Kiosk Receipts Barcode Scan Lookup

Nightshade .1

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General Information

1. **How does scanning a Kiosk receipt barcode streamline checkout at the register?**
   Scanning the receipt barcode instantly pulls the pending Kiosk order directly into the register basket for payment, eliminating the need to manually search for and finalize the transaction inside the Order Management System.

2. **Does barcode scanning work for customers who receive SMS receipts instead of paper slips?**
   Yes. Customers who opt for SMS receipts receive a digital receipt link containing the same barcode at the bottom, which can be scanned directly from their phone screen at the register terminal.

How the Process Works

3. **What will I see on the POS screen after I scan a customer's Kiosk receipt barcode?**
   While the transaction transfers over, a Downloading Order dialog displays briefly on the register. The items then immediately load directly into your active basket so you can collect payment normally.

4. **Do I still need to go into Order Management to mark a Kiosk order as paid after scanning its barcode at the register?**
   No. Once you complete payment at the register, the system automatically closes out the order in the Order Management System without requiring any manual updates or extra steps.

Troubleshooting for Support

5. **Why am I getting an error message when I scan a Kiosk receipt barcode?**
   An error occurs if the order's status in the Order Management System is flagged **Completed**, or **Canceled**. To successfully pull an order by scanning its barcode, its status must be labeled as **In Progress**, **New** or **Action Required**.

6. **Why won't the Kiosk order download when I scan the receipt barcode at my register?**
   The scanner cannot load a Kiosk order if you already have an open basket on your register screen. Clear or complete the current transaction on your screen first, then rescan the receipt barcode.

7. **Why does an error appear saying the order was already downloaded?**
   An order can only be transferred to one register terminal at a time. If another cashier or POS terminal in your store already scanned the receipt barcode and pulled the order down, the system blocks duplicate downloads.