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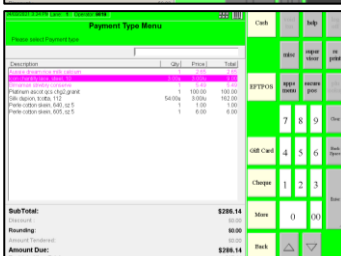| **TECH-2z** *Page| 1 of 2*	
Category	Technical
Course	POS Config.
Version	1.0
Client	Generic
Software	2.18.5.6

Configure Product Level Blocking

Product Level Blocking is used to support an initiative by the Australian Government (Social Services) to offer Cashless Debit Cards (CDC) to welfare recipients.

Use the configuration to enable the program, and to set restricted items that cannot be purchased with CDC. Currently this is alcohol, gambling products, and cash equivalents (such as prepaid cash cards).
POS is hardcoded to disallow a CDC to pay an account, all layby, and for cash out.

Hints and Tips

✓ A CDC is processed at POS using standard EFTPOS tender.
- If there are no restricted items, a CDC tender has no extra POS interaction.
- For refunds, follow store process to refund onto the same CDC card.

✓ A CDC payment is declined when there are restricted items in the basket:
- POS shows a message, and returns to the Payment screen. On a SCO, the attendant must suspend the sale and resume it at a lane.
- The restricted items show in pink font, and pink highlight when selected. The total value of restricted items displays under Amount Due.
- The POS operator should advise the customer that payment can be completed with a non-CDC card, or use split tender to pay for the restricted items first with an alternative tender, then the unrestricted items with a CDC. Alternatively, void the item or transaction, unless there has been a partial payment that doesn't allow POS to go back (i.e. eftpos).

Procedure to Configure what Products are Discounted at POS

1.	From the HOS/BOS **System** menu, select **Location Setup**. *If a HOS managed system, the Central Platform tab includes some credentials which must be set at the BOS level. You can only set the Restrictions tab at the HOS level to apply to all stores.*	
2.	Double-click the **Configure** icon.	
3.	Click the **Item** -> **Product Level Blocking** tab.	
4.	Select the **Enable Product Level Blocking** check box, to enable the feature at POS.	
5.	Enter the credentials issued by the DSS.	
6.	In **Store Location**, enter the physical address of your Store.	

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Hints and Tips

✓ **Restricted Items**

- You can set the restricted items at the Department/Sub Dept/Range level and/or manually at the Item level (in the Stock record). Setting both levels provides greater confidence that you have identified every restricted item.

- Set e-products at item level, as only some of these products are restricted (i.e. mobile phone recharge can be still be bought with a CDC.)

- If an item has incorrectly been set to restricted, there is no way to override this at POS.
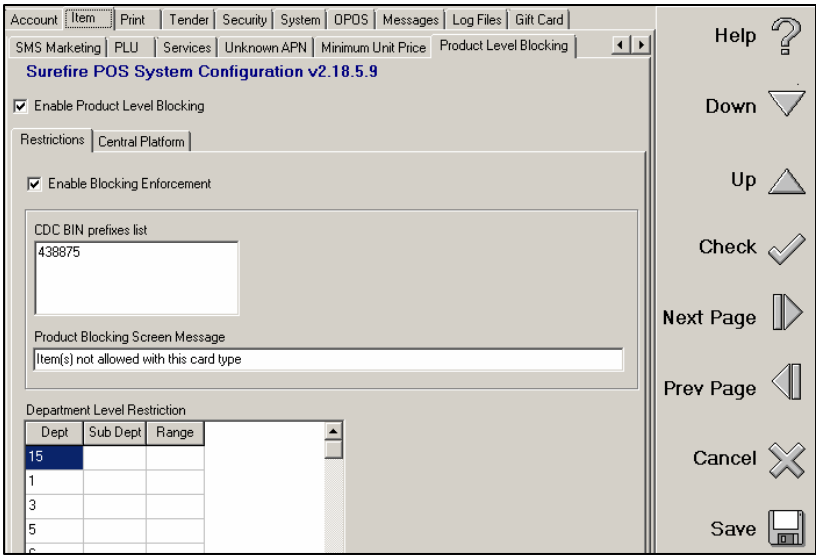
✓ **Central Platform Logging**

The Central Platform is a cloud-based transaction storage used by the DSS to understand the patterns of purchasing behaviour using a CDC.

The following transaction data is always sent to the platform after each CDC payment attempt:

- When a CDC card has been swiped (regardless if it is successful or declined).

- If the transaction is declined using a CDC card multiple times, each decline will be logged.

✓ POS automatically connects to the Central Storage Platform on start-up; a message box briefly shows on POS.

- If there are connectivity issues, it stores data and retries when more data needs to be sent.

- The logging attempts to send the data once every minute for 5 minutes, then retries once every 5 minutes for 60 minutes, and then retries once every 60 minutes.

7.	Select the **Enable Blocking Enforcement** check box, to enable checking of restricted items in the basket via a PED (PIN Encryption Device i.e. eftpos pinpad). *If enabled: the PED will reject a CDC if the card has one of the BIN prefixes you add at step 8, and it's used to try and purchase restricted items.* *If not enabled: restricted items are not enforced. A CDC card could be used to purchase anything. *	
8.	In **CDC BIN Prefixes List,** enter the list of CDC cards that will be checked when looking for restricted items. This is issued by DSS. *The BIN is a six digit Bank Identification Number, so that the PED knows to check for restricted items when a CDC with this prefix Is used for tendering.* 	
9.	Confirm the **Screen Message** that will display at POS when payment is declined because of restricted items in the basket. *This message must use neutral wording, it should not use the following items: 'Cashless Debit Card, CDC, Welfare, Department of Social Services, DSS.*	
10.	If required, enter any **Department/Sub Dept/Range level restrictions**. *This will automatically restrict every product belonging to this level.*	
11.	Click **Save**.	
12.	If required, in the Stock record, flag selected items as a **Restricted Item.** *Setting the check box is a manual action; the system doesn't update it from POS Config.* The change is updated at POS after File Transfer and POS Import have run.* *In the backend, the system references the POSProductID for restricted items.*	
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