

# How To Guide SC2.0 POS Functionality

**Document Type:** External

**Document Version:** 1.1

**Date:** 29/11/2023

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# Objectives

The purpose of this document is to provide details of the functionality of the POS in Standard Configuration (SC) for Version 2.7.747.RC2.




## 2 User Credentials

These are the users that are included with the Standard Configuration.







User ID	Forename	Surname	Password
000101	000101	Hertford Manager	000101
000102	000102	Hertford Sales Asst	000102

## 3 POS Functions/User Template Matrix

This table explains the colour scheme used to indicate the level of privilege that a user has when triggering a function.

Colour	Meaning
	User can initiate and authorise the function.
	User can initiate the function but requires authorisation from a user with higher privileges.
	User cannot initiate nor authorise the function.

All the functions covered in this document are listed in the table below, as well as indicating the privilege level of users for each function.

Functions	Sales Assistant	Manager
<b>Log In/Out</b>		
• Log In		
• Log Out		
<b>Sale</b>		
• Key-Entered Item		

• Scanned Item		
• Unknown Item Sale		
• Rich Product Search (RPS)		
• Quantity Sell Item		
<b>Returns</b>		
• Receipt Return		
• Item Return (Non-Receipt)		
• Voucher Return		
• Quantity Return		
• MMG Return		
<b>Discounts / Overrides</b>		
• Item Discounts		
• Transaction Discounts		
• Price Override		
<b>Voids</b>		
• Item Void		
• Item Discount Void		
• Transaction Void		
• Tender Void		
• Scan Item Void		
<b>Promotions</b>		
• Disable Promotion		
<b>Store &amp; Recall</b>		
• Store by Receipt		

• Store by User		
• Recall by Receipt		
• Recall by User		
<b>Receipts</b>		
• Reprint Recent		
• Reprint Archive		
• Select items for Gift Receipt		
• Request Gift Receipt Transaction		
• Request Tax Receipt		
• Request Email Receipt		
<b>Tenders</b>		
• Cash		
• Card Payment Service		
• Cheque		
• Voucher		
• Credit Note		
• Gift Card		
<b>Vouchers</b>		
• Issue Voucher		
<b>Credit Notes</b>		
• Issue Credit Note		
<b>Gift Cards</b>		
• Gift Card - Issue		
• Gift Card - Top Up		

• Gift Card - Enquiry		
• Gift Card - History		
• Gift Card - Merge Gift Cards		
• Gift Card - Cancel Gift Card		
<b>Customers</b>		
• Customer Account - Enquiry		
• Customer Account - Payment		
• Customer Account - Withdrawal		
• Customer Deposits - Enquiry		
• Customer Deposits - Payment		
• Customer Deposits - Withdrawal		
• Capture Address		
<b>Loyalty</b>		
• Capture Loyalty		
• Loyalty Account Enquiry		
• Issue Loyalty Card		
• Add Loyalty Points		
<b>Employee Sales</b>		
• Employee		
• Employee Spend		
• Employee Grade		
• Employee Grade by MMG		
<b>Modifier Menu</b>		

• Modify Product		
<b>Reports</b>		
• POS Reports - Display Reports		
• POS Reports - Print Reports		
• Store Web Reports		
<b>Training Mode</b>		
• Toggle Training Mode		
<b>No Sale</b>		
• Open Cash Drawer		
<b>Exit</b>		
• Exit POS		
<b>User Maintenance</b>		
• Users		
• Change Your Password		
• Change User Password		
<b>Terminal Cash Management</b>		
• Float		
• Pickup		
• Income		
• Expense		
• Spot Check		
• Cashup and Closing Float		
• History		
• Blind Spot Check		

• Outlay		
• Outlay Return		
<b>Safe Cash Management</b>		
• Currency Purchase		
• Spot Check		
• Cashup		
• Banking		
• Income		
• History		
<b>Admin</b>		
• Daily Operations - Day Start		
• Daily Operations - Day End		
• Daily Operations - Store Day Start		
• Daily Operations - Store Day End		
• Daily Operations - Estate Manager		
• System Status - Background Services		
• System Admin - Update Indexes		

## 4 Menus

The Enactor POS is comprised of 17 menus:

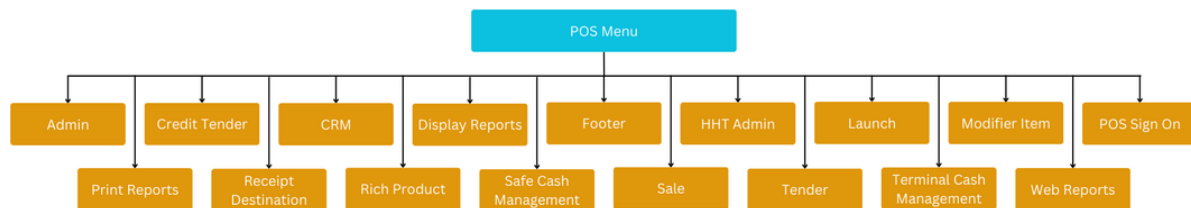
Admin	Launch	Safe Cash Management
Credit Tender	Modifier Item	Sale

CRM	POS Sign On	Tender
Display Reports	Print Reports	Terminal Cash Management
Footer	Receipt Destination	Web Reports
HHT Admin	Rich Product	

## 4.1 Menu Layouts

Menus can include folders and functions, which allow users to perform actions in the POS.

As menus can have complex structures, the [Menu Layouts addendum](#) provides a visual representation of each menu.



# 5 Log In/Out

## 5.1 Log In

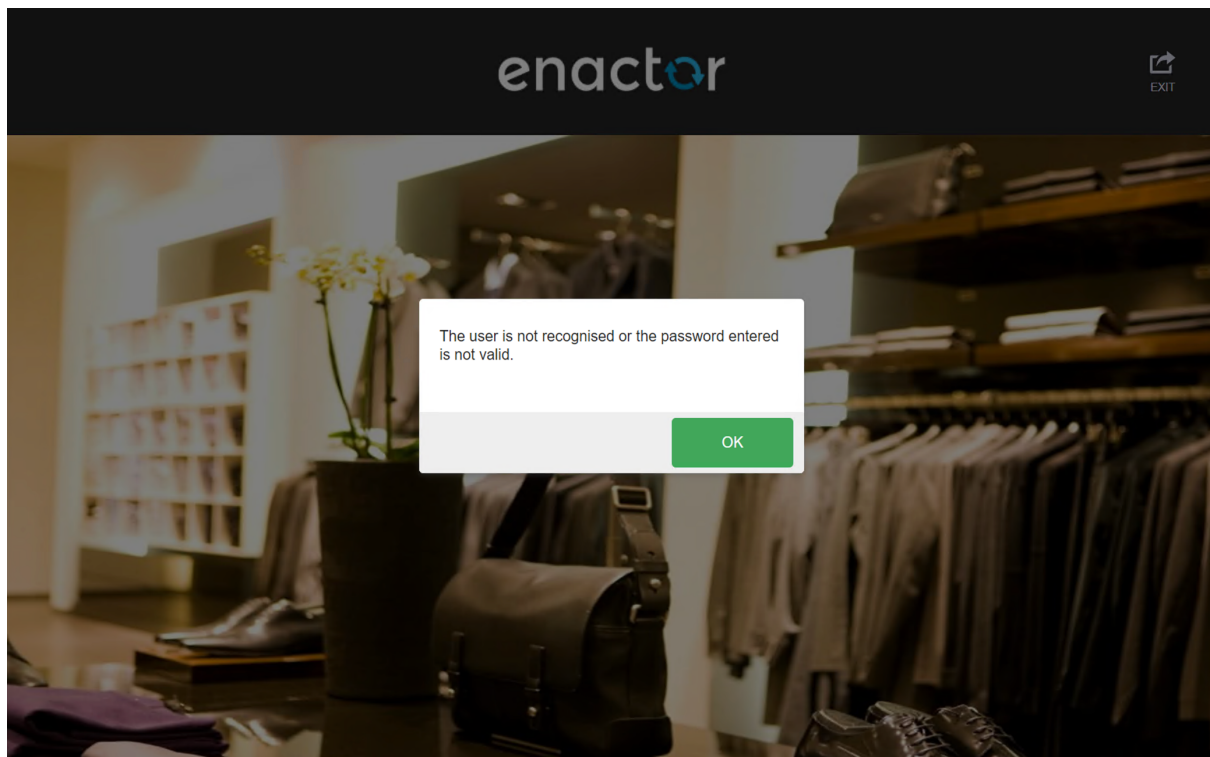
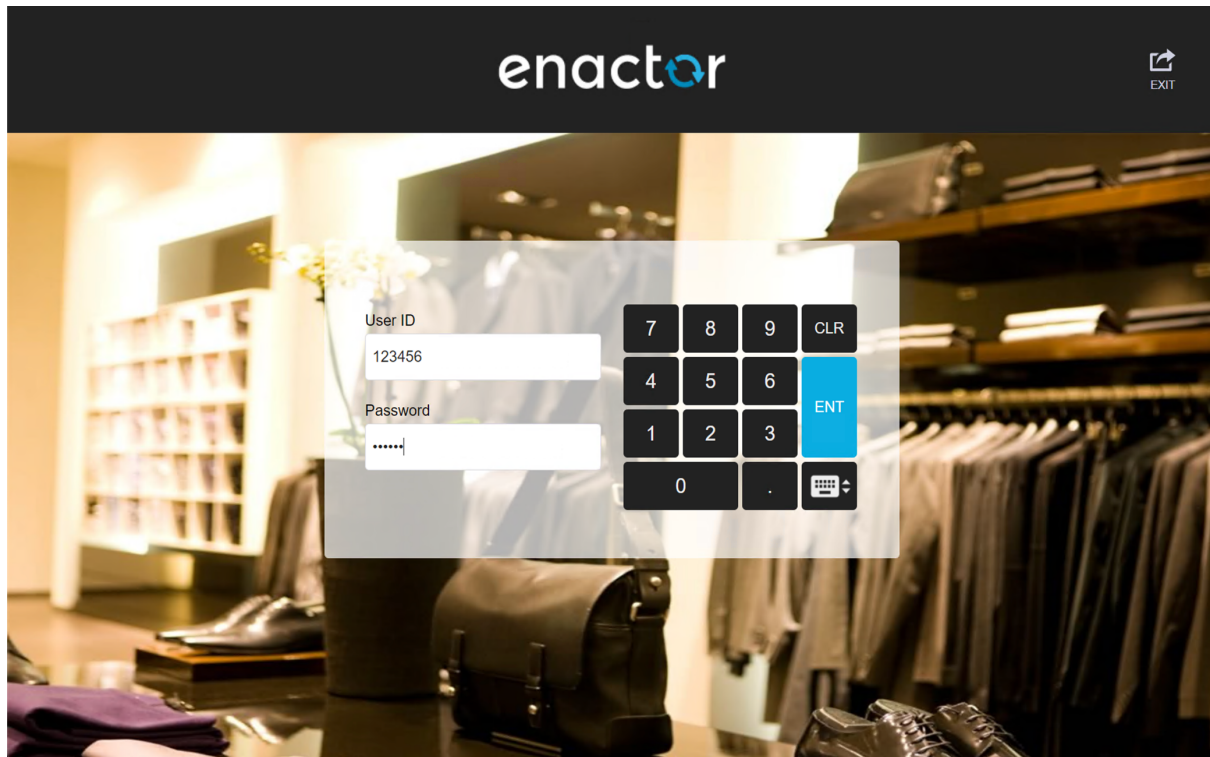
Operators can log in by manually keying in their individual Enactor User ID and Password.

If the login is unsuccessful, the operator will be prompted with an onscreen message.

If the login is successful, operators will have access to the sale menu.

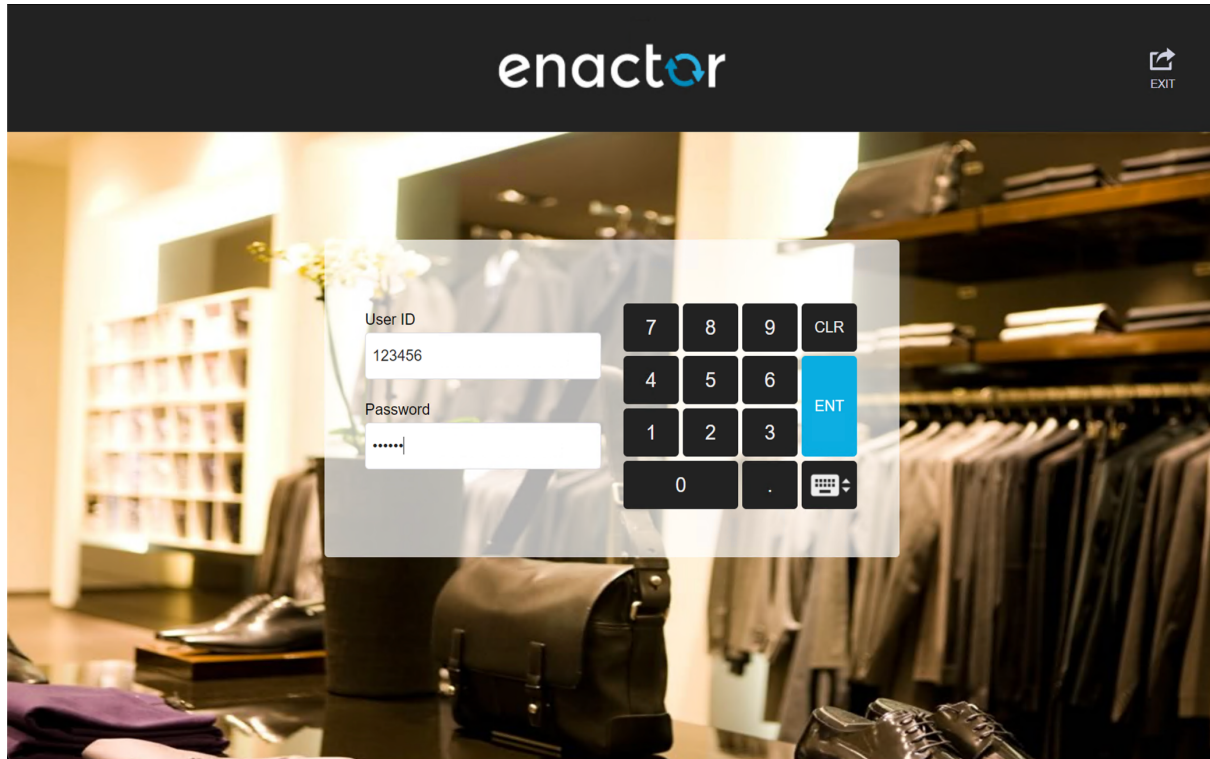
Path: Enactor POS > Sale

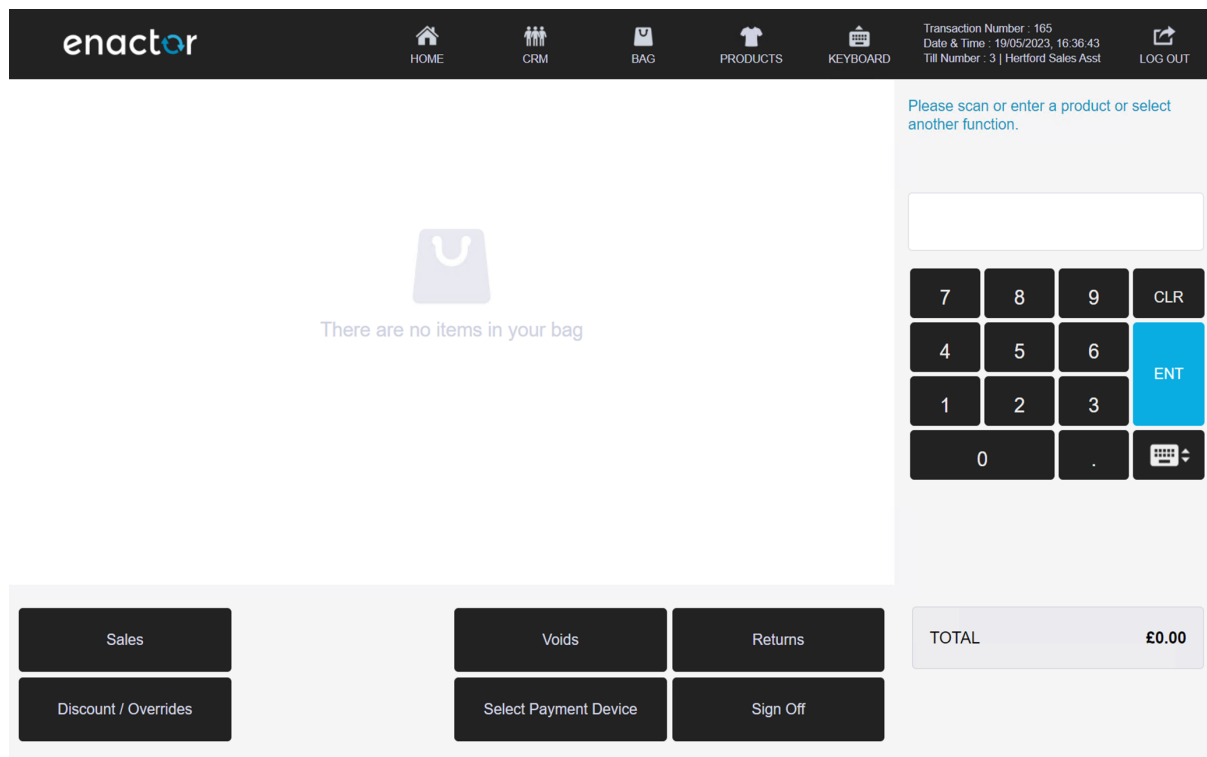
### 5.1.1 Unsuccessful Login



### 5.1.2 Successful Login

Upon logging in, the operator will be presented with several functions, these will change depending on the operator's role and privileges.





## 5.2 Log Out

Once logged in, operators can log out using the log out button displayed in the top right-hand corner of the screen.

For left-handed users, the log out button will be displayed on the top left-hand corner.

The logout can also be completed after products have been added to the basket, the transaction will be stored against the operator, and the same transaction will recall at next login.

Path: Sale > Enactor POS

## 5.2.1 Successful Log Out

enactor

HOME

CRM


BAG

PRODUCTS

KEYBOARD

Transaction Number : 165  
Date & Time : 19/05/2023, 16:36:43  
Till Number : 3 | Hertford Sales Asst

LOG OUT




There are no items in your bag

Please scan or enter a product or select another function.

789CLR

456ENT

123

0. 

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL

£0.00

enactor

EXIT

User ID

Please enter your user name.


Password

Please enter your password.

789CLR

456ENT

123

0. 

## 6. Sale

Operators can sell items and perform the following functions:

- Key-Entered Item
- Scanned Item
- Unknown Item Sale
- Rich Product Search (RPS)
- Quantity Sell Item
- Employee Sale

### 6.1 Keyed/Scanned Item Sale

The operator can key enter a product ID or barcode or scan the printed barcode to add items to the receipt basket.

If an invalid barcode is entered, the POS will prompt with a warning message displaying unknown product.

Path: Enactor POS > Sale

#### 6.1.1 Key-Entered Item

enactor

HOME CRM BAG PRODUCTS KEYBOARD LOG OUT

Transaction Number : 176  
Date & Time : 30/05/2023,  
10:36:00  
Till Number : 3 | Hertford Sales  
Asst

Please scan or enter a product or select another function.

500100

7 8 9 CLR  
4 5 6 ENT  
1 2 3  
0 .

TOTAL £0.00

Sales Discount / Overrides Voids Select Payment Device Returns Sign Off

HOME

BAG <sup>1</sup>

PRODUCTS

KEYBOARD

Transaction Number : 176  
Date & Time : 30/05/2023, 10:37:10  
Till Number : 3 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
JVC LT-40CA890 Android TV 40"	£299.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX £49.83

TOTAL £299.00

Total

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

### 6.1.2 Scanned Item

HOME

BAG <sup>1</sup>

PRODUCTS

KEYBOARD

Transaction Number : 179  
Date & Time : 30/05/2023, 10:39:59  
Till Number : 3 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
HP x360 12" 2 in 1 Chromebook	£349.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX £58.17

TOTAL £349.00

Total

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

## 6.2 Unknown Item Sale

The Unknown item sale function allows an operator to sell an item even if its barcode is not in the system or cannot be scanned.

This can be useful in situations where an item is not recognised by the system, but a manager decides to sell it anyway.

The operator can choose from a list of groups to categorise the item being sold.

This functionality provides flexibility in handling items that are not properly registered in the system while still allowing for accurate record-keeping and inventory management.

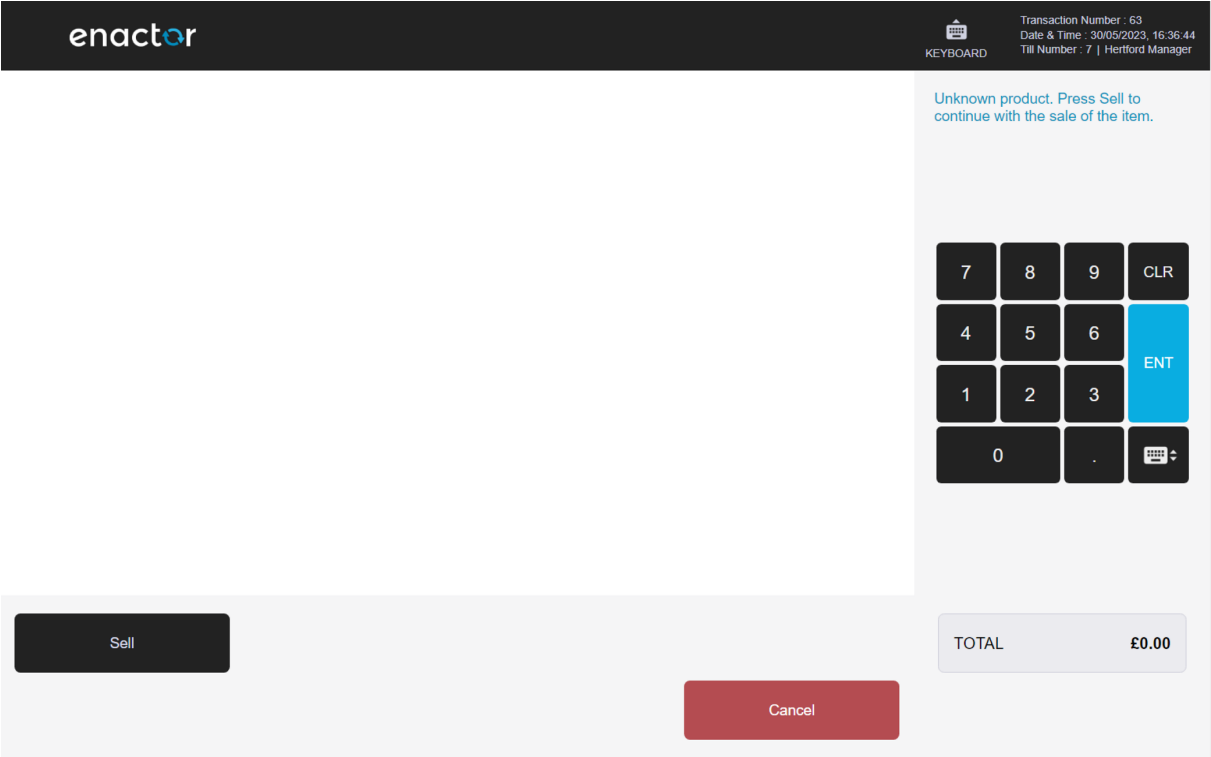
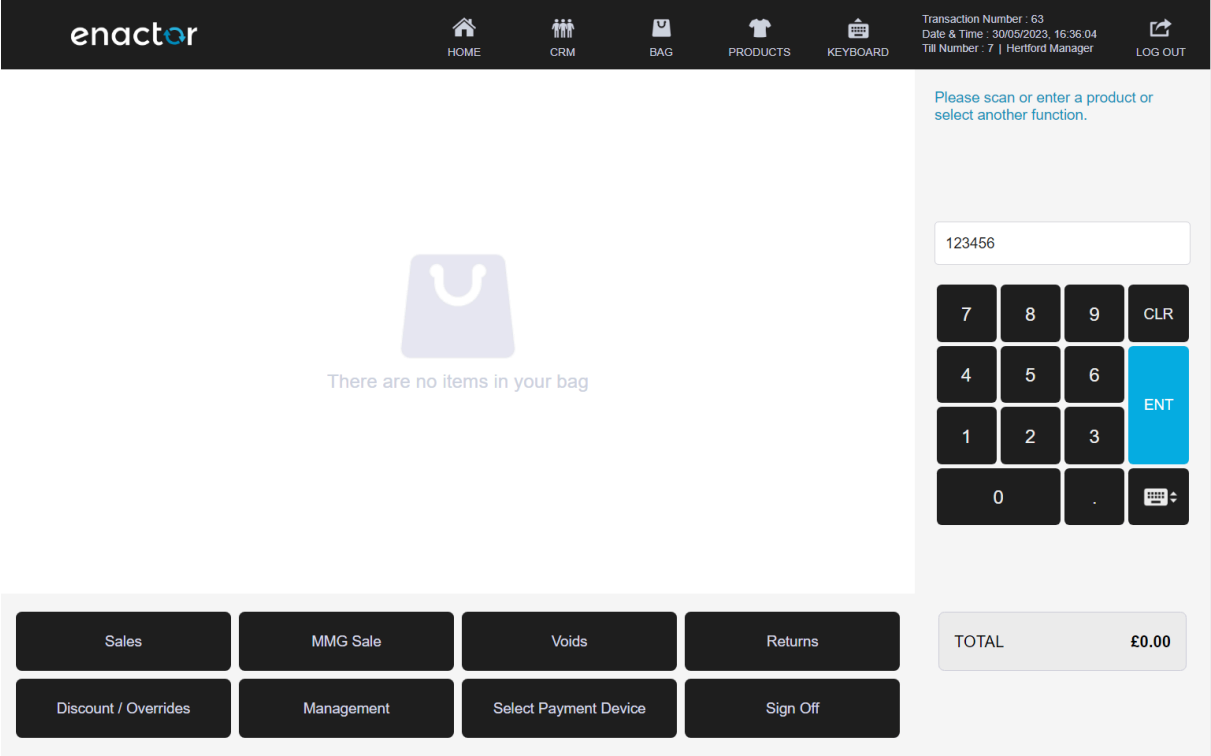
The operator is prompted to scan the item and confirm its barcode state.

A list of reasons is then presented, and an MM Group needs to be selected.

The operator is prompted to enter the item price, and once confirmed, the item will appear in the basket.

MMG Sale reasons table:

Reason ID	Reason Name	Description
MMGS-01	Faulty Barcode	Indicates an issue with the barcode (e.g., unreadable, faded).
MMGS-02	Not on file	Indicates the product code is not in the POS.
MMGS-03	Old Stock - Always Witness	Indicates an item that, due to its age, may not have a working product code or the code is no longer in the POS. Requires sign on details of a witness (current user cannot be a witness).
MMGS-04	Old Stock - Never Witness	Indicates an item that, due to its age, may not have a working product code or the code is no longer in the POS.



enactor

Transaction Number : 63  
Date & Time : 30/05/2023, 16:36:53  
Till Number : 7 | Hertford Manager

Faulty Barcode

Not on file  
  
Old Stock - Always Witness  
  
Old Stock - Never Witness

OK

Down

Cancel

Please select a reason code and press the OK button.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL

£0.00

enactor

Transaction Number : 64  
Date & Time : 30/05/2023, 16:38:48  
Till Number : 7 | Hertford Manager

RETAIL (All Regions)

Boys (All Regions)  
Boys Shirts (All Regions)  
Boys Tops (All Regions)  
Boys Trousers (All Regions)  
Electronics (All Regions)  
Drones (All Regions)  
Laptops (All Regions)  
Televisions (All Regions)  
Girls (All Regions)  
Girls Dresses (All Regions)  
Girls Shorts Skirts (All Regions)  
Girls Tops (All Regions)

Select

Up

Down

Cancel

Start typing to filter MMGroups or press Enter

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL

£0.00

enactor

Transaction Number : 64  
Date & Time : 30/05/2023, 16:39:24  
Till Number : 7 | Hertford Manager

KEYBOARD

Please enter item price.

£0.00

789CLR

456ENT

123

0.

OK

Cancel

TOTAL

£0.00

enactor

Transaction Number : 64  
Date & Time : 30/05/2023, 16:40:17  
Till Number : 7 | Hertford Manager

HOME BAG PRODUCTS KEYBOARD LOG OUT

ITEM	PRICE
Drones	£0.00

Please scan or enter a product or select another function.

789CLR

456ENT

123

0.

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

TOTAL

£0.00

Total

## 6.3 Rich Product Search (RPS) Item Sale

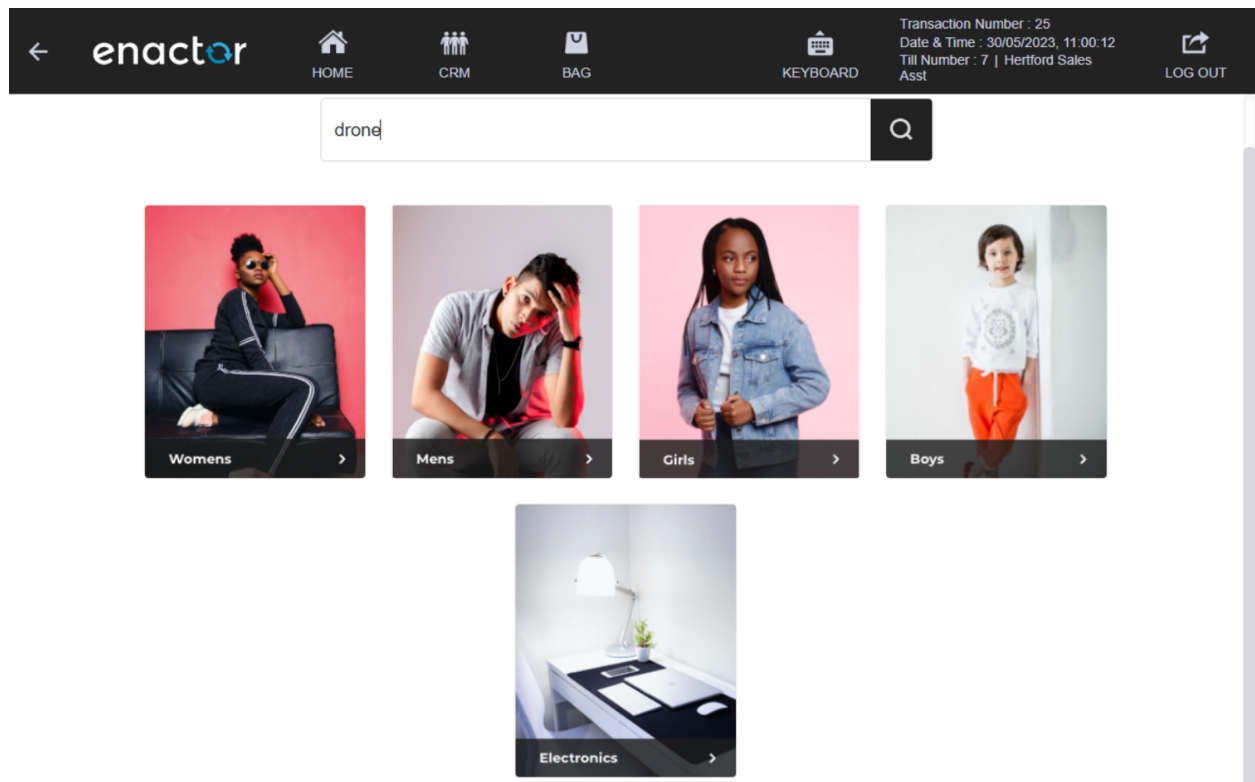
Alternatively, the operator can search for a product via the Rich Product Search function, adding their selected product to the basket.

When accessing RPS, the display will show the four most used departments as images with a description, this is configurable, and departments shown here are changeable.

From this screen, the operator can select a department or search for a specific product by entering a description, product ID or a selling code.

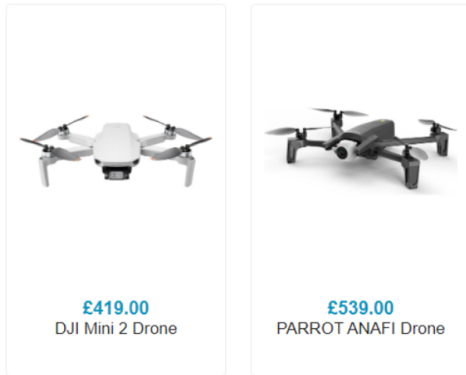
Path: Enactor POS > Sale > Products

### 6.3.1 Searching for an Item



Search results  [Q](#) Price From  To  [-](#) [X](#)

2 matches found - Page 1 of 1



### DJI Mini 2 Drone

Product No 500300



DJI Mini 2 Drone with Controller - Space Grey

**£419.00**

#### Product Details

4K Ultra HD recording & streaming Max. speed:  
35.8 mph Max. flight time: 31 minutes Built-in  
GPS

#### Promotions

- Magasin 3 for 2 Promotion
- Magasin 4 for 3 Promotion
- Maximum Reward Saving - Item Set

[✓ In Stock](#) 50

QUANTITY

Suggested With

You've Just Seen



STOCK NEARBY

ADD TO BAG

HOME

BAG 1

PRODUCTS

KEYBOARD

Transaction Number : 25  
Date & Time : 30/05/2023, 11:02:28  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
DJI Mini 2 Drone	£419.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL £419.00

Total

### 6.3.2 Selecting an Item

←

HOME

CRM

BAG

KEYBOARD

Transaction Number : 25  
Date & Time : 30/05/2023, 10:57:39  
Till Number : 7 | Hertford Sales Asst

LOG OUT

Q

Womens >

Mens >

Girls >

Boys >

Electronics >

← enactor

HOME

CRM

BAG

KEYBOARD

Transaction Number : 26  
Date & Time : 30/05/2023, 11:10:07  
Till Number : 7 | Hertford Sales  
Asst

LOG OUT

Electronics

Drones

Laptops

Televisions

Search results


Search here...

Q


Price From £0.00 To £0.00

X


5 matches found - Page 1 of 1




£0.00  
APPLE MacBook Pro  
13.3"




£1,150.00  
APPLE MacBook Pro  
13.3"



£2,470.00  
APPLE MacBook Pro  
16"



£799.00  
HP Pavilion 15-  
eh0515sa 15.6"



← enactor

HOME

CRM


BAG

KEYBOARD

Transaction Number : 26  
Date & Time : 30/05/2023, 11:10:45  
Till Number : 7 | Hertford Sales  
Asst

APPLE MacBook Pro 13.3"

Product No 500200



APPLE MacBook Pro 13.3" (2020) - M1, 256 GB  
SSD, Space Grey

£1,150.00

Product Details

macOS 11.0 Big Sur Apple M1 chip RAM: 8 GB /  
Storage: 256 GB SSD Retina display Battery life:  
Up to 20 hours

Promotions

- Magasin 3 for 2 Promotion
- Magasin 4 for 3 Promotion


✓ In Stock 50

QUANTITY


1

Suggested With


You've Just Seen




Quilted Medium Bag  
£270.00



Chinatown EDP Ld00  
£250.00



Croc Medium Boots  
£1,095.00



Susanna Short Boots  
£680.00

STOCK NEARBY

ADD TO BAG

HOME

BAG 1

PRODUCTS

KEYBOARD

Transaction Number : 26  
Date & Time : 30/05/2023, 11:11:18  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
<b>APPLE MacBook Pro 13.3"</b>	£1,150.00

Please scan or enter a product or select another function.

789CLR

456ENT

123

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL £1,150.00

Total

## 6.4 Quantity Sell Item

The Quantity Sell Item function enables an operator to input a product and modify its quantity within the same function.

This feature is particularly useful when multiple units of the same item are being sold, as it allows the operator to efficiently adjust the quantity of the item being sold.

This function prompts the operator to enter the quantity and product code of the item.

Once completed, the product will appear in the basket with the quantity selected.

Path: Enactor POS > Sale > Sales > Quantity Sell Item

enactor

Transaction Number : 148  
Date & Time : 02/06/2023, 11:54:17  
Till Number : 7 | Hertford Manager

KEYBOARD

Please enter the quantity.

5

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

ENTER

SPACE

OK

Cancel

TOTAL

£0.00

enactor

Transaction Number : 148  
Date & Time : 02/06/2023, 11:54:49  
Till Number : 7 | Hertford Manager

KEYBOARD

Please Scan or enter a Product Code.

00103

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

ENTER

SPACE

Sell Item

Product Search

Cancel

TOTAL

£0.00

enactor

©20243 Enactor Limited

Page 31 of 253

HOME


BAG 5

PRODUCTS

KEYBOARD

Transaction Number : 148  
Date & Time : 02/06/2023, 11:55:10  
Till Number : 7 | Hertford Manager

LOG OUT

ITEM		PRICE
 <b>APPLE MacBook Pro 13.3"</b>	5 @£1,000.00	£5,000.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX
£833.33

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

TOTAL
£5,000.00

Total

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

Sale

APPLE MacBook Pro 13.3"  
5 One @ £1,000.00/One

£5,000.00

Taxable Amount (UK VAT 20%)
£5,000.00

TOTAL

£5,000.00

Cash
-£5,000.00

Tax Breakdown

	Net	Tax	Gross
UK VAT 20%	£4,166.67	£833.33	£5,000.00

00010007001482306021153547

Thank you for shopping at Enactor

02/06/23 11:56 Hertford Manager 0001 0007 0148

# 7 Returns

All products or individual products can be returned or exchanged.

During the return process, the operator will be required to capture a reason for the return.

If the basket total is a negative value, a "Refund" label is displayed, which indicates the customer will receive a refund for the transaction.

The receipt will state that a return has been performed.

Path: Enactor POS > Sale > Returns

## 7.1 Return From Receipt

The Return From Receipt function allows an operator to return items from a receipt.

In order to perform this function, a record of the original transaction is required.

The original transaction can be searched for using all or some of the original transaction details (e.g.):

- Branch Number
- Terminal Number
- Transaction Number
- Purchase Date

If the product/s returned have a valid receipt, the barcode on the receipt can be scanned or key entered.

Path: Returns > Return From Receipt

Receipt Return reasons table:

Reason ID	Reason Name	Description
RR-UK-01	Damaged / Faulty (30 Days)	Indicates the selected items are damaged or faulty.  Items are being returned within 30 days from purchase date.

RR-UK-02	Not Wanted (10 Days)	<p>Indicates the selected items are unwanted.</p> <p>Items are being returned within 10 days from purchase date.</p> <p>Requires customer details (or confirmation of customer details, if present on original transaction).</p>
RR-UK-03	Managers Discretion	<p>Indicates a manager has decided to enable the selected items to be returned.</p> <p>Requires sign on details of authorising user.</p>
RR-UK-04	Return to Credit Note	<p>Indicates the selected items are being returned to credit note.</p> <p>Requires customer details (or confirmation of customer details, if present on original transaction).</p>
RR-UK-05	Damaged / Faulty (No date limit)	<p>Indicates the selected items are damaged or faulty.</p> <p>No return date limit.</p>
RR-UK-06	Damaged / Faulty (Over 30 Days) - witness capture	<p>Indicates the selected items are damaged or faulty.</p> <p>Items are being returned over 30 days from purchase date.</p> <p>Requires sign on details of a witness (current user cannot be a witness).</p>

enactor

Transaction Number : 324  
Date & Time : 13/06/2023, 14:04:09  
Till Number : 7 | Hertford Sales Asst

There are no items in your bag

Please scan the transaction ID or select one of the available options.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Search

Search by Customer

More Search Options

CANCEL

TOTAL£0.00

enactor

Transaction Number : 31  
Date & Time : 30/05/2023, 11:29:29  
Till Number : 7 | Hertford Sales Asst

Original branch number

1

Original terminal number

Original transaction number

Original date (dd/mm/yy)

00/00/00

Enter the details of the original transaction and press search.

7

8

9

CLR

4

5

6

ENT

1

2

3

Search

Back

CANCEL

TOTAL£0.00

enactor

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Page 35 of 253

Transaction Number : 31

Date & Time : 30/05/2023, 11:30:11

Till Number : 7 | Hertford Sales Asst

KEYBOARD

Branch	Term	Trans	Date	Time	Total
1	7	30	30/05/23	11:26	£0.00
1	7	29	30/05/23	11:21	£0.00
1	7	28	30/05/23	11:21	£299.00
1	7	27	30/05/23	11:13	-£299.00
1	7	26	30/05/23	11:05	£0.00
1	510	28	30/05/23	11:01	£0.00

Please select a transaction.

7

8

9

CLR

4

5

6

ENT

1

2

3

View

Select

Down

Back

Cancel

TOTAL

£0.00

Transaction Number : 324

Date & Time : 13/06/2023, 14:06:30

Till Number : 7 | Hertford Sales Asst

KEYBOARD

Girls Rose T Shirt

Style: 10HSPIG

Colour: White/Yellow

Size: XS

Quantity: 1 @ £74.00

Return

Return Quantity: 1

£74.00

Dress Womens

Style: YU3YASN

Colour: Black/Pink

Size: 2XS

Quantity: 1 @ £150.00

£150.00

Cash

-£224.00

Please select the items to return and press Finish to continue

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Select

Return Entire Receipt

Down

Finish

Cancel

TOTAL

£0.00

enactor

Transaction Number : 324  
Date & Time : 13/06/2023, 14:07:03  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Damaged / Faulty (30 Days)

Damaged / Faulty (30 Days)-cynthia

Damaged / Faulty (30 Days) - Hadhi

Not Wanted (10 Days)

Managers Discretion

Return to Credit Note

Damaged / Faulty (No date limit)

Damaged / Faulty (Over 30 Days) - witness capture

Please select a reason code and press the OK button - Girls Rose T Shirt (1)

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Down

Cancel

TOTAL

£0.00

enactor

Transaction Number : 324  
Date & Time : 13/06/2023, 14:07:44  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Do you require a Return Slip for this product?

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Yes

No

TOTAL

£0.00

enactor

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enactor

Transaction Number : 324  
Date & Time : 13/06/2023, 14:09:56  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Cards

Original tender Cash £74.00. Please select the return tender.

Cards PDQ

Cash

Cheques

Credit Note

Customer Account

Employee Account

Gift Card

Payment Service Tender

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Down

Skip Tender

Skip Original Tenders

REFUND DUE £74.00

enactor

Transaction Number : 324  
Date & Time : 13/06/2023, 14:10:25  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Refund

Original tender Cash (£224.00). Please enter the amount to return as Cash.

	ITEM	PRICE
Return Slip	<b>Girls Rose T Shirt</b> Style: 1OHSP1G Colour: White/Yellow Size: XS Ret Reason: Damaged / Faulty (30 Days)	-£74.00

£74.00

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

-£74.00

Cancel

REFUND DUE £74.00

enactor

Transaction Number : 324  
Date & Time : 13/06/2023, 14:10:49  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Refund		
	ITEM	PRICE
Return Slip	<b>Girls Rose T Shirt</b> Style: 1OHSP1G Colour: White/Yellow Size: XS Ret Reason: Damaged / Faulty (30 Days)	-£74.00
	Refund Cash	£74.00

Please ask the customer to sign the signature verification voucher.

789CLR

456ENT

123

0.

Signature OK

Cancel

TOTAL

£0.00

enactor

Transaction Number : 324  
Date & Time : 13/06/2023, 14:11:10  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Refund		
	ITEM	PRICE
Return Slip	<b>Girls Rose T Shirt</b> Style: 1OHSP1G Colour: White/Yellow Size: XS Ret Reason: Damaged / Faulty (30 Days)	-£74.00
	Refund Cash	£74.00

How would the customer like their receipt?

789CLR

456ENT

123

0.

Email Only

Email and Print

Print Only

Gift Receipt

More...

TOTAL

£0.00

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

## Refund

R Girls Rose T Shirt -£74.00  
Style: 10HSPIG  
Colour: White/Yellow  
Size: XS

**TOTAL -£74.00**

Refund Cash £74.00

Customer signature -----

13/06/23 13:58 Hertford Sales Ass 0001 0007 0324

# enactor

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

## Refund

R Girls Rose T Shirt -£74.00  
Style: 10HSPIG  
Colour: White/Yellow  
Size: XS

**TOTAL -£74.00**

Refund Cash £74.00



00010007003242306131358595

Thank you for shopping at Enactor  
13/06/23 14:11 Hertford Sales Ass 0001 0007 0324

enactor

---


Returned Item

Please attach receipt to the product

---

Girls Rose T Shirt
-£74.00

Damaged / Faulty (30 Days)



1

---

Please scan the above barcode  
To create a barcode for this product

---

13/06/23
14:11
0001
0007
0324
Hertford S

## 7.2 Item Return (Non-Receipt)

The Item Return function enables an operator to process the return of an item that was previously sold, without having access to the original receipt.

This feature allows the operator to reverse a sale and update the inventory accordingly.

This function prompts the operator to enter a product code and select a return reason code.

The basket will be updated to indicate which items are being returned.

Path: Returns > Item Return

Item Return reasons table:

Reason ID	Reason Name	Description
IR-UK-01	Damaged / Faulty	Indicates the item is damaged or faulty.

IR-UK-02	Not Wanted (10 Days) (Credit Note)	<p>Indicates the item is unwanted.</p> <p>The Item is being returned within 10 days from purchase date.</p> <p>Requires original date details (authorisation is required to return the item beyond the allowed date).</p>
IR-UK-03	Managers Discretion	<p>Indicates a manager has decided to enable the item to be returned.</p> <p>Requires sign on details of authorising user.</p>
IR-UK-04	Damaged / Faulty - witness capture	<p>Indicates the item is damaged or faulty.</p> <p>Requires sign on details of a witness (current user cannot be a witness).</p>
IR-UK-05	Returned Unwanted	Indicates the item is unwanted.

Transaction Number : 33  
Date & Time : 30/05/2023, 11:33:33  
Till Number : 7 | Hertford Sales Asst

There are no items in your bag

Please Scan or enter a Product Code to return.

500100

789CLR

456ENT

123

TOTAL£0.00

Cancel

Return Item

Product Search

enactor

Transaction Number : 33  
Date & Time : 30/05/2023, 11:34:15  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Damaged / Faulty

Damaged / Faulty - Hadhi

Not Wanted (10 Days) (Credit Note)

Managers Discretion

Damaged / Faulty - witness capture

Returned Unwanted

Please select a reason code and press the OK button.

7

8

9

CLR

4

5

6

ENT

1

2

3

OK

Down

Cancel

TOTAL

£0.00


enactor

Transaction Number : 33  
Date & Time : 30/05/2023, 11:34:54  
Till Number : 7 | Hertford Sales Asst

HOME BAG PRODUCTS KEYBOARD LOG OUT

Refund

Return



JVC LT-40CA890 Android TV 40"

Ret Reason: Damaged / Faulty

-£299.00

PRICE

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

REFUND DUE

£299.00

Total


## 7.3 Voucher Return

The Voucher Return function enables an operator to process the return of a voucher to any tender.


This feature prompts the operator to enter the return voucher code or select a voucher type and enter the voucher serial number to be returned.

This functionality allows the operator to reverse a voucher sale and update the records accordingly.

Path: Returns > Voucher Return



Transaction Number : 156  
Date & Time : 02/06/2023, 13:56:26  
Till Number : 7 | Hertford Sales Asst




There are no items in your bag

Please scan or enter the return voucher code or press Select Voucher to select the type of the return voucher.

789CLR

456ENT

123

0. 

Select Voucher

Cancel

TOTAL

£0.00

enactor

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enactor

Transaction Number : 156  
Date & Time : 02/06/2023, 13:57:02  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Credit Note

Gift Voucher

£10 Pound off

£1000 Pound off

Please select voucher type

789CLR

456ENT

123

0.

OK

Up

Down

Cancel

TOTAL

£0.00

enactor

Transaction Number : 156  
Date & Time : 02/06/2023, 13:58:27  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

There are no items in your bag

Please enter the voucher serial number for the return.

0107155230602135144045

789CLR

456ENT

123

0.

OK

Cancel

TOTAL

£0.00

enactor

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enactor

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 159  
Date & Time : 02/06/2023, 14:27:14  
Till Number : 7 | Hertford Manager

LOG OUT

Refund

	ITEM	PRICE
R	<b>Gift Voucher</b> Serial: 0107155230602135144045	-£50.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

REFUND DUE £50.00

Total

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Refund

R Gift Voucher -£50.00

Serial: 0107155230602135144045

TOTAL -£50.00

Refund Cash £50.00

00010007001592306021423525

Thank you for shopping at Enactor

02/06/23 14:27 Hertford Manager 0001 0007 0159

## 7.4 Quantity Return

The Quantity Return function enables an operator to process the return of multiple items without a receipt.

This feature prompts the operator to enter the item quantity, product codes, and select a return reason code.

This functionality allows the operator to reverse multiple sales and update the inventory accordingly, without requiring proof of purchase.

Path: Returns > Quantity Return

**Note:** refer to the [Item Return reasons table](#) for more details about this function's reasons.

The screenshot displays the 'enactor' interface for the 'Quantity Return' function. The top header bar includes the 'enactor' logo on the left and transaction details on the right: 'Transaction Number : 160', 'Date & Time : 02/06/2023, 14:31:25', and 'Till Number : 7 | Hertford Manager'. A 'KEYBOARD' icon is also present. The main area on the left features a shopping bag icon and the text 'There are no items in your bag'. On the right, a prompt 'Please enter the quantity.' is shown above a numeric keypad. The keypad includes buttons for digits 0-9, a decimal point, a 'CLR' button, and an 'ENT' button. Below the keypad, a 'TOTAL' label is followed by '£0.00'. At the bottom of the screen, there are two buttons: a green 'OK' button on the left and a red 'Cancel' button on the right.

enactor

Transaction Number : 160  
Date & Time : 02/06/2023, 14:32:12  
Till Number : 7 | Hertford Manager

KEYBOARD

Please Scan or enter a Product Code to return.

00103

789CLR

456ENT

123

0.

Return Item

Product Search

Cancel

TOTAL

£0.00

enactor

Transaction Number : 160  
Date & Time : 02/06/2023, 14:32:44  
Till Number : 7 | Hertford Manager

Damaged / Faulty

Damaged / Faulty - Hadhi

Not Wanted (10 Days) (Credit Note)

Managers Discretion

Damaged / Faulty - witness capture

Returned Unwanted

KEYBOARD

Please select a reason code and press the OK button.

789CLR

456ENT

123

0.

OK

Down

Cancel

TOTAL

£0.00

HOME

BAG


PRODUCTS

KEYBOARD

Transaction Number : 160  
Date & Time : 02/06/2023, 14:32:58  
Till Number : 7 | Hertford Manager

LOG OUT

Refund

	ITEM	PRICE
Return	 <b>APPLE MacBook Pro 13.3"</b> Ret Reason: Damaged / Faulty	-5 @£1,000.00 -£5,000.00

Please scan or enter a product or select another function.

789CLR

456ENT

123

0.

TOTAL TAX  
-£833.33

SalesMMG SaleVoidsReturns

Discount / OverridesManagementSelect Payment DeviceSign Off

REFUND DUE £5,000.00

Total

## 7.5 MMG Return

The MMG Return function enables an operator to process the return of items with damaged or missing barcodes.

This feature prompts the operator to select an MM Group and enter the item price.

This functionality allows the operator to reverse a sale and update the inventory accordingly, even if the item's barcode is not recognised by the system.

Path: Returns > MMG Return

enactor

Transaction Number : 165  
Date & Time : 02/06/2023, 14:38:46  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

RETAIL

Boys

Boys Shirts

Boys Tops

Boys Trousers

Electronics

Drones

Laptops

Televisions

Girls

Girls Dresses

Girls Shorts Skirts

Please select a MM Group and press the OK button.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Down

Cancel

enactor

Transaction Number : 165  
Date & Time : 02/06/2023, 14:39:33  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Product ID:  
Description:  
Price:

Please enter item price.

£100.00

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Cancel

TOTAL £0.00

enactor

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 165  
Date & Time : 02/06/2023, 14:39:41  
Till Number : 7 | Hertford Sales Asst

LOG OUT

Refund

	ITEM	PRICE
Return	Drones	-£100.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

REFUND DUE

£100.00

Total

## 8 Discounts / Overrides

The Discounts/Overrides function enables operators to apply discounts and price overrides.

Upon applying a discount or price override, the new value details will be displayed on the item or the basket.

This functionality allows operators to adjust the price of an item or the total cost of a basket.

Path: Enactor POS > Sale > Discount / Overrides

### 8.1 Item Discounts

The Item Discount function enables operators to apply discounts to individual items.

This feature prompts the operator to select the item and item discount reason.

This functionality allows operators to adjust the price of an individual item according to specific circumstances.

Path: Discount / Overrides > Item Discount

Item Discount reasons table:

Reason ID	Reason	Description
ID-UK-01	10% Item Discount	Applies a 10% discount to the selected item.
ID-UK-02	20% Item Discount	Applies a 20% discount to the selected item.
ID-UK-03	Manager Item Discount (%)	Applies a discretionary discount percentage to the selected item (highest allowed percentage is 100%).  Requires sign on details of authorising user.
ID-UK-04	Manager Item Discount (Amount)	Applies a discretionary discount amount to the selected item (amount cannot exceed the value of the item).  Requires sign on details of authorising user.
ID-UK-05	Employee 20% Discount	Applies a 20% discount to the selected item.  Requires employee details.
ID-UK-06	Item Discount - Percentage Range	Applies a discretionary discount percentage to the selected item (highest allowed percentage is 80%).
ID-UK-07	Range Item Discount (Amount)	Applies a discretionary discount amount to the selected item (amount cannot be higher than £8).
ID-UK-08	£1.00 Item. Disc. - Witness Capture	Applies a £1 discount to the selected item.  Requires sign on details for a witness (current user cannot be a witness).



HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 226  
Date & Time : 05/06/2023, 11:04:04  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
JVC LT-55CF890 Fire TV Edition	£359.99
10% Item Discount 10%	-£35.99

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX
£54.00

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL
£324.00

Total

## 8.2 Transaction Discounts

The Transaction Discounts function enables operators to apply discounts to the entire basket.

This feature prompts the operator to select a reason code.

This functionality allows operators to adjust the total cost of a basket according to specific circumstances.

Path: Discount / Overrides > Transaction Discount

Transaction Discount reasons table:

Reason ID	Reason Name	Description
TD-UK-01	10% Transaction Discount	Applies a 10% discount to the transaction.
TD-UK-02	20% Transaction Discount	Applies a 20% discount to the transaction.
TD-UK-03	Manager Transaction Discount (%)	Applies a discretionary discount percentage to the transaction (highest allowed percentage is 100%). Requires sign on details of authorising user.

TD-UK-04	Manager Transaction Discount (Amount)	Applies a discretionary discount amount to the transaction (amount cannot exceed the total value of the transaction).  Requires sign on details of authorising user.
TD-UK-05	Employee 20% Discount	Applies a 20% discount to the transaction.  Requires employee details.
TD-UK-06	£1.00 Trans. Disc. - Witness Capture	Applies a £1 discount to the selected item.  Requires sign on details for a witness (current user cannot be a witness).  Requires a discount explanation.

Transaction Number : 37  
Date & Time : 30/05/2023, 11:56:58  
Till Number : 7 | Hertford Sales Asst

10% Transaction Discount  
20% Transaction Discount  
Manager Transaction Discount (%)  
Manager Transaction Discount (Amount)  
Employee 20% Discount  
£1.00 Trans. Disc. - Witness Capture

Please select a reason code and press the OK button.

OK

Up

Down

Cancel

7

8

9

CLR

4

5

6

ENT

1

2

3

TOTAL £1,928.99

HOME

BAG 3

PRODUCTS

KEYBOARD

Transaction Number : 37  
Date & Time : 30/05/2023, 11:57:34  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
JVC LT-55CF890 Fire TV Edition	£359.99
APPLE MacBook Pro 13.3"	£1,150.00
DJI Mini 2 Drone	£419.00
Transaction Discount (20% Transaction Discount 20%)	-£385.79

Please scan or enter a product or select another function.

789CLR

456ENT

123

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL £1,543.20

Total

## 8.3 Price Override

The Price Override function enables operators to change item prices by applying price overrides.

This feature prompts the operator to select an item, a price override reason, and enter the new price.

This functionality allows operators to adjust the price of an individual item according to specific circumstances.

Path: Discount / Overrides > Price Override

Price Override reasons table:


Reason ID	Reason Name	Description
PO-UK-01	Price Override Up	Increases the price of the selected item (new price cannot be lower than original).
PO-UK-02	Price Override Down	Decreases the price of the selected item (new price cannot be higher than original).

PO-UK-03	Price Override Percentage	Increases or decreases the price of the selected item (maximum percentage increase is 80%, max percentage decrease is 10%).
PO-UK-05	Price Override Up - witness capture	Increases the price of the selected item (new price cannot be lower than original).  Requires sign on details for a witness (current user cannot be a witness).

Transaction Number : 228  
Date & Time : 05/06/2023, 11:20:54  
Till Number : 7 | Hertford Sales Asst

ITEM

PRICE



HP Pavilion 15-e0515sa 15.6"

£799.00

Please select an item and press OK to continue.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX      £133.17

TOTAL      £799.00

OK

Cancel

enactor

Transaction Number : 38  
Date & Time : 30/05/2023, 12:01:44  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Price Override Up

Price Override Down

Price Override Percentage

Price Override Up - witness capture

Please select a price override reason and press the OK button.

789CLR

456ENT

123

OKUp

DownCancel


TOTAL

£799.00

enactor

Transaction Number : 40  
Date & Time : 30/05/2023, 12:03:42  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

ITEM	PRICE
 HP Pavilion 15-eh0515sa 15.6"	£799.00

Please enter the price for HP Pavilion 15-eh0515sa 15.6".

£500.00

789CLR

456ENT

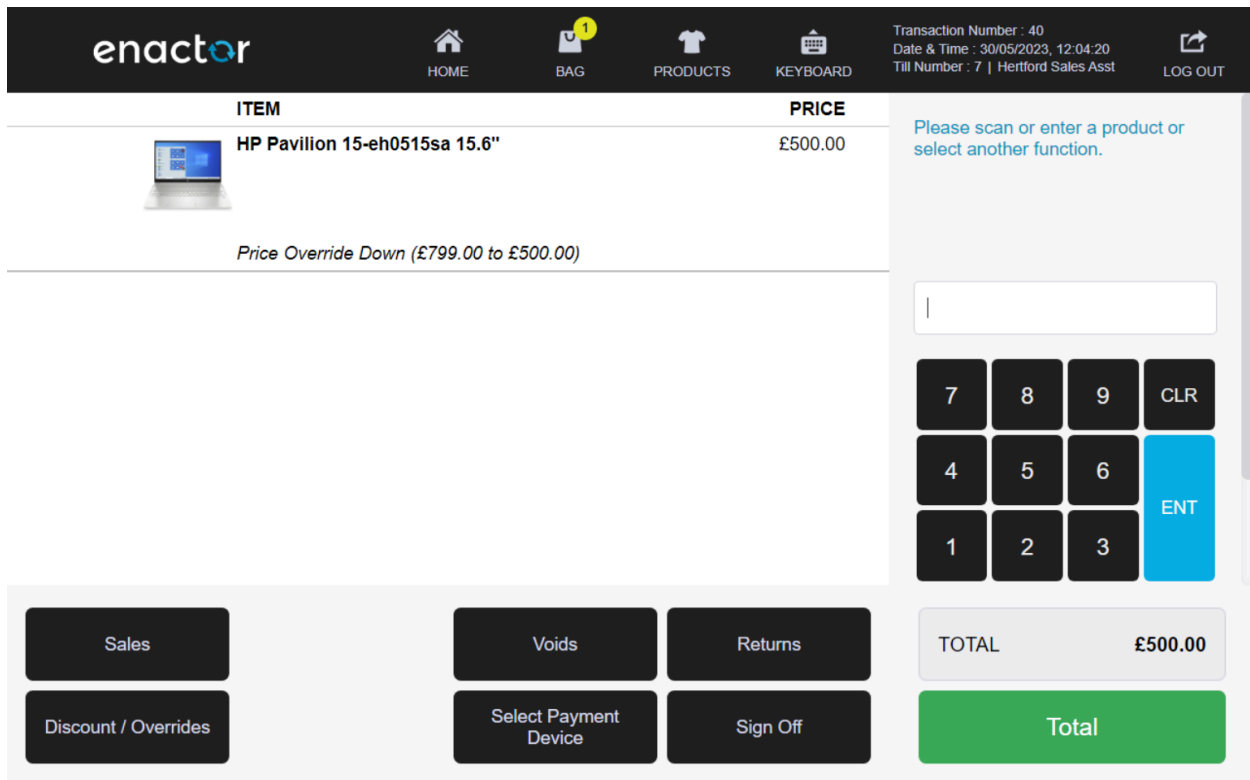
123

OK

Cancel

TOTAL

£799.00



## 9 Voids

The Voids function enables operators to void various entities during a transaction, including items, item discounts, transactions, and tenders.

Upon performing a void, the basket will add a strikethrough effect to the affected item.

If the last remaining product in the basket is voided, the POS will finalise the void as a transaction void.

This functionality allows operators to cancel or reverse specific actions during a transaction.

Path: Enactor POS > Sale > Voids

### 9.1 Item Void

The Item Void function enables operators to void products that have been added to the basket.

This feature prompts the operator to select the item to be voided and a reason code.


The Scan Item Void function allows operators to void an item by scanning its barcode.


These functionalities allow operators to cancel or reverse the addition of specific items to a transaction.

Path: Voids > Item Void

Item Void reasons table:

Reason ID	Reason Name	Description
IV-01	Item Faulty	Indicates the item is damaged or faulty.
IV-02	Customer Left Store	Indicates the customer has left the store.
IV-03	Operator Error	Indicates the operator has mistakenly added the item to the basket.
IV-04	Item Faulty - Witness Capture	Indicates the item is damaged or faulty. Requires sign on details for a witness (current user cannot be a witness).



  
KEYBOARD

Transaction Number : 43  
Date & Time : 30/05/2023, 12:12:37  
Till Number : 7 | Hertford Sales Asst

Invalid discount

Other

Operator Error

Please select a reason code and press the OK button.

789CLR

456

123ENT

OK

Down


Cancel

TOTAL £288.00

enactor

Transaction Number : 43  
Date & Time : 30/05/2023, 12:12:09  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

ITEM	PRICE
 JVC LT-55CF890 Fire TV Edition	£359.99
20% Item Discount 20%	
-£71.99	

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

Item Discount

Item Void

Change Quantity

Product Details

Price Override

Cancel

TOTAL

£288.00

enactor

Transaction Number : 42  
Date & Time : 30/05/2023, 12:10:24  
Till Number : 7 | Hertford Sales Asst



HOME

BAG

PRODUCTS

KEYBOARD

LOG OUT

ITEM	PRICE
 HP x360 12" 2 in 1 Chromebook	£349.00
<del>PARROT ANAFI</del> Drone	£539.00
 SAMSUNG QE50Q60TAUXXU 50"	£649.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

Sales

Discount / Overrides

VOIDS

Select Payment Device

Returns

Sign Off

TOTAL

£998.00

Total

## 9.2 Item Discount Void

The Item Discount Void function enables operators to void all types of discounts that have been applied to a product.

This feature prompts the operator to select a reason code from a list to finalise the item discount void.

This functionality allows operators to cancel or reverse the application of discounts to specific items in a transaction.

Path: [select item discount] > Item Void


Item Discount Void reasons table:

Reason ID	Reason Name	Description
IDV-01	Invalid discount	Indicates the wrong discount has been applied to the item.
IDV-02	Other	Indicates there is another reason to void the item discount.
IDV-03	Operator Error	Indicates an operator has mistakenly added the discount to the item.

enactor

Transaction Number : 43  
Date & Time : 30/05/2023, 12:12:09  
Till Number : 7 | Hertford Sales Asst

ITEM


JVC LT-55CF890 Fire TV Edition

PRICE

£359.99

20% Item Discount 20%

-£71.99

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

TOTAL

£288.00

Item Discount
Item Void
Change Quantity
Product Details

Price Override
Cancel

enactor

Transaction Number : 43  
Date & Time : 30/05/2023, 12:12:37  
Till Number : 7 | Hertford Sales Asst

Invalid discount

Other
Operator Error

Please select a reason code and press the OK button.

7

8

9

CLR

4

5

6

ENT

1

2

3

TOTAL

£288.00

OK

Down

Cancel

HOME

BAG <sup>1</sup>

PRODUCTS

KEYBOARD

Transaction Number : 43  
Date & Time : 30/05/2023, 12:13:05  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
JVC LT-55CF890 Fire TV Edition	£359.99

Please scan or enter a product or select another function.

789CLR

456ENT

123

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL £359.99  
Total

## 9.3 Transaction Void

The Transaction Void function enables operators to void transactions at any stage of the transaction.

This feature prompts the operator to enter a reason for the void.

This functionality allows operators to cancel or reverse an entire transaction.

Path: Voids > Transaction Void

Transaction Void reasons table:

Reason ID	Reason Name	Description
TV-01	Customer Left Store	Indicates the customer has left the store.
TV-02	Item Faulty	Indicates the item is faulty.
TV-03	Operator Error	Indicates the operator has mistakenly started the transaction.

TV-04	Customer Left Store - Witness Capture	Indicates the customer has left the store.  Requires sign on details for a witness (current user cannot be a witness).
-------	--	--

enactor

HOME




BAG3

PRODUCTS

KEYBOARD

Transaction Number : 47  
Date & Time : 30/05/2023, 13:52:17  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
 JVC LT-40CA890 Android TV 40"	£299.00
 PARROT ANAFI Drone	£539.00
 Tonal Logo T Shirt Style: 9363DMH Colour: Blue Size: M	£56.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX£139.67

Item Void

Transaction Void

Scan Item Void

Transaction Tax Exempt

Back

TOTAL£894.00

Total

enactor

Transaction Number : 47  
Date & Time : 30/05/2023, 13:52:52  
Till Number : 7 | Hertford Sales Asst

Customer Left Store

Item Faulty

Operator Error

Customer Left Store - Witness Capture

Please select a reason code and press the OK button.

789CLR

456ENT

123

0.

TOTAL TAX£139.67

OKDownCancel

TOTAL£894.00

enactor

Transaction Number : 49  
Date & Time : 30/05/2023, 14:12:38  
Till Number : 7 | Hertford Sales Asst

JVC-LT-40CA890 Android-TV-40"	£299.00
PARROT ANAFI Drone	£539.00
Tonal Logo T-Shirt	£56.00
Transaction Void	

Printing, please wait...

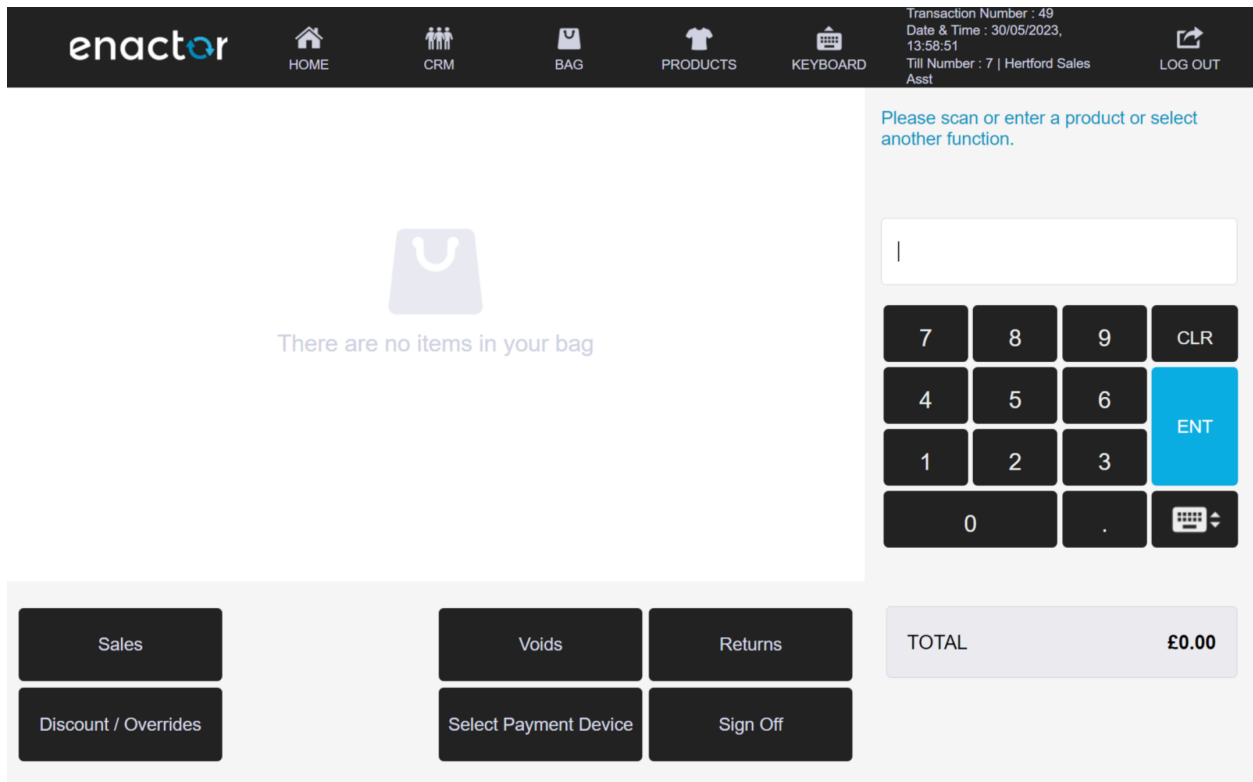
789CLR

456ENT

123

0.

TOTAL£0.00



## 9.4 Tender Void

The Tender Void function enables operators to void and remove part payment tenders from the basket, except for card type tenders.

Once a tender has been added, the operator can void it using this feature.

This function prompts the operator to select a reason code.

This functionality allows operators to cancel or reverse the addition of specific tenders to a transaction.

Path: Enactor POS > Sale > Tender > [select tender] > Void Tender

Item Tender Void reasons table:


Reason ID	Reason Name	Description
ITV-01	Invalid tender	Indicates the wrong tender has been selected.
ITV-02	Other	Indicates there is another reason to void the tender.

enactor

Transaction Number : 232  
Date & Time : 05/06/2023, 13:54:31  
Till Number : 7 | Hertford Manager

ITEM

PRICE


JVC LT-40CA890 Android TV 40"

£299.00

Redeem Gift Voucher  
Gift Voucher  
Serial: 0107231230605134820019

-£50.00

Cash

-£200.00

Please select a function or press  
Cancel to return to Sales.

7

8

9

CLR

4

5

6

ENT


1

2

3

0

.



TOTAL TAX £49.83

TOTAL £49.00

Void Tender

Cancel

enactor

Transaction Number : 232  
Date & Time : 05/06/2023, 13:55:15  
Till Number : 7 | Hertford Manager

Invalid discount

Other

Please select a reason code and press  
the OK button.

7

8

9

CLR

4

5

6

ENT


1

2

3

0

.



TOTAL TAX £49.83

TOTAL £49.00

OK

Down

Cancel



This functionality allows operators to quickly and easily cancel or reverse the addition of specific items to a transaction by scanning their barcode.

**Note:** refer to the [Item Void reasons table](#) for more details about this function's reasons.

Please Scan or enter a Product Code  
to Void. This must be a product that  
has previously been entered.

TOTAL	£1,299.00
-------	-----------

Cancel

Please select a reason code and press the OK button.

### Item Faulty - Witness Capture

A close-up of a calculator keypad. The buttons shown are: 7, 8, 9, CLR (top row); 4, 5, 6, ENT (second row, with ENT in red); 1, 2, 3, ENT (third row, with ENT in red); 0, ., and a division icon (bottom row). The ENT buttons are highlighted in red.

TOTAL	£1,299.00
-------	-----------

Cancel

enactor

HOME

BAG

PRODUCTS


KEYBOARD

Transaction Number : 233

Date & Time : 05/06/2023, 14:02:51

Till Number : 7 | Hertford Manager

LOG OUT

ITEM	PRICE
 <div>JVC LT-40CA890 Android TV 40"</div>	£299.00
<div>APPLE MacBook Pro 13.3"</div>	£1,000.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

ENTER

ESC

TOTAL TAX

£49.83

TOTAL

£299.00

Total

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

## 10 Promotions

The Promotions function enables promotions to be automatically applied to the basket based on their configuration and once all their conditions are met.

Promotions can be configured to include or exclude certain items, item groups, or other criteria.

Additionally, a setting can be enabled to alert the operator when a promotion is nearly triggered.

This functionality allows operators to apply promotions to transactions according to specific rules and conditions.

Promotion ID	Promotion Type	Promotion Description	Threshold Count/ Value/ Points	Benefit
UK_001	Cheapest Product Free	Cheapest Product Free in the transaction		Cheapest product free in the item bag
UK_002	Dearest Product Free	Dearest Products Free in the transaction		Dearest product free in the item bag

enactor

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UK_003	Fixed Price	Buy 2 for £ 50		2	Buy 2 products for a fixed price in the item bag
UK_004	Fixed Price by Item	Get £200 on Items for selected products		5	Get £200 on Items for selected products in the item bag
UK_005	Offer-price promotion	Offer-price promotion		2	Offer-price promotion for selected products in the item bag
UK_007	Points Multiplier	Loyalty Customer Points Multiplier promo		1	The Points Multiplier promotional reward multiplies the loyalty points already accrued to the Transaction by a factor specified in the Reward Value property.
UK_008	Spend £1000 & get £5 Voucher Free	Spend £1000 & get £5 Voucher Free	£2,000.00		This promotion will trigger when Spend £1000 & get £5 Voucher Free
UK_009	Spend X Get Free Product	Spend 5000 Get Free Product	£5,000.00		Spend 5000 Get Free Product in the item bag
UK_010	Spend X and Get Y	Spend £500 get £20 off	£500.00		Spend £500 get £20 off from the total amount
UK_011	Spend X and Get Y	Spend £5000 get £200 off			Spend £5000 get £200 off from the total amount
UK_012	Fee Override	Fee Override		1	
UK_013	Additional Points	Additional Points		1	Gets additional points when the selected product adds to the item bag
UK_014	Amount Discount	£ 20 Discount for selected products			Gets £ 20 Discount for selected products in the item bag
UK_015	Amount Discount	£20 Discount for Transactions with above 2 product		2	Gets £20 Discount for Transactions with above 2 product in the item bag
UK_016	Amount Discount By Item	Amount Discount By Item			Gets £ 50 Discount for selected products in the item bag
UK_017	Gift Card	Gift card Promo - UK			Get £15.00 worth gift card free for selected products
UK_018	Gift Card	Gift card Promo Transaction- UK			Get £10.00 worth gift card free for transactions with above 2 product in the item bag

HOME

BAG <sup>2</sup>

PRODUCTS

KEYBOARD

Transaction Number : 52  
Date & Time : 30/05/2023, 14:35:05  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
JVC LT-55CF890 Fire TV Edition	£359.99
SAMSUNG UE50TU7020KXXU 50"	£429.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX £131.50

Saving...

\*10% OFF on Selected Items\* has nearly triggered!

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL £788.99

Total

HOME

BAG <sup>3</sup>

PRODUCTS

KEYBOARD

Transaction Number : 58  
Date & Time : 30/05/2023, 14:52:34  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
JVC LT-55CF890 Fire TV Edition	£359.99
SAMSUNG UE50TU7020KXXU 50"	£429.00
SAMSUNG QE50Q60TAUXXU 50"	£649.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX £215.70

10% OFF on Selected Items

-£143.79

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL £1,294.20

Total

## 10.1 Disable Promotion

The Disable Promotion function enables operators to disable promotions.

This feature prompts the operator to select the promotion for disable.

This functionality allows operators to prevent promotions from being applied to transactions in certain situations.

Path: Enactor POS > Sale > Discount / Overrides > Disable Promotion

enactor

HOME




BAG

PRODUCTS

KEYBOARD

Transaction Number : 59  
Date & Time : 30/05/2023, 15:05:16  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
 JVC LT-55CF890 Fire TV Edition	£359.99
 SAMSUNG UE50TU7020KXXU 50"	£429.00
 SAMSUNG UE50TU7020KXXU 50"	£429.00
10% OFF on Selected Items	-£121.79

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX £182.70

TOTAL £1,096.20

Total

Item Discount

Transaction Discount

Price Override

Sign on Auth User

Transaction Tax Exempt

Item Tax Exempt

Disable Promotion

Back

Transaction Number : 59

Date & Time : 30/05/2023, 15:06:14

Till Number : 7 | Hertford Sales Asst

KEYBOARD

10% OFF on Selected Items

Please select the promotion for disable

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£182.70

TOTAL

£1,096.20

OK

Cancel

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 59

Date & Time : 30/05/2023, 15:06:49

Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
<div>JVC LT-55CF890 Fire TV Edition</div>	£359.99
<div>SAMSUNG UE50TU7020KXXU 50"</div>	£429.00
<div>SAMSUNG UE50TU7020KXXU 50"</div>	£429.00

Disable Promotion 10% OFF on Selected Items

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£203.00

TOTAL

£1,217.99

Total

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# 11 Store & Recall

The Store & Recall function enables operators to store transactions in a receipt and recall them later.

Transactions can be automatically stored when the operator logs out and recalled by scanning the transaction ID, if no items are present in the basket.

Transactions that have been automatically stored upon the operator's logout are recalled when the operator logs back into the POS.

This functionality allows operators to temporarily save and retrieve transactions for later processing.

Path: Enactor POS > Sale > Sales > More > Store / Recall Options

## 11.1 Store by Receipt

The Store Transaction function enables operators to store transactions in a receipt.

This feature will store the transaction and print a receipt with the transaction ID.

This functionality allows operators to temporarily save transactions for later processing and provides a physical record of the stored transaction.

Path: Store / Recall Options > Store Transaction

enactor

HOME




BAG

PRODUCTS

KEYBOARD

Transaction Number : 60  
Date & Time : 30/05/2023, 15:11:36  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
 <b>Emblem Leather Belt</b> Style: 3R0RG5H Colour: Violet Size: Standard	£299.99
 <b>Logan Backpack</b> Style: 20_F0R76SA Colour: Black Size: Regular	£650.00
 <b>Tile Print Shorts</b> Style: 0DQJOJ4 Colour: White/Blue Size: XS	£162.50

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

ENTER

TOTAL TAX

£158.33

TOTAL

£1,112.49

Total

Store Transaction

Back

enactor

Enactor House  
 Bluecoats  
 Hertford  
 SG14 1PB  
 Tel: 01992 500881

Sale

---

Emblem Leather Belt	£299.99
Style: 3R0RG5H	
Colour: Violet	
Size: Standard	
Logan Backpack	£650.00
Style: 20_F0R76SA	
Colour: Black	
Size: Regular	
Tile Print Shorts	£162.50
Style: 0DQJOJ4	
Colour: White/Blue	
Size: XS	

---

TOTAL

£1,112.49

\*\*\*\*\* 30/05/23 15:12 \*\*\*\*\*

\*\*\* TRANSACTION STORED \*\*\*

---



00010007000602305301510209

30/05/23 15:12 Hertford Sales Ass 0001 0007 0060

## 11.2 Store by User



The Store by User function enables transactions to be automatically stored by user upon logout.

This feature allows operators to temporarily save transactions for later processing when they log out of the POS.

This functionality provides a convenient way for operators to save their work and resume it later.

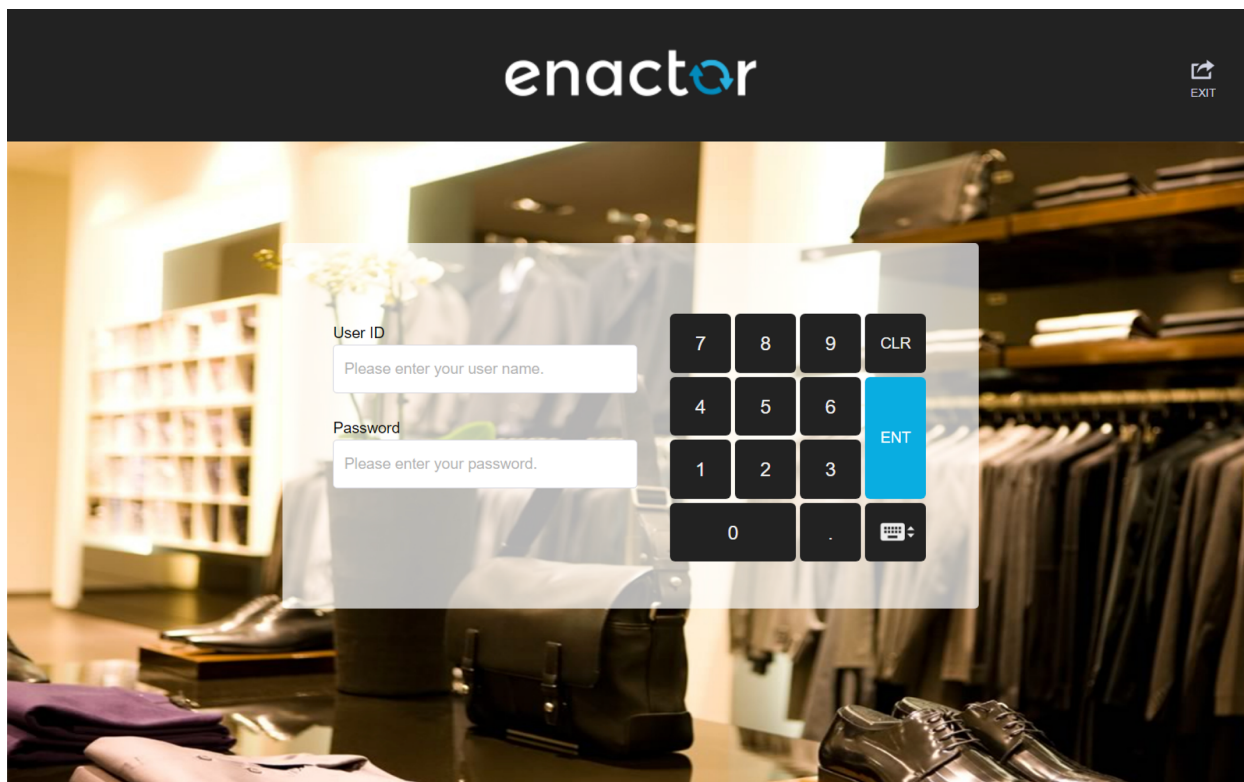
The screenshot displays the enactor POS interface. At the top, the enactor logo is on the left, and navigation icons for HOME, BAG (with a 2-item notification), PRODUCTS, and KEYBOARD are in the center. On the right, transaction details are shown: Transaction Number: 61, Date & Time: 30/05/2023, 15:28:38, Till Number: 7 | Hertford Sales Asst, and a LOG OUT button.

The main area is divided into two sections. The left section lists items with their prices:

ITEM	PRICE
 <b>SAMSUNG UE50TU7020KXXU 50"</b>	£429.00
 <b>Eyelet Polo Dress</b> Style: ATM1CDZ Colour: Yellow Size: XS	£75.00

The right section contains a prompt: "Please scan or enter a product or select another function." Below this is a numeric keypad with buttons for digits 0-9, CLR, and ENT. At the bottom right, the totals are displayed: TOTAL TAX £71.50 and TOTAL £504.00. A large green "Total" button is at the bottom right.

At the bottom of the screen, there are several action buttons: Sales, Discount / Overrides, Voids, Select Payment Device, Returns, Sign Off, and a large green Total button.



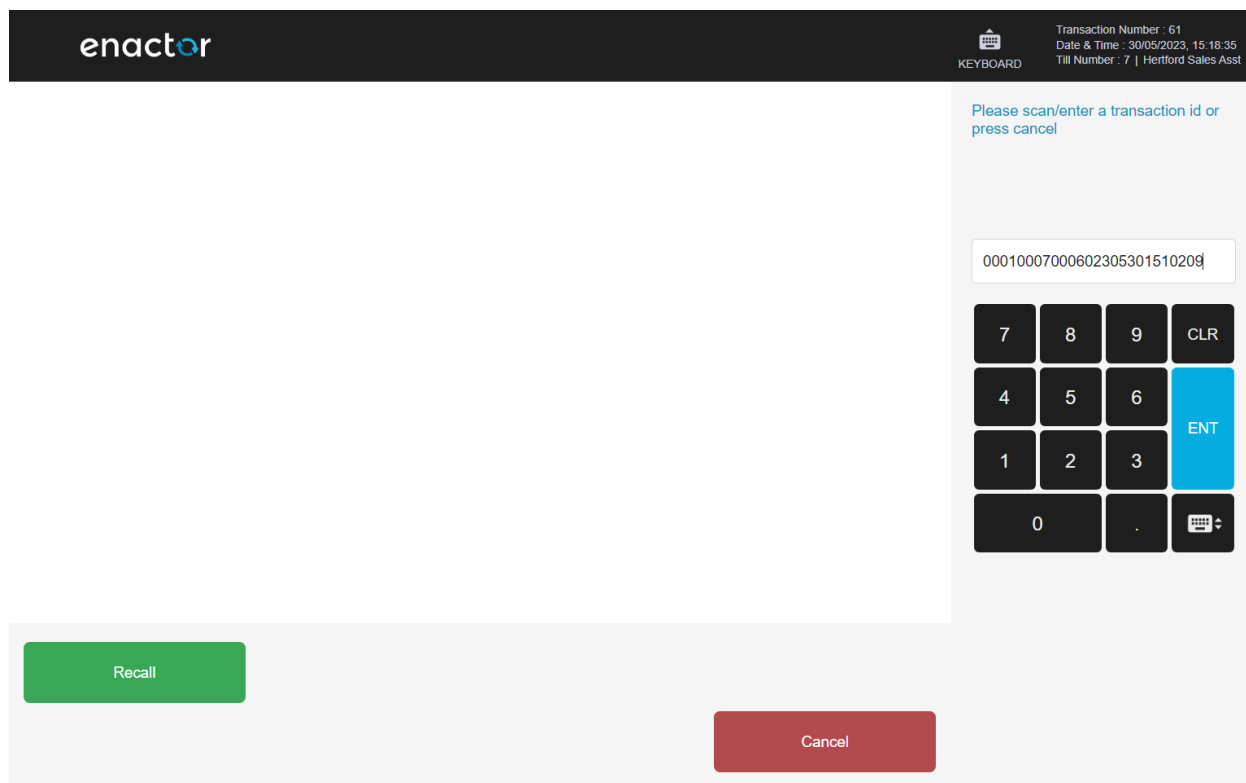
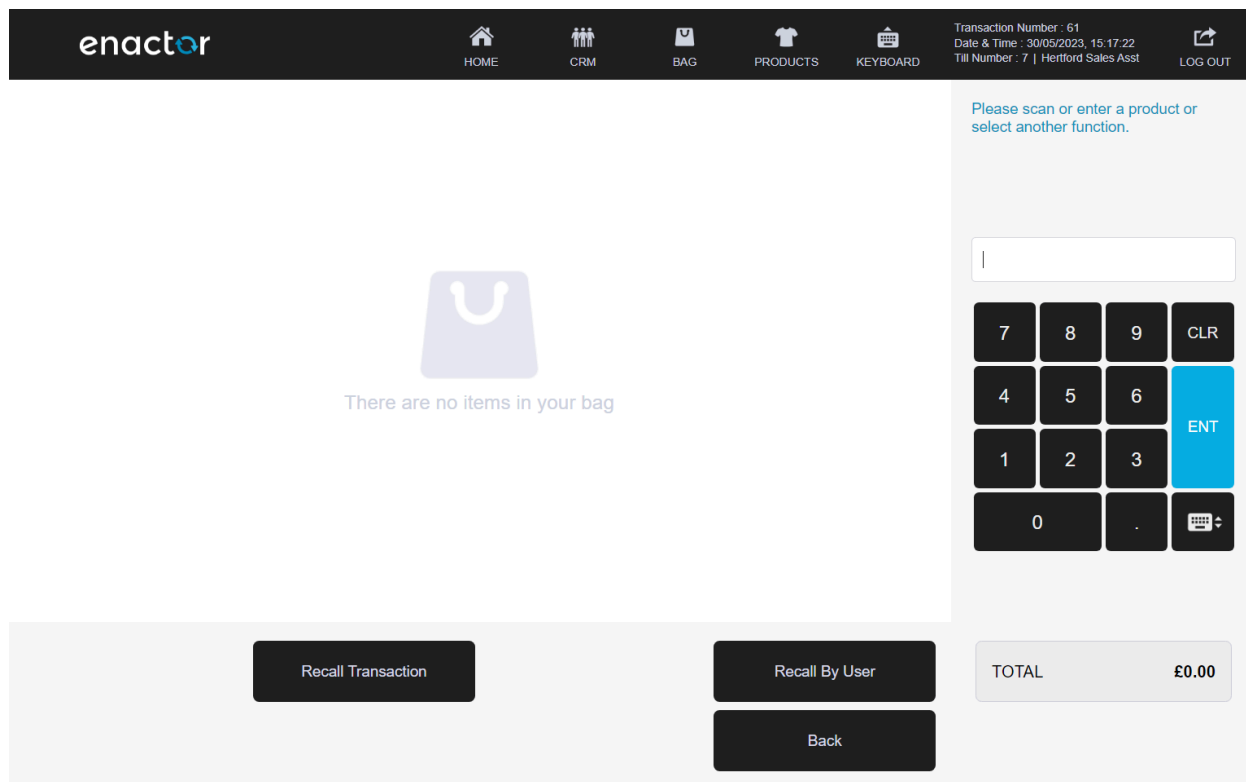
## 11.3 Recall by Receipt

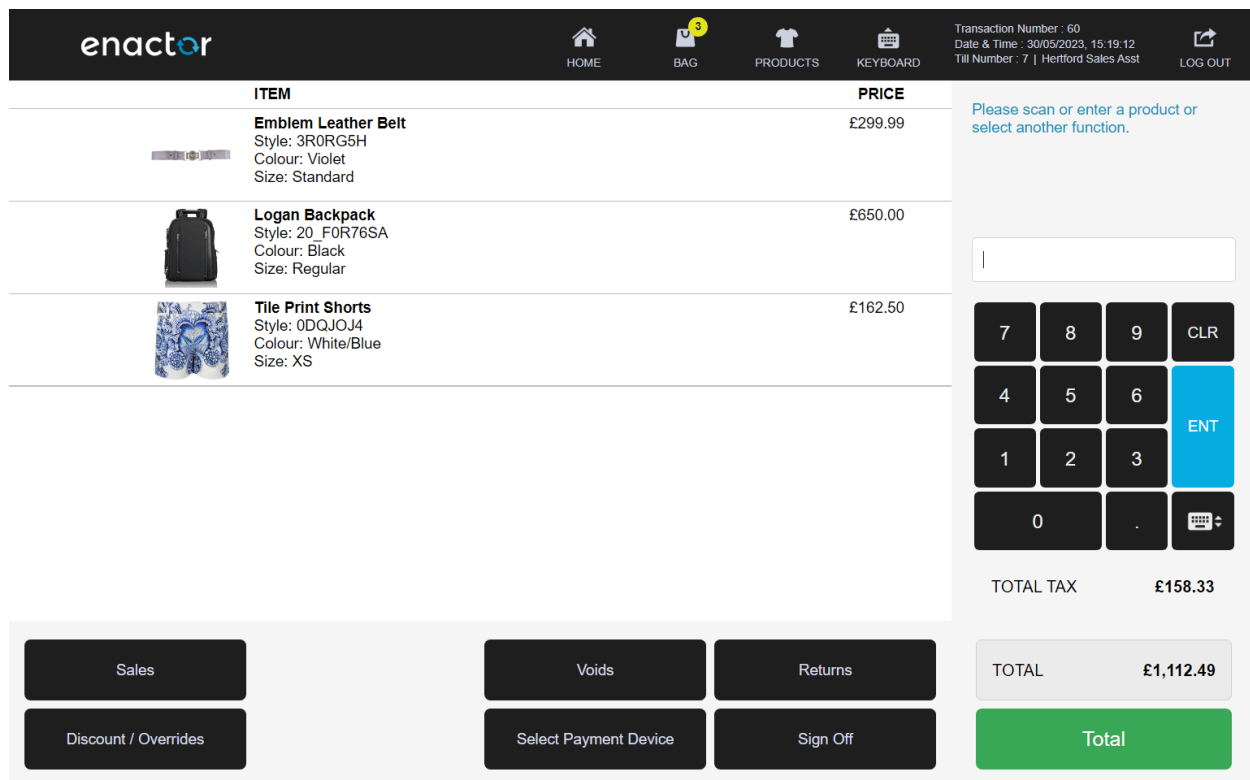
The Recall by Receipt function enables operators to recall transactions that have been stored by receipt.

This feature prompts the operator to scan the transaction ID stored in the receipt.

This functionality allows operators to retrieve and resume transactions that have been temporarily saved using the Store by Receipt function.

Path: Store / Recall Options > Recall Transaction



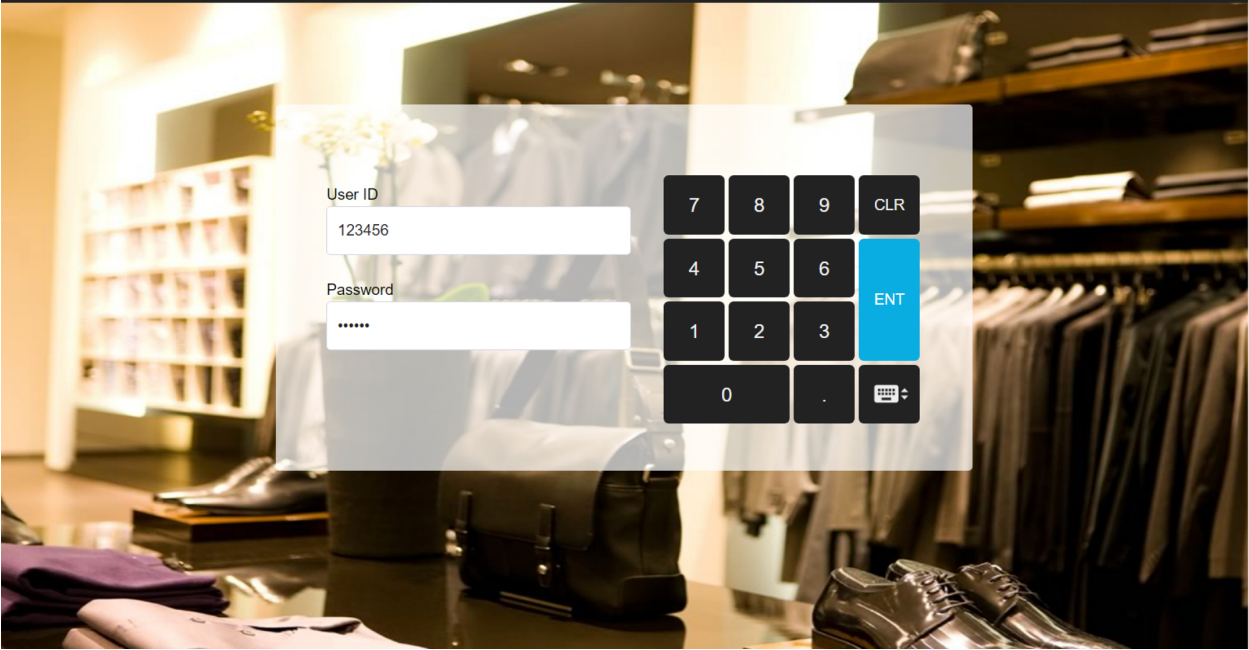


## 11.4 Recall by User

The Recall by User function enables transactions to be automatically recalled by user upon login.

This feature allows operators to access transactions that were previously processed by them when they log in to the POS.

This functionality provides a convenient way for operators to review their work and make any necessary corrections or adjustments.



enactor

HOME



BAG

PRODUCTS

KEYBOARD

Transaction Number : 61  
Date & Time : 30/05/2023, 15:28:38  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
 <b>SAMSUNG UE50TU7020KXXU 50"</b>	£429.00
 <b>Eyelet Polo Dress</b> Style: ATM1CDZ Colour: Yellow Size: XS	£75.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX£71.50

TOTAL£504.00

Total

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

# 12 Receipts

Receipt functions allow operators to:

- Reprint recent transactions
- Reprint older transactions from archive
- Select items for gift receipt
- Request transaction for gift receipt
- Request tax receipt
- Request email receipt

Path: Enactor POS > Sale > Sales > Receipts

## 12.1 Reprint Recent

The Reprint Recent function enables operators to reprint recent transactions.

This function prompts the operator to select a transaction from a list of recent transactions.

Once a transaction is selected, various printing options are presented on screen for the operator to choose from.

This functionality provides a convenient way for operators to reprint receipts or other transaction-related documents.

Path: Receipts > Reprint Recent

HOME

CRM

BAG

PRODUCTS

KEYBOARD

Transaction Number : 63  
Date & Time : 30/05/2023, 15:46:35  
Till Number : 7 | Hertford Manager

LOG OUT

There are no items in your bag

Please scan or enter a product or select another function.

789CLR

456ENT

123

0.

Reprint Recent

Request Tax Receipt

Request Email Receipt

Reprint Archive

Request Gift Receipt

Back

TOTAL

£0.00

KEYBOARD

Transaction Number : 63  
Date & Time : 30/05/2023, 15:47:09  
Till Number : 7 | Hertford Manager

Trans	Date / Time	User	Value
62	30/05/23 15:46	Hertford Manager	£299.00

Please select the transaction to reprint.

789CLR

456ENT

123


0.

OK

Cancel

enactor

Transaction Number : 62  
Date & Time : 30/05/2023, 15:50:14  
Till Number : 7 | Hertford Manager


ITEM	PRICE
 JVC LT-40CA890 Android TV 40"	£299.00
Cash	-£299.00

Press Print to print the transaction or Back to return.

789CLR

456ENT

123

0. 

TOTAL TAX£49.83

TOTAL£0.00

Print

Print Tax Receipt

Print Gift Receipt

Back

Cancel


enactor

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

Sale  
DUPLICATE

JVC LT-40CA890 Android TV 40"	£299.00
<b>TOTAL</b>	<b>£299.00</b>
Cash	-£299.00

Tax Breakdown			
	Net	Tax	Gross
UK VAT 20%	£249.17	£49.83	£299.00

  
00010007000622305301538289

Thank you for shopping at Enactor  
30/05/23 15:46 Hertford Manager 0001 0007 0062

## 12.2 Reprint Archive


The Reprint Archive function enables operators to reprint older transactions.

This function prompts the operator to scan a transaction ID or search for it on the database.


Once a transaction is selected, various printing options are presented on screen for the operator to choose from.

This functionality provides a convenient way for operators to reprint receipts or other transaction-related documents.

Path: Receipts > Reprint Archive



Transaction Number : 174  
Date & Time : 02/06/2023, 15:09:41  
Till Number : 7 | Hertford Sales Asst



There are no items in your bag

OK

Search

Search by Customer

More Search Options

Cancel

789CLR

456ENT

123

0. KEYBOARD

TOTAL

£0.00

Please scan the transaction ID or select one of the available options.

enactor


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enactor

Transaction Number : 171  
Date & Time : 02/06/2023, 15:10:38  
Till Number : 7 | Hertford Sales Asst

KEYBOARD


ITEM	PRICE
 APPLE MacBook Pro 13.3"	£1,000.00
Cash	-£1,000.00

Press Print to print the transaction or Back to return.

789CLR

456ENT

123

0. 

TOTAL TAX£166.67

TOTAL£0.00

Print

Print Tax Receipt

Back

Cancel

Print Receipt & Card Vouchers

enactor


Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

Sale  
DUPLICATE

APPLE MacBook Pro 13.3"	£1,000.00
<b>TOTAL</b>	<b>£1,000.00</b>
Cash	-£1,000.00

Tax Breakdown

	Net	Tax	Gross
UK VAT 20%	£833.33	£166.67	£1,000.00

  
00010007001712306021503164

Thank you for shopping at Enactor  
02/06/23 15:04 Hertford Manager 0001 0007 0171

## 12.3 Select items for Gift Receipt

The Gift Receipt function enables operators to select items for gift receipt.

This function prompts the operator to mark items for gift receipt.

Once completed, a “Gift” tag is attached to the selected items which will generate a gift receipt.

This functionality provides a convenient way for operators to offer customers the option of a gift receipt.

A gift receipt is a receipt that does not show the price of the items but allows the recipient to return or exchange them if needed.

Path: Receipts > Gift Receipt

enactor

HOME



BAG2

PRODUCTS

KEYBOARD

Transaction Number: 61  
Date & Time: 30/05/2023, 16:53:18  
Till Number: 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
 <b>SAMSUNG UE50TU7020KXXU 50"</b>	£429.00
 <b>Eyelet Polo Dress</b> Style: ATM1CDZ Colour: Yellow Size: XS	£75.00

Please scan or enter a product or select another function.

789CLR

456ENT

123

0.⌨

TOTAL TAX£71.50

TOTAL£504.00

Total

Reprint Recent

Gift Receipt

Request Tax Receipt

Request Email Receipt

Reprint Archive

Request Gift Receipt

Back

Please mark items for gift receipt with the select button and navigate through item list with up/down buttons. Press Complete when done.

TOTAL TAX                    £71.50

TOTAL	£504.00
-------	---------

Cancel

Please mark items for gift receipt with the select button and navigate through item list with up/down buttons. Press Complete when done.

TOTAL TAX                    £71.50

TOTAL	£504.00
-------	---------

Cancel

HOME



BAG <sup>2</sup>

PRODUCTS

KEYBOARD

Transaction Number : 61  
Date & Time : 30/05/2023, 16:55:32  
Till Number : 7 | Hertford Sales Asst

LOG OUT

	ITEM	PRICE
Gift	 <b>SAMSUNG UE50TU7020KXXU 50"</b>	£429.00
	 <b>Eyelet Polo Dress</b> Style: ATM1CDZ Colour: Yellow Size: XS	£75.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

ENTER

TOTAL TAX      £71.50

Sales

Voids

Returns

Discount / Overrides

Select Payment Device

Sign Off

TOTAL      £504.00

Total

## 12.4 Request Gift Receipt Transaction

The Request Gift Receipt function enables operators to mark the transaction to produce a gift receipt.

This function adds a “Gift Receipt Requested” tag to the transaction, which produces both a regular sale receipt and a gift receipt.

This functionality provides a convenient way for operators to offer customers the option of a gift receipt for the entire transaction.

A gift receipt is a receipt that does not show the price of the items but allows the recipient to return or exchange them if needed.

Path: Receipts > Request Gift Receipt

HOME

CRM

BAG

PRODUCTS

KEYBOARD

Transaction Number : 174  
Date & Time : 02/06/2023, 15:13:51  
Till Number : 7 | Hertford Manager

LOG OUT

Gift Receipt Requested

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

TOTAL

£0.00

KEYBOARD

Transaction Number : 174  
Date & Time : 02/06/2023, 15:14:34  
Till Number : 7 | Hertford Manager

Gift Receipt Requested

ITEM

PRICE

APPLE MacBook Pro 13.3"

£1,000.00

Select Receipt Style

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£166.67

One Receipt

Individual Receipts

Selected Receipts

Cancel

TOTAL

£1,000.00

# enactor

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

## Sale

APPLE MacBook Pro 13.3" £1,000.00

**TOTAL £1,000.00**

Cash -£1,000.00

### Tax Breakdown

	Net	Tax	Gross
UK VAT 20%	£833.33	£166.67	£1,000.00



00010007001742306021513266

Thank you for shopping at Enactor  
02/06/23 15:14 Hertford Manager 0001 0007 0174

# enactor

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

## Gift Receipt

00103 - APPLE MacBook Pro 13.3" CEXHX



00010007001742306021513266

02/06/23 15:14 Hertford Manager 0001 0007 0174

## 12.5 Request Tax Receipt

The Request Tax Receipt function enables operators to request tax receipts.

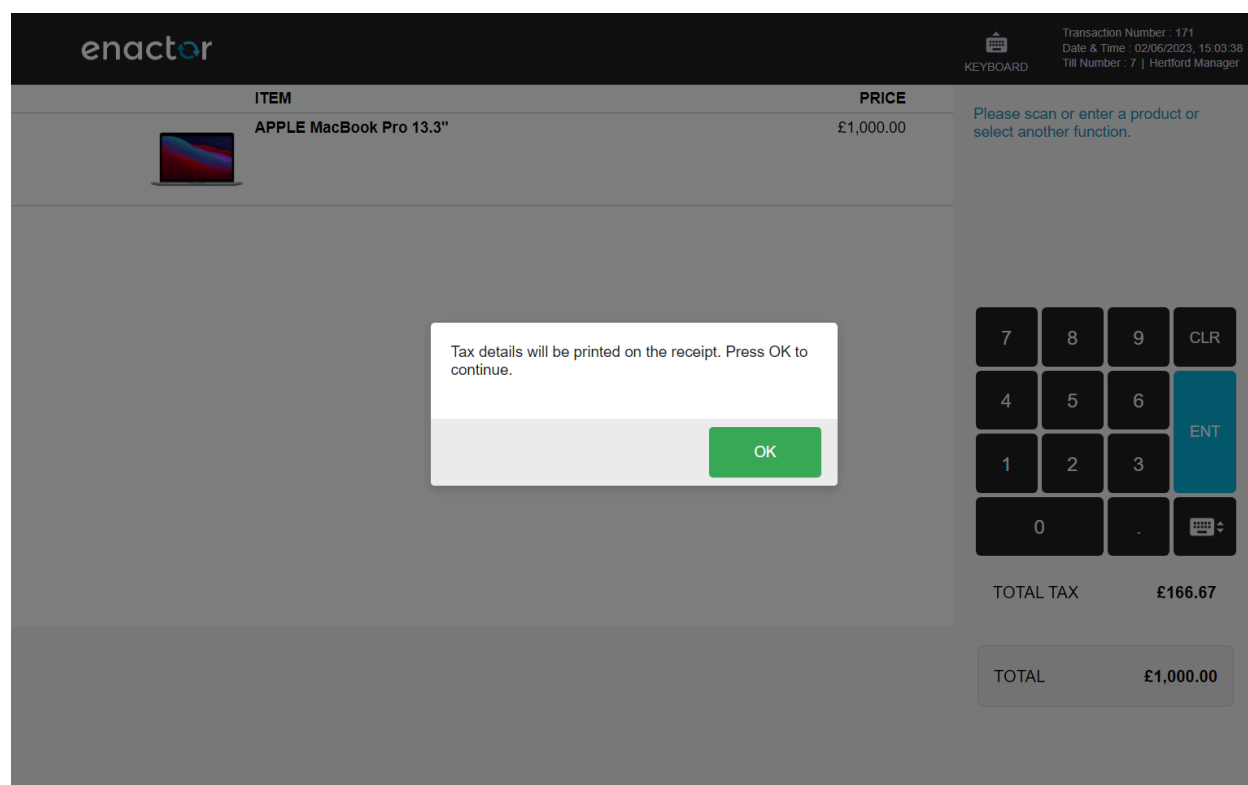
This function prompts the operator with the message that tax details will be printed on the receipt.

Upon completion, the tax details can be found on the sale receipt.

This functionality provides a convenient way for operators to offer customers the option of a tax receipt.

A tax receipt is a receipt that shows the amount of tax paid for the items, which can be used for tax purposes or claims.

Path: Receipts > Request Tax Receipt



enactor

Enactor House

Bluecoats

Hertford


SG14 1PB

Tel: 01992 500881

Sale

APPLE MacBook Pro 13.3"	£1,000.00
<b>TOTAL</b>	<b>£1,000.00</b>
Cash	-£1,000.00

Tax Breakdown			
	Net	Tax	Gross
UK VAT 20%	£833.33	£166.67	£1,000.00



00010007001712306021503164

Thank you for shopping at Enactor

02/06/23 15:04 Hertford Manager 0001 0007 0171

## 12.6 Request Email Receipt

The Request Email Receipt function enables operators to request email receipts.

This function prompts the operator to enter the customer’s details and adds them to the transaction.

The customer will receive an email with the receipt details.

This functionality provides a convenient way for operators to offer customers the option of an email receipt.

An email receipt is a receipt that is sent to the customer’s email address, which can be used for digital record-keeping or proof of purchase.

Path: Receipts > Request Email Receipt

enactor

Transaction Number : 172

Date & Time : 02/06/2023, 15:05:56

Till Number : 7 | Hertford Manager

Title

Mr

Forename

Surname

Email

Internal Marketing

☐ x

External Marketing

☐ x

Please enter customer's email.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£166.67

TOTAL

£1,000.00

OK

Search By Postcode

Cancel

enactor

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 172

Date & Time : 02/06/2023, 15:06:54

Till Number : 7 | Hertford Manager

LOG OUT

Customer: Mrs Amelia Baldwin

Address: 137 Newport Road  
Carmel SG14 3AG

ITEM

PRICE

APPLE MacBook Pro 13.3"

£1,000.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£166.67

TOTAL

£1,000.00

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

Total

enactor

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# 13 Tenders


Tenders are payment methods used to complete transactions and can be found in the Tender menu.

The available Tenders are:


- Cash
- Card Payment Service
- Cheque
- Voucher
- Credit Note
- Gift Cards

Path: Enactor POS > Sale > Tender

The screenshot displays the Enactor POS interface. At the top, the 'enactor' logo is on the left, and transaction details (Transaction Number: 79, Date & Time: 31/05/2023, 15:58:03, Till Number: 7 | Hertford Manager) are on the right. Below the header is a table with two columns: 'ITEM' and 'PRICE'. The table contains one item: 'APPLE MacBook Pro 13.3"' with a price of '£999.99'. To the right of the table is a text box with the message: 'Balance Due £999.99. Please Select a Tender or press Sales to return to Sales.' Below this is a numeric keypad with buttons for digits 0-9, a decimal point, a CLR button, and an ENT button. At the bottom of the screen are several buttons for tender selection: 'Cash', 'Card', 'Cheque', 'Vouchers', 'Customers', 'More', and 'Sales'. On the right side, there are two summary boxes: 'TOTAL TAX £166.66' and 'TOTAL £999.99'.

ITEM	PRICE
 APPLE MacBook Pro 13.3"	£999.99

Balance Due £999.99. Please Select a Tender or press Sales to return to Sales.

7 8 9 CLR  
4 5 6 ENT  
1 2 3  
0 . 

TOTAL TAX £166.66

Cash Card Cheque Vouchers  
Customers More Sales

TOTAL £999.99

## 13.1 Cash

The Cash function enables operators to use cash as a payment method.

This function prompts the operator to enter the tender amount.

The POS also offers related amount options to be selected for the current transaction.

This functionality provides a convenient way for operators to process cash payments and calculate change.

It is a common and simple tool for operators to complete transactions using cash.

Path: Tender > Cash

The screenshot shows the enactor POS interface. At the top, the enactor logo is on the left, and transaction details (Transaction Number: 85, Date & Time: 31/05/2023, 17:04:26, Till Number: 7 | Hertford Manager) are on the right. Below the header, there is a table with two columns: ITEM and PRICE. The table contains one item: APPLE MacBook Pro 13.3" with a price of £999.99. To the right of the table, there is a prompt "Please enter the Tender Amount" and a numeric keypad. The keypad has buttons for digits 0-9, a decimal point, a CLR button, and an ENT button. Below the keypad, there is a "TOTAL TAX" of £166.66 and a "TOTAL" of £999.99. At the bottom of the screen, there are five buttons: OK (green), £999.99 (black), £1,000.00 (black), £1,010.00 (black), and Cancel (red).

ITEM	PRICE
APPLE MacBook Pro 13.3"	£999.99

Transaction Number : 85  
Date & Time : 31/05/2023, 17:04:26  
Till Number : 7 | Hertford Manager

Please enter the Tender Amount

£999.99

7 8 9 CLR  
4 5 6 ENT  
1 2 3  
0 .

TOTAL TAX £166.66

TOTAL £999.99

OK £999.99 £1,000.00 £1,010.00 Cancel

## 13.2 Card Payment Service

The Card Payment Service function enables operators to process card payments from customers using credit or debit cards.

The POS is integrated with card payment service providers to securely process the transaction.

The operator is prompted to enter the payment card tender amount and press the OK button on the PED (Pin Entry Device) to begin the payment transaction.

Upon confirmation, the payment is carried out on the PED, where the customer is prompted to present the card or perform a contactless transaction (subject to contactless limits).

If the card is inserted, the customer is prompted to enter PIN for the card. The payment is then carried out and verified via service payment providers.


Once authorised, the customer is asked to remove the card and a confirmation message “Approved” is shown on the PED.

Finally, the operator can select one of the printing options for the customer receipt and a receipt slip is printed with a copy for the customer and one for the store.

**Note:** additional configuration is required to enable test card payment service.

Path: Tender > Card Payment Service

The screenshot shows the enactor POS interface. At the top, the enactor logo is on the left, and a keyboard icon with 'KEYBOARD' text is on the right. Below the keyboard icon, transaction details are displayed: 'Trans - 33', '19-Jun-2023 15:35:16', and 'Till 2 - Hertford Manager'. The main area is divided into two sections. The left section is a table with two columns: 'ITEM' and 'PRICE'. It contains one item: 'JVC LT-40CA890 Android TV 40"' with a price of '£299.00'. The right section is a light gray area with a blue prompt: 'Please enter the Payment Card tender amount.' Below this is a text input field containing '£299.00'. To the right of the input field is a numeric keypad with buttons for digits 0-9, a decimal point, and 'CLR'. A large blue 'ENT' button is also present. At the bottom of the screen, there are three buttons: 'OK', '£299.00', and 'Cancel'. On the far right, the 'BALANCE' is shown as '£299.00'.

ITEM	PRICE
 JVC LT-40CA890 Android TV 40"	£299.00

Please enter the Payment Card tender amount.

£299.00

7 8 9 CLR


4 5 6

1 2 3 ENT

0 .

OK £299.00 Cancel

BALANCE £299.00

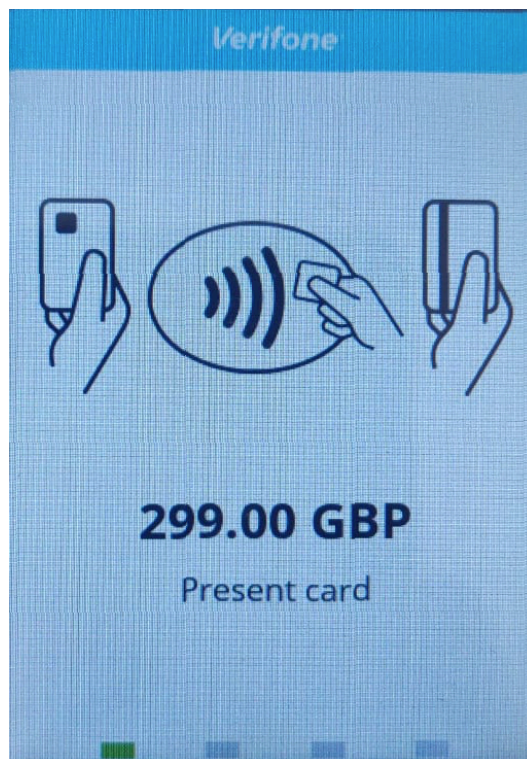
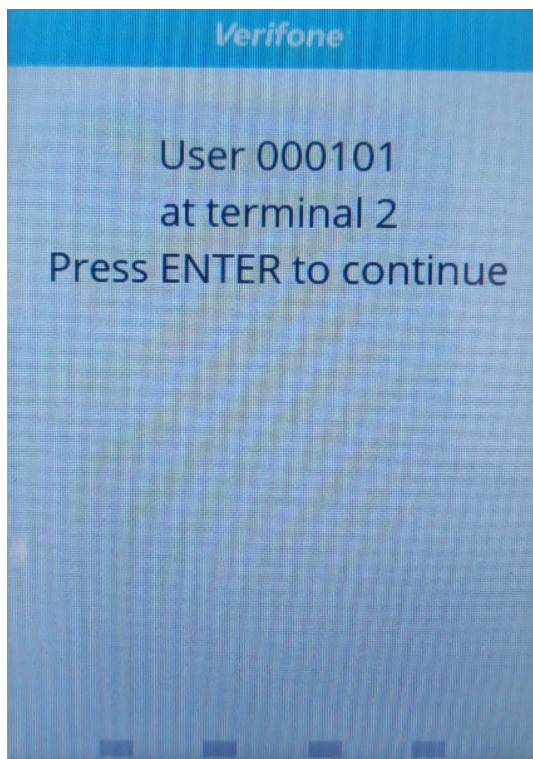
ITEM	PRICE
 JVC LT-40CA890 Android TV 40"	£299.00

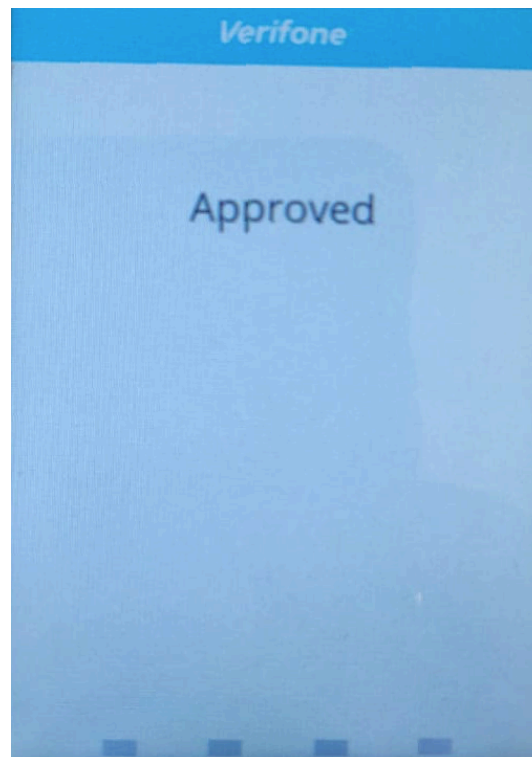
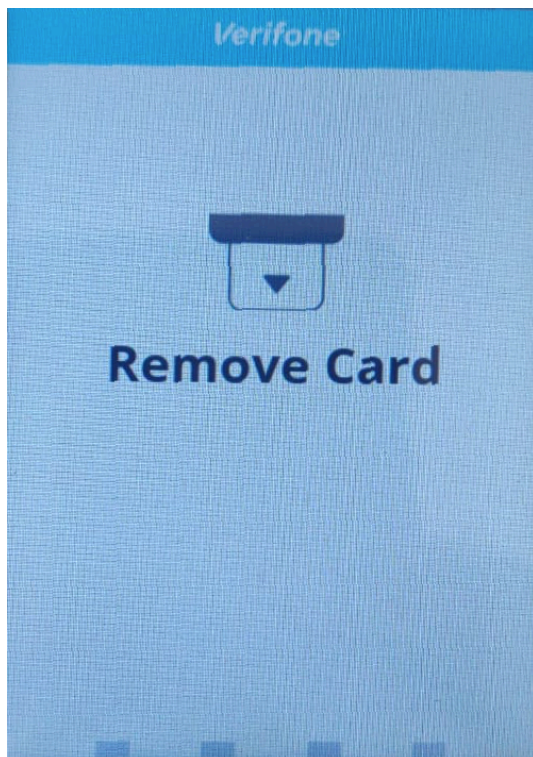
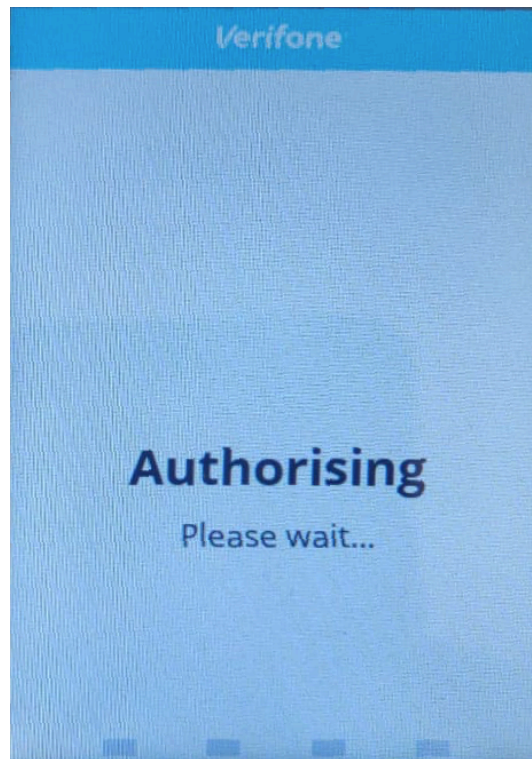
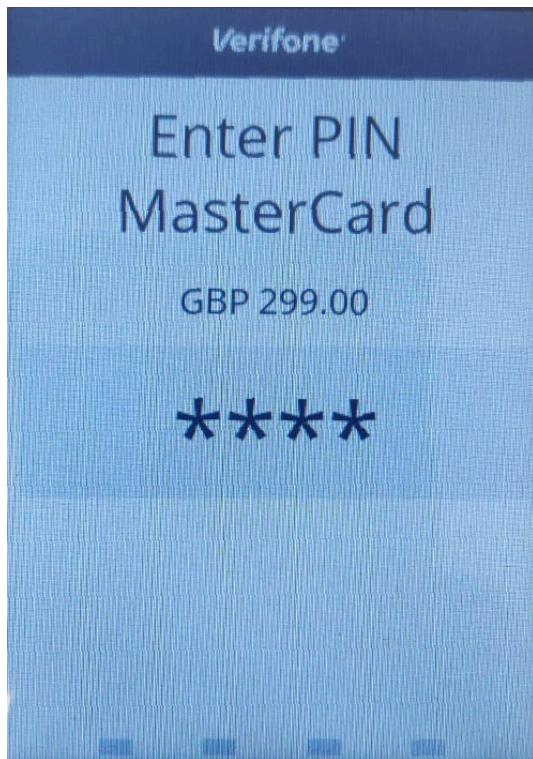
Press OK button on the PED to begin payment transaction


7	8	9	CLR
4	5	6	ENT
1	2	3	
0	.		

BALANCE      £299.00

Cancel





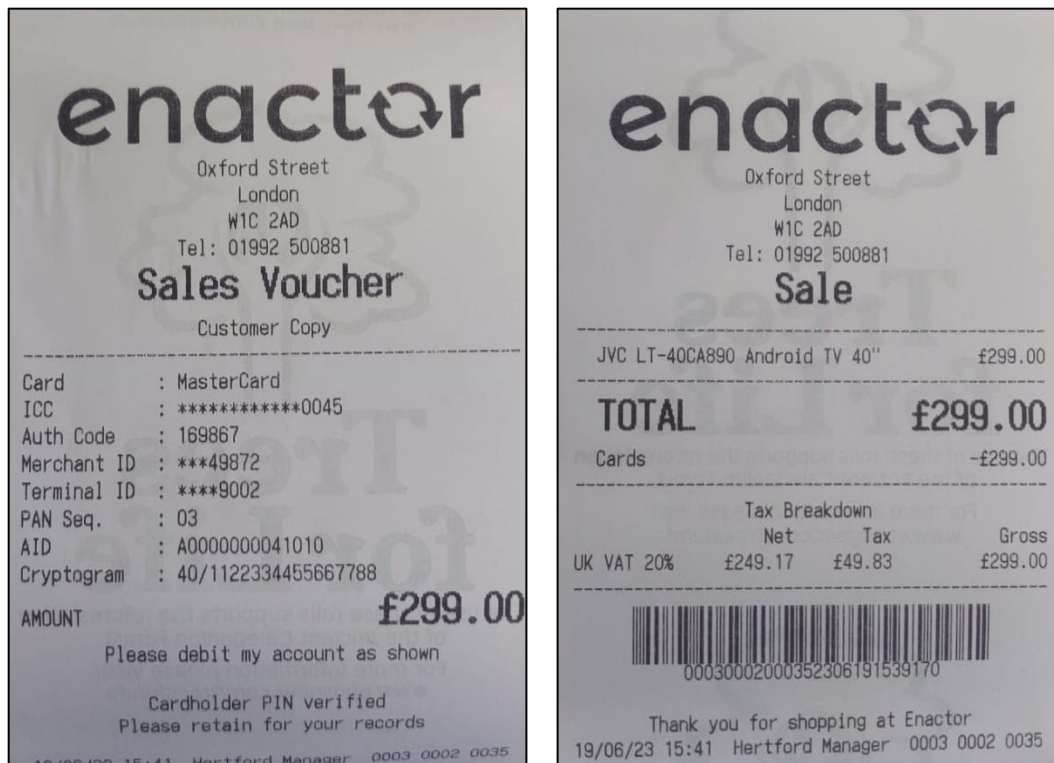
ITEM	PRICE
 JVC LT-40CA890 Android TV 40"	£299.00
Cards	-£299.00

How would the customer like their receipt?

7	8	9	CLR
4	5	6	ENT
1	2	3	
0	.		

Email Only	Email and Print	Print Only
Gift Receipt		More...

BALANCE £0.00



### 13.3 Cheque

The Cheque function enables operators to use cheques as a payment method.

This function prompts the user to select the cheque type, enter the tender amount, the cheque number, and the sort code and account number on the cheque.

This functionality provides a convenient way for operators to process cheque payments and ensure accuracy.

Path: Tender > Cheque

Transaction Number : 85

Date & Time : 31/05/2023, 17:05:56

Till Number : 7 | Hertford Manager

KEYBOARD

ITEM	PRICE
<div>APPLE MacBook Pro 13.3"</div>	£999.99

Please select the cheque type.

TOTAL TAX

£166.66

TOTAL

£999.99

Business

Personal

Cancel

Transaction Number : 86

Date & Time : 31/05/2023, 17:12:11

Till Number : 7 | Hertford Manager

KEYBOARD

ITEM	PRICE
<div>APPLE MacBook Pro 13.3"</div>	£999.99

Please enter the Tender Amount

£999.99

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£166.66

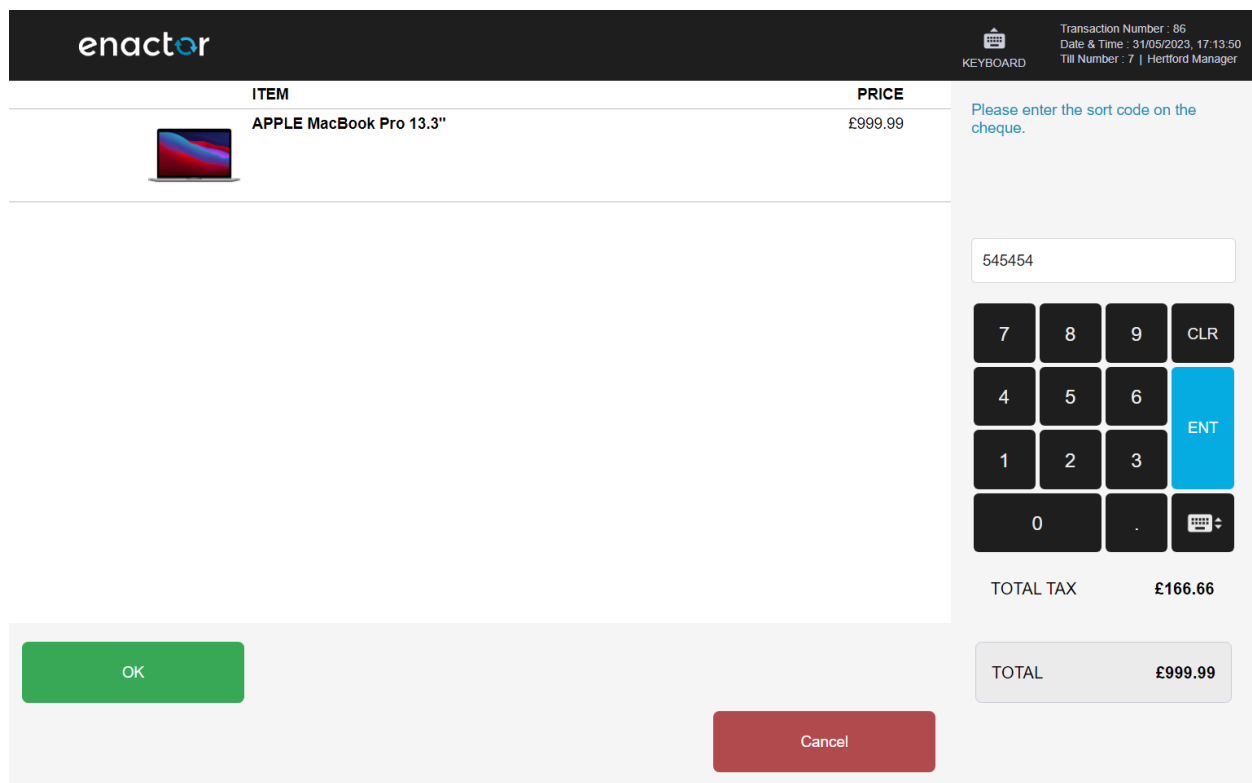
TOTAL

£999.99

OK

£999.99

Cancel



Please enter the account number on the cheque.

A close-up of a calculator keypad. The buttons shown are: 7, 8, 9, CLR, 4, 5, 6, ENT, 1, 2, 3, ENT, 0, ., and the equals sign button.

TOTAL	£999.99
-------	---------

Cancel

How would the customer like their receipt?

A close-up of a calculator keypad. The buttons shown are: 7, 8, 9, CLR (top row); 4, 5, 6, ENT (second row); 1, 2, 3, ENT (third row); 0, ., and the equals sign button (bottom row). The ENT buttons are highlighted in blue.

TOTAL	£0.00
-------	-------

More...

**enactor**

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

**Sale**

---

APPLE MacBook Pro 13.3" £999.99

---

**TOTAL £999.99**

Cheques -£999.99

---

Tax Breakdown			
	Net	Tax	Gross
UK VAT 20%	£833.33	£166.66	£999.99

---

  
00010007000862305311711552

Thank you for shopping at Enactor  
31/05/23 17:15 Hertford Manager 0001 0007 0086

**enactor**

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

**Sale**  
**Copy 1**

---

APPLE MacBook Pro 13.3" £999.99

---


**TOTAL £999.99**

Cheques -£999.99

---

Tax Breakdown			
	Net	Tax	Gross
UK VAT 20%	£833.33	£166.66	£999.99

---

  
00010007000862305311711552

Thank you for shopping at Enactor  
31/05/23 17:15 Hertford Manager 0001 0007 0086

## 13.4 Voucher

The Use Voucher function enables operators to use vouchers as a payment method.

This function prompts the operator to scan or enter the voucher code.

Alternatively, the operator can use the Select Voucher to select the voucher type from a list.

This functionality provides a convenient way for operators to process voucher payments and apply discounts.


Path: Tender > Vouchers > Use Voucher

Transaction Number : 87

Date & Time : 31/05/2023, 17:20:10

Till Number : 7 | Hertford Manager

KEYBOARD

ITEM	PRICE
 <div>APPLE MacBook Pro 13.3"</div>	£999.99

Please scan or enter voucher code or press Select Voucher to select the type of voucher.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£166.66

OK

Select Voucher

Back

TOTAL

£999.99

Transaction Number : 92

Date & Time : 01/06/2023, 09:33:55

Till Number : 7 | Hertford Manager

KEYBOARD

£1000 Pound off

£10 Pound off

Credit Note

Gift Voucher

Please select voucher type

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£166.66

OK

Down

Cancel

TOTAL

£999.99

Transaction Number : 94

Date & Time : 01/06/2023, 09:42:48

Till Number : 7 | Hertford Manager

KEYBOARD

ITEM

PRICE

APPLE MacBook Pro 13.3"

£1,000.00

Redeem £1000 Pound off

£1000 Pound off

-£1,000.00

How would the customer like their receipt?

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£166.67

TOTAL

£0.00

Email Only

Email and Print

Print Only

Gift Receipt

More...

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Sale

APPLE MacBook Pro 13.3"£1,000.00

TOTAL

£1,000.00

£1000 Pound off-£1,000.00

Tax Breakdown

NetTaxGross

UK VAT 20%£833.33£166.67£1,000.00

00010007000942306010937120

Thank you for shopping at Enactor

01/06/23 09:42 Hertford Manager 0001 0007 0094

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Sale

APPLE MacBook Pro 13.3"£1,000.00

TOTAL

£1,000.00

£1000 Pound off-£1,000.00

Tax Breakdown

NetTaxGross

UK VAT 20%£833.33£166.67£1,000.00

00010007000942306010937120

Thank you for shopping at Enactor

01/06/23 09:42 Hertford Manager 0001 0007 0094

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## 13.5 Credit Note

The Credit Note function enables operators to use credit notes as a payment method.


This function prompts the user to scan or enter the serial number of the credit note.

This functionality provides a convenient way for operators to process credit note payments and apply refunds.

Path: Tender > Vouchers > Credit Note

**enactor**

Transaction Number : 95  
Date & Time : 01/06/2023, 09:51:27  
Till Number : 7 | Hertford Manager

ITEM	PRICE
 APPLE MacBook Pro 13.3"	£1,000.00

OK

Cancel

KEYBOARD

Please scan or enter the serial number

0103118230510104817039

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX£166.67

TOTAL£1,000.00

enactor

Transaction Number : 95  
Date & Time : 01/06/2023, 09:52:15  
Till Number : 7 | Hertford Manager

KEYBOARD

Transaction Number : 95  
Date & Time : 01/06/2023, 09:52:15  
Till Number : 7 | Hertford Manager

How would the customer like their receipt?

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£166.67

TOTAL

£0.00

ITEM

PRICE

APPLE MacBook Pro 13.3"

£1,000.00

Credit Note

-£1,000.00

Email Only

Email and Print

Print Only

Gift Receipt

More...

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Sale

APPLE MacBook Pro 13.3"

£1,000.00

TOTAL

£1,000.00

Credit Note

-£1,000.00

Tax Breakdown

Net

Tax

Gross

UK VAT 20%

£833.33

£166.67

£1,000.00

00010007000952306010943208

Thank you for shopping at Enactor

01/06/23 09:52 Hertford Manager 0001 0007 0095

## 13.6 Gift Cards

The Gift Card function enables operators to use gift cards as a payment method.

This function prompts the operator to swipe or enter the gift card number and tender amount.


Once completed, the gift card will have its remaining balance updated.

This functionality provides a convenient way for operators to process gift card payments and deduct the amount from the card.

Path: Tender > Vouchers > Gift Card

**enactor**

Transaction Number : 241  
Date & Time : 05/06/2023, 16:51:08  
Till Number : 7 | Hertford Sales Asst

ITEM	PRICE
 APPLE MacBook Pro 13.3"	£1,000.00

OK

Cancel

KEYBOARD

Please swipe the gift card or enter the gift card number

789CLR

456ENT

123

0.-CARD

TOTAL TAX£166.67


TOTAL£1,000.00

enactor

Transaction Number : 81  
Date & Time : 31/05/2023, 16:02:54  
Till Number : 7 | Hertford Manager

ITEM

PRICE



APPLE MacBook Pro 13.3"

£999.99

Please enter the Tender Amount

£999.99

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£166.66

TOTAL

£999.99

OK

£999.99


Cancel

enactor

Transaction Number : 81  
Date & Time : 31/05/2023, 16:03:53  
Till Number : 7 | Hertford Manager

ITEM

PRICE



APPLE MacBook Pro 13.3"

£999.99

Gift Card

\*\*\*\*0002

Balance Remaining: £9,200.01

-£999.99

How would the customer like their receipt?

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX

£166.66

TOTAL

£0.00

Email Only

Email and Print

Print Only

Gift Receipt

More...

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Sale

APPLE MacBook Pro 13.3"£999.99

TOTAL£999.99

Gift Card-£999.99

\*\*\*\*0002

Balance Remaining: £9,200.01

Tax Breakdown

	Net	Tax	Gross
UK VAT 20%	£833.33	£166.66	£999.99

00010007000812305311602257

Thank you for shopping at Enactor

31/05/23 16:03 Hertford Manager 0001 0007 0081

## 14 Vouchers

A voucher is a small, printed piece of paper that entitles the holder to a discount or that may be exchanged for goods or services.

Vouchers can be used as a payment method for transactions.

During tendering, the Use Voucher function enables operators to process voucher payments and apply discounts.

### 14.1 Issue Voucher

The Voucher Sale function enables operators to issue vouchers.

This function prompts the operator to select the voucher type and value.

Once completed, a Gift Voucher is generated and printed on a separate receipt.

This functionality provides a convenient way for operators to offer customers the option of purchasing a voucher as a gift or for future use.

Path: Enactor POS > Sale > Sales > More > Voucher Sale

Transaction Number : 152  
Date & Time : 02/06/2023, 13:30:19  
Till Number : 7 | Hertford Sales Asst

Gift Voucher

Please select voucher type

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Cancel

TOTAL

£0.00

Transaction Number : 152  
Date & Time : 02/06/2023, 13:32:34  
Till Number : 7 | Hertford Sales Asst

£5

£10

£15

£20

£25

£50

Please select voucher sub type

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Cancel

TOTAL

£0.00

enactor

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 152  
Date & Time : 02/06/2023, 13:32:53  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
<b>Gift Voucher</b> Serial: 0107152230602132902012	£5.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL £5.00

Total

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Sale

Gift Voucher £5.00

Serial: 0107152230602132902012

TOTAL £5.00

Cash -£5.00



00010007001522306021329024

Thank you for shopping at Enactor

02/06/23 13:33 Hertford Sales Ass 0001 0007 0152

# enactor

## Gift Voucher

Issue Date : 02/06/23

Serial No. : 0107152230602132902012

Value : **£5.00**



0107152230602132902012

## 15 Credit Notes

A credit note is a document issued to cancel all or part of a sales invoice.

It may be issued in the case of damaged goods, errors or allowances.

### 15.1 Issue Credit Note

The Credit Note function enables operators to issue credit notes during a refund transaction.

This function prompts the operator to enter the amount to be refunded as a credit note.

Once completed, a credit note is generated and printed on a separate receipt.

This functionality provides a convenient way for operators to offer customers the option of receiving a credit note instead of a cash refund.


A credit note is a document that can be used as a payment method for future purchases.

Path: Enactor POS > Sale > Tender > Credit Note

enactor

Transaction Number : 180  
Date & Time : 02/06/2023, 15:25:42  
Till Number : 7 | Hertford Manager

Refund

	ITEM	PRICE
Return	 JVC LT-40CA890 Android TV 40" Ret Reason: Returned Unwanted	-£299.00

Please enter the amount to Refund the customer

£299.00

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX
-£49.83

REFUND DUE
£299.00

OK


£299.00

Cancel

enactor

Transaction Number : 180  
Date & Time : 02/06/2023, 15:26:12  
Till Number : 7 | Hertford Manager

Refund

	ITEM	PRICE
Return	 JVC LT-40CA890 Android TV 40" Ret Reason: Returned Unwanted	-£299.00
	Refund Credit Note	£299.00

How would the customer like their receipt?

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

TOTAL TAX
-£49.83

TOTAL
£0.00

Email Only

Email and Print

Print Only

Gift Receipt

More...

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Refund

R JVC LT-40CA890 Android TV 40"

-£299.00

TOTAL

-£299.00

Refund Credit Note

£299.00

Tax Breakdown

	Net	Tax	Gross
UK VAT 20%	£348.83	-£49.83	£299.00

00010007001802306021525226

Thank you for shopping at Enactor

02/06/23 15:26 Hertford Manager 0001 0007 0180

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

CREDIT NOTE

Value

£299.00

Two hundred and ninety nine pounds only.

Expiry Date

02-Jul-2023

0107180230602152522022

02/06/23 15:26 Hertford Manager 0001 0007 0180

## 16 Gift Cards

Gift cards are a type of prepaid debit card that are loaded with funds for future use.

Gift cards can be used as a payment method for purchases at specific stores or businesses.

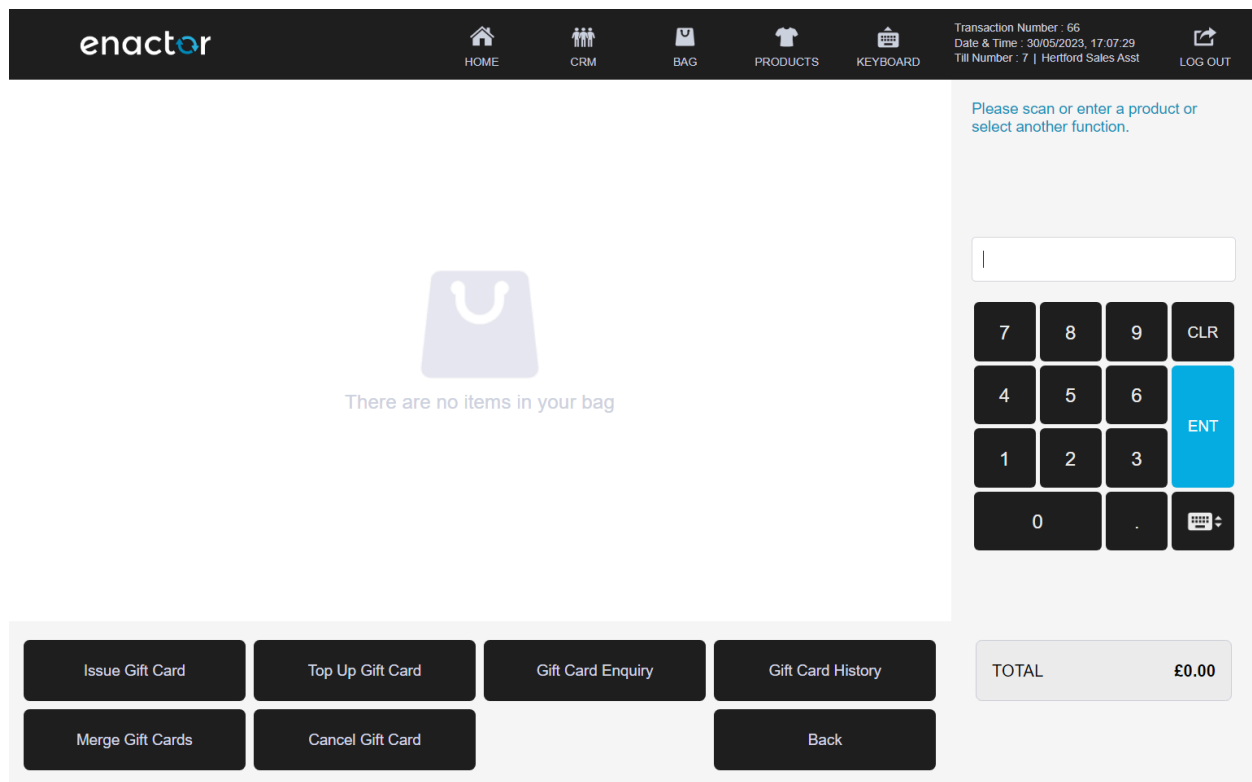
They are often given as gifts and can be used to purchase goods or services up to the value loaded on the card.

Path: Enactor POS > Sale > Sales > Gift Cards

enactor

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## 16.1 Issue Gift Card

The Issue Gift Card function enables operators to issue gift cards.

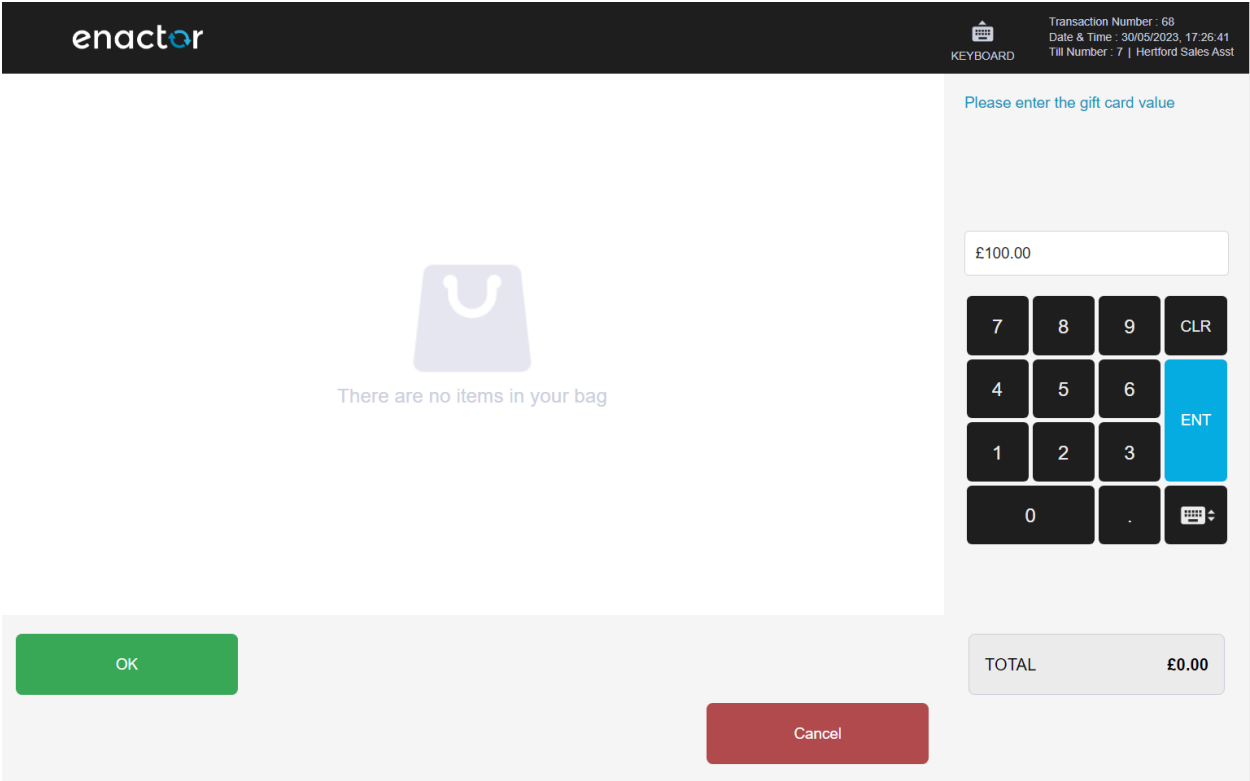
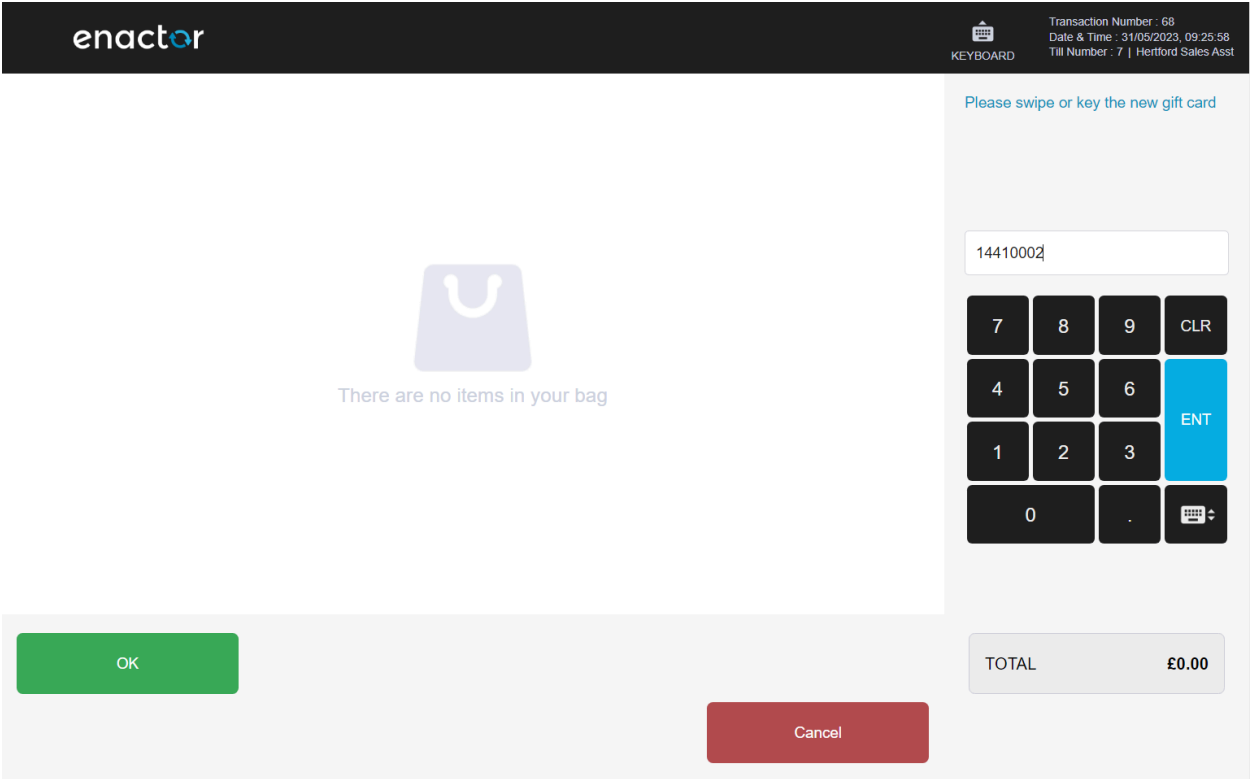
This function prompts the user to swipe or enter the new gift card number and monetary value.

Once completed, the gift card will be active and hold a balance equal to the amount paid by a customer. A gift card advice slip is also printed.

This functionality provides a convenient way for operators to offer customers the option of purchasing a gift card as a gift or for future use.

It is a tool for operators to generate and sell gift cards as a product.

Path: Gift Cards > Issue Gift Card



enactor

HOME

BAG1

PRODUCTS

KEYBOARD

Transaction Number : 69  
Date & Time : 31/05/2023, 09:31:51  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
Gift Card UK (****0003)	£100.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL

£100.00

Total

enactor

KEYBOARD

Transaction Number : 69  
Date & Time : 31/05/2023, 09:32:49  
Till Number : 7 | Hertford Sales Asst

ITEM	PRICE
Gift Card UK (****0003)	£100.00
New Balance: £100.00	
Cash	-£100.00

How would the customer like their receipt?

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Email Only

Email and Print

Print Only

Gift Receipt

More...

TOTAL

£0.00



## 16.2 Gift Card Top Up

The Top Up Gift Card function enables operators to top up gift cards.

This function prompts the user to swipe or enter the gift card number and top up value.

Once completed, the gift card balance is updated, and a gift card advice slip is printed.

This functionality provides a convenient way for operators to offer customers the option of adding funds to an existing gift card.

Path: Gift Cards > Top Up Gift Card

enactor

Transaction Number : 66  
Date & Time : 30/05/2023, 17:08:36  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

There are no items in your bag

Please swipe or key the gift card to be topped up

1441000q

789CLR

456ENT

123

0.

TOTAL

£0.00

OK

Cancel

enactor

Transaction Number : 66  
Date & Time : 30/05/2023, 17:09:57  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

There are no items in your bag

Please enter the gift card value

£500.00

789CLR

456ENT

123

0.

TOTAL

£0.00

OK

Cancel

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 66  
Date & Time : 30/05/2023, 17:10:57  
Till Number : 7 | Hertford Sales Asst

LOG OUT

ITEM	PRICE
Gift Card UK (****0000)	£500.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL £500.00

Total

KEYBOARD

Transaction Number : 66  
Date & Time : 30/05/2023, 17:11:32  
Till Number : 7 | Hertford Sales Asst

ITEM	PRICE
Gift Card UK (****0000)	£500.00
New Balance: £500.00	
Cash	-£500.00

How would the customer like their receipt?

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Email Only

Email and Print

Print Only

Gift Receipt

More...

TOTAL £0.00

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Page 124 of 253

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Gift Card Advice Slip

Card: Gift Card UK

No: \*\*\*\*0000

Top Up Amount £500.00

Balance

£500.00

00010007000662305301707091

30/05/23 17:11 Hertford Sales Ass 0001 0007 0066

## 16.3 Gift Card Enquiry

The Gift Card Enquiry function enables operators to view the details of a gift card.

This function prompts the operator to swipe or enter the gift card number.

Once completed, the details of the gift card are displayed on screen.


This functionality provides a convenient way for operators to check the balance and other details of a gift card.

Path: Gift Cards > Gift Card Enquiry

enactor

Transaction Number : 243  
Date & Time : 05/06/2023, 17:02:09  
Till Number : 7 | Hertford Sales Asst

KEYBOARD




There are no items in your bag

Please swipe the gift card or enter the gift card number

789CLR

456ENT

123

0. 

OK

Cancel

TOTAL

£0.00

enactor

Transaction Number : 67  
Date & Time : 30/05/2023, 17:15:26  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Customer:

Address:

Card:

Gift Card UK

Status:

Active

Number:

14410000

Date Issued:


01/12/21

The gift card balance is displayed.  
Please press OK when finished or  
Print for an advice slip.

789CLR

456ENT

123

0. 

OK

Print

Show History

Gift Card Topup

## 16.4 Gift Card History

The Gift Card History function enables operators to view the history of a gift card.

This function prompts the user to swipe or enter the gift card number, or the card holder's surname or postcode.

If the card number is entered, it can then be selected to display its history.

If the card holder's details are entered instead, the operator must first find the customer before viewing the gift card history.

This functionality provides a convenient way for operators to check the transactions and other details of a gift card.

Path: Gift Cards > Gift Card History

The screenshot shows the enactor POS interface. At the top, the enactor logo is on the left, and transaction details are on the right: Transaction Number: 67, Date & Time: 30/05/2023, 17:18:18, Till Number: 7 | Hertford Sales Asst. Below the logo, a message says "There are no items in your bag" with a shopping bag icon. On the right side, there is a numeric keypad with buttons for digits 0-9, a CLR button, and an ENT button. Above the keypad is a text input field containing the number "14410000". Below the keypad, there are four buttons: "OK" (green), "Surname" (black), "Postcode" (black), and "Cancel" (red). At the bottom right, a "TOTAL" label is next to the amount "£0.00".

enactor

Transaction Number : 67  
Date & Time : 30/05/2023, 17:18:59  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Account ID	Surname	Postcode
14410000		

Select a gift card from the list.

789CLR

456ENT

123

0.

OK

Back

TOTAL£0.00

enactor

Transaction Number : 67  
Date & Time : 30/05/2023, 17:19:40  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Date	Action	Store	Amount
03/05/23	Load (new card)	UK Hertford	£500.00
03/05/23	Load (top up)	UK Hertford	£150.00
03/05/23	Redeem	UK Hertford	-£299.00
03/05/23	Load (top up)	UK Hertford	£500.00
03/05/23	Cancel Card	UK Hertford	-£951.00
03/05/23	Maintenance Edit Balance	UK Hertford	£500.00
03/05/23	Cancel Card	UK Hertford	-£500.00
04/05/23	Maintenance Edit Balance	UK Hertford	£5.00
04/05/23	Load (new card)	UK Hertford	£55.00

You are viewing the gift card history list.

789CLR

456ENT

123

0.

OKPrintDown

View TransactionBack

TOTAL£0.00


## 16.5 Merge Gift Cards

The Merge Gift Cards function enables operators to merge two gift cards together.

This function prompts the operator to first swipe or enter the gift card number to be cancelled and then swipe or enter the gift card number to be topped up.


This functionality provides a convenient way for operators to transfer the balance from one gift card to another.

Path: Gift Cards > Merge Gift Cards



Transaction Number : 82  
Date & Time : 31/05/2023, 16:16:29  
Till Number : 7 | Hertford Manager

KEYBOARD



There are no items in your bag

Please swipe or key the gift card to be cancelled

14410003

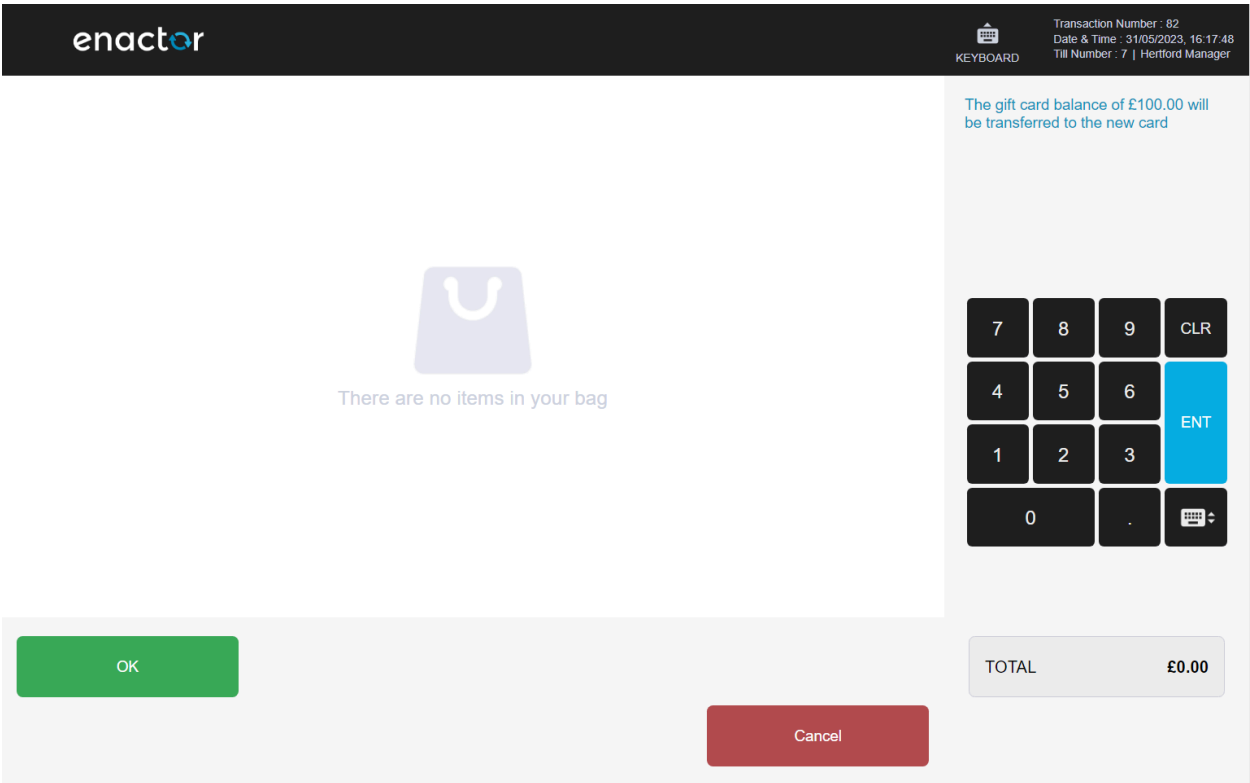
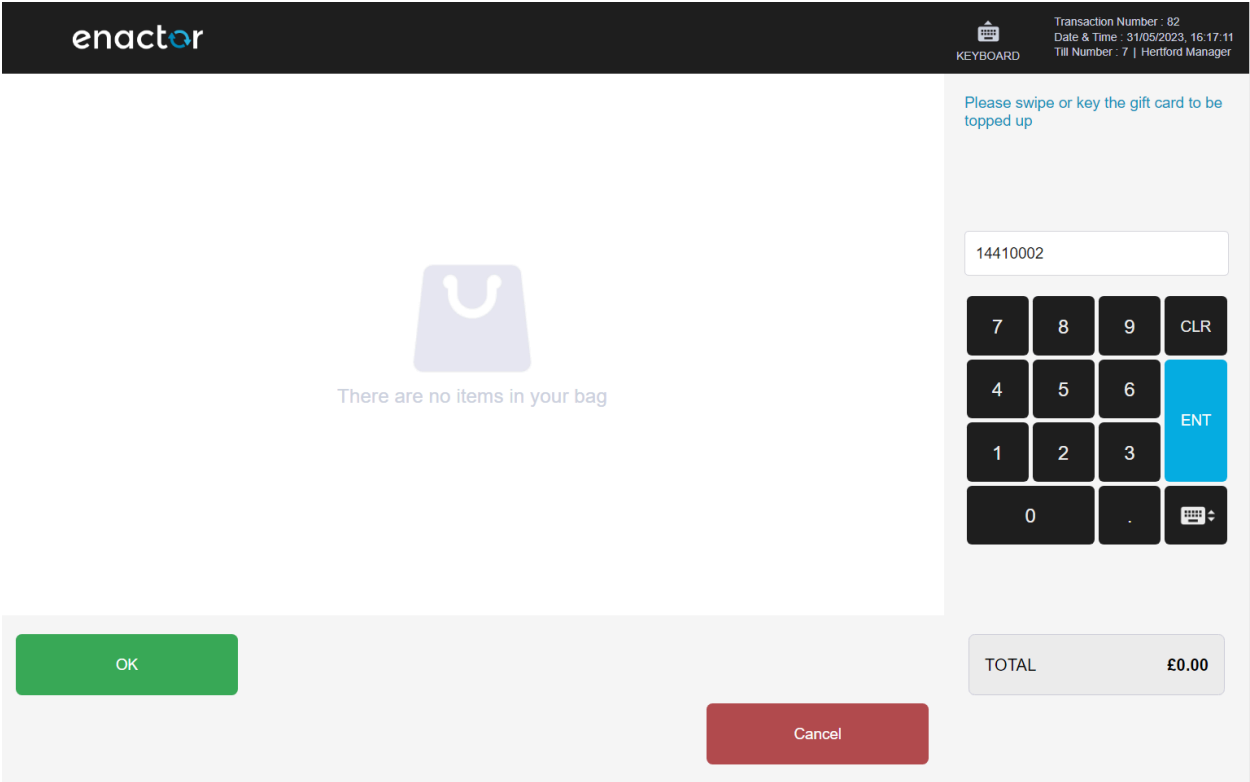
7	8	9	CLR
4	5	6	ENT
1	2	3	
0	.		

OK

Cancel

TOTAL

£0.00



enactor

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 82

Date & Time : 31/05/2023, 16:18:30

Till Number : 7 | Hertford Manager

LOG OUT

	ITEM	PRICE
R	Gift Card UK (****0003) Cancelled	-£100.00
	Gift Card UK (****0002)	£100.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

TOTAL

£0.00

Total

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Sale

---

R Gift Card UK	-£100.00
****0003 Cancelled	
Gift Card UK	£100.00
****0002	
New Balance: £9,300.01	

---

<b>TOTAL</b>	<b>£0.00</b>
--------------	--------------

---

00010007000822305311604202

Thank you for shopping at Enactor

31/05/23 16:19 Hertford Manager 0001 0007 0082

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Gift Card Advice Slip

---

Card:	Gift Card UK
No:	****0002
Top Up Amount	£100.00
<b>Balance</b>	<b>£9,300.01</b>

---

00010007000822305311604202

31/05/23 16:19 Hertford Manager 0001 0007 0082

## 16.6 Cancel Gift Card


The Cancel Gift Card function enables operators to cancel a gift card.

This function prompts the operator to swipe or enter the gift card number to be cancelled.

Once completed, the gift card will be deactivated, and its balance will be refunded.

This functionality provides a convenient way for operators to cancel gift cards that are lost, stolen or no longer needed.

Path: Gift Cards > Cancel Gift Card



Transaction Number : 84  
Date & Time : 31/05/2023, 16:24:25  
Till Number : 7 | Hertford Manager

Please swipe or key the gift card to be cancelled

14410004

789CLR

456ENT

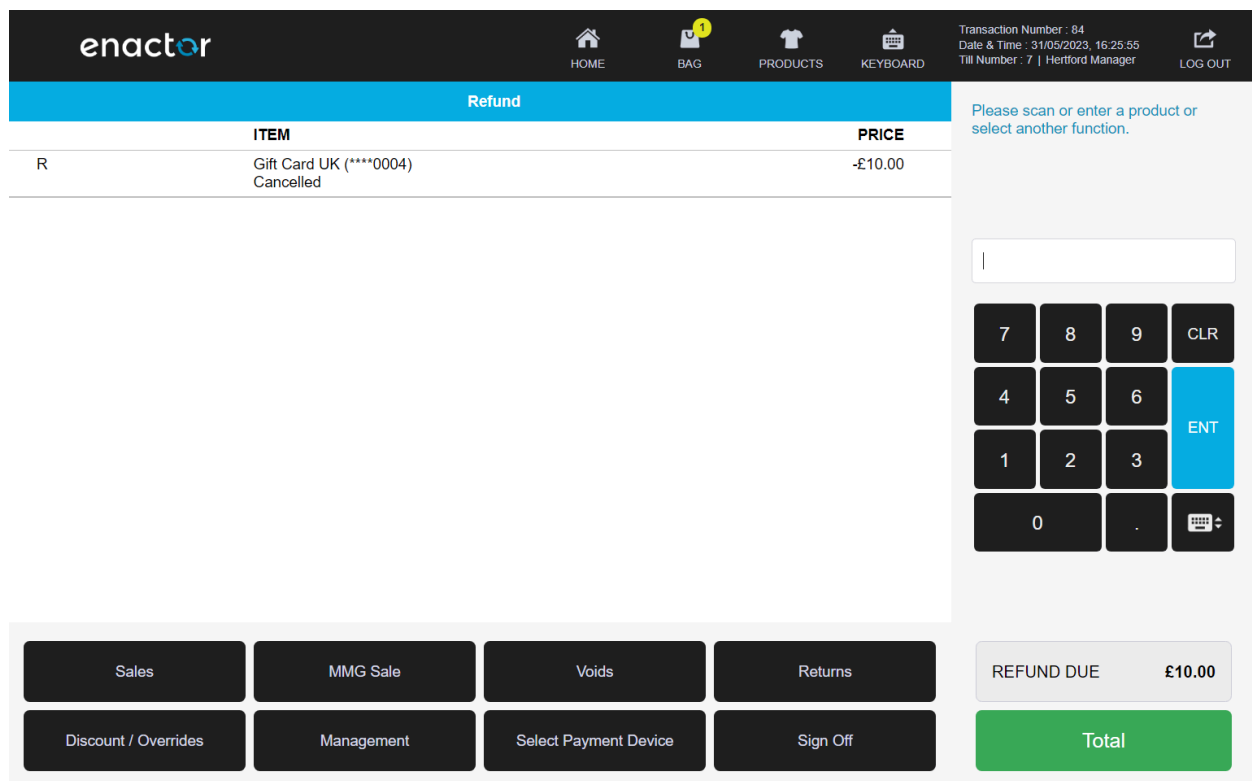
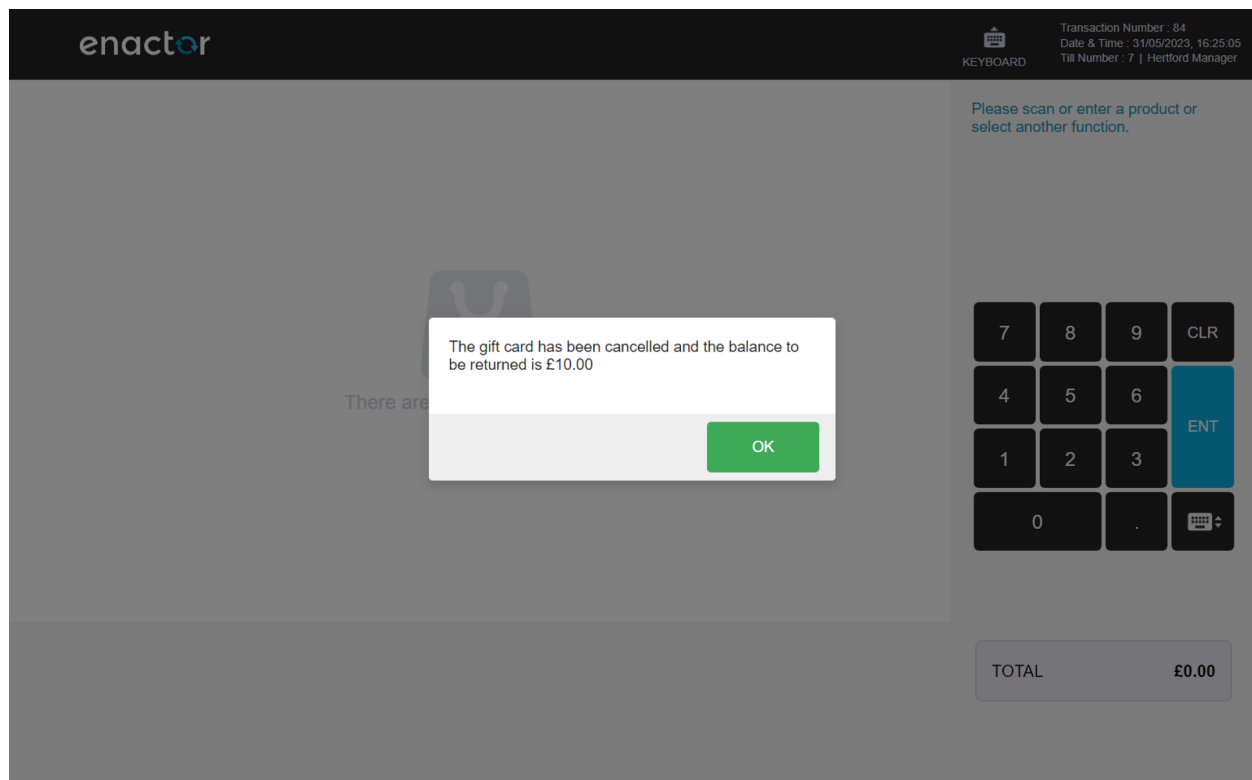
123

0.-KEY

TOTAL£0.00

OK

Cancel



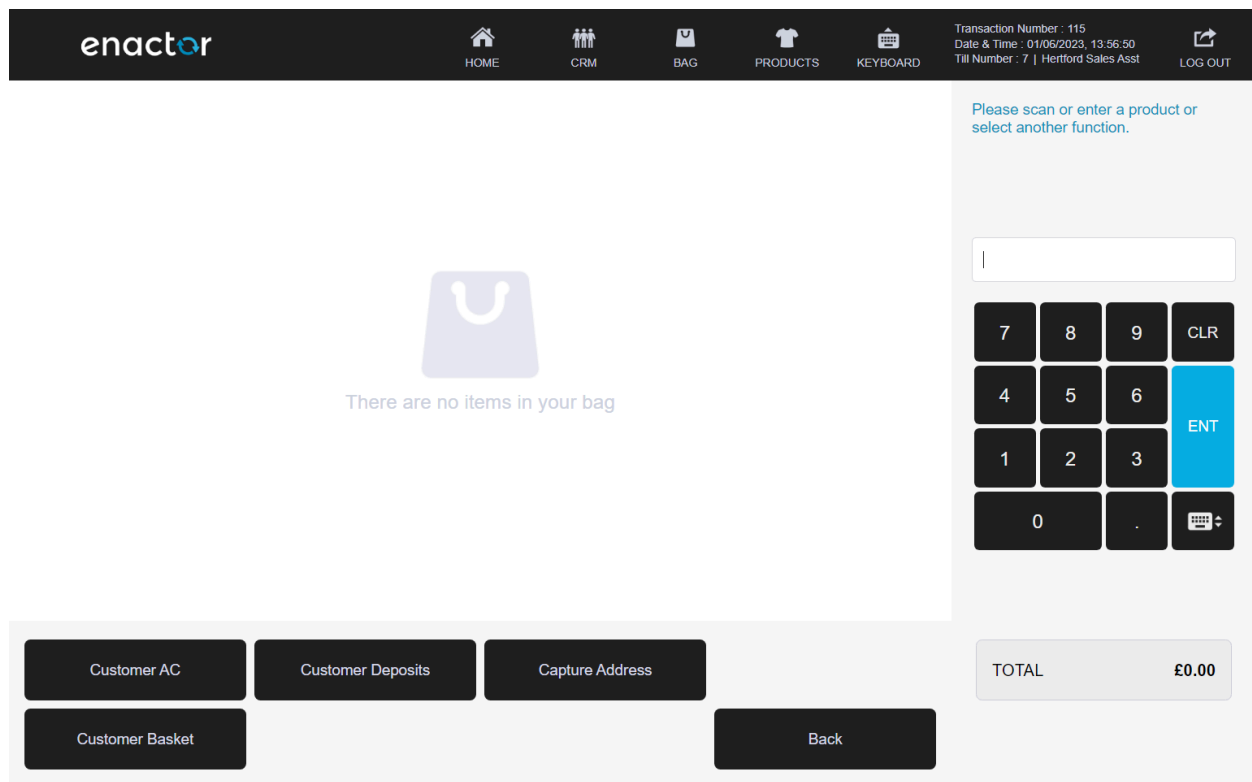


## 17 Customers

The Customers folder contains several sub-folders related to managing customer information and transactions:

- Credit Account Enquiry
- Credit Account Payment
- Credit Account Withdrawal

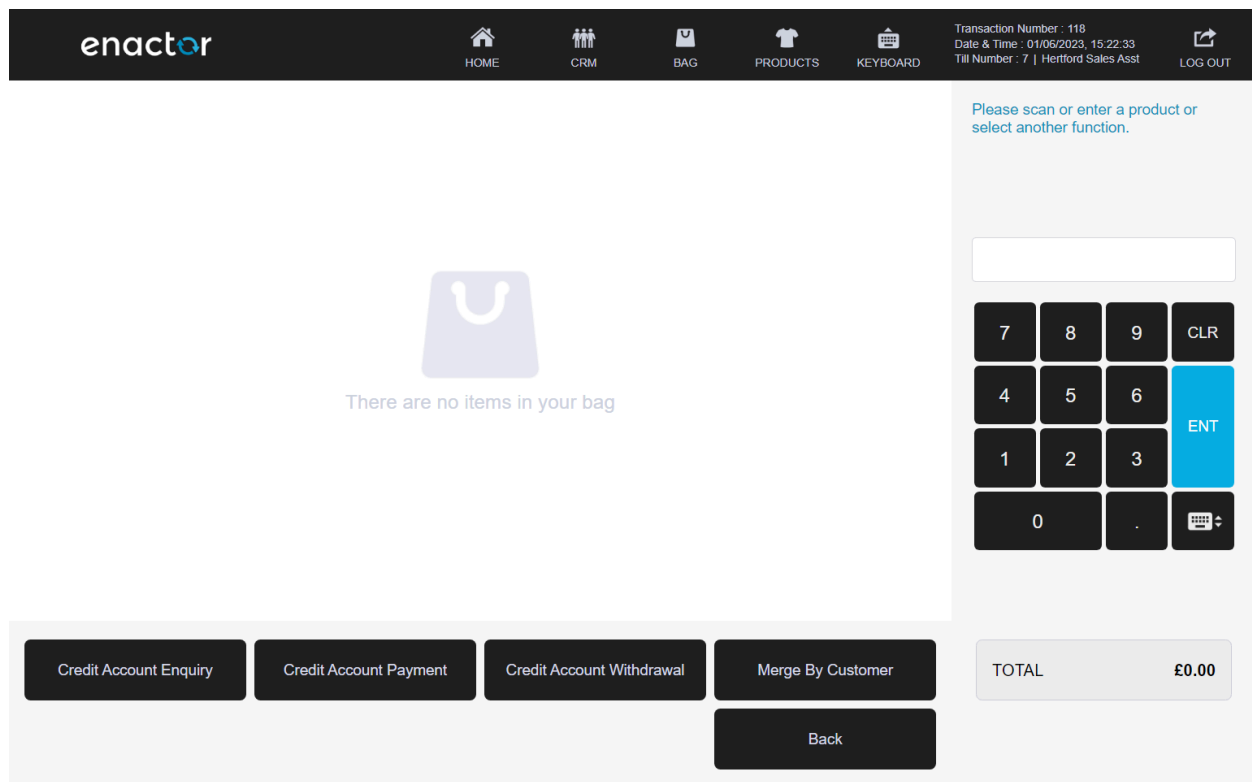
Path: Enactor POS > Sale > Sales > Customers



## 17.1 Customer Account

The Customer AC folder contains functions that enables operators to manage customer accounts, including adding new customers and updating existing customer information.

Path: Customers > Customer AC



### 17.1.1 Credit Account Enquiry

The Credit Account Enquiry function enables operators to view the account balance of a customer's credit account.

This function prompts the operator to insert, swipe or scan the customer's card to access their account information.

Once the card is read, the account balance enquiry results are displayed on screen for the operator to view.

The operator can then press ok when finished or choose to print a copy of the account balance enquiry results for their records.

This functionality provides a convenient way for operators to quickly access and view a customer's credit account balance.

Path: Customer AC > Credit Account Enquiry

enactor

Transaction Number : 118  
Date & Time : 01/06/2023, 15:28:49  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

There are no items in your bag

Please insert, swipe or scan the customer's card

789CLR

456ENT

123

0.

OK

More

Search By Name

Customer Account Search

Cancel

TOTAL£0.00

enactor

Transaction Number : 119  
Date & Time : 01/06/2023, 15:38:41  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Name George O'Conner  
Address 37 Thompsons Lane  
Melbury Sampford  
DT2 3PH  
United Kingdom  
Account ID 302  
Type Customer Credit Account  
Balance £5,000.00  
Balance Date Mon May 15 06:41:52 BST 2023  
Status Active  
Opened Date Mon May 15 00:00:00 BST 2023  
Credit Limit £5,000.00

You are viewing the account balance enquiry results. Please press OK when you are finished or print to obtain a printout.

OK

Print

### 17.1.2 Credit Account Payment

The Credit Account Payment function enables operators to process payments towards a customer's credit account.

This function prompts the operator to insert, swipe or scan the customer's card to access their account information.

Once the card is read, the operator is prompted to enter the customer account payment amount.

After the payment amount is entered, the customer account payment details are added to the basket for processing.

This functionality provides a convenient way for operators to process payments towards a customer's credit account.

Path: Customer AC > Credit Account Payment

The screenshot displays the enactor application interface for Credit Account Payment. At the top, the enactor logo is on the left, and transaction details (Transaction Number: 120, Date & Time: 01/06/2023, 15:45:11, Till Number: 7 | Hertford Manager) are on the right. A 'KEYBOARD' icon is also present. The main area is split: the left side shows a shopping bag icon with the text 'There are no items in your bag'; the right side prompts the user to 'Please insert, swipe or scan the customer's card' and features a numeric keypad with buttons for digits 0-9, CLR, ENT, and a card icon. At the bottom, there are several buttons: 'OK' (green), 'More' (dark grey), 'Search By Name' (dark grey), 'Customer Account Search' (dark grey), 'Cancel' (red), and a 'TOTAL' box showing '£0.00'.

enactor

Transaction Number : 120  
Date & Time : 01/06/2023, 15:46:08  
Till Number : 7 | Hertford Manager

There are no items in your bag

Please enter the customer account payment amount.

£10.00

789CLR

456ENT

123

0.

OK

Cancel

TOTAL

£0.00

enactor

Transaction Number : 121  
Date & Time : 01/06/2023, 15:48:43  
Till Number : 7 | Hertford Manager

HOME

BAG

PRODUCTS

KEYBOARD

LOG OUT

Customer Account Payment  
Customer Account US  
\*\*\*\*0000

£10.00

Please scan or enter a product or select another function.

789CLR

456ENT

123

0.

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

TOTAL

£10.00

Total

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

## Sale

---

Customer Account Payment	£10.00
Customer Account US	
****0000	

---

<b>TOTAL</b>	<b>£10.00</b>
--------------	---------------

Customer signature -----

01/06/23 15:48 Hertford Manag 0001 0007 0121

# enactor

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

## Sale

---

Customer Account Payment	£10.00
Customer Account US	
****0000	

---

<b>TOTAL</b>	<b>£10.00</b>
--------------	---------------

Cash	-£10.00
------	---------

---



00010007001212306011548067

Thank you for shopping at Enactor  
01/06/23 15:49 Hertford Manager 0001 0007 0121

### 17.1.3 Credit Account Withdrawal

The Credit Account Withdrawal function enables operators to process withdrawals from a customer's credit account.

This function prompts the operator to insert, swipe or scan the customer's card to access their account information.

Once the card is read, the operator is prompted to enter the customer account withdrawal amount.

After the withdrawal amount is entered, a refund is initiated, and the funds are withdrawn from the customer's credit account.


This functionality provides a convenient way for operators to process withdrawals from a customer's credit account.

Path: Customer AC > Credit Account Withdrawal

The screenshot displays the enactor Credit Account Withdrawal interface. The top header is dark with the enactor logo on the left and transaction details on the right: Transaction Number: 122, Date & Time: 01/06/2023, 15:55:50, Till Number: 7 | Hertford Manager. Below the header, the main area has a light blue background. On the left, there is a shopping bag icon and the text "There are no items in your bag". On the right, there is a card reader prompt: "Please insert, swipe or scan the customer's card". Below this, there is a card number input field containing "87123784078". To the right of the input field is a numeric keypad with buttons for digits 0-9, CLR, and ENT. At the bottom of the screen, there are several buttons: a green "OK" button, a dark grey "More" button, a dark grey "Search By Name" button, a dark grey "Customer Account Search" button, and a red "Cancel" button. On the bottom right, there is a summary bar showing "TOTAL £0.00".

enactor

Transaction Number : 122  
Date & Time : 01/06/2023, 15:56:48  
Till Number : 7 | Hertford Manager




There are no items in your bag

Please enter the customer account withdrawal amount.

789CLR

456ENT

123

0. 

TOTAL£0.00

OK

Cancel

enactor

Transaction Number : 122  
Date & Time : 01/06/2023, 15:57:30  
Till Number : 7 | Hertford Manager

HOME

BAG

PRODUCTS

KEYBOARD

LOG OUT

Refund

Customer Account Withdrawal  
Customer Account US  
\*\*\*\*0000


-£10.00

Please scan or enter a product or select another function.

789CLR

456ENT

123

0. 

REFUND DUE£10.00

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

Total



Enactor House  
 Bluecoats  
 Hertford  
 SG14 1PB  
 Tel: 01992 500881

**Refund**

---

Customer Account Withdrawal	-£10.00
Customer Account US	
****0000	

---

<b>TOTAL</b>	<b>-£10.00</b>
Refund Cash	£10.00

---



00010007001222306011549352

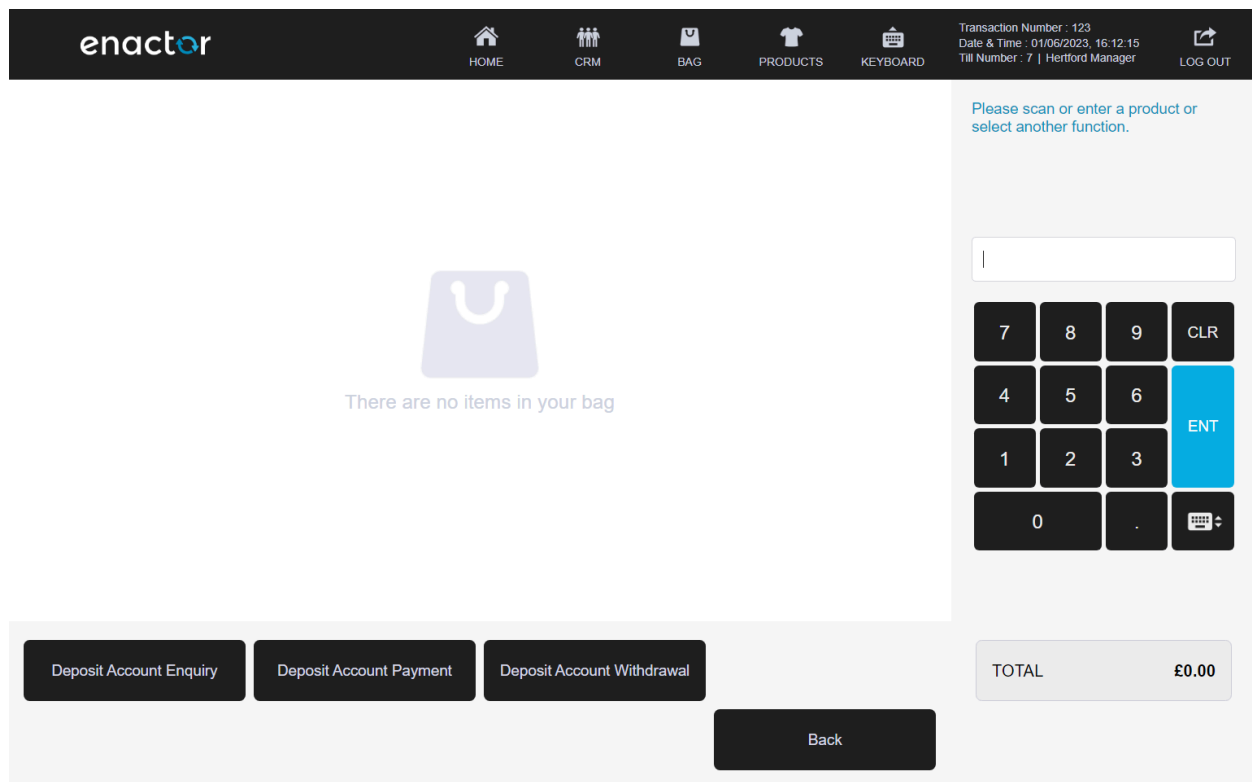
Thank you for shopping at Enactor

01/06/23 15:58 Hertford Manager 0001 0007 0122

## 17.2 Customer Deposits

The Customer Deposits folder contains functions that enable operators to manage customer deposits, including recording new deposits and applying deposits to transactions.

Path: Customers > Customer Deposits



### 17.2.1 Deposit Account Enquiry

The Deposit Account Enquiry function enables operators to view the account balance of a customer's deposit account.

This function prompts the operator to insert, swipe or scan the customer's card to access their account information.

Once the card is read, the account balance enquiry results are displayed on screen for the operator to view.

The operator can then press ok when finished or choose to print a copy of the account balance enquiry results for their records.

This functionality provides a convenient way for operators to quickly access and view a customer's deposit account balance.

Path: Customer Deposits > Deposit Account Enquiry

enactor

Transaction Number : 123  
Date & Time : 01/06/2023, 16:15:47  
Till Number : 7 | Hertford Manager

KEYBOARD

Please insert, swipe or scan the customer's card

1345345302

789CLR

456ENT

123

0.

There are no items in your bag

OK

More

Search By Name

Customer Account Search

Cancel

TOTAL £0.00

enactor

Transaction Number : 123  
Date & Time : 01/06/2023, 16:16:43  
Till Number : 7 | Hertford Manager

KEYBOARD

You are viewing the account balance enquiry results. Please press OK when you are finished or print to obtain a printout.

Name George O'Conner  
Address 37 Thompsons Lane  
Melbury Sampford  
DT2 3PH  
United Kingdom  
Account ID 402  
Type Customer Deposit Account  
Balance £5,000.00  
Balance Date Mon May 15 06:43:19 BST 2023  
Status Active  
Opened Date Mon May 15 00:00:00 BST 2023

OK

Print

## 17.2.2 Deposit Account Payment

The Deposit Account Payment function enables operators to process payments towards a customer's deposit account.

This function prompts the operator to insert, swipe or scan the customer's card to access their account information.

Once the card is read, the operator is prompted to enter the customer account payment amount.

After the payment amount is entered, the customer account payment details are added to the basket for processing.

Path: Customer Deposits > Deposit Account Payment

enactor

Transaction Number : 123  
Date & Time : 01/06/2023, 16:18:18  
Till Number : 7 | Hertford Manager

KEYBOARD

Please insert, swipe or scan the customer's card

982734897

7 8 9 CLR

4 5 6 ENT

1 2 3

0 .

There are no items in your bag

OK

More

Search By Name

Customer Account Search

Cancel

TOTAL £0.00

enactor

Transaction Number : 123  
Date & Time : 01/06/2023, 16:19:05  
Till Number : 7 | Hertford Manager

KEYBOARD

Please enter the customer account payment amount.

£100.00

789CLR

456ENT

123

0.

OK

Cancel

TOTAL

£0.00

enactor

Transaction Number : 123  
Date & Time : 01/06/2023, 16:27:49  
Till Number : 7 | Hertford Manager

HOME

BAG

PRODUCTS

KEYBOARD

LOG OUT

Customer Account Payment  
Customer Account US  
\*\*\*\*0002

£100.00

Please scan or enter a product or select another function.

789CLR

456ENT

123

0.

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

TOTAL

£100.00

Total

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

## Sale

Customer Account Payment £100.00  
Customer Account US  
\*\*\*\*0002

**TOTAL £100.00**

Customer signature -----

01/06/23 16:10 Hertford Manag 0001 0007 0123

# enactor

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

## Sale

Customer Account Payment £100.00  
Customer Account US  
\*\*\*\*0002

**TOTAL £100.00**

Cash -£100.00



00010007001232306011610137

Thank you for shopping at Enactor  
01/06/23 16:27 Hertford Manager 0001 0007 0123

### 17.2.3 Deposit Account Withdrawal

The Deposit Account Withdrawal function enables operators to process withdrawals from a customer's deposit account.

This function prompts the operator to insert, swipe or scan the customer's card to access their account information.

Once the card is read, the operator is prompted to enter the customer account withdrawal amount.

After the withdrawal amount is entered, a refund is initiated, and the funds are withdrawn from the customer's deposit account.

This functionality provides a convenient way for operators to process withdrawals from a customer's deposit account.

Path: Customer Deposits > Deposit Account Withdrawal

The screenshot displays the enactor interface for the Deposit Account Withdrawal function. The top header bar is dark grey with the enactor logo on the left and transaction details on the right: Transaction Number: 124, Date & Time: 01/06/2023, 16:31:10, and Till Number: 7 | Hertford Manager. A 'KEYBOARD' icon is also present. The main area is split into two panels. The left panel shows a large purple shopping bag icon with the text 'There are no items in your bag' below it. The right panel has a light grey background with a blue prompt 'Please insert, swipe or scan the customer's card' at the top. Below this is a white input field containing the card number '876347860'. Underneath the input field is a numeric keypad with buttons for digits 0-9, a decimal point, a CLR button, and an ENT button. At the bottom of the right panel, a white box displays 'TOTAL £0.00'. The bottom of the interface features a row of buttons: a green 'OK' button, a dark grey 'More' button, a dark grey 'Customer Account Search' button, a dark grey 'Search By Name' button, and a red 'Cancel' button.

enactor

Transaction Number : 124  
Date & Time : 01/06/2023, 16:31:57  
Till Number : 7 | Hertford Manager

There are no items in your bag

OK

Cancel

Please enter the customer account withdrawal amount.

£100.00

789CLR

456ENT

123

0.

TOTAL£0.00

enactor

Transaction Number : 124  
Date & Time : 01/06/2023, 16:32:13  
Till Number : 7 | Hertford Manager

HOME

BAG

PRODUCTS

KEYBOARD

LOG OUT

Refund

Customer Account Withdrawal  
Customer Account US  
\*\*\*\*0002

-£100.00

Please scan or enter a product or select another function.

789CLR

456ENT

123

0.

REFUND DUE£100.00

Total

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

## Refund

-----  
Customer Account Withdrawal                   -£100.00  
Customer Account US  
\*\*\*\*0002  
-----

**TOTAL   -£100.00**

Customer signature -----

01/06/23 16:28 Hertford Manag 0001 0007 0124

# enactor

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

## Refund

-----  
Customer Account Withdrawal                   -£100.00  
Customer Account US  
\*\*\*\*0002  
-----

**TOTAL   -£100.00**

Refund Cash                                       £100.00  
-----



00010007001242306011628038

Thank you for shopping at Enactor  
01/06/23 16:32 Hertford Manager 0001 0007 0124

## 17.3 Capture Address

The Capture Address function enables operators to capture and store customer address information for use in transactions and record keeping.

This function prompts the operator to enter the customer details or select one of the search options to find an existing customer.

Once the customer is selected or their details are entered, the operator can enter the customer's address, telephone numbers, and email address.

After the information is entered, the customer details are displayed in the basket.

This functionality provides a convenient way for operators to capture and store customer address in a receipt.

Path: Customers > Capture Address

enactor

Transaction Number : 125  
Date & Time : 01/06/2023, 16:34:56  
Till Number : 7 | Hertford Manager

KEYBOARD

Please enter the customer details or  
select one of the search options.

Forename

Surname

Organisation

Title

Initials

Sex

Date of Birth  
(dd/MM/yy)

OK

Search By Postcode

Capture Loyalty

Cancel

TOTAL £0.00

enactor

Transaction Number : 125  
Date & Time : 01/06/2023, 16:37:54  
Till Number : 7 | Hertford Manager

KEYBOARD

Please enter the customer's address.

Organisation

Address Line 1

Salisbury House, 1 Bluecoats Ave

Address Line 2

Address Line 3

Town

County

Country

United Kingdom

Postcode

SG14 1PB

OK

Clear Address

Postcode Lookup

TOTAL£0.00

Back

Cancel

enactor

Transaction Number : 125  
Date & Time : 01/06/2023, 16:38:37  
Till Number : 7 | Hertford Manager

KEYBOARD

Please enter the customer's telephone numbers and email address.

Home Telephone

Work Telephone

Mobile Phone

Fax

Email

Allow internal marketing

☐

Allow external marketing

☐

OK

TOTAL£0.00

Back

Cancel

HOME

CRM

BAG

PRODUCTS

KEYBOARD

Transaction Number : 125  
Date & Time : 01/05/2023, 16:40:04  
Till Number : 7 | Hertford Manager

LOG OUT

Customer: Amelia Bold

Address: Salisbury House, 1 Bluecoats Ave  
SG14 1PB

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

TOTAL

£0.00

## 18 Loyalty

The Loyalty folder contains several functions related to managing customer loyalty programs and rewards:

- Capture Loyalty
- Loyalty Account Enquiry
- Issue Loyalty Card
- Add Loyalty Points

Path: Enactor POS > Sale > Sales > Loyalty

HOME

CRM

BAG

PRODUCTS

KEYBOARD

Transaction Number : 137  
Date & Time : 01/06/2023, 17:05:53  
Till Number : 7 | Hertford Manager

LOG OUT

There are no items in your bag

Please scan or enter a product or select another function.

789CLR

456ENT

123

0.

Capture Loyalty

Loyalty Account Enquiry

Issue Loyalty Card

Add Loyalty Points

OS Command

Back

TOTAL

£0.00

## 18.1 Capture Loyalty

The Capture Loyalty function enables operators to capture and store customer loyalty information for use in transactions and record keeping.

This function prompts the operator to enter the customer's loyalty card number to access their loyalty account information.

Once the card number is entered, the operator is presented with the customer's loyalty account details for confirmation. The operator can press ok to confirm or cancel to return.

After the loyalty account details are confirmed, they are added to the basket for use in the current transaction.

Path: Loyalty > Capture Loyalty

enactor

Transaction Number : 137  
Date & Time : 01/06/2023, 17:09:43  
Till Number : 7 | Hertford Manager

There are no items in your bag

872034790238

789CLR

456ENT

123

0.

OK

More

Search By Name

Cancel

TOTAL£0.00

enactor

Transaction Number : 137  
Date & Time : 01/06/2023, 17:12:32  
Till Number : 7 | Hertford Manager

Customer:Yasmin

Address:84 Moulton Road

United Kingdom

LL32 3ZE

Account Number:203

Loyalty Scheme:Loyalty Scheme UK

Loyalty Tier:Bronze

Balance:

Warren

Account Status:ACTIVE

Points Rate:100

Balance Date:

Please confirm the loyalty account details. Press OK to continue or press cancel to return.

789CLR

456ENT

123

0.

OK

Print

Back

Cancel

Activate Windows  
Go to Settings to activate Windows.

HOME

CRM

BAG

PRODUCTS

KEYBOARD

Transaction Number : 137  
Date & Time : 01/05/2023, 17:13:02  
Till Number : 7 | Hertford Manager

LOG OUT

Loyalty Account: 14420003

Customer: Ms Yasmin Warren  
Address: 84 Moulton Road  
Gyffin LL32 3ZE

Please scan or enter a product or  
select another function.

789CLR

456ENT

123

0.

SalesMMG SaleVoidsReturns

Discount / OverridesManagementSelect Payment DeviceSign Off

TOTAL £0.00  
Activate Windows  
Go to Settings to activate Windows.

## 18.2 Loyalty Account Enquiry

The Loyalty Account Enquiry function enables operators to view the account balance and transaction history of a customer's loyalty account.

This function prompts the operator to enter the customer's loyalty card number to access their loyalty account information.

Once the card number is entered, the customer's loyalty account is displayed on screen for the operator to view.

The operator can see details such as the customer's loyalty tier, account balance, and account status.

This functionality provides a convenient way for operators to quickly access and view a customer's loyalty account information.

Path: Loyalty > Loyalty Account Enquiry

enactor

Transaction Number : 137  
Date & Time : 01/06/2023, 17:16:02  
Till Number : 7 | Hertford Manager

KEYBOARD

Please enter loyalty card number

14420003

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

ENTER

There are no items in your bag

OK

More

Search By Name

Cancel

TOTAL £0.00  
Activate Windows  
Go to Settings to activate Windows.

enactor

Transaction Number : 137  
Date & Time : 01/06/2023, 17:16:23  
Till Number : 7 | Hertford Manager

KEYBOARD

You are viewing customer loyalty account. Press back to return.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

ENTER

Customer: Yasmin

Warren

Address: 84 Moulton Road

United Kingdom

LL32 3ZE

Account Number: 203

Account Status: ACTIVE

Loyalty Scheme: Loyalty Scheme UK

Loyalty Tier: Bronze

Points Rate: 100

Balance:

Balance Date:

Print

Back

Cancel

Activate Windows  
Go to Settings to activate Windows.

## 18.3 Issue Loyalty Card

The Issue Loyalty Card function enables operators to issue new loyalty cards to customers, including assigning a unique card number and linking the card to the customer's account.

This function prompts the operator to insert, swipe or scan the new loyalty card to assign it a unique card number.

Once the card is read, the operator is prompted to enter the customer's details, such as their full name, title, sex, and date of birth.

The operator can then enter and confirm the customer's address, telephone numbers, and email address.

The operator can also select the appropriate loyalty scheme and tier for the customer.

After all the information is entered and confirmed, the loyalty account details are added to the basket for processing.

Path: Loyalty > Issue Loyalty Card

The screenshot displays the 'enactor' interface for issuing a loyalty card. At the top, the 'enactor' logo is on the left, and transaction details (Transaction Number: 139, Date & Time: 02/06/2023, 09:21:15, Till Number: 7 | Hertford Sales Asst.) are on the right. A 'KEYBOARD' icon is also present. The main area shows a prompt: 'Please insert, swipe or scan the new loyalty card'. Below this, a text field contains the card number '14420005'. To the right of the text field is a numeric keypad with buttons for digits 0-9, a decimal point, a 'CLR' button, and an 'ENT' button. At the bottom left, there are two buttons: 'OK' (green) and 'More' (black). At the bottom right, there is a 'Cancel' button (red). The bottom right corner shows 'TOTAL £0.00'. In the center of the screen, there is a placeholder for a bag icon with the text 'There are no items in your bag'.

enactor

Transaction Number : 139  
Date & Time : 02/06/2023, 09:22:02  
Till Number : 7 | Hertford Sales Asst

Forename

Surname

Organisation

Title

Initials

Sex

Date of Birth  
(dd/MM/yy)

00/00/00

Please enter the customer details or  
select one of the search options.

OK

Search By Postcode

Capture Loyalty

Cancel

TOTAL £0.00

enactor

Transaction Number : 139  
Date & Time : 02/06/2023, 09:28:42  
Till Number : 7 | Hertford Sales Asst

Organisation

Address Line 1

Address Line 2

Address Line 3

Town

County

Country

Postcode

United Kingdom

Please enter the customer's address.

OK

Clear Address

Postcode Lookup

Back

Cancel

TOTAL £0.00

enactor

Transaction Number : 139  
Date & Time : 02/06/2023, 09:31:36  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Home Telephone

Work Telephone

Mobile Phone

Fax

Email

Allow internal marketing

☐ x

Allow external marketing

☐ x

Please enter the customer's telephone numbers and email address.

OK

Back

Cancel

TOTAL£0.00

enactor

Transaction Number : 139  
Date & Time : 02/06/2023, 09:35:39  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Loyalty Scheme

Loyalty Scheme UK

Loyalty Tier

Bronze

Please select loyalty scheme and tier.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Cancel

enactor

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 139  
Date & Time : 02/06/2023, 09:36:10  
Till Number : 7 | Hertford Sales Asst

LOG OUT

Loyalty Account: 14420005  
Customer: John Smith  
Address: Salisbury House, 1 Bluecoats Ave,  
Hertford SG14 1PB  
14420005

Please scan or enter a product or  
select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL £0.00  
Total

enactor

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

Sale

Customer: John Smith  
Address: Salisbury House, 1 Bluecoats Ave,  
Hertford  
SG14 1PB  
United Kingdom  
Issued Loyalty Card: 14420005

TOTAL £0.00  
Loyalty Card: \*\*\*\*0005

00010007001402306020938135

Thank you for shopping at Enactor  
02/06/23 09:42 Hertford Sales Ass 0001 0007 0140

## 18.4 Add Loyalty Points

The Add Loyalty Points function enables operators to add loyalty points to a customer's account.

With a loyalty account added to the basket, the operator can use the Add Loyalty Points function to add loyalty points to the customer's account.

Once the points are added, they will be reflected in the customer's loyalty account balance and can be used towards future rewards or discounts.

Path: Loyalty > Add Loyalty Points

The screenshot shows the Enactor POS interface. At the top, the Enactor logo is on the left, and navigation icons for HOME, BAG, PRODUCTS, and KEYBOARD are in the center. On the right, transaction details are shown: Transaction Number: 143, Date & Time: 02/06/2023, 10:05:48, Till Number: 7 | Hertford Sales Asst, and a LOG OUT button.

On the left side, the 'Loyalty Account' section shows 'Points Balance: 0' and '159'. Below this, customer details are listed: 'Customer: Mrs Amelia Baldwin', 'Address: 137 Newport Road, Carmel SG14 3AG', and 'Loyalty Points Added 100'. A green label 'Loyalty Points Earned' is next to the number '100'.

On the right side, there is a prompt: 'Please scan or enter a product or select another function.' Below this is a numeric keypad with buttons for digits 0-9, a decimal point, a CLR button, and an ENT button. A search bar is located above the keypad.

At the bottom, there are several buttons: 'Sales', 'Discount / Overrides', 'Voids', 'Select Payment Device', 'Returns', 'Sign Off', and a green 'Total' button. A 'TOTAL' label with '£0.00' is also present.

## 19 Employee Sales

Operators can apply special discounts for employees by using employee sale reasons:

- Employee
- Employee Spend
- Employee Grade
- Employee Grade by MMG

Path: Enactor POS > Sale > Sales > More > Employee

Employee Sale reasons table:

Reason ID	Reason Name	Description	Employee ID   Employee Account ID	Employee Grade	Employee Account Type
ES-UK-02	Employee Fixed	Applies a fixed discount to all items in the basket (default is 20%).	-   -	-	-
ES-UK-03	Employee	Applies a discount to all items in the basket.  Discount percentage is based on employee details (default is 20%).  Requires employee details.	0030   -	-	-
ES-UK-04	Employee Spend	Applies a discount percentage at premium or regular rate to all items in the basket.  Discount percentage rate is based on employee account balance.  Requires employee account details.  The employee account balance is updated by subtracting the total value of the basket.	0040   0040	-	Discount Spend

ES-UK-05	Employee Grade	<p>Applies a discount percentage at premium or regular rate to all items in the basket.</p> <p>Discount percentage rate is based on employee account balance and employee grade.</p> <p>Requires employee account details.</p> <p>The employee account balance is updated by subtracting the total discounted value.</p>	0050   0050	EG-UK-50	Grade Discount Balance
ES-UK-06	Employee Grade Spend	<p>Applies a discount percentage at premium or regular rate to all items in the basket.</p> <p>Discount percentage rate is based on employee account balance and employee grade.</p> <p>Requires employee account details.</p> <p>The employee account balance is updated by subtracting the total value of the basket.</p>	0060   0060	EG-UK-60	Grade Discount Spend

ES-UK-07	Employee Grade by MMG	<p>Applies a discount percentage at premium or regular rate to all MMG items in the basket.</p> <p>Discount percentage rate is based on employee account balance and employee grade.</p> <p>Requires employee account details.</p> <p>The employee account balance is updated by subtracting the total discounted value.</p>	0070   0070	EG-UK-70	Grade Discount Balance
ES-UK-08	Employee Grade Spend by MMG	<p>Applies a discount percentage at premium or regular rate to all MMG items in the basket.</p> <p>Discount percentage rate is based on employee account balance and employee grade.</p> <p>Requires employee account details.</p> <p>The employee account balance is updated by subtracting the total value of the basket.</p>	0080   0080	EG-UK-80	Grade Discount Spend

ES-UK-09	Employee - Balance Tracked	<p>Applies a discount percentage at premium or regular rate to all items in the basket.</p> <p>Discount percentage rate is based on employee account balance.</p> <p>Requires employee account details.</p> <p>The employee account balance is updated by subtracting the total discounted value.</p>	0032   0032	-	Discount Balance
----------	----------------------------	---	-------------	---	------------------

enactor

Transaction Number : 275  
Date & Time : 08/06/2023, 14:04:50  
Till Number : 7 | Hertford Manager

Employee Sale

Employee Fixed

Employee

Employee Spend

Employee Grade

Employee Grade Spend

Employee Grade by MMG

Employee Grade Spend by MMG

Employee - Balance Tracked

Please select an employee sale reason and press the OK button.

789CLR

456ENT

123

0.

OK

Up

Down

Cancel

TOTAL

£0.00

## 19.1 Employee

The Employee reason prompts the operator to swipe or enter the employee number to access the employee's details.

Once the employee number is entered, the employee's details are shown on screen and the operator is asked to confirm.

After the confirmation, the employee's details are added to the basket.

enactor

Transaction Number : 389  
Date & Time : 15/06/2023, 09:10:05  
Till Number : 7 | Hertford Sales Asst


KEYBOARD

Please enter or swipe the employee number.

789CLR

456ENT

123

0. 

OK

Name Search

Location Search

Cancel

TOTAL

£0.00

enactor

Transaction Number : 389  
Date & Time : 15/06/2023, 09:10:29  
Till Number : 7 | Hertford Sales Asst

KEYBOARD

Employee ID: 0030  
Name:  
Account Balance: £0.00

Please confirm the employee details

OK

Back

Cancel

enactor

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 389  
Date & Time : 15/06/2023, 09:10:55  
Till Number : 7 | Hertford Sales Asst

LOG OUT

Employee Transaction

Employee Number 0030  
Mr Employee Discount 20 Untracked

Please scan or enter a product or select another function.

789CLR

456ENT

123

0.

Sales

Discount / Overrides

Voids

Select Payment Device

Returns

Sign Off

TOTAL £0.00

enactor

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 389  
Date & Time : 15/06/2023, 09:11:25  
Till Number : 7 | Hertford Sales Asst

LOG OUT

Employee Transaction

Employee Number 0030  
Mr Employee Discount 20 Untracked

ITEM

PRICE

APPLE MacBook Pro 13.3"

£1,000.00

Employee (£1,000.00 at 20%)

-£200.00

Saving...

\*GAME ENACTOR TEST 1\* has nearly triggered!

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

ENTER

TOTAL TAX

£133.33

TOTAL

£800.00

Total

Sales

Voids

Returns

Discount / Overrides

Select Payment Device

Sign Off

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Employee Sale

APPLE MacBook Pro 13.3" £1,000.00

Employee (£1,000.00 at 20%) -£200.00

TOTAL £800.00

Cash -£800.00

Tax Breakdown

Net

Tax

Gross

UK VAT 20%

£666.67

£133.33

£800.00

Employee Number 0030

Mr Employee Discount 20 Untracked

00010007003892306150910493

Thank you for shopping at Enactor

15/06/23 09:12 Hertford Sales Ass 0001 0007 0389

enactor

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## 19.2 Employee Spend

The Employee Spend reason applies a discount percentage, subject to the employee's available balance, to each item in the transaction.

At the end of the transaction, the employee's spend allowance is updated by subtracting the total value of the basket.

The operator is prompted to swipe or enter the employee number to access the employee's details and confirm their identity.

Once confirmed, the basket displays an "Employee Transaction" banner and shows the employee's discount details.

As products are added to the basket, the employee discount is automatically applied.

After the transaction is completed, an "Employee Sale" receipt is printed which contains information about the employee's opening balance, purchase discount, and closing balance.

enactor

Transaction Number : 277  
Date & Time : 08/06/2023, 14:26:17  
Till Number : 7 | Hertford Manager

KEYBOARD

Please enter or swipe the employee number.

7 8 9 CLR  
4 5 6 ENT  
1 2 3  
0 .

OK Name Search Location Search

Cancel

TOTAL £0.00

enactor

Transaction Number : 275  
Date & Time : 08/06/2023, 14:07:41  
Till Number : 7 | Hertford Manager

KEYBOARD

Employee ID: 0040

Name:

Account Balance: £5,000.00

Please confirm the employee details

OK

Back

Cancel

enactor

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 275  
Date & Time : 08/06/2023, 14:08:19  
Till Number : 7 | Hertford Manager

LOG OUT

Employee Transaction

Employee Number 0040  
Ms Employee Spend 20

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

TOTAL

£0.00

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 275  
Date & Time : 08/06/2023, 14:08:53  
Till Number : 7 | Hertford Manager


LOG OUT

Employee Transaction

Employee Number 0040  
Ms Employee Spend 20

ITEM

PRICE



APPLE MacBook Pro 13.3"

£1,000.00

Employee Spend (£1,000.00 at 20%)

-£200.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

ENTER

TOTAL TAX

£133.33

TOTAL

£800.00

Total

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Employee Sale

APPLE MacBook Pro 13.3" £1,000.00

Employee Spend (£1,000.00 at 20%) -£200.00

TOTAL

£800.00

Cash

-£800.00

Tax Breakdown

Net

Tax

Gross

UK VAT 20%

£666.67

£133.33

£800.00


Employee Number 0040

Ms Employee Spend 20

Opening Balance: £5,000.00

Purchase Discount: -£1,000.00

Closing Balance: £4,000.00



00010007002752306081408014

Thank you for shopping at Enactor

08/06/23 14:09 Hertford Manager 0001 0007 0275

## 19.3 Employee Grade

The Employee Grade reason applies a discount percentage, subject to the employee's available balance and employee grade, to each item in the transaction.

At the end of the transaction, the employee's discount allowance is updated by subtracting the total discounted value.

The operator is prompted to swipe or enter the employee number to access the employee's details and confirm their identity.

Once confirmed, the basket displays an "Employee Transaction" banner and shows the employee's discount details.

As products are added to the basket, the employee discount is automatically applied.

After the transaction is completed, an "Employee Sale" receipt is printed which contains information about the employee's opening balance, purchase discount, and closing balance.

The screenshot displays the Enactor POS interface. At the top, the 'enactor' logo is on the left, and transaction details (Transaction Number: 277, Date & Time: 08/06/2023, 14:28:22, Till Number: 7 | Hertford Manager) are on the right. Below the header, a prompt reads 'Please enter or swipe the employee number.' with an input field. To the right of the input field is a numeric keypad with buttons for digits 0-9, a decimal point, a CLR button, and an ENT button. At the bottom, there are four buttons: 'OK' (green), 'Name Search' (dark grey), 'Location Search' (dark grey), and 'Cancel' (red). On the far right, a 'TOTAL' label is next to a display showing '£0.00'.

enactor

Transaction Number : 277  
Date & Time : 08/06/2023, 14:30:11  
Till Number : 7 | Hertford Manager

KEYBOARD

Employee ID: 0050

Name:

Account Balance: £3,000.00

Please confirm the employee details

OK

Back

Cancel

enactor

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 277  
Date & Time : 08/06/2023, 14:33:36  
Till Number : 7 | Hertford Manager

LOG OUT

Employee Transaction

Employee Number 0050  
Mr Employee Grade Discount 25

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

TOTAL

£0.00

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 277  
Date & Time : 08/06/2023, 14:36:06  
Till Number : 7 | Hertford Manager

LOG OUT

Employee Transaction

Employee Number 0050  
Mr Employee Grade Discount 25

ITEM

PRICE

APPLE MacBook Pro 13.3"

£1,000.00

Employee Grade (£1,000.00 at 25%)

-£250.00

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

ENTER

ESC

TOTAL TAX

£125.00

TOTAL

£750.00

Total

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

enactor

Enactor House

Bluecoats

Hertford

SG14 1PB

Tel: 01992 500881

Employee Sale

APPLE MacBook Pro 13.3" £1,000.00

Employee Grade (£1,000.00 at 25%) -£250.00

TOTAL

£750.00

Cash

-£750.00

Tax Breakdown

Net

Tax

Gross

UK VAT 20%

£625.00

£125.00

£750.00

Employee Number 0050

Mr Employee Grade Discount 25

Opening Balance: £3,000.00

Purchase Discount: -£250.00

Closing Balance: £2,750.00

00010007002772306081432143

Thank you for shopping at Enactor

08/06/23 14:38 Hertford Manager 0001 0007 0277

enactor

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Page 176 of 253

## 19.4 Employee Grade by MMG

The Employee Grade by MMG function applies a discount percentage, subject to the employee's available balance and employee grade, to each MMG item in the transaction.

At the end of the transaction, the employee's discount allowance is updated by subtracting the total discounted value.

The operator is prompted to swipe or enter the employee number to access the employee's details and confirm their identity.

Once confirmed, the basket displays an "Employee Transaction" banner and shows the employee's discount details.

As MMG products are added to the basket, the employee discount is automatically applied.

The screenshot displays the Enactor POS interface. At the top, a dark header bar contains the 'enactor' logo on the left and transaction details on the right: 'Transaction Number : 277', 'Date & Time : 08/06/2023, 14:28:22', and 'Till Number : 7 | Hertford Manager'. Below the header, the main screen is divided into two sections. The left section is a large, empty white area. The right section is a vertical panel with a light gray background. At the top of this panel, a blue prompt reads 'Please enter or swipe the employee number.' Below the prompt is a white input field. Underneath the input field is a numeric keypad with buttons for digits 0-9, a decimal point, and a 'CLR' button. A blue 'ENT' button is positioned to the right of the numeric keypad. At the bottom of the right panel, a white box displays 'TOTAL' and '£0.00'. At the bottom of the main screen, there is a row of buttons: a green 'OK' button, two dark gray buttons labeled 'Name Search' and 'Location Search', and a red 'Cancel' button.

enactor

Transaction Number : 279  
Date & Time : 08/06/2023, 15:04:21  
Till Number : 7 | Hertford Manager

KEYBOARD

Employee ID: 0070

Name:

Account Balance: £6,000.00

Please confirm the employee details

OK

Back

Cancel

enactor

HOME

BAG

PRODUCTS

KEYBOARD

Transaction Number : 279  
Date & Time : 08/06/2023, 15:05:15  
Till Number : 7 | Hertford Manager

LOG OUT

Employee Transaction

Employee Number 0070  
Mr Employee Grade by MMG - Sales Assistant

Please scan or enter a product or select another function.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Sales

MMG Sale

Voids

Returns

Discount / Overrides

Management

Select Payment Device

Sign Off

TOTAL

£0.00

enactor

HOME

BAG1

PRODUCTS


KEYBOARD

Transaction Number : 443  
Date & Time : 20/06/2023, 16:36:29  
Till Number : 7 | Hertford Manager

LOG OUT

Employee Transaction

Employee Number 0070  
Mr Employee Grade by MMG - Sales Assistant


ITEM	PRICE
 JVC LT-40CA890 Android TV 40"	£299.00
Employee Grade by MMG (£299.00 at 10%)	-£29.90

Please scan or enter a product or select another function.

789CLR

456ENT

123

0. 

TOTAL TAX£44.85

TOTAL£269.10

Total

SalesMMG SaleVoidsReturns

Discount / OverridesManagementSelect Payment DeviceSign Off

enactor

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881  
Vat No: 154507418

Employee Sale


JVC LT-40CA890 Android TV 40"	£299.00
Employee Grade by MMG (£299.00 at 10%)	-£29.90

TOTAL	£269.10
Cash	-£269.10

Tax Breakdown			
	Net	Tax	Gross
UK VAT 20%	£224.25	£44.85	£269.10

Employee Number 0070  
Mr Employee Grade by MMG - Sales Assistant

Opening Balance: £6,000.00  
Purchase Discount: -£29.90  
Closing Balance: £5,970.10

  
00010007004432306201635508

Thank you for shopping at Enactor  
20/06/23 16:37 Hertford Manager 0001 0007 0443

# 20 Modifier Menu

The modifier menu allows operator to modify selected products by:

- Applying an item discount
- Voiding the item
- Changing the item quantity
- Checking the product's details
- Applying a price override

Visit [Item Discount](#) for a detail view of this function.

Visit [Item Void](#) for a detail view of this function.


Visit [Quantity Sell Item](#) for a detail view of this function.

Visit [Price Override](#) for a detail view of this function.

Path: [select an item in the basket]

enactor

Transaction Number : 413  
Date & Time : 16/06/2023, 13:06:00  
Till Number : 7 | Hertford Manager

ITEM	PRICE
 APPLE MacBook Pro 13.3"	£1,000.00

Saving...


\*GAME ENACTOR TEST 1\* has nearly triggered!

Please scan or enter a product or select another function.

789CLR

456ENT

123

0. 

TOTAL TAX£166.67

TOTAL£1,000.00

Item Discount

Item Void

Change Quantity

Product Details

Price Override

Cancel

# 21 Reports

Path: Enactor POS > Sale > Management > Reports

enactor

HOME CRM BAG PRODUCTS KEYBOARD

Transaction Number : 70  
Date & Time : 31/05/2023, 10:28:48  
Till Number : 7 | Hertford Manager LOG OUT

Please scan or enter a product or select another function.

There are no items in your bag

7 8 9 CLR  
4 5 6 ENT  
1 2 3  
0 .

Display Reports Print Reports Web Reports Back

TOTAL £0.00

## 21.1 POS Reports

POS reports are detailed collections of sales data which can be viewed or printed on demand.

This data can be used to identify trends in the business, such as peak seasons or busiest days of the week.

The sales data in a POS report can help business owners make better-informed decisions, such as when to buy inventory, when to increase staffing levels, and which products are selling fastest.

### 21.1.1 Display Reports

The Display Reports function enables operators to select and run reports.

This function prompts the operator to select the report they want to run and the period for which they want the report to be generated.

Depending on the type of report, the operator can also choose to run the report for a specific team or user.

Once the report is generated, it is viewable on screen for the operator to review or print.

Path: Reports > Display Reports

Reports table:

Report Type	Description
Tender Totals	Provides information about tender usage.
User Sales	Provides information about the transactions made by a specific user.
Department Sales - Advanced	Provides detailed information about each department sales.
Department Sales - Simple	Provides information about each department sales.
Hourly Sales	Provides information about hourly sales.
Trading Exceptions	Provides overview of sales that are exceptions to normal sales.
Trading Summaries	Provides high level breakdown of all sales.

enactor

Transaction Number : 70  
Date & Time : 31/05/2023, 10:25:58  
Till Number : 7 | Hertford Manager

Please select the report to run.

789CLR

456ENT

123

0.

Tender Totals

User Sales

Department Sales

Hourly Sales

Trading Exceptions

Trading Summaries

Back

enactor

Transaction Number : 70  
Date & Time : 31/05/2023, 10:26:41  
Till Number : 7 | Hertford Manager

Please select the period you want the report to run for.

789CLR

456ENT

123

0.

Single Date

Date Range

Today

Yesterday

This Week

Last Week

Other

Back

enactor

KEYBOARD  
Date & Time : 31/05/2023, 10:27:15  
Till Number : 7 | Hertford Manager

Date

31/05/23

May 2023

<<

<

TODAY

>

>>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	01	02	03
04	05	06	07	08	09	10

Please select team or user and press OK.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Cancel

enactor

KEYBOARD  
Transaction Number : 70  
Date & Time : 31/05/2023, 10:27:43  
Till Number : 7 | Hertford Manager

TENDER TOTALS REPORT

Terminal: 7  
From: 31/05/23

Location: UK Hertford  
To: 31/05/23

Tender	Quantity	Value
Cash	1	£100.00
DRAWER TOTAL	1	£100.00
EFFECTIVE TOTAL	1	£100.00

Report run at 31/05/23 10:27

You are viewing the Tender Totals report. Please press OK when you are finished.

OK

Print

## 21.1.2 Print Reports

The Print Reports function enables operators to print selected reports.

This function prompts the operator to select the report they want to run and the period for which they want the report to be generated.

Once confirmed, the report will automatically be printed in the form of receipt.

**Note:** refer to [Display Reports](#) for more details about this function and types of reports available.

Path: Reports > Print Reports

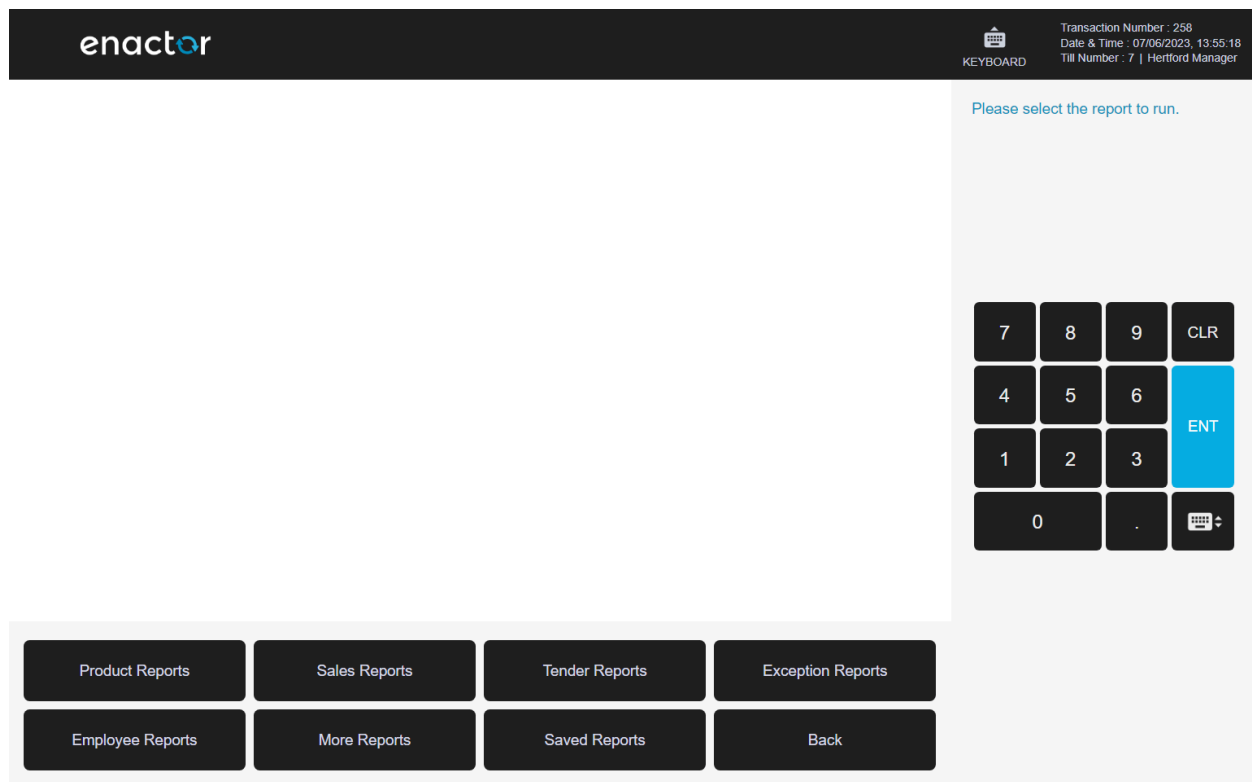
<u>TENDER TOTALS REPORT</u>		
Terminal: 7	Location: UK Hertford	
From: 31/05/23	To: 31/05/23	
Tender	Quantity	Value
Cash	1	£100.00
DRAWER TOTAL	1	£100.00
EFFECTIVE TOTAL	1	£100.00
Report run at 31/05/23 10:15		

## 21.2 Store Web Reports

The Web Reports function enables operators to select and run store reports.

View the [Store Web Reports addendum](#) for more details about these reports.

Path: Reports > Web Reports



## 22 Training Mode

Training Mode enables operators to carry out transactions without adjusting item stocks or tender levels.

This function is useful for training purposes as it allows operators to practice using the POS system without affecting the actual inventory or financial data.

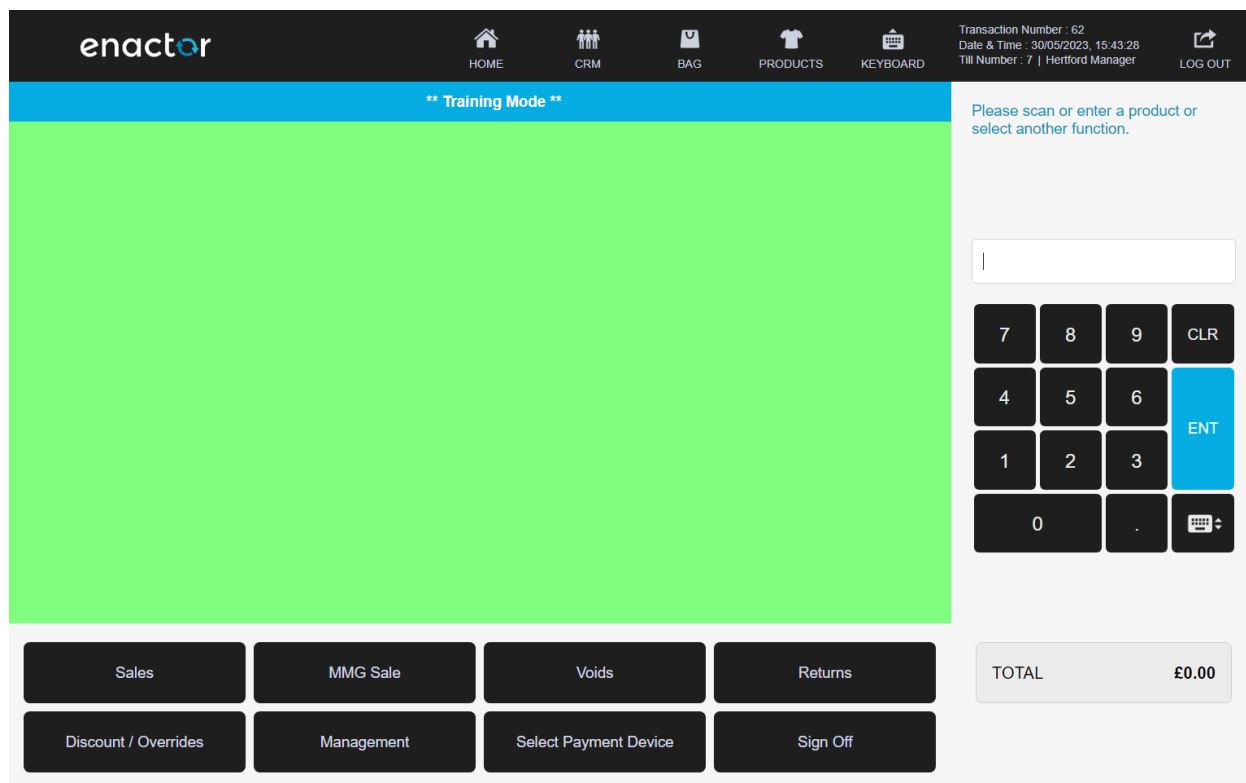
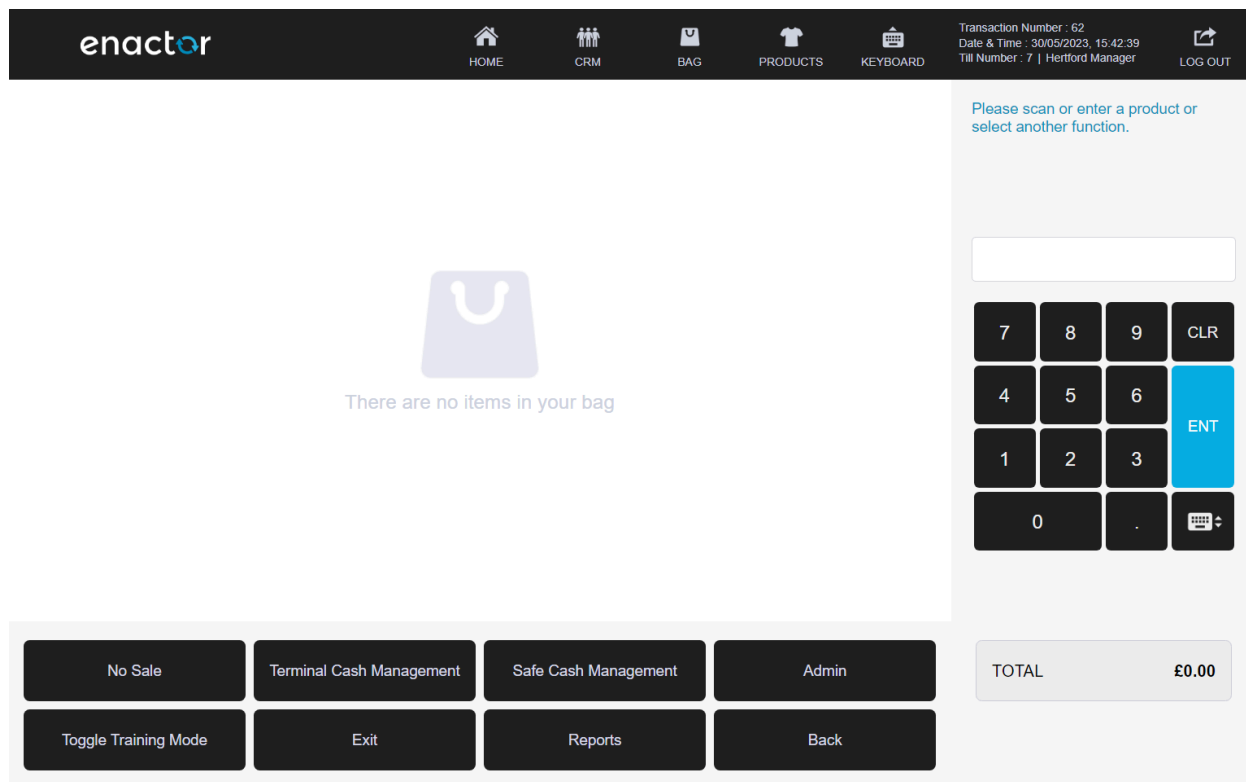
It provides a convenient way for operators to learn and become familiar with the POS system in a safe and controlled environment.

Path: Enactor POS > Sale > Management > Toggle Training Mode

### 22.1 Toggle Training Mode

The Toggle Training Mode function enables operators to turn on training mode.

Once activated, a "Training Mode" label is displayed on screen to indicate that the POS system is in training mode.



## 23 No Sale

The No Sale function enables operators to open the cash drawer without making a sale.

This function prompts the operator to select a reason code for opening the cash drawer.

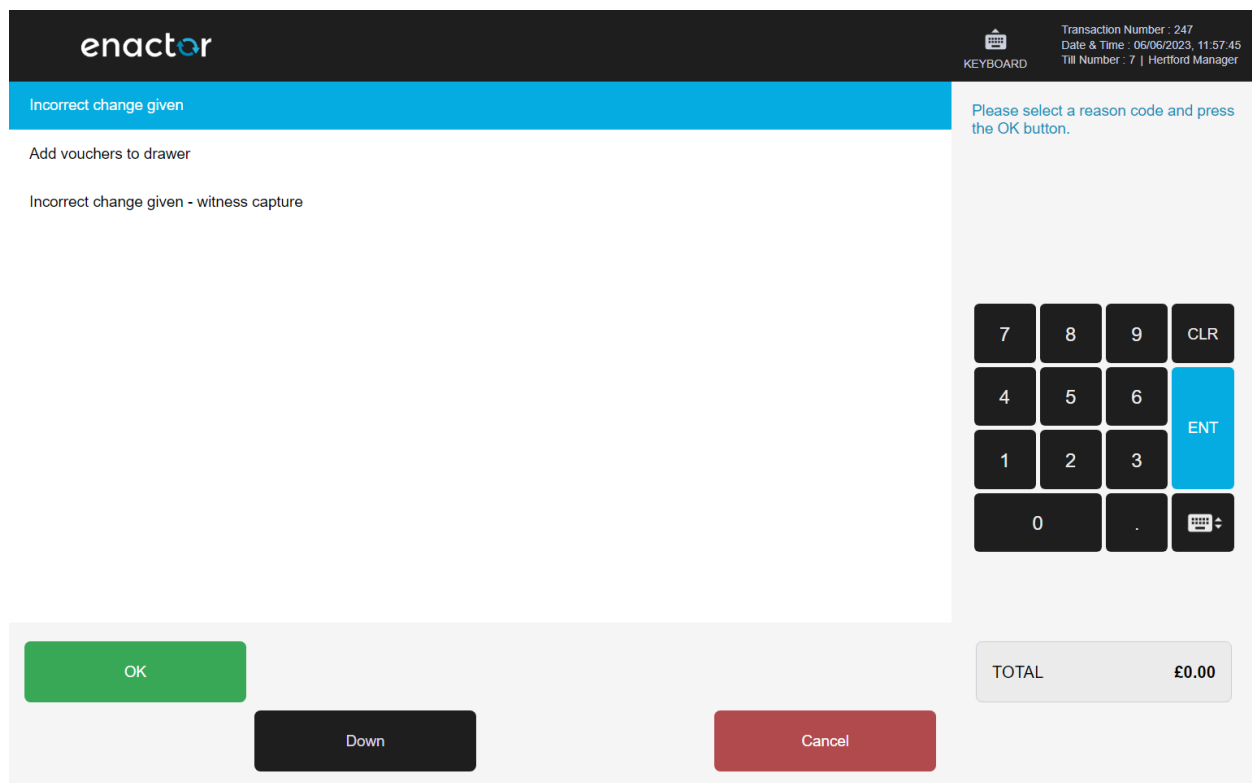
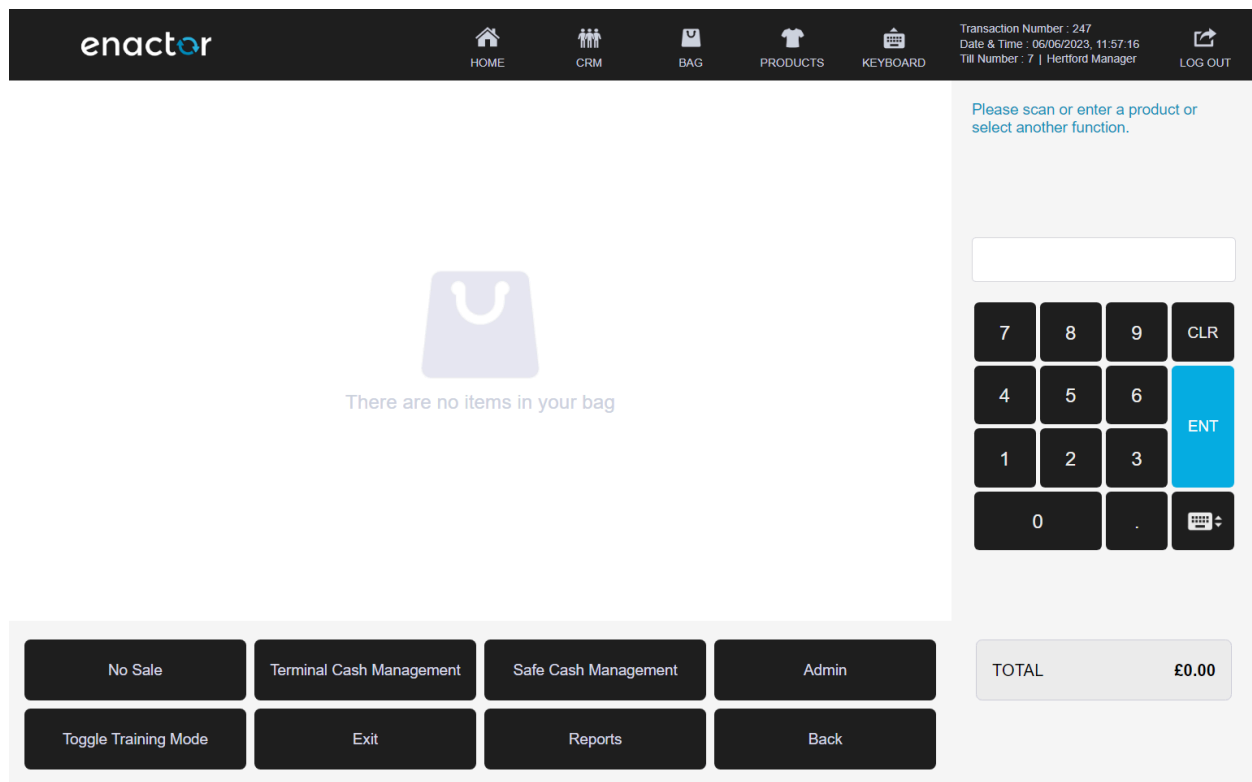
Once the reason code is selected and confirmed, the cash drawer is opened, and a receipt is printed.

This functionality provides a convenient way for operators to open the cash drawer for reasons other than making a sale, while also keeping a record of the reason for opening the cash drawer.

Path: Enactor POS > Sale > Management > No Sale

No Sale reasons table:

Reason ID	Reason Name	Description
NS-01	Incorrect change given	Indicates the operator is opening the drawer to amend the change given to the customer.
NS-02	Add vouchers to drawer	Indicates the operator is opening the drawer to add vouchers.
NS-03	Incorrect change given - witness capture	Indicates the operator is opening the drawer to amend the change given to the customer.  Requires sign on details for a witness (current user cannot be a witness).



enactor

Enactor House  
Bluecoats  
Hertford  
SG14 1PB  
Tel: 01992 500881

No Sale


-----

Incorrect change given

-----

Manager signature -----

-----

  
00010007002472306061157069

06/06/23 11:58 Hertford Manag 0001 0007 0247

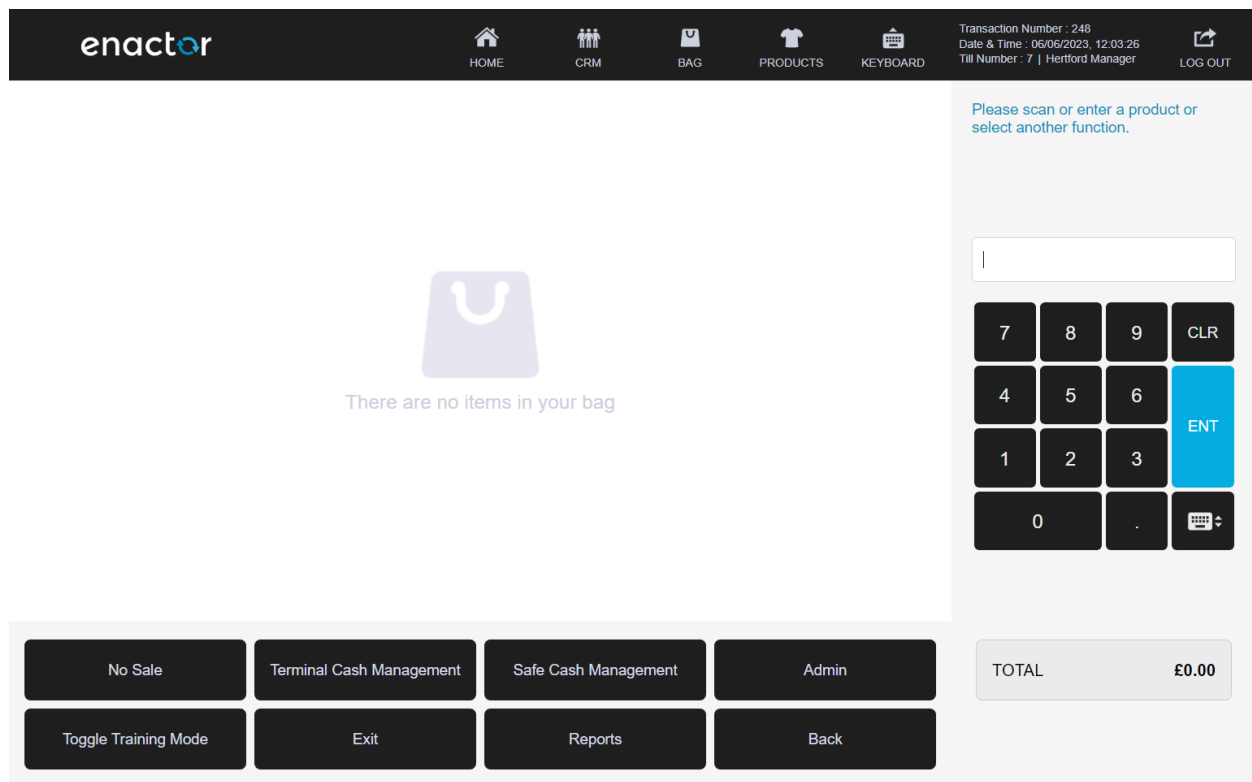
## 24 Exit

The Exit function enables operators to quit the POS application.

Once this function is pressed, the POS application will close.

This functionality provides a convenient way for operators to exit the POS application when they are finished using it.

Path: Enactor POS > Sale > Management > Exit



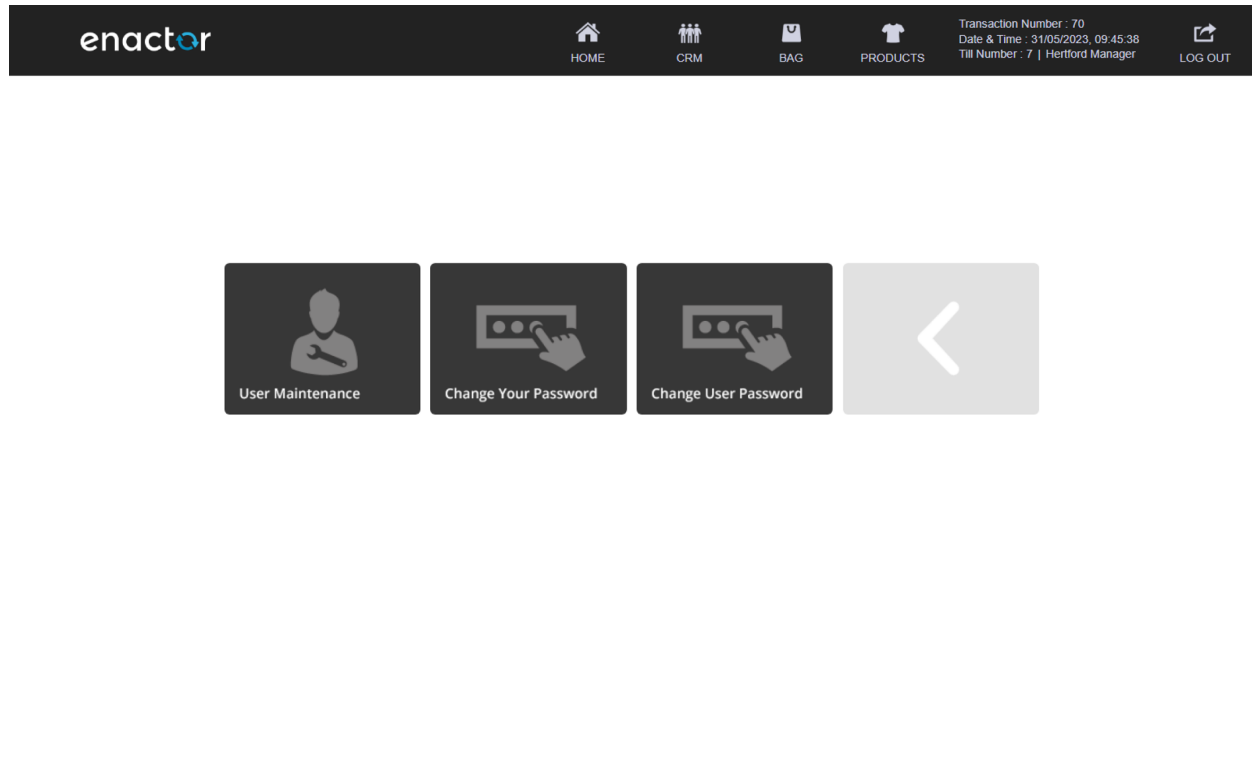
## 25 User Maintenance

The User Maintenance folder enables operators to manage user accounts and passwords.

It contains functions that provide a way for operators to add, remove or edit user accounts and change user passwords.

It helps ensure that only authorised users have access to the POS system and that user accounts are kept up-to-date and secure.

Path: Enactor POS > Sale > Management > Admin > Maintenance



## 25.1 Users

The User Maintenance function enables operators to manage user accounts and their details.

This function prompts the operator to select a user, whose details can then be viewed on screen.

Operators can amend user details, add roles, set security settings, check access times and view email information.

They can also edit, copy or remove users.

Path: Maintenance > User Maintenance

enactor

Transaction Number : 70  
Date & Time : 31/05/2023, 10:31:36  
Till Number : 7 | Hertford Manager

KEYBOARD

Location	User ID	Surname	Forename
UK Hertford	000101	Hertford Manager	000101
UK Hertford	000102	Hertford Sales Asst	000102

Please select a User.

Other Options

Filters

View

Down

Back

enactor

Transaction Number : 418  
Date & Time : 19/06/2023, 10:28:43  
Till Number : 7 | Hertford Manager

KEYBOARD

Display Name\*

Hertford Sales Asst

Title

Initials

SB

Surname\*

Hertford Sales Asst

Forename

000102

Date Of Birth

00/00/00

Sex

-

Location

-

Locale

English (UK)

Short ID

Employee ID

User Group

-

User Team

-

Skip Password Validation if Sign-On with Card

☐

You are viewing User ID: '000102'

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Back

Address

Roles

Security

Access Times

Email

enactor

Transaction Number : 418  
Date & Time : 19/06/2023, 10:40:39  
Till Number : 7 | Hertford Manager

KEYBOARD

Location	User ID	Surname	Forename
UK Hertford	000505	000505	
UK Hertford	000101	Hertford Manager	000101
UK Hertford	000102	Hertford Sales Asst	000102
UK Hertford	000808	Test	

Please select a User.

Up

Other Options

Edit

New

Copy

Remove

Down

Back

enactor

Transaction Number : 418  
Date & Time : 19/06/2023, 10:39:42  
Till Number : 7 | Hertford Manager

KEYBOARD

Display Name\*

Hertford Manager|

Title

Initials

JS

Surname\*

Hertford Manager

Forename

000101

Date Of Birth

00/00/00

Sex

-

Location

-

Locale

English (UK)

Short ID

Employee ID

User Group

-

User Team

-

Skip Password Validation if Sign-On with Card

☐

You are editing User ID: '000101'

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Save

Address

Roles

Security

Access Times

Email

Cancel

## 25.2 Change Your Password

The Change Your Password function enables operators to change their user password.

This function prompts the operator to enter a new password and press OK.

The operator is then asked to re-enter the new password and confirm it.

Once the new password is confirmed, the POS will display a confirmation message stating that the password has been successfully changed.

This functionality provides a convenient way for operators to change their user password and ensure that their account remains secure.

Path: Maintenance > Change Your Password

enactor

Transaction Number : 70  
Date & Time : 31/05/2023, 10:33:08  
Till Number : 7 | Hertford Manager

KEYBOARD

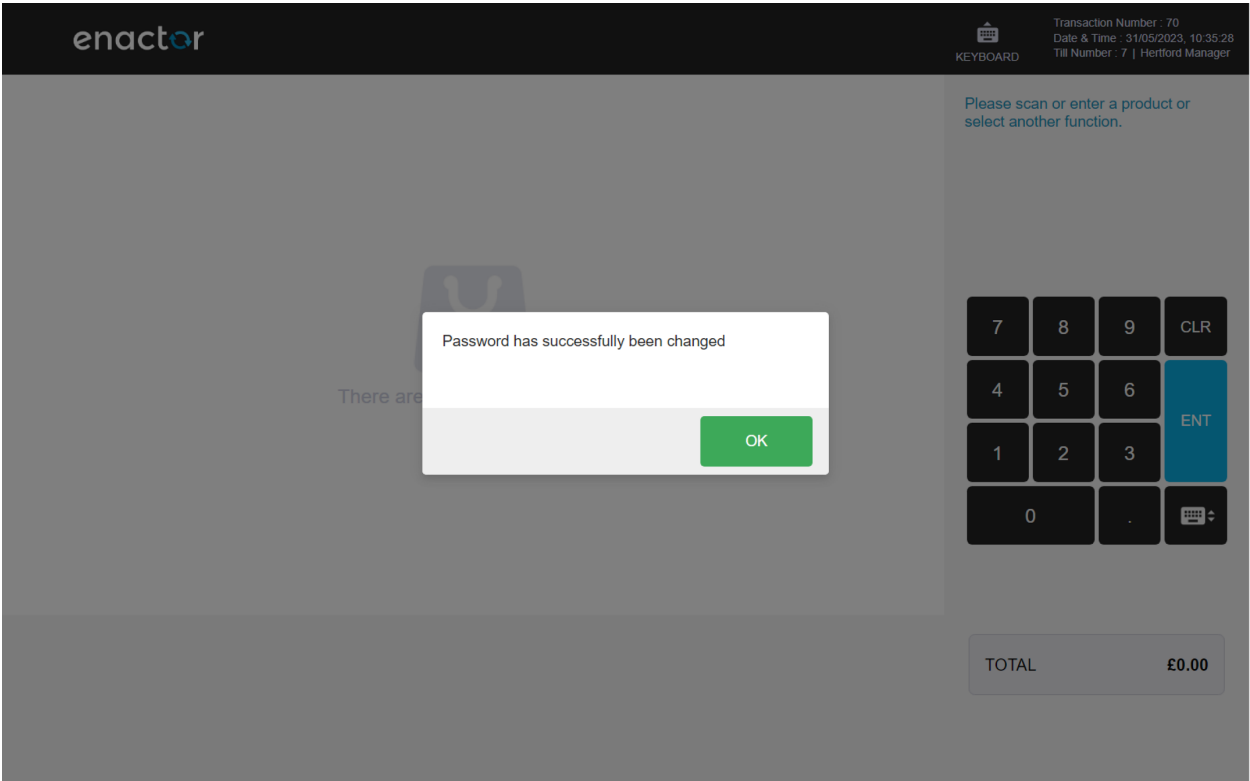
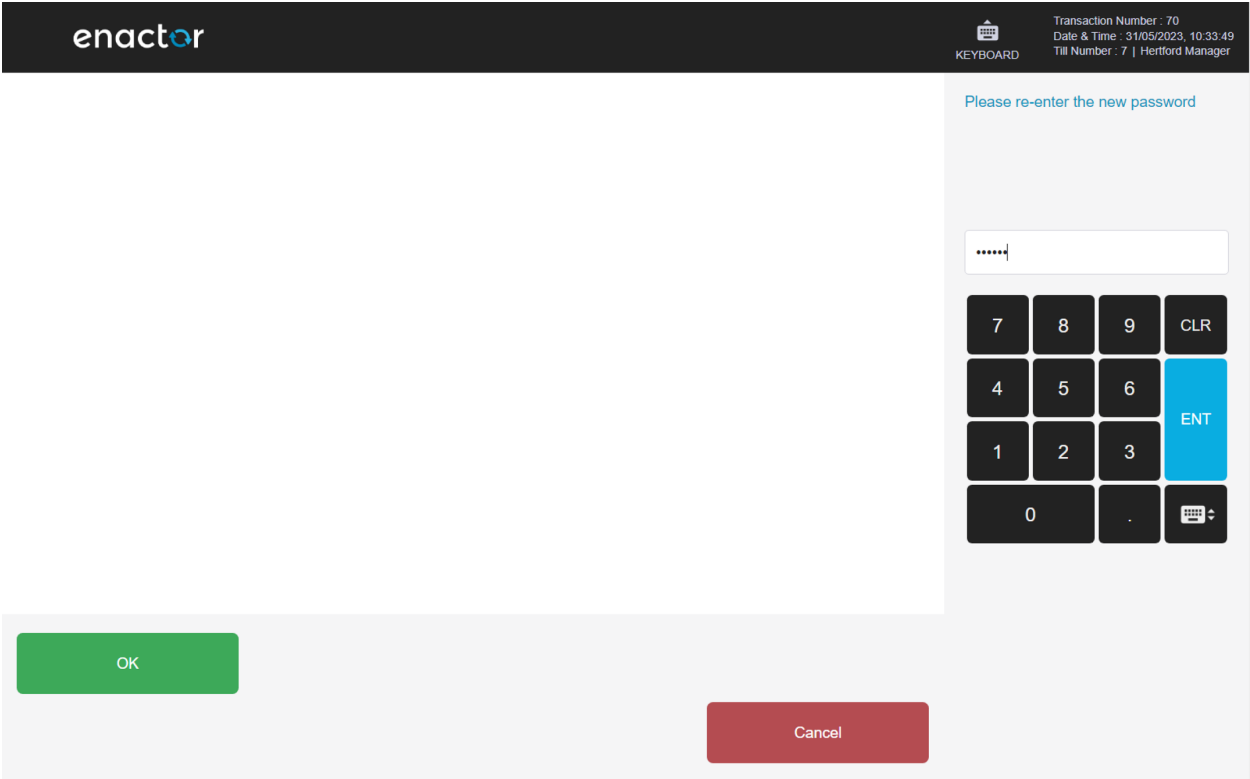
You need to enter a new password.  
Please key it now and press OK.

\*\*\*\*\*

7 8 9 CLR  
4 5 6 ENT  
1 2 3  
0 .

OK

Cancel



## 25.3 Change User Password

The Change User Password function enables operators to change the password of other users.

This function is like the Change Your Password function but allows operators with the appropriate privileges to change the password of other users.

This function prompts the operator to select a user from the list or to enter their user ID.

They are then required to enter a new password and press OK.

The operator is then asked to re-enter the new password and confirm it.

Once the new password is confirmed, the POS will display a confirmation message stating that the password has been successfully changed.

Path: Maintenance > Change User Password

**enactor**

Transaction Number : 70  
Date & Time : 31/05/2023, 10:29:41  
Till Number : 7 | Hertford Manager

Location	User ID	Surname	Forename
UK Hertford	000101	Hertford Manager	000101
UK Hertford	000102	Hertford Sales Asst	000102
Estate Manager	INVENTORY	Inventory User	
Estate Manager	HJAWAHIR	Jawahir	Hadhi
Estate Manager	JOHN	John	
UK Oxford Street	000109	John Test	
-	MOCKUSER	Mock User	01
Estate Manager	MONITOR	monitor	

Please select a user from the list or enter a user ID.

7 8 9 CLR  
4 5 6 ENT  
1 2 3  
0 .

OK Up Next Page  
Down Cancel

TOTAL £0.00

enactor

Transaction Number : 70  
Date & Time : 31/05/2023, 10:33:08  
Till Number : 7 | Hertford Manager

KEYBOARD

You need to enter a new password.  
Please key it now and press OK.

\*\*\*\*\*

789CLR

456ENT

123

0. 

\*\*\*\*\*

OK

Cancel

enactor

Transaction Number : 70  
Date & Time : 31/05/2023, 10:33:49  
Till Number : 7 | Hertford Manager

KEYBOARD

Please re-enter the new password

\*\*\*\*\*

789CLR

456ENT

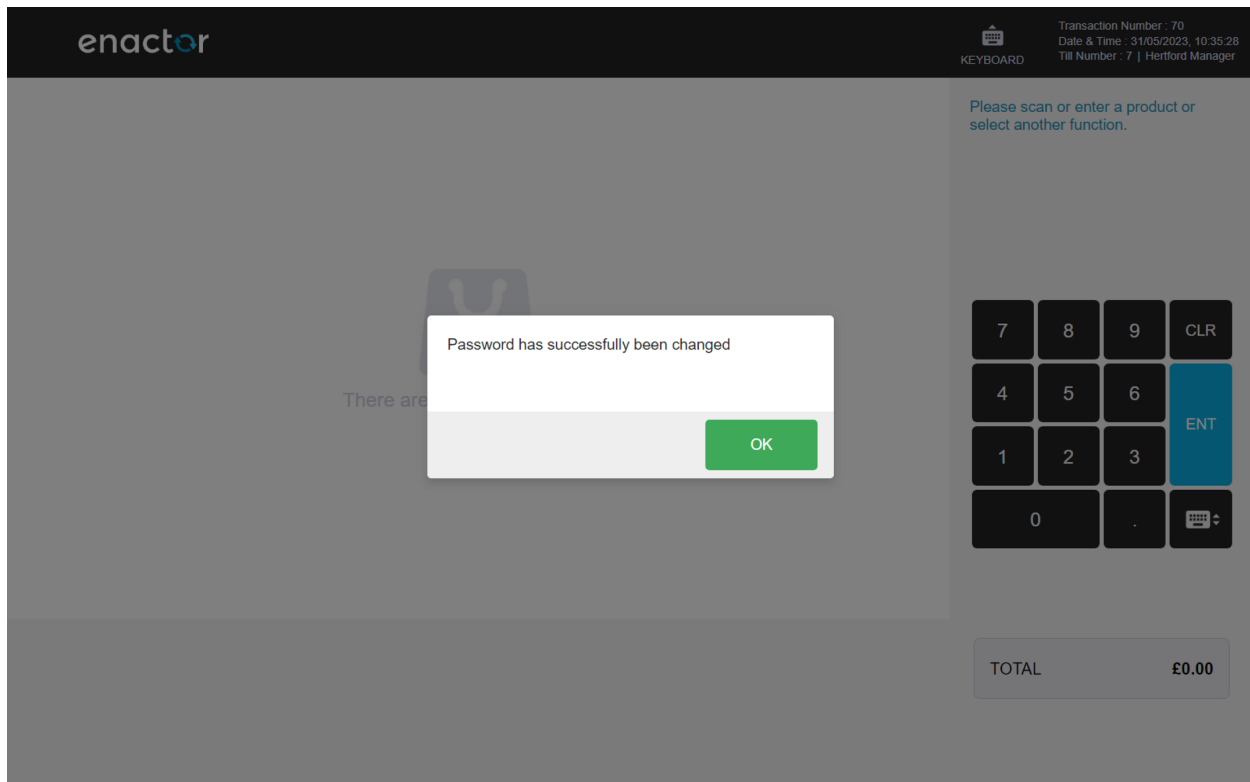
123

0. 

\*\*\*\*\*

OK

Cancel

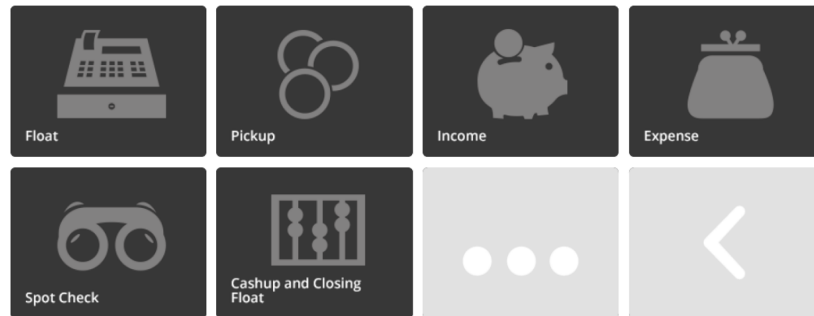


## 26 Terminal Cash Management

The Terminal Cash Management menu enables operators to manage terminal cash management functions:

- Float
- Pickup
- Income
- Expense
- Spot Check
- Cashup and Closing Float
- History
- Blind Sport Check
- Outlay
- Outlay Return

Path: Enactor POS > Sale > Management > Terminal Cash Management



## 26.1 Float

The Float function enables operators to manage the cash float in their terminal.

Only cash has been configured as a float tender on the POS and it will be automatically highlighted when accessing this function.

Within the Float tender screen, the user can void the current function, add notes, select a tender and enter a value.

The user should only select the complete option when all values have been entered.

This functionality provides a way for operators to manage the cash float in their terminal and ensure that it is accurately recorded and maintained.

Path: Terminal Cash Management > Float

enactor

Transaction Number : 192

Date & Time : 02/06/2023, 16:09:18

Till Number : 7 | Hertford Manager

Float Tender

Amount

Cash	£0.00
------	-------

Please enter the amount for the tender.

£10,000.00

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Notes

Complete

Void

Terminal Float		
-----		
Terminal 7		
Cash		£10,000.00
-----		
02/06/23 16:09	000101	1 7 192

## 26.2 Pickup

The Pickup function enables operators to transfer tenders from the POS to the safe.

This function requires operators to enter the amount for the tenders they want to transfer.

The entered total value will be displayed against each tender and the operator can press complete to finalise the transfer.

On completion, a receipt slip will be printed.

This functionality provides a way for operators to transfer tenders from the POS to the safe and keep a record of the transfer.

Path: Terminal Cash Management > Pickup

**enactor**

Transaction Number : 205  
Date & Time : 02/06/2023, 17:01:13  
Till Number : 7 | Hertford Manager

**Pickup Tender**

	Amount
Cards (Auto Picked Up)	£0.00
Cards PDQ (Auto Picked Up)	£0.00
<b>Cash</b>	<b>£0.00</b>
Cheques	£0.00
Credit Note (Auto Picked Up)	£1,000.00
Customer Account (Auto Picked Up)	£0.00
Employee Account (Auto Picked Up)	£0.00
Gift Card (Auto Picked Up)	£2,000.09
Payment Service Tender (Auto Picked Up)	£0.00
Voucher (Auto Picked Up)	£2,080.00

Please enter the amount for the tender.

789CLR

456ENT

123

0.-

OK

Down

Notes

Complete

Void

Terminal Pickup		
-----		
Terminal 7		
Cards (Auto Picked Up)		£0.00
Cards PDQ (Auto Picked Up)		£0.00
Cash		£500.00
Cheques		£0.00
Credit Note (Auto Picked Up)		£1,000.00
Customer Account (Auto Picked		£0.00
Employee Account (Auto Picked		£0.00
Gift Card (Auto Picked Up)		£2,000.09
Payment Service Tender (Auto P		£0.00
Voucher (Auto Picked Up)		£2,080.00
-----		
02/06/23 17:01	000101	1 7 205

## 26.3 Income

The Income function enables operators to collect money from outside the store that is not from a sale.

This function prompts operators to select an income reason for this action.

The operator can then enter the amount for the cash tender and press OK.

Once the amount is entered, the operator can select complete to finalise the income.

On completion, a receipt slip is printed indicating the terminal income performed.

Path: Terminal Cash Management > Income

Income reasons table:

Parent Reason ID	Parent Name	Reason ID	Reason Name	Description
		IN-UK-01	Store Income	Indicates the collection of money that is not from a sale.
IN-UK-P1	Positive Balance Reason Parent ID	IN-UK-02	Positive Balance	Indicates the collection of money from an Outlay Return.

enactor

Transaction Number : 206  
Date & Time : 02/06/2023, 17:03:22  
Till Number : 7 | Hertford Manager

Store Income

Positive Balance Reason Parent ID

Select a reason for this action.

789CLR

456ENT

123

0.

OK

Down

Void

enactor

Transaction Number : 206  
Date & Time : 02/06/2023, 17:03:45  
Till Number : 7 | Hertford Manager

Income Tender

Amount

Cash

£0.00

Please enter the amount for the tender.

£750.00

789CLR

456ENT

123

0.

OK

Complete

Notes

Void

Terminal Income		
-----		
Terminal 7		
Reason: Store Income		
Cash		£750.00
-----		
02/06/23 17:03	000101	1 7 206

## 26.4 Expense

The Expense function enables operators to track petty cash expense movement from the POS.

This function prompts operators to select a reason for the expense.

The cash tender is highlighted, and operators are prompted to enter the amount of the expense and press OK to confirm.

The cash value will show the total amount and additional notes can be added.

Pressing complete will finalise the expense and a receipt slip will be printed.

Path: Terminal Cash Management > Expense

Expense reasons table:

Parent Reason ID	Parent Reason	Reason ID	Reason Name	Description
		EX-UK-01	Store Expense	Indicates the money is withdrawn to buy items or pay for services related to store maintenance.
		EX-UK-02	Cleaning Materials	Indicates the money is withdrawn to buy cleaning products for the store.
		EX-UK-03	Expenses Advance Out	Indicates the money is withdrawn to perform an Outlay.
EX-UK-P1	Negative Balance Reason Parent ID	EX-UK-04	Negative Balance	Indicates the money is withdrawn to perform an Outlay Return.

EX-UK-P2	Change Reason Parent ID	EX-UK-05	Change	Indicates the money is withdrawn to perform an Outlay Return.
		EX-UK-06	Image Capture Expense	Indicates the money is withdrawn to perform an Outlay Return and a photo of the receipt has been captured.  On fixed POS, operators can upload a file through file explorer.

enactor

Transaction Number : 207  
Date & Time : 02/06/2023, 17:05:48  
Till Number : 7 | Hertford Manager

KEYBOARD

Store Expende

Cleaning Materials  
Expenses Advance Out  
Image Capture Expense  
Negative Balance Reason Parent ID  
Change Reason Parent ID

Select a reason for this action.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Down

Void

enactor

Transaction Number : 207

Date & Time : 02/06/2023, 17:06:02

Till Number : 7 | Hertford Manager

KEYBOARD

Expense Tender	Amount
Cash	£0.00

Please enter the amount for the tender.

£150.00

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Notes

Complete

Void

Terminal Expense

-----

Terminal 7

Reason: Store Expen

Cash £150.00

-----

02/06/23 17:05 000101 1 7 207

## 26.5 Spot Check

The Spot Check function enables operators to count how much of a selected tender is in the till and compare it to the expected amount.

This function shows the counted amount versus the expected amount and any discrepancy between the two.

It does not save the count as the new expected value.

Operators may run the Spot Check function in the morning to validate the float tender values entered the night before.

The entered total value will be displayed against each tender and the operator can press complete to finalise the count.

On completion, a session summary screen will display any discrepancies within the count.

The operator can press OK to finalise and a receipt slip will be printed.

Path: Terminal Cash Management > Spot Check

**enactor**

Transaction Number : 208  
Date & Time : 02/06/2023, 17:08:07  
Till Number : 7 | Hertford Manager

Spot Check Tender	Amount
Cards (Auto Picked Up)	£0.00
Cash	£0.00
Cheques	£0.00
Gift Card (Auto Picked Up)	£0.00

Please enter the amount for the tender.

£2,500.00

789CLR

456ENT

123

0.⌨

OK

Down

Notes

Complete

Void

enactor

Transaction Number : 208  
Date & Time : 02/06/2023, 17:08:26  
Till Number : 7 | Hertford Manager

KEYBOARD

	Expected	Counted	Discrepancy
Cash	£87,783.16	£2,500.00	-£85,283.16
Cheques	£3,000.98	£0.00	-£3,000.98
Total	£90,784.14	£2,500.00	-£88,284.14

This is the session summary.

789CLR

456ENT

123

0.

OK

Terminal Spot Check		
-----		
Terminal 7		
Cash		£2,500.00
Expected		£87,783.16
Discrepancy		-£85,283.16
Cheques		£0.00
Expected		£3,000.98
Discrepancy		-£3,000.98
Total		£2,500.00
Expected		£90,784.14
Discrepancy		-£88,284.14
-----		
02/06/23 17:07	000101	1 7 208

## 26.6 Cashup and Closing Float

The Cashup and Closing Float function enables operators to make a formal declaration of how much money is in the till.

This function shows the counted amount versus the expected amount and any discrepancy between the two.

It saves the count as the new expected value and sets the float of the till to the counted value.

The operator is prompted to enter the amount for the float tender and then enter the cashup amount for the tenders and press OK.

The operator can press complete to finalise the cashup and closing float action.

On completion, a receipt slip is printed with details about the tender levels.

Path: Terminal Cash Management > Cashup and Closing Float

The screenshot displays the Enactor terminal interface for the 'Cashup and Closing Float' function. At the top, the Enactor logo is on the left, and transaction details (Transaction Number: 209, Date & Time: 02/06/2023, 17:10:27, Till Number: 7 | Hertford Manager) are on the right. Below the header, a table lists the 'Float Tender' and its 'Amount'. The first entry is 'Cash' with an amount of '£0.00'. To the right of the table, a prompt reads 'Please enter the amount for the tender.' Below this prompt is a numeric keypad with digits 0-9, a decimal point, and a CLR button. The input field above the keypad shows '£7,000.00'. At the bottom of the screen, there are four buttons: 'OK' (green), 'Complete' (black), 'Notes' (black), and 'Void' (black).

Float Tender	Amount
Cash	£0.00

Please enter the amount for the tender.

£7,000.00

7 8 9 CLR

4 5 6 ENT

1 2 3

0 .

OK Complete Notes Void

enactor

Transaction Number : 209  
Date & Time : 02/06/2023, 17:10:51  
Till Number : 7 | Hertford Manager

KEYBOARD

Cashup Tender	Expected	Amount
Cards PDQ (Auto Picked Up)		£0.00
Cash		£0.00
Cheques		£0.00
Credit Note (Auto Picked Up)		£0.00

Please enter the cashup amount for the tender.

£3,500.00

789CLR

456ENT

123

0.

OK

Up

Down

Notes

Complete

Void

Terminal Closing Float		
-----		
Terminal 7		
Cash		£7,000.00
-----		
02/06/23 17:10	000101	1 7 209
-----		
Terminal Cashup and Empty		
-----		
Terminal 7		
Cash		£3,500.00
Expected		£80,783.16
Discrepancy		-£77,283.16
-----		
Cheques		£0.00
Expected		£3,000.98
Discrepancy		-£3,000.98
-----		
Total		£3,500.00
Expected		£83,784.14
Discrepancy		-£80,284.14
-----		
02/06/23 17:10	000101	1 7 210

## 26.7 History

The History function enables operators to view and print terminal cash management sessions.

This function provides a list of current sessions within the store location and operators can select the session they want to view.

When accessing a session, the summary view will display the type of operation, date, and user who completed the session.

The operator can select view to see the actual count.

On the session summary, operators may also print the terminal cash management session.

Path: Terminal Cash Management > History

The screenshot displays the 'History' screen in the Enactor system. At the top, a dark header bar contains the 'enactor' logo on the left and transaction details on the right: 'Transaction Number : 213', 'Date & Time : 02/06/2023, 17:13:03', and 'Till Number : 7 | Hertford Manager'. Below the header is a table with three columns: 'Session Status', 'Start Date', and 'End Date'. The table contains two rows: 'Open' with start date '02/06/23 17:10' and 'Finalised' with start date '26/05/23 16:10' and end date '02/06/23 17:10'. The 'Finalised' row is highlighted in blue. To the right of the table is a large grey area with the text 'Select a session.' in blue. At the bottom of the screen is a navigation bar with three buttons: a green 'OK' button, a black 'Up' button, and a red 'Cancel' button.

Session Status	Start Date	End Date
Open	02/06/23 17:10	
Finalised	26/05/23 16:10	02/06/23 17:10

enactor

KEYBOARD

Transaction Number : 213  
Date & Time : 02/06/2023, 17:13:32  
Till Number : 7 | Hertford Manager

Operation	Date	User
Terminal Finalise	02/06/23 17:10	000101
Terminal Cashup and Empty	02/06/23 17:10	000101
Terminal Closing Float	02/06/23 17:10	000101
Terminal Spot Check	02/06/23 17:07	000101
Terminal Expense	02/06/23 17:05	000101
Terminal Income	02/06/23 17:03	000101

View

Down

Back

Select an operation to view or correct.

enactor

KEYBOARD

Transaction Number : 213  
Date & Time : 02/06/2023, 17:13:46  
Till Number : 7 | Hertford Manager

	Expected	Counted	Discrepancy
Cash	£80,783.16	£3,500.00	-£77,283.16
Cheques	£3,000.98	£0.00	-£3,000.98
<b>Total</b>	<b>£83,784.14</b>	<b>£3,500.00</b>	<b>-£80,284.14</b>

OK

Print

This is the session summary.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

Terminal Finalise		
-----		
Terminal 7		
Cash		£3,500.00
Expected		£80,783.16
Discrepancy		-£77,283.16
Cheques		£0.00
Expected		£3,000.98
Discrepancy		-£3,000.98
Total		£3,500.00
Expected		£83,784.14
Discrepancy		-£80,284.14
-----		
02/06/23 17:10	000101	1 7 0

## 26.8 Blind Spot Check

The Blind Spot Check function enables operators to count how much of a selected tender is in the till without showing the expected amount or any discrepancy.

This function does not save the count as the new expected value.

This function allows for a quick examination or count of specific tenders in the cash drawer and the money will remain in the cash drawer after the count has been completed.

The operator can select and highlight the tender or tenders to enter the value against and press OK to confirm the value. The highlighted line will move down to the next tender.

The operator can press complete to finalise the Blind Spot Check and a receipt slip will be printed.

Path: Terminal Cash Management > Blind Spot Check

enactor

Transaction Number : 213

Date & Time : 02/06/2023, 17:16:17

Till Number : 7 | Hertford Manager

KEYBOARD

Spot Check Tender	Amount
Cards (Auto Picked Up)	£0.00
Cash	£0.00
Cheques	£0.00
Gift Card (Auto Picked Up)	£0.00

Please enter the amount for the tender.

£4,500.00

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Down

Notes

Complete

Void

Terminal Blind Spot Check			
-----			
Terminal 7			
Cards (Auto Picked Up)		£0.00	
Cash		£4,500.00	
Cheques		£0.00	
Gift Card (Auto Picked Up)		£0.00	
-----			
02/06/23 17:16	000101	1 7 213	

## 26.9 Outlay

The Outlay function enables operators to record and manage expenses and pay-outs from the cash drawer.

This function prompts the operator to enter the amount for the tender by pressing OK, and then complete to finalise.

The operator can then enter any notes for the outlay and select a reference user from the list or scan the card of the reference user.

Once complete, a terminal outlay receipt slip is printed.

Path: Terminal Cash Management > Outlay

enactor

Transaction Number : 214  
Date & Time : 02/06/2023, 17:19:27  
Till Number : 7 | Hertford Manager

KEYBOARD

	Amount
Cash	£0.00

Please enter the amount for the tender.

£50.00

789CLR

456

123ENT

0.⌵

OK

Complete

Notes

Void

enactor

Transaction Number : 216  
Date & Time : 02/06/2023, 17:20:44  
Till Number : 7 | Hertford Manager

KEYBOARD

Please enter any notes.

789CLR

456ENT

123

0.

OK

enactor

Transaction Number : 216  
Date & Time : 02/06/2023, 17:20:55  
Till Number : 7 | Hertford Manager

KEYBOARD

ID	Surname	Forename
000101	Hertford Manager	000101
000102	Hertford Sales Asst	000102

Please select a reference user from the list or scan the card of the reference user.

789CLR

456ENT

123

0.

OK

Down

Filters

Cancel

Terminal Outlay		
-----		
Terminal 7		
Reference User: 000101		
Cash		£50.00
-----		
This is a note		
Signature -----		
-----		
02/06/23 17:20	000101	1 7 216

## 26.10 Outlay Return

The Outlay Return function enables operators to manage the return of expenses and pay-outs from the cash drawer.

This function prompts the operator to select an outlay to return and displays an outlay summary on screen.

The operator can then add expenses by selecting a reason for the expense and entering the amount for the tender.

The outlay summary is updated with the added expense value.

The operator can also add received change by selecting a reason for the change and entering the amount for the tender.

The outlay summary is updated with the added change value.

Once completed, if there is no remaining value to be declared, an "Outlay is balanced" message is displayed.

The operator can add any notes regarding the outlay return.

Once complete, a terminal outlay balance receipt slip is printed.

Path: Terminal Cash Management > Outlay Return

**Note:** refer to the [Expense reasons table](#) for more details about this function's reasons.

enactor

Transaction Number : 217  
Date & Time : 02/06/2023, 17:23:56  
Till Number : 7 | Hertford Manager

KEYBOARD

Date	Outlay Reason	Recipient	Value	Outstanding
02/06/23 17:20	Outlay Advance Out	Hertford Manager	£50.00	-£50.00

Please select an outlay

789CLR

456ENT

123

0.⌨

OK

Balanced

Additional Filters

Cancel

enactor

Transaction Number : 217  
Date & Time : 02/06/2023, 17:24:15  
Till Number : 7 | Hertford Manager

KEYBOARD

Reason	Reason	Value
Outlay Return	Outlay Return	£50.00
Balance		£50.00

Complete the outlay

789CLR

456ENT

123

0.⌨

Complete

Add Expense

Add Change

Cancel

enactor

Transaction Number : 217

Date & Time : 02/06/2023, 17:24:57

Till Number : 7 | Hertford Manager

KEYBOARD

Store Expen

Cleaning Materials

Expenses Advance Out

Image Capture Expense

Negative Balance Reason Parent ID

Change Reason Parent ID

Select a reason for this action.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Down

Void

enactor

Transaction Number : 217

Date & Time : 02/06/2023, 17:25:10

Till Number : 7 | Hertford Manager

KEYBOARD

Expense Tender	Amount
Cash	£0.00

Please enter the amount for the tender.

£25.50

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Notes

Complete

Void

enactor

Transaction Number : 431  
Date & Time : 20/06/2023, 13:30:27  
Till Number : 7 | Hertford Manager

KEYBOARD

Reason	Reason	Value
Outlay Return	Outlay Return	£50.00
Expense	Store Expense	£25.50
Balance		£24.50

Complete the outlay

789CLR

456ENT

123

0.

Complete

Add Expense

Add Change

Cancel

enactor

Transaction Number : 217  
Date & Time : 02/06/2023, 17:24:57  
Till Number : 7 | Hertford Manager

KEYBOARD

Store Expense

Cleaning Materials

Expenses Advance Out

Image Capture Expense

Negative Balance Reason Parent ID

Change Reason Parent ID

Select a reason for this action.

789CLR

456ENT

123

0.

OK

Down

Void

enactor

Transaction Number : 429  
Date & Time : 20/06/2023, 13:29:01  
Till Number : 7 | Hertford Manager

KEYBOARD

Expense Tender	Amount
Cash	£0.00

Please enter the amount for the tender.

£24.50

789CLR

456ENT

123

0.

OK

Complete

Notes

Void

enactor

Transaction Number : 217  
Date & Time : 02/06/2023, 17:25:49  
Till Number : 7 | Hertford Manager

KEYBOARD

Reason	Reason	Value
Outlay Return	Outlay Return	£50.00
Expense	Store Expende	£25.50
Change	Store Expende	£24.50
Balance		£0.00

Complete the outlay

789CLR

456ENT

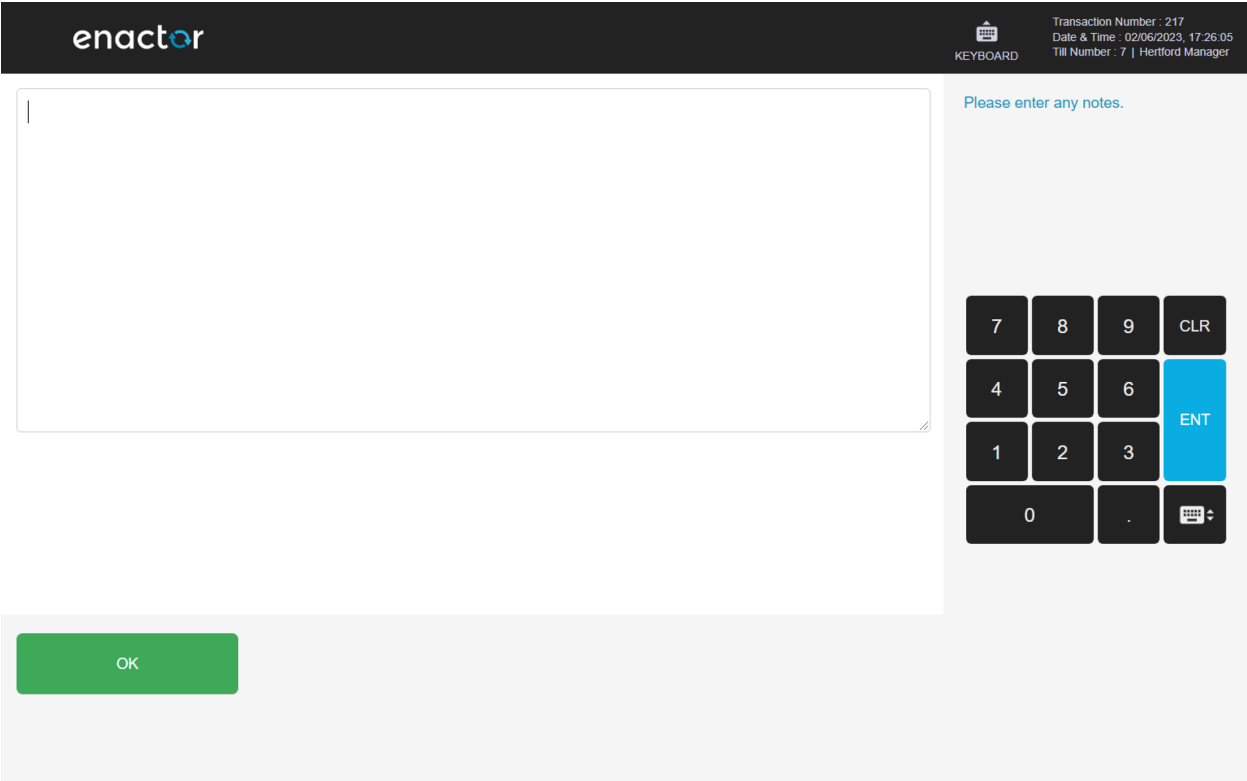
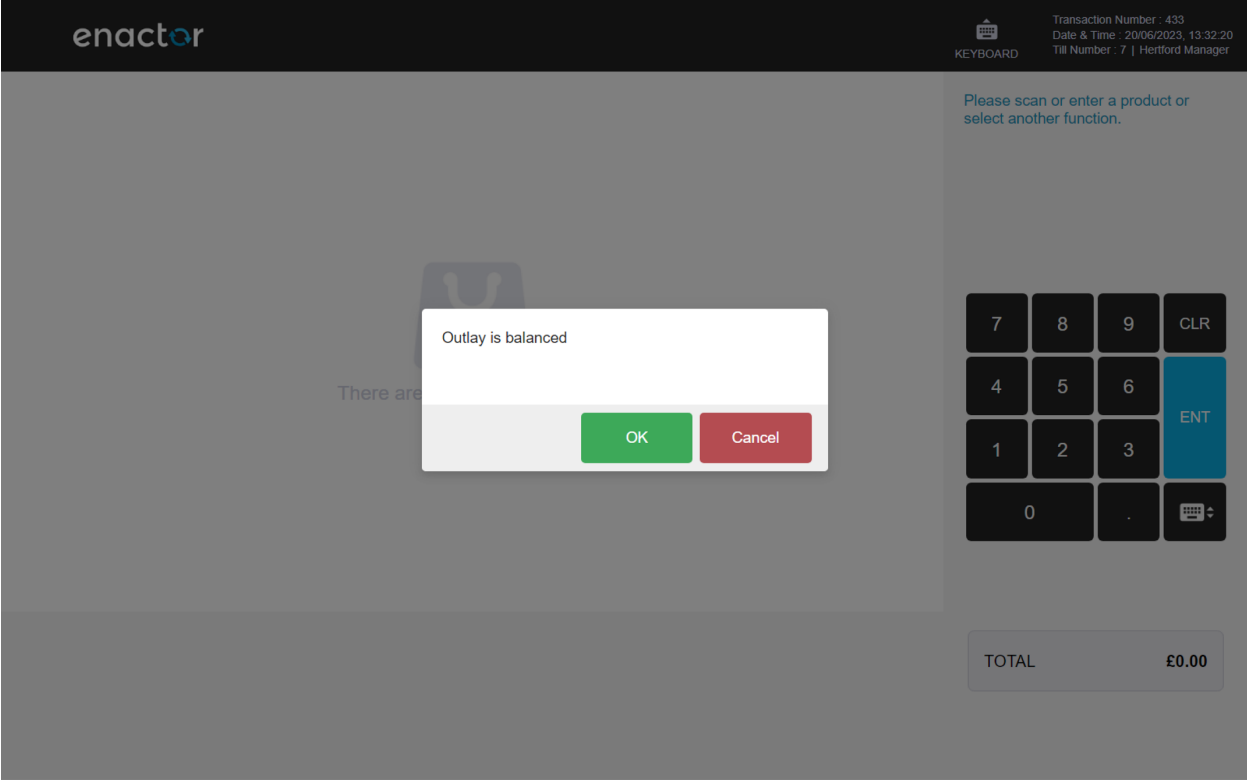
123

0.

Complete

Add Expense

Cancel



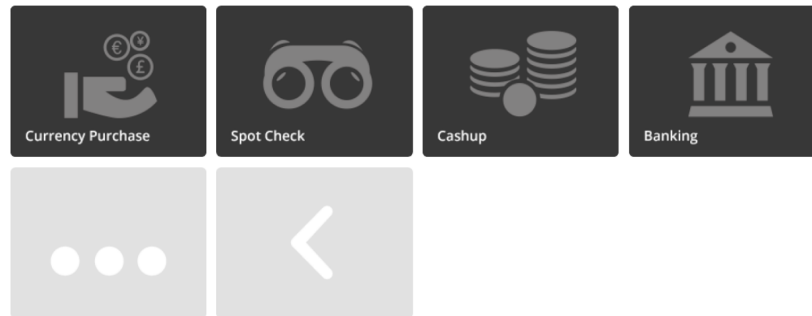
Terminal Outlay Balance	
-----	
Terminal 7	
Outlay Return	£50.00
Store Expence	£25.50
Store Expence	£24.50
Signature -----	
-----	
02/06/23 17:24	000101 1 7 217

## 27 Safe Cash Management

The Safe Cash Management menu enables operators to manage safe cash management functions:

- Currency Purchase
- Spot Check
- Cashup
- Banking
- Income
- History

Path: Enactor POS > Sale > Management > Safe Cash Management



## 27.1 Currency Purchase

The Currency Purchase function enables operators to add money to the store's safe from the bank.

This may be used to add change or to replenish the contents of a previously un-audited physical safe.

The function can also be managed through the income functionality within the safe cash management.

Once the process is completed, the money will be added to the safe and a receipt slip will be printed.

This provides a way for operators to manage and replenish the store's cash reserves.

Path: Safe Cash Management > Currency Purchase

enactor

Transaction Number : 193  
Date & Time : 02/06/2023, 16:12:30  
Till Number : 7 | Hertford Manager

KEYBOARD

Currency Purchase Tender

Amount

Cash

£0.00

Please enter the amount for the tender.

£1,000.00

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Notes

Complete

Void

Safe Currency Purchase			
-----			
Safe SAFE0001			
Cash			£1,000.00
-----			
02/06/23 16:12	000101	1 7	193

## 27.2 Spot Check

The Spot Check function enables operators to count how much of a selected tender is in the safe and compare it to the expected amount.

This function shows the counted amount versus the expected amount and any discrepancy between the two.

It does not save the count as the new expected value.

Operators may run the Spot Check function to validate the float tender values present in the safe.

enactor

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The entered total value will be displayed against each tender and the operator can press complete to finalise the count.

On completion, a session summary screen will display any discrepancies within the count.

The operator can press OK to finalise and a receipt slip will be printed.

Path: Safe Cash Management > Spot Check

enactor

Transaction Number : 194  
Date & Time : 02/06/2023, 16:14:30  
Till Number : 7 | Hertford Manager

	Amount
Cards (Auto Banked)	£0.00
Cash	£0.00
Cheques	£0.00
Gift Card (Auto Banked)	£0.00

OK

Down

Notes

Complete

Void

Please enter the amount for the tender.

£0.00

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

KEYBOARD

Transaction Number : 194  
Date & Time : 02/06/2023, 16:15:34  
Till Number : 7 | Hertford Manager

	Expected	Counted	Discrepancy
Cash	£1,244.00	£10,000.00	£8,756.00
<b>Total</b>	<b>£1,244.00</b>	<b>£10,000.00</b>	<b>£8,756.00</b>

This is the session summary.

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Safe Spot Check		
-----		
Safe SAFE0001		
Cash		£10,000.00
Expected		£1,244.00
Discrepancy		£8,756.00
Total		£10,000.00
Expected		£1,244.00
Discrepancy		£8,756.00
-----		
02/06/23 16:14	000101	1 7 194

## 27.3 Cashup

The Cashup function enables operators to count the money in the store's safe.

This is an audited validation between the expected value and the actual count.

The operator is prompted to select the cashup tender and enter the amount.

Once completed, the safe cash session will be closed, and a new session opened.

A receipt slip will be printed with details of the counted amount, expected amount, and any discrepancy between the two.

A history of the audited counts can also be viewed in the safe cash management history.

This provides a way for operators to manage and audit the store's cash reserves.

Path: Safe Cash Management > Cashup

**enactor**

Transaction Number : 196  
Date & Time : 02/06/2023, 16:17:48  
Till Number : 7 | Hertford Manager

Safe Cashup Tender	Expected	Amount
Cards PDQ (Auto Banked)		£0.00
Cash		£0.00
Cheques		£0.00
Credit Note (Auto Banked)		£0.00

Please enter the cashup amount for the tender.

£0.00

789CLR

456ENT

123

0.

OK

Down

Notes

Complete

Void

Safe Cashup		
-----		
Safe SAFE0001		
Cash		£10,000.00
Expected		£1,244.00
Discrepancy		£8,756.00
Total		£10,000.00
Expected		£1,244.00
Discrepancy		£8,756.00
-----		
02/06/23 16:17	000101	1 7 196

## 27.4 Banking

The Banking function enables operators to count the money that is to be removed from the store's safe for collection and transfer by a secure handler.

The handler will deposit the finances into a bank or other financial institute.

During the process, banking slip and bag details can be captured.

The operator is prompted to select and enter the amount for the tender, and additional notes can be added.

Once completed, the money banked will no longer show in the audited safe and a safe banking receipt slip will be printed.

This provides a way for operators to manage and transfer the store's cash reserves to a financial institute.

Path: Safe Cash Management > Banking

enactor

KEYBOARD

Transaction Number : 201  
Date & Time : 02/06/2023, 16:38:00  
Till Number : 7 | Hertford Manager

Please enter a banking slip reference.

5156487442

789CLR

456ENT

123

0.

OK

Back

TOTAL

£0.00

enactor

KEYBOARD

Transaction Number : 203  
Date & Time : 02/06/2023, 16:41:35  
Till Number : 7 | Hertford Manager

Please enter a banking bag reference.

30085

789CLR

456ENT

123

0.

OK

Back

TOTAL

£0.00

enactor

Transaction Number : 203  
Date & Time : 02/06/2023, 16:42:28  
Till Number : 7 | Hertford Manager

KEYBOARD

Banking Tender	Amount
Cards (Auto Banked)	£0.00
Cards PDQ (Auto Banked)	£0.00
Cash	£1,000.00
Cheques	£0.00
Credit Note (Auto Banked)	£0.00
Customer Account (Auto Banked)	£0.00
Employee Account (Auto Banked)	£0.00
Gift Card (Auto Banked)	£0.00
Payment Service Tender (Auto Banked)	£0.00

Please enter the amount for the tender.

£0.00

789CLR

456ENT

123

0.

OK

Down

Notes

Complete

Void

Safe Banking		
-----		
Safe SAFE0001		
Cards (Auto Banked)		£0.00
Cards PDQ (Auto Banked)		£0.00
Cash		£1,000.00
Cheques		£0.00
Credit Note (Auto Banked)		£0.00
Customer Account (Auto Banked)		£0.00
Employee Account (Auto Banked)		£0.00
Gift Card (Auto Banked)		£0.00
Payment Service Tender (Auto B		£0.00
-----		
02/06/23 16:26	000101	1 7 200

## 27.5 Income

The Income function enables operators to track petty cash income movements from the store's safe.

The operator selects the appropriate reason, enters the cash tender value and presses OK.

Within the Income screen, the user can void the current function and add additional notes.

Once the process is completed, a receipt slip will be printed.

Path: Safe Cash Management > Income

**Note:** refer to the [Income reasons table](#) for more details about this function's reasons.

enactor

Transaction Number : 204  
Date & Time : 02/06/2023, 16:44:19  
Till Number : 7 | Hertford Manager

KEYBOARD

Store Income

Select a reason for this action.

Positive Balance Reason Parent ID

7 8 9 CLR  
4 5 6 ENT  
1 2 3  
0 .

OK Down Void

enactor

Transaction Number : 204

Date & Time : 02/06/2023, 16:54:14

Till Number : 7 | Hertford Manager

KEYBOARD

Income Tender	Amount
Cash	£0.00

Please enter the amount for the tender.

£1,000.00

7

8

9

CLR

4

5

6

ENT

1

2

3

0

.

OK

Notes

Complete

Void

Safe Income			
-----			
Safe SAFE0001			
Cash			£1,000.00
-----			
02/06/23 16:44	000101	1 7	204

## 27.6 History

The History function enables operators to view and manage past safe cash management sessions.

The operator is prompted to select a safe cash management session and then choose an operation to view or correct.

The session summary of the selected session is displayed on screen and can be printed.

Once the process is completed, a safe finalise receipt slip will be printed.

Path: Safe Cash Management > History

enactor

Transaction Number : 205  
Date & Time : 02/06/2023, 16:55:56  
Till Number : 7 | Hertford Manager

KEYBOARD

Session Status	Start Date	End Date
Open	02/06/23 16:17	
Finalised	29/05/23 06:11	02/06/23 16:17
Finalised	29/05/23 06:11	29/05/23 06:11
Finalised	10/05/23 07:29	29/05/23 06:11
Finalised	04/05/23 09:12	10/05/23 07:29

Select a session.

OK

Down

Cancel

enactor

Transaction Number : 205  
Date & Time : 02/06/2023, 16:56:43  
Till Number : 7 | Hertford Manager

KEYBOARD

Operation	Date	User
Safe Finalise	02/06/23 16:17	000101
Safe Cashup	02/06/23 16:17	000101
Safe Cashup V	02/06/23 16:17	000101
Safe Spot Check	02/06/23 16:14	000101
Safe Currency Purchase	02/06/23 16:12	000101
Safe Cashup	02/06/23 16:17	000101

Select an operation to view or correct.

View

Down

Back

enactor

Transaction Number : 205  
Date & Time : 02/06/2023, 16:57:24  
Till Number : 7 | Hertford Manager

KEYBOARD

	Expected	Counted	Discrepancy
Cash	£1,244.00	£10,000.00	£8,756.00
Total	£1,244.00	£10,000.00	£8,756.00

This is the session summary.

789CLR

456ENT

123

0.

OK

Print

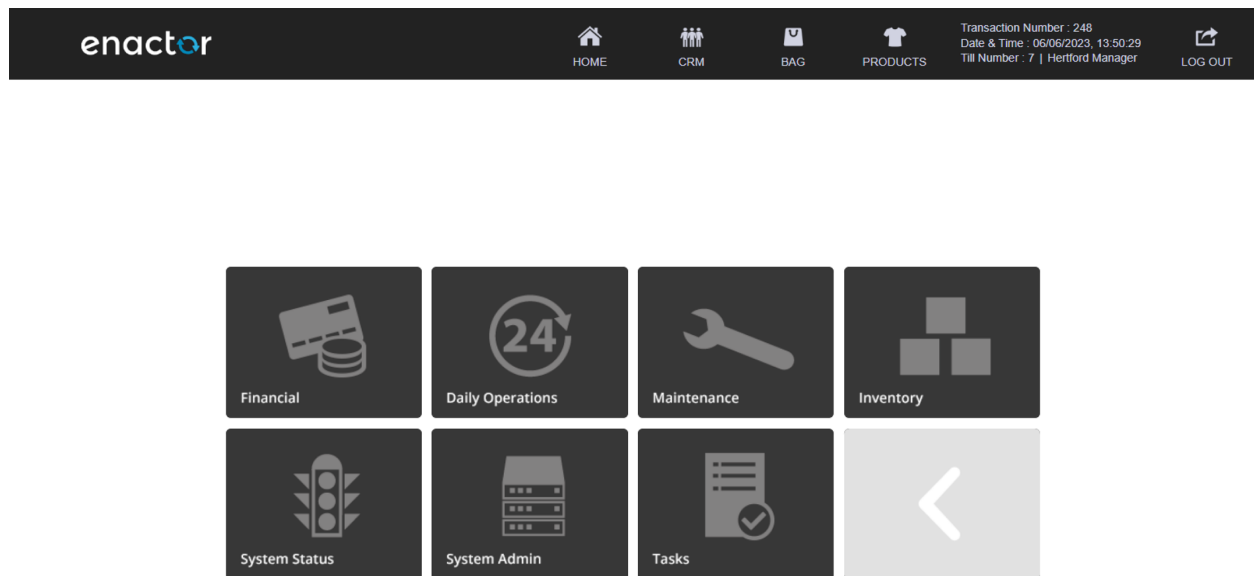
Safe Finalise		
-----		
Safe SAFE0001		
Cash		£10,000.00
Expected		£1,244.00
Discrepancy		£8,756.00
Total		£10,000.00
Expected		£1,244.00
Discrepancy		£8,756.00
-----		
02/06/23 16:17	000101	1 7 0

# 28 Admin

Operators with sufficient privileges can access the Admin menu, which offers the following functions:

- Financial
- Daily Operations
- Maintenance
- System Status
- System Admin

Path: Enactor POS > Sale > Management > Admin



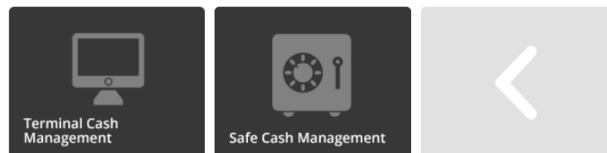
## 28.1 Financial

Financial functions can be accessed via the Financial folder.

This folder displays the following functions:

- Terminal Cash Management
- Safe Cash Management

Path: Admin > Financial



Visit the [Terminal Cash Management header](#) for a detail view of its functions.

Visit the [Safe Cash Management header](#) for a detail view of its functions.

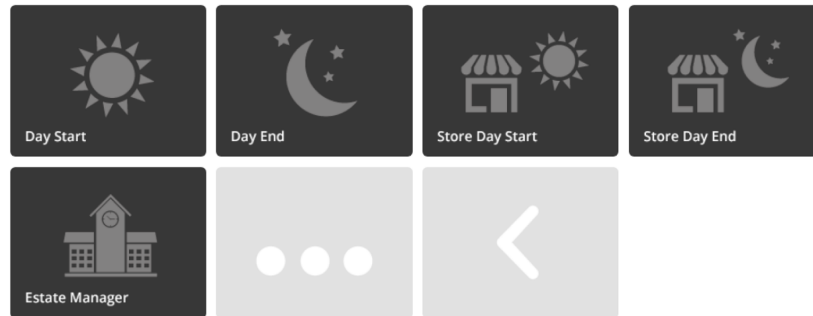
## 28.2 Daily Operations

Daily Operations functions can be accessed via the Daily Operations folder.

This folder displays the following functions:

- Day Start
- Day End
- Store Day Start
- Store Day End
- Estate Manager

Path: Admin > Daily Operations



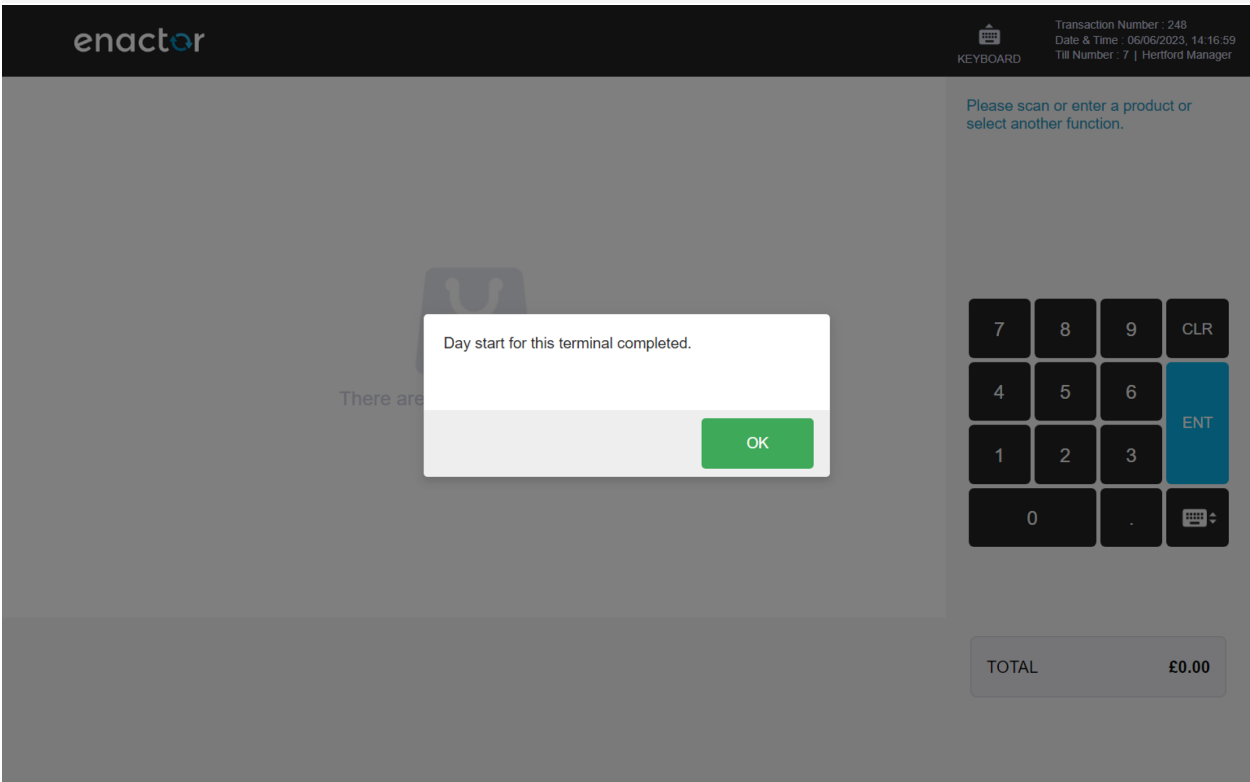
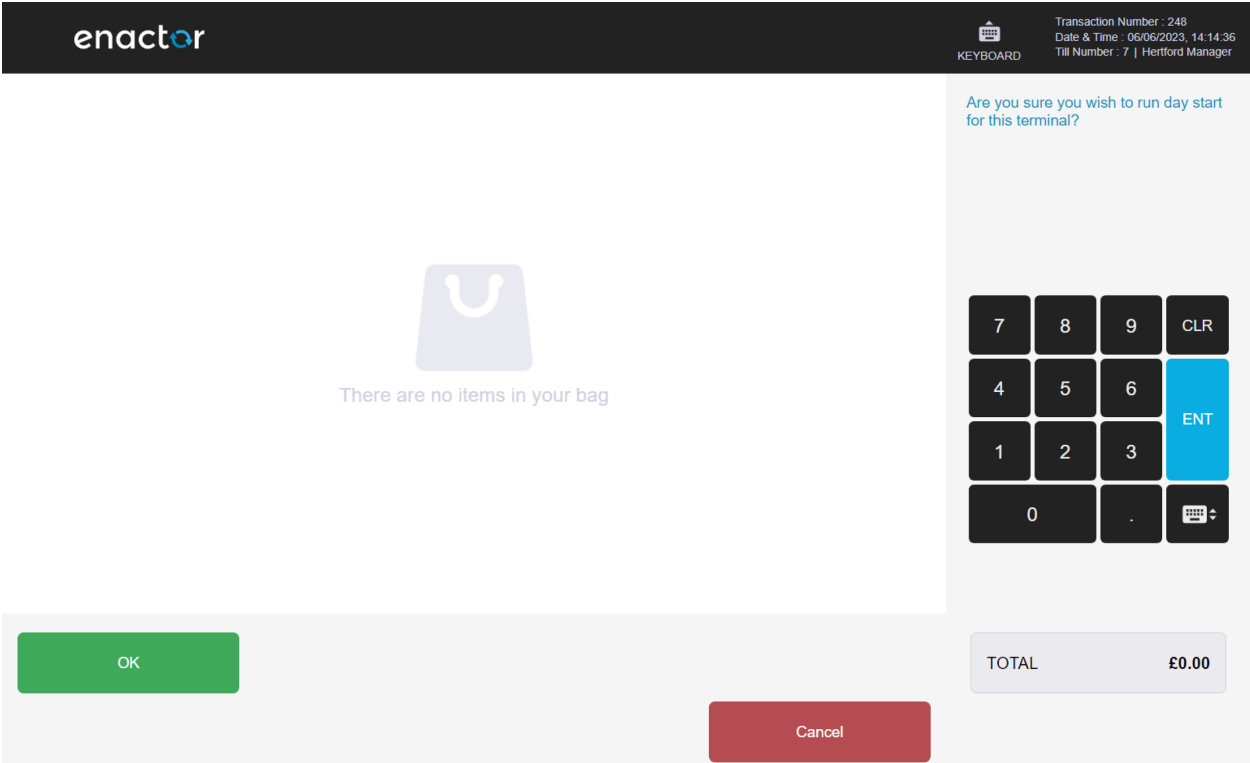
### 28.2.1 Day Start

The Day Start function enables the supervisor or manager to begin trading on the POS system.

This function prompts the operator to confirm if it should be run.

Once confirmed, the POS will move from disallowed sales to allow sales and a "Day start for this terminal completed" message will be displayed.

Path: Daily Operations > Day Start



## 28.2.2 Day End

The Day End function enables the operator to end trading on the POS system.

This function prompts the operator to confirm if it should be run.


Once confirmed, the Cashup and Empty function is initiated, which prompts the operator to enter the cashup amount for all tenders.

Cash up totals will be entered blind, and some tenders will be auto counted.


Additional notes for information purposes can be added to the cash up.

Once completed, a "Day end of this terminal completed" message will be displayed and a "Terminal Cashup and Empty" receipt will be printed, which also includes any discrepancies.

Path: Daily Operations > Day End



Transaction Number : 248  
Date & Time : 06/06/2023, 14:19:19  
Till Number : 7 | Hertford Manager



There are no items in your bag

Are you sure you wish to run day end for this terminal?

7

8

9

CLR

4

5

6

ENT


1

2

3

0

.



TOTAL

£0.00

OK

Cancel

enactor

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Page 241 of 253

enactor

Transaction Number : 248  
Date & Time : 06/06/2023, 14:20:25  
Till Number : 7 | Hertford Manager

KEYBOARD

Cashup Tender	Expected	Amount
Cards PDQ (Auto Picked Up)		£0.00
Cash		£0.00
Cheques		£0.00
Credit Note (Auto Picked Up)		-£20.00

Please enter the cashup amount for the tender.

£0.00

789CLR

456ENT

123

0.-

OK

Down

Notes

Complete

Void

enactor

Transaction Number : 248  
Date & Time : 06/06/2023, 14:23:45  
Till Number : 7 | Hertford Manager

KEYBOARD

Please scan or enter a product or select another function.

Day end for this terminal completed.

OK

789CLR

456ENT

123

0.-

TOTAL£0.00

Terminal Cashup and Empty		
-----		
Terminal 7		
Cash		£80,000.00
Expected		£7,952.49
Discrepancy		£72,047.51
Credit Note (Auto Picked Up)		£20.00
Expected		-£20.00
Discrepancy		£40.00
Total		£80,020.00
Expected		£7,932.49
Discrepancy		£72,087.51
-----		
06/06/23 14:20	000101	1 7 248

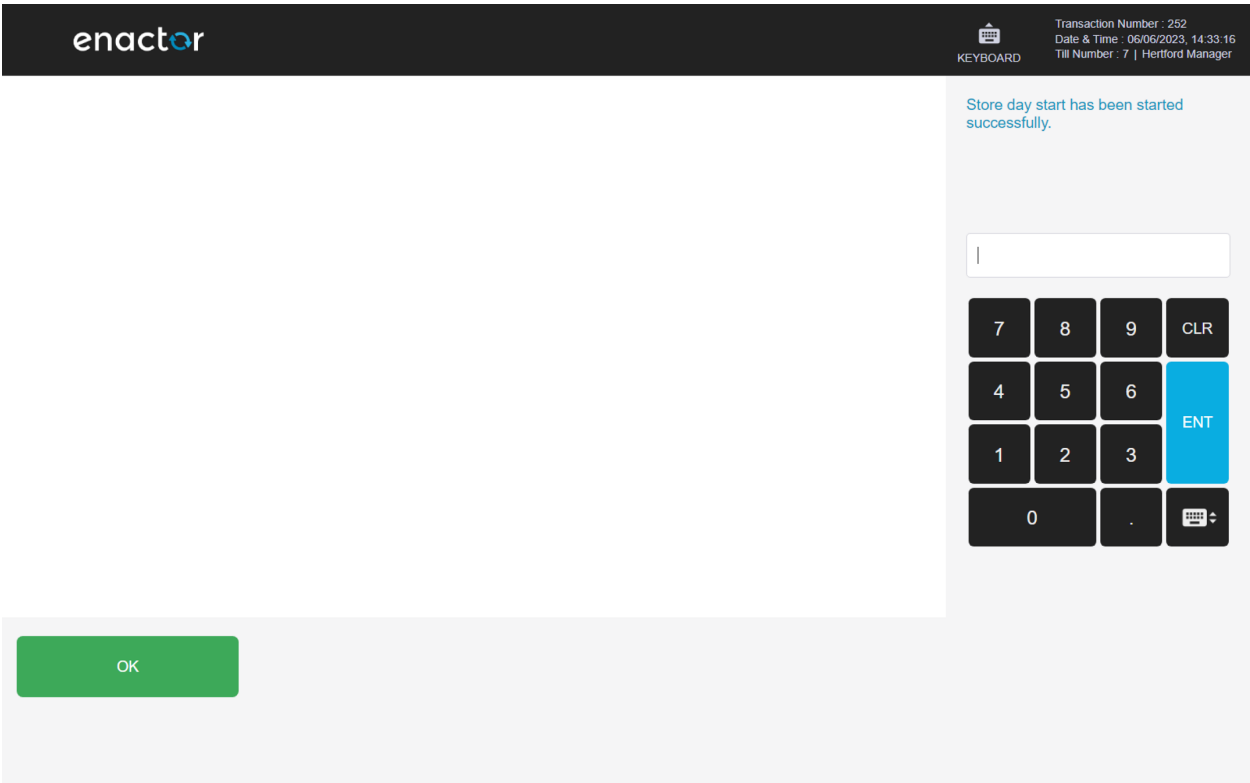
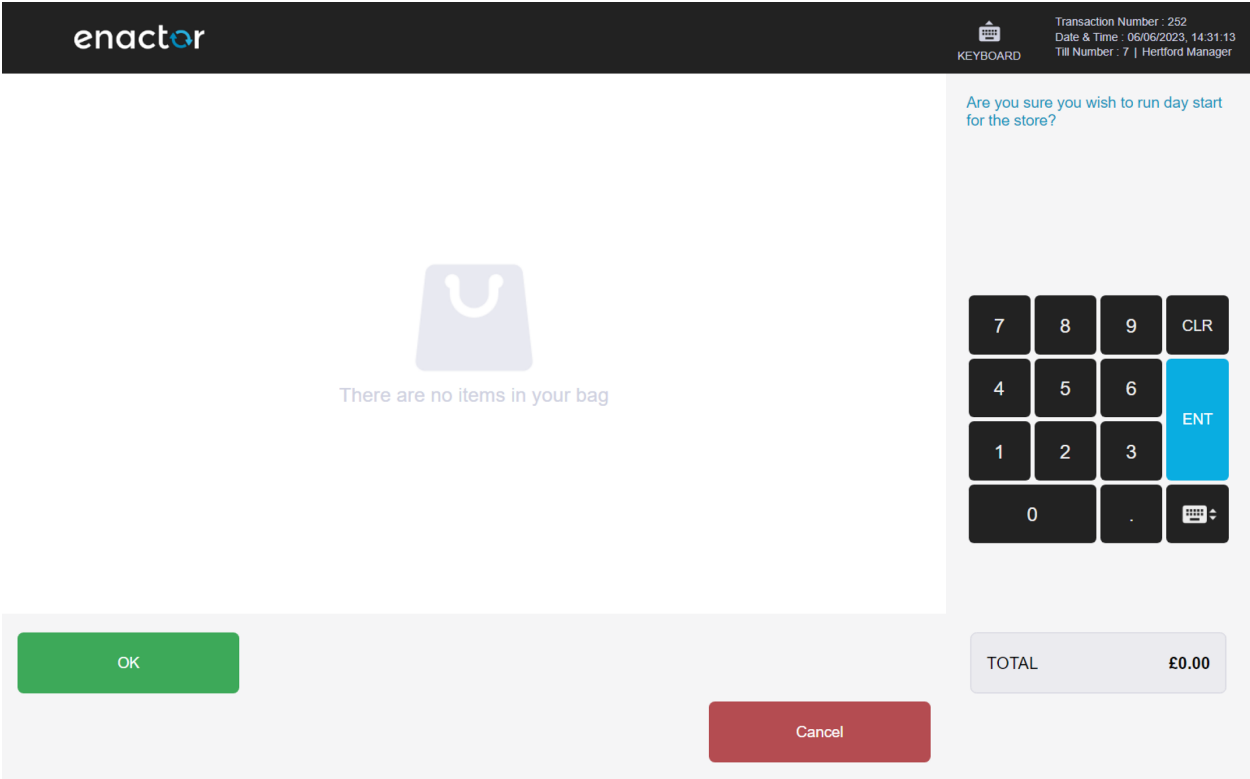
### 28.2.3 Store Day Start

The Store Day Start function enables the operator to initiate the start of the store's trading day.

This function prompts the operator to confirm if it should be run.

Once completed, a "Store day start has been started successfully" message will be displayed.

Path: Daily Operations > Store Day Start



## 28.2.4 Store Day End

The Store Day End function enables the operator to end the store's trading day.

This function prompts the operator to confirm if it should be run.

Once completed, a "Store day end has been started successfully" message will be displayed.

Path: Daily Operations > Store Day End

enactor

Transaction Number: 421  
Date & Time: 20/06/2023, 09:45:16  
Till Number: 7 | Hertford Manager

KEYBOARD

Are you sure you wish to run day end for the store?

There are no items in your bag

7 8 9 CLR  
4 5 6 ENT  
1 2 3  
0 .

OK

Cancel

TOTAL £0.00

## 28.2.5 Estate Manager

The Estate Manager function opens a web browser where operators can navigate the Estate Manager.

Path: Daily Operations > Estate Manager

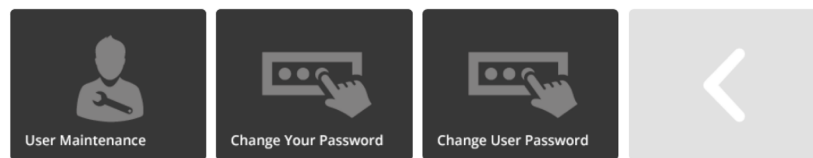
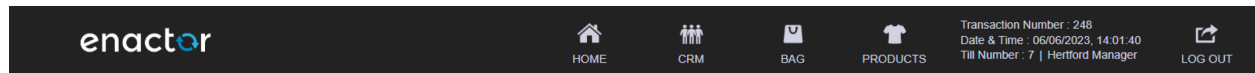
## 28.3 Maintenance

Maintenance functions can be accessed via the Maintenance folder.

This folder displays the following functions:

- User Maintenance
- Change Your Password
- Change User Password

Path: Admin > Maintenance



Visit the [User Maintenance header](#) for a detail view of its functions.

Visit the [Change Your Password header](#) for a detail view of its functions.

Visit the [Change User Password header](#) for a detail view of its functions.

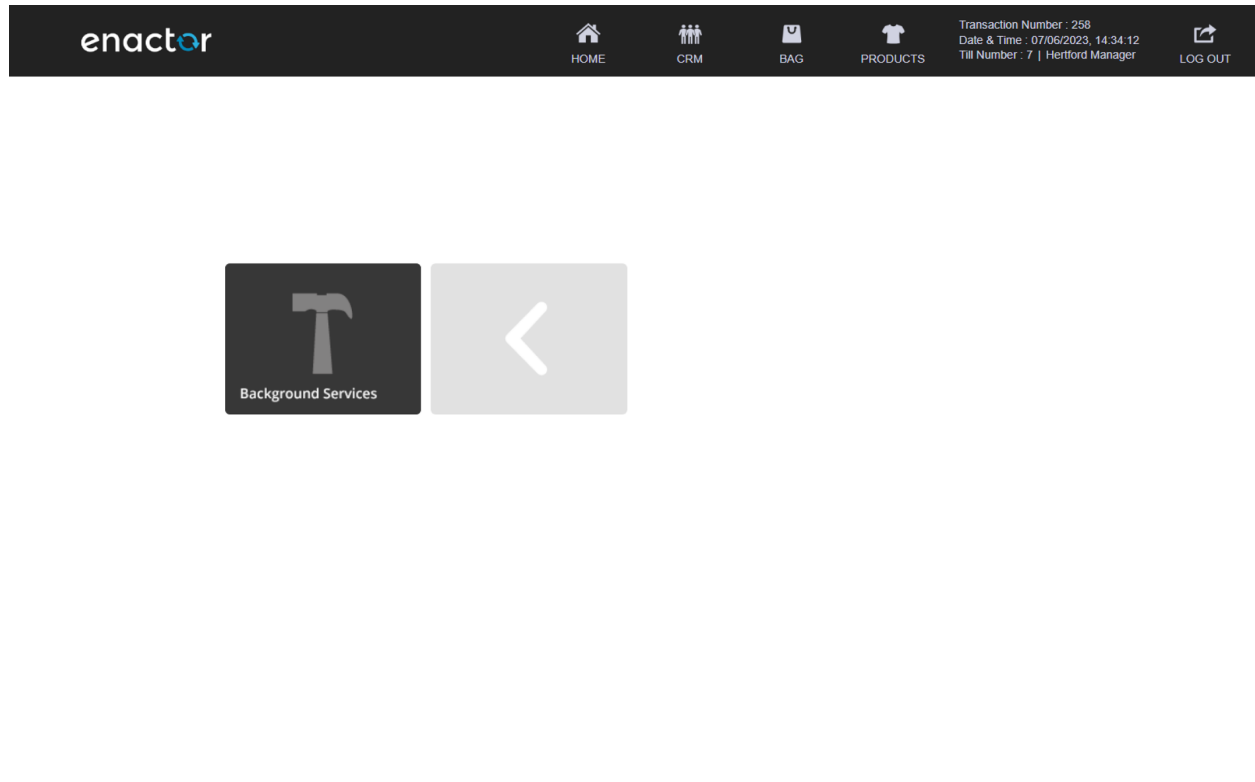
## 28.4 System Status

System Status functions can be accessed via the System Status folder.

This folder displays the following functions:

- Background Services

Path: Admin > System Status



### 28.4.1 Background Services

The Background Services function enables operators to manage a list of background services.

This function displays a list of services and allows the operator to stop, pause, resume or start a service depending on its current status.

For example, a service with a "Running" status can be stopped or paused, while a service with a "Paused" status can be resumed and a service with a "Stopped" status can be started.

This provides a way for operators to manage and control the store's background services.

Path: System Status > Background Services

enactor

Transaction Number : 258  
Date & Time : 07/06/2023, 14:42:29  
Till Number : 7 | Hertford Manager

KEYBOARD

Service Name	Status	Current Activity
Pos Diary Entry Runner Process	Running	Idle
Pos Queue Connector	Paused	Idle
Pos RMI Remote Web Service Manager	Stopped	Inactive
Pos Scheduled Job Process	Running	Idle
POS Offline Fiscal Trans Queue Consumer	Stopped	
Pos Sequence Number Status Client Monitor	Running	Idle
Pos Index Update Scheduler	Running	Idle
Pos RMI Process Service Manager	Running	Idle
Pos Update Service	Running	Idle

Refresh List

Stop

Pause

Down

Back

The following services are available:

enactor

Transaction Number : 258  
Date & Time : 07/06/2023, 14:43:13  
Till Number : 7 | Hertford Manager

KEYBOARD

Service Name	Status	Current Activity
Pos Diary Entry Runner Process	Running	Idle
Pos Queue Connector	Paused	Idle
Pos RMI Remote Web Service Manager	Stopped	Inactive
Pos Scheduled Job Process	Running	Idle
POS Offline Fiscal Trans Queue Consumer	Stopped	
Pos Sequence Number Status Client Monitor	Running	Idle
Pos Index Update Scheduler	Running	Idle
Pos RMI Process Service Manager	Running	Idle
Pos Update Service	Running	Idle

Up

Stop

Resume

Refresh List

Down

Back

The following services are available:

Transaction Number : 258

Date & Time : 07/06/2023, 14:43:39

Till Number : 7 | Hertford Manager

KEYBOARD

Service Name	Status	Current Activity
Pos Diary Entry Runner Process	Running	Idle
Pos Queue Connector	Paused	Idle
Pos RMI Remote Web Service Manager	Stopped	Inactive
Pos Scheduled Job Process	Running	Idle
POS Offline Fiscal Trans Queue Consumer	Stopped	
Pos Sequence Number Status Client Monitor	Running	Idle
Pos Index Update Scheduler	Running	Idle
Pos RMI Process Service Manager	Running	Idle
Pos Update Service	Running	Idle

Up

Start

Refresh List

Down

Back

The following services are available:

## 28.5 System Admin

System Admin functions can be accessed via the System Admin folder.

This folder displays the following functions:

- Update Indexes
- Reload Configuration

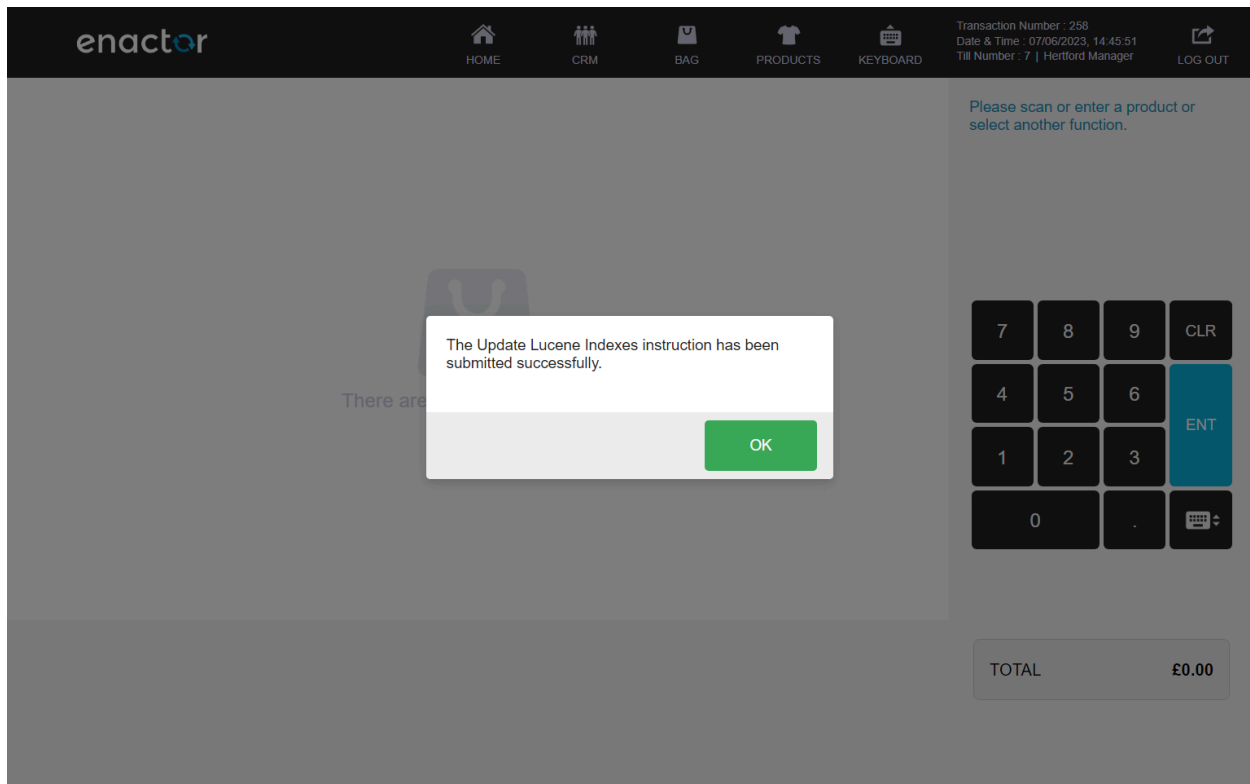
Path: Admin > System Admin

### 28.5.1 Update Indexes

The Update Indexes function enables operators to update Lucene indexes.

When the function is run, it displays the message "The Update Lucene Indexes instruction has been submitted successfully".

Path: System Admin > Update Indexes



## Appendices

### Devices

Device ID	Device Type	Device Name
BO@0001.enactor	Back Office	BO@0001-Hertford
pdp@0001.enactor	Mobile Server	pdp@0001-Hertford
pos1@0001.enactor	Master POS	pos1@0001-Hertford (PageDef)
pos2@0001.enactor	POS	pos2@0001-Hertford (PageDef)
pos3@0001.enactor	POS	pos3@0001-Hertford (React)
mpos1@0001.enactor	Thin Client POS	mpos1@0001-Hertford (APK)
mpos2@0001.enactor	Thin Client POS	mpos2@0001-Hertford (IOS)
mpos3@0001.enactor	Thin Client POS	mpos3@0001-Hertford (Win)
mpos4@0001.enactor	Thin Client POS	mpos4@0001-Hertford (React APK)

mpos5@0001.enactor	Thin Client POS	mpos5@0001-Hertford (React IOS)
mpos6@0001.enactor	Thin Client POS	mpos6@0001-Hertford (React Win)

## Locations

Location ID	Location Type	Name
0001	store	UK Hertford
0003	store	UK Oxford Street
0100	warehouse	UK Warehouse
0101	warehouse	UK Web Warehouse
WebShop	store	WebShop
0003	store	Enactor (Demo Room)

## Document Revisions

Date	Version	Documented Changes	Owner
13/09/19	1.0	Initial version	Kevin Charlesworth

## Document Approval

Role	Name	Title	Date
Project Sponsor			
Development Lead			
Application Consultant			
Project Manager			

# About This Document

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The amendment history of this document can be found in the table below.

## Current Document Version information

Document Version 1.1

Product Version 2.7.747.RC2

## Document Context

This document is part of the Enactor Product Documentation Series. All Enactor products include a comprehensive documentation set designed to improve understanding of the product and facilitate ease of use.

## Document Inquiries

At Enactor we aspire to producing the highest quality documentation to reflect and enhance the quality of our product. If you find that the document is inaccurate or deficient in any way, please assist us in improving our standard by letting us know.

For matters of document quality or any other inquiries regarding this document please contact:

By Email: [documentation@enactor.co.uk](mailto:documentation@enactor.co.uk)

# Document History

The following versions of the document have been produced:

VERSION	STATUS	ISSUE DATE	AUTHOR	REASON FOR ISSUE
1.0	Initial Draft	03/08/23	Lucas Andres Casas, Kevin Charlesworth	Initial version
1.1	Completed Document	29/09/23	Lucas Andres Casas	Final version