

 *Camp & Class Manager*

# Camp & Class Manager User Guide: Point of Sale

# Camp and Class Manager Release Notes

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## About ACTIVE Network, LLC

ACTIVE Network, LLC is a technology and media company that helps millions of people find and register for things to do and helps organizations increase participation in their activities and events.

For more information about ACTIVE Network, LLC products and services, please visit [ACTIVEnetwork.com](https://ACTIVEnetwork.com).

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## About ACTIVE POS

ACTIVE POS allows organizers, staff, and volunteers to easily make sales, process transactions and track orders onsite at a program or session. ACTIVE POS:

- Integrates seamlessly with ACTIVEWorks Camp and Class Manager
- Loads your event or session merchandise for onsite sale into the app
- Easily switches between different events or sessions
- Accepts cash and credit card payments
- Supports MagTek card readers
- Supports offline mode (swipe card only, no manual entry) in case of no or limited internet connectivity
- Automatically processes offline transactions when the device regains internet connectivity
- Allows users to search and view order details anytime, anywhere

## Setting up the app

### System requirements

ACTIVE POS is designed for use on:

- Apple iPad devices running iOS 11 or later
- Samsung Galaxy S4 tablets running Android 9 or later

### Installing peripherals

#### Installing a card reader

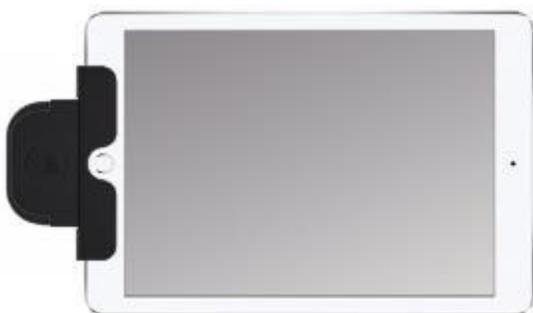
ACTIVE POS supports the following magnetic-stripe card readers:

- For Apple iPad devices: MagTek iDynamo Swipe Card Reader (<https://www.magtek.com/product/idynamo>)
- For Samsung Galaxy S4 tablets: MagTek uDynamo Audio Jack Swipe Card Reader (<https://www.magtek.com/product/udynamo>)

To install a card reader on the mobile POS device:

- For Apple iPad devices: plug the card reader into the Lightning port.
- For Samsung Galaxy S4 tablets: plug the card reader into the headphone socket.

iPad or iPad mini



Samsung Galaxy S4



Before the card reader is plugged in, the POS checkout screens on iPad/iPad mini and Samsung Galaxy S4 tablets display different card reader installation instructions:

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iPad or iPad mini

Total 6 Items  
**\$66.89** Continue

Credit card  Cash

**Name on card\***

**Card number\***

**Expiration date\***  **CVV/CVC\***

**Email**  Enter an email address to receive e-receipt

We accept these cards:

Samsung Galaxy S4

Total 6 Items  
**\$66.89** Continue

Credit card  Cash

**Name on card\***

**Card number\***

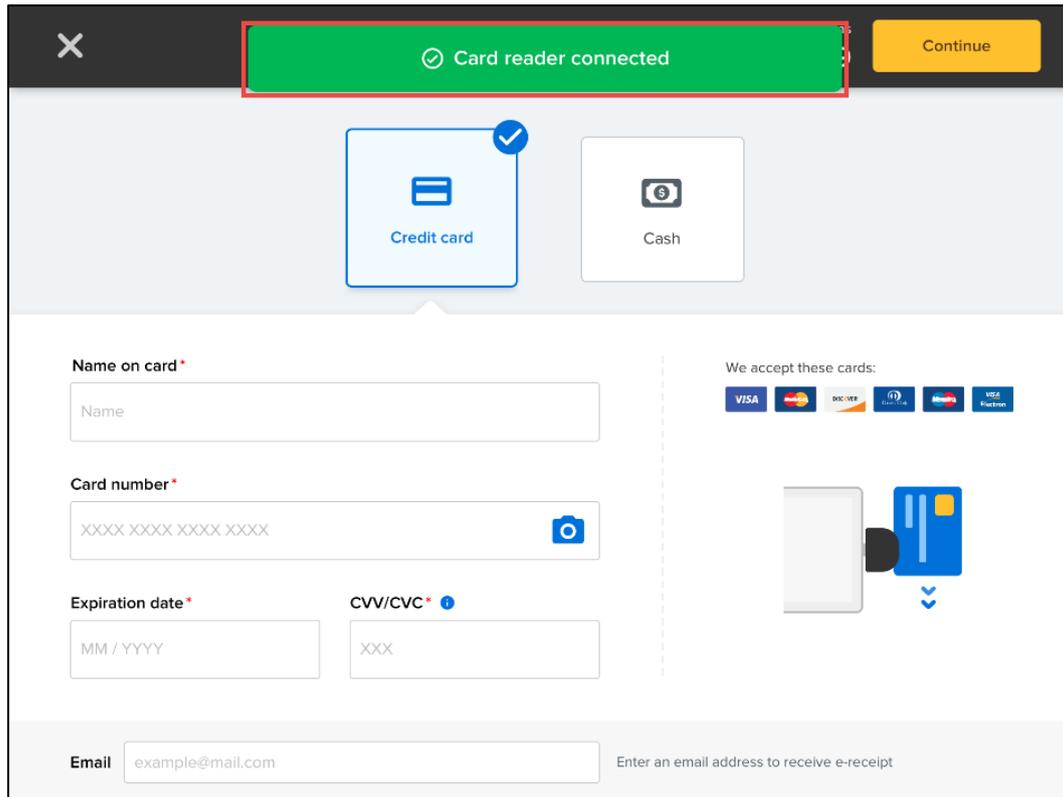
**Expiration date\***  **CVV/CVC\***

**Email**  Enter an email address to receive e-receipt

We accept the following cards:

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Once the card reader is connected, the “Card reader connected” message appears on the current screen:



### How is credit card information secured?

- For credit card transactions, sensitive data on the magnetic stripe is encrypted and protected by the card reader.
- When the network is connected, encrypted sensitive data is transmitted from the card reader to the PCI-DSS compliant AMS environment and is not stored in the application or the mobile POS device.
- When the network is not available (offline mode), credit card payments are only accepted by swiping the card through the card reader. Encrypted sensitive data is stored in the mobile POS device until it regains internet connection and is then submitted to the PCI-DSS compliant AMS environment.

### Security recommendations

To ensure the confidentiality of customers' credit card data and to prevent misuse of their credit card accounts, please observe the following recommendations:

#### For agency administrators/supervisors:

- Ensure that the mobile POS device is protected by a secure PIN code and configure the device to self-lock when not in use.
- Ensure that operating system updates and security patches are installed in a timely manner.
- Do not root or jailbreak the mobile POS device or install any unauthorized applications.
- Do not uninstall the app until it is confirmed that all offline orders have been processed, otherwise pending orders made in offline mode might be lost.
- Only connect to a secure, WPA/WPA2 password-protected Wi-Fi network or a trusted cellular data network. For more information about Wi-Fi network security, please see [Tips for Using Public Wi-Fi Networks](#).
- Disable any unused wireless interfaces (such as Bluetooth or Cellular) on the mobile POS device.
- Restrict access to the mobile POS device to only authorized personnel.

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### For ACTIVE POS app users:

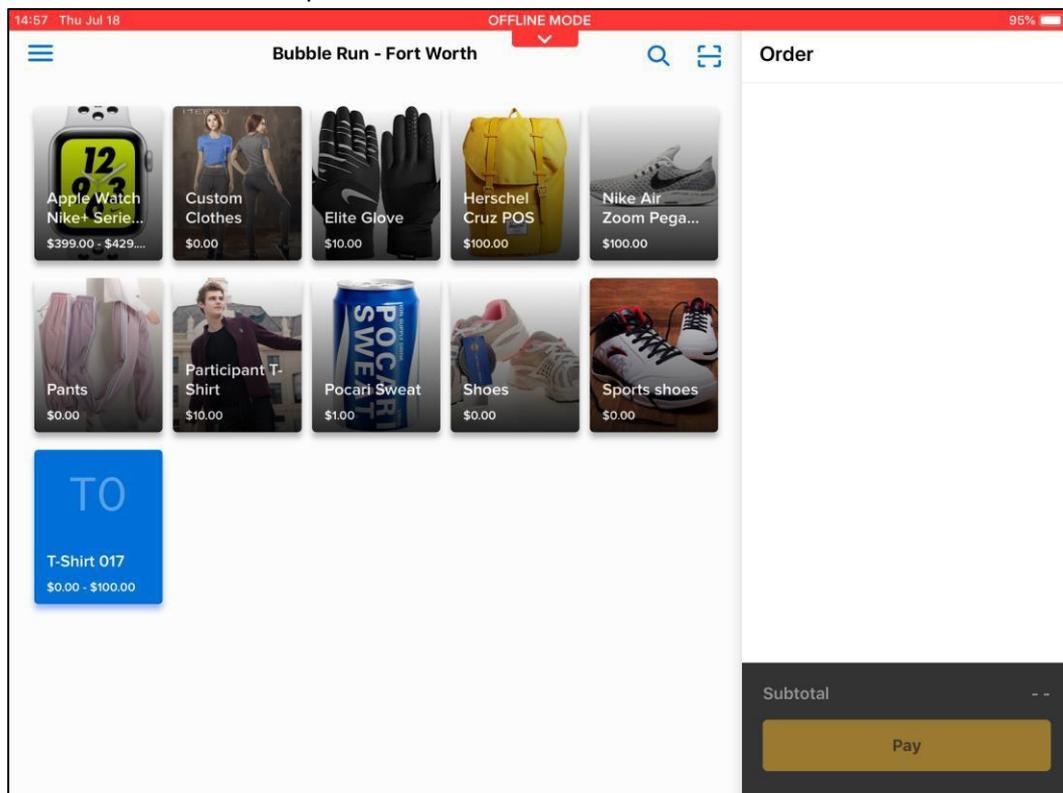
- Do not leave the mobile POS device unattended or allow unauthorized personnel to use it.
- Do not disclose the mobile POS device PIN code.
- Lock the mobile POS device when it is not in use.
- Do not uninstall the app, otherwise pending orders made in offline mode might be lost.
- Do not install any unauthorized applications on the device.
- Do not connect any unauthorized peripherals to the device.
- Do not connect the device to any unauthorized wireless networks.
- Cardholder information (such as name, address, and card details) must be treated as confidential and must not be divulged to anyone.
- If the device has been accessed by unauthorized persons or is lost, report this immediately to your supervisor.

### Offline mode

During an event (or session for CCM users) sale, if the network is disconnected, then ACTIVE POS automatically switches to offline mode (indicated by a red "OFFLINE MODE" status bar on top), allowing you to continue with the sale. Offline mode credit card transactions will be processed automatically once the mobile POS device reconnects to the network within 72 hours.

After switching to offline mode:

- Only cash and swiped card payments are accepted
- Manual entry of credit card information is NOT permitted
- Encrypted sensitive credit card data is stored in the mobile POS device until it reconnects to the network and is then submitted to the PCI-DSS compliant AMS environment.



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### Note:

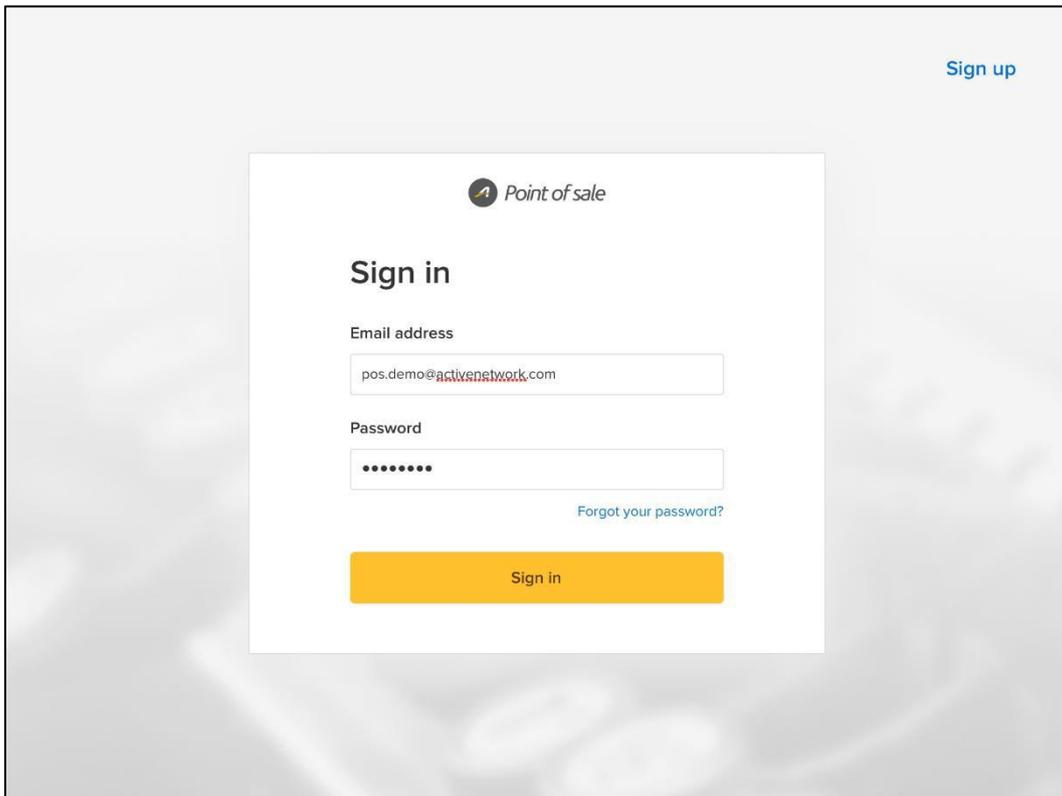
- Offline mode credit card transactions will expire if not submitted within 72 hours.
- If you log out before offline mode credit card transactions can be submitted, then you must log back in within 72 hours to process the payments.
- The agency will be responsible for any expired, declined, or disputed card payments accepted while in offline mode. Please verify the cardholder's name and the card expiration date to ensure it is a valid card.
- The agency will be charged processing fees for both online and offline orders.
- Submissions of offline cash payments do not have a time limit.
- Do not uninstall the app, otherwise pending orders made in offline mode might be lost.
- Email receipts for offline orders will be sent after the orders are successfully processed.

### [Selling items with ACTIVE POS](#)

### Logging in and selecting a session

To log in to ACTIVE POS and select a session:

1. Tap the app icon  and enter your Active Passport credentials (the previous logged-in user is displayed).



The screenshot shows the login interface for the ACTIVE POS app. At the top right, there is a blue link that says "Sign up". In the center, there is a white box with the "Point of sale" logo at the top. Below the logo, the text "Sign in" is displayed. There are two input fields: "Email address" with the text "pos.demo@activenetwork.com" and "Password" with a masked password of seven dots. Below the password field is a blue link that says "Forgot your password?". At the bottom of the white box is a yellow button with the text "Sign in".

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- (optional) For GDPR-compliant agencies where users must sign or re-sign the ACTIVE Terms of Use and Privacy Policy waivers, the **Select country** screen is displayed. Tap your country or region and then tick the waivers.

### Select country

Please select your country so that we can provide you with correct Terms and Conditions and Privacy Policy documents.

- United States
- Canada
- Aaland Islands
- Afghanistan
- Albania

Next

### Privacy & terms of use

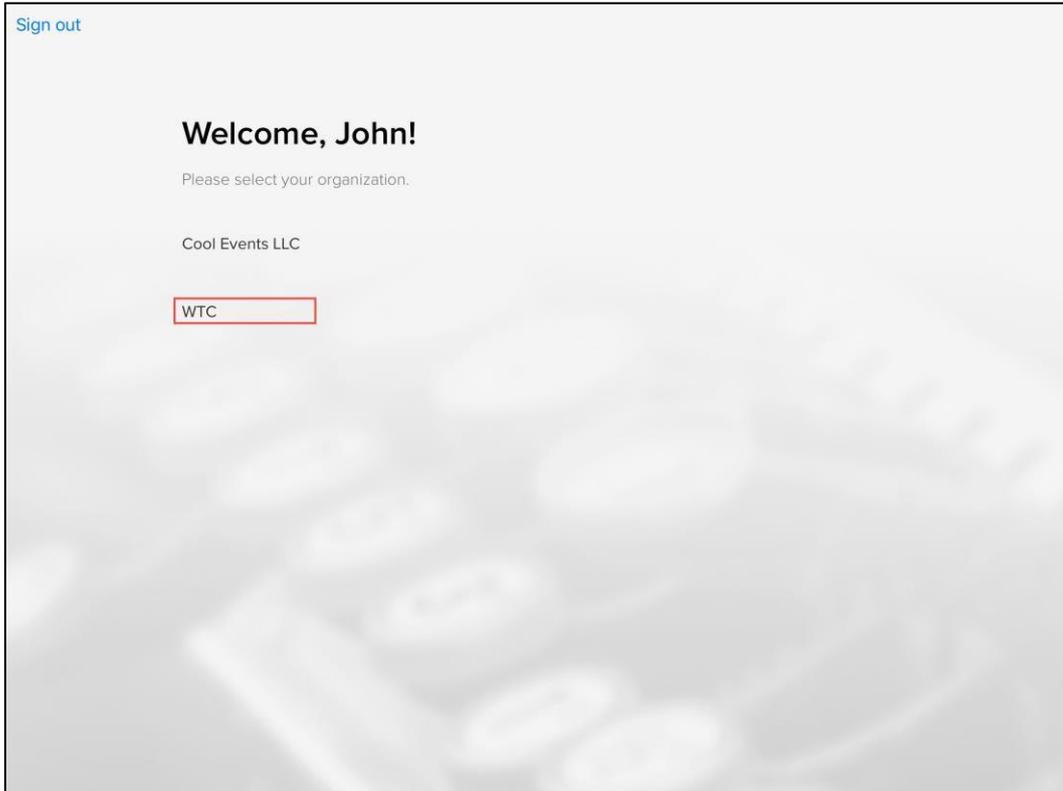
You must accept our Terms of Use and acknowledge our Privacy Policy to use our services. Please review and provide your consent.

- I have read and agree to ACTIVE Network's [Terms of Use](#)
- I have read and agree to ACTIVE Network's [Privacy Policy](#)

Next

## Camp and Class Manager Release Notes

3. If your account is associated with multiple organizations, then tap the required organization.

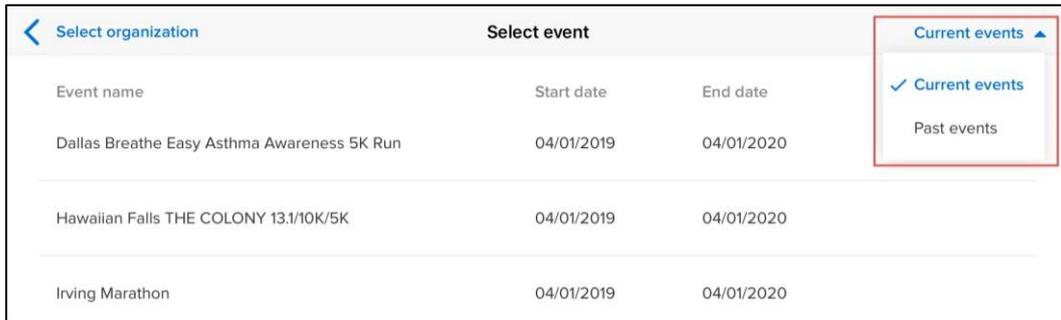


4. On the **Select session** screen, Tap the required session.

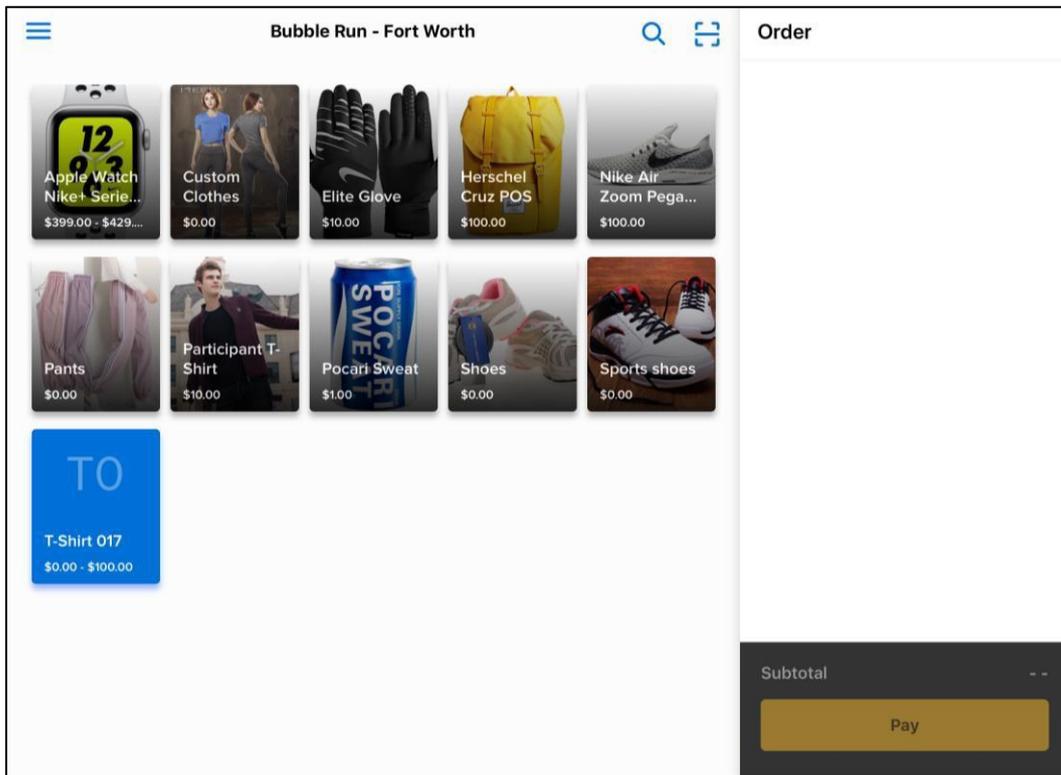
<a href="#">Select organization</a>	Select event		<a href="#">Current events</a> ▼
Event name	Start date	End date	
Dallas Breathe Easy Asthma Awareness 5K Run	04/01/2019	04/01/2020	
Hawaiian Falls THE COLONY 13.1/10K/5K	04/01/2019	04/01/2020	
Irving Marathon	04/01/2019	04/01/2020	
The Colony Half Marathon and Green Dragon 10 Miler	04/01/2019	04/01/2020	
The Colony Half Marathon and Green Dragon 15 Miler	04/01/2019	04/01/2020	
The Colony Half Marathon and Green Dragon 20 Miler	04/01/2019	04/01/2020	
The Colony Half Marathon and Green Dragon 5 Miler	04/01/2019	04/01/2020	
<b>Bubble Run - Fort Worth</b>	<b>04/23/2019</b>	<b>12/31/2019</b>	<input checked="" type="checkbox"/>
Color Run - Chengdu	03/31/2020	12/08/2020	

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If you need to select a past session, then tap **Current events** > **Past events**.



Available merchandise for this session is loaded and displayed.



### Switching between events/sessions

When the mobile POS device is connected (online), you can switch to another session:

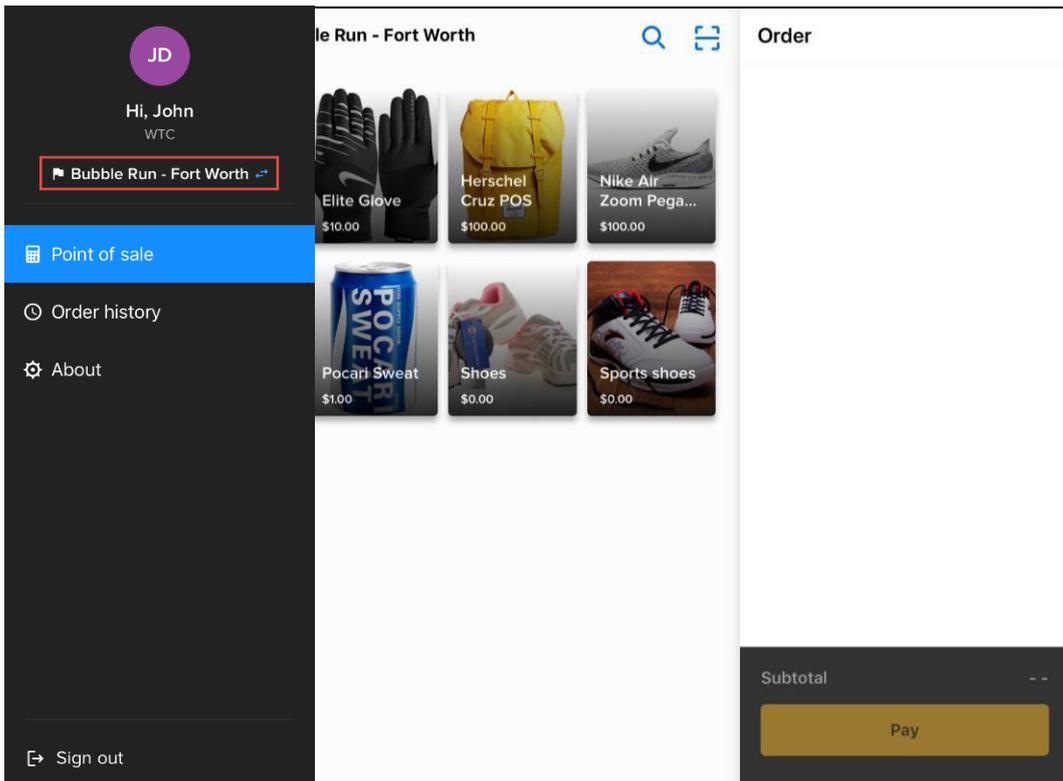
1. Tap the menu icon  on the upper-left.



2. In the navigation pane, tap the current session.

**Note:** Changing to another session will remove all items in the current **Order**.

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3. On the **Select session** screen, tap the required session.

Select organization		Select event		Current events ▼
Event name	Start date	End date		
2019 CRC Mother's Day Half Marathon	04/01/2019	04/01/2020		
Dallas Breathe Easy Asthma Awareness 5K Run	04/01/2019	04/01/2020		✓
Hawaiian Falls THE COLONY 13.1/10K/5K	04/01/2019	04/01/2020		
Irving Marathon	04/01/2019	04/01/2020		
The Colony Half Marathon and Green Dragon 10 Miler	04/01/2019	04/01/2020		
The Colony Half Marathon and Green Dragon 15 Miler	04/01/2019	04/01/2020		
The Colony Half Marathon and Green Dragon 20 Miler	04/01/2019	04/01/2020		
The Colony Half Marathon and Green Dragon 5 Miler	04/01/2019	04/01/2020		
Bubble Run - Fort Worth	04/23/2019	12/31/2019		

**Note:** if your account is associated with multiple organizations, then a **Select organization** link is displayed on the **Select session** screen, allowing you to switch to a different organization if required.

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Select organization	Select event	Current events
Event name	Start date	End date
2019 CRC Mother's Day Half Marathon	04/01/2019	04/01/2020
Dallas Breathe Easy Asthma Awareness 5K Run	04/01/2019	04/01/2020 <input checked="" type="checkbox"/>

### Adding items to the order

The main merchandise sales screen is divided into two sections:

- On the left: a search box and available items.
- On the right: the current order.

**Bubble Run - Fort Worth**

Order

Apple Watch Nike+ Serie...	Custom Clothes	Elite Glove	Herschel Cruz POS	Nike Air Zoom Pega...
\$399.00 - \$429...	\$0.00	\$10.00	\$100.00	\$100.00
Pants	Participant T-Shirt	Pocari Sweat	Shoes	Sports shoes
\$0.00	\$10.00	\$1.00	\$0.00	\$0.00

**TO**

T-Shirt 017  
\$0.00 - \$100.00

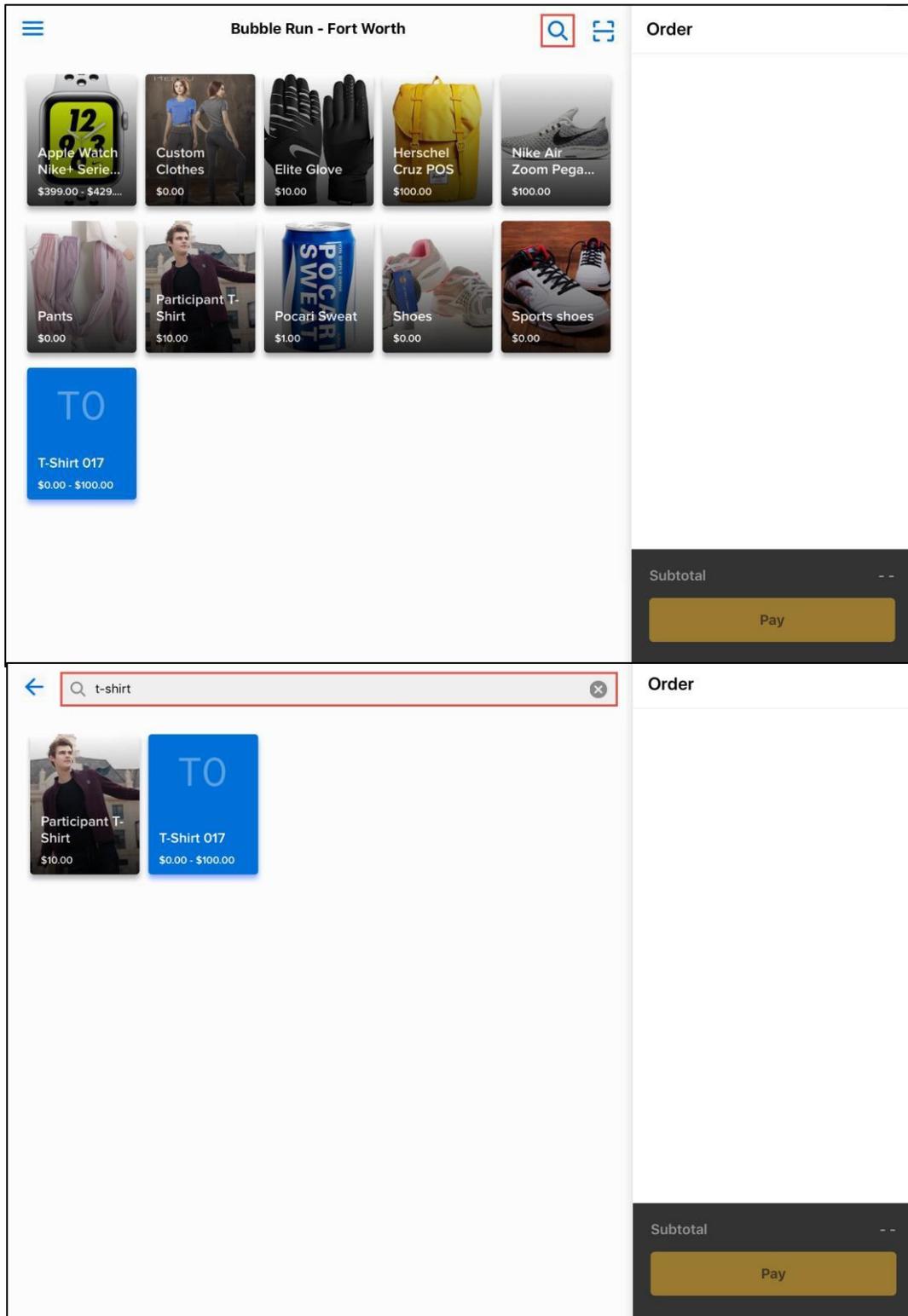
Subtotal --

Pay

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## Searching for an item

To search for an item, tap the search icon  (note: this icon is hidden if there are no items available for sale) and then enter the item name or product ID in the search box. Matching items are displayed.



After the search, click the back-arrow icon (  ) to return to the main sales screen.

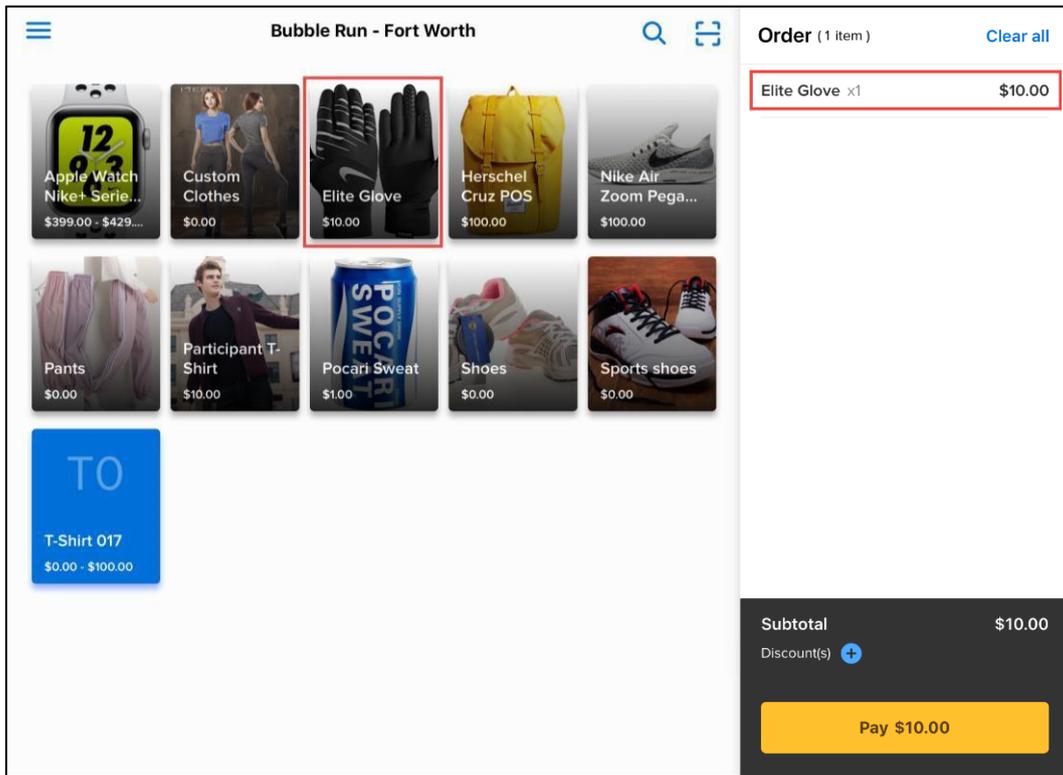
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### Adding items from the sales screen

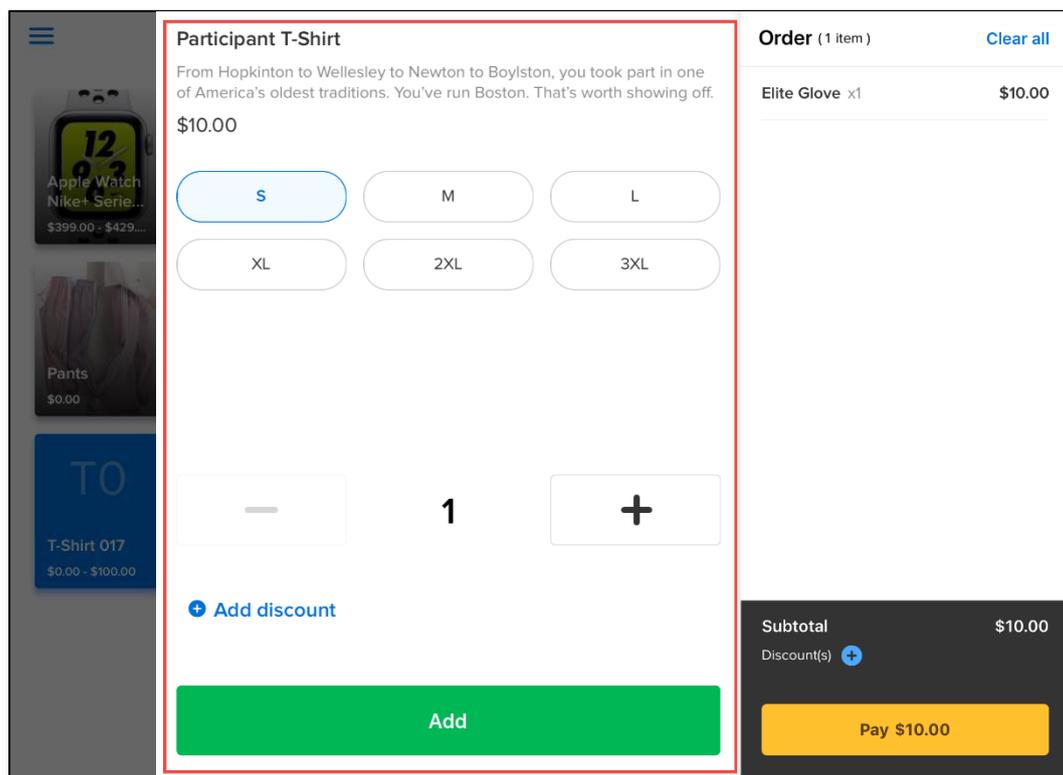
On the sales screen, you can add an item to the order by tapping the required item. Added items are listed under the **Order** list.

To add more of the same item, tap the item again.

**Note:** If the network is disconnected before adding more items to the order, then the ACTIVE POS automatically switches to offline mode (see [Offline mode](#) for more information).

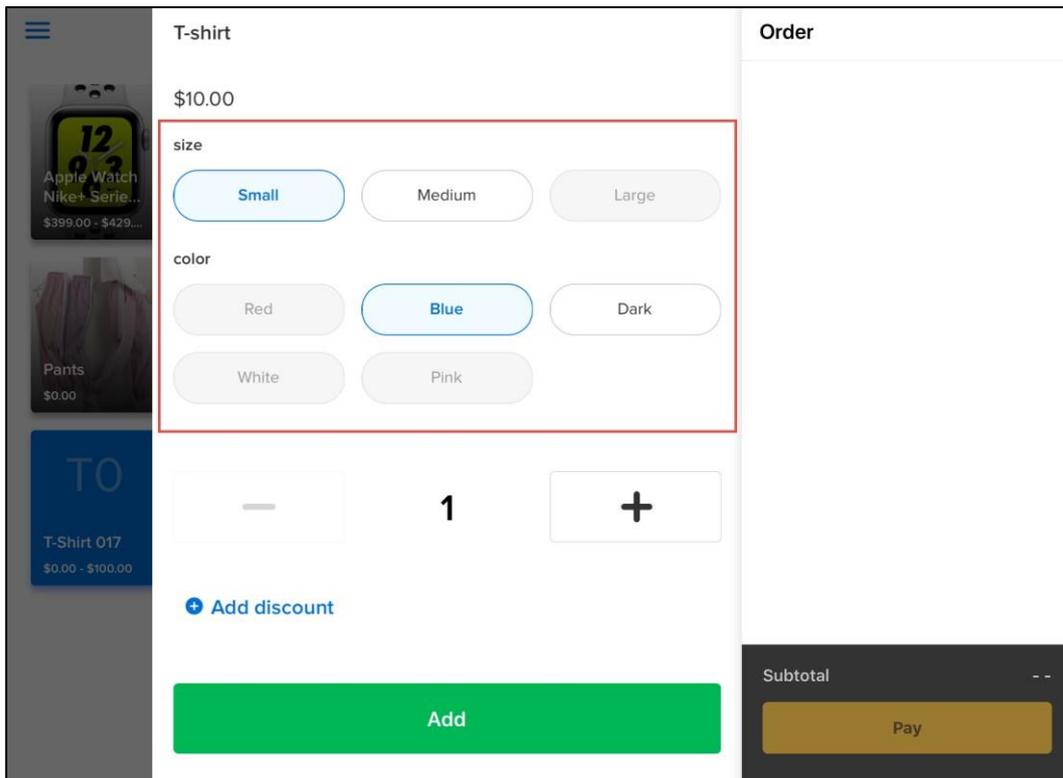


If an item has variations (for example, clothing sizes or colors), then tapping the item opens the item variation screen.

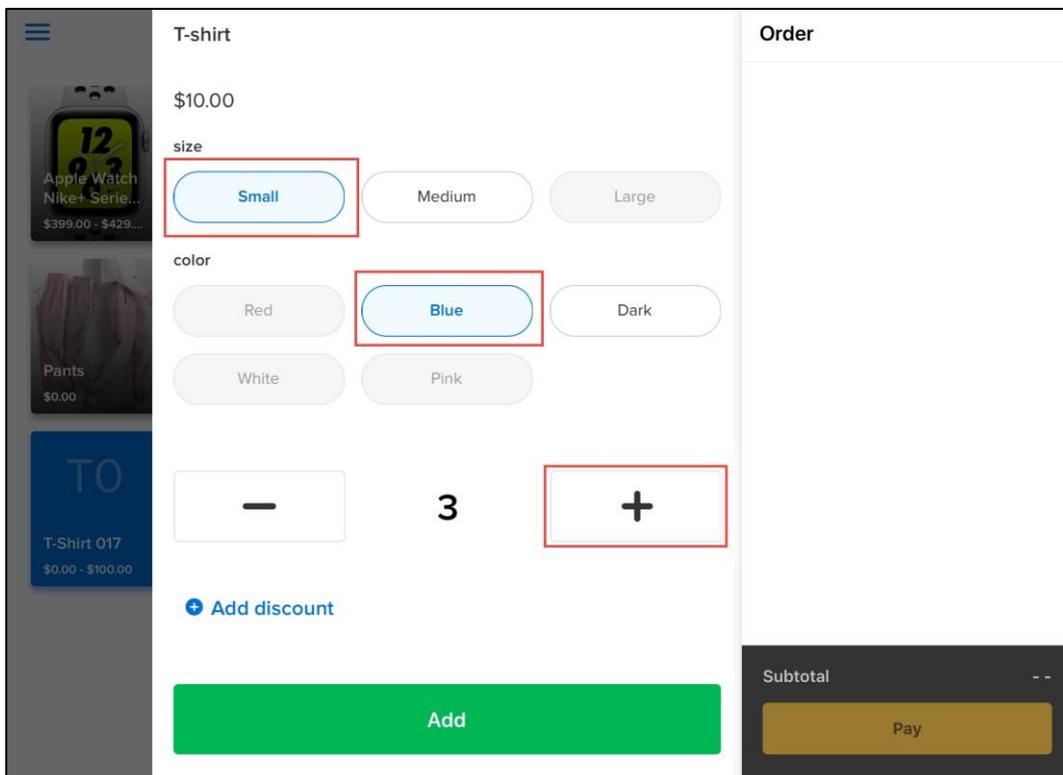


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If the agency has configured variations of an item in different categories or tiers (e.g. size AND color), then the variations are listed separately under each category, for example:



Tap the required variation and tap + or – to change the item quantity.



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On the item variation screen, you can apply an ad-hoc discount to the item by tapping **+ Add discount**.

Then tap **Add** to add the item to the order.

The screenshot shows a mobile application interface for 'Bubble Run - Fort Worth'. The main area displays a grid of items for sale, each with an image, name, and price. A blue button labeled 'TO' is visible below the grid. On the right side, there is an 'Order' summary section showing '3 items' and a 'Clear all' link. The order summary lists 'T-shirt x3' for '\$30.00' with the specification 'Small, Blue'. Below the order summary, the 'Subtotal' is shown as '\$30.00', and there is a 'Discount(s)' section with a plus sign icon. At the bottom right, there is a large yellow 'Pay' button.

Item	Price
Apple Watch Nike+ Serie...	\$399.00 - \$429...
Custom Clothes	\$0.00
Elite Glove	\$10.00
Herschel Cruz POS	\$100.00
Nike Air Zoom Pega...	\$100.00
Pants	\$0.00
Participant T-Shirt	\$10.00
Pocari Sweat	\$1.00
Shoes	\$0.00
Sports shoes	\$0.00
T-Shirt 017	\$0.00 - \$100.00

**Order (3 items)** [Clear all](#)

T-shirt x3	\$30.00
Small, Blue	

**Subtotal** \$30.00

Discount(s) [+](#)

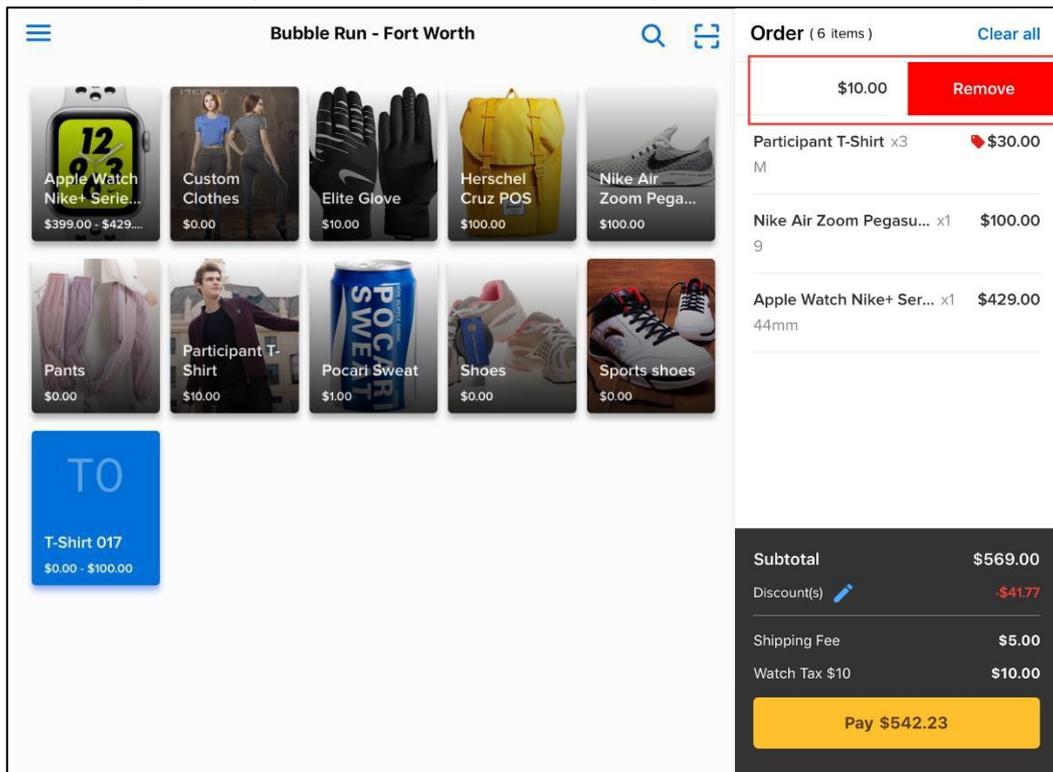
**Pay**

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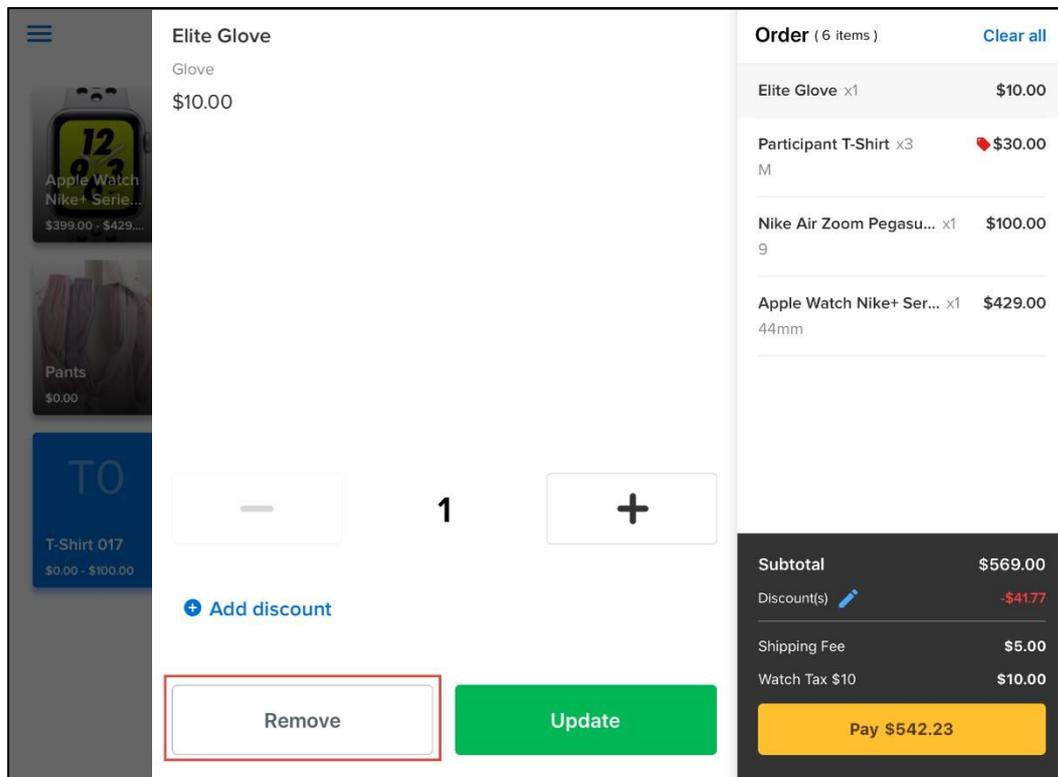
### Removing items from the current order

You can remove an item from the current order by one of the following:

- Under **Order**, swipe the required item to the left and then tap **Remove**.



- Under **Order**, tap the required item to open the item detail screen and then tap **Remove**.



You can remove all items in the current order by tapping **Clear all** on the top-right.

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## Checking out

To check out, tap **Pay** to open the payment screen. ACTIVE POS supports both credit card and cash payments.

The screenshot shows a shopping cart interface for 'Bubble Run - Fort Worth'. The cart contains 6 items: Elite Glove (\$10.00), Participant T-Shirt x3 (\$30.00), Nike Air Zoom Pegasus 9 (\$100.00), Apple Watch Nike+ Series 4 (\$429.00), Pants (\$0.00), and a Participant T-Shirt (\$10.00). A 'Pay \$542.23' button is highlighted in yellow. The subtotal is \$569.00, with a discount of \$41.77, shipping fee of \$5.00, and watch tax of \$10.00.

Item	Quantity	Price
Elite Glove	x1	\$10.00
Participant T-Shirt	x3	\$30.00
Nike Air Zoom Pegasus 9	x1	\$100.00
Apple Watch Nike+ Series 4 44mm	x1	\$429.00
Pants		\$0.00
Participant T-Shirt		\$10.00

Category	Amount
Subtotal	\$569.00
Discount(s)	-\$41.77
Shipping Fee	\$5.00
Watch Tax \$10	\$10.00
<b>Total</b>	<b>\$542.23</b>

The screenshot shows the payment screen with a total of 6 items for \$542.23. The 'Credit card' option is selected. The form includes fields for Name on card, Card number, Expiration date, and CVV/CVC. Accepted card types are VISA, Mastercard, and AMEX. An email field is provided for e-receipts.

Total 6 items  
**\$542.23** [Continue](#)

Credit card  Cash

Name on card\*

Card number\*

Expiration date\*

CVV/CVC\*

We accept the following card types:

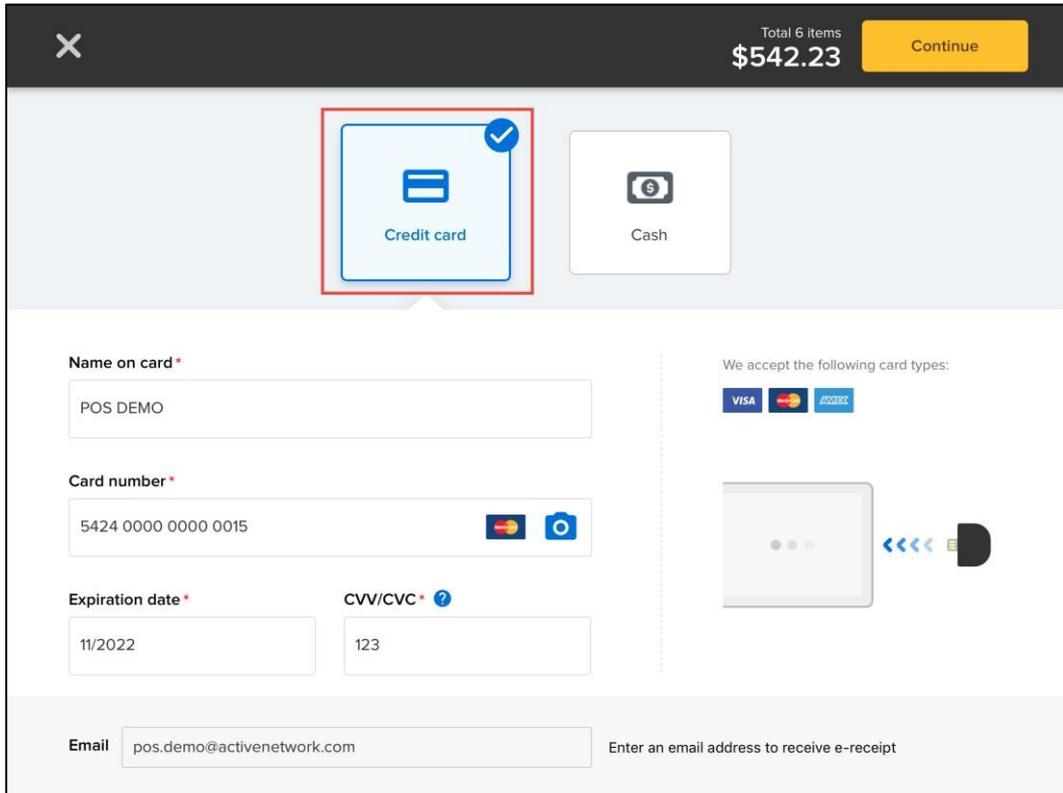
Email  Enter an email address to receive e-receipt

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### Paying with credit cards (online)

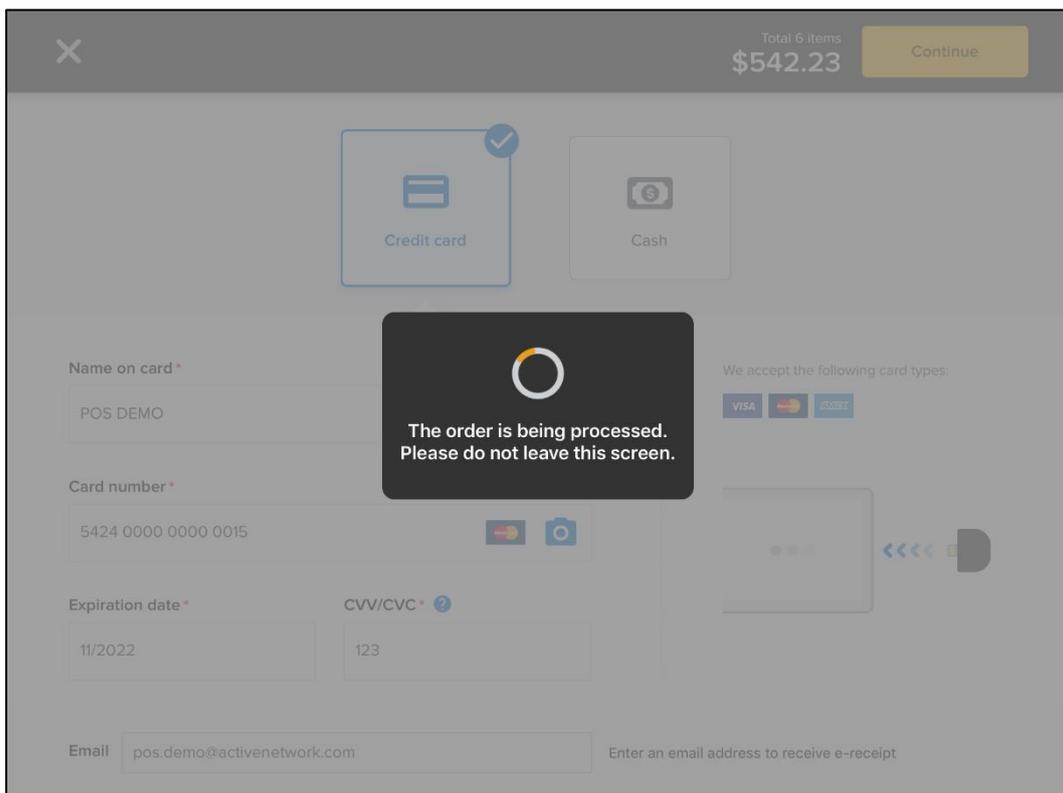
To process credit card payments when the network is connected:

1. Tap **Credit card** (selected by default) and provide the card information by one of the following:
  - Manually enter the card information.
  - Tap  to scan the card number and expiration date, and then enter the cardholder's name and CVV/CVC number.
  - Swipe the card (magnetic-stripe card only) through the connected MagTek card reader.



The screenshot shows a payment interface with a total of 6 items for \$542.23. The 'Credit card' option is selected and highlighted with a red box. The form includes fields for Name on card (POS DEMO), Card number (5424 0000 0000 0015), Expiration date (11/2022), and CVV/CVC (123). It also displays accepted card types (VISA, Mastercard, AMEX) and a card reader icon. An email field is present at the bottom with the address pos.demo@activenetwork.com.

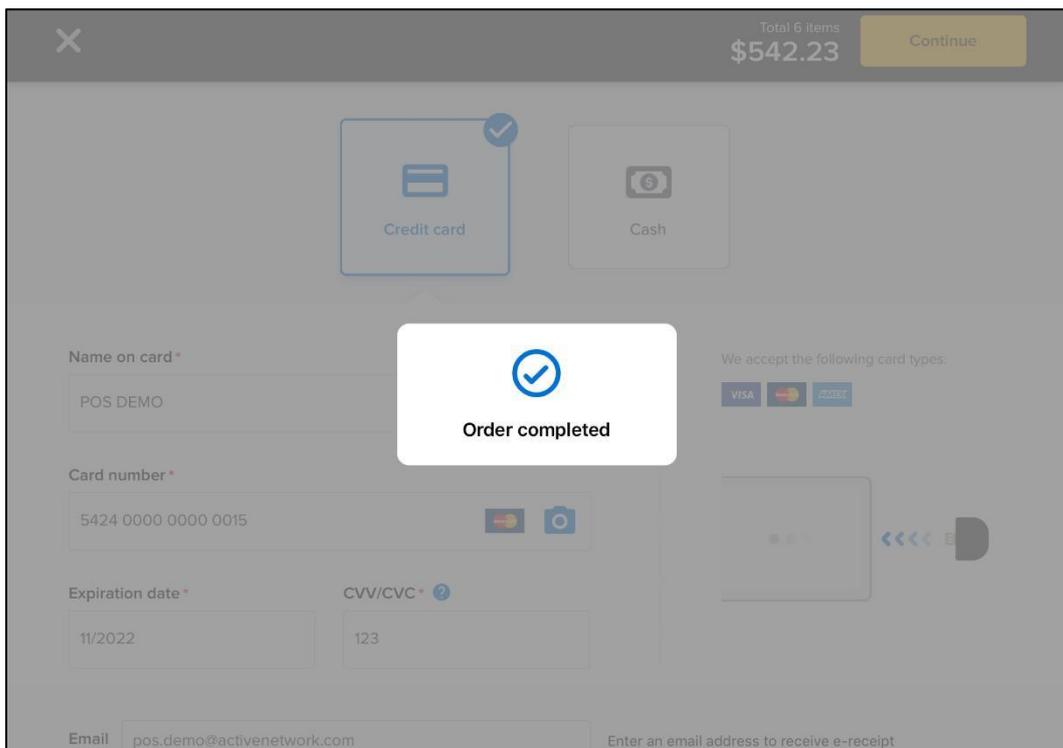
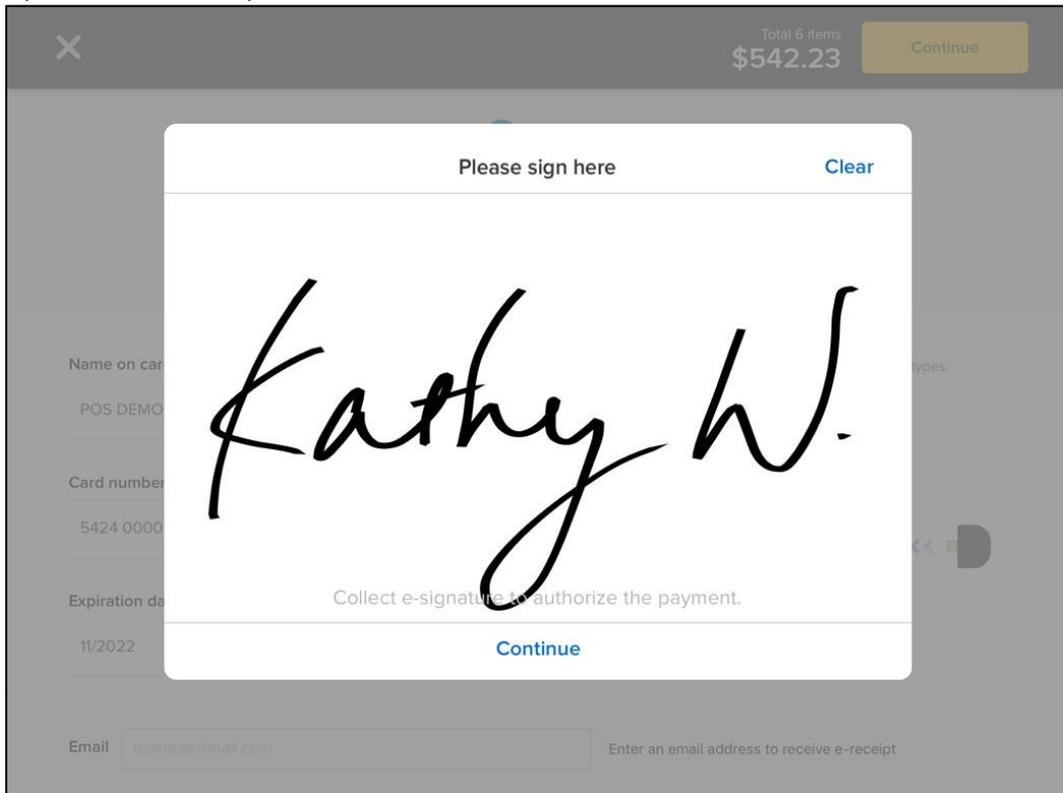
2. To email a copy of the receipt to the customer, enter their **Email** address.
3. Tap **Continue**.



The screenshot shows the same payment interface as above, but with a loading overlay in the center. The overlay is a dark rectangle with a white circular progress indicator and the text: "The order is being processed. Please do not leave this screen." The background elements are dimmed.

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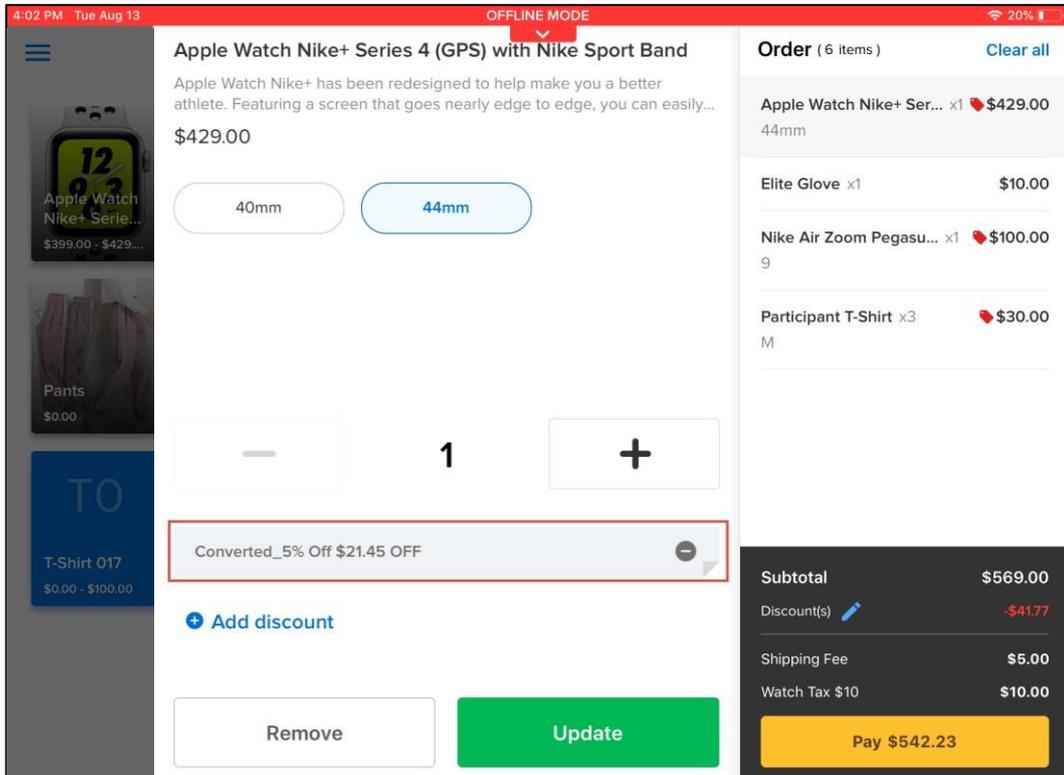
4. On the **Please sign here** popup, request the customer to sign his or her signature to authorize the payment. Then tap **Continue** to complete the order.



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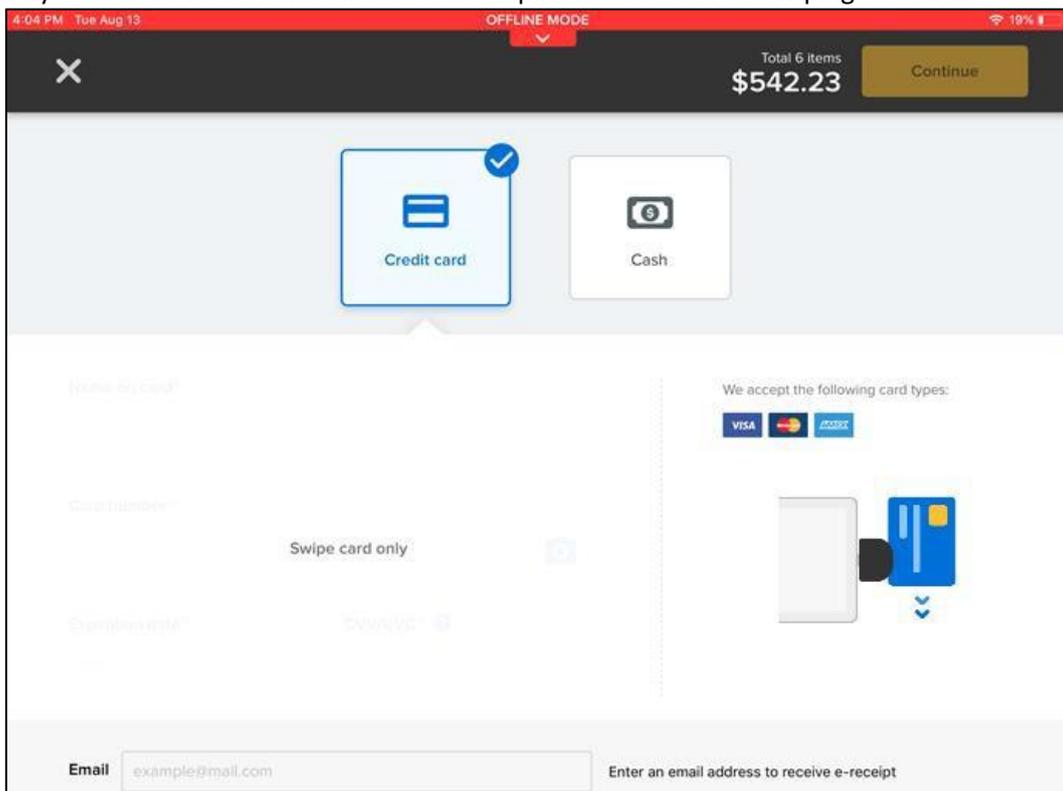
## Paying with credit cards (offline)

If the network is disconnected before checking out, then the discounts for any previously-applied coupons are converted to ad-hoc discounts. For example:



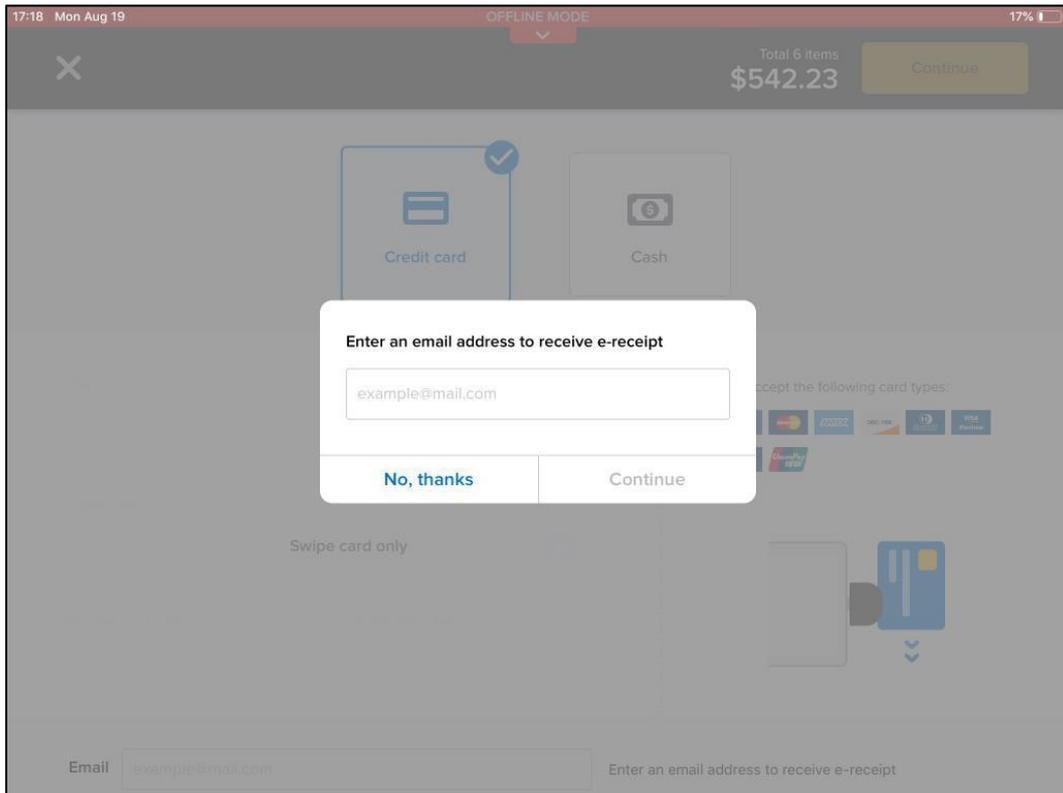
To process credit card payments while offline (only swiped card payments are accepted, see [Offline mode](#) for more information):

1. Tap **Credit card** (selected by default) and swipe the card through the connected MagTek card reader.
  - In offline mode, manual card information entry (including scanning by camera) is disabled.
  - Verify the cardholder's name and the card expiration date before swiping the card.

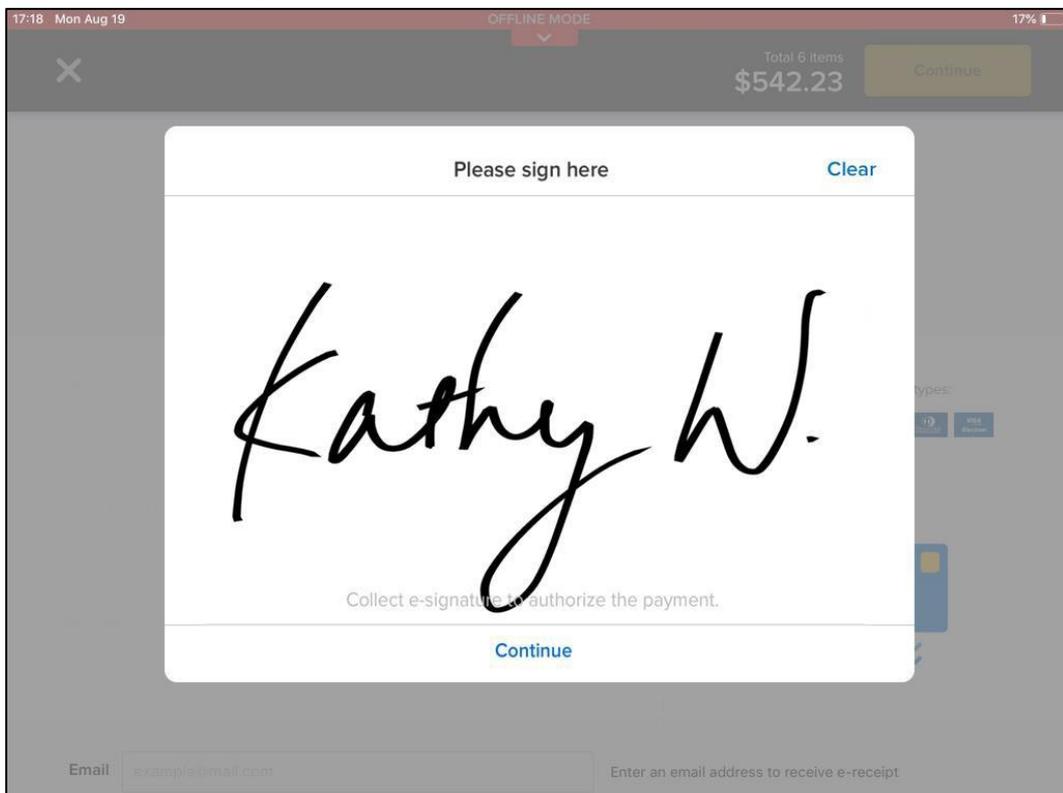


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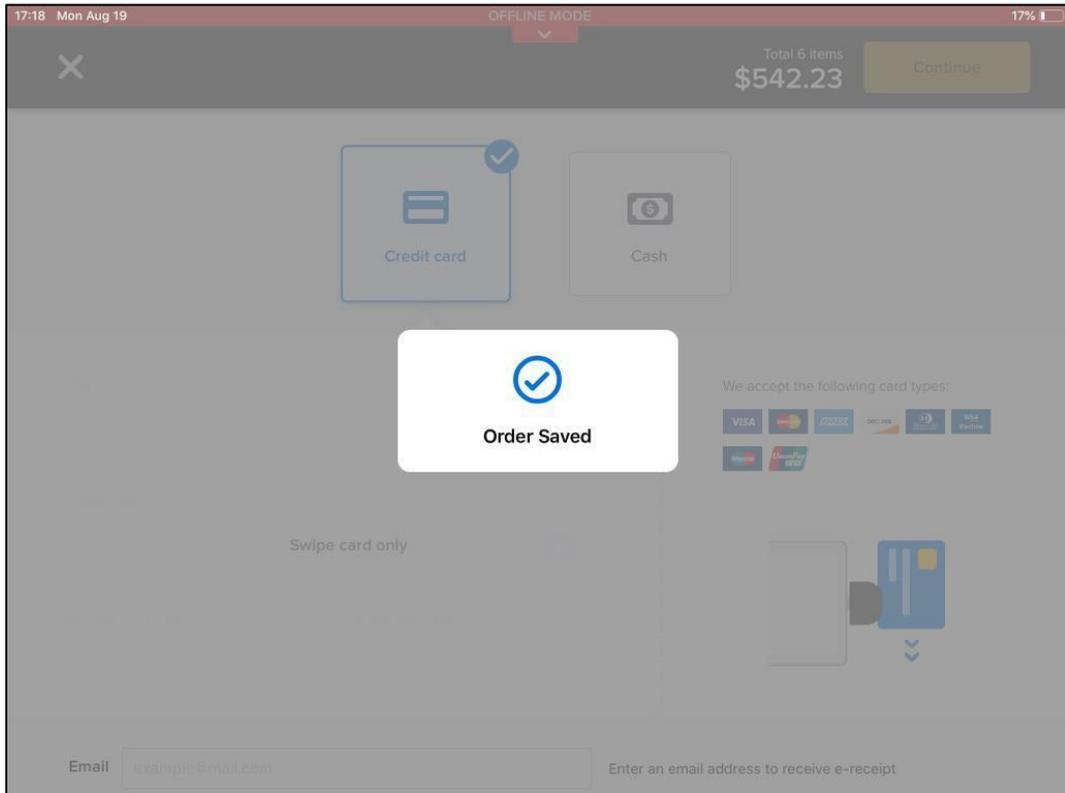
- To email a copy of the receipt to the customer, enter their **Email** address in the popup and then tap **Continue**. Otherwise tap **No, thanks**.



- On the **Please sign here** popup, request the customer to sign his or her signature to authorize the payment. Then tap **Continue** to save the order. When the mobile POS device reconnects to the network, the order will be submitted for processing.



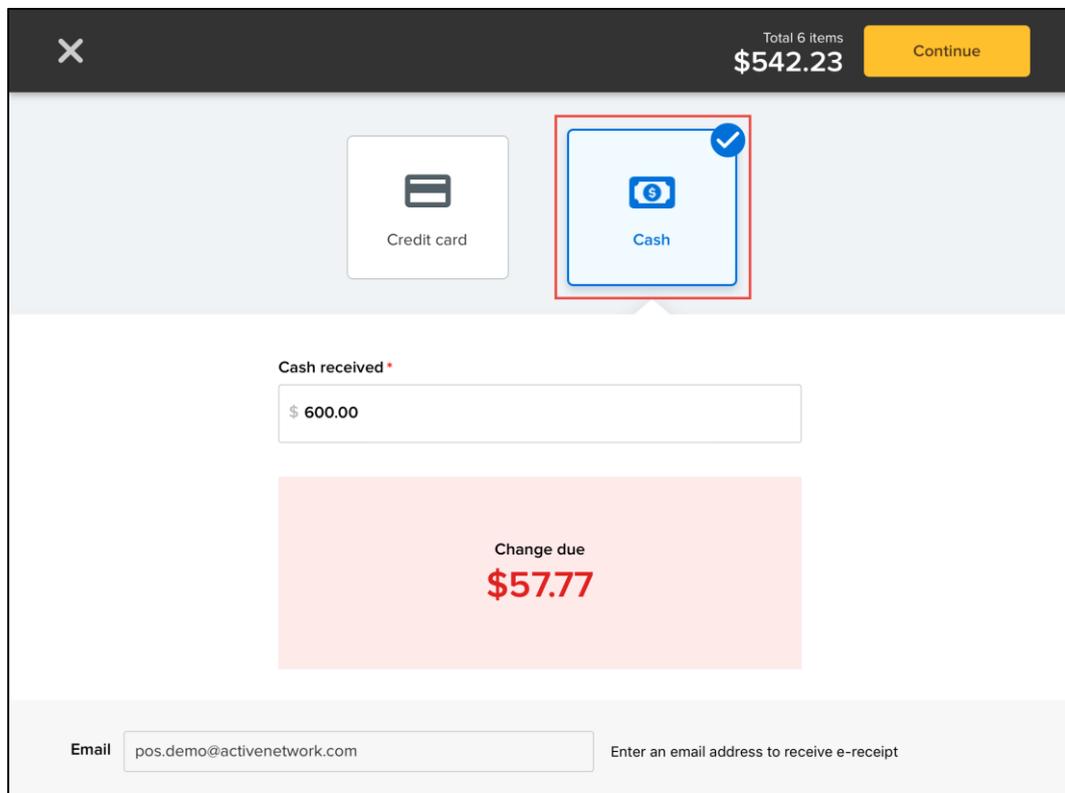
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## Paying with cash

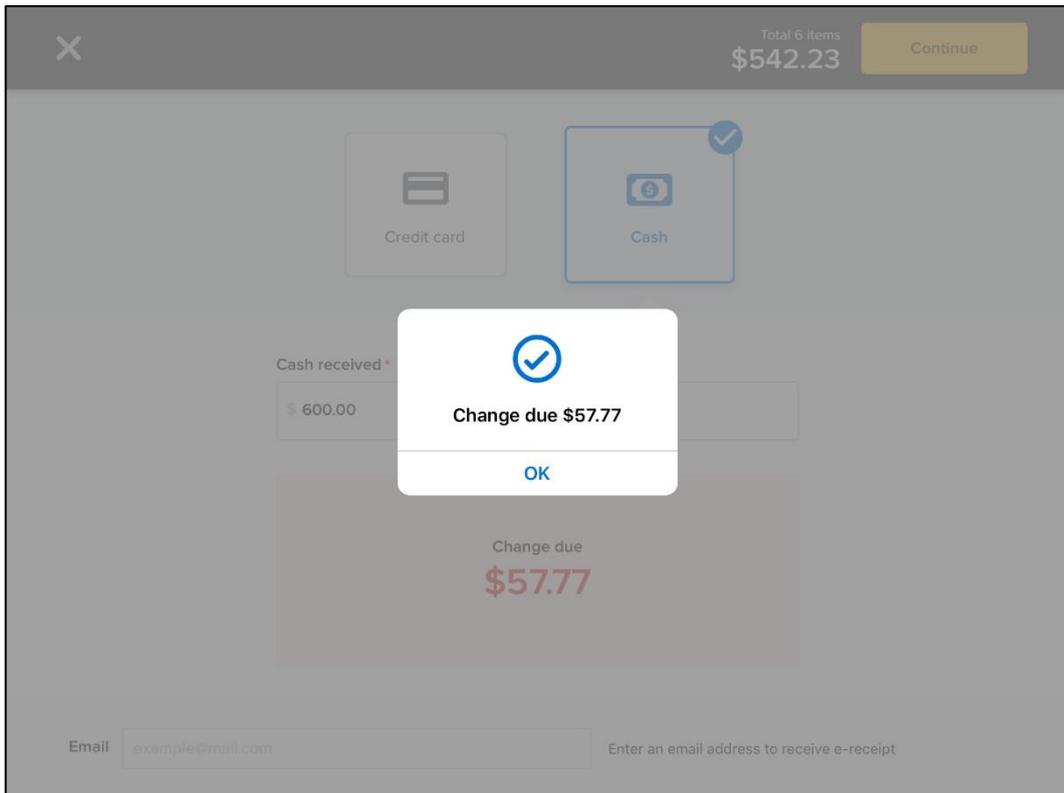
To process cash payments, on the payment screen:

1. Tap **Cash** and enter the cash amount received from customer.



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2. To email a copy of the receipt to the customer, enter their **Email** address
3. Tap **Continue**.
4. Provide the required change (if any) to the customer and then tap **OK**.



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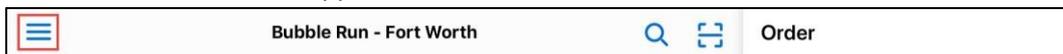
## Viewing order history

In ACTIVE POS, you can view orders belonging to one session processed by different users on different POS devices:

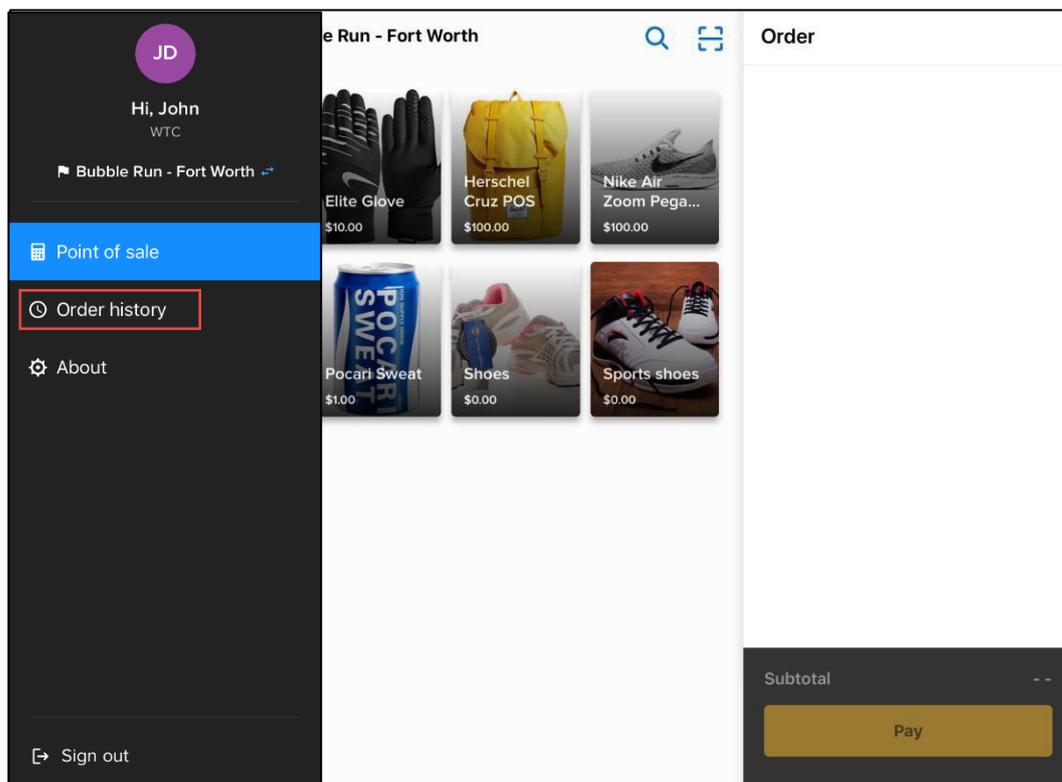
- Order history data is automatically synced when your device is connected to the internet.
- Successfully completed orders are visible to all users in the same session.
- Pending offline mode orders are only visible to the user on the device where the orders were placed.
- Offline mode orders that were submitted when the device was connected to the internet and subsequently declined (for example, due to an expired card) are visible to all users in the same session.
- Expired offline mode orders that failed to be submitted within the 72-hour window are visible to all users in the same session.

To view a session's order history and order details:

1. Tap the menu icon  on the upper-left.



2. In the navigation pane, tap **Order history**.



If there are pending offline transactions being uploaded, then in the menu pane, a  icon appears next to **Order history**.



In the **Order history**, synced orders from the same session and any pending or expired offline mode orders placed by you on this device are displayed. Order statuses are marked as follows:

-  : Successfully completed orders
-  : Pending orders
-  : Failed orders (including expired orders and failed orders)

## Camp and Class Manager Release Notes

☰
**Order history**

Date range

Cashier

Payment method

Status

Completed

**\$134,449.63**

(1092 orders)

Pending

**\$0.00**

(0 orders)

Failed

**\$12.50**

(1 orders)

Time	Amount	Cashier	Payment method	Order number
✓ 07/18/2019 3:08 PM	\$61.50	John Doe	Credit card	C-5B8T8XJVLWJ
✓ 07/18/2019 3:06 PM	\$62.37	John Doe	Cash	C-5B8T8XJVDFW
✓ 07/18/2019 3:05 PM	\$10.00	John Doe	Cash	C-5B8T8XJVTC7
✓ 07/18/2019 3:05 PM	\$542.23	John Doe	Cash	C-5B8T8XJTS2W
✓ 07/11/2019 2:59 PM	\$100.00	John Doe	Cash	C-5B8T8XJTWB7
✓ 07/11/2019 2:58 PM	\$100.00	John Doe	Cash	C-5B8T8XJTNWK

There may be a 15-minute delay before syncing current event orders to the order history.

3. To filter the results, tap **Date range**, **Cashier**, **Payment method** or **Status** (multi-select).

☰
**Order history**

Date range

Cashier

Payment method

Status

Completed

**\$134,449.63**

(1092 orders)

Pending

**\$0.00**

(0 orders)

Failed

**\$12.50**

(1 orders)

Time	Amount	Cashier	Payment method	Order number
✓ 07/18/2019 3:08 PM	\$61.50	John Doe	Credit card	C-5B8T8XJVLWJ
✓ 07/18/2019 3:06 PM	\$62.37	John Doe	Cash	C-5B8T8XJVDFW
✓ 07/18/2019 3:05 PM	\$10.00	John Doe	Cash	C-5B8T8XJVTC7
✓ 07/18/2019 3:05 PM	\$542.23	John Doe	Cash	C-5B8T8XJTS2W
✓ 07/11/2019 2:59 PM	\$100.00	John Doe	Cash	C-5B8T8XJTWB7
✓ 07/11/2019 2:58 PM	\$100.00	John Doe	Cash	C-5B8T8XJTNWK

There may be a 15-minute delay before syncing current event orders to the order history.

## Camp and Class Manager Release Notes

4. To view order details, tap the required order:

- Completed order (cash payment):

	Order # C-5B8T8XJTS2W		
<b>\$542.23</b>		07/18/2019 3:05 PM	
(Total 6 items)		Cashier: John Doe	
		Payment method: Cash	
		E-receipt sent to: pos.demo@activenetwork.com	
Item name	Price	Discount	Total
Elite Glove	\$10.00	2% OFF	\$9.80
	x1	-\$0.20	
Participant T-Shirt	\$10.00	Coupon for bubble ru...	\$24.93
M	x3	2% OFF	
		-\$0.57	
		\$1.00 OFF	-\$3.00
Nike Air Zoom Pegasus 35	\$100.00	Coupon for bubble ru...	\$93.10
8	x1	2% OFF	
		-\$5.00	
		-\$1.90	
Apple Watch Nike+ Series 4 (GPS) with Nike Sport Band	\$429.00	Coupon for bubble ru...	\$399.40
44mm	x1	2% OFF	
		-\$21.45	
		-\$8.15	
Subtotal			\$527.23

- Completed order (credit card payment with captured signature):

	Order # C-5B8TGBL1TTK		
<b>\$66.89</b>		01/18/2019 11:15AM	
(Total 6 items)		Cashier: Gray, David	
		Payment method: Credit card ****1234, Visa	
		E-receipt sent to: abc.ford@googlemail.com	
<b>SIGNATURE CAPTURED</b>			
Item name	Price	Discount	Total
Stoneware Coffee cup	\$6.99	Itemdiscount \$5OFF	\$2.00
Red, M	x1	Coupon for new	
		-\$2.00	
		Itemdiscount \$5OFF	-\$1.00
		Coupon for second	-\$2.00
Seattle Seahawks	\$13.98	Itemdiscount \$5OFF	\$23.96
Green, L	x2	Coupon for new	
		-\$2.00	
Cola	\$1.98		\$2.96
	x2		
Subtotal			\$28.92
Surcharge A			\$2.00
Surcharge B			\$2.00
Processing fee			\$1.00
Grand total			\$33.92

## Camp and Class Manager Release Notes

- Failed order:
  - Offline mode orders submitted within 72 hours and subsequently declined (for example, due to an expired card) are flagged as “Transaction failed”.

←
**Failed**

Transaction failed.

**Order # C-5B8T8TVGX2W**

**\$12.50**

(Total 1 item )

07/01/2019 2:26 PM

Cashier: Eddie WavierEU1

Payment method: Credit/debit card

E-receipt sent to: --

Item name	Price	Discount	Total
T-Shirt 017llSmall	\$10.00		\$10.00
	x1		
Subtotal			\$10.00
Grand total			\$12.50

- Offline mode orders failed to be submitted within 72 hours are flagged as “Transaction expired”.

←
**Failed**

Transaction expired. Offline transaction failed to be uploaded within 72 hours.

**\$56.00**

(Total 11 items )

09/04/2019 4:50 PM

Cashier: Eddie WavierEU1

Payment method: Credit/debit card

E-receipt sent to: --

Item name	Price	Discount	Total
Elite Glove	\$10.00		\$50.00
	x5		
Pocari Sweat	\$1.00		\$6.00
	x6		
Subtotal			\$56.00
Grand total			\$56.00

# Camp and Class Manager Release Notes

- Pending order:

Item name		Price	Discount	Total
<b>Stoneware Coffee cup</b>		<b>\$6.99</b>	Itemdiscount \$5OFF <b>-\$2.00</b>	<b>\$2.00</b>
Red, M	x1		Coupon for new <b>-\$2.00</b>	
			Itemdiscount \$5OFF <b>-\$1.00</b>	
			Coupon for second <b>-\$2.00</b>	
<b>Seattle Seahawks</b>		<b>\$13.98</b>	Itemdiscount \$5OFF <b>-\$2.00</b>	<b>\$23.96</b>
Green, L	x2		Coupon for new <b>-\$2.00</b>	
<b>Cola</b>		<b>\$1.98</b>		<b>\$2.96</b>
	x2			
			Subtotal	<b>\$28.92</b>
			Surcharge A	<b>\$2.00</b>
			Surcharge B	<b>\$2.00</b>
			Processing fee	<b>\$1.00</b>
			Grand total	<b>\$33.92</b>