



## Best Buy Mobile POS

# Training Mode Feature Document

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## 1. FEATURE OVERVIEW

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### 1.1 Feature Description

Training Mode is used to train operators on mobile POS functionality without affecting business information or financial data.

### 1.2 Assumptions

1. Entering and leaving Training Mode is a security access point.
2. Training Mode transactions do not update financial data used in generating Back Office reports (e.g. Sales Summary report, Sales Performance Report, Transaction Summary report).
3. Role based security is enforced while in Training Mode.
4. Any transaction that burns a transaction ID in non-Training Mode burns a transaction ID in Training Mode.
5. Check digit logic is disabled while in Training Mode.
6. No dial out for authorizations is performed. For debit transactions, a dummy PIN (any numeric digits) is accepted.
7. All receipts and franking print with “\*\*\*Training Mode\*\*\*” annotations while in Training Mode.
8. Transaction and/or non-transaction data created, added, deleted, or updates/modifications to transactions performed during Training Mode do not update any live or non-training data.
9. Transactions and/or non-transaction data created, added, and deleted or updates/modifications to transactions performed outside of Training Mode do not update Training Mode data.
10. Only transactions created in Training Mode are retrievable in Training Mode.
11. Training Mode transactions do not increment or decrement the store inventory (Quantity on Hand).
12. Password Policy system settings are not enforced in Training Mode.
13. Training Mode transactions utilize the same parameter settings as non-Training Mode transactions unless otherwise specified.
14. Training Mode remains enabled until the operator selects to disabled Training Mode.

### 1.3 Parameters and System Settings

Parameter Mnemonic	Description	Valid Values
Open Drawer for Training Mode	Determines if the system opens the drawer during Training Mode. This parameter supersedes any existing open drawer type parameter settings.	<ul style="list-style-type: none"><li>On</li><li>Off</li></ul>

### 1.4 Interfaces

Interface	Description
None	

## 2. USE CASE: ENTER TRAINING MODE

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### 2.1 Feature Flow

### 2.2 Precondition

- The operator has selected to enter Training Mode from the Admin menu.

### 2.3 Main Flow

1. The system executes the Manager Override use case.



2. If the system returns from the Manager Override use case without an override, the use case ends and the system returns to the calling use case.
3. The system returns with a valid override.
4. The system starts the Training Mode session and does not assign a transaction number.
5. The system journals the beginning of the Training Mode session.
6. The system updates the User Interface.
7. The use case ends and the system returns to the calling use case.

## 2.4 Alternate Flows

None

## 2.5 Post Condition

- Training Mode is initiated.

## 2.6 Special Requirements

1. The Training Mode button toggles based on the current setting. If the system is in Training Mode, the button says "Training Off". If the system is not in Training Mode, the button says "Training On".
2. Training Mode transactions update the existing transaction counter.
3. The transaction number assigned when entering Training Mode is a real transaction ID and is sent to the POSLog.
4. The User Interface updates comprise of a watermark visible on all screens and an icon added to the screen names for the following screens:
  - a. Item Entry
  - b. Tender Options
5. The names for messages are not updated with the Training Mode icon.
6. The following table details use case behavior in Training Mode:

Use Case	Feature Document	Available in Training Mode (Y/ N)	Exception Behavior
Activation	Activation	Y	The Authorization use case is bypassed. The system provides automatic approval with no dial out. A dummy PIN (any numeric digits) and authorization (any numeric digits) are printed on the receipt.
Age Verification	Sale	Y	The flow is unchanged.
Capture Credit Card	Capture Credit Card	Y	The flow is unchanged.
Credit Tender	Credit	Y	The flow is unchanged.
Credit Authorization	Credit	Y	Credit authorization is bypassed. The system provides automatic approval with no dial out.
Custom Prompts	Custom Prompts	Y	The flow is unchanged.
Customer	Customer	Y	The flow is unchanged. Customer information accessed during Training Mode is real customer data.
Customer Add	Customer	Y	The addition is written to the journal.
Customer Delete	Customer	Y	The flow is unchanged.
Customer Find	Customer	Y	The flow is unchanged.
Customer, Update Info	Customer	Y	The flow is unchanged.
Debit Card	Debit	Y	The flow is unchanged.



Use Case	Feature Document	Available in Training Mode (Y/ N)	Exception Behavior
Debit Card Authorization	Debit	Y	The Authorization use case is bypassed. The system provides automatic approval with no dial out. A dummy PIN (any numeric digits) must be entered.
Employee Sale and Discount	Employee Sale	Y	The flow is unchanged.
Employee Upcharge	<Various tender feature documents>	Y	The flow is unchanged.
EMV	EMV	N	This function is not available in Training Mode.
Finance Tender	Finance Tender	Y	The flow is unchanged.
Finance Tender Authorization	Finance Tender	Y	Authorization is bypassed and automatic authorization is simulated when the system is in Training Mode.
Gift Card Tender		Y	The flow is unchanged.
Gift Card Authorization	Gift Card	Y	Authorization is bypassed and automatic authorization is simulated when the system is in Training Mode.
Gift Card Inquiry	Gift Card	Y	The flow is unchanged. Dummy data is returned.
Gift Receipt	Modify Item	N	This function is not available in Training Mode.
Gift Receipt	Modify Transaction	N	This function is not available in Training Mode.
Gift Reload	Gift Card	Y	Authorization is bypassed and automatic authorization is simulated when the system is in Training Mode.
House Account Tender	House Account Tender	Y	Authorization is bypassed and automatic authorization is simulated when the system is in Training Mode.
Layaway Deposit	Layaway Deposit		The flow is unchanged.
Layaway/Pre-Order Tender	Layaway/Pre-Order Tender		
Loyalty Certificate Tender	Loyalty Certificate	Y	The flow is unchanged.
Loyalty Certificate Tender Authorization	Loyalty Certificate	Y	Authorization is bypassed and automatic authorization is simulated when the system is in Training Mode. An authorized amount of \$5 is used.
Loyalty Enrollment	Loyalty	Y	The flow is unchanged.
Loyalty Prompt at Total	Loyalty	Y	The flow is unchanged.
Loyalty Usage	Loyalty	Y	The flow is unchanged.
Operator Sign On	Operator Sign On	Y	The flow is unchanged.
Gift Card Issue	Gift Card	Y	Gift Cards sold in Training Mode bypass activation. A gift card is created in the database and flagged as Training Mode data. The card is sold and activated as a \$10 gift card.
Item Inquiry	Inquiry Options	Y	The flow is unchanged.
Inventory Lookup	Inventory Lookup	Y	The flow is unchanged.
Kits on the Fly	Kits on the Fly	Y	The flow is unchanged.



Use Case	Feature Document	Available in Training Mode (Y/ N)	Exception Behavior
Manager Override – Immediate	Manager Override	Y	The flow is unchanged.
Manager Override – Queued	Manager Override	Y	The flow is unchanged.
Manager Override – Remote	Manager Override	N	This function is not available in Training Mode.
Modify Item	Modify Item	Y	The flow is unchanged.
Modify Item Sales Associate	Salesperson Capture	Y	The flow is unchanged.
Modify Item Discount	Manual Discount	Y	The flow is unchanged.
Modify Item Tax	Tax Override	Y	The flow is unchanged.
Modify Transaction	Modify Transaction	Y	The flow is unchanged.
Modify Transaction Sales Associate	Salesperson Capture	Y	The flow is unchanged.
Modify Transaction Tax	Tax	Y	The flow is unchanged.
Multi-Channel Fulfillment (MCF)	MCF	N	This function is not available in Training Mode.
Transaction Tax Exempt	Tax Exempt	Y	The flow is unchanged.
Item Tax Exempt	Tax Exempt		The flow is unchanged.
POSLog Generation	POSLog Generation	Y	The training mode indicator is enabled in the POSLog.
Pre-Order Deposit	Pre-Order Deposit	Y	The flow is unchanged.
Price Check	Price Check	Y	The flow is unchanged.
Price Override	Price Override	Y	The flow is unchanged.
Printing	Printing	Y	All data and transaction receipts and reports, including all item and tender information, store credit, slip printing, and debit or credit slips are printed with a Training Mode annotation.
Raincheck	Modify Item	Y	The flow is unchanged.
Related Items – Mandatory	Related Item	Y	The flow is unchanged.
Related Items – Mandatory Optional	Related Item	Y	The flow is unchanged.
Related Items – Optional	Related Item	Y	The flow is unchanged.
Reprint Receipt	Printing	Y	All receipts printed during Training Mode are printed with a Training Mode annotation. The system will only reprint receipts on transactions run during Training Mode.
RIP/HDS	RIP/HDS	N	This function is not available in Training Mode.
Sale	Sale	Y	The flow is unchanged.
Serialized Item	Sale	Y	The flow is unchanged.
Service Order Scheduling	Service Order Scheduling	N	This function is not available in Training Mode.
Service Voucher	Service Voucher	Y	The flow is unchanged.
Signature Capture with Terms	Signature Capture with Terms	Y	The flow is unchanged.
Suspend Transaction	Suspend	Y	The flow is unchanged. Transactions suspended in Training Mode do not appear on the list of outstanding suspended transactions at the end of the day.



Use Case	Feature Document	Available in Training Mode (Y/ N)	Exception Behavior
Tender	Tender	Y	Authorization steps are skipped for credit, debit, check, and gift card, when the system is in Training Mode.
Tender Void	Tender Void	Y	Voiding tenders bypasses reversing charges
Transaction Search	Transaction Search	Y	The flow is unchanged.
Transaction Transfer	Transaction Transfer	N	This function is not available in Training Mode.
Warranty	Warranty	Y	The flow is unchanged.
Warranty – Bundled	Warranty	Y	The flow is unchanged.
Warranty – Standalone	Warranty	Y	The flow is unchanged.

### 2.6.1 Special Offline Requirements

No additional offline requirements as offline behaviors are explained in the use case or do not impact this feature.

### 2.6.2 Data Input/Output

Data Element	Description	Destination
Enter Training Mode	Journal entry stating Training Mode is starting	<ul style="list-style-type: none"><li>E-Journal</li></ul>
***Training Mode***	Text indicating the transaction was a Training Mode transactions	<ul style="list-style-type: none"><li>Receipts</li></ul>
Transaction Data	Transaction data for Training Mode transactions	<ul style="list-style-type: none"><li>Based on POS activity – See specific use case for additional details.</li></ul>
Training Mode	Indicator that transaction was completed in Training Mode	<ul style="list-style-type: none"><li>E-Journal</li></ul>

## 3. USE CASE: EXIT TRAINING MODE

### 3.1 Feature Flow

### 3.2 Precondition

- While the system is in Training Mode and no transaction is in progress, the operator has selected to exit Training Mode.

### 3.3 Main Flow

- The system executes the Manager Override use case.
- If the system returns from the Manager Override use case without an override, the use case ends and the system returns to the calling use case.
- The system returns with a valid override.
- The system ends the Training Mode session and assigns a transaction number.
- The system journals exiting Training Mode.
- The system updates the User Interface to remove the Training Mode identifiers.
- The use case ends and returns to the calling use case.

### 3.4 Alternate Flows

None



### 3.5 Post Condition

- The Training Mode session is ended.

### 3.6 Special Requirements

1. The Training Mode button toggles based on the current setting. If the system is in Training Mode, the button says "Training Off". If the system is not in Training Mode, the button says "Training On".
2. The transaction number assigned when leaving Training Mode is a real transaction ID and is sent to the POSLog.

#### 3.6.1 Special Offline Requirements

No additional offline requirements as offline behaviors are explained in the use case or do not impact this feature.

#### 3.6.2 Data Input/Output

Data Element	Description	Destination
Exit Training Mode	Journal entry stating Training Mode is over	• E-Journal

## 4. SUPPLEMENTAL SPECIFICATIONS

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### 4.1 Manager Override Feature

The Manager Override use case is executed when entering and exiting Training Mode.

### 4.2 Operator Sign On Feature

The Operator Sign On use case is executed when entering and exiting training mode.

### 4.3 Printed Receipts

Printed receipt mockups, where applicable, are documented in the Receipt Generation document



## 5. SCREEN LAYOUTS

### 5.1 Item Entry with Training Mode UI

The following is an example of how enabling Training Mode updates the current User Interface. The Training Mode icon next to the screen name and watermark are display only and are automatically removed when Training Mode is turned off..

**Note:** UI updates are examples and may change for use in production.

#### 5.1.1 Mockup

TBD

#### 5.1.2 Instruction Text

Instructions
None

#### 5.1.3 Navigation/Menu Key

Label Text	State	Next Screen	Notes
None		•	

#### 5.1.4 Data/Input Field

Label/Placeholder Text	Editable	Req'd?	Data Type	Min Length	Max Length	Notes
None						•

#### 5.1.5 Reason Code

Reason Code	Valid Values	Default Value
None	•	

## 6. REVISION HISTORY

Reviser	Revision	Date	Version
Amy Lackas	Created initial draft version. This version includes the following changes: Activation, Employee Transaction, Finance Plan and the change to the Credit, Debit and EMV tender authorization process.	10/28/2013	1.0
Amy Lackas	Updates to add new feature: MCF	11/01/2013	1.1
Amy Byers	Updates to not consume transaction number for training transactions.	4/21/2014	1.2
Amy Byers	Add RIP/HDSs restrictions	2/26/2016	1.3

## 7. APPENDIX A: GLOSSARY

Term	Definition
None	

