

**Manual for
Operators**

**POS
9500 & 9600 series**

As from software 9.4

MANUAL

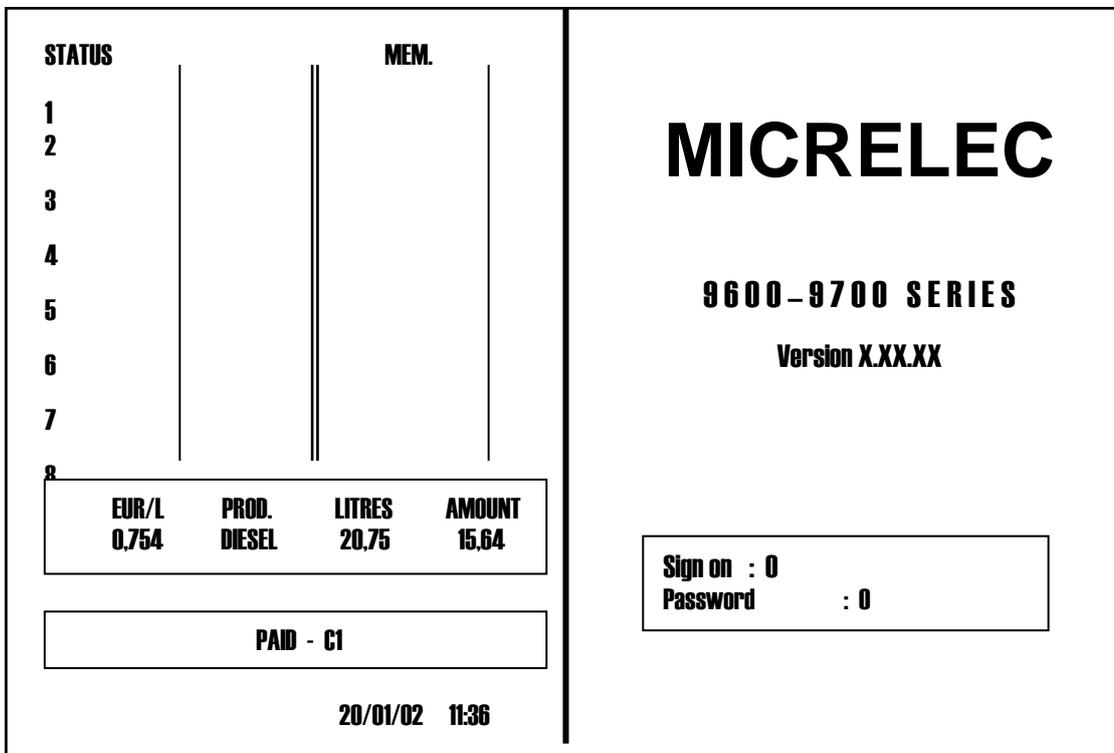
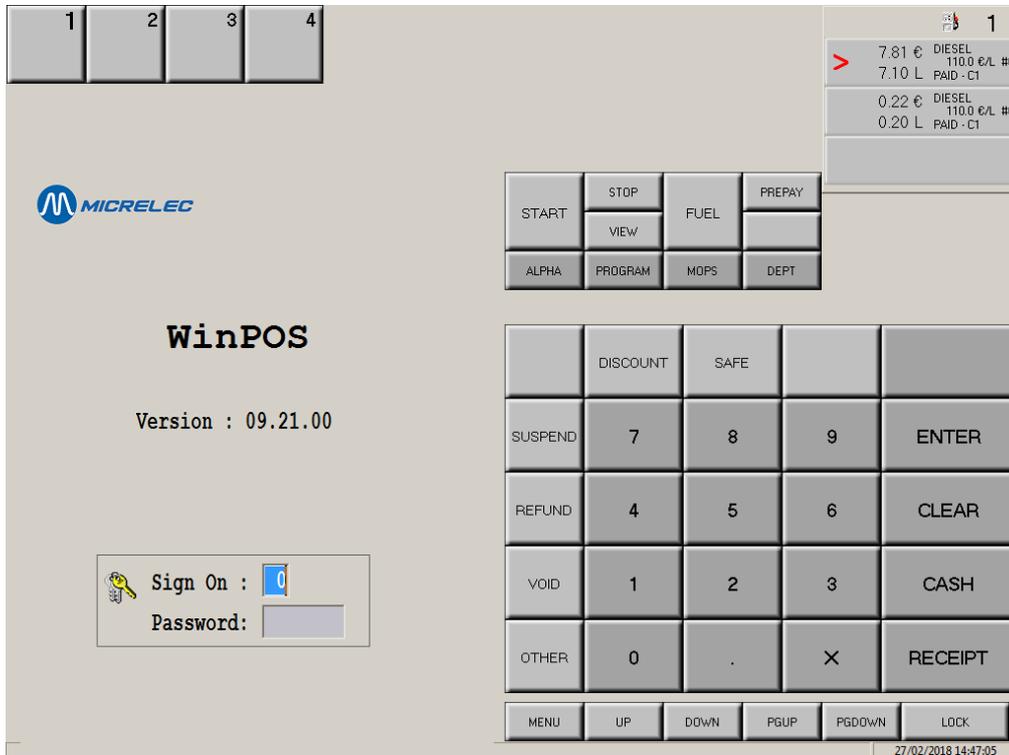
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1. LOCK SCREEN

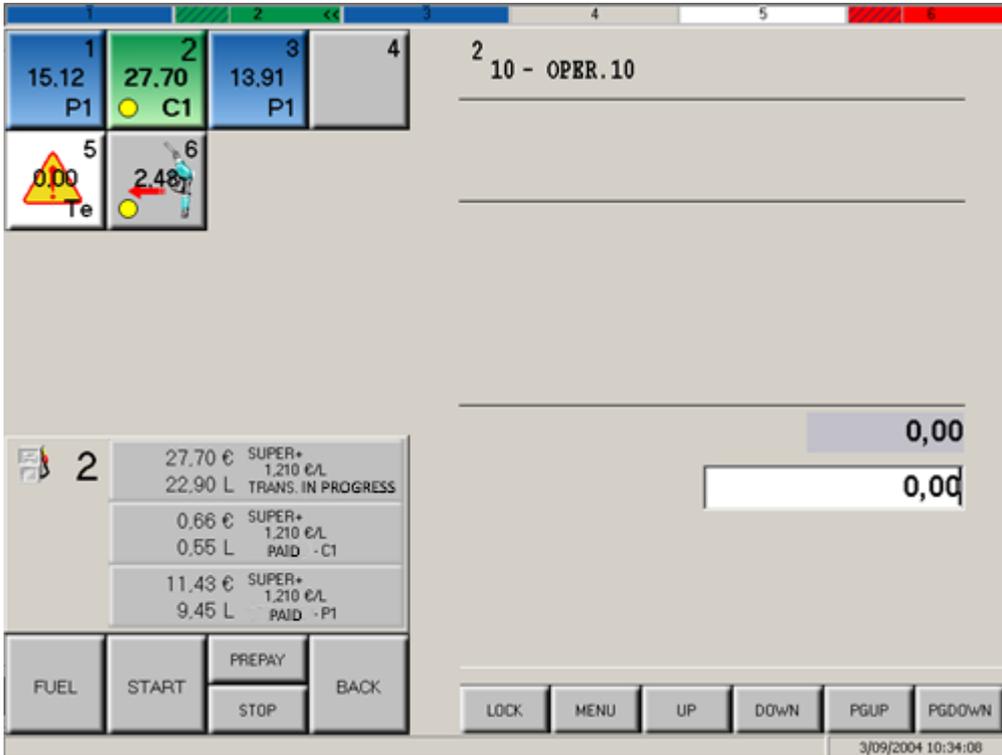


2. KEY DEFINITION

<p>1-16 / 1-32 STOP VIEW</p>	<p>Pump number keys. To stop a pump during a refill or cancel a preset/prepay. Flexos: Check a fuel transaction in detail; view pumps 17-32. Windows: Not used.</p>
<p>START FUEL A – Z</p>	<p>To start a fuel transaction in self-service. To transfer a fuel transaction from a pump to the sales screen. Programmable keys, as open departments, departments with fixed prices, items and/or MOPs (=methods of payment)</p>
<p>0-9 / , X PREPAY LOCK DISCOUNT VOID HELP</p>	<p>Numeric keyboard. Multiplication key. To start a pump with a preset value and/or payment beforehand (=prepay). To go to the LOCK screen and block the POS. This key is only used if the module 'Discounts' is available on the gas station. . To cancel a sale, entirely or partially, or cancel MOPs. On some locations in the program, this key gives you more information. Flexos: Press <HELP> Windows: Press <HELP> + <H> This information disappears by pressing the same key (or key combination).</p>
<p>SAFE REFUND SUSPEND CLEAR</p>	<p>To transfer money from the POS to the safe. To refund an item. . To temporarily interrupt a sale. To delete a wrong entry. You will delete 1 position when entering texts or barcodes. Met</p>
<p>ENTER</p>	<p>To confirm entry of a number. To confirm a menu choice. To close an error message.</p>
<p>OTHER MENU</p>	<p>To select other MOPs, than CASH and CHEQUE. To open other functionalities. To return to the previous menu. To return to the sales screen in case of an open shift.</p>
<p>↓ - ↑ CHEQUE</p>	<p>To go up, down, left or right in a selection menu. To select the MOP CHEQUE. To open the second level of programmable keys (A-Z) that contain MOPs. This depends on the configuration.</p>
<p>RECEIPT CASH</p>	<p>To print the receipt or, it's copy, for the last sale. To have the payment settled in cash.</p>

3. HANDLING OF PUMPS

WINDOWS



The pump screen (here, in the left part) shows all pumps that have been configured for the gas stations. The pump number of the selected pump appears in bold. The details of the last transactions for that selected pump appear on screen.

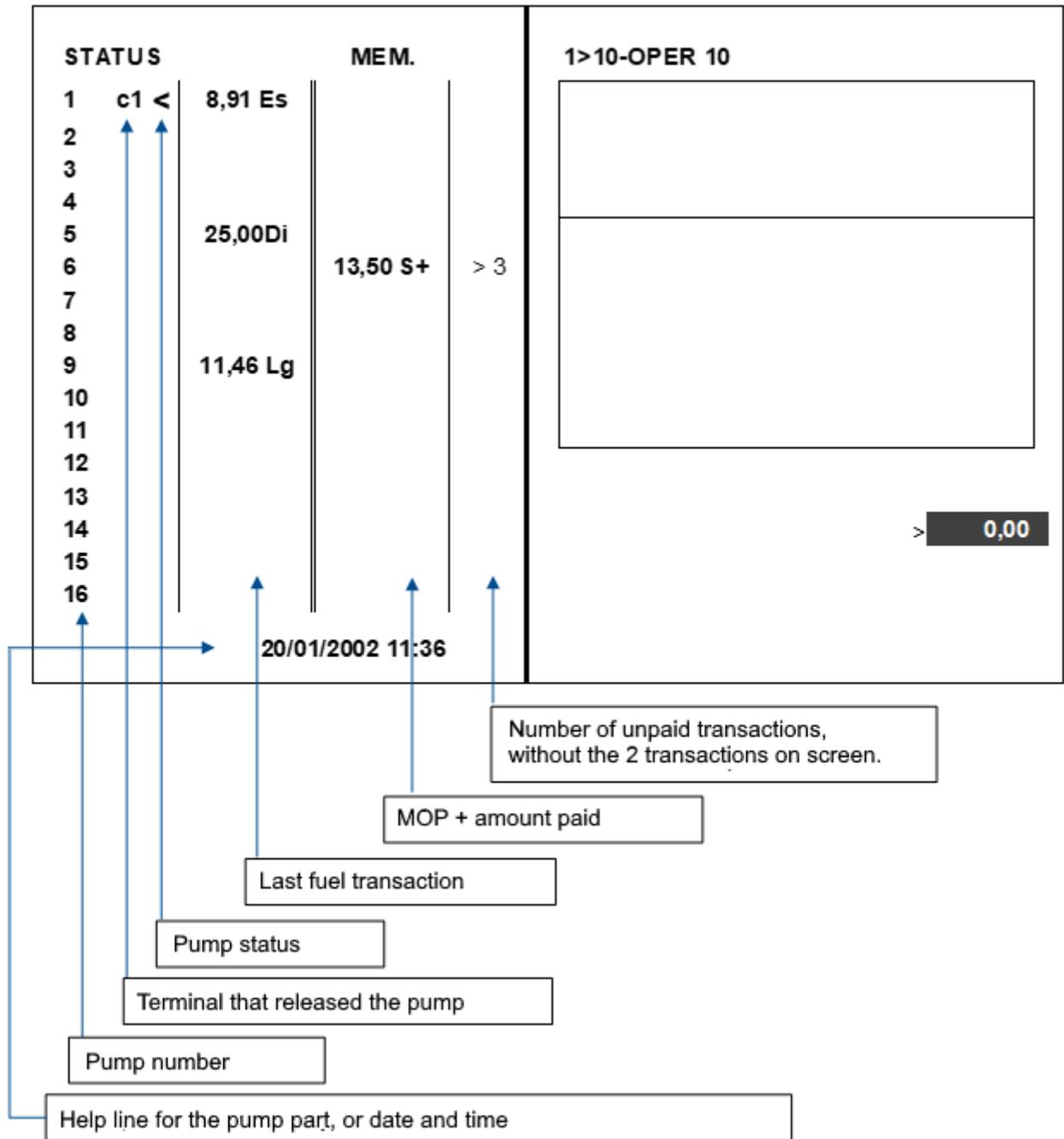
Status Bar

At the top of the screen, it is possible that you will find a status bar for the pumps. This status bar allows you to check the pump when the pump screen is not visible.



-  The part left of the pump number will be crosshatched if there is at least 1 unpaid transaction for this pump.
-  When a pump has been selected, you will see << on the right side of the pump number.

FLEXOS



As from 11 pumps or more, the screen will look like the screen above. If there are less than 11 pumps, the details for the selected transactions will appear at the bottom of the screen.

3. 1. Possible terminals

Upon the start of a transaction on a pump, an abbreviation (C1, P1, etc.) shows which terminal has released the pump.

The WINDOWS POS also shows different colours for the different terminals.

	Flexos & Windows	Pump	Window status bar	Colour
POS	C1			Green
OPT	P1			Blue
BNA	B1			Light blue
Test (blinking)	Te			White with exclamation point
Manual	Po			Purple

POSSIBLE PUMP STATUSES

Flexos	Windows		
	Pump	Status bar	
			Pump ready
■			Transaction in progress
>>			Request for release
			One-time release or prepay
<!			Nozzle not yet rehooked
!!!			Transaction error – Wrong action on the OPT (!!!) Example: STOP was activated or time-out. Pump blocked during +/- 25 sec
??			Out of service

PUMP SIGNALISATION (ONLY WINDOWS)

Pump	Status bar	
		1 unpaid transaction on this pump: 1 yellow dot
		At least 2 unpaid transactions on this pump: 2 yellow dots
		Unpaid transactions selected on this pump: amount is highlighted
		Automatic release

TERMINAL DESCRIPTION

- C1 ... C5** POS 1 to 5.
Release done by the operator. The transaction has to be paid at the POS.
- P1, P2** Outdoor payment terminal 1 or 2 (PTO1=OPT1 or PTO2=OPT2)
This can be a Atos terminal (Belgium) or the MICRELEC OPT.
A transaction via the OPT takes place in a fully automatic way, without intervention by the operator. The current transaction appears in the last transaction field. Once the transaction has ended, it automatically disappears from the screen. Details about the transaction remain available as long as no new transaction is started for that pump ¹.
- B1, B2** Bank Note Acceptor 1 or 2 (BNA1 or 2)
A transaction via the BNA takes place in a fully automatic way, without intervention by the operator. The current transaction appears in the last transaction field. Once the transaction has ended, it automatically disappears from the screen. Details about the transaction remain available as long as no new transaction is started for that pump ¹.
- Te** Test terminal
This terminal can be activated by the manager in the 'SITE CONTROLLER Window'.
The test terminal can be activated or deactivated per pump. This terminal is reserved for technicians or metrology people for maintenance or testing of a pump.
A transaction via the test-terminal takes place in a fully automatic way, without intervention by the operator.
The current transaction appears in the last transaction field. Once the transaction has ended, it automatically disappears from the screen. Details about the transaction remain available as long as no new transaction is started for that pump ¹.
- Po** Manual terminal.
This terminal can be activated by the manager in the 'SITE CONTROLLER Window'.
The manual terminal can be activated or deactivated per pump.
A transaction via the test-terminal takes place in a fully automatic way, without intervention by the operator.
The current transaction appears in the last transaction field. Once the transaction has ended, it automatically disappears from the screen. Details about the transaction remain available as long as no new transaction is started for that pump ¹.
- The transaction HAS TO be paid at the pump. This transaction will not be totalised in the POS MOPs, it will appear under the terminal 'manual'.
In this mode, it is not possible to pay with payment cards or credit cards.
- NC** The pump is not connected (Only in Flexos).
- 1** **Flexos:** The details for the last transaction can be viewed in the VIEW screen.
Windows: The details for the last transaction are permanently showed.

3. 2. Handling the pumps via the POS

At the bottom of the screen, you will find the following information:

- Which key you need to press
- Whether a wrong key has been pressed
- An important message, like: 'POS: still 15min remaining on battery'.

3. 2. 1. Release or start a pump

RELEASING A PUMP AFTER THE NOZZLE HAS BEEN UNHOOKED

Pump : C1 >> or 

<START> + <pump number key>

Pump : C1 ■ or 

The current transaction is shown on screen.

Depending on the type of counter, the amount on screen will change or remain '0' until the nozzle has been rehooked.

If the nozzle is rehooked, the total amount of the transaction appears.

IF SEVERAL NOZZLES ARE UNHOOKED AT THE SAME TIME

Pump : C1 >> or 

<START> + < pump number key > + <pump number key> + ...

Pump : C1 ■ or 

The current transactions are shown on screen.

ONE-TIME RELEASE BEFOREHAND (This is only possible if the configuration allows this.)

<START> + < pump number key>

Pump : C1 || or 

Customer unhooks nozzle.

Pump : C1 ■ or 

The current transaction is shown on screen.

AUTOMATIC RELEASE (This is only possible if the configuration allows this.)

Pumps : ☺ or 

Customer unhooks nozzle.

The transaction is automatically started without intervention by the operator.

Pump : C1 ■ or 

The current transaction is shown on screen.

3. 2. 2. Stop a pump

Pump : C1 ■ or 

<STOP> + <pump number key>

Pump : C1 <! or 

The transaction has stopped, the nozzle has to be rehooked.

THIS IS NOT THE EMERGENCY STOP

This function only ends the transaction on the selected pump.

3. 2. 3. Transaction details

If there are 2 buffers per pump, the last 2 transactions started via the POS will be shows in detail on screen when pressing the pump number key.

Next to that, the last terminal transaction (PTO, BNA, test or manual) is shown.

REMARK:

The number of buffers, or the number of unpaid transactions per pump, can be configured per station: By default, it is possible to have 2 unpaid transactions per pump. This can be extended to 5 unpaid transaction per pump, if needed. This is the case for highway stations, for example, but also for stations with manual service that do want to use the PTI or EFT facilities inside.

WINDOWS:

The details for the last transactions on the selected pump are shown:

	26.49 € SUPER+ 21.90 L 1.210 €/L UNPAID
	23.35 € SUPER+ 19.30 L 1.210 €/L PAID - C1
	17.66 € SUPER+ 14.60 L 1.210 €/L PAID - P1

FLEXOS:

On the VIEW screen, the details for 1 transaction are shown.

- Press <VIEW> + <pump number key>
- The details for the last transaction on that pump are shown.
- By pressing the same pump number key, the second to last transaction is shown in detail.
- To return to the regular pump screen, press <VIEW>.

PUMP 1, 2 UNPAID

PUMP1			
EUR/L	PROD	LITRES	AMOUNT
	EUROSUP	10,00	0,842 8,42

PRESS FUEL (AGAIN) TO TRANSFER

3. 2. 4. Settle a fuel transaction

All finished transactions can be settled.

IF THERE IS ONLY 1 TRANSACTION FOR THAT PUMP

- Press <pump number key> (The amount is highlighted and will appear on the customer display)
- + <FUEL>
- The amount will be transferred to the sales screen and can be settled.

IF THERE ARE SEVERAL TRANSACTION FOR THAT PUMP

- Press <pump number key> until the correct transaction is highlighted.
- + <FUEL>
- The amount will be transferred to the sales screen and can be settled.

APPEARANCE OF A SELECTED TRANSACTION:

Flexos: The amount next to the pump number appears in a blinking black box.

Windows: There is a cursor on the amount on the pump number key, and on the details.

4. SALE

100

Shift number of the current shift

Name Operator

5
10 - OPER.10

Field for pump transactions to be paid (max. 2 fuel transactions per customer).

Field for dry goods to be paid

SNACKS 5.00

TOTAL TO PAY 5.00

0.00

Total to be paid

The given amount

5
10 - OPER.10

0.00

0.00

CHANGE DUE EUR 5.00

PAID BY CASH EUR 10.00

Change due

MOP + entered amount

4. 1. Enter a sale

4. 1. 1. Fuel sale

All finished transactions can be settled.

IF THERE IS ONLY 1 TRANSACTION FOR THAT PUMP

- Press <pump number key> (The amount is highlighted and will appear on the customer display)
- + <FUEL>
- The amount will be transferred to the sales screen and can be settled.

INDIEN ER MEERDERE TRANSACTIES VOOR DIE PUMP ZIJN.

- Press <pump number key> until the correct transaction is highlighted.
- + <FUEL>
- The amount will be transferred to the sales screen and can be settled.

It is possible to process a maximum of 2 fuel transactions per sale.

4. 1. 2. Dry goods sale

Dry goods can be sold in many different ways.

SELL ITEMS WITH A FIXED SALES PRICE

- **Scan** the item with the barcode reader
- Or enter the barcode manually onto the **sales screen**:
Enter the digits that appear below the barcode on the packaging.
Press <ENTER>
- Or enter the **item number** + <ENTER>
- Or press the <item key> (pre-programmed A-Z key)

SELL ITEMS WITH AN 'OPEN PRICE'

Add an item to the sales screen as described above.
On the screen:



Enter the item **price**.
+ <ENTER>

SELL BASED ON A DEPARTMENT WITH FIXED SALES PRICE

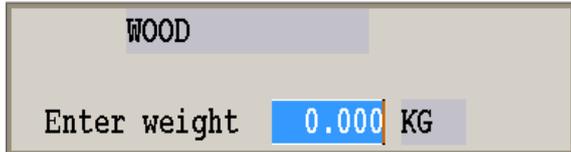
Press the <department key> (pre-programmed A-Z key).

SELL BASED ON AN 'OPEN DEPARTMENT'

Enter the **item price**.
Press the <department key> (pre-programmed A-Z key).

SELL AN ITEM BY WEIGHT

Add an item to the sales screen like with items with fixed sales price.
On the screen:



WOOD

Enter weight 0.000 KG

Enter the **weight** of the item + <ENTER>

SELL AN ITEM BY VOLUME

Add an item to the sales screen like with items with fixed sales price.
On the screen:



TWO-STROKE OIL

Enter Volume 0.000 L

Enter the **volume** of the item + <ENTER>

After entering an item to the sales screen, this sale will be repeated by pressing <ENTER>.
If the same item is sold several times, you can use the multiplication key:
<multiplication factor> + <X> + sale of the dry item.

4. 1. 3. Combined sale dry goods/fuel

Enter the items and/or fuel to the sales screen as described above.
The order of the entries is not important.

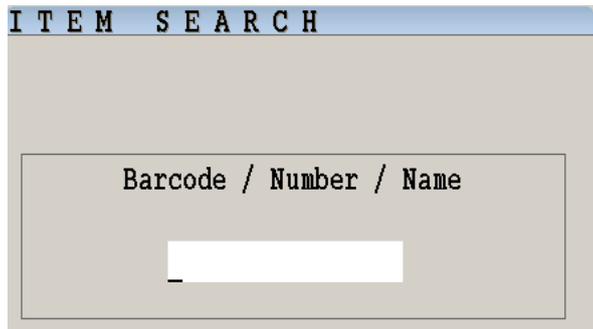
4. 1. 4. Search items

To look up a sales price or other details on an item, without editing this information, you can use the function 'Item search'.

This way, the item does not necessarily need to be sold to know the sales price.

- Press <MENU>.
- Choose 'Item search' + <ENTER>.

On the screen:



Scan the barcode, enter the item number, or (a part of) the description + **<ENTER>**.

The item information appears on screen, like the sales price and the (sub)department.

If you have entered a barcode, item number or description that do not exist in the system, a list of existing items will appear on screen.

Select the desired item and press **<ENTER>**.

- To sell this item, choose '**Add this Item to current sale**' + **<ENTER>**
- If you wish to enter another item, press **<MENU>**.
- To return to the sales screen without adding the item to the sale, choose '**End Item Search**' + **<ENTER>**.

REMARK:

The function '**Item search**' also allows to look for sales packs (Item type 2), baskets (type 4) and services (type 8).

4. 1. 5. Activate second sales price

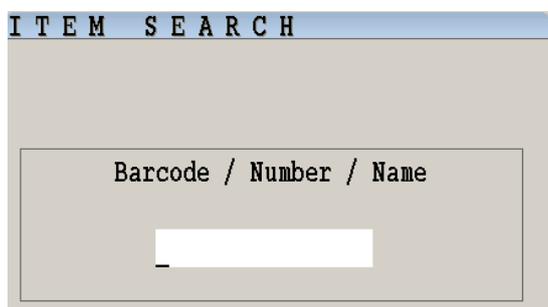
If the price of an item will change soon, the new sales price can be programmed in advance by the manager.

The operator can (definitively) replace the old price by the new one after all items with the old price have been sold, for example for cigarettes.

Starting from the sales screen:

- Press **<MENU>**
- Choose '**Item search**'

On the screen:



- Select the desired item by entering the barcode, item number or (part of) the description.

On the screen:

ITEM SEARCH			
Description	COCA LIGHT 33 C		
Barcode	Number	317	
Department	2/ 2 BOISSONS N/A		
Sell Price	1.00	(1.20)
Item Active	<input checked="" type="checkbox"/>	Allow Refunds	<input checked="" type="checkbox"/>
Item Type	1	Tax code	12
EFT Restrict.1	0	EFT Restrict.2	7
<div style="border: 1px solid black; padding: 5px;"> Add this Item to current sale Ask Sell Price Swap Change Item Sell Price End Item Search </div>			

The second sales price can be found between the brackets.

- Choose 'Ask Sell Price Swap', and press <ENTER>.
- The old sales price will be replaced by the new one. The 'second' price will be reset to '0'.

On the screen:

Warning
Sell Price Swap Requested
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;">OK</div>

- Press <OK> to confirm.
The next time this item is sold, the new sales price will be used.

REMARK:

A 'Price swap' can also be done for sales packs (Item type 2), baskets (type 4) and services (type 8).

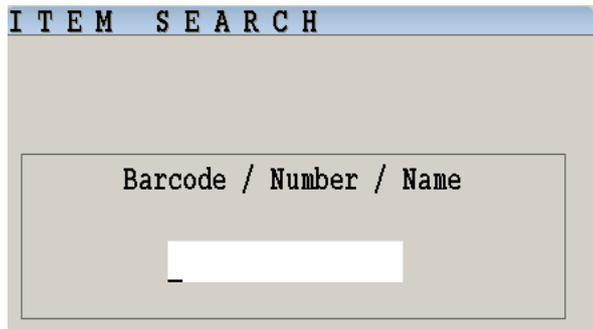
4. 1. 6. Edit sales prices

You can quickly change the sales price of an item following the procedure below.
Changing sales prices is only possible for level 4 operators.

Starting from the sales screen:

- Press <MENU>
- Choose 'Item search'

On the screen:

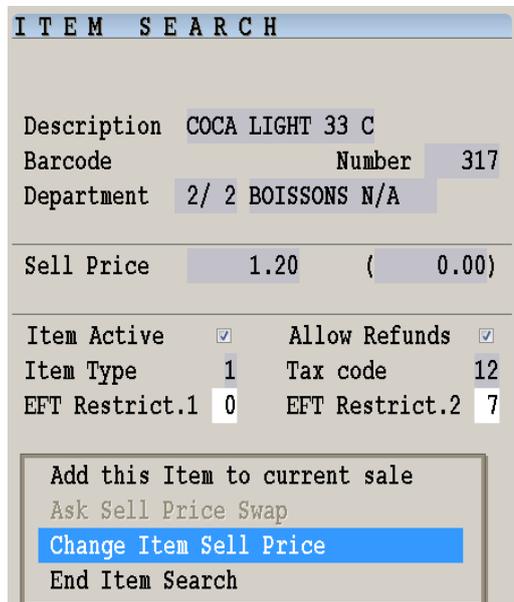


ITEM SEARCH

Barcode / Number / Name

- Select the desired item by entering the barcode, item number or (part of) the description.

On the screen:



ITEM SEARCH

Description COCA LIGHT 33 C
 Barcode _____ Number 317
 Department 2/ 2 BOISSONS N/A

Sell Price 1.20 (0.00)

Item Active Allow Refunds
 Item Type 1 Tax code 12
 EFT Restrict.1 0 EFT Restrict.2 7

Add this Item to current sale
 Ask Sell Price Swap
 Change Item Sell Price
 End Item Search

- Choose '**Change Item Sell Price**', and press <ENTER>.
- Enter the new sales price.
 The next time this item is sold, the new sales price will be used.

REMARK:

Changing sales prices can also be done for sales packs (Item type 2), baskets (type 4) and services (type 8).

4. 2. Payment

When the sale has been entered completely, the MOP can be chosen.

The MOP types 'Voucher' have to be entered during the sale. A voucher cannot be registered after choosing one of the other MOPs.

Several MOP can be used together, if their parameter settings allow it.

If a MOP is used in combination with the PTI, the PTI payment should always be done last.

4. 2. 1. Cash

[amount]¹ + <CASH>

The change will be calculated automatically when entering the received amount before choosing the MOP.

¹ Depending on the site configuration, it is possible that the received amount will ALWAYS have to be entered first.

4. 2. 2. Cheque

4. 2. 2. 1) Betaalwijze kiezen

- Or press <CHEQUE>¹ + <CHEQUE>
On the screen

Enter the cheque value : xxx~~x~~,xx

If this is not the correct cheque amount, enter the amount + <ENTER>
In other cases, just press <ENTER>

- Or press [amount] + <CHEQUE>¹ + <CHEQUE>

¹ If the programmable alphabet keys are used in 2 levels, the <CHEQUE> key has to be pressed first. The first level contains departments and/or items, the second level contains MOPs. In this case, the <CHEQUE> key is used as access key to the second level.

4. 2. 2. 2) If the cheque front is printed

(This is only possible in case of a 3-stage printer)

On the screen:

Print cheque ? Yes/No

- If 'No', press <↓> + <ENTER>
- If 'Yes', press <ENTER>

On the screen:

Enter the cheque with printed side
faced up.
Then press 'ENTER'.

- Put the cheque in the slip printer.
- Press <ENTER>
The cheque is printed.

On the screen:

Was the cheque printed correctly?
Yes/No/No action

- If 'No', press <↓> + <ENTER>
The previous message will appear on screen asking to insert the cheque into the printer.
- If 'No action', press <↓> + <↓> + <ENTER>
The sale will remain on screen and you will be able to choose a MOP.
- If 'Yes', press <ENTER>

4. 2. 2. 3) If the back side of the cheque is also printed

(This is only possible in case of a 3-stage printer)

On the screen:

Print number cheque card ?
Yes/No

- If 'No', press <↓> + <ENTER>
- If 'Yes', press <ENTER>

On the screen:

Cheque card number :

Expiry date (MM/JJ) : /

- Enter the card number, e.g. 12345678
+ <ENTER>
- Enter the expiry date, e.g. 12 02
+ <ENTER>

On the screen:

Enter the cheque with printed side
faced down.
Then press 'ENTER'.

- Put the cheque in the slip printer.
- Press <ENTER>
- Confirm the MOP cheque.

On the screen:

Signature OK?
Yes/No

- If 'Yes', press <ENTER>.
PAYMENT OK
- If 'No', press <↓> + <ENTER>.
PAYMENT HAS BE CANCELLED ENTIRELY.

4. 2. 3. Foreign currency

- Or press <OTHER>
 - Select 'Foreign currency'.
 - Select the correct foreign currency.
 - Press <ENTER>

On the screen (example):

TO PAY	GBP	10,00
	>	<u>10,00</u>

- If OK, press <ENTER>.
 - If not OK, enter the amount given by the customer + <ENTER>.
 - Or [amount]² + <OTHER>.
 - Select 'Foreign currency'.
 - Select the correct foreign currency.
 - Press <ENTER>
- Ex. The customer gives 20 GBP

On the screen (example):

TO PAY	GBP	10,00
	>	<u>20,00</u>

- Press <ENTER>
- Or press <CHEQUE>¹ + <foreign currency key> (=one of the alphabet keys)

On the screen (example):

TO PAY	GBP	10,00
	>	<u>10,00</u>

- If OK, press <ENTER>.
 - If not OK niet OK, enter the amount given by the customer + <ENTER>.
 - Or [amount]² + <CHEQUE>¹ + <foreign currency key> (=one of the alphabet keys)
- Ex. The customer gives 20 GBP

On the screen (example):

TO PAY	GBP	10,00
	>	<u>20,00</u>

- Druk <ENTER>

¹ If the programmable alphabet keys are used in 2 levels, the <CHEQUE> key has to be pressed first. The first level contains departments and/or items, the second level contains MOPs. In this case, the <CHEQUE> key is used as access key to the second level.

² Depending on the site configuration, it is possible that the amount ALWAYS has to be entered first.

REMARK:

- It is possible to pay a part of the amount in CASH, for example, and another in foreign currency.
- The change is always calculated in the main currency, Euro in this case. If needed, the change can also be calculated in the foreign currency (see parameter 'Change in Foreign Currency possible' in the Manual for Managers – 8. Methods of payment).

4. 2. 4. Other MOPs (=methods of payment)

A few examples of other methods of payment:

- KREDIET: Uitgestelde betaling. Bv. iemand is zijn portefeuille vergeten en komt de volgende dag betalen.
- WEG ZONDER BETALEN: In geval van een doorrijder.
- MANUELE VISA : Indien een transactie betaald wordt met een kredietkaart, bijvoorbeeld Visa, maar deze wordt manueel behandeld (strijkijzer).
- TEST : Test transacties kunnen met deze betaalwijze afgerekend worden.

- Ofwel druk [bedrag]² + **<OTHER>**
 - Selecteer '**Andere betaalwijze**'
 - Druk **<ENTER>**
 - Selecteer de juiste betaalwijze.
 - Druk **<ENTER>**

- Ofwel druk [bedrag]² + **<CHEQUE>**¹ + <andere betaalwijze toets> (=één van de alfabet toetsen)

¹ If the programmable alphabet keys are used in 2 levels, the **<CHEQUE>** key has to be pressed first. The first level contains departments and/or items, the second level contains MOPs. In this case, the **<CHEQUE>** key is used as access key to the second level.

² Depending on the site configuration, it is possible that the amount ALWAYS has to be entered first.

REMARK:

Het is mogelijk om een gedeelte in bijvoorbeeld CASH te betalen en een gedeelte in andere betaalwijzen.

4. 2. 5. Vouchers

Examples of vouchers are coupons, fuel coupons, meal vouchers, etc.

The MOP types 'Voucher' can always be entered during the sale.

In most cases, these vouchers have a barcode allowing them to be scanned ². However, they can also be entered using the regular way via selection in the MOP list or via the MOP key.

When selecting the MOP, the vouchers value is to be entered.

There are 2 groups of vouchers:

- Coupons, supplier vouchers: These often have a lower value. Refunding change is not allowed for these. This means that the total amount of these vouchers has to be lower or equal to the total amount of the sale.
- Vouchers that can be used to pay for purchased goods (example, fuel coupons of 5 or 10€). Refunding change is allowed for these. This means that the total amount of these vouchers can be higher than the total amount of the sale.

Entering the vouchers has to be done during the sale, or immediately afterwards, before choosing other MOPS, if necessary.

- Or scan the voucher ²
- Or press **<OTHER>**
 - Select '**Value Voucher**'
 - Press **<ENTER>**
 - Select the correct MOP.
 - Press **<ENTER>**

On the screen

Voucher	EUR	0.00
---------	-----	------

- Enter the amount + <ENTER>
- Or <CHEQUE>¹ + <voucher key> (=one of the alphabet keys)

On the screen.

Voucher	EUR	0.00
---------	-----	------

- Enter the amount + <ENTER>

REMARKS:

- It is possible to enter the amount first, and then choose the voucher.
- It is possible to pay a part in vouchers and the other using the classic MOPs.
- Watch out: First, enter all vouchers, and then the other types of MOP!
- To be able to pay out a voucher, a null transaction has to be done first. A payment without sale is not possible, you will see an error message.

¹ If the programmable alphabet keys are used in 2 levels, the <CHEQUE> key has to be pressed first. The first level contains departments and/or items, the second level contains MOPs. In this case, the <CHEQUE> key is used as access key to the second level.

² It will only be possible to scan vouchers if the barcodes have been defined. This can only be done via TMS (POS import).

4. 2. 6. Manual vouchers

This can only be used if there is a 3-stage printer and if this function has not been blocked. Manual vouchers are the coupons made for the manual processing of Visa, Amex, Eurocard, Companycard payments, etc. The vouchers are printed by the system as a replacement for the old 'carbon copy' system.

There are 2 possibilities:

THE CARD HAS TO BE READ ON THE POS

- Press <OTHER>
- Select 'Manual Voucher'.
- Press <ENTER>

On the screen:

First, enter voucher and then enter card into card reader.

"MENU" to end.

- Enter the voucher into the slip printer.
- Swipe the card through the card reader.
THE VOUCHER IS PRINTED.

On the screen

Print card OK ? **Yes** / No

- If 'Yes': press **<ENTER>**
PAYMENT OK
- If 'No': press **<↓> + <ENTER>**
THE PAYMENT HAS BEEN CANCELLED

HAVE THE CARD READ ON THE POS OR ENTER THE CARD NUMBER MANUALLY

This is only possible if the site configuration allows his.

- Press **<OTHER>**
- Select **'Manual Voucher'**.
- Press **<ENTER>**

On the screen:

First, enter voucher and then enter card or card number. —

Expiry date card: (MM/JJ) /
Purchase category:

Press "MENU" to end.

- Enter the voucher into the slip printer.
- or swipe the card through the card reader.
or enter the card number. E.g. 4506123412341234
+ **<ENTER>**
- enter the expiry date (first month, then year). E.g. 12 02
+ **<ENTER>**
- DE VOUCHER WORDT AFGEDRUKT.

On the screen:

Print card OK ? **Yes** / No

- If 'Yes': press **<ENTER>**
PAYMENT OK
- If 'No': press **<↓> + <ENTER>**
THE PAYMENT HAS BEEN CANCELLED

4. 2. 7. PTI-Smash (Atos – Belgium)

The PTI SMASH is used in Belgium to process online payments.

4. 2. 7. 1) PROCEDURE

If the PTI-SMASH is connected to the POS, a key has to be programmed for this MOP. Usually, the **Z** key is used.

Payments via the SMASH can be executed as follows:

- Press the key programmed for the SMASH, often <Z>.
- In some cases, the <CHEQUE> key has to be pressed first. (1)

On the screen:

Enter card
into the PTI terminal...

- Ask the customer to enter the card into the SMASH, when the text 'READ CARD' appears on the SMASH screen.
 - If the card has a chip, it has to be placed in the SMASH chip reader.
 - If the card does not have a chip, it has to be swiped through the SMASH.

REMARK:

In case of a chip card, it is possible to first enter the card into the chip reader and then press the <Z> key. If the card does not have a chip, it can also be swiped through the card reader on the POS. In this case, it is not necessary to press the <Z> key. (E.g. if the card cannot be read on the SMASH).

On the screen:

PTI payment in progress, please wait

Total to pay 37,20

Cash withdrawal included 0,00

OIL 37,20 0,00

TO PAY 37,20

IN CASE OF A BANK CARD:

The transactions total is automatically send to the PTI. Then, the customer's pin code (and in some cases the mileage) has to be entered. Afterwards, the transaction is registered as PTI transaction and a receipt is printed. At the bottom of the sales screen, you will see:
PAID PTI XXXX,XX

IN CASE OF A CREDIT CARD:

A receipt is printed. This has to be signed by the customer as proof of acceptance for the payment. On the screen, you will see the following message:

xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Reprint receipt
Refused by credit institution
Accepted and signature OK
Card problem – Cancellation requested

The top line shows a message by the credit institution. This is of importance for the correct registration of the transaction on the POS. (If the payment has been accepted: e.g. 'OK 176066').
It is the operator's responsibility to read this message and follow the instructions.
If this is not done in a correct way, this can cause differences on the closure reports.

Then, select 1 of the lines on this screen by means of the instructions on the first line:
To confirm the payment, choose '**Accepted and signature OK**' + <ENTER>.
The transaction has been paid and a receipt is printed for the customer.

If the top line shows a message pointing out that the transaction has been refused by the credit institution, choose '**Refused by credit institution**' + <ENTER>.
The transactions remains on the POS. It has not been paid.

If a payment with credit card is not allowed (for example, if a wrong transaction has been chosen, or if the signature is not OK), even though the receipt for the signature has already been printed, a cancellation procedure has to be started. An authorisation code will have to be entered.

CANCELLATION PROCEDURE:

Choose '**Card problem – Cancellation requested**' + <ENTER>.

ENTER AUTHORISATION CODE: XXXXXXXXXX

- Enter the authorisation code (=ACODE: number mentioned on the screen and on the credit institution receipt) and confirm by pressing <ENTER>.
- An cancellation receipt is printed.
- Confirm with <ENTER>.
- The transaction remains on the POS. It has not been paid.

¹ If the programmable alphabet keys are used in 2 levels, the <CHEQUE> key has to be pressed first. The first level contains departments and/or items, the second level contains MOPs. In this case, the <CHEQUE> key is used as access key to the second level.

REMARK:

If there is a communication problem or if a wrong manipulation was done, a time-out can occur on the POS. Depending on the problem, this time-out can last for 15 seconds, 1,5 or 3 minutes.

During this period, the POS remains blocked.

If the POS card reader is defective, and if the station uses EFT, these EFT cards cannot be used on the Smash. It is possible that the option '**Card problem – Cancellation requested**' is not available, at the request of the company. The transaction can only be cancelled directly on the PTI Smash.

4. 2. 7. 2) CLOSURE PTI SMASH

When closing a shift on the POS, the SMASH will automatically close, if the synchronised closure with the POS has been enabled.

This closure can take some time (approx. 30 sec). This, however, will not prevent the operator from opening a new shift on the POS. In this new shift, the operator will not be able to start PTI transactions, as long as the PTI has not been closed.

BREAKDOWN OF PTI TOTALS

Depending on the activated cards on the SMASH PTI, the PTI totals can be broken down into Visa, Amex, Diner, EC/MC, Maestro, bank cards, company cards, etc.

These split totals are available on shift reports as well as on period and month reports.

If necessary, these split totals can also be split into Fuel and Shop.

4. 2. 7. 3) CASH WITHDRAWAL VIA SMASH PTI (OVERPAYMENT)

It is possible for a customer to withdraw CASH when paying via the PTI, if this option has been enabled for that station.

When the sale has been registered onto the sales screen, the cashier has to enter the amount of the withdrawal. Then, the PTI payment has to be started by pressing the key for PTI payments (often <Z> key). On the screen, you will see the transaction total 'To pay', the total amount of the PTI transaction and the amount of the withdrawal. The amount given to the customer, is deducted from the CASH total, because the overpayment has to be taken up in the PTI totals for reconciliation purposes with Atos.

Example: The customer wants to withdraw 50,00 €.

PTI payment in progress, please wait Total to pay 87,20 Cash withdrawal included 50,00
TO PAY 37,20 50,00

To pay: 37,20 €
Press <Z>.

Total PTI: 87,20 €
Total CASH : -50,00 €

REMARK:

- An overpayment is only possible if the PTI payment is being started via a MOP key, for example the <Z> key. This will not be possible if the (credit) card is being read via the POS card reader. An overpayment with a credit card can only be done if this is in accordance with the company instructions.
- An overpayment is not possible for cards with product control (example: company cards). For companies working with commission calculations based on the breakdown into Fuel and Shop MOP totals, this way of working cannot be used. This is because the amount of the overpayment cannot be assigned to Fuel or Shop.

4. 2. 7. 4) SPLIT PAYMENT WITH A SMASH PTI TRANSACTION

If this option has been activated on the station, split payments via the SMASH PTI can be done. This means that other MOPs can be used in combination with PTI payments.

In this case, this PTI payment has to be done after all other MOPs have been chosen.

A split payment is not possible for cards with product control (example: company cards).

4. 2. 7. 5) REFUND WITH PTI PAYMENTS

When using pay cards, a sale including a refund is allowed as long as the total amount of the transaction is positive.

If the customer uses a company card with product control on the POS, the amounts per product department are sent to Atos. So here, the total amount per product group has to be positive.

Example:

BANK CARDS

CIGARETTES	2,00
EMPTYES	6,00x0,10- 0,60
TO PAY 1,40	

For this sale, a PTI payment with bank card is allowed.

COMPANY CARDS

Payment with a company card that allows purchasing shop items.

In the example, cigarettes belong to the department 'TOBACCO' and cola and empties to the department 'DRINKS' (tobacco and drinks have a different value for EFT restriction code 1).

CIGARETTES	2,00
EMPTYES	6,00x0,10 - 0,60
TO PAY 1,40	
COCA COLA 20CL	6,00x0,955,70
EMPTYES	4,00x0,10 - 0,40
TO PAY 5,30	

For the first sale, a PTI payment with a company card will be refused.
The total for department 'DRINKS' is negative.

For the second sale, a PTI payment with a company card will be accepted.
The total for department 'DRINKS' is positive.

4. 2. 7. 6) RECEIPT FOR A PTI TRANSACTION

Receipt for a PTI transaction with **bank card or maestro**.

MICRELEC N.V.	
Poortakkerstraat 90	
9051 St.Denijs-Westrem	
Tel 09/296.45.20	
Fax 09/296.45.21	
BTW NR. BE0641843456	
03/04/03 18:02 2.10.0002.100000028	
PUMP 4 SUPER+	4,65 Litres
#6 EUR 0,987/L	EUR 4,58

#3 ACCESS.AUTO1,00	

TOTAL VAT Inc EUR5,58	
SMASH PTI EUR5,58	
67031234567890123TERMINAL 1258479	
PERIOD PTI 69 TRANSACTION84	
%EXCLVATINCL	
#3 21,000,830,171,00	
#6 21,003,790,794,58	
00311 / 60943840 / 00000558 / 63987857	
THANK YOU!	

Information mentioned:

- Bank card number used for the payment.
- Terminal number of the SMASH device.
- Atos bookkeeping period number (PTI PERIOD)
- Atos transaction number



Receipt of a PTI transaction with **credit card**.

```
MICRELEC N.V.  
Poortakkerstraat 90  
9051 St.Denijs-Westrem  
Tel 09/296.45.20  
Fax 09/296.45.21  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
03/04/03 23:46 2.10.0002.100000029  
PUMP 1 DIESEL 4,45 Liters  
#6 EUR 0,789/L EUR 3,51  
-----  
#3 ACCESS.AUTO1,20  
-----  
TOTAL VAT Inc EUR4,71  
SMASH PTI EUR4,71  
4506631994101023TERMINAL 1258479  
PERIOD PTI 0 TRANSACTION 22  
AUTHORISATION NUMBER 426919  
%EXCLVATINCL  
#3 21,000,990,211,20  
#6 21,002,900,613,51  
*00311 / 54842594 / 00000172 / 57885451*  
THANK YOU!
```

The part xxxxx is printed by the SMAS.
The first part has to be signed by the customer. This part includes: type and credit card number, customer name, site information, the authorisation code, the amount to pay, space for the customer to sign.
If the operator confirms that the signature is OK on the POS, a second identical part will be printed.

You will see the following information:

- Credit card number:4506.....
- Terminal number of the SMASH device.
- Transaction number
- Authorisation code for credit card transactions.
(This code has to be entered in case of cancellation for this transaction)

4. 2. 7. 7) GENERALITIES

Some interesting facts about the SMASH PTI:

- 2 fuel transactions of the same product, can be paid in one and the same PTI payment.
- 2 consecutive PTI transactions with the same amount and same card will be refused by Atos (double operation). This can be solved by added a (fictive) sale of 0,01 EUR.
- The minimum amount for a transaction with a credit card is 0,02 EUR.
- A PTI payment with company card has a limitation on the number of different product departments. This means that for 1 sale of shop items a maximum of 5 different product codes are accepted.

Card types that are accepted by the SMASH PTI. (The accepted card types can vary between stations)

- Bank cards : 6703XX / 6704XX
- EDC-Maestro: 50XXXX / 56XXXX / 57XXXX / 58XXXX / 670500-679999
- Company cards: 700200-700299 / 702700-702799 / 703300-703399 / 706400-706499 / 707700-707799 / 70011
- Credit cards
- Visa 4XXXXX
- Amex 34XXXX / 37XXXX
- Master/Eurocard 51XXXX à 55XXXX
- Diners: 30XXXX / 36XXXX / 38XXXX

Possible error messages:

- Reprint receipt?
- Smash not available
- Smash Incident – Operation failed
- Payment refused
- Refused – Double operation
- Host problem – Try again
- No card in PTI
- Wrong item or split payment
- Smash communication error
- No action
- 2 fuel types
- Too many different items

4. 2. 8. CETREL PTI or CCV (Luxemburg)

In Luxemburg, the Cetrel PTI or CCV are used to process online payments.

- Press the MOP key <CHEQUE>¹ + <CETREL> or press the <Z> key.
- Swipe the card through the PTI.

On the screen:

Transaction OK on the PTI? Yes / No

- If the payment has been accepted on the Cetrel-device.
Press <ENTER>. THE PAYMENT HAS BEEN COMPLETED.
- If the payment has not been accepted on the Cetrel-device.
Press <↓> + <ENTER>, THE PAYMENT HAS BEEN COMPLETELY CANCELLED.

¹ If the programmable alphabet keys are used in 2 levels, the <CHEQUE> key has to be pressed first. The first level contains departments and/or items, the second level contains MOPs. In this case, the <CHEQUE> key is used as access key to the second level.

Some interesting facts about the PTI:

- If the MOP key <CETREL> or <Z> has already been pressed, but the card was not yet swiped through the device, the payment can still be cancelled by press the <ANN> key on the PTI.
- There are no amount limits for the PTI. It will accept any amount.
- There are no limitations on product (codes) or shop sales.
- The operator with an open shift, has to login to the PTI with the same operator number.

Card types that are accepted by the PTI: (The accepted card types can vary between stations).

- Master/Eurocard : 51XXXX / 52XXXX / 53XXXX / 54XXXX / 55XXXX
- Visa: 4XXXXX
- Bancomat: 6707XX
- Amex: 34XXXX / 37XXXX
- Diners: 3045XX / 3046XX / 3047XX / 3048XX / 3049XX / 305XXX / 36XXXX
- EDC-Maestro: 50XXXX / 56XXXX / 57XXXX / 58XXXX / 60XXXX

Possible error messages:

- Error 13 : Cetrel payment cannot be combined with another MOP.
- Error 14 : Communication error between POS and PTI
- Error 15 : Amount 0
- Error 16 : Unknown message from the PTI
- Error 17 : Unknown internal error

4. 2. 9. CCV PTI (The Netherlands)

In the Netherlands, the CCV pin pad is used as PTI for online payments, but also to enter pin codes for offline payments.

Online payments:

To activate an online payment, a key needs to be programmed. On most stations, this key will be <Z>.

For **online** payments, the bank institution is directly contacted to check whether the payment can be accepted or not. For example: Bank/Giro, EDC/Maestro, Visa, Eurocard, Diners, Amex.

For acceptance of bank/giro, a pin only subscription to Interpay is needed.

For *chipknip* a combi subscription is needed.

For acceptance of EC and Visa online, the current subscription will have to change. This is possible with a pin only, as well as with a combi subscription.

Offline payments:

For **offline** payments, the POS will decide whether a payment by card is allowed based on a black list.

Example: MTC, TC, UTA, DKV

For certain cards, there is a limitation on products that can be purchased. This is checked by the POS based on EFT restriction codes. (A list of used restriction codes can be found in the Manual for Managers' Appendix).

4. 2. 9. 1) Bank/Giro cards and EDC/Maestro

Bank/Giro cards and EDC/Maestro cards are always processed online.

- Press the <Z> key.

On the screen:

CARD IS PROCESSED ONLINE

PTI
EUR 12,25

- Ask the customer to enter his card into the pin pad: start in the back, the magnetic strip should be facing left.

On the screen:

CUSTOMER ENTERS PIN CODE

- The customer his pin code onto the pin pad.

On the screen:

PTI
CUSTOMER ACCEPTS AMOUNT ?

- The customer has to confirm the amount by pressing <JA> on the pin pad.

On the screen:

TRANSACTION ACCEPTED

RECEIPT OK
YES / NO

- If the receipt has been printed correctly, choose 'YES' + <ENTER>
- If the receipt has not been printed correctly, choose 'NO' + <ENTER>
The receipt will be reprinted.

At the bottom of the POS screen: **PAID PTI ONLINE.**

4. 2. 9. 2) Chipknip

This is processed online.

- Press the <Z> key.

On the screen:

CARD IS PROCESSED ONLINE

PTI
EUR 12,25

- The customer his pin code onto the pin pad.

On the screen:

PTI
CUSTOMER ACCEPTS AMOUNT ?

- The customer has to confirm the amount by pressing <YES> on the pin pad.

On the screen:

TRANSACTION ACCEPTED

At the bottom of the POS screen: **PAID CK/CP**

4. 2. 9. 3) Credit cards

Most credit cards (Visa, Eurocard, Diners, Amex) are processed online.

Online processing

- Press the <Z> key.

On the screen:

CARD IS PROCESSED ONLINE

21,65 PTI

- Ask the customer to enter his card into the pin pad: start in the back, the magnetic strip should be facing left.

On the screen:

PTI
CUSTOMER ACCEPTS AMOUNT?

- The customer has to confirm the amount by pressing <YES> on the pin pad.

On the screen

TRANSACTION ACCEPTED

RECEIPT OK
YES / NO

- If the receipt has been printed correctly, choose 'YES' + <ENTER>
- If the receipt has not been printed correctly, choose 'NO' + <ENTER>
The receipt will be reprinted.

The customer has to sign the receipt as confirmation for the payment.

At the bottom of the sales screen: **PAID PTI ONLINE**

REMARK

- For the online processing of a credit card, there will be NO confirmation of the signature on the sales screen.
- The online processing of a credit card will occur in the same way as the processing of a Bank/Giro card.

Offline processing

CARDS WITHOUT PINCODES: example: uta, dkv,...

- Swipe the card through the POS card reader.

On the screen:

CARD WITH PIN PAD VALIDATION
PIN PAD BUSY...

- The customer has to confirm with **<YES>** on the pin pad.
- For certain cards, the mileage will also have to be entered.
- A receipt will be printed for the customer.
- The customer has to sign the receipt as confirmation for the payment.

Signature OK
YES / NO

- If the customer has signed the receipt, choose **'YES' + <ENTER>**.
THE PAYMENT HAS BEEN COMPLETED.
- If the customer has not signed the receipt or wishes to pay in another way, choose **'NEE' + <ENTER>**.

On the screen:

EFT cancellation
YES / NO

- To cancel the transaction, choose **'YES' + <ENTER>**.
THE PAYMENT HAS BEEN CANCELLED.
A cancellation receipt is printed and another MOP can be selected.
- If you do not need to cancel, choose **'No' + <ENTER>**.
THE PAYMENT HAS NOT BEEN CANCELLED.

REMARK:

If an EFT transaction is being cancelled, a transaction number will still be assigned to it.

CARDS WITH PIN CODES

These are cards with a pin code with offline processing of transactions.
For example: MTC, TC, DKV Selection, company cards.

- Swipe the card through the POS card reader.

On the screen

CARD WITH PIN PAD VALIDATION
PIN PAD BUSY...

- The customer has to enter his pin code onto the pin pad and confirm with **<YES>**.
- For certain cards, the mileage will also have to be entered.
- A receipt will be printed for the customer.

On the screen:

PAID BY EFT PIN → GIVE THIS PROOF
OF PAYMENT TO THE CUSTOMER AND
PRESS A KEY.

- Press a key, and a copy of the receipt will be printed.

At the bottom of the sales screen: **PAID EFT**

4. 2. 10. EFT (Electronic Fund Transfer)

Electronic payments are done with magnetic cards that are processed online or offline. The company determines which cards are processed online or offline. If a payment is processed **offline**, this is called an **EFT payment**.

Online payment:

In case of an **online** payment (=PTI payment), the bank card company is directly contacted to check whether a payment is accepted at the moment of the sale. Example: bank cards and a few company cards. Depending on the type of card used for the payment, the customer has to enter his pin code onto the pin pad of sign the receipt.

Offline payment:

In case of an **offline** payment (=EFT payment), the processing is done on the POS. The POS contains a list of cards (=HOTlist or BLACKlist) that are authorised and the POS will accept or refuse the payment. The Blacklist is sent by modem on a daily basis and at the same time the offline transactions are retrieved. The company can settle this with the banks. If a credit card is processed offline, the customer has to sign the receipt as proof or enter a pin code.

4. 2. 10. 1) Online transactions (via PTI)

How online transactions are processed, depends on the pin pad used. The use of the PTI (Payment Terminal Indoor) is described below: PTI Atos (Belgium), PTI CCV (Nederland) and PTI Cetrel/CCV (Luxemburg).

4. 2. 10. 2) Offline transactions (= EFT)

CARDS WITHOUT PINCODES

- Enter the card into the POS card reader.

On the screen:

Card is being processed ...
Please wait

- A receipt is printed. The customer has to sign it.

On the screen:

Signature OK ?
Yes/No

- If the customer has signed the receipt, press <ENTER>
THE PAYMENT HAS BEEN COMPLETED.
A receipt is printed.
- If the customer has not signed the receipt or decides to pay in another way, press <↓> + <ENTER>
On the screen:

Cancel payment?
NO / YES

- To cancel the transaction, choose 'YES' + <ENTER>.
THE PAYMENT HAS BEEN CANCELLED.
A cancellation receipt is printed and another MOP can be selected.
- If you do not need to cancel, choose 'No' + <ENTER>.
THE PAYMENT HAS NOT BEEN CANCELLED.

Opmerking:

If an EFT transaction is being cancelled, a transaction number will still be assigned to it.

CARDS WITH PIN CODES

- Swipe the card through the POS card reader.

On the screen:

CARD WITH PIN PAD VALIDATION
PIN PAD BUSY...

- The customer has to enter his pin code onto the pin pad and confirm with <YES>.
- For certain cards, the mileage will also have to be entered.
- A receipt will be printed for the customer.

On the screen:

PAID BY EFT PIN → GIVE THIS PROOF OF
PAYMENT TO THE CUSTOMER AND PRESS A
KEY.

- Press a key, and a copy of the receipt will be printed.

At the bottom of the sales screen: **PAID EFT**

4. 2. 11. Local accounts

Local accounts belong to one specific station. These customer have a card that they can only use on that station. The local accounts are subdivided into 2 groups:

- Invoice customers – debit customer : These customers pay at each refuelling, but they wish to receive an invoice at the end of the month.
The customer enters his local card to register the transaction and, immediately after that, pays for transaction.

- Credit customers : These customers do not pay at each refuelling, but they will do so at the end of the month or they will deposit an amount as an advance for an invoice on a regular basis.

4. 2. 11. 1) Payment invoice or debit customer

- Swipe the **local account card**¹ through the POS card reader.

On the screen:

Card is being processed ...
Please wait

- Depending on the card type, the customer has to enter mileage and licence plate:

On the screen:

Mileage: !

- Enter the mileage + **<ENTER>**.

On the screen:

Licence plate :

- Enter the car's licence plate + **<ENTER>**.
- In the bottom right corner, a '▲' (triangle) will appear to indicate that the transaction has been registered.
- The customer has to pay for the transaction.
- Choose the desired MOP.
- The transaction will appear on the customer invoice at the end of the month.

4. 2. 11. 2) Payment credit customer

- Swipe the **local account card**¹ through the POS card reader.

On the screen:

Card is being processed ...
Please wait

- Depending on the card type, the customer has to enter mileage and licence plate:

On the screen:

Mileage : !

- Enter the mileage + **<ENTER>**.

On the screen:

Licence plate :

- Enter the car's licence plate + **<ENTER>**.
- A receipt is printed for the payment of this transaction.
The customer has to sign this receipt as proof of payment.

On the screen:

Signature OK ?
Yes/No

- If the customer has signed the receipt, press **<ENTER>**.
THE PAYMENT HAS BEEN COMPLETED. A receipt is printed.
- If the customer has not signed or if the receipt was not printed, choose **'No' + <ENTER>**.
THE PAYMENT HAS BEEN CANCELLED. Try again.

¹: Instead of swiping the card through the card reader, it is also possible to enter the card number. This can be configured by the technician. .

- To do so, first press the MOP key **<A-Z>** for Local accounts.
On the screen:

Local Account Client Identification
Card number:

- Enter the card number + **<ENTER>**.

4. 2. 11. 3) Deposit (advance on invoice)

Credit customers have the possibility to pay an advance to their invoice at the end of the month. This payment is registered and is also mentioned on the invoice.

Starting from the sales screen:

- Or using the numbers
 - Press **<OTHER> + <9>**.
- Or using the menus
 - Press **<OTHER>**.
 - Choose **'Local Account Paid In'**, and press **<ENTER>**.

On the screen:

Local Account Paid In.
Amount received : 0,00

- Enter the amount received + **<ENTER>**.

On the screen:

Read card or press **<MENU>** to enter the card info manually or press **<VOID>** to cancel.

- If you have pressed Menu:

Local Account Client Identification
Card number:

- Enter card number + **<ENTER>**

- Or, swipe the card through the POS card reader.

On the screen:

Card is being processed ...
Please wait

- A receipt is printed.

On the screen;

Signature OK ?
Yes/No

- If the customer has signed the receipt, press **<ENTER>**.
THE DEPOSIT HAS BEEN COMPLETED.
- If the customer does not sign, **'No'** + **<ENTER>**.
THE DEPOSIT HAS BEEN CANCELLED.

4. 3. Receipt

Dit is een kassabon of een kopie ervan voor de laatste verkoop.

4. 3. 1. Receipt on demand

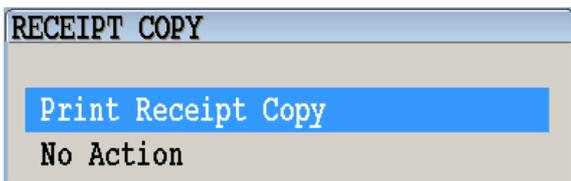
Press **<RECEIPT>**
The receipt is printed.

4. 3. 2. Copy of the receipt for the last sale

If the receipt was already printed and you need a copy:

- Press **<RECEIPT>**

In the screen:



RECEIPT COPY

Print Receipt Copy

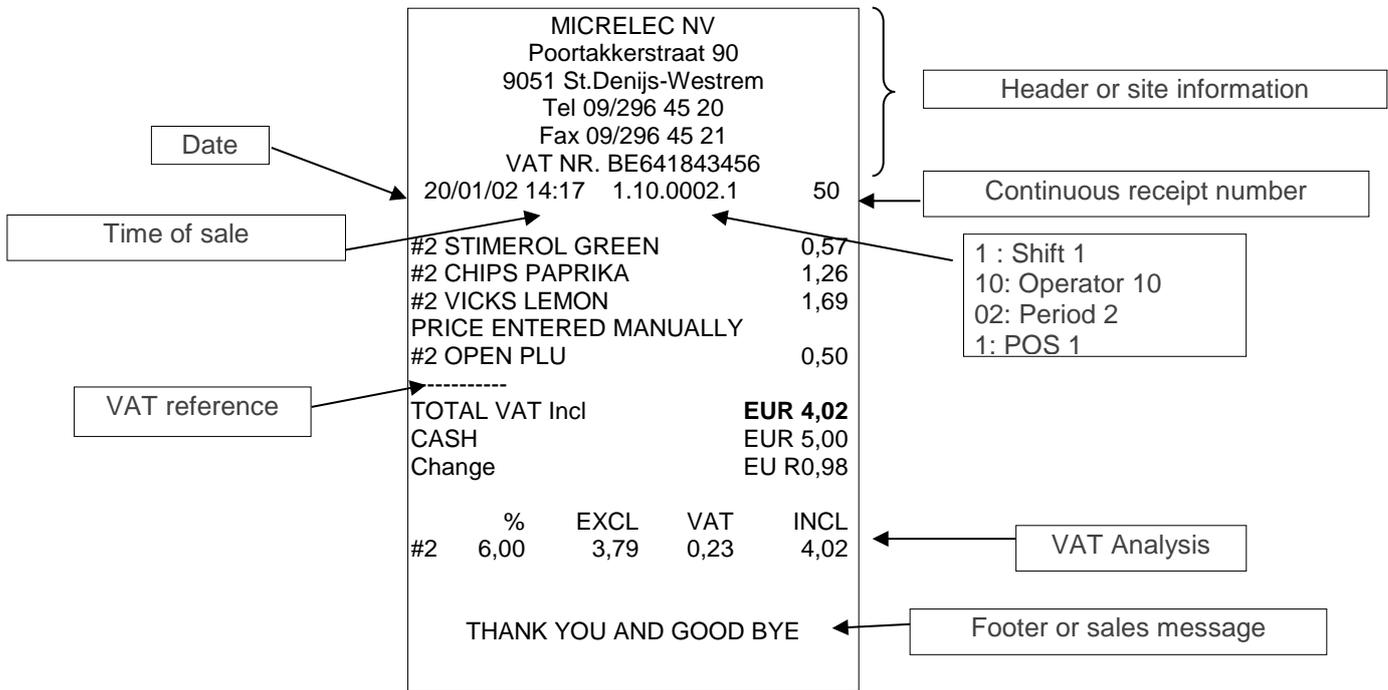
No Action

- If **'Yes'**, press + **<ENTER>**
A copy of the receipt is printed.
(This receipt clearly mentions 'COPY')
- If **'Not'**, choose **'No action'** + **<ENTER>**

4. 3. 3. Automatic receipt

The receipt is printed automatically each time a transaction has been settled.

4. 3. 4. Examples receipt



```

MICRELEC NV
Poortakkerstraat 90
9051 St.Denijs-Westrem
Tel 09/296 45 20
Fax 09/296 45 21
VAT NR. BE641843456
20/01/02 14:19 1.10.0002.1 55

=== COPY ===

PUMP 3 DIESEL          21,95 Litres
#6 EUR 0,754/l          16,55
-----
TOTAL BTW Inc          EUR 16,55
To pay                  GBP 10,21
10000 EUR/ 6172,00 GBP  Bet GBP12,00
Change                  EUR2,89

%      EXCL   VAT    INCL
#6 21,00   13,68   2,87   16,55

THANK YOU AND GOOD BYE
    
```

```

MICRELEC NV
Poortakkerstraat 90
9051 St.Denijs-Westrem
Tel 09/296 45 20
Fax 09/296 45 21
VAT NR. BE641843456
20/01/02 14:21 1.10.0002.1 56

PUMP 3 SUPER          4,00 Litres
#6 EUR 0,982/l          EUR 3,92
PUMP 1 DIESEL         20,75 Litres
#6 EUR 0,754/l          EUR 15,64
-----
Total-Fuel             EUR 19,56
-----
#2 STIMEROL GREEN     0,57
#2 CHIPS PAPRIKA      1,26
#3 COLA 0,5L          5,45
5 x EUR 1,09          5,45
PRICE ENTERED MANUALLY
#2 KG ITEM
2,00KG x 0,55/KG      1,10
-----
TOTAL VAT Inc          EUR 27,94
CASH                   EUR 27,94

%      EXCL   VAT    INCL
#2   6,00    2,77    0,16    2,93
#3  21,00    4,50    0,95    5,45
#6  21,00   16,17    3,39   19,56

THANK YOU AND GOOD BYE
    
```

4. 3. 5. Seal

To comply with the new legal provisions concerning the digital saving of receipts (electronic journal), as from July 1st 2002, a 'seal' has to be printed onto each receipt.

Reference of the legal provision: E.T. 103.018 dd 27/06/2002
 Administrative decision-making concerning the saving of receipts

Each receipt mentions previous transaction's seal and the newly calculated seal.

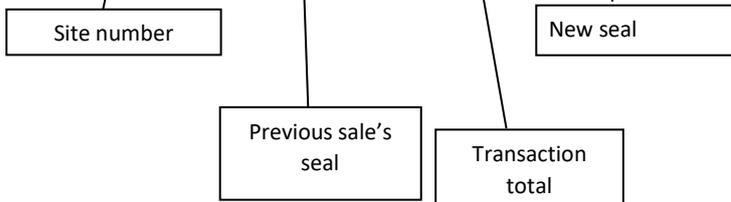
Example receipt:

MICRELEC NV				
Poortakkerstraat 90 9051 St.Denijs-Westrem Tel 09/296 45 20 Fax 09/296 45 21 VAT NR. BE641843456				
18/03/03	18:20	1.10.00001.1	00000022	
PUMP 2 SUPER			17,10 Litres	
#6 EUR 1,023/L			EUR 17,49	

#1 CIGARETTES			3,20	
TOTAL VAT Incl			EUR 20,69	
CASH			EUR 25,00	
Change			EUR 4,31	
	%	EXCL	VAT	INCL
#1	0,00	3,20	0,00	3,20
#3	21,00	14,45	3,04	17,49
00311 / 42645994 / 00002069 / 45694535				
THANK YOU AND GOOD BYE				

MICRELEC NV				
Poortakkerstraat 90 9051 St.Denijs-Westrem Tel 09/296 45 20 Fax 09/296 45 21 VAT NR. BE641843456				
18/03/03	18:23	1.10.00001.1	00000023	
#3 DRINKS				1,05
#1 CIGARETTES				
	5 x	EUR 3,20		16,00

TOTAL VAT Inc			EUR 17,05	
CASH			EUR 20,00	
Change			EUR 2,95	
	%	EXCL	VAT	INCL
#1	0,00	16,00	0,00	16,00
#3	21,00	0,87	0,18	1,05
00311 / 45694535 / 00001705 / 48741985				
THANK YOU AND GOOD BYE				



The new seal is calculated based on:

- Date
- POS number
- Receipt number
- Sum of the individual sales lines
- Site number
- Seal for the previous transaction
- Transaction total

4. 4. Restaurant functions

The restaurant functions are only available if this option has been enabled by a technician. This implies that waiters can identify themselves by swiping their magnetic cards on the POS. It is also possible to have several waiters work on the same shift, the sales are linked to a certain waiter and there is a hierarchy for waiters for the suspended sales.

4. 4. 1. Programming magnetic cards for waiters

The waiter's identification card can only be configured on the POS.

- Starting from the '**LOCK**' screen:
 - Log on as a user with access level 4.
- Starting from the '**Supervisor Menu**':
 - Choose '**Cards**' + <ENTER>
 - '**Operator Mag. Stripe Association**' + <ENTER>
 - Swipe the identification card through the card reader.
 - If the card has already been assigned to an operator, this operator will be shown on the screen.
 - If the card has not yet been assigned, choose an operator from the list and press <ENTER>.
 - The identification card has been assigned to the selected waiter.
 - Press <MENU> to leave this menu.

REMARKS:

Only a level 4 operator can assign cards to operators.
The numbers of assigned identification cards can be consulted via LMS.

4. 4. 2. Opening a shift

Starting from the '**LOCK**' screen:

- Enter the head waiter operator number: **xx** + <ENTER>
- Enter the head waiter password: **xxxx** + <ENTER>
- Or the head waiter can swipe his identification card through the card reader.

In '**Supervisor Menu**': Select '**Resume Sales**
In '**Shift and Period Menu**' : Select '**Open Shift**'

The waiter identification screen appears:

OPERATOR IDENTIFICATION NEEDED

Swipe your identification card to resume sales.

Press <**LOCK**> to close this POS.

When a waiter want to start sales, he has to swipe his identification card through the card reader.

Hierarchy principle:

The user, logged on with operator number and password, that opens a shift, becomes the head waiter during that shift.

Only this waiter can continue an open sale, starting from the '**LOCK**' screen. This means that, if a regular waiter goes to the '**LOCK**' screen when there is still a sale on the sales screen, only the head waiter can continue this sale.

The head waiter has the right to continue suspended sales assigned to other waiters.

The regular waiters can only continue suspended sales that they have started themselves.

A regular waiter can close a shift, since the head waiter is logged on from the '**LOCK**' screen.

De hoofdober heeft het recht om onderbroken verkopen te behandelen die zijn toegekend aan andere obers.

De gewone obers kunnen enkel de onderbroken verkopen behandelen die ze zelf gestart hebben.

Een gewone ober kan een shift afsluiten, vermits het toch de hoofdober is die aangelogd is vanuit het '**LOCK**' scherm.

4. 4. 3. Assign a sale to a waiter

If a waiter, that is logged on, starts a sale, his identification will be assigned to this sale.

The association will not be modified, even if the sale is not put in SUSPEND, or if the sale is settled by the head waiter.

A suspended sale that has been assigned to a regular waiter and that has then be split up by the head waiter, will result in the following situation: The split part will be assigned to the head waiter. The rest of the original sale will remain assigned to the original waiter.

4. 4. 4. Receipt

The next line will be added tot he receipt, right above the date and time:

Served by: 20	Waiter identification: OPER.20	Location number Table: 15
---------------	-----------------------------------	------------------------------

REMARK:

In case of a split sale, the location number (=table number) for the new sale, including the newly split part of the sale, will be reset to 0. The remaining part will keep its location number.

Example:

MICRELEC NV				
Poortakkerstraat 90				
9051 St.Denijs-Westrem				
Tel 09/296 45 20				
VAT NR. BE641843456				
Served by: 4-OPER.04		Table: 17		
11/03/05 15:58 1.10.00013.100000246				
#2 COCA COLA				1,75

TOTAL Inc VAT				EUR 1,75
CASH				EUR 5,00
Change				EUR 3,25
	%	EXCL	VAT	INCL
#2	6,00	1,65	0,10	1,75
08094 / 89984593 / 00000175 / 01025264				
THANK YOU AND GOOD BYE				

4. 4. 5. Closing service

When another waiter wants to go to the sales screen, the sales on the sales screen has to be settled or suspended first.

Starting from the sales screen:

- Press <LOCK>
- The next screen appears:

CLOSE SERVICE
End Service
Close system
No action

- Select 'End Service' + <ENTER>

The identification screen appears:

IDENTIFICATION WAITER NECESSARY.

Swipe you identification card to continue sales.

Press <LOCK> to close this POS completely.

Another waiter can also swipe his card.

REMARK:

By choosing 'Close System' the system will go to the 'LOCK' screen.

4. 5. Refund

This function is used to perform a refund for a dry item.

- Press <REFUND>.
- In front of the input field, you will see 'Retour'.
- Enter the item to be refunded in the field following one of the procedures described in 4.1.2. Dry goods sale.

If several items are being refunded in 1 sale, the <REFUND> button has to be pressed for each item.

This function can be combined with a normal sale.

REMARK:

- If the total of the sale is negative, meaning that the customer has to be paid, a receipt will be printed automatically.
- A refund cannot be paid out in any MOP. This depends on the configuration of the MOP.
- An item considered as 'empty' will automatically be considered as refund if it is entered separately.

4. 6. Suspend

A sale that has not been settled yet, can be placed in the system's memory for an indefinite time.

By default, the system allows 1 suspended sale.

However, this can be expanded, for example for restaurants, so that several suspended sales are possible. (The technician can configure the maximum amount of suspended sales).

Important to know:

The shift closure cannot take place if there is a suspended sale.

4. 6. 1. Single suspend

If only 1 suspended sale is allowed:

- Press <SUSPEND>.
- At the top of the screen, you will see '1 Suspended sale'.
- You will now be able to serve other customers.

- To recall the suspended sale, press <SUSPEND> when the sales screen is empty.
- The sale reappears on the sales screen. At the top of the screen, you will see 'Δ1'.

4. 6. 2. Multi-suspend

In some cases, it can be useful to suspend several sales, for example in restaurants. This means that the sales for the different locations, the tables, can be suspended with indication of location number. The different locations can be recalled via numbers. The first 26 locations are also accessible via corresponding letters.

TO SUSPEND AN OPEN SALE:

- Press <SUSPEND>.

On the screen:

CHOOSE SUSPEND Enter the shortcut key or the location number. Or press <MENU> to cancel. 0

- Or, enter the letter of the corresponding location, for example a table.
- Or, enter the location number.

The sale will be suspended.
At the top of the screen, you will see how many sales are suspended.
For example '2 Suspended sale'.

The sales screen is empty again and you can now serve other customers.

TO RECALL A SALE:

Starting from an empty sales screen:

- Press <SUSPEND>.

On the screen:

CONTINUE SALE Enter the shortcut key or the location number. Or press <MENU> to cancel. 0

- Or, press the letter of the corresponding location.
- Or, press the location number.
- Or, press <0>. The list of suspended sales appears on screen.

Select the desired location:

CHOOSE A SALE TO CONTINUE			
Location	Sale	Amount	Key
5	52	22,60	<E>
21	54	2,75	<U>
Choose location by number			

The selected sale reappears on screen. At the top of the screen, the location number will appear. For example: 'Δ5'.

4. 6. 3. Split Sale

If the sale has several sales lines, it can be split up.

For example, if the different customers each pay a specific part of the sale.

This is only possible if the sale has first been suspended.

- Recall the sale via <**SUSPEND**>.
- The selected sale reappears on screen.
At the top of the screen, you will see the location number. For example: 'Δ5'.
- Press <**VOID**>.

On the screen:

VOID MENU
Void Last Item
Void Selected Item
Void Whole Sale
Split Sale
Void Discounts & □
No Action

- Select '**Split Sale**'

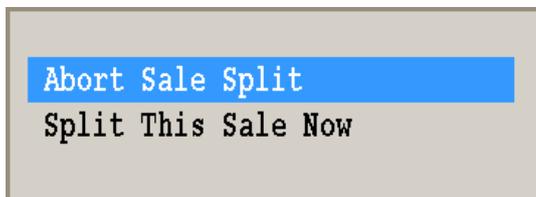
On the screen:

S A L E	S P L I T	
COCA LIGHT 33 C		2.50*
MARLBORO 100S		5.00
PALL MALL 100S		7.50

<ENTER>...Tag/Untag <MENU>...End

- Select the lines for the first sale.
- These lines are marked with “*”.
- When all lines have been marked, press <MENU>.

On the screen:



- Or, choose ‘**Abort Sale Split**’.
The sale will not be split.
- Or, choose ‘**Split This Sale Now**’.
The selected sales lines appear in a new sale on screen.
The other lines are suspended again.

REMARKS:

At least 1 line has to remain from the original sale.
It is possible to include lines with discount or loyalty points in a split sale.
Sales including personification (local accounts, debit customers) cannot be split up.

4. 7. Void

4. 7. 1. Cancel sale of shop items and/or fuel

THERE IS ONLY 1 ITEM OR FUEL SALE ON THE SALES SCREEN

- Press <VOID>

On the screen:



- To cancel the entire sale, press '**Void Whole Sale**', and press <ENTER>. THE SALE HAS BEEN COMPLETELY CANCELLED.
- No void needed, press <ENTER>. THE SALE HAS NOT BEEN CANCELLED.

THERE ARE SEVERAL ITEMS AND/OR FUEL SALES ON THE SALES SCREEN

- Press <VOID>

On the screen:



- To cancel the list item line, press <ENTER> THE ITEM LINE HAS BEEN CANCELLED.
- If you only need to cancel 1 item or fuel, choose '**Void Selected Item**' and press <ENTER>. All sales lines, dry items as well as fuels, will appear on screen. Select the line to be cancelled. Press <ENTER>. THE ITEM HAS BEEN CANCELLED.
- If the entire sale has to be cancelled, choose '**Void Whole Sale**' and press <ENTER>. On the screen:
 - To cancel, press <ENTER>. THE SALE HAS BEEN COMPLETELY CANCELLED.
 - If not, choose '**No action**' + <ENTER>. THE SALE HAS NOT BEEN CANCELLED.

Important to know:

When cancelling fuel transactions, this transaction will be transferred back to the pump screen. Cancelling a fuel transaction will be refused if there are no more buffers for this pump. This will be the case if a new transaction has been started on this pump.

4. 7. 2. Cancel vouchers

You can cancel an entered voucher in the same way you cancel other sales lines, that is by pressing <VOID>. Cancelling a voucher is possible as long as you have not entered a MOP, other than vouchers.

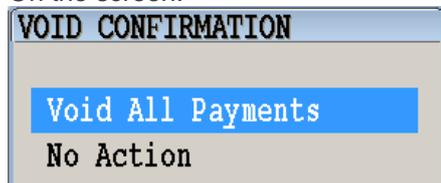
If you have already entered a (partial) payment with classic MOPs, first cancel the classic MOPs, then the vouchers.

4. 7. 3. Cancel MOPs

A MOP can be cancelled as long as the transaction has not been paid entirely. An electronic MOP can NEVER be cancelled.

- Press <VOID>.

On the screen:



- If 'No', choose 'No action' + <ENTER>. NO MOPS HAVE BEEN CANCELLED. THE PAYMENT CAN CONTINUE.
- If 'Yes', press <ENTER>. ALL MOPS HAVE BEEN CANCELLED.

A receipt is printed per cancelled MOP.

The sale remains on the sales screen and you will be able to choose other MOPs.

REMARK:

When MOPs are being cancelled, only the classic MOPs will be deleted, not the vouchers. To cancel vouchers, first cancel the classic MOPs, then the vouchers.

4. 8. Sales Browser

The POS keeps details on all sales during 40 days.

These sales can be looked up via the receipt number, MOP or card type. Moreover, the receipt can be printed. This way, it is possible to look up a transaction paid via the SMASH PTI (Belgium) using the card number. Or to print a receipt for a OPT transaction.

Since paid ins and paid outs are considered as a sale, a receipt can also be printed for these manipulations.

REMARK:

It is possible that this option has been blocked for certain companies.

Starting from the sales screen:

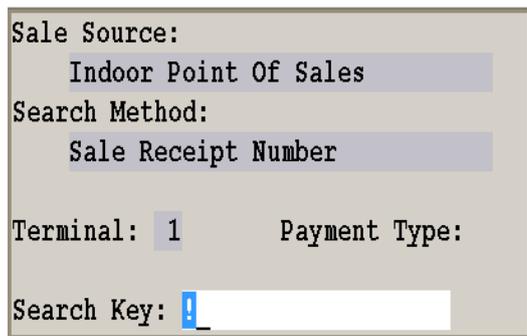
- Press <MENU>.
- Go to 'Supervisor Menu' + <ENTER>
- Go to 'Sales Browser' + <ENTER>

Some examples:

LOOK UP A TRANSACTION VIA THE RECEIPT NUMBER

- Select '**Normal** (by Receipt Nr.)' + <ENTER>
- Select the terminal (=transaction source), like '**Indoor via Point of Sales**' + <ENTER>

On the screen:



Sale Source:
Indoor Point Of Sales

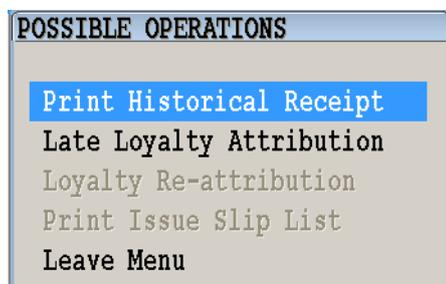
Search Method:
Sale Receipt Number

Terminal: 1 Payment Type:

Search Key: !_

- Enter the receipt number.
- Press <ENTER>.
The list of receipts appears on screen.
- Go to the correct receipt.
- Press <ENTER>.
- If this is not the correct sale, press <MENU>.
- Press <ENTER> to confirm.

On the screen:



POSSIBLE OPERATIONS

Print Historical Receipt

Late Loyalty Attribution

Loyalty Re-attribution

Print Issue Slip List

Leave Menu

- To print a receipt, press <ENTER>.

LOOK UP A TRANSACTION VIA THE MOP

- Select '**Type of Payment** (by Payment Nr.)' + <ENTER>
- Select the terminal (=transaction source), like '**Indoor via Point of Sales**' + <ENTER>

On the screen:

Payment Type : 0

Common Payment Types:

- 1... Cash Like Payment
- 2... Cheque Like Payment
- 3... EFT Payment
- 4... Other Payment
- 5... Foreign Currency
- 8... PTI Group 1
- 9... PTI Group 2
- 10... Value Voucher
- 90... Local Account
- 95... Loyalty Bonus

- Enter the desired MOP, for example 4 (Other Payment), + <ENTER>.

On the screen:

Sale Source:
Indoor Point Of Sales

Search Method:
Payment Type and Number

Terminal: 1 Payment Type: 4

Search Key: !

- To retrieve the last transaction, enter 99999. The list of transactions for this MOP appears on screen.
- Choose the correct transaction and press <ENTER>.
- The receipt is shown on screen.
- If this is not the correct sale, press <MENU>.
- Press <ENTER> to confirm.

On the screen:

POSSIBLE OPERATIONS

- Print Historical Receipt
- Late Loyalty Attribution
- Loyalty Re-attribution
- Print Issue Slip List
- Leave Menu

- To print a receipt, press <ENTER>.

REMARKS:

- Atos Smash PTI is only used in Belgium. .

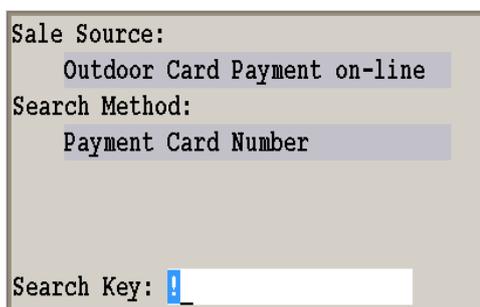
- The mentioned numbers (Payment Nr.) are incremental numbers per used MOP. (These numbers do not match the receipt numbers).
- If several MOPs have been used for 1 sale, this means that there will be 2 MOP numbers for that sale. For example, a sale that has been paid partially with 'Other Payment' and CASH, can be looked up using both MOP types.

LOOK UP A TRANSACTION VIA THE CARD NUMBER

Via this method, transactions can be looked up using the card number.
This can be useful for payments done at the OPT or on the PTI.

- Select '**Card Payment** (by Card Nr.)'+ <ENTER>
- Select the terminal (=transaction source), like '**Outdoor Card Payment on-line**' + <ENTER>

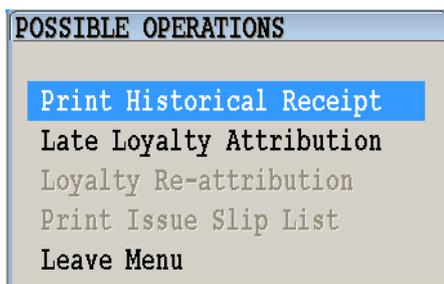
On the screen:



Sale Source:
Outdoor Card Payment on-line
Search Method:
Payment Card Number
Search Key: !_

- Swipe the card through the POS card readers.
The list of transactions for this card appear on screen.
- Choose the correct transaction and press <ENTER>.
- The receipt is shown on screen.
- If this is not the correct sale, press <MENU>.
- Press <ENTER> to confirm.

On the screen:



POSSIBLE OPERATIONS
Print Historical Receipt
Late Loyalty Attribution
Loyalty Re-attribution
Print Issue Slip List
Leave Menu

- To print a receipt, press <ENTER>.

5. Other functions

5. 1. Clear

Press <CLEAR> to erase a wrong entry.

Press <CLEAR> to go back 1 position when entering texts or barcodes.

REMARK:

If there is an error message on screen, this message needs to be closed before you can continue working.

Close an error message using <ENTER>.

Some error messages or warnings can also be erased using <CLEAR>.

5. 2. Open the drawer without a sale

- Press <OTHER>.
- Select 'No Sale'.
- Press <ENTER>.
- The drawer opens.

5. 3. Simplified invoice

To create a simplified invoice for the last sale.

Starting from an empty sales screen:

- Press <MENU>.
- Go to 'Invoice'.
- Press <ENTER>.

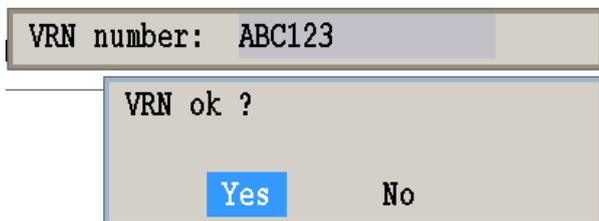
On the screen:



VRN number:

- Enter the customer's licence plate + <ENTER>.

On the screen



VRN number: ABC123

VRN ok ?

- Or, choose 'No' + <ENTER>.
NO INVOICE WILL BE MADE.
- Or, choose 'Yes' + <ENTER>.
THE SIMPLIFIED INVOICE IS PRINTED.
The operator has to sign the simplified invoice.

Important to know:

- It is possible that this function has been blocked (depending on the company).
- In Belgium, a simplified invoice is limited to a maximum amount of 75 EUR.
- The simplified invoice CAN be limited to only fuel sales. If the sale is a shop sale or combined sale is, the system will refuse to make a simplified invoice.
- The simplified invoices have a separate numbering per POS: POS number/ Invoice number.

5. 4. Historic Receipt (and/or simplified invoice)

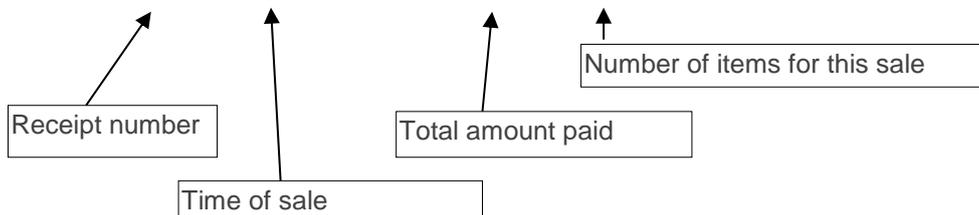
An operator can print historic receipts for all transactions made during the open shift. It is also possible to make simplified invoices.

Starting from an empty sales screen.

- Press <MENU>.
- Go to 'Historic Receipt'.
- Press <ENTER>.

On the screen:

H I S T O R I C R E C E I P T				
Number	Date	Time	Amount	Items
10	26/02	14:21	7.00	1
11	26/02	14:22	7.00	1
12	26/02	14:44	2.55	1
13	26/02	14:44	10.00	1
14	26/02	14:44	85.00	3
15	26/02	14:44	2.71	3
16	26/02	14:44	5.00	1
17	26/02	14:45	1.00	2



- Select the correct receipt.
- Press <ENTER>

On the screen:

H I S T O R I C R E C E I P T		
COCA LIGHT 33 C		7.00
10	26/02-14:21	7.00
CASH	EUR	7.00

- If this is not the correct sale, press <MENU>
- If this is the correct sale, press <ENTER>
- If the simplified invoice is disabled, the HISTORIC RECEIPT is printed immediately.
If the simplified invoice is NOT disabled:

Print Historical Receipt
Create Invoice from Receipt
Print Issue Slip List
No Action

- If you need a simplified invoice of the sale, press <↓> + <ENTER>.
On the screen:

VRN number: <input type="text"/>

- Enter the customer's licence plate + <ENTER>.
On the screen:

VRN ok ?
<input type="button" value="Yes"/> <input type="button" value="No"/>

- Or, choose 'No' + <ENTER>.
- Or, choose 'Yes' + <ENTER>.
THE SIMPLIFIED INVOICE IS PRINTED.
The operator has to sign the simplified invoice.

- If you need a historic receipt, press <ENTER>. THE HISTORIC RECEIPT IS PRINTED.

Important to know:

- Only 1 original version is printed of a receipt or an invoice. The next one, mentions 'COPY'.
- If there is already an existing invoice for a sale, a copy of this invoice is printed. You will not have the option to print an (historic) receipt.
- It is also possible to print copies of receipts for paid ins and outs.

5. 5. Copy OPT receipt

Starting from an empty sales screen.

- Press <pump number key>.
- Press <MENU>.
- Go to 'Pto receipt'.
- Press <ENTER>.

On the screen:

1) 52.05l DIESEL - 50.17
2) 34.80l DIESEL - 33.54
3) 26.60l DIESEL - 25.64
4) 21.10l DIESEL - 20.34
?

- Press number 1, 2, 3 or 4, 1 being the last refuelling.
- A copy of the OPT receipt is printed.

Example OPT receipt:

<p>MICRELEC NV Poortakkerstraat 90 9051 St.Denijs-Westrem Tel 09/296 45 20 Fax 09/296 45 21 VAT NR. BE641843456</p> <p>COPY PTO</p> <p>20.01.02 15.27 13.25L EUROSUP 01 TOT. 11.30</p> <p>VAT not recoverable</p>
--

Important to know:

A copy of the 4 last OPT transactions per pump can be printed.
 After restarting the system, no copies are available of the transactions that took place before the restart.

5. 6. Index and level ticket

Ticket for the driver during fuel deliveries.

Starting from an empty sales screen:

- Press <MENU>.
- Go to '**SITE CONTROLLER Window**'.
- Press <ENTER>.
- Press <ENTER>.
- An index and level ticket is printed.

Important to know:

The index and level ticket include the current tank volume and pump indexes.

5. 7. Paid in and out

Paid ins are CASH amounts that are added to the drawer and that have nothing to do with direct sales.

Example: stamps, change, credit payment, etc.

Paid outs are CASH amounts that are removed from the drawer and that have nothing to do with direct sales.

Example: payment of suppliers, mailman, purchase of cleaning products, etc.

5. 7. 1. General

A paid in or paid out is saved in the database as a pseudo sales. These contain 1 sales line with description of the paid in or paid out.

A paid out is considered as a refund (REFUND).

The receipt is automatically printed and is comparable to that of a regular sale. It also clearly mentions 'PAID IN' or 'PAID OUT'.

A receipt number is assigned to each paid in or out and the receipt does not mention VAT analysis.

Since paid ins and outs are processed in a similar way as regular sales, they can also be retrieved and reprinted via '**Historic receipt**' and '**Sales Browser**'. (You will get a copy, since a receipt is always printed when a paid in or out is being done).

When registering a paid in or out, you always have to **enter the amount first**.

5. 7. 2. Registration of paid out

Starting from an empty sales screen:

- Enter the amount for the paid out.
- Press <OTHER>.
- Go to '**Paid Out**'.
- Press <ENTER>.

On the screen:

PAID OUT	
Code	Description
1	PAID OUT
2	PAYM. SUPPLIER
3	PAYM. ADVANCE
99	FUEL PREPAY

- Select the correct paid out.
- Press <ENTER>.

The transaction disappears from the screen and a receipt is printed.

MICRELEC NV Poortakkerstraat 90 9051 St.Denijs-Westrem Tel 09/296 45 20 Fax 09/296 45 21 VAT NR. BE641843456		
31/03/02 13:35	1.10.0002.1	00000087
PAID OUT		
Payment 3-PAYM. ADVANCE		-12,45

TOTAL VAT Incl		- EUR12,45
CASH		EUR- 12,45
PAYMENT		
SIGNATURE FOR RECEIPT		

COPY TO CONTROL YOUR ACCOUNT RECEIPT NOT VALID FOR VAT DECLARATION		
THANK YOU AND GOOD BYE		

Follow the same procedure for 'Paid in'.

REMARK:

For some gas stations, the Extended Mode for paid in and out can be configured, as requested by the company.

- Several MOPs are possible to settle the paid in or out. (Example: Cash, PTI, Other Payment or Foreign currency).

- Since a paid out is considered to be a refund, the MOP CASH will mostly be used. Other MOPs or foreign currencies can only be used if they are allowed (configuration MOPs). Consequently, PTI payments are not possible.

5. 8. Safe

The key <SAFE> is used safe drops, or cash transfers from the drawer to the safe.

Example: If the safe drop limit for the MOP 'CASH' has been set to 500,- EUR, the following message will appear on the sales screen, when that limit has been exceeded.



Starting from the sales screen:

- Press <SAFE>.

On the screen:

S A F E D R O P			
Payment Type	Drop Required		
Limit	Already Dropped	In Drawer	
1 CASH	*		
10.00	0.00		135.26

- If several MOPs are mentioned, select the desired MOP. The MOPs that require safe drops, are marked with a '*'. Press <ENTER>.

On the screen:

Enter Canister Number

- Enter the canister number (envelope, etc.).
- Press <ENTER>.

On the screen:

Canister Number	1
Method of Payment	1 CASH
Safe Drop Value	EUR <input type="text" value="0.00"/>
Nr. of Dropped Tokens	

- Enter the amount that will be transferred from the drawer to the safe.
- Press <ENTER>.
- If necessary, repeat this for other MOPs.

- If the safe drop has been done for all desired MOPs, press **<MENU>**.
- A receipt is printed as proof for the safe drop. It can be added to the safe.

Important to know:

- If the established value for the safe drop has not yet been exceeded, this function can still be used. Press **<SAFE>** and the system will show all MOP. Choose the desired MOP and enter the amount that you will transfer to the safe.
- If the transferred amount is higher than the total amount in CASH in the drawer, the system will show the following question:

This is more then what is currently present in your drawer. Is this OK?

Yes No

- If **'Yes'**, press **<ENTER>**. The safe drop will still go on, the amount for CASH in the drawer will be negative.
- Or, choose **'No'** + **<ENTER>**. A new amount can be entered.

The float is taken into account for safe drops.

5. 9. Prepay

The Prepay function allows you to send a limit amount to a pump. The pump will stop once this limit has been reached. The transactions that have stopped on this limit amount, will be automatically settled as CASH amount.

The Prepay amount has to be entered in EUR, not euro cents (this means, no positions after the decimal point). For example: '20' is ok, while '20,' or '20,' are not accepted.

The maximum prepay value depends on the pump counters.

REMARKS:

- If the pumps do not have flaps, it is possible that the pump will stop when the amount has already been exceeded, and not on the limited value.
- On some stations, the Preset function is enabled. (This is set in the Site Controller configuration).
- If the transaction has reached the limit amount, the transaction had to be transferred to the sales screen and settled manually. A preset transaction has to be paid like a normal POS transaction, that is using any MOP.

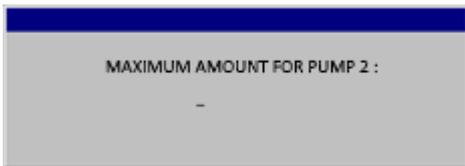
5. 9. 1. Enter prepay amount

- 1) The customer gives the exact change to refuel.

Starting from an empty sales screen:

- Press **<pump number>** + **<PREPAY>**.

On the screen:



- Enter the amount.
 - If the customer does not need a prepay receipt, press <CASH>.
 - If the customer needs a prepay receipt, press <RECEIPT>.
- The pump is released, the customer can refuel.

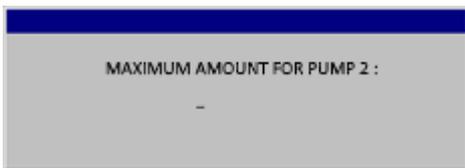
2) The customer gives an amount higher than the amount he will use to refuel.

Example: The customer wants to refuel for 20 EUR, but he only has a 50 EUR note.

Starting from an empty sales screen:

- Press <pump number> + <PREPAY>.

On the screen:



- Enter the amount for which the customer wants to refuel.
- Press <ENTER>
- Enter the amount given by the customer.
 - If the customer does not need a prepay receipt, press <CASH>.
 - If the customer needs a prepay receipt, press <RECEIPT>.
- The pump is released, the customer can refuel.

The pump has now been set to the prepay value. This is shown as follows:

Windows:



Flexos: C2



When the nozzle is unhooked, the pump is released automatically. The pump will stop when it has reached the entered value.

During the transaction, '>' will appear next to the amount on the pump screen.

This will change into '<' when the transaction amount has been reached.



Prepay receipt

MICRELEC NV Poortakkerstraat 90 9051 St.Denijs-Westrem Tel 09/296 45 20 Fax 09/296 45 21 VAT NR. BE641843456 20/09/04 14:19 1.10.0005.1	
PREPAY RECEIPT	
FUEL PUMP	220,00
RECEIVED	20,00
CHANGE	0,00
THANK YOU AND GOOD BYE	

When establishing the prepay value, a prepay receipt can be printed by pressing the <RECEIPT> button, instead of pressing the <CASH> button.

This is proof that you have received this amount.

When the transaction has been settled, you will also be able to print a regular receipt.

(By pressing the <RECEIPT> button, if this was the last sale, or via <MENU> / 'Historic receipt' for other sales).

5. 9. 2. Conclude a prepay transaction

When the nozzle is put back, the following signs are used next to the pump transaction (☺ - '>' - '<').

THE TRANSACTION STOPS AT THE PREPAY AMOUNT



☺ next to the transaction amount on the pump screen.

Press <FUEL> (without selecting a transaction)

All transactions with a ☺ on the pump screen will be automatically transferred to the sales screen and settled.

REMARK:

If a transaction has been selected, only this transaction will be transferred and settled.

THE TRANSACTION STOPS AT AN AMOUNT LOWER THAN THE PREPAY AMOUNT



'>' next to the transaction amount on the pump screen.

Select the amount and press <FUEL>.

The transaction is automatically transferred to the sales screen and settled. The POS will automatically calculate the change.

In case of prepay, even null transaction has to be processed this way.

THE TRANSACTION STOPS AT AN AMOUNT HIGHER THAN THE PREPAY AMOUNT

'<' next to the transaction amount on the pump screen.

Normally, this cannot happen, unless in case of a pump problem.

Select the amount and press <**FUEL**>.

The POS will automatically show the amount to be paid on screen.

REMARK:

In this case, a tolerance of 1/10 of the price per litre is allowed.

Important to know:

- As long as the nozzle has not been unhooked, the prepay (or preset) can still be cancelled by pressing <**STOP**> + <**pump number**>.
- In a multi-POS configuration:
 - Prepay function: the transaction will only appear on the POS where the prepay transaction was started.
 - Preset function: a preset transaction will be sent to all POS. Any POS can settle this transaction.

6. Closures

6. 1. Open a shift

Starting from the LOCK screen:

- Enter the access number : **xx+ <ENTER>**
- Enter the access code : **xxxx+ <ENTER>**
Example: 10 + <ENTER>
AAAA + <ENTER>
- Select : **'Resume sales'+ <ENTER>**
- Select : **'Open shift'+ <ENTER>**
- If the system has been configured to ask for float declaration:

On the screen:

FLOAT DECLARATION	
CASH	EUR 0.00

- Enter the amount counted + <ENTER>

6. 2. Continue a shift

Starting from the LOCK screen:

- Enter the access number : **xx+ <ENTER>**
- Enter the access code : **xxxx+ <ENTER>**
- Select : **'Resume Sales+ <ENTER>**
- Select : **'Resume Shift'+ <ENTER>**

6. 3. Default closing of shift and period (daily closure)

Before a period closure can be started, all fuel transactions have to be settled. The sales screen has to be empty. The pumps cannot be in one-time release.

Suspended sales have to be settled or cleared, otherwise, the shift closure cannot be executed.

Starting from an empty sales screen:

- Press **<MENU>**
- Select : **'Shift and Period Menu' + <ENTER>**
- Select : **'End Shift and Close Period' + <ENTER>**
- Shift and period closure are printed on the ticket printer.
- Select : **'Supervisor Menu' + <ENTER>**
- Select : **'SITE CONTROLLER Windows' + <ENTER>**
- On the screen : **'Print period report'+ <ENTER>**
- If the period report has been completely printed, press **<MENU>**
- Press **<LOCK>**

REMARK:

- The reports for shift and period closure are always printed on the ticket printer. The format for these reports depends on the configuration. It is also possible that a complete report is printed (fuel, departments, MOPs, etc.). It is also possible that only a report header is printed. This is the case, if only 1 shift and period closure are made per day, because the period report will include all details on sales data.
In case of bigger gas stations (example: highway stations), the shift report will consist of entered amounts (in duplicate).
For configuration of shift and period reports, see Manual for Managers.
- The period closure report from the Site Controller (=integrated report) can be printed in different ways:
 - On the ticket printer.
 - On the A 4 printer if this is directly connected to the system.
 - Flexos POS: the report is automatically printed.
 - Windows POS: the report is NOT automatically printed.
 Go to **'Supervisor Menu' / 'SITE CONTROLLER Window' / 'Print period report'**.

6. 4. Intermediate shift closure

Starting from the sales screen:

6. 4. 1. The standard shift closure

- Press <MENU>
- Select : **'Shift and Period Menu'** + <ENTER>
- Select : **'Close shift'** + <ENTER>
- The report for the shift closure is printed.
- Press <LOCK>

6. 4. 2. The direct shift closure with amount declaration

- Press <MENU>
- Select : **'Shift and Period Menu'** + <ENTER>
- Select : **'Close shift'** + <ENTER>

On the screen:

Operator Nr.: 10	Name: OPER.10
Shift Nr.: 3	
Start	End
Date 27/02/2018	Date !
Time 12:40	Time 00:00
1 CASH	EUR 0.00
2 CHEQUE	EUR 0.00

- Enter the counted amounts as follows:
 - Select the MOP + <ENTER>
 - Enter the counted amount + <ENTER>
 - Did you enter all amounts correctly? Press <MENU>
- The report for the shift closure is printed.
- Press <LOCK>

6. 4. 3. The suspended shift with amount declaration

6. 4. 3. 1) Suspend a shift closure

Starting from the sales screen:

- Press <MENU>
- Select : 'Shift and Period Menu' + <ENTER>
- Select : 'Suspend Shift' + <ENTER>
- Press <LOCK>

6. 4. 3. 2) Enter amounts

The amounts do not necessarily need to be entered on the POS where the shift was suspended. You can do this on another POS in a multi-POS configuration (=several consoles connected with one another via network), or via LMS.

Starting from the LOCK screen:

- Enter the access number : xx+ <ENTER>
- Enter the access code : xxxx+ <ENTER>
- Select : 'Resume Sales+ <ENTER>
- Select: 'Declare Shift+ <ENTER>

On the screen:

SUSPENDED SHIFTS TO DECLARE			
Operator	Nr	Start	End
10 OPER.10	4	27/02/18	27/02/18

- Select the correct shift + <ENTER>

On the screen:

Operator Nr.: 10	Name: OPER.10
Shift Nr.: 4	
Start	End
Date 27/02/2018	Date 27/02/2018
Time 12:49	Time 12:50
1 CASH	EUR 0.00
2 CHEQUE	EUR 0.00

- Enter the counted amounts as follows:
 - Select the MOP + **<ENTER>**
 - Enter the counted amount + **<ENTER>**
 - Did you enter all amounts correctly? Press **<MENU>**
- The report for the shift closure is printed.
- Press **<LOCK>**

6. 5. Close in a multi-POS configuration

The shifts in a multi-POS configuration are closed in 1 of the ways described above.
The period closure can only proceed if:

- All fuel transactions that have been started via the POS (operators) are settled as well.
- All shifts on the POS have been suspended or closed.
- All suspended shifts from previous periods have been declared. This means that all amounts have been entered for these shifts.

The operator who suspends or closes his shift last, has to close the period.
Starting the shift an period closure can be done at the same time.
Proceed as follows:

Close or suspend the shift on all POS.

On the last POS (starting from an empty sales screen):

- Press **<MENU>**
- Select : **'Shift and Period Menu'** + **<ENTER>**
- Select : **'Close Period'** + **<ENTER>**
- The period closure is printed.
- Press **<LOCK>**

The only thing to be done, is to complete the suspended shifts by declaring the amounts.

REMARK:

If you are not using the suspension of shifts, the shift and period closure can be started simultaneously on the last POS. Proceed as follows:

- Press **<MENU>**
- Select : **'Shift and Period Menu'** + **<ENTER>**

- Select : **'End Shift and Close Period'** + <ENTER>
- The shift and period closure are printed.
- Press <LOCK>

6. 6. Print period closure

It is not necessary to print the period closure immediately. You have the possibility to close the period at night, for example, and print the report the next morning.

Starting from an empty sales screen:

- Press <MENU>
- Select **'Supervisor Menu'** + <ENTER>
- Select **'SITE CONTROLLER Window'**+ <ENTER>
- Wait until **'Print period report'** appears on screen.
- Press <ENTER>
- When the report has been printed entirely, press <MENU>

6. 7. Intermediate sales totals (X report)

This function allows you to print intermediate sales totals (for a shift) WITHOUT resetting the totals to 0.

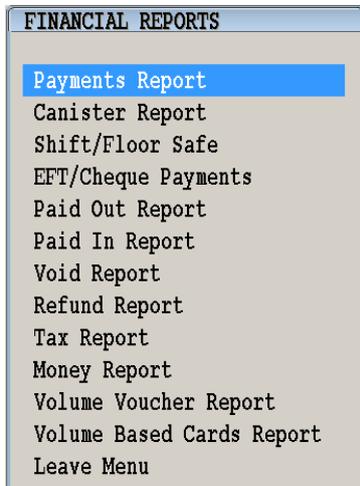
Starting from the sales screen:

- Press <MENU>
 - Select **'Supervisor Menu'** + <ENTER>
 - Select **'Reports'** + <ENTER>
 - Select **'Current Shift Reports'** + <ENTER>
- On the screen:

CURRENT SHIFT TOTALS	
Wet Stock	»
Dry Stock	»
Financial	»
Leave Menu	

- If you need totals for fuels:
 - Select **'Wet Stock'** (fuel totals via the POS) + <ENTER>
 - Press <ENTER>
 - The report containing intermediate fuel sales is printed.
- If you need totals for departments:
 - Select **'Dry Stock'** + <ENTER>
 - Select **'Departmental Sales'** + <ENTER>
 - The report containing intermediate department sales is printed.
- If you need totals for items:
 - Select **'Dry Stock'** + <ENTER>
 - Select **'Item Movements'** + <ENTER>
 - The report containing intermediate item sales is printed.
- If you need financial totals:
 - Select **'Financial'** + <ENTER>

On the screen:



- Choose the totals you need and confirm with **<ENTER>**.
The report containing intermediate totals is printed.

To return to the sales screen, press the **<MENU>** key several times.

7. What to do in case of ...

MESSAGE 'POWER OFF'

On the screen:

Power off – press ENTER
Or system will shut down in 1 minute

The system's power supply is too low or has shut down, the system switches to battery mode. In the lower left part of the screen, a message appears: 'POS: 15 MINUTES LEFT ON BATTERY' .

Press <ENTER>, the system will continue to run on battery power for 15 minutes.

If you do not press <ENTER>, the system will shut down automatically after 1 minute.

While the system is running on battery power, all POS functionalities remain available. Only the **releasing of pumps** is impossible now.

If the power returns, the system will automatically switch to mains voltage. In the lower left part on the screen, the following message will appear: 'POS: POWER BACK ON'.

If the power failure lasts longer than 15 minutes, the system will automatically shut down after this period of time.

When the power returns, the system will automatically start.

SYSTEM IS SUDDENLY BECOMING SLOW:

Does the printer still work?

Is there still paper in the printer?

Is the printer cover closed correctly?

Does the customer display still work?

PUMPS CAN NO LONGER BE RELEASED:

Is the POS in LOCK mode?

It is an option for the pumps to be blocked for the operator as soon as the POS is put in LOCK mode. (This option can be enabled/disabled by a technician).

In menu '**SITE CONTROLLER Window**' / '**Terminal Management: CONSOLE has to be 'ON'**'.

SCREEN WITHOUT IMAGE:

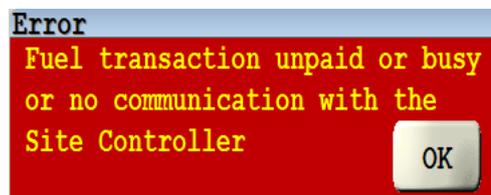
Is the screen still on?

Are the screen parameters still ok?

THE SHIFT CLOSURE IS REFUSED:

Is there still a suspended sale?

THE PERIOD CLOSURE IS REFUSED:



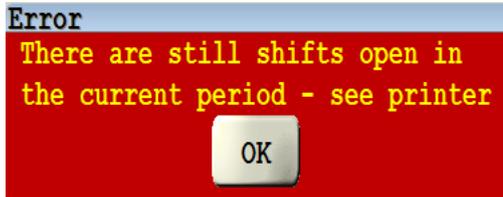
Are there still unpaid fuel transactions on the screen?

Are there still pumps in one-time release mode?

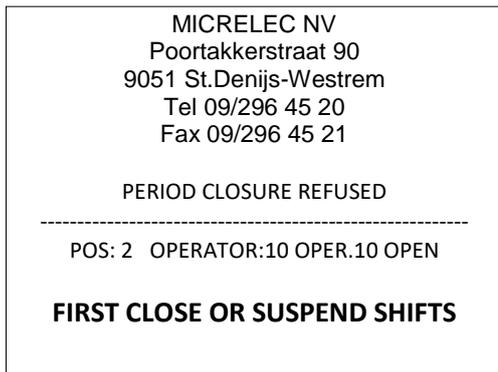
Pump:



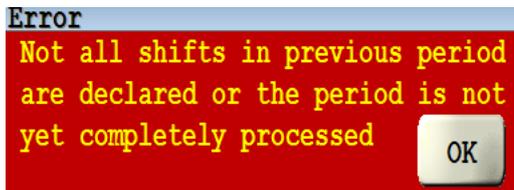
Are there still open shifts?



A list of all open shifts is being printed.



Has the period been completely finished, that is, have all suspended shifts from the previous been declared?



8. Maintenance

8. 1. Screen and keyboard

The POS screen and the keyboard can be cleaned with a cloth or shammy that is not too wet. Put the POS in LOCK mode, the keys can be pressed without consequences.

Do **NOT** use soap or other products.

Make sure that no liquid products, like coffee, soft drinks and other are spilled over the keyboard. This increases the risk of failures or unwanted problems with the system.

8. 2. Printer

The printer is maintenance-free. You will only need to replace the paper (WOOD-FREE paper) and the ink cassette after a certain time. Cleaning the printer (outside) can be done in the same way as the keyboard using a cloth or shammy that is not too wet.

8. 2. 1. Small or single printer (one paper roll for receipts)

REPLACING THE PAPER ROLL (wood-free paper, width 76mm)

Open the lid of the printer and let it flip to the back. Remove the remaining paper by picking up or ripping of the used paper roll. Press the 'FEED' button on the printer to make sure that the last remaining paper comes out.

Take a new roll of paper and place it on the bottom of the printer. Make sure that the exiting paper is on the bottom of the roll. The beginning of the paper has to be cut straight using scissors, so points or crooked sides are not allowed.

Slide the paper in the slot between the metal-coloured and the black part. The printer will accept and move up the paper automatically (if not, press the 'FEED' button on the printer). Then, close the lid and check whether the RED light on the front side of the printer is OFF. If this is not the case, the paper has not been placed correctly or the lid has not been closed properly.

The printer is OK if all RED LIGHTS are off.

REPLACING INK CASSETTE (type ERC 34)

Open the lid of the printer. On the cassette, there are markings showing where the fingers should be placed (sides). Remove the ink cassette with a spinning movement to the front. Place the new cassette in opposite direction back in the printer. Tighten the ink ribbon by lightly spinning the button on the right clockwise. Close the lid. The RED lights should be OFF to continue working.

8. 2. 2. Thermal printer (one paper roll for receipts)

REPLACING THE PAPER ROLL (thermal paper, width 79 mm)

Op the lid of the printer by pressing the button on the right. Flip the lid to the back. Remove the used roll of paper.

Take a new roll of paper and place it at the bottom of the printer. Make sure that the exiting paper is on the bottom of the roll.

Put the end of the roll to the front and close the lid, making sure the paper is caught in between.

Check whether the RED lights of the printer are OFF. If this is not the case, the paper has not been placed correctly or the lid has not been closed properly.

The printer is ok if only the GREEN LIGHT IS ON.

8. 2. 3. Big or 3-stage printer (one roll receipt/ one roll journal)

REPLACING THE PAPER ROLL (Wood-free paper, width 70mm)

Open the lid of the printer and let it flap back.

Paper roll for the receipt

Remove the remaining paper by picking up or ripping of the used paper roll. Press the 'RECEIPT FEED' button on the printer making sure that the remaining paper comes out.

Take a new roll of paper and place it on the bottom of the printer. Make sure that the exiting paper is on the bottom of the roll. The beginning of the paper should be cut straight using scissors, so no points or crooked sides are allowed.

Slide the paper in the slot between the metal-coloured or black part. The printer will accept and move up the paper automatically (if not, press the 'RECEIPT FEED' button on the printer). The red light 'RECEIPT OUT' will go off. Close the lid. If the RED light 'ERROR' is still ON, the lid has not been closed properly.

Paper roll for the journal

Remove the roll-up mechanism of the journal roll. Remove the remaining paper by picking up or ripping of the used paper roll. Press the 'JOURNAL/SLIP FEED' button on the printer making sure that the remaining paper comes out. Remove the paper from the roll-up mechanism.

Take a new roll of paper and place it at the bottom of the printer. Make sure that the exiting paper is on the bottom of the roll. The beginning of the paper should be cut straight using scissors, so no points or crooked sides are allowed.

Slide the paper in the slot between the metal-coloured or black part. The printer will accept and move up the paper automatically. The red light 'JOURNAL OUT' goes off. Press the 'JOURNAL/SLIP FEED' key until enough paper has come out to fix it to the roll-up mechanism. Place the roll-up mechanism back into the printer and close the lid. If the RED light 'ERROR' is still ON, the lid has not been closed properly.

REPLACE INK CASSETTE (Type ERC 31)

Open the lid of the printer. On the cassette, there are markings showing where the fingers should be placed.

Remove the ink cassette with a spinning movement to the front. Place the new cassette in the printer. Tighten the ink ribbon by lightly spinning the button on the right clockwise. Close the lid. The GREEN light 'POWER' should be ON to continue working.

8. 2. 4. HP-Deskjet printer (A4 format)

REFILL PAPER

Pull the drawer keeping the paper in place to the front.

If necessary, remove remaining paper and make a stack of maximum 100 pages ((± 1cm).

Slide the stack in the drawer until you cannot push it further. Push the drawer back against the paper, keeping it in place.

REPLACE INK CARTRIDGE

Deskjet 500-510-520

Press the key <Install Print Cartridge> on the printer. Flip the lid of the printer to the back, so that the ink cartridge becomes visible. Click the ink cartridge to the front and take it out (do not use force!!). Remove the sticker on the bottom of the new cartridge and place it with the green arrow in the back in the cartridge holder.



Click the cartridge to the back making sure it is fixed. Close the lid of the printer.

Deskjet 540-600-...

Flip the lid of the printer to the back, and wait until the ink cartridge becomes visible.

Click the ink cartridge to the front and take it out (do not use force!!). Remove the sticker on the bottom of the next cartridge and place it with the green arrow to the back into the cartridge holder. Click the cartridge back making sure it is fixed. Close the lid of the printer.

PERFORMING A PRINTER TEST

To check whether the printer is working properly, a print test can be done.

Deskjet 500-510-520

Press the **<Self Test>** button on the printer.

To interrupt the test, press the **<Reset>** button.

Deskjet 540-600-...

Press the printer button which depicts a page and keep on pressing until the printer starts printing.