

EXHIBIT E

USER'S MANUAL

CHAPTER TWO

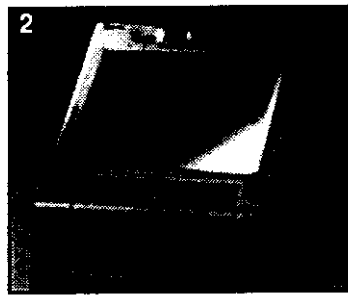
Operating the SkyTeller

The SkyTeller, an automated Point-of-Sale (POS) device, is designed to exchange foreign currency as well as process in-flight, duty-free purchases. The SkyTeller calculates foreign exchange rates and accepts multiple currencies, credit cards and travelers checks for payment. SkyTeller services are offered by flight attendants to passengers aboard international aircraft.

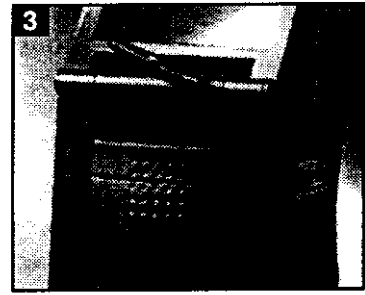
Opening the SkyTeller



1 Key in Password
Key 8-digit password code on numbered buttons as shown above. Front panel latches will release.



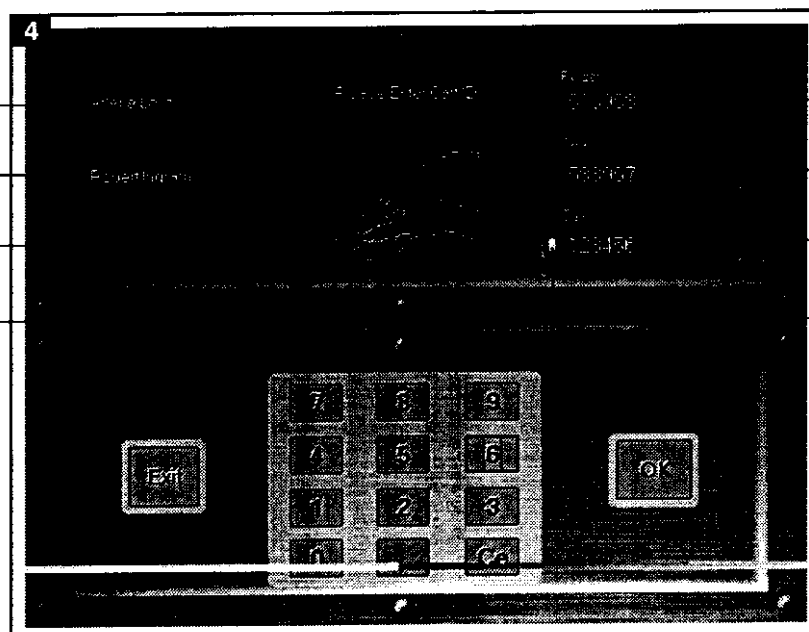
2 Position display screen.
Lift front panel forward and up to vertical position. Angle display screen for easy viewing. Software begins loading automatically.



3 Remove bar code scanning wand.
Open storage compartment at bottom front of Skyteller and remove wand. (See chapter 1, figure 11)

Wait for Sign-On Display Screen to appear

Wait several seconds until you see the sign-on display screen, prompting "Please Enter Ringer I.D."



Ringer Name

Seller Name

Remains blank

The center display panel provides scanning instructions and prompts.

The system moves automatically from one display field to the next as identification codes are scanned.

Ringer ID Number

Seller ID Number

Duty Free Cart ID Number

An indicator light to the left of the number field indicates which field is currently active.

Signing on with scanning wand

Scan Ringer ID

Pass tip of scanning wand over bar code on identification badge of **Ringer**. The Ringer is the flight attendant operating the SkyTeller. *When the bar code is scanned, the identification number appears in the display field on the right, and the flight attendant's name appears on the left. (Figure 4)*

Scan Seller ID

Pass tip of scanning wand over bar code on identification badge of **Seller**. The Seller is the flight attendant operating the duty-free cart. *When the bar code is scanned, the identification number appears in the display field on the right, and the flight attendant's name appears on the left. (Figure 4)*

Scan Duty-Free Cart ID

Pass tip of scanning wand over bar code on **Duty Free Cart**.

When the bar code is scanned, the identification number appears in the display field on the right. Nothing appears on the left. (Figure 4)

Number scanned incorrectly

Touch the display field to be corrected.

Touch  on the key pad to clear the incorrect information. Rescan the bar code.

Bar code cannot be scanned

Enter the identification number by touching the number keys on the key pad.

Press OK

When all information has been entered correctly, touch  to proceed to the next menu prompt.



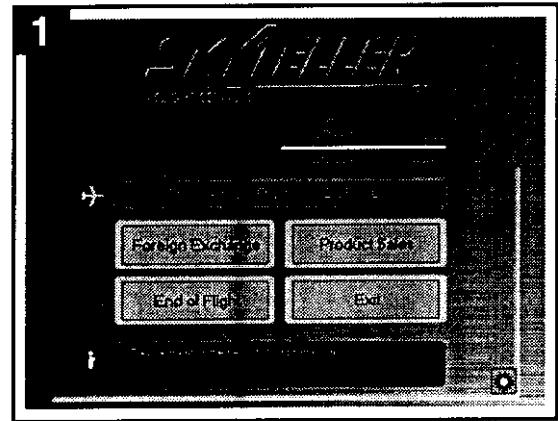
CHAPTER THREE

SkyTeller Services

SkyTeller Services include foreign currency exchange, duty-free product sales and end-of-flight reporting. Foreign exchange rates are calculated automatically and destination country currency dispensed from specially designed cash drawers. The SkyTeller accepts multiple currencies, credit cards and travelers checks for payment.

Selecting SkyTeller Services

Touch the **Foreign Exchange** display field on the SkyTeller Services menu to access the Foreign Exchange display screen.



Foreign Exchange Services

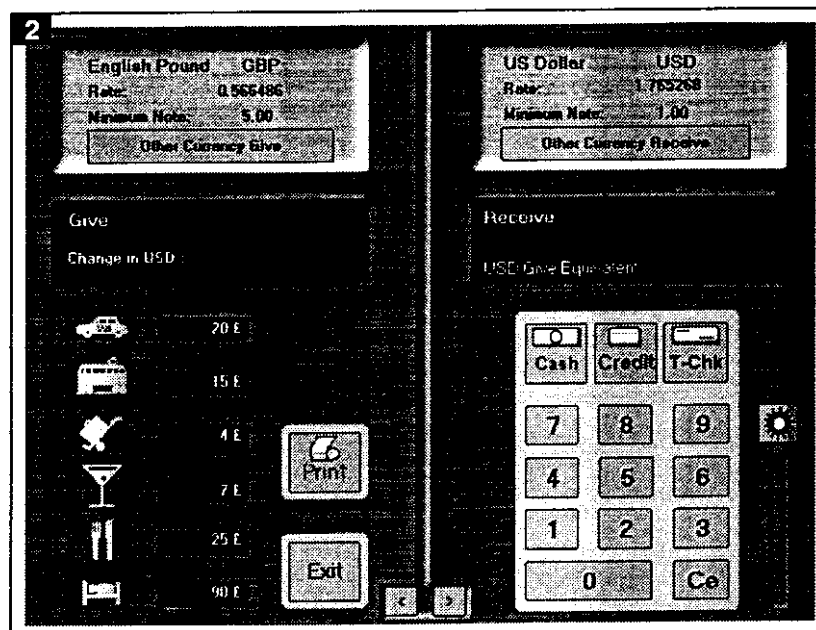
Passenger may request a currency exchange (up to 500 U.S. Dollar equivalent) in several different ways.

Specific amount of Departure Country currency exchanged for currency of Destination Country: "I want 100 U.S. Dollars worth of English Pounds."

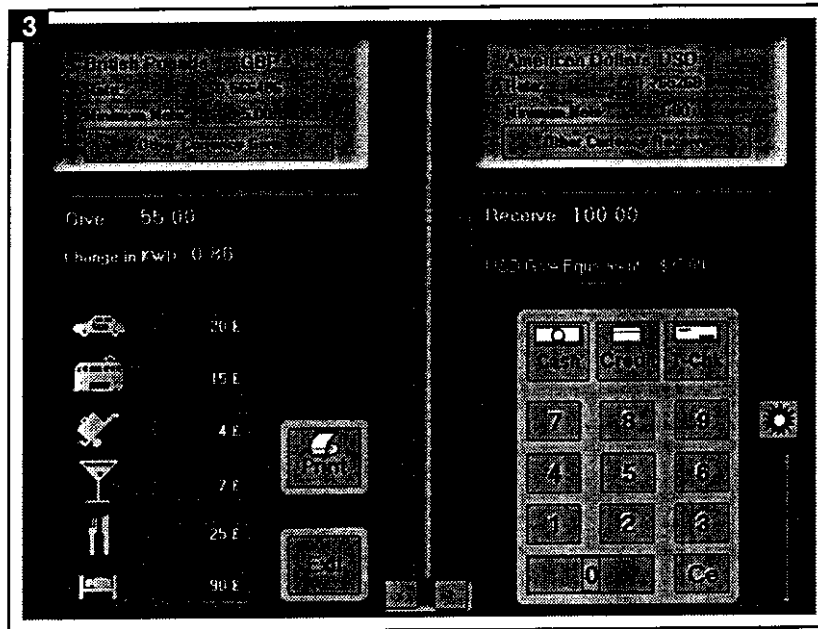
The Departure Country currency will automatically display in the right hand column, and the Destination Country currency will automatically display in the left hand column.

Enter amount to be exchanged

Touch **1 0 0** on the key pad.



Visually verify 100.00 appears in the **Receive** field display above the key pad; if not, touch  to clear and reenter the amount correctly.



An exact amount match is calculated for the exchange and the difference is displayed in the **USD Give Equivalent** display field.

Display on the left hand column, **Give** field indicates the amount of English pounds to give the passenger in exchange for receiving 100 U.S. Dollars. Any currency exchange differences are displayed in the **Change** field and are expressed in U.S. dollars.

Select form of payment

Select form of payment for the exchange by touching  or  or .

CASH: Touch  and then  to print transaction receipt.

Cash drawers will automatically open.

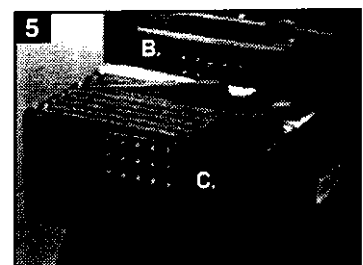
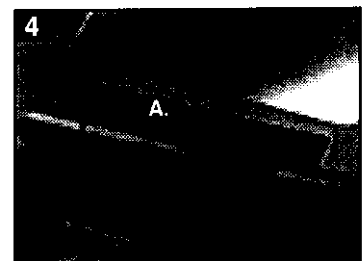
Receive 100 U.S. Dollars from passenger and place in **holding clip** (4A) just below display screen.

Remove 55 English Pounds from the **bottom drawer**.

Make the change by taking U.S. bills from the **bottom drawer** (5C) and U.S. coins from the **top drawer** (5B) .

Tear off printed receipt from top of POS Device and give with English Pounds and change to passenger.

Ask passenger to verify accuracy of currency received. Once verification is complete, remove the 100 U.S. Dollars from the clip and place in cash compartment of **top drawer**.



CREDIT: Touch 

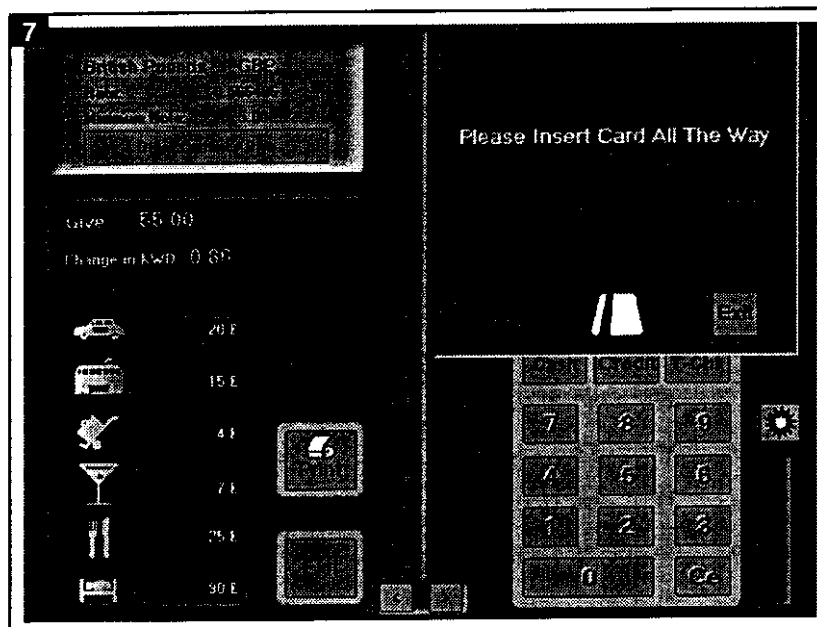
Insert credit card as shown in the display above the key pad, magnetic stripe on the left, facing up. Card reader is located directly above the top drawer on the right-hand side.

Acceptable credit cards are Visa, Mastercard, Eurocard and JCB.

For credit card purchases obtain passport identification from passenger.

Verify name on passport matches name on card. If not, do not accept the card. If names match, proceed with the transaction.

Record passport number, country of issue, and date of expiration on receipt copy signed by passenger.



Remove card and key in the last four digits of the account number by touching the numbers on the key pad. Display screen will show name, card number and expiration date.

Verify with information enclosed on the card: if correct touch .

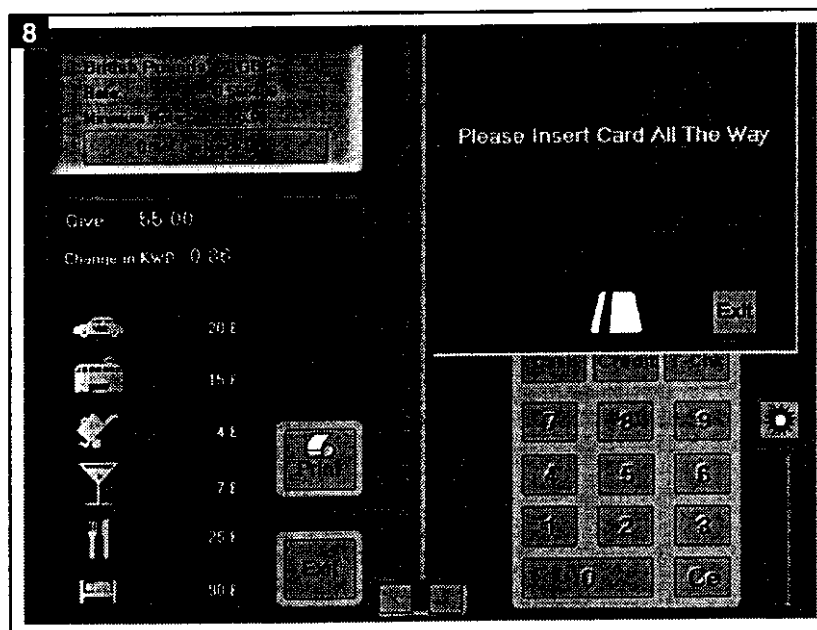


FIGURE 8 WILL BE REPLACED WITH DISPLAY SCREEN SHOWING CARD NAME, NUMBER AND EXPIRATION

Touch  to print credit card receipt. Tear off and give to passenger for signature. Place signed copy of receipt in top drawer, receipt compartment.

Touch  again to print passenger's receipt.

Remove 55 English Pounds from the **bottom drawer** and give with receipt and credit card to passenger.

TRAVELERS CHECK: Touch  and then  to print transaction receipt.

Cash drawers will automatically open.

Receive 100 U.S. Dollars from passenger in travelers checks and place in **holding clip** just below display screen. *Checks must be made payable to SkyTeller and signed by the passenger.*

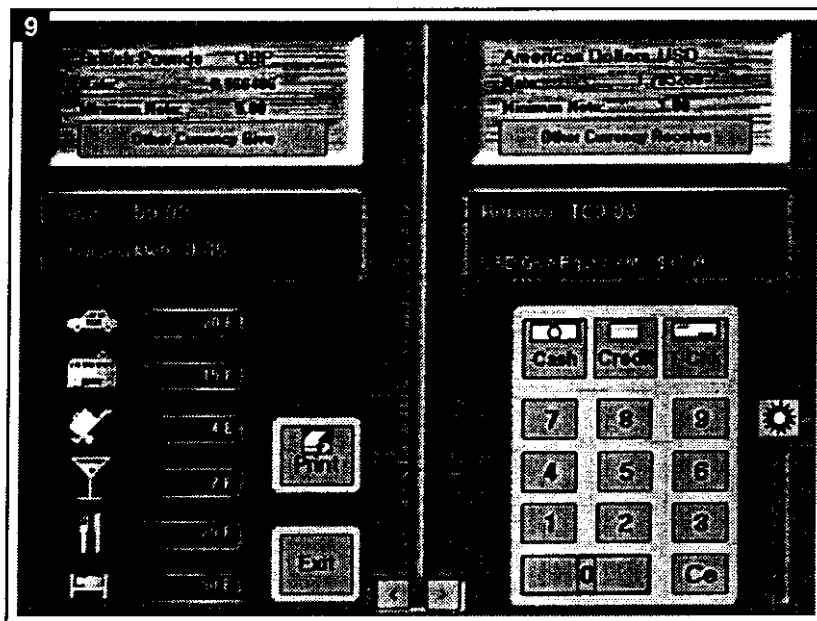
Verify signature matches validation signature at top of check.

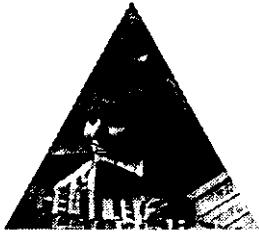
Place signed check in **holding clip** in cash compartment of **top drawer**.

Remove 55 English Pounds from the **bottom drawer** and 2.91 U.S. Dollars change from **top and bottom drawer**.

Tear off printed receipt from top of SkyTeller and give with English Pounds and change to passenger.

Ask passenger to verify accuracy of currency received. Once verification is complete, remove the travelers checks from the clip and place in cash compartment of **top drawer**.





CHAPTER ONE

SkyTeller Machine Basics

new copy

The SkyTeller, an automated Point-of-Sale (POS) device, is designed to exchange foreign currency as well as process in-flight, duty-free purchases. The SkyTeller calculates foreign exchange rates and accepts multiple currencies, credit cards and travelers checks for payment. SkyTeller services are offered by flight attendants to passengers aboard international aircraft.

Opening the SkyTeller

new copy

The SkyTeller, an automated Point-of-Sale (POS) device, is designed to exchange foreign currency as well as process in-flight, duty-free purchases. The SkyTeller calculates foreign exchange rates and accepts multiple currencies, credit cards and travelers checks for payment. SkyTeller services are offered by flight attendants to passengers aboard international aircraft.

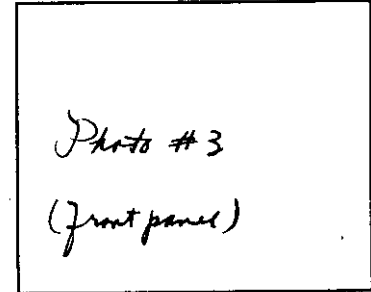
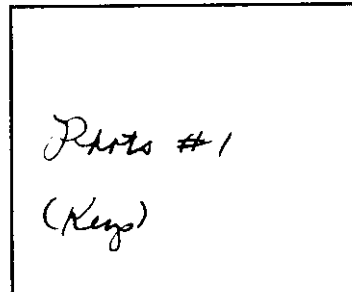
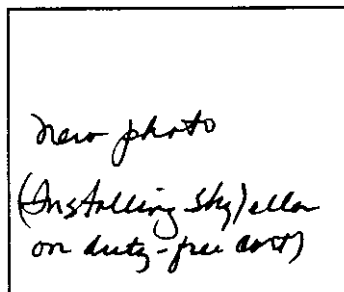
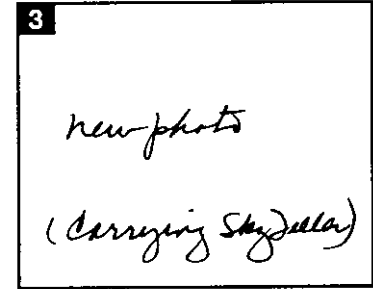
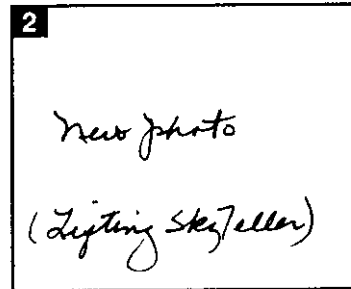
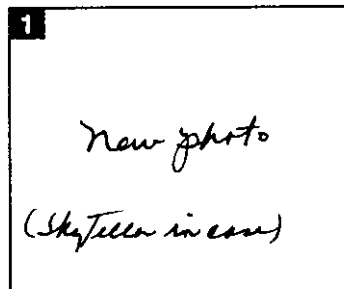




Photo # 4
(Main $\frac{1}{2}$ lighted buttons)

Photo # 9 or new
(Top down shot of
top drawer)

Photo # 4 or 5
(Card reader)

Photo # 9
(Second drawer)

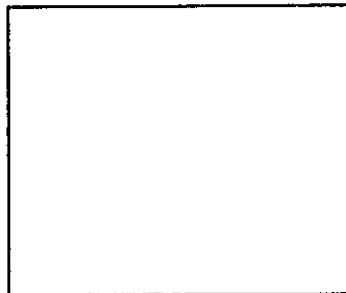
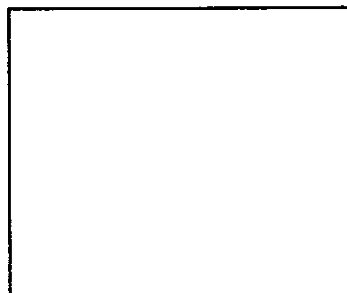
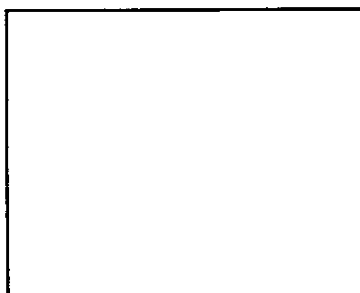
Photo # 7 or new
(Scanning wand compartment)

Photo # 7 or new
(Adding machine
feeding slot)

new photo
(Adding machine
type compartment)

new photo
(Battery compartment)

Photo # 3
(holding clip,
wand storage)



SkyTeller Training Procedures - (Business Systems Architects)
#1

*Complete left on just
draft of training procedure.
(Foreign Exchange ~~and~~ duty-free.)*

Receive SkyTeller from SkyTeller Dispatch

Review instructions package inside carrying case.

Locate 8-digit password code.

Remove SkyTeller from carrying case.

Install SkyTeller on duty-free cart.

-Open the SkyTeller case.

-Key 8-digit password code on #panel located at the top front of case. 1 2 3 4

-Front panel latches at bottom front of SkyTeller case will release.

-Lift front panel forward and up to vertical position; angle display screen for easy viewing.

-Software begins loading automatically.

-Loading the software.

-SkyTeller software is automatically loaded, four screens are displayed sequentially. Wait several seconds until you see the sign on screen, prompting Please Enter Ringer I.D.

-Remove bar code scanning wand.

-Locate panel at bottom front of SkyTeller (POS) Device just above the cover latches.

-Press left end of panel and pull forward to open.

-Remove bar code wand.

-Sign on by scanning identification bar codes in the following order:

-Ringer (Flight Attendant operating the SkyTeller POS)

-Seller (Flight Attendant operating the duty-free cart)

-Cart (duty-free cart)

Pass tip of scanning wand over bar code on identification badge of ringer. When the bar code is scanned, the identification number appears in the display field on the right, and the Flight Attendants name appears on the left.

Repeat this process by scanning the bar code on the identification badge of Seller. When the name and number appear in the display fields, scan the bar code on the duty free cart.

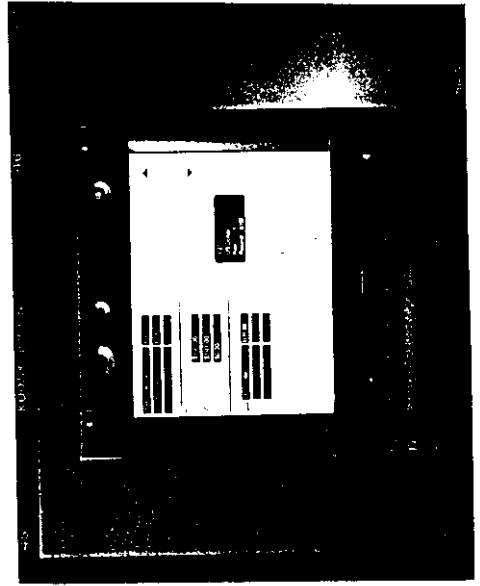
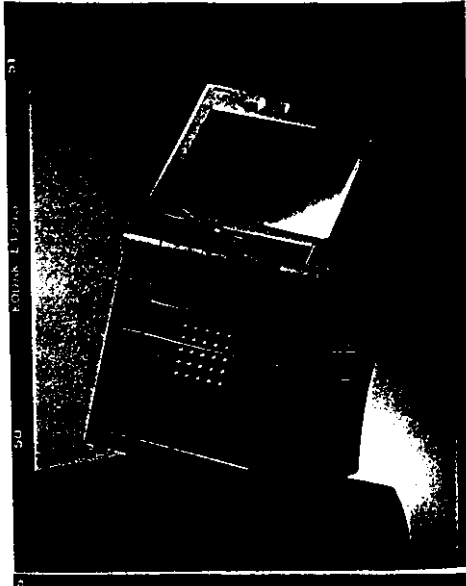
The system moves automatically from one display field to the next as identification codes are scanned. An indicator light to the left of the number field indicates which field is currently active. The center display panel also provides scanning instructions and prompts.

If a number is scanned incorrectly, return to the field by touching the display field to be corrected. Touch Ce on the key pad to clear the incorrect information. Rescan the bar code.

Note: If a bar code cannot be scanned, enter the identification number by touching the number keys on the key pad.

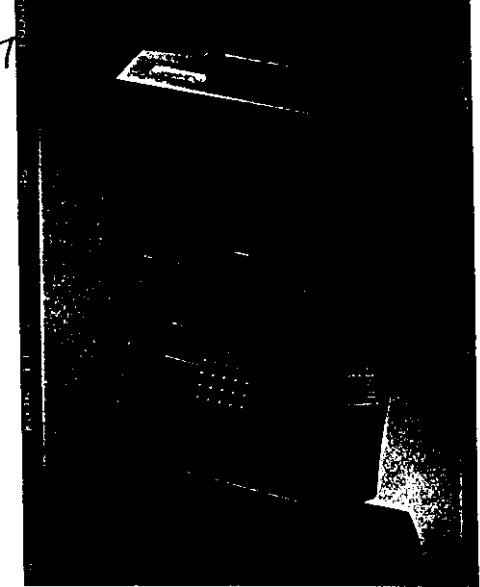
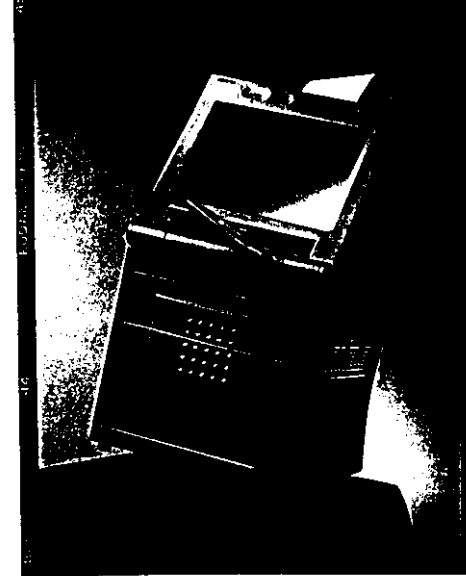
When all information has been entered correctly, touch OK to proceed to the next menu prompt.

6

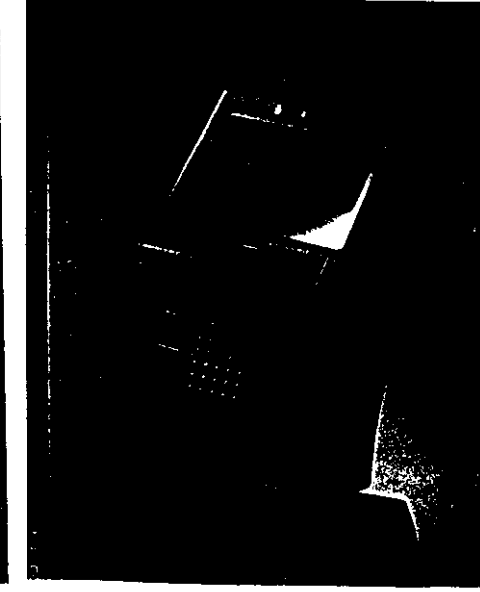


3

9



8



4

2

5

Section #2

SkyTeller Services Menu

-Select from the menu by touching your choice of:

Foreign Exchange	Product Sales
-Foreign currency exchange service	-Duty-free product sales
	-Tickets, tours and promotional sales
End of Flight	Exit
-Print end-of-flight report	-Return to prior menu or screen display
	-Turn off the POS Device

Foreign Exchange

Passenger may request a currency exchange (up to 500 U.S. Dollar requirement) in several different ways:

1. A specific amount of Departure Country currency exchanged for currency of Destination Country: "I want 100 U.S. Dollars worth of English Pounds."

The Departure Country currency will automatically display in the right hand column, and the Destination Country currency will automatically display in the left hand column.

Key pad display must be in the right hand column; touch > to display key pad on the right.

Touch enter 100 on the key pad. Visually verify 100 appears in the "Receive" field display above the key pad; if not, touch Ce to clear and reenter the amount correctly.

An exact amount match is calculated for the exchange and the difference is displayed in the "USD Give Equivalent" display field.

Display on the left hand column, "Give" field indicates the amount of English pounds to give the passenger in exchange for receiving 100 U.S. Dollars. Any currency exchange differences are displayed in the "Change" field and are expressed in U.S. dollars.

-Select form of payment for the exchange by touching "Cash" "Credit" or "T-Chk"

Cash - Touch "Cash" and then "Print" to print transaction receipt.

Drawers will automatically open; receive 100 USD from passenger and place in holding clip just below display screen.

Remove 55 GBP from the Bottom Drawer. Make the change by taking US bills from the Bottom Drawer and US coins from the Top Drawer.

Tear off printed receipt from top of POS Device and give with English Pounds and change to passenger.

Ask passenger to verify accuracy of currency received. Once verification is complete, remove the 100 USD from the clip and place in cash compartment of Top Drawer. (See Diagram)

Credit - Touch "Credit". Insert credit card *as shown in the display above the key pad, magnetic stripe on the left, facing up. Card reader is located directly above the top drawer on the right-hand side. When card is released from the reader, remove it and key in the last four digits of the account number by touching the numbers on the key pad. Display screen will show name, card number and expiration date. Verify with information enclosed on the card: if correct touch OK. Touch print to print credit card receipt. Tear off and give to passenger for signature. Place signed copy of receipt in top drawer, receipt compartment. Touch Print again to print passenger's receipt.

Remove 55GBP from the Bottom Drawer and give with receipt and credit card to passenger.

Acceptable cards are Visa, Mastercard, Eurocard and JCB. Copy signed by passenger and placed in top drawer, receipt compartment. *For credit card purchases obtain passport identification from passenger. Verify name on passport matches name on card. If not do not accept the card. If names match proceed in the transaction. Record passport number Country of Issue and date of expiration.

Travelers Check - Touch "T-Chk" and then "Print" to print transaction receipt. Drawers will automatically open; receive 100 USD from passenger in traveler's checks. Checks must be made payable to SkyTeller and signed by the passenger. Verify signature matches validation signature at top of check. Place signed check in holding clip in cash compartment of Top Drawer. Remove 55 GBP from Bottom Drawer and \$2.91 USD change from Top and Bottom Drawer. Tear off receipt and give to passenger with currency. Ask passenger to verify...

2. Specific amount of Destination Country currency in exchange for Departure Country currency: "I want 200 English Pounds in exchange for U.S. Dollars."

The Departure Country currency will automatically display on the right hand column, and the Destination Country currency will automatically display on the left hand column.

Key pad display must be in the left hand column; touch < to display key pad on the left.

Touch enter 200 on the key pad. Visually verify 200 appears in the "Give" field display above the key pad; if not, touch Ce to clear and reenter the amount correctly.

If the "Receive" amount displayed in the right-hand column is not a whole dollar amount (i.e. is expressed in dollars and cents), reverse calculate the amount by moving the keypad to the right hand column by pressing >. A whole dollar amount should now be displayed in the "Receive" field and a "Change in USD" amount shown in the left-hand column.

-Select form of payment for the exchange by touching "Cash" "Credit" or "T-Chk"

CASH - Touch "Cash" and then "Print" to print a transaction receipt. Drawers will automatically open; receive 354 USD from passenger and place in holdingclip just below display screen. Remove 200 GBP from the Bottom Drawer and \$.95 change from the Top Drawer. Tear off printed receipt from top of POS device and give with currency to passenger.

Ask passenger to verify accuracy of currency received. Once verification is complete, remove the 354 USD from the clip and place in cash compartment of Top Drawer. (See Diagram)

Credit - Same as #1

T-Chk - Same as #1

3. Destination Country currency in exchange for a currency other than currency of the Departure Country: "I want 200 English Pounds in exchange for Belgium Francs." Or, "I want English Pounds in exchange for 100 Belgium Francs."

Touch "Other Currency Receive" display in upper right-hand column. Touch Belgium Francs on list of currency names displayed.

Display key pad in left-hand column by touching < if amount specified in pounds. Display key pad in right-hand column by touching > if amount specified in francs.

Use Reverse Calculation as necessary to arrive at an amount for the exchange that is expressed in whole francs. Receive from passenger the correct amount of Belgium Francs. Verify the currency received is valid by displaying acceptable Begium Franc notes. Touch "Belgium Francs" displayed in the upper right-hand column. Compared franc notes received with those displayed. If they match, proceed with transaction. Touch "Exit" to return to the Exchange Rate Calculation display. Follow Cash payment instructions in #1 and 2 above.

If franc notes do not match display, do not accept the currency. Touch Ce to clear. If a receipt has already been printed, void the transaction. Touch (Sun) symbol on the right-hand side of the display. Touch "Void Last Transaction" on display in center of screen. (Note: Void transaction not functional at this time.)

4. Selected secondary currency in exchange for Departure Country currency or another currency: "I want French Francs in exchange for German Marks."

Touch ' Other Country Receive" display in upper right-hand column. Touch German Mark on currency names displayed. Use "up and down " arrows to locate the correct currency name.

Touch “Other Currency Give” display in upper left-hand column. Touch French Franc on currency names displayed. Secondary currencies are available in prepackaged amounts in the bottom drawer. Touch amount requested on key pad in left-hand column if amount is specified in francs. Touch amount requested on key pad in right-hand column if amount specified in marks. Touch < or > to move key pad left and right.

Receive from passenger the correct amount of German Marks. Verify the currency received is valid by displaying acceptable German Mark notes. Touch “German Mark” displayed in the upper right-hand column. Compare mark notes received with those displayed. If they match, proceed with transaction. Touch “Exit” to return to the Exchange Rate Calculation display. Follow Cash payment instructions in #1 and 2 above.

SUPPLEMENTAL INFORMATION: Typical travel expenses for Destination Country are provided in the left-hand column of the exchange calculation screen, including taxi, bus, tips, drinks, food and lodging. This information is provided to assist passengers in determining the amount and denominations of currency needed.

Product Sales

Select duty-free products from the right-hand column display screen by touching the product name.

As products are selected, the product description and amount displays in the upper left-hand corner of the screen. The total amount due is also calculated and displayed.

-Select form of payment for the product(s) by touching “Cash” “Credit” “T-Chk” or “Coupon”. Payment for products may be received in one or more of these options and in a choice of currencies.

CREDIT - Touch “Credit”; screen displays “Please Enter Charge Amount. Then Insert Card All The Way”.

Touch enter the amount to be charged on the key pad. Insert credit card as shown in the display above the key pad, magnetic strip on the left, facing up. Card reader is located directly above the top drawer on the right-hand side. When card is released from the reader and screen displays “Please Remove Card”, remove the card and key in the last four digits of the account number by touching the numbers on the key pad. Display screen will show name, card number and expiration date. Verify information displayed with information on the face of the card. If correct touch “OK”. Touch “Print” to print credit card receipt. Tear off and give to passenger for signature. Place signed copy of receipt in top drawer, receipt compartment. Screen displays “Print the Customer Receipt”. Touch this display to print passenger’s receipt.

CASH - Touch “Cash”; screen displays total amount due in currency of the airline. If passenger chooses to pay in the currency of the airline, touch enter the amount of cash to be paid on the key pad. Verify amount is entered correctly and touch “OK”. Cash amount to be paid appears with the Cash symbol displayed on the left.

If passenger chooses to pay in a currency other than the currency of the airline, touch “Cash” and the name of the currency to be used. The exchange rate is calculated and displayed. Touch enter the amount of cash to be paid on the key pad. Verify amount is entered correctly and touch “OK”. The “Cash” symbol appears to the left of the cash amount displayed.

TRAVELERS CHECK - “T-Chk” and currency name if different from currency of the airline. Touch enter the amount to be paid using travelers checks on the key pad. Verify amount entered is correct and touch “OK”. The amount to be paid by travelers check will appear in the display with the travelers check symbol on the left.

COUPON - Touch “Coupon” and enter the amount of the coupon on the key pad. Verify amount is correct and touch “OK”. Coupon amount will appear in the display with the coupon symbol on the left.

Any combination of the above forms of payment can be accepted for a duty-free transaction. The following sample display demonstrates all four forms of payment applied to the purchase of three duty-free products totaling \$121.00

Tommy for men by TH \$25

Chanel No. 5 \$65

Clinique Adv Care Ey \$31

Total Due \$121.00

Received \$121.00

Balance \$0.00

Credit 50 US Dollar \$50.00

Cash 50 US Dollar \$50.00

T-Chk 20 US Dollar \$20.00 Coupon 1 US Dollar \$1.00

SkyTeller POS

Basic Operating Procedure

April 7, 1998

Revision A, 1/23/98

Exhibit E

User's Manual-2

FCC ID: NVG-IDMF12532

I. General Notes and Cautions

A. General Cautions

A1. Windows95 can be corrupted if the power is turned off without following the correct shutdown procedure (START, SHUTDOWN, YES). It is safe to turn the unit off immediately after power-on, well before Windows95 has launched. However, if the unit has been running for more than a few seconds, then wait until Windows95 has launched and follow the shutdown procedure above.

A2. All four batteries *must* be removed before servicing or disassembling the unit. In particular, electrical cabling must not be connected or disconnected with any battery installed, even with the unit turned off.

A3. Never latch the top section closed on a unit that is either untested or without at least one charged battery. Follow the Special Procedures instructions later in this procedure if this does happen.

A4. Never close both drawers in a unit that does not have at least one charged battery. Follow the Special Procedures instructions later in this procedure if this does happen.

A5. All work on the unit must be conducted in a static-controlled environment.

II. Basic Operation steps

A. Turning unit on

A1. When unit is latched shut enter the code 1-2-3-4-1-2-3-4 and wait about a half second for the POS to unlatch. Rotate the top section up after it is unlatched. The software will start automatically.

A2. When top section of unit is already open turn the POS power on with the power switch on the front bezel (enter CANCEL at Microsoft Networking screen if it appears). The software will start automatically.

B. Entering the Skyteller POS program

B1. Remove the wand (bar code reader) from the wand drawer. At the login screen, use the bar code reader to enter the Seller, Ringer and Cart information. Enter OK. Select the PRODUCT SALES button, then select the starburst button on the right for the special menu.

C. Opening the drawers

- C1. Select the starburst button (as per last step in “Entering the Skyteller POS program”).
- C2. Select the L drawer button to open the bottom (BDU or “L” drawer)
- C3. Select the U drawer button to open the top (coin or “U” drawer)

D. Removing the drawers

- D1. Pull both spring steel stops on the drawer slides outwards (to the side) beyond both fixed stops. While holding these out pull the drawer forward and out of unit.

E. Removing the wand drawer

- E1. With a pointed object push on the tab behind the slot in the middle of the bottom side of the wand drawer. While pushing on the tab pull upwards on the wand drawer. The front edge of the drawer will unsnap and release. Slide the wand draw out of the front of the unit.

F. Installing the wand drawer

- F1. Install the wand drawer by sliding it back into the hooks on the battery tray, locate the front lower edge behind the lip of the housing opening, and push down until the latch clicks. Pull up on the top of the wand drawer to ensure the latch has engaged.

G. Installing the wand and cable

- G1. Stuff the wand and cable into its drawer and close the wand bezel. Make sure the wand is stuffed neatly, so that the top of the wand drawer isn't deflected upward.

H. Turning unit off

- H1. Turn the POS off by pushing the power switch on the front bezel once. A window will appear with two options, 1)SHUT DOWN SYSTEM and 2)CANCEL SHUT DOWN. Select SHUT DOWN SYSTEM. Note- if turning the power off after turning unit on but before “Entering the Skyteller POS program” then unit will turn off three seconds after pushing the power switch.