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 <u>TECH-2u Configure a</u> <u>Credit Card Surcharge Fact</u> <u>Sheet.</u>

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 <u>PRO-3r</u> Print a QR code on Receipt.

✓ Sample Receipt:

TOTAL (Inc GST) 1 Item	\$1.10
Cash Tendered	\$1.10
Change Due	\$0.00
GST Amount	\$0.10
* Signifies item(s) with GST Served by Surefire Support on lane 22/03/2013 11:42:44 AM DECOME & ULD CUCTOME TODAY.	6
BECOME A VIP CUSTOMER TODAY! ASK US HOW	
Open 12 - 5 ANZAC Day	

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

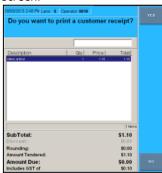
Procedure to Change Store Information on the Receipt

1.	From the HOS/BOS System menu, select Location Setup.	
2.	If a Head Office user, select the Location that you want to define.	Location Stup Location (1) Store Location (1) Store Societary Location (1) Store Description SUPER STORE
	You'll be modifying the receipt text for all stores at and below the level that you select.	Configure Store Details
3.	Double-click the Configure icon.	
	If a Head Office user, click Yes to continue.	
4.	Click the Print -> Receipt tab.	
5.	Select Receipt Header or Receipt Footer.	
6.	Modify the text or type new text.	Account Item Print Tender Security
	Press Enter to leave a space between line. All text is centred and font type and size is fixed.	Receipt More Receipt Settings Fuel Offer A Surefire POS System Configurati Receipt Header/Footer
	Select Print First Row of Header Double Height to print the first line double sized font.	Open 12 - 5 ANZAC Day
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.	Print First Row Of Header Double Height
	See Hints and Tips for image rules and QR codes.	
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:	
	 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 <u>Tech</u> 1 <u>g Configure Media Packages.</u>	
12	Restart the POS lane/s.	
13.		

TECH-2k Page| 2 of 8

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).

Procedure to Prompt Operator to Print the Customer Receipt

	1	
1.	From the HOS/BOS System menu, select Location Setup.	
2.	If a Head Office user, select the Location that you want to define.	Locations (1) Store S
	You'll be enabling this prompt for all stores at and below the level that you select.	Configure Store Details
3.	Double-click the Configure icon.	
-	*If a Head Office user, click Yes to continue.*	
4.	Click the Print -> More Receipt Settings tab.	
	Account Item Print Tender Security System OPOS Messages Log Files Gitt Card Pri Receipt More Receipt Settings Fuel Offer A4 Receipt Return Detail Other Printing Surefire POS System Configuration v2.18.6.45 Image: Confirm customer receipt printing (YES/N0) Image: Print receipt on timeout Timeout confirmation screen if no response 10 sec(s) Image: Bypass YES/N0 Prompt if Txn Total >= 25.00 Image: Bypass YES/N0 Prompt if Txn Total >= 25.00 Image: Bypass YES/N0 Prompt if Txn Contains a Fuel Offer or Coupon Coupon override if N0 chosen No print full receipt Image: Print full receipt C Print Fuel Offer or Coupons only No printing Image: Include coupons and vouchers on reprinted receipt Print current operator sales only upon cancelled at Daily Sales Totals Print suspended items Do Not Print EANs (\$0 price only) Image: Print EANs (\$0 price only) Image: Print EANs (\$0 price only)	Help 2 Down Up Check Next Page Prev Page Cancel Save
5.	Select Confirm customer receipt printing (Yes/No).	
	*This will prompt the POS Operator after payment	
	is complete 'Do you want to print a customer receipt' Yes No.*	
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.	
	See Hints and Tips.	
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.	
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	L. L	

TECH-2k Page 3 of 8	8.	Optionally select the following if there are times you want POS to automatically print	
Hints and Tips		the receipt (don't prompt the 'Do you want to print a customer receipt' screen at POS):	
√		*There are other events which are hard-coded into the POS to force a receipt to print; see Hints and Tips on page 2.*	
		To always print then: a receipt if:	
		The total owing is equal to or greater than a certain amountIn Bypass Yes/No Prompt if Txn Total is => \$, enter the value to 2 decimal places i.e. 25.00.*This is usually used if you have large value transactions.*	
		The transactionSelect Bypass Yes/Notriggers a fuelPrompt if Txn contains aoffer or couponFuel offer or Coupon.	
	9.	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:	
		To print: Then select:	
		the entire Print Full Receipt receipt (all items and the offers/coupons)	
		only the Print Fuel Offer or Coupons offers/coupons Only	
		Nothing No Printing	
		If you have selected Bypass Yes/No Prompt if Txn contains a Fuel Offer or Coupon, then the full receipt always prints.	
	10.	Click Save.	
	11.	Click Yes to continue. *Or click Cancel to return to the settings.*	Confirm XI You have made changes to POS Configuration Do you wish to Save the Changes and Exit? Yes Cancel
	12.	Click OK.	Configuration Successfully Updated
	13.	Click Close to exit the Location Setup.	
	14.	Restart the POS lane/s.	

TECH-2k Page 4 of 8

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 <u>TECH-2d Configure</u> <u>Customer Cards Fact Sheet.</u>

Sample Receipt:

Description	Total \$
PUMP HOUSE WATER	14.00
VIP saving \$5.00	14.00
*ALLENS ANTICOL	
3 6 \$1.10	3.30
* #1 MB 3 FOR \$2.50	-0.80
P G/CIRCLE ORANGE PULP FREE JCE	
Promo saving \$1.01	
COTTAGE CAKES CARROT	3.30
SubTotal	\$23.79
Rounding	\$0.01
TOTAL (Inc GST)	\$23.80
6 Items	
LOYALTY Card 1009	987
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	lana 2

Procedure to Configure a Savings Message on the Receipt

1.	From the HOS/BOS System Location Setup.	n menu, select	
2.	If a Head Office user, select that you want to define. *You'll be defining the receipt and below the level that you s	: text for all stores at elect.*	Store
3.	Double-click the Configure *If a Head Office user, click Ye		
4.	Click the Print -> Receipt ta		
	- 	System OPOS Messages Log File	Help 2 Down Down Up Up Check Next Page Prev Page Cancel Cancel Concel Concel Concel Concel Concel Concel Check
5.	 In the Print Savings on Recomplete the following stepromotion saving amount underneath the products of a. Select the Print Promotion box. b. Type the text to display for promotions. c. In CB Saving Description display for loyalty price loused). *See Hints and Tips.* 	eps if you want s to display on the receipt: on Saving check for normal , type the text to	
			Ŕ
		I	

6. Click the Account -> Loyalty 2 tab. Account Item Print Tender Security System OPOS Messages Log Files Gift Card Help Account Customised Setup Price/Coupon Settings Voucher Loyalty Loyalty2 Custon Surefire POS System Configuration v2.15.9.2 Down Loyalty Saving 🔽 Print Loyalty Saving The Loyalty Saving option will Add other configured discounts Add promotions 🔲 Exclude prepack items 7 <u>H</u>elp Lovalty Saving Text Check LEFT>By shopping at SUREFIRE</LEFT> <LEFT>Look at the SAVINGS you have made</LEFT> Add other configured Next Page <LEFT>* *</LEFT> <CENTER>More </CENTER><CENTER><DW>Monev</DW></CENTER><CENTER> in vou Prev Page Non-Verified Membership In the Loyalty Saving section, complete the 7. following steps if you want a total saved • Add promotions: includes message to print at the end of the receipt: Select the Print Loyalty Saving check box, to a. enable this function. Select the savings that you want to use in b. the calculation: Add other configured discounts, Add promotions and/or Exclude pre-pack items. Type the Loyalty Saving Text to print on the с. receipt; click Help for sample text and tags Sample receipt: to format and layout the text. *See Hints and Tips.* 8. Click Save. 9. Click **Yes** to continue. You have made changes to POS Configuration Do you wish to Save the Changes and Exit? More Money in your pocket !!! *Or click Cancel to return to the settings.* TAX INVOICE 002202000880 Yes Cancel Served by Surefire Support on lane 2 8/09/2014 1:16:09 PM Click OK. X 10. Configuration Successfully Updated OK Click **Close** to exit the Location Setup. 11. Restart the POS lane 12.

TECH-2k Page 5 of 7

Hints and Tips

- \checkmark print all savings, it's not limited to a loyalty card. The options that you select determines the total saving that's printed:
 - 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.
 - savings from hosted or instore 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.

By shopping at SUREFIRE _ook at the SAVINGS you have made TOTAL SAVINGS: \$5.00

- 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 TEN 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.

TECH-2k Page| 6 of 8

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:

Send Receipt Via SMS		744	¥1000 F3				100.077
Enter Mobile Phone Number:			MINI		•••	** \1108	
			APPS HE		561	188 105	*******
			7	8	3	9	
			4	5	5	6	NACK SPRCE
			1	2	2	3	
BubTosal:	\$11.00		()		00	0070
Rounding: Amount Terdenet: Amount Due:	\$8.00 \$11.00 \$0.00	**	•			•	

Slyp 'SMS' AND optional receipt prompt enabled:

Do you want to print a customer rece	ipt?	765	10801	.		1100.000
Description Gty Price Westered Devel (Inscription 1 10)	Total 1.00		***	Ţ	00 758 V3 50 8	A1 (76)317
			A			1111000
		1911				
SubTotal:	1 terms					1979
Rounding: Ansunt Tendered: Amount Dusc	\$0.00 \$1.00	80	•	Т	•	
Send Receipt Via SMS	#	SHIS Only	V00 T		1617	
Enter Mablie Phone Number:			-	T		
			<i>67</i> 95 H		H C193 PCD	
		Receipt and SMS	7	8	9	C1.68
			4	5	6	Maxim
			1	2	3	
Sub Total:			()	00	1910
SubTotal: Discount :	\$1.00					

 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.

the	ir 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. *You'll be defining the receipt text for all stores at and below the level that you select.*	S/Location Set	up [1] Store 5592 Description SUPER STORE Configure Store Details	
4.	Double-click the Configure icon.			_
	If a Head Office user, click Yes to continue.			
5.	Click the Print Other Printing tab.			
	Account Item Print Tender Security System DPOS Messages Log Files Gift Card	Ú.,		
	Receipt More Receipt Settings Fuel Offer A4 Receipt Return Detail Other Printing		Help 💡	
	Surefire POS System Configuration v2.18.5.2 Dutput Type Styp		Down 💛	
	Description Value Active Image: Constraint of the state	-	Up 🛆	
	API Key MAK-a8642d12-525c-43bc-8d07-7474c1479d8 Currency Code AUD API URL https://api.sandbox.styp.com.au		Check 🔗	
	► Update Styp Site ····		Next Page	
			Prev Page 🗐	
			Cancel 💥	
			Save 📄	
6.	From the Output Type list, select Slyp .			
7.	Select the Active checkbox to enable Slyp.			
	*Every POS sale and refund will automatically be			
	sent to Slyp; the customer receipt prints as usual.*			
	*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.)			
	Unselecting the check box will close the store in Slyp.			
8.	Optionally Select the Send SMS Active checkbox if you want POS to prompt for the customer's mobile number ('SMS').			
	This sends them an SMS link to their receipt, even if they don't have a Slyp account with their bank. *The customers mobile number will be included when the transaction is sent to Slyp.*			
	A paper receipt will still print after the Slyp receipt is sent.			
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TECH-2k Page 7 of 8	9.	In Currency Code , type the currency to use on receipts i.e. in Australia it is [AUD].	
Hints and Tips	10	Enter the Merchant ID, API Key, and API URL.	
✓ POS can be set up to offer		*These values are all issued by Slyp.*	
both optional paper receipt printing AND Slyp printing. • If you only enable Slyp, then	11.	In Update Slyp Site , select [] to push the latest Slyp config settings to the Slyp website.	
automatically print after	12.	Click the Print More Receipt Settings tab.	
 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 	13.	Optionally complete the Procedure to Prompt Operator to Print the Customer Receipt on page 2. *Enabling Optional receipt printing alongside Slyp will give the option at POS of: - printing a paper receipt - delivering a Smart receipt - printing a receipt and delivering a smart receipt - No receipt. 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.* *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.*	
	1.	Click Save.	
	2.	Click Yes to continue. *Or click Cancel to return to the settings.*	Confirm 2 You have made changes to POS Configuration Do you wish to Save the Changes and Exit?
	3.	Click OK.	Configuration Successfully Updated
	4.	Click Close to exit the Location Setup.	
	5.	Go to <u>https://my.slyp.com.au/</u> to complete the receipt set-up for your store.	
		You can confirm your Store's address, contact details, and upload a logo.	
		Contact Slyp if you need your sign-in credentials.	
	6.	Restart the POS lane/s.	

TECH-2k Page 8 of 8

Hints and Tips

- \checkmark 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: \checkmark 0 LOGO TEXT HERE Demo Store ABN 123456789 St Kilda Phone Number 1300 724 667 OPEN 7 DAYS A WEEK ABN 45237397020 escription Total * WRAPPED BOXED CHOCOLATES 0000000000111 1.00 FOTAL (Inc GST) 1 Item \$1.00 Cash Tendered Change Due GST Amount \$1.00 \$0.00 \$0.09 Signifies item(s) with GST Served by Surefire Support on lane 1 19/12/2024 12:43:48 PM Have a Great Day!

Text based receipt:

Demo Store			
ABN 123456789			
St Kilda			
Phone Number 1300 724 667 OPEN 7 DAYS A WEEK			
Description	Total \$		
* WRAPPED BOXED CHOCOLATES 0000000000111	1.00		
TOTAL (Inc GST)	\$1.00		
1 Item			
Cash Tendered	\$1.00		
Change Due	\$0.00		
GST Amount	\$0.09		
* Signifies item(s) with GST			
Served by Surefire Support on 1 19/12/2024 12:43:48 PM	lane 1		
Have a Great Day!			

Procedure to Save a Digital Copy of Customer Receipts

1.	From the HOS/BC Location Setup.)S System menu, select		
2.	If a Head Office u that you want to	Store Coations (1) B		
	*You'll be defining t and below the level	Configure Store Details		
3.	Double-click the (
	*If a Head Office us			
4.	Click the Print -> 0			
	Account Item Print Tende Receipt More Receipt Settings Surefire POS System O	Help		
	Output Type		Down 🗸	
	Image			
	Description	⊽ Value	• Up 📐	
	Transactions To Save File Name Format	< <receiptid>></receiptid>	•	
	Directory Days to Keep	D:\Program files\Surefire Systems\Surefire F 30	Check	
	Append Date to Output Director	y V		
5.	Select the require	d save option/s to enable:		
	To save:	Then:		
	receipts that look the same	Select Output Type option: Image.		
	as usual In Transactions To Save ,			
	(includes your	select to save All, or		
	Header logo footer barcode)	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	Select Output Type option: Image.		
	text	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.		
	* Customer Card Only will only save those transactions that have a prefixed barcoded			
	customer card scan			
15.	Click Save.			
16.	Click Yes to continue.			
	Or click Cancel to return to the settings.			
17.	Click OK.			
18.	Click Close to exit the Location Setup.			
19.	Restart the POS lane/s.			
-				