EnvisionWare™

Software That Works The Way YOU Want It To!℠

STS

Staff Transaction Station

Users Manual

Introduction

STS-L™ is a point of sale application designed to process sales and provide concise, timely reporting for libraries.

STS-L™ handles all the basic sales transactions necessary in a library environment. Sales, returns, employee sales, discounts, and mark-downs, are all processed and documented by STS-L™. STS-L™ also boasts supporting features such as security, user maintenance, and inventory maintenance. These features are all user defined to provide a custom fit to your retail needs. Other features include the connection to an ILS to update and edit patron fine/fee accounts.

The reporting features make STS-L™ an essential tool not only for the circulation area, but the back-office as well. Reporting on daily sales broken down by hour, salesperson, and department are available on-demand from STS-L™. These reports support trend forecasting, peak scheduling forecasting, and buying schedules. Closeout reports detailing cash, check, and credit transactions are standard reports tracking daily sales information.

Hardware Setup Overview

This section will assist you with setting up your Point of Sale hardware, which may include the following items:

- POS Magnetic Reader Keyboard & Scanners
- Cash Drawers
- Printer Setup (for approved POS Print Devices)

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*** Please note that Windows 2000 and Windows XP users must be logged on with a user account with administrative permissions on the local machine in order to install printer drivers. If you are not an administrator, you will need to supply administrative credentials to complete the installation.

POS Magnetic Reader Keyboard & Scanners

Envisionware STS is designed to work with most Barcode Scanners and Magnetic Card Readers.

Most of these peripherals will work by simply attaching them to the STS terminal. No software setup or configuration should be necessary.

- Keyboards with Magnetic Stripe Readers should simply be attached to the STS terminal using the standard PS/2 or USB keyboard port. No further setup is required.

- Barcode scanners typically come in two varieties. One attaches through the keyboard cable using a "Y" adapter. This type requires no additional setup.

  The other connects directly to the computer using a USB port. No driver installation should be necessary as USB devices usually install automatically.

Cash Drawers

Cash Drawers for Point of Sale are usually driven through the Printer.

- Connect your approved Point of Sale Print Device to the STS terminal using the appropriate cabling. Next, connect the cash drawer to the printer using the cable provided by the manufacturer. It should appear similar to a telephone cable (only bigger).

Once attached to the Print Device, continue with Printer installation. After the Printer is installed, the cash drawer should work when called from the STS software.

Printer Driven

- Connect your approved Point of Sale Print Device to the STS-L™ terminal using the appropriate cabling. Next, connect the cash drawer to the printer using the cable provided by the manufacturer. It should appear similar to a telephone cable (only bigger).
- Once attached to the Print Device, continue with Printer installation. After the Printer is installed, the cash drawer should work when called from the STS-L™ software.

USB Interface

- Driver files for the USB Cash Drawer are installed along with the Workstation Setup Runtime Components (see the section of this manual entitled “Installation” for more details). Simply connect the cash drawer to the computer using a standard USB cable and then proceed with attaching any other required hardware.
- After installing the Workstation Setup, the cash drawer will work.

Printer Setup (For Approved Print Devices)

There are a variety of Point of Sale Print Devices which are tested and certified to work with Envisionware STS. You have the option of using a thermal printer or impact printer. The approved models are:

- Star Micronics TSP700 Series Thermal Printers
- Star Micronics TSP600 Series Thermal Printers (Recommended)
- Star Micronics SP500 Series Dot Matrix Printers
- Star Micronics SP300 Series Dot Matrix Printers
- Star Micronics SP200 Series Dot Matrix Printers
- Citizen - iDP3550 Series Impact Printers

Setup and Installation information for the recommended model of thermal printer appears below. The installation of other compatible models is very similar.

**Please note: There may be additional models which might be compatible with the STS software. Please consult your STS software vendor before attempting to install a different model to see if it may be compatible.

Star Micronics TSP600 Series

- Begin installation by attaching the Print Device to the STS terminal using the USB or Parallel cable provided by the manufacturer. Then begin software setup by inserting the driver CD provided by the manufacturer or locate the driver files on the manufacturer's web site which can be found at http://www.starmicronics.com .

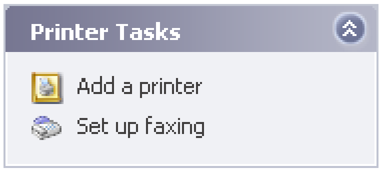
You should begin installing the Print Device by attaching it to your computer using the cables provided by the manufacturer.

Next, you must install the Printer Drivers which allow the computer to use your hardware. This task is performed using the Add New Hardware wizard which is part of Windows. The USB model will probably launch this wizard automatically once Windows detects the presence of the USB Print Device. If so, skip the Manual Install section and continue with the Automatic Install section.

If Windows does not detect your printer and launch the Add New Hardware wizard, please do the following:

MANUAL INSTALL:

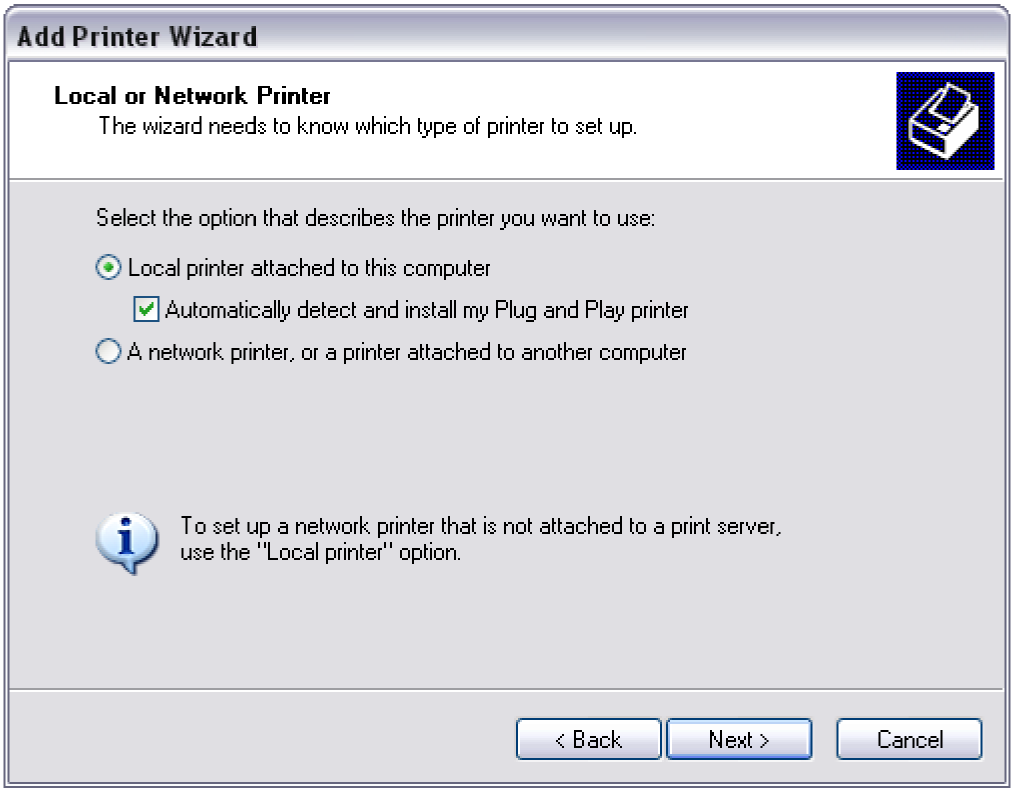
Open the Printers & Faxes window in Windows XP or the Printers window in Windows 2000. This can be found in the Windows Control Panel located on the Start menu. Click on the link entitled "Add Printer" to run the Add Printer Wizard.



Once the “Add Printer Wizard” is displayed on screen, click “Next”.

You will be asked if the printer you are installing is a local printer (attached directly to the computer you are working at) or a network printer (attached to another computer which is sharing it with other computers in your local area network). Select “Local Printer” and ensure that the option to automatically detect Plug and Play hardware is checked.

Make sure that by now you have attached your Print Device to your computer using the cables provided by the manufacturer, then click “Next”.



The computer will now search to find your printer.

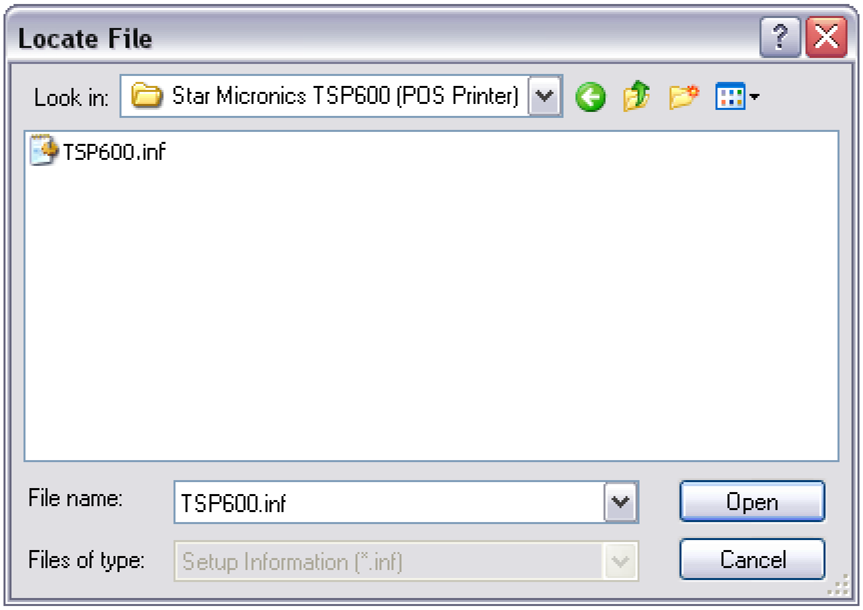
It should now discover your printer and launch the Found New Hardware wizard. You may now continue installation from the same point as the automatic install.

AUTOMATIC INSTALL

Once you see the Found New Hardware wizard, you should insert the CD-ROM which was provided with your Print Device from the manufacturer (if one was provided) and click “Next”.

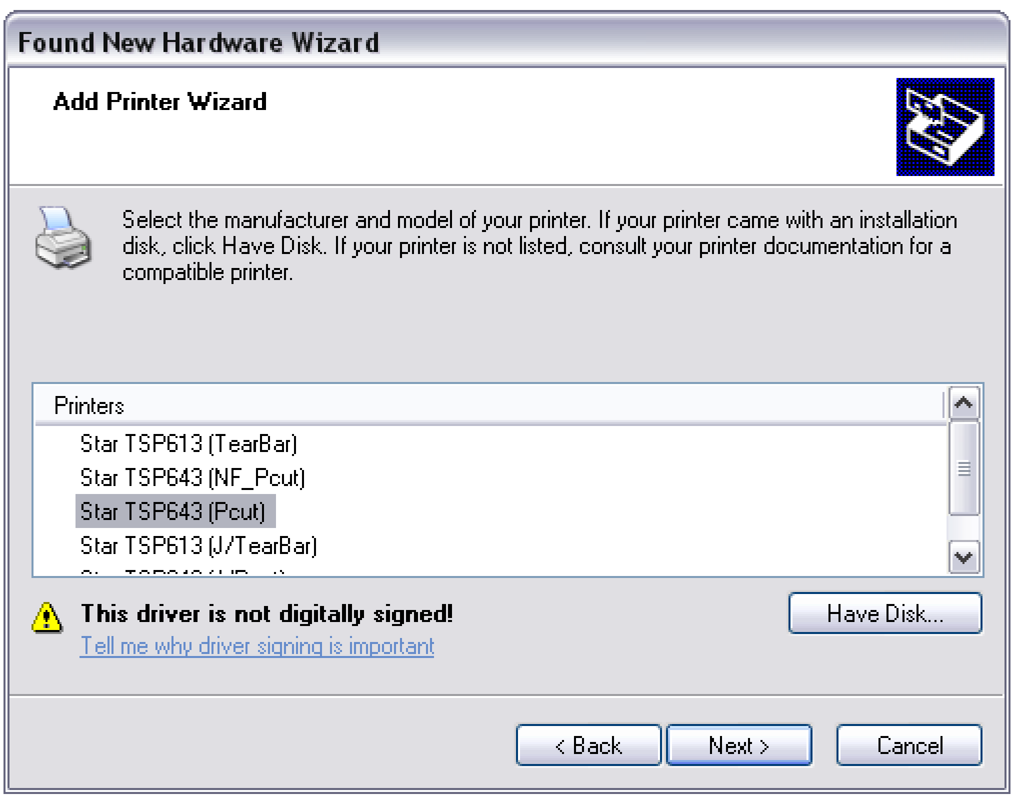
The wizard will now attempt to locate the necessary driver files for this Print Device. If you have inserted the manufacturer’s install CD-ROM into your CD-ROM drive the wizard should be able to locate the files and the install should finish.

If you do not have a CD from the manufacturer, or for some reason Windows is unable to locate the software automatically, click “Back” until you see the wizard welcome screen once again (shown above) and this time select “Install from a list or specific location”. You will have to direct the wizard to the location of the Driver files. This is the method you will have to use if you downloaded the Driver files from the manufacturer’s website.

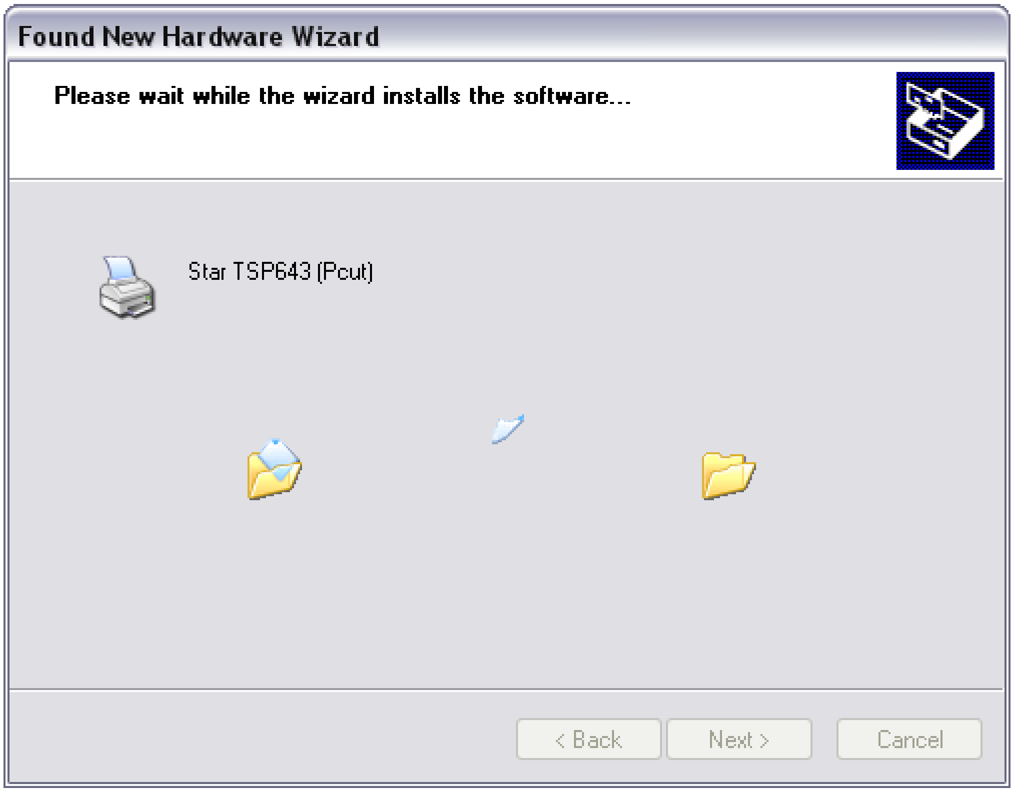


Once you have provided the location of the Setup Information file provided by the Print Device manufacturer, click "Open" and continue with setup.

If this Setup Information file can be used to install more than one model of printer, you will have to specify your particular model to the install wizard. Your model number can be located on the bottom of your Print Device.



Select your model and click "Next." The driver files will now install.



This printer driver will most likely require the RASDD.dll file. It should have been included with your printer driver software, but you may be prompted to provide its location. Do so the same way that you provided the location of the Setup Information file.

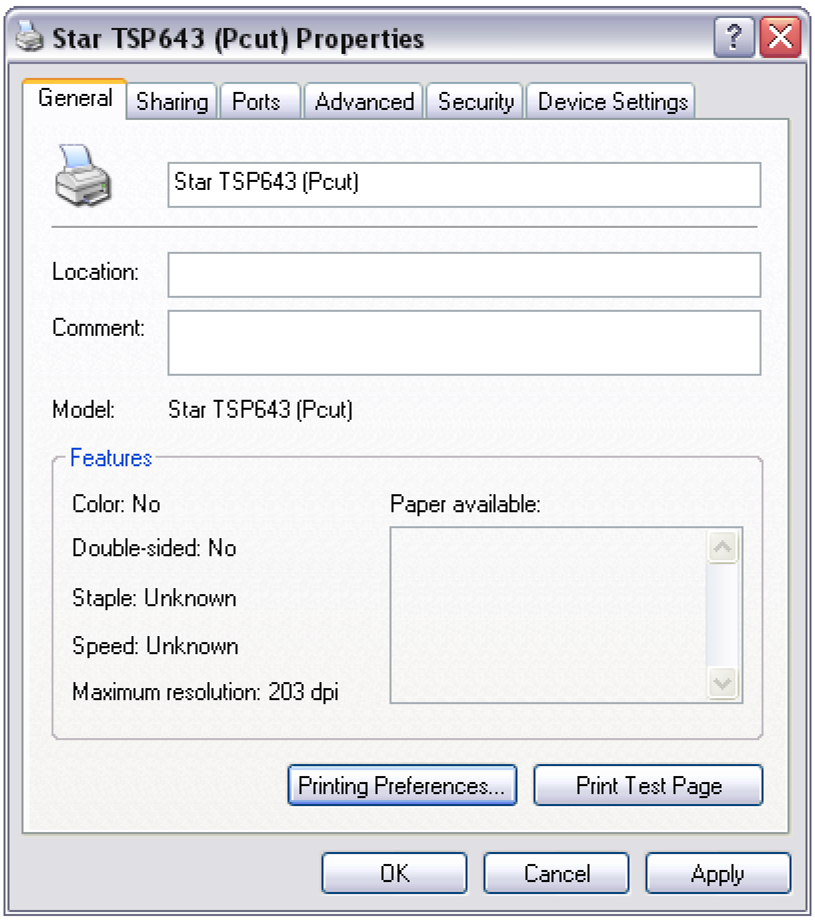
***Note: If you are presented with any warnings about Windows logo testing for the driver files, you should click "Continue Anyway". Not all hardware vendors include digital signatures with their driver files although it is becoming more common and is recommended. This does not mean that the files are unsafe. Windows is simply not going to "guarantee" that they are 100% compatible. This Print Device has been tested for use with the STS software as well as Windows 2000 and Windows XP Professional. You may ignore these warnings, as the software will function fine if installed properly.

Once the installation has completed, you should print a test page to make sure that the drivers have installed properly and that the Print Device functions as desired.

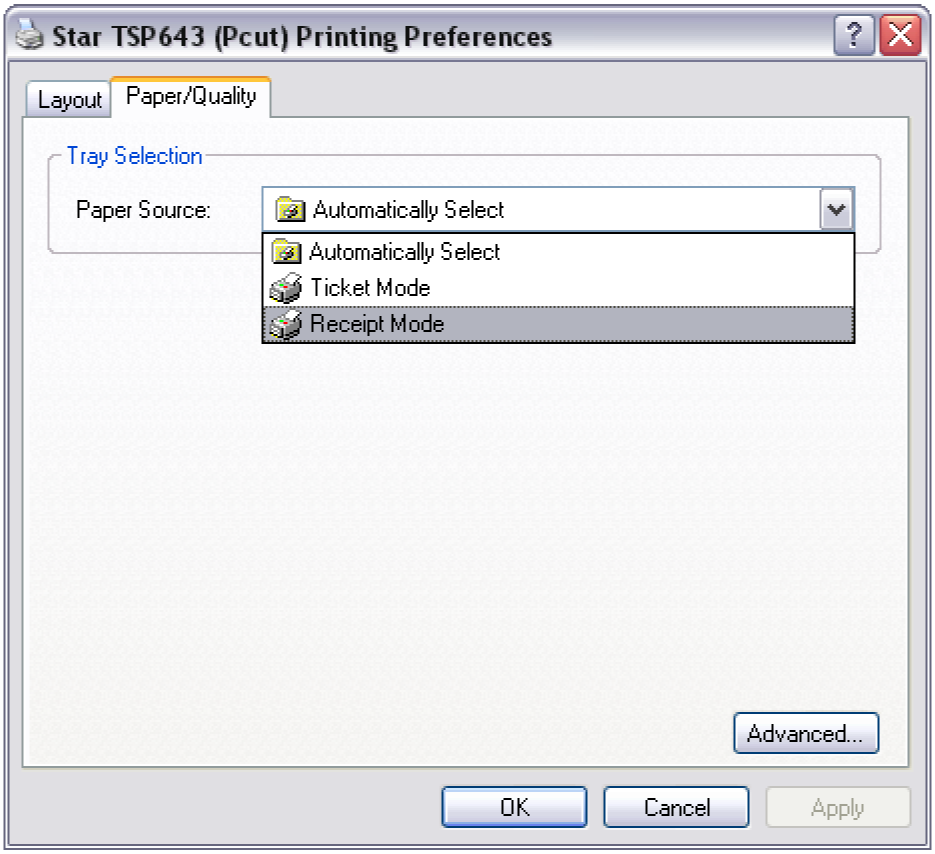
PRINTER CONFIGURATION

By default, the Star Micronics TSP600 USB thermal printer uses Ticket Mode for printing its receipts. This mode forces the receipt tape to the length of a standard piece of paper, and will therefore cause every receipt printed in the STS software to be approximately 11 inches long. This is unnecessary and wasteful. You should therefore change this setting prior to using the printer in STS. To do so, perform the following steps:

- Enter into the Printers & Faxes window in the Control Panel.
- Select the Printer you just installed. Right click on its icon and select "Properties".



- Click on the button entitled "Printing Preferences".
- Select the Paper/Quality tab and change the "Paper Source" to "Receipt Mode".



- Click OK and close the Properties screen as well.

The Printer will now print receipts which are only as long as they have to be. Your Print Device is now installed and should be configured to work properly with the STS software.

Conclusion

Once all of your POS hardware is installed and functioning correctly, you should continue with installation of the STS software.

The next section of this manual will describe how to install the Envisionware STS software.

Installation Overview

This section will assist you with installing your Envisionware STS software. Installation involves three steps depending on your system requirements. First you must install the Workstation Setup, followed by the STS software.

For STS to function properly, you must install:

Workstation Setup

This installation package contains all the system components necessary to run the STS software.

STS

This installation package contains the Envisionware STS application along with its components.

You may also benefit from reviewing:

View Usage Guide

Use this command to view the STS-L Usage Guide presentation in Microsoft PowerPoint format.

View Manual

Use this command to view the STS-L User's Manual in Adobe .PDF format.

*** Please note that Windows 2000 and Windows XP users must be logged on with a user account that has administrative permissions on the local machine in order to install software. If you are not an administrator, the installation will not be successful.

System Requirements

Point of Sale functions require specific hardware which is not included in this section.

The following describes only the basic hardware and operating system requirements for STS.

Hardware

Intel Processor – Pentium II or higher
128 Mb RAM (256 preferred)
200 Mb Hard Disk space
VGA Graphics Card or better (1024 x 768 @ 24 bit color preferred)
Standard Mouse & Keyboard

Operating System

Any of the following:

Windows XP Professional – Service Pack 1 or higher (Preferred)
Windows 2000 Professional – Service Pack 3 or higher
Windows 98 Second Edition (Not Recommended)

** Windows 3x, Windows 95, Macintosh and Linux are not supported.

Beginning Installation

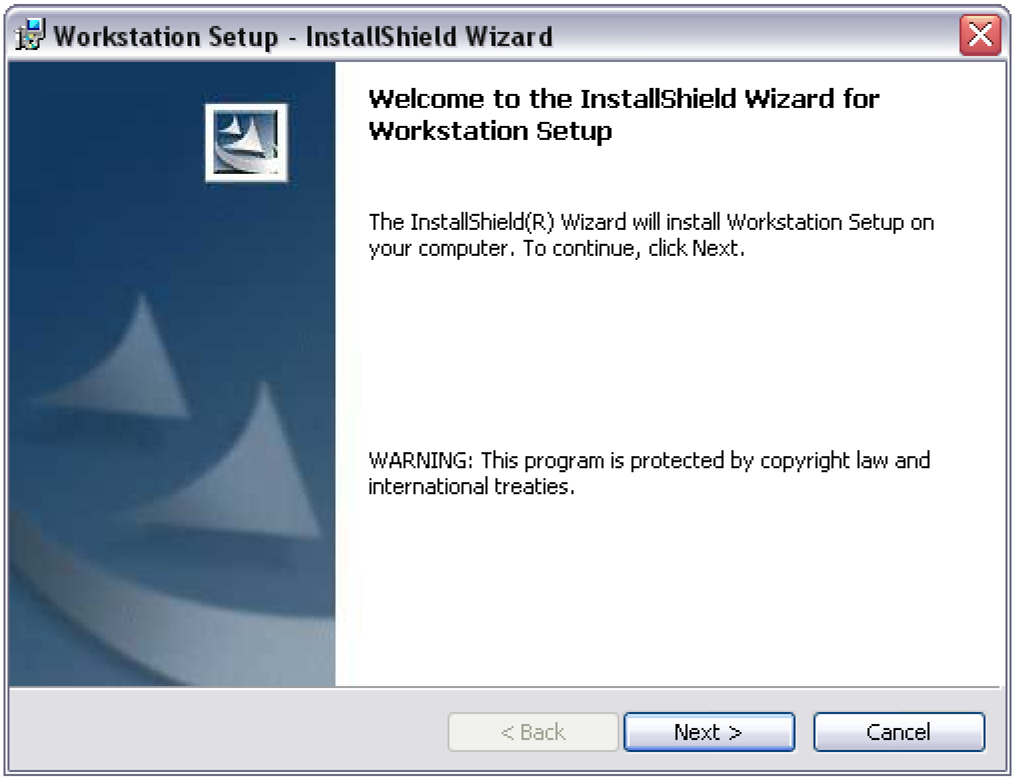
Insert your installation media and wait for the Install Launcher application to appear.

If it does not, browse to the CD-ROM device which contains the setup media and double-click on the application named “Setup.exe”. This will launch the setup program.

Once the setup program has been activated, you may proceed with the installation of the Workstation Setup.

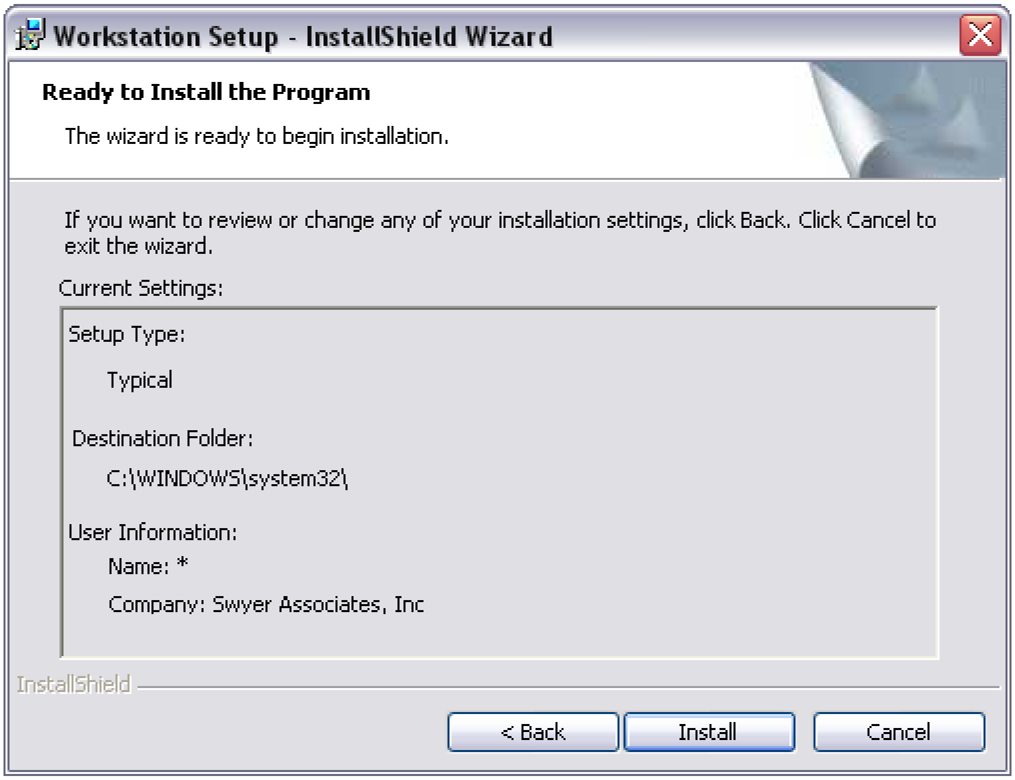
Workstation Setup

Click on the button entitled "Install Workstation Setup" to begin installing the STS run-time components.

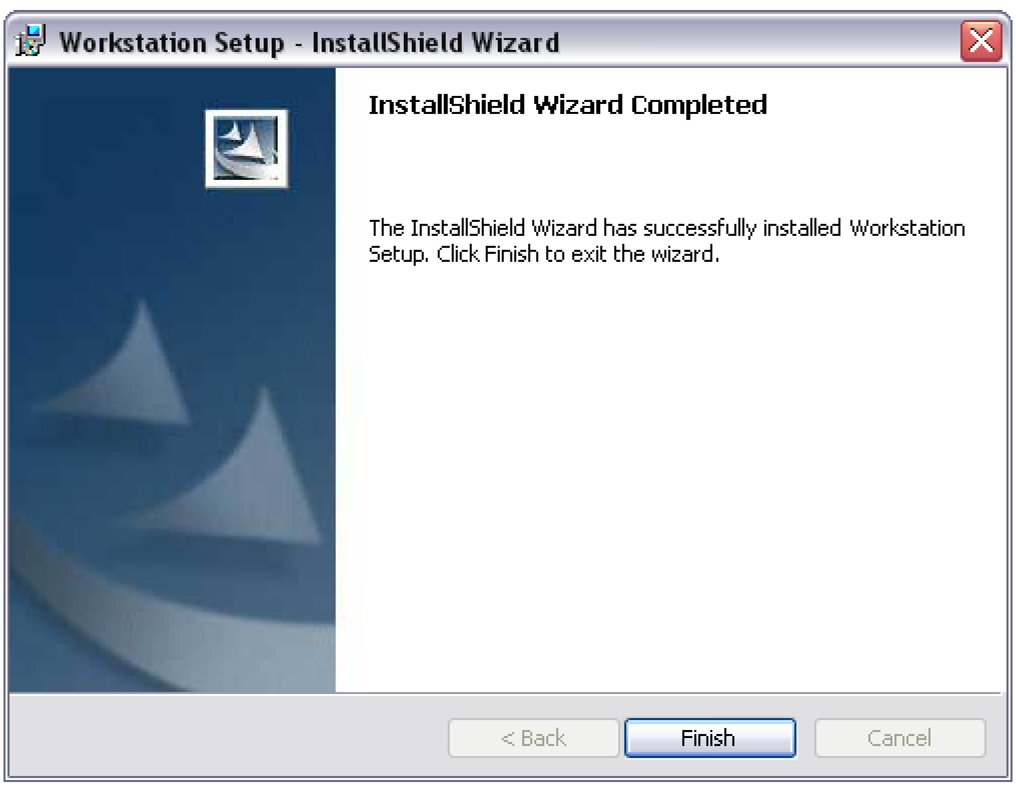


Once the Windows Installer has prepared the installation package and the InstallShield™ wizard appears, click "**Next**" to begin installation.

**If you encounter any errors during setup, contact your vendor or administrator.

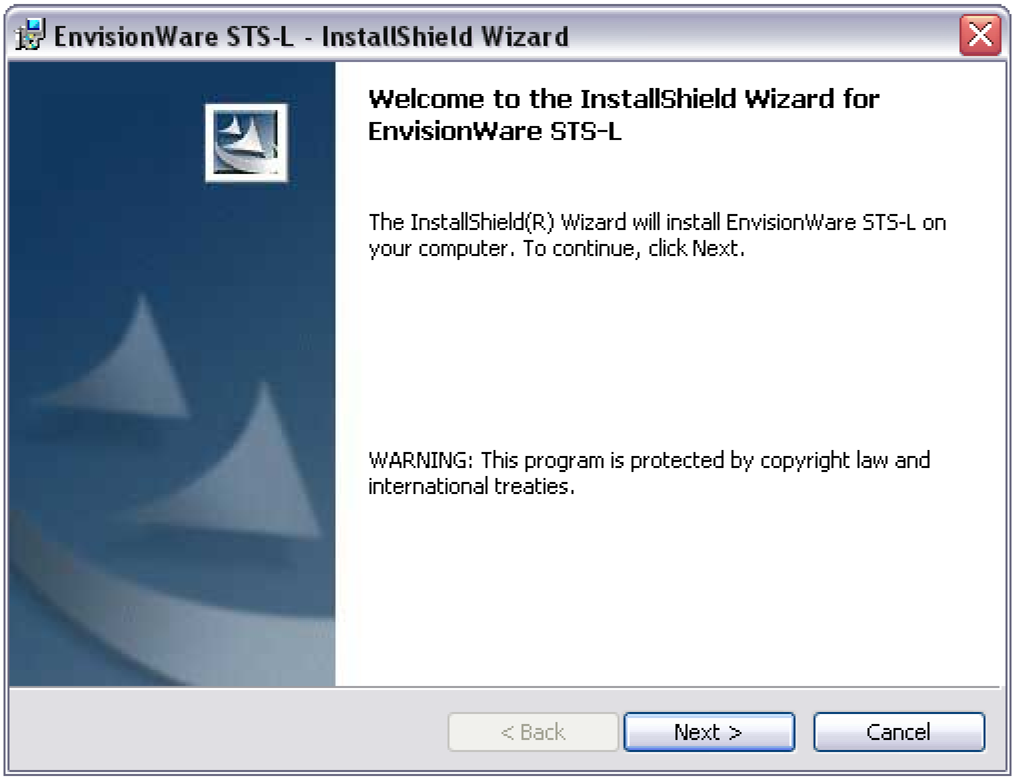


All components will be installed into the System folder. On the setup review screen, click "Install" to accept the install location and begin copying files. Continue to click "**Next**" until the wizard has completed the installation. Then click "**Finish**". (You may need to restart your computer)



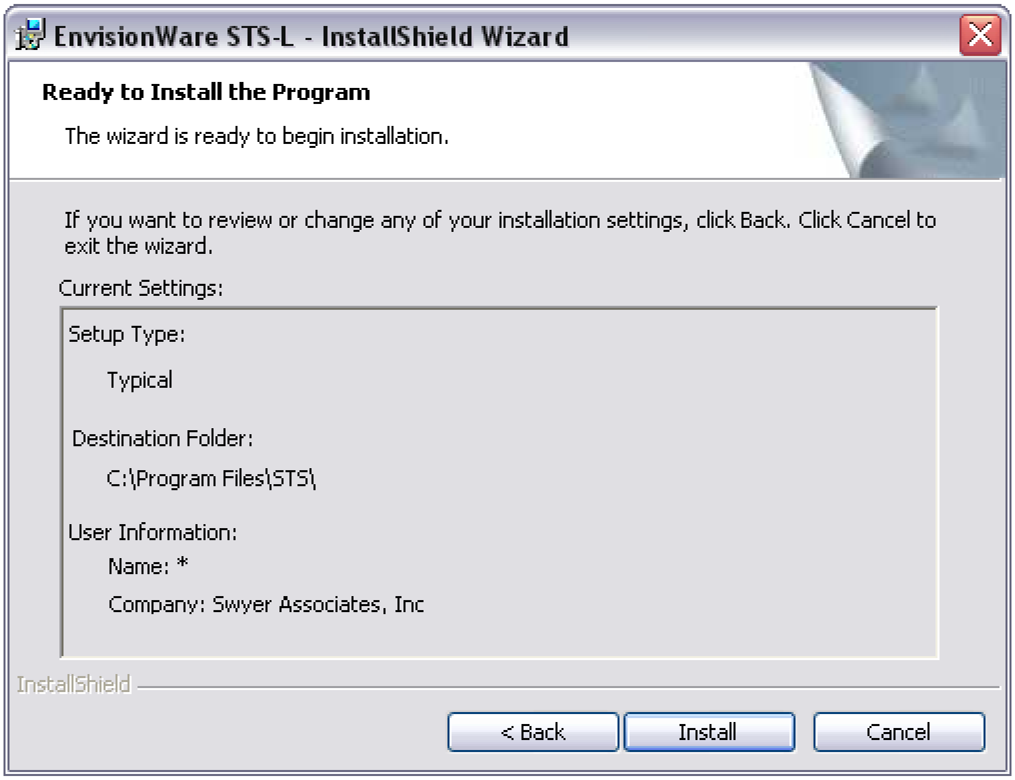
EnvisionWare STS Software

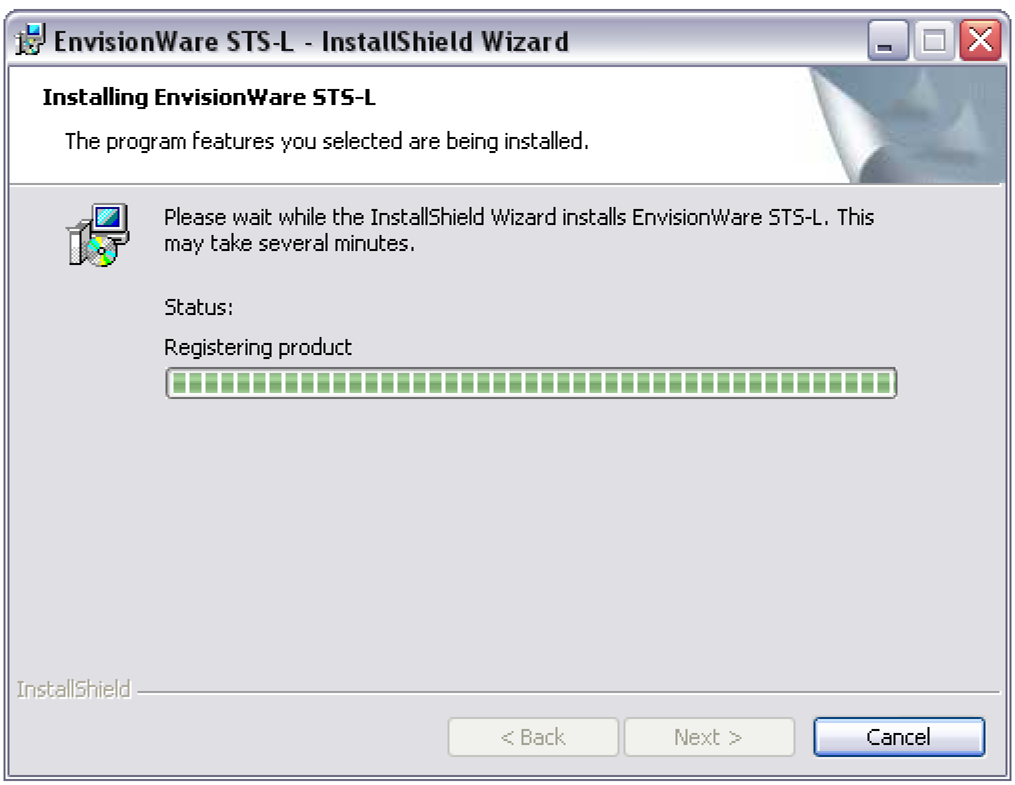
Click the button entitled "Install STS-L" on the setup program screen.

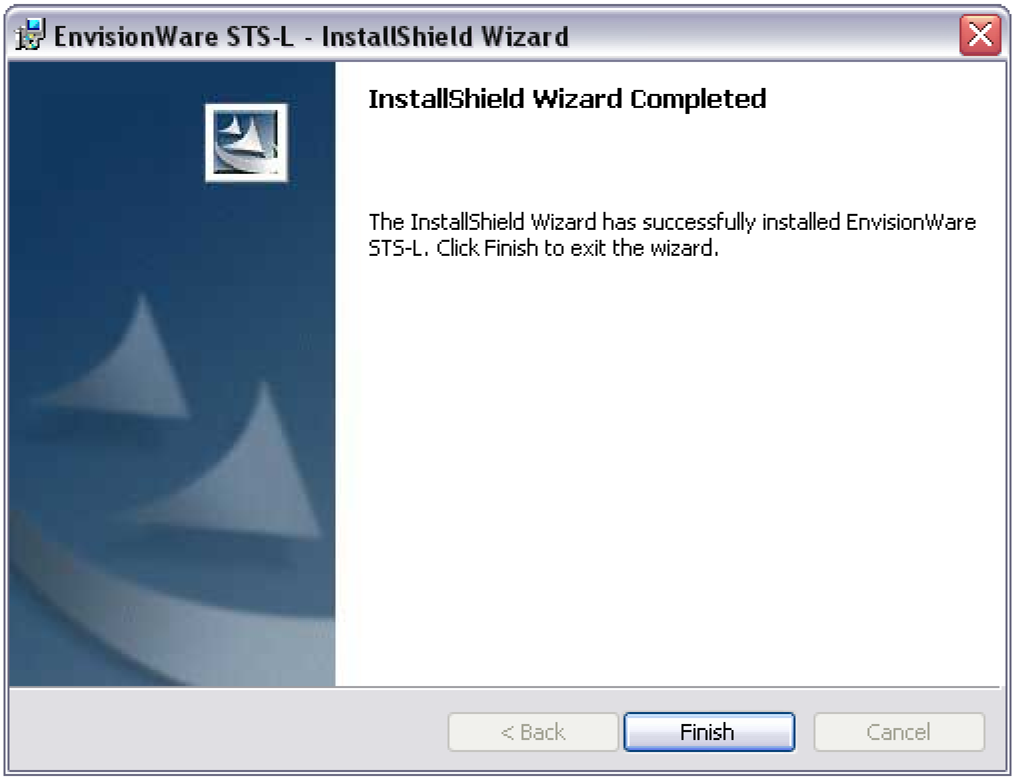


Once the Windows Installer has prepared the installation package and the InstallShield™ wizard appears, click "**Next**" to begin installation.

The default installation folder is located at **C:\Program Files\STS** for this Envisionware product. You will now see the confirmation screen for the choices you have selected. Click "Install" to begin installing the software.


EnvisionWare STS-L - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
Current Settings:
Setup Type:
Typical
Destination Folder:
C:\Program Files\STS\
User Information:
Name: *
Company: Swyer Associates, Inc
InstallShield
< Back
Install
Cancel

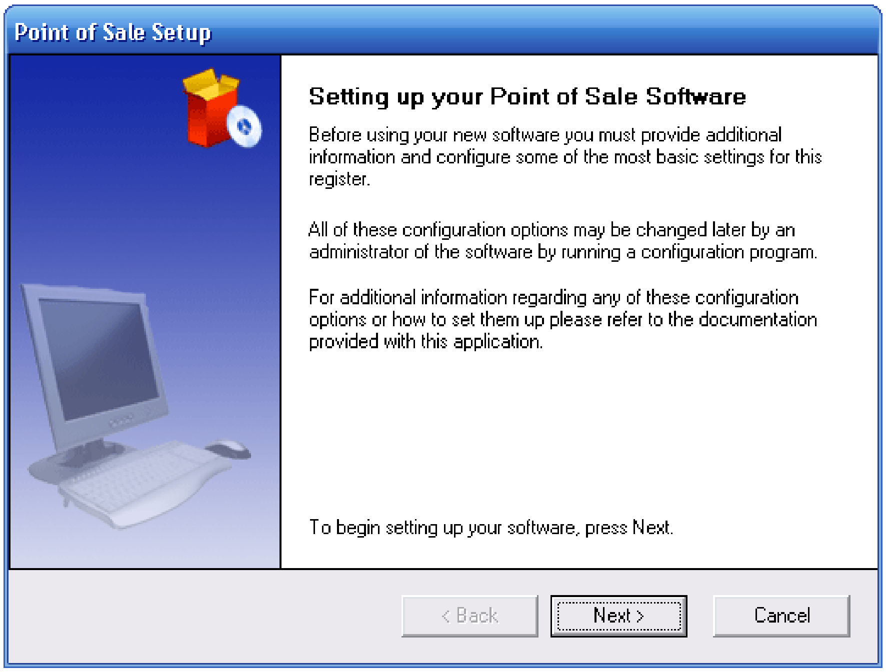

EnvisionWare STS-L - InstallShield Wizard
Installing EnvisionWare STS-L
The program features you selected are being installed.
Please wait while the InstallShield Wizard installs EnvisionWare STS-L. This may take several minutes.
Status:
Registering product
InstallShield
< Back
Next >
Cancel

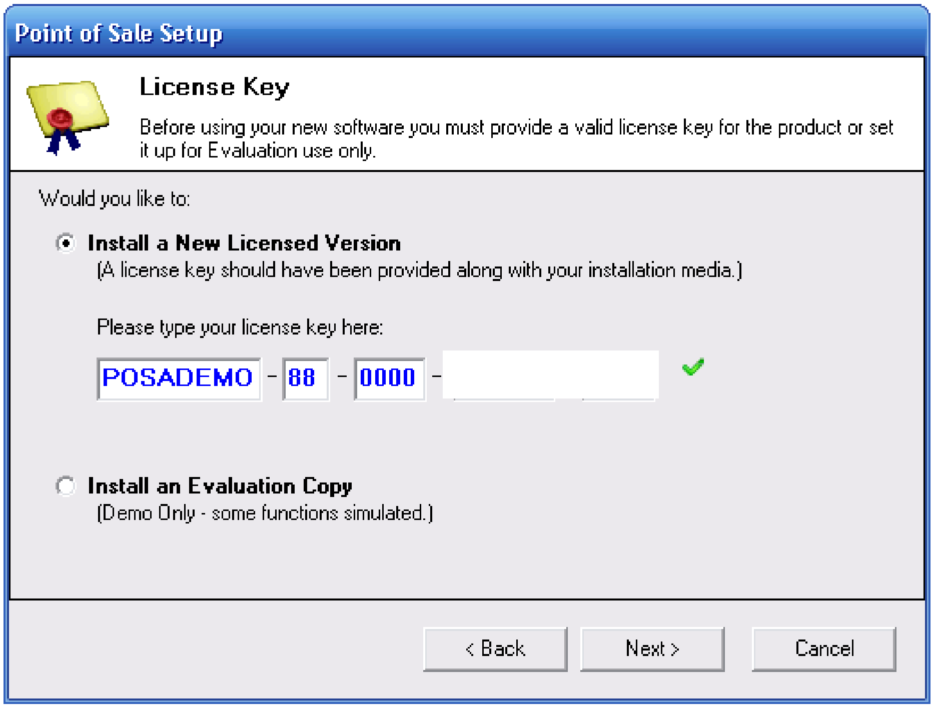


Once installation is complete you will see the finish screen. Click “Finish” to complete installation of the STS software.

This next section pertains to **<u>New</u> software installation only**. This section does not pertain to any upgrades to existing STS software. If this is an upgrade please skip this section and continue to the View Usage Manual section.

If you, at any time, select Cancel during the setup process you will be asked to confirm this decision. Please note that all changes made will not be recorded and must be entered at a later date to complete the installation of STS. To continue, please review the information on the screen below and press **<u>Next</u>** to begin the Setup process.



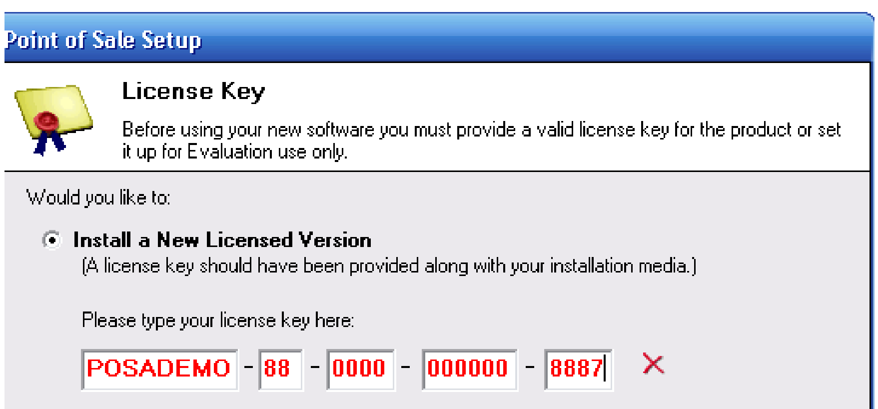


Your license key (included with the materials you received from your STS™ vendor when the software was purchased) must be entered here for the STS™ system to run. It is an 18 character alpha-numeric value whose format should appear like this:

xxxxxx-xx-xxxxxx-xxxx

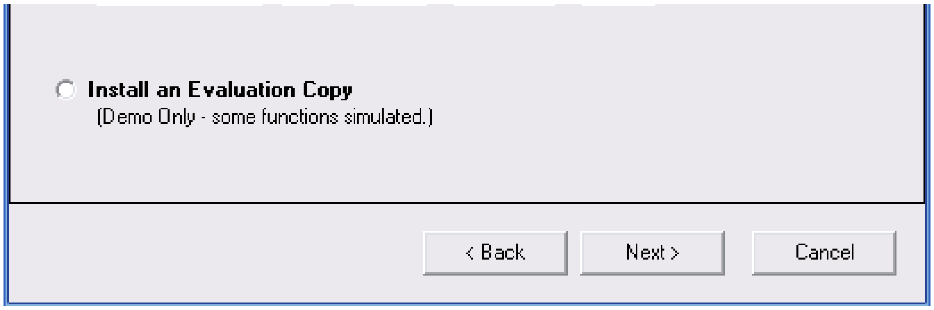
A valid license key entered will be indicated in Blue. An invalid STS license will be indicated in Red. In the case of an invalid license, please check the number again and retry. If the license provided is entered and remains invalid please contact your software vendor.

Ex: Invalid License

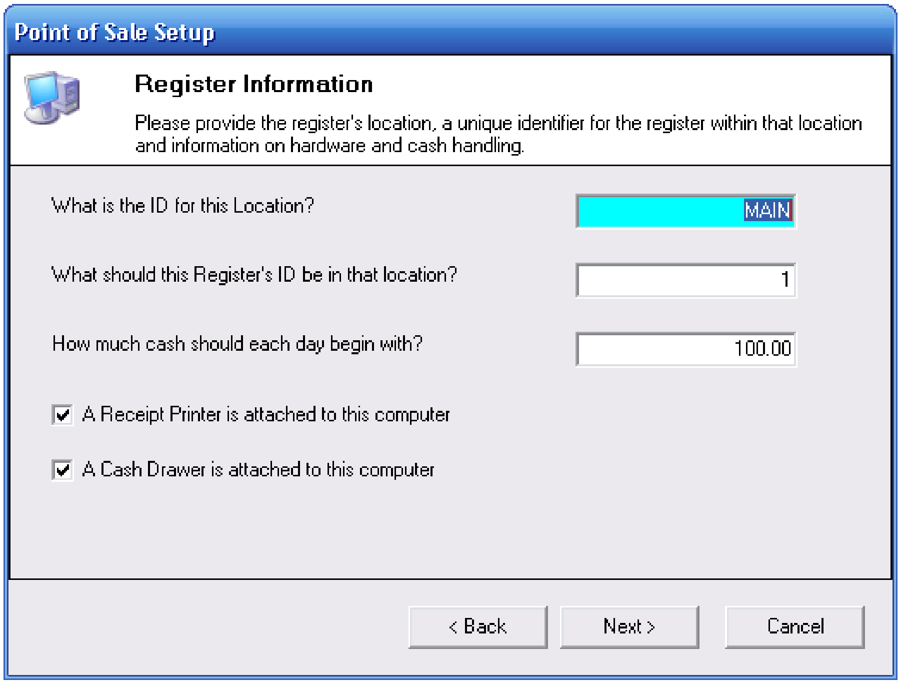


DEMO SOFTWARE INSTALLATION

If this is a demonstration copy of STS then select the Demo Installation on option which will bypass the need for a license Key. Demo copies are not fully functional and some of functions provided are simulated. Please ask your software provider for a valid license key if you would like purchase and use this software in a fully operational mode.



Once a valid license has been entered press Next to continue to the next step. In this step the user will be asked to answer a few question regarding the register and location where this software is being installed.



Questions:

What is the ID for this location? - This question will be answered the same for all registers in the same location. This is usually the name of the branch or location. (E.g. Main, East) This Location ID should be no longer than five (5) characters and should be shared with any other branch/location in the organization.

What should this register's ID be in that location? In this field provide a number for the register that this software is being installed. Each register in a location should be different. A duplicate register number in a location may result in an error in reporting and in data tracking.

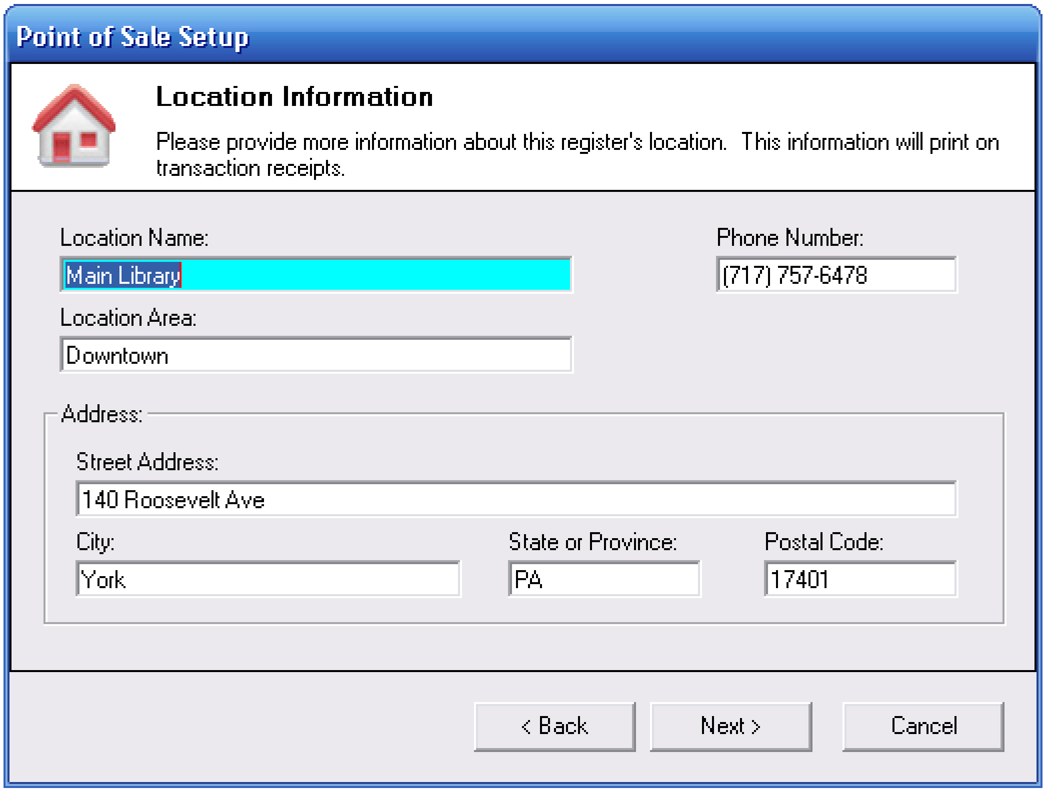
How much cash should each day begin with? Provide the daily starting cash amount that will be available at the beginning of each day. STS will use this figure in calculating the total of cash, checks, and credit payments which should be present when performing drawer closeout at the end of each day or shift.

Selections:

A Receipt Printer is attached to this computer - Select this option if the register that is being setup has a receipt printer attached. If you select this option you may be asked to provide a Model number and other information later on in this setup.

A Cash Drawer is attached to this computer – Select this option if the register that is being setup has a cash drawer attached. If you select this option you may be asked to provide a Model number and other information later on in this setup.

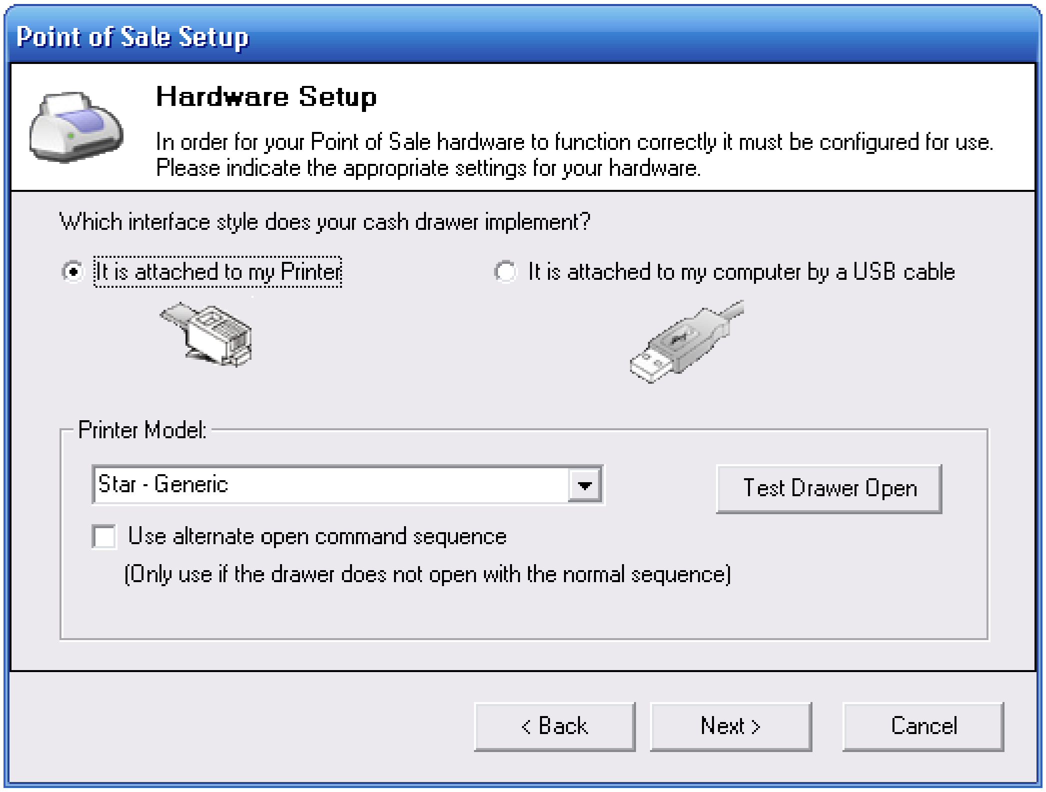
Once all of the above information has been entered press Next to continue on to the next step in the setup process. In this step you will be asked to provide the information for the location in which this register is being setup up. Each register in the location should enter the same information in the fields provided below. These fields include the Location Name, Phone Number, Location Area and Address for the location in which this resister exists.



Once all of the location information has been entered for this register, press next to continue to the next step of the setup process.

If you have indicated that there is a receipt printer or a cash drawer attached on this computer you will be prompted to enter information regarding the installed printer or cash drawer.

Please note: If you have selected that you do not have a receipt printer but you have a cash drawer then this step will be automatically skipped.



Cash Drawer

If there is a cash drawer attached to this computer but no printer the system will default to the USB option. This will send any information to be printed to the installed default printer (a non-receipt type printer).

If there is a cash drawer and a receipt printer attached you will need to indicate which type of cash drawer is installed. Refer to the descriptions below to decide on the type of cash drawer installed on this register and for further instructions.

PRINTER CONTROLLED CASH DRAWER

Use this option if your Cash Drawer is controlled by your POS Receipt Printer. See the “Hardware” section of this Manual for more details on supported printer types and how to connect them to the STS ™ terminal.

If this is the case, you will need to select from the available printer models located in the drop down menu. If your printer does not appear on this list it may mean that the printer model you have installed may not be compatible (or hasn’t yet been tested) for this version of STS.

Test Drawer Open

After selecting a cash drawer option and printer model, select this option to test the operation of the cash drawer to make sure the hardware is working properly. If the drawer does not open please check settings and try again.

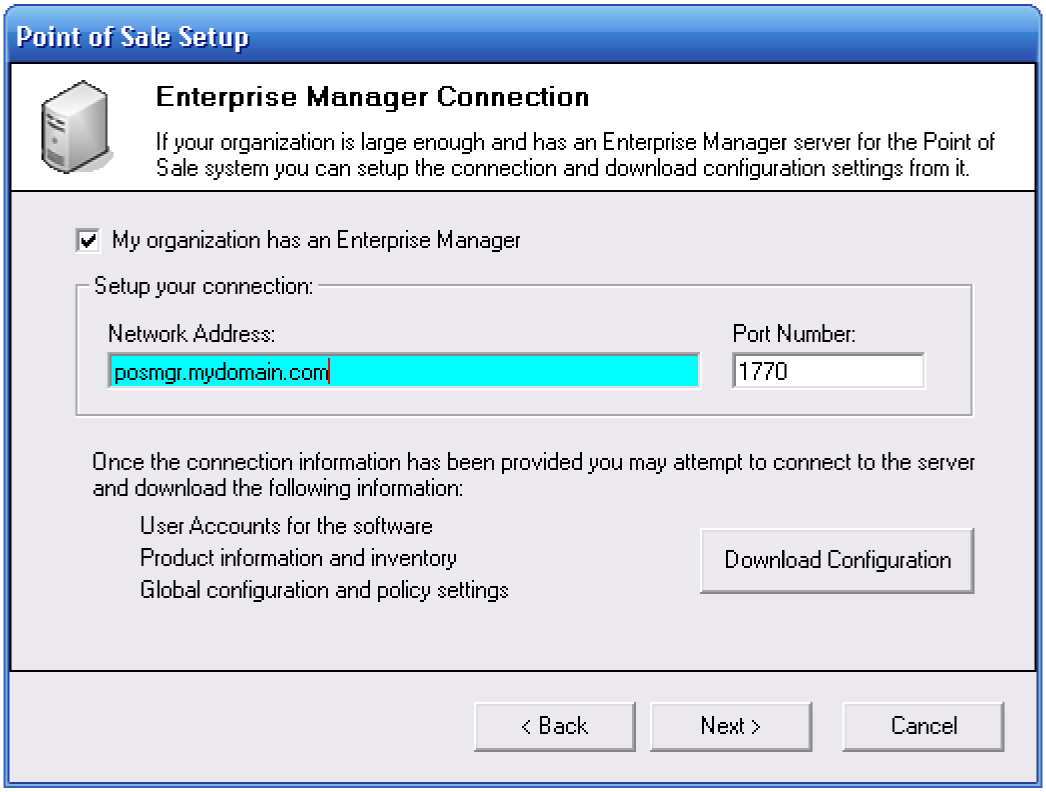
User Alternate Command Sequence

Some printer models have an alternate command setting (usually a generic command code) that can be used in case of printer issues or preferences. STS will automatically use the default command code. This setting should not be changed unless directed by the system administrator.

USB CASH DRAWER

Use this option if your Cash Drawer is directly connected to the STS™ terminal using a standard USB cable and is not connected to your POS Receipt Printer. See the “Hardware” section of this Manual for more details on supported printer types and how to connect them to the STS™ terminal.

Once the Cash Drawer/Receipt Printer selections have been made press Next to continue to the next step of the setup process. This will bring you to the Enterprise Manager Connections Screen. If your organization has STS Enterprise Manager installed place a checkmark in the field next to My Organization has an Enterprise Manager and continue to the instructions below. If your organization does NOT have Enterprise Manager installed leave the checkbox blank and press Next to skip this step and proceed to the next step of the setup process.

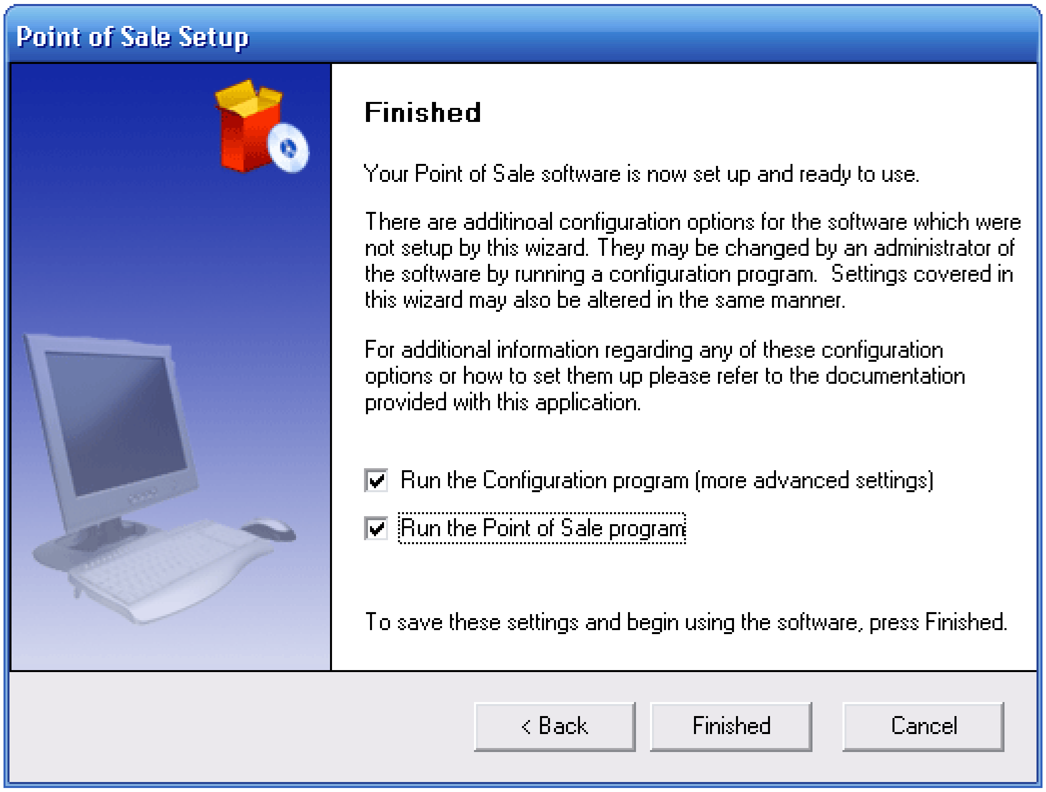


Once you have indicated that STS Enterprise Manager will be in use you will need to setup your connection.

Network Address and Port Number – Enter the Network Address which is provided by your Systems Administrator.

Once the Network Address and Port Number have been entered in the field provided you have the option to download the common information that is consistent throughout the organization. This information includes User Accounts, Product Information and Global Configuration and Policy Settings. This download may take several minutes. Once the download is complete the Download Configuration function button will be disabled.

Once the Enterprise Manager configuration has been setup press Next to continue to the next step of the setup process. You have now entered the last step of the Software installation step. You can choose to Run the Configuration Program and/or Run the Point of sale.



Run the configuration Program – This selection will bring you to the STS Configuration Program which will aid you in the completion of the setup process of the STS software. This program contains the more advanced settings of the software and will need to be completed at some point before the use of the software. Refer to the *Setup and Config* section of this manual for more details regarding this program.

Run the Point-of-Sale Program – The selection will launch the STS Point-of-Sale software. It is recommended to complete the configuration of this software before using the Software in live mode.

To save all of the information entered in this setup and to complete this process press Finish.

View Usage Guide

Your STS-L installation media contains a presentation on system usage, features, and functions. It is a useful reference for evaluation or for reviewing the system's capabilities and basic transaction processing methods. This demonstration is a Microsoft Power Point presentation which can be viewed using the free PowerPoint Viewer included on this installation media. Press this button to view the demonstration.

***You may be prompted to install or accept an End User License Agreement from Microsoft for the PowerPoint Viewer program. This software is free, and may be uninstalled at any time. Viewing this presentation or installing the PowerPoint Viewer software is NOT required to install or use the STS-L software.

View Manual

This is the electronic version of THIS document in Adobe .PDF format. You may access this guide for information on setup, installation, advanced functions, basic user interface and more. This guide has detailed information on the overall use of STS-L as well as administrative functions. It can be printed for future reference. To gain access to this guide after installation, reinsert the disk and select this command, OR locate it in the "\Manuals" folder in the STS installation directory.

***You will need to install Adobe Acrobat Reader to view this manual. This software is available free of charge from Adobe Systems Inc online at (http://www.adobe.com), and may be uninstalled at any time. Viewing this manual or installing the Adobe Reader software is NOT required to install or use the STS-L software.

Conclusion

The STS software is now installed along with the required run-time components from the Workstation Setup.

Before using the program however, some options need to be configured and you must provide a valid license key for the STS software. Please refer to the next section of this document entitled "**Setup & Configuration**" for assistance setting up Envisionware STS.

Setup & Configuration Overview

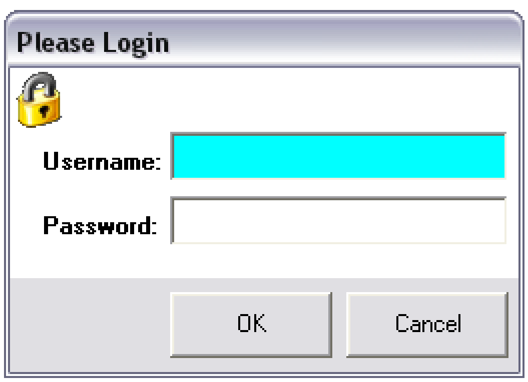
Before the STS-L™ can be run you must provide the startup configuration and a valid license key. Licenses are issued by your STS-L™ vendor and are included with the materials received when the software was purchased. Configuration is set in the STS-L™ Config application, which can be found in the directory into which STS-L™ was installed.

This section will assist you with configuring your STS-L™ software. The configuration parameters documented here may be changed at any time by a system administrator, and you may refer to it at any time for guidance and suggestions on implementing new settings.

Logging In To Edit Configuration

Before you can edit configuration settings you must log in to the configuration application with a valid STS-L™ Administrative Login. The system comes with a default administrative login of “**admin”** with no password. It is recommended that administrators change the default administrative password during installation. The procedure for changing this username and password appears under the heading “Security” in this section of the manual.

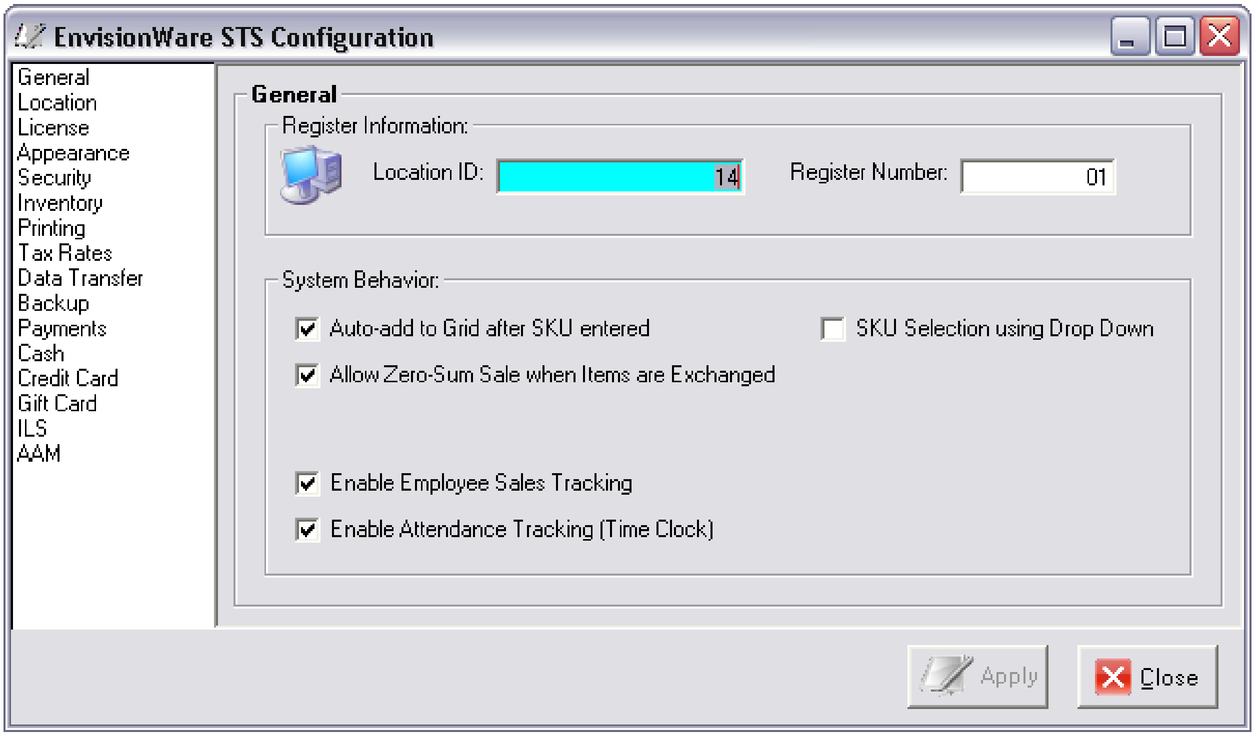
Once PINs and passwords are defined for users of the system, any administrative level user in the system database may access this configuration utility.



Enter the username and password of an STS-L™ Administrator and click OK. If your username and password are valid you will then be able to edit configuration settings for STS-L™. You will see the “General” tab in the configuration application. Proceed to the heading “General” in this section of the manual to begin editing configuration settings.

The default Administrative Username and Password are also valid for logging in to the STS-L™ application. See the section of this manual entitled “Using STS-L” under the heading of “A Word on PINs and Passwords” for additional information.

General Information



LOCATION ID

If you have more than one physical location, the Location ID keeps track of which location a given terminal is in. All terminals in the same geographic location or logical subnet should be issued the same Location ID. This is especially true if you will be using STS Manager™.

REGISTER NUMBER

Terminals in the same geographic location or logical network subnet should be given unique terminal numbers to identify them. This is so that the STS Manager™ server (if there is one installed on your network) can identify each terminal's transactions to properly generate reports on cash handling and payment activities.

For the first terminal deployed at a location, or if you only have one terminal at a location, or if there is no STS Manager™ server, it should be given the ID of 1. Subsequent STS-L terminals should generally be numbered by adding 1 to the previous terminal number.

SYSTEM BEHAVIOR

- **Auto-add to Grid after SKU entered**

  Anytime a SKU with a fixed price has been entered, STS-L™ will automatically send the item to the grid on the main sales screen. If, for any reason, the SKU entered needs to be altered, highlighting the item will permit editing of the item.

- **Allow Zero-Sum Sale When Items are Exchanged**

This option allows for a sale to complete with a sum of zero when the sale includes items that are exchanged and have the same price causing the item totals to cancel each other out. If this option is not selected, exchanges that end up as a zero sum must be performed in two separate transactions. This can be done by returning the item in one sale and purchasing the item in a separate transaction.

- **Enable Employee Sales Tracking**

To allow for the use of Employee sales tracking in STS select this option. This option will account for any sales transactions where the purchaser is an employee of the organization. If this option is not selected the Employee Sales function on the main screen will be disabled.

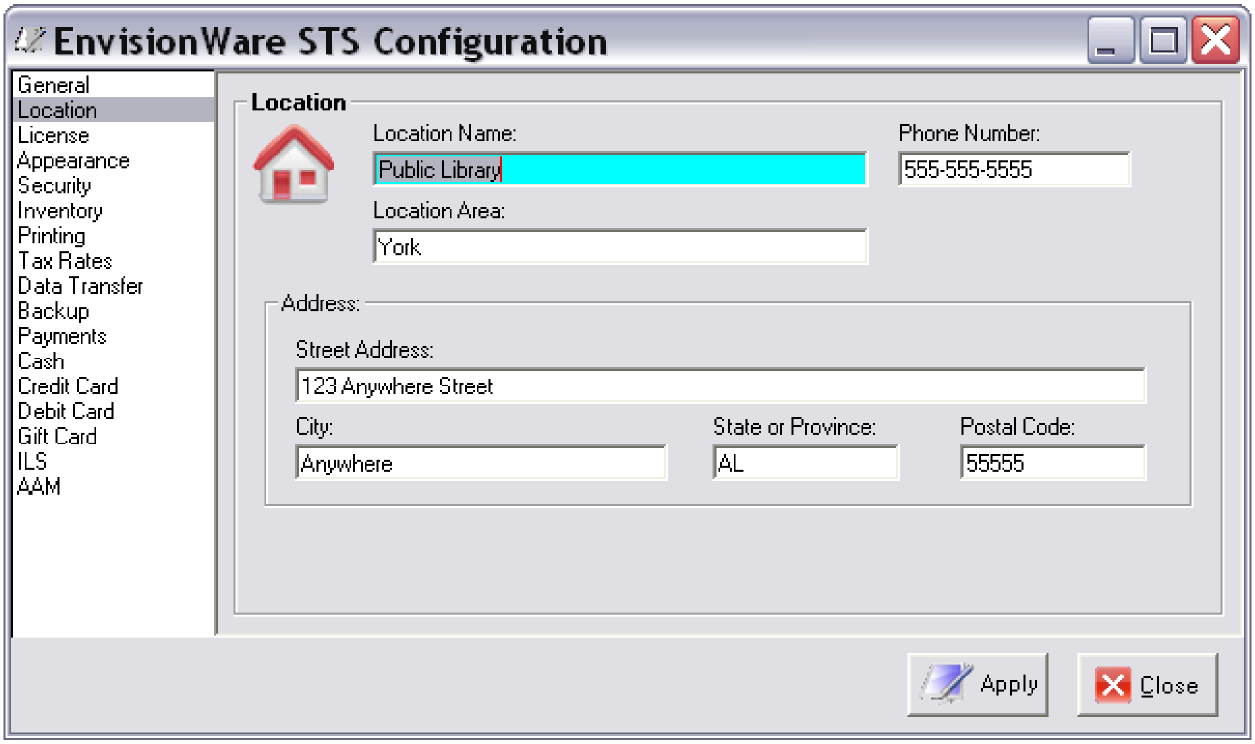
- **Enable Attendance Tracking**

This option allows the user to record the time in/out for each day. The user will have the option to clock in/out from the main sales screen. This tracking will allow for the generation of time tracking reports which can be used by administrators to track user attendance. If this option is not selected this option will be disabled in the other functions menu.

- **SKU Selection using Drop Down**

This selection is only recommended for locations in which the inventory list is small (ex. 50 or less inventory items). Using this method with those locations with a large inventory database, may affect performance and may be more time consuming that then default method. Selection of inventory in the main sales screen can be located using the Search Inventory function (see Using STS-L for more details). Locations with small inventory lists, may opt not to select this option as well and allow STS-L to perform in the default method of entering items manually or with the Search Inventory Function.

Location



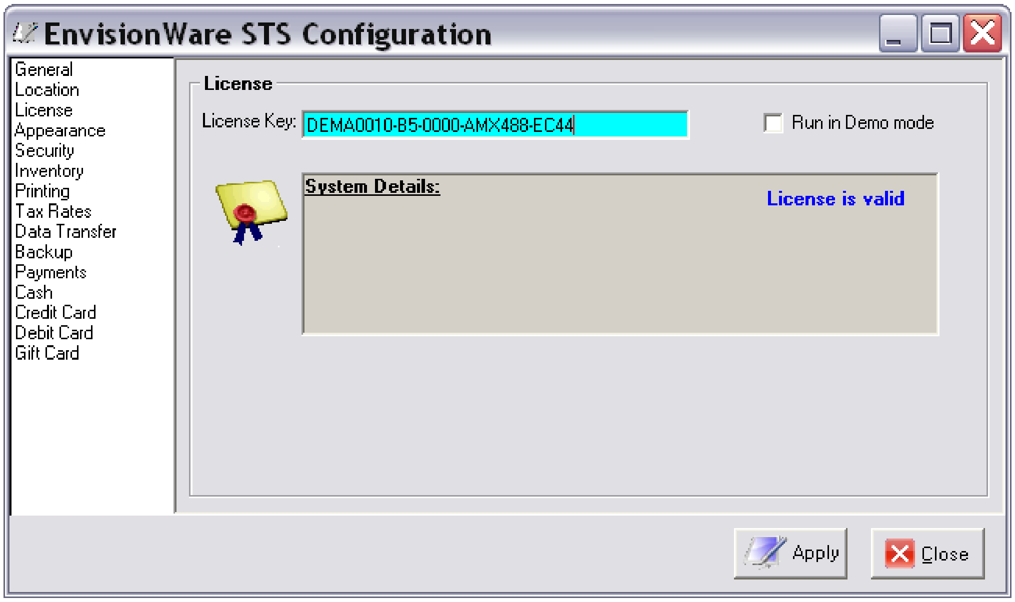
On this screen you should provide information which is specific to the store / branch location where this STS-L terminal is installed.

This would include:

- Location Name, Geographic Area & Phone Number
- Location Address

***Note: This information is printed on the receipts generated by the STS-L system. If this information is not supplied here, receipts will not print correctly.

License



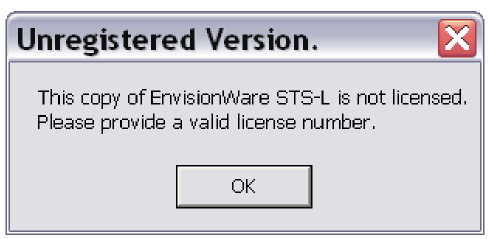
Your license key (included with the materials you received from your STS-L vendor when the software was purchased) must be entered here for the STS-L system to run. It is a 24 character alpha-numeric value whose format should appear like this:

xxxxxxxx-xx-xxxx-xxxxxx-xxxx

** You may enter the key with or without the separators (dashes).

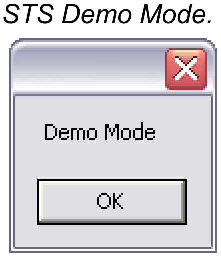
If an incorrect or invalid license is entered the configuration screen will display "Invalid License". Check the number again and reenter.

In addition, if a valid license key supplied by your vendor is not entered here, STS-L will not run and an error message will appear when attempting to start the software.

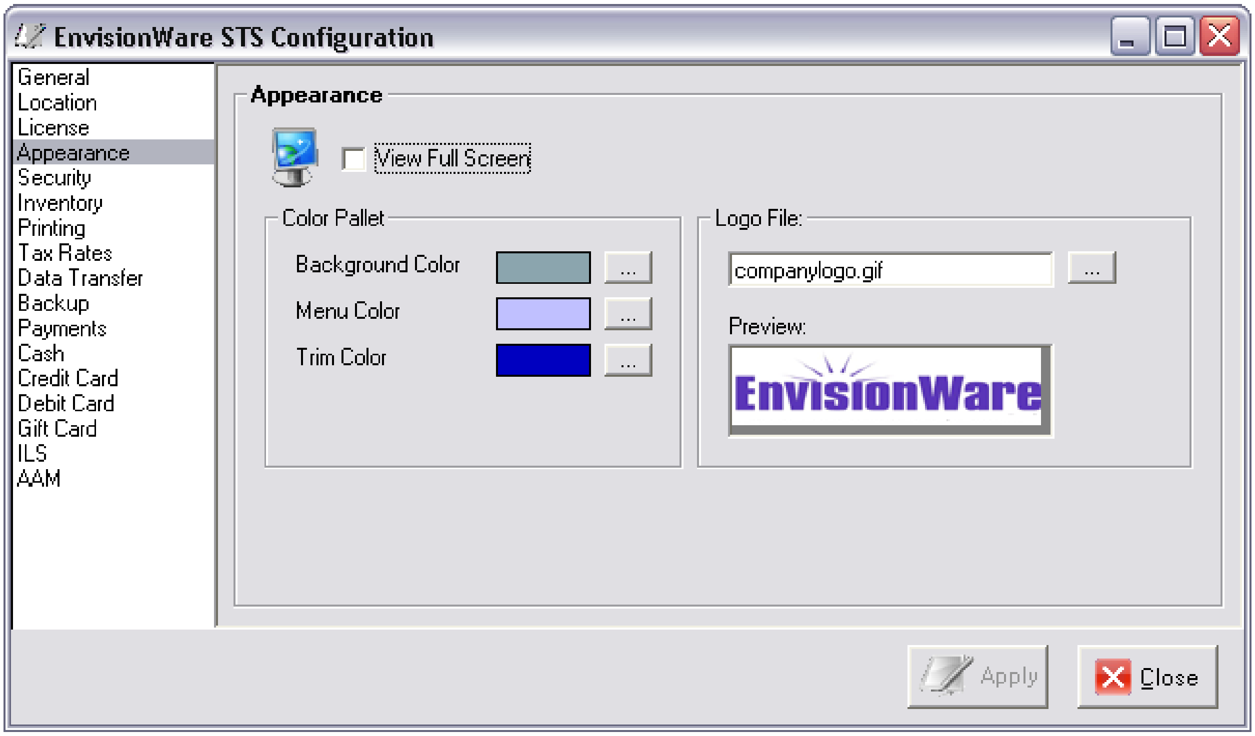


<u>RUN IN DEMO MODE</u>

Demo mode is a limited functionality mode useful for testing system configurations and previewing STS-L. However, in Demo Mode credit cards will NOT be processed, and data transfer to a STS Manager™ as well as other advanced features WILL BE DISABLED. Do this only for testing purposes. In addition, DEMO mode will disable a variety of fields within the configuration. The user will NOT be able to change these settings unless a valid license is provided. In some cases, demo information is inserted into these disabled fields to view simulated features in *STS Demo Mode.*



Appearance



VIEW FULL SCREEN

When the main screen appears the option to exit the application by using the close button in the top right corner does not appear. The only way to exit the program is through the Utilities menu by selecting the exit application function. This option can only be accessed by those users with the security access level permitting them to access the Utilities menu.

LOGO FILE

On the main screen of STS-L in the upper left corner is a place for displaying a custom logo. If you wish to include a custom logo you may provide a path to the file here and it will appear in STS-L. A logo file is not required, and one may have already been provided by your software vendor. If one has been issued with the software, changing the file or location is not recommended.

BACKGROUND COLOR

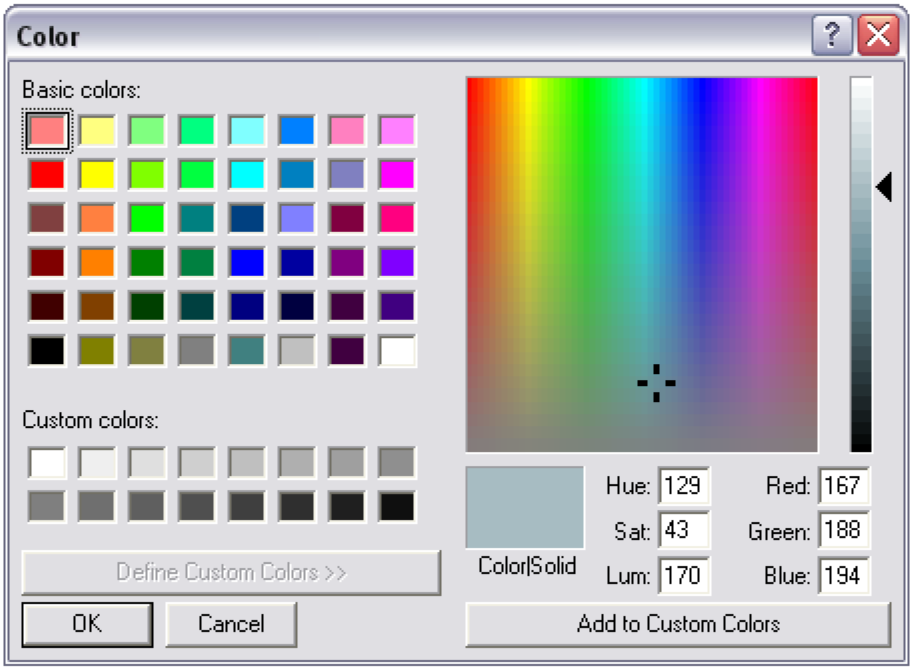
The color scheme of STS-L can be changed by setting this option as well as the other two color options. Changing this option will change the color of the main STS-L screen as well as certain other objects or controls in STS-L.

MENU COLOR

Changing this option will change the color of most menus in STS-L as well as certain other objects or controls.

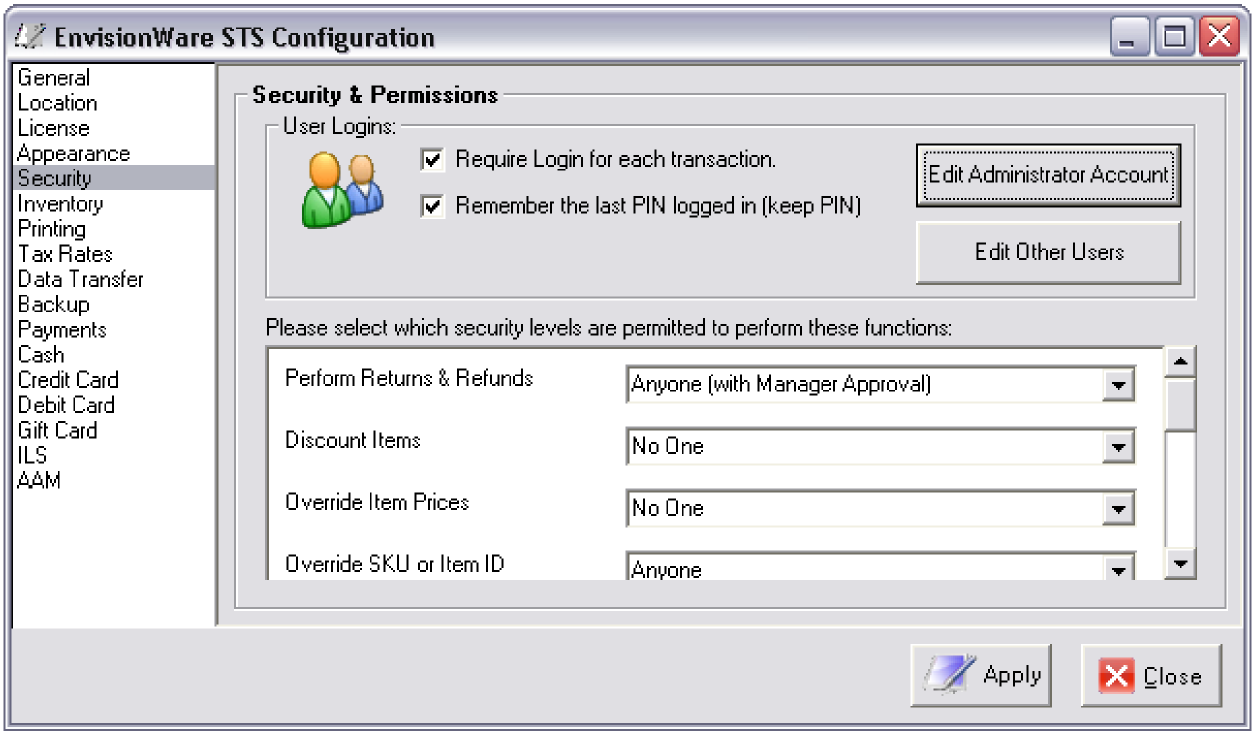
TRIM COLOR

Changing this option will change the color of the border trim of most menus in STS-L as well as certain other objects or controls.



****Note: The STS-L software comes with a default color scheme, but it may have been set by your software vendor. Changing colors is not recommended, as certain colors will make menus and options in the STS-L difficult to see. Be careful which color you select if you decide to change it. To change colors, click on the browse button next to the sample color swatch and select a new color.

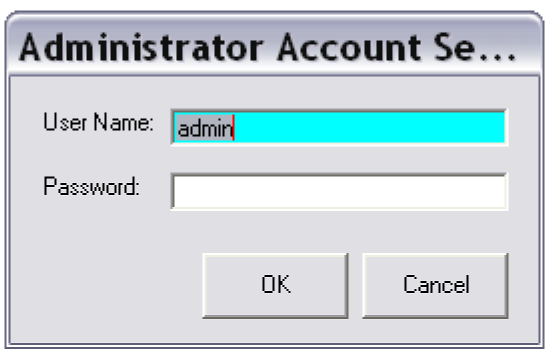
Security



EDIT USER ACCOUNTS - ADMINISTRATOR ACCOUNT

This option allows the user to change the Administrator Account User Name and Password**. This will change the administrator User Name and Password for access to the STS configuration function as well as the login to the STS Main Sales Screen.

****Warning:** Do NOT lose this Administrator User name and password. (Please see next section for details)



WHAT TO DO ABOUT A LOST ADMINISTRATOR PASSWORD

It is recommended that you take very good care not to misplace or forget your STS-L™ Administrator username or password. In the event that you have lost or forgotten your STS-L™ Administrator username or password there are two possible courses of action you might take. Each has its own unique considerations.

- Reinstall The Application

  First, copy the folder named "Data" in the installation directory to another location so that you can restore your transaction data after reinstalling. Next, Uninstall the application using the Add/Remove Programs applet in the Windows Control Panel. Then you must delete the installation directory since configuration files are not automatically uninstalled. (This is to preserve settings during an upgrade). Then you may reinstall the application using the steps outlined in the "Installation" section of this manual and restore your "Data" folder from backup.

  CAUTION: USING THIS METHOD CAN RESULT IN THE LOSS OF ALL TRANSACTION DATA IN ADDITION TO CONFIGURATION SETTINGS. BEFORE PROCEDING WITH THIS METHOD COPY THE FOLDER NAMED "DATA" IN THE INSTALLATION DIRECTORY TO ANOTHER LOCATION. IF YOU DO NOT COPY THE DATA FOLDER YOUR TRANSACTION DATA WILL BE LOST.

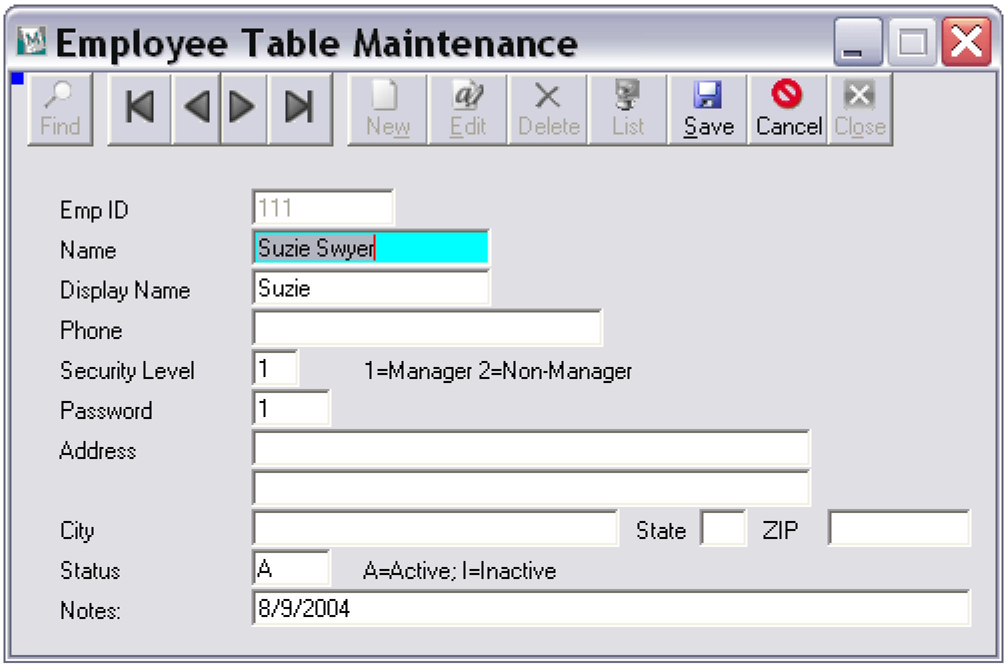
- Contact your Software Vendor

  If your copy of the STS-L™ software has been registered, or you have purchased a valid Maintenance Plan, your software vendor can provide you with a code which will permit temporary access to the system for a limited time.

  NOTE: THIS SERVICE IS PROVIDED ON A CASE BY CASE BASIS AND YOUR SOFTWARE VENDOR MAY CHARGE FOR THIS SERVICE IF YOU DO NOT HAVE A VALID PAID MAINTENANCE PLAN.

EDIT USER ACCOUNTS – ALL OTHER USERS

This screen permits management of new or existing users in STS-L™. The STS-L™ software defines users by pin number and name. These two pieces of information are required for each user account. Additional information such as a user's address may be added to assist management in employee scheduling.



- **Employee ID**

  This field assigns a unique Personal Identification Number (PIN) to this user. This is a required field. PINs must be numeric and no more than 4 numbers in length. This field is available for editing only when adding a new user.
  An existing user's PIN can't be edited. If you wish to change a user's PIN, create a new user with the desired PIN and delete the old. See "A Word on PINS and Passwords" at the end of this section for more details.

- **Name**

  This field records this user's full name. This is a required field.

- **Display Name**

  This field assigns a name to this user which will be displayed on the Main Sales Screen when this user logs in as well as on receipts generated by STS-L™ for transactions this user completes. This is a required field.

- **Phone**

  This field stores the phone number where this user can be reached at. This can be the user's home phone, mobile phone or business phone. Using the business or mobile phone is the most common. It is not required, but it can be especially useful in a multi store environment.

- **Security Level**

  This field specifies the user's level of access to the STS-L™ system and sets permissions to use certain menus and functions. This is a required field. There are currently 3 levels of access a user can have:

  1. **Administrator** This level uses "0" as its security code. Administrators have total unrestricted access to all functions and menus in STS-L™. Administrators also typically perform user and inventory maintenance as well as setting STS-L™ Configuration.

  2. **Manager** This level uses "1" as its security code. Managers have access to most functions and menus in STS-L™. All functions described in this section of the manual entitled "Manager Functions" are restricted to Managers and Administrators only. Depending on STS-L™ Configuration settings, Managers may or may not have access to Maintenance screens.

  3. **User** This level uses "2" as its security code. Users have access to the Main Sales Screen, Inventory Search, Payment, and all necessary functions to transact a sale in STS-L™. Users do not have access to Manager Functions or user and inventory maintenance.

- **Password**

  This field allows the assignment of a unique password for this user for security purposes. This field is not required. A user's PIN appears on receipts and reports, but their password never does. If using a password, the value must be numeric and can not exceed 4 digits in length. See "A Word on PINS and Passwords" at the end of this section for more details.

- **Address**

  This field stores the street portion of this user's address. This can be the user's home address or business address. Using the business address is the most common. It is not required, but it can be especially useful in a multi store environment.

- **City**

  This field stores the city portion of this user's address. This can be the user's home address or business address. Using the business address is the most common. It is not required, but it can be especially useful in a multi store environment.

- **State**

  This field stores the state portion of this user's address. This can be the user's home address or business address. Using the business address is the most common. It is not required, but it can be especially useful in a multi store environment.

- **Zip Code**

  This field stores the ZIP code portion of this user's address. This can be the user's home address or business address. Using the business address is the most common. It is not required, but it can be especially useful in a multi store environment.

- **Status Code**

This field assigns a user's status in STS-L™. This field is not required. There are currently two status codes defined.

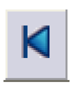
1. **Active** Active users can log on to STS-L™ and transact sales. Details about them appear on reports.

2. **Inactive** Inactive users are merely marked as such and are not removed from the database. This is useful for reporting purposes when searching old sales for detail information on users which no longer work at this location or are no longer users of STS-L™. If a user is deleted from the database permanently, no details for them are available on reports which may be generated after the deletion.

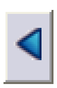
- **Notes**

This field allows a Manager or Administrator to record a custom note about this user. There are no size restrictions on this field and it is not required.

This command initiates a search among inventory for a Employee number that the Manager or Administrator will specify. You will be prompted to enter a number. This allows navigating the user list to a specific employee without having to scroll through the set using the other navigation buttons. It is available whenever an user is not being edited or a new item being added.

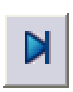


This command is a navigational command. It will select the first user in the employee table in the database and place its detail information in the fields in the employee Detail section. It is available whenever an item is not being edited or a new item being added.



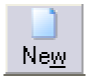
This command is a navigational command. It will select the user in the employee table in the database which appears before the current user and place the details of the account in the fields in the User Detail section. It is available whenever an account is not being edited or a new account being added.

This command is a navigational command. It will select the user in the employee table in the database which appears after the current user and place the details of the account in the fields in the User Detail section. It is available whenever an account is not being edited or a new account being added.



This command is a navigational command. It will select the last item in the inventory table in the database and place its detail information in the fields in the Item Detail section. It is available whenever an item is not being edited or a new item being added.

This command will allow all fields in the User Detail section to be edited for the current user. The edited information is not entered into the system's employee database until the Save command is issued. It is available whenever an account is not being edited or a new account being added.

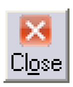


This command will clear all fields in the User Detail section and allow the addition of a new account into the system's employee database. It is available whenever an account is not being edited or a new account being added.

This command will permanently remove this user account from the system's employee database. You will be asked to confirm the deletion before it is cleared from the database. It is available whenever an account is not being edited or a new account being added.

This command commits the changes made to edited accounts and writes user accounts which have been added to the system's employee database. It is available whenever an account is being edited or a new account being added.

This command negates all changes made to an account which as edited or cancels the addition of accounts which have been added. It is available whenever an account is being edited or a new account being added.



This command exits the User Maintenance screen and returns the Manager or Administrator to the Maintenance Menu.

This command initiates a search among the entire user list entered into the STS-L™ system. A list is displayed where you may choose an employee. Once one is chosen from the list the employee's information is displayed in the User Detail section. It is available whenever an account is not being edited or a new account being added.

REQUIRE LOGIN FOR EACH TRANSACTION

- **Selecting this Option (Recommended)**

When a sale or transaction is complete, the user will be required to login using their PIN number and Password. The Login box will appear after every transaction to begin another transaction and access is depended on a valid PIN/password. This option is recommended to ensure properly security for STS-L.

- **Deselecting this Option (NOT Recommended)**

When this option is NOT selected STS-L will NOT require a PIN/Password between each transaction. A login will be required when STS is first accessed, but not between transactions. To change the current user to another in this mode, the user much use the Log-Off User function located in the Other Functions menu. This option is highly discouraged due to the security risk. The accountability for each transaction is lost as well as other built in security features. If this option is deselected, STS Config will ask the user to confirm the decision to deactivate the login function. Press Okay to continue or cancel to abort this action.

RETAIN LOGIN AFTER TRANSACTIONS (KEEP PIN)

- **Selecting this Option:**

After a sale has been completed or cancelled for whatever reason the PIN number and password combination for the current user will remain in the "Enter PIN" field (For security reasons, STS uses asterisks (*) to represent the users PIN). Pressing enter will allow the user to reenter the main screen without reentering their PIN. To log out a user, erase the PIN from the field by pressing "Backspace" or "Delete".

- **Deselecting this Option:** (Recommended)

By deselecting this option the PIN will have to be reentered every time a transaction has ended and a new transaction begins.

SECURITY PERMISSIONS

- **Perform Returns and Refunds**
  Users have the option to perform returns or refunds for items that were previously purchased. This option will allow the user to return/refund the value of the purchase to the customer. To set the permissions for this option (details below):

  No One – No Returns or Refunds can be performed by any user at any security level.

  Managers – Only Manager security level or above are permitted to perform returns or refunds.

  Anyone (With Manager Approval) – All users may perform returns and refunds. Those users with Base (User) Level security will require manager approval to perform a refund/return. Once a user that is not Manager or above selects the return function on the main menu they will be prompted to enter a Manager Pin/Password to continue the return/refund transaction.

  Anyone – All users can perform returns and refunds

- **Discount Items**
  STS has the option to discount items once they are entered into the main sales screen. Discounts are available in the form of a percentage off the original price listed for that item. To set the permissions for this option (details below):

  No One – No users are permitted to discount items. This option will be disabled on the main sales screen.

  Managers – Only users with Manager security level are permitted to allow for item discounts. The Manager must be logged in for this option to be enabled. This option will be Disabled for Base (User) Security Level users.

  Anyone (With Manager Approval) – All users are permitted to give item discounts. Although, any user below the Manager security level will require manager approval. Once this option is selected by a Base (User) Level security user a Manager or above security level must enter their PIN/Password to continue with the transaction.

  Anyone – All users are permitted to give item discounts.

- **Override Item Prices**

  Each item in inventory has a price associated with that item. Permitting this option grants permission for STS operators to change the price of an item from its default price. Select this option only if your organization permits clerks to change the price of an item during a sale.

  *Note: Sale prices are handled in STS as a temporary markdown from the normal default price. When an item is selected for sale, the sale price is automatically entered into STS for the duration of the specified sale. Sales should be set by Store Managers or Administrators in the STS application and should not be handled by changing the price every time an item is entered.

  **Note: Some items may have $0.00 as their default price. This would be used in cases where an item does not have a set price, or the price varies from one specific item sold to the next.

  To set the permissions for this option (details below):

  No One – No users have permission to change the price of the item entered in the main sales screen. .

  Managers – Only users with manager security level can change the price of the item entered in the main sales screen. The manager must be logged into the system for this option to be enabled.

  Anyone – All users are permitted to change the price of the item entered in the main sales screen.

- **Override SKU or Item ID**

  Each STS register has a list of inventory it is authorized to sell, and each item in inventory has a unique ID number (called a SKU) associated with it. Allowing this option grants permission for STS operators to enter sales for items not recorded in inventory. STS will still track these sales; however some organizations choose not to allow sales of items which do not have a SKU. Check this option if your organization permits entering unknown SKUs into STS. To set the permissions for this option (details below):

  No One – No users have permission to enter a SKU or Product ID that are not in the recorded Inventory List.

  Managers – Only users with manager security level can enter SKU/Product ID's that are not in the recorded inventory list. The manager must be logged into the system for this option to be enabled.

  Anyone – All users are permitted to enter SKU/Product ID's that are not in the recorded inventory list.

- **Open Cash Drawer**
  The option to open the cash drawer when it is not in conjunction with a sales transaction is available through the Utilities Menu on the main sales screen. Anyone with permission to open the cash drawer will be prompted for reason for the opening of the cash drawer. To set the permissions for this option (details below):

  Managers – Only Manager security level and above are permitted to use the Open Cash Drawer option. This option will disable the Open Cash Drawer function for users with a security level less than Manager.

Anyone (With Manager Approval) – All user are permitted to use the Open Cash Drawer option with the exception of Base (User) security level users. These users will be asked to get manager approval before opening the cash drawer. A manager must enter a valid manager PIN to proceed.

Anyone – All users are permitted to use the Open Cash Drawer option.

- **Perform Drawer Closeout**
  The closeout procedure is used to generate daily sales totals and reports. To set the permissions for this option (details below):

  Managers – The option will only allow users with a security level of Manager and above to perform Drawer closeout. This option will be disabled for those users below the manager security level.

  Anyone – All users can perform the Drawer Closeout procedure.

- **Perform Maintenance Tasks**

  Application specific settings, including those set forth in this configuration program as well as store inventory and user accounts for the STS-L software are setup in the maintenance menu inside the STS-L application. To set the permissions for this option (details below):

  Admin Only – Only Users with the Highest (Admin) security level are permitted to access the Maintenance Menu and its functions
  .
  Managers – Only users with Manager Security level and above are permitted to access the Maintenance Menu and its functions

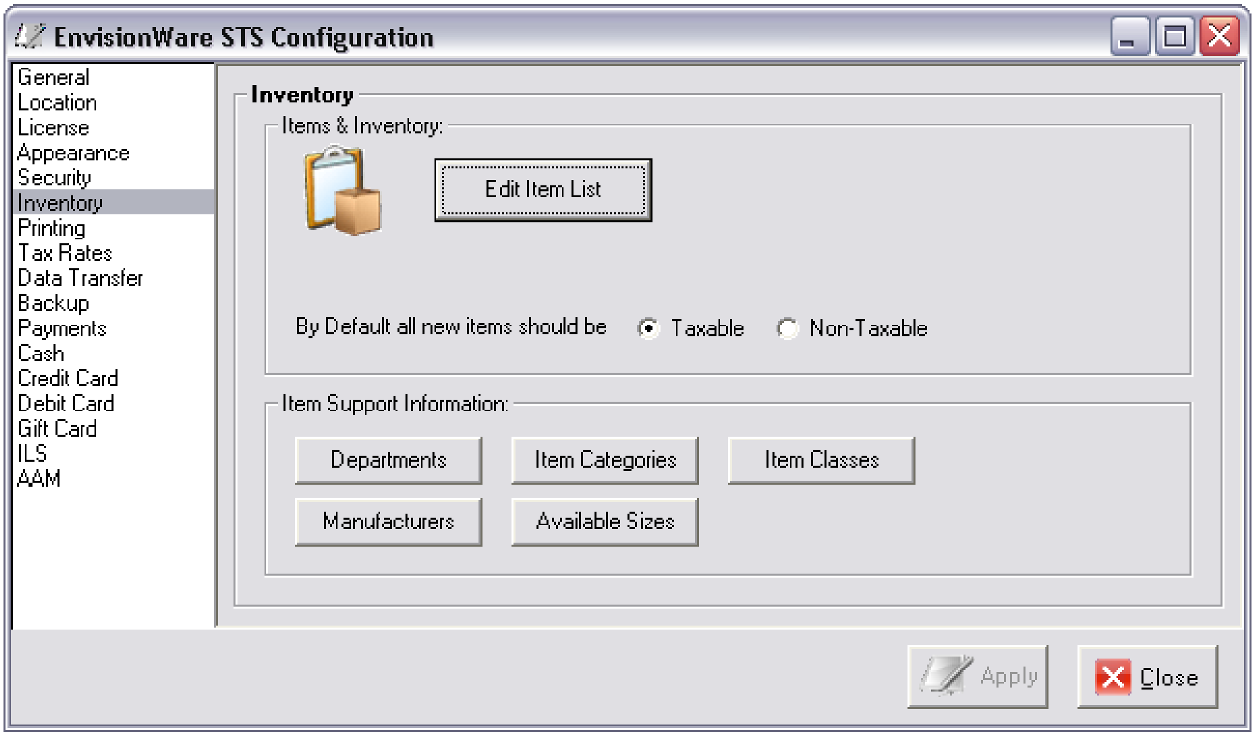
- **Purge Old Records**

  Selecting this option will allow users with a manager security level to perform a purge on old transactions dating 3 years or older. This option is available in the Utilities Menu on the main sales screen.

  Admin Only – Only users with the Highest (Admin) Security level are permitted to perform the Purge Old Records function.

  Managers – Only users with Manager security level or higher are permitted to perform the Purge Old Records function.

Inventory



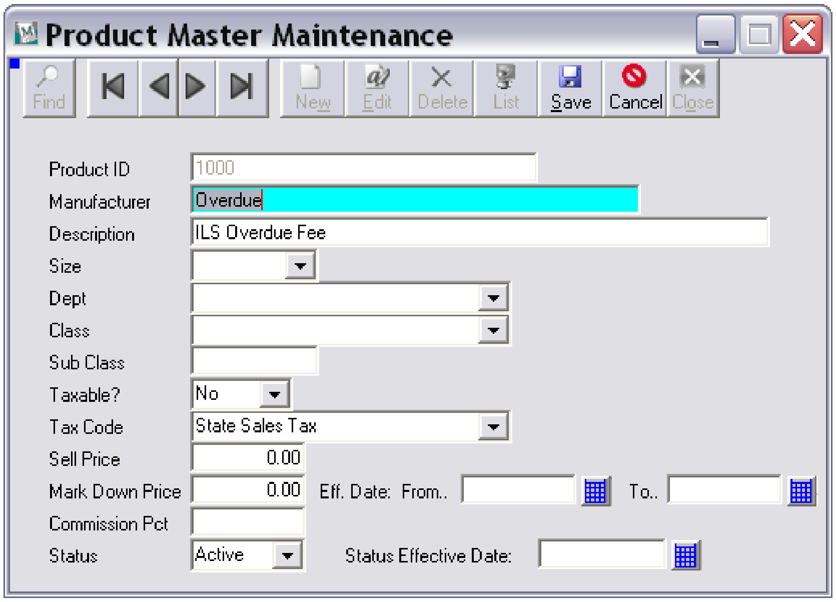
ITEMS AND INVENTORY

By Default all new items should be:

This setting will default any new item that is being added to the item master or any item that has been sent from the STS Enterprise Manager to the setting that has been selected (taxable or non-taxable). Although a new item will default to the selected setting, an item's tax status can be changed within the Edit Item List function (see next section for details).

Edit Item List

This screen is where a Manager or Administrator can enter and maintain items for sale in STS-L™. New items are entered and identified by a Product ID (SKU), Description, Department, and Class. An item's price, whether it is a taxable item, its mark-down price, and dates of mark-down are all also defined here.



- **Product ID**

  This field assigns a unique number to this item in the inventory list for this register. Most Item Numbers come from the item's bar code, but Item Numbers may also be user defined. This number must be unique for each individual item.

  *** NOTE: Bar code scanning will not provide the user defined Item Number; therefore, DO NOT assign user-defined Item Numbers to items which will be bar code scanned.

- **Manufacturer**

  This field assigns a value to the name of the manufacturer of the current item if it has a specific or known manufacturer. Some items may not have a manufacturer, being generic by nature. Alternately, if the item does not have a known manufacturer or is generic by nature, this field may by used as a further description field for the item.

- **Description**

  This field assigns a description to the current item. Descriptions should be specific and useful for differentiating one item from another at a glance.

- **Size**

  This field assigns the size of the current item. If the item does not have a specific size, this field may be left blank.

- **Dept**

  This field assigns a department (category) to which the current item belongs. This field is used in conjunction with the Class and Sub Class fields for categorizing inventory. This field is not expressly required, but should not be left blank in most cases.

- **Class**

This field assigns a classification to the current item. This field is used in conjunction with the Department and Sub Class fields for categorizing inventory. This field is not expressly required, but should not be left blank in most cases.

- **Sub**

  This field assigns a sub-classification to the current item. This field is used in conjunction with the Department and Class fields for categorizing inventory. This field is not expressly required, but should not be left blank in most cases.

- **Taxable Y/N?**

  This field allows you to assign whether or not this item is taxable. If this item is taxable, a value should also be entered in the tax code field.

- **Tax Code**

  This field specifies which tax rate and computational method to apply to this item for computing its tax when one is selected for sale. The tax codes are defined in STS-L™ configuration by your systems Administrator.

- **Sell Price**

  This field assigns a default price for this item. All transactions in which this item is chosen for sale will begin discount and tax calculations based on this amount.

- **Mark Down Price**

  This field is used for predefining product markdown outside of an individual transaction and takes effect whenever this item is selected for sale for the duration of the markdown period. It sets the markdown price for the currently selected item for the duration of the markdown.

- **Effective Date**

  This field is used for predefining product markdown outside of an individual transaction and takes effect whenever this item is selected for sale for the duration of the markdown period. It sets the date the markdown price goes into effect for the current item.

- **Status**

  This field assigns an item's status in STS-L™. There are currently two status codes defined.

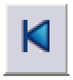
  1. **Active** Active items can be selected for sale and details about them appear on reports.

  2. **Inactive** Inactive items are merely marked as such and are not removed from the database. This is useful for reporting purposes when searching old sales for detail information on products which were sold but are no longer offered. If an item is deleted from inventory permanently no details for that item are available on reports which may be generated after the deletion.

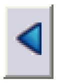
- **Status Effective Date**

  This field assigns a date when an item's status changes. If an item has been marked inactive, specifying a date in this field will make the item active (or inactive) after that date but not before. If a date has not been specified, the item becomes active (or inactive) immediately.

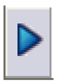
This command initiates a search among inventory for a Product ID number that the Manager or Administrator will specify. You will be prompted to enter a number. This allows navigating the inventory records to a specific item without having to scroll through the set using the other navigation buttons. It is available whenever an item is not being edited or a new item being added.



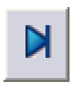
This command is a navigational command. It will select the first item in the inventory table in the database and place its detail information in the fields in the Item Detail section. It is available whenever an item is not being edited or a new item being added.



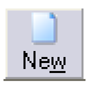
This command is a navigational command. It will select the item in the inventory table in the database which appears before the current item and place its detail information in the fields in the Item Detail section. It is available whenever an item is not being edited or a new item being added.



This command is a navigational command. It will select the item in the inventory table in the database which appears after the current item and place its detail information in the fields in the Item Detail section. It is available whenever an item is not being edited or a new item being added.

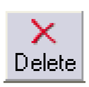


This command is a navigational command. It will select the last item in the inventory table in the database and place its detail information in the fields in the Item Detail section. It is available whenever an item is not being edited or a new item being added.

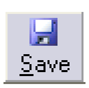


This command will clear all fields in the Item Detail section and allow the addition of a new item into the system's inventory database. It is available whenever an item is not being edited or a new item being added.

This command will allow all fields in the Item Detail section to be edited for the current item. The edited information is not entered into the system's inventory database until the Save command is issued. It is available whenever an item is not being edited or a new item being added.

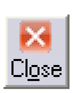


This command will remove the current item from the system's inventory database. You will be asked to confirm the deletion before it is cleared from the database. It is available whenever an item is not being edited or a new item being added.



This command commits the changes made to edited items and writes items which have been added to the system's inventory database. It is available whenever an item is being edited or a new item being added.

This command negates all changes made to an item which as edited or cancels the addition of items which have been added. It is available whenever an item is being edited or a new item being added.

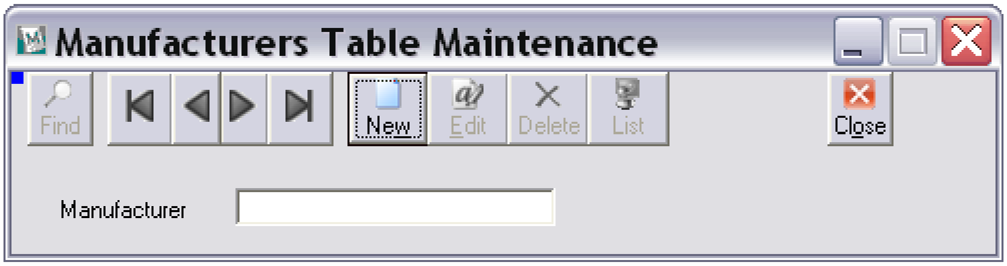


This command exits the Inventory Maintenance screen and returns the Manager or Administrator to the Maintenance Menu.

This command initiates a search among the entire inventory entered into the STS-L™ system. A list is displayed where you may choose an item. Once one is chosen from the list the item's information is displayed in the Item Details section. It is available whenever an account is not being edited or a new account being added.

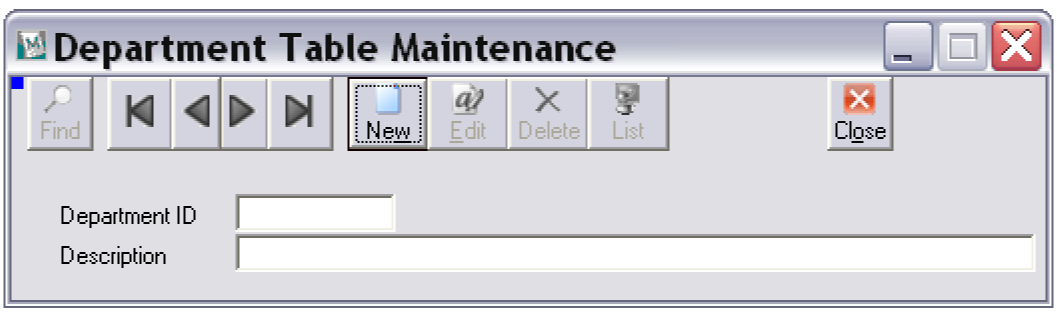
MANUFACTURERS LIST

This table allows the user to describe the various Manufacturers of sold goods or items and record this information to the database. The function keys on this are defined in the previous section. The functions may change slightly due to content of each individual table. After the new manufacturer has been entered and saved, the new information will be visible on the Inventory Maintenance Table.



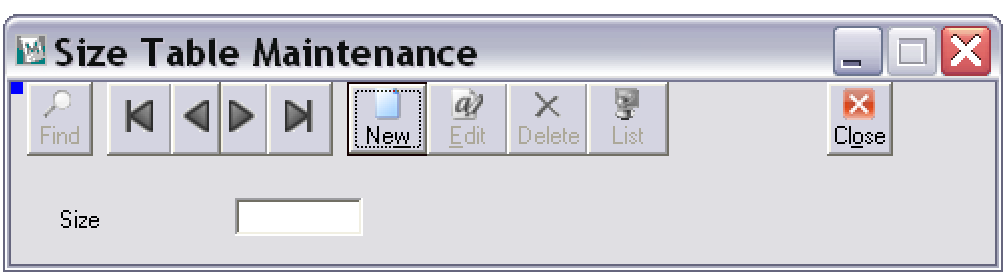
ITEM DEPARTMENTS

Inventory may be organized by Departments. This section allows these various Departments to be defined and added to the database. The function keys on this are defined in the previous section. The functions may change slightly due to content of each individual table. After the new department has been entered and saved, the new information will be visible on the Inventory Maintenance Table.



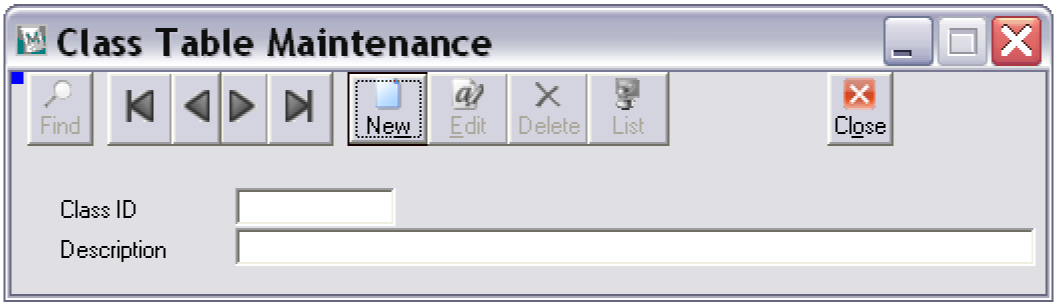
AVAILABLE SIZES

This table allows the user to describe all available sizes that inventory items may com in. Typical entries would be “Small”, “Medium”, “Large” etc. although any custom descriptions may be used. The function keys on this are defined in the previous section. The functions may change slightly due to content of each individual table. After the new size has been entered and saved, the new information will be visible on the Inventory Maintenance Table.

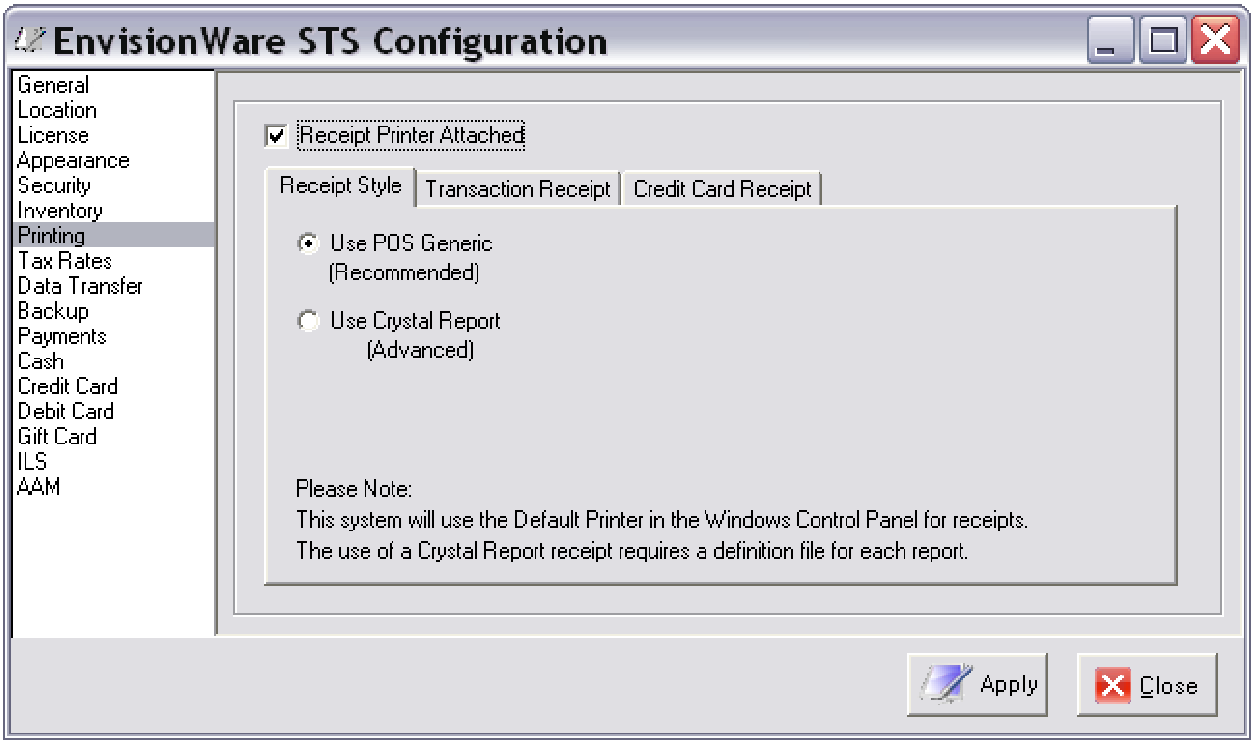


ITEM CLASSES

Inventory can also be organized by the class of the item being sold. This table allows the user to add additional classes to the database. The function keys on this are defined in the previous section. The functions may change slightly due to content of each individual table. After the new size has been entered and saved, the new information will be visible on the Inventory Maintenance Table.



Printing



RECEIPT STYLE

Check this option if this STS-L™ terminal has a receipt printer. If not, or if the printer is temporarily offline (for maintenance or other reasons), then this check box should be cleared.

- **Use POS Generic (Recommended)**

  Select this option if you wish to use the generic receipt printing routines which come with the STS-L™ software. These receipts are preformatted to fit the width of the paper used by most POS Receipt Printers. If you have requested a custom receipt format from your software vendor you would not use this option.

- **Use Crystal Report (Advanced)**

  The STS-L™ software has the ability to generate its receipts using a Crystal Report. This allows any organization which wishes to use a custom receipt format to do so. It supports POS Receipt Printers for standard size receipts as well as normal Printers for generating receipts using standard 8 ½" x 11" paper, or any custom paper size. This option is NOT standard and will not work unless receipt definition files have been provided by your software vendor. If you have requested a custom receipt format from your software vendor you should use this option.

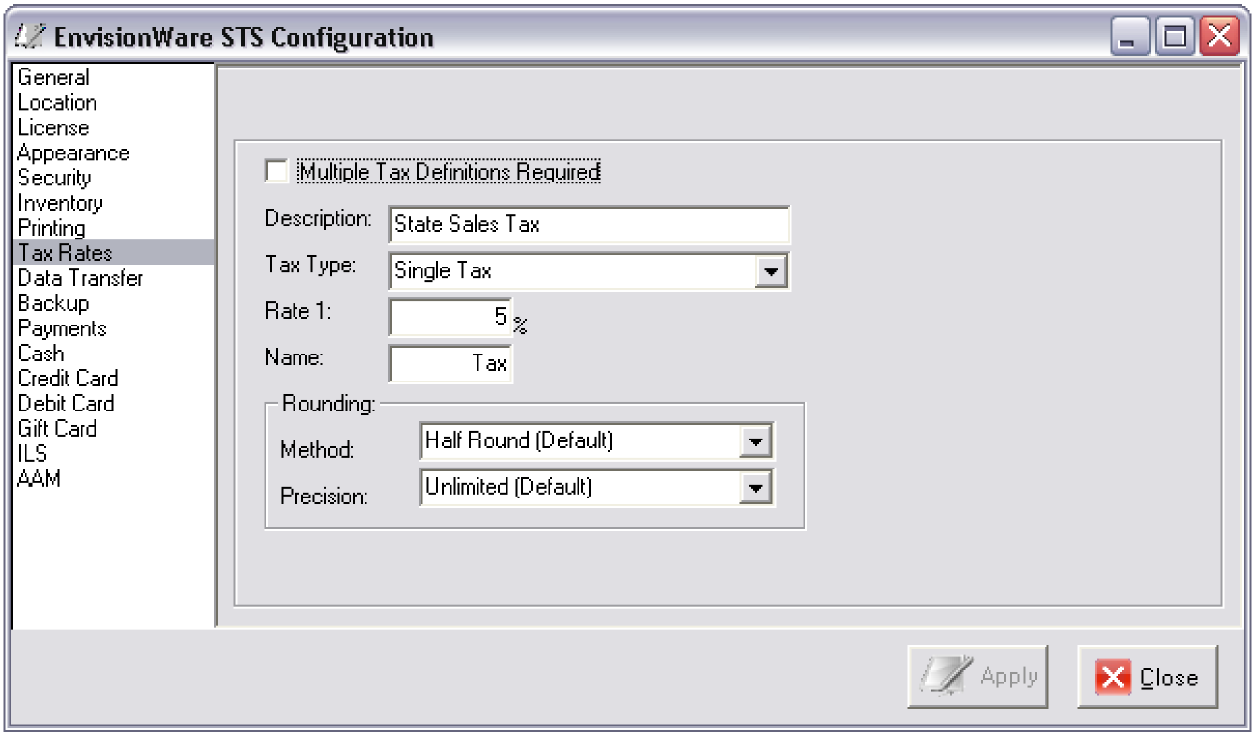
TRANSACTION RECEIPT

The tab allows for the option to enter a footer on the printed receipt (e.g. "Thank you and Have a Nice Day!", "All Sales are Final" etc.). This is not required and may be left blank.

CREDIT CARD RECEIPT

STS will print two receipts when a credit card transaction has been processed. The default setting for the merchant copy of the receipt is to not display the transaction details. Selecting this option allows you to print the transaction details on the merchant copy receipt.

Tax Rates



STS-L supports multiple tax rate definitions and allows you to define the appropriate tax rate and method which applies to the location of this store and register.

- **Within the United States**

  Most locations within the USA only have one applicable tax rate for state sales tax. Use the State Sales Tax option which is provided by entering the appropriate sales tax rate for the state in which the store is located and disregard the other options on this screen.

  **If you are also subject to a city or local tax, or sell items which have a special tax on them you must use advanced tax methods. These are documented below.

- **Outside the United States**

  If the country and province where this store is located have more than one applicable tax rate for the items which will be sold using STS-L, you must provide all applicable rates. If you are only subject to one rate, you may use the State Sales Tax option provided. You may change the description of this rate.

Tax Rounding

When computing tax amounts, all values resulting from calculations which are more precise than the lowest currency denomination must be rounded to the nearest appropriate currency value.

For example, in US currency this is 1/100th dollar (1 penny) and values are therefore rounded to 2 decimal places. This is the default behavior for the software.

By default, all amounts are rounded using the full calculated decimal value, however some municipalities and taxing agencies require rounding to be performed using a number of pre-determined precision. If a precision factor is specified (besides Unlimited), all amounts will be rounded using the specified level of precision only and values more precise than this are ignored.

How the rounding is actually performed is indicated by the rounding method chosen and may influence the resultant value of the calculation and therefore the amount of tax owed.

NOTE: If you are unsure of the rounding method and level of precision required by your taxing agency or government, please consult a tax professional before applying or altering these settings.

Rounding Methods

- **Half Round (Default)** – Any value whose decimal precision ends in a digit greater than or equal to 5 will be rounded up and less than 5 will be rounded down. All rounding is done symmetrically (away from zero).
- **Symmetrical Round Up** – All values are rounded away from zero to the required level of precision regardless of the digit the value ends in.

Precision Factors

- **Unlimited (Default)** - No precision factor is specified. All rounding will be performed to 2 decimal places using the full calculated value.
- **2 Decimals** - All values will be adjusted to 2 decimal places before rounding (negates additional rounding which could alter the value further).
- **3 Decimals** - All values will be adjusted to 3 decimal places before rounding.

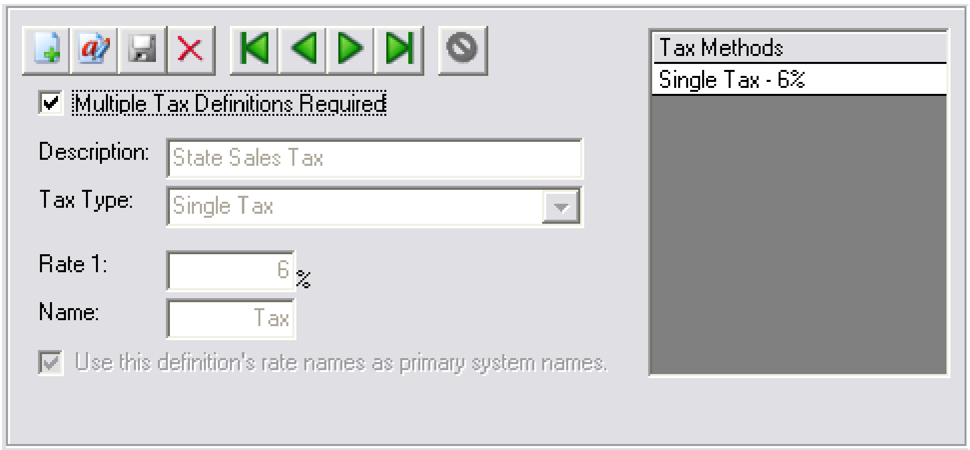
Example Tax Calculations:

Calculated Value	Rounding Method	Precision Factor	Resulting Tax Owed
.051	Half	Unlimited	.05
.055	Half	Unlimited	.06
.0545	Half	2 Decimals	.05
.0545	Half	3 Decimals	.06
.051	Symmetrical Up	Unlimited	.06
.051	Symmetrical Up	2 Decimals	.05
.051	Symmetrical Up	3 Decimals	.06
.0505	Symmetrical Up	2 Decimals	.05
.0505	Symmetrical Up	3 Decimals	.06

MULTIPLE TAX DEFINITIONS REQUIRED

If there is only one possible combination of tax rates for this store's location then leave this box unchecked. This would include locations which only require a state or province sales tax, and those which have state or province sales tax as well as federal or country sales tax.

If you must support more than one combination of applicable tax rates, for instance a different rate for certain products than for others, you must select this option and then provide each rate you must support. If this option is checked, the Tax Method table and Tax Control bar appear to allow you to manage multiple tax rates and methods.



They are listed in the Tax Methods table in order of entry and appear as the method followed by the applicable rates for that method.

TAX TYPE

There are three supported methods for tax computation in STS-L. They are described below:

- **Single Tax**

  Items sold in STS-L have tax computed on them by multiplying the item price by a single tax rate.

- **Double Tax**

  Items sold in STS-L have tax computed on them by multiplying the item price by two tax rates. Both rates are calculated from the original item price.

  Example: An item is sold for $10.00. There is a Double Tax defined with two rates. One is 5% and the other is 7%. The item will be taxed according to the first rate for $0.50, and then taxed according to the second rate for $0.70. The total price, including tax, for this item will be $11.20.

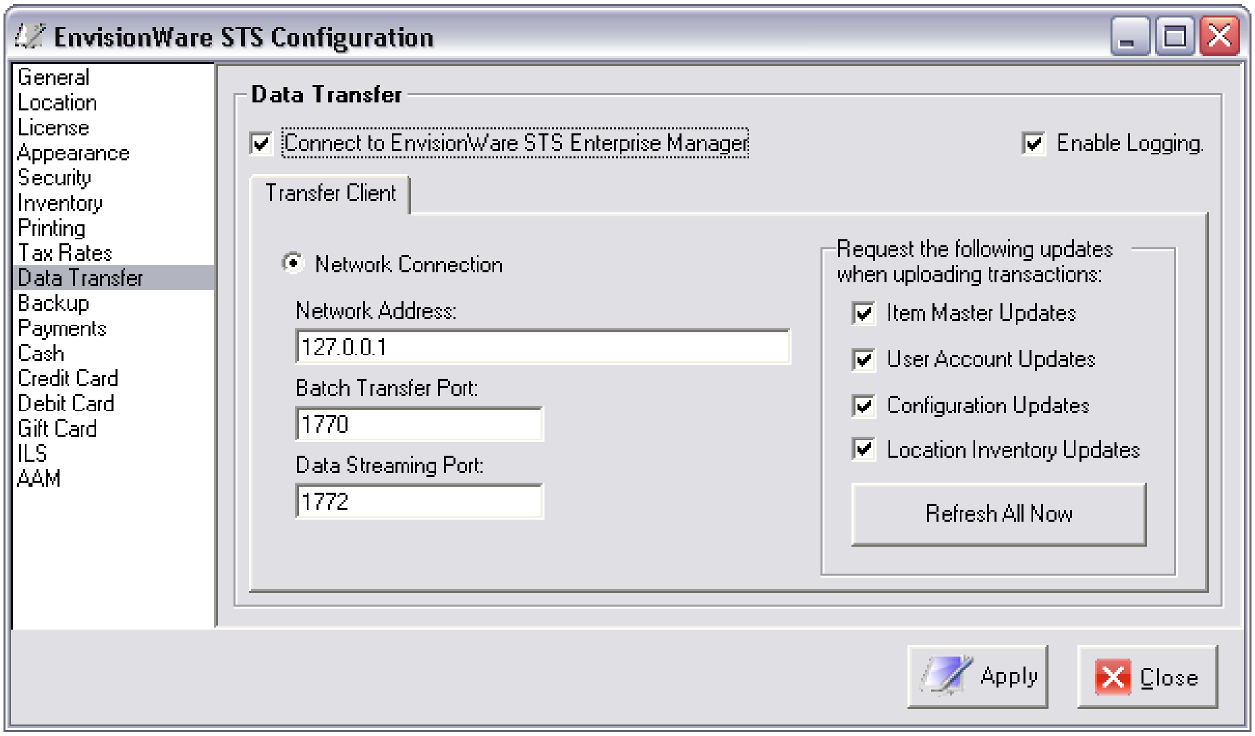
- **Compound Tax**

  Items sold in STS-L have tax computed on them by multiplying the item price by the first rate and then that total by the second rate. Tax is therefore compounded on this item.

  Example: An item is sold for $10.00. There is a Compound Tax defined with two rates. One is 5% and the other is 7%. The item will be taxed according to the first rate for $0.50, and then taxed according to the second rate for 7% of $10.50. The total price, including tax, for this item will be $11.24.

PLEASE NOTE: A tax rate of zero (i.e. non-taxable) is included by default and is not listed here. Do NOT count "non-tax" as a separate tax rate.

Data Transfer



STS-L has the ability to connect to a STS Manager™ which can manage multiple STS-L terminals in multiple physical locations from a central server.

CONNECT TO STS MANAGER

If you will be connecting to a STS Manager™ you must check this option and then select the appropriate connection method you will be using. If you will not be connecting to a STS Manager™ server, then you should leave this option unchecked. STS Manager™ is a separate server application and is not included with the STS-L software. If you are not connecting to a STS Manager™, you may skip the rest of this section.

NETWORK CONNECTION

Use this option if connecting through a Local Area Network (LAN) or a high speed internet connection. If using a network connection, you must provide the following:

- **Network Address**

  This is the network or internet address of the STS Manager™ server. It can be entered as an IP address or as a Fully Qualified Domain Name (FQDN).

- **Batch Transfer Port Number**

  This is the port number on the server to connect to for the transfer of files or large amounts of data. Valid IP ports are in the range of 1 to 65,535.

- **Data Streaming Port**

  This is the port number on the server to connect to for issuing commands to request or transmit specific information or actions. Valid IP ports are in the range of 1 to 65,535.

REQUEST THE FOLLOWING UPDATES WHEN UPLOADING TRANSACTIONS

- **Item Master Updates -** Use this update command to send all updates pertaining to the Item Master to the respective recipient(s).

- **User Accounts Update -** This update command will collect all updated information from the User Accounts database and transfer the information to the respective recipients.

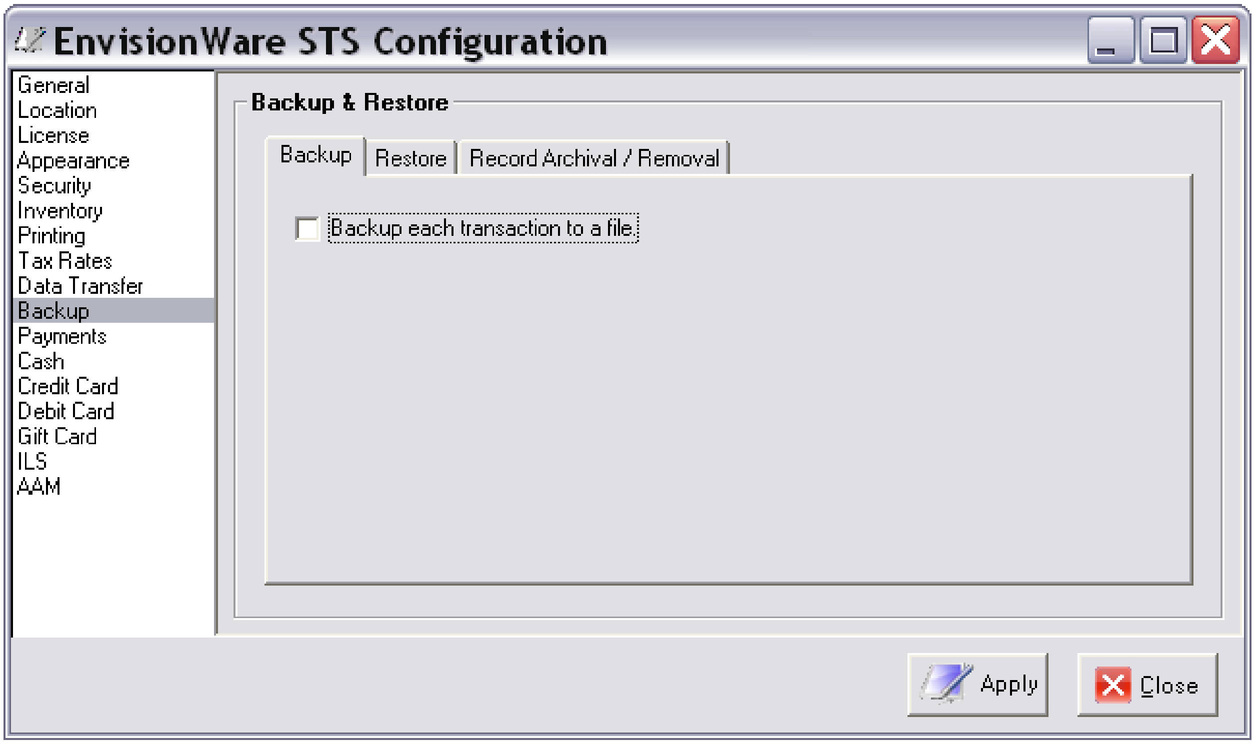
- **Configuration Update -** Any updates to the Configuration module will be transferred to the respective recipients using this command.

- **Location Inventory Updates** - Any updates to the item inventory count will be transferred to the respective recipients using this command

ENABLE LOGGING

Check this box if you wish to record communications between STS and the STS Manager™ to a log file. The file name is "NetXferLog.log" by default and can be found in the "\Logs" folder in the STS installation directory.

Backup



<u>BACKUP EACH TRANSACTION TO A FILE</u>

STS-L™ supports copying its transactions throughout the day to an alternate location as well as the main database. This protects transaction records in the event of data corruption or loss of a database. It is not required, but if you wish to backup all transactions to an alternate location you may select this option. If you enable this option you must enter a path in the Location field.

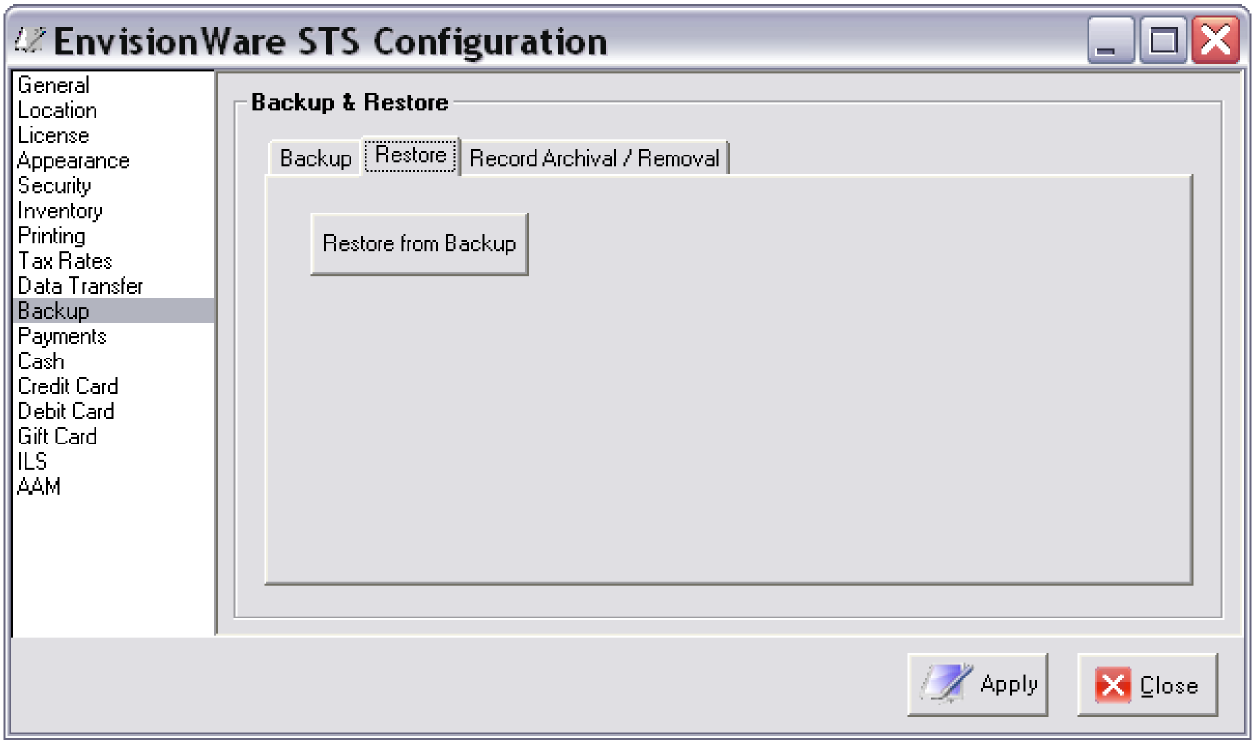
<u>LOCATION</u>

If you have enabled Transaction Backup, provide the location of the folder you wish to have the backup files copied to. Click the button next to this field to browse available folders on this computer for a location to use for backups.

*Note: Transaction Backup files are a temporary data safeguard and are not meant to replace regular system and database backups. These files are only kept in the backup directory for 30 days, after which they are purged.

Common backup locations would include USB Storage devices such as thumb drives and External Hard Drives as well as any network location on another computer. If you will be backing up to a location on the same computer that you will be running the software from, you should chose a separate physical disk as the backup location if one is available.

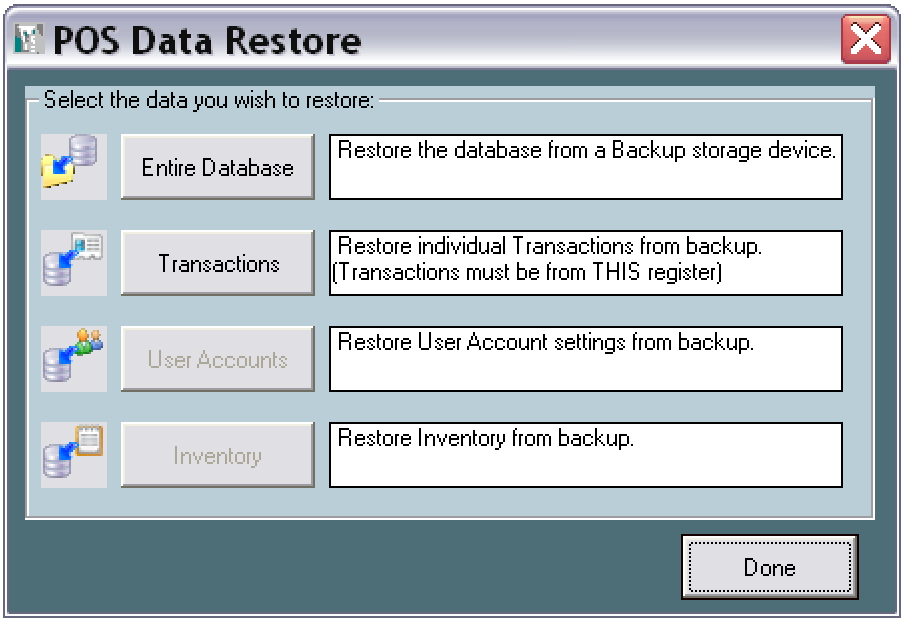
RESTORE



RESTORE FROM BACKUP

Transactions which have been recorded to a backup location may be restored into the database from here. Alternately, you may restore an ENTIRE STS database from backup if the current one is damaged or contains incorrect data. User Accounts and Inventory may also be restored from a backup copy. This can also be used as an import tool.

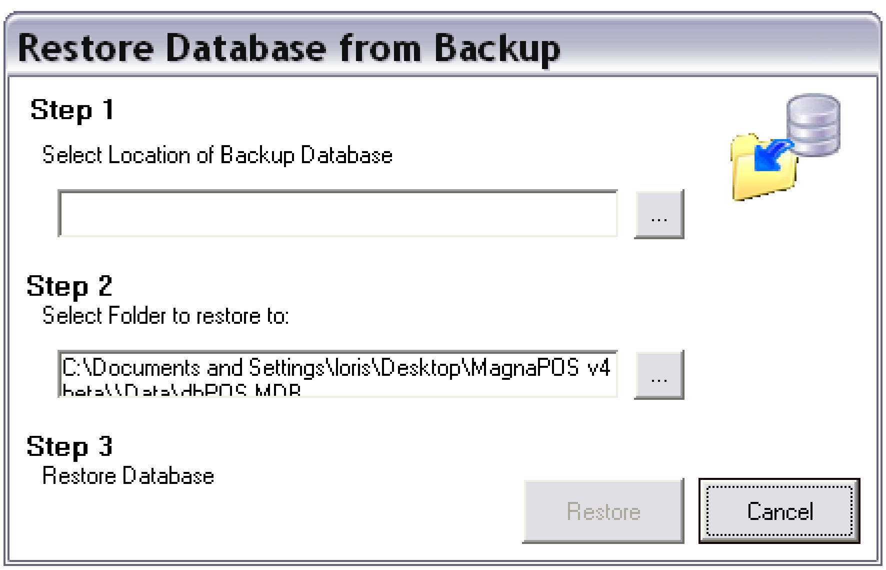
The backup files are stored in XML format and can be cataloged for bulk inserts here.



ENTIRE DATABASE

Press this to begin restoration of an entire STS database from a backup location. Follow the onscreen instructions to perform this operation.

NOTE: IF YOU RESTORE AN ENTIRE DATABASE FROM BACKUP THE CURRENT DATABASE WILL BE OVERWRITTEN AND ITS DATA WILL BE LOST. THIS TASK SHOULD ONLY BE PERFORMED BY YOUR NETWORK OR SYSTEMS ADMINISTRATOR.



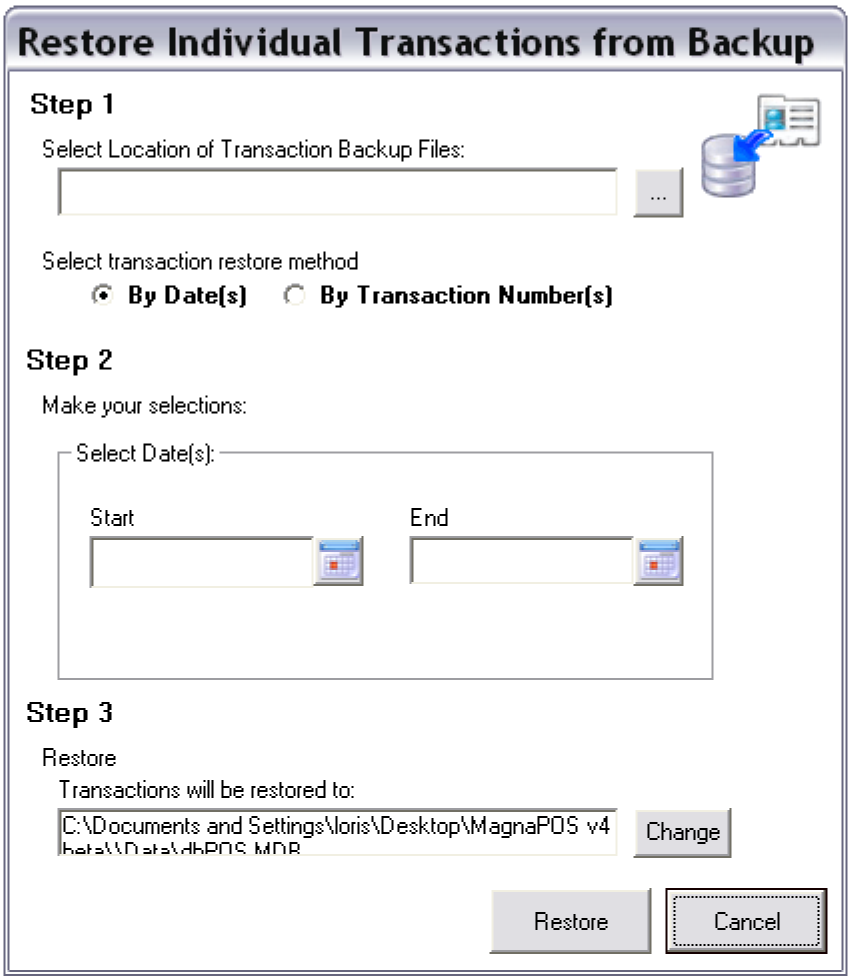
TRANSACTIONS

Press this button to restore individual transactions from a backup location. This would be used if a transaction is lost or incomplete or when rebuilding a database after loosing data. Restorations can be made for a range of dates or on an individual basis by Transaction Number.

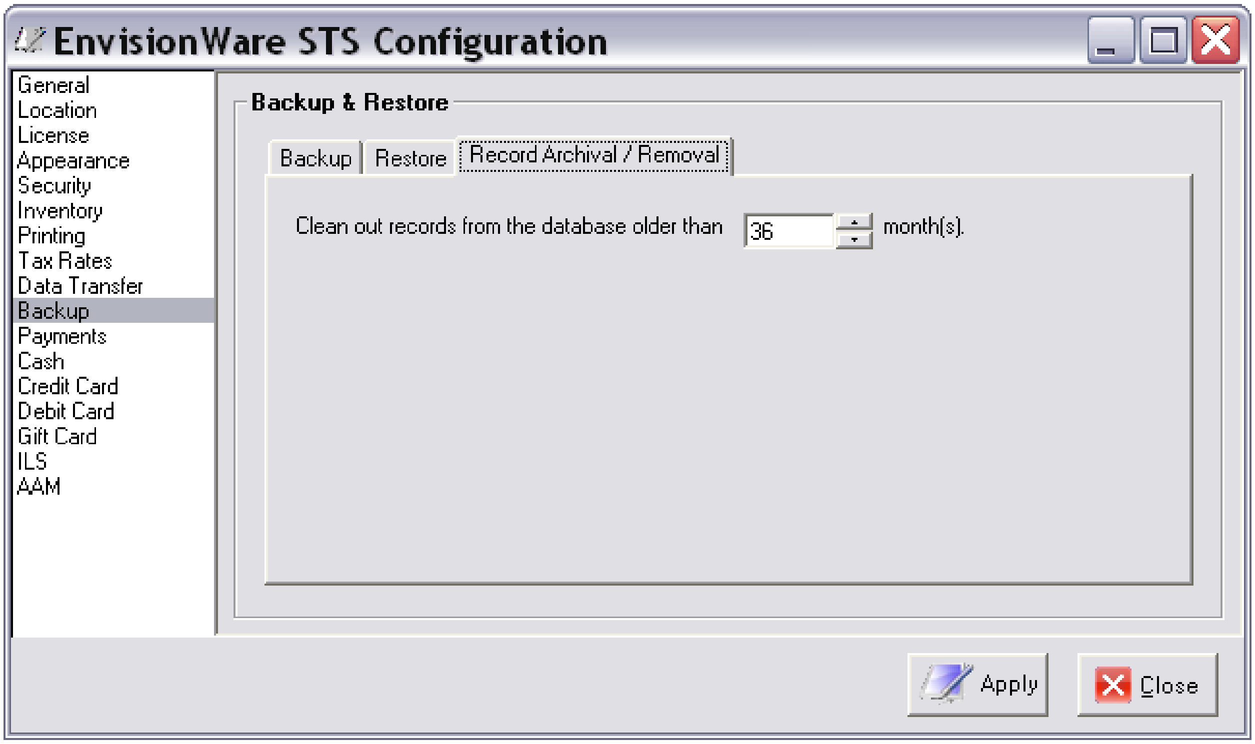
**If selecting by Transaction Number, the numbers loaded into the list will be those actually contained in each backup file present in the directory selected in step 1.

Follow the onscreen instructions to perform this operation.

NOTE: IF YOU RESTORE A TRANSACTION FROM BACKUP THE DETAILS OF THE TRANSACTION WILL BE OVERWRITTEN IF PRESENT IN THE DATAFILE. THIS MAY RESULT IN DATA LOSS. THIS TASK SHOULD ONLY BE PERFORMED BY YOUR NETWORK OR SYSTEMS ADMINISTRATOR.

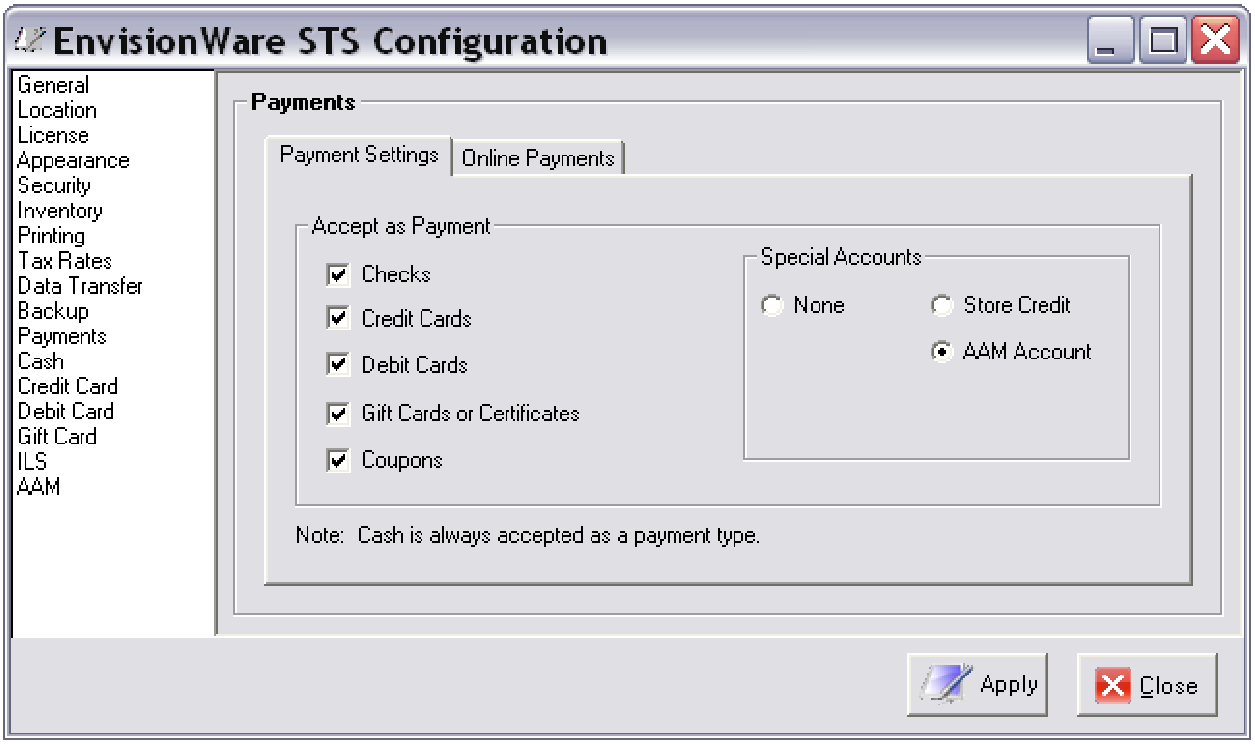


RECORD ARCHIVAL/REMOVAL



Within the point-of-sale system is the Manager's Menu (see the Manager Functions section in this manual for more details) that contains a function entitled "Clean System". By default this function will allow the user to purge transaction records in the database that are older than 36 months (3 years) old. This time frame can be changed using this configuration option. Enter the desired timeframe for deletion and the next time the Clean System function is used any transaction older than this timeframe will be removed from the database.

Payments

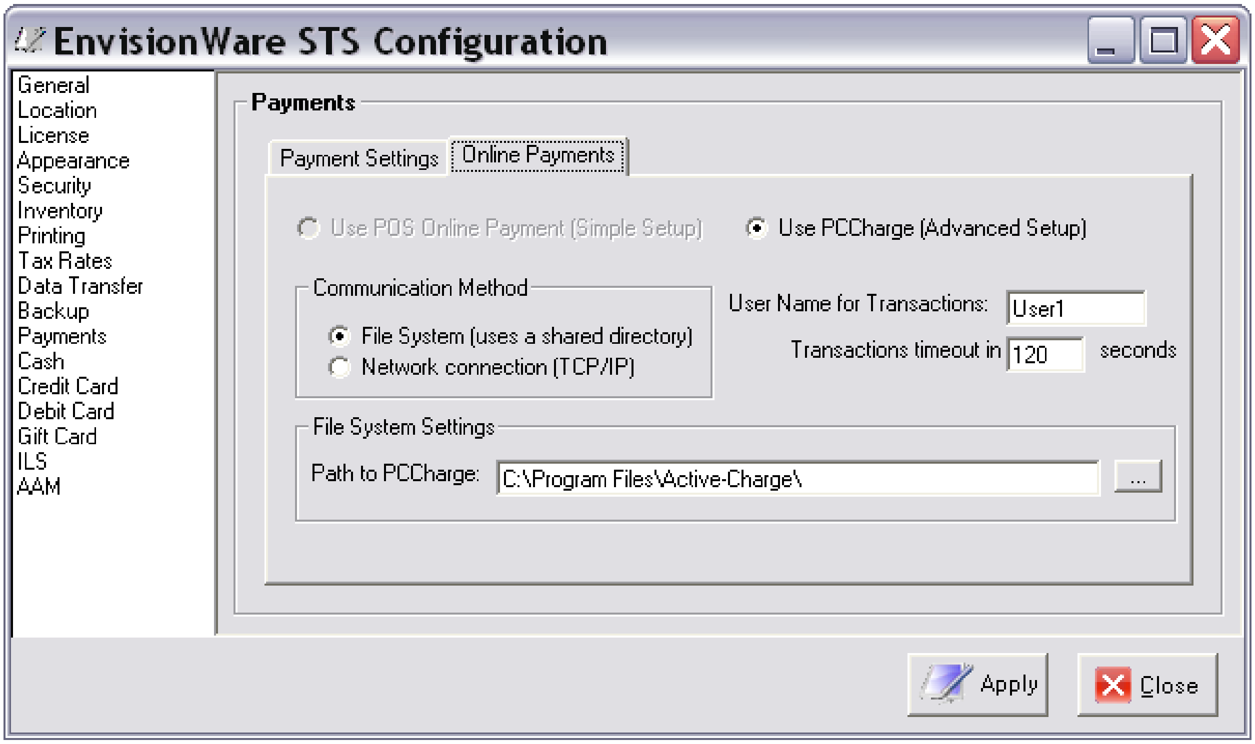


PAYMENT SETTINGS

- **ACCEPT AS PAYMENT** – A variety of payment types are accepted in this version of STS. If your organization does not accept a form(s) of payment remove the check mark from the appropriate checkbox. The disabled form(s) of payment will be disabled on the Payment Screen in the point-of-sale. In addition, some of the payment forms listed will also remove (if disabled) the option to make changes in the configuration program (i.e. Debit Cards, Credit Cards). **Please note that Cash is the default payment method and will always be accepted as a form of payment. The cash option is always available and cannot be disabled.**

- **SPECIAL ACCOUNTS –** STS has the option to opt for certain types of special accounts that may be available to your organization. These special accounts may include Store Credit or AAM Accounts (which are both described in the Using STS section of this manual.

ONLINE PAYMENTS



- **Use POS Online Payment (Simple Setup)** – This option is not available for this version of STS.
- **Use PCCharge (Advanced Setup) –**

COMMUNICATION METHOD

File System (Uses a shared directory)

PATH TO PCCHARGE

This is the path where the PCCharge™ software can be found on this computer or on your network. STS™ uses the PCCharge™ payment software provided by GoSoftware, Inc to process requests for credit approvals. It should have been purchased along with and installed at the same time as the STS™ software. If you do not have a license for PCCharge™ or do not have it installed on this register or another register in your network, you will not be able to use Online Credit Processing.

Network Connection

NETWORK CONNECTION SETTINGS

- **IP ADDRESS –** This is the network or internet address of the PCCharge Payment Server. It can be entered as an IP address or as a Fully Qualified Domain Name (FQDN).
- **PORT NUMBER –** This is the port number on the PCCharge Payment Server to connect to for communications. Valid IP ports are in the range of 1 to 65,535.

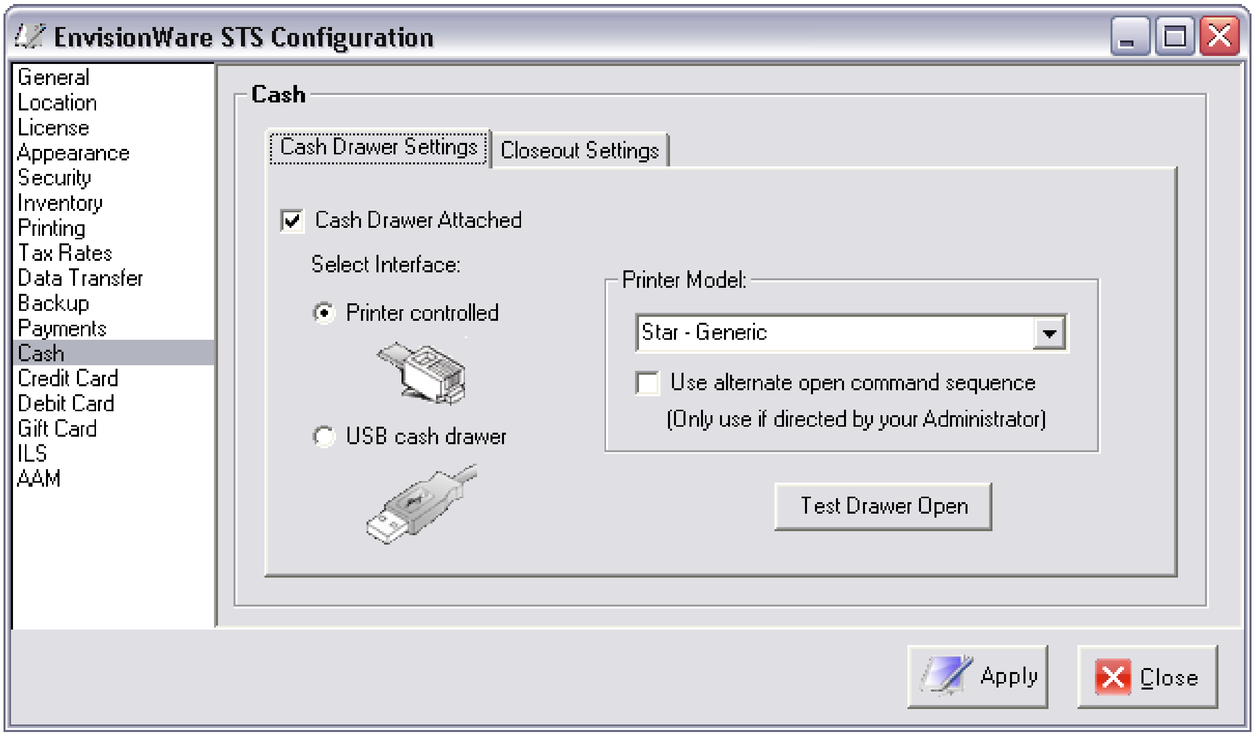
USER NAME FOR TRANSACTIONS

This is the user name for PCCharge. It SHOULD NOT be changed except by your system administrator. The default user name is “User1”.

TRANSACTION TIMEOUT

This is the amount of time the STS™ will wait for a response from the PCCharge software for a transaction approval before giving up and reporting an error. The default value is 120 seconds.

Cash



CASH DRAWER SETTINGS

Check this option if this STS-L™ terminal has a cash drawer. If not, or if the drawer is temporarily unavailable (for maintenance or other reasons), then this check box should be cleared.

- **Drawer Amount**

  This is the amount of cash that this register will begin each transaction day with. STS-L will use this figure in calculating the total of cash, checks, and credit payments which should be present when performing drawer closeout at the end of each day or shift.

- **Cash Drawer Interface – Printer Controlled**

  Use this option if your Cash Drawer is controlled by your POS Receipt Printer. See the "Hardware" section of this Manual for more details on supported printer types and how to connect them to the STS-L™ terminal.

- **Cash Drawer Interface – USB Cash Drawer**

  Use this option if your Cash Drawer is directly connected to the STS-L™ terminal using a standard USB cable and is not connected to your POS Receipt Printer. See the "Hardware" section of this Manual for more details on supported printer types and how to connect them to the STS-L™ terminal.

- **Printer Model**

  This drop down menu consists of a list of STS-L compatible printers. Use the drop down box to select the desired printer.

- **USB Drawer Information**

  If the cash drawer interface is USB, select a cash drawer model type from the drop down menu. The status area will indicate whether the drawer is open or closed. This is for testing purposes.

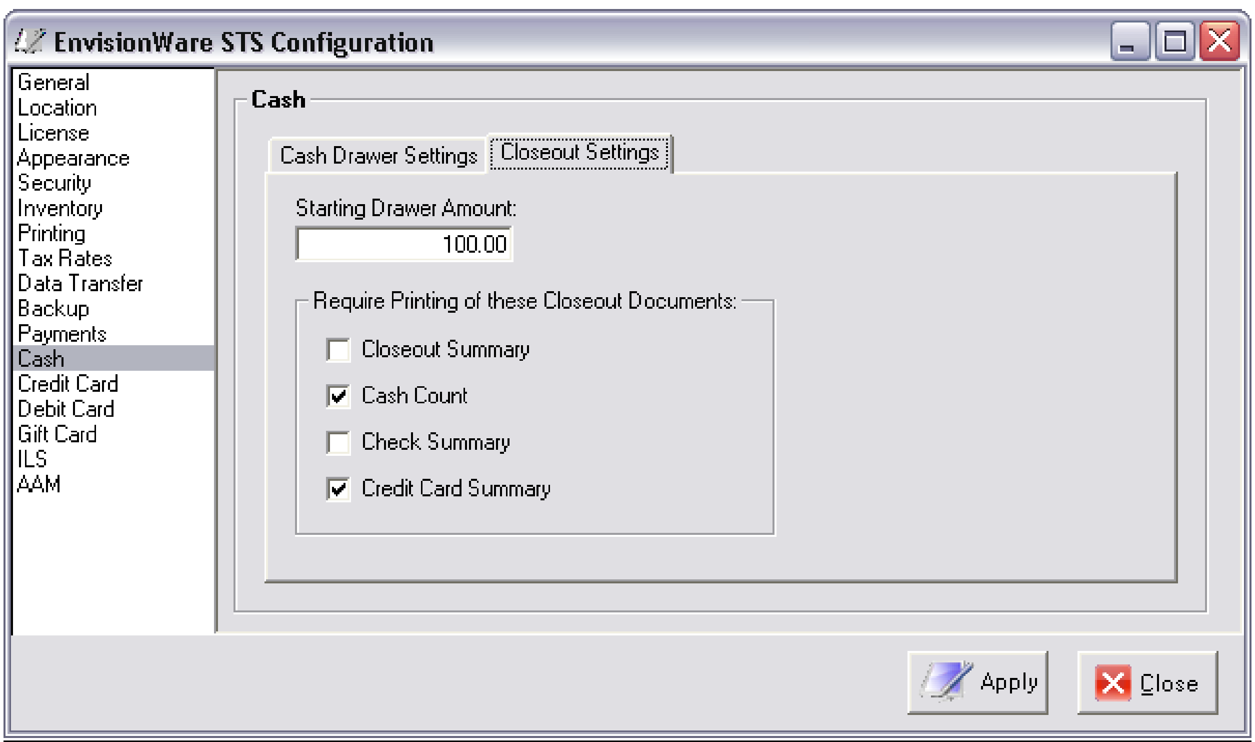
- **User Alternate Open Command Sequence**

  Some printer models have an alternate command setting (usually a generic command code) that can be used in case of printer issues or preferences. STS-L will automatically use the default command code. This setting should not be changed unless directed by the system administrator.

- **Test Drawer Open**

  After selecting a cash drawer option and printer model, select this option to test the operation of the cash drawer to make sure the hardware is working properly. If the drawer does not open please check settings and try again.

CLOSEOUT SETTINGS



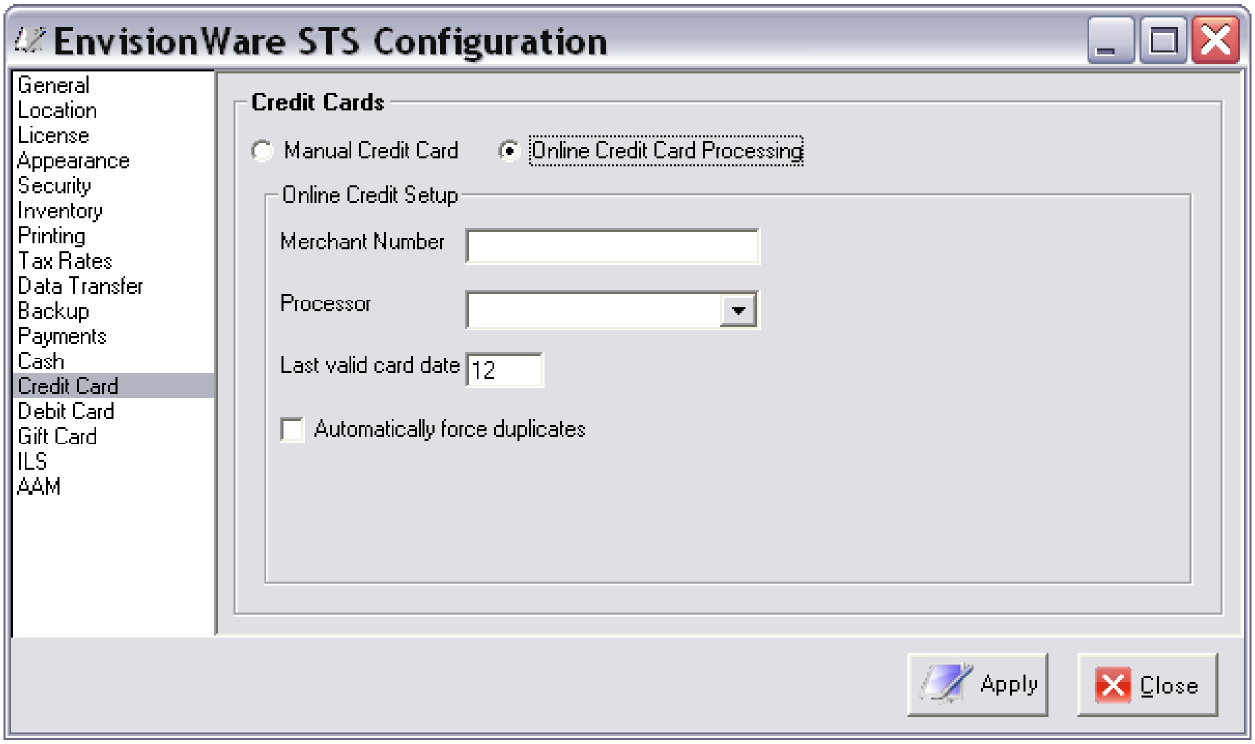
- **Starting Drawer Amount**

  This is the amount of cash that this register will begin each transaction day with. STS-L will use this figure in calculating the total of cash, checks, and credit payments which should be present when performing drawer closeout at the end of each day or shift.

- **Require Printing of These Closeout Documents**

During closeout there are 4 reports that are generated that related to closeout and daily sales for that register. If the user is required to print one, some or all of the reports available, place a checkmark in the box next to the require report. If, when the Finish function is selected the user has not manually printed the required reports, STS will automatically print these reports for the user.

Credit Card



NOTE: To disable this form of payment select the payments tab in the configuration program and remove the check mark from the box labeled *Credit Cards*.

STS™ can process credit card payments directly with a Processing organization with which you have set up a Merchant Services Account. More information on setting up an account with a Merchant Service Provider is available from you software vendor.

MANUAL CREDIT CARD

If you will not be processing credit card transactions directly in STS™, but will be accepting them as a form of payment you may select this option. Use option if using a separate card processing device provided by your bank or Merchant Service Provider. Credit card payments will be recorded in STS™ as "Manual" payments and are handled differently than "Online" payments. The option to require an authorization code to be entered if a manual credit card transaction is processed is available by selecting the option.

ONLINE CREDIT CARD PROCESSING

Select this option if you have a Merchant Services Account with a provider, have purchased the credit card module for STS™ and will be processing credit payments directly in STS™. If this option is selected, the box entitled Online Credit Setup appears and you must configure this STS™ register to work with your Merchant Account.

MERCHANT NUMBER

This is the number of your Merchant Services Account (and sometimes Terminal ID) which is provided by your Merchant Services Provider. If unsure, ask your bank or network administrator for this information.

PROCESSOR (MERCHANT SERVICE PROVIDER)

Select your processor from the list of supported Processors in the drop-down menu. If you do not see your Processor listed, it may not be supported by STS™. Your Processor is not necessarily the Bank who is providing your Merchant Services Account. If unsure, ask your bank or network administrator for this information.

LAST VALID CARD DATE

Credit cards have an expiration date on them. This value is the year of expiration up to which STS™ will accept credit cards. If a card's expiration date later than the year specified, STS™ will reject the card. The default value is 12 meaning "2012". This should be sufficient for several years, however would be changed as the last valid year approaches.

AUTOMATICALLY FORCE DUPLICATES

STS™ recognizes if a sale was made for the **same amount** for the **same day** for the **same card**. If these conditions are true it assumes there has been a mistake and rejects the payment or prompts the cashier for action. If this option is selected, it will accept the payment regardless of whether these conditions are true and the cashier will not be prompted for a resolution.

PROCESSOR SPECIFIC SETTINGS

Some processors provide other options that may not be available to other processors. A few of these options are listed below. The only options for the processor you have selected will be displayed on the screen once it has been selected. These options below may not apply you the processor you have selected, so disregard the ones that do not apply. Please note that some processors may have these options built automatically into their system but cannot be disabled.

- **AUTOMATIC SETTLEMENT**

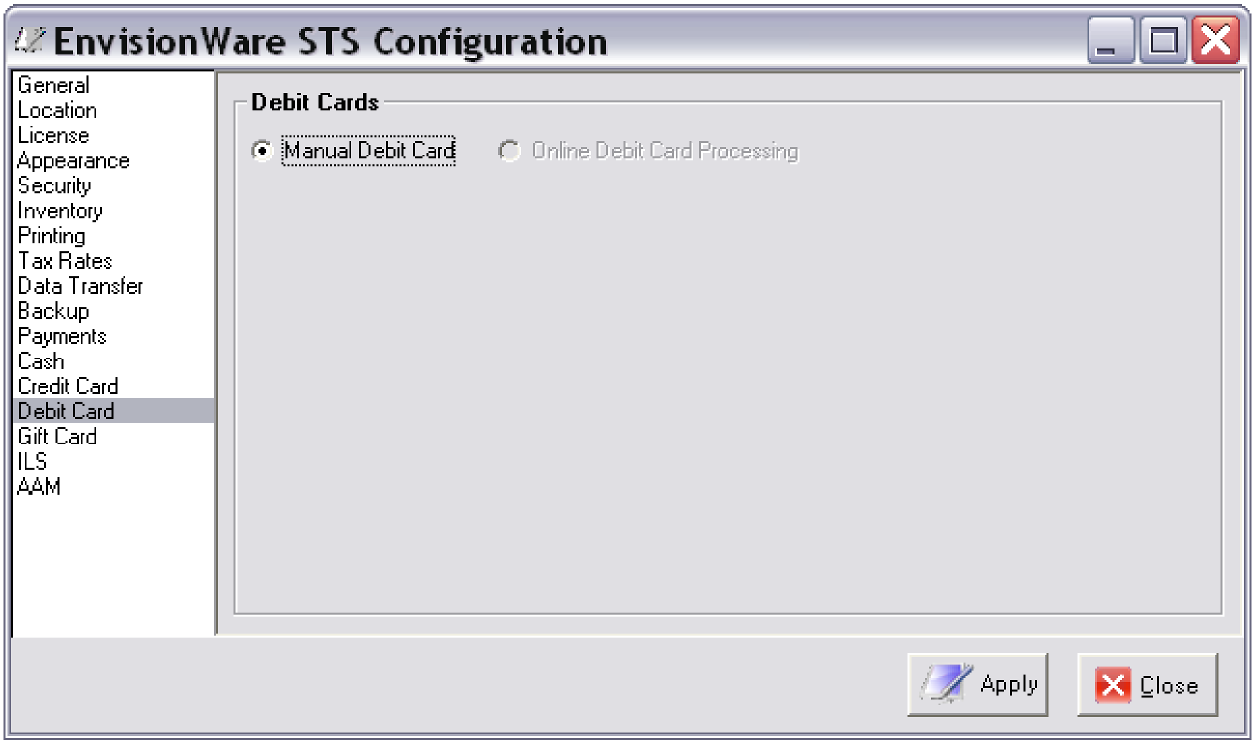
  Some Processors will automatically settle the day's batch of credit payments for you. Others require you to initiate a manual settlement through the STS™ software. STS™ supports both. This information should be provided by your bank or Merchant Service Provider when you sign up for your account.

  **This information should be set by your system or network administrator and SHOULD NOT BE CHANGED without specific knowledge of the ramifications of doing so. Changing this information may result in the inability to accept credit cards and receive valid transaction approvals.

Other Merchant-based options:

- TERMINAL BASED SETTLEMENT
- ACCEPT CORPRATE PURCHASING CARDS
- VERIFY CARDHOLDERS ADDRESS IF NOT SWIPED
- VERIFY CARD VERIFICATION VALUE IF NOT SWIPED

Debit Card



NOTE: To disable this form of payment select the payments tab in the configuration program and remove the check mark from the box labeled *Debit Cards*.

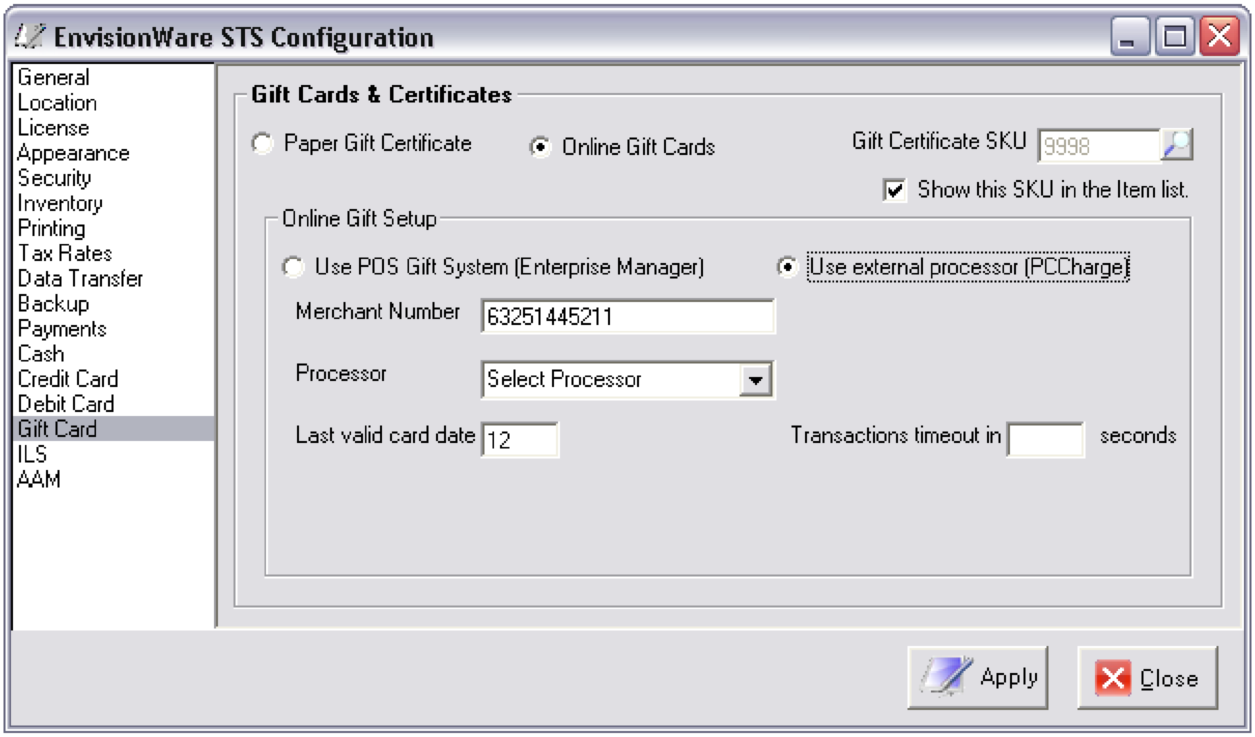
MANUAL DEBIT CARD

If you will not be processing debit card transactions directly in STS-L™, but will be accepting them as a form of payment you may select this option. Use this option if using a separate card processing device provided by your bank or Merchant Service Provider. Debit card payments will be recorded in STS-L™ as "Manual" payments and are handled differently than "Online" payments. The option to require an authorization code to be entered if a manual debit card transaction is processed is available by selecting the option.

ONLINE DEBIT CARD PROCESSING

The option is not available in this version of STS-L™. Please contact your software vendor for more information regarding this feature.

Gift Card



NOTE: To disable this form of payment select the payments tab in the configuration program and remove the check mark from the box labeled *Gift Cards*.

PAPER GIFT CERTIFICATES

Use this option if you have not purchased the Online Credit Card Module for STS™ or do not have an account with a Gift Services Provider. This option will instruct STS™ to accept gift payments as paper gift certificates, not electronic gift cards. If this option is selected, the box entitled Online Gift Setup disappears and no options in that section have to be configured.

ONLINE GIFT CARDS

Select this option if you have an Account with a Gift Services Provider and will be processing electronic gift card payments directly in STS™. This option requires the credit card module for STS to have been purchased and installed. If this option is selected, the box entitled Online Gift Setup appears and you must configure this STS™ register to work with your Merchant Account.

- **Use POS Gift System (Enterprise Manager) –** This option is not available for this version of STS.

- **Use External Processor (PCCharge):**

GIFT CERTIFICATE SKU

If you will be using Online Gift Cards, you must indicate which SKU from inventory represents your sale of a new Gift Card. When this SKU is selected for sale in the STS™ application, the user will be prompted for a Gift Card number to activate or add value to. If this field is blank, the system will not activate new gift cards when they are sold from inventory.

PROCESSOR (GIFT SERVICE PROVIDER)

Select your processor from the list of supported Processors in the drop-down menu. If you do not see your Processor listed, it may not be supported by STS™. If unsure, ask your network administrator for this information.

MERCHANT NUMBER

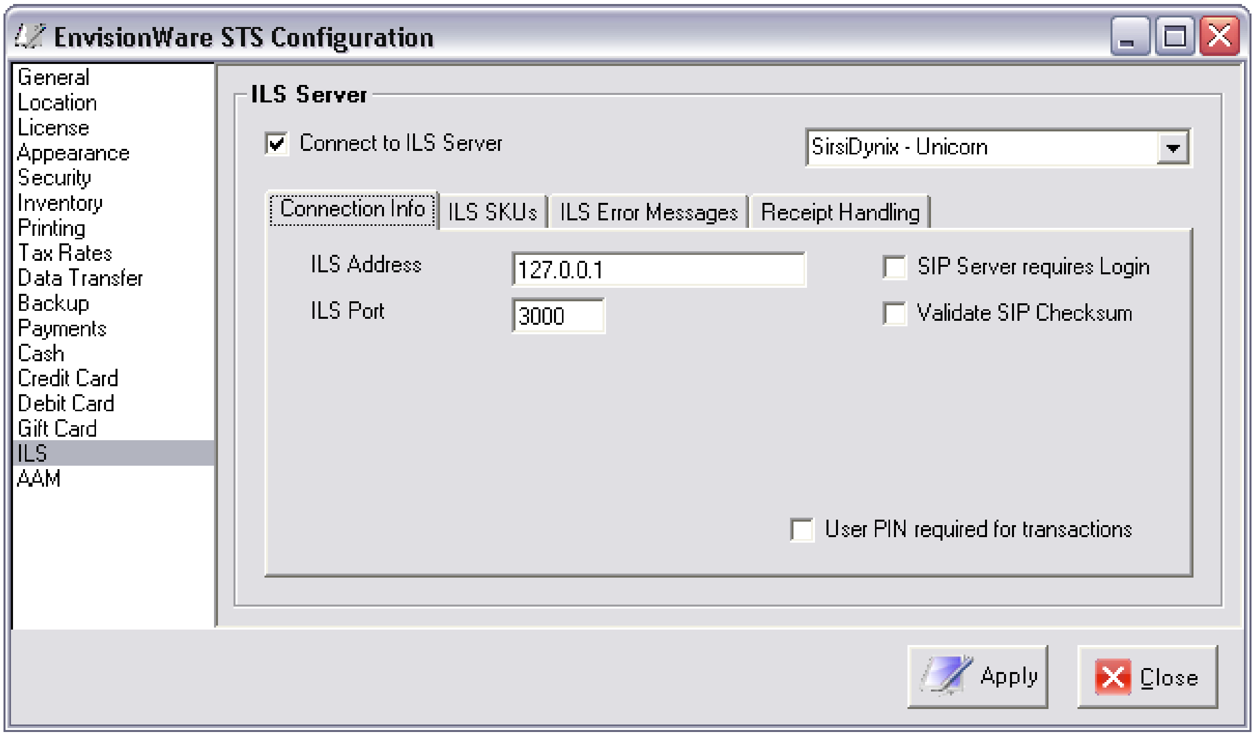
This is the number of your Merchant Services Account (and sometimes Terminal ID) which is provided by your Gift Services Provider. If unsure, ask your network administrator for this information.

LAST VALID CARD DATE

Some Gift Cards have an expiration date on them. This value is the year of expiration up to which STS™ will accept gift cards. If a card's expiration date later than the year specified, STS™ will reject the card. The default value is 12 meaning "2012". This should be sufficient for several years, however would be changed as the last valid year approaches.

If your Gift Cards which were provided by your Gift Services Provider do not have expiration dates, this information is meaningless and can be left blank.

ILS



STS-L has the capability to communicate with an Integrated Library System (ILS) server to manage patron accounts, and allows for payment in STS-L of fines which appear on their account. This information is provided by your network administrator and should not be entered arbitrarily. Be sure that all information is correct. In order to connect to an ILS server, you will need to know the following:

ILS TYPE

This Drop down menu will allows you to select the type of ILS that the system is using. The type of information needed varies depending on the type of ILS selected

ILS ADDRESS

This is the network or internet address of the ILS server. It can be entered as an IP address or as a Fully Qualified Domain Name (FQDN).

ILS PORT

This is the port number on the ILS server to connect to for communications. Valid IP ports are in the range of 1 to 65,535.

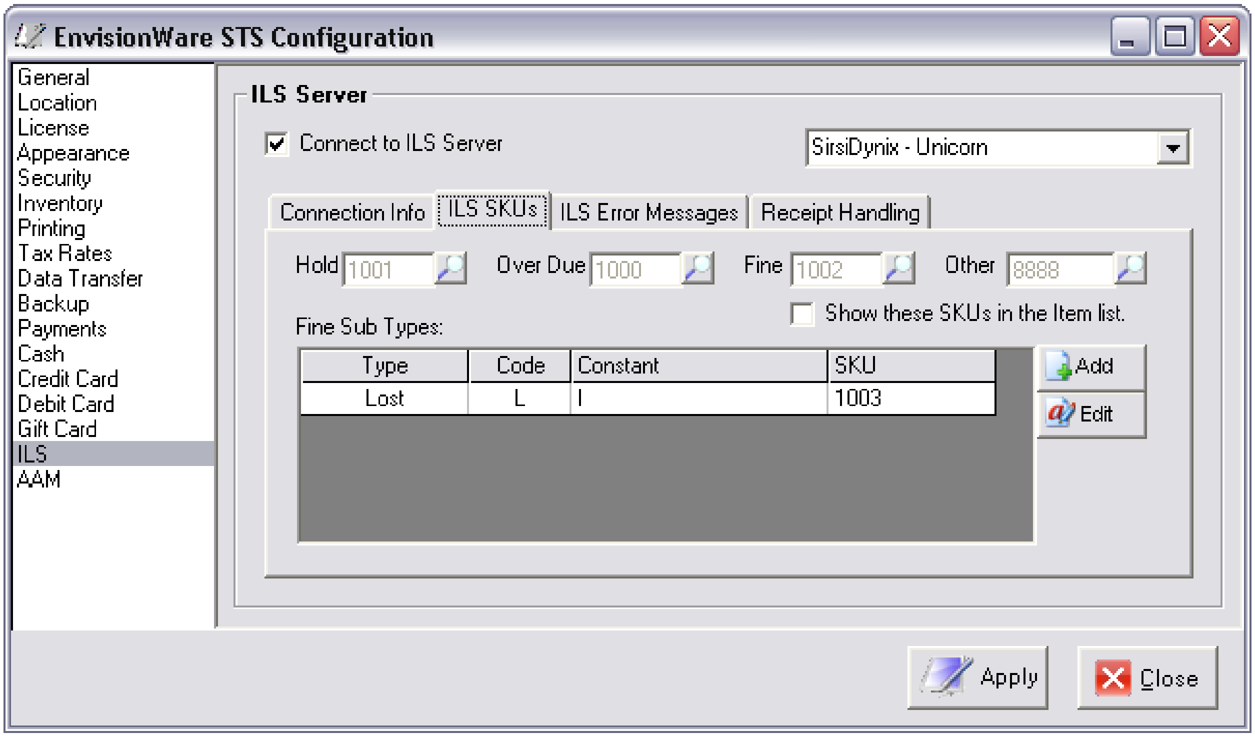
PASSWORD (for SirsiDynix Only)

This field is only required if *SirsiDynix - Unicorn* is selected as the ILS server. *SirsiDynix - Unicorn* requires this password to initiate the SIP connection.

Certain ILS servers will also require specific connection or logon information. This will be provided by your network administrator.

**This information should be set by your system or network administrator and SHOULD NOT BE CHANGED without specific knowledge of the ramifications of doing so. Changing this information may result in the inability to connect to your ILS server.

ILS SKUs



If connecting to an ILS server, you have the option of assigning unique SKUs (inventory numbers) for items reported by the ILS server and paid for in STS-L.

Show these SKUs in the item list – Select this option if you would like the designated ILS SKU's to appear in the drop down inventory menu in the main sales screen. If this option is not selected only transactions coming straight from the ILS server will show these ILS SKUs (recommended).

HOLD

This is the SKU for fees charged for reserving a book for a patron.

OVERDUE

This is the SKU for fees charged for overdue books.

FINE

This is the SKU for processing fees and fines not related to lost or damaged items.

OTHER

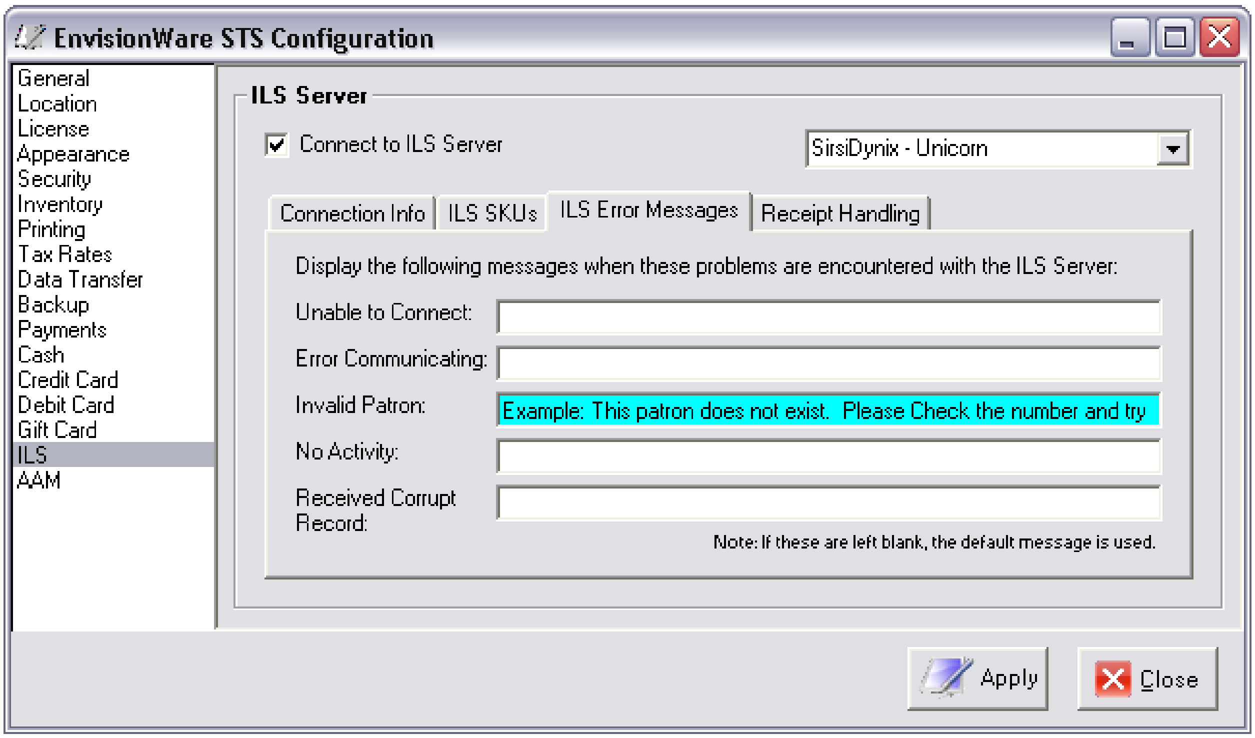
This is the SKU for items reported by the ILS which may not match any known SKU. It is a default "catch-all" for unknown items.

LOST CONSTANT

Items are identified by the ILS to STS-L as lost or damaged at the same time as fines. In order to differentiate them, STS-L must know which phrase to look for in the record.

**This information should be set by your system or network administrator and SHOULD NOT BE CHANGED without specific knowledge of the ramifications of doing so.

ILS ERROR MESSAGES



The user has the option to change the default error messages that appear when the problems list above are encountered. If the field is left blank STS will automatically use the default messages the come with installation. The default messages for each encounter are listed below:

Unable to Connect: *"Your request cannot be processed at this time the ILS server cannot be contacted"*

Error Communicating: "*A time out or error occurred while communicating with the ILS server. The details of this patron's record cannot be retrieved at this time".*

Invalid Patron: *"This patron cannot be located in the ILS system"*

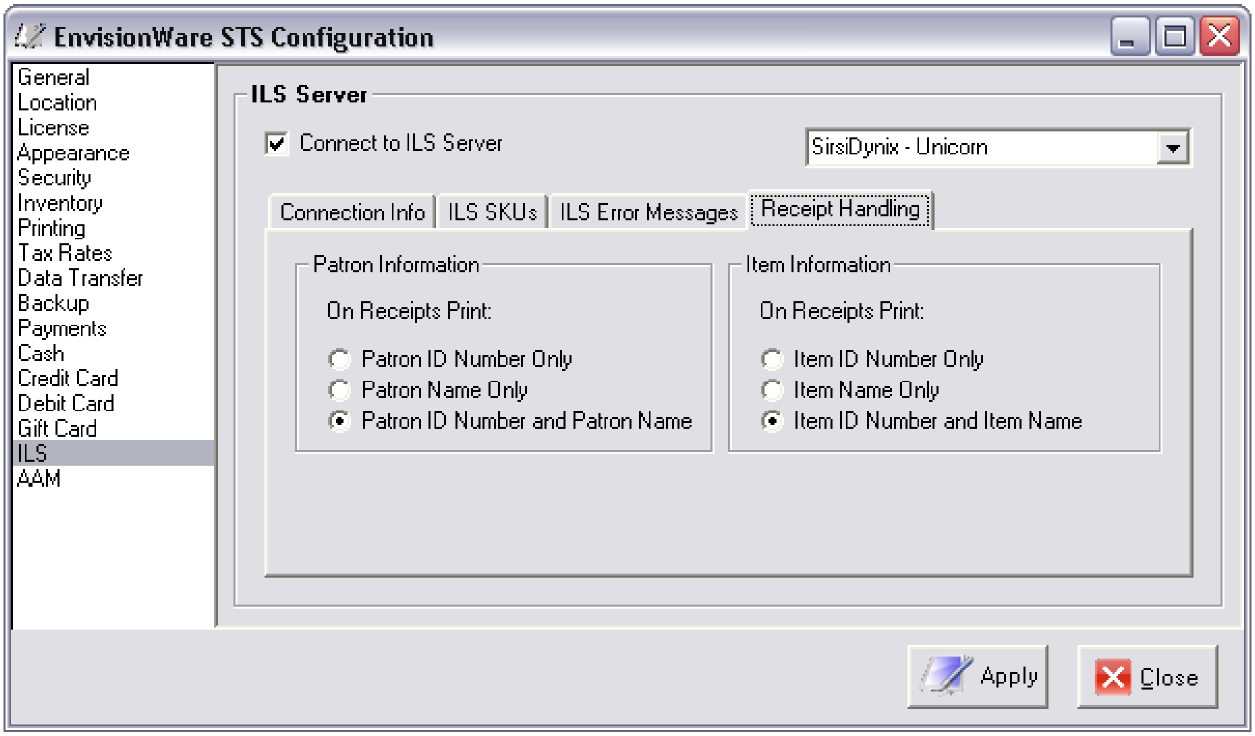
No Activity: *"No activity was reported for this patron"*

Received Corrupt Record: *"There was a problem processing this patron's record. Items received so far will be displayed. Please contact a systems admin to resolve this problem".*

To change the default message to a custom message, enter the new message into the field provided and press *Apply* to accept the changes made. To return the error message to the default message, clear the field provided for that error and press *Apply* to accept the changes.

RECEIPT HANDLING

This allows the administrator to customize the receipt printed after each sale. Select the the desired options to suit the needs of your organization.



PATRON INFORMATION: Choose from the following options:

- **Patron ID Number Only:** If this option is chosen only the Patron ID that was given to the patron will be printed on the printed receipt. The name of the patron will not appear on the receipt.

- **Patron Name Only:** If this option is chosen only the Patron Name will be printed on the receipt. The Patron ID will not appear on the printed receipt.

- **Patron ID and Patron Name:** If this option is chosen, both the Patron ID and Patron Name will appear on the printed receipt.

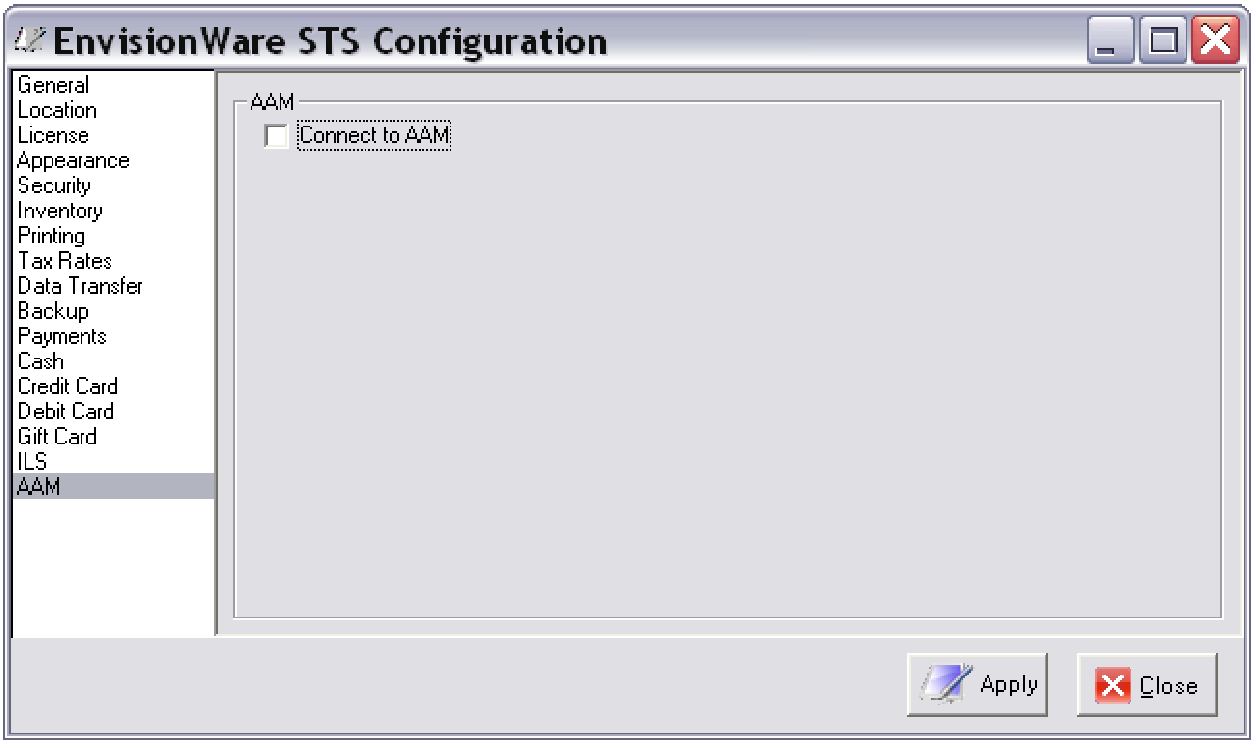
ITEM INFORMATION: Choose from the following options:

- **Item ID Number Only:** If this option is chosen, only the Item number will be printed on the receipt. The Item Name will not appear on the receipt.

- **Item Name Only:** If this option is selected, only the Item Name will be printed on the receipt. The Item ID will not appear on the receipt.

- **Item ID Number and Item Name:** If this option is selected, both the Item ID and the Item Name will appear on the receipt.

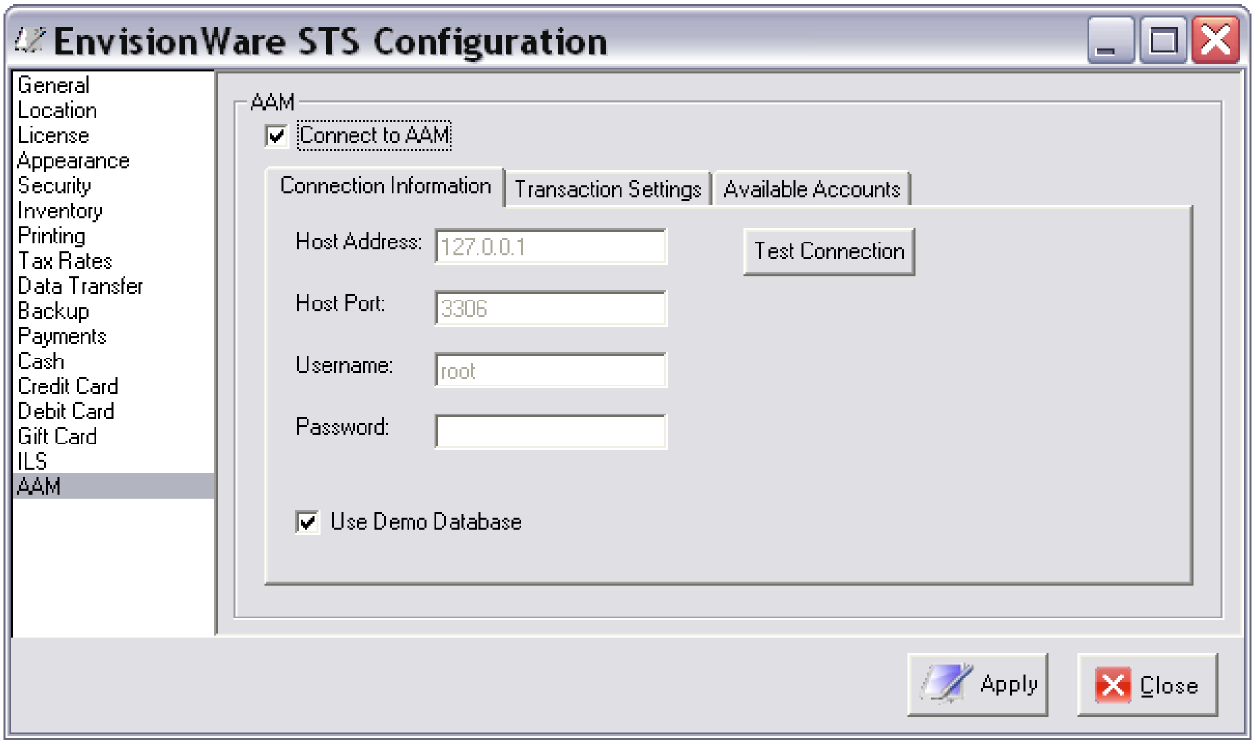
AAM



CONNECT TO AAM

Select this option to activate the software's connection to an EnvisionWare AAM (Accounting and Authentication Module). The AAM is used for storing and managing deposit funds, credit balances and allocation balances. See your vendor to see if this option is available for your version of STS.

CONNECTION INFORMATION



HOST ADDRESS:

This is the network or internet address of the AAM server. It can be entered as an IP address or as a Fully Qualified Domain Name (FQDN).

HOST PORT:

This is the port number on the AAM server to connect to for communications. Valid IP ports are in the range of 1 to 65,535.

USERNAME:

This is the user name STS will use to log in to the AAM database. This value will be provided by your network administrator and should not normally be changed.

PASSWORD:

This is the password STS will use in combination with the above username to log in to the AAM database. This value will be provided by your network administrator and should not normally be changed.

USE DEMO DATABASE:

This option allows STS to simulate a connection to an AAM without actually connecting through your network connection. All account information is loaded from a text file and passed to STS as if from an actual AAM. This should mostly be used for testing purposes or for demonstrating the software. If this option is selected actual patron accounts WILL NOT BE UPDATED with the result of performed transactions. This is best accompanied by selecting “Demo Mode” in the License section of this utility.

**This information should be set by your system or network administrator and SHOULD NOT BE CHANGED without specific knowledge of the ramifications of doing so. You may be unable to contact and use an AAM if these settings are incorrect.

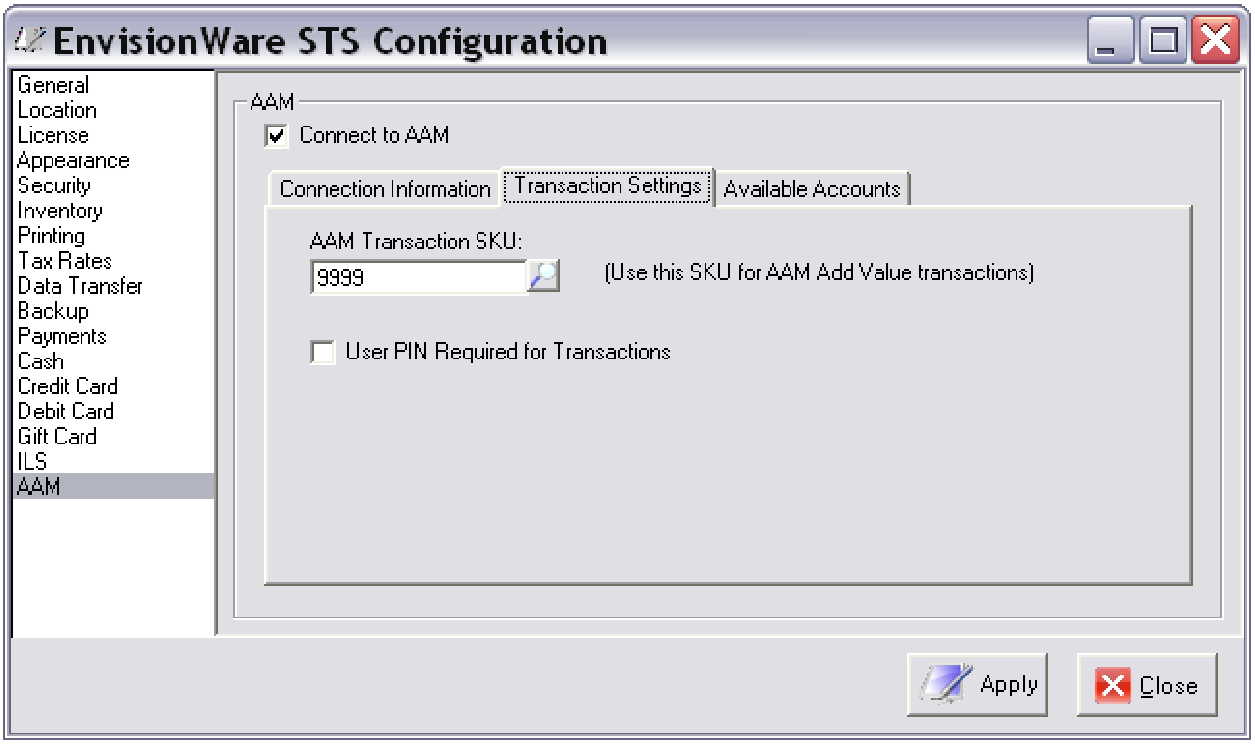
TEST CONNECTION:

Once all connection information has been entered, you may test the connection from here to see if the values you have entered are correct and will result in a good connection to an AAM. After a few seconds of trying to connect you will see a status reported of either "CONNECTION ESTABLISHED" or "CONNECT FAILED".

If the connection attempt fails:

1. Check your connection information and try again.
2. Make sure the AAM server is online and functioning properly.
3. Contact your network or system administrator for assistance.

TRANSACTION SETTINGS



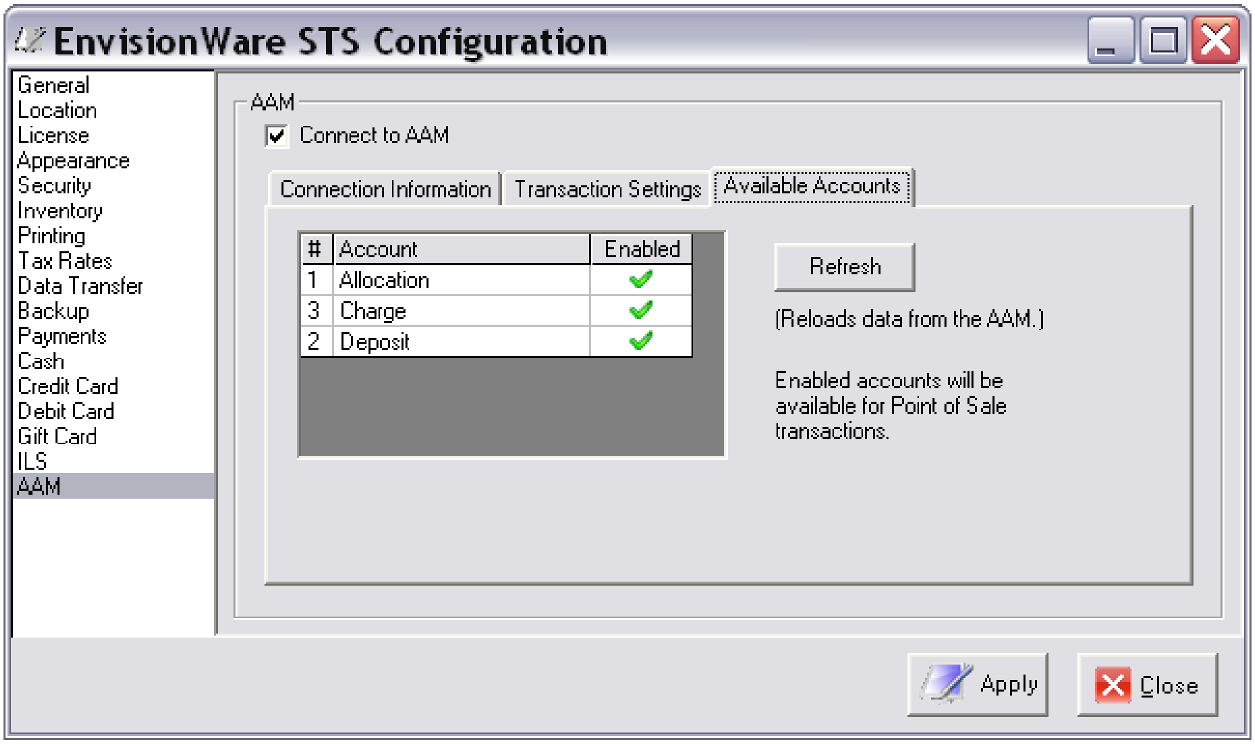
AAM TRANSACTION SKU:

Transactions performed against an AAM account which represent monies being added to the cash drawer require a SKU for reporting and reconciling the drawer closeout. This SKU can be any numeric value, but a matching SKU MUST be defined in the Item Master. See the Inventory section of this manual above for more details.

USER PIN REQUIRED FOR TRANSACTIONS:

If the AAM Server requires account holders to pass their PIN as validation for a transaction this option should be checked. This is not enabled by default and should only be used if your network administrator has set up the AAM server in the same manner. If you are unsure of this setting, do NOT change it.

AVAILABLE ACCOUNTS



ACCOUNT LIST:

These account types are defined by the AAM server. AAM patrons may have some or all of these accounts available to them. STS will allow transactions to be performed against any account which is marked Enabled for transactions in this list, is available to the patron (the patron has an account of that type), and the account balance is not at Maximum. From a list of available AAM account types, select from this list which ones STS will allow for transactions. STS may not use all available account types.

**This information should be provided by your network administrator and is based on organizational policy and account availability.

REFRESH:

If the Account List is empty or you wish to re-select which accounts STS will use, you must query the AAM for a list of the Accounts it supports. Once a valid connection has been made to the AAM server on the Connection Information tab you may press refresh to reload transaction data. You may then select accounts to be enabled in the list.

Conclusion

This concludes the Application Setup and Configuration section of this manual. You may refer to this section at any time for guidance and suggestions on changing the settings you have just implemented.

Manager Functions Overview

Envisionware STS-L contains certain functions which are restricted to Managers and Administrators only. This section of the User's Manual will review those special functions.

Main Sales Screen Commands

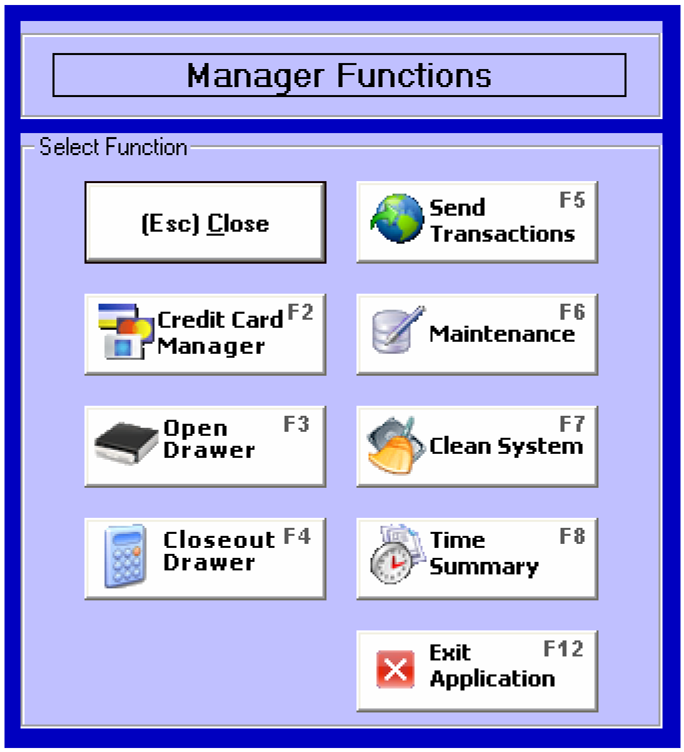
The commands available to users with management access are the same as those available to basic users and defined in portion of this manual entitled "Using STS-L". They also have two additional commands available.

This command allows access to a special menu with many tasks and commands for Managers and Administrators. This menu and all available options are described below. This command is available before a transaction has begun.

This command changes the transaction type to 'Employee Purchase' prior to processing of a sale transaction. This allows management to apply the correct employee discount structure to employee purchases while providing transaction security for both employee and manager. Process Employee Purchases in the same way as customer purchases with the exception that the appropriate discount is manually applied to each item. It is available before a transaction has begun.

Manager's Menu

The Manager's Menu provides access to the core administration tasks of STS-L which are not related to system configuration. Some functions could be restricted to Administrators only. (If the "Allow Manager Access to Maintenance" switch is disabled in STS-L Configuration)



CLOSE

This command closes the Manager's Menu and returns the current user to the Main Sales Screen.

CREDIT CARD MANAGER

This command launches the Credit Card Manager application which allows for daily credit card closeout, transaction voiding, and credit card activity reports.

OPEN DRAWER

This command opens the cash drawer without having to complete a transaction. Normally, the only time the cash drawer is open is when a transaction finalizes and the STS-L operator stores the provided payments in the drawer. STS-L operators without management privileges can not open the drawer at any other time or for any other purpose, however Manager's have the ability to open the drawer if they need to do so. STS-L will prompt you for the reason why the drawer is being opened. This is for reporting purposes.

CLOSEOUT DRAWER

This command provides access to end of day or end of shift reconciliation screens. All forms of payment accepted during the shift are totaled, and cash on hand can be counted.

SEND TRANSACTIONS

This command allows transmission of all this register's activity for a specified day to an STS Manager™ server for reporting and storage. If STS-L Configuration does not have connection information configured for connecting to an STS Manager™ server, this command is not available.

MAINTENANCE

This command provides access to another menu where User Accounts and system Inventory can be changed. If STS-L Configuration does not have the "Allow Manager Access to Maintenance" switch enabled, this command is not available for Managers. Administrators always have access to this command.

CLEAN SYSTEM

This command provides for archival and removal of old transaction records in the database. Entries older than 36 calendar months (3 years) are purged from the system.

TIME SUMMARY

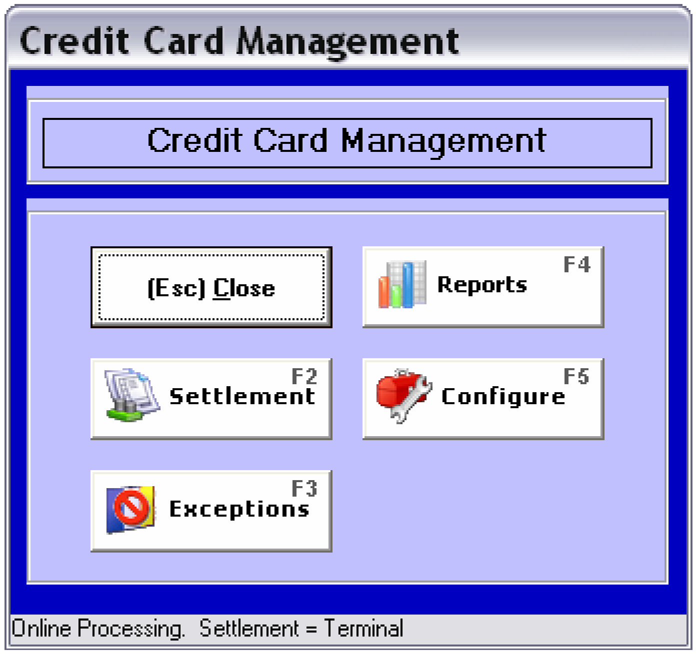
This command allows Managers to access a Summary screen for user clock-ins and clock-outs as well as other time system management.

EXIT APPLICATION

This command will cause the STS-L software to shut down.

Credit Card Manager

Credit card transactions recorded by the STS-L system must be reconciled at the end of the shift or day for certain credit Processors. The Credit Card Manager allows you to perform batch settlement as well as voiding transactions and view or print reports on credit card activity.



STS-L uses the PCCharge™ Payment Server software to record credit card transactions and communicate with credit Processors. PCCharge™ maintains its own database of all approval requests issued to it from STS-L and all approved transactions it returned to STS-L. Before settlement takes place, these databases are compared to see if every transaction in the open batch matches in both systems.

Settlement

Batch settlement closes out the day's credit card transactions which were approved and instructs the Processor to transfer funds into the merchant's accounts.

Credit Processors support two methods for closing out a batch of credit approvals and transferring funds to the merchant.

- **Automatic Close** Using this method allows transaction approvals to be automatically closed by the processor and funds to be transferred to the merchant at a specific predetermined time of day. If your Processor is using this method of settlement, the Settle button on Credit Card Manager will be disabled since there is no need to manually send them information.

- **Manual Settlement** Using this method requires Managers to use Credit Card Manager to manually review the day's batch of approvals and retransmit the batch to the Processor. If your Processor is using this method of settlement, the Settle button on Credit Card Manager will be enabled since you need to manually send them information.

The specific method of settlement in use by your Processor is determined by your system administrator and is recorded in STS-L Configuration. Managers can not change settlement methods, and it can not be changed in Credit Card Manager. Some Processors support both methods; however most only support one or the other.

If you are using manual settlement you must use Credit Card Manager to do so.

Before settlement takes place, the STS™ database is compared with PCCharge™ to see if every transaction in the open batch matches in both systems. If there are transactions recorded that do not match PCCharge or STS the settlement function will send a message indicating that this is the case. It will prompt the user to go to the Exceptions screen to review and make necessary changes in order to settle the current batch. The Settlement screen is unavailable to the user until all transaction are matched in both systems. See the Exceptions screen for details on handling a non-matching open batch.

BATCH GRID

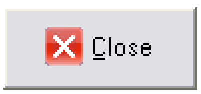
If the user has accessed the Settlement Screen the system has indicated that all transactions recorded are matching and can proceed with the settlement process. This grid displays a list of all approved credit card transactions which STS-L has recorded since the last time a batch was settled.

BATCH SUMMARY

This section of the Settlement form lists totals and summary information for the current batch. This includes:

- **Total Items in Batch** Each transaction in the batch grid is counted towards this total. PCCharge™ also maintains a count and the two are compared before batch settlement.
- **Total Sales** Each sale representing a positive transaction in the Batch Grid is totaled and their total amount is recorded here.
- **Total Refunds** Each refund representing a negative transaction in the Batch Grid is totaled and their total amount is recorded here.
- **Batch Total** This is the total of all sales transactions minus the total of all refund transactions and represents the total value of the batch. This is the amount the merchant can expect to have deposited into their accounts when the batch is settled. PCCharge™ also maintains a batch value figure and the two are compared before batch settlement.

This command will initiate the settlement process and will instruct PCCharge™ to contact the Processor and transmit the current batch for closing.



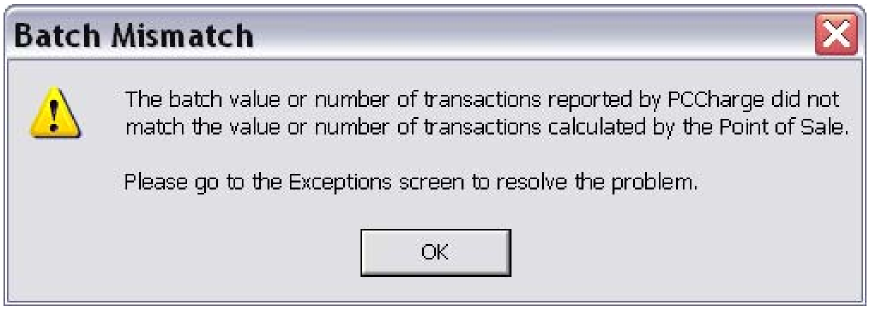
This command will exit the settlement screen without initiating the settlement process or contacting the Processor.

If there are no open transactions which have not been settled in the database, the following message will be displayed when you attempt to initialize the settlement screen. This means that there were no credit cards processed during this day or shift, or that if there were cards processed they were not approved.

If the settlement of the batch was successful after pressing the Settle command button and the Processor has accepted each transaction, the successful batch message will be displayed. If the settlement is for some reason rejected by the Processor, you will have to contact your systems administrator or credit Processor to determine why the batch was rejected.

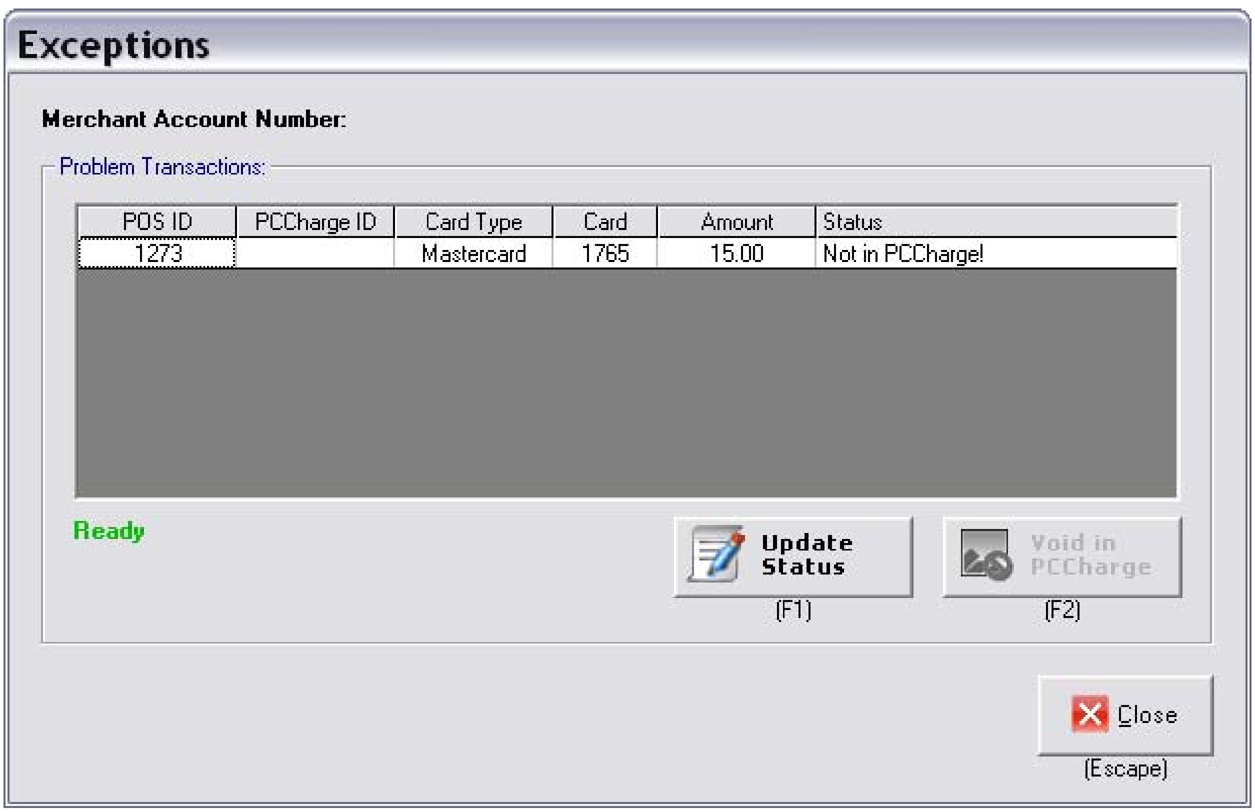
Exceptions

In the event that there is a problem with one or more transactions, the user will not be able to access the Settlement screen. The user will be prompted to select F3 Exceptions to review and make the necessary changes to the unmatching transactions.



STS-L™ provides the ability through Credit Card Manager to void a previously authorized credit payment. This function should only be used for correcting cashier mistakes or removing incorrect transactions or those which do not match PCCharge™ from the database.

Note: If a transaction was incorrectly input by the cashier or the customer returns merchandise on the same day as the original sale, a refund transaction crediting the card should be issued not a void.



STS-L™ does not permanently remove a transaction from the database if it is voided. It is retained with a voided or inactive status. Managers can use Credit Card Manager to view reports on voided credit card transactions.

TRANSACTION GRID

This grid displays a list of all unmatched credit card transactions which STS™ has recorded since the last time a batch was settled. Refer to the Status column for the cause of the problem. Look below for possible scenarios and the instructions on correcting the problem.

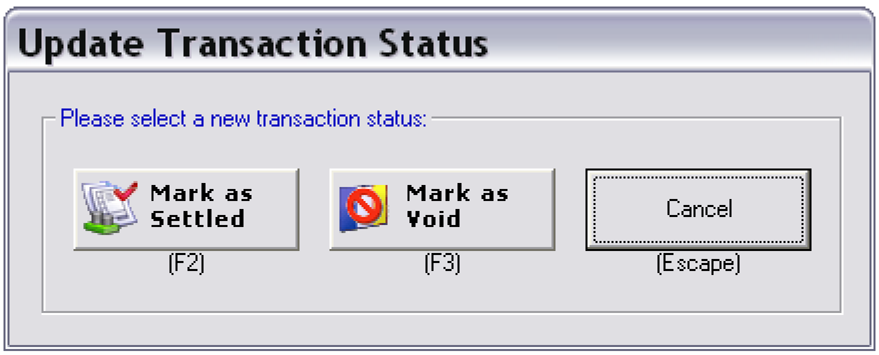
SCENARIOS

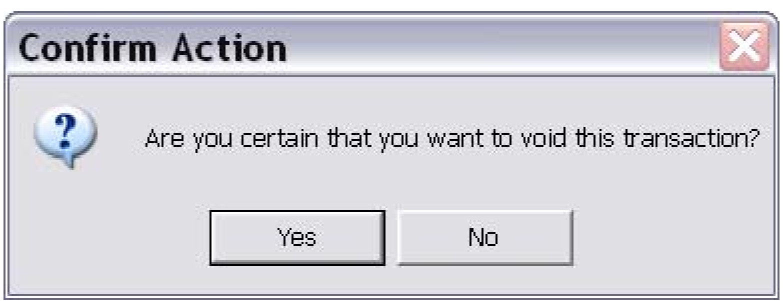
Transaction not in PCCharge™

This transaction should have its status altered in STS-L™. If settlement timed out and PCCharge did settle the transaction, its status should be changed to "Settled". If the transaction was entered without approval in PCCharge (this is rare) its status should be changed to "Void".

To do this click "**Update Status**" on the exception screen and select a new status. Click OK to save it. You will have to confirm this action.

Note: Once a new status is set, the transaction is removed from the list and can not be changed again!





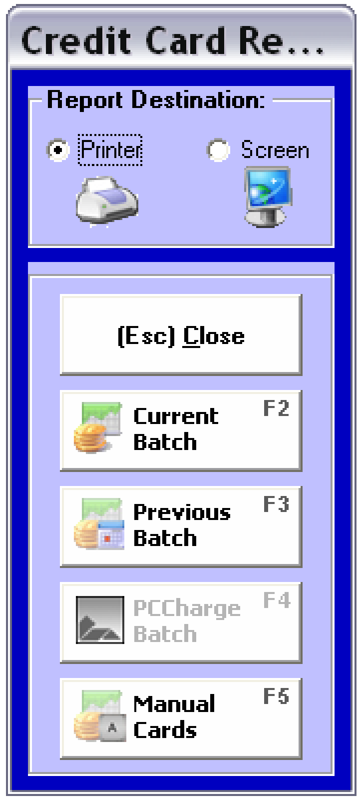
Transaction not in STS-L™

This transaction should be voided in PCCharge™ since it was assumed not to have been approved and was not recorded in the database. Most likely the customer was asked for alternate forms of payment after the card was rejected or PCCharge™ timed out. To avoid double charging the customer, you should void this transaction.

To do this, click "**Void in PCCharge**" on the Exceptions screen, confirm your action, and wait for PCCharge™ to issue a response. You will be notified once the process is complete.

Reports

STS-L provides Managers and Administrators with the ability to view reports on credit card activity using Credit Card Manager. Reports can be printed on the receipt printer or viewed onscreen.



REPORT DESTINATION

This area provides a choice to print the report on the receipt printer or view it onscreen. Select the destination you desire the report to go to, and then chose the report you wish to view or print.

CURRENT REPORT

This command generates a report for all approved credit card transactions which are in the current open batch and have not yet been settled.

PREVIOUS BATCH

This command generates a report of approved credit card transactions for a specific date which have already been settled. You will be prompted to select a date for which to view or print the report. The resulting report will contain every online credit card transaction for that calendar date.

PCCHARGE BATCH

This command will instruct PCCharge™ to prepare a report of its open batch of approved credit card transactions which have not yet been settled. This allows the Manager to compare the open PCCharge™ batch with the batch recorded in STS-L so that discrepancies can be reconciled.

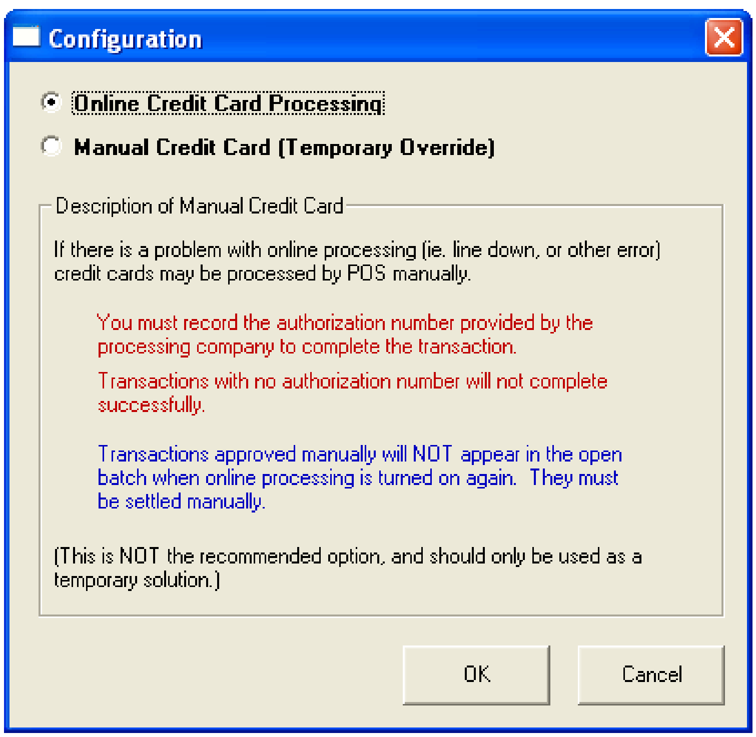
MANUAL CARDS

If you are using Manual credit card processing, STS-L is not actively communicating with credit Processors through PCCharge™ in order to approve credit card transactions. Approval codes are provided to the STS-L system in another manner, and transactions are recorded as having been manually entered without online approval. These transactions have a different status code in the STS-L system and will not appear in the Current Batch Report or Old Batch Report since they were never in a batch which STS-L or PCCharge™ settled. This command will generate a report of manual credit card transactions for a specific date. You will be prompted to select a date for which to view or print the report.

Configure

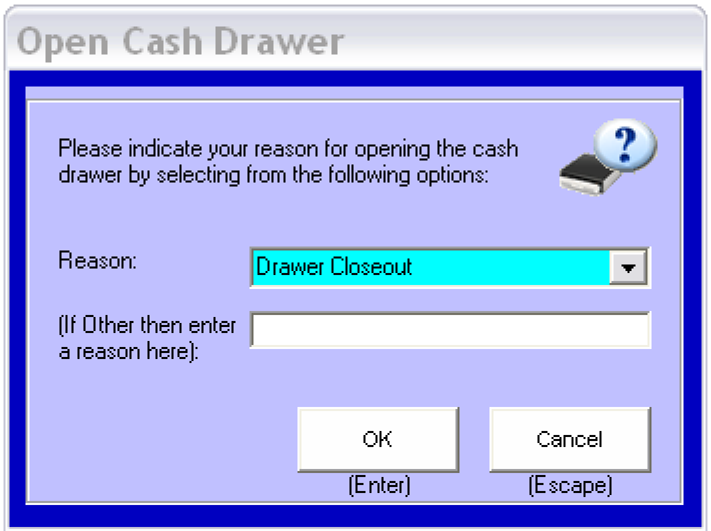
STS-L allows you to switch from Online credit processing to Manual and back if for some reason the communication channels PCCharge™ would normally use for approvals are not available. This is considered a temporary over-ride and should not be the permanent configuration setting. STS-L Configuration records the official setting and is set there by systems administrators.

***Note: Managers should not attempt to switch to Online processing in this menu if their administrator has not configured it in STS-L Configuration. Credit Card Manager does not contain settings for all the required information to make this change and if it is attempted it will not result in Online credit approvals and could cause improper system function.



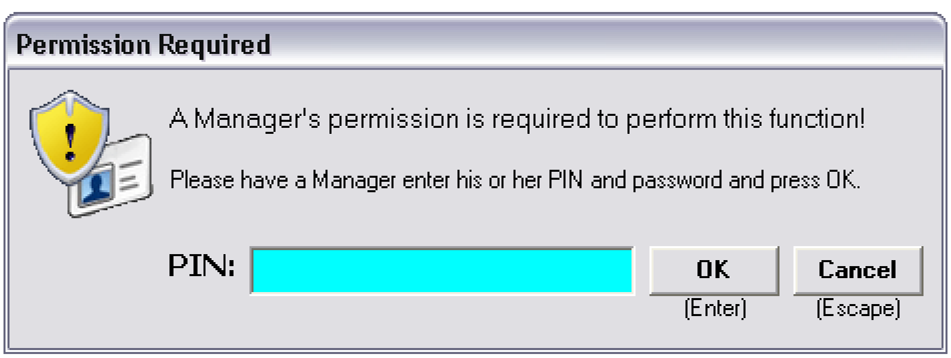
Open Drawer

This function of the Utilities Menu will allow the user to open the drawer manually without performing a sales transaction. This function will prompt the user to enter a reason for opening the drawer. The user must select a reason for opening the cash drawer. If the reason does not appear in the list the user must manually enter a reason into the Other field. The reasons indicated for the drawer opening will be recorded in STS-L. A list of all openings of the cash drawer can be generated in the form of a report. This report can be located in the Reports menu under the Other Functions menu on the main sales screen.



SECURITY SETTINGS

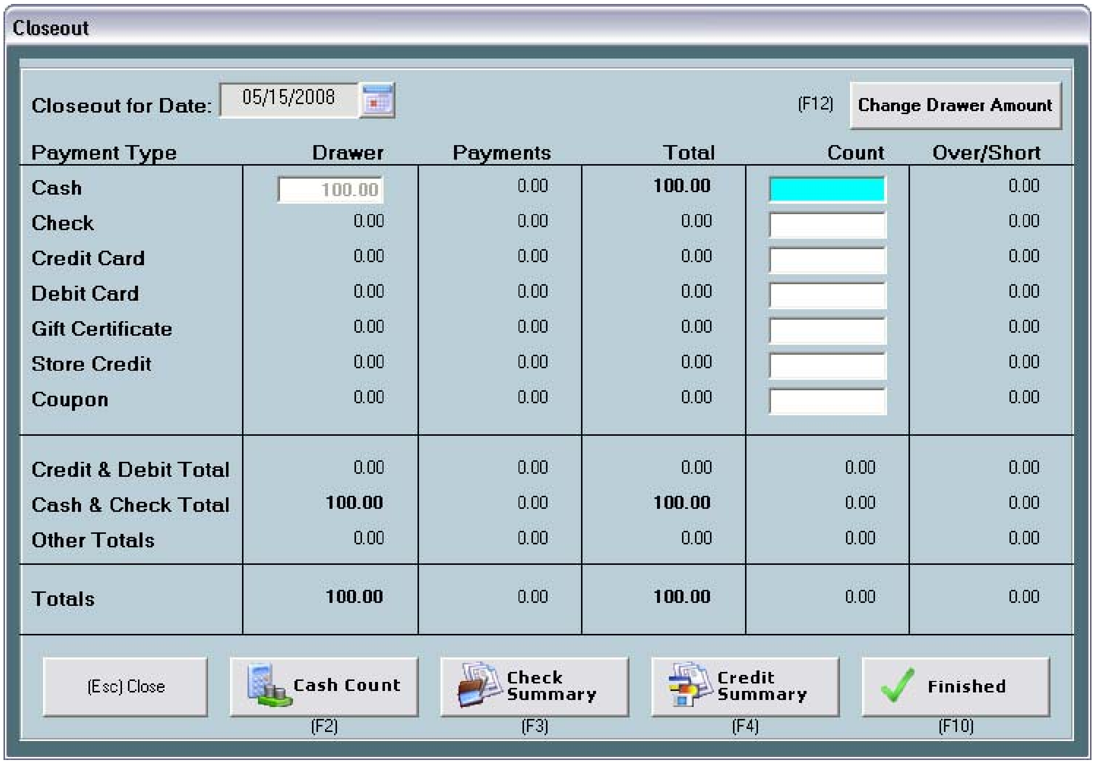
Security settings set by the systems administrator may require a manager's approval before using the Open Cash Drawer Setting function. If this setting is enabled, and the current user security is not manger level or higher, a pop-up screen will appear that will prompt the user for a manager level or higher Pin number to be entered in the field provided giving the user "permission" to continue to use the Discount function.



If this box (above) does not appear the setting for required manager approval is disabled.

Closeout Drawer

This screen initiates the end-of-day sales audit process. It opens provides transaction information and payment totals from the day's sales. A manual cash count is included in this process to verify the opening drawer amount against subsequent cash sales. Also included are check and credit counts and totals.



DATE

This field lists the current date selected for Closeout

DRAWER

This column contains a summary of the contents of drawer at the beginning of the sales shift or day. These values are automatically calculated by STS-L.

PAYMENTS

This column contains a list of transaction totals for each payment category for this shift or day. These values are automatically calculated by STS-L.

TOTAL

This column contains a list of the expected totals for each transaction type based on opening drawer amount plus the totals of all transactions. These values are automatically calculated by STS-L.

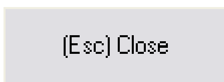
COUNT

This column contains a list of actual totals based on manual count and verification of check and credit sales. These values must be manually entered by the Manager performing closeout by counting and verifying these payments. Cash must be counted individually and all denominations accounted for separately. Credit and Check summaries provide detail for those fields.

OVER/SHORT

This column contains a list of those payment types whose manual counts do not match their expected totals. If a payment type's counts do match the expected totals the amount of this column is $0.00 for that item, indicating no shortage or overcharge. If the amount is not $0.00 for a payment type, that type's records must be reconciled and the error found before closeout can complete. These values are calculated by STS-L when the Manager issues the Calculate command.

Commands



This command ends the closeout process and returns the Manager to the Manager's Menu.

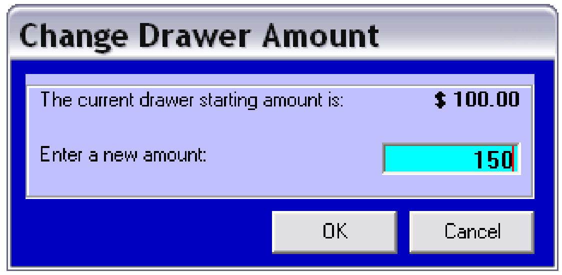
This command initiates the Cash Count Screen and begins the process of manually counting each denomination of currency. The cash counts are totaled and the total populates the Cash field of the Closeout Screen. The option to print this report is available once the report is generated.

This command initiates a Check Summary report. The user selects the day for which check totals are required and STS-L generates a check summary report. The total of checks from that day populates the Checks field of the Closeout Screen. The option to print this report is available once the report is generated.

This command is similar to the Check Sum function. The user selects the day for which credit totals are required and STS-L generates a credit summary report. The total of credit transactions for Master Card™, Visa™, and Discover™ populate the Closeout Screen in the appropriately named fields. The option to print this report is available once the report is generated.

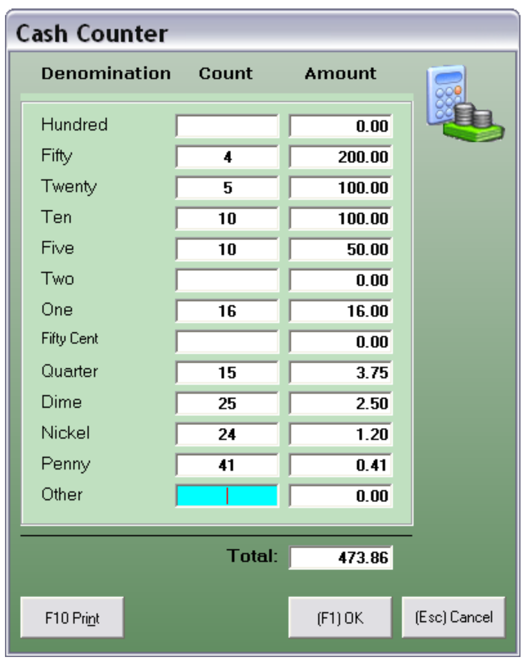
Press this function once all totals have been checked for accuracy. This will complete the closeout process and print a copy of the closeout totals for record keeping purposes. Also, depending on your settings, this function may also print reports for the cash, credit and check summaries, if they have not been printed previously.

This is the amount of cash that this register will begin each transaction day with. STS-L will use this figure in calculating the total of cash, checks, and credit payments which should be present when performing drawer closeout.

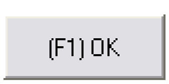


Cash Count

Each bill or coin should be counted individually based on its denomination, not incrementally by its face value. The user enters the number of bills or coins counted into the Cash Count Screen where the incremental total of their face value is calculated. The cash counts are totaled and the total populates the Cash field of the Closeout Screen.



** The count for denominations not present in the drawer at closeout like fifty cent pieces and two dollar bills, can be left blank or filled by a zero.



This command will print the cash count for documentation of the closeout procedure.

This command completes the cash count and returns the user to the closeout screen.

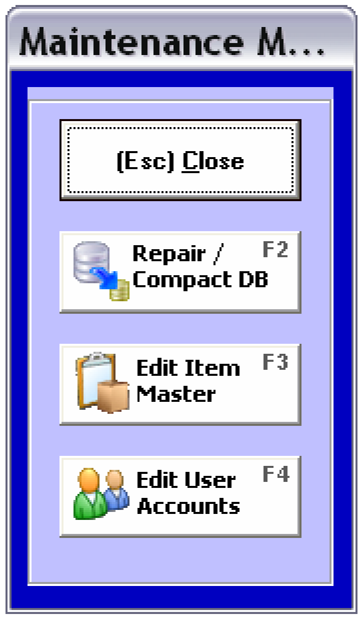
Send Transactions

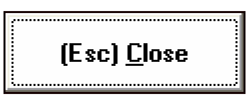
This command initiates an upload of all transaction activity for a specified day to an STS Manager™ server, if STS-L Configuration specifies a server address and proper connection criteria.

This transaction upload procedure is described in the “Advanced” section of this manual.

Maintenance

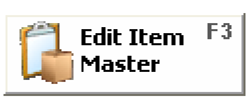
This command allows access to the Maintenance Menu where the STS-L operator can add, delete, or edit system user accounts and inventory items if they have the appropriate permissions. If STS-L Configuration has enabled the "Allow Manager Access to Maintenance" switch enabled, then Managers can access this menu. If the switch is not enabled, only Administrators may access this menu and change these records. Administrators always have access to these functions.



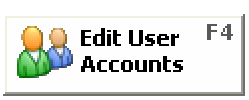


This command exits the Maintenance Menu and returns the Manager or Administrator to the Main Sales Screen.

This command allows the database file to be repaired if damaged and compacted to remove empty space left over from deleted entries.



This command enters Store Inventory Maintenance and allows the Manager or Administrator to Add, Delete, or Edit items in this register's active inventory. This is also where sale prices and special markups or markdowns are entered.



This command enters system User Maintenance and allows the Manager or Administrator to Add, Delete, or Edit system User accounts. This is also where a user's security level can be set or changed.

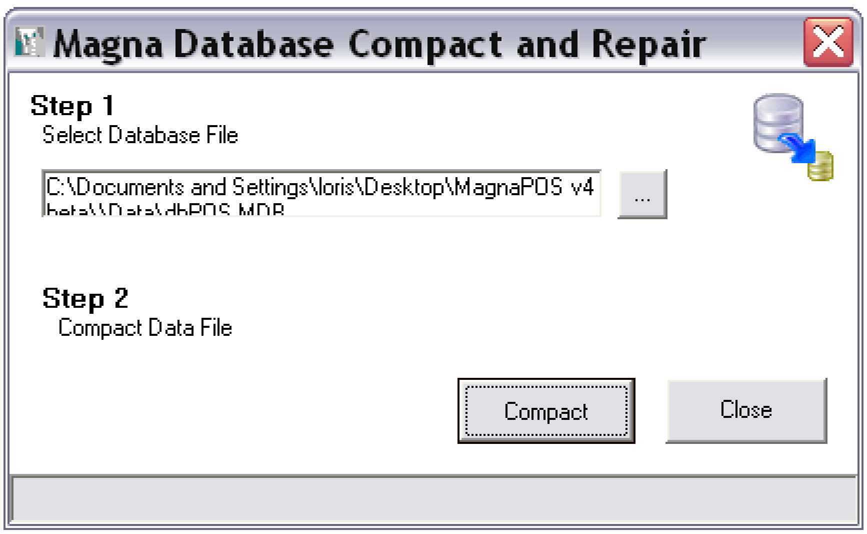
Repair/Compact Database

If the database file is damaged and will not open, try repairing it here. If this does not fix the problem you may need to restore the file from a backup copy and restore individual transactions from backup to rebuild the file.

If the data file is very large due to multiple updates from the STS-L Manager and many months of transaction data, it can be compacted to utilize less hard disk space.

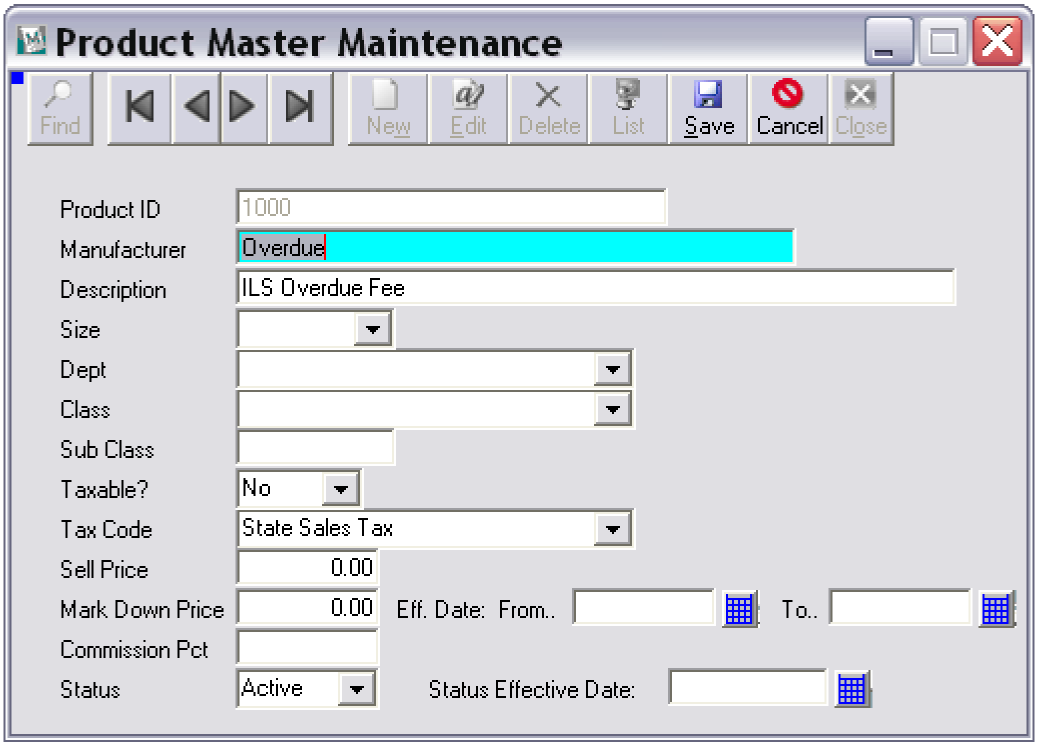
Select the data file and press “Compact” to perform both these operations. At this time STS-L will display a warning message indicating that STS-L and other affected programs (configuration module, etc.) must shut down in order to proceed with this operation.

***The status of the procedure will be displayed at the bottom of the screen.



Edit Item Master

This screen is where a Manager or Administrator can enter and maintain items for sale in STS-L™. New items are entered and identified by an Item Number (SKU), Description, Department, and Class. An item's price, whether it is a taxable item, its mark-down price, and dates of mark-down are all also defined here.



PRODUCT ID

This field assigns a unique number to this item in the inventory list for this register. Most Item Numbers come from the item's bar code, but Item Numbers may also be user defined. This number must be unique for each individual item.

*** NOTE: Bar code scanning will not provide the user defined Item Number; therefore, DO NOT assign user-defined Item Numbers to items which will be bar code scanned.

MANUFACTURER

This field assigns a value to the name of the manufacturer of the current item if it has a specific or known manufacturer. Some items may not have a manufacturer, being generic by nature. Alternately, if the item does not have a known manufacturer or is generic by nature, this field may by used as a further description field for the item.

DESCRIPTION

This field assigns a description to the current item. Descriptions should be specific and useful for differentiating one item from another at a glance.

SIZE

This field assigns the size of the current item. If the item does not have a specific size, this field may be left blank.

DEPT

This field assigns a department (category) to which the current item belongs. This field is used in conjunction with the Class and Sub Class fields for categorizing inventory. This field is not expressly required, but should not be left blank in most cases.

CLASS

This field assigns a classification to the current item. This field is used in conjunction with the Department and Sub Class fields for categorizing inventory. This field is not expressly required, but should not be left blank in most cases.

SUB

This field assigns a sub-classification to the current item. This field is used in conjunction with the Department and Class fields for categorizing inventory. This field is not expressly required, but should not be left blank in most cases.

TAXABLE Y/N

This field allows you to assign whether or not this item is taxable. If this item is taxable, a value should also be entered in the tax code field.

TAX CODE

This field specifies which tax rate and computational method to apply to this item for computing its tax when one is selected for sale. The tax codes are defined in STS-L™ configuration by your systems Administrator.

SELL PRICE

This field assigns a default price for this item. All transactions in which this item is chosen for sale will begin discount and tax calculations based on this amount.

MARK DOWN PRICE

This field is used for predefining product markdown outside of an individual transaction and takes effect whenever this item is selected for sale for the duration of the markdown period. It sets the markdown price for the currently selected item for the duration of the markdown.

EFFECTIVE DATE

This field is used for predefining product markdown outside of an individual transaction and takes effect whenever this item is selected for sale for the duration of the markdown period. It sets the date the markdown price goes into effect for the current item.

STATUS

This field assigns an item's status in STS-L™. There are currently two status codes defined.

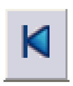
- **Active** Active items can be selected for sale and details about them appear on reports.

- **Inactive** Inactive items are merely marked as such and are not removed from the database. This is useful for reporting purposes when searching old sales for detail information on products which were sold but are no longer offered. If an item is deleted from inventory permanently no details for that item are available on reports which may be generated after the deletion.

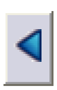
STATUS EFFECTIVE DATE

This field assigns a date when an item's status changes. If an item has been marked inactive, specifying a date in this field will make the item active (or inactive) after that date but not before. If a date has not been specified, the item becomes active (or inactive) immediately.

This command initiates a search among inventory for a Product ID number that the Manager or Administrator will specify. You will be prompted to enter a number. This allows navigating the inventory records to a specific item without having to scroll through the set using the other navigation buttons. It is available whenever an item is not being edited or a new item being added.

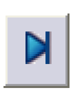


This command is a navigational command. It will select the first item in the inventory table in the database and place its detail information in the fields in the Item Detail section. It is available whenever an item is not being edited or a new item being added.



This command is a navigational command. It will select the item in the inventory table in the database which appears before the current item and place its detail information in the fields in the Item Detail section. It is available whenever an item is not being edited or a new item being added.

This command is a navigational command. It will select the item in the inventory table in the database which appears after the current item and place its detail information in the fields in the Item Detail section. It is available whenever an item is not being edited or a new item being added.



This command is a navigational command. It will select the last item in the inventory table in the database and place its detail information in the fields in the Item Detail section. It is available whenever an item is not being edited or a new item being added.

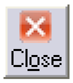
This command will clear all fields in the Item Detail section and allow the addition of a new item into the system's inventory database. It is available whenever an item is not being edited or a new item being added.

This command will allow all fields in the Item Detail section to be edited for the current item. The edited information is not entered into the system's inventory database until the Save command is issued. It is available whenever an item is not being edited or a new item being added.

This command will remove the current item from the system's inventory database. You will be asked to confirm the deletion before it is cleared from the database. It is available whenever an item is not being edited or a new item being added.

This command commits the changes made to edited items and writes items which have been added to the system's inventory database. It is available whenever an item is being edited or a new item being added.

This command negates all changes made to an item which as edited or cancels the addition of items which have been added. It is available whenever an item is being edited or a new item being added.

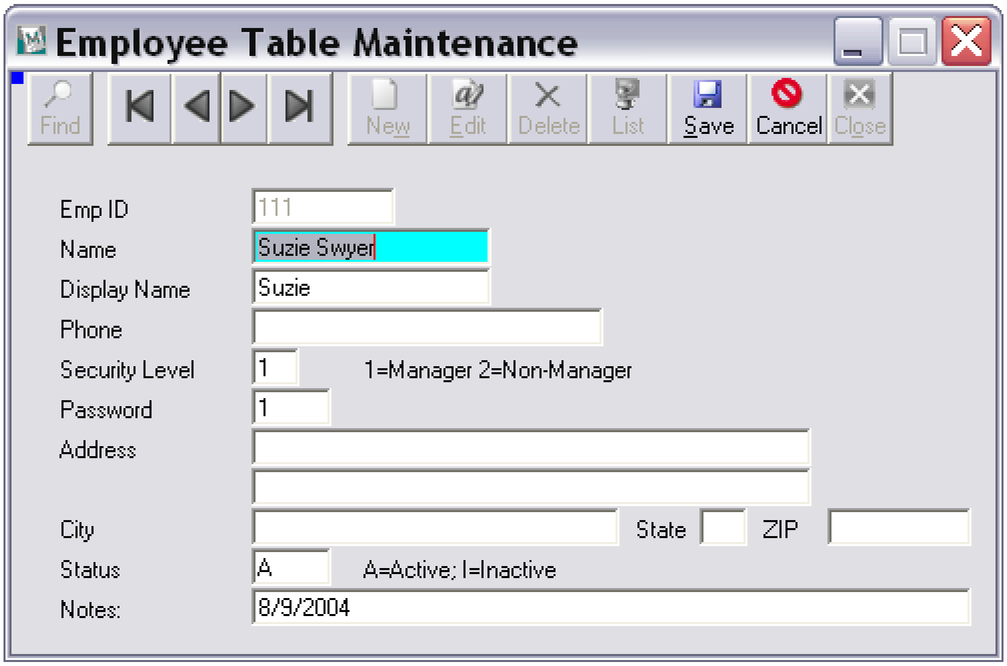


This command exits the Inventory Maintenance screen and returns the Manager or Administrator to the Maintenance Menu.

This command initiates a search among the entire inventory entered into the STS-L™ system. A list is displayed where you may choose an item. Once one is chosen from the list the item's information is displayed in the Item Details section. It is available whenever an account is not being edited or a new account being added.

Edit User Accounts

This screen permits management of new or existing users in STS-L™. The STS-L™ software defines users by pin number and name. These two pieces of information are required for each user account. Additional information such as a user's address may be added to assist management in employee scheduling.



EMPLOYEE PIN

This field assigns a unique Personal Identification Number (PIN) to this user. This is a required field. PINs must be numeric and no more than 4 numbers in length. This field is available for editing only when adding a new user.
An existing user's PIN can't be edited. If you wish to change a user's PIN, create a new user with the desired PIN and delete the old. See "A Word on PINS and Passwords" at the end of this section for more details.

NAME

This field records this user's full name. This is a required field.

DISPLAY NAME

This field assigns a name to this user which will be displayed on the Main Sales Screen when this user logs in as well as on receipts generated by STS-L™ for transactions this user completes. This is a required field.

PHONE

This field stores the phone number where this user can be reached at. This can be the user's home phone, mobile phone or business phone. Using the business or mobile phone is the most common. It is not required, but it can be especially useful in a multi store environment.

SECURITY LEVEL

This field specifies the user's level of access to the STS-L™ system and sets permissions to use certain menus and functions. This is a required field. There are currently 3 levels of access a user can have:

- **Administrator** This level uses "0" as its security code. Administrators have total unrestricted access to all functions and menus in STS-L™. Administrators also typically perform user and inventory maintenance as well as setting STS-L™ Configuration.

- **Manager** This level uses "1" as its security code. Managers have access to most functions and menus in STS-L™. All functions described in this section of the manual entitled "Manager Functions" are restricted to Managers and Administrators only. Depending on STS-L™ Configuration settings, Managers may or may not have access to Maintenance screens.

- **User** This level uses "2" as its security code. Users have access to the Main Sales Screen, Inventory Search, Payment, and all necessary functions to transact a sale in STS-L™. Users do not have access to Manager Functions or user and inventory maintenance.

PASSWORD

This field allows the assignment of a unique password for this user for security purposes. This field is not required. A user's PIN appears on receipts and reports, but their password never does. If using a password, the value must be numeric and can not exceed 4 digits in length. See "A Word on PINS and Passwords" at the end of this section for more details.

ADDRESS

This field stores the street portion of this user's address. This can be the user's home address or business address. Using the business address is the most common. It is not required, but it can be especially useful in a multi store environment.

CITY

This field stores the city portion of this user's address. This can be the user's home address or business address. Using the business address is the most common. It is not required, but it can be especially useful in a multi store environment.

STATE

This field stores the state portion of this user's address. This can be the user's home address or business address. Using the business address is the most common. It is not required, but it can be especially useful in a multi store environment.

ZIP CODE

This field stores the ZIP code portion of this user's address. This can be the user's home address or business address. Using the business address is the most common. It is not required, but it can be especially useful in a multi store environment.

STATUS CODE

This field assigns a user's status in STS-L™. This field is not required. There are currently two status codes defined.

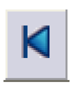
- **Active** Active users can log on to STS-L™ and transact sales. Details about them appear on reports.

- **Inactive** Inactive users are merely marked as such and are not removed from the database. This is useful for reporting purposes when searching old sales for detail information on users which no longer work at this location or are no longer users of STS-L™. If a user is deleted from the database permanently, no details for them are available on reports which may be generated after the deletion.

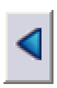
NOTES

This field allows a Manager or Administrator to record a custom note about this user. There are no size restrictions on this field and it is not required.

This command initiates a search among inventory for a Employee number that the Manager or Administrator will specify. You will be prompted to enter a number. This allows navigating the user list to a specific employee without having to scroll through the set using the other navigation buttons. It is available whenever an user is not being edited or a new item being added.

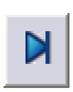


This command is a navigational command. It will select the first user in the employee table in the database and place its detail information in the fields in the employee Detail section. It is available whenever an item is not being edited or a new item being added.



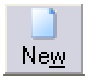
This command is a navigational command. It will select the user in the employee table in the database which appears before the current user and place the details of the account in the fields in the User Detail section. It is available whenever an account is not being edited or a new account being added.

This command is a navigational command. It will select the user in the employee table in the database which appears after the current user and place the details of the account in the fields in the User Detail section. It is available whenever an account is not being edited or a new account being added.



This command is a navigational command. It will select the last item in the inventory table in the database and place its detail information in the fields in the Item Detail section. It is available whenever an item is not being edited or a new item being added.

This command will allow all fields in the User Detail section to be edited for the current user. The edited information is not entered into the system's employee database until the Save command is issued. It is available whenever an account is not being edited or a new account being added.

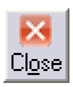


This command will clear all fields in the User Detail section and allow the addition of a new account into the system's employee database. It is available whenever an account is not being edited or a new account being added.

This command will permanently remove this user account from the system's employee database. You will be asked to confirm the deletion before it is cleared from the database. It is available whenever an account is not being edited or a new account being added.

This command commits the changes made to edited accounts and writes user accounts which have been added to the system's employee database. It is available whenever an account is being edited or a new account being added.

This command negates all changes made to an account which as edited or cancels the addition of accounts which have been added. It is available whenever an account is being edited or a new account being added.



This command exits the User Maintenance screen and returns the Manager or Administrator to the Maintenance Menu.

This command initiates a search among the entire user list entered into the STS-L™ system. A list is displayed where you may choose an employee. Once one is chosen from the list the employee's information is displayed in the User Detail section. It is available whenever an account is not being edited or a new account being added.

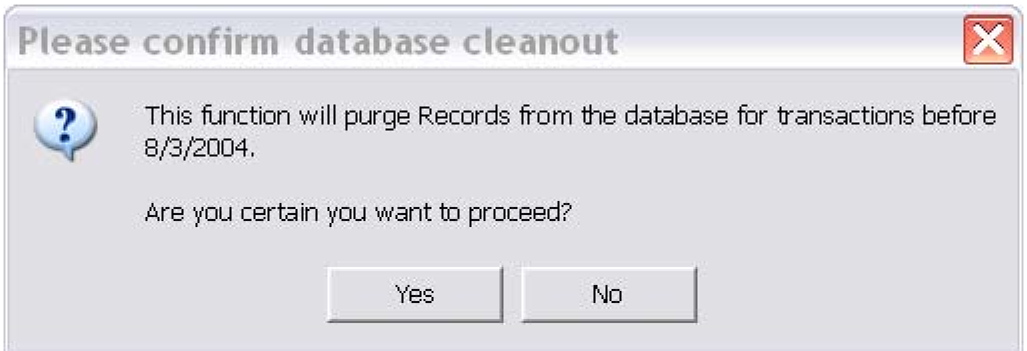
A Word on PINs & Passwords

PINs and passwords when used in combination provide individualized access to the STS-L system in a secure manner. A PIN should be numeric and not exceed 4 characters in length. Passwords are not required, but if they are used they should also be numeric and not exceed 4 characters in length. When logging onto STS-L, a user enters his or her PIN and password combination as one entry. (PIN *3333* and password *1234* are entered as *33331234*.)

Clean System

This command provides for archival and removal of old transaction records in the database. Entries older than 36 calendar months (3 years) are purged from the system.

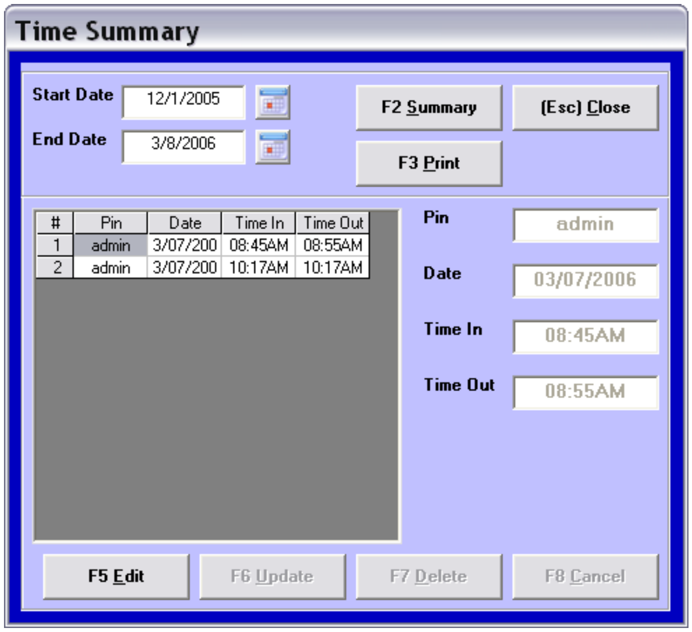
You will be prompted to confirm your instruction to purge old records from the system database before the cleaning procedure completes.



If you press “Yes” old records are backed up into a transaction file which may then be deleted or archived. If you press “No” the operation is canceled and nothing is deleted.

Time Summary

This command will initiate a search which provides Managers with employee time information. The search is performed based on date range. The Time Summary generates a list of all employees who clocked in or clocked out for that time period. The Manager also has the ability to correct time in or time out for any employee, if the given time in the system is known to be incorrect. This would be useful if the user forgets to clock-in but simply starts accepting transactions and the Manger knows the user was actually present on time. There are other possible scenarios as well.



START DATE

This field contains the beginning date for the date range for which STS-L will conduct a search of employee clock-ins and clock-outs. You may press the button next to this field for a calendar control where you may select a date instead of typing it into this field.

END DATE

This field contains the ending date for the date range for which STS-L will conduct a search of employee clock-ins and clock-outs. You may press the button next to this field for a calendar control where you may select a date instead of typing it into this field.

CLOCK ACTIVITY LIST

This area will contain a list of employee clock-ins and clock-outs for the date range specified. It will include the employee PIN, the date of activity, as well as the time in and the time out. You may scroll through the list by pressing the up and down arrow keys on the keyboard. The currently highlighted record will display detail information in the fields in the Time Record Detail section.

PIN

This field contains the user's PIN who clocked in or out in the currently selected record. It is editable and is required.

DATE

This field contains the date when the user whose PIN is displayed in the PIN field clocked in or out of STS-L for this record.

TIME IN

This field contains the time when the user whose PIN is displayed in the PIN field clocked in to the STS-L system for the date shown in the Date field for this record.

TIME OUT

This field contains the time when the user whose PIN is displayed in the PIN field clocked out of the STS-L system for the date shown in the Date field for this record.

Commands

F2 Summary

This command will initiate a search for employee clock-ins and clock-outs for the date range specified and display the results in the Clock Activity List. It is available whenever a record is not being edited and a valid date range has been provided.

(Esc) Close

This command exits the Time Summary screen and returns the Manager or Administrator to the Maintenance Menu.

F3 Print

This command will print the current Clock Activity List in the form of a report. This is useful for reviewing clock-ins and outs over time so that policies on tardiness may be enforced. It is available whenever a record is not being edited and search results are present in the Clock Activity List.

F5 Edit

This command will allow the record currently highlighted in the Clock Activity List to be edited. A Manager can change when the user clocked in or out for his or her shift, if the given time in the system is known to be incorrect. It is available whenever a record is not being edited and search results are present in the Clock Activity List.

F6 Update

This command will commit changes made to the current time record to the system's database. It is available whenever a record is being edited and search results are present in the Clock Activity List.

F7 Delete

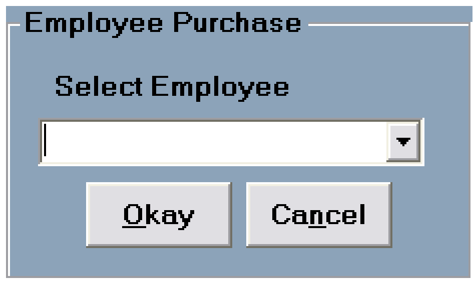
This command will permanently remove the record of the user clock-in or clock-out for the selected day from the database. This would be used in the event of an error while clocking-in. It is available whenever a record is being edited and search results are present in the Clock Activity List.

F8 Cancel

This command negates all changes made to a record which was edited. It is available whenever a record is being edited and search results are present in the Clock Activity List.

Employee Purchase

After indicating that a transaction is an employee purchase and the employee is entitled to a discount, you must provide the name of the employee who is purchasing the items. STS-L will record an employee purchase by the manager against that employee's account record. Managers must perform the employee purchase transaction to control the level of discount and ensure that all accounting is correct.



Once the employee who will be purchasing the items has been selected from the list, you will notice that the Transaction Information section on the Main Sales Screen will indicate an employee purchase.

You may now continue with the transaction as if it were any other sale. STS-L will record the sale in the database as an employee purchase. The Manager's display name will appear on the receipt as the Salesperson.

Using STS Overview

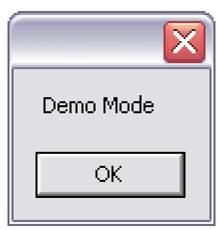
Envisionware STS-L is a fully functional Point of Sale system. It gives you the ability to manage every aspect of a transaction from logging in to printing the final receipt. This section of the User's Manual will familiarize you with the system's user interface, as well as common tasks associated with using the system to transact typical sales.

Starting the Software

Once the system's configuration options have been set by an administrator following the instructions in the Setup & Configuration portion of this Manual and a valid license has been provided, you are able to start and run the STS-L software system.

Double-clicking on the STS-L icon on the desktop or start menu will run the software. You will first see the Loading screen while the system performs its startup routines.

It is during this phase that your license is validated. If you receive an invalid license message or the Demo Mode alert when you are not running in demo mode, you should contact your network or systems administrator to verify that your configuration is correct.

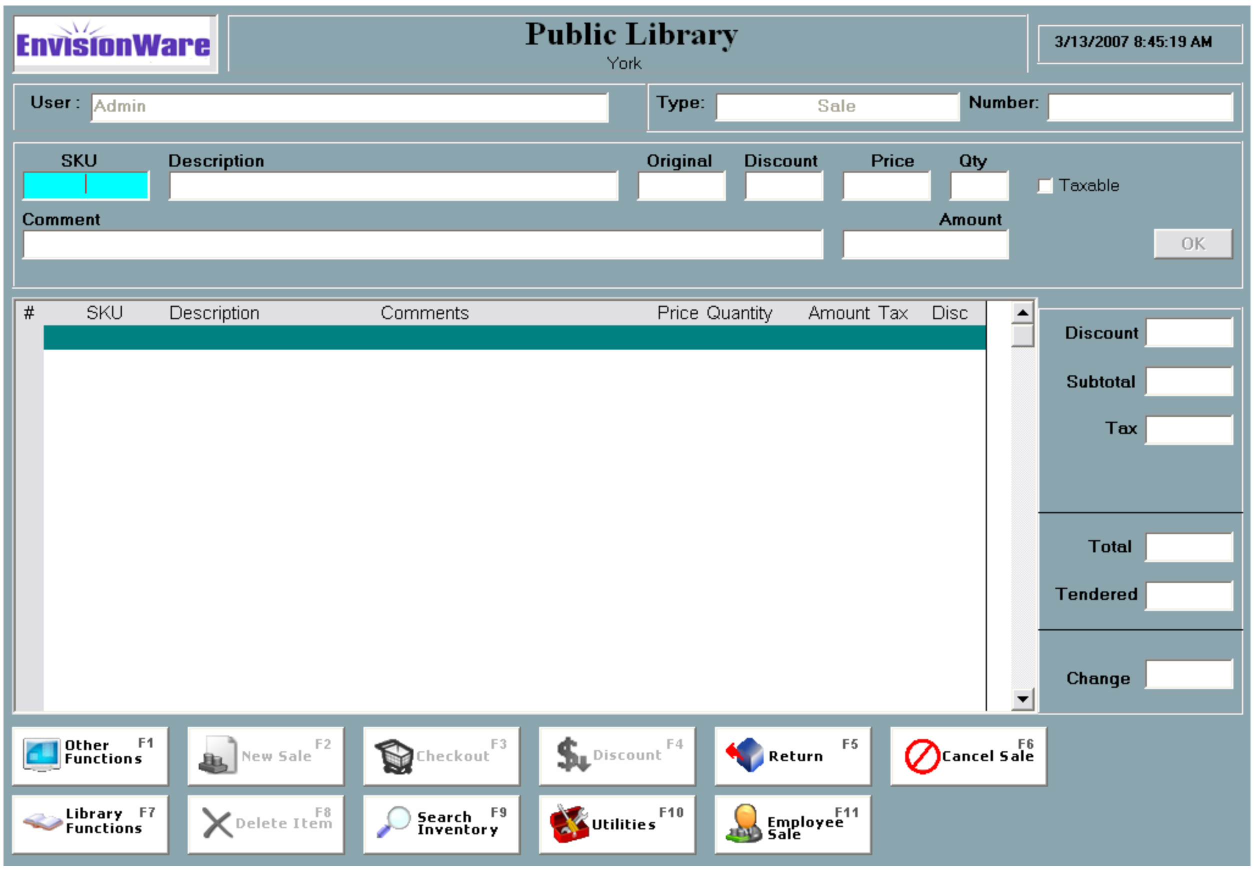


If you are not running the system in Demo Mode and your license is valid, system startup will complete and you will see the main sales screen.

Main Sales Screen

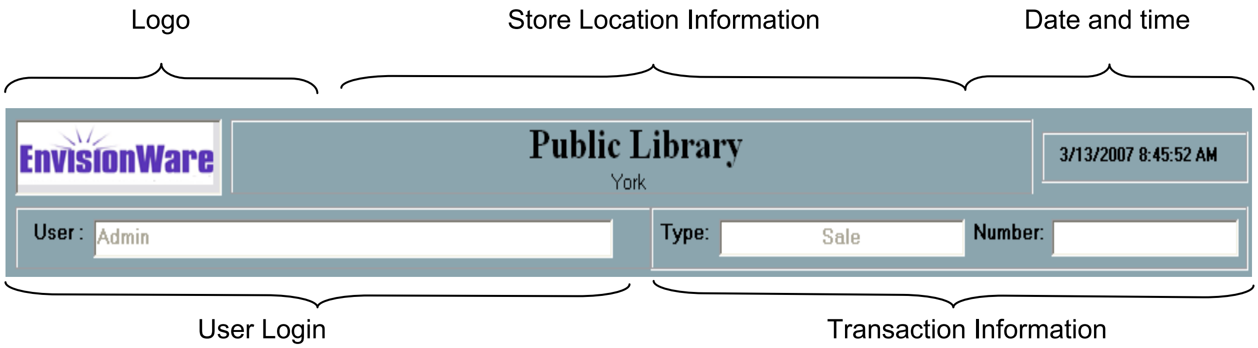
The main sales screen of STS-L is where most Point of Sale activities take place. It is where users will spend the majority of their time while using STS-L, and it is made up of 4 primary sections. They are:

- **System Information**
- **Item Details**
- **Transaction Details**
- **Commands**



System Information

This is the top-most portion of the main screen. It consists of the following areas:



<u>LOGO</u>

A custom logo file provided by your software vendor and specified in the STS-L Configuration is displayed here.

<u>STORE LOCATION INFORMATION</u>

This header section displays the name and geographic location of the store where this STS register is running. This information is set by the STS-L Configuration application.

<u>DATE AND TIME</u>

A continuously running system clock is located in the upper right corner of the main screen. This system clock serves timestamps for transactions as well as user clock in/out.

<u>USER LOGIN</u>

Before you can use the STS-L system you must log in. Enter your Personal Identification Number (PIN) provided by your systems administrator and press enter to log in to the system. If you entered it correctly, you will see your name appear in the field next to the field where you entered your PIN and you may begin your transaction.

**User accounts can only be set up by STS-L administrators. This process is described in the Utilities section of this manual.

<u>TRANSACTION INFORMATION</u>

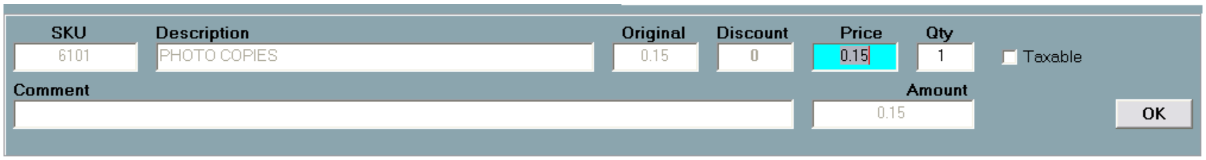
The current transaction type is displayed here along with the transaction number issued by the system once the transaction is complete and all payments have been accepted. At the beginning of a transaction, the "Number" field will be blank. The "Type" field however will contain the current transaction type.

Transaction types include:

- Sale
- Refund
- Employee Purchase

Item Details

This section provides detailed information on the current item being handled during a transaction. The information is obtained by scanning the item's bar code, retrieving the item from an inventory search, or manually entering the item number and allowing the system to recognize it.



Once all information is entered select this to accept the entered information and send the SKU to the sale detail list located below the editing fields.

SKU

This is the unique number assigned to the current item in the system's inventory.

If the "Allow SKU Override" option in STS-L Configuration has been enabled you may type in SKU numbers not present in inventory and define them during the transaction. This is not recommended however, since it can make reporting difficult. New users should perform an inventory lookup (which will be described later) in order to select an item for sale. Once users become familiar with the inventory they are working with, they may type in the number representing the item the customer wishes to purchase.

If you have a barcode scanner installed, there is no need to type SKUs into the field. Simply scan the item, and all other information will be populated.

DESCRIPTION

This is a friendly description of this item from the system's inventory detailing what it is.

ORIGINAL

This is the item's default price as set in the inventory file. It is read-only and can not be changed. It is provided for the sake of comparison as the suggested retail price and for calculating discounts if the actual item price is changed later.

DISCOUNT

This field contains a percentage or dollar off discount that has been applied to the selected item. The STS operator may discount an item by pressing the F4 key on the keyboard and entering a percent value or dollar off amount into this field. See the Discount section for more details.

PRICE

This is the actual price that the customer will be charged for this item less any applicable taxes. If your systems administrator has enabled the "Allow Price Override" switch in STS-L Configuration the user may change this amount during the transaction. This will result in a discount amount to be calculated.

** Even if the "Allow Price Override" switch is not enabled, items whose suggested price in inventory is $0.00 can still be changed from this amount. This would be used in cases where an item does not have a set price, or the price varies from one specific item sold to the next.

QTY

This is the number of the currently selected item the customer wishes to purchase. (Quantity) This field can always be changed in any sale or refund transaction.

COMMENT

This field is for any notes the STS-L operator wishes to record about the current item. This information is stored in the database and will appear on reports along with the rest of the information about the current sale once the transaction is complete. The operator may enter comments for each item sold.

AMOUNT

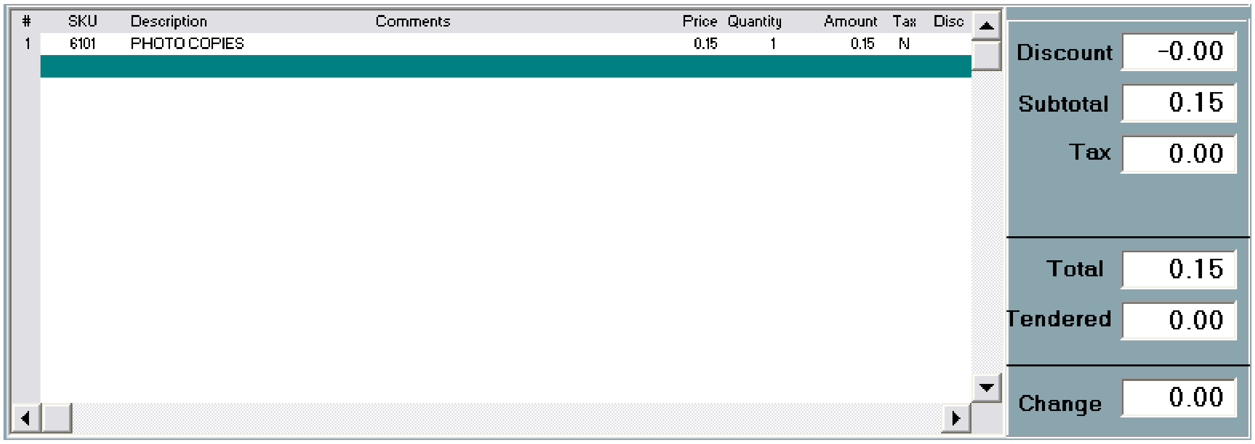
This is the calculated amount for this item derived from the actual price set by the operator multiplied by the quantity of this item to be sold. This field is read only and is provided for informational purposes.

TAXABLE

This indicates whether the current item is taxable or non-taxable. A check appears in this box if the item is taxable. Items in inventory which are taxable have a tax rate and computational method associated with it which will compute the tax for that item during a transaction. If an item is non-taxable, no tax will be computed and the item total will simply be the figure displayed in the “Amount” field. An item’s default taxable or non-taxable status as set in system inventory can be overridden by placing a check in or clearing this indicator. Pressing the spacebar will also toggle this field.

Transaction Detail

This section provides a summary of all items purchased during the current transaction as well as the totals and sub-totals for the transaction. Each item is shown in the list as a single line containing the Item number, Description, Price, Discount, Quantity, and Amount.



ITEM LIST

The STS-L operator can scroll among any of the items in the detail list to edit or delete an individual item. Pressing the up or down arrow keys on the keyboard will scroll through the item list. When an item is highlighted its detail information is automatically displayed in the Item Detail section and the item is editable. The currently highlighted item can also be deleted by pressing the F8 key on the keyboard.

DISCOUNT

This is the amount of the difference between the total suggested price for every quantity of item in the list and the actual item price less discount entered by the STS-L operator. Items which have had a discount applied will cause this value to be either a positive number (representing a discount) or a negative number (representing a mark-up). If the value of this field is $0.00, there have been no changes made to any prices.

SUBTOTAL

This is the total amount of all quantity of items in the list before taxes.

TAX

This is the amount of tax the customer will pay on the current transaction.

TOTAL

This is the total value of the current transaction including all applicable taxes.

TENDERED

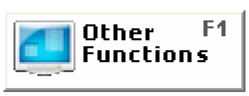
Once payment for this transaction has been made and entered into the STS-L system, this field will contain the amount of cash, credit, check, or other payments provided by the customer.

CHANGE

If the amount of money tendered is greater than the total amount due, this field will contain the amount of change the customer should receive. If all payments exactly match the amount due the value of this field will be $0.00.

Commands

This section of the main screen is the command center of STS-L. Each command function can be executed by clicking on the button or by pressing the Function Key on the keyboard corresponding to that command.



This command accesses a support menu containing functions that are available to all users of STS-L™. These functions include time clock, gift card balance, search sales, reports and employee list.

This command resets the STS screen to a blank Main Sales Screen following a successful transaction. Use of the F2 New Sale key provides security from unauthorized access to client or user information following a sale by clearing the screen of all information regarding the previous transaction. It is available once the current transaction has been completed, all payments have been made, and the receipt has printed.

This command indicates that the current transaction is ready for payment once all items are entered. It opens the Payment Screen (which will be described later) allowing the user to process payments tendered as cash, check, credit card, gift certificate, and store account/credit. It is available whenever an item is not being edited in the Item Detail section.

This command allows the user to apply a discount to the current sale item once that item has been highlighted. It is available whenever an item is highlighted in the item list.

This command is used for processing the return of an item. It indicates that the current transaction is a refund transaction. It is available at the beginning of a transaction and it must be selected before the SKU for the item to be returned is entered.

This command terminates the current sale transaction. A dialog box appears asking the user to confirm the delete sale request. No record is maintained of cancelled sales. This command is available whenever an item is not being edited in the Item Detail section until the transaction has been finalized in the Payment screen.

This command accesses the Library Functions menu for connecting to an ILS server and querying a patron's record. These functions are discussed further in the "Advanced" section of this manual. They require the barcode or number from the patron's library card to proceed. This command is available whenever an item is not being edited in the Item Detail section.

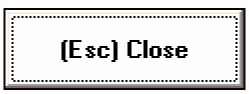
This command deletes the highlighted item from the sales transaction. A dialog box appears asking the user to confirm the delete item request. No record is kept of the items deleted from the list during a transaction. It is available whenever an item is highlighted in the item list.

This command accesses the inventory search screen which allows a user to search and choose from among a selection of inventory items. It is available whenever an item is not being edited in the Item Detail section.

**Note: More advanced commands are available to Managers and Administrators allowing access to special menus and functions, however these are the common commands available to all users and are used during transactions. Manager functions are detailed in the "Manager Functions" section of this manual.

Other Functions

Commands



This function will close the support menu and returns the user to the main sales screen.

This function allows the user to track the time spent using STS-L™. Clocking in and out will be recorded and stored and can be generated into a report.

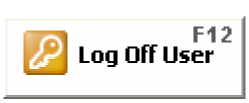
This function allows the user to check the remaining balance of a gift card presented by a customer.

This function allows the user to research previous sales by date or date range. Records of transactions are store for 5 years and can be accessed through this function.

This function accesses a menu listing the available reports that can be generated by STS-L™.

This function generates a list of employees that are currently active in STS-L™.

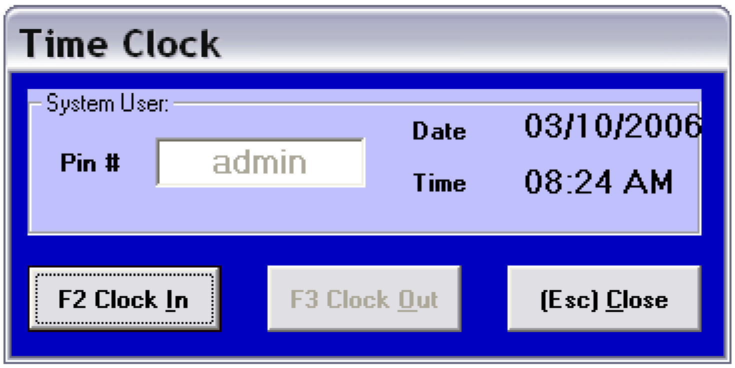
This function will allow the user to access a menu for layaway transactions. This function is not available for this version of STS-L.



This function is enabled when the “Require login for each transaction” option is disabled in the STS config (see *Setup and Configuration – Security tab* in this manual for more details). This function will allow the user to log off the current user and enter a new login.

Time Clock

A time clock keeps track of the amount of time a user is working in STS-L™. This information is stored in the database and can later be reviewed by Managers and Administrators in a report. This report is discussed in detail in the Manager Functions section of this manual.



DATE

This field displays the current system date from Windows and is the date used to record activity for the user who is clocking in or out.

TIME

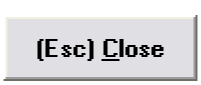
This field displays the current system time from the Windows clock and is the time recorded for clocking in if the user is beginning his or her shift or clocking out if his or her shift is over.

PIN #

This field uniquely identifies the current user who is clocking in or out of STS-L™. It is the PIN entered on the Main Sales Screen by the user during log-in.

This command records the beginning of an employee's shift. The date and time noted in the Date and Time fields will be stored for this user's clock-in and can be reviewed later in reports.

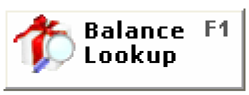
This command records the end of an employee's shift. The date and time noted in the Date and Time fields will be stored for this user's clock-out and can be reviewed later in reports.



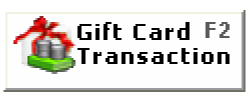
This command exits the Time Clock screen and returns the user to the Main Sales Screen.

Gift Cards

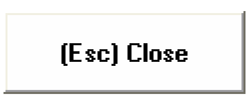
Commands



This function is used to query the balance of a gift card. If your location uses paper gift certificates this option is not available.



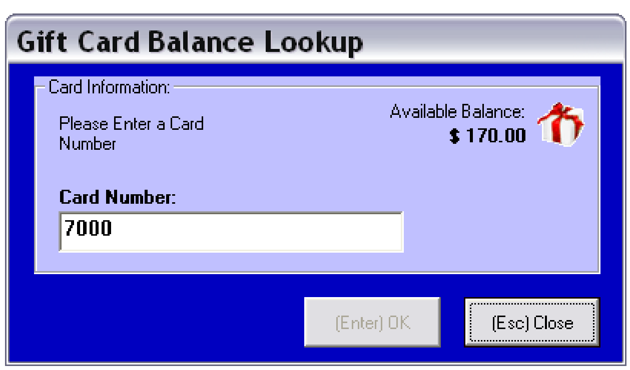
This command is used to sell and activate new gift cards or add value to an existing gift card. This function is not available for those locations that are not set up for online gift card processing.



Use this command to exit the gift card menu and return to the Other Functions menu

Balance Lookup

This function allows the user to send a request for the balance of a currently activated Gift Card. The gift card number may be scanned or entered manually into the Gift Card Number field.



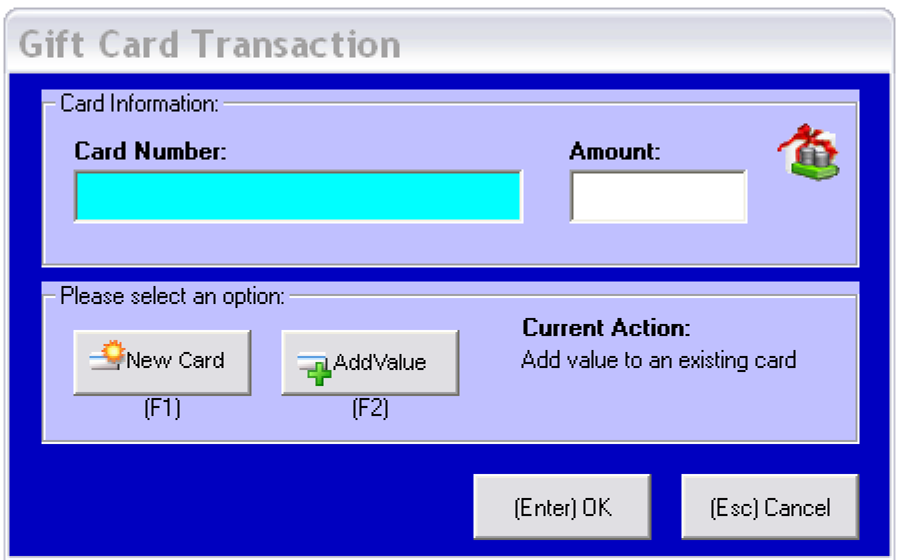
Commands

Select this after the gift card number has been entered. This will send a request to PCCharge™ for the balance of the gift card. The balance of the gift card will appear to the right of Balance Inquiry. If the card entered is unrecognizable or is incorrect then PCCharge™ will display 'Unknown'. If the card number is reentered and still does not recognize the number and is believed to have a balance, contact your systems administrator for more assistance.

Select this option to exit the Gift Card balance screen

Gift Card Transactions
(Selling a Gift Card)

The Gift card Transaction function is located in the Gift Card functions command under the Other Functions menu.



<u>CARD NUMBER</u>

This is where the card number will be displayed once it is entered or scanned.

<u>AMOUNT</u>

Tab to the price field and enter the amount of the gift card. After a gift card number and amount has been entered you will be prompted to evaluate whether the card number entered is a new (inactivated) card or previously activated card.

Commands

Choose this option to activate a new gift card. This option will create value for the card number entered and can be used at a later time.

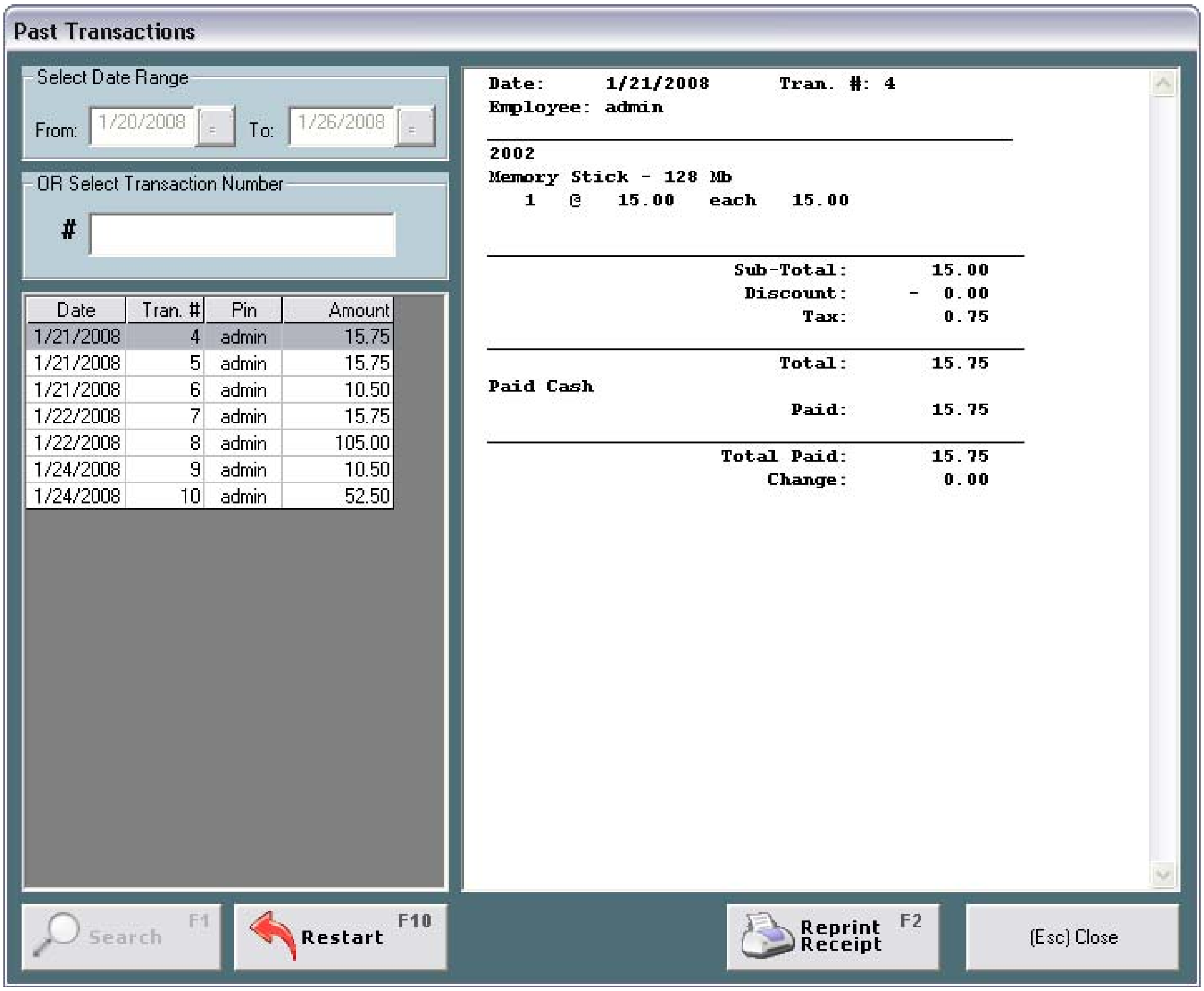
Choose this option if the card number entered is a card that has been activated in a previous transaction. This card may or may not have a remaining balance. If the card number entered has a remaining balance, the two sums will be calculated and combined onto one amount.

Use this command to accept the gift card transaction and return to the sales screen to complete the sales transactions.

This command will delete the gift card transaction and return the user to the sales screen. The gift card transaction will NOT be processed if this function has been selected.

Search Old Sales

This command opens the Search Criteria Screen where a user can define a date range in which to search for previous transaction activity. A transaction detail report which duplicates the original receipt may be printed, or the information may simply be reviewed onscreen.



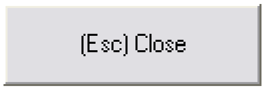
FUNCTIONS

The Calendar Icon will allow for the section of a date to input in the date range fields. Enter a date range in the from/to fields. To show the sales for a single day, enter the same date in both fields.

Once the date range or transaction number is entered in the fields provided select this function to begin the search. STS will return all sales that fall within the given date range or the sale that is associated with the transaction number entered.

To clear any data on the display screen and begin a new search, select this function.

Select the desired receipt in the receipt list and select this function to print a duplicate copy of the receipt.



To exit the Search Old Sales screen select this function. This screen will close and the user will return to the main sales screen.

- **Select Date Range –** Enter the date or date range in the fields provided. The user may enter the dates directly into the fields provided or use the calendar icons to select the desired dates. To select a single day enter the same date in both the To and From fields.

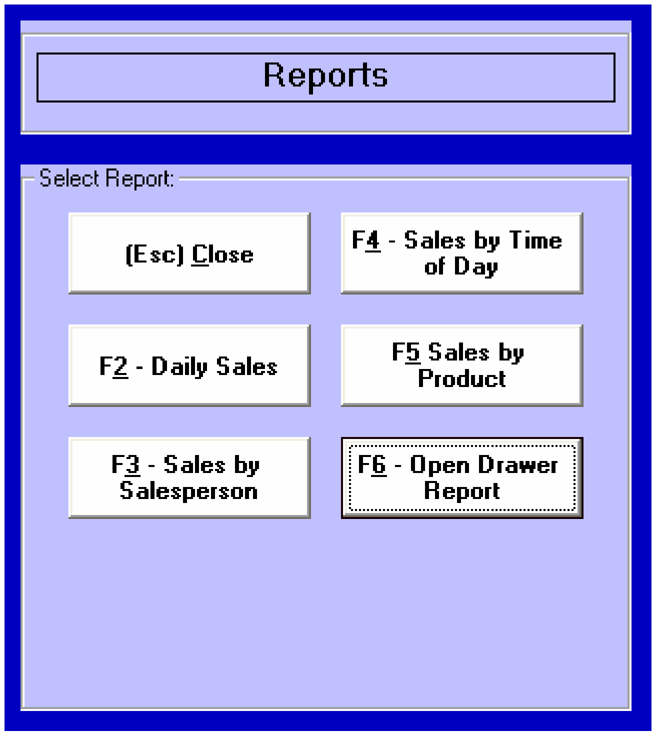
- **Select Transaction Number –** To recall a specific transaction number enter the number in this field. Each transaction on a register is given a unique transaction number so STS will only return one transaction receipt (if transaction number is valid). Transaction numbers are listed at the top of every receipt.

- **Transaction List –** This area of the screen displays a list of the transactions that were completed in the given date or date range. If a transaction number was entered in the field provided this list will only display the given transaction number (if transaction number is valid).

- **Receipt Display –** This area of the screen will display the selected receipt. To view a specific receipt, select the desired receipt from the transaction list to the left. To print the visible receipt press the Reprint Receipt function button.

Reports

STS-L™ includes several standard reports which have been predefined by the system. Managers can view these reports to review their employee's performance as well as the current day's activities.

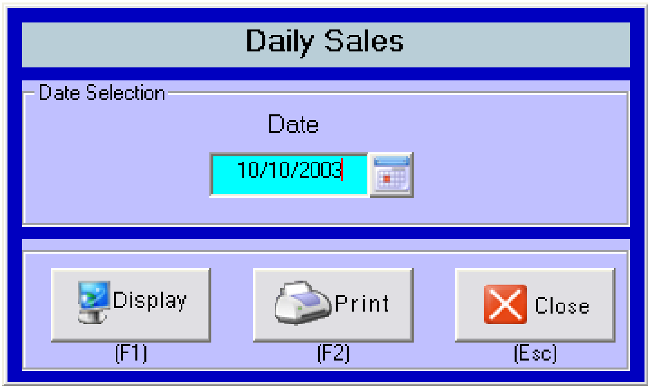


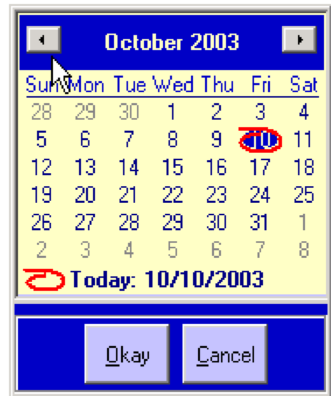
CLOSE

This command closes the Report Menu and returns the current user to the Main Sales Screen.

DAILY SALES

This command initiates a Current Sales Report which details all transactions for a specific day from open to close of business. Unlike the Time of Day Report, the Current Sales Report shows how the sales volume fluctuates within the hour. It also identifies what methods of payment are used most often by your customers. This can be useful for trend development and forecasting.

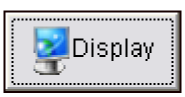




Upon selecting the Daily Sales Report you are prompted to choose which day to generate the report for. Use the calendar function to select a date and press “OK”. Click on a day to select it. Click on the arrows at the top of the form to go to the next month or previous month.

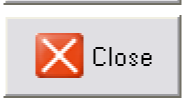
Choose a method to generate the report

Functions



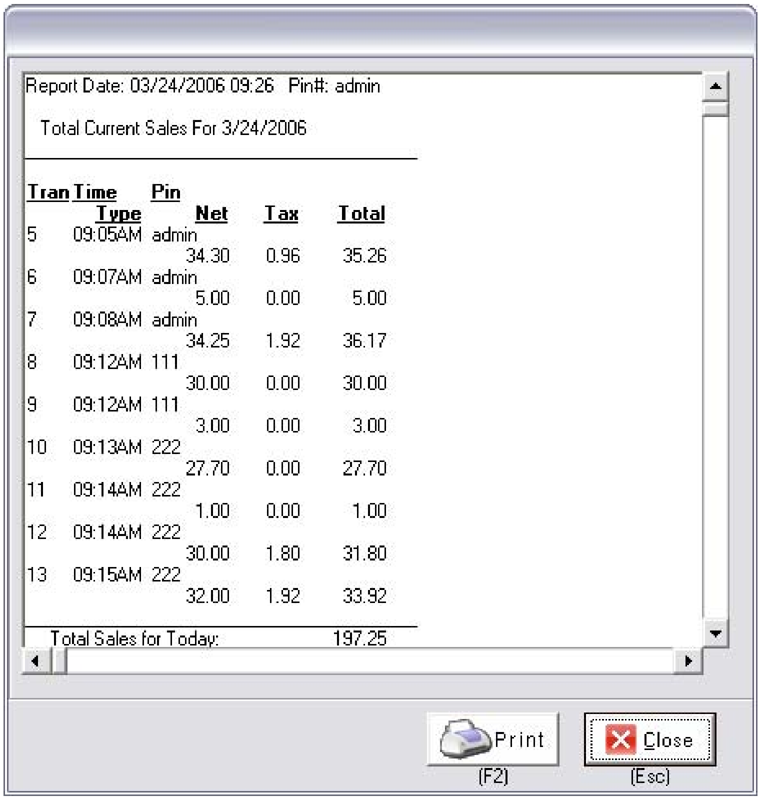
Choose this function to display on screen, the daily sales for the date selected. The option to print is also available after the report is displayed

This option will send a report for the daily sales for the selected date to the printer.



To exit the daily sales report screen and return to the reports menu select this option.

Sample Report:


Report Date: 03/24/2006 09:26 Pin#: admin

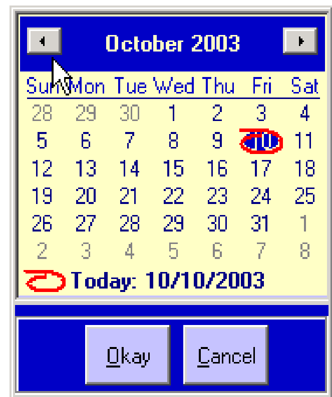
Total Current Sales For 3/24/2006

Tran Type	Time	Pin	Net	Tax	Total
5	09:05AM	admin	34.30	0.96	35.26
6	09:07AM	admin	5.00	0.00	5.00
7	09:08AM	admin	34.25	1.92	36.17
8	09:12AM	111	30.00	0.00	30.00
9	09:12AM	111	3.00	0.00	3.00
10	09:13AM	222	27.70	0.00	27.70
11	09:14AM	222	1.00	0.00	1.00
12	09:14AM	222	30.00	1.80	31.80
13	09:15AM	222	32.00	1.92	33.92

Total Sales for Today: 197.25

SALES BY SALESPERSON REPORT

This command generates a report which details daily sales made by each employee authorized to enter transactions on the point of sale terminal. This information is useful in forecasting and verifying employee sales goals, as well as identifying sales trends and effective employee teams.

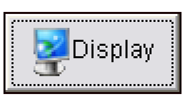


Upon selecting the Sales by Salesperson Report you are prompted to choose a date range in which to generate the report for. Use the calendar function to select the desired date range and press “OK”. Click on a day to select it. Click on the arrows at the top of the form to go to the next month or previous month. If you wish to search for only one day’s transactions, use the same date for the start date and end date.

To select all employees, place a check mark in the field provided. To select an individual employee deselect the “All Employees” field and use the search function to locate the desired employee.

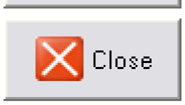
Choose a method to generate the report

Functions



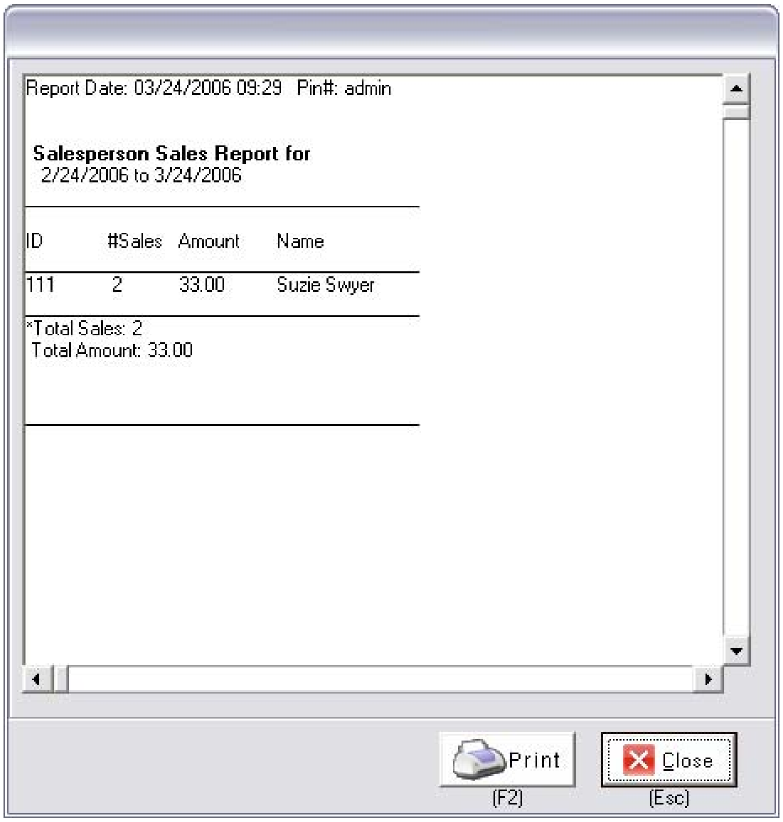
Choose this function to display the Sales by Salesperson report for the date selected. The option to print is also available after the report is displayed

This option will send a report for the Sales by Salesperson for the selected date(s) to the printer.



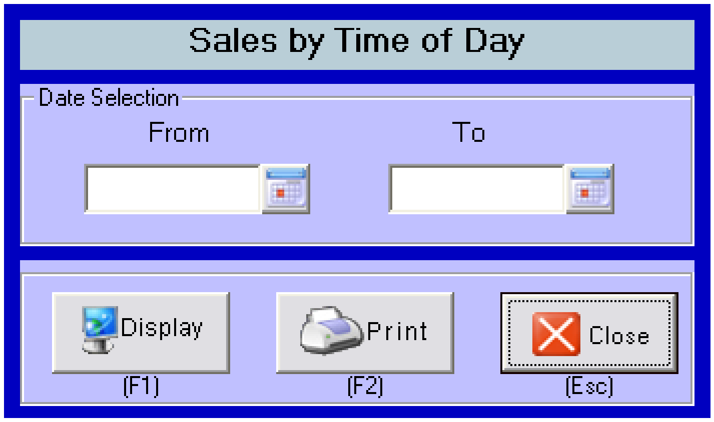
To exit the Sales by Salesperson report screen and return to the reports menu select this option.

Sample Report:



TIME OF DAY REPORT

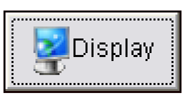
This command generates a report which breaks down daily sales into hourly increments. Sales made after 12:00 AM are grouped in the 12:00 AM to 7:00 AM time slot. This report information is useful for effective employee scheduling, inventory forecasting, and sales trend development.



Upon selecting the Time of Day Report you are prompted to choose a date range in which to generate the report for. Use the calendar function to select the desired date range and press “OK”. Click on a day to select it. Click on the arrows at the top of the form to go to the next month or previous month. If you wish to search for only one day’s transactions, use the same date for the start date and end date.

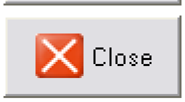
Choose a method to generate the report.

Functions



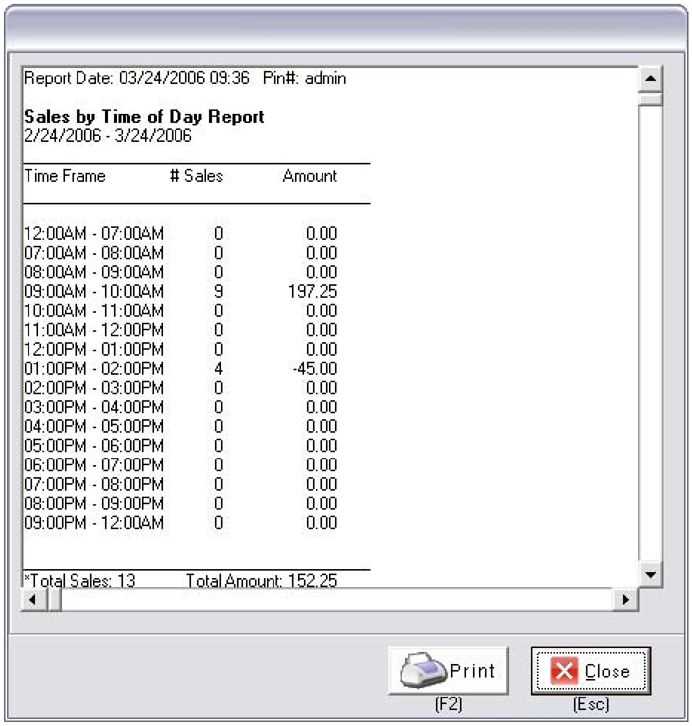
Choose this function to display the Sales by Time of Day report for the date selected. The option to print is also available after the report is displayed

This option will send a report for the Sales by Time of Day for the selected date(s) to the printer.



To exit the Sales by Time of Day report screen and return to the reports menu select this option.

Sample Report:


Report Date: 03/24/2006 09:36 Pin#: admin

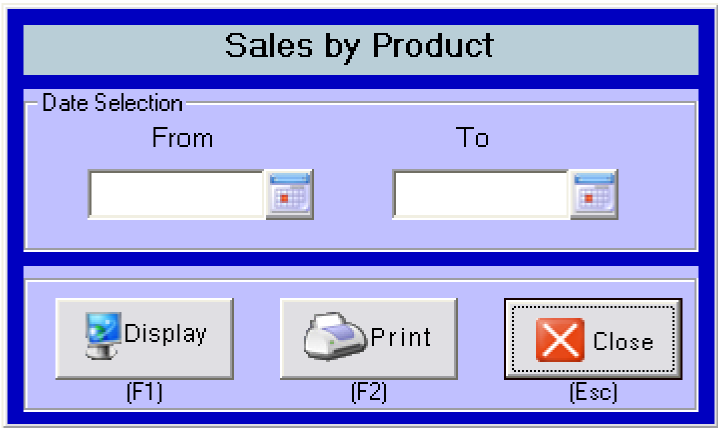
Sales by Time of Day Report
2/24/2006 - 3/24/2006

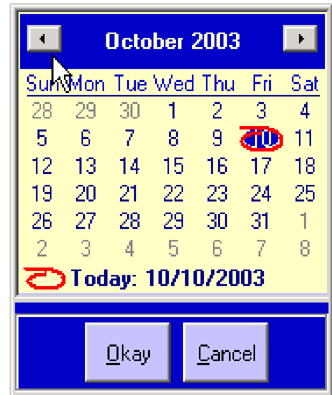
Time Frame	# Sales	Amount
12:00AM - 07:00AM	0	0.00
07:00AM - 08:00AM	0	0.00
08:00AM - 09:00AM	0	0.00
09:00AM - 10:00AM	9	197.25
10:00AM - 11:00AM	0	0.00
11:00AM - 12:00PM	0	0.00
12:00PM - 01:00PM	0	0.00
01:00PM - 02:00PM	4	-45.00
02:00PM - 03:00PM	0	0.00
03:00PM - 04:00PM	0	0.00
04:00PM - 05:00PM	0	0.00
05:00PM - 06:00PM	0	0.00
06:00PM - 07:00PM	0	0.00
07:00PM - 08:00PM	0	0.00
08:00PM - 09:00PM	0	0.00
09:00PM - 12:00AM	0	0.00

*Total Sales: 13 Total Amount: 152.25

SALES BY PRODUCT REPORT

This report breaks down sales of specific products by quantity and sales amount. The Sales by Product Report can be used to gauge product demand.

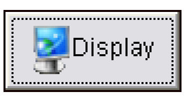




Upon selecting the Sales by Product Report you are prompted to choose a date range in which to generate the report for. Use the calendar function to select the desired date range and press “OK”. Click on a day to select it. Click on the arrows at the top of the form to go to the next month or previous month. If you wish to search for only one day’s transactions, use the same date for the start date and end date.

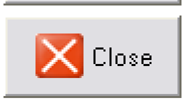
Choose a method to generate the report.

Functions



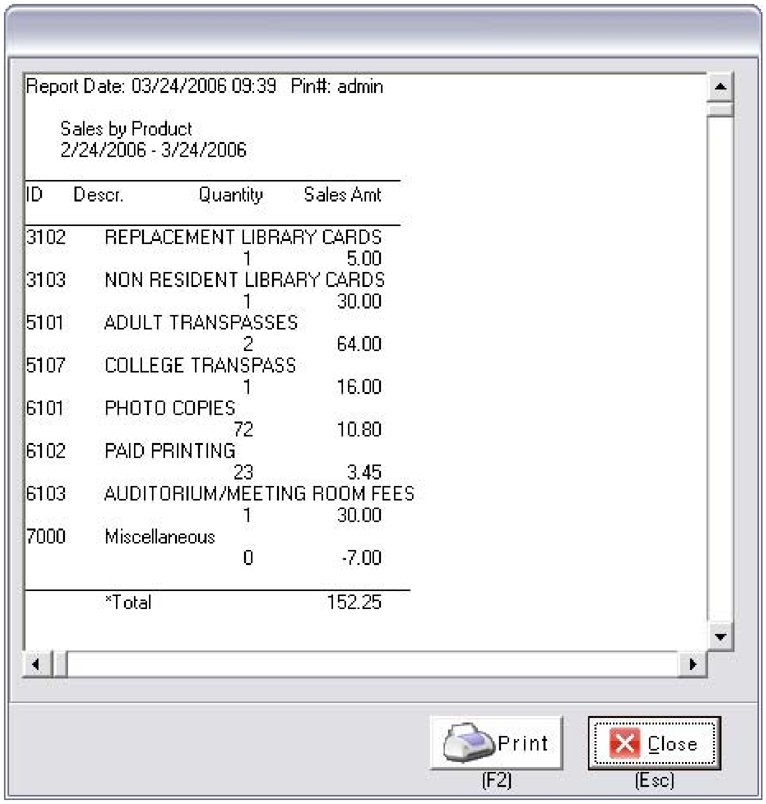
Choose this function to display the Sales by Product report for the date selected. The option to print is also available after the report is displayed

This option will send a report for the Sales by Product for the selected date(s) to the printer.



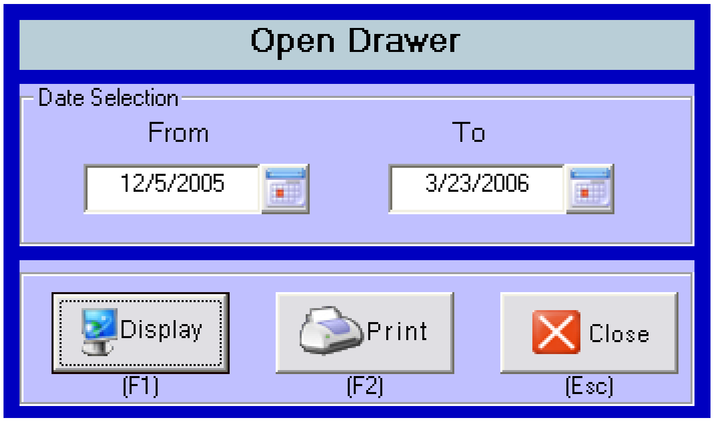
To exit the Sales by Product report screen and return to the reports menu select this option.

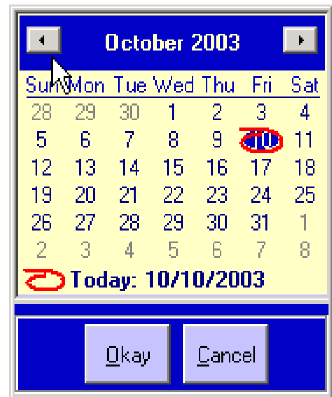
Sample Report:



OPEN DRAWER REPORT

This command will generate a report which describes when the cash drawer was opened through the Manager's Menu throughout the specified timeframes. The Open Drawer Report enables the Manager to track access to the cash drawer. This report does not include normal drawer opens at the end of standard transactions.

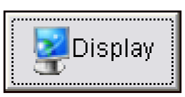




Upon selecting the Open Drawer Report you are prompted to choose a date range in which to generate the report for. Use the calendar function to select the desired date range and press "OK". Click on a day to select it. Click on the arrows at the top of the form to go to the next month or previous month. If you wish to search for only one day's transactions, use the same date for the start date and end date.

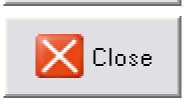
Choose a method to generate the report

Functions



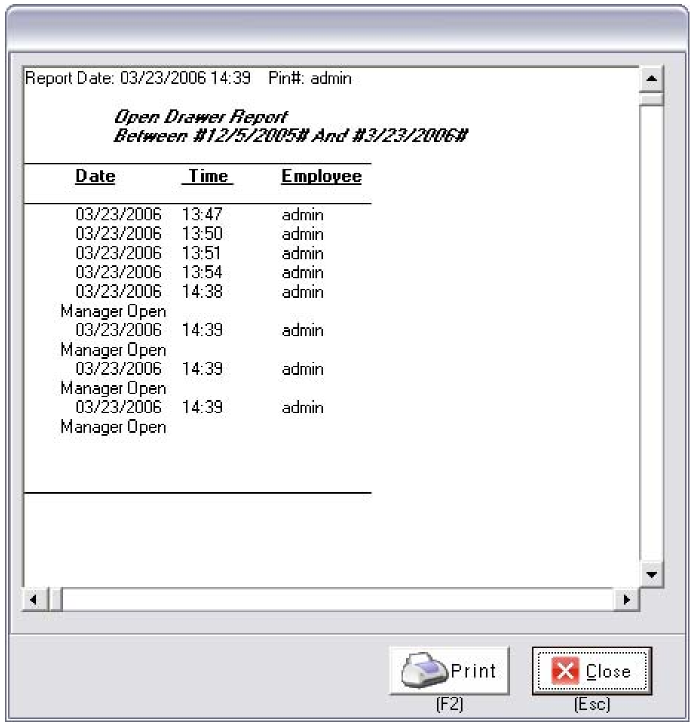
Choose this function to display the Open Drawer Report for the date selected. The option to print is also available after the report is displayed

This option will send a report for Open Drawer detail for the selected date(s) to the printer.



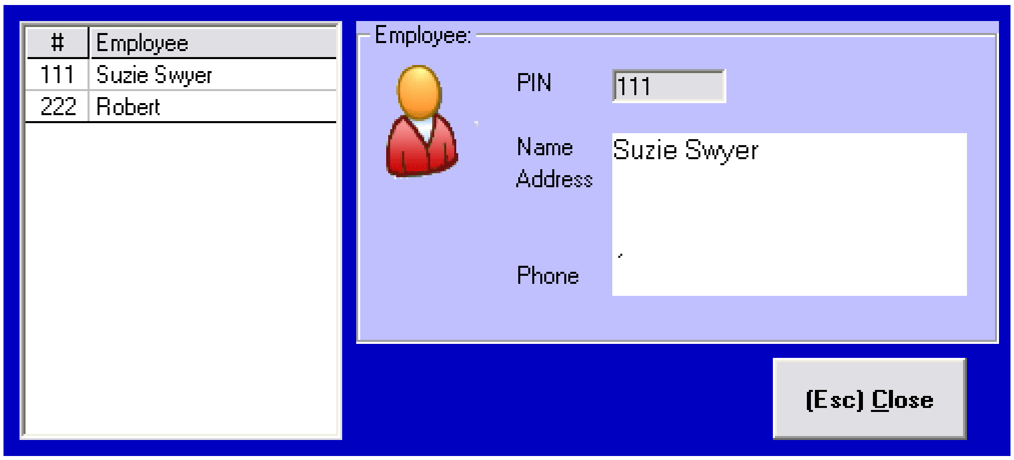
To exit the Open Drawer Report screen and return to the reports menu select this option.

Sample Report:



Employee List

This command generates a list which provides general information on each user authorized to use the STS-L™ register. Employee information lists Pin Number, Name, Address, and Phone. All information on this form is Read-Only and can not be changed, however it can serve as a useful reference of user accounts for those without access to User Maintenance or when a change is not desired. User lookup may be performed before running reports on Sales by Salesperson or other such reports. This function is further explained in the Manager's Functions section of the User's Guide.



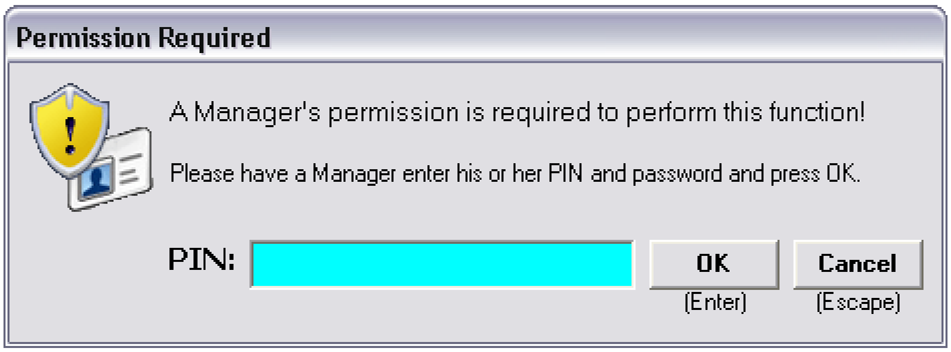
Layaway

This function is not available for this version of STS-L.

Discount

SECURITY SETTINGS

Security settings set by the systems administrator may require a manager's approval before using the Discount function. If this setting is enabled, and the current user security is not manger level or higher, a pop-up screen will appear that will prompt the user for a manager level or higher Pin number to be entered in the field provided giving the user "permission" to continue to use the Discount function.

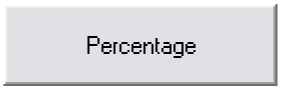


If this box (above) does not appear the setting for required manager approval is disabled.

This function is used to apply a percentage off discount or to subtract a fixed dollar amount from an individual item that has already been entered into the sales detail screen. In addition, these discount options are available only when an item is highlighted and in edit mode. Once the item is highlighted select the Discount function (F4). The following screen will appear:

COMMANDS

Select this function if the discount type is specific dollar amount. See Details for instructions on how to enter a fixed amount discount into the discount amount field.



Select this function if the discount type to be given is s percentage. See Details for instructions on how to enter a percentage discount into the discount amount field.

Once a discount type has been selected and an amount has been entered into the discount amount field, select this function to save these changes and apply the discount to the selected item. The change will be reflected on the main sales detail area.

If the user would like to exit this function screen without applying a discount to the selected item and return to the main sales screen select this function. Any actions performed in this function will be cancelled.

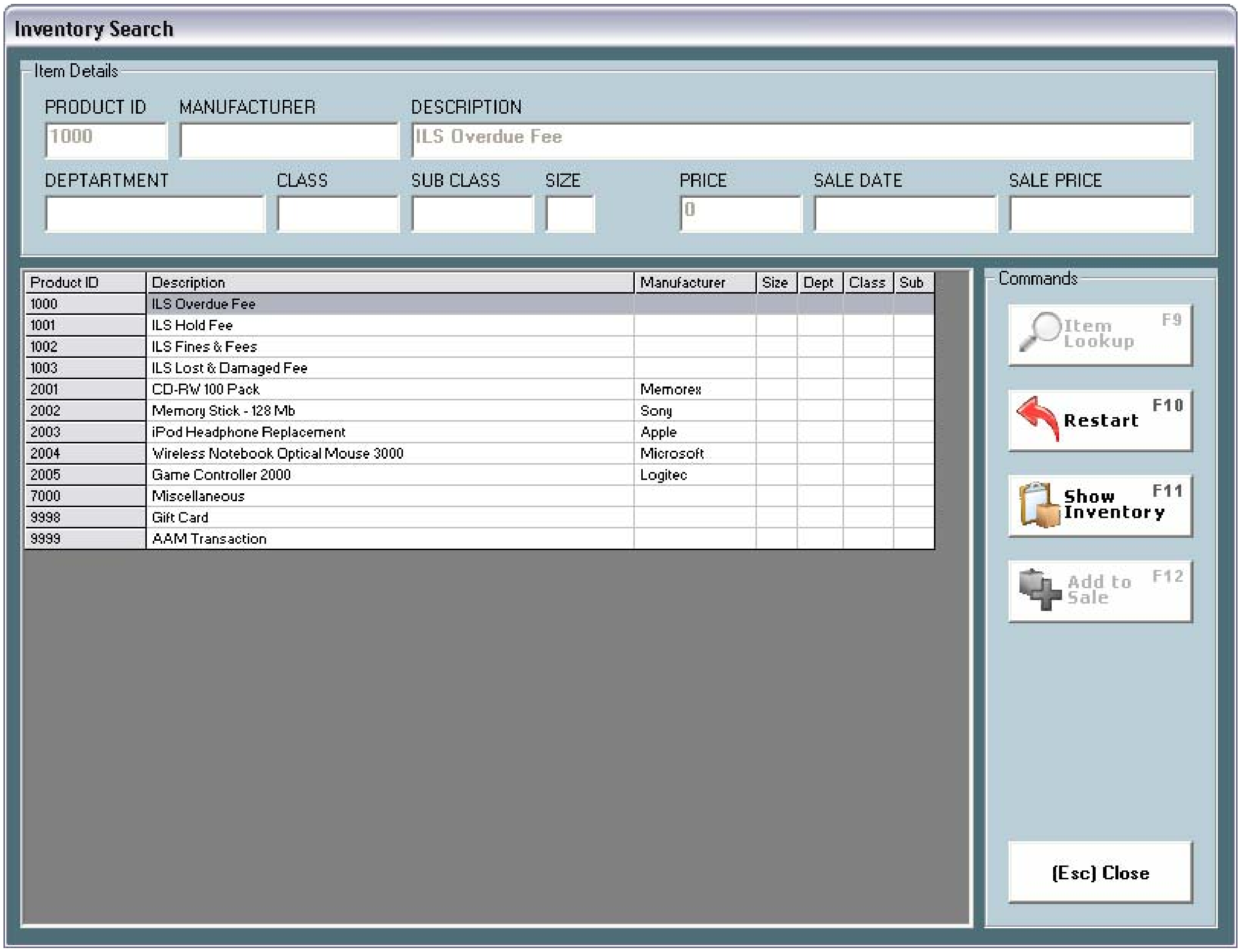
DETAILS

Discount Amount: This area allows the user to enter the discount amount whether it is a fixed dollar amount or a percentage discount. Follow the guidelines below when entering a discount amount. To select

- **Fixed Dollar Amount:** If the Fixed Amount function (F1) is selected the user will need to enter a dollar amount. Example: A twenty dollar discount should be entered as 20.00 or 20. Do not include a dollar sign when entering the dollar amount. The fixed amount can also include cents (e.g. enter 20.50 for Twenty Dollars and Fifty Cents).
- **Percentage Discount**: If the Percentage function (F2) is selected the user will need to enter a percentage amount. Example: to apply a Twenty Percent off (20%) discount, enter 20 into the Discount Amount field. Do not include a percentage sign when entering the percentage off amount into the Discount amount field.

Inventory Search Screen

The inventory lookup screen allows the STS-L operator to search among all items defined by STS-L managers or administrators as standard inventory items. It also allows selection of an item so that it can be posted to the Item List on the Main Sales Screen.



PRODUCT ID

This is the unique number associated with an item. It is also called the item SKU on the main sales screen. Entering a full or partial number here and pressing the F9 key on the keyboard will result in an inventory search for all item numbers matching or similar to the item number provided.

MANUFACTURER

This field displays the name of the manufacturer of the currently selected item if it has a specific or known manufacturer. Some items may not have a manufacturer listed. Alternately, if the item does not have a listed manufacturer or is generic by nature, this field may by used as a further description field for the item. Entering a full or partial name here and pressing the F9 key on the keyboard will result in an inventory search for all items whose manufacturer names match or are similar to the name provided.

DESCRIPTION

This field displays a description of the currently selected item if one is selected and it has a description. Entering a full or partial description here and pressing the F9 key on the keyboard will result in an inventory search for all items whose descriptions match or are similar to the description provided.

SIZE

This field displays the size of the currently selected item if one is selected and it has a size. Entering a size here and pressing the F9 key on the keyboard will result in an inventory search for all items whose size matches the size provided.

DEPT

This field displays the department (category) to which the currently selected item belongs if one is selected and it has a department. This field is used in conjunction with the Class and Sub Class fields for categorizing inventory. Entering a value here and pressing the F9 key on the keyboard will result in an inventory search for all items whose department value matches the value provided.

CLASS

This field displays the classification of the currently selected item if one is selected and it has a classification defined. This field is used in conjunction with the Department and Sub Class fields for categorizing inventory. Entering a value here and pressing the F9 key on the keyboard will result in an inventory search for all items whose Class value matches the value provided.

SUB

This field displays the sub-classification of the currently selected item if one is selected and it has a sub-classification defined. This field is used in conjunction with the Department and Class fields for categorizing inventory. Entering a value here and pressing the F9 key on the keyboard will result in an inventory search for all items whose Sub Class value matches the value provided.

PRICE

This is the default price of the item as set by a manager or administrator.

MARK DOWN DATE

This field is used for predefined sales determined by a manager. It marks the date the markdown price goes into effect for the currently selected item.

MARK DOWN PRICE

This field is used for predefined sales determined by a manager. It sets the markdown price for the currently selected item for the duration of the markdown.

ITEM LIST

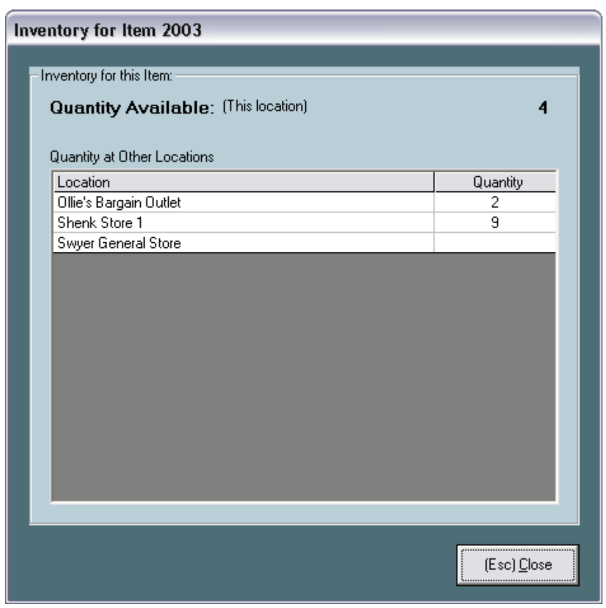
This displays a list of all items in inventory matching the current search criteria. STS-L Operators may scroll through the list by pressing the up or down arrows on the keyboard.

Commands

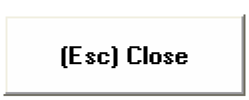
This command performs an inventory search based on currently entered criteria. Search criteria can include Product Number, Manufacturer Name, Description, Size, Department, Class, or Sub-Class. All search fields allow partial information to be entered prior to a search. The STS-L software will return all results which match full criteria or are similar to partial criteria. If no search criteria are defined, STS-L will return a list of all items in the current inventory starting with the first item on record.

This command will clear the all fields and the item list of information pertaining to the last search performed. If the previous search did not yield useful results, the STS-L operator may clear the search form and perform a new search.

This command will display a count of the selected inventory item for each location including the workstation location that is currently in use. See below for an illustration.



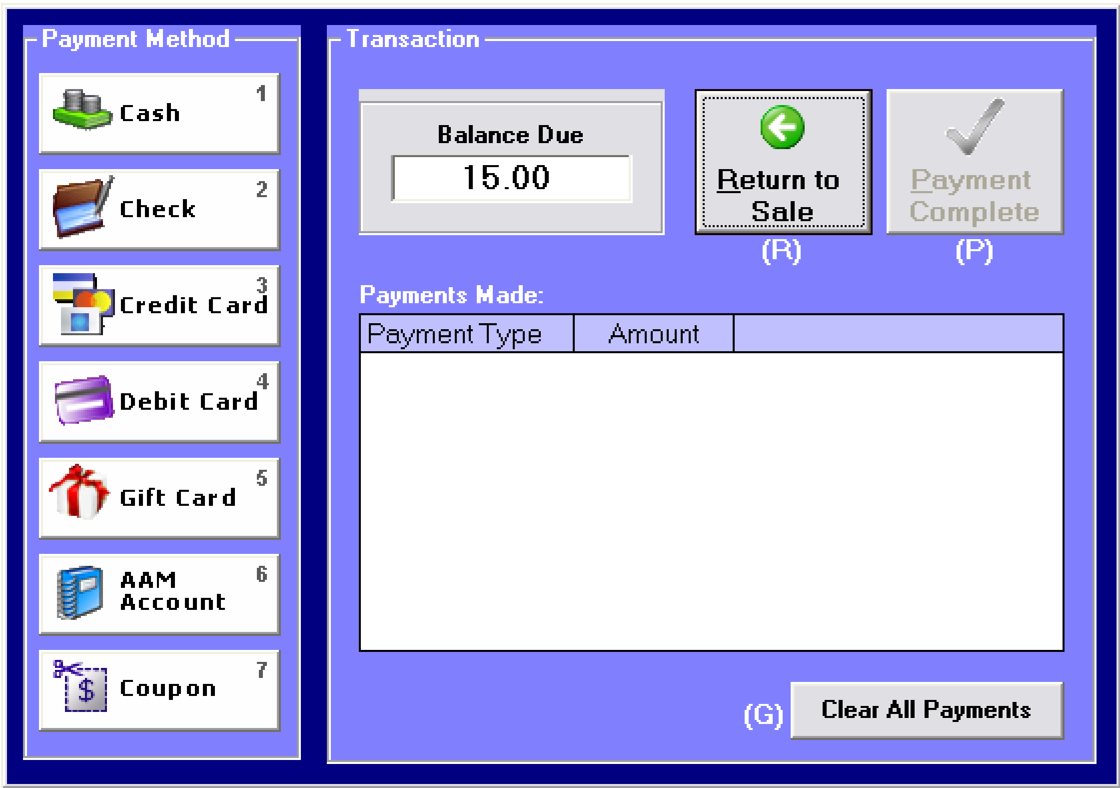
This command will close the inventory search screen and return an item to the Main Sales Screen for addition to the current sale transaction.



This command will close the inventory search screen without returning an item to the Main Sales Screen for addition to the current sale transaction.

Payment Screen

The Payment Screen is where payment for all items selected for sale is detailed for this transaction. STS-L supports multiple forms of payment including cash, check, credit card, gift certificate, and other specialized accounts. Payment can be made entirely of one form such as cash, or can be made using a combination of payment forms.



BALANCE DUE

This field displays the amount the customer owes for the total of the transaction on the Main Sales Screen. This amount must be reduced to 0.00 or less (the customer would then receive change) before the transaction can complete and a receipt can be printed.

PAYMENT GRID

As forms of payments are selected using the command buttons and amounts are given for those payment types, this grid displays a list of payments accepted and applied towards the balance due.

PAYMENT COMPLETE

This command instructs the STS-L software to finalize this transaction by creating a record of the current transaction in the database and printing a receipt. Once the balance due reaches 0.00 or below it is available. It is disabled until all payments have been recorded for this sale.

RETURN TO SALE

This command cancels the acceptance of payment for the current transaction and returns the STS-L operator to the Main Sales Screen. This may be used if the customer decides to purchase another item before completing his or her transaction, or if it has been determined that a mistake has been made or the customer can not provide payment for the balance due.

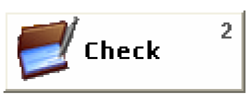
CLEAR ALL PAYMENTS

As forms of payments are selected using the command buttons and amounts are given for those payment types, the payment grid displays a list of payments recorded. Press this button to clear all recorded payments from the list.

NOTE: If using Online Credit Card, Gift Card, or an AAM Account any payments already approved by these methods will NOT be erased from the list. If these payments need to be cleared after approval from PCCharge or the AAM server, this sale should be canceled and a second Point of Sale transaction performed to refund the previously approved payments ONLY. See a Manager or Administrator for assistance if you are unsure of how to perform this procedure.

Payment Options

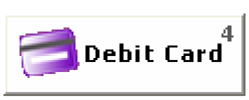
This command records a cash payment against the total balance due for this transaction. The cash payment frame will appear requiring the STS-L operator to indicate the amount of the cash payment. It can be less than, equal to, or greater than the balance due.



This command records a check payment against the total balance due for this transaction. The check payment frame will appear requiring the STS-L operator to indicate the amount of the check and the check number. The check amount can be less than, equal to, or greater than the balance due.

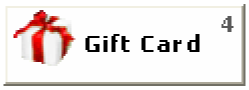
This command records a credit card payment against the total balance due for this transaction. The credit payment frame will appear requiring the STS-L operator to indicate the amount to charge the card and the card number. The amount can be less than, equal to, or greater than the balance due.

The credit card number can be manually typed into the credit card number field in the credit payment frame or can be swiped using a magnetic card reader. It is recommended that ALL credit cards be swiped. This reduces the chance for cashier mistakes, fraudulent charges, or increased transaction fees from the credit Processor.

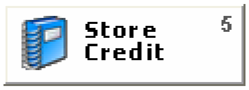


This command records a debit card payment against the total balance due for this transaction. The debit card frame will appeat requiring the STS-L operator to indicate the amount to charge the debit card.

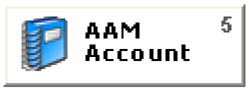
The debit card number can be manually typed into the credit card number field in the debit payment frame or can be swiped using a magnetic card reader. It is recommended that ALL debit cards be swiped. This reduces the chance for cashier mistakes, fraudulent charges, or increased transaction fees from the debit Processor.



This command records gift certificate redemptions as payment against the total balance due for this transaction. The gift card payment frame will appear requiring the STS-L operator to indicate the amount of the gift certificate and the certificate number. The amount applied from the certificate can be less than, equal to, or greater than the balance due.



or



This command records a payment against a store credit account (if available) for the total balance due for this transaction. The store credit frame will appear requiring the STS-L operator to indicate the amount of the payment. It can be less than, equal to, or greater than the balance due

STS-L (for Libraries) supports connection to an EnvisionWare AAM server to access patron Online Cash accounts which serve as credit towards the purchase of items or services in STS-L. STS-L will contact the AAM server to update the patron's account available balance once the transaction completes. THIS **REPLACES STORE CREDIT**

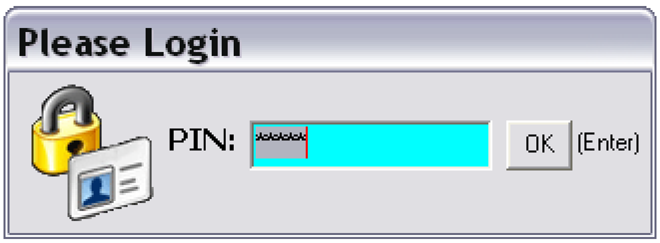
This command allows the user to enter a coupon manually or by a scan code that is located on the coupon. Discounts to a single item can be entered on the main sales screen. This option is only for discounts that involve a discount to the entire purchase.

Performing a Transaction

All Point of Sale transactions require the same basic steps of execution. This section describes how to complete a transaction using the STS-L software.

LOG IN

You begin a transaction in STS-L by Logging into the system using your personal PIN and password provided by your manager or administrator.



STS-L automatically identifies a new transaction as a “Sale” transaction.

SELECT ITEMS FOR PURCHASE

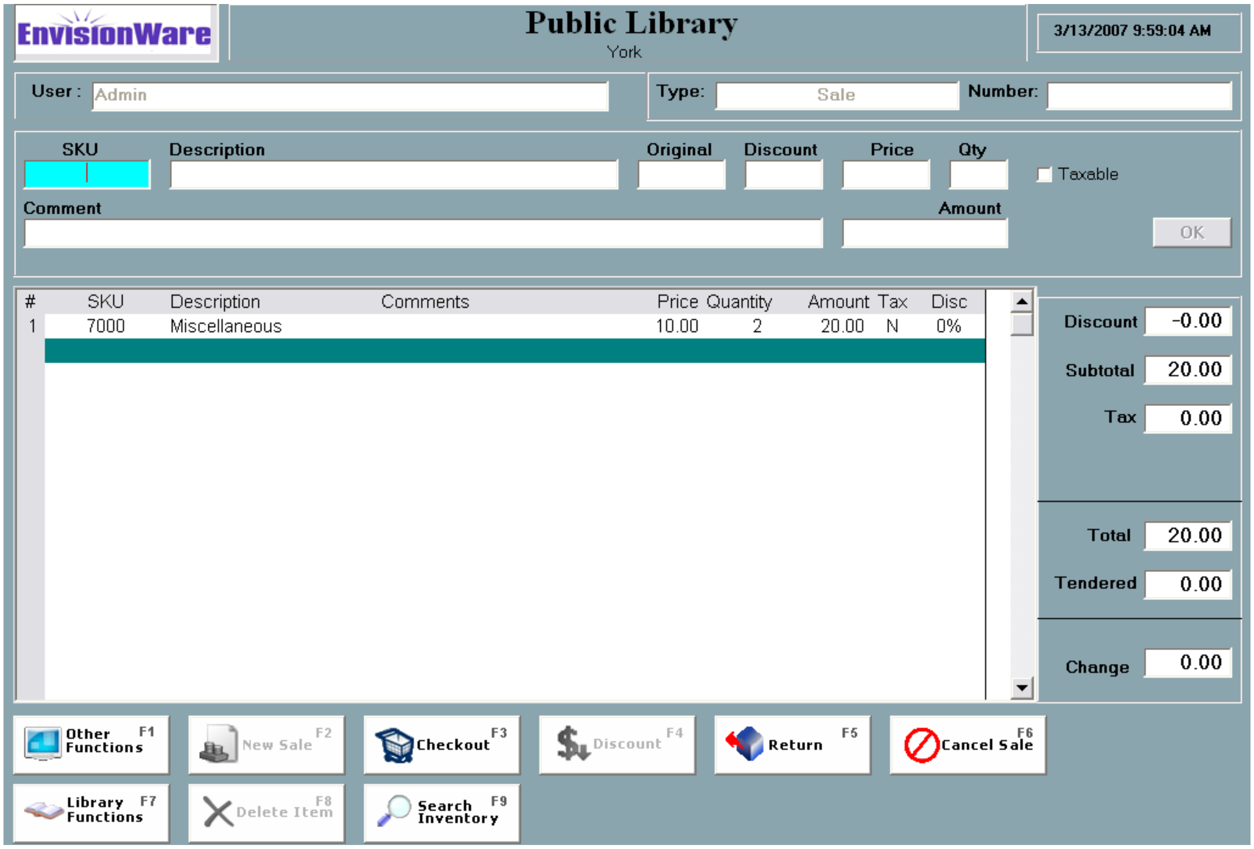
Once you have logged into the system, you then add items to the Item List for this transaction. You may do so by doing one of the following:

- Typing the SKU of an item into the SKU field in the Item Detail section of the Main Sales Screen, then setting the item’s price (if allowed) and quantity and indicating whether or not it is taxable. Press enter on the keyboard and the item will be added to the Item List.

- Looking up an item from inventory by pressing the F9 key on the keyboard and performing a search on the Inventory Search Screen, then adding the selected item to the Item List on the Main Sales Form by pressing the F12 key indicating your wish to select the item for sale. After you add it to the Main Sales Screen you must set the item’s price (if allowed) and quantity and indicating whether or not it is taxable. Press enter on the keyboard and the item will be added to the Item List.

- Scanning the barcode of a bar-coded item using a scanning device. This should enter the details for the item into the Item Detail section of the Main Sales Screen. You must then set the item’s price (if allowed) and quantity and indicating whether or not it is taxable. Press enter on the keyboard and the item will be added to the Item List.

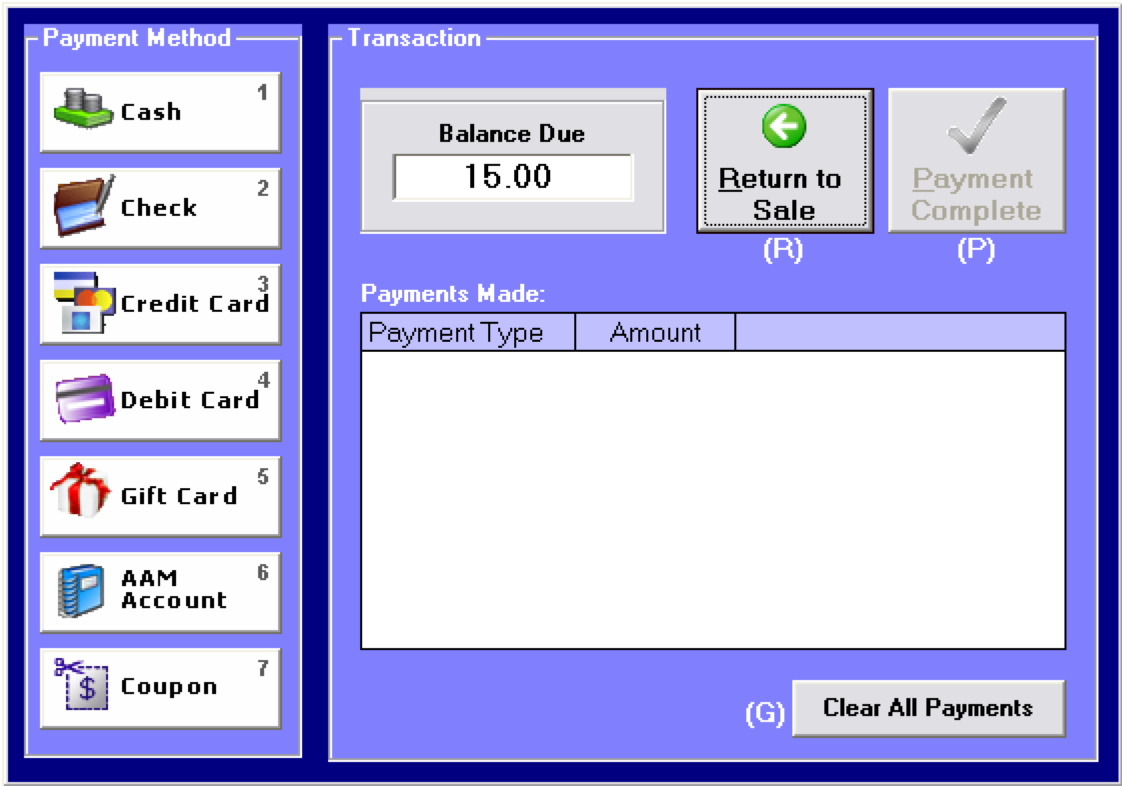
Repeat this process for each item until all the items the customer has selected for purchase have been added to the Item List.



CHECK OUT

Once all items have been included in the Item List, press F3 on the keyboard to proceed to the Payment Screen for check out.

- Provide forms of payment until the Balance Due is 0.00 or below (indicating that the customer will be receiving change).
- Press the Payment Complete button to finalize the sale and print the receipt.



FINISH THE TRANSACTION

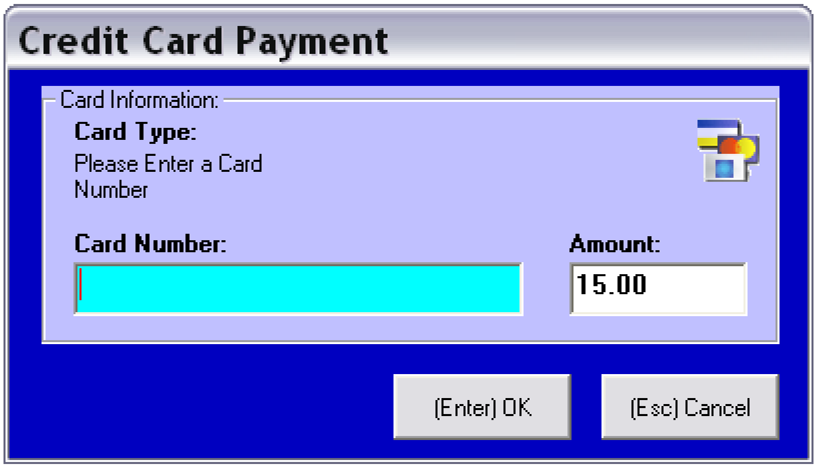
If any credit cards were provided as payment, and credit approvals are processed by the STS-L software online the Online Credit screen will appear and contact the credit Processor for approval. If accepted, the STS-L software will print two signature receipts (a store copy and a customer copy) for each approved credit card in addition to the regular transaction receipt.

- After payment is complete and all cards are approved, the cash drawer opens for the STS-L operator to store the cash and provide the customer with change if required.
- Then the STS-L software will print a receipt for the customer. If an extra receipt is desired, you can press the F1 key on the keyboard on the Main Sales Screen to print an extra receipt for this transaction.
- Once finished, press the F2 key on the keyboard to begin a new transaction.

Credit Cards

Credit cards are accepted on the Payment Screen as a form of payment, but they require special processing procedures and information. This section of this manual describes credit processing scenarios and how the STS-L operator should handle them.

Once on the Payment Screen during a transaction, if the customer wishes to pay with a credit card you must press F3 on the keyboard to indicate a credit payment. The Credit payment frame appears prompting for the credit card number and the amount to authorize.



Providing the credit card number can be done in one of two ways:

1. Swiping the card with a magnetic card reader
2. Typing the number in this frame by hand

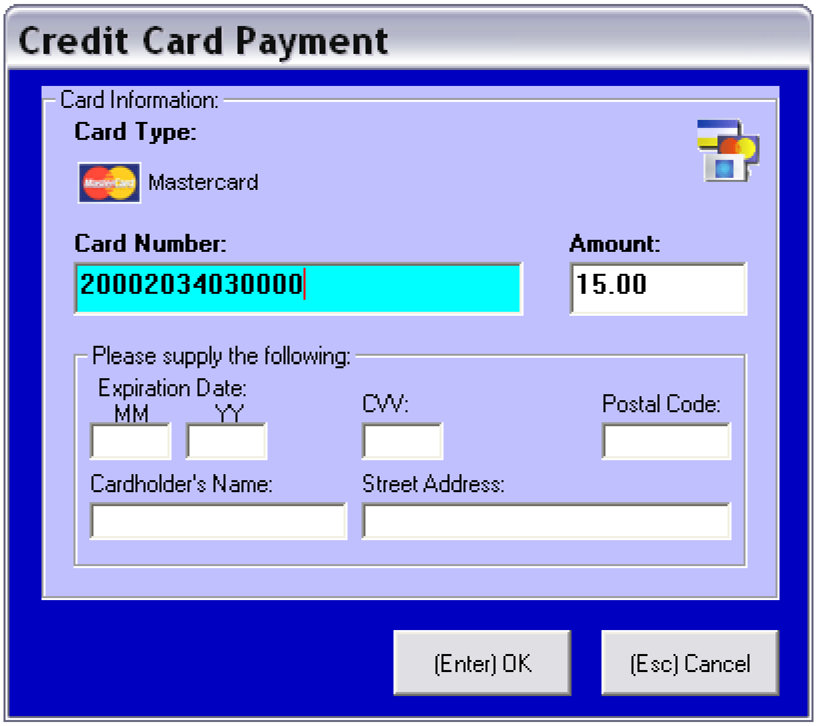
Cards should always be swiped if at all possible. The only reason why a card number should be typed in by hand is if you do not have a magnetic card reader or it is damaged, or the card is for some reason unreadable.

If the card is unreadable, it is usually better to ask for a different card than to type in the number. This is because the credit Processors charge higher transaction fees for manually typed cards than for swiped transactions. Not only is swiping the card easier and faster, it is also cheaper. This reduces the chance for cashier mistakes, fraudulent charges, or increased transaction fees from the credit Processor.

STS-L has built in routines to test the validity of a credit card number. If a card is damaged or is fraudulent or the number has been typed in by hand incorrectly you will see the following message:

If you see this message and you typed in the number, try typing it again. This problem is most likely the result of human error.

If using Manual credit card processing, STS-L will prompt the user to select a card type (MasterCard, Visa etc.) from the list. (See illustration below). If using Online Credit Card Processing the card type will be read once the card is swiped.



STS-L provides support for accepting credit cards either online or offline (manual).

- Online transactions are processed by STS-L by directly contacting a credit Processor for transaction approval either using a Modem or Internet connection.

- Offline (Manual) transactions are processed by STS-L by prompting the operator for an authorization number in addition to the card number and amount. STS-L assumes that the operator has used another method of communication to obtain a valid approval from a credit Processor and will accept the approval code returned to the operator. This would be the method used if your store has a credit processing device issued to their organization by a bank or credit Processor and you wish to use it to secure credit approvals. This method is also useful as a backup should the normal data connection lines used in Online processing be temporarily offline. In this case the operator would need to call the Processor on the telephone for approval. This is very expensive and should not be a general practice.

<u>ONLINE SWIPED TRANSACTION</u>

This is the preferred method. Credit cards are processed by STS-L directly contacting a credit Processor for transaction approval and using the full magnetic stripe for validation. This is the fastest, cheapest, and most secure method of credit payment.

Once a card has been swiped into the Credit Payment Frame and payments have been recorded to cover the entire Balance Due, STS-L begins processing credit transactions.

If the card was processed successfully and was authorized for the amount desired, the STS-L software will print two signature receipts (a store copy and a customer copy) for each approved credit card. Present one to the customer for his or her signature.

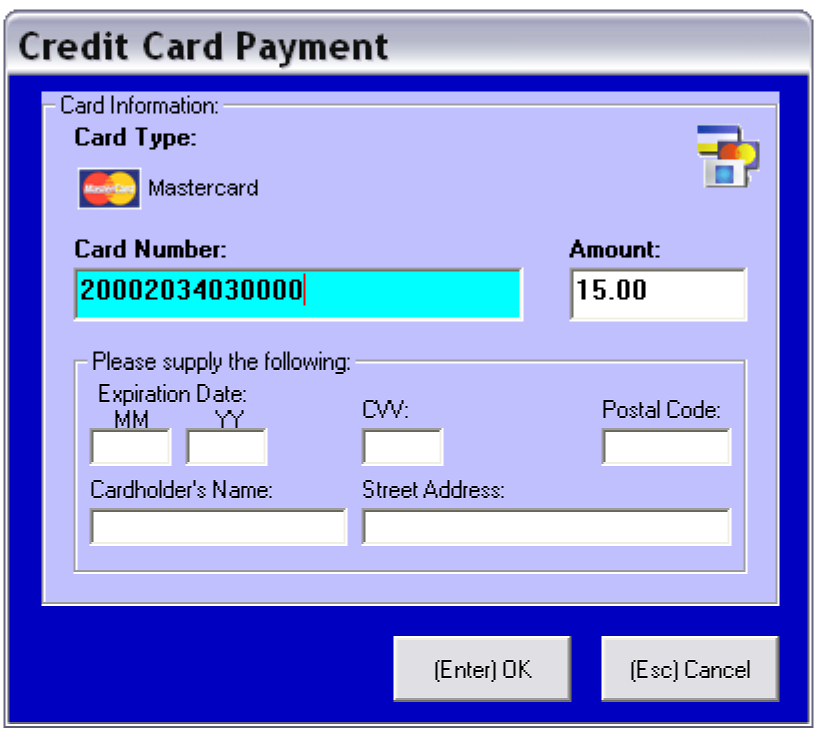
If a card is declined, or there is an error in processing, the amount is rejected as payment and is returned to the Balance Due. The Payment Screen then reappears requiring an alternate form of payment for the amount which was rejected.

ONLINE TYPED TRANSACTION

This method is not preferred, although it is supported. It is less secure and reliable, and usually costs more then the online swiped method. If you do not have a magnetic card reader or it is damaged, or the card is for some reason unreadable, you may type the card number in by hand on the Payment Screen.

More information is required to process a manually typed transaction. Once a card has been swiped into the Credit Payment Frame and payments have been recorded to cover the entire Balance Due, STS-L begins processing credit transactions.

The Online Credit card screen will appear in this altered format once for each credit card number typed in as payment.



EXPIRATION DATE

This field is where you must type in the expiration date of the credit card as a two digit month followed by a two digit year.

CARDHOLDERS NAME

In this field you must type the card holder's name as it appears on the front of the credit card.

CVV

The CVV is the 3 digit security code on the back of the credit card near the signature line. If the Processor you are using supports CVV verification STS-L will enable this field and you must type in the code.

STREET ADDRESS

This is the street address of the billing address of the card, which is usually the cardholder's home address. If the Processor you are using supports Address Verification Service (AVS), STS-L will enable this field and you must type in this information.

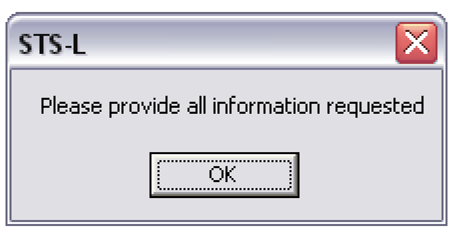
POSTAL CODE

This is the zip code of the billing address of the card, which is usually the cardholder's home address. If the Processor you are using supports Address Verification Service (AVS), STS-L will enable this field and you must type in this information.

PROCESS

Once all required information has been provided press this button to begin processing the transaction.

If you did not include a required piece of information, you will see this warning and the STS-L software will highlight the field you missed:



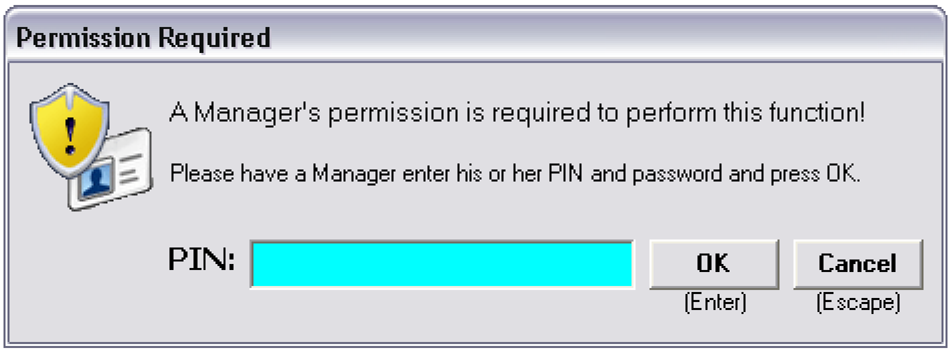
If the transaction is approved, STS-L will display a message stating that the credit card was approved.

Refunds and Returns

Returns should not be accepted without an original receipt. If a customer wishes to return merchandise and has a receipt from the original sale, a user can process the transaction by performing the steps outlined in this section.

SECURITY SETTINGS

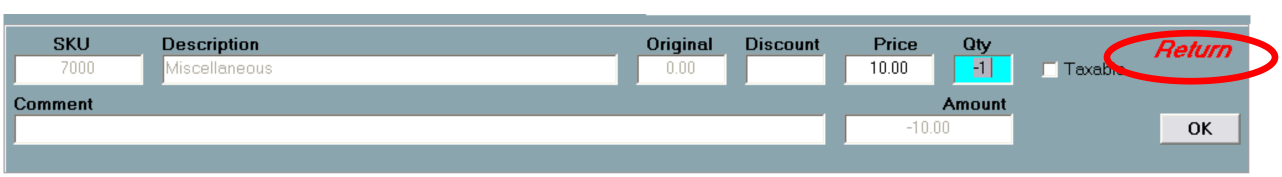
Security settings set by the systems administrator may require a manager's approval before completing a Refund/Return type transaction. If this setting is enabled, and the current user security is not manger level or higher, a pop-up screen will appear that will prompt the user for a manager level or higher Pin number to be entered in the field provided giving the user "permission" to continue the Refund/Return transaction.



If this box (above) does not appear the setting for required manager approval is disabled.

RETURNING ITEMS

Before beginning item selection, you must indicate to STS-L that the item you are about to select is going to be a return. This is done by pressing the F5 key on the keyboard on the Main Sales Screen. The Item Detail section will indicate a refund by changing the quantity to a negative number and displaying a bold, red "Refund" statement under the item.



SELLING NEW ITEMS

During a return, the customer may still make purchases of new items. If an item is desired for sale and not a return, add the item to the Items List on the Main Sales Screen using one of the methods outlined above. Do not press F5 before selecting this item, scanning its barcode, or typing in its SKU. Pressing F5 before entering an item identifies that item as being returned. For sales, enter it normally.

SELECTING ITEMS

You then add items to be sold or returned to the Item List one at a time for this transaction. Before each individual item you must indicate if the item is being returned using the steps outlined above. You may select items in the same manner as a sales transaction by doing one of the following:

- Typing the SKU of an item into the SKU field in the Item Detail section of the Main Sales Screen, then setting the item's price (if allowed) and quantity and indicating whether or not it is taxable. This information should match what was on the customer's original receipt. Press OK (Enter) on and the item will be added to the Item List.

- Looking up an item from inventory by pressing the F9 key on the keyboard and performing a search on the Inventory Search Screen, then adding the selected item to the Item List on the Main Sales Form by pressing the F12 key indicating your wish to select the item for sale. After you add it to the Main Sales Screen you must set the item's price (if allowed) and quantity and indicating whether or not it is taxable. This information should match what was on the customer's original receipt. Press OK (enter) and the item will be added to the Item List.

- Scanning the barcode of a bar-coded item using a scanning device. This should enter the details for the item into the Item Detail section of the Main Sales Screen. You must then set the item's price (if allowed) and quantity and indicating whether or not it is taxable. This information should match what was on the customer's original receipt. Press OK (enter) and the item will be added to the Item List.

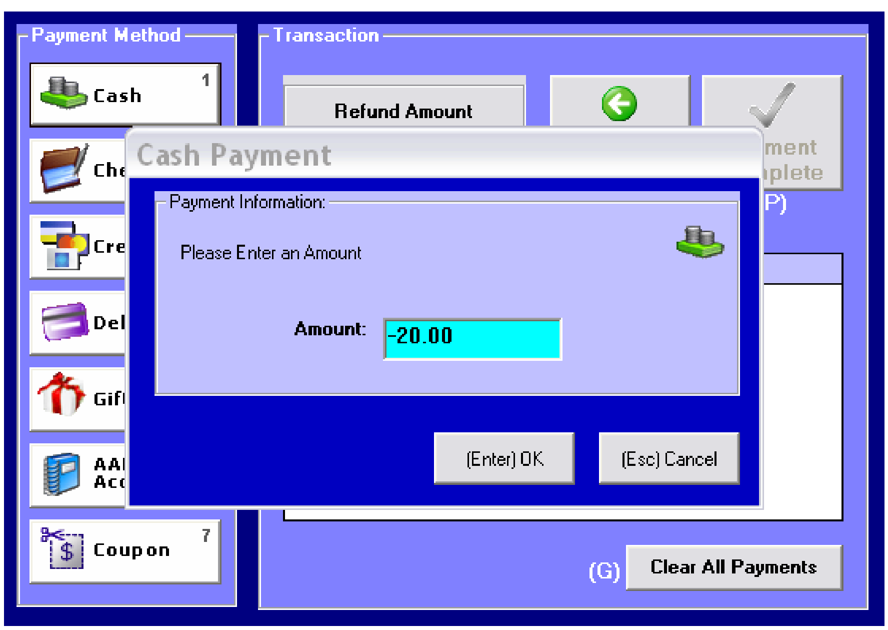
Repeat this process for each item until all the items the customer had originally purchased and wishes to return or new items he or she wishes to purchase have been added to the Item List.

<u>CHECK OUT</u>

Once all items have been included in the Item List you may proceed to checkout.

If the total for all items is negative, the Transaction Information area will then identify the transaction as a refund. If the amount sold is more than that returned the transaction would still be identified as a sale.

Press F3 on the keyboard to proceed to the Payment Screen for check out.



- **Sales** Provide forms of payment until the Balance Due is 0.00 or below (indicating that the customer will be receiving change) by entering payments of positive amounts.

- **Refunds** Provide forms of payment until the Balance Due is 0.00 by entering payments of negative amounts.

- Press the Payment Complete button to finalize the sale and print the receipt.

If any credit cards were provided as payment, and credit approvals are processed by the STS-L software online the Online Credit screen will appear and contact the credit Processor for approval. If accepted, the STS-L software will print two signature receipts (a store copy and a customer copy) for each approved credit card in addition to the regular transaction receipt.

RECORD THE RETURN

Once payment has been made and accepted, you should record the return using the Refund Slip Screen which provides a printed refund statement to the customer and references the original sale. This allows Managers to identify exactly which items are being returned and reconcile them in the system's reports. The Refund Slip Screen is described in more detail below.

FINISH THE TRANSACTION

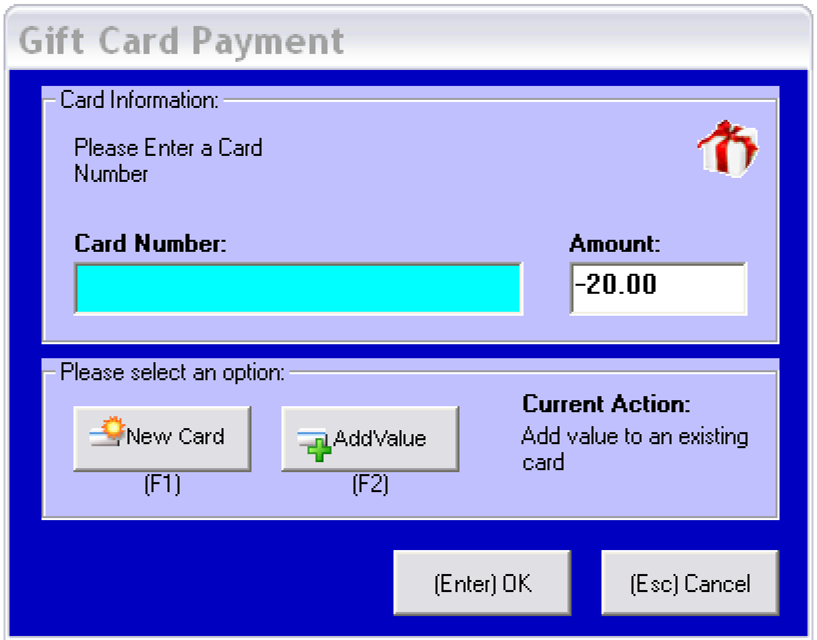
- After payment is complete and all cards are approved, the cash drawer opens for the STS-L operator to store the cash and provide the customer with change if required.

- Then the STS-L software will print a receipt for the customer. If an extra receipt is desired, you can press the F1 key on the keyboard on the Main Sales Screen to print an extra receipt for this transaction.

- Once finished, press the F2 key on the keyboard to begin a new transaction.

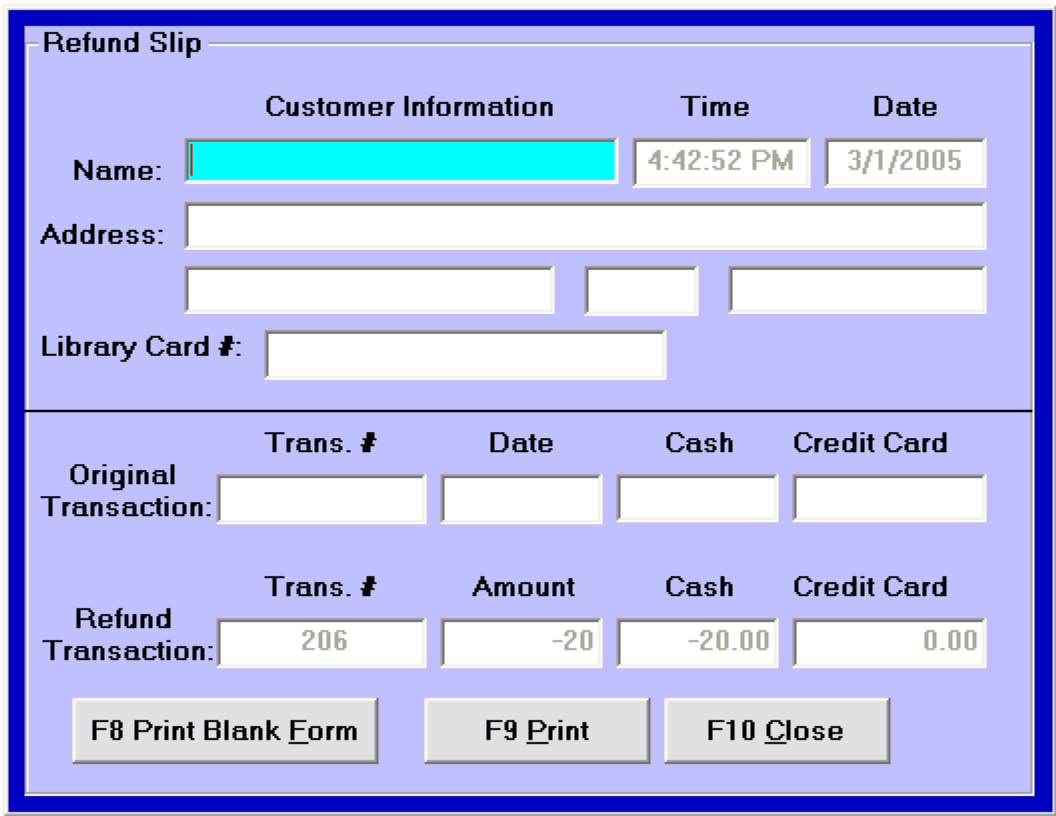
REFUNDING TO A GIFT CARD

When performing a return and the amount refunded is going onto a gift card follow the same procedure as a normal return. Although, at the payment screen, selecting gift card as the refund type will give the user the choice to activate a new gift card or add value to an existing gift card.


Gift Card Payment
Card Information:
Please Enter a Card Number
Card Number:
Amount:
-20.00
Please select an option:
New Card
(F1)
AddValue
(F2)
Current Action:
Add value to an existing card
(Enter) OK
(Esc) Cancel

Refund Slip Screen

This screen appears after a successfully completed transaction during which the customer returned merchandise. It provides a printed refund statement to the customer and references the original sale, allowing Managers to identify exactly which items are being returned and reconcile them in the system's reports.



NAME

This field records the name of the customer who is returning the item. The person who returns an item may or may not be the person who participated in the original sales transaction. An example of this would be returning a gift which was purchased by someone else. With a valid receipt, this return could be accepted. Type the name of the person who is returning the merchandise into this field. This is primarily for the customer's records more than STS-L.

TIME

This is the time of day the refund transaction was issued. This field is Read-Only and is provided for informational purposes.

DATE

This is the date the refund transaction was issued. This field is Read-Only and is provided for informational purposes.

ADDRESS

These fields store the address of the customer who is being issued the refund. Although they are not individually labeled, there is a separate field for each portion of the address. The top line is where you should record the street portion of the address. The bottom left line is for the city, the bottom middle is for the state, and the bottom right is for the ZIP code. This is primarily for the customer's records more than STS-L.

LIBRARY CARD NUMBER

This field is for recording the patron's library card number. STS-L is designed for libraries, and this field allows the refund to be tied to an account which the patron might have on hand on an ILS server and maintained from there. ILS server connections are discussed in the "Advanced" section of this manual.

TRANS NUMBER (ORIGINAL TRANSACTION)

This field is for recording the transaction number of the original sale when the item being returned was sold. The transaction number can be found on the receipt which was printed at the end of the original sales transaction. This links the two transactions in STS-L and on the customer and store receipts. Printed receipts for transactions which are linked should be stapled and stored together.

DATE (ORIGINAL TRANSACTION)

This is the date of the original sales transaction. This information can be found on the receipt which was printed at the end of the original sales transaction.

CASH (ORIGINAL TRANSACTION)

This field is for recording the amount of payments provided during the original sale which were cash payments. This information can be found on the receipt which was printed at the end of the original sales transaction.

CREDIT CARD (ORIGINAL TRANSACTION)

This field is for recording the amount of payments provided during the original sale which were credit card payments. Credit cards payments must be handled and tracked differently than all other forms of payment, so they should be separated if a portion of the sale or refund transaction was made with a credit card. This information can be found on the receipt which was printed at the end of the original sales transaction.

TRANS NUMBER (REFUND TRANSACTION)

This field displays the transaction number STS-L has assigned for this refund transaction. This information is Read-Only and is automatically generated by STS-L.

AMOUNT (REFUND TRANSACTION)

This field displays the total amount which is being refunded during this refund transaction. This information is Read-Only and is automatically generated by STS-L based on calculations performed on the item totals during the transaction.

CASH **(REFUND TRANSACTION)**

This field displays the amount of payments provided during this refund transaction which were cash payments. Removing cash from the drawer must be recorded so that during drawer closeout the STS-L system knows how much cash should be on hand. Therefore this field specifically marks how much cash the customer should receive as his or her refund. This information is Read-Only and is automatically generated by STS-L based on calculations performed on the payment screen during checkout.

CREDIT CARD **(REFUND TRANSACTION)**

This field displays the amount of payments provided during this refund transaction which were credit card payments. Credit cards payments must be handled and tracked differently than all other forms of payment, so they are separated if a portion of the customer’s refund was credited to a credit card. This information is Read-Only and is automatically generated by STS-L based on calculations performed on the payment screen during checkout.

This command will print a refund slip on the receipt printer which does not have the customer and transaction specific information printed on it. In place of this information are blank spaces where the STS-L operator should write out each piece of information by hand. This allows special notes to be included on the refund slip.

This command will print a refund slip on the receipt printer which does have the customer and transaction specific information which was typed in this screen printed on it. A copy should be given to the customer and another printed for the store so that the transaction can be accounted for in reports. There is a place on the receipt for customer and Manager signatures if your organization has decided to make it a policy to obtain signatures when issuing refunds.

This command will close the refund slip form and return the Manager to the Main Sales Screen.

Advanced Functions Overview

ILS CONNECTION

EnvisionWare STS-L can connect to an Integrated Library System (ILS) server to access information on a patron's active library account. STS-L can retrieve any fines and fees the patron may have accumulated on his or her account an accept payment for these fees. Fines and fees which are paid for in STS-L are then removed from the patron's account records.

This makes this STS-L system especially useful for libraries in managing and handling patron account activity.

STS MANAGER™ CONNECTION

STS-L has the ability to connect to a STS Manager™ server which can manage multiple STS-L terminals in multiple physical locations from a central server. STS Manager™ Server is a separate server application and is not included with the STS-L software.

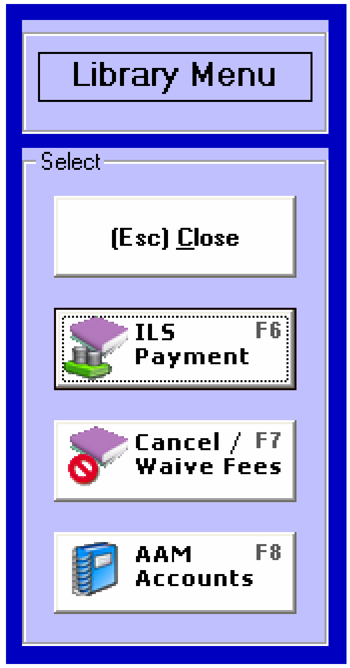
Main Sales Screen Commands

The ILS functions can be accessed by all users of STS-L through the Library Functions command on the Main Sales Screen. Certain Library Functions commands are restricted to Managers or Administrators, but all users can query the ILS for patron account activity and accept payment for fines and fees on their account.

The Library Functions command allows access to a special menu with functions that require connection to the ILS server to be configured. This menu and all available options are described below.

Library Functions Menu

The Library Functions provides access to communication with an ILS server to retrieve patron account details and pay patron fines. Some functions are restricted to Managers and Administrators only.



ILS PAYMENT

This command initiates a connection to the ILS server to access Patron Data, and allows an employee to access, review, and make payments towards the patron's account.

CANCEL/WAIVE FEES

This command allows a Manager to connect to the ILS server to waive or cancel fees/fines for a patron if this function is supported by your ILS server. This command is restricted to Managers and Administrators only.

AAM ACCOUNTS

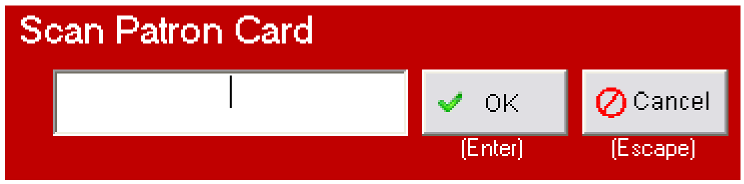
This command is used to add to or remove value from a patron's EnvisionWare AAM account. This is only available if a connection to an AAM Server has been enabled and properly configured.

Patron Lookup

The first step in working with a patron's account is to initiate a query to the ILS server to retrieve the patron's account information including any fines he or she may have.

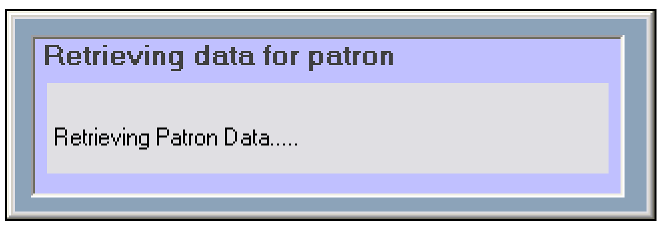
Access the ILS Menu and issue the ILS Payment command. This will open the Scan Patron Card screen where the patron's library card number must be entered.

The patron's card number can be typed in manually on this screen or scanned by the barcode scanner.



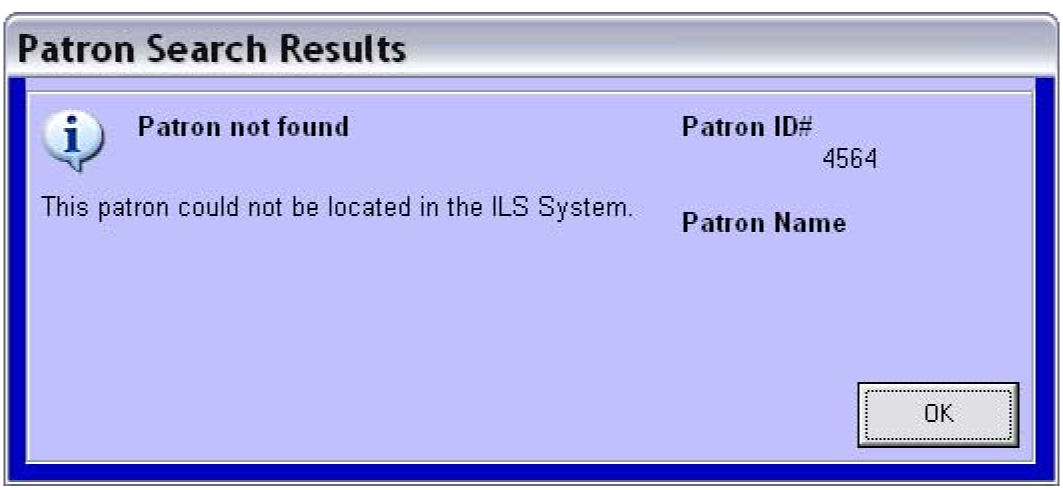
After the patron card number has been scanned or typed press OK (Enter) to continue or Cancel (Esc) to exit the scan patron card box.

If OK is selected and the patron card has been entered properly the ILS will begin retrieving Patron Data. A message will indicate that it is processing the request. After the request is processed, STS will display the Patron Data screen.



Note: If for some reason the ILS server can not be contacted, or communications with an ILS server fail during this retrieval process the STS-L operator may press the Escape (Esc) key on the keyboard to terminate the communication request.

If a patron card is entered incorrectly or their account is invalid, a message box will appear indicating that the patron's account information cannot be found on the ILS server. (This message may be customized in the configuration program - see the Setup and Configuration section in this manual for more information)



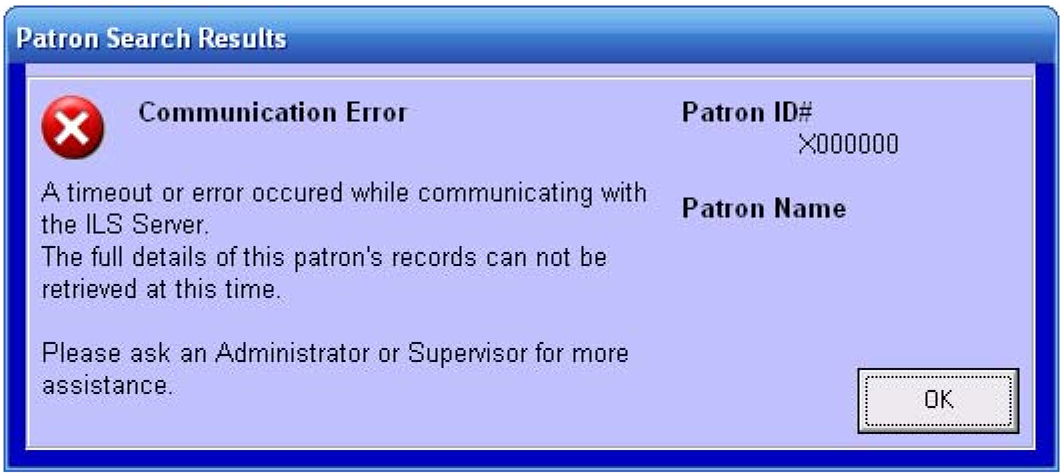
Error Messages

If an error occurs while retrieving patron data the operator will be informed of the exception condition and prompted to take action to correct the issue if possible.

These conditions and errors can include:

COMMUNICATION PROBLEMS

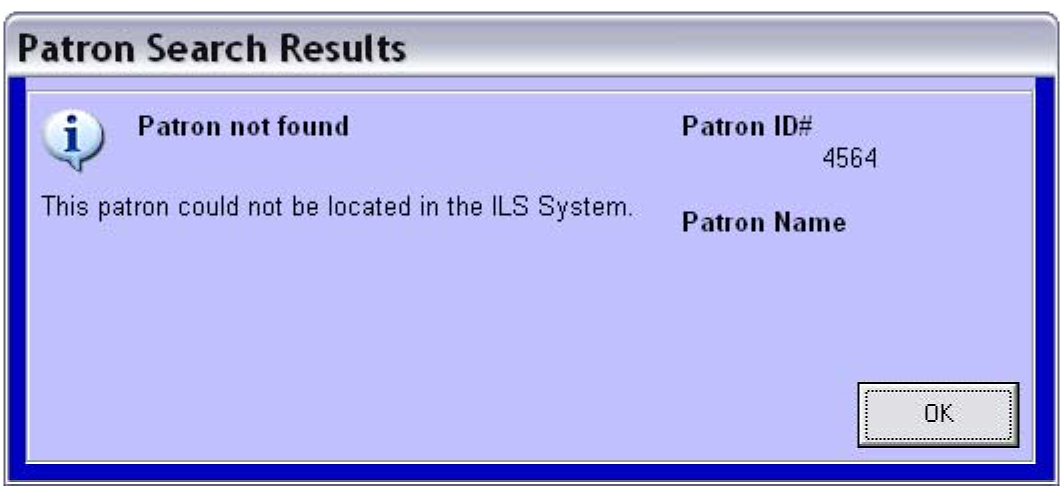
Possible Causes:
- The ILS server can not be contacted
- Communications with the ILS server fail during the retrieval process
- Other communication or processing errors.



*The message displayed above is the default message for a communication error. This message can be customized in the configuration program. See the Setup and Configuration program for more details.

INVALID PATRON

Possible Causes:
- The patron account number was entered incorrectly
- The patron account is invalid or cannot be found on the ILS server

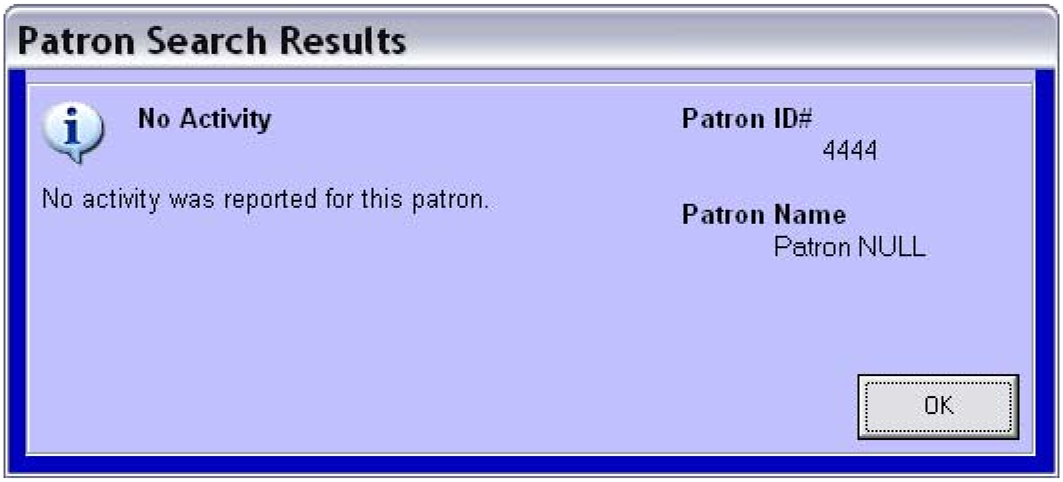


*The message displayed above is the default message for a communication error. This message can be customized in the configuration program. See the Setup and Configuration program for more details.

NO PATRON ACTIVITY

Possible Causes:

- There is no activity on the patron record
- There are no fines or fees for this patron which can be paid from STS-L™.

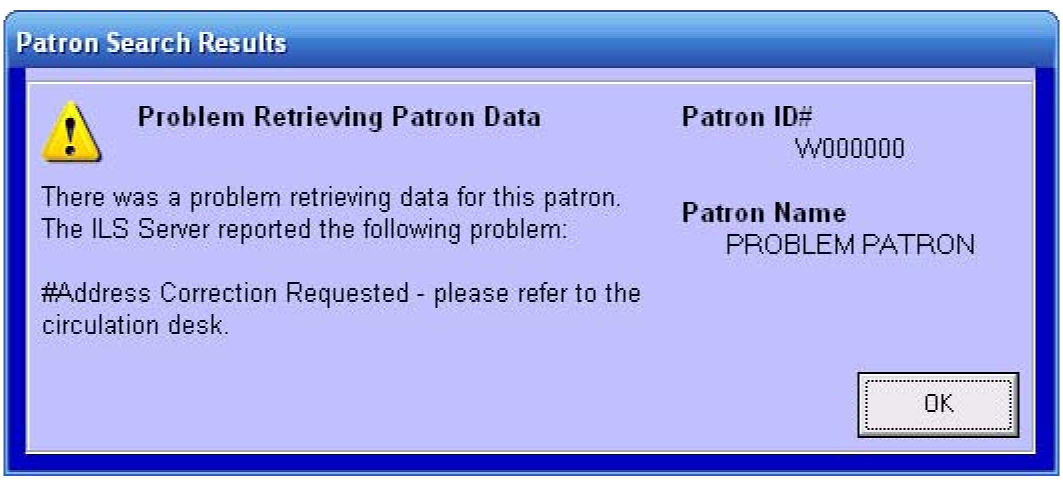


*The message displayed above is the default message for a communication error. This message can be customized in the configuration program. See the Setup and Configuration program for more details.

OTHER ERRORS OR PROBLEMS

Possible Causes:

- Any unexpected problem not covered by another message. Can include a custom message from the ILS server to the operator.

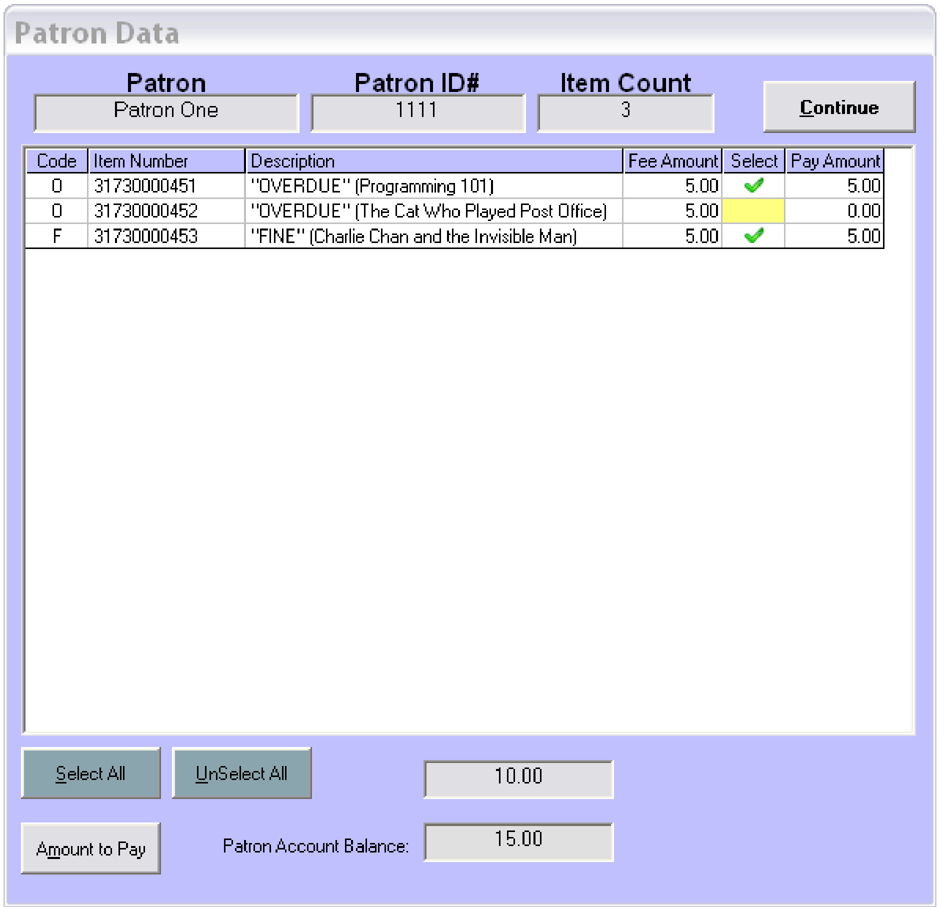


*The message displayed above is the default message for a communication error. This message can be customized in the configuration program. See the Setup and Configuration program for more details.

If no exception conditions are encountered the operator will see a list of the patron's outstanding fines and fees and will be able to select them for payment by STS-L™.

Reviewing Patron Data

The Patron Data screen allows you to review the fine/ fees on a patron's account by displaying the patron's account records reported by the ILS server. Depending on the type of the ILS server used, STS-L will either display the fees/fines individually or group the fine/fees into one sum.



PATRON NAME

This field displays the name reported by the ILS for the patron whose library card number was typed or scanned into the Scan Patron Card screen. This information is Read-only.

PATRON ID#

This field displays the library card number which was typed or scanned into the Scan Patron Card screen. This information is Read-only.

ITEM COUNT

This field displays the total number of fines/fees that appear on the selected patron's record.

PATRON ACCOUNT ACTIVITY LIST

This area lists the fines, fees, and other information for the patron's account as reported by the ILS server.

- **Code** This column categorizes the type of fine or fee (L-Lost/damaged, F-Fine/fee, O-Overdue, H-Hold). These correspond to unique SKU numbers in system inventory which are predetermined by your systems administrator in STS-L Configuration.

- **Item Number** This column displays the item number assigned by the ILS server for this fine or fee. This is not the SKU for an item in the system inventory. It is provided for informational purposes so that an STS-L operator can manage which particular fines a payment is applied to.

- **Description** This column contains a description of the fine/fee along with the corresponding item's title or name reported by the ILS server.

- **Fee Amount** This column lists the fine/fee amount for each individual item fine as reported by the ILS server.

- **Select** This column allows the STS-L operator to select the fee/fines to be paid. Fines selected for payment cause a value to be displayed in the Pay Amount column and will be added to the total amount to pay for this patron.

- **Pay Amount** This column displays the amount to be paid for this item based on whether or not it is selected for payment in the Select column.

AMOUNT TO PAY FIELD

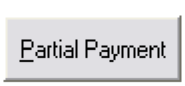
This field displays the current amount the patron would like to pay as entered by the STS-L operator if the ILS server supports Partial Payment. Partial Payment is described in more detail later in this section of this manual.

PATRON ACCOUNT BALANCE

This field displays the current balance that is owed on the selected patron's account.

This command causes all fines in the Patron Account Activity List to be selected for payment. This would be used if the patron wishes to pay the entire balance of their account.

This command causes all fines in the Patron Account Activity List to be unselected if they were previously selected.



This command allows the STS-L operator to enter an amount the patron has indicated that he or she would like to pay towards the balance on the account. This is only available if the ILS server you are communicating with supports Partial Payment. Partial Payment is described in more detail later in this section of this manual.

This command will exit the Patron Data screen and return users to the Main Sales Screen. If fine items were selected in the Patron Account Activity List they will be included in the Item List on the Main Sales Screen as items being sold during this transaction. If no fine item were selected, this effectively cancels this ILS communication session and the STS-L operator may continue processing another transaction.

Paying Fines and Fees

SELECT FINES FROM THE PATRON DATA SCREEN

If fine items were selected in the Patron Account Activity List before the Continue command was issued, they will be included in the Item List on the Main Sales Screen as items being sold during this transaction. They will be issued unique SKUs predefined by your systems administrator in STS-L Configuration and the item detail provided by the ILS server will automatically be included with the item in the Item List and the Item Details section of the Main Sales Screen.

ADD ANY OTHER ITEMS TO THE SALE

The STS-L operator should continue to process this sale as a normal transaction from this point onward. Any other desired items may be selected from inventory for purchase before proceeding to checkout.

*** Note: If ILS SKUs appear in inventory, they should not be chosen for sale by typing in the SKU number in the SKU field of the Item Details section of the Main Sales Screen or by selecting them for sale during an inventory search. ILS item sales should be made only by querying the ILS server as directed in this section of this manual and selecting fine items to be paid using the Patron Data screen.

CHECKOUT

Once all desired items have been included in the Item List, press F3 on the keyboard to proceed to the Payment Screen for check out. All standard payment methods may be used to pay fines and fees selected from the ILS server.

WAIT FOR STS-L TO PAY THE FINES IN ILS

Once the transaction is completed STS-L will send a new communication to the ILS server instructing it to remove the paid fines from the patron's account record. If the ILS does not accept a payment for some reason, follow the directions in the Rejected ILS Payments section of this manual.

FINISH THE TRANSACTION

When the transaction is complete and all payments have been made and accepted, the cash drawer opens for the STS-L operator to store the cash and provide the customer with change if required. Then the STS-L software will print a receipt for the customer. If an extra receipt is desired, you can press the F1 key on the keyboard on the Main Sales Screen to print an extra receipt for this transaction.

Per Item Payment

A patron has the option to select specific fines to be paid while allowing others to persist if the ILS supports Per Item Payment. The STS-L operator can perform Per Item Payment by selecting the fine item (inserting a checkmark in the ‘Select’ field). Most ILS servers support Per Item Payment, and most ILS transactions will be of this type.

Code	Item Number	Description	Fee Amount	Select	Pay Amount
O	31730000451	"OVERDUE" (Programming 101)	5.00	✓	5.00
O	31730000452	"OVERDUE" (The Cat Who Played Post Office)	5.00	✓	5.00
F	31730000453	"FINE" (Charlie Chan and the Invisible Man)	5.00		0.00

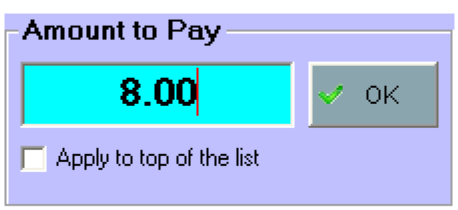
Partial Payment

If the ILS server supports this method the patron has the option to pay only a portion of the balance owed on their account, but not specifically the amount represented by the total of any particular groups of fine items.

The STS-L operator specifies an amount the patron wishes to pay. This amount can be applied to any of the fines/fees on the list by placing a check mark next to the fines to be paid.

The option to select fine/fees starting at the first item on the list and (if “Apply to top of the list” is selected) and proceeding through the list until the amount is exhausted or all items are paid is available by selecting “Apply to the top of the list” on the *Amount to Pay* screen. If there is only one fine on the patron’s list of fines/fees STS will automatically apply the amount to that fine regardless of whether the “Apply to the top of the list” option is selected or not.

Initiating Partial Payment is accomplished by using the “Partial Payment” command on the Patron Data Screen. The ‘Amount to Pay’ box then appears on the screen and the STS-L operator will enter the specific amount the patron wishes to pay into the box.



Code	Item Number	Description	Fee Amount	Select	Pay Amount
O	31730000451	"OVERDUE" (Programming 101)	5.00	✓	5.00
O	31730000452	"OVERDUE" (The Cat Who Played Post Office)	5.00	✓	3.00
F	31730000453	"FINE" (Charlie Chan and the Invisible Man)	5.00		0.00

Continue with the transaction normally, accepting payment in the Payment Screen for these items. After the transaction is complete and STS-L updates the ILS server, it will pay only the specified amount towards the patron’s account balance.

The new account balance reported by the ILS server for all successive queries will reflect this amount paid.

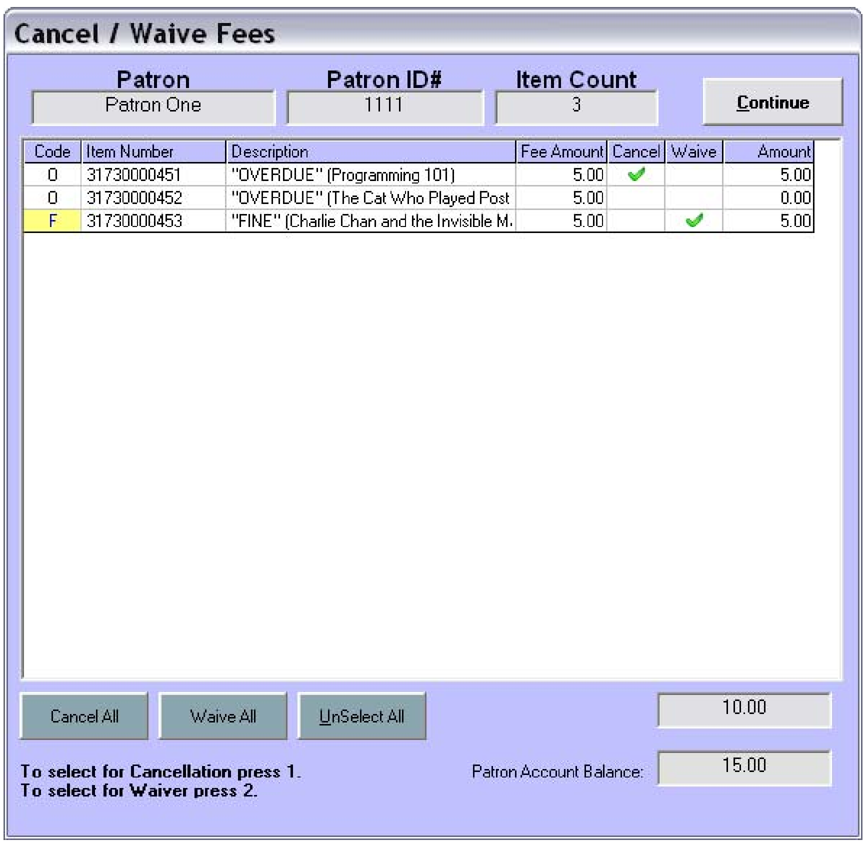
Cancel/Waive Fees

This command allows a manager or administrator to record that a fine on a patron's account was canceled and no longer has to be paid. This function is restricted to managers and administrators only.

This does not actually erase this fine on the patron's account record on the ILS server and will not be reflected on the Patron Data screen until an alternate method is used to remove the fine. The ILS servers do not currently have the ability to accept an instruction from STS-L to remove a fine from a patron's record by any other means than issuing a payment.

There are other third-party tools available which can accomplish this however, and STS-L permits the recording of Canceled fines in its database and will print a receipt for all canceled fines indicating their voided status. These receipts or a Cancel/Waive Report can then be used in conjunction with third party software to remove a fine from a patron's record in the ILS server.

***Note: Cancel/Waive Fees supports only the Per Item Payment method of selection.



PATRON

This field displays the name reported by the ILS for the patron whose library card number was typed or scanned into the Scan Patron Card screen. This information is Read-only.

PATRON ID#

This field displays the library card number which was typed or scanned into the Scan Patron Card screen. This information is Read-only.

ITEM COUNT

This field shows the number of fines/fees on a patron's record

PATRON ACCOUNT ACTIVITY LIST

This area lists the fines, fees, and other information for the patron's account as reported by the ILS server.

- **Code** This column categorizes the type of fine or fee (L-Lost/damaged, F-Fine/fee, O-Overdue, H-Hold). These correspond to unique SKU numbers in system inventory which are predetermined by your systems administrator in STS-L Configuration.

- **Item Number** This column displays the item number assigned by the ILS server for this fine or fee. This is not the SKU for an item in the system inventory. It is provided for informational purposes so that an STS-L operator can manage which particular fines a payment is applied to.

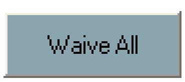
- **Description** This column contains a description of the fine/fee along with the corresponding item's title or name reported by the ILS server.

- **Fee Amount** This column lists the fine/fee amount for each individual item fine as reported by the ILS server.

- **Cancel** This column allows the STS-L operator to select the fee/fines to be canceled. Fines selected for cancellation cause a value to be displayed in the Waive/Cancel Amount column.

- **Waive** This column allows the operator to select the fines/fees to be waived. Fines/fees to be waived will display in the amount field for selected fines.

This function clears the cancel and waive selection from all selected items.

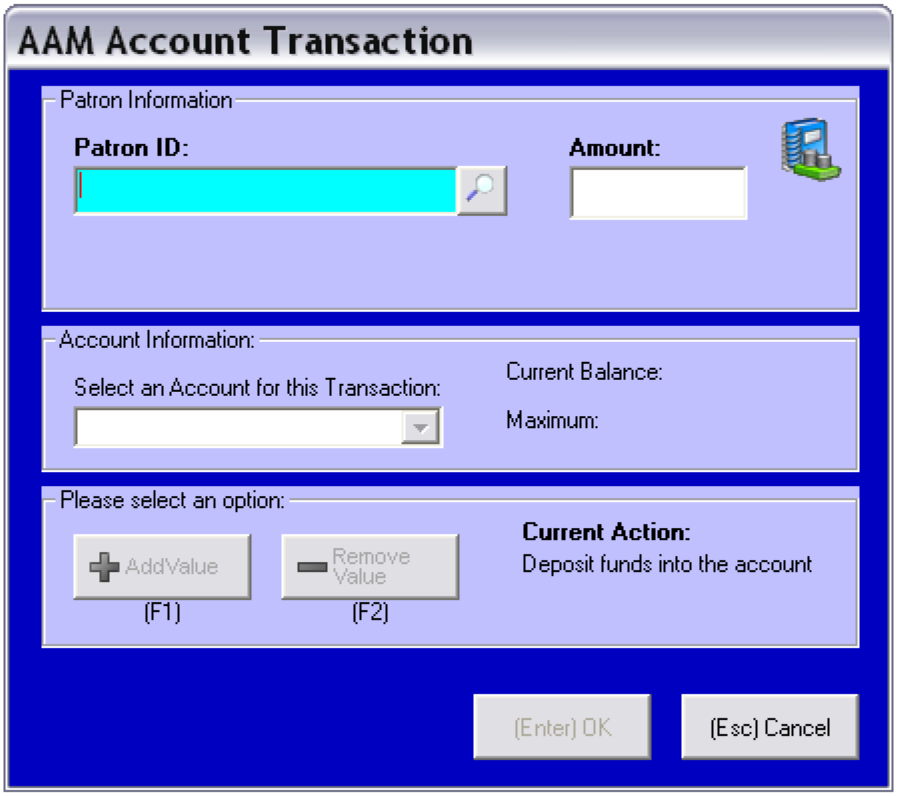


This command will select all fines/fees on the patron's record and waive them from their record.

This function will select all items on the list and cancel them from the patron's record.

This command will exit the Cancel/Waive screen and return users to the Main Sales Screen. If fine items were selected in the Patron's Cancel/Waive List they will be included in the Item List on the Main Sales Screen as items being sold during this transaction. If no fine item were selected, this effectively cancels this ILS communication session and the STS-L operator may continue processing another transaction.

AAM Accounts



PATRON ID INPUT

Enter the Patron ID in this field. This ID can be scanned or entered manually. An error message will display if the ID entered is incorrect. In this instance, reenter the ID.

AMOUNT

Enter the amount of value that is being added or removed from a patron's account. If a value is being removed do not use a negative sign (-) to indicate the removal of the value. STS will automatically subtract the value after selecting "Remove Value".

ACCOUNT SELECTION

Select an account in which the change is taking place. This drop down menu may vary depending on the patron's account. Only the accounts available to this patron will be displayed.

- **Allocation** This account holds a value for the patron that has been given to the patron free of charge. This account will refresh every time STS is restarted. This account may not be available depending on company polices.
- **Charge** This account represents a credit account for the patron and is used to 'loan' money to a patron to be repaid at a future time.
- **Deposit** This account represents the patron's monies on deposit. The patron can add value to this account which can be used for payments at a future time.

ACCOUNT BALANCES

- **Current Balance** This area displays the total balance on the current account for the AAM account selected**.** This amount cannot exceed the maximum amount listed below this amount.

- **Maximum** If a limit has been set for an account this will be displayed in this area. You should not exceed this amount when entering a new transaction.

Commands

After a the patron ID, account, and amount have been entered select add value to increase the amount of value on the patron’s AAM account

Select this command to deduct value from the patron’s AAM account.

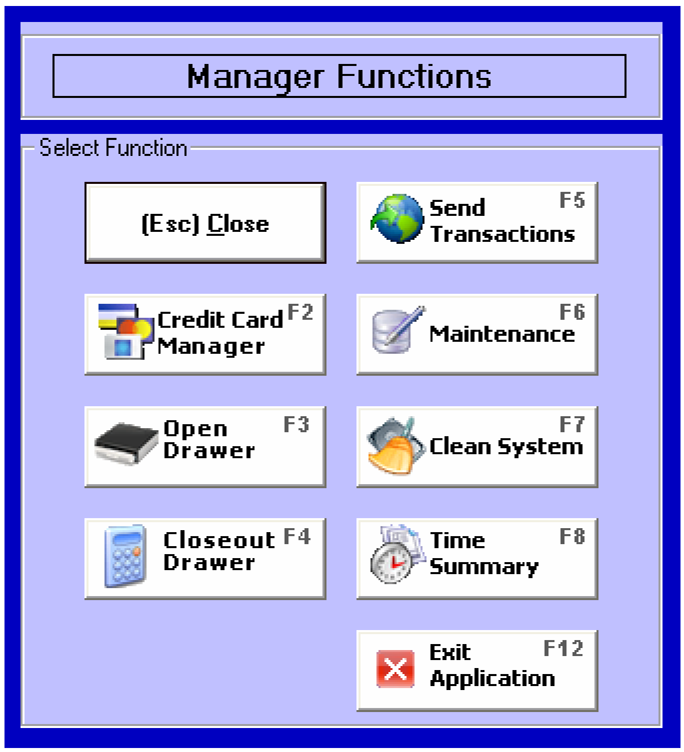
Select this command to eliminate a transaction that has been entered into the system. This command will send the user back to the sales screen without saving any changes made to the AAM account.

To save all changes made to the AAM account, select this command. This will send the user back to the sales screen to finish the AAM transaction.

STS Manager™ Data Transfer

Envisionware STS-L supports connecting to a STS Manager™ server which can manage multiple STS-L terminals in multiple physical locations from a central server. If your organization has a STS Manager™ server and your systems administrator has enabled the STS Manager™ Data Transfer in STS-L Configuration, this terminal is able to communicate with a STS Manager™ server.

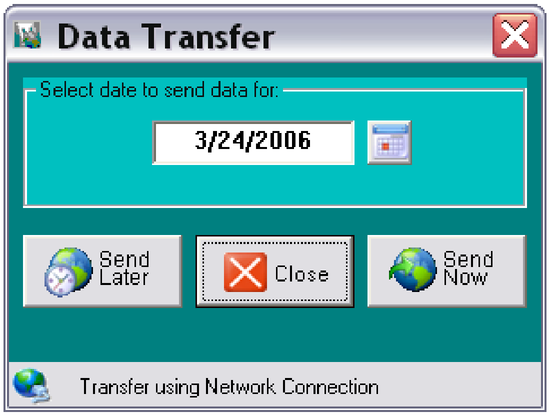
The STS-L software can upload a copy of every transaction recorded in the database for a specified day to the STS Manager™ server for reporting and management. This function is restricted to Managers and Administrators only and can be accessed from the Manager's Menu.



Once on the Manager's Menu issue the Send Daily Transactions command to begin this process. You will be prompted to confirm that you wish to initiate communications with a STS Manager™ server. Selecting "No" will cancel the process, whereas selecting "Yes" will proceed.

***Note: If your systems administrator has not configured the connection to STS Manager™ in STS-L Configuration, this menu command will be disabled and you can not continue the upload process.

The Exchange Client application handles the upload process and actual communication with STS Manager™. It appears after the Manager indicates the desire to proceed with the upload procedure and requires you to indicate a date for which to send transactions.



DATE SELECT

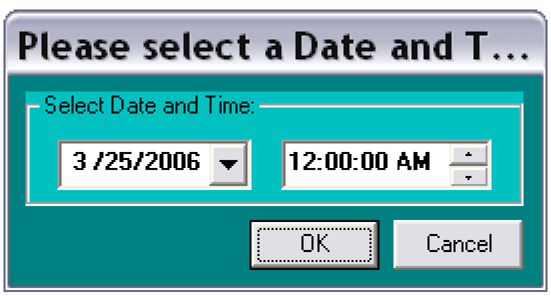
This field specifies a date for which transactions will be sent to STS Manager™. You may click on the calendar icon to open a calendar control where you may select a date instead of typing one into this field. Once a date is selected, the upload process can begin.

SEND NOW

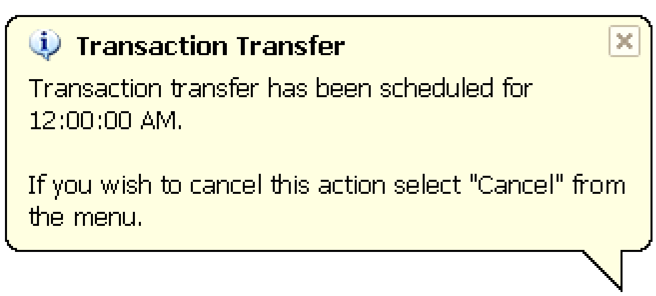
This command initiates the upload the POS Manager™. The STS™ system will search its database for all transactions for the specified date, connect to and log into the STS Manager™, and upload any transactions returned by the search.

SEND LATER

This command performs the same function as described in the Send Now section above. However, this command allows the user to select a date and time in which to send the data (see illustration below).



A reminder will appear in the taskbar indicating that a transfer is scheduled for the date and time entered. This transfer can be cancelled at any time before this date/time.



CLOSE

This command will close the Exchange Client form without uploading data to STS Manager™ and returns the Manager to the Manager's Menu.

STATUS AREA

This area below the command buttons keeps the user apprised of the status of the upload procedure as it progresses. Its states include Connecting, Sending Data, and Finished as well as other messages in the event of an error.