

SMARTPOS



USER GUIDE



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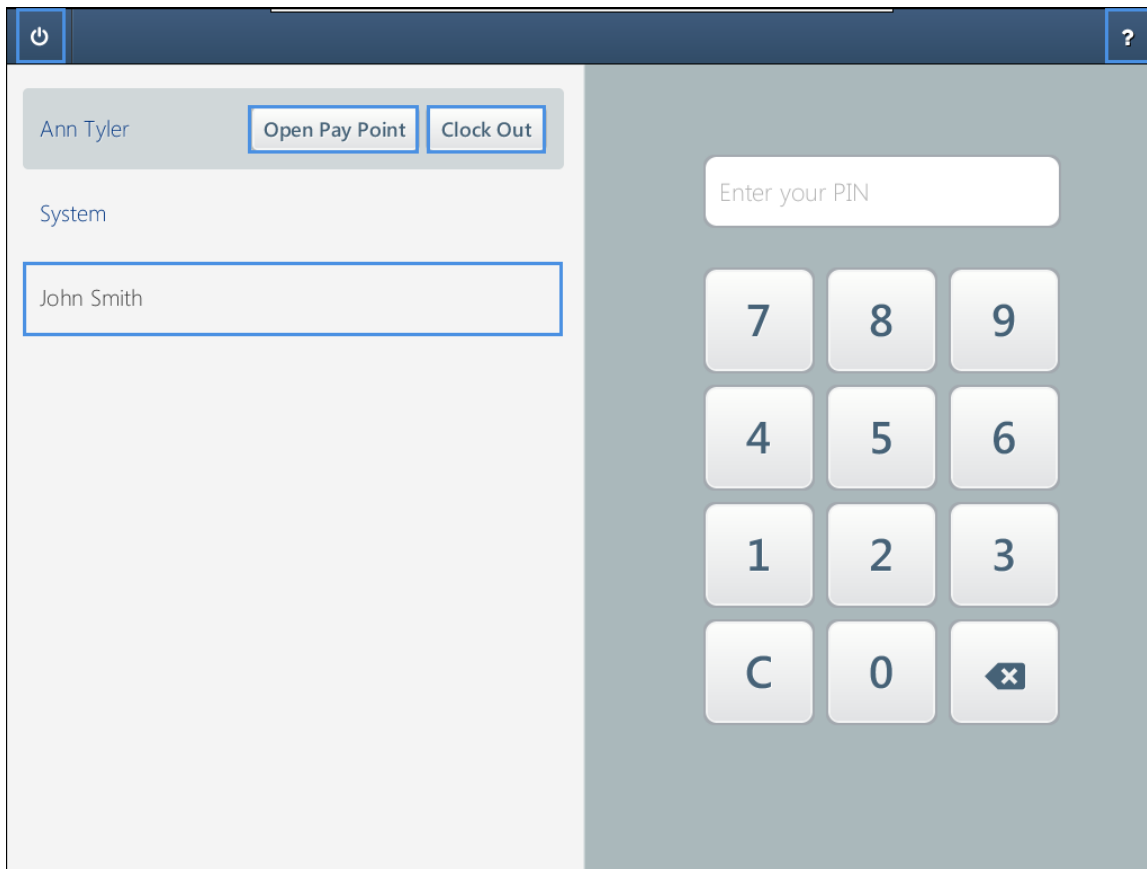
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GETTING STARTED



Logging In

To start working with SmartPOS, a user needs to log in the system.

1. On the left panel, select your user name.
2. Enter your PIN in the corresponding field.

You can access various features without opening a paypoint. However, to access the cashier's interface, you need to open the paypoint first.

Clock Out

To finish working with SmartPOS, a user needs to clock out to keep track of the work hours.

1. On the left panel, select your user name.
2. Press the **Clock Out** button.
3. Enter your PIN in the corresponding field.

Prior to clocking out, you need to close all pending transactions under **Pendings** (for regular) or **Tabs** (for Qwickserve Embedded).

Managing Pay Points

You can perform the following actions with pay points:

- [Open Pay Point](#)
- [Close Pay Point](#)
- [Finalize Pay Point](#)

Open Pay Point

The first action of the cashier who is working with the POS terminal is to open the pay point, which is entering the amount of cash currently present in the cash drawer.

1. On the left panel, select your user name.
2. Press **Open Pay Point**.
3. Enter your PIN.
4. In the **Open Pay Point** window, enter the amount of cash you currently have in the cash drawer.
5. Press **Open**.

You can have only one pay point open for the cash register, unless you have the double drawer option on. For more information, see System Settings.

If you have Qwickserve Embedded integrated with our SmartPOS device, your users with the "Waiter" role can open paypoints regardless of the quantity of available cash drawers. For more information, see User Role and Permissions.

Close Pay Point

When the cashier is done for the day, it is necessary to close the Pay Point, which is calculating the amount of cash present in the cash drawer at the end of the current shift.

1. On the left panel, select your user name.
2. Press **Close Pay Point**.
3. Enter your PIN.
4. Finalize the Pay Point. For more information, see Finalize Pay Point.

Finalize Pay Point

When a cashier is done for the day, it is necessary to close the Pay Point, which is calculating the amount of cash present in the cash drawer at the end of the current shift. Having calculated the amount of the

payment units (cash, coins, coupons and so on) it is necessary to finalize the Pay Point by entering this amount into the system.

1. On the left panel, select your user name.
2. Press **Finalize Pay Point**.
3. Enter your PIN.
4. In the **Finalize Pay Point** window, enter the amount of cash you currently have in the cash drawer.
5. Enter the amounts for the other available MOPs.
6. Press **Finalize Pay Point**.

Shut Down

To shut down the device, at the top left corner of the screen, press the power button and confirm the action by pressing **Yes**.

Help and Support

To view Help or get remote support, press the button in the top right corner, and press one of the following options:

- **Help:** pressing this menu leads you to the SmartPOS help system.
- **Remote support:** pressing this menu leads you to the remote support page. Read the instructions on the page, and press **Request support**.

Make sure the device status in the top right corner is "Online".

SMARTPOS OPERATIONS

| Name | Qty On hand | Each | Total |
|----------------------------|-------------|---------|------------------------------|
| Pump-5 Prepay | 1 | \$5.33 | \$5.33 |
| 00000000000023 Newport Box | 1 | \$6.77 | \$6.77 |
| 00000000000123 Dessert | 1 | \$12.00 | \$12.00 |
| 00000000000045 Savory | 1 | \$2.36 | \$2.36 |
| 00000000000001 Hamburger | 1 | \$10.00 | \$10.00 |
| | | | Discount Active discount 10% |
| 00000000000002 Sandwich | 1 | \$15.00 | \$15.00 |
| Savory | 1 | \$2.36 | \$2.36 |
| 00000000000002 Sandwich | 1 | \$15.00 | \$15.00 |
| Savory | 1 | \$2.36 | \$2.36 |
| Wach 1 Sub Total | 1 | \$1.00 | \$1.00 |
| Fee | | | \$71.18 |
| Tax | | | \$0.00 |
| Total | | | \$71.18 |

About SmartPOS Operations

You can perform the following operations from the cashier's screen:

- **Common operations:** standard sale operations, such as adding, holding, searching items, holding transactions, and so on.
- **Specific operations:** operations of the relevant modules only.

Some operations are permission-based. For more information, see [User Role and Permissions](#).

Add Item

To add the item to the item queue, do one of the following:

- Scan the item's bar code.
- Enter the code manually and press **PLU/SKU**.

Once entered, PLU is stored in the POS memory.

- Press **Departments** or **Favorites**, and then select the item from the corresponding department.

To add the specific number of items, enter the number of items, press **@/for**, and then press the item.

To add the additional item to the queue, press the **+** sign for the item you wanted to add. The additional item is added to the existing one. Continue until you have the quantity you need.

If you are scanning an item absent from the Price Book, it is possible to add the item to the Price Book on condition the [Instant Price Book](#) feature is on for the device.

For information on item configuration, see [Departments](#).

Add Linked Item

To add the linked item to the primary or parent item, follow the steps:

1. Add the primary or parent item. For more information, see [Add Item](#).
2. Select the linked item from the list displayed on the screen.

The list of linked items is displayed if the Parent Child Items Display option is selected at [Cash Settings](#).

After the item is added to the basket, the list of linked items is closed automatically.

Instant Price Book

When you scan an item which is not currently present in the Price Book, you can add it to both sale and Price Book in the middle of the sale process.

To add an item in the Price Book, do the following:

1. Press **Add Item**.
2. Specify the following information for the new item:
 - Description
 - Price
 - Size
 - Department
3. (Optional) Select the suggested item from the list and edit it to save time.
4. Press **Save**. The item is added to both the sale and Price Book.

Contact Technical Support to have access to the Instant Price Book feature in SmartPOS.

Delete Item

To delete an item from the queue, press the delete sign for it. If there are more than one item, press the minus sign until you get the quantity you want.

This feature is permission-based. For more information, see User Role and Permissions.

For information on how to delete the last added item (error correction) from the queue, see Delete Last Item.

For information on how to delete all items from the queue, see Cancel Unpaid Order.

Delete Last Item

To delete the last added item from the queue (error correction), press this item and then do one of the following:

- Press the delete sign for this item. If there are more than one item, press the minus sign until you get the quantity you want.
- Press the **Cancel** button.

This feature is permission-based. For more information, see User Role and Permissions.

For information on how to delete all items from the queue, see Cancel Unpaid Order.

Cancel Unpaid Order

To cancel (void) the unpaid order (transaction), including the order came from Qwickserve Embedded, press and hold the **Cancel** button.

Once canceled, all the items in the queue are deleted.

This feature is permission-based. For more information, see User Role and Permissions.

For information on how to delete one item from the queue, see Delete Item and Delete Last Item.

Age Restriction

There is a certain group of items that can only be sold to the customers of the full legal age.

Once you scan one of such items, do one of the following:

- Ask the client to provide the ID and enter the date of birth in the corresponding field or press the **30+** button.
- Scan the client's ID.

The type of age verification - manual year entry or ID scanning - is set at **POS Settings > Age Restriction**. For more information, see Restriction Settings.

Transaction Hold

Transaction hold function is supposed to put the current transaction on hold for some reason, while cashier can start working with the next customer.

To put the transaction on hold, press **Hold**.

To get back to the transaction on hold, select it in the list of pending items in the **Pending** tab.

Price Override

Price override feature allows the cashier to sell the goods at a price lower or higher than it is stated on the product label.

Common override reasons include:

- Unhappy customer
- Damaged product
- Employee discount

To override the price for an item, select the item, enter the amount and press **Price Override**.

This feature is permission-based. For more information, see User Role and Permissions.

Discounts

With Discounts feature a cashier can apply discounts to specific items in the sale or the whole transaction.

There are discounts of two types available:

- Percentage discount
- Fixed amount

To apply an item discount, select the item > press **Discount** > select the discount type for the list of available ones.

To apply a cart discount, select a sale, press **Discount**, select the discount type for the list of available ones.

This feature is permission-based. For more information, see User Role and Permissions.

Tax Exemption

With the tax exemption feature you can exempt the tax for the specific items.

1. Select the item in the queue.
2. Press **Tax Exempt**.

This feature is permission-based. For more information, see User Role and Permissions.

Drops

When a certain amount of cash is accumulated in the cash drawer, the corresponding button starts flashing.

Press the **Drops** button, and then enter the amount you want to drop.

You can set the drop amount (once it accumulated, the Drops button starts flashing) at Cash Settings.

This action is unavailable for users with the "Waiter" user role. For more information, see User Role and Permissions

Refund

1. On the **History** tab, select the transaction you are going to refund.
2. Press **Refund**.

To be able to select items to refund manually without selecting the transaction, the corresponding permission should be turned on at User Role and Permissions.

3. Scan the item.

It is possible to enable refund of PLU items without scanning at User Role and Permissions.

4. (Optional) To refund several similar items, enter the number of items and press **a/for**.
5. Enter the amount and choose the necessary MOP.

Refund operation can be limited to a certain number of days. You won't be able to refund the overdue transaction.
To view or edit this limit, go to **Settings > POS Settings > Cash Settings**.

The number of uncompleted refunds for the pump is displayed at the bottom left corner of the pump.

This feature is permission-based. For more information, see User Role and Permissions.

Mind the following:

- If you are trying to refund an item which is a part of a price modified promotion, a modified price is returned.
If the item was sold as a part of a regular transaction, the regular price is returned correspondingly.
- If an item for which you perform refund has child items, when you scan such item, SmartPOS displays the list of child items linked to the scanned item. Choose the item for which you want to

perform refund from the list.

Child items are displayed if the **Display parent-child items** option is enabled in the **POS > Cash Settings** view. For details, see [Cash Settings](#).

Softkey

Softkey is a feature using which you can turn a button into a softkey leading to the Website you want.

The URL and image are assigned to a button at your request by the support representative.

MOP

With SmartPOS you can use various popular methods of payment (MOPs), customize them to your business needs and create your own ones.

SmartPOS supports the following popular MOPs:

- Cash
- Credit Card
- Gift Card
- Loyalty
- Coupon
- EBT Card
- House Accounts

These MOPs are configured automatically and cannot be deleted. You can also create and configure your own custom MOPs.

For more information on how to manage predefined and custom MOPs, see [MOPs](#).

You can perform a transaction using one of the MOPs in the following way:

- **Cash.** Enter the amount and press **Cash**, or press the exact amount provided by the customer.
- **Credit Card.** Press **Credit**, swipe the card and enter the amount on the PIN pad.
- **Gift Card, Coupon, EBT, House Account,** or your **Custom MOP.** Enter the amount, press **Other** and press the corresponding option.
- **Loyalty.** Press **Other > Loyalty**, enter the customer phone number and then enter his PIN.

Perform Split Tender Transaction

SmartPOS supports split tender transactions. With split tender transactions, customers can combine different MOPs to complete a payment. For example, a customer can pay the balance partially with a card, and then pay the remainder with cash or any other MOP.

To perform a split tender transaction:

1. On the cashier's screen, add items to the item queue in a usual way.
2. Enter the amount that you want to pay with MOP 1 (for example, cash or card) and press the corresponding MOP button.
3. Enter the amount that you want to pay with MOP 2 (for example, house account or other MOP) and press the corresponding MOP button.

Search

To enter the search mode, press the search button on the cashier's screen.

To exit the search mode, press the closing button.

Select the tab to target you search:

- To search for items and departments, select **Departments**. It is possible to view the actual on hand quantity of the searched items. For more information, see Inventory.
- To search for sales, payouts, safe drops and no sale events, select **History**.

For information on viewing the transaction history, see History.

Pendings

The **Pendings** tab contains the list of the pending orders sent to hold via the **Hold** button.

To get back to processing the pending order, select it on the **Pending** tab.

For more information on putting the transaction on hold, see Transaction Hold.

Departments

The departments tab contains all the item departments you can use to add the items to the item queue.

- To add the item in the item queue, press **Departments**, and then select the item form the corresponding department.
- To search for the item, enter the item UPC in the search box.
- To make an open department sale, enter the amount, and then press the corresponding department.

For more options of adding items, see Add Item.

For information on departments setup, see Departments.

No Sale

To open the cash drawer not for the selling purposes, press **No sale**.

All no sale transactions are available on the History tab and in the About Electronic Journal.

This action is permission-based. It is unavailable for users with the "Waiter" user role by default. For more information, see User Role and Permissions.

History

The History tab contains the list of all completed orders, payouts, safe drops, no sale events and outdoor fuel sales (in case the Fuel module module is turned on at the back-office side), and presents the following information on the order:

- **Time:** time the order was made.
- **Transaction #:** order, payout, outdoor fuel sale or safe drop number.
- **Qty:** quantity of items within the order.
- **MOP:** method of payment used to pay for the order.
- **Total:** total amount paid.

You can reprint the receipt for any transaction except for no sale by selecting the transaction and pressing **Print**.

For information on searching for the specific order, see Search.

Pay In

The pay in transaction is designed to credit cash to house accounts. To credit cash to a house account:

1. Press **Pay In**.
2. Select the house account you want to credit cash to.
3. Enter the amount.
4. Press **Cash**.

Pay Out

Payout feature is designed for removing the certain amounts of cash from the cash drawer to pay to the vendors or for some other expenses.

1. To issue a pay out, enter the amount.
2. Press **Pay Out**.
3. Do one of the following:
 - Select a vendor from the corresponding list. Use the search if necessary.
 - Select the **No Vendor** option if the pay out is not addressed to the vendor.
4. Press **Done**.

This feature is permission-based. For more information, see [User Role and Permissions](#).

Promotions

To get information about promotions that are in effect at the store, you can use the Upsale Widget at the left of the cashier's screen. The Upsale Widget displays information about current promotions available for items added to the basket. You can drill down to promotion details and provide customers with information, rules and recommendations. For example, how many items a customer must purchase for the promotion to be applied, whether the loyalty card is required and so on.

For the Upsale Widget to be displayed, the POS screen resolution must be 1366x768.

To view information about promotions available for items, do the following:

1. Add items to the item queue. For details, see [Add Item](#).
Result: Promotions available for the added items are displayed at the left of the cashier's screen. The most relevant promotions are displayed at the top of the list.
2. Do one of the following:
 - To view promotion details, press the promotion in the list. To hide promotion details, at the top right corner of the Upsale Widget, press the close icon.
 - To view information about all items included in the promotion or information about items combination, in the promotion box, press **Show All**.

If there are no active promotions for items added to the item queue, the SmartPOS logo is displayed in the Upsale Widget.

Inventory

The Inventory feature is available in SmartPOS when the Real Time Inventory module is turned on at the back-office side.

With the Inventory feature on, you can view the on hand quantity of the sale items.

John Smith
11:14 AM 06/10/16

| Name | Qty On hand | Each | Total |
|----------------------------------|-------------|---------|---------|
| 086131266232 10LIGHT BUD LIGH | 1 | \$15.00 | \$15.00 |
| 091580005322 CAMEL SN | 397 | \$2.00 | \$2.00 |
| 0715800051 LIPTON PURE LEAF | 772 | \$1.00 | \$1.00 |

Sub Total \$18.00
Fee \$0.00
Tax \$0.00
Total \$18.00

GenMer

| | | | |
|--|--------|--|--------|
| 00811298020034 Lighter | \$1.28 | 00043100750505 ENVELOPES LA | \$1.99 |
| 00051141903354 UNKNOWN ITEM | \$1.99 | 00070330641440 UNKNOWN ITEM | \$1.99 |
| 00639277141194 HAND SANITIZER | \$2.39 | 00035000000477 Palmolive Soft Touch | \$2.59 |
| 00035000000576 Palmolive Soft Touch | \$2.59 | 00350570000062 Palmolive Oxy Dish | \$2.89 |
| 00300450444066 Tylen6pk | \$2.99 | 00010900080316 REY ALUM FOI | \$3.39 |
| 00855140001000 | \$3.79 | 00855140001017 | \$3.99 |

Input \$50 \$100

7 8 9 Refund Hold \$10 \$20

4 5 6 @ / for Other \$1 \$5

1 2 3 No Sale Card \$10,019.00

0 00 C PLU / SKU Cash \$10,018.51

And you can also view the on hand quantity of the searched items.

Melinda Collins
12:15 PM 02/10/16

| Name | Qty | Each | Total |
|---|--------------|---------|------------|
| 018200079856 BUD BOT 12 OZ, 6 PK | On hand: 74 | \$12.00 | \$888.00 |
| 018200110306 BUD CANS 12 OZ, 30 PK | On hand: 974 | \$55.00 | \$53570.00 |
| 0182000797744 LIC | ... | \$12.00 | ... |
| 018200079856 BUD ICE 12 OZ, 30 PK | ... | \$55.00 | ... |
| 018200073271 BUD DRAFT | ... | \$12.00 | ... |
| 018200110315 RIID CANS 12 OZ 30 PK | ... | \$55.00 | ... |
| 018200113086 BUD BLK CRWN 12 PK | On hand: 25 | \$28.00 | \$700.00 |
| 000120002731 BUD BLK CRWN 12 PK | On hand: 777 | \$24.00 | \$18648.00 |
| 018200119941 BUD SELECT 12 OZ, 18 PK | ... | \$28.00 | ... |
| 0001200029562 BUD BLK LITE 12 PK | ... | \$24.00 | ... |
| 018200113088 BUD CREAM, 18 PK | ... | \$28.00 | ... |
| 000120002799 RIID RIK CRWN 12 PK | ... | \$24.00 | ... |

BUD \$50 \$100

Search criteria

To turn of the inventory view mode, press **Inventory**. The inventory view mode is turned on when the **Inventory** button is blue.

Print

The Print feature is used to print receipts for the orders.

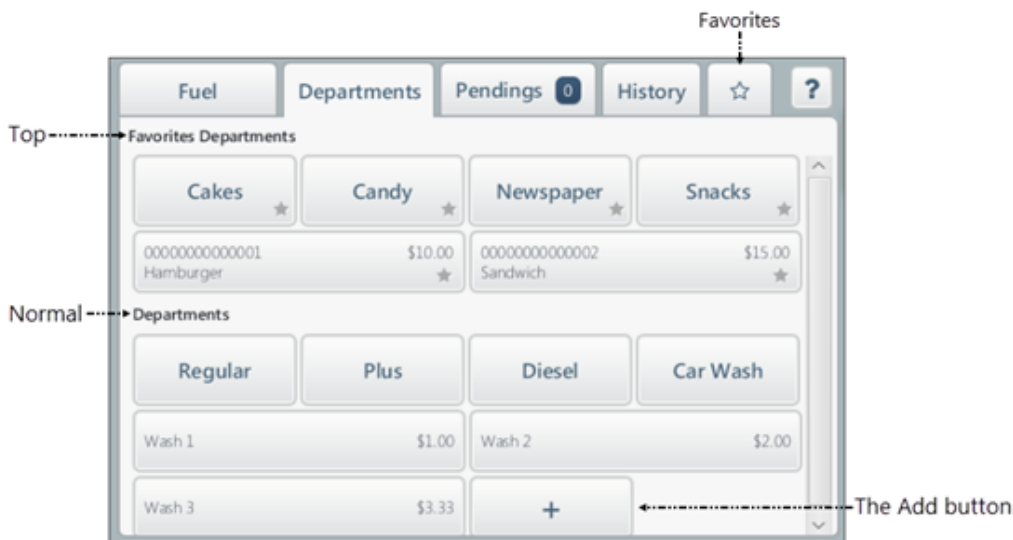
To print a receipt, on the **History** tab select an order and press **Print**.

You can also print bills for Qwickserve Embedded orders under Tabs. For more information, see Tabs.

Placeholders and Favorites

With this feature you can place the buttons configured to work with departments, items, and softkeys in your own way on the following possible positions:

- **Normal.** The buttons are placed on the **Departments** tab. This is the default position for all placeholders.
- **Top.** The buttons are placed in the first rows of the **Departments** tab.
- **Favorites.** The buttons are placed on the **Favorites** tab that appears on the right (the last tab) when the Fuel module is turned on at the back-office side. When it is turned off, the tab appears on the left (the first tab).



You can also place Car Wash products or Actions in these positions working with the Fuel module or the Qwickserve Embedded module correspondingly.

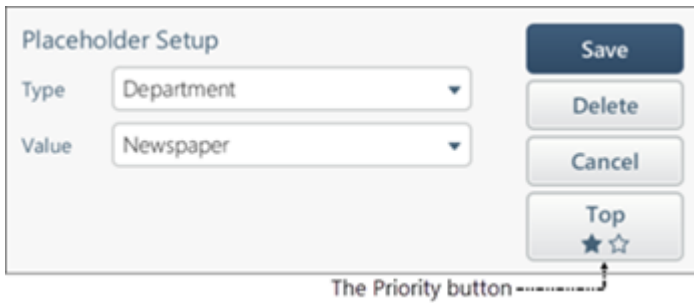
For information on using placeholders and favorites, see [Using Placeholders and Favorites](#).

Using Placeholders and Favorites

To place an object to one of the positions, do the following:

1. Open **Placeholder Setup**. In the **Departments** tab, press the add button.
2. Select the object type, value.

- Press the priority button to select the **Normal**, **Top** or **Favorites** position.



- Press **Save**.

You can scan the item to add it to placeholder.

To change the placeholder position, press and hold it, then in **Placeholder Setup**, press the priority button to select the position and then press **Save**.

To remove the placeholder from its position, press and hold it, and then in **Placeholder Setup**, press **Delete**.

Using Bookmarks

It is possible to bookmark transactions and use them as a filtering criteria in the Electronic Journal.

To bookmark a transaction, press the bookmark sign in the top-left corner of the cashier's screen.

| John Smith | | | | |
|-------------------|--|-----|---------|---------|
| 08:04 AM 01/05/17 | | | | |
| | Name | Qty | Each | Total |
| | 00000000000002 Sandwich | 1 | \$15.00 | \$15.00 |
| | Savory | 1 | \$2.36 | \$2.36 |
| | 00000000000006 ZICO 100% Coconut... | 1 | \$3.18 | \$3.18 |

The bookmarked transactions appear with the mark in the transaction history and in the Electronic Journal. For more information, see History and About Electronic Journal.

Card Balance

With the Card Balance feature, you can check the available balance on a card by a customer request. The feature is supported for the following types of cards:

- Credit cards
- Fleet cards
- Gift cards
- Loyalty cards

To check the card balance, do the following:

1. Press **Card Balance**.
2. Swipe the card on the PIN pad and choose the card type: Credit, Fleet, Gift or Loyalty.
Result: SmartPOS prints a receipt with information about the available card balance.

Stored Value Cards

With the SVC feature, you can activate stored value cards and load additional funds on these cards. A stored value card is a card with some amount stored on the card itself, not in an external account.

The SVC feature can be used only if the Activate/Load SVC department with product code 533 is configured in C-Store Office.

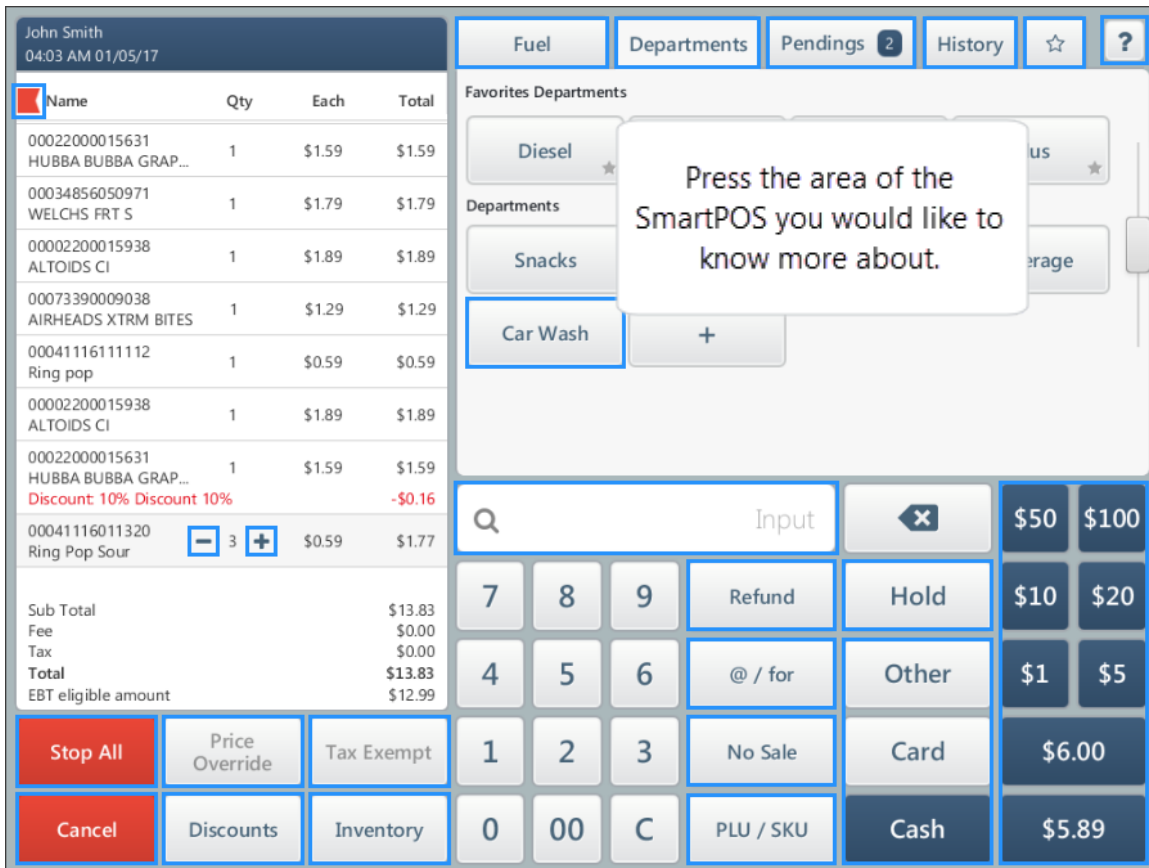
To activate a stored value card, do the following:

1. Press **SVC**.
2. Press **Activate SVC**.
3. Enter the amount for which you want to activate the card.
4. Swipe the card on the PIN pad or enter the card number.
5. Press **OK**.
Result: The card is activated for the specified amount; SmartPOS prints a receipt.

To load additional funds on a stored value card, do the following:

1. Press **SVC**.
2. Press **Load SVC**.
3. Enter the amount that you want to load on the card.
4. Swipe the card on the PIN pad or enter the card number.
5. Press **OK**.
Result: The specified amount is loaded on the card; SmartPOS prints a receipt.

FUEL



Fuel Module

The **Fuel** tab is available at the cashier's screen when the Fuel module is turned on at the back-office side.

On the **Fuel** tab, you can manage the fuel sale process.

Operations for Wayne

Prepay

1. Enter the prepay amount.
2. Select the destination pump.
3. (Optional) To move the prepay to the next pump, press **Move Prepay**.
4. Enter the amount paid.
5. Select the MOP: Cash or Credit.

Postpay

1. Select the destination pump.
2. Press **Authorize**.
3. After fueling is complete, press **Lock For Pay**.
4. Select the MOP: Cash, Credit or House Account.
5. Finalize the payment: enter the exact amount in cash and press **OK** or press **Card**, swipe the card at the card reader and press **OK**.

Preset

1. Select the destination pump.
2. Enter the preset amount.
3. Press **Authorize**.
4. After fueling is complete, press **Lock For Pay**.
5. Select the MOP: Cash or Credit.
6. Finalize the payment: enter the exact amount in cash and press **OK** or press **Card**, swipe the card at the card reader and press **OK**.

To suspend all active fueling pumps at a time, press **Stop All**.

To resume all suspended pumps, press **Start All**.

Operations for Verifone Commander

Prepay

1. Enter the prepay amount.
2. Select the destination pump.
3. Enter the amount paid.
4. Select the MOP: Cash or Credit.

Postpay

1. Select the destination pump.
2. Press **Authorize**.
3. After fueling is complete, press **Lock For Pay**.
4. Select the MOP: Cash or Credit.
5. Finalize the payment: enter the exact amount in cash and press **OK** or press **Card**, swipe the card at the card reader and press **OK**.

Preset

1. Select the destination pump.
2. Enter the preset amount.
3. Press **Authorize**.
4. After fueling is complete, press **Lock For Pay**.
5. Select the MOP: Cash or Credit.
6. Finalize the payment: enter the exact amount in cash and press **OK** or press **Card**, swipe the card at the card reader and press **OK**.

To suspend all active fueling pumps at a time, press **Suspend All**.

To resume all suspended pumps, press **Resume All**.

Operations for PSS 5000

Prepay

1. Enter the prepay amount.
2. Select the destination pump.
3. Enter the amount paid.
4. Select the MOP: Cash or Credit.

Postpay

1. Select the destination pump.
2. Press **Authorize**.
3. After fueling is complete, press **Lock For Pay**.
4. Select the MOP: Cash or Credit.
5. Finalize the payment: enter the exact amount in cash and press **OK** or press **Card**, swipe the card at the card reader and press **OK**.

Preset

1. Select the destination pump.
2. Enter the preset amount.
3. Press **Authorize**.
4. After fueling is complete, press **Lock For Pay**.
5. Select the MOP: Cash or Credit.

6. Finalize the payment: enter the exact amount in cash and press **OK** or press **Card**, swipe the card at the card reader and press **OK**.

To suspend all active fueling pumps at a time, press **Stop All**.

To resume all suspended pumps, press **Start All**.

The pumps working in the Self Service mode are not available for indoor transactions.

Car Wash

Car Wash products are available for selling from SmartPOS, if the Car Wash terminal is connected to Fusion and the Fuel module is turned on at the back-office side.

To turn on the Car Wash module on SmartPOS, go to **Settings > Fuel Settings**, select the **Car Wash Module** option and then press **Save**.

To sell the Car Wash product from the cashier's screen, do the following:

1. On the **Departments** tab, press the **Car Wash** placeholder.
2. Select the **Car Wash** item and press it.
3. Select MOP and press it.

To download the Car Wash product settings from Fusion, at Fuel Settings, press **Sync Data with Controller**. After synchronization, Car Wash product is added automatically to the following SmartPOS sections:

- To the **Departments** list of the Price Book Departments section, and
- To the **Departments** tab of the cashier's screen as a separate placeholder.

Car Wash items are not added to the Items list of the Price Book Items section. They are available for selecting and selling from the cashier's screen only.

To update the Car Wash product settings from Fusion, press **Sync Data with Controller** again.

Car Wash Refund

You can refund a car wash transaction. This operation may be required if a customer paid for the car wash service but did not use it for some reason.

When refunding a car wash transaction, you need to check the car wash code and cancel it. To do this, use the original receipt with the code or print a copy of the receipt at SmartPOS.

Car wash refund can be performed by a user to whom the Car Wash Refund permission is granted. For more information, see [User Role and Permissions](#).

1. On the **History** tab, select the car wash transaction that you want to refund.
2. Press **Refund**. The system is in the refund mode.
3. Scan the car wash code or enter the car wash PLU.
4. Enter the amount and finalize the transaction with the necessary MOP. For more information, see [Refund](#).
5. After the refund transaction is completed, cancel the car wash code at the car wash controller.

You can perform refund for car wash and other items within the same transaction.

Alarms

The **Alarms** tab is available on the cashier's screen if Verifone is selected in the **Forecourt Controller** list in the System settings view.

The **Alarms** tab displays the list of alarms received from devices with which the forecourt controller communicates. With the help of alarms, a cashier or manager working with SmartPOS gets notified about problems and urgent events that occur in the business unit environment and require user's attention.

SmartPOS notifies about the following alarms coming from the forecourt controller:

- FDC Alarms
- EPS Alarms
- System Alarms

There are two types of alarms in SmartPOS:

- **Regular alarms** remain active until a user explicitly takes some actions to acknowledge and remove the alarm.
- **One-short alarms** remain active for a specific period of time and are automatically removed after a certain timeout. These alarm are displayed on the cashier's screen for 5 seconds and then closed.

To view the alarms list, at the top right corner of the cashier's screen click the alarm icon. The number over the alarm icon specifies the number of alarms that have occurred and are active at the moment.

If SmartPOS terminals operate in the multi-terminal mode, alarms are sent at all terminals and can be accessed from any terminal in the network.

Tank Alarms

The **Alarms** view also displays Verifone-specific notifications coming from the Tank Level Sensor. These notifications are displayed as alarms on the **Reset Alarms** tab. A cashier can view these notifications and reset them.

To reset an alarm from the Tank Level Sensor, do the following:

1. Press the alarms icon on the cashier's screen.
2. Press the **Reset Alarms** tab.
3. Select the pump for which you want to reset the alarm.
4. Select the notification type that you want to reset.
5. Press **Reset**.

QWICKSERVE EMBEDDED

The screenshot shows the SmartPOS interface with a transaction screen. The top bar displays the user name 'John Smith' and the time '04:50 AM 01/05/17'. The main area is divided into two columns. The left column shows a list of items with columns for Name, Qty, Each, and Total. The right column shows a list of items with columns for Qty, Price, and Time. The bottom section shows a sub-total, fee, tax, and total amount. The Qwickserve Embedded order is highlighted in blue.

| Name | Qty | Each | Total |
|--|-----|---------|----------|
| 00000000000897 Mango Peach Sparkl... | 10 | \$13.48 | \$134.80 |
| 00000000000006 ZICO 100% Coconut... | 7 | \$3.18 | \$22.26 |
| 00000000006544 V8 Healthy Greens V... | 5 | \$2.98 | \$14.90 |

| Qty | Price | Time |
|--------|---------|----------------|
| Qty: 3 | \$20.57 | 04:42 AM 01/05 |
| Qty: 3 | \$19.70 | 04:41 AM 01/05 |
| Qty: 3 | \$19.70 | 04:41 AM 01/05 |
| Qty: 3 | \$20.57 | 04:41 AM 01/05 |
| Qty: 9 | \$59.10 | 04:40 AM 01/05 |
| Qty: 5 | \$46.72 | 04:39 AM 01/05 |
| #992 | \$39.47 | 11:31 AM 01/05 |

Sub Total: \$171.96
 Fee: \$0.51
 Tax: \$0.00
 Discount: Progressive discount 10% \$17.24
 Total: \$155.23
 EBT: \$10.00
 Coupon: \$10.00
 Total Due: \$135.23

Payment keypad buttons: \$50, \$100, \$10, \$20, \$1, \$5, \$136.00, \$135.23, Cancel, Discounts, Inventory, 0, 00, C, PLU / SKU, Card, Cash, Refund, Hold, Other, No Sale.

About Qwickserve Embedded

Qwickserve Embedded (QS) is a foodservice application integrated into SmartPOS device.

With Qwickserve Embedded a cashier can create a QS order based on the customer's phone call or for the live customer in the store. Takeout and delivery options are available.

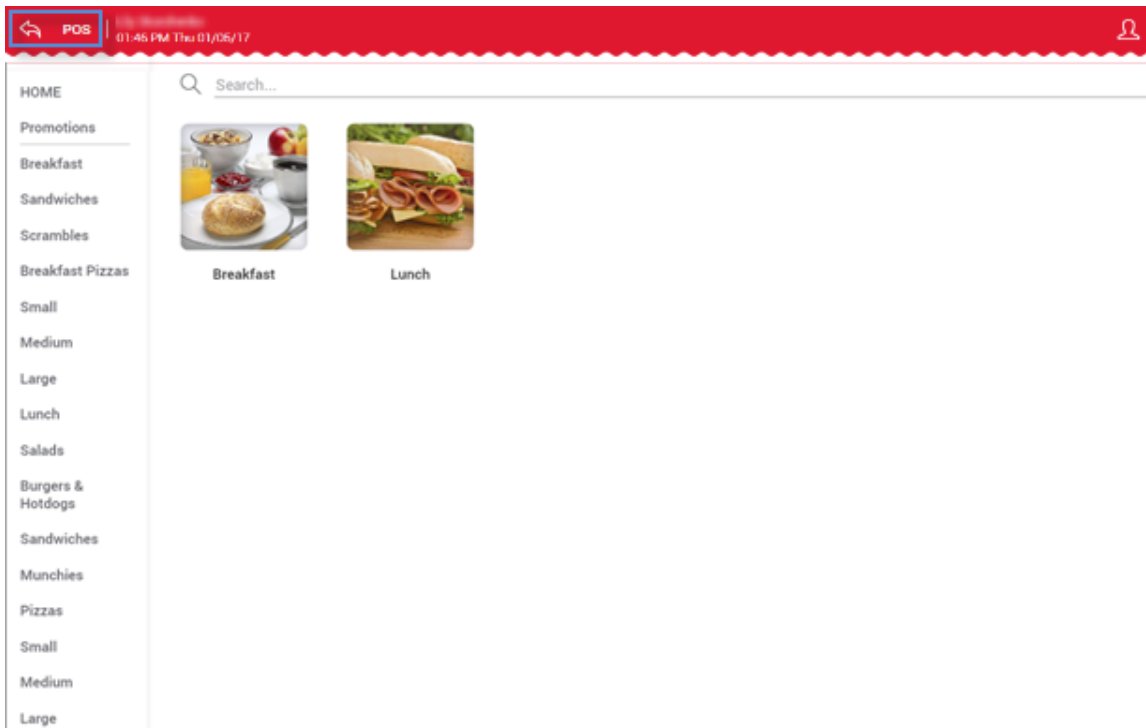
QS is available from SmartPOS when the QS Embedded module is turned on at the back-office side.

Accessing QS and Switching Back to POS

To start placing the QS order, press the **Qwickserve** button, which leads you to the Qwickserve Embedded device.

For more information, see Qwickserve Embedded Order.

To get back to POS, press the **POS** button in the Qwickserve Embedded interface.



Qwickserve Embedded Order

To make an order from the Qwickserve Embedded application, do the following:

1. Open the Qwickserve Embedded application from SmartPOS device. For that, press the **Qwickserve** button.
2. In the Qwickserve Embedded application, make order and press **Done**.
3. In SmartPOS, on the **Pendings** tab, press the QS order and select a MOP for paying the order.

QS order is marked with the basket icon at the right bottom corner.

ELECTRONIC AND VIDEO JOURNALS

John Doe
11:55 AM Mon 09/08/14

John Doe | Events | Bookmarks

| Time | Event |
|-------------|------------------|
| 09:00:12 AM | User check in |
| 09:00:13 AM | Pay point open |
| 09:00:14 AM | Sale item add |
| 09:00:18 AM | Age verification |
| 09:00:25 AM | Cash |
| 09:00:30 AM | Sale complete |
| 09:00:40 AM | Sale item add |
| 09:00:45 AM | Sale item add |
| 09:00:55 AM | Sale item add |
| 09:02:01 AM | Sale item add |
| 09:04:14 AM | Cash |
| 09:04:20 AM | Change |
| 09:04:24 AM | Sale item add |

| UPC | Name | Qty | Each | Total |
|----------------|-----------------|-----|--------|-------------|
| 00015381225324 | Coca Cola 250ml | 1 | \$0.50 | \$0.50 |
| 00015879225320 | Chips Lays | 1 | \$2.25 | \$2.25 |
| 00015381225329 | Carlsberg Beer | 1 | \$3.00 | \$3.00 |
| 00015381225323 | Orange 0.5kg | 1 | \$2.00 | \$2.00 |
| Sub total | | | | \$7.75 |
| Tax | | | | \$0 |
| Total | | | | \$10 |
| Cash | | | | \$10 |
| Coupon | | | | 10.25 |

08/27/2014 09:04:55 AM Cashier: John Doe Register 1 Ticket 20038

09:02:01 AM

27/08/2014

About Electronic Journal

Electronic Journal displays system and user events logged by SmartPOS.

To view the Electronic Journal screen on SmartPOS with the events history, the user must have the Video Journal permission. For more information on how to assign permissions to users, see [User Role and Permissions](#).

The Electronic Journal consists of the following sections:

1. **Events Log.** For more information, see [Events Log](#).
2. **Event Details.** For more information, see [Event Details](#).
3. **Navigation Panel.** For more information, see [Navigation Panel](#).
4. (Optional) **Cameras.** For more information, see [Cameras](#).

The Cameras section is available only when the Video Journal module is turned on at the back-office side. For more information on how to work with Video Journal, see [About Video Journal](#).

About Video Journal

With the Video Journal module turned on you can record and view the video or screenshots of the events in the Cameras section of the Electronic Journal. For more information on how to work with Electronic Journal, see About Electronic Journal.

To work with video journal ensure that the following requirements are met:

- The Video Journal module is turned on at the back-office side.
- The Video Journal permission is assigned to the user. For more information on how to assign permissions to users, see User Role and Permissions.
- The Video Settings are configured properly. For more information, see Video Settings.
- (Optional) The Preset Settings are configured. For more information, see Presets.

Events Log

Events Log contains system and user events grouped by the dates they occurred.


You can view the following information about each event in the events log:

- The time the event occurred.
- Short event description.
- The bookmark status: if the event is bookmarked or not. For more information on how to bookmark events, see Using Bookmarks.



You can filter events by one or several of the following criteria:

- **Filter by User:**
 - To view the activity of a specific user, select this user name.
 - To view system events only, select **System**.
 - To reset the filter, select **All**.
- **Filter by Event Type:**
 - To filter events by the event type or the group of event types, create a preset. For more information, see Presets.
 - To reset the filter, select **All**.
- **Filter by Bookmark Status:**
 - To view the bookmarked events only, press the **Bookmarks** button.
 - To reset the filter, press the **Bookmarks** button again.


Presets

You can create your own filtering presets by pressing the corresponding button  at the right of the Event Type filter of the Events Log.

To create a new preset, follow the steps:

1. Press **Create New Preset** or the corresponding button .
2. Enter preset name.
3. Select the event types to be included into preset.
4. (Optional) Specify the following preset video settings by pressing corresponding button :
 - o **Display mode:** you can choose between the video or screenshot mode.
 - o **Main camera:** you can select the main camera to be displayed at a larger size than the other cameras. For more information on how to use cameras, see Cameras.

You can manage the preset settings only when the Video Journal module is turned on at the back-office side.

To delete a preset, select it in the presets list and then press the corresponding button .

Event Details

Event details contain the following information:

- **Event information.** Date, time, cashier, register and ticket number.
- **Action/transaction information.** Item UPC, item name, quantity, price, including fees and taxes, and total.

There can be single (one action, for example, the cashier's authorization on the POS) and multiple events (several items were sold). For the case with the multiple event, the subtitles are played for each sub-event within the complex transaction.

Cameras

There are 4 cameras simultaneously recording the events from different points.

To zoom the specific camera display, tap the specific video.

Subtitles are played for the leading camera describing the transaction in progress.

This option is available only when the Video Journal module is turned on at the back-office side.

Navigation Panel

Navigation Panel consists of the following elements:

Date and time selectors. To specify the date and time of the period you want to view, use the corresponding selector.

Timeline. To adjust the minutes and hours, use the corresponding timeline.

Navigation buttons.



Press the button to go to previous event



Press the button to go to previous sub-event (part of the complex event)



Press the button to play the event video, if any



Press the button to pause playing the event video



Press the button to go to next event



Press the button to next sub-event (part of the complex event)

ABOUT LOTTERY GAMES

Lottery games are available from SmartPOS when the Lottery module is turned on at the back-office side.

The Lottery module on SmartPOS includes the following features:

- Managing the lottery departments. For more information, see [Create New Department](#).
- Managing games. For more information, see [Games](#).
- Setting up the lottery gap calculation. For more information, see [Cash Settings](#).
- Scanning and tracking the lottery tickets, sending statistics to the back-office. For more information, see [Lottery Inventory](#).
- Viewing the Inventory reports and sending them to the back-office. For more information, see [Inventory Reports](#).

Games

On the **Games** tab, you can view and manage the list of lottery games.

You can view the following information about each lottery game in the list:

- **Game Name:** lottery game name
- **Game UPC:** lottery game UPC
- **Game Price:** lottery game price

To manage games, use the following buttons at the top right of the list:



Press the button to edit the selected game.



Press the button to delete the selected game.



Press the button to add a new game.

For more information on adding a new lottery game and editing its options, see [Create New Game](#).

Create New Game

To create a new game, on the **Games** tab, press the add button, enter the following information, and then press **Save**:

- **Game Name**
- **UPC**
- **Price**
- **Tickets QTY:** number of the tickets
- **First Ticket #:** the number of the first ticket in the game

To enter the game serial numbers for the lottery pack, press the add button, and then enter the serial number.

To track the number of remaining lottery tickets in the pack, use the **Status** field of the **Game Serial Numbers** table. When all the lottery tickets are sold out, the **Status** field displays the number of sold out tickets.

Lottery Inventory

To start the process of the lottery inventory, press **Start Scanning** and scan the top ticket in the pack (ticket supposed to be sold next). The following information is displayed:

- **Game Name:** name of the lottery game
- **UPC:** UPC of the lottery game
- **Serial:** serial number of the lottery ticket
- **Price:** price of the ticket

- **Opening:** number of tickets for the beginning of the inventory period
- **Quantity:** number of tickets sold + the one just scanned
- **Sold:** number of tickets sold
- **Status:** over and short if any

When inventory is complete, press **Done**. The report is sent to back-office automatically.

System
?

02:52 AM 01/27/16

Lottery Inventory

Scanned 0 from 0

| Game Name | UPC | Serial | Price | Opening | Quantity | Sold | Status |
|-----------|-----|--------|-------|---------|----------|------|--------|
| | | | | | | | |

REPORTS

John Smith
11:54 AM 01/03/17

Shift Reports Day Reports Pay Point Reports Inventory Reports EPS Reports Postponed PJR

Search by Shift ID #

| Shift ID # | Date | Time | AVG Scan Rate | Voids | No Sales | Customer Count | Refunds | Error Correct |
|------------|----------|---------------------------------|---------------|--------|----------|----------------|---------|---------------|
| 73 | 01/03/17 | 01/03/17 11:47 - 01/03/17 11:48 | no data | \$0.00 | 0 | 0 | \$0.00 | \$0.00 |
| 72 | 01/03/17 | 01/03/17 11:43 - 01/03/17 11:47 | 100.0% | \$0.00 | 0 | 1 | \$0.00 | \$0.00 |
| 71 | 01/01/17 | 01/01/17 03:52 - 01/03/17 11:43 | 100.0% | \$0.00 | 0 | 7 | \$0.02 | \$0.00 |
| 70 | 01/01/17 | 01/01/17 03:52 - 01/01/17 03:52 | no data | \$0.00 | 0 | 0 | \$0.00 | \$0.00 |
| 69 | 12/31/16 | 12/31/16 04:47 - 01/01/17 03:52 | no data | \$0.00 | 0 | 0 | \$0.00 | \$0.00 |
| 68 | 12/29/16 | 12/29/16 10:45 - 12/31/16 04:47 | no data | \$0.00 | 0 | 0 | \$0.00 | \$0.00 |
| 67 | 12/29/16 | 12/29/16 10:45 - 12/29/16 10:45 | no data | \$0.00 | 0 | 0 | \$0.00 | \$0.00 |
| 66 | 12/29/16 | 12/29/16 10:44 - 12/29/16 10:45 | no data | \$0.00 | 0 | 0 | \$0.00 | \$0.00 |
| 65 | 12/29/16 | 12/29/16 09:32 - 12/29/16 10:44 | no data | \$0.00 | 2 | 8 | \$63.28 | \$0.00 |
| 64 | 12/29/16 | 12/29/16 03:19 - 12/29/16 09:32 | no data | \$0.00 | 0 | 0 | \$0.00 | \$0.00 |
| 63 | 12/28/16 | 12/28/16 13:55 - 12/29/16 03:19 | no data | \$0.00 | 0 | 0 | \$0.00 | \$0.00 |

About Reports

In the Reports section you can perform the following operations with the cashier's, day, shift and other management reports:

- To view the current day and shift data:
 - Day of the week, date, number of the current day report
 - Current shift number, date, number of the current shift report, time
- To close the day by pressing the **Change Day** button. Closing the day automatically closes the shift.

In case the EPS Pin Pad is used, SmartPOS attempts to close credit card batches automatically when the Change Day operation is performed. The result of the operation is printed on the receipt.

To be able to close a day without closing a batch, make sure the corresponding permission is turned on for the user. For more information, see [User Role and Permissions](#).

- To close the shift by pressing the **Change Shift** button.

Before closing a day or a shift, make sure all cashier reports and all postponed transactions are closed. For more information, see Close Pay Point and Postponed Transactions Reports.

When closing a day or shift with no open day or shift reports within it, it results in sending empty reports to the back-office.

- To open other reports by pressing the **Reports** button. For more information, see Reports.
- To view the open and closed reports of the cashiers who have been working with SmartPOS opening pay points within a shift and/or a day. The cashier's report contains the following information:
 - Cashier ID
 - Cashier report number
 - Shift period - for closed reports
 - Cash Drawer ID
 - POS number
 - Time
 - Date
 - Short/Over - items in brackets are shortages

| | |
|--|--|
| <div style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 10px; border-radius: 5px;"> <p>John Smith</p> <div style="display: flex; align-items: center;"> <div> <p>Cashier ID #3 POS #2E2DB265748C2D9DE883</p> <p>Cashier Report ID #78 11:03AM - Current Time</p> <p>Drawer ID #2 12/29/16</p> </div> </div> </div> <p style="text-align: center; margin-top: 5px;">↑ Open report-----↑</p> | <div style="border: 1px solid #ccc; background-color: #e0e0e0; padding: 10px; border-radius: 5px;"> <p>Courier Peter</p> <div style="display: flex; align-items: center;"> <div> <p>Cashier ID #5 POS #2E2DB265748C2D9DE883</p> <p>Cashier Report ID #77 11:03AM - 11:04AM</p> <p>Drawer ID #1 12/29/16</p> <p>Short/Over \$0.00</p> </div> </div> </div> <p style="text-align: center; margin-top: 5px;">↑ Closed report-----↑</p> |
|--|--|

Shift Reports


On the **Shift Reports** tab, you can view and manage the list of shift reports.

You can view the following information about each report in the list:

- **Shift ID**
- **Date**
- **Time**
- **AVG Scan Rate:** average scan rate (the percentage of the scanned items versus the ones entered manually)

- **Voids:** amount of voids (on condition the cashier has the relevant permission to make voids)
- **No Sales:** no sale instances
- **Customer Count:** number of customers
- **Refunds:** amount of refunds
- **Error Correct:** amount of error corrections

To manage shift reports, use the following buttons and search box at the top right of the list:

 Press the button to send an email with the selected report.

 Press the button to print the selected report.

 Press the button to upload the selected report to the back-office.

 Press the arrow, select the search criterion (Shift ID or Date), and then enter the required value.


Day Reports

On the **Day Reports** tab you can view and manage the list of day reports.

You can view the following information about each report in the list:

- **Day ID**
- **Date**
- **Time**
- **AVG Scan Rate:** average scan rate (the percentage of the scanned items versus the ones entered manually)
- **Voids:** amount of voids (on condition the cashier has the relevant permission to make voids)
- **No Sales:** no sale instances
- **Customer Count:** number of customers
- **Refunds:** amount of refunds
- **Error Correct:** amount of error corrections

To manage day reports, use the following buttons and search box at the top right of the list:

 Press the button to send an email with the selected report.

 Press the button to print the selected report.

 Press the button to upload the selected report to the back-office.

 Press the arrow, select the search criterion (Day ID or Date), and then enter the required value.


Pay Point Reports


On the **Pay Point Reports** tab, you can view and manage the list of pay point reports.


You can view the following information about each report in the list:

- **Pay Point ID**
- **Date**
- **Time**
- **AVG Scan Rate:** average scan rate (the percentage of the scanned items versus the ones entered manually)
- **Voids:** amount of voids (on condition the cashier has the relevant permission to make voids)
- **No Sales:** no sale instances
- **Customer Count:** number of customers
- **Refunds:** amount of refunds
- **Error Correct:** amount of error corrections

To manage pay point reports, use the following buttons and search box at the top right of the list:

 Press the button to send an email with the selected report.

 Press the button to print the selected report.

 Press the button to upload the selected report to the back-office.

 Press the arrow, select the search criterion (Pay Point ID or Date), and then enter the required value.

Inventory Reports

On the **Inventory Reports** tab, you can view the list of inventory reports with the following information about each report:

- **Inventory ID:** inventory identifier in the list
- **Date:** date of scanning the lottery ticket
- **Time:** time of scanning the lottery ticket
- **Employee:** name of the user who scanned the lottery ticket
- **Status:** scanning status

 Press the button to upload the selected report to the back-office.

EPS Reports

The EPS Reports tab is available only when the Fuel module is turned on at the back-office side. Under this tab, you can request EPS reports from Fusion and print them.

EPS Reports list contains the following reports data:

- **Report Type:** identifier of the report or its type
- **Report Type Name :** name of the report type
- **Data Input:** additional data, if required

To request a report, select the report type and press the **Request Report** button; then select the report and press the **Request Report** button again.

The Request Report button becomes unavailable, until SmartPOS receives a response from Fusion.

The requested report is automatically sent to the connected printer.

Postponed Transactions Reports

On the **Postponed** tab, you can view and manage the list of transactions postponed from the cashier's screen due to the failures with PIN pad.

You can view the following information about each postponed transaction in the report:

- **Report record ID**
- **Date**
- **Transaction #**
- **Authorisation code**
- **Sale ID**
- **MOP:** MOP name
- **Name**
- **Operation type:** type of the postponed transaction
- **Amount:** transaction amount

In case of open postponed transactions, it is not possible to close a day and/or a shift. For more information, see About Reports.

To search for a transaction by its identifier, enter the identifier in the search box.

To close a postponed transaction, do one of the following:

- To retry the transaction processing, press **Retry**.
- To stop the transaction processing by SmartPOS, press **Force Close**. Forcibly closed transactions are marked as processed outside the system manually or over the phone.

PJR Report

On the **PJR** tab, you can view the list of PJR events and resend specific PJR files to the back-office system if necessary. PJR files are POS journal files that contain transaction details from the cash register.

Viewing PJR Events

You can view the following information about each PJR event in the report:

- **ID #:** The identifier of the transaction log record in the database
- **Time:** The time when the event occurred
- **Event:** The event name
- **PJR Event:** The PJR event name
- **Sale ID:** The sale ID
- **Sale Total:** The total sale amount

To search for an event by its identifier, enter the identifier in the search box at the top of the view.

Resending PJR Events

In some cases, information from one or more PJR files may not be available in the back-office system. You can resend a specific PJR file to the back-office system manually from the SmartPOS terminal.

To be able to resend PJR files to the back-office system, you must enable export of sales data (PJR files) in the Settings view at the terminal. For details, see [Journal Data Export Settings](#).

To resend a PJR file to the back-office system:

1. At the terminal, swipe to the **Reports** view.
2. Press the **PJR** tab.
3. In the search box at the top of the view, enter the sale ID.
4. In the events list, select the event.
5. At the top of the list, press the **Upload** button.

Result: The PJR file is sent to the back-office system. The *PJR has been successfully uploaded to the back-office* message is displayed at the top of the view.

PRICE BOOK

| ID | Department Name | Item QTY | Min Age | Tax |
|-------|-----------------|----------|---------|-----|
| 9995 | Tobacco | 1116 | 21 | |
| 9996 | Juices | 953 | 0 | |
| 9997 | Candy | 1300 | 21 | |
| 9998 | Auto | 246 | 0 | |
| 9999 | Groc N | 467 | 0 | |
| 10000 | Groc T | 183 | 0 | |
| 10001 | Snacks | 2137 | 0 | |
| 10002 | Payspot | 224 | 0 | |
| 10003 | Soda | 785 | 0 | |
| 10004 | FastFood | 408 | 0 | |
| 10005 | GenMer | 655 | 0 | |



Departments

On the **Departments** tab, you can view and manage the list of the Price book departments, assign fees and taxes to the departments.

You can view the following information about each department in the list:

- **ID:** Price Book department ID
- **Department Name:** Price Book department name
- **Items QTY:** number of items within the department
- **Min Age:** age restriction set for the department if any
- **Tax:** tax set for the department

To manage departments, use the following buttons and search box at the top right of the list:

-  Press the arrow, select the search criterion (Department Name or ID), and then enter the required value.
-  Press the button to edit the selected department.

 Press the button to delete the selected department.

 Press the button to add a new department.

You cannot delete a department with items within it.

For more information on adding a new department and editing its options, see [Create New Department](#).

When the Fuel module is on, the Fuel Products and Car Wash departments are added to the list automatically.

Create New Department

To create a new department, on the **Departments** tab press the add button, enter the following information, and then press **Save**:

- **Name:** New department name.
- **Product code:** Payment system product code.
- **Min Age:** Age restriction applied to all items within the department.
- **Time Restricted:** Select this check box to set a limitation to sales within this department after a specified period.
- **Allow negative transactions:** Select this check box to allow negative transactions within department.
- **Allow EBT:** Select this check box to enable EBT MOP for the department.
- **Allow direct sale:** Select this check box to allow direct sales for the department. By default, direct sales are allowed for departments.
- **Taxes:** Select the tax from the list to assign it to the whole department.
- **Fees:** Select the fee from the list to assign it to the whole department.
- **Transaction Quantity Limit:** Enter the limit for the items quantity in the transaction for this department.
- **Lottery type:** Select one of the following options depending on the department type:
 - **None:** Select this option for the non-lottery department.
 - **Online net sales:** Select this option if this lottery department relates to this lottery type.
 - **Instant sales:** Select this option if this lottery department relates to this lottery type.
 - **Instant payouts:** Select this option if this lottery department relates to this lottery type.

When **Instant payouts** is selected, the **Allow negative transactions** option is selected automatically and then becomes unavailable.





Items

On the **Items** tab, you can view and manage the list of the Price Book items, assign fees and taxes to the items.

You can view the following information about each item in the list:

- **UPC/PLU:** UPC or PLU code of the item
- **Item Description:** item description set up in the Price Book
- **Department:** name of the Price Book department
- **Size:** item size
- **Price:** item price

To manage items, use the following buttons and search box at the top right of the list:

-  Press the arrow, select the search criterion (Item Description, Department or UPC/PLU), and then enter the required value.
-  Press the button to edit the selected item.
-  Press the button to delete the selected item.
-  Press the button to add a new item.

It is also possible to add the item to the Price Book after scanning it at the cashier's screen, on condition the [Instant Price Book](#) feature is available from SmartPOS.

For more information on adding a new item and editing its options, see [Create New Item](#).

Create New Item

To create a new item, on the **Items** tab, press the add button, enter the following information, and then press **Save**:

- **Description:** Item description.
- **UPC:** Item UPC.
- **Price:** Item retail price.
- **Size:** Item size.

- **Department:** Item department.
- **Taxes:** Tax from the list to assign it to the item.
- **Fees:** Fee from the list to assign it to the item.
- **Transaction Quantity Limit:** Enter the limit for the items quantity in the transaction for this item.
- **Linked Items:** Linked items, if any.

For information on how to create a linked item, see [Create New Linked Item](#).

Create New Linked Item

To create a new linked item, follow the steps:

1. Open the item you want to link the item to.
2. Press the add button.
3. Select the item from the list and press **Done**. Use search, if necessary.
4. Press **Save**.

For information on linked items, see [About Linked Items](#).

Taxes

On the **Taxes** tab, you can view and manage the list of taxes.

You can view the following information about each tax in the list:

- **Tax Name:** name of the tax set up on the SmartPOS register
- **Abbrev:** tax abbreviation
- **Value:** tax value
- **Type:** tax type

To manage taxes, use the following buttons at the top right of the list:



Press the button to search for taxes.



Press the button to edit the selected tax.



Press the button to delete the selected tax.



Press the button to add a new tax.

For more information on adding a new tax and editing its options, see [Create New Tax](#).

Create New Tax

To create a new tax, on the **Taxes** tab, press the add button, enter the following information, and then press **Save**:

- **Tax Name**: unique name of the tax set up on the SmartPOS register
- **Abbreviation**: tax abbreviation
- **Value / Start BP #**: tax value or starting breakpoint (if **Breakpoint Table** is selected)
- **Type**: tax type
- **Rounding**: type of rounding

Taxes Types Explanation

Percent. Select one of the following rounding types:

- **Truncate**: remove the decimal part. For example, 4.10 truncates into 4.00.
- **Up on 1/2**: half-way values are rounded up. For example, 4.50 and more is rounded up to 5.00.
- **Up on Any**: any values are rounded up. For example, all values more than 4.01 are rounded up to 5.00.

Fixed Amount per Unit: specify the fixed amount value.

Value-added Tax: specify the tax value.

Breakpoint Table: enter the starting breakpoint, and set the exact amount of tax for the specific sum of money (must be greater than zero).

Fees

On the **Fees** tab, you can view and manage the list of fees.

You can view the following information about each fee in the list:

- **Fee Name**: name of the fee set up on the SmartPOS register
- **Amount**: fee value
- **Type**: fee type
- **Enabled**: whether the fee is on or off

To manage fees, use the following buttons at the top right of the list:



Press the button to search for fees.



Press the button to edit the selected fee.

 Press the button to delete the selected fee.

 Press the button to add a new fee.

For more information on adding a new fee and editing its options, see [Create New Fee](#).

Create New Fee

To create a new fee, on the **Fees** tab, press the add button, enter the following information, and then press **Save**:

- **Enabled**: whether the fee is on or off
- **Name**: unique name of the fee set up on the SmartPOS register
- **Value**: fee value
- **Type**: fee type—amount or percent

MOPs

On the **MOPs** tab, you can view and manage the list of MOPs, which includes predefined and custom MOPs.

You can view the following information about each MOP in the list:

- **MOP**: method of payment name
- **Maximum**: maximum amount of money accepted by this method
- **Enabled**: whether the MOP is turned on or off

To manage MOPs, use the following buttons at the top right of the list:

 Press the button to edit the selected MOP.

 Press the button to delete the selected MOP.

 Press the button to add a new MOP.

The predefined MOPs cannot be deleted. You can only turn on or off some of them and edit their certain options.

For more information on adding a new MOP and editing its options, see [Create New Custom MOP](#).

Create New Custom MOP

To create a new MOP, on the **MOPs** tab, press the add button, enter the following information, and then press **Save**:

- **MOP Name:** Unique name for the method of payment
- **Enabled:** Whether the MOP is turned on or off
- **Favorite:** Whether this MOP is set up as favorite and has quick access to it
- **Auth method:** This option is applicable only for loyalty MOPs. It defines the loyalty MOP authorization method:
 - **Scan Loyalty Card:** Select this check box to let customers authorize loyalty items purchase by their loyalty cards.
 - **Phone Number Input:** Select this check box to let customers authorize loyalty items purchase by their phone numbers.
- **Type:** Cash or non-cash
- **Maximum Amount:** The maximum amount of money accepted by this method

This option sets the limit for the actual transaction amount.

- **Options:** Select the following options for the MOP:
 - **Open Cash Drawer:** Select this check box to enable the cash drawer opening for the MOP transaction.
 - **Allow Refund Transactions:** Select this check box to enable the transactions refund for this MOP.
 - **Allow Payout Transaction:** Select this check box to enable the payout transactions within the MOP.
 - **Allow Cash Back:** Select this check box to turn on the Cash Back feature for this MOP.
 - **Allow Negative Transactions:** Select this check box to make this MOP available for department sales with allowed negative transactions.
 - **Apply Tender of Payment:** Select this check box to allow split tender transactions for this MOP.
 - **Adjust Drawer Total:** Select this check box to enable the cash total changing for the MOP transactions (is used for Cash only).
 - **Enable External EBT:** Select this check box to enable the secondary PIN pad (used for EBT MOP only).
 - **Run as Credit Only:** Select this check box to process non-cash payments as the credit transactions only (used for Credit MOP only).
- **External Reference ID:** ID in the internal cash register database

Fuel Products

Prices for fuel products are initially downloaded from the fuel system with which SmartPOS integrates. On the **Fuel Products** tab, you can view and manage the following data:

- Pending fuel prices. For more information, see [Managing Fuel Prices](#) and [Managing Tiers for Fuel Prices](#).
- Actual fuel prices. For more information, see [Viewing Actual Fuel Prices](#).
- Car wash products. For more information, see [Managing Car Wash Prices](#).

Managing Fuel Prices

If fuel prices are changed outside SmartPOS, for example, in the back-office system, information about the new prices is displayed in the **Pending Fuel Prices** section in the Price Book. A manager working with SmartPOS can review the prices and adjust them if necessary. After the prices are approved and saved, the manager must initialize price data for the pumps so that new prices take effect.

To review and update prices for fuel products, do the following:

1. Go to the **Products** tab.
2. At the top of the list, press **Pending FP**.
3. In the fuel products list, select the product.
4. At the top right of the list, press the edit button.
5. In the prices edit form, enter the price for each tier and MOP.
6. Press **Save**.
7. At the top of the list, press **Initialize Price Poll**.

For information on managing tiers for fuel prices, see [Managing Tiers for Fuel Prices](#).

Managing Tiers for Fuel Prices

Tiers are used to set different fuel prices depending on the weekday and time of the day.

The price of **Tier 1** is used by default all the time in case the prices of other tiers are not specified.

In case the multi-terminal mode is configured in your store, the tier changes on one terminal are shared by all terminals in the network through the master terminal. For more information, see [Multi-Terminal Mode](#).

To set the price of other tiers, follow the steps:

1. Go to the **Products** tab.
2. At the top of the list, press **Pending FP**.
3. At the right of the selected tier, press the edit button.
4. Specify the following tier options:
 - **Start time:** the tier's start time
 - **End time:** the tier's end time
 - **Active:** select this option to activate the tier
 - **Weekday:** select the weekdays during which the tier's price will be applied to the fuel products
4. Press **Save**.
5. At the top of the list, press **Initialize Price Poll**.

For information on managing fuel prices, see [Managing Fuel Prices](#).

Viewing Actual Fuel Prices

In the **Actual FP** section on the **Products** tab, SmartPOS displays fuel product prices that are currently in effect for the pumps.

You can view the following information about each fuel product:

- **ID:** the fuel product ID
- **Product Name:** name of the fuel product on the SmartPOS register
- **Pricing information:** price per gallon that is set depending on the following options:
 - **MOP:** Cash, Credit or House Account.
 - **Pump service mode:** Self Service, Mini Service or Full Service

For more information on pump service modes, see [Fuel Settings](#).

- **Tiers:** if tiers are configured

Managing Car Wash Prices

In the **Car Wash** section on the **Products** tab, you can view and manage prices for car wash products offered in your store.

To review and update prices for car wash products, do the following:

1. Go to the **Products** tab.
2. At the left of the list, press **Car Wash**.
3. In the car wash products list, select the product.
4. At the top right of the list, press the edit button.
5. In the prices edit form, enter the necessary price.
6. Press **Save**.

Discounts

On the **Discounts** tab, you can view and manage the list of the Price Book discounts.

You can view the following information about each discount in the list:

- **ID:** discount identifier in the list
- **Discount Name**
- **Value:** discount value
- **Type:** discount type: percent or fixed amount
- **Status:** active or inactive discount

To manage discounts, use the following buttons at the top right of the list:



Press the button to search for discounts.



Press the button to edit the selected discount.



Press the button to delete the selected discount.



Press the button to add a new discount.

For information on adding a new discount and editing its options, see [Create New Discount](#).

Create New Discount

To create a new discount, on the **Discounts** tab, press the add button, enter the following information, and then press **Save**:

- **Active:** select this check box to activate the discount or deselect this check box to disable the discount.
- **Name:** enter the name for the discount.

It is recommended to avoid using discount amounts for the name as the discount name and the amount are printed on receipts. If the amount value is used for the name, it can be confusing for store customers as they will see the discount amount twice. Instead, you can use letters or letters before the amount in the name to avoid confusion.

- **Type:** select one of these discount types:
 - **Percent:** select it if you want to create a percent discount.
 - **Fixed Amount:** select it if you want to create a fixed amount discount.
- **Amount:** enter the amount of the discount.
- **Auto-apply when MOP chosen:** you can select MOPs the discount will be automatically applied to.

House Accounts


A house account is a line of credit issued by a retailer to store customers. This MOP allows the retailer to complete a transaction without actually accepting the payment at the moment when the transaction is made. Instead, customers can pay the owed balance later.

On the **House Acc** tab, you can view and manage the list of house accounts for the current location.

You can view the following information about each house account in the list:


- **ID:** house account ID.
- **Name:** name for the house account.
- **Credit Limit:** credit limit for the house account.
- **Balance:** current balance of the house account.
- **Status:** active or disabled house account.

To manage house accounts, use the following buttons and search box at the top right of the list:

 Press the arrow, select the search criterion, and then enter the required value.

 Press the button to edit the selected house account.

 Press the button to delete the selected house account.

 Press the button to add a new house account.

For more information on transactions that are available for the house account holders, see [Available Transactions for House Accounts](#).

For more information on adding a new house account and editing its options, see [Create New House Account](#).

Configure House Account MOP

There is a default house account MOP in SmartPOS named House Acc. To configure the House Acc MOP in SmartPOS:

1. Switch to the **MOPs** tab.
2. Select the **House Acc** MOP and press the edit button.
3. You can change the following default settings:
 - **Enabled:** deselect this check box to disable the house account MOP for the current location.
 - **Favorite:** deselect this check box to move the **House Acc** button down in the other MOPs list on the cashier's screen.
 - **Allow Refund Transactions:** select this check box to allow refund for house accounts.
 - **Apply Tender of Payment:** select this check box to allow the split tender transactions for house accounts.
4. At the top right, press **Save**.

Create New House Account

To create a new house account, on the **House Acc** tab, press the add button, enter the following information, and then press **Save**:

- **Active:** select this check box to make the house account active or deselect this check box to disable the house account.
- **ID:** house account ID.
- **Name:** name for the house account.
- **Credit Limit:** enter a credit limit if there is any for this house account.

For more information on adjusting balance for an existing house account, see [Adjust House Account Balance](#).

Adjust House Account Balance

Before adjusting a house account balance, see [Understanding House Account Balance Changes](#) for information on how transactions may affect the balance. A house account balance may need to be adjusted because:

- A house account holder performed a deposit to its account not in the current location.
- Any accounting issues may require to correct the house account holder's debt.

To adjust balance of a house account:

1. Switch to the **House Acc** tab.
2. In the house accounts list, select the house account you want to adjust the balance of.
3. At the top right, press the edit button.
4. Specify the reason why you adjust the balance in the **Reason** field.
5. Do one of the following:
 - If there are funds on the balance and you want to decrease the current balance, enter the amount you want to decrease the current balance by in the **Amount** field and press **Adjust balance**. For example, if the **Current balance** value is (\$100.00) and you want to decrease it by \$10.00, enter 10.00 in the **Amount** field. The **Current balance** value changes to (\$90.00) after pressing **Adjust balance**.
 - If there are funds on the balance and you want to increase the current balance, enter the amount you want to increase the balance by in the **Amount** field, press the minus sign and then press **Adjust balance**. For example, if the **Current balance** value is (\$100.00) and you want to increase it by \$10.00, enter 10.00 in the **Amount** field and press the minus sign. The entered value changes to (10.00). The **Current balance** value changes to (\$110.00) after pressing **Adjust balance**.
 - If there is a debt and you want to decrease it, enter the amount you want to decrease the debt by in the **Amount** field, press the minus sign, and then press **Adjust balance**. For example, if the **Current balance** value is \$50.00, and you want to decrease it by \$10.00, enter 10.00 in the **Amount** field and press the minus sign. The entered value changes to (10.00). The **Current balance** value changes to \$40.00 after pressing **Adjust balance**.
 - If there are no funds on the balance or there is a debt and you want to increase the debt, enter the amount you want to increase the debt by in the **Amount** field and press **Adjust balance**. For example, if the **Current balance** value is \$50.00, and you want to increase it by \$10.00, enter 10.00 in the **Amount**. The **Current balance** value changes to \$60.00 after pressing **Adjust balance**.
 - If there are funds on the balance and you want to adjust it to a certain debt, the entered value in the **Amount** field must be the sum of the current balance and the debt you want to specify for the account. For example, if the **Current balance** value is (\$100.00) and you want to set the debt at \$50.00, enter 150.00 in the **Amount** field and press **Adjust balance**. The **Current balance** value changes to \$50.00.
 - If you want to adjust a debt to a certain sum of money, the entered value in the **Amount** field must be the sum of the debt and the sum of money you want to specify for the account. For example, if the **Current balance** value is \$50.00, and you want to change it to (\$50.00), enter 100.00 in the **Amount** field, press the minus sign. The entered value in the **Amount** field changes to (100.00). Then, press **Adjust balance**. The **Current balance** value changes to (\$50.00).

Available Transactions for House Accounts

SmartPOS supports face-based local house accounts. Cashiers can identify a local house account holder by the ID and name, which are specified while setting up house accounts for the current location in SmartPOS.

The following transactions are available for the local house account holders:

- Sale. Store customers can pay for merchandise with their house accounts.
- Refund. The retailer can cancel a sale transaction performed with a house account and refund the sale transaction price to the house account. By default, the refund transactions are disabled for the house account MOP. See [Configure House Account MOP](#) for information on how to enable the refund. For information on how to perform a refund, see [Refund](#).
- Split tender. The house account holders can combine the house account MOP with other MOPs. For information on how to perform split tender transactions, see [Perform Split Tender Transaction](#).
- Pay in. Cashiers can debit cash to house accounts. For information on how to perform a pay in, see [Pay In](#).

Understanding House Account Balance Changes

As a retailer, you can set up house accounts in SmartPOS in two ways:

- prepaid (debit)
- credit

A prepaid house account holder starts with the beginning balance and no credit limit. For example, the house account holder deposited \$100.00 to its house account. In this case, \$100.00 is the beginning balance. Then, the **Credit Limit** value is \$0.00 and the **Balance** value is (\$100.00). The brackets mean there are funds on the balance. Each recorded purchase moves the balance towards \$0.00. When the balance reaches \$0.00, the house account holder can no longer pay with its house account until another deposit to the house account is performed and there are funds on the balance.

A credit house account holder can use the credit limit to continue purchases even if the balance has reached \$0.00. For example, the retailer defined \$100.00 as the credit limit for the house account holder and the balance has reached \$0.00. In this case, the **Credit Limit** value is \$100.00. and the **Balance** value is \$0.00. Then, each recorded purchase moves the balance towards the credit limit. When the account reaches the limit, no purchases can be charged to that account until a deposit to the account is performed. In this case, when the **Balance** value reaches \$100.00, it means the house account holder has reached the limit and owes the retailer \$100.00.

A credit house account holder can also start with the beginning balance. In this case, each recorded purchase moves the balance towards \$0.00 first. Then, when the balance reaches \$0.00, each recorded purchase moves the current balance until it reaches the configured credit limit.

MULTI-TERMINAL MODE

If you have more than one SmartPOS terminal in the business unit, you can set them to work in the multi-terminal mode. The multi-terminal mode allows several SmartPOS terminals to operate together as a single system. You can keep track of sales transactions, configure system settings and change shift and day for all terminals in the business unit at a time.

To let SmartPOS terminals operate as a single system, you must enable the multi-terminal mode for them and add them to the same network. For more information, see [Store Level Mode](#).

You can perform the following operations in the multi-terminal mode:

- [Add and Remove Terminals from Network](#)
- [Work in Multi-Terminal Mode](#)
- [Change Day and Shift](#)
- [View and Print Reports](#)
- [Work with Qwickserve Embedded](#)
- [Work with Back-Office Systems](#)
- [Upgrade SmartPOS](#)

Add and Remove Terminals from Network

In the multi-terminal mode, SmartPOS terminals can perform the following roles:

- **Master terminal:** Principle SmartPOS terminal. The Master role can be assigned only to one terminal in the network.
- **Child terminals:** Child role is assigned to all terminals in the network except the principle one. Child terminals must have the same version of the database as the Master terminal.

Prerequisites

Before you enable the multi-terminal mode for a terminal and add it to the business unit, make sure the static IP address is assigned to this terminal. To check the IP address settings, go to **Settings > POS > Internet**. For details, see [Internet](#).

System
06:24 AM 09/29/23

General System POS PayTerminal Users

Save

Store Information Interface Ethernet

Back Office DHCP Static

Cash Settings Address: 172 . 29 . 0 . 5

Shift Settings Netmask: 255 . 255 . 255 . 0

Journal Data Export Network: 172 . 29 . 0 . 0

Sales Data Export Broadcast: 172 . 29 . 0 . 255

Restrictions Gateway: 172 . 29 . 0 . 1

Receipt Settings DNS Server name: 172 . 29 . 0 . 2

Internet >

Store Level Mode

Adding and Removing Terminals

You can add and remove SmartPOS terminals from the network at any time.

- To add a terminal to the network, in the **Store Level Mode** section, enable the multi-terminal mode and configure the necessary settings for the terminal. For more information, see [Store Level Mode](#).
- To remove a terminal from the network, in the **Store Level Mode** section, set the operation mode to **Single Terminal Mode**.

You cannot remove the Master terminal from the network until at least one Child terminal remains in the network. Remove all Child terminals from the network first.

Work in Multi-Terminal Mode

A SmartPOS terminal operating in the multi-terminal mode must always remain connected to the Master terminal. If the terminal gets offline, you will not be able to perform the following operations at it:

- Complete an open transaction.
- Perform a new transaction: sales, refund, no sale, pay out, safe drop, pay in and so on.
- Edit shared settings.
- Change shift and day. For more information, see [Change Day and Shift](#).
- Edit data in replicated data sources such as Price Book.

If a SmartPOS terminal has the Master role, the operations listed above can be performed at this terminal even if it gets offline.

You can still perform the following operations at terminals being offline:

- Edit private settings.
- Use search, journal and lottery modules.

Change Shift and Day

In the multi-terminal mode, the **Shift** view displays information about shifts open at all SmartPOS terminals in the network.

The screenshot shows the 'Shift #6 07/05/18' view. At the top, there are buttons for 'Change Day', 'Change Shift', and 'Reports'. Below this, a grid displays cashier reports for four different terminals. Each report includes the cashier ID, POS number, report ID, time range, drawer ID, and a 'Short/Over' amount.

| Terminal | Cashier ID | POS # | Report ID | Time Range | Drawer ID | Short/Over |
|-------------------|------------|----------------------|-----------|------------------------|-----------|------------|
| Terminal 1 (Red) | #1 | A0FB88326A3B3850EC81 | #5 | 10:49AM - Current Time | 08/28/18 | |
| Terminal 2 (Grey) | #3 | 326A8883263B38526A3B | #4 | 02:50AM - 10:48AM | 07/17/18 | (\$90.00) |
| Terminal 3 (Grey) | #1 | A0FB88326A3B3850EC81 | #3 | 02:44AM - 02:26AM | 07/12/18 | \$91.00 |
| Terminal 4 (Grey) | #1 | A0FB88326A3B3850EC81 | #2 | 03:32AM - 11:01AM | 07/05/18 | (\$99.33) |

You can change the shift and day for all SmartPOS terminals in the network at a time:

- To close the shift at all terminals, press the **Change Shift** button.
- To close the day at all terminals, press the **Change Day** button.

Here are the limitations for changings shift and day:

- You can initiate the Change Shift and Change Day operations at any SmartPOS terminal in the network. The terminal can be the Master terminal or a Child terminal connected to the Master terminal. If the connection to the Master terminal is lost, these operations cannot be initiated.
- If the Pay Point is open at any SmartPOS terminal in the network, SmartPOS will display a warning. You can perform the Change Shift and Change Day operations only after Pay Points are closed at all terminals in the network.
- If the Pay Point is open at any SmartPOS terminal and this terminal gets offline, SmartPOS will offer you to force the Change Shift or Change Day operation. As a result, the shift or day will be forcibly closed at all terminals being online. After the network connection to the terminal is restored, information about the closed day and shift will be replicated to it from other terminals in the network.

View and Print Reports

In the multi-terminal mode, data in the **Reports** view is identical for all SmartPOS terminals in the network. To view or print a report, you can access any terminal in the network, select the necessary report and work with it as usual. For more details, see [Reports](#).

The screenshot shows the SmartPOS interface with a top navigation bar containing 'System' and '04:20 AM 09/05/18'. Below the navigation bar are several report category buttons: 'Shift Reports', 'Day Reports', 'Pay Point Rep...', 'EPS Reports', and 'Postponed Tran...'. A search bar is present with the text 'Search by Pay Point ID #' and icons for dropdown, cloud, print, and email. The main content area displays a table with the following data:

| Pay Point ID # | Date | Time | AVG Scan Rate | Voids | No Sales | Customer Count | Refunds | Error Correct |
|----------------|----------|---------------------------------|---------------|--------|----------|----------------|---------|---------------|
| 4 | 07/17/18 | 07/17/18 02:50 - 08/28/18 10:48 | no data | \$0.00 | 0 | 0 | \$0.00 | \$0.00 |
| 3 | 07/12/18 | 07/12/18 02:44 - 07/17/18 02:26 | no data | \$0.00 | 0 | 3 | \$2.00 | \$0.00 |
| 2 | 07/05/18 | 07/05/18 03:32 - 07/11/18 11:01 | 100.0% | \$2.00 | 2 | 10 | \$2.00 | \$0.00 |
| 1 | 07/04/18 | 07/04/18 04:26 - 07/05/18 03:31 | no data | \$0.00 | 0 | 0 | \$0.00 | \$0.00 |

Work with Qwickserve Embedded

If a SmartPOS terminal operates in the multi-terminal mode, Qwickserve Embedded has the following limitations:

- A waiter can be logged in at one SmartPOS terminal in the business unit at a time. If the waiter logs in at one terminal and then attempts to log in at another terminal, the waiter will be automatically logged out at the first terminal.
- A waiter can perform operations at different terminals in the business unit. For example, the waiter can create a transaction at one terminal, add items to it at the second one, and complete the payment and print the receipt at the third one.
- A waiter can perform the Pay Out and Safe Drop operations at terminals operating in the multi-terminal mode.
- The No Sale operation cannot be performed at terminals operating in the multi-terminal mode.

Work with Back-Office Systems

In the business unit operating in the multi-terminal mode, all communication with the back-office system (third-party or C-Store Office) is performed at the Master terminal.

The Master terminal is responsible for the following activities:

- Retrieving a list of users and user permissions
- Retrieving a list of vendors
- Retrieving Price Book data
- Sending Day, Shift and Pay Point reports
- Sending PJR files
- Exporting PJR files to external FTP servers
- Exporting loyalty data to C-Store Office

Upgrade SmartPOS

If a SmartPOS terminal operates in the multi-terminal mode, the upgrade process is performed by the following rules:

- The upgrade process is initiated for all terminals in the network at a time.
- The upgrade process can be performed only if all terminals in the network are online. If any terminal is offline, an error message will be displayed, and the upgrade process will be terminated.

In the multi-terminal mode, SmartPOS upgrade includes the following steps:

1. A user initiates SmartPOS upgrade at any terminal in the business unit.
2. SmartPOS checks if any product updates are available. If updates are available, SmartPOS displays a warning message that all terminals in the network will be upgraded.
3. After the user agrees to upgrade SmartPOS, the terminal at which the upgrade process was initiated, checks if all terminals in the network are online.
4. The upgrade process is first started at the terminal at which it was initiated, and then at other terminals in the network.
5. After upgrade, all terminals in the network are restarted.

If you have initiated the upgrade process at one terminal, and some other user has started checking for updates at another terminal at the same time, SmartPOS will not be upgraded at the second terminal automatically. After SmartPOS detects product updates, the user will need to start the upgrade process manually.

SETTINGS

System
02:54 AM 09/05/18

General System POS PayTerminal Fuel Users Local Accounts

SMARTPOS Online

SmartPOS by Petrosoft Inc.
Version 3.2.4-7
Price Book
IP 10.0.3.194
AOFB8 - 8326A - 3B385 - 0EC81

Update POS Update Price Book

Clear for Data Storage

Devices Status

| Device | Status |
|------------------|--------|
| Cash Drawer | Ready |
| Scanners | Ready |
| Printer | Ready |
| Payment Terminal | Ready |
| Controller | Ready |

General Information

Device Information

This section contains the following information:

- Device connection status: online or offline
- Software version
- Device IP address
- Device license key

To update the SmartPOS device software, press **Update POS**. For more information, see [Updating SmartPOS Software](#).

To update the Price Book, press **Update Price Book**.

To clear the device history, press **Clear Data Storage**.

Device Status

This section contains information on the following device statuses (ready or not connected):

- Cash Drawer
- Scanners
- Printer
- Payment Terminal
- Controller

After you connect a device, it is recommended that you clock out and clock in again to make the device available for usage.

Updating SmartPOS Software

On the Settings screen of the SmartPOS device, you can check if there are any software updates available and update the device's software to its latest version.

After the software update, the SmartPOS device is reloaded. Before you start to update the software, make sure all current operations are complete and critical data is saved.

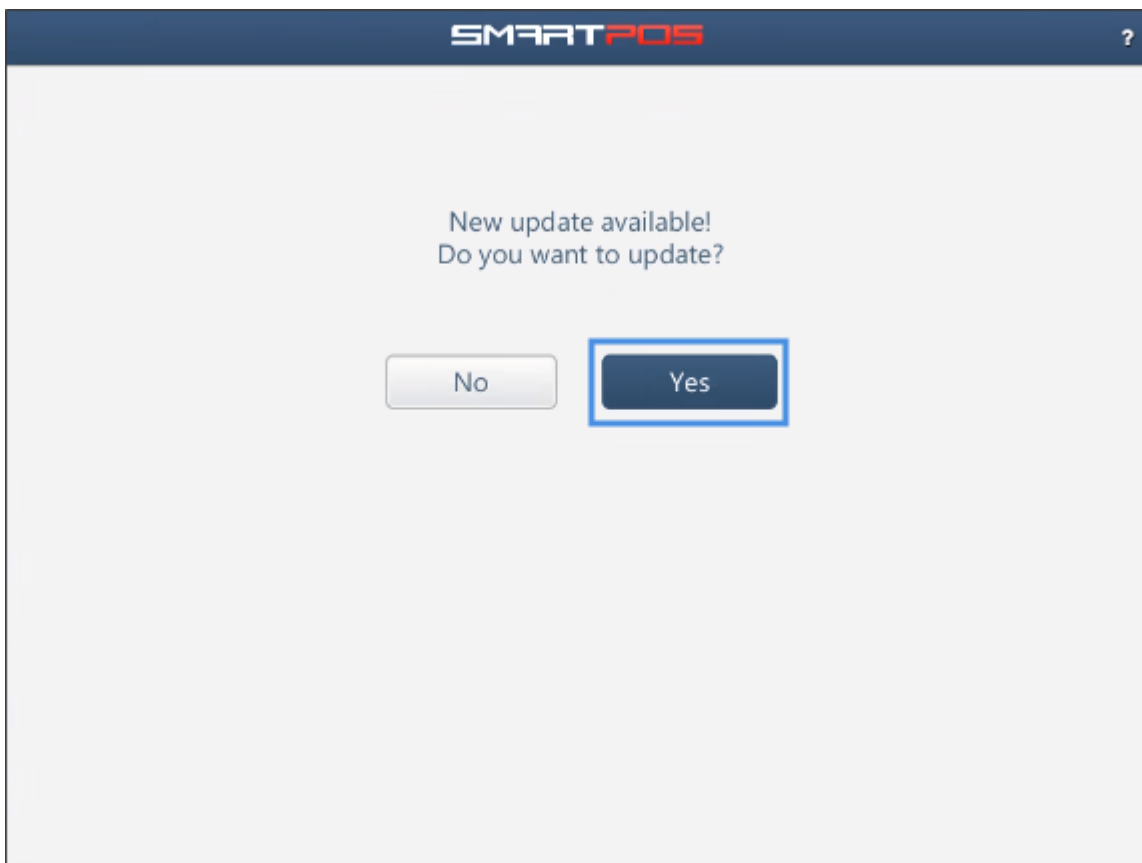
To check and update the SmartPOS device's software:

1. Go to the **Settings** screen > **General Information** tab.
2. Press the **Update POS** button.

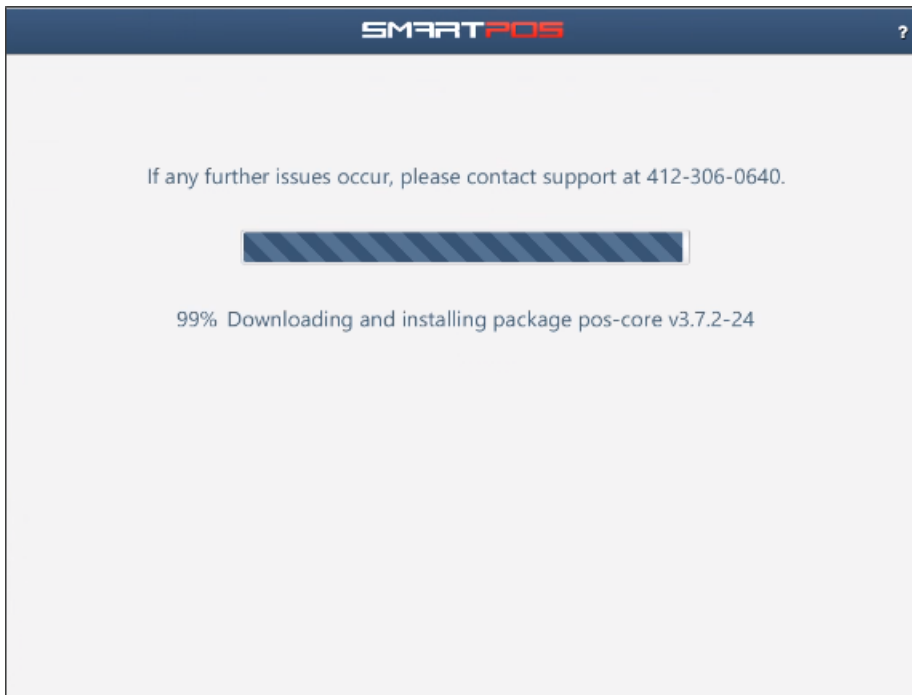
Result: The **New update available!** screen opens.

In case there are no software updates, this screen does not open.

3. To install the latest software updates, press **Yes**.



4. Wait until the software update process is complete. It may take some time.



After the software update is complete, the SmartPOS device is reloaded.

System Settings

On the **System** tab, you can manage the following settings:

- SmartPOS device settings. For more information, see Device Settings.
- SmartPOS hardware settings. For more information, see Hardware Settings.

The screenshot shows the 'System' configuration page in the SmartPOS application. The page has a dark blue header with the text 'System' and the time '05:37 AM 04/26/19'. Below the header are five tabs: 'General', 'System', 'POS', 'PayTerminal', and 'Users'. The 'System' tab is selected. A 'Save' button is located in the top right corner of the main content area. The settings are organized into two columns. The left column includes: 'Locale' (English(USA)), 'POS #' (empty), 'Drawers Quantity' (radio buttons for 1 and 2, with 1 selected), 'Region' (America), 'Time Zone' ((GMT-04:00) New York), 'Swipe Sensitivity' (a slider set to 90%), 'Login timeout' (30 minutes), and 'Local Currency' (American Dollar (USD)). The right column includes: 'Devices' (with a refresh icon), 'System unit' (Unknown), 'Printer' (Disabled), 'Customer Display' (Disabled), 'Scanner' (Disabled), 'Payment Terminal' (Cayan Genius), and 'Forecourt Controller' (Disabled). At the bottom of each column are two checkboxes: 'Collect and send POS performance data' and 'Back up POS data daily' on the left; and 'Send POS data to Google Analytics' on the right.

To apply the configured settings, press **Save**.

Device Settings

You can manage the following SmartPOS device settings on the **Systems** tab:

- **Locale:** select the CR interface language. The English, Spanish, and Portuguese languages are available.
- **POS #:** enter the POS device number to include it in printable reports and receipts.
- **Drawers Quantity:** select the number of cash drawers to be used with your device. If the double-drawer option is selected, there can be two pay points open for the CR at the same time.

Star TSP100 printer is not supported with the double drawer option.

- **Region:** select the device region.
- **Time Zone:** select the device time zone.
- **Swipe Sensitivity:** adjust the swipe sensitivity of the device screen.
- **Login timeout:** select the time period of inactivity after which the system logs the user out automatically. Select **Never** to keep the user logged in all the time.
- **Local Currency:** select the local currency for the SmartPOS terminal. You can change the local currency only if all Pay Points are closed at the terminal.

- **Send POS data to Google Analytics.** Select this check box to allow SmartPOS to collect product usage statistic: CPU usage, free space on HDD, memory usage and so on. Collecting product usage statistics helps detect issues before they affect your business.

To apply the **Locale**, **Region** or **Time Zone** settings, press **Save**, and then restart your device.

Hardware Settings

When you launch SmartPOS for the first time, it automatically detects connected hardware devices and displays them in the **Devices** list.

To refresh the status of all connected devices, press the refresh button.

The following devices can be connected to SmartPOS:

- **System unit:** if the SmartPOS Model 100 (AdvantexSP0100) is automatically detected at the first launch, this list box becomes unavailable for editing.
- **Printer.**
- **Customer Display:** select the customer display resolution corresponding to the physical size of the connected display. Select **VFD** to set up VFD Customer Display showing the following information:
 - Last item added to the transaction
 - Last item price
 - Total amount of transactions

If you upload the ads image from the back-office side to be shown on the customer display, ensure that the image size is adjusted to the display size.

- **Scanner:** the following models of Advantex barcode scanners can be connected: SC-800i Magellan, SC-0056, SC-2400 Wireless, SC-2430, and SC-6300.
- **Payment Terminal:** the following models of payment terminals can be connected: Cayan Genius, Injenico iSC-250, Injenico iSC-350, PAX A35, PAX A80, PAX Aries 5, PAX Aries 8, PAX MT30, PAX S300, PAX SP30, Viper EPS, Wayne Fusion.

When you set up SmartPOS for the first time or press the **Refresh** button, SmartPOS automatically discovers PAX payment terminals in the network. The first detected terminal is displayed at the top of the **Payment Terminal** list and selected by default. The terminal settings such as IP address are automatically populated on the **Payment Terminal** tab.

Other terminals detected in the network are displayed in the list as well. Select the necessary payment terminal from the list if needed.

- **Forecourt Controller:** you can set up a forecourt controller when the Fuel module is turned on at the back-office side.

POS Settings

System
05:54 AM 05/06/19

General System POS PayTerminal Video Fuel Users

Save

Store Information

Back-office

Cash Settings >

Shift Settings

Journal Data Export

Sales Data Export

Restrictions

Receipt Settings

Internet

Store Level Mode

Safe Drops Amount \$ 500.00

SmartPOS Price Book Control

Parent-Child Items Display

Calculate Tax Before Discount After Discount

Max Refund Days 14

Non Scan Refund

Cash Back Limit Amount \$ 50.00

Attendant Stack Qty Limit 3

Attendant Stack Amount Limit \$ 0.00

Store Information Settings

In the **Store Information** section, you can specify general settings of the store at which the SmartPOS terminal is set up. You can provide the following information:

- **Store name**
- **Merchant local code number**
- **Telephone**
- **Store address**
- **Email**

If you are using a Cayan Genius-powered PIN pad with SmartPOS, the **Store name** field is mandatory.

Back-Office Settings

In the **Back-office** section, you can set up your SmartPOS device to work with the back-office systems.

- **C-Store Office:** select this option to interact with C-Store Office directly.
- **Third Party:** select this option to interact with a third-party back-office.
 - Specify **Username** and **Password** to access the system from the third-party back-office over SFTP (Secure File Transfer Protocol).
 - **Generate Cashier Report:** select this option to activate the Cashier Report generation.
 - **Generate End of the Day Report:** select this option to activate the End of the Day report generation.

When C-Store Office is selected, users from the third-party back-office will not be able to get access to the system.

Cash Settings

In the **Cash Settings** section, specify how cash must be handled on the device:

- **Safe Drops Amount \$:** with this option, you can set the recommended safe drops amount. For more information, see Drops.
- **Allow Lottery Gap Calculation:** select this check box to enable calculating the lottery gap. If there is a gap in lottery inventory, the corresponding message is displayed to the user.
- **SmartPOS Price Book Control:** select this check box to send the Price Book changes to back-office automatically.
- **Display parent-child items:** select this check box to allow a cashier to add linked (child) items to a transaction when the primary (parent) item is purchased. For more information, see [Create New Linked Item](#).
- **Calculate Tax: Before Discount, After Discount:** select the method of tax calculation.
- **Max Refund Days:** with this option, you can limit refund transactions to a certain period. For more information, see Refund.
- **Non Scan Refund:** select this check box to let a user add items to a refund transaction without scanning them. Instead, the user can click items placeholders on the **Departments** tab. To use this option, **Manual Refund** and/or **Refund PLU Without Scanning** permissions must be granted to the user. For more information, see [User Role and Permissions](#).
- **Cash Back Limit Amount \$:** limit the amount of cash back a client can get when paying for a purchase.

Shift Settings

In the **Shift Settings** section, you can specify the following settings:

- **End Day Automatically At:** select this check box to make the system finish the day automatically at the specified time. If you still have an open transaction after the specified end-of-day period, the system will let you finish the current transaction, but you will not be able to start a new one.
- **Show the Reminder during:** with this option, you can set the period for the end-of-day reminder. The reminder occurs after the end-of-day period.
- **Print Shift Report:** select this check box to enable the Shift report printing.
- **Print End of Day Report:** select this check box to enable the End of Day report printing.

Journal Data Export Settings

In the **Journal Data Export** section, you can enable export of sales data (PJR files) from your cash register to back-office. The following transaction data is sent:

- Sale
- Refund
- Void Sale
- Pay-Outs
- Safe Drops
- Day Change
- Shift Change
- Pay Point Open
- Pay Point Close
- No Sale

Sales Data Export Settings

In the **Sales Data Export** section, you can enable export of sales transactions data in the XML format to the specified locations:

- **Disabled:** the export option is off.
- **Nielsen Format:** select this option to use the Nielsen export format.
- **PJR Format:** select this option to use the PJR export format. This option is on if you enable the **Export Journal Data** option. For more information, see Journal Data Export Settings.
- **Tax and Fee included in SaleAmount:** this option is available if you select to export sales data in the PJR format. Set this option to **No** to exclude the taxes and fees amount from the **Sales Amount** element in PJR files. The **Yes** option is deprecated and provided for legacy purposes only.
- **Sales Data Export Time:** select the time periods for sales data export.
- **FTP Host, FTP Port, FTP Username, FTP Password, FTP Path:** specify settings of the FTP server to which sales data must be exported in the XML file format. For more information, see Export History.



Press the button to view the sales data export history.

Export History

To open the **Export History** tab, press **Settings > POS Settings > Sales Data Export > the History** button.

On the **Export History** tab, you can view the list of sales data reports with the following information about each report:

- **Date:** date and time when the sales data was exported (for Nielsen format data) or the transaction date and time (for PJR format data)
- **Format:** Nielsen or PJR
- **File Name:** name of the export file
- **Event:** the event that caused report generation
- **Status:** upload status



Press the arrow, enter the date of a report to search for the report.



Press the button to upload the selected report to the back-office

Restriction Settings

In the **Restrictions** section, you can configure the age and time restriction settings.

- **Allow Age Confirmation only via ID scanning:** if this option is enabled, you can confirm the client's age only with ID scanning. If the option is not enabled, you can press **30+** or enter the date of client's birth to confirm the age. For more information about the Age Restriction feature, see Age Restriction.
- In the **Time Restriction** section, you can set a time period during which the sales within the departments marked as subjected to time restriction will be allowed.
 - **Allow sales:** select this check box to specify a period of time during which the time-restricted sales are allowed and specify the time period using the **from** and **to** lists.
 - **Show display timer:** with this option, you can set the reminder to warn the cashier that the restriction is going to be on shortly. The reminder notifies the cashier several minutes in advance and one minute before the restriction time starts.
For more information on how to mark the department sales as subjected to time restriction, see Create New Department.

Receipt Settings

In the **Receipt Settings** section, you can specify the following settings for the SmartPOS register:

- **Automatically print customer copy receipt:** select this check box to have the customer copy of the receipt printed together with the merchant copy. Leave this check box not selected to have

the merchant copy of the receipt printed only.

- **Print receipt logo:** select this check box to have the logo printed on the receipt.

The logo is set up on the back-office side. If the option is enabled but there is no logo set up, a default logo will be used by the system.

- **Print transaction void:** select this check box to print receipts when the transaction is canceled (voided). For more information, see Cancel Unpaid Order.
- **Separate Taxes:** select this check box to print subtotal for every accrued tax separately on the receipt. If this check box is not selected, Tax Total on the receipt will contain only the tax total value.

The value-added tax is not calculated as part of the tax total. For this reason, it is printed below the Total line of the receipt, not as a subtotal tax within the Tax Total section.

- **Print receipts for card transactions greater or equal to:** with this option, you can enter the amount of credit card transactions below which the receipts are not printed.
- **Closing Phrase on Receipt:** enter the phrase that must be printed at the bottom of the receipt.

Internet Settings

In the **Internet** section, you can configure the wired connection settings for the SmartPOS device with the following parameters:

- **DHCP:** with this option selected, an IP address is assigned automatically to your cash register by the DHCP server (router). This option is selected by default.
- **Static:** select this option to configure internet settings manually. Specify the following parameters:
 - Address
 - Netmask
 - Network
 - Broadcast
 - Gateway
 - DNS-Nameservers

You do not need to restart the SmartPOS terminal to apply new network settings to it.

Store Level Mode

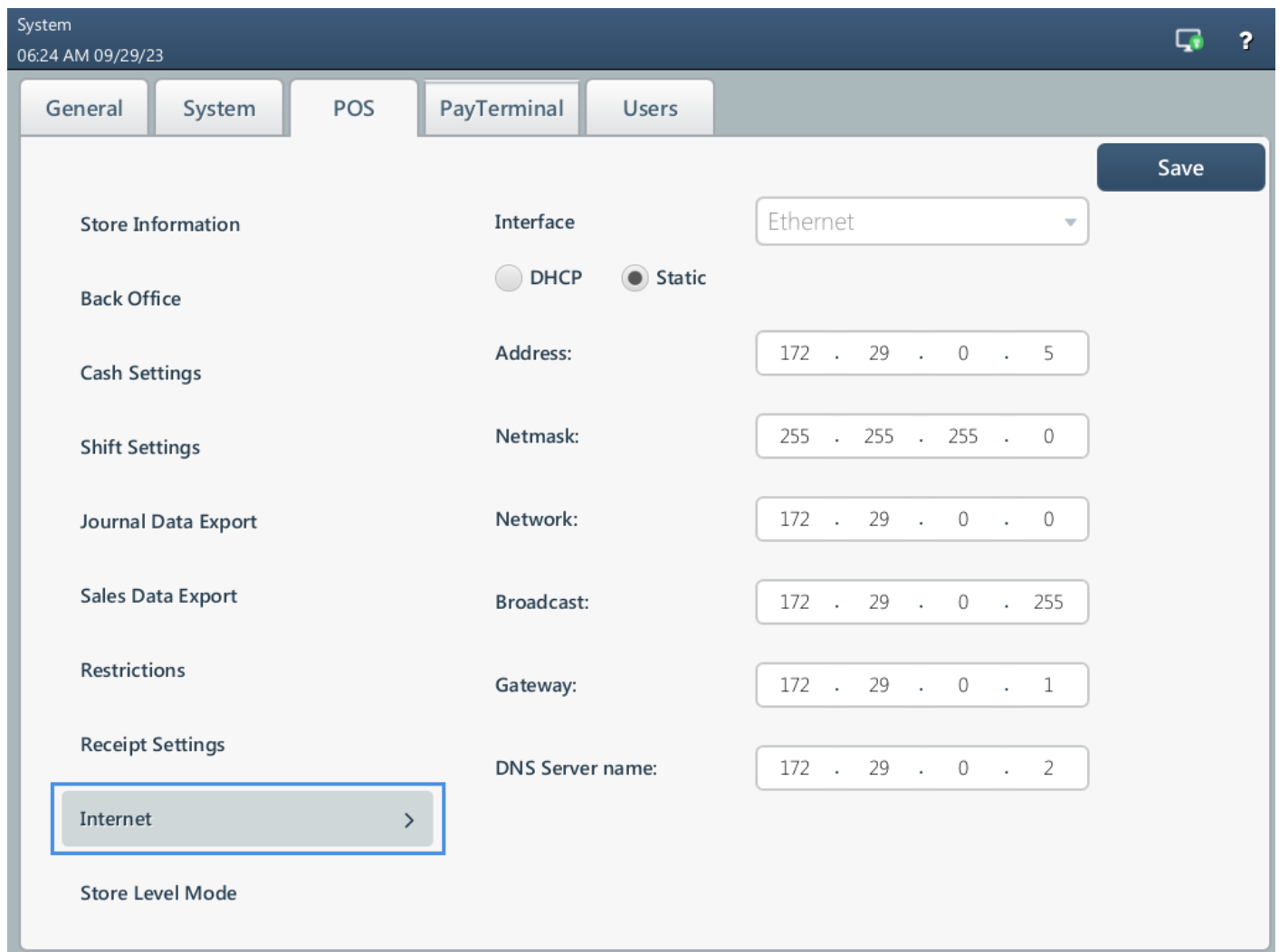
In the **Store Level Mode** section, you can specify in which mode your business unit must operate:

- **Single Terminal Mode:** select this option if you use one SmartPOS terminal in the business unit.
- **Multi Terminal Mode:** select this option if you use several SmartPOS terminals in the business unit and want them to operate as a single system.

To let SmartPOS terminals operate as a single system, you must enable the multi-terminal mode for them and add them to the same network.

Prerequisites

Before you enable the multi-terminal mode for a terminal and add it to the business unit, make sure the static IP address is assigned to this terminal. To check the IP address settings, go to **Settings > POS > Internet**. For details, see [Internet](#).



Adding Terminals to Business Unit

To add the first SmartPOS terminal in the business unit to the network, do the following:

1. In SmartPOS at the terminal, go to the **Store Level Mode** section and select **Multi Terminal Mode**.

2. In the **Terminal ID** field, specify the terminal ID. The ID must be unique within the network. This ID is used as the terminal identifier for association with the terminal cash drawers, Pay Points and so on.
3. Select **Initiate creation of new Network** and press **Save**.
Result: A new network is created. The terminal ID is displayed in the **Master Terminal ID** field. The terminal data is displayed in the **Networking terminals** table.

To add other SmartPOS terminals in the business unit to the network, do the following:

1. In SmartPOS at the terminal, go to the **Store Level Mode** section and select **Multi Terminal Mode**.
2. In the **Terminal ID** field, specify the terminal ID. The ID must be unique within the network. This ID will be used as the terminal identifier for association with the terminal cash drawers, Pay Points and so on.
3. Select **Connect terminal to exiting Network**.
4. In the **Terminal ID of Master Workstation within Network** field, specify the ID of the terminal already added to the network. This terminal will be used as the Master terminal in the network. For more details, see [Add and Remove Terminals from Network](#).
5. In the **IP Address of Master Workstation within Network** field, specify the IP address of the Master terminal.
6. Press **Save**. In the confirmation message, press **Yes**.
Result: The terminal is added to the existing network. The list of terminals available in the network is displayed in the **Networking terminals** table.

When you add a terminal to an existing network, previously generated data, such as information about shifts and reports, is deleted at this terminal. This data is replicated to the added terminal from the Master terminal.

For more information, see [Multi-Terminal Mode](#).

PayTerminal Settings

This tab is available only if you select a payment terminal in the list of connected devices on the **System** tab.

On the **PayTerminal** tab, you can specify settings for the payment terminal connected to the SmartPOS device.

The payment terminal settings depend on the device type:

Injenico iSC-350

Enter the IP address of the payment terminal.

PAX SP30 and PAX MT30

- **PIN Pad IP Address:** Enter the IP address of the payment terminal.
- **Use digital signature capture:** Enable this option to use the digital signature capture feature on PAX terminals. PAX terminals allow accepting physical and digital signatures for credit card transactions. With digital signature capture enabled, customers get an ability to sign their credit card receipts on the mobile device. Once the transaction is complete, the PAX terminal prints a receipt verified with the digital signature.

Wayne Fusion

- **EPS:** Specify connection settings for the payment terminal: IP address, point of payment identifier (POP ID), device and service waiting ports (by default, 4004 and 4005) and timeout response—the maximum time for waiting for response from the payment terminal (by default, 240 seconds).
- **Site Assets Data:** Specify site configuration data provided from fusion via EPS: site brand, site name, site ID and site contact information, including address, city, state, ZIP code and telephone number.

Injenico iSC-250

Specify the payment terminal hardware serial number (Pin Pad HSN), merchant ID (MID), CC login and password.

Viper EPS

Specify the IP address of the payment terminal, point of payment identifier (POP ID), device and service waiting ports (by default, 4004 and 4005) and timeout response — the maximum time for waiting for response from the payment terminal (by default, 240 seconds).

Cayan Genius

- **Device Settings:** Specify the Genius-powered PIN pad settings: IP address, port over which the PIN pad must communicate with SmartPOS and the device POP ID.
- **Merchant Settings:** Specify the Cayan account credentials: merchant name, merchant site ID and merchant key. If automatic batch closing is enabled for the Cayan merchant account, select the **Batch settlement on host** check box.

To check the connection to the host, press **Payment Network Test**. If this button is not available, ensure that you use EPS PIN pad on your device (check **System > Payment Terminal**).

After you specify and save the payment terminal settings, SmartPOS checks if connection to the payment terminal can be established. If the terminal is connected, SmartPOS displays the **Ready** status on the **General** tab in the **Payment Terminal** field.

Video Settings

This tab is only available when the Video Journal module is turned on at the back-office side.

Enter or edit the store cameras settings in the corresponding fields, and then press **Save**.

Select where you want the recorded video to be stored. You have the following options:

- **Internal Storage:** in-built hard disk. Disk capacity varies depending on the POS model. The minimal capacity is 320 GB. Once all the disk space is used, the recorded data is overwritten.
- **DC BOX:** Direct Connect storage for videos. The videos are stored at back-office. They can be also played both at SmartPOS and at back-office.

DC BOX Settings

All settings are provided by the implementation specialist during the setup process:

- **DC BOX IP:** local IP of the DC BOX.
- **DC BOX Port:** port of the DC BOX for a local IP.
- **DC BOX Login:** login provided by the implementation specialist.
- **DC BOX Password:** password provided by the implementation specialist.

Fuel Settings

On the **Fuel Settings** tab, you can manage the following settings of the fuel controller (Fusion):

- **Register ID:** enter the register ID of the fuel controller. The ID must be in a range of 1 to 999.
- **Controller Login:** enter the controller login in case the Verifone controller is used.
- **Controller Password:** enter the controller password for communication with the fuel controller.
- **Transaction Service Password:** enter the password to the fusion transaction service for uploading the outdoor transactions data from Fusion and displaying them on the History tab.
- **IP Address:** enter the IP address of the fuel controller.
- **Port:** enter the port number of the fuel controller.
- **Max Authorization Amount.**
- **Prepay Only Mode:** select this check box to switch to the Prepay Only mode. In this mode, the **Authorize** button is unavailable for the selected pump on the cashier's screen.
- **Sound for "Calling" pump:** select this check box to enable a sound signal for authorization requests coming to SmartPOS. This option is useful for gas stations operating in the consent mode. In the postpay fueling mode, when a customer puts the nozzle up, the cashier will get a

sound signal at the terminal notifying that the pump can be authorized. The signal duration is 30 seconds or until the cashier authorizes the pump.

- **Service level:** depending on the model of the forecourt controller, select service level(s) for a pump.

- **Self Service:** the client fills up his/her car with fuel and pays for the fuel him-/herself.

The pump in the Self Service mode is available for outdoor transactions only.

- **Mini Service:** minimum service level, the station's personnel only fill up the client's car and/or provide other minimum services.

- **Full Service:** the station's personnel provide the whole complex of fueling services.

At least one service level option must be selected.

- **Car Wash Module:** select this check box to enable the Car Wash Module on SmartPOS.

If the car wash facility is available at the station, enable the **Car Wash Module** option at all POS terminals. In the opposite case, the Car Wash functionality will not function properly.

To apply the changed settings, press **Save**.

To synchronize the fuel settings with Fusion, press **Sync Data with Controller**.

Users

On the **Users** tab, you can view and manage the list of all users authorized to use the current device.

If you use CStoreOffice® as the back-office system, you must create and update users in CStoreOffice®, but not from SmartPOS device. For more information, see [Managing SmartPOS Users in CStoreOffice®](#).

You can view the user ID (**ID**) and the user name (**Name**) in the list of users.

To manage users, use the following buttons at the top right of the list:



Press the button to edit the selected user information.



Press the button to delete the selected user.



Press the button to add a new user.

For more information on adding a new user and editing his properties and permissions, see [Create New User](#).

Create New User

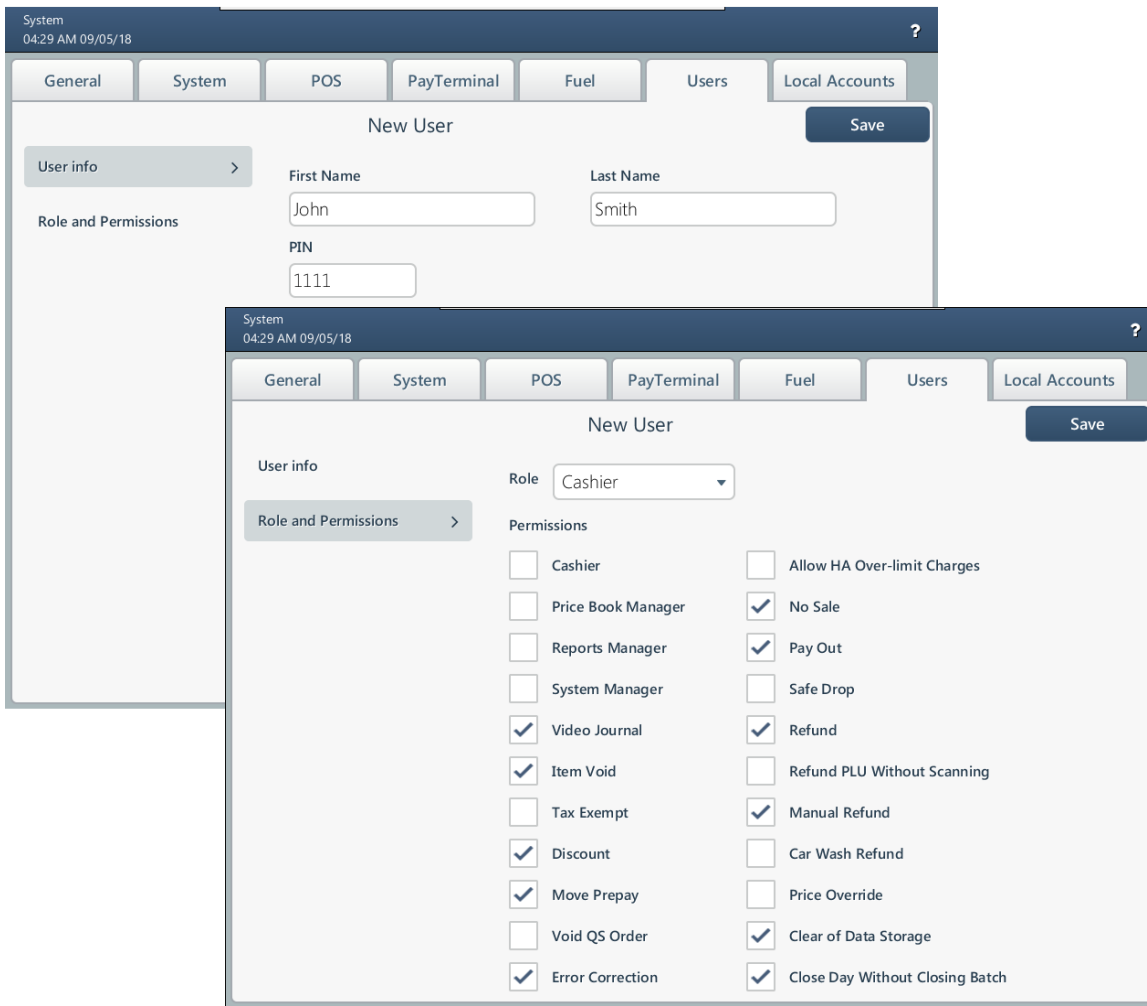
To create a new user, on the **Users** tab, press the add button, enter the following information, and then press **Save**:

- **User Info.:** enter the user first name, last name and 4 digits PIN used to get access to the user's account on the POS device.
- **Role and Permissions:** select the role and permissions to be assigned to the current user. For more information, see [User Role and Permissions](#).

If you have Qwickserve Embedded integrated with your SmartPOS device, your users with the Waiter role can open paypoints regardless of the quantity of available cash drawers. They don't have permission to perform No Sale and Safe Drop.

To clear all favorite items and placeholders set up by the user, press **Reset Placeholders**. For more information, see [Placeholders and Favorites](#).

The **Reset Placeholders** button is available in the editing mode only.



User Role and Permissions

- **Role.** Select the user role from available roles in the list.
- **Cashier.** Allows a user to access the cashier's interface and make a transaction.
- **Price Book Manager.** Allows a user to edit Price Book .
- **Reports Manager.** Allows a user to access About Reports.
- **System Manager.** Allows a user to edit Settings.
- **Video Journal.** Allows working with About Electronic Journal and with About Video Journal (if the Video Journal module is turned on at the back-office side).
- **Item Void.** Allows a cashier to delete items
- **Allow HA Over-limit charges.** Allows exceeding the House Account limit.
- **No Sale.** Allows using the No Sale feature.
- **Payout.** Allows using the Pay Out feature.
- **Safe Drop.** Allows using the Drops feature.
- **Refund.** Allows using the Refund feature.
- **Refund PLU Without Scanning.** Allows a user to refund PLU items manually.

(one, several or all) from the order's queue.
For more information, see [Delete Item](#) and [Cancel Unpaid Order](#).

- **Tax Exempt.** Allows using the Tax Exemption feature.
- **Discount.** Allows using the Discounts feature.
- **Move Prepay.** Allows using the Move Prepay feature. The permission is available when the Fuel module is turned on at the back-office side.
- **Void QS Order.** Allows a cashier to cancel and remove from cashier's screen the order came from Qwickserve Embedded. For more information, see [Cancel Unpaid Order](#).
- **Error Correction.** Allows a cashier to remove the last added item from the order's queue. For more information see, [Delete Last Item](#).

It is not possible to select "Refund PLU Without Scanning" if the "Refund" permission is not selected.

- **Manual Refund.** Allows selecting the items to refund manually without selecting the corresponding transaction on the History tab. For more information, see [Refund](#).
- **Car Wash Refund.** Allows refunding a car wash transaction. This permission can be assigned to a person who can check the car wash code and cancel it at the car wash controller. For more information, see [Car Wash Refund](#).
- **Price Override.** Allows using the Price Override feature.
- **Clear of Data Storage.** Allows clearing the POS history.
- **Close Day Without Closing Batch.** Allows a cashier to close a day without closing a batch. For more information, see [About Reports](#).

For more information on performing the permission-based operations, see [Permission-Based Operations](#).

Permission-Based Operations

In case you are trying to perform an operation that you don't have permission for you will be sent to the log in screen. To complete the operation, do the following:

1. In the list of logged in users, find a manager who can authorize the operation.
2. Press the manager's name and his/her PIN.
3. Confirm the operation on the cashier's screen.
4. Come back to the login screen and log in to the system using your user name and PIN.

For more information about permission-based operations, see [User Role and Permissions](#).

For more information about all operations, see [About SmartPOS Operations](#).