

# SAM4S

SAP-6600/4800II & SAP-630/SAP-530

## Sam4POS Operator Manual



Sam4POS 6600/4800II Operators Manual v2.9

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Revision 2.0 - April 1, 2005

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#### **ATTENTION**



The product that you have purchased may contain a battery that may be recyclable. At the end of its useful life, under various state and local laws, it may be illegal to dispose of the battery into the municipal waste system.

Check with your local solid waste officials for details concerning recycling options or proper disposal.

## Precaution Statements

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

### 1-1 Safety Precautions

1. Be sure that all built-in protective devices are replaced. Restore any missing protective shields.
2. When reinstalling the chassis and its assemblies, be sure to restore all protective devices, including nonmetallic control knobs and compartment covers.
3. Make sure there are no cabinet openings through which people - particularly children - might insert fingers and contact dangerous voltages. Such openings include excessively wide cabinet ventilation slots and improperly fitted covers and drawers.
4. Design Alteration Warning:  
Never alter or add to the mechanical or electrical design of the SAM4POS. Unauthorized alterations might create a safety hazard. Also, any design changes or additions will void the manufacturer's warranty.
5. Components, parts and wiring that appear to have overheated or that are otherwise damaged should be replaced with parts that meet the original specifications. Always determine the cause of damage or over- heating, and correct any potential hazards.
6. Observe the original lead dress, especially near the following areas : sharp edges, and especially the AC and high voltage supplies. Always inspect for pinched, out-of-place, or frayed wiring. Do not change the spacing between components and the printed circuit board. Check the AC power cord for damage. Make sure that leads and components do not touch thermally hot parts.
7. Product Safety Notice:  
Some electrical and mechanical parts have special safety-related characteristics which might not be obvious from visual inspection. These safety features and the protection they give might be lost if the replacement component differs from the original - even if the replacement is rated for higher voltage, wattage, etc.  
Components that are critical for safety are indicated in the circuit diagram by shading, (  ) or (  ). Use replacement components that have the same ratings, especially for flame resistance and dielectric strength specifications. A replacement part that does not have the same safety characteristics as the original might create shock, fire or other hazards.

#### CAUTION

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

#### ATTENTION

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

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

## 1-2 Servicing Precautions

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

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

1. Servicing precautions are printed on the cabinet. Follow them.
2. Always unplug the units AC power cord from the AC power source before attempting to:  
(a) Remove or reinstall any component or assembly  
(b) Disconnect an electrical plug or connector  
(c) Connect a test component in parallel with an electrolytic capacitor
3. Some components are raised above the printed circuit board for safety. An insulation tube or tape is sometimes used. The internal wiring is sometimes clamped to prevent contact with thermally hot components. Reinstall all such elements to their original position.
4. After servicing, always check that the screws, components and wiring have been correctly reinstalled. Make sure that the portion around the serviced part has not been damaged.
5. Check the insulation between the blades of the AC plug and accessible conductive parts (examples : metal panels and input terminals).
6. Insulation Checking Procedure:  
Disconnect the power cord from the AC source and turn the power switch ON. Connect an insulation resistance meter (500V) to the blades of AC plug.  
The insulation resistance between each blade of the AC plug and accessible conductive parts (see above) should be greater than 1 megaohm.
7. Never defeat any of the B+ voltage interlocks. Do not apply AC power to the unit (or any of its assemblies) unless all solid-state heat sinks are correctly installed.
8. Always connect an instrument's ground lead to the instrument chassis ground before connecting the positive lead ; always remove the instrument's ground lead last.

## Precautions for Electrostatically Sensitive Devices (ESDs)

1. Some semiconductor (solid state) devices are easily damaged by static electricity. Such components are called Electrostatically Sensitive Devices (ESDs); examples include integrated circuits and some field-effect transistors. The following techniques will reduce the occurrence of component damage caused by static electricity.
2. Immediately before handling any semiconductor components or assemblies, drain the electrostatic charge from your body by touching a known earth ground. Alternatively, wear a discharging wrist-strap device. (Be sure to remove it prior to applying power - this is an electric shock precaution.)
3. After removing an ESD-equipped assembly, place it on a conductive surface such as aluminum foil to prevent accumulation of electrostatic charge.
4. Do not use freon-propelled chemicals. These can generate electrical charges that damage ESDs.
5. Use only a grounded-tip soldering iron when soldering or unsoldering ESDs.
6. Use only an anti-static solder removal device. Many solder removal devices are not rated as anti-static; these can accumulate sufficient electrical charge to damage ESDs.
7. Do not remove a replacement ESD from its protective package until you are ready to install it. Most replacement ESDs are packaged with leads that are electrically shorted together by conductive foam, aluminum foil or other conductive materials.
8. Immediately before removing the protective material from the leads of a replacement ESD, touch the protective material to the chassis or circuit assembly into which the device will be installed.
9. Minimize body motions when handling unpackaged replacement ESDs. Motions such as brushing clothes together, or lifting a foot from a carpeted floor can generate enough static electricity to damage an ESD.

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# Introduction

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## **SAM4s Sam4POS Overview**

SAM4POS from SAM4s is an Android based POS application solution that can be installed on the SAM4s SAP-6600 & SAP-4800II, the SAP-630/SAP-530 terminals, and the Hisense HM616 Android tablet. SAM4POS is available to resellers only as a hardware/software bundle; SAM4POS is not available as a generic application and will not run on other Android devices.

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

Devices or “Stations” within a network can have different settings and programs.

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

## **Hardware**

The SAM4s SAP-6600 & SAP-4800 II touch screen terminals have a 15” LCD with Projected Capacitive Touch (PCT) and LED Backlighting, making them a powerful and cost-effective Android touch screen terminal that will effectively run a variety of Android software applications.

The Sam4s SAP-630 & SAP-530 Series registers are ECR-Style all-in-one Android POS terminals. Featuring a hybrid design, Sam4s has combined a 9.7" touch display for operating the Sam4POS application by touch with a large keyboard to support frequently used items, plus a built-in printer, customer display, card reader and cash drawer.

The Sam4POS Application software is a powerful platform for cafeteria, food court, thrift store, convenience store and many other applications.

## **SAP-6600**

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

- Intel Braswell Celeron N3160 Quad Core 2.24GHz Fanless Processor
- Android 6.0 (Marshmallow) Operating System
- Stylish 15" LCD with Projected Capacitive Touch (PCT) with LED Backlighting
  - PCT is Inherently Faster, More Reliable and Robust
  - Vivid LED Backlight for Reliability and Energy Savings
  - Resolution 1024 x 768
- Integrated 1.5W Speaker
- 2GB DDR3 RAM expandable to 8GB
- Standard Magnetic Card Reader, Bluetooth and WiFi
- Optional Integrated 2-Line by 20 Character VFD Customer Display
- Energy Efficient and Low Heat Generation Architecture
- Fanless Operation – No Problematic Ventilation Holes
- Meets IP55 Standards for Exposure to Dust – Water Proof Front Panel
- Superior Serviceability and Ease of Installation

## **SAP-4800II**

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

- Vivid LED Backlight for Reliability and Energy Savings
- Stylish 15" LCD with 5-Wire Resistive Touch
- ARM Cortex™-A9 Quad Core 1.0GHz fan less Processor
- 1GB RAM
- Android Operating System
- Standard Bluetooth and WiFi
- Integrated Front-Facing Card Reader
- Two Cash Drawer Ports, Selectable 12/24-volt (12-volt default)
- Optional Integrated 2-Line by 20 Character VFD Customer Display
- Easily Wall Mountable – Standard VESA Configuration

## **SAP-630/SAP-530**

The Sam4POS with the **SAP-530** All-In-One Android POS Terminal features a hybrid design and has a 9.7" TFT-LCD 5-Wire Resistive touch display combined with Traditional ECR components:

- 160-position flat keyboard or 90-position raised keyboard to support frequently used items.
- Internal 3" thermal printer.
- Key-Lock security with **Void, Off, Register, X, Z,** and **P** (program) positions.
- Two-Line alphanumeric rear VFD customer display.
- Heavy duty metal cash drawer.

## Software

Sam4POS from SAM4s is an entry level POS solution running on the SAM4s SAP-6600, SAP-4800II, SAP-630, SAP-530 Android terminals or the Hisense HM616 tablet. Sam4POS is available only as a bundle with the terminal hardware with the software; Sam4POS is not available as a generic application and will not run on other Android devices. The Sam4POS application will automatically boot on power-up, and other Android applications or desktop functions are not available to the user without authorization.

## Options

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

---

## Sam4POS Power Requirements

Plug the Sam4POS terminal into a grounded 3-prong outlet. It is recommended to have dedicated branch circuits for the Sam4POS equipment and isolated grounding for all equipment in the system.

- Be aware that other electrical devices on the same circuit can cause your Sam4POS to malfunction. Avoid plugging your Sam4POS into outlets where other high-current devices are connected.
- Be aware that power quality issues, including voltage fluctuations, electrical noise, spikes, outages, interruptions, and other power viruses can disrupt or damage modern electronic equipment, including Sam4POS terminals and PCs.
- When Sam4POS is interconnected in networks, connected to PCs or where communications cables connect peripherals, particular care must be taken with power sources and communication cable routing. Your authorized dealer can provide detailed power specifications for these applications. Failure to implement installation requirements for networked systems may cause system failures and/or poor system performance.

## Safe Operation

- Do not locate your SAM4s Sam4POS in a damp or wet environment. Avoid high humidity, direct sunlight and temperature extremes.
- Always plug your Sam4POS into a grounded three-prong outlet. Never use two-prong adaptors or ungrounded outlets.
- Check to make sure the power outlet provides the correct voltage: (120V +/- 10%).
- Immediately disconnect the Sam4POS from the power source in case of spilled liquid in the Sam4POS, smoke, or strange smells. Call your authorized dealer for assistance.
- Do not operate the Sam4POS with wet hands.
- Use a soft dry cloth to clean the Sam4POS cabinet. Do not use wet clothes or solvents.
- Do not open the Sam4POS case to attempt repairs. Dangerous voltages can cause shock. Service attempts by untrained personnel can cause unnecessary damage to your terminal.

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# About Power Conditioning Equipment

## Surge Protectors and Power Conditioners

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



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

## Ground Guard Conditioners

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



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

## Uninterruptible Power Supplies (UPS)

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



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

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# Controls & Connections

While the programming on the Sam4POS is essentially the same, the connections and controls may vary on the different terminals.

## SAP-6600



Standard 3-Track  
Front Facing  
Magnetic Card Reader (MCR)

Power Button located  
on the bottom right of  
the touch panel

Standard 3-Track  
Front Facing  
Magnetic Card Reader (MCR)

Two v2.0 USB Ports

Connection Panel Access Cover

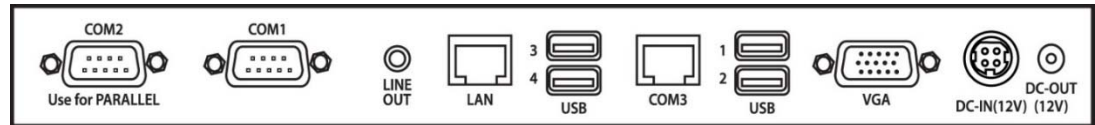
Cable Management Access Cover



Optional Integrated Rear  
2 Line by 20 Character  
VFD Customer Display



### SAP-6600 Connection Panel



- COM1, COM2 = DB9M With Pin 9 voltage (+5V)
- COM3 = RJ45 Pin 8 (0V / +5V / 12V) Voltage selectable in BIOS
- Audio Line-Out port
- Four v3.0 USB Ports on I/O / Two on rear/side I/O
- LAN Port: RJ45 10/100/1000 Base-T
- VGA Port = DB15F for second display (Maximum resolution: 1920 x 1200)
- Power Connection for External 60W, 12V / 5A power adaptor 100-240V / 50-60Hz
- DC-Out (12V)



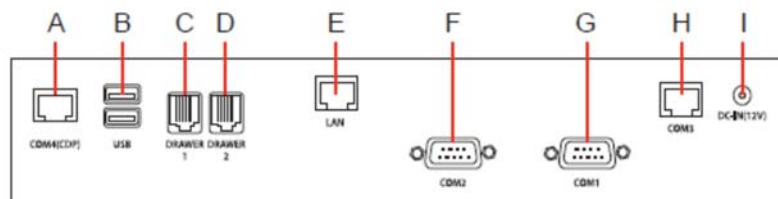
Standard Cash Drawer Port  
(Located on the right side of the  
connection panel near the DC-Out  
and the Power Button.)  
Selectable 24V / 12V

# SAP-4800II

Retired -



## SAP-4800-II Connection Panel



- A** - COM4 (Powered)
- B** - USB (2)
- C** - Drawer 1
- D** - Drawer 2
- E** - LAN
- F** - COM2 (Powered)
- G** - COM1 (Powered)
- H** - COM3 (Powered)
- I** - DC In (Power Input)





## Rear VFD Display (optional)

Available as an option on the SAP-6600 & SAP-4800II



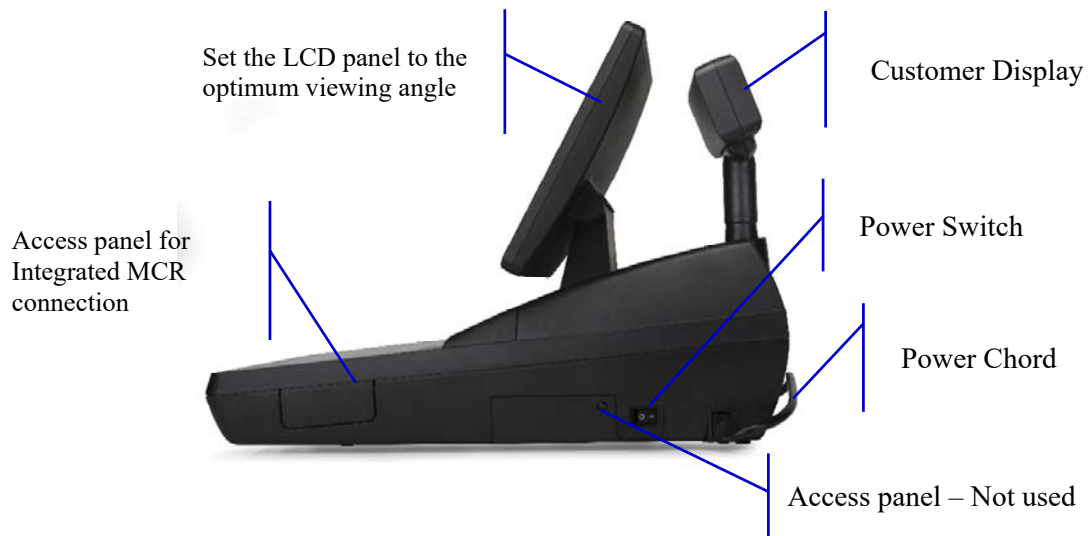
# SAP-630/SAP-530

SAP-530 Retired -



*Shown with Flat Keyboard  
Raised Keyboard Style also available*

## Side Connections



## Rear Customer Display

The SAP-630 & SAP-530 terminals come equipped with an integrated rear VFD customer display.



## SD Memory Card Slot



The SD Memory Card is located inside the printer compartment. It can be used to:

- Load Application Program Updates
- Save/Load Program Settings
- Load Graphic Images
- Save Screen Captures

## Connection Panel



Standard ports include:

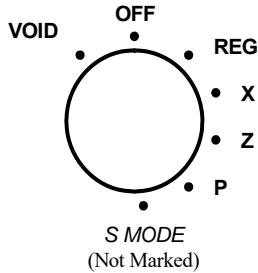
- 2 Additional Cash Drawer Ports (24v)
- LAN port
- 2-USB Ports (1 back panel/1 front)
- 4-RS-232C Comm. Ports  
(2-DB9 Male / 2-RJ45)

Front USB port located behind access door (for keyboard, USB memory stick or scanner)



## Control Lock

The Key-Lock / Mode Switch has 7 positions that can be access using keys provided with the terminal. Each SAP-530 is shipped with two full sets of keys.



<b>VOID</b>	Transaction Void: removes sales totals.
<b>OFF</b>	The register is inoperable.
<b>REG</b>	Register Mode: use for normal sale registrations.
<b>X</b>	Report Mode: use to read register reports, view and/or print reports.
<b>Z</b>	End Of Day: use to read register reports, reset and/or print reports.
<b>P</b>	Program Mode: use to program the register.
<b>S MODE</b>	Not used

Note: Before performing any operations in the register mode, a clerk must be signed on. Refer to “Signing On/Off” on page 46 in the “Basic Operations” section for a description of clerk operations.

## Control Keys

The *SAP-530 Sam4POS* includes two sets of keys that can be used to access the following control lock positions.

<b><u>Key</u></b>	<b><u>Positions Accessible</u></b>
<b>VD</b>	VOID, OFF, REG, X
<b>X</b>	OFF, REG, X
<b>Z</b>	OFF, REG, X, Z
<b>PGM</b>	VOID, OFF, REG, X, Z, PGM
<b>C</b>	ALL POSITIONS

---

**Note:** Mode keys may be removed from the control lock in the *OFF* or *REG* positions only.

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# Getting Started

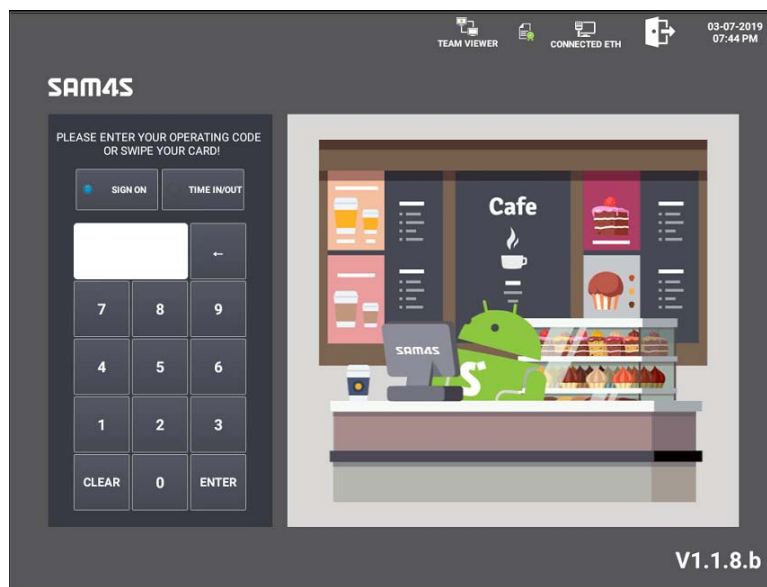
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## Default Screens

### Sign on Screen

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

Time In/Out operations can also be performed from this screen, see Clocking In/Out operation on page 48 for details.



### Main Sign On Screen Icons



Opens  
Team  
Viewer

Displays  
License Info

Current  
Connection  
Method

Exits to the  
main Android  
screen

Current  
Date/Time




## Operator Screen Layout

Touch the Register Mode icon on the Main Menu screen to open the Sam4POS Register Mode Operator Screen. The operator screen is divided into different zones to facilitate regular sales transactions.

Touch the Back Arrow icon  to close the Register Mode operators screen and return to the main menu screen.



### Register Mode Screen Zones


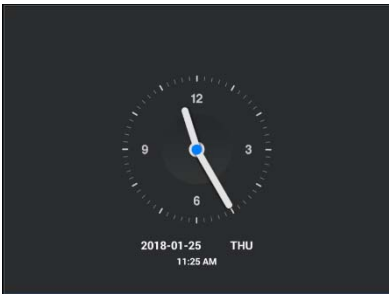
Zone	Description
A	Header – Top Row displays: Back Arrow, Mode, Menu ( <i>for more functions</i> ), Table Display, Receipt On/Off, License Info and Connection method, and Date/Time. Header – Bottom Row displays: System Identification, PLU Key Info, Price Level, KP Period, Destination and Employee name.
B	Transaction Detail -- Touch  to hide the 10-Key pad and expand the receipt area.
C	10-Key pad --  to open the 10-Key pad.
D	MLU – Menu Look Up keys are used to access various screens for registering categories of items or performing specific operations and functions. When more MLUs than can be displayed are available, scroll keys are provided to see the additional MLUs. MLU Navigation - When the option is selected in System Options, the MLU navigation buttons  are available in the Register Mode, this makes it easier to navigate long lists of MLU's.
E	Item Area – Displays the items or functions assigned to the selected MLU.
F	FLU – Function Look Up. When more FLUs are available than can be displayed, scroll keys are

provided ^ v to move through all the available FLUs.







### Operator Screen Header Bar




### Register Mode - Header Icon Details

Header Icons - Top Row	
	Back Arrow – Used to exit the register mode
	Mode – Indicates the current mode
	More Functions Menu Icon – Tap to display: EOD Report, Memory Usage percentage, Memo Pad, Team Viewer, and Favorites selections. ** Refer to the expanded operator screen header bar shown below.
	Table Map – Opens the Table map
	Receipt On/Off – Turns receipt printing On and Off
	License Info – Touch this icon to display the terminal License information: 
	Connection Method – Tap this icon to access the main Android, Wireless & Network settings. The Manager Password is required for access. When IRC is used, if the main terminal is turned off, the IRC Error displays on the satellite terminals.
	Date/Time – Touch this icon to display the clock on the screen: 









Header Icons - Bottom Row		
	System Identification displays the terminal information:	<pre> MY TERMINAL INFO IRC MODE : ON IRC ACTIVE SUB TERMINAL IP ADDRESS : 192.168.1.102 ***** APP VERSION : V1.0.68.a MODEL NAME : SAM4POS Sam4s Incorporated Serial Number : 03849692 CC Number : 18-013 Registered PLU : 897 </pre>
	PLU Key Info – Select to display the PLU ‘Price’ or ‘Stock’ on PLU’s or select ‘None’:	<p>NONE</p> <p>PRICE</p> <p>STOCK</p>
	Price Level – displays the current Price Level, touch this icon to select or change to a different price level:	<p>PRICE LEVEL01</p> <p>PRICE LEVEL02</p> <p>PRICE LEVEL03</p> <p>PRICE LEVEL04</p> <p>PRICE LEVEL05</p>
	KP Period – Allows the operator to select/change the KP Period:	<p>NONE</p> <p>BUSY</p> <p>EVENT</p> <p>NORMAL</p>
	Destination – Tap this icon to set the default destination or select None:	<p>NONE</p> <p>EAT IN</p>
	Employee – displays the currently signed on employee, touch this icon to display:	<p>TIME IN/OUT:NONE</p> <p>SIGN ON:2018-01-25 10:42</p> <p>EMPLOYEE REPORT</p> <p><b>SIGN OFF</b></p>

## Expanded Operator Screen Header Bar

When the More Functions Menu icon  is selected, additional icons display on the header bar; Memory usage, Memo, TeamViewer and Favorites icons display.



## More Functions Menu Icons

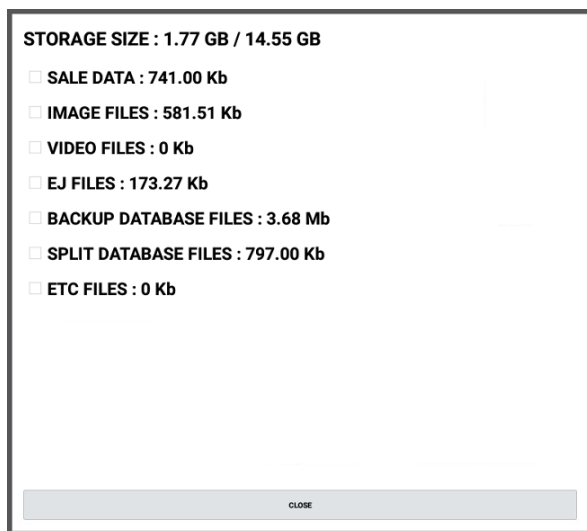
	<b>More Functions Menu</b> icon – adds the End of Day report, Percentage of Memory Used, Memo, Team Viewer and Favorites icons to the title bar.
	<b>End Of Day</b> report icon – available with appropriate authority level setting only. Allows Employee to access and perform the EOD report from the Register mode.
	<b>Memory Usage Percentage</b> icon – displays the memory storage management data. The Storage Threshold percentage can be set in Options\System Option.
	<b>Memo</b> icon – opens the Memo Notepad.
	<b>Team Viewer</b> – Allows access to the Team Viewer application for remote support directly from the register mode.
	<b>Favorites</b> – When selected, the register mode screen is added to the Favorites list. Note: The Favorite List is accessible from all modes except the Register Mode.

## End Of Day

If selected, the EOD report is performed. The status dialog displays while the report is performed, then the EOD success displays briefly.

## Memory Storage Management


The memory usage percentage icon is available when you press the more functions menu icon on the register screen header bar. When you tap on the memory usage icon, the memory storage management dialog is displayed. This feature is used to view the memory storage resources.

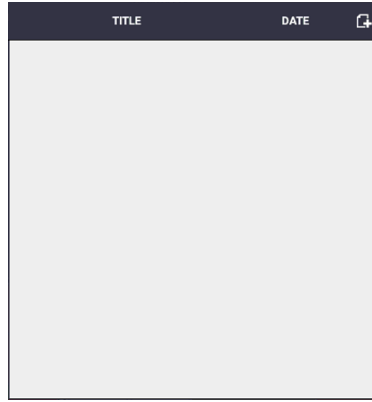



- Press **CLOSE** to exit the memory usage data dialog.

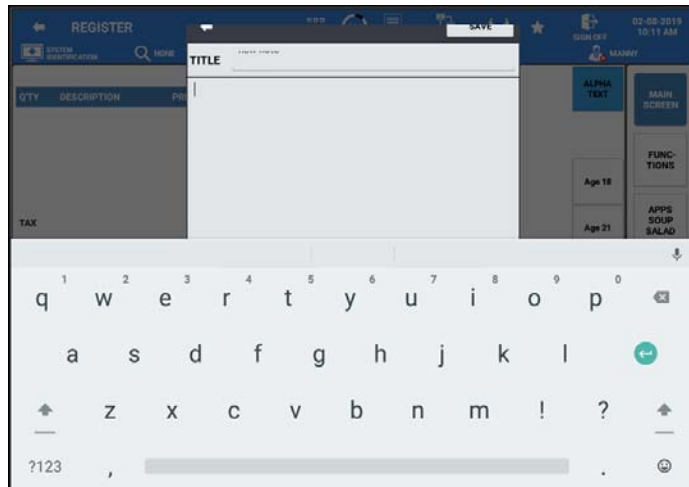
## Memo Icon

The Memo icon is available when you press the more functions menu icon on the register screen header bar. Selecting the Memo icon allow the operator to add a note or reminder that can be reviewed at a later time.

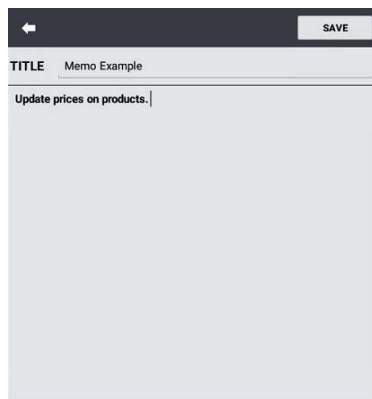
1. Sign on to the SAM4POS application from the main Log On screen.
2. Tap the register mode icon or turn mode key to **REG**.
3. Press the **More Functions Menu** icon to access the Memo icon.
4. Press the **Memo Icon**  to view or add notes.



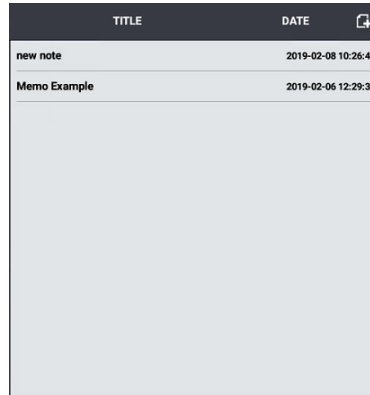
5. On the note pad that displays; Press the  **Add Record** icon to add a new note or reminder to the list. The memo dialog and a keyboard display.
6. Type in a **TITLE** for the note/reminder using the keyboard on the display. *(An external keyboard connected to the terminal may also be used.)*



7. Type a **Message** for the new note; then type the message.
8. Press **SAVE** when finished.







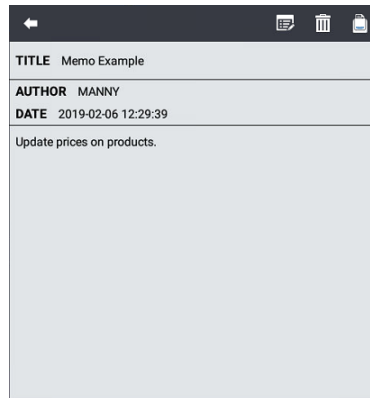
9. The new **memo/note/reminder** is added to the list.



10. To edit or delete notes; tap/touch on the desired note from the list:

11. Press the:

- note pad**  icon to edit the note;
- trash can**  icon to delete the note;
- print**  icon to print the selected memo;
- return**  icon to close the note.





12. Press anywhere outside the memo list to close the list and return the register screen.

## Team Viewer

The Team Viewer icon is available when you press the more functions menu icon on the register screen header bar. Team Viewer is a remote access utility that can be used to remotely support the SAM4POS application. The Team Viewer Quick Support application is already pre-loaded on the SAM4POS terminals.

To be able to utilize this tool, a connection to the Internet is required.

## Favorite Icon

The Favorite icon is available when you press the more functions menu icon on the register screen header bar. When selected () the register mode is added to the Favorites List; when not selected () the register mode is removed from the Favorites List.

## Custom Screen Layouts

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

Your screens will be designed using the following capabilities:

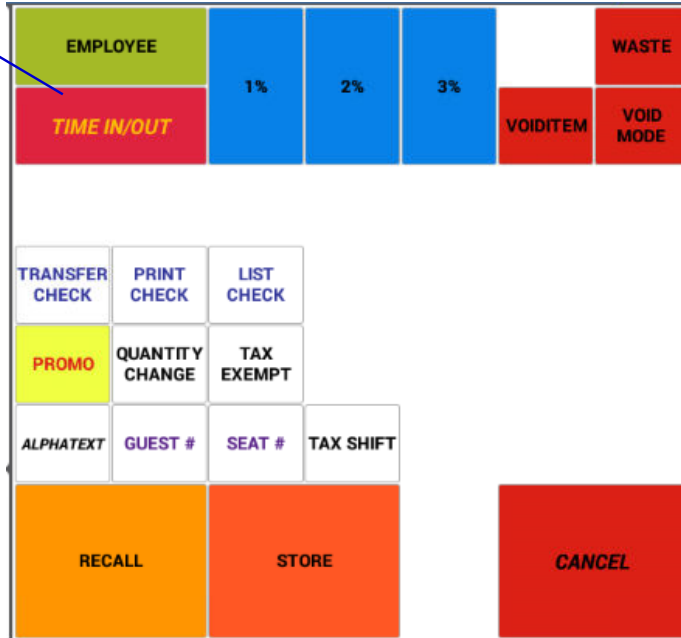
The Main Screen and each MLU screen provide 56 single size key locations in a 7 x 8 matrix.

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

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


Images may be used instead of text for key identification.

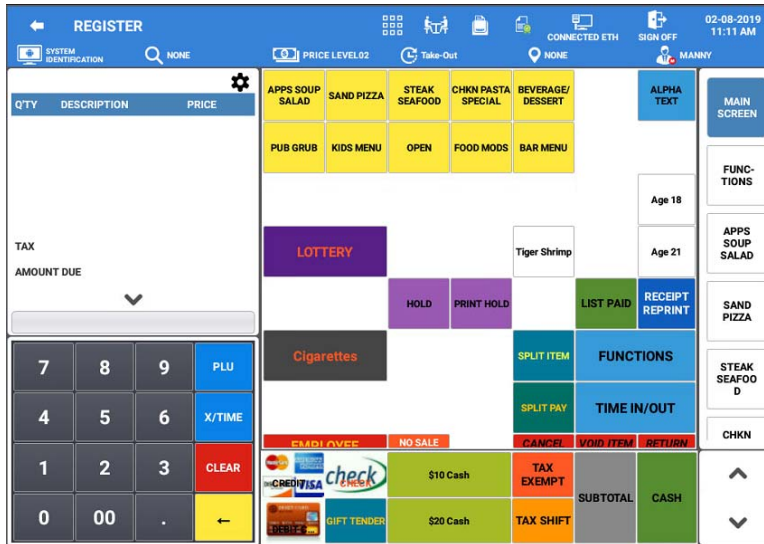
Keys that are not assigned a PLU, MLU or function will not display.



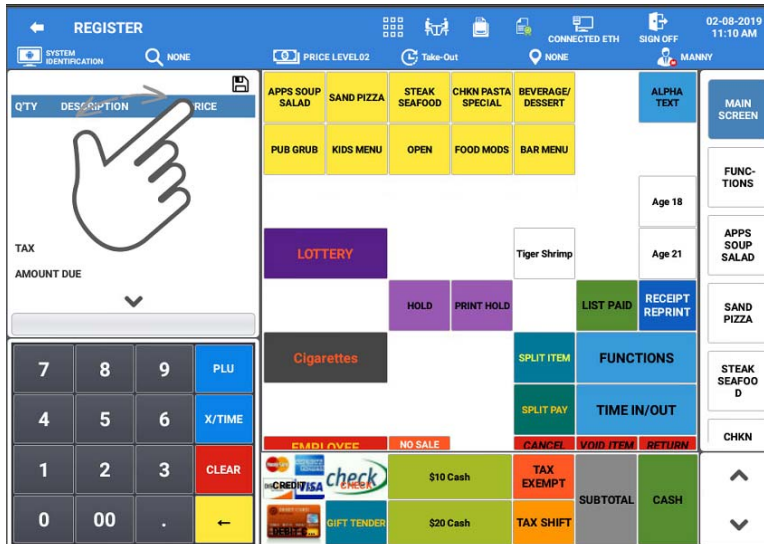
## Sale Screen Size Edit


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

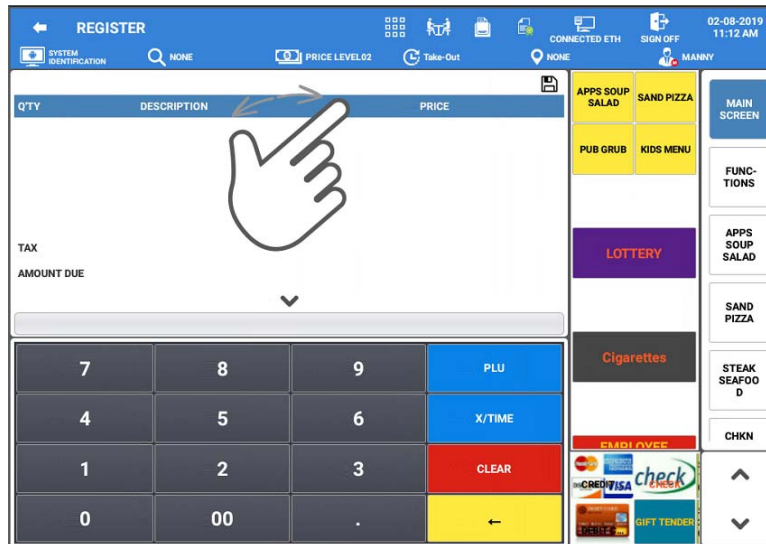
1. If the screen edit option is ON, the gear icon  will display in REGISTER MODE allowing for the screen size to be edited.




2. Press the **Gear** icon to change the size of the sale display:



3. **Press and drag** in the white area next to the save icon  to expand the sale display area.



4. Press the **Save** icon  if you want to save the new screen configuration.

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**Note: All register mode display areas are adjusted, any hidden MLU/FLU keys will no longer be accessible when registering sales.**

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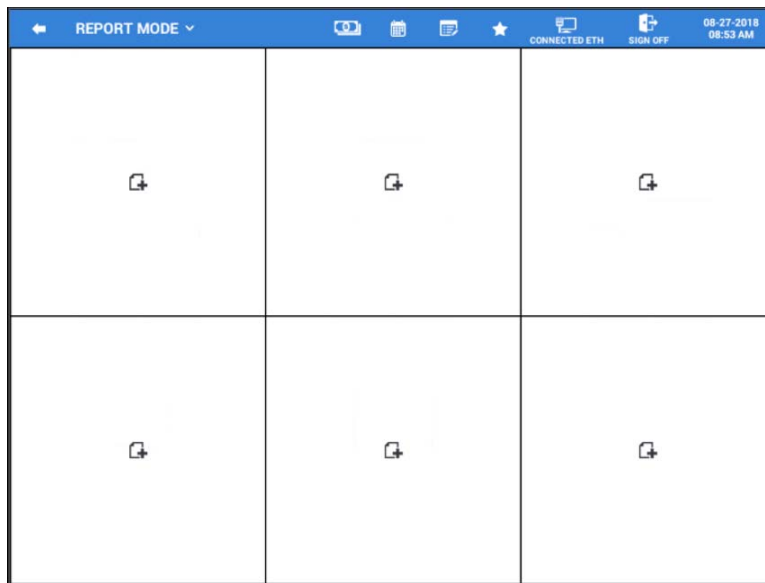
## Report Mode Screen

On the SAP-6600 &SAP-4800II terminals, touch the REPORT icon on the main menu screen to access, view and print the available register reports without clearing the totals. On the SAP-630 & SAP-530 terminals, the report mode is accessed by turning the mode key to the X-position.

When the Report Mode is selected, a grid of six quick view summary reports displays for managers to quickly see selected report information. Refer to “Summary Reports” in the “REPORTS” section on page 139 for details about using the Summary Reporting.

To access, view or print detailed reports such as a Financial, Group or Clerk report, touch the ‘REPORT MODE √’ selection dropdown menu. Refer to the “Detailed Reports” on page 142 for information about the detailed reports.

Cash Declaration is also provided in the Report Mode as well as a calendar view for sales data. Refer to “Detailed Reports” in the “REPORTS” section on page 142 for details about the reports available in X-Mode Detailed reporting.

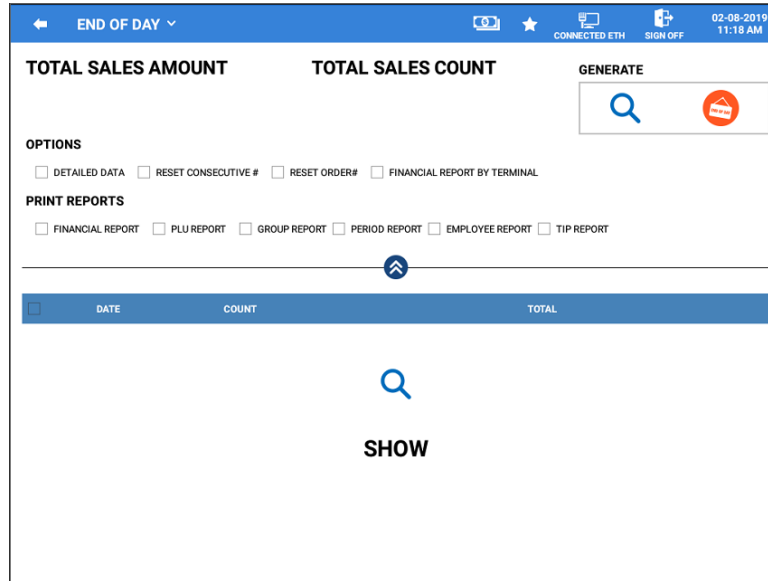




## End Of Day Screen

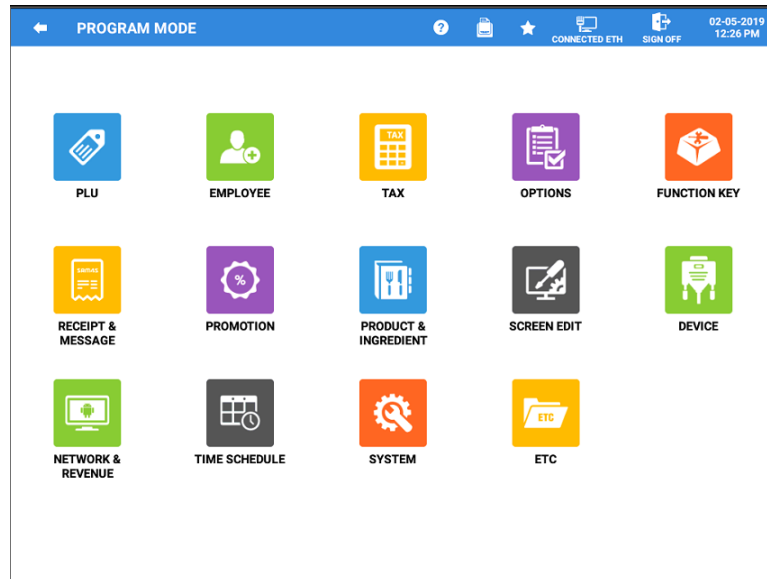
Touch the End Of Day icon on the main menu screen on the SAP-6600 & SAP-4800II to access the End Of Day report screen. On the SAP-630 & SAP-530 terminals, turn the mode key to the Z-position.

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



## Program Mode Screen

When you select the program icon from the Main Menu Screen (*P-position on the SAP-630 & SAP-530*), the main PROGRAM MODE menu categories are displayed. Touch any of the categories shown to enter the programming options for that category.



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## Screen Saver

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

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

---

## Passwords

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

### Password Notes

- ◆ The default password for access to the Report Mode and Program Mode is **0** (meaning no password entry is required to access this mode); the default Manager Password is: **9999**.
  - ◇ You can set your own 4-digit system passwords by going to:  
PROGRAM MODE > OPTIONS > OPTIONS > SYSTEM OPTION
- ◆ When an employee performs an operation requiring manager approval, the Manager Required prompt appears. The manager will be required to enter the appropriate password to allow the operation to proceed. The password can be entered several different ways:



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

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## Initial Clear/Re-boot

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

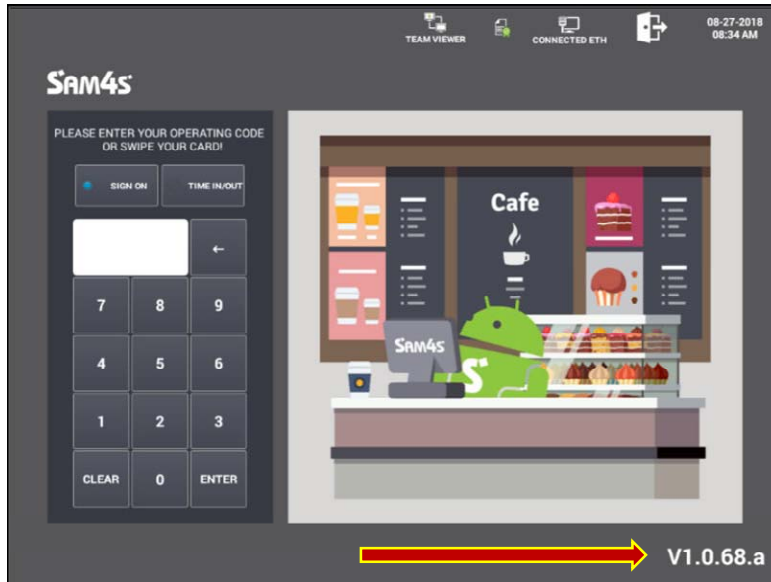
Here are some reasons you may want to initialize your Sam4POS:

- The register is in an unknown state, and you wish to exit the current program or transaction without following normal procedures.
- You have performed a function that includes a compulsory activity, such as validating or printing, and you wish to bypass the compulsory activity.
- An initial clear may be necessary as part of servicing, or troubleshooting the Sam4POS register or system.
- Perform this procedure only as necessary. Contact your authorized SAM4S dealer first if you have questions about operating or programming your Sam4POS.

## Initial Clear

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

1. In versions 1.0.26 and later: Tap the **Version** information, in the lower right corner, three times to initial clear the SAM4POS terminal. *(In versions before 1.0.26: tap the SAM4s logo displayed on the main sign on screen three times.)*



2. The Notification dialog below is displayed:



3. Press **YES** to proceed with the initial clear; or press **NO** to exit without the initial clear.
4. Sign on to the Sam4POS as normally.

## Reboot

1. To Reboot the SAP-6600/4800 Sam4POS, use the main power button on the lower right bottom of display to power **OFF** the Sam4POS terminal. *(Right side rear, on the SAP-630/530.)*
2. Press the confirmation '**Power off**' dialog to continue.
3. When the Sam4POS is completely shut down, press the power button again to power on the Sam4POS terminal.
4. The Sam4POS will reboot to the main sign on screen.

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






















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# Navigation Tips

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

## Common Icons

Icon	Description
	Back Arrow is used to exit the current Mode selection.
	More Functions Menu Icon – Tap to display Memory Usage percentage, Memo Pad, Team Viewer, and Favorites selections. <b>** Refer to the expanded operator screen header bar shown below.</b>
	Tap the Memory Usage percentage icon to display the Memory Usage Data. The Storage Threshold percentage can be set in Option\System Option.
	Selecting the Memo icon opens the Memo Notepad.
	Table Map icon.
	Receipt On/Off
	Favorites icon, white is not added to favorites, gold indicates selection is added to favorites.
	License Information for the Sam4POS terminal
	Connection method
	The Return icon is used to go back to the previous screen/selection.
	Mode Sub Menu icons, used to display/hide the sub menu for the current mode.
	Add Record
	Menu icon
	GOTO allows you to go to the programming options for that program area, group, recipe or MLU etcetera, from within the current program area.
	Drop down button opens a list of selections for the current program option.
	The pencil icon allows you to open a window to enter a value for the current program selection.
	Option check box with option not selected.
	Option checkbox with option selected.
	Note pad; Edit current list.
	The Trash can icon is used to delete records.
	Inactivate icon is used to make function inactive without deleting them.

Icon	Description
	Exit
	Copy Icon
	Refresh
	Show or magnify selection
	Print – Typically used in reports
	Export file to CSV
	Scroll keys, the single arrow keys scroll Up/Down one page at a time, the double arrow scroll keys go to the Beginning/End of the list.
	Sort menus – displays current setting for the edit/sort menu; if you press this icon, the sort will go back to the default setting.

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## Function Key

Function Keys are separated into three categories, Function Key, Tender Key and MACRO Key. The options for each will vary by key type selected. Refer to the Function/Tender Key Definitions List for specific information about each key type. Custom descriptors up to 30 characters can be programmed on the keys.

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

MACRO's can be programmed to perform a predefined set of functions/operations. Custom key descriptors up to 30 characters can be programmed on the keys. Consult with your local dealer for information on setting up and using MACRO keys.

## Function Key Definitions

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

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



<b>FUNCTION KEY</b>	<b>Description</b>
<b>RECALL TABLE</b>	The check tracking system can maintain balances and the entire transaction in the register memory. You can create as many RECALL keys as necessary for your application. Touch one of the four RECALL CHECK # keys directly to begin a tracking transaction or enter the tracking number and touch the RECALL CHECK # key to access the existing tracking balance.
<b>RECEIPT ON/OFF</b>	Touch RECEIPT ON/OFF to toggle the receipt printing from on to off.
<b>RECEIPT REPRINT</b>	Touch the REPRINT key to issue a transaction receipt at the designated receipt printer or Gift Receipt if the option is set.
<b>RECIPE</b>	Press the RECIPE key prior to selecting an item to view the recipe associated with the item. If the item no recipe associated the message “No Link Recipe” is displayed.
<b>REPEAT</b>	Touch the REPEAT key to quickly re-order a set of items. When a check is recalled, simply touch the REPEAT key to automatically register all of the items registered at the previous posting.
<b>REPORT</b>	The REPORT key allows running several reports all at one time from the register mode. Select the desired report on the REPORT function key. Filter by ALL Employees or Signed On Employee.
<b>RETURN</b>	Touch the RETURN key to adjust items inside or outside of a transaction.
<b>SCALE</b>	Use to enter SCALE weight when a remote scale is used.
<b>SEAT #</b>	Use to identify a specific SEAT # (or person) within a transaction. Facilitates separate payment by seat and identifies to the food preparation staff (through the kitchen printer/KVS) how to assemble meals. Seat numbers may be assigned at the time of entry or, if necessary, later in the transaction.
<b>SERVER ORDER</b>	
<b>SPLIT ITEM</b>	When like items are consolidated in a transaction you can move the cursor to the item and touch the SPLIT ITEM key to display the items separately, instead of in consolidated form, used normally to assist the items to seat allocation.
<b>SPLIT PAY</b>	Touch the SPLIT PAY key to divide the amount of a transaction into equal segments for payment by more than one person.
<b>SPLIT TABLE</b>	The Split Table function provides another method of splitting checks for payment. Note that this method works best when check numbers are not automatically assigned. Many programmers/installers will use the table number as the check number, and in this situation the feature works quite well.
<b>STOCK CHECK</b>	Use this function key to view and/or edit the stock available on a selected item. Can be used inside or outside a transaction.
<b>STORE TABLE</b>	The check tracking system maintains balances and the entire transaction in the register memory. Touch the STORE keys to store a check tracking transaction. (This function is equivalent to a <i>SERVICE</i> function.)
<b>SUBTOTAL</b>	Touch SUBTOTAL to display the message “SUBTOTAL” on the display. Although a running total is always displayed on the bottom of the screen, the SUBTOTAL key may be required before some functions, such as subtotal discount.
<b>TAX EXEMPT</b>	The TAX EXEMPT can be preprogrammed to exempt specific taxes from a sale.
<b>TAX SHIFT</b>	Use to change the preprogrammed tax status of an item.

<b>FUNCTION KEY</b>	<b>Description</b>
<b>TIME CLOCK IN/OUT</b>	Touch the CLK IN/OUT key to record start and stop work times for the registered employee. Hours worked are maintained by the time clock system.
<b>TIP CHARGE</b>	Use TIP CHARGE to enter TIPS to an open guest check.
<b>TIP DECALRE</b>	Used TIP DECLARE enter TIPS received by an employee.
<b>TRANSFER TABLE</b>	Use to transfer one or all open soft checks form one server to another server. A transfer check receipt will print.
<b>VOID ITEM</b>	Touch the VOID ITEM key to remove an item from a transaction. Locate the cursor on the item you wish to remove and touch the VOID ITEM key.
<b>VOID MODE</b>	Put terminal into the Void Mode as if it had a mode key and was turned to VOID.
<b>WASTE</b>	Used to start and end entries of items that are wasted. A waste count is maintained for each item and inventory is adjusted.
<b>X/TIME</b>	Use the X/TIME key to multiply, to register split price items, or display the time in the REG mode.

## Tender Key Definitions

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

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

---

# Error Messages

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

## **AGE RESTRICTION**

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

## **CANCEL IS NOT ALLOWED**

When this item is registered in a sale, the Cancel operation is not allowed.

## **CASH-IN-DRAWER EXCEEDED**

The programmed Cash-In-Drawer limit has been exceeded.

## **COMPLETE WASTE OPERATION FIRST**

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

## **DIFFERENT EMPLOYEE OWNS THIS CHECK**

The operator attempting to open this guest check is not the original person who started the guest check.

## **DISCOUNT ON THIS ITEM IS NOT ALLOWED**

The preceding entry is not discountable; product is not available for discounting.

## **DO NOT ALLOW MANUAL ENTRY**

Manual entry is not allowed (scale function).

## **EMPLOYEE IN USE**

## **EMPLOYEE NOT FOUND**

The employee sign code entered does not exist for any employee in the database.

## **FINALIZE CURRENT TRANSACTION FIRST**

The current transaction must be finalized before continuing.

## **HALO OVER**

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

## **KP DOES NOT EXIST**

## **KP ROUTE DOES NOT MATCH**

## **MANAGER OVERRIDE REQUIRED**

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

## **MANAGER REQUIRED**

The manager password must be input to complete this operation.

## **NEGATIVE BALANCE**

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

## **NEED GUEST # FIRST**

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

## **NEED SEAT # FIRST**

Seat # entry required before operation can continue.

## **NEED SUBTOTAL FIRST**

The SUBTOTAL key must be touched before continuing.

**NO DRAWER**

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

**NO PREST OVERRIDE**

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

**NOT READY!**

Remote printer is not ready for printing tasks.

**NOT ZERO**

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

**OFF LINE!**

IRC communications have gone off line.

**OPEN A CHECK FIRST**

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

**OPEN DRAWER**

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

**OVERRIDE NOT ALLOWED**

X-Mode override is not allowed for this operation.

**PLU DEOS NOT EXIST**

The number entered is not a valid PLU.

**PRINTER PAPER END**

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

**PRINTER IS OFFLINE**

Connection to printer is lost.

**REMOVE PAPER**

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

**SCALE FAIL!**

The register is not able to find the scale.

**SCALE REQUIRED!**

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

**SINGLE ITEM!**

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

**SUB-ITEM NEEDS MAIN ITEM**

This PLU has been programmed to require a condiment entry.

**TARE# REQUIRED**

This PLU/scale item requires a tare weight entry.

**TENDER AMOUNT REQUIRED**

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

**THIS CHECK IS ALREADY OCCUPIED BY OTHER TERMINAL****THIS FUNCTION IS INACTIVE**

The function key touched is inactive.

**THIS PLU IS INACTIVE**

The PLU touched is inactive.

**TRAY SUBTOTAL REQUIRED!**

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

**VALUE IS OUT OF RANGE**

The number entered is out of range.

**VOIDING OF THIS ITEM IS NOT ALLOWED**

Void Item operation is not allowed on this PLU.

**WRONG SEQUENCE**

The preceding key sequence is not allowed.

**ZERO AMOUNT**

**ZERO AMOUNT SALE IS NOT ALLOWED**

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

# Basic Operations

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## Operation Notes

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

---

## Signing On/Off

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

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

## Sign On by Operating Code

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

1. From the Main Sign On screen; Type the employee operating code.
2. Touch **ENTER**. The main menu selection window displays. *(On the SAP-630 & SAP-530 terminals, the screen displayed depends on the key-lock position of the Mode Key)*
3. Touch the **Register Mode** icon to open the sales entry screen *(REG-position on the SAP-630 & SAP-530)*. The employee name displays in the top right of the header bar on the sales entry screen.

---

**Note:** if an employee is assigned to an authority level with the option **REG MODE ONLY** checked, when the employee signs on, the register mode screen will open without loading the main menu screen or turning the mode key to REG.

---

## Sign On by Employee Card

If your system is using employee cards:

- ◆ Swipe the employee card. The main menu selection window displays.

---

**Note:** On the SAP-530/SAP-630 beginning at v1.1.19 and later we can sign on to the terminal using the Real Keyboard; Press 1 ENTER or 1 Employee # to sign on. We can also press a MACRO key on the real keyboard to sign on.

---




## Sign On by Dallas

This operation is not utilized in the USA.

## Sign Off

There are several ways to sign off the current employee.

While in the Register Mode:

1. Type the current employee operating code using the 10-key pad then touch the **EMPLOYEE** key.
2. Type “0” then touch the **EMPLOYEE** key.
3. Tap the **Sign Off** icon .
4. Press the back arrow  icon at the top of the Register Mode screen to return to the main menu screen; press the  icon on the main menu screen to return to the main sign-on screen.

## Clerk Interrupt

If allowed, a new employee can sign on while a transaction being processed by another employee is still in progress. When a different employee signs on while the current employee is in middle of a transaction, the current employee’s transaction is suspended (stored in a check file). Under the new employee, a new transaction can be entered and completed.

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

## Clocking In/Out

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

Employees can clock-in from the register mode using the Time In/Out key or Clock in can be performed from the Main Sign on screen.

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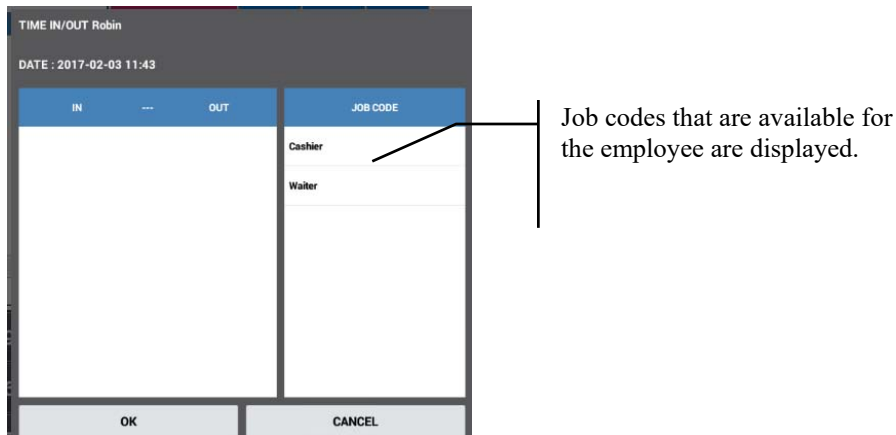
**Note:** Depending upon the authority level programming, the employee will sign on with their employee clock in code which may be different than the employee operating code. Employees could also be set to clock-in using the MCR in the authority level programming.

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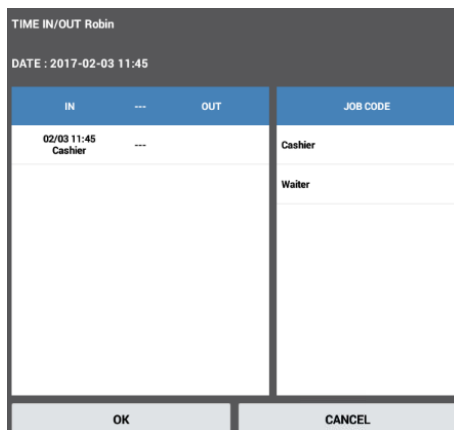
## Clock In

### – Register Mode

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



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



3. The clock-in time and Job code selected displays.
4. Touch **OK** to complete the clock in.

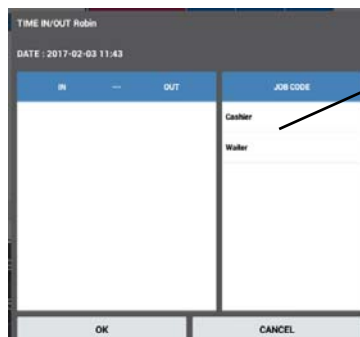


## – Main Sign On Screen

1. From the Main Sign On screen; Tap the Time In/Out button at the top of the number entry dialog so it is selected as shown below:



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



Job codes that are available for the employee are displayed.

3. Touch the **JOB CODE** selection for the job you will be performing; The clock-in time displays with the Job Code:



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

## Clock Out for Break

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

Clock in time for the day is displayed.

The screenshot shows a window titled "TIME IN/OUT Robin" with the date "DATE : 2017-02-03 11:57". The window is divided into two main sections. The left section has a header with "IN", "---", and "OUT". Below this, it displays "02/03 11:45" and "Cashier". The right section has a header with "CLOCK OUT" and displays "OUT" and "BREAK TIME". At the bottom, there are two buttons: "OK" and "CANCEL".

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

Clock out time for the break time is displayed.

The screenshot shows the same window as above, but the date is now "DATE : 2017-02-03 11:58". The left section now displays "02/03 11:45" and "Cashier" under "IN", and "02/03 11:58" and "BREAK TIME" under "OUT". The right section remains the same. At the bottom, there are two buttons: "OK" and "CANCEL".

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

## Clock In from Break

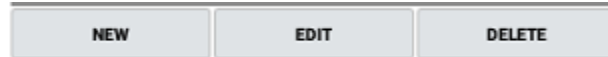
1. Enter the employee clock in code and touch the **TIME IN/OUT** function key to display the clock in/out window:
2. Touch the job code button for the job you are performing to clock in.
3. Touch **OK** to complete the clock in.

## Clock Out for Day

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

## Time Clock Editing

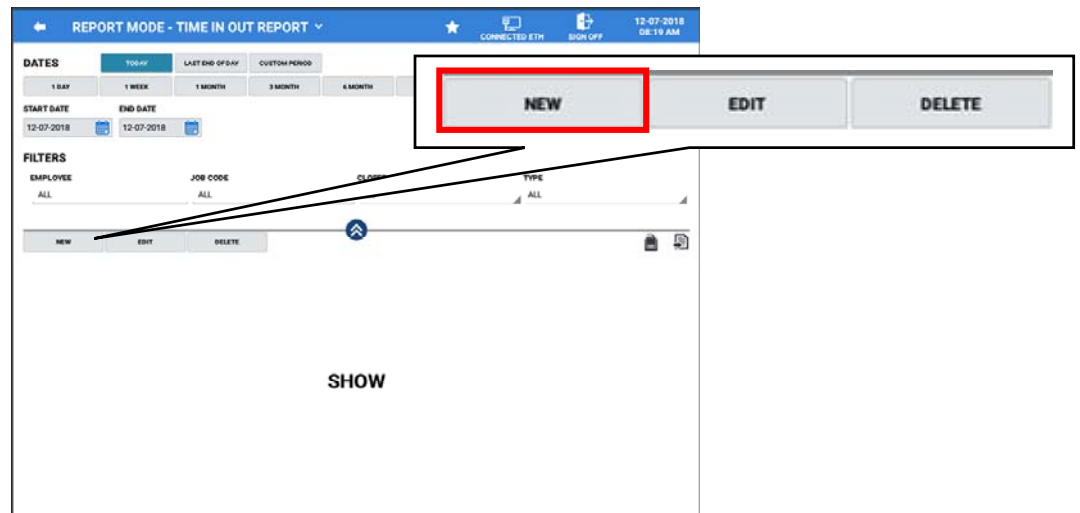
If an employee forgets to clock in or out, authorized personnel can Edit the time clock data from the Time In-Out Report screen. Use the buttons above the time entries to perform the desired operation. The available selections include:



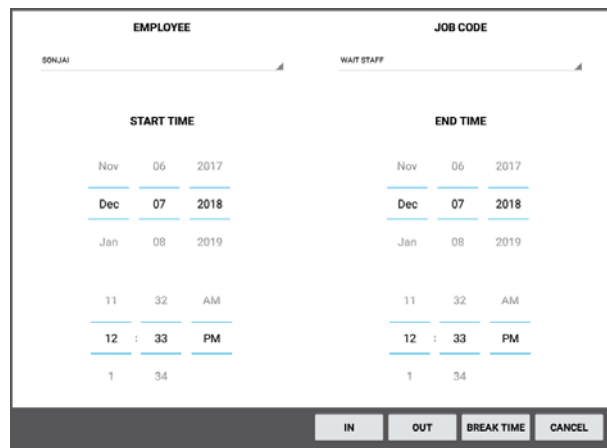
- **New** – Use to enter a new time entry for the selected employee.
- **Edit** – Use to edit the current time entry for the selected employee.
- **Delete** – Use this selection to delete the selected time entry for the selected employee.

### New Time Entry

1. From the **Report Mode**, select the **Time In Out Report** from the **Detailed Reports** menu.

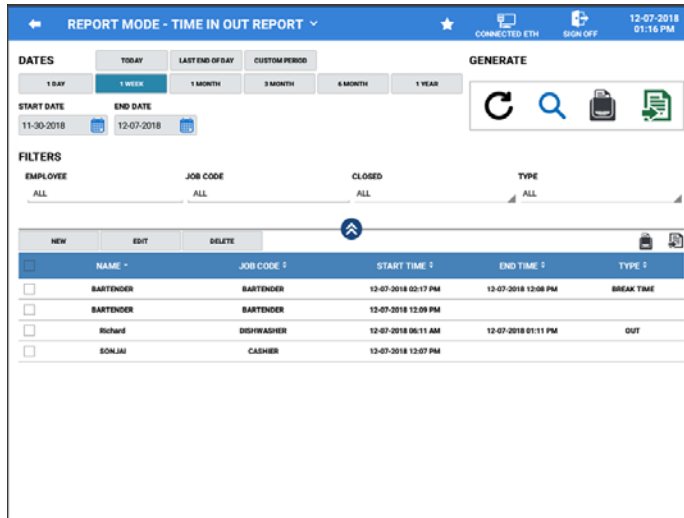


2. Press the **NEW** button to add a new time entry for an employee; the time entry dialog displays:



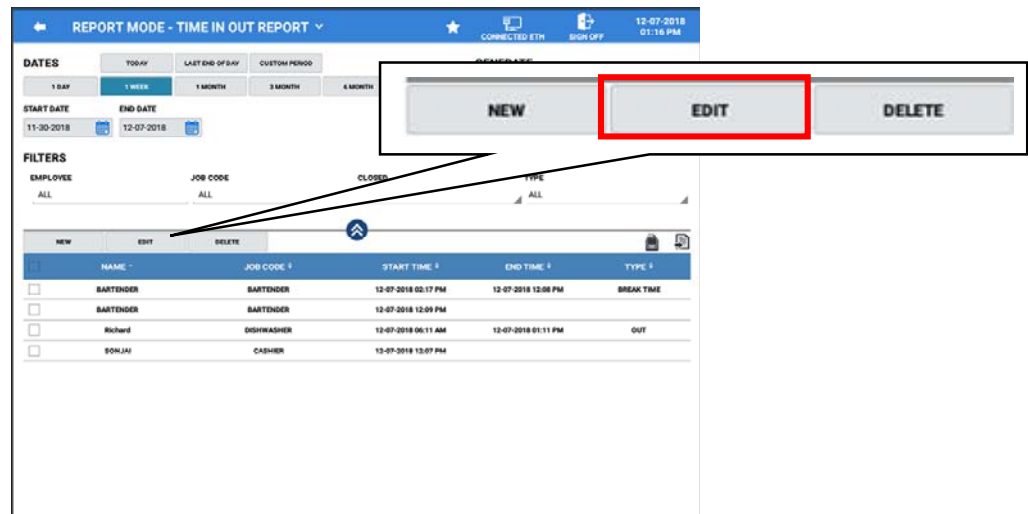
3. Use the drop-down lists to select the **EMPLOYEE**, **JOB CODE**, **START TIME** and **END TIME**.
4. Next, select if the entry is for clock **IN**, **OUT** or **BREAK TIME**; pressing **CANCEL** will exit without entering any data.

- The **NEW** time entry is added:

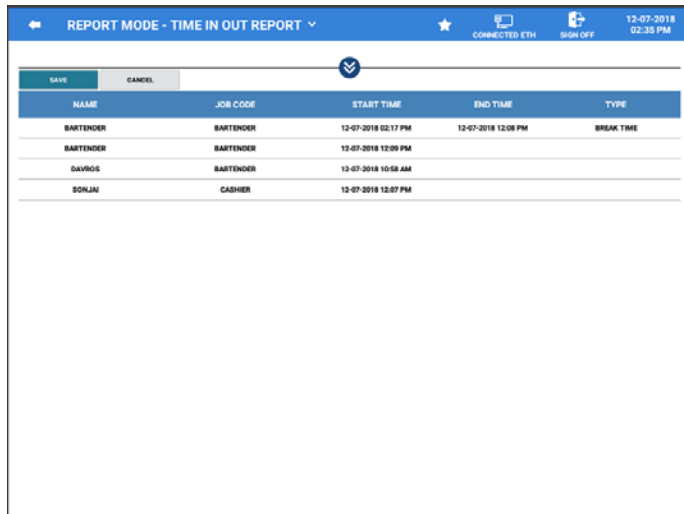


### Edit Time Entry

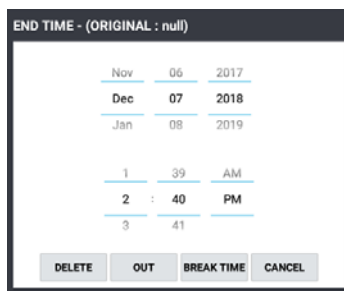
- From the **Report Mode**, select the **Time In Out Report** from the **Detailed Reports** menu, then press **SHOW** to display the current employee time entries:



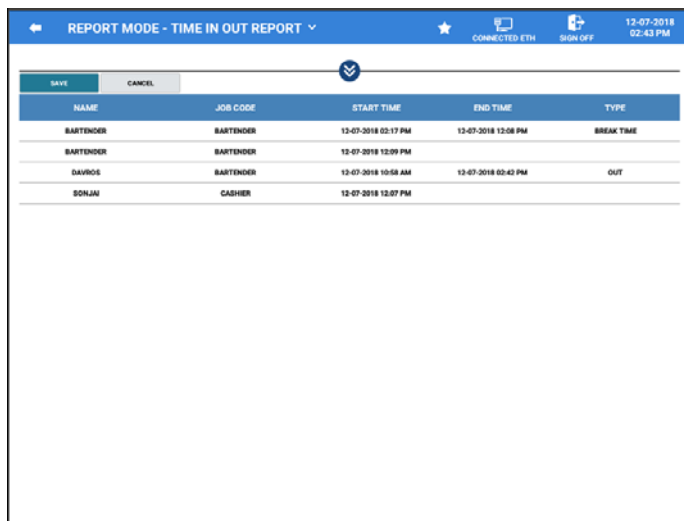
- Press the **EDIT** Button; The Time In-Out Edit dialog displays:



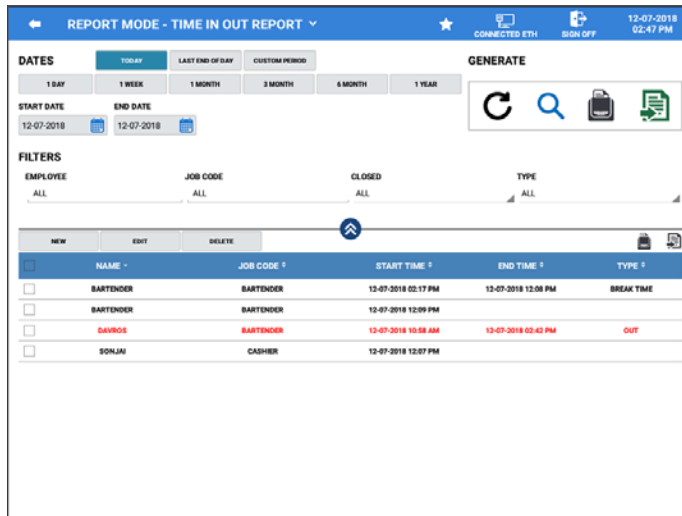
3. We can edit the Job Code, Start Time End Time or Type; Select the field on the grid for the **EMPLOYEE** whose data you wish to edit: *i.e. to Edit the End Time for Davros, click/tap on the END TIME column on Davros's time entry line.*
4. The **END TIME** dialog is displayed:



5. Enter the new End Time and select **OUT** or **BREAK TIME** as appropriate. The new time is entered for the Employee.

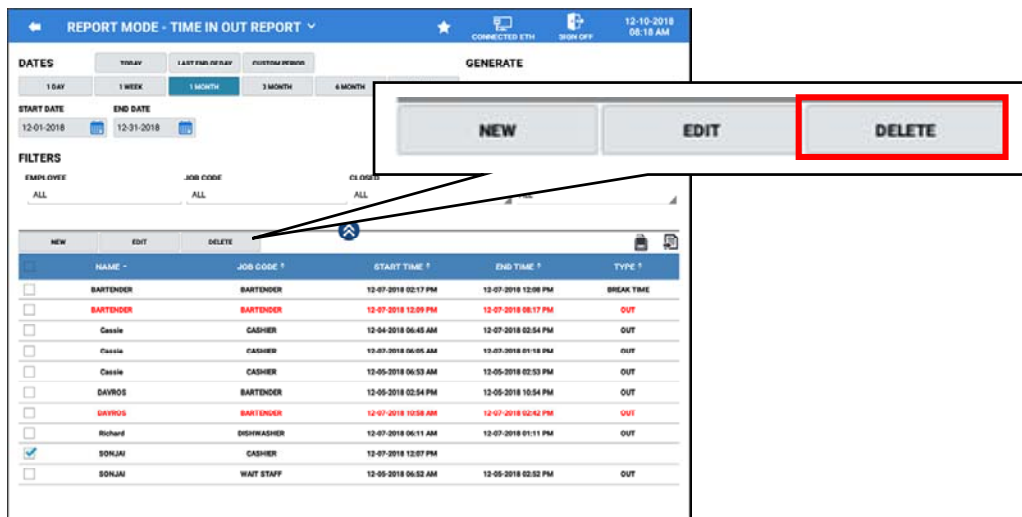


6. Press **SAVE** to apply the new entry; pressing **CANCEL** will exit without applying any changes.
7. The time edit will print to the receipt printer (if set in system options) and the new time is applied to the Employee. Note the edited record display in red.



## Delete a Time Entry

1. From the **Report Mode**, select the **Time In Out Report** from the **Detailed Reports** menu, then press **SHOW** to display the current employee time entries:



2. Select the time entry record you wish to remove; Press the **DELETE** Button. The selected time entry record will be removed.

---

# Registering PLU's/Items

## Preset PLU's

- Touch a preset PLU to register the item or Scan an item programmed into the database to register into the sale.

## Open PLU's

- Enter the price (*without the decimal*) and touch an open PLU to register an open-priced PLU.
- Alternately, you can simply touch the open PLU, input the price at the prompt and press **ENTER**.

## Code Entry Preset PLU's

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

## Code Entry Open PLU's

1. Enter the **PLU code** number and touch the **PLU** function key.
2. Input the price at the prompt and press **ENTER**.  
(If scanning is setup on the terminal, you can simply scan the item barcode to register the item; Input the price at the prompt and press **ENTER**.)

## PLU Price/HALO Override

Specific programming is required to be able to allow the override of a preset PLU or the HALO on an open entry PLU.

- The Employee must be assigned the authority to perform the override, see:  
Program Mode →Employee → Authority Level →REG Mode: Can PLU Price/HALO Override
  - The PLU Price Option must also be set to allow the override:  
Program Mode →PLU →PLU →General settings: Price Option →Preset (Allow Override)
  - The General Option must also be set to allow override; see:  
Program Mode →Options →Options → General Option →Sale Options: 'Allow PLU's Preset/HALO Override'.
1. Enter the **override price** and touch the **PLU** to override the preprogrammed price.
  2. If direct multiplication is allowed, press 1 X/Time; Enter the **override price** and touch the **PLU** to override the preprogrammed price.

## Price Level Shift

The current price level can be set by price level key, or automatically by the time of day or day of week. Price levels can be locked into a specific level (stay down) or they can return to a default level after being shifted to another level for a single registration (pop up). Go to:

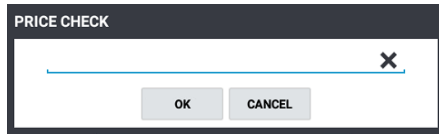
Program Mode, Options, Options, Level Option, Level/Modifier for Stay-Down/Pop-Up setting.

- When price level keys are used, touch the appropriate price shift key prior to entering the PLU.

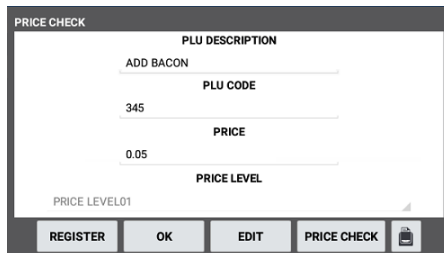
## Price Check

Use the **PRICE CHECK** key to check the price of an item without registering it. We can also edit the PLU descriptor and change the price from the Price Check key or print a label for the selected item. The PLU option 'Allow Price Change' must be checked (enabled) to allow changing the price.

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



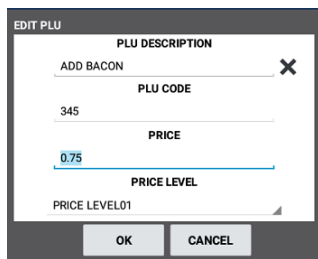
2. Scan the PLU/Item or enter the PLU/Item number and press **OK**.
3. The **PRICE 'CHECK DIALOG'** screen appears:



4. From the Price Check screen, you can view the current PLU descriptor/price for the item. You can also choose to:
  - **Register** the item will be added in the sale.
  - Press **OK** to close the price 'Check dialog' without registering the item.
  - **Edit** the PLU Description and/or Price. See **Edit PLU** below.
  - **Price Check** select another PLU/Item to price check.
  - **Print a Label** for the PLU/Item. See Print Label on page 57 (*Requires a label printer to be setup and mapped in Device programming.*)

## Edit PLU

5. Form the **PRICE 'Check dialog'** screen, press **EDIT** to open the **EDIT PLU** dialog:



6. You can edit the PLU:
  - **Description**; a QWERTY keyboard is provided to facilitate changing the descriptor.
  - **Price**; a standard 10-key keyboard is displayed to facilitate changing the price.
  - **Price Level** – select the price level to edit ther price for the selected price level.
7. Edit the data as needed – press **OK** when finished; pressing **CANCEL** will exit without applying changes.




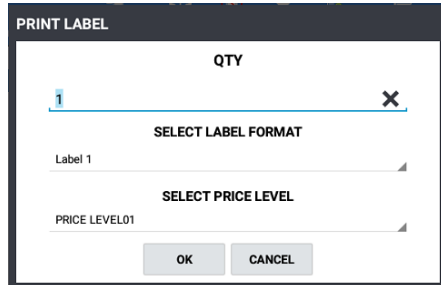
## Print Label

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

---

8. To print a barcode from the Price Check function – after selecting a PLU, press the **print icon** ; the **PRINT LABEL** dialog displays:



9. Enter the number of labels desired in the **QTY** field, Choose the **LABEL FORMAT**, and select the appropriate **PRICE LEVEL** to print on the label.
10. Press **OK** to print the label to the attached label printer.

## Scale Items

The Sam4POS can be interfaced to an electronic scale, allowing direct entry of the item's weight by using the **SCALE** key. Scale items could also be set to automatically get the scale weight and register the item.

### Scale Program Notes

- ◆ See Program Mode Programming, PLU, PLU Status Group. The following options affect each PLU linked to a PLU status group.
  - ⇒ **SCALE**: Select Auto Scale (weight on the scale is automatically entered when the PLU is registered) or Manual Scale (the weight must be entered before registering the PLU).
  - ⇒ **AUTO TARE# (0-20)**: If a tare is selected here, the preprogrammed tare weight will be subtracted from the scale weight when the PLU is registered.
- ◆ See Program Mode Programming, Function Key Function Key to set the **SCALE** Key attributes:
  - ⇒ **MANAGER REQUIRED?**
  - ⇒ **ALLOW MANUAL ENTRY OF WEIGHT**
  - ⇒ **WEIGHT SYMBOL FOR MANUAL ENTRY**
  - ⇒ **ALLOW TARE WEIGHT ENTRY**
  - ⇒ **TARE ENTRY IS COMPULSORY**
  - ⇒ **ALLOW MANUAL ENTRY OF TARE**

### Direct Scale Entry

1. Place the item on the scale.
2. Touch the **SCALE** key to display the weight.
3. Register the open or preset PLU.

## Manual Weight Entry

1. Enter the weight using the decimal key.
2. Touch the **SCALE** key to display the weight.
3. Register the open or preset PLU.

## Auto Scale Entry

1. Place the item on the scale.
2. Touch the **Auto-Scale PLU** item on the touch screen or real-keyboard.

## Tare Weight

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

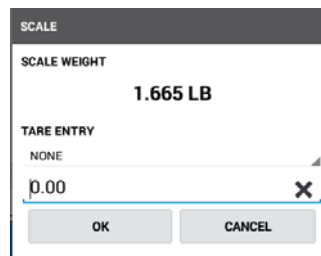
Program Mode → Options → Tare Weight

## Auto Tare Weight

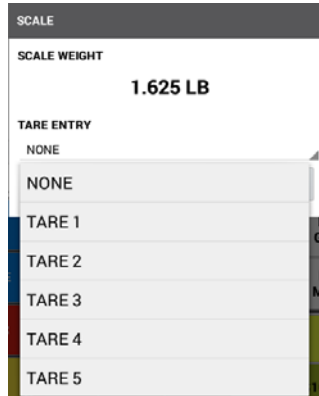
1. Place the item in the container on the scale.
2. Touch the **SCALE** key to display the weight.
3. Register the open or preset PLU.
4. The PLU is registered (*minus the weight of the Tare*).

## Manual Tare Weight Entry

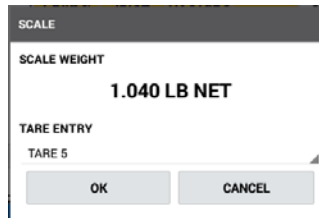
1. Place the item in the container on the scale.
2. Touch the **SCALE** key to display the weight.



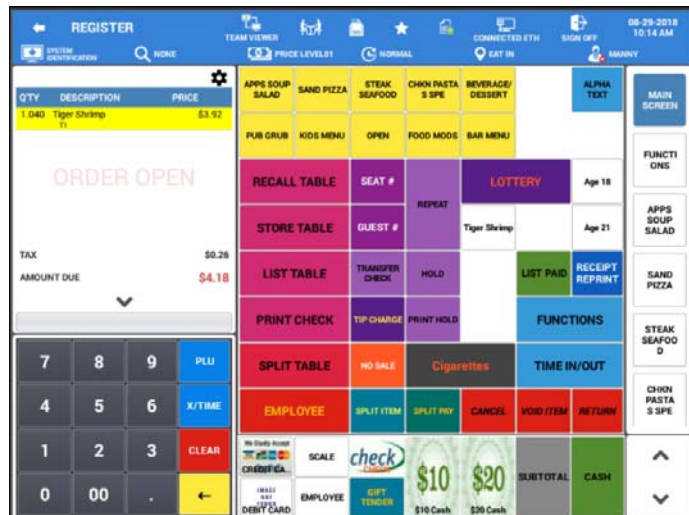
3. Touch the **TARE ENTRY** drop down:



4. Select the appropriate Tare from the list; the weight displays minus the tare:
5. Press **OK**.

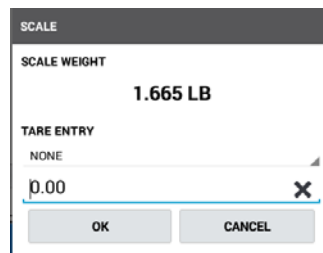


6. Register the open or preset scale PLU; the item is added to the sale.

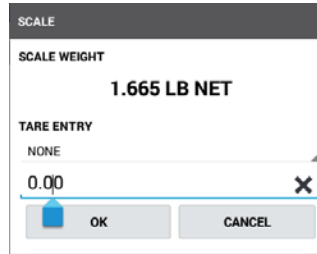


### Open Tare Weight Entry

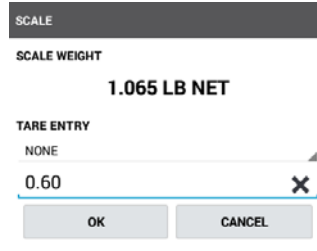
1. Place the item in the container on the scale.
2. Touch the **SCALE** key; the weight is displayed:



3. Touch the Open **TARE ENTRY** field. Place the cursor to the right of the digit you want to enter.

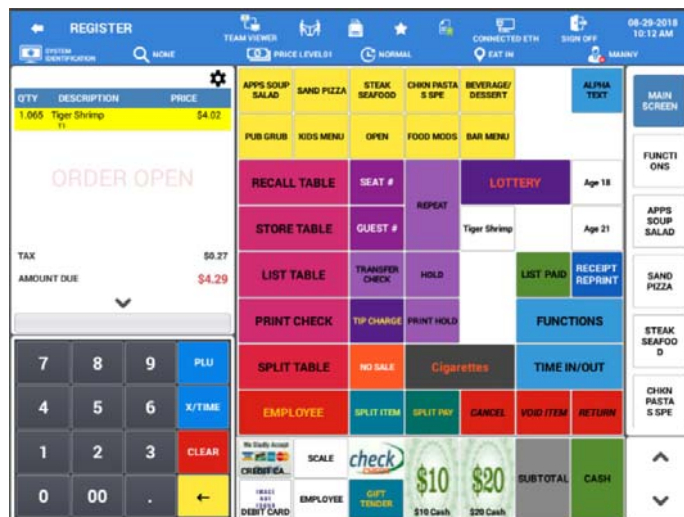


4. Enter the Tare weight. Note that the weight displays minus the tare weight entered.



5. Touch **OK**:

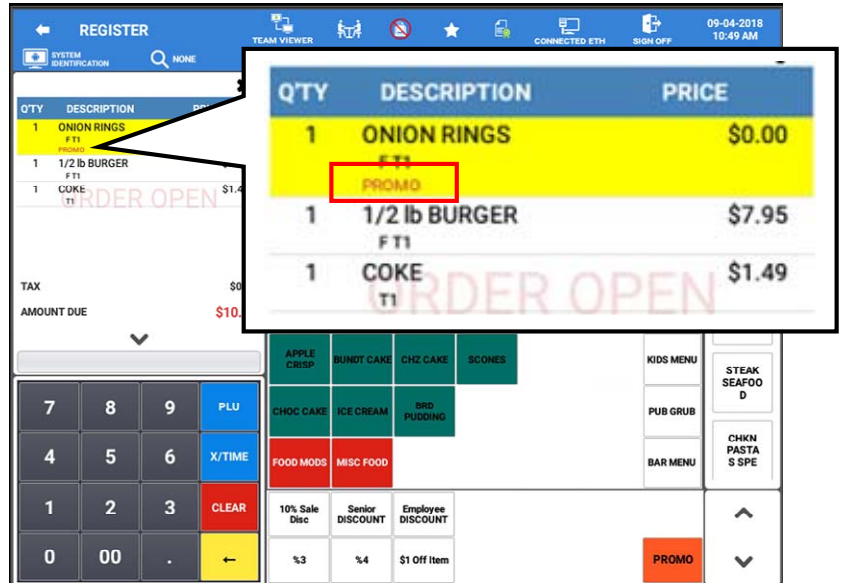
6. Register the open or preset scale PLU; the item is added to the sale.



## Promo

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

1. Register the items to be sold.
2. Select the item you to Promo; Touch the **PROMO** key.
3. The price on the selected item is removed; **PROMO** will be indicated under the item.



## Split Pricing – Decimal

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

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

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

**[2] X/TIME**

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

**[3] X/TIME**

3. Enter an amount on the ten-key pad. For example, if the items are priced 3 for \$1.00, enter: **1 0 0**
4. Press the PLU/Item key. For example, press:

**OPEN F/S PLU:**

*Note that the quantity is 0.67*

<b>Sam4POS</b>		
12345 City Street Hometown, USA 55555		
2017-09-20	15:43	WED
ORDER# 123		POS-1060
-----		
PRODUCT		TOTAL
-----		
<b>0.67 x</b>	@1.00	
OPEN F/S PLU	T5F	\$0.67
-----		
SUBTOTAL		\$0.71
TAXABLE TOTAL		\$0.67
TAX AMOUNT		\$0.04
-----		
<b>TOTAL</b>		<b>\$0.71</b>
-----		
CASH		\$0.71
No.000067	REG# POS-1	MANAGER
<b>Thank You!</b>		

## Split Pricing – Whole#

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

1. Enter the quantity purchased; press the **X/TIME** key. For example, enter:  
**[2] X/TIME**
2. Enter the quantity of the group price; press the **X/TIME** key. For example, if the items are priced 3 for \$1.00, enter:  
**[3] X/TIME**
3. Enter an amount on the ten-key pad. For example, if the items are priced 3 for \$1.00, enter: **1 0 0**
4. Press the PLU/Item key. For example, press:

**OPEN F/S PLU**

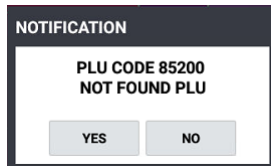
*Note that the quantity is 2/3*

<b>Sam4POS</b>		
12345 City Street		
Hometown, USA 55555		
2017-09-20	15:43	WED
ORDER# 123		POS-1060
-----		
PRODUCT		TOTAL
-----		
2/3 x	@1.00	
OPEN F/S PLU	T5F	\$0.67
-----		
SUBTOTAL		\$0.71
TAXABLE TOTAL		\$0.67
TAX5 AMOUNT		\$0.04
-----		
<b>TOTAL</b>		<b>\$0.71</b>
-----		
CASH		\$0.71
No.000067	REG# POS-1	MANAGER
<b>Thank You!</b>		

## Not Found PLU

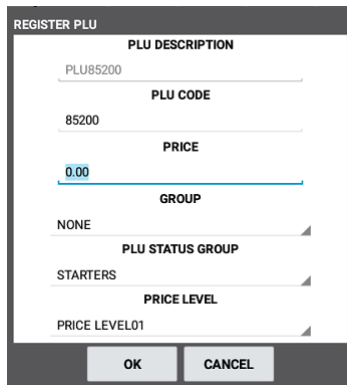
Designed to be used in a scanning system, the **NOT FOUND PLU** feature allows the operator to immediately enter basic PLU information for an item that is not in the PLU file. If the "Not Found PLU" message displays when a PLU is entered (or when an item is scanned) the operator can press or touch the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

1. Scan or enter a PLU that is not in the PLU file; a continuous error tone sounds notifying the operator the item just scanned is not in the database. The NOT FOUND PLU notification displays:



A notification dialog box with a dark header containing the word "NOTIFICATION". The main area has a white background and displays the text "PLU CODE 85200" and "NOT FOUND PLU" in bold. At the bottom, there are two buttons: "YES" and "NO".

2. Press **YES** to add the item; The **REGISTER PLU** entry box displays:



A "REGISTER PLU" form with a dark header. It contains several input fields and dropdown menus. The fields are: "PLU DESCRIPTION" with the value "PLU85200", "PLU CODE" with the value "85200", "PRICE" with the value "0.00" (highlighted in blue), "GROUP" with the value "NONE", "PLU STATUS GROUP" with the value "STARTERS", and "PRICE LEVEL" with the value "PRICE LEVEL01". At the bottom, there are two buttons: "OK" and "CANCEL".

3. Enter the **PLU DESCRIPTOR**, **PRICE** (*for all price levels*), **GROUP** assignment and **PLU STATUS GROUP** assignment for the item, press **OK** when done.
4. The item is registered in the current transaction and added to the PLU database.



---

# Shifting or Exempting Tax

## Tax Shift

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

---

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

---

### *Shifting Tax from a Taxable Item*

1. To exempt tax or change the tax on individual items, select the item you want to shift the tax on and touch **TAX SHIFT**.
2. On the TAX selection screen that displays, uncheck the appropriate taxes to remove the tax on the item selected.

### *Adding Tax to a Non-Taxable Item*

1. To charge a tax on a normally non-tax item, select the item you want to add a tax to and touch the **TAX SHIFT** key.
2. On the TAX selection screen that displays, check the appropriate taxes to add the tax on the item selected.

### *Exempt Tax on an Entire Sale*

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

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

---

# Food Stamp Shift

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

---

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

---

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

---

## Corrections & Voids

### Clear

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

### Void Item

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

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

---

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

---

### Cancel

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

- ◆ Touch **CANCEL** to abort a transaction in progress.

### Transaction Void

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

*On the SAP-630 & SAP-530, you can turn the key lock the VOID position.*

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



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

### Merchandise Return

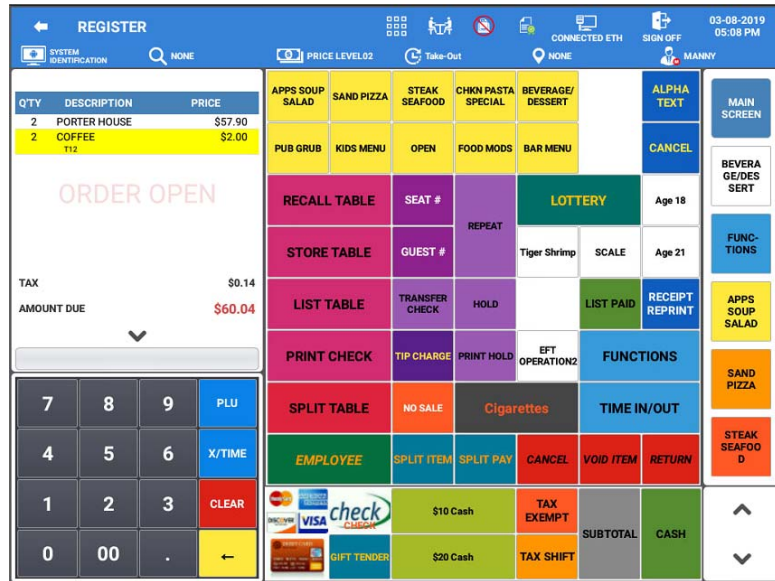
Use this function to return (credit) merchandise inside or outside of a sale.

- ◆ Touch **RETURN**, and then register the item to be returned. Repeat for each item to be returned.

## Splitting Consolidated Items

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

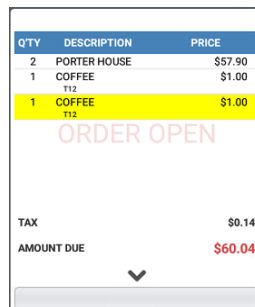
1. Touch the consolidated item you wish to split.



2. Touch **SPLIT ITEM** to split the items; The **SPLIT ITEM** dialog displays:
3. Enter the number of items you want to split off and press **ENTER**.



4. The selected item is split off:



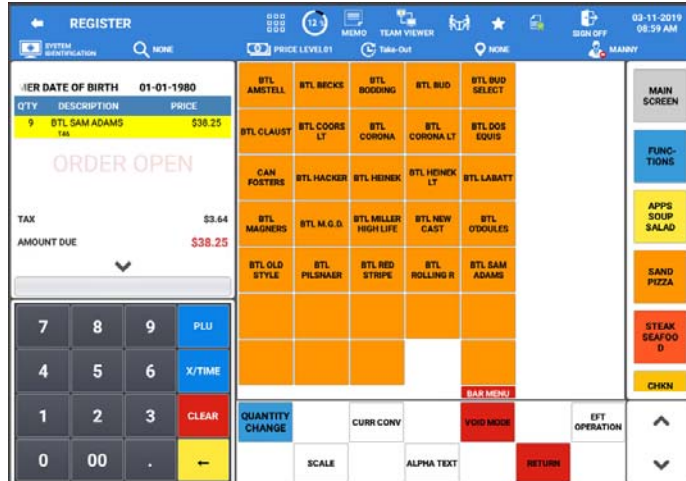
In this example, 2 COFFEE had 1 split off; transaction now shows:

1 COFFEE  
1 COFFEE

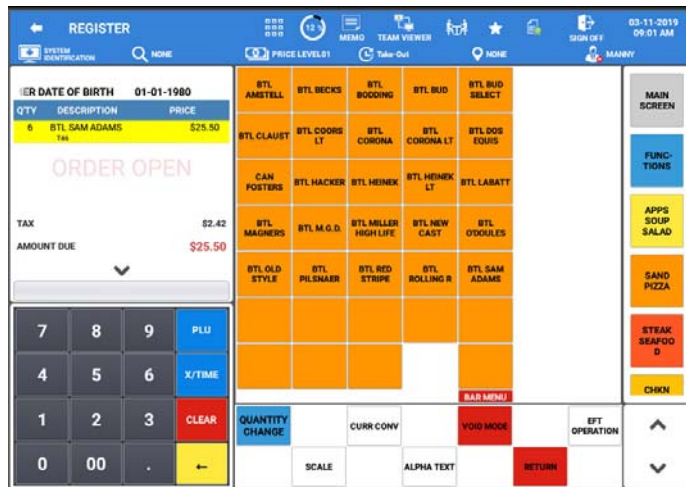
## Change Quantity

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

1. Highlight the item with the incorrect quantity on the register screen. *i.e.* [9] BTL SAM ADAMS



2. Enter in the correct quantity on the numeric keypad: *i.e.* [6] and press the **QUANTITY CHANGE** key.
3. The quantity and price/total are adjusted.



---

## Discounts/Coupons/Surcharges

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

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

### Sale (Subtotal) Discounts

#### *Open Percentage Sale Discount*

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

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

#### *Preset Percentage Sale Discount*

To deduct a preset percentage discount from a sale:

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

### ***Open Amount Sale Coupon***

To deduct an open amount coupon against a sale:

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

### ***Preset Percentage Sale Coupon***

To deduct a preset amount coupon against a sale:

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

### ***Do It Discount***

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

To apply a “**Do It**” discount:

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

## Item Discounts

### ***Open Percentage Item Discount***

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

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

### ***Preset Percentage Item Discount***

To deduct a preset percentage discount from an item:

1. Register the items.
2. Touch the item to be discounted.
3. Touch the % key.
4. Finalize the transaction.

### ***Open Amount Item Coupon***

To deduct a store coupon against an item:

1. Register items.
2. Touch the item to apply the coupon to.
3. Enter the amount of the coupon.
4. Touch the % key.
5. Finalize the transaction.

### ***Preset Amount Item Coupon***

To deduct a store coupon against an item:

1. Register items.
2. Touch the item to apply the coupon to.
3. Enter the amount of the coupon.
4. Touch the % key.
5. Finalize the transaction.

## Surcharges

### ***Open Percentage Sale Surcharge***

To add an open percentage surcharge to a sale:

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

### ***Preset Percentage Sale Surcharge***

To add a preset percentage surcharge to a sale:

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

### ***Open Amount Item Surcharge***

To add an open percentage surcharge to an item:

1. Register items.
2. Touch the item to apply the surcharge to.
3. Enter the **Amount** for the surcharge.
4. Touch the **Surcharge %** key.
5. Finalize the transaction.

### ***Preset Amount Item Surcharge***

To add a preset percentage surcharge to an item:

1. Register the items.
2. Touch the item to apply the surcharge to.
3. Touch the **Surcharge %** key.
4. Finalize the transaction.



## Promotion \ Coupon Search

If setup in the promotion programming, The Mix & Match, Multi-Buy, and Combo Discount provide the ability to select a specific coupon/discount to apply. The Promotion function key is used to select and apply the appropriate discount.

### Key Sequence

1. From the **REGISTER MODE** register items associated with the promotion.
2. Press the **PROMOTION** key, the Input Coupon Code dialog appears.



**Note: The Promotion Type will be displayed**

3. Input the **Coupon Code** and press **ENTER**.
4. The appropriate discount is applied.

---

# Totaling/Tendering

## Cash

Cash Tender keys can be set as:

### **NORMAL**

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

### **QUICK TENDER**

Touch the **QUICK CASH** key, the programmed amount will be applied and any change due will be displayed.

### **NEXT DOLLAR**

Touch the **NEXT DOLLAR** key to tender an amount the next whole dollar above the sale total. The register will display the appropriate change due. *i.e.* if sale amount is \$11.75, \$12.00 will be entered. The change due (*0.75¢*) will be displayed.

## Check

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

## Miscellaneous (Charge) Tender

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

To accept a miscellaneous tender payment:

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

## Split Tender

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

- ◆ Enter the desired amount; press the appropriate tender key, CASH, CHECK, and/or MISC.
- ◆ Continue to add additional payments to finalize the transaction.

## Check Cashing

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

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

## Food Stamp Subtotal & Tender

Food Stamp options include:

- The **FD/S TEND** key can be programmed to forgive tax on items paid for with food stamps.
- Food Stamp change of less than \$1 can be applied toward the sale or given as change.

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

*To complete a food stamp transaction:*

1. Register all items you wish to sell. (No need to sort food stamp eligible and non-eligible items, The Sam4POS will maintain a subtotal of food stamp eligible items based on the programmed status for each item.)
2. Press or touch **FD/S SUBTL**. The total of items eligible for food stamp payment displays:
3. Enter food stamp tender amount, press or touch **FD/S TEND**.
4. Pay remainder due (if any) with **CASH**, **CHECK** or by one of the miscellaneous tender functions (charge).

## Foreign Currency Subtotal & Tender

1. Register your items.
2. Press or touch the appropriate conversion key which is pre-programmed with the exchange rate (for example, a Canadian Dollar may be worth \$0.75 US.)
3. Enter amount tendered in foreign currency and press or touch **CASH**. Note that change is computed in home currency.

<b>Sam4POS</b>		
12345 City Street Hometown, USA 55555		
2018-02-12	15:43	MON
ORDER# 123		POS-1060
-----		
PRODUCT		TOTAL
-----		
ONION RINGD	T1F	\$7.25
1/2 lb BURGER	T1F	\$6.95
-----		
SUBTOTAL		\$15.14
TAXABLE TOTAL		\$14.20
TAX TOTAL		\$0.94
TEND ROUND TOTAL		\$0.01
-----		
RND SUBTOTAL		\$15.15
<b>TOTAL</b>		<b>\$15.15</b>
-----		
CASH		\$11.39
CHANGE RATE		0.752370
CURR CONV		\$11.39
FOREIGN AMT		\$11.39
HOME AMT		\$15.14
NO. 0000167	REG# POS-1	MANAGER
<b>THANK YOU</b>		

---

# Integrated Payment Transactions

The operation examples described here are shown using the Datacap IPTran-LT with the vx805 Pin-Pad. Other Datacap approved pin-pads can be used.

The procedure below applies to Miscellaneous Tender keys set for Credit or Cash Benefit.

## Sample Transaction - Credit

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

1. Register a normal transaction.
2. Touch the appropriate **MISC TEND** key. At the register, the message **"WORKING"** displays:
3. At the PIN-Pad the message displays:  
**SALE**  
**\$2.00 – OK?**
4. Press the **GREEN** button on the PIN-Pad keypad.
5. Insert the EMV card into the PIN-Pad. The PIN-Pad will display **"PLEASE WAIT"**, then **"DO NOT REMOVE CARD"**, and then **"PROCESSING"**. When Complete, the **"APPROVED"** message will display.
6. Remove the card from the PIN-Pad.
7. At the register, the receipt and card draft are printed.

### Sample Merchant and Customer Drafts (without tip)

If the Datacap Tip Entry option is set to "Do Not Prompt on PINPAD" (S-Mode System Option/Page 6) a tip line will not be printed and the customer will not be prompted for tip entry at the PIN-Pad.

```

2019-02-21      14:51      THU
ORDER#                PCS-1_008

MERCHANT ID: ****7801
CLERK ID: 1

                SALE

VISA                *****0010
ENTRY METHOD: CHIP
DATE: 02/21/2019  TIME: 11:02:52

INVOICE: 15
REFERENCE: 1002
AUTH CODE: 02545A

AMOUNT                USD$ 10.99
=====
TOTAL                USD$ 10.99

                APPROVED - THANK YOU

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

x _____
                Cardholder Signature

APP LABEL: Visa Credit
AID: A0000000031010
TVR: 000008000
IAD: 06010A03602000
TSI: E800
CVM: SIGN
-----
NO. 00000008  REG: POS-1  EMPLOYEE 1
    
```

```

2019-02-21      14:51      THU
ORDER#                PCS-1_008

-----
PRODUCT                TOTAL
-----
                ** NO SEAT **
GENERAL MDSE                TIF  $10.00

-----
SUBTOTAL                $10.99
TAX1 TAXABLE                $10.00
TAX1 AMOUNT                $0.99
-----
TOTAL                $10.99
-----

MISC
INVOICE : 15
REFERENCE : 1002
AUTH CODE : 02545A
-----
NO. 00000008  REG: POS-1  EMPLOYEE 1
    
```

### Sample Merchant and Customer Drafts (with tip)

If the Datacap Tip Entry option is set to "Print Blank Tip on Receipt" (S-Mode System Option/Page 6) a tip line will be printed and the customer will not be prompted for tip entry at the PIN-Pad.

```

2019-02-21      15:32      THU
ORDER#          POS-1_009

MERCHANT ID: ****7801
CLERK ID: 1

          SALE

VISA          *****0010
ENTRY METHOD: CHIP
DATE: 02/21/2019  TIME: 09:41:14

INVOICE: 13
REFERENCE: 1002
AUTH CODE: 08151A

AMOUNT          USD$ 10.99

TIP          USD$ _____

TOTAL          USD$ _____

          APPROVED - THANK YOU

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

x _____
          Cardholder Signature

APP LABEL: Visa Credit
AID: A0000000031010
TVR: 0000008000
IAD: 06010A03602000
TSI: E800
CVM: SIGN
-----
NO. 00000009  REG:POS-1  EMPLOYEE 1
    
```

```

2019-02-21      15:32      THU
ORDER#          POS-1_009
-----
PRODUCT          TOTAL
-----
          ** NO SEAT **
GENERAL MDSE          TLF  $10.00
-----
SUBTOTAL          $10.99
TAX1 TAXABLE          $10.99
TAX1 AMOUNT          $0.99
-----
TOTAL          $10.99
-----
MISC          $10.99
INVOICE : 13
REFERENCE : 1002
AUTH CODE : 08151A
-----
NO. 00000009  REG: POS-1  EMPLOYEE 1
    
```

## Sample Transaction – Tip Entry at PIN-Pad

If the Datacap Tip Entry option is set to “Prompt on PIN-PAD” (S-Mode System Option/Page 6) a tip line will not be printed and the customer will be prompted for tip entry at the PIN-Pad.

1. Register a normal transaction.
2. Touch the appropriate **MISC TEND** key. At the register, the message “**WORKING**” displays:  
At the PIN-Pad the message displays:  
**Enter Tip Amount?**  
**YES NO**
3. Select YES to enter TIP; Pin-Pad displays:  
**Enter TIP Amount**  
At the Pin-Pad, enter the desired TIP amount  
**SALE**  
**\$1.20 – OK?**
4. Press the **GREEN** button on the PIN-Pad keypad.
5. Insert the EMV card into the PIN-Pad. The PIN-Pad will display “**PLEASE WAIT**”, then “**DO NOT REMOVE CARD**”, and then “**PROCESSING**”.
6. When the processing is complete, the “**APPROVED**” message will display.
7. Remove the card from the PIN-Pad.
8. At the register, the receipt and card draft are printed.

## Sample Merchant and Customer Drafts

```

2019-02-21      15:51      THU
ORDER#                      POS-1_12

MERCHANT ID: ****7801
CLERK ID: 1

                SALE

MASTERCARD      *****0434
ENTRY METHOD: CHIP
DATE: 02/21/2019  TIME: 09:59:59

INVOICE: 46
REFERENCE: 1005
AUTH CODE: 08211A

AMOUNT          USD$ 1.10
TIP             USD$ 0.10
=====
TOTAL           USD$ 1.20

                APPROVED - THANK YOU

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

X _____
  Cardholder Signature

APPLICATION LABEL: MASTERCARD
AID: A0000000041010
TVR: 0000008000
IAD: 011060900F22000025DC0000000000000F
TSI: E800
CVM: NONE
-----
NO. 00000012  REG: POS-1 1  EMPLOYEE 1

```

```

2019-02-21      15:51      THU
ORDER#                      POS-1_012
-----
PRODUCT                      TOTAL
-----
                ** NO SEAT **
GENERAL MDSE                 TF1    $1.00
TIP BY EFT                   $0.10
-----
SUBTOTAL                     $1.20
TAX1 TAXABLE                 $1.00
TAX1 AMOUNT                  $0.10
-----
TOTAL                        $1.20
-----
MISC                          $1.20
  INVOICE   : 46
  REFERENCE : 1005
  AUTH CODE : 08211A
-----
NO. 00000012  REG: POS-1  EMPLOYEE 1

```



## Sample Transaction - Debit

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

**SALE**

**\$2.00 – OK?**

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

## Sample Merchant and Customer Drafts (without tip)

```

2019-02-21      14:51      THU
ORDER#          POS-1_008

MERCHANT ID: ****7801
CLERK ID: 1

                SALE

VISA            *****0010
ENTRY METHOD: CHIP
DATE: 02/21/2019 TIME: 11:02:52

INVOICE: 15
REFERENCE: 1002
AUTH CODE: 02545A

AMOUNT          USD$ 10.99
                =====
TOTAL           USD$ 10.99

                APPROVED - THANK YOU

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

x
-----
Cardholder Signature

APP LABEL: Visa Credit
AID: A0000000031010
TVR: 000008000
IAD: 06010A03602000
TSI: E800
CVM: SIGN
-----
NO. 00000008 REG: POS-1 EMPLOYEE 1

```

```

2019-02-21      14:51      THU
ORDER#          POS-1_008
-----
PRODUCT          TOTAL
-----
                ** NO SEAT **
GENERAL MDSE     TIF    $10.00
-----
SUBTOTAL                $10.99
TAX1 TAXABLE           $10.00
TAX1 AMOUNT            $0.99
-----
TOTAL                  $10.99
-----
MISC
INVOICE : 15
REFERENCE : 1002
AUTH CODE : 02545A
-----
NO. 00000008 REG: POS-1 EMPLOYEE 1

```

## Sample Merchant and Customer Drafts (with tip)

```

2019-02-21      15:32      THU
ORDER#                      PCS-1_009

MERCHANT ID: ****7801
CLERK ID: 1

                SALE

VISA      *****0010
ENTRY METHOD: CHIP
DATE: 02/21/2019  TIME: 09:41:14

INVOICE: 13
REFERENCE: 1002
AUTH CODE: 08151A

AMOUNT          USD$ 10.99

TIP      USD$ _____

TOTAL      USD$ _____

                APPROVED - THANK YOU

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

x_____
Cardholder Signature

APP LABEL: Visa Credit
AID: A0000000031010
TVR: 0000008000
IAD: 06010A03602000
TSI: E800
CVM: SIGN
-----
NO. 00000009  REG:PCS-1  EMPLOYEE 1
    
```

```

2019-02-21      15:32      THU
ORDER#                      POS-1_009
-----
PRODUCT                      TOTAL
-----
                ** NO SEAT **
GENERAL MDSE      TLF      $10.00
-----
SUBTOTAL                      $10.99
TAX1 TAXABLE                      $10.99
TAX1 AMOUNT                      $0.99
-----
TOTAL                      $10.99
-----
MISC                      $10.99
INVOICE : 13
REFERENCE : 1002
AUTH CODE : 08151A
-----
NO. 00000009  REG: POS-1  EMPLOYEE 1
    
```

## Manual Card Entry

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

---

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

---

1. Register a normal transaction.
2. Touch the appropriate **MISC TEND** key. The message **“WORKING”** displays:
3. At the PIN-Pad the message displays:  

**SALE**  
**\$2.00 – OK?**
4. Press the **GREEN** button on the PIN-Pad keypad.
5. Insert the EMV card into the PIN-Pad. The **“WORKING”** will continue to display. If the card will not read, the **“WORKING”** message will begin a countdown until the message **“TRANSACTION NOT COMPLETE”** displays on the register and on the PIN-Pad.
6. Touch **CLOSE** on the ECR message box. The message **“TRY MANUAL ENTRY”** now displays.
7. Touch **YES** on the ECR message box. At the PIN-Pad, the SALE and transaction amount message displays again.
8. Press the **GREEN** button on the PIN-Pad keypad.
9. The message **“ACCOUNT NUMBER”** displays. Enter the card number and press the **GREEN** button on the PIN-Pad keypad.
10. The message **“ENTER EXPIRY, DATE MM/YY”** displays. Enter the 4-digit card expiration date in MMY format and press the **GREEN** button on the PIN-Pad keypad.
11. The message **“ENTER CVV”** displays. Enter the CVV / CID (card verification value as shown on the reverse of the card) and press the **GREEN** button on the PIN-Pad keypad.
12. The message **“ZIP CODE”** displays. Enter the 5-digit zip code of the card holder and press the **GREEN** button on the PIN-Pad keypad.
13. The message **“CHIP CARD YES=OK?”** displays. If the card is a chip card, press the **GREEN** button on the PIN-Pad keypad; if the card is not a chip card, press the **RED** button.
14. When verification is complete, the PIN-Pad displays **“APPROVED”** and the draft is printed at the ECR.

## Gift Card Sale

Complete the gift card sale transaction as you would a normal transaction. The operation is the same if you are activating a new gift card or adding value to an existing card.

1. Register a normal transaction.
2. Touch the appropriate **TENDER** key.
3. The transaction is finalized on the ECR, the receipt prints.
4. At the PIN-Pad the message displays:

**REFUND \$10.00 – OK?**

YES NO

5. Press the **GREEN** button (*select YES*) on the PIN-Pad keypad.
6. Swipe or Insert the gift card using the PIN-Pad. The PIN-Pad will display “**PLEASE WAIT**”, then “**DO NOT REMOVE CARD**”, and then “**PROCESSING**”.
7. When the processing is complete, the “**APPROVED**” message will display.
8. Remove the card from the PIN-Pad.

### **Gift Card Notes:**

Support for partial authorizations is a card brand mandate which eases acceptance of major card branded open loop gift cards by allowing their remaining to be depleted without a decline and call to the issuer to find out what the balance is. Merchants who opt not to support partial authorizations may be charged fees/fines for not doing so.

Because of the above, we document support for partial authorizations as being a requirement of our EMV interfaces. It is however, still possible to send a request where partial auth support is not indicated and this would be honored by most processors, with TSYS Summit being the big exception. If you do not indicate support for partials to TSYS you will get an error.

## EBT (Food Stamp) Transaction

When integrated EBT is utilized, tendering a sale using a Food Stamp Tender key set to Connect To EFT requires entry of the PIN number.

1. Register a normal transaction.
2. Touch the **F/S TEND** key. At the register, the message “**WORKING**” displays:
3. At the PIN-Pad the message displays:  
**SALE**  
**\$2.00 – OK?**
4. Press the **GREEN** button on the PIN-Pad keypad.
5. Swipe the EBT card at the PIN-Pad. The PIN-Pad will display “**PLEASE WAIT**”, then “**DO NOT REMOVE CARD**”, and then “**ENTER PIN & OK**”.
6. At the PIN-Pad, **enter the 4-digit PIN** and press the **GREEN** button.
7. The PIN-Pad will display “**PROCESSING**”.
8. When the processing is complete, the “**APPROVED**” message will display.
9. At the register, the receipt and card draft are printed.

---

**Note:** *EBT refunds/returns* are performed in the *Void Mode*, not as a MDSE RTRN operation.

---

## Merchandise Return

Complete the merchandise return transaction as you would a normal transaction. Press MDSE RTRN prior to entering each returned item.

1. Register a normal transaction.
2. Touch the appropriate **MISC TEND** key. The message “**WORKING**” displays:
3. At the PIN-Pad the message displays:  
**REFUND**  
**\$10.00 – OK?**
4. Press the **GREEN** button on the PIN-Pad keypad.
5. Insert the EMV card into the PIN-Pad. The PIN-Pad will display “**PLEASE WAIT**”, then “**DO NOT REMOVE CARD**”, and then “**PROCESSING**”.
6. When the processing is complete, the “**APPROVED**” message will display.
7. Remove the card from the PIN-Pad.
8. The receipt and card draft are printed.

## Sample Merchant and Customer Draft

```

2019-02-21      14:22      THU
ORDER#                POS-1_007

MERCHANT ID: ****7801
CLERK ID: 1

                REFUND

VISA                *****0010
ENTRY METHOD: CHIP
DATE: 02/21/2019  TIME: 14:21:52

INVOICE: 20
REFERENCE: 1004
AUTH CODE: 470213

AMOUNT                USD$ 16.48
                =====
TOTAL                USD$ 16.48

                APPROVED - THANK YOU

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

X _____
                Merchant Signature

APP LABEL: VISA CREDIT
AID: A0000000031010
TVR: 0000008000
IAD: 06010A03602000
TSI: E800
ARC: 00
CVM: SIGN
-----
NO. 00000006  REG: POS-1  Employee 1

```

```

2019-02-21      14:22      THU
ORDER#                POS-1_007
-----
PRODUCT                TOTAL
-----
                ** NO SEAT# **
-1 x                @ 15.00
== [return] ==
GENERAL MDSE                T1F  -15.00
-----
SUBTOTAL                -16.48
TAX1 TAXABLE                -15.00
TAX1 AMOUNT                -1.48
-----
TOTAL                -16.48
-----
MISC                -16.48
INVOICE : 00020
REFERENCE : 1004
AUTH CODE : 470213
-----
NO.00000006  REG: POS-1  Employee 1

```

## Void Transaction

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

(You can also choose to void a transaction by record number from EFT menus. See “Void Sales by Record Number” on page 216. This procedure will not correct ECR sales totals.)

1. Touch the **VOID MODE** key.  
*(Alternately, on the SAP-630/530, you can turn the mode key to the VOID position.)*
2. Register a normal transaction.
3. Press the appropriate **CHARGE** key.
4. The message: “**WAITING**” will display on the ECR. The Void Sale message will display on the PIN-Pad:

**VOID SALE**

**\$1.00 – OK?**

5. Press the **GREEN** button on the PIN-Pad keypad.
6. Insert the EMV card into the PIN-Pad. The PIN-Pad will display “**PROCESSING**”. When Complete, the “**APPROVED**” message will display.
7. Remove the card from the PIN-Pad.
8. The receipt and card draft are printed.



## Sample Merchant and Customer Draft

```

2019-0220          21:48          WED
MERCHANT ID: 19497807
CLERK ID: TEST

                REFUND

VISA                *****0010
ENTRY METHOD: CHIP
DATE: 02/20/2019   TIME: 21:48:52

INVOICE:00022
REFERENCE: 1005
AUTH CODE: 02828A

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

                APPROVED - THANK YOU

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

X_____
                MERCHANT SIGNATURE

Application label: VISA CREDIT
AID: A0000000031010
TVR: 02C0008000
IAD: 06010A03602000
TSI: A800
ARC: 00
CVM: SIGN
-----
NO.00000011   REG: POS-1   Employee 1
    
```

```

2019-02-20          21:48          TUE
ORDER#                POS-1_005
-----
PRODUCT                TOTAL
-----
                ** TRANS VD **

GENERAL MDSE          T1F          -2.01
-----
SUBTOTAL                -2.01
TAX1 TAXABLE            -2.01
TAX1 AMOUNT             -0.20
-----
TOTAL                  -2.01
-----
MISC                    -2.01
  INV      : 00013
  REFERENCE : 1002
  AUTH CODE : 02545A
-----
NO.00000005   REG: POS-1   Employee 1
    
```

---

## TIP (Gratuity) Entry

Gratuities (Tips) indicated by the customer on the payment draft must be entered at the ECR before the batch is closed. Gratuities/Tips can be added from the EFT Operation menu, EFT Operation function key or from the List Paid function key.

Refer to the Post-Finalization Procedures: TIP (Gratuity) Entry on page 98 for TIP Entry using the List Paid key.

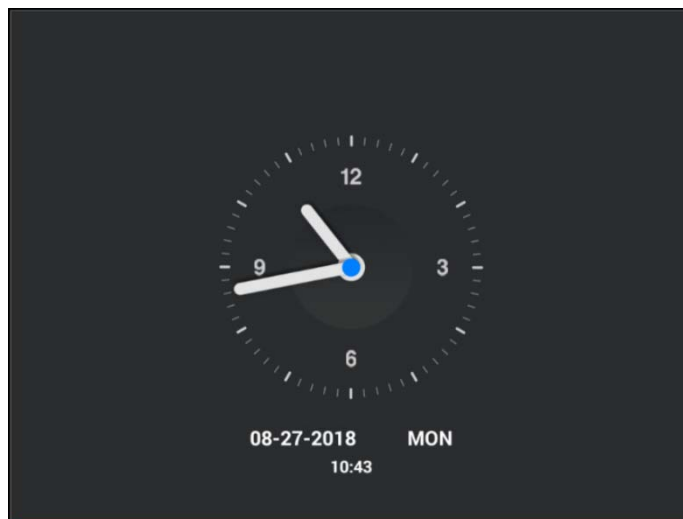
Refer to page 218 for Gratuity Entry from the EFT OPERATION function key menu in the Register Mode or from the EFT OPERATION menu in the Program Mode – Device menu selections.

---

## Outside of Sale Operations

### Display Time & Date

The Time and date can be displayed anytime from any screen by pressing the Date & Time on the title bar.



The screen saver can also be set to display the CLOCK. The screen saver will display after the terminal has been idle for a pre-determined amount of time.

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

Touch anywhere on the screen to exit the screen saver.

## Waste

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

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

## Received on Account


Received on account operations are used to add to the cash, check or miscellaneous media amounts to the drawer total.

Typically, Received on Account operations are performed outside a sale. However, it is possible to perform a received on account operation within a transaction. The Received On Account amount will reduce/deduct from the current transaction total.

1. Touch the **RECD ACCT** key.
2. Select the media type to be received:
  - a. Enter cash received, touch **CASH**
  - b. Enter checks received, touch **CHECK**
  - c. Enter miscellaneous tenders received, touch **MISC**
3. The transaction detail area of the screen keeps a running total of media received.

The screenshot shows the 'RA' (Received on Account) screen. At the top, there are two tabs: 'INPUT AMOUNT' and 'INPUT COUNT'. Below these is a table with columns for 'QTY', 'DESCRIPTION', 'PRICE', and 'TOTAL AMOUNT'. The table contains three entries: 1 CASH for \$25.00, 1 CHECK for \$50.00, and 1 CREDIT CARD for \$100.00. The total amount is \$175.00. Below the table is a numeric keypad with digits 0-9, a decimal point, and a 'CLEAR' button. To the right of the keypad are buttons for 'ALL', 'CASH', 'CHECK', 'MISC', 'CREDIT CARD', 'DEBIT CARD', and 'GIFT TENDER'. At the bottom of the screen are 'OK' and 'CANCEL' buttons.

QTY	DESCRIPTION	PRICE	TOTAL AMOUNT
1	CASH	\$25.00	\$25.00
1	CHECK	\$50.00	\$50.00
1	CREDIT CARD	\$100.00	\$100.00
	TOTAL		\$175.00

4. If an incorrect entry is made, you can select the specific entry and press the  trash can icon in the upper right corner of the entry screen.
5. Touch **OK** to finalize; press **CANCEL** to exit the R/A operation.

## Paid Out


Paid Out operations are used to remove amounts from the cash, check or miscellaneous drawer totals.

Typically, Paid Out operations are performed outside a sale. However, it is possible to perform a Paid Out operation within a transaction. The Paid Out amount will add to the current transaction amount.

1. Touch the **PAID OUT** key.
2. Select the media type to be paid out:
  - a. Enter cash paid out, touch **CASH**
  - b. Enter checks paid out, touch **CHECK**
  - c. Enter miscellaneous tenders paid out, touch **MISC**
3. The transaction detail area of the screen keeps a running total of media paid out.

The screenshot shows the 'PO' (Paid Out) screen. At the top, there are two tabs: 'INPUT AMOUNT' and 'INPUT COUNT'. Below these is a table with columns for QTY, DESCRIPTION, PRICE, and TOTAL AMOUNT. The table contains three entries: 1 CASH (-15.00), 1 CHECK (-30.00), and 1 CREDIT CARD (-60.00). Below the table is a numeric keypad with buttons for digits 0-9, a decimal point, and a CLEAR button. To the right of the keypad are buttons for selecting media types: ALL, CASH, CHECK, MISC, DEBIT CARD, and GIFT TENDER. At the bottom of the screen are OK and CANCEL buttons.

QTY	DESCRIPTION	PRICE	TOTAL AMOUNT
1	CASH	-15.00	-15.00
1	CHECK	-30.00	-30.00
1	CREDIT CARD	-60.00	-60.00
	TOTAL		-105.00

4. If an incorrect entry is made, you can select the specific entry and press the  trash can icon in the upper right corner of the entry screen.
5. Touch **OK** to finalize; press **CANCEL** to exit the P/O operation.

---

# Post-Finalization Procedures

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

## Receipt Issue

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

- ◆ Register and tender a transaction as normal. If a receipt is requested or if an additional receipt is required, touch the **RECEIPT REPRINT** key to reprint the transaction receipt.
- ◆ If the print option 'Allow Multiple Receipts' is enabled, touch **RECEIPT REPRINT** a second time to print additional receipt copies.

## Gift Receipt

When the "Gift Receipt" option on the Receipt Reprint key is checked, when the Receipt Reprint key is pressed, a gift receipt will be printed. The gift receipt will print the items in transaction without the prices and no total line.

### *Sample Gift Receipt*

```
*****
** REPRINT **
*****

      Sam4POS
      Whitebear Parkway
      Whitebear Lake, MN 55110

* * * * *
06-03-2019      08:39      PM MON
ORDER#                      753
CUSTOME DATE OF BIRTH      01-01-1980
-----
PRODUCT
-----
JACK DANIELS GIFT SET
NO. 00002648   REG: POS-MAIN   CASHIER 12
```

## List Paid

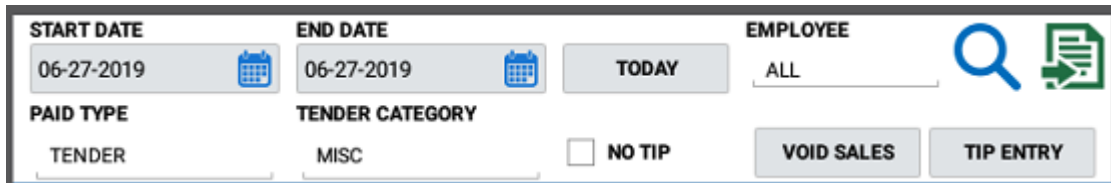
Touch List Paid to view previously closed transactions for the current day or for a specified date range; The List Paid key can only be used outside of a transaction. Transactions for all employees or transactions just for selected employees can be previewed, reprinted or exported to a USB or E-Mail account. Transactions can be sorted further by the Paid Type or Tender Category.

Selected transactions can also be exported to a USB drive or Emailed as desired.

If integrated credit is utilized, TIPS can be entered for credit transactions. See “TIP (Gratuity) Entry” on page 98 for details.

Credit transactions may also be Voided from the List Paid screen; refer to the “Void Sales” section on page 99 for details.

Use the filters to show just the specific transactions you want to view.



**START DATE & END DATE** – You can select a specific day or date range to view.

**TODAY** – Select to view just paid transactions from current day.

**EMPLOYEE** – Choose all or specific employee(s).

### Paid Type

- Not Used
- Tender
- No Sale
- Cancel
- Void Mode
- Void Item
- Return
- Waste
- Promo
- RA/PO
- \* \*PLU Info

### Tender Category

Not Used, Cash, Check, Food Stamp Tender, \*Misc

\* If the Paid Type is set for TENDER and the Tender Category is set for MISC, the **NO TIP** filter is added and additional buttons for **VOID SALES** and **TIP ENTRY** are available.

\*\* PLU Info added at v1.130 and later; when selected you can filter for individual PLU or PLU Range.



After setting or editing the filter selections, press the search icon to view the results.



When a transaction is selected you can use this icon to save the transaction to USB or send to an Email.

## List Paid Example

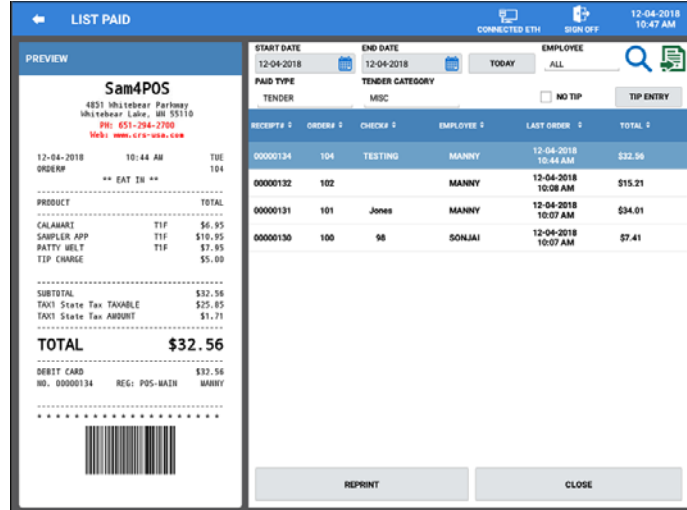
1. Touch the **LIST PAID** key; the transaction preview screen is displayed:

2. Touch the **TODAY** button to view paid transactions for the current day.  
– Or –
3. Touch the **START DATE** calendar.
4. Select the desired Start Date, Press **OK**.

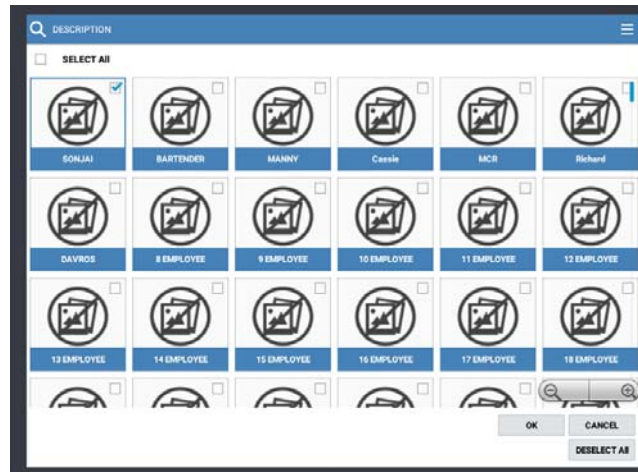
5. Touch the **END DATE** calendar.
6. Enter your desired end date, touch **OK**.


**Note:** Only the paid transactions since the last EOD report was ran will display.

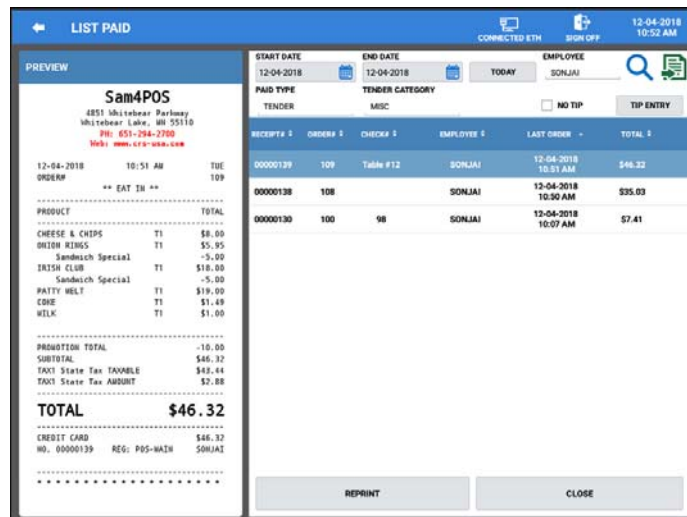
- The **LIST PAID** screen is displayed. The default setting is to show paid transactions for all employees. If desired, you can choose to see just the transactions from selected employees.



- Touch the **EMPLOYEE** field to display the employee list. Check/Uncheck the **SELECT ALL** checkbox.
- Choose the employee whose paid transactions you wish to view.
- Press **OK**.

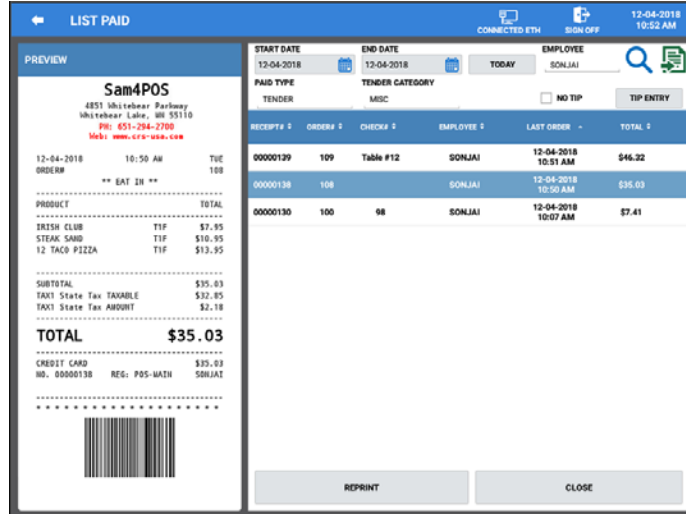



- Touch the Search icon  to load the list of transaction for your specified date range and employee selection.

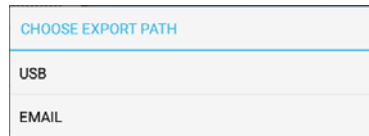




12. Select a transaction to preview the receipt;
13. Press **REPRINT** to print a copy of the receipt.



14. Press the icon  if you want to export the selected transaction.
15. Choose the Export Path where you want to send the data:
  - USB
  - EMAIL
16. The selected transaction will be sent; You will be returned to the List Paid screen.
17. Press **CLOSE** to return to the register screen.



## TIP (Gratuity) Entry

When Integrated Credit is utilized, Tips indicated by the customer can be added after the transaction is tendered from the List Paid screen. Tip entry here is *only* used with integrated credit, credit card transactions. Credit transactions can also be voided from the batch from the List Paid screen.

---

**Note:** If the Paid Type is set for TENDER and the Tender Category is set for MISC, you can use this key for easy TIP entry. If the Employee is an ADMIN employee, they can assign TIPS to other employees. Other employees can only enter their own TIPS.

**Note 2:** Also available when the Paid Type is set for TENDER and the Tender Category is set for MISC is a VOID SALES button.

---

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

The screenshot shows the 'LIST PAID' screen. On the left is a 'PREVIEW' section for a transaction at 'Sam4POS' on 06-27-2019 at 02:35 PM. The order total is 152. The items listed are: IRISH CLUB (112, \$18.00), Sandwich Special (-5.00), PATTY WELT (T12, \$19.00), and WHITE CRUSTO (T12, \$7.95). The subtotal is \$42.76, and the total is \$42.76. On the right is a table of transactions:

RECEIPTS	ORDERS	CHECKS	EMPLOYEE	LAST ORDER	TOTAL (TIP TOTAL)
00000185	182		SONJAI	06-27-2019 02:35 PM	\$42.76
00000184	151		BARTENDER	06-27-2019 02:34 PM	\$47.78
00000183	190		MANNY	06-27-2019 02:34 PM	\$25.53
00000182	149		MANNY	06-27-2019 02:33 PM	\$36.39
00000181	146		MANNY	06-27-2019 02:24 PM	\$58.85

2. Select the transaction from the list you wish to add a TIP to; then press the **TIP ENTRY** button.
3. Enter the Tip amount indicated by the customer; press **ENTER**.

The screenshot shows the 'TIP ENTRY' screen with a numeric keypad. The keypad has buttons for digits 0-9, a decimal point, and 'CLEAR' and 'ENTER' buttons. The current input is 7.00.

## Void Sales

When Integrated Credit is utilized, Credit transactions can be voided from the batch from the List Paid screen. This operation is used *only* with credit transactions when integrated credit is used.

Tips indicated by the customer can be added after the transaction is tendered from the List Paid screen. Tip entry here is *only* used with integrated credit, credit card transactions.

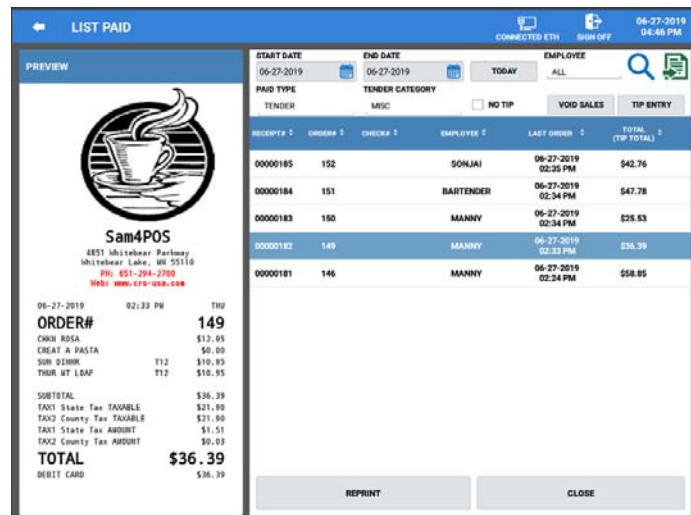
---

**Note 1:** If the Paid Type is set for TENDER and the Tender Category is set for MISC, you can use this key for easy TIP entry. If the Employee is an ADMIN employee, they can assign TIPS to other employees. Other employees can only enter their own TIPS.

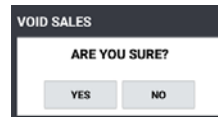
**Note 2:** Also available when the Paid Type is set for TENDER and the Tender Category is set for MISC is a VOID SALES button.

---

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



2. Select the transaction from the list you wish to void; then press the **VOID SALES** button.
3. Press **YES** to void the selected transaction; press **NO** to exit the operation without voiding.



# Advanced Application Operations

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## Overview

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

Advanced Operations discussed in this section are:

- Training Mode
- Quick Service \ Drive /thru
- Guest Check Operations
- Table Map
- Running Daily Reports
- Program Maintenance

---

## Training Mode

An employee can be created and designated for training purposes. A training mode is available so that you can operate the cash register without updating totals and counters.

Sign on the designated training employee. The message **\*\* TRAINING MODE \*\*** displays on the header title and prints on the receipt (if a receipt printer is attached and programmed).

---

**Note: If you are performing training in tracking file operations, training activity will be added to tracking files. Be sure to designate specific files for training purposes, and/or clear tracking files after training activity.**

---

### ***Training Mode Program Notes***

1. Designate an employee file to be used for **TRAINING**. Check the employee option on that employee for **“TRAINING EMPLOYEE”**.
2. Refer to Program Mode \ Options \ Options \ Training Option to select printing, drawer and other training related options.

# Modifier Keys

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

Modifiers can be programmed as:

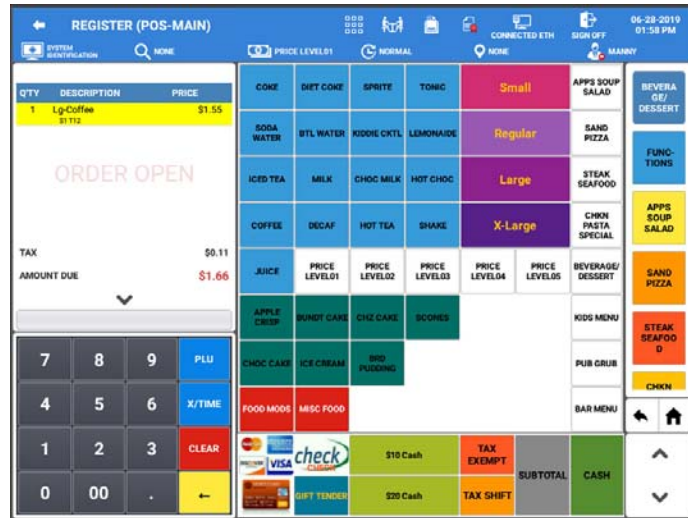
- **Stay Down** so that registrations will be modified by the same modifier until another modifier is selected,
- **Pop-Up after each item** to register, for example large, medium or small soft drink, or
- **Pop-Up after each transaction** to register the same modification for the item until the transaction is finalized.

## QUICK SERVICE SCREEN EXAMPLE

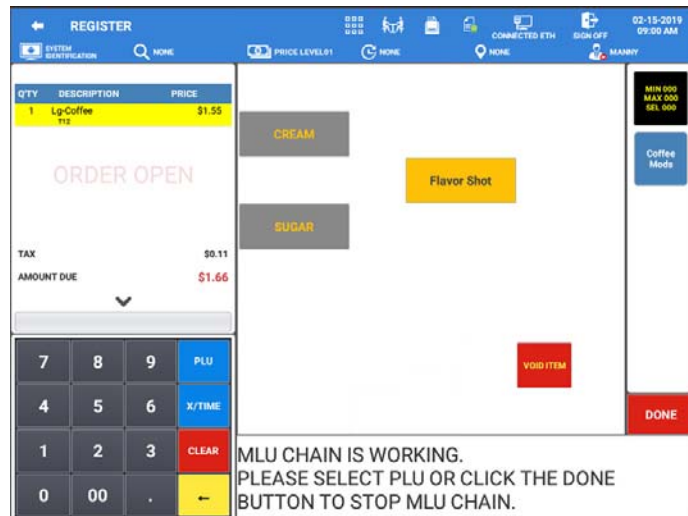


## Using Modifiers

- ◆ **LARGE, X-LARGE, MEDIUM** and **SMALL** are modifier keys. When items are sold in different sizes, press or touch a modifier before registering the desired item.
  - For example, touch **LARGE**, and then touch **COFFEE**.



- ◆ When items are sold in different flavors, or with different options, registration of the item may trigger a MLU Chain.
  - In this example, the Large Coffee has the options for: Cream, Sugar and Flavor Shot.
  - Touch the desired option complete the item registration.
- ◆ Press the **DONE** key to close the selection window.



- ◆ The completed item is displayed, and the register is ready for another entry or finalization.



---

# Quick Service Operations

## Drive Thru Operations

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

### ***Drive Thru Store***

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

### ***Drive Thru Recall***

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

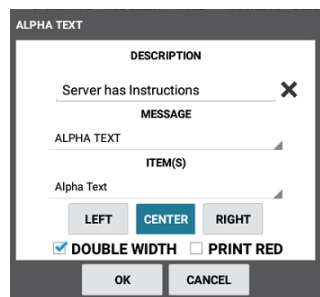
## Alpha Text

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

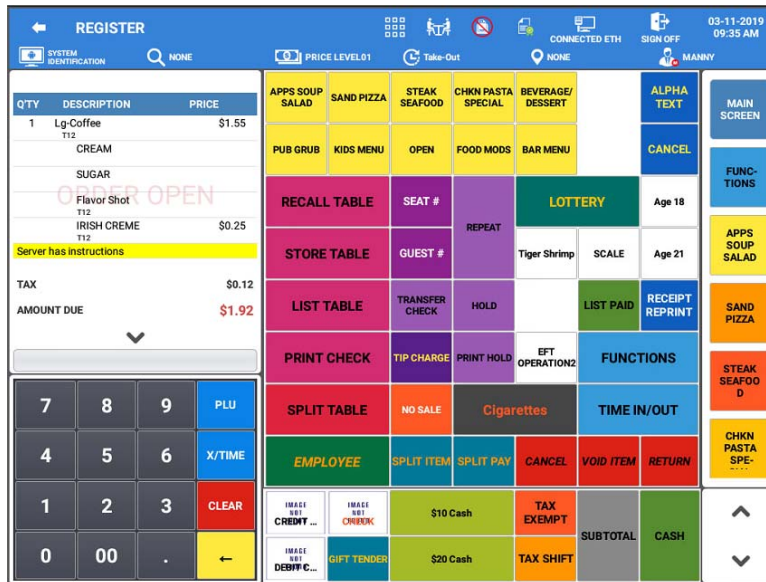
1. Register an item, then press the **ALPHA TEXT** key; the Alpha Text dialog displays:



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

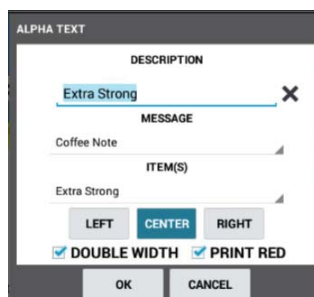
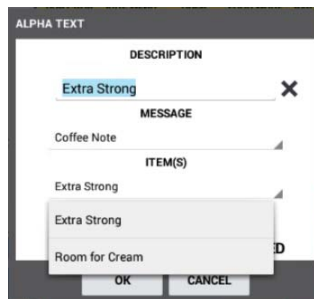
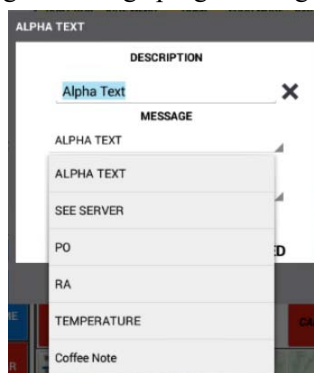


5. Press **OK**. The message is saved and printed/displayed with the order.



Alternately, you can select a pre-defined Alpha Text message as defined in the Message programming. Refer to Program Mode \ Receipt & Message \ Message programming.

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





- The selected message is saved and displayed with the order; when the transaction is tendered, the message will print on the receipt in the format indicated.



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

### Sample Transaction Receipt

```

Coffee Shoppe
1234 Mall Court
St. Paul Minnesota
PH: 123-456-7890
Web: www.coffeeshoppe.net

03-11-2019      09:38 AM      MON
ORDER#          074
-----
PRODUCT
-----
                ** NO SEAT **

Lg-Coffee
  CREAM
  SUGAR
  IRISH CREAME
      Server has instructions
NO. 00000104  REG: POS-MAIN  MANNY
-----

```

---

# Table Service Operations

## Overview

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

The following check tracking options are available:

- Tracking by automatically assigning a check number.
- Tracking by manually entering the check number. The number of digits in the check number may be from 0-10 digits long. (0 indicates no predefined digit length for check #'s.)
- Alpha Check Tracking by manually entering customer name.
- Open Checks using MSR (Mag Stripe Reader)

## Multiple Tracking Files

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

RECALL TABLE

STORE TABLE

TABLE

LIST TABLE

TRANSFER CHECK

## # Of Guests

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

## Alpha Check Number

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

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

## Soft Check Posting

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

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

### **Soft Check Tracking Program Notes:**

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

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

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

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

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

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

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

## Beginning a Check

1. Depending on how your system is programmed, to begin a check:
  - a. Touch the **RECALL TABLE** key, if set to automatically assign a check number a new check will be opened.
  - b. Touch the **RECALL TABLE** function key, enter the check number or customer name; press **OK** to open the check.
  - c. Touch the **RECALL TABLE** function key, swipe the Mag Card to open the check.
2. If guest# entry is required, enter number of guests and touch the **GUEST #** key.
3. Enter the items ordered.
4. Press the Print Check key if you wish to print the check before storing. (The Print Check key can be set to automatically service the check.)
5. Touch the **STORE Table** function.

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

The screenshot shows the REGISTER screen with the following details:

- Header:** REGISTER, SYSTEM IDENTIFICATION, NONE, PRICE LEVEL02, NORMAL, CONNECTED ETH, NONE, SIGN OFF, 02-15-2019 10:25 AM, MANNY
- Check Info:** CHECK 4321, GUEST# MANNY 2
- Item List:**

QTY	DESCRIPTION	PRICE
1	IRISH CLUB	\$7.95
1	PATTY MELT	\$7.95
1	Lg-Coke	\$1.99
1	SPRITE	\$1.00
	TAX	\$1.33
	AMOUNT DUE	\$29.12
- Function Grid:**

APPS SOUP SALAD	SAND PIZZA	STEAK SEAFOOD	CHKN PASTA SPECIAL	BEVERAGE/DESSERT	ALPHA TEXT	MAIN SCREEN
PUB GRUB	KIDS MENU	OPEN	FOOD MODS	BAR MENU	CANCEL	BEVERA GE/DES SERT
RECALL TABLE	SEAT #	REPEAT	LOTTERY	Age 18	FUNCTIONS	
STORE TABLE	GUEST #	Tiger Shrimp	SCALE	Age 21	FUNCTIONS	
LIST TABLE	TRANSFER CHECK	HOLD	LIST PAID	RECEIPT REPRINT	FUNCTIONS	
PRINT CHECK	TIP CHARGE	PRINT HOLD	EFT OPERATION2	FUNCTIONS		
SPLIT TABLE	NO SALE	Cigarettes	TIME IN/OUT			
EMPLOYEE	SPLIT ITEM	SPLIT PAY	CANCEL	VOID ITEM	RETURN	
CASH	CHECK	\$10 Cash	TAX EXEMPT	SUBTOTAL	CASH	
CREDIT	GIFT TENDER	\$20 Cash	TAX SHIFT			
- Keypad:** 7, 8, 9, PLU, 4, 5, 6, X/TIME, 1, 2, 3, CLEAR, 0, 00, ., ←

## Adding to a Check – Method 1

1. To add additional items to a stored check, you can either:
  - a. Enter the check number and touch the **RECALL Table** function – or –
  - b. Use the **LIST Table** function to select a check from a list to open:

ORDER#	CHECK#	GUEST#	EMPLOYEE	START TIME	LAST ORDER	TOTAL
078	one	0	MANNY	08-13-2018 08:28 AM	08-28-2018 12:20 PM	\$39.49
079	two	0	MANNY	08-13-2018 08:29 AM	08-13-2018 08:29 AM	\$17.97
080	three	0	SONJAI	08-13-2018 08:29 AM	08-13-2018 08:30 AM	\$32.09
081	four	0	SONJAI	08-13-2018 08:29 AM	08-28-2018 12:20 PM	\$29.00
082	five	0	SONJAI	08-13-2018 08:31 AM	08-30-2018 09:48 AM	\$27.88
212	SplitCheck	0	MANNY	08-28-2018 12:18 PM	08-28-2018 12:18 PM	\$27.79
521	131	2	MANNY	08-29-2018 12:15 PM	08-29-2018 12:23 PM	\$45.65

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

Details for the selected check are displayed in the left column.

QTY	DESCRIPTION	PRICE
1	IRISH CLUB T1	\$18.00
1	1/4 lb BURGER F T1	\$6.95
1	DIET COKE T1	\$1.00
1	LEMONAIDE T1	\$1.25

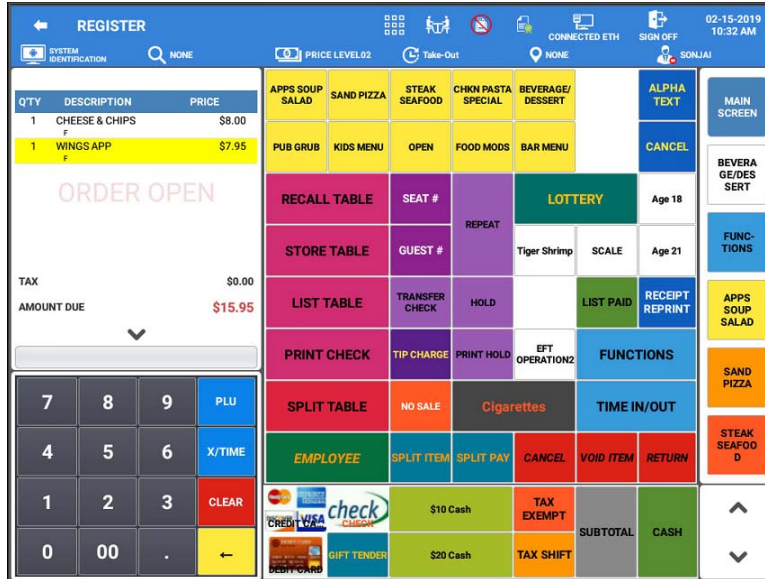
TAX \$1.80  
AMOUNT DUE \$29.00

3. Touch **OPEN** to open the selected check.
4. Enter the new items ordered.
5. Touch the **Store Table** function; the check is stored/serviced or press the Print Check key to print the check before storing.

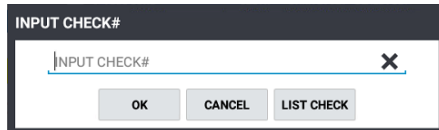
## Adding to A Check – Method 2

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

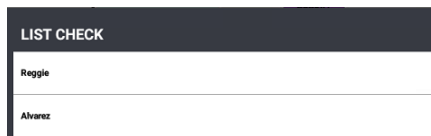
1. Register a normal transaction without opening a table.



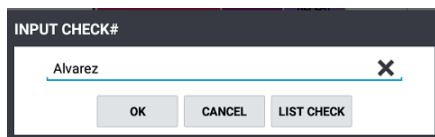
2. Press the **Recall Table** key:



3. On the **'Input Check#'** dialog, press the **"LIST CHECK"** button; the LIST 'Check dialog' is displayed:



4. Select the appropriate check from the list; the **INPUT CHECK #** dialog displays showing your selection:



5. Press **OK** on the INPUT CHECK # dialog.
6. The check is opened, and the new items are added to the check:



7. The check can be Stored or tendered as needed.

### Repeat

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

1. Open a check. Enter Items. Touch the **STORE TABLE** key.
2. Press the appropriate **RECALL TABLE** key to recall the Check or use the **LIST TABLE** key to select and open a check in the system.



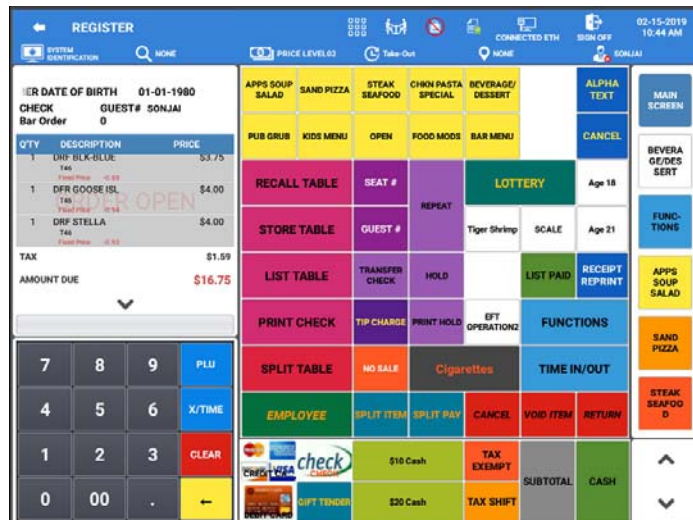
3. Touch **REPEAT**. The items previously posted to the check are displayed.



4. Select the items you wish to REPEAT on the order.  
**Note:** All previously serviced items are highlighted by default. Only leave the items you want to repeat highlighted. Touch the items to deselect/select items as desired.



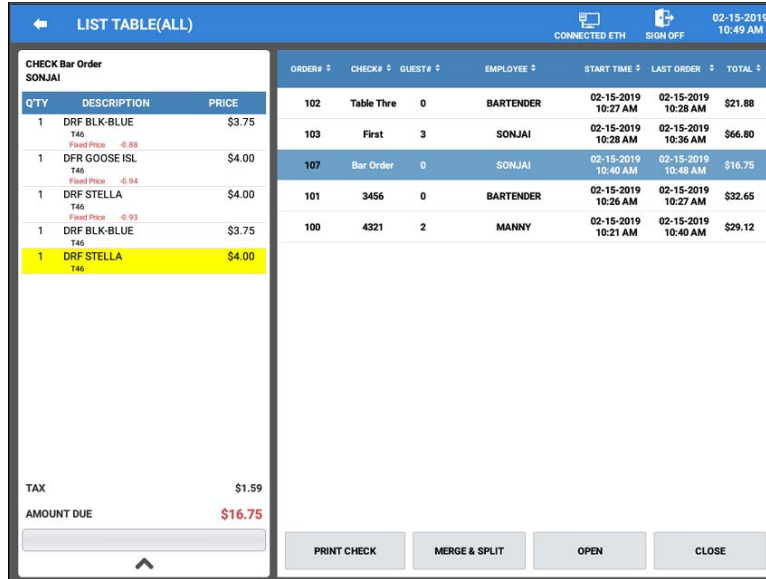
5. After highlighting just the items you want to repeat, Press **ADD**.
6. The selected items are added to the check; Press **STORE TABLE** to store the check again.



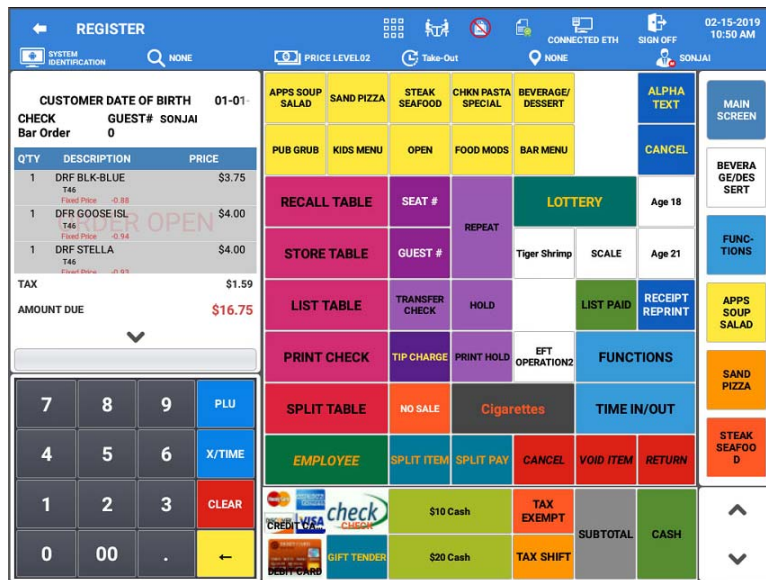


## Paying a Check

1. To pay off an existing check:
  - a. Enter the check number and press **Recall Table**.
  - b. Press the **List Table** function, touch a check from the displayed list of active checks to select it and then touch **OPEN**.



2. Additional items can be registered before payment is made.
3. If necessary, enter a tip amount and touch the **TIP Charge** function key.
4. Finalize the check with the appropriate tender key.



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

## Seat # Assignment

The seat # system may be employed in a soft check system, its purposes are:

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

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

### Enforced Seat # Entry

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

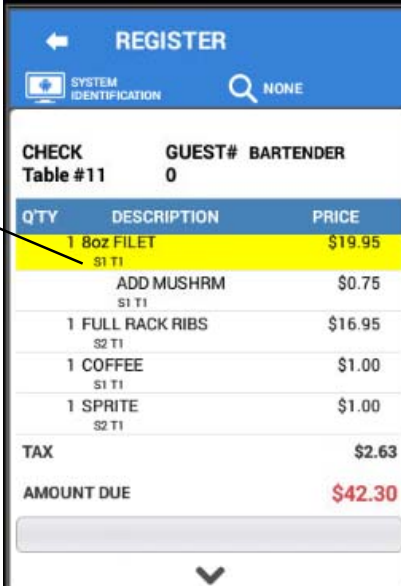
Items are displayed as they are entered.

The seat number is displayed below each item.

#### Procedure:

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

The seat number "S1" displays below the item.



The screenshot shows a POS interface titled "REGISTER". At the top, there are icons for "SYSTEM IDENTIFICATION" and a search icon labeled "NONE". Below this, the check details are: "CHECK Table #11" and "GUEST# BARTENDER 0". A table lists the items with columns for "QTY", "DESCRIPTION", and "PRICE". The first item, "1 8oz FILET", is highlighted in yellow and has "S1 T1" listed below it. Other items include "ADD MUSHRM", "1 FULL RACK RIBS", "1 COFFEE", and "1 SPRITE". At the bottom, "TAX" is \$2.63 and "AMOUNT DUE" is \$42.30.

QTY	DESCRIPTION	PRICE
1	8oz FILET	\$19.95
	S1 T1	
	ADD MUSHRM	\$0.75
	S1 T1	
1	FULL RACK RIBS	\$16.95
	S2 T1	
1	COFFEE	\$1.00
	S1 T1	
1	SPRITE	\$1.00
	S2 T1	
	TAX	\$2.63
	AMOUNT DUE	\$42.30

## Changing the Seat # on a Previously Entered Item

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

1. Touch the item you wish to change the seat# assignment on.
2. Touch **SEAT #**. The *Enter New Seat #* entry dialog displays.
3. Enter a new seat number (up to 2-digits) and press **ENTER**.



SEAT #			✕
ENTER NEW SEAT#			
<input type="text"/>			
7	8	9	
4	5	6	
1	2	3	
0	00	.	
CLEAR	←	ENTER	

## Optional Seat # Entry

When seat # is not compulsory:

1. Touch the item you wish to assign a seat #.
2. Touch **SEAT #**. The *Enter New Seat#* dialog displays.
3. Enter a seat number (up to 2-digits) and press **ENTER**.



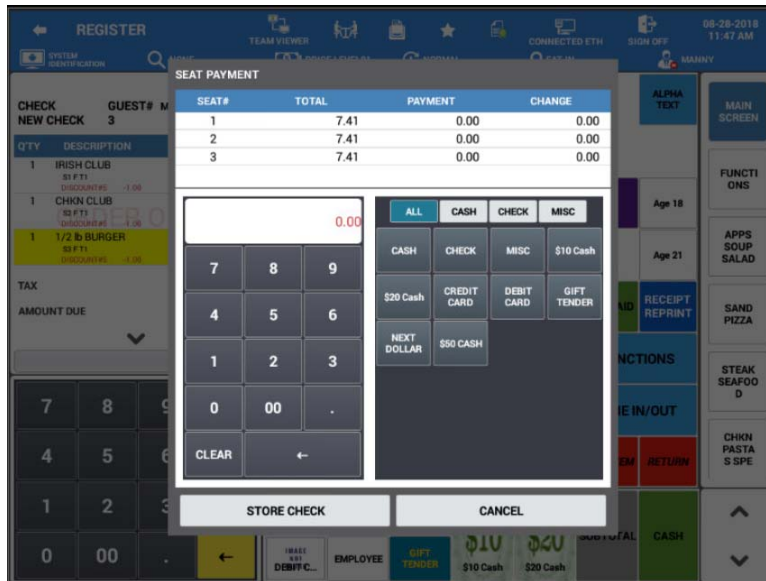
SEAT #			✕
ENTER NEW SEAT#			
<input type="text"/>			
7	8	9	
4	5	6	
1	2	3	
0	00	.	
CLEAR	←	ENTER	

## Print Check by Seat Number

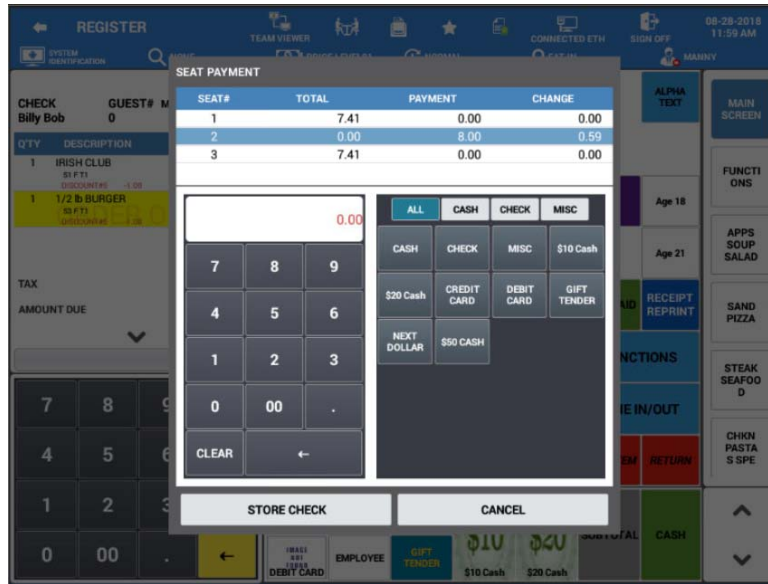
1. Open a check. Identify items by seat number.
2. Touch **PRINT CHECK**. The print 'Check dialog' will offer the following options:
  - ◆ SINGLE CHECK – ALL SEATS
  - ◆ SEPARATE CHECKS – ALL SEATS
  - ◆ SINGLE CHECK –ONE SEAT (When selected, you will be prompted to select a seat number.)
3. After making your selection, the check will print.

## Payment by Seat Number

1. Open a check. Identify items by seat number.
2. Touch **SUBTOTAL** and then touch **SEAT #**. Each seat is displayed with the seat total and tax. If there are items without seat assignments, they will be displayed with the identification: "NO SEAT".



3. Touch the seat you wish to pay and enter the appropriate payment amount; press CASH, CHECK or MISC TENDER.

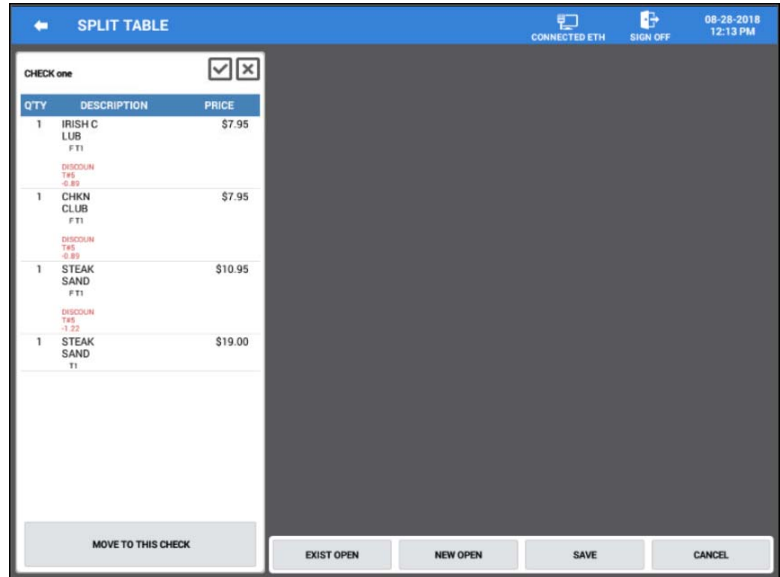


4. The seat is highlighted and paid; the seat total is adjusted accordingly.
5. Continue to settle each seat until the check is completely paid, or touch **STORE CHECK** to store the unpaid seats.
6. When the check is opened again, the paid seat no longer appears on the check.

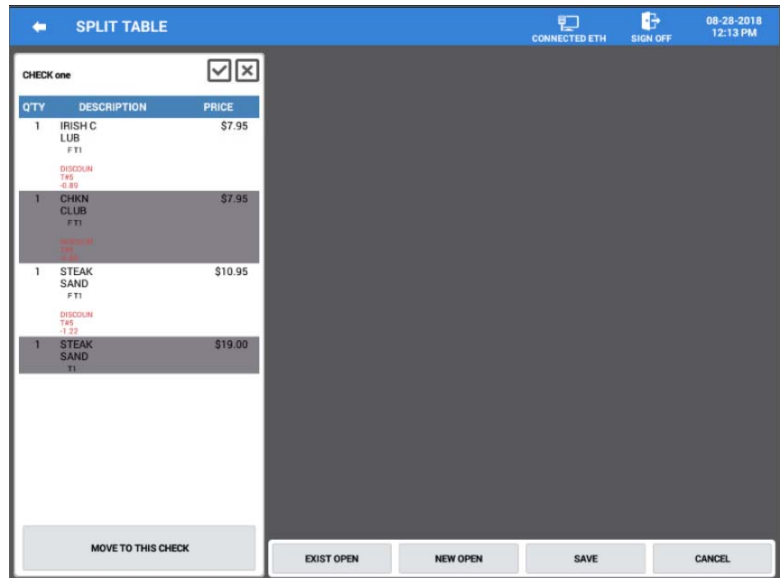
## Split Table

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

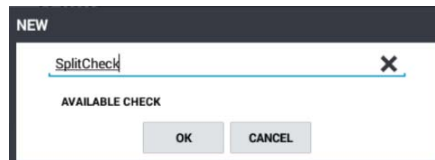
1. Open an existing guest check, then Touch the **SPLIT TABLE** key; or use the **List Table** button to view and select a table, then press the **MERGE & SPLIT** button. The Split Table dialog is displayed:



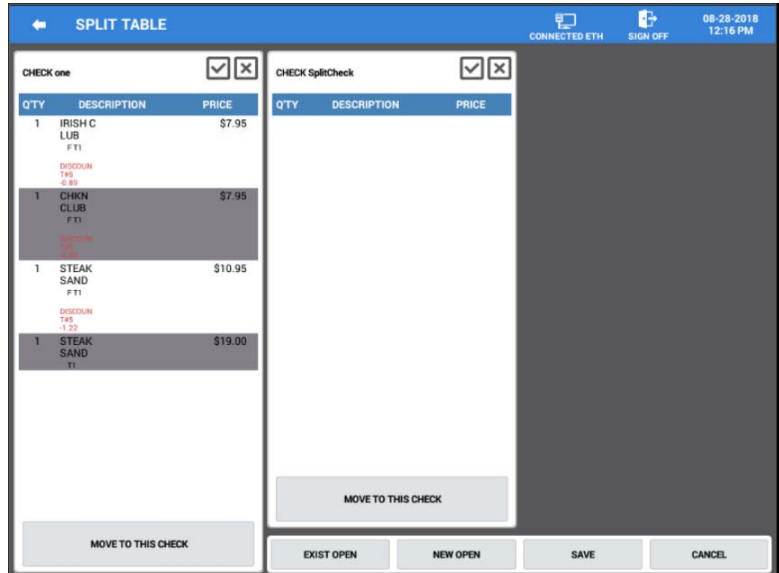
2. Select the items you wish to split off.



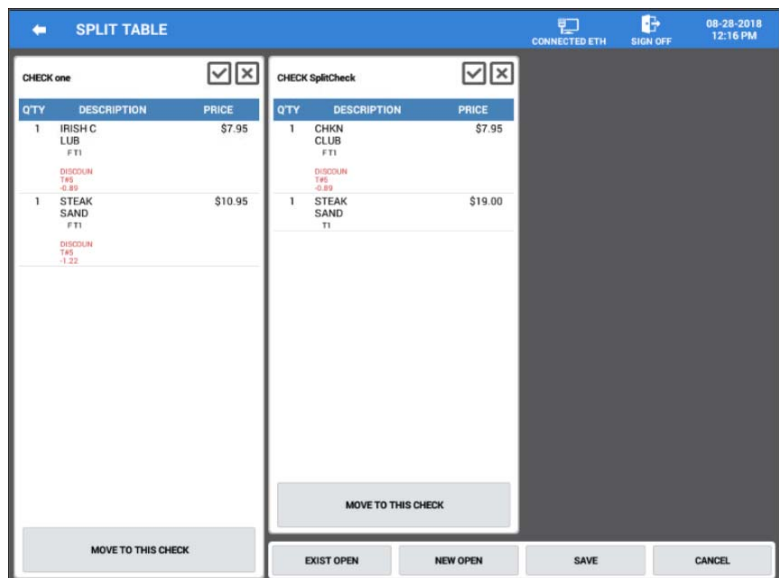
3. Press the **NEW OPEN** button to create a new check for the items:



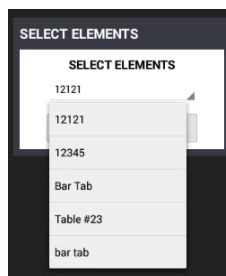
- Enter the number or name for the new check (up to 10 digits) and press **OK**.



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



- Alternately, you can press **EXIST OPEN** to add the items to an existing check in the system:
- Select the desired check in the system to add the selected item to, press **OK**.



- Press the **MOVE TO THIS CHECK** button on the selected check to move the selected items.
- Continue to move items as needed. Note that you can also move items back to the original check if necessary.
- When you have finished moving all the items, press **SAVE** to save the changes. Pressing **CANCEL** will exit the operation without making any changes.

## Hold/Print Hold

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

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

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

- Warning on held items at finalization – Display warning to operator that the check has held items when employee attempts to finalize the check, Yes or No.
- Automatically select held items when a check is recalled, Yes or No. (This flag is to facilitate printing of held items.)

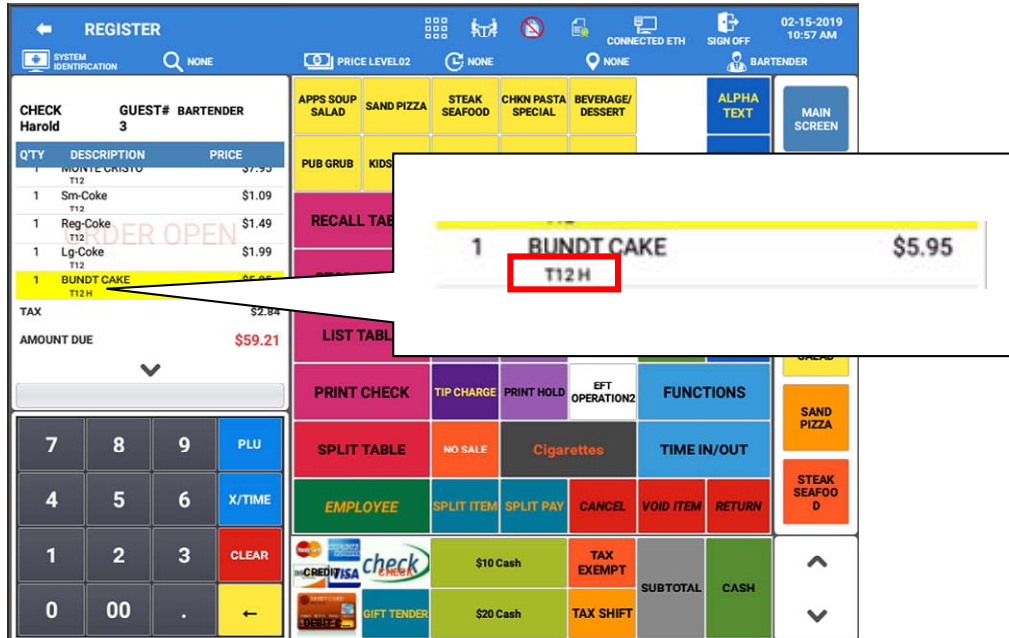
Certain items can be set to automatically hold items by group; see Program Mode \ PLU \ PLU Status Group. (For example, you may wish to automatically hold dessert items when they are first entered.)

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



## Hold an Item

1. Touch the item you wish to hold.
2. Touch the **HOLD** key. Note that when a main item is held, its condiments or instructions are also held. Note that an 'H' displays below the held items.



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

## Print All Held Items

1. Recall an order that has held items. (Program Mode → Options → Options → Guest Check Option: Automatically Select Held Items On Guest Check Recall is checked.) Add new items as necessary.
2. Touch **PRINT HOLD**. The “Hold” status is removed for all held items; items will be sent to appropriate output when the check is serviced.)

## Print an Individual Item

1. Recall an order that has held items. (Program Mode → Options → Options → Guest Check Option: Automatically Select Held Items On Guest Check Recall is **not** checked.)
2. Touch the item you wish to print.
3. Touch **PRINT HOLD**. (Hold status is removed for selected item; item will be sent to appropriate output when the check is serviced.)

## List Table

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

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

The screenshot shows the 'LIST TABLE (ALL)' screen. At the top, it displays 'CONNECTED ETH' and 'SIGN OFF' icons, along with the date and time '08-30-2018 09:49 AM'. The main area contains a table with the following columns: ORDER#, CHECK#, GUEST#, EMPLOYEE#, START TIME, LAST ORDER, and TOTAL. The table lists several checks, including orders 078 through 082, a SplitCheck (212), and a check for 131 guests (521). At the bottom, there are four buttons: PRINT CHECK, MERGE & SPLIT, OPEN, and CLOSE.

ORDER#	CHECK#	GUEST#	EMPLOYEE#	START TIME	LAST ORDER	TOTAL
078	one	0	MANNY	08-13-2018 08:28 AM	08-28-2018 12:20 PM	\$39.49
079	two	0	MANNY	08-13-2018 08:29 AM	08-13-2018 08:29 AM	\$17.97
080	three	0	SONJAI	08-13-2018 08:29 AM	08-13-2018 08:30 AM	\$32.09
081	four	0	SONJAI	08-13-2018 08:30 AM	08-28-2018 12:20 PM	\$29.00
082	five	0	SONJAI	08-13-2018 08:31 AM	08-30-2018 09:48 AM	\$27.88
212	SplitCheck	0	MANNY	08-28-2018 12:18 PM	08-28-2018 12:18 PM	\$27.79
521	131	2	MANNY	08-29-2018 12:15 PM	08-29-2018 12:23 PM	\$45.65

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

3. The functions available on the LIST CHECK screen are:
  - a. **PRINT CHECK** – prints a customer copy of the selected check.
  - b. **MERGE & SPLIT** – used to combine checks or to split the check into two or more separate checks.
  - c. **OPEN** – to open the check to add items or for payment.

The screenshot shows the 'LIST TABLE (ALL)' screen with a check selected. The left column displays the details for 'CHECK four SONJAI'. The table lists items with their quantities, descriptions, and prices. At the bottom, it shows 'TAX \$1.80' and 'AMOUNT DUE \$29.00'. The right column shows the same list of checks as the previous screenshot, with the selected check (081) highlighted. At the bottom, there are four buttons: PRINT CHECK, MERGE & SPLIT, OPEN, and CLOSE.

QTY	DESCRIPTION	PRICE
1	IRISH CLUB T1	\$18.00
1	1/4 lb BURGER T1	\$6.95
1	DIET COKE T1	\$1.00
1	LEMONAIDE T1	\$1.25

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

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

The screenshot shows a dialog box titled 'CHECK 131'. It contains two buttons: 'DELETE' and 'UNLOCK'.

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

## Transfer Table

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

1. Sign on employee and press the **TRANSFER TABLE** key.
2. Select the checks from the list you wish to transfer.
  - a. Press **SELECT ALL** if you want to transfer all of the checks listed.
  - b. Press **DESELECT ALL** if you decide not to transfer all check.

Checks selected for transfer are highlighted

ORDER#	CHECK#	GUEST#	EMPLOYEE	START TIME	LAST ORDER	TOTAL
078	one	0	MANNY	08-13-2018 08:28 AM	08-28-2018 12:23 PM	\$39.49
079	two	0	MANNY	08-13-2018 08:29 AM	08-13-2018 08:29 AM	\$17.97
080	three	0	MANNY	08-13-2018 08:29 AM	08-13-2018 08:30 AM	\$32.09
081	four	0	MANNY	08-13-2018 08:30 AM	08-28-2018 12:20 PM	\$29.00
082	five	0	MANNY	08-13-2018 08:31 AM	08-13-2018 08:31 AM	\$27.88
212	SplitCheck	0	MANNY	08-28-2018 12:18 PM	08-28-2018 12:18 PM	\$27.79
521	131	2	MANNY	08-29-2018 12:15 PM	08-29-2018 12:23 PM	\$45.65

3. Press the **TRANSFER CHECK** button.
4. Choose the employee from the list you wish to transfer the checks to.

EMPLOYEE	START TIME	LAST ORDER	TOTAL
SONJAI	08-13-2018 8 AM	08-28-2018 12:20 PM	\$39.49
BARTENDER	08-13-2018 9 AM	08-13-2018 08:29 AM	\$17.97
MANNY	08-13-2018 9 AM	08-13-2018 08:30 AM	\$32.09
Cassie	08-13-2018 9 AM	08-28-2018 12:20 PM	\$29.00
MCR	08-13-2018 1 AM	08-13-2018 08:31 AM	\$27.88
6 EMPLOYEE	08-28-2018 6 PM	08-28-2018 12:18 PM	\$27.79
DAVROS	08-29-2018 5 PM	08-29-2018 12:23 PM	\$45.65
8 EMPLOYEE			
9 EMPLOYEE			
10 EMPLOYEE			
11 EMPLOYEE			

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

ORDER#	CHECK#	GUEST#	EMPLOYEE	START TIME	LAST ORDER	TOTAL
078	one	0	MANNY	08-13-2018 08:28 AM	08-28-2018 12:20 PM	\$39.49
079	two	0	MANNY	08-13-2018 08:29 AM	08-13-2018 08:29 AM	\$17.97
080	three	0	SONJAI	08-13-2018 08:29 AM	08-13-2018 08:30 AM	\$32.09
081	four	0	SONJAI	08-13-2018 08:30 AM	08-28-2018 12:20 PM	\$29.00
082	five	0	SONJAI	08-13-2018 08:31 AM	08-13-2018 08:31 AM	\$27.88
212	SplitCheck	0	MANNY	08-28-2018 12:18 PM	08-28-2018 12:18 PM	\$27.79
521	131	2	MANNY	08-29-2018 12:15 PM	08-29-2018 12:23 PM	\$45.65

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

## Tip Declare

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

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

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

TIP DECLARE

INPUT AMOUNT			INPUT COUNT	
QTY	DESCRIPTION	PRICE	TOTAL AMOUNT	
			CASH	\$0.00
			CHECK	\$0.00
			MISC	\$0.00
			<b>TOTAL</b>	<b>\$0.00</b>

[Empty Input Field]			ALL	CASH	CHECK	MISC
7	8	9	CASH	CHECK	MISC	CREDIT CARD
4	5	6	DEBIT CARD	GIFT TENDER		
1	2	3				
0	00	.				
CLEAR	←					

EMPLOYEE  
BARTENDER

OK CANCEL

6. Enter the *TIP Declared* amounts, select the media type for all tips:
7. Touch **OK** when finished entering TIPS.

TIP DECLARE

INPUT AMOUNT			INPUT COUNT	
QTY	DESCRIPTION	PRICE	TOTAL AMOUNT	
1	CASH	\$25.00	CASH	\$25.00
1	CREDIT CARD	\$15.77	CHECK	\$0.00
			MISC	\$15.77
			<b>TOTAL</b>	<b>\$40.77</b>

[Empty Input Field]			ALL	CASH	CHECK	MISC
7	8	9	MISC	CREDIT CARD	DEBIT CARD	GIFT TENDER
4	5	6				
1	2	3				
0	00	.				
CLEAR	←					

EMPLOYEE  
BARTENDER

OK CANCEL

---

## Using the Table Map

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

- You can design a facsimile of the restaurant floor plan placing tables on multiple seating zones – for example; a main floor, bar, counter, patio, or other serving locations.
- You can place as many tables for each zone as are necessary. Table descriptions can be customized as desired. For Example: Bar, Table, Booth, VIP, etcetera.
- Adjust the number of tables per Row and Column on the display.

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


- The Table Map screen can be displayed manually or automatically. If a manual display is used, press the Table Map icon to view the table layout. If an automatic system is employed, the table layout displays immediately after an employee is signed on to operate the register.
- With the table layout displayed, the operator can touch a table to open or recall the check for the table. Assign the Table to the currently signed on employee. Merge & Split Tables or Print the check to present to the customer.
- Operators can move check balances from one table to another.
- Operators can add check balances from multiple tables to a single table.

## Table Management Program Notes

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

- Program Mode \ Options \ Options \ System Option \ “Go Directly To The Graphic Table” determines whether the Table Map is automatic or manual. Check this option for automatic Table Map operation; uncheck the option to manually access the Table Map.
- When using the Table Map, the table name and number used on the Table Map corresponds with the guest check number. Set options for the appropriate recall check key as follows:
  - Uncheck the option: “Assigned by Register”
  - Set other Recall Table key options a necessary
  - Associate the appropriate Store Table key to the corresponding Recall Table key

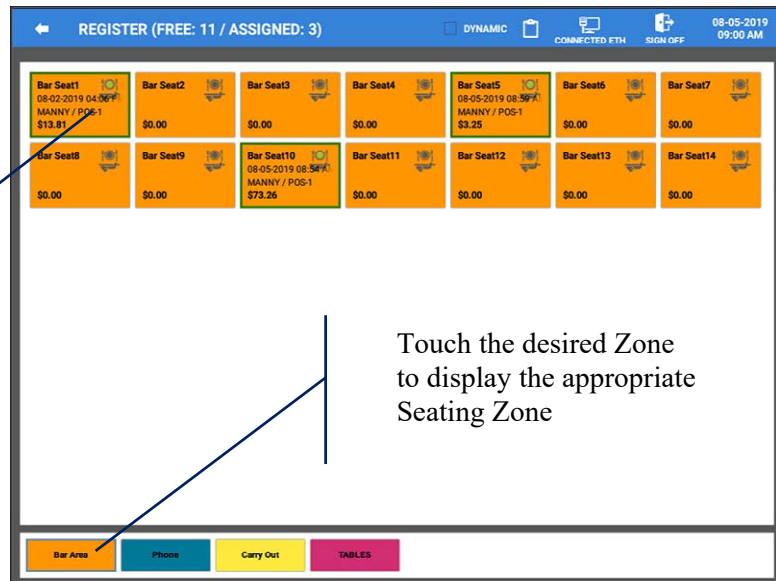
# Table Map Operations




- If table management is “manual”:
  - touch the Table Map icon  on the Register Mode title bar.
- If table management is “automatic”:
  - sign on an employee to display the Table Map screen.

Active tables are displayed with a Bold outline.

Each table displays with basic table information:

- Table name/number
- Date/Time table was opened
- Table balance



- Pressing the Clip-Board icon  on the Table Map Header Bar will exit the table map screen and return you to the Register Mode.
- Pressing the arrow icon  on the Table Map Header Bar will also exit the table map and return you to the Register Mode.
- The Dynamic selection ; When the option DYNAMIC is selected in the table map, additional configuration settings are provided for the Table Edit to allow customizing table positions, size and adding a background image.

## Opening a Table

- Open the **Table Map** and select the appropriate **Seating Zone**.
- **Touch a Table** to open the check associated with the table:



- Touch the **OPEN** button to open the check for the selected table.
  - Assign will assign the table to the currently signed on employee.
- Alternately, you can double tap a table on the table map to open the table.

## Entering Table Guest Counts

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

## Storing the Table

- When the desired items are added to the table, press the corresponding Store Table key to service the Table.
- Alternately, if the Table Map icon is pressed while another table is open, the current table is stored.

## Move Balance to another Table (Combine Tables)

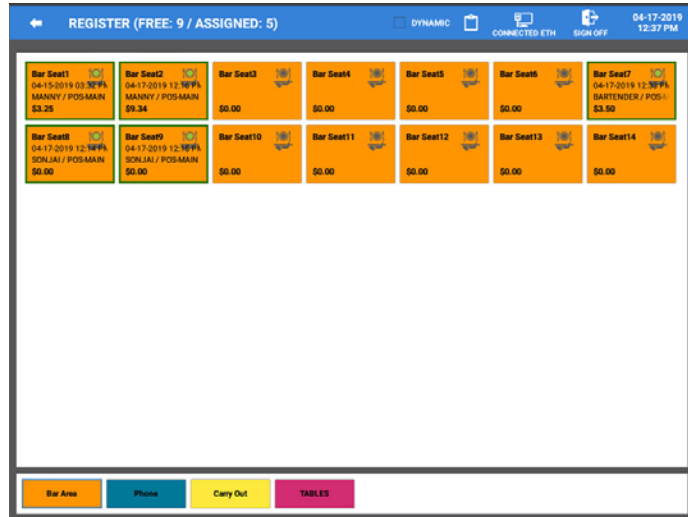
- Open the **Table Map**, Select the active table you wish to move and touch the **MOVE** button, then touch the open table you want to move it to. The order will be moved to the selected open table.
- You can merge tables using this operation as well. Open the **Table Map**, Select the active table you wish to move and touch **MOVE**, then touch a different active table you want to move it to.
- When the **MERGE** confirmation dialog appears, touch **YES** to merge the two tables; the tables will be merged together; pressing **NO** on the **MERGE** dialog will abort without merging the two tables.



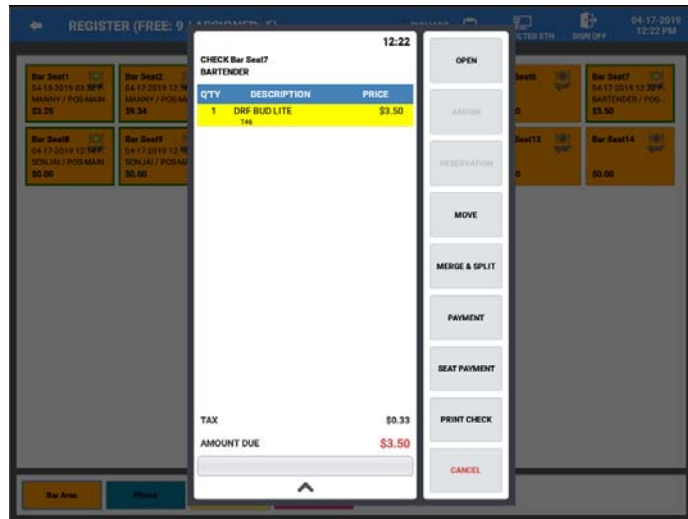
## Merge & Split Tables

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

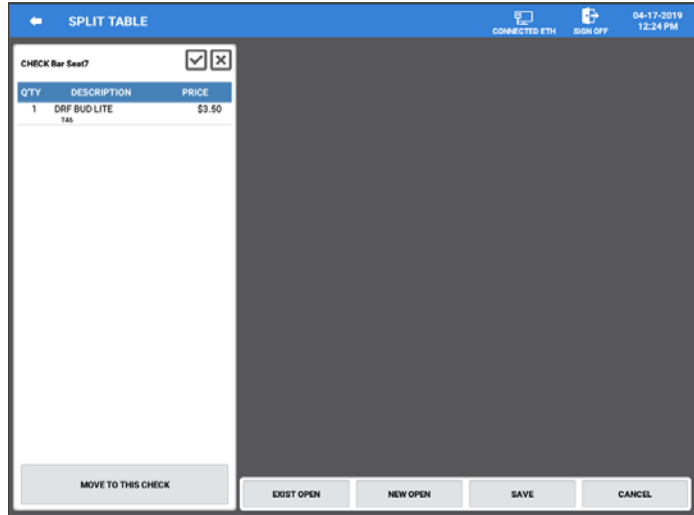
1. From the Register screen, Touch the **Table Map** icon to open the Table Map screen.
2. Select the **Zone** you want to Merge or Split items from. For our example we will select a table in the Bar Area.



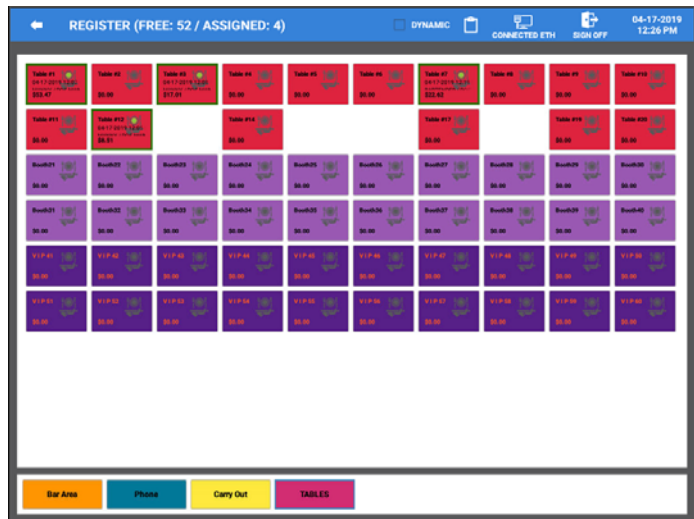
3. Select the **Table** you want to Merge or Split items from.  
Example: **'BAR Seat #7'**
4. The 'Check dialog' screen is displayed.
5. Press the **'MERGE & SPLIT'** button to open the table.



6. The Selected table is displayed.
7. Press the 'NEW OPEN' or 'EXIST OPEN' button.

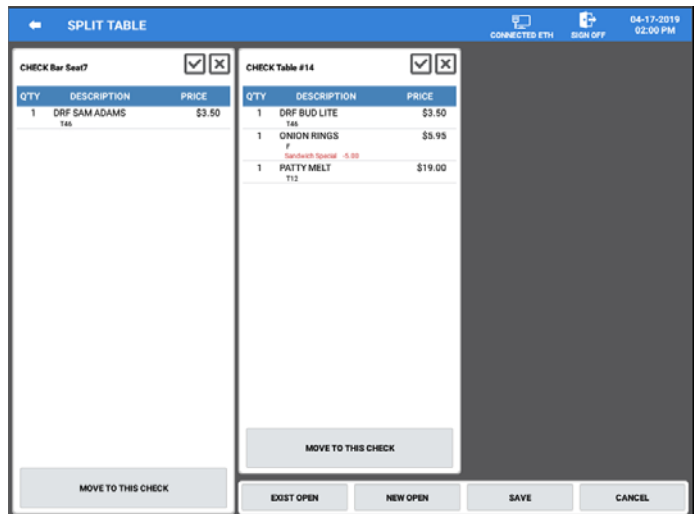


8. The main Table Map screen is displayed.
9. You can Merge & Split items to any Table on any Zone. Choose the Zone and Table you want to Merge with or Split items to.



10. In this example, **Table #14** from the TABLES zone was selected.

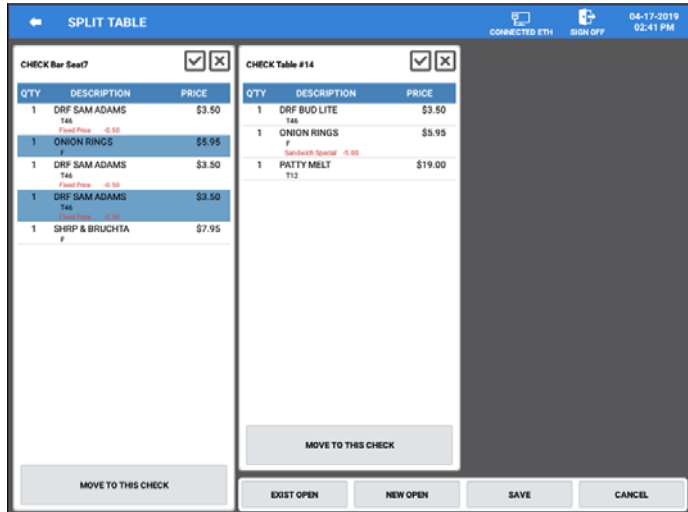
**Note:** Multiple tables can be selected if desired.



- Select all the items from the table that you would like to move to the other selected table.

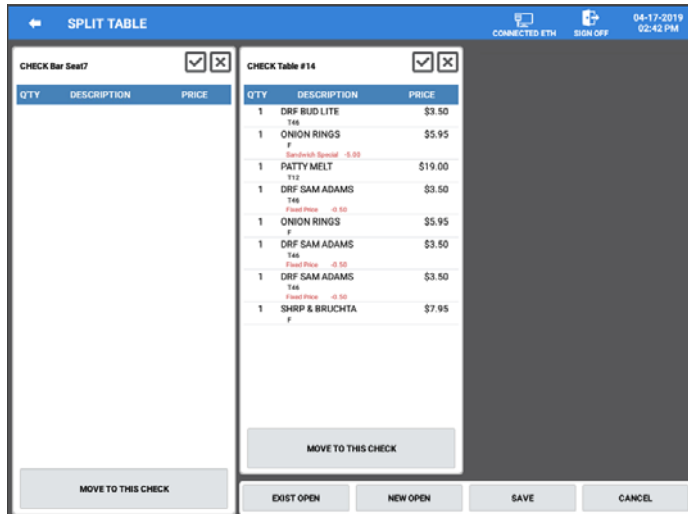
If you want to move all items on the check, press the  icon at the top of the check.

Note: Pressing the  icon will delete the table from the screen.

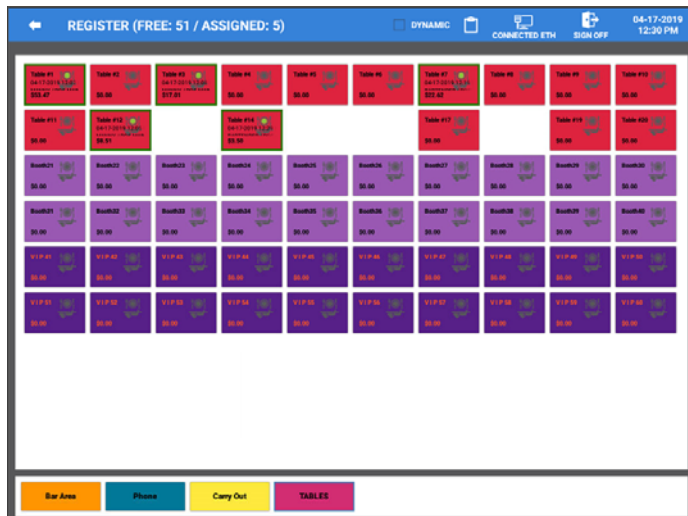


- Press the **'MOVE TO THIS CHECK'** button on the selected table; the selected items are moved to the selected table:

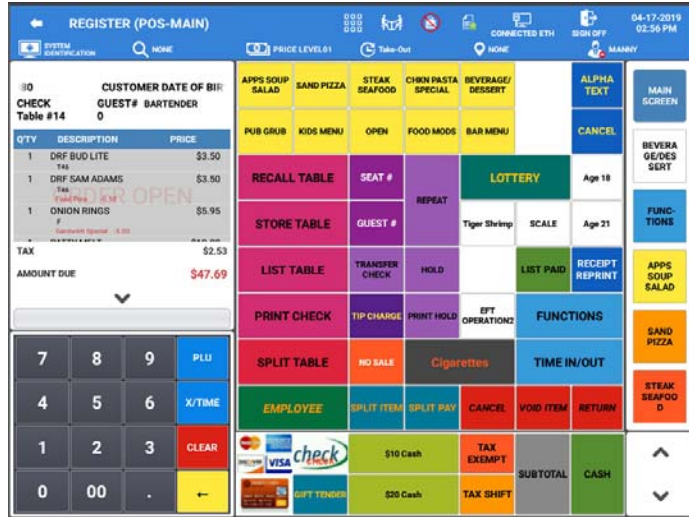
- Press **'SAVE'** when you have finished. The selected items are moved to the table selected. Pressing **'CANCEL'** will abort the Merge/Split operation.



- The **Table #14** now shows the updated balance. BAR Seat #7 is now empty.



- When **Table #14** is opened in the register mode, the combined check is displayed;



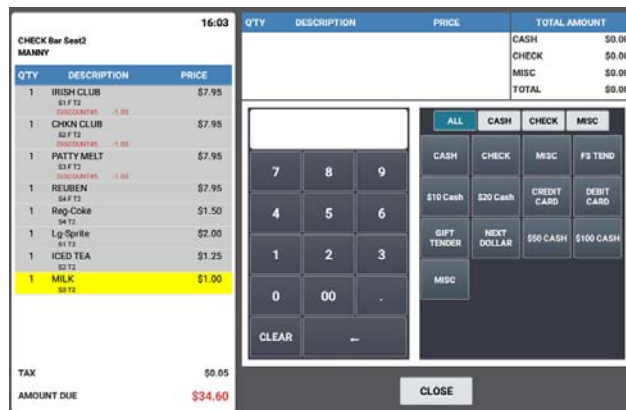
## Payment

When a table is selected, you have the option to go directly to a payment window without having to open the table first.

- From the Register screen, Touch the **Table Map** icon to open the Table Map screen. Select the **Zone** you want to Merge or Split items from. **Touch a Table** to view the check associated with the table; The 'Check dialog' is displayed;
- Touch the **PAYMENT** button;

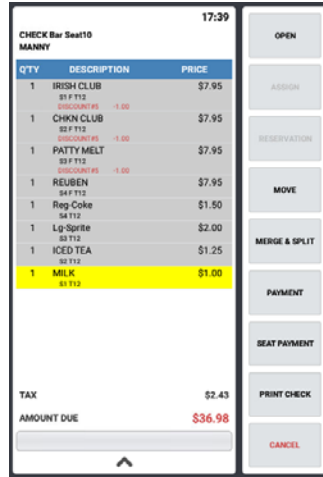


- The payment dialog displays;
- Enter the payment amount (*if desired*) and press the appropriate **TENDER**. Pressing **CLOSE** will exit without paying the check.

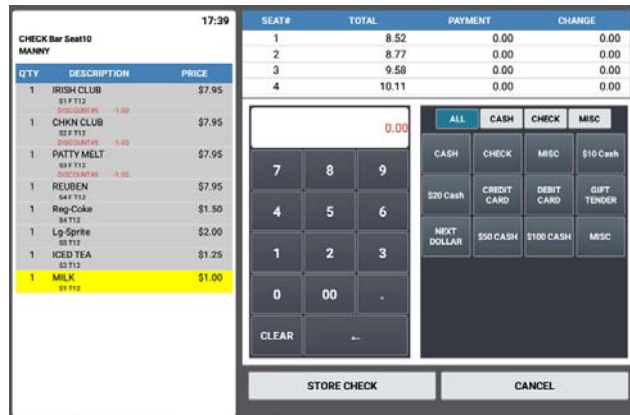


## Seat Payment

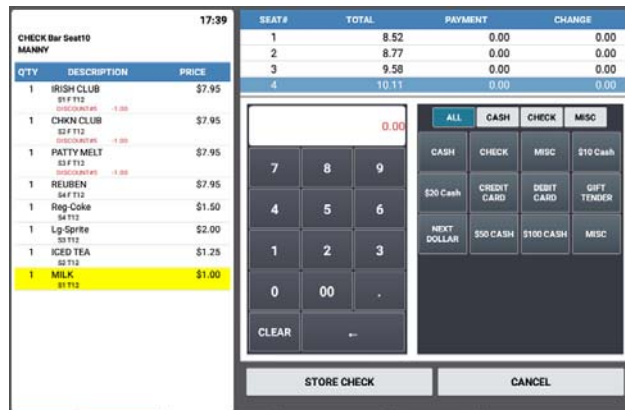
- From the Register screen, Touch the **Table Map** icon to open the Table Map screen. Select the **Zone** you want to Merge or Split items from. **Touch a Table** to open the check associated with the table. The 'Check dialog' is displayed:
- Touch the **SEAT PAYMENT** button;



- The payment dialog displays:



- Select the Seat to be paid:
- Enter the payment amount (*if desired*) and press the appropriate **TENDER**.
- Continue paying seats as necessary or press **STORE CHECK** to store the remaining check. Pressing **CANCEL** will exit without paying the check.
- You are returned to the 'Check dialog' screen.



## Print Check

- From the Register screen, Touch the **Table Map** icon to open the Table Map screen. Select the **Zone** you want to Merge or Split items from. **Touch a Table** to open the check associated with the table. The ‘Check dialog’ is displayed:

QTY	DESCRIPTION	PRICE
1	IRISH CLUB B1 F112	\$7.95
	DISCOUNT PS -1.00	
1	CHIKN CLUB B1 F112	\$7.95
	DISCOUNT PS -1.00	
1	PATTY MELT B1 F112	\$7.95
	DISCOUNT PS -1.00	
1	REUBEN B4 F112	\$7.95
1	Reg Coke B1 T12	\$1.50
1	Lg-Sprite B1 T12	\$2.00
1	ICED TEA B1 T12	\$1.25
1	MILK B1 T12	\$1.00
TAX		\$2.43
AMOUNT DUE		<b>\$36.98</b>

17:39

CHECK Bar Seat10

MANNY

OPEN

ASSIGN

RESERVATION

MOVE

MERGE & SPLIT

PAYMENT

SEAT PAYMENT

PRINT CHECK

CANCEL

- Touch the **PRINT CHECK** button; the seat selection dialog displays:

### **SINGLE CHECK – ALL SEAT**

Prints the check with all seats on one check.

### **SEPARATE CHECK – ALL SEAT**

Prints separate checks for each individual seat.

### **SINGLE CHECK – ONE SEAT**

SINGLE CHECK - ALL SEAT
SEPARATE CHECK - ALL SEAT
SINGLE CHECK - ONE SEAT

- Opens the ‘Enter One Seat’ selection dialog; select the desired seat from the list to open that seat:

ENTER ONE SEAT	
1	⬆️⬆️
2	⬆️
3	⬇️
4	⬇️⬇️

## Cancel

1. From the Register screen, Touch the **Table Map** icon to open the Table Map screen. Select the **Zone** you want to Merge or Split items from. **Touch a Table** to open the check associated with the table. The 'Check dialog' is displayed:
2. Touch the **CANCEL** button to close the 'Check dialog'.
3. You are returned to the **Table Map** screen.

QTY	DESCRIPTION	PRICE
1	IRISH CLUB 01 F T12	\$7.95
	DISCOUNTS -1.00	
1	CHKN CLUB 02 F T12	\$7.95
	DISCOUNTS -1.00	
1	PATTY MELT 03 F T12	\$7.95
	DISCOUNTS -1.00	
1	REUBEN 04 F T12	\$7.95
1	Reg Coke 04 T12	\$1.50
1	Lg-Sprite 03 T12	\$2.00
1	ICED TEA 02 S12	\$1.25
1	MILK 01 T12	\$1.00
TAX		\$2.43
AMOUNT DUE		\$36.98

Buttons on the right side of the screen: OPEN, ASSIGN, RESERVATION, MOVE, MERGE & SPLIT, PAYMENT, SEAT PAYMENT, PRINT CHECK, CANCEL.

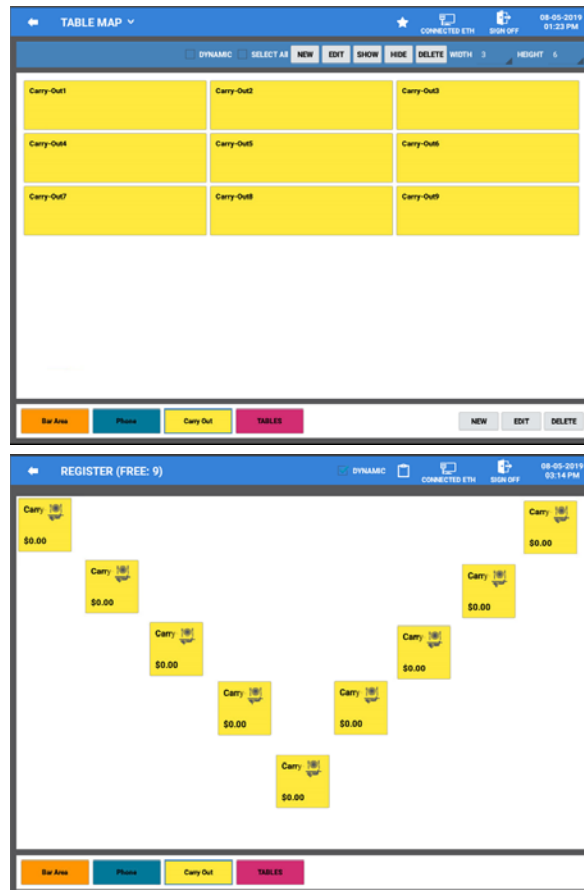
## Dynamic Table Map

The table map allows you to create multiple tables in a grid formation for table service operations. When the option DYNAMIC is selected in the table map, configuration settings are provided for the Table Map to allow customizing table positions.

This option is controlled by the setting in Program Mode > Options > Options > System Option: Show Dynamic Table Check Box On Reg Mode

### Using Dynamic Table Map

1. Open the **Table Map** and select a table seating zone.
2. Press the **DYNAMIC** check box; with the Dynamic selection selected, the table are display as per the layout set in the Program Mode\Screen Edit\Table Map.
3. All table map operation remain the same, only the appearance is affected.





# Reports

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## Report Mode Menu

Touch the REPORT icon on the main program mode screen to view the report mode. (*X-position on the SAP-630 & SAP-530.*)

When the Report Mode is selected, the default screen displays a grid of six quick view summary reports for managers to quickly see selected report information. Specific data can be chosen to display on the summary report grid. Refer to the “Summary Reports” on page 139 for details. The terminal descriptor is displayed with the Report Mode header.

Additional reports are available by selecting the detailed report sub menu by touching ‘REPORT MODE ∨’ on the title bar. From the sub menu report section, you can view, print or save the selected report as a CSV file. Refer to the Detailed Reports section on page 142 for information about the detailed reports.

Reports are not cleared from this report mode, to clear reports you would need to go to the main menu screen and select ‘End Of Day’ reporting. Refer to page 165 for details about the End of Day report mode.











Cash Declaration is also provided in the Report Mode and a calendar view for sales data.

1. From the **MAIN MENU** screen, press the ‘**REPORT MODE**’ icon (*X-Position on the SAP-630/SAP-530*); the default **REPORT MODE** screen is displayed.



**Note:** An employee must be signed on to access the report mode; a password entry may be required to access the report mode.

## Report Mode Icons


Icon	Function Description
	Back Arrow, exits the report mode.
	The up/down carrot icons are used to Display/Hide the detailed reports selection sub menu; press this icon to access all other reports.
	Cash Declaration
	Calendar View
	Note-Pad/ Edit – used to show/hide the edit icons on the individual report cells.
	Press this icon to add or remove the report mode on the favorites list.
	Add record icon
	Edit icon, brings up the Report Summary list to change the report that displays in the selected cell.
	Trash Can/Delete icon – used to remove the report selection from the cell.
	Refresh – used to refresh the current selected report.

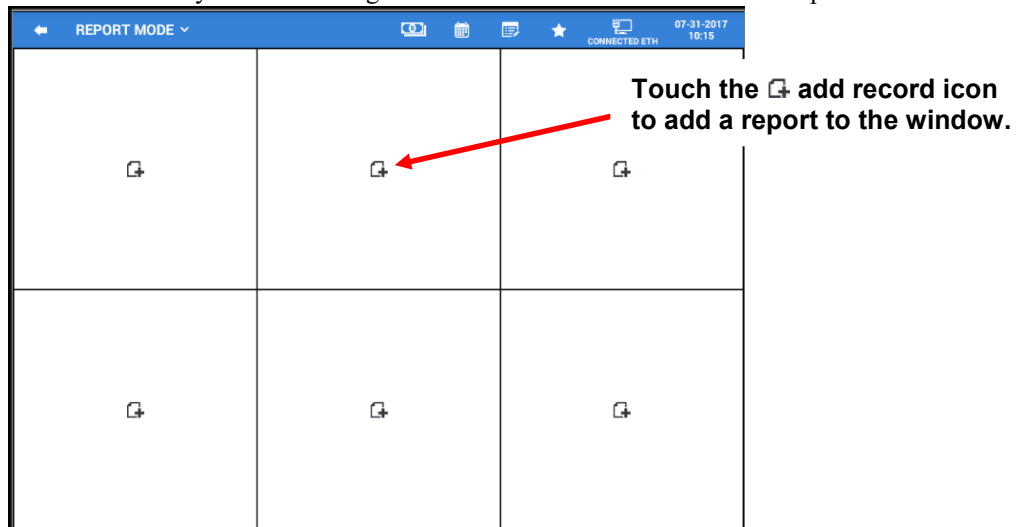
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# Summary Reports

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

## Adding Reports to the Quick View

- ◆ To add or edit the summary reports that are shown on the report mode quick view display, touch the  add record icon in any one of the six grids to select from the list of available reports.









- ◆ The available quick view Summary Report Items include:
  - **Current Sales Status (Graph)**
  - **List Check**
  - **Top 10 – Best Sales PLU**
  - **Top 10 – Best Sales Group**
  - **Top 10 – Best Employee**
  - **Sales Comparison – Previous Day**
  - **Sales By Time Period**
  - **Time In Employee**
  - **Time In/Out Employee**
  - **Current Sales Status (Text)**
  - **TIP Report By Employee**


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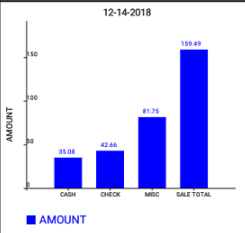

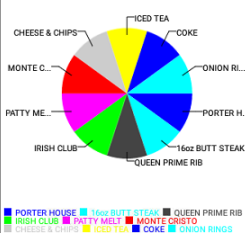
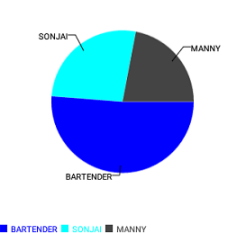
**Note: Reports that have already been assigned to a cell will no longer appear in the list.**

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- ◆ Select the report from the list that you want to appear in the selected cell on the quick view screen.
- ◆ When you have added your report selections, they will appear on the quick view screen.

REPORT MODE		
 <b>SHOW</b> <b>CURRENT SALES STATUS (GRAPH)</b>	 <b>SHOW</b> <b>CURRENT SALES STATUS (TEXT)</b>	 <b>SHOW</b> <b>SALES COMPARISON - PREVIOUS DAY</b>
 <b>SHOW</b> <b>TOP 10 - BEST SALES PLU</b>	 <b>SHOW</b> <b>TOP 10 - BEST EMPLOYEE</b>	 <b>SHOW</b> <b>TIME IN/OUT EMPLOYEE</b>

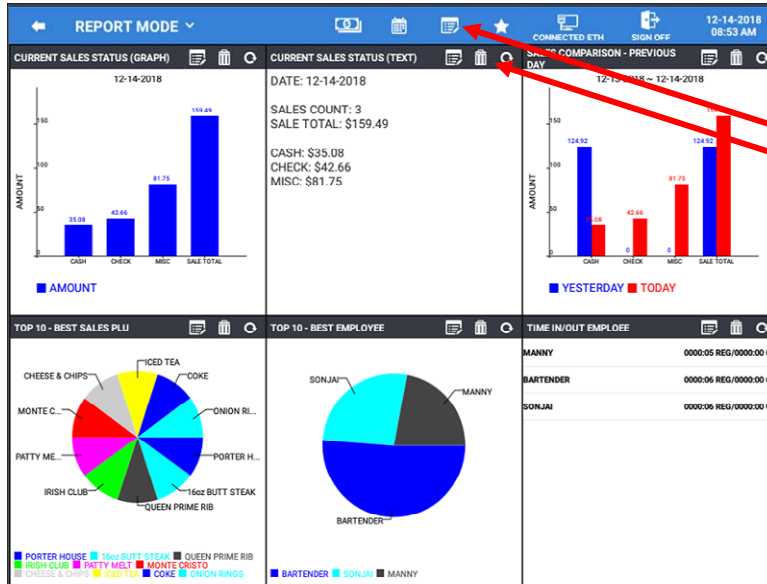
- If the report doesn't display, touch the  icon to see the report data:

REPORT MODE								
<b>CURRENT SALES STATUS (GRAPH)</b> 12-14-2018 	<b>CURRENT SALES STATUS (TEXT)</b> DATE: 12-14-2018 SALES COUNT: 3 SALE TOTAL: \$159.49 CASH: \$35.08 CHECK: \$42.66 MISC: \$81.75	<b>SALES COMPARISON - PREVIOUS DAY</b> 12-13-2018 ~ 12-14-2018 						
<b>TOP 10 - BEST SALES PLU</b> 	<b>TOP 10 - BEST EMPLOYEE</b> 	<b>TIME IN/OUT EMPLOYEE</b> <table border="1"> <tr> <td>MANNY</td> <td>0000:02 REG/0000:00 OT</td> </tr> <tr> <td>BARTENDER</td> <td>0000:03 REG/0000:00 OT</td> </tr> <tr> <td>SONJAI</td> <td>0000:03 REG/0000:00 OT</td> </tr> </table>	MANNY	0000:02 REG/0000:00 OT	BARTENDER	0000:03 REG/0000:00 OT	SONJAI	0000:03 REG/0000:00 OT
MANNY	0000:02 REG/0000:00 OT							
BARTENDER	0000:03 REG/0000:00 OT							
SONJAI	0000:03 REG/0000:00 OT							



## Edit the Summary Reports

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







- ◆ Touch the Edit icon  on the title bar to display or hide the edit icons for each report in the grid.






The “Edit” icon on the header bar displays or hides the edit icons for each report in the grid.

- Press the Favorites icon  if you want to add the reports to your Favorites list selections.
- To exit the report mode, press the  button.

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

REPORT MODE		
 SHOW CURRENT SALES STATUS (GRAPH)	 SHOW CURRENT SALES STATUS (TEXT)	 SHOW SALES COMPARISON - PREVIOUS DAY
 SHOW TOP 10 - BEST SALES PLU	 SHOW TOP 10 - BEST EMPLOYEE	 SHOW TIME IN/OUT EMPLOYEE

- ◆ To see the quick view reports again simply press the  in the cell to view the report data.
  - You can change the reports displayed here by pressing the ‘Edit’ icon  and selecting a different report from the list of available Summary Report Items.
  - Touch the ‘Delete icon’  to no longer display any report in the current cell.

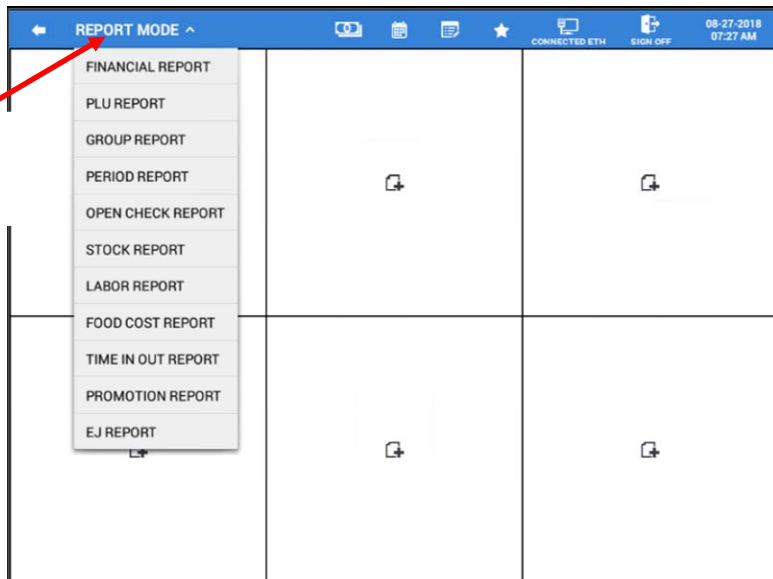
# Detailed Reports

Additional detailed reports are available by selecting the report mode sub menu. Select a report from the list to view the report. From the screen for the selected report you can view, print or save the selected report as a CSV file.

Reports are not cleared from this report mode, to clear reports you would need to go to the **End of Day** report mode.

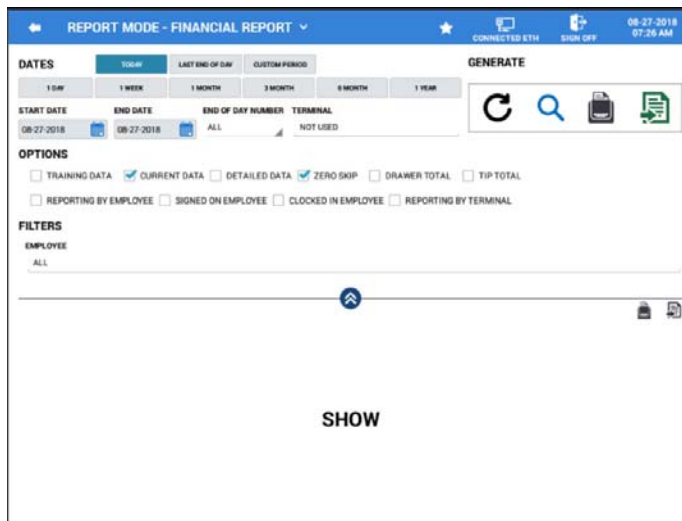
- ◆ Touch **'REPORT MODE ∨'** to view the sub menu dropdown for access to all other reports. Select the specific report you wish to view from the list to open the report.

Touch **REPORT MODE ∨** to open the detailed reports selection menu.



- ◆ After making a report selection, you will be able to view the selected report. Select the Date or date range, choose detail Options for the report, and Filter reports for desired information.

**Note:** The Date selection, Options and Filters will vary depending on the report selected.



## Available Detailed Reports

<b>Financial</b>	<b>PLU</b>	<b>Group</b>
<b>Period</b>	<b>Open Check</b>	<b>Stock</b>
<b>Labor</b>	<b>Food Cost</b>	<b>Time In Out</b>
<b>Promotion</b>	<b>EJ</b>	<b>Product Mix Report</b>
<b>Inventory Report</b>		

### Common Report Options

Date selections, Options and Filters will vary depending on the specific report selected. The information here explains the various selections that may appear on a selected report.

#### DATES

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

##### TODAY

This selection will display the report data for the current day.

##### LAST END OF DAY

This report selection displays report data since the Last End of Day report was generated.

##### CUSTOM PERIOD

This selection allows the manager to select a specified report period; Select the Start Date and End Date for the Custom Period report.

##### DAILY

This selection allows the manager to select a specific day to review report data; Select the day by entering the Start Date (*the End Date will automatically be entered*).

##### WEEKLY

This selection allows the manager to select a specific week to review report data; Select the desired week by entering the Start Date; The start date can be any day of the desired week (*the End Date will automatically be entered*).

##### MONTHLY

This selection allows the manager to select a specific Month to review report data; Select the desired Month by entering the Start Date; Select the Month and Year for the report. The day selection has no effect, the day will always be the 1<sup>st</sup> of the selected month, (*the End Date will automatically be entered*).

##### 3 MONTH

This selection allows the manager to select a specified 3-Month (*quarterly*) range to review report data; Select the desired 3-Month range by entering the Start Date; Select the Month and Year for the report. The day selection has no effect, the day will always be the 1<sup>st</sup> of the selected 3-month range; (*the End Date will automatically be entered*).

##### 6 MONTH

This selection allows the manager to select a specified 6-Month (*bi-annual*) range to review report data; Select the desired 6-Month range by entering the Start Date; Select the Month and Year for the report. The day selection has no effect, the day will always be the 1<sup>st</sup> of the selected 6-month range; (*the End Date will automatically be entered*).

## YEARLY

This selection allows the manager to select a specific Year to review report data; Select the desired Year by entering the Start Date; Select the desired Month and Year for the report. The day selection has no effect, the day will always be the 1<sup>st</sup> of the selected month; *(the End Date will automatically be entered).*

Additional selections in the Dates area are:

### START DATE and END DATE

Use the calendar provided to select the start & end dates.

### END OF DAY NUMBER

You have the option to select a specific End of Day Number *(if more than 1 has been performed)*

### TERMINAL

You can select to view reports from ALL terminals or select individual terminals.

## OPTIONS







Allow you to further define the report to display specific data.

## FILTERS

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

## GENERATE

This section provides:

- A **REFRESH** button  to refresh the report data after changing date selections, options or filters.
- A **ZOOM** button  to view just the report data.
- A **REPORT VIEW** button  that allows you to view the report and/or print to the receipt printer.
- The **EXPORT** Button  allows you to export the selected report to either a CSV file or as a PDF. Exported reports are formatted to 8.5 x 11.
- Use the   icons to hide/show the Dates, Options, Filters and Generate selections. This allows you to view just the report data.



## Financial Report

**REPORT MODE - FINANCIAL REPORT** | CONNECTED ETH | SIGN OFF | 12-07-2018 07:34 AM

**DATES**  
TODAY | LAST END OF DAY | CUSTOM PERIOD  
1 DAY | 1 WEEK | 1 MONTH | 3 MONTH | 6 MONTH | 1 YEAR

**GENERATE**

START DATE: 12-07-2018 | END DATE: 12-07-2018 | END OF DAY NUMBER: ALL | TERMINAL: NOT USED

**OPTIONS**  
 TRAINING DATA |  CURRENT DATA |  DETAILED DATA |  ZERO SKIP |  DRAWER TOTAL |  TIP TOTAL  
 REPORTING BY EMPLOYEE |  SIGNED ON EMPLOYEE |  CLOCKED IN EMPLOYEE |  REPORTING BY TERMINAL

**FILTERS**  
EMPLOYEE: ALL

**SHOW**

### **DATES**

Date selections include: Today, Last End of Day, Custom Period  
1 DAY, 1 WEEK, 1 MONTH, 3 MONTH, 6 MONTH, 1 YEAR

Additional selections in the Dates area are:

### **START DATE & END DATE**

### **END OF DAY NUMBER AND TERMINAL SELECTION**

### **OPTIONS**

Training Data, Current Data, Detailed Data, Zero Skip, Drawer Total, Tip Total  
Reporting By Employee, Signed On Employee, Clocked In Employee, Reporting By Terminal

### **FILTERS**

**EMPLOYEES** - ALL or selected Employees

### **GENERATE**

Refresh, Zoom, Report View, Export

## PLU Report

The screenshot shows the 'REPORT MODE - PLU REPORT' interface. At the top, there are navigation icons, a star, 'CONNECTED ETH', 'SIGN OFF', and the date '12-07-2018 07:57 AM'. Below this is the 'DATES' section with tabs for 'TODAY', 'LAST END OF DAY', and 'CUSTOM PERIOD'. Under 'CUSTOM PERIOD', there are buttons for '1 DAY', '1 WEEK', '1 MONTH', '3 MONTH', '6 MONTH', and '1 YEAR'. The 'START DATE' is '12-07-2018' and the 'END DATE' is '12-07-2018'. The 'END OF DAY NUMBER' is 'ALL' and the 'TERMINAL' is 'NOT USED'. To the right of these fields are icons for refresh, search, print, and export. Below the dates is the 'GENERATE' button. The 'OPTIONS' section includes checkboxes for 'TRAINING DATA', 'CURRENT DATA', 'PLU ZERO SALES', 'WASTE', 'PROMO', 'PRICE LEVEL', 'NOT FOUND PLU', and 'PLU PROFIT'. The 'FILTERS' section has fields for 'GROUP #1', 'GROUP #2', 'GROUP #3', and 'EMPLOYEE'. Below that are fields for 'FROM PLU', 'TO PLU', and 'TOP'. At the bottom, there is a 'GRAPH' icon and a 'SHOW' button.

### DATES

Date selections include: Today, Last End of Day, Custom Period  
1 DAY, 1 WEEK, 1 MONTH, 3 MONTH, 6 MONTH, 1 YEAR

Additional selections in the Dates area are:

### START DATE & END DATE

### END OF DAY NUMBER

### TERMINAL SELECTION

### OPTIONS

Training Data, Current Data, PLU Zero Sales, Waste, Promo, Price Level, Not Found PLU, PLU Profit  
Reporting By Employee

### FILTERS

**Group #1, #2, #3** – Select specific Groups assigned on PLU group assignment #1, #2, #3

**EMPLOYEES** – Choose ALL or Selected Employees

**From PLU \ To PLU** – Select a PLU or PLU range for the report if desired

**TOP** – Choose to display the Top 5, 10, 20, 30, 50, 100 or ALL PLU's

Additionally, the PLU Report data can be displayed as a List report or in a Graph format.

### GENERATE

Refresh, Zoom, Report View, Export

## Group Report

The screenshot shows the 'REPORT MODE - GROUP REPORT' interface. At the top, there's a navigation bar with a back arrow, a star, 'CONNECTED ETH', 'SIGN OFF', and the date/time '12-07-2018 07:58 AM'. Below this, the 'DATES' section has 'Today' selected, with options for 'LAST END OF DAY' and 'CUSTOM PERIOD'. The 'GENERATE' section offers time intervals: '1 DAY', '1 WEEK', '1 MONTH', '3 MONTH', '6 MONTH', and '1 YEAR'. The 'START DATE' is '12-07-2018' and 'END DATE' is '12-07-2018'. 'END OF DAY NUMBER' is set to 'ALL' and 'TERMINAL' is 'NOT USED'. The 'OPTIONS' section includes checkboxes for 'TRAINING DATA', 'CURRENT DATA', 'WASTE', and 'PROMO'. The 'FILTERS' section has 'GROUP' set to 'NOT USED' and 'EMPLOYEE' set to 'ALL'. There are input fields for 'FROM PLU' and 'TO PLU' (both labeled 'INPUT PLU CODE') and a 'TOP' dropdown set to '5'. At the bottom, there's a 'SHOW' button and a 'GRAPH' icon.

### DATES

Date selections include: Today, Last End of Day, Custom Period  
1 DAY, 1 WEEK, 1 MONTH, 3 MONTH, 6 MONTH, 1 YEAR

Additional selections in the Dates area are:

### START DATE & END DATE

### END OF DAY NUMBER

### TERMINAL SELECTION

### OPTIONS

Training Data, Current Data, Waste, Promo  
Reporting By Employee

### FILTERS

**Group** – Select a specific Group or Groups to view

**Employee** – Choose ALL or selected Employees

**From PLU \ To PLU** – Select a PLU or PLU range for the report if desired

**TOP** – Choose to display the Top 5, 10, 20, 30, 50, 100 or ALL PLU's

Additionally, the Group Report data can be displayed as a List report or in a Graph format.

### GENERATE

Refresh, Zoom, Report View, Export

## Period Report

The screenshot shows the 'REPORT MODE - PERIOD REPORT' interface. At the top, there are navigation icons, a star, 'CONNECTED ETH', 'SIGN OFF', and the date/time '12-07-2018 07:59 AM'. Below this is a 'DATES' section with tabs for 'TODAY', 'LAST END OF DAY', and 'CUSTOM PERIOD'. Under 'CUSTOM PERIOD', there are buttons for '1 DAY', '1 WEEK', '1 MONTH', '3 MONTH', '6 MONTH', and '1 YEAR'. The 'START DATE' is '12-07-2018' and the 'END DATE' is '12-07-2018'. There are also fields for 'END OF DAY NUMBER' (set to 'ALL') and 'TERMINAL' (set to 'NOT USED'). A 'GENERATE' button is on the right. Below the dates are 'OPTIONS' for 'TRAINING DATA' and 'CURRENT DATA', both checked. There is a 'FILTERS' section for 'EMPLOYEE' set to 'ALL'. A 'TYPE' section has a 'TIME PERIOD' button and a slider set to '60'. Below the slider are 'SALES', 'GROUP', 'DESTINATION', and 'TRACK' options. At the bottom, there is a 'SHOW' button.

### DATES

Date selections include: Today, Last End of Day, Custom Period  
1 DAY, 1 WEEK, 1 MONTH, 3 MONTH, 6 MONTH, 1 YEAR

Additional selections in the Dates area are:

### START DATE & END DATE

### END OF DAY NUMBER

### TERMINAL SELECTION

### OPTIONS

Training Data, Current Data

### FILTERS

EMPLOYEE – Choose ALL or selected Employees

### TYPE

**TIME PERIOD** – Enter the desired time period in number of days; *i.e.* 30, 60, 100, etc.

Press the Time Period button to select Date Period:

**DATE PERIOD** – Day, Week, Month - - Sales, Group, Destination, Track

Press the Date Period button to return to Time Period selections.

**DAY PERIOD** – Choose: Day, Week or Month

SALES \ GROUP \ DESTINATION \ TRACK

Additionally, the Period Report data can be displayed as a List report or in a Graph format.

### GENERATE

Refresh, Zoom, Report View, Export

## Open Check Report

REPORT MODE - OPEN CHECK REPORT

CONNECTED ETH SIGN OFF 12-07-2018 08:07 AM

**DATES**

TODAY LAST END OF DAY CUSTOM PERIOD

1 DAY 1 WEEK 1 MONTH 3 MONTH 6 MONTH 1 YEAR

START DATE 12-07-2018 END DATE 12-07-2018 ALL DATE  ALL DATE TERMINAL NOT USED

**GENERATE**

EMPLOYEE ALL TRACK ALL

TOP ALL

SHOW

### DATES

Date selections include: Today, Last End of Day, Custom Period  
1 DAY, 1 WEEK, 1 MONTH, 3 MONTH, 6 MONTH, 1 YEAR

Additional selections in the Dates area are:

### START DATE & END DATE

### ALL DATE

When selected, only the TODAY selection above is available

### TERMINAL SELECTION

### FILTERS

**EMPLOYEE** – ALL or selected Employees

**TRACK** – Select ALL or select specific Tracks from the list for the report *i.e. Drive-Thru*

**TOP** – Choose to display the Top 5, 10, 20, 30, 50, 100 or ALL PLU's

### GENERATE

Refresh, Zoom, Report View, Export

## Stock Report

The screenshot displays the 'REPORT MODE - STOCK REPORT' interface. At the top, there is a navigation bar with a back arrow, a star icon, 'CONNECTED ETH', 'SIGN OFF', and the date/time '12-07-2018 08:14 AM'. Below this, the 'DATES' section includes 'TODAY' (selected), 'LAST END OF DAY', and 'CUSTOM PERIOD'. Under 'CUSTOM PERIOD', there are buttons for '1 DAY', '1 WEEK', '1 MONTH', '3 MONTHS', '6 MONTHS', and '1 YEAR'. The 'START DATE' and 'END DATE' are both set to '12-07-2018'. To the right, the 'GENERATE' section contains icons for refresh, search, print, and export. The 'FILTERS' section has three groups: 'GROUP #1' (NOT USED), 'GROUP #2' (NOT USED), and 'GROUP #3' (NOT USED). Below the filters, there are input fields for 'FROM PLU' and 'TO PLU', both with 'INPUT PLU CODE' below them. A large 'SHOW' button is centered at the bottom of the form.

### DATES

Only the TODAY selection is available

### FILTERS

Group #1, #2, #3 – Select specific Groups assigned on PLU group assignment #1, #2, #3

From PLU \ To PLU – Select a PLU or PLU range for the report if desired

### GENERATE

Refresh, Zoom, Report View, Export

## Labor Report

The screenshot shows the 'REPORT MODE - LABOR REPORT' interface. At the top, there are navigation icons, a star, 'CONNECTED ETH', 'SIGN OFF', and the date/time '12-07-2018 09:15 AM'. Below this is a 'DATES' section with tabs for 'TODAY', 'LAST END OF DAY', and 'CUSTOM PERIOD'. Under 'CUSTOM PERIOD', there are buttons for '1 DAY', '1 WEEK', '1 MONTH', '3 MONTH', '6 MONTH', and '1 YEAR'. To the right is a 'GENERATE' section with icons for refresh, search, print, and export. Below these are 'START DATE' and 'END DATE' fields, both set to '12-07-2018'. The 'OPTIONS' section has a checkbox for 'SALES AND LABOR%'. The 'FILTERS' section has 'EMPLOYEE' with a dropdown set to 'ALL', and 'TOP' with a dropdown set to 'ALL'. The 'TYPE' section has a checkbox for 'EMPLOYEE TYPE'. At the bottom, there is a 'GRAPH' button with a bar chart icon and a large 'SHOW' button.

### DATES

Date selections include: Today, Last End of Day, Custom Period  
1 DAY, 1 WEEK, 1 MONTH, 3 MONTH, 6 MONTH, 1 YEAR

Additional selections in the Dates area are:

### START DATE & END DATE

### OPTIONS

Sales And Labor % - The Sales & Labor % Report is a combination of data from the *Period Report* and the *Time In Out Report*.

### FILTERS

**EMPLOYEE** – Choose ALL or selected Employees

**TOP** – Choose to display the Top 5, 10, 20, 30, 50, 100 or ALL PLU's

### TYPE

**TIME PERIOD** – Enter the desired time period in number of days; *i.e. 30, 60, 100, etc.*

**DATE PERIOD** – Choose: Day, Week or Month

Employee Type or None

Additionally, the report data can be displayed as a List report or in a Graph format.

### GENERATE

Refresh, Zoom, Report View, Export

With the Options setting for:  
**SALES AND LABOR%** selected:

DESCRIPTION	CUST	NET SALES	AVG/CUST	HRS LBR	LABOR COST	%/NET SALES	LABORS/CUST	SALES/MANHOUR
TOTAL	4	\$76.85	\$19.21	00.00	\$0.00	0%	\$0.00	\$0.00
2019-03-08	4	\$76.85	\$19.21	00.00	\$0.00	0%	\$0.00	\$0.00

With the Type setting for:  
**EMPLOYEE TYPE** selected, data is split out per employee:

DESCRIPTION	CUST	NET SALES	AVG/CUST	HRS LBR	LABOR COST	%/NET SALES	LABORS/CUST	SALES/MANHOUR
TOTAL	6	\$148.33	\$24.65	00.00	\$0.00	0%	\$0.00	\$1099.80
BARTENDER	2	\$91.48	\$45.74	00.00	\$0.00	0%	\$0.00	\$0.00
2019-03-08	2	\$91.48	\$45.74	00.00	\$0.00	0%	\$0.00	\$0.00
MANNY	4	\$76.85	\$19.21	00.00	\$0.00	0%	\$0.00	\$0.00
2019-03-08	4	\$76.85	\$19.21	00.00	\$0.00	0%	\$0.00	\$0.00

**LABOR REPORT DEFINITIONS:**

**DESCRIPTION** = Time/Date Period.

**CUST** = Customer Count, number of customers.

**NET SALES** = Net Sales total amount.

**AVG/CUST** = Average amount per customer.

\*\* CUST and NET SALES values are from Sales by Time Period Report where AVG/CUST is division of these two values.

**HRS LBR** = Sum of working hours for employees who had worked in the chosen time period.

**LABOR COST** = Multiplication of working hour and pay rate for every employee.

**%/NET SALES** = Ratio of NET SALES to LABOR COST.

'**LABORS/CUST**' = Labor Cost per Customer which can be calculated by dividing the LABOR COST by CUST (number of customers).

**SALES/MANHOUR** = divide NET SALES by 'HRS LBR'. That is 'SALES/MANHOUR'.



## Food Cost Report

### DATES

Date selections include: Today, Last End of Day, Custom Period  
1 DAY, 1 WEEK, 1 MONTH, 3 MONTH, 6 MONTH, 1 YEAR

Additional selections in the Dates area are:

### START DATE & END DATE

### END OF DAY NUMBER

### TERMINAL SELECTION

### OPTIONS

Training Data, Current Data, Waste, Promo

### FILTERS

**Group #1, #2, #3** – Select specific Groups assigned on PLU group assignment #1, #2, #3

**EMPLOYEE** – Choose ALL or selected Employees

**From PLU \ To PLU** – Select a PLU or PLU range for the report if desired

**TOP** – Choose to display the Top 5, 10, 20, 30, 50, 100 or ALL PLU's

Additionally, the Food Cost Report data can be displayed as a List report or in a Graph format.

### GENERATE

Refresh, Zoom, Report View, Export

## Time In Out Report

REPORT MODE - TIME IN OUT REPORT

CONNECTED ETH SIGN OFF 12-07-2018 09:13 AM

DATES: TODAY, LAST END OF DAY, CUSTOM PERIOD

GENERATE

1 DAY, 1 WEEK, 1 MONTH, 3 MONTH, 6 MONTH, 1 YEAR

START DATE: 12-07-2018

END DATE: 12-07-2018

FILTERS: EMPLOYEE (ALL), JOB CODE (ALL), CLOSED (ALL), TYPE (ALL)

NEW, EDIT, DELETE

SHOW

### DATES

Date selections include: Today, Last End of Day, Custom Period  
1 DAY, 1 WEEK, 1 MONTH, 3 MONTH, 6 MONTH, 1 YEAR

### START DATE & END DATE

### FILTERS

**EMPLOYEE** – ALL or selected Employees

**JOB CODE** – Select All or specific job code from the list

**CLOSED** – choose ALL, Not Closed, or Closed

**TYPE** – ALL, In, Out, Break Time

Buttons for editing time entries are also provided.

NEW EDIT DELETE

## Time Clock Editing

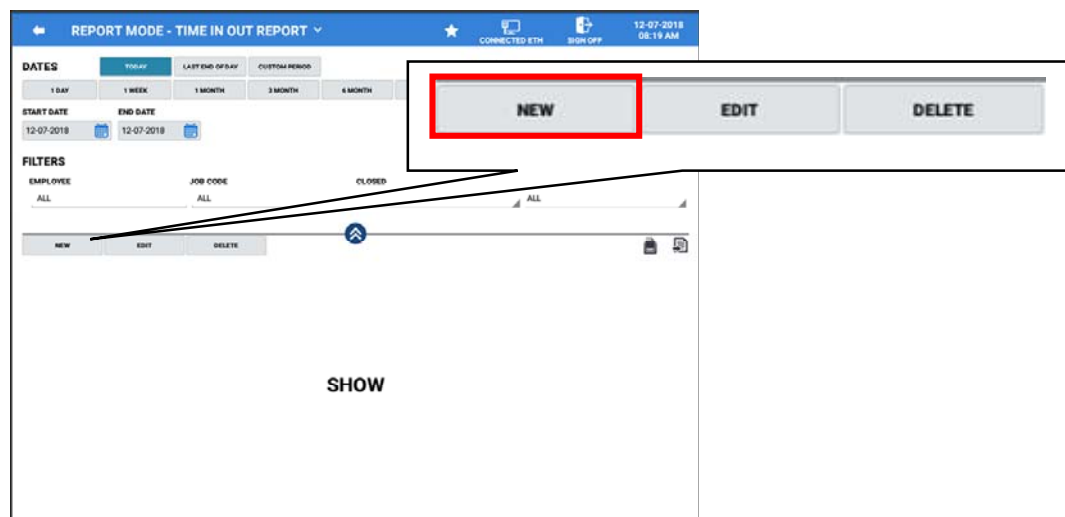
If an employee forgets to clock in or out, authorized personnel can Edit the time clock data from the Time In-Out Report screen. Use the buttons above the time entries to perform the desired operation. The available selections include:



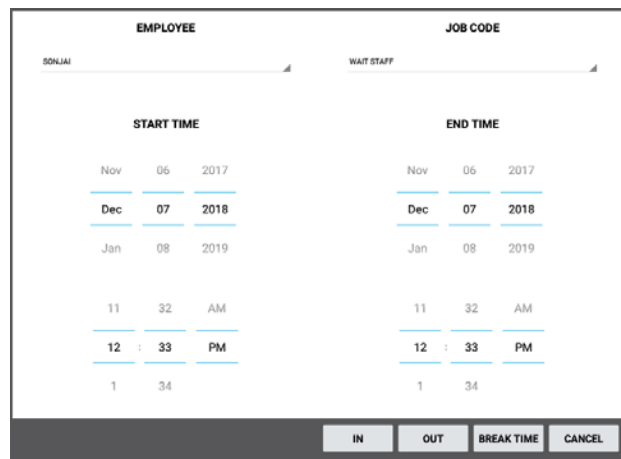
- **New** – Use to enter a new time entry for the selected employee.
- **Edit** – Use to edit the current time entry for the selected employee.
- **Delete** – Use this selection to delete the selected time entry for the selected employee.

## New Time Entry

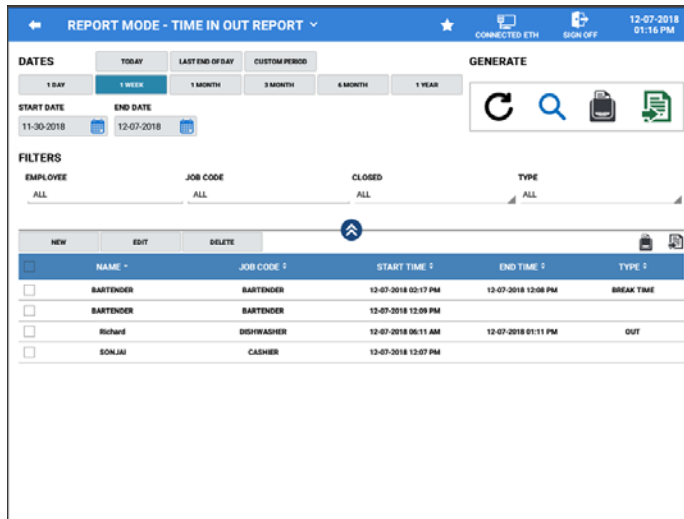
1. From the **Report Mode**, select the **Time In Out Report** from the detailed reports menu.



2. Press the **NEW** button to add a new time entry for an employee; the time entry dialog displays:

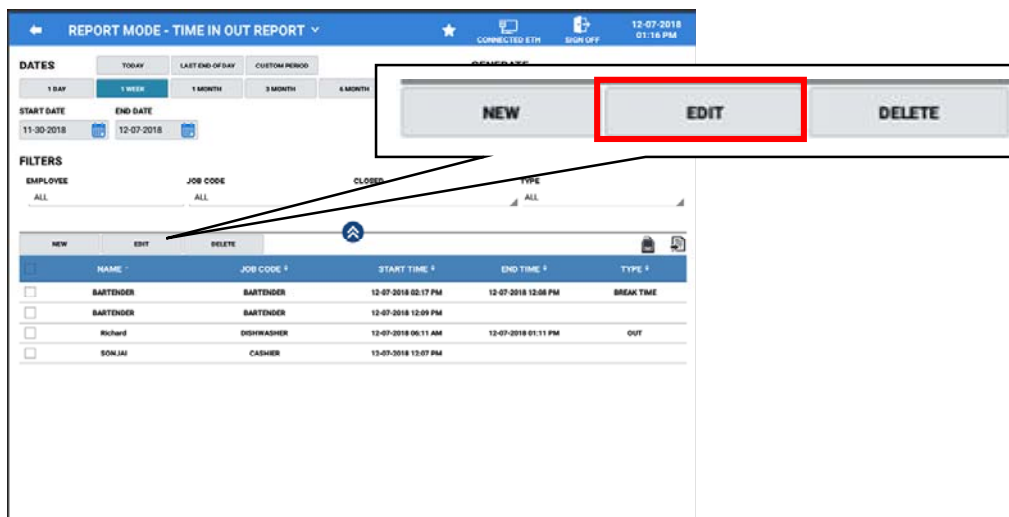
A screenshot of a 'NEW' time entry dialog. It features two drop-down menus for 'EMPLOYEE' (SONJAI) and 'JOB CODE' (WAIT STAFF). Below these are two columns for 'START TIME' and 'END TIME'. Each column has a date picker (Nov 06 2017) and a time picker (11:32 AM). At the bottom, there are four buttons: 'IN', 'OUT', 'BREAK TIME', and 'CANCEL'.

3. Use the drop-down lists to select the **EMPLOYEE**, **JOB CODE**, **START TIME** and **END TIME**.
4. Next, select if the entry is for clock **IN**, **OUT** or **BREAK TIME**; pressing **CANCEL** will exit without entering any data.
5. The **NEW** time entry is added:



### Edit Time Entry

1. From the **Report Mode**, select the **Time In Out Report** from the detailed reports menu, then press **SHOW** to display the current employee time entries:



2. Press the **EDIT** Button; The Time In-Out Edit dialog displays:

NAME	JOB CODE	START TIME	END TIME	TYPE
BARTENDER	BARTENDER	12-07-2018 02:17 PM	12-07-2018 12:08 PM	BREAK TIME
BARTENDER	BARTENDER	12-07-2018 12:09 PM		
DAVROS	BARTENDER	12-07-2018 10:58 AM		
SONJAM	CASHIER	12-07-2018 12:07 PM		

- We can edit the Job Code, Start Time End Time or Type; Select the field on the grid for the **EMPLOYEE** whose data you wish to edit: *i.e. to Edit the End Time for Davros, click/tap on the END TIME column on Davros's time entry line.*
- The **END TIME** dialog is displayed:

END TIME - (ORIGINAL : null)

Nov 06 2017  
**Dec 07 2018**  
 Jan 08 2019

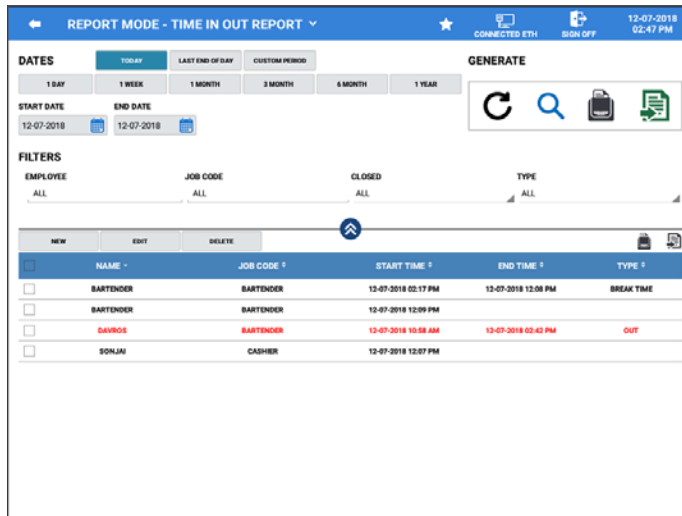
1 39 AM  
**2 : 40 PM**  
 3 41

DELETE OUT BREAK TIME CANCEL

- Enter the new End Time and select **OUT** or **BREAK TIME** as appropriate. The new time is entered for the Employee.

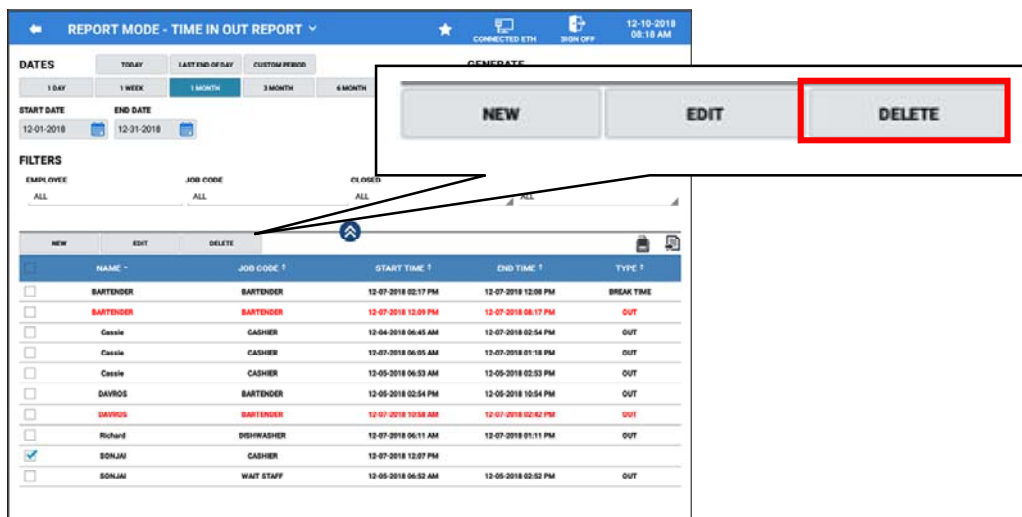
NAME	JOB CODE	START TIME	END TIME	TYPE
BARTENDER	BARTENDER	12-07-2018 02:17 PM	12-07-2018 12:08 PM	BREAK TIME
BARTENDER	BARTENDER	12-07-2018 12:09 PM		
DAVROS	BARTENDER	12-07-2018 10:58 AM	12-07-2018 02:43 PM	OUT
SONJAM	CASHIER	12-07-2018 12:07 PM		

- Press **SAVE** to apply the new entry; pressing **CANCEL** will exit without applying any changes.
- The time edit will print to the receipt printer (if set in system options) and the new time is applied to the Employee. Note the edited record display in red.



### Delete a Time Entry

1. From the **Report Mode**, select the **Time In Out Report** from the detailed reports menu, then press **SHOW** to display the current employee time entries:



2. Select the time entry record you wish to remove; Press the **DELETE** Button. The selected record is removed:

NAME	JOB CODE	START TIME	END TIME	TYPE
BARTENDER	BARTENDER	12-07-2018 02:17 PM	12-07-2018 12:08 PM	BREAK TIME
BARTENDER	BARTENDER	12-07-2018 12:09 PM	12-07-2018 08:17 PM	OUT
Cassie	CASHIER	12-07-2018 06:05 AM	12-07-2018 01:18 PM	OUT
Cassie	CASHIER	12-04-2018 06:45 AM	12-07-2018 02:54 PM	OUT
Cassie	CASHIER	12-05-2018 06:53 AM	12-05-2018 02:53 PM	OUT
DAVROS	BARTENDER	12-05-2018 02:54 PM	12-05-2018 10:54 PM	OUT
DAVROS	BARTENDER	12-07-2018 10:58 AM	12-07-2018 02:42 PM	OUT
Richard	DISHWASHER	12-07-2018 06:11 AM	12-07-2018 01:11 PM	OUT
SONJAI	WAIT STAFF	12-05-2018 06:52 AM	12-05-2018 02:52 PM	OUT

## Promotion Report

### DATES

Date selections include: Today, Last End of Day, Custom Period  
1 DAY, 1 WEEK, 1 MONTH, 3 MONTH, 6 MONTH, 1 YEAR

Additional selections in the Dates area are:

### START DATE & END DATE

### END OF DAY NUMBER and TERMINAL SELECTION

### OPTIONS

Training Data, Current Data, Detailed Data, Zero Skip  
Reporting By Employee, Signed On Employee, Clocked In Employee

### FILTERS

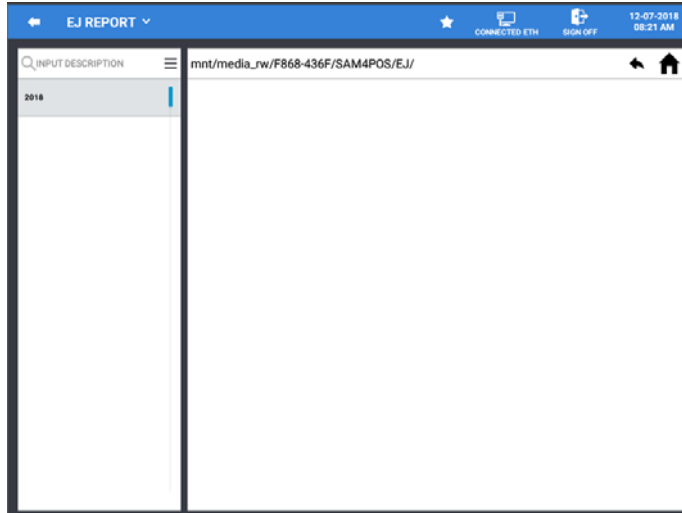
EMPLOYEES - ALL or selected Employees  
TYPE – All, Mix and Match, Multi buy, Combo Discount, Sweet Deal

### GENERATE

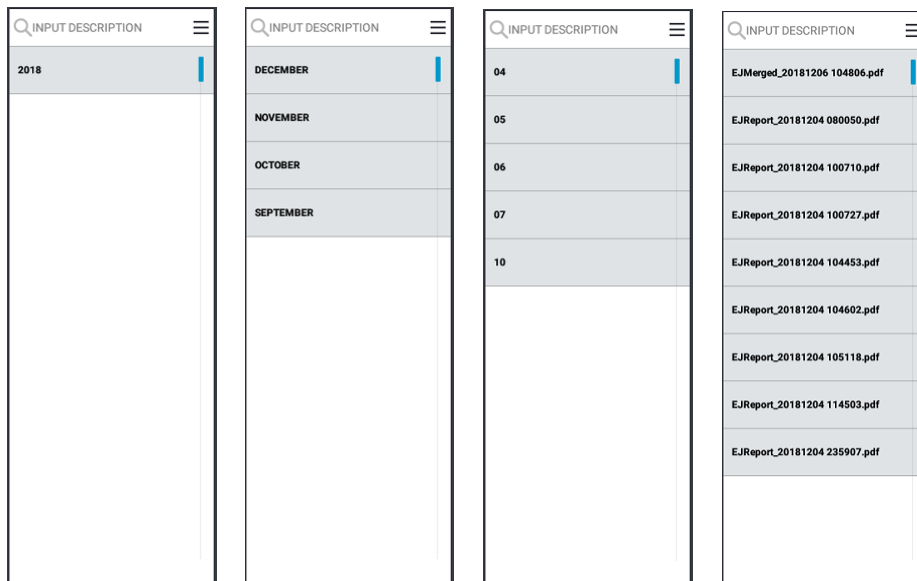
Refresh, Zoom, Report View, Export

## EJ Report

1. When enabled in the Options\Report Options, the EJ report is a useful tool for searching, reviewing and reprinting previously closed transactions.
2. From the **Report Mode**, select the **EJ Report** from the **Detailed Reports** menu.

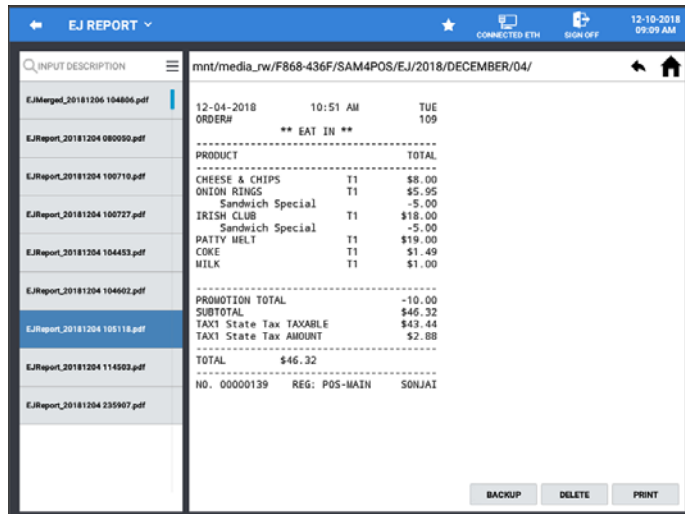


3. EJ Reports are sorted by, Year \ Month \ Date \ Transaction. Simply press the desired selection to expand:





4. When a transaction is selected, the transaction detail is displayed:






5. With the selected transaction displayed: you can **Backup**, **Delete**, or **Print** the transaction.
  - **Backup** – Backs up the transaction to the memory device
  - **Delete** – Will delete the selected transaction
  - **Print** – Prints the transaction to the receipt printer
6. The EJ Report file path is displayed at the top of the display; the navigation icons can be used to:

 go back one level on the memory device


 go to the root of the memory device


### ***EJ Report - EDIT MODE***

The Edit Mode  can be used to Print, Merge, Save and Delete EJ Report data.

 **Print** the selected record

 **Merge** the selected records

 **Delete** the selected records

 **Save** the selected records: Select either USB or FTP.

Note: On terminals that have an SD port, the SD port is viewed as a USB port. If an SD card is inserted and the EJ path is set for USB, the EJ files will be written to the SD.

 **Close** the Edit Mode

## Product Mix Report

REPORT MODE - PRODUCT MIX REPORT

CONNECTED ETH SIGN OFF 03-08-2019 05:55 PM

**DATES**

TODAY LAST END OF DAY CUSTOM PERIOD

1 DAY 1 WEEK 1 MONTH 3 MONTH 6 MONTH 1 YEAR

**START DATE** **END DATE**

03-01-2019 03-31-2019

**OPTIONS**

TRAINING DATA  TIME PERIOD

**GENERATE**

DESCRIPTION COUNT TOTAL

### **DATES**

Date selections include: Today, Last End of Day, Custom Period  
1 DAY, 1 WEEK, 1 MONTH, 3 MONTH, 6 MONTH, 1 YEAR

Additional selections in the Dates area are:

### **START DATE & END DATE**

### **OPTIONS**


Training Data, Time Period (When unchecked, only the summary of the Product Mix report will print.)

### **GENERATE**

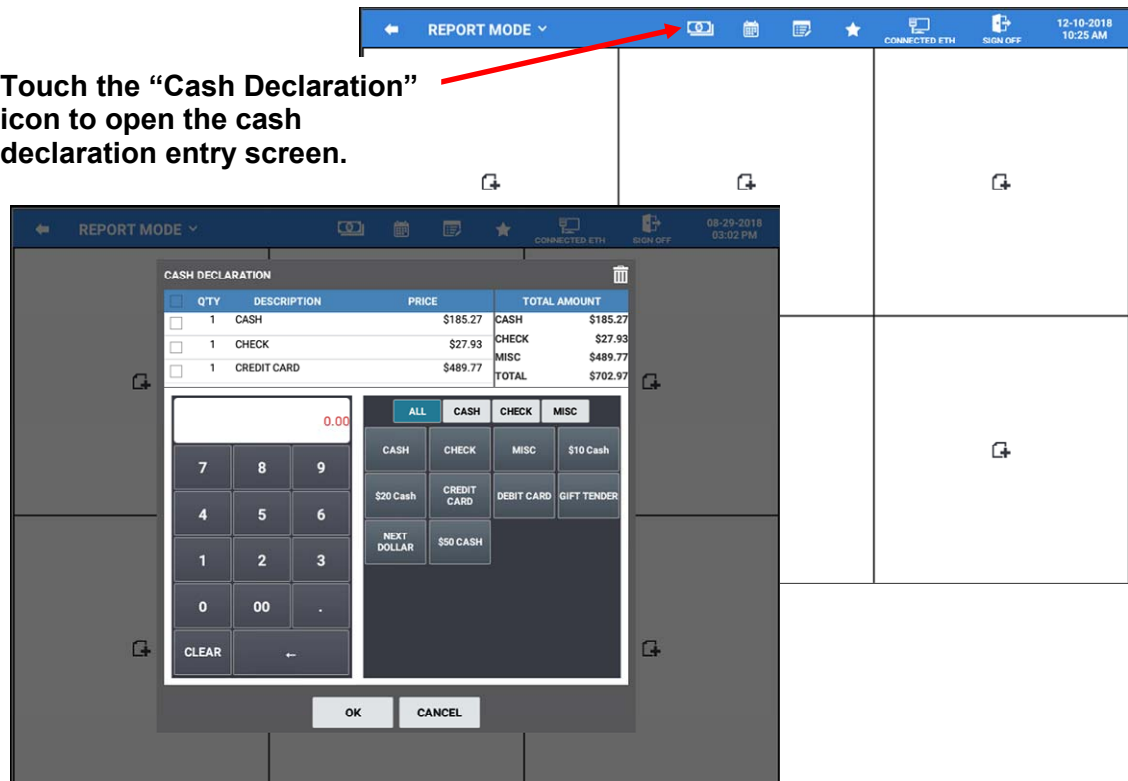
Refresh, Zoom, Report View, Export

# Cash Declaration

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


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

Touch the “Cash Declaration” icon to open the cash declaration entry screen.



# Calendar Report View

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

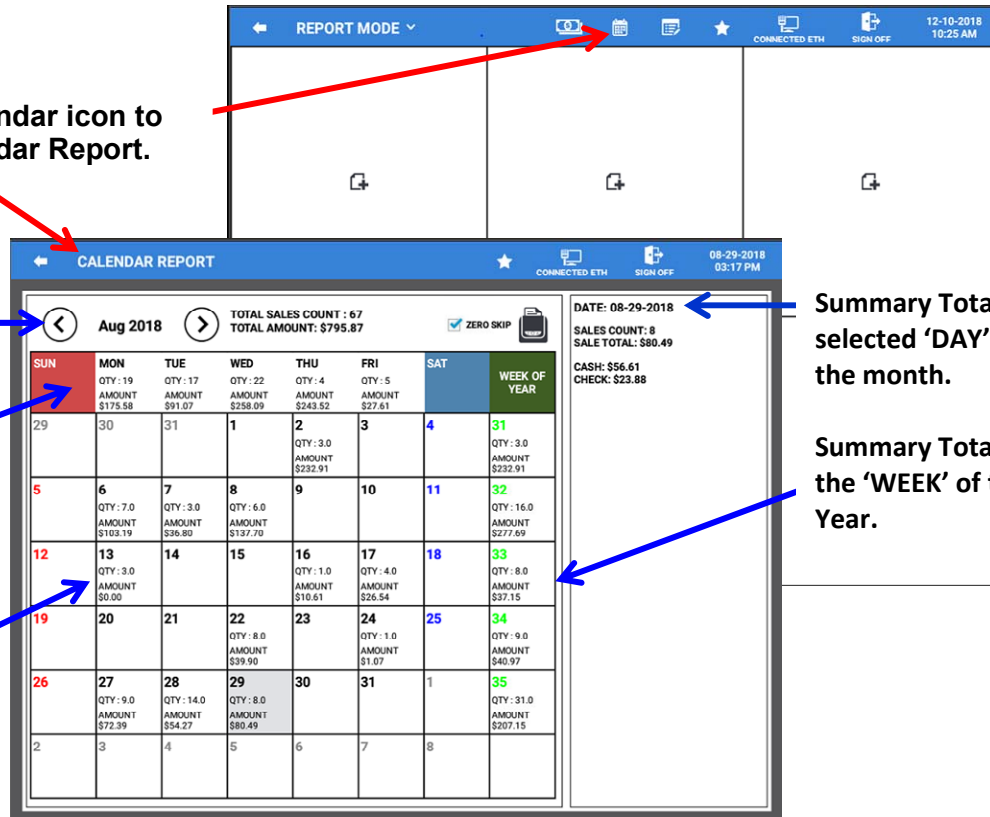
- ◆ The Calendar icon  allows you to view sales data accumulated for the selected month.

Touch the Calendar icon to open the Calendar Report.

Monthly Totals

Totals by 'Day' of week

Daily totals appear for each date of the month





The screenshot shows the 'CALENDAR REPORT' screen for August 2018. At the top, there's a navigation bar with 'REPORT MODE' and a calendar icon. Below it, the calendar grid displays daily sales data. To the right of the grid, there are summary statistics for the selected day and the week of the year.

SUN	MON	TUE	WED	THU	FRI	SAT	WEEK OF YEAR
	19 QTY: 19 AMOUNT \$175.58	17 QTY: 17 AMOUNT \$91.07	22 QTY: 22 AMOUNT \$258.09	4 QTY: 4 AMOUNT \$243.52	5 QTY: 5 AMOUNT \$27.61		31 QTY: 3.0 AMOUNT \$232.91
29	30	31	1	2 QTY: 3.0 AMOUNT \$232.91	3	4	32 QTY: 16.0 AMOUNT \$277.69
5	6 QTY: 7.0 AMOUNT \$103.19	7 QTY: 3.0 AMOUNT \$36.80	8 QTY: 6.0 AMOUNT \$137.70	9	10	11	33 QTY: 8.0 AMOUNT \$97.15
12	13 QTY: 3.0 AMOUNT \$0.00	14	15	16 QTY: 1.0 AMOUNT \$10.61	17 QTY: 4.0 AMOUNT \$26.54	18	34 QTY: 9.0 AMOUNT \$40.97
19	20	21	22 QTY: 8.0 AMOUNT \$39.90	23	24 QTY: 1.0 AMOUNT \$1.07	25	35 QTY: 31.0 AMOUNT \$207.15
26	27 QTY: 9.0 AMOUNT \$72.39	28 QTY: 14.0 AMOUNT \$54.27	29 QTY: 8.0 AMOUNT \$80.49	30	31	1	
2	3	4	5	6	7	8	

Summary statistics on the right:  
 DATE: 08-29-2018 03:17 PM  
 SALES COUNT: 8  
 SALE TOTAL: \$80.49  
 CASH: \$56.61  
 CHECK: \$23.88

Summary Total for selected 'DAY' of the month.

Summary Totals for the 'WEEK' of the Year.

- ◆ Monthly totals are displayed at the top of the calendar while daily totals displayed for each day in the month. Use the   arrows to navigate to the desired month.
  - ◇ Sales totals by the week 'Day' is displayed for SUN thru SAT.
  - ◇ Daily totals for each day are reported on the calendar grid.
  - ◇ Weekly totals for each week of the year show at the right of the week.
  - ◇ Totals at the right show the totals for a selected day of the month.

# End of Day


End of Day operation allows the operator to close, Print and/or E-mail the Financial, PLU, Group, Period, Employee, TIP and Product Mix Reports for all employees or select specific reports for specified employees. Reports generated from this screen will clear the totals for the selected reports.

The CASH Declaration can also be performed from End Of Day screen. This operates the same as the described in the Report Mode \ Cash Declaration example.

1. From the main **Program Mode** menu, press the **'END OF DAY'** icon (*Z-position on the SAP-630 & SAP-530*) ; the default screen displays the total sales amount and count for all the available reports. Reports can be selected/deselected as desired to view.

The screenshot shows the 'END OF DAY' screen with the following sections:

- TOTAL SALES AMOUNT** and **TOTAL SALES COUNT** (displayed at the top)
- GENERATE** button with a magnifying glass icon and a red 'SHOW' button.
- FILTERS**: TERMINAL (NOT USED), EMPLOYEE (ALL)
- OPTIONS**:
  - DETAILED DATA
  - RESET CONSECUTIVE #
  - RESET ORDER #
  - FINANCIAL REPORT BY TERMINAL
  - CLEAR EMV FILE
  - RESET CHECK #
  - NO PRINTER/E-MAIL - ONLY TO TEXT INSERTER
- PRINT REPORTS**:
  - FINANCIAL REPORT
  - PLU REPORT
  - GROUP REPORT
  - PERIOD REPORT
  - EMPLOYEE REPORT
  - TIP REPORT
  - PRODUCT MIX REPORT
- E-MAIL REPORTS**:
  - FINANCIAL REPORT
  - PLU REPORT
  - GROUP REPORT
  - PERIOD REPORT
  - EMPLOYEE REPORT
  - TIP REPORT
  - PRODUCT MIX REPORT
- Bottom section with columns: **DATE**, **COUNT**, **TOTAL**. A magnifying glass icon is present below the columns, with a red arrow pointing to it.

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

**TOTAL SALES AMOUNT**  
**\$670.71**

**TOTAL SALES COUNT**  
**41**

**GENERATE**

**FILTERS**  
 TERMINAL: NOT USED  
 EMPLOYEE: ALL

**OPTIONS**  
 DETAILED DATA  RESET CONSECUTIVE #  RESET ORDER #  FINANCIAL REPORT BY TERMINAL  CLEAR EMV FILE  RESET CHECK #

**PRINT REPORTS**  
 FINANCIAL REPORT  PLU REPORT  GROUP REPORT  PERIOD REPORT  EMPLOYEE REPORT  TIP REPORT  PRODUCT MIX REPORT

**E-MAIL REPORTS**  
 FINANCIAL REPORT  PLU REPORT  GROUP REPORT  PERIOD REPORT  EMPLOYEE REPORT  TIP REPORT  PRODUCT MIX REPORT

	SALE TIME	CLOSING#	TERMINAL	EMPLOYEE	SALE AMOUNT	PAID AMOUNT
<input checked="" type="checkbox"/>	2019-07-16 05:54:18	6	POS-1	MANNY	\$33.90	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 06:32:34	6	POS-1	MANNY	\$33.90	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 10:16:32	6	POS-1	MANNY	\$5.50	\$5.50
<input checked="" type="checkbox"/>	2019-07-16 10:21:04	6	POS-1	MANNY	\$0.00	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 10:22:27	6	POS-1	MANNY	\$0.00	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 10:22:34	6	POS-1	MANNY	\$13.00	\$13.00

## FILTERS

### TERMINAL

Choose MY TERMINAL or SELECT ALL check boxes, you can also select specific terminals.

### EMPLOYEE

Choose SELECT ALL check box or select specific employees.

## OPTIONS

Select the options for your report as desired:

### DETAILED DATA

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

	SALE TIME	CLOSING#	TERMINAL	EMPLOYEE	SALE AMOUNT	PAID AMOUNT
<input checked="" type="checkbox"/>	2019-07-16 05:54:18	6	POS-1	MANNY	\$33.90	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 06:32:34	6	POS-1	MANNY	\$33.90	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 10:16:32	6	POS-1	MANNY	\$5.50	\$5.50
<input checked="" type="checkbox"/>	2019-07-16 10:21:04	6	POS-1	MANNY	\$0.00	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 10:22:27	6	POS-1	MANNY	\$0.00	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 10:22:34	6	POS-1	MANNY	\$13.00	\$13.00

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

### RESET CONSECUTIVE #

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

### RESET ORDER #

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

### FINANCIAL REPORT BY TERMINAL

Used in IRC configurations; displays financial report data by individual terminal.

### CLEAR EMV FILE

This clears the internally stored token file that stores the Authorization Response messages that allow the Sam4POS to perform "By Record Number" transactions. Specifically, the Void Transaction by Record Number and Gratuity Entry.

**Important:** When using the integrated credit feature, be sure to select this CLEAR EMV FILE option each day before running the EOD report.

## RESET CHECK #

Select when you wish to reset the check number when the EOD report is run.

## NO PRINTER/E-MAIL – ONLY TO TEXT INSERTER

Option used to send report data to a Text Inserter. Also see: OPTIONS \ REPORT OPTION \ GENERAL \ EMPLOYEE REPORT FROM REGISTER MODE - ONLY TO TEXT INSERTER

## PRINT REPORTS

Check or uncheck the reports you want to clear and print. Report Selections are:


Financial, PLU, Group, Period, Employee, TIP, and Product Mix

## E-MAIL REPORTS

E-Mail settings must be setup in the Program Mode > Options > Options > Report Option for this feature.


Check or uncheck the reports you want to clear and e-mail. Report Selections are:

Financial, PLU, Group, Period, Employee, TIP, and Product Mix

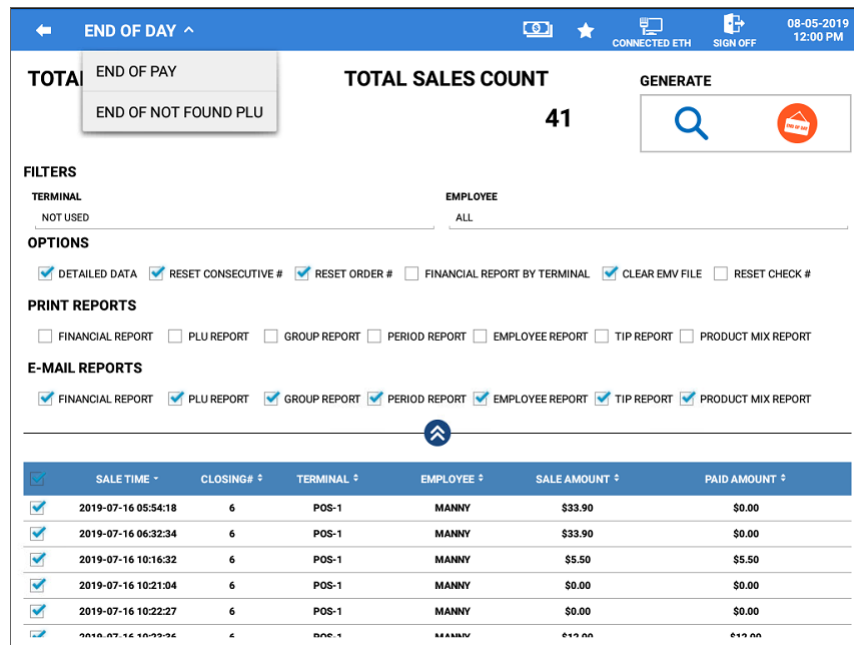
3. Check or uncheck the report dates for your selected reports that you wish to clear. You can check/uncheck the select all box on the header row; by default, all reports are selected.
4. Press the EOD icon  in the Generate area to issue your selected reports. Reports are printed and cleared.

---

# End Of Day Sub Menu Reports

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

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



<input checked="" type="checkbox"/>	SALE TIME	CLOSING#	TERMINAL	EMPLOYEE	SALE AMOUNT	PAID AMOUNT
<input checked="" type="checkbox"/>	2019-07-16 05:54:18	6	POS-1	MANNY	\$33.90	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 06:32:34	6	POS-1	MANNY	\$33.90	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 10:16:32	6	POS-1	MANNY	\$5.50	\$5.50
<input checked="" type="checkbox"/>	2019-07-16 10:21:04	6	POS-1	MANNY	\$0.00	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 10:22:27	6	POS-1	MANNY	\$0.00	\$0.00
<input checked="" type="checkbox"/>	2019-07-16 10:33:36	6	POS-1	MANNY	\$13.00	\$13.00

## End Of Pay

The End of Pay report displays the Total time, Labor cost, and overtime for the selected date and employees. You can generate a report for a selected date/employee.

- Every day, the manager/owner should run the Time In Out report to verify all the time keeping data is correct. Any edits for time keeping should be performed.

On the last day of the pay period, after verifying/editing the time keeping has been performed, run the End Of Pay to clear the Time Keeping data.

1. Select the **DATE** and **EMPLOYEES** you wish to clear (or select all).

DATE	TIME	COST	OVERTIME
02-19-2018 - 02-25-2018	07:10	\$100.62	00:00
Cassie	01:25	\$16.85	00:00
SONJAI	01:57	\$19.49	00:00
MANNY	01:51	\$36.99	00:00
BARTENDER	01:57	\$27.29	00:00
03-12-2018 - 03-18-2018	143:52	\$1920.90	66:46
SONJAI	106:46	\$1401.50	66:46
BARTENDER	37:06	\$519.40	00:00
06-11-2018 - 06-17-2018	2312:10	\$49082.92	2152:10
MCR	76:52	\$786.22	36:52
SONJAI	745:05	\$10976.25	705:05
MANNY	745:06	\$21953.00	705:06
BARTENDER	745:07	\$15367.45	705:07
07-02-2018 - 07-08-2018	36:45	\$551.40	00:00
SONJAI	13:32	\$156.77	00:00
MANNY	11:36	\$222.00	00:00

2. To clear the Time Keeping data, select the date and employees you wish to clear and press the **'End Of Day icon'** in the **GENERATE** area. The selected Time In/Out Report will print at the receipt printer.
3. Pressing the **'Show icon'** in the **GENERATE** area will load the **REPORT MODE – TIME IN OUT REPORT** screen. You would press this to edit time keeping prior to clearing End Of Pay.

4. Press the back-arrow icon to return to the End Of Pay report screen.



## End Of Not Found PLU

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


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

SALE TIME	CLOSING#	TERMINAL	EMPLOYEE	SALE AMOUNT	PAID AMOUNT
2018-12-17 15:06:45	2	POS-MAIN	MANNY	\$28.80	\$30.82
2018-12-18 08:02:35	1	POS-MAIN	MANNY	\$22.85	\$35.16
2018-12-18 15:34:17	1	POS-MAIN	MANNY	\$0.00	\$0.00
2018-12-19 08:27:26	1	POS-MAIN	MANNY	\$42.05	\$45.05
2018-12-19 08:29:02	1	POS-MAIN	MANNY	\$34.36	\$37.02
2019-01-17 14:32:52	1	POS-MAIN	MANNY	\$15.20	\$0.00
2019-01-17 14:34:24	1	POS-MAIN	MANNY	\$20.85	\$22.31
2019-01-17 20:38:55	1	POS-430	MANNY	\$15.90	\$0.00
2019-01-18 11:26:01	1	POS-MAIN	MANNY	\$28.80	\$30.82
2019-01-18 11:57:01	1	POS-MAIN	MANNY	\$18.40	\$19.70
2019-01-18 12:02:23	1	POS-MAIN	MANNY	\$26.35	\$28.20

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

DESCRIPTION	PLU CODE	GROUP	EMPLOYEE	TIME
PLU0194	10194	[BEVERAGE]	MANNY	2018-09-30 13:27
PLU0162	20162	[BEVERAGE]	MANNY	2018-09-30 13:39
PLU01620162	301620162	[BEVERAGE]	MANNY	2018-09-30 13:39
PLU0162	40162	[BEVERAGE]	MANNY	2018-09-30 13:39

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

3. The report shows the Total Not Found PLU Count (all items entered using the not found PLU feature). Filters allow you to view only certain specified information. Filter by:
  - GROUP** – Choose a specific group to see just the items added to that group.
  - EMPLOYEE** – Select an employee to see items added by that employee.
  - FROM PLU / TO PLU** – Enter a PLU range to see the just those PLU's.
4. Press the 'End Of day' icon  in the 'Generate' area to issue the report; this operation will clear the selected reports.

---

# Report Samples

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

## Financial Report

FINANCIAL REPORT

DATE : 2017-10-04 14:39

AUTHOR : MANAGER

DATA RANGE

2017-09-27 ~ 2017-10-04

END OF DAY NUMBER : ALL

OPTIONS

CURRENT DATA

DETAILED DATA

FILTERS

TERMINAL : [NOT SELECTED]

EMPLOYEE : [ALL]

DESCRIPTION	COUNT	TOTAL
'(+) PLU TOTAL	'30	'\$327.83
'PRICE LEVEL01	'30	'\$327.83
'(-) PLU TOTAL	'0	'\$0.00
'ADJUST TOTAL (A)	'30	'\$327.83
'NON-TAX	'	'\$0.00
'TAX SALES TOTAL	'	'\$327.83
'TAX1 SALES	'	'\$327.83
'TAX TOTAL (B)	'	'\$21.88
'TAX1	'	'\$21.88
'EXEMPT TAX SALES TOTAL	'	'\$0.00
'DESTINATION SALES	'12	'\$331.15
'NONE	'12	'\$331.15
'DISCOUNT TOTAL	'1	'-2.00
'%2	'1	'-2.00
'NET SALES (A) + (B)	'12	'\$349.71
'GROSS SALES	'	'\$349.71
'CREDIT TAX TOTAL	'0	'\$0.00
'MDSE RETURN	'0	'\$0.00
'PREVIOUS VOID	'0	'\$0.00
'TRANS VOID	'0	'\$0.00
'CANCEL	'1	'\$6.95
'RA TOTAL	'1	'\$75.00
'RA	'1	'\$75.00

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

# PLU Report

PLU REPORT (ALL)

DATE : 2017-10-04 14:31

AUTHOR : MANAGER

DATA RANGE

2017-09-27 ~ 2017-10-04

END OF DAY NUMBER : ALL

OPTIONS

CURRENT DATA

FILTERS

TERMINAL : [NOT SELECTED]

GROUP #1 : NOT SELECTED

GROUP #2 : NOT SELECTED

GROUP #3 : NOT SELECTED

EMPLOYEE : [ALL]

PLU : ALL

DESCRIPTION	PLU CODE	GROUP #1	GRO UP #2	GRO UP #3	PRO MO	WA STE	US AG E	CO UN T	TOT AL	AMOUN T RATIO
									'\$ 327.83	'100.00 %
'TOTAL	'	'	'	'	'1	'1	'30	'32		
'DRF SAM ADAMS	'971	'BEER	'NON E	'NON E	'0	'0	'1	'1	'\$ 3.50	'1.07 %
'DRF GUINNESS	'968	'BEER	'NON E	'NON E	'0	'0	'1	'1	'\$ 5.00	'1.53 %
'DFR GOOSE ISL	'967	'BEER	'NON E	'NON E	'0	'0	'1	'1	'\$ 4.00	'1.22 %
'DRF BLK- TAN	'963	'BEER	'NON E	'NON E	'0	'0	'1	'1	'\$ 3.75	'1.14 %
'DRF BLK- BLUE	'961	'BEER	'NON E	'NON E	'0	'0	'1	'1	'\$ 3.75	'1.14 %
'PORTER HOUSE	'93	'DINNE RS	'NON E	'NON E	'0	'0	'1	'1	'\$ 28.95	'8.83 %
'16oz BUTT STEAK	'87	'DINNE RS	'NON E	'NON E	'0	'0	'1	'1	'\$ 15.95	'4.87 %
'QUEEN PRIME RIB	'81	'DINNE RS	'NON E	'NON E	'0	'0	'1	'1	'\$ 16.95	'5.17 %
'16" TACO PIZZA	'69	'SAND WICHES	'NON E	'NON E	'0	'0	'1	'1	'\$ 19.95	'6.09 %

'ONION RINGS	'6	'STARTE RS	'NON E	'NON E	'0	'0	'1	'1	'\$ 5.95	'1.81 %
'LG Sprite	'3163	'BEVERAGE	'NON E	'NON E	'0	'0	'1	'1	'\$ 1.00	'0.31 %
'SUN BREAKFST	'136	'SPECIALS	'NON E	'NON E	'0	'0	'1	'1	'\$ 9.95	'3.04 %
'PLU12123	'3	'GROUP 14	'NON E	'NON E	'0	'0	'4	'4	'\$ 4.92	'1.5 %
'PLU12122	'2	'GROUP 14	'NON E	'NON E	'0	'0	'4	'4	'\$ 84.88	'25.89 %
'PLU12121	'1	'GROUP 14	'NON E	'NON E	'0	'0	'4	'4	'\$ 48.48	'14.79 %
'CHKN MARSALA	'121	'DINNERS	'NON E	'NON E	'0	'0	'1	'1	'\$ 12.95	'3.95 %
'FISH & CHIP DNR	'108	'DINNERS	'NON E	'NON E	'0	'0	'1	'1	'\$ 10.95	'3.34 %
'BTL OLD STYLE	'1061	'BEER	'NON E	'NON E	'0	'1	'0	'1	'\$ 0.00	'0 %
'PITCHER SAM ADAMS	'1011	'BEER	'NON E	'NON E	'1	'0	'2	'3	'\$ 24.00	'7.32 %
'WALLEYE	'101	'DINNERS	'NON E	'NON E	'0	'0	'1	'1	'\$ 14.95	'4.56 %
'CHEESE & CHIPS	'1	'STARTE RS	'NON E	'NON E	'0	'0	'1	'1	'\$ 8.00	'2.44 %

## Group Report

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

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

OPTIONS  
CURRENT DATA

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

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

## Period Report

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

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

OPTIONS  
CURRENT DATA

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

TYPE  
TIME PERIOD : 60  
SALES

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

## Open Check Report

OPEN CHECK REPORT (ALL)

DATE : 2017-10-04 14:32

AUTHOR : MANAGER

DATA RANGE

ALL DATE

FILTERS

TERMINAL : [NOT SELECTED]

EMPLOYEE : [ALL]

TRACK : ALL

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

## Stock Report

STOCK REPORT

DATE : 09-11-2018 08:27 AM

AUTHOR : MANNY

DATA RANGE

FILTERS

GROUP #1 : [NOT USED]

GROUP #2 : [NOT USED]

GROUP #3 : [NOT USED]

PLU : ALL

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

## Labor Report

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

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

FILTERS  
EMPLOYEE : [ALL]

TYPE  
TIME PERIOD : 60

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

## Food Cost Report

Only used when Ingredients & Recipes are used.

FOOD COST REPORT (ALL)  
DATE : 02-20-2019 08:39 AM  
AUTHOR : MANNY

DATA RANGE  
09-01-2018 ~ 02-28-2019  
END OF DAY NUMBER : ALL

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

RECIPE	TOTAL FOOD COST	TOTAL SALES COUNT	NET SALE TOTAL	TOTAL FOOD COST %
'TOTAL	'\$34.76	'19	'\$144.26	'24.1%
'null	'\$2.81	'3	'\$23.85	'11.78%
'null	'\$2.44	'1	'\$6.95	'35.11%
'Recipe 5	'\$1.41	'1	'\$18.00	'7.83%



## Time In Out Report

TIME IN OUT REPORT

DATE : 2017-10-04 15:41

AUTHOR : MANAGER

DATA RANGE

2017-09-27 ~ 2017-10-04

FILTERS

EMPLOYEE : [ALL]

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

## Promotion Report

PROMOTION REPORT

DATE : 2017-10-04 15:35

AUTHOR : MANAGER

DATA RANGE

2017-10-04 ~ 2017-10-04

END OF DAY NUMBER : ALL

OPTIONS

CURRENT DATA

DETAILED DATA

FILTERS

TERMINAL : [NOT SELECTED]

EMPLOYEE : [ALL]

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

## Balancing Formulas

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

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

# Program Maintenance

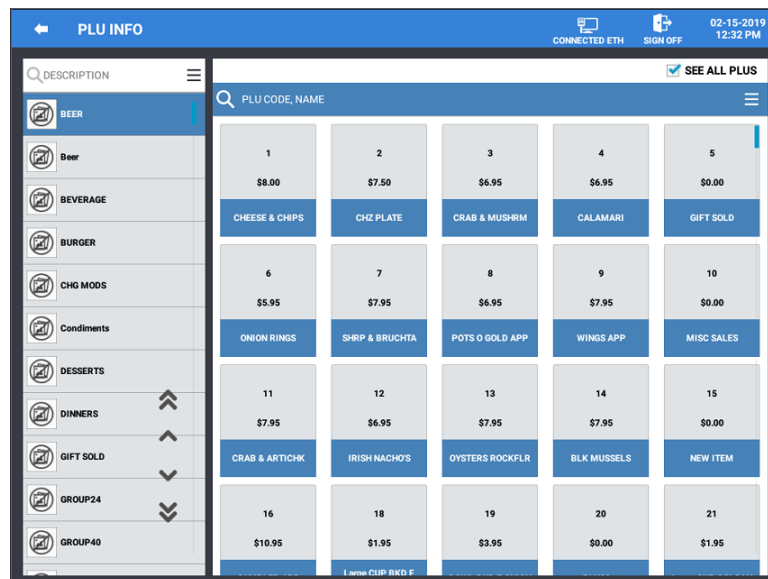
## PLU Maintenance – Register Mode

### PLU Price Change

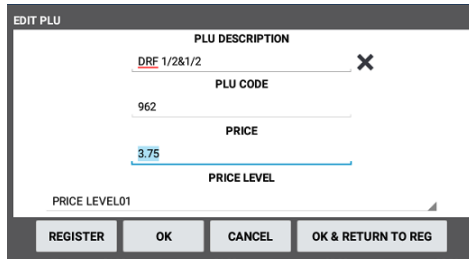
The PLU description and prices can be maintained from the register mode using the PLU Info key. To utilize this feature, the employee signed must have the authority to edit PLU's from the PLU Info key. The PLU/Item being edited will also need the PLU option 'Allow Price Change' checked (enabled).

The **PLU INFO** function key will also need to be created and assigned an MLU or FLU.

1. In the Register Mode, Press the **PLU INFO** key; the PLU info dialog displays:



2. Group selections are shown in the left column, PLU's are in the right grid. The default setting has 'See All PLU's' checked.
3. We can uncheck the "See All PLU's" selection, then select a group from the left column to view just the items assigned to that group.
4. Scan your item or search the PLU list and select the PLU. The Edit PLU dialog displays.

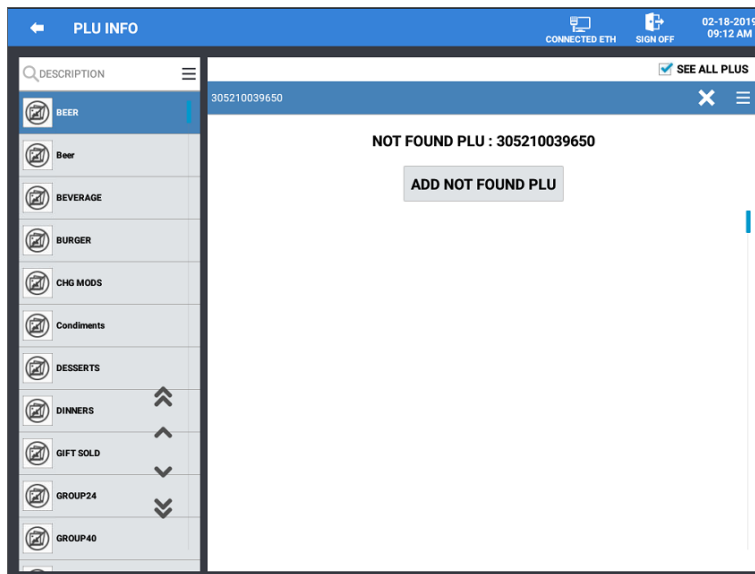


5. Edit the PLU descriptor and prices (*for all price levels*) as necessary.
6. Press the **REGISTER** button to add the item to the current transaction.
7. When finished, press **OK**; you are returned to the PLU INFO screen. Pressing **CANCEL** will exit without applying any changes.
8. Continue editing PLU's as necessary, press **OK & RETURN TO REG** to save the new price and return to the register mode.

## Adding PLU's

Items not currently in the PLU file can be added using the PLU Info key.

1. From the Register Mode, press the **PLU INFO** key; to display the PLU Info dialog.
2. Scan the item, if the item is not currently in the PLU file, the **NOT FOUND PLU** dialog displays:



3. Press the **ADD NOT FOUND PLU** button to add the item to the PLU file. The Register PLU dialog displays:

REGISTER PLU

PLU DESCRIPTION  
PLU305210039650

PLU CODE  
305210039650

PRICE  
0.00

GROUP  
NONE

PLU STATUS GROUP  
STARTERS

PRICE LEVEL  
PRICE LEVEL01

OK CANCEL OK & RETURN TO REG

4. Enter the information for the new PLU:
  - **Price** for the item
  - **Group** assignment
  - **PLU Status Group** assignment
5. When finished, press **OK**; you are returned to the PLU INFO screen. Pressing **CANCEL** will exit without applying any changes.
6. Continue editing PLU's as necessary, press **OK & RETURN TO REG** to save the new price and return to the register mode.

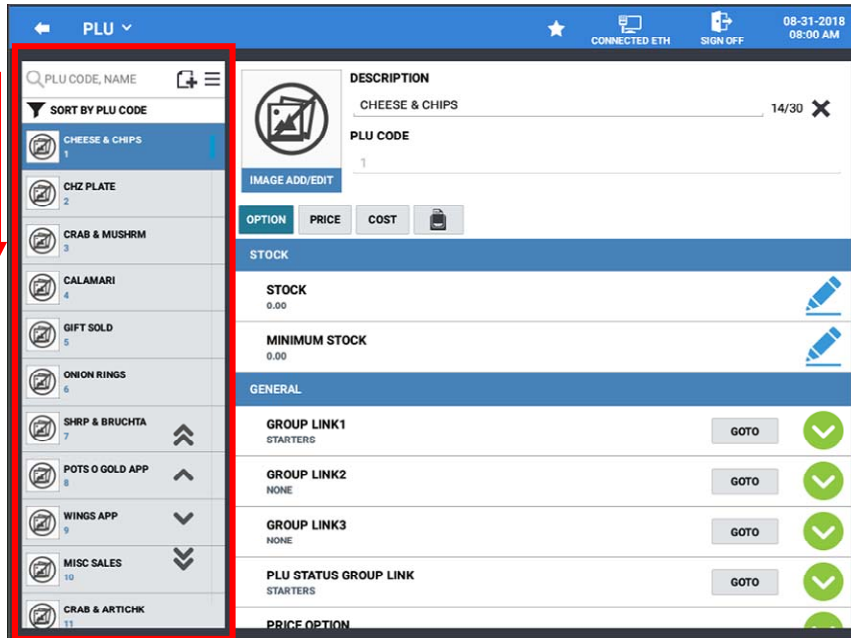
# PLU Maintenance – Program Mode





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

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

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


## Existing PLU's

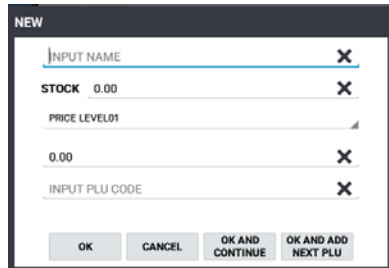


2. All existing PLU's are listed. You can edit an existing PLU by scrolling through the PLU list to the specific item you wish to edit.
3. The double Up/Down Arrows   go to the Beginning/End respectively; the single Up/Down Arrows   scroll Up/Down one page at a time.
4. Select a PLU from the list to edit the options, price or cost for the item.

## Adding New PLU's

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

1. Press the add record icon  to add new PLU's to the database. The “NEW” item entry dialog displays:

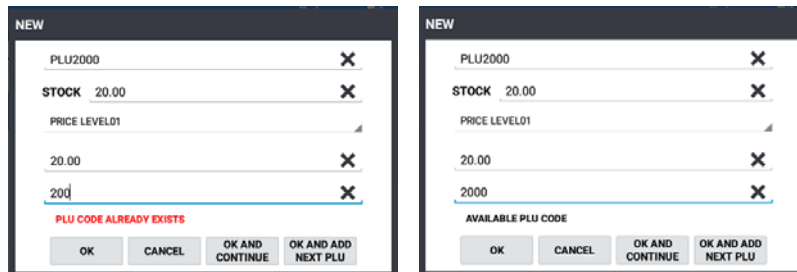


2. Type in the:
  - PLU descriptor in the “INPUT NAME” field,
  - Enter the **STOCK** quantity if you are tracking stock in this item,
  - Select the **PRICE LEVEL** and Enter the item **PRICE** (*for all price levels*)
  - Type in the item PLU CODE or scan the new item in the “INPUT PLU CODE” field.

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

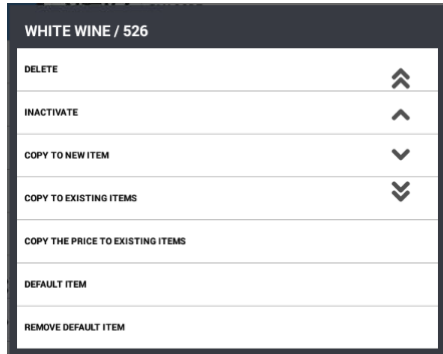
---



3. Press **OK** to go on to the option programming;
  - Press **OK AND CONTINUE** to add the item and continue adding more PLU's;
  - Press **OK AND ADD NEXT PLU** to add the current item and automatically select the next PLU# available for the next PLU;
  - Press **CANCEL** to cancel the new PLU entry.

## PLU Sub Menu

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



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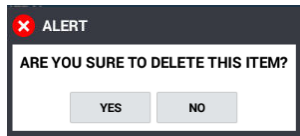
**Note:** PLU can also be added and maintained from the Quick PLU screen, see page 192 for details.

---

### Delete PLU

Individual items can be deleted as desired from the PLU Maintenance menu. To delete multiple PLUs all at one time use the Edit/Sort ≡ method; refer to page 189 for details.

1. **Press and hold** on the item you wish to delete and select **'DELETE'**. The confirmation alert message displays:



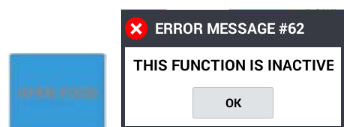
2. Press **YES** to delete the selected item; select **NO** to exit without deleting.

### Inactivate / Activate PLU

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



2. Inactive PLU's will appear grayed out in the register mode; If an Inactivated PLU is selected in the register mode, the following error will display:



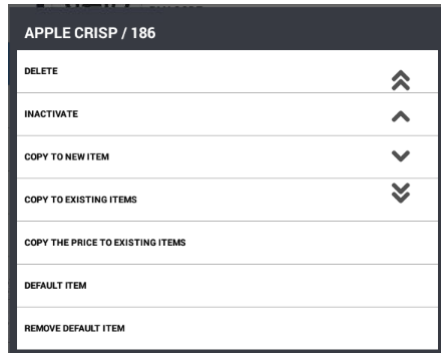
3. You will need to **'Activate'** the PLU to resume allowing sales for the item.



## Copy PLU

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

1. From the **PLU** programming screen, select the item you wish to copy.
2. **Press and Hold** the item to open the PLU Sub Menu selection list.

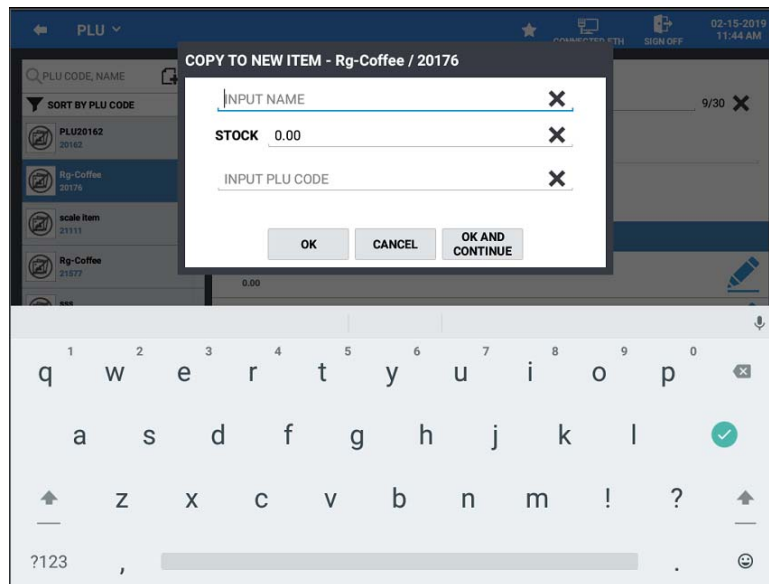


3. Select the appropriate Copy operation from the menu to proceed.

## Copy to New Item

Copies the selected PLU to new items individually.

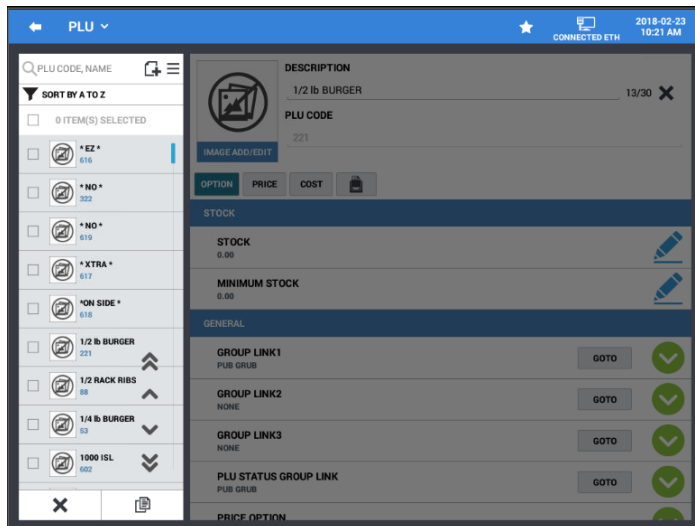
1. From the **PLU** programming screen, select the item you wish to copy.
2. **Press and Hold** the item to open the PLU Sub Menu selection list. Select **COPY TO NEW ITEM**. The Copy To New Item dialog displays;








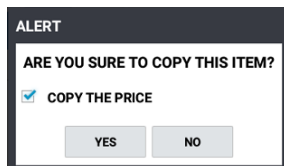
3. **INPUT NAME** → **STOCK** → **Input PLU CODE** for the new item.
4. Press **OK** to add the new item; Press **OK AND CONTINUE** to add the item and continue adding more PLU's; Press **OK AND ADD NEXT PLU** to add the next available PLU #; Press **CANCEL** to cancel the new PLU entry.

## Copy to Existing Items

Allows you to copy the settings or changes of the selected item to another PLU or multiple PLUs already in the PLU database. The descriptor does not change, only the options/settings are updated.



1. From the **PLU** programming screen, select the item you wish to copy.
2. **Press and Hold** the item to open the PLU edit menu selection dialog. Select **COPY TO EXISTING ITEMS**.
3. Check the items from the list to copy the selected PLU to.
4. The double Up/Down Arrows   go to the Beginning/End respectively; the single Up/Down Arrows   scroll Up/Down one page at a time. The **X** will exit the procedure.
5. Press the copy – icon  the confirmation dialog displays:





6. Check or uncheck the **'COPY THE PRICE'** selection as desired.
7. Press **YES** to proceed with the copy procedure; all options, prices, will be copied to the selected items. The **COST** information is not copied. Press **NO** to exit the copy and return to the main PLU screen.

## Copy to Items by Range

This feature allows you to copy a single PLU to a range of sequential PLU's. This makes creating multiple PLU's easier than adding them one at a time (requires v1.1.26 or later).

1. **Press and Hold** the item you wish to copy to open the PLU Dialog Menu selections.
2. Select **Copy to Items by Range**; the Copy to Items by Range dialog displays:


COPY TO ITEM BY RANGE WATER/DASANI / 7460835205					
FROM PLU	X	TO PLU	X	BETWEEN PLU	X
<input type="checkbox"/> DESCRIPTION					
OPTIONS			PRICE		
<input checked="" type="checkbox"/> SELECT ALL			<input checked="" type="checkbox"/> SELECT ALL		
<input checked="" type="checkbox"/> STOCK			<input checked="" type="checkbox"/> PRICE LEVEL01		
<input checked="" type="checkbox"/> MINIMUM STOCK					
<input checked="" type="checkbox"/> GROUP LINK1					
<input checked="" type="checkbox"/> GROUP LINK2					
<input checked="" type="checkbox"/> GROUP LINK3					
<input checked="" type="checkbox"/> PLU STATUS GROUP LINK					
			OK CANCEL		

3. The PLU Descriptor/PLU Code displays at the top of the sub menu.
4. Using the keypad provided, enter the desired range of PLU's you want to create:
  - Enter the first PLU# in the range in the **FROM PLU** field; Press  icon, pressing the **X** will clear the current entry.
  - Enter the last PLU# in the range in the **TO PLU** field; Press  icon, pressing the **X** will clear the current entry.
  - Enter the integer for the **BETWEEN PLU**. For example: enter 1 to copy to every single PLU in the range, enter 5 to create PLU's every 5<sup>th</sup> number 5, 10, 15, etc.
5. If you want to copy the PLU descriptor to the selected range, check the **DESCRIPTION** box.
6. Select the individual **OPTIONS** you wish to copy to the selected PLU range (*you can scroll up/down the list of options*) or check **SELECT ALL**.
7. Press **OK** when you have completed your selections, the new PLU items will be created; pressing **CANCEL** will exit without creating the new PLU's.

## Copy the Price to Existing Items

This feature is similar to the 'Copy to Existing Items' operation on page 186 except that only the price levels are copied to the items selected.

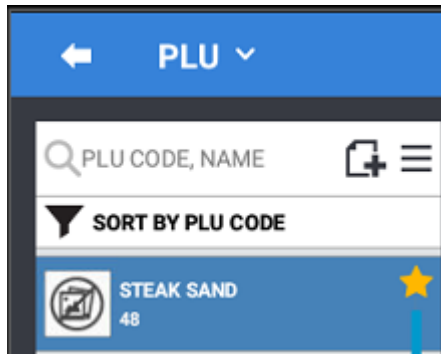
## Default Item

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

1. From the **PLU** programming screen, **Press and Hold** the PLU you wish to set as the Default Item.
2. Select **DEFAULT ITEM** from the PLU sub menu.

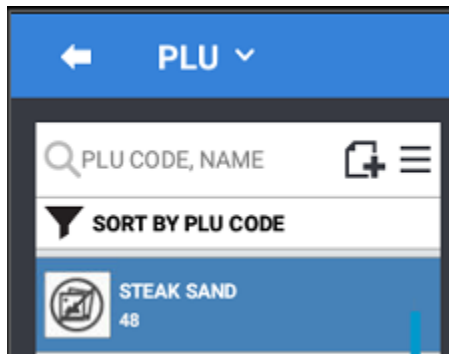


3. The default item setting is indicated by the gold star:



## Remove Default Item

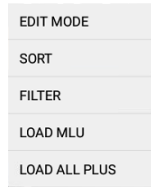
4. **Press and Hold** the Default Item PLU; Select **REMOVE DEFAULT ITEM** from the PLU sub menu.



## Menu Icon ≡

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

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



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

### EDIT MODE

Selecting the Edit Mode from the menu selections allows you to select multiple PLU's at the same time or select all PLU's in the PLU file to edit the settings as necessary, delete ☒, make inactive ⓪ or print a barcode 🖨. Press the exit icon ✕ to close the edit mode.

### SORT

Select SORT from the available selections; Options to sort PLU's:

- A TO Z or Z TO A
- PLU CODE
- PLU Status Group
- Group #1, Group #2, Group #3
- Recipe
- MLU Chain
- Price Option
- Modifier QTY
- Stock Link PLU#
- Allow Price Change
- Stock
- Minimum Stock

### FILTER

Select Filter from the available selections, choose from:

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

### LOAD MLU

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

### LOAD ALL PLUS

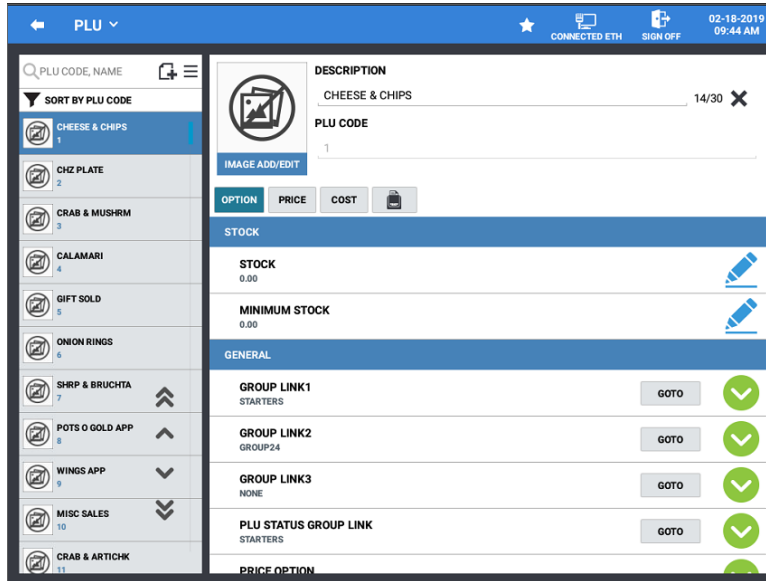
By default, only the first 1000 PLU's will load when entering the PLU programming menu. Press the Load All PLUS to load the entire PLU file.


## Printing Labels from PLU

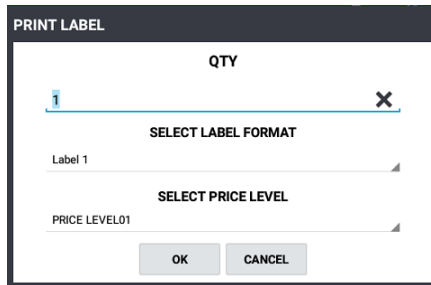
Labels can be printed from the PLU programming area or from the Edit Mode. We can choose to print a single label or multiple labels for one or more PLU items. To use this feature, you must have a label printer connected to the terminal, defined in devices and mapped to the station.

Additional programming is required to utilize this feature, consult with your local dealer for details.

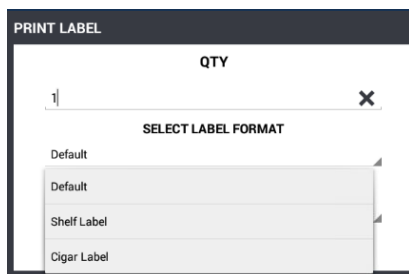
1. Select **PLU** from the **PROGRAM MODE > PLU** menu selections. The PLU programming screen displays:



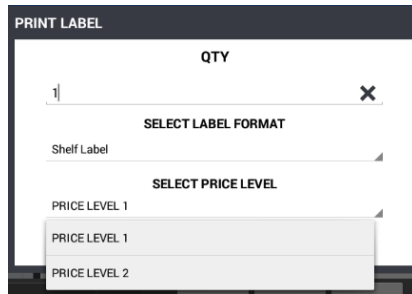
2. Select the PLU from the list you wish to print a label for; then press the Print icon ; the **PRINT LABEL** dialog displays:



3. Select the **QTY**, number of labels for each selected item you want to print.
4. Select the **LABEL FORMAT** (as defined in the Label Print setup).



5. Select the **PRICE LEVEL**, this will be the price that prints on the label.



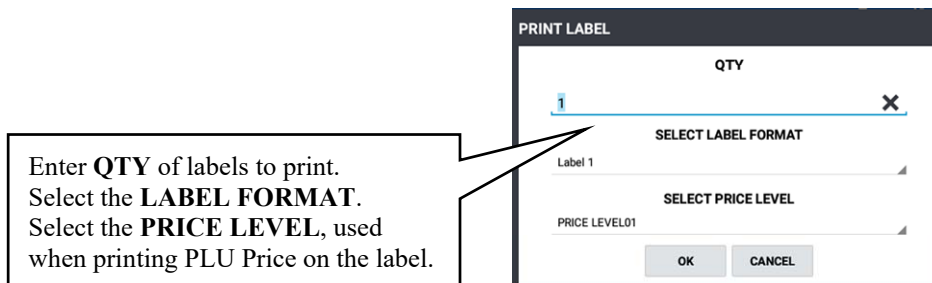
6. Press **OK** on the Print Label dialog to print the labels and close the dialog.

Alternately you can select the menu icon and select Edit Mode:

1. Select the **EDIT MODE** from the menu icon, then select the one or more PLU's from the list.



2. Press the printer button The 'PRINT LABEL' dialog displays:



3. Press **OK** on the Print Label dialog to print the labels and close the dialog.

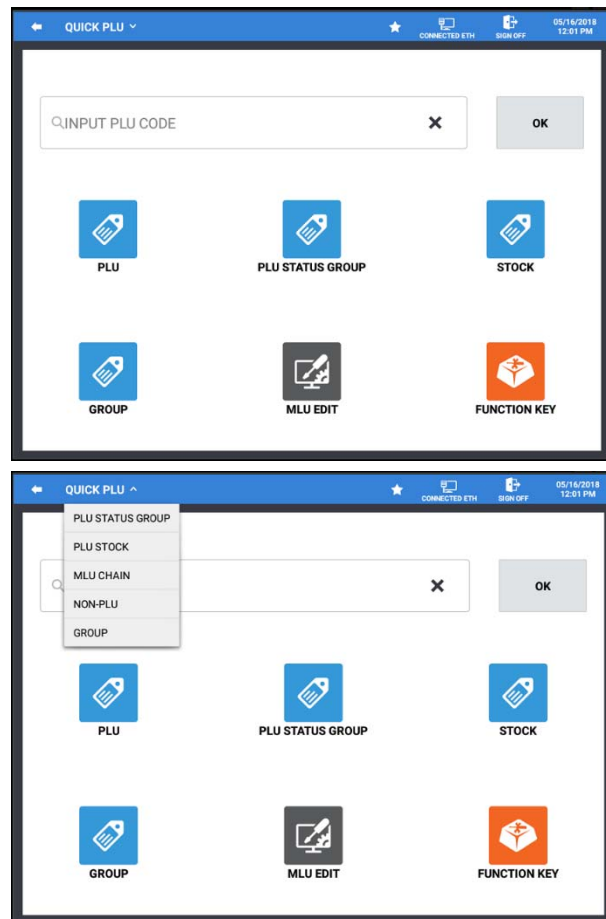
## Quick PLU

The Quick PLU menu provides another means to quickly access the programming for a specific PLU or add new PLU's to the database. Six quick access program areas are provided, PLU, PLU Status Group, Stock, Group, MLU Edit, and Function Key. Select one of these categories to go directly to the programming maintenance screen for that category.


We can also enter the PLU code for a specific item to go to the programming for that specific PLU or add new PLU's to the database.

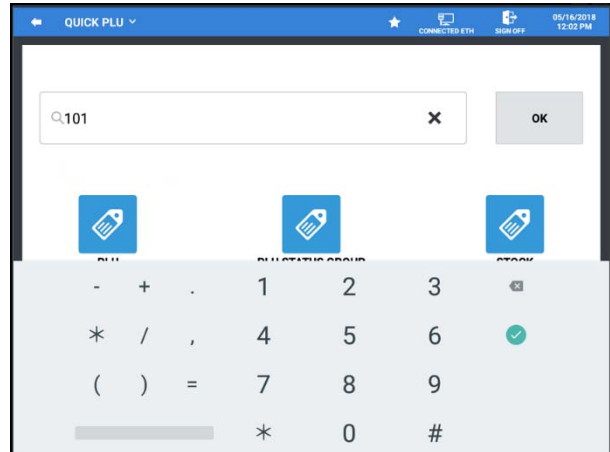
### Quick PLU - Edit Existing PLU

1. From the **PROGRAM MODE** main menu screen select **PLU** then select **Quick PLU**. The main Quick PLU selection screen is displayed:
2. Select a category from the available selections to go to the programming screen for that category. Alternately, you can press the **Quick PLU** sub menu to select a category as shown:
  - PLU Status Group
  - PLU Stock
  - MLU Chain
  - Non-PLU
  - Group

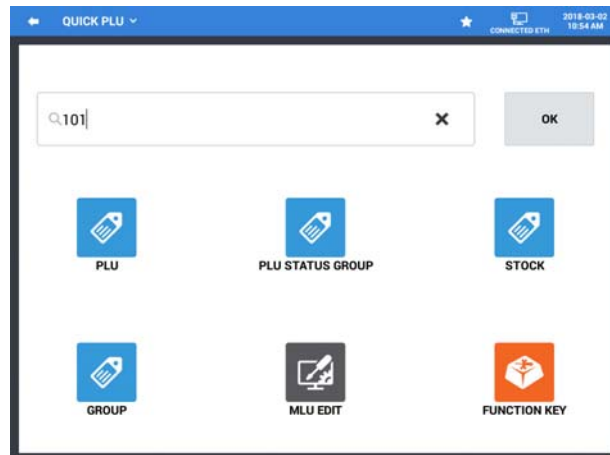




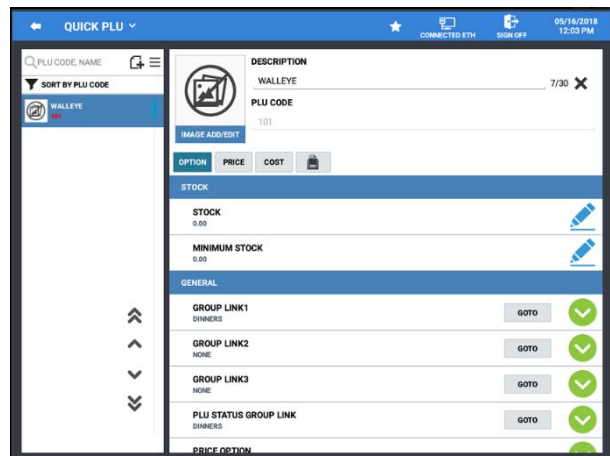
- If you want to access the programming for a specific PLU, you can do so by typing in the desired **PLU#** or scan the specific item to go to the programming for that PLU.
- Type in the **PLU CODE** then press the Done icon .



- The PLU code is shown in the window as in the example:
- Press the **OK** button.  
*Alternately, type or scan the PLU# and press OK to go directly to that PLU.*

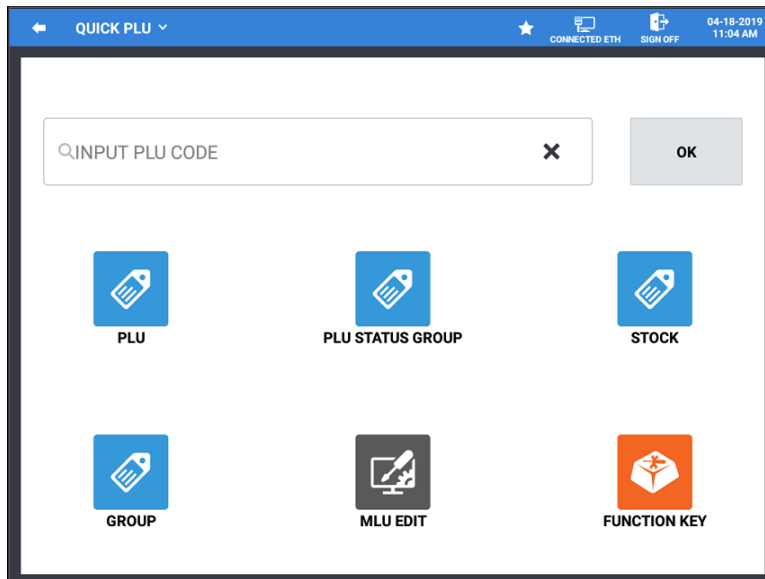


- The programming for the PLU is shown; edit as necessary.
- When you have finished editing the PLU, press the back arrow to return to the main Quick PLU menu screen.



## Quick PLU – Add New PLU

1. From the **PROGRAM MODE** main menu screen select **PLU** then select **Quick PLU**. The main Quick PLU selection screen is displayed:



2. In the **'Input PLU Code'** field, Type in the number for the new PLU or scan the new item; press **OK**.
3. The **NEW PLU** dialog appears

- **Input Name** – Type a name for the new PLU.
- **Stock** – Enter the stock quantity if the item is a stock item.
- **Price Level \ Price** – Select the Price level and enter the price for the level.
- **OK** – Adds the new PLU to the database and returns to the main Quick PLU screen:
  - \* **CANCEL** – Exits the new PLU entry dialog without adding the item.
  - \* **OK AND CONTINUE** – Adds the new item then returns to the NEW PLU entry dialog to allow entry of another new PLU.
  - \* **OK AND NEXT PLU** – Adds the new PLU and returns to the NEW PLU entry dialog with the next available PLU number already selected.
  - \* **OK AND EDIT** – Adds the new PLU to the database, then loads the PLU programming screen for further editing of the new PLU.

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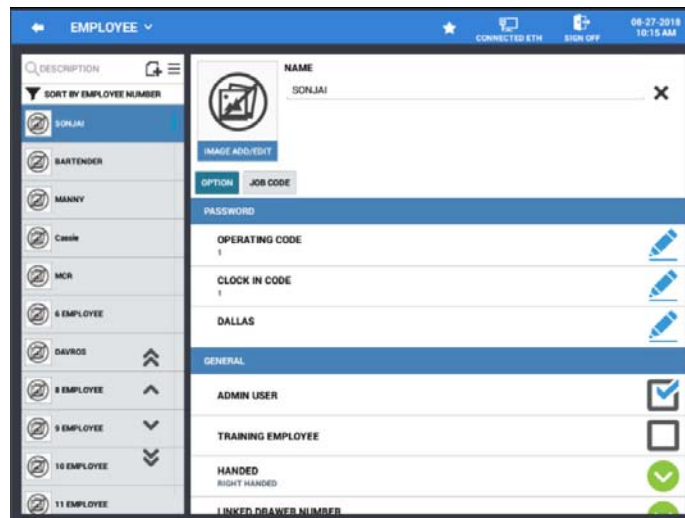
# Employee File Maintenance



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

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

## Add/Edit Employee's

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



3. All existing employees are listed. You can edit an existing employee by scrolling through the employee list to the specific employee you wish to edit.
4. If you have a large employee file, you can sort the employee list alphabetically or by employee number. You can also search for specific employees by name.
5. Touch the **Edit/Sort Menu** button  on the employee programming screen.
  - a. Select **SORT** from the available selections. Choose to sort from A TO Z, Z TO A, or EMPLOYEE NUMBER.
  - b. The **Edit Mode** allows you to delete the selected employees or set them as inactive. Inactivated employees will appear grayed out in the employee list.
6. Press the add **New Record** icon  to add new employees to the database or you can select an existing employee to edit as necessary.
7. By pressing and holding the selected employee you can choose to:
  - a. **Delete** – to remove the selected employee from the database
  - b. **Copy To New Item** – to copy the settings for the selected employee to a new employee.
  - c. **Copy to Existing Items** – to copy the setting and options from the selected employee to other employees already in the database.
  - d. **Favorite Copy To Other Employee** – to set the selected employee as the favorite. This will copy the settings and options of the selected employee to newly added employees.

## Employee Option Definitions

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

### **Name**

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

### **Option Button**

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

### **Password**

#### **OPERATING CODE**

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

#### **CLOCK IN CODE**

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

#### **DALLAS**

Not used in the USA.

### **General**

#### **ADMIN USER**

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

#### **TRAINING EMPLOYEE**

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

#### **HANDED**

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

#### **LINKED DRAWER NUMBER**

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

#### **EMPLOYEE AUTHORITY LEVEL**

Operations and programs that can be accessed by this employee are determined by selecting an authority level; see 'Employee Authority Level' programming on page 195 for details.

#### **STATION**

Select the station the employee will be assigned to.

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

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

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

#### **BIRTHDAY**

#### **CITY**

#### **ADDRESS**

#### **PROVINCE/STATE**

#### **TELEPHONE**

#### **SOCIAL SEC #**

#### **ZIP CODE**

## **Job Code Button**

The Job Code button is where you will assign the jobs and pay rates the employee will utilize; you can assign as many job codes to an employee as is necessary. Refer to 'Job Code & Pay Rate' programming on page 199 for details.

### **JOB CODE / PAY RATES**

An employee might have more than one job, possibly with a different pay rate for each job.

For example: in a restaurant, an employee might work as a server one day, and on a different day or shift, work as a cashier.

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

## **Employee Authority Level**

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

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

### **REG MODE**

#### **SIGN IN/OUT USING MCR**

This option forces the employee to use the Mag Card Reader for signing in and out of the ECR.

#### **ALLOW DESTINATION CHANGE**

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

#### **CAN PLU PRICE/HALO OVERRIDE**

If checked, the employee can override the preset price or HALO on items set to allow price change.

#### **ALLOW PRICE LEVEL CHANGE**

Select this option if the employee is allowed to change price levels.

#### **ALLOW CASH DECLARATION**

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

#### **ALLOW NOSALE**

Allows the No Sale operation outside a transaction.

#### **COMPULSORY TIP ENTRY**

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

#### **REG MODE ONLY**

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

#### **CAN EDIT PLU FROM PLU INFO**

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

#### **VOIDING OF SERVICED ITEMS**

Allows voiding items off a check after the check has been services and recalled.

#### **SHOW THE MENU OF EMPLOYEE REPORT IN REG MODE**

If unchecked, employees assigned to this authority level cannot run the Employee Report. Employee Report is removed from the employee icon in REG Mode.

**ALLOW DISCOUNT**

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

**ALLOW TEAMVIEWER**

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

**ALLOW END OF DAY IN REG MODE**

When checked, the End Of Day report icon appears in the More Functions menu on the title bar.

***TIME IN/OUT*****TIME-IN/OUT ENTRY ONLY**

When checked, employees are allowed to Time-In/Out Only and cannot enter sales transactions.

**TIME IN/OUT USING MCR**

This option forces the employee to use the Mag Card Reader for clocking in and out.

**ALLOW TIME CLOCK EDIT**

Select this option to allow employee to edit the time keeping reports.

**NEED MANAGER FOR TIME IN/OUT**

When selected, employee needs manager to be able to clock-in/out.

**TIME IN BEFORE SALE**

Select this option to require employees to clock in before they can register sales.

***CHECK TRACKING*****PAYMENT OF OWN GUEST CHECK****PAYMENT OF ANY GUEST CHECK****TRANSFER OF GUEST CHECK****CAN COMBINE/SPLIT GUEST CHECK**

Selections are: Not Allow – Own - All

**ALLOW EDIT ANY CHECK****CAN CLOCK-OUT WITH OPEN CHECK****GUEST CHECK ENTRIES ONLY**

If selected, employee must begin a check before registering transaction.

**ALLOW CANCEL AFTER RECALL*****EDIT PGM/FUNCTION*****ALLOW PLU PRC CHANGE ONLY**

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

**ALLOW EMPLOYEE EDIT****ALLOW AUTHORITY LEVEL EDIT****ALLOW JOBPAY EDIT****ALLOW STOCK EDIT****ALLOW MLU EDIT****ALLOW FLU EDIT****CAN ALL MEMO DELETE**

## JOB CODE & PAY RATE

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

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

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

### Edit Job Codes

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

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

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

### Edit Pay Rates

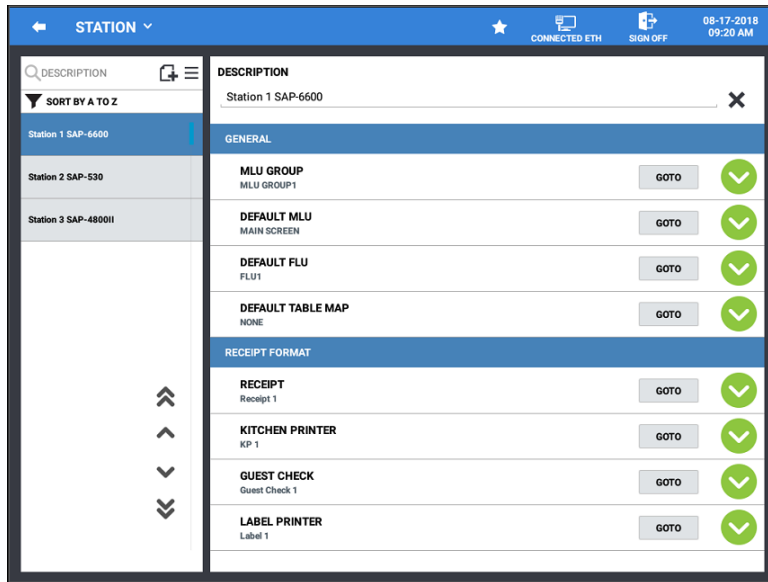
Similar to the job code programming, all employees' Pay Rates are set here; you can create as many pay rates as are needed for your application. Pay Rate values up to 999999.99 are allowed. Pay rates can be sorted highest to lowest or from lowest to highest if desired.

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

# STATION

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

1. From the **PROGRAM MODE** touch **EMPLOYEE** to view the employee program selection window.
2. Touch **STATION** on the Employee selection window to view the station programming options. Here you can **ADD**, **EDIT** or **DELETE** stations as necessary. Stations can be sorted alphabetically if desired.



## Description

Type in a descriptor for the selected station, you can use the **X** at the end of the description field to clear the current descriptor.

## General

The general section assigns the default MLU Group, Default MLU and FLU used for the selected station.

- MLU GROUP**
- DEFAULT MLU**
- DEFAULT FLU**
- DEFAULT TABLE MAP**

## Receipt Format

Receipt format is used to assign the default printers to be used for the selected station.

- RECEIPT**
- KITCHEN PRINTER**
- GUEST CHECK**
- LABEL PRINTER**

Select the label type to be used on the label printer for this station.

Use the **GOTO** buttons to directly access the programming for the option selection.



# Appendix

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## Integrated Payment – EMV

### Introduction

Integrated Payment operations on the Sam4POS utilize the latest EMV capable Datacap equipment for seamless credit card processing through the terminal.

EMV cards are embedded with a microprocessor or smart chip that interacts with the merchant's point-of-sale device to make sure that the payment card is valid and with the use of a PIN that it belongs to the person using the card.

Consult with your installing dealer for the specific equipment appropriate for your application needs.

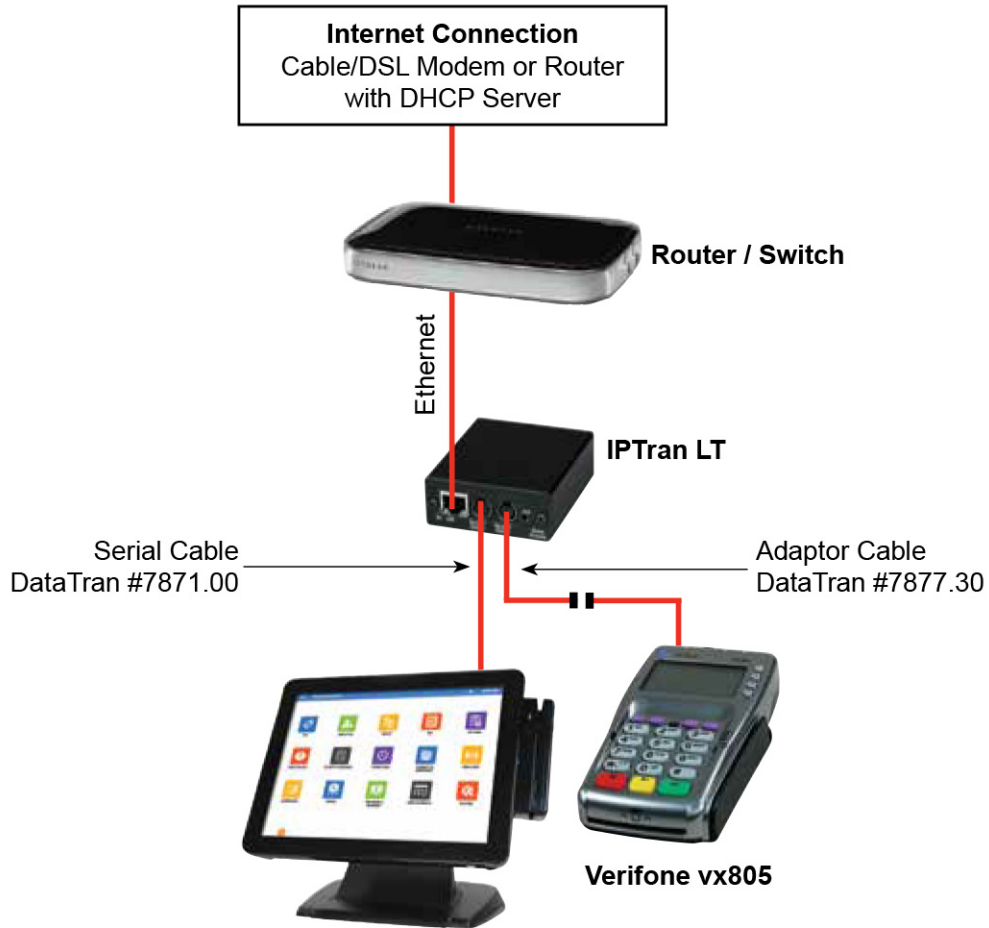
The integrated payment operations described in this guide are shown using a Datacap device with the Verifone vx805 Pin-Pad.

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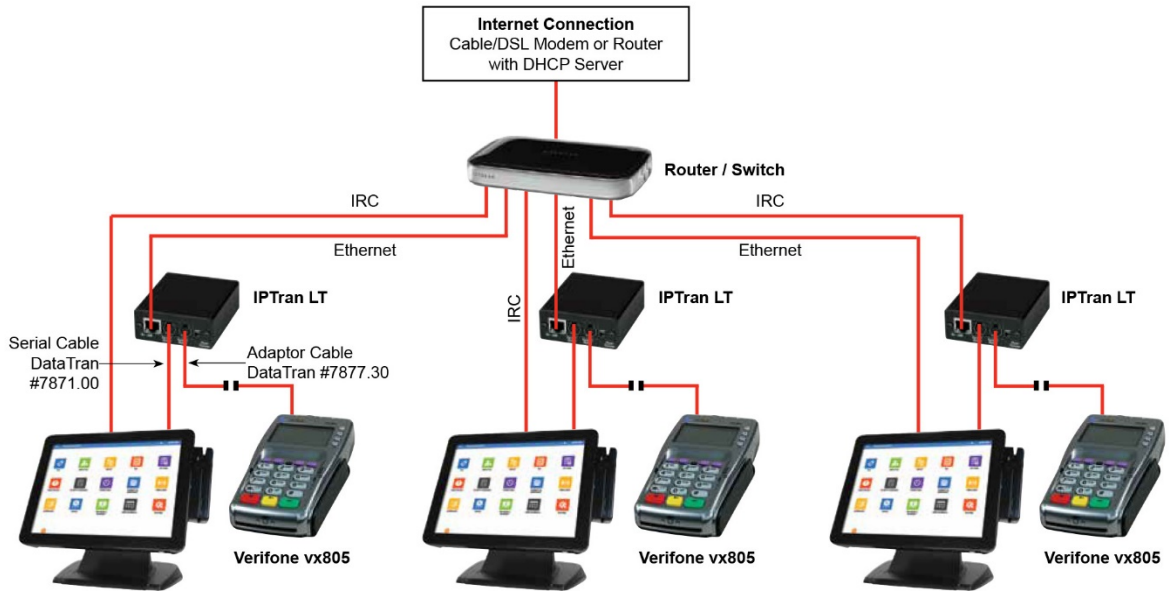
# Configurations

Sam4s SAM4POS / Datacap ECR Configurations

Single ECR

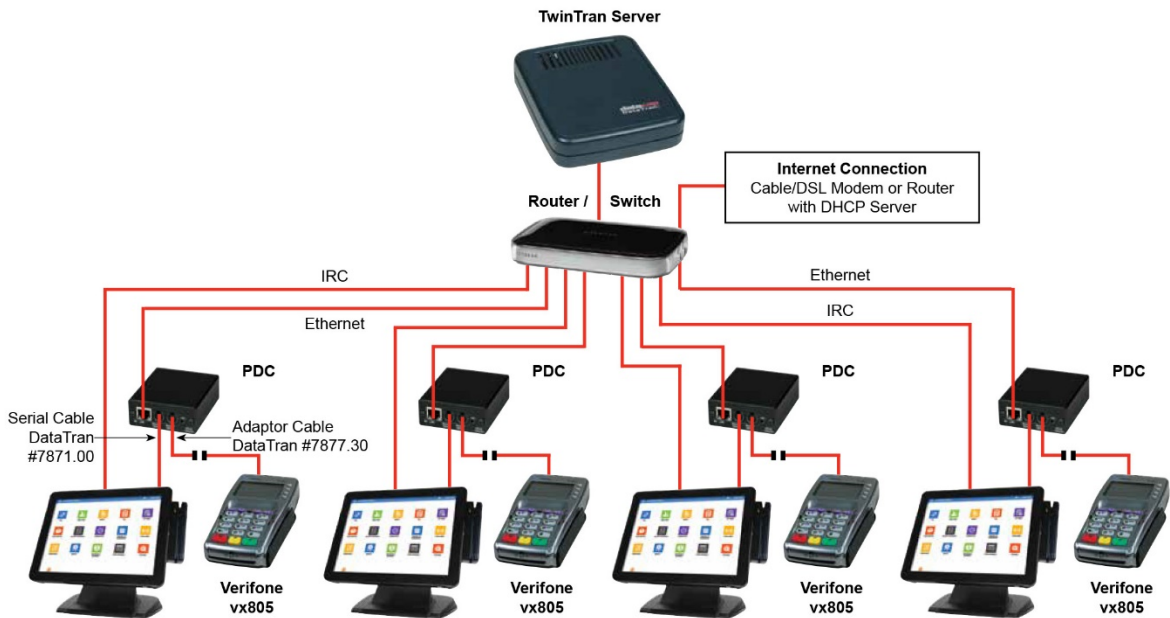


### Multi ECR (3 or Less)



**NOTE:** If you have an installation with 3 IPTran-LT units, all three have a separate batch and work independent of each other (separate batching, separate reporting).

### Multi ECR (4 or More)



**NOTE:** If you have multiple PDC's and a TwinTran Server there is only one batch and it can be controlled at any of the registers. Also note, that PDC's are paired to a specific TwinTran Server. A PDC from one site will not work with the TwinTran Server from another site.

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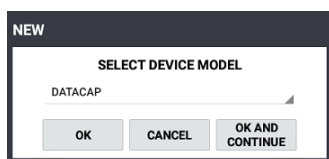
# Required ECR Program Settings

Consult with your local dealer for programming your terminal.

## Device Programming

### Device Setting

1. Go to the Program Mode → Device → Device Setting; Select **EFT** from the device list to assign the Datacap IPTran-LT or new style PDC device to the appropriate serial port.
2. Add a **NEW** device if no EFT device already exists.
3. Select **DATACAP** for the **DEVICE MODEL** choice; press **OK**.



4. In the **GENERAL** settings, verify the:
  - Device Model is **DATACAP** and
  - Communication Type is **SERIAL**
5. Set/verify the **SERIAL** settings for:
  - **COM PORT** (where the Datacap device is connected)
  - **BAUD RATE = 19200**
  - **DATA BITS = 8**
  - **PARITY = NONE**
  - **STOP BIT = 1**
  - **FLOW CONTROL = NONE**

These settings are the same for both, the IPTran-LT and the new style PDC.

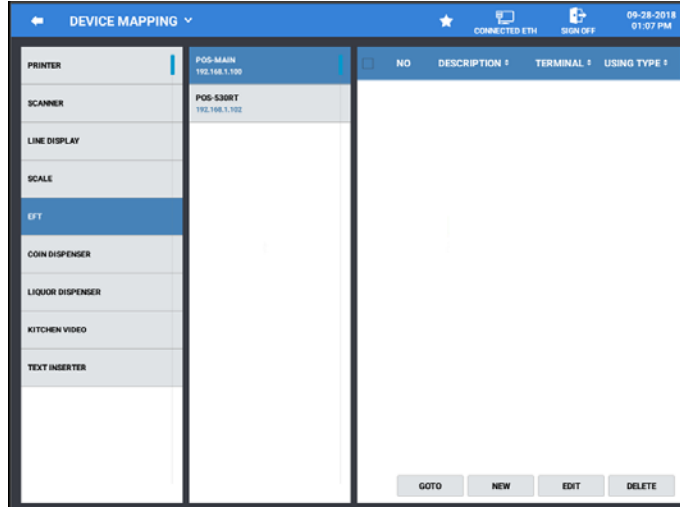
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**Note:** When a TranServer with new style PDC's is connected to the terminals, the PDC's are to be identified as **DATACAP** for the device model in the Device Settings.

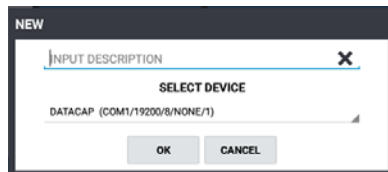
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## Device Mapping

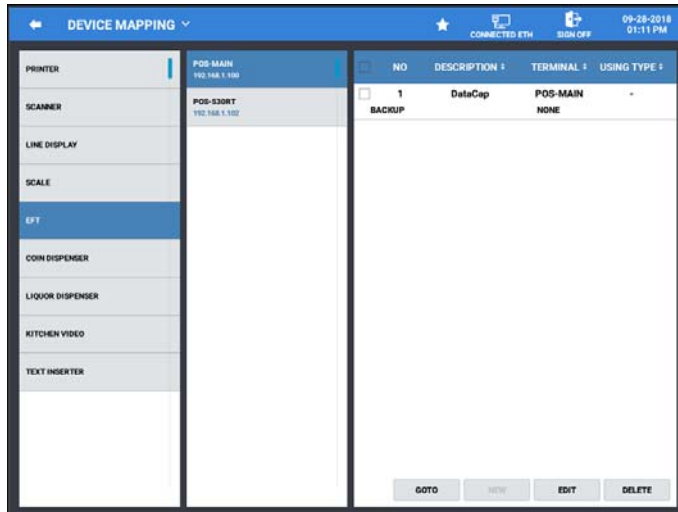
1. The Device Mapping programming area is used to assign the DataCap Device to the various stations in the SAM4POS system.
2. Select **DEVICE MAPPING** from the selections on the **DEVICE** menu.




3. The **DEVICE MAPPING** programming screen displays.
4. Choose the device from the selection list to map the device to the SAM4POS terminal.
5. Select the station to assign the DataCap Device to; Press the **NEW** button to assign a device. The **NEW** item dialog for the selected device displays. *(The NEW item input dialog is specific to the device selected. Refer to the "Device Mapping Setting" chart for details.)*



6. Input a **DESCRIPTION** for the device (up to 30 characters).
7. **SELECT DEVICE:** from the list of available devices as set in the Device Setting screens.
8. Press **OK** when complete to map the device to the station. Press **CANCEL** if you want to exit without mapping devices.
9. Your mapped devices will display:



10. You can use the buttons at the bottom of the mapping screen to edit existing mapped devices.
  - a. **GOTO** – Brings up the Device Setting programming.
  - b. **NEW** – To add additional devices. (Once the DataCap Device is mapped to the station, the NEW button is grayed out. This is because you can only have one DataCap Device mapped to a station.)
  - c. **EDIT** – Allows changes to the printer and time period selections.
  - d. **DELETE** – Will delete the selected device assignment.
11. Continue mapping the DataCap Device to the remaining stations as necessary. Press the back arrow  to exit out of the Device/Device Mapping screens.

## Options

The following options are used for integrated payment operations.

1. Go to the **PROGRAM MODE \ OPTIONS \ OPTIONS**

### **System Options**

1. Select **SYSTEM OPTION** from **OPTIONS** menu to view and set the necessary options as indicated below:

#### **COLLECT CARD HOLDER NAME**

Select this option if you wish to print the cardholder's name below the signature line.

#### **TEST AS OPERATOR ID**

*Do not select* in live application; would print 'test' as the operator ID.

#### **GRATUITY FLAG**

Select from the options:

Do not prompt for TIP on Pin Pad;

Prompt for TIP on Pin Pad; or

Prints a blank TIP and Total Line on the Receipt.

#### **DISABLE AMOUNT CONFIRMATION**

Check this option if you wish to turn off the amount confirmation on the PIN-Pad when credit card transactions are performed.

### **Print Option**

1. Select **PRINT OPTION** from the **OPTIONS** menu. Set the following options as desired:

#### **COPY OF EFT RECEIPT**

Indicate the desire number of copies of the credit transaction receipt to be printed.

### **Set HASH Options**

Gift Cards sold are typically setup as HASH items. The Sam4POS series registers have various options affecting the reporting of HASH sales. In all Cases, the HASH option 'Updates Sales (Receipt) Total' must be checked. If the HASH sale does not add to the sale, and the gift card sale is tendered to a credit card, the register will attempt to authorize a zero amount, which will result in a processor error.

1. Select **HASH OPTIONS** from the **OPTIONS** menu selections.
2. Verify that the options below are checked:

**UPDATES SALE(RECEIPT) TOTAL S**

**UPDATES HASH TTL ON FINAN/SFT RPT**

**UPDATES DRAWER TOTALS REPORT**

### **HASH Descriptor Program Note**

When the HASH function is used exclusively for gift card sales, it may be useful to change the report descriptor "HASH TOTAL" to read "GIFT CARD SALES".

1. Go to **PROGRAM MODE** and select **RECEIPT & MESSAGE**, select **REPORT MESSAGE**, then select **FINANCIAL REPORT**.
2. Scroll down to line #22 and edit the "HASH TOTAL" message to read "GIFT CARD SALES".
3. Press "OK" to exit and save your programming.

# Tender Keys

## Misc

Use Miscellaneous Tender keys for Charge tenders, Debit Card tender, Gift Cards redeemed, and all other tender types that the merchant accepts.

### GENERAL

**HALO Amount** – *High Amount Lock-Out*; This is the maximum amount accepted when this tender is used. For example, as a store policy you may only accept Charge tender amounts up to \$50; You would set the HALO as 50.00.

### TAX EXEMPT

Check to exempt the specified tax rates (1-10) when purchases are redeemed with this tender.

### TENDER

**Compulsory Amount Entry** – Check this option if you wish to enforce an amount to be entered prior to pressing this tender key.

**Do Not Allow Under-Tender** – If this option is checked, only the amount of the sale or greater are accepted.

**Need Manager for Under Tender** – when checked, the manager is needed to approve the transaction if the amount entered is less than the sale amount.

### DRAWER

**Open Drawer** – This is option is selected by default, uncheck this option only if you do not want to open the cash drawer when this tender is used.

### MISC

**Allow Over-Tender** – Set this option only if you want to allow food stamp tender amounts over the food stamp total.

**EFT Key** – Select the type of tender for this key:

- Credit (DCAP, SPT) –
- Debit (DCAP, SPT) –
- Gift (DCAP, SPT) –
- Gift-No NSF (DCAP) –
- Canadian Debit (DCAP) –
- Cash Benefit (DCAP) –
- Account Rec. (DCAP) –

**Connect EFT Terminal?** – Set this option if you are using the integrated Datacap device for credit card transactions.

**Coin Changer Port #** - Enter the port # where the coin dispenser is connected if a Coin dispenser is used.



## ***Food Stamp Tender***

In the United States, Food Stamps (*or EBT*) may be used to purchase eligible food items at food stores that participate in the program. The Sam4POS can assist a retailer in handling food stamp transactions by sorting food stamp and non-food stamp eligible items within each sale and tracking food stamp payments for eligible items.

Food Stamp transactions may be set up for processing through the Sam4POS terminal with the integrated Datacap equipment. Check with your installing dealer for details.

### **GENERAL**

**HALO Amount** – *High Amount Lock-Out*; This is the maximum amount accepted when this tender is used. For example, as a store policy you may only accept food stamp amounts up to \$50; You would set the HALO as 50.00.

### **TAX EXEMPT**

Use this setting to exempt the specified tax rates (1-10) when food stamps are redeemed.

### **DRAWER**

**Open Drawer** – This is option is selected by default, uncheck this option only if you do not want to open the cash drawer when this tender is used.

### **FOODSTAMP TENDER**

**Allow Over-Tender** – Set this option only if you want to allow food stamp tender amounts over the food stamp total.

**Allow Decimal Entry** – Set this option to allow change amounts to be entered (i.e. 12.37), if not set only whole dollar amounts are accepted (i.e. 12.00).

**Change Type** – Choose the change type to be issued when over-tender is allowed; Change In Cash or Change In Food Stamp.

**Connect EFT Terminal** – Set this option if you are using the integrated Datacap device for EBT/Food Stamp transactions.

## ***TIP Charge Keys***

TIP Charge keys are optional; they are used with check tracking operations only. The TIP key is used to enter a gratuity on a check prior to finalization.

## PLU Status Group for Gift Cards

For most merchants, the sale of a gift card is not reportable revenue until actual merchandise is sold and the gift card is redeemed. As a “best practice” dealers will program the PLU used for the sale of a gift card as a “HASH” PLU (report the PLU to a PLU Status Group with HASH status).

1. From the **PROGRAM MODE** touch **PLU** then touch **PLU STATUS GROUP** to view the PLU status group options. Data for the first status group displays.
2. Select a PLU status group you wish to program.
3. Check the option; “**HASH ITEM**”.
4. Set the “**PLU GIFT CARD ITEM**” option:
  - **ACTIVATE** (*Activate a new Gift Card*)
  - **ADD** (*Add value to an existing Gift Card*)
5. Assign the PLU Status Group to the associated PLU.

## Load the EMV Parameters

After connecting the new EMV compatible Datacap device and the VX805 PIN-Pad to the ECR and all the required programming is completed, you must load the parameters for the devices. The IPTran-LT must be connected to the internet to load the parameters.

To load the Datacap device parameters perform the following:

1. **Self-Initiated Load** procedure as explained on page 221 in this supplement. This operation is typically not necessary, the Tran device will call out to verify the load automatically.
2. To load the parameters for the Pin-Pad perform the **Parameter Download** procedure as explained on page 219 in this supplement.

# EFT Operation

## EFT Operation Menu

Sam4POS supports credit card processing with Datacap integrated payment appliance and supports the EMV integration protocol. (There will be no Non-EMV integration.) Credit Card (*EFT*) maintenance operations can be performed at the Sam4POS terminal from the EFT Operation menu.

In the Pre-EMV environment Datacap stored some information in the Tran that allowed the registers to run some reports, such as the local transaction report.

In the EMV environment Datacap no longer stores information in the Tran so there are no reports available.

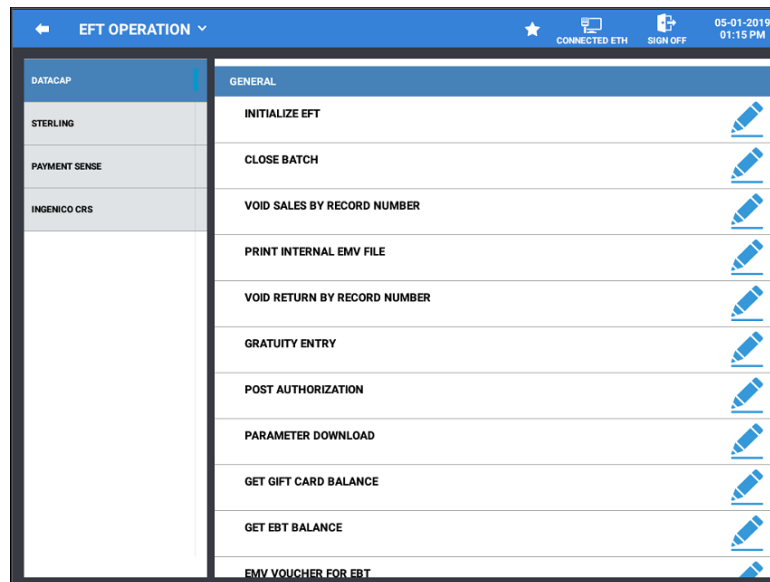
On the Sam4POS we are storing some information on the approvals at the register. This is required to be able to perform “*By Record*” transactions.

Currently, if a Local Transaction Report is run we print the information from the approvals. However, this data should only be used for troubleshooting and should not be relied upon as accurate.

For example, if you perform a sale for \$1.00 and then perform a Void by Record Number of the same transaction, you will have two transactions. The register is only printing the information from the approvals.

Refer to the “Datacap Operation Definitions” on page 212 for details about these options.

1. From the main **PROGRAM MODE** menu, select **DEVICE**, then choose **EFT OPERATION**, from the device menu selections.



2. The **EFT Operation** menu is displayed; select the **Datacap\_Operation**.
3. Refer to the appropriate Operation Definition menu below for information on each operation.

## Datacap Operation Definitions

Operation	Definition
<b>Initialize EFT</b>	Use this function to initialize the Datacap EFT device.
<b>Close Batch</b>	Closes the current batch and opens.
<b>Void Sales By Record Number</b> <b>Void Return By Record Number</b>	Use these operations to void transactions when the card is not present. <b>CAUTION:</b> These voids will not correct ECR totals (i.e. PLU Sales) but will maintain a total on the Financial Report. Use the Void Mode function at the SAM4POS terminal to perform transaction voids that will correct the appropriate sales totals.
<b>Print Internal EMV File</b>	This prints the internally stored token file that stores the Authorization Response messages that allow the SAM4POS to perform “By Record Number” transactions. Specifically, the Void Transaction by Record Number and Gratuity Entry.
<b>Gratuity Entry</b>	The Gratuity Entry command allows the operator to add a tip to a pre-authorized credit sale.
<b>Post Authorization</b>	If electronic authorization is not approved and the merchant receives voice authorization, the transaction can be entered into the batch with this operation.
<b>Pin Pad Reset</b>	Not Used - this function to initialize the Datacap EFT device for NON-EMV applications.
<b>Parameter Download</b>	Use this function to get new PIN Pad parameters from Datacap.
<b>Get Gift Card Balance</b>	Select Gift Card Balance, the operator will be prompted to slide a gift card. The balance will be printed on the receipt printer
<b>Get EBT Balance</b>	Use to check the EBT food stamp balance
<b>EMV Voucher For EBT</b>	Used to manually enter EBT transactions.
<b>Test Mode</b>	Only used for certification testing.
<b>Self-Initiated Load</b>	Used to load the Datacap EMV device parameters.
<b>Diagnostics</b>	Used to perform various diagnostics. Use as requested by Datacap support.
<b>Clear EMV Value</b>	This clears the internally stored token file that stores the Authorization Response messages that allow the SAM4POS to perform “By Record Number” transactions. Specifically, the Void Transaction by Record Number and Gratuity Entry.
<b>Zero Auth</b>	Use this operation to verify a card is valid, activated, not reported as lost/stolen.
<b>Pin Pad Reset</b>	Use to Initialize/Reset the Pin-Pad connected to the installed Datacap device.
<b>Reprint Batch</b>	Reprints the previous Batch.

## ***EFT Operation Function Key***

To avoid giving employees access to the Program mode, certain EFT operations can be accessed from the REG mode using the *EFT OPERATION* function key.

Note: Batch operations may be restricted to employees with assigned authority levels for these functions.

Refer to the “Datacap Operation Definitions” on page 212 for details about these options.

The EFT OPERATION function menu options shown here are with the “Use EMV Datacap” option enabled. You can access the operations on the EFT OPERATION function menu in one of two ways:

1. While in **REGISTER** mode, press the **EFT OPERATION** function key assigned to the Real-Keyboard or to a MLU on the display; select the desired operation from the list.
2. Enter the shortcut numeral for the operation and press the EFT OPERATION function key. This facilitates access to a specific operation through a macro. The shortcut numerals are shown below.

<b>[1]</b>	Close Batch
<b>[2]</b>	Void Sales By Record Number
<b>[3]</b>	Void Return By Record Number
<b>[4]</b>	Gratuity Entry
<b>[5]</b>	Get Gift Card Balance
<b>[6]</b>	Get EBT Balance
<b>[7]</b>	EMV Voucher For EBT
<b>[8]</b>	Clear EMV File
<b>[9]</b>	Zero Auth
<b>[10]</b>	Pin Pad Reset
<b>[11]</b>	Reprint Batch

For example; if you wanted to allow an employee to be able to get a gift card balance only, you could create a MACRO to allow the operation from the REG mode. The MACRO would then be assigned to a keyboard position or MLU/FLU.

The MACRO sequence would simply be the numeric #5 followed by the Datacap function key:

**[5]**  
**[EFT OPERATION]**

## Performing EFT Operations

When performing EFT Operations, the EFT Operation communication between the ECR and the Tran device is displayed on the Sam4POS. When the specified operation is completed, the register will print the results of the requested operation at the register's receipt printer. You can also print out the EFT Operation communication to the register receipt if desired.

### Initialize EFT

Select Initialize EFT to verify communications, software versions and installed networks.

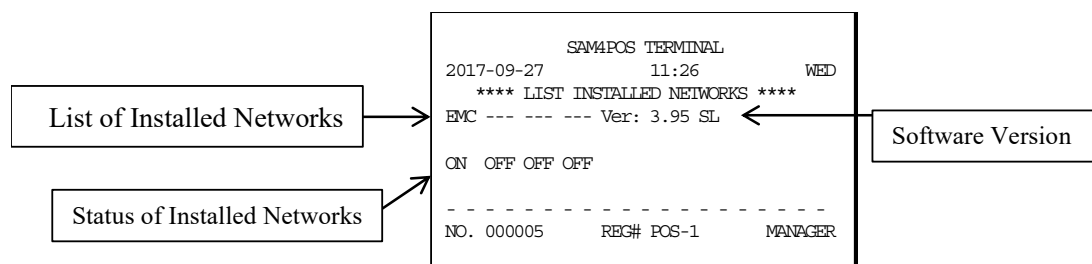
1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.
2. Select **Datacap\_Operation** from the selections.
3. Select **INITIALIZE EFT**. The register will display "Information Working"
4. The "List Of Installed Networks" prints and the EFT OPERATION dialog is displayed:

```
EFT OPERATION
09:39:23 SEND AT&UF1 0
09:39:23 RECEIVE OK
09:39:23 SEND AT&C1
09:39:23 RECEIVE OK
09:39:23 SEND AT&AUTO 0 1 1
09:39:23 RECEIVE OK
09:39:23 SEND AT&UE7
09:39:24 RECEIVE OK
09:39:24 SEND AT&UP98
09:39:24 RECEIVE OK
09:39:24 SEND AT&UP96
09:39:24 RECEIVE EMC --- --- Ver: 3.95 s10N OFF OFF OFFOK
09:39:25 SEND AT&UF1 1
09:39:25 RECEIVE OK
```

PRINT CLOSE

5. You can PRINT the response if desired; then press **CLOSE**.

### Sample Initialize EFT chit:



## Close Batch

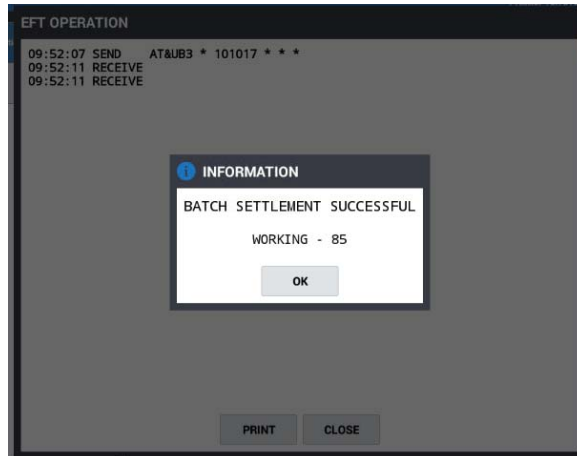
You must close the batch daily (even if not required by your processor.) This procedure clears the EMV File temporarily stored in the ECR memory.

---

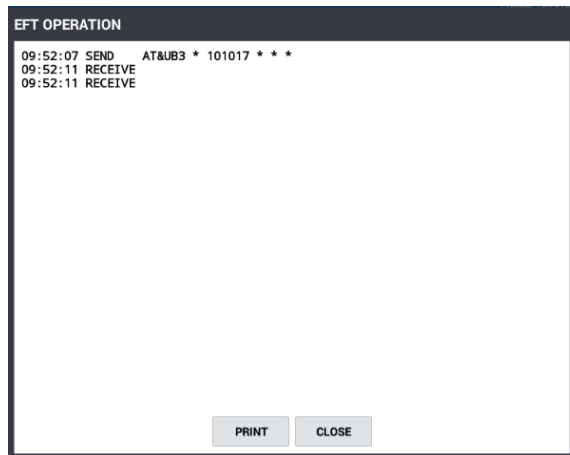
**NOTE: When a batch is closed, a new batch is automatically opened for the next day.**

---

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.
2. Select **Datacap\_Operation** from the selections.
3. Select **CLOSE BATCH**. The register will information dialog “Working” is displayed then the Batch Settlement Successful message displays:



4. Press **OK**.



5. Press **CLOSE** to exit the batch settlement; pressing **PRINT** will print the information displayed on the screen.

## Void Sales by Record Number

## Void Return By Record Number

**Note: This operation will not correct ECR sales total but will remove the transaction from the batch.**

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.
2. Select **Datacap\_Operation** from the selections.
3. Select **VOID SALES BY RECORD NUMBER**; The register will display the Void Sales By Record Number entry dialog:

VOID SALES BY RECORD NUMBER

INVOICE NO

ORIGINAL TRAN AMT

0.00

OK CANCEL

4. At the prompt, enter the transaction Invoice number.
5. At the prompt, enter the Original transaction amount.
6. The message “WORKING” displays until the void is completed. The receipt and merchant voucher print:

```
SAM4POS TERMINAL
2017-10-17                THU
                        VOID SALE
CARD: *****0010
VOID AMOUNT: $2.01
INVOICE: 00038
REFERENCE: 1005
NO.000023    REG# POS-1    MANAGER
```

```
SAM4POS TERMINAL
2017-10-17                THU
                        VOID SALE
CARD: *****0010
VOID AMOUNT: $2.01
INVOICE: 00038
REFERENCE: 1005

                        APPROVED - THANK YOU

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

x _____
Merchant Signature
NO.000023    REG# POS-1    MANAGER
```



## Issue Local Transaction

The Issue Transaction report summarized transaction in the current batch.

---

**NOTE: This report lists the transactions stored in ECR memory for tip and record updating. The transactions here may not be the same as the transactions in the current batch.**

---

```
                SAM4POS TERMINAL
2017-09-27      22:37      WED
**** LOCAL TRANSACTION REPORT ****
INV:00001      AMT: 2.00
AUTH: 03849A   REF: 1001
CARD: 0010 (VISA)
-----
INV:00002      AMT: 2.02
AUTH: 03853A   REF: 1002
CARD: 0010 (VISA)
-----
INV:00003      AMT: 2.04
AUTH: 03864A   REF: 1003
CARD: 0010 (VISA)
-----
-----
NO. 00000081   REG# POS-1      MANAGER
```

## Gratuity Entry

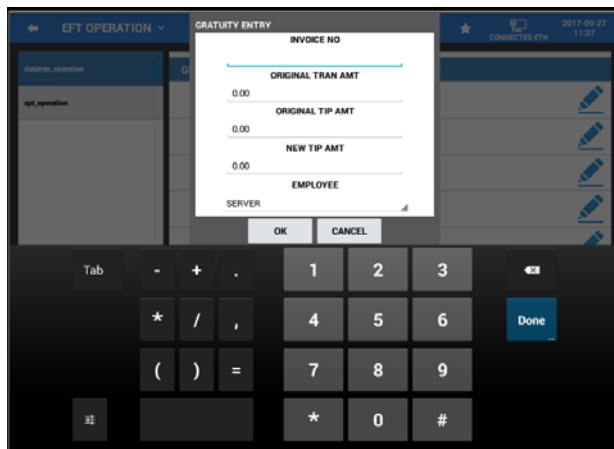
The processor must allow “By Record” operations (*Tokenization*) for this operation.

Gratuities (Tips) indicated by the customer on the payment draft must be entered at the ECR before the batch is closed. Tips that were not entered at the time of the transaction, are entered using the Gratuity Entry selection on the EFT OPERATION function key menu, or from the Gratuity Entry selection on the EFT OPERATION menu accessed from the Program Mode / Device menu selections.

The tip entered here replaces any previous tip entered for the same transaction.

- 
- **Tips cannot be edited/added to Debit transactions after the sale.**
  - **No TIP entry is allowed for GIFT Card transactions. Tips must be entered using a PLU prior to finalization with a Gift Card**
- 

1. Select **GRATUITY ENTRY** from the EFT OPERATION function key menu in the Register Mode or from the EFT OPERATION menu in the Program Mode – Device menu selections. The Gratuity Entry dialog displays:



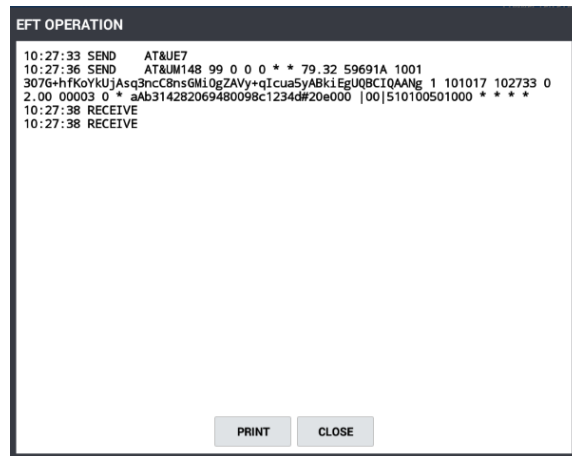
2. Fill the fields:
  - Invoice No (5-digit entry; enter leading zeros as needed)
  - Original Transaction Amount
  - Original Tip Amount
  - New TIP Amount
  - Employee

This information must exactly match the information for the transaction record. The message “WORKING” displays until the record is updated, select **OK** when approved. If the information entered does not exactly match the transaction record in the batch, the tip update will be declined.

### Sample Gratuity (TIP) Chit:

```
SAM4POS TERMINAL
2017-10-2017      10:44      WED
SALE AMOUNT: 3.14
TIP AMOUNT: $1.00
INVOICE: 00033
REFERENCE: 1002
RECORD:00030
-----
NO. 00000153  REG# POS-1      EMPLOYEE
```

3. The Display shows the tip entry on the EFT Operation dialog:



4. Press **CLOSE** to exit the TIP entry; pressing **PRINT** will print the information on the display.

### ***Post Authorization***

If electronic authorization is not approved and the merchant receives voice authorization from their processor, the transaction can be entered into the batch with this function.

---

**Note: This operation does not adjust any other cash register totals or counters.**

---

### ***Parameter Download***

Use this operation to load the EMV parameters into the PIN-Pad. Perform this operation after loading the Datacap device parameters (Self-Initiated Load).

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.
2. Select **Datacap\_Operation** from the selections.
3. Scroll down the list of options and touch **PARAMETER DOWNLOAD**.
4. The Pin-Pad parameters will load, and the EFT OPERATION dialog is displayed.
5. You can **PRINT** the response if desired; then press **CLOSE** to exit back to the EFT Operation screen.

## **Get Gift Card Balance**

This procedure will print a receipt with the cardholder's current balance.

1. Select **GET GIFT CARD BALANCE** from the EFT Function key menu or from the **EFT OPERATION** menu.
2. The ECR will display "WORKING" and the PIN-Pad will display "Balance 0.00 OK?". Press the **GREEN** button on the PIN-Pad keypad to continue.
3. At the prompt, swipe the Gift Card on the PIN-Pad.
4. The balance will be recalled and printed:

```
SAM4POS TERMINAL
10/11/2016      11:57      WED
MERCHANT ID: 19497807
CLERK ID: test

BALANCE

GIFT CARD      *****0968
ENTRY METHOD: SWIPED

DATE: 101117  TIME: 091157

INVOICE: 00043
BALANCE      USD$ 13.00

APPROVED - THANK YOU

-----
NO.00000123  REG# POS-1      MANAGER
```

5. You can print the response on the terminal display if desired; press **CLOSE** to exit the screen.

## **EMV Voucher for EBT**

Used to manually enter EBT transactions.

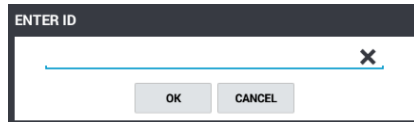
## **Test Mode**

Only used for certification testing.

## Self-Initiated Load

Typically, we would not need to perform this operation. The Tran parameters are loaded each time the device is rebooted. You will be asked to enter the Device ID of the IP Tran LT or PDC device. The device will call Datacap's host PC and load itself.

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.
2. Select **Datacap\_Operation** from the selections.
3. Scroll down the list of options and touch **SELF INITIALED LOAD**. The **ENTER ID** prompt displays:



4. Enter the **device ID** (or serial number of the Device).
5. Press **OK**. The device parameters will load, and the EFT OPERATION dialog is displayed.
6. You can **PRINT** the response if desired; then press **CLOSE**.

## Diagnostics

Use only with Datacap Support as necessary to troubleshoot Datacap issues.

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.
2. Select **Datacap\_Operation** from the selections.
3. Scroll down the list of options and touch **DIAGNOSTICS**.
4. The message “DIAGNOSTICS” number entry dialog will display:



5. If necessary; Press **0** and then **ENTER** to print a list of diagnostic options.

---

**Note: Selections may vary depending upon your installed application.**

---

```
SAM4POS TERMINAL
DATE          06/23/2016          THU
DIAGNOSTICS (0)
1 - IPTRAN VERSION
4 - CREDIT MID SETTINGS
10- IP ADDRESS
11- DNS TEST
15- PARAM LOAD
40- EEPROM DATA
41- RESET SEQUENCE NUMBER
NO.00000148   REG# POS-1          MANAGER
```

6. Reselect the Diagnostic option. The “**DIAGNOSTICS**” entry dialog will again display.
7. Enter the number of the diagnostic test you wish to perform, press **ENTER**. The report will print.

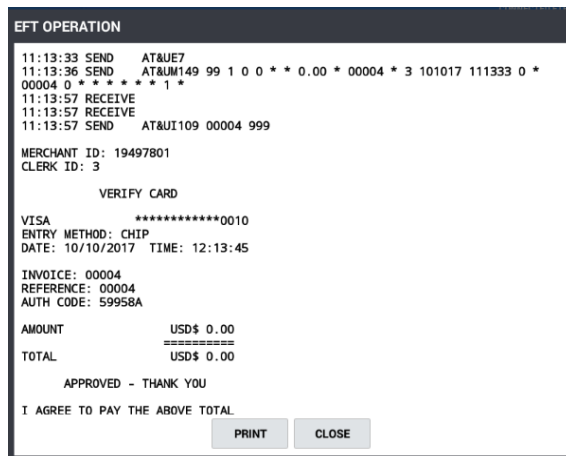
## Clear EMV File

This is the internally stored file that stores the Authorization Response messages that allow the SAM4POS \ SAM4POS to perform “By Record Number” transactions. Specifically, the Void Transaction by Record Number and Gratuity Entry. This file should be cleared each day as we have a limited amount of space to hold the file and most likely By Record Transactions will take place the same day as the original transaction. The EMV File is Cleared automatically when the CLOSE CURRENT BATCH command is performed. Some sites are set to Auto Batch and some processors only allow Auto Batch. It was confusing to end users to perform CLOSE CURRENT BATCH when they were set for auto batch especially when the CLOSE CURRENT BATCH command always resulted in an error.

## Zero Auth

Use this operation to verify a given card is OK.

1. From the main **PROGRAM MODE** menu screen, select **DEVICE**, then touch **EFT OPERATION**.
2. Select **Datacap\_Operation** from the selections; then touch **ZERO AUTH**.
3. The Pin-Pad prompts “**Verify Card \$0.00 OK?**”
4. Press the **GREEN** button on the Pin-Pad.
5. When **APPROVED**, the Sam4POS displays the verification



The screenshot shows the EFT OPERATION screen with the following text:

```
EFT OPERATION
11:13:33 SEND AT&UE7
11:13:36 SEND AT&UM149 99 1 0 0 * * 0.00 * 00004 * 3 101017 111333 0 *
00004 0 * * * * * 1 *
11:13:57 RECEIVE
11:13:57 RECEIVE
11:13:57 SEND AT&UI109 00004 999
MERCHANT ID: 19497801
CLERK ID: 3
VERIFY CARD
VISA *****0010
ENTRY METHOD: CHIP
DATE: 10/10/2017 TIME: 12:13:45
INVOICE: 00004
REFERENCE: 00004
AUTH CODE: 59958A
AMOUNT USD$ 0.00
TOTAL USD$ 0.00
APPROVED - THANK YOU
I AGREE TO PAY THE ABOVE TOTAL
PRINT CLOSE
```

6. You can **PRINT** this verification if desired; press **CLOSE** to return to the EFT Operation screen.

**Sample ZERO AUTH receipt**

```

                                Sam4POS Terminal
10/10/2017          11:22          TUE
11:20:04 SEND      AT&UE7
11:20:07 SEND      AT&UM149 99 1 0 0 * * 0
.00 * 00005 * 3 101017 112004 0 * 00005
0 * * * * * 1 *
11:20:26 RECEIVE
11:20:26 RECEIVE
11:20:26 SEND      AT&UI109 00005 999

MERCHNAT ID: 19497801
CLERK ID: 3

                                VERIFY CARD

VISA          *****0010
ENTRY METHOD: CHIP
DATE: 10/10/2017  TIME: 12:20:15

INVOICE: 00005
REFERENCE: 00005
AUTH CODE: 59981A

AMOUNT          USD$ 0.00
                =====
                USD$0.00
                APPROVED - THANK YOU

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

X _____
   Card 01          Test

APP LABEL: Visa Credit
AID: A0000000031010
TVR: 0280008000
IAD: 06010A036020000
TSI: F800
ACR: 00
CVM: SIGN
EOD 7151 OK

-----
NO.00000147      REG# POS-1          MANAGER
```



---

## Important Notes:

- Close Batch needs to be performed every day at the register even when the site is set for auto batch with their processor. This is how Sam4s clears the EMV token file. The EMV token file is used to allow for “By Record” transactions (such as Void and Gratuity entry).
- PIN-Pad is customer facing.... There is no indication to cashier what the end-user is doing (or not doing).
- Cannot suppress the signature line. In the non-EMV world we added a flag to the registers: “NO SIGNATURE IF TRANSACTION IS UNDER \$xx”. When this flag is set, the register will not print the signature line if the transaction is under the configured amount (usually set at \$25). In the EMV integration, the register receives the receipt data from the Datacap device and the signature line is included in the receipt data ... therefore it cannot be controlled at the register.
- Debit cards with EMV chip - Since Datacap \ mercury do not currently support EMV Debit, all EMV Debit cards are forced to be inserted and are then processed as regular credit cards. This usually means a higher rate for the merchant on transactions over \$25.
- The Pin-Pad Timeouts settings cannot be configured at the register. Some say they are too short, other say they are too long... cannot configure at register.
- Consolidated Reports; If an end-user wants consolidated reporting they must use the configuration with TwinTran server (even if only two registers in their system).

---

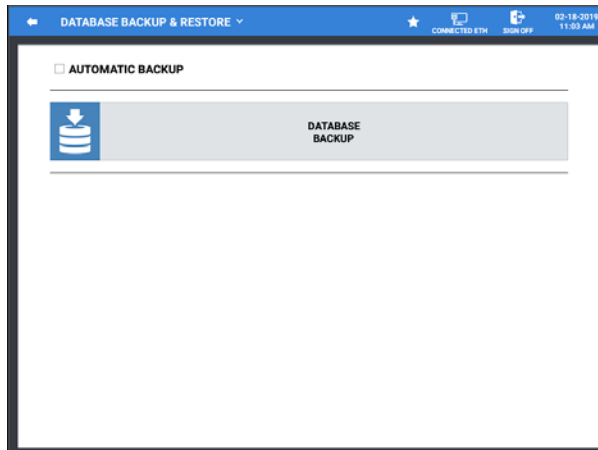
# Backup Program

It is a good practice to back up the program data from the ECR after all the programming is completed or edited and the equipment has been tested for proper operation.

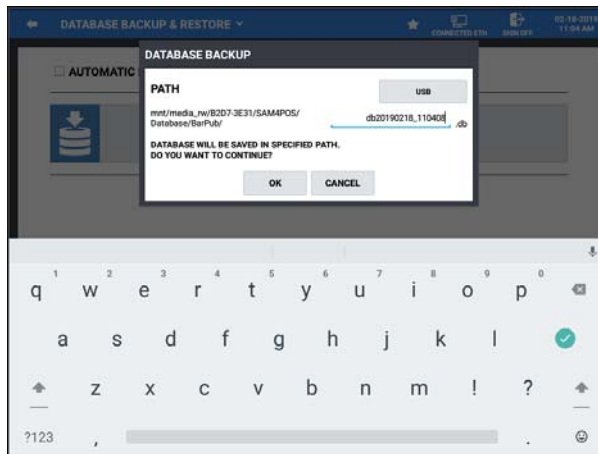
The database menu, in the program mode system menu selections, provides access to the database backup operations for the current program files.

## Database Backup

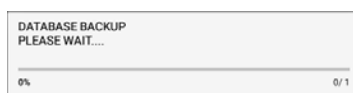
1. From the **PROGRAM MODE**, touch **SYSTEM**, then select **DATABASE**. The Database Backup & Restore screen displays.



2. Press the **DATABASE BACKUP** to open the DATABASE BACKUP dialog.



3. Select the device you wish to back up to. **PATH** selections are: USB, Internal SD Card, External SD Card.
4. Press **OK** to back up the current database. The progress dialog displays during the process; When the backup has completed, the confirmation, '**Database Backup Success**' displays briefly.



5. Press **OK**.

## Remote FTP Log Backup

The Sam4POS terminal automatically generates a log file that saves operational data for the past 10 days. The log backup provides a means to save log data and database files to a USB drive or Internal Storage.

When reporting an operation issue or if you experience a generic FAILURE error message, we may ask to receive the terminals Log's with the Database.

We can also send the log data to an FTP site if desired. Backing up to an FTP site requires access to an active internet connection.

1. From the **PROGRAM MODE**, go to **SYSTEM** and select **LOG BACKUP**. The Log Backup dialog screen displays:

LOG BACKUP

CONNECTED ETH SIGN OFF 03-07-2019 03:25 PM

WITH DATABASE

**USB** PATH SAM4POS/Log/BarPub/POS-630/20190307\_1524... BarPub  
DB FILE NAME db\_20190307\_152456\_POS-630

**INTERNAL STORAGE** PATH SAM4POS/Log/BarPub/POS-630/20190307\_1524...  
DB FILE NAME db\_20190307\_152456\_POS-630

**FTP**  
IP ADDRESS crsftp.crs-usa.com  
PORT NUMBER 0

Type in your desired directory name in the PATH of the device you want to back up to or use the default.

2. Check the “**WITH DATABASE**” selection to back up the database along with the Log Backup.
3. In the **DB FILE NAME**, you can use the default file name or type in a custom file name if desired.

LOG BACKUP

CONNECTED ETH SIGN OFF 08-06-2018 11:31 AM




WITH DATABASE

**USB** PATH SAM4POS/Log/BarPub/POS-MAIN/20180806\_112... BarPub  
DB FILE NAME db\_20180806\_112733\_POS-MAIN

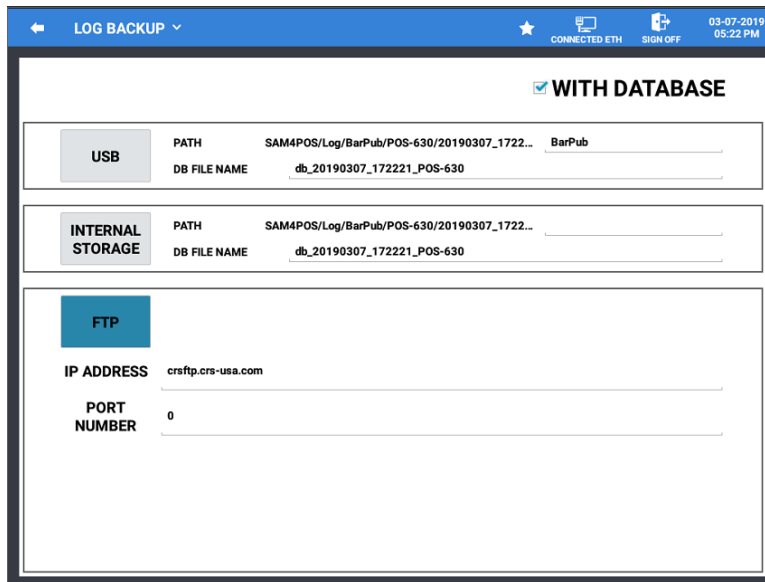
**INTERNAL STORAGE** PATH SAM4POS/Log/BarPub/POS-MAIN/20180806\_112...  
DB FILE NAME db\_20180806\_112733\_POS-MAIN

bar pub BarPub bar pun

q w e r t y u i o p  
a s d f g h j k l  
z x c v b n m ! ?  
?123 , .

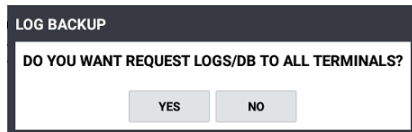
4. Enter the **IP ADDRESS** or URL for the FTP site where you want to send the backup to; Press **Next** (the  icon).
5. Enter **0** for the **PORT NUMBER**; Press **Next** (the  icon).
6. Enter a '**Store Name**'; Then Press **Done** (the  icon).
7. Make sure the '**WITH DATABASE**' option is checked; Press the **FTP** button to initiate the backup.

**Note: PATH and DB FILE NAME are not used when backing up to FTP.**



The screenshot shows the 'LOG BACKUP' screen with a blue header. At the top right, it displays '03-07-2019 05:22 PM' and 'CONNECTED ETH SIGN OFF'. A checkbox labeled 'WITH DATABASE' is checked. Below this, there are three sections for backup destinations: 'USB', 'INTERNAL STORAGE', and 'FTP'. The 'FTP' section is highlighted with a blue background. In the 'FTP' section, the 'IP ADDRESS' is 'crsftp.crs-usa.com' and the 'PORT NUMBER' is '0'. The 'PATH' and 'DB FILE NAME' fields are present but empty for all sections.

8. If selecting to backup to FTP, you have the option to select all terminals in the IRC system:



The dialog box has a title bar 'LOG BACKUP' and contains the text 'DO YOU WANT REQUEST LOGS/DB TO ALL TERMINALS?'. Below the text are two buttons: 'YES' and 'NO'.

9. Press **YES** to send the backup from all terminals in system, (*eliminates having to send from each terminal individually*); press **NO** if you want to send the backup from just the one station
10. The SAM4POS connects to the FTP Server, then the Backup begins, the progress dialog displays:



The first screenshot shows a dialog box with a circular progress indicator and the text 'CONNECTING TO FTP SERVER PLEASE WAIT....'. The second screenshot shows a dialog box with the text 'SAVING PLEASE WAIT....' and a progress bar that is 70% full, with '70%' on the left and '7/10' on the right.

11. Each Log file currently available in the SAM4POS will be backed up to the FTP Site along with the database.
12. When the backup is complete, the confirmation messages will display briefly:



13. The data files are saved to the FTP site.
14. Press the back-arrow icon on the title bar to exit the log backup.
15. When Logs and Database have uploaded; provide the following to CRS:
  - a. Dealer Name
  - b. Store Name
  - c. Terminal Name

### ***If the FTP Backup Fails***

If the backup to the FTP site fails, some things to check would be:

1. Verify the FTP setting is correct:
  - a. IP Address: crsftp.crs-usa.com
  - b. Port Number: 0
2. Check to see if there are any 0 byte log files on the terminal; delete them if there are:
  - a. Log in with Team Viewer
  - b. May need to install ES File Explorer (available on the Sam4POS page\CRS web site)
  - c. Exit to the main Android screen; go to the File Manager.
  - d. Look for 0 byte log file in the Sam4POS \ Log Folder; delete the 0 byte files.

# Pin-Pad Errors

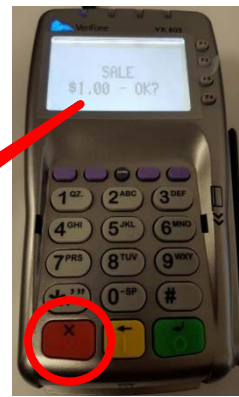
Occasionally, the network will decline or reject a transaction sent to it by the DataTran, or the DataTran will return an error response back to the user system due to a communication or operational problem.

Register a transaction and tender with **EMV Credit**:



If Customer **does not press anything** at the Pin-Pad result is:

499 0 **TRANSACTION NOT COMPLETE - Timeout Returned from Pin-Pad.** \* \* \* \* \* 0 \* \* \* \* \* \* \* \* \*



If Customer presses **CANCEL** at the Pin-Pad result is:

499 0 **TRANSACTION\_CANCELLED - Operation Cancelled.** \* \* \* \* \* 0 \* \* \* \* \* \* \* \* \*



If Customer presses **OK** at the Pin-Pad and then does nothing at the Pin-Pad result is:

499 0 **TRANSACTION NOT COMPLETE - NO Response from Pin-Pad.** \* \* \* \* 0 \* \* \* \* \* \* \* \* \*

## Vx805 Out Of Memory

The VX805 Pin-Pad at times displays an “Out of Memory” error message. After rebooting a couple of times the “Out of Memory” instruction is sent, and the error is resolved with the rebooting of the Pin-Pads. After some time, the VX805 may start to display the “Out of Memory” error message again.

Please *carefully* follow the “Out of Memory” instructions below prior to further troubleshooting.

*Some PIN pads loaded with XPI 8.42b/8.43c may be shipped from distributors missing 2 parameters required for reliable operation. Follow the steps below to set these parameters manually from the PIN pad's system menu.*

1. Press **F2** and **F4** to enter system mode.
2. The password is: **1 ALPHA ALPHA 6 6 8 3 1**; Press **ENTER** (Alpha is a black key located directly above the 2 key Enter is the Green key)
3. Press **2** for “**Edit Parameters**”; Press **ENTER**
4. Select **1** for “**Group ID**”. The password is: **1 ALPHA ALPHA 6 6 8 3 1**; Press **ENTER**.
5. Press **ENTER** to select “**CONFIG.SYS**”.
6. Press **1** for “**New**”.
7. For the parameter name, enter **\*DHEAP**. For the alpha characters, press the associated number key followed by ALPHA until the correct letter appears. \* is located below the 7 key.
8. Press **ENTER** to confirm the new parameter.
9. For the value, enter **0**.
10. Press **ENTER** to confirm the new value.
11. Press **1** for “**New**” again.
12. For the parameter name, enter **#CZE**. For the alpha characters, press the associated number key followed by ALPHA until the correct letter appears. # is located below the 9 key.
13. Press **ENTER** to confirm the new parameter.
14. For the value, enter **1**.
15. Press **ENTER** to confirm the new value.
16. Press **CANCEL**.
17. Press **1** for “**Restart**”.



# Manual Revision Record

<b>Edition</b>	<b>Date Published</b>	<b>Revision Contents</b>
Preliminary	09/25/2017	Initial release
v0.2	09/28/2017	Added: Integrated Payment
v0.3	10/12/2017	Updated: Integrated Payment information
v0.4	10/19/2017	Updated: Price Check operation
v0.5	11/9/2017	Added: Alpha Check; Edited List Check
v1.1	9/6/2018	Updated: operations to accommodate current firmware
v1.2	9/14/2018	Updated: Repeat operation, Error Messages Added: Sales Screen Size Edit
v1.3	10/18/2018	Updated: EFT Operation function key
v1.4	12/4/2018	Updated: List Paid-TIP entry; Added Detailed Reports
v1.5	1/21/2019	Updated: Logo
v1.6	2/18/2019	Added: Menu Icon info (Register Mode) Updated: screens, Program Maintenance, Integrated Payment Transactions & draft examples
v2.0	3/8/2019	Combined SAP-6600/SAP-630 manuals. Updated: Authority Level: Allow EOD in REG Mode.
v2.1	3/28/2019	Updated: Function Keys\Stock Check
v2.2	4/2/2019	Updated: Add PLU operation - OK AND ADD NEXT PLU option; List Paid information
v2.3	4/18/2019	Added: Quick PLU, Gift Card Sale operation Updated: Price Check, End Of Day & Report Mode
v2.4	6/5/2019	Added: Promotion\Coupon Search operation and Promotion function key; Gift Receipt; EBT Transaction; PLU Maintenance: Copy to Items by Range. Updated PLU Info Function.
v2.5	6/19/2019	Updated PLU programming 'Copy to Item by Range'; 'Load All PLU's'
v2.6	6/27/2019	Updated List Paid
v2.7	7/29/2019	Updated Table Map; PLU Maintenance: Copy to existing item; EOD report
v2.8	8/6/2019	Table Map: Dynamic; EOD reports
v2.9	9/4/2019	Function Keys; EJ report Edit Mode