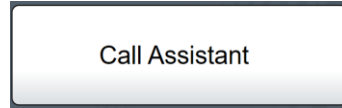


22: evoSelfCheckout (evoSCO) Assistance

Your evoSCO is supplied with a toggle barcode which is used by the store personnel supervising the evoSCO to return the POS to cashier mode with access to the full POS menu and again to return to SCO mode.

Customers can use the **Call Assistance** button at any time for help.



This will display **Seek Assistance** in the bottom left-hand side of the screen and sound a beeping tone.

Use the toggle barcode to access normal POS mode, cancelling the assistance message.

Assist with query and scan the toggle barcode to return to SCO mode if the screen doesn't do so automatically..

Note: customers can continue to scan items whilst the assistance message is displayed.

To remove an item from the sale

- Scan the toggle barcode to return POS to cashier mode
- Highlight on the screen the item to be removed
- Select the minus key
- Scan the toggle barcode to return to SCO mode

If customer scans an age restricted item

The screen will display message "operator assistance needed" if they select *ok* or continue to scan items, the assistance tone will sound.

- Scan the toggle barcode
- Standard age check prompts will display – follow store checking procedure.
- Once age check is complete screen will stay in SCO mode.

 **DON'T FORGET TO REMOVE ITEM FROM BASKET IF SALE IS REFUSED**

If customer's card is declined – to allow customer to pay cash at another POS

- Scan the toggle barcode to return POS to cashier mode
- Suspend the transaction
- Scan the toggle barcode to return to SCO mode
- Take suspend slip to an alternate POS (with cash drawer)
- Scan suspend slip to resume sale and take payment

If customer scans a barcode that is not recognised

The screen will display message "Item Not Found Assistance Required" and assistance tone will sound.

- Select **OK**
- Scan the toggle barcode – the screen will display the message "an item scan failed"
- Select **OK**
- Add item to customer's transaction, following store procedures
- Scan the toggle barcode to return to SCO mode.

Tip

If the toggle barcode becomes damaged and will not scan the barcode can be manually keyed in

In SCO mode – using the key barcode button
In POS mode – using the item lookup button