Vanguard Point of Sale
User Guide

Red River Software / Triple E Technologies

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Comments, questions, or concerns? Please email all inquiries to helpdesk@redriversoftware.com

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Introduction

The **Vanguard OneTouch Register** offers intuitive touch screen control for your retail and fueling needs while meeting industry requirements for stability and security. The Vanguard OneTouch Register supports all major debit and credit cards, as well as private and commercial fleet, loyalty, and gift cards.

With an easy to use interface, the Vanguard OneTouch Register reduces clerk training time and user errors. Quick menus, customer and product lookup, and an on-screen keypad allow for quick and easy customer transactions.

The following are just a few of the Vanguard OneTouch Register's features:

- ✓ Individual cashier logins
- ✓ Quick menu customization
- ✓ Suspended sales
- ✓ Inventory and customer look up
- ✓ Customizable discounts and charges
- ✓ Low-level cashier activity auditing
- ✓ Remote support, diagnostics, and upgrades

In addition to its powerful and intuitive interface, the Vanguard OneTouch Register also offers built-in Pump Toolbar software, which replaces bulky fuel consoles by running on any Windows PC on your network. With the Pump Toolbar software, you can manage all of your pumps from one convenient location. The Pump Toolbar software offers the following features:

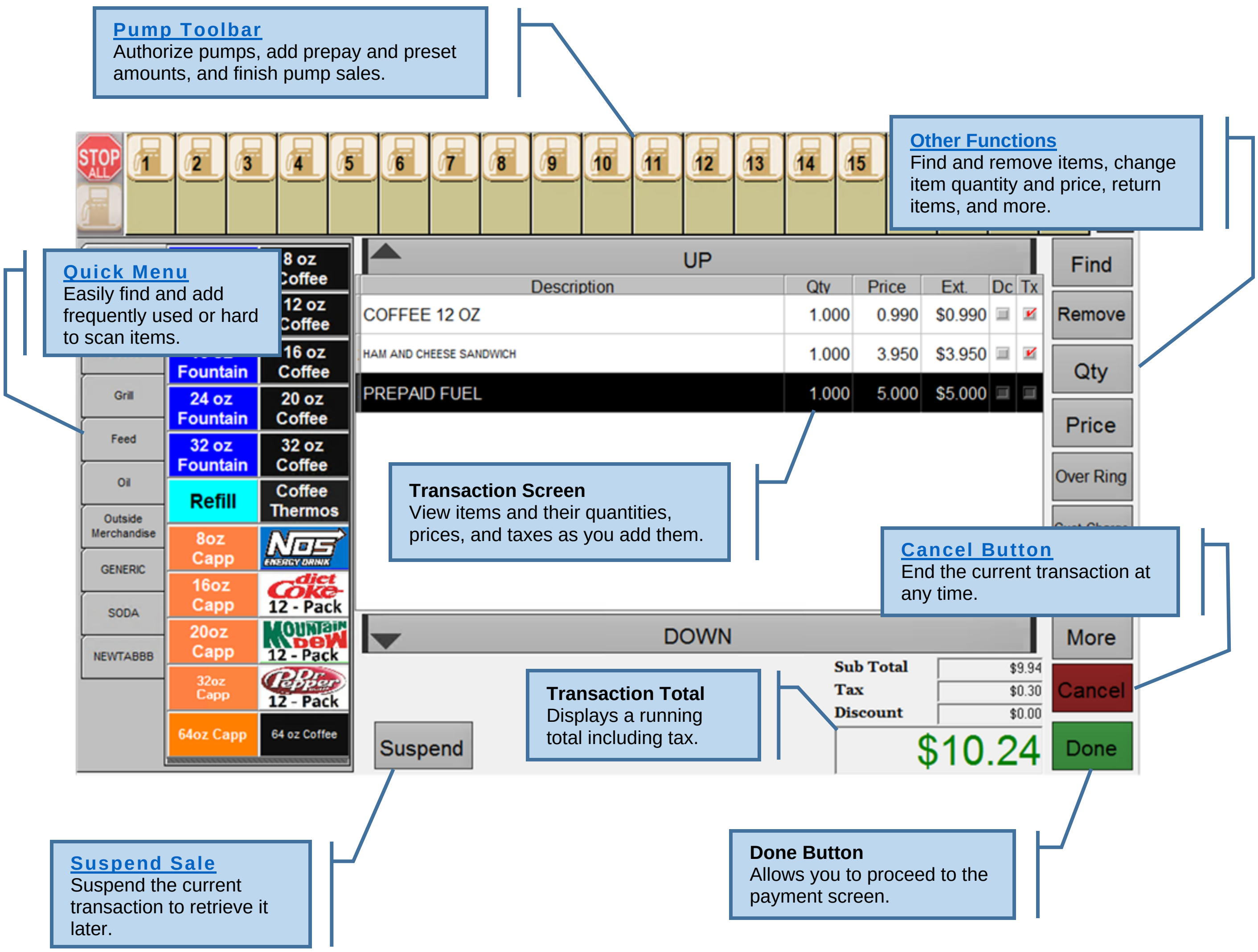
- ✓ Full pump control
- ✓ Visible and audible notifications
- ✓ Color-coded pump status icons
- ✓ Ability to set pre-pay limits

The Vanguard OneTouch Register comes in two forms – a full desktop POS system and a mobile tablet for meeting your store's needs on the go. This manual explains the features and functions of the software for both versions of the register. If you have any questions, comments, or concerns about this manual or about the Vanguard OneTouch Register, please contact Triple E Technologies at helpdesk@redriversoftware.com.

Register at a Glance

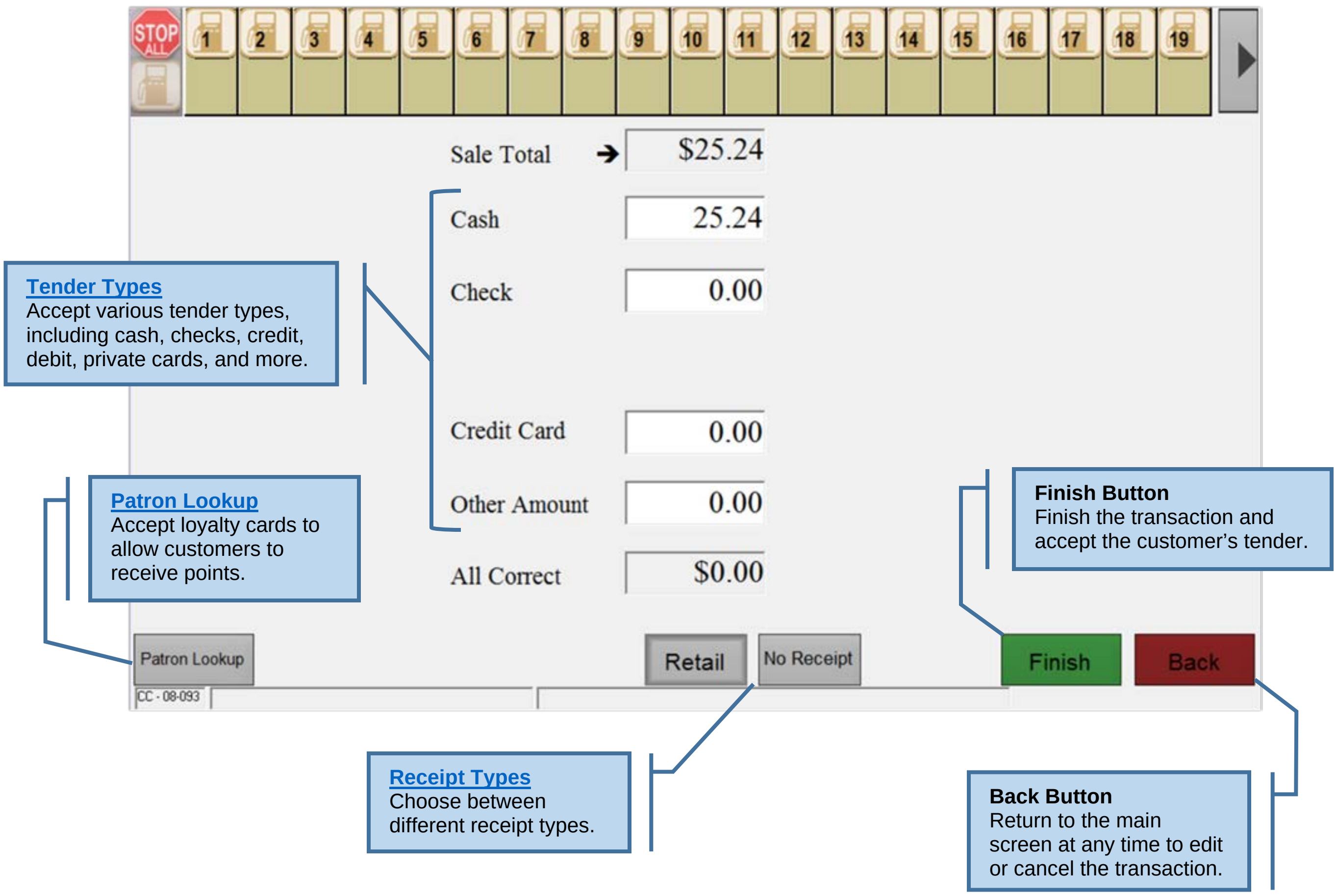
Main Screen

You can use the majority of the register's functions from the main screen, such as authorizing pumps, adding and removing items, suspending and retrieving sales, and more.



Payment Screen

After pressing the **Done** button on the main screen, the payment screen will display. You can accept multiple types of tender from the payment screen, including cash, checks, credit, debit, and proprietary cards, and other alternative payment types, such as coupons, gift cards, and more. If you need to edit or cancel the transaction, press the **Back** button.



Accessing the Register

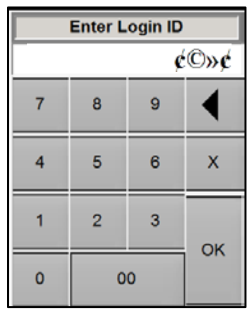
Logging In

Before you can use any of the register's features, you need to log in. Logging in to the register requires a Login ID, which is created in DataManager. If you don't know your Login ID, check with your manager.

Your Login ID is used to track sales and activities on the register, so it is important to keep it private to prevent misuse.

To log in to the register:

- Enter your **Login ID**, then touch **OK**.



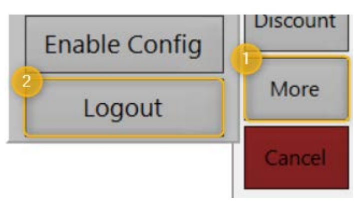
Note*: As a security precaution, the Login ID is masked.*

If you incorrectly enter your Login ID before touching **OK**, you can press the **back-arrow** icon  to delete your entry. If you incorrectly enter your Login ID and touch **OK**, a login error message displays, allowing you to re-attempt to log in.

Logging Out

Check with your manager for specific procedures about when to log out. It is recommended to log out anytime you are away from the register. There are two ways to logout:

- **Logout button:**
  - From the main screen, touch **More** > **Logout**.



- **Keyboard shortcuts:**
  - Press **F12** on the keyboard.

    OR

  - Press **Ctrl** + **Shift** + **L**.

Adding Items to the Sale

The register offers multiple methods for adding items to a sale, including scanning, using quick menu tabs, and searching with the find button.

Scanning

Scanning is the quickest method for adding an item to a sale. In order to scan an item, you will need to connect and activate a compatible scanning device.

To scan an item:

- Place an item under the barcode scanner. The scanner will beep when you successfully scan the item.

Some items, such as frozen, microwaved, canned, or other reflective items, can be more difficult to scan. If you cannot scan an item, you can manually add it by using the **Quick Menu** or **Find** function.

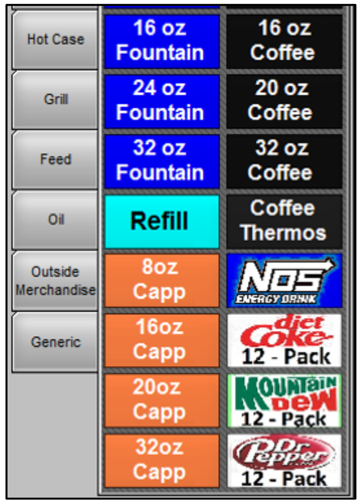
Quick Menu

The **Quick Menu** allows you to quickly add hard to scan and frequently purchased items to the sale. It can also be used for easily adding promotional discounts and for accepting other forms of payment. The Quick Menu is divided into tabs, which represent different item categories, such as drinks or deli items. The register can display up to 12 tabs, and each tab can include several individual items. Quick Menu tabs and items are set up by your manager in DataManager and can be completely customized to suit your store's needs.

To add an item using the Quick Menu:

- Touch a **Quick Menu** tab, then touch the item you want to add.

Depending on the version of software your system is running and your manager's configurations, some of the quick menu buttons may also display images. This feature makes it even easier to quickly identify the item you're looking for and add it to the sale.



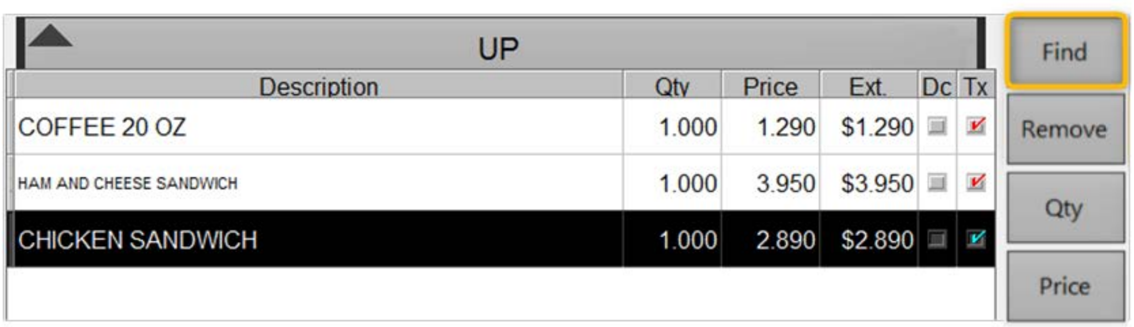
Depending on your manager's permission settings, you may be able to create new quick menu buttons directly from the register – see the ***Enable Configuration (Quick Menu)*** section for more information.

Find Items

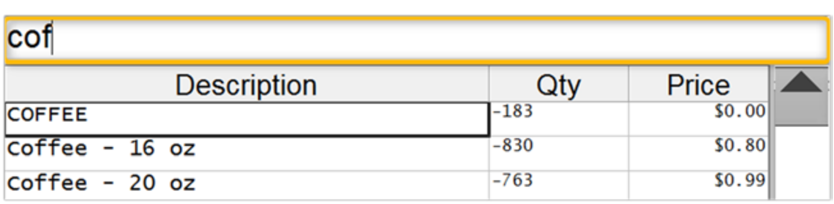
The **Find** button allows you to quickly search your store's entire inventory to add a particular item. This feature is useful when the item you are adding will not scan, or if the item doesn't have a UPC.

To add items:

1. Touch **Find**.



2. On the **Inventory List**, touch the search box, then type the product name.
3. Touch the item you want to add.



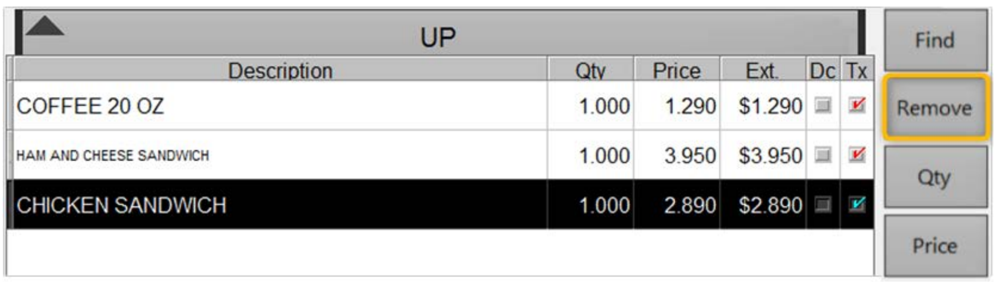
Removing Items from the Sale

At any point during the sale, you can remove individual items using the **Remove** button. If you want to remove *all* items and restart the transaction, see Cancelling a Sale.

Remove Button

To remove items:

1. Touch the item you want to remove. The selected item will be highlighted black.
2. Touch **Remove**.



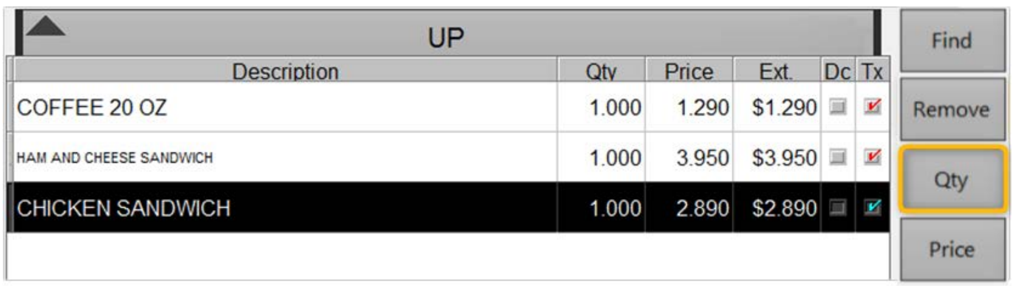
Daily Register Functions

Quantity

When a customer is purchasing multiples of a single item, you can use the **Quantity** function to avoid scanning the item several times.

To change the item quantity:

1. After adding items to the sale, touch an item. The selected item will be highlighted black.
2. Touch **Qty**.



3. On the **Enter Quantity** window, enter the item quantity, then touch **OK**.

Depending on your manager's configurations, you may be able to enter decimal values in the **Enter Quantity** screen. For example, two dollars and fifty-nine cents is entered as 2.59 (2 point 59). This feature is used to change the quantity of items that don't always have whole number values, such as propane.

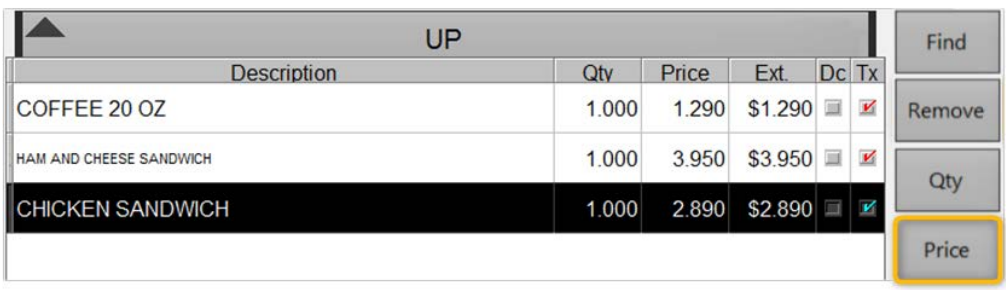
Price

Item prices are entered and updated regularly in DataManager. However, there may be instances when a price is incorrect and needs to be updated on the register during a transaction. Changing an item price on the register will not change the price in DataManager.

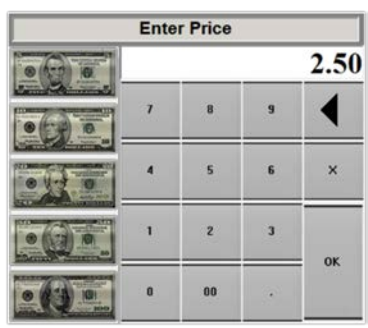
Changing item prices is an audited function, meaning it is tracked by an Overridden Price report that your manager will be able to review.

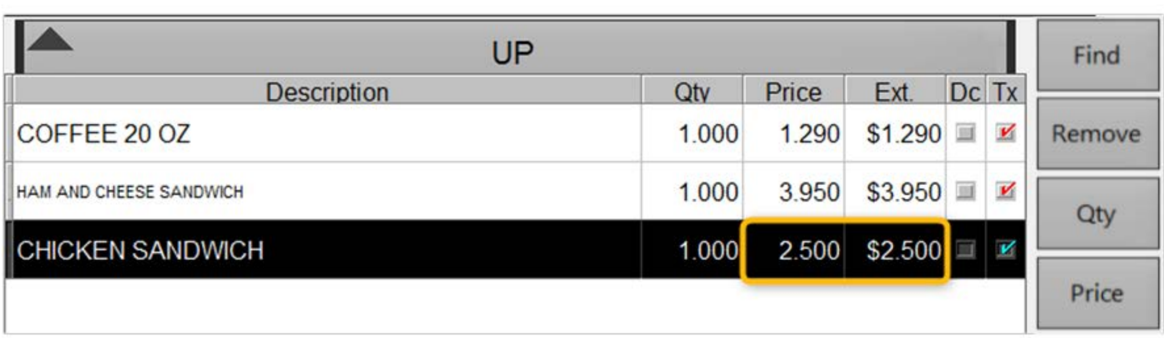
To change an item price:

1. After adding an item to a sale, touch the item. The selected item will be highlighted black.
2. Touch **Price**.



3. On the **Enter Price** screen, enter the new item price, then touch **OK**. The new price will display in the **Price** column.





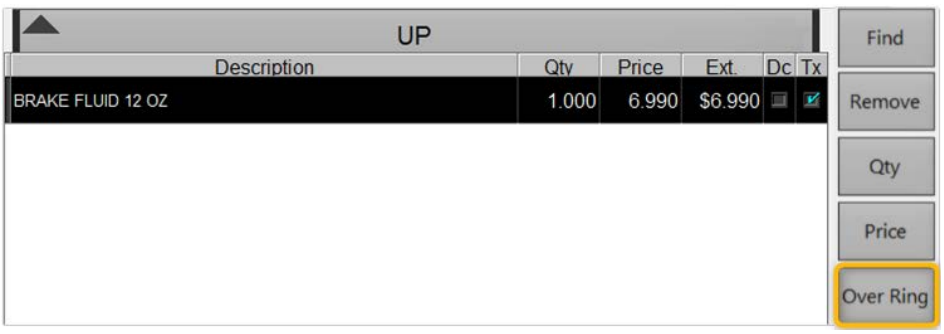
Over Ring / Item Return

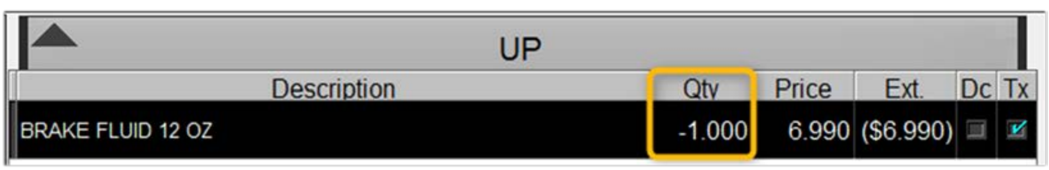
If a customer needs to return an item, you can perform an over ring to refund them. You may also be able to perform fuel over rings, depending on your manager's configurations. After completing an over ring, refunded items will be automatically added back to your store's inventory. This function is typically used to return single items from multiple item transactions or to combine purchased and refunded items into one transaction. If you want to refund an entire transaction, see Void Sale.

Note: If NBS is your payment processor, you will not be able to mix over ring items and sale items on a credit transaction; you will instead have to perform two separate transactions.

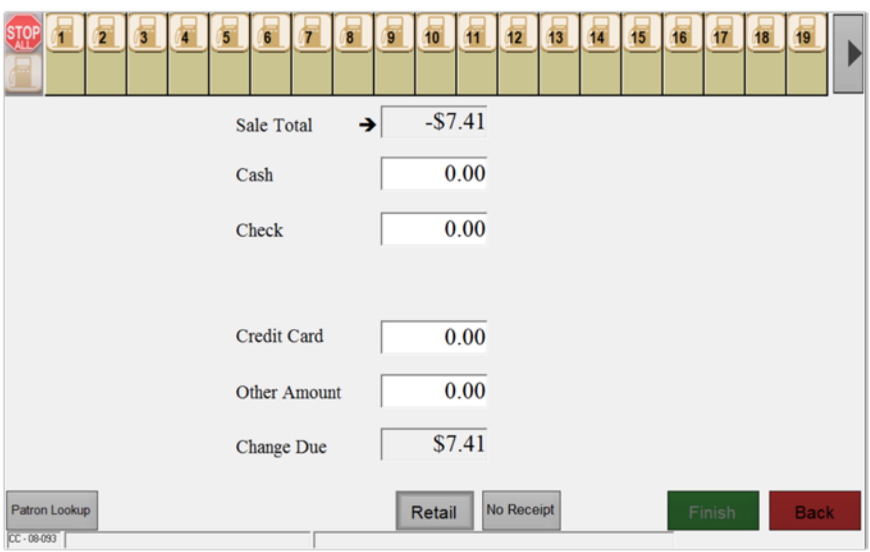
To perform an over ring:

1. Add the item to be returned to the sale.
2. Touch **Over Ring**. The item will display a negative quantity.





3. Touch **Done**. Payment screen displays.



4. Do one of the following:

Credit over rings:

- Swipe the customer's card, then touch **Finish**. The funds will be automatically refunded to the customer's card.

OR

Cash over rings:

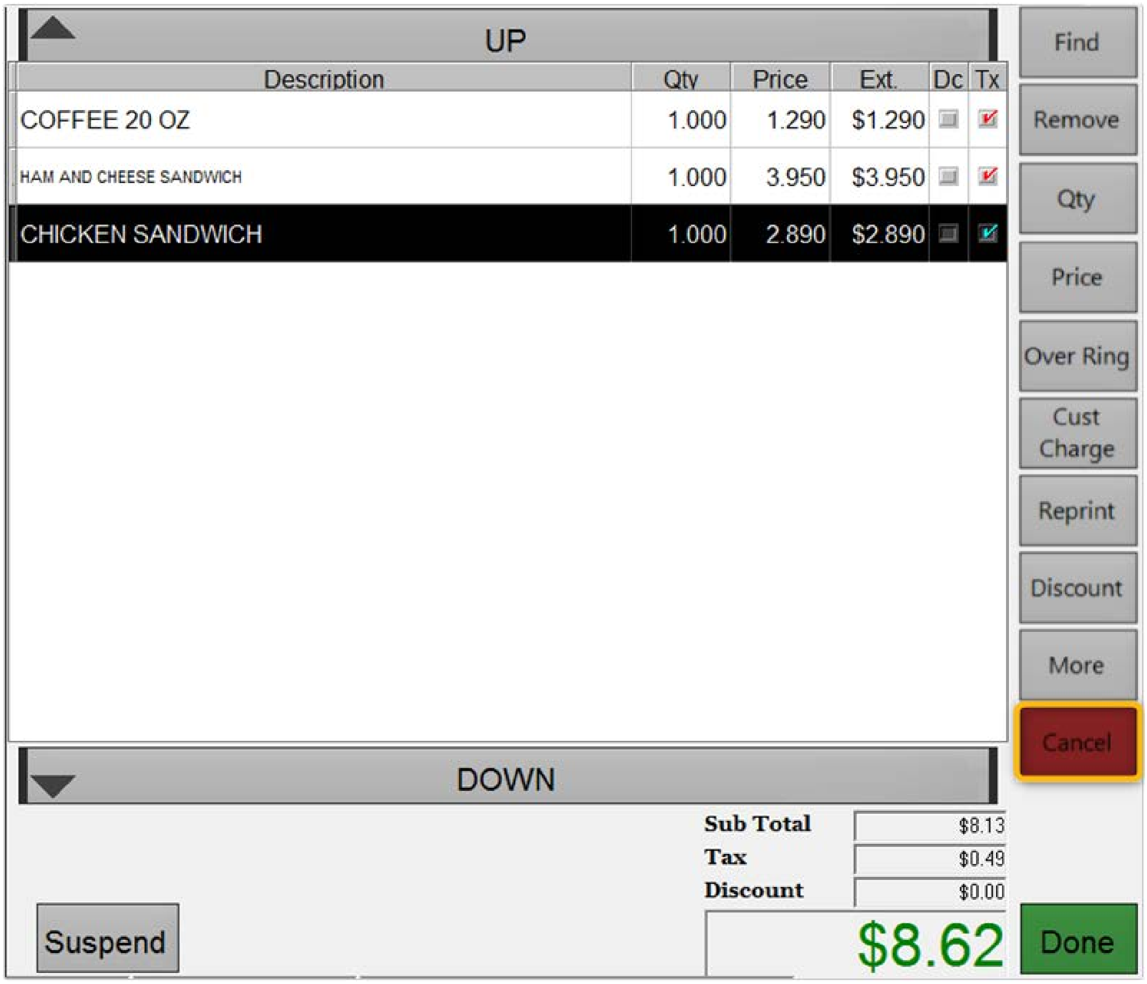
- Touch **Cash**.
- On the **Enter Amount in Dollars** screen, change the amount if necessary, then touch **OK**.
- Touch **Finish**. This opens the cash drawer. Return the funds to the customer.

Cancelling a Sale

You can cancel an entire sale at any time during a transaction by using the **Cancel** button. This will remove all items, discounts, and customer charge information from the sale. Cancelling a **fuel** sale will suspend the entire sale to be finished later. See Suspending a Sale for more information.

To cancel a sale:

- Touch **Cancel**.



Removing Tax

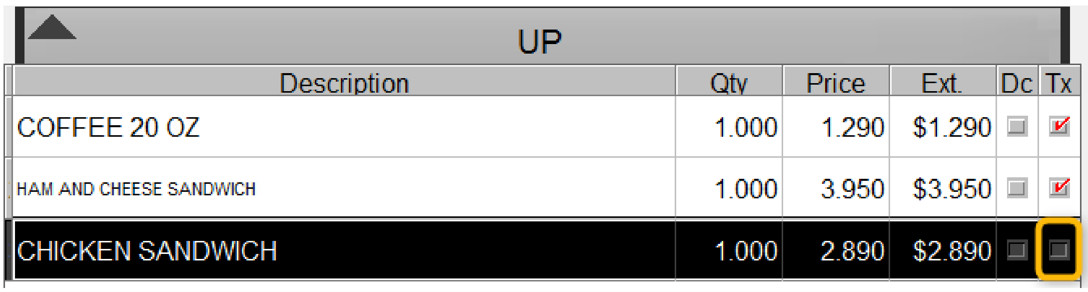
You may be able to remove tax from individual items during a transaction, depending on your manager's configuration.

Removing an item's tax only affects the current transaction; all items will retain their DataManager tax values and will return to normal in the subsequent transactions.

You can monitor the total tax amount for the transaction by reviewing the **Tax** box, located above the transaction total.

To remove an item's tax:

1. After adding items to the sale, touch an item. The selected item will be highlighted black.
2. Touch the **Tx** column checkbox to remove the selected item's tax. Repeat this step for any additional items.



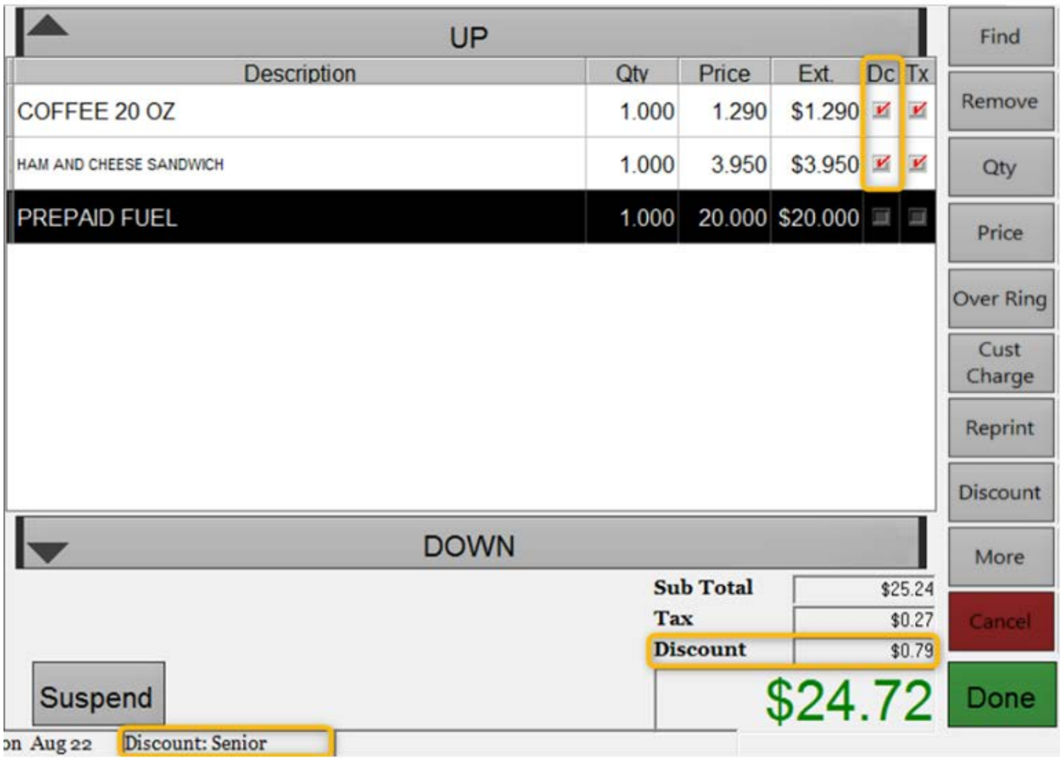
If needed, you can touch the checkbox again to reapply tax.

Discounts

***Note – Tablet users**: If you are using the mobile version of the POS, the discount button will not be available from the main screen. To access it, touch **More** > **Discount**.*

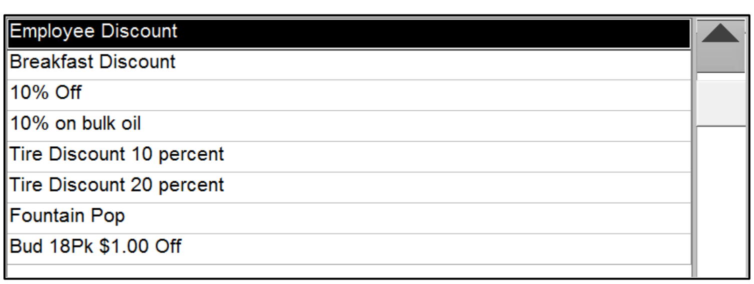
You can apply various sales discounts to transactions. Sales discounts are set up by your manager and can be configured for specialty merchandise, holiday specials, employee discounts, and more.

Item and category specific discounts will be automatically applied when you add qualifying items to the sale. General discounts, such as percent off discounts, are applied manually using the **Discount** button or using a **Quick Menu** tab, if available. Items receiving a discount will have a check mark in the **Dc** box on the item line. The amount being discounted will also display above the transaction total in the **Discount** box.



To apply a sales discount:

1. Touch **Discount**. **Discount List** displays.
2. Select the appropriate discount. The discount will be automatically reflected in the running total.



Combination Discounts

Customers can receive combination discounts when they purchase a certain group of items. These discounts are configured in the Triple E Combo Items Configurator. Check with your manager for information about the kind of combination discounts your site offers.

To add a combination discount:

- Add all qualifying items to the sale. The combination discount automatically displays beneath the qualifying items.

Description	Qty	Price	Ext.	Dc	Tx
HAM & CHEESE SANDWICH	1.000	2.790	$2.790	☐	☑
FOUNTAIN - 16 OZ	1.000	1.290	$1.290	☐	☑
FREE 16OZ FOUNTAIN	1.000	-1.280	($1.280)	☐	☐

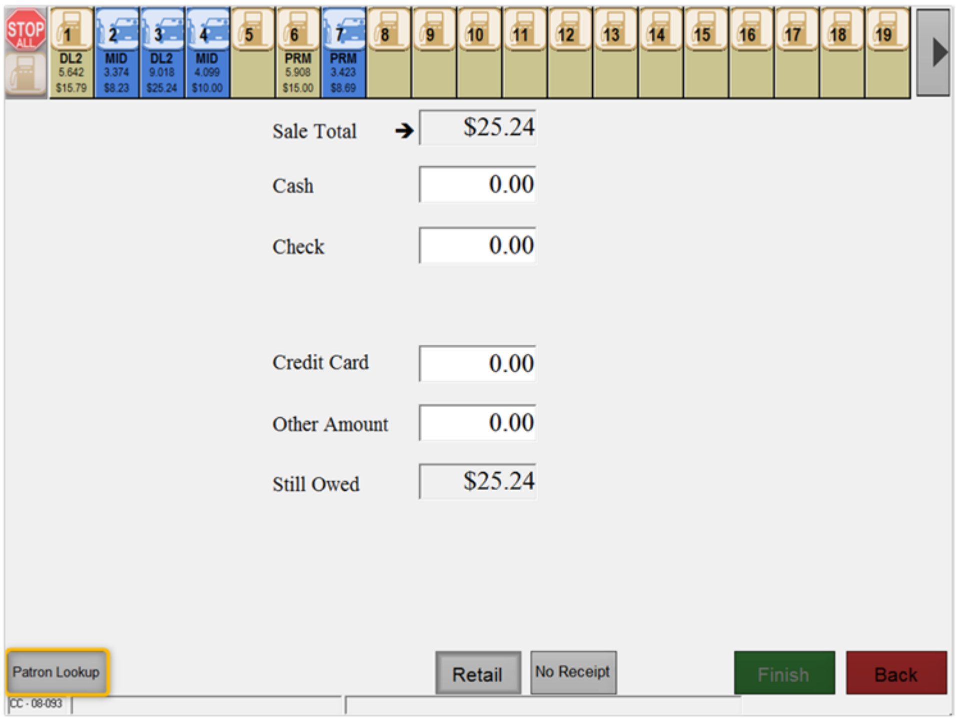
The maximum quantity of combination-eligible items that can be added to a sale is configurable, so check with your manager for information about your site's limits.

Patron Lookup

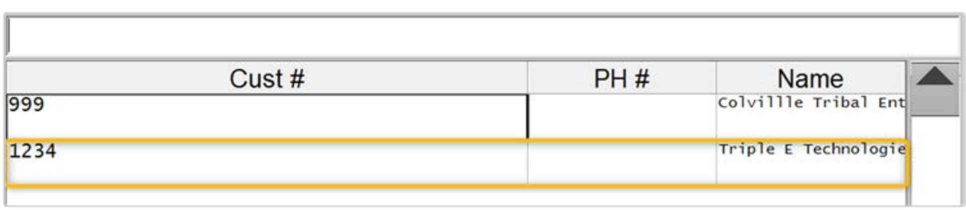
The **Patron Lookup** function adds a customer's loyalty card to the transaction, allowing them to receive loyalty points and discounts for purchases. Depending on your manager's configured settings, the Patron Lookup function may or may not be available on your register.

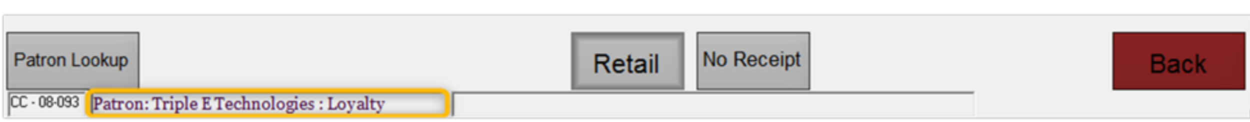
To use the patron lookup function:

1. After adding items to the sale, touch **Done**. Payment screen displays.
2. Touch **Patron Lookup**.



3. Select the customer number from the customer account list. The loyalty card displays at the bottom of the payment screen. Any discounts associated with the card will be automatically applied.





Tendering the Sale

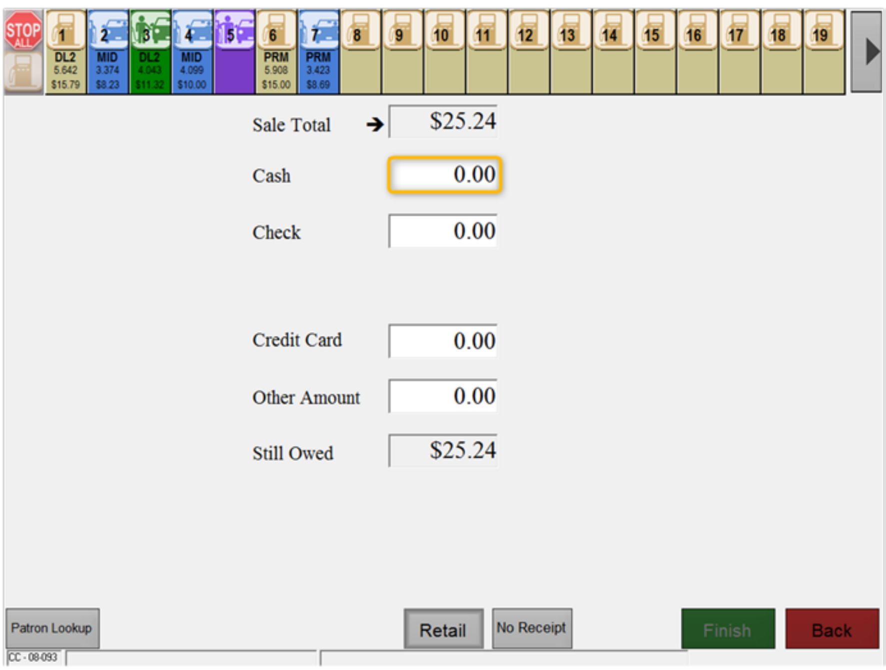
You can finish sales with several different payment methods, including cash, checks, credit and debit cards, proprietary cards, gift cards, and other payment types, such as coupons or lottery winnings. You can also perform split tenders, charge to customer and employee accounts, and accept account balance payments. To finish the sale, the tenders used must equal the sale total, at which point the **Finish** button will display, allowing you to accept the customer's payment.

When accepting payments, the received amount defaults to the sale total. To change this amount, you can either type the amount or select any of the dollar images to quickly enter amounts.

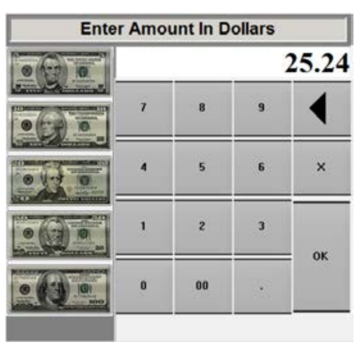
Cash

To process a cash transaction:

1. On the payment screen, touch the **Cash** field.



2. On the **Enter Amount in Dollars** screen, confirm the cash amount, then touch **OK**.

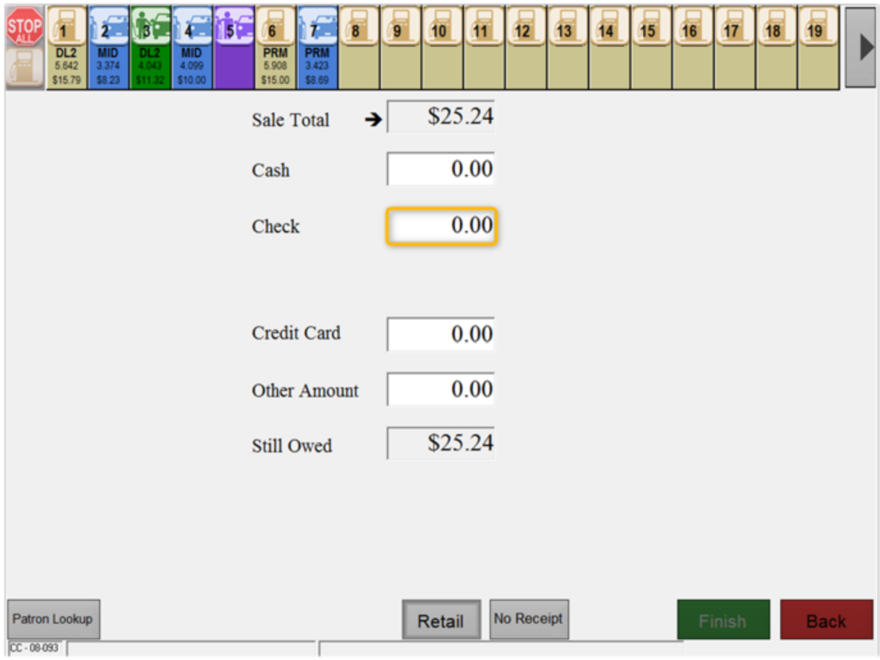


3. Touch **Finish**.

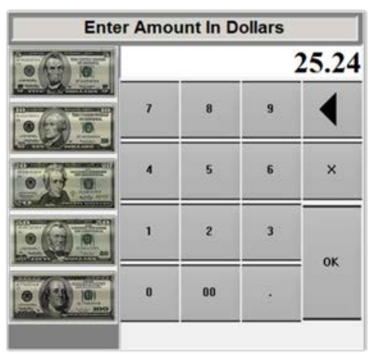
Check

To process a check transaction:

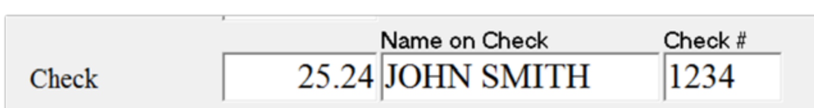
1. On the payment screen, touch the **Check** field.



2. On the **Enter Amount in Dollars** screen, confirm the check amount, then touch **OK**. The **Name on Check** and **Check #** fields will display on the payment screen.



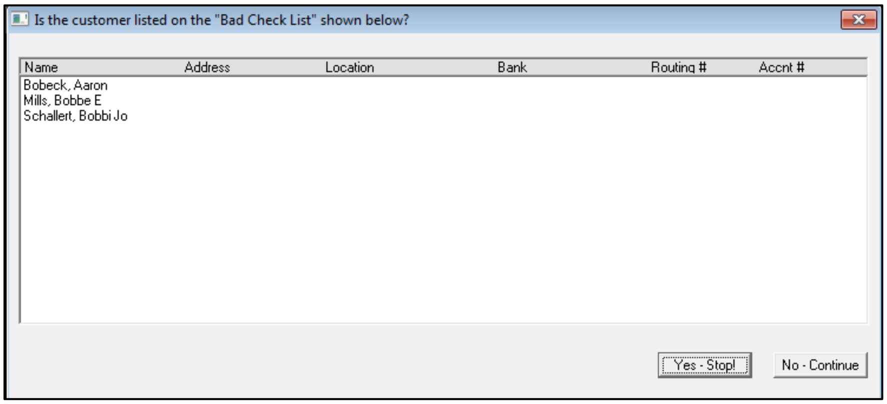
3. Touch the **Name on Check** field, then enter the name on the check.
4. Touch the **Check #** field.
5. Enter the check number, then touch **OK**.



6. Touch **Finish**.

Bad Check Lookup

Depending on your manager's configurations, the **Bad Check** screen may display after you touch **Finish**. The Bad Check function enables the register to check the name entered in the **Name on Check** field against the customers in the DataManager bad check database. All customers in the database with matching or similar names to the name entered will be listed.



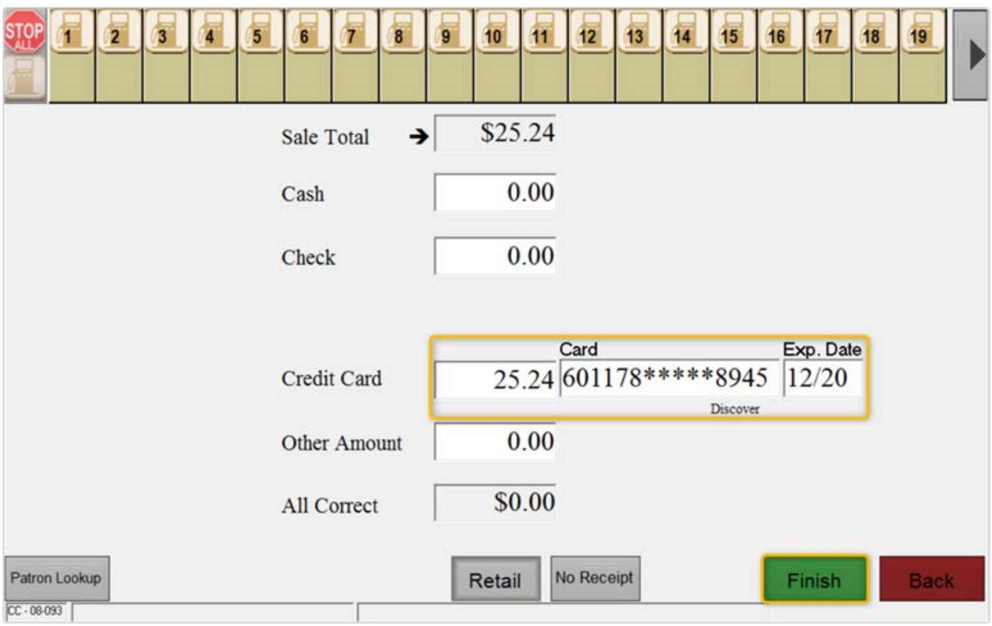
If the names don't match, touch **No - Continue** to finish the sale. If the names do match, select the matching name, then touch **Yes – Stop!**. The customer will have to pay with a different tender to finish the sale.

Credit and Debit Cards

***Note - Tablet POS users**: If you are running OneTouch Suite version 5.331 or below, you will not be able to process credit or debit cards on the tablet POS. If you attempt to process these types of payment cards while running in tablet mode, the POS will automatically decline the transaction and the customer will need to use another tender type.*

Card Swipe

1. On the payment screen, swipe the customer's card. This automatically populates the **Credit Card** amount, **Card**, and **Exp. Date** fields.
2. Touch **Finish** to process the sale.

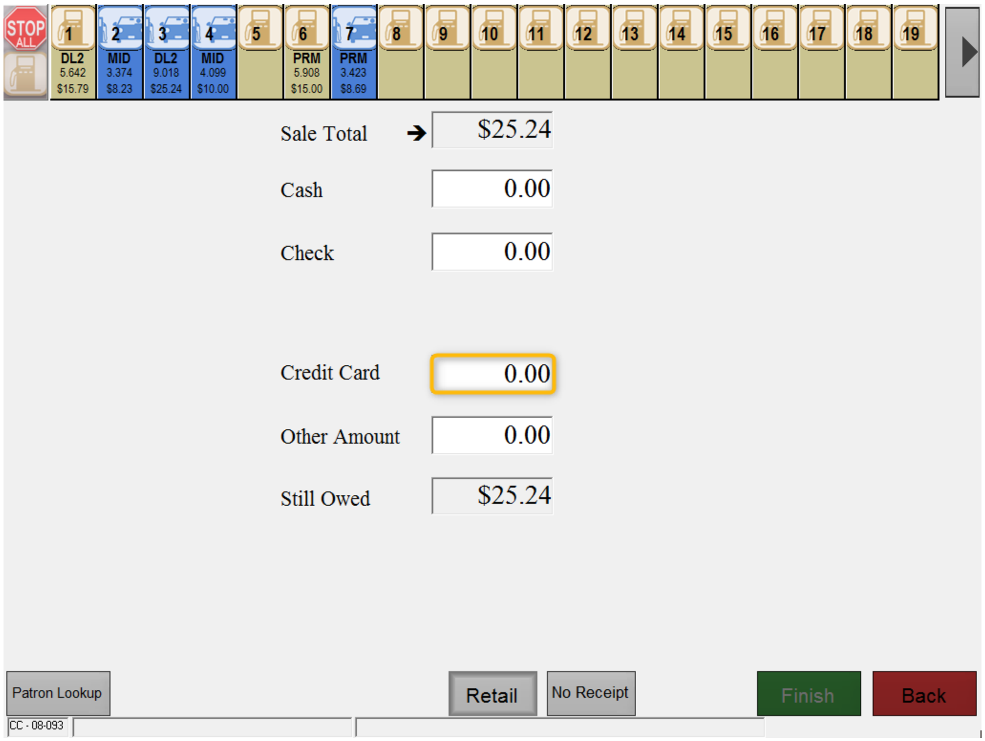


Cash back on debit

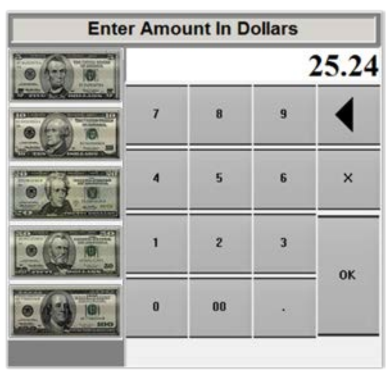
Depending on your manager's configurations, customers may be prompted for cash back on debit transactions after entering their card's PIN.

Manual Entry

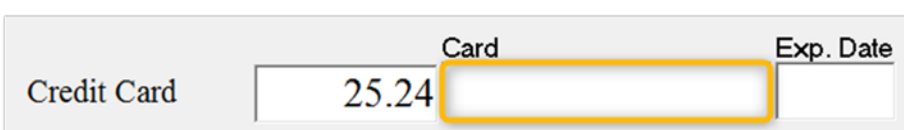
1. On the payment screen, touch the **Credit Card** field.



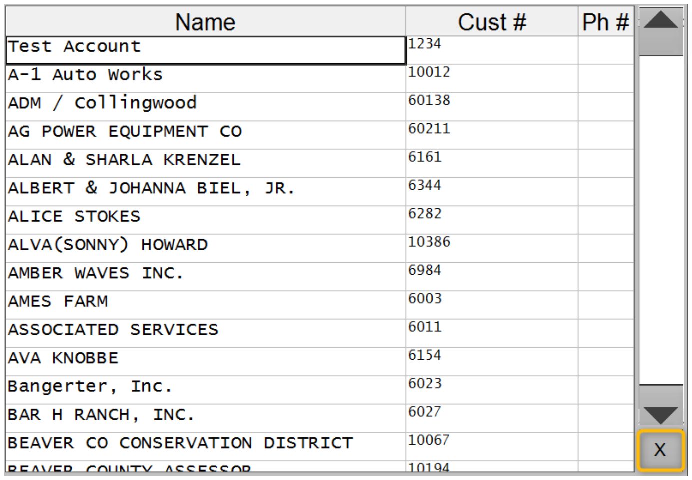
2. On the **Enter Amount in Dollars** screen, confirm the amount to be charged to the card, then touch **OK**. The **Card** and **Exp. Date** fields will display on the payment screen.



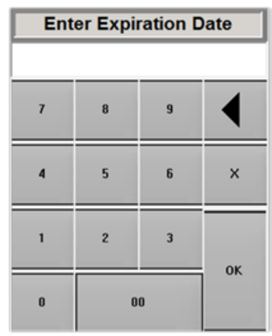
3. Touch the **Card** field.



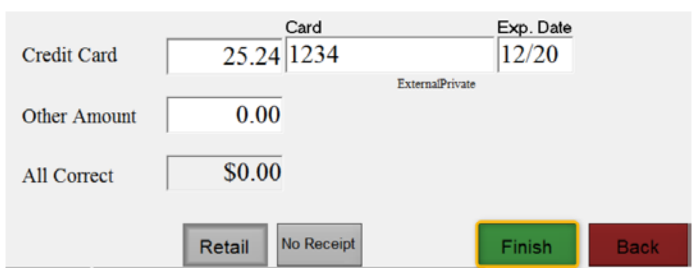
4. On the **Customer Account** list, touch the **X** button X. This opens the **Enter Card Number** screen.



5. On the **Enter Card Number** screen, enter the private card number, then touch **OK**.
6. On the **Enter Expiration Date** screen, enter the card expiration date, then touch **OK**.



7. Touch **Finish**.



Tap-to-Pay Transactions

If your register is running version 5.113 or higher and is connected to an iSC250 Ingenico PIN pad, you can process ApplePay, AndroidPay, and Google Wallet transactions.

Proprietary Cards

Proprietary cards, also called private cards, are created and managed in DataManager. Proprietary cards are processed like credit and debit cards and allow customers to charge their DataManager accounts directly.

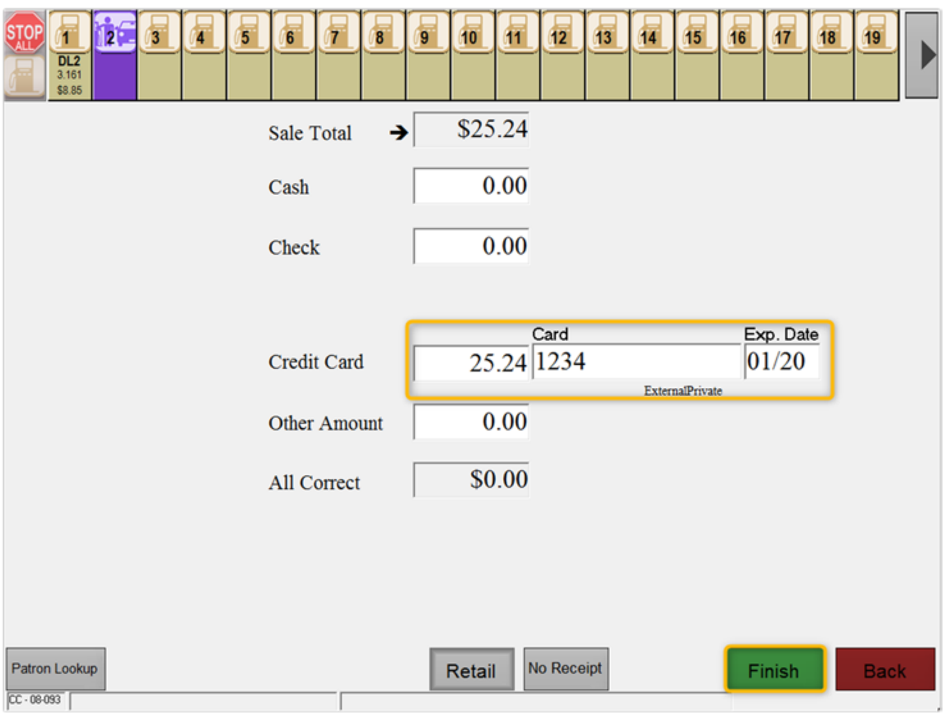
When you process a proprietary card transaction, you may encounter various prompts on the register depending on your manager's configurations, such as:

- PIN
- Odometer number
- Driver number
- Vehicle number

If a customer isn't carrying their proprietary card, or if the card is unreadable, you can still charge their card by looking up their account.

Card Swipe

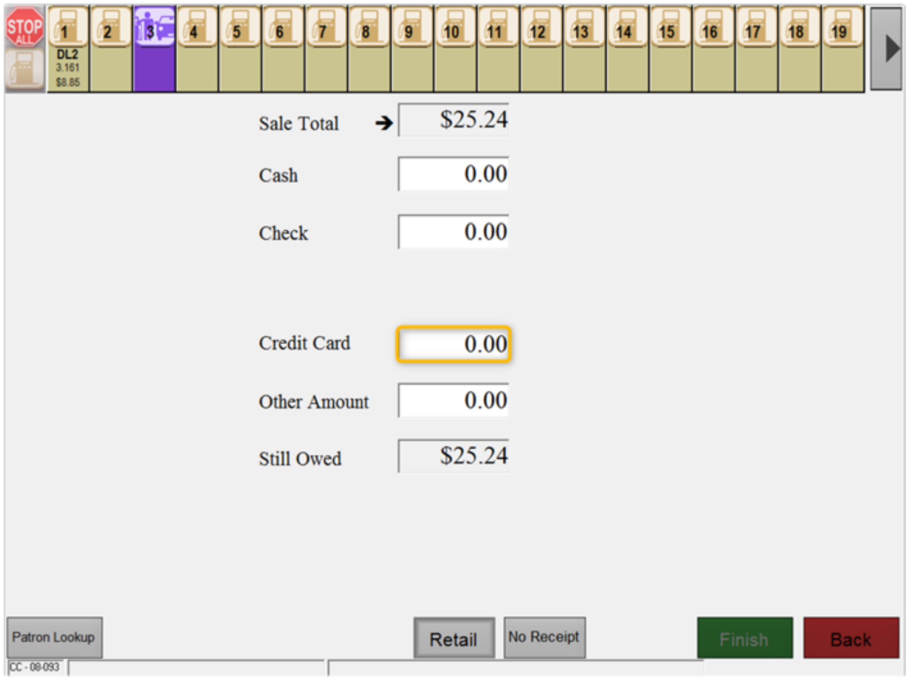
1. On the payment screen, swipe the customer's card. This automatically populates the **Credit Card** amount, **Card**, and **Exp. Date** fields.
2. Touch **Finish**.



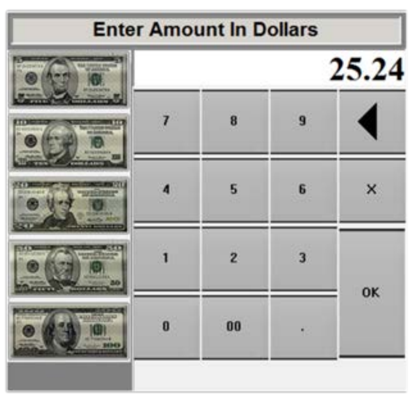
3. If prompted, enter or instruct the customer to enter the following information:
    - PIN
    - Odometer number
    - Driver number
    - Vehicle number

Manual Entry

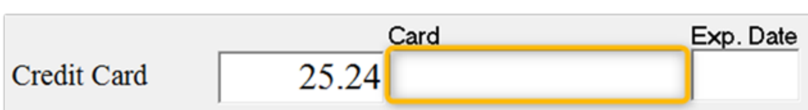
1. On the payment screen, touch the **Credit Card** field.



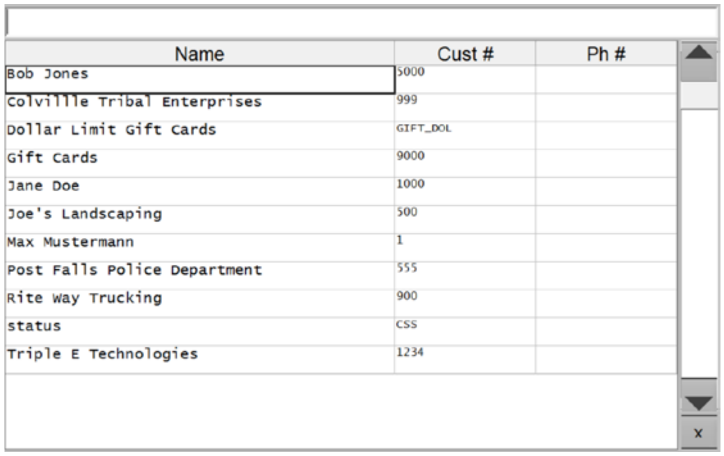
2. On the **Enter Amount in Dollars** screen, confirm the amount to charge to the card, then touch **OK**. The **Card** and **Exp. Date** fields will display.



3. Touch the **Card** field.



4. On the **Customer Account** list, select the customer account, then select the customer card. This populates the **Card** and **Exp. Date** fields.



5. Touch **Finish**.

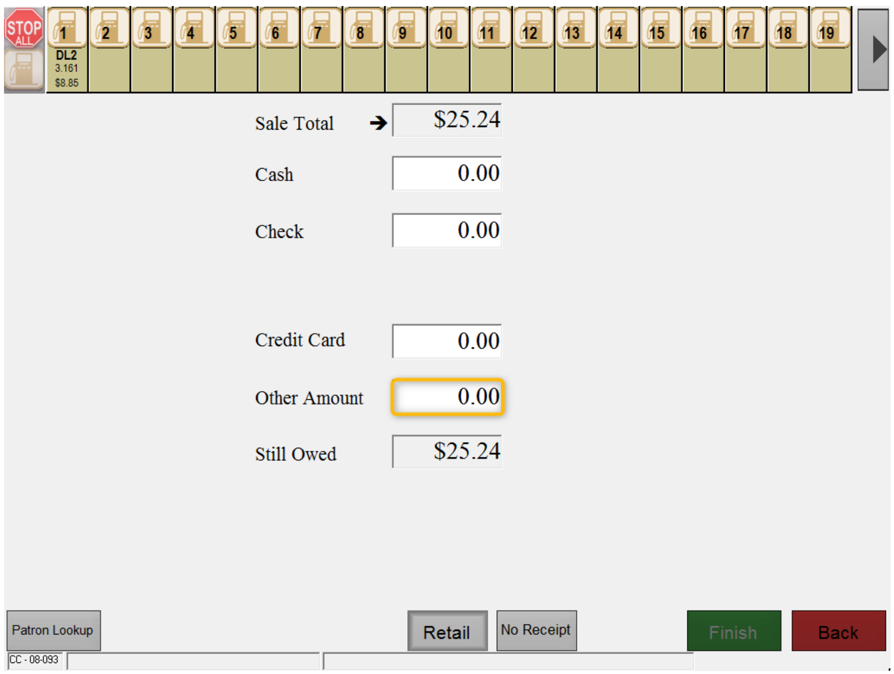
6. If prompted, enter or have the customer enter the following information:
    - PIN
    - Odometer number
    - Driver number
    - Vehicle number

Other Amount

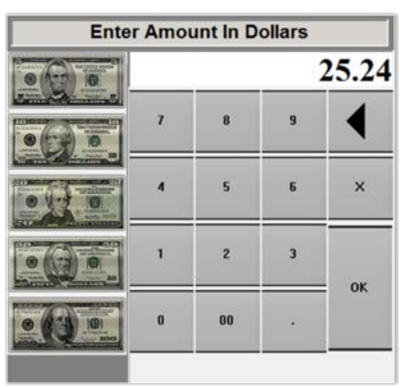
In addition to cash, checks, and cards, the register can also accept other forms of payment, such as certificates, coupons, lottery winnings, and more. This function can also be used to account for drive offs and other instances when payments are not made. Acceptable other amount payments are configured by your manager in DataManager.

To process an Other Amount transaction:

1. On the payment screen, touch the **Other Amount** field.

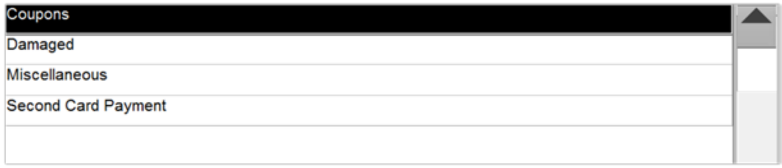


2. On the **Enter Amount in Dollars** screen, confirm the payment amount, then touch **OK**. The description field will display.

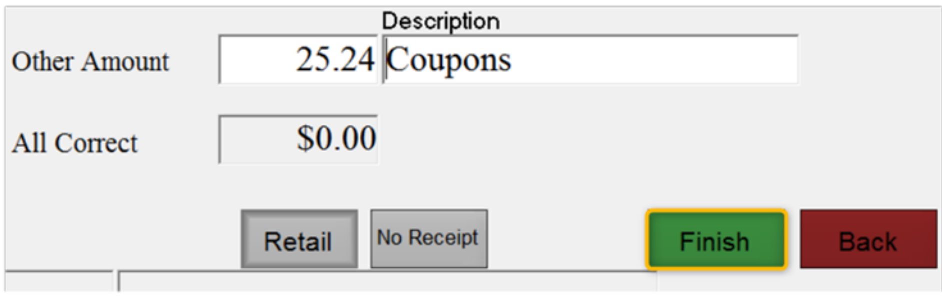


3. Touch the **Description** field.

4. Select a payment type from the list of **Other Amount** payments.



5. Touch **Finish**.

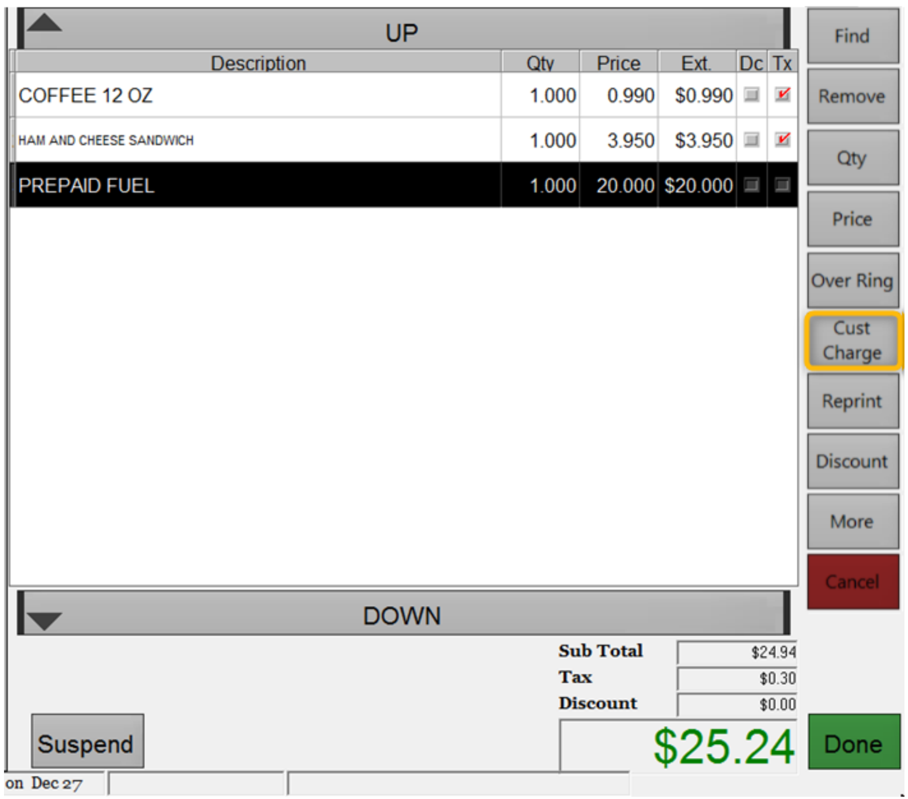


Customer Charge

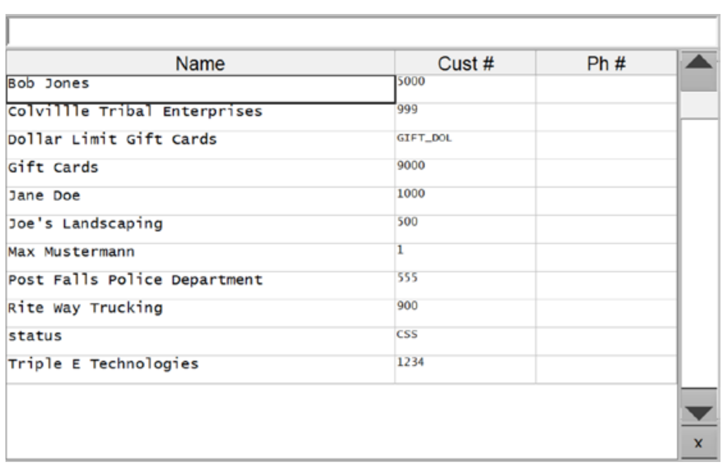
You can charge customer accounts by using the **Customer Charge** function. When processing Customer Charge transactions, you do not have to take any form of payment from the customer; the register will automatically add the sale total to the customer account balance. You can only perform a Customer Charge if the customer already has an associated account in DataManager.

To process a Customer Charge:

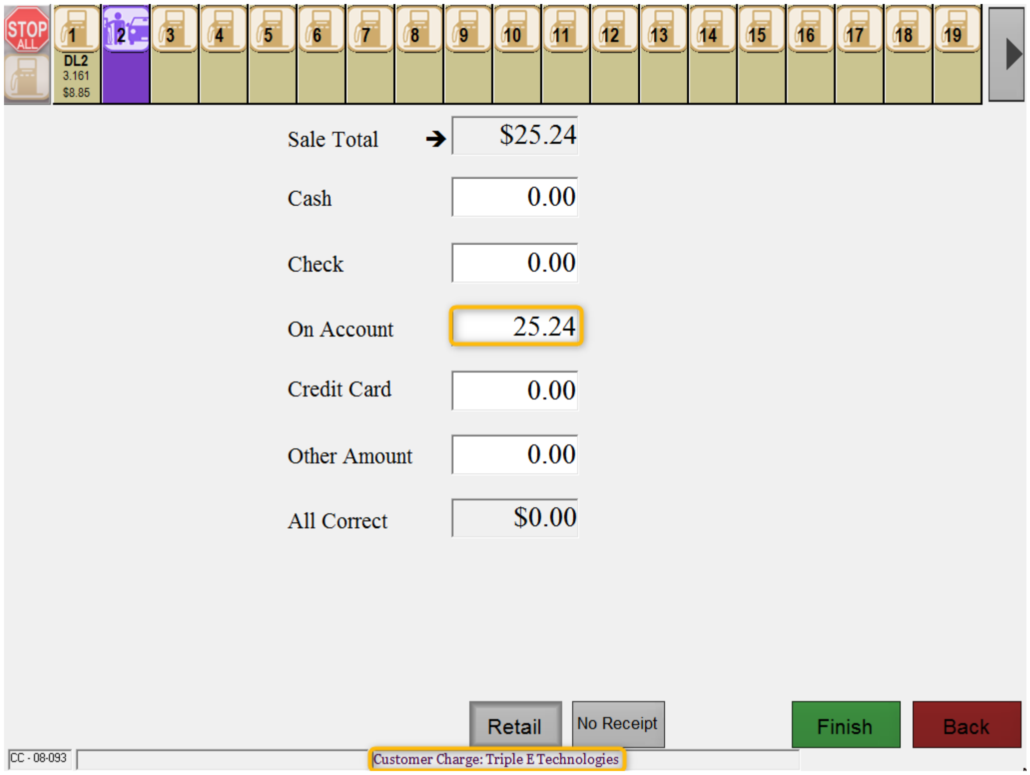
1. Touch **Cust Charge**.



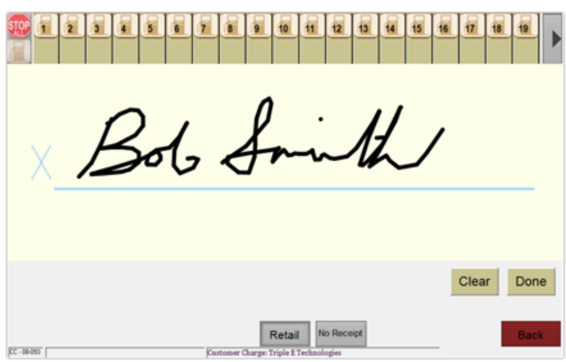
2. On the **Customer Account** list, select the customer account to be charged.



3. Touch **Done**. The **On Account** field on the payment screen will automatically default to the sale total.
4. If needed, touch the **On Account** field to adjust the amount being charged to the account.



5. Touch **Finish**.
6. If prompted, instruct the customer to sign.
7. After the customer signs, touch **Done**.

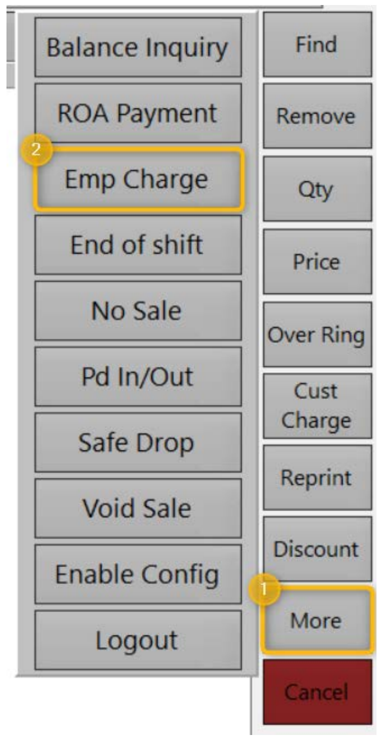


Employee Charge

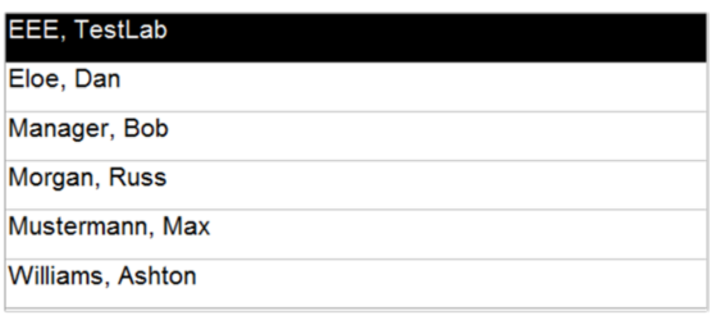
Your manager may allow employees to charge purchases to their accounts and to pay their balances at a later date. Check with your manager for charge limits and other restrictions.

To perform an employee charge:

1. Touch **More** > **Emp Charge**.

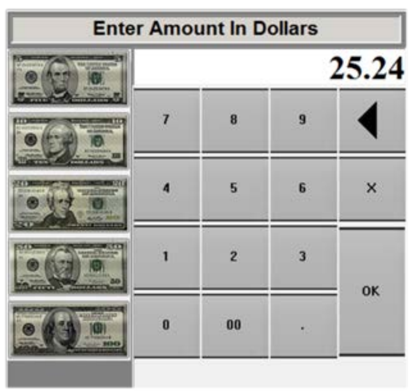


2. On the employee list, select the employee to be charged.

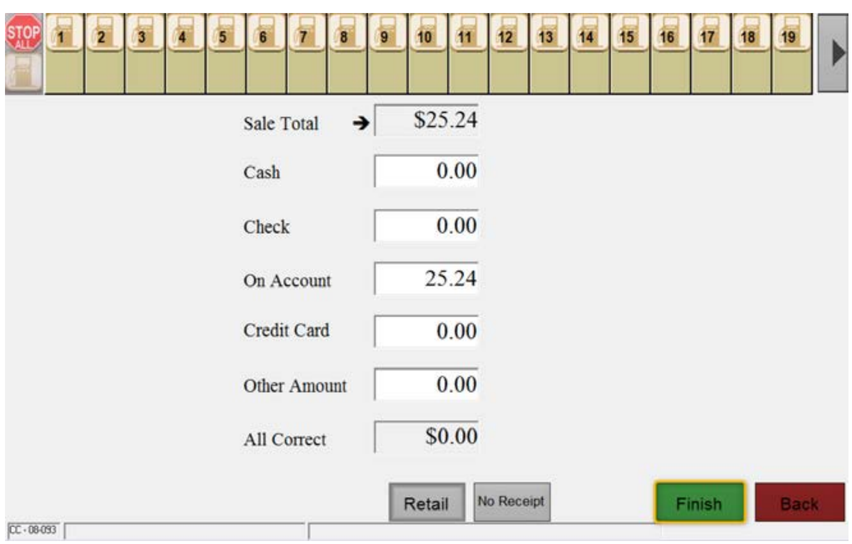


3. Touch **Done**.
4. On the payment screen, touch **On Account**.

5. On the **Enter Amount in Dollars** screen, enter the amount to charge the employee, then touch **OK**.



6. Touch **Finish**.

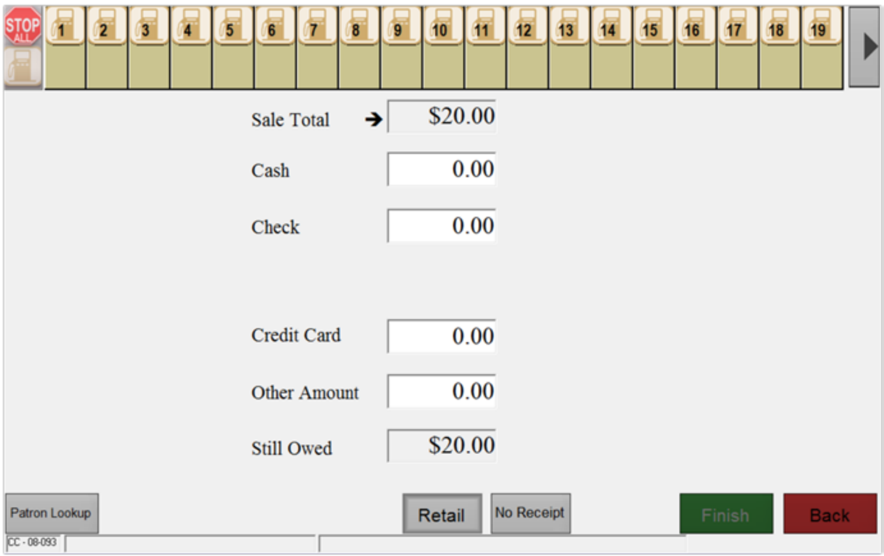


Split Tenders

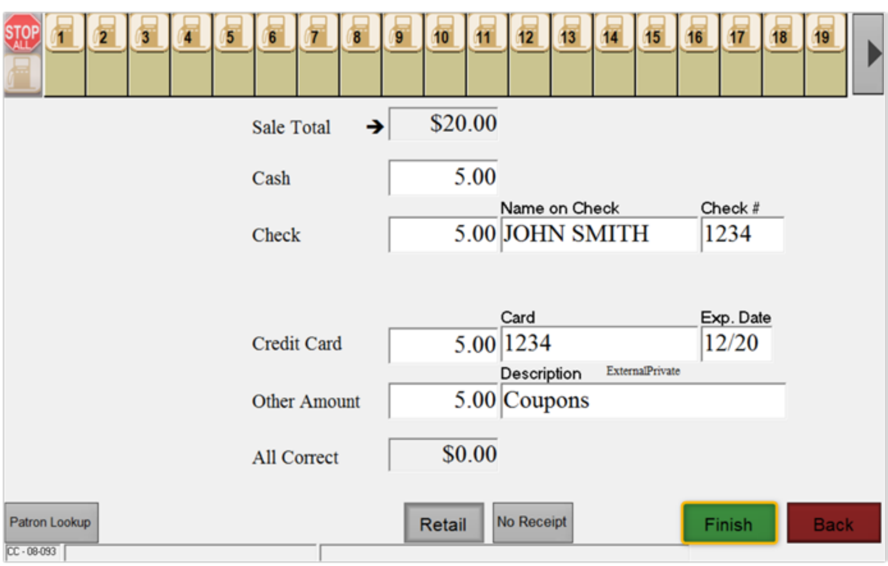
The **Split Tender** function allows you to combine multiple payment methods during a sale. You can perform split tenders for any tender combination, with the exception of multiple cards. See Multiple Cards to learn how to process multiple card transactions.

To process a split tender transaction:

1. After adding items to the sale, touch **Done**. Payment screen displays.



2. Touch a payment field, then enter the amount to be paid.
3. Touch another payment field, then enter the amount to be paid. Repeat this step for any additional payment methods.
4. Touch **Finish**.



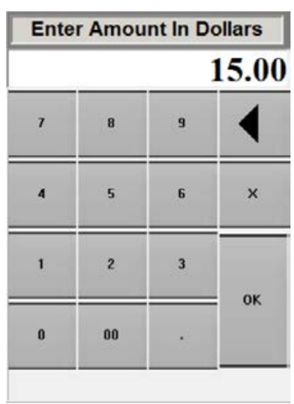
Multiple Cards

Unlike other forms of split tender payments, multiple card payments are processed in two separate transactions. To perform a multiple card transaction, you will need to create a **2nd Payment Card** inventory item and **Other Amount** payment type in DataManager.

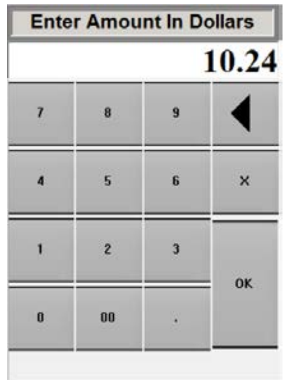
To process multiple cards:

1. On the payment screen, touch the **Credit Card** field.

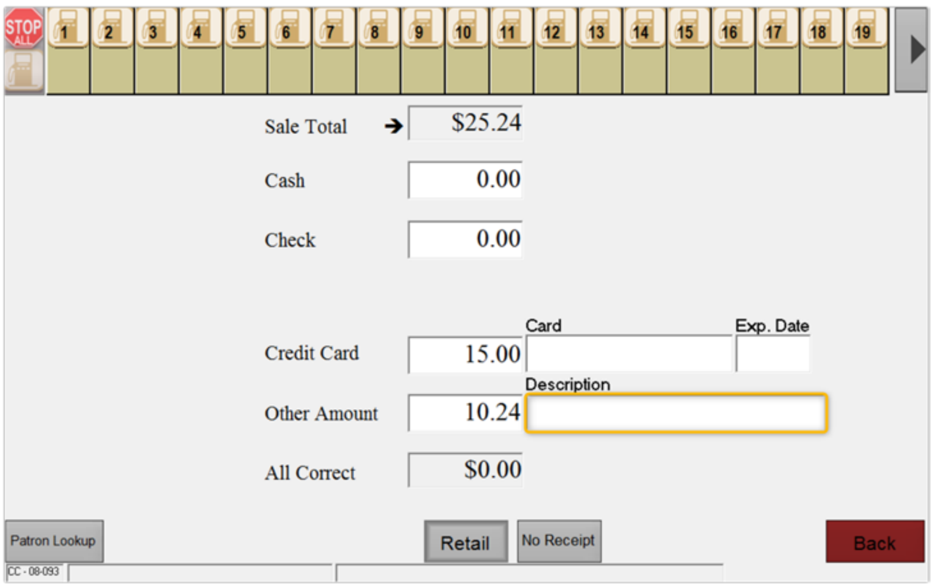
2. On the **Enter Amount in Dollars** screen, enter the amount to be charged on the **first card**, then touch **OK**.



3. On the payment screen, touch the **Other Amount** field.
4. On the **Enter Amount in Dollars** screen, confirm the remaining balance, then touch **OK**.

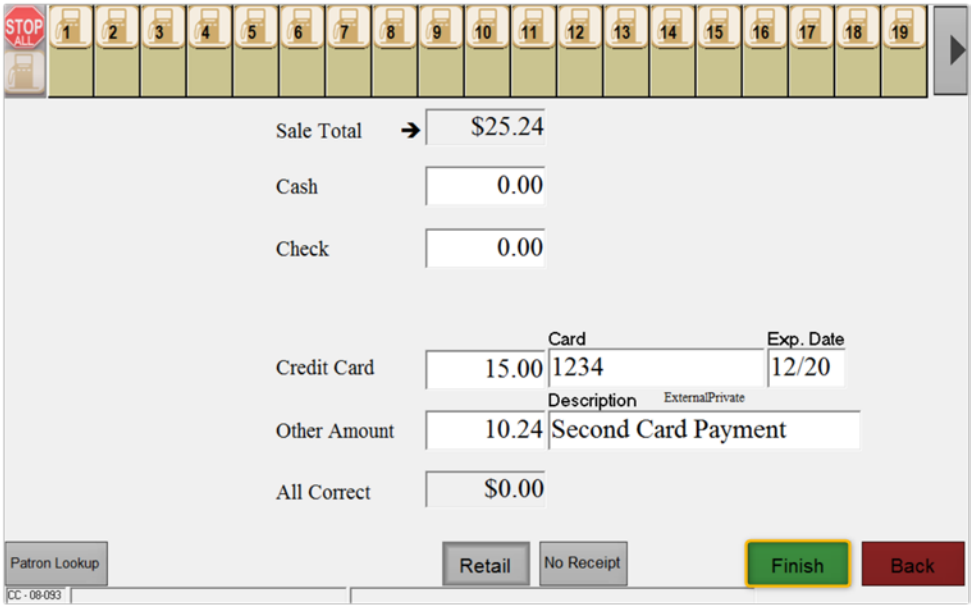


5. Touch the **Description** field.

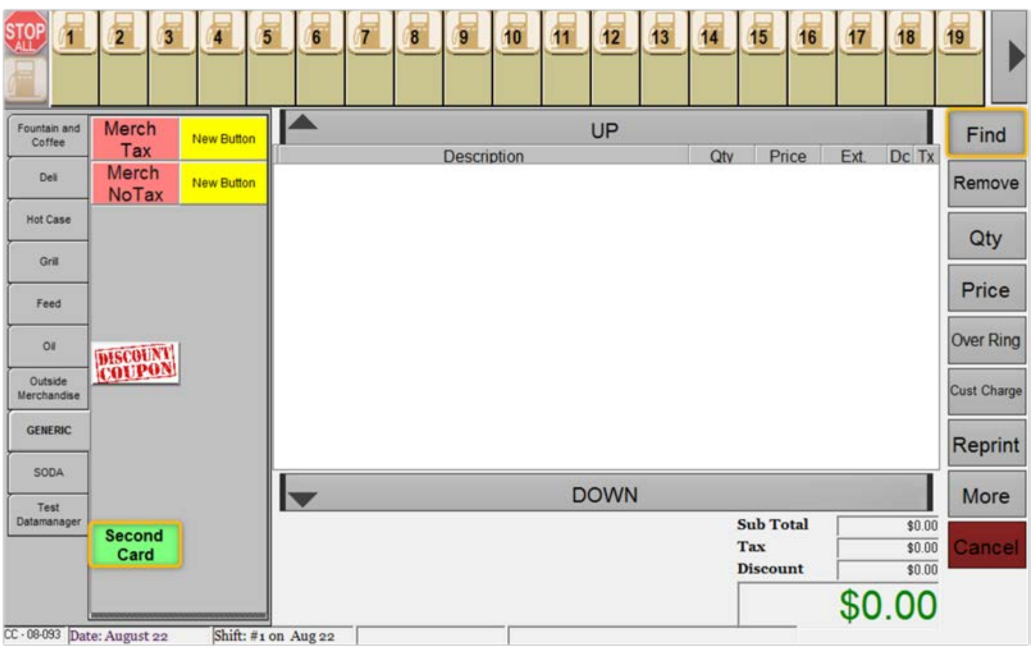


6. Select your second payment card type from the **Other Amount** payment list.

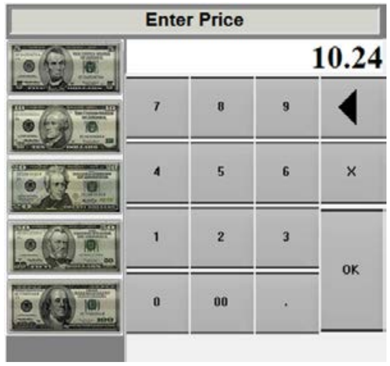
7. Swipe the **first** card, then touch **Finish**. This finishes the first transaction.



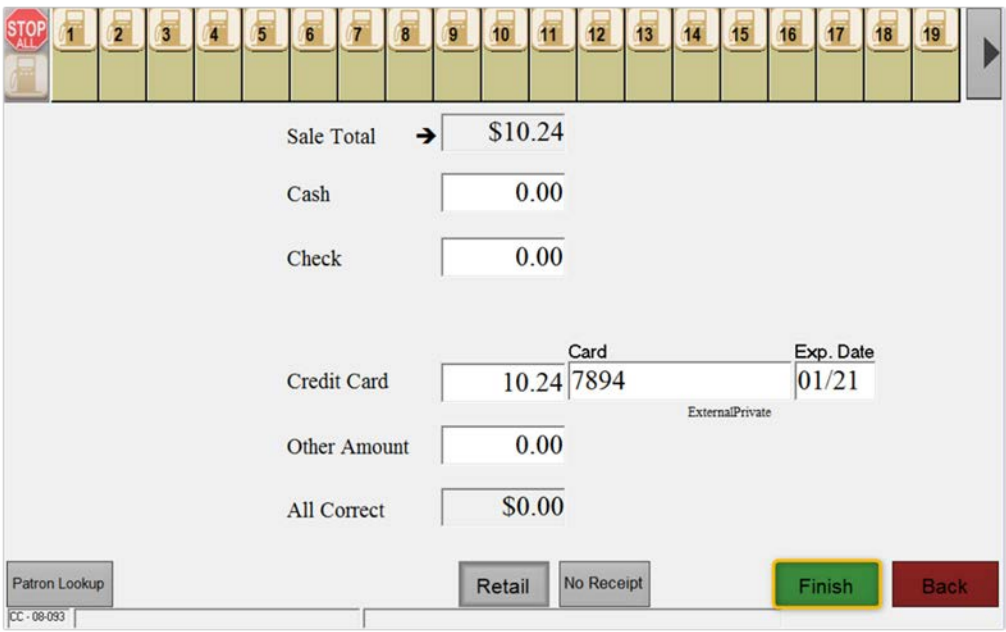
8. Use the **Quick Menu** or the **Find** button to add your **2nd Payment Type** inventory item to the second transaction.



9. On the **Enter Price** screen, enter the **Other Amount** value from the previous transaction, then touch **OK**.



10. Touch **Done**, then swipe the second payment card and touch **Finish** to process the transaction.



Receipt Types

The register automatically defaults to one of three receipt type and prints a certain number of copies depending on your manager's configurations. However, you can change the receipt type during a transaction. After you have entered payment types and the **Finish** button has appeared, touch one of the available buttons to choose the type of receipt to give the customer:

- **Retail receipt**: Standard receipt that prints from the register printer.
- **No receipt**: Receipt will not print.

Some payment types may require a receipt be printed for the customer to sign, depending on your manager's settings.

Reprint Receipt

You can reprint a receipt from any transaction within the last 24 hours by using the **Reprint Receipt** function. You can also reprint pump specific fuel receipts directly from the Pump Toolbar. See Reprint Pump Receipts for more information.

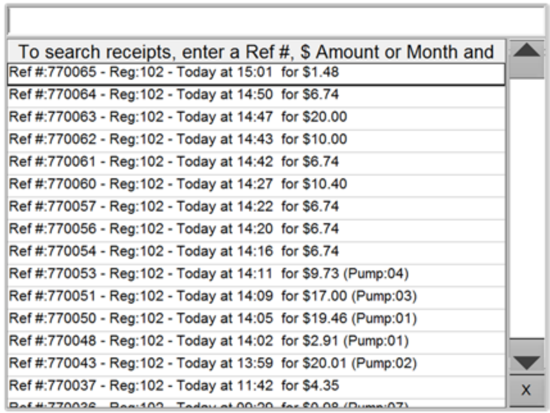
To reprint a receipt:

1. Touch **Reprint**. **Reprint Receipt** popup displays.

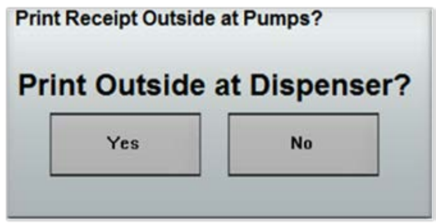
2. Do one of the following:
    - If you know the receipt number, enter it in the **Sale Reference** text box, then touch **Print Receipt For Sale**.

      OR

    - If you do not know the sale reference number, touch **Search For A Receipt**. Select the correct receipt from the list.



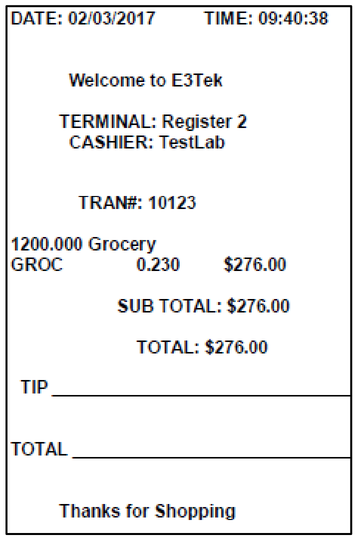
3. If the **Print Receipt Outside at Pumps** popup displays, touch **Yes** or **No**.
   - If you touch **Yes**, enter the appropriate **Pump #**.



***Note**: This popup may or may not display, depending on your manager's configurations.*

Tip Receipt

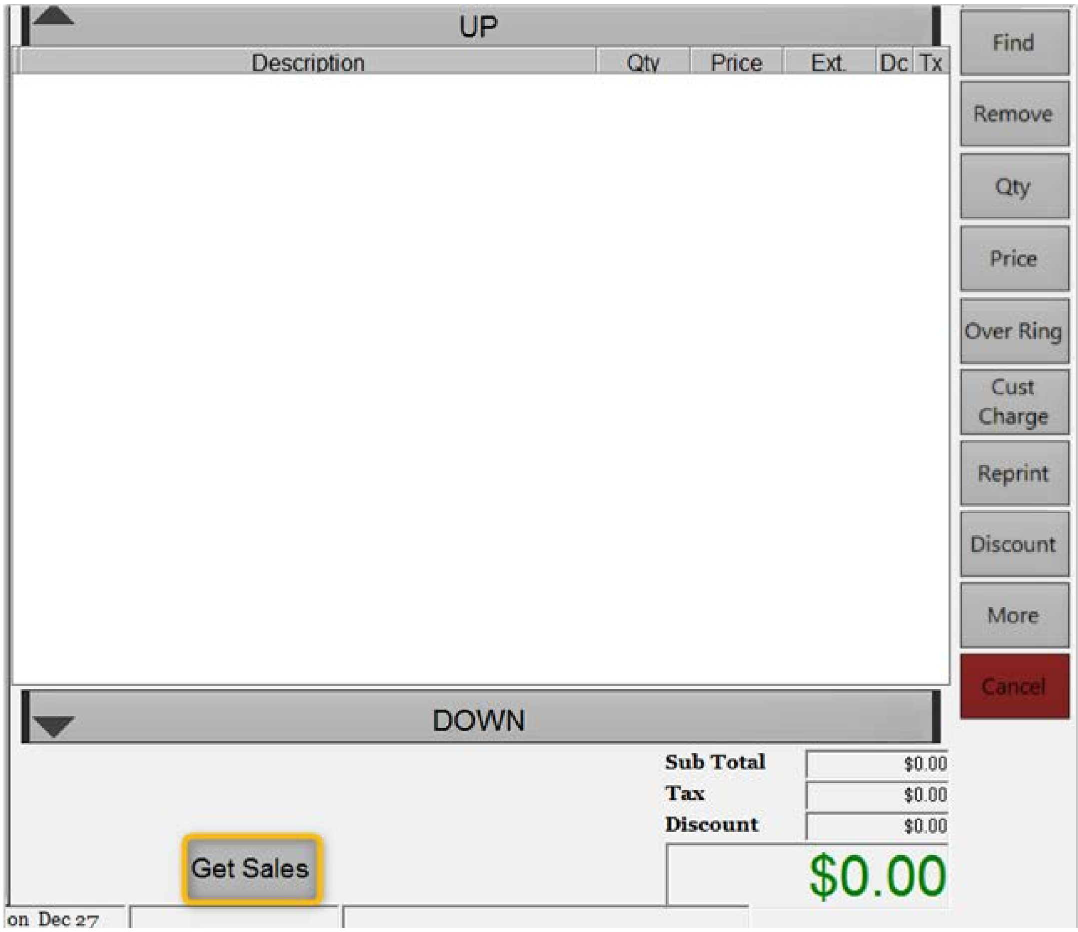
The Vanguard can be configured to print a suspended sales receipt that includes a tip and total line to accommodate for any situations where a customer may need to leave a tip. This feature is particularly useful if you are using the register in a restaurant or café environment. To use this feature, you will need to have a generic Tip Amount or equivalent inventory item so you can add the tip to the sale. Ask your manager to get specific details on your register's specific setup.



To print a tip receipt:

1. Add items to the sale.
2. Touch **Reprint**.
3. On the **Reprint Receipt** popup, touch **Print and Suspend Current Sale**.

4. Give the receipt to the customer.
5. Upon receiving the receipt back from the customer, touch **Get Sales** on the POS and retrieve the suspended sale.



6. As necessary, repeat steps 1-5 to add additional items to the sale.
7. Add the **Tip Amount** (or equivalent) inventory item to the sale.
8. Enter the amount of the tip.
9. Finish the sale.
10. Pull the cash for the tip from the drawer.*

***Note**: Pulling cash from the drawer for tips will affect the till amount. Ask your manager how they would like to keep track of the differences.

Other Register Features

More Button

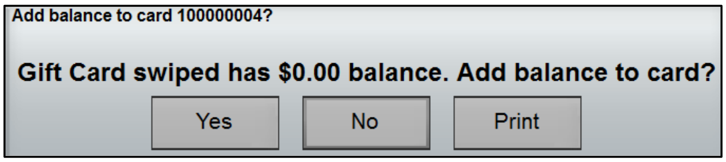
In addition to the daily register functions, there are several more useful register features available from the **More** button. To display these functions, touch **More** on the register main screen.

Checking Balances

There are two ways to check balances and add money to customer gift/private cards:

Swiping

The quickest way to check and add balances is by simply swiping the card at the POS or on the PIN pad. A prompt will display with the card number and the available balance. From there, you can add balance or print a balance receipt.



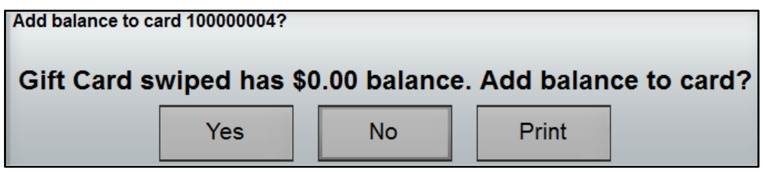
Balance Inquiry

You can also check balances by using the Balance Inquiry feature.

To check and/or add to a gift card balance (Balance Inquiry):

1. Touch **More** > **Balance Inquiry**. Swipe Gift Card prompt displays.

2. Swipe the gift card. Available balance displays.



3. Do one of the following:

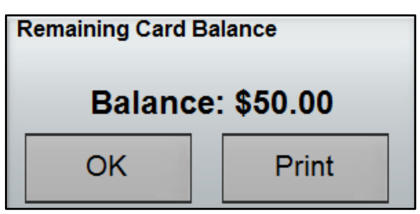
   To add balance:

   - Touch **Yes**, then enter the amount to be added. The amount entered will be added to the sale. Touch **Done**, then process the sale.

   OR

   To continue without adding balance:

   - Touch **No**. Touch **Print** to print a balance receipt if needed, then touch **OK**.

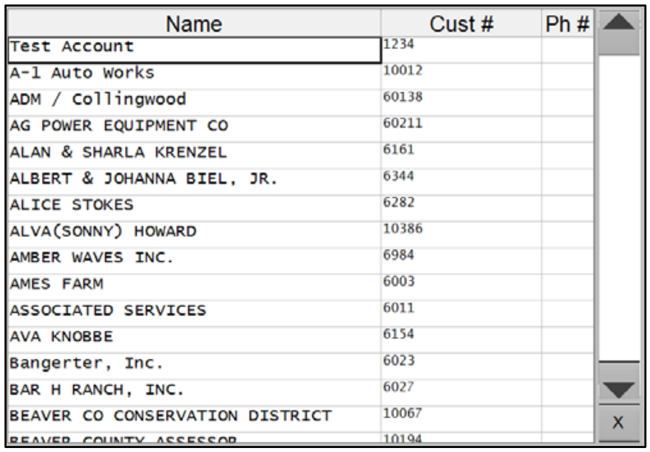


ROA Payment

The **ROA Payment** (Received On Account) function allows customers to make a payment towards their overall account balance. To process an ROA payment, there cannot be any items currently in the sale.

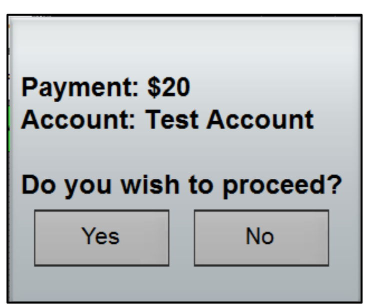
To perform an ROA payment:

1. Touch **More** > **ROA Payment**. Customer account list displays.



2. Select the customer account. **Enter Price** screen displays.

3. Enter the amount to be paid, then touch **OK**. **Payment Verification** screen displays.



4. Touch **Yes**, then finish the sale.

Employee Charges

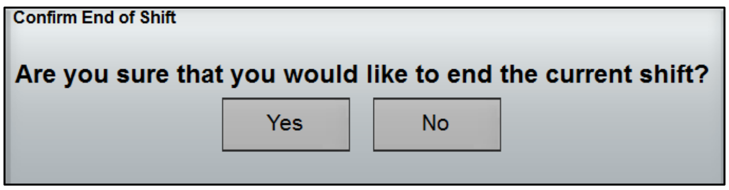
For information on how to process an employee charge, see ***Employee Charge*** in the ***Tendering the Sale*** section.

End of Shift

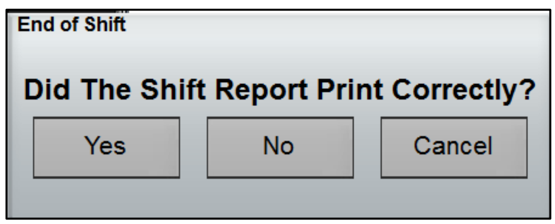
The **End of Shift** function allows you to end the current shift at any time during the day. After ending a shift, a new shift will automatically begin the next time anyone logs in to the register. You can view the current shift number at the bottom left of the screen. Check with your manager for predefined shift times and other end of shift requirements.

To end a shift:

1. Touch **More** > **End of Shift**. **Confirm End of Shift** screen displays.



2. Touch **Yes**. This prints a shift report. **End of Shift** screen displays.



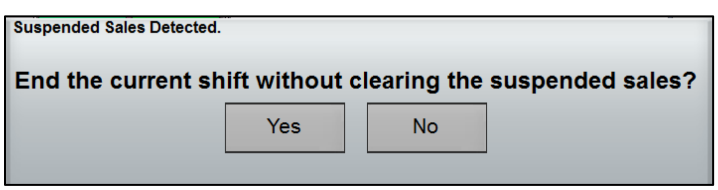
3. Touch **Yes**, or touch **No** to print another receipt.

Ending Shift with Suspended Sales

If you attempt to end a shift before finishing suspended sales, one of the following two screens will display:

Suspended Sales Detected:

Touch **Yes** to end the current shift without clearing the suspended sales. The suspended sales will be transferred to the next shift. Touch **No** to return to the main screen and clear the suspended sales.



End of Shift Prevented

Your manager has configured the system to prevent you from closing the shift until all suspended sales are handled. You must cancel or tender any suspended sales to complete the End of Shift procedure.

For information on suspended sales, see the *Suspending a Sale* section.

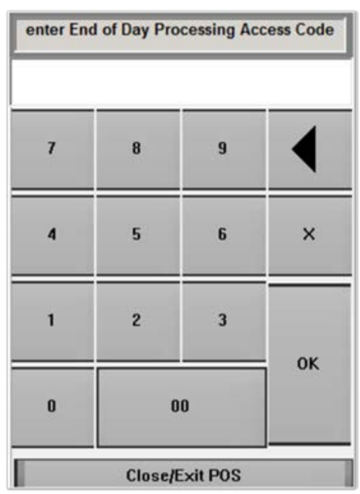
End of Day

When all shifts have finished, or before starting shifts for the day, you can perform an **End of Day** function to reset the shift number. In order to perform an End of Day, you must end each active shift on every register, enter 22 on the Login ID screen, and then enter the **access code**. The default access code is 22; ask your manager for your site's access code.

To perform an End of Day:

1. Perform an end of shift.
2. On the **Enter Login ID** screen, enter **22**, then touch **OK**.

3. On the **Enter End of Day Processing Access Code** screen, enter your site's access code, then touch **OK**.

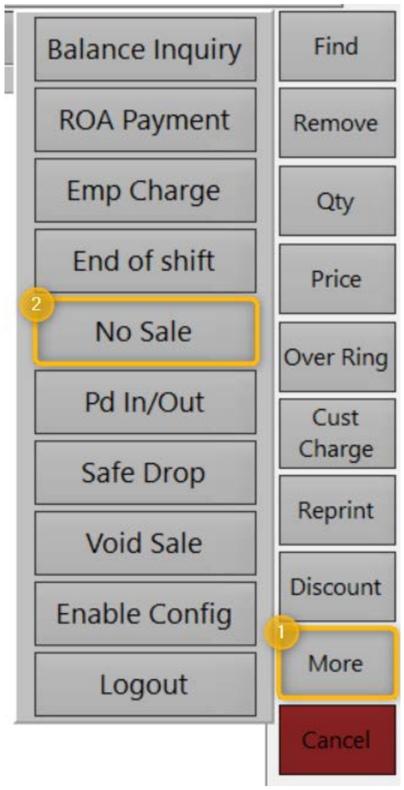


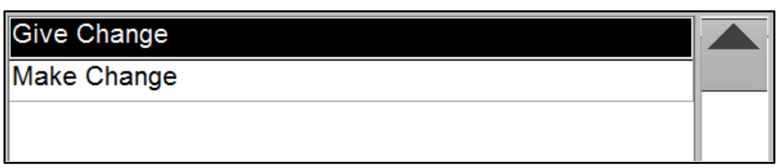
No Sale

You can use the **No Sale** function to open the cash register outside of a sale. This function is often used to make change, count money in the drawer, or to reopen a drawer after accidently closing it before giving change. Your manager may have configured additional reasons for a no sale transaction.

To perform a no sale transaction:

1. Touch **More** > **No Sale**. **No Sale List** displays.





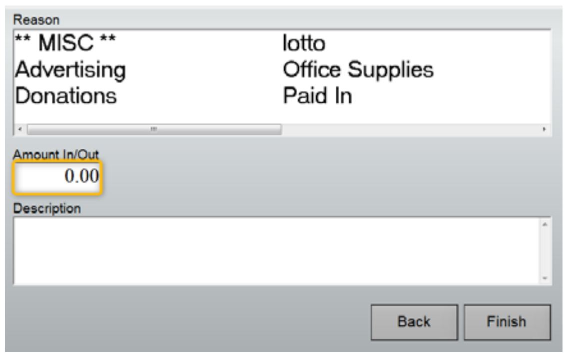
2. Select the no sale reason. This opens the cash drawer.

Paid In/Out

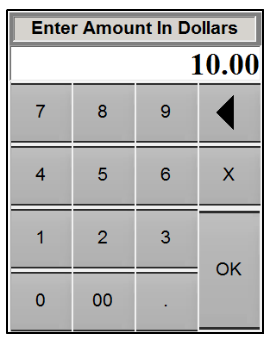
The register supports paid ins and paid outs for items such as lottery tickets, donations, office supplies, vendor payments, and more. Paid ins are used to put money into the register, and paid outs are used to take money out of the register. Valid paid in and paid out reasons are set up by your manager in advance. Paid ins and outs are audited functions, meaning they will be tracked on a report and can be reviewed by your manager.

To perform a paid in or paid out transaction:

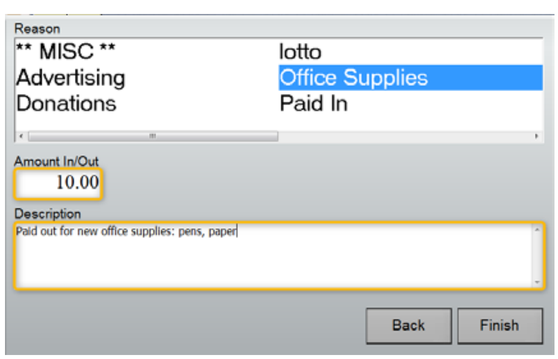
1. Touch **More** > **Pd In/Out**.
2. On the **Reason** screen, select the paid in or paid out reason, then touch the **Amount In/Out** field.



3. On the **Enter Amount in Dollars** screen, enter the amount to be paid in or out, then touch **OK**.



4. Touch the **Description** field, then type a brief description. Ask your manager for specific requirements, if necessary.



5. Touch **Finish**. This opens the cash drawer and prints a receipt.

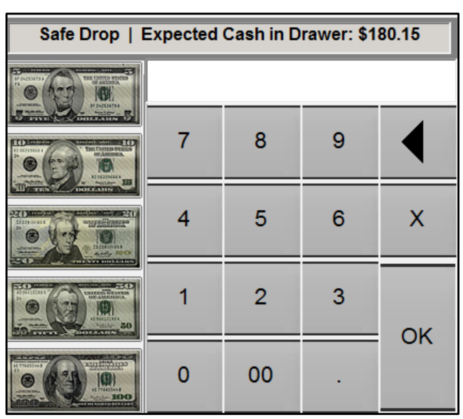
Safe Drop

The **Safe Drop** function allows you to make cash deposits from your till into your safe or bank. When the register meets or exceeds the safe drop limit, you will be notified to perform a safe drop. Ask your manager when safe drops should be performed and how much they should include.

To perform a safe drop:

1. Touch **More** > **Safe Drop**.

2. On the **Safe Drop** screen, enter the safe drop amount, then touch **OK**. This opens the cash drawer.

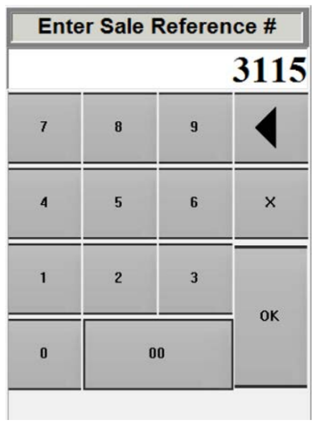


Void Sale

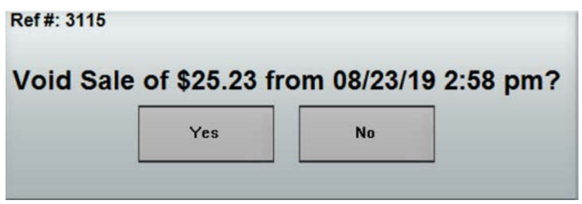
The **Void Sale** function allows you to void a previous sale. Voiding a sale will refund the payment to the customer and automatically re-add the items from the sale to your store's inventory. Voids can only be performed on the same register and during the same shift as the original transaction. Ask your manager for acceptable situations to void a sale.

To void a sale:

1. Touch **More** > **Void Sale**.
2. On the **Enter Sale Reference #** screen, enter the sale reference number, then touch **OK**.

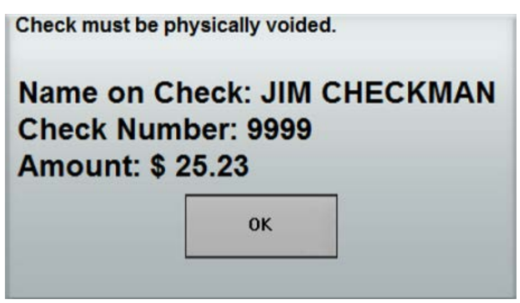


3. On the **Confirm Void** screen, touch **Yes**. This voids the sale and prints a receipt.



4. If applicable, return cash to customer.

***Note**: If you are voiding a check transaction, ensure that they check is physically voided.*



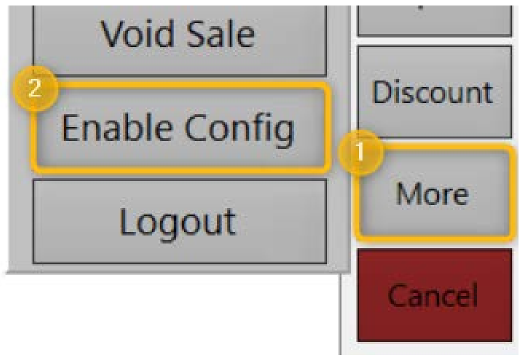
Quick Menu Configuration

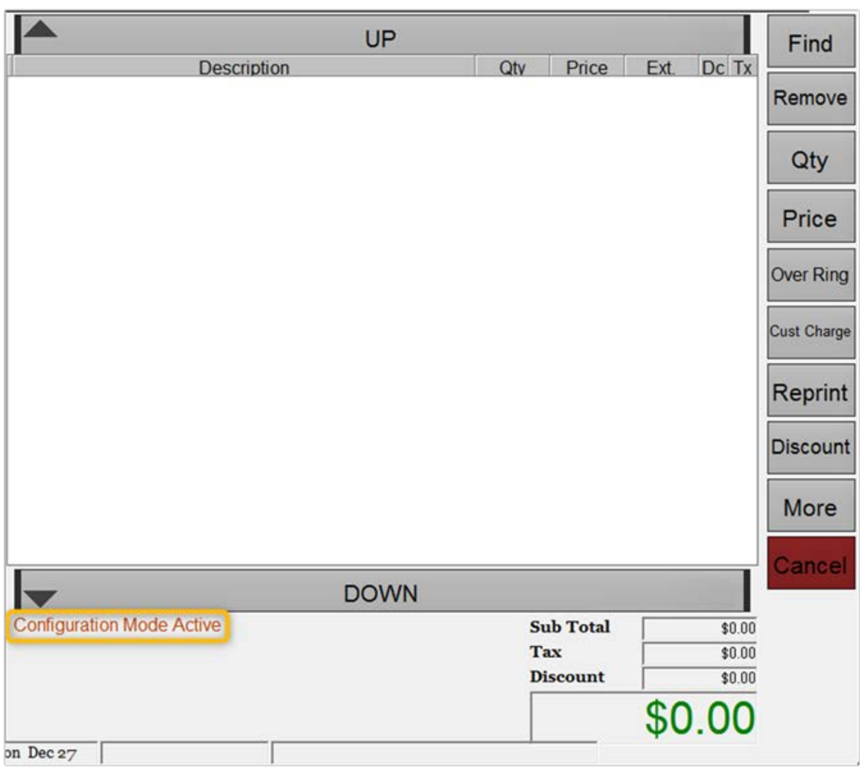
Depending on the permissions your manager has enabled, you may be able to add, edit, and/or delete quick menu buttons.

***Note**: If the Manager Approval Required popup displays, you will be unable to configure quick menu buttons – contact your manager if you would like to request permission.*

Enabling Configuration Mode

- Touch **More** > **Enable Config**. A **Configuration Mode Active** message will display at the bottom of the screen.

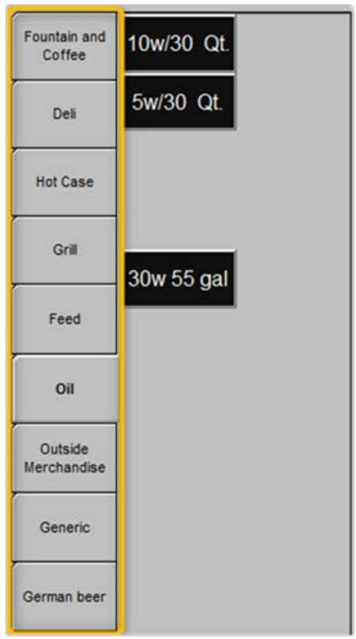




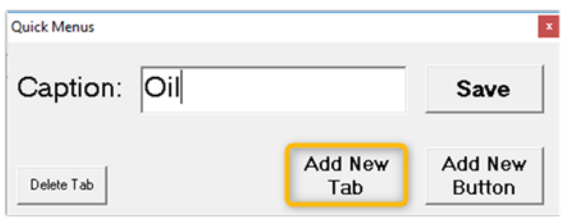
Adding Tabs

When you create a new quick menu tab, the POS will automatically create a new button to go with it. You will need to update this new button before you can start using it.

1. Double-tap any of your existing quick menu tabs.

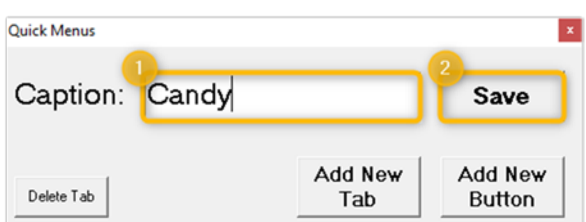


2. Touch **Add New Tab**. This creates a new tab at the bottom of the quick menu list.



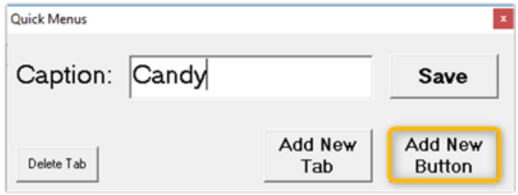
3. Double-tap the new tab.

4. Enter a title for your new tab in the **Caption** field, then touch **Save**.

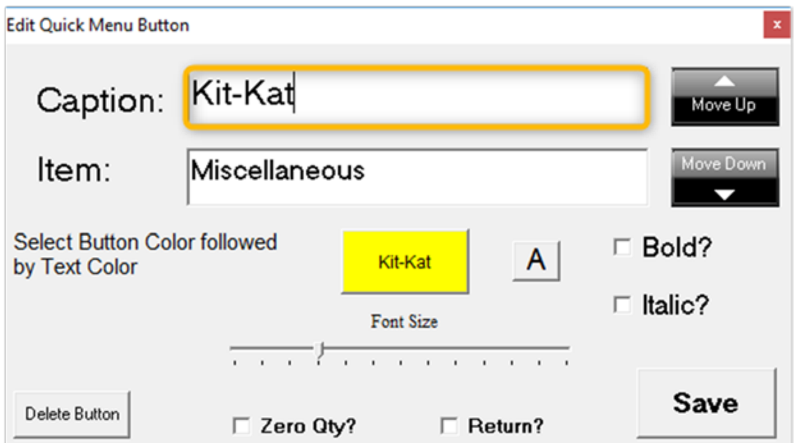


Adding Buttons

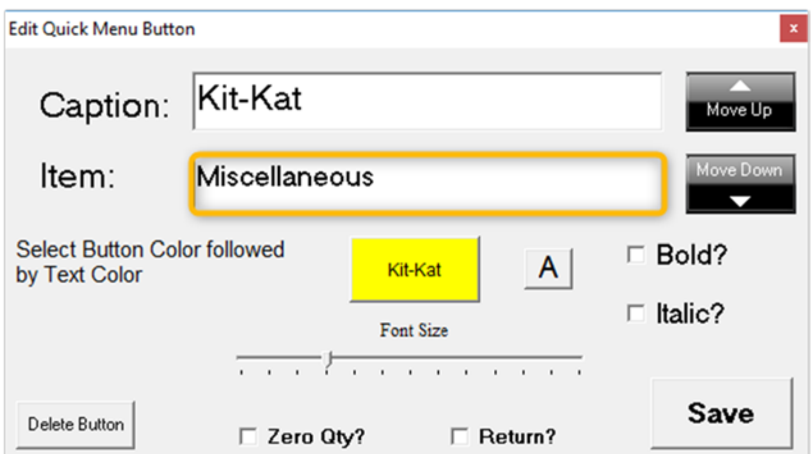
1. Double-tap an existing quick menu tab, then touch **Add New Button**.

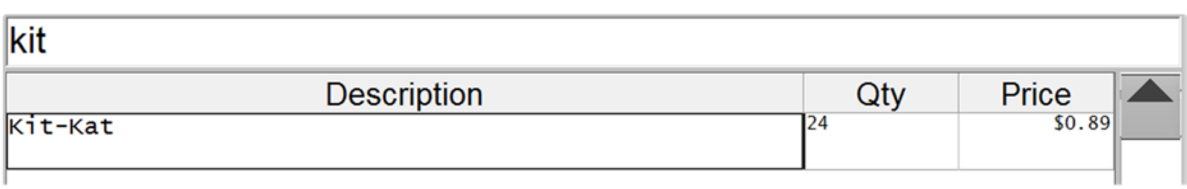


2. Tap the new button. **Edit Quick Menu Button** screen displays.
3. Enter a title for your new button in the **Caption** field.



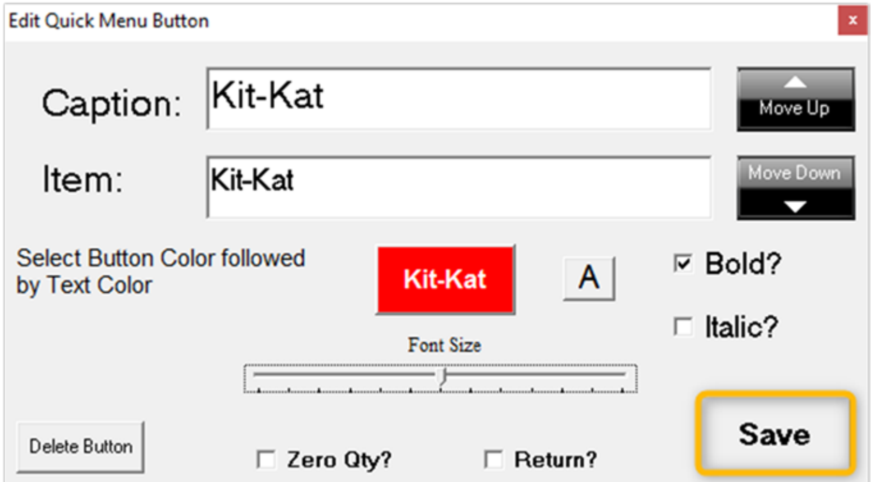
4. Touch the **Item** field, then select an inventory item from the item list.





5. Touch the **Preview** button to change the button and font colors.

6. Update the miscellaneous design settings, as desired, then touch **Save**.



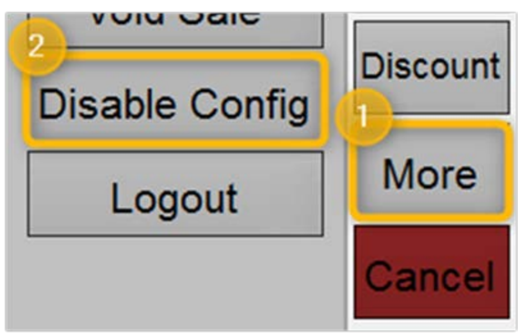
7. As desired, touch the **Move Up** and **Move Down** buttons to change the placement of your new button.

Disabling Configuration Mode

When you are done updating your quick menu tabs and/or buttons, you will need to exit the configuration mode to continue using the POS as normal.

To disable configuration mode:

- Touch **More** > **Disable Config**. The **Configuration Mode Active** message will no longer be displayed on the main screen.



Connect PinPad

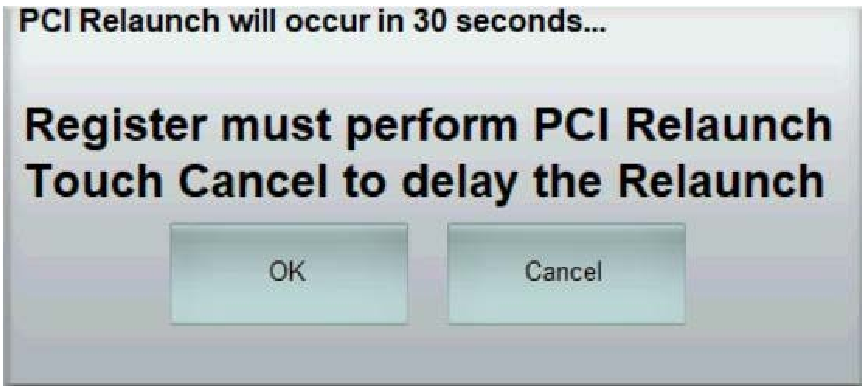
This button will only appear in the **More** menu if the POS has recently lost connection with an attached Ingenico PIN pad. It may also appear if you start the POS and the connection cannot be detected. When you push this button, the POS will attempt to reconnect with the Ingenico PIN pad device.

To connect to the Ingenico:

- Touch **More**, then touch **Connect PinPad**.

Reboot Required

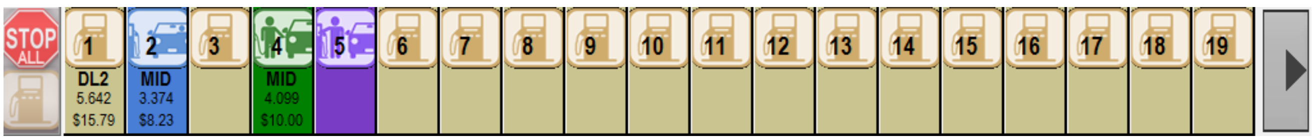
The Vanguard POS can be configured to automatically reboot itself at a specified time every day. The POS will display a popup 30 seconds before restarting itself, giving you the option to delay the reboot for an additional 3 minutes. You will be able to delay the mandatory reboot up to 3 times a day.



Pump Toolbar

The **Pump Toolbar** allows you to control pumps and fuel transactions. By default, the pump toolbar displays 19 pumps. Your site may have more or fewer pumps. If you have more than 19 pumps, you can touch the arrow button on the right side of the toolbar to navigate between them.

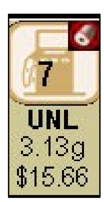
Touching any one of the pump icons will display a list of commands that can be run on that particular pump. The list of available commands will change depending on the status of the pump. For more information on the individual pump commands and status changes, see below.



Pump Colors

The pump icons are color coded to allow you to easily distinguish between the different statuses of each individual pump. Depending on the pump color, the list of available pump commands will change.

						
TAN	**RED**	**PURPLE**	**ORANGE**	**GREEN**	**BLUE**	**YELLOW**
Pump idle	Customer lifted handle	Payment being authorized	Payment authorized	Customer fueling	Sale needs to be finished	Pump offline

		
Idle dispenser with prepay refund available	Idle dispenser with receipt printer error (low on paper, out of paper, printer jam, or printer failure)	Stop all pumps – press and hold for three seconds to activate

Pump Sounds

When a customer lifts a pump handle, the corresponding pump icon turns red, and the register plays a pump calling sound. When the customer puts the pump handle back down, signaling that the sale needs to be authorized, the register plays a different sound. These sounds allow you to monitor pump status changes without always looking at the register. If needed, you can silence the sounds by using the **Silence** function.

To silence the pump sounds:

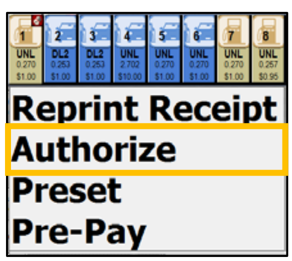
1. Touch the pump icon.
2. Select **Silence**.

Authorizing Pumps

Authorizing a pump will turn on the dispenser and allow the customer to begin fueling. You can authorize a pump when it is idle (**tan**) or when a customer has lifted the handle (**red**). The pump icon will turn orange while waiting for the customer to begin fueling and will then turn green while the customer is actively fueling. When the customer has finished fueling, the pump icon will turn blue, indicating that the sale needs to be finished.

To authorize a pump:

1. Touch the pump icon.
2. Select **Authorize**.



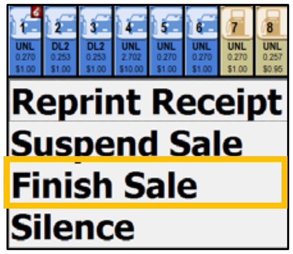
Finishing a Sale

Finishing a sale allows you to clear the sale from the pump and charge the customer. You must finish a sale on a pump before another customer can begin fueling. If you cannot finish the sale and another customer needs to use the pump, you can use the **Suspend** function to allow them to begin fueling. See Suspending a Sale for more information.

You can finish a sale when the pump sale needs to be finished (**blue**).

To finish a sale:

1. Touch the pump icon.
2. Select **Finish Sale**.



When you have successfully finished a sale, the pump color will change from **blue** to **tan**.

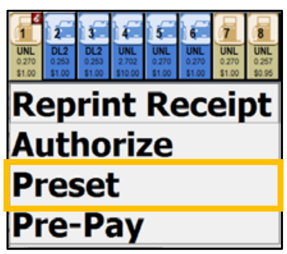
Preset Amounts

Preset amounts allow you to limit the dollar amount for a particular pump. After you set a preset amount, the pump will automatically stop dispensing when it reaches that amount.

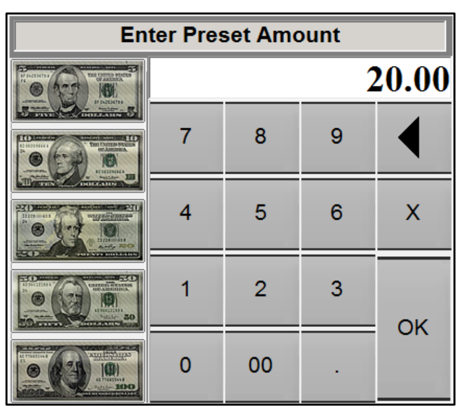
You can set preset amounts when a pump is idle (**tan**) or when a customer is calling in (**red**).

To set a preset amount:

1. Touch the pump icon.



2. Select **Preset**. **Enter Preset Amount** screen displays.



3. Enter the preset amount, then touch **OK**.

Prepay Amounts

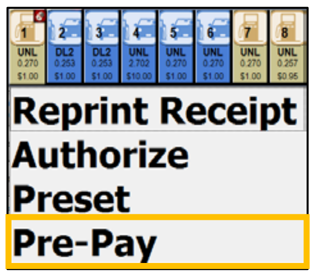
Prepay amounts are used when customers want to pay before fueling. You can also use prepay amounts to require cash customers to pay before filling up at the pump. This is particularly useful when drive-offs are a concern.

When you add prepay fuel to the sale, it will display as Prepay Fuel because the fuel type the customer is purchasing is unknown. Once the customer begins fueling, it will automatically convert to the correct fuel type.

You can set prepay amounts when the pump is idle (**tan**).

To set a prepay amount:

1. Touch the pump icon.



2. Select **Pre-pay**. **Enter Price** screen displays.

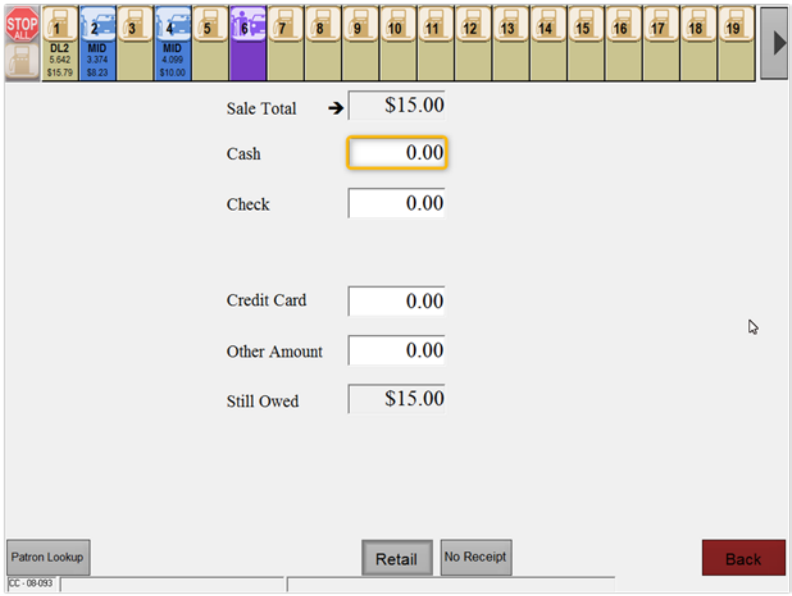
3. Enter the prepay amount, then touch **OK**.
4. Complete the transaction.

Converting Prepay Amounts

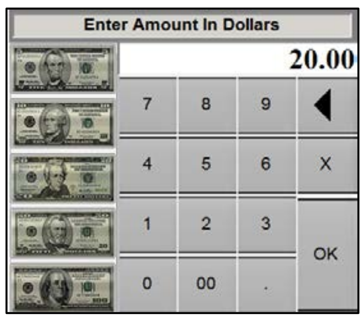
The register allows you to apply cash refunds to pump prepay amounts in a single transaction. This can be useful in situations where a customer purchases items in the store and wants to apply their leftover change to a pump.

To convert prepay amounts:

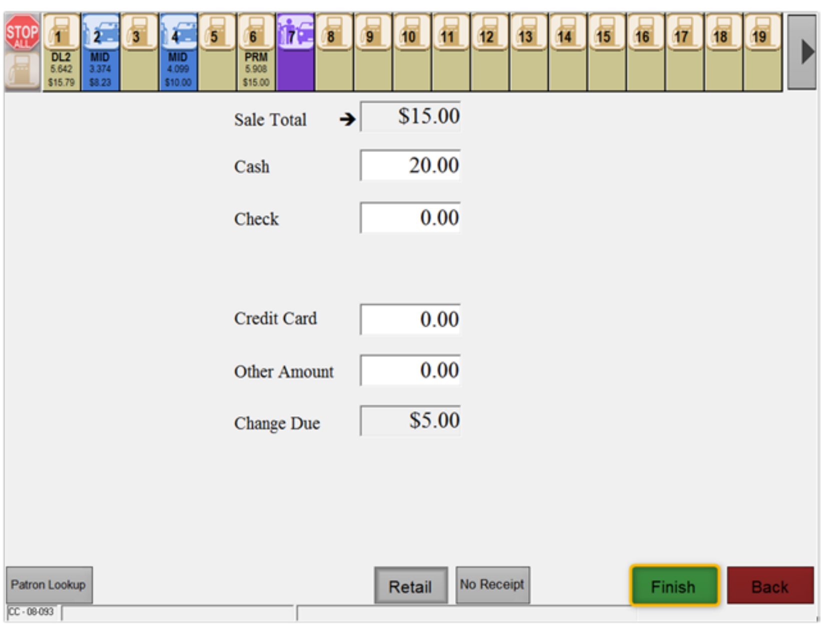
1. On the payment screen, touch **Cash**.



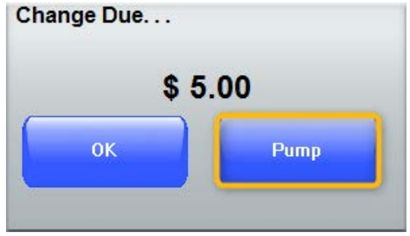
2. On the **Enter Amount in Dollars** screen, enter the cash amount, then touch **OK**.



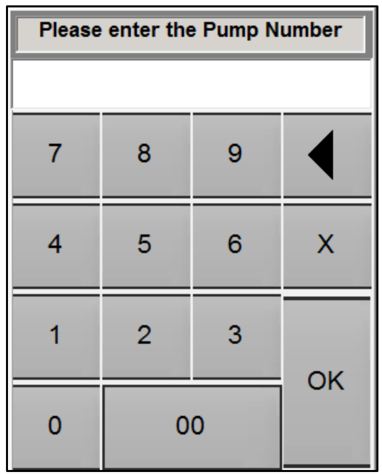
3. Touch **Finish**.



4. On the **Change Due** screen, touch **Pump**.



5. On the **Pump Number** screen, enter the pump number, then touch **OK.** This applies the refund to the selected pump.



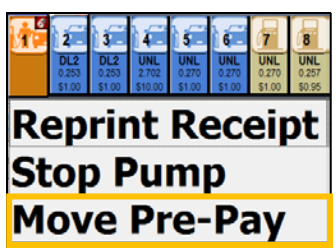
Moving Prepay Amounts

If a customer needs to switch pumps after you accept a prepay payment, you can move the prepay balance to a different pump as long as the customer hasn't begun fueling yet.

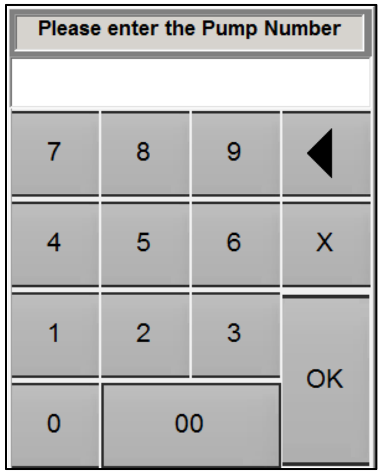
You can only move a prepay amount once the customer's card has been authorized (**orange**).

To move a prepay amount:

1. Touch the pump with prepay balance available, then touch **Move Pre-Pay**.



2. On the **Pump Number** screen, enter the pump number you're moving the balance to, then touch **OK**.

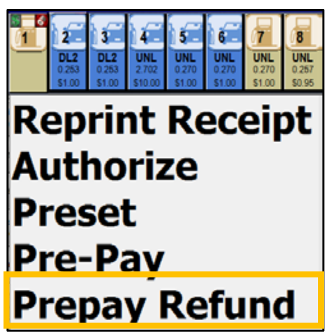


Refunding Prepay Amounts

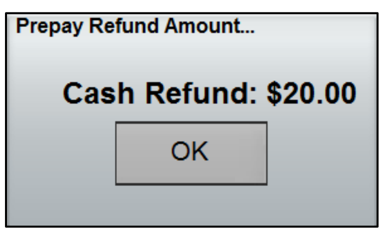
When a customer reaches their gallon limit before reaching their prepay amount, the pump icon will display a green dollar sign in the upper left corner, indicating a prepay refund is due.

To issue a prepay refund:

1. Touch the pump icon with the green dollar sign displayed.



2. Touch **Prepay Refund**. **Prepay Refund Amount** screen displays.



3. Touch **OK**. Return the refund to the customer.

Suspending a Sale

If a customer cannot pay for a pump sale immediately after fueling, you can temporarily suspend the sale. Suspending the sale will clear the pump dispenser and allow other customers to fuel. All suspended sales can be easily retrieved at a later time by using the **Get Sales** function.

You can suspend a fuel sale when the pump needs to be authorized (**blue**).

To suspend a fuel sale:

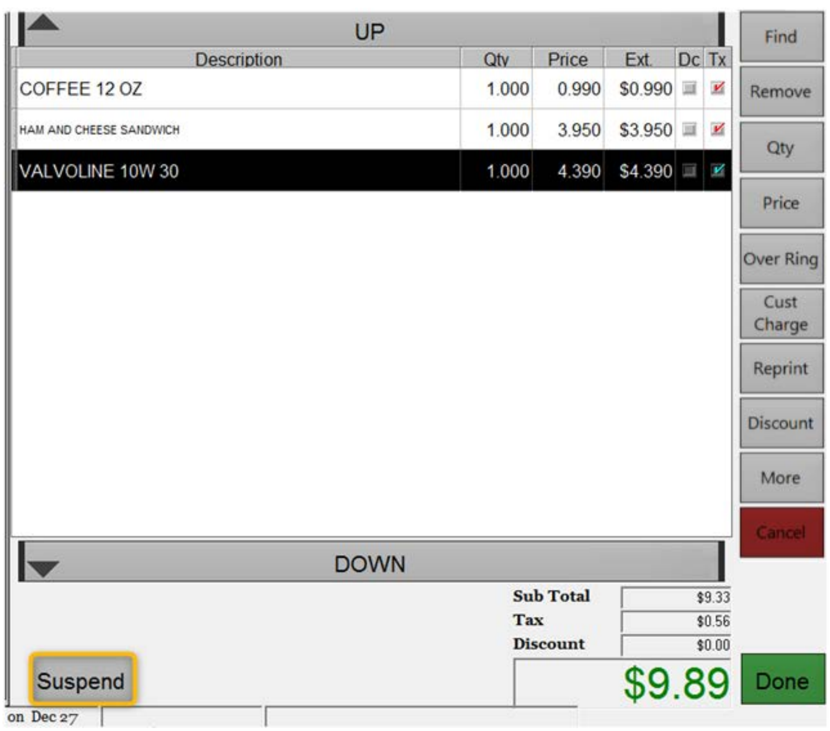
1. Touch the pump icon.

2. Select **Suspend Sale**.

You can also suspend other item sales from the main screen using the **Suspend** button.

To suspend a general item sale:

- After adding items to the sale, touch **Suspend**.

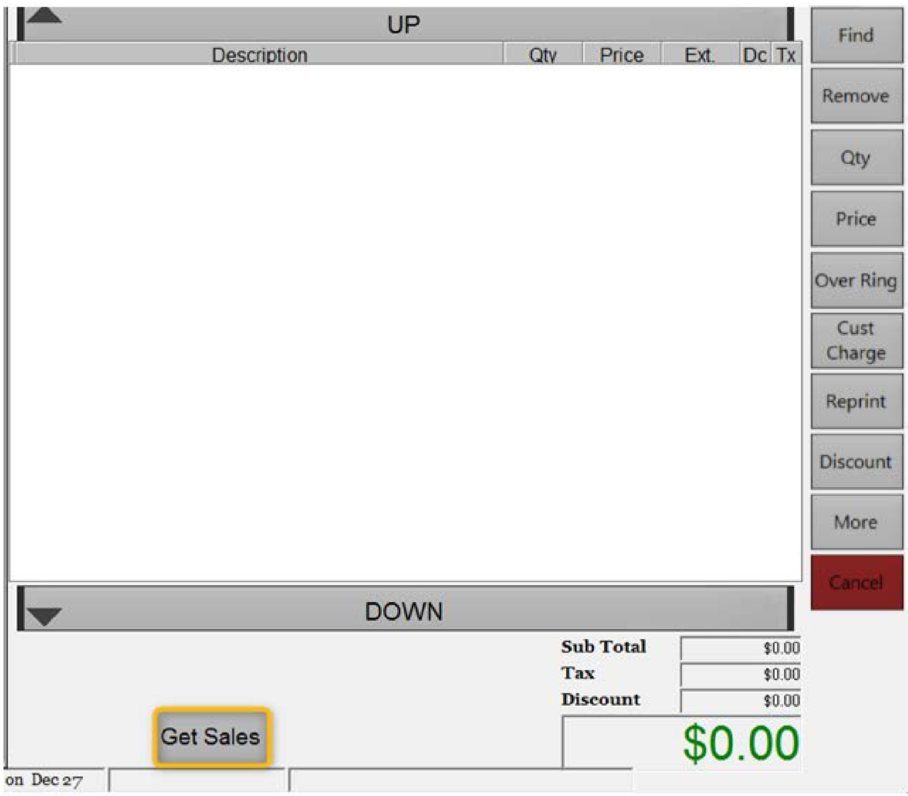


Retrieving a Sale

When the customer returns to pay, you can quickly retrieve the suspended sale by using the **Get Sales** function. Suspended sales are organized by date and time and include the transaction amount.

To retrieve sales:

1. Touch **Get Sales**. **Suspended Sales** list displays.



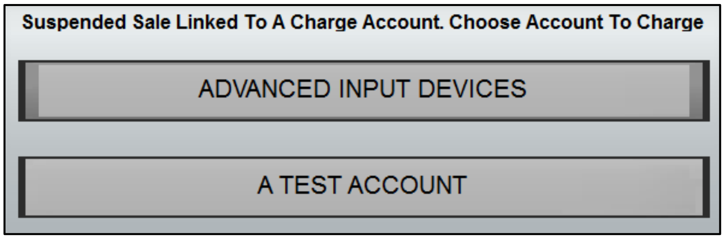
2. Select the appropriate sale.

Retrieving Suspended Sales while a Patron is Selected

If you attempt to retrieve a suspended sale while a patron account is active, you will be prompted to pick an account to charge.

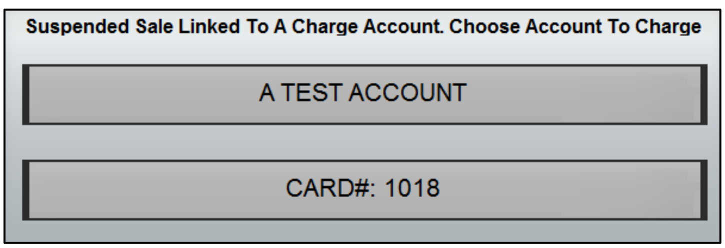
1. Two Different On Account Charges

If the POS detects that you are attempting to pull in a suspended sale that has a different on account customer association than the current sale, the following prompt will display:



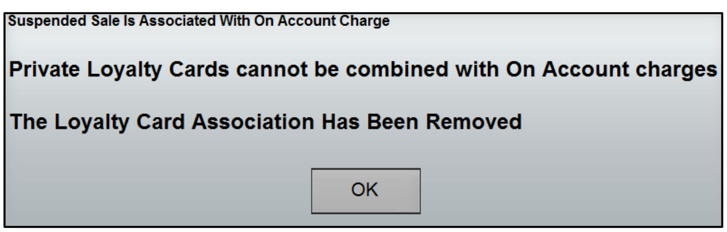
2. Proprietary Card + On Account Charge

If the POS detects that a proprietary card is already associated with the sale and you are attempting to retrieve an On Account sale, then you will be prompted to choose to either pay with the card or the account.



3. Loyalty Card + On Account Charge

If the POS detects that a loyalty card is associated with the current sale and you are attempting to retrieve an On Account sale, the loyalty card will be removed from the transaction.

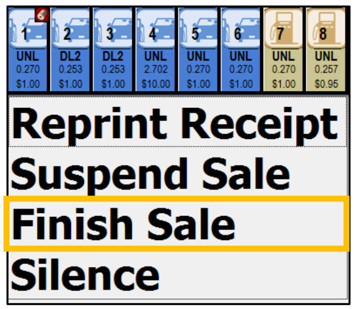


Combining Sales

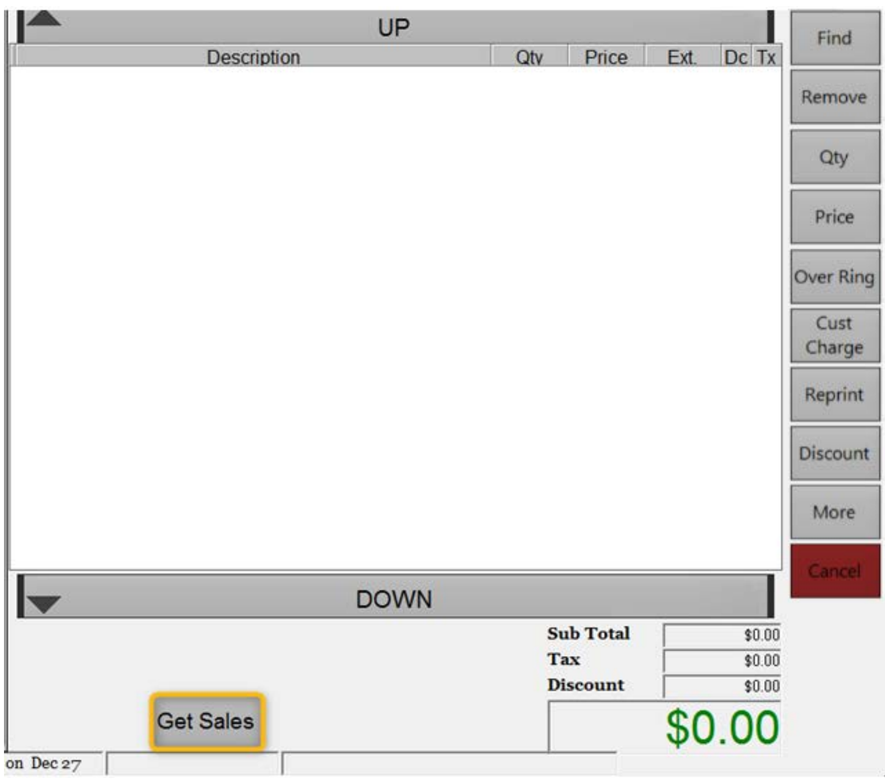
You can combine sales from two separate transactions by using the **Suspend** function. Combining sales allows a customer to pay for two sales in a single transaction.

To combine sales:

1. Touch a pump on the pump toolbar, then touch **Finish Sale**.



2. Touch **Get Sales**.



3. On the **Suspended Sales** list, touch the applicable sale.

4. Touch **Suspend**, then touch **Yes** on the **Merge Suspended Sales** popup.

If you no longer want to merge the two sales, touch **No** on the Merge suspended Sales popup. On the main screen, you can then touch **Cancel** to separate the two sales and return them to the **Suspended Sales** list.

Important: Touching **Yes** will **permanently merge the sales** – merged sales cannot be separated. The only way to separate them again is to void the entire sale, then manually reproduce both transactions separately.

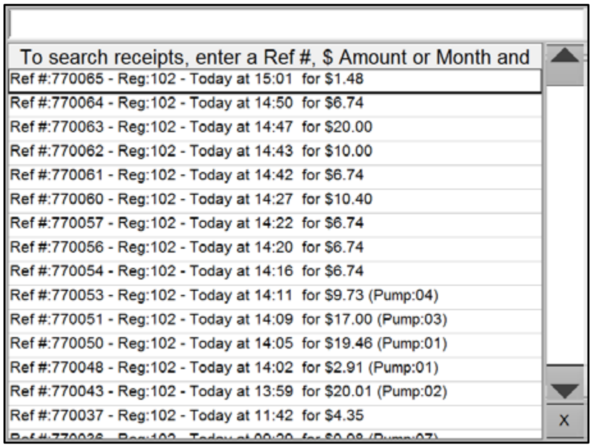
Reprint Pump Receipt

The Reprint Pump Receipt function allows you to reprint receipts for previous fuel transactions on a particular pump. This function differs from the **Reprint** function, available from the main screen, because it only prints fuel transaction receipts for individual pumps.

To reprint a receipt:

1. Touch the applicable pump icon, then touch **Reprint Receipt**.

2. Touch **Reprint Receipt**. Pump transactions list displays.

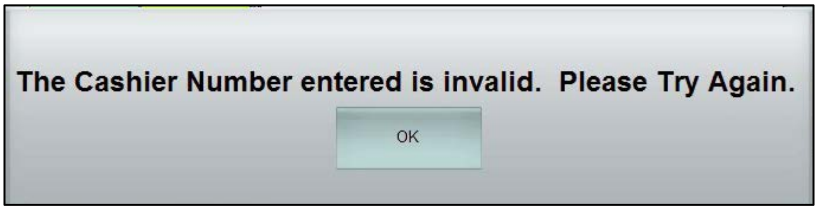


3. Select the receipt to be reprinted.

General Troubleshooting

Unable to Log in

If you receive the following message when trying to log in to the register, contact your manager to ensure you are using the correct login ID:



If the register freezes after you enter your cashier number on the login screen, it is possible that the register has lost contact with the site controller. The register communicates to the site controller over a Local Area Network (LAN), meaning if communication is lost, you will be unable to log in.

If the register does not respond when you attempt to log in:

1. Wait 30 – 60 seconds, then attempt to log in again.
2. If the register is still unresponsive, restart the register.

Restarting the Register

To restart the register:

1. Press **Ctrl**+**Shift**+**L**.
2. Press **Ctrl**+**Shift**+**Q**.

If for any reason this doesn't work, you can restart the register from your site controller.

Items will not Scan

If an item will not scan:

- Ensure the scanner is powered on.
- Scan a different item to determine if the scanner works properly.
- Ensure the barcode is legible.

Items that have been microwaved, frozen, have reflective packaging, or have a curved or wrinkled barcode can have problems scanning.

The scanner will make an audible beep when an item has been scanned successfully. If the item does not appear on the register after it has been scanned successfully, the item may not be in the register's inventory.

Cards Declined

Occasionally, a credit, debit, or private card may be declined at the register. When this occurs, the register will provide a message with information detailing why the card was declined. See the following tables for error messages and their descriptions.

Credit Card Error Messages

Error Message	Meaning
Invalid Zip Code	The customer entered the wrong zip code.
Invalid Pin	The customer entered the wrong PIN.
Invalid Driver **Invalid Vehicle**	The customer entered the wrong driver and/or vehicle information (applies to the following fleet cards: MasterCard Fleet, Visa Fleet, and Voyager.
Pin required but not given	A PIN is required, but was not entered by the customer.
Card not accepted here	In the ccEngine DataBase, the card type is not set to "accepted=TRUE".
Auth. Declined	General decline message. The customer needs to call their bank.
Invalid Expiration Date	The card has reached its expiration date.
Invalid Merchant	The configured merchant account is incorrect.
Card Object is Nothing **ccType Unknown**	Layouts available in "PrivateCardsLayout" or "ccEngine.CardTypes" table do not match the card.
Try again later	The customer has exceeded the maximum uses per day (as specified in the "ccEngine.CardTypes" table). The customer must wait for the following day.
Card Not Valid at Pump	Due to product restrictions, card not allowed at pump.
Tran Limit Exceeded	The customer has reached or exceeded their per-use transaction limit.
Day Limit Exceeded	The customer has reached or exceeded their daily card use limit.
Month Limit Exceeded	The customer has reached or exceeded their monthly card use limits.
Max Wait Time Exceeded	The mag. strip was not read correctly because: the card reader is dirty, the internet is down, ccEngine is down frozen, ccEngine is down/frozen, the payment processor is down, or the Abierto box is down. Retry/Re-swipe.
Nothing happens	The mag stripe reader is non-functional or configured incorrectly.

Proprietary Card Error Messages

Error Message	Meaning
Message Reason: Declined	Could not read the track data.
Unknown Card	Could not read the track data, the card is not in the database, and/or the layout is not correct in the database.
Card Type Not Found	Could not read the track data or the layout is incorrect in the database.
No Available $	No balance available on the gift card.
No Credit Avail	No balance available on the gift card.
No Pin #	A PIN is required, but was not entered.
Declined ERR003	Unknown message returned from the point of sale.
Auth Declined	Default decline message.
Invalid Cards	In a two card system, the combination of cards swiped was invalid.
No Driver Card	In a two card system, the driver card was not swiped.
No Vehicle Card	In a two card system, the vehicle card was not swiped.
Card 2 Declined	In a two card system, the second card was declined.
$ Limit Exceeded	The transaction has exceeded the available credit balance, or the credit balance has already been exceeded.
Invalid Pin	The PIN entered was incorrect.
Card Not Active	The card is not marked as Active or the customer is not marked as “Allow Charge” in DataManager.
Card Not Found in Database	Card or customer is not in the database or the card is encoded incorrectly.
Card in Use	The card is marked as “InUse” and cannot be used until the card is no longer used or the customer unchecks the “In Use” flag in DataManager.
Card Object is Nothing or cctypeUNKNOWN	No layout available in “PrivateCardsLayout” or card type in “ccEngine.CardTypes” that matches the card swiped.

Try again later	The customer has exceeded the maximum uses per day as specified in the "ccEngine.CardTypes" table. They must wait until the following day to use the card again.
Card Not Valid at Pump	Due to product restrictions, the card is not allowed at the pump.
Tran Limit Exceeded	The customer has met or exceeded the per-use transaction limit.
Day Limit Exceeded	The customer has met or exceeded the daily card use limit.
Week Limit Exceeded	The customer has met or exceeded the weekly card use limit.
Month Limit Exceeded	The customer has met or exceeded the monthly card use limit.
SmartCharge Not Found	ccEngine is not running.
Max Wait Time Exceeded	The magnetic strip was not read correctly because: the card reader is dirty, the internet is down, ccEngine is down/frozen, the payment processor is down, and/or the Abierto box is down. Retry/Re-swipe.
Nothing happens	The card reader is nonfunctional or is configured incorrectly.