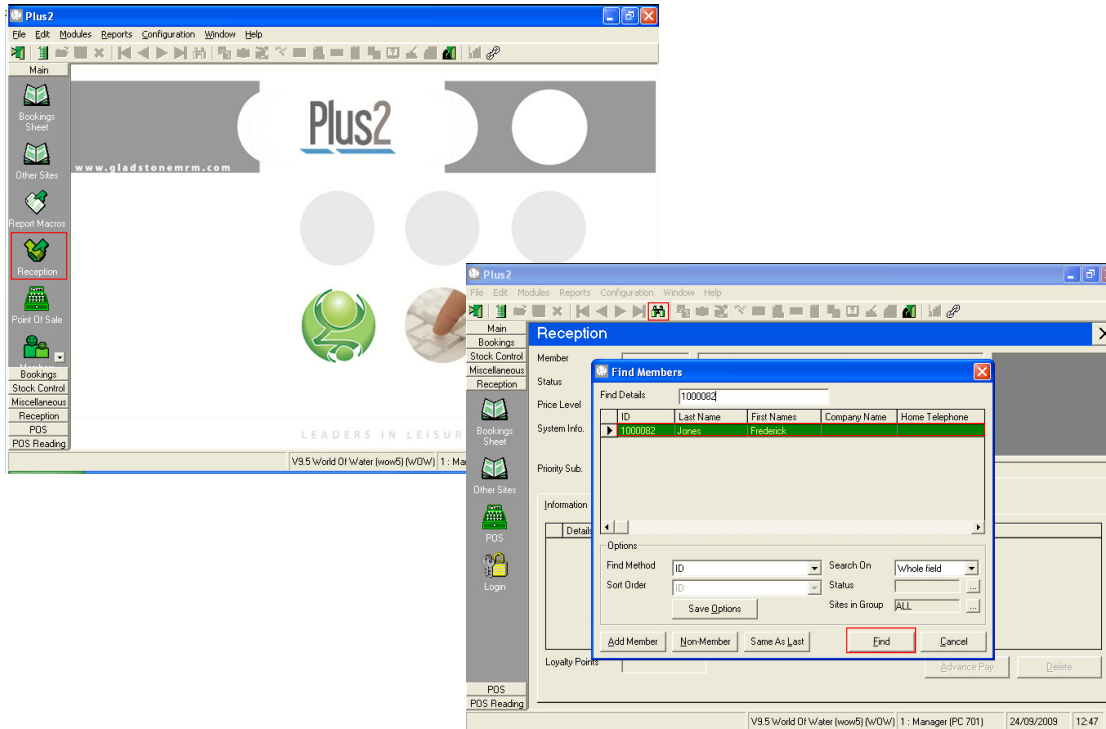




Chip and Pin Declined Sale Functionality

NOTES:

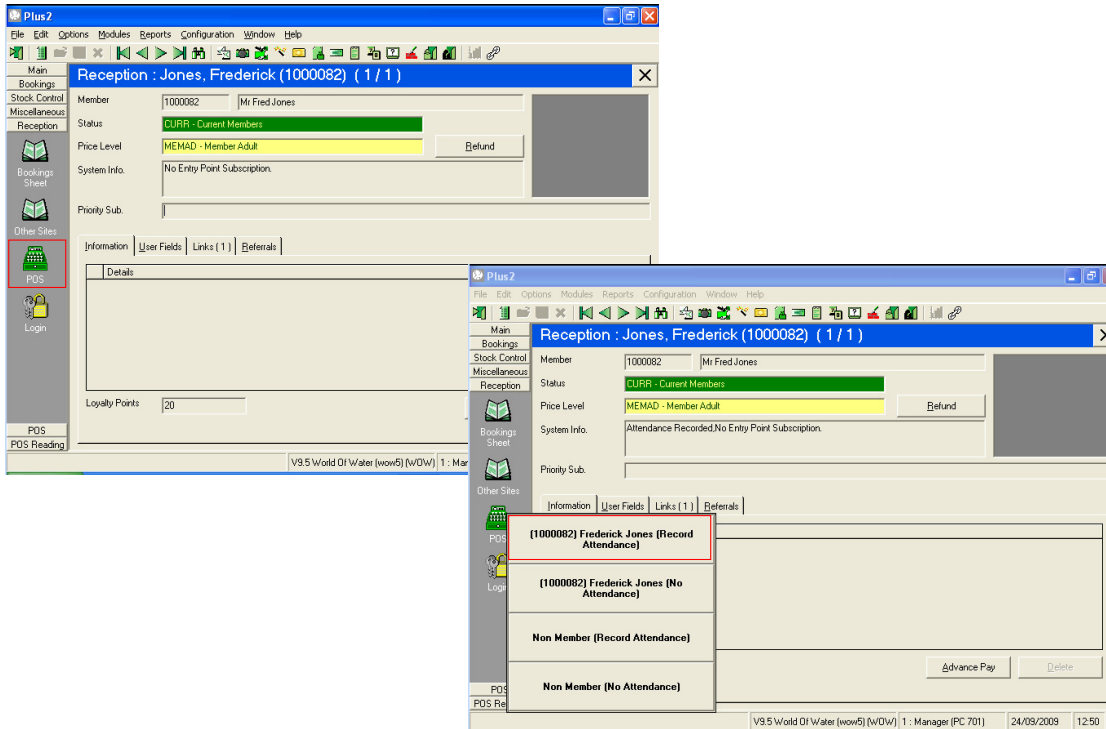
1. Find, swipe a member and open the point of sale



NOTES:

- Select the option 'Reception'
- Select the toolbar option 'Find'
- Find the member for the sale process and display their details in the 'Reception' screen.

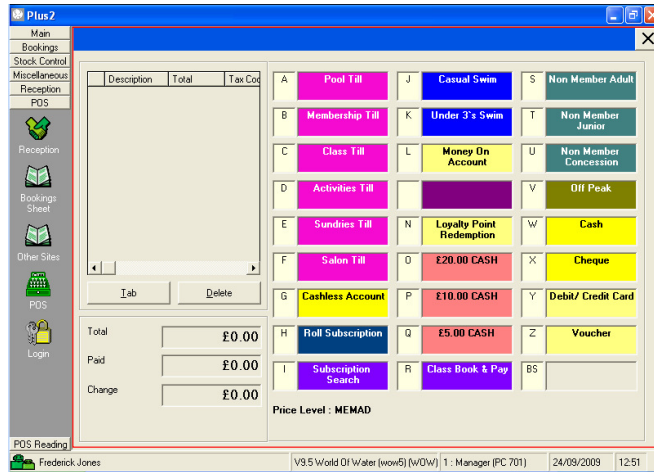
1. Find, swipe a member and open the point of sale



NOTES:

- Select the option 'Point of Sale'
- Select the option 'Member Record Attendance' and open the 'Point of Sale' screen

1. Find, swipe a member and open the point of sale



NOTES:

- Alternatively, swipe the members card at reception.
- Likewise, the same process can be followed for a non-member sale, but in this example a member sale is being illustrated.

2. Generate a sale and select a method of payment

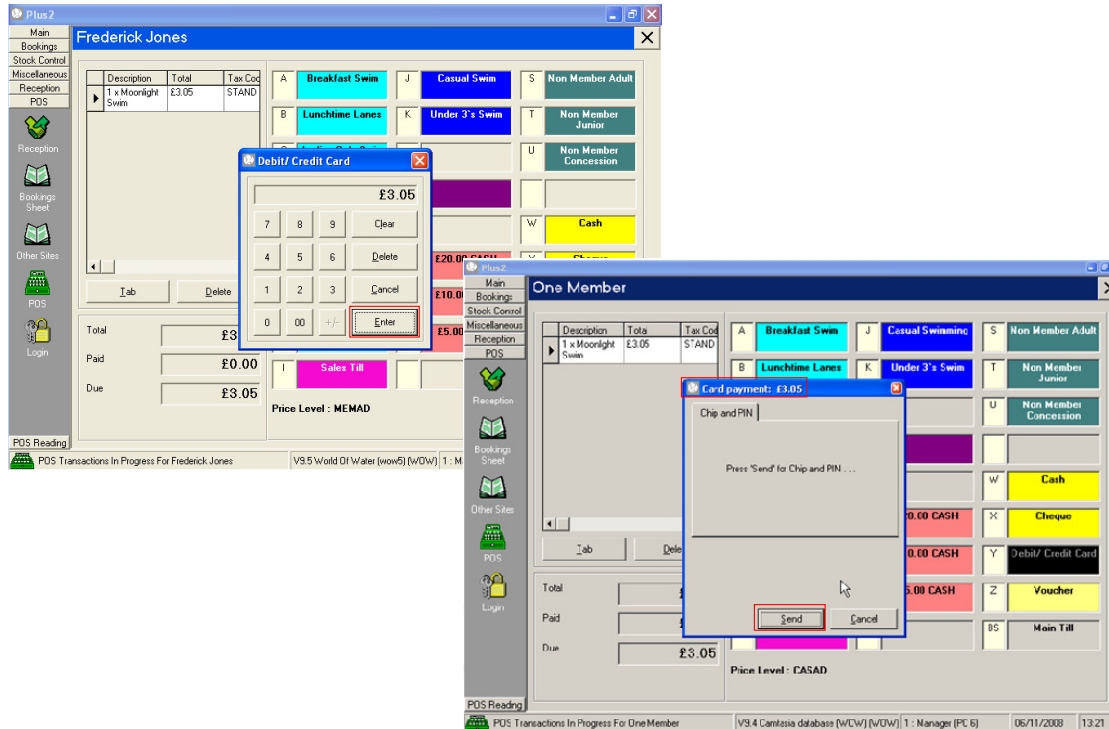
The image shows two overlapping screenshots of the Plus2 POS system interface. The top window, titled 'Plus2', displays a grid of buttons for various services and payment methods. The bottom window, titled 'Frederick Jones', shows a similar grid with items selected for a sale. Both windows have a total field and a 'Paid' field.

Description	Total	Tax Cod
T x Moonlight Swim	£3.05	STAND
Total	£3.05	
Paid	£0.00	
Change	£3.05	

NOTES:

- Select the appropriate till button(s) to sell the items to the member.
- Select the payment method configured for 'Chip & Pin' payment.

2. Generate a sale and select a method of payment



NOTES:

- The onscreen calculator will be displayed to confirm the total to be tendered.
- Select the option to 'Enter'.
- Observe the 'Card Payment' being displayed with the option of 'Send'.
- Select the option to 'Send' and Plus2 will commence the communication with the Chip & Pin device.

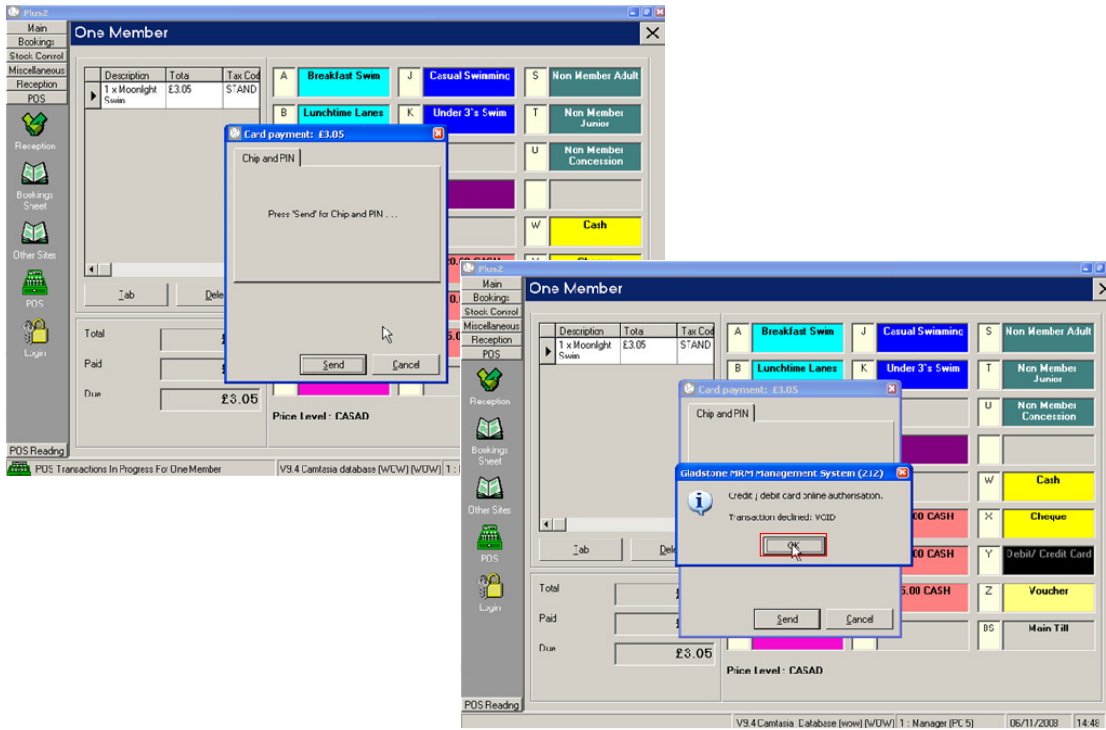
3. Declined sale process on the PED device



NOTES:

- The device will connect to the server.
- The Receptionist will be prompted with the value of the sale.
- The customer will be prompted to insert their card.
- The customer will be prompted to type in their PIN.
- The device will verify the PIN is correct.
- The device will return the response that the payment was 'Declined' and prompts the receptionist to press 'Enter'.
- The device will perform a 'Reject' process onscreen and a store voucher will be produced.
- The receptionist will be prompted to tear off the voucher and press enter to continue.
- The device will print the customers voucher.
- The receptionist/customer is prompted to 'Please Remove Card' .
- The device returns to it's main menu screen.

4. Completion of the sale



NOTES:

- The receptionist is prompted 'Transaction Declined': VOID and selects the option of 'OK'.
- The receptionist will either perform a further card payment or request an alternative method of payment.
- The receptionist must provide the customer with their customer voucher of the declined sale.