

# How Tos

This section contains articles, how-tos and cheat sheats that address particular aspects of POS development and operation in context of TaxCore solution

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Issuing an invoice copy to a customer is obligatory, this guarantees that the consumer always knows what they've purchased, and it is in line with the rules of the local tax authority.
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In an Invoice Request, a POS sends the **'TotalAmount'** which represents the gross amount of the products/services sold. This reflects the amount that a customer needs to pay before sending the API call to an SDC.
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TaxCore solution doesn't require taxpayers to necessarily print receipts. It offers one more options better suited for the digital age.

## Issuing Copy Invoice In Case of Power Outage or Printer Spooler Failure

Issuing an invoice copy to a customer is obligatory, this guarantees that the consumer always knows what they've purchased, and it is in line with the rules of the local tax authority.

Unfortunately, a business can suffer a sudden power outage, communication between POS and SDC may fail for variety of reasons and printer paper may jam in the middle of operation. In this case, the situation doesn't permit issuing an invoice copy to a customer. The solution is simple – it is enough to have the reprint option, which can be manual or automatic.

Most importantly, the copy needs to be processed by either E-SDC or V-SDC if one is available. Please note that TaxCore as a system allows that invoices do not require a physical copy in order to be verified.

In case a business has a loyalty program, it can send invoices to customers personal e-mail addresses. The digital copies of invoices can also be sent via different messaging apps, such as WhatsApp, Viber, and WeChat.

In case the problem is not the power outage but a printer spooler failure, there is a solution for this too. A customer can be offered a QR code on the customer-facing display which they can scan using their smart-phones. This will provide them with the URL with an exact digital copy of their receipt.

TaxCore allows many features and solutions to businesses and taxpayers, and these should be taken advantage of whenever different solutions are necessary.

## How to Determine the Tax Amount Before Issuing a Sale Invoice?

In an Invoice Request, a POS sends the **'TotalAmount'** which represents the gross amount of the products/services sold. This reflects the amount that a customer needs to pay before sending the API call to an SDC.

In Invoice Response, the POS will receive a breakdown of [tax amounts](#) as per labels used in the Invoice Request.

POS can learn in advance what is the valid tax rate, exposed by the Tax Authority by using the [Get Environment Parameters](#) method.

If anyone wishes to know in advance what will be the tax portion after fiscalization, the instructions on how an SDC (External or Virtual) calculates taxes can be found here - [Calculate Taxes](#).

For any other reason, a POS can always print a Proforma Sale (PS) invoice to obtain a so-called 'quotation'. This will tell the cashier exactly what the tax portion will be prior to concluding the sale. Just remember that every PS should be referenced in the Normal Sale (NS) invoice which makes the transaction conclusive. For more information on document referencing see [Anatomy of a Fiscal Receipt](#).

## Handling Payments on Automatic Payment Stations

Very often, businesses employ automatic payment stations to make it easier and faster for the customers to pay whatever they might be buying. This is most frequently the case with gas stations where customers don't necessarily need to physically enter in order to pay (unless they wish to buy food or other goods).

If a customer doesn't physically enter the shop to pay for the gas, how will they receive a fiscal receipt? In this case, an OPT (Outdoor Payment Terminal) is installed where customers can pay using both cash and debit/credit cards.

This still means that all the transactions done at the station must be sent to ЦУФ, regardless of whether POS and cashier were directly involved or not (in case of an OPT). It is mandatory by law that each customer receives a verifiable invoice (receipt) of the goods or services they've purchased.

OTPs are usually equipped with a printer, which means that customers can easily receive a printed version of an invoice in case they paid for fuel, for example. In case a business can't equip an OPT with a printer, it should find a method to deliver the invoice to a customer's e-mail.

The platform offers many commodities to businesses, and the goal is to help everything run smoother and easier. Issuing a physical copy of an invoice is no longer mandatory and it can be done by simply sending it digitally, which results in happy customers.

## **How to Print a QR Code Using a Dot-Matrix Printer?**

Digitalizing the tax collection system comes with a lot of benefits for both consumers and businesses. One of the best solutions TaxCore came up with is allowing a customer to easily and quickly verify their receipt.

The best way for a customer to see their receipt is to provide them with a URL that would show them a digital version of everything they purchased, may it be goods or services. TaxCore considered a couple of options that could help customers verify their purchase; however, none proved to be as simple and efficient as a QR code.

### **There Shouldn't Be a Mismatch**

POS (Point of Sale) must assure that every fiscal invoice is in line with accreditation requirements before separating the invoice body and the QR code that would be printed on the dot-matrix copy. However, it is extremely important that the QR code applied to the dot-matrix copy is the correct one. Any possible mismatch between the QR code and the content will be subject to penalty as this means the law has been broken.

If there are any minor discrepancies, the consumer has the right to report the invoice as this is an option TaxCore provides them with so to protect their rights.

### **Why a QR Code and Not a URL?**

In one way or another, a URL must be shown to a consumer - however, it is the form in which they see it that matters. Using a dot-matrix printer to print an entire URL on paper would be a huge waste of material and ink. Mostly because printing an entire URL would take up a whole A4 size page. Providing a consumer with this would be unacceptable and unsustainable. Moreover, no one would know how to verify a URL in its usual, long format.

Of course, there is the option to print a short URL version. And although this is somewhat more convenient, it is still not a good option because Tax Authority couldn't guarantee such an invoice. Moreover, this type of URL would be only a temporary one, which is not a long-term solution. This would automatically create a set of problems, and POS not being able to pass accreditation is probably the biggest one of them.

For reasons like these, QR code is the best possible option as it doesn't take up a lot of space, and it can be easily scanned. Probably the best solution to include it is to print the QR code on a separate slip printer and attach it to a dot-matrix invoice. As long as the customer preserves their right to verify a receipt, a dot-matrix printer is allowed to remain in service. Even though it may seem expensive, it is probably the best and easiest solution.

# Printing Receipts Is Not the Only Option

TaxCore solution doesn't require taxpayers to necessarily print receipts. It offers one more options better suited for the digital age.

Vendors can easily send a verification hyperlink to a consumer. In case a receipt is issued electronically, it doesn't need to contain a QR code. It comes with a hyperlink "click here to verify invoice."

By clicking this message, the customer opens a hyperlink which verifies the receipt, and that receipt's internal data are automatically sent to the tax authority. This means that for a receipt to be verified and legitimate, it doesn't need to be printed – a digital copy is more than enough.

## Different applications of electronic receipts

### In retail

A digital invoice can be sent to someone who is buying through a webshop. The webshop can show the digital receipt to a customer. This receipt doesn't need to contain a QR code, only the "click here to verify invoice" message. Clicking this message opens a hyperlink that serves as a means to verify the receipt.

This option can prove to be very useful when it comes to loyal customers as well. For example, your store offers a loyalty program that customers can benefit from using a card you issued. Assuming you have this customer's e-mail, by simply scanning their loyalty card, the receipt will be automatically forwarded to them. It will contain all the products the customer bought, and the option to verify the receipt as well.

### Using different messaging apps

In case you are using mobile POS to issue receipts, you can easily implement the share option. This option lets you share receipts via chat applications such as WhatsApp, Viber or WeChat. It is another option that you can use with loyal customers that helps you save a lot of time and speed up the process.

### Showing the QR code to customers on the display

Another way to stop wasting both money and paper on printing receipts is to show the QR code on the customer-facing display. The consumer can scan this QR code using any QR code scanner and automatically have the digital version of the receipt on their phone.

### Business to Business

Digital invoice has been used in business to business purchases for a while now. However, TaxCore makes the entire process easier and faster; and this is something businesses should take advantage of. Digital invoices of all kind can be easily forwarded back and forth digitally, which is a great step-up from the way things were done before. Sending invoices digitally consumes much less time and allows for more efficiency.

TaxCore as a system allows a lot of functions to taxpayers, and it is up to them to decide which one of these suit their needs the most. Additionally, POS vendors are always welcome to initialize changes and come up with many new functions that make doing business easier than ever.



Invoice



## \*\*\*\*\* FISCAL INVOICE \*\*\*\*\*

TIN: BBHH12345  
Company: Demo Premier  
Store: Demo Premier  
Address: Filbert Way LE2 7FL  
District: UNKNOWN  
Cashier TIN: 1276  
POS Time: 04/02/2021 14:10:01

-----NORMAL SALE-----

## Items

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Name	Price	Qty.	Total
Pasta (F, P)	3.65	1	3.65
Juice (F, P)	1.70	1	1.70
Chocolate (F, P)	2.50	1	2.50

Total Purchase: 7.85  
Payment Method: Card

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Label	Name	Rate	Tax
P	PBL	0.20\$	0.60
F	ECAL	10.00%	0.66

Total Tax: 1.26

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SDC Time: 04/02/2021 14:10:43  
SDC Invoice No: UGR89BRQ-F6MYL8UM-304  
Invoice Counter: 236/304NS

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Fiscal Invoice - Printing and sharing option image