



Payment Station Application User documentation v1.0.0

Target audience: Shopper Assistants, Accounting



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1. Introduction

1.1 Document History

DATE	VERSION	AUTHOR	REASON FOR UPDATE
October 13, 2010	1.0.0	T. Dubois	First issue

1.2 Purpose of the Document

This document describes the functions of the Cash payment terminal with recycling, and the role of the person in charge of the terminal in-store.

1.3 Abbreviations and Terminology

SSC = Self-Service Checkout



2. Payment terminal introduction



The payment terminal is a device that enables transactions started on a self-service checkout to be completed when the customer wants to pay in cash.

The payment terminal automatically displays the checkout number and the amount due.

When paying in cash; the customer can see the value of the coins already inserted as well as the remaining sum to be paid.

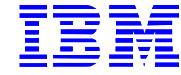
When the transaction is paid, the terminal informs the customer who then goes back to the self service terminal to pick up his purchases.

While the payment terminal does reduce the number of staff at the checkouts, we recommend that staff remain visibly available in order to assist customers. The assistant is informed that a customer receives assistance through their pager (see Payment Terminal Components) or via a sound made by the terminal.

The payment terminal allows cash transactions to be completed for a maximum of eight checkouts.



Payment Station Application



As with all payment terminals, assistants and supervisors can use certain administrative functions, such as:

- Refill
- Removal
- History
- Volume control
- Etc.



3. Main payment terminal functions

The start-up screen shows that the terminal is closed.

On the start-up screen, there are two ways to open the main menu:

- 1) use the assistant's or supervisor's key-card
- 2) use the supervisor's Keylock key*

*depending on the components installed on the payment terminal.

The main menu shows the shop's options for:





Assistant main menu:





Supervisor main menu:





3.1. Open the terminal

In the main menu, press the <Open terminal>.

When the terminal opens, the "Customer" screen is displayed, the <Checkout XX> are grayed out as there is no customer cash payment request (XX is the SSC number).

When a customer makes a cash payment request at the SSC, the <Checkout XX> button appears to enable payment.

If a checkout is used for a terminal (bakery, for example), the sum to be paid is automatically displayed.



3.2. Settling the transaction

3.2.1. "Shared terminal" Configuration

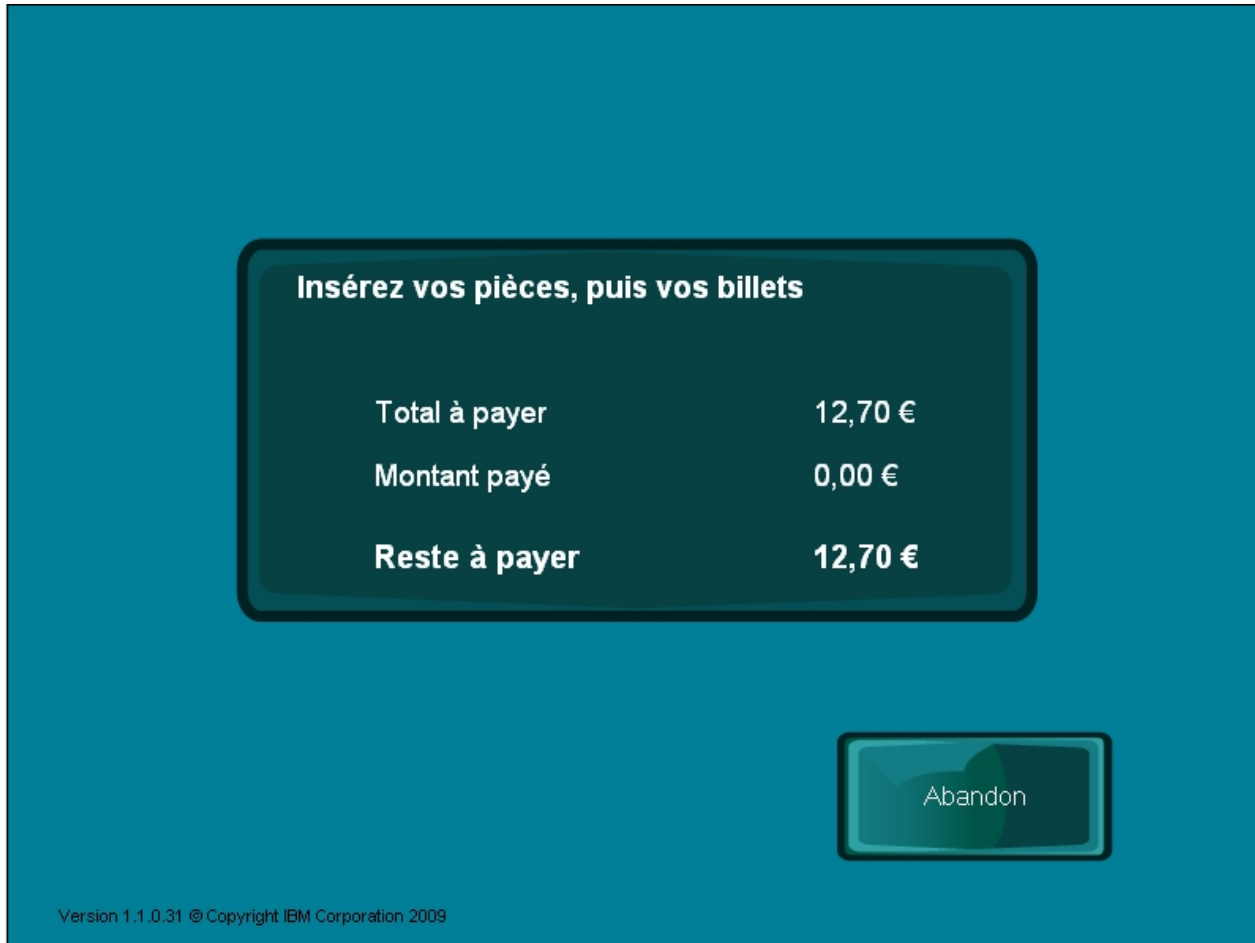
On the "Customer" screen, press the <Checkout XX> button (XX is the SSC number).

"Customer" Screen:





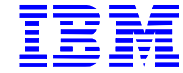
"Client" Screen:



As the customer inserts bills and coins, the "Amount paid" and "Amount remaining" change on the screen.



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Once the payment is made, the transaction is complete and the receipt is prepared.

**Merci de reprendre votre monnaie et
votre justificatif. N'oubliez pas votre
ticket de caisse sur la Caisse 1.**

Total à payer 12,70 €

Montant payé 13,50 €

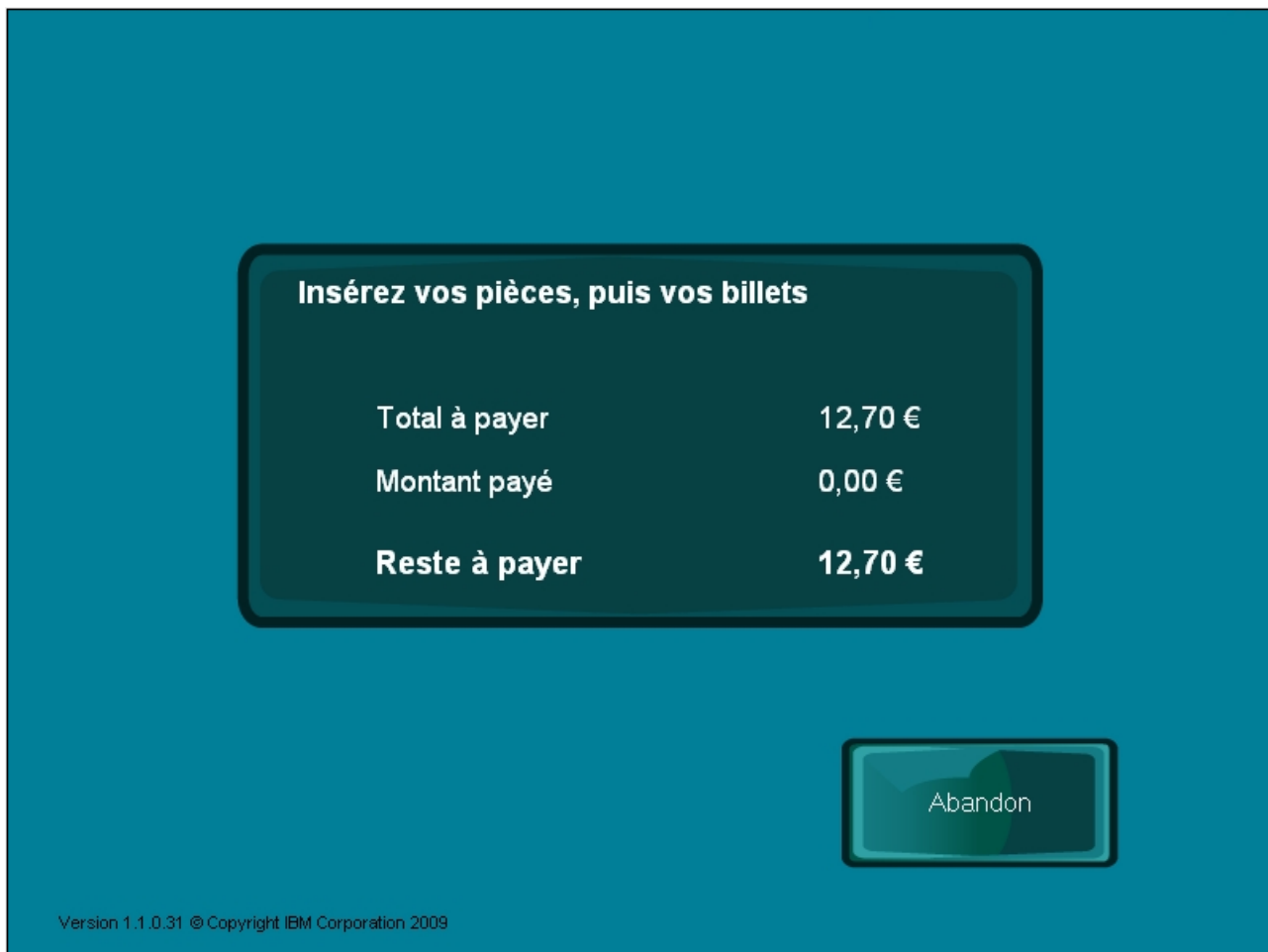
Montant à rendre 0,80 €

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3.2.2. "Bakery terminal" Configuration

"Client" Screen:



As the customer inserts bills and coins, the "Amount paid" and "Amount remaining" change on the screen.



3.3. Canceling the transaction

On the "Client" screen, press on the <cancel> button.

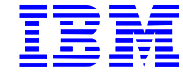
"Customer" Screen:



While a transaction is not complete, the customer may press the <Cancel>, button, and the terminal will return any money that has been inserted.



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Waiting screen during transaction cancellation:

Votre transaction est en cours
d'annulation. Veuillez patienter.
N'oubliez pas de reprendre votre
monnaie puis retournez à votre caisse
pour procéder à nouveau au paiement.

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3.4. Terminal administration

In the main menu, press the <Administration>. This function is only used by accounting.

"Administrative Functions" screen:

Fonctions Administratives

	Recyclage		Prévoir apport		Cassette	
	Qté	Mont.	Qté	Mont.	Qté	Mont.
0.01 €	24	0,24	38	0,36	0	0,00
0.02 €	28	0,52	44	0,88	0	0,00
0.05 €	70	3,50			0	0,00
0.10 €	17	1,70	23	2,30	0	0,00
0.20 €	11	2,20	39	7,80	0	0,00
0.50 €	10	5,00	30	15,00	0	0,00
1.00 €	11	11,00	29	29,00	0	0,00
2.00 €	10	20,00	30	60,00	0	0,00

	Recyclage		Prévoir apport		Cassette	
	Qté	Mont.	Qté	Mont.	Qté	Mont.
5.00 €	6	30,00	14	70,00	0	0,00
10.00 €	4	40,00	11	110,00	0	0,00
20.00 €	2	40,00	8	160,00	0	0,00
50.00 €					0	0,00
100.00 €						
200.00 €						
500.00 €						

Contenu Borne

Pièces	44,16 €
Billets	110,00 €
Total	154.16 €

Apport

Prélèvement

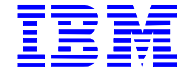
Quitter

*First box for coins.
Second box for bills.*

Read the "Recycling" columns to find out the available reserves for giving change.
Consult the "Refill" columns for the minimum number of coins or bills to be inserted into the change maker so that the payment terminal may be restarted.
The "Casket" columns contain information on the amounts in the terminal's removal caskets.



Payment Station Application



3.4.1. Refilling

On the "Administrative Functions" screen, press the <Refill> button.

All coins are automatically added.

The terminal is in **automatic refill** mode for **all** of the following denominations:

-coins: €0.01, €0.02, €0.05, €0.10, €0.20, €0.50, €1.00 and €2.00

-bills: €5, €10, and €20.

From the "Fill" screen, insert the above-listed coins and/or bills, the terminal will progressively update the amounts in the "Recycling" and "Refill" columns.

"Fill" Screen:

Apport

	Recyclage		Prévoir apport		Cassette	
	Qté	Mont.	Qté	Mont.	Qté	Mont.
0.01 €	24	0,24	38	0,36	0	0,00
0.02 €	26	0,52	44	0,88	0	0,00
0.05 €	70	3,50			0	0,00
0.10 €	17	1,70	23	2,30	0	0,00
0.20 €	11	2,20	39	7,80	0	0,00
0.50 €	10	5,00	30	15,00	0	0,00
1.00 €	11	11,00	29	29,00	0	0,00
2.00 €	10	20,00	30	60,00	0	0,00

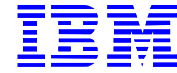
	Recyclage		Prévoir apport		Cassette	
	Qté	Mont.	Qté	Mont.	Qté	Mont.
5.00 €	6	30,00	14	70,00	0	0,00
10.00 €	4	40,00	11	110,00	0	0,00
20.00 €	2	40,00	8	160,00	0	0,00
50.00 €					0	0,00
100.00 €						
200.00 €						
500.00 €						

Quitter

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3.4.2. Empty

On the "Administrative Functions" screen, press the <Empty> button.

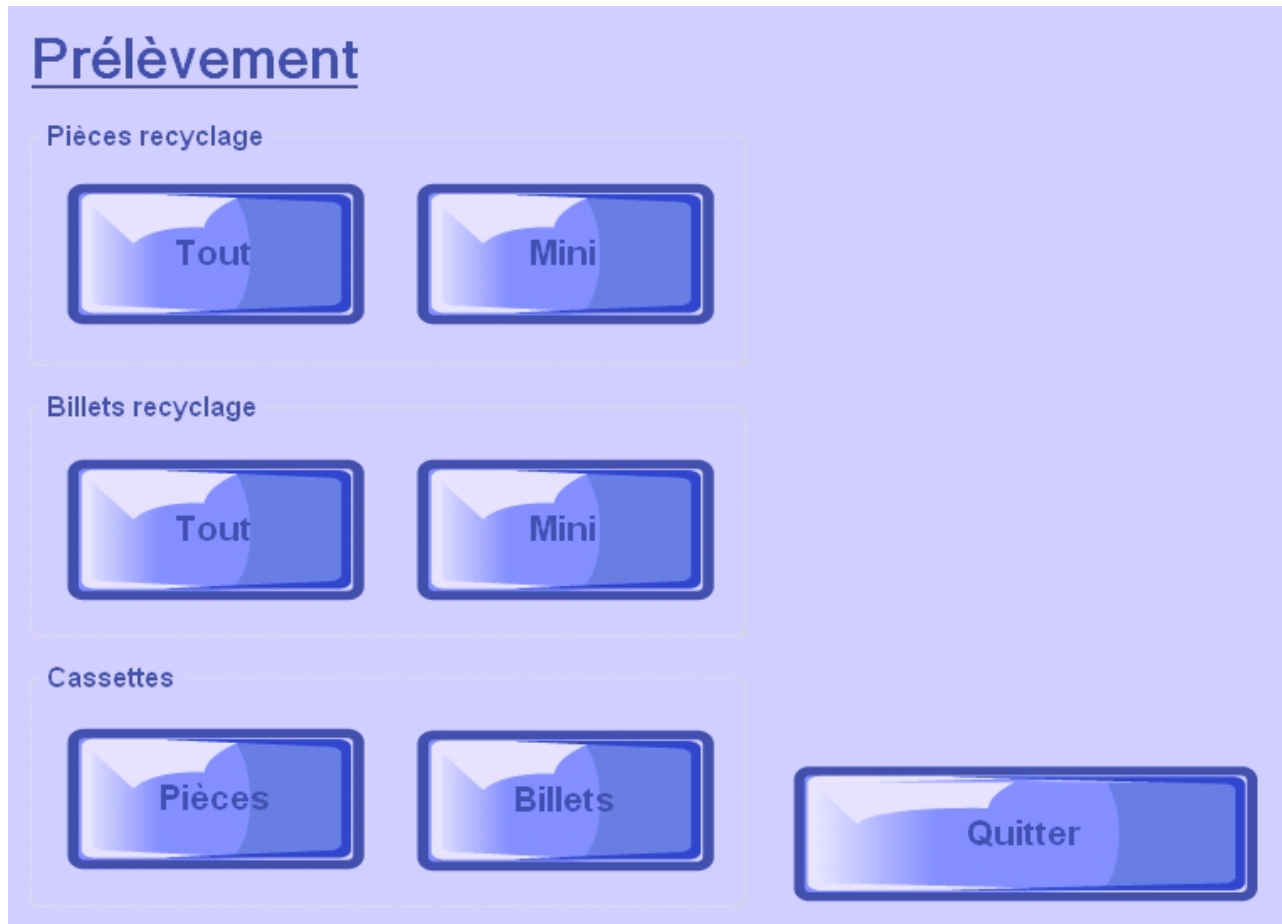
Press "All" to fully empty the terminal, and "Mini" to empty the terminal down to the minimum casket level.

If you empty the coin removal cassette, you must press "Coins".

If you empty the bill removal cassette, you must press "Bills".



"Empty" Screen:



For obvious security reasons, bills are removed inside the terminal by transferring the cassettes's bills to the bill removal dropbox.

However, given the lower values and so as to avoid opening the terminal door, coins are removed outside the terminal in the external collection box.



3.5. Viewing a history of transactions on the terminal

If the terminal is closed, press the <History> button on the main menu.

If the terminal is open, scan the assistant's key-card on the "Customer" screen, then press the <History> button.

This enables you to view a record of transactions made on the terminal.

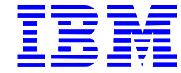
It is a monitoring log to be used in processing any complains with customers.

The total amount of the transaction as well as the details of coins inserted and returned is displayed on the screen.

The most recent transaction appears on the screen, press the " " and " ← " butt→ to view other transactions.

"Transaction History" Screens:

1st example: History of a transaction



HISTORIQUE DES TRANSACTIONS

Date de l'opération
18/10/2010 11:08:05

Montant à payer :
12,70 €

Montant payé :
12,70 €

Montant inséré

1 x 10,00 €
1 x 0,50 €
1 x 1,00 €
1 x 2,00 €
<hr/>
13,50 €

Montant rendu

1 x 0,10 €
1 x 0,20 €
1 x 0,50 €
<hr/>
0,80 €



Quitter



2nd example: History of a canceled transaction

HISTORIQUE DES TRANSACTIONS

Date de l'opération
18/10/2010 11:13:40

Montant à payer :
12,70 €

Montant payé :
0,00 €

Montant inséré	Montant rendu
1 x 5,00 €	1 x 5,00 €
1 x 0,05 €	1 x 0,05 €
3 x 0,10 €	3 x 0,10 €
2 x 0,20 €	2 x 0,20 €
1 x 0,50 €	1 x 0,50 €
<hr/>	<hr/>
6,25 €	6,25 €

← →

Quitter

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The customer canceled payment and the terminal returned his money.
The "Amount paid" is zero and is displayed in red.



3rd example: History of a transaction with an error

HISTORIQUE DES TRANSACTIONS

Date de l'opération
18/10/2010 11:27:01

Montant à payer :
12,70 €

**Montant payé :
3,20 €**

Montant inséré	Montant rendu
3 × 0,10 €	
2 × 0,20 €	
3 × 0,50 €	
1 × 1,00 €	
<hr/>	
3,20 €	

Navigation buttons: Left arrow, Right arrow, and Quitter button.

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An error occurred during payment, requiring assistance from a member of staff; the customer did not complete payment.

The "Amount paid" is greater than zero and is displayed in red.



Consult the chapter "Payment terminal error messages" for more information on errors.



3.6. Managing key-cards (shared terminal only)

In the main menu, press the <Volume and key-cards> button and then <Access management>.

There are two kinds of authorization: "assistant" and "supervisor"

"key-card Management" Screen:





3.6.1. Giving "assistant" or "supervisor" access

First, scan the key-card

Then press <New assistant> or <New supervisor> as required.





3.6.2. Modifying access

First, scan the key-card

Then press <Change to assistant> or <Change to supervisor> as required.



3.6.3. Deleting access rights

First, scan the key-card

Then press the <Destroy> button.

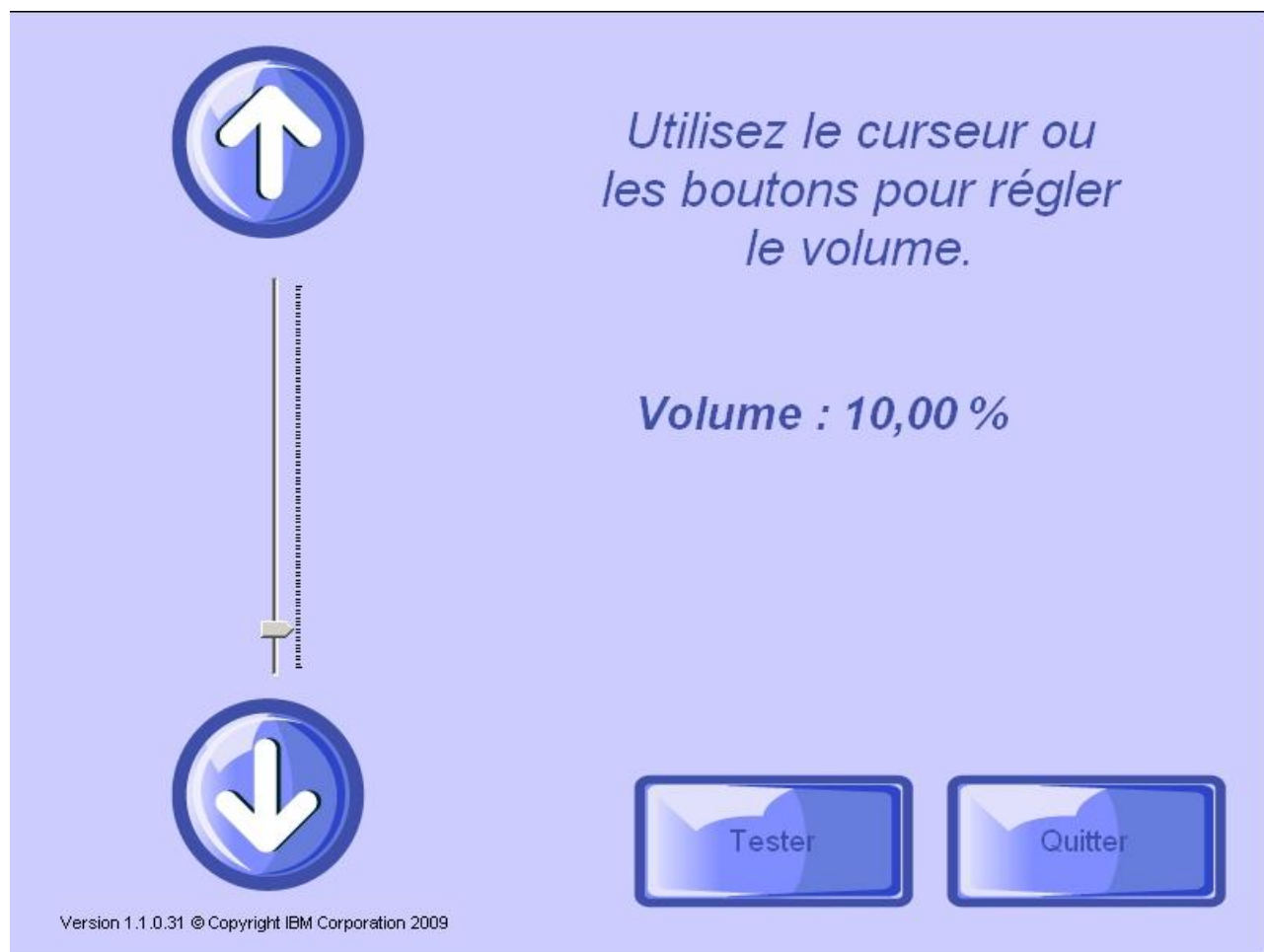


3.7. Adjusting the volume

In the main menu, press the <Volume and key-cards> button and then <Volume control>.

This option enables you to adjust the volume information provided to the customer by the terminal's speakers.

"Volume control" screen:

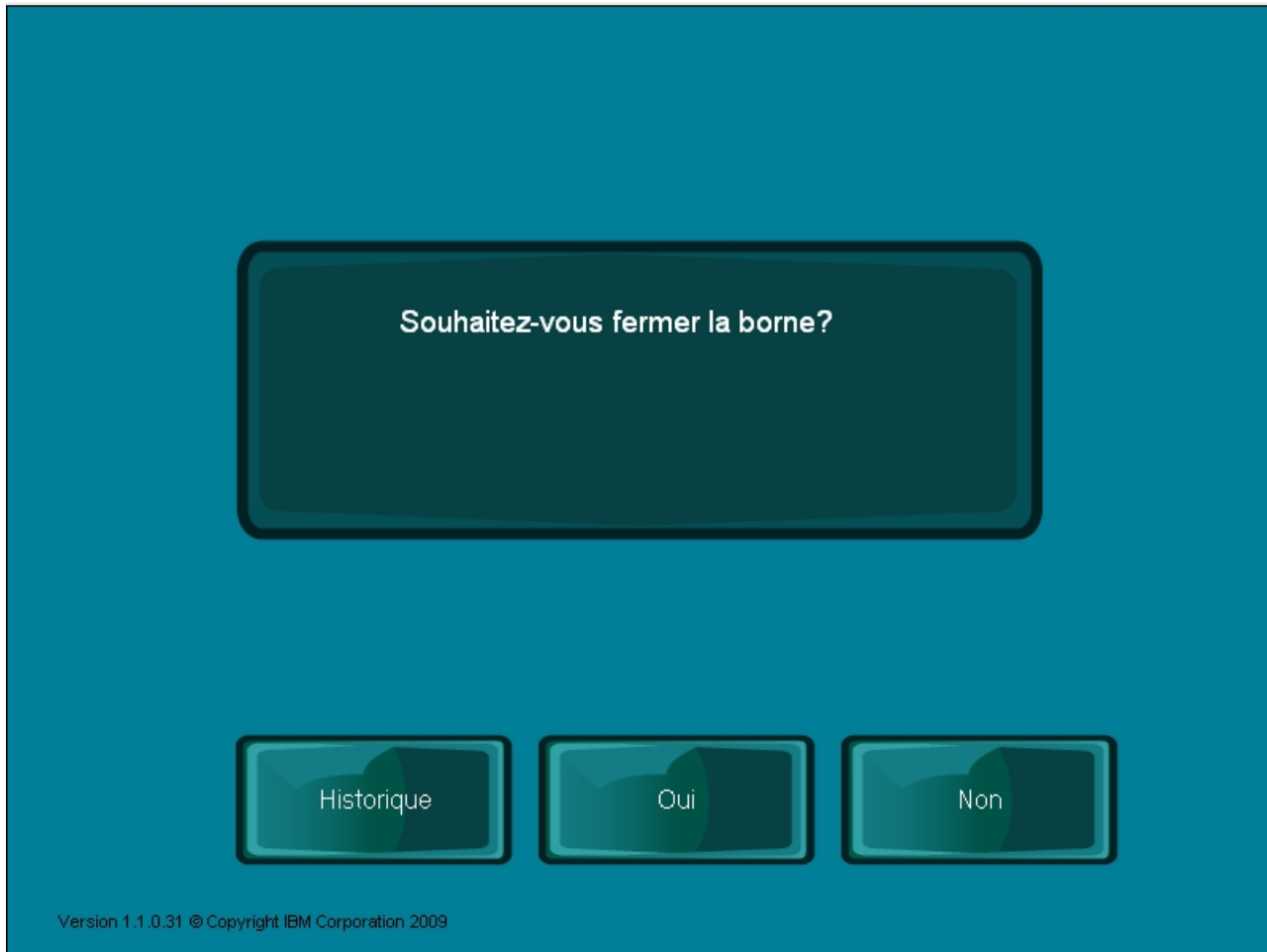




3.8. Closing the terminal

In the "Customer" screen, scan the assistant's key-card then press "Yes" to close the terminal.

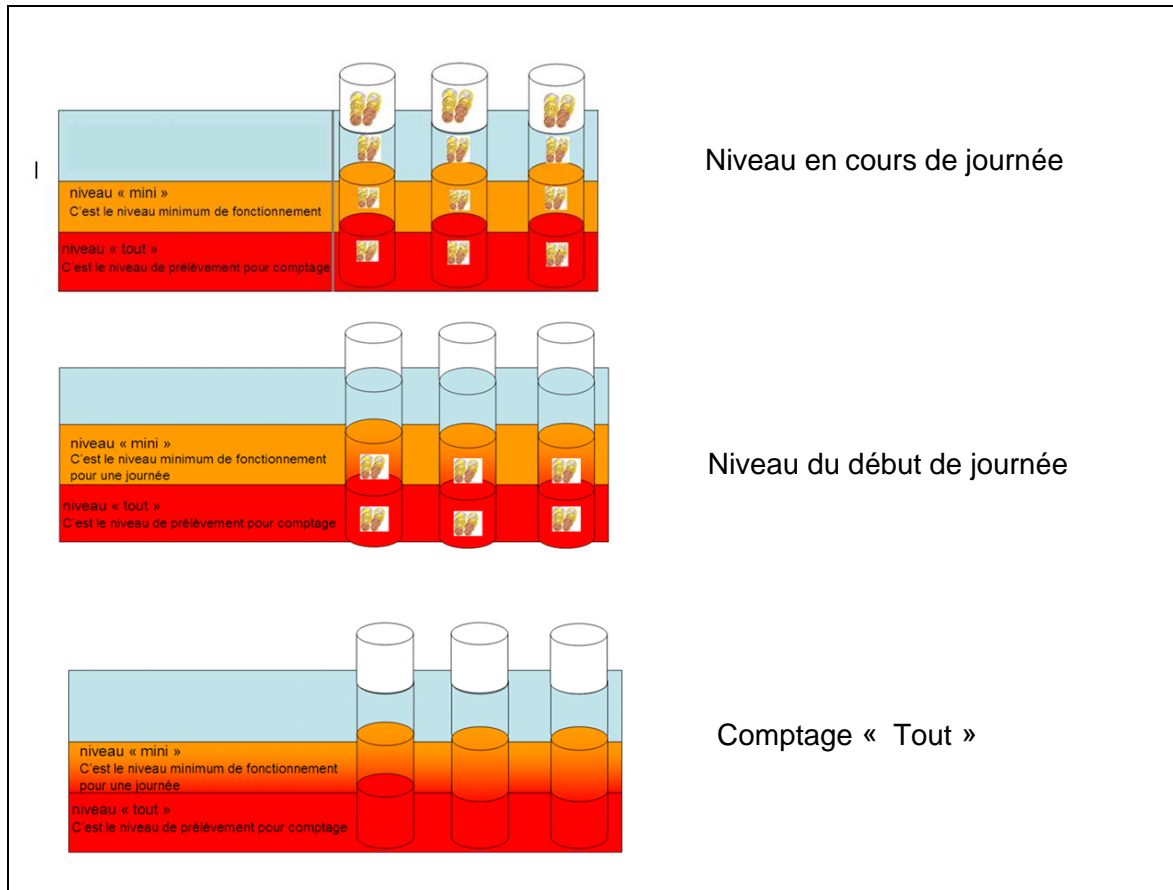
Close terminal screen:





4. Terminal cash float management

4.1. Fixed (but very simple!!) cash float

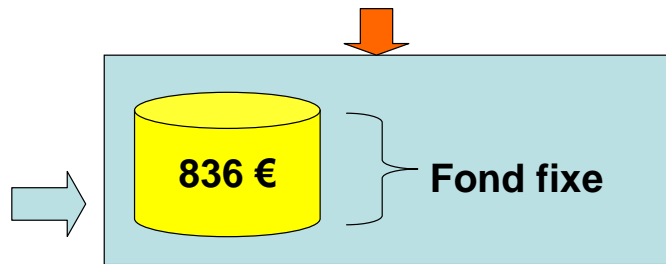
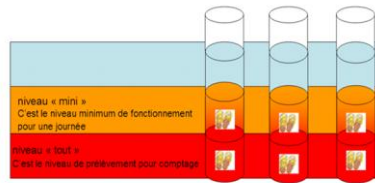




F.A.Q Comptage de la borne de paiement

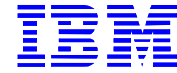
Je démarre d'un fond fixe de (exemple) 836€

Dénominations	Quantité	Montant
0,01 €	200	2,00 €
0,02 €	200	4,00 €
0,05 €	200	10,00 €
0,10 €	100	10,00 €
0,20 €	100	20,00 €
0,50 €	80	40,00 €
1,00 €	75	75,00 €
2,00 €	75	150,00 €
5,00 €	35	175,00 €
10,00 €	35	350,00 €
Total		836,00 €





Payment Station Application



Fin de Journée (impression du contenu de la borne)

Entrée dans le menu « Apport » puis sur le bouton « Quitter »

Apport

Recyclage		Prévoir apport		Cassette		
Qté	Mont.	Qté	Mont.	Qté	Mont.	
0 01 €	24	0,24	38	0,38	0	0,00
0 02 €	26	0,52	44	0,88	0	0,00
0 05 €	70	3,50			0	0,00
0 10 €	17	1,70	23	2,30	0	0,00
0 20 €	11	2,20	39	7,80	0	0,00
0 50 €	10	5,00	30	15,00	0	0,00
1 00 €	11	11,00	29	29,00	0	0,00
2 00 €	10	20,00	30	60,00	0	0,00

Recyclage		Prévoir apport		Cassette		
Qté	Mont.	Qté	Mont.	Qté	Mont.	
5 00 €	8	30,00	14	70,00	0	0,00
10 00 €	4	40,00	11	110,00	0	0,00
20 00 €	2	40,00	8	160,00	0	0,00
50 00 €					0	0,00
100 00 €						
200 00 €						
500 00 €						

Quitte

Recyclage			Cassette		
Pièces	Montant	Qté	Montant	Qté	
0 01 €	1,49 €	149	0,00 €		0
0 02 €	2,64 €	132	0,00 €		0
0 05 €	6,15 €	123	0,00 €		0
0 10 €	9,80 €	98	0,00 €		0
0 20 €	6,40 €	32	0,00 €		0
0 50 €	33,50 €	67	0,00 €		0
1 00 €	101,00 €	101	0,00 €		0
2 00 €	134,00 €	67	0,00 €		0
Billets			Montant	Qté	
5 00 €	225,00 €	45	0,00 €		0
10 00 €	370,00 €	37	0,00 €		0
20 00 €					
50 00 €					
100 00 €					
200 00 €					
500 00 €					
Montant du contenu de la borne					889,98 €

1 = Recette de la journée + fond de caisse



Fin de Journée (Transfert de l'argent dans les cassettes et Maj des niveaux)

Prélèvement

Pièces recyclage



Billets recyclage



Cassettes



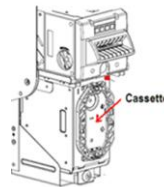
1 J'appuie sur MINI

2 J'appuie sur MINI

3 J'appuie BILLETS

4 J'appuie PIECES

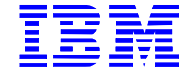
**Je récupère les cassettes de
prélèvement
PIECES ET BILLET**



Pièces



Payment Station Application



Fin de Journée (impression du contenu de la borne)

Pièces	Recyclage		Cassette	
	Montant	Qté	Montant	Qté
0,01 €	0,99 €	99	0,00 €	0
0,02 €	2,64 €	132	0,00 €	0
0,05 €	6,15 €	123	0,00 €	0
0,10 €	9,80 €	98	0,00 €	0
0,20 €	6,40 €	32	0,00 €	0
0,50 €	33,50 €	67	0,00 €	0
1,00 €	101,00 €	101	0,00 €	0
2,00 €	134,00 €	67	0,00 €	0
Billets	Montant	Qté	Montant	Qté
5,00 €	115,00 €	23	0,00 €	0
10,00 €	150,00 €	15	0,00 €	0
20,00 €				
50,00 €				
100,00 €				
200,00 €				
500,00 €				
Montant du contenu de la borne				559,48 €

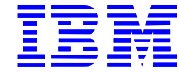
5

Fond Fixe – montant du contenu = argent à remettre

exemple
836€ - 559,48€ = 276,52€



Payment Station Application



Le matin

Borne1

- 1** Je compte physiquement cassette billets et pièces, je retire la recette
- 2** Le reste doit être égale au montant du rechargement à faire

La colonne "Apports à prévoir" donne le nombre de pièces et billets par dénomination à remettre dans la machine

Fonctions Administratives

	Recyclage		Prévoir apport		Cassette	
	Qté	Mont.	Qté	Mont.	Qté	Mont.
0.01 €	24	0,24	36	0,36	0	0,00
0.02 €	26	0,52	44	0,88	0	0,00
0.05 €	70	3,50			0	0,00
0.10 €	17	1,70	23	2,30	0	0,00
0.20 €	11	2,20	39	7,80	0	0,00
0.50 €	10	5,00	30	15,00	0	0,00
1.00 €	11	11,00	29	29,00	0	0,00
2.00 €	10	20,00	30	60,00	0	0,00

Contenu Borne

Pièces 44,16 €
Billets 110,00 €
154,16 €

Apport

Prélèvement

Quitter

Dénominations	Qté	Montant
0,01 €	200	2,00 €
0,02 €	200	4,00 €
F o n d 0,05 €	200	10,00 €
0,10 €	100	10,00 €
0,20 €	100	20,00 €
0,50 €	80	40,00 €
1,00 €	75	75,00 €
2,00 €	75	150,00 €
5,00 €	35	175,00 €
10,00 €	35	350,00 €
Total		836,00 €

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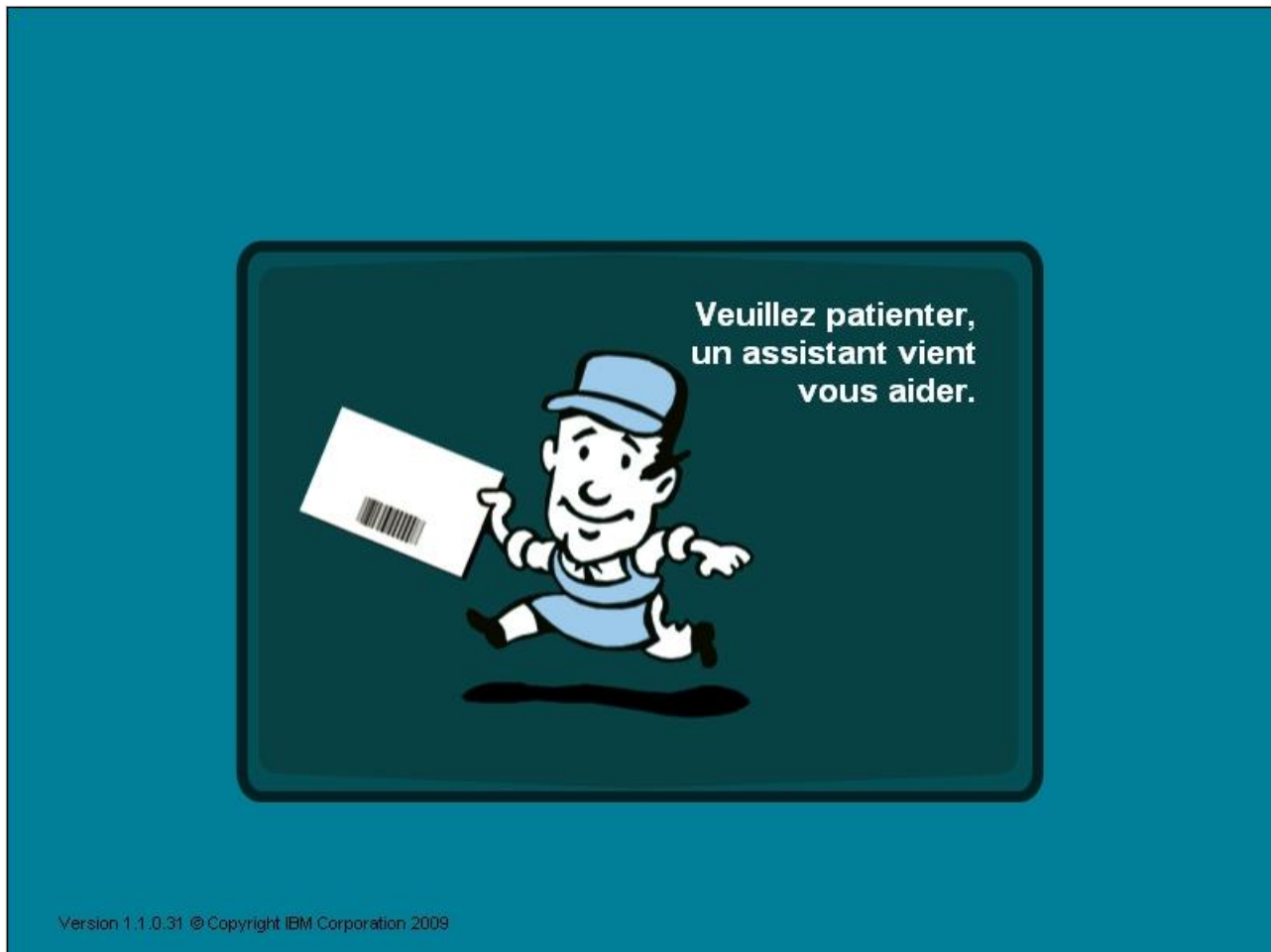


5. Payment terminal error messages

If there are problems on the terminal, the "A member of staff is coming to help you..." screen is displayed.

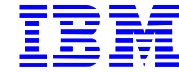
Then scan your key-card to display the error message.

"A member of staff is coming to help you..." screen:





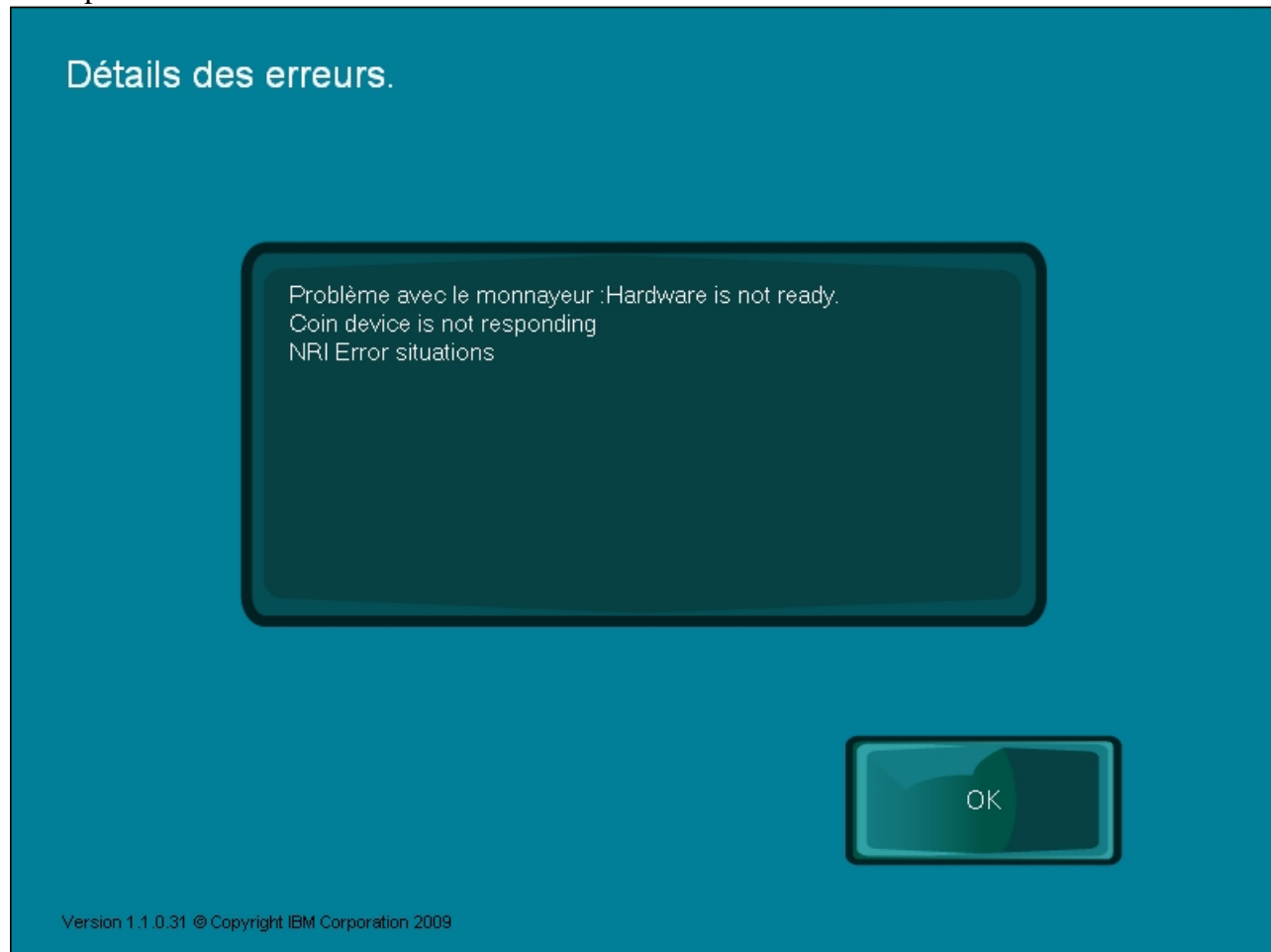
Payment Station Application



On the "Error details" screen, press <OK> to close the terminal.

"Error details" screen:

Example of transaction with error.



Example message for incomplete transaction:

The terminal is closed and the customer transaction was not completed.
The terminal may only be opened if the assistant takes this error into account.



Détails des erreurs.

Erreur ({}
Detail :
- Montant à payer : 12,70 €
- Montant payé : 3,20 €
* 1x0,20 €
* 1x0,10 €
* 1x0,10 €
* 1x0,20 €
* 1x0,10 €
* 1x0,50 €
* 1x0,50 €

Cette erreur est-elle prise en compte ?

Oui

Non

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Error messages provide the assistant with a clear explanation, these messages can be forwarded to IBM technical support.