

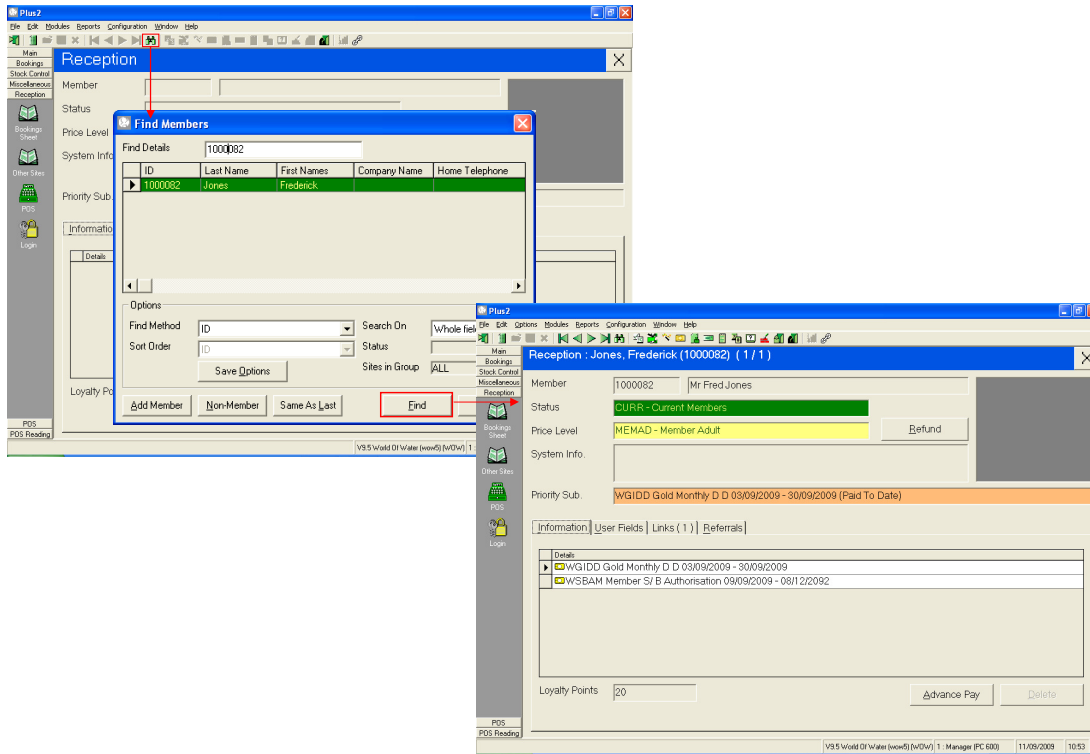


Chip and Pin Timeout Scenario Sale Functionality

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Chip and Pin Timeout Scenario Sale functionality
Version 1.2/1110

NOTES:

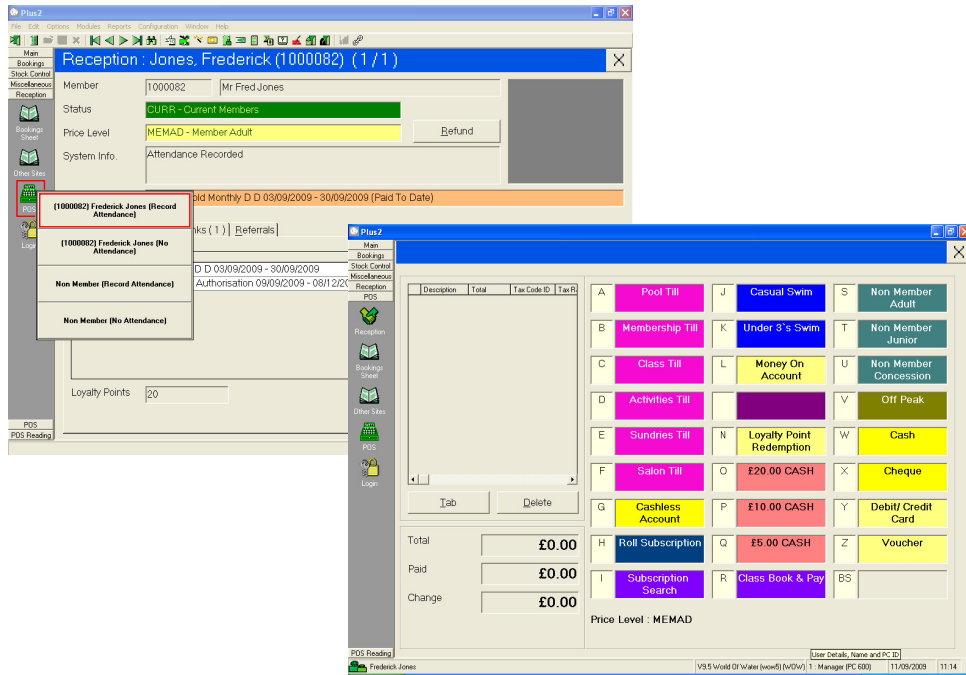


NOTES:

This will illustrate the functionality through four parts:-

- Finding, swiping a member in reception and open POS
- Generating a sale within POS and selecting the Chip & Pin payment method
- Performing an authorisation on the PED device
- Observing the new messages presented when there is a delay in communication between Plus2 and the PED device.

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



NOTES:

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

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 demonstrated.



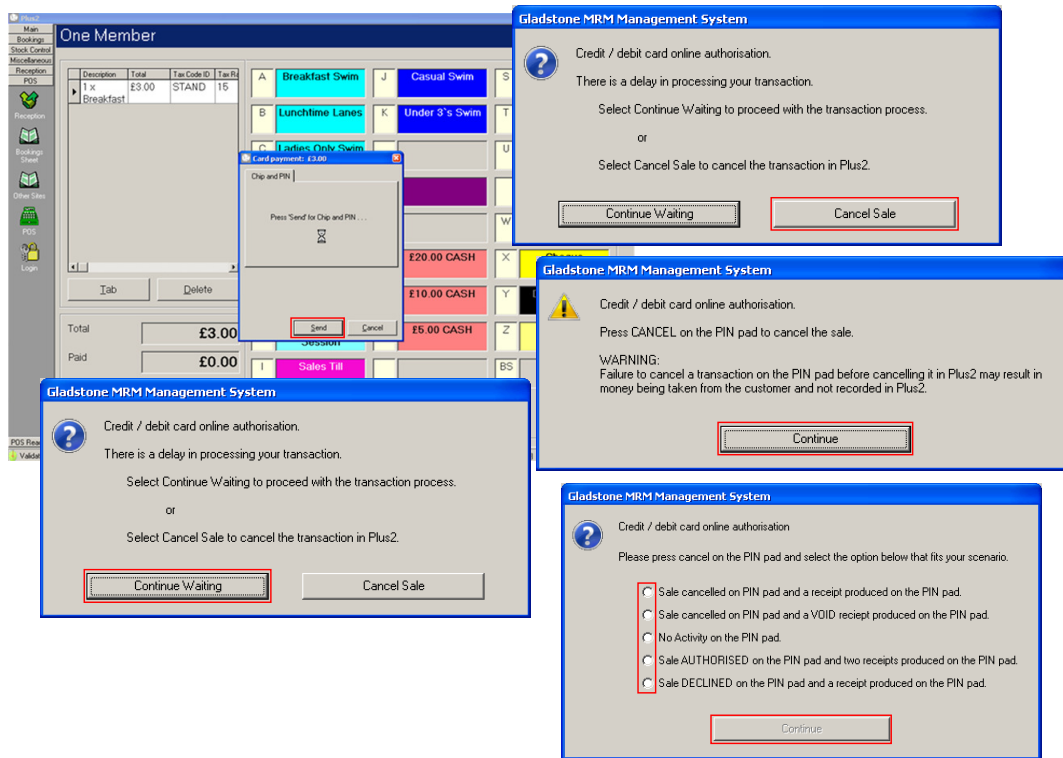
NOTES:

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



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
- A sales voucher (Store Copy) will be produced and the receptionist will be prompted to tear off the voucher
- The receptionist will be prompted to press 'Enter' to continue
- The device will indicate the process of 'Confirming' and the customers voucher is produced.
- The receptionist/customer is prompted to 'Please Remove Card'
- The device returns to it's main menu screen.



NOTES:

Within Plus2 whilst the user is interactive with the chip and pin device, there may be a delay in communications.

If a delay in communications occurs a message will be displayed with instructions on how to continue.

- The options are 'Continue Waiting' to continue waiting for communication between the PED device and Plus2 or 'Cancel Sale' to cancel the transaction.
- In this first scenario the option of 'Continue Waiting' has been selected to continue waiting.
- Select 'Continue Waiting'
- If there is a further delay in communication the same message will be displayed
- The option 'Cancel Sale' will be selected, but it is important to ensure that the transaction is cancelled on the PED first, otherwise money could be taken incorrectly from the customer and not recorded in Plus2.
- Select 'Cancel Sale'
- A further message is displayed prompting the receptionist to press Cancel on the PIN Pad to cancel the sale.
- Select 'Continue' once this has been checked.
- The last new message has been added is a prompt to check the authorisation status of the PED and any corresponding PED receipts.
- There are a number of options available to resemble the possible scenarios for the outcome of the breakdown in communication.
- Select the appropriate option using the radio button control and select the option 'Continue'.
- The appropriate transaction result message will be displayed in the event of a 'Bill Cancelled' or 'Authorised Sale' and the Plus2 Point of Sale screen will either leave the products on the till unpaid or complete the sale accordingly.