M Series Technology

Retail System Scales

User Instructions

Part 1

ENGLISH

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IMPORTANT

When programming or configuring the equipment you must ensure that you comply with all relevant standards and legislation. The example settings given in this book may not be legal for trade with the public.

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1 Safety

1.1 Warnings

1 Safety

1.1 Warnings

Safe Installation

The mains plug must be inserted into a socket outlet with a **protective earth contact**. The electrical supply at the socket outlet must provide over current protection of an appropriate rating.

CAUTION: The mains lead must be connected to a supply outlet with a protective earth contact. The electrical supply at the socket outlet must provide over current protection of an appropriate rating.

Pluggable equipment must be installed near an easily accessible socket outlet. Permanently connected equipment must have a readily accessible disconnect device incorporated in the fixed wiring.

USA

If the scale is connected to a 240V supply, the receptacle must be protected by a 15 amp circuit breaker.

Safe use

To avoid the possibility of electric shock or damage to the machine, always switch off the machine and isolate from the power supply before carrying out any routine maintenance.

To avoid the risk of the machine falling, where applicable, ensure that it is placed securely on a flat and level surface.

Cleaning the machine

CAUTION: Harsh abrasives, solvents, scouring cleaners and alkaline cleaning solutions, such as washing soda, should not be used especially on the display windows. Under no circumstances should you attempt to wipe the inside of the machine.

The outside of standard products may be wiped down with a clean cloth moistened with water containing a small amount of washing up liquid. The outside of products waterproofed to IP65, IP66 and IP67 may be washed down with water containing a small amount of a proprietary detergent.

Training

Do not attempt to operate or carry out any procedure on a machine or network unless you have received the appropriate training or read the Instruction Books.

Ergonomics

To avoid the risk of RSI (Repetitive Strain Injury) it is important to ensure that the machine is placed on a surface which is ergonomically satisfactory to the user. It is recommended that frequent breaks are taken during prolonged usage.

EMC compliance

The following warning may be applicable to your machine.

WARNING: This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Cleaning the print head

CAUTION: Do not use metallic objects on the print head. Only use the recommended print head cleaning kit.

2 About Your Machine

2.1 Description

2.2 Using the documentation

2.3 Installation

2.4 Getting started

2.5 Function keys

2.6 Servicing your scales

2 About Your Machine

2.1 Description

Figure 2.1 M series models

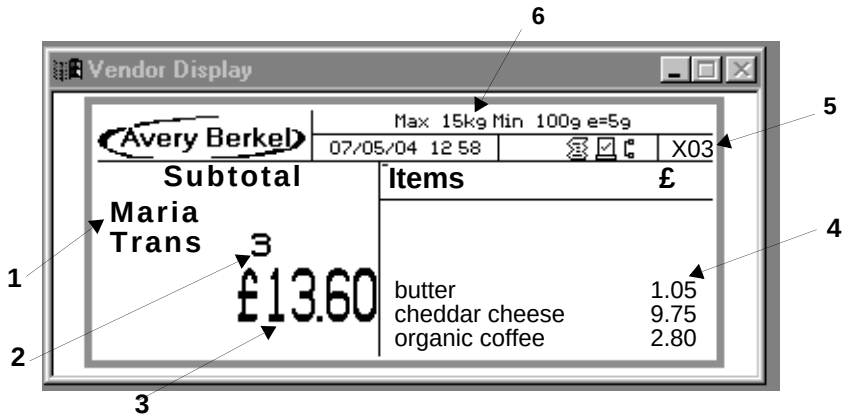


Figure 2.2 Vendor display

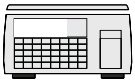
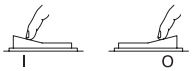
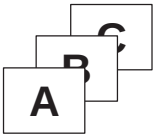
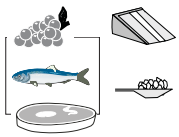
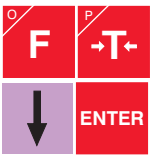
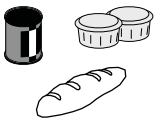
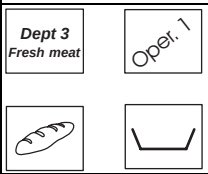
What you see

1. Operator details
2. Transaction count
3. Sub-total
4. Transaction details
5. Machine ID
6. Metrology information

2.2 Using the documentation

Part 1, Operator Instructions, and Part 2, Manager Functions include all the functions available across the complete range of M series machines. This means that some of the functions described may not be available at your machine. You should ignore those sections which do not apply.

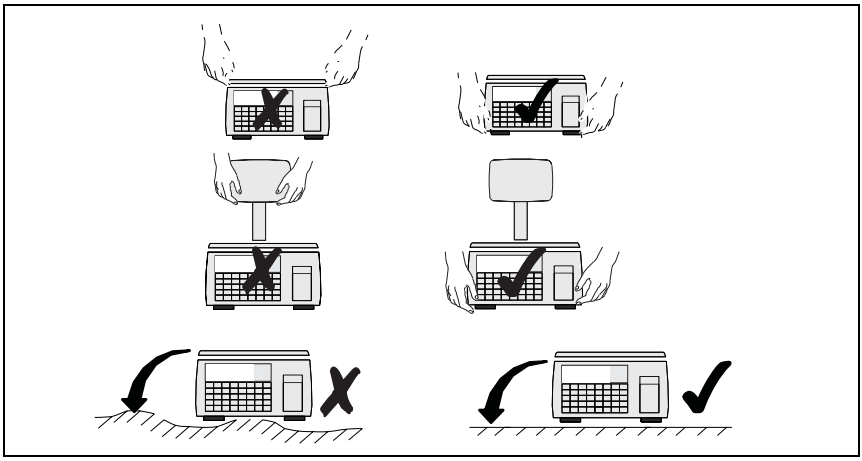
Glossary of symbols used

 weighing machine	 switch machine ON or OFF
note	press
caution or warning	container
numeric keys	 alpha character keys
 weighed goods	 function keys
 non weighed items	 programmable keys
bleeping machine	scan the barcode

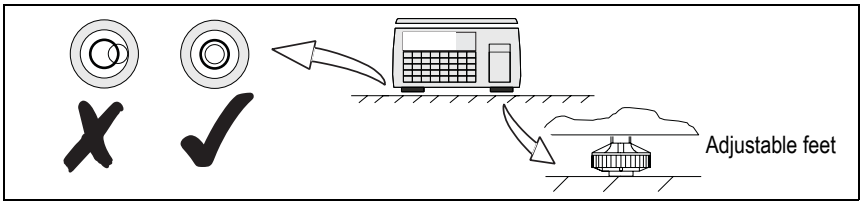
temperature	flashing character
call service engineer	spirit level

2.3 Installation

Handling



Levelling



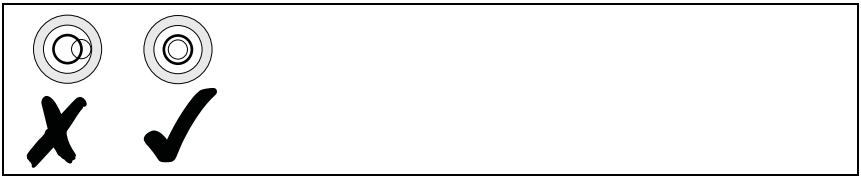
Non slip feet

Genuine Parts

If the machine is to be positioned on a slippery surface we recommend that two special feet are fitted. The feet can be obtained from your Avery Berkel supplier:

part number 70257-144

Legal requirements



To use the machine only in a manner which complies with any mandatory markings.

In certain countries it is illegal to use pre-pack mode for direct trade with the public.

2.4 Getting started

Before operating your machine make sure that it has been programmed with the required functions.

Connections/switch positions

Note: *Take care not to trap any cables under the feet, or the ribs in the base of the machine, as this could cause weighing inaccuracies and damage to the cables.*

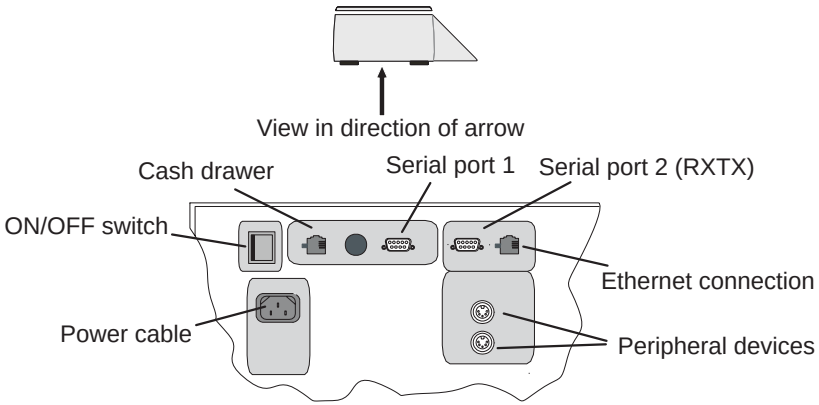
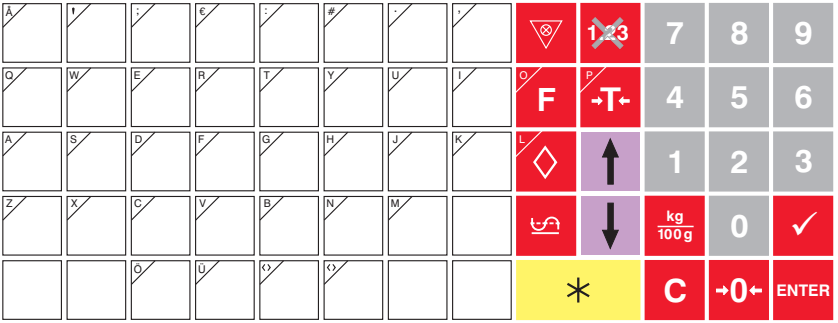


Figure 2.3 Connections and switches

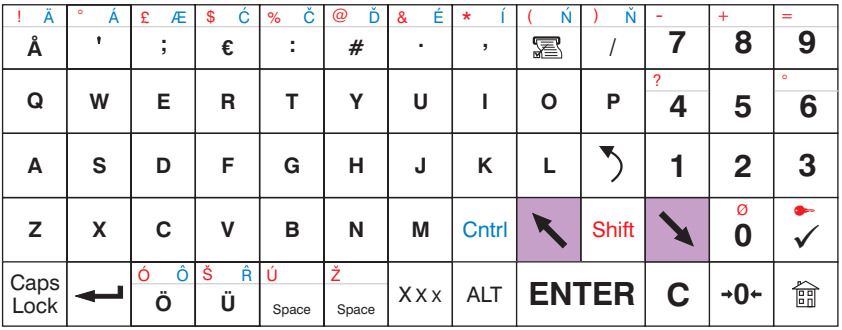
Switching on

The mains plug must be inserted into a socket outlet with a **protective earth contact**. The electrical supply at the socket outlet must provide over current protection of an appropriate rating.

Operator keyboard



Manager mode keyboard



2.5 Function keys

Resets an out of balance scale.

Subtracts the weight of the container when weighing goods.

In **receipt** mode, retains the PLU until the transaction is entered.
Retains a tare, if in operation, until it is cancelled.
In **label** mode, the PLU is retained until it is cancelled.
Sets the machine to pre-pack if the machine configuration allows it.

Cancels a PLU or hand entered price.
Depending on the function in use, clears messages or characters from the display.

In **receipt** mode, when the subtotal is displayed, prints a receipt.
In **label** mode, prints a label.

Confirms data entry.
Enables you to change the number of items when serving non-weighed items.

Enables you to change the programmed price of a PLU.

Cancels an unwanted transaction from an operator subtotal.
In **label** mode, when set to print totals labels only for ADD key transactions, it cancels an unwanted transaction from the subtotal.

Depending on machine configuration, allows totals labels or totals and individual labels to be printed.

Selects the other price base when entering the price of an open, weighed PLU or a hand entered price.

Initiates a display test sequence.
Pressed again during the test sequence prints a test report.
Press operator key and type in PIN during test sequence to gain access to Manager Mode.

Move to the item above in the displayed list

Move to the item below in the displayed list

2.6 Servicing your scales

Your scales may be set with a suitable service interval. If a service interval has been set, a notice will display as you near the service date.

Note: *If the machine is left switched on, then the message will be displayed immediately after midnight provided the machine is in sales mode.*

Once the scales have been serviced, the engineer will reset the service interval.

3 Printing

3.1 The cassette printer

3.2 The receipt printer

3 Printing

Most M series machines are supplied with either a cassette label/receipt printer or a clamshell (receipt) printer.

Dual printer machines

M420 models have two printers, a clamshell (receipt) printer and a cassette (label/receipt) printer. The way in which your machine has been configured will determine where labels are printed.

The clamshell printer will only print on continuous paper. You cannot use this printer to print separate labels

- Ensure that the appropriate type of printer roll is loaded before you start to use the machine.
- You may need to adjust the label width guide if you load a printer roll of a different width.
- Printers using labels automatically adjust to accommodate labels of a different length.

3.1 The cassette printer

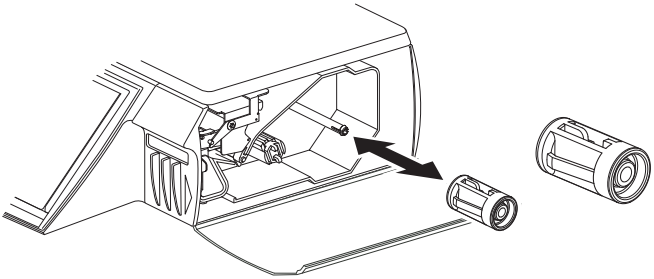
This is a label/receipt printer which will accept label or continuous paper rolls with two core diameters.

The printer is fitted with a small spindle to take paper or label rolls with the small core.

A larger sleeve is provided to clip over the small spindle for use with large core paper and label rolls.

Make sure that the correct size of spindle is fitted before loading the paper or label roll.

Check that the arrow on the spindle points towards the machine.



CAUTION: Should labels become stuck in the printer, under no circumstances use a metal object to clear the jam.

CAUTION: Under no circumstances use sharp or metal objects to remove any accumulated debris

CAUTION: The use of non-approved printer rolls may reduce the life of the print head and invalidate your warranty.

Genuine Parts

Approved labels and paper rolls are available from a number of suppliers, whose addresses can be obtained from your Avery Berkel centre.

- The message **Products** appears on the display to inform you that the printer roll is finished.
- If labels are jamming in the printer you will see the message **Label Feed Error**.

Advancing the printer roll

To advance the paper roll, or print a blank label, press the total key when the display shows

- **Enter PLU** or
- **Pre-Pack**

Printer roll dimensions

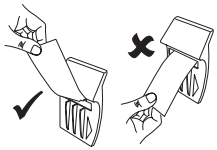
These dimensions are approximate and for guidance only. Refer to the appropriate Thermal Label/Receipt Material Specifications for further information.

Paper roll	Thermal, 50 - 60mm wide
Labels	Standard width 59mm standard 49mm standard 38mm optional Height 40mm to 160mm
Roll diameter	120mm maximum
Cleaning	Daily, using specified kit.

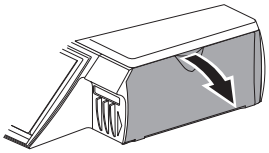
Changing the printer roll

Removing the cassette

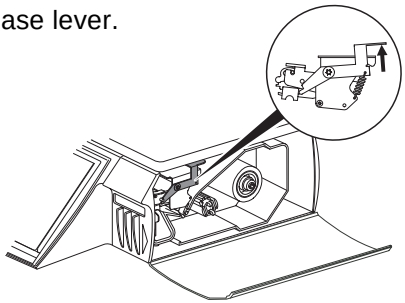
1



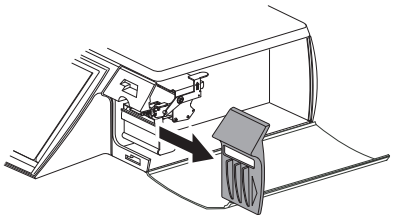
2



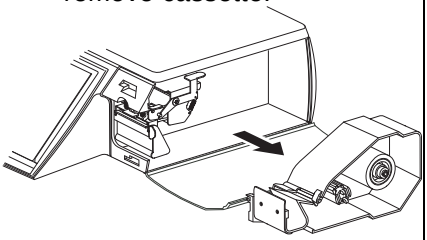
3 Raise print head release lever.



4

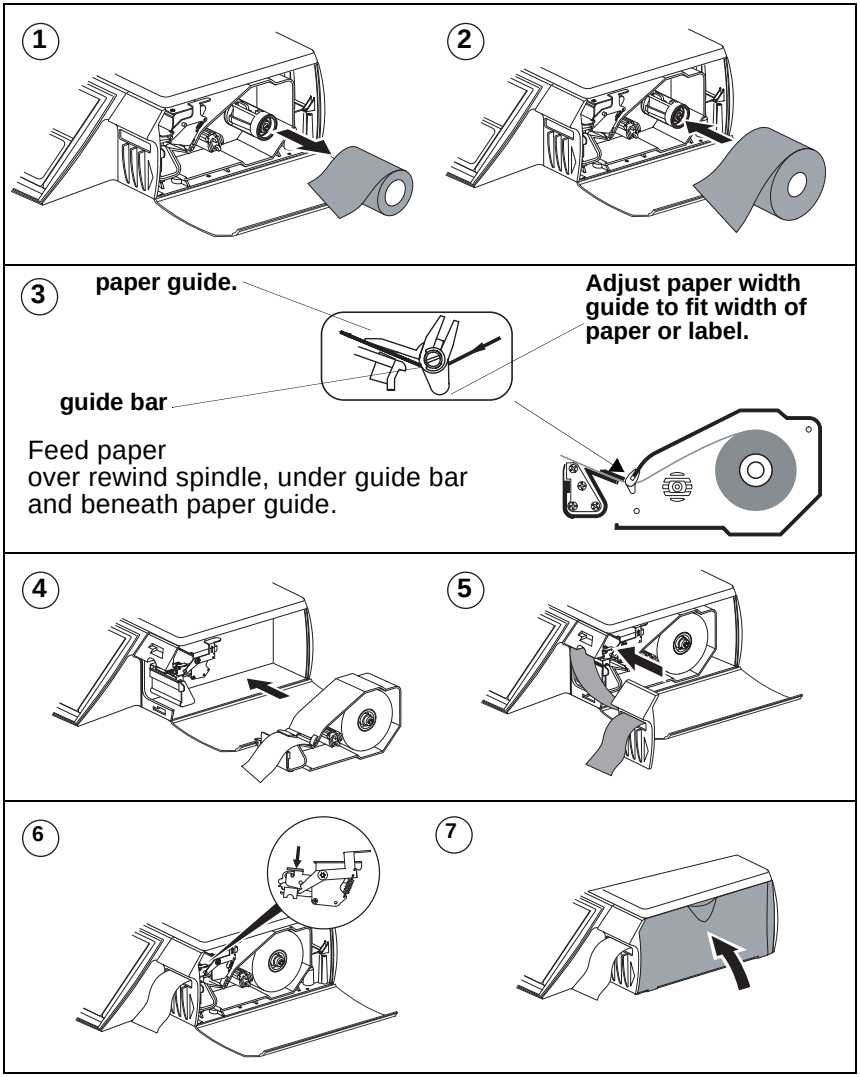


5 Pull firmly to remove cassette.



Changing the label/paper roll

Note: *If you are rewinding the backing paper follow the instructions on page 30*



Rewinding the paper

Label roll:

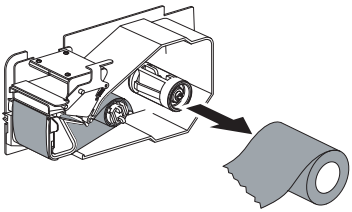
- rewind the backing when serving customers.

Paper roll:

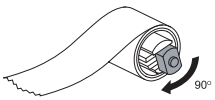
- you can rewind the paper when printing reports.

Follow the instructions on page 28 to remove the cassette.

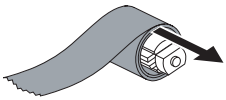
1 Tear paper and remove core.



2 Turn knob on rewind spindle to position 2 and remove backing paper from rewind spindle.

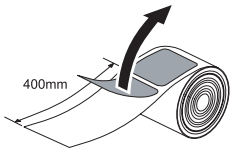


position 1

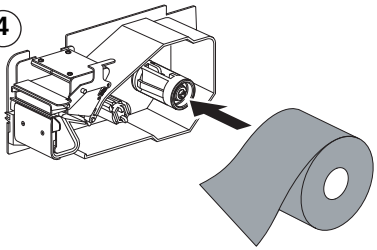


position 2

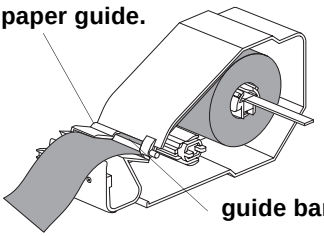
3



4



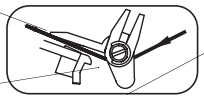
5 Feed paper under guide bar and through paper guide.

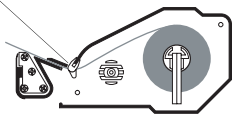


6 **paper guide.**

Adjust paper width guide to fit width of paper or label.

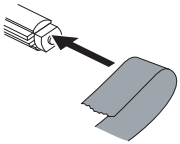
guide bar





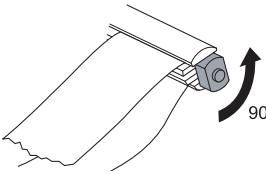
Feed paper
over rewind spindle, under guide bar and beneath paper guide.

7 Turn knob on rewind spindle to position 2 and feed backing paper through outer slots.



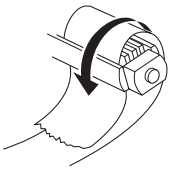
position 2

8 Turn knob back to position 1.

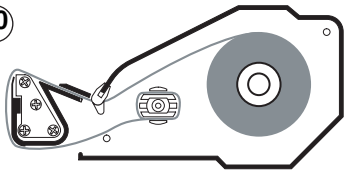


position 1

9 Turn complete spindle 2 or 3 times to anchor paper firmly.

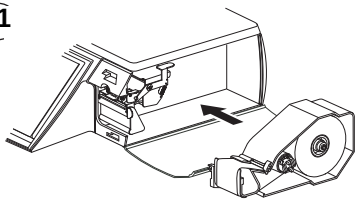


10

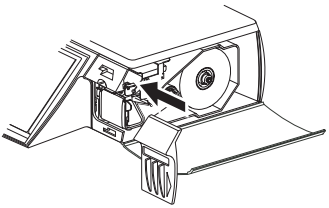


paper route

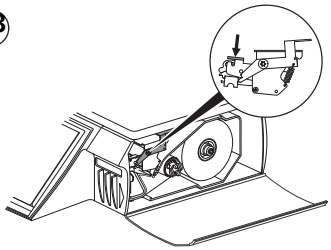
11



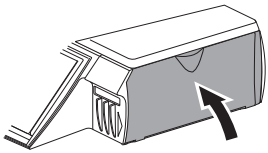
12



13



14



Routine maintenance

WARNING:
To avoid the possibility of electric shock or damage to the machine, always switch off the machine and isolate from the power supply before carrying out any routine maintenance.

The ON/OFF switch is located in the base of the machine just in front of the rear left foot.

Cleaning the print head

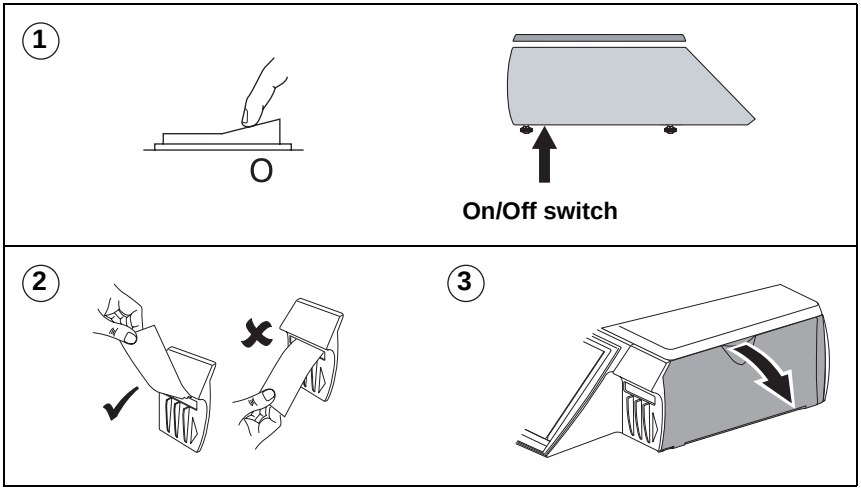
We recommend that the print head is cleaned daily in order to ensure maximum life and to maintain the quality of print.

Genuine Parts

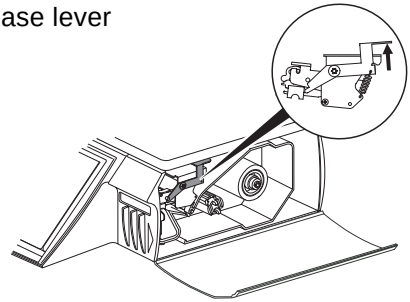
The print head should be cleaned using the specified head cleaning kit, part number SER/GSI/0236, available from your Avery Weigh-Tronix centre.

Always follow the instructions on the cleaning kit

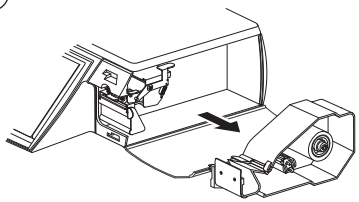
.



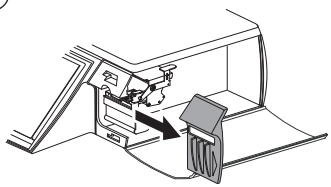
④ Lift up print head release lever



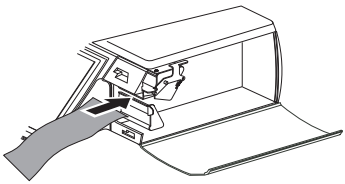
⑤ Pull firmly to remove cassette



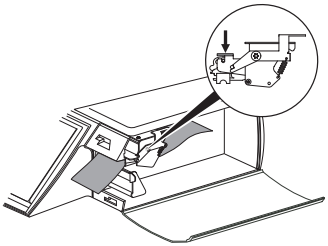
⑥



⑦

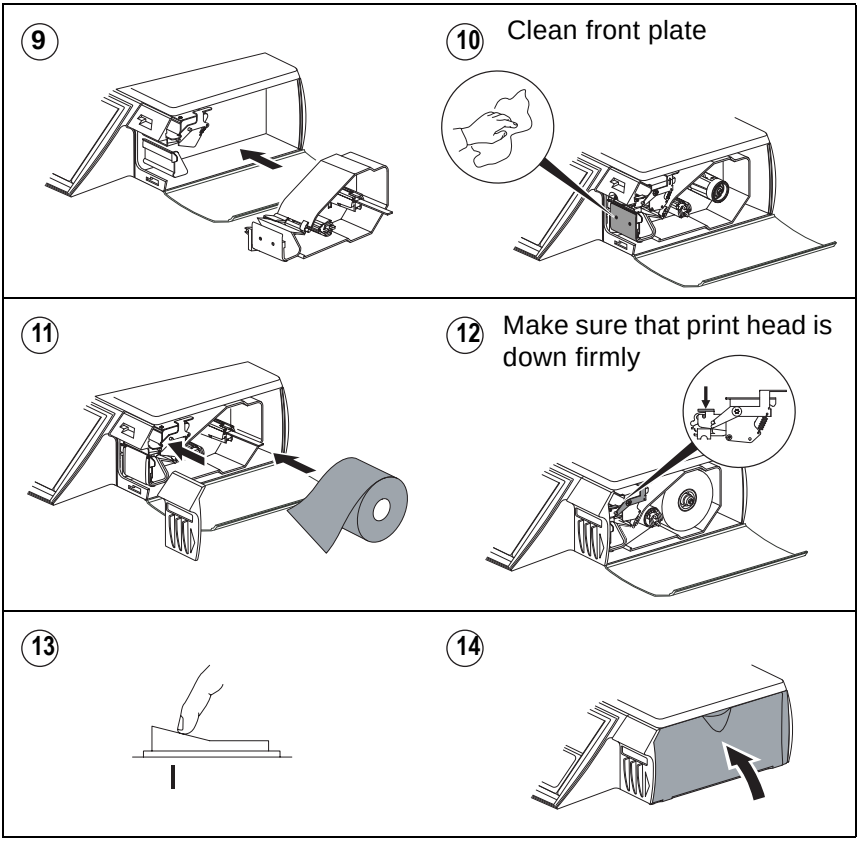


Close print head



⑧

Repeat steps 7 and 8 two or three times.


9
10
Clean front plate
11
12
Make sure that print head is down firmly
13
14

3.2 The receipt printer

This is a (Clamshell™) receipt only printer which uses continuous paper rolls.

Ensure that the appropriate type of printer roll is loaded before you start to use the machine.

CAUTION: Under no circumstances use sharp or metal objects to remove any accumulated debris.

CAUTION: The use of non-approved printer rolls may reduce the life of the print head and invalidate your warranty.

Approved paper rolls are available from a number of suppliers, whose addresses can be obtained from your Avery Berkel centre.

The message **Out Of Paper** appears on the display to warn you that the printer roll is finished.

Advancing the printer roll

To advance the paper roll, or print a blank label, press the total key when the display shows

- **Enter PLU** or
- **Pre-Pack**

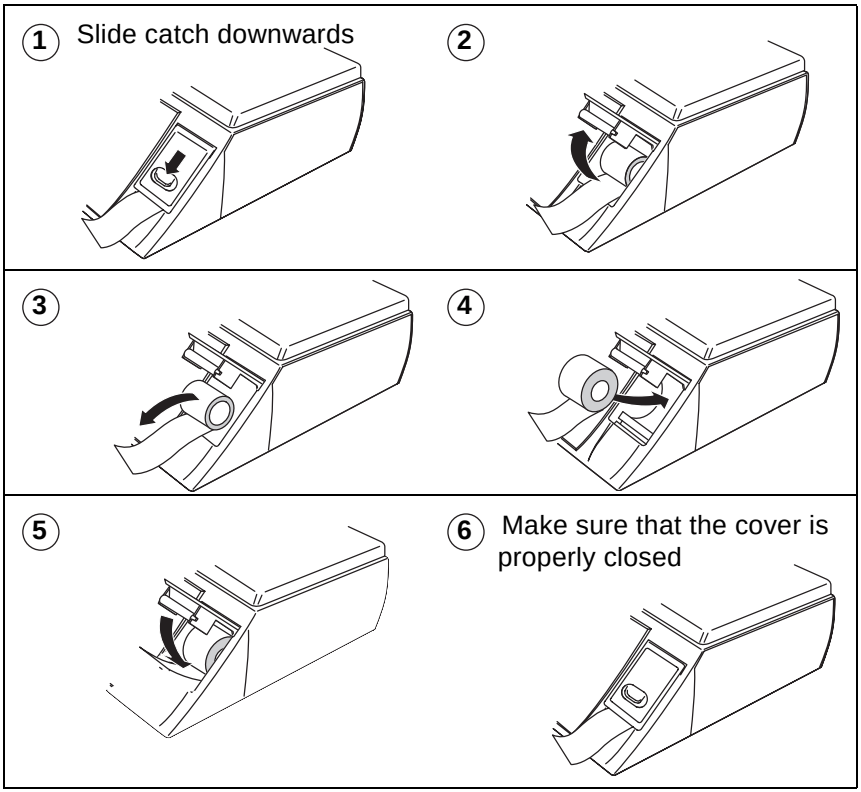
Printer roll dimensions

These dimensions are approximate and for guidance only. Refer to the appropriate Thermal Label/Receipt Material Specifications for further information.

Paper roll	Thermal, 60mm wide
Roll diameter	70 mm maximum
Cleaning	Daily, using specified kit.

Changing the printer roll

Receipt only printer



Routine maintenance

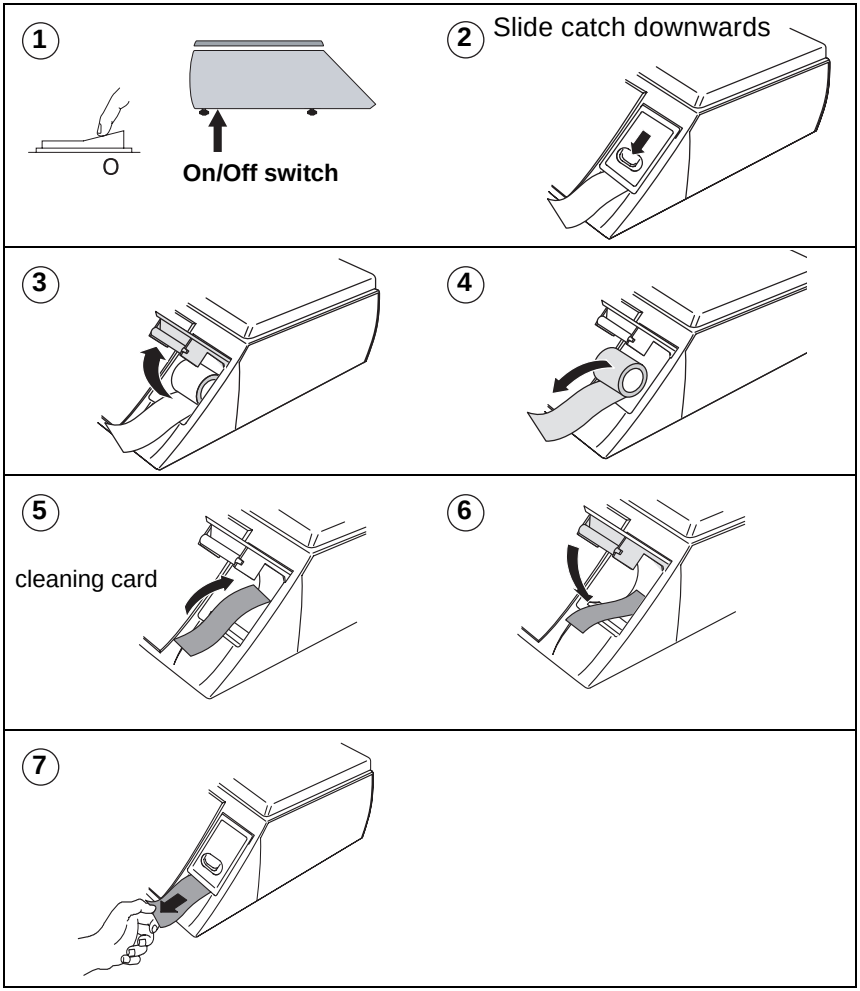
WARNING: To avoid the possibility of electric shock or damage to the machine, always switch off the machine and isolate from the power supply before carrying out any routine maintenance.

The ON/OFF switch is located in the base of the machine just in front of the rear left foot.

Cleaning the print head

We recommend that the print head is cleaned regularly in order to ensure maximum life and to maintain the quality of print.

Always follow the instructions on the cleaning kit.



4 Programming The Machine

4.1 Manager mode

4.2 Creating and editing text

4.3 Setting up data tables

4.4 Setting the date and time

4.5 Creating departments

4.6 Creating product groups

4.7 Setting up the ADD label

4.8 Information labels

4.9 Creating messages

4.10 Programming Operators

4.11 Setting function security

4.12 Printing data reports

4 Programming The Machine

This chapter tells you how to program the machines so that they operate in the way required to match the store operations.

4.1 Manager mode

Please remember .....

You must be in manager mode in order to perform a programming operation.

Keyboard overlay

Your machine is supplied with a reversible keyboard operator/ programming overlay.

Revealing the programming overlay

1. Hold the overlay by the tab and slide it down to remove it from behind the clear protective cover.
2. Reverse the overlay to reveal the programming side.
3. Slide the top edge of the overlay up under the protective cover until the bottom edge rests on the supports.

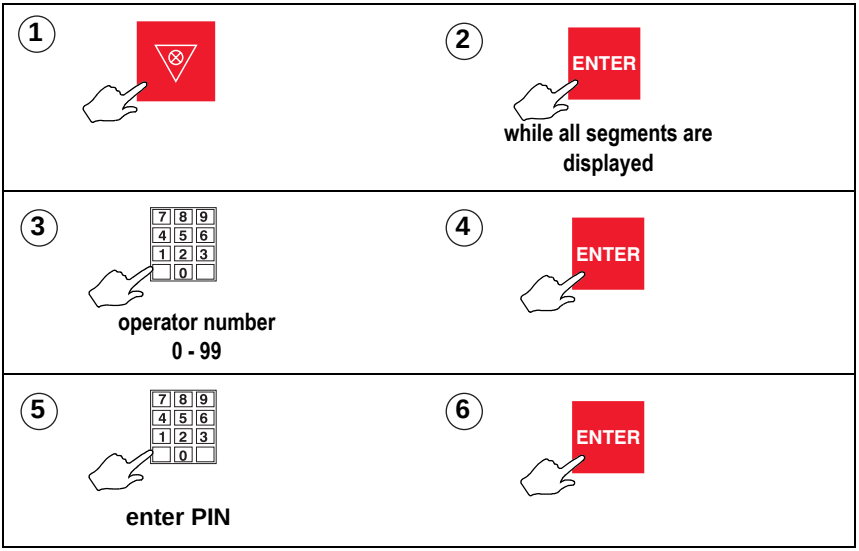
! Ä Å	° Á '	£ Æ ;	$ Ć €	% Č :	@ Ď #	& É .	* Í ,	(Ń ☎	) Ň /	- 7	+ 8	= 9
Q	W	E	R	T	Y	U	I	O	P	? 4	5	° 6
A	S	D	F	G	H	J	K	L	↶	1	2	3
Z	X	C	V	B	N	M	Cntrl	↖	Shift	↘	Ø 0	✓
Caps Lock	↵	Ó Ô Ö	Š Ř Ü	Ú Space	Ż Space	XXx	ALT	ENTER		C	→0←	⌂

Figure 4.1 Programming overlay

To enter Manager Mode

You can enter Manager Mode by pressing test, and following the sequence described below.

Note: *The factory default setting for operator 1 PIN is 4296 and for operator 1 security level is 2. All other operators will have factory default settings of PIN 0 and security level 0 unless you change them.*
For information on changing an operator PIN and security level see Programming Operators, page 77.



Programming menus

The complete programming menus can be found on the separate sheets supplied with your machine.

The following diagram shows the keys you should use to

- move around the programming screen
- select menu items.
- select options

Your programming keyboard overlay may have keys that allow you to go directly to some of the menu items.

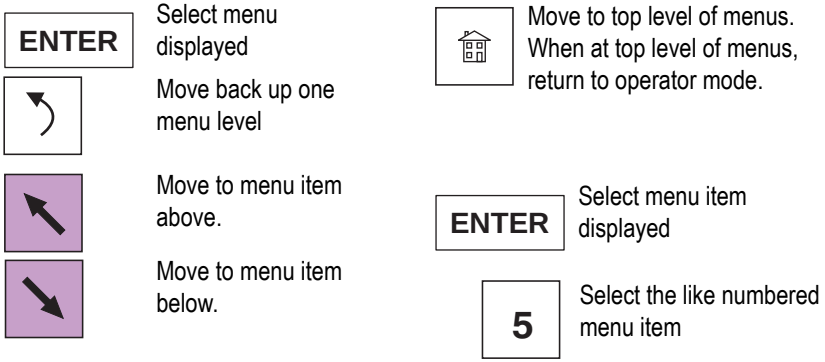


Figure 4.2 Navigating the menus

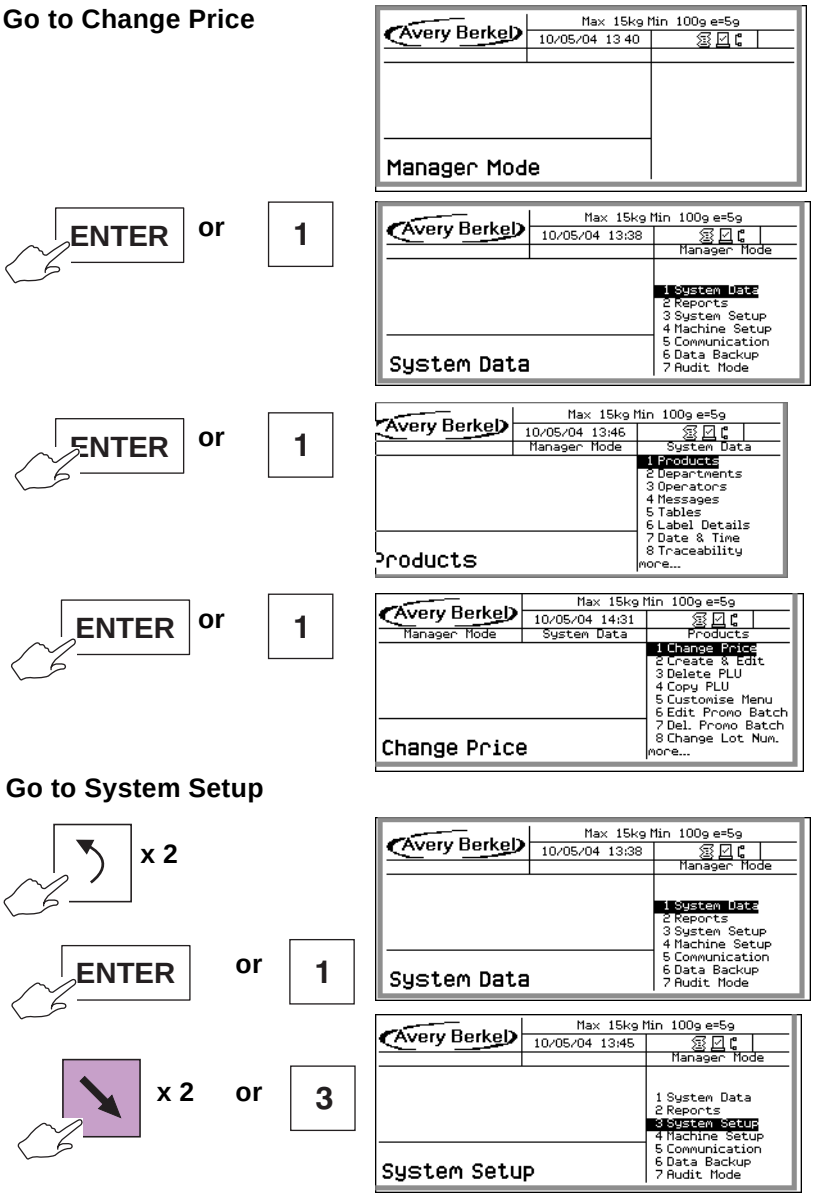


Figure 4.3 Navigating the Manager Menus

4.2 Creating and editing text

To enter text use the programming keyboard on the machine.

To type the upper marking shown on the keys press

1. Shift and release for characters printed in red

   or Cntrl and release for characters printed in blue.

2. Press the appropriate character key.

To create upper case text

1. Press Caps Lock

2. Press Caps Lock again to revert to lower case text.

The machine:

- word wraps PLU label text to ensure a word is not split over two lines.
- word wraps after punctuation marks, for example

  , - : ; but not ' (apostrophe)

  so you do not need to enter spaces when creating a list of ingredients.
- centralises all printed label text and the sign on and sign off messages on receipts

to start a new line and left justify the text on that line and all subsequent lines.

1. press ↵

2. press Shift followed by ↵ to re-centralise the text.

Selecting the size of printed text

There are 32 different character (font) sizes from which you can select when entering text for printing.

1. Enter the font identification number (**A** to **X** and **1**to**8**), as illustrated in Figure 4.4, for the size of characters required before entering the text otherwise it will be printed in the default size **D**.

2. Press XXx followed by the identification number for the font you require at the start of the text.

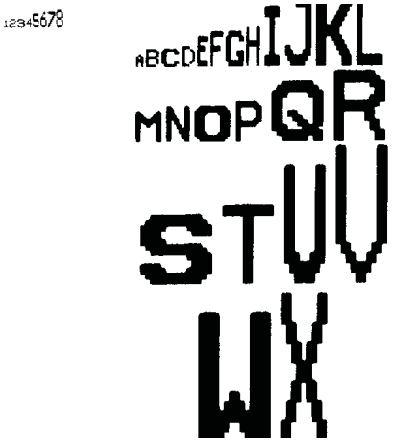


Figure 4.4 Available fonts

Inserting text

To insert text, press ↖ or ↘ until the character preceding the new text is at the far right-hand edge of the display. Enter the new text.

Inverted text

You can print text in inverse print:

1. Press

twice during text entry

2. Select the relevant control from the list displayed:

- Inverse On is displayed as <INVERSE>
- Inverse Off is displayed as <!INVERSE>
- Strike Out On is displayed as <STRIKE OUT>
- Strike Out Off is displayed as <!STRIKE OUT>

Displaying text

When you recall already entered text, the display shows either the entire text, if it is 16 characters or less, or the first 16 characters of a long description.

- Press

then to move to the previous linefeed or to the start of displayed text.

- Press

then to move to the next linefeed or to the end of displayed text.

Correcting the last character displayed

1. Press

to delete the last character.

2. Enter the character required.

Deleting a character

1. Press or until the character is at the right hand end of the display.

2. Press C to delete the last character.

Clearing the entire text entered

- Press Shift then C. Do not press any other key.

Enter new text if required.

PLU display text

The PLU display text allows you to enter up to 60 characters over two lines (30 characters per line). The second line could be used to display the product text in an alternative language.

Note: *The promotional message (if any) will replace the second line of the product text.*

Extended character set

You can create additional text characters using the extended character facility and entering the appropriate numeric code for the character. See Part 2 section 10.1, page 193, for the table of characters available and the corresponding numeric codes.

- Press ALT followed by the numeric code keys for the character required.

4.3 Setting up data tables

Tax rate

You can program each PLU with one or two tax references. There are ten tax references available (0-9) and each one can be assigned a different tax rate.

Use tax reference 0 for products which are non taxable.

Inclusive tax

- The value of the transaction is displayed including the tax.

Exclusive tax

- The value of the transaction is displayed excluding the tax. The tax is added to the receipt subtotal as a separate item when the receipt is printed.

Printing the tax

Your machine has been configured for one of three tax printing options

- printing the total tax value on receipts
- printing the individual tax rate values on the receipt
- no tax printing

See ***Tax printing on receipts***, page 206.

Tax print key

If the machine has a tax print assigned to the sales keyboard, you can print individual tax rates regardless of the machine configuration.

To set up and assign a **Tax print key** to the sales keyboard, see section 5.2, page 91,

Please remember .....

- Tax rates are entered as a percentage.

  Remember to enter the digits after the decimal point, for example, enter 10% as 10.00.

Sales mode - selecting the tax rate

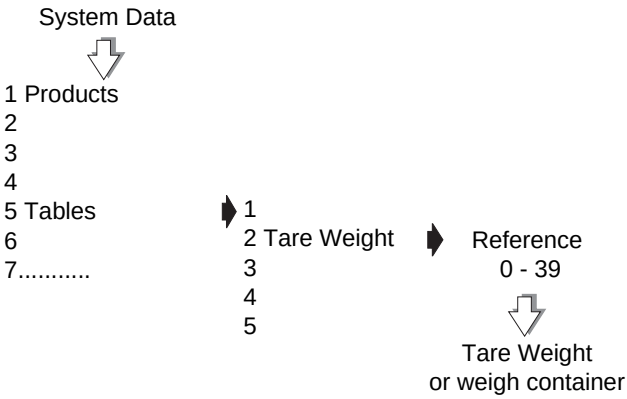
You can select

- Tax reference 1. This is the reference normally used to calculate the tax.
- Tax reference 2. Press [Tax change] with the PLU selected but before assigning the transaction to use tax reference 2.
- Pressing [Tax change] does not alter the price paid by the customer.

Tare weight (stored tare)

Programmed (stored) tares are only available for use when the machine is set to label mode or pre-pack mode.

When goods are to be weighed in containers, you can set up tare values (container weights) which are stored against a reference number from 0 to 39.



Repeat with a new reference number to create more tare references.

Figure 4.5 Creating a stored tare reference

Assigning a stored tare

You can

- enter a tare reference number when programming PLUs

  See section 6.4, Tax reference 1 and 2 on page 137.

- enter a tare reference when assigning a dedicated (preset) tare key.

  See section 5.2, Standard keys on page 92.

Note: *For instructions on using a preset tare key see section 7.9, Using preset tare keys on page 192.*

Discount rates

There are two types of discount rate

- percentage
- value

Discount rates can be fixed or variable. You can program up to 20 discount rates and you can enter up to 16 characters for the discount text. If no discount text is programmed, in sales mode the display will show either **Discount Value** or **Discount Percent**.

You can set the security level for each discount rate. An operator will only be able to apply discount rates with a security level equal to or lower than his/her own security level.

Percentage discounts

For percentage discount rates you can enter a rate from 0% to 100%.

Value discounts

You can enter value discounts from 0 to a maximum equal to the total transaction or receipt value.

Variable discounts

If the value or percentage is left at 0, the discount is variable and the operator enters the value or percentage in sales mode.

Discount keys

You can only apply discounts if you have set up the appropriate discount keys on the sales mode keyboard, see section 5.2, page 91.

Note: *If you set up a discount key without assigning a discount reference to it, the operator is prompted to enter the discount reference number.*

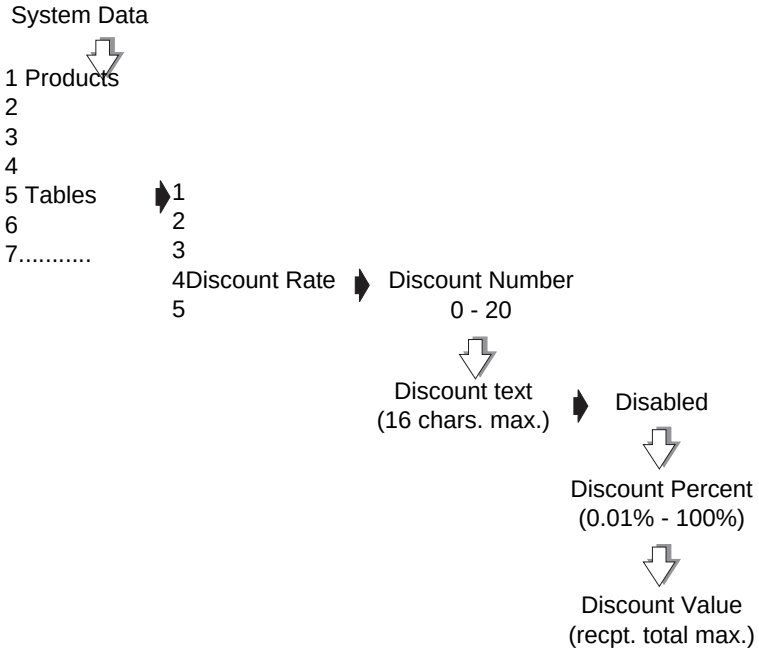


Figure 4.6 Programming a fixed discount

Payment tables

This function allows you to;

- define up to15 different payment options
- assign a dedicated key to each payment option if required (see section 5.2, page 91).

- select one of seven types of payment for each payment option or to disable it
- select from a range of programmable values associated with each payment type.

The flow chart (Figure 4.7) shows which options are available for each payment type. The table (Figure 4.8) shows the payment table default values.

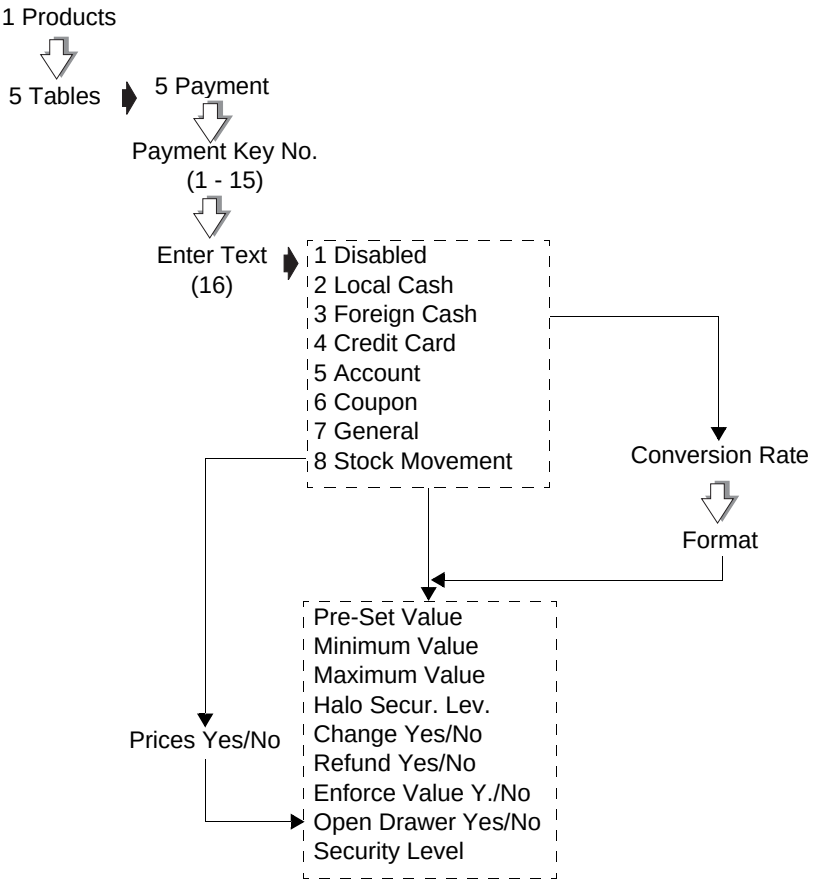


Figure 4.7 Payment programming

Payment Key Num. (1 - 15)	1	2	3	4	5		6 - 15
Payment Method (16 chars max)	Cash	Cheque	Card	Account	Coupon		
Type	Local Cash	General	Credit Card	Account	Coupon	Stock Movement	Disabled
Pre-set Value	0.00	0.00	0.00	0.00	0.00		0.00
Minimum Value	0.01	0.01	0.01	0.01	0.01		0.01
Maximum Value	99,999.99	99,999.99	99,999.99	99,999.99	99,999.99		99,999.99
Halo Security Level	0	0	0	1	0		0
Change	Yes	No	No	No	No		Yes
Allow Refund	Yes	No	Yes	Yes	No		Yes
Enforce Value	No	No	Yes	Yes	Yes		No
Open Drawer	Yes	Yes	Yes	Yes	Yes		Yes
Conversion Rate	1.00	1.00	1.00	1.00	1.00		1.00
Currency Symbol	£	£	£	£	£		£
Decimal Places	2	2	2	2	2		2
Security Level	0	0	0	1	0	0	0
Prices						No	

Figure 4.8 Payment table default values

Payment name

You can create a payment name of up to 16 characters or edit an existing name. The payment name is displayed when a payment is entered and is printed on receipts and cash reports.

Payment type

Press or or press the appropriate number key to select the payment type.

The payment types available are:

- Local Cash
- Foreign Cash
- Credit Card
- Account

- Coupon
- General
- Stock Movement

Preset value

Payment keys programmed with a pre-set value will only allow a payment entry that matches the pre-set value. For example, you could have a dedicated key for £50 notes.

Prices

If you select **No**, neither the unit/item price or the total price will be printed on the receipt.

Minimum value

Payment entries below the programmed minimum value are not allowed.

Maximum value (HALO)

Payment entries above the programmed maximum value are not allowed unless the operator security level is as high or higher than the HALO security level.

HALO (High Amount Lock Out) security level

Allows you to programme a security level for the maximum value.

Change

You can programme a payment key to allow or disallow change payments.

Allowed

You can enter payments greater than the amount owed.

Not allowed

You can not enter a payment for an amount greater than the amount owed when using a key that does not allow change.

Mixed payments

You can enter payments greater than the amount owed provided that:

- payments have been entered using keys that allow change
- the change required does not exceed the value entered using keys that allow change.

Example: *Amount owed £24.96*
Change allowed for cash payment key
Change not allowed for cheque payment key.

Payment method	Amount	Change given
cash	£25.00	0.04
cheque	£25.00	not allowed
cash +	£10.00	
cheque	£20.00	£5.04
cash +	£10.00	
cheque	£30.00	not allowed

Allow refund

When a receipt total has a negative value, and the payment key selected allows refunds, the receipt or ADD label is printed. If refunds are not allowed for the payment key selected you will see the message **Refunds Disabled**.

Enforce value

If enforce value is enabled, you must enter the payment value. If enforce value is not enabled and the payment key is pressed without a value entered, then the machine will assume that an exact payment has been made.

Open drawer

Each payment key can be programmed to open or not open the cash drawer. When more than one type of payment has been entered the cash drawer will open if any one of the payment types has been programmed to open the drawer.

Conversion rate

If you have selected foreign currency as the payment type you can programme the conversion rate to be used for converting the local amount to pay into the foreign cash.

- Use the numeric keys to enter the value for the conversion rate
- press or to move the decimal point.

Format

Currency symbol and decimal places

The currency symbol reference numbers are the same as those used to configure currency in service mode. Use the numeric keys to enter the reference number you require

Currency symbol reference numbers					
00 user defined	10 Lit	20 Pta	30 Won	40 Q	50 SR
01 £	11 P	21 Rp	31 bt	41 TL	51 YR
02 $	12 E	22 mk	32 Pts	42 F (Belg.)	52 Ft
03 R	13 K	23 ΔPX	33 EEK	43 BD	53 kn
04 F (French)	14 M	24 SR	34 Lt	44 LE	54 Lm
05 Kr	15 D	25 zt	35 €	45 JD	55 Ksh
06 DM	16 RM	26 Kc	36 Eur	46 KD	
07 S	17 L	27 SK	37 R$	47 LL	
08 Fr	18 N$	28 kr	38 B	48 RO	
09 *f*	19 Esc	29 Dhs	39 C	49 QR	

- Press or until you see the format for the decimal places you want to use.

The payment name, the value in the foreign currency and the conversion rate used is printed on the receipt.

Security level

Payment entry is only allowed if the operator security level is as high or higher than the security level set for the payment key.

Setting up accounts

You can set up the account system to allow either:

- free entry of any account reference

  or:

- validated entry only of previously programmed account references.

You can create accounts for up to 999 customers and for each account you can enter:

- Account reference characters — up to 16 alpha/numeric
- Account name characters — up to 8 alpha/numeric
- Credit status characters — up to 6 alpha/numeric

Note: *The credit status can be either the value of the credit allowed or a code representing the credit value allowed.*

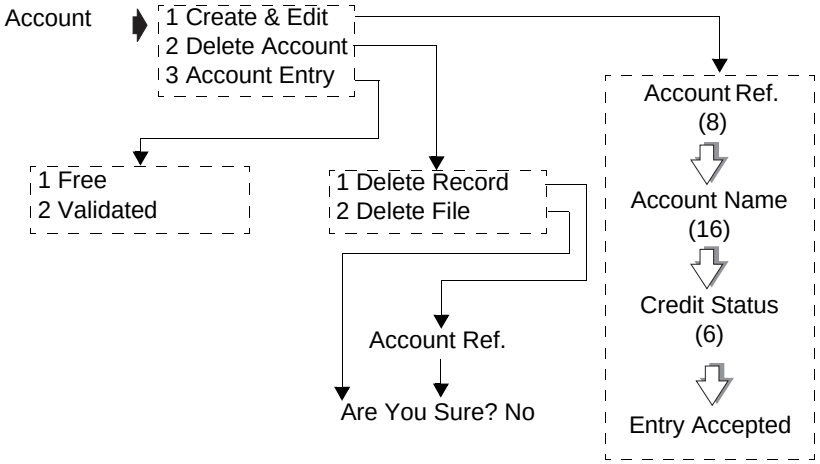


Figure 4.9 Account programming

Charging to account

This function enables customers to pay all or part of the cost of purchases by charging the cost to their account.

- Only one account payment is allowed per receipt.
- The amount recorded against the account payment key is charged to the specified account.
- The machine prints a receipt followed by an account slip.

  The account slip is signed by the customer and then kept in the cash drawer.

Please remember .....

You can only charge purchases to accounts at machines operating in PoS mode.

Received on account

Customers may make payments to their accounts when they are not purchasing goods. When the transaction is completed the machine prints two copies of a **Recvd.On Account** slip. One copy is given to the customer and the other copy is retained.

Please remember .....

You can only make payments to accounts at machines that are either:

- operating in PoS mode
- or operating in stock mode
- or have a dedicated **Recvd.On Account** key.

4.4 Setting the date and time

The machine has an internal clock which stores the date and time. It uses the clock to calculate the sell-by dates printed on labels and to print the date and time on printouts and reports.

Please remember .....

- The default format for the date is day/month/year
- The time is displayed to the right of the date in hours/ minutes (24 hour).
- You can only change the digit which flashes.
- You can press or to move along the display.
- Press **ENTER** when you have set all the digits you need to change.

4.5 Creating departments

A department is a group of machines within the store which reflects the way the store operates, for example produce, bakery, fresh meat, fish. Each department has its own set of PLUs. The departmental PLU file is a subset of the main product file.

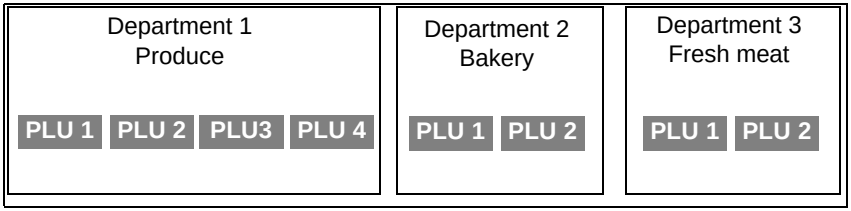


Figure 4.10 Using departments

You can create up to 100 departments.

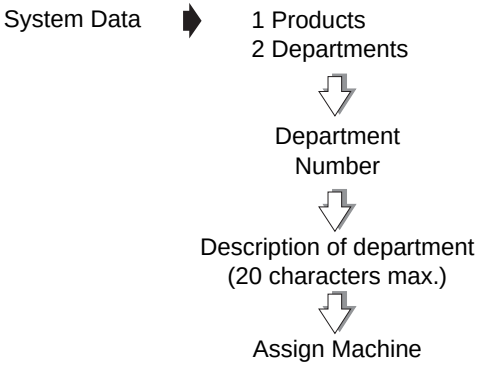
- Assign a reference number from 0 to 99 and enter a name for the department.
- Program the department reference number into the PLU (see section 6.4,).

Note: *A department can be used as a barcode lock, see Part 2, Section 2 - Barcodes.*

Allocating departments

When you allocate a department to a machine, it becomes the default department for that machine.

When you enter the PLU number to select a product, the selected product will be the one assigned to the default department for the machine.



Press **ENTER** instead of typing in the machine ID if you do not wish to allocate a specific machine to the department.

Figure 4.11 Creating departments

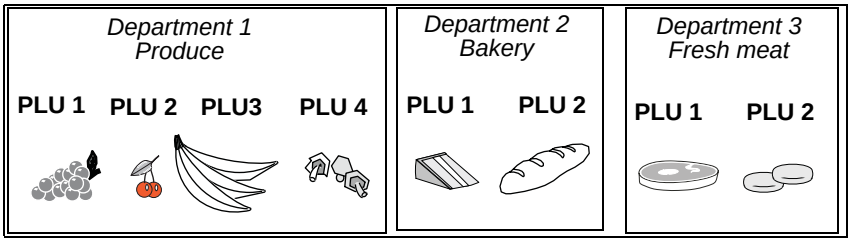
Department keys

You can set up:

- department keys dedicated to specific departments.
- a general department key. This key enables you to use any department available at your machine by entering the department number.
- assign department keys to the keyboard (see section 5.2).

If you have commodity keys assigned, you can press a department key followed by a commodity key to select the PLU in that department with the same number as the commodity key.

Example: *Department 1 (Produce) assigned as default department*



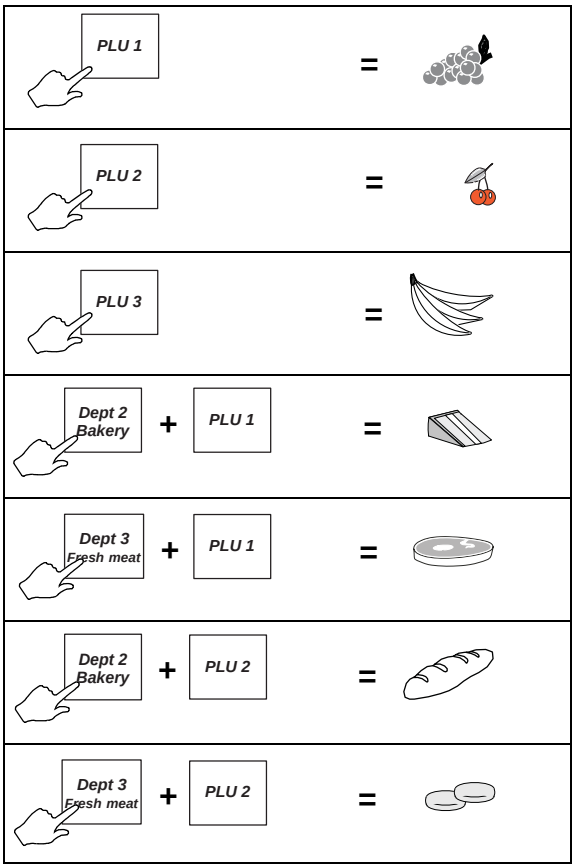


Figure 4.12 Using commodity and department keys

4.6 Creating product groups

A product group is a category such as fish, fresh meat or vegetables to which an individual PLU may be assigned.

You can:

- create up to 99 groups
- give each group a name can up to 20 characters long. The group name is printed on PLU and group reports.

Note: *A product group can be used as a barcode lock see Part 2, Section 2 - Barcodes, page 13*

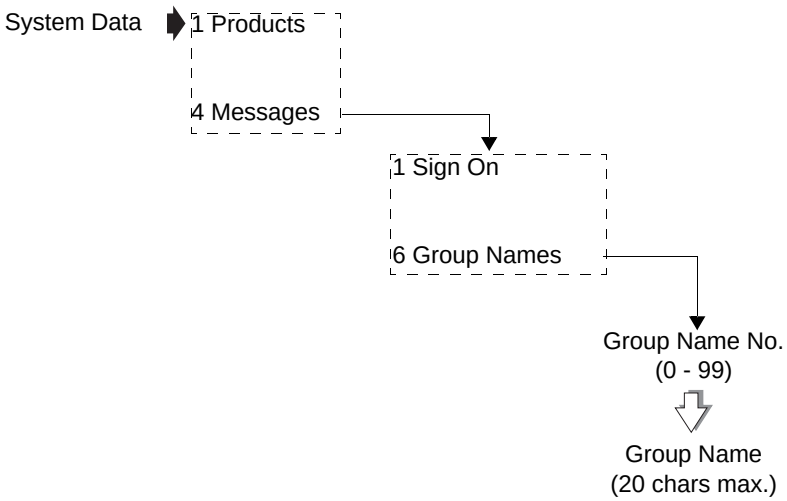


Figure 4.13 Creating groups

4.7 Setting up the ADD label

The ADD function enables you to obtain a label with totals printed on it.

Your machine can be configured to print one of four types of ADD labels:

- weighed and nonweighed transactions with a label after each transaction and a single ADD label at the end of all the transactions.
- weighed and nonweighed transactions with a single ADD label at the end of all the transactions.
- weighed and nonweighed transactions with a single `receipt' type ADD label at the end of all the transactions.
- weighed and nonweighed transactions with a label after each transactions and a single `receipt' type ADD label at the end of all the transactions.

For information on sell by dates see *Date code*, page 73.

For information on sales texts see *Sales message*, page 72.

Please remember .....

- is not operable when the machine is set to **Receipt Mode**.
- The barcode format for the ADD label is the receipt barcode format programmed for the machine unless the labels are for a single PLU. In this case the PLU barcode format will be used.

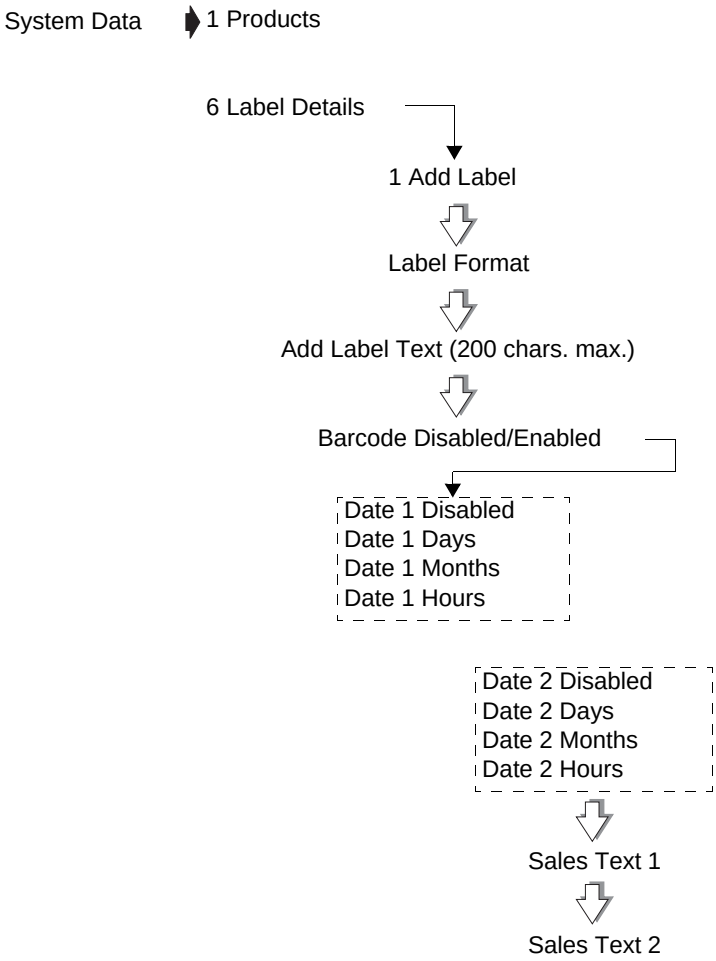


Figure 4.14 Creating an ADD label

Figure 4.15 Typical labels

Barcode printing in ADD mode

You can print the PLU label barcode on the ADD receipt as well as on the ADD total label.

To print the PLU barcode:

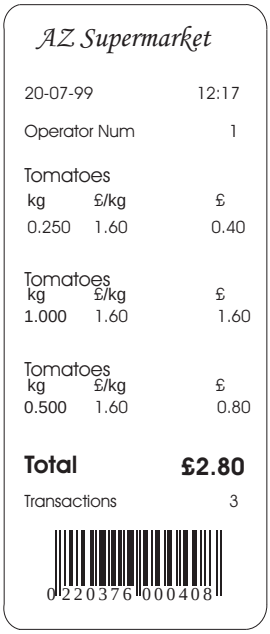
- your machine must be configured to print receipt type labels at the end of all the transactions
- the PLU barcode must use the appropriate format
- ADD label barcode must be enabled
- all the transactions must be for the same PLU
- the machine receipt barcode must be enabled see Machine Setup and must use an appropriate format.

.

‘Receipt type’ ADD label

Single PLU number 2037

(PLU barcode)



‘Receipt type’ ADD label

Mixed PLUs

(machine receipt barcode)

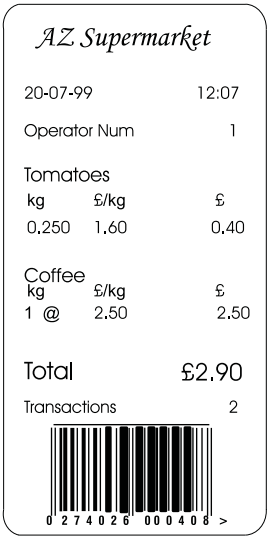


Figure 4.16 Typical ADD labels

4.8 Information labels

You can program a PLU to print an additional label providing information such as:

- cooking instructions
- recipes
- safe handling
- traceability information

The label can use any of the fields that are available for standard labels.

If Info Label is enabled, see section 6.2 Customising the menus on page 128, you will be prompted to enter an information label number when programming the PLU.

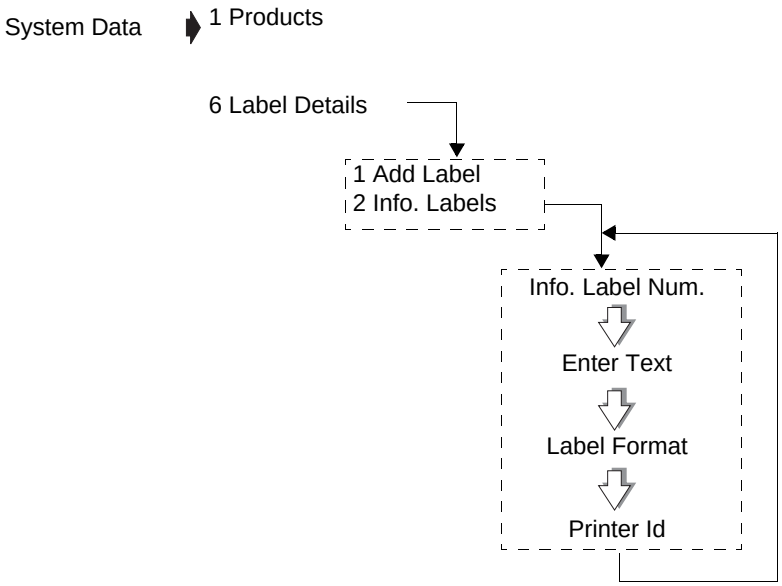


Figure 4.17 Creating an information label

4.9 Creating messages

You can create five different types of messages:

- scroll message
- store name
- sales message
- sign on and sign off text
- group names

Please remember .....

For information on creating and editing text :

see section 4.2, page 45.

For information on creating group names:

see section 4.6, page 65.

Substitution codes

You can include substitution codes in text messages for printing sales information.

For a complete list of Avery Berkel and Dewey Decimal substitution codes available and how to use them, see Part 2, Section 10.3 - Substitution codes, page 198.

Scroll message

This is a trading message which appears on the customer and vendor displays when the machine is not in use. The message blanks as soon as you press a key during normal operation.

You can:

- create up to 99 messages numbered from 1 to 99.
- program each message with up to 200 characters.

The scroll message can be configured in three ways:

1. Insert from the right (default).
2. Show line by line vertically. In this case word wrapping will occur automatically so that a word is not split across two lines.
3. Scrolling logo - you can define a bit map which scrolls up.

Store name

The store name can:

- be printed at the bottom of the receipt
- be printed at the bottom of the label provided that a suitable label format is selected.
- contain machine based messages by including the substitution code for machine message in the store name text.

Sales message

A sales message is a message that:

- can be assigned to a PLU
- will be printed on labels if the label format has an appropriate sales message field.

The position of the message depends on the label format selected for the machine.

- Each label format can have up to two sales message fields.

You can:

- create up to 99 sales messages
- program each message with up to 200 characters.
- include substitution codes in the text message for printing sales information. For example:

%%+4.1%%or %%Dprints the current date

%%+4.3%%or %%Z1prints the time in the format 12:59

%%+4.4%%o %%Z2prints the time in the format 1259

%%+4.4%%or%%Z3prints the time in the format 125

%%+7.3#pp%% or%%Rpp prints the sales message numbered 'pp'.

You could use this to insert text that you wish to appear in all PLU texts.

%%+3.1%% or %%V1prints the current operator number.

%%+3.2%% or %%V1prints the current operator name.

%%+7.1%% or %%M prints the sales message at machines associated with that message.

Date code

Use the date code to print the date as the number of days from the start of the current year (01 January). You can set an offset (999,999 max.) to add a chosen number of days to the calculation.

%%+4.1%% or %%DCprints the date 01/02/02 as 32.

%%+4.2#10%% or %%DC+10prints the date 01/02/02 as 42

%%+7.1%% or %%DC prints the date31/12/02 as 365

Cooking times and loyalty points

- Insert the special codes for the cooking time or for loyalty points, in the sales text, up to a maximum of 99 minutes or 99 points.
- Enter the cooking time or points for 1kg of the goods.

  The total cooking time or loyalty points proportional to the weight of the goods being sold is printed.

Example: *Total cooking time*

Sales message text:

COOK AT 150° C FOR %%+9.2#60%% (or %%T60)

Printed text for 2.5 kg sold:

COOK AT 150° C FOR 2Hours 30Mins

Sales message text:

COOK AT 150° C FOR %%+9.2#30.1#20%% (or %%T30+20)

Printed text for 1.0 kg sold:

COOK AT 150° C FOR 50Mins

Example of loyalty points

Sales message text:

YOU HAVE EARNED %%+9.1#20%% (or %%P20) BONUS POINTS

Printed text for 1.5 kg sold:

YOU HAVE EARNED 30 BONUS POINTS

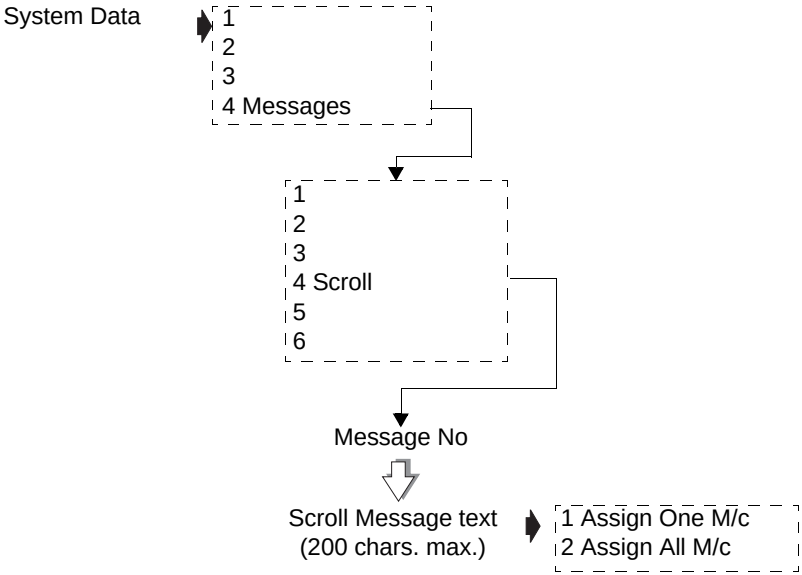
Sign on/off text

These are messages that appear at the top (sign on) or at the bottom (sign off) of a customer receipt.

You can use these messages for whatever information you choose to enter. For example, it could be an advertising slogan or the company name and address.

If you include the substitution code for a sales message (%%+7.3#pp%% or %%Rpp) you can have different sign on or off messages at each machine.

Example:*Creating a scroll message*



Press **ENTER** instead of typing the machine ID if you do not wish to assign a specific machine to the department.

Machine specific messages

If you include the substitution code for machine message (%%+7.1#pp%% or %%Mpp) in the sign on or sign off message, you can print different messages at each machine.

The printed text is determined by the sales message reference number assigned to the machine as the Machine message in Printer setup.

4.10 Programming Operators

You can select the status of an operator to be either trading or training. You only change the operator status if there are no outstanding transactions against the operator.

Trading

All transactions carried out by the operator are added to the trading totals stored by the machine

Training

The operator's transactions are added to the operator totals and the training value is listed in the operator totals report.

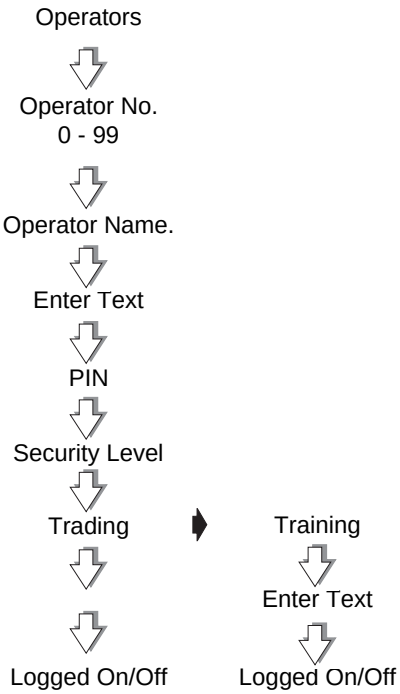


Figure 4.18 Setting up operators

Operator names

- You can enter up to 99 operator names and you can assign dedicated keys to any number of them.
- Each name may have up to 16 characters.
- Operator names are printed on receipts and the operator totals report.
- You can print the operator name or number on a label if you select a suitable label format and include the appropriate substitution code (see Part 2, section 10, Appendix) in the sales message text.

Operator PIN

- The factory default setting for operator 1 PIN is 4296 and for operator 1 security level is 9.
- All other operators will have factory default settings of PIN 0 and security level 0 unless you change them.
- Each operator may be assigned a PIN between 0 and 99999999 which must be entered when logging on or off. If the PIN is left at 0, a PIN is not required when logging on or off.

  If you make a mistake while entering the number press

  and start again.

Changing PIN

If you have set up and assigned a dedicated PIN key, the operator can change his or her PIN in sales mode, see section 7.1, page 169.

Please remember .....

Always ensure that at least one operator has a security level set high enough to be able to change PINs and operator security in Manager Mode. If you accidentally set all the security levels too low see Part 2, section 9.1, page 185.

Operator security level

- There are 10 security levels from 0 to 9.
- The security level determines operator access to scale functions.
- The operator will have access to those functions whose security level is the same as or less than their own security level.

Operator status

The default operator mode is trading. You can change the operator mode from trading to training (or back again from training to trading) provided that there are no outstanding transactions against that operator.

- If there are any current transactions you will see the message **Print Trans.** displayed briefly and the machine will revert to the previous mode.
- If there are totals outstanding you will see the message **Clear Trans. No.?**. Press **C** , or press **ENTER** to return to the previous mode without clearing transactions for the operator.

Operator training text

Each time an operator is changed from trading to training you have the opportunity to change the training text or remove it.

- The training text is printed on receipts for transactions carried out while the operator is in training mode.
- The same training text is used for any operator in training mode.

4.11 Setting function security

Security levels

- There are 10 security levels from 0 to 9.
- The security level determines operator access to scale functions.
- The operator will only have access to those functions whose security level is the same as or less than their own security level.

Please remember .....

If you see the message Call Supervisor your security level is not high enough.

Security level 0 means that any operator can access that function.

The following functions have factory default security levels set as follows:

Sales functions

Void	1
UP/PLU	0
Positive nonweighed	0
Negative nonweighed	0
Receipt/label selection	0
Dual capacity	0
Override	1
Price base	0
Non add	0
Returns	1
Refunds	1
No Sale	0
Float	0

Pick Up	0
Paid Out	0
Account	0

Manager functions

You can assign a security level to most of the manager functions or you can change the level set, provided that your own security level is the same or higher than the function security.

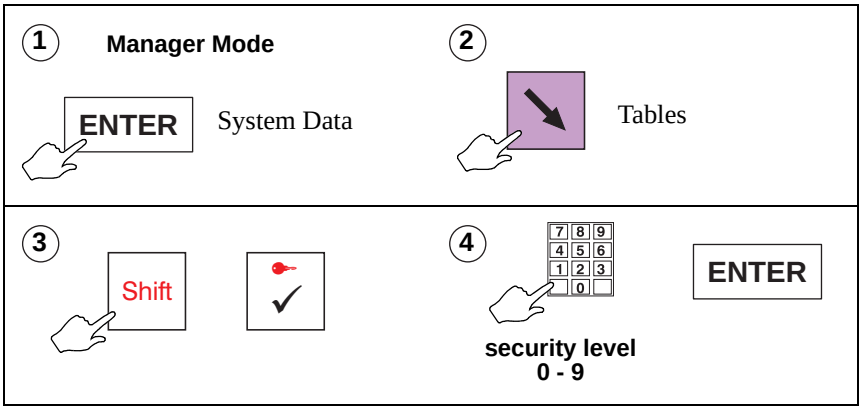
Please remember .....

Always ensure that you have at least one operator with a security level high enough to change Operator PIN and security level settings.

It is possible to inadvertently set all users security levels so that security levels can no longer be modified and no user has access to any sales or manager functions.

If this happens see Part 2, section 9.1, page 185.

Example:*Setting security for table creation*



4.12 Printing data reports

Data reports comprise the PLU file and lists of the data tables and messages set up. A printout provides you with a reference copy of information programmed at the machine.

To stop a report press C .

Data reports available are:

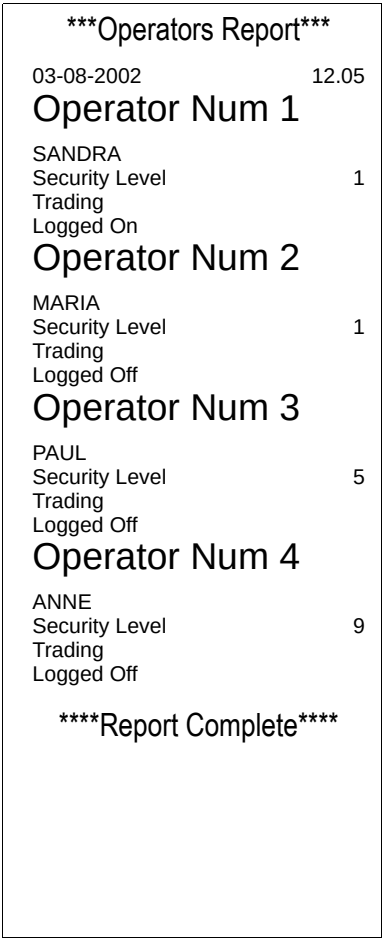
- PLU file list
- Verify Labels
- Operators report
- Text report
- Discount list
- Security level
  Sales, Manager, Security Log
- Payment key list
- Account list
- Promo Batch list
- Carcass Reports
- Barcode list
- Logo list
- Tax Rate list
- Tare Weight list
- AI list
- Nutri Reports
- Pack Run list
- Info Label list
- Voucher list
- Batch Report list

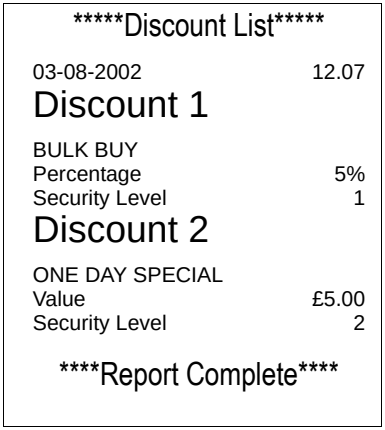
- Email Reports
- Keyboard Report

Please remember .....

Instructions for printing totals reports can be found in Part 2, section 4.3, page 105.

Data report examples





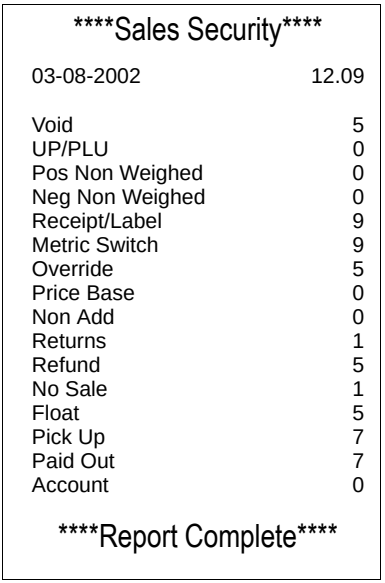


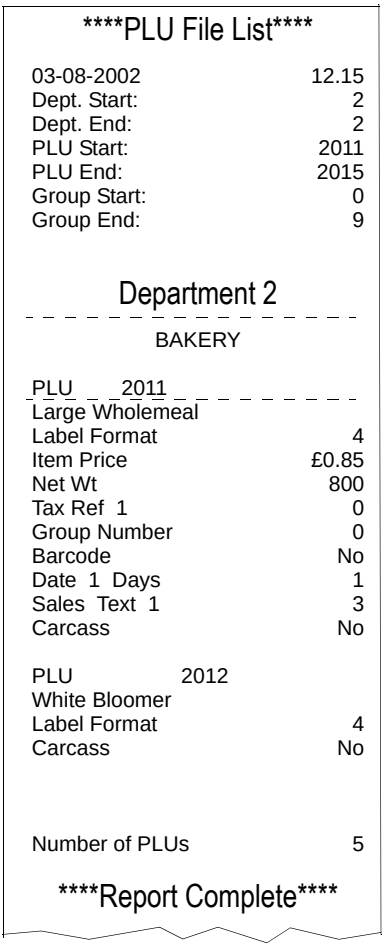
Figure 4.19 Data report examples

Listing the PLU file

Depending on the filter criteria defined for the machine, see Part 2, section 4.3 page 114, you can list:

- all the PLUs

- a range of PLUs
- PLUs in a selected range of departments



****PLU File List****

03-08-2002	12.15
Dept. Start:	2
Dept. End:	2
PLU Start:	2011
PLU End:	2015
Group Start:	0
Group End:	9

Department 2

BAKERY

PLU 2011

Large Wholemeal	
Label Format	4
Item Price	£0.85
Net Wt	800
Tax Ref 1	0
Group Number	0
Barcode	No
Date 1 Days	1
Sales Text 1	3
Carcass	No

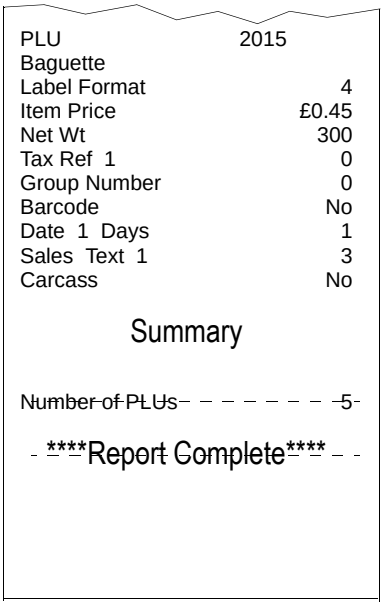
PLU 2012

White Bloomer	
Label Format	4
Carcass	No

Number of PLUs 5

****Report Complete****

The PLU file list shows all the information programmed in the PLU record.



PLU 2015

Baguette	
Label Format	4
Item Price	£0.45
Net Wt	300
Tax Ref 1	0
Group Number	0
Barcode	No
Date 1 Days	1
Sales Text 1	3
Carcass	No

Summary

Number of PLUs 5

****Report Complete****

Figure 4.20 PLU file list

Verify labels

This function prints out the default labels for all programmed PLUs. Use this function to check that labels scan correctly before using them on products.

Text report

The text report lists:

- Sign on text
- Sign off text
- Store name text
- Sales message texts
- Scroll message text
- ADD label text
- Department text
- Group names

If you have not programmed a message or text under a particular heading, then that heading will not be printed.

******Text Report******

03-08-2002 12.18

Sign On Text:
WELCOME TO AZ SUPERMARKET

Sign Off Text:
THANK YOU FOR SHOPPING AT AZ SUPERMARKETS

Add Label Text:
ASSORTED ITEMS

Department Text
1: Meat
2: Bakery

****Report Complete****

Figure 4.21 Text report

Security Log Report

The security log report will report on any changes to the PLU numbers. It will display the PLU number change and which operator made the changes.

5 Machine Set-up

5.1 Direct access (Hot) keys

5.2 Dedicated keys

5.3 Printer set-up

5.4 Dual printer operation

5.5 Assigning a barcode format

5.6 Adjusting the display brightness

5.7 Machine operating modes

5.8 Setting alarms

5.9 Trade transactions (stock mode)

5.10 Re-pricing goods

5 Machine Set-up

In machine set up you can customise the way in which your machine operates. You can:

- select which function keys are operable
- program dedicated keys for quick access to several functions.
- specify some of the criteria for printing receipts and labels.

Please remember .....

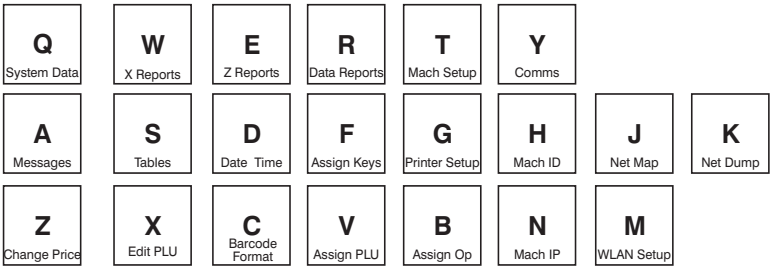
You must be in manager mode in order to perform a programming operation, see section 4.1, Manager mode, page 41.

5.1 Direct access (Hot) keys

Some functions have keys associated with them to give direct access to the function instead of stepping through the menus. This helps you perform manager functions more quickly

The default keys set up for the machine and their relative positions on the keyboard are shown below

.



To program keys for other menus with associated ‘hot' keys:

1. Navigate to the menu for which you require quick access.

2. Hold down the key you want to use until you hear a series of short bleeps followed by a long bleep.

You will see the message **Entry Accepted** when the key has been assigned.

Please remember .....

Customised 'hot' menu key assignments are not saved when you perform a machine dump, or restored with machine load. The default direct access keys are restored.

5.2 Dedicated keys

Dedicated keys are ‘soft' keys which can be assigned to any of the programmable keys on the keyboard.

You can label the key position for a soft key according to your own requirements.

Figure 7.1 shows how to assign a dedicated PLU (commodity) key for PLU 117. The procedure is similar for any other type of dedicated key.

Note: *If you are assigning a key to a position previously assigned to a function key, hold down the key until you hear a series of short bleeps followed by a long bleep.*

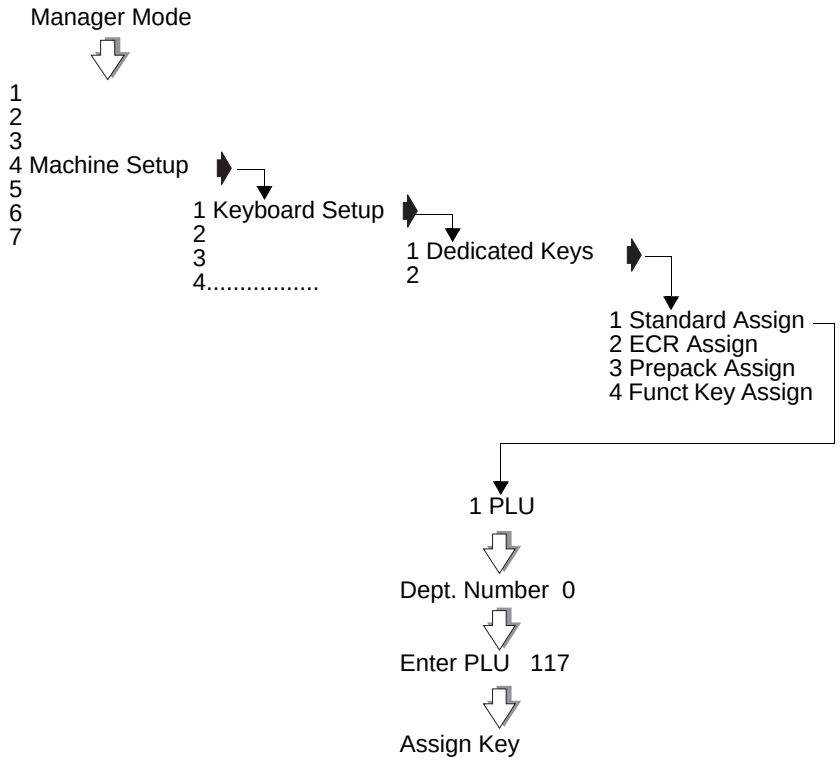


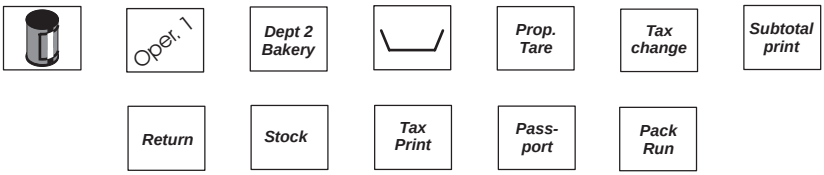
Figure 5.1 Assigning a dedicated PLU key

Standard keys

Standard keys are:

PLU	Euro Convert	Edit Preset Traceability
Operator	Return	Traceability Passport
Log	Discount	Pre-Weigh
PIN	Checkout Oper.	Code
Tax Change	Sub-Total Print	Stock
Tax Print	Customer Number	Weight Override,
Department	Hash	Consec. Num.
Tare	UP/PLU	PLU Search
Prop. Tare	Positive Non-weighed	Keyboard Key
Dual Capacity	Negative Non-weighed	Paper Select
Euro Print	Traceability Panel	Pre-Weigh

You may have keys set up that are different from the ones shown here depending on your requirements. For example, you may have several operator keys or you might not have a tax print key.



Hand price keys

These keys allow you to hand price weighed goods and nonweighed items.

- UP/PLU

  Switches the scale to or from hand price or PLU operation.

- Positive Non Weighed

  Allows you to enter the price of a nonweighed item.

- Negative Non Weighed

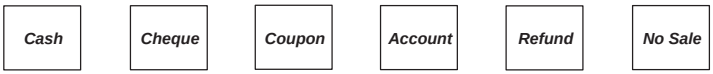
  Allows you to enter the price of a negative nonweighed item.

Pre-pack keys

These keys are only available for use when the machine is operating in pre-pack mode. If you attempt to use a pre-pack key in any other mode you will see the message **Pre-Pack Only**.

ECR (payment) keys

You may have different keys set up from the ones shown here depending on your requirements. Several payment keys are shown here for different types of payment.



Function keys

Function keys initiate an action. Initially function keys are assigned to default positions on the keyboard. You can assign them to other positions on the keyboard if required.

Generic keys

Generic keys can be allocated to:

- departments
- tare references
- payments and discounts

allowing you to select references that do not have a dedicated key on the keyboard.

To set up a generic key, do not enter a reference number for the key before assigning it to the keyboard.

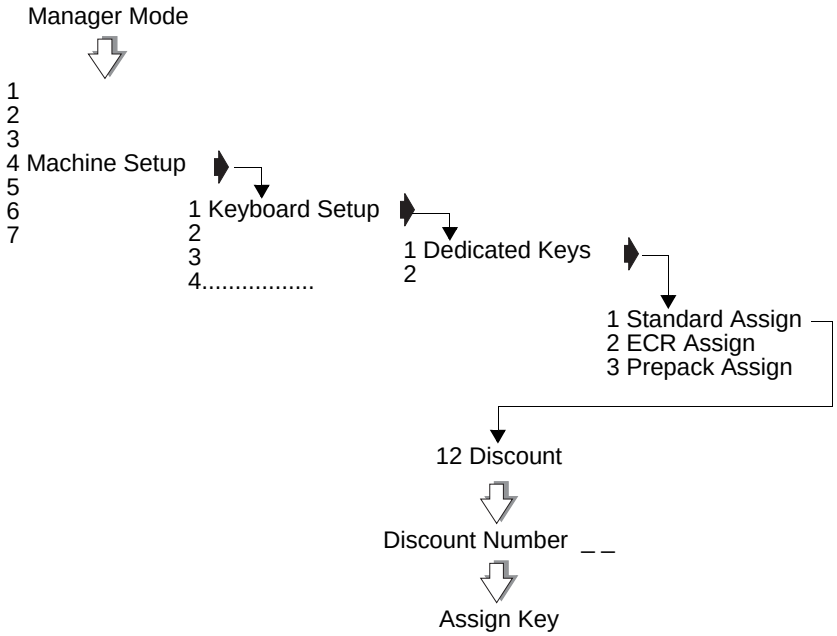


Figure 5.2 Assigning a generic discount key

Note: *You will be asked for the payment or discount number when you use a generic discount or payment key in sales mode.*

5.3 Printer set-up

This group of functions enable you to customise the way in which your machine generates and prints labels, receipts and talons.

Label setup

These options allow you to choose:

- how you want labels to look and
- the way in which you want labels to be generated and printed.

Label type

You can select either separate or continuous labels.

Separate

Labels are printed on label rolls with separate labels. These labels must be the appropriate size to accommodate the label format assigned to the PLU or to the machine.

Continuous

Continuous labels are printed on a tally roll or on a continuous label roll. If you require labels of varying lengths or formats, printing on a continuous label roll uses the printer roll more economically.

Paper Select

In sales mode, if you have a **Paper Select** press the key

- to display the currently selected label type
- again to toggle between label types.

Selecting label format

The label format can be open or closed.

There are 103 label formats available. Any of the formats can be set to suit your requirements.

- Open label format: labels are printed according to the format stored in the PLU record.
- Closed label format: labels are printed using the label format you have assigned to the machine.

For dual printer machines, See Label formats on page 107.

If you machine is operating in **Hand Price** mode the label format assigned to the machine will be used.

Passport label format

The default label format is 90. If you select a different label format you must ensure that only text field 3 and barcode fields are defined. The barcode field must be wide enough to accommodate EAN128 or CODE128 barcodes.

Label detect

If the printer on your machine is fitted with a label taken sensor you can disable or enable the sensor.

When printing multiple labels on backing paper you should disable the sensor so that the labels can be printed continuously.

Tare interlock

If the tare interlock is enabled, you will only be able to print a label if you have selected a tare.

Suppressing symbols

If symbols are enabled then symbols, for example, **£, kg, £/** are printed on labels. If you want to use pre-printed labels you can choose to disable symbols.

Selecting print modes

You can select one of three ways to print labels:

- Print on request
- Print immediate
- Pre-pack.

Print on request

Press your operator key or ✳ to obtain the label.

Print immediate

The machine issues a label as soon as the weight on the machine becomes steady. It does not retain the PLU or tare.

You cannot use .

Pre-pack

The machine retains the PLU and tare (if set up) and issues a label each time the weight becomes steady.

Default operator

When selecting the print mode you will be asked to enter an operator number. This operator number will be assigned to the key.

Print on request

Weighed and **non-weighed** transactions are assigned to the default operator number.

Print immediate

Weighed transactions will be assigned to the default operator number.

Pre-pack

All **labels** will be assigned to the default operator number.

Duplicate labels

If this function is enabled, a second label is printed that is an exact copy of the first label.

Duplicate labels are useful in an environment where the goods are prepared away from the counter. One copy is sent to the preparation area and the other retained by the operator.

A typical use is in restaurant type situations where one copy goes to the kitchen.

One shot label

This function enables you to print a label for an item whilst the machine is in receipt mode and without changing the paper roll.

To print the label, press ✳ while the PLU is displayed.

Transactions totals for the labels are stored as counter values against the default operator.

This means that you can:

- individually label products with ingredients, cooking instructions, promotional information.
- print coupons, vouchers or promotion labels on demand.

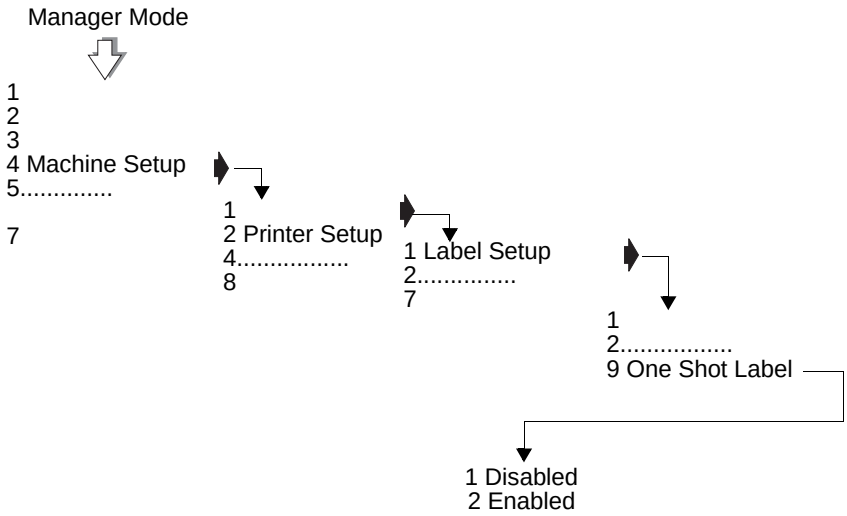


Figure 5.3 Enable/disable one shot labels

Receipt setup

Select the options according to:

- how you want receipts to look and
- the way in which you want receipts to be generated and printed.

Talon

A talon is a log of each receipt printed at a machine and is printed after the receipt. It shows the operator number, the number of transactions and the total value of the last receipt.

Duplicate receipt

This function to sets up the printer to print a duplicate receipt. DUPLICATE is printed at the start and end of the duplicate receipt.

Single item

Enable this function if you want to print a receipt after each transaction.

Note: *Talon, Duplicate Receipt and Single Item can be enabled and disabled in a similar manner.*

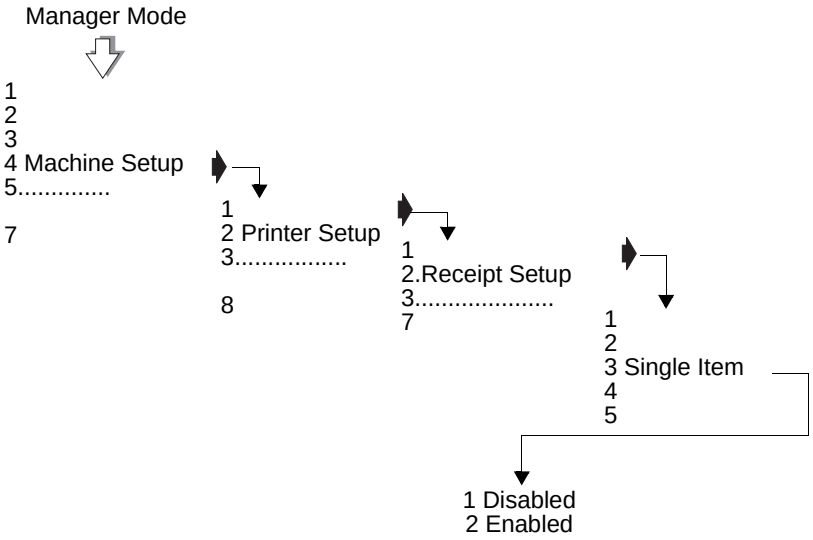


Figure 5.4 Enabling talon printing

Bag labels

A ‘bag label’ is a total label that is used to seal the bag and is then scanned at the checkout.

This function makes it possible for several transactions that have already been individually wrapped to be packed in one larger outer bag. The itemised receipt is placed inside the outer wrapping which is then sealed using the ‘bag’ label.

At the checkout only one label has to be scanned instead of several.

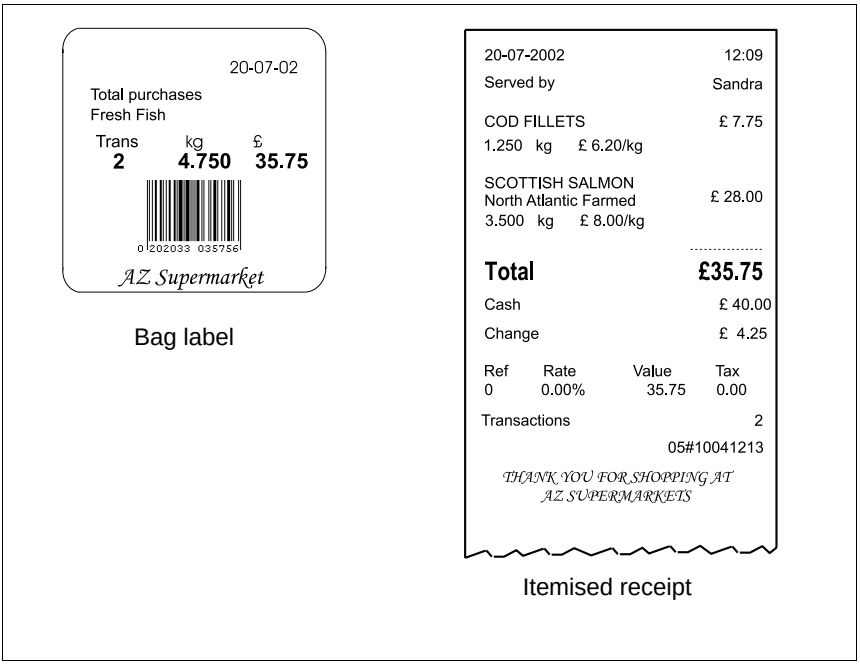


Figure 5.5 Typical label and receipt

The ‘bag’ label is printed using the label format set for ADD labels, for example, item description, total and barcode.

When the receipt is printed, it will be followed by the ADD format label which is used as the ‘bag’ label.

The ‘bag’ label will be printed on whichever printer has been selected for label printing. If your machine has been setup to print receipts and labels on the same printer, there will be a 2 second delay between printing the receipt and the bag label.

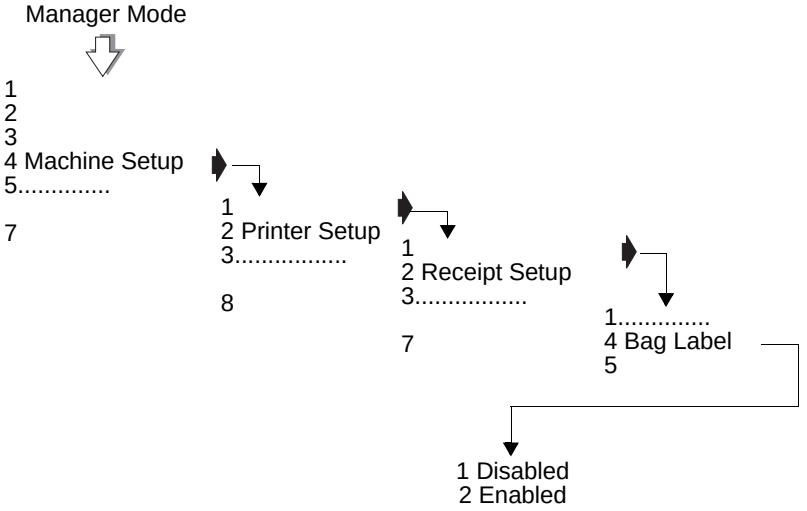


Figure 5.6 Bag label setup

Margin

This function allows you to centralise the text on receipts and reports when printing to wide receipt paper.

The default setting is 0.0mm and you can program a margin width up to 9.9mm. Setting a margin has the effect of moving the print to the left of the paper by the amount programmed.

Figure 5.7 Receipt margin

Euro print

If this function is enabled:

- euro price information is printed automatically on receipts and labels
- euro prices are displayed on request
- a warning message may be printed on the receipt.

On labels either:

- totals only in euros will be printed

  or:

- totals and unit price in euros will be printed.

Receipt printing

Provided your machine has been configured to print euro currency symbols, you can set up and assign the *Euro Print* key, see page 92, to print a duplicate euro receipt.

Machine message

You can assign a message reference to a machine. The substitution code %%M or %%+7.1%% can be programmed into a PLU text field, sales message or store name. The code is replaced by the assigned message which is printed in the appropriate text field on the label.

Machine logos

Up to 100 logos can be stored in the system and are available for use in the headers or footers. Individual machines can be programmed to use different logos on the receipt header or footer.

High print speed

You can enable or disable high print speed. A slower print speed may improve print quality on low specification paper. Low print speed may also help if you have peel off problems with some types of label.

Printer 2

If your machine has two printers you can configure the way in which the clamshell printer operates. Dual printer operations are described in section 5.4, page 105.

Note: *In Manager Mode, if no clamshell printer is detected when Printer is selected you will see the message* ***Invalid Option****.*

5.4 Dual printer operation

The M420 machine has two printers, a clamshell (receipt) printer and a cassette label/receipt printer. The default setup for the machine is for label/prepack operations to print to the cassette printer and receipt/report operations to print to the clamshell printer (printer 2).

Please remember .....

To print labels at the cassette printer, the machine must be in **label mode** irrespective of the printer 2 configuration (see **Part One**, section 7.1, Selecting label or receipt mode on page 172).

'one shot label' enabled

A single label can be printed while the machine is in receipt mode (see section 5.3, page 97).

Printer configuration

The clamshell printer (printer 2) can be configured in Manager Mode to operate in one of three ways, or it can be disabled. The options are:

- Disabled
- Receipts and Reports
- Labels
- Receipts, Reports and Labels.

Note: *In Manager Mode, if no clamshell printer is detected when Printer 2 is selected you will see the message* ***Invalid Option****.*

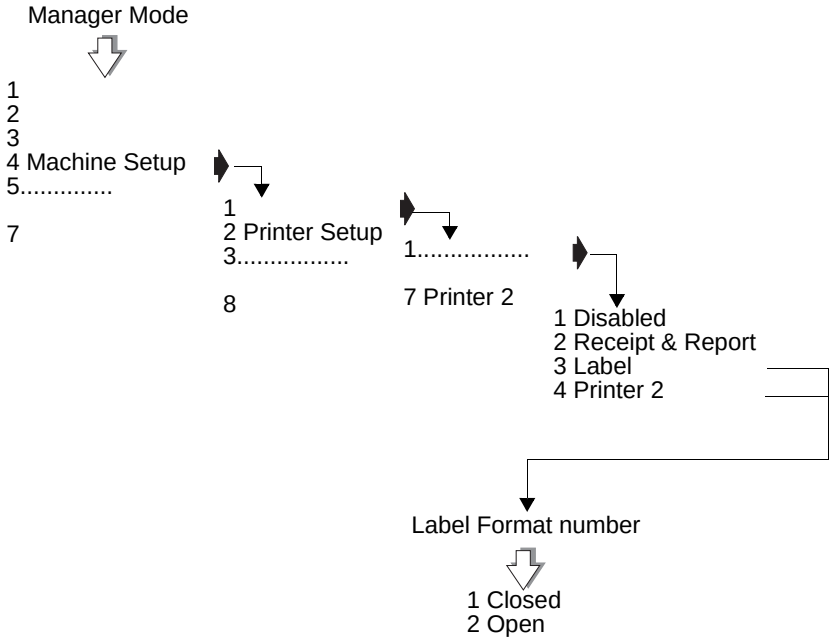


Figure 5.8 Printer 2 setup

Please remember .....

The clamshell printer will only print on continuous paper. You cannot use this printer to print separate labels.

Default configuration

The default configuration is for printer 2 as a receipt and report printer.

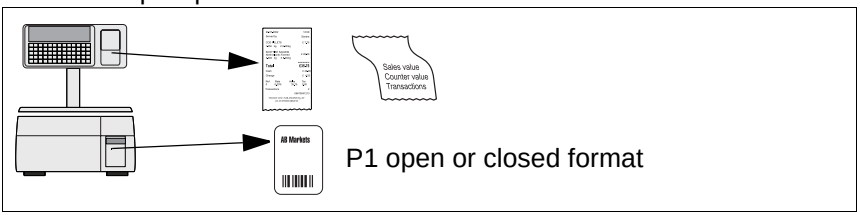


Figure 5.9 Default setting

Label formats

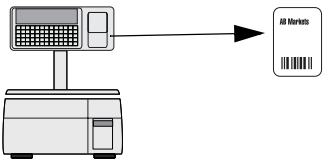
When label printing is enabled for Printer 2, you can select open, allowing all formats to be printed, or closed, allowing only a single label format to be printed in the same way as for the cassette printer.

If ‘closed’ has been selected, the label format in the PLU must match the label format assigned to printer 2 to be printed at that printer.

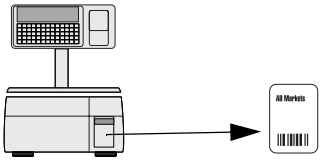
The following example and diagram show which printer will be used, when Printer 2 is configured to allow label printing, depending on whether the format assigned to the PLU matches:

- Printer 2 (clamshell)
- the cassette printer
- both
- neither

Example:*Printer 2: label printing enabled: closed format selected: label format 7 assigned.*
Printer 1: open format selected
a)PLU:label format 7

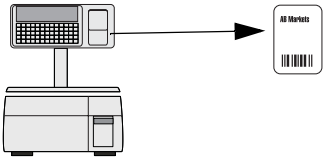


b)PLU:label format 1



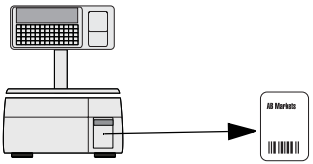
Label format does not match
Label printed on P1

Example: *Printer 2: label printing enabled: open format selected: label format 7 assigned.*
Printer 1: open format selected
PLU: any label format



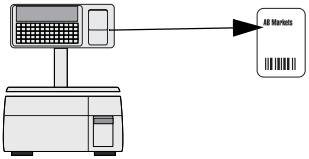
Label always printed on P2

Example: *Printer 2: label printing enabled: open format selected.*
Printer 1:closed format selected: label format 1 assigned
a)PLU: label format 1



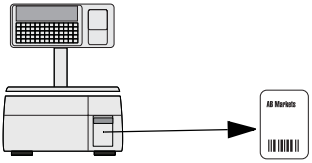
Label format matches P1
Label printed on P1

b)PLU:label format 12



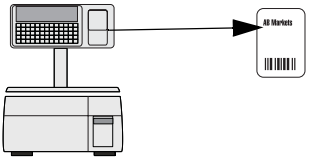
Label format does not match P1
Label printed on P2

Example:*Printer 2: label printing enabled: closed format selected.label format 7 assigned*
Printer 1:closed format selected: label format 1 assigned
a)PLU:label format 1



Label format matches P1
Label printed on P1

b)PLU:any other label format



Label format does not match P1 or P2
Label printed on P2

5.5 Assigning a barcode format

In order for barcodes to be printed you must assign a format to the machine.

On label machines the format assigned to the machine is used unless the PLU has a programmed barcode. Enter a barcode reference number from 1 to 9.

On receipt machines you may enable or disable barcode printing for receipts and for talons.

Please remember .....

For more information on creating and selecting barcode formats, see Part 2, Section 2, Barcodes, page 13

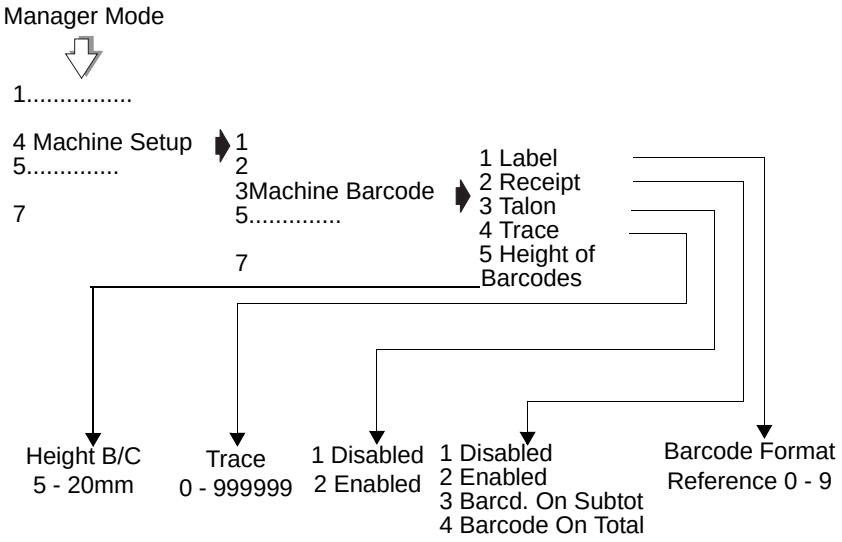


Figure 5.10 Assigning a barcode format

Height of Barcode

The height of barcode option allows you to set the height of barcodes on receipts and talons to be programmable in the range of 5-20 mm in 1mm intervals. The default height is 20mm

Trace code

The trace code is a six digit numerical code printed at the end of receipts and reports. It is used to identify uniquely an individual machine.

5.6 Adjusting the display brightness

You can adjust the brightness level (contrast) for the vendor and customer displays independently.

The brightness level increments with each key press until it reaches the maximum value. Any further key presses will cause it to restart from the lowest value.

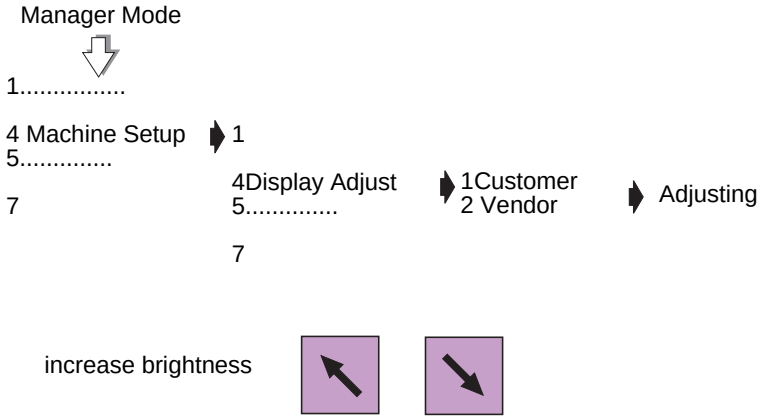
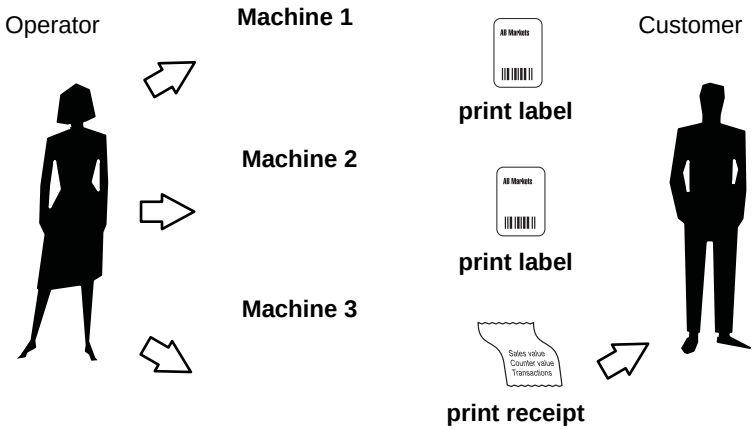


Figure 5.11 Adjusting display brightness

5.7 Machine operating modes

Floating vendor mode

In vendor mode you can have up to 99 `floating' operators logged on to the network at any time. You can serve customers and produce receipts or labels at any machine.



Checkout mode

If the machine is in checkout mode only **one** operator may be logged on to that machine at any given time.

If an operator wants to use another machine he or she will have to log on to the new machine.

Transactions at the machine will only be assigned through the `logged on' operator's dedicated key or the 'checkout operator' key if one has been set up.

If the checkout operator key has been set up, transactions will automatically be assigned to the operator logged on to the machine.

If an operator is logged on to a machine and has outstanding transactions, a new operator will not be allowed to log on. The new operator will see the message **Machine in use** when they press their own assigned key or ***Subtotal print***.

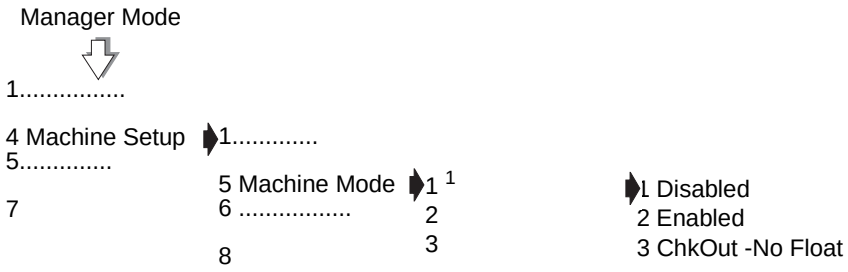


Figure 5.12 Enabling Checkout mode

ChkOut -No Float

If the machine is in **ChkOut -No Float** mode the operator may only be logged on at one machine at a time.

Point of Sale (PoS) mode

If PoS mode is enabled you can:

- print sales receipts
- display the amount tendered and the change required
- accept different types of payment for purchases according to the payment keys set up at your machine
- receive payments to accounts.

Note: *If your machine has ECR functions but PoS is not enabled you will only be able to print counter receipts.*

Self-service machines

In self-service mode you can select the way in which the keyboards will operate. There are three options:

- TK (self service) only
- both keyboards
- TK/Item keyboard.

If you choose to enable **Both Keyboards** all the keys except the function keys on the sales keyboard will be available.

If you select **TK/Item Keyboard,** any numeric entry at the lower keyboard will be treated as the number of items not the PLU number.

Make sure that the machine is set up or configured to print labels before enabling self-service mode.

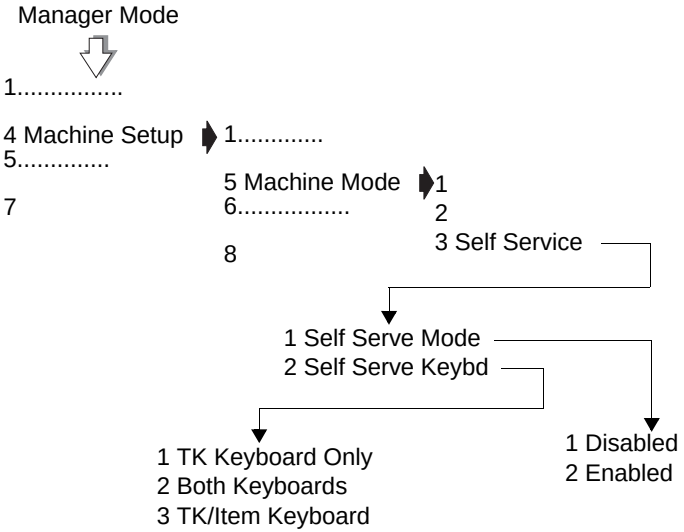


Figure 5.13 Enabling self service mode

Please remember .....

Set security for any functions that you do not want to be available from the sales keyboard.

Note: *In self-service mode, PLU is cleared after 15 seconds if no label is printed.*

The zero key on the sales keyboard is disabled in self-service mode. To re-zero the machine:

1. Enter manager mode see To enter Manager Mode, page 42.

2. Press

.

Assigning keys

You can assign any programmable key to the TK keyboard in the same way that you assign keys to the sales keyboard. See section 5.2, page 91.

Large keys

Larger keys for product selection can be set up by assigning two adjacent keys, or four keys in a square block, to the same PLU. Create suitable labels or a keyboard overlay to suit your own keyboard layout.

Keyboard overlay

The keyboard overlay is inserted into a ‘wipe clean’ pocket with the opening at the right hand side. This means that you can remove the overlay provided and insert overlays printed to suit your own requirements.

5.8 Setting alarms

Cash drawer detect

If the cash drawer alarm is enabled the machine cannot be used while the cash drawer is open. An audible alarm will sound and the message **Close Drawer** will be displayed until the drawer is closed.

You can program a delay time from 0 -60 seconds between the drawer opening and the alarm sounding.

Network error alarm

You can enable or disable the network error audible alarm. For information on network errors see **Part 2**, section 7.5, page 153.

Note: *.The error message will continue to flash on the display whenever the machine is idle.*

5.9 Trade transactions (stock mode)

In stock mode the machine is used solely for data entry and capture. Any transactions performed in this mode do not update sales totals. Transactions are stored in the audit buffer and can be collected by suitable PC applications.

Trade transactions could include trade sales, delivery notes, orders, stock control operations.

Please remember .....

Stock mode may not be used in the presence of the customer.

Stock mode transactions and sales transactions may **not** be mixed on the same receipt.

Setting up stock mode

A dedicated stock mode key must be enabled and assigned to the keyboard for you to be able to put the machine into stock mode. You can set a security level for the key in order to prevent unauthorised use.

Label mode

Stock mode can only be used if the **ADD** function has been selected.

Receipt mode

Refunds, returns and negative PLUs are not allowed in stock mode.

Trade accounts

You need to set up accounts for trade customers, or for the areas of the business against which to charge the goods when performing stock functions. For example, if you are writing off stock you might wish to charge it against a specific department such as electrical goods, toiletries, delicatessen.

For details of setting up accounts see Setting up accounts, section 4.3, page 58.

Payment keys

In stock mode you can only use stock movement type of payment keys and the ‘Recvd.On Account’ key.

To be able to use stock movement keys you must:

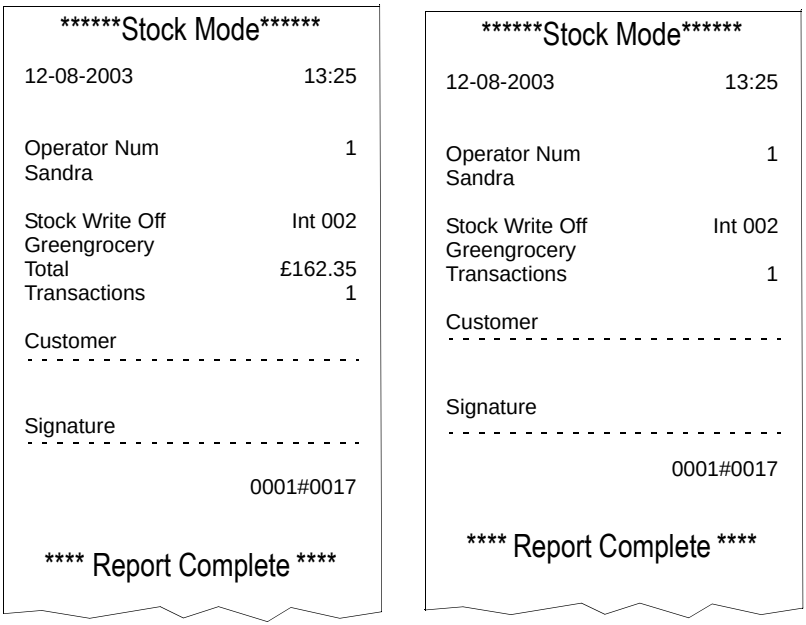
- set up and assign to the keyboard keys for each of the different stock functions you require

  For example, stock write off, orders, delivery notes, trade accounts.

- select whether to print prices or weight/quantity only on the receipt.

  Tax values are not printed.

For details of setting up payment keys see Payment tables section 4.3, page 52, For information on how to assign keys see page 91.



Prices Yes selected

Prices No selected

Figure 5.14 Stock mode account slip

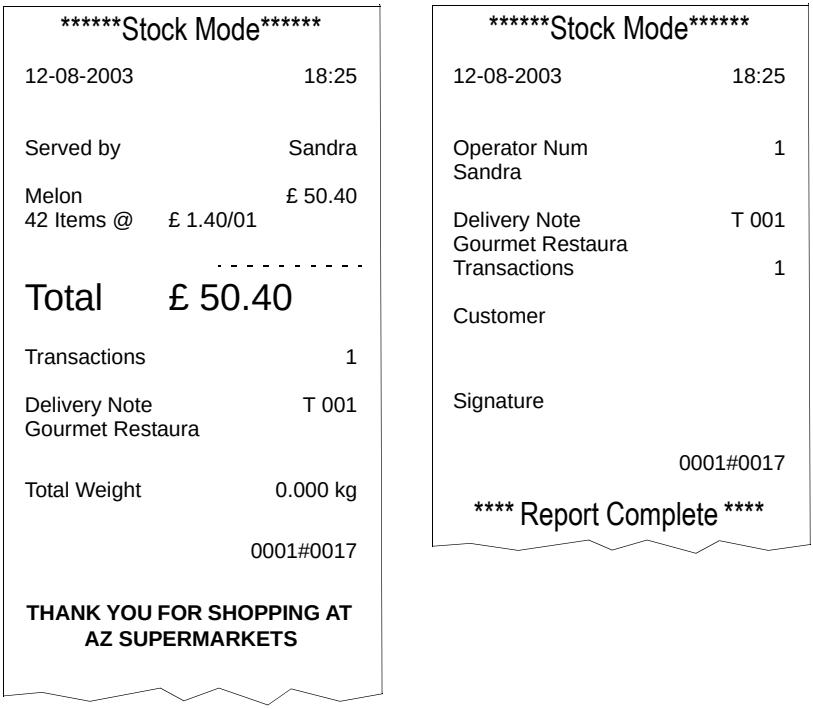


Figure 5.15 Stock mode receipt and account slip

5.10 Re-pricing goods

Re-pricing is when a new price label is issued and stuck over the original price label on the pack. This label is not PLU assigned. The label format usually includes:

- barcode
- total price
- unit/item price
- weight/items.

To be able to print re-price labels you must assign a dedicated re-price key to the sales keyboard.

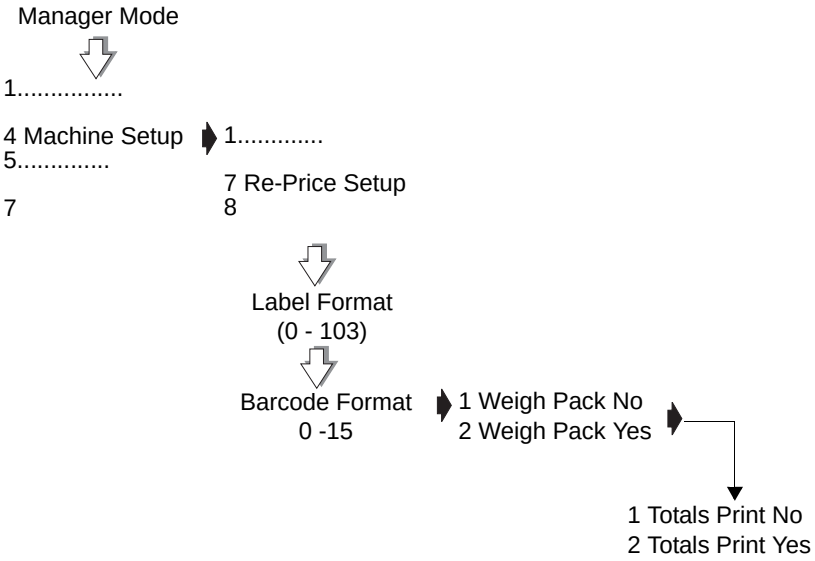


Figure 5.16 Re-price setup

Weigh pack

Weigh pack allows you to decide whether packs that are being re-priced should be weighed or the weight entered by hand.

Weigh Pack Yes

The packs that are being re-priced can be weighed.

Weigh Pack No

The weight of the pack must be entered by hand using the numeric keys. Hand entered weights are indicated by an ‘H’ printed on the label in front of the weight.

Totals print

Totals print allows you to choose whether to generate temporary totals for re-price transactions.

Totals Print Yes

Temporary totals for re-price transactions are generated.

Each label is totalised against the relevant EAN number. The totals are machine specific and include:

- EAN number
- Total weight
- Number of transactions
- Total value.

Re-price totals are printed using the ADD label format and each total generates a separate ADD label.

Re-price totals are cleared on exit from re-price mode.

6 Programming Products

6.1 Selecting PLUs by barcode

6.2 Customising the menus

6.3 Changing prices

6.4 Creating and Editing PLUs

6.5 Deleting PLUs

6.6 Copying PLUs

6.7 Promotions

6.8 Creating a nutritional panel

6.9 Creating voucher records

6 Programming Products

A Product Look Up (PLU) is a record of the information stored about a product available for sale in the store. The most frequently used PLUs may have their own commodity key. This chapter describes how you can:

- select a PLU
- customise the PLU menu
- create or edit PLUs
- delete an unwanted PLU
- copy a PLU
- set up promotions
- create a nutritional panel.
- create voucher records for voucher promotions

Please remember .....

You must be in Manager Mode in order to perform a programming operation. For information about Manager Mode see Section 4.1 - Manager mode, page 41.

6.1 Selecting PLUs by barcode

PLUs can be selected using the barcode number rather than the PLU number in:

- Sales mode
- Change Price
- Create and Edit
- Delete PLU
- Copy PLU.

Use a barcode scanner if available or use the keyboard to enter the barcode number if you have a '#' key.

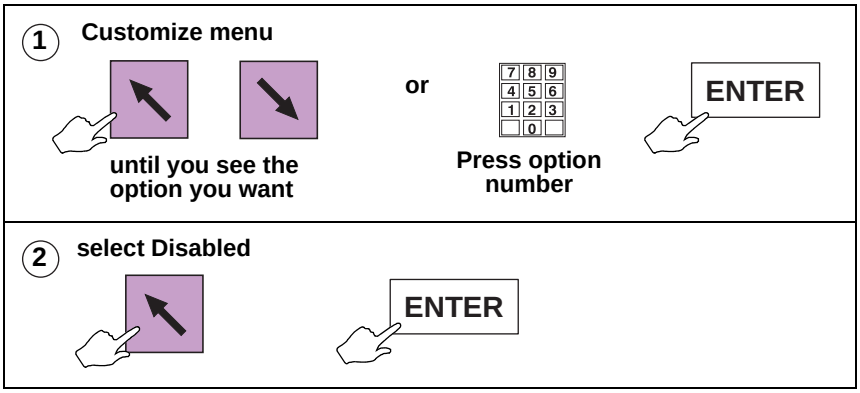
6.2 Customising the menus

The Create/Edit PLU menu can be customised so that options which are not required do not appear on the display in Create/ Edit PLU.

The options that can be disabled or enabled are:

- Departments
- Label Format
- Display text
- PLU Text 1, Text 2 and Text 3
- Tax Ref 1 and Tax Ref 2
- Group Number
- Price Multiple
- Promotions
- Price Base
- Net Weight
- Tare Weight
- Proportional Tare
- Date 1 and Date 2
- Sales Text 1 and Text 2
- Barcode
- Traceability
- Nutri panel.
- PLU Logo
- PLU Text 4
- PLU Text 5 and PLU Text 6
- Info. Labels
- Keyboard ID

Example:*Disabling an option*



6.3 Changing prices

Only the first, second or third price (PLUs programmed with a promotion) of a PLU can be changed. To change any other PLU data see page 131.

For the each price, the display will highlight unit price, item price or neg. item price, according to the type of PLU selected.

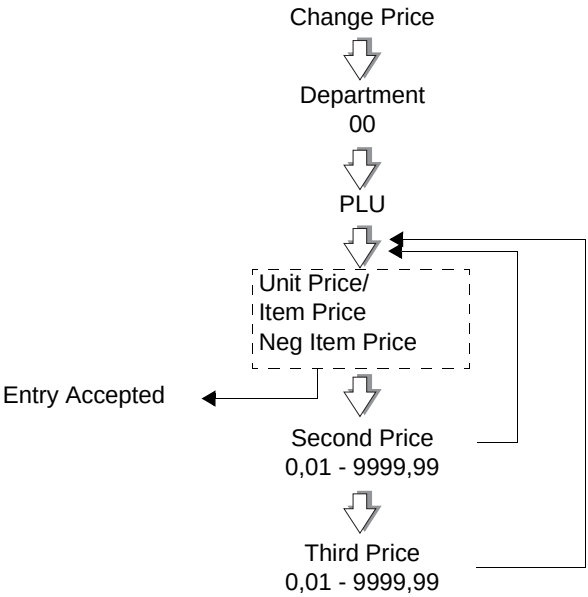


Figure 6.1 Changing prices

6.4 Creating and Editing PLUs

You can create closed, open or negative PLUs. The options available when creating or editing a PLU are described in this section.

The flow chart on page 133 shows all the possible system prompts to guide you through creating a PLU. What you see will depend on how your machine has been configured.

Note: *If the PLU you want to edit has a dedicated key assigned to it, instead of entering the PLU number you can, just press the appropriate PLU key.*

PLU types

The type of PLU is decided by the information that has been programmed.

Closed PLU

The price of the goods or item has been pre-programmed in the PLU and cannot be altered by the operator.

A **promotional PLU** is one where a promotional price or offer has been programmed. Programming a promotion is explained in section 6.7, page 144.

Open PLU

The price has been left blank and must be entered by the operator for each transaction.

Negative PLU

Negative item price is selected when the PLU is programmed.

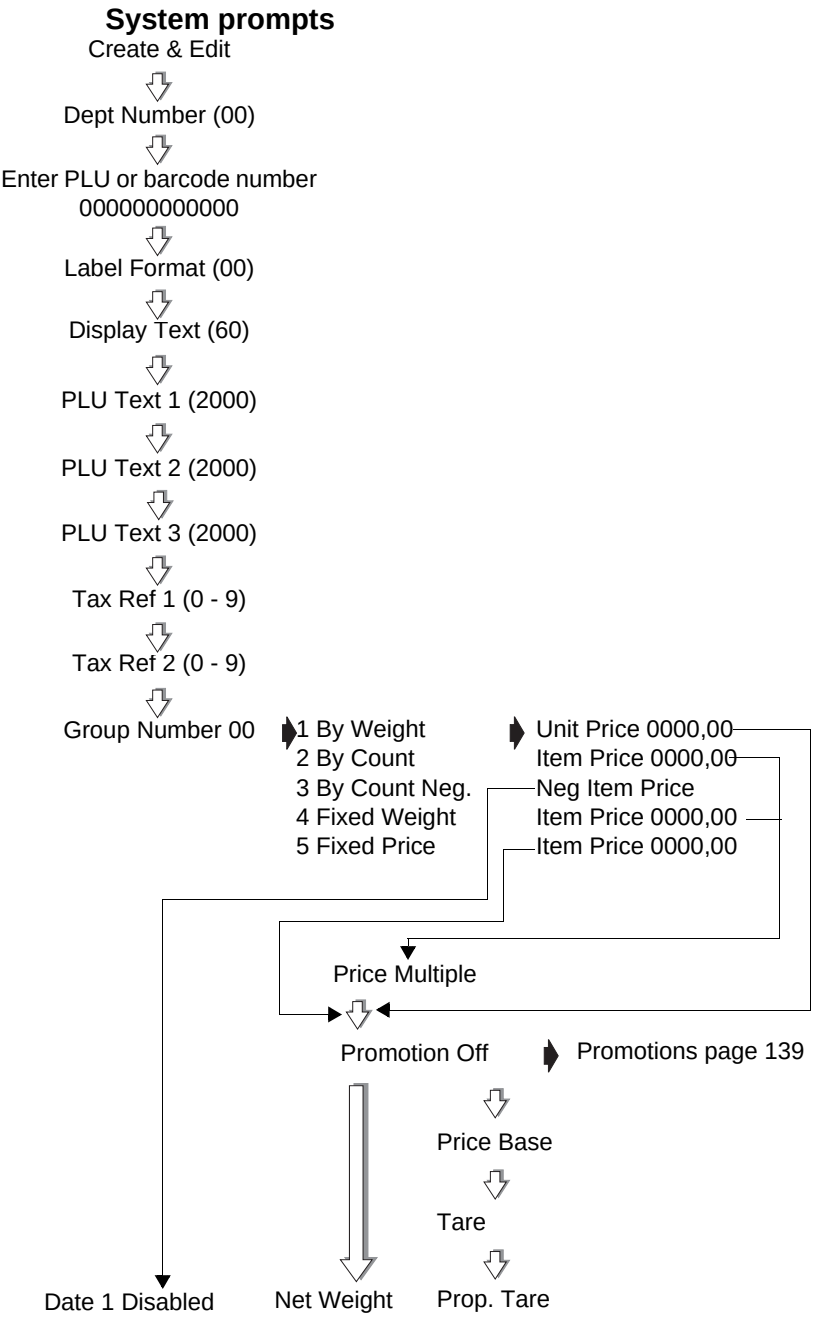
A negative PLU is for use in receipt mode to enable an operator to reimburse a customer for a nonweighed item such as a returned bottle.

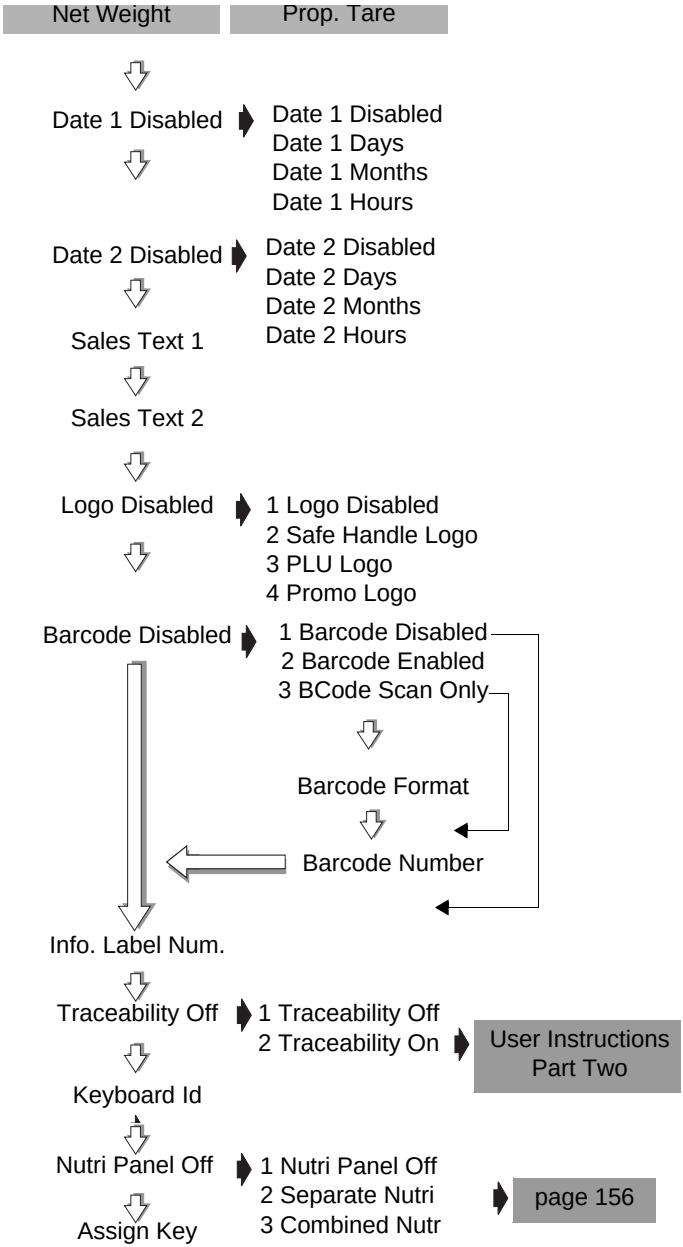
Note: *You can use the PLU search facility in both create/edit and change price function.*

Pick lists are available for all programmed data for the following fields:

- Department Number

- PLU Number
- Label Format
- Tax References
- Group Number
- Tare Reference
- Net Weight Reference
- Promotion Batch Number
- Promo/Sales Message
- Voucher Reference
- Information Label Reference
- Barcode Formats
- Traceability Scheme Reference
- Lot Numbers


System prompts
Create & Edit
Dept Number (00)
Enter PLU or barcode number
000000000000
Label Format (00)
Display Text (60)
PLU Text 1 (2000)
PLU Text 2 (2000)
PLU Text 3 (2000)
Tax Ref 1 (0 - 9)
Tax Ref 2 (0 - 9)
Group Number 00
1 By Weight
2 By Count
3 By Count Neg.
4 Fixed Weight
5 Fixed Price
Unit Price 0000,00
Item Price 0000,00
Neg Item Price
Item Price 0000,00
Item Price 0000,00
Price Multiple
Promotion Off
Promotions page 139
Price Base
Tare
Prop. Tare
Net Weight
Date 1 Disabled

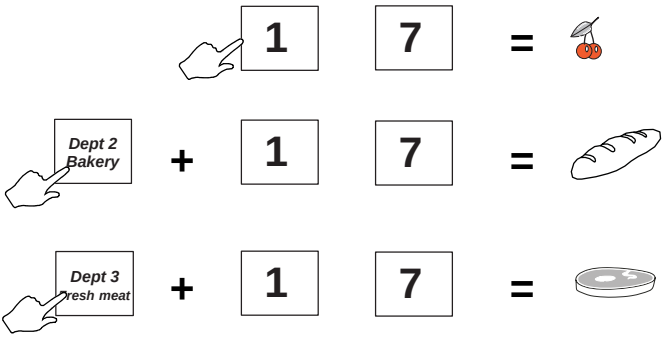

Net Weight
Prop. Tare
Date 1 Disabled
Date 1 Disabled
Date 1 Days
Date 1 Months
Date 1 Hours
Date 2 Disabled
Date 2 Disabled
Date 2 Days
Date 2 Months
Date 2 Hours
Sales Text 1
Sales Text 2
Logo Disabled
1 Logo Disabled
2 Safe Handle Logo
3 PLU Logo
4 Promo Logo
Barcode Disabled
1 Barcode Disabled
2 Barcode Enabled
3 BCode Scan Only
Barcode Format
Barcode Number
Info. Label Num.
Traceability Off
1 Traceability Off
2 Traceability On
User Instructions Part Two
Keyboard Id
Nutri Panel Off
1 Nutri Panel Off
2 Separate Nutri
3 Combined Nutr
page 156
Assign Key

Departments

When you assign a department to a machine, it becomes the default department for that machine.

If a department has been assigned to the machine you are using, when you enter the PLU number to select a product, the selected product will be the one assigned to the default department for the machine.

Note: *For more information on creating and assigning departments refer to section 4.5, page 62.*



PLU text

You can program one display text area and up to three printable text areas. You can enter up to 16 characters in the display text and each PLU print text area can have a maximum of 2000 characters.

- PLU text 1 is the default text for printing on receipts and labels including ingredients.
- PLU texts 2 and 3 printed on labels provided that the label format contains the appropriate text field.

PLU display text (60 characters)

If no display text has been previously programmed you will see the message **Enter Text**. If text has been programmed before it will be displayed and you can remove it or change it.

Note: *You can enter up to 60 characters over two lines, a maximum of 30 characters on each line.*

PLU text 1 (2000 characters)

If no text has been previously programmed in PLU text 1 and the PLU display text area has been left blank, you will see the message **PLU Text 1**. The message clears automatically when you enter text.

- If no text has been previously programmed in PLU text 1, any text programmed in the display text area is copied to PLU text 1. You can remove or edit this text to suit your requirements.

PLU text 2 and 3 (2000 characters each)

If no text has been previously programmed you will see the message **PLU Text 2**. The message clears automatically when you enter text.

- If Carcass Tracking has ben enabled in the PLU and the machine is in pre-pack mode, then the carcass text will be printed in the text 3 field instead of the programmed PLU text 3.

Note: *For substitution codes that you can use in PLU text messages 1 and 2 refer to section 4.9, Sales message on page 72.*

PLU text 4 (2000 characters)

You will see the prompt for PLU text 4 at the end of Create & Edit if it has been enabled in Customise Menus and if Nutri Panel is off. If a Nutri panel option is selected, **PLU Text 4** is replaced with the message **PLU Nutri Text** and is not available for use. The text field is shared.

- If no text has been previously programmed you will see the message **PLU Text 4**.
- The message clears automatically when you enter text.
- Any text previously programmed in the field will be displayed and can be edited if necessary.

PLU texts 5 and 6 (2000 characters)

You will see the prompts for PLU texts 5 and 6 at the end of Create & Edit if it has been enabled in Customise Menus and if Nutri Panel is off. If a Nutri panel option is selected

- **PLU Text 5** is replaced with the message **Serving Size Txt** and is not available for use.
- **PLU Text 6** is replaced with the message **Servings/ Contnr** and is not available for use.

If no text has been previously programmed you will see the message **PLU Text 5** or **PLU Text 6**. The message clears automatically when you enter text. Any text previously programmed in the field will be displayed and can be edited if necessary.

Tax reference 1 and 2

Each PLU can have up to two tax references.

- There are ten tax references available (0 - 9) and each one can be assigned a different tax rate.
- Use tax reference 0 for products which are non taxable.

For further information on tax rates see section 4.3, Setting up data tables,page 49.

Product groups

A product group is a category such as fish, fresh meat or vegetables to which an individual PLU may be assigned.

- You can create up to 99 groups
- Each group name can contain up to 20 characters.
- The group name is printed on PLU and group reports.

Trading mode

You can select the way in which the product is sold

By Weight

Used for goods that are to be weighed and that have a unit price programmed.

By Count

Used for nonweighed items requiring an item price.

By Count Neg.

Used for negative PLUs in receipt mode that require a negative item price to enable an operator to reimburse a customer for a nonweighed item.

Fixed Weight

Used for products with fixed net weight requiring an item price.

Fixed Price

Normally sold as nonweighed (**By Count**).

If the machine is:

- operating in prepack mode

  and

- back calculation By Product Type has been enabled in Service Mode

  the product is treated as a weighed product. This is equivalent to Danish Back Calculation.

Price multiple

For non-weighed PLUs you can program a default quantity for the product at a set price.

For example: Four chocolate chip muffins for £1.40.

- Set the item price to £1.40 and the price multiple to 4.

To charge a premium when selling individual items (split pack price).

1. Set the item price to the higher value for that number of items.
2. Select price promotion
3. Set the second price to the default pack price and the trip value to the default quantity.

For example: Four chocolate chip muffins for £1.40. Individual price £0.40.

- Set the item price to £1.60 and the price multiple to 4.
- Select price promotion and set the second price to £1.40 and the trip value to 4.

If a smaller quantity than the default number is purchased, the items will be charged at the higher price.

If a quantity greater than the default number is purchased, all the items will be charged at the promotional price.

Promotions

There are five types of promotion available that you can choose from when programming a PLU.

- price promotion
- frequent shopper promotion
- weight or items free promotion
- discount promotion
- voucher promotion

For details see section 6.7, page 144.

Sell by dates

If you enter a sell by or use by date when programming a PLU the machine prints the date or time on the label in one of the following ways:

- as a use by or sell by date computed from the number of days from the current date
- as a use by or sell by date computed from the number of months from the current date
- as a use by or sell by time computed from the number of hours from the current time

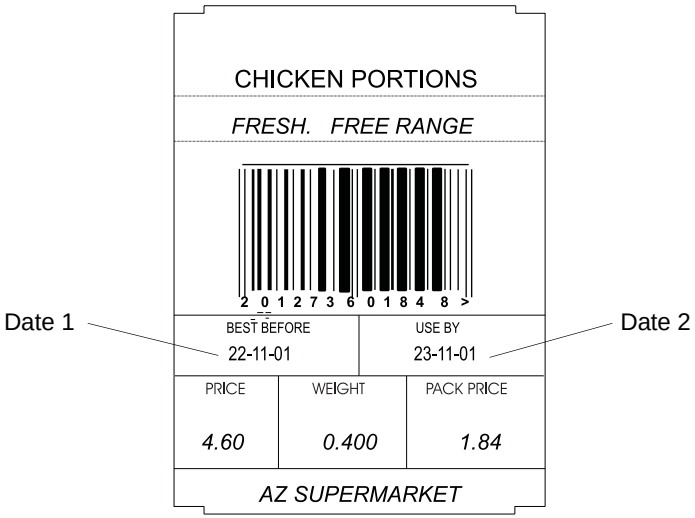


Figure 6.2 Sell by dates

Net weights

Net weight is a description printed on a label to identify the weight of a non-weighed product sold on a normal or average weight basis. For example, 400g for all loaves of a certain size.

Proportional tares

Proportional tares are used when weighing ready wrapped goods such as confectionery. Provided that the proportional weight value for the wrappings is known, the percentage tare value can be entered when programming the PLU.

Barcode printing

Labels

Barcodes will only be printed if you assign a barcode format to the machine see section 6.4, page 131, or enable the barcode in a PLU.

Receipts and talons

Barcodes will only be printed if you enable them on the machine.

PLUs for dry or branded goods

PLUs for dry or branded goods can be created in two ways:

Using a PLU number.

- Create the PLU as normal.
- When you see the message **Barcode Disabled**, press or select BCode Scan Only.

  You can enter the barcode number manually or use the scanner.

Using a barcode number.

- Scan the barcode when you see the message **Dept Number** or **Enter PLU**.

  or

- Enter the department number and when you see the message Enter PLU, press and enter the barcode number.
- Enter other PLU details such as price as normal, but you do not need to enter any barcode related information.

Note: *If you want the PLUs to be in Departments, enter the department number when you see the message Dept. Number and the barcode number when you see the message Enter PLU.*

6.5 Deleting PLUs

You should delete PLUs that are no longer required to reduce the size of the PLU file.

In some cases you will delete a range of products (for example all products in a department) or sometimes the complete product file to ensure that no obsolete products exist in the scale.

Please remember .....

If the PLU has outstanding totals you should print a clearing totals report for the PLU before deleting it.

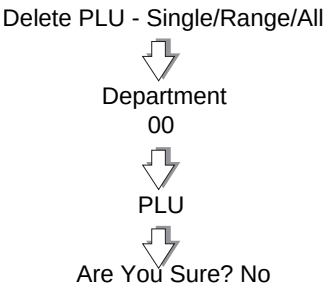


Figure 6.3 Deleting PLUs

Note: *The default security level for Single PLU delete is 1. The default security level for the Range delete and All PLU delete is 9.*

6.6 Copying PLUs

This function enables you to copy the data from an existing PLU to a new one. The new PLU has a different PLU number and barcode number, and can also be in a different department. The new barcode number will default so that the article number matches the PLU number. If the barcode number is already in use then the barcode number will be set to zero.

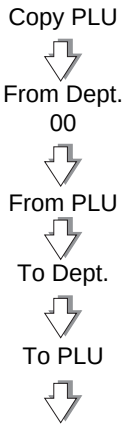


Figure 6.4 Copying PLUs

6.7 Promotions

You can program PLUs with a promotional price or offer.

If you select a PLU with a promotion the PLU description on the commodity display flashes.

There are five types of promotion available:

- price promotion
- frequent shopper promotion
- weight or items free promotion
- discount promotion
- voucher promotion

Sales receipts and labels can be printed with messages giving details of the savings or benefit to the customer. A suitable label format must be selected when programming the PLU for promotional information to be printed on the label.

You can:

- select the promotional message to always print or only when the promotional price is enabled.
- link a promotion to a time period by assigning a Promo Batch to the PLU.
- assign an expiry date to voucher promotions.

Please remember .....

- Promotions are programmed in Create & Edit PLU.
- Pressing

disables the promotion.
- Applying a manual discount to a PLU disables the promotional discount.

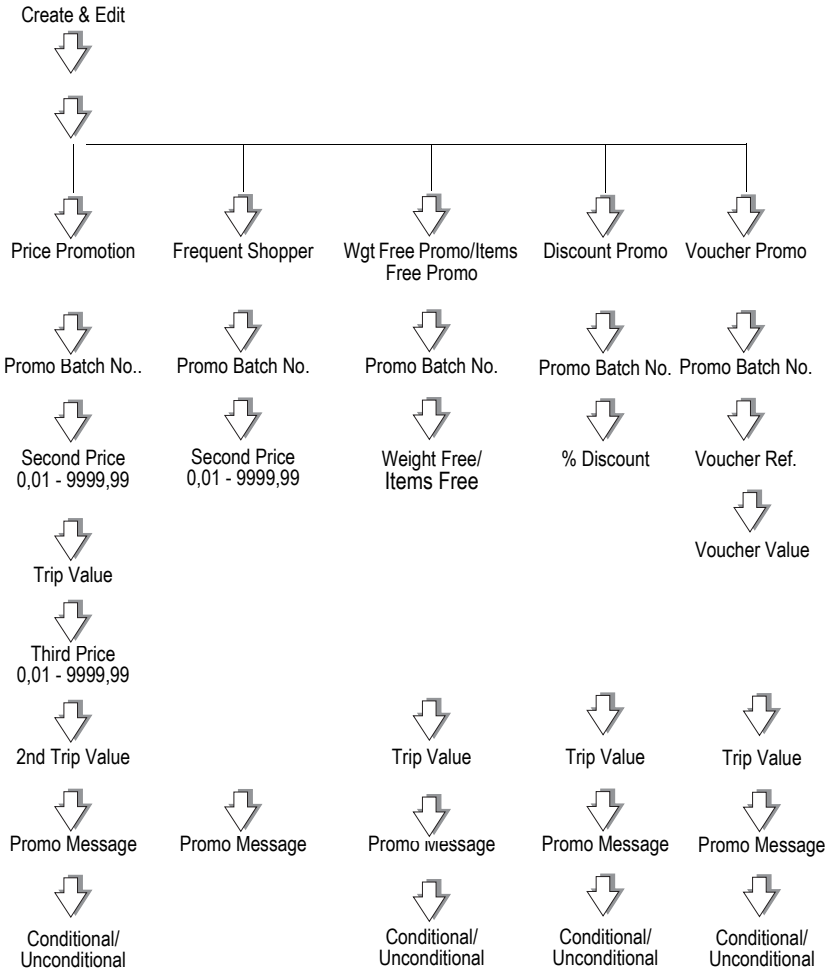


Figure 6.5 Promotion programming

Price promotion

You can program a PLU with a second and third unit or item price and two different weighed quantities or number of items that enable the second and third prices,

- The promotional price is enabled when the pre-programmed weight or quantity is purchased.
- If you do not program a third price and a second trip value then only the second promotion price and its trip value will apply.
- You can change the unit or item price and the promotional prices using Change Price.

Please remember .....

If you program the weighed quantity as 0.00, or the number of items as 0, the promotion will always be enabled

- Sales receipts and labels can be printed with details of the savings to the customer.
- To print promotional information on the label you must select an appropriate label format when programming the PLU.

Frequent shopper promotion

If you program a PLU with a frequent shopper promotion, you can have two prices printed on the label, the normal selling price and a special price.

- If the customer is in the frequent shopper scheme, the PoS terminal will use the special price when the goods are totalised at the checkout.
- If the customer is not in the frequent shopper scheme the normal selling price is used.
- A frequent shopper price is not dependant on the weight or quantity purchased.

There are three types of Frequent Shopper promotion available.

- Price

  You can program a second price for the PLU which applies if the customer is part of the frequent shopper program.

- % Discount

  This type of promotion calculates the discount as a percentage of the original unit price or of the total price for the PLU.

  You must enter the percentage discount as a whole number. For example:

  A price reduction of 3% must be entered as 3.00.

- Reduction

  The unit or total price of the PLU is reduced by the value programmed.

Weight/item free promotion

The system automatically scales up the free quantity according to the amount purchased.

For example:

- buy three and get one free (item free).
- buy 500g and get 100g extra free (weight free).

Please remember .....

If you program the weight as 0.00 or the number of items as 0, the promotion will always be enabled.

Weight free promotion

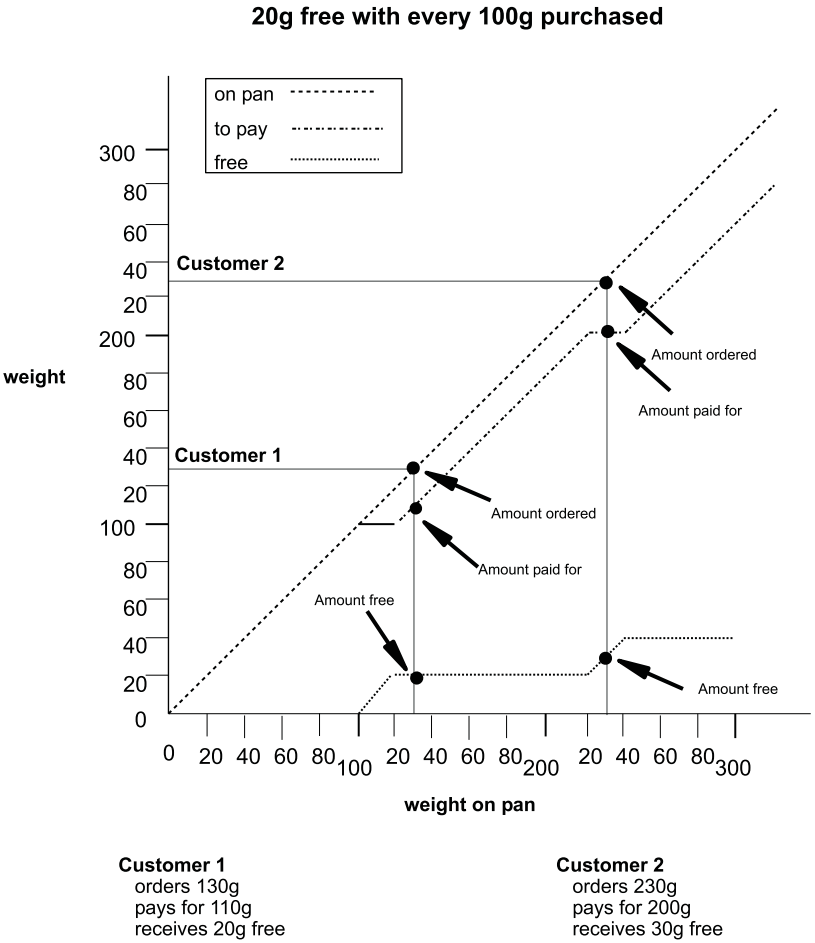


Figure 6.6 Free weights graph

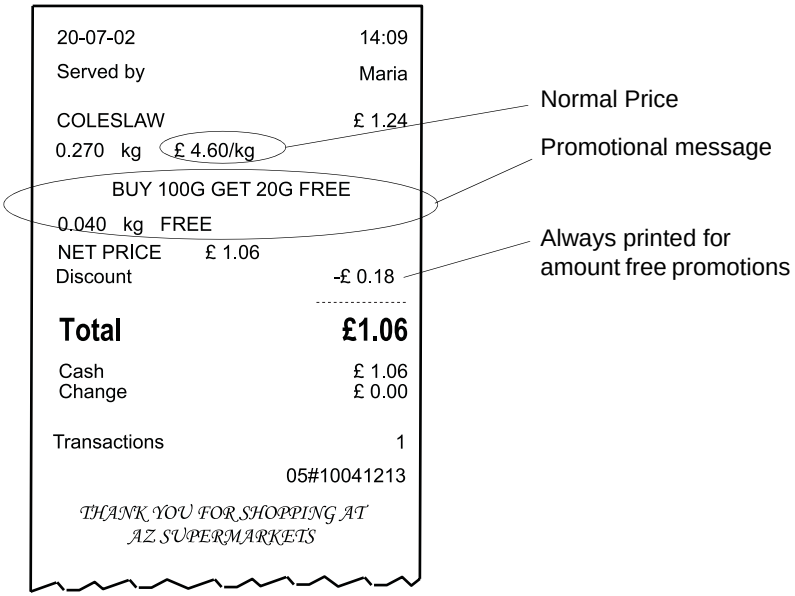


Figure 6.7 Weight free promotion receipt

Item free promotion

Item free promotions can be applied to weighed goods and nonweighed items.

They can be used for products such as hamburgers which are priced by weight but generally sold by number.

Example: *Buy 4 hamburgers and get 1 free.*

- When programming the promotion, enter 1 for the number of free items and 4 for the item break.
- The weight and total price of 4 hamburgers is calculated from the weight of 5 hamburgers on the weighplate and the unit price.
- When serving a customer, the operator weighs all 5 hamburgers and enters 5 for the number of items. The value of the transaction is calculated automatically with the appropriate quantity (1) given free.

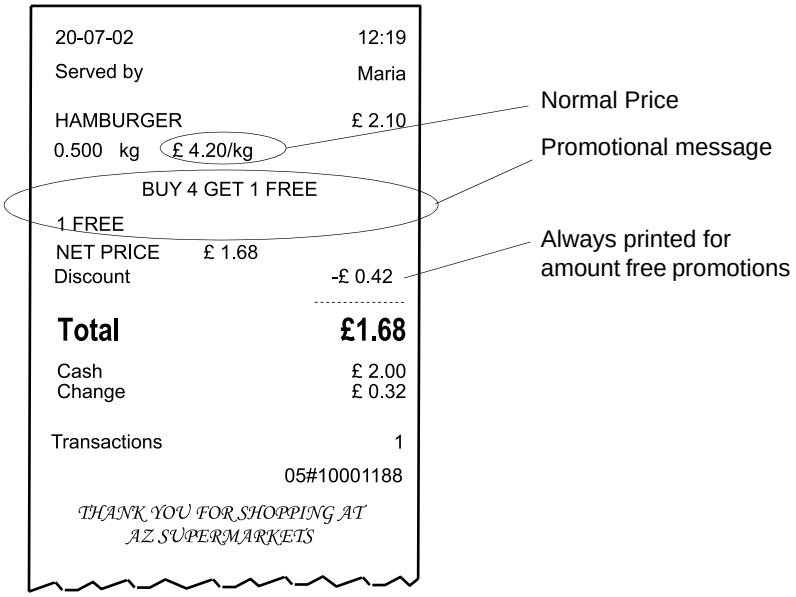


Figure 6.8 Typical item free promotion receipt

Discount promotion

A discount promotion applies a percentage reduction on the normal selling price. It is applied automatically when the quantity of weighed goods or the number of items equals or exceeds the trip value set in the PLU.

Please remember .....

You must enter the percentage discount as a whole number. For example, a price reduction of 5% must be entered as 5.00.

Voucher promotion

This type of promotion prints a voucher or coupon giving customers incentives to:

- purchase more of the same product
- try other products.

Printing vouchers

Machines operating in label mode:

- the voucher label is printed after the standard label.
- there is a two second delay when vouchers are printed on the same printer as the previous label.

Machines operating in receipt or non-add label mode

- the voucher label is printed after the receipt or add total label has been printed.

  This is to allow for the possibility of voiding transactions after they have been assigned.

Programming a voucher promotion

You can program a voucher promotion with:

- a promo batch number
- the voucher reference (1 - 50)
- the weight or number of items at which the voucher will be printed
- the monetary value of the voucher
- a promotional message
- conditional or unconditional printing of the promo message.

Please remember .....

You must use an appropriate label format and a valid barcode format when creating the voucher record (see *Creating voucher records* on page 164).

Figure 6.9 Sample Voucher labels

Promo batches

You can create batches of promotions where all the products in one batch share the same beginning and end date or time. These times can apply to specific days or every day. The promotional price and type of promotion are specific to each product.

For example, you could set up batch promotions for seasonal goods or monthly promotions.

Linking promotions to a time period

You can link a PLU to a batch promotion in either:

- Create & Edit

or

- Edit Promo Batch

Promo text

When there is no promotion message associated with the PLU promotion, the promo batch text will be printed on the receipt immediately below the transaction.

Promo Batch 0

If you enter the reference 0 as the Promo Batch number in Create & Edit PLU then the promotion will not be linked to a batch and **will be active all the time**.

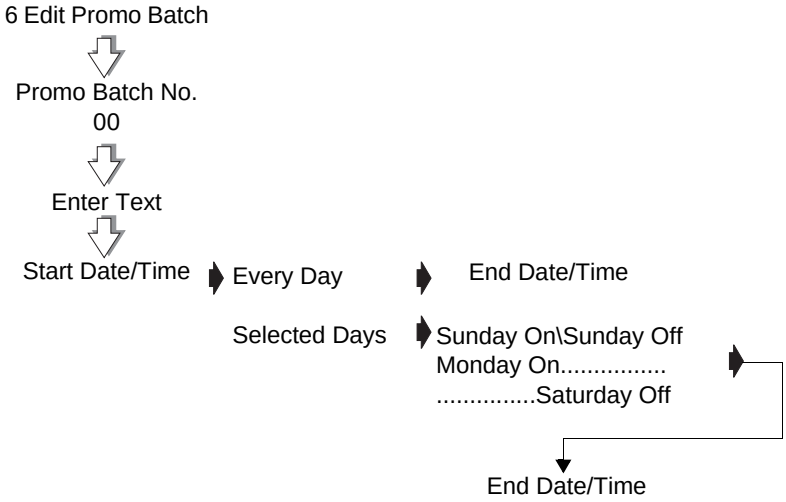


Figure 6.10 Promo batch numbering

Deleting promo batches

You can assign a promotional (sales) message to any promotion. If you select **Conditional** the sales message is printed only when the promotion is active. If you select

Unconditional, the default setting, the sales message is always printed.

If you assign a promo sales message to a frequent shopper promotion it is always printed.

Promo messages

You can assign a promotional (sales) message to any promotion. If you select **Conditional** the sales message is printed only when the promotion is active. If you select **Unconditional**, the default setting, the sales message is always printed.

If you assign a promo sales message to a frequent shopper promotion it is always printed.

The message text can contain codes, as listed below, or Dewey Decimal codes to print information about the transaction. The codes are:

%%S prints the value saved

%%N prints the price to pay with promotion

%%G prints the price to pay without promotion

%%F prints the weight or items given free

%%PTXX prints the promo batch text.

(XX is the promo batch number.)

%%PSXX prints the promo batch start date.

(XX is the promo batch number.)

%%PEXX prints the promo batch end date.

(XX is the promo batch number.)

Please remember .....

For other substitution codes that you can use in a promotional message refer to section 4.9, page 72, Sales message and for Dewey Decimal codes see Appendix, section 10.3.

6.8 Creating a nutritional panel

You can define nutritional panels to suit your requirements or you can used the fixed format already programmed in the machine.

You must enable **Nutri Panel** in **Separate Nutri** in order to be able to setup and program nutritional panels or labels in the PLU.

The nutritional panel shows the weight and percentage per serving of the nutrient content of a product relative to the recommended daily intake. You can print nutrition facts:

- on a ***separate*** label or
- on the main product label.

If you are using:

- label rolls then the nutritional and PLU labels must be the same size.
- continuous labels then the size of both labels can differ.

Please remember .....

Check that the labels you use are large enough to accommodate all the information to be printed on them.

In order to print a nutritional label, you must select either **Separate Nutri** or **Combined Nutr** in the PLU and assign an appropriate label format. You will also need to define the information to be printed on the nutri panel.

Note: *If you want to create your own label format instead of using one of the default formats contact your Avery Berkel centre.*

Fixed Format

You can enter the information required to create a fixed format nutritional label at the end of the **Create & Edit** function.

The format of this label is factory set and cannot be altered. Label rotation can be 0° or 180° and you can select either long label format or short label format, as shown in *Figure 6.11*, according to the label format number programmed in the PLU.

Use label formats numbered 100 to 103 for these fixed format nutritional labels.

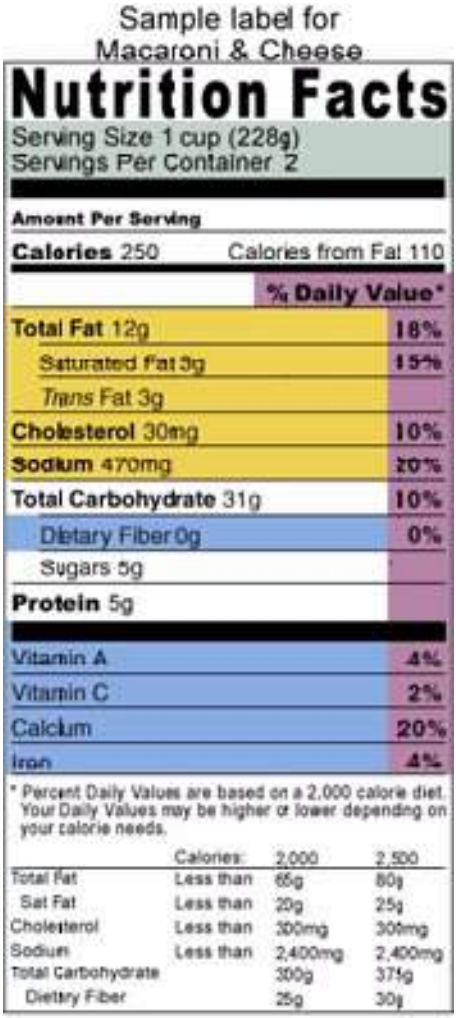


Figure 6.11 Fixed nutri panel label

Relative Nutrient Amounts

Some minerals are sent as a percentage of RDA rather than as absolute values. The nutrient table will indicate whether the nutrient amount is specified in %RDA or as an absolute value.

The following nutrients are defined, by default (for USA only) as using %RDA relative amounts:

- Vitamin A
- Vitamin C
- Calcium
- Iron

All other default nutrients are defined with absolute values.

Nutrient Guide Texts

Nutrient guide text elaborates on the nutrient amounts. They allow 'healthy' products to be advertised with messages (either printed or displayed). Examples are:

- low in fat
- high in omega 3

For each nutrient, three messages (i.e. low, medium and high) and two thresholds (low-medium and medium-high) are available. The messages can be up to 32 characters long, and the thresholds are 0.00 - 10,000.00 %RDA.

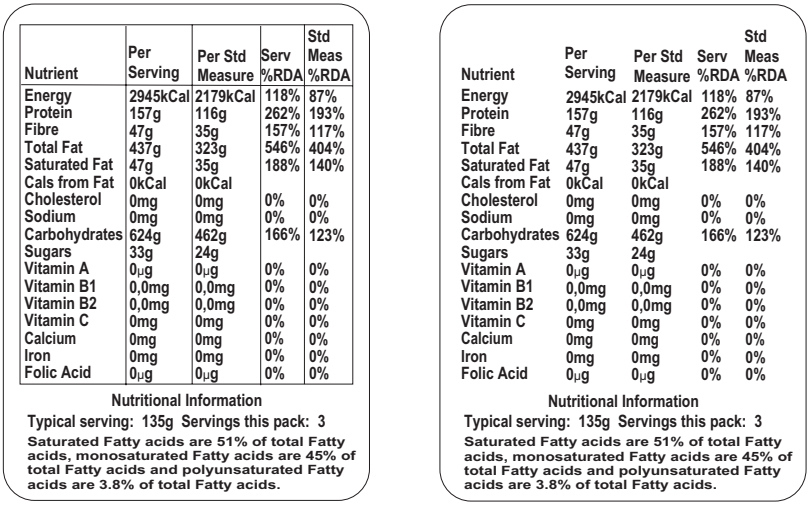
Substitution codes are available to insert these guide messages into any text see Section 10.3 - Substitution codes, page 198.

Flexible nutritional panels

Flexible nutritional panels allow you to create nutri labels to suit your individual market requirements.

Label format 99 has been programmed in the machine for use with flexible nutri panels. You can use this format to print a separate nutri label as shown in *Figure 6.12*.

Note: *To print boxes on labels your machine must be configured for printed boxes. Contact your local Avery Weigh-Tronix centre.*



Nutrient	Per Serving	Per Std Measure	Serv %RDA	Std Meas %RDA
Energy	2945kCal	2179kCal	118%	87%
Protein	157g	116g	262%	193%
Fibre	47g	35g	157%	117%
Total Fat	437g	323g	546%	404%
Saturated Fat	47g	35g	188%	140%
Cals from Fat	0kCal	0kCal		
Cholesterol	0mg	0mg	0%	0%
Sodium	0mg	0mg	0%	0%
Carbohydrates	624g	462g	166%	123%
Sugars	33g	24g		
Vitamin A	0µg	0µg	0%	0%
Vitamin B1	0,0mg	0,0mg	0%	0%
Vitamin B2	0,0mg	0,0mg	0%	0%
Vitamin C	0mg	0mg	0%	0%
Calcium	0mg	0mg	0%	0%
Iron	0mg	0mg	0%	0%
Folic Acid	0µg	0µg	0%	0%

Nutritional Information

Typical serving: 135g Servings this pack: 3

Saturated Fatty acids are 51% of total Fatty acids, monosaturated Fatty acids are 45% of total Fatty acids and polyunsaturated Fatty acids are 3.8% of total Fatty acids.

Nutrient	Per Serving	Per Std Measure	Serv %RDA	Std Meas %RDA
Energy	2945kCal	2179kCal	118%	87%
Protein	157g	116g	262%	193%
Fibre	47g	35g	157%	117%
Total Fat	437g	323g	546%	404%
Saturated Fat	47g	35g	188%	140%
Cals from Fat	0kCal	0kCal		
Cholesterol	0mg	0mg	0%	0%
Sodium	0mg	0mg	0%	0%
Carbohydrates	624g	462g	166%	123%
Sugars	33g	24g		
Vitamin A	0µg	0µg	0%	0%
Vitamin B1	0,0mg	0,0mg	0%	0%
Vitamin B2	0,0mg	0,0mg	0%	0%
Vitamin C	0mg	0mg	0%	0%
Calcium	0mg	0mg	0%	0%
Iron	0mg	0mg	0%	0%
Folic Acid	0µg	0µg	0%	0%

Nutritional Information

Typical serving: 135g Servings this pack: 3

Saturated Fatty acids are 51% of total Fatty acids, monosaturated Fatty acids are 45% of total Fatty acids and polyunsaturated Fatty acids are 3.8% of total Fatty acids.

Figure 6.12 Flexible nutri panel label

Defining the nutritional information

Nutrient Definitions define the nutrients that will appear on the nutri panel and will be listed when creating or editing the PLU. You can define up to 50 nutrients and set values for the:

- Nutrient name
- Recommended daily allowance (RDA)
- Units
- Decimal places.

Note: *Only nutrients that have been defined will be prompted for when creating or editing the PLU.*

Standard nutrient definitions and the associated values, as advised by the UK Food Standards Agency, are already programmed in the machine. You can add to or edit these as required. For a list of the definitions programmed in the machine see section 10.4, Nutrient facts, page 206.

Nutrient Data texts define the text that will be printed on the nutri panel. You can program up to 50 data texts of 400 characters each. Nutrient data texts can contain both text and substitution codes (see section 10.4), page 206.

For a list of the standard data texts programmed in the machine see 10.4, Nutrient facts, page 206.

PLU setup

The nutritional data printed depends upon the settings in each PLU.

Combined/Separate Nutri

Select either:

Combined to print a combined product and nutri label.

or:

Separate to print the product label and a separate nutri label.

Label Format

Enter the label format reference to include the nutritional information required. Use the default label format 99 to print the label as shown in *Figure 6.12*

Serving

This is the typical serving size for the product for which the nutrients are quoted. Select g,ml or none for the units.

Standard (Std) Measure

This is the standard amount of the product (normally 100g or 100ml) for which the nutrients are quoted. Standard measures allow the customer to compare the nutritional values of different products.

Select g or ml for the units, or standard measure disabled.

Auto Num Serving

You can choose to allow the scale to calculate the number of servings or you can enter a fixed number. Auto num serving will only be allowed if the serving size and the transaction weight use the same units.

The number of servings per container is calculated automatically from the serving size programmed in the PLU and the weight of the product in the container:

$$\frac{\text{total weight in container}}{\text{serving size in grams}}$$

The scale looks for a numerical value followed by a g or G in the serving size text and uses that weight to calculate the number of servings.

Amount per serving

You must enter the amount per typical serving for each nutrient listed in the PLU or press enter to accept the previously programmed value. Enter a numerical value or select from Less, <, Trace or Nil.

Less or < means that the amount is less than the smallest non-zero value at the resolution used.

Example:*If vitamin C is measured in milligrams to 2 decimal places;*

Less or < means less than 0.01mg.

Example:*Carbohydrate measured in grams*

Less or < means less than 1g.

PLU nutri text

This field is shared with **PLU Text 4**. When nutri panels are active, **PLU Text 4** is not available for use in the PLU. Any text previously programmed in the field will be displayed and can be edited if necessary.

If the serving size in grams is included in the nutri text and the value **%%C,** or the equivalent Dewey Decimal code, as the text for servings per container, then provided that **Auto Num Servngs** is enabled the scale will calculate and print the number of servings for the pack.

Note: *For information on using Dewey Decimal codes see section 10, Appendix, page 199.*

Serving Size Txt and Servings/Contnr

- These fields are shared with **PLU Text 5** and **PLU Text 6**. When nutri panels are active, **PLU Text 5** and **PLU Text 6** are not available for use in the PLU.
- Any text previously programmed in the fields will be displayed and can be edited if necessary.

These text fields do not have label fields associated with them. To print the information contained in these fields you must enter the appropriate Dewey Decimal code in a standard label text field.

Note: *For information on using Dewey Decimal codes see section 10, Appendix, page 199.*

6.9 Creating voucher records

You can program up to 15 different voucher records for use with PLU voucher promotions. The voucher record contains the following information:

- the description to be printed on the voucher.
- print mode
- expiry date
- barcode format
- printer ID
- label format

Voucher description

You can program a voucher description up to a maximum length of 200 characters. The description can contain

- alpha and numeric characters
- embedded information such as PLU texts, current date and time, operator number

For information on text creation and editing see section 4.2, *Creating and editing text* on page 45.

For information on substitution codes for embedded information see section 10, *Substitution codes* on page 198.

Print type

You can select whether the voucher will be printed when the machine is in Label or Receipt or Label & Receipt mode.

Expiry date

If you program an expiry date it can be used as the expiry date for the voucher validity or as the expiry date for the promotion. You can disable the expiry date.

Barcode format

You can enter a barcode reference form 0 to 15. The voucher barcode format is programmed in the Barcode format table. Voucher barcodes usually have a different prefix to differentiate from normal label barcodes.

The default format for voucher barcodes is EAN13 with prefix 99 and is programmed as 99AAAAAPPPPPC. You can edit the default format using numeric digits.Use the substitution code for promotional saving to embed the voucher value.

Printer ID

If your machine has more than one printer, you can select the printer at which the voucher will be printed.

Label format

The label format used for printing the voucher must have the appropriate fields to print the information.

Label format field	Voucher data
Text 1	Voucher description text
Date 2	Expiry date
Barcode Ref 0 Ref 1 - 15	 Barcode specified by the barcode reference in the voucher Barcode reference specified in the label format

7 Serving Customers

7.1 Basic operations

7.2 Hand pricing

7.3 Using PLUs

7.4 Barcode scanning

7.5 Euro prices

7.6 Overriding prices

7.7 Overriding weight

7.8 Voiding a transaction

7.9 Using tares

7.10 Using the FIX key

7.11 Receipt operations

7.12 Using the ADD key

7.13 Returning products

7 Serving Customers

This section tells you how to use the operations you may need when actually serving customers.

Please remember .....

Take care when placing large, heavy produce such as water melons on the weigh plate so that they do not roll off the machine.

7.1 Basic operations

Logging on/off

Pressing LOG toggles between log on and log off.

If your machine has a dedicated LOG key you can

- log on at the start of your shift
- log off at the end of your shift
- log off or on at the start or end of your break.

You can only enter transactions at a machine if you are logged on to the machine.

Note: *If the machine is operating in Checkout Mode you will still need to enter your PIN when logging on.*

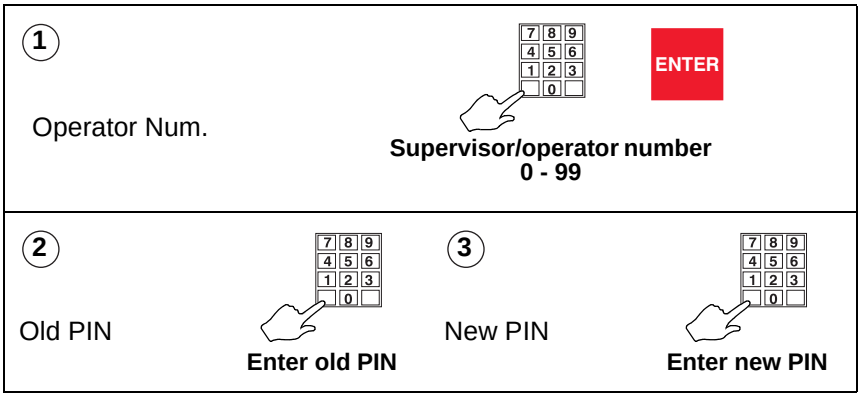
Note: *Your scales may be set with a suitable service interval. If a service interval has been set, a notice will display as you near the service date.*

Operator PIN

You may have ben assigned a PIN. Your PIN must be entered when logging on or off.

Changing your PIN

If your machine has a PIN key you may change your own PIN.



Security level

Security levels are assigned to

- the scale functions on your machine.
- each operator is assigned a security level

There are 10 security levels from 0 to 9. The security level determines operator access to scale functions.

- You will only have access to functions that have the same level or a lower level of security than your own security level.
- Only those operators with a security level equal to or greater than the function security are listed for selection.

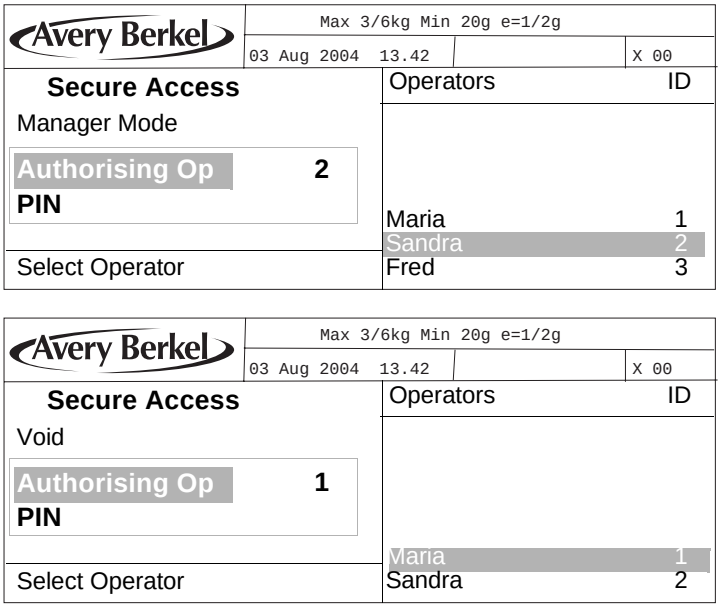


Figure 7.1 Secure access displays

Printing labels and receipts

If you have a machine that prints labels or receipts you can select whether you want to print labels or receipts.

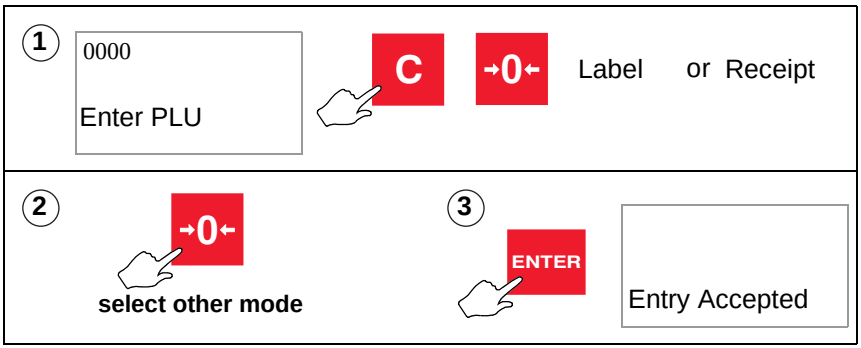
Before selecting label or receipt mode check that:

- The correct label or paper roll is loaded.

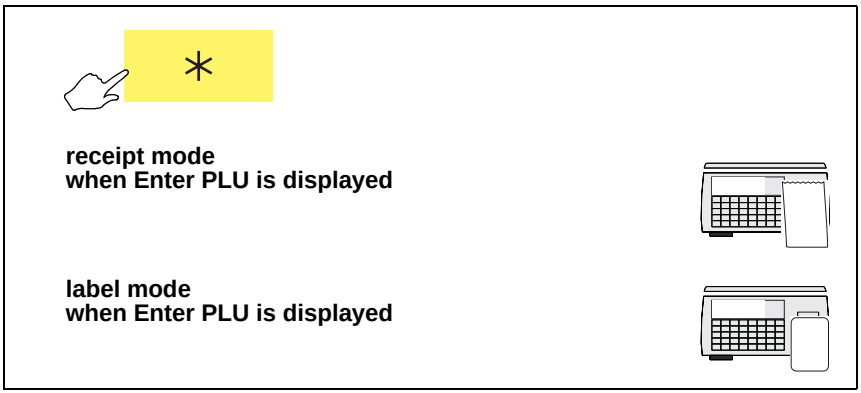
  For instructions for changing the printer roll see , *Changing the printer roll*, page 28

- a FIX is not active (FIX icon not displayed).

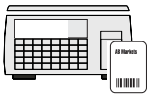
Selecting label or receipt mode



Advancing the printer roll



Printing a label



while total price is displayed

Label Streaming

In pre-pack mode, if you press the print key with a non-weighed product selected, you are prompted for the number of labels you want, and you can print out a number of labels (this is called label streaming).

In counter mode you can do the same by:

- select a non-weighed product
- press the enter key
- select the number of labels required

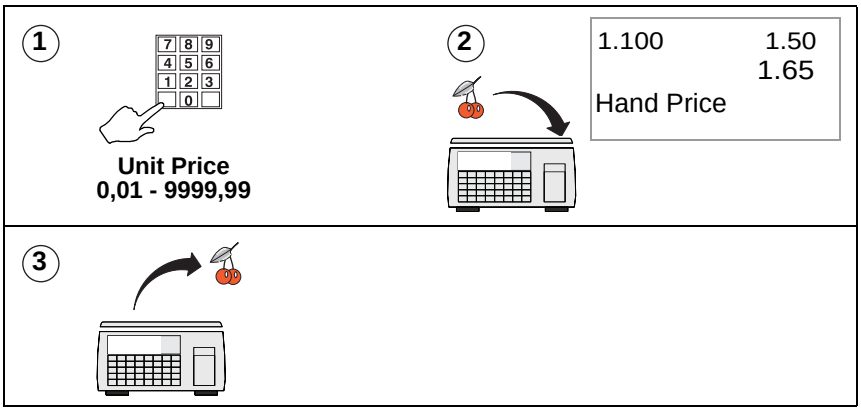
7.2 Hand pricing

Use this function when serving customers with products that do not have a PLU associated with them.

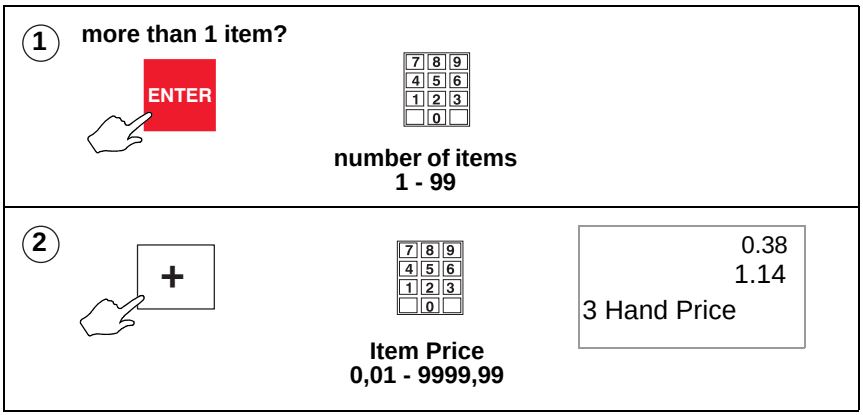
If your machine has been set up for PLU selection you will need to select **Hand Price** mode.

If your machine is in PLU mode, press **UP/ PLU** to select **Hand Price** mode.

Weighed goods (unit price)



Non-weighed items (item price)



7.3 Using PLUs

Many of the goods and items you sell will have a unique PLU (Product Look Up) number associated with them. The most frequently used PLUs may have their own commodity key.

A **commodity key** is a programmable key which has been assigned to a specific PLU. They are generally reserved for the most frequently used PLUs.

A **department key** is a programmable key allowing you to select PLUs assigned to departments other than the one allocated to your machine.

The **PLU search key** is a programmable key allowing you to enter the first few characters of the PLU description or the PLU number. A list is displayed on the right hand side of the screen.

If a department has been assigned to the machine you will see the eight PLUs in the selected department that most closely match the entry.

Use and to move up and down the list and view any further PLUs in the list.

To view PLUs in other departments you must first select the department.

Selecting a PLU

The way you select a PLU will depend on your machine configuration. If the PLU is one assigned to the default department for the machine you can:

- type in the PLU number and press

- type in the PLU number or press a commodity key and wait for the machine to automatically display the PLU information.

  This is the method described in this handbook and is known as timeout selection.

- enter the barcode number

Barcode scan

If your machine has a scanner

- scan the barcode

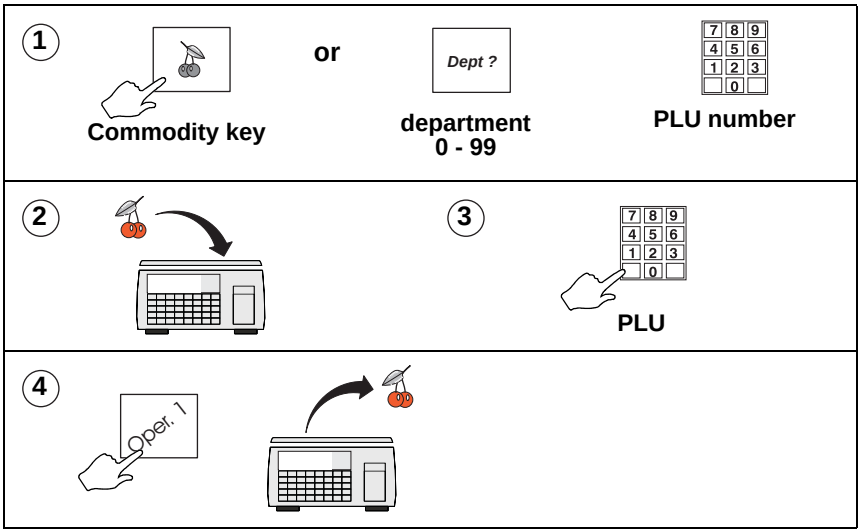
PLU search

If your machine has a PLU search key

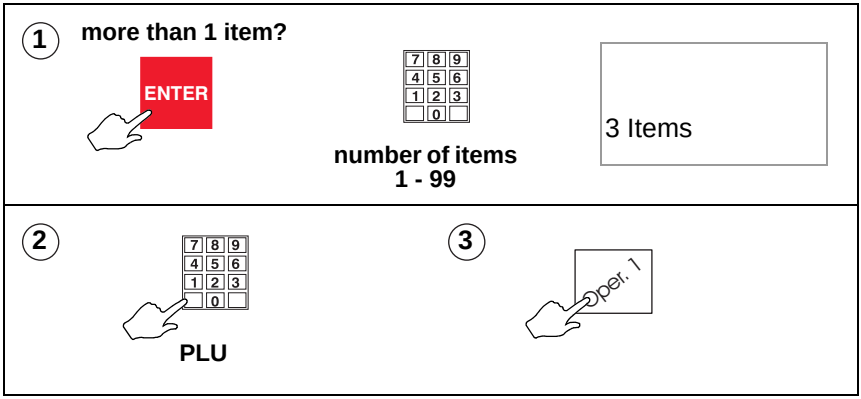
- press PLU search then enter the PLU text or number
- use ↑ or ↓ to scroll through the list
- press ENTER to select the PLU.

If your machine is not already in PLU mode, press UP/ PLU to select it.

Weighed goods



Non-weighed items

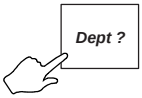


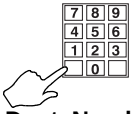
Using department keys

A department is a group of machines within the store which reflects the way the store operates, for example, produce, bakery, fresh meat, fish. See section 4.5, *Creating departments*, page 62.

- A department can be assigned to a machine and it becomes the default department for that machine.
- A dedicated department key is programmable key which has been assigned to a specific department.
- Your machine may have dedicated department keys or a general department key or both.
- If the PLU you require is not in the department assigned to your machine, you can press the dedicated department key for that PLU when **Enter PLU** is displayed.

Using a general department key

1. 

2. 

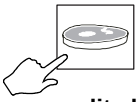
Dept. Number

3.

4. **Complete the transaction.**

Using a dedicated department key

1.

2. 
commodity key

3. **Complete the transaction.**

Promotional PLUs

If the PLU you select is programmed with a promotion, the PLU description on the commodity display flashes.

Four types of promotion are available:

- price promotion
- frequent shopper
- weight or item free promotion
- discount promotion

Sales receipts and labels can be printed with messages giving details of the savings or benefit to the customer.

If a frequent shopper promotion is in operation and a suitable label format is available, the label shows the normal selling price and a special price.

Pressing

disables the promotion.

7.4 Barcode scanning

Barcode scanning is normally used with receipt printing operations.

Use the barcode scanner at the machine to read barcodes:

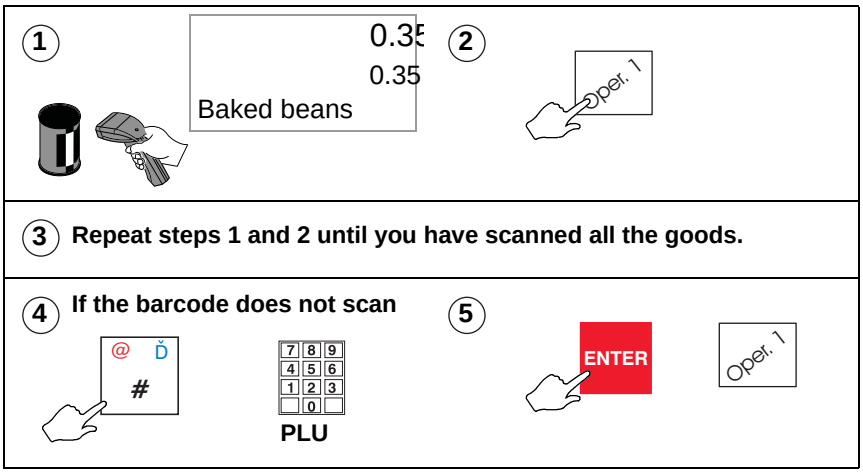
- on products
- on labels.
- on counter receipts
- on vouchers

When the scanner successfully reads the barcode it bleeps.

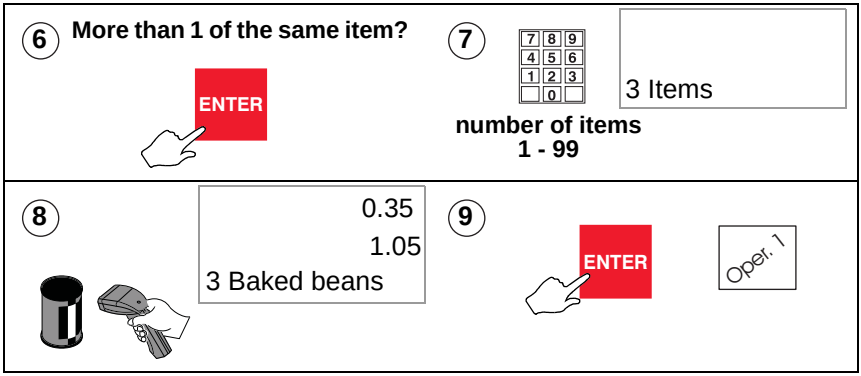
Scanning barcodes means that

- you do not have to enter product numbers to recall PLUs.
- at a Point of Sale (PoS) machine or checkout, you can scan customer numbers from subtotal counter receipts to add them to the sales total receipt.
- with the subtotal displayed, you can scan the barcode on promotional vouchers automatically deduct the voucher value.

Scanning a product.



Changing the number of items



Checkout mode

At a checkout machine, each time you scan a product barcode the transaction is automatically added to the receipt subtotal.

If the machine fails to find the PLU or to assign it, you will hear a triple bleep:

- press # and use the numeric keys to enter the product number.

If the product does not have a barcode, you can select the PLU in the normal way, and press your operator key or the subtotal key to add the transaction to the receipt subtotal.

Price enquiry

Press # and then scan the item. The transaction will not be assigned automatically.

7.5 Euro prices

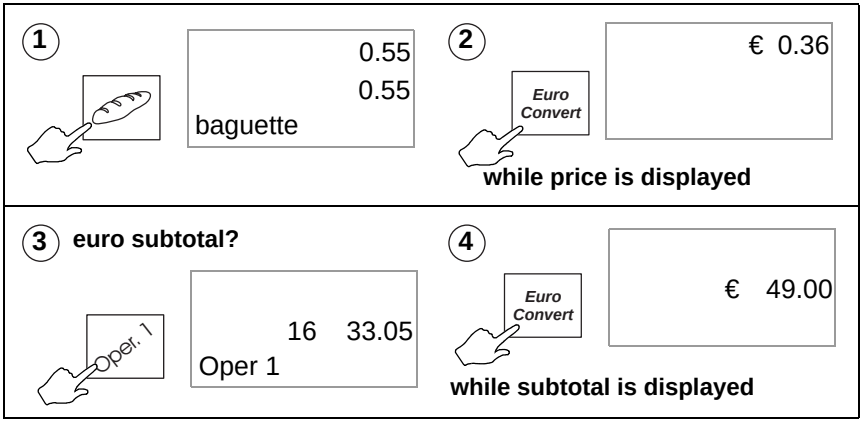
If your machine has been programmed with a conversion rate for Euros you will be able to:

- display prices in Euros.
- print prices in Euros.

Displaying euro prices

Receipt mode: if the euro convert key has been set up at your machine, you can display the transaction price and the subtotal in euro currency.

To display the subtotal in euro currency you must press Euro Convert while the **subtotal** is displayed.



Printing euro prices

Receipt mode: the total is printed in euro currency at the end of the receipt.

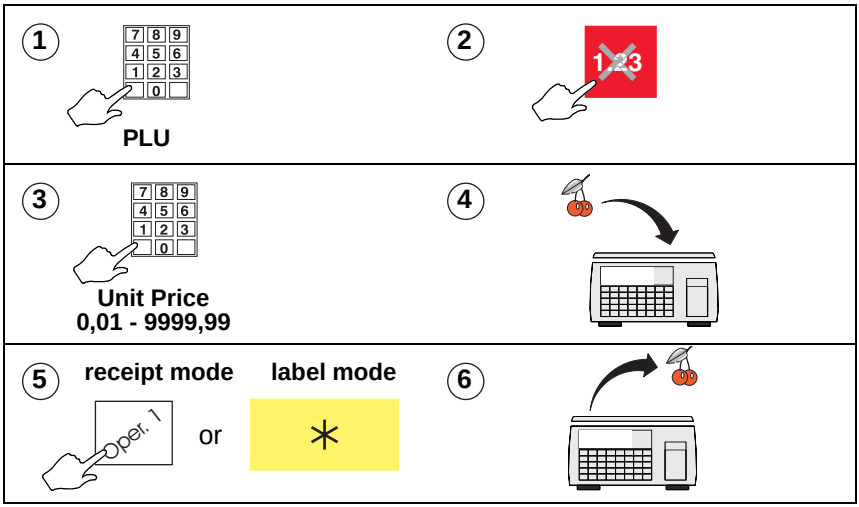
Label mode: the unit price in euro currency is printed in the 2nd unit price field. The total in euro currency is printed in the 2nd total field.

7.6 Overriding prices

You can press 1.23 to enter a price which is different from the programmed price of a PLU.

An asterisk is printed to the right of the unit price symbol to indicate an override price.

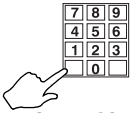
Weighed goods



Nonweighed items

1 more than 1 item?

2



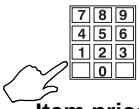
number of items
1 - 99

3

PLU

4

5



Item price

6 receipt mode label mode

or

7.7 Overriding weight

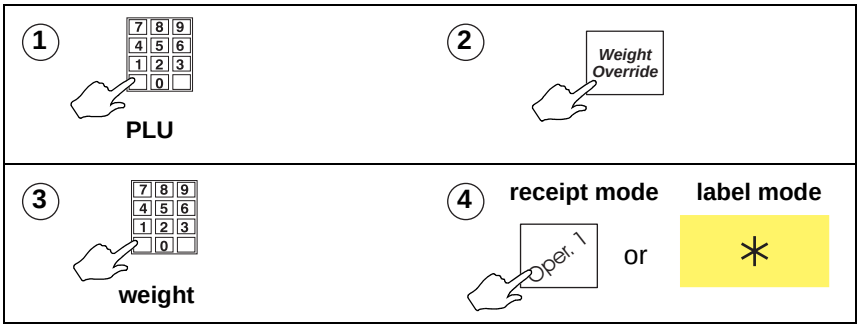
Pre-packed goods may have the weight printed on the pack label. The weight override key enables you to enter the weight manually.

If weight override is used:

- the receipt is printed with the message `Manual Weight' indicating the weight override transaction.
- on labels, an `H' is printed to the left of the weight to indicate a weight override.

Note: *Weight override is not available in hand price mode.*

Using weight override.



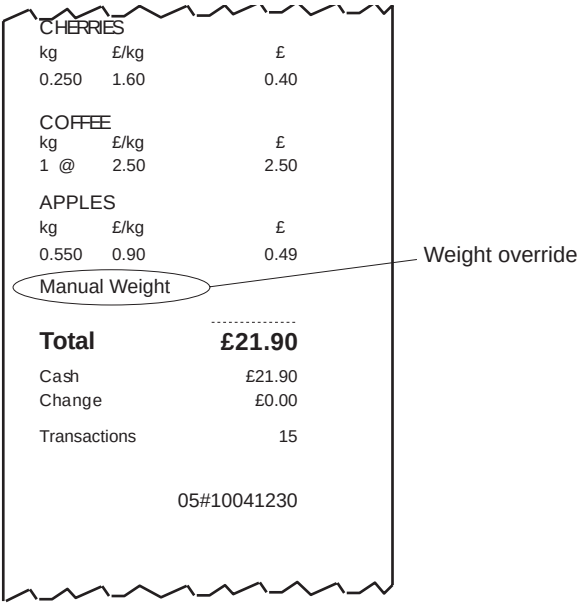


Figure 7.2 Receipt with weight override

Fixed price key

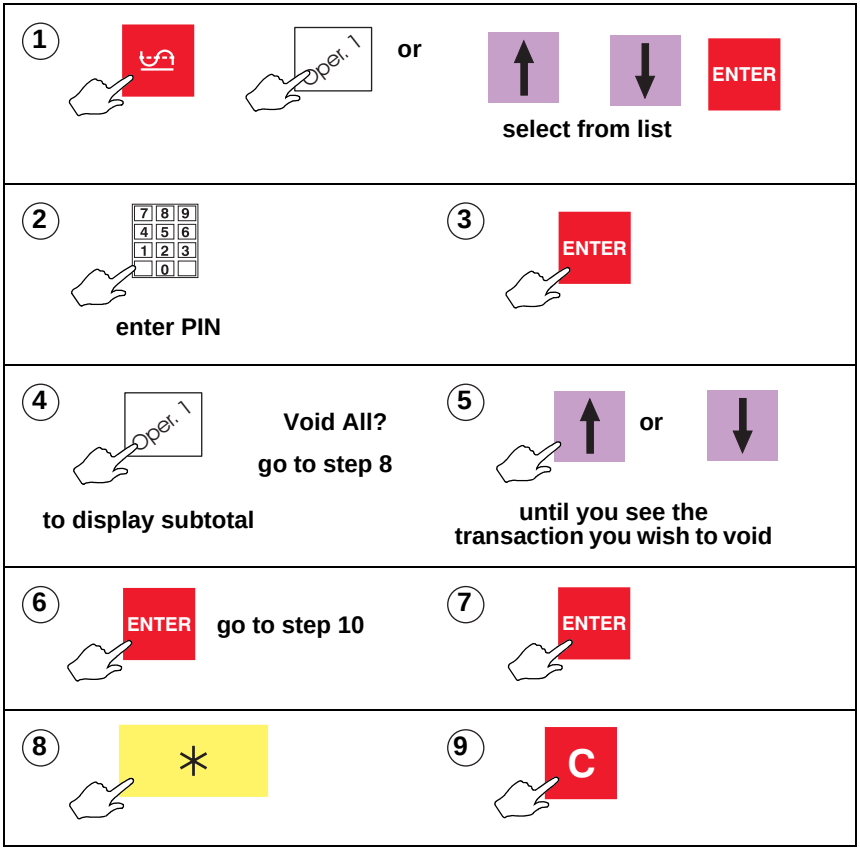
If you have a **Fixed Price** set up on the sales keyboard you can change the unit price of a weighed PLU to a nonweighed price for that single transaction only.

7.8 Voiding a transaction

You may cancel (void) an individual, unwanted transaction or all the transactions before printing the customer receipt or an ADD totals label.

You cannot use void in normal label mode.

Note: *If security is set for the void function, the void operation can only be initiated by an operator or supervisor with an equivalent or higher security level.*



Checkout mode

In checkout mode, you do not need to enter your PIN after pressing .

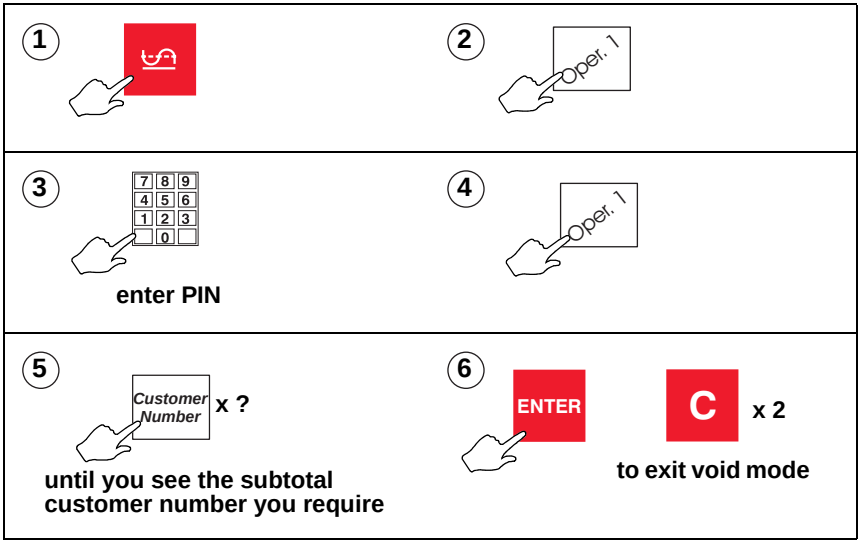
Subtotal receipts

Several subtotal receipts may be linked together to generate the final total receipt.

You can use the void function to

- cancel individual transactions or all the transactions on a subtotal receipt before the total receipt is printed.
- 'detach' a subtotal receipt from the final total receipt provided before it is printed. The subtotal receipt and its transactions still exist but are no longer linked to that total receipt.

'Detaching' a subtotal receipt

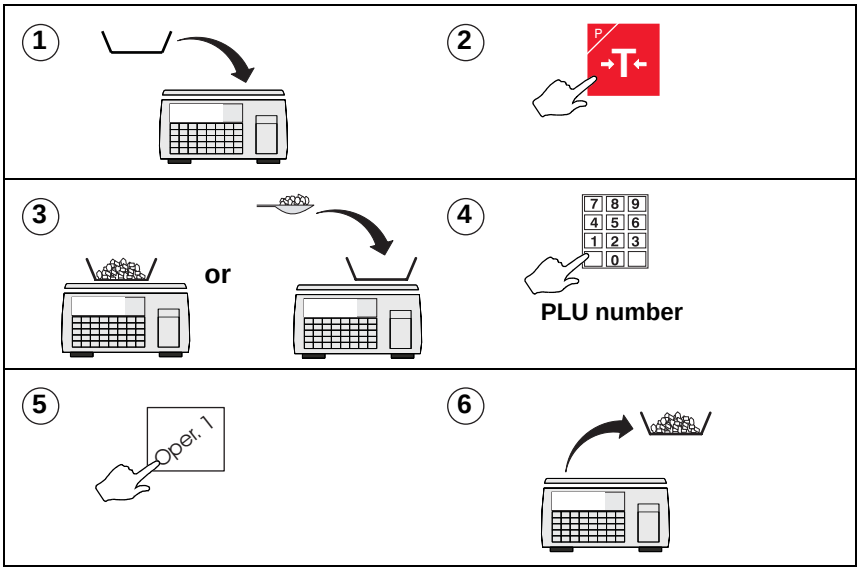


7.9 Using tares

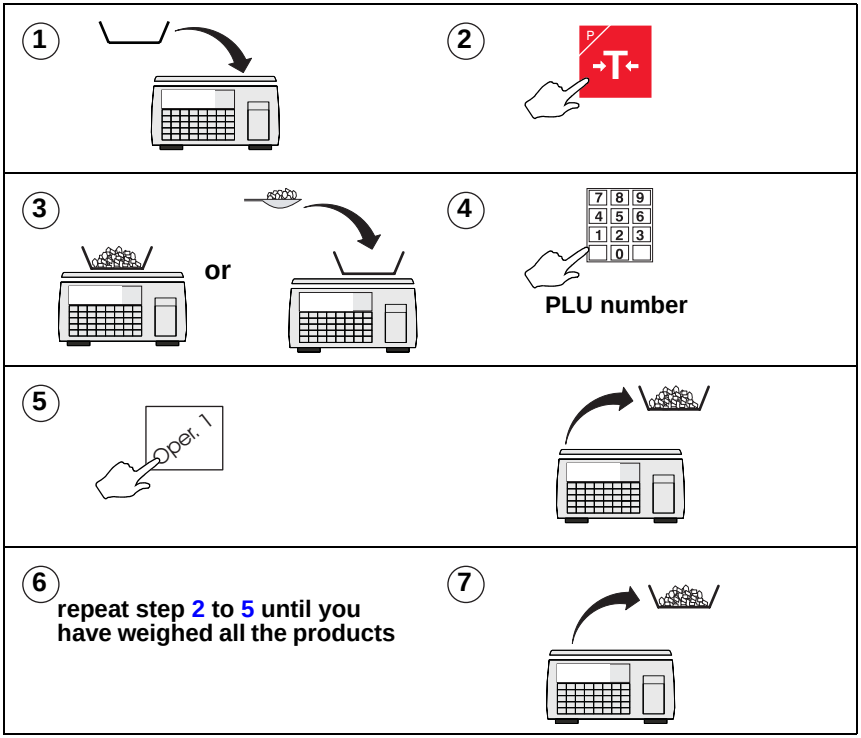
The types of tare available for you to use depend on local trading regulations and how your machine has been configured.

Free (semi-automatic), cumulative and keyboard entered tares cancel when the load is removed from the weigh plate.

Free tare



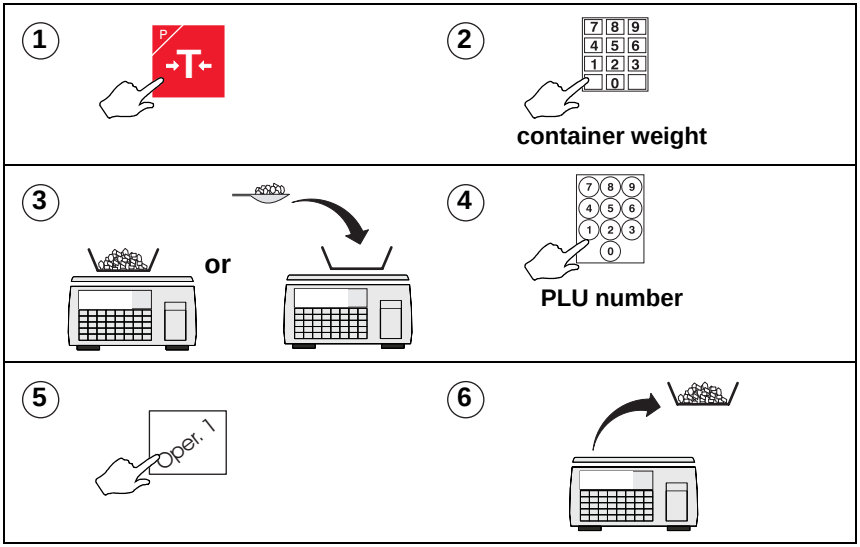
Cumulative tare



Keyboard entered tare

If you are using a container with a known weight you can use the numeric keys to enter the weight

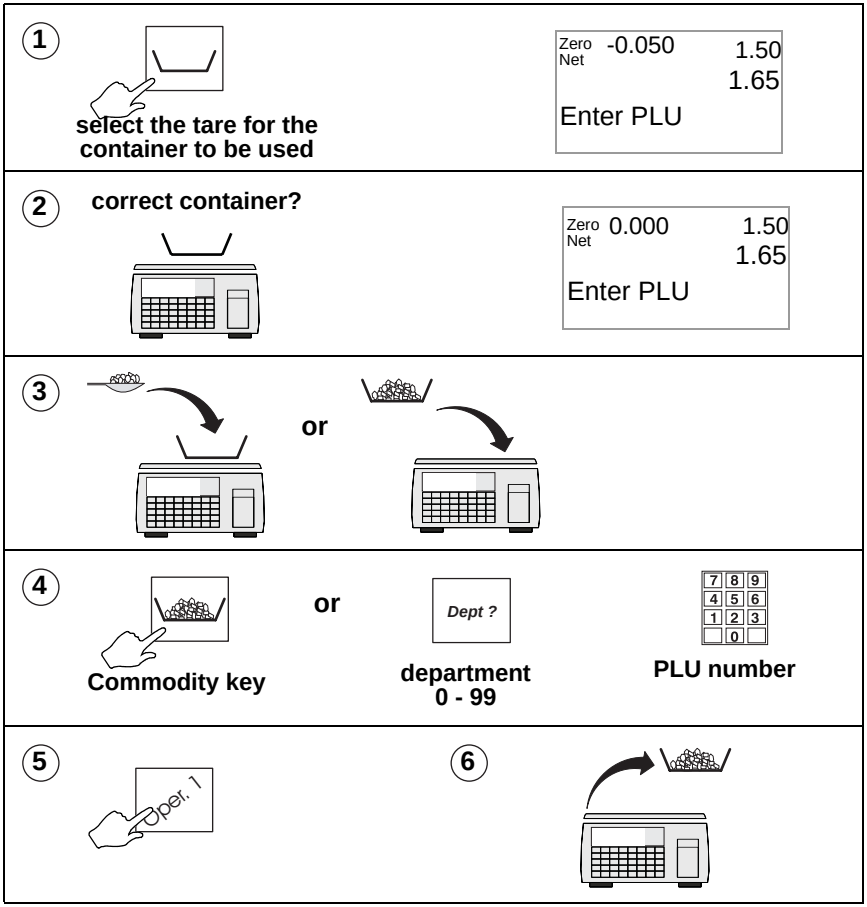
Note: *The weight display must be at zero.*



Using preset tare keys

A dedicated tare key selects a previously programmed tare weight value.

If your machine has dedicated tare keys you can use these to select the appropriate tare for the container you are using instead of using the numeric keys to enter the container weight.



Tare interlock (label mode only)

In label mode, if the tare interlock has been enabled, you can only print a label if you have selected a tare. It operates in one of two ways

Enabled

The manually selected a tare can be overridden by a PLU with a stored tare. The stored tare overrides the manually selected tare.

Enab. & Fix Tare

A manually selected tare cannot be overridden by a stored tare. You will see the message **Tare Operating** and the new tare will be cancelled.

Note: *This only applies to manually selected tares. If a PLU with a stored tare is displayed and another PLU with a stored tare is selected, the interlock does not operate.*

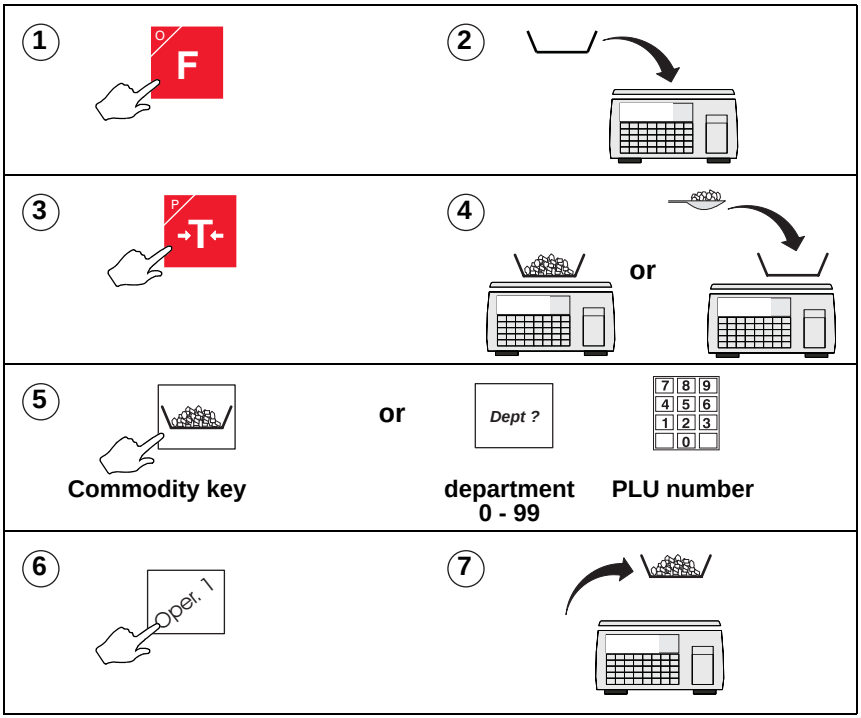
7.10 Using the FIX key

Use the FIX function to:

- retain the PLU until the transaction is assigned to the operator.
- retain a tare until it is cancelled
- retain the PLU until it is cancelled (Label mode)
- retain the unit price of hand priced products until you press your operator key.

Note: *If your machine is configured only to retain the tare, the PLU will not be retained.*

Receipt mode



8

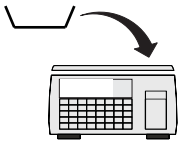
cancel the tare

cancel the FIX

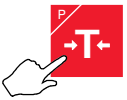
Label mode

1

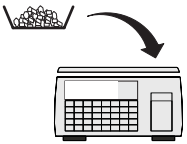
2



3



4



5

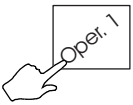
Commodity key

or

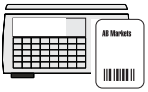
department
0 - 99

PLU number

6

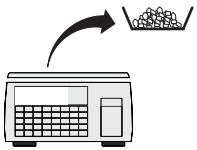


or



7 stick the label on the pack

8



9

to label more packs containing the same product repeat steps 4 to 6

10

cancel the PLU

cancel the tare

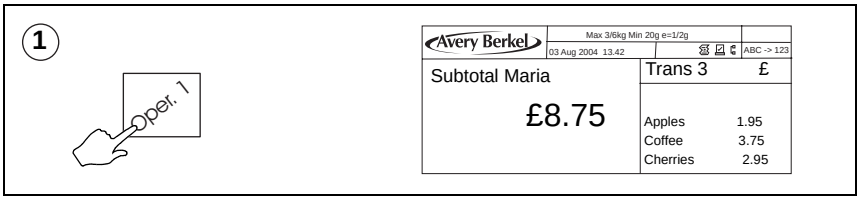
cancel the FIX

7.11 Receipt operations

This section covers functions that are specific to receipt machines or machines operating in receipt mode. It includes the functions you are likely to need when taking payments from customers for purchases.

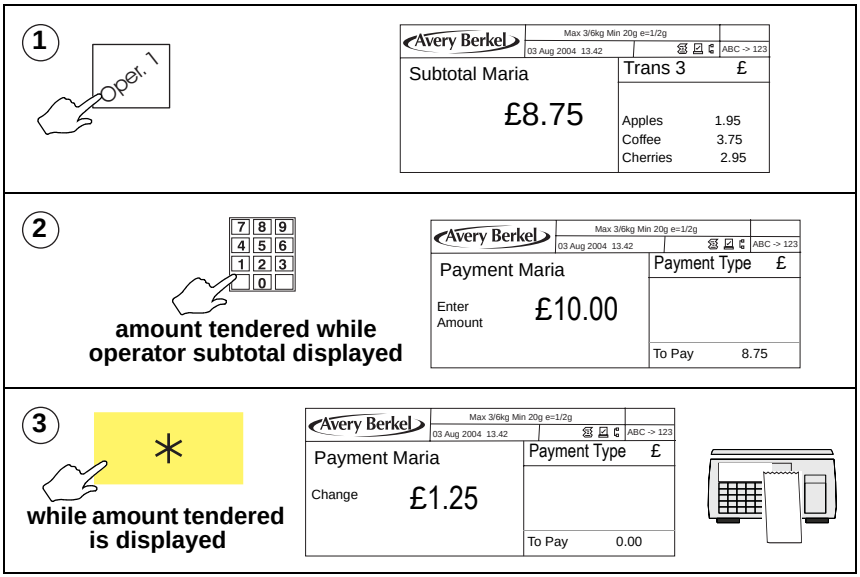
- The operations in this section are only available when the machine is in receipt mode.
- You can only enter transactions at a machine if you are logged on to that machine, see 4.10, *Programming Operators*, page 77.
- If you attempt to enter a transaction when you are logged off you will see the message **Please Log On**.

Displaying the operator subtotal



Displaying the customers change

You can display the change required by a customer if your machine is in **receipt mode** or you are carrying out **add label** transactions. The change is displayed while the counter receipt is being printed.



Printing receipts

The type of receipt printed depends on how your machine has been set up to operate.

Sales receipt

Machines operating in PoS (Point of Sale) mode will print sales receipts. You must have payment keys assigned to the keyboard to be able to print sales receipts.

Counter receipt

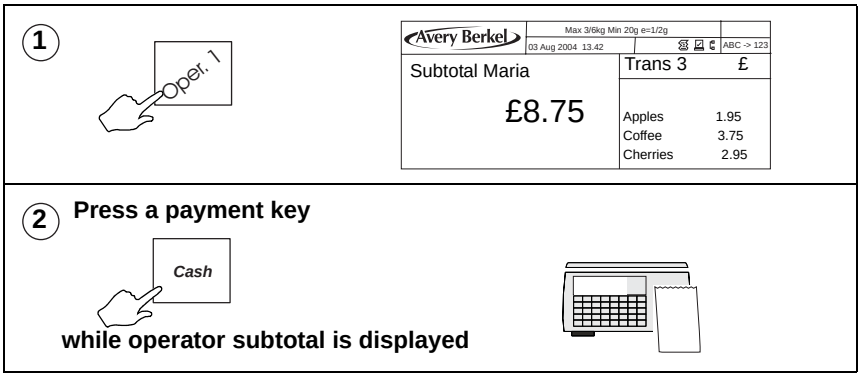
Machines operating in receipt mode but not in PoS mode will print counter receipts. You do not need method of payment keys for this type of receipt.

Subtotal receipt

Machines operating in receipt mode or PoS mode can be set up to print subtotal counter receipts. Subtotal receipts can be printed at any suitable machine throughout the store. They are 'consolidated' (added) into a final sales total receipt at the PoS machine or checkout.

Note: *Printing a sales receipt clears the operator total.*

Printing a sales receipt.



03-07-2003 12:09

Served by Sandra

CHERRIES

kg	£/kg	£
0.250	1.60	0.40

COFFEE

kg	£/kg	£
1 @	2.50	2.50

APPLES

kg	£/kg	£
0.550	0.90	0.49

Total **£3.39**

Cash £3.39
Change £0.00

Ref	Rate	Value	Tax
0	0.00%	3.39	0.00

Transactions 3

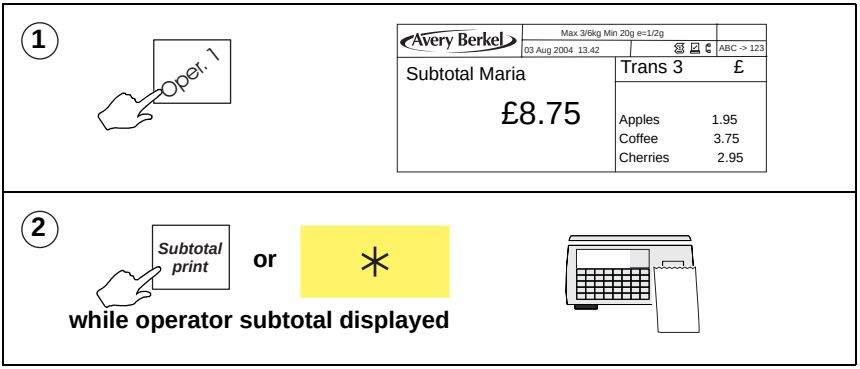
THANK YOU FOR SHOPPING AT AZ SUPERMARKETS

05#10041230

Figure 7.3 Sales receipt (tax total printing configured)

Note: *'Transactions' printed at the bottom of the receipt may refer to the number of items sold or to the number of transactions depending on how your machine has been configured.*

Printing a counter or subtotal receipt.



You can print subtotal counter receipts if your machine has a subtotal receipt key or if the total key has been configured for subtotal receipts.

Subtotal receipts:

- may print all the transaction details or
- a summary of the transactions. These receipts are subsequently presented at a PoS machine or checkout for payment.
- have either a manually entered customer number or a system generated customer number.

Adding subtotal receipts

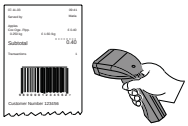
At the PoS machine or checkout more than one subtotal receipt can be added together as part of the final sales total receipt. The total receipt may also include other transactions that have not formed part of a subtotal receipt.

All transactions are listed on the sales total receipt in detail including those that are summarised on subtotal receipts.

Note: *You cannot finalise or print sales receipts at counter machines which have the total key configured for subtotal receipts.*

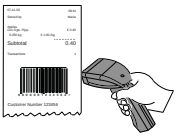
1

2



scan or type in customer number

3 **More subtotal receipts?**

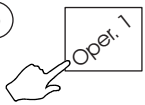


scan or type in customer number

4 **Repeat step 3 for each subtotal receipt**

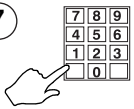
5 **Complete any other transactions for the customer.**

6



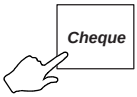
to display subtotal

7



amount tendered

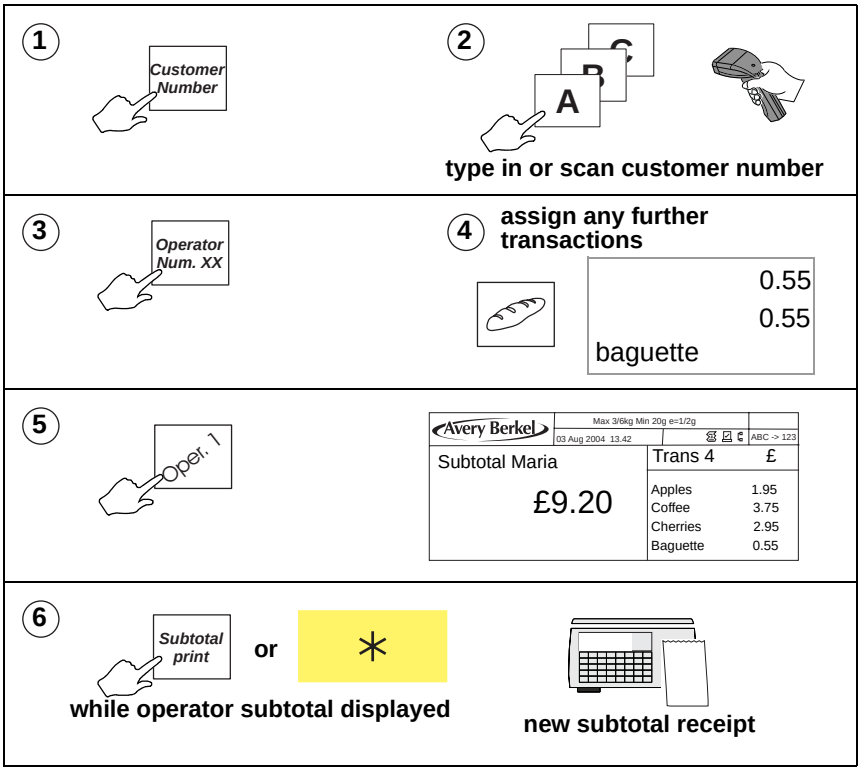
8



press appropriate payment key

Re-opening a receipt

A previously printed subtotal counter receipt can be re-opened by assigning the customer number to an operator. The customer number may be typed in or scanned from the receipt.



Previous sub-total and receipt

Your machine may have been set up to allow you to display the previous sub-total and re-print the associated receipt.

If there are no transactions outstanding against an operator:

- press the operator key to display the last sub-total. You will see the message **Previous Sale**, the number of transactions on the receipt and the total value.

- press ✳ while **Previous Sale** is displayed to print the receipt. 'Duplicate' is printed below the total.

Reopening receipts

You can add or void individual items on a receipt, or void a complete receipt.

Note: *This function is restricted to authorised personnel only.*

Please remember .....

If an operator has outstanding transactions, the message 'Print Receipt' is displayed and access to this function is not available.

If there are no transactions outstanding against an operator:

- press the 'reopen receipt' key
- enter the receipt number at the bottom of the receipt when prompted

Note: *Only the number after the network ID is required. For example if 35#123456 is printed at the bottom of the receipt, then only 123456 should be entered.*

- the following actions are performed:

1. If the receipt number exists, the receipt is voided from all management totals
2. the receipt stored in the audit buffer is modified to show it has been voided and the operator number is changed to the operator performing the void

- the receipt is then reopened and assigned to the operator. Individual transactions can be added or voided, or the whole receipt can be voided if required. When the receipt is reprinted it will be totalised as a standard receipt.

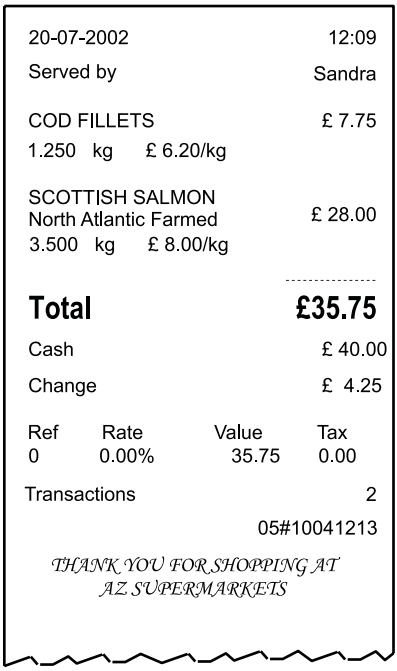
Note: *Voided receipts are returned to the software during transaction collection to provide information regarding the number of receipts voided and which operators performed the task.*

Bag labels

If this function has been enabled on your machine, a 'bag' label is printed after the itemised receipt has been printed.

The individually wrapped items are placed inside a larger outer bag together with the itemised receipt. The outer bag is then sealed using the 'bag' label. At the checkout only one label has to be scanned instead of several.

Bag label



Itemised receipt

Figure 7.4 Typical label and receipt

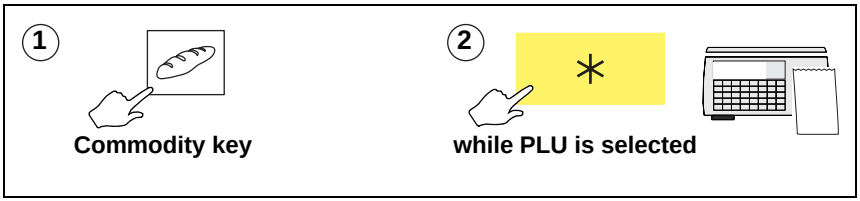
‘One shot’ labels

If this function has been enabled on your machine, you can print a label for an item whilst the machine is in receipt mode.

Note: *If your machine is a dual printer model (M420), or if you are using continuous sticky tally roll, you will not need to change the paper roll to print the label.*

You can:

- individually label products with ingredients, cooking instructions, promotional information.
- print coupons, vouchers or promotion labels on demand.



Paying for goods

Printing a sales receipt

To print a sales receipt from your machine:

- must have PoS (Point of Sale) mode enabled.
- must have payment (ECR) keys assigned.
- must be in receipt mode.
- Customers may pay using any one, or a combination of, payment methods.
- You can use the same payment key more than once.
- Pressing ✳ keeps the subtotal on the display. If the machine does not sense any activity within thirty seconds, the subtotal will `time out'.

Tax printing on receipts

The tax print key enables you to print individual tax rates and values on the receipt even if your machine has not been configured to do so.

- Press *Tax Print* to print the tax on the **next receipt only**.

The tax change key enables you to select tax rate 2.

- Select the PLU.
- Press *Tax change* **before assigning the PLU** to select tax reference 2.

Net value tax

In some countries it is a requirement that the sales value net of tax is printed on the receipts. For these countries, if an inclusive tax system is used and tax printing has been enabled, the receipt will include:

- tax reference
- tax rate

- net sales
- tax value
- gross sales.

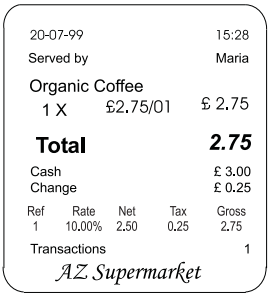


Figure 7.5 Sales receipt (net sales value)

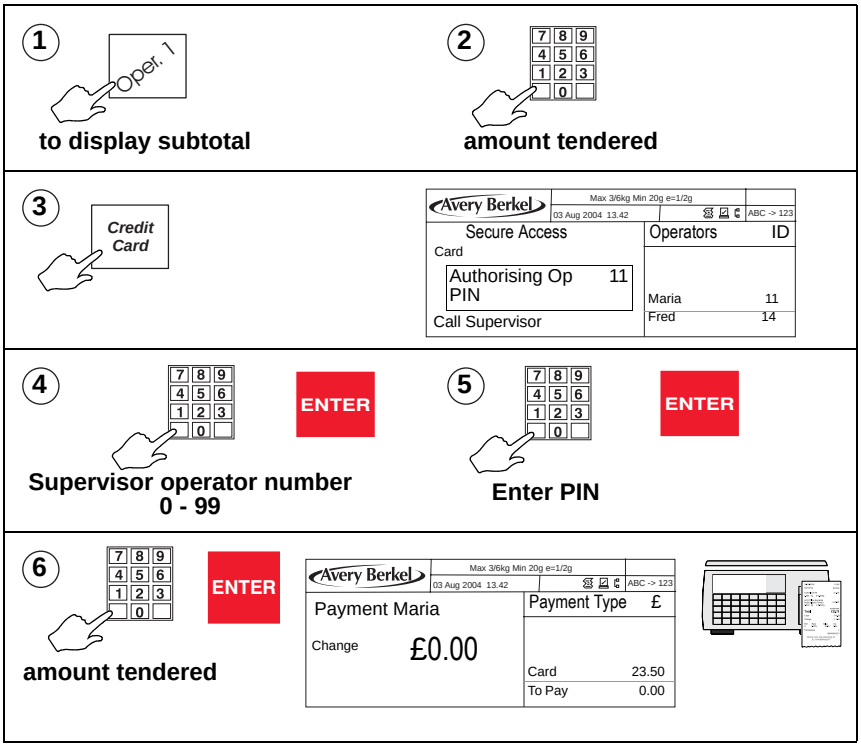
Using payment (ECR) keys

The payment keys on your machine are only available for use in PoS mode. The keys may also have been set up with restrictions on how you can use them. The restrictions that can be applied include:

- giving change
- giving refunds
- minimum and maximum values that can be accepted
- accepting a pre-set value only
- typing in the amount tendered (enforce value)
- open cash drawer
- security level

A security level may be assigned to a payment key, or to the maximum value that can be accepted for payment. If your security level is not high enough the message **Call Supervisor** and the security level required will be displayed.

Example:*Single payment (security level set)*



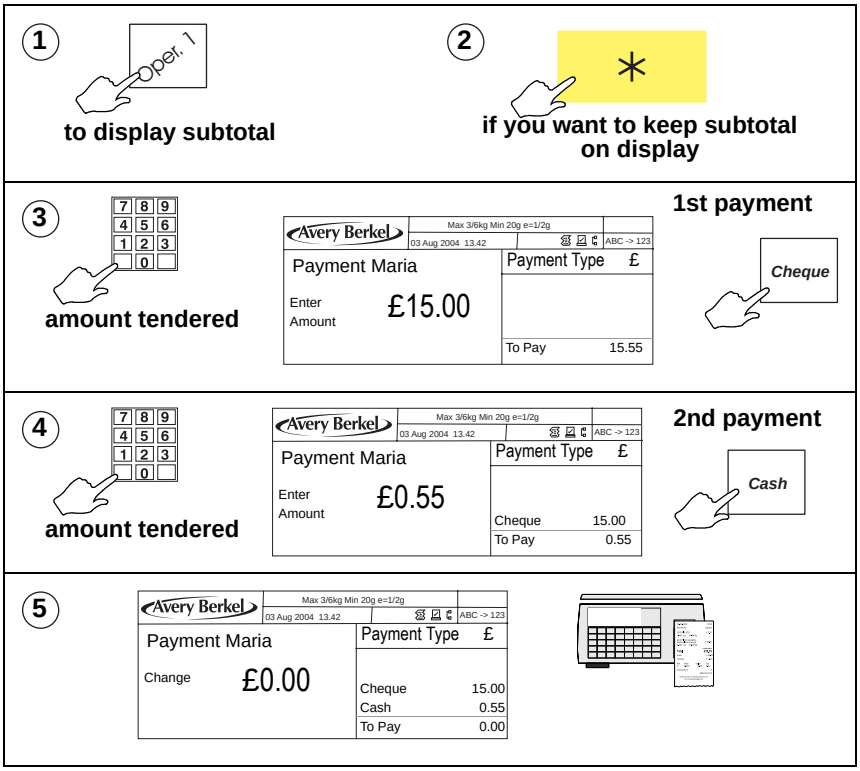
Multiple or split payment

Customers may pay for goods using more than one type of payment.

The receipt will only be printed when the amounts tendered are equal to or greater than the amount to pay.

You can press ✳ to keep the subtotal on display.

Example:*Multiple or split payment (security level set)*

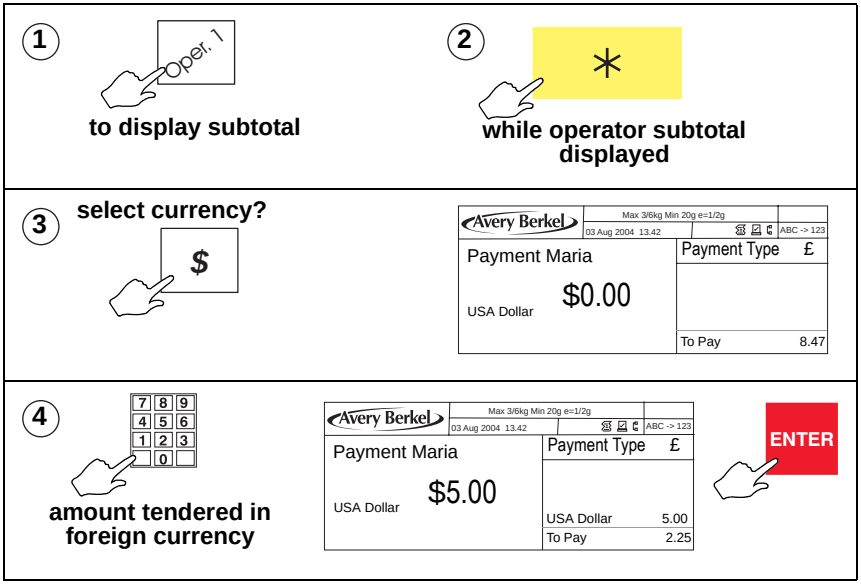


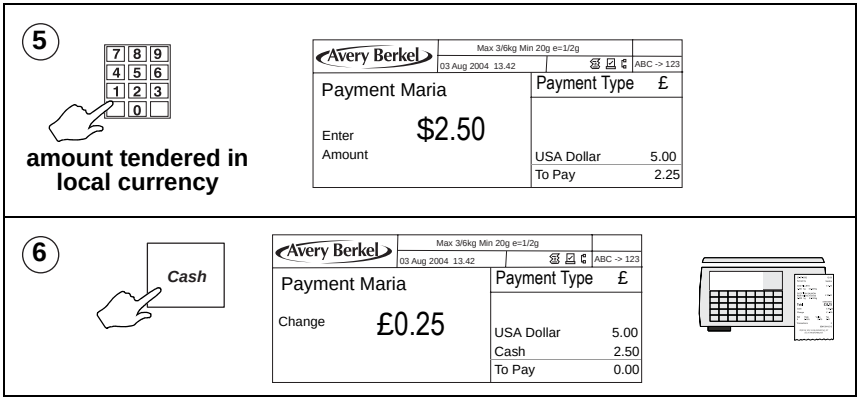
Paying with foreign currency

Customers may pay for goods in a foreign currency or they may use more than one currency. The foreign currency payment may be part of a multiple (split) payment or a single payment.

Please remember .....

- Only cash payments are allowed in foreign currency.
- An appropriate method of payment key must be programmed at your machine.
- If change is required it is calculated in the local currency.





Customer accounts

Your machine allows two types of account transaction.

- **Charging to account**. Customers may charge the cost of purchases to an account.
- Payments `**received on account**'. Customers may make payments into an account when no purchases have been made.

Your machine will have been set up to allow you either:

- to enter any account reference and charge goods or make payments to that account

or:

- to charge goods or make payments only to accounts that have been previously programmed in the machine.

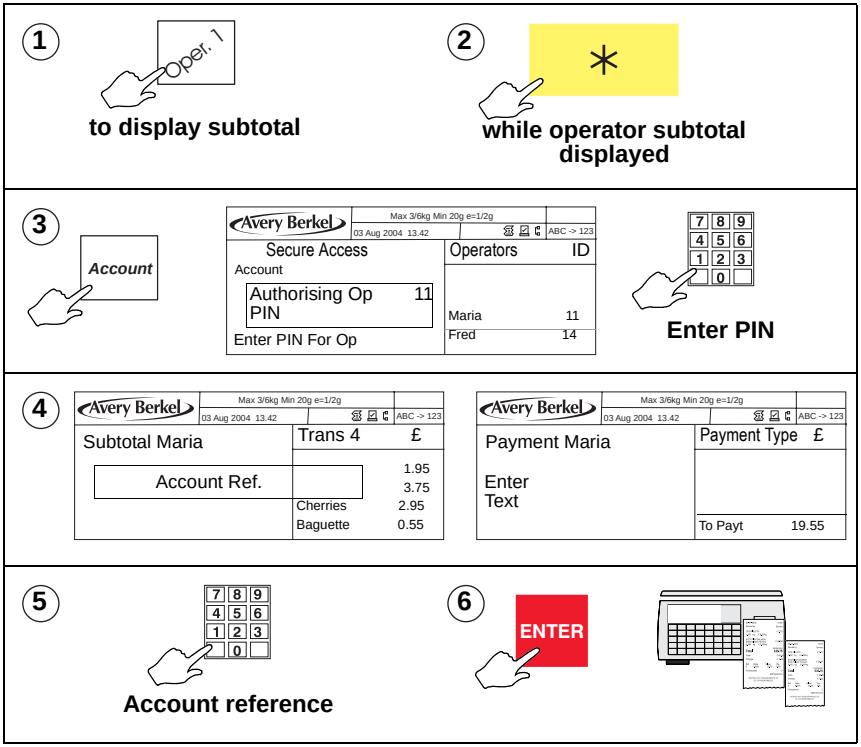
Note: *If your machine only allows pre-programmed accounts, when the account reference is entered, the vendor display shows the account holder's name and credit limit set.*

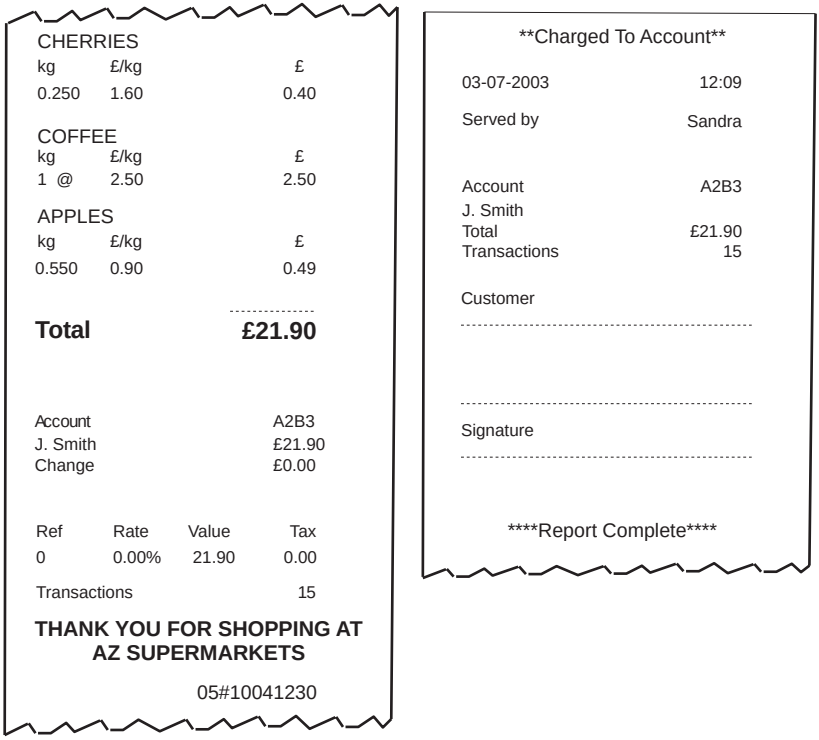
Charging to account

Customers can pay all or part of the cost of purchases by charging the cost to their account. The machine prints the receipt followed by an account slip which is signed by the customer and then kept in the cash drawer.

Account keys operate in a similar way to cash keys except that you will always be asked for an account reference.

- You can only use the account payment key in PoS mode or in stock mode.
- Only one ACCOUNT payment is allowed on a receipt. If you press **Account** again when using multiple (split) method of payment, you will see the message **Only 1 Acct.Pay.**





CHERRIES

kg	£/kg	£
0.250	1.60	0.40

COFFEE

kg	£/kg	£
1 @	2.50	2.50

APPLES

kg	£/kg	£
0.550	0.90	0.49

Total **£21.90**

Account	A2B3
J. Smith	£21.90
Change	£0.00

Ref	Rate	Value	Tax
0	0.00%	21.90	0.00

Transactions 15

THANK YOU FOR SHOPPING AT AZ SUPERMARKETS

05#10041230

Charged to account

Charged To Account

03-07-2003	12:09
Served by	Sandra
Account	A2B3
J. Smith	
Total	£21.90
Transactions	15

Customer

Signature

****Report Complete****

Figure 7.6 Payment slip and receipt

Payments received on account

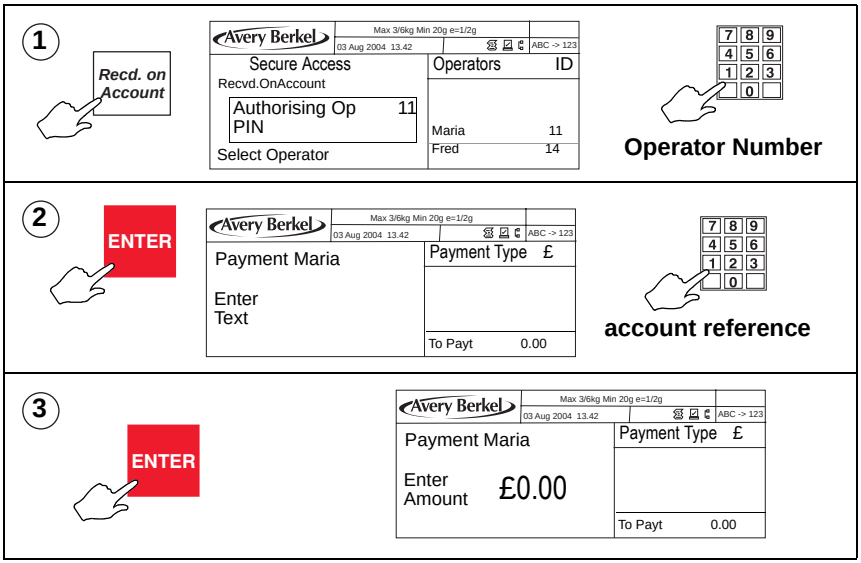
Customers can make payments to their account even when they are not purchasing goods.

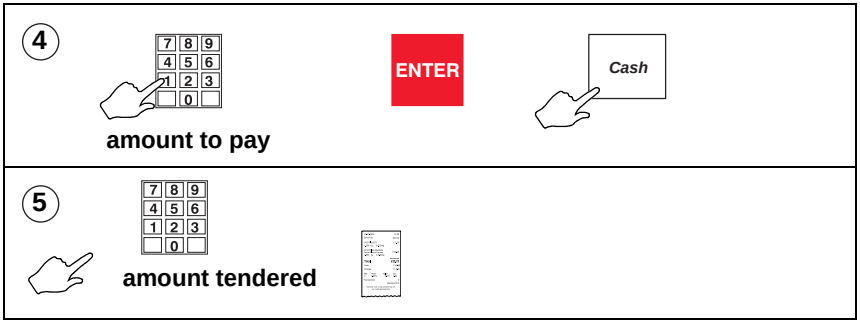
A customer can over tender and receive change, for example the customer owes £20 on account and wished to pay £5. They can tender a £10 note and get £5 change.

When the transaction is completed the machine prints two copies of the **Received On Account** slip. You should:

- give one copy of the slip to the customer
- place the second copy in the cash drawer.

Customers may pay using any one, or a combination of, payment methods except charging to account.





Received On Account

13-07-2003	12:19
Operator Num	1
Sandra	
Account	A2B3
J. Smith	
Total	£120.00
Cash	£20.00
Cheque	£100.00

05#10041239

****Report Complete****

Figure 7.7 Received on account slip

Sales discount

You can discount a receipt or an individual transaction with a pre-programmed fixed discount or with a variable discount.

Fixed and variable discounts may be a percentage of the transaction or receipt total or a value.

To discount a transaction, you must apply the discount before assigning the transaction.

- **Variable discount**

  A variable discount is one which does not have a pre-programmed value. The operator enters the discount value or percentage.

- **Fixed discount**

  The value or percentage is pre-programmed.

  Security levels may be assigned to discounts. If you do not have an adequate security level assigned, you will see the message **Authorising Op** and the list of authorised operators will be displayed.

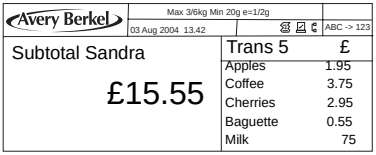
Discounting a receipt

You must enter the amount tendered, press a payment key or print the receipt before the discounted subtotal display clears as a recalled subtotal reverts to the value before the discount was applied.

Example:*Customer loyalty discount 5%*

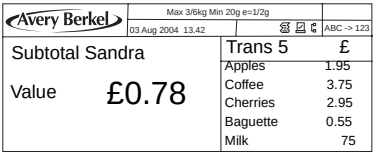
1

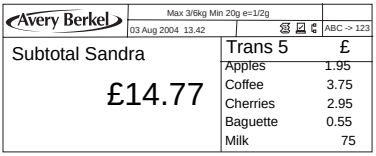
to display subtotal



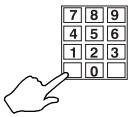
2

while operator subtotal displayed



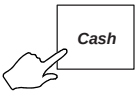


3

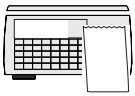


amount tendered

4



while discounted subtotal displayed



Printing Euro prices

If your machine has been set up to print euro price information automatically, the total will be printed in euro currency at the end of the receipt.

Printing a euro receipt

If a euro print key has been set up on your machine, you can:

- press Euro Print to print a duplicate receipt with the prices printed in Euros.
- press Euro Print while the price is displayed to display the transaction price in euros.

Cash drawer operations

If your machine is operating in PoS mode you can use this ECR key to carry out operations requiring the use of the cash drawer.

Use:

No Sale to open the cash drawer without entering a sale.
A 'No Sale' slip is printed.

Float to add money to the cash drawer so that you can give change.

Paid out to make miscellaneous payments using the cash from the drawer.

Pick up to take money from the cash drawer for security purposes during trading.

When using the last three keys you must enter the amount added to or taken from the cash drawer so that the machine can update the cash report.

A security level may be assigned to these keys. If your security level is not high enough the message **Authorising Op** and the list of authorised operators will be displayed.

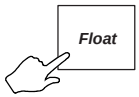
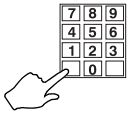
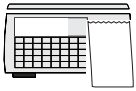
In checkout mode you will not be asked to enter you operator number. If your security level is not high enough you will still see the message **Authorising Op**.

Using the FLOAT, PICK UP or PAID OUT key

This example shows how to add a cash float to the drawer.

You follow the same procedure for pick up except that you remove money from the cash drawer

When making a payment (paid out) from the cash drawer you will be prompted to enter a reference code for the payment.

1		1 Operator Num.
2		0.00 Float
3	 **amount added to drawer**	100.00 Float
4		

Refunds

The REFUND key is a programmable key that enables you to refund the cost of goods to the customer.

Refunds may be made as part of a sales transaction or as a separate operation.

The machine shows the amount of cash refunded on the cash report and updates the refund totals values and count.

If a customer has more than one identical item or pack you can:

- enter the number of items
- enter the value to be refunded for one item or pack

the machine will calculate the total value to be refunded.

Where the refund is part of a sales transaction and the total receipt value is negative, a refund slip will be printed after the sales receipt.

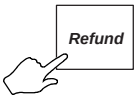
Please remember .....

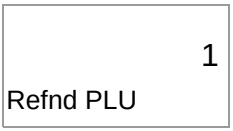
A security level may have been assigned to the REFUND key. If your security level is not high enough you will see the message **Call Supervisor** and the security level required will be displayed.

Your machine must be in **receipt mode** and **PoS** must be enabled.

If your machine has been configured for 'one shot' operation for Refunds you will not need to press *Refund* or **C** at step 8.

Refunding the cost of goods

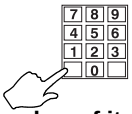
1 



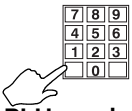
2 **Hand Price mode**

go to 6

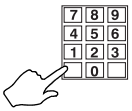
3 **more than 1 item?**

4 

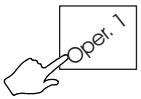
number of items
1 - 99

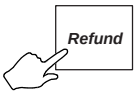
5 

PLU number

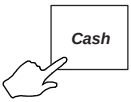
6 

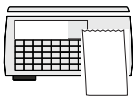
Pack Price
0,01 - 9999,99

7 

8 

or C

9 



while operator
subtotal displayed

7.12 Using the ADD key

This function is only available if your machine is operating in label mode (see page 172).

Pressing ADD enables you to obtain a label with totals printed on it.

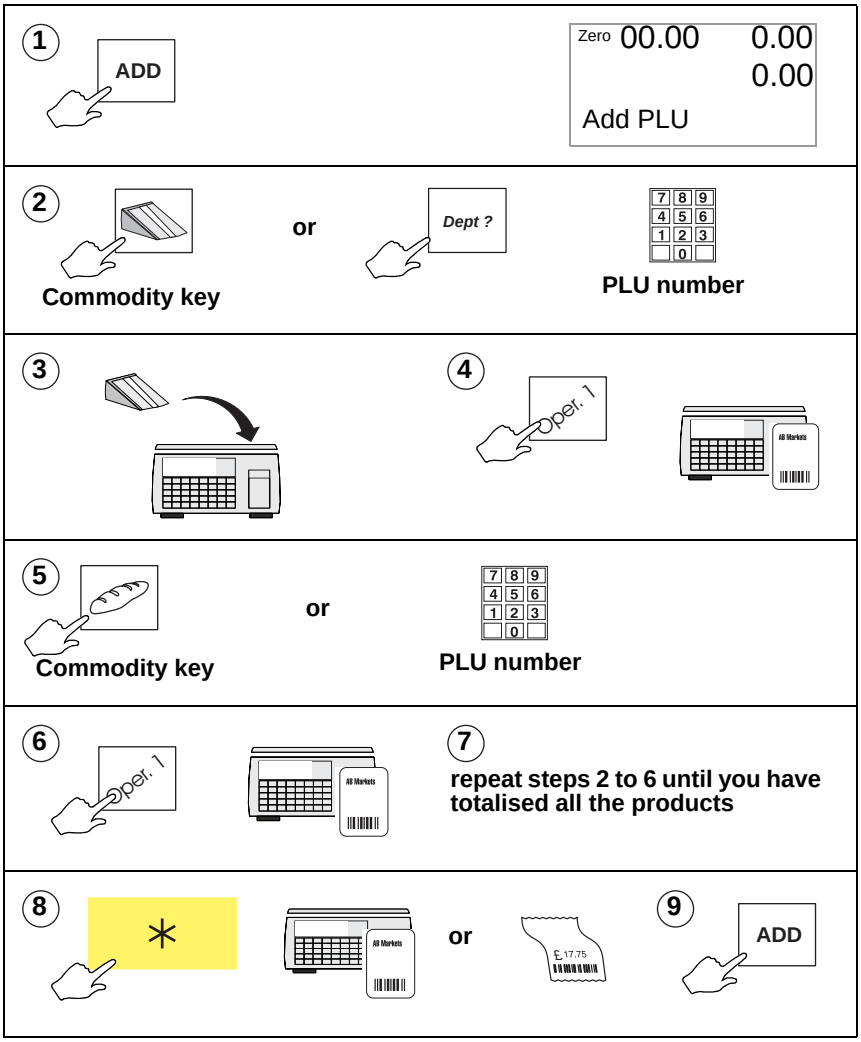
There are four types of add label available depending on how your machine has been configured:

- single add label at the end of all the transactions
- label after each transaction and a single add label at the end of all the transactions
- a receipt type label at the end of all transactions
- label after each transaction and a receipt type add label at the end of all the transactions.

Please remember .....

- ADD is not operable if the machine is set to receipt mode.
- You must press ✳ while the subtotal is displayed to print a label or ADD receipt.

Printing an ADD label



7.13 Returning products

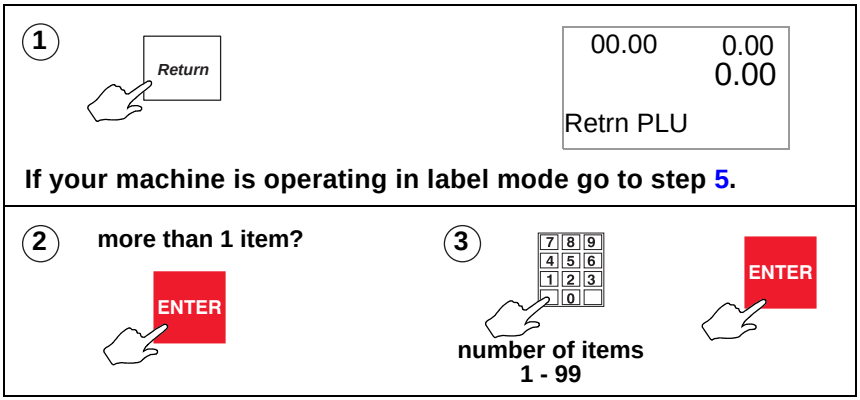
Your machine may have a dedicated key set up for returned goods.

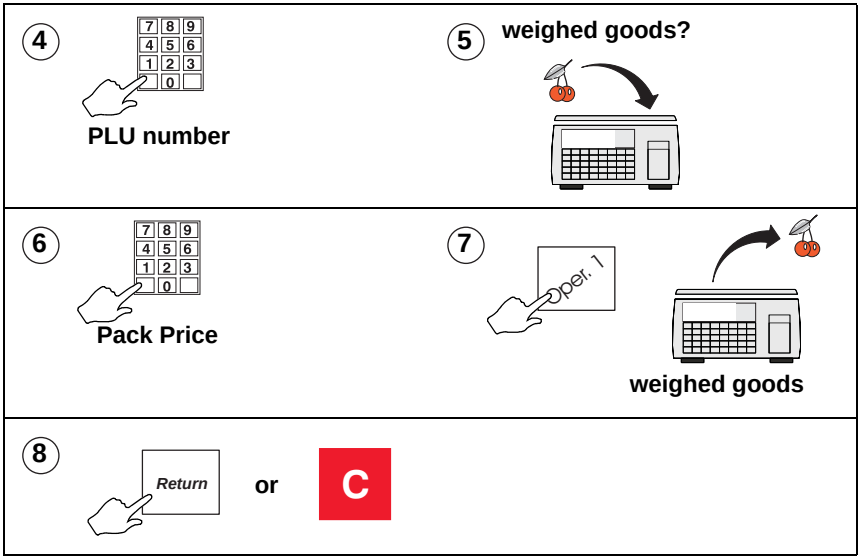
Using the Return function:

- retains the PLU until the transaction is entered. This acts as a check to ensure that the transaction is entered.
- automatically updates the returns value and weight or count totals.
- in PoS mode, deducts the cash refunded from the cash report and deducts the tax value from the grand report.
- only prints a refund slip, when **Returns** and **Sales** are mixed on the same receipt, if the receipt total is negative.

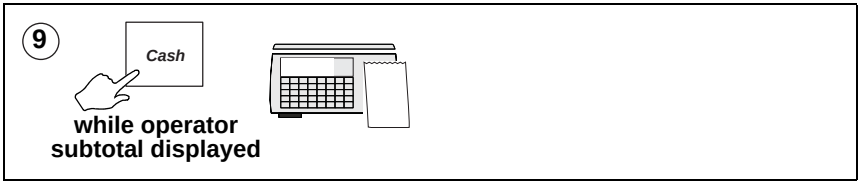
A security level may have been assigned to the RETURN key. If your security level is not high enough you will see the message **Call Supervisor**.

Note: *If your machine has been configured for `one shot' operation for Returns you will not need to press the Return or Clear keys at step16.*





If your machine is operating in PoS mode



Printer disable

You can assign a printer status key to allow the printer to be enabled/disabled in order to reduce paper output when returning items to stock. The key has a security level of 1.

Disabling the printer is a temporary change. The printer status will revert to its normal status when the machine is next switched on.

Please remember .....This function is only available in label mode.

8 Pre-pack Operations

8.1 Setting the machine to pre-pack

8.2 Using PLUs

8.3 Using tares

8.4 Preset tare keys

8.5 Multiple labels

8.6 Returning labels

8.7 Using the NON ADD key

8.8 Using the Re-Wrap key

8.9 Using the Wrapper key

8.10 Using the Re-Price key

8.11 Using the Re-Pack key

8.12 Pack runs

8.13 Using Stock Mode

8.14 Back calculation

8 Pre-pack Operations

CAUTION:
In certain countries it is illegal to use pre-pack mode for direct trade with the public.

Please remember .....

Your machine must be in label mode for you to be able to use pre-pack operations.

Wrapper On/Off	This key is used when the machine is linked to a wrapping machine.
Rewrap	This is the pre-pack override key. It enables you to alter dates 1 and 2 as well as the price. An * is printed to the right of the unit price symbol to indicate a rewrap label.
NON ADD	This enables you to verify a label before starting a pack run.

Table 1:

8.1 Setting the machine to pre-pack

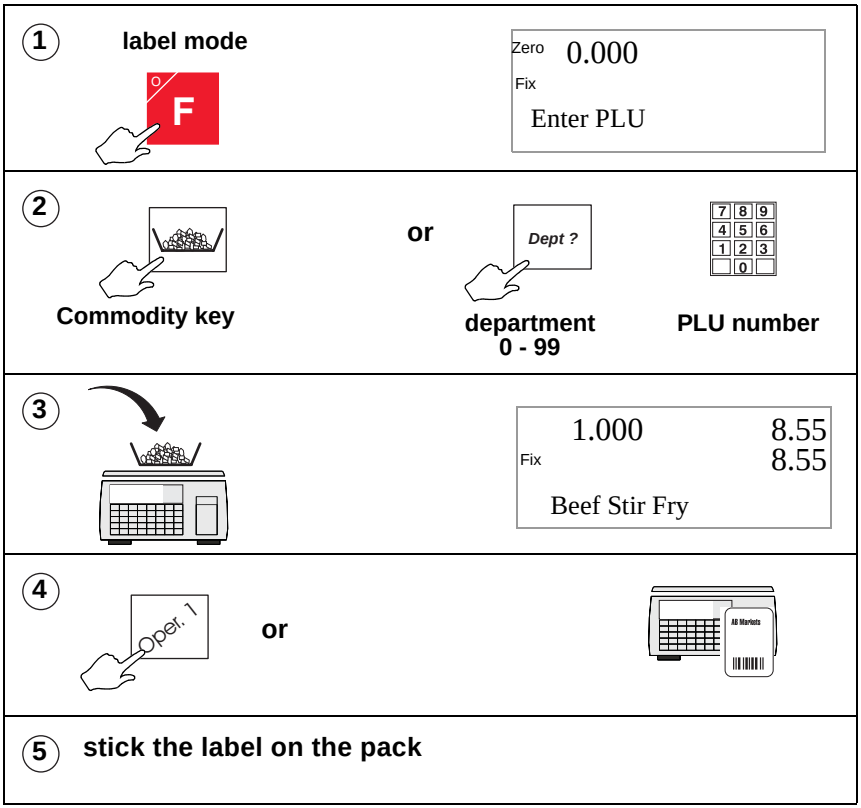
You can set up the machine for pre-pack operation in one of three ways (depending on how your machine is configured):

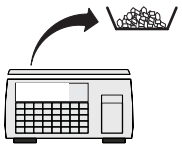
- set the print mode to pre-pack (see section 5.3, page 95) Part 2 Manager Functions
- or use

- or, if your machine allows receipt and label printing, to select **Pre-Pack ON**, press F followed by ENTER while the display shows **Label** (see section 7.1, page 169, Selecting label or receipt mode).

Pressing F again while the display shows **Label** will select **Pre-Pack OFF**.

Using the FIX key



6		Zero 0.000 8.55 Fix 0.00 Beef Stir Fry
7	**more labels? Go to** 3	
8		Zero 0.000 Enter PLU

8.2 Using PLUs

PLUs and tares are retained in pre-pack mode until cancelled. A label is printed after each change in weight. If you use you must enter the unit price before placing the goods on the pan.

Please remember .....

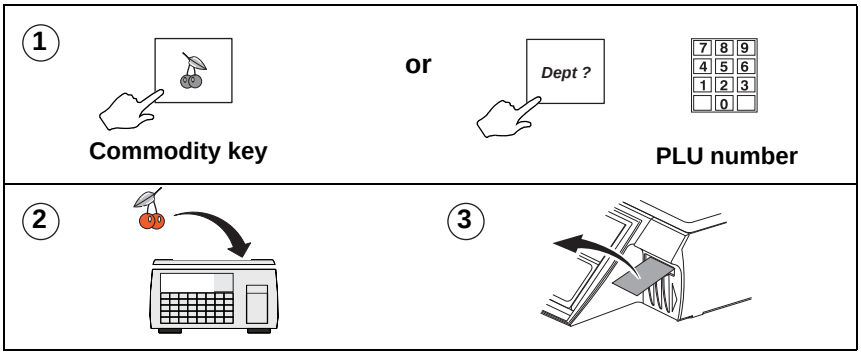
If your machine has not been set up for PLU selection you will need to select PLU mode.

Pre-pack PLU lock

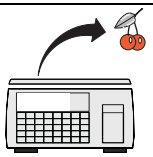
If the lock is enabled, you must press to be able to select a different PLU.

If the lock is disabled for your machine, you will be able to select a different PLU from the one displayed by pressing a dedicated PLU key or by entering the PLU number. This will override the currently displayed PLU.

Weighed goods



4



5

more labels? ➧ 2

6

stick the label on the pack

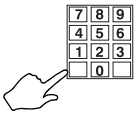
7

Nonweighed items

To set up a label run see section 8.5, page 241.

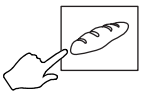
1 more than 1 item~~?~~

2



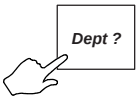
number of items
1 - 99

3



Commodity key

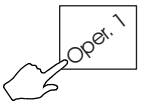
or



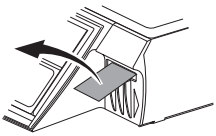
department
0 - 99

PLU number

4



5



6 stick the label on the pack

7

more labels? ➧ 3

8

Zero priced, nonweighed labels

Pre-pack mode

If you press when the total price is zero, an **item only** label is printed.

Press if you want to change the number of items for a zero price transaction

Press when you see **Pre-Pack** to print a **blank** label.

Counter mode

If you press or the operator key when the total price is zero you will see the message **Zero Total Price** and the transaction will not be accepted.

Press when you see **Enter PLU** to print a **blank** label.

8.3 Using tares

In pre-pack mode the PLU and tare are not cancelled when the filled container is removed from the weigh plate. This enables you to pack several containers of the same weight, using the same PLU, without having to select the PLU and set up the tare each time.

The following types of tare are available when pre-packing, depending on how your machine has been configured:

- free tare
- stored tare
- keyboard entered tare
- proportional tare

Free (semi-automatic), cumulative and keyboard entered tares for counter service are described in *Section 7.9 - Using tares*, *page 189*.

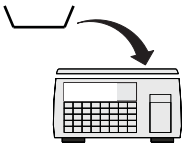
Tare display

What you see depends on how your machine has been configured. There are four options:

- No tare display
- Negative weight display
- separate tare weight display
- Separate tare and negative weight display

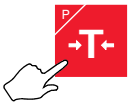
Free tare

1



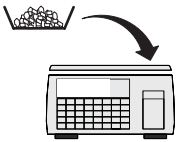
Zero 0.000
Fix
Pre-Pack

2



0.000
Tare

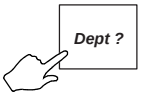
3



4

Commodity key

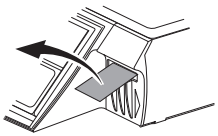
or



department
0 - 99

PLU number

5



6

7

more labels? ➧ 3

8

Stored tares

If necessary, you can override the stored tare with a different tare value or you can cancel the stored tare.

If your machine has dedicated tare reference keys you can press a tare reference key after step 1 to override the stored tare with a different tare value.

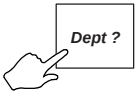
Press P →T← or →0← after step 1 to cancel the stored tare.

Press P →T← again if you want to use a different weighed or keyboard entered tare value.

1

Commodity key

or

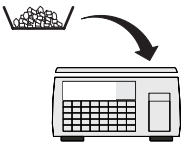


department 0 - 99

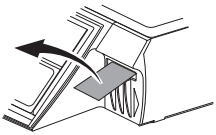
PLU number

2 **different tare reference?**

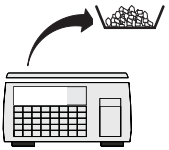
3



4



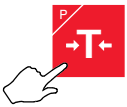
5



6 **stick the label on the pack**

7 **more labels?** ➧ 3

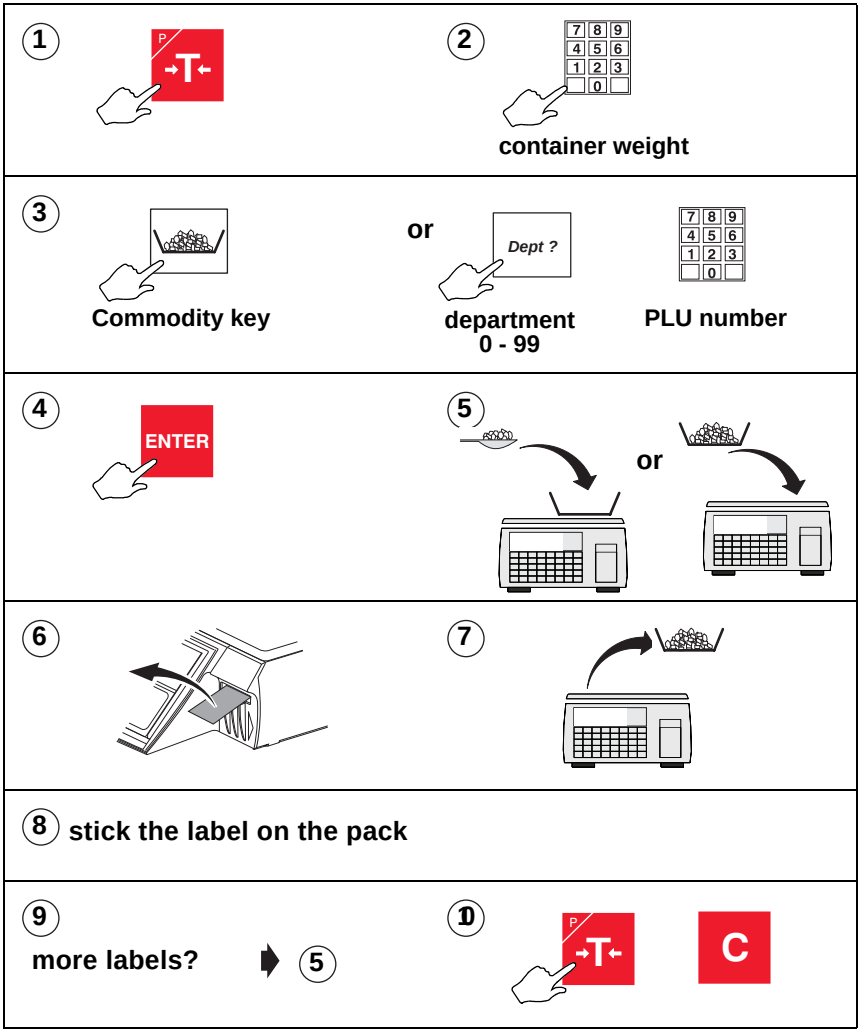
8



C

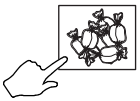
Keyboard entered tare

If you are using a container with a known weight you can use the numeric keys to enter the weight.



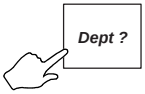
Proportional tare

1



Commodity key

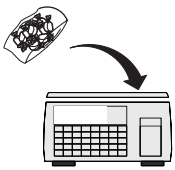
or



department
0 - 99

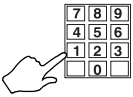
PLU number

2



3

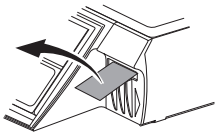
4



% tare value

5

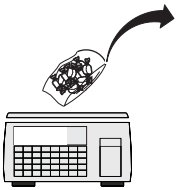
6



7

more labels? ➧ 2

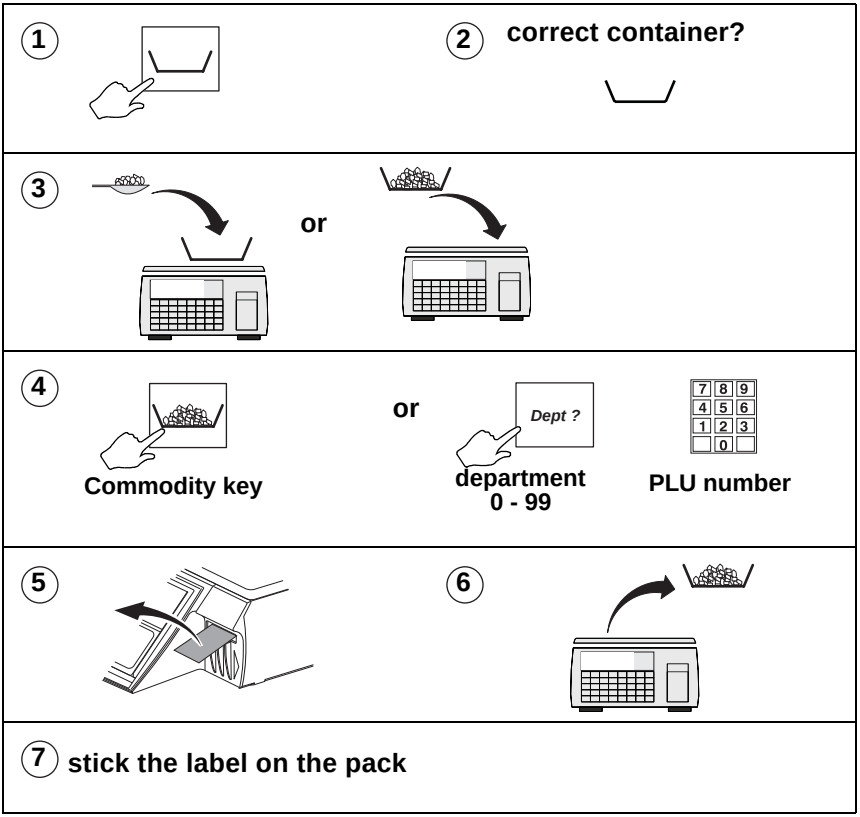
8



9

8.4 Preset tare keys

If your machine has dedicated tare keys you can use these to select the appropriate tare for the container you are using..



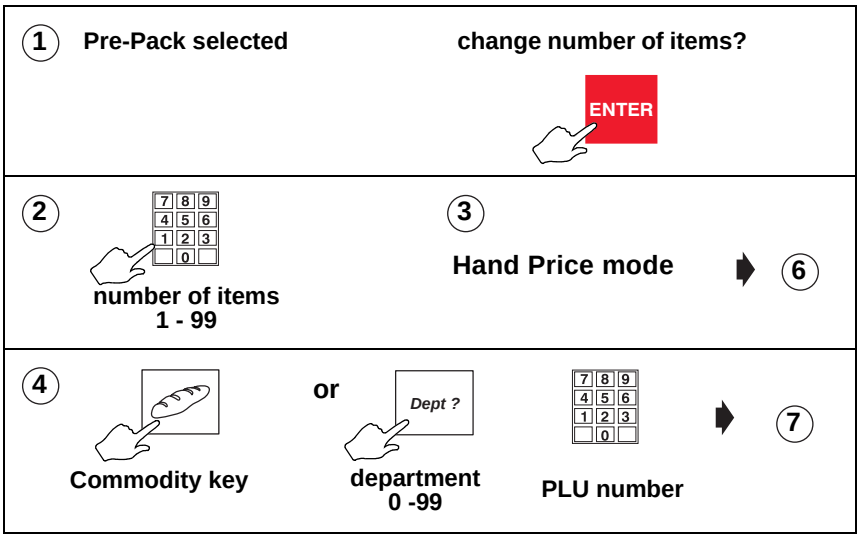
8.5 Multiple labels

You can set up a label run for up to 999 labels when you wish to print several labels for the same nonweighed item.

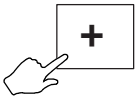
As the machine prints each label the number of labels displayed decreases by one. When all the labels have been printed the display reverts to showing the total number requested.

When rewinding the backing paper, the cassette cannot accommodate 999 labels on the take up spool.

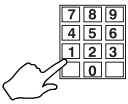
- To repeat a run press ✳ .
- Press ✳ to go straight to label count entry after selecting the PLU if you do not want to change any other data.
- If NON ADD has been set up, you can print a non-totalising test label before starting the label run.



5



6

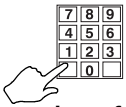


item price
0,01 - 9999,99

7

X 2

8



number of labels
1 - 999

9

10 **more labels?** ➧ 8

11 **end label run?**

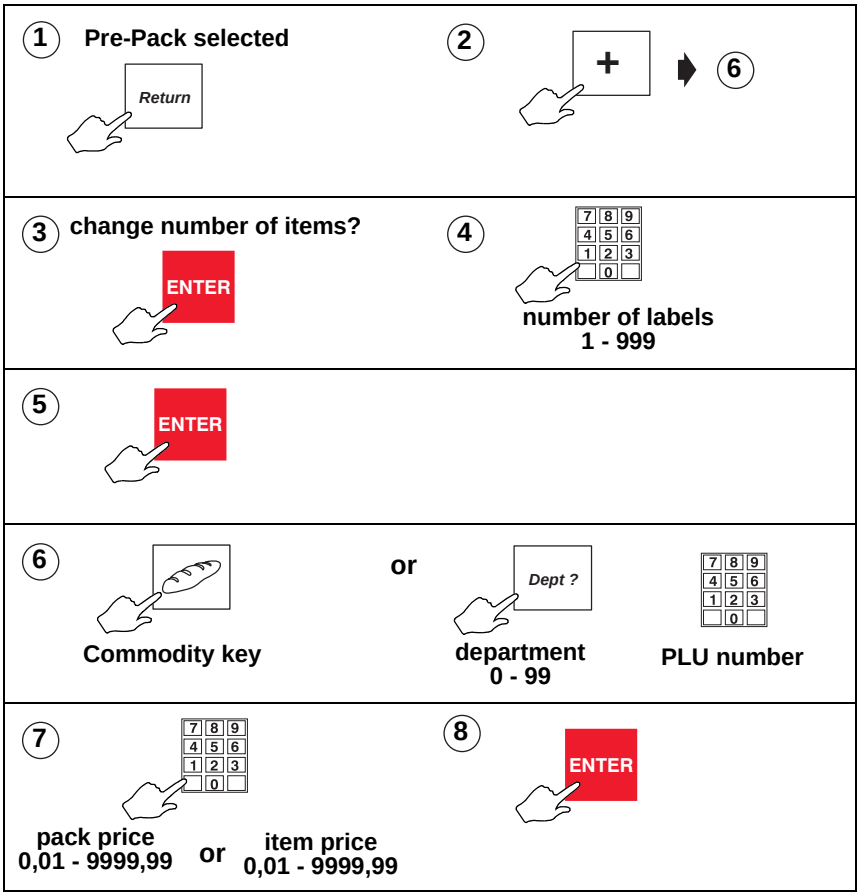
X 2 (3)

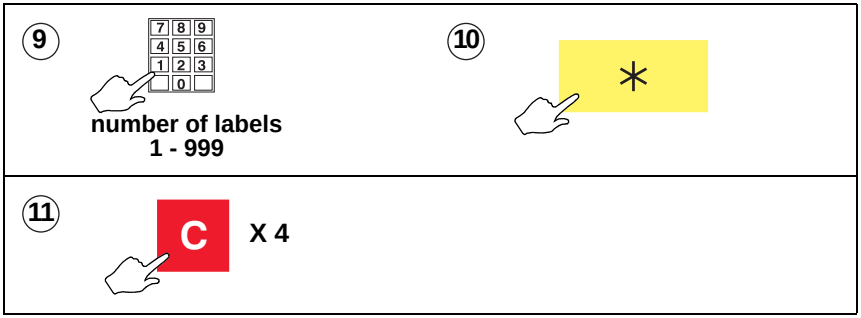
8.6 Returning labels

You can return several identical nonweighed labels in one operation.

The machine displays the number of labels to be returned decreasing by one. When all the labels have been returned the display reverts to showing the number of labels as 1.

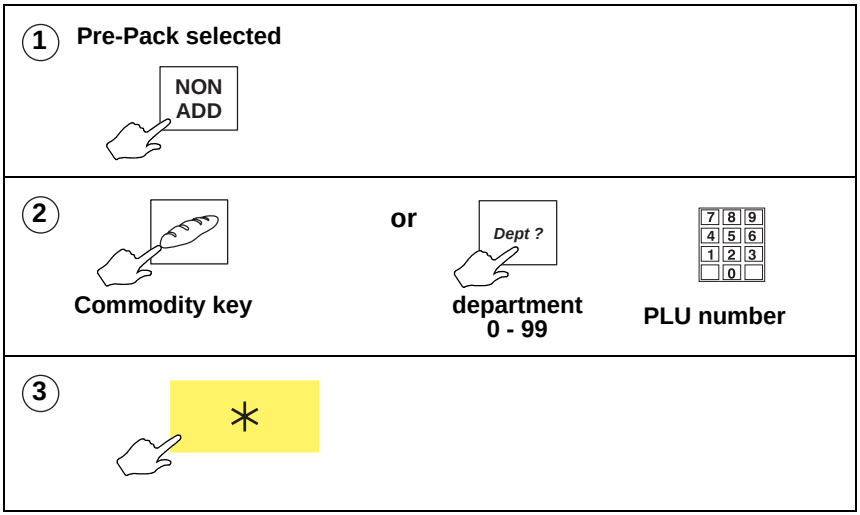
If you change the number of items from 1, enter the item price at step 7 and the machine will automatically calculate the pack price.




9
7 8 9
4 5 6
1 2 3
0
number of labels
1 - 999
10
*
11
C
X 4

8.7 Using the NON ADD key

The NON ADD key enables you to perform a single non-totalising transaction and print a test label before starting a pack run.

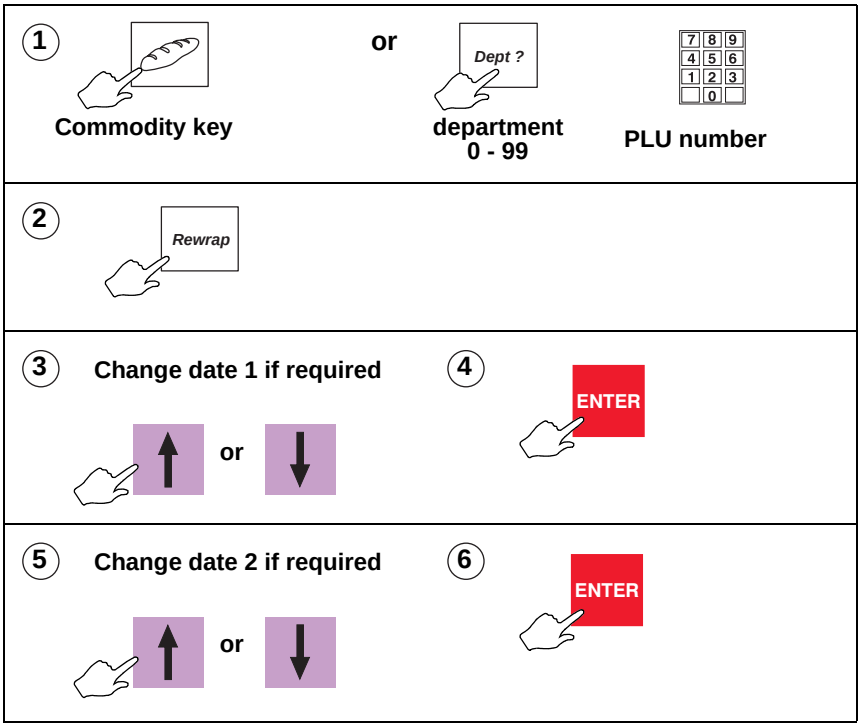


8.8 Using the Re-Wrap key

Rewrap enables you to override a pre-programmed price and change the number of days or months the product can be displayed. Press Rewrap when the PLU description is displayed.

If the PLU has a stored tare and you want to use a different tare value, see section 8.3, page 237.

Note: *If you enter a date 00.00.00, the date will not be printed.*



7 **Enter a new price if required.**

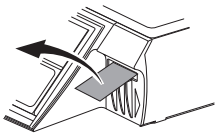
8

9 **Non-weighed items?**

➧ 91

10

11



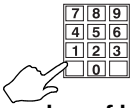
Stick the label on the pack

12

13 **more labels?** ➧ 13

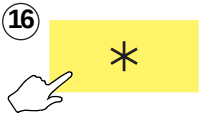
14 **no more labels?** ➧ 14

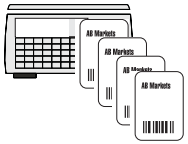
15



number of labels
1 - 999

16





17

X 2

8.9 Using the Wrapper key

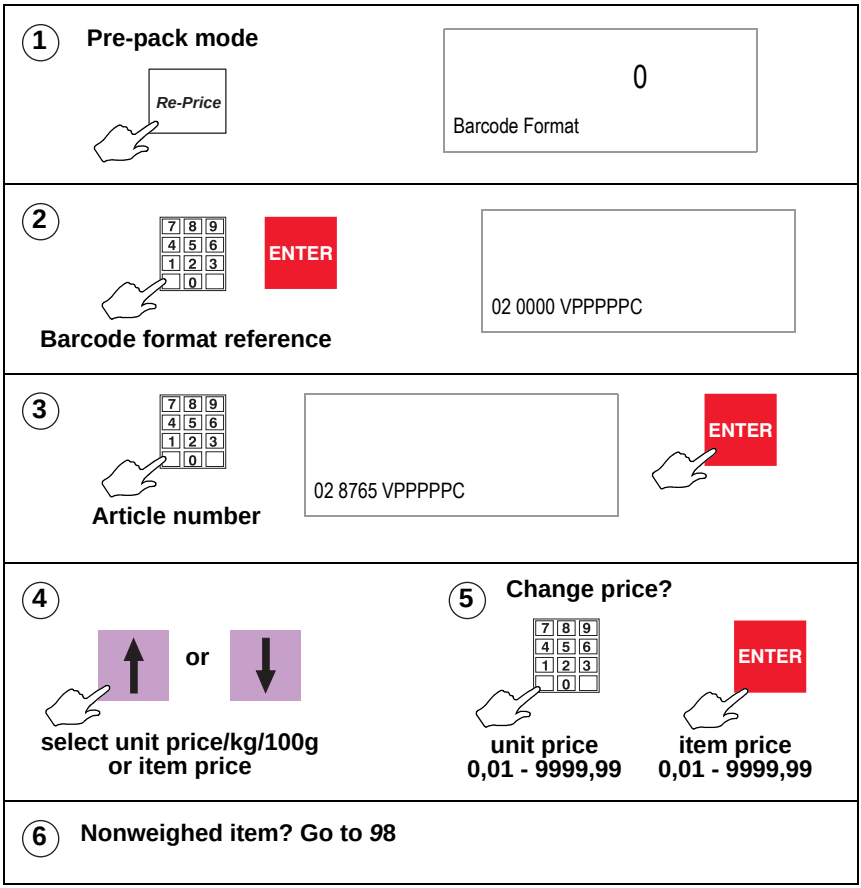
If your machine is linked to a wrapping machine, this key will switch on or switch off the wrapper control.

8.10 Using the Re-Price key

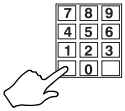
Re-Price enables you to print a new price label to replace the product's original label. Re-price labels are not PLU specific.

For information on setting up the re-price label details see *Re-pricing goods* on page 122.

Re-price totals disabled



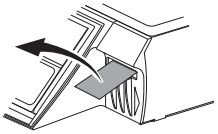
7 **Weigh Pack No selected**



weight value

or

8



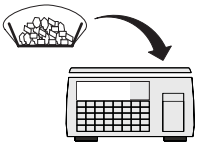
Stick the label over the old price label

more labels? Repeat step 5.

No more labels ➧ **11**

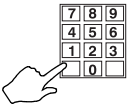
New article number ➧ **10**

9 **Weigh Pack Yes**



or

Nonweighed items

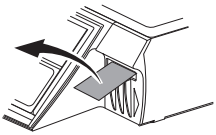


Change number of items?

or

More labels? ➧ **7**

10

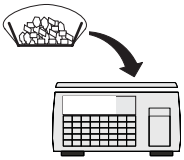


Stick the label over the old price label

No more labels ➧ **11**

New article number ➧ **10**

11 **Change weight or number of items?**



or

weight value or items

Zero 0.000kg £1.50
Fix £0.00
Man Wt 0.000

12 **Change article number?**

x 2

02 0000 VPPPPPC

13 **No more labels?**

X 3

Print Totals ?

8.11 Using the Re-Pack key

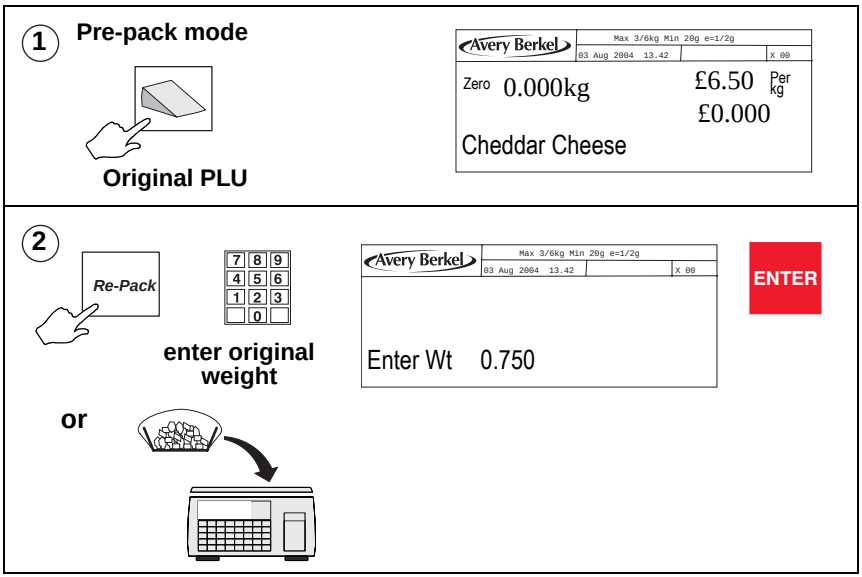
Re-Pack allows you to print labels for a product that has been converted from another product, for example, steak converted to minced beef.

This means that you can:

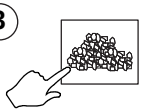
- Re-use the lot number and traceability information
- Select the PLU for the new product
- Change the unit or item price
- Change the date offsets
- Account for the price of the original product pack as it is added to the returns values.

Note: *You can print labels for more than one product converted from the same original product.*

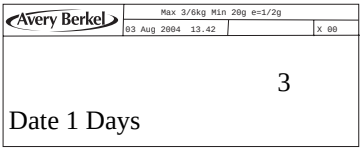
A Re-Pack key must be assigned to the sales keyboard see Section 5.2 - Dedicated keys, page 91.



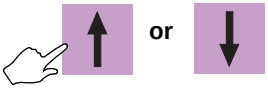
3

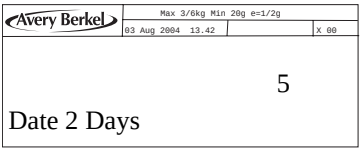


New Re-pack PLU

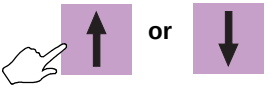


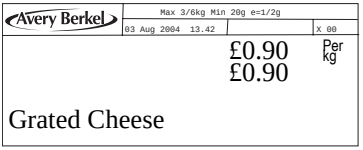
4 **Change date 1 if required**





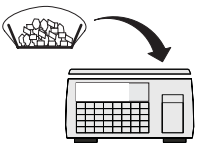
5 **Change date 1 if required**





6 **Enter a new price if required.**

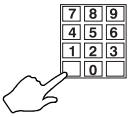
7 **Weighed goods?**



8

Nonweighed item

Change quantity?



8.12 Pack runs

Use this function to create consignments (pack runs) and to print labels describing the contents of the container. Consignments consist of a ‘pallet’ loaded with a number of ‘cartons’. Each carton contains a number of ‘boxes’ which in turn contain a quantity of ‘packs’.

Cartons, boxes and packs are the default names for each level which you can change if required. There are three types of pack run:

- Closed
- Open
- Manual

Pack run set up

You can create up to 99 different pack runs. Each pack run can have up to three levels and each level can have:

- individual targets by pack, weight or price.

There are three targets at each level.

Target 1 is the container description.

Target 2 is weight or items.

Target 3 is price.

- individual label formats, with different barcodes and dates, for the total labels.
- total labels for each level issued on request or automatically.

If you have a subtotal key you can display subtotals or issue subtotal labels at any time during a pack run.

Pack consecutive numbers can be re-started or started from a specific number if you have a consec. number key set up.

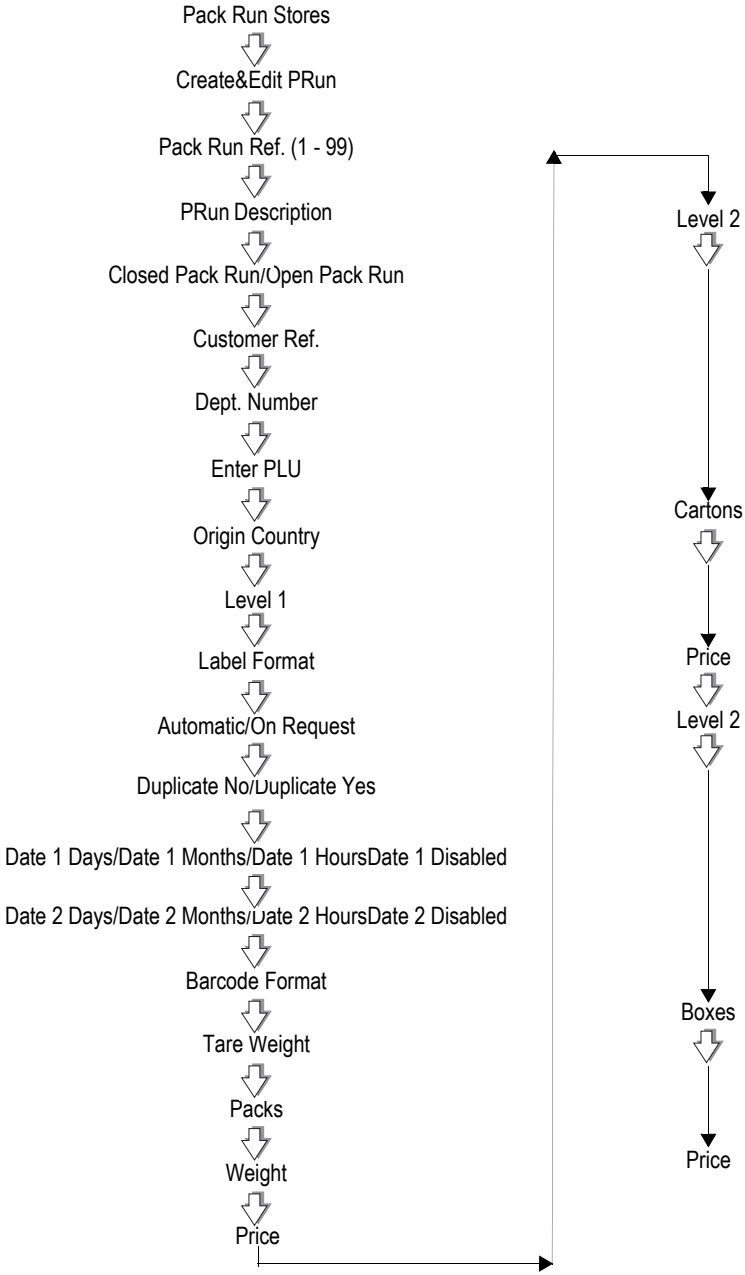


Figure 8.1 Creating a pack run

Pack run description

You can enter the description using alphanumeric keys up to a maximum of 20 characters.

Pack run type

Closed

The PLU is pre-programmed in the pack run set up.

Note: *You can override the PLU associated with a closed pack run before starting a new pack run. When the pack run is completed the pack run will revert back to that programmed in the pack run store.*

Open

Each pack in a box must be the same PLU but cartons may contain boxes with different PLUs.

Manual

Mixed PLUs can be packed in the run.

Customer reference

You can enter the customer reference using up to eight alphanumeric characters. If **Account Entry** for the machine is set to **Validated**, the system checks that the record exists.

Origin country

Enter a value from 0 - 9999 for the reference to the origin table.

Level 1, level 2 and level 3

The following data is programmed for each level in turn. When you have entered all the data for level 1, **Level 2** will be displayed briefly followed by label format and when level 2 is complete, **Level 3** will be displayed briefly before prompting for the label format.

Label format

Enter a label format reference from 0 - 15.

Print mode

You can select either **On Request** or **Automatic** for printing the labels.

Duplicates

Enter a value between 0 and 9 to print duplicate total labels if you need additional labels for the container.

Date 1

You can select **Date 1 Days**, **Date 1 Months**, **Date 1 Hours** or **Date 1 Disabled**. Use the numeric keys to enter the offset value for days, months and hours. Use the C to reset the value to zero.

Date 2

You can select **Date 2 Days**, **Date 2 Months**, **Date 2 Hours** or **Date 2 Disabled**. Use the numeric keys to enter the offset value for days, months and hours. Use the C to reset the value to zero.

Barcode format

Enter a barcode reference from 0 - 15 to print the barcode on the label. Barcode reference 0 means that the barcode will not be printed.

Tare weight

You can enter a tare weight for the container or edit an existing tare weight. The default value is 0. Use the numeric keys to enter a new tare value. Press C to reset the value to 0.

Target 1

The data name for the container for the level you are programming is displayed. The default value is 0. Use the numeric keys to enter a value between 0 and 99,999,999. Press C to reset the value to 0.

Target 2

The data name for the weight target is displayed. The default value is 0. Use the numeric keys to enter a value between 0 and 999,999,999. The number of decimal places is the same as the weighing capacity of the scale. Press C to reset the value to 0.

Nonweighed PLUs

If you create pack runs for nonweighed PLUs, you should change the target 2 data name to reflect this. For example, you could change the name from 'Weight' to 'Items'. Any weight on the scale is ignored and the total number of items is printed on the label instead of the total weight for that level.

Target 3

The data name for the price target is displayed. The default value is 0. Use the numeric keys to enter a value between 0 and 999,999,999. The number of decimal places is the same as the machine total price. Press C to reset the value to 0.

Data names

The pack run data names can be edited using alphanumeric keys. The maximum number of characters for each name is 16. The default values for Target 1 are Packs, Cartons and Boxes. Target 2 default values are Weight and Target 3 are Price. When creating pack runs using nonweighed PLUs, Target 2 data names would need to be changed to reflect this. For example, you could use Items instead.

Displaying and printing subtotals

If you have a subtotal key set up you can use it to display and print pack run subtotals.

Press *Subtotal print* then ENTER to display the subtotals for the level

shown **or** use the numeric keys to change the level then press ENTER. The display steps through the values for the target level selected. To print the subtotal, press *Subtotal print* again while the subtotals are displayed.

Deleting pack runs

You can delete pack runs when they are no longer required. use the numeric keys to type the reference number of the pack run to start and press ENTER then type in the reference number for the pack run at which to finish and press ENTER. Press YES to confirm your entry.

If you select a single pack run record and it is not found, you will see the message **Not Found**.

Pack run lists

You can print lists of the pack runs stored in the machine and of the data names programmed for the pack runs. See Printing data reports, page 82.

Limit change

Use this option for a quick edit of any of the limits or target values for the pack run.

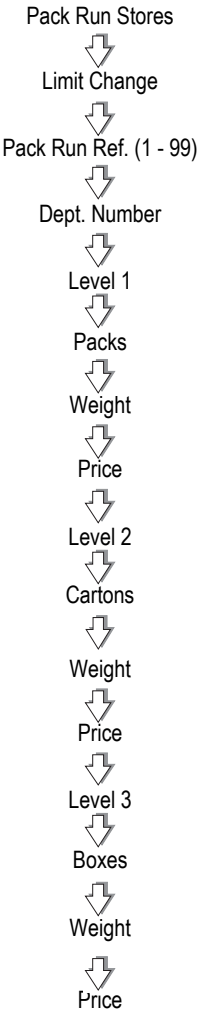
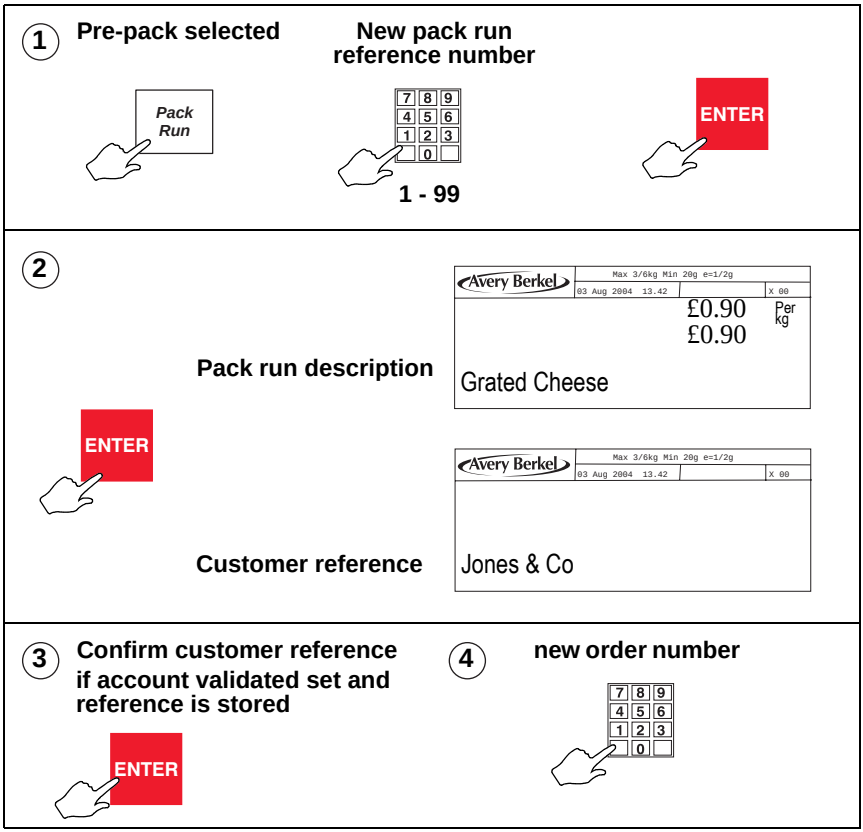


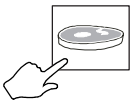
Figure 8.2 Changing limits and targets

Using pack runs

Pack runs on your machine may have been set up with different names for the type of container, and label printing may be automatic or on request for each level. Duplicate labels may have been enabled if a second label is required for the container.

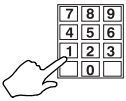


5



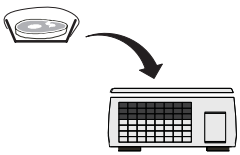
Commodity key

department 0 - 99

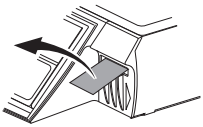


PLU number

6



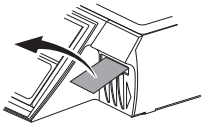
7



Stick the label on the pack

8 **Repeat until all the goods are packed for level 1.**

9



Print total labels for level 1 and attach to the container

10 **Repeat for each level in the pack run.**

Voiding Transactions

You can void a transaction in pack run mode as follows:

- press the Void key at the pack run prompt
- the most recent transaction is selected by default
- follow the standard voiding of transaction process

Note: *The level totals for the pack run will be reduced to take into account the voided transaction. Also the transaction in the audit buffer will be marked as void.*

8.13 Using Stock Mode

Please remember .....

- Stock mode may **not** be used in the presence of the customer.
- Negative PLUs are not allowed.
- Stock mode transactions and sales transactions may not be mixed on the same receipt.
- If there are outstanding sales transactions you will see the message **Print Receipt**.

You can use stock mode provided your machine is operating in:

- receipt mode

or

- 'ADD' label mode

Stock

Use the key set up on the keyboard to select stock mode.

You will be able to perform all the normal sales functions except returns and refunds.

To exit stock mode, press **C** when no PLU or price is displayed.

Assigning transactions

Transactions are assigned to an operator and the sub-total displayed in the normal way.

Paying for transactions

You can only use stock movement type payment keys for example, trade account, stock take, write off, and the Recvd.On Account key

Stock movement payment keys function in a similar way to sales account keys. When you press the key you will see the message **Account Ref.**.

Your machine will have been set up to allow you either:

- to enter any account reference

or:

- to use only those accounts that have been previously programmed in the machine.

If the account has been pre-programmed, when the account reference is entered the vendor display will show the account holder's name and credit limit set.

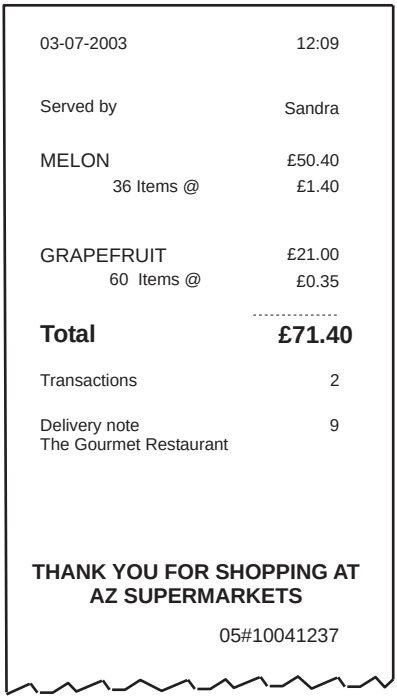


Figure 8.3 Stock mode receipt example

8.14 Back calculation

Back calculation is a pre-pack function that applies to nonweighed products, where the unit price for the product is calculated from the computed total price and the computed net weight.

European

Both the item price and the computed unit price must be printed on the label.

The computed unit price is printed in the second price field.

Note: *You must use a label format that has all the appropriate fields defined.*

$$\text{computed unit price} = \frac{\text{computed total price}}{\text{computed net weight}}$$

where computed net weight = programmed net weight in the PLU x the number of items

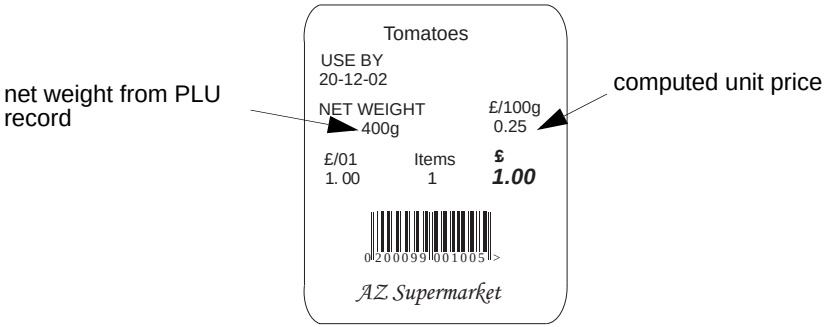


Figure 8.4 European back calculation

Danish

Using Danish back calculation, the item price of a nonweighed product becomes the total price. The actual weight of the product is used to compute the equivalent unit price.

Note: *If your machine is a non-weigh model you can enter the weight manually.*

Rewrap

The rewrap price becomes the new total price and the unit price is re-computed using this new price.

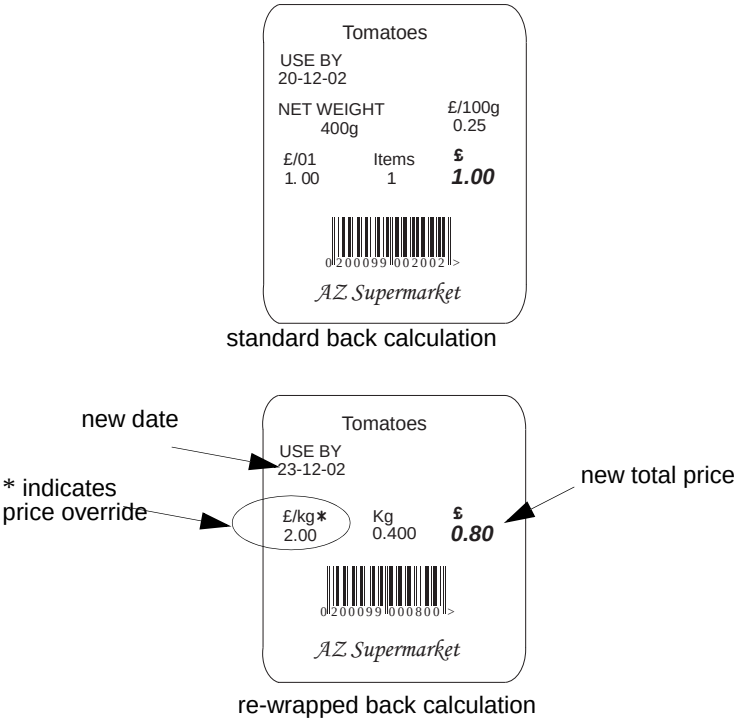


Figure 8.5 Danish back calculation

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