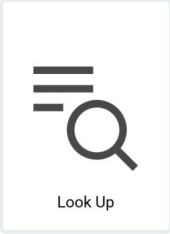



# Self Checkout

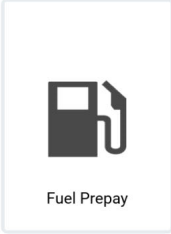
## User Reference Guide


Date: June 01, 2023


[Help](#)


 Look Up


 Scan Barcode


 Fuel Prepay

 Candy  
\$1.99

 Chips  
\$1.59

 Water Bottle  
\$1.49

 Soda  
\$2.99

 Coffee

Soda	2.99
Water Bottle	1.49
<hr/>	
Subtotal	\$4.48
Tax	\$0.00
TOTAL	\$4.48
<b>Amount Due</b>	<b>\$4.48</b>

[Checkout](#)

---

# Self Checkout User Reference Guide

April 19, 2023

VeriFone®, Inc.  
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## Revision History

Date	Description
March 02, 2021	Initial release.
April 08, 2021	Fixed Initial review comments.
May 07, 2021	Updated screenshots with new UI
October 26, 2021	Updated with review comments from training team
December 01, 2021	Added App selector and Self Checkout Monitoring information
January 13 2022	1) Changed Screenshots as UI was changed, 2) Included Fuel Prepay Information, 3) Updated troubleshooting section
January 25, 2022	Updated with review comments
March 04, 2022	Added Fuel Prepay enable/disable feature
March 24, 2022	Added Age Verification section
May 30, 2022	Added Loyalty Sales Section
July 04, 2022	Added PIN Pad Configuration section
July 05, 2022	Added Cash Recycler Configuration and Use Cases
October 13, 2022	Added Welcome Screen information and fixed review comments
April 19, 2023	Added Config screen with Crane cash recycler

---

# Contents

<b>Introduction</b> . . . . .	<b>1</b>
Intended Audience . . . . .	1
Document Organization . . . . .	1
Modifications to this document. . . . .	1
<b>Configuring SCO</b> . . . . .	<b>2</b>
Configure Roles . . . . .	2
Enable/Disable Fuel Prepay on SCO . . . . .	4
SCO Order Screen with Fuel Prepay Enabled . . . . .	5
SCO Order Screen with Fuel Prepay Disabled . . . . .	5
SCO Forms . . . . .	6
Global Configuration . . . . .	6
Category Configuration . . . . .	12
Image Upload . . . . .	16
Register Configuration . . . . .	17
Lane Close Configuration . . . . .	18
Configure Loyalty. . . . .	19
Configure Cash Recycler . . . . .	20
Add & Enable Cash Recycler . . . . .	20
Assign Cash Recycler to SCO . . . . .	22
SCO MOP Screen With Cash Recycler Enabled . . . . .	23
SCO MOP Screen Without Cash Recycler Enabled. . . . .	23
<b>Using SCO</b> . . . . .	<b>24</b>
Launching SCO Application . . . . .	24
Log in to SCO . . . . .	25
Customer Functions . . . . .	28
Sales Functions. . . . .	28
Normal Sales . . . . .	28
Order Menu and Menu Chain. . . . .	32
Fuel Prepay. . . . .	35
Split Tender . . . . .	39
Loyalty Sales . . . . .	39
Sales Restrictions. . . . .	41
Age Verification. . . . .	42
Payment Failed . . . . .	45
Cash Payment Using Cash Recycler . . . . .	45
Pay Total Cash. . . . .	46
Pay Extra Cash & Receive Change . . . . .	48
Unable to Dispense Change . . . . .	49
Split Tender With Cash & Card . . . . .	50
Cash Recycler Errors. . . . .	55
Inactivity Timer. . . . .	56
Pay at Counter . . . . .	58

Call Cashier . . . . .	60
Cashier Functions . . . . .	62
Price Check . . . . .	64
Recall . . . . .	64
Reprint . . . . .	64
CSR Functions. . . . .	64
Price Check . . . . .	65
Susp Trans . . . . .	65
Void Line . . . . .	65
Void Ticket . . . . .	65
Error Correct . . . . .	65
Touch-To-Modify . . . . .	65
Close Lane . . . . .	66
Open Lane . . . . .	70
Self Checkout Monitoring . . . . .	71
<b>Reporting . . . . .</b>	<b>72</b>
<b>Troubleshooting . . . . .</b>	<b>76</b>
Ignore MOP Conflict . . . . .	76

# 1 INTRODUCTION

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

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

## Intended Audience

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

## Document Organization

The following chapters are included:

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

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

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

Chapter 4 - Reporting: explains the types of reports.

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

## Modifications to this document

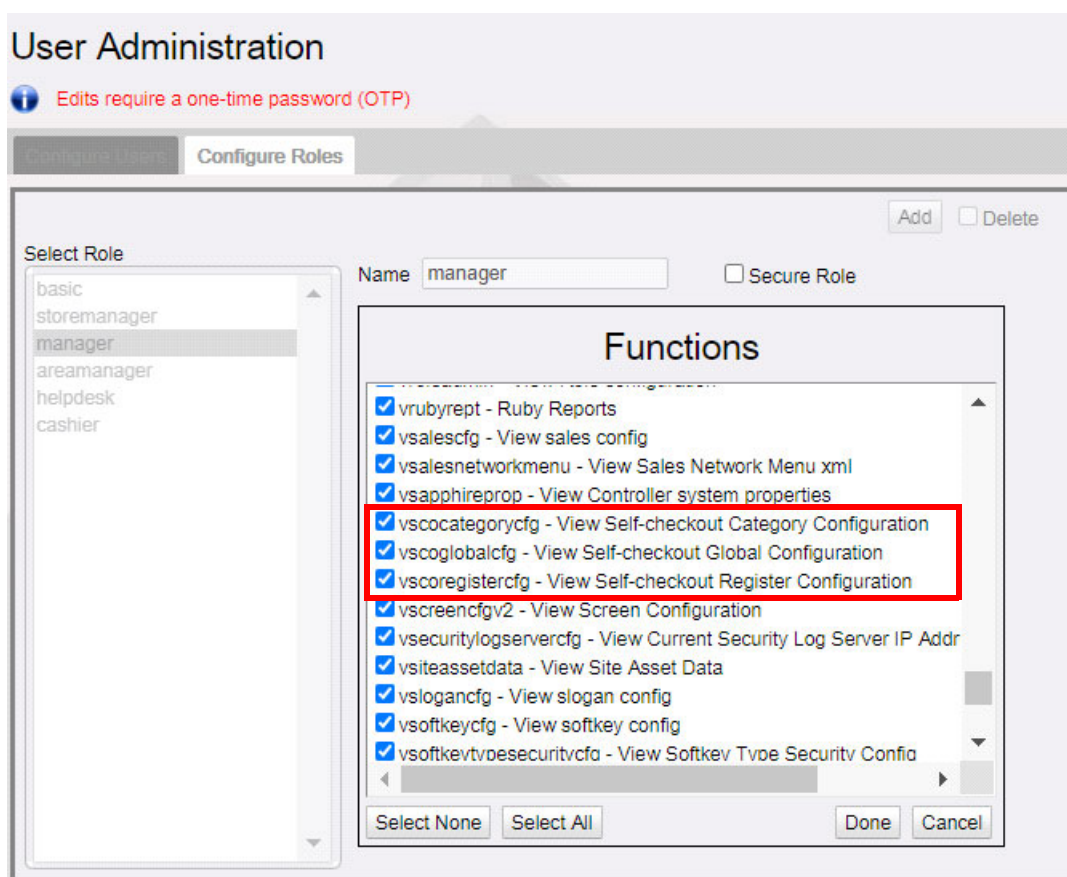
This document may be changed or extended to include new product requirements.

# 2 CONFIGURING SCO


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

## Configure Roles

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



## User Administration

 Edits require a one-time password (OTP)

Configure Users **Configure Roles**

Add  Delete

Select Role

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

Name   Secure Role

### Functions

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

Select None



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



## Enable/Disable Fuel Prepay on SCO

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



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

### System Properties

**System Property**

Name

Value

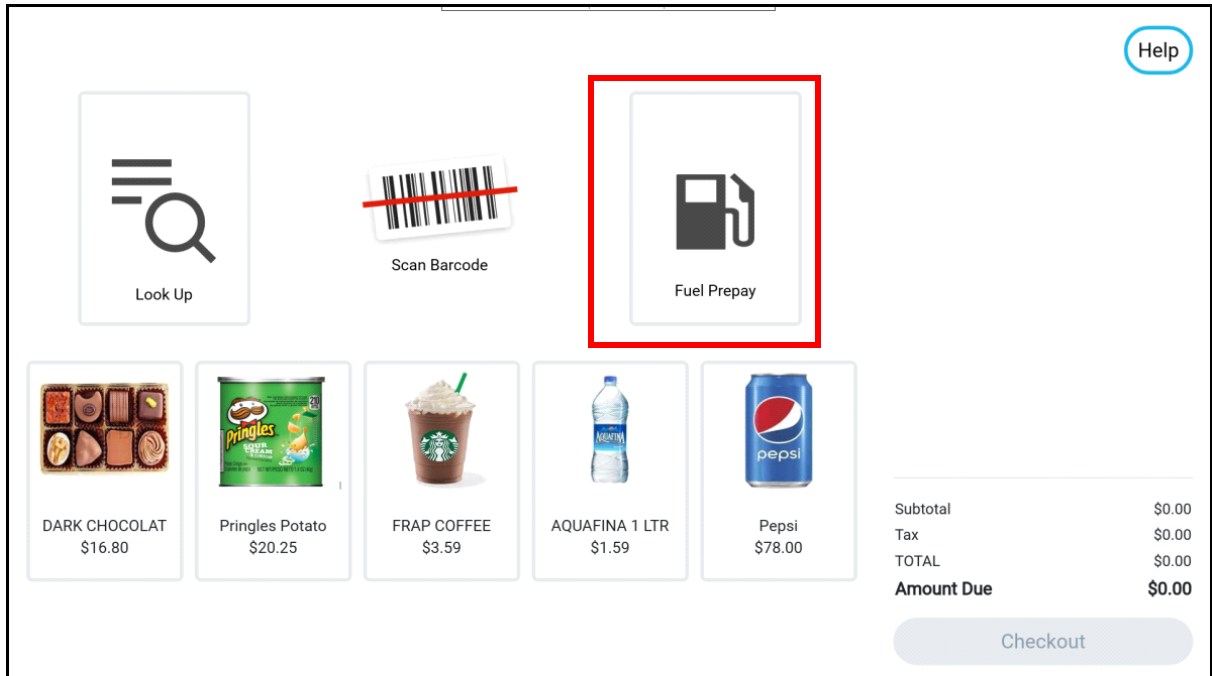
```

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

```

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

## SCO Order Screen with Fuel Prepay Enabled



Help

Look Up

Scan Barcode

Fuel Prepay

DARK CHOCOLAT \$16.80

Pringles Potato \$20.25

FRAP COFFEE \$3.59

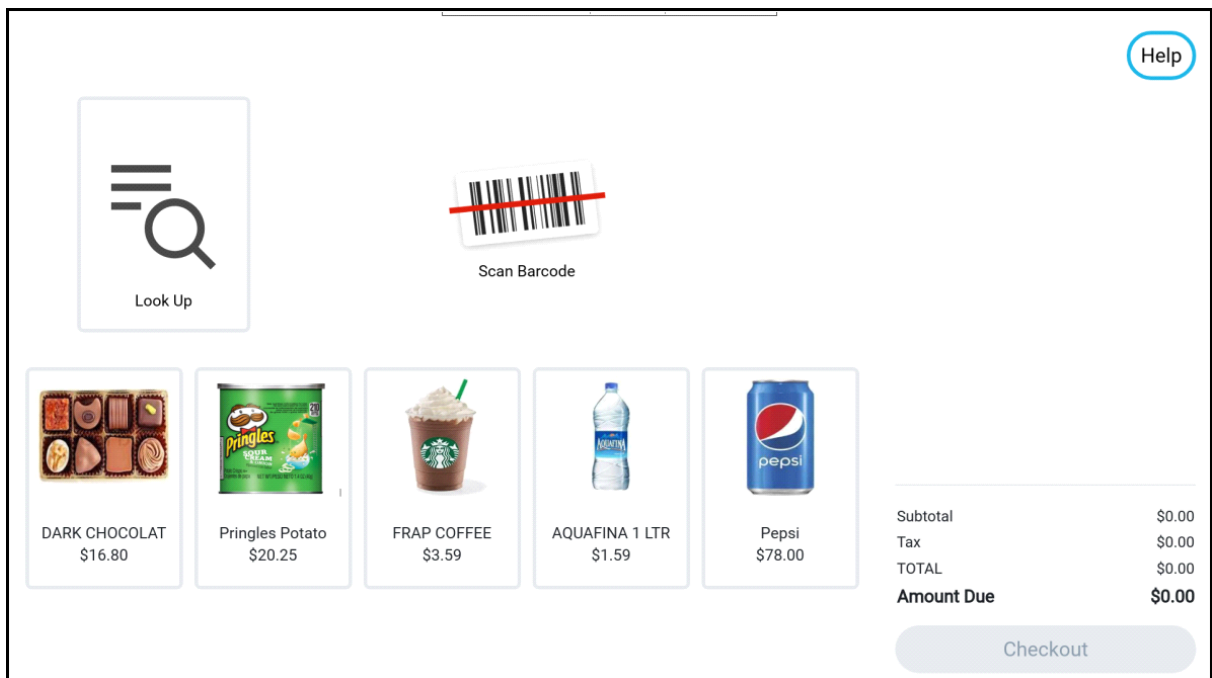
AQUAFINA 1 LTR \$1.59

Pepsi \$78.00

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

Checkout

## SCO Order Screen with Fuel Prepay Disabled



Help

Look Up

Scan Barcode

DARK CHOCOLAT \$16.80

Pringles Potato \$20.25

FRAP COFFEE \$3.59

AQUAFINA 1 LTR \$1.59

Pepsi \$78.00

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

Checkout



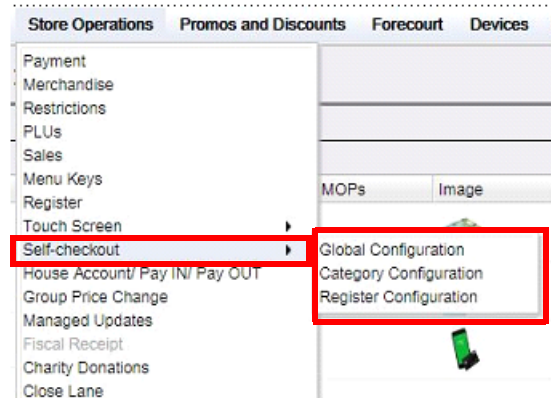
After changing the value to reflect the changes, perform a **Tools > Refresh Configuration** from configuration client and then go to the CSR menu and back to sales in cashier mode or logout and login to the SCO terminal.



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

## SCO Forms

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






## Global Configuration

Use **Store Operations > Self-checkout > Global Configuration** to configure global configurations like MOPs, Departments, Sales Parameters and Themes. Refer to **Commander Site Controller User Reference** to see how to create Method of Payments, Departments and Menus.

Self-checkout : Global Configuration

**MOPs**

Available MOPs	Selected MOPs	Image
Paper-check	CREDIT	
	DEBIT	
	MOBILE	

**Sales Parameters**

Show Hot Items on scan screen


Display Lookup Item prices

Always print receipt

**Departments**

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

**Welcome Screen**

Image 

Fit  Actual Size

Background Color

Message Color

Message 1

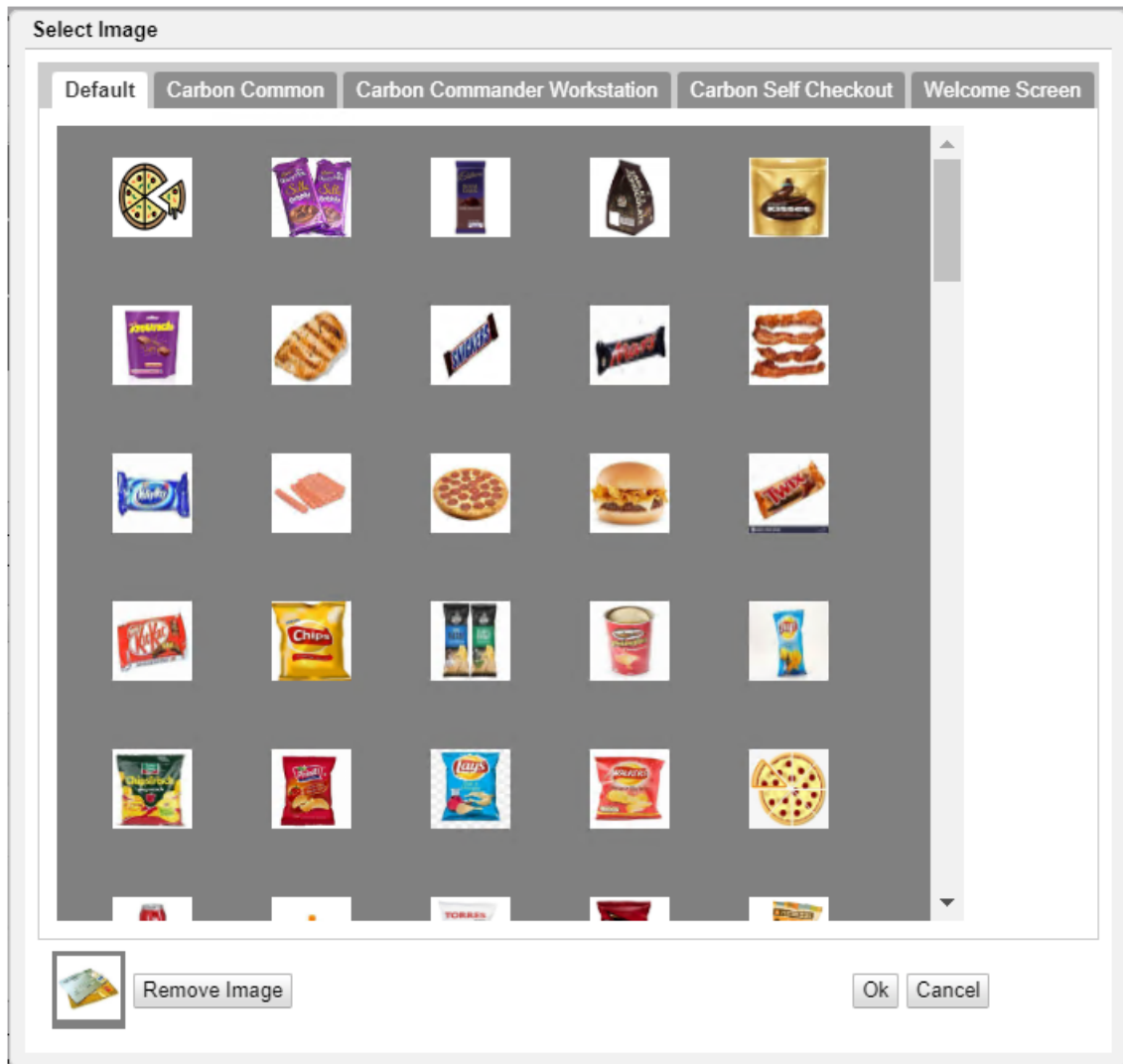
Message 2

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



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

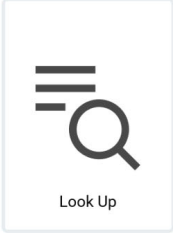
2. Click image field to select an image for the MOP from the Select Image form.




*Images can be uploaded to Select Image form using the Image Upload feature. Refer to “Image Upload” on page 16.*

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

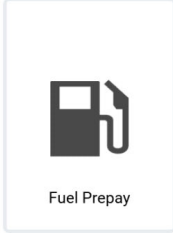
Help








Look Up



Scan Barcode



Fuel Prepay

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

Hot Items

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











Checkout

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

×

Popular
Snacks
Beverages
Vegetables
Fruits
Pizza&Burger

Help

DARK CHOCOLATE					16.80
					
AMP BOOST GR \$2.19	AQUAFINA 1 LTR \$1.59	DIET PEPSI \$1.19	FRAP COFFEE \$3.59	MTN DEW 20Z \$2.09	
					
MTN DEW \$2.09	OS CRANBERRY \$2.49	PEPSI 2LT \$22.32	Orange juice \$78.00	Green team men \$67.00	

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

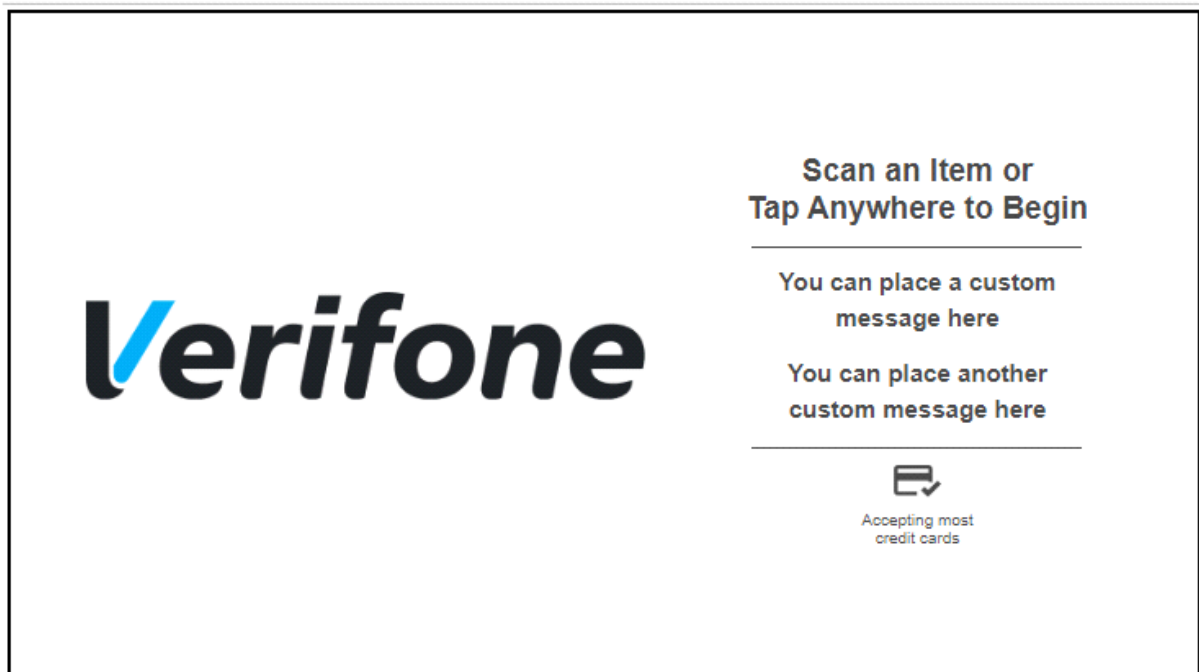
Checkout



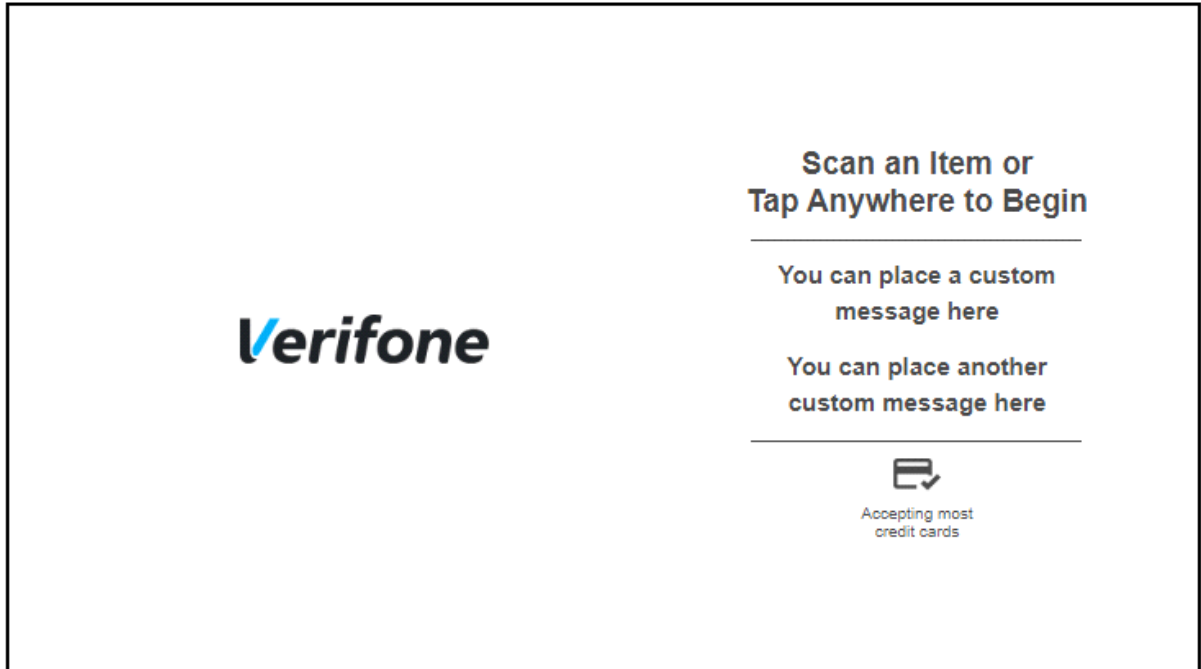
*The items that appear without a price are menu items.*

5. From **Sales Parameters** section, select “Always print receipt” to print receipt after a transaction without showing the print receipt option.
6. From the **Theme** section, select the theme color and store logo.
7. From the **Welcome Screen** section, configure the welcome screen of SCO.
  - a. Select the logo image. See “Image Upload” on page 16 on how to upload the logo image for selection.
  - b. Select Fit to fit the logo to the welcome screen or Actual Size to show the logo in actual size on the welcome screen.
  - c. Select the welcome screen background color and the message font color.
  - d. Add the custom messages on the welcome screen.
  - e. Click preview to preview how the welcome screen would appear on the SCO.
8. Click Save.

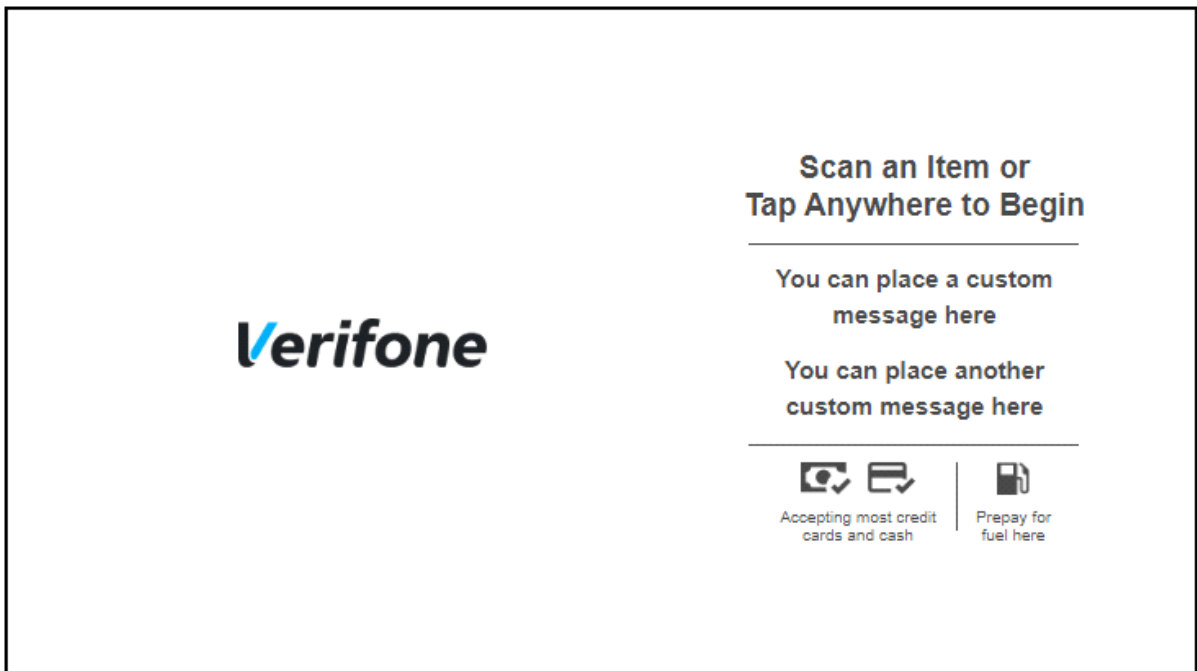
#### Welcome Screen with logo configured Fit to screen



### Welcome Screen with logo configured Actual Size

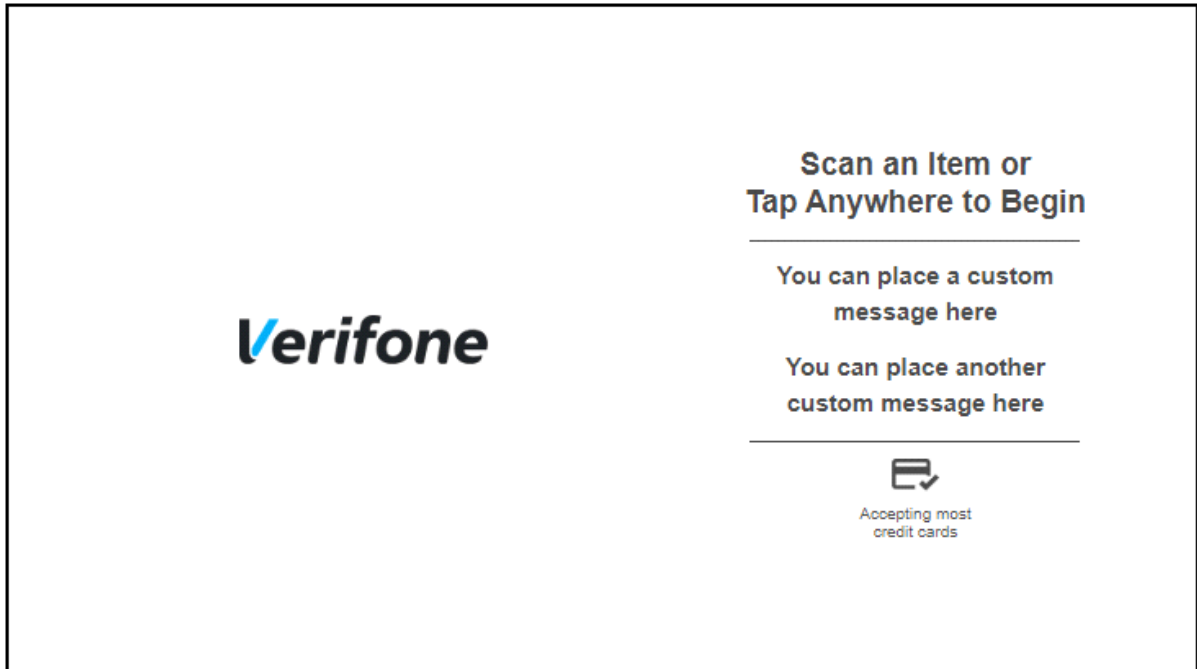


### Welcome Screen With Fuel Prepay and Cash Recycler Enabled





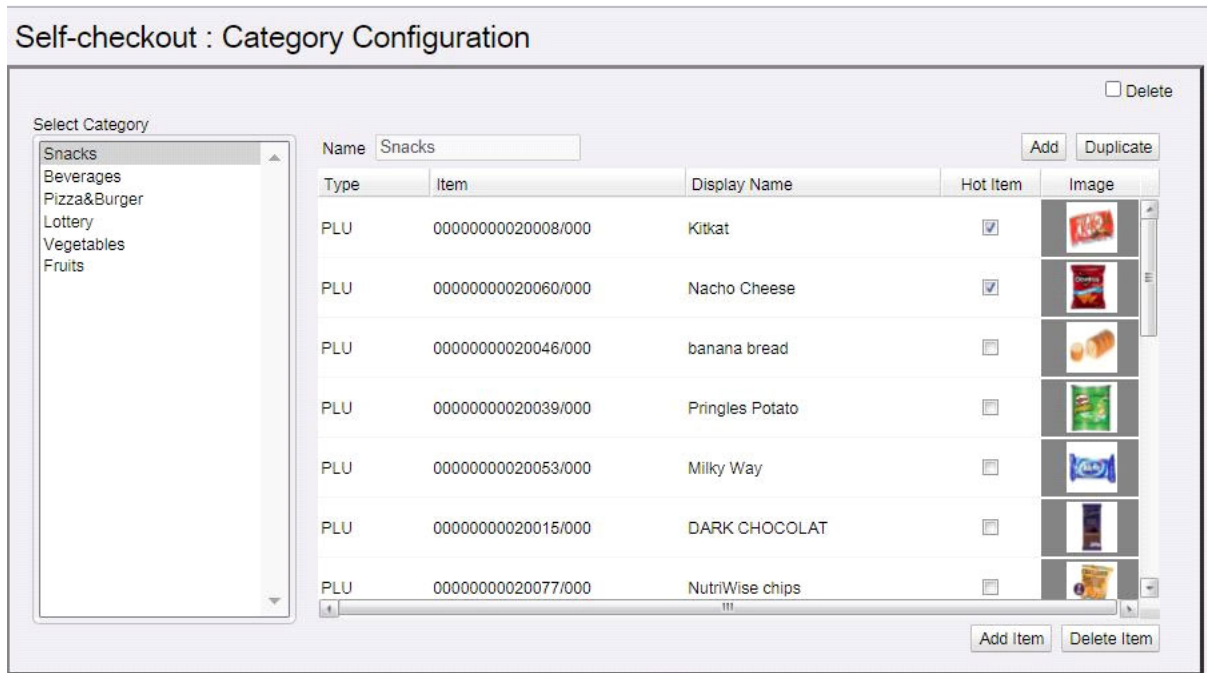
## Welcome Screen Without Fuel Prepay and Cash Recycler Enabled



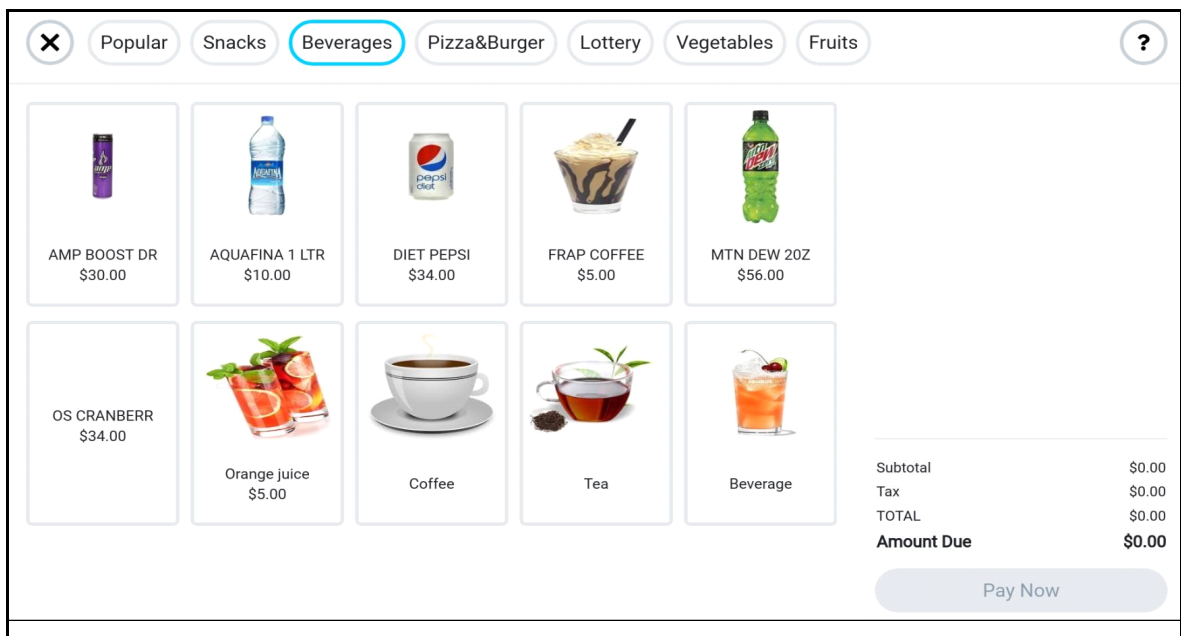
### Category Configuration

**Store Operations > Self-checkout > Category Configuration** to create categories. Categories are the tabs that appear on the Look Up screen. Categories are items

grouped together that appear as tabs on the UI. The items selected as Hot Item appear in the popular tab.



The UI with categories that appear as tabs.



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

Self-checkout : Category Configuration Save Cancel

Delete

Select Category

Snacks

Beverages








Pizza&Burger

Lottery

Vegetables

Fruits

Name

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

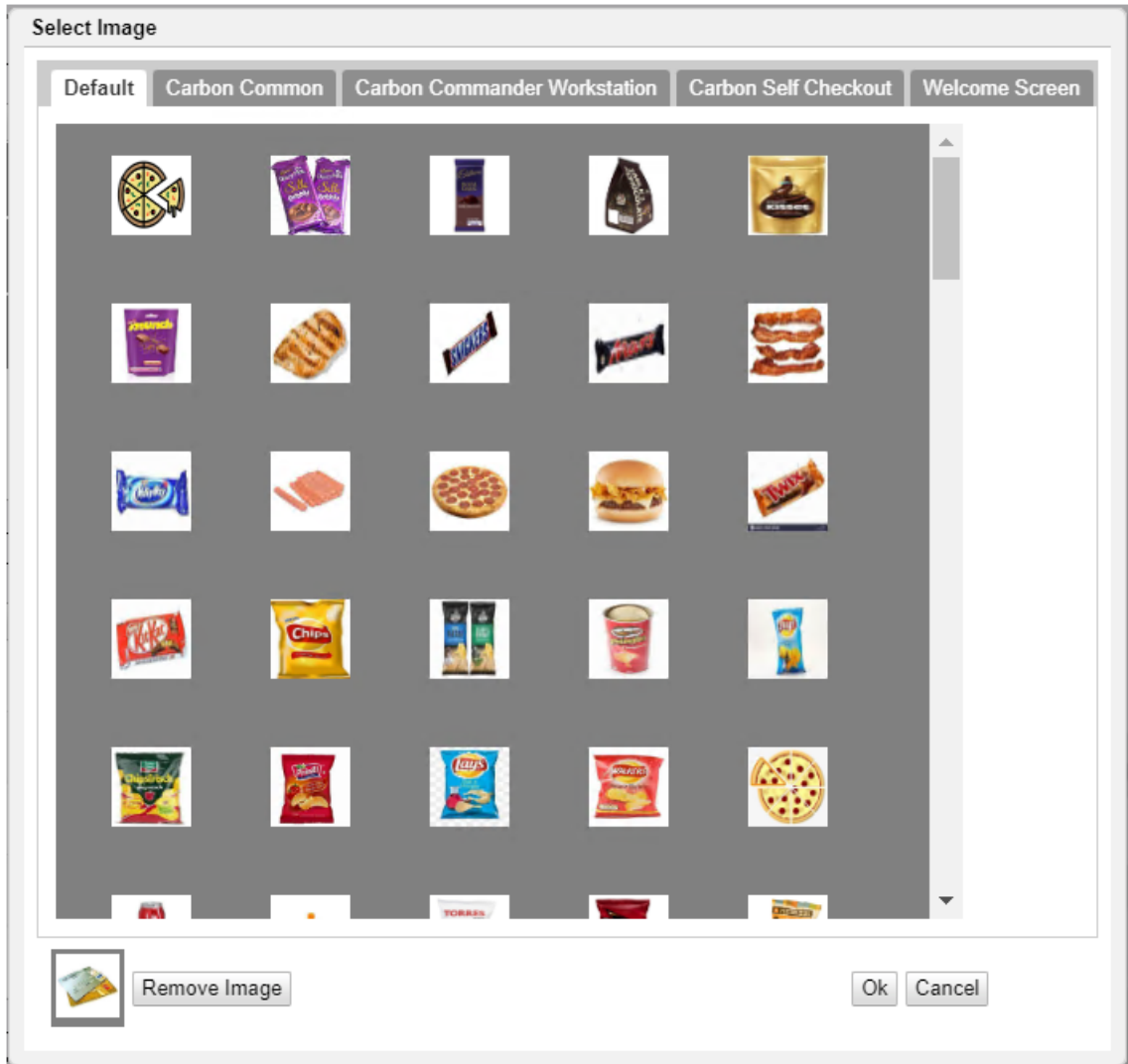
PLU

Menu key



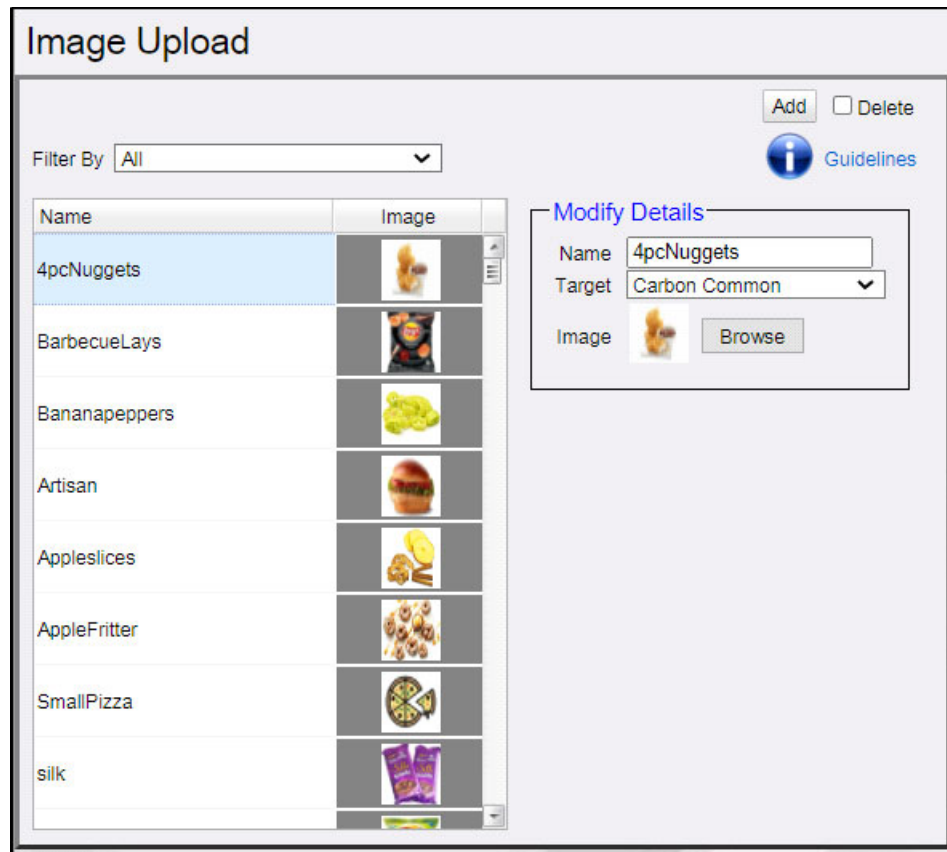
*Refer to Menus chapter in Verifone Commander User Reference for more information about configuring Menus and types of Menus.  
Refer to PLU Sales Chapter in Verifone Commander User Reference for more information about configuring PLUs.*

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

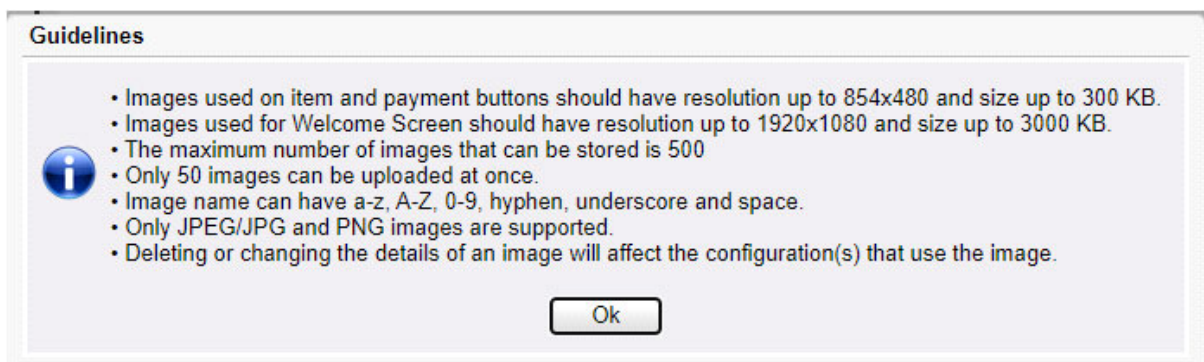


## Image Upload

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



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



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



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

Self-checkout : Register Configuration



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

## Lane Close Configuration


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

Lane Close Configuration Save Cancel

Message

Message Color

Background Color

Store Logo 

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

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



### Configure Loyalty

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



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



## POS Configuration

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

IFSF **POS** Dealer Network Card VISTA Devices

**Batch**

Batch Close Period

**Loyalty**

Loyalty Enabled

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

**Misc**

Message display duration(Secs)

Print Customer Copy

## Configure Cash Recycler

### Add & Enable Cash Recycler

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

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

Cash Recycler Configuration

Delete

Select Cash Recycler

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

Options

Name

Enabled

Brand

IP Address

GLORY  
CRANE

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

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

## Assign Cash Recycler to SCO

Go to Store operation > selfcheckout > Register Configuration

Self-checkout : Register Configuration

Select Register

Default  
Self-checkout 301 (C18 101)

Cash Recycler 1 - Cash\_recycler1

Categories

Available Categories

test1

Selected Categories

Beverages

Pizza&Burger

Lottery

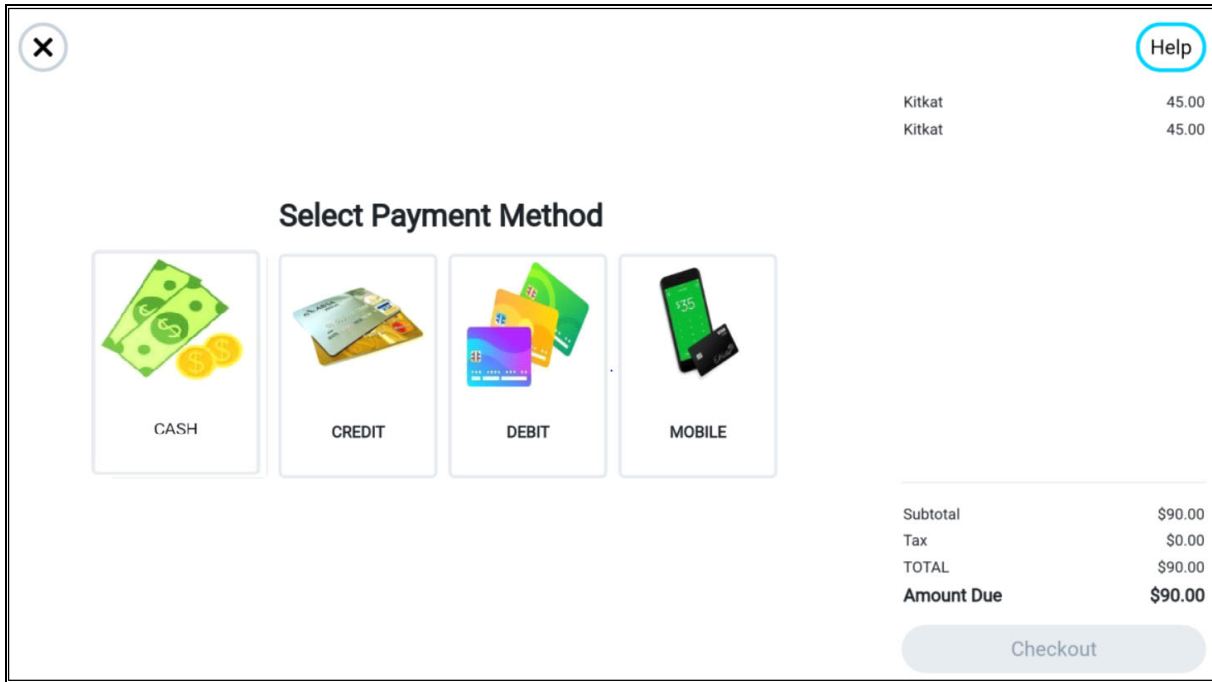
Copy

The added and enabled cash recyclers are available in the Cash Recycler drop-down list.

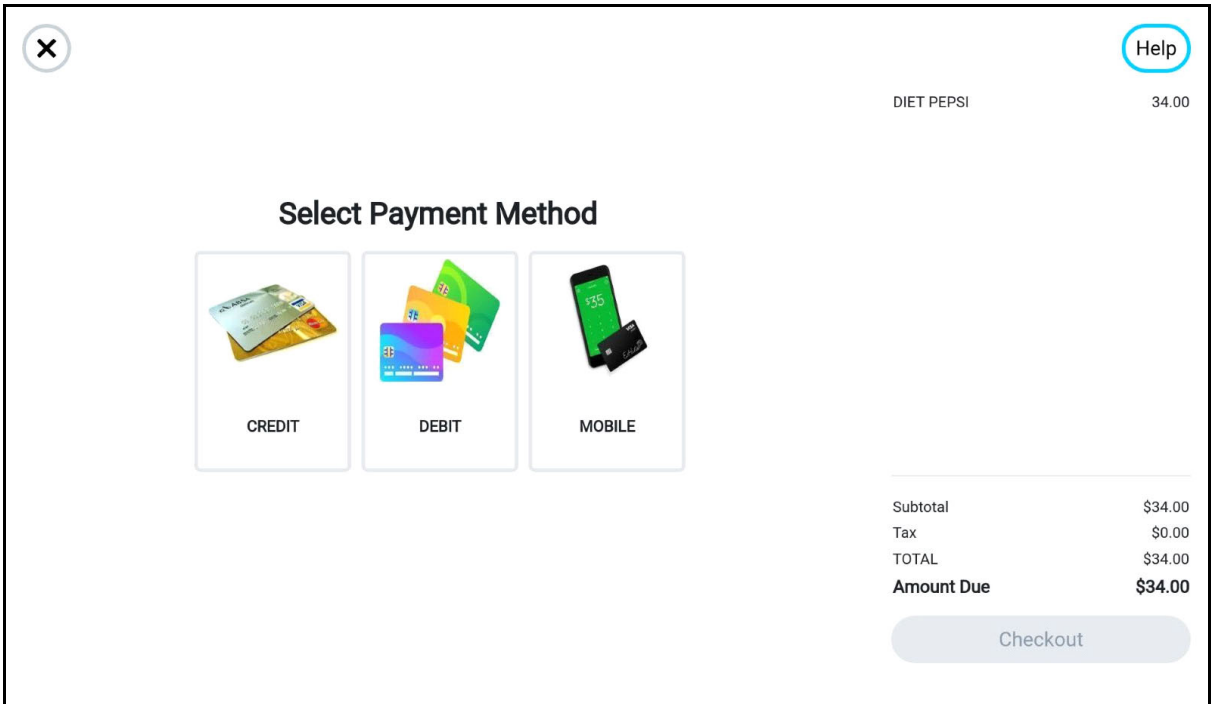
Select a register and add a cash recycler from Cash Recycler drop down list. One Cash Recycler can be added to more than one register.

After enabling cash recycler, refer to “Cash Payment Using Cash Recycler” on page 45 for help on using the cash recycler.

### SCO MOP Screen With Cash Recycler Enabled



### SCO MOP Screen Without Cash Recycler Enabled

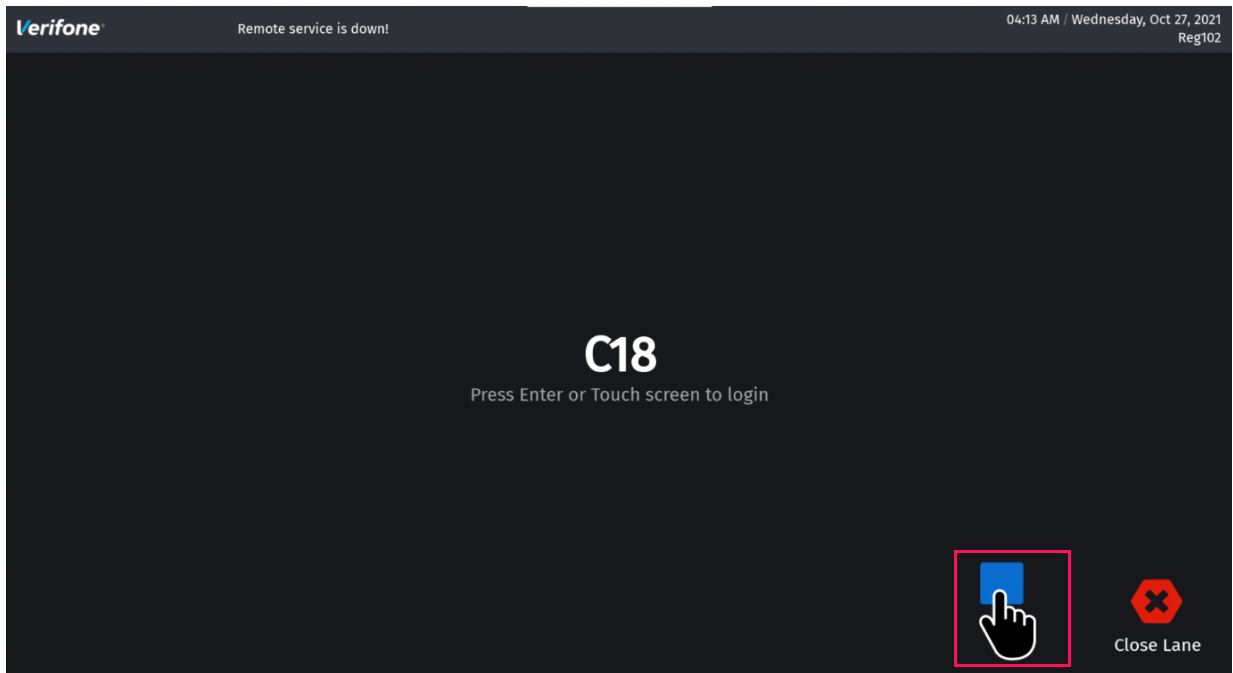


# 3 USING SCO

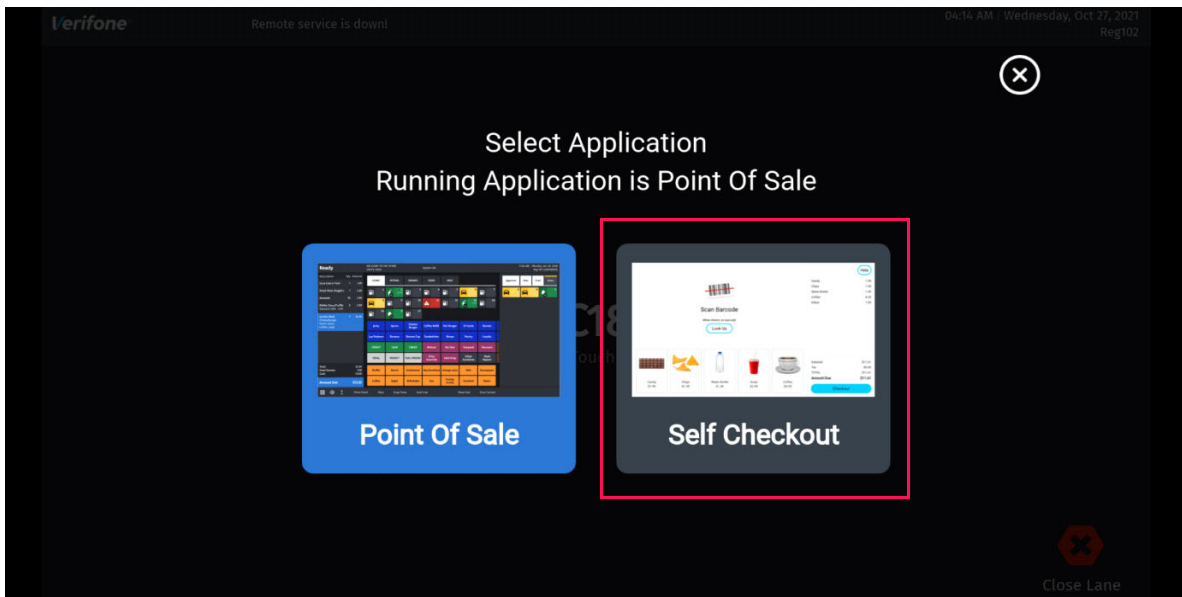
This chapter contains procedures to use the User Interface (UI) the sales functions and the cashier functions.

## Launching SCO Application

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



2. Select Self Checkout.

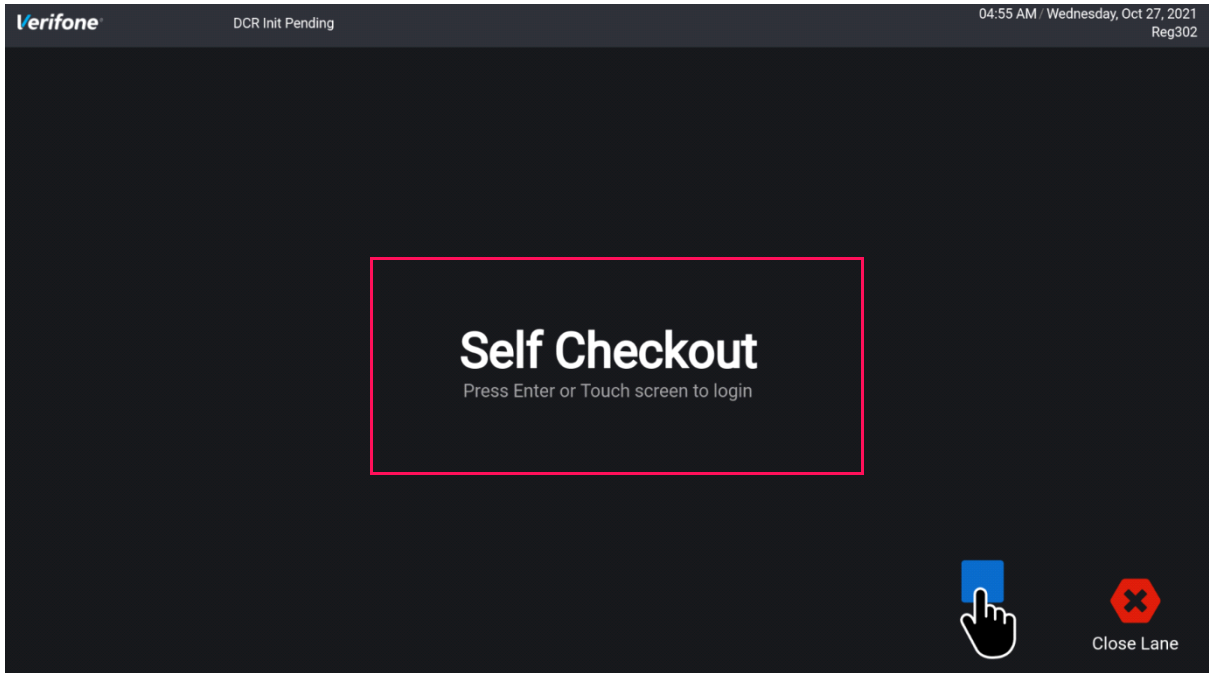


*Refer to the App Selector Feature Reference for more information on the App Selector feature. This feature reference is available on Premier Portal.*

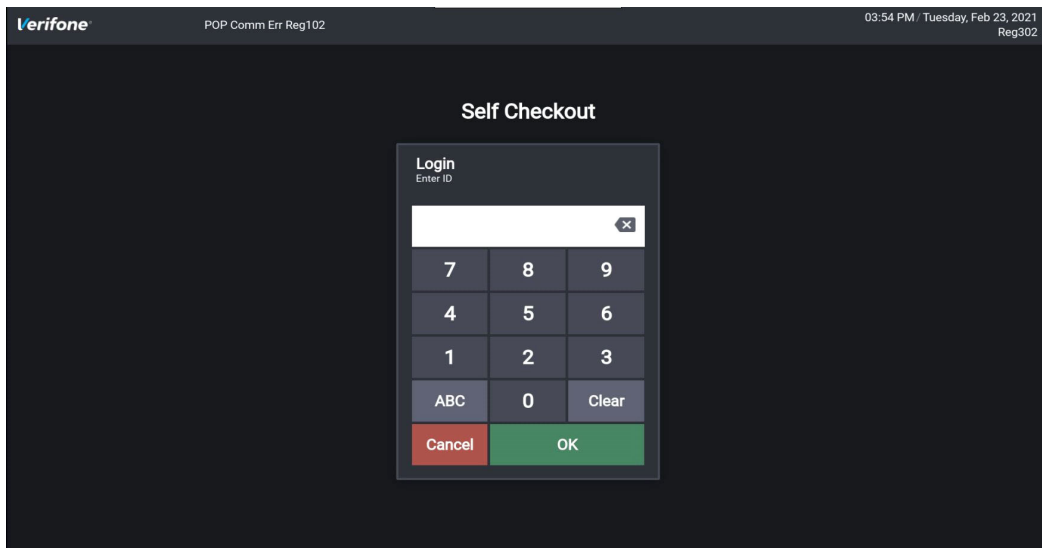
## Log in to SCO

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

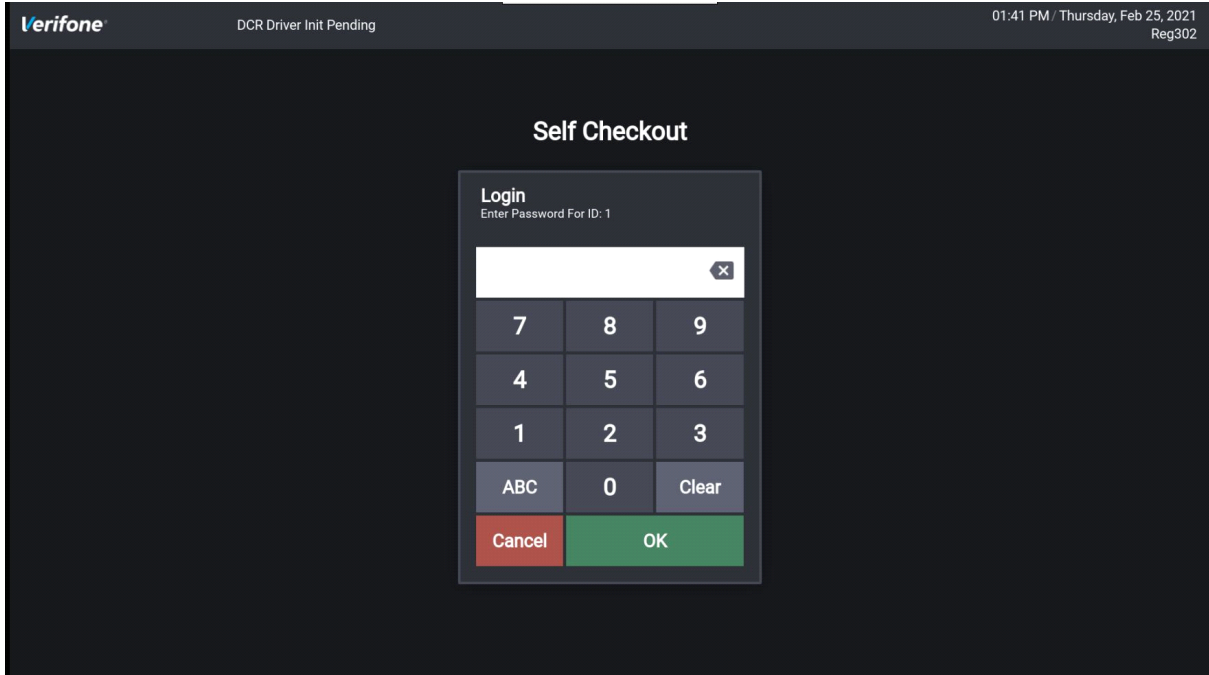
1. Press Enter or touch screen to login.



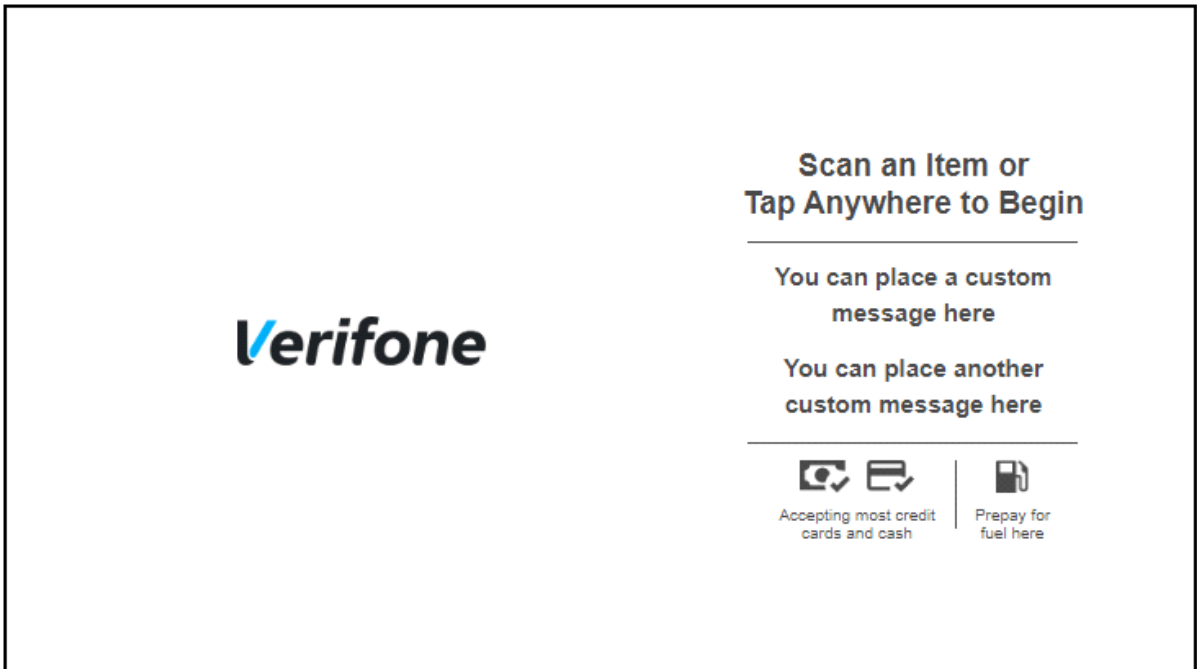
2. Enter User ID.



3. Enter Password.



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





## Customer Functions

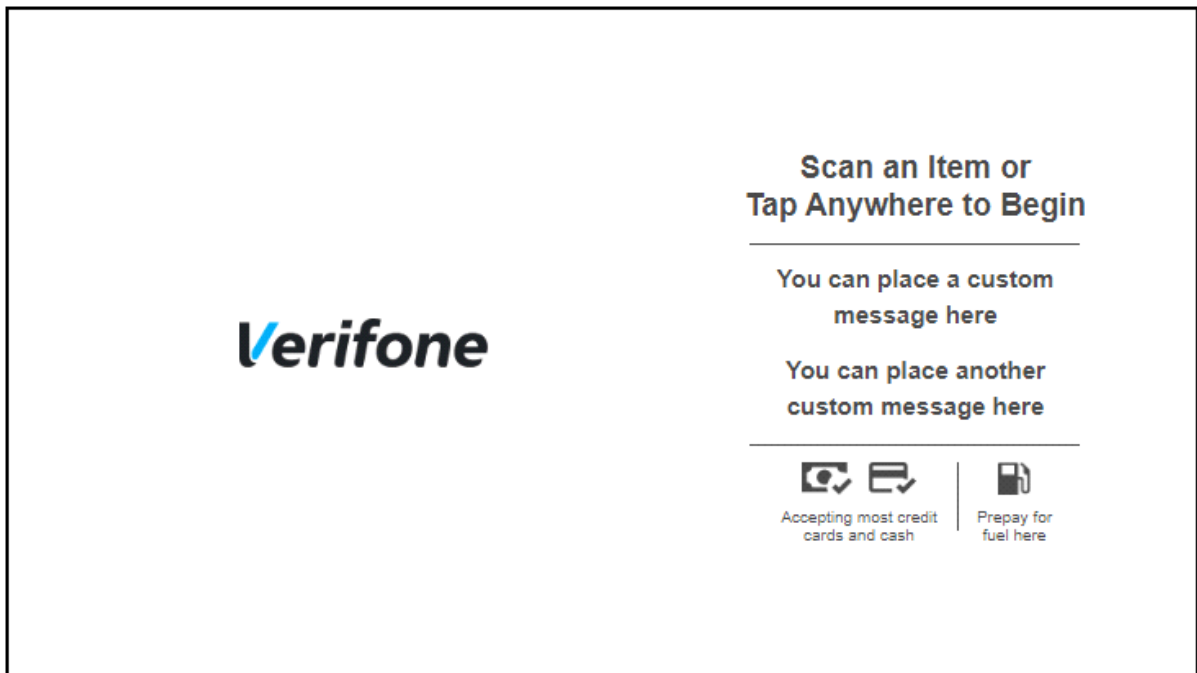
The following are the customer functions:

- Sales Functions
- Pay at Counter
- Call Cashier

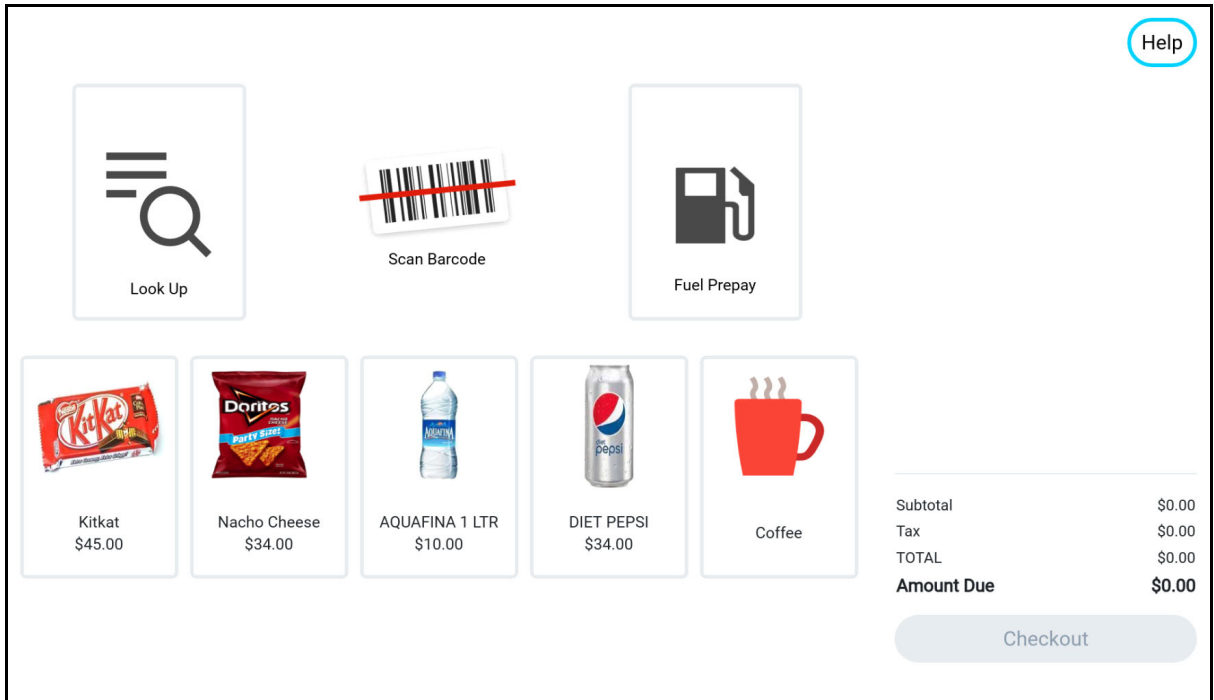
## Sales Functions

### Normal Sales

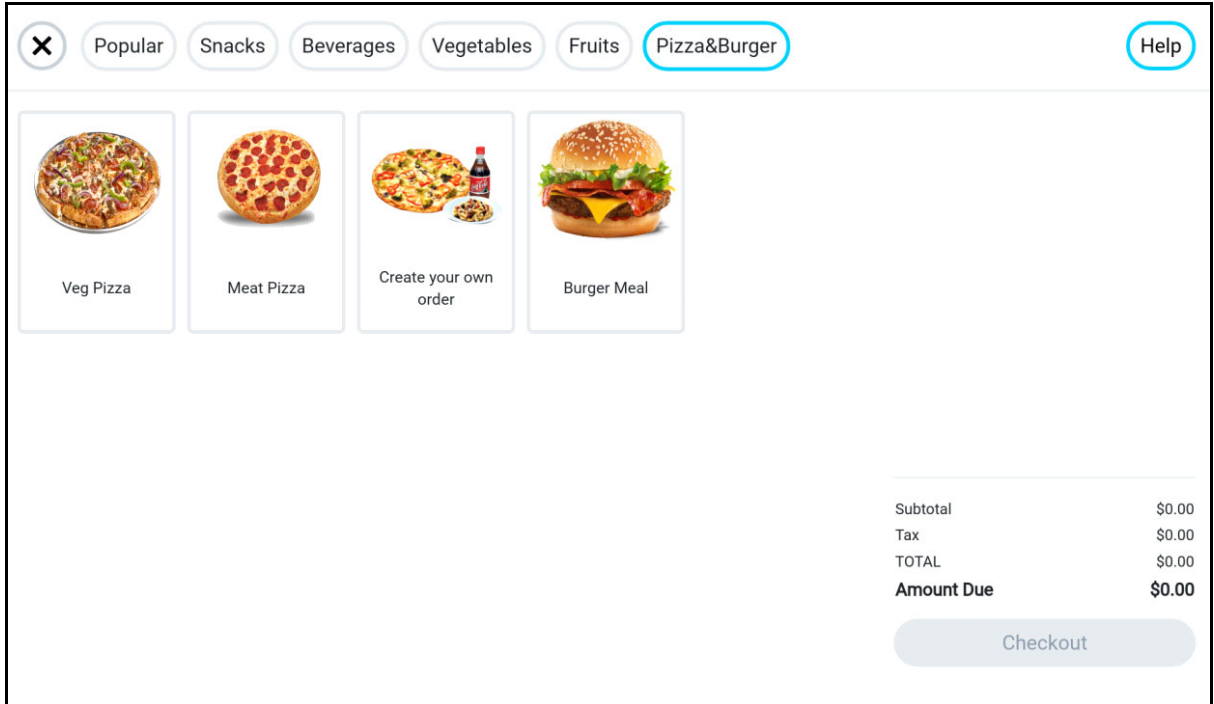
1. On the welcome screen, click scan an item or tap anywhere to get the Order Screen.



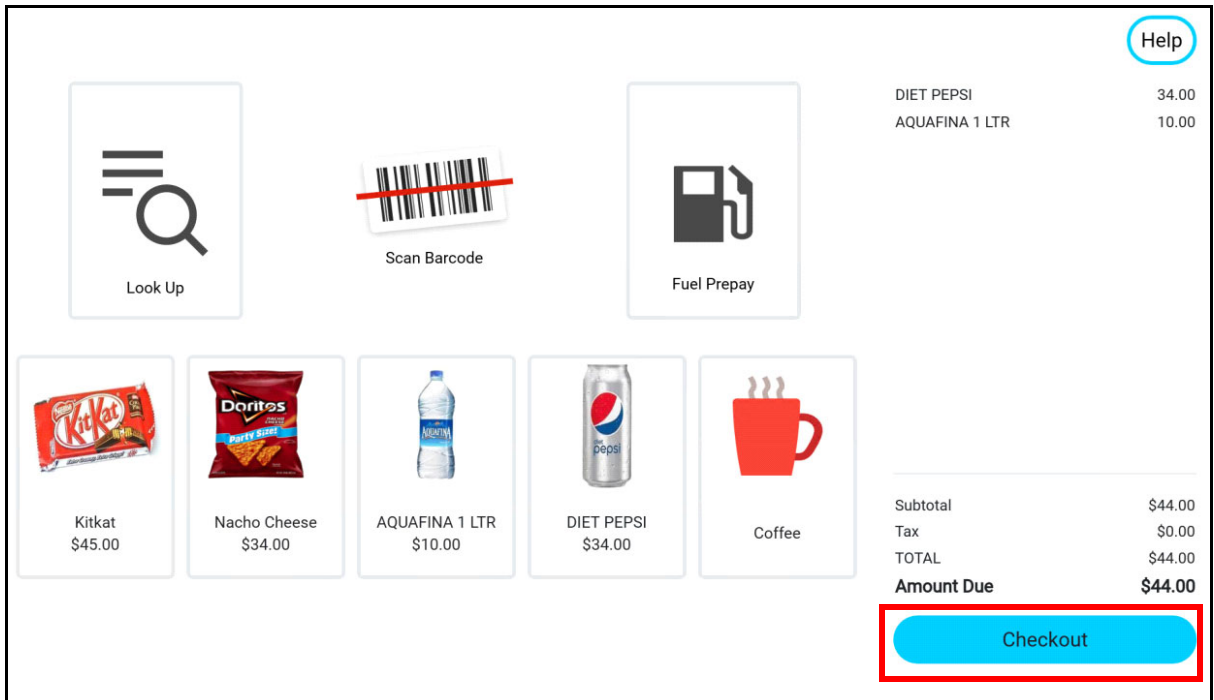
2. On the Order screen, a customer can scan a barcode or lookup items or select from the hot items.



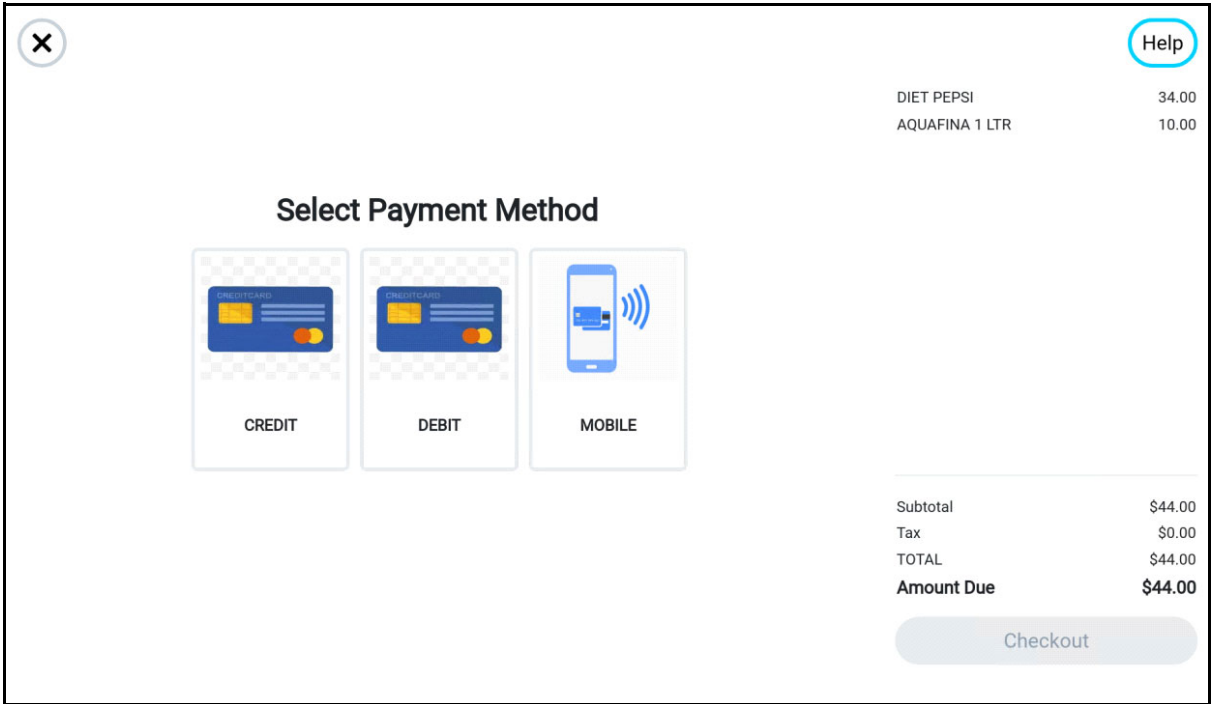
3. **Look Up** brings the screen where users can choose items from the category tabs on top of the screen. The items marked as hot items in the configuration screen appear in the **Popular** tab.



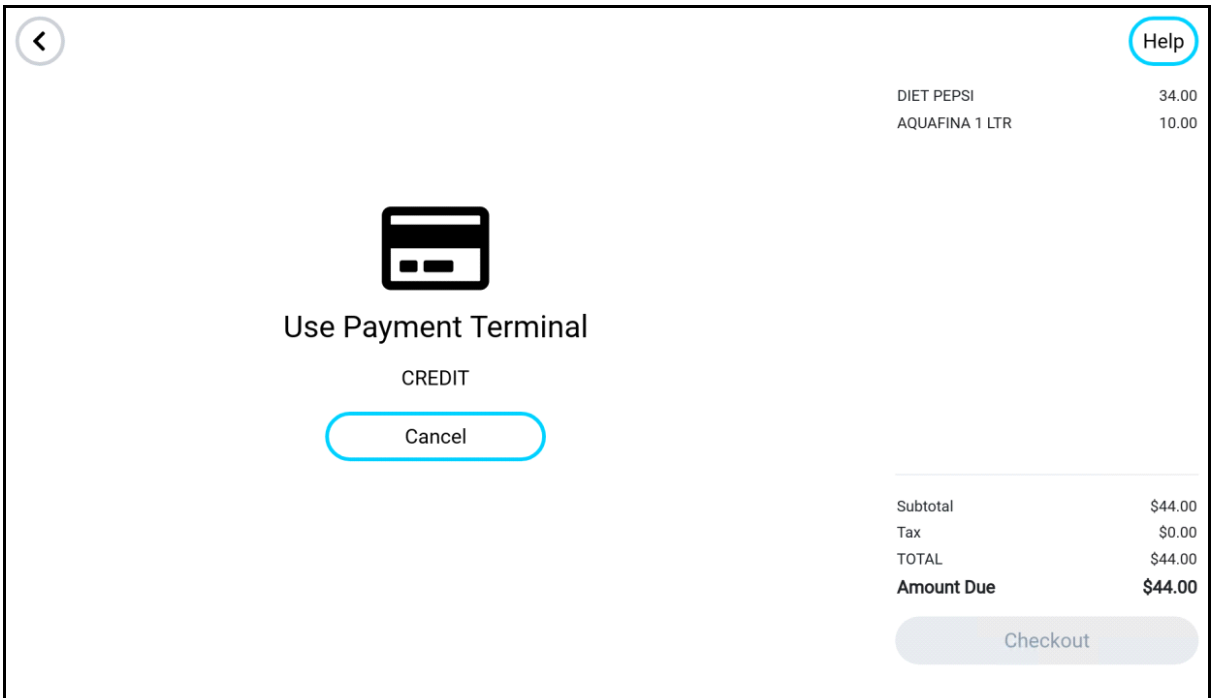
4. Add items and click **Checkout**.



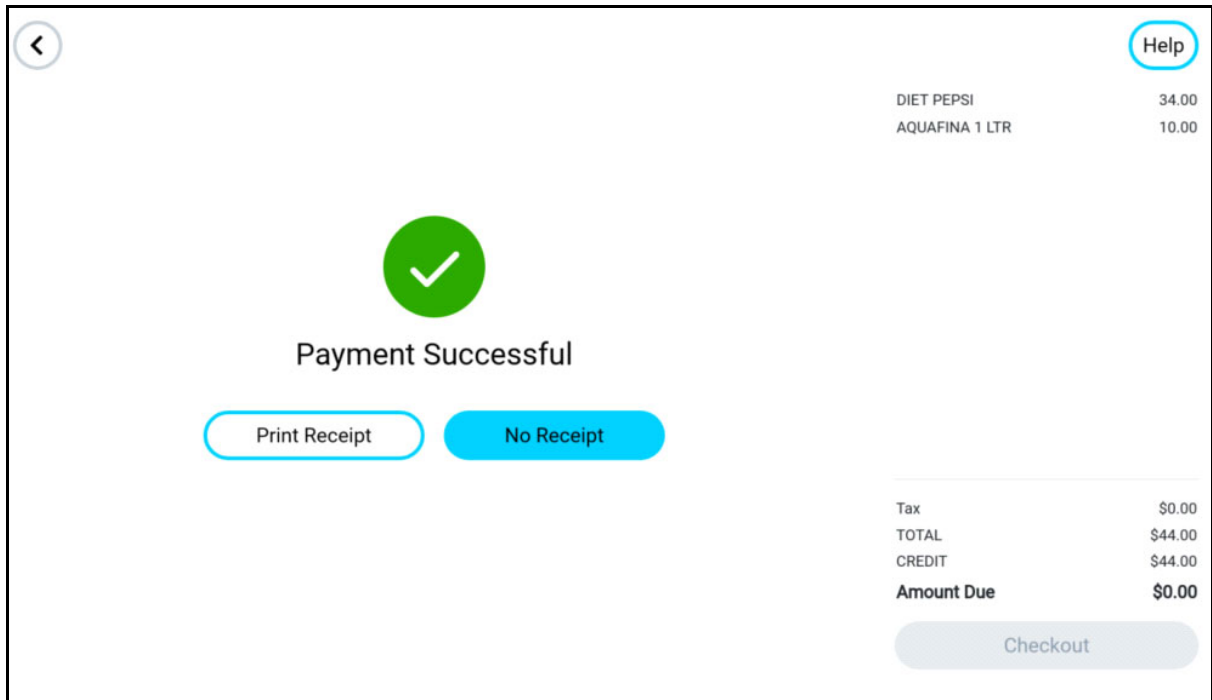
5. Select Payment Method from the list.



6. Follow instructions to complete the payment.



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



## Order Menu and Menu Chain


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




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

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


✕ Popular Snacks Beverages Vegetables Fruits **Pizza&Burger** Help




Veg Pizza



Meat Pizza



Create your own order



Burger Meal

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

Checkout

✕ **Select Bun Type** Help

Pretzel Bun \$3.00

Kaiser Roll \$3.50

Brioche Bun \$2.70

Potato Bun \$2.80

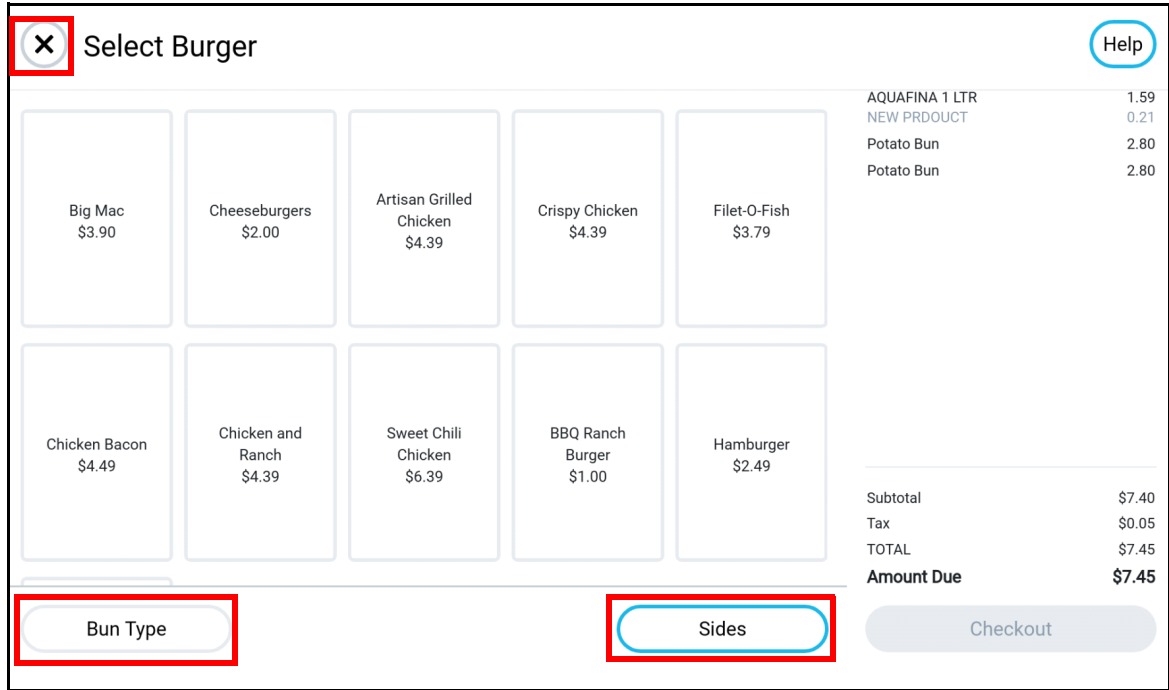
Muffin \$4.00

AQUAFINA 1 LTR	1.59
NEW PRDOUCT	0.21
Potato Bun	2.80

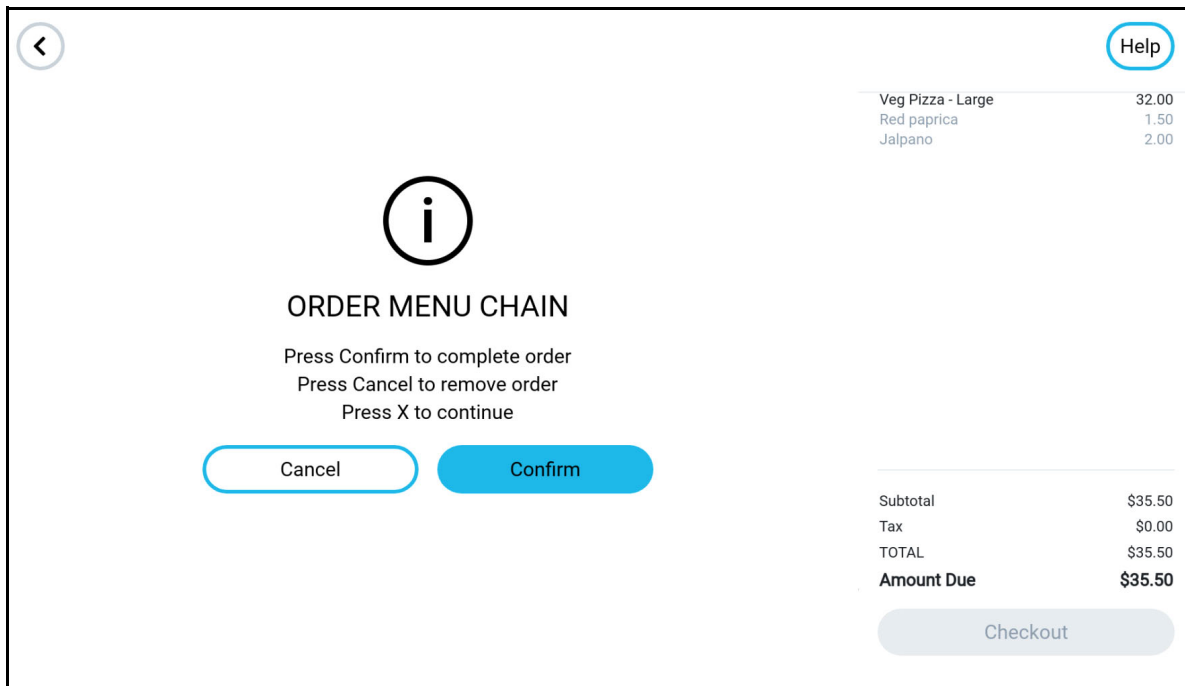
Subtotal	\$4.60
Tax	\$0.05
TOTAL	\$4.65
<b>Amount Due</b>	<b>\$4.65</b>

**Burger** Checkout

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



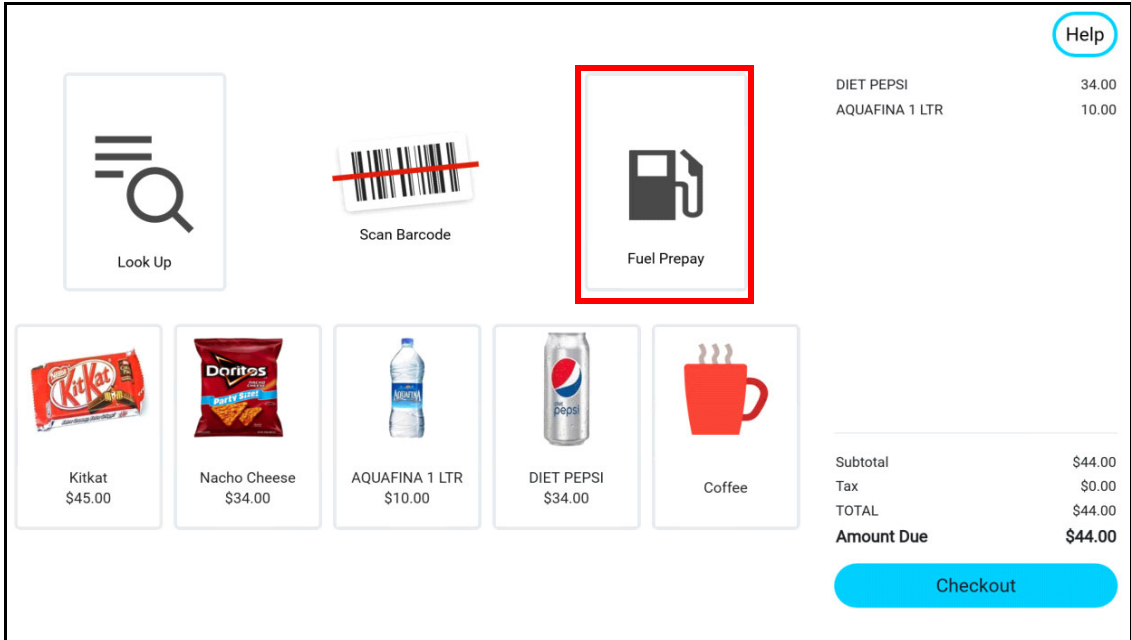
After selection of the items, users have the option to confirm or cancel the order.



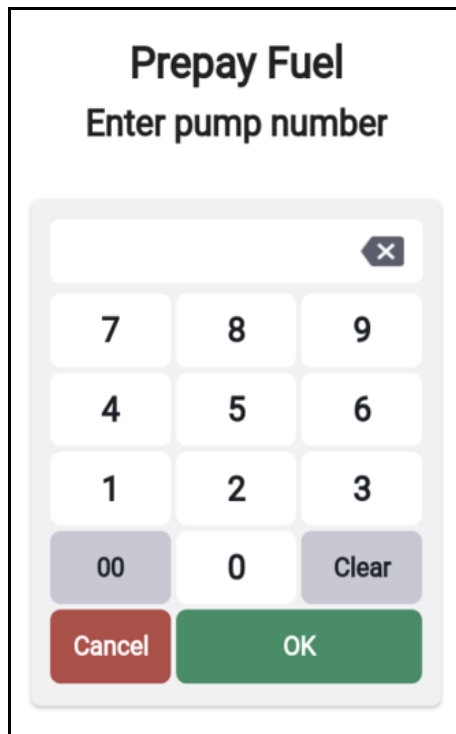
## Fuel Prepay

Customers can prepay for fuel using the SCO.

1. Click Fuel Prepay and follow steps on screen.



2. Enter pump number.





3. Enter Amount or Volume.

The image shows a mobile application interface for 'Prepay Fuel'. The screen displays the title 'Prepay Fuel' and the instruction 'Enter Amount/Volume' for 'Pump 2'. Below this is a numeric keypad with buttons for digits 0-9, a decimal point, and a 'Clear' button. At the bottom of the keypad, there are two unit selection buttons: 'Gallon' (blue) and '\$' (green). A red rectangular box highlights these two buttons.

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



\_\_\_\_\_2.00 ✕

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



*If Ignore MOP Conflict in Forecourt > Fuel Configuration > Site Parameters is disabled then Volume Prepay is not supported in SCO. Refer to "Ignore MOP Conflict" on page 76*

4. Select Fuel Grade after entering volume.

 **Select Fuel Product** 

1. UNLD1

2. UNLD2

3. UNLD3

4. UNLD4


5. UNLD5


6. DIESEL

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


Checkout

5. Checkout and complete the prepay transaction before fueling.


 PREPAY CA #02 x2.000  
UNLD1 2.22




Look Up




Scan Barcode




Fuel Prepay




Candy  
\$1.99




Chips  
\$1.59



Water Bottle  
\$1.49



Soda  
\$2.99

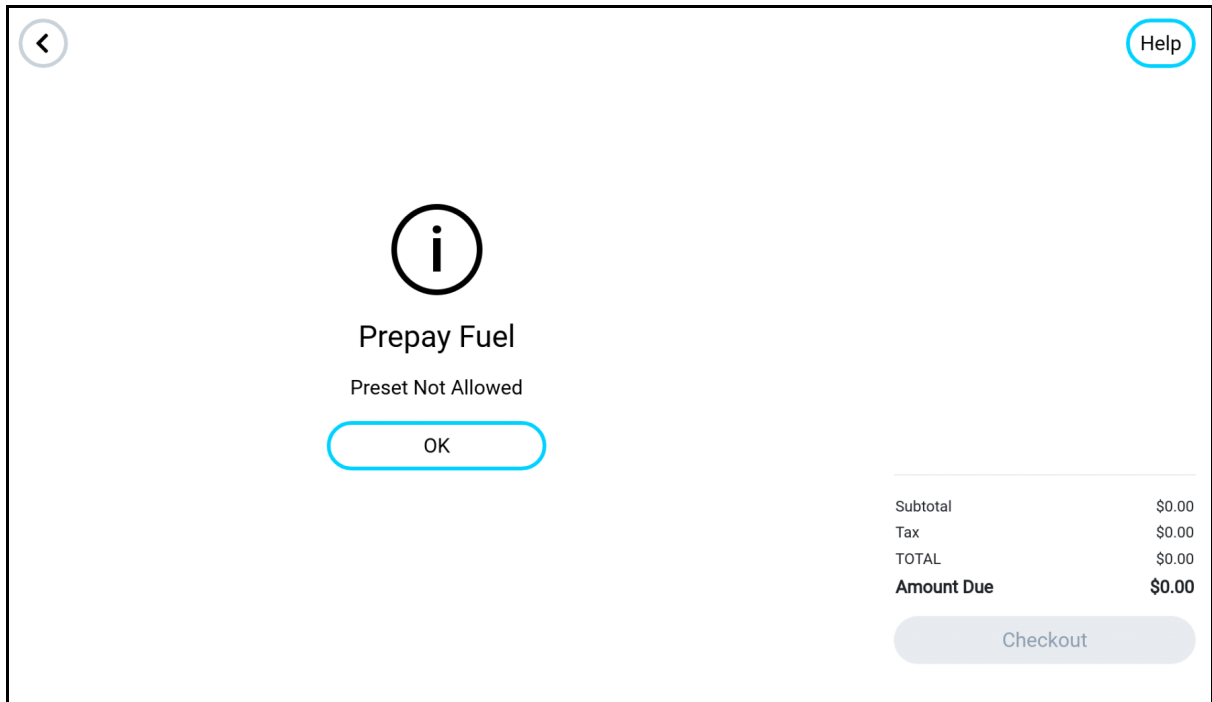


Coffee

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

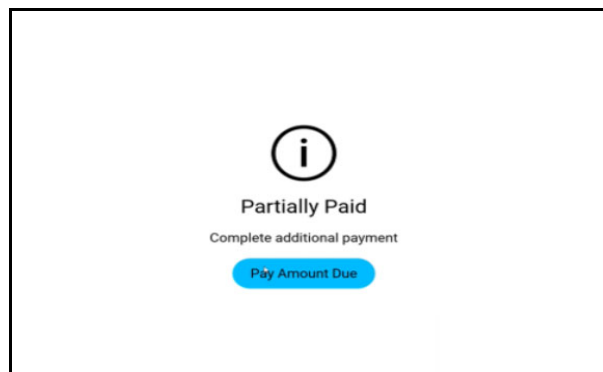
Checkout

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



## Split Tender

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



## Loyalty Sales

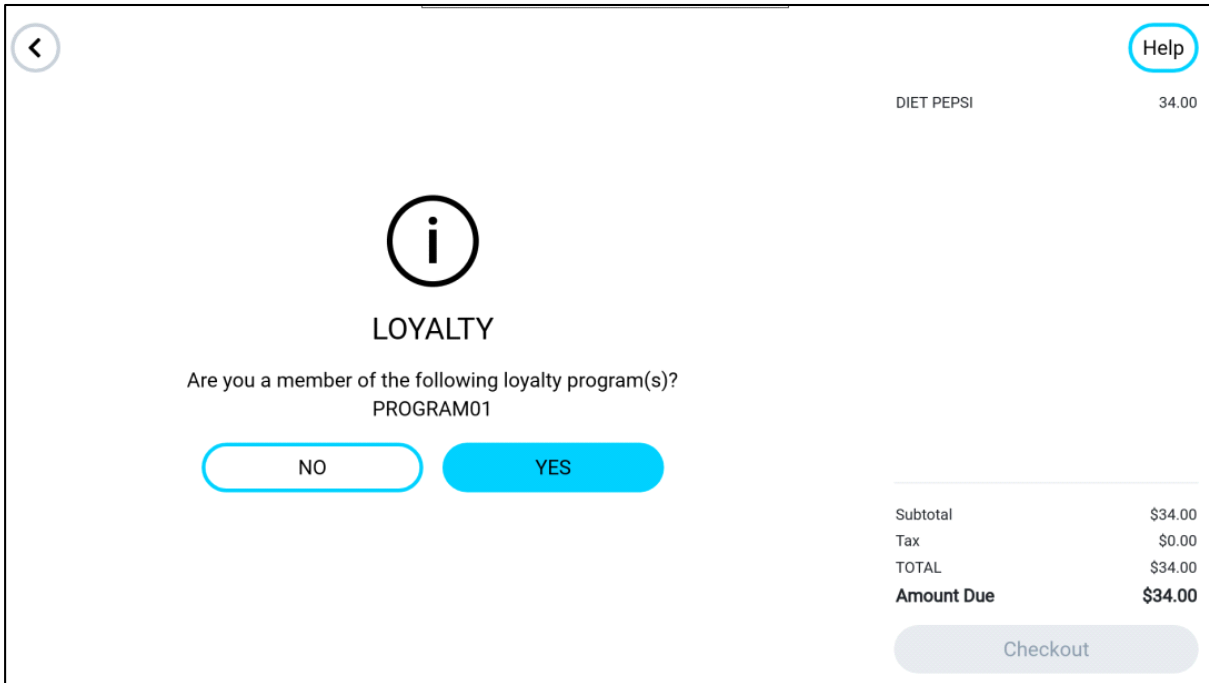
Loyalty programs come in all shapes and sizes. They can offer on-the-spot discounts or future savings through incentives as coupons or points toward future purchases.

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



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

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



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

The screenshot shows a mobile application interface for entering a loyalty ID. The screen is titled "LOYALTY" and prompts the user to "Scan Loyalty Barcode or Enter ALT ID". Below this, it says "Choose PIN pad to swipe loyalty card". There is a numeric keypad with buttons for digits 0-9, a "Clear" button, and a "Choose PIN pad" button. An "OK" button is also present. On the right side, there is a summary table for the order:

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

At the bottom right, there is a "Checkout" button.

## Sales Restrictions

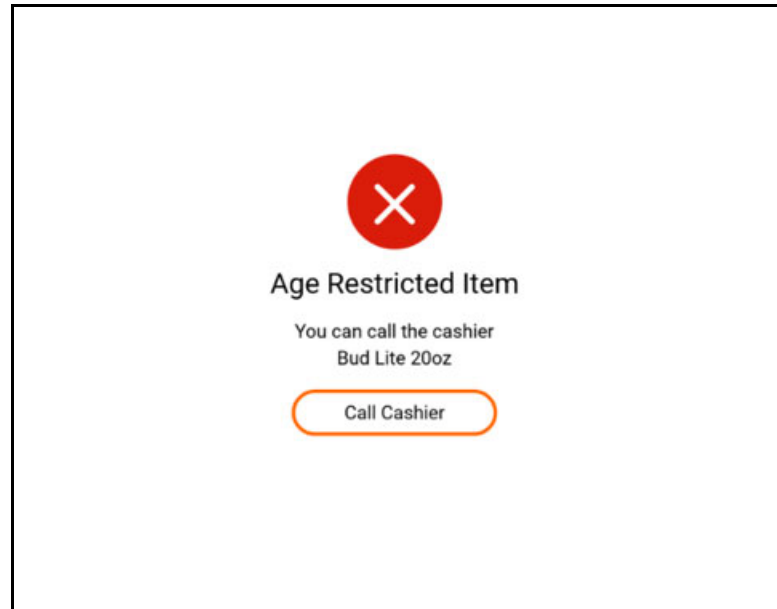
Using Self Checkout customers cannot buy items that belong to departments that are not selected in "Global Configuration" on page 6 and items that do not have Bar Code in the Pricebook.



*Customers also cannot buy open PLU items, apply scanned coupons, and buy fractional quantity items. Customers can buy random weight products with bar codes. Customers can also scan food order bar codes for making payments at the Self Checkout.*

## Age Verification

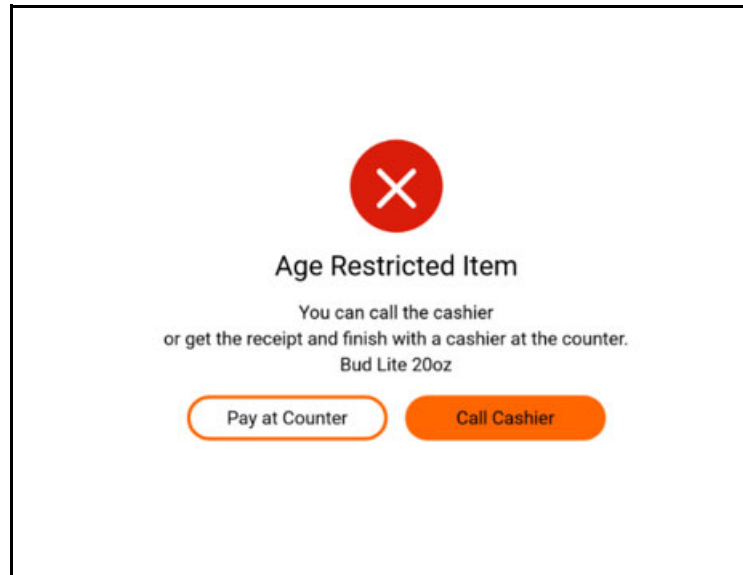
If customers scan the age restricted item first, then they get an option to **Call Cashier**.



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

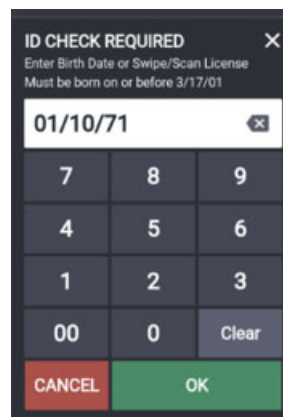
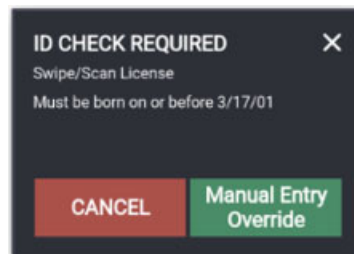
If customer scan a non-age restricted item first, then they have the option to **Pay at Counter** (to suspend the transaction that a cashier can recall at their POS refer to “Pay at Counter” on page 58) or **Call Cashier**.

This difference is because if the age restricted item is scanned first, it is not in the cart until the ID check is done and there is no ticket to Suspend.



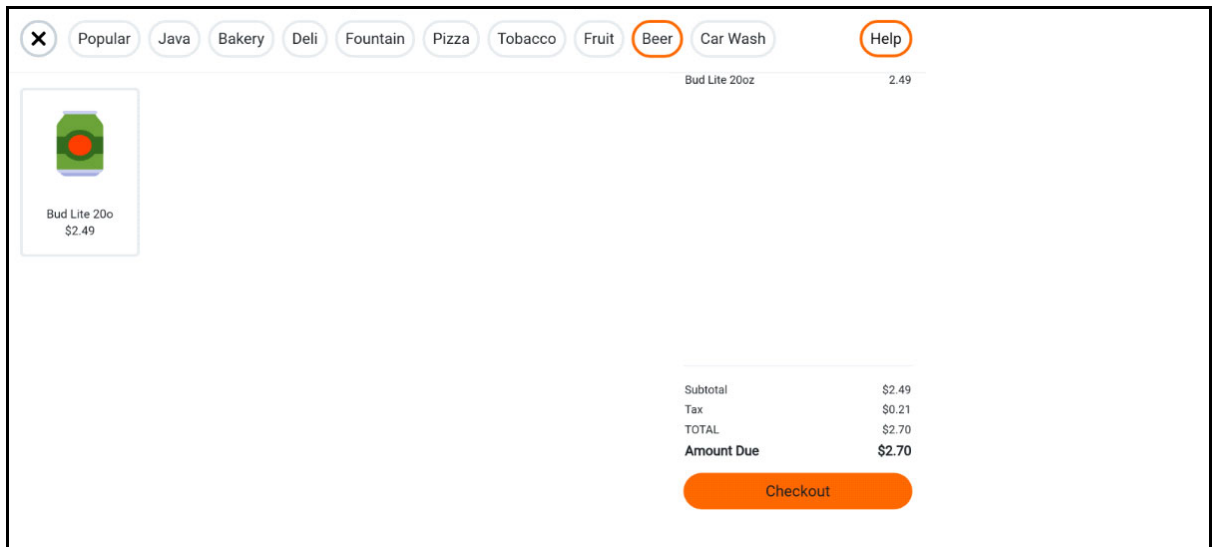
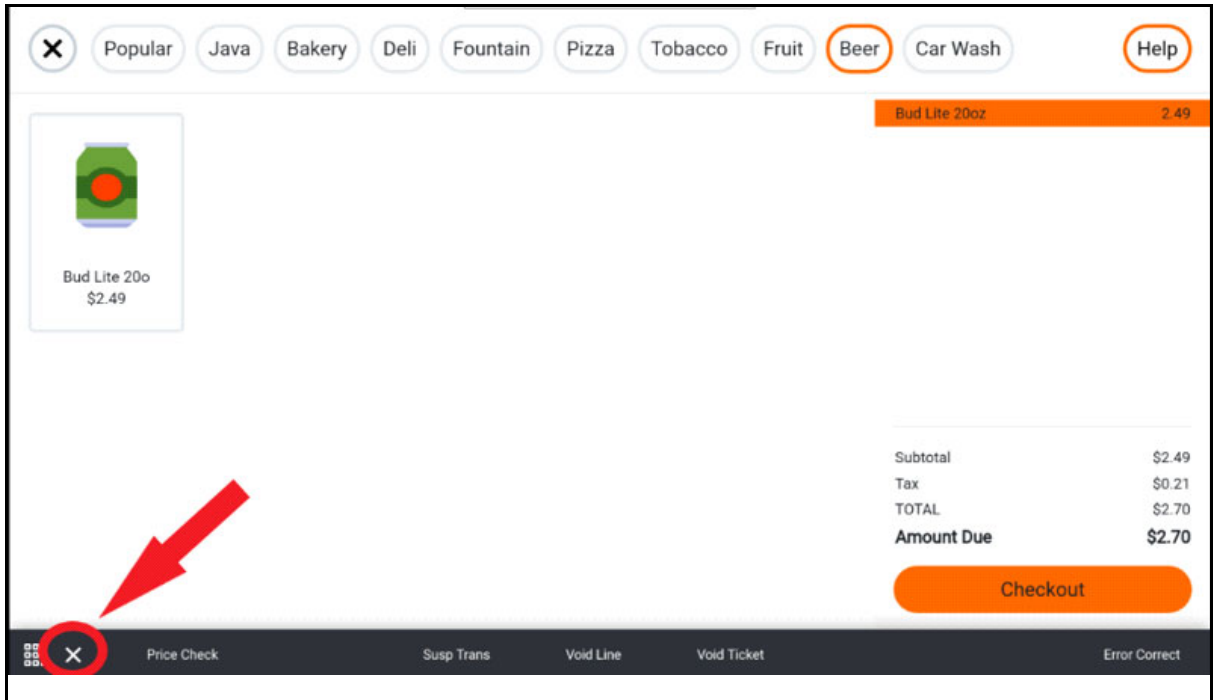
If the customer chooses **Call Cashier**, refer to “Cashier Functions” on page 62 for more information on cashier functions to support self checkout customers.

The cashier must login with their cashier credentials in order to perform age restricted sales. After the cashier has scanned or manually entered age restricted items, the ID Check Required prompt appears. The customer can scan/swipe their ID or the cashier can enter the details manually.



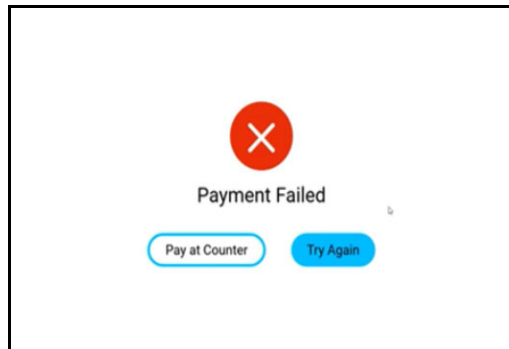
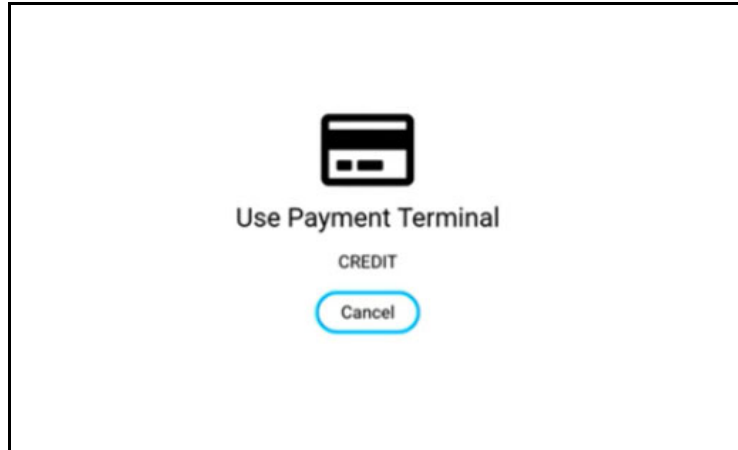


After the Age Restricted item is add to the cart, cashier can close the CSR task bar by selecting the X on the left side of bar and the customer can continue with the sale.



## Payment Failed

During a transaction, customers can select **Cancel** on the Use Payment Terminal screen to get option “Pay at Counter” on page 58.



## Cash Payment Using Cash Recycler

Refer to “” on page 21 for more information on configuring the cash recycler to receive payment.


## Pay Total Cash

### 1. Select Cash as MOP

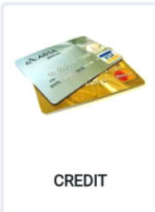
ⓧ Help

Kitkat	45.00
Kitkat	45.00

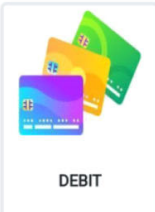
### Select Payment Method



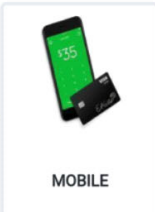
CASH



CREDIT



DEBIT



MOBILE


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

Checkout

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

< Help

AQUAFINA 1 LTR	10.00
----------------	-------



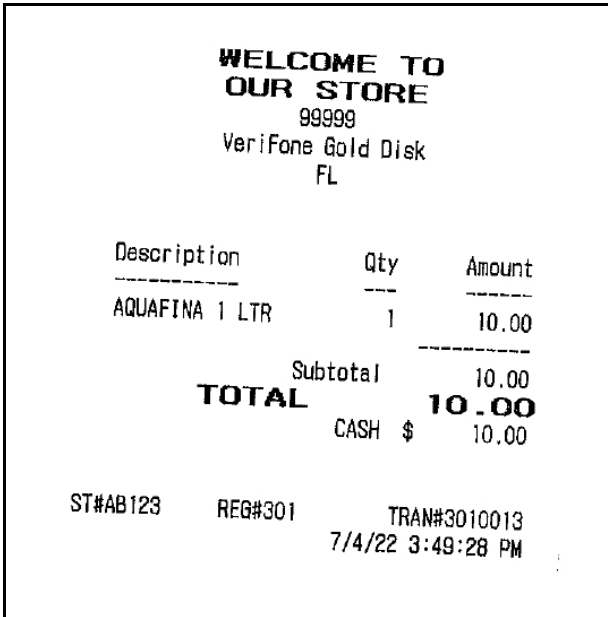
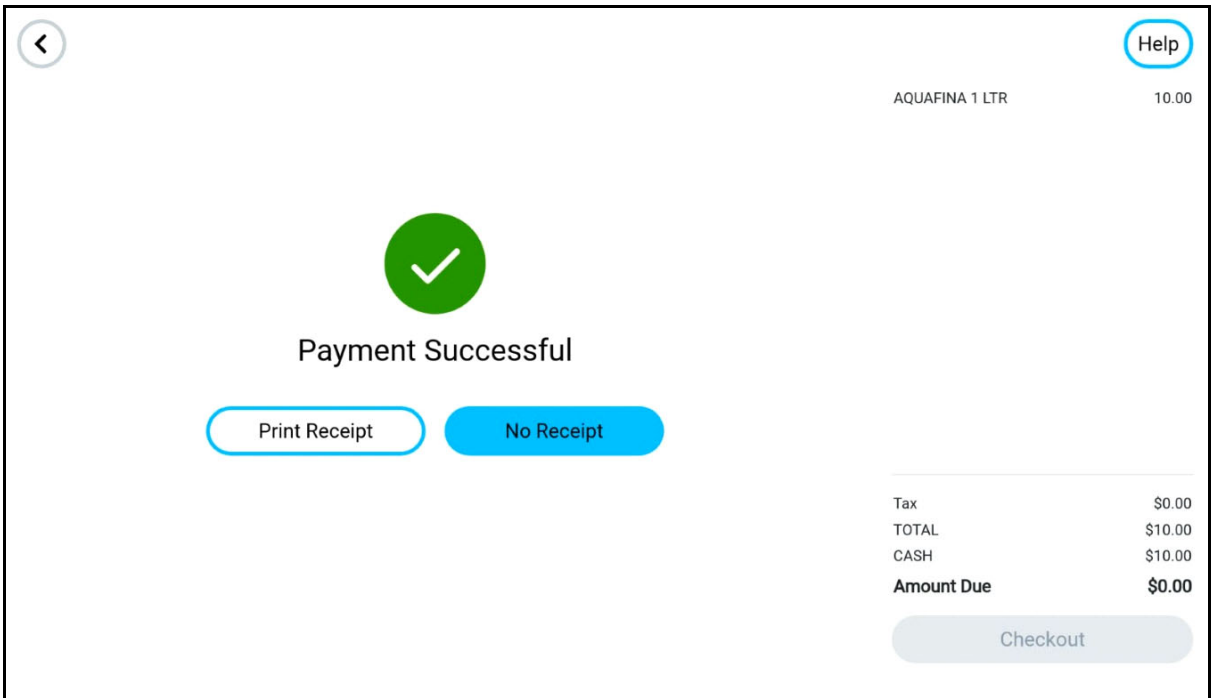
### Cash Transaction

Insert money into the cash acceptor or select other payment.

Other Payment

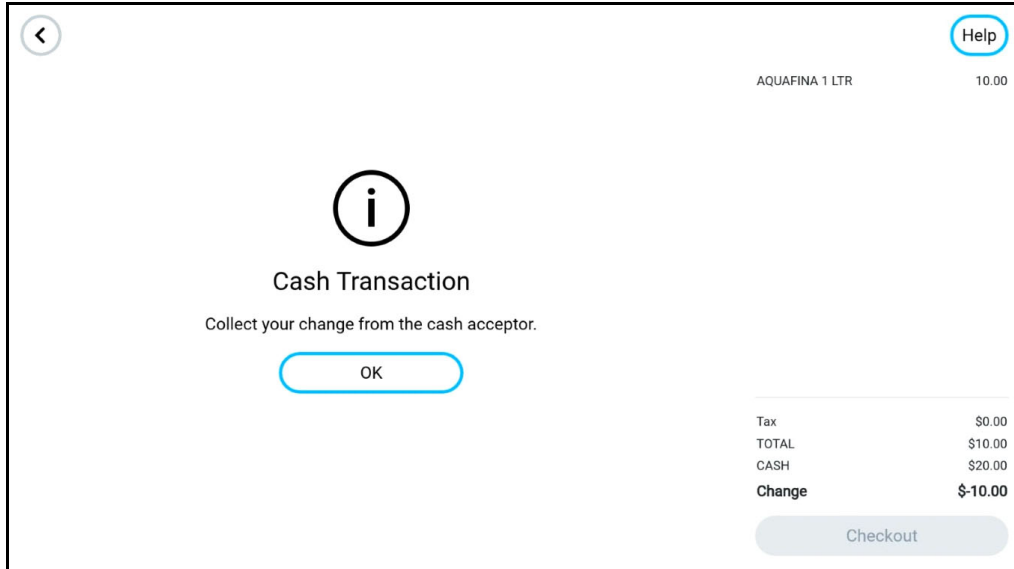
Subtotal	\$10.00
Tax	\$0.00
<b>TOTAL</b>	<b>\$10.00</b>
<b>Amount Due</b>	<b>\$10.00</b>

Checkout



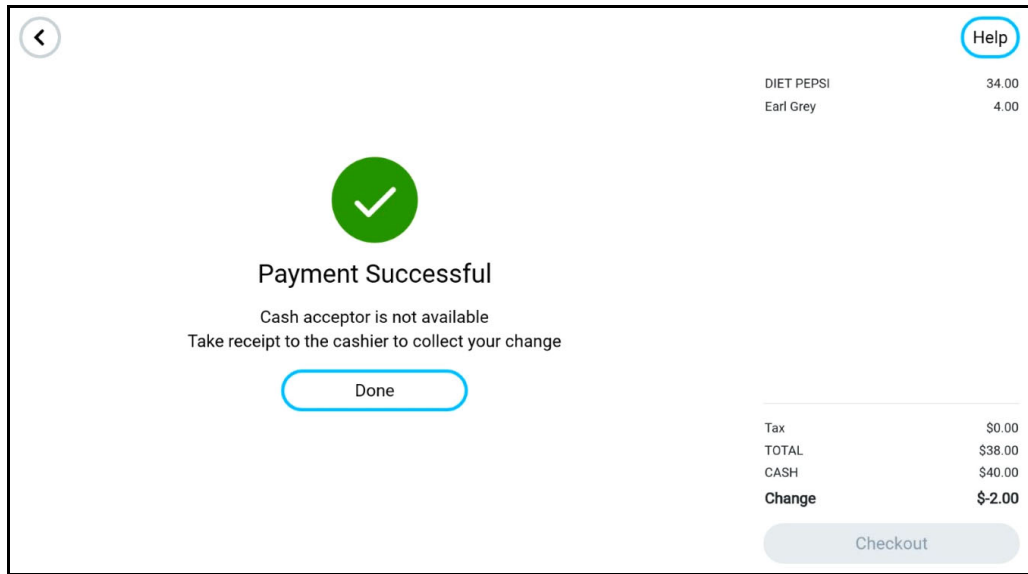
### Pay Extra Cash & Receive Change

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



## Unable to Dispense Change

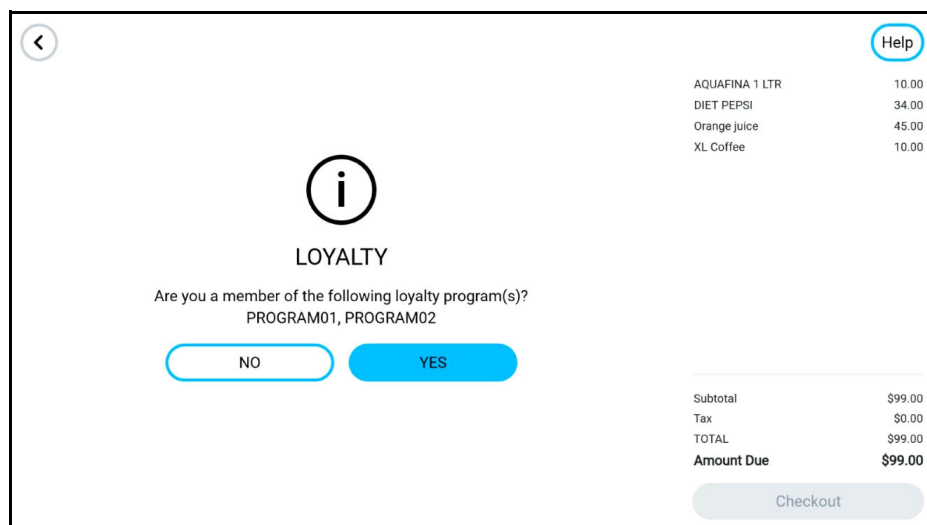
When the cash recycler is unable to dispense change, a receipt prints with a bar code that the customer can take to the cashier to get the change in cash or buy other items taken on the way to the cashier for cash refund.





## Split Tender With Cash & Card

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



1. First customer has to enter the loyalty membership details. Refer to “Loyalty Sales” on page 39 for more information.

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

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

AQUAFINA 1 LTR	10.00
DIET PEPSI	34.00
Orange juice	45.00
XL Coffee	10.00
<hr/>	
Subtotal	\$99.00
Tax	\$0.00
TOTAL	\$99.00
Amount Due	\$99.00

Checkout

**i**

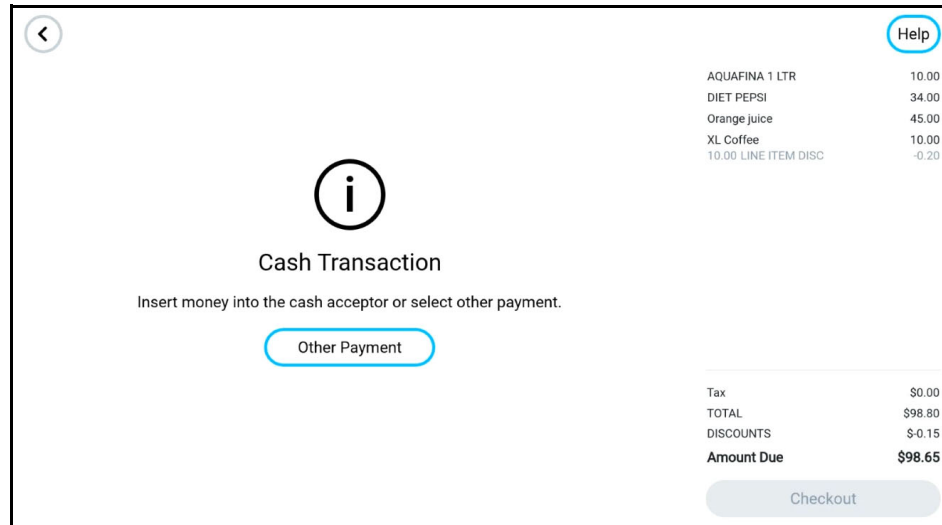
Loyalty Authorization Request ...  
Follow PINpad instructions

AQUAFINA 1 LTR	10.00
DIET PEPSI	34.00
Orange juice	45.00
XL Coffee	10.00
<hr/>	
Subtotal	\$99.00
Tax	\$0.00
TOTAL	\$99.00
Amount Due	\$99.00

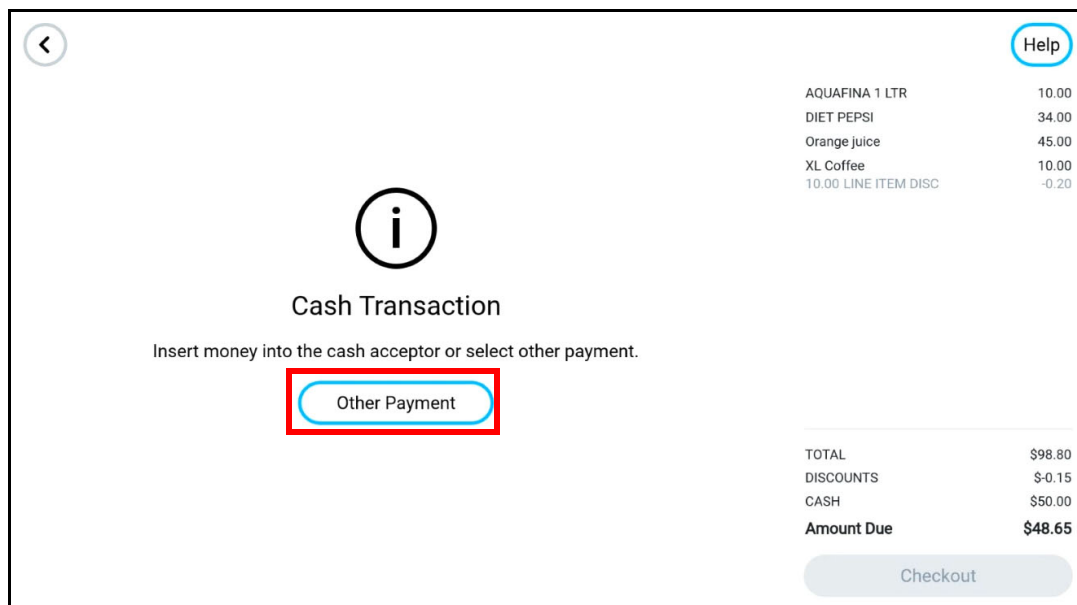
Checkout

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





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




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


✕
Help

	Kitkat	45.00
	Kitkat	45.00


### Select Payment Method




CASH



CREDIT



DEBIT




MOBILE

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

Checkout

<
Help

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




### Use Payment Terminal


CREDIT

Cancel

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

Checkout





**Payment Successful**

[Print Receipt](#) [No Receipt](#)

[Help](#)

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

---

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

[Checkout](#)

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

<CUSTOMER COPY>

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

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

APPROVED

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

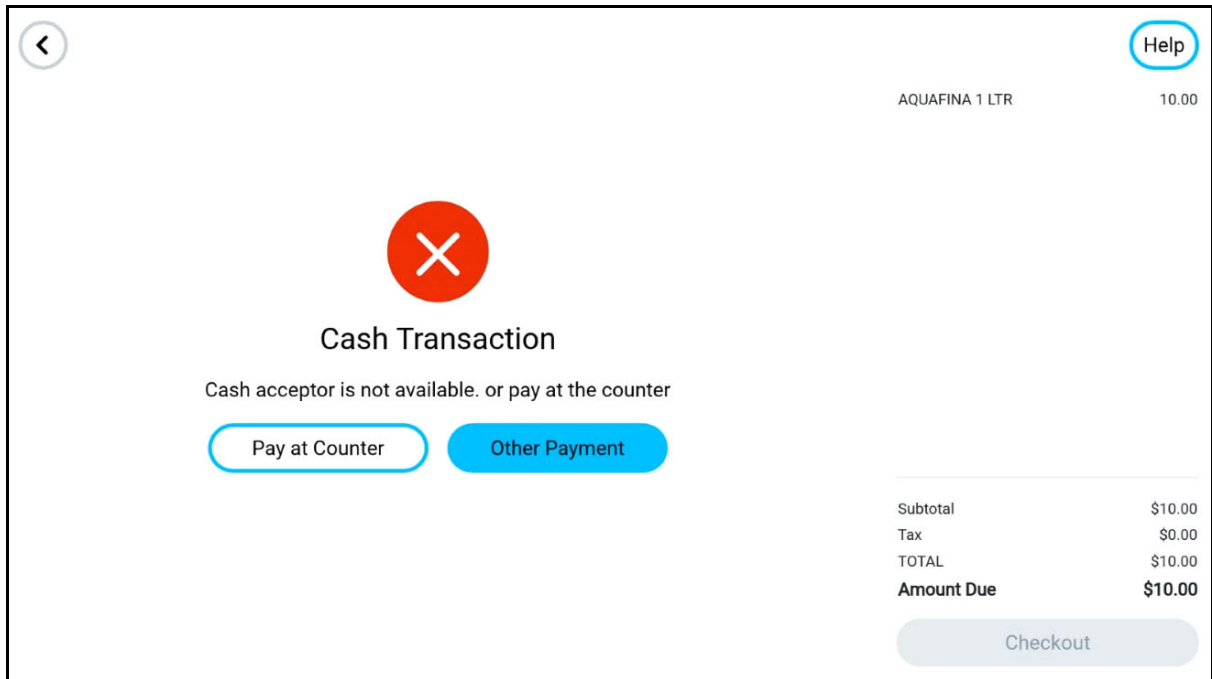
ST#AB123    REG#301    TRAN#3010021  
7/4/22 4:01:00 PM

## Cash Recycler Errors

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

- Device Not Available
- Device Being Used by Another Register

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




### POS Restarting

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

### Inactivity Timer

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



Are you still there?

Your Session will be cancelled due to inactivity.

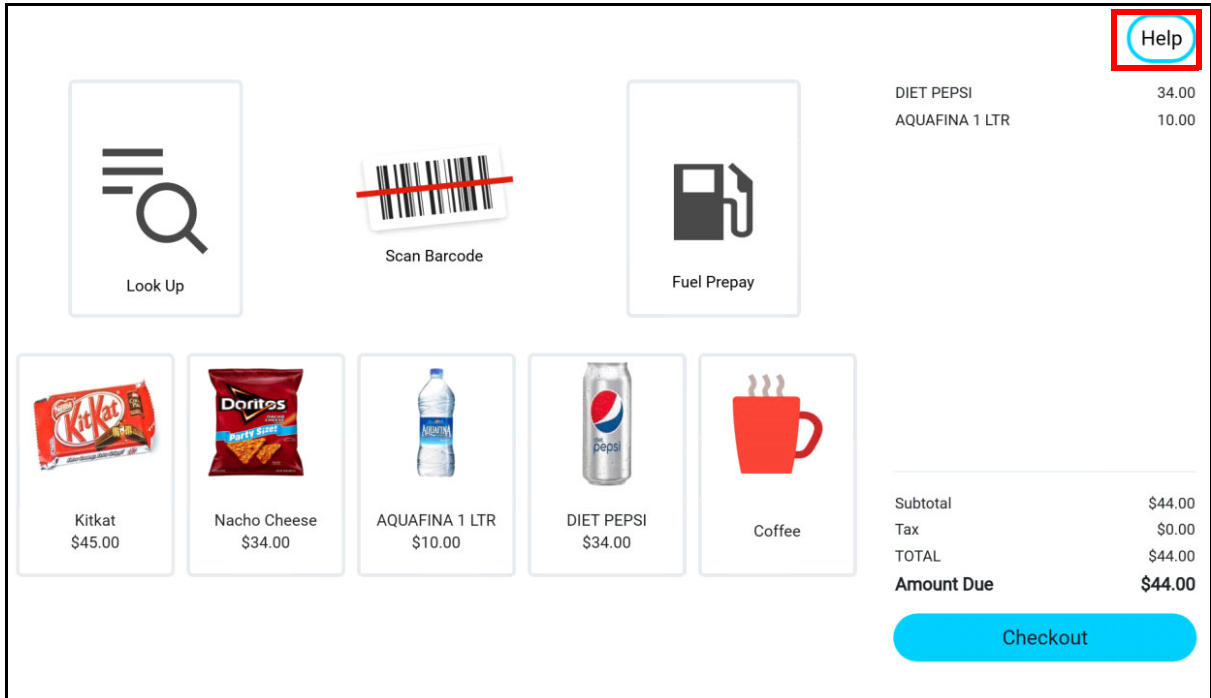
9

End Session    I'm here, Continue

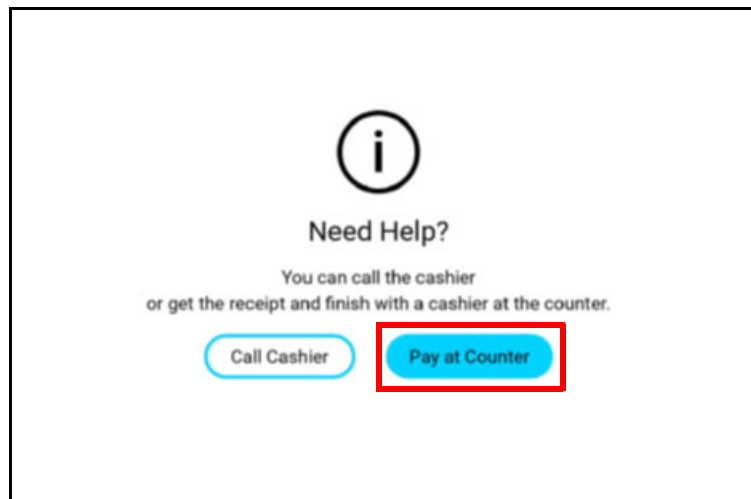
.

## Pay at Counter

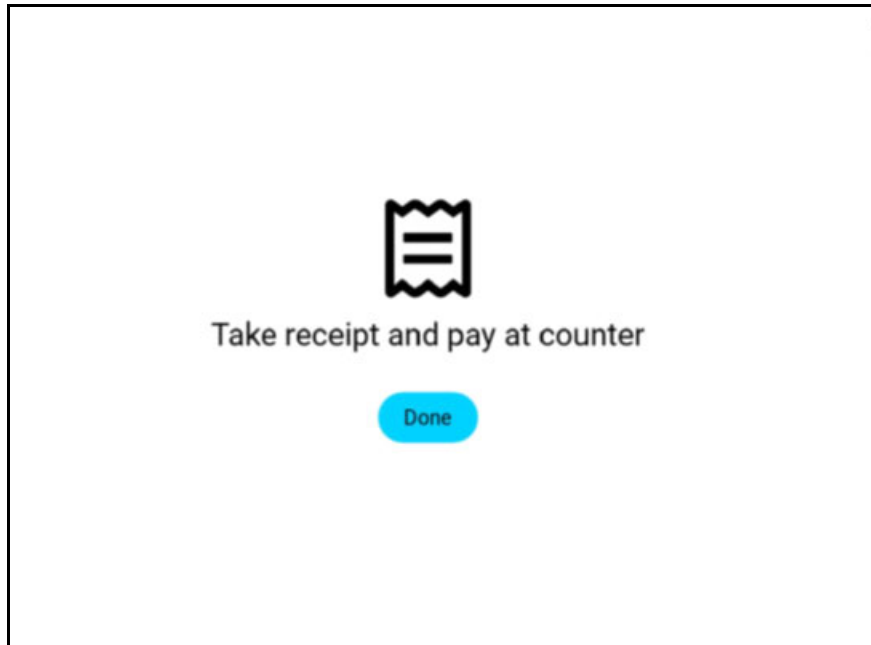
1. During a transaction, click **Help** to get the help of a cashier to complete the transaction.



2. Select Pay at Counter.



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

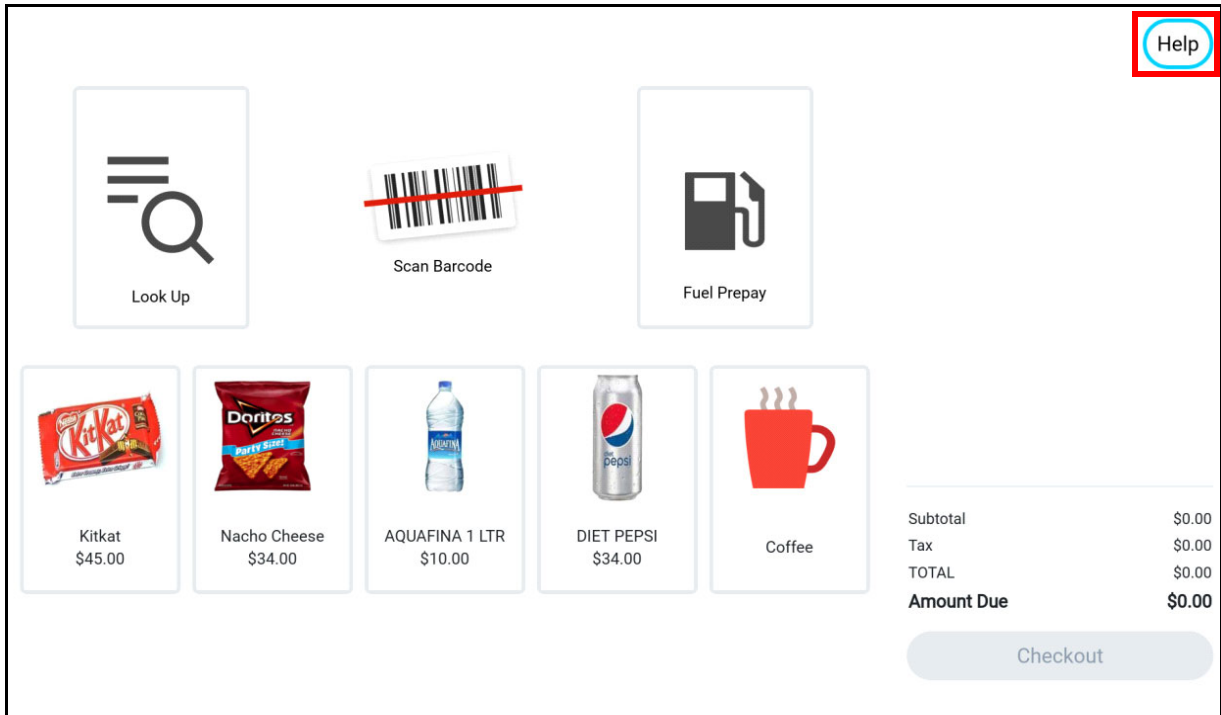


4. A sound is produced that alerts the cashier of the request.

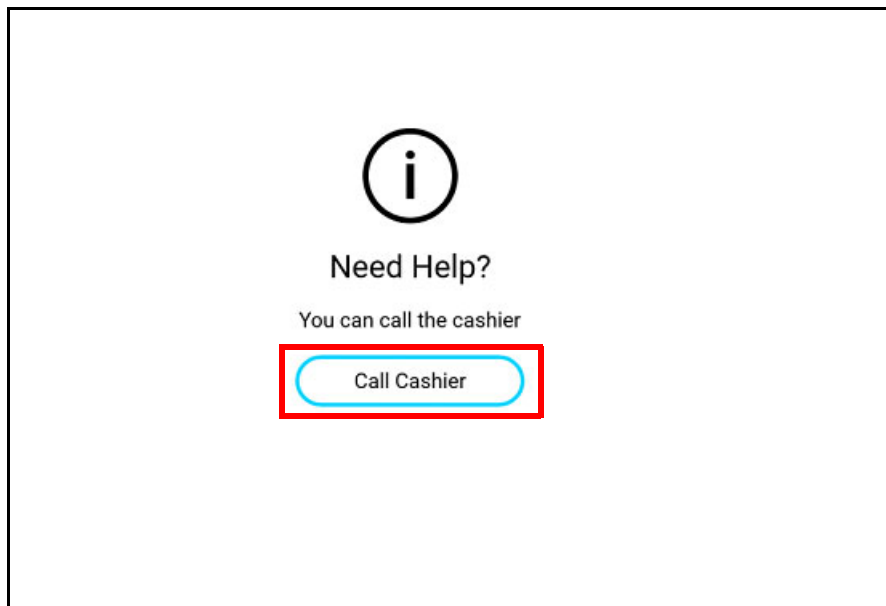


## Call Cashier

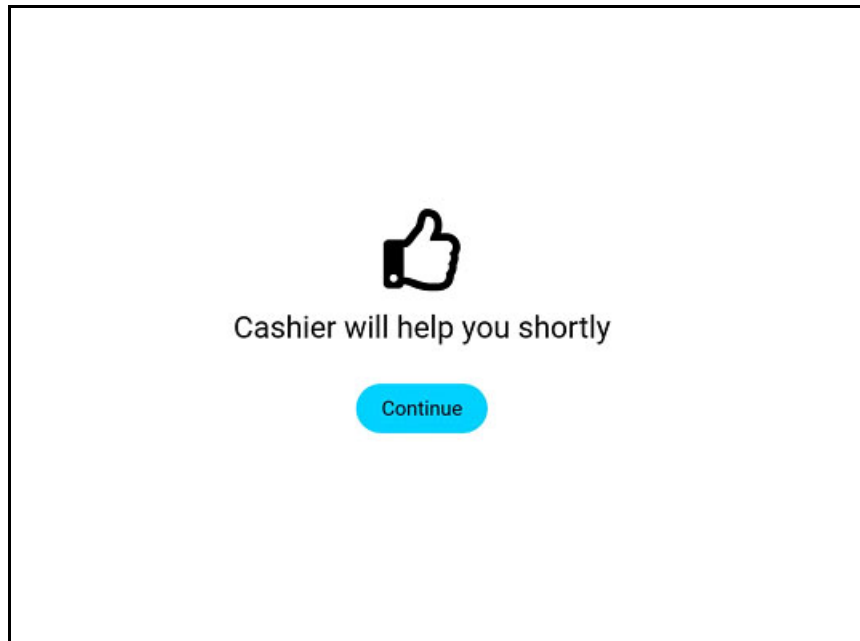
1. Customers can click **Help** anytime to get assistance from a cashier.



2. Click Call Cashier.

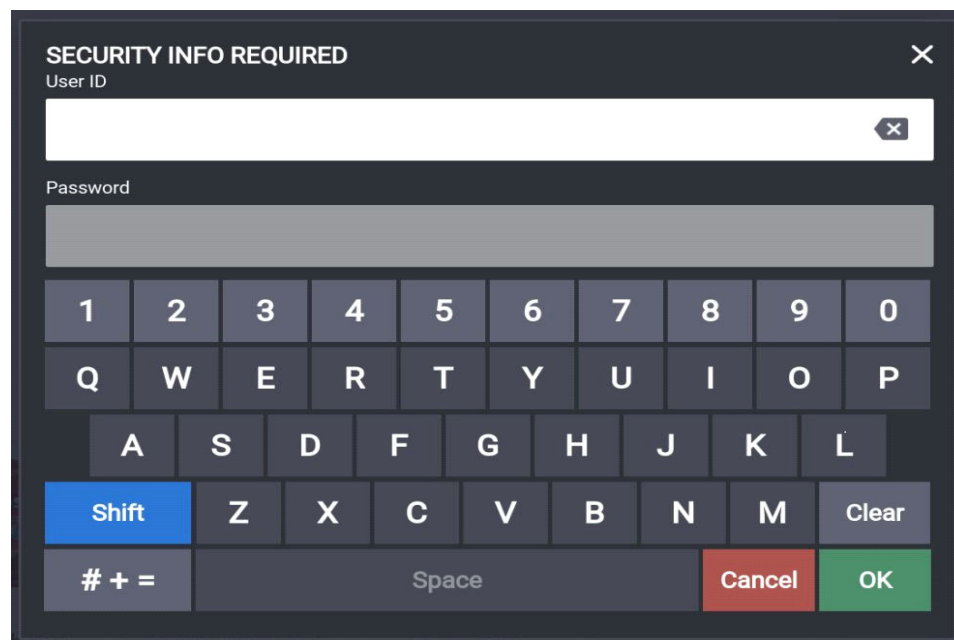
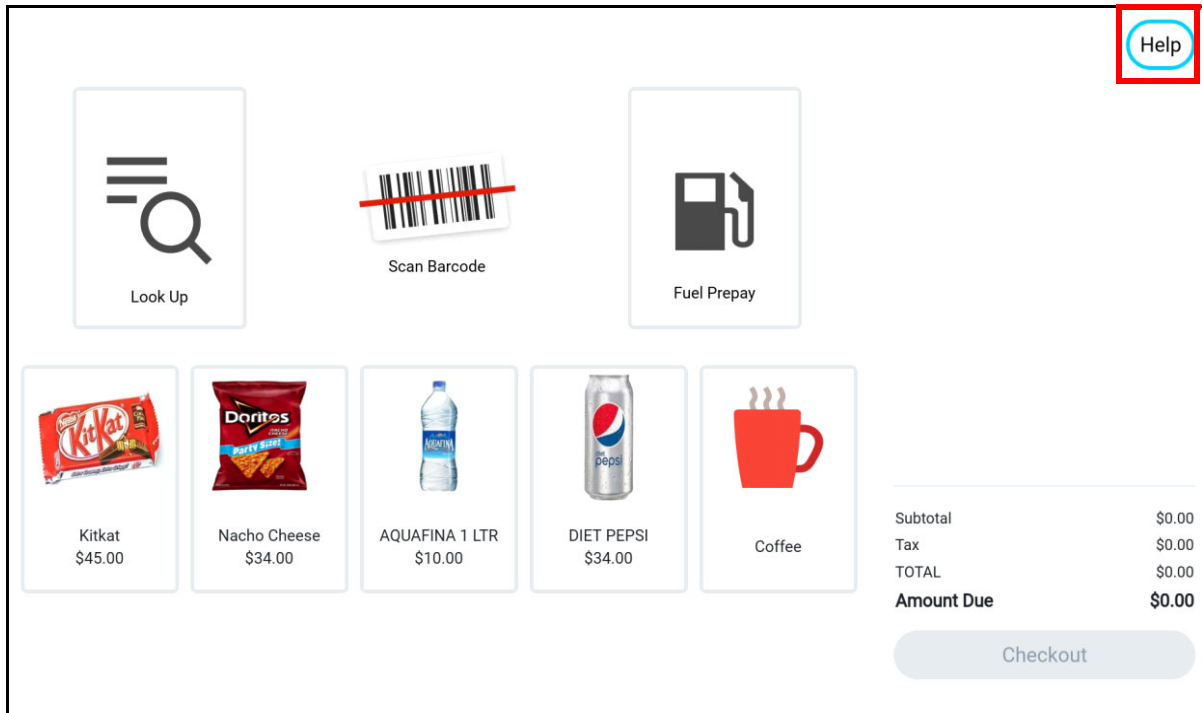


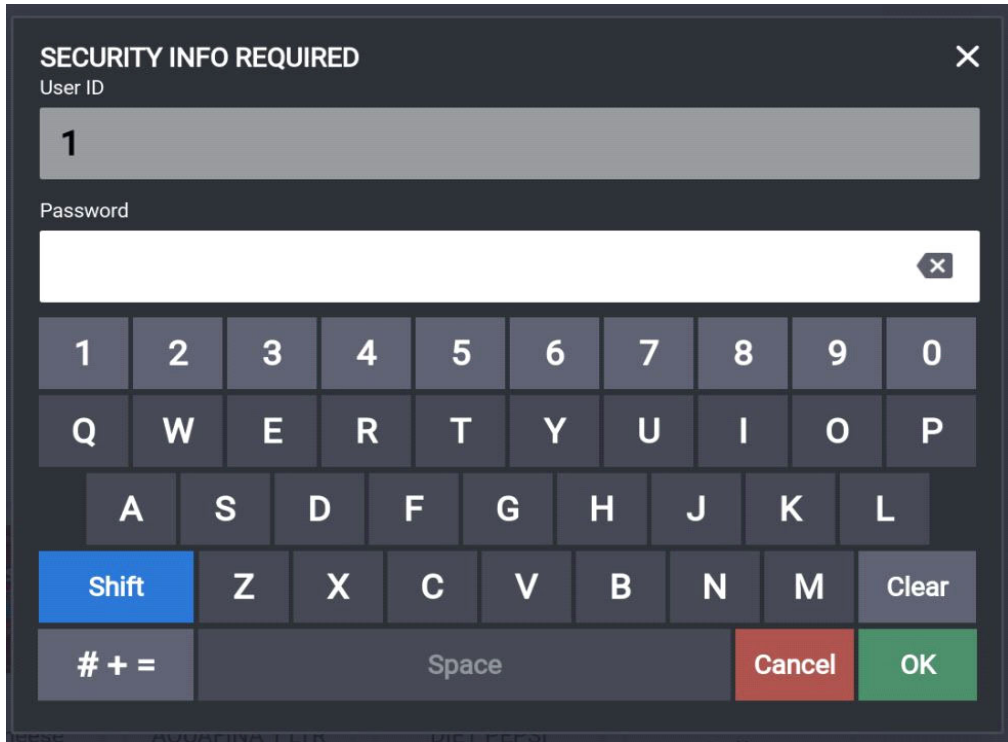
3. A sound is produced that alerts the cashier of the request.



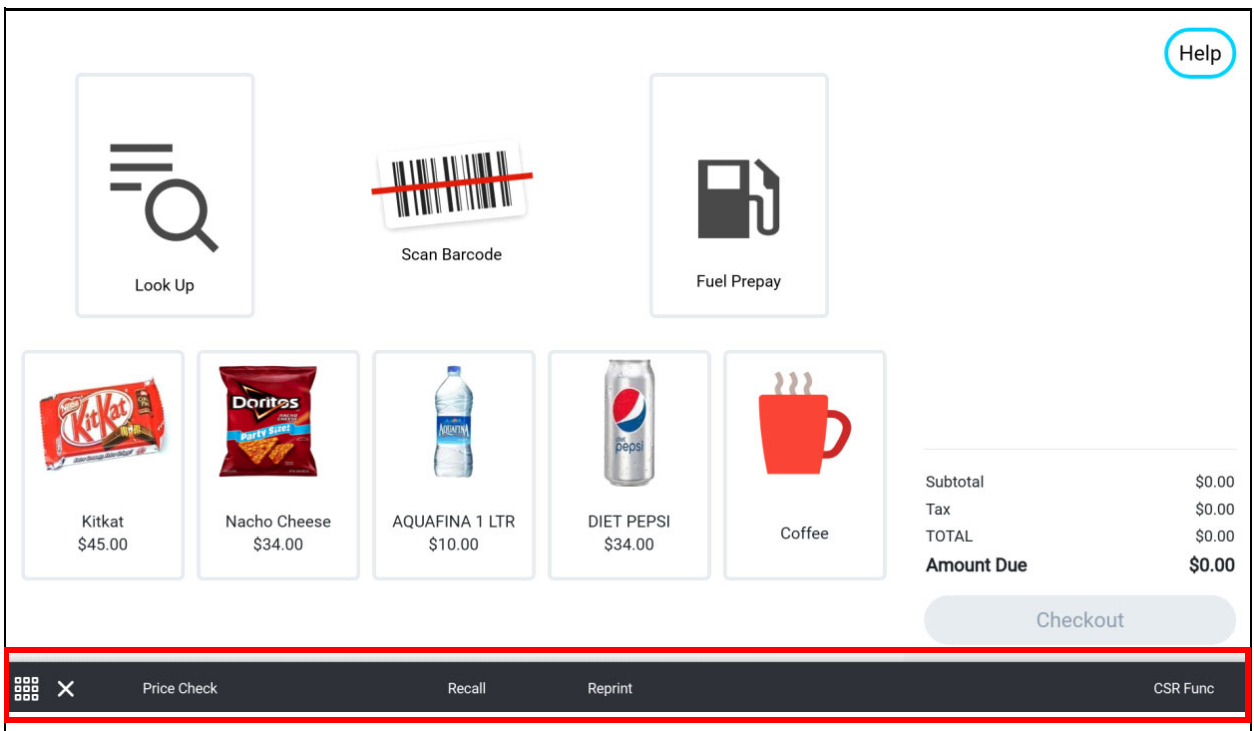
## Cashier Functions

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





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



## Price Check

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

## Recall

Recalls a suspended transaction.

## Reprint

Reprints Receipts.

## CSR Functions

Goes to the CSR Functions menu.



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

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

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

- Top Right:** A circular "Help" button.
- Transaction Summary:** "AQUAFINA 1 LTR" with a price of "10.00".
- Function Buttons:**
  - Look Up:** Represented by a magnifying glass icon.
  - Scan Barcode:** Represented by a barcode icon with a red slash through it.
  - Fuel Prepay:** Represented by a fuel pump icon.
- Item Grid:** A row of five item cards:
  - Kitkat:** \$45.00
  - Nacho Cheese:** \$34.00
  - AQUAFINA 1 LTR:** \$10.00
  - DIET PEPSI:** \$34.00
  - Coffee:** (No price shown)
- Summary Table:**

Subtotal	\$10.00
Tax	\$0.00
TOTAL	\$10.00
<b>Amount Due</b>	<b>\$10.00</b>
- Checkout Button:** A large blue button labeled "Checkout".
- Bottom Bar:** A dark grey bar with a red border containing:
  - Price Check
  - Susp Trans
  - Void Line
  - Void Ticket
  - Error Correct

## Price Check

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

## Susp Trans

Suspends the transaction

## Void Line

Voids a line in the transaction

## Void Ticket

Voids the ticket

## Error Correct

Removes last entry or partial payment entered in a transaction.



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

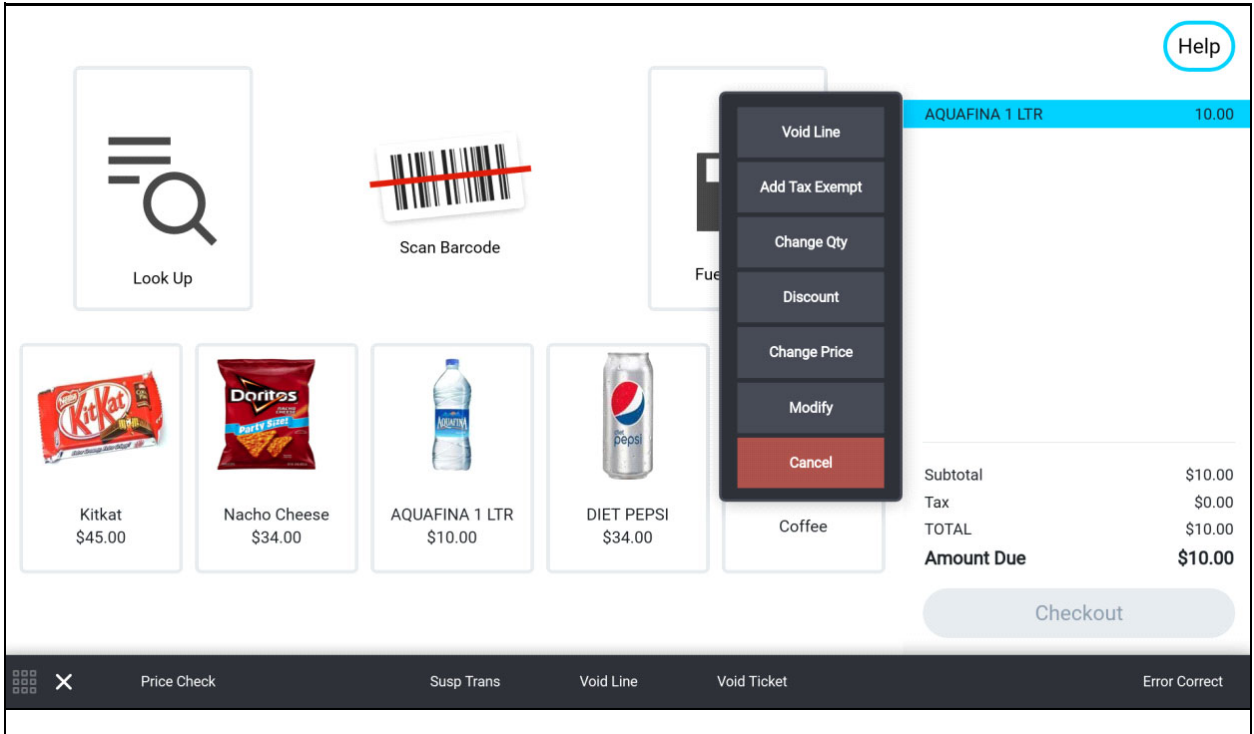


*There are three ways of getting out of cashier mode. By completing the transaction using Pay Now or by clicking Void Ticket or by clicking the X button.*

## Touch-To-Modify

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

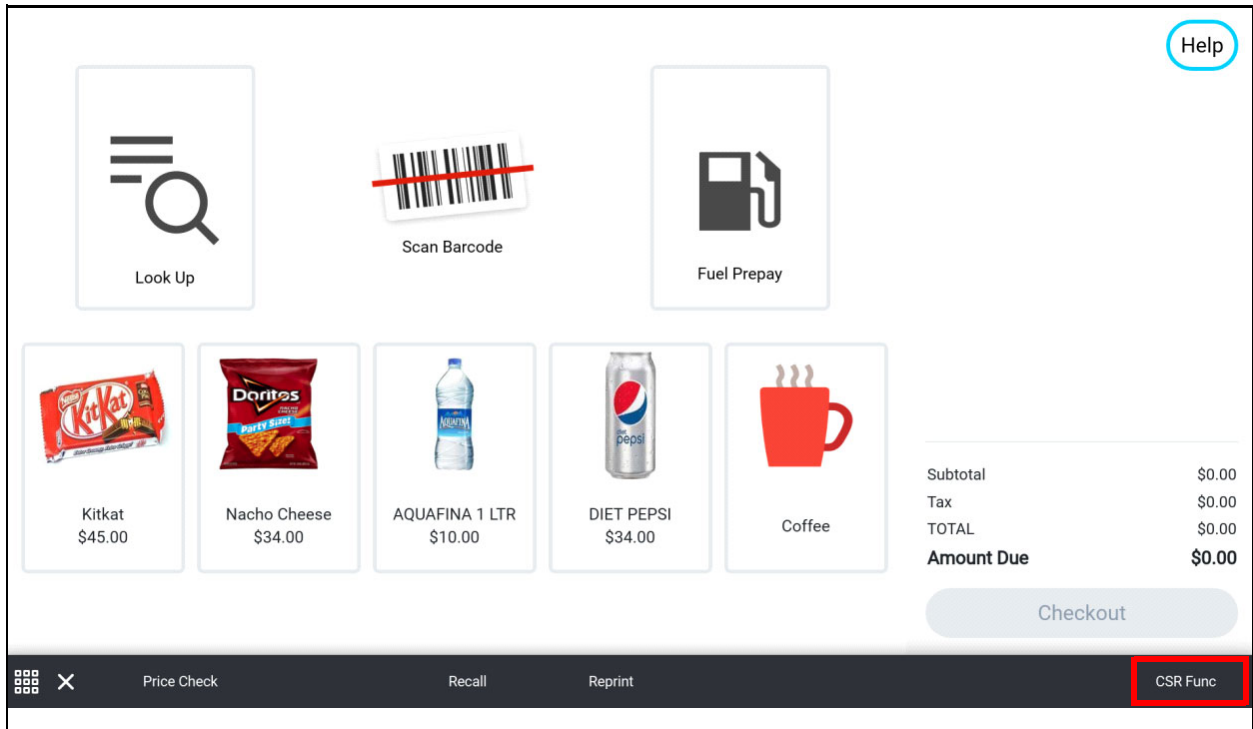
In cashier mode, touch a line item to get the Touch-To-Modify menu items.



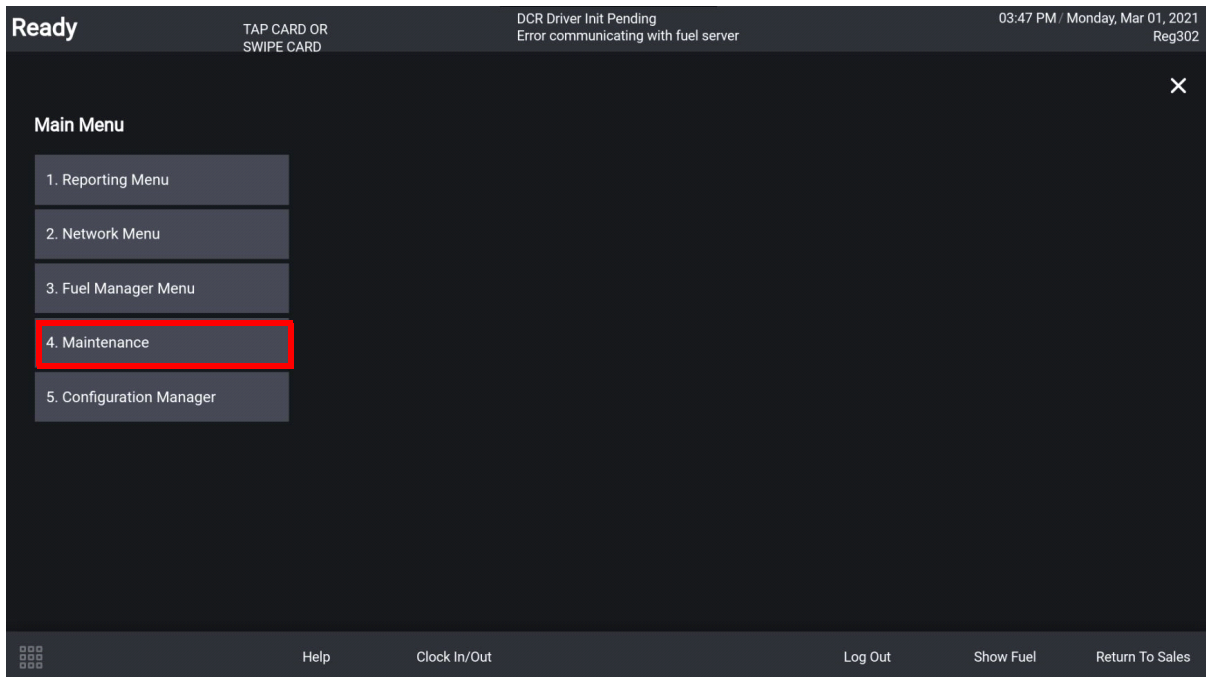
### Close Lane

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

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

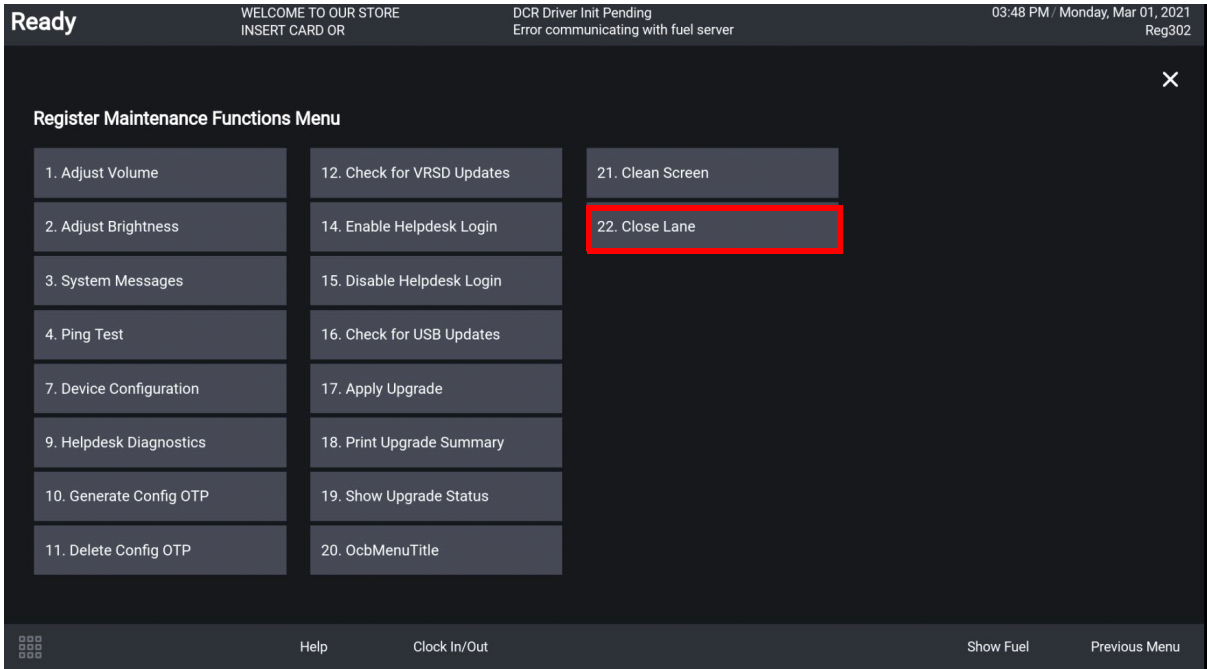


2. Go To Maintenance menu in CSR Functions.

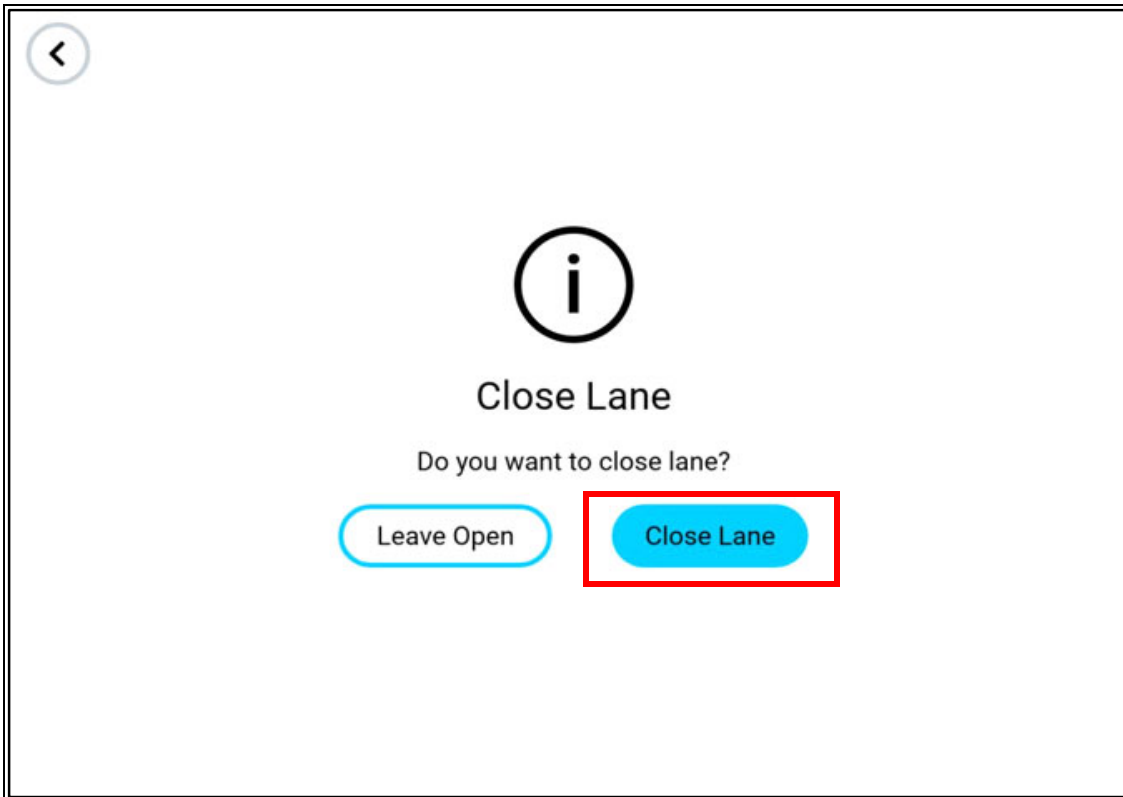




### 3. Select Close Lane.



### 4. Select Close Lane.





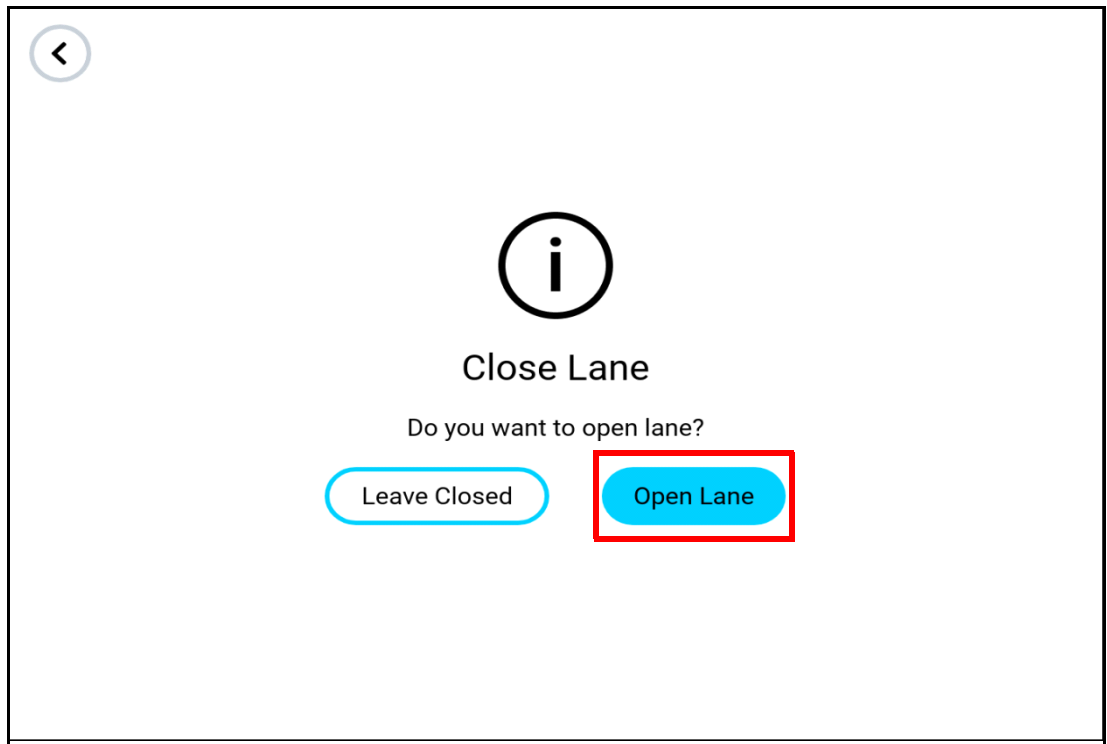
Lane Closed

## Open Lane

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



2. Click “Open Lane” and login.



## Self Checkout Monitoring

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



*Refer to the Verifone Commander User Reference for more information on this feature.*

# 4 REPORTING

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

```
FLASH
Shift REPORT

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

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

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

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

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

-----TOTALS-----

TOTAL FUEL SALES		0.00
TOTAL MERCH SALES		175.79

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

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

SALES TOTALIZER GRAND TOTALIZER

ENDING	217.79	269.75
BEGINNING	0.00	0.00
DIFFERENCE	217.79	269.75

**REGISTER # 102**

-----SUMMARY-----

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

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

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

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

MOP SALES

CARD BASED		
CREDIT	1	10.99

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

MOP CANCEL/REFUNDS

```

-----
TOTAL MOP CANCEL/REFUNDS      ( 0.00 )
      PAYMENT OUT
-----
TOTAL PAYMENT OUT              (0.00)
      PAYMENT IN
-----
TOTAL PAYMENT IN                0.00
-----MEMO ITEMS-----
#ITEMS                2
#CUSTOMERS            1
ERR/CORRECTS          1          4.00
VOID TICKETS          0          0.00
    POSITIVE          0          0.00
    NEGATIVE          0          0.00
EZ-RECEIPT            0          0.00
    INSIDE            0          0.00
    OUTSIDE           0          0.00
-----TRANSACTION TIMINGS-----
              (in seconds)
              MAX          AVG
TOTAL                22          0.00
NETWORK              20          0.00
-----TOTALS-----
TOTAL FUEL SALES                0.00
TOTAL MERCH SALES                8.99

      SALES TAXES                2.00
-----
TOTAL TAXES                      2.00
-----
              SALES TOTALIZER  GRAND TOTALIZER
ENDING                10.99          10.99
BEGINNING             0.00          0.00
DIFFERENCE            10.99          10.99
REGISTER # 302
-----SUMMARY-----
MOP SALES                206.80
-----
NET SALES TOTAL          206.80

```

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

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



# 5 TROUBLESHOOTING

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

## Ignore MOP Conflict

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

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

Fuel Prepay Overlay With Ignore MOP Conflict Disabled.

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

\_\_\_\_\_

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

Fuel Prepay Overlay With Ignore MOP Conflict Enabled.

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

\_\_\_\_\_

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