TECH-2k *Page| 1 of 7*

Category	Technical
Course	POS Config.
Version	1.2
Client	Generic
Software	2.18.5

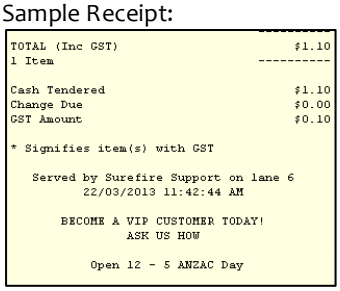
Hints and Tips

✓ POS needs to be restarted for these changes to take effect.

✓ **Receipt Formatting Rules**
- Press the Enter key to leave a space between lines.
- All lines will be centred.
- You have no choice over font type or size.
- The **Print First Row of Header Double Height** check box enables printing the first line of the Receipt Header double size.

✓ **Image requirements:**
- Supports BMP, JPEG & PNG.
- Keep file size under 10MB.
- Useful to print a QR code on every customer receipt.
- The image also needs to be saved onto each register in the image folder on each POS device, as well for the Receipt Bitmap config to find them.
- There is a pixel size limit, but it depends on the type of printer; we recommend you do a test print and resize the image as required.

✓ Sample Receipt:

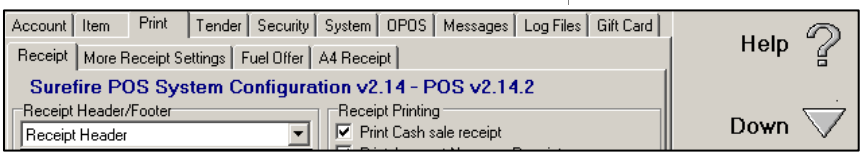
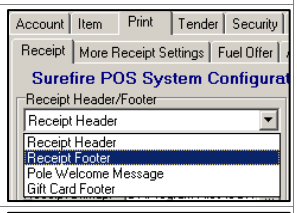
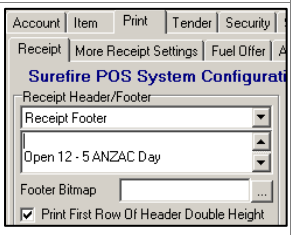


```
TOTAL (Inc GST)                    $1.10
1 Item                          ----------

Cash Tendered                      $1.10
Change Due                         $0.00
GST Amount                         $0.10

* Signifies item(s) with GST

   Served by Surefire Support on lane 6
         22/03/2013 11:42:44 AM

      BECOME A VIP CUSTOMER TODAY!
              ASK US HOW

          Open 12 - 5 ANZAC Day
```

Configure POS Receipt Options

The customer receipt can be configured in different ways. This fact sheet instructs you on how to:
- change store information on the receipt
- prompt operator to print the customer receipt
- configure a savings message on the receipt
- enable Slyp smart bank receipts

Procedure to Change Store Information on the Receipt

1.	From the HOS/BOS **System** menu, select **Location Setup.**	
2.	If a Head Office user, select the Location that you want to define. **You'll be modifying the receipt text for all stores at and below the level that you select.**	
3.	Double-click the **Configure** icon. **If a Head Office user, click **Yes** to continue.**	
4.	Click the **Print** -> **Receipt** tab.	
5.	Select **Receipt Header** or **Receipt Footer.**	
6.	Modify the text or type new information as required. **See Hints and Tips.**	
7.	To add a store logo or image to the header or footer of every receipt, complete the following steps: a. Click **…** to add the **Bitmap** file. b. The image also needs to be stored on each lane. Connect to EACH POS and add the image file in D:\Program Files\Surefire Systems\Surefire POS\Data\Images.	
8.	Click **Save.**	
9.	Click **Yes** to continue. **Or click **Cancel** to return to the settings.**	
10.	Click **OK.**	
11.	Click **Close** to exit the Location Setup.	
		❑

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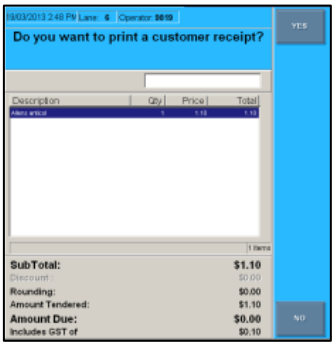
Procedure to Prompt Operator to Print the Customer Receipt

Hints and Tips

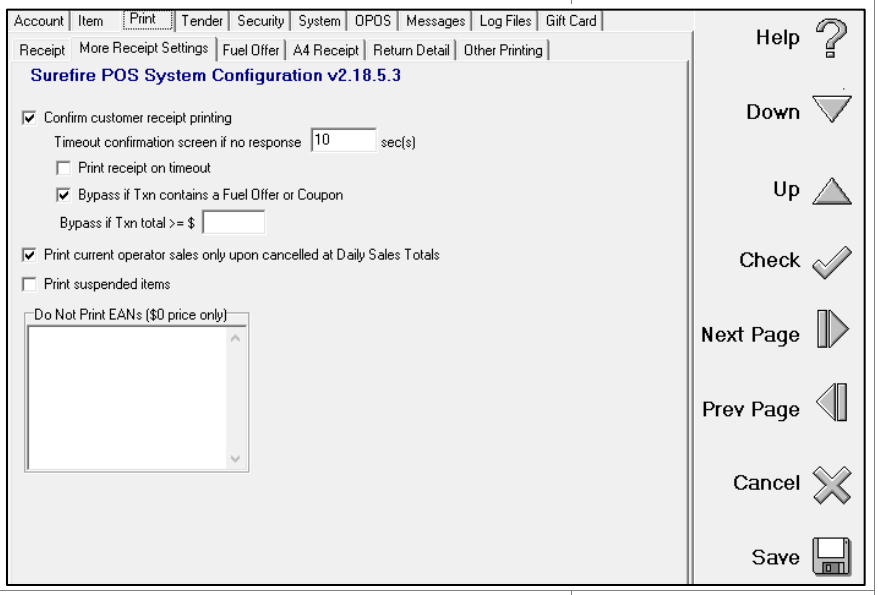
- ✓ Example operator prompt screen:



- ✓ If enabled, the confirm receipt options are available in training mode.

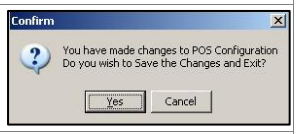
- ✓ A customer receipt will still always print if:
  - no selection is made and the **Print receipt on timeout** option is configured
  - **bypass if txn contains a fuel offer or (discount) coupon** option is configured, and there's a coupon in this transaction.
  - the transaction includes:
    - a bank card tender
    - a finance tender
    - a loyalty voucher
    - EPay and mobile recharge vouchers
    - a layby
    - a refund
    - the total amount due is greater than a configured value.
  - It is a reprinted receipt.

- ✓ All store copies of receipts will still always print (i.e. account sale store copy, refund store copy).

1.	From the HOS/BOS **System** menu, select **Location Setup.**	
2.	If a Head Office user, select the Location that you want to define. **You'll be enabling this prompt for all stores at and below the level that you select.**	
3.	Double-click the **Configure** icon. **If a Head Office user, click Yes to continue.**	
4.	Click the **Print** -> **More Receipt Settings** tab.	
5.	Select the **Confirm customer receipt printing** check box.	
6.	In the **Timeout confirmation screen if no response** field, enter the number of seconds POS gives the operator to confirm receipt printing; after this time POS will automatically select the default choice 'No' unless certain conditions are met. **See Hints and Tips.**	
7.	Optionally select the **Print receipt on timeout** check box, if a choice is not selected by the operator within the configured response time. **If a receipt doesn't print after timeout, POS will start a new transaction.**	
8.	Select the **Bypass if Txn contains a Fuel Offer or coupon** check box if you want a receipt to always print under these conditions. **The operator won't be prompted to confirm receipt printing in this transaction.**	

Hints and Tips

- ✓ POS needs to be restarted for these changes to take effect.

9.	In **the Bypass if Txn total >=$** field, enter a value if you want a receipt to always print if the transaction is equal to or greater than this amount. **This is usually used if you have large value transactions or a special coupon that prints over a certain dollar spend.** **The operator won't be prompted to confirm receipt printing in this transaction.**	
10.	Click	
11.	Click **Yes** to continue. **Or click **Cancel** to return to the settings.**	
12.	Click **OK.**	
13.	Click to exit the Location Setup.	
		❑

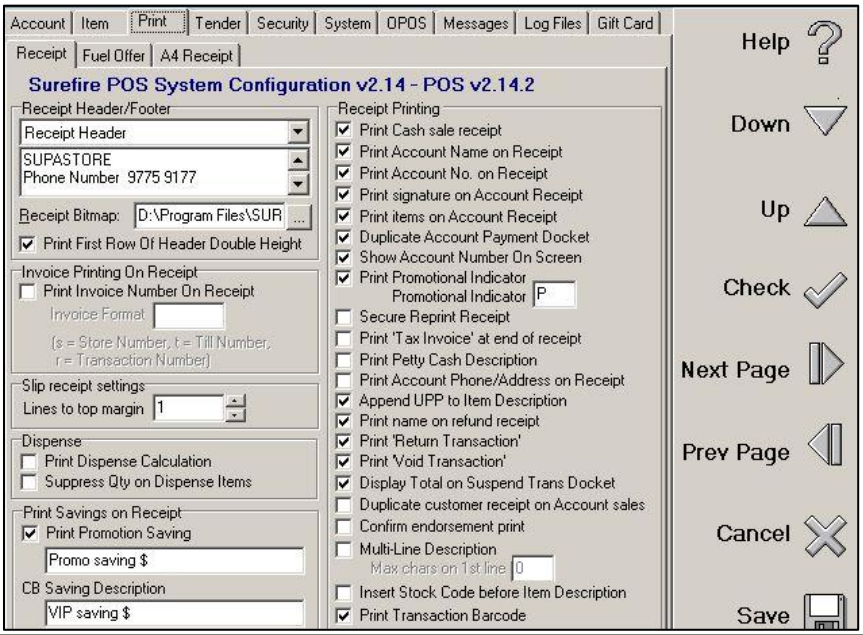
Procedure to Configure a Savings Message on the Receipt

Hints and Tips

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

Sample Receipt:

```
Description                              Total $
-----------------------------------------------
 PUMP HOUSE WATER                          14.00
VIP saving $5.00
*ALLENS ANTICOL
                    3 @ $1.10               3.30
*  $1 MB 3 FOR $2.50                       -0.80
P  G/CIRCLE ORANGE PULP FREE JCE            3.99
Promo saving $1.01
 COTTAGE CAKES CARROT                       3.30

SubTotal                                  $23.79
Rounding                                   $0.01
                                         ----------
TOTAL (Inc GST)                           $23.80
6 Items                                  ----------

LOYALTY Card                100987

Money Tendered                            $23.80
Change Due                                 $0.00
GST Amount                                 $0.23

* Signifies item(s) with GST

SUPASTORE have saved you                   $6.81

    Served by Surefire Support on lane 2
```

1.	From the HOS/BOS **System** menu, select **Location Setup**.	
2.	If a Head Office user, select the Location that you want to define. **You'll be defining the receipt text for all stores at and below the level that you select.**	
3.	Double-click the **Configure** icon. **If a Head Office user, click **Yes** to continue.**	
4.	Click the **Print** ->**Receipt** tab. 
5.	In the Print Savings on Receipt section, complete the following steps if you want promotion saving amounts to display underneath the products on the receipt: a. Select the Print **Promotion Saving** check box. b. Type the text to display for normal promotions. c. Type the text to display for loyalty (CB) price level promotion's (if used). **See Hints and Tips.**	

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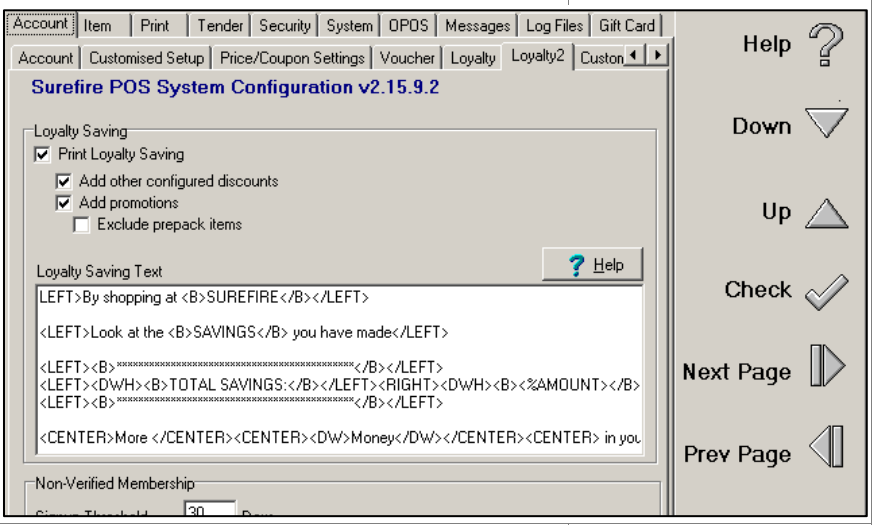
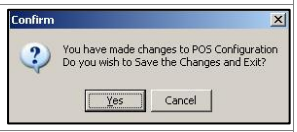
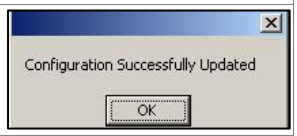
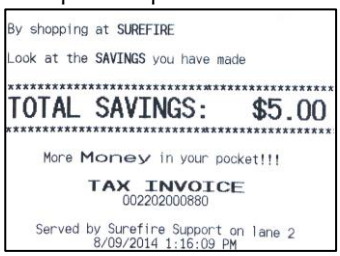
6.	Click the **Account** -> **Loyalty 2** tab.	
7.	In the Loyalty Saving section, complete the following steps if you want a total saved message to print at the end of the receipt: a. Select the **Print Loyalty Saving** check box, to enable this function. b. Select the savings that you want to use in the calculation: **Add other configured discounts, Add promotions** and/or **Exclude pre-pack items**. c. Type the **Loyalty Saving Text** to print on the receipt; click **Help** for sample text and tags. **See Hints and Tips.**	
8.	Click Save.	
9.	Click **Yes** to continue. **Or click **Cancel** to return to the settings.**	
10.	Click **OK.**	
11.	Click Close to exit the Location Setup.	
		❑

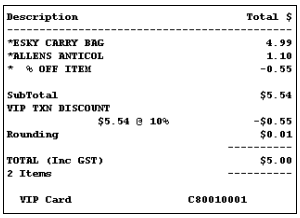
Hints and Tips

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



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

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



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

Procedure to Configure Slyp Digital Receipts

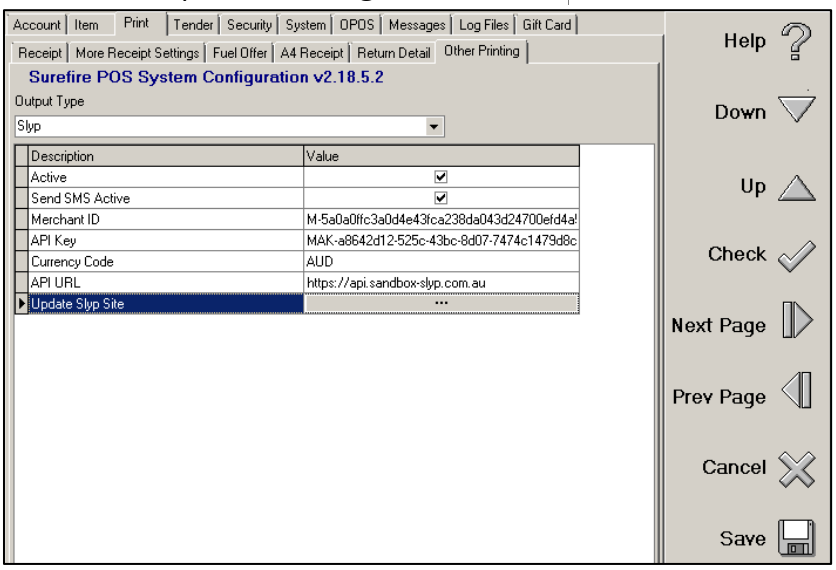
A Smart receipt automatically delivers and stores the customer receipt in their banking app.

Hints and Tips

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

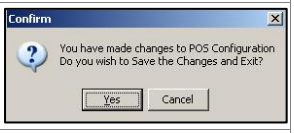
  Slyp 'SMS' AND optional receipt prompt enabled:

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

1.	Contact Slyp to create your account. Go to https://www.slyp.com.au/for-business	
2.	From the HOS/BOS **System** menu, select **Location Setup**.	
3.	If a Head Office user, select the Location that you want to define. **You'll be defining the receipt text for all stores at and below the level that you select.**	
4.	Double-click the **Configure** icon. **If a Head Office user, click **Yes** to continue.**	
5.	Click the **Print | Other Printing** tab.	
6.	From the **Output Type** list, select **Slyp**.	
7.	Select the **Active** checkbox to enable Slyp. **Every POS sale and refund will automatically be sent to Slyp; the customer receipt prints as usual.** **Selecting the check box will create the store in the Slyp database, and also set it to open. You'll need to update your Store details at step 16.)* **Unselecting the check box will close the store in Slyp.**	
8.	Optionally Select the **Send SMS Active** checkbox if you want POS to prompt for the customer's mobile number ('SMS'). **This sends them an SMS link to their receipt, even if they don't have a Slyp account with their bank.** **The customers mobile number will be included when the transaction is sent to Slyp.** **A paper receipt will still print after the Slyp receipt is sent.**	

Hints and Tips

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

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