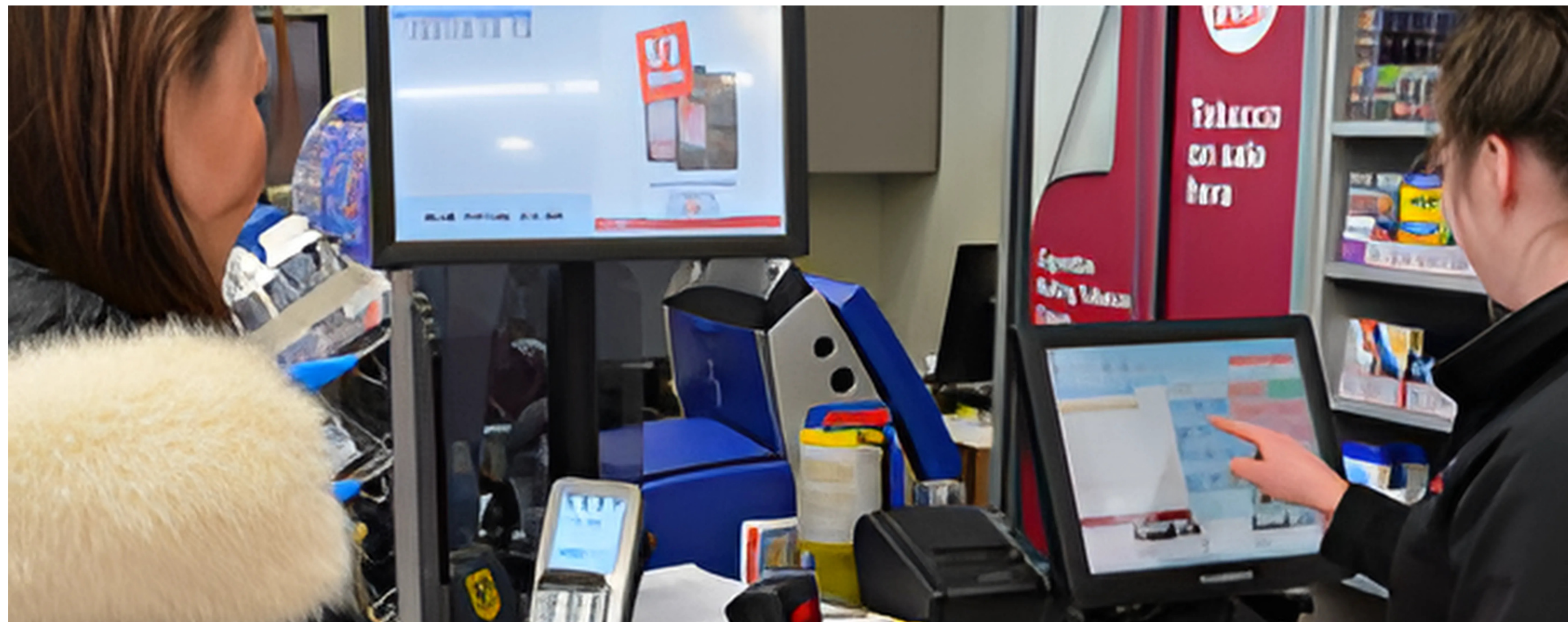




POINT OF SALE TRAINING MANUAL



Important aspects to remember regarding – POS PAY IN

- Ask the cardholder if the card is registered.
- Follow the steps as outlined for PAY IN option.
- A supervisor must authorise and oversee this process, by scanning their barcoded tag and by making sure the relevant CASH amount is deposited.
- Make sure you have collected the exact value in CASH, in line with what you entered on the POS.
- When the till pops open immediately place the value in cash into the register.
- Close the register and complete the Pay In process.
- Please make sure you issue the deposit receipt to the cardholder and advise that the receipt must be retained as proof of deposit.
- If error 55 occurs, where the terminal displays an incorrect pin. Either the customer has forgotten their pin and must perform a pin change, POS terminal must be restarted OR reattempt the transaction.

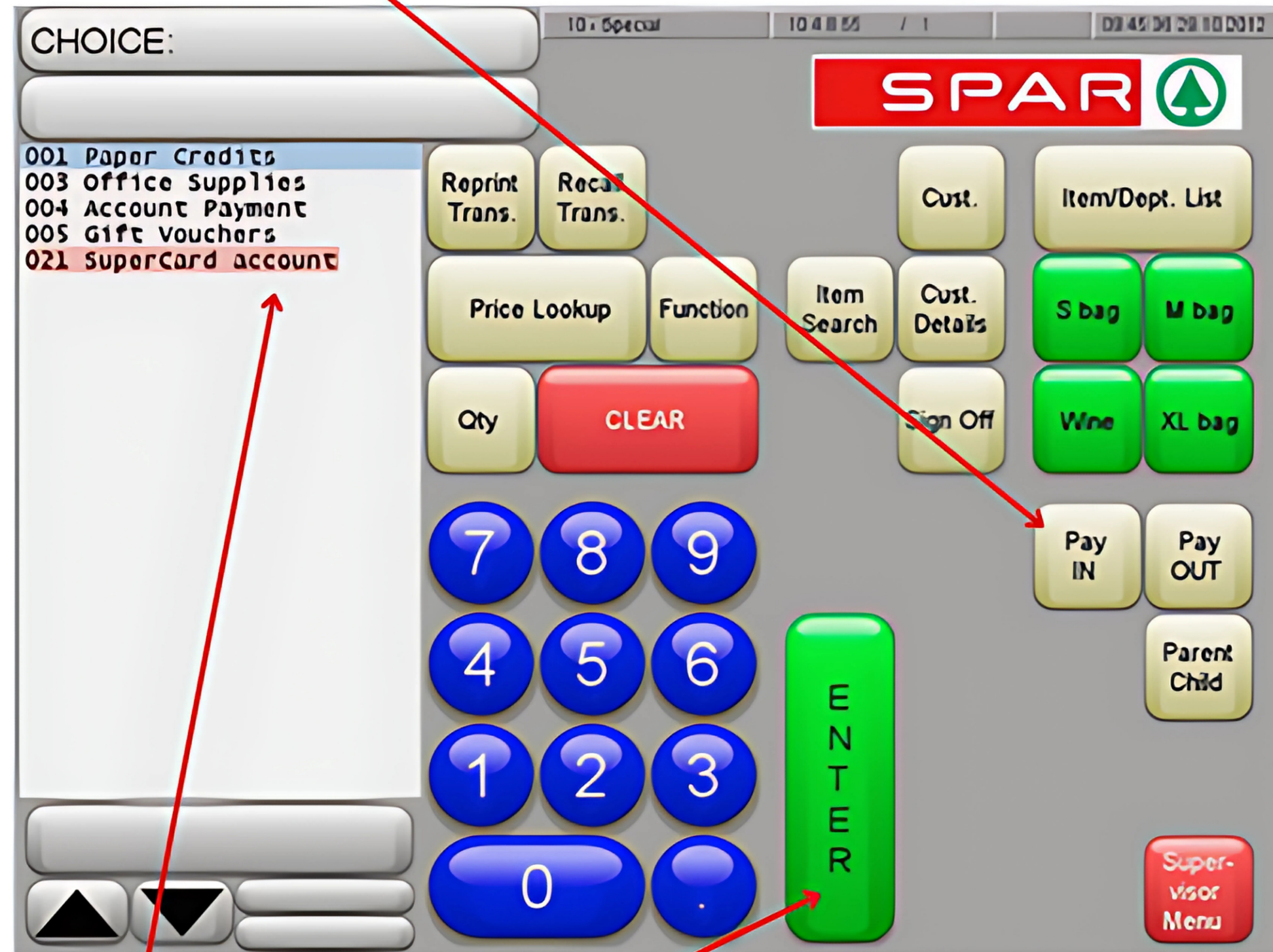
POINT OF SALE

PAY IN

STEP 1

1. Click on "PAY IN"
2. Enter "21"
3. Click on "Enter"

1. Click on "PAY IN"



2. Enter "21"

3. Click on "Enter"

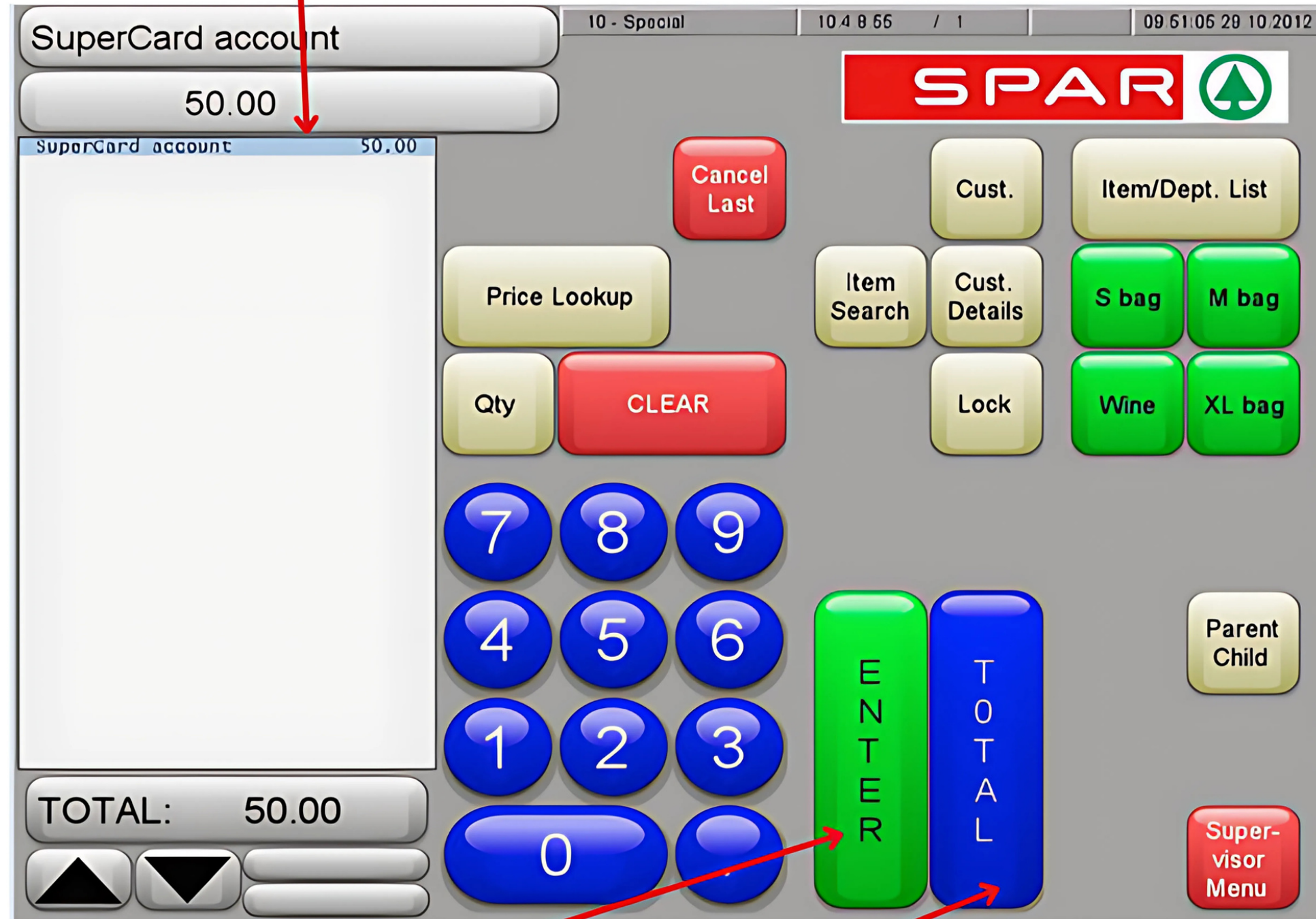
POINT OF SALE

PAY IN

STEP 2

1. Enter Amount
2. Click on "ENTER"
3. Swipe the SuperCard
4. Cardholder must enter their PIN
5. Click on "TOTAL"

1. Enter Amount



The screenshot shows the SPAR POS system interface. At the top, there's a status bar with '10 - Special', '10.4 8 55 / 1', and '09.05.2012 20:10'. Below this, a 'SuperCard account' field displays '50.00'. A red arrow points to this field from the instruction '1. Enter Amount'. To the right of the account field is a red 'SPAR' logo with a green tree icon. Below the logo are several buttons: 'Cancel Last' (red), 'Cust.' (yellow), 'Item/Dept. List' (yellow), 'Price Lookup' (yellow), 'Item Search' (yellow), 'Cust. Details' (yellow), 'Lock' (yellow), 'S bag' (green), 'M bag' (green), 'Wine' (green), and 'XL bag' (green). A numeric keypad with blue buttons (0-9) and a red 'CLEAR' button is visible. To the right of the keypad are two large vertical buttons: a green 'ENTER' button and a blue 'TOTAL' button. Red arrows point from the instructions '2. Click on "ENTER"' and '4. Click on "Total"' to these buttons respectively. At the bottom left, a 'TOTAL: 50.00' field is shown. To the right of the keypad are two more buttons: 'Parent Child' (yellow) and 'Super-visor Menu' (red).

2. Click on "ENTER"

3. Swipe the Card

4. Click on "Total"

POINT OF SALE

PAY IN

STEP 3

1. Click on Cash
2. Confirm with amount with the Cardholder
3. Click on "ENTER"
4. Click on "ENTER"

1. Click on "CASH"
2. Click on "ENTER"
3. Click on "ENTER"



Important aspects to remember regarding – PURCHASE

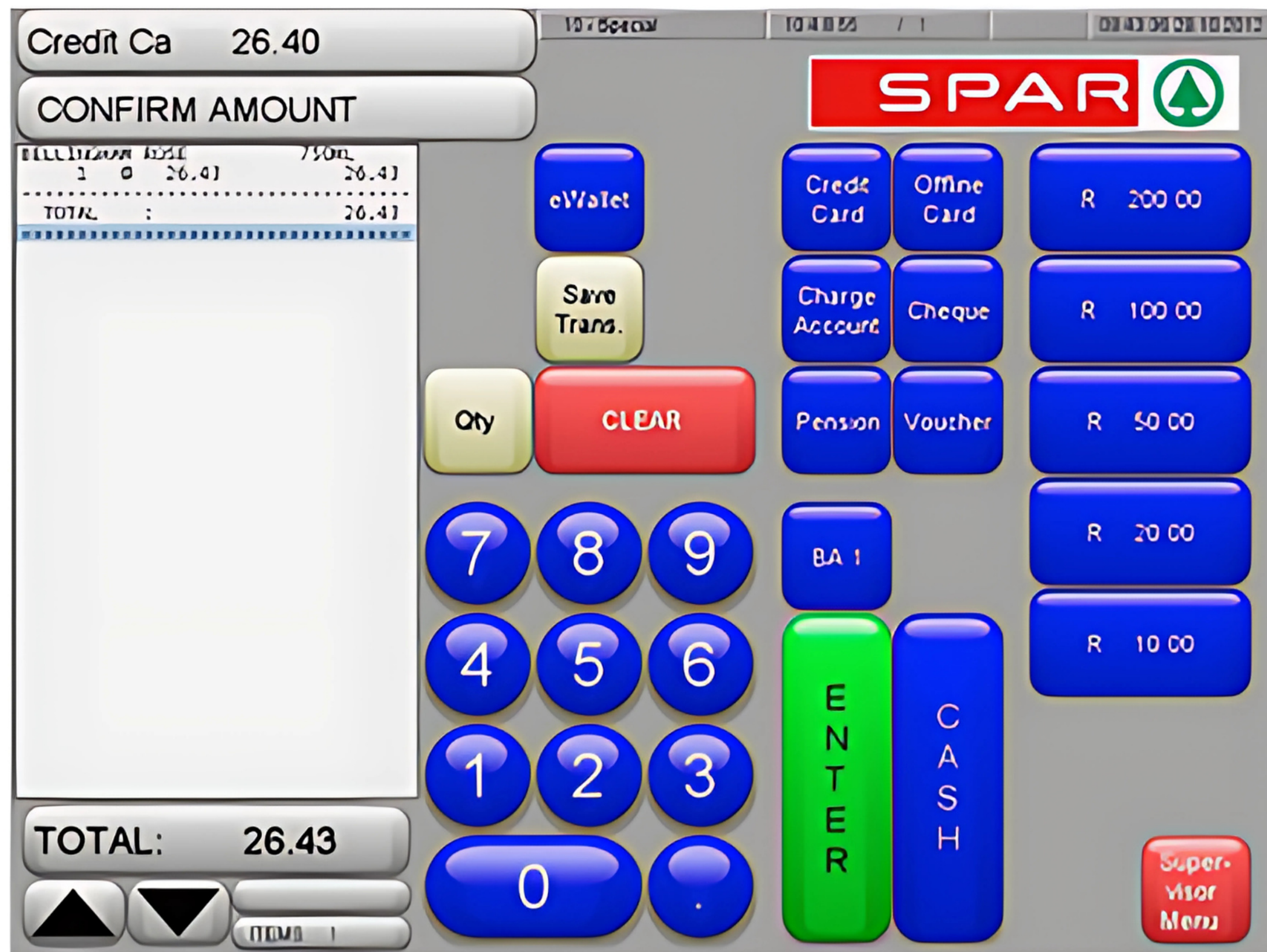
- Select Credit card and then the SuperCard option.
- Cardholder must swipe their card and enter their 4-digit pin number.
- The purchase will then be authorised or rejected, and a receipt will be produced. Please ensure the customer keeps their slip.

POINT OF SALE

PURCHASES

STEP 1

1. Scan Goods
2. Click on "ENTER"
3. Click on "Credit Card"
4. Select "SuperCard"

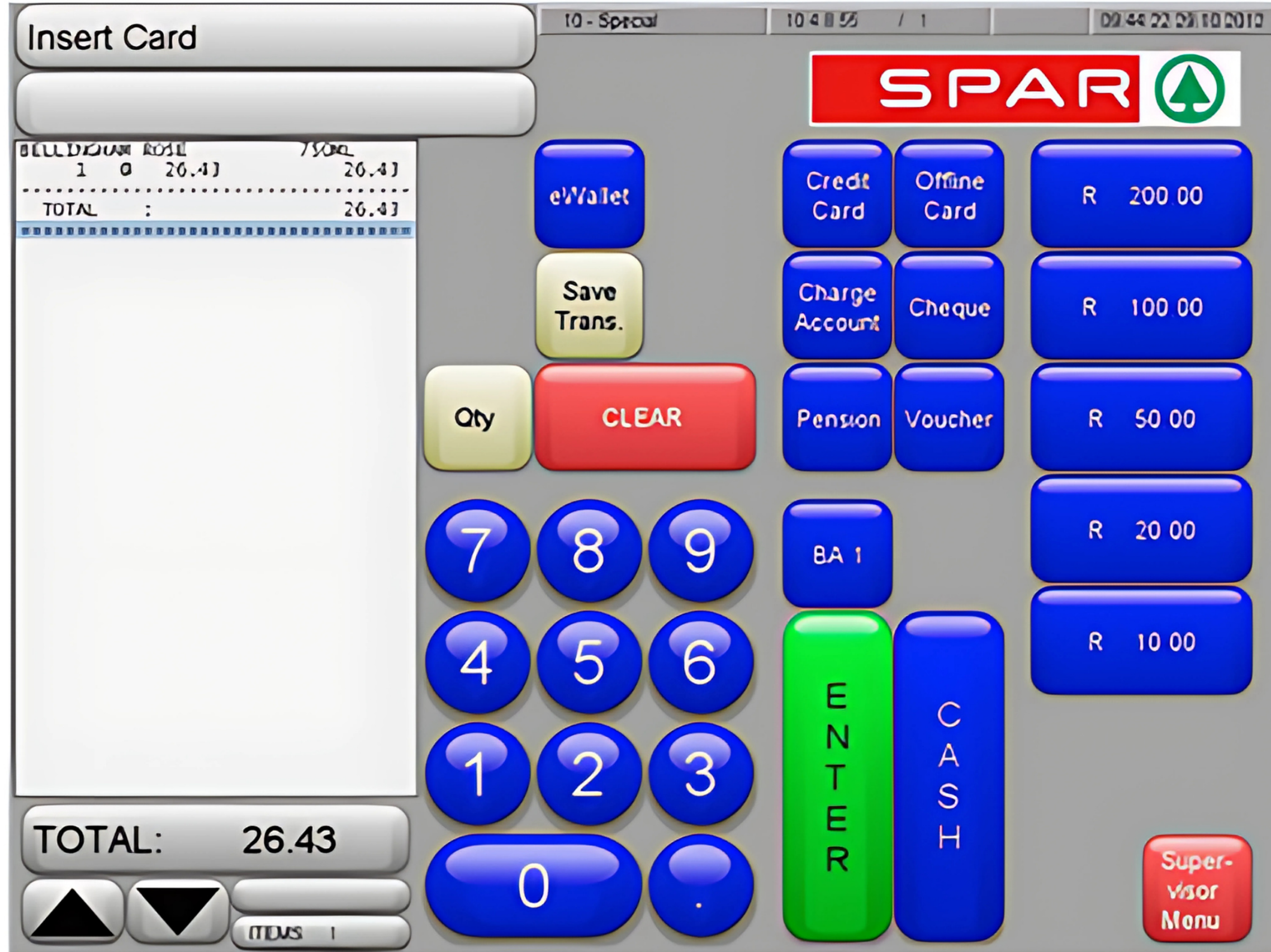


POINT OF SALE

PURCHASES

STEP 2

1. Swipe Card



The screenshot displays the SuperCard Point of Sale (POS) interface. At the top, a status bar shows '10 - Special', '10 4 55 / 1', and the date '02 44 22 03 10 2010'. Below this, a red 'SPAR' logo with a green tree icon is visible. The main screen is divided into several sections:

- Receipt Area (Left):** Displays a receipt for 'BELLINI ROSE 750ml' with a quantity of 1 and a price of 26.43. The total is 26.43.
- Payment Options (Right):** A grid of buttons for different payment methods: 'Credit Card', 'Offline Card', 'Charge Account', 'Cheque', 'Pension', 'Voucher', and 'e/Wallet'. Each option has a corresponding amount button (R 200 00, R 100 00, R 50 00, R 20 00, R 10 00).
- Keypad (Center):** A numeric keypad with buttons for digits 0-9, a decimal point, and a 'CLEAR' button. There are also buttons for 'Qty', 'Save Trans.', 'BA 1', 'ENTER', and 'CASH'.
- Bottom Bar:** A 'TOTAL: 26.43' button, a 'Supervisor Menu' button, and a 'ITEMS 1' button.

POINT OF SALE
PURCHASES

STEP 3

1. Wait For Authorisation

Obtaining Authorisation

BELLINGHAM ROSE /SONL
1 @ 26.43 26.43

TOTAL : 26.43

TOTAL: 26.43

▲ ▼

ITEMS 1

10 - Special10 4 8 55 / 109 44 53 29 10 2012

SPAR

eWallet

Save Trans.

Qty

CLEAR

789

456

123

0.

Credit Card

Charge Account

Pension

BA 1

ENTER

CASH

Offline Card

Cheque

Voucher

R 200.00

R 100.00

R 50.00

R 20.00

R 10.00

Super-visor Menu

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Important aspects to remember regarding – BALANCE ENQUIRY on the POS

- For convenience, cardholders can request a balance enquiry at the Point of Sale without making a purchase or a Pay In

To perform a balance enquiry

- Step 1: Select Function
- Step 2: select 055 – SuperCard Balance
- Step 3: Ask the cardholder to swipe their card and enter their pin.
- Step 4: A receipt will be printed at the POS for the cardholder's perusal, the cardholder must keep their balance slip.



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