# Oracle<sup>®</sup> Retail MICROS Stores2

Functional Document Tax Free Global Blue Operating Guide Release 1.20-1.39

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Oracle® Retail MICROS Stores2 Functional Document Tax Free Global Blue Operating Guide, Release 1.20-1.39

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## **TECHNICAL DOCUMENTATION**

Stores2 - 1.33.3 - Tax Free - Guide to managing the Tax Free Global Blue I1 interface

> Report developed by: MICROS-Retail srl with sole shareholder

> > Alessio Ossola

Version 1.00 of 15/11/2013

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**Note:** The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names may exist throughout this existing documentation set.

## 1 Guide to managing the Tax Free Global Blue I1 interface

This document is to help guide users in all operations for issuing and deleting a Tax Free form. Stores2 reference version is 1.33.3

#### 1.1 Receipt Management

During the receipt issue phase, when Stores2 proposes the payment selection it will be possible to indicate to the program to issue a Tax Free form.

🎇 Stores2 - Gestio	one negozi						
File Tools Windows About							
🖉 🖬 🖬 ⊉ 🛙	🗟 🕼 🗐 🛼						
	Pagamenti						
Anagrafiche	Riepilogo scontrino						
<u> </u>			Sconti di testata				
Prodotti	Totale lordo	253,32	Motivazione sconto	Non definita	56		
<b>•</b>	Sconti di riga		Sconto percentuale				
Listini	Totale netto	253,32					
<b>e</b>	Netto merce	253,32	Importo sconto				
Clienti							
2			Importo scontato				
Operatori							
- 👘 -	- Pagamenti						
Magazzini	Tipo pagamento	Valuta Cambio	Importo Controvalore	Pos	Chiusura con sconti		
<b>i</b>				2			
Fornitori				Elimina ultimo			
3				pagamento			
Vendite	1						
- 😽	Importo pagamento			EUREuro	HA.,		
Parametri generali			200,02		Stampa Tax Free		
1	Residuo		253,32 Cambio valuta				
Statistiche		,					
Manafta							
Vendite Magazzini	<b>T</b>						
Ordini fornitori	Tipo pagamento	1		[			
Inventari							
Statistiche	Contanti	DINERS	Omaggio	Assegni POS			
Collegamenti					Chiudi		
Messaggi							
Fine	VISA	AMERICAN EXPRESS	Cheques Cadeau		5004		
Ordini clienti					ESC Annulla		
Utilità		1					
Elenco nodi geogra	rfici Elenco Tax Free Classe operatore Pa	agamenti					

If the "Print Tax Free" option is selected the button turns green.



During the closing phase the program will ask for the customer's information (Name, Last name, Address, Country and Passport).

9	itampa Tax Free		×				
	- Parametri Tax free Azienda	06 Global Blue Conferma					
	Nome	Nome Cognome					
	Indirizzo	Indirizzo	ESC - C <u>h</u> iudi				
		CAP					
		Località					
	Stato						
	Passaporto	NumeroPassaporto					
	Numero	21 🔽 Numerazione automatica					
	Numero copie	1					

After confirming it will connect with Global Blue.

👹 Global Blue Tax free - 2.0.0.2	ES
Esecuzione applicazione Ta×Free	

A window will be displayed with the customer's data filled in specifically based on the store's country.

ľ	Tax Free - Global B	lue		
		Jing Solution 11		
	Identifier		Service	
1		<b>Y</b>	Boutique	
(	Touriste		Service	12 - Standard_12% & 3% of SIS 🛛 💌
Į.	Prénom		Methode de remboursement	
l	Nom de famille	Nome		
ł		Cognome 🔍	CreditCard	
L	Passeport	NumeroPassaporto 🔍		
i.	Emis par	999 · UNKNOWN		
ł	Rue	Indirizzo		
l	Code Postal	CAP		
l	Ville			
l	Pays	Località		
1	1 uyo	999 - UNKNOWN		
			Taux T.V.A	Montant T.T.C
			19,60 %	€ 253,32
			Montant T.T.C	€ 253,32
171			Numéro de transaction	21 15/11/2013
1				
l				
1				
1				
		ок	Annuler	

Make sure the fields shown are correct and fill in any blank mandatory fields.

N.B.: If the customer has a Global Blue Card enter the code in the specific field (Identifier).

After confirming the tax free form will be registered and printed directly.

### 1.2 List of Sales

#### 1.2.1 Printing a new Tax Free form

From the receipt list select the receipt you want to print the Tax Free form for and click on the "Print Tax Free" tool.

🞇 Stores2 - Gestia	one negozi						_ 8 ×
File Tools Windo	ws About						
	y 🚑 🎻 🚚 💮 ⋗ 🖏 🤅	🛿 📶					
Anagrafiche	🔓 Elenco Scontrini						×
Vendite	∃. Nodo	374 GEOX Paris Velizy	Stato tras	missione	✓ Non trasmessi	Esponi totali	
	Data	15/11/2013 🗾 al	Sospe	esi	Ivon trasinessi Ivon sospesi Ivon sospesi Ivon annullati	Solo con vendite a reparto	
Vendita	Numero dal	al al		idu	J∕ Non annulau		
Spese	Cassa	<u> </u>	• ?÷•				
- Spese							Cerca
Giacenze	Nodo Data 374 15/11/2013	Cassa Numero Importo 1 30 480-000	Valuta Tra Sosp A		Causale Cod.prod. ndita Scontrino 10002M90000 90000	Descrizione Qta FUS.U ICEBERG S PE+PILE 1	Importo 480.00
i M	374 15/11/2013 374 15/11/2013	1 29 25	Nuovo Proprietà	Si	naka seoninino 10002M30000 30000	Tipo pagamento Contanti	480,00 Importo 480,00
Gestione scontrini	374 15/11/2013 374 15/11/2013	1 27 18 1 1 26 55 1	Visualizza	Si Si			
<b>?</b>	374 15/11/2013 374 15/11/2013 374 15/11/2013	1 25 23 1 E	Stampa				
Versamenti	374 15/11/2013 374 15/11/2013 374 15/11/2013	1 22 <b>2</b> 1 21 <b>1</b> 1 20 2 <b>1</b>	Stampa Tax Free	Si Si			
Chiusura cassa	374 15/11/2013 374 15/11/2013 374 15/11/2013	1 18 4 1 17 4	Stampa distinta Ristampa scontrino	Si			
	374 15/11/2013 374 15/11/2013 374 15/11/2013	1 15 E	ESC - Esci Gift receipt	Si Si			
Fatture	374 15/11/2013 374 15/11/2013 374 15/11/2013	- 1 - 12 - 1 <del>-</del> - 1	Stampa coupon Prodotti send sale	Si			
	374 15/11/2013 374 15/11/2013 374 15/11/2013	1 10 32,50E 1 9 45,50E		Si			
Gestione Tax Free	374 15/11/2013 374 15/11/2013 374 15/11/2013 374 15/11/2013	1 8 48,75 1 7 52,00 1 6 65,00	EUR EUR	Si Si Si			
	374 15/11/2013 374 15/11/2013	1 5 58,34E 1 4 63,05E	EUR EUR	Si Si			
<u>a</u>	374 15/11/2013 374 15/11/2013 374 15/11/2013	1 3 215,328 1 2 236,238 1 1 233,668	EUR	Si Si Si			
Gestione buste		Fine lista					
Fine							
Ordini clienti		[	Dissisting Stampa T				
Utilità	Proprietà Nuovo	Visualizza Elimina	Ripristina Free	<sup>ax</sup> Stampa Fattura			

The program will ask for the customer's information (Name, Last name, Address, Country and Passport).

1	Stampa Tax Free		×
	Parametri Tax free		
	Azienda	06 Global Blue	Conferma
i	Nome	Nome Cognome	
•	Indirizzo	Indirizzo	ESC - C <u>h</u> iudi
		CAP	
l		Località	
	Stato		
i	Passaporto	NumeroPassaporto	
:	Numero	21 🔽 Numerazione automatica	
	Numero copie		

When confirmed you will be connected with Global Blue to request its issue.



Just like for receipt management a dedicated Global Blue interface will open.

#### 1.2.2 Reprinting an already issued Tax Free form

From the receipt list select the receipt you want to reprint the Tax Free form for and click on the "Print Tax Free" tool.

🌉 Stores2 - Gestio	ne negozi					- 0
File Tools Window	-					
	i 🖉 🚽 🗿 🕼 🔰	V 🛛 📶				
	👼 Elenco Scontrini					
Anagrafiche		374 GEOX Paris Velizy		Stato trasmissione		
Vendite	⊐. Nodo			🔽 Trasmessi	Non trasmessi	Esponi totali
5	Data			✓ Sospesi ✓ Annullati	✓ Non sospesi ✓ Non annullati	Solo con vendite a reparto
Vendita	Numero dal	al			j• non annuad	
	Cassa		▼ <u>?</u> ≑€			
Spese						
1						Cerca
Giacenze	Nodo Data 374 15/11/2013	Cassa Numero Importo 1 30 48°	Valuta Tra So:		Causale Cod.prod. /EN-Vendita Scontrino 10002M90000 90000	Descrizione Qta Importo FUS.U ICEBERG S PE+PILE 1 480.00
11 mg/ 12 mg/	374 15/11/2013 374 15/11/2013	1 29 25	Nuovo	Si		Tipo pagamento Importo Contanti 480.00
Gestione scontrini	374 15/11/2013 374 15/11/2013 374 15/11/2013	1 29 25 1 28 7 15 1 27 15 1 26 55 1 1 25 23 1 24 5 2	Proprietà Visualizza	Si		Containi 400,00
9	374 15/11/2013	1 26 55 1 25 23 (	Elimina	Si		
	374 15/11/2013 374 15/11/2013	1 24	Stampa	Si		
Versamenti	374 15/11/2013 374 15/11/2013	1 21 L	Stampa Tax Free	Si Si		
i 🧼 i	374 15/11/2013 374 15/11/2013	1 20 2 1 19 3	Stampa distinta	Si Si		
Chiusura cassa	374 15/11/2013 374 15/11/2013		Ristampa scontrino	Si		
	374 15/11/2013 374 15/11/2013	1 16 5 🖡	ESC - Esci	Si		
- <u>≣2</u> 1 Fatture	374 15/11/2013	1 14 E <sup>D</sup>	y Gift receipt Stampa coupon	Si		
	374 15/11/2013 374 15/11/2013	1 12 1	Prodotti send sale	Si		
RY .	374 15/11/2013 374 15/11/2013	1 10 32	50EUR	J Si Si		
Gestione Tax Free	374 15/11/2013 374 15/11/2013	1 8 48,	50EUR 75EUR	Si Si		
	374 15/11/2013 374 15/11/2013	1 6 65,	DOEUR DOEUR	ទំ ទំ ទំ ទ		
Calcolo tassa	374 15/11/2013 374 15/11/2013		34 EUR D5 EUR	Si Si		
	374 15/11/2013 374 15/11/2013	1 3 215,	22EUR 23EUR	Si		
	374 15/11/2013		6EUR	Si Si		
Gestione buste						
Fine I						
Ordini clienti		1		Stampa Tau	1	
Utilità	Proprietà Nuo	ovo Visualizza Elimina	Ripristina	Stampa Tax Free Stampa Fattura		
					-	

The program will propose the customer's previously entered information.

	Stampa Tax Free		×
	Parametri Tax free Azienda	06 Global Blue	Conferma
	Nome	Nome Cognome	
	Indirizzo	Indirizzo	ESC - C <u>h</u> iudi
		CAP	
		Località	
	Stato		
	Passaporto	NumeroPassaporto	
	Numero	21 🔽 Numerazione automatica	
•	Numero copie	1	

When confirmed you will be connected with Global Blue for reissue of the Tax Free form.

The operation involves deleting the previous Tax Free form issued on the same sale.

N.B.: It is not possible to reissue documents which have already been refunded. This process is only to be done in the presence of the customer in the store and if the original Tax Free form has been lost or damaged. The original Tax Free form will not be refunded.

👹 Global Blue Tax free - 2.0.0.2 🛛 🛛 🕅	
Riemissione Cheque	
	I

Printing will be started from here without displaying any interface.

## 1.2.3 Deleting a receipt

Deleting the sale from the Receipt list does not automatically delete the related Tax Form. This needs to be done manually from the Tax Free List.

### 1.3 Tax Free List

It is possible to create, reprint and delete Tax Free forms from the Tax Free list using the dropdown menu.

🔀 Stores2 - Gesti						
File Tools Windo						
1138.	<i>a</i>					
Anagrafiche	Elenco Tax Free					
Vendite	Nodo		• ?	Cliente		
	Anno		<u>.</u>			
5	Numero Tax Free			Stati		
Vendita			al			
s an	Data dal	1	al	Annullati 🔽 N	on annullati	
Spese						Cerca
6	Nodo		ero Tax Free Data	Cliente		Valore Annul 🔺
Giacenze	374 374	2013 7 2013 8	30/09/2013 10/10/2013	aaaaa sssss Nome Cognome	199,80 503,00	
RE 000	374 374	2013 9 2013 10	10/10/2013 10/10/2013	Cognome aaa	689,85 597,00	
Gestione scontrini	374 374	2013 11 2013 12	10/10/2013 07/11/2013	Cognome AcàùèiéZ Anatas	585,00 250.00	
	374 374	2013 13 2013 14	07/11/2013 07/11/2013	aaaaaa333 Massi Ricciuti	254,00 250,00	
2	374 374	2013 15 2013 16	15/11/2013 15/11/2013	Nome Cognome	215,32 233,66	
Versamenti	374	2013 17	15/11/2013	aaa Cliente di Prova	439.54	
	374 374	2013 20 2013 21	15/11/2013 15/11/2013 15/11/2013	giove Nono Comono	255,36 253,32	
Chiusura cassa	Fine lista			Nuovo		
				Visualizza		
				Ritrasmetti		
Fatture	-			🛃 Stampa Tax Free		
HALL						
Gestione Tax Free						
Gestione Tax Free	-					

## 1.3.1 Creating a new Tax Free form

It is possible to create new Tax Free forms to associate to already issued receipts from the Tax Free list. The interface can be used to select more than one receipt to add to a single Tax Free form.

The tax free list "New" tool will open a screen used to select printing of the Tax Free form for receipts for which a Tax Free form has not been issued.

Elenco Tax Free	Nuovo Tax Free
Nodo Anno Numero Tax Free Data dal 18/11/2013 al	Nodo     374     GEDX Paris Velizy     Cliente       Numero dal     al        Data     15/11/2013        Stati      Cerca
Nodo         Anno         Numero Tax Free           374         2013         22         18/11/           374         2013         23         18/11/           Fine lista          18/11/         18/11/           Nuovo         Visualizza         Elimina         Ritrasmetti         Stampa Tax           Nuovo         Visualizza         Elimina         Ritrasmetti         Stampa Tax	Nodo         Data         Numero         Pezzi         Impoto         Valuta           374         15/11/2013         30         1         480.00         EUR           374         15/11/2013         26         1         550.00         EUR           374         15/11/2013         20         1         29,25         EUR           374         15/11/2013         19         1         32,50         EUR           374         15/11/2013         18         1         45,50         EUR           374         15/11/2013         16         1         52,00         EUR           374         15/11/2013         16         1         52,00         EUR           374         15/11/2013         16         1         63,00         EUR           374         15/11/2013         14         1         58,34         EUR           374         15/11/2013         12         1         19,50         EUR           374         15/11/2013         10         1         32,50         EUR           374         15/11/2013         1         48,75         EUR           374         15/11/2013         7         1 </th
	Conferma Annulla

Using the "Ctrl" key on the keyboard it is possible to select various sales to add to the same Tax Free form.

Obviously the owner customer must be the same and not yet have values set for him/her.

Once one or more receipts have been selected and confirmed the program will request the customer's information (Name, Last name, Address, Country and Passport).

Stampa Tax Free		×
Parametri Tax free Azienda	06 Global Blue	Conferma
Nome	Nome Cognome	
Indirizzo	Indirizzo	ESC - C <u>h</u> iudi
	CAP	
	Località	
Stato		
Passaporto	NumeroPassaporto	
Numero	21 🔽 Numerazione automatica	
Numero copie	1	

After confirming it will connect with Global Blue.

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Esecuzione applicazione Ta×Free	
,	

Just like for receipt management a dedicated Global Blue interface will open.

## 1.3.2 Reprinting a Tax Free form

Select the Tax Free form from the Tax Free list that you want to reprint and click on the Print Tax Free tool.

	enco Tax F	ree									. 🗆 🗙
Fitri	Nodo Anno Numero Ta Data dal		8/11/2013		al	▼?÷≎	Cliente Stati Annullati			Cerc	····
	Noo	do	Anno	Numero	Tax Free	Data		Cliente	Valore	Annul	
374 374 Fine	Noc	do	Anno 2013 2013	Numero 22 23	Tax Free   18/11/21 18/11/21	Data Di S Di Nuovo Di Visualizza Di Visualizza Di Visualizza Stampa Tax Free		Cliente	Valore 296.24 245,21	Annul Si Si	

The program will propose the user's previously entered information.

4	Stampa Tax Free		×
	– Parametri Tax free – – – Azienda	06 Global Blue	Conferma
	Nome	Nome Cognome	
	Indirizzo	Indirizzo	ESC - C <u>h</u> iudi
		CAP	
		Località	
	Stato		
	Passaporto	NumeroPassaporto	
	Numero	21 🔽 Numerazione automatica	
	Numero copie	1	

When confirmed you will be connected with Global Blue to request its reissue.

👹 Global Blue Tax free - 2.0.0.2	$\times$
Riemissione Cheque	ľ
· · · · · · · · · · · · · · · · · · ·	-

Printing will be started from here without displaying any interface.

## 1.3.3 Deleting a Tax Free form

It is possible to delete a Tax Free form from the Tax Free list based on the user's credentials. Specifically, you need to pay attention to the authorizations connected with editing of transmitted documents.

It will be possible to grant the user the possibility to edit the transmitted documents on the operator class, in Authorizations.

Descrizione	Valore	Ц ок
Concenti coortine negative		
Consenti modifiche a documenti trasmessi		
Consenti modifica prezzo		Annulla
Consenti modifica documenti Host		
Disabilita sconti non motivati		
Disabilita sconti testate		
Limitazione sconti	0,00	
Massimo pezzi vendibili	0	
Visualizza tipo prezzo Vendita P. Cons .		
Disabilita aggiunta prodotti da griglie		
Consenti modifica listino cliente		
Concenti medifica medalità pagamente cliente		
Giorni limite per modifica taxfree trasmessi	10	
alionni iimite per modirica ratture trasmesse		
Tipo gestione ordini	▼	
Azzeramento automatico inventari per soli prodotti letti		-

**Allow changes to transmitted documents:** specifically, in the Tax free list it will be possible to delete tax free forms associated to already transmitted receipts;

**Maximum day range for transmitted tax free form editing:** if the user possesses authorization for editing transmitted documents, thanks to this parameter it is possible to limit the number of days for deletion of the log;

📲 Elenco Tax Fre \_ 🗆 × Nodo ?
 ) Cliente Anno Stati Numero Tax Free 15/11/2013 🛄 al 🛛 🔽 Annullati 🔽 Non annullat Data dal Cerca Numero Tax Free Valore Node Anno Data Annul 15/11/2013 215.3 2013 Nuovo 15/11/2013 15/11/2013 15/11/2013 15/11/2013 15/11/2013 18/11/2013 233,66 439,54 255,36 253,32 236,24 2013 2013 16 17 374 374 374 374 374 374 374 2013 2013 2013 20 21 22 23 24 🐻 Elimina 2013 18/11/2013 245,21 238,55 🐺 Stampa Tax Free 2013 15/11/2013 • ne lieta Stampa Tax Free Nuovo Visualizza Elimina Ritrasmetti

Select the Tax Free form from the Tax Free list that you want to delete and click on the Delete tool.

The program will ask the user for confirmation.

Elenco Tax Free				
2	Confermi l'eliminazione del tax free 374 2013 15 VE?			
	Yes No			

When confirmed you will be connected with Global Blue to request deletion.

N.B.: It is not possible to delete Tax Free forms which have already been refunded



At this point the Tax Free form will be deleted from the Global Blue side. Stores2 will act differently based on the transmission status of the associated receipt.

#### **1.3.3.1** Tax free forms associated to untransmitted receipts

If the Tax free form is associated to untransmitted receipts, the program will physically delete it from the database.

#### **1.3.3.2** Tax free forms associated to transmitted receipts

If the Tax free form is associated to transmitted receipts, the program will delete it logically. If a new Tax Free form is generated for that receipt, the deleted record will be written over by the new one.