

SAM4S

SPS-300 Series Electronic Cash Register

SmartECR Integrated Payment Supplement for Sam4s SPS-300 Series



SPS-320 Shown Above with Optional Card Reader

All specifications are subject to change without notice.

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SPS-300 SmartECR Supplement v1.11

Contents

Overview	3
About the SmartECR Platform	3
About this Document	3
About the Sterling SmartECR Solution	4
Payment Application Best Practice Notes.....	4
Configuration Diagrams.....	5
The SmartECR Application Keyboard Layout	7
Keyboards.....	7
SPS-300 Series Program Information	8
Required ECR Programs.....	8
SmartECR Flash ROM Updates	9
Backup Program	9
Flash ROM Update by SD.....	12
SPS-320/SPS-340 Memory All Clear.....	13
SPS-345 Memory All Clear.....	14
Restore Program from the SD Card.....	16
RS232 Port Programming.....	17
System Option Programming.....	18
Programming a System Option:.....	18
Print Option Programming.....	20
Programming a Print Option:.....	20
Function Keys.....	21
Charge Key.....	21
MPP TIP Function Key	22
Integrated Payment Operations	23
Daily Procedures.....	23
Sample Transaction	23
Sample Debit Transaction.....	26
Sample Debit Transaction with Cash Back	27
Gift Card Operations	28
Manual Card Entry	31
Food Stamp/EBT Transactions.....	32
Merchandise Return.....	34
Void Transaction	35
Tip (Gratuity) Entry.....	37
Reset Mode Procedures.....	39
Sterling SmartECR terminal Function Table Notes.....	41
Manual Revision Record	43

Overview

About the SmartECR Platform

The SmartECR Platform provides integrated payment functions for the SAM4s SPS-300 Series electronic cash register using the Sterling SmartECR solution.

Resellers should be aware the SmartECR Application utilizes different firmware than the standard SPS-300 Series firmware. (The Flash ROM Information print out will identify SmartECR Application firmware with the version prefix “STE”, where standard firmware is identified by the version prefix “USA”.) STE firmware can be used only with the SmartECR Platform.



When backing up program files from registers currently using the standard SPS-300 firmware or mBox firmware, be aware that not all program files are compatible with the Sterling STE firmware versions. You should never load all programs backed up from registers using the standard firmware or mBox firmware format. See “Restore Program from the SD Card” on page 16 for details.

About this Document

This document supplements the standard “SAM4s SPS-300 Series Operator’s and Programming Manual” that is shipped with each SAM4s SPS-300 Series.

In this document, you will find:

- The SmartECR Application default keyboard layouts. (Note: These layouts may differ from the standard SPS-300 Series default keyboards.)
- SmartECR Application Print Options and System Options that differ from the standard SPS-300 Series application.
- Configuration Information for the SmartECR Application.
- Integrated Payment Operations and report samples.

The standard “SAM4s SPS-300 Series Operator’s and Programming Manual” will still serve as your reference for performing most register operations, programs and reports, except as noted here.

About the Sterling SmartECR Solution

The SmartECR TS890 is an EMV and PCI PTS v.3 certified terminal. Along with the traditional magnetic stripe card reader, the versatile TS890 terminal has built-in contact and contactless card readers that support EMV transactions initiated from chip cards and mobile devices using digital wallets like Apple Pay. Designed with the merchant-customer interaction in mind, the TS890 is lightweight with an ergonomic handheld design, making it easy to pass back and forth to the customer. The TS890 is a reliable, high-speed payment solution deployed from Sterling fully EMV-enabled and ready to provide merchants with protection against chargebacks and loss of profits associated with counterfeit card fraud.

Connection to a Sterling SmartECR integrated payment appliance allows electronic payments to be initiated and completed at the SPS-300 Series cash register. Although connected, the functions of the ECR and Sterling SmartECR terminal are distinct.

When an electronic payment transaction is completed at the SPS-300 Series, the Sterling SmartECR communicates with the payment processor through Internet connection. The Sterling SmartECR terminal works much like an ordinary standalone payment terminals except that the keyboard, display and printing functions take place only at the SPS-300 Series cash register.

Standard cash register reports are separate and distinct from reports that are stored in the Sterling SmartECR solution. Payment batch data is stored not in the Sterling SmartECR terminal but rather at the integrated payment gateway. Batch and Sterling SmartECR functions are performed by entering the appropriate command in the SPS-300 Series “Z” key lock position and printed by the cash register. Standard SPS-300 Series reports (Financial and/or Clerk reports) provide summary information for each payment key and tip totals.

Payment Application Best Practice Notes

Password Security: The SPS-300 Series features a clerk sign-on system. Operations are not allowed until a clerk is signed on and the receipt indicates the clerk who performed each operation. Best practices include:

- Each employee should be set up as a unique employee.
- Employee codes should be changed from the default setting.
- When there is employee turnover, employee codes should be changed.

Key Security: The SPS-300 Series features a control lock with different levels of key security. Keys that access the “Z” key lock position (where Sterling SmartECR payment functions can be performed) should be distributed only to managers or employees authorized to perform those functions.

Configuration Diagrams

Use the special cables provided with the Sterling SmartECR solution to connect the NR-500 Series to the Sterling SmartECR terminal.

Note: When the Sterling/EVO firmware is loaded to the ECR, RS-232C Serial port #1 is already configured for connection to the SmartECR UIC device.

Single ECR Configuration



Step 1: Using the first serial cable, connect the 232A port on the terminal to the COM 1 port on the ECR.

Step 3: Using the Ethernet cable, connect the ENET LAN port on the terminal to the merchant's Internet.

Step 4: Using the power adaptor, connect one end to the terminal's Power port and the other end to the power source/outlet.

Note: As of April 1st, 2020 Sterling/EVO no longer is running the Bridge software.

Two or More ECR Configuration



Step 1: Using a serial cable, connect the 232A port on the first terminal to the COM 1 port on the first ECR. Repeat for each additional terminal and ECR.

Step 3: Using the Ethernet cables, connect the ENET LAN port on each of the terminals to the 8-port switch.

Step 4: Using one of the Ethernet cables, connect Port 8 on the switch to the merchant's Internet and power up the switch.

Step 5: Using the terminal's power adaptor, connect one end to the Power port and the other end to the power source/outlet. Repeat this step for each additional terminal.

Note: As of April 1st, 2020 Sterling/EVO no longer is running the Bridge software.

The SmartECR Application Keyboard Layout

Keyboards

SPS-320/SPS-340 Flat Keyboard Version

1	11	21	31	41	51	61	71	81	91	FEED	JOURNAL FEED	ERROR CORR	VOID	CLERK
2	12	22	32	42	52	62	72	82	92	%1	RA1	PO1	NOSALE	RETURN
3	13	23	33	43	53	63	73	83	93	%2	TKOUT	EATIN	DVTHR U	TAX1
4	14	24	34	44	54	64	74	84	94	%3	CHECK#	SERVICE	TABLE	PRINT CHK
5	15	25	35	45	55	65	75	85	95	FUNCLK1	PAGE UP	YES/NO	PAGE DOWN	GiftCard
6	16	26	36	46	56	66	76	86	96	FUNCLK2	CLEAR	PLU	X/TIME	Debit
7	17	27	37	47	57	67	77	87	97	Close Day/Shi	7	8	9	Credit
8	18	28	38	48	58	68	78	88	98	Tip Entry	4	5	6	CHECK
9	19	29	39	49	59	69	79	89	99	MACRO 3	1	2	3	SUBTL
10	20	30	40	50	60	70	80	90	Gift Issue	MACRO 4	0	00	.	CASH

SPS-345 Raised Keyboard Version-Default

1	8	15	PFEED	JFEED	#/NS	ERR CORR	CLERK
2	9	16	PAGEUP	YES/NO	PAGE DOWN	VOID	Gift
3	10	17	CLEAR	PLU	X/TIME	TAX1	Debit
4	11	18	7	8	8	CHECK	Credit
5	12	19	4	5	5	SUBTOTAL	
6	13	20	1	2	2	CASH TEND	
7	14	21	0	00	.		

SPS-300 Series Program Information

Required ECR Programs

The SAM4s SPS-300 Series configured for the Sterling SmartECR solution application will default to the correct settings required for SmartECR electronic payments. Please review these default settings and other program requirements:

1. Download and install the latest Sterling SmartECR firmware, verify the firmware version on all registers.
2. By default, “RS-232 Communications Options” are set correctly for the Sterling SmartECR terminal connection. Port #1 is set for MPP.
3. “System Option Programming” can be found on page 17 of this program supplement. At the options “EFT Draft is” select “Y” for Normal Draft. Select “N” if the Fine Dining draft is to print a tip line.
4. The CHARGE1 function defaults to a credit card function; the CHARGE2 function defaults to a debit card function and the CHARGE3 key defaults to a gift card function. See “Charge Key” programming on page 21 if you need to make changes to the default assignments. Set the option to send the transaction to the EFT and set the option to reflect the type of payment: Credit, Debit, EBT or Gift.
5. If you are using gift cards, see “Group Programming” to set up a group to add value to the card. See “PLU Programming” to create a PLU for Gift Card additions, link this PLU to the PLU add value group. By default, PLU #100 is linked to Group #20, which is set for “Gift Card Add” status. The same PLU is used to activate & add value to gift cards.
6. Beginning at STE v01.109, a TIP function key (key code 418) was added to allow TIP operations while in the REG mode.

Note: When restoring program files that were backed up from registers currently using the standard SPS-300 firmware or mBox firmware, be aware that not all program files are compatible with the Sterling STE firmware versions.

You should never reload all programs backed up from registers using the standard firmware or mBox firmware format. See “Restore Program from the SD Card” on page 16 for details.

IMPORTANT: You must input the serial number of the register. Refer to page 16 to “Input Serial Number”.

SmartECR Flash ROM Updates

The SPS-300 register software is loaded in Flash ROM. To utilize the SmartECR terminal with the SPS-300 register, you will need to update the register to the SmartECR software.

The SPS-300 Flash ROM can easily be updated from an SD card.

CAUTION: The Flash ROM update must be performed by a qualified, trained technician.

DO NOT POWER OFF OR ABORT any program loading once it has started. Failure to follow the procedures exactly may cause the program to load incompletely and for the register to fail completely.

Backup Program

Before you update your register for the SmartECR interface, you will need to back up your current program. You can use an SD flash memory card to backup and restore individual program files. The program data is saved on the SD card in a separate folder named with the store name as programmed in system options, page 18.

The SD card can also be used to save reports, which can then be viewed on a PC using the SPS-300_MPP PC Utility. However, this report data cannot be restored to the register. The report data is saved in a separate folder named with current date and time.

NOTE: SD cards must be formatted as FAT 32.

Read Carefully: Store Name Notes

The store name you set at system options page 18 is used to identify the program and report data on the SD card. Note that the default store name is “STORE_A”. You will want to reprogram the store name to an 8-character store name of your choosing.

If you are using the SD Card to move information to a PC or use the program or report data with the PC Utility, you must pay close attention to the store name. Do not use characters such as hyphens “-” slash marks “/” or other characters that cannot be used in naming a folder on your PC. If you use such a character in your store name, you will not be able to read the backup files on your PC.

To restore the program, you will need to reset the store name in system options, page 18 to reflect the same 8-character store name on the SD card.



When restoring program files that were backed up from registers currently using the standard SPS-300 firmware or mBox firmware, be aware that not all program files are compatible with the Sterling STE firmware versions. You should never load all programs backed up from registers using the standard firmware or mBox firmware format. See “Restore Program from the SD Card” on page 16 for details.

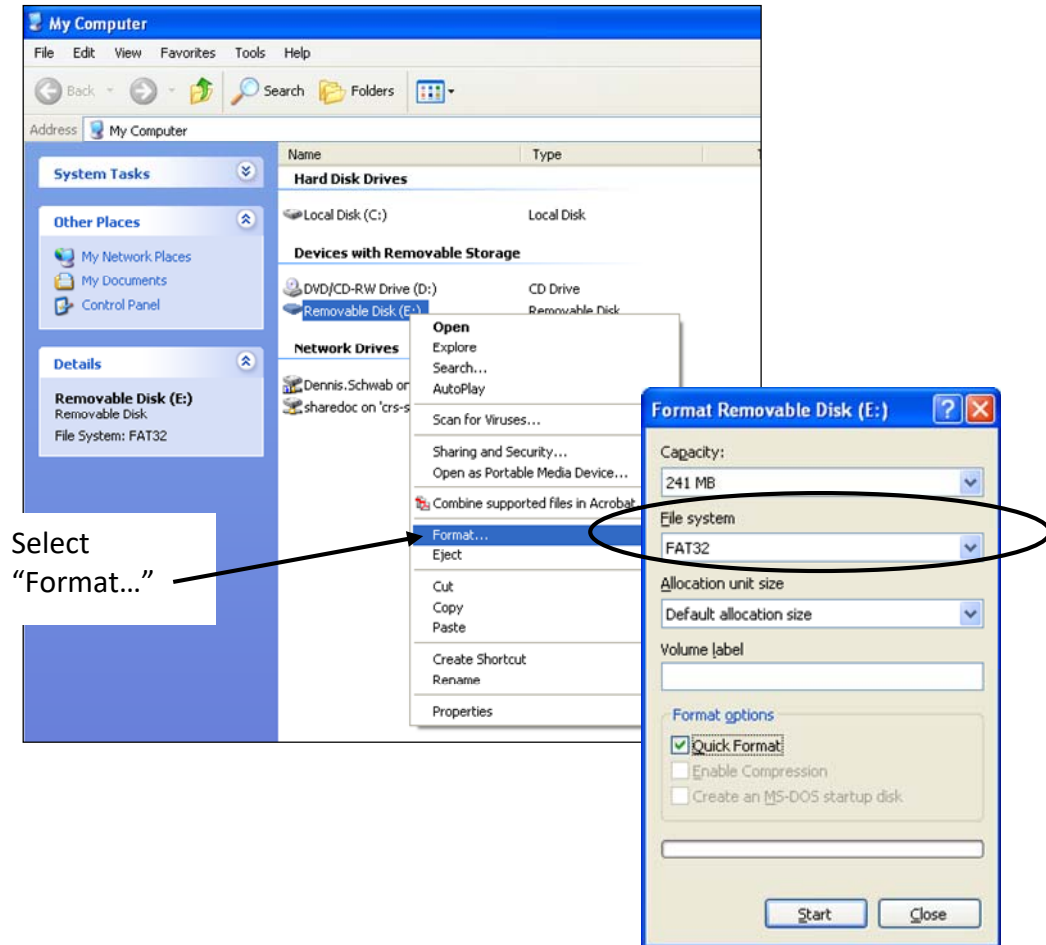
Note: If you are Using an SD Card for the First Time . . .

NOTE: You must use an SD card with a capacity of 1GB or smaller. SD cards must be formatted as FAT 32.

CAUTION: Formatting the SD card will clear all data on the SD card and prepare it for use.

1. Start Windows Explorer.
2. Select the SD card drive, right click and select **Format**.

(Windows XP screen is shown; slightly different procedures are used with different operating systems.)



3. From the **Format** dialog, you must select the **File System: FAT32**.

Backing Up the Program to an SD Card

Note: To restore a program backup, the memory allocation settings must be set the same or higher as the saved program. Be sure to print out the memory allocation when backing up so that it can be re-entered before restoring the program.

S-Mode: press **5 X/TIME**; press **Page Down** and press **X/TIME** again. Press **CLEAR** to return to the main S-Mode menu.

1. Insert the SD card in the register's SD port. (*The SD port is located inside the printer compartment. Remove the security screw and open the flap securing the SD port. Insert the SD card until you hear a click and the SD card is locked in.*)
2. Turn the control lock to the **S** position.
3. From the second page of the Service Mode menu, select "**9. SD Card Operation**".
4. From the SD Card Operation menu select "**1. Program Backup**". The SPS-300 will write the program files to the folder: SD:\SPS300\PRGBACK\STORENAME (where store name is the name programmed in system options page18.)

Saving Reports to an SD Card

Reports can be saved as ***.rep** file format for use by the 900 PC Utility or as ***.csv** file format that can be opened with a spreadsheet application such as Microsoft Excel™. Saved reports are the current **X1** report readings.

Saved reports are the current X1 report readings, these reports cannot be restored to the register.

1. Turn the control lock to the **S** position.
2. From the second page of the Service Mode menu, select "**9 SD Card Operation**".
3. From the SD Card Operation menu select "**3. Report Backup**". The display offers two format choices:
 - Press **0** to save in **REP** format. REP format is proprietary and can be viewed using the SAM4s PC Utility
 - Press **1** to save in **CSV** format. This format can be read without conversion by many PC applications, including Microsoft Excel™.
4. The register will print confirmation of the successful report upload with the name of the report "UPLOAD" for each report.

Flash ROM Update by SD

1. Create a folder named **update** in the root of the SD card.
2. Copy **SPS300.bin** to: SD:\update\SPS300.BIN.
3. Insert the SD card into the register. *(The SD port is located inside the printer compartment. Remove the security screw and open the flap securing the SD port. Insert the SD card until you hear a click and the SD card is locked in.)*

Boot Area Update

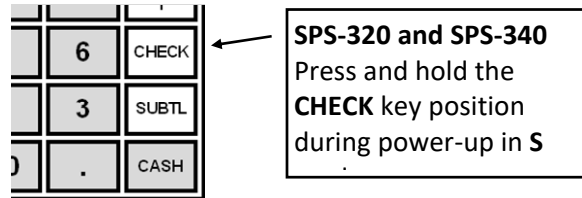
4. At the SPS-300, turn the control lock to the **S** position.
5. Power **OFF** the SPS-300.
6. Press and hold the **Numerical 1** key on the keyboard. While continuing to hold the Numerical 1 key, turn **ON** the power switch.
7. A rapid beep-beep-beep will be heard. Release the Numerical 1 Key.
8. The display will flash slowly at first and then will flash rapidly. When the load is complete (about 5 seconds), a rapid beep-beep-beep will be heard again the display will stop flashing and display a green color to confirm update completion.
9. Turn the ECR power switch **OFF** and proceed directly to the next step: Application Update.

Application Area Update

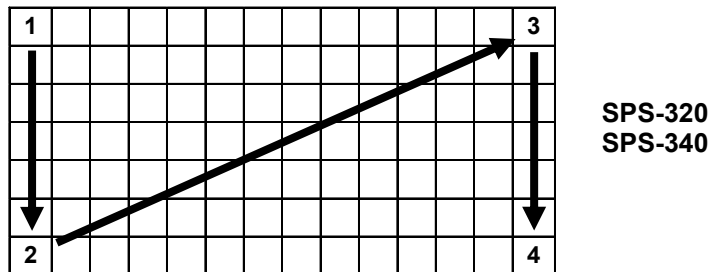
10. Set the control lock to the **S** position.
11. Press and hold the **Numerical 2** key on the keyboard. While continuing to hold the Numerical 2 key, turn on the power switch.
12. A rapid beep-beep-beep will be heard. Release the Numerical 2 Key.
13. The display will flash (Current program is being erased), after a few seconds, the display will continue to flash, but at a slower rate. This continues for about 1-minute while the new program is being loaded. When the load is complete, a rapid beep-beep-beep will be heard again the display will stop flashing and display a green color to confirm update completion.
14. Power the register **OFF**. The application portion of the update is now complete.
15. Perform a **Memory All Clear** on the ECR. To complete the update procedure.

SPS-320/SPS-340 Memory All Clear

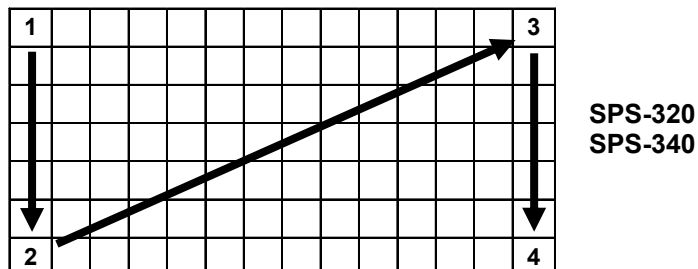
1. Turn the power switch located on the right side of the register to the **OFF** position.
2. Turn the control lock to the **S** position.



3. Press and hold the key position where the **CHECK** key is located on the default keyboard layout:



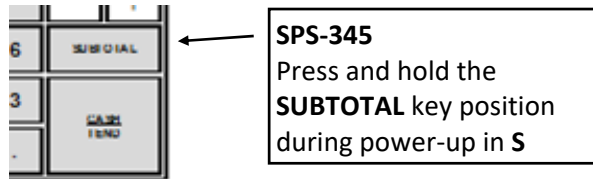
4. Continue to hold the **CHECK** key while turning the power switch to the **ON** position. The message "RAM ALL CLEAR" displays.
5. Press the **upper left** key of the keyboard, then the **lower left** key, then the **upper right** key, and finally press the **lower right** key:



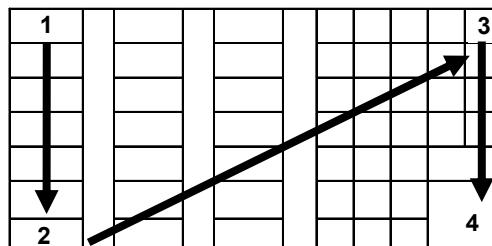
6. After a short delay, the printer will display the message: "Please Wait...". Memory is cleared, the default program is installed and the RAM CLEAR receipt is printed. The display now reads: "PRINTER 2STATION; Y=CASH N=CLEAR".
7. If you have an SPS-320 (one printer station), press **CLEAR**.
If you have an SPS-340 (two printer stations), press **CASH**.
8. The display now reads:
AUTO CUT : 'CASH' Key
NO CUT : 'CLEAR' Key
9. Press **CLEAR**.
10. The display now reads: "SERVICE MODE; CLOSED". The RAM Clear procedure is complete. The ECR is now ready to program or to load a previously saved program file.

SPS-345 Memory All Clear

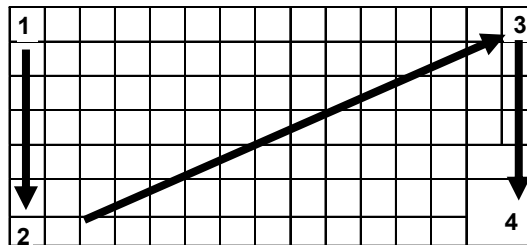
1. Turn the power switch located on the right side of the register to the **OFF** position.
2. Turn the control lock to the **S** position.
3. Press and hold the key position where the **CHECK** key is located on the default keyboard layout:



4. Continue to hold the **SUBTOTAL** key while turning the power switch to the **ON** position. The message "RAM ALL CLEAR" displays.
5. Press the upper left key of the keyboard, then the lower left key, then the upper right key, and finally press the lower right key.



**SPS-345
Default
Configuration
(21 PLU Keys)**



**SPS-345
Expanded
(63 PLU keys)**

Note: In the default configuration, there are 21 double-width PLU keys. Under each key, the left-most key is inactive and the right-most key is active. The four-key sequence shown with the default configuration will set the keyboard in the default 21-PLU key configuration.

When the keyboard is expanded, the four-key sequence shown will set the keyboard in the expanded configuration.

If you wish to build a custom configuration, you will want to perform a memory clear for the expanded configuration, and then assign each key position individually.

6. After a short delay, the printer will display the message: "Please Wait ". Memory is cleared, the default program is installed and the RAM CLEAR receipt is printed. The display now reads:
2-STATION PRINTER : 'CASH' Key
1-STATION PRINTER : 'CLEAR' Key
7. Press **CASH** (the Er-945 has two printers)
8. The display now reads:

AUTO CUT : 'CASH' Key
NO CUT : 'CLEAR' Key

9. Press **CLEAR**.
10. The display now reads: "SERVICE MODE; CLOSED". The RAM Clear procedure is complete. The ECR is now ready to program or to load a previously saved program file.

RAM Clear Receipt Example

```
DATE 12/19/2017 TUE TIME 08:37

=====
          RAM ALL CLEAR OK !
=====
RAM (1GM) OK

          FLASHROM INFORMATION
VERSION  : STE 01.107
CHECKSUM : 7A6F
BOOT/APP : 5C3A/1E35
PLU'S USED: 300/2000
EFT VER. :
SAM4S PAYMENT APPLICATION V2.0A
          JUL 24 2017

CLERK 00          NO.000001 00000
```

Flash ROM Information

The SPS-300 register software is loaded in a Flash ROM. This procedure will provide a receipt with the current version, date and checksum for the Flash ROM.

1. From **SERVICE MODE** menu press **4. FLASHROM INFORMATION**. The message "PLEASE WAIT . . ." displays momentarily until the SPS-300 FLASHROM INFORMATION screen displays:

```
          FLASHROM INFORMATION
VERSION  :          STE 01.108
CHECKSUM :          5CDA
BOOT/APP :          4B8C/114E
PLU'S USED:          300/2000
EFT VER. :
Sam4s Payment Application v2.0a
          NOV 09 2017
```

2. Press **CLEAR** to return to the SERVICE MODE menu.

Restore Program from the SD Card

If your program was saved prior to updating to the Sterling SmartECR firmware, you may choose to restore the program files. However, you cannot restore all programs to the ECR. You will need to load each program file separately.

Do Not load: System Options, Misc. or Function keys.

Note: Memory allocation must be set the same as the saved program. Before restoring the program, be sure to program the memory allocation as indicated on the print out when the program was saved.

1. Set the **Store Name** at system option, page 18 to match the name of the store folder you wish to restore.
2. Insert the SD card in the register's SD port.
3. Turn the control lock to the **S** position.
4. From the second page of the Service Mode menu, select "**9. SD Card Operation**".
5. From the SD Card Operation menu select "**8. Each Program Load**".
6. Enter the number representing the program file you wish to load;

Do Not load System Options, Misc. or Function keys.

0. PLU	1. Group
2. Tax	3. System Options
4. Print Options	5. Function Key
6. Clerk	7. Logo Desc.
8. Report Logo	9. Stock
10. Misc.	11. Macro
12. PLU Lookup	13. Mix & Match

7. Then press **CASH**. Repeat this process for each program file.
8. The register will print confirmation of the successful upload with the message "DOWNLOAD PASS" for each program segment.

Input Serial Number

The serial number of the register must be entered for security purposes.

1. Turn the control lock to the **Z** position to display the **RESET REPORT MODE** menu.
2. Press **PAGE DOWN** to view the remaining Reset Mode options and then Press **00** to access the MPP FUNCTION menu.
3. Enter **777** and press the **CASH** key. The screen will display "**Input S/N**".
4. Enter the 10-character serial number. If the serial number contains alpha characters, enter those characters using the alpha entry method set for your register, either alpha overlay or character codes. (You must use character codes on the 21-PLU raised-key model.) Remember, if you are entering via the Descriptor Code Method, you must press the decimal key after each 2-digit character code.
5. Press the **CASH** key to finalize the serial number entry. The register returns to the **RESET REPORT MODE** menu screen.

RS232 Port Programming

Connection to POS devices is provided with two DB9 standard RS-232C serial ports and two optional RJ45 serial ports. The port option settings here assign the device and communication protocol for each port.

By default, “RS-232 Communications Options” are set correctly for the Sterling SmartECR terminal connection. Port #1 is set for MPP.

Note: As of April 1st, 2020 Sterling/EVO no longer is running the Bridge software.

1. At the S control lock position menu, press **8** for RS232C programming. The port selection screen displays:
2. Enter the digit (1-4) corresponding to the port you are using. The appropriate **PORT PROGRAM** screen displays:

Required Setting →

PORT 1 PROGRAM PG1			
BAUD RATE			0 ←
0 : 9600	1 : 1200	2 : 2400	
3 : 4800	4 : 19200	5 : 38400	
6 : 57600	7 : 115200		
PARITY CHECK			0
0 : NONE	1 : ODD	2 : EVEN	
DATA BITS (0 : 8 1 : 7)			0

3. Set the BAUD RATE field to a value of “**0 : 9600**” baud.
4. Set PARITY CHECK to **0 : NONE** (default setting).
5. Set DATA BITS to **0 : 8** (default setting).
6. Press **PAGE DOWN** to view page 2 of the RS232C port program:

Required Setting →

PORT 1 PROGRAM PG2			
STOP BITS (0 : 1 1 : 2)			0
DEVICE FUNCTION			10 ←

0 : NONE	1 : PC	2 : SCL	
3 : RJ	4 : RP	5 : LIQUOR	
6 : SCAN	7 : COIN	8 : RESERVED	
9 : POLE	10 : MPP	11 : MPPINPAD	

7. Set STOP BITS setting to **0 : 1** (default setting).
8. Set the DEVICE FUNCTION to a value of “**10 : MPP**”. Use this setting for connection to either the IPTran LT or the new style PDC.
9. Press the **CASH** key to finalize and then press the **CLEAR** key to return to the **SERVICE MODE** screen.

System Option Programming

Pages 21-23 of the system options differ from the standard SPS-300 Series application. Read each option carefully to determine if you wish to make any changes.

Programming a System Option:

1. At the **PGM** control lock position menu, press **3** for **SYSTEM OPTION** Programming. The **SYSTEM OPTION P1** screen displays:
2. Use the **PAGE UP** and/or **PAGE DOWN** keys to view the appropriate option page.
3. Press **ENTER** (cash key) to advance to the desired option.
4. Make selection changes; press **ENTER** after making a change. If you don't press enter, the change will not be saved.

SYSTEM OPTION	P21
EFT DRAFT IS	Y←
Y:mBOX	N:FINE DINING
MSR CONNECTED	0
0:reserv	1:reserv
2:REGISTER	
PIN PAD TYPE	Y
Y:DUKPT	N:ROTAT
PIN PAD (0-4)	0

SYSTEM OPTION	P22
NO SIGN IF TRANSACTION	0.00←
TTL LES THAN	
Reserved	0
MGR REQUIRED TO OPEN CHECKS	N
ALLOW Z CLERK TIME REPORT	
IF EMPLOYEES ARE CLOCKED IN	N

SYSTEM OPTION	P23
TRANS PLUS TO MPP	N←
INPUT CVD ?	N
INPUT AVS ?	Y
DEBIT CASH BACK	Y
GIFT CARD CASH OUT	N
CANDIAN ROUNDING ON CASH	Y
EFT SUPPORT NEW PROTOCOL	Y

System Option Definitions

SmartECR related system option definitions.

EFT DRAFT IS	Y or N	Set to Y: mBox for a normal draft with SmartECR. N: FINE DINING is not used with SmartECR.
MSR CONNECTED	0, 1 or 2	Set to 0: reserv. Setting to 1 or 2 is not supported.
PIN PAD TYPE	Y or N	Always choose Y: DUKPT (only type supported.)
PIN PAD (0-4)	0 - 4	Set to 0 when using SmartECR.
NO SIGN IF TRANSACTION TTL LESS THAN 0.00	00.00	Leave at 00.00 , is not used with SmartECR
Reserved	0	Leave at 0 .
TRANS PLUs TO MPP	Y or N	Always N , not used with SmartECR.
INPUT CVD ?	Y or N	Select Y if you want to require input of the CVD (<u>C</u> ard <u>V</u> erification <u>D</u> ata) security code.
INPUT AVS ?	Y or N	Select Y if you want to require input of the AVS (<u>A</u> ddress <u>V</u> erification <u>S</u> ervice) security code.
DEBIT CASH BACK	Y or N	Select Y to allow cash back on Debit Card transactions.
GIFT CARD CASH OUT	Y or N	Select Y to allow Cash Out on transaction tendered with a Gift Card.
EFT SUPPORT NEW EMV PROTOCOL	Y or N	Select Y when integrated payment equipment is setup to accept EMV (chip cards).

Print Option Programming

As shown below, page 16 of the print options differs from the standard SPS-300 Series application. Read each option carefully to determine if changes are necessary.

Programming a Print Option:

1. At the **PGM** control lock position menu, press **4** for **PRINT OPTION** Programming. The **PRINT OPTION P1** screen displays:
2. Use the **PAGE UP** and/or **PAGE DOWN** keys to view the appropriate option page.
3. Press **ENTER** (cash key) to advance to the desired option.
4. Make selection changes; press **ENTER** after making a change. If you don't press enter, the change will not be saved.

PRINT OPTION	P16
NOT PRINT WHEN POLLING REPORT	N←
PRINT WHEN PROGRAM UP/DOWN	N
ADJUSTABLE CUT (0-70)	40
COPY OF mBox RECPT. (0-99)	0
PRINT WHOLE CARD NO.	N
PRINT EXP. DATE	N
PRINT LAST LINE OF EJ	0

Print Option Definitions

SmartECR related print option definition.

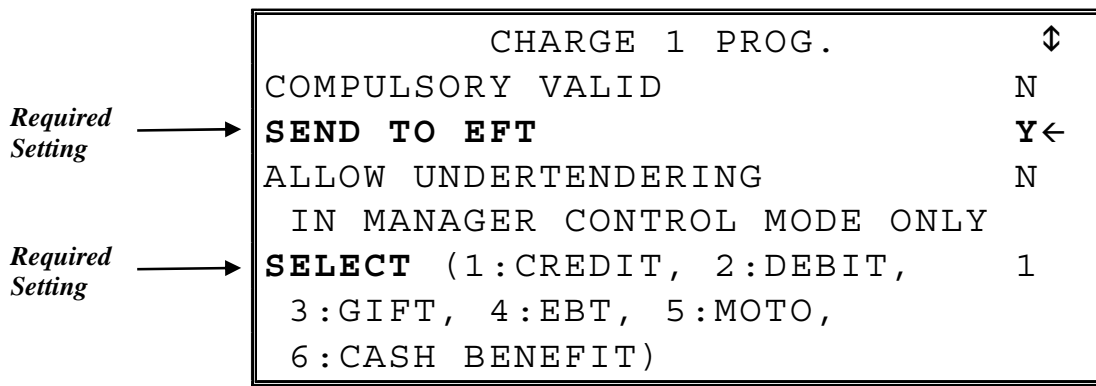
COPY OF mBOX RECPT	0-99	Enter the number of copies of the mBox EFT receipts.
PRT WHOLE CARD NO.	Y or N	If N, only the last four digits of the credit/debit card will print.
PRT EXP. DATE	Y or N	If N, the credit card expiration date will not print on the mBox EFT receipt.

Function Keys

Charge Key

The CHARGE1 function defaults to a credit card function; the CHARGE2 function defaults to a debit card function and the CHARGE3 key defaults to a gift card function. Additional Charge keys can be programmed as needed; Charge key function keys are key codes 323-330. Set option **N4** to send the transaction to the EFT and set option **N5** to reflect the type of payment.

1. From the **PGM** control lock position menu, press **5** for **FUNCTION KEY**. The **FUNCTION KEY PROGRAM** screen displays.
2. Press one of the CHARGE keys to view the charge key options.
3. Press **PAGE DOWN** twice to view the third page of charge key options:



- Select **Y** (YES) at the "SEND TO EFT" field.
 - Select the card type at the "SELECT" field: 1:CREDIT, 2:DEBIT, 3:GIFT, 4:EBT, 5:MOTO or 6:CASH BENEFIT.
4. Press the **CASH** key to finalize and then press **CLEAR** to return to the main **PROGRAM MODE** screen.

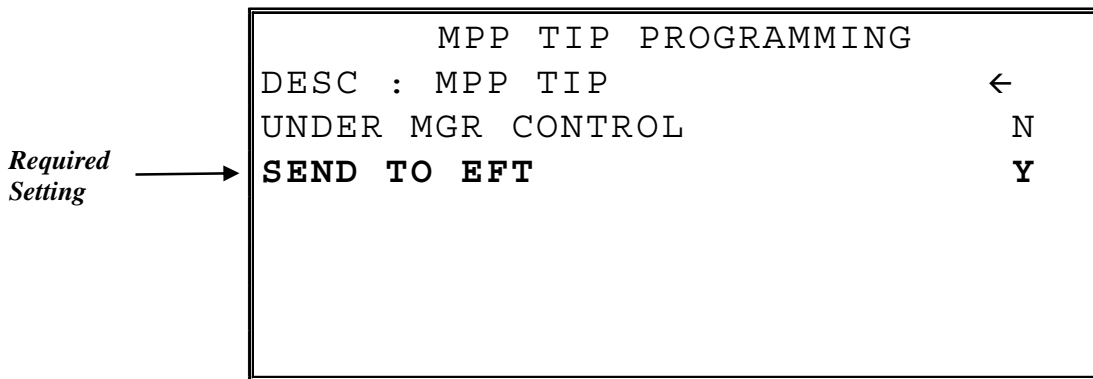
MPP TIP Function Key

Beginning at STE v01.109 a new MPP TIP function key (*key code 418*) is provided for entering Tip's in register mode. If your application is set for "Fine Dining" you must place the MPP TIP function on the keyboard. The MPP TIP key can be set to require manager approval for tip entry if desired.

The MPP TIP key allows you to enter gratuities without having to turn the mode lock to the Z position. Refer to "TIP (Gratuity) Entry" on page 37 for the TIP entry operation.

Note: MPP TIP operation is performed outside a transaction.

1. From the **PGM** control lock position menu, press **5** for **FUNCTION KEY**. The **FUNCTION KEY PROGRAM** screen displays:
2. Press the Datatran Tip function key to view the associated function key options:



3. Select **Y** (YES) or **N** (NO) for manager control.
4. Set **Y** (YES) for the "SEND TO EFT" option.
5. Press the **CASH** key to finalize and then press **CLEAR** return to the main **PROGRAM MODE** screen.

Note: If updating from the mBox to the SmartECR, do not load back the function key program area; The Function key file has changed. If you do load back function keys, you will need to go back and reprogram the descriptor for the MPP TIP function.

See "Restore Program from the SD Card" on page 16 for details.

Integrated Payment Operations

Daily Procedures

Sample Transaction

Close the previous day's batch before registering sales for the new day. When the previous day's batch is closed. A new batch is automatically opened for the next day.

1. Register a normal transaction. Press the appropriate **CHARGE** key. The message "WAITING FOR EFT" displays.
2. At the Sterling SmartECR terminal the message displays:

SALE	
	\$ 2 . 0 0
CONFIRM?	
NO	YES

3. Press the button under **YES** on the SmartECR terminal keypad to accept the amount; or press the button under the **NO** to cancel.
4. At the SmartECR terminal: the display shows **INSERT /TAP /SWIPE**. Insert the **EMV CARD** on the SmartECR terminal device. The SmartECR terminal will display "IC CARD ICC PROCESSING", then "COMMUNICATION CONNECTING", and then "EMV COMPLETE PLS REMOVE CARD".
5. Remove the card from the SmartECR terminal.
6. At the register, the message "PRESS CASH TO CONTINUE" will display.
7. Press **CASH**. The receipt and card draft are printed.
8. If multiple documents are to be printed, the message "PRESS CASH TO CONTINUE" displays. Tear off the printer paper, and press **CASH** to resume printing.

Sample Draft

Approval Code →

```
DATE 11/07/2017 TUE TIME 11:39

CREDIT SALE                $2.00
Taxd Sale : 2.00
TaxAmount : 0.00

-----
XXXXXXXXXXXX6781

APP CODE : 098008
INVOICE NUM :                140844
ENTRY METHOD:Insert          AVS:  N
TX ID   : 107821            CVD:  N

I agree to pay above total
amount according to card
issuer agreement
(Merchant agreement if credit
voucher

X_____

APP LABEL : VISA CREDIT
AID : A0000000031010
TVR : 4280008000
TSI : E800

MERCHANT COPY

-----
CLERK 1                000054  00000
```

← *Invoice Number*

Sample Draft – With Gratuity

To print the tip entry line, see System Option Programming page #23 and select “Y” for “EFT Draft is Fine Dining”.

(Note: See “Tip (Gratuity) Entry” on page 37 if it is necessary to enter a tip amount.)

DATE	11/07/2017 TUE	TIME	11:39
CREDIT SALE			\$2.00
Taxd Sale :	2.00		
TaxAmount :	0.00		

XXXXXXXXXXXX6781			
APP CODE :	098008		
INVOICE NUM :		140844	
ENTRY METHOD:	Insert	AVS:	N
TX ID :	107821	CVD:	N
TIP	_____		
-	_____		
TOTAL	_____		
I agree to pay above total amount according to card issuer agreement (Merchant agreement if credit voucher			
X	_____		

APP LABEL :	VISA CREDIT		
AID :	A000000031010		
TVR :	4280008000		
TSI :	E800		
MERCHANT COPY			

CLERK 1	000054	00000	

Sample Debit Transaction

1. Register a normal transaction. Press the appropriate **CHARGE** key (with debit function.) The message ‘SLIDE CARD’ displays:
2. Swipe the card. The message “WAITING RESP.” displays. (At the PIN pad, the ENTER PIN message displays.)
3. At the PIN pad, enter the PIN and press the ↵ (**ENTER**) key. The register displays “WAITING RESP.” until the card verification is completed.
4. When verification is complete, the draft is printed. The transaction is complete, and the register is ready for the next operation.

Note: If multiple documents are to be printed, the message “PRESS CASH KEY” displays. Tear off the printer paper, and press **CASH/TEND** to resume printing, or press **CLEAR** to continue without printing the next document.

Sample Receipt

```

DATE 11/14/2017 TUE   TIME 08:46

COFFEE T1              $5.00
TAX1                   $0.38
TOTAL                  $5.38
CHARGE2                $5.38
-----
DEBIT SALE             $5.38

TAXd Sale : 5.00
TaxAmount : 0.38
XXXXXXXXXXXX6781
APP CODE : 098020
INVOICE NUM :          40846
ENTRY METHOD:Swipe     AVS: N
TX ID  107841         CVD: N

                        CUSTOMER COPY

-----
ANNIE                  000046  00000
  
```

Sample Draft

```

DATE 11/14/2017 TUE   TIME 08:46

DEBIT SALE              $5.38
Taxd Sale : 5.00
TaxAmount : 0.38

-----
XXXXXXXXXXXX6781
APP CODE : 098020
INVOICE NUM :          40846
ENTRY METHOD:Swipe     AVS: N
TX ID  107841         CVD: N

                        MERCHANT COPY

-----
ANNIE                  000046  00000
  
```

Sample Debit Transaction with Cash Back

If the 'Debit Cash Back' option on P23 of the System Options on the ECR is set to "Y", cash back can be issued from a debit card transaction.

1. Register a normal transaction. Press the appropriate **CHARGE** key (with debit function.) The message 'SLIDE CARD' displays:
2. Swipe the card. The message "ENTER CASHBACK" displays on the PIN pad.
3. At the PIN pad, enter the cash back amount in whole dollars (for example enter 10 for \$10.00) and press the ↵ (**ENTER**) key. Cash back will be shown as change. The total of the sale and the cash back amount will display.
4. At the PIN pad, enter the PIN and press the ↵ (**ENTER**) key. The register displays "WAITING RESP." until the card verification is completed.
5. When verification is complete, the draft is printed. The transaction is complete and the register is ready for the next operation.

Note: If multiple documents are to be printed, the message "PRESS CASH KEY" displays. Tear off the printer paper, and press CASH/TEND to resume printing, or press CLEAR to continue without printing the next document.

Sample Receipt

```

DATE 11/16/2017 THU   TIME 13:48

PLUI T1                $1.00
TOTAL                  $1.00
CASH BACK              $5.00
CHARGE2                $6.00
-----
DEBIT SALE             $6.00

Taxd Sale : 1.00
TaxAmount : 0.00
XXXXXXXXXXXX6781
APP CODE : 095094
INVOICE NUM :          101752
ENTRY METHOD:Swipe     AVS:  N
TX ID   109321         CVD:  N

                                CUSTOMER COPY

-----
ANNIE                   000018  00000
  
```

Sample Draft

```

DATE 11/16/2017 THU   TIME 13:48

DEBIT SALE              $6.00
TAXd Sale : 1.00
TaxAmount : 0.00

-----
XXXXXXXXXXXX6781

APP CODE : 095094
INVOICE NUM :          101752
ENTRY METHOD:Swipe     AVS:  N
TX ID   : 109321      CVD:  N
Cash Back : $5.00

                                MERCHANT COPY

-----
ANNIE                   000018  00000
  
```

Gift Card Operations

Sale of Gift Card

Use this procedure to add value to a new or existing gift card:

1. Register the gift card amount into a PLU linked to a unique PLU Group with the gift card add value function.
2. Immediately after the PLU is registered, the message "SLIDE GIFT CARD" displays.
3. Swipe the gift card. The terminal displays "WAITING RESP." until the card is activated with the proper amount. *The draft is not printed until the sale is completed.*
4. If necessary, continue to register additional items or gift cards in the same transaction. Up to five gift cards may be sold in the same transaction.
5. When activation is complete, the receipt and the draft(s) are printed.

Sample Draft

```
DATE 11/14/2017 TUE TIME 14:29
PLU100 $15.00
TOTAL $15.00
CHARGE1 $15.00
-----
CREDIT SALE $15.00

Taxed Sale : 15.00
TaxAmount : 0.00
XXXXXXXXXXXX0319
APP CODE : 025200
INVOICE NUM : 292923
ENTRY METHOD:ContactlessAVS: N
TAX ID 111341 CVD: N

APP LABEL : MASTERCARD
AID: A0000000041010
TVR: 000008000
TSI: 8000

CUSTOMER COPY

-----
CLERK 1 001329 00000
```

```
DATE 11/14/2017 TUE TIME 14:29
GIFT ADD VALUE $15.00
-----
XXXXXXXXXXXX5276

APP CODE : 682930
TX ID : 111341 CVD: N
BALANCE : 99.40

CLERK 1 000053 00000
```

```
DATE 11/14/2017 TUE TIME 14:29
CREDIT SALE $15.00
Taxed Sale : 15.00
TaxAmount : 0.00
-----
XXXXXXXXXXXX0319

APP CODE : 025200
INVOICE NUM : 292923
ENTRY METHOD:ContactlessAVS: N
TX ID 111341 CVD: N

No Cardholder Verification
Required

APP LABEL : MASTERCARD
AID: A0000000041010
TVR: 000008000
TSI: 8000

MERCHANT COPY

-----
CLERK 1 001329 00000
```

Payment with Gift Card

Note: If the option 'Gift Card Cash Out' in the P-Mode System Options, page 23 = Yes, then the remaining amount of the gift card balance will be given as change.

1. Register a normal transaction.
2. Press the appropriate **CHARGE** key (with GIFT function). The message "SLIDE GIFT CARD" displays.
3. Swipe the gift card. The terminal displays "WAITING RESP." until the card verification is complete.
4. If the gift card balance is sufficient to pay the entire transaction, the receipt and the draft are printed when verification is complete.

If the gift card balance is insufficient to pay the entire transactions (gift card under tenders are allowed with the appropriate program settings) the draft will print and the register will display the balance still due. The transaction will finalize and the receipt will print when the remaining sale balance is paid.

Sample Gift Card Receipt & Draft (Cash Out)

```
DATE 11/14/2017 TUE    TIME 08:52
COFFEE TL              $5.00
TAX1                   $0.38
TOTAL                  $5.38
CASHBACK              $19.62
CHARGE3                $5.38
-----
GIFT SALE              $25.00

Taxd Sale : 5.00
TaxAmount : 0.38
XXXXXXXXXXXX5276
APP CODE : 682932
INVOICE NUM :          40852
ENTRY METHOD:Swipe     AVS: N
TX ID 107921          CVD: N
BALANCE : 0.00

                                CUSTOMER COPY
-----
ANNIE                   000055 00000
```

```
DATE 11/14/2017 TUE    TIME 08:52
GIFT SALE              $5.38
Taxd Sale : 5.00
TaxAmount : 0.38
-----
XXXXXXXXXXXX5276
APP CODE : 682932
INVOICE NUM :          40852
ENTRY METHOD:Swipe     AVS: N
TX ID 107921          CVD: N
CASHBACK $19.62

                                MERCHANT COPY
-----
ANNIE                   000055 00000
```

Sample Gift Card Receipt & Draft (Cash Out Not Selected)

```

DATE 11/14/2017 TUE    TIME 18:50

PLU1 T1                $10.00
TOTAL                  $10.00
CHARGE3                $10.00
-----
GIFT SALE              $10.00

Taxd Sale : 10.00
TaxAmount : 0.00
XXXXXXXXXXXXX0973
APP CODE : 682931
INVOICE NUM :          40850
ENTRY METHOD:Swipe     AVS: N
TX ID 107921          CVD: N
BALANCE : 74.40

                                CUSTOMER COPY

-----
ANNIE                    000055 00000
    
```

```

DATE 11/14/2017 TUE    TIME 18:50

GIFT SALE              $10.00
Taxd Sale : 10.00
TaxAmount : 0.00

-----
XXXXXXXXXXXXX0973

APP CODE : 682931
INVOICE NUM :          40850
ENTRY METHOD:Swipe     AVS: N
TX ID 107921          CVD: N

                                MERCHANT COPY

-----
ANNIE                    000055 00000
    
```

Manual Card Entry

Manual card entry is allowed for credit and gift transactions; Manual card entry is not allowed for debit transactions.

1. Register a normal transaction. Press the appropriate **CHARGE** key. The message “WAITING FOR EFT” displays.
2. At the Sterling SmartECR terminal the message displays:

SALE	
	\$ 2 . 0 0
CONFIRM?	
NO	YES

3. Press the button under **YES** on the SmartECR Terminal keypad to accept the amount; or press the button under the **NO** to cancel.
4. At the SmartECR terminal: the display shows **INSERT /TAP /SWIPE**. Key in the card number and press **ENTER**.
5. For credit transactions, the message “ENTER EXPRY DATE MMY” displays. Enter the 4-digit expiration date and press **ENTER**.
6. If turned on in System Options, the message “ENTER CVV NO.” displays. Enter the 3 or 4-digit CVV number and press **ENTER**.
7. The message “ENTER THE ZIP NO.” displays. Enter the zip code for the cardholder’s billing address and press **ENTER**.
8. When verification is complete, the transaction processes and the draft is printed.

Note: If multiple documents are to be printed, the message “PRESS CASH KEY” displays. Tear off the printer paper, and press CASH/TEND to resume printing, or press CLEAR to continue without printing the next document.

Food Stamp/EBT Transactions

Food Stamp/EBT operations use a charge key set to SEND TO EFT and the selected card type set for 4: EBT.

1. Register a normal transaction with Food Stamp eligible items and Non-F.S. eligible items.
2. Press the appropriate **EBT CHARGE** key. The message “WAITING FOR EFT” displays.
3. At the Sterling SmartECR terminal the message displays:

SALE	
	\$ 8 . 0 0
CONFIRM?	
NO	YES

4. Press the button under **YES** on the SmartECR Terminal keypad to accept the amount; or press the button under the **NO** to cancel.
5. At the SmartECR terminal: the display shows SWIPE CARD. Swipe the card at the Pin-Pad. The EBT draft will print.
6. If Non-FS items were registered, tender the remaining sale with **CASH**, **CHECK**, or **CREDIT** as necessary. The transaction will finalize and finish printing the Customer Copy of the receipt.
7. At the register, the message “PRESS CASH TO CONTINUE” will display.
8. Press **CASH**. The merchant card draft is printed.
9. If multiple documents are to be printed, the message “PRESS CASH TO CONTINUE” displays. Tear off the printer paper, and press **CASH** to resume printing.

Sample EBT Receipt & Draft

```

DATE 07/18/2019 THU TIME 09:28

CHKN DINNER FT1          $8.00
TAX1                     $0.40
TOTAL                    $8.40
EBT F/S CHARGE           $8.00
F/S E-TAX 1              -0.40
-----
EBT SALE (FB)            $8.00
END BAL/FB               $76.00

Taxd Sale : 8.00
TaxAmount : 0.00
XXXXXXXXXXXXXXXXX2773
APP CODE : 094345
INVOICE NUM :             272805
TRACE NUM :               00274150
ENTRY METHOD Swipe
TX ID : 103761

                                CUSTOMER COPY

-----
CLERK 1          No. 000023    00000
    
```

```

DATE 07/18/2019 THU TIME 09:28

EBT SALE (FB)            $8.00

TAXD SALE : 8.00
TAXAMOUNT : 0.00

-----
XXXXXXXXXXXXXXXXX2773

APP CODE : 094345
INVOICE NUM :             272805
TRACE NUM :               00274150
ENTRY METHOD SWIPE
TX ID : 103761

                                MERCHANT COPY

-----
CLERK 1 NO. 000023 00000
    
```

Merchandise Return

Complete the merchandise return transaction as you would a normal transaction. Remember to press MDSE RETURN key prior to entering each returned item.

1. Press the “**MDSE RETURN**” function key.
2. Register a normal transaction. Press the appropriate “**CHARGE**” key.
3. The SmartECR terminal displays:

REFUND	
	\$ 2 . 0 0
CONFIRM?	
NO	YES

4. Press the button under **YES** on the SmartECR terminal keypad to accept the amount; or press the button under the **NO** to cancel.
5. At the SmartECR terminal: the display shows **PLS SWIPE CARD**. Swipe the EMV card on the SmartECR terminal device. The SmartECR terminal will display “**PROCESSING**”, then “**COMMUNICATING PROCESSING**”, and then “**TRANSACTION APPROVED**”.
6. The customer copy will print at the receipt printer.
7. At the register, the message “**PRESS CASH TO CONTINUE**” will display.
8. Press **CASH**. The merchant Copy of the receipt is printed.
9. If multiple documents are to be printed, the message “**PRESS CASH TO CONTINUE**” displays. Tear off the printer paper, and press **CASH** to resume printing.

Sample Merchandise Return Receipt & Draft

```

DATE 11/07/2017 TUE    TIME 08:53
RETURN*****
PLU1 T1                -15.00
TOTAL                  -15.00
CHARGE1                -15.00
-----
CREDIT REFUND          -15.00

Taxd Sale : -15.00
TaxAmount : 0.00
TaxCrdAmt : 0.00
XXXXXXXXXXXX6781
APP CODE :
INVOICE NUM :          140853
ENTRY METHOD:Swipe     AVS: N
TX ID  104331         CVD: N

                                CUSTOMER COPY
-----
ANNIE                    000055  00000
    
```

```

DATE 11/07/2017 TUE    TIME 08:54
CREDIT REFUND          -15.00
Taxd Sale : -15.00
TaxAmount : 0.00
TaxCrdAmt : 0.00
-----
XXXXXXXXXXXX6781
APP CODE :
INVOICE NUM :          140853
ENTRY METHOD:Swipe     AVS: N
TX ID  : 104331       CVD: N

                                MERCHANT COPY
-----
ANNIE                    000055  00000
    
```

Void Transaction

Transaction Void allows a transaction to be removed from the batch and not reported to the cardholder statement. You will need the original receipt, with the transaction ID number (shown as “TX ID”) to complete the void transaction. See the sample draft on page 23.

1. Turn the key lock to the **VOID** position.
2. Register a normal transaction.
3. Press the appropriate **CHARGE** key.
4. The ECR displays: “ENTER TXID”; Enter the six-digit TX ID from the transaction to be voided; press **CASH**.
5. The SmartECR terminal displays:

VOID	
	\$ 25 . 00
CONFIRM?	
NO	YES

6. Press the button under **YES** on the SmartECR terminal keypad to accept the amount; or press the button under the **NO** to cancel.
7. The SmartECR terminal device displays the message “PLS SWIPE CARD” displays; Swipe the card on the SmartECR terminal device.
8. The SmartECR terminal displays “PROCESSING” and then “TRANSACTION APPROVED”. The transaction is found and the original record removed.
9. The customer copy will print at the receipt printer.
10. At the register, the message “PRESS CASH TO CONTINUE” will display. Press **CASH**; the merchant Copy of the receipt is printed.
11. If multiple documents are to be printed, the message “PRESS CASH TO CONTINUE” displays. Tear off the printer paper, and press **CASH** to resume printing.

Sample Void Transaction Receipt & Draft

```

DATE 11/07/2017 TUE    TIME 08:54

VOID MODE *****
PLUI T1                -25.00
TOTAL                 -25.00
CHARGE1               -25.00
-----
CREDIT VOID           -25.00

XXXXXXXXXXXX6781
APP CODE :
INVOICE NUM :          140854
ENTRY METHOD:Swipe     AVS:  N
TX ID  107941         CVD:  N

                                CUSTOMER COPY

-----
ANNIE                   000057  00000
    
```

```

DATE 09/14/2017 TUE    TIME 08:54

CREDIT VOID           -25.00
Taxd Sale : -25.00

-----
XXXXXXXXXXXX567881973

APP CODE : 098066
INVOICE NUM :          140854
ENTRY METHOD:Swipe     AVS:  N
TX ID   : 107941       CVD:  N

                                MERCHANT COPY

-----
ANNIE                   000057  00000
    
```

Tip (Gratuity) Entry

Gratuities (tips) indicated by the customer on the payment draft must be entered into the ECR before the batch is closed. TIP's can be entered from the register mode using the MPP TIP key or from the "Z" position using the TIP command. After entry, the transaction total in the batch is adjusted to reflect the original transaction amount plus the tip.

Notes:

Tip amounts added here are added to the 'TIP' total on the Financial and Clerk reports of the SPS-300 Series.

Tips cannot be added to completed debit or gift transactions. (*Debit transactions are immediately deducted from the customer account; Gift transactions are immediately deducted from the card balance.*)

Best Practice Recommendation

The tip chit is normally kept by the server. If cash is removed from the cash drawer to pay the tip amount to the server, the amount of the tip must be recorded using the "Paid Out" function of the SPS-300 Series. If the tip paid out is not recorded, the drawer will not balance.

Tip Entry Procedure

1. In the **REG** mode; Press **MPP TIP** key on the keyboard or turn the key lock to the **Z** position; Press **00** for the **MPP FUNCTION**. Enter **700** and press **CASH**. The message "TIP AMOUNT" displays.

Alternately, the TIP ENTRY can be set in a Macro function key;
set to press: **00** (*to select MPP TIP function*) and then enter **700 CASH**.

```
MPP FUNCTION  
  
COMMAND : 700-709,713,777  
          < COMMAND + 'CASH' >  
  
EXIT : 'CLEAR'  
HELP : 999 + 'CASH'  
  
0 ←
```

2. At the message "TIP AMOUNT", Enter the tip amount without decimals (for example enter 1050 for \$10.50) and press **CASH/TEND**.
3. At the message "ENTER TXID", enter the TAX ID and press **CASH/TEND**.
4. At the message "ORIGTRAN AMOUNT", enter the original transaction amount and press **CASH/TEND**.
5. If the record number and transaction number are valid, the tip amount is entered in the batch and a tip entry chit prints as shown below.

Sample Tip Chit:

DATE 09/14/2017 TUE	TIME 08:56
SALE AMOUNT :	\$50.00
TIP AMOUNT :	\$5.00
TX ID :	107951
ANNIE	NO.000052 00000

Reset Mode Procedures

Sterling SmartECR terminal functions are accessed from the Reset Report menu:

1. Turn the control lock to the Clear Totals position to display the **RESET REPORT MODE** menu:

```
RESET REPORT MODE      ↓
0.Z REPORTS
1.RESET E.J.
2.PC COMMUNICATION
3.MIX & MATCH PROGRAM
4.MIX & MATCH SCAN
5.PLU LOOKUP PROGRAM
6.AGE VERIFICATION
```

2. Press **PAGE DOWN** to view the remaining Reset Mode options:

```
RESET REPORT MODE      ↑
7.RESET NOT FOUND PLU
00.MPP FUNCTION
```

3. Press **00** to access the **MPP FUNCTION** menu:

```
MPP FUNCTION

COMMAND : 700-709,713,777
        < COMMAND + 'CASH' >

EXIT : 'CLEAR'
HELP : 999 + 'CASH'

                                0←
```

4. Enter a command from the table below and press the CASH key, or Enter 999 and press the CASH key to print the MPP command list, or If you are selecting Reports (703) or Diagnostics (713) enter the code representing the specific report or function you wish to perform.
5. Press **CLEAR** to exit this screen and return to the Reset Report Menu.

```

MPP FUNCTION

COMMAND : 700-709, 713, 777
          < COMMAND + 'CASH' >

EXIT : 'CLEAR'
HELP : 999 + 'CASH'

                                0 ←
```

Sterling MPP Command List

Function	Procedure
TIP Command	Z-Mode: Enter 700 , press CASH
Batch Close with Debit (closes batch and/or initiates polling)	Z-Mode: Enter 702 , press CASH
Reports:	Z-Mode: Enter 703 , press CASH Enter “ 0 ” then press CASH = Summary Report Enter “ 1 ” then press CASH = Detail Report Enter “ 2 ” then press CASH = Clerk/Cashier Report Enter “ 3 ” then press CASH = Unadjusted TIP Report
Reset Modem	Z-Mode: Enter 704 , press CASH
Reset PIN Pad	Z-Mode: Enter 705 , press CASH
Voice Auth	Z-Mode: Enter 706 , press CASH
Credit Card Status Check	Z-Mode: Enter 707 , press CASH
Prepaid Card Balance	Z-Mode: Enter 708 , press CASH
Request UID	Z-Mode: Enter 709 , press CASH
Diagnostics:	Z-Mode: Enter 713 , press CASH Enter “ 0 ” then press CASH – Menu Enter “ 1 ” then press CASH – Connectivity Test Enter “ 2 ” then press CASH – UID Information
Input Serial Number	Z-Mode: Enter 777 , press CASH Enter “ ECR Serial Number ” then press CASH

Sterling SmartECR terminal Function Table Notes

Tip

See “Tip Entry Procedure” on page 37.

Batch Close/Batch Close with Debit

Performing these procedures will also send data to the host.

Close Batch will also send clear command to clear the ECR Financial Report.

Report Samples

SUMMARY REPORT	
TID 001	
09/14/2017 TUE	10:45:12

SALE	\$450.45
DEBIT SALE	\$124.17
RETURN	\$ 0.00
Transaction Count 19	
Total Amount	\$574.62
Total Tips	\$ 0.00
Total Cashback	\$ 0.00
Surcharge	\$ 0.00

DETAIL REPORT	
TID 001	
09/14/2017 TUE	10:45:43

SALE	\$450.45
DEBIT SALE	\$124.17
RETURN	\$ 0.00
Transaction Count 19	
Total Amount	\$574.62
Total Tips	\$ 0.00
Total Cashback	\$ 0.00
Surcharge	\$ 0.00

CASHIER TOTALS REPORT	
TID 001	
09/14/2017 TUE	10:46:04

CASHIER # : 1	
SALE	\$450.45
DEBIT SALE	\$124.17
RETURN	\$ 0.00
Transaction Count 19	
Total Amount	\$574.62
Total Tips	\$ 0.00
Total Cashback	\$ 0.00
Surcharge	\$ 0.00

Voice Authorization

1. Turn the key lock to the **Z** position, press **00** to select MPP function and then enter **706 CASH**. The tip amount displays.
2. The display will prompt for entries in the following sequence:
 - ENTER ACCT NO
 - ENTER EXP DATE
 - ENTER CVD NO.
 - ENTER ZIP NO
 - ORIG TRAN AMOUNT
 - ENTER APP CODE
3. Enter data for each step as prompted and press the **CASH/TEND** key after each entry. The receipt will print as in the example below:

```
DATE 09/14/2017 TUE   TIME 10:56
VOICE AUTHORIZATION
                               $10.00
-----
XXXXXXXXXXXX6781
TX ID   : 107971          CVD: Y
APP CODE : 123456
INVOICE NUM :           41056

ANNIE                      000073 00000
```

Input Serial Number

The serial number of the register must be entered for security purposes.

1. Turn the control lock to the **Z** position to display the **RESET REPORT MODE** menu.
2. Press **PAGE DOWN** to view the remaining Reset Mode options and then Press **00** to access the **MPP FUNCTION** menu.
3. Enter **777** and press the **CASH** key. The screen will display **“Input S/N”**.
4. Enter the 10-character serial number. If the serial number contains alpha characters, enter those characters using the alpha entry method set for your register, either alpha overlay or character codes. (You must use character codes on the 21-PLU raised-key model.) Remember, if you are entering via the Descriptor Code Method, you must press the decimal key after each 2-digit character code. Press the **CASH** key to finalize the serial number entry. The register returns to the **RESET REPORT MODE** menu screen.

Manual Revision Record

Edition	Date published	Revision contents
Preliminary	11/7/2017	Initial release
v1.0	11/8/2017	Updated Sterling Command List
v1.1	11/20/2017	Updated sample EFT Drafts for Debit/Gift
v1.2	1/18/2018	Added TIP function
v1.3	2/26/2018	Updated Manual Card Entry
v1.4	4/10/2018	Corrected MPP command list
v1.5	7/24/2018	Added Flash ROM Update information
v1.6	8/2/2018	Added cross-references; Updated: MPP TIP/TIP Entry operation
v1.7	3/22/2019	Corrected descriptor code entry method 2-digit Added Charge Key and RS232 programming
v1.8	3/16/2020	Added Food Stamp/EBT operation; corrected Charge key program
v1.9	8/13/2020	Configuration diagrams;
v1.10	11/24/2020	Corrected RS-232 settings
v1.11	3/25/2021	Updated System Option Definitions, Print Option Definitions

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(All specifications are subject to change without notice)

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