![Sam4s logo]

Sam4POS
Operator Manual

SAP-6600/4800II

CRS, Inc.
Limited Warranty and Disclaimers of Warranty

Precaution Statements

Follow these safety, servicing and ESD precautions to prevent damage and to protect against potential hazards such as electrical shock.

1-1 Safety Precautions

1. Be sure that all built-in protective devices are replaced. Restore any missing protective shields.
2. When reinstalling the chassis and its assemblies, be sure to restore all protective devices, including nonmetallic control knobs and compartment covers.
3. Make sure there are no cabinet openings through which people - particularly children - might insert fingers and contact dangerous voltages.
   Such openings include excessively wide cabinet ventilation slots and improperly fitted covers and drawers.
4. Design Alteration Warning:
   Never alter or add to the mechanical or electrical design of the SAM4POS. Unauthorized alterations might create a safety hazard. Also, any design changes or additions will void the manufacturer's warranty.
5. Components, parts and wiring that appear to have overheated or that are otherwise damaged should be replaced with parts that meet the original specifications. Always determine the cause of damage or over- heating, and correct any potential hazards.

6. Observe the original lead dress, especially near the following areas : sharp edges, and especially the AC and high voltage supplies. Always inspect for pinched, out-of-place, or frayed wiring. Do not change the spacing between components and the printed circuit board. Check the AC power cord for damage. Make sure that leads and components do not touch thermally hot parts.
7. Product Safety Notice:
   Some electrical and mechanical parts have special safety-related characteristics which might not be obvious from visual inspection. These safety features and the protection they give might be lost if the replacement component differs from the original - even if the replacement is rated for higher voltage, wattage, etc.
   Components that are critical for safety are indicated in the circuit diagram by shading, (⚠) or (⚠). Use replacement components that have the same ratings, especially for flame resistance and dielectric strength specifications. A replacement part that does not have the same safety characteristics as the original might create shock, fire or other hazards.

CAUTION	**ATTENTION**

CAUTION

Danger of explosion if battery is incorrectly replaced.
Replace only with the same or equivalent type recommend by the manufacturer.
Dispose used batteries according to the manufacturer's instructions.

ATTENTION

ll y a danger d'explosion s'il y a remplacement incorrect de la batterie.
Remplacer uniquement avec une batterie du même type ou d'un type équivalent recommandé par le constructeur.
Mettre au rebut les batteries usagées conformément aux instructions du fabricant.

SAFETY NOTICE: "For pluggable equipment, the socket−outlet shall be installed near the equipment and shall be easily accessible.

1-2   Servicing Precautions

WARNING: First read the-Safety Precautions-section of this manual. If some unforeseen circumstance creates a conflict between the servicing and safety precautions, always follow the safety precautions.

WARNING: An electrolytic capacitor installed with the wrong polarity might explode.

1. Servicing precautions are printed on the cabinet. Follow them.
2. Always unplug the units AC power cord from the AC power source before attempting to: (a) Remove or reinstall any component or assembly (b) Disconnect an electrical plug or connector   (c) Connect a test component in parallel with an   electrolytic capacitor
3. Some components are raised above the printed circuit board for safety. An insulation tube or tape is sometimes used. The internal wiring is sometimes clamped to prevent contact with thermally hot components. Reinstall all such elements to their original position.
4. After servicing, always check that the screws, components and wiring have been correctly reinstalled. Make sure that the portion around the serviced part has not been damaged.

5. Check the insulation between the blades of the AC plug and accessible conductive parts (examples : metal panels and input terminals).
6. Insulation Checking Procedure:
   Disconnect the power cord from the AC source and turn the power switch ON. Connect an insulation resistance meter (500V) to the blades of AC plug.
   The insulation resistance between each blade of the AC plug and accessible conductive parts (see above) should be greater than 1 megaohm.
7. Never defeat any of the B+ voltage interlocks. Do not apply AC power to the unit (or any of its assemblies) unless all solid-state heat sinks are correctly installed.
8. Always connect an instrument's ground lead to the instrument chassis ground before connecting the positive lead ; always remove the instrument's ground lead last.

Precautions for Electrostatically Sensitive Devices (ESDs)

1. Some semiconductor (solid state) devices are easily damaged by static electricity. Such components are called Electrostatically Sensitive Devices (ESDs); examples include integrated circuits and some field-effect transistors. The following techniques will reduce the occurrence of component damage caused by static electricity.
2. Immediately before handling any semiconductor components or assemblies, drain the electrostatic charge from your body by touching a known earth ground. Alternatively, wear a discharging wrist-strap device. (Be sure to remove it prior to applying power - this is an electric shock precaution.)
3. After removing an ESD-equipped assembly, place it on a conductive surface such as aluminum foil to prevent accumulation of electrostatic charge.
4. Do not use freon-propelled chemicals. These can generate electrical charges that damage ESDs.

5. Use only a grounded-tip soldering iron when soldering or unsoldering ESDs.
6. Use only an anti-static solder removal device. Many solder removal devices are not rated as anti-static; these can accumulate sufficient electrical charge to damage ESDs.
7. Do not remove a replacement ESD from its protective package until you are ready to install it. Most replacement ESDs are packaged with leads that are electrically shorted together by conductive foam, aluminum foil or other conductive materials.
8. Immediately before removing the protective material from the leads of a replacement ESD, touch the protective material to the chassis or circuit assembly into which the device will be installed.
9. Minimize body motions when handling unpackaged replacement ESDs. Motions such as brushing clothes together, or lifting a foot from a carpeted floor can generate enough static electricity to damage an ESD.

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Introduction

SAM4s Sam4POS Overview

SAM4POS from SAM4s is an Android based POS solution installed on the SAM4s SAP-6600, SAP-4800II or SAP-530 Android terminals and the Hisense HM616 Android tablet. SAM4POS is available to resellers only as a hardware/software bundle; SAM4POS is not available as a generic application and will not run on other Android devices.

The SAM4POS application will automatically boot on power-up, and other Android applications or desktop functions are not available to the user without authorization.

Within a network, devices can have different settings and programs.

This manual is specific to the SAP-6600 and SAP-4800II terminals. A separate manual is available for the Sam4POS application with the SAP-530 terminal.

Hardware

SAP-6600

The SAM4s SAP-6600 touch screen terminal is an attractive, powerful and cost-effective Android touch screen terminal that will effectively run a variety of Android software applications.

- Intel Braswell Celeron N3160 Quad Core 2.24GHz Fanless Processor
- Android 6.0 (Marshmallow) Operating System
- Stylish 15" LCD with Projected Capacitive Touch (PCT) with LED Backlighting

    o PCT is Inherently Faster, More Reliable and Robust
    o Vivid LED Backlight for Reliability and Energy Savings
    o Resolution 1024 x 768

- Integrated 1.5W Speaker
- 2GB DDR3 RAM expandable to 8GB
- Standard Magnetic Card Reader, Bluetooth and WiFi
- Energy Efficient and Low Heat Generation Architecture
- Fanless Operation − No Problematic Ventilation Holes
- Meets IP55 Standards for Exposure to Dust − Water Proof Front Panel
- Superior Serviceability and Ease of Installation

SAP-4800II

Sam4POS with the SAP-4800II All-In-One Android touch screen terminal has a stylish 15" LCD display with 5-Wire Resistive Touch.

- Vivid LED Backlight for Reliability and Energy Savings

- Stylish 15" LCD with 5-Wire Resistive Touch

- ARM Cortex™-A9 Quad Core 1.0GHz fan less Processor

- 1GB RAM

- Android Operating System

- Standard Bluetooth and WiFi

- Integrated Front-Facing Card Reader

- Two Cash Drawer Ports, Selectable 12/24-volt (12-volt default)

- Optional Integrated 2-Line by 20 Character VFD Customer Display

- Easily Wall Mountable – Standard VESA Configuration

Software

Sam4POS from SAM4s is an entry level POS solution running on the SAM4s SAP-4800II or the SAM4s SAP-530 Android terminals. Sam4POS is available only as a bundle with the terminal hardware with the software; Sam4POS is not available as a generic application and will not run on other Android devices. The Sam4POS application will automatically boot on power-up, and other Android applications or desktop functions are not available to the user without authorization.

Options

Sam4POS does not require allocation of memory for specific features; each Sam4POS is configured with all options included. Database items such as PLU's, PLU groups and operators can be added and used virtually without limit, as the memory on the SAM4s Android terminal far exceeds memory available on Sam4POS-style proprietary terminals. This also means that certain functions can be replicated virtually without limit for example, tenders and discounts.

Sam4POS Power Requirements

- Be aware that other electrical devices on the same circuit can cause your Sam4POS to malfunction. Avoid plugging your Sam4POS into outlets where other high-current devices are connected.

- Be aware that power quality issues, including voltage fluctuations, electrical noise, spikes, outages, interruptions, and other power viruses can disrupt or damage modern electronic equipment, including Sam4POS terminals and PCs.

- When Sam4POS is interconnected in networks, connected to PCs or where communications cables connect peripherals, particular care must be taken with power sources and communication cable routing. Your authorized dealer can provide detailed power specifications for these applications. Failure to implement installation requirements for networked systems may cause system failures and/or poor system performance.

Safe Operation

- Do not locate your SAM4s Sam4POS in a damp or wet environment. Avoid high humidity, direct sunlight and temperature extremes.

- Always plug your Sam4POS into a grounded three-prong outlet. Never use two-prong adaptors or ungrounded outlets.

- Check to make sure the power outlet provides the correct voltage: (120V +/- 10%).

- Immediately disconnect the Sam4POS from the power source in case of spilled liquid in the Sam4POS, smoke, or strange smells. Call your authorized dealer for assistance.

- Do not operate the Sam4POS with wet hands.

- Use a soft dry cloth to clean the Sam4POS cabinet. Do not use wet clothes or solvents.

- Do not open the Sam4POS case to attempt repairs. Dangerous voltages can cause shock. Service attempts by untrained personnel can cause unnecessary damage to your terminal.

About Power Conditioning Equipment

Surge Protectors and Power Conditioners

Most people are familiar with surge protectors, which guard against damage due to sudden spikes in the electrical current. A power conditioner provides protection against surges in power just as a surge suppressor does, but a power conditioner also maintains a continuous voltage during temporary voltage reductions, such as a brownout. This is referred to as conditioning. Power conditioners also can filter EMI emanating from a power source and can smooth the rhythmic cycle of alternating current. While surge protectors safeguard equipment, a power conditioner cleans the signal, eliminating interference on the line.

CRS recommends the POWERVAR ABC065-11 (CRS P/N 701002), a 0.65-amp power conditioner that is suitable for most Sam4POS applications. POWERVAR standard power conditioners are for use with any microprocessor based electronic equipment. Thanks to their low impedance isolation transformer, you can trust these conditioners to protect your sensitive equipment from the biggest problems for today's computers.

Ground Guard Conditioners

POS systems consisting of workstations connected in an Ethernet network must have the same point of reference, (i.e. common ground potential for all equipment in the system.) Unlike electronic loads, traditional electrical loads such as motors, lights, heavy appliances, etc. use the equipment ground for safety purposes only and do not rely on it for proper operation. Computer equipment, on the other hand, introduces the equipment-grounding conductor as an active part of the power supply in referencing digital logic. Therefore, networked POS systems require isolated/dedicated ground circuits to insure proper operation.

CRS recommends POWERVAR ground guard conditioners for network applications. Only the "Ground Guard" conditioner from POWERVAR can be used as an alternative to isolated/dedicated ground circuits. Traditional power conditioners cannot be used as an alternative as they do not address the ground issues over a network. The Ground Guard conditioner must protect every piece of equipment in the POS system in order to operate properly. POWERVAR Ground Guard power conditioners are available in sizes from 0.65 to 16 amps, to protect single or multiple POS components.

Uninterruptible Power Supplies (UPS)

On sites where there is a known problem with temporary power outages or brownouts, battery back-up devices should be installed. Most battery back-up devices are known as Uninterruptible Power Supplies (UPS). When power to equipment is momentarily lost, the UPS devices draw power from an internal 'gel cell' battery to keep the equipment operating. The length of time these devices power the POS system is dependent on the capacity of the internal batteries. Many sizes are available, but typically the units installed on POS equipment keep the computers powered for about 20 minutes. This will give servers and managers time to settle bills, print checks and power down the system in an orderly fashion.

CRS recommends POWERVAR Security One Series Uninterruptible Power Supplies, the most advanced, line-interactive, true sine wave UPM products available for your application. Each model is designed to provide total protection for your system from a complete range of power quality problems. Security One Series Uninterruptible Power Supplies are available with or without the patented Ground Guard conditioning circuitry.

Controls & Connections

SAP-6600

Standard 3-Track
Front Facing
Magnetic **C**ard **R**eader (MCR)

Power Button located
on the bottom right of
the touch panel

Standard 3-Track
Front Facing
Magnetic **C**ard **R**eader (MCR)

Two v2.0 USB Ports

Connection Panel Access Cover

Cable Management Access Cover

Optional Integrated Rear
2 Line by 20 Character
VFD Customer Display

SAP-6600 Connection Panel
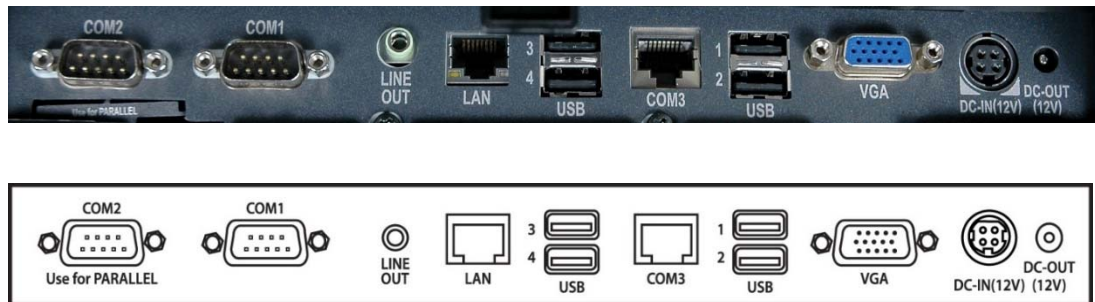
- COM1, COM2 = DB9M With Pin 9 voltage (+5V)

- COM3 = RJ45 Pin 8 (0V / +5V / 12V) Voltage selectable in BIOS

- Audio Line-Out port

- Four v3.0 USB Ports on I/O / Two on rear/side I/O

- LAN Port: RJ45 10/100/1000 Base-T

- VGA Port = DB15F for second display (Maximum resolution: 1920 x 1200)

- Power Connection for External 60W, 12V / 5A power adaptor 100-240V / 50-60Hz

- DC-Out (12V)

Standard Cash Drawer Port
*(Located on the right side of the
connection panel near the DC-Out
and the Power Button.)*
Selectable 24V / 12V

SPS-4800II

Standard 3-Track **M**agnetic **C**ard **R**eader (MCR)

Power Button
Located on the bottom of the touch display.

Break out tabs for cable management.
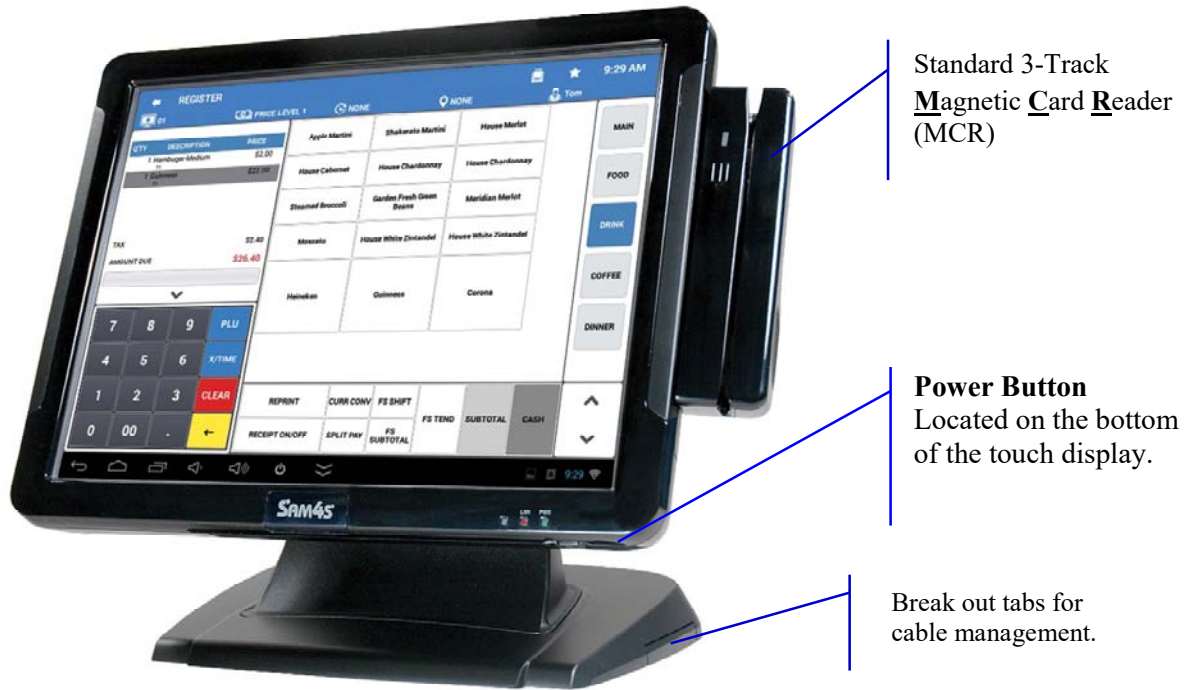
Rear VFD Display (optional)

SD Card Access

1 Hamburger T1   4.95
TAX 0.32 SUBT   5.27

Optional Rear VFD Display

USB Ports (2)

Break out tabs for cable management.

SAP-4800-II Connection Panel
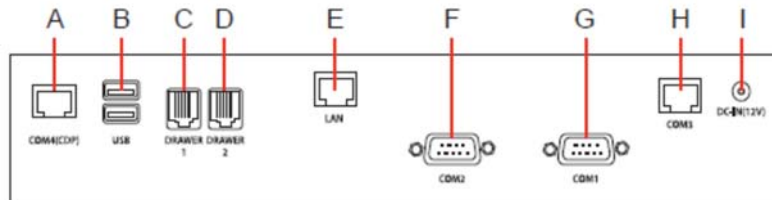
A - COM4 (Powered)

B - USB (2)

C - Drawer 1

D - Drawer 2

E - LAN

F - COM2 (Powered)

G - COM1 (Powered)

H - COM3 (Powered)

 I - DC In (Power Input)

SD Card Slot

Two USB Ports on the Left Side

Getting Started

Default Screens

Sign on Screen

Upon boot up, the Sign on screen displays. This screen will display regardless of the position of the mode key. Use the default password "1" and touch "enter" to log in the first time. You must sign on to be able to operate the Sam4POS in any mode key position.

Main Sign On Screen Icons

Opens Team Viewer	Displays License Info	Current Connection Method	Exits to the main Android screen	Current Date/Time

Default Operator Screen Layout

Touch the Register Mode icon on the Main Menu screen to open the Sam4POS Register Mode Operator Screen. The operator screen is divided into different zones to facilitate regular sales transactions.
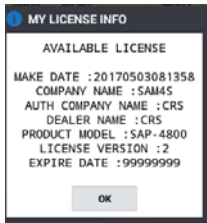
Touch the Back Arrow icon [←] to close the Register Mode operators screen and return to the main menu screen.
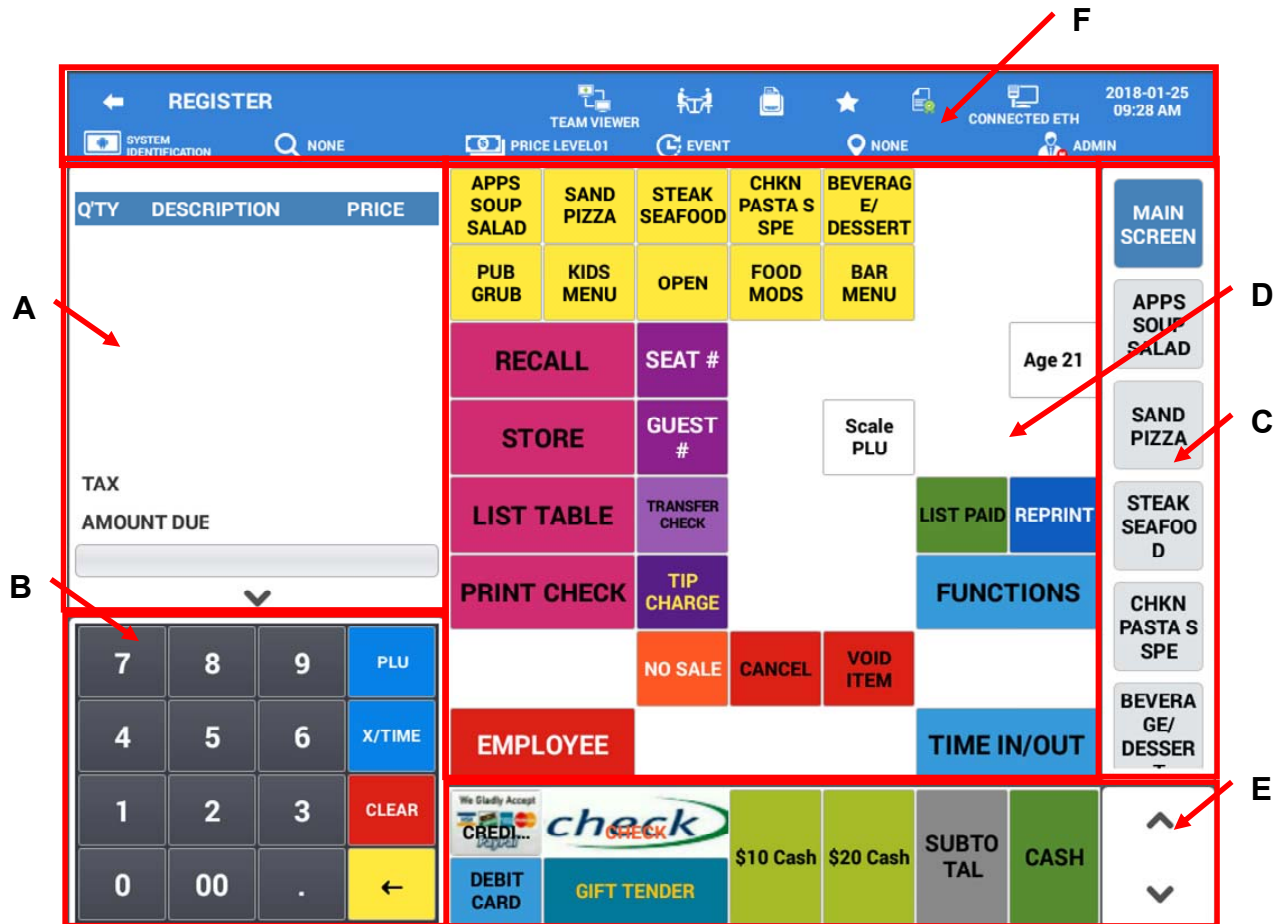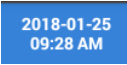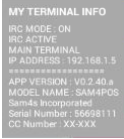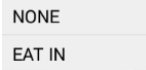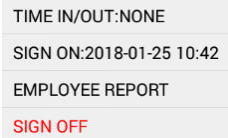
Register Mode Screen Zones

Zone	Description
A	Transaction window – Displays the current sale information for the operator/cashier. You can touch ⌄ to hide the 10-Key pad and expand the receipt area.
B	10-Key pad – used to enter amounts into open items or enter tender amounts. You can touch ⌃ open the 10-Key pad if it is hidden.
C	MLU – Menu Look Up keys are used to access various screens for registering categories of items or performing specific operations and functions. When more MLUs than can be displayed are available, scroll keys are provided to see the additional MLUs.
D	Item Area – Displays the items for sale or functions assigned to the selected MLU.
E	FLU – Function Look Up keys are used primarily for tendering operation but other functions or MLU's can be assigned here as well. When more FLUs than can be displayed are available, scroll keys are provided to see the additional FLUs.
F	Header – Top Row displays: Mode, Journal, Favorites, License Info and Wi-Fi Connection - Bottom Row displays: Screen Level, Price Level, KP Period, Destination and Employee.

Register Mode Screen Header Icon Details

Header Icons - Top Row	
←	Back Arrow – Used to exit the register mode
REGISTER	Mode – Indicated the current mode
TEAM VIEWER	Team Viewer – Allows access to team Viewer without having to exit the register mode.
(Table Map icon)	Table Map – Opens the Table map
(Receipt icon)	Receipt On/Off – Turns receipt printing On and Off
★	Favorite – When selected, the register mode screen is added to the Favorites list.
(License Info icon)	License Info – Touch this icon to display the terminal License information: MY LICENSE INFO AVAILABLE LICENSE MAKE DATE :20170503081358 COMPANY NAME :SAM4S AUTH COMPANY NAME :CRS DEALER NAME :CRS PRODUCT MODEL :SAP-4800 LICENSE VERSION :2 EXPIRE DATE :99999999 OK
CONNECTED ETH	Connection Method – Tap this icon to access the main Android, Wireless & Network settings. The Manager Password is required for access.

2018-01-25 09:28 AM	Date/Time – Touch this icon to display the clock on the screen: 2018-01-25 THU 11:25 AM

Header Icons - Bottom Row

SYSTEM IDENTIFICATION	System Identification displays the terminal information: MY TERMINAL INFO IRC MODE : ON IRC ACTIVE MAIN TERMINAL IP ADDRESS : 192.168.1.5 ******************* APP VERSION : V0.2.40.a MODEL NAME : SAM4POS Sam4s Incorporated Serial Number : 56698111 CC Number : XX-XXX
Q NONE	PLU Key Info – Select to display the PLU 'Price' or 'Stock' on PLU's or select 'None': NONE PRICE STOCK
PRICE LEVEL01	Price Level – displays the current Price Level, touch this icon to select or change to a different price level: PRICE LEVEL01 PRICE LEVEL02 PRICE LEVEL03 PRICE LEVEL04 PRICE LEVEL05
EVENT	KP Period – Allows the operator to select/change the KP Period: NONE BUSY EVENT NORMAL
Q NONE	Destination – Tap this icon to set the default destination or select None: NONE EAT IN
ADMIN	Employee – displays the currently signed on employee, touch this icon to display: TIME IN/OUT:NONE SIGN ON:2018-01-25 10:42 EMPLOYEE REPORT SIGN OFF

Custom Screen Layouts

After your authorized dealer prepares your Sam4POS for installation, your main MLU screen will look different. Each screen will contain the variety of item and function keys that you require.

Your screens will be designed using the following capabilities:

The Main Screen and each MLU screen provide 56 single size key locations in a 7 x 8 matrix.

Large wide and vertical keys may be used, unused locations may be eliminated.

Key background colors and text colors can be chosen from a 25-color palate.

Images may be used instead of text for key identification.

Keys that are not assigned a PLU, MLU or function will not display.
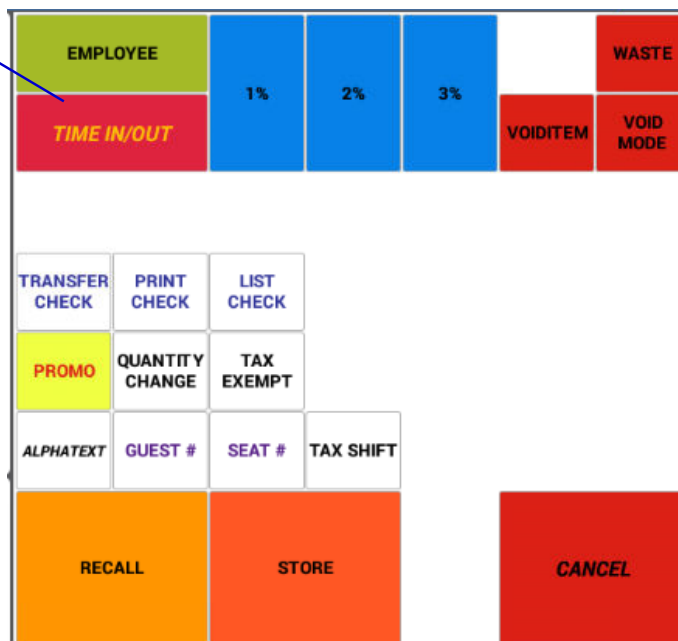
Sale Screen Size Edit

If the option in the Program Mode\Options\Options\General Option: ALLOW SALE SCREEN EDIT is enabled, you can adjust the size of the sales screen in the register mode.

1. If this option is ON, the gear icon ✿ will display in REGISTER MODE allowing for the screen size to be edited.

2. Press the **Gear** icon to change the size of the sale display:
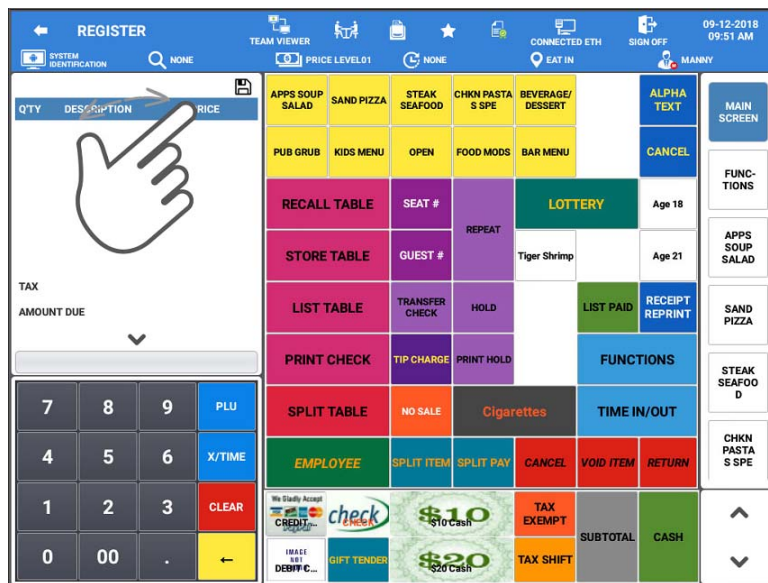
3. Press and drag in the white area next to the save icon 🖫 to expand the sale display area.

Note: All display areas are adjusted
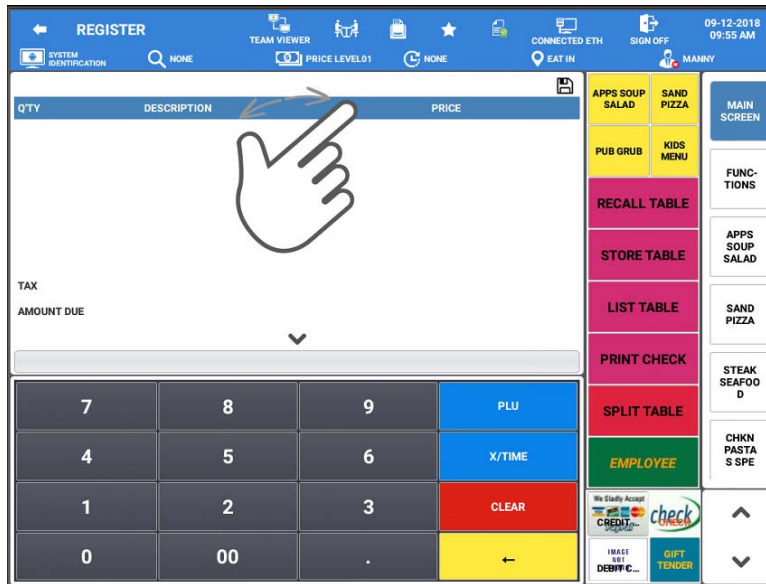
4. Press the **Save** icon 🖫 if you want to save the new screen configuration.

Note: Any hidden MLU/FLU keys will no longer be accessible when registering sales.

Report Mode Screen

Touch the REPORT icon on the main program mode screen to view the report mode.

When the Report Mode is selected, a grid of six quick view summary reports displays for managers to quickly see selected report information.

To view or print all detailed reports touch the 'REPORT MODE ∨' selection dropdown. Cash Declaration is also provided in the Report Mode and a calendar view for sales data.
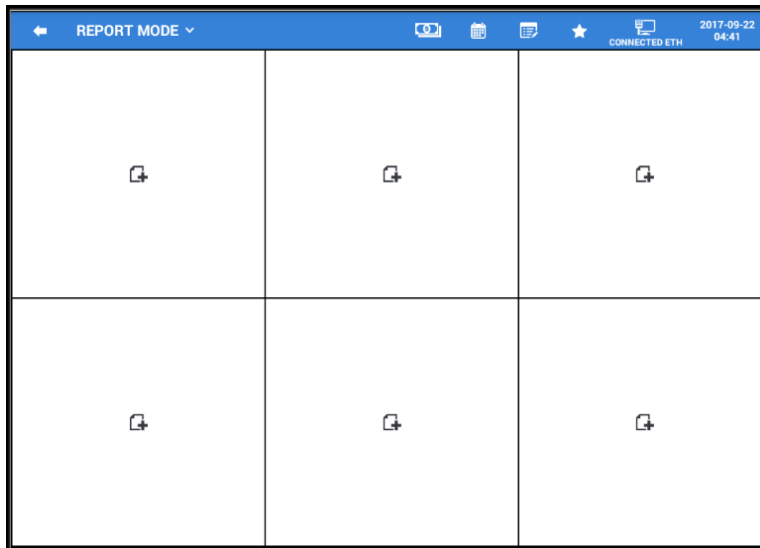
End Of Day Screen

Touch the End Of Day icon to access the End Of Day report screen. End of Day operation allows the operator to close and print the Financial, PLU, Group and Period Reports for all employees or select specific reports for specified employees. Reports generated from this screen will clear the totals for the selected reports.

Program Mode Screen

When you select the program icon from the Main Menu Screen, the main PROGRAM MODE menu categories are displayed. Touch any of the categories shown to enter the programming options for that category.:
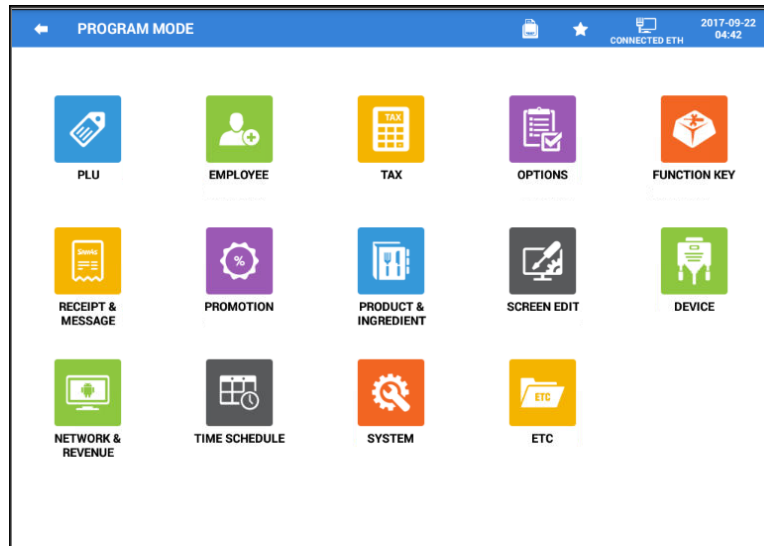
Screen Saver

A screen saver can be set to display on the operator display after the terminal has been idle for a pre-determined amount of time. Your authorized dealer can install a custom graphic image to display as the screen saver or you can choose to display a clock. Depending upon the setting, the screen saver will display after 0 to 99 minutes of inactivity.

When the screen saver is activated, simply touch the screen to restore the normal display.

Initialize/Re-boot

The initialize procedure allows you to exit any register activity and return to a beginning or cleared state. Any transaction that is in progress will be exited and totals for that transaction will not be updated.

Here are some reasons you may want to initialize your Sam4POS:

- The register is in an unknown state, and you wish to exit the current program or transaction without following normal procedures.

- You have performed a function that includes a compulsory activity, such as validating or printing, and you wish to bypass the compulsory activity.

- An initial clear may be necessary as part of servicing, or troubleshooting an Sam4POS register or system.

- Perform this procedure only as necessary. Contact your authorized SAM4S dealer first if you have questions about operating or programming your Sam4POS.

Initial Clear

The initial clear function allows you to exit any register activity and return to a beginning or cleared state. No program data is lost by performing this operation.

1. In versions 1.0.26 and later: Tap the **Version** information, in the lower right corner, three times to initial clear the SAM4POS terminal. *(In versions before 1.0.26: tap the SAM4s logo displayed on the main sign on screen three times.)*
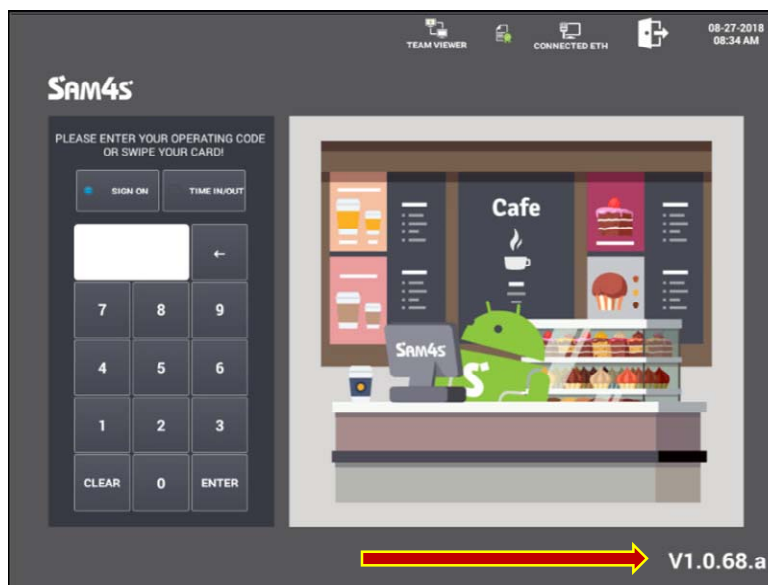
2. The Notification dialog below is displayed:
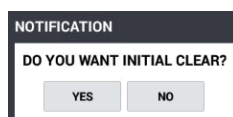
3. Press **YES** to proceed with the initial clear; or press NO to exit without the initial clear.

4. Sign on to the Sam4POS as normally.

Reboot

1. To Reboot the SAP-4800 Sam4POS, press the main power button on the bottom lower right of display to power **OFF** the Sam4POS terminal.
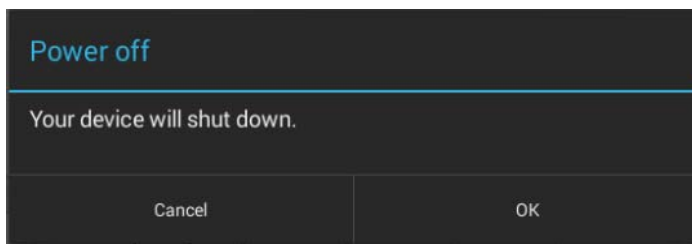
2. Press **OK** at the confirmation 'Power off' dialog.
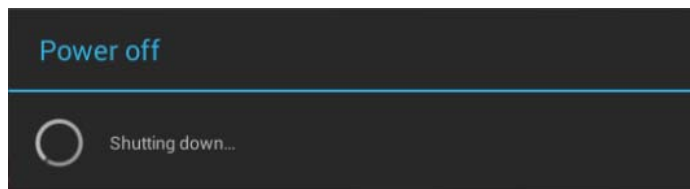
3. When the Sam4POS is completely shut down, press the power button again to power the Sam4POS terminal **ON** again.

4. The Sam4POS will reboot to the main sign on screen.

Note: If you reboot while a transaction is in progress, the transaction will be aborted and totals/counters will not be updated.

Navigation Tips

Navigating the screens within the Sam4POS application is very intuitive. Screens are setup with easily identifiable icons to quickly access and select the various program areas and options. Many of the icons used are common throughout the operation and programming screens.

Common Icons

Icon	Description
	Back Arrow, used to exit the current Mode selection.
	Table Map icon.
	Receipt On/Off
	Favorites icon, white is not added to favorites, gold indicates selection is added to favorites.
	License Information for the Sam4POS terminal
	Connection method
	The Return icon is used to go back to the previous screen/selection.

Icon	Description
⌄ ⌃	Mode Sub Menu icons, used to display/hide the sub menu for the current mode.
	Add Record
≡	Edit / Sort Menu
GOTO	GOTO allows you to go to the programming options for that program area, group, recipe or MLU etcetera, from within the current program area.
	Drop down button opens a list of selections for the current program option.
	The pencil icon allows you to open a window to enter a value for the current program selection.
	Option check box with option not selected.
	Option checkbox with option selected.
	Note pad; Edit current list.
	The Trash can icon is used to delete records.
⊘	Inactivate icon is used to make function inactive without deleting them.
✕	Exit
	Copy Icon
C	Refresh
Q	Show or magnify selection
	Print – Typically used in reports
	Export file to CSV
	Scroll keys, the single arrow keys scroll Up/Down one page at a time, the double arrow scroll keys go to the Beginning/End of the list.
SORT BY A TO Z	Sort menus – displays current setting for the edit/sort menu; if you press this icon, the sort will go back to the default setting.

Function Key

Function keys are broken down into two categories, Function keys and Tender Keys. Each function and tender key type will have programming specific to those keys. Custom descriptors up to 30 characters can be programmed on the keys.

For Example: a discount function key may be programmed and labeled to operate as a store coupon key.

Function Key Definitions

FUNCTION Key	Description
CASH OUT	Not utilized at this time.
ALPHA TEXT	Used to type a name or message for an item within the sale. Touch the ALPHA TEXT key any time after an item has been registered, then type a message (up to 40 characters) using the alpha keyboard overlay and touch **OK**. Multiple message lines can be entered. The message is saved and printed/displayed with the order.
CANCEL	CANCEL is used to abort a transaction in progress. All current items are removed.
CHECK-CASHING	Use the CHECK-CASHING key to exchange a check for cash outside of a sale.
CURRENCY CONVVERSION	Used to convert and display the value of the transaction in foreign currency. Only cash tender is allowed after touching a CURR CONV key. Change is calculated and issued in home currency.
DESTINATION	Destination keys are used for Eat-In/Take-Out/Drive-Thru operations. They are typically used as a subtotal function. Touch destination key to record the amount of the transaction in the Eat-In/Take-Out/Drive-Thru total on the financial report. Tax calculation can be changed to accommodate different tax rules for eat-in sales. Sales cannot be split between eat-in and take-out.
DISCOUNT	Used to discount an item or a sale by an amount or percentage, same as the % keys.
DONE	Can be used to exit an operation or MLU screen.
EFT OPERATION	When pressed (in REGISTER Mode) a list of EFT functions displays: Close Batch, Void Sales by Record Number, Void Return by Record Number, Gratuity Entry, Get Gift Card Balance, Get EBT Balance, EMV Voucher for EBT.
EMPLOYEE	The EMPLOYEE # key is used to sign on a cashier, clerk, or server.
FOOD STAMP SHIFT	Touch FD STMP SHIFT to shift the pre-programmed food stamp status of an item prior to its registration.
FOOD STAMP SUBTOTAL	Touch FD STMP SUBTTL to display the total of food stamp eligible items registered in the current transaction.
GUEST	Use to record the number of guests served by a transaction. The entry may be compulsory. The entry appears on receipts and the kitchen printer/KVS.
HOLD	Use to identify an individual item, or an entire transaction so that the designated items will not print/display at the kitchen printer/KVS at the current finalization. Items designated as "hold" items will display on the screen with an "H".

FUNCTION Key	Description
KP ROUTE	The KP ROUTING key is used to override KP Time Period control. For example, a restaurant might normally operate two kitchens at one time and one kitchen at other times. In case the volume of business changes, the manager might want to control the KP routing manually. Also, a single item, or large order might be required to be sent to a different printer than normal. Select STAYDOWN or TRANS. POP UP. To operate, before the transaction, touch [1] [KP ROUTING] for period one or [2] [KP ROUTING] for period two.
LIST HELD ITEMS	Use the LIST HELD ITEMS to display Items designated as "hold" items *(with an "H")*.
LIST PAID	Allows the operator to list previously closed transactions for a specified date range. A specific transaction can be selected to preview and reprint the receipt. We can filter the list to view just No Sale or Cancel transactions.
LIST SALE INTERRUPT	Allows the operator to list previously interrupted transactions, when the Clerk Interrupt Feature is used. A specific transaction can be selected to preview. We can filter the list to view just No Sale or Cancel transactions.
LIST TABLE	Touch LIST TABLE to display a list of all open soft checks in the file.
LOG BACKUP	Backs up the Log Data to a USB or SD Card or to an FTP site.
MODIFIER	Preceding a PLU entry, a modifier key changes a digit of the PLU number, causing a different PLU to be registered. Modifier keys can be set to affect any of the 18 PLU digit positions to any specified digit (0-9).
NOSALE	Use to open the drawer outside a transaction.
PLU INFO	If an Employee has authority to edit from PLU Info: They can view and edit PLU's from the PLU Info function. If the Employee does not have the authority to edit from PLU Info: They can only view PLU 's from the PLU Info function.
PO	Paid Out, used to remove cash, check or miscellaneous media from the drawer.
PRICE CHECK	Use to check the price of a PLU; Edit the PLU or print a barcode.
PRICE LEVEL	Touch a LEVEL key prior to a PLU entry to shift the price of a PLU to a different price set in PLU programming.
PRINT GUEST CHECK	Prints the soft guest check (tracking file) that is currently displayed. The PRINT CHECK key may be programmed to store (service) the check automatically.
PRINT HOLD	Use to remove the "Hold" designation from an item or order, so that the items and their instructions are now sent to the kitchen printer/KVS at finalization.
PROMO	Touch the PROMO key to void the price (the item remains) of an item. Can be used for 2 for 1 promotion. A PROMO count is available for each menu item.
QUANTITY CHANGE	Allows you change the quantity of a registered item in the current transaction.
RA	Received on Account
RECALL TABLE	The check tracking system can maintain balances and the entire transaction in the register memory. You can create as many RECALL keys as necessary for your application. Touch one of the four RECALL CHECK # keys directly to begin a tracking transaction, or enter the tracking number and touch the RECALL CHECK # key to access the existing tracking balance.

FUNCTION Key	Description
RECEIPT ON/OFF	Touch RECEIPT ON/OFF to toggle the receipt printing from on to off.
RECEIPT REPRINT	Touch the REPRINT key to issue a transaction receipt at the designated receipt printer.
REPEAT	Touch the REPEAT key to quickly re-order a set of items. When a check is recalled, simply touch the REPEAT key to automatically register all of the items registered at the previous posting.
REPORT	The REPORT key allows running several reports all at one time from the register mode. Select the desired report on the REPORT function key. Filer by ALL Employees or Signed On Employee.
RETURN	Touch the RETURN key to adjust items inside or outside of a transaction.
SCALE	Use to enter SCALE weight when a remote scale is used.
SEAT #	Use to identify a specific SEAT # (or person) within a transaction. Facilitates separate payment by seat, and identifies to the food preparation staff (through the kitchen printer/KVS) how to assemble meals. Seat numbers may be assigned at the time of entry or, if necessary, later in the transaction.
SERVER ORDER	
SPLIT ITEM	When like items are consolidated in a transaction you can move the cursor to the item and touch the SPLIT ITEM key to display the items separately, instead of in consolidated form, used normally to assist the items to seat allocation.
SPLIT PAY	Touch the SPLIT PAY key to divide the amount of a transaction into equal segments for payment by more than one person.
SPLIT TABLE	The Split Table function provides another method of splitting checks for payment. Note that this method works best when check numbers are not automatically assigned. Many programmers/installers will use the table number as the check number, and in this situation the feature works quite well.
STORE TABLE	The check tracking system maintains balances and the entire transaction in the register memory. Touch the STORE keys to store a check tracking transaction. (This function is equivalent to a *SERVICE* function.)
SUBTOTAL	Touch SUBTOTAL to display the message "SUBTOTAL" on the display. Although a running total is always displayed on the bottom of the screen, the SUBTOTAL key may be required before some functions, such as subtotal discount.
TAX EXEMPT	The TAX EXEMPT can be preprogrammed to exempt specific taxes from a sale.
TAX SHIFT	Use to change the preprogrammed tax status of an item.
TIME CLOCK IN/OUT	Touch the CLK IN/OUT key to record start and stop work times for the registered employee. Hours worked are maintained by the time clock system.
TIP CHARGE	Use TIP CHARGE to enter TIPs to an open guest check.
TIP DECALRE	Used TIP DECLARE enter TIPs received by an employee.
TRANSFER TABLE	Use to transfer one or all open soft checks form one server to another server. A transfer check receipt will print.
VOID ITEM	Touch the VOID ITEM key to remove an item from a transaction. Locate the cursor on the item you wish to remove and touch the VOID ITEM key.

FUNCTION Key	Description
VOID MODE	Put terminal into the Void Mode as if it had a mode key and was turned to VOID.
WASTE	Used to start and end entries of items that are wasted. A waste count is maintained for each item and inventory is adjusted.
X/TIME	Use the X/TIME key to multiply, to register split price items, or display the time in the REG mode.

Tender Key Definitions

There are four general tender key types available in Sam4POS for tendering sales, Cash, Check, Food Stamp Tender and Misc. Each tender key description can be edited to further identify the specific tender.

TENDER Key	Description
CASH	Use CASH to finalize or tender cash sales. Change is computed when the amount of cash tendered is greater than the amount of the sale. Separate CASH Keys can be created for specific speed tender keys. For Example: $5 Cash, $10 Cash, etcetera.
CHECK	Use CHECK to finalize or tender check sales. Change is computed when the amount of the check tendered is greater than the amount of the sale.
FOOD STAMP TENDER	The FD STMP TEND key is used to tender Food Stamps after the display of the food stamp eligible subtotal. Depending upon function key programming, change less than $1 may be applied to any cash balance or issued as cash change.
MISC	Touch a MISC tender key to finalize or tender sales paid by various charges or other media types. Tendering may or may not be allowed depending upon function key programming.

Passwords

Specific passwords may be required to access the Report Mode and Program Mode. A separate Manager Password can also be set to allow access to manager controlled operations and activities. Operations set as 'Manager Required' can be completed only after the correct password is entered.

Password Notes

◆ The default passwords for access to the Report Mode and Program Mode is 0 (meaning no password entry is required to access this mode); the default system Manager Password is: **9999**.

  ◇ You can set your own 4-digit system manager password by going to:
  PROGRAM MODE > OPTIONS > OPTIONS > SYSTEM OPTION

◆ When an employee performs an operation requiring manager approval, the Manager Required prompt appears. The manager will be required to enter the appropriate password to allow the operation to proceed. The password can be entered several different ways:

➢ You can type in the system Manager Password and press Enter
➢ You can enter the operating code of any employee that has the ADMIN USER option checked.
➢ If an employee card system is used, employees with manager status can swipe their card to complete the transaction.

Error Messages

The Sam4POS displays error messages in a pop-up window in the sales mode. Note that each of the standard messages described below can be customized. Your program may display slightly different text messages.

AGE RESTRICTION
> The item being registered requires D-Date entry to proceed.

CANCEL IS NOT ALLOWED
> When this item is registered in a sale, the Cancel operation is not allowed.

CASH-IN-DRAWER EXCEEDED
> The programmed Cash-In-Drawer limit has been exceeded.

COMPLETE WASTE OPERATION FIRST
> The operator is in the middle of a waste operation and must touch the WASTE key in order to complete the operation.

DIFFERENT EMPLOYEE OWNS THIS CHECK
> The operator attempting to open this guest check is not the original person who started the guest check.

DISCOUNT ON THIS ITEM IS NOT ALLOWED
> The preceding entry is not discountable; product is not available for discounting.

DO NOT ALLOW MANUAL ENTRY
> Manual entry is not allowed (scale function).

EMPLOYEE IN USE

EMPLOYEE NOT FOUND
> The employee sign code entered does not exist for any employee in the database.

FINALIZE CURRENT TRANSACTION FIRST
> The current transaction must be finalized before continuing.

HALO OVER
> The amount entered exceeds the programmed HALO i.e. the task exceeds the maximum amount allowed.

KP DOES NOT EXIST

KP ROUTE DOES NOT MATCH

MANAGER OVERRIDE REQUIRED
> The manager password must be entered in order to override a HALO amount, or other restriction.

MANAGER REQUIRED
> The manager password must be input to complete this operation.

NEGATIVE BALANCE
> This sale has gone negative. Negative sales are programmed as not allowed.

NEED GUEST # FIRST

The operator must enter the number of guests when opening a guest check or beginning a sale.

NEED SEAT # FIRST

Seat # entry required before operation can continue.

NEED SUBTOTAL FIRST

The SUBTOTAL key must be touched before continuing.

NO DRAWER

The employee currently signed on is not assigned to a drawer, and is not allowed to perform cash sales, or the drawer is no longer attached and is required in order to continue.

NO PREST OVERRIDE

Override of the preset Price/HALO not allowed on this PLU.

NOT READY!

Remote printer is not ready for printing tasks.

NOT ZERO

Displayed when trying to delete a PLU that still has sales counts and stock amounts. The PLU must
first be reset and cleared from all Z Mode reports.

OFF LINE!

IRC communications have gone off line.

OPEN A CHECK FIRST

This register has been programmed to force check number entry to begin a transaction. An existing guest check must be recalled, or a new check started.

OPEN DRAWER

The register has been programmed not to operate with the cash drawer open.

OVERRIDE NOT ALLOWED

X-Mode override is not allowed for this operation.

PLU DEOS NOT EXIST

The number entered is not a valid PLU.

PRINTER PAPER END

The guest check printer has reached the end of the form, or the Receipt/Journal paper is at, or near, the end of its roll.

PRINTER IS OFFLINE

Connection to printer is lost.

REMOVE PAPER

Validation is complete, and the paper must now be removed.

SCALE FAIL!

The register is not able to find the scale.

SCALE REQUIRED!

This item requires a weight this may be entered either manually or automatically.

SINGLE ITEM!

This PLU has been programmed as a single item PLU and cannot be used within a sale.

SUB-ITEM NEEDS MAIN ITEM

This PLU has been programmed to require a condiment entry.

TARE# REQUIRED

This PLU/scale item requires a tare weight entry.

TENDER AMOUNT REQUIRED

The current tender operation requires an amount entry prior to registration.

THIS CHECK IS ALREADY OCCUPIED BY OTHER TERMINAL

THIS FUNCTION IS INACTIVE

The function key touched is inactive.

THIS PLU IS INACTIVE

The PLU touched is inactive.

TRAY SUBTOTAL REQUIRED!

This prompt appears while in a TRAY SUBTOTAL transaction. The operator must first touch the TRAY SUBTOTAL key before touching any tender keys.

VALUE IS OUT OF RANGE

The number entered is out of range.

VOIDING OF THIS ITEM IS NOT ALLOWED

Void Item operation is not allowed on this PLU.

WRONG SEQUENCE

The preceding key sequence is not allowed.

ZERO AMOUNT

ZERO AMOUNT SALE IS NOT ALLOWED

The register has been programmed to not allow negative sales, and to consider a zero amount as a negative sale.

Basic Operations

Operation Notes

Functions may be located on the Sam4POS real-keyboard or on the touch screen. Press or touch the function as appropriate; Key labels and descriptors may differ due to custom programming. Consult with your dealer for detailed operation information. The default key descriptions are used throughout this operation manual.

Signing On/Off

An employee must sign on at the main sign on screen to register sales on the Sam4POS terminal. Employees may sign on by entering their employee operating code or sign on by swiping their employee card.

The DALLAS key selection in the Employee programming is not used in the USA.

Sign On by Operating Code

When no employee is signed on the register, the main sign on screen is displayed. The message "PLEASE ENTER YOUR OPERATING CODE OR SWIPE YOUR CARD!" displays above the entry pad.

1. Type the employee operating code number on the sign on screen.

2. Touch **ENTER**. The main menu selection window displays.

3. Touch the **Register Mode** icon to open the sales entry screen. The employee name displays in the top right of the header bar on the sales entry screen.

Note: if the employee is assigned an authority level with REG MODE ONLY checked, when the employee signs on, the register mode will immediately open (without loading the main menu screen).

Sign On by Employee Card

If your system is using employee cards:

◆ Swipe the employee card. The employee name displays in the message line.

Sign On by Dallas

This operation is not utilized in the USA.

Sign Off

◆ Enter the current employee operating code then touch the **EMPLOYEE** key or press **"0"** then touch the **EMPLOYEE** key.   The main sign-on screen displays.

Alternately, you can press the icon on the main menu screen to return to the main sign-on screen.

Clerk Interrupt

If allowed, a new employee can sign on while a transaction being processed by another employee is still in progress. Under the new employee, a new transaction can be entered and completed.

When the employee processing the suspended transaction signs on again, the suspended transaction can be continued and finalized.

Clocking In/Out

The Sam4POS provides a basic time-keeping system for daily reporting and weekly payroll. Additional programming is required to utilize this feature.

Note: Depending upon the authority level programming, the employee will sign on with their employee clock in code which may be different than the employee operating code. Employees could also be set to clock-in using the MCR in the authority level programming.

Clock In

1. Enter the employee clock in code and touch the **TIME IN/OUT** function key to display the clock in/out window:

   Job codes that are available for the employee are displayed.

2. Touch the job code button for the job you are performing to clock in.

3. The clock-in time and Job code selected displays.

4. Touch **OK** to complete the clock in.

Clock Out for Break

1. Enter the employee clock in code and touch the **TIME IN/OUT** function key to display the clock in/out window:

Clock in time for the day is displayed.

2. Touch the **BREAK TIME** key.

Clock out time for the break time is displayed.

3. Touch **OK** to complete the clock out for break.

Clock In from Break

1. Enter the employee clock in code and touch the **TIME IN/OUT** function key to display the clock in/out window:

2. Touch the job code button for the job you are performing to clock in.

3. Touch **OK** to complete the clock in.

Clock Out for Day

1. Enter the employee clock in code and touch the **CLK IN/OUT** function key to display the clock in/out window:

2. Touch the **OUT** key.

3. Touch **OK** to complete the clock in.

Time Clock Edit

If an employee clocks in under the wrong job code or forgets to clock in or out, authorized persons can use the time clock edit function to correct or add time incorrect clock entries.

1. Select the **REPORT MODE** icon. (Password entry may be required)

2. Touch **REPORT MODE** drop down and then select the **TIME IN OUT REPORT**.

3. Select the **EDIT** button, enter the Manager Password at the prompt, then press **ENTER**.

4. The Time Clock Edit screen displays:

5. Touch the time entry field for the employee time you wish to edit. To Edit Clock In entry, touch the **START TIME (MM-DD-YYYY HH:MM)** entry field. The Start time edit dialog displays:

6. You can edit the Month – Day – or Year as well as the Hours – Minutes and AM/PM entry. Touch **OK** to save. *(Note that the original start time entry is shown in the title bar.)*

7. To Edit Clock Out entry, touch the **END TIME (MM-DD-YYYY HH:MM)** entry field. The End Time entry dialog displays:

8. You can edit the Month – Day – or Year as well as the Hours – Minutes and AM/PM entry. Select the type for the new end time entry:

   a. **OUT –** if the new entry is the time out at end of their shift.

   b. **BREAK TIME -** it the time entry is for clocking out for their break.

   c. **DELETE –** to delete the current end time entry.

   d. **CANCEL –** to cancel any changes without saving.

9. Touch **OK** to save. *(Note that the original end time entry is shown in the title bar.)*

10. Press the **SAVE** button when you have finished editing the time entries. Pressing CANCEL will exit without saving your entries. Time edits will print to the receipt printer.

11. Employees that have had their time edited will appear red:

Outside of Sale Functions

Display Time & Date

The Time and date can be displayed anytime from any screen by pressing the time and date ▢ on the title bar.
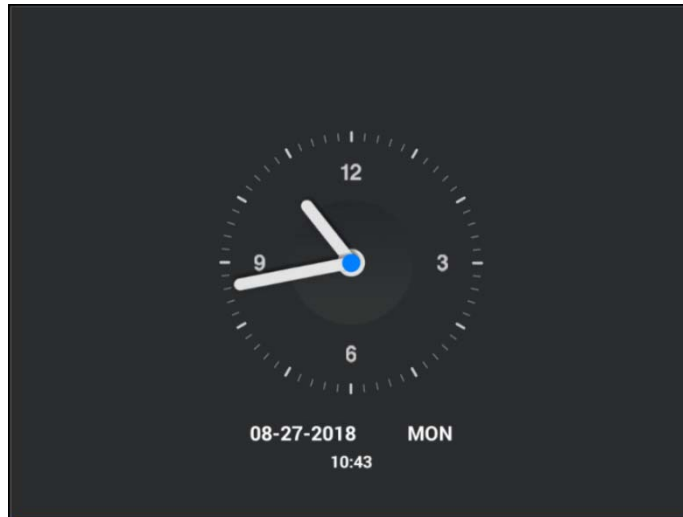
The screen saver can also be set to display the CLOCK. The screen saver will display after the terminal has been idle for a pre-determined amount of time.

> See: Program Mode > Options > Options > System Option settings for details.

> Touch anywhere on the screen to exit the screen saver.

Waste

The WASTE key allows control of inventory by accounting for items that must be removed from stock due to spoilage, breakage, or mistakes. The WASTE key may be under manager control, requiring the manager code entry. The WASTE key is not allowed within a sale.

1. Touch **WASTE**.
2. Register the wasted items.
3. Touch **WASTE** again to finalize.

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Received on Account

1. Touch the **RECD ACCT** key.

2. Select the media type to be received:
   a. Enter cash received, touch **CASH**
   b. Enter checks received, touch **CHECK**
   c. Enter miscellaneous tenders received, touch **MISC**

3. The transaction detail area of the screen keeps a running total of media received.

4. If an incorrect entry is made, you can select the specific entry and press the 🗑 trash can icon in the upper right corner of the entry screen.

5. Touch **OK** to finalize; press CANCEL to exit the R/A operation.

Paid Out

1. Touch the **PAID OUT** key.

2. Select the media type to be paid out:
   a. Enter cash paid out, touch **CASH**
   b. Enter checks paid out, touch **CHECK**
   c. Enter miscellaneous tenders paid out, touch **MISC**

3. The transaction detail area of the screen keeps a running total of media paid out.

4. If an incorrect entry is made, you can select the specific entry and press the 🗑 trash can icon in the upper right corner of the entry screen.

5. Touch **OK** to finalize; press CANCEL to exit the P/O operation.

Registering PLU's/Items

Preset PLU's

◆ Touch a preset PLU to register the item.

◆ Scan an item programmed into the database to register into the sale.

Open PLU's

◆ Enter the price *(without the decimal)* and touch an open PLU to register an open-priced PLU.

◆ Touch the open PLU, Input the price at the prompt and press **ENTER**.

Code Entry Preset PLU's

◆ Enter the **PLU code** number and touch the **PLU** function key to register then item.
(If scanning is setup on the terminal, you can simply scan the item barcode to register the item.)

Code Entry Open PLU's

1. Enter the **PLU code** number and touch the **PLU** function key.

2. Input the price at the prompt and press **ENTER**.
(If scanning is setup on the terminal, you can simply scan the item barcode to register the item; Input the price at the prompt and press **ENTER**.)

PLU Price/HALO Override

◆ The Employee must be assigned the authority to perform the override, see:
Program Mode →Employee → Authority Level →REG Mode:
Can PLU Price/HALO Override

◆ The PLU Price Option must also be set to allow the override:
Program Mode →PLU →PLU →General settings:
Price Option →Preset (Allow Override)

◆ The General Option must also be set to allow override;
see: Program Mode →Options →Options → General Option →Sale Options:
'Allow PLU's Preset/HALO Override'.

◆ Enter the override price and touch the PLU to override the preprogrammed price.

Price Level Shift

The current price level can be set by price level key, or automatically by the time of day or day of week. Price levels can be locked into a specific level (stay down) or they can return to a default level after being shifted to another level for a single registration (pop up). Go to:
Program Mode, Options, Options, Level Option, Level/Modifier for Stay-Down\Pop-Up setting.
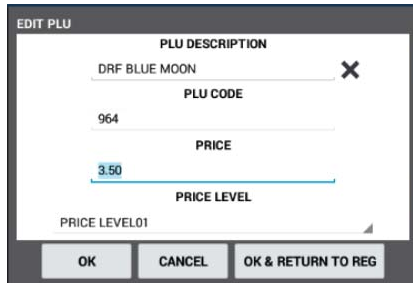
◆ When price level keys are used, touch the appropriate price shift key prior to entering the PLU.

PLU Price Change

Verify that the PLU option 'Allow Price Change' is checked (enabled). You will need to create a **PLU INFO** function key and assign it to a MLU or FLU.

◆ In the Register Mode, Press **PLU INFO**

◆ Scan your item or search the PLU list and select the PLU. The Edit PLU dialog displays.
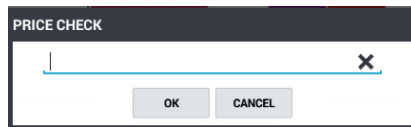
◆ Edit the Descriptor as necessary, change the Price press **OK**, you are returned to the PLU INFO screen.

◆ Continue editing PLU's as necessary, press **OK & RETURN TO REG** to save the new price and return to the register mode.
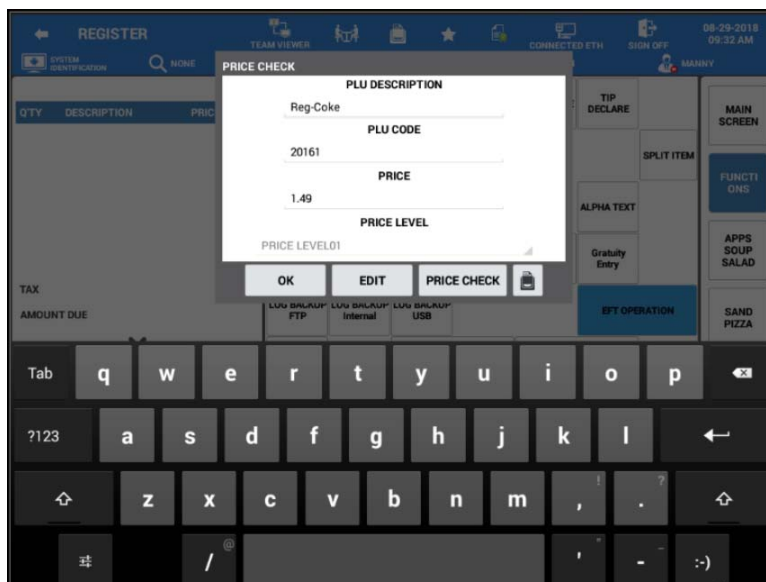
Price Check

Use the **PRICE CHECK** key to check the price of an item without registering it. Verify that the PLU option 'Allow Price Change' is checked (enabled).

1. Touch the **PRICE CHECK** key; The PRICE CHECK dialog displays:

2. Scan the PLU/Item or enter the PLU/Item number and press **OK.**

3. The **PRICE CHECK** dialog screen appears:

4. From the Price Check →Edit PLU screen, you can view the current PLU descriptor/price for the item. You can also choose to:

    a. **Edit** the PLU Description and/or Price. See **Edit PLU** below.

    b. **Print a Label** for the PLU/Item. See Print Label on page 49 *(Requires a label printer to be setup and mapped in Devices.)*

    c. Select another PLU/Item to **Price Check**

Edit PLU

5. Press **EDIT**, to open the **EDIT PLU** dialog:

6. You can edit the **PLU DESCRIPTION** if desired; a QWERTY keyboard is displayed:
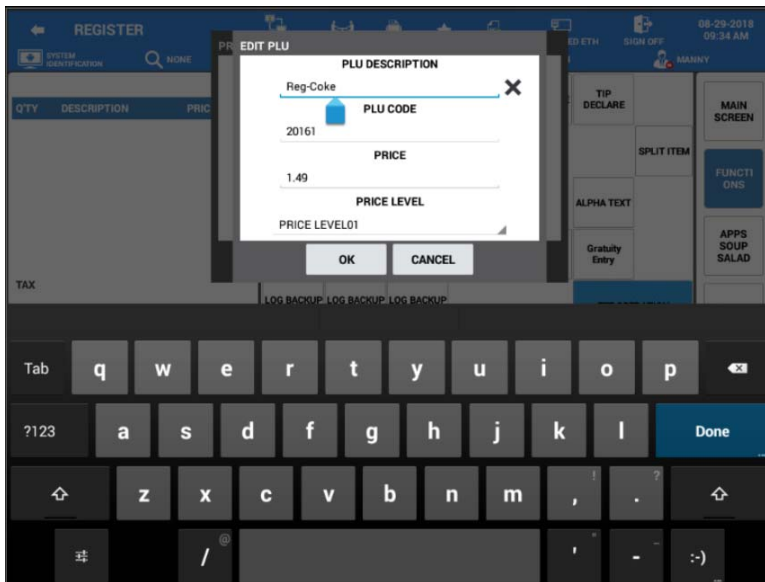
7. You can also edit the **PLU PRICE**; a standard 10-key keyboard is displayed:
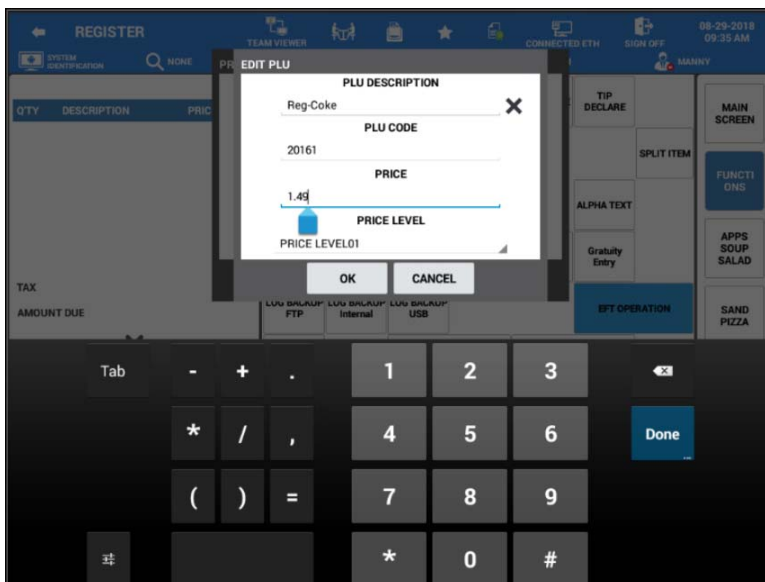
8. Edit the data as needed – press **OK** when finished.

Print Label

Note: you must have a label printer setup in devices and mapped to the terminal before you can print labels.

9. To print a barcode from the Price Check function – after selecting a PLU, press the barcode icon ; the **PRINT LABEL** dialog displays:
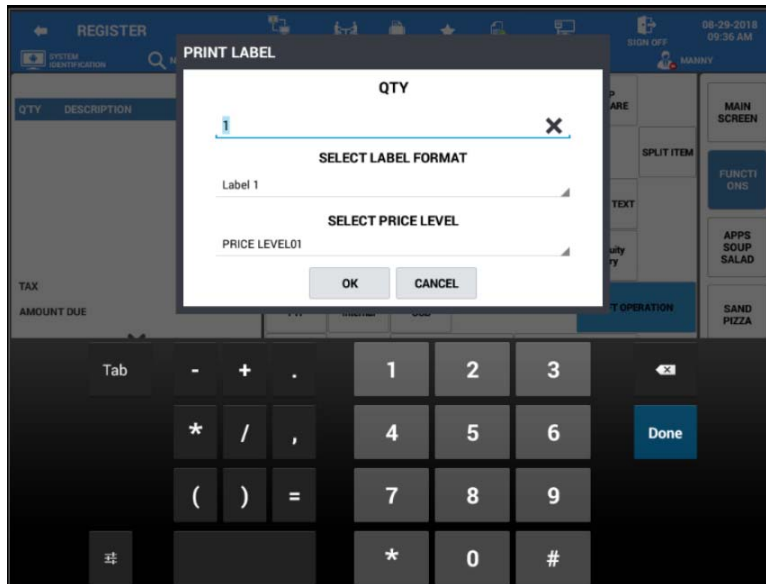
10. Enter the number of labels desired in the **QTY** field, Choose the **LABEL FORMAT**, and select the appropriate **PRICE LEVEL** to print on the label.

11. Press **OK** to print the label to the attached label printer.

Scale Items

The Sam4POS can be interfaced to an electronic scale, allowing direct entry of the item's weight by using the **SCALE** key.

Scale Program Notes

◆ See Program Mode Programming, PLU, PLU Status Group. The following options affect each PLU linked to a PLU status group.

⇒ SCALE: Select Auto Scale (weight on the scale is automatically entered when the PLU is registered) or Manual Scale (the weight must be entered before registering the PLU).

⇒ AUTO TARE# (0-20): If a tare is selected here, the preprogrammed tare weight will be subtracted from the scale weight when the PLU is registered.

◆ See Program Mode Programming, Function Key Function Key to set the **SCALE** Key attributes:

⇒ MANAGER REQUIRED?

⇒ ALLOW MANUAL ENTRY OF WEIGHT

⇒ WEIGHT SYMBOL FOR MANUAL ENTRY

⇒ ALLOW TARE WEIGHT ENTRY

⇒ TARE ENTRY IS COMPULSORY

⇒ ALLOW MANUAL ENTRY OF TARE

Direct Scale Entry

1. Place the item on the scale.

2. Touch the SCALE key to display the weight.

3. Register the open or preset PLU.

Manual Weight Entry

1. Enter the weight using the decimal key.

2. Touch the SCALE key to display the weight.

3. Register the open or preset PLU.

Auto Scale Entry

1. Place the item on the scale.

2. Touch the Auto-Scale PLU item on the touch screen or real-keyboard.

Tare Weight

A tare is the amount of weight accounted for by the container or packaging. By entering a tare weight (as required by law in some areas) the weight of the container is subtracted and only the true weight of the product is measured on the scale. Tare weights are programmed in:
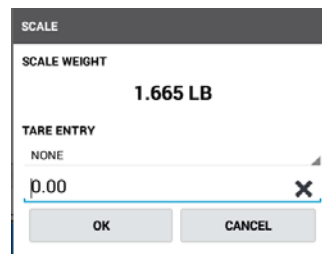
Program Mode →Options →Tare Weight

Auto Tare Weight
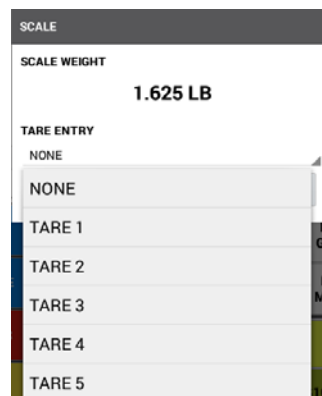
1. Place the item in the container on the scale.
2. Touch the **SCALE** key to display the weight.
3. Register the open or preset PLU.
4. The PLU is registered *(minus the weight of the Tare)*.

Manual Tare Weight Entry
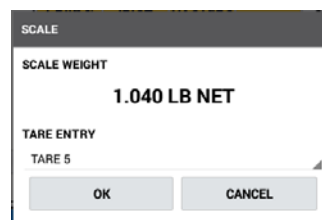
1. Place the item in the container on the scale.

2. Touch the **SCALE** key to display the weight.

3. Touch the **TARE ENTRY** drop down:

4. Select the appropriate Tare from the list; the weight displays minus the tare:

5. Press **OK**.

6. Register the open or preset scale PLU; the item is added to the sale.
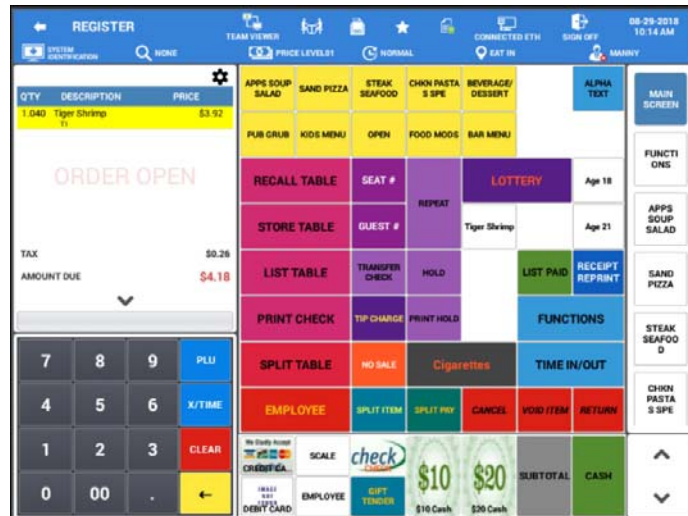
Open Tare Weight Entry

1. Place the item in the container on the scale.
2. Touch the **SCALE** key; the weight is displayed:
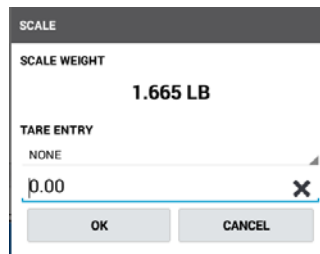
3. Touch the Open **TARE ENTRY** field. Place the cursor to the right of the digit you want to enter.
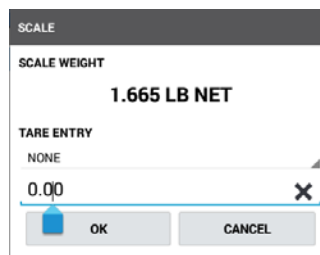
4. Enter the Tare weight. Note that the weight displays minus the tare weight.
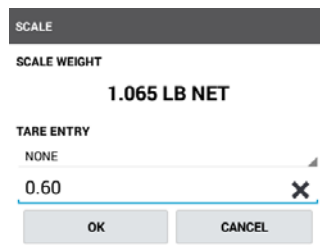
5. Touch **OK**:

6. Register the open or preset scale PLU:
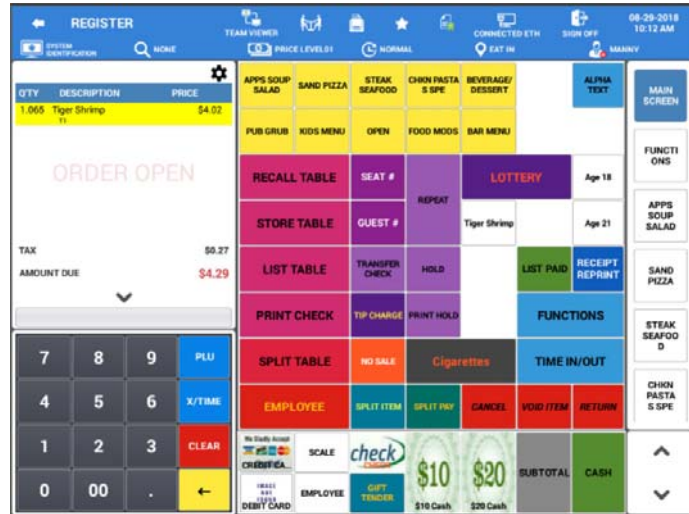
Promo

The PROMO key allows the operator to account for promotional items (i.e. by two, get one free). This key will remove the cost of the item from the sale, but not the count. In the case of by two, get one free the count remains three items, but the customer is only charged for two.

1. Register the items to be sold.

2. Select the item you to Promo; Touch **PROMO**.

3. The price on the selected item is removed; PROMO will be indicated under the item.
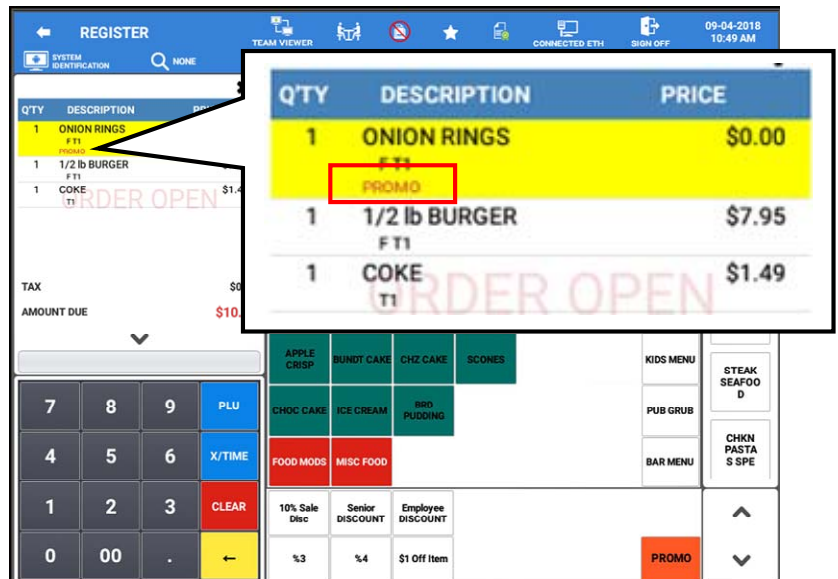
Change Quantity

The **QUANTITY CHANGE** key allows the operator to change the quantity of an item that was entered incorrectly. For example: The customer ordered six beers but the operator incorrectly entered in 9 X/Time Beer instead of entering 6 X/Time Beer. To correct this:

1. Highlight the item with the incorrect quantity on the register screen.
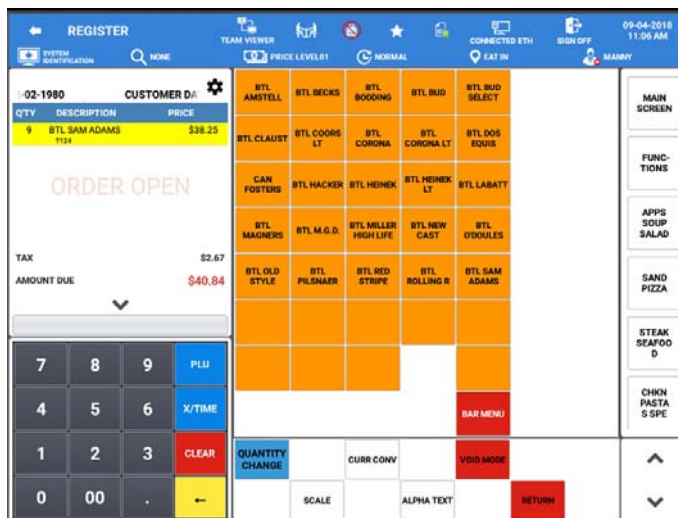
2. Enter in the correct quantity on the numeric keypad [6] and press **QUANTITY CHANGE**.

3. The quantity and price/total are adjusted.
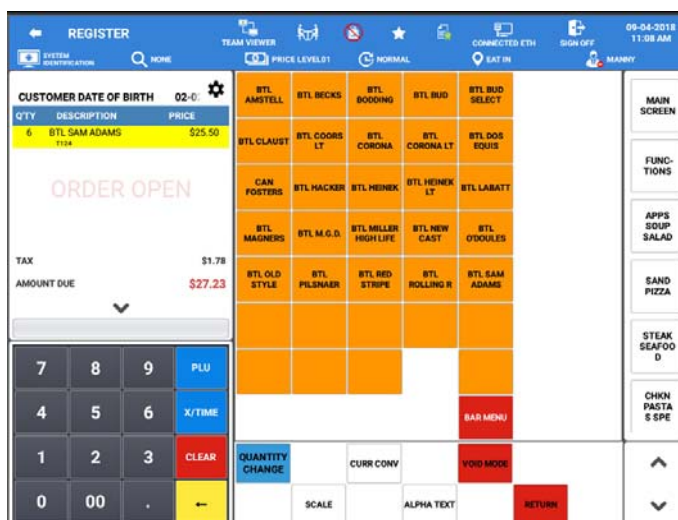
Split Pricing – Decimal

When items are priced in groups, i.e. 3 for $1.00, you can enter the quantity purchased and let the register calculate the correct price.

The X/Time key can be set to allow Split Pricing. The split pricing can be set for either Whole# or Decimal. When set for Decimal:

1. Enter the quantity purchased; press the **X/TIME** key. For example, enter:
    [2] X/TIME

2. Enter the quantity of the group price; press the **X/TIME** key. For example, if the items are priced 3 for $1.00, enter:
    [3] X/TIME

3. Enter an amount on the ten-key pad. For example, if the items are priced 3 for $1.00, enter: **1 0 0**

4. Press the PLU/Item key. For example, press **OPEN F/S PLU**:

*Note that the quantity is **0.67***

```
              Sam4POS
         12345 City Street
        Hometown, USA 55555


2017-09-20        15:43        WED
ORDER# 123                 POS-1060
-----------------------------------
PRODUCT                       TOTAL
-----------------------------------
0.67 X      @1.00
OPEN F/S PLU        T5F        $0.67


-----------------------------------
SUBTOTAL                      $0.71
TAXABLE TOTAL                 $0.67
TAX AMOUNT                    $0.04
-----------------------------------
TOTAL                         $0.71
-----------------------------------
CASH                          $0.71
No.000067   REG# POS-1    MANAGER
             Thank You!
```

Split Pricing – Whole#

The X/Time key can be set to allow Split Pricing. The split pricing can be set for either Whole# or Decimal.

1. Enter the quantity purchased; press the **X/TIME** key. For example, enter:
   [2] X/TIME

2. Enter the quantity of the group price; press the **X/TIME** key. For example, if the items are priced 3 for $1.00, enter:
   [3] X/TIME

3. Enter an amount on the ten-key pad. For example, if the items are priced 3 for $1.00, enter: **1 0 0**

4. Press the PLU/Item key. For example, press: **OPEN F/S PLU**:

Note that the quantity is 2/3

```
            Sam4POS
        12345 City Street
       Hometown, USA 55555


2017-09-20        15:43        WED
ORDER# 123               POS-1060
----------------------------------
PRODUCT                     TOTAL
----------------------------------
2/3 X      @1.00
OPEN F/S PLU      T5F       $0.67


----------------------------------
SUBTOTAL                    $0.71
TAXABLE TOTAL               $0.67
TAX5 AMOUNT                 $0.04
----------------------------------
TOTAL                       $0.71
----------------------------------
CASH                        $0.71
No.000067   REG# POS-1   MANAGER
           Thank You!
```

Not Found PLU

Designed to be used in a scanning system, the **NOT FOUND PLU** feature allows the operator to immediately enter basic PLU information for an item that is not in the PLU file. If the "Not Found PLU" message displays when a PLU is entered (or when an item is scanned) the operator can press or touch the **NOT FOUND PLU** key and will be prompted to enter PLU price, and if programmed, the descriptor and linking information. The item is registered immediately.

1. Scan or enter a PLU that is not in the PLU file; a continuous error tone sounds notifying the operator the item just scanned is not in the database. The NOT FOUND PLU notification displays:
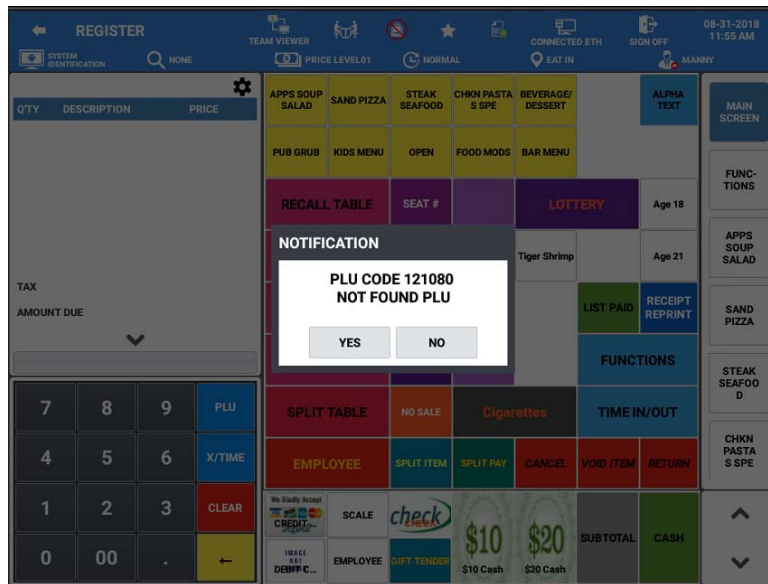
2. Press **YES** to add the item; The **REGISTER PLU** entry box displays:
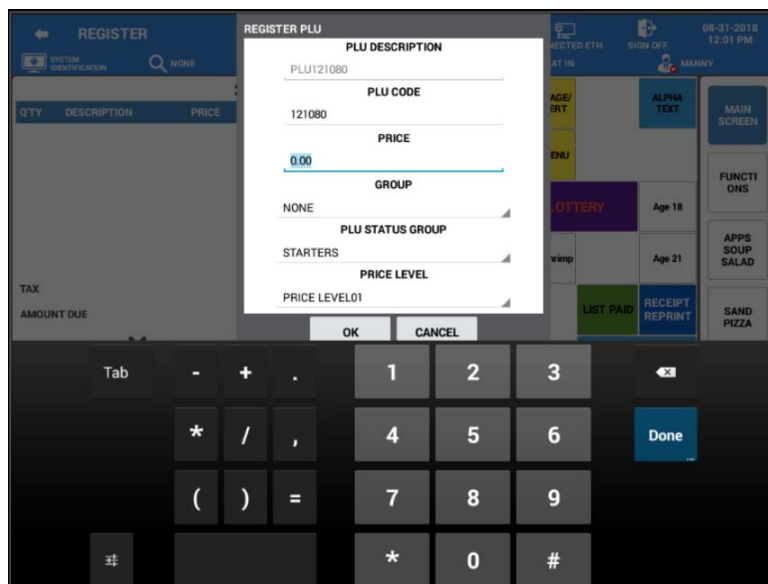
3. Enter the PLU DESCRIPTOR, PRICE *(for all price levels)*, GROUP assignment and PLU STATUS GROUP assignment for the item, press **OK** when done.

4. The item is registered in the current transaction and added to the PLU database.

Shifting or Exempting Tax

Tax Shift

PLU's can be programmed to automatically add the appropriate tax or taxes. Occasionally, you may need to sell a normally taxable item without tax, or a normally non-taxable item with tax. You can perform tax shifting with the tax shift key.

Note: Display of taxable item indicators is controlled by Tax Option settings in the Options programming.

Shifting Tax from a Taxable Item

1. To exempt tax or change the tax on individual items, select the item you want to shift the tax on and touch **TAX SHIFT**.

2. On the TAX selection screen that displays, uncheck the appropriate taxes to remove the tax on the item selected.

Adding Tax to a Non-Taxable Item

1. To charge a tax on a normally non-tax item, select the item you want to add a tax to and touch the **TAX SHIFT** key.

2. On the TAX selection screen that displays, check the appropriate taxes to add the tax on the item selected.

Exempt Tax on an Entire Sale

Occasionally, you may need to exempt tax from an entire sale. For example, you might remove all state and local taxes when you sell merchandise to a church or charitable institution.

 Taxes can be removed from an entire sale by using a pre-programmed **TAX EXEMPT** key. Press **SUBTOTAL** then press **TAX EXEMPT** to remove all taxes as set on the tax-exempt key.

Food Stamp Shift

Food Stamps may be used to purchase eligible items at stores that participate in the program. The taxes normally collected may be exempted when purchased with food stamps. Handling of food stamp transactions is done by sorting food stamp and non-food stamp eligible items within each sale and tracking food stamp payments for eligible items.

Note: Display of food stamp eligible indicators is controlled by Tax Options settings in the Options programming.

◆ To sell a non-food stamp eligible item with food stamp eligibility, touch the **FD/S SHIFT** key before the item entry.

◆ To sell a food stamp eligible item as non-food stamp eligible, touch the **FD/S SHIFT** key before the item entry.

Corrections & Voids

Clear

Touch the **CLEAR** key to erase numeric entries or clear an error condition.

Void Item

Use the VOID ITEM key to void an item previously entered in a transaction. To void a previous item:

◆ Touch the item or condiment where it is displayed – note that the item touched is now selected and highlighted. Touch **VOID ITEM** key to remove the selected item or condiment.

Note: If an item is voided, condiments associated with the item are also removed.

Cancel

Use the cancel function to completely abort a transaction in progress. No totals or counters are updated for items registered prior to cancelling a transaction. Cancel cannot be used after tendering or finalization. Employee authority determines if the Cancel function is allowed. Cancel does not open the cash drawer.

◆ Touch CANCEL to abort a transaction in progress.

Transaction Void

A **VOID MODE** key must be placed on the keyboard. If the Void Mode key is set for manager control, entry of the manager password is required. The Void Mode key can also be set for Pop-Up or Stay-Down operation.

1. Touch the **VOID MODE** key. If required enter the manager password. The header ribbon will turn **red** and show VOID MODE for the header title.

2. Enter Items to be voided. Finalize the transaction using the appropriate tender key.
3. If the Void Mode key is set for pop-up, the terminal will return to the normal Register Mode.
4. If the Void Mode key is set for stay-down; void additional transactions as necessary.
5. Touch the **VOID MODE** key again to exit Void Mode.

Merchandise Return

Use this function to return (credit) merchandise inside or outside of a sale.

◆ Touch **RETURN**, and then enter the item to be returned.

Splitting Consolidated Items

When like items are consolidated, touch the SPLIT ITEM key to separate items for separate seat assignment or split checks.

1. Touch the consolidated item you wish to split.
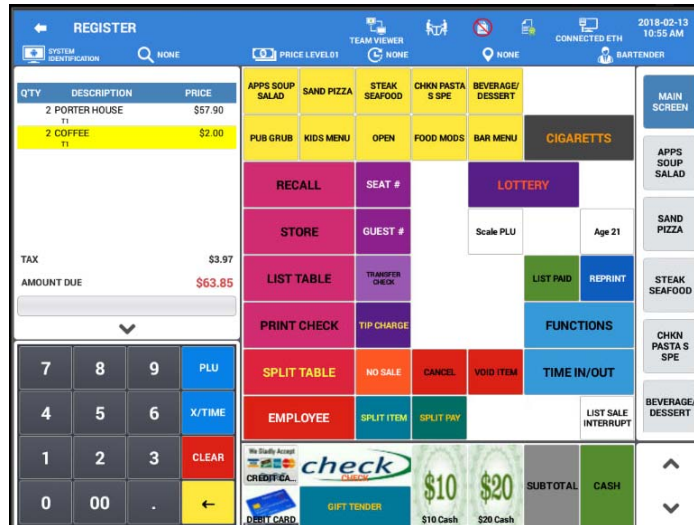
2. Touch **SPLIT ITEM** to split the items; The Split Item **Enter Quantity** dialog displays:

3. Enter the number of items you want to split off and press **ENTER**. The selected item is split off:
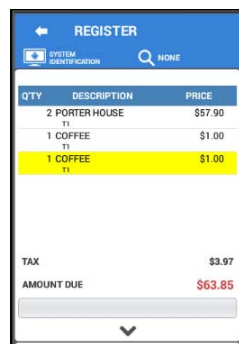
Discounts/Coupons/Surcharges

The DISCOUNT key is programmable and may be set up to handle a variety of discounts, surcharges or coupons. Each Discount key can:

- Require Manager to allow the discount,
- Apply to a Sale or an Item,
- Accept an amount entry or calculate a percentage,
- Be positive (surcharge) or negative (discount),
- Be open or preset (preset may be price or percentage, depending upon other setup),
- Calculate taxes before or after the discount is applied,
- Allow the discount to reduce the food stamp subtotal,
- Allow the "do it" subtotal discount function,
- If the % key is preset at a set percentage, allow override of the percentage, or to allow override of the percentage in 'X' mode only,
- If the % key is an item discount/surcharge function, net the item total or not,
- If the % key is a subtotal amount function (vendor coupon), allow multiple coupons without pressing subtotal or allow only one coupon.

Sale (Subtotal) Discounts

To deduct an open percentage discount from a sale (or override a preset percentage):

1. Register items.
2. Touch **SUBTOTAL**.
3. Enter discount percentage. If the discount is fractional, use the decimal key. For example, enter 1 5 . 5 for a 15.5% discount.
4. Touch the **% key**.
5. Finalize the transaction.

To deduct a preset percentage discount from a sale:

1. Register items.
2. Touch **SUBTOTAL**.
3. Touch the **% key**.
4. Finalize the transaction.

To deduct a coupon against a sale:

1. Register items.
2. Touch **SUBTOTAL**.
3. Enter the amount of the coupon.
4. Touch the **% key**.
5. Finalize the transaction.

To apply a **"Do It"** discount:

Note: This function allows the operator to accept a short tender as full payment for the sale. The amount short is automatically tracked in the discount key total.

1. Register items
2. Touch **SUBTOTAL**
3. Enter the amount of the tender, touch the **% key**
4. Touch **CASH**

Item Discounts

To deduct an open percentage discount from an item (or override a preset percentage):

1. Register item.
2. Enter discount percentage. If the discount is fractional, use the decimal key. For example, enter 1 5 . 5 for a 15.5% discount.
3. Touch the **% key**.

To deduct a preset percentage discount from an item:

1. Register the item.
2. Touch the **% key**.

To deduct a preset percentage discount from an item entered earlier in the sale:

1. Touch the item or condiment where it is displayed – note that the item touched is now selected and highlighted.
2. Touch the **% key**.

To deduct a store coupon against an item:

1. Enter the amount of the coupon,
2. Touch the **% key**.
3. Enter or touch the **PLU** the discount is to be applied to.

Surcharges

To add an open percentage surcharge to a sale:

1. Register items.
2. Touch **SUBTOTAL**.
3. Enter surcharge percentage. If the surcharge is fractional, use the decimal key. For example, enter **1 5 . 5** for a 15.5% surcharge.
4. Touch the **% key**.
5. Finalize the transaction.

To add a preset percentage surcharge to a sale:

1. Register items.
2. Touch **SUBTOTAL**.
3. Touch the **% key**.
4. Finalize the transaction.

To add an open percentage surcharge to an item:

1. Register item.
2. Enter surcharge percentage. If the surcharge is fractional, use the decimal key. For example, enter **1 5 . 5** for a 15.5% surcharge.
3. Touch the **% key**.

To add a preset percentage surcharge to an item:

1. Register the item.
2. Touch the **% key**.

Totaling/Tendering

Cash

Cash Tender keys can be set as:

NORMAL

Touch the **CASH** key or, enter the amount of the cash tendered and touch the **CASH** key. The register will display the change due.

QUICK TENDER

Touch the **QUICK CASH** key, the register will display the change due.

NEXT DOLLAR

Touch the **NEXT DOLLAR** key to tender an amount the next whole dollar above the sale total. The register will display the change due.

Check

◆ Touch the **CHECK** key or, enter the amount of the check and touch the **CHECK** key. The register will display the change due.

Miscellaneous (Charge) Tender

Miscellaneous tender keys are available for accepting various types of payment such as *House Charges, Credit, Debit, and Gift cards*. Each key can be configured separately with maximum charge limits, tendering requirements/rules, tax exemption rules and validation requirements. Operation sequences will vary depending upon the situation.

To accept a miscellaneous tender payment:

◆ Touch the **MISC TENDER** key or, enter the amount tendered and touch the appropriate **MISC TENDER** key. The register will display the change due.

Split Tender

Multiple payments can be recorded for a single transaction. Cash, Check, and/or Misc. tenders can be recorded in any order, as many times as necessary to pay the entire transaction.

Check Cashing

A separate function key is available for check cashing. Check cashing limits may apply and a manager code may be needed to complete the transaction.

◆ Enter the amount of the check to be cashed, touch the **CHECK-CASHING** key. The cash and check-in-drawer totals will be adjusted appropriately.

Food Stamp Subtotal & Tender

Food Stamp options include:

- The **FD/S TEND** key can be programmed to forgive tax on items paid for with food stamps.

- Food Stamp change of less than $1 can be applied toward the sale or given as change.

Consult with your installing dealer to verify that food stamp programming is set to correspond with food stamp merchant rules in your area.

To complete a food stamp transaction:

1. Register all items you wish to sell. (No need to sort food stamp eligible and non-eligible items, The Sam4POS will maintain a subtotal of food stamp eligible items based on the programmed status for each item.)

2. Press or touch **FD/S SUBTL**. The total of items eligible for food stamp payment displays:

3. Enter food stamp tender amount, press or touch FD/S TEND.

4. Pay remainder due (if any) with **CASH**, **CHECK** or by one of the miscellaneous tender functions (charge).

Foreign Currency Subtotal & Tender

1. Register your items.

2. Press or touch the appropriate conversion key which is pre-programmed with the exchange rate (for example, a Canadian Dollar may be worth $0.75 US.)

3. Enter amount tendered in foreign currency and press or touch **CASH**. Note that change is com puted in home currency.

```
            Sam4POS
        12345 City Street
       Hometown, USA 55555

2018-02-12        15:43        MON
ORDER# 123               POS-1060
----------------------------------
PRODUCT                     TOTAL
----------------------------------
ONION RINGD       T1F      $7.25
1/2 lb BURGER     T1F      $6.95
----------------------------------
SUBTOTAL                   $15.14
TAXABLE TOTAL              $14.20
TAX TOTAL                   $0.94
TEND ROUND TOTAL            $0.01
----------------------------------
RND SUBTOTAL               $15.15
TOTAL                     $15.15
----------------------------------
CASH                       $11.39

CHANGE RATE              0.752370
CURR CONV                  $11.39
FOREIGN AMT                $11.39
HOME AMT                   $15.14
NO. 00000167  REG# POS-1    MANAGER

        THANK YOU
```

Integrated Payment/EMV Transactions

Connection to an EMV enabled Datacap integrated payment appliance allows electronic payments to be initiated and completed at the Sam4POS terminal. Although connected, the functions of the ECR and Datacap devices are distinct.

When an electronic payment transaction is completed at the Sam4POS terminal, the Datacap device communicates with the payment processor, through the Internet connection at the site. The Datacap device works much like ordinary standalone payment terminals, except that the keyboard, display and printing functions take place at the Sam4POS terminal.

Sample Transaction - Credit

Close the previous day's batch before beginning a new sales day. The new batch is opened when the previous batch is closed.

1. Register a normal transaction.
2. Touch the appropriate **MISC TEND** key. At the register, the message **"WORKING"** displays.
3. At the PIN-Pad the message displays:

   SALE

   $2.00 – OK?

4. Press the **GREEN** button on the PIN-Pad keypad.
5. Insert the EMV card into the PIN-Pad. The PIN-Pad will display **"PLEASE WAIT"**, then **"DO NOT REMOVE CARD"**, and then **"PROCESSING"**. When Complete, the **"APPROVED"** message will display.
6. Remove the card from the PIN-Pad.
7. At the register, the receipt and card draft are printed.

Sample Merchant and Customer Drafts (without tip)

If the Gratuity Flag option is set to "Do Not Prompt on PINPAD" *(P-Mode / Options / Options / System Option)* a tip line will not be printed and the customer will not be prompted for tip entry at the PIN-Pad.

```
        SAM4POS TERMINAL


DATE         06/20/2016        MON
MERCHANT ID: 19497807
CLERK ID: test


             SALE
VISA            ************0010
ENTRY METHON: CHIP
DATE: 06/20/2016  TIME: 11:02:52


INVOICE:00013
REFERENCE: 1002
AUTH CODE: 02545A


AMOUNT               USD$ 2.01
                     ==========
TOTAL                USD$ 2.01

       APPROVED - THANK YOU

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
 (MERCHANT AGREEMENT IF CREDIT VOUCHER)




X_____
         Card 01           Test


APPLICATION LABEL: Visa Credit
AID: A0000000031010
TVR: 0000008000
IAD: 06010A03602000
TSI: F800
ARC: 00
CVM: SIGN
NO.000005 REG01 1 EMPLOYEE   TIME 11:03
5/26/04  10:10            [2/2]  9
SALE                        $2.00
```

```
        SAM4POS TERMINAL


DATE         06/20/2016        MON

    STUFF F              $2.01
    TOTAL                $2.01
    EMV CREDIT           $2.01
SALE                     $2.01
INV: 00013
AUTH: 02545A
REF: 1002
       * ORDER# 0106 *
NO.000005 REG01 1 EMPLOYEE   TIME 11:03
```

Sample Merchant and Customer Drafts (with tip)

If the 'Gratuity Flag' option is set to "Print Blank Tip on Receipt" *(P-Mode / Options / Options / System Option)* a tip line will be printed and the customer will not be prompted for tip entry at the PIN-Pad.

```
           SAM4POS TERMINAL

DATE          06/20/2016        MON
MERCHANT ID: 19497807
CLERK ID: test


               SALE
VISA                ************0010
ENTRY METHON: CHIP
DATE: 06/20/2016  TIME: 11:02:52


INVOICE:00013
REFERENCE: 1002
AUTH CODE: 02545A


AMOUNT                  USD$ 2.01

TIP             USD$ _____

TOTAL           USD$ _____


         APPROVED - THANK YOU

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
 (MERCHANT AGREEMENT IF CREDIT VOUCHER)



x_____
         Card 01            Test


APPLICATION LABEL: Visa Credit
AID: A0000000031010
TVR: 0000008000
IAD: 06010A03602000
TSI: F800
ARC: 00
CVM: SIGN
NO.000005 REG01 1 EMPLOYEE    TIME 11:03
5/26/04  10:10            [2/2]  9
SALE                        $2.00
```

```
           SAM4POS TERMINAL

DATE          06/20/2016        MON

    STUFF F                   $2.01
    TOTAL                     $2.01
    EMV CREDIT                $2.01
SALE                          $2.01
INV: 00013
AUTH: 02545A
REF: 1002
          * ORDER# 0106 *
NO.000005 REG01 1 EMPLOYEE    TIME 11:03
```

Sample Transaction – Tip Entry at PIN-Pad

If the Gratuity Flag option is set to "Prompt For TIP On PIN-PAD" *(P-Mode / Options / Options / System Option)* a tip line will not be printed and the customer will be prompted for tip entry at the PIN-Pad.

1. Register a normal transaction.

2. Touch the appropriate **MISC TEND** key. At the register, the message **"WORKING"** displays.

3. At the PIN-Pad the message displays:

    SALE

    $2.00 – OK?

4. Press the **GREEN** button on the PIN-Pad keypad. The PIN-Pad now displays:

    ADD TIP?

    YES ⭕ ↙

    NO ⭕

5. To add a tip, press the **F3** button on the VX805 PIN-Pad immediately to the right of the YES. (If you do not wish to add at tip, select the F4 button next to the NO message.)

6. The PIN-Pad now displays the message **"ENTER TIP + OK"**.

7. **Enter the TIP amount** and press the **GREEN** button on the PIN-Pad keypad.

8. The PIN-Pad display now displays the updated sale total with the message: **"SALE OK?"**.

9. Press the **GREEN** button on the PIN-Pad keypad.

10. Insert the EMV card into the PIN-Pad. The PIN-Pad will display **"PLEASE WAIT"**, then **"DO NOT REMOVE CARD"**, and then **"PROCESSING"**.

11. When the processing is complete, the **"APPROVED"** message will display.

12. Remove the card from the PIN-Pad.

13. At the register, the receipt and card draft are printed.

Sample Merchant and Customer Drafts

```
        SAM4POS TERMINAL
_____

DATE          06/28/2016      TUE
MERCHANT ID: 19497807
CLERK ID: test

              SALE
MASTERCARD        ************0434
ENTRY METHON: CHIP
DATE: 06/28/2016  TIME: 09:09:38

INVOICE:00046
REFERENCE: 1001
AUTH CODE: 0262724

AMOUNT                USD$ 2.01
TIP                   USD$ 1.00
                      =========
TOTAL                 USD$ 3.01

        APPROVED - THANK YOU


APPLICATION LABEL: MASTERCARD
AID: A0000000041010
TVR: 0000008000
IAD: 011060900F22000025DC00000000000000F
TSI: E800
ARC: 00
CVM: NONE
NO.000031 REG01 1 EMPLOYEE    TIME 09:09
```

```
        SAM4POS TERMINAL
_____

DATE          06/28/2016      TUE

    STUFF F                 $2.01
    TOTAL                   $2.01
    EMV CREDIT              $2.01
SALE                        $3.01
TIP                         $1.00
INV: 00046
AUTH: 0262724
REF: 1001
        * ORDER# 0132 *
NO.000031 REG01 1 EMPLOYEE   TIME 09:09
```

Sample Transaction - Debit

1. Register a normal transaction.
2. Touch the appropriate **MISC TEND** key. At the register, the message **"WORKING"** displays.
3. At the PIN-Pad the message displays:

    SALE

    $2.00 – OK?

4. Press the **GREEN** button on the PIN-Pad keypad.
5. Insert the EMV card into the PIN-Pad. The PIN-Pad will display **"PLEASE WAIT"**, then **"DO NOT REMOVE CARD"**, and then **"ENTER PIN & OK"**.
6. At the PIN-Pad, **enter the 4-digit PIN** and press the **GREEN** button.
7. The PIN-Pad will display **"DO NOT REMOVE CARD"** and then **"PROCESSING"**.
8. When the processing is complete, the **"APPROVED"** message will display.
9. Remove the card from the PIN-Pad.
10. At the register, the receipt and card draft are printed.

Sample Merchant and Customer Drafts (without tip)

```
          SAM4POS TERMINAL

DATE           06/22/2016      WED
MERCHANT ID: 19497807
CLERK ID: test

               SALE
MASTERCARD          ************0434
ENTRY METHON: CHIP
DATE: 06/22/2016  TIME: 11:02:52

INVOICE:00026
REFERENCE: 1003
AUTH CODE: 062669

AMOUNT                  USD$ 2.01
                        ==========
TOTAL                   USD$ 2.01

        APPROVED - THANK YOU

BY ENTERING A VERIFIED PIN, CARDHOLDER
AGREES TO PAY ISSUER SUCH TOTAL IN
ACCORDANCE WITH ISSUER'S AGREEMENT WITH
CARDHOLDER


x_____
        Card 01            Test


APPLICATION LABEL: MasterCard
AID: A0000000041010
TVR: 0000048000
IAD: 0110609F22000056BE00000000000000F
TSI: E800
ARC: 00
CVM: PIN VERIFIED
NO.000011 REG01 1 EMPLOYEE    TIME 11:03
```

```
          SAM4POS TERMIANL

DATE           06/22/2016      WED

    STUFF F                  $2.06
    TOTAL                    $2.06
    PIN DEBIT                $2.06
SALE                         $2.06
INV: 00026
AUTH: 062669
REF: 1003
        * ORDER# 0112 *
NO.000011 REG01 1 EMPLOYEE    TIME 11:03
```

Sample Merchant and Customer Drafts (with tip)

```
        SAM4POS TERMIANL

DATE         06/22/2016        WED
MERCHANT ID: 19497807
CLERK ID: test

               SALE
MASTERCARD         ************0434
ENTRY METHON: CHIP
DATE: 06/22/2016  TIME: 11:02:52

 INVOICE:00026
 REFERENCE: 1003
 AUTH CODE: 062669

 AMOUNT                 USD$ 2.06

 TIP            USD$ _____

 TOTAL          USD$ _____

        APPROVED – THANK YOU

BY ENTERING A VERIFIED PIN, CARDHOLDER
AGREES TO PAY ISSUER SUCH TOTAL IN
ACCORDANCE WITH ISSUER'S AGREEMENT WITH
CARDHOLDER



x_____
         Card 01            Test


APPLICATION LABEL: MasterCard
AID: A0000000041010
TVR: 0000048000
IAD: 0110609F22000056BE00000000000000F
TSI: E800
ARC: 00
CVM: PIN VERIFIED
NO.000011 REG01 1 EMPLOYEE    TIME 11:03
```

```
        SAM4POS TERMINAL

DATE         06/22/2016        WED

    STUFF F                 $2.06
    TOTAL                   $2.06
    PIN DEBIT               $2.06
SALE                        $2.06
INV: 00026
AUTH: 062669
REF: 1003
         * ORDER# 0112 *
NO.000011 REG01 1 EMPLOYEE    TIME 11:03
```

Manual Card Entry

Manual card entry is allowed on Credit, Gift and EBT transactions if the reader is unable to read the card or for card not present sales.

Note: PIN Debit payments must be processed as card-present transactions, card data must be read by the card reader and cannot be manually entered. This is a card requirement, not a function of the point of sale equipment.

---

1. Register a normal transaction.

2. Touch the appropriate **MISC TEND** key. The message **"WORKING"** displays.

3. At the PIN-Pad the message displays:

   SALE

   $2.00 – OK?

4. Press the **GREEN** button on the PIN-Pad keypad.

5. Insert the EMV card into the PIN-Pad. The **"WORKING"** will continue to display. If the card will not read, the **"WORKING"** message will begin a countdown until the message **"TRANSACTION NOT COMPLETE"** displays on the register and on the PIN-Pad.

6. Touch **CLOSE** on the ECR message box. The message **"TRY MANUAL ENTRY"** now displays.

7. Touch **YES** on the ECR message box. At the PIN-Pad, the SALE and transaction amount message displays again.

8. Press the **GREEN** button on the PIN-Pad keypad.

9. The message **"ACCOUNT NUMBER"** displays. Enter the card number and press the **GREEN** button on the PIN-Pad keypad.

10. The message **"ENTER EXPIRY, DATE MM/YY"** displays. Enter the 4-digit card expiration date in MMYY format and press the **GREEN** button on the PIN-Pad keypad.

11. The message **"ENTER CVV"** displays. Enter the CVV / CID (card verification value as shown on the reverse of the card) and press the **GREEN** button on the PIN-Pad keypad.

12. The message **"ZIP CODE"** displays. Enter the 5-digit zip code of the card holder and press the **GREEN** button on the PIN-Pad keypad.

13. The message **"CHIP CARD YES=OK?"** displays. If the card is a chip card, press the **GREEN** button on the PIN-Pad keypad; if the card is not a chip card, press the RED button.

14. When verification is complete, the PIN-Pad displays **"APPROVED"** and the draft is printed at the ECR.

Merchandise Return

Complete the merchandise return transaction as you would a normal transaction. The Return key must be pressed prior to entering each returned item.

1. Press **RETURN**, register item to be returned.

2. Touch the appropriate **MISC TEND** key. The message **"WORKING"** displays.

3. At the PIN-Pad the message displays:

> **REFUND**
>
> **$10.00 – OK?**

4. Press the **GREEN** button on the PIN-Pad keypad.

5. Insert the EMV card into the PIN-Pad. The PIN-Pad will display **"PLEASE WAIT"**, then **"DO NOT REMOVE CARD"**, and then **"PROCESSING"**.

6. When the processing is complete, the **"APPROVED"** message will display.

7. Remove the card from the PIN-Pad.

8. The receipt and card draft are printed.

Sample Merchant and Customer Draft

```
          SAM4POS TERMINAL
   ─────────────────────────────

DATE        06/21/2016        TUE
MERCHANT ID: 19497807
CLERK ID: TEST

              REFUND
VISA
************0010
ENTRY METHOD: CHIP
DATE: 06/21/2016  TIME: 11:02:52

INVOICE:00020
REFERENCE: 1004
AUTH CODE: 470213

AMOUNT                 USD$ 2.01
                       =========
TOTAL                  USD$ 2.01


        APPROVED - THANK YOU

I agree to pay the above total amount
according to card issuer agreement
(merchant agreement if credit
voucher)



X_____
          CARD 01           tEST


APPLICATION LABEL: VISA CREDIT
AID: A0000000031010
TVR: 0000008000
IAD: 06010A03602000
TSI: A800
ARC: 00
CVM: SIGN
NO. 00000006  REG# POS-1    MANAGER
```

```
          SAM4POS TERMINAL
   ─────────────────────────────

DATE        06/21/2016        TUE
    -1 x            @ 2.01
    Stuff F.              -2.01
    TOTAL                 -2.01
    EMV CREDIT            -2.01
SALE                      -2.01
INV: 00020
AUTH: 470213
REF: 1004
         * ORDER# 0107 *
NO. 00000006   Reg# POS-1   MANAGER
```

Void Transaction

Transaction Void allows a transaction to be removed from the batch and not be reported to the cardholder statement. This process will correct the register totals and remove the transaction from the batch.

(You can also choose to void a transaction by record number (from EFT menus). See "**Void Sales by Record Number**" on page 171. This procedure will not correct ECR sales totals.)

1. Touch the **VOID MODE** key on the SAM4POS or turn mode key to **VOID** on the SAP-530.

2. Register a normal transaction.

3. Press the appropriate CHARGE key.

4. The message **"ENTER INVOICE"** screen displays:

5. Enter the invoice code printed for the transaction to be voided, press **CASH**. The message **"ORIG TRAN AMOUNT"** displays:

6. Enter the total amount of the original transaction, press **CASH**. The message: "WAITING FOR EFT" will display on the ECR. The Void Sale message will display on the PIN-Pad:

    VOID SALE

    $1.00 – OK?

7. Press the **GREEN** button on the PIN-Pad keypad.

8. Insert the EMV card into the PIN-Pad. The PIN-Pad will display **"PROCESSING"**. When Complete, the **"APPROVED"** message will display.

9. Remove the card from the PIN-Pad.

10. At the register, the message **"PRESS CASH TO CONTINUE"** will display.

11. Press **CASH**. The receipt and card draft are printed.

Sample Merchant and Customer Draft

```
          SAM4POS TERMINAL
_____

DATE           06/21/2016        THU
MERCHANT ID: 19497807
CLERK ID: TEST

              VOID SALE
VISA                   ************0010
ENTRY METHOD: CHIP
DATE: 06/21/2016  TIME: 11:02:52

INVOICE:00022
REFERENCE: 1005
AUTH CODE: 02828A

AMOUNT                    USD$ 2.01
==========
TOTAL                     USD$ 2.01

         APPROVED - THANK YOU

I agree to pay the above total amount
according to card issuer agreement
(merchant agreement if credit voucher)



X_____
            MERCHANT SIGNATURE


Application label: VISA CREDIT
AID: A0000000031010
TVR: 0000008000
IAD: 06010A03602000
TSI: A800
ARC: 00
CVM: SIGN
NO. 00000011   REG# POS-1     MANAGER
```

```
          SAM4POS TERMINAL
_____

DATE           06/21/2016        TUE
           ** TRANS VD **
    -1 x          @ 2.01
    Stuff f                   -2.01
    TOTAL                     -2.01
    EMV CREDIT                -2.01
SALE                          $2.01
INV: 00013
AUTH: 02545A
REF: 1002
         * ORDER# 0106 *
NO. 00000011   REG# POS-1     MANAGER
```

Post-Finalization Procedures

These operations are performed from the Register Mode but are only allowed after a sale is complete.

Receipt Issue

Additional receipts can be printed after a sale is finalized, or, if a receipt is not normally issued, we can print a receipt on request.

◆ Register and tender a transaction as normal. If a receipt is requested or if an additional receipt is required, touch the **RECEIPT REPRINT** key to reprint the transaction receipt.

◆ If the print option 'Allow Multiple Receipts' is enabled, touch **RECEIPT REPRINT** a second time to print additional receipt copies.

List Paid

Touch List Paid to view previously closed transactions for the current day or for a specified date range. Transactions for all employees or transactions just for selected employees can be previewed, reprinted or exported to an SD Card, USB or E-Mail account.

Note: The List Paid key can only be used outside of a transaction.

1. Touch the **LIST PAID** key; the transaction preview screen is displayed:

2. Touch the **TODAY** button to view paid transactions for the current day.
   – Or –
3. Touch the **START DATE** calendar.
4. Select the desired Start Date, Press **DONE.**
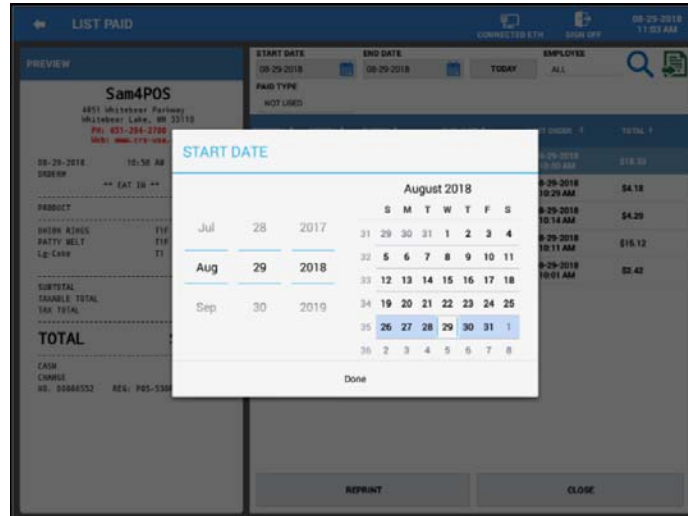
5. Touch the **END DATE** calendar.
6. Enter your desired end date, touch **DONE.**
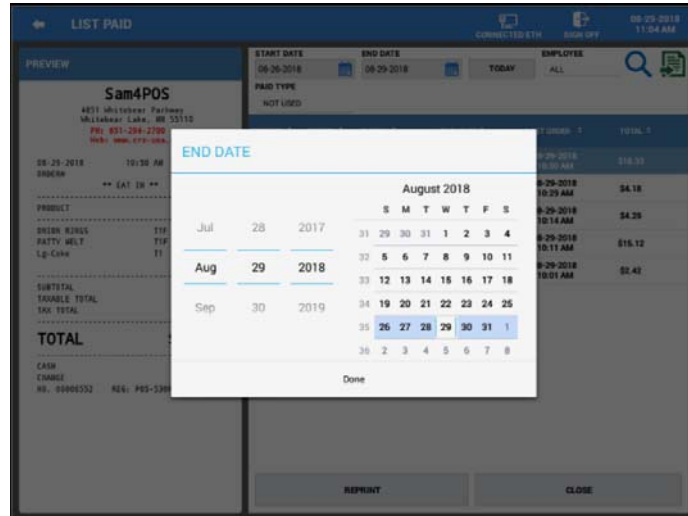
7. The **LIST PAID** screen is displayed. The default setting is to show paid transactions for all employees. If desired, you can choose to see just the transactions from selected employees.
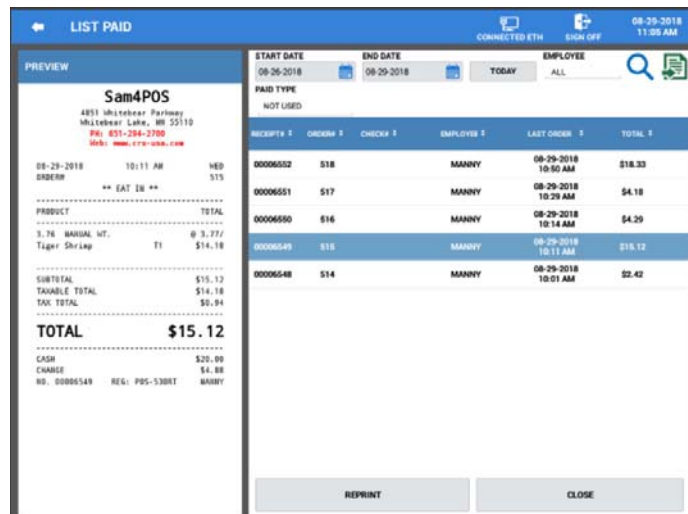
8. Touch the **EMPLOYEE** field to display the employee list. Uncheck the SELECT ALL checkbox.
9. Choose the employee whose paid transactions you wish to view.
10. Press **OK**.
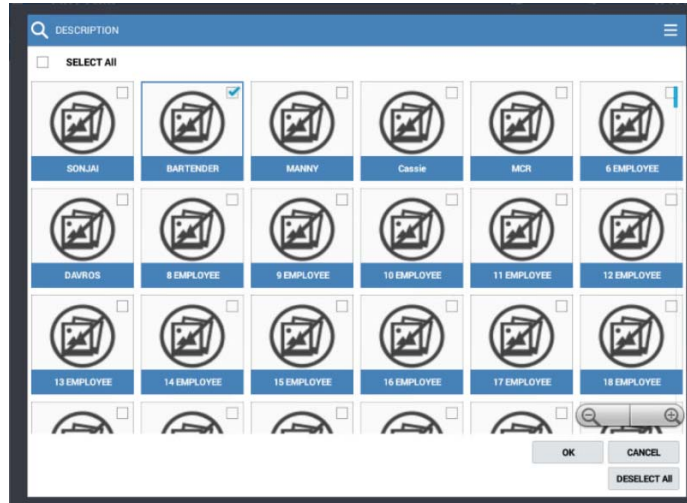
11. Touch the Search icon to load the list of transaction for your specified date range and employee selection.
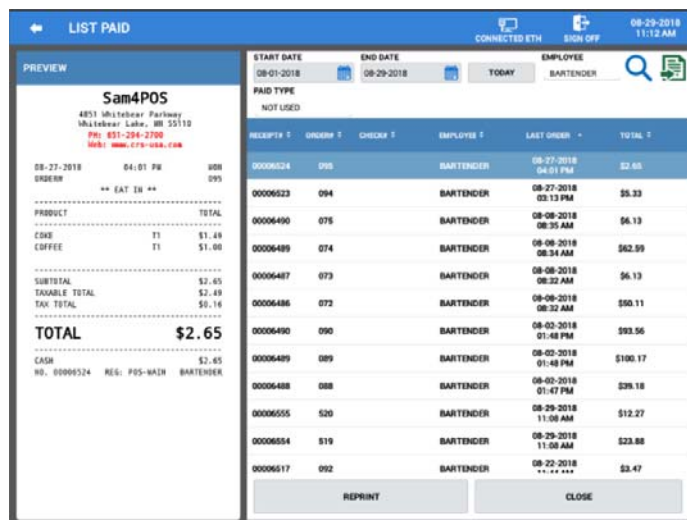
12. Select a transaction to preview the receipt;
13. Press **REPRINT** to print a copy of the receipt.
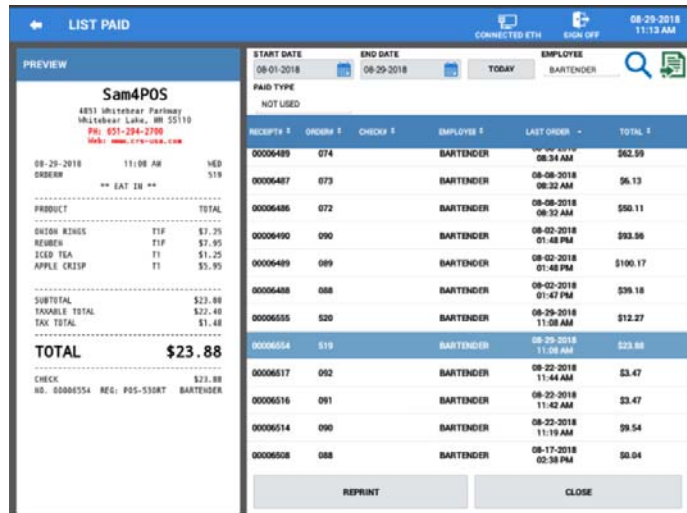
14. Press the icon if you want to export the selected transaction.

15. Choose the Export Path where you want to send the data:
    - SD CARD
    - USB
    - EMAIL

16. You will be returned to the List Paid screen.

17. Press **CLOSE** to return to the register screen.

CHOOSE EXPORT PATH

SD CARD

USB

EMAIL

Advanced Application Operations

Overview

The Sam4POS terminals can be utilized in a variety of common applications such as food service, retail and table service environments. Default key descriptors are used throughout this operation manual. The names and functions described in this manual may differ slightly from your specific application. Consult with your dealer for detailed operation information.

Advanced Operations discussed in this section are:

- Sign On/Off – Clock In/Out
- Training Mode
- Quick Service \ Drive /thru
- Guest Check
- Table Map
- Running Daily Reports
- Program Maintenance

Quick Service Operations

Modifier Keys

Typically, keys labeled as Small/Medium/Large/etc. are modifier keys. When items are sold in different sizes, touch a modifier *(size key)* before the desired item.

Modifiers can be programmed as:

- *Stay Down* so that registrations will be modified by the same modifier until another modifier is selected,

- *Pop-Up after each item* to register, for example large, medium or small soft drink, or

- *Pop-Up after each transaction* to register the same modification for the item until the transaction is finalized.

QUICK SERVICE SCREEN EXAMPLE
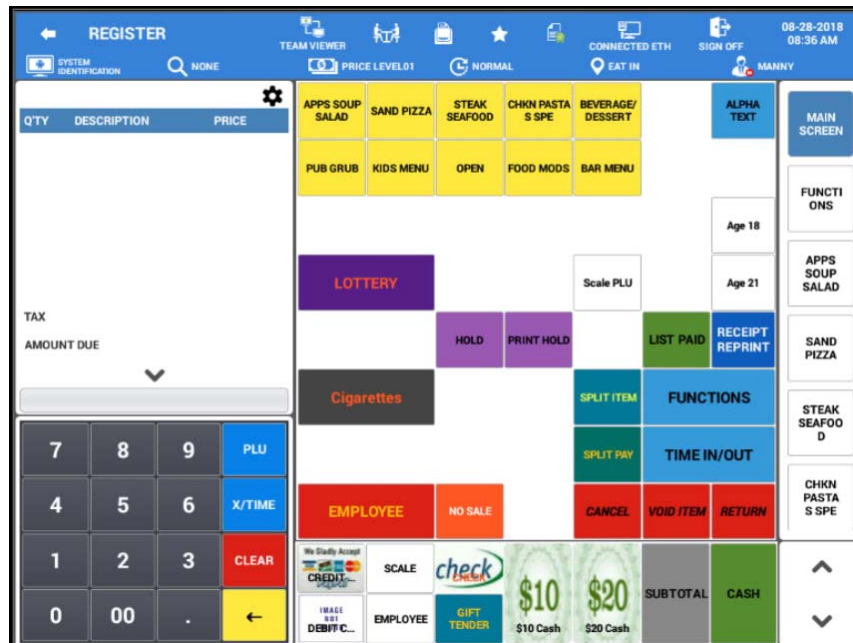
Using Modifiers

◆ **LARGE, X-LARGE, MEDIUM** and **SMALL** are modifier keys. When items are sold in different sizes, touch a modifier before touching the desired item.

◇ For example, touch **LARGE**, and then touch **COFFEE**.
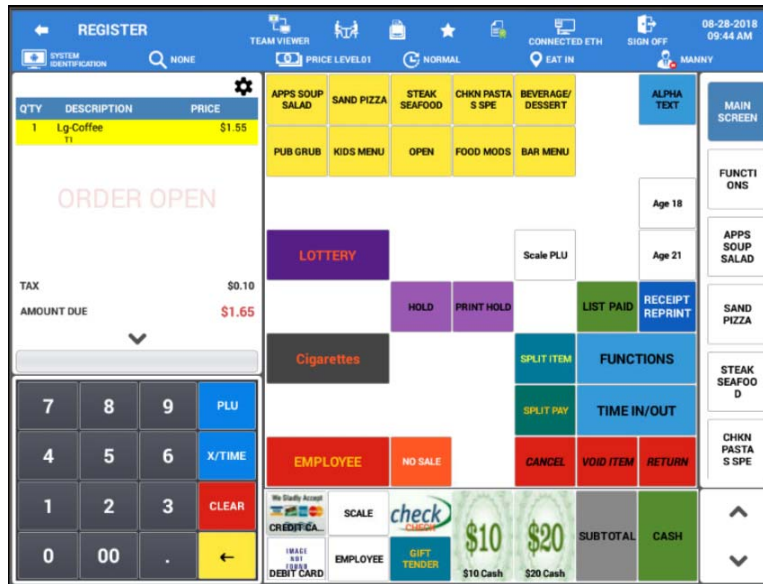
◆ When items are sold in different flavors, or with different options, registration of the item may trigger a MLU Chain.

◇ In this example, the Large Coffee has the options for: Cream, Sugar and Flavor Shot. Touch the desired option complete the item registration.
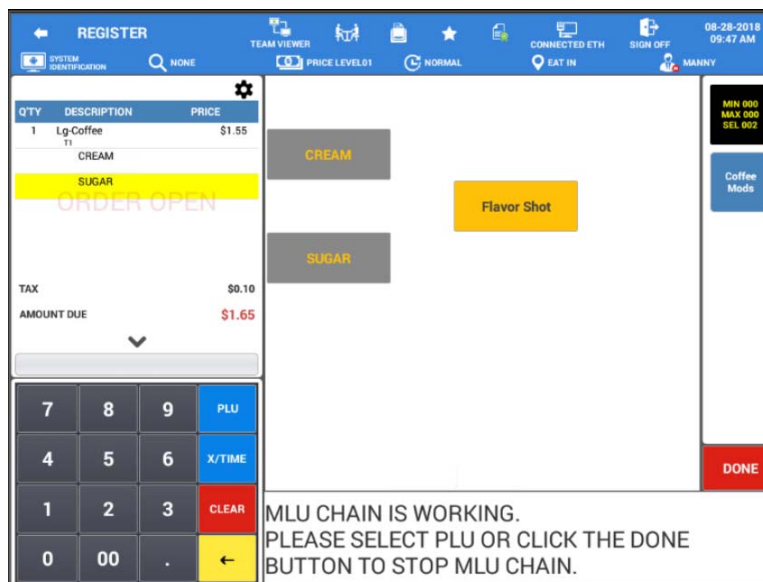
◇ After all modifier options are selected, the completed item is displayed, and the register is ready for another entry or finalization.

◇ Alternately, you can press the **DONE** key to close the selection window.

Drive Thru Operations

When drive thru operations are implemented, **Drive Thru Store**, **Drive Thru Recall** keys, assigned on the screen. (The **Drive Thru Store** key uses a Store Table function key with the "auto check management" feature enabled. The **Drive Thru Recall** key uses a Recall Table function key with the "Drive Thru" feature enabled.)

Drive Thru Store

1. Enter items.
2. Press the **DRIVE THRU STORE** key.

Drive Thru Recall

3. Press the **DRIVE THRU RECALL** key, the oldest transaction is recalled/displayed.
4. Add or void items as necessary.
5. Finalize the transaction with **CASH, CHECK** or one of the miscellaneous tender (charge) functions.

Alpha Text
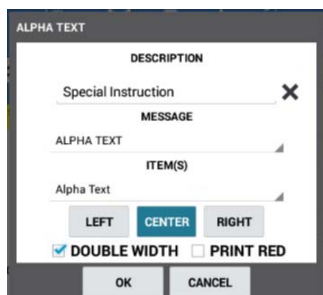
The Alpha Text key can be used to type a customer name or special instruction message that will be associated with an order (soft check) or an item in a sale.

1. Register an item, then press the **ALPHA TEXT** key; the Alpha Text dialog displays:

2. Type a custom Alpha Text message (up to 40 characters) in the **DESCRIPTION** field (top line) the using the alpha keyboard overlay.
3. Select the position where you want the message to appear on the receipt.
4. You can select to have the message print **DOUBLE WIDTH** and/or **PRINT RED** (on thermal paper the message will print in in reverse print, black background/white text).

5. Press **OK**. The message is saved and printed/displayed with the order.
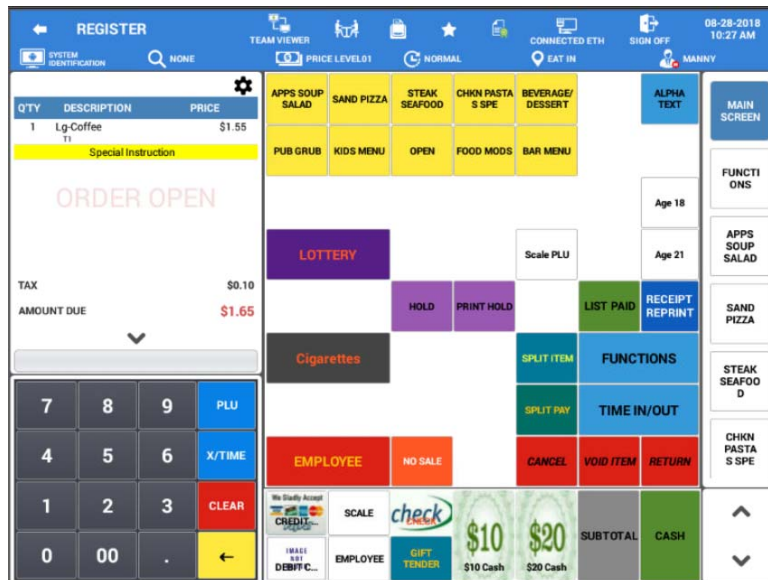
Alternately, you can select a pre-defined Alpha Text message as defined in the Message programming. Refer to Program Mode \ Receipt & Message \ Message programming.

1. Press the **ALPHA TEXT** key any time after registering an item. When the Alpha Text dialog displays, Press the **MESSAGE** field to open the predefine message categories:
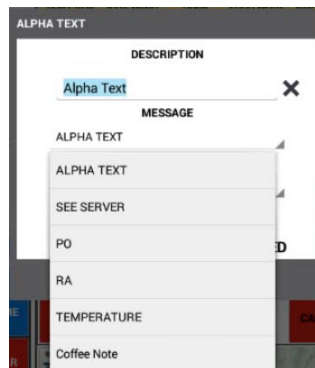
2. Select the desired message category from the list. Next, select the desired message from **ITEM(S)** the message list.
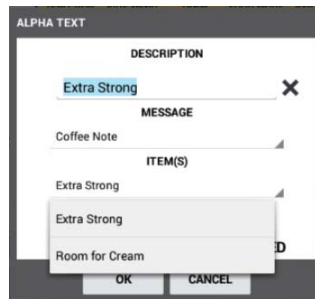
3. Choose the position and print setting, then press **OK**.

4. The selected message is saved printer/displayed with the order:
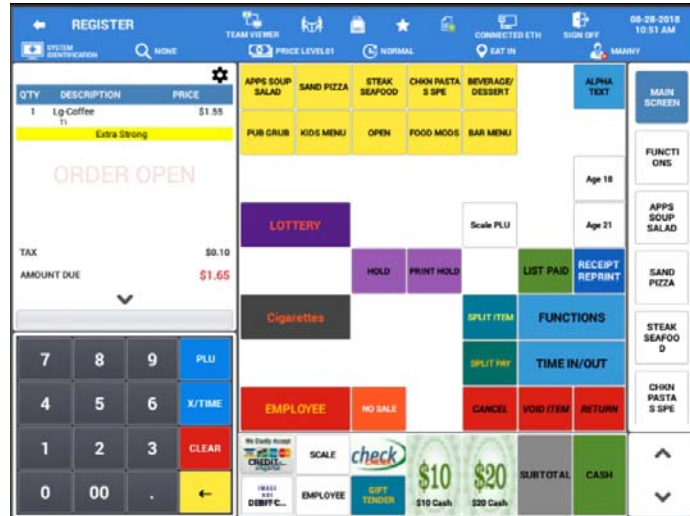
Note: Alpha text entries made after a held item will not follow the item when a check is recalled, and the item is released.

Training Mode

An employee can be created and designated for training purposes. Sign on the designated training employee. The message ** TRAINING MODE ** displays on the header title and prints on the receipt (if a receipt printer is attached and programmed).

Training Mode Program Notes

1. Designate an employee file to be used for training. Check the employee option on that employee for "Training Employee".

2. Refer to Program Mode \ Options \ Options \ Training Option to select printing, drawer and other training related options.

Guest Check Operations

Overview

The *Sam4POS* provides a soft check system for storing and recalling orders on the terminal. Multiple tracking files can be created; This allows you to set up different files for table tracking, phone order tracking, drive-thru tracking for multiple windows, take-out order tracking or whatever your application requires.

The following check tracking options are available:

- Tracking by automatically assigning a check number.

- Tracking by manually entering the check number. The number of digits in the check number may be from 0-10 digits long. (0 indicates no predefined digit length for check #'s.)

- Alpha Check Tracking by manually entering customer name.

Multiple Tracking Files

The *Sam4POS* allows for as many tracking files as are desired for each application. Separate functions for each order type can be created using the following functions:

RECALL TABLE

STORE TABLE

TABLE

LIST TABLE

TRANSFER CHECK

 # Of Guests

Entry is optional and can be controlled by an option on the Recall Table key program or the number of guests may be required on all transactions if set on the Guest# key program.

Alpha Check Number

Traditionally, check numbers are numeric, either manually entered or assigned by the register. The Sam4POS has the capability of using an alphanumeric name for a check.

Alpha check numbers are especially useful for ordering systems where the customer is called by name when the order is ready.

Soft Check Posting

The Sam4POS terminals use a Soft Check tracking method for storing orders. It is not necessary to print the check at each posting. The **PRINT CHECK** key is used to print the check for presentation to the customer. The check will print the check at the designated receipt printer for the station.

The **PRINT CHECK** key can be programmed to automatically service the check when pressed, this eliminates the need to press the Store Check key after printing then check.

Soft Check Tracking Program Notes:

Discuss these options with your authorized Sam4POS dealer or refer to the *Sam4POS Program Reference Manual*.

Set the options for the Recall Table *(Check)* key as desired; Options set here include:

- Manager Required
- Enforce Seat Number
- Compulsory for all Sales
- (Check #) Assigned by Register
- Opening Employee has Exclusive Access
- Guest Count Entry Required
- Other related options

Set the options for the Store Table *(Check)* key; Options set here include:

- Manager Required
- Tax Exempt
- Recall Check Link
- Compulsory Alpha Text
- Print Receipt After Store Check
- Print Check# on: R/P, J/P
- Manager Required For Servicing Negative Balance
- Auto Check Management

Other options associated with guest check tracking can be found in System Option programming:

- Set Program Mode Options - Options/Guest Check Options
  - o Review and set options as necessary

Beginning a Check

1. Depending on how your system is programmed, to begin a check:

    a. Touch the **RECALL Table** function key, enter the check number or customer name; press **OK**.

    b. Touch the **RECALL Table** key if set to automatically assign a check number.

2. If guest# entry is required, enter number of guests and touch the **GUEST #** key.

3. Enter the items ordered.

4. Press the Print Check key if you wish to print the check before storing. (The Print Check key can be set to automatically service the check.)

5. Touch the **STORE Table** function.

The check #, guest count and employee associated with the check are displayed.

Adding to a Check – Method 1

1. To add additional items to a stored check, you can either:

    a. Enter the check number and touch the **RECALL Table** function – or –

    b. Use the **LIST Table** function to select a check from a list to open:

2. Touch a check from the list to select it. The check detail is displayed:

Details for the selected check are displayed.

3. Touch **OPEN** to open the selected check.

4. Enter the new items ordered.

5. Touch the **Store Table** function; the check is stored/serviced, or press the Print Check key to print the check before storing.

Adding to A Check – Method 2

If a sale is started but not finalized, we can add the sale to an existing check in the system. (This feature requires application version 1.0.68 or later.)

1. Register a normal transaction without opening a table.
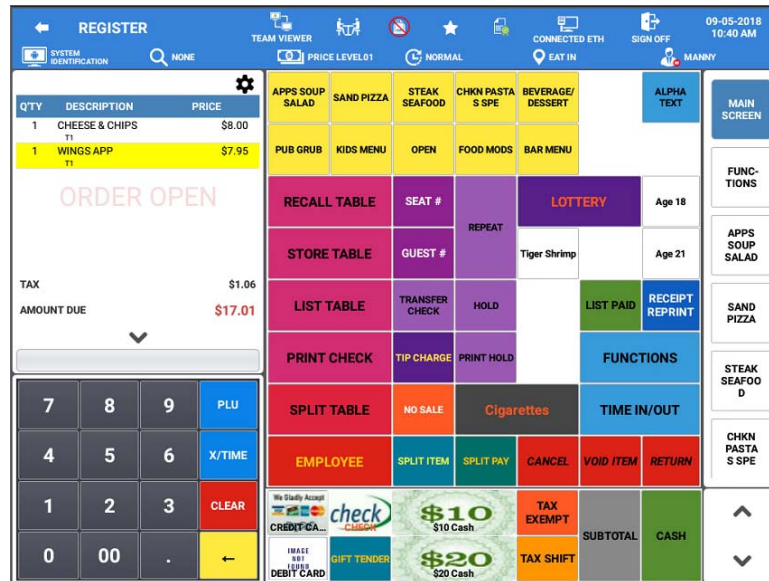
2. Press the **Recall Table** key:
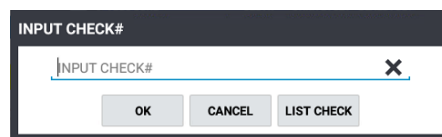
3. On the '**Input Check#**' dialog, press the **"LIST CHECK"** button; the LIST CHECK dialog is displayed:
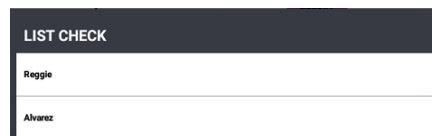
4. Select the appropriate check from the list; the **INPUT CHECK #** dialog displays showing your selection:
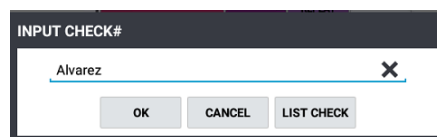
5. Press **OK** on the INPUT CHECK # dialog.

6. The check is opened, and the new items are added to the check:
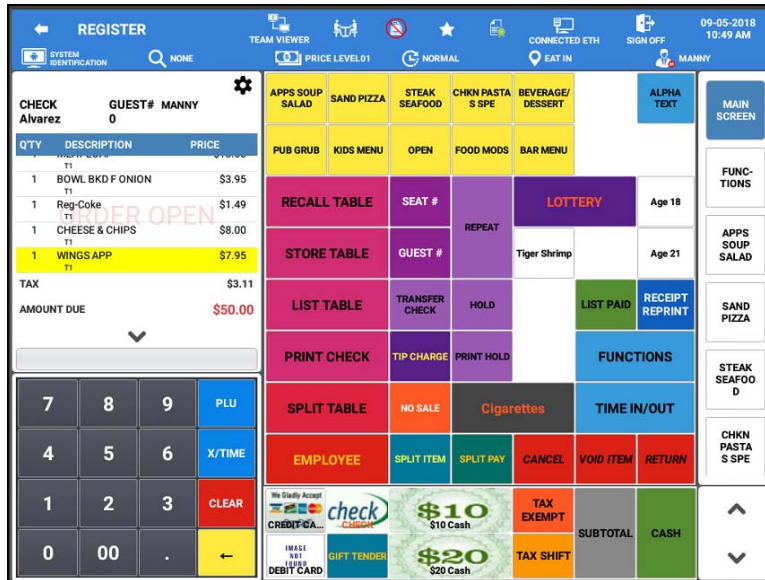
7. The check can be Stored or tendered as needed.

Repeat

You can repeat the last items posted to a check by using the **REPEAT** key. This simplifies registration of another round of drinks. The Repeat function may require manager authorization.

1. Open a check. Enter Items. Touch the **STORE TABLE** key.

2. Press the appropriate **RECALL TABLE** key to recall the Check or use the **LIST TABLE** key to select and open a check in the system.
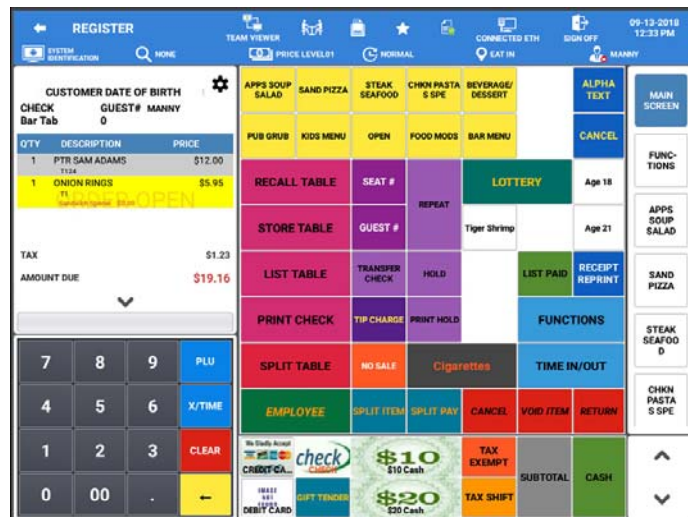
3. Touch **REPEAT**. The items previously posted to the check are displayed.

4. Select the items you wish to REPEAT on the order.

Note: All previously serviced items are highlighted by default. Only leave the items you want to repeat highlighted. Touch the items to deselect/select items as desited.

5. After highlighting just the items you want to repeat, Press **ADD**.

6. The selected items are added to the check; Press **STORE TABLE** to store the check again.

Paying a Check

1. To pay off an existing check:

   a. Enter the check number and press **Recall Table**.

   b. Press the **List Table** function, touch a check from the displayed list of active checks to select it and then touch **OPEN**.

2. Additional items can be registered before payment is made.

3. If necessary, enter a tip amount and touch one of the **TIP Charge** function key.

4. Finalize the check with the appropriate tender key.

5. The check is finalized; the receipt and check will print, and the display shows the payment information.

Seat # Assignment

The seat # system may be employed in a soft check system. Its' purposes are:

- ◆ To separate orders by seat (or individuals) so that orders can be identified by individual seats on kitchen requisitions for food preparation.
- ◆ To facilitate separate payments by seat.

Seat # entry can be enforced, or if optional, seat #'s can be applied to items previously entered. An automatic default Seat# can be set if desired; see General Options programming.

Enforced Seat # Entry

When seat # is enforced, as per setting on the Recall Table function, it is enforced for each main item. Seat # entry is not required for condiments.

Items are displayed as they are entered.

The seat number is displayed below each item.

Procedure:

1. Open a check.
2. If you attempt to enter an item without a seat number entry, the message:
3. **"NEED SEAT# FIRST"** displays.
4. Press **OK** to clear the message.
5. Enter seat # (up to 2 digits).
6. Enter main item and condiments.
7. Enter the seat number for the next item, touch the SEAT # key.
8. Enter the next item and its condiments.

The seat number "S1" displays below the item.

Changing the Seat # on a Previously Entered Item

If you need to change the current seat# assignment on an item:

1. Touch the item you wish to change the seat# assignment on.

2. Touch **SEAT #**. The Seat # entry dialog displays.

3. Enter a new seat number (up to 2-digits) and press **ENTER**.

Optional Seat # Entry

When seat # is not compulsory:

1. Touch the item you wish to assign a seat #.

2. Touch **SEAT #**. The *Enter New Seat#* entry dialog displays.

3. Enter a seat number (up to 2-digits) and press **ENTER**.

Print Check by Seat Number

1. Open a check. Identify items by seat number.

2. Touch **PRINT CHECK**. The print check dialog will offer the following options:

   ◆ SINGLE CHECK – ALL SEATS

   ◆ SEPARATE CHECKS – ALL SEATS

   ◆ SINGLE CHECK –ONE SEAT (When selected, you will be prompted to select a seat number.)

3. After making your selection, the check will print.

Payment by Seat Number

1. Open a check. Identify items by seat number.

2. Touch **SUBTOTAL** and then touch **SEAT #**. Each seat is displayed with the seat total and tax. If there are items without seat assignments, they will be displayed with the identification: "NO SEAT".
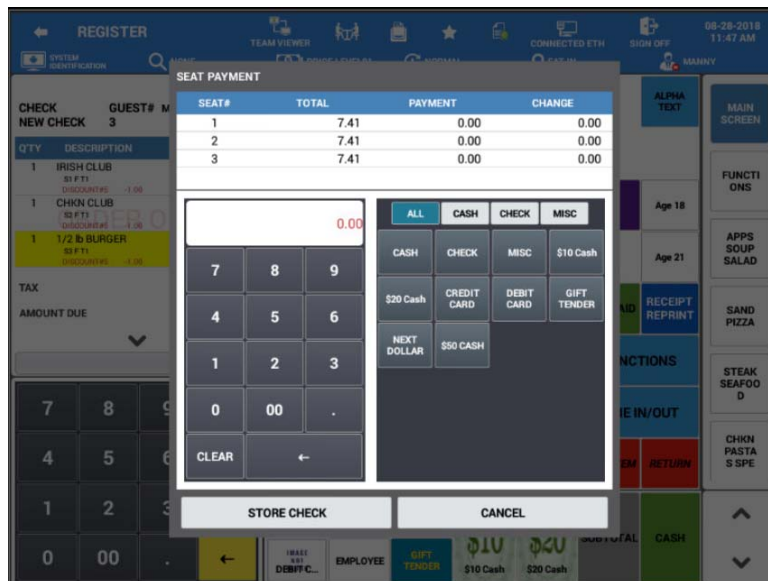
3. Touch the seat you wish to pay and enter the appropriate payment, CASH, CHECK or MISC TENDER.
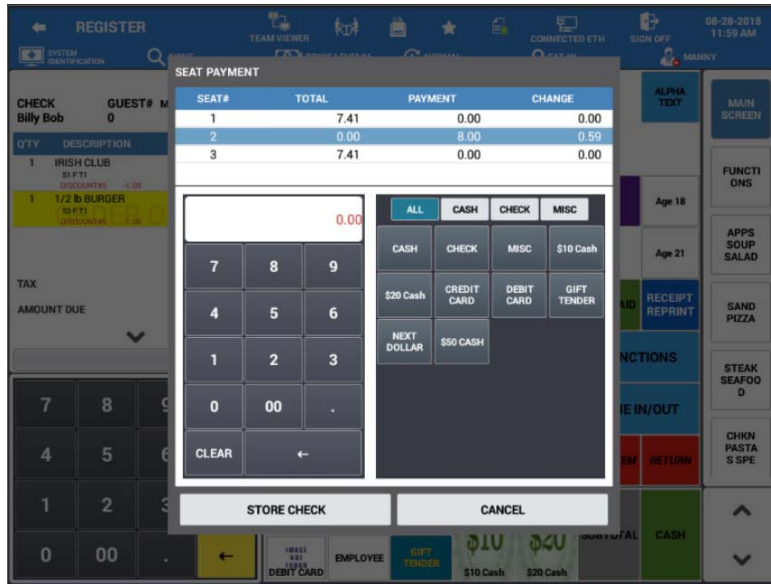
4. The seat is highlighted and paid; the seat total is adjusted accordingly.

5. Continue to settle each seat until the check is completely paid, or touch **STORE CHECK** to store the unpaid seats.

6. When the check is opened again, the paid seat no longer appears on the check.

Split Table

The Split Table function key allows you to select an item or items on a soft check for assignment to another check. You can choose to split items off to a new check or to an existing active check in the system.

1. Open an existing guest check, then Touch the **SPLIT TABLE** key;

   or use the **List Table** button to view and select a table, then press the **MERGE & SPLIT** button. The Split Table dialog is displayed:

2. Select the items you wish to split off.

3. Press the **NEW OPEN** button to create a new check for the items:

4. Enter the number or name for the new check *(up to 10 digits)* and press **OK**.

5. Touch the **MOVE TO THIS CHECK** button on the new check; the selected items will now appear on the new check.

6. Alternately, you can press **EXIST OPEN** to add the items to an existing check in the system:

7. Select the desired check in the system to add the selected item to, press **OK**.

8. Press the **MOVE TO THIS CHECK** button on the selected check to move the selected items.

9. Continue to move items as needed. Note that you can also move items back to the original check if necessary.

10. When you have finished moving all the items, press **SAVE** to save the changes. Pressing CANCEL will exit the operation without making any changes.

Hold/Print Hold

This feature is used in a table service restaurant. It prevents kitchen printer /KVS instructions from being sent immediately after items are registered and stored. For example, an employee registers a customer order consisting of appetizers and main course entrees. Without this feature, both the appetizer and main course items are sent to the kitchen at the same time. With this feature, the employee can "hold" main course items, which prevents them from being sent to the kitchen printer (even though they are programmed to be sent to a printer). Then, later, the employee can recall the check and print the main course items, so they can be prepared and served when the customer is ready to eat them.

A held item is indicated on the display with an 'H' below the item, next to the tax status indicator.

See Program Mode Options \Options \ Guest Check Option to set the following related options:

- Warning on held items at finalization – Display warning to operator that the check has held items when employee attempts to finalize the check, Yes or No.

- Automatically select held items when a check is recalled, Yes or No. (This flag is to facilitate printing of held items.)

Certain items can be set to automatically hold items by group; see Program Mode \ PLU \ PLU Status Group. (For example, you may wish to automatically hold dessert items when they are first entered.)

Note: Alpha text entries made after a held item will not follow the item when a check is recalled and the item is released.

Hold an Item

1. Touch the item you wish to hold.

2. Touch the **HOLD** key. Note that when a main item is held, its condiments or instructions are also held. Note that an **'H'** displays below the held items.
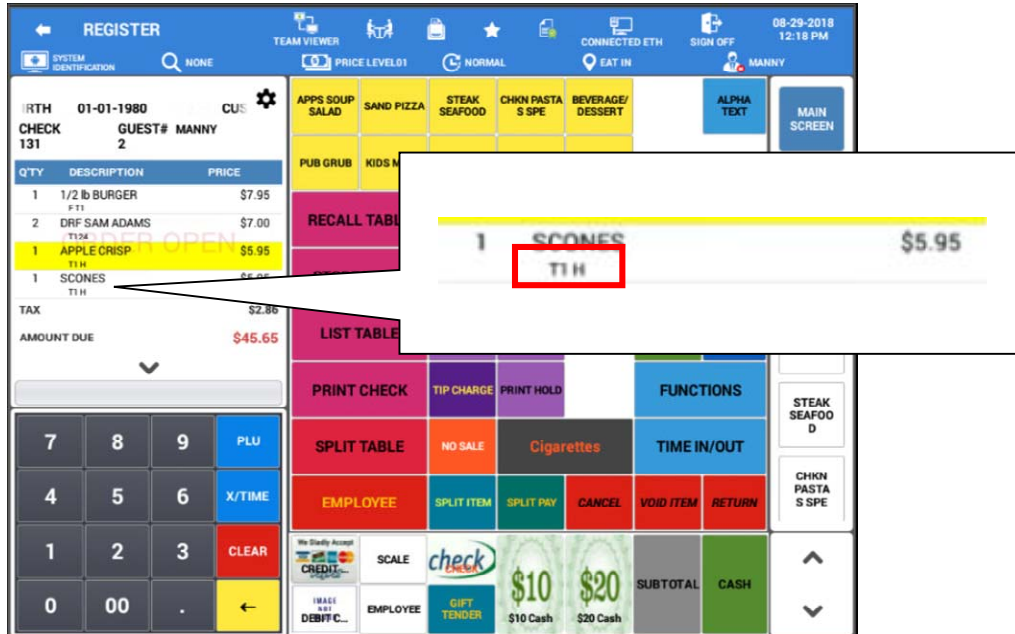
3. Store the check by touching the store table key.

4. If the system is programmed to warn the operator if items are held when the check is stored, *(See P Mode System Options/Tracking File Options #5)* the held item message displays. The message will list all checks that contain held items, so that the server is reminded of other checks/tables where held items may need to be released.

5. Touch **CLOSE** to store the check.

Print All Held Items

1. Recall an order that has held items. *(Program Mode →Options →Options →Guest Check Option: Automatically Select Held Items On Guest Check Recall is checked.)* Add new items as necessary.

2. Touch **PRINT HOLD**. The "<u>H</u>old" status is removed for all held items; items will be sent to appropriate output when the check is serviced.)

Print an Individual Item

1. Recall an order that has held items. (Program Mode →Options → Options →Guest Check Option: Automatically Select Held Items On Guest Check Recall **is not** checked.)

2. Touch the item you wish to print.

3. Touch **PRINT HOLD**. (Hold status is removed for selected item; item will be sent to appropriate output when the check is serviced.)

List Table

Use the List Table key to view open Tables *(checks)* in the system. Settings can be made so an employee can see only their own open checks or view all open checks.

1. Touch the **LIST TABLE** key to display open checks.

2. Touch a check to select it. The selected check is displayed in the left column.

3. The functions available on the LIST CHECK screen are:

   a. **PRINT CHECK** – prints a customer copy of the selected check.

   b. **MERGE & SPLIT -** used to combine checks or to split the check into two or more separate checks.

   c. **OPEN -** to open the check to add items or for payment.

   d. Pressing **CLOSE** will exit back to the Register Mode.

4. If a check is locked and/or you want to delete a check, you can press and hold a check in the list, then press **DELETE** or **UNLOCK** on the dialog that pops up.

5. Press anywhere outside the message to clear the message without deleting the check.

Transfer Table

If permitted by authority level programming, an employee is allowed to move a check to a different Employee. This can be done multiple times, if necessary.

1. Sign on employee and press the **TRANSFER TABLE** key.

2. Select the checks from the list you wish to transfer.

    a. Press **SELECT ALL** if you want to transfer all of the checks listed.

    b. Press **DESELECT ALL** if you decide not to transfer all check.

Checks selected for transfer are highlighted

3. Press the **TRANSFER CHECK** button.

4. Choose the employee from the list you wish to transfer the checks to.

Checks **three, four** and **five** are transferred to Sonjai

5. The selected checks are transferred to the employee you selected.

Tip Declare

If the employee time keeping feature is used, the operator may be prompted to enter tips when clocking out. (Check the employee authority level option "Compulsory Tip Entry".) The Time In/Out operation can be performed from the Register Mode or you may have the option set to display the Time In/Out on the sign on screen.

1. Sign on the employee if using the Time In/Out function in the register mode.
2. Clock out the employee, the *Declare Cash Tip* window displays.
3. Enter the declared tip amount and touch **ENTER**.

4. Alternately, the **TIP DECLARE** function key can be used to enter tips when the time keeping feature is not used.

5. Touch the **TIP DECLARE** key.

6. Enter the *TIP Declared* amounts, select the media type for all tips:

7. Touch **OK** when finished entering TIPs.

Using the Table Map

The Sam4POS Table Map (graphical table management) offers the following features:

- You can design a facsimile of the restaurant floor plan placing tables on multiple seating zones – for example; a main floor, bar, counter, patio, or other serving locations.

- You can place as many tables for each zone as are necessary. Table descriptions can be customized as desired. For Example: Bar, Table, Booth, VIP, etcetera.

- Adjust the number of tables per Row and Column on the display.

Once the table map is designed, the table map screen can be used in the register mode.

- The Table Map screen can be displayed manually or automatically. If a manual display is used, press the Table Map icon to view the table layout. If an automatic system is employed, the table layout displays immediately after an employee is signed on to operate the register.

- With the table layout displayed, the operator can touch a table to open or recall the check for the table. Assign the Table to the currently signed on employee. Merge & Split Tables or Print the check to present to the customer.

- Operators can move check balances from one table to another.

- Operators can add check balances from multiple tables to a single table.

Table Management Program Notes

Refer to the *Sam4POS Program Reference Manual* for detailed setup instructions.

- Program Mode \ Options \ Options \ System Option \ "Go Directly To The Graphic Table" determines whether the Table Map is automatic or manual. Check this option for automatic Table Map operation; uncheck the option to manually access the Table Map.

- When using the Table Map, the table name and number used on the Table Map corresponds with the guest check number. Set options for the appropriate recall check key as follows:
    Uncheck the option: "Assigned by Register"
    Set other Recall Table key options a necessary
    Associate the appropriate Store Table key to the corresponding Recall Table key

Table Map Operations

- If table management is "manual";
    - o   touch the Table Map icon [icon] on the Register Mode title bar.

- If table management is "automatic";
    - o   sign on an employee to display the Table Map screen.

Active tables are displayed with a Bold outline.

Each table displays with basic table information:
- Table name/number
- Date/Time table was opened
- Table balance

Touch the Floor/Zone to display the appropriate Seating Zone
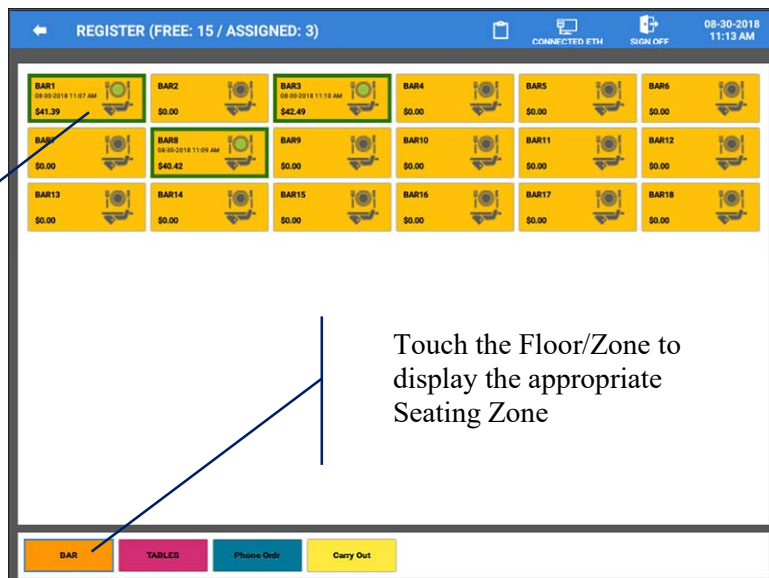
Opening a Table

- Open the table Map and select the appropriate Floor/Zone.
- Touch a table to open the check associated with the table:

- Touch **OPEN** to open the check for the selected table.

Entering Table Guest Counts

- If required, enter the guest count at the prompt and touch **ENTER**. If the guest count is not required, but you want to enter a guest count, press the **Guest #** key to enter the count.

Storing the Table

- When the desired items are added to the table, press the corresponding Store Table key to service the Table.

Move Balance to another Table (Combine Tables)

- Open the Table Map, Select the table you wish to move and touch **MOVE**, then touch the open table you want to move it to.

- You can merge tables using this operation as well. Open the Table Map, Select the table you wish to move and touch **MOVE**, then touch the active table you want to move it to.

- When the **MERGE** confirmation dialog appears, touch **YES** to merge the two tables; press NO to abort.

Merge & Split Tables

When an active table is selected from the Table Map, the Merge & Split button allows you to select an item or several items from the selected table and assign the items to another table in the Table Map. You can choose a table in the same zone or, you can choose to merge or split the items to a table in a different zone.

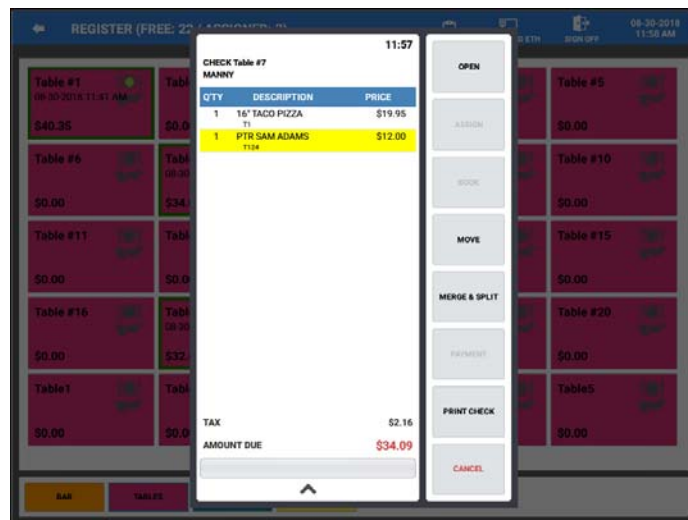1. From the Register screen, Touch the **Table Map** icon to open the Table Map screen.

2. Select the **Zone** you want to Merge or Split items from: Example: The **'TABLES'** Zone

3. Select the **Table** you want to Merge or Split items from: Example: **'TABLE #7'**

4. Press the **'MERGE & SPLIT'** button to open the table.

5. The Selected table is displayed.

6. Press the **'NEW OPEN'** or **'EXIST OPEN'** button.
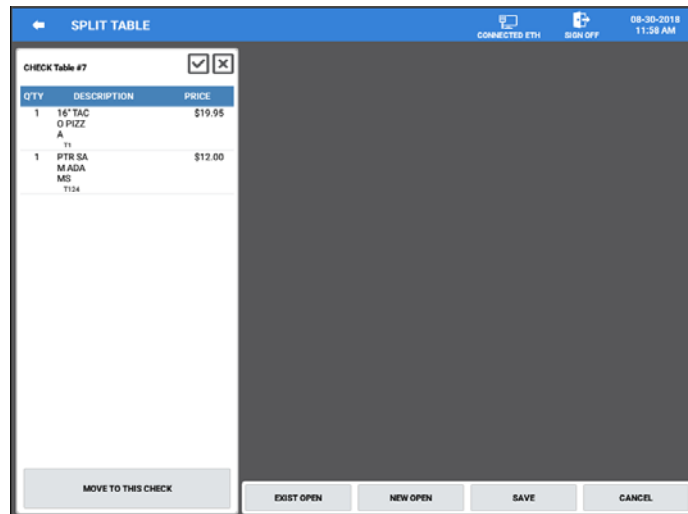
7. The main Table Map screen is displayed.

8. You can Merge & Split items to any Table on any Zone. Choose the Zone and Table you want to Merge with or Split items to.

9. In this example, **Table #17** from the TABLES zone was selected.

Note: Multiple tables can be selected if desired.
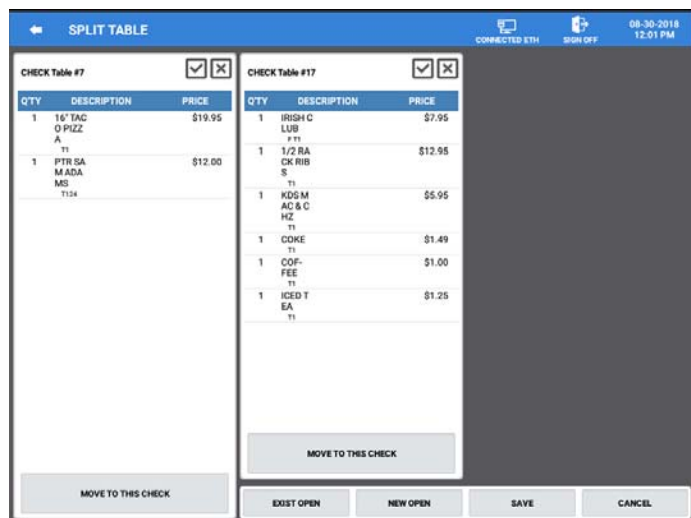
10. Select individual items from the table that you would like to move to the selected table.

If you want to move all items on the check, press the ☑ icon at the top of the check.

Note: Pressing the icon will delete the table from the screen.
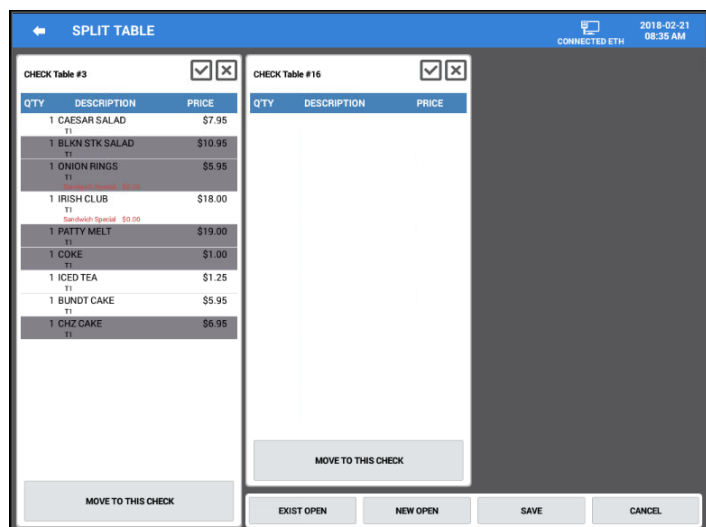
11. Press the **'MOVE TO THIS CHECK'** button on the selected table; the selected items are moved to the selected table:

12. Press **'SAVE'** when you have finished. The selected items are moved to the table selected. Pressing 'CANCEL' will abort the Merge/Split operation.
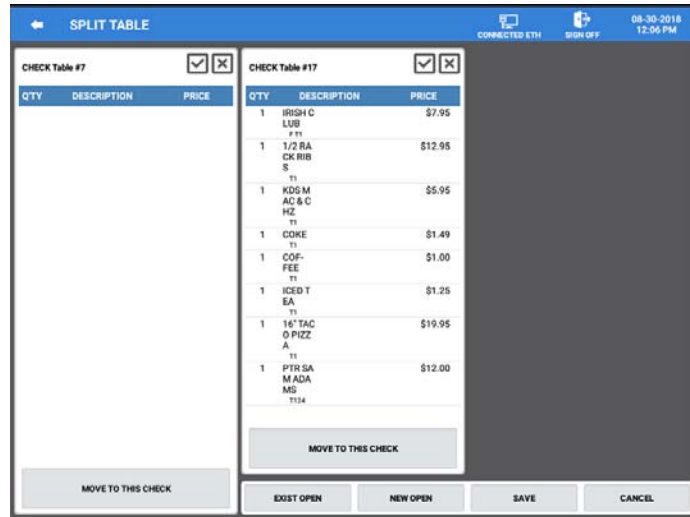
13. The **Table #17** now shows the updated balance. Table #7 is now empty.

14. When **Table #17** is opened, the combined check is displayed;

Reports

Report Mode Menu

Touch the REPORT icon on the main program mode screen to view the report mode.

When the Report Mode is selected, the default screen displays a grid of six quick view summary reports for managers to quickly see selected report information. Specific data can be chosen to display on the summary report grid. Refer to the "Summary Reports" on page 117 for details.

Additional reports are available by selecting the detailed report sub menu by touching 'REPORT MODE ⌄' on the title bar. From the sub menu report section, you can view, print or save the sel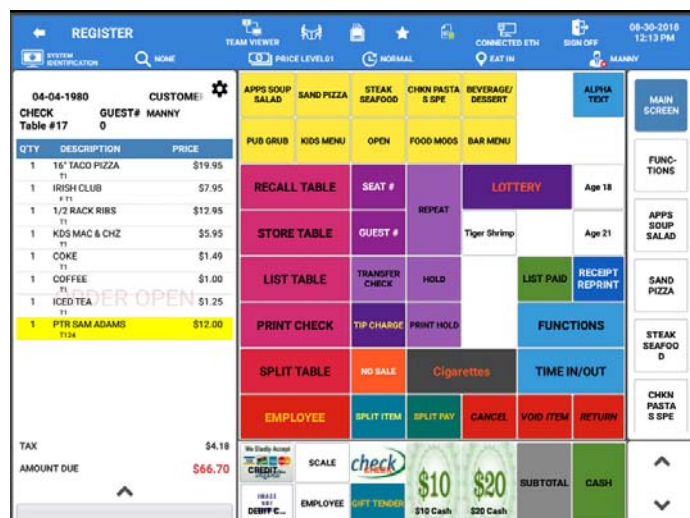ected report as a CSV file. Refer to the Detailed Reports section on page 120 for information about the detailed reports.

Reports are not cleared from this report mode, to clear reports you would need to go to the Z-Mode 'End Of Day' reporting. Refer to page 124 for details about the End of Day report mode.

Cash Declaration is also provided in the Report Mode and a calendar view for sales data.
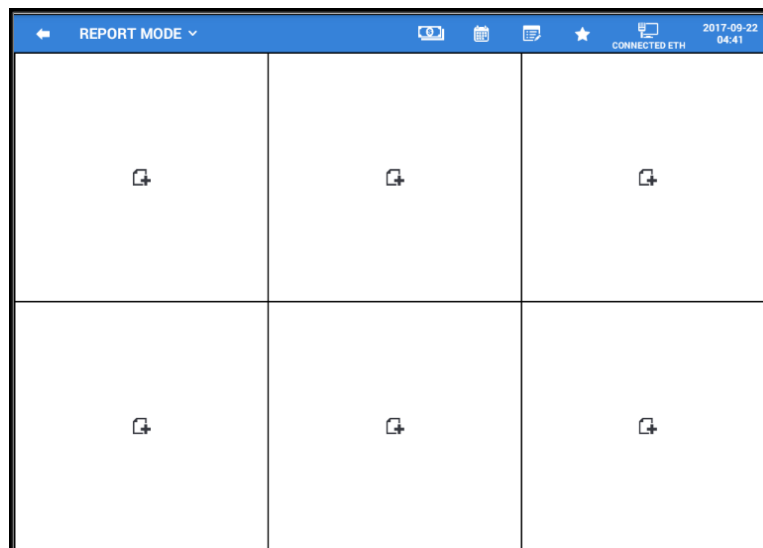
Note: An employee must be signed on to access the report mode; a password entry may be required to access the report mode.

Report Mode Icons

Icon	Function Description
←	Back Arrow, exits the report mode.
∨ ∧	Displays/Hides the detailed reports selection sub menu; press this icon to access all other reports.
💵	Cash Declaration
📅	Calendar View
📝	Note-Pad/ Edit – used to show/hide the edit icons on the individual report cells.
★	Press this icon to add or remove the report mode from the favorites list.
⊡	Add record icon
✎	Edit icon, brings up the Report Summary list to change the report that displays in the selected cell.
🗑	Trash Can/Delete icon – used to remove the report selection from the cell.
↻	Refresh – used to refresh the current selected report.

Summary Reports

The Report Mode Summary Reports screen allows you to view selected report information without having to first run and print the report.

Adding Reports to the Quick View

◆ To add or edit the summary reports that are shown on the report mode quick view display, touch the ⊞ add record icon in any one of the six grids to select from the list of available reports.
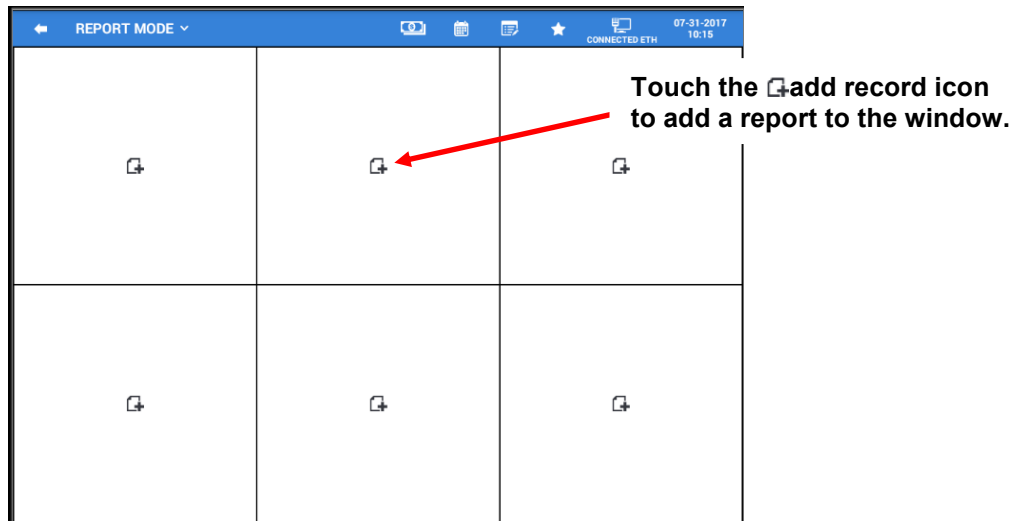
◇ The available quick view Summary Report Items include:

   ◇ **Current Sales Status (Graph)**

   ◇ **List Check**

   ◇ **Top 10 – Best Sales PLU**

   ◇ **Top 10 – Best Sales Group**

   ◇ **Top 10 – Best Employee**

   ◇ **Sales Comparison – Previous Day**

   ◇ **Sales By Time Period**

   ◇ **Time In Employee**

   ◇ **Time In/Out Employee**

   ◇ **Current Sales Status (Text)**

Note: Reports that have already been assigned to a cell will no longer appear in the list.

   ◇ Select the report from the list that you want to appear in the selected cell on the quick view screen.

   ◇ When you have maded your report selections, they will appear on the quick view screen.
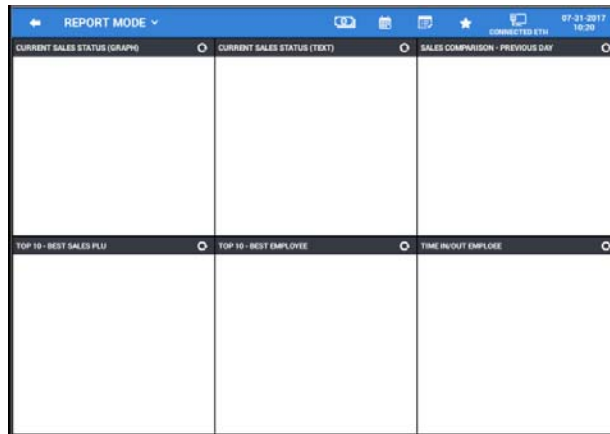
◊ To display the report information you may need to exit the report mode and then return back again.
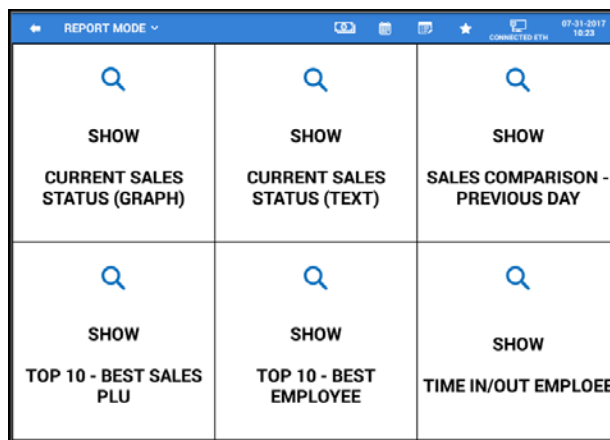
◊ If the report doesn't display, touch the 🔍 icon to see the report data:
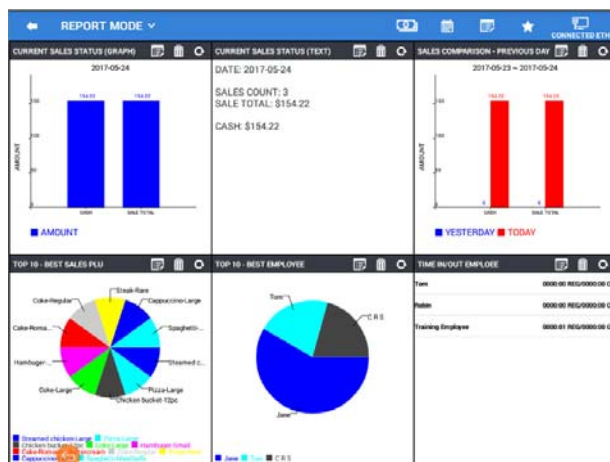
Edit the Summary Reports

If desired, the current reports in the report mode quick reports can be changed to display different reports or removed from the quick report view.

◆ Touch the Edit icon 🖱 on the title bar to display or hide the edit icons for each report in the grid.
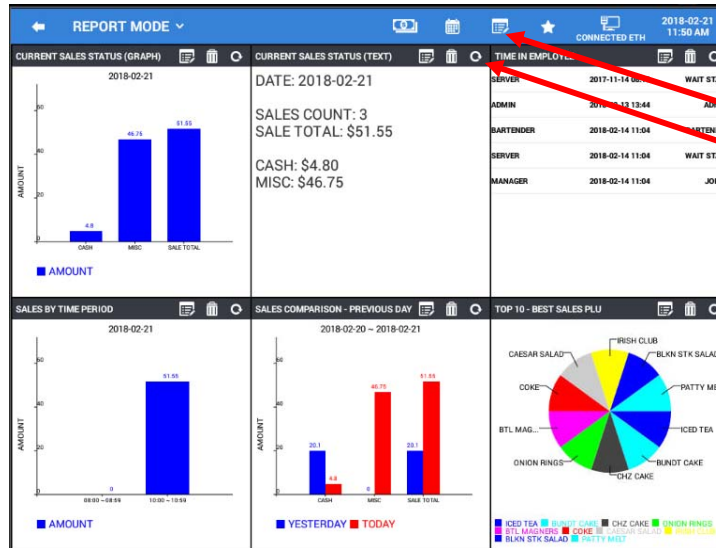
The "Edit" icon on the header bar displays or hides the edit icons for each report in the grid.

◇ Press the Favorites icon ⭐ if you want to add the reports to your Favorites list selections.

◇ To exit the report mode, press the ← button.

◆ The next time you enter the report mode, the quick view will display as shown here:

◆ To see the quick view reports again simply press the 🔍 in the cell to view the report data.

◇ You can change the reports displayed here by pressing the 'Edit' icon 🖱 and selecting a different report from the list of available Summary Report Items.

◇ Touch the 'Delete icon' 🗑 to no longer display any report in the current cell.

Detailed Reports

Additional reports are available by selecting the detailed report sub menu. From the sub menu report section, you can view, print or save the selected report as a CSV file. Reports are not cleared from this report mode, to clear reports you would need to go to the **End of Day** report mode.

◆ Touch **'REPORT MODE ∨'** to view the sub menu dropdown for access to all other reports. Select the specific report you wish to view from the list to open the report.

Touch REPORT MODE ∨ to open the detailed reports selection menu.
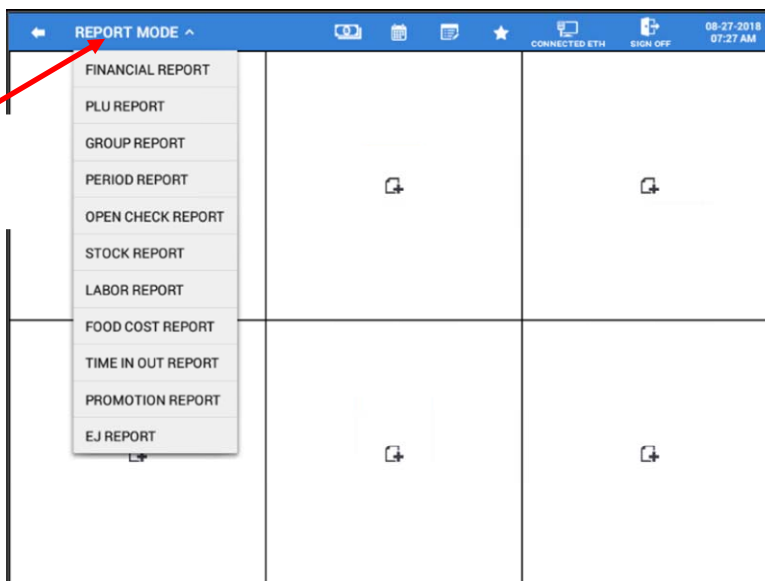
◆ After making a report selection, you will be able to view the selected report. Select the Date or date range, choose detail Options for the report, and Filter reports for desired information.

◆ You can choose DATES to view reports for Today, Last End of Day, or set a Custom period; you can also choose from Daily, Weekly, Monthly, 3 Month, 6 Month or Yearly reports. Simply make your selection and press the refresh icon to change the current view to your new selections.

o With the report displayed, you can scroll up and down through the data as necessary.

o   You can also choose a custom Start Date and End Date for the reports and select specific options such as Zero Skip for the report.

o   Additional OPTIONS allow you to further define the report for specific data depending on the report that is selected.

o   FILTERS provide further flexibility by allowing you to filter the report to show all employees or choose a specific employee to view just their individual totals.

o   The Generate section provides:

- A Refresh button ↻ to refresh the report data after changing date selections, options or filters.

- A Zoom button 🔍 to view just the report data.

- A Report View button 📄 that allows you to view the report and/or print to the receipt printer.

- The Export Button 📊 allows you to export the selected report to either a CSV file or as a PDF. Exported reports are formatted to 8.5 x 11.

- Use the ⌃ ⌄ icons to hide/show the Date, Options, Filters selections. This allows you to view just the report data.

Available Detailed Reports

FINANCIAL

PLU

GROUP

PERIOD

OPEN CHECK

STOCK

LABOR

FOOD COST

TIME IN OUT

PROMOTION
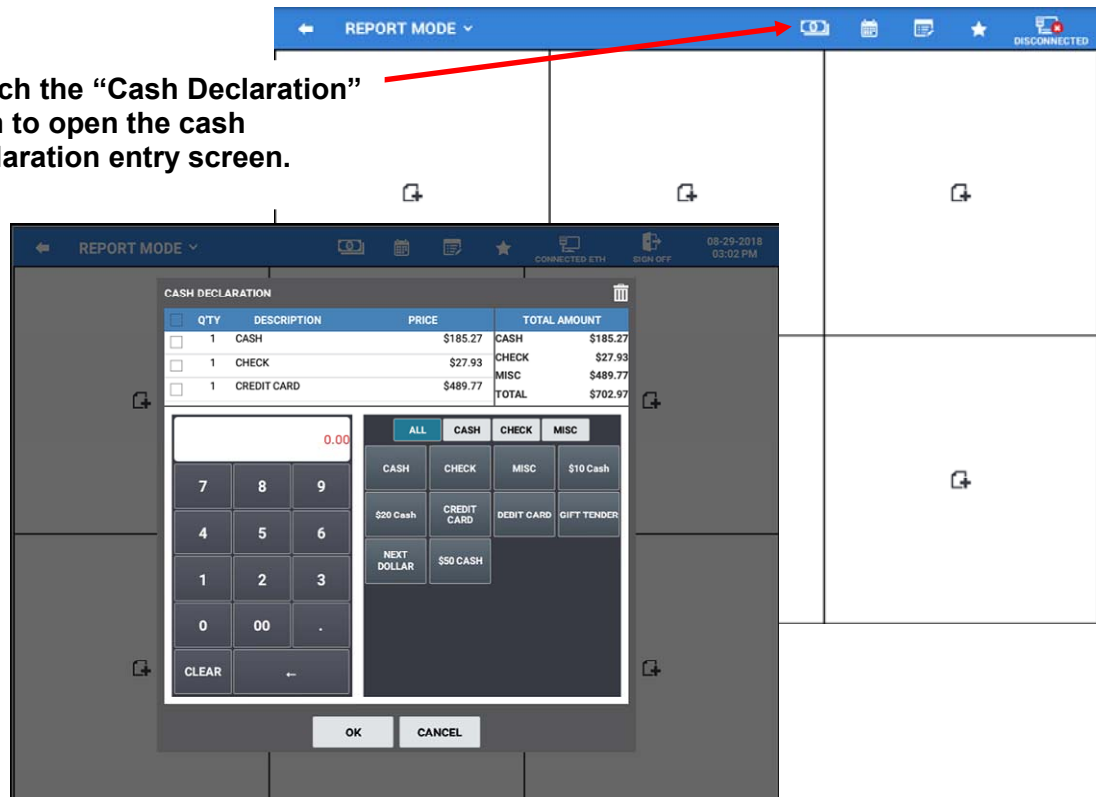
EJ

Cash Declaration

Cash declaration is the process of counting and reporting media in drawer before a report is taken. Cash declaration can be set as compulsory in the Report Options/General Options. The Employee must have the authority to perform cash declarations. If desired, the cash drawer can be triggered to open when the cash declaration is performed by setting the option in the Drawer Options.

◆ From the Report Mode, touch the Cash Declaration icon ▣ on the title bar to enter each media total amount (Cash, Check, and Misc.) in the cash drawer. Use ALL to view all the media types.

Touch the "Cash Declaration" icon to open the cash declaration entry screen.
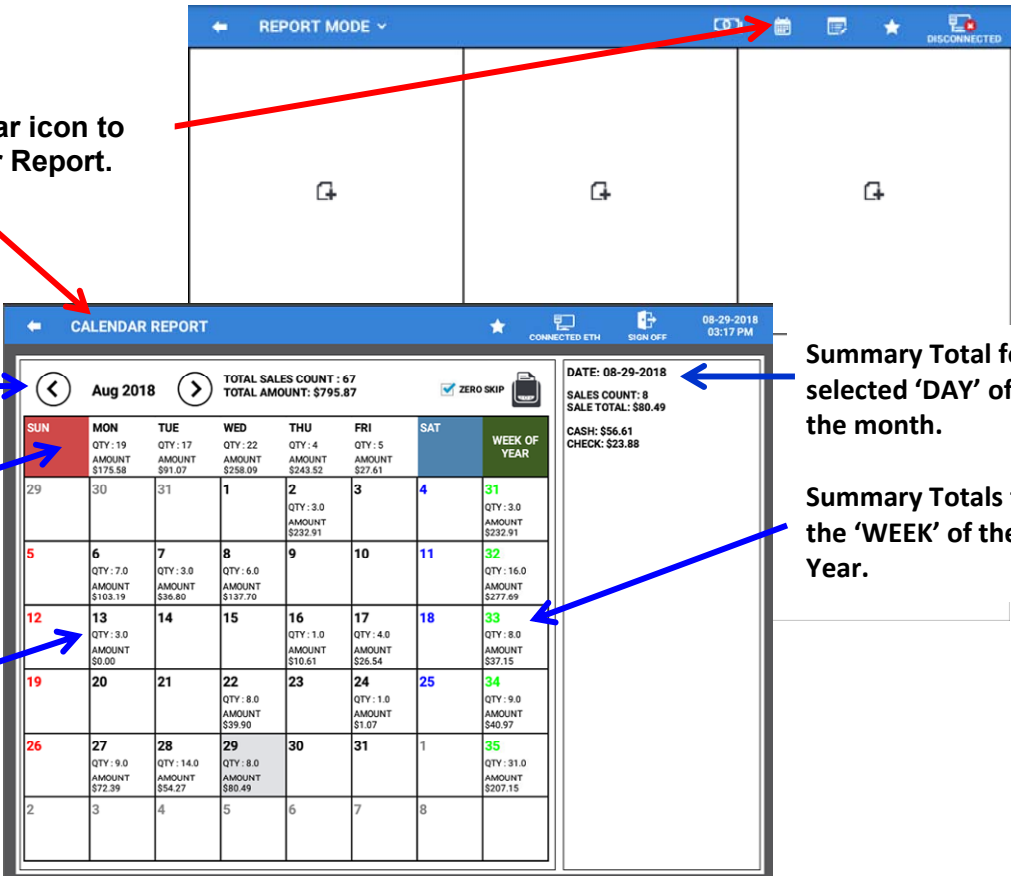
Calendar Report View

Current monthly totals can be viewed and printed on a monthly calendar format by pressing the calendar view icon on the Report Mode title bar. Monthly Sales data is displayed, broken down for each day and week of the month by selecting the calendar report in the report mode.

◆ The Calendar icon 📅 allows you to view sales data accumulated for the selected month.

Touch the Calendar icon to open the Calendar Report.

Monthly Totals

Totals by 'Day' of week

Daily totals appear for each date of the month

Summary Total for selected 'DAY' of the month.

Summary Totals for the 'WEEK' of the Year.

◆ Monthly totals are displayed at the top of the calendar while daily totals displayed for each day in the month. Use the ⊙ ⊙ arrows to navigate to the desired month.

◇ Sales totals by the week 'Day' is displayed for SUN thru SAT.

◇ Daily totals for each day are reported on the calendar grid.

◇ Weekly totals for each week of the year show at the right of the week.

◇ Totals at the right show the totals for a selected day of the month.

End of Day

End of Day operation allows the operator to close and print the Financial, PLU, Group and Period Reports for all employees or select specific reports for specified employees. Reports generated from this screen will clear the totals for the selected reports.

1. From the main **Program Mode** menu, press the **'END OF DAY'** icon; the default screen displays the total sales amount and count for all the available reports. Reports can be selected/deselected as desired to view.

2. Press the 🔍 icon to **'SHOW'** the End of Day report summary. The report summary shows the TOTAL SALES AMOUNT and COUNT for all reports at the top of the screen. The report detail breaks down the data by DATE, transaction COUNT and the TOTAL for the day.

3. When terminals are in IRC, the confirmation 'List Of Synchronized Terminals' may display; press **OK**.

4. **OPTIONS:** Select the options for your report as desired:

   DETAILED DATA
   Breaks down the report data by individual transactions. Column headers are changed and include: SALE TIME, CLOSING, EMPLOYEE, SALE AMOUNT, and PAID AMOUNT. Detailed Data is sortable by clicking the column header.

Detailed Data can be sorted by clicking the column header title.

   RESET CONSECUTIVE #
   Check this option to reset the consecutive transaction number that is printed on receipts.

   RESET ORDER #
   Check this option to reset the order number that is printed on the kitchen printout.

   FINANCIAL REPORT BY TERMINAL
   Used in IRC configurations; displays financial report data by individual terminal.

5. **PRINT REPORTS:** Check or uncheck the reports you want to clear and print, all reports are selected by default. Report Selections are:

   Financial Report, PLU Report, Group Report, Period Report, Employee Report, TIP Report

6. **E-MAIL REPORTS:** Check or uncheck the reports you want to clear and e-mail, all reports are selected by default. Report Selections are:
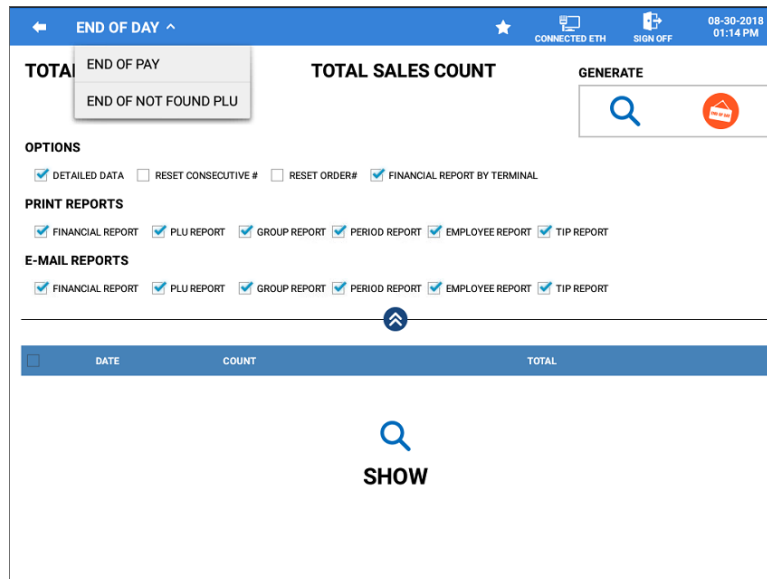
   Financial Report, PLU Report, Group Report, Period Report, Employee Report, TIP Report

7. Check or uncheck the report dates for your selected reports that you wish to clear. You can check/uncheck the select all box on the header row; by default, all reports are selected.

8. Press the generate report ⊝icon to issue your selected reports. Reports are printed and cleared.

End Of Day Sub Menu Reports

The End Of Day sub menu provides additional report selections for End Of Pay and End Of Not Found PLU. Touch the END OF DAY ⌄ title to access the sub menu.

1. Select the **END OF PAY** or **END OF NOT FOUND PLU** to view the report details:

End Of Pay

The End of Pay report displays the Total time, Labor cost, and overtime for the selected date and employees. You can generate a report for a selected date/employee. To clear the Time Keeping data, select the date and employees you wish to clear and press the Generate icon.

1. To view the selected reports, press the 🔍 'Show icon' in the GENERATE area; the REPORT MODE – TIME IN OUT REPORT screen is loaded:

2. To clear the Time Keeping data, select the date and employees you wish to clear and press the 🔺 'End Of Day icon' in the GENERATE area. The selected Time In/Out Report will print at the receipt printer.

End Of Not Found PLU

The End of Not Found PLU report is used to clear the data generated when PLU items are added to the database from the register mode using the Not Found PLU feature. Select individual PLU's from the list you wish to clear or select all PLU's.

1. From the main **Program Mode** menu, press the **'END OF DAY'** icon; press **'END OF DAY** ⌄**'** on the title bar to access the sub menu.

2. Select **'END OF NOT FOUND PLU'** from the sub menu selections; the 'End Of Day Not Found PLU' report displays:

Note: We can sort the column headers on the End Of Not Found PLU to make selecting individual PLU's or groups od PLU's easier.

3. The report shows the Total Not Found PLU Count (all items entered using the not found PLU feature). Filters allow you to view only certain specified information. Filter by:
    GROUP – Choose a specific group to see just the items added to that group.
    EMPLOYEE – Select an employee to see items added by that employee.
    FROM PLU / TO PLU – Enter a PLU range to see the just those PLU's.

4. Press the 'End Of day' icon 🔴 in the 'Generate' area to issue the report; this operation will clear the selected reports.

Report Samples

The report samples shown below show the report as it would appear exported to a CSV.

Financial Report

FINANCIAL REPORT
DATE : 2017-10-04 14:39
AUTHOR : MANAGER

DATA RANGE
2017-09-27 ~ 2017-10-04
END OF DAY NUMBER : ALL

OPTIONS
CURRENT DATA
DETAILED DATA

FILTERS
TERMINAL : [NOT SELECTED]
EMPLOYEE : [ALL]

DESCRIPTION	COUNT	TOTAL
'(+) PLU TOTAL	'30	'$327.83
'PRICE LEVEL01	'30	'$327.83
'(-) PLU TOTAL	'0	'$0.00
'ADJST TOTAL (A)	'30	'$327.83
'NON-TAX	'	'$0.00
'TAX SALES TOTAL	'	'$327.83
'TAX1 SALES	'	'$327.83
'TAX TOTAL (B)	'	'$21.88
'TAX1	'	'$21.88
'EXEMPT TAX SALES TOTAL	'	'$0.00
'DESTINATION SALES	'12	'$331.15
'NONE	'12	'$331.15
'DISCOUNT TOTAL	'1	'-2.00
'%2	'1	'-2.00
'NET SALES (A) + (B)	'12	'$349.71
'GROSS SALES	'	'$349.71
'CREDIT TAX TOTAL	'0	'$0.00
'MDSE RETURN	'0	'$0.00
'PREVIOUS VOID	'0	'$0.00
'TRANS VOID	'0	'$0.00
'CANCEL	'1	'$6.95

'RA TOTAL	'1	'$75.00
'RA	'1	'$75.00
'PO TOTAL	'0	'$0.00
'CASH SALES	'10	'$306.70
'CASH	'10	'$306.70
'CHECK SALES	'1	'$24.45
'CHECK	'1	'$24.45
'HASH TOTAL	'0	'$0.00
'AUDACTION	'0	'$0.00
'NO SALE	'0	'
'CASH-IN-DRAWER	'	'$281.70
'CHECK-IN-DRAWER	'	'$124.45
'FD/S-IN-DRAWER	'	'$0.00
'MISC TEND SALES	'0	'$0.00
'CONVERSION TOTAL	'	'0.00
'DRAWER TOTAL	'	'$406.15
'SAM4S CASH DRAWER	'	'$75.00
'PROMO	'1	'-12.00
'	'1	'-12.00
'WASTE	'1	'$3.25
'GUESTS	'0	'
'CHECKS PAID	'0	'$0.00
'OPEN CHECK	'1	'$12.81
'INTERRUPT BALANCE	'0	'$0.00
'TIP TOTAL	'0	'$0.00
'DECLARATION TOTAL	'	'$0.00
'DECLARATION OVER/SHORT	'	'$0.00
'COUPON SALES	'1	'-2.00
'ROUND TOTAL	'0	'$0.00
'PROMOTION TOTAL	'0	'$0.00
'AVERAGE SALES	'	'$29.14
'AVERAGE GUEST	'0	'

PLU Report

PLU REPORT (ALL)

DATE : 2017-10-04 14:31

AUTHOR : MANAGER

DATA RANGE

2017-09-27 ~ 2017-10-04

END OF DAY NUMBER : ALL

OPTIONS

CURRENT DATA

FILTERS

TERMINAL : [NOT SELECTED]

GROUP #1 : NOT SELECTED

GROUP #2 : NOT SELECTED

GROUP #3 : NOT SELECTED

EMPLOYEE : [ALL]

PLU : ALL

DESCRIPTION	PLU CODE	GROUP #1	GROUP #2	GROUP #3	PROMO	WASTE	USAGE	COUNT	TOTAL	AMOUNT RATIO
'TOTAL	'	'	'	'	'1	'1	'30	'32	'$ 327.83	'100.00 %
'DRF SAM ADAMS	'971	'BEER	'NONE	'NONE	'0	'0	'1	'1	'$ 3.50	'1.07 %
'DRF GUINESS	'968	'BEER	'NONE	'NONE	'0	'0	'1	'1	'$ 5.00	'1.53 %
'DFR GOOSE ISL	'967	'BEER	'NONE	'NONE	'0	'0	'1	'1	'$ 4.00	'1.22 %
'DRF BLK-TAN	'963	'BEER	'NONE	'NONE	'0	'0	'1	'1	'$ 3.75	'1.14 %
'DRF BLK-BLUE	'961	'BEER	'NONE	'NONE	'0	'0	'1	'1	'$ 3.75	'1.14 %
'PORTER HOUSE	'93	'DINNERS	'NONE	'NONE	'0	'0	'1	'1	'$ 28.95	'8.83 %
'16oz BUTT STEAK	'87	'DINNERS	'NONE	'NONE	'0	'0	'1	'1	'$ 15.95	'4.87 %
'QUEEN PRIME RIB	'81	'DINNERS	'NONE	'NONE	'0	'0	'1	'1	'$ 16.95	'5.17 %
'16" TACO PIZZA	'69	'SANDWICHES	'NONE	'NONE	'0	'0	'1	'1	'$ 19.95	'6.09 %
'ONION RINGS	'6	'STARTERS	'NONE	'NONE	'0	'0	'1	'1	'$ 5.95	'1.81 %
'LG Sprite	'3163	'BEVERAGE	'NONE	'NONE	'0	'0	'1	'1	'$ 1.00	'0.31 %
'SUN BREAKFST	'136	'SPECIALS	'NONE	'NONE	'0	'0	'1	'1	'$ 9.95	'3.04 %
'PLU12123	'12123	'GROUP14	'NONE	'NONE	'0	'0	'4	'4	'$ 4.92	'1.5 %
'PLU12122	'12122	'GROUP14	'NONE	'NONE	'0	'0	'4	'4	'$ 84.88	'25.89 %
'PLU12121	'12121	'GROUP14	'NONE	'NONE	'0	'0	'4	'4	'$ 48.48	'14.79 %
'CHKN MARSALA	'121	'DINNERS	'NONE	'NONE	'0	'0	'1	'1	'$ 12.95	'3.95 %
'FISH & CHIP DNR	'108	'DINNERS	'NONE	'NONE	'0	'0	'1	'1	'$ 10.95	'3.34 %
'BTL OLD STYLE	'1061	'BEER	'NONE	'NONE	'0	'1	'0	'1	'$ 0.00	'0 %

'PITCHER SAM ADAMS	'1011	'BEER	'NONE	'NONE	'1	'0	'2	'3	'$ 24.0 0	'7.32 %
'WALLEYE	'101	'DINNERS	'NONE	'NONE	'0	'0	'1	'1	'$ 14.9 5	'4.56 %
'CHEESE & CHIPS	'1	'STARTERS	'NONE	'NONE	'0	'0	'1	'1	'$ 8.00	'2.44 %

Group Report

GROUP REPORT (ALL)
DATE : 2017-10-04 14:31
AUTHOR : MANAGER

DATA RANGE
2017-09-27 ~ 2017-10-04
END OF DAY NUMBER : ALL

OPTIONS
CURRENT DATA

FILTERS
TERMINAL : [NOT SELECTED]
GROUP : NOT SELECTED
EMPLOYEE : [ALL]
PLU : ALL

DESCRIPTION	PROMO	WASTE	USAGE	COUNT	TOTAL	AMOUNT RATIO
'TOTAL	'1	'1	'30	'32	'$ 327.83	'100.00 %
'BEER	'1	'1	'7	'9	'$ 44.00	'13.42 %
'BEVERAGE	'0	'0	'1	'1	'$ 1.00	'0.31 %
'DINNERS	'0	'0	'6	'6	'$ 100.70	'30.72 %
'GROUP14	'0	'0	'12	'12	'$ 138.28	'42.18 %
'SANDWICHES	'0	'0	'1	'1	'$ 19.95	'6.09 %
'SPECIALS	'0	'0	'1	'1	'$ 9.95	'3.04 %
'STARTERS	'0	'0	'2	'2	'$ 13.95	'4.26 %

Period Report

PERIOD REPORT (ALL)
DATE : 2017-10-04 14:31
AUTHOR : MANAGER

DATA RANGE
2017-09-27 ~ 2017-10-04
END OF DAY NUMBER : ALL

OPTIONS
CURRENT DATA

FILTERS
TERMINAL : [NOT SELECTED]
GROUP : NOT SELECTED
EMPLOYEE : [ALL]
PLU : ALL

TYPE
TIME PERIOD : 60
SALES

DESCRIPTION	PROMO	WASTE	USAGE	COUNT	TOTAL	AMOUNT RATIO
'TOTAL	'1	'1	'30	'32	'$ 327.83	'100.00 %
'08:00 ~ 08:59	'0	'0	'16	'16	'$ 179.09	'54.63 %
'09:00 ~ 09:59	'0	'0	'10	'10	'$ 101.04	'30.82 %
'12:00 ~ 12:59	'0	'0	'2	'2	'$ 31.95	'9.75 %
'13:00 ~ 13:59	'1	'1	'0	'2	'$ 0.00	'0 %
'14:00 ~ 14:59	'0	'0	'2	'2	'$ 15.75	'4.8 %

Open Check Report

OPEN CHECK REPORT (ALL)
DATE : 2017-10-04 14:32
AUTHOR : MANAGER

DATA RANGE
ALL
DATE

FILTERS
TERMINAL : [NOT SELECTED]
EMPLOYEE : [ALL]
TRACK : ALL

TRACK	CHECK#	GUEST#	EMPLOYEE	START TIME	LAST ORDER	TOTAL
'TOTAL	'	'	'	'	'$ 21.35	
'RECALL	'0	'BARTENDER	'14:43	'14:45	'$ 12.81	
'RECALL	'0	'BARTENDER	'14:51	'14:53	'$ 8.54	

Stock Report

STOCK REPORT
DATE : 09-11-2018 08:27 AM
AUTHOR : MANNY

DATA RANGE

FILTERS
GROUP #1 : [NOT USED]
GROUP #2 : [NOT USED]
GROUP #3 : [NOT USED]
PLU : ALL

DESCRIPTION	PLU CODE	COST	GROUP	STOCK	MINIMUM STOCK	EXTENDED COST
'TOTAL	'	'0.00	'	'761	'	'0.00
'GIFT ADD-Value	'505	'0.00	'[GIFT SOLD]	'100	'5	'0.00
'GIFT SOLD	'5	'0.00	'[GIFT SOLD]	'100	'5	'0.00
'Marlboro Carton	'1111100302	'0.00	'[TOBACCO]	'100	'5	'0.00
'Marlboro Light 100''s Carton	'1111100304	'0.00	'[TOBACCO]	'100	'5	'0.00
'Marlboro Light Carton	'1111100303	'0.00	'[TOBACCO]	'99	'5	'0.00
'Marlboro Menthol Carton	'1111100401	'0.00	'[TOBACCO]	'100	'5	'0.00
'Marlboro Pack	'84160812	'0.00	'[TOBACCO]	'162	'5	'0.00

Labor Report

LABOR REPORT (ALL)
DATE : 2017-10-04 14:32
AUTHOR : MANAGER

DATA RANGE
2017-09-27 ~ 2017-10-04

FILTERS
EMPLOYEE : [ALL]

TYPE
TIME PERIOD : 60

JOB CODE	TIME	COST
'TOTAL	'228:00	'$ 1402.78
'BARTENDER	'76:00	'$ 412.58
'JOB#9	'76:00	'$ 577.62
'WAIT STAFF	'76:00	'$ 412.58

Food Cost Report

Only used when Ingredients & Recipes are used.

Time In Out Report

TIME IN OUT REPORT
DATE : 2017-10-04 15:41
AUTHOR : MANAGER

DATA RANGE
2017-09-27 ~ 2017-10-04

FILTERS
EMPLOYEE : [ALL]

EMPLOYEE NUMBER	NAME	JOB CODE	START TIME	END TIME	TYPE	MODIFIED
'BARTENDER	'BARTENDER	'2017-10-02 09:30:47	'2017-10-02 15:38:00	'OUT	'MODIFIED	
'BARTENDER	'BARTENDER	'2017-10-03 15:34:24	'2017-10-03 15:40:00	'OUT	'MODIFIED	
'BARTENDER	'BARTENDER	'2017-10-04 15:40:53	'	'	'	
'MANAGER	'JOB#9	'2017-10-02 09:30:53	'2017-10-02 15:38:00	'OUT	'MODIFIED	
'MANAGER	'JOB#9	'2017-10-03 15:34:34	'2017-10-03 15:40:00	'OUT	'MODIFIED	
'MANAGER	'JOB#9	'2017-10-04 15:41:00	'	'	'	
'SERVER	'WAIT STAFF	'2017-10-02 09:30:40	'2017-10-02 15:39:00	'OUT	'MODIFIED	
'SERVER	'WAIT STAFF	'2017-10-03 15:34:41	'2017-10-03 15:40:00	'OUT	'MODIFIED	
'SERVER	'WAIT STAFF	'2017-10-04 15:40:48	'	'	'	

Promotion Report

PROMOTION REPORT
DATE : 2017-10-04 15:35
AUTHOR : MANAGER

DATA RANGE
2017-10-04 ~ 2017-10-04
END OF DAY NUMBER : ALL

OPTIONS
CURRENT DATA
DETAILED DATA

FILTERS
TERMINAL : [NOT SELECTED]
EMPLOYEE : [ALL]

DESCRIPTION	COUNT	TOTAL
'MIX AND MATCH	'1	'$10.00
'DISCOUNT#5	'1	'$10.00
'MULTI BUY	'0	'$0.00
'COMBO DISCOUNT	'0	'$0.00
'SWEET DEAL	'0	'$0.00

Balancing Formulas

+/-	NET SALES
=	PLU Sales Total
+	Tax 1 Amount
+	Tax 2 Amount
+	Tax 3 Amount
+	Tax 4 Amount
+	Tax 5 Amount
+	Tax 6 Amount
+	Item Coupon Total (when NET=N)
+	Item Percentage Discount (when NET=N)
+	Sale Coupon Amounts
+	Sale Percentage Discounts
+	Sale Surcharge Amounts
=	Net Sales

+/-	GROSS SALES
=	Net Sales
+	Negative PLU Total
+	Item Coupon Total (when NET=Y)
+	Item Percentage Discount (when NET=Y)
+	Sale Coupon Amounts
+	Sale Percentage Discounts
+	Credit Tax 1
+	Credit Tax 2
+	Credit Tax 3
+	Credit Tax 4
+	Credit Tax 5
+	Credit Tax 6
+	Merchandise Return
+	VOID Position Total
+	Mix & Match Total
=	Gross Sales

Program Maintenance

PLU Maintenance

This is where new items are added to the database and existing items can be maintained or deleted. Each PLU is assigned a descriptor, Price, Cost, PLU code and a few unique options. Each new PLU can be assigned a unique code number up to a maximum of 18-digits in length.

Shelf or product labels can be printed from the PLU screen as well by pressing the label Print icon, Specific setup is required for this feature.

1. From the **PROGRAM MODE** main menu, touch **PLU** to view the PLU program selection window, touch PLU to view the PLU programming options. Here you can add, edit or delete items (PLU's) as necessary.

Existing PLU's
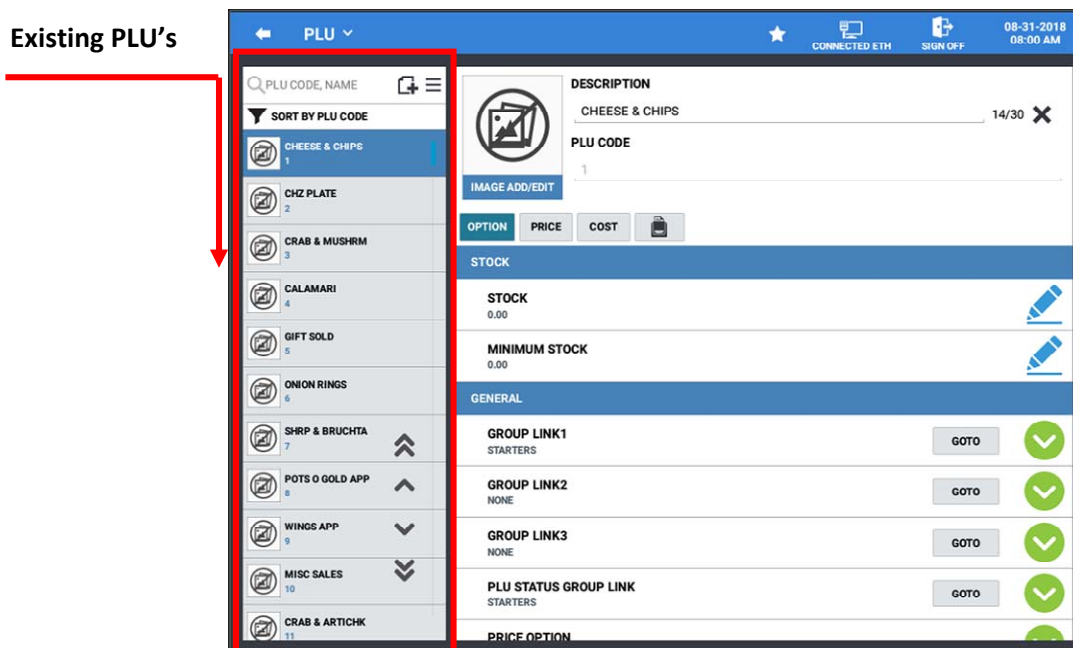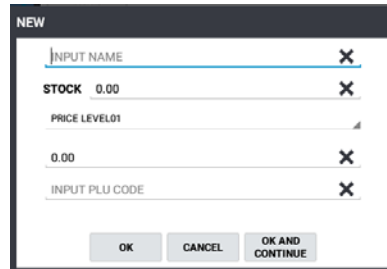
2. All existing PLU's are listed. You can edit an existing PLU by scrolling through the PLU list to the specific item you wish to edit.

3. The double Up/Down Arrows ⌃⌃ ⌄⌄ go to the Beginning/End respectively; the single Up/Down Arrows ⌃ ⌄ scroll Up/Down one page at a time.

4. Select a PLU from the list to edit the options, price or cost for the item.

Adding New PLU's

New items (PLU's) can easily be added to the database. New PLU's can have up to a 30-character name/descriptor and up to an 18-digit PLU code.

1. Press the add record icon ⊕ to add new PLU's to the database. The **"NEW"** item entry dialog displays:
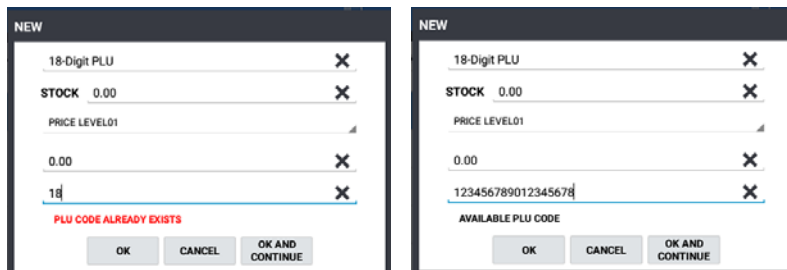
2. Type in the:

   a. PLU descriptor in the **"INPUT NAME"** field,

   b. Enter the **STOCK** quantity if you are tracking stock in this item,

   c. Select the **PRICE LEVEL** and Enter the item **PRICE** *(for all price levels)*

   d. Type in the item PLU CODE or scan the new item in the **"INPUT PLU CODE"** field.

   If the item code entered is already being used in the PLU database, you will receive the warning: **"PLU Code Already Exists"** enter in a new code number or press cancel.

3. Press **OK** to go on to the option programming; Press **OK AND CONTINUE** to add the item and continue adding more PLU's; Press **CANCEL** to cancel the new PLU entry.

PLU Sub Menu

PLU's can be maintained easily in the Sam4POS application, simply select the item and make the appropriate changes. If you select an item and press and hold on the item, a sub menu list of operations is displayed. This sub menu operation list includes: Delete, Inactivate, Copy To New Item, Copy To Existing Items, Copy The Price To Existing Items, Default Item, Remove Default Item.

Delete PLU

Individual items can be deleted as desired from the PLU Maintenance menu. To delete multiple PLUs all at one time use the Edit/Sort ☰ method; refer to page 147 for details.

1. Press and hold on the item you wish to delete and select **'DELETE'**. The confirmation alert message displays:
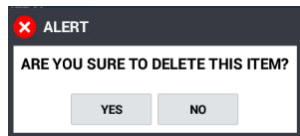
2. Press **YES** to delete the selected item; select NO to exit without deleting.

Inactivate / Activate PLU

1. Press and hold on the item you wish to make inactive, then select **'INACTIVATE'** from the PLU maintenance list. Inactivated PLUs will be grayed out in the PLU list:

2. If an Inactivated PLU is selected in the register mode, the following error will display:
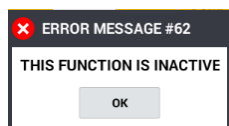
3. You will need to **'Activate'** the PLU to resume allowing sales for the item.

Copy PLU

The SAM4POS makes creating multiple items that share the same settings very simple with the Copy PLU feature. You can copy a selected PLU to a new item or copy the selected PLU to existing items. You can also choose to copy the just the price of the selected item to existing items in the database.

1. From the **PLU** programming screen, select the item you wish to copy.
2. **Press and Hold** the item to open the PLU Sub Menu selection list.
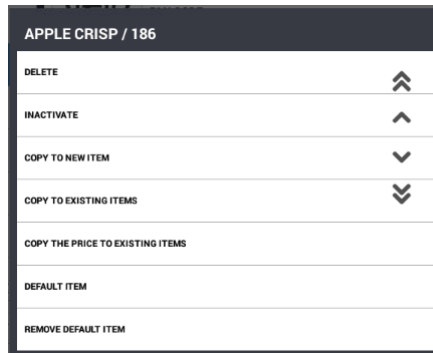
3. Select the appropriate Copy operation from the menu to proceed.

Copy to New Item

Copies the selected PLU to new items individually.

1. From the **PLU** programming screen, select the item you wish to copy.
2. **Press and Hold** the item to open the PLU Sub Menu selection list. Select **COPY TO NEW ITEM**. The Copy To New Item dialog displays;
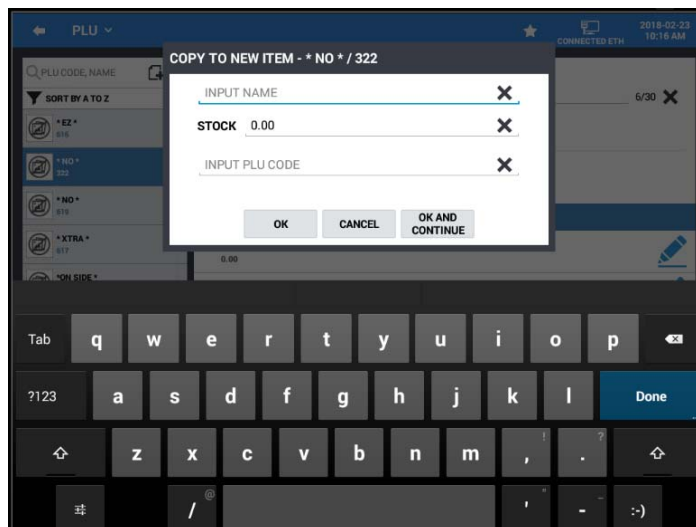
3. **INPUT NAME → STOCK → PLU CODE** for the new item.
4. Press **OK** to add the new item; Press OK AND CONTINUE to add the item and continue adding more PLU's; Press CANCEL to cancel the new PLU entry.

Copy to Existing Items

Allows you to copy the selected item it multiple items already in the PLU database.
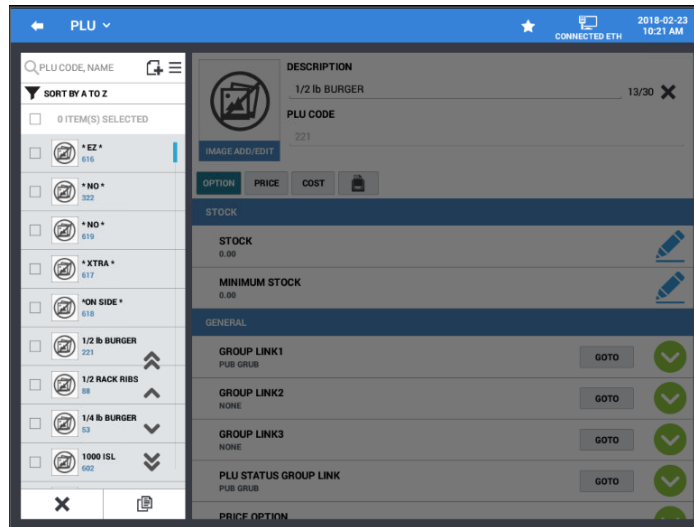
1. From the **PLU** programming screen, select the item you wish to copy.

2. **Press and Hold** the item to open the PLU edit menu selection dialog. Select **COPY TO EXISTING ITEMS**.

3. Check the items from the list to copy the selected PLU to.

4. The double Up/Down Arrows ⟨⟩ go to the Beginning/End respectively; the single Up/Down Arrows ⟨⟩ scroll Up/Down one page at a time. The **X** will exit the procedure.

5. Press the copy – icon ⟨⟩ the confirmation dialog displays:

6. Press **YES** to proceed with the copy procedure; all options, prices, will be copied to the selected items. The COST information is not copied. Press NO to exit the copy and return to the main PLU screen.

Copy the Price to Existing Items

This feature is similar to the 'copy to existing items' operation except that only the price levels are copied to the items selected.

Default Item

You can choose any item in the PLU file to be used as the default item. The settings on the Default Item will be copied to all new PLU's that are added using the add new record icon. You can remove the default item status or change it to another PLU to suite your needs.

1. From the **PLU** programming screen, **Press and Hold** the PLU you wish to set as the Default Item.

2. Select **DEFAULT ITEM** from the PLU sub menu.
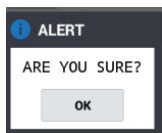
3. The default item setting is indicated by the gold star:
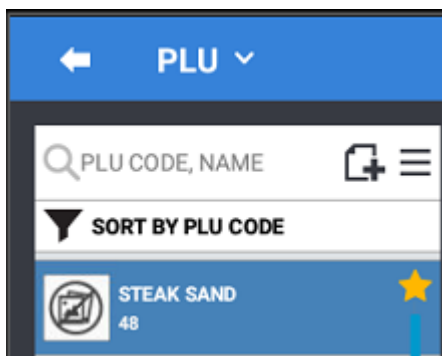
Remove Default Item

4. **Press and Hold** the Default Item PLU; Select **REMOVE DEFAULT ITEM** from the PLU sub menu.
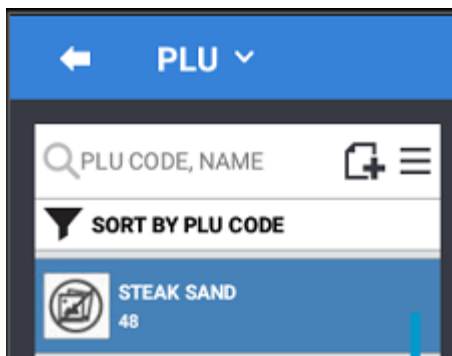
Edit/Sort ≡

If you have a large PLU file, you can use the Edit/Sort feature to maintain the PLU database more easily. This feature allows you to access the Edit Mode, Sort PLU's alphabetically or numerically, Search for PLU's by PLU Status Group, Group assignment, from PLU Code, or search for PLU's with no sales activity. We can also Delete ALL PLU's in the database from this area.

1. Touch the **Edit/Sort** Menu button ≡ on the PLU programming screen. The Edit Mode menu displays:

   EDIT MODE

   SORT

   FILTER

   LOAD MLU
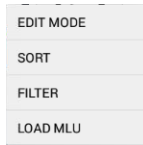
2. Select the operation from the menu that you want to perform.

EDIT MODE
    Selecting the Edit Mode from the menu selections allows you to select multiple PLU's at the same time or select all PLU's in the PLU file to edit the settings as necessary, delete 🗑, make inactive 🚫 or print a barcode 📇. Press the exit icon ✖ to close the edit mode.

SORT
    Select SORT from the available selections; Options to sort PLU's:
    - A TO Z or Z TO A
    - PLU CODE
    - PLU Status Group
    - Group #1, Group #2, Group #3
    - Recipe
    - Set Menu
    - MLU Chain
    - Price Option
    - Modifier QTY
    - Stock Link PLU#
    - Allow Price Change
    - Stock
    - Minimum Stock

FILTER
    Select Filter from the available selections, choose from:
    - PLU Status Group – select the PLU status group to view PLU's assigned to that status group.
    - Group – select the group to view just the PLU's assigned to that group.
    - From PLU Code – Enter a PLU code to view just the PLU's from that code number entered and higher.
    - No Sale PLU's – This selection will display all PLU's with no sales activity.

LOAD MLU
    Brings up the MLU screen. Select from the MLU's to view items assigned to your selection. You will be brought to the PLU programming screen for the selected PLU.

Printing Labels from PLU

Labels can be printed from the PLU programming area. We can choose to print a single label or multiple labels for one or more PLU items.

1. Select **PLU** from the **PROGRAM MODE** > **PLU** menu selections. The PLU programming screen displays:

2. Select the **EDIT MODE**, then select the one or more PLU's from the list.
3. Press the printer button 🖨 The **'PRINT LABEL'** dialog displays:
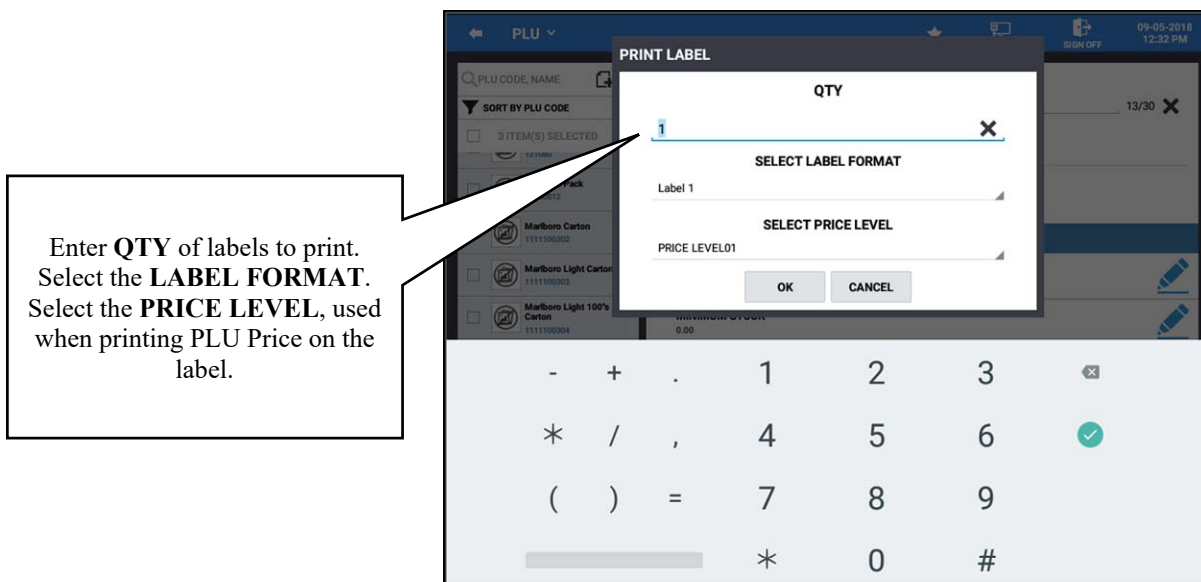
4. Select the **QTY**, number of labels for each selected item you want to print.
5. Select the **LABEL FORMAT** (as defined in the Label Print setup).
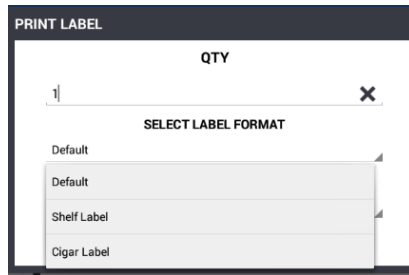
6. Select the **PRICE LEVEL,** this will be the price that prints on the label.
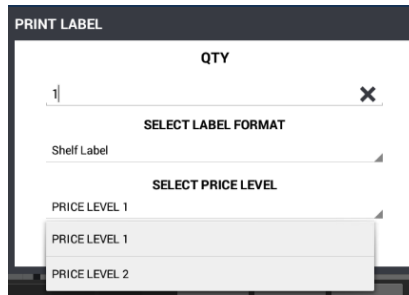
7. Press **OK** on the Print Label dialog to print the labels and close the dialog.
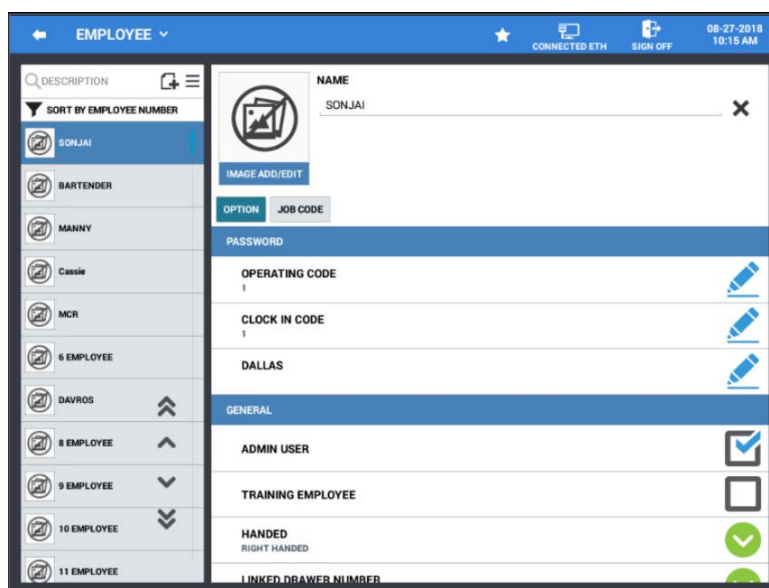
Employee File Maintenance

The employee file contains information for register operators as well as employees who use the register only to clock in or out (employee time keeping.) Specific functions that are allowed or disallowed for each employee are determined by assigning the employee to an authority level.

Two 10-digit code numbers may be assigned for each employee. The clock-in code is used to clock in or out when the time keeping feature is used, and a separate operating code used to sign on to operate the register.

Add/Edit Employee's

1. From the **PROGRAM MODE** touch **EMPLOYEE** to view the employee program selection window.

2. Touch **EMPLOYEE** on the selection window to view all employees and the employee programming options. Here you can add, edit or delete employees as necessary.

3. All existing employees are listed. You can edit an existing employee by scrolling through the employee list to the specific employee you wish to edit.

4. If you have a large employee file, you can sort the employee list alphabetically or by employee number. You can also search for specific employees by name.

5. Touch the **Edit/Sort Menu** button ≡ on the employee programming screen.

    a. Select **SORT** from the available selections. Choose to sort from A TO Z, Z TO A, or EMPLOYEE NUMBER.

    b. The **Edit Mode** selection on the Edit/Sort Menu button allows you to delete the selected employees or set them as inactive. Inactivated employees will appear grayed out in the employee list.

6. Press the add **New Record** icon ⊞ to add new employees to the database or you can select an existing employee to edit as necessary.

7. By pressing and holding the selected employee you can choose to:

a. **Delete** – to remove the selected employee from the database

b. **Copy To New Item** – to copy the settings for the selected employee to a new employee.

c. **Copy to Existing Items** – to copy the setting and options from the selected employee to other employees already in the database.

d. **Favorite Copy To Other Employee** – to set the selected employee as the favorite. This will copy the settings and options of the selected employee to newly added employees.

Employee Option Definitions

The Employee programming allows you to program the employee name and add an image for the employee. You can also set specific options for the employee and assign job codes for the employee.

Name

Type in a name for the Employee, you can use the **X** at the end of the name field to clear the current name for the selected employee.

Option Button

The Option Button within the Employee Options programming breaks down into two program sections; a Password section and General section as defined below.

Password

OPERATING CODE

Enter a number (up to 10 digits in length) that will be used by this employee to sign in and/or out.

CLOCK IN CODE

Enter the secret code number (up to 10 digits in length) that can be used to clock in/out.

DALLAS

Not used in the USA.

General

ADMIN USER

If selected, this employee will be allowed to perform manager functions without entering a manager password.

TRAINING EMPLOYEE

If selected, this employee will be in training, regardless of the training mode status of the entire register.

HANDED

Select *LEFT HANDED* or *RIGHT HANDED*; Controls display position in the sales mode.

LINKED DRAWER NUMBER

Select the drawer for this employee: *No Drawer, Sam4s Cash Drawer, Sam4s Cash DrawerII, or Sam4s Cash DrawerIII.* If no drawer is assigned, the employee can only perform check track postings (not payments).

EMPLOYEE AUTHORITY LEVEL

Operations and programs that can be accessed by this employee are determined by selecting an authority level; see 'Employee Authority Level' programming on page 150 for details.

STATION

Select the station the employee will be assigned to.

If STATION is set to STATION BY TERMINAL, assignment follows STATION of TERMINAL.

If STATION setting is a specific station, it will follow the STATION assigned for EMPLOYEE.

Priority, STATION of EMPLOYEE is first, STATION of TERMINAL is next.

(Also see 'Terminal & Network' 'My Terminal Info' Station programming settings.)

BIRTHDAY	**CITY**	**ADDRESS**
PROVINCE/STATE	**TELEPHONE**	**SOCIAL SEC #**
ZIP CODE		

Job Code Button

The Job Code button is where you will assign the jobs and pay rates the employee will utilize; you can assign as many job codes to an employee as is necessary. Refer to 'Job Code & Pay Rate' programming on page 155 for details.

JOB CODE / PAY RATES

An employee might have more than one job, possibly with a different pay rate for each job. For example: in a restaurant, an employee might work as a server one day, and on a different day or shift, work as a cashier.

Here you can assign all the different job codes and pay rates for each employee.

Employee Authority Level

Each employee must be assigned to an authority level; create authorities here to assign each employee. There are four main categories in the authority level programming; REG MODE, TIME IN/OUT, CHECK TRACKING and EDIT PGM/FUNCTION. The selections made here for each authority level determine the operations that will be allowed for each employee.

For example, in a restaurant application, an authority level with the descriptor Kitchen Help could be set to allow only clocking in/out, or an authority level with the descriptor Owner could be set up to allow all functions. Other authority levels could be defined for servers, cashiers and managers that allow only the appropriate operations.

REG MODE

SIGN IN/OUT USING MCR
    This option forces the employee to use the Mag Card Reader for signing in and out of the ECR.

ALLOW DESTINATION CHANGE
    If selected, the operator has the option of selecting a destination (*i.e.* eat-in, take out, drive thru) other than the default.

CAN PLU PRICE/HALO OVERRIDE
    If checked, the employee can override the preset price or HALO on items set to allow price change.

ALLOW PRICE LEVEL CHANGE
    Select this option if the employee is allowed to change price levels.

ALLOW CASH DECLARATION
    If cash declaration is used, select this option to allow cash declaration operations.

ALLOW NOSALE
    Allows the No Sale operation outside a transaction.

COMPULSORY TIP ENTRY
    If selected, the employee is prompted to declare tips when clocking out.

REG MODE ONLY
    Select this option if you want to allow sales operations only for these employees.

CAN EDIT PLU FROM PLU INFO
    Check this option to allow employee to use the PLU Info key in the Register Mode to edit the PLUs.

VOIDING OF SERVICED ITEMS
    Allows voiding items off a check after the check has been services and recalled.

SHOW THE MENU OF EMPLOYEE REPORT IN REG MODE
    If unchecked, employees assigned to this authority level cannot run the Employee Report. Employee Report is removed from the employee icon in REG Mode.

ALLOW DISCOUNT
    When selected, this employee is allowed to enter discounts in a transaction.

ALLOW TEAMVIEWER
    When selected, this employee is allowed to use the TeamViewer application.

TIME IN/OUT

TIME-IN/OUT ENTRY ONLY
> When checked, employees are not able to run sales transaction, they are allowed Time-In/Out Only.

TIME IN/OUT USING MCR
> This option forces the employee to use the Mag Card Reader for clocking in and out.

ALLOW TIME CLOCK EDIT
> Select this option to allow employee to edit the time keeping reports.

NEED MANAGER FOR TIME IN/OUT
> When selected, employee needs manager to be able to clock-in/out.

TIME IN BEFORE SALE
> Select this option to require employees to clock in before they can register sales.

CHECK TRACKING

PAYMENT OF OWN GUEST CHECK

PAYMENT OF ANY GUEST CHECK

TRANSFER OF GUEST CHECK

CAN COMBINE/SPLIT GUEST CHECK
> Selections are: Not Allow – Own - All

ALLOW EDIT ANY CHECK

CAN CLOCK-OUT WITH OPEN CHECK

GUEST CHECK ENTRIES ONLY

ALLOW CANCEL AFTER RECALL

EDIT PGM/FUNCTION

ALLOW PLU PRC CHANGE ONLY
> If selected, the employee can access the PLU programming screen, but can edit only the PRICE/HALO and PRICE LEVEL fields.

ALLOW EMPLOYEE EDIT

ALLOW AUTHORITY LEVEL EDIT

ALLOW JOBPAY EDIT

ALLOW STOCK EDIT

ALLOW MLU EDIT

ALLOW FLU EDIT

CAN ALL MEMO DELETE

JOB CODE & PAY RATE

An employee might have more than one job, possibly with a different pay rate for each job. For example, in a restaurant, an employee might work as a server one day, and on a different day or shift, work as a cashier. Here you can create these different job codes and pay rates to be used for your employees. By assigning separate job codes and pay rates for each employee, the built-in time clock can track and report hours and wage costs appropriately.

1. From the **PROGRAM MODE** touch **EMPLOYEE** to view the employee program selection window.
2. Touch **JOB CODE & PAY RATE** on the selection window to view the current programming. Here you can add, edit or delete Job Codes & Pay Rates as necessary.

NO	JOB CODE ⇕	NO	PAY RATE ⇕
1	WAIT STAFF	1	7.00
2	BARTENDER	2	7.25
3	MANAGER	3	7.50
4	CASHIER	4	7.75
5	DISHWASHER	5	8.00
6	CHEF	6	8.25
7	COOK	7	8.50
8	ADMIN	8	8.75
		9	9.00
		10	10.00
		11	11.00
		12	12.00
		13	13.00
		14	14.00
		15	15.00

Edit Job Codes

Job codes are used to break down the hours worked for all employees into different categories (See "Labor Groups" report in the *Operation Manual*.) A breakdown of hours by job is also reported for each employee.

The job codes to be used by all employees are set up here. Each job code you create must be given a descriptor (up to 30 characters). You can create as many JOB CODES as are needed for your application needs. Job codes can be sorted alphabetically by pressing the JOB CODE heading.

1. From the **PROGRAM MODE**, select **EMPLOYEE**, then select **JOB CODE & PAY RATE**.
2. Select **NEW**, **EDIT** or **DELETE** as needed to maintain the job codes.

Edit Pay Rates

Similar to the job code programming, all employees' Pay Rates are set here; you can create as many pay rates as are needed for your application. Pay Rate values up to 999999.99 are allowed. Pay rates can be sorted highest to lowest or from lowest to highest if desired.

1. Select **NEW**, **EDIT** or **DELETE** as needed to create and maintain the pay rates.

STATION

Create stations to be assigned to employees. For example you may have a Bar Station and a Server Station. Stations can be assigned to default MLU/MLU GROUP, FLU and Printers. Stations can also have different Receipt, Guest Check, and Kitchen Printer assignments.

1. From the **PROGRAM MODE** touch **EMPLOYEE** to view the employee program selection window.

2. Touch **STATION** on the Employee selection window to view the station programming options. Here you can **ADD, EDIT** or **DELETE** stations as necessary. Stations can be sorted alphabetically if desired.

Description

Type in a descriptor for the selected station, you can use the **X** at the end of the description field to clear the current descriptor.

General

The general section assigns the default MLU Group, Default MLU and FLU used for the selected station.
   MLU GROUP
   DEFAULT MLU
   DEFAULT FLU
   DEFAULT TABLE MAP

Receipt Format

Receipt format is used to assign the default printers to be used for the selected station.
   RECEIPT
   KITCHEN PRINTER
   GUEST CHECK
   LABEL PRINTER
      Select the label type to be used on the label printer for this station.

Use the **GOTO** buttons to directly access the programming for the option selection.

Appendix

Integrated Payment – EMV

Introduction

Integrated Payment operations on the Sam4POS utilize the latest EMV capable Datacap equipment for seamless credit card processing through the terminal. Consult with your installing dealer for the specific equipment appropriate for your application needs.

The integrated payment operations described in this guide are shown using a Datacap device with the Verifone vx805 Pin-Pad.

Configurations

Sam4s SAM4POS / Datacap ECR Configurations

Single ECR
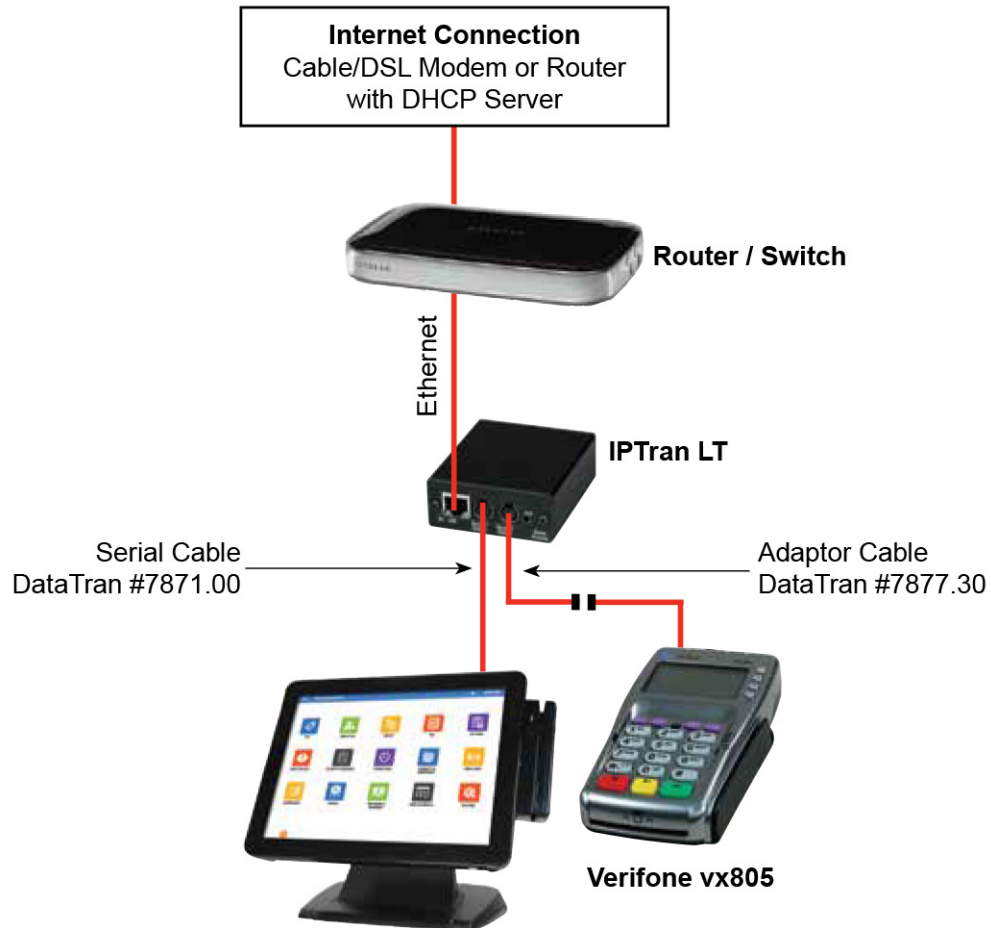
Multi ECR (3 or Less)
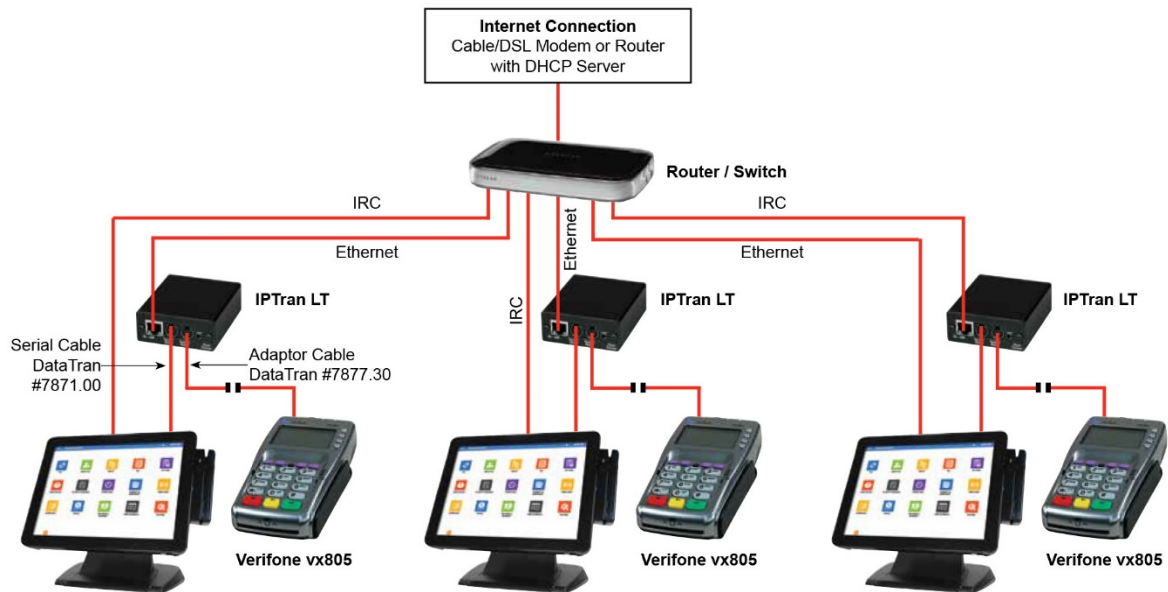
NOTE: If you have an installation with 3 IPTran-LT units, all three have a separate batch and work independent of each other (separate batching, separate reporting).

Multi ECR (4 or More)
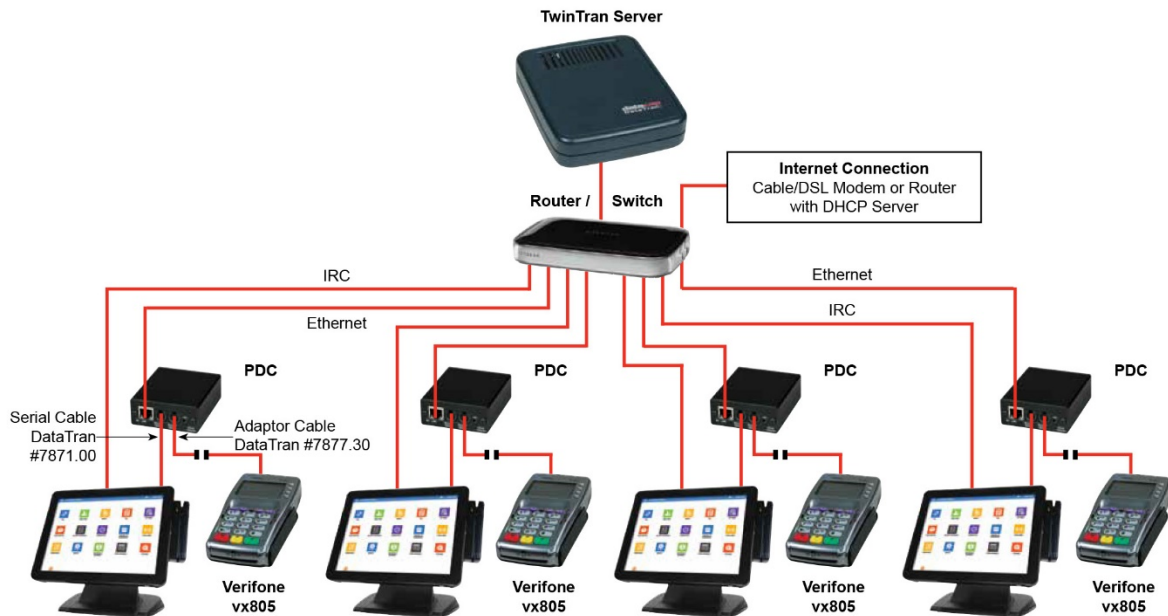
NOTE: If you have multiple PDC's and a TwinTran Server there is only one batch and it can be controlled at any of the registers. Also note, that PDC's are paired to a specific TwinTran Server. A PDC from one site will not work with the TwinTran Server from another site.

Required ECR Program Settings

Device Programming

Device Setting

Go to the Program Mode; Select **EFT** from the Device\Device Setting menu to assign the Datatran IPTran-LT or new style PDC device to the appropriate serial port.

Add a **NEW** device if no EFT device already exists.

Select **DATATRAN** from the **DEVICE MODEL** choices and press **OK**.

Select the Serial **COM PORT** where the Datacap device is connected.

Set the **BAUD RATE** to **"19200"**;

       DATA BITS to **"8"**;

       PARITY to **"NONE"** and

       STOP BIT to **"1"**.

These settings are the same for both, the IPTran-LT and the new style PDC.

Note: When a TranServer is used with new style PDC's connected to the terminals, the PDC's are to be identified as a DATATRAN terminal in the device settings.

Options

The following options are used for integrated payment operations.

1. Go to the **PROGRAM MODE \ OPTIONS \ OPTIONS**

System Options

1. Select **SYSTEM OPTION** from **OPTIONS** menu to view and set the necessary options as indicated below:

    COLLECT CARD HOLDER NAME
    Select this option to print the cardholder's name below the signature line.

    TEST AS OPERATOR ID
    Do not select in live application; would print 'test' as the operator ID.

    GRATUITY FLAG
    Select from the options:
    Do not prompt for TIP on Pin Pad;
    Prompt for TIP on Pin Pad; or
    Prints a blank TIP and Total Line on the Receipt.

Print Option

1. Select **PRINT OPTION** from the **OPTIONS** menu. Set the following options as desired:

    COPY OF EFT RECEIPT
    Indicate the desire number of copies of the credit transaction receipt to be printed.

Set HASH Options

The Sam4POS series registers have various options affecting the reporting of HASH sales. In all Cases, the HASH option 'Updates Sales (Receipt) Total' must be checked. If the HASH sale does not add to the sale, and the gift card sale is tendered to a credit card, the register will attempt to authorize a zero amount, which will result in a processor error.

1. Select **HASH OPTIONS** from the **OPTIONS** menu selections.

2. Verify that the options below are checked:

    UPDATES SALE(RECEIPT) TOTAL S

    UPDATES HASH TTL ON FINAN/SFT RPT

    UPDATES DRAWER TOTALS REPORT

HASH Descriptor Program Note

When the HASH function is used exclusively for gift card sales, it may be useful to change the report descriptor "HASH TOTAL" to read "GIFT CARD SALES".

1. Go to **PROGRAM MODE** and select **RECEIPT & MESSAGE**, select **REPORT MESSAGE**, then select **FINANCIAL REPORT**.

2. Scroll down to line **#22** and edit the **"HASH TOTAL"** message to read **"GIFT CARD SALES"**.

3. Press **"OK"** to exit and save your programming.

Tender Keys

Misc

Use Miscellaneous Tender keys for Charge tenders, Debit Card tender, Gift Cards redeemed, and all other tender types that the merchant accepts.

GENERAL

HALO Amount – *High Amount Lock-Out*; This is the maximum amount accepted when this tender is used. For example, as a store policy you may only accept Charge tender amounts up to $50; You would set the HALO as 50.00.

TAX EXEMPT

Check to exempt the specified tax rates (1-10) when purchases are redeemed with this tender.

TENDER

Compulsory Amount Entry – Check this option if you wish to enforce an amount to be entered prior to pressing this tender key.

Do Not Allow Under-Tender – If this option is checked, only the amount of the sale or greater are accepted.

Need Manager for Under Tender – when checked, the manager is needed to approve the transaction if the amount entered is less than the sale amount.

DRAWER

Open Drawer – This is option is selected by default, uncheck this option only if you do not want to open the cash drawer when this tender is used.

MISC

Allow Over-Tender – Set this option only if you want to allow food stamp tender amounts over the food stamp total.

EFT Key – Select the type of tender for this key:

Credit (DCAP, SPT) –
Debit (DCAP, SPT) –
Gift (DCAP, SPT) –
Gift-No NSF (DCAP) –
Canadian Debit (DCAP) –
Cash Benefit (DCAP) –
Account Rec. (DCAP)

Connect EFT Terminal? – Set this option if you are using the integrated Datacap device for credit card transactions.

Coin Changer Port # - Enter the port # where the coin dispenser is connected if a Coin dispenser is used.

Food Stamp Tender

In the United States, Food Stamps *(or EBT)* may be used to purchase eligible food items at food stores that participate in the program. The Sam4POS can assist a retailer in handling food stamp transactions by sorting food stamp and non-food stamp eligible items within each sale and tracking food stamp payments for eligible items.

Food Stamp transactions may be set up for processing through the Sam4POS terminal with the integrated Datacap equipment. Check with your installing dealer for details.

GENERAL

HALO Amount – *High Amount Lock-Out*; This is the maximum amount accepted when this tender is used. For example, as a store policy you may only accept food stamp amounts up to $50; You would set the HALO as 50.00.

TAX EXEMPT

Use this setting to exempt the specified tax rates (1-10) when food stamps are redeemed.

DRAWER

Open Drawer – This is option is selected by default, uncheck this option only if you do not want to open the cash drawer when this tender is used.

FOODSTAMP TENDER

Allow Over-Tender – Set this option only if you want to allow food stamp tender amounts over the food stamp total.

Allow Decimal Entry – Set this option to allow change amounts to be entered (i.e. 12.37), if not set only whole dollar amounts are accepted (i.e. 12.00).

Change Type – Choose the change type to be issued when over-tender is allowed; Change In Cash or Change In Food Stamp.

Connect EFT Terminal – Set this option if you are using the integrated Datacap device for EBT/Food Stamp transactions.

TIP Charge Keys

TIP Charge keys are optional; they are used with check tracking operations only. The TIP key is used to enter a gratuity on a check prior to finalization.

PLU Status Group for Gift Cards

For most merchants, the sale of a gift card is not reportable revenue until actual merchandise is sold and the gift card is redeemed. As a "best practice" dealers will program the PLU used for the sale of a gift card as a "HASH" PLU (report the PLU to a PLU Status Group with HASH status).

1. From the **PROGRAM MODE** touch **PLU** then touch **PLU STATUS GROUP** to view the PLU status group options. Data for the first status group displays.

2. Select a PLU status group you wish to program.

3. Check the option; **"HASH ITEM"**.

4. Set the **"PLU GIFT CARD ITEM"** option:

    a. ACTIVATE *(Activate a new Gif Card)*

    b. ADD *(Add value to an existing Gift Card)*

Load the EMV Parameters

After connecting the new EMV compatible Datacap device and the VX805 PIN-Pad to the ECR and all the required programming is completed, you must load the parameters for the devices. The IPTran-LT must be connected to the internet to load the parameters.

To load the Datacap device parameters perform the following:

1. **Self-Initiated Load** procedure as explained on page 176 in this supplement. This operation is typically not necessary, the Tran device will call out to verify the load automatically.

2. To load the parameters for the Pin-Pad perform the **Parameter Download** procedure as explained on page 174 in this supplement.

Backup Program

It is a good practice to back up the program data from the ECR after all the programming is completed and the equipment tested for proper operation.

The database menu, in the program mode system menu selections, provides access to the database backup operations for the current program files.

Database Backup

1. From the **PROGRAM MODE,** touch **SYSTEM,** then select **DATABASE.** The Database Backup & Restore screen displays.
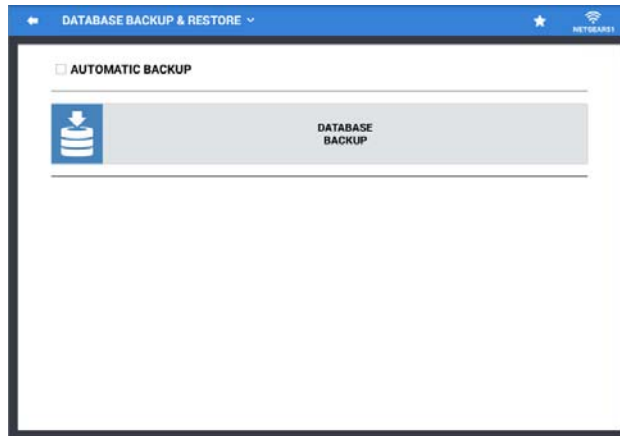
2. Press the **DATABASE BACKUP** to open the DATABASE BACKUP dialog.
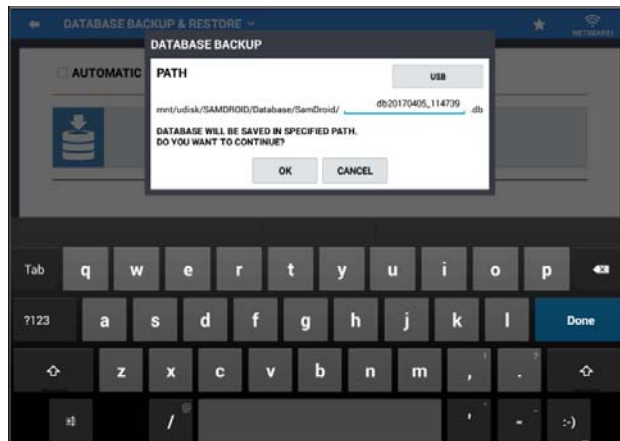
3. Select the device you wish to back up to. **PATH** selections are: USB, Internal SD Card, External SD Card.

4. Press **OK** to back up the current database.

5. When the backup has completed, the confirmation, **'Database Backup Success'** displays briefly.
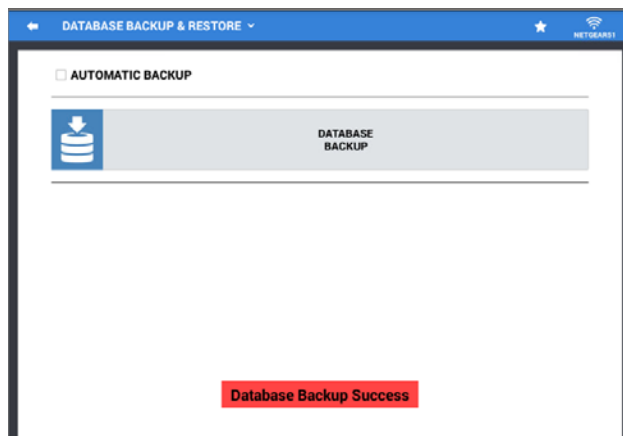
EFT Operation

EFT Operation Menu

Sam4POS supports credit card processing with Datacap integrated payment appliance and supports the EMV integration protocol. (There will be no Non-EMV integration.) Credit Card *(EFT)* maintenance operations can be performed at the Sam4POS terminal from the EFT Operation menu.

In the Pre-EMV environment Datacap stored some information in the Tran that allowed the registers to run some reports, such as the local transaction report.

In the EMV environment Datacap no longer stores information in the Tran so there are no reports available.

On the Sam4POS we are storing some information on the approvals at the register. This is required to be able to perform *"By Record"* transactions.

Currently, if a Local Transaction Report is run we print the information from the approvals. However, this data should only be used for troubleshooting and should not be relied upon as accurate.

For example, if you perform a sale for $1.00 and then perform a Void by Record Number of the same transaction, you will have two transactions. The register is only printing the information from the approvals.

Refer to the "DataTran Operation Definitions" on page 167 for details about these options.

1. From the main **PROGRAM MODE** menu, select **DEVICES**, then choose **EFT OPERATION**, from the devices menu selections.
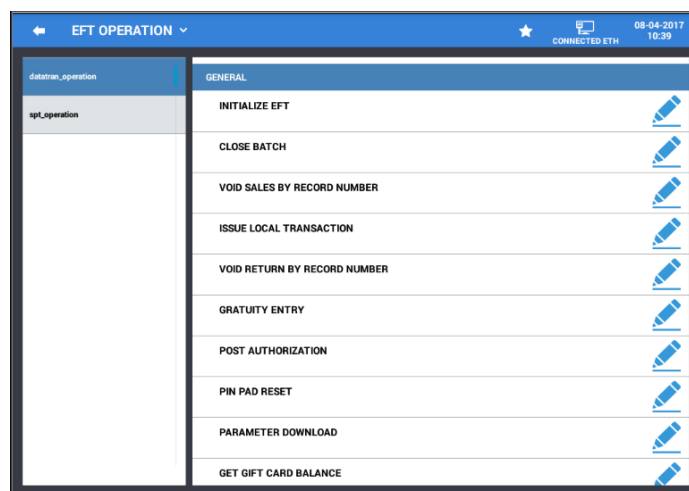
2. The **EFT Operation** menu is displayed; select the **Datatran_Operation**.
3. Refer to the appropriate Operation Definition menu below for information on each operation.

DataTran Operation Definitions

Operation	Definition
Initialize EFT	Use this function to initialize the Datacap EFT device.
Close Batch	Closes the current batch and opens.
Void Sales By Record Number	Use these operations to void transactions when the card is not present. **CAUTION:** These voids will not correct ECR totals (i.e. PLU Sales) but will maintain a total on the Financial Report.
Void Return By Record Number	Use the Void Mode function at the SAM4POS terminal to perform transaction voids that will correct the appropriate sales totals.
Issue Local Transaction	If "terminal based" processing is used, the Local Transaction Report contains details of each transaction in the current batch. When "host based" processing is used, transaction data is stored at the processor.
Gratuity Entry	The Gratuity Entry command allows the operator to add a tip to a pre-authorized credit sale.
Post Authorization	If electronic authorization is not approved and the merchant receives voice authorization, the transaction can be entered into the batch with this operation.
Pin Pad Reset	Not Used - this function to initialize the Datacap EFT device for NON-EMV applications.
Parameter Download	Use this function to get new PIN Pad parameters from Datacap
Get Gift Card Balance	Select Gift Card Balance, the operator will be prompted to slide a gift card. The balance will be printed on the receipt printer
Get EBT Balance	Use to check the EBT food stamp balance
EMV Voucher For EBT	Use only as instruction by Datacap or your processor.
Test Mode	Use only for certification testing.
Self-Initiated Load	Used to load the Datacap EMV device parameters.
Diagnostics	Used to perform various diagnostics. Use as requested by Datacap support.
Clear EMV Value	This clears the internally stored token file that stores the Authorization Response messages that allow the SAM4POS to perform "By Record Number" transactions. Specifically, the Void Transaction by Record Number and Gratuity Entry.
Zero Auth	Use this operation to verify a card is valid, activated, not reported as lost/stolen.

EFT Operation Function Key

To avoid giving employees access to the Program mode, certain EFT operations can be accessed from the REG mode using the *EFT OPERATION* function key.

Note: Batch operations may be restricted to employees with assigned authority levels for these functions.

Refer to the "DataTran Operation Definitions" on page 167 for details about these options.

The EFT OPERATION function menu options shown here are with the "Use EMV Datatran" option enabled. You can access the operations on the EFT OPERATION function menu in one of two ways:

1. While in **REGISTER** mode, press the **EFT OPERATION** function key assigned to the Real-Keyboard or to a MLU on the display; select the desired operation from the list.

2. Enter the shortcut numeral for the operation and press the EFT OPERATION function key. This facilitates access to a specific operation through a macro. The shortcut numerals are shown below.

[1]	CLOSE BATCH
[2]	VOID SALES BY RECORD NUMBER
[3]	VOID RETURN BY RECORD NUMBER
[4]	GRATUITY ENTRY
[5]	GET GIFT CARD BALANCE
[6]	GET EBT BALANCE
[7]	EMV VOUCHER FOR EBT
[8]	CLEAR EMV FILE
[9]	ZERO AUTH
[10]	PIN PAD RESET
[11]	REPRINT BATCH

For example; if you wanted to allow an employee to be able to get a gift card balance only, you could create a MACRO to allow the operation from the REG mode. The MACRO would then be assigned to a keyboard position or MLU/FLU.

The MACRO sequence would simply be the numeric #5 followed by the DataTran function key:

[5]

[EFT OPERATION]

Performing EFT Operations

When performing EFT Operations, the EFT Operation communication between the ECR and the Tran device is displayed on the Sam4POS. When the specified operation is completed, the register will print the results of the requested operation at the register's receipt printer. You can also print out the EFT Operation communication to the register receipt if desired.

Initialize EFT

Select Initialize EFT to verify communications, software versions and installed networks.

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.
2. Select **Datatran_Operation** from the selections.
3. Select **INITIALIZE EFT**. The register will display "Information Working"
4. The "List Of Installed Networks" prints and the EFT OPERATION dialog is displayed:
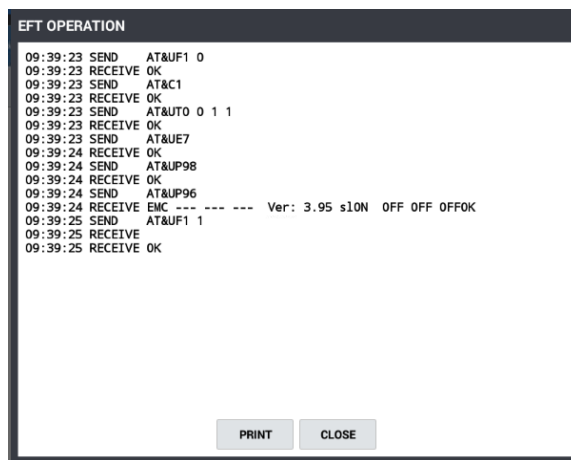
5. You can PRINT the response if desired; then press **CLOSE**.

Sample Initialize EFT chit:
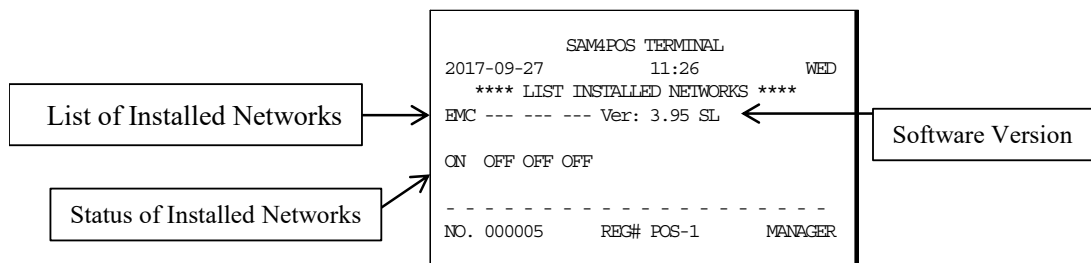
Close Batch

You must close the batch daily (even if not required by your processor.) This procedure clears the EMV File temporarily stored in the ECR memory.

NOTE: When a batch is closed, a new batch is automatically opened for the next day.

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.

2. Select **Datatran_Operation** from the selections.

3. Select **CLOSE BATCH**. The register will information dialog "Working" is displayed then the Batch Settlement Successful message displays:
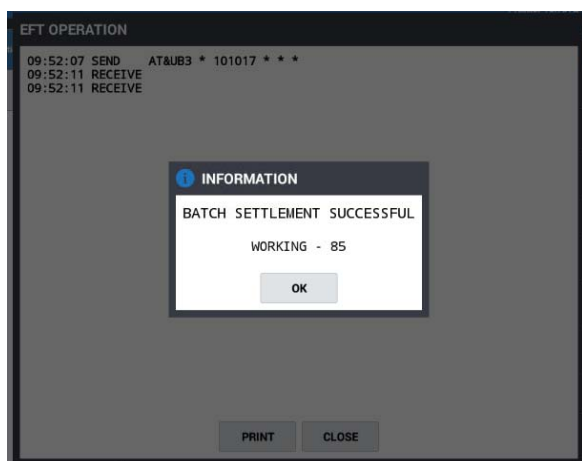
4. Press **OK**.
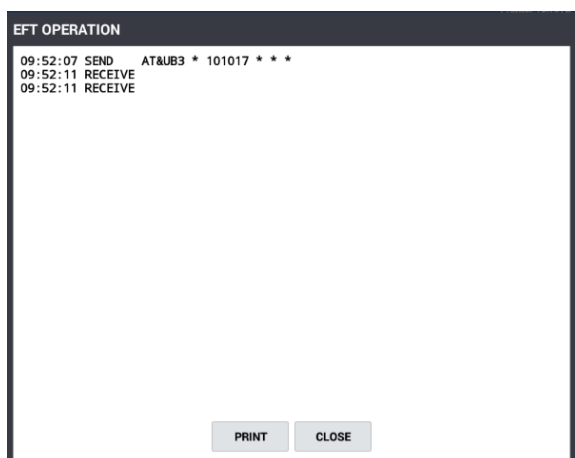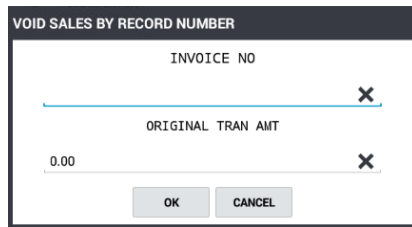
5. Press **CLOSE** to exit the batch settlement; pressing PRINT will print the information displayed on the screen.

Void Sales by Record Number

Void Return By Record Number

Note: This operation will not correct ECR sales total but will remove the transaction from the batch.

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.

2. Select **Datatran_Operation** from the selections.

3. Select **VOID SALES BY REPORD NUMBER**; The register will display the Void Sales By Record Number entry dialog:

```
VOID SALES BY RECORD NUMBER

              INVOICE NO

                                    ✕

           ORIGINAL TRAN AMT

   0.00                             ✕

            OK      CANCEL
```

4. At the prompt, enter the transaction Invoice number.

5. At the prompt, enter the Original transaction amount.

6. The message "WORKING" displays until the void is completed. The receipt and merchant voucher print:

```
            SAM4POS TERMINAL
2017-10-17                      THU
              VOID SALE
CARD: ************0010
VOID AMOUNT: $2.01
INVOICE:  00038
REFERENCE: 1005
NO.000023    REG# POS-1      MANAGER
```

```
            SAM4POS TERMINAL
2017-10-17                      THU
              VOID SALE
CARD: ************0010
VOID AMOUNT: $2.01
INVOICE:  00038
REFERENCE: 1005


            APPROVED – THANK YOU


I AGREE TO PAY THE ABOVE TOTAL AMOUNT
  ACCOURDING TO CARD ISSURE AGREEMENT
 (MERCHANT AGREEMENT IF CREDIT VOUCHER)


x_____
            Merchant Signature
NO.000023    REG# POS-1      MANAGER
```

Issue Local Transaction

The Issue Transaction report summarized transaction in the current batch.

NOTE: This report lists the transactions stored in ECR memory for tip and record updating. The transactions here may not be the same as the transactions in the current batch.

```
          SAM4POS TERMINAL
2017-09-27        22:37         WED
   **** LOCAL TRANSACTION REPORT ****
INV:00001       AMT: 2.00
AUTH: 03849A    REF: 1001
CARD: 0010 (VISA)
------------------------------------
INV:00002       AMT: 2.02
AUTH: 03853A    REF: 1002
CARD: 0010 (VISA)
------------------------------------
INV:00003       AMT: 2.04
AUTH: 03864A    REF: 1003
CARD: 0010 (VISA)
------------------------------------


- - - - - - - - - - - - - - - - - - -
NO. 00000081   REG# POS-1      MANAGER
```

Gratuity Entry
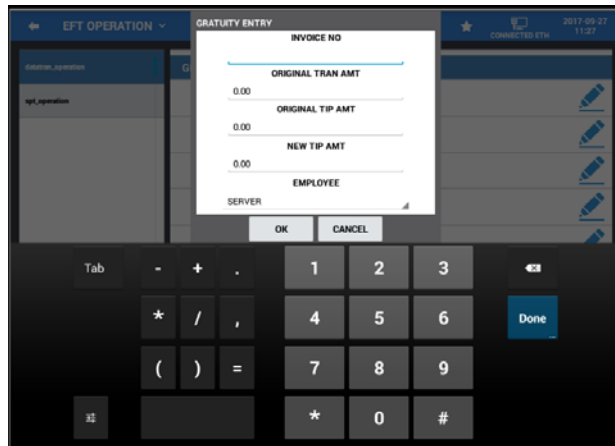
The processor must allow "By Record" operations *(Tokenization)* for this operation.

Gratuities (Tips) indicated by the customer on the payment draft must be entered at the ECR before the batch is closed. Tips that were not entered at the time of the transaction, are entered using the Gratuity Entry selection on the EFT OPERATION function key menu, or from the Gratuity Entry selection on the EFT OPERATION menu accessed from the Program Mode / Device menu selections.

The tip entered here replaces any previous tip entered for the same transaction.

> ➢ **Tips cannot be edited/added to Debit transactions after the sale.**
>
> ➢ **No TIP entry is allowed for GIFT Card transactions. Tips must be entered using a PLU prior to finalization with a *Gift Card***

1. Select **GRATUITY ENTRY** from the EFT OPERATION function key menu or from the EFT OPERATION menu in the Program Mode – Device menu selections. The Gratuity Entry dialog displays:

2. Fill the fields:

   Invoice No (5-digit entry; enter leading zeros as needed)

   Original Transaction Amount

   Original Tip Amount

   New TIP Amount

   Employee

This information must exactly match the information for the transaction record. The message "WORKING" displays until the record is updated, select **OK** when approved. If the information entered does not exactly match the transaction record in the batch, the tip update will be declined.

Sample Gratuity (TIP) Chit:

```
                SAM4POS TERMINAL
2017-10-2017            10:44           WED
SALE AMOUNT: 3.14
TIP AMOUNT: $1.00
INVOICE:  00033
REFERENCE: 1002
RECORD:00030
- - - - - - - - - - - - - - - - - - - -
NO. 00000153    REG# POS-1         EMPLOYEE
```

3. The Display shows the tip entry on the EFT Operation dialog:
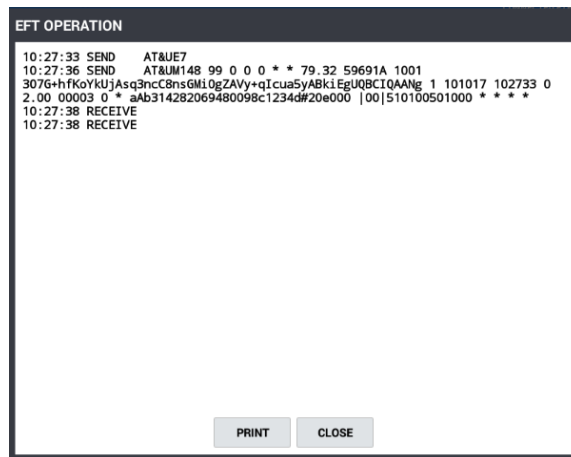
4. Press **CLOSE** to exit the TIP entry; pressing PRINT will print the information on the display.

Post Authorization

If electronic authorization is not approved and the merchant receives voice authorization from their processor, the transaction can be entered into the batch with this function.

Note: This operation does not adjust any other cash register totals or counters.

Parameter Download

Use this operation to load the EMV parameters into the PIN-Pad. Perform this operation after loading the Datacap device parameters (Self-Initiated Load).

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.
2. Select **Datatran_Operation** from the selections.
3. Scroll down the list of options and touch **PARAMETER DOWNLOAD**.
4. The Pin-Pad parameters will load, and the EFT OPERATION dialog is displayed.
5. You can PRINT the response if desired; then press **CLOSE** to exit back to the EFT Operation screen.

Get Gift Card Balance

This procedure will print a receipt with the cardholder's current balance.

1. Select **GET GIFT CARD BALANCE** from the EFT Function key menu or from the **EFT OPERATION** menu.

2. The ECR will display "WORKING" and the PIN-Pad will display "Balance 0.00 OK?". Press the **GREEN** button on the PIN-Pad keypad to continue.

3. At the prompt, swipe the Gift Card on the PIN-Pad.

4. The balance will be recalled and printed:

```
            SAM4POS TERMINAL
10/11/2016          11:57          WED
MERCHANT ID: 19497807
CLERK ID: test


              BALANCE

GIFT CARD              ************0968
ENTRY METHOD: SWIPED


DATE: 101117  TIME: 091157


INVOICE: 00043
BALANCE                    USD$ 13.00

        APPROVED - THANK YOU


- - - - - - - - - - - - - - - - - - - -
NO.00000123   REG# POS-1       MANAGER
```

5. You can print the response on the terminal display if desired; press **CLOSE** to exit the screen.

EMV Voucher for EBT

Used to manually enter EBT transactions.
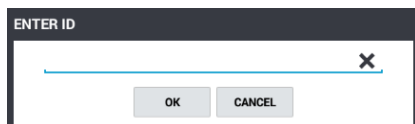
Test Mode

Only used for certification testing.

Self-Initiated Load

Typically, we would not need to perform this operation. The Tran parameters are loaded each time the device is rebooted You will be asked to enter the Device ID of the IP Tran LT or PDC device. The device will call Datacap's host PC and load itself.

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.

2. Select **Datatran_Operation** from the selections.

3. Scroll down the list of options and touch **SELF INITIALTED LOAD**. The **ENTER ID** prompt displays:

4. Enter the **device ID** *(or serial number of the Device)*.

5. Press **OK**. The device parameters will load, and the EFT OPERATION dialog is displayed.

6. You can PRINT the response if desired; then press **CLOSE**.

Diagnostics

Use only with Datacap Support as necessary to troubleshoot Datacap issues.

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.

2. Select **Datatran_Operation** from the selections.

3. Scroll down the list of options and touch **DIAGNOSTICS**.

4. The message "DIAGNOSTICS" number entry dialog will display:

5. If necessary; Press **0** and then **ENTER** to print a list of diagnostic options.

Note: Selections may vary depending upon your installed application.

```
SAM4POS TERMINAL

DATE            06/23/2016          THU
DIAGNOSTICS (0)

1 - IPTRAN VERSION

4 - CREDIT MID SETTINGS

10- IP ADDRESS

11- DNS TEST

15- PARAM LOAD

40- EEPROM DATA

41- RESET SEQKUENCE NUMBER

NO.00000148    REG# POS-1        MANAGER
```

6. Reselect the Diagnostic option. The *"DIAGNOSTICS"* entry dialog will again display.

7. Enter the number of the diagnostic test you wish to perform, press **ENTER**. The report will print.

Clear EMV File

This is the internally stored file that stores the Authorization Response messages that allow the SAM4POS \ SAM4POS to perform "By Record Number" transactions. Specifically, the Void Transaction by Record Number and Gratuity Entry. This file should be cleared each day as we have a limited amount of space to hold the file and most likely By Record Transactions will take place the same day as the original transaction. The EMV File is Cleared automatically when the CLOSE CURRENT BATCH command is performed. Some sites are set to Auto Batch and some processors only allow Auto Batch. It was confusing to end users to perform CLOSE CURRENT BATCH when they were set for auto batch especially when the CLOSE CURRENT BATCH command always resulted in an error.

Zero Auth

Use this operation to verify a given card is OK.

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.

2. Select **Datatran_Operation** from the selections; then touch **ZERO AUTH**.

3. The Pin-Pad prompts **"Verify Card $0.00 OK?"**

4. Press the **GREEN** button on the Pin-Pad.

5. When APPROVED, the Sam4POS displays the verification

6. You can PRINT this verification if desired; press **CLOSE** to return to the EFT Operation screen.

Sample ZERO AUTH receipt

```
               Sam4POS Terminal
10/10/2017         11:22          TUE
11:20:04 SEND    AT&UE7
11:20:07 SEND    AT&UM149 99 1 0 0 * * 0
.00 * 00005 * 3 101017 112004 0 * 00005
0 * * * * * * 1 *
11:20:26 RECEIVE
11:20:26 RECEIVE
11:20:26 SEND    AT&UI109 00005 999


MERCHNAT ID: 19497801
CLERK ID: 3
               VERIFY CARD


VISA            ************0010
ENTRY METHOD: CHIP
DATE: 10/10/2017  TIME: 12:20:15

INVOICE: 00005
REFERENCE: 00005
AUTH CODE: 59981A


AMOUNT             USD$ 0.00
                   ==========
                   USD$0.00
          APPROVED - THANK YOU


I AGREE TO PAY THE ABOVE TOTAL
AMOUNT ACCORDING TO CARD ISSUER
AGREEMENT. (MERCHANT AGREEMENT
IF CREDIT VOUCHER)




X_____
      Card 01              Test


APP LABEL: Visa Credit
AID: A0000000031010
TVR: 0280008000
IAD: 06010A036020000
TSI: F800
ACR: 00
CVM: SIGN
EOD 7151 OK


-----------------------------------------

NO.00000147    REG# POS-1      MANAGER
```

Important Notes:

- Close Batch needs to be performed every day at the register even when the site is set for auto batch with their processor. This is how Sam4s clears the EMV token file. The EMV token file is used to allow for "By Record" transactions (such as Void and Gratuity entry).

- PIN-Pad is customer facing…. There is no indication to cashier what the end-user is doing (or not doing).

- Cannot suppress the signature line. In the non-EMV world we added a flag to the registers: "NO SIGNATURE IF TRANSACTION IS UNDER $xx". When this flag is set, the register will not print the signature line if the transaction is under the configured amount (usually set at $25). In the EMV integration, the register receives the receipt data from the Datacap device and the signature line is included in the receipt data … therefore it cannot be controlled at the register.

- Debit cards with EMV chip - Since Datacap \ mercury do not currently support EMV Debit, all EMV Debit cards are forced to be inserted and are then processed as regular credit cards. This usually means a higher rate for the merchant on transactions over $25.

- The Pin-Pad Timeouts settings cannot be configured at the register. Some say they are too short, other say they are too long… cannot configure at register.

- Consolidated Reports; If an end-user wants consolidated reporting they must use the configuration with TwinTran server (even if only two registers in their system).

Manual Revision Record

Edition	Date Published	Revision Contents
Preliminary	09/25/2017	Initial release
v0.2	09/28/2017	Added Integrated Payment
v0.3	10/12/2017	Updated Integrated Payment information
v0.4	10/19/2017	Updated Price Check operation
v0.5	11/9/2017	Added Alpha Check; Edited List Check
v1.1	9/6/2018	Updated operations to accommodate current firmware
v1.2	9/14/2018	Updated: Repeat operation, Error Messages Added: Sales Screen Size Edit
v1.3	10/18/2018	Updated EFT Operation function key