

# Money Order

## Feature Reference

Date: December 05, 2022



**Verifone**<sup>®</sup>

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# Money Order

## Using This Feature Reference

This Feature Reference provides detailed information on how to configure and use the Money Order feature.

- **Overview** - This section contains a brief description, requirements and the supported hardware configurations for the Money Order feature.
- **Configuring** - This section contains information on how to configure the Money Order feature.
- **Using** - This section describes how to prepare the Verifone Commander for the Money Order feature.
- **Reporting** - This section contains a sample report with a detailed report description for the Money Order feature.
- **Troubleshooting** - This section contains troubleshooting scenarios, along with the steps needed to resolve the issues. In some cases the user may need to perform procedures that are restricted to higher security levels (i.e. manager level as opposed to cashier).

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## Revision History

Date	Description
02/22/2018	Initial Documentation Release.
04/20/2018	Updated Sapphire Supported Hardware Requirements and Software Requirements.
06/29/2018	Added diagrams in the Commander chapter.
08/02/2018	Updated the diagrams in the Commander chapter.
08/31/2018	Updated the configuring Money Orders section.
11/21/2022	Updated UI, added note in Overview, removed Sapphire sections and updated branding.

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# 1

## OVERVIEW

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### Feature Description

The Money Order feature is used by the Point of Sales (POS) System to interface with Money Order Devices. Money Orders are secure prepaid payments for a specified amount of money that use a special Money Order Printers to process orders. Money Order Fees can be charged to create and process money orders.

When a Sales Associate sells a money order from a POS terminal, it communicates the order to the money order printer and the specified order is printed.

The POS System communicates with the Money Order Device and is responsible for receipt prompting, reporting and tracking data, and payment collection.



*Customer payment is collected before printing the money order coupons in order to prevent fraud.*

*If there is communication failure between the POS and money order terminal after the customer payment is collected, the transaction appears as completed even though the money order coupon is not printed.*

*In this case, the cashier determines whether to manually print the coupons via the money order terminal or to perform a manual refund to the customer in a new transaction.*

*The receipt printed will show money order coupons printed with serial numbers if there is no communication failure and without serial numbers if there is communication failure.*

*If the money order terminal is malfunctioning and manual printing is not possible, then the cashier should perform a manual refund transaction.*

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## Requirements

### Supported Hardware Configurations

- Verifone Commander with Topaz/Ruby2/C18
- Verifone RubyCi with Topaz/Ruby2

### Software Requirements

- Verifone Commander / RubyCi - Any version.

### Money Order Terminal Types - Printers

- Western Union - Ethernet or Serial connection
- MoneyGram Delta Network



*To comply with PCI private IP addressing requirements, the router disallows communication with public Internet addresses, and no longer openly routes or allows communication from or to IP addresses outside of the defined Verifone Zone.*

*192.168.31.x is reserved for the Verifone POS zone.*

*All device IP addresses that communicate with the POS Zone must be RFC1918 compliant, meaning they are any private addresses that fall in the following IP scope:*

- 10.0.0.0 - 10.255.255.255
- 172.16.0.0 - 172.31.255.255
- 192.168.0.0 - 192.168.255.255

*Establishing communication between a store network device and a Verifone device in the POS Zone using a router requires the following configurations:*

- *Assign an RFC1918 compliant address to the store device.*
- *Configure the store router/firewall to allow the device to communicate to the router.*
- *Use Configuration Client to define a Device Specific Route to the device.*
- *Configure a Port Forwarding rule on the router for the device. (Requires both the device IP address and port number.)*

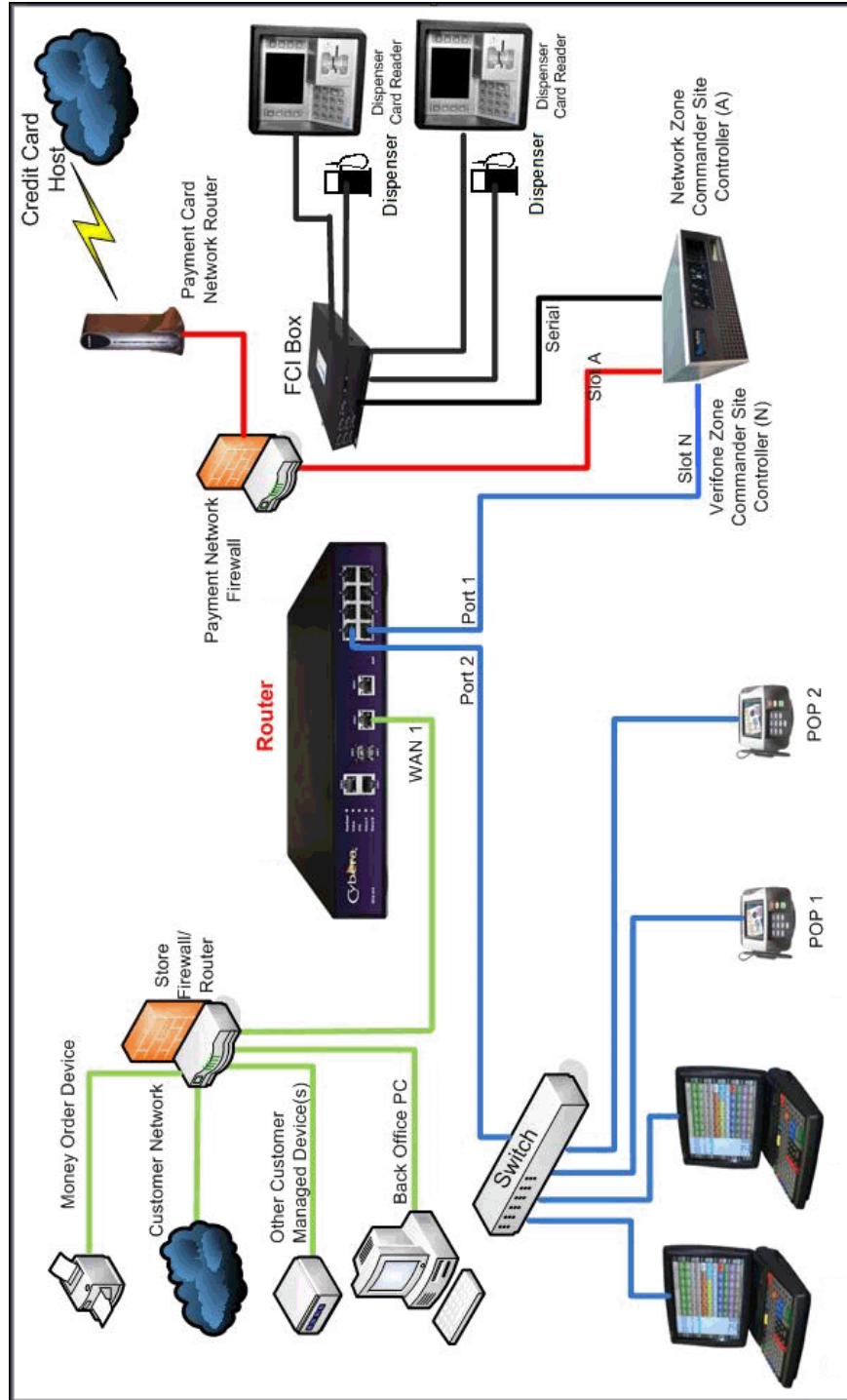
*For detailed setup instructions, refer to the following documents:*

- *Commander Site Controller Network Configuration Guide*
- *Router Installation Guide*

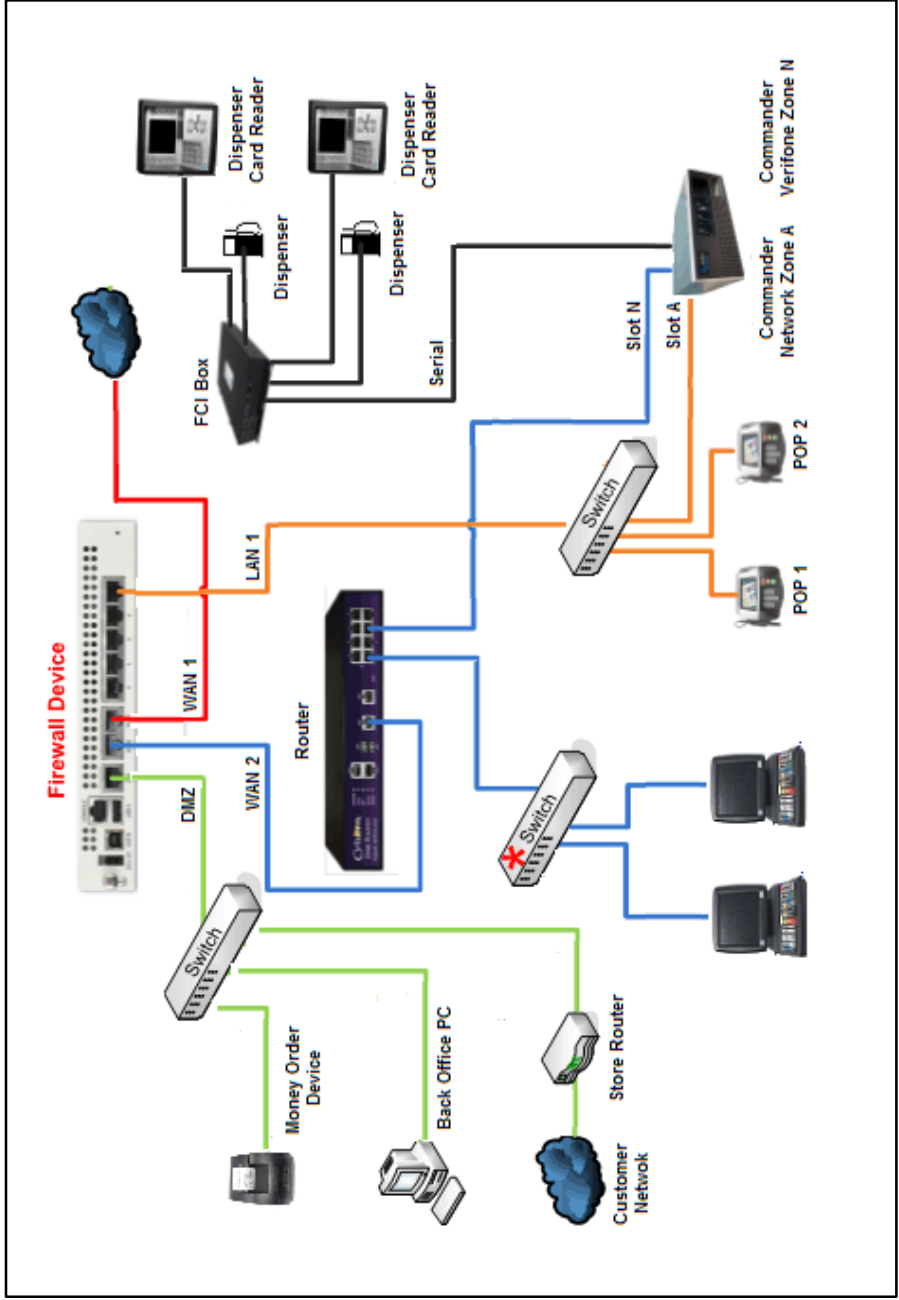


*The Port Forward has to be put in the router to allow the return traffic from the Money Order Device. The port forward sends the traffic from port 1123 to 192.168.31.11 so that the money order traffic is sent to the commander.*

## Two Alternative Configurations







# 2 CONFIGURING MONEY ORDERS

To configure the Money Order feature:

1. Enable the Money Order feature.
2. Set the Device Terminal Type.
3. Configure a Money Order Fee (Optional).
4. Setup a Money Order Department.
5. Modify existing method of payments (MOPs) to allow for Money Orders.
6. Setup a Money Order key for the POS terminals.
7. Train user's on the Money Order process.

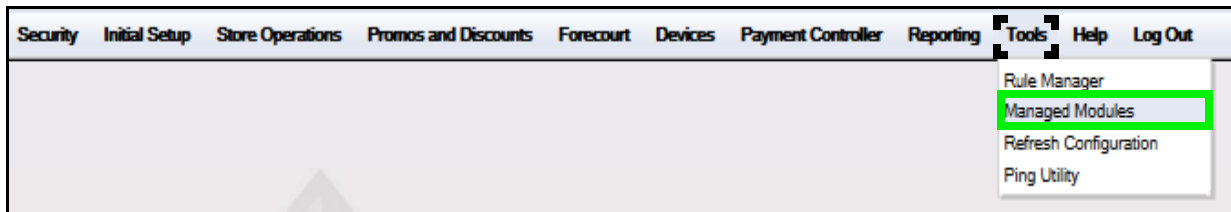


*DO NOT set up a PLU for Money orders. These must be sold as department sales.*

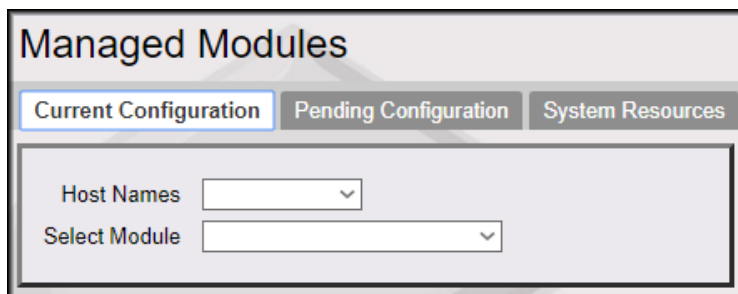
## Configuring with Commander Configuration Client

### Money Order Configuration

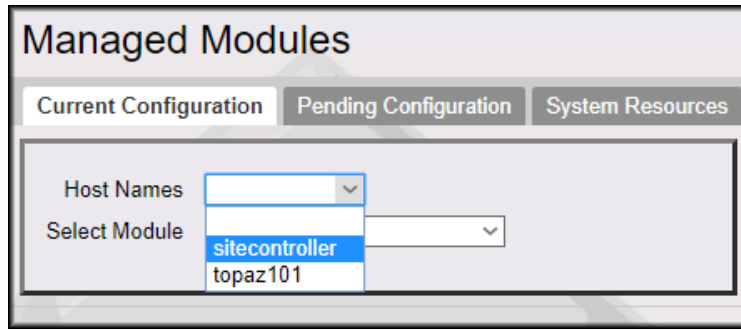
1. From the Configuration Client, go to: **Tools > Managed Modules**.



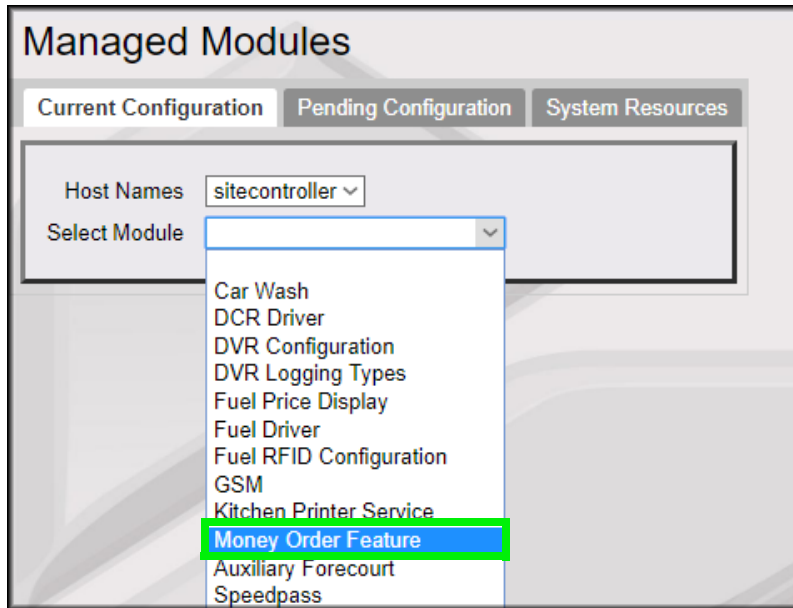
2. Select the **[Current Configuration]** tab.



3. Select the Appropriate Host Name.



4. Click on the Select Module drop down arrow.
5. Select **[Money Order Feature]**.





*The Select Module list is populated with all the configurable modules for the selected system (host).*

6. From the *Device Terminal Type* drop down list, select the **<Device Terminal Type>** (i.e., the Money Order Printer).

The screenshot shows the 'Managed Modules' configuration window. It has three tabs: 'Current Configuration', 'Pending Configuration', and 'System Resources'. Under 'Current Configuration', there are fields for 'Host Names' (set to 'sitecontroller'), 'Select Module' (set to 'Money Order Feature'), and 'Enable Money Order Feature' (unchecked). Below these is the 'Device Terminal Type' dropdown menu, which is open and shows three options: 'MoneyGram Delta Network', 'Western Union Ethernet', and 'Western Union Serial'. To the right of the dropdown is an 'Advanced Settings' button.

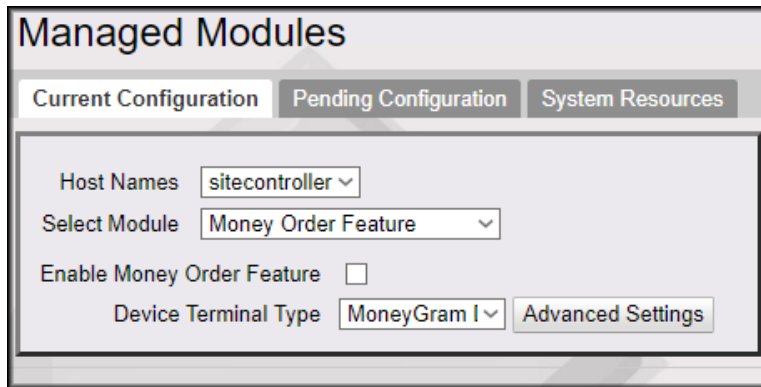
7. Configure the Device Terminal Type communication parameters in **[Advanced Settings]**.



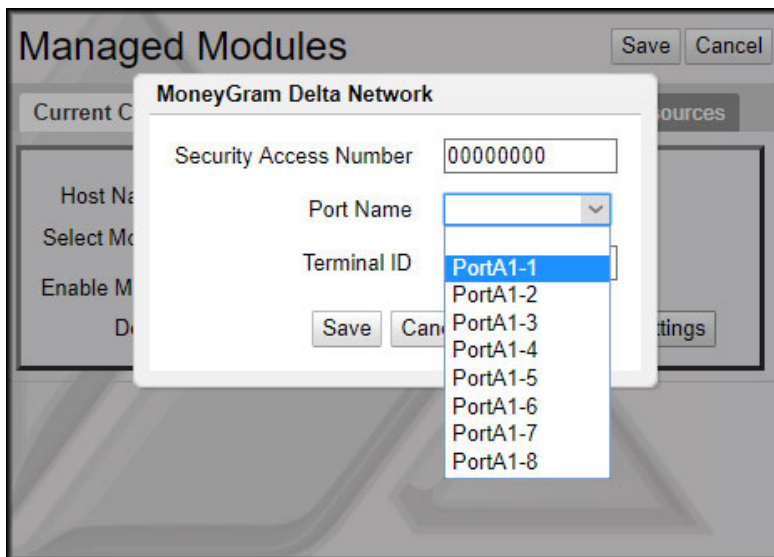
*Advance settings that display are dependent on the Device Terminal Type selected.*

8.A. Moneygram Delta Network:


1. Select [MoneyGram Delta Network].



2. Click [Advanced Settings].

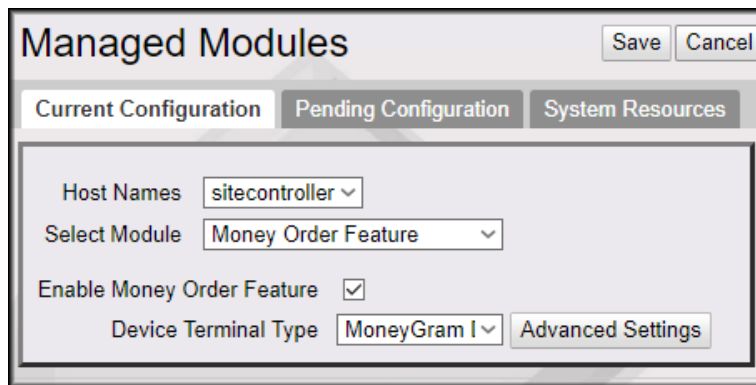


3. Configure the MoneyGram port and communication parameters.

Value	Description
<b>MoneyGram Delta Network</b>	
<b>Port Name</b>	Sets the assigned port number the device terminal is connected to.
<b>Terminal ID</b>	Sets the device Terminal ID of the money order device.
	<i>Assigned ports for Money Order Device Types will be released on disabling the “Enable Money Order Feature.”</i>

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

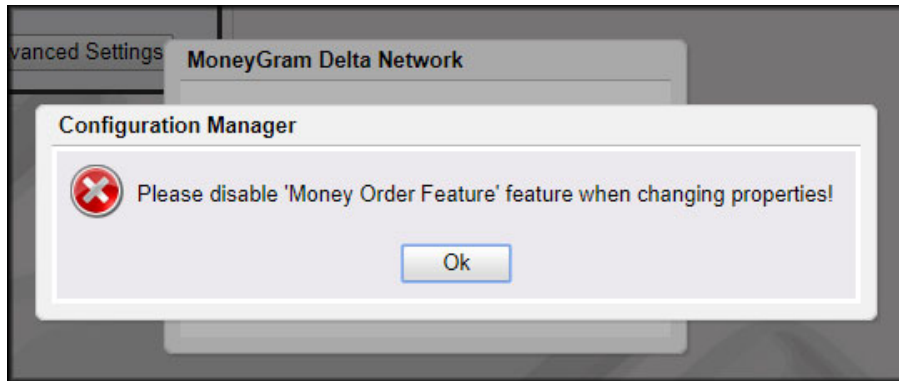
5. Select **[Enable Money Order Feature]**




**The Enable Money Order Feature option must be selected after any additional money order configuration.**

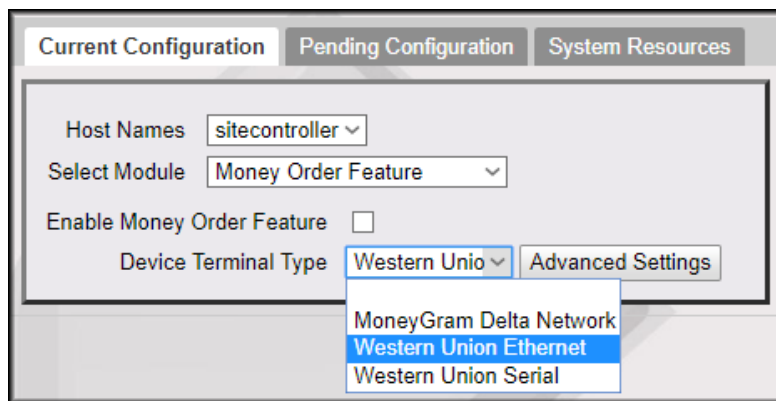
6. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.

A error displays if the Enable Money Order Feature option is selected prior to changing properties.



#### 8.B. Western Union Ethernet:

1. Select [Western Union Ethernet].
2. Click [Advanced Settings].



3. Configure the Western Union Ethernet communication parameters.

**Western Union Ethernet**

Terminal IP Address  .  .  .


Forwarding IP port for Terminal

Terminal IP Port

Terminal ID

Forwarding IP address for Terminal  .  .  .

Socket connection Timeout

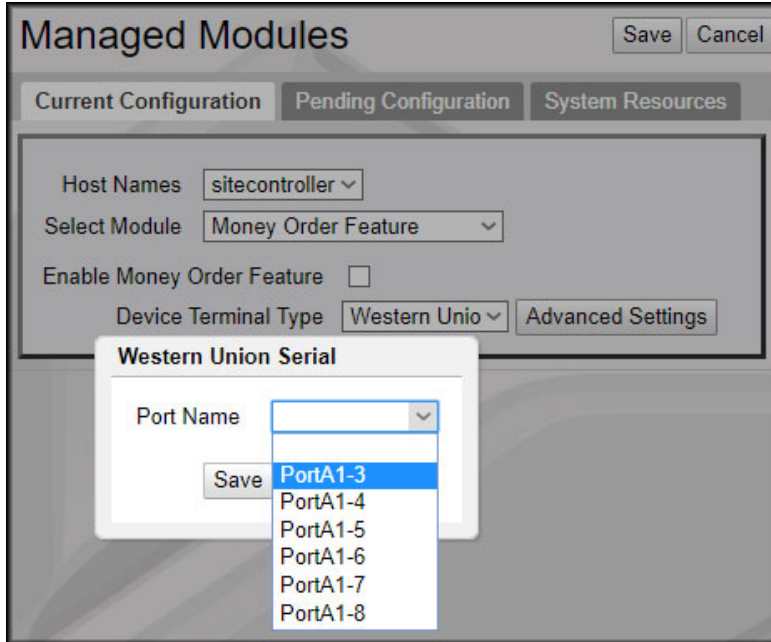
Value	Description
<b>Western Union Ethernet</b>	
<b>ICE6000 Terminal IP Address</b>	Sets the money order device's IP Address.
<b>ICE6000 Terminal ID</b>	Sets the Terminal ID of the money order device (0 - 8 digits).
<b>Forwarding IP Address for ICE6000 Terminal</b>	Sets the forwarding IP Address for the ICE6000 money order terminal. Typically the WAN side IP Address of the router.
	<i>The WAN side IP Address of the router is the forwarding IP Address that should be used for the standard money order device configuration.</i>

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




### 8.C. Western Union Serial

1. Select [Western Union Serial].
2. Click [Advanced Settings].



3. Configure the Western Union Serial communication parameters.

Value	Description
<b>Western Union Serial</b>	
<b>Port Name</b>	Sets the assigned port number the device terminal is connected to.
 <b>NOTE</b>	<i>Assigned ports for Money Order Device Types will be released on disabling the "Enable Money Order Feature."</i>

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

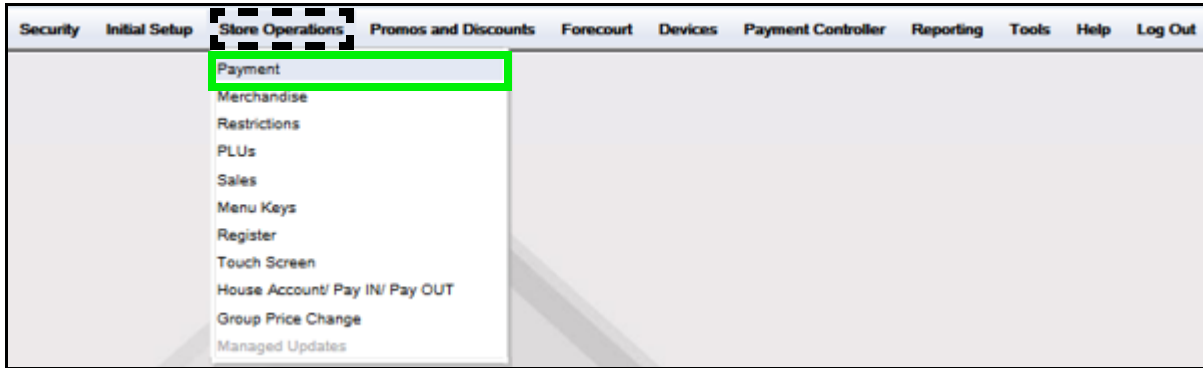
# Money Order Fee Configuration

Create a fee for Money Order Sales.



*First create a Money Order Fee department in **Store Operations > Merchandise > Department**.*

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



The Payment Management form displays.

**Payment Management**

MOP Currencies Fees Tax Rates

Select MOP

- 001 - CASH
- 002 - CHECK
- 003 - CREDIT
- 004 - DEBIT
- 005 - MAN CRED
- 006 - IN-HOUSE
- 007 - MAN CR2
- 008 - MANUAL EBT
- 009 - LOTTO
- 010 - DRIVE OFF
- 011 - TAX COUPON
- 012 - \$20 CASH
- 013 - \$50 CASH
- 014 - EXACT CHANGE
- 015 - TRAV CHK
- 016 - LOTTERY
- 017 - PUMP TEST
- 018 - NTAX COUPN
- 019 - EBT CB
- 020 - SPECIAL DISC

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

Delete


2. Select the [Fees] tab.

The screenshot shows the 'Payment Management' window with the 'Fees' tab selected. A dashed box highlights the 'Fees' tab. On the left, a list of fees is shown, with '004' selected. The main form area shows the 'Name' field is empty, and the 'Department' dropdown is set to '0001 - CIGARETTES'. The 'Fee is Refundable' checkbox is unchecked. The 'Fee Type' section has 'Range/Amt' selected. There are five 'Amount' and 'Range' input pairs, all with '0.00' entered.

3. Select a free <Fee> position from the list.
4. Configure the Money Order Fee parameters.

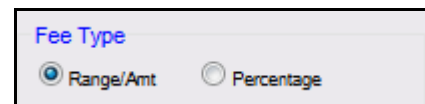
The screenshot shows the configuration for a Money Order Fee. The 'Name' field is 'M.O. FEE' and the 'Department' dropdown is '9031 - M.O.FEE'. The 'Fee is Refundable' checkbox is unchecked.

Value	Description
<b>Money Order Fee</b>	
<b>Name</b>	Enter [M.O. Fee]. Sets the name for the Money Order Fee.
<b>Department</b>	Select [9031 - M.O. Fee]. Sets the Money Order Department to which fee transactions are charged for report totals.

Value	Description
 See 'Department Configuration' to setup a Money Order Fee Department.	
<b>Fee is Refundable</b>	Select to indicate that the fee is refundable with the cost of the item if it is returned.
<b>Delete</b>	Allows an existing Fee to be deleted.

5. Configure the Money Order Fee Type.

There are two different Fee Types that can be configured when charging for Money Orders:

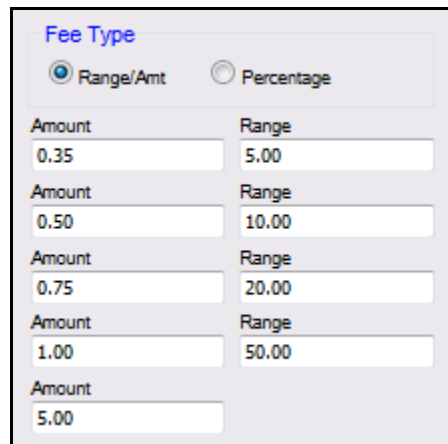


Fee Type

Range/Amt  Percentage

- **Range/Amount:** used to set a single money order fee or multiple money order fees based on an ending dollar amount of the money order.
- **Percentage:** used to set a percentage fee based on the total value of the money order.

5A. If the **Range/Amt** Fee Type is selected, enter the fee Amount and maximum dollar Range of the money order:





Fee Type

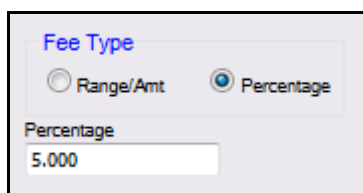
Range/Amt  Percentage

Amount	Range
0.35	5.00
Amount	Range
0.50	10.00
Amount	Range
0.75	20.00
Amount	Range
1.00	50.00
Amount	
5.00	

Field	Value	Description
1st	Amount	Enter the amount of the first fee (0.01 - 9999.99).
	Range	Enter the ending dollar amount for items to which the first fee applies.

Field	Value	Description
		<i>To charge a single money order fee for all items in a money order department, set the first amount to the appropriate fee amount, for any monetary amount, in the appropriate department or PLU that the fee is assigned to.</i>
2nd	Amount	Enter the amount of the second fee (0.00 - 9999.99).
	Range	Enter the ending dollar amount for items to which the second fee applies.
3rd	Amount	Enter the amount of the third fee (0.00 - 9999.99).
	Range	Enter the ending dollar amount for items to which the third fee applies.
4th	Amount	Enter the amount of the fourth fee (0.00 - 9999.99).
	Range	Enter the ending dollar amount for items to which the fourth fee applies.
5th	Amount	Enter the amount of the fifth fee (0.01 - 9999.99). This fee is applied to all money order amounts higher than the range end for the fourth fee.
		<i>Use the 2nd - 5th amount and ranges values to charge different fees for different money orders amounts.</i>

5B. If the **Percentage** Fee Type is selected, enter the percentage to be charged based on the total value of the Money Order. (i.e. a 5% charge for a money order with a value of \$50.00 = \$2.50 money order fee).

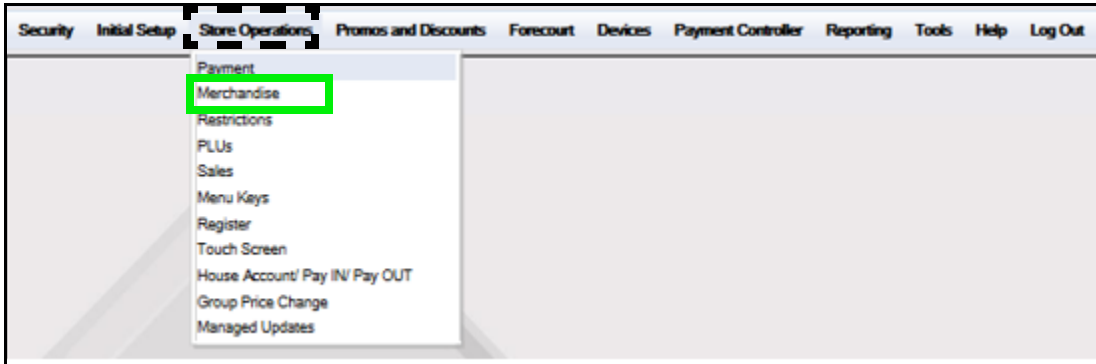


6. Select **[Save]** to accept, or **[Cancel]** to exit without saving changes.

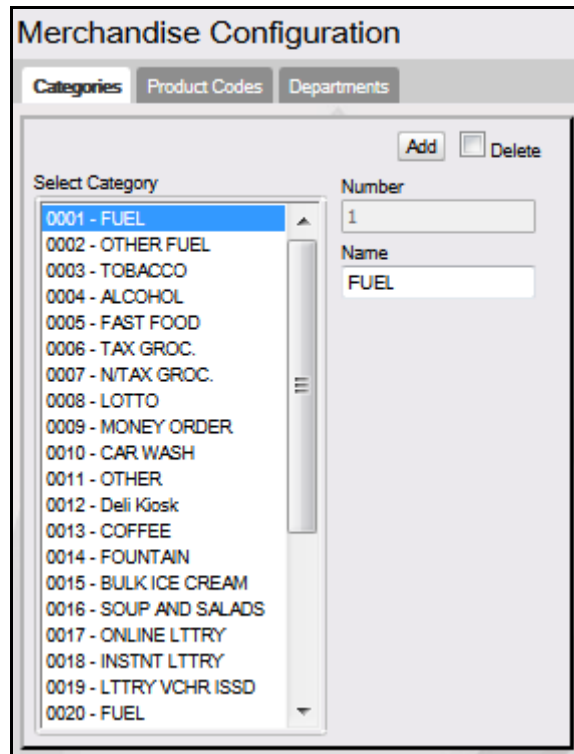
## Money Order Department Configuration

A Department must be setup for **Money Order Sales** and **Money Order Fees** if applicable.

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



The Merchandise Configuration window displays.



2. Select the [Departments Tab].

The screenshot shows the 'Merchandise Configuration' window with the 'Departments' tab selected. The interface is divided into several sections:



- Navigation:** 'Categories', 'Product Codes', and 'Departments' tabs are at the top. 'Add' and 'Delete' buttons are in the top right.
- Select Department:** A list on the left shows departments from 0001 to 0026. '0001 - CIGARETTES' is selected.
- Form Fields:**
  - Number:** 1
  - Name:** CIGARETTES
  - Min. Amount:** 0.00
  - Max. Amount:** 0.00
  - Product Code:** 0400 - GENERAL MERCHAN
  - Category:** 0003 - TOBACCO
  - Fuel Tax Exemption:** (empty)
  - Fees:** (empty) with an 'Edit' button.
  - ID Check:** (empty) with an 'Edit' button.
  - Taxes:** 1 - STATE with an 'Edit' button.
  - Blue Laws:** (empty) with an 'Edit' button.
- Options:** A section with checkboxes for:
  - Allow Food Stamps
  - Allow Fractional Quantity
  - Fuel Department
  - Prompt Serial Num
  - Allow Special Discount
  - Negative Department
  - Money Order Department
  - Prohibit Manual Discount

3. Select [Add] to create a money order Department.

- **Delete:** Allows an existing Department to be deleted.



4. Configure these Department parameters.

Add <input type="checkbox"/> Delete	
Number 9030	Name MONEY ORDERS
Min. Amount 5.00	Max. Amount 300.00
Product Code 0400 - GENERAL MERCHAN	Category 0009 - MONEY ORDER

Value	Definition	Money Order	Money Order Fee
<b>Department</b>			
<b>Number</b>	Sets the money order department number.	Enter [9030].	Enter [9031].
<b>Name</b>	Sets the Department name.	Enter [MONEY ORDERS].	Enter [Money Order Fees].
<b>Min. Amount</b>	Sets the minimum allowable dollar amount for a line item sale.		
<b>Max. Amount</b>	Sets the maximum allowable dollar amount for a line item sale.		
<b>Product Code</b>	Set by the network that categorizes the products sold.	Select [0520 - GENERAL MONEY ORDER].	Select [0520 - GENERAL MONEY ORDER].
 <i>If a PLU and a department have different codes, the product code assigned to the PLU overrides but only if the product code in the PLU File.</i>			
<b>Category</b>	Sets the category of the department.		
 <i>Categories are set up in Store Operations &gt; Merchandise &gt; Category.</i>			



5. Configure these Department parameters.

Value	Definition	Money Order	Money Order Fee
<b>Department</b>			
<b>Fuel Tax Exemption</b>	Sets the fuel tax exemption that applies to this department.		
 <i>The parameter does not appear unless a fuel tax exemption record has been set up in Forecourt &gt; Fuel Tax Exemption. It applies to fuel departments only.</i>			
<b>Fees</b>	Set to automatically apply a fee to the money order sales in this department.		
 <i>Money Order Fees are optional. If Money Order Fees are charged, select the number defined in the Fees section.</i>			
<b>ID Check</b>	Sets the appropriate ID Check in this department.		
<b>Taxes</b>	Sets the tax is to be imposed in this department.		
<b>Blue Laws</b>	Set to restrict the sales of an item in this department on designated days.		

- Click **[Edit]** to open the Fees pop-up window; select the associated fee(s).



*See the Money Order Fee Configuration section to configure money order fees. In the example above, a money order fee was setup; the option was selected to apply the money order fee.*

- Click **[Edit]** to open the ID Check pop-up window; select the associated ID(s).

- Click **[Edit]** to open the Taxes pop-up window; select the associated taxes.

- Click **[Edit]** to open the Blue Laws pop-up window; select the associated law.

6. Configure the Department Options.

**Options**

<input type="checkbox"/> Allow Food Stamps	<input type="checkbox"/> Allow Special Discount
<input type="checkbox"/> Allow Fractional Quantity	<input type="checkbox"/> Negative Department
<input type="checkbox"/> Fuel Department	<input checked="" type="checkbox"/> Money Order Department
<input type="checkbox"/> Prompt Serial Num	<input type="checkbox"/> Prohibit Manual Discount

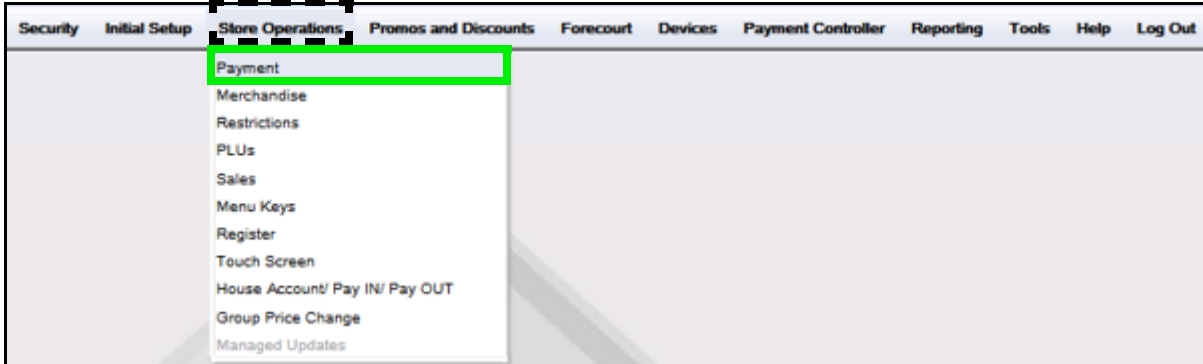
Value	Description	Money Order	M.O. Fee
<b>Options</b>			
<b>Allow Food Stamps</b>	Set to allow food stamps to be applied to sales made in this department.		
<b>Allow Fractional Quantity</b>	Sets the product to be sold in fractional quantities as needed in this department.		
<div style="display: flex; align-items: center;"> <div style="background-color: yellow; padding: 2px; margin-right: 5px; text-align: center; font-weight: bold; color: red; font-size: 8px;">NOTE</div> <div> <p><i>If this parameter is selected, all quantities entered in department sales for this department are read as decimals. If this parameter is not selected, all quantities entered are read as whole numbers.</i></p> </div> </div>			
<b>Fuel Department</b>	Sets the department as a fuel department.		
<b>Allow Special Discount</b>	Permits items in this department to have a special discount applied to them.		
<b>Negative Department</b>	Sets the transaction amounts to be subtracted from receipts and report totals.	This option <u>must not</u> be selected.	This option <u>must not</u> be selected.
<b>Money Order Department</b>	Sets the department to a Money Order Department.	This option <u>must</u> be selected.	This option <u>must not</u> be selected.

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

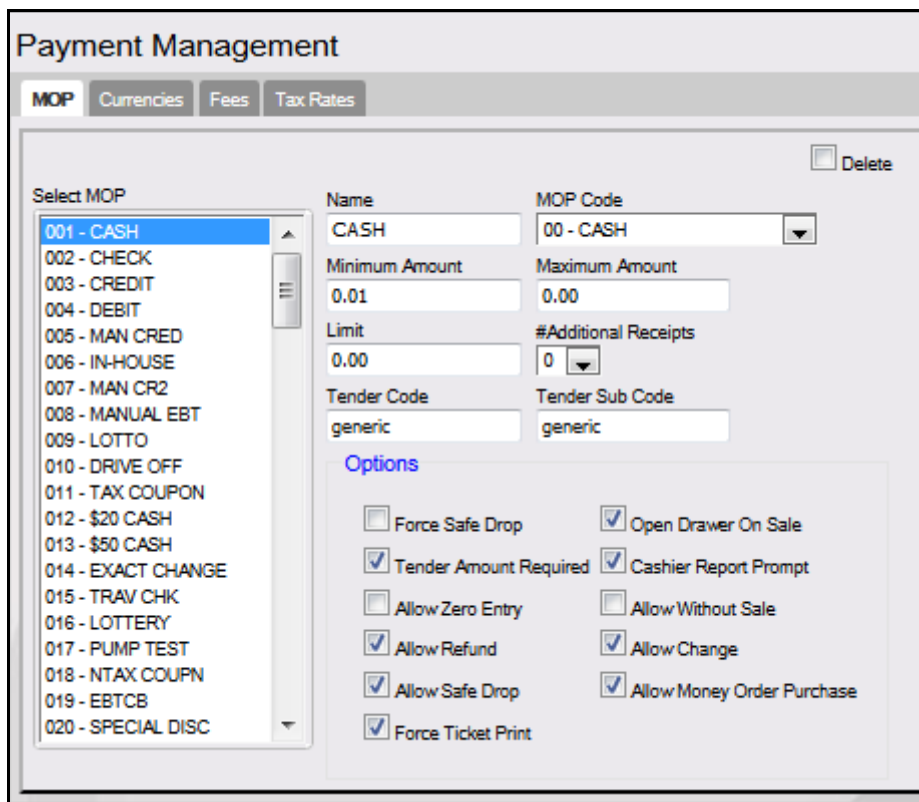
## Money Order MOP Configuration

Enable Money Order purchases for types of payment.

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



The Payment Management form displays.

A screenshot of the 'Payment Management' form. The form has tabs for 'MOP', 'Currencies', 'Fees', and 'Tax Rates', with 'MOP' selected. On the left, a 'Select MOP' list shows various options, with '001 - CASH' selected. On the right, configuration fields are shown for the selected MOP: Name (CASH), MOP Code (00 - CASH), Minimum Amount (0.01), Maximum Amount (0.00), Limit (0.00), #Additional Receipts (0), Tender Code (generic), and Tender Sub Code (generic). Below these fields is an 'Options' section with several checkboxes: 'Force Safe Drop' (unchecked), 'Open Drawer On Sale' (checked), 'Tender Amount Required' (checked), 'Cashier Report Prompt' (checked), 'Allow Zero Entry' (unchecked), 'Allow Without Sale' (unchecked), 'Allow Refund' (checked), 'Allow Change' (checked), 'Allow Safe Drop' (checked), 'Allow Money Order Purchase' (checked), and 'Force Ticket Print' (checked). A 'Delete' button is located in the top right corner of the form area.

2. Select the [MOP] tab.

The screenshot shows the 'Payment Management' application window. At the top, there are tabs for 'MOP', 'Currencies', 'Fees', and 'Tax Rates'. The 'MOP' tab is selected. On the right side of the window, there is a 'Delete' button. The main area is divided into a 'Select MOP' list on the left and a configuration form on the right. The 'Select MOP' list contains 20 items, with '001 - CASH' selected. The configuration form for 'CASH' includes the following fields and options:

Name	MOP Code
CASH	00 - CASH
Minimum Amount	Maximum Amount
0.01	0.00
Limit	#Additional Receipts
0.00	0
Tender Code	Tender Sub Code
generic	generic

**Options**

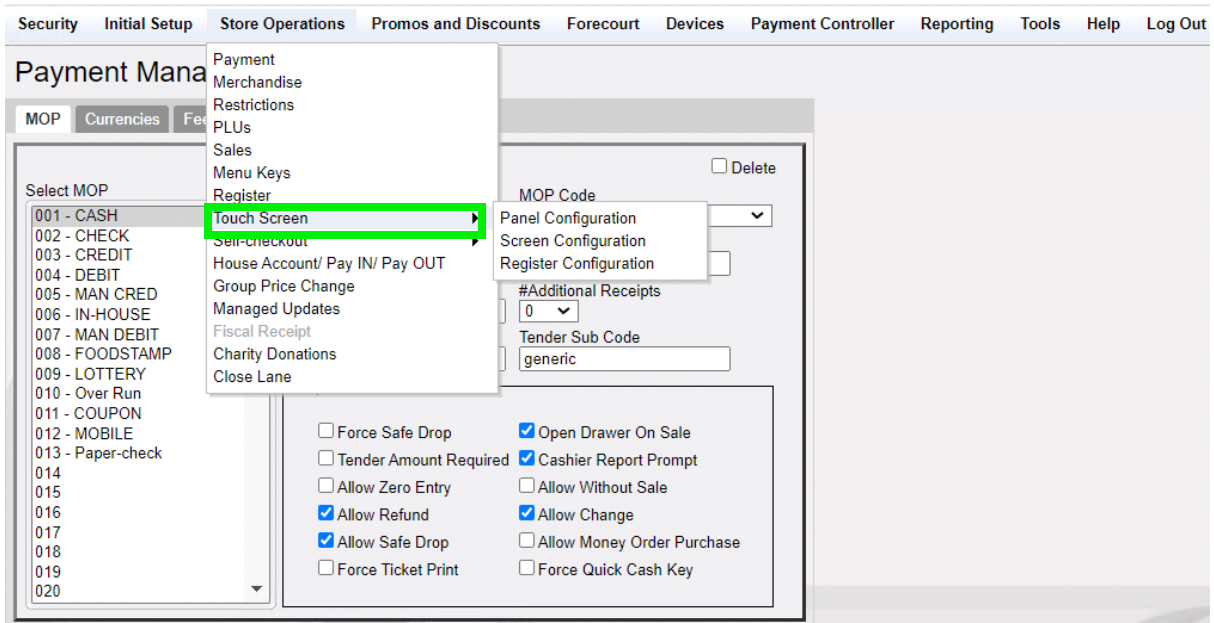
<input type="checkbox"/> Force Safe Drop	<input checked="" type="checkbox"/> Open Drawer On Sale
<input checked="" type="checkbox"/> Tender Amount Required	<input checked="" type="checkbox"/> Cashier Report Prompt
<input type="checkbox"/> Allow Zero Entry	<input type="checkbox"/> Allow Without Sale
<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	

3. From the Select MOP list, click on the <MOP> to configure.
4. Select [Allow Money Order Purchase] to permit the purchase of a money orders with this payment type.
5. Repeat the above steps for all MOPs permitted money orders purchases.
6. Select [Save] to accept, or [Cancel] to exit without saving changes.

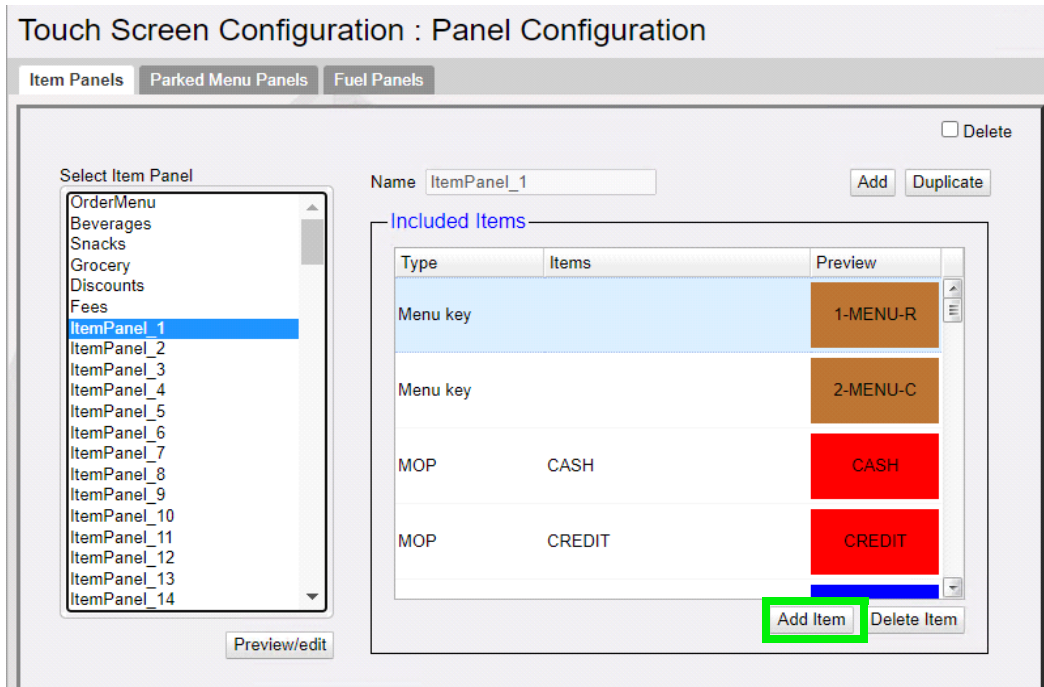
## Configure Money Order Department Menu Key

Once a Money Order Department is configure, it must be assigned to a menu key on a touch screen.

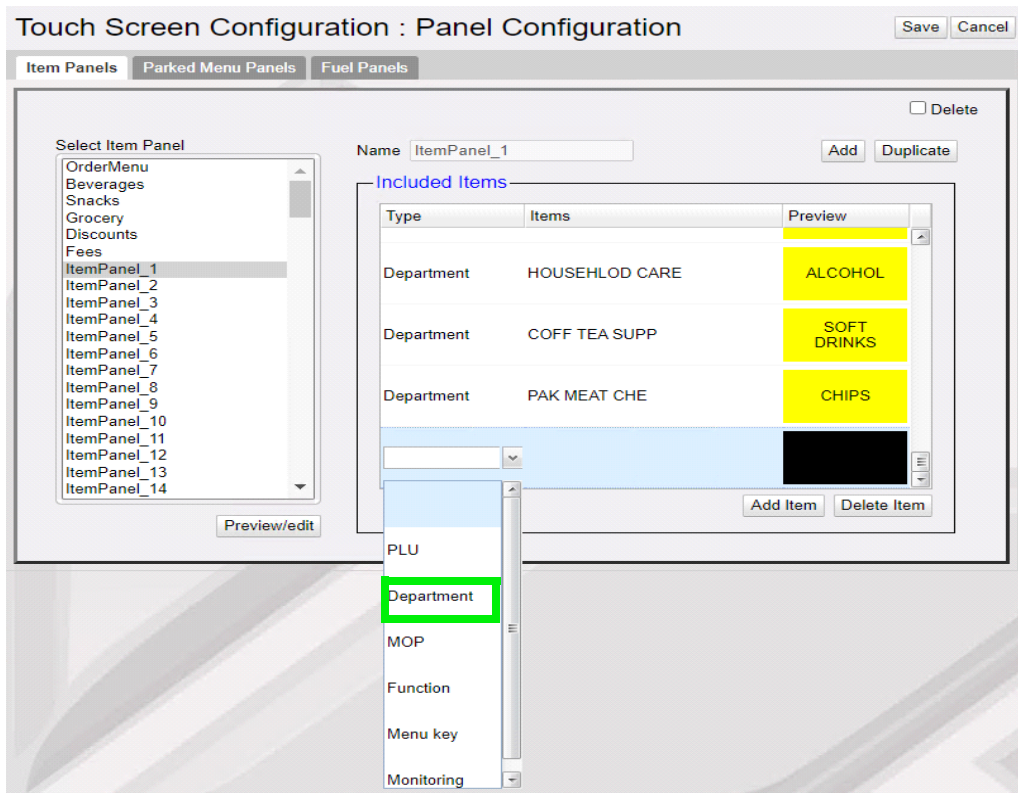
1. From the Configuration Client, go to: **Store Operations > Touch Screen.**



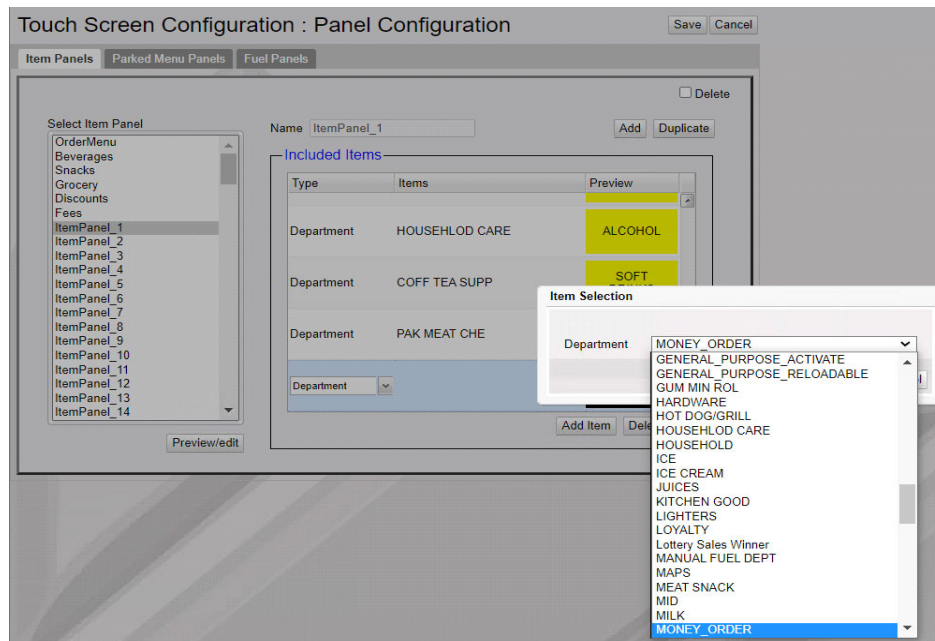
2. Go to Panel Configuration and in any of the Item Panel from the left, select Add Item.

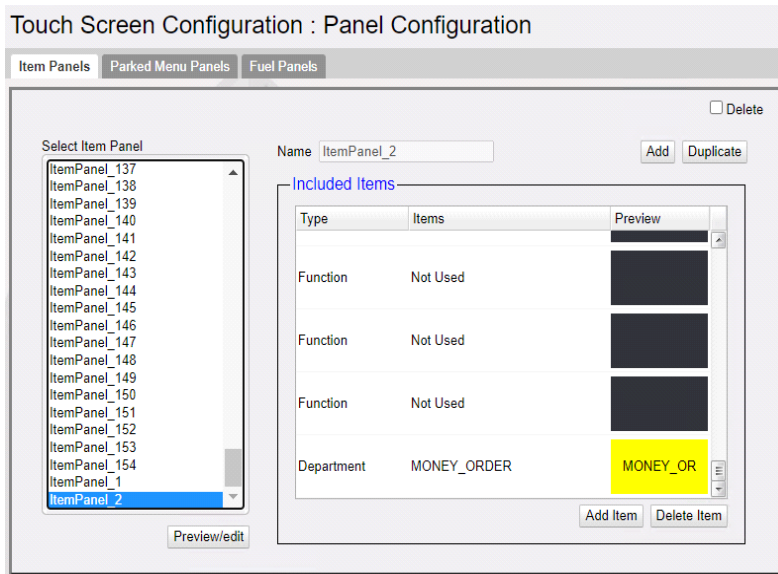


3. Select Department in the Add Item line.



4. From Items select the money order department.





5. Assign the Item Panel Configured with the Money Order Department to a Screen and assign the screen to a register.

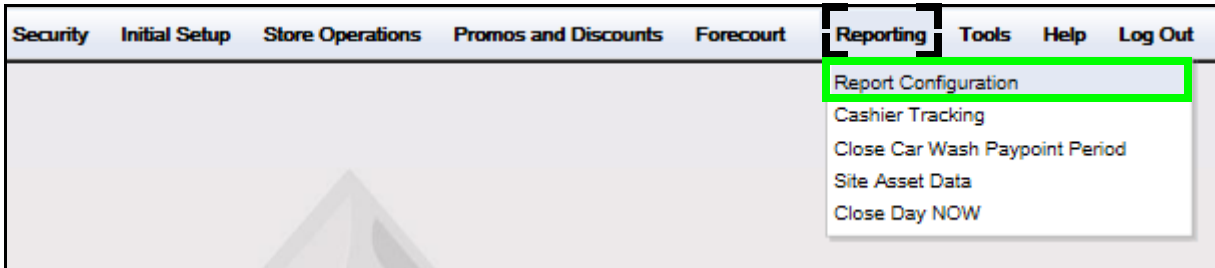


*Refer to Base 53 and Higher UI User Reference for more information on configuring Touch Screen. The User Reference is available on Premier Portal.*



## Money Order Report Configuration

1. From the Configuration Client, go to: Reporting > Report Configuration.



2. Select the [Report Configuration] tab.

The screenshot shows the 'Report Configuration' window. At the top, there are three tabs: 'Report Configuration' (highlighted with a black box), 'Auto End OF Day(AEOD)', and 'Manager Workstation'. The main content area is divided into several sections:

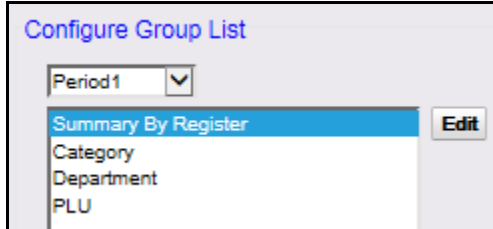
- Period Configuration:** A list of periods is shown on the left, with '1 - SHIFT' highlighted in green. To the right, there are input fields for 'Description' (SHIFT), 'Delay Between Close' (0), 'Unit Of Measure' (HOUR), 'Roll Up DB Reports' (Yes), and 'Store T-Log Data' (Yes).
- Report Parameters:** Includes 'Reclose Security' (5) and 'Force Close Pending Security' (5), both with dropdown arrows. Below are several checkboxes: 'Print Automatically' (unchecked), 'Force Cashier Closed' (checked), 'Cashier Span Shifts' (unchecked), 'Force Cashier To Print' (unchecked), 'Allow Close With No Activity' (unchecked), and 'Allow Suspended Sales' (unchecked).
- Configure Group List:** A dropdown menu shows 'Period1'. Below it is a list of items: 'Summary By Register', 'PLU', 'Department', and 'Category'. An 'Edit' button is located to the right of the list.

3. From the Period Configuration section, set the <Period> to be configured.

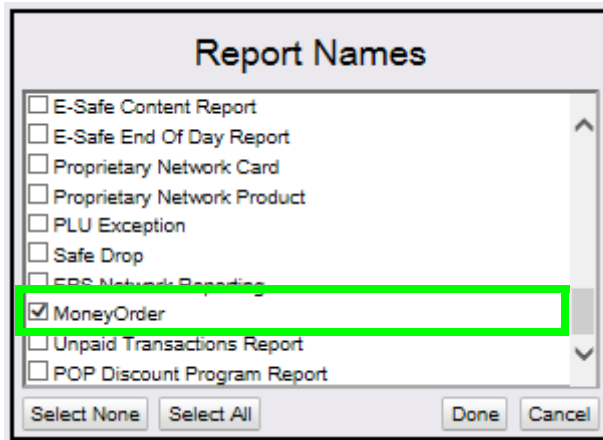
4. From the Configure Group List, select [Period1].



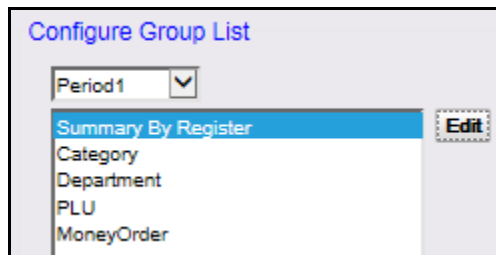
Once the Period is selected, a list of reports display that are already enabled:



5. Click [Edit] to add reports.
6. Scroll down and click [Money Order].



7. Select [Done].
8. Verify the Money Order Report are listed under the selected Period.



9. Click [Save].
10. Repeat the above steps to configure E-Safe Reports for all desired periods.



See the actual Money Order Report in the Reporting section.

# 3

## USING MONEY ORDERS

### Department Sale with Fee

Money orders are typically sold using department keys. It is common to charge a fee for each money order sold. This fee is typically configured to be added automatically.

### POS System Transaction Flow

1. From the POS touchscreen, select [Money Order].

The screenshot displays a 'Money Order Log Report' for Store Number: AB123. The report is divided into three main sections: Period Information, Money Order Event Log, and ECR Money Order Totals.

**Period Information**

Period	Closed - Day - 003
Open Period	2018-01-12 13:03
Close Period	2018-01-12 15:02

**Money Order Event Log**

Date	Register	Employee	Amount	Serial #	Payee	Type
2018-01-12 14:16	101	1-CORPORATE	25.48	008035467381	TWENTYFIVEDOLLARS	Sale
2018-01-12 14:23	101	1-CORPORATE	873.60	008035467390	EIGHTHUNDREDEVENTYSale	
2018-01-12 14:34	101	1-CORPORATE	896.30	008035467408	EIGHTNINETSIXHUND	Sale
2018-01-12 14:34	101	1-CORPORATE	87.53	008035467417	EIGHTYSEVENDOLLARS	Sale
2018-01-12 14:40	101	1-CORPORATE	653.15	008035467426	SIXFIVETHREE	Sale
2018-01-12 14:48	101	1-CORPORATE	578.96	008035467435	FIVESEVENTYEIGHT	Sale
2018-01-12 14:51	101	1-CORPORATE	48.32	008035467444	FOURTYEIGHTH32	Sale

**ECR Money Order Totals**

Description	Count	Amount
Money Order Sales - Printed	7	3,163.34
Money Order Sales - Offline	0	0.00
Total Money Order sales	7	3,163.34
Vendor payments - Printed	0	0.00
Vendor payments - Offline	0	0.00
Total Vendor payments	0	0.00
Total printed	7	3,163.34
Total offline	0	0.00
Total refunds	0	0.00

**NOTE** No more than five money orders can be sold during a single transaction.

# 4 REPORTING

## Money Order Log Report

The Money Order Log Report summarizes money order sales and payment information. It can be printed individually as a POS Flash Report, or is included within the Close Shift Close Daily reports.

The money order terminal has its own close day settings. To ensure that the totals on the Close Daily coordinate with the totals on the money order terminal, always run the Close Daily on the POS System during the variable window set on the terminal.



*See the money order terminal's manual for information on setting the time for the close day.*

### ***Report Details:***

- **TITLE:** MONEY ORDER LOG REPORT
- **STORE NUMBER:** The listed store number.
- **PERIOD INFORMATION:** Logs the shift duration.
  - **PERIOD:** Shift open status.
  - **OPEN PERIOD:** Date and time the shift started.
    - **MM/DD/YY:** Date in month, date year format.
    - **HH:MM:SS:** Time in hour, minutes, and seconds.
  - **CLOSE PERIOD:** Shift close status.
- **MONEY ORDER EVENT LOG:** Tracks and registers the money order activity.
  - **DATE:** The date the money order is printed.
  - **REGISTER:** The register number where the money order was requested.
  - **EMPLOYEE:** The cashier's employee number processing the request.
  - **AMOUNT:** The total amount of the money order check.
  - **SERIAL #:** The serial number printed on the money order check.
  - **PAYEE:** The name of the person or vendor to whom the check is payable.
  - **TYPE:** Type of Money Order.
- **ECR MONEY ORDER TOTALS:** The amount of money orders sold and vendor payments made reported by the POS System.
  - **DESCRIPTION**
    - **MONEY ORDER SALES - PRINTED:** Money orders sold and printed.
    - **MONEY ORDER SALES- OFFLINE:** Money orders sold but not printed.
    - **TOTAL MONEY ORDER SALES:** The total money order sales reported.
    - **VENDOR PAYMENTS - PRINTED:** Vendor payouts made and printed.
    - **VENDOR PAYMENTS - OFFLINE:** Vendor payouts that were made but not printed.
    - **TOTAL VENDOR PAYMENTS:** The total vendor payouts.
    - **TOTAL PRINTED:** The total amount of printed money orders and vendor payouts sold by the POS System.
    - **TOTAL OFFLINE:** The total amount of money orders and vendor payouts sold by the POS System but not printed.
    - **TOTAL REFUNDS:** The total amount of printed money orders and vendor payouts refunded by the POS System.
- **DEVICE MONEY ORDER TOTALS:** The amount of money orders sold and vendor payouts stored on the money order terminal.
  - **Money Order SALES - PRINTED:** The amount of money orders sold and stored on the money order terminal.

- **VEND P/O PRINTED:** The amount of vendor payouts stored on the money order terminal.
- **TOTAL Money Order SALES:** The amount of money orders sold and vendor payouts stored on the money order terminal.
- **COUNT:** The number of money orders sold and vendor payouts made.
- **AMOUNT:** The amount of money orders and vendor payouts.

## Money Order Transactions Report

The Money Order Transactions Report summarizes money order sales and money order quantity. It can be printed individually as a POS Flash Report, or is included within the Close Shift Close Daily reports.

Money Order Transactions Report					
					Store Number: AB123
Period Information					
Open Period	2018-01-12 13:03				
Close Period	2018-01-12 15:02				
Date/Time	Ticket #	Reg#	Cashier	M.O. Sales Amount	M.O. Quantity

### *Report Details:*

- **TITLE:** MONEY ORDER TRANSACTIONS REPORT
- **STORE NUMBER:** The listed store number.
- **PERIOD INFORMATION:** Logs the shift duration.
  - **PERIOD:** Shift open status.
  - **OPEN PERIOD:** Date and time the shift started.
    - **MM/DD/YY:** Date in month, date year format.
    - **HH:MM:SS:** Time in hour, minutes, and seconds.
- **CLOSE PERIOD:** Shift close status.
- **DATE/TIME:** Date and time for the transaction.
- **TICKET:** Ticket number for the transaction.
- **REG:** Register number for the transaction.
- **CASHIER:** The listed cashier.

- **M.O. SALES AMOUNT:** The amount of money orders sold.
- M.O. QUANTITY:** The number of money orders reported.

## Money Order Device Report

The Money Order Device Report summarizes money order sales and payment information. It can be printed individually as a POS Flash Report, or is included within the Close Shift Close Daily reports.

Money Order Device Report		
Store Number: AB123		
Period Information		
Period	Closed - Day - 3	
Open Period	2018-01-12 13:03	
Close Period	2018-01-12 15:02	
Description	Count	Amount
Money order sales	7	3,163.34
Vendor payments	0	0.00
Total	7	3,163.34

### Report Details:

- **TITLE:** MONEY ORDER DEVICE REPORT
- **STORE NUMBER:** The listed store number.
- **PERIOD INFORMATION:** Logs the shift duration.
  - **PERIOD:** Shift open status.
  - **OPEN PERIOD:** Date and time the shift started.
    - **MM/DD/YY:** Date in month, date year format.
    - **HH:MM:SS:** Time in hour, minutes, and seconds.
  - **CLOSE PERIOD:** Shift close status.
- **DESCRIPTION:**
  - **MONEY ORDER SALES:** Money orders sold.
  - **TOTAL MONEY ORDER SALES:** The total money order sales reported.
  - **VENDOR PAYMENTS:** Vendor payouts made and printed.
  - **TOTAL VENDOR PAYMENTS:** The total vendor payouts.
  - **TOTAL REFUNDS:** The total refunds issued.
  - **COUNT:** The number of money orders sold and vendor payouts made.

- **AMOUNT:** The amount of money orders and vendor payouts.

## Department Report

The Department Report reflects sales-related totals and counts on a department by department basis.

DEPARTMENT REPORT					
DEPT#	DESCRIPTION	CUST	ITEMS	%OF SALES	
		GROSS	REFUNDS	DISCOUNTS	NET SALES
-----					
9001	BAKERY	2	2.00	2.83%	
		11.00	0.00	0.00	11.00
9004	TAX GROC	5	6.00	2.46%	
		10.26	0.00	0.70	9.56
9005	DAIRY	2	2.00	1.31%	
		5.58	0.00	0.50	5.08
9006	N/TAX GROC	3	1.00	3.48%	
		15.50	2.00	0.00	13.50
9030	MONEY ORDER	2	2.00	30.96%	
		120.00	0.00	0.00	120.00
9031	M.O. FEE	2	3.00	.81%	
		3.00	0.00	0.00	0.22
9032	BOTTLE DEPOS	1	7.00	0.33%	
		1.30	0.00	0.00	1.30
-----					
NEG DEPTS			-2.00		
		-0.30	0.00	0.00	-0.30
OTHER DEPTS			66.00		
		400.81	2.69	10.17	387.95
-----					
TOTAL			64.00	100.00%	
		400.51	2.69	10.17	387.65

Sample Department  
Report for All  
Departments



### ***Report Details:***

- **TITLE:** Department Report
- **DEPT#:** Four-digit identification of the product as it appears in the Department File.
- **DESCRIPTION:** Description of the product as it appears in the Department File.
- **CUST:** Number of transactions that included one or more items from this department.
- **ITEMS:** Quantity sold of this item.
- **% OF SALES:** Total Sales for this department divided by Total Sales (all departments).
- **GROSS:** Total dollar amount collected for sales of a department.
- **REFUNDS:** Total dollar amount refunded for items returned in a department.
- **DISCOUNTS:** Total dollar amount discounted for items sold in a department. This total includes both automated and manual discount types:
  - Use of the [DISC], [DISC%], and [DISC AMT] keys
  - Combo, mix-n-match, fuel, and promotional discounts
  - POP discounts
- **NET SALES:** Total dollar amount of items sold in a department after refunds and discounts have been applied.
- **NEG DEPTS:** The totals for departments marked as negative departments.
- **OTHER DEPTS:** The totals for other department sales not marked as negative departments (typically, most departments fall into this group).
- **TOTAL:** Total department sales after negative department total is subtracted from other (standard) departments.

## Summary Report

Some sites support the use of the Pay Out function to pay vendors using an integrated Money Order device.

Pay Outs include payments to vendors made with money orders as the MOP. Pay outs appear separately in the Memo Items section of the Summary Report.

Memo Items			Memo Items		
Category	Count	Amount	Category	Count	Amount
Items	272		Suspended	1	35.00
Customer	75		Suspend/Void	0	0.00
No Sales	0		Unsettled Suspend	0	0.00
Drawer Voids	0		Reserve Stop	1	0.00
Login Overrides	0		Reserve Approve	0	0.00
Discounts	9	28.56	Coin Dispenser	0	0.00
Err/Corrects	3	21.58	<b>Vendor Payments</b>	<b>0</b>	<b>0.00</b>
Void Lines	1	1.49	Safe Drop Cancels	0	0.00
Void Tickets	20	241.58	Prepaid Activation	0	0.00
Positive	20	241.58			
Negative	0	0.00			
Prepaid Recharge	0	0.00			
Scanned Coupons					
Ticket Level	0	0.00			

**VENDOR PAYMENTS:** Number and total amount of payments made to vendors by money order.

## Cashier Report

Pay outs appear separately in the Memo Items section > VENDOR PAYMENTS: Number and total amount of payments made to vendors by money order.

Summary of transactions in which money was removed from the drawer. The total is displayed in parentheses because the number is negative.

Money removed from the drawer to purchase an item for the store or to pay a bill. This item includes payments to vendors made with money orders as the MOP.

This total represents the total of all pay outs.

Cashier Report		
		Store Number: AB123
<b>Cashier Period Information</b>		
Cashier	1 - CORPORATE	
Register	101	
Receipts	1010004 - 1010004 Total - 1 Actual - 1	
Sequence #	2	
Open Period	2018-08-01T19:44:15-04:00	
Close Period	Pending	
MOP amounts entry	Pending	
<b>Summary</b>		
Category	Count	Amount
Beginning CASH		10.00
MOP Sales		30.65
MOP Cancel Refund		( 0.00 )
Net Sales Total		40.65
Payment Out		( 0.00 )
Payment In		0.00
Tot to Account For		40.65
MOP Sales		
	1	30.65
Tot MOP Sales		30.65
MOP Cancel/Refund		
Tot MOP Cancel/Refunds		(0.00)

Payment Out			Payment In		
Category	Count	Amount	Category	Count	Amount
Cash Back	0	0.00	Cash Back Cancels	0	0.00
Pay Out	0	0.00	Pay In	0	0.00
Adjust for Vendor Payments	0	( 0.00)	In House	0	0.00
Change/Check	0	0.00	Safe Loans	0	0.00
In House	0	0.00			
Safe Drops	0	0.00			
Tot Payment Out		( 0.00 )	Tot Payment In		0.00
Memo Items					
Category	Count	Amount	Category	Count	Amount
Items	2		Suspended	0	0.00
Customer	1		Suspend/Void	0	0.00
No Sales	0		Unsettled Suspend	0	0.00
Drwr Viols	0		Reserve Stop	0	0.00
Login Overrides	0		Reserve Approve	0	0.00
Discounts	0	0.00			
Err/Corrects	2	40.15	Coin Dispenser	0	0.00
Void Lines	0	0.00	Vendor Payments	0	0.00
Void Tickets	0	0.00	Safe Drop Cancels	0	
Positive	0	0.00			
Negative	0	0.00			
Scanned Coupons					
Ticket Level	0	0.00			
Pump Overruns		Count	Volume	Amount	
Auto settled	0	0.000	0.00		
Manual settled	0	0.000	0.00		

# 5

## TROUBLESHOOTING

### ERROR CODES

ERROR CODE	Message	Description / Action
E1235	MONEY ORDER PRINTER UNAVAILABLE. CONTINUE Y/N?	<p>The money order just sold cannot be printed because the POS is unable to communicate with the money order printer.</p> <p>The money order must be entered and printed locally on the money order terminal.</p>
E1237	NO MONEY ORDER PURCHASE FOR MOP.	<p>An MOP, with the “Allow Money Order Purchase” parameter set to ‘N’, was used.</p> <p>To purchase a money order, select another MOP.</p>
E1238	TOO MANY MONEY ORDERS IN SALE.	<p>Attempted to sell more money orders on the current ticket than allowed. End the current transaction.</p> <p>Start a new transaction for the rest of the money orders.</p>
E1239	MONEY ORDER PRINTER UNAVAILABLE. EXITING PAY OUT.	<p>A money order pay out was attempted and the POS terminal was unable to communicate with the money order printer.</p> <p>Check the communications link between the two machines.</p>
E2012	ERR CLSING MO PRD	<p>The period could not be closed on the money order device.</p> <p>See the money order terminal documentation for instructions.</p>

ERROR CODE	Message	Description / Action
E7040	M.O. CHECKS LOW	<p>Alarm Line Only: The printer is running out of money order checks and needs to be reloaded soon.</p> <p>The appearance of this message is set with the “Money Order Low check Limit” parameter in Manager &gt; Configuration &gt; Sales Configuration.</p> <p>Refill the printer with money order checks.</p>
E7041	M. O. COMM ERROR	<p>Alarm Line Only: Communications have been lost between the POS and the money order terminals.</p> <p>Check connections between the two devices.</p> <p>This message clears when communication is reestablished and a money order transaction is successfully sent to the terminal.</p>
E7042	MONEY ORDER AMOUNT TOO LARGE	<p>A money order was sold for more than is allowed by the money order terminal.</p> <p>Change the maximum money order amount or sell two separate money orders totaling the necessary amount.</p>

# 6

## APPENDIX - PARTNER LINKS

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### MoneyGram International

Website: [www.moneygram.com](http://www.moneygram.com)

#### Contact Information:

2828 North Harwood Street

Dallas, TX 75201

Help Desk: 24 hours a day, 7 days per week.

(800) 666-3947

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### Western Union

Websites: [www.westernunion.com](http://www.westernunion.com)

#### Contact Information:

12500 East Belford Avenue, P.O. Box 6036

Englewood, CO 80112

Help Desk: 24 hours a day, 7 days per week.

(800) 325-6000