

Release notes

Checkout App v3

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Version log

Date	Description	Author	Comment
24.01.2024	Release note v3.0.0.0 published	L. Rambech	



Version 3.0.0

24. January 2024

1. Introduction

Extenda Retail is happy to announce that our new version of our Hii Retail Point Of Sale solution is ready for deployment. The new release is a main release introducing a lot of new features and improvements of the user interface and the usability of the application.

Highlights:

- The new Self Checkout (SCO) mode
- Advanced search for items capabilities
- New and more informative on-screen receipt layout for the cashiers
- Embedded web browser in the app which makes it possible for the cashier to open predefined web pages in the POS user interface, to e.g. check item details in the web shop or onboarding new members to the customer club
- Possibilities for custom color scheme and background picture in the POS and SCO
- Centralized configuration of all POS/SCO clients (no more local config file)

This document also describes prerequisites for upgrading from the previous version to the new version 3, including operational and technical changes that will affect existing environment and infrastructure.



2. News and improvements

This section describes the new features and improvements of existing features that are introduced in version 3. Instructions on how to activate and configure these features can be found in chapter 3.

2.1. Self Checkout

A new self checkout mode is now available. The self checkout can be activated automatically on dedicated workstations, or activated manually by the cashier from the regular POS. In this way, a checkout can be used combined as regular POS when manned, and as self checkout when unmanned.

2.1.1. Functional description

Enable SCO mode manually

To enable sco mode manually, the cashier just clicks the SELF button in the regular pos. If there is an active receipt, the receipt will appear also in sco mode

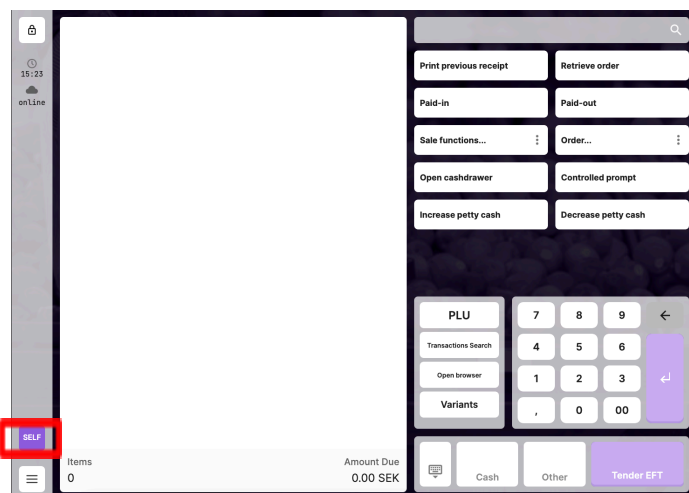
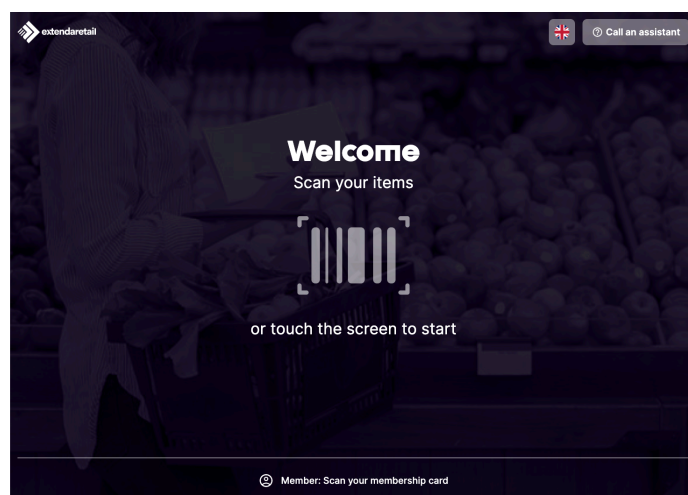


Fig.: Switch from POS to SCO mode

SCO welcome screen

From the SCO welcome screen, the customer can change the preferred language or call for assistance, which will send an event to the Attendant app, or change the color on the light tower (if connected).

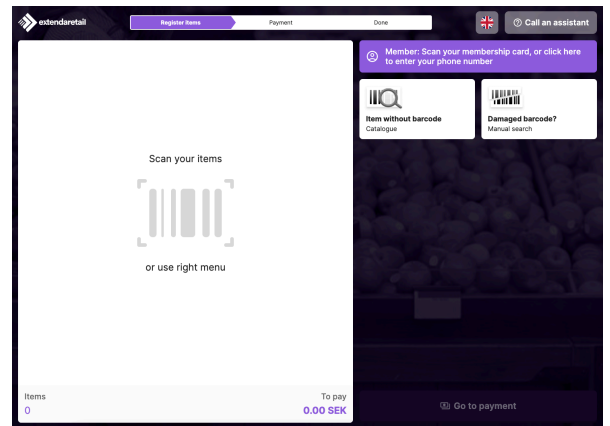
The background picture and color scheme for the SCO is configurable, and can be customized by retailer from the configuration portal.



SCO sale mode

In SCO mode, the customer can register their loyalty membership by either scanning their member card, or manually registering their member identifier (phone number, member number or email address) at any time during the sale process.

Call for assistance is also available during the sale process.



PLU list (Items without barcode)

The PLU list configuration and layout is shared between the regular POS and the SCO. The customer can either find the correct item by browsing the hierarchy, or by simply searching for the item within the PLU list.

Manual search (Broken barcode)

Manual search is for entering the barcode of an item manually in case the barcode is not scannable. To get a match, the customer must enter the full barcode.

Change language


The customer can change the language in the SCO by pressing the flag button and selecting the preferred language from the list.

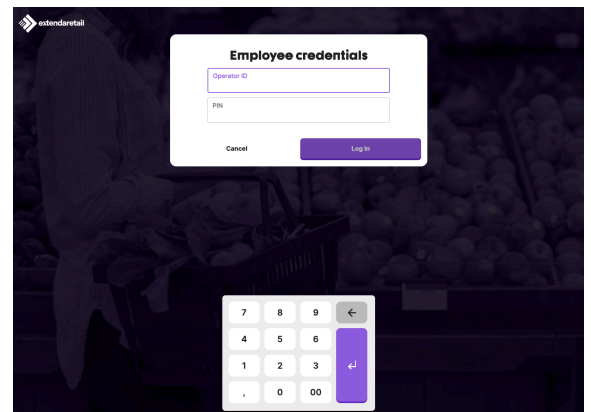


Attendant override

If there is any need of attendant assistance in the SCO (e.g. age verification, manual markdown etc.), the attendant needs to switch to POS mode by clicking the logo in the upper left corner. The attendant then needs to login. In POS mode, verification prompts will appear, and the attendant can perform necessary actions. When done, the attendant switches back to SCO mode again by pressing



The customer can then press  to continue the shopping process.



2.1.2. Configuration

For details about how to configure and set up the SCO, please read the configuration and migration documentation linked in chapter 3.



In the configuration document, you will see

- how to enable self checkout button in POS
- how to enable Call for assistance
- how to set up language options
- how to link Bag items in the bag menu when initiating the payment

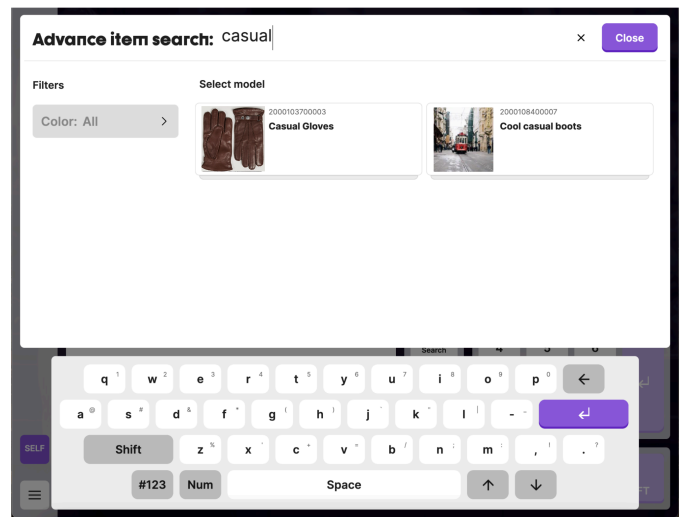
2.2. Advanced search - model/color/size

For retailers within sport and fashion that are using a model/color/size item structure, there is a new advanced search capability available in the pos. With this new search function, it is now possible to e.g. scan a specific variant, and see availability for other colors and sizes within the same model.

2.2.1. Functional description

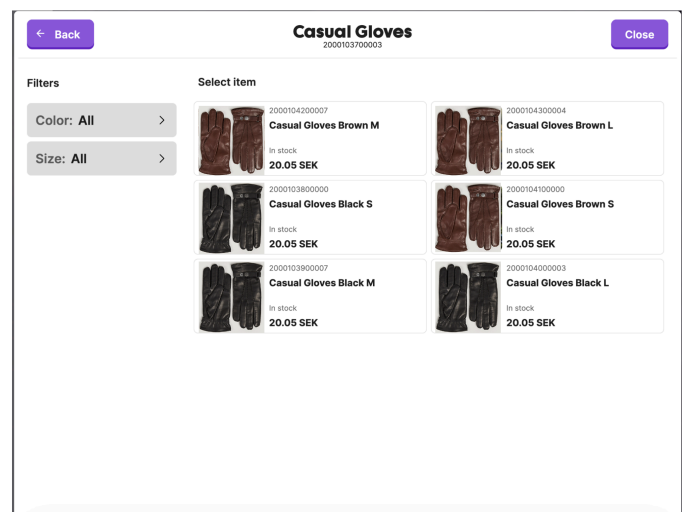
The new advanced search have support for:

- search for model items, drill down to sizes and colors for a chosen model
- search for all colors and sizes within a specific model item
- search for all variants within a model by scanning one of the variants
- filter search result by color and/or size



2.2.2. Prerequisites and configuration

For details about how to enable the advanced search in POS, please read the configuration and migration documentation linked in chapter 3.



2.3. Web browser in POS

It is now possible to access external web pages directly in the POS without the need of giving cashiers access to the desktop and browser like Google Chrome or Microsoft Edge. With predefined links, the cashier can access e.g. retailer's webshop to check detailed item information, or access onboarding site in the customer club, etc. For security reasons, the browser does not contain an address bar for manual input of URLs.

2.3.1. Functional description

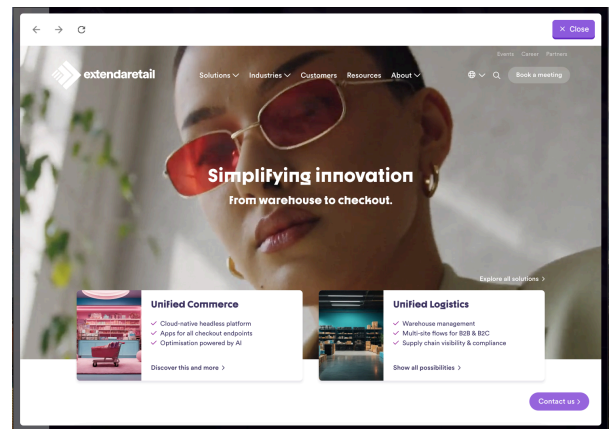
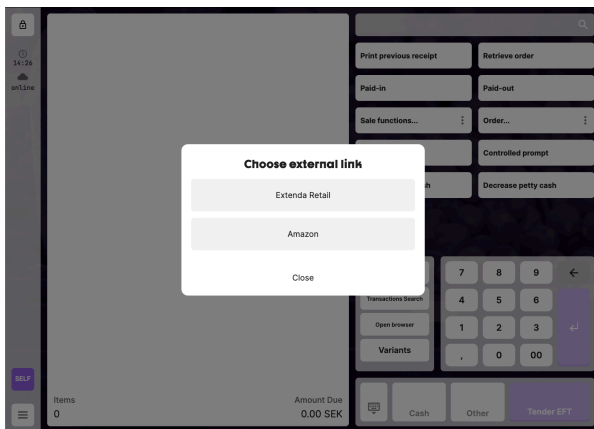
The browser support following features:

- Previous page
- Refresh page
- Close browser

If there is only one predefined URL in the list, the page will open automatically without presenting the list to the cashier.

2.3.2. Configuration

For details about how to set the predefined links in POS, please read the configuration document link in chapter 3.



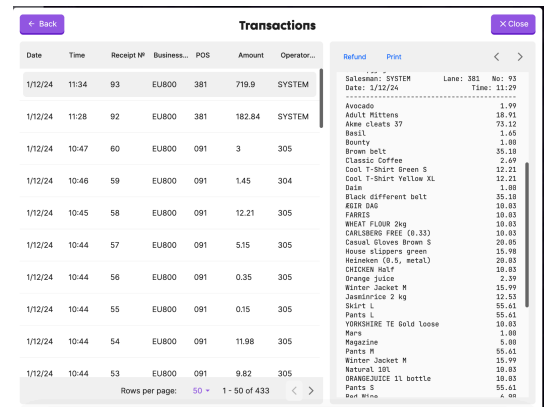
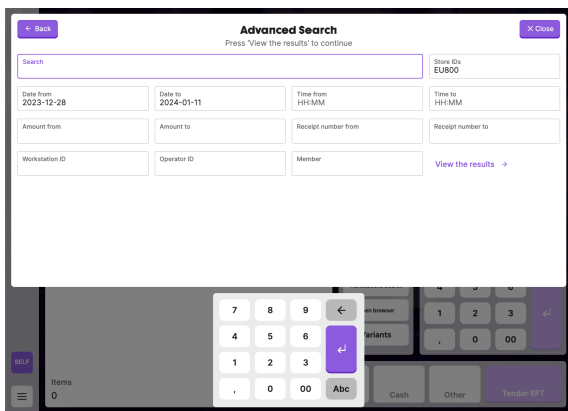
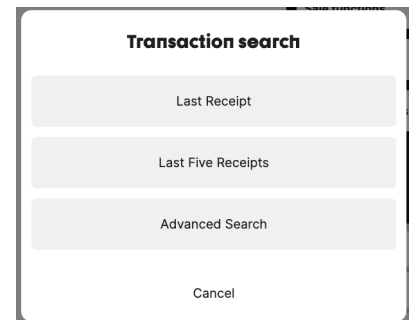
2.4. Improvements

Some existing features are improved in the new version. The reasons for these improvements is to make our POS more user friendly for the cashiers, and also to make some of the flows more efficient and easy to use.

2.4.1. Transaction search

When selecting transaction search in POS, a new shortcut list opens to make it easier for the cashier to find the correct transaction. *Last receipt* and *Last five receipts* will show those receipts for that specific workstation.

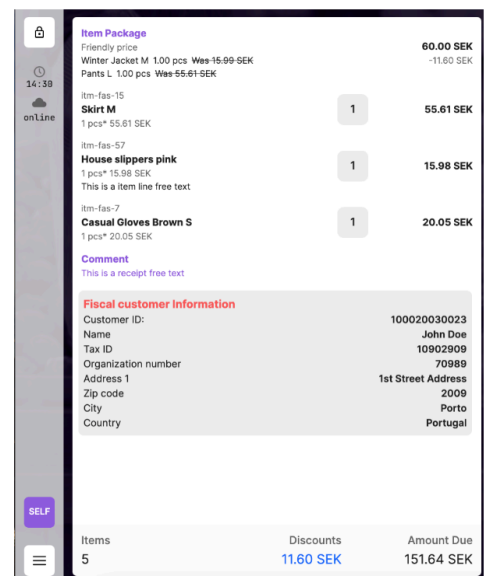
The advanced search feature has also been improved to make searching quicker and easier for the cashier.



2.4.2. Onscreen receipt layout

The new receipt layout gives the cashier a better overview of the receipt, this include:

- Item name and promotions are more highlighted
- Fiscal customer information for Portugal and Spain (not shown on customer display)
- Order header information for imported external orders
- Free text on receipt line and receipt level
- Item package

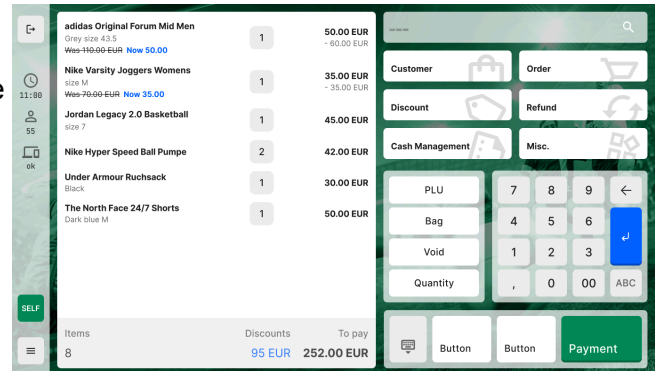


2.4.3. Customization of user interface

Through configuration, it is now possible to change the visual expression of the POS and SCO to make it more aligned with the retailer's visual profile.

Following elements are configurable:

- Background image in POS and SCO
- Color theme in the app
- Logo in the SCO



2.4.4. Input email address as member identifier

Cashier can input the customer email address to the receipt to identify the customer. Previously only the phone number was a valid input.



3. Operational and technical changes

This section describes improvements of technical character. It also covers, on a high level, the configurational changes required for the new version of the app to work.

3.1. Blocking of automatic upgrade

Before an upgrade to version 3 the tills need to be on version v2.16.2 or higher. This version has functionality for blocking automatic upgrades to version 3, making it possible to upgrade only certain tills. For more detail, please read the Migration Guide:

<https://developer.hiiretail.com/docs/checkout-app/migration-guide>.

3.2. App Configuration

Most configuration points have been moved from the environment file to Customer Controlled Configuration API (CCC).

Customer Controlled Configuration API (CCC) provides a platform for managing configuration. Configuration settings can be defined at the workstation, business unit, business unit group. If missing a setting is inherited from higher up in the hierarchy.

For more information about configurations visit:

<https://developer.hiiretail.com/docs/checkout-app/features/configurations>

3.3. Peripherals Configuration

The peripherals configuration moved to remote configuration and is no longer configured on the till. The app now takes peripherals configurations via CCC cha.settings.v1 schema and JPOS config service.

3.4. Upload logs

The cashier has the option to upload the logs from the app sidebar to help resolve issues faster. This option is off by default and can be enabled in CCC.

3.5. Edge support

If the Checkout Engine in the cloud stops working, the cashier will be notified that the POS is offline, and needs to switch to a local edge device (if this infrastructure is in place). The cashier will be asked to log out of the system, and to login again. The POS will then connect to the Checkout Engine running on the edge device in store. The ongoing transaction will be lost, so the cashier needs to register the transaction again.

