NatPOS

Fresh Recall Transaction with CCTV

Version 1.0

Revision Record

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Table of Contents

Overview of natPOS Fresh - Recalling Transaction with CCTV

With a natPOS Fresh sale items can be added at several registers – you will have the ability to view the video for each item added to the sale provided there is a camera above the terminal where the item was registered.

Storage capacity of the CCTV system will control if the video is able to be recalled for the natPOS transaction – most will have around 7-14 days for CCTV recall.

Step 1 – Select any Vendor

For the fresh terminal to enable the Recall Transaction feature you first need to identify yourself to the system by providing your vendor code – like you would if you were serving a customer.

Note the vendor you choose does not need to be connected with the transaction you want to find.

Step 2 – Function Keys -> Recall Receipt (Lookup Transaction Window)

Figure 1 - Lookup Transaction – Providing Criteria for Lookup

1. Provide some basic search criteria (note that less details will give you more results).
2. If transaction was not paid for on this register OR was over 30 days ago use ‘Search from Server’. Otherwise use ‘Search’.

Step 3 – View Search Results & Select the Transaction

Once you have a selection – it is easier if you crop the image so all you see is your selection – this way you can make adjustments to its size if required.

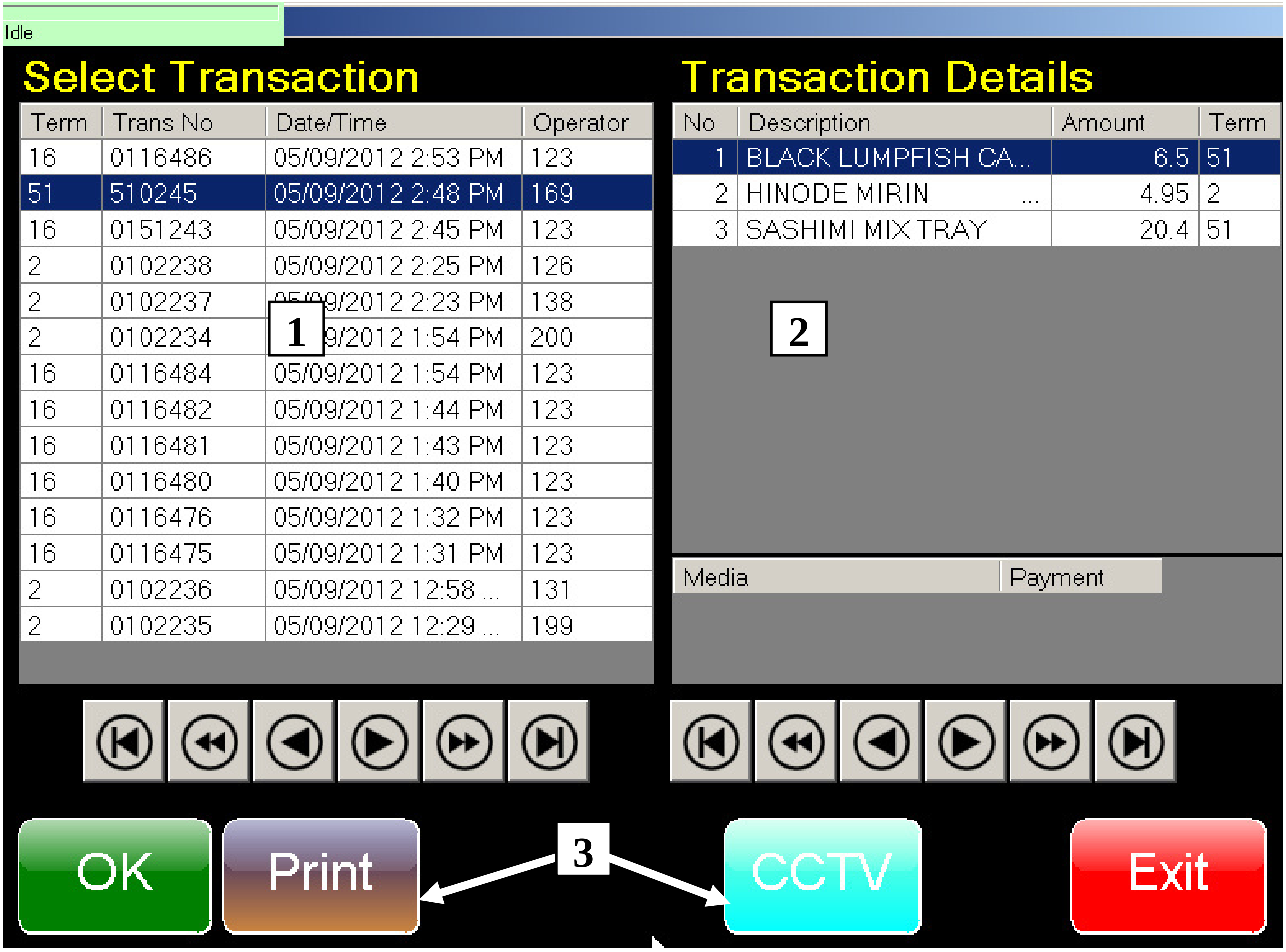

Figure 2 - Transaction Search Results – Select a Transaction

1. Touch / select a transaction you think is the one you are searching for
2. Check the transaction details to confirm if this is the correct transaction
3. Press Print to obtain a duplicate receipt or CCTV to bring up the CCTV footage for the transaction

Step 4 – Reviewing the recalled CCTV Footage

If footage is available you should be able to follow the instructions below to see & control the CCTV video playback

Figure 3 – Operator Screen Footage Playback & Controls

1. Video Area – Initially this will have a blank grid until you press 'Start Play' – if footage is available it will be displayed here shortly.
2. Start Play – Press this to start playback from the beginning.
3. Items List – to see the video for a specific item press on the item & then press 'Start Play'. Take note of the Term column as this will show you where an item was sold.
   If the items were not all added at the same term – then you will need to manually press on the items where the term number changes to view the video as the operator 'floats' between terminals.
4. Pause – Pausing playback is handy before using 'Show to Customer'.
5. Show to Customer – If you register has a full size customer display pressing this will move the video display area to the customer screen so they can watch playback.
   Press 'Resume' to continue playback from the paused position when you are ready.
6. CCTV Recording Date/Time & Camera Name Details