SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER

TOURVEST DUTY-FREE

INFLIGHT SALES

TouchPc

Help

Hotspot
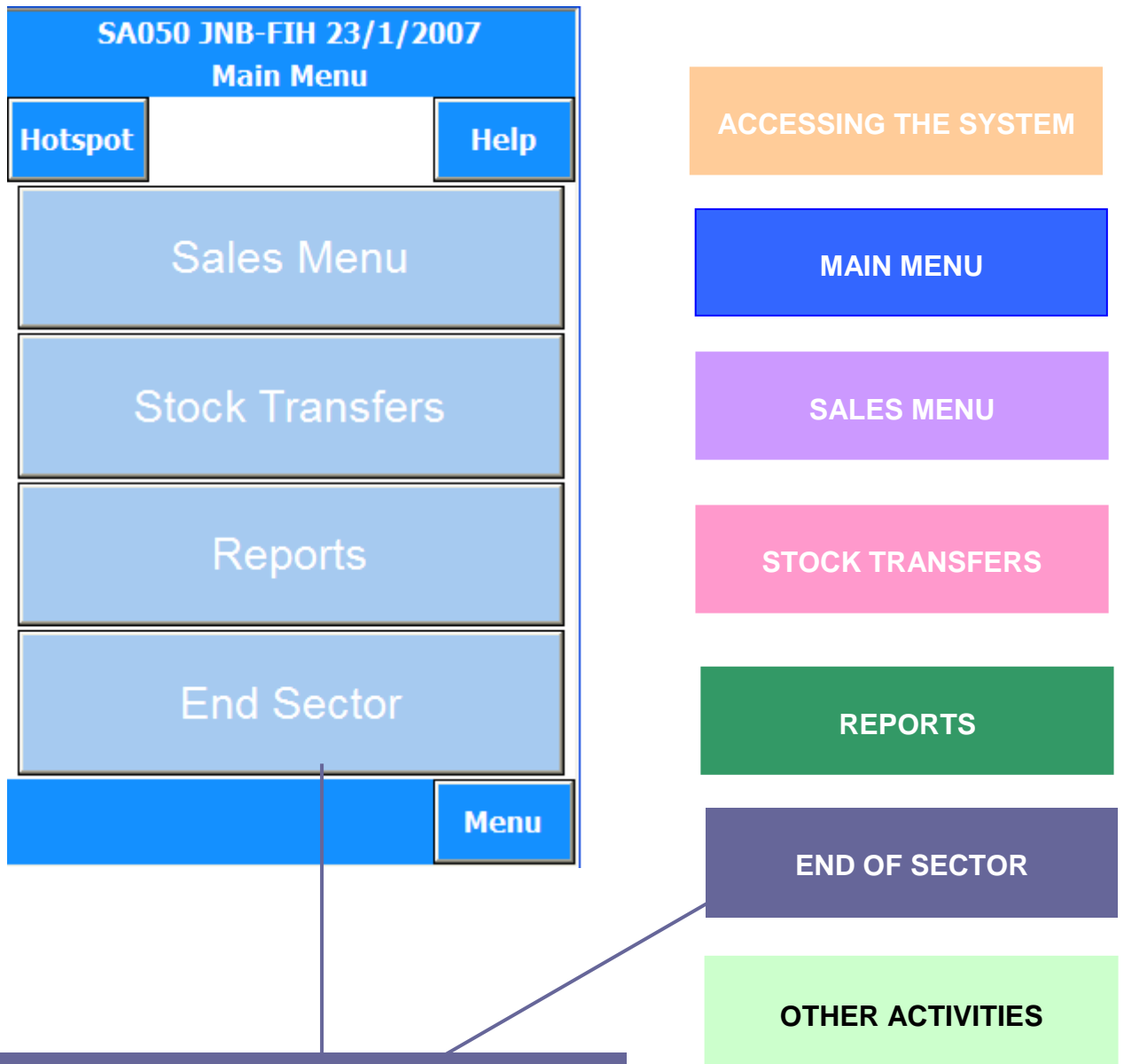
In-flight Sales System

Press Here To Start

Menu

Back
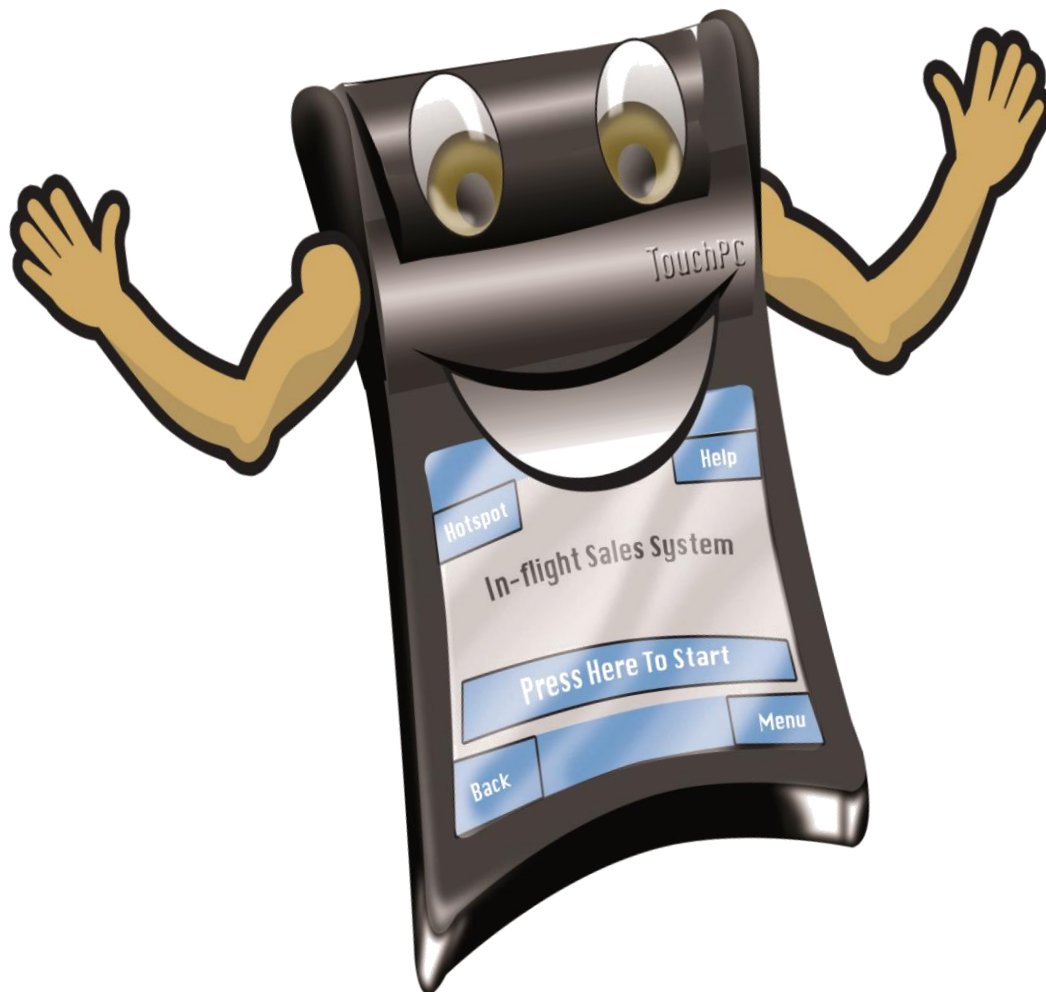
Falcon Touch Pc
Training Manual

novo *ivc*

CONTENTS

From the Main Menu all options are initiated. Each area in this manual is colour coded for easy referral.

SA050 JNB-FIH 23/1/2007
Main Menu

Hotspot		Help

Sales Menu

Stock Transfers

Reports

End Sector

	Menu

ACCESSING THE SYSTEM

MAIN MENU

SALES MENU

STOCK TRANSFERS

REPORTS

**END OF SECTOR**

OTHER ACTIVITIES

Note: The term End of Sector is used to describe all variations of End of Flight activity.

To activate the touch screen, press firmly and then release.
Do not continue pressing the screen, as this will activate the key immediately under your finger.

To activate a particular button on the touch screen, simply press the desired button and release. Some buttons take longer to activate than others.
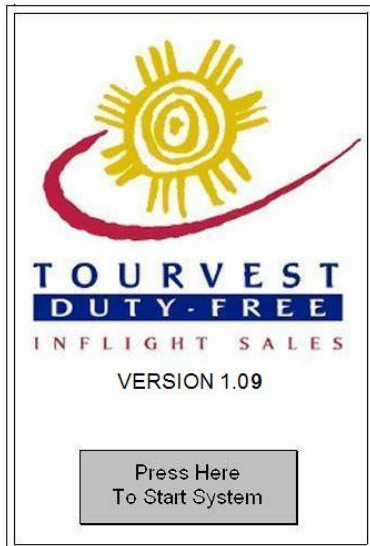
1. After pressing the screen, the Tourvest Duty Free logo is displayed. At the bottom of the screen is the "Press Here to Start System" button. To access the system the user will press this button.

2. Press the "Press Here to Start system" to access in-flight sales.
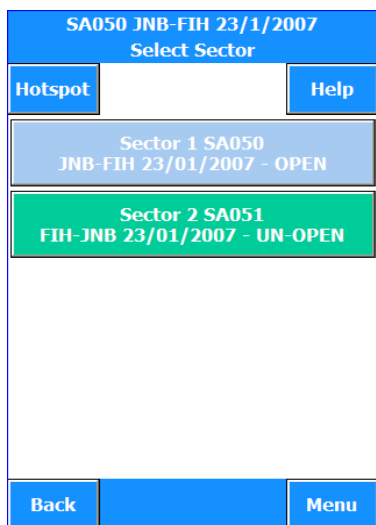
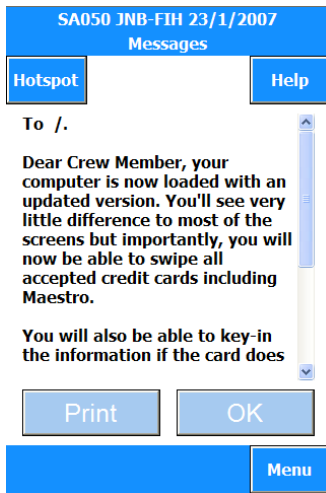3. From **Select Sector** screen touch the button, appropriate to the sector to be commenced.

Confirm the option chosen by pressing **Yes.**
Note: **No** will return the user to the Select Sector screen, to start again**.**

The Log-In screen will now be displayed. The user is required to log onto the system. Enter Crew **Pension No.** and confirm by entering your Pension No. again and pressing **Enter**.
If you make an error in keying in a number press the ⇦ key to erase and then key in the correct number.

The crew are required to enter their unique Password and confirm by entering the same Password and selecting the Enter key.
If you make an error in keying in a number press the ⇦ key to erase and then key in the correct number.

SA050 JNB-FIH 23/1/2007
Messages

| Hotspot | | Help |

To /.

Dear Crew Member, your computer is now loaded with an updated version. You'll see very little difference to most of the screens but importantly, you will now be able to swipe all accepted credit cards including Maestro.

You will also be able to key-in the information if the card does

| Print | OK |

| | Menu |

4. The crew message screen will now be displayed. The screen holds any messages for the crew. You can print the message by pressing the print button. This message can be read at any time by selecting crew messages in the "Pop-up" menu option, accessible from all screens.
    Having read the message, press **OK** to proceed.

SA050 JNB-FIH 23/1/2007
Flight

Hotspot | Help

Flight No: SA050 | Update
Date: 23/1/2007 | Update
Route: JNB-FIH | Update
BID No: 2000010

Accept

Menu

If the flight details are incorrect or need to be changed, the update button will allow the user to amend the information. If the details are correct press **Accept** to proceed.

SA050 JNB-FIH 23/1/2007
Flight Number

Hotspot | Help

Edit Flight No.

SA | 050 |

ENTER | 7 8 9 | 4 5 6 | 1 2 3 | <- 0 .

Back | Menu

2. Selecting **Update** the user can: edit the flight number and prefix by keying in the new number or selecting the airline prefix from the drop down menus.

Note: Drop down menus are activated by pressing the ▼ button on the display, to reveal lists.

SA050 JNB-FIH 23/1/2007
Flight Date

Hotspot | Help

Date: Day,Month,Year

23
01 - January
2007

Accept

Back | Menu

3. Use the "Drop Down" menus to select the date, month and year or to change the departure time. When finished press **Accept** to confirm.

SA050 JNB-FIH 23/1/2007
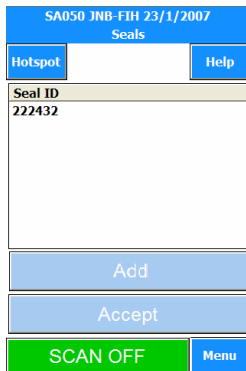**Flight Route**

Hotspot | Help

Departure location

JNB, JOHANNESBURG, South Africa

Destination location

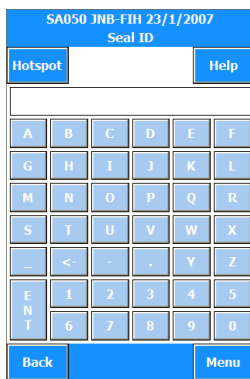FIH, KINSHASA, Congo

Accept

Back | Menu

4. By use of the "Drop Down" menu select the correct departure and destination airport from the location lists. When finished press **Accept** to confirm.
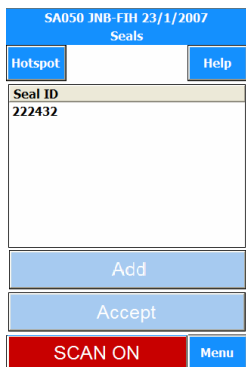
If the **Seal** numbers are displayed, review and press **Accept** to continue.

Seal numbers can be added manually by selecting the **Add** button.

Press **Add** to enter seal numbers, keying in the number using the Alpha numeric keyboard. Press **Enter** to confirm.

To activate the scanner simply press on the **SCAN OFF** button and the scanner will be activated displaying **SCAN ON.**
Point the laser scanner at the barcode on the seal.
Once the scanner has read the barcode the seal number will be displayed on the screen.

To adjust the quantity held in stock due to a discrepancy.

If the crew are requested to check stock or find a discrepancy between the physical stock and that recorded on paperwork, they can use this function to record the stock delivered to or found on-board the aircraft.
*If stock is accurate press **Accept** to proceed.*

1. To adjust stock, select the drawer location, from the left hand column then select (highlight) the item to be amended from the list in the right hand column.

2. For the item chosen, the code, draw location and stock quantity will be displayed. Select either **adjust up** or **adjust down** to change the quantity, continue until the quantity has been changed to the new level, then press **Accept**.

<u>Note:</u> By accepting the stock count as is, the responsibility will fall on the crew member if there is any stock discrepancy.
When stock is adjusted up or down the IFSC/SCCM Need to sign the stock report.
Signed stock report needs to be handed in at the Cash office.

3. Continue for other items and other draws. **Note** a green tick appears against all items adjusted.

   If there is an item in the drawer that is not listed then the Add Product or Remove Product can be used.

4. After selecting the **Add Product** option the **Amend Stock** screen is displayed**.** The user can enter the product code, drawer number from a drop down list and quantity to be added.

5. Selecting the **Remove Product** button will display the **Amend Stock** screen. The user can enter the product code, drawer number from a drop down list and quantity to be removed.

6. After adding or removing products during the stock count, press Accept to confirm the adjustments the user is returned to the **Stock Count** screen.

7. Confirm **Yes** if stock check is finished.
   No returns the user to the Stock Count screen within the stock check routine.
   Stock Report prints automatically if **Yes** is selected.

8. To activate the Scanner for a Stock Count simply press on the **SCAN OFF** button and the Scanner is activated displaying **SCAN ON**.
   Items can be scanned by pointing the laser to the barcode on the products.

SA050 JNB-FIH 23/1/2007
Main Menu

| Hotspot | | Help |

Sales Menu

Stock Transfers

Reports

End Sector

Menu

SA050 JNB-FIH 23/1/2007
Sales Menu

| Hotspot | | Help |

Sales

Browse Sales

| Back | | Menu |
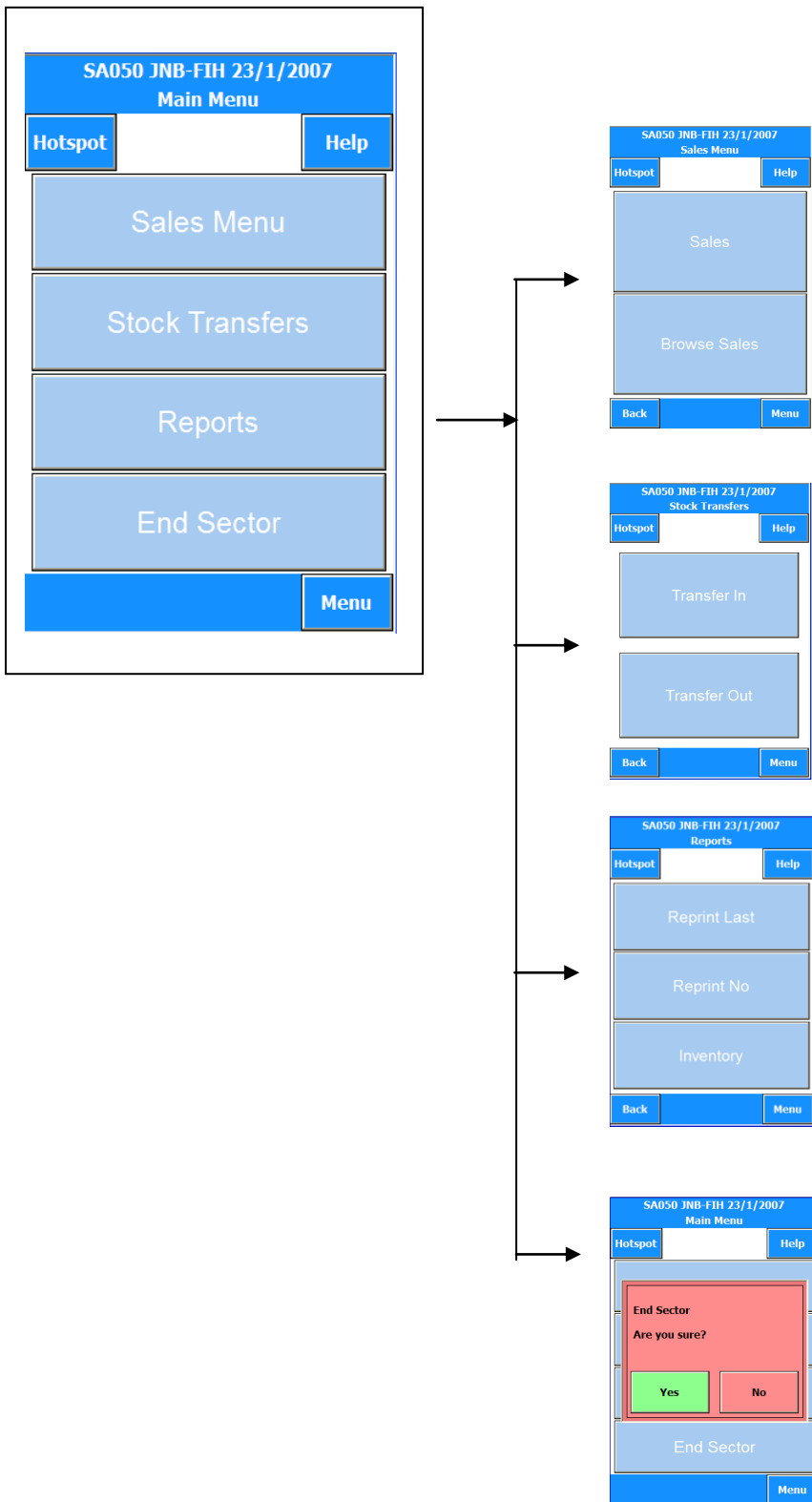
1. By selecting the **Sales Menu** option the user can choose the type of service to be performed.

SA050 JNB-FIH 23/1/2007
Stock Transfers

| Hotspot | | Help |

Transfer In

Transfer Out

| Back | | Menu |

(IF OPTION AVAILABLE)
2. By selecting the **Stock Transfers** option the user will be able to record changes to stock due to transfers in, or stock transfers out. This enables crew to swap stock between trolleys and to keep an accurate stock record of stock movement. Transfer In may be triggered automatically if stock during sale drops to or below zero.
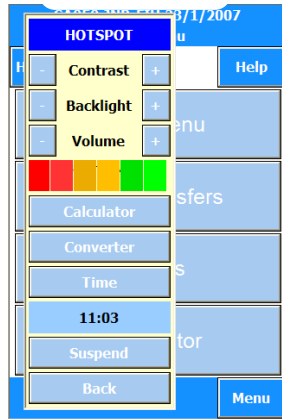

SA050 JNB-FIH 23/1/2007
Reports

| Hotspot | | Help |

Reprint Last

Reprint No

Inventory

| Back | | Menu |

3. Choose the **Reports** option to print various reports from price lists. Receipts to inventory.

SA050 JNB-FIH 23/1/2007
Main Menu

| Hotspot | | Help |

End Sector
Are you sure?

| Yes | No |

End Sector

| | Menu |

4. By choosing this option the user is able to process sales by sector and end sector or flight, to produce relevant end of sector or flight reports and official documents for the flight. Process varies for clients. Please refer to the End Sector option, in this manual.

(IF OPTION AVAILABLE)

HOTSPOT

| SA050 JNB-FIH 23/1/2007 |
| Main Menu |

| Hotspot | | Help |

Sales Menu

Stock Transfers

Reports

End Sector

Menu

| HOTSPOT |
-	Contrast	+
-	Backlight	+
-	Volume	+

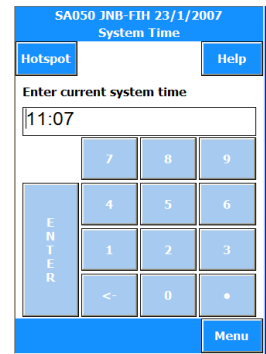Calculator

Converter

Time

11:03

Suspend

Back

---
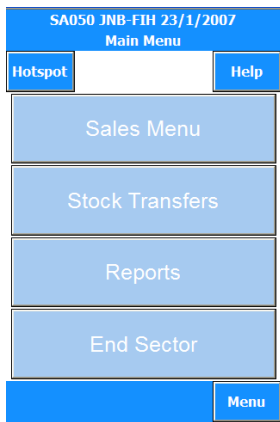
1. The user can adjust the contrast and backlight intensity of the screen, review the current flight pairing, switch off the device or return to the Main Menu, by pressing the back key. **Suspend** will switch the device off to save power.
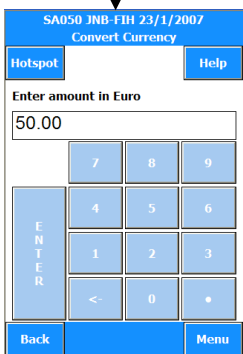
To exit from Hotspot press **Back**.

| SA050 JNB-FIH 23/1/2007 |
| Calculator |

| Hotspot | | Help |

C	CE	BS	/
7	8	9	*
4	5	6	-
1	2	3	+
0	+/-	.	=

| Back | | Menu |

2. Provides user with a conventional calculator based on a number pad for the crew to use for general calculation procedures.

| SA050 JNB-FIH 23/1/2007 |
| From Currency |

| Hotspot | | Help |

U.S.A	AUSTRALIA	BOTSWANA
Canada	SWITZERLAND	EURO
UK	HONG KONG	JAPAN
NAMIBIA	New Zealand Dollars	SINGAPORE

Next

| Back | | Menu |

3. Choosing this option enables the user to convert an amount of one currency into another for information only. This feature will use the exchange rates as prepared by the ground staff and used in the transaction of sales
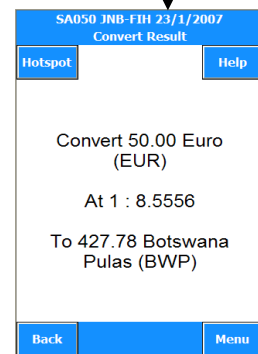

| SA050 JNB-FIH 23/1/2007 |
| System Time |

| Hotspot | | Help |

Enter current system time

11:07

	7	8	9
	4	5	6
ENTER	1	2	3
	<-	0	.

Menu

4. Choosing this option, allows the user if required to set the clock based on the time at the location of departure.

| SA050 JNB-FIH 23/1/2007 |
| Convert Currency |

| Hotspot | | Help |

Enter amount in Euro

50.00

	7	8	9
	4	5	6
ENTER	1	2	3
	<-	0	.

| Back | | Menu |

1. Key in the amount for the chosen currency

| SA050 JNB-FIH 23/1/2007 |
| From Currency |

| Hotspot | | Help |

U.S.A	AUSTRALIA	BOTSWANA
Canada	SWITZERLAND	EURO
UK	HONG KONG	JAPAN
NAMIBIA	New Zealand Dollars	SINGAPORE

Next

| Back | | Menu |

2. Select currency to convert to

| SA050 JNB-FIH 23/1/2007 |
| Convert Result |

| Hotspot | | Help |

Convert 50.00 Euro (EUR)

At 1 : 8.5556

To 427.78 Botswana Pulas (BWP)

| Back | | Menu |

3. Result of the conversion

MENU

SA050 JNB-FIH 23/1/2007
Main Menu

| Hotspot | | Help |

Sales Menu

Stock Transfers

Reports

End Sector

Menu

↓

SA050 JNB-FIH 23/1/2007
Main Menu

Hotspot

MENU

Crew Messages
Add Crew Messages
Flight Details
Seals
Crew IDs
Pax Numbers
Print Preview : OFF
Clean Screen
About
Back

↓
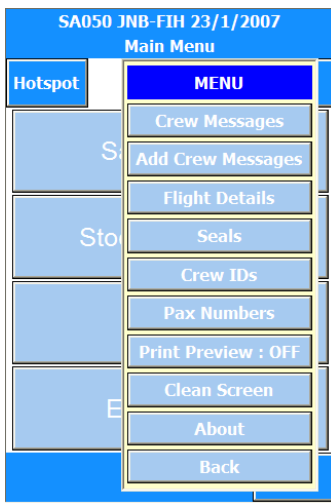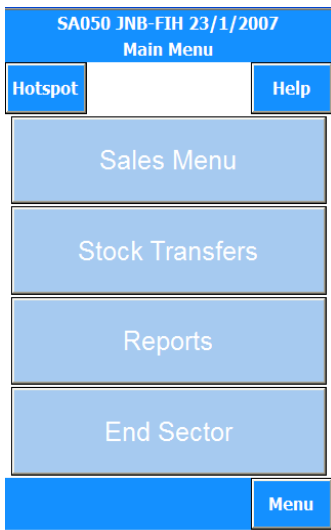
- By using the **Back** button the user will be returned to the Main Menu or previous screen.

- **Print Preview** enables user to activate this function to print all reports to screen as well as printing.

- **Clean Screen:** This option enables the user to suspend the touch screen activity in order to clean the screen. To activate press the button in the bottom left corner.

SA050 JNB-FIH 23/1/2007
Messages

| Hotspot | | Help |

To /.

Dear Crew Member, your computer is now loaded with an updated version. You'll see very little difference to most of the screens but importantly, you will now be able to swipe all accepted credit cards including Maestro.

You will also be able to key-in the information if the card does

Print   OK

Menu

SA050 JNB-FIH 23/1/2007
Input Message

| Hotspot | | Help |

A	B	C	D	E	F
G	H	I	J	K	L
M	N	O	P	Q	R
S	T	U	V	W	X
E N T E R	SPACE			Y	Z
	CAPS	<-	CLR	.	,
	1	2	3	4	5
	6	7	8	9	0

Confirm

Back   Menu

SA050 JNB-FIH 23/1/2007
Flight

| Hotspot | | Help |

Flight No: SA050   Update

Date: 23/1/2007   Update

Route: JNB-FIH   Update

BID No: 2000010

Accept

Menu

SA050 JNB-FIH 23/1/2007
Select Pax Sector

| Hotspot | | Help |

SA050 JNB-FIH
First - 0 Business - 0 Economy - 0

SA051 FIH-JNB
First - 0 Business - 0 Economy - 0

Done

Menu

SA050 JNB-FIH 23/1/2007

About

Mobile Sales System
Copyright © 2006 Novo IVC

Version: 1.09
Date built: Jan 12 2007

This product is licensed to:
Tourvest Duty Free

Continue

Menu

MAIN MENU FEATURES

This option allows the user to read the crew messages relevant to the flight, which has been supplied by the ground staff.
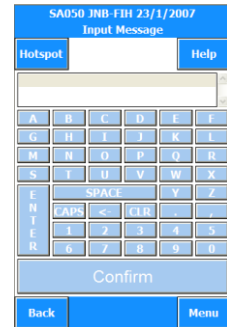
By use of an alpha numeric screen, crew can create a message to be returned to the ground system or the next crew on next sector.
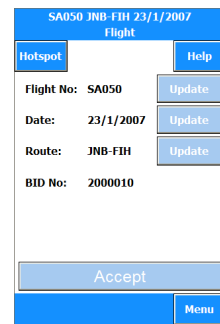
By choosing this option the user can review and if necessary amend the flight details. This option can be reviewed at any time and is accessible from all screens through this "Pop Up" Menu Option.
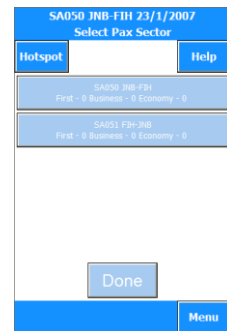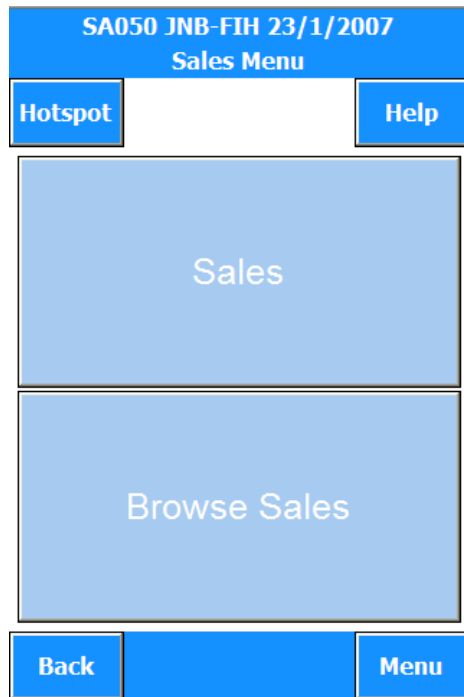
Selecting this option and choosing a route pairing the user can add, or review any entered Pax numbers.

The **About** option displays a technical reference (software version number) to the software only.

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novo ivc

The Sales Menu Option

(IF OPTION VARIATIONS ARE AVAILABLE)

Sales: Where crew perform duty free using either scanning or touch screen selection. Items selected can be transacted in a variety of methods, cash, foreign currencies, vouchers, cheques and credit cards or in any combination.
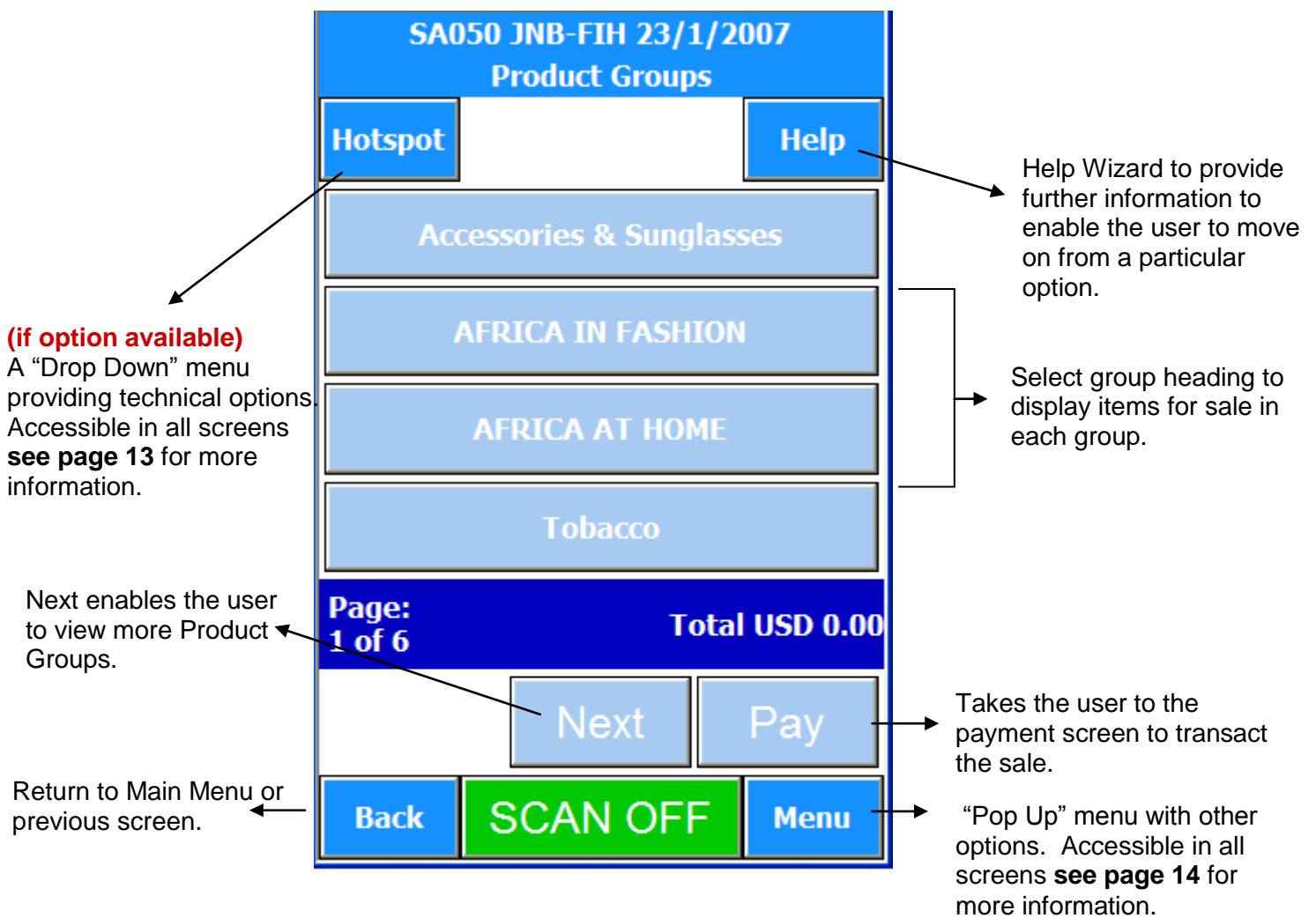
Browse Sales: Enables the user to scroll through all the sales transactions, from the first sale to the last, to either reprint a receipt or refund the sale.

Partial Refunds: Allows the user to refund an item by entering the unique transaction number as found on a receipt, to find the sale and return the payment in the same way originally tendered. The items are returned to stock to maintain correct controls.

Note: Refunds can only be performed during the sector in which the sale was originally made.

Once you have selected the sales service, the product group menu will be displayed.
From here all sales related options are initiated.

Help Wizard to provide further information to enable the user to move on from a particular option.

Select group heading to display items for sale in each group.

(if option available)
A "Drop Down" menu providing technical options. Accessible in all screens **see page 13** for more information.

Next enables the user to view more Product Groups.

Return to Main Menu or previous screen.

Takes the user to the payment screen to transact the sale.

"Pop Up" menu with other options. Accessible in all screens **see page 14** for more information.

Note: Subsequent to the production of this manual, a new feature has been activated – HELP – which is displayed on the screen above for familiarisation, but will not appear on any other screen reproduced in this document.

SALE BY PRODUCT GROUP

1. Select **Product Group**.

Note: Varied information about the product will be displayed on the button: Product name, product code, price, quantity being sold, and amount in stock and drawer number.

2. Select **Product**.
Press the button of the item to be sold.
To select more than one of a product, press the selected product again. To select other items either press **Add Item**, select **Product Group** and select the product or if from same group, press the selected product button.
Note: Where a small coloured box appears on a product button, a special offer will apply. Selecting such an item will display a pop-up screen with information of the special offer. The user will respond to the prompt.

3. Select **Pay**, and then select the class where the sale is being made.
Note denominators for class can vary from airline. The screen is indicative only.

4. Select the **Sex** of the passenger M= Male, F= Female. This information is used for marketing purposes.
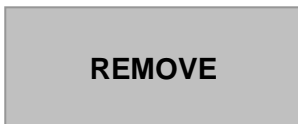

5. Select **Method of Payment see page 18.**
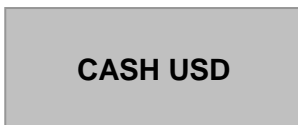
Payment can be made via a variety of methods

| SA050 JNB-FIH 23/1/2007 |
| Payment |

| Hotspot | | Help |

Item	Price
1 x 10 X 25MM - CHAM...	59.00

| Items 1 | Total USD 59.00 |

Remove	Cash USD	Foreign Cash
Card		Other
Back		Menu

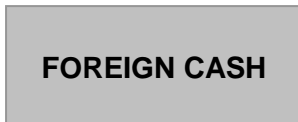Assume these products have been selected to demonstrate varied payment methods.

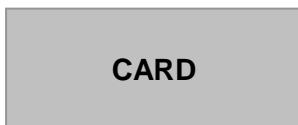Pressing Back returns user to previous screen

REMOVE	Allows user to select an item on the payment screen and then press **Remove** to delete the entry from the shopping list of items to be sold in the transaction.
CASH USD	For payment in domestic currency, with or without payback in change **go to page 19**
FOREIGN CASH	For payment in a foreign currency with or without payback in change in domestic or foreign currency. Links to payment in credit card and domestic currency **go to page 20**
CARD	Payment by credit card swipe or manual entry **go to page 21**
OTHER	Payment in other methods, Traveller Cheque.

Cash Payment

SA050 JNB-FIH 23/1/2007
Payment

Hotspot		Help

Item	Price
1 x 10 X 25MM - CHAM...	59.00

Items 1	Total USD 59.00

Remove	Cash USD	Foreign Cash
Card		Other

Back	Menu

Select payment by pressing the denomination of amount tendered.

SA050 JNB-FIH 23/1/2007
Cash Payment

Hotspot		Help

Pay in USD:

USD Paid 0.00	USD To Pay 59.00

100 50   7 8 9
20 10   4 5 6
5 1 ENTER 1 2 3
EXACT   <- 0 .

Back	Menu

1. This is the screen displayed by selecting, the **cash** option.

Entry of the amount tendered by the passenger is now required. Type in the amount and press **Enter.**

Press **Exact** for quick payment if passenger is giving the exact amount.

SA050 JNB-FIH 23/1/2007
Cash Payment

Hotspot		Help

Pay in USD:

USD Paid 0.00	USD To Pay 59.00

100 50   7 8 9
20 10   4 5 6
5 1 ENTER 1 2 3
EXACT   <- 0 .

Back	Menu

2. If the amount tendered is greater than the amount due the change in domestic currency will be displayed.

Press **OK** to confirm change.

SA050 JNB-FIH 23/1/2007
Change

Hotspot		Help

Change: 0.00 (USD)

Thank You

OK

	Menu

3. If receipt is printed correctly press **Yes** to confirm, then press Yes again to print crew copy. The product group screen will be displayed; you can now make another sale.
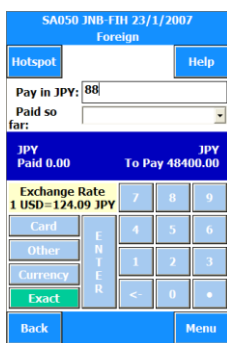
SA050 JNB-FIH 23/1/2007
Receipt

Hotspot		Help

Receipt printed OK?

Yes

No Retry

	Menu

If **No Retry** is selected, another receipt will be printed.

Foreign Payment

1. This is the screen displayed by selecting the Cash Foreign option.

Select the currency in which the passenger wishes to pay, from the list of currencies displayed.

2. If payment is to be made in several currencies, press the currency button, and from those listed select the currency with which the passenger wishes to pay.

Key in the amount tendered and press **Enter.**

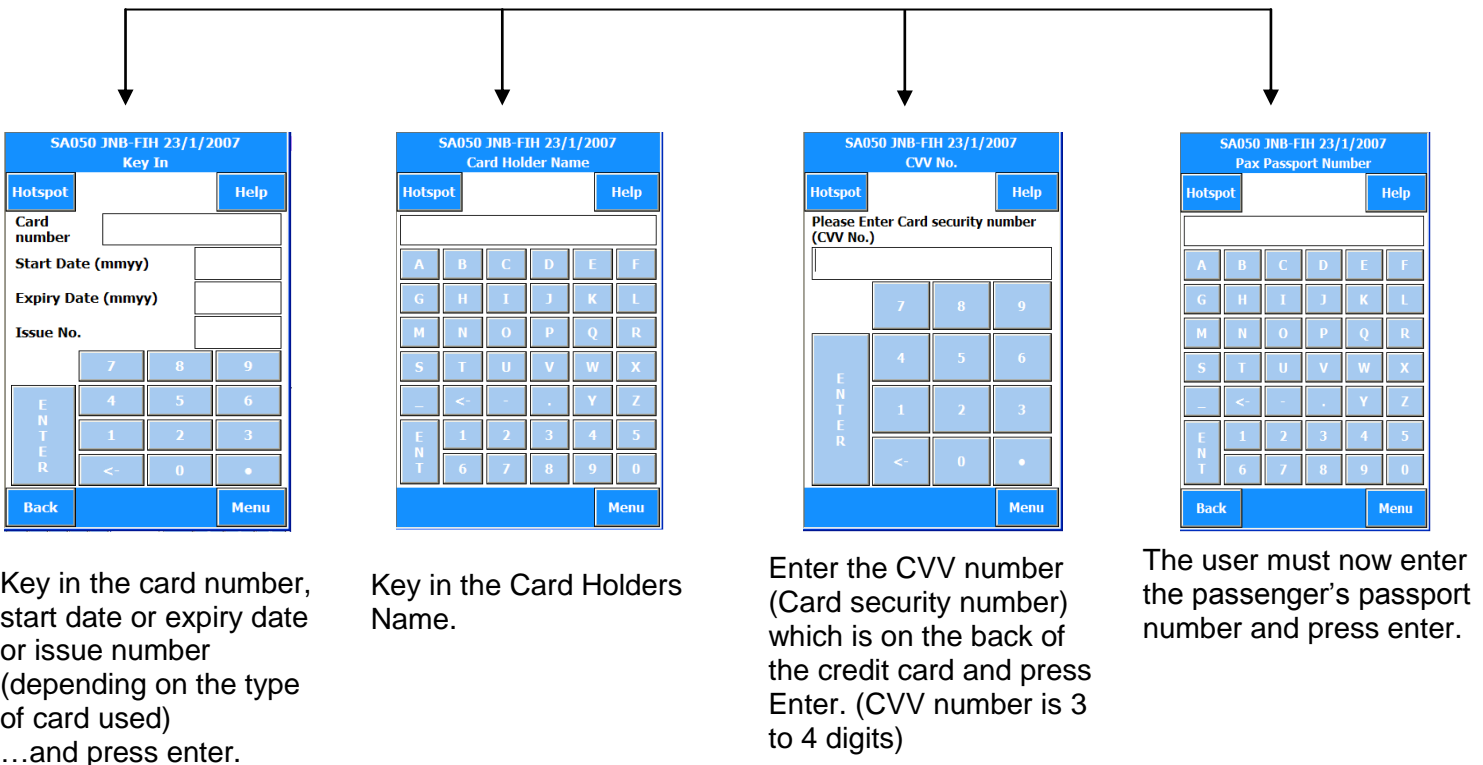If payment in several currencies, each currency accepted will appear **in Paid so far**. Use "Drop Down" menu to review.
Note: it is also possible to pay any balance on a credit card as well as cash and currencies in this payment option.
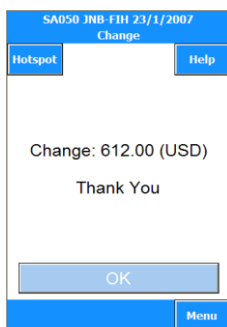
3. The change is the next screen to be displayed and pay back will be shown in domestic currency, change will be zero if the amount tendered was the same as the amount due.

At this point the passenger may require the change in a different currency for this you can select payback in other currency.

Press **OK** to complete the current sale.
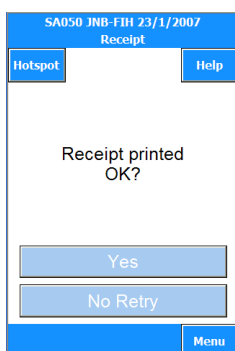
4. If receipt printout is required press **Yes**
   No proceeds to next sale

5. If receipt is printed correctly press **Yes** to confirm, then press **Yes** again to print cash bag copy.

The product group screen will be displayed, you can now make another sale.

If **No Retry**, another receipt will be printed.

Credit Card

The credit card swipe screen will be displayed on selection of the **Card** option.

SA050 JNB-FIH 23/1/2007
Card Amount
Hotspot | Help
Please enter card debit amount:
Balance USD 75.00
7 8 9
4 5 6
1 2 3
<- 0 .
ENTER
Exact Amount
Back | Menu

Key in the amount of money to be debited from the credit card. If the total balance is put on card press **exact amount**. If part balance on card, swipe card first then transact the remaining balance in other forms of payment i.e. cash, foreign or other. Receipts are printed as below.

SA050 JNB-FIH 23/1/2007
Card Payment
Hotspot | Help
Please Swipe Card
Balance USD 75.00
Key In
Back | Menu

Turn card swipe upside down with the magnetic swipe facing in towards the printer. Swipe card through the card reading mechanism, if successful, card checking will take place, if screen does not change, swipe card again and enter card CVV number and passenger passport number.
Select **Key In** if the credit card cannot be swiped after a couple of attempts.

SA050 JNB-FIH 23/1/2007
Key In
Hotspot | Help
Card number
Start Date (mmyy)
Expiry Date (mmyy)
Issue No.
7 8 9
4 5 6
1 2 3
<- 0 .
ENTER
Back | Menu

Key in the card number, start date or expiry date or issue number (depending on the type of card used)
…and press enter.

SA050 JNB-FIH 23/1/2007
Card Holder Name
Hotspot | Help
A B C D E F
G H I J K L
M N O P Q R
S T U V W X
_ <- · . Y Z
ENT 1 2 3 4 5
6 7 8 9 0
Menu

Key in the Card Holders Name.

SA050 JNB-FIH 23/1/2007
CVV No.
Hotspot | Help
Please Enter Card security number (CVV No.)
7 8 9
4 5 6
1 2 3
<- 0 .
ENTER
Menu

Enter the CVV number (Card security number) which is on the back of the credit card and press Enter. (CVV number is 3 to 4 digits)

SA050 JNB-FIH 23/1/2007
Pax Passport Number
Hotspot | Help
A B C D E F
G H I J K L
M N O P Q R
S T U V W X
_ <- · . Y Z
ENT 1 2 3 4 5
6 7 8 9 0
Back | Menu

The user must now enter the passenger's passport number and press enter.

SA050 JNB-FIH 23/1/2007
Card Issue Country
Hotspot | Help
Country Name
Afghanistan
Alaska
Albania
Algeria
Andorra
Angola
Antigua and Barbuda
Argentina
Armenia
Australia
Austria
Austria
Azerbaijan
Select
Back | Menu

Select the country of issue of passport from the scroll down list and press **Select**.

KQ1234A NEO-LHR 1/3/2005
Warning
Hotspot
Invalid card
Please Retry
Back | Menu

The card-warning screen will indicate if a card is out of date or not recognised.
If keying in, check details are correct, otherwise advise the passenger, and ask for an alternative method of payment.
Other message prompts will appear depending on circumstances follow screen prompts to proceed.

novo *ivc*

Credit Card (LIMIT EXCEEDED)

The Credit card limit has been exceeded.
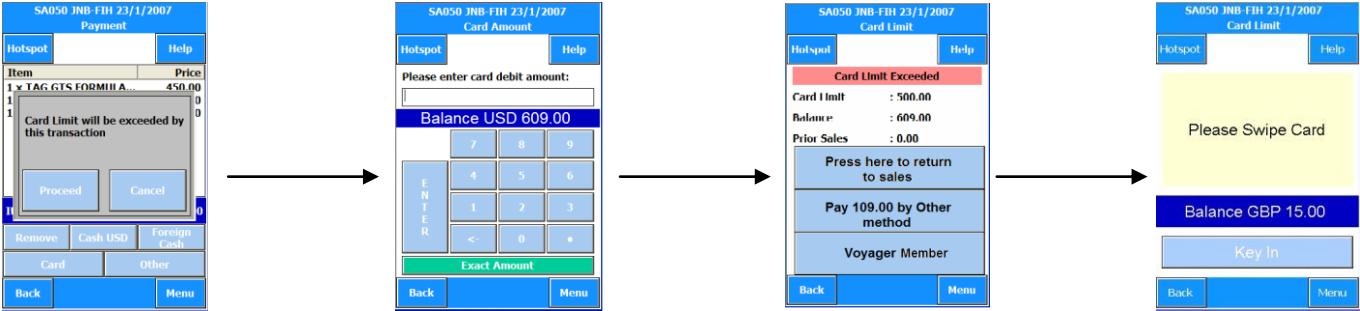
If the purchased amount is above the floor limit ($500) and the **Card** button is pressed the **Card Limit** Exceeded pop-up message is displayed. Select **Proceed** to continue or **Cancel** to return to sales.

From the **Card Limit** screen the pax can either pay the balance in cash or return to sales if the passenger wants to cancel the sale.
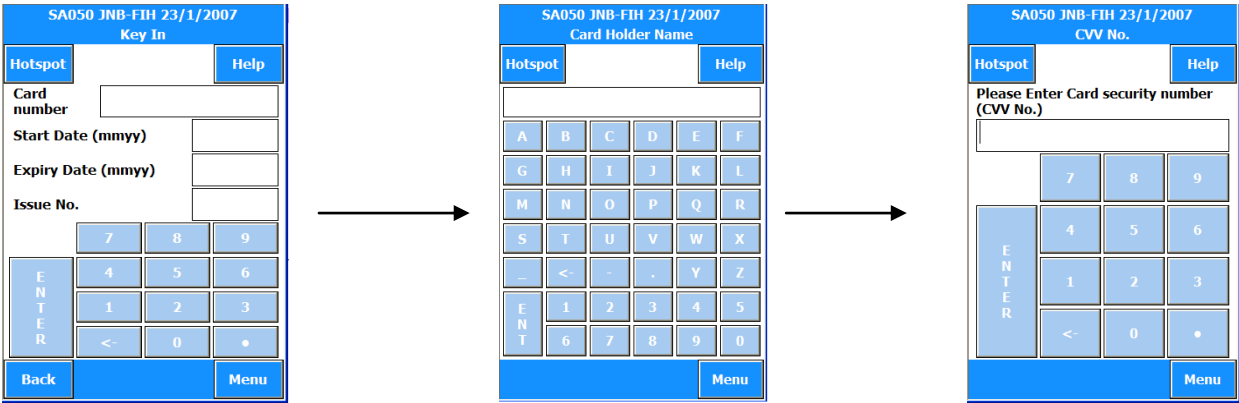
If the magswipe does not read the card when swiped then the user can manually enter the all the card details.

After all the card details have been entered the user must now enter the card holder name.

The card CVV number must now be entered for credit cards.

Note: For guidelines on Credit Card payments turn to pg. 23

Credit Card Vouchers

Procedures on Credit Cards:

- Maximum Sales allowed per card is $500. **Voyager Members are allowed Maximum $750 per card, the passenger's Voyager number must be recorded on the voucher**.

- A Credit Card is only used once during a flight one voucher per card

- *Only accept __ONE__ credit card per passenger to the value of $500. At __NO__ stage should a 2nd card be accepted or try to split a transaction.*

- *Any purchase from a passenger should be written on the back of his/her boarding pass e.g. Cash $200 , C/Cards $300, to prevent the passengers to purchase at a later stage from another crew member by credit card and in so doing exceed the $500 limit*

- Please ensure that the **Item Code** is recorded under Description.

- Check Expiry date – cards expiring within one week of your return flight may not be accepted

- All vouchers must bear imprint of the original card and expiry date

- If the zip zap is not working, make imprint by rubbing a pen across the face of the card ensuring that all numbers are legible. **NO** handwritten credit card vouchers will be accepted.

- Cardholder must sign the voucher in you presence. The passenger's details on the credit card and passport must correspond

- The Currency must be recorded in US Dollars

- The Flight Attendant's Pension number, Box Number and flight number must be written on the credit card voucher

- The following information must be recorded on the back of the voucher/handheld slip
  - Passenger ID
  - Passport Number
  - Passport Nationality
  - Contact Number
  - Country of Residence
  - CCV Number   **This is the last three numbers on the BACK of the credit card**
  - Flight Ticket Number

- **Only accept the following cards**

- **Visa and Mastercards 16 Digits**   e.g. 4561 4007 4605 3889   e.g. 5413 3002 2821 8883

- **Diners International: 14 Digits**   e.g. 3617 622978 6708

- **American Express: 15 Digits**   e.g. 3749 2005653 1004

- **DO NOT ACCEPT DEBIT CARDS. This card usually starts with 67,65 and have anything between 16 and 19 digits. E.g. 6759500000710100256**

Please note that the cash office will not accept a credit card voucher/slip if the above rules are not adhered to

SA050 JNB-FIH 23/1/2007
Pax Passport Number

| Hotspot | | Help |

A	B	C	D	E	F
G	H	I	J	K	L
M	N	O	P	Q	R
S	T	U	V	W	X
_	<-	-	.	Y	Z
ENT	1	2	3	4	5
	6	7	8	9	0

| Back | | Menu |

The user must now verify and enter the passenger's passport number and press **Enter**.

SA050 JNB-FIH 23/1/2007
Card Issue Country

| Hotspot | | Help |

Country Name
Afghanistan
Alaska
Albania
Algeria
Andorra
Angola
Antigua and Barbuda
Argentina
Armenia
Australia
Austria
Austria
Azerbaijan

Select

| Back | | Menu |

Select the country of issue of passport from the scroll down list and press **Select**.

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Card Payment

| Hotspot | | Help |

Card already used as payment in this flight.

Please use another payment.

Continue

| Back | | Menu |

In an attempt to use the same credit card during a flight the user will be prompted that the card has already been used in the flight and the passenger must use another form of payment.

Voyager Member

SA050 JNB-FIH 23/1/2007 Payment

1. From the Payment screen select the **Card** payment option.

2. Select the **Exact** button or enter the amount to be debited from the credit card.

3. Swipe the credit card. If card reader does not read the card then key-in all the credit card details.

4. The credit card limit screen is now displayed. From this screen select the **Voyager Card** option. By selecting the Voyager Card option the passenger is allowed to make a purchase to the value of $750 using a credit card.

5. Key-in the Voyager Card number and Card Holder and press **Enter**.

6. Enter the credit card **CVV** number which is on the back of the credit card.

7. Key-in the passenger's passport number and press **Enter**.

8. Select the country of issue of passport from the scroll down list and press **Select**.

Credit Card receipt will automatically be printed.

Other Payments
Travellers Cheques
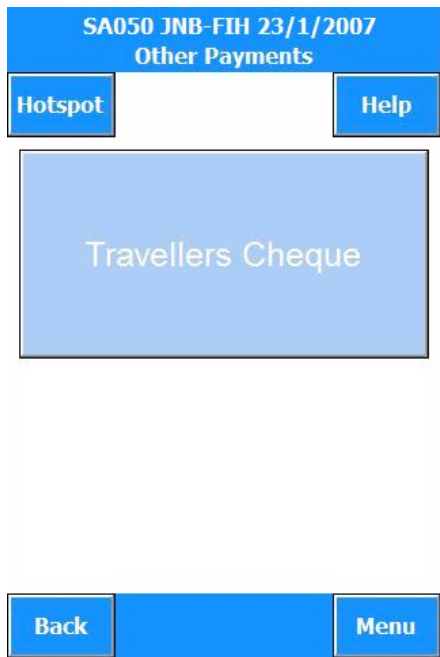
From other payment screen press **Travellers Cheque**

1. From Travellers cheque screen, press **Currency** to display the type of traveller cheques available.

2. Select the traveller cheque type.

3. Press the denomination button relevant to the amount tendered. If the amount tendered is not sufficient to settle the transaction, choose from cash or card to complete the process.
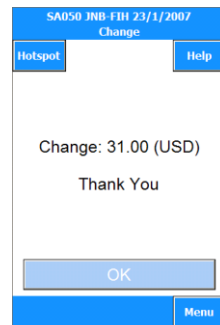
4. Press **OK** to complete the transaction.

5. Press **Yes** if receipt printed OK, then press **Yes** again for cash bag copy.

(IF OPTION AVAILABLE)
I would like to know the price of an item in a foreign currency.

1. Press **Special**

2. Press **Price Info**

3. Select item
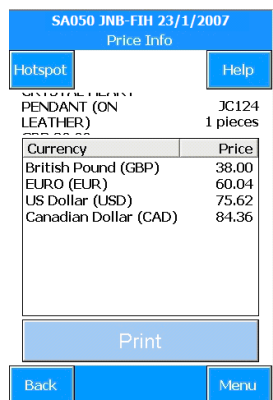
4. A list of the product price for each currency will now be displayed. When finished press back to continue.

Press **Print** if a copy of price list is required.

(IF OPTION AVAILABLE)
I would like to know what promotions are available.

1. Press **Special**

2. Press **Special Offers**

3. Information about special offers types will be displayed on the screen. Press **Next** to display further special offers.

4. Press **Next** to display further special offers. Press **Prev** to return to previous special offers.

Press **OK** or **Back** to return to the Specials menu.

The customer has changed their mind and I need to delete the sale.

The customer has chosen a few items, and you have selected the items and proceeded to payment, when the passenger suddenly decides that they do not want to purchase any of the items.
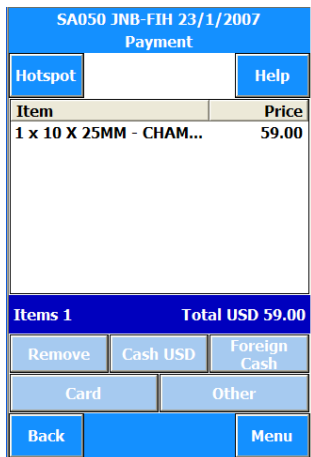
1. Press **Back** to return to product selection.

2. Press **Back**.
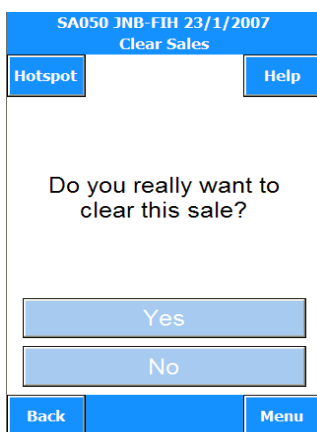
3. The screen will display a prompt, press **Yes** to clear the sale.

You can now make another sale.

If **No**, user is returned to product selection screen.
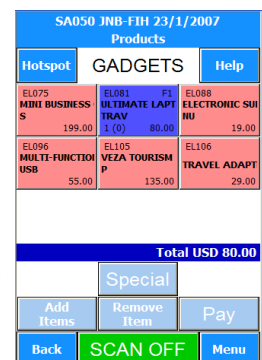
I have selected to sell one item too many.

1. Press the **Remove Item** button.

2. Press the highlighted item, which you wish to delete.

3. The selected item is now removed.

Please note: *If you need to delete another item or another of the same item, you need to press the **Remove** button again, before selecting /re-selecting the item.*

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Sales Menu

| Hotspot | | Help |

Sales

Browse Sales

| Back | | Menu |

1. From Sales Menu select **Browse Sales.**

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Browse Sales

| Hotspot | Normal Sale | Help |

Item	Price
1 x 10 X 25MM - CHAM...	59.00

| T00001 | Total USD 59.00 |

Cash: 59.00 (USD)

| Refund | Reprint | Find | Next |

| Back | | Menu |

2. Selecting this option displays a list of all sales transactions made during the flight. Press **Next** or **Prev** to review other sales, or press **Find** and key in the transaction number from the receipt to call up a unique sale. This option is also to **refund** sales by pressing the refund button in Browse Sales screen.

A reprint of a receipt for a transaction can be made from this option.

SA050 JNB-FIH 23/1/2007
Refund this?

| Hotspot | Normal Sale | Help |

Item	Price
1 x 10 X 25MM - CHAM...	59.00

| T00001 | Total USD 59.00 |

Cash: 59.00 (USD)

| Yes | No |

| Back | | Menu |

3. If a refund is required for a particular sale, press the **Refund** button.

Confirm **Yes** to refund.

Take back the items and return money as originally tendered.

A receipt will automatically be printed displaying the amount in a negative value.

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Report

| Hotspot | | Help |

Report printed
OK?

| Yes |

| No Retry |

| Menu |

4. Press **Yes** to confirm receipt is printed correctly, then press **Yes** for crew copy.

Partial Refunds

1. To do a partial refund the user must select the **Browse Sales** option and select the transaction from which the sale was made. Select the **Partial Refund** option from the Browse Sales screen.
   If **Refund** is selected on this screen
   Then the whole sales transaction is
   Refunded.

2. The user must then click on the particular item/s which is to be refunded (this selected item must be automatically added to the Refunded Items menu) and select the **Refund Items** option at the bottom of the screen.
   To remove an item from the **Refunded Items** list the user must double-click on the actual item to be removed and the item must be added back to the **Item** list.
   If there are a number of items chosen
   For the Partial Refund then there
   Must be a scroll down option on both
   The Items menu and the Refunded
   Items menu for the user to view all
   Items for that Sale and Partial
   Refund.

3. The user is then prompted to "Yes" or "No" for the refund. If "Yes" is selected then the items chosen to be refunded are refunded. If "No" is selected then the user must be taken back to the Browse Sales screen.

Note: *Partial Refunds are only applicable on sales on current flight. Must be done on the same POS unit as where the sale was done on.*
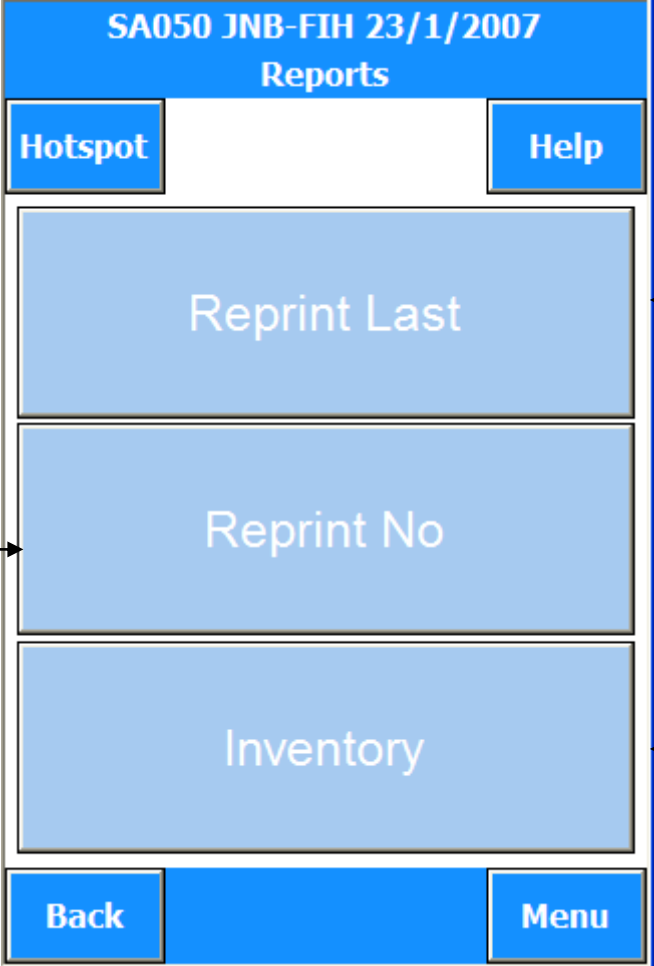*Perfumes that are opened may not be returned or refunded.*
Goods that are refunded on current flight must be in good condition and still in original packaging. All other refunds must be done through Tourvest Duty Free offices.
Tel No. +27 11 9783116
1ST Floor Inflight Services Building
OR Tambo International Airport, Private Bag X026 Kempton Park 1620, Republic of South Africa

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Reports

| Hotspot | | Help |

Reprint Last

Reprint No

Inventory

| Back | | Menu |

Reprint Last: allows the user to print a copy of the last transaction made.

Reprint No: by keying in the unique transaction number as found on the receipt a duplicate copy of a transaction can be made.

Inventory: Press this button to receive a stock report. This will show the stock at the start of the flight, the quantity sold during this flight and the stock remaining at the time the report has been requested.

Note: If print preview is activated and switched on via the option in the "pop up" **Menu** found on all screens, the user will see a print preview of data in all the above options. By use of **Next** or **Previous** the user can review other pages of information and **Print** will produce a report.

Transfer Out: allows user to transfer stock to another trolley, using the same routine to enter items as the transfer in option. Stock transfer note is produced and processed in the same way. Both the users of the trolleys must sign the printed transfer receipt.

Note: Ensure that you get the signature of the crew member you are transferring to on printed Transfer receipt.
Hand your signed Transfer receipt in at the cash office.

Transfer In: transfers stock from another trolley by entering product codes in the article option. Key in the PRO/BID numbers of both the computers and the quantity and press **Enter** to confirm. Stock will be added to the inventory and a transfer note will be printed. Use this as a reminder to **Transfer Out** from issuing trolley. Process transfer notes in accordance with policy. Both the users of the trolleys must sign the printed transfer receipt.

Stock Transfer into Sales Payment

1. If the passenger selects a product for a sale and then chooses to select an item which is out of stock but is available in another trolley onboard the user can simply select the **Transfer In** option.
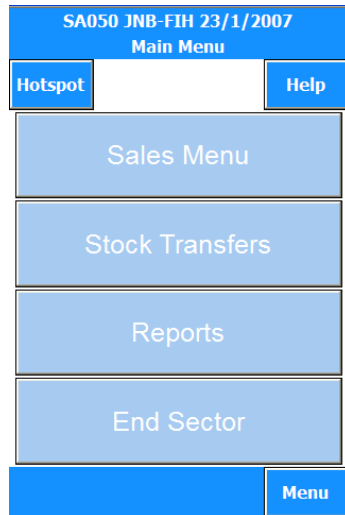
2. The user can either key-in the product code and PRO/BID numbers of both trolleys or simply Scan the barcode on the product and select the **Enter** button.

3. The item should automatically be added to the sale and displayed on the screen with the total amount.
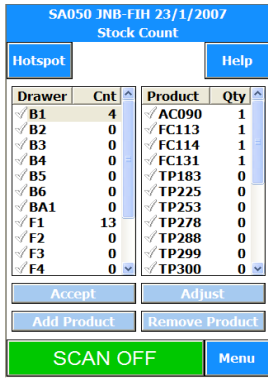
The End Sector Option

From the Main Menu on the Falcon Touch PC select End Sector.

Note: A sector cannot be re-opened for late sales once it has been closed. However it is imperative that you end the sector before landing at destination.
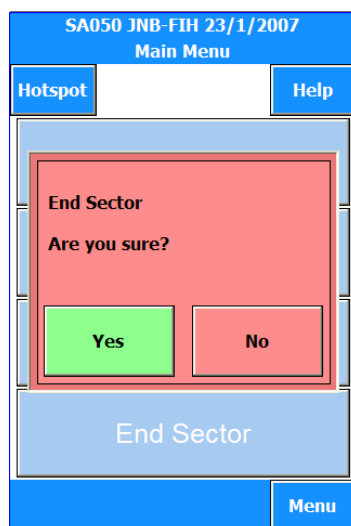
Confirm end sector option chosen by pressing **Yes**. If **No** user returns to Main Menu.

1. Process stock check using the process described in the checking stock section on page 10 of this manual, when stock check is complete press **Accept** and confirm by pressing **Yes.**

2. A report will be automatically printed. When printing is finished press **Yes** to confirm.

> **Note:** *By accepting the stock count as is, the responsibility will fall on the crew member if there is any stock discrepancy.*
> *When stock is adjusted up or down the IFSC/SCCM Needs to sign the stock report.*
> *Stock report needs to be handed in at the Cash Office.*
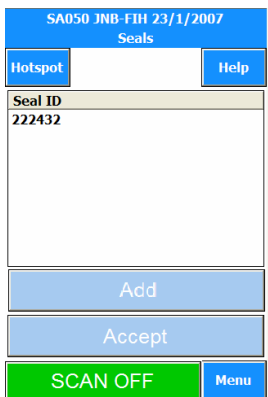
3. From seals screen add or edit seal numbers of seals used to secure trolleys. When all seal numbers have been entered press **Enter.** Refer to seals in accessing the system.
Seals can be scanned by simply pressing the **SCAN OFF** button and pointing the laser scanner to the bar coded seal.
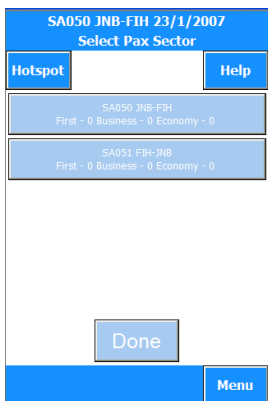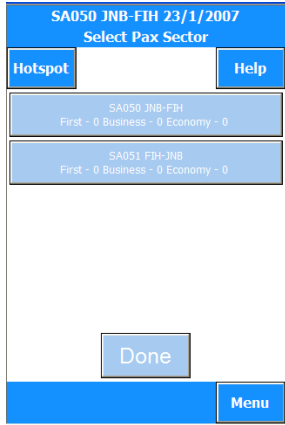
4. From **Select Pax sector** screen, select the current sector to which the pax numbers per class will be entered.
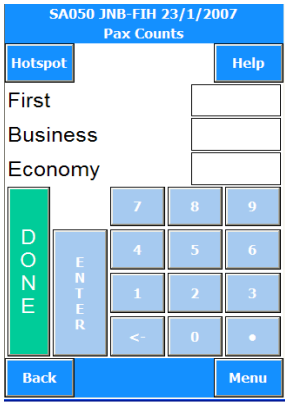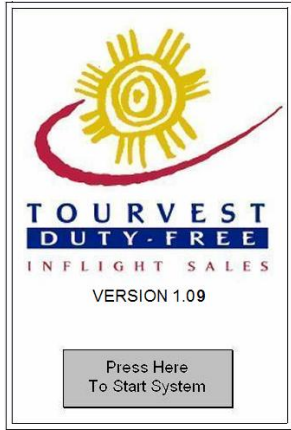
5. Enter the number of **Pax** per class by pressing enter to confirm. When all **Pax** numbers are entered per class press **ENTER** followed by **DONE** on Select Pax Sector screen. A stock report is automatically printed.

6. Press **Yes** if report printed OK? Three reports are printed i.e. C209, bar folder and hand-over to next crew.

If this sector being closed down is not the end of the flight select **Press Here to Start,** the device can start up for the next sector.

If this is the end of the last sector and flight is landing at its base, prepare device to stow and return to the bond.

Touch*PoD* Paper loading instructions

1. Grip either side of printer lid, squeeze and pull up.

4. Ensure spare paper falls across the screen before closing lid

2. Remove the paper roll core

Paper incorrectly installed, remove till roll turn around and re-install!

**3.** Unfasten new till roll and place into hopper

5. Close the lid and tear off surplus paper.

<u>Falcon</u> Changing Battery

To Release Battery
- Using the lever, rotate the easy release fasteners from the locked position to the unlocked position
- Release both fasteners. The battery will "Pop Up" at the fastener end
  Note: the fastens lock and unlock in counter direction to each other, to prevent accidental release of batteries
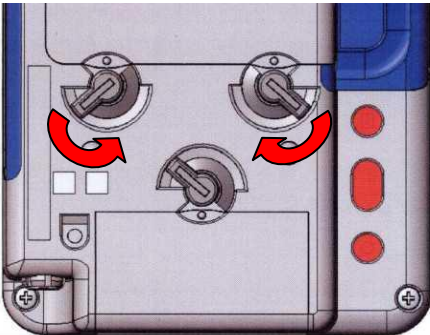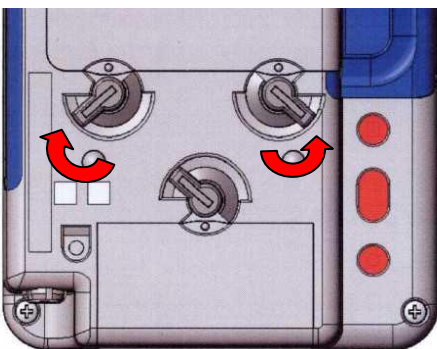
To Remove Battery
- With your fingers, grip and lift the battery from the battery housing of the Falcon
- Store the battery, to return to base for re-charging

To Replace Battery
- Insert locating lug on the battery into the retaining slot, inside the battery housing of the Falcon
- Press down firmly on the battery, to ensure correct fitting

To Secure Battery
- Press down firmly on the battery to locate into battery housing
- Using the lever, rotate the easy release the fastener from the unlocked position, to the locked position
- Secure both fasteners
  Note: the fastens lock and unlock in counter direction to each other

<u>Note</u>: After the battery has been changed, place the flat battery into the pouch provided for the battery. The battery pouch must be returned to the trolley immediately.

<u>NOTES</u>

Novo Ivc Ltd

Number Seven, Clarendon Place, Royal Leamington Spa

Warwickshire, CV32 5QL

Tel: +44(0) 1926 831 173 Fax: +44(0) 1926 330 311

E-mail: mail@novoivc.com