

Point of Sale User Manual

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1 INTRODUCTION

1.1 THE PURPOSE OF THIS MANUAL

We intend this manual to clearly define the use of the GuestLogix POS system in an Airlines environment. We will also define and explain the functions of the POS system as they relate to the use of the POS by the Airlines staff.

1.2 THE POINT OF SALE SYSTEM

The POS system incorporates

- A Nokia 1520 smartphone running on a Windows 8.1 OS
- A payment sleeve with a magnetic card swipe reader (MSR) and scanner
- GuestLogix Point of Sale application installed on the Nokia 1520 devices

The smartphone, Nokia 1520, is placed into the payment sleeve to create a point of sale handheld devices that will be used by the Airlines Flight Attendants onboard the aircraft to capture transactions and store offline payment information. The devices are intended to be used by the flight attendants and maintained at a minimum distance of 20 cm from the user.

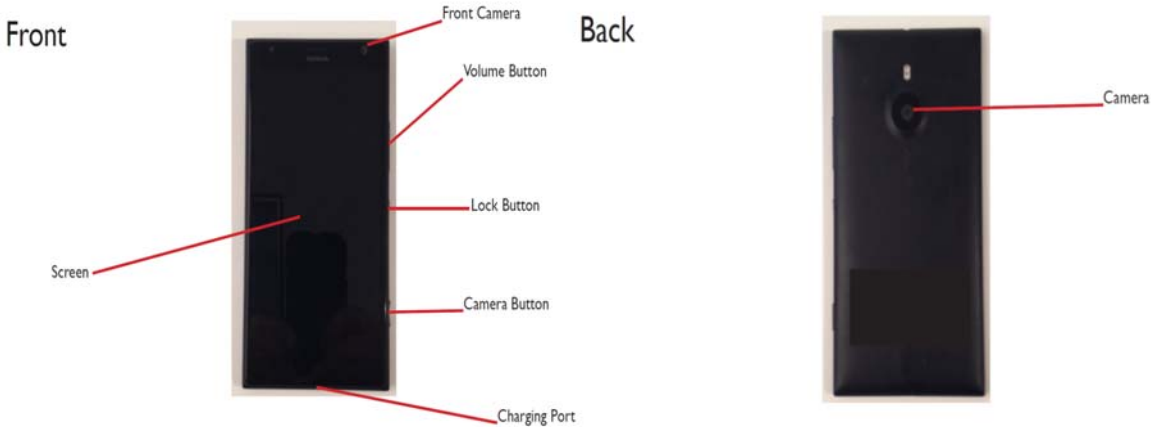
The handheld devices is not using the cellular capabilities of the phone during the inflight operations and with understanding the SAR (Specific Absorption Rate) is not necessary for the phone or sleeve. The Wi-Fi and the NFC functions of the phone are used to communicate with onboard Wi-Fi and the Sleeve NFC as required.

The Flight Attendants onboard the aircraft using the Point of Sale system on the handheld device can:

- Perform a barcode scan
- Process sales
- Process refunds
- Perform stock outs
- Process coupons
- Download flight information
- Perform a flight closeout
- Transmit sales data to the Back Office System (BOS)

1.3 NOKIA 1520 PHONE

This section defines the Nokia 1520 Phone features.



1.4 PAYMENT SLEEVE FOR NOKIA 1520 PHONE

This section defines the features of the Payment Sleeve used with the Nokia 1520 Phone.



2 THE POS SYSTEM FUNCTIONS

This section defines the Point of Sale (POS) system functions.



3 LAUNCHING THE POS SYSTEM

To launch the POS system

- Press and hold the "lock" button (the middle button on the right side of the phone) to power on the phone
- Press and hold the "power" button the sleeve to activate the sleeve
- Tap the POS application tile to start

4 LOGGING IN

After launching the POS system, you will need your ID badge to log in and use the POS system. You can login by

- Scanning your ID barcode
- Swiping your ID with the MCR
- Typing your ID number in manually

To scan your ID

- Tap the "Click to Activate Sleeve" button on the screen
- Point the scanner (on the top of the sleeve) toward the barcode on the ID
- Press and hold either side buttons on the sleeve to scan

To swipe your ID with the MCR

- Tap the "Click to Activate Sleeve" button on the screen
- Swipe your ID card through the MCR with the magnetic strip facing the phone

To type your ID number manually

- Tap the ID number field
- Enter your ID number in to the ID number field using the onscreen keyboard

5 SELECTING FLIGHT DETAILS

Next, you will need to enter the flight details for your flight.

Flight details you will need include

- The date of the flight
- The flight number
- The aircraft number
- The cabin where you will work (Premium Cabin, Primary UE, or Secondary UE)

To enter the flight details

1. Tap on the date field
2. Select the flight date (the flight date will already be set as today)
3. Tap the check button on screen when you have adjusted the date
4. Tap on the flight number field
5. Enter the flight number using the onscreen keyboard
6. Tap the aircraft number field
7. Enter the aircraft number using the onscreen keyboard

8. Tap the cabin where you will work (If you select "Primary UE," you will perform the opening inventory on this device)
9. Tap the "Next" button onscreen
10. Wait while the device downloads data about the flight from the server
11. Tap "Ok" on the notification that the download has been successful
12. Ensure that the information about the flight is correct
13. Tap the "Continue" button when the information is correct

6 PERFORMING INVENTORY

If you have indicated that this device is "primary," you must complete the opening inventory after selecting the flight details.

To perform opening inventory

1. Tap the field for the first seal
2. Enter the seal number for the first position (either scan them in or type them in using the onscreen keyboard). To scan the seal numbers in,
 - A. Tap the "Click to Activate Sleeve" button on the screen
 - B. Point the scanner (on the top of the sleeve) toward the barcode on the seal
 - C. Press and hold either side buttons on the sleeve to scan
3. Repeat steps 1 and 2 for the second seal
4. Tap the field next to the picture of the item to enter the number of items
5. Type the number of items for the first position using the onscreen keyboard
6. Tap "Next" to continue to the next position
7. Repeat steps 1-5 for the next positions
8. Tap "Done" after entering the last position
9. Tap "Ok" when you see the notification that the app has successfully stored the inventory data

7 COMPLETING A LONG TARMAC REPORT (LTD)

If your flight is delayed on the tarmac for an extended period of time, you can use the POS system to complete a Tarmac Long Delay Report.

To complete a Tarmac Long Delay Report

1. Start on the main menu screen
2. Tap on the LTD report tile
3. Tap on the "Diversion City" and type it in using the onscreen keyboard if necessary
4. Tap "Next" to continue
5. Answer each of the questions regarding the delay with Yes or No
6. Tap "Next"
7. Tap on the comments field if necessary
8. Type your comments into the field using the onscreen keyboard
9. Tap "Done" to go back to the main menu

8 PERFORMING A SALE

You can use this device to sell products and to process credit card or coupon payments.

8.1 TO PERFORM A CREDIT CARD SALE

1. Start on the main menu
2. Tap on the Sales tile
3. Find the seat of the customer. To find the seat of the customer
 - Use the three buttons at the bottom of the screen to switch cabins of the aircraft
 - Locate the seat
4. Tap on the seat of the customer
5. Find the product the customer has requested. To find a product you can
 - Scroll up or down through the catalog with your finger
 - Search by category of product
 - Search by typing in the name of the product

6. Tap the "+" icon next to the product name to add it to the cart
7. Repeat steps 5-6 for each product
8. Tap on the payment icon in the upper right hand corner of the screen
9. Ensure that the products on the screen are correct and that the total is correct
10. Tap "Click to Activate Sleeve"
11. Swipe the card through the MCR
12. Review the credit card information if successful (Re-swipe or tap "Manual Credit Card" button and type number using the onscreen keyboard if unsuccessful)
13. Tap "Done"

8.2 TO PERFORM A COUPON SALE

1. Start on the main menu
2. Tap on the Sales tile
3. Find the seat of the customer. To find the seat of the customer
 - Use the three buttons at the bottom of the screen to switch cabins of the aircraft
 - Locate the seat
4. Tap on the seat of the customer
5. Find the product the customer has requested. To find a product you can
 - Scroll up or down through the catalog with your finger
 - Search by category of product
 - Search by typing in the name of the product
6. Tap the "+" icon next to the product name to add it to the cart
7. Repeat steps 5-6 for each product
8. Tap on the payment icon in the upper right hand corner of the screen
9. Ensure that the products on the screen are correct and that the total is correct
10. Press the coupon shaped icon next to the product the customer wants to purchase
11. Enter the coupon number (You can type the number in manually or scan the barcode on the coupon). To scan the coupon numbers in,

- Tap the "Click to Activate Sleeve" button on the screen
 - Point the scanner (on the top of the sleeve) toward the barcode on the seal
 - Press and hold either side buttons on the sleeve to scan
12. Make sure that the product cost has been deducted
 13. Tap "Done"

9 PERFORMING A REFUND

You can use this to refund items. To perform a refund

1. Start on the main menu
2. Tap on the Refund tile
3. Tap "Click to Activate Sleeve"
4. Swipe the credit card used for the transaction you want to refund
5. Review the list of transactions on the card
6. Select the transaction you want to refund
7. You can refund one or more of the products purchased or the entire transaction
 - To refund one item
 - Tap the "R" button next to the product
 - To refund all the products
 - Tap "Refund All" at the bottom of the screen
8. Review the total cost of the transaction
9. Tap done if correct (If incorrect, repeat steps 1-8)
10. Tap "Done"
11. Select the reason for the refund
12. Tap "Ok"

10 CLOSING OUT A FLIGHT

To perform a flight closeout

1. Start from the main menu
2. Tap Close Flight
3. Tap "Ok" when asked to confirm
4. Review the Sales Summary page
5. Tap "Close" when finished reviewing
6. Review closing flight attendant messages
7. Tap Yes or No on all messages

Next you will perform closing inventory

8. Tap the field for the first seal
9. Enter the seal number for the first position (either scan them in or type them in using the onscreen keyboard). To scan the seal numbers in,
 - Tap the "Click to Activate Sleeve" button on the screen
 - Point the scanner (on the top of the sleeve) toward the barcode on the seal
 - Press and hold either side buttons on the sleeve to scan
10. Repeat steps 1 and 2 for the second seal
11. Tap the field next to the picture of the item to enter the number of items
12. Type the number of items for the first position using the onscreen keyboard
13. Tap "Next" to continue to the next position
14. Repeat steps 1-5 for the next positions
15. Tap "Done" after entering the last position
16. Tap "Ok" when you see the notification that the app has successfully stored the inventory data

11 TRANSMITTING DATA

After performing the flight close out, the device will transmit via Wi-Fi the sales and other data to the server. If there is no Wi-Fi connection available onboard the aircraft the transaction will fail. When on ground and off the plane, the flight attendant can activate the cellular function of the phone and transmit using the cellular function.

Upon completion of the transmission, confirmation message will pop up. Tap "Ok" to finish and then you are ready for the next flight.

The transmission of data and information will be performed by flight attendant using the mobile device. During transmission of data the sleeve need not be active as it is not used during the transmission process nor is the sleeve required to be attached to the mobile device.

Appendix Homologation

FCC Compliance Statement.

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions :

- (1) This device may not cause harmful interference, and**
- (2) This device must accept any interference received, including interference that may cause undesired operation.**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Do Not



Any changes or modifications to the equipment not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

IC Compliance Statement.

This device complies with Industry Canada licence-exempt RSS standard(s).
Operation is subject to the following two conditions:
(1) this device may not cause interference, and
(2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le present appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisee aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioelectrique subi, meme si le brouillage est susceptible d'en compromettre le fonctionnement.