

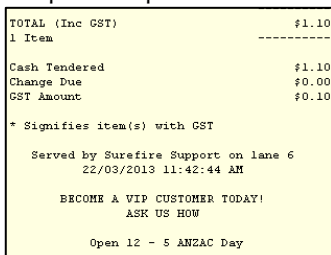
TECH-2k Page | 1 of 8

Category	Technical
Course	POS Config.
Version	1.4
Client	Generic
Software	2.18.6

Hints and Tips

- ✓ A **Surcharge amount** automatically prints if it applies to the transaction. See [TECH-2u Configure a Credit Card Surcharge Fact Sheet](#).
- ✓ **Receipt Formatting**
 - You may find it easier to create the header/footer as an image which contains all the text and images/QR codes, styled with the formatting you require.
- ✓ **Image requirements:**
 - Supports BMP, JPEG & PNG.
 - Keep file size under 10MB.
 - Use Microsoft Paint or similar to resize the image. Max width is 420px, and QR codes/artwork should be set to max 420px x 420px. If bigger than this, POS will either show just a black box, or error when trying to print the receipt 'Unable to store receipt bitmap into the printer. Bitmap is too big'.
- ✓ **Rather than add a QR Code to every Receipt**, you can use Discount Wizard to control which customers or transactions it prints for on the receipt. Refer to [PRO-3r Print a QR code on Receipt](#).

✓ **Sample Receipt:**


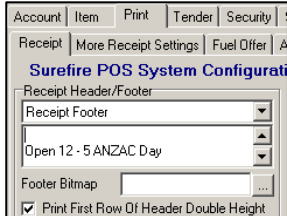


Configure POS Receipt Options

This fact sheet instructs you on how to:

- show surcharge information on the receipt.
- include store info, logo, and a QR code on the receipt.
- prompt operator to print the customer receipt.
- configure a savings message on the receipt.
- include surcharge information on the receipt.
- enable Slyp smart bank receipts.
- Save a digital copy of customer receipts for reprinting

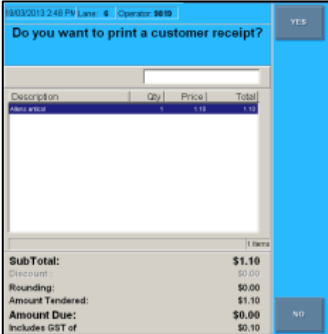
Procedure to Change Store Information on the Receipt


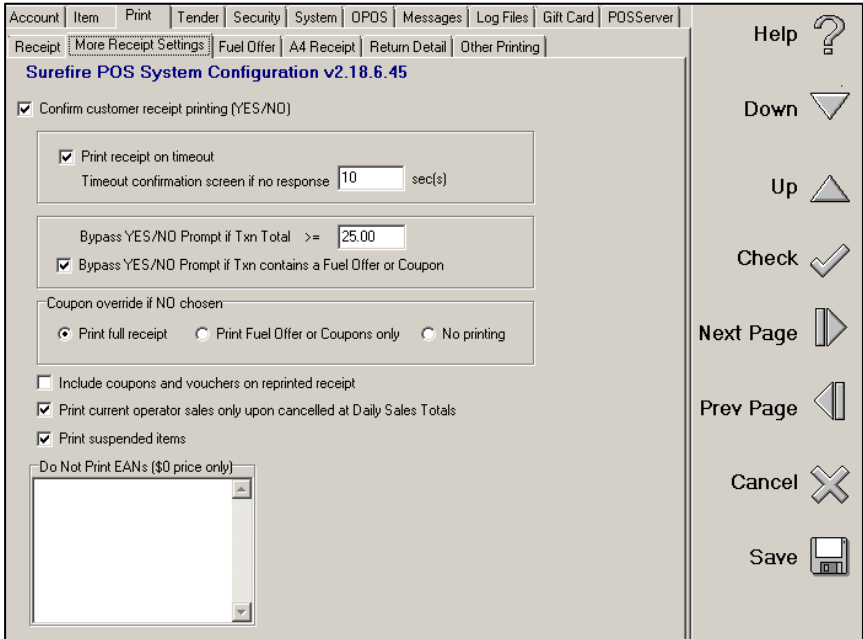

1.	From the HOS/BOS System menu, select Location Setup .	
2.	If a Head Office user, select the Location that you want to define. <i>*You'll be modifying the receipt text for all stores at and below the level that you select.*</i>	
3.	Double-click the Configure icon. <i>*If a Head Office user, click Yes to continue.*</i>	
4.	Click the Print -> Receipt tab.	
5.	Select Receipt Header or Receipt Footer .	
6.	Modify the text or type new text. <i>*Press Enter to leave a space between line. All text is centred and font type and size is fixed.*</i> <i>*Select Print First Row of Header Double Height to print the first line double sized font.*</i>	
7.	To add an image (logo, QR code etc) to the header or footer of every receipt, click ... to browse and add the Bitmap file. <i>*See Hints and Tips for image rules and QR codes.*</i>	
8.	Click Save .	
9.	Click Yes to continue.	
10.	Click OK .	
11.	Click Close to exit the Location Setup.	
12.	If you added an image at step 7, you must put the image on each POS lane. Either: <ul style="list-style-type: none"> • Connect to each POS lane and add the image file in D:\Program Files\Surefire Systems\Surefire POS\Data\Images OR • Use Media Packages to push the image to all lanes at the selected Location level (select Type: POS Image). Refer to Tech 1g Configure Media Packages. 	
13.	Restart the POS lane/s.	□

TECH-2k Page | 2 of 8

Procedure to Prompt Operator to Print the Customer Receipt

Hints and Tips

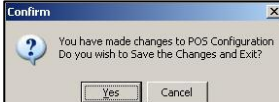
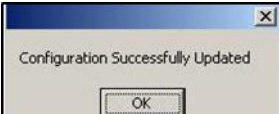
- ✓ Example operator prompt screen:
 
- ✓ If enabled, the confirm receipt options are available in training mode.
- ✓ A customer receipt will print:
 - if the POS Operator doesn't select Yes or No in the configured response time, and the **Print receipt on timeout** option is configured.
 - if **bypass if txn contains a fuel offer or (discount) coupon** option is configured, and there's one triggered for this transaction.
 - automatically without showing the 'Do you want to print a customer receipt' prompt, if the transaction includes:
 - a bank card tender
 - a finance tender
 - a loyalty voucher
 - EPay and mobile recharge vouchers
 - a layby
 - a refund
 - the total amount due is greater than a configured value.
 - if it's a reprinted receipt.
- ✓ All store copies of receipts will still always print (i.e. account sale store copy, refund store copy).

<p>1. From the HOS/BOS System menu, select Location Setup.</p>	
<p>2. If a Head Office user, select the Location that you want to define. <i>*You'll be enabling this prompt for all stores at and below the level that you select.*</i></p>	
<p>3. Double-click the Configure icon. <i>*If a Head Office user, click Yes to continue.*</i></p>	
<p>4. Click the Print -> More Receipt Settings tab.</p>	
	
<p>5. Select Confirm customer receipt printing (Yes/No). <i>*This will prompt the POS Operator after payment is complete 'Do you want to print a customer receipt' Yes No.*</i></p>	
<p>6. In the Timeout confirmation screen if no response field, enter the number of seconds POS gives the operator to confirm receipt printing; after this time POS will automatically select the default choice 'No' unless certain conditions are met. <i>*See Hints and Tips.*</i></p>	
<p>7. Optionally select Print receipt on timeout, to force a receipt to print if the operator doesn't confirm receipt printing within the configured response time.</p>	
	

TECH-2k Page | 3 of 8

Hints and Tips

✓

8.	<p>Optionally select the following if there are times you want POS to automatically print the receipt (don't prompt the 'Do you want to print a customer receipt' screen at POS):</p> <p><i>*There are other events which are hard-coded into the POS to force a receipt to print; see Hints and Tips on page 2.*</i></p> <table border="1"> <tr> <td data-bbox="590 448 798 515">To always print a receipt if:</td> <td data-bbox="798 448 1173 515">then:</td> </tr> <tr> <td data-bbox="590 515 798 761">The total owing is equal to or greater than a certain amount</td> <td data-bbox="798 515 1173 761">In Bypass Yes/No Prompt if Txn Total is => \$, enter the value to 2 decimal places i.e. 25.00. <i>*This is usually used if you have large value transactions.*</i></td> </tr> <tr> <td data-bbox="590 761 798 869">The transaction triggers a fuel offer or coupon</td> <td data-bbox="798 761 1173 869">Select Bypass Yes/No Prompt if Txn contains a Fuel offer or Coupon.</td> </tr> </table>	To always print a receipt if:	then:	The total owing is equal to or greater than a certain amount	In Bypass Yes/No Prompt if Txn Total is => \$, enter the value to 2 decimal places i.e. 25.00. <i>*This is usually used if you have large value transactions.*</i>	The transaction triggers a fuel offer or coupon	Select Bypass Yes/No Prompt if Txn contains a Fuel offer or Coupon .			
To always print a receipt if:	then:									
The total owing is equal to or greater than a certain amount	In Bypass Yes/No Prompt if Txn Total is => \$, enter the value to 2 decimal places i.e. 25.00. <i>*This is usually used if you have large value transactions.*</i>									
The transaction triggers a fuel offer or coupon	Select Bypass Yes/No Prompt if Txn contains a Fuel offer or Coupon .									
9.	<p>Select ONE of the following options within the Coupon Override if NO chosen section, to control what happens if the POS Operator selects NO to 'Do you want to print a customer receipt' but a fuel offer or coupon has been triggered for the transaction:</p> <table border="1"> <tr> <td data-bbox="590 1131 798 1164">To print:</td> <td data-bbox="798 1131 1173 1164">Then select:</td> </tr> <tr> <td data-bbox="590 1176 798 1310">the entire receipt (all items and the offers/coupons)</td> <td data-bbox="798 1176 1173 1310">Print Full Receipt</td> </tr> <tr> <td data-bbox="590 1321 798 1400">only the offers/coupons</td> <td data-bbox="798 1321 1173 1400">Print Fuel Offer or Coupons Only</td> </tr> <tr> <td data-bbox="590 1411 798 1467">Nothing</td> <td data-bbox="798 1411 1173 1467">No Printing</td> </tr> </table> <p><i>*If you have selected Bypass Yes/No Prompt if Txn contains a Fuel Offer or Coupon, then the full receipt always prints.*</i></p>	To print:	Then select:	the entire receipt (all items and the offers/coupons)	Print Full Receipt	only the offers/coupons	Print Fuel Offer or Coupons Only	Nothing	No Printing	
To print:	Then select:									
the entire receipt (all items and the offers/coupons)	Print Full Receipt									
only the offers/coupons	Print Fuel Offer or Coupons Only									
Nothing	No Printing									
10.	Click Save .									
11.	Click Yes to continue. <i>*Or click Cancel to return to the settings.*</i>									
12.	Click OK .									
13.	Click Close to exit the Location Setup.									
14.	Restart the POS lane/s.									
		□								


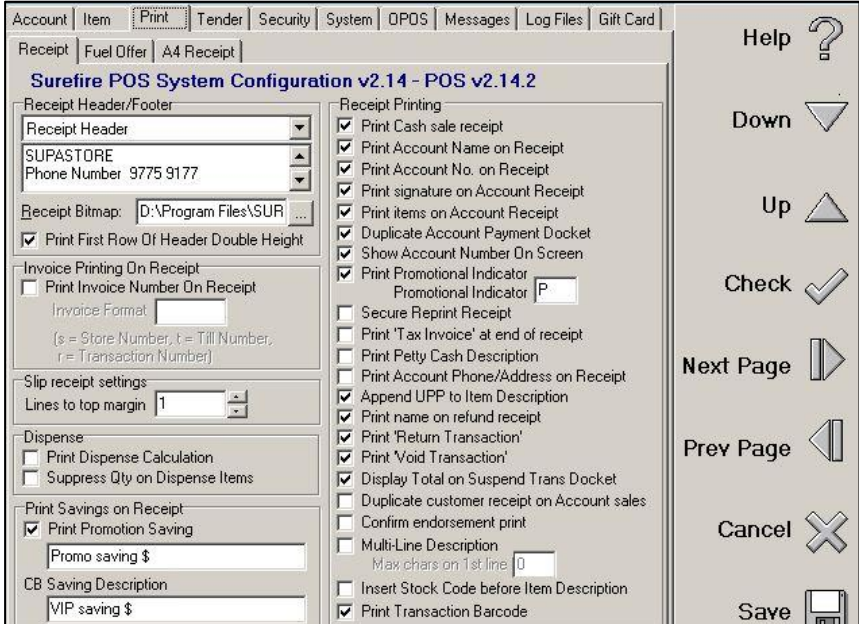
Procedure to Configure a Savings Message on the Receipt

Hints and Tips

- ✓ **Print Savings on Receipt** only displays savings from promotions created against the stock record; it doesn't include price overrides, manual discounts at POS, markdowns, or automatic discounts.
 - The message/s won't print for an item if it receives other pricing instead of the promotion; e.g. a price override, manual discount at POS, markdown, or an automatic item discount.
 - **Important!** The text you enter in **CB Savings Description** only prints if your business uses prefixed cards configured and linked to one of the price levels (2/34) in SUREfire; the name of the price level doesn't matter, POS just needs to see a price level linked (only adding the price level against an AR account won't trigger the message). Refer to the [TECH-2d Configure Customer Cards Fact Sheet](#).

Sample Receipt:

Description	Total \$
PUMP HOUSE WATER	14.00
VIP saving \$5.00	
*ALLENS ANTICOL	
3 @ \$1.10	3.30
* #1 HB 3 FOR \$2.50	-0.80
P C/CIRCLE ORANGE PULP FREE JCE	3.99
Promo saving \$1.01	
COTTAGE CAKES CARROT	3.30
SubTotal	\$23.79
Rounding	\$0.01
TOTAL (Inc GST)	\$23.80
6 Items	
LOYALTY Card 100987	
Money Tendered	\$23.80
Change Due	\$0.00
GST Amount	\$0.23
* Signifies item(s) with GST	
SUPASTORE have saved you	\$6.81
Served by Surefire Support on lane 2	

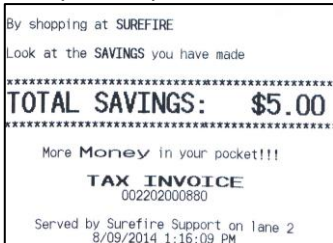
1.	From the HOS/BOS System menu, select Location Setup .	
2.	If a Head Office user, select the Location that you want to define. <i>*You'll be defining the receipt text for all stores at and below the level that you select.*</i>	
3.	Double-click the Configure icon. <i>*If a Head Office user, click Yes to continue.*</i>	
4.	Click the Print ->Receipt tab.	
5.	In the Print Savings on Receipt section, complete the following steps if you want promotion saving amounts to display underneath the products on the receipt: <ol style="list-style-type: none"> a. Select the Print Promotion Saving check box. b. Type the text to display for normal promotions. c. In CB Saving Description, type the text to display for loyalty price level promotion's (if used). <i>*See Hints and Tips.*</i>	

TECH-2k Page | 5 of 7

Hints and Tips

✓ The Loyalty Saving option will print all savings, it's not limited to a loyalty card. The options that you select determines the total saving that's printed:

- **Add other configured discounts:** includes savings resulting from discounts (e.g. multi-buys), but only if the discounts have the **Show a total Dollar Saving on the Docket** check box selected in the Discount Wizard.
- **Add promotions:** includes savings from hosted or in-store promotions. Excludes manual discounts by the operator at POS or scanned in a markdown sticker.
- **Exclude prepack items:** exclude savings on [02...] barcodes on promotion e.g. ham p/kg from the deli.
- **Sample receipt:**



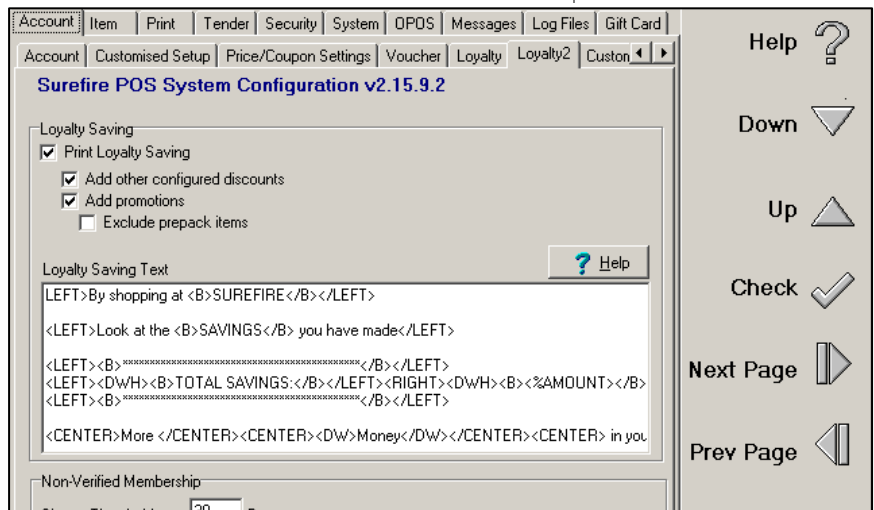
✓ You must use <> </> tags to format all text i.e. bold, double height, alignment. The **Help** contains a list of available tags.

✓ Once you enable a total saved message, only transaction level discounts will display the amount saved underneath the sub-total.

Description	Total \$
*ESKY CARRY BAG	4.99
*ALLENS ANTICOL	1.10
* % OFF ITEM	-0.55
SubTotal	\$5.54
VIP TXN DISCOUNT	
\$5.54 @ 10%	-\$0.55
Rounding	\$0.01
TOTAL (Inc GST)	\$5.00
2 Items	
VIP Card	C80010001

✓ The configuration is applied to the registers when **File Transfer** next runs and the operator logs off/on; if made at Head Office, this occurs after **HOS Export/Import** runs.

6. Click the **Account -> Loyalty 2** tab.



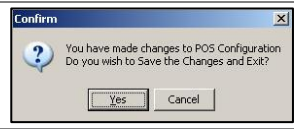
7. In the Loyalty Saving section, complete the following steps if you want a total saved message to print at the end of the receipt:

- Select the **Print Loyalty Saving** check box, to enable this function.
- Select the savings that you want to use in the calculation: **Add other configured discounts, Add promotions** and/or **Exclude pre-pack items**.
- Type the **Loyalty Saving Text** to print on the receipt; click **Help** for sample text and tags to format and layout the text.

See Hints and Tips.

8. Click **Save**.

9. Click **Yes** to continue.
*Or click **Cancel** to return to the settings.*



10. Click **OK**.



11. Click **Close** to exit the Location Setup.

12. Restart the POS lane



Hints and Tips

- ✓ Surefire is a Slyp enabled retailer. All transactions are sent to Slyp, and the receipt is linked to the customer's banking app if they paid using a linked bank card.
 - Enable the SMS option to offer all your customers a digital receipt (sent via an SMS link), even if they paid by cash or don't have the Slyp linked to their bank card.

- ✓ Example operator prompt screen: Slyp only enabled, with 'Send SMS Active' option:




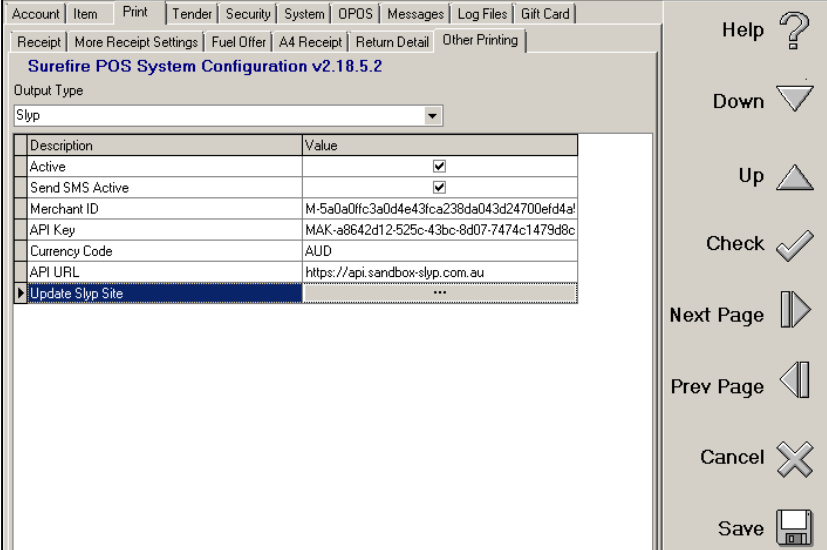
Slyp 'SMS' AND optional receipt prompt enabled:



- ✓ If Slyp receipt options are enabled, they are available in training mode. However, no transaction data is sent to Slyp.

Procedure to Configure Slyp Digital Receipts

A Smart receipt automatically delivers and stores the customer receipt in their banking app.

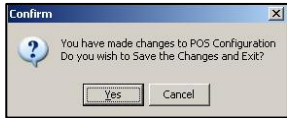

1.	Contact Slyp to create your account. Go to https://www.slyp.com.au/for-business	
2.	From the HOS/BOS System menu, select Location Setup .	
3.	If a Head Office user, select the Location that you want to define. <i>*You'll be defining the receipt text for all stores at and below the level that you select.*</i>	
4.	Double-click the Configure icon. <i>*If a Head Office user, click Yes to continue.*</i>	
5.	Click the Print Other Printing tab.	
6.	From the Output Type list, select Slyp .	
7.	Select the Active checkbox to enable Slyp. <i>*Every POS sale and refund will automatically be sent to Slyp; the customer receipt prints as usual.*</i> <i>*Selecting the check box will create the store in the Slyp database, and also set it to open. You'll need to update your Store details at step 5.)</i> <i>*Unselecting the check box will close the store in Slyp.*</i>	
8.	Optionally Select the Send SMS Active checkbox if you want POS to prompt for the customer's mobile number ('SMS'). <i>*This sends them an SMS link to their receipt, even if they don't have a Slyp account with their bank.*</i> <i>*The customers mobile number will be included when the transaction is sent to Slyp.*</i> <i>*A paper receipt will still print after the Slyp receipt is sent.*</i>	



TECH-2k Page | 7 of 8

Hints and Tips

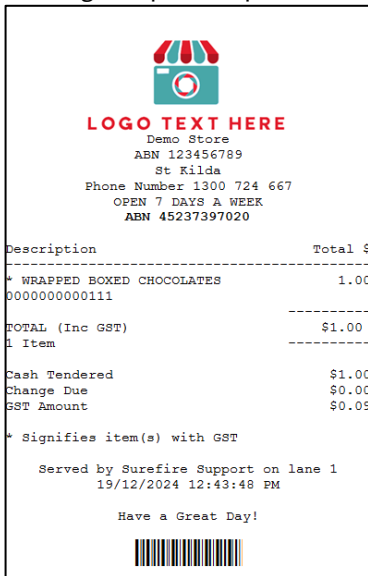
- ✓ POS can be set up to offer both optional paper receipt printing AND Slyp printing.
 - If you only enable Slyp, then a paper receipt will still automatically print after every POS transaction is sent to Slyp.
 - To truly reduce paper receipts in your business, you should enable optional receipt printing and Slyp printing, and enable the **Send SMS Active** check box. This will give every customer the option for a smart receipt. All the rules enabled for optional receipts will apply, such as the bypass rules to auto-print a paper receipt, if a paper receipt will still print when there is a coupon, and the timeout limit on the blue 'Do you want to print a receipt screen?

9.	In Currency Code , type the currency to use on receipts i.e. in Australia it is [AUD].	
10.	Enter the Merchant ID, API Key, and API URL . <i>*These values are all issued by Slyp.*</i>	
11.	In Update Slyp Site , select [...] to push the latest Slyp config settings to the Slyp website.	
12.	Click the Print More Receipt Settings tab.	
13.	Optionally complete the Procedure to Prompt Operator to Print the Customer Receipt on page 2. <i>*Enabling Optional receipt printing alongside Slyp will give the option at POS of:</i> - printing a paper receipt - delivering a Smart receipt - printing a receipt and delivering a smart receipt - No receipt. <i>All the rules enabled for optional receipts will apply, such as the bypass rules to auto-print a paper receipt, if a receipt will print when there is a coupon, and the timeout limit.*</i> <i>*Make sure you have set the options to ensure a paper receipt will always print if there is a fuel or discount coupon in the sale; otherwise the customer will miss out on their coupon when a smart 'sms' receipt is chosen.*</i>	
1.	Click Save .	
2.	Click Yes to continue. <i>*Or click Cancel to return to the settings.*</i>	
3.	Click OK .	
4.	Click Close to exit the Location Setup.	
5.	Go to https://my.slyp.com.au/ to complete the receipt set-up for your store. <i>*You can confirm your Store's address, contact details, and upload a logo.*</i> <i>*Contact Slyp if you need your sign-in credentials.*</i>	
6.	Restart the POS lane/s.	
		<input type="checkbox"/>

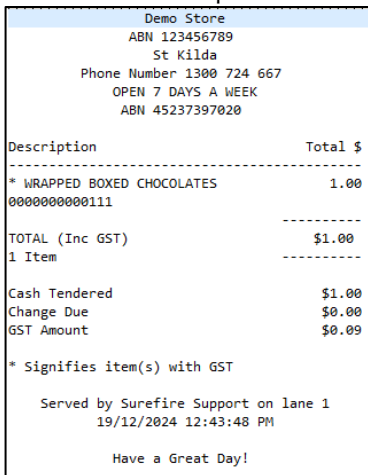
Hints and Tips

- ✓ An electronic receipt can be provided if the customer loses their original receipt, and knows the purchase date.
 - Fuel offers/coupons, and store copies of receipts do not get saved.
- ✓ If the **Directory** is left blank, receipts get saved to D:\Program Files\Surefire Systems\Surefire POS\Data\ReceiptOutput.
- ✓ We recommend you select **Append Date to Directory**, to make it easier to locate a receipt. A folder gets created for each year, with sub-folders for month and day. Each file has a creation time stamp.

✓ Image-output receipt:



✓ Text based receipt:



Procedure to Save a Digital Copy of Customer Receipts

1.	From the HOS/BOS System menu, select Location Setup .							
2.	If a Head Office user, select the Location that you want to define. <i>*You'll be defining the receipt text for all stores at and below the level that you select.*</i>							
3.	Double-click the Configure icon. <i>*If a Head Office user, click Yes to continue.*</i>							
4.	Click the Print -> Other Printing tab.							
5.	<p>Select the required save option/s to enable:</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>To save:</th> <th>Then:</th> </tr> </thead> <tbody> <tr> <td>receipts that look the same as usual (includes your Header logo footer barcode)</td> <td>Select Output Type option: Image. In Transactions To Save, select to save All, or Customer Card Only. Optionally edit the file location defaults. In Days to Keep, select how many days that receipts get stored before being purged.</td> </tr> <tr> <td>receipts that just show as text</td> <td>Select Output Type option: Image. In Transactions To Save, select to save All, or Customer Card Only. Optionally edit the file location defaults. In Days to Keep, select how many days that receipts get stored before being purged.</td> </tr> </tbody> </table> <p><i>*Customer Card Only will only save those transactions that have a prefixed barcoded customer card scanned at POS.*</i></p>	To save:	Then:	receipts that look the same as usual (includes your Header logo footer barcode)	Select Output Type option: Image . In Transactions To Save , select to save All , or Customer Card Only . Optionally edit the file location defaults. In Days to Keep , select how many days that receipts get stored before being purged.	receipts that just show as text	Select Output Type option: Image . In Transactions To Save , select to save All , or Customer Card Only . Optionally edit the file location defaults. In Days to Keep , select how many days that receipts get stored before being purged.	
To save:	Then:							
receipts that look the same as usual (includes your Header logo footer barcode)	Select Output Type option: Image . In Transactions To Save , select to save All , or Customer Card Only . Optionally edit the file location defaults. In Days to Keep , select how many days that receipts get stored before being purged.							
receipts that just show as text	Select Output Type option: Image . In Transactions To Save , select to save All , or Customer Card Only . Optionally edit the file location defaults. In Days to Keep , select how many days that receipts get stored before being purged.							
15.	Click Save .							
16.	Click Yes to continue. <i>*Or click Cancel to return to the settings.*</i>							
17.	Click OK .							
18.	Click Close to exit the Location Setup.							
19.	Restart the POS lane/s.	☐						