In-House MOP set limit <\$0.00-9999.99>.
#Additional Receipts	Indicates how many additional receipts <0-3> are required.
	<i>Each increment past zero will result in printing an additional set of receipts. If normal credit based sale prints one set (two receipts), a setting of one will produce two sets (four receipts).</i>

5. From the Options section of the form, configure the MOP parameters.

Options:

- Force Safe Drop
- Open Drawer On Sale
- Tender Amount Required
- Cashier Report Prompt
- Allow Zero Entry
- Allow Without Sale
- Allow Refund
- Allow Change
- Allow Safe Drop
- Allow Money Order Purchase
- Force Ticket Print

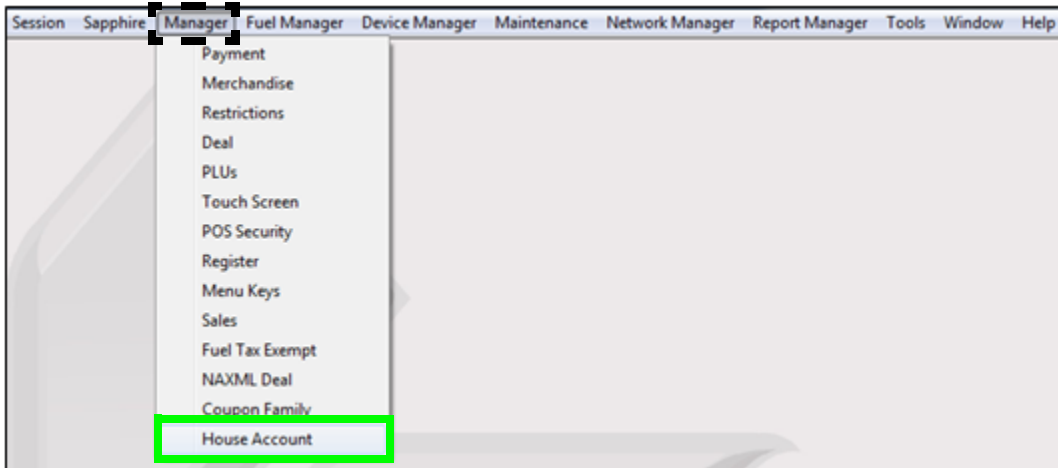
Value	Description
<b>Options</b>	
<b>Force Safe Drop</b>	Enables a safe drop message.
<b>Open Drawer On Sale</b>	Opens the cash drawer when a transaction includes this payment type.
<b>Tender Amount Required</b>	Requires the clerk to enter an actual (counted) drawer amount before selecting this payment type.
<b>Cashier Report Prompt</b>	Prompts a cashier to enter the actual (counted) drawer amount when printing a cashier report.
<b>Allow Zero Entry</b>	Allows a zero entry response when entering a drawer amount for this payment type.
<b>Allow Without Sale</b>	Permits acceptance without purchase. For example, cashing in a winning lotto ticket or permitting a check to be cashed without purchase.
<b>Allow Refund</b>	Permits a Refund to be tendered for this MOP.
<b>Allow Change</b>	Allows the cashier to make change when amount or amount due is selected.
<b>Allow Safe Drop</b>	Allows a safe drop for this payment type.
<b>Allow Money Order Purchase</b>	Permits the purchase of a money order with this payment type.
<b>Force Ticket Print</b>	Forces a receipt to be print for any transaction that includes this payment type.
<b>Delete MOP</b>	Removes the selected MOP.

6. Select [Save] to accept changes.

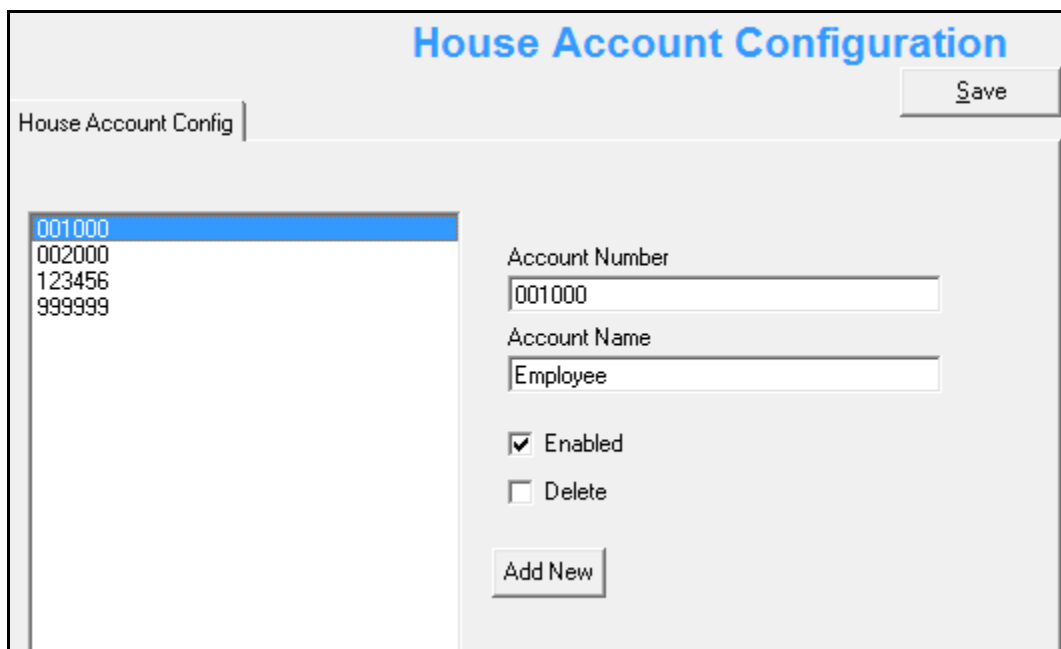


## House Account Configuration

1. From Sapphire Configuration Manager, go to: Manager > House Account.




The House Account Configuration window displays.



2. Select [Add New].

3. Configure the approved House Account parameters.

Value	Description
<b>House Account</b>	
<b>Account Number</b>	Determines the House Account ID. An alpha-numeric account number, up to twenty digits, <b>MUST</b> be entered.
<b>Account Name</b>	Indicates the name of the House Account. An alpha-numeric name, up to twenty digits, <b>MUST</b> be entered.
 <i>Accounts will be displayed to the cashier in order of account name followed by the account number, if configured. The clerk selects the appropriate &lt;account&gt; from the line entries.</i>	
<b>Options</b>	
<b>Enabled</b>	Enables the House Account.
<b>Delete</b>	Removes the selected House Account Configuration.

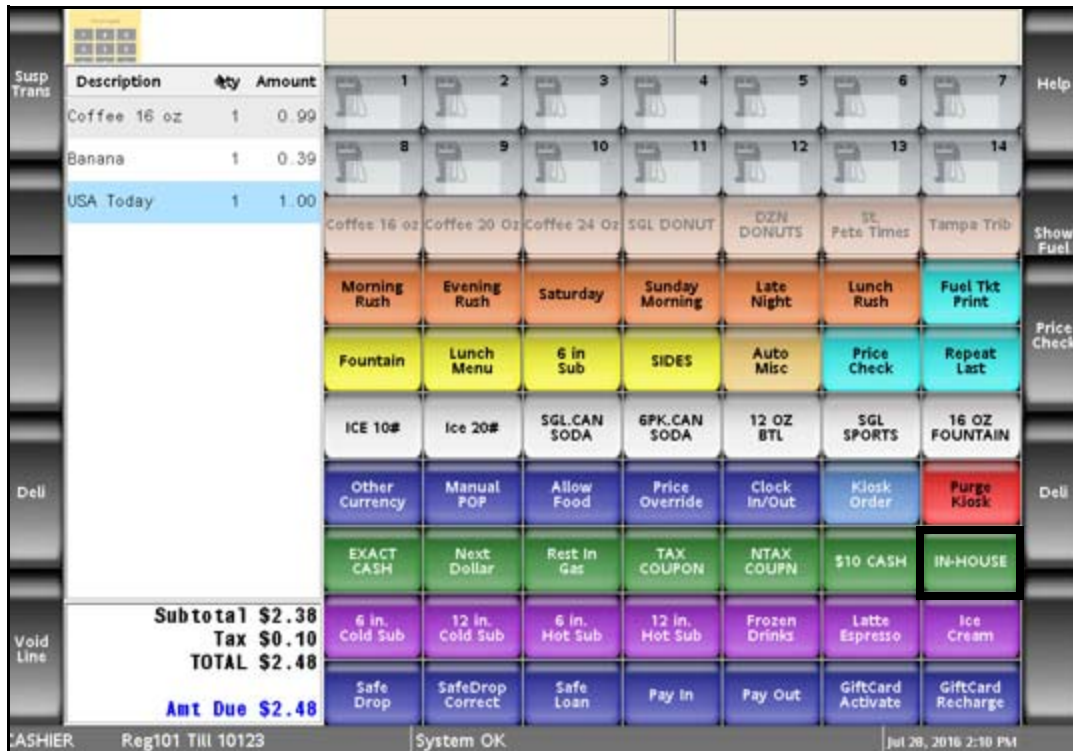
4. Enter the <Account Name> and, if appropriate, the <Account Number>.

5. Click [Save].

# Using In-House Accounts

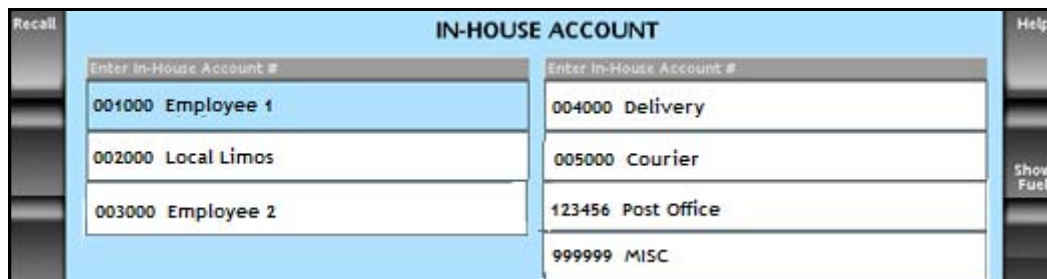
## In-House Account Transaction

1. From the POS terminal, enter the sale <Items>.



2. Press the [In-House] MOP.

A list of In-House Accounts display.



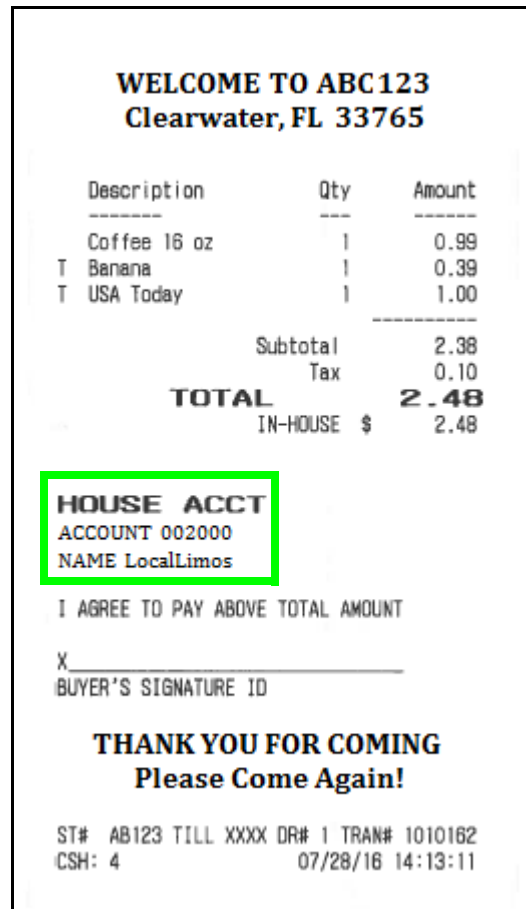
3. Select the In-House <Account Number> or enter it manually.

The Transaction completes and the receipt prints with the House Account and transaction information.

4. The Buyer endorses the receipt for House Account reconciliation.

**Receipt Details:**

- **HEADER:** Receipt header for the In-House purchase.
- **STORE NAME:** Store alias and location.
- **DESCRIPTION:** Description of the items purchased.
- **QTY:** Number of items purchased.
- **AMOUNT:** Cost of the item purchase.
- **SUBTOTAL:** Sum of purchased items before tax.
- **TAX:** Levy imposed on items purchased.
- **TOTAL:** The entire amount of the purchase.
- **IN-HOUSE:** Identifies the In-House amount portion of the total purchase.
- **HOUSE ACCOUNT:** Identifies the In-House Account information.
  - **ACCOUNT:** The House Account Number affiliated with the purchase.
  - **NAME:** The House Account Name affiliated with the purchase.
  - **Buyer's Signature ID:** House Account Signature.
- **TRAILER:** Message printed on the bottom of the receipt.
- **ST#:** Store location number.
- **TILL:** Till Identifier.
- **DR#:** Drawer number.
- **TRAN#:** Transaction number.
- **CSH:** Cashier number.
- **DATE:** Transaction Date.
  - **MM/DD/YY:** Date of purchase in month, day, and year format.
- **TIME:** Transaction Time.
  - **HH:MM:SS:** Time of purchase in hour, minutes, and seconds



# Pay IN Transaction

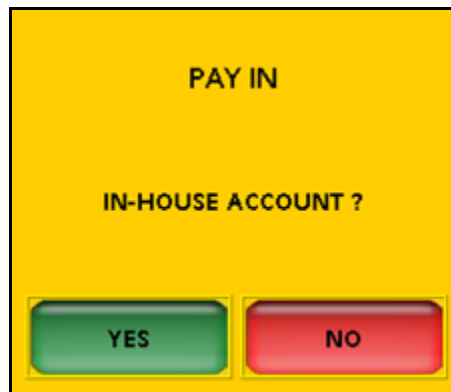


There is no change in existing behavior when a House Account is not configured. POS will prompt for in-house account and cashier can enter account number to complete the transaction.

1. Select [Pay In].



2. A message will prompt "IN-HOUSE ACCOUNT? [Y/N]".



3. Select [No].

4. Enter the PAY IN <Amount> and select [OK].

The screenshot shows a yellow screen titled "PAY IN" with the instruction "Enter Amount". A text input field contains "10.00". Below the input field, it says "And Press ENTER key". There is a numeric keypad with buttons for digits 0-9, a "Clear" button, and a left arrow button. At the bottom, there are "OK" and "CANCEL" buttons.

5. Enter the PAY IN <Reference #> (1-6 digits) and select [OK].

The screenshot shows a yellow screen titled "PAY IN" with the instruction "Enter Reference #". A text input field contains "653214". Below the input field, there is a numeric keypad with buttons for digits 0-9, a "Clear" button, and a left arrow button. At the bottom, there are "OK" and "CANCEL" buttons.

The transaction completes and a receipt prints with the recorded transaction.

*PAY IN Receipt*

The receipt is titled "WELCOME TO ABC123 Clearwater, FL 33765". Below the title, it says "P A Y I N". A table with a green border contains the transaction details:

CASH	653214	10.00
------	--------	-------

At the bottom of the receipt, it shows: "ST# ABC123 TILL XXXX DR# 1 TRAN# 1010256" and "CSH: 4 09/10/16 11:27:08".

# Pay OUT Transaction

1. Select [Pay Out].



2. A message will prompt "IN-HOUSE ACCOUNT? [Y/N]".



3. select [No].

4. Enter the PAY OUT <Amount> and select [OK].

The screenshot shows a yellow background with the text "PAY OUT" at the top. Below it is "Enter Amount" and a text input field containing "5.00". Underneath is the instruction "And Press ENTER Key". A numeric keypad is displayed with buttons for digits 0-9, a "00" button, a "Clear" button, and a left arrow button. At the bottom are "OK" and "CANCEL" buttons.

5. Enter the PAY OUT <Reference #> (1-6 digits) and select [OK].

The screenshot shows a yellow background with the text "PAY OUT" at the top. Below it is "Enter Reference #" and a text input field containing "258963". Underneath is a numeric keypad with buttons for digits 0-9, a "00" button, a "Clear" button, and a left arrow button. At the bottom are "OK" and "CANCEL" buttons.

The transaction completes and a receipt prints with the recorded transaction.

*Pay Out Receipt*

The receipt is printed on a white background with black text. At the top, it says "WELCOME TO ABC123 Clearwater, FL 33765". Below that is "PAY OUT" in large, spaced-out letters. A green rectangular box highlights a line item: "CASH 358963 5.00". At the bottom, there is transaction information: "ST# AB123 TILL XXXX DR# 1 TRAN# 1010009" and "CSH: 1 11/13/15 09:08:76".



## Reporting

### House Account Activity Report

The House Account Activity Report tracks House Account Sales and Refunds and Pay In transactions.

House Account Activity				
				Store Number: AB123
				Location ID: Simply@1
Period Information				
Open Period	2015-11-05 16:19			
Close Period	Pending			
House Account Sales & Refunds				
Account #	Name	Count	Amount	
001000	Employee 1	1	12.49	
002000	LocalLimos	2	15.00	
003000	Employee 2	1	10.00	
004000	Delivery	1	50.00	
005000	Courier	1	9.45	
123456	Post Office	1	7.49	
999999	MSC	3	5.00	
				Total 134.43
Paid On House Accounts				
Account #	Name	Amount		
001000	Employee 1	12.49		
002000	LocalLimos	30.00		
003000	Employee 2	10.00		
		Total	42.59	

### *Report Details:*

- **TITLE:** House Account Activity
- **STORE NUMBER:** Store number pulled from Configuration Client > Store Operations > Sales > Store Number.
- **LOCATION:** Location ID.
- **PERIOD INFORMATION**
  - **OPEN PERIOD:**
    - **YYYY/MM/DD:** Date of Open Period in year, month, day format.
    - **HH:MM:SS:** Time Open Report is run in hour, minutes, and seconds.
  - **CLOSED PERIOD:**
    - **YYYY/MM/DD:** Date of Closed Period in year, month, day format.
    - **HH:MM:SS:** Time Closed Report is run in hour, minutes, and seconds.
- **HOUSE ACCOUNT SALES AND REFUNDS**
  - **ACCOUNT #:** House Account assigned number.
  - **NAME:** House Account name or identifier.
  - **COUNT:** Number of transactions for each type of sale or refund.
  - **AMOUNT:** Total Amount charged for each type of sale or refund.
  - **TOTAL:** Total amount of House Account sales and refunds.
- **PAID ON HOUSE ACCOUNTS:** Cash added to the drawer that is not associated with either sales or the safe loan function (Pay IN).
  - **ACCOUNT #:** The House Account Number affiliated with the purchase.
  - **NAME:** The House Account Name affiliated with the purchase.
  - **AMOUNT:** The cash amount added to the drawer for the Account Pay INs.
  - **TOTAL:** The total cash amount added to the drawer for all Account Pay INs.

## Summary Report

The Summary Flash Report provides an overview of all sales from the beginning of the current period up to the time the Flash report prints.

### Report Details:

- **TITLE:** SUMMARY REPORT
- **SUMMARY**
  - **MOP SALES:** Total sales amount by method of payment.
  - **NET SALES TOTAL:** Total amount tendered after cancellations and refunds are deducted.
  - **PAYMENT OUT:** Total amount of non-sales transactions that removed money from the drawer. The total is in parentheses because the number is negative.
  - **PAYMENT IN:** The total amount of non-sales transactions that added payment to the drawer.
  - **TOTAL TO ACCOUNT FOR:**
    - + Net Sales Total
    - Payment Out
    - + Payment In
- **CASHIER DETAILS**
  - **MOP SALES**
    - **CASH:** Summary of cash sales.
    - **IN-HOUSE:** Summary of House Account sales.
    - **TOTAL MOP SALES:** Total sales by method of payment.
  - **MOP CANCEL/REFUNDS**
    - **TOTAL MOP CANCEL/REFUNDS:** Total amount of cancelled or refunded transactions. The total is in parentheses because the number is negative.
  - **PAYMENT OUT:** Summary of transactions removed from the drawer.
    - **IN-HOUSE:** Summary of House Account pay outs.
    - **TOTAL PAYMENT OUT:** Total pay out amount.
  - **PAYMENT IN:** Summary of non-sales payment added to the drawer.
    - **IN-HOUSE:** Summary of House Account pay ins.
    - **TOTAL PAYMENT IN:** Total pay in amount.

<b>SUMMARY REPORT ALL REGISTERS</b>		
----- SUMMARY -----		
MOP SALES		20.09
-----		
NET SALES TOTAL		20.09
PAYMENT OUT		( 55.22 )
PAYMENT IN		125.53
TOTAL TO ACCOUNT FOR		90.40
----- CASHIER DETAILS -----		
	MOP SALES	
CASH	2	13.42
IN-HOUSE	2	6.67
-----		
TOTAL MOP SALES		20.09
MOP CANCEL/REFUNDS		
-----		
TOTAL MOP CANCEL/REFUNDS		( 0.00 )
PAYMENT OUT		
IN-HOUSE	1	55.22
-----		
TOTAL PAYMENT OUT		( 55.22 )
PAYMENT IN		
IN-HOUSE	4	125.53
-----		
TOTAL PAYMENT IN		125.53