

Sales Recording Module (SRM)

Setup guide

Thank you for choosing **Global Payments Point-of-Sale (POS)** solution. Follow the instructions on this guide to connect the Sales Recording Module (SRM) to your Global Payments POS solution. This guide applies to both **Global Payments Terminal Plus** and **Global Payments Register**.

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What is a Sales Recording Module (SRM) ?

The **Sales Recording Module (SRM)**, or known as **Module d'Enregistrement des Ventes** in French (MEV) is a device that connects to both the receipt printer and the POS System. The SRM is designed to:

- Receive and record data related to commercial transactions. It captures data points such as total sales amounts and total applicable taxes
- Send the required information to the receipt printer to print a bill that contains an unique barcode to ensure accuracy and the retention of business records.

In the Quebec province, it is mandatory for food service businesses, including restaurants, bars, and catering services to integrate the SRM into your payments.



Purchase SRM hardware

- SRM installers are the only ones authorized to purchase new SRMs from the supplier for resale to Québec-based restaurants.
- Should you choose to acquire used SRMs from other restaurants, it's essential to have them configured by an authorized installer to ensure proper functionality and compliance.

IMPORTANT: Global Payments DOES NOT supply, activate, or install SRM/MEV boxes for merchants.

Set up the SRM

Step 1

Ensure you activate your SRM first before making any configuration on your Global Payments POS solution. If you already completed the setup of your SRM, navigate to the "[Configure your Global Payments POS for SRM](#)" section below.

Step 2

Ensure your SRM is connected to the same TCP/IP network as your Global Payments POS solution. Follow the instructions that came with your SRM device to configure it and connect it to the network.

TIP: When setting up the network connection on the SRM, create a file that includes the subnet mask and the SRM's IP address. The SRM's IP address is the second value in the list of addresses within the SRM's TCP/IP file (under the subnet mask). In the SRM Installation document (571-V), refer to *Section 6 – SRS-SRM-RP Connections > Subsection > Network Connections* and then configure the SRM's TCP/IP file.

Step 3

After completing the configuration steps for SRM, take note of the IP address as you will use it to configure your Global Payments POS solution.

Step 4

Next, turn the printer on before powering on the SRM. A small receipt with the message 'MEV prêt.' will be printed if the connection was successfully set up for the SRM and printer.

MEV prêt.

Important Notes

Here are some important notes to keep in mind:

- **SRM link:** The SRM is connected between the POS system and the printer.
- **Integration via network:** Integration between the POS and SRM is carried out over Wi-Fi connection.
- **SRM and printer connection:** The integration between the SRM and the printer is typically done via serial support, which is the recommended method.
- **One-to-One Ratio:** Each POS system and printer should have a one-to-one relationship with a single SRM device.
- **Supported functions:** The printer attached to the SRM supports transaction receipts and order checks exclusively. For all other printer functions, such as kitchen receipts or online order checks, you should assign them to a different printer.
- **Continuous mode transactions:** If you perform real transactions in continuous mode, it's your responsibility to report this information to Revenue Quebec as required.

Supported printer

The **Epson Serial (RS-232C)/USB interface model™-T20III thermal printer** is the sole compatible printer for your Global Payments POS solution when configured with an SRM.

Printer Specifications

Dimensions	5.51" x 7.83" x 5.75" (140 mm x 199 mm x 146 mm) (W x D x H)
Weight	3.75lb (1.7 kg)



Printing	<p>High speed receipt printing is possible (250 mm/s {9.84"/s} maximum).</p> <p>Switching from 80 mm {3.15"} width paper printing to 58 mm {2.28"} width paper printing is available.</p>
Character Size	0.08 x 2.13 mm and 1.25 x 3.00 mm
Package include	<ul style="list-style-type: none"> ● Roll paper ● AC adapter ● Interface cable ● AC cable ● User's Guide ● USB A-B Cable

Plugging in the printer to the SRM

Follow the graphics below:

- Connect **Port 1** on the printer to the **SRM serial port #3**
- Connect **Port 2** on the printer to **power source (plug to wall)**
- Connect **Port 3** on the printer to the **SRM USB port #3**

Ports on the printer	Ports on the SRM (model varies)
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Configure your Global Payments POS

Follow all of the sections below to properly set up the connection between the SRM and your Global Payments POS solution.

Enable use of a Sales Recording Module (SRM)

1. Login to the Global Payments POS [Back Office](#)
2. Select **Store Setup**
3. Select **Store Operations**
4. Scroll down to **Business Options**
5. Select the '**Enable use of a Sales Recording Module**' checkbox

BUSINESS OPTIONS

Enable use of a Sales Recording Module
Open Refund options must be disabled to use this option

Adding Quebec Sales Taxes (QST)

1. Login to the [Back Office](#)
2. Select **Items > Taxes**
3. Select **Add Tax**
4. Enter "QST" in the **Name** field and **9.975¹** in the **Rate** field
5. Select **Quebec Sales Tax (QST)** from the **Tax Type** drop down menu
6. Select **Save and** more options will show up
7. Select **Apply tax to all items**
8. Select **Apply tax to manual items** and to **Quick Sale transactions**
9. **Select Save**

Apply tax to all items or select items to which the tax will apply.

Apply tax to all items

Apply tax to selected items

Apply tax to no items

Apply tax to manual items

Apply tax to Quick Sale transactions

¹ Tax rates above are sample rates as of March 15, 2023. Please ensure you're entering the latest provincial tax rate.

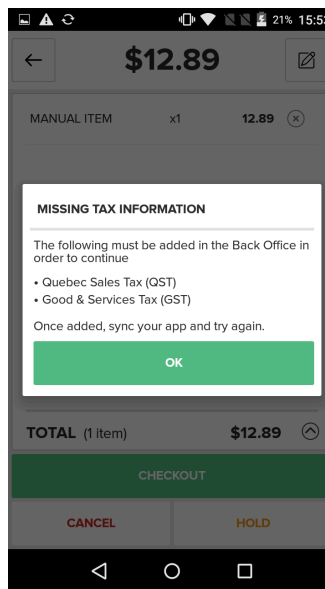
Adding Goods and Services Tax (GST)

Repeat steps 1-8 in the [Adding Quebec Sales Taxes \(QST\)](#) section above and instead of 'QST', create a new tax named 'GST', with a rate= 5%², with Tax Type= 'Goods and Services(GST)'

See the sample screenshot below for the taxes setup.

NAME	TAX TYPE	RATE	STATUS
GST Goods and services tax.	Goods and Services Tax (GST)	5 %	Active
QST Quebec sales tax.	Quebec Sales Tax (QST)	9.975 %	Active

You will not be able to process a transaction with an item without assigned taxes. If that happens, you will see the screen demonstrated below. To learn how to set up a "tax-free" item, please read the [Tax-Free Orders section](#) below.



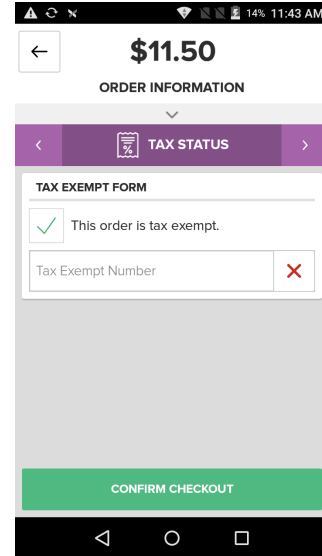
IMPORTANT: The tax rate provided in the text and screenshot of this document is for sample purposes only. Please ensure you always refer to the latest tax rate from the provincial guidelines.

² Tax rates above are sample rates as of March 15, 2023. Please ensure you're entering the latest provincial tax rate.

Tax free orders

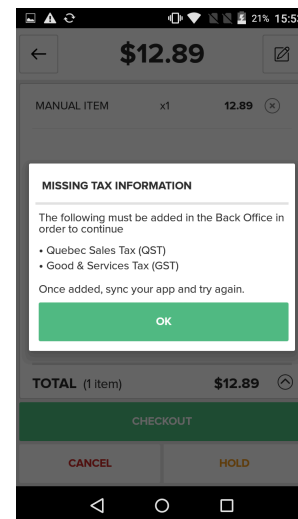
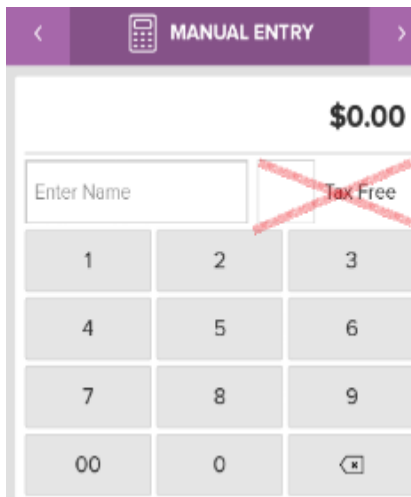
To set up an item that is exempt from taxes, follow these steps:

1. Add the item to the cart
2. Select the **cart** icon
3. Select the 3 vertical dots icon
4. Select **Order Info**
5. Navigate to the **Tax Status** tab
6. Check the '**This order is tax exempt**' checkbox
7. Enter the tax exempt number
8. Select **Done** then Checkout



Please note that the tax free option under the manual entry screen cannot be used for tax free orders if you are using the SRM.

If tax free option is used under the manual entry screen, an error message will pop up to prompt you to set up taxes.



Adding the business tax information

This is a mandatory setup on your POS solution that allows your business's tax information to be transmitted to the SRM.

1. Select **Store Setup > Store Operations**
2. Enter your tax account information
3. Select **Save** to complete adding the business tax information

TAX INFORMATION

Federal Tax Number	State Tax Number
RT102386 1456	RT0122386 0045

Configuring the connection between SRM and POS


On your Global Payments POS solution, the SRM is added and configured in the backoffice as a printer. You can set it up either from the **(1) back office** or directly from the **(2) POS application**:

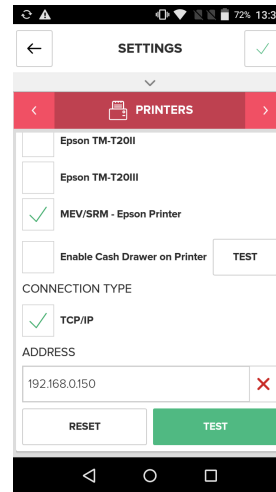
(1) Setup connection from the back office	(2) Setup connection from the POS application
<ol style="list-style-type: none"> 1. Select Store Setup 2. Select Registers 3. Select the pencil icon in front of the register you will be using 4. Scroll down to the Receipt Printer section 5. Select IBM Canada/Epson MEV/SRM-Epson Printer for the device 6. Select TCP/IP for Connection method 	<ol style="list-style-type: none"> 1. Select More from the menu options 2. Select Register Settings 3. Navigate to the Printers tab 4. Select MEV/SRM - Epson Printer as device 5. Select TCP/IP as the connection type 6. Enter the SRM IP address in the ADDRESS field 7. Press Test to ensure the connection is established; A test receipt should be printed

7. Enter the **SRM IP address** in the address field
8. Select **Save** to complete the setup

9. Refresh the Point of Sale app on your terminal to apply the changes:
 - a. Open the Point of Sale app
 - b. Select **More**
 - c. Select **Sync Now**

out to confirm the POS is connected to the printer.

8. Press the **green checkmark**  on the top right corner of the screen to save the changes.



Receipt sample

Account# 116479 GP Burgers 123 Street Name City QC A1A1A1 1234679890 App Version 2022.12.1.0 (500) January 24, 2024 at 2:48 PM	
Receipt Printer: Printer Make/Model: Connection Type: Address:	Register MEV/SRM – Epson Printer TCP/IP 192.168.0.150

Congratulations!

You have successfully connected to your printer.

Continuous Mode

Continuous Mode on your Global Payments POS solution allows you to continue process transactions in the case of your SRM losing connectivity or stop working.

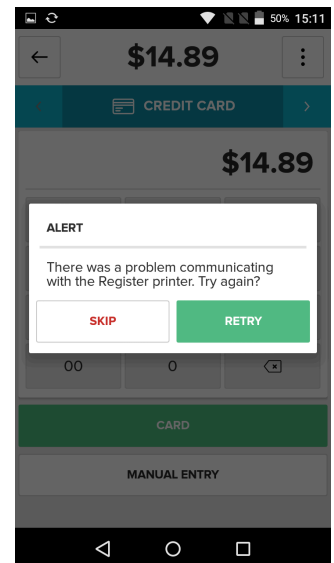
IMPORTANT: When the Global Payments POS enters Continuous Mode, no transactions will be recorded in the SRM. You will be responsible for reporting the transactions processed in continuous mode to Revenue Quebec.

Enter Continuous Mode

If your SRM encounters any connectivity or hardware issues that prohibits it from functioning correctly, the error message, as shown on the right, will be displayed on your Global Payments POS terminal.

It is recommended to conduct the following troubleshooting steps first and select **RETRY**:

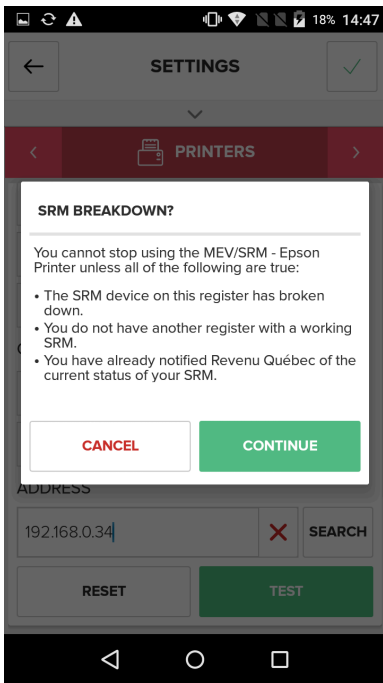
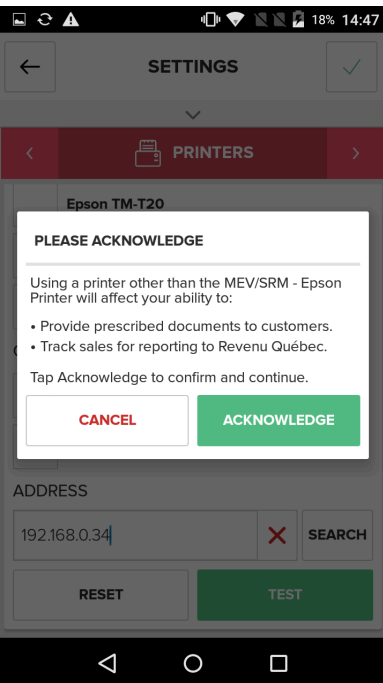
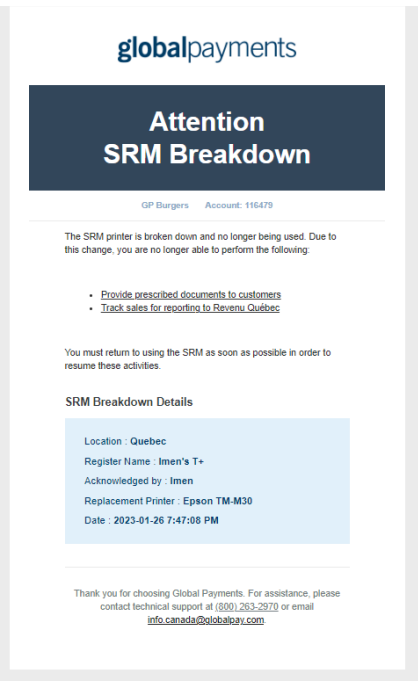
- Make sure the ethernet cable is well plugged from both ends (into the SRM, and into your router).
- Make sure the serial cable is well plugged from both ends (into the SRM, and into the printer).
- Make sure the correct SRM IP address is entered in the POS settings.
- Reboot both SRM and the printer



If the above troubleshooting steps do not solve the issue, you can enter the Continuous Mode by switching to a normal printer from printer settings. Note that the steps for switching to a normal printer varies by your POS solution type –

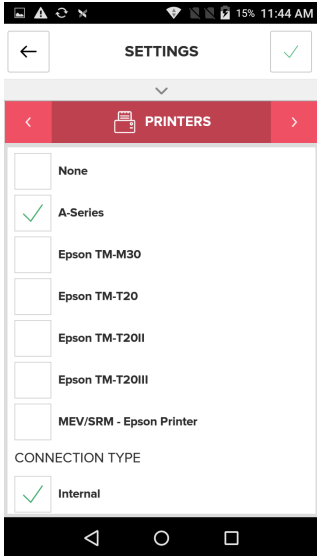
- For Global Payments Terminal Plus, go to the [Continuous Mode for Terminal Plus](#) section below.
- For Global Payments Register, go to the [Continuous Mode for Register](#) section below.

Here's what will happen when you enter Continuous Mode:

<p>Confirmation note will be displayed on the screen when you switch the SRM with a normal printer.</p>	<p>An acknowledge screen will be displayed, read carefully and select acknowledge to enter Continuous Mode.</p>	<p>You will receive an email notifying that the SRM has been disconnected to your POS.</p>
 <p>The screenshot shows a dialog box titled "SRM BREAKDOWN?" with the following text: "You cannot stop using the MEV/SRM - Epson Printer unless all of the following are true:" followed by a list of three conditions. At the bottom, there are "CANCEL" and "CONTINUE" buttons.</p>	 <p>The screenshot shows a dialog box titled "PLEASE ACKNOWLEDGE" with the following text: "Using a printer other than the MEV/SRM - Epson Printer will affect your ability to:" followed by a list of two conditions. At the bottom, there are "CANCEL" and "ACKNOWLEDGE" buttons.</p>	 <p>The screenshot shows an email with the subject "Attention SRM Breakdown" from Global Payments. The body text states: "The SRM printer is broken down and no longer being used. Due to this change, you are no longer able to perform the following:" followed by a list of two items. It also includes "SRM Breakdown Details" with fields for Location, Register Name, Acknowledged by, Replacement Printer, and Date.</p>

NOTE: Ensure you capture the transactions that occur when the SRM is down. You may use the notification email time stamp as a reference point to record when your SRM is disconnected. All transactions after the disconnection time should be captured manually for reporting to Revenue Quebec.

Continuous Mode for Global Payments Terminal Plus



To enter Continuous Mode on your Terminal Plus device, simply switch the printer to the internal (built-in) printer by following the steps below:

1. Select **More** from the application home screen
2. Select **Register Settings**
3. Checkmark the **A-Series** and **Internal** options
4. Tap the **✓** on the top right corner to save the settings



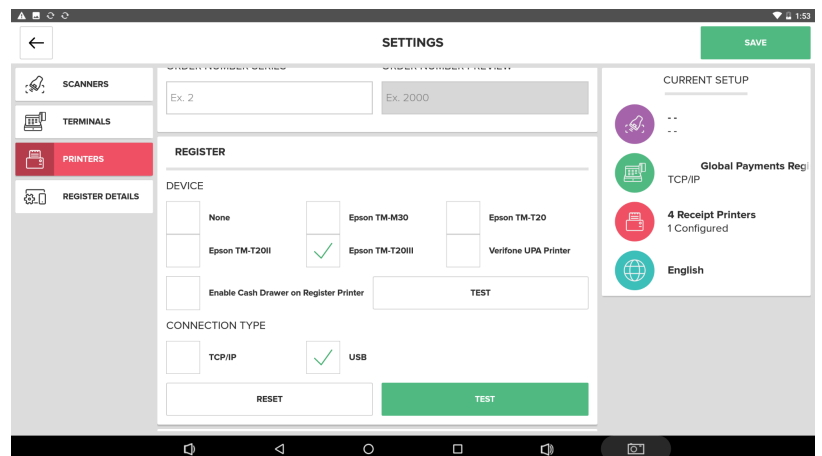
Alternatively, if you have a TCP/IP or Bluetooth compatible external printer available, you may also select it in the printer list.

Continuous Mode for Global Payments Register

To enter Continuous Mode for Register, you will need to setup the connection between Register and the printer directly, bypassing the SRM while it's offline. Follow the steps below:



1. Make sure the TM-T20III printer is directly connected to the USB hub via the USB cable.
2. On the POS app, select **More**
3. Select **Register Settings**
4. Select the **Printers** tab
5. Checkmark the **Epson™-T20III** and **USB** options
6. Select **Save** to complete the setup



Alternatively, you can also connect the Register to one of the printers available in the printers list, if you have one that supports TCP/IP or Bluetooth.

Exit Continuous Mode

Once the SRM is functional, you can exit Continuous Mode by selecting the SRM printer in the settings. You can find the steps in the [Configure your Global Payments POS](#) section.

SRM receipts

Restrictions

- Some fonts and certain special characters might not print on the SRM receipts.
- Please note that graphics such as business logo and QR code added through the online ordering tool will not be printed on the SRM receipts.

Customer receipts

IMPORTANT: Automatically printing customer receipts **MUST** be enabled for businesses that require SRM. If the customer receipt is not printed, the transaction will not be recorded in the SRM.

The 'Automatically print a receipt and display the receipt selection screen. Complete order on selection.' receipt option has been enabled by default for all new accounts.

RECEIPT OPTIONS

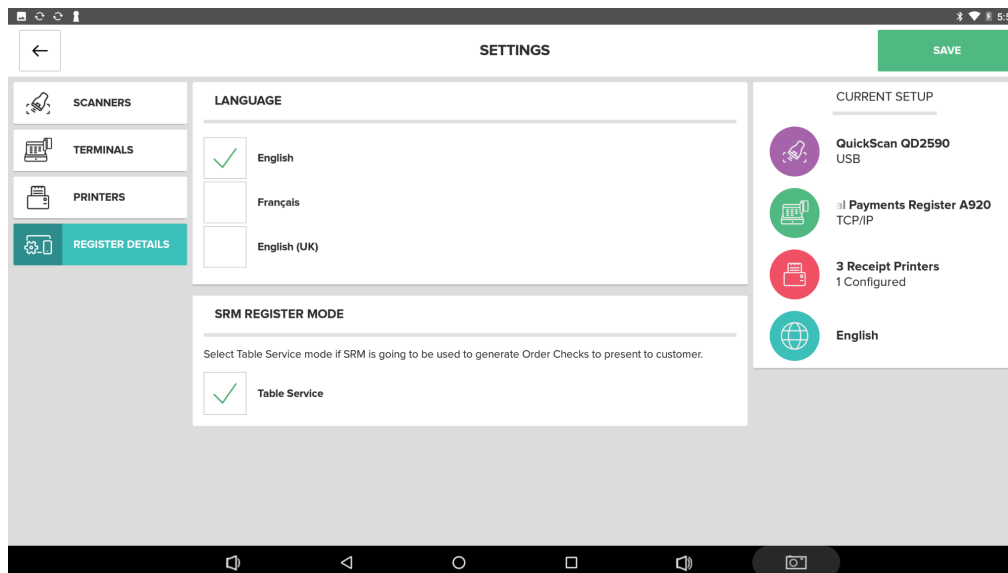
Select how the app will behave when completing new transactions.

- Automatically print receipt and start a new order
- Automatically print a receipt and display the receipt selection screen. Complete order on selection.
- Display the receipt selection screen and complete order on selection.
- Display the receipt selection screen and tap complete order to start a new order.
- Do not provide a receipt. Automatically start a new order.

SRM Register Mode

To use the SRM for generating order checks to present to customers, follow these steps:

1. Select "**More**" on the POS screen.
2. Choose "**Register Settings.**"
3. Navigate to the "**Register Details**" tab.
4. Checkmark the "**Table Service**" option.



Additional support

If you need any further assistance, please don't hesitate to reach out to the dedicated support team for Global Payments POS at ca.possoftwaresupport@globalpay.com.