

*V8 Office User Reference
Version 8.4*

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Address comments and corrections to:

Fujitsu Transaction Solutions
ISS45 Program Director
2933 Bunker Hill Lane
Suite 101
Santa Clara, CA 95054

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1

PLU Management

This module contains all the functions you need to administer items in the store.

Use PLU Maintenance to insert new items, change item details, or delete items. In addition, you can view item sales information and links to promotions and coupons. You can also use Fast PLU Maintenance to quickly add PLUs with just the basic details.

Use of all other PLU-related options is discussed in this chapter.

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PLU Maintenance

Use PLU Maintenance to view, add, edit and delete items. You can also use Fast PLU Maintenance to perform basic item maintenance tasks. For more details, see *Fast PLU Maintenance* on page 1-20.

There are various parameters you can set that effect the functionality of PLU maintenance. For more details see the chapter, *Front Office Parameters*, in the System Administrator's Reference.

Adding a New PLU

This function enables you to add a new item to the PLU file.

➤ **To add a new PLU**

- 1 From the PLU Management menu, select PLU Maintenance. Depending on how your system is configured, you may see the basic PLU Item Selector, or a list of filters created previously.
The filter is very useful when you want to see, or edit, details of specific items.
- 2 To add a new item, you do not need these options, so click *Cancel*.
- 3 On the toolbar, select *New*.
The PLU Maintenance tabbed dialog box appears.
- 4 Enter the appropriate item number and description.
- 5 (Optional) Enter the appropriate internal code (item number) to be linked to the Item UPC code, (also known as an EAN or barcode).

Note:

The Internal Code field is only available if the "Internal number in system" parameter, in PLU and Batch Parameters has been checked.

- 6 Enter all options or set parameters as required. These are explained in the sections that follow.
- 7 Click *OK* or *Apply* to save.

Basic Setup Tab

Field	Description
POST Description	Description of the item as it appears at the PoS terminal and on the customer receipt. The entry from the item's description field displays here automatically. You can change it if necessary.

Note:

If you want to ensure that the Post Description and Item Description (first 20 characters) will always match, the system parameter, *Force short and long description to match*, must be checked (see the chapter *Front Office Parameters* in the *System Administrator's Reference*). If this parameter is checked, any type of maintenance to existing items, will automatically update the Item Description field with the Post Description.

Field	Description
Department	<p>The department number is a mandatory entry. It may be 0 if the <i>Vendor Coupon</i> or <i>Store Coupon</i> fields are checked. To assign the item to a department, press the <i>Right Arrow</i>. A drop-down list displays the available departments. Highlight the relevant department and press <i>Enter</i> to select it.</p> <p>Note: Selecting a department may automatically check other fields, as well as those in the Tax Flags field. This happens if the system parameter, <i>PLU follow department flags as a default</i>, is checked (see the chapter <i>Front Office Parameters in the System Administrator's Reference</i>).</p>
Subdepartment	Specify a subdepartment if required.
Price and Quantity	<p>Price: The item's selling price. Quantity: The number of items sold jointly, at the above selling price.</p>
Tax Flags (rates 1 to 8)	Enables you to assign up to eight tax rates to the item. Tax rates must be defined in the Tax Rates database (see <i>Database Management</i> chapter in the <i>System Administrator's Reference</i>).
Frequent Shopper Type	<p>Type: This is the default. Value: Discount used for frequent shopper. Automatically set to .00 if any of the <i>Manual Price</i>, <i>Vendor Coupon</i> or <i>Store Coupon</i> fields are checked. Item Limitation: Quantity limit of Frequent Shopper items.</p>
Change Price Reason	Where necessary, choose the appropriate reason for the price change.
Fuel Item	Indicates that the item is fuel.

Parameters 1 Tab

The screenshot shows the 'PLU Maintenance' window with the 'Parameters 1' tab selected. The 'General' section includes checkboxes for Manual Price, Decimal Quantity, Weighed Item, Prohibit Discount, Cost-Plus item, Non-Merchandise, Negative Entry, Item on sale, SSP Product, Super Auth Required, and Price Verify. The 'Coupon Setting' section includes checkboxes for Store Coupon, Vendor Coupon, and Bonus Coupon, along with Family Code 1 and Family Code 2 fields. The 'Restrictions' section includes a checkbox for Prohibit Sale and a Restriction Layout dropdown. The 'Quantity' section includes checkboxes for Prohibit QTY/Repeat, Force Quantity, and Assume Quantity. The 'TAX Code' section includes a SWW Code field. The 'Allow Payment by' section includes checkboxes for WIC and Food Stamps (checked). Navigation buttons (back, forward, home, end) and action buttons (Clear, OK, Cancel, Apply) are at the bottom.

Field	Description
Manual Price	Forces cashier to manually enter a price.
Decimal Quantity	The item quantity is measured in decimal units. For example, material and carpeting can be sold by the meter.
Weighed Item	Indicates that the item is sold by weight.
Prohibit Discount	Check to prohibit discount.
Cost-Plus Item	Check this parameter to make the item eligible for the "cost-plus" feature.
Non-Merchandise	Indicates a non-merchandise item.
Negative Entry	Indicates that the item has a negative value.
Item on Sale	Indicates if item is on sale. Automatically set by system. No access is allowed.
SSP Product (Store Sales Product)	Check this parameter to track item on the Store Sales Product (SSP) Report. (Customer specific)
Super Auth Required	Check this parameter to require supervisor authorization to sell this product. Supervisor number and password required for approval. (Customer specific).

Field	Description
Price Verify	Forces cashier to verify the price on the product.
Store Coupon	Indicates this item is a store coupon. If the <i>Negative Entry</i> parameter or the <i>Vendor Coupon</i> parameter is checked, the <i>Store Coupon</i> parameter cannot be accessed.
Vendor Coupon	Indicates this item is a vendor coupon. Items 50000000000 - 50000000099 are the manufacturer's/vendor coupons. However, any item may be a vendor coupon. If the <i>Negative Entry</i> parameter or the <i>Vendor Coupon</i> parameter is checked, the <i>Store Coupon</i> parameter cannot be accessed.
Bonus Coupon Family Code 1	Indicates this item is a bonus coupon. Family code portion of UPC number. This code must match the manufacturer coupon family code, if coupon parameters have family code validation checked. Example of UPC5 coupon number.
	<p>5 30000 753 21</p> <p>UPC5 vendor coupon code</p> <p>Manufacturer number</p> <p>Family number</p> <p>Discount code</p>
Family Code 2	If used in your store, specify the appropriate number, if the relevant item has two UPC5-type coupons current at the same time. Each of the coupons would have a different family number, referring to different special offers. Rules are the same as for Family Code 1 above.
Prohibit Sale	Prohibits sale of this item.

Field	Description
Restriction Layout	Specify the required layout number. This is to confine sale of the item to specific days or times. Often used to control sale of alcoholic items.
Prohibit QTY/Repeat	Prohibits the <i>Qty</i> key or <i>Repeat</i> key on the PoS terminal from being used when this item is sold.
Force Quantity	Forces cashier to enter quantity manually.
Assume Quantity	When multiple items are sold together for a set price, for example, three packets of soup for \$3.99, the system will assume that three items are being purchased when the item is scanned at the PoS terminal.
Allow Payment by WIC	Item may be purchased with WIC (Women, Infants, and Children) vouchers.
Allow Payment by Food Stamps	Item may be purchased with food stamps.

Parameters 2 Tab

The screenshot shows the 'PLU Maintenance' dialog box with the 'Parameters 2' tab selected. The 'Item Number' is 8 and the 'Description' is 'LOAF - WHITE SLICED'. The 'Additional Links' section contains fields for 'Mix and Match' (0), 'Tare Weight', 'Discount', 'Return Code', 'POST Item Message', 'DEA Group', and 'EAN 99 Coupon'. The 'Price Comparison' section contains fields for 'Description', 'Type' (No Comparison is to be done), 'Comparison Date' (20/01/1999), 'Price' (0.000), and 'Quantity' (0). Navigation buttons (back, forward, home, end) and 'Clear', 'OK', 'Cancel', and 'Apply' buttons are at the bottom.

Field	Description
Mix and Match Code	<p>The Mix and Match code indicates whether an item can be priced with other items. All items with the same Mix and Match code can be interchanged in pricing. By assigning a Mix and Match code to an item, you can change the price and quantity of all items that are associated with this Mix and Match code. In other words, if you change the price or quantity of an item, you can change those parameters for all items with the same code.</p> <p>To activate this feature, check the system parameter <i>Update All Mix and Match Group if One PLU Changed</i> (see <i>System Parameters</i>). You are asked once when adding a new item or updating an existing item, whether to change all the items with the same code. You may select <i>No</i> if you choose not to do so.</p>

Field	Description
Tare Weight	Where necessary, choose the appropriate tare weight. Tare weights are defined in the <i>Tare Weights</i> option of the <i>Database Management</i> chapter.
Discount	Choose the required discount type, if applicable.
Return Code	If this is a link item, enter a return code.
POST Item Message	Use this option to link a PoS terminal message to an item. Messages must be set up in the POS Item Messages option.
DEA Group	This is used to control the sale of pharmaceutical items. You must first create DEA Groups.
EAN 99 Coupon	(Optional) Select a coupon to attach to the PLU. These coupons are defined in EAN 99 Coupon Maintenance. For more details see <i>Coupons</i> in the <i>Database Management</i> chapter.
Price Comparison Description	Short description of the price comparison. The description and the details below, print on the customer's ticket.
Type	Choose the appropriate type from the drop-down list.
Comparison Date	Specify the date relevant to the price comparison.
Price	The comparison price.
Quantity	Quantity sold at the above price.

Cost and Sales Tab

The screenshot shows the 'PLU Maintenance' dialog box with the 'Cost and Sales' tab selected. The 'Item Number' is 7640300082 and the 'Description' is 'MAPLE SYRUP 12.5OZ'. The 'Internal Number' is 0. The 'Cost' section has input fields for 'Cost per Case' (3.95) and 'Units per Case' (1), with calculated values for 'Item Cost' (3.95), 'Markup %' (44.05), and 'Margin %' (30.58). The 'Sales' section contains a table with columns for 'Quantity Sold' and 'Net Revenue' across various time periods.

	Quantity Sold:	Net Revenue:
Today:	0.00	0.00
Previous Day:	0.00	0.00
Current Week:	0.00	0.00
Previous Week:	0.00	0.00
Current Month:	0.00	0.00
Previous Month:	0.00	0.00
Current Year:	0.00	0.00
Previous Year:	41.00	208.09

The only details you can enter here are *Cost per Case* and *Units per Case*. When you enter these details, the *Item Cost*, *Markup %* and *Margin %* figures are updated.

The other data on this tab are *Quantity Sold* and *Net Revenue*, for various sales periods.

Promotions Tab

The screenshot shows the 'PLU Maintenance' dialog box with the 'Promotions' tab selected. At the top, there are two text input fields: 'Item Number' containing '8' and 'Description' containing 'LOAF - WHITE SLICED'. Below these are five tabs: 'Basic Setup', 'Parameters 1', 'Parameters 2', 'Cost and Sales', 'Promotions', and 'Shelf Labels and OEM'. The 'Promotions' tab is active, displaying a table titled 'Promotions linked to item'. The table has seven columns: 'Number', 'Description', 'Type', 'By', 'Start Date', 'End Date', and 'Start Time'. The table body is currently empty. At the bottom of the dialog are navigation buttons (back, forward, home, end) and action buttons: 'Clear', 'OK', 'Cancel', and 'Apply'.

Number	Description	Type	By	Start Date	End Date	Start Time
--------	-------------	------	----	------------	----------	------------

This tab shows promotion details for the item. These details appear only for a current item, not a new item.

Shelf Labels and OEM Tab

Details you enter here are printed on shelf-edge labels.

Field	Description
Label Information Area:	
Vendor Number	Vendor's number.
Vendor Item Number	This is the link between YOUR item's PLU number and the suppliers' item number.
Item Size	Item size.
Comparative UOM	Choose the appropriate unit of measurement.
Compare Quantity	The number of units sold as a unit.
Compare Unit	Sales unit.

OEM is a data warehousing service. Information about member purchases, member points and so on, that are gathered at the PoS terminal are automatically transmitted through the store to the OEM server.

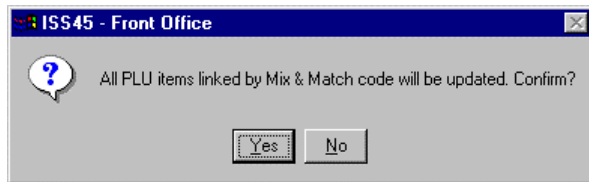
Field	Description
OEM Parameters Area:	
Item Points	You can specify how many item-specific points a customer receives for purchasing the product.
Price Group	This option may be used in setting up member promotions.
Exclude from Minimum Purchase	This option may be used to exclude the item from a Member Promotion minimum purchase requirement.

These following parameters are reserved for in-store shelf and scale labeling applications. Details you enter here are printed on the shelf and scale labels (for example, labels generated for bakery or deli items).

Field	Description
Scale and Shelf Parameter Area:	
Shelf Life (Days)	Number of shelf life days. The barcode label printed for these items contain the expiration date that is calculated from the system date plus shelf life days.
Shelf Stock Item	Indicates that the item has stock in storage.
Scale Item	Indicates that item data needs to be sent to scales.
Weighed at Scale	Indicates that item is weighed by scale

Editing a PLU

Editing a PLU is basically the same as entering a new item, except that you may see a warning about Mix and Match groups.



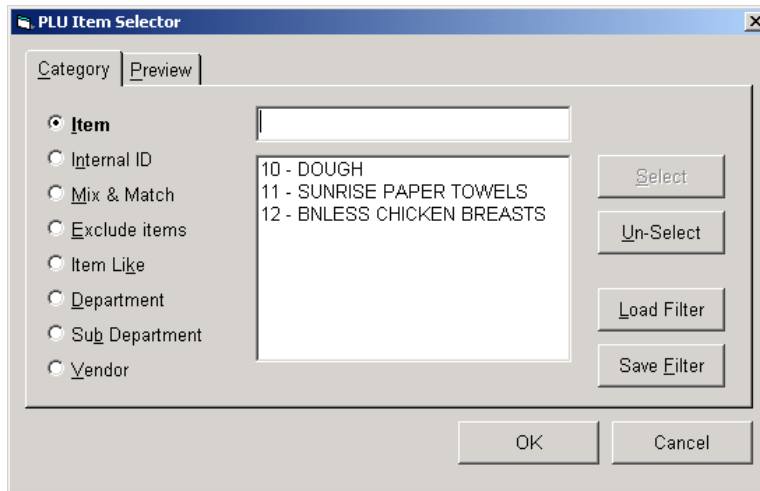
PLUs could be *mix and match* items, sharing the same prices. If you change one of the items in a mix and match group, all the other items in the group receive the same price. An example of this could be toothbrushes, where there are five different colors, but one item number.

If you change details for a Mix and Match item, then other items in the same Mix and Match group will be changed as well.

You can use the PLU Item Selector to choose groups of PLUs to change, as described on the following page.

PLU Item Selector

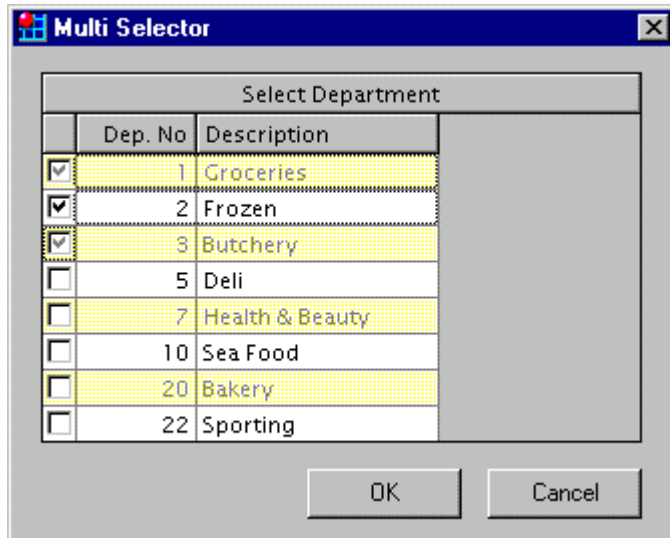
- 1 Select a database to work with, like PLU Maintenance. The relevant list appears.
- 2 Click the *Filter* toolbar button. The Item Selector dialog box appears.



- 3 Select the item criteria. Choose *Item*, *Internal ID*, *Mix and Match*, and so on. To be more specific, you could type in a range of items, like **1-100**.

To search for items by name, that all contain some of the same letters, select *Item Like*, and type in the letters to find. For example, type in *cola* to find all items containing "cola" in their description.

- To select specific departments only, choose *Departments*, and then click *Select*. The Department selector dialog appears.



- Select the required departments and click *OK*.
- Select or exclude other items then, on the PLU Item Selector dialog, then click *OK* to load the selection into the item list.

Deleting a PLU

You can delete a single PLU or a range of PLUs. The delete options are available from the PLU list.

➤ **To delete a single PLU**

- 1 Assuming you already have PLUs displayed in the list, highlight the required PLU and click *Delete*.
- 2 At the confirmation prompt, click *Yes* to delete.

➤ **To delete multiple PLUs**

- 1 Use the filter to load specific PLUs into the list.

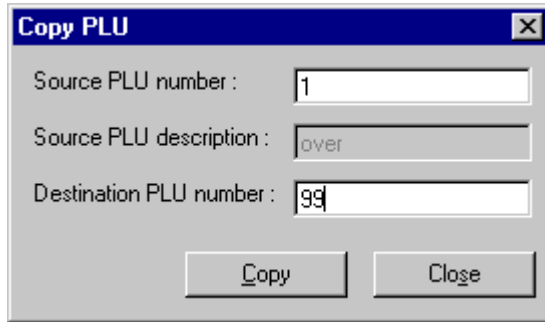
! WARNING:

Make sure that you load only those PLUs you intend to delete, as ALL the PLUs in the list will be deleted!

- 2 Click the toolbar *Delete All* button. You are prompted to confirm deletion of ALL the PLUs.
- 3 If you are sure you want to delete, click *Yes*.

Copy PLU

You can copy a single PLU or a range of PLUs. The copy option is available from the PLU toolbar.



Field	Description
Source PLU	Enter the PLU number you want to copy.
Source PLU description	The PLU's description is grayed out.
Destination PLU number	Enter in the new PLU number you want the source to be copied to.

Once the PLU has been copied, the PLU Maintenance screen appears with the 'Destination PLU number details'.

Fast PLU Maintenance

You can add new PLUs, make basic changes to them, and delete them, using the Fast PLU Maintenance option. Once you have inserted PLUs, they are available in the main PLU Maintenance option.

Using Fast PLU Maintenance

Fast PLU Maintenance works similarly to PLU Maintenance. The filter utility is available to find specific PLUs, and you can also insert, edit and delete PLUs.

To find out how to use the filter, or add, edit and delete PLUs, see *PLU Maintenance*, on page 1-3.

➤ Using Fast PLU Maintenance

- 1 From the PLU Management menu, select Fast PLU Maintenance. The PLU Item Selector dialog box appears.
- 2 Decide whether you want to use the filter to load specific PLUs, or to add a new PLU. Click *Cancel*, then click *New*.
- 3 The Fast PLU Maintenance dialog box appears.

Fast PLU Maintenance

PLU Number: 10

Internal Number: 123

General | Sales | Promotion

POST Description: DOUGH

Department: 51 ... GROCERY

Price / Quantity: 0.99 / 1

Change Price Reason: 0 ...

Mix and Match: 0 ...

Weighed Item

Tare Weight: ...

Prohibit Sale

Bonus Buy

Type: 0 No Comparison is to be done

Price / Quantity: 0.00 / 0

OK Cancel Apply

4 Enter the appropriate details, as described below.

Field	Description
PLU Number	The item number of the PLU.
Internal	(Optional) Internal code number to be linked to the PLU number.
POST Description	Description of the item as it appears at the PoS terminal and on the customer receipt. The entry from the item's description field displays here automatically. You can change it if necessary.
Department	The department number is a mandatory entry. It may be 0 if the Vendor Coupon or Store Coupon fields are checked. To assign the item to a department, press the <i>Right Arrow</i> . A drop-down list displays the available departments. Highlight the relevant department and click <i>Enter</i> to select it.
	<p>Note:</p> <p>Selecting a department may automatically check other fields, as well as those in the Tax Flags field. This happens if the system parameter, <i>PLU follow department flags as a default</i>, is checked (see the chapter <i>Front Office Parameters</i> in the System Administrator's Reference).</p>
Price and Quantity	<p>Price: The item's selling price.</p> <p>Quantity: The number of items sold together.</p>
Change Price Reason	Where necessary, choose the appropriate reason for the price change.

Field	Description
Mix and Match Code	<p>The Mix and Match code indicates whether an item can be priced with other items. All items with the same Mix and Match code can be interchanged in pricing. By assigning a Mix and Match code to an item, you can change the price and quantity of all items that are associated to this Mix and Match code. In other words, if you change the price or quantity of an item, you can change all items with the same code.</p> <p>To activate this feature, check the system parameter <i>Update All Mix and Match Group if One PLU Changed</i> (see <i>System Parameters</i>). You are asked once when adding a new item or updating an existing item, whether to change all the items with the same code. You may select <i>No</i> if you choose not to do so.</p>
Weighed Item	Check if the item is a weighed item.
Tare Weight	Where necessary, choose the appropriate tare weight. Tare weights are defined in the <i>Tare Weights</i> option (see the <i>Database Management</i> chapter).
Prohibit Sale	Prohibits the sale of an item to the customer. For example, if an item was recalled but had not been removed from the shelf, the sale would still be blocked at the PoS terminal.
Bonus Buy	<p>Type: Enter the relevant type.</p> <p>Price/Quantity: The bonus price and the quantity sold at the bonus price.</p>

5 Click *OK* or *Apply* to save.

- Click the *Sales* tab to display *Quantity Sold* and *Net Revenue* for the item.

Fast PLU Maintenance

PLU Number: 10
Internal Number: 123

General Sales Promotion

Sales

	Quantity Sold:	Net Revenue:
Today:	5.00	4.45
Previous Day:	0.00	0.00
Current Week:	5.00	4.45
Previous Week:	0.00	0.00
Current Month:	22.00	19.58
Previous Month:	0.00	0.00
Current Year:	22.00	19.58
Previous Year:	874.00	774.46

Item Cost: 0.55
Markup %: 61.82
Margin %: 38.20

Navigation: [Back] [Forward] [OK] [Cancel] [Apply]

- Click the *Promotion* tab to display promotion details for the item.

Fast PLU Maintenance

PLU Number: 10
Internal Number: 123

General Sales Promotion

Number	Description	Type	By

Navigation: [Back] [Forward] [OK] [Cancel] [Apply]

PLU Groups

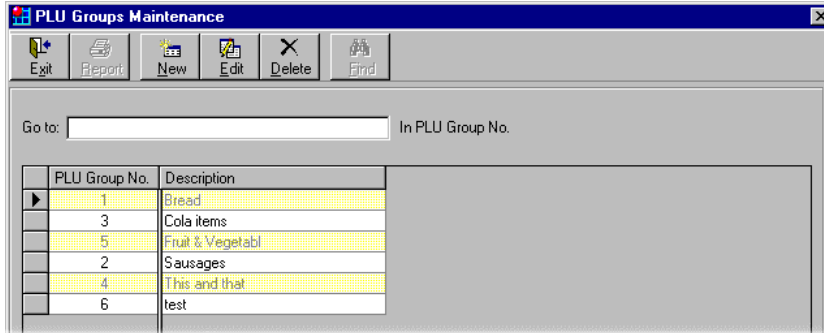
Use the PLU Groups option to build PLU groups and assign items to these groups. This enables cashiers to display items by groups (short lists), at a PoS terminal.

Adding a New PLU Group

This function enables you to define a new PLU group.

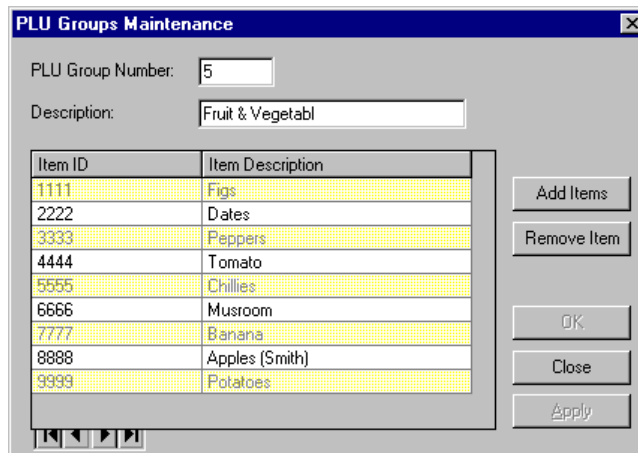
➤ To add a new PLU Group

- 1 From the PLU Management menu, select PLU Groups. The PLU Groups list appears.



- 2 On the toolbar, select *New*. The PLU Groups dialog box appears.

These items display on the PoS terminal when cashiers select the Fruit & Vegetable group



- 3 Enter the Group number and a description and then click *Apply*.
- 4 To add items to the group, click *Add Items*. The PLU Item Selector appears.
- 5 Select the required items.
- 6 To delete an item from the group, highlight the required item and click *Remove Item*.
- 7 Click *OK* or *Apply* to save.

DEA Groups

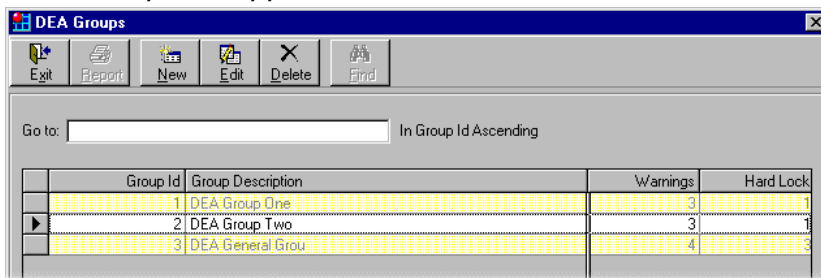
Use this option to build DEA (Drug Enforcement Administration) groups. The groups specify rules regarding quantities and limits of pharmaceutical items.

Adding DEA Groups

Once you have defined the DEA groups, go to PLU Maintenance to link groups to specific items. See *PLU Maintenance* earlier in this chapter.

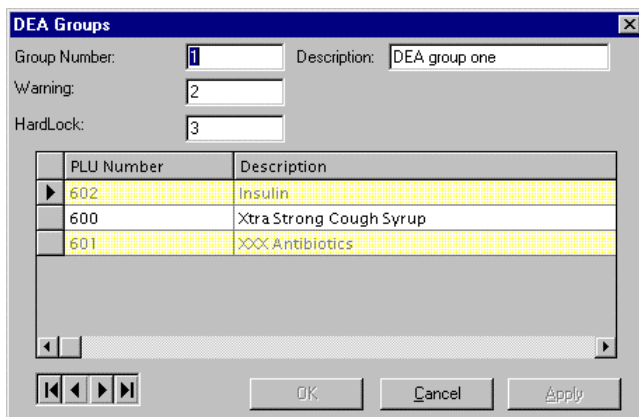
➤ **To add a new DEA group**

- 1 From the PLU Management menu, select DEA Groups. The DEA Groups list appears.



Group Id	Group Description	Warnings	Hard Lock
1	DEA Group One	3	1
2	DEA Group Two	3	1
3	DEA General Group	4	3

- 2 On the toolbar, select *New*. The DEA Groups dialog box appears.



PLU Number	Description
602	Insulin
600	Xtra Strong Cough Syrup
601	XXX Antibiotics

- 3 Enter the required group number and description.
- 4 Specify a warning amount. When the customer buys at least this amount, a warning is printed on the receipt.
- 5 Specify the required hardlock. This is the maximum quantity of the item a customer may buy.
- 6 Click *OK* or *Apply* to save.
- 7 Go to PLU Maintenance to link the appropriate DEA groups to items as necessary.

PLU Change Reasons

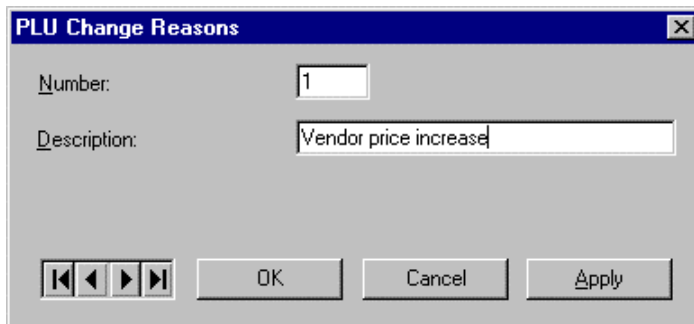
Use of this feature is optional. It enables you to state the reason for making a change to a PLU. For example: item on promotion, vendor price increase, change to profit markup, and so on.

Once you build up a list of reasons, you can use them in PLU Maintenance and Fast PLU Maintenance any time you make a change to a PLU.

Adding PLU Change Reasons

Use the standard list toolbar buttons to add, edit and delete change reasons.

- **To add PLU Change Reasons**
- 1 From the PLU Management menu, select PLU Change Reasons. The PLU Change Reasons list appears.
- 2 Click *New*. The PLU Change Reasons dialog box appears.



The screenshot shows a dialog box titled "PLU Change Reasons". It has a blue title bar with a close button. The dialog contains two input fields: "Number:" with the value "1" and "Description:" with the text "Vendor price increase". At the bottom, there is a list toolbar with four buttons (back, forward, etc.) and three buttons: "OK", "Cancel", and "Apply".

- 3 Enter the number and description.
- 4 Click *OK* or *Apply* to save.

Price Groups

Use the Price Group feature to build Price Groups and assign them to “like” items on promotion. For example, Coke, 2-liter bottle, on promotion for \$.79. Create a Price Group for Coke 2-liter products. Assign the price group to all varieties of 2-liter Coke products (diet, regular, caffeine free, etc.). When the Price Group is linked to the promotion, all varieties of Coke will sell at the \$.79 promotional price.

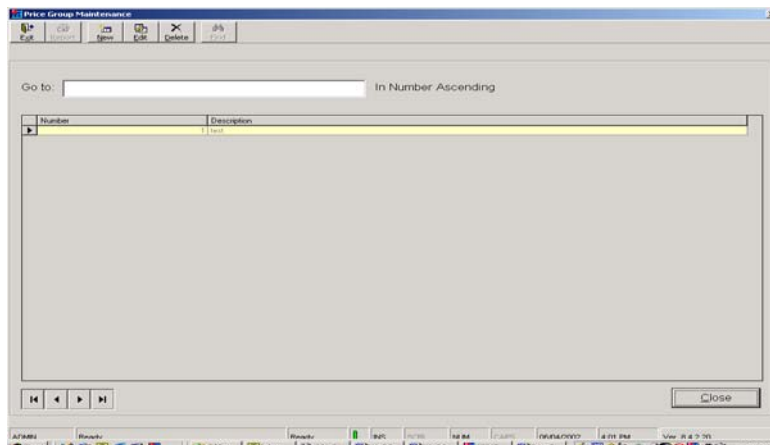
Once you build up a list of Price Groups and assign them to the appropriate items, you can quickly and easily attach promotions to these groups of items. For details on creating promotions, refer to Chapter 8, *Promotion Management*, in this manual.

Adding Price Groups

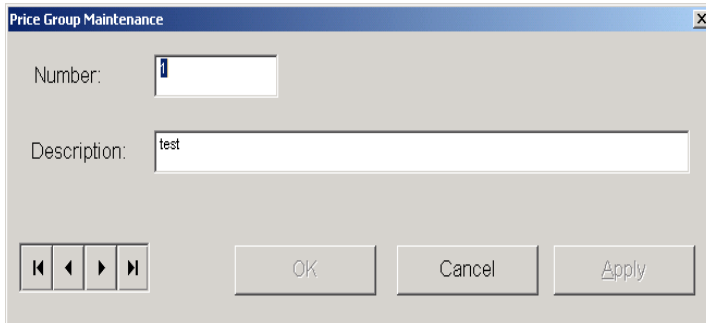
This function enables you to create a new Price Group. Once defined, go to PLU Maintenance to link the price group to the specific items.

➤ **To add new Price Groups**

- 1 From the PLU Management menu, select Price Group. The Price Group list appears.



- 2 On the toolbar, click *New*. The Price Group Maintenance dialog box appears.



The image shows a screenshot of the 'Price Group Maintenance' dialog box. The dialog box has a title bar with the text 'Price Group Maintenance' and a close button (X). Inside the dialog box, there are two input fields: 'Number:' with a text box containing the number '1', and 'Description:' with a text box containing the word 'test'. At the bottom of the dialog box, there are four buttons: a set of four navigation arrows (back, left, right, forward), an 'OK' button, a 'Cancel' button, and an 'Apply' button.

- 3 Enter the number and description.
- 4 Click *OK* or *Apply* to save.
- 5 Go to PLU Maintenance to link the appropriate Price Groups to items as necessary.

PLU Inquires

Use of this feature is optional. For security reasons, you may want staff members to go into PLU Maintenance for checking prices, but prohibit them from changing item details.

PLU Inquiries enables you to view details on a PLU without being able to edit, add or delete the item.

Using PLU Inquiries

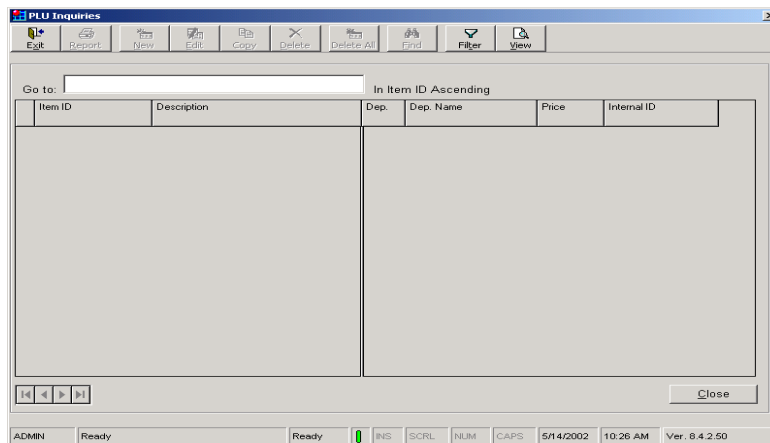
This function works similar to PLU Maintenance, except you do not have access to the standard *Edit*, *New*, *Copy* or *Delete* buttons on the toolbar. The filter utility is available to find a specific item or a range of PLUs.

➤ **To add PLU Change Reasons**

- 1 From the PLU Management menu, select PLU Inquires. Depending how your system is configured, you may see the basic PLU Item Selector or a list of filters created previously.

The filter is very useful when you want to view a range of specific items.

- 2 To view a specific item, you do not need this feature, so click *Cancel*. The PLU Inquires dialog box appears.



The only options available on the toolbar are *Filter* and *View*.

- 3 On the toolbar, click *View*. The PLU Maintenance tabbed dialog box appears.

The screenshot shows the 'PLU Maintenance' dialog box with the following details:

- Title Bar:** PLU Maintenance
- Item Number:** 10
- Internal Number:** 123
- Description:** DOUGH
- Tabs:** Basic Setup, Parameters 1, Parameters 2, Cost and Sales, Promotions, Shelf Labels and OEM
- Basic Setup Tab:**
 - POST Description: DOUGH
 - Department: 51 - GROCERY
 - Subdepartment: (empty)
 - Price: 0.89
 - Quantity: 1
 - Tax Flags: Tax 1, Tax 2, Tax 3, Tax 4, Tax 5, Tax 6, Tax 7, Tax 8 (all unchecked)
 - Frequent Shopper: Type: None, Value: 0, Item: 0
 - Change Price Reason: (empty)
 - Fuel Item: (unchecked)
- Buttons:** Clear, OK, Cancel, Apply

- 4 Enter the appropriate item number and the item attributes will display.
- 5 Click *Cancel* to view other specific items.
- 6 Click *Close* to exit Price Inquiries.

2

PLU Batches

Use PLU Batches to group items that require changes to be performed simultaneously.

You can add groups of new items, or update or delete groups of items. Batches can be executed manually, or automatically by date and time.

In this chapter:

PLU Batch Maintenance,
page 2-3

Creating a PLU Batch,
page 2-9

Editing a PLU Batch,
page 2-14

**Importing and Exporting
PLU Batches,** page 2-22

Copying PLU Batches,
page 2-24

PLU Selection Criteria,
page 2-25

Fast PLU Batches,
page 2-30

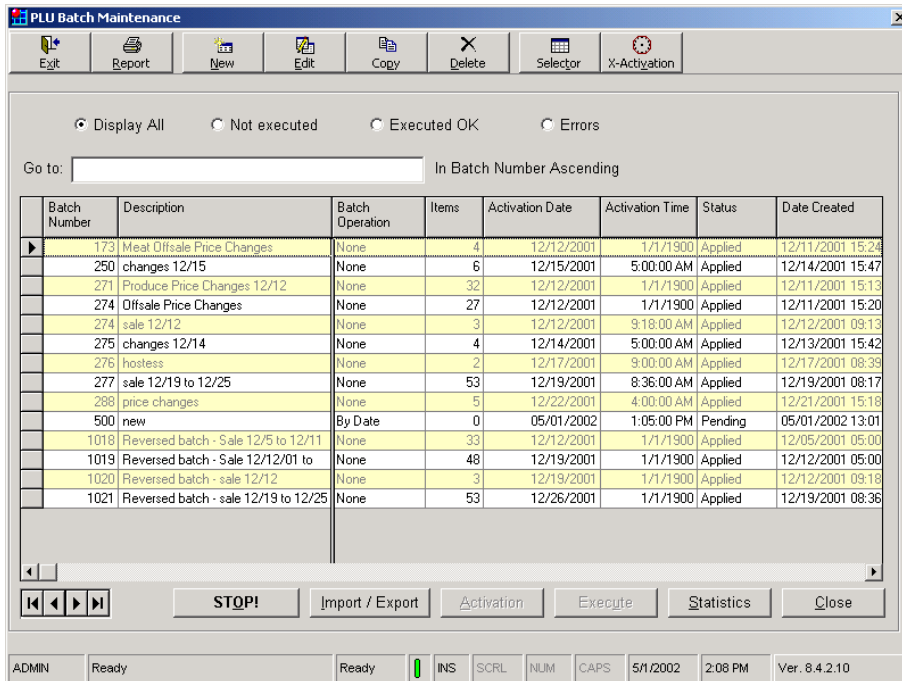
PLU Batch Maintenance

The PLU Batch Maintenance function is used to create and execute batch files containing PLU item information. A batch file consists of a collection of PLU items. The purpose of combining these items in a batch file is to perform actions on the items simultaneously, rather than on each one individually. In a batch file, you can add new items, delete items, change item information or define sale items. The changes to the PLUs will not take effect until you execute the batch file - either manually or at a predefined date and time. For example, on Tuesday you can prepare sale prices for weekend specials, then process the batch on Friday. The sale prices will not come into effect until Friday, after batch processing.

PLU batches can be created from a local database, or imported from another source, for example, Head Office. PLU batches that are created locally can also be exported, for example, for use by another branch in the chain.

PLU Batch Maintenance Window

When you select PLU Batches from the PLU Management menu, the PLU Batch Maintenance window is displayed.



The PLU Batch Maintenance window contains the following components:

■ Toolbar

The following buttons, provided in the toolbar at the top of the window, can be used to perform specific functions related to PLU batches:

Button



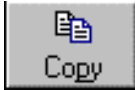



Description



Exits the PLU Batch Maintenance window and returns to the Main menu.



Displays a list of all the items in the batch, together with basic information for each item.

Button	Description
	Enables you to create a new PLU batch.
	Enables you to edit an existing PLU batch.
	Enables you to duplicate a PLU batch.
	Enables you to delete a PLU batch.
	Enables you to select multiple PLU batches for immediate execution.
	Enables you to select multiple PLU batches and define the date and time of their execution for automatic processing.

Note:

Pre-defined activation dates for PLU batches will be overridden by modifications that are subsequently made using the *Selector* or *X-Activation* buttons.

■ **Radio Buttons**

The radio buttons below the toolbar enable you to define which PLU batches will be displayed in the window, as follows:

Radio Button	Description
Display All	Displays all the PLU batches currently in the system.
Not Executed	Displays only PLU batches that have yet to be executed.
Executed OK	Displays only PLU batches that have been successfully executed.
Errors	Displays only PLU batches that contain errors and therefore have not been fully executed.

■ Go To field

The *Go to* field enables you to select a specific PLU batch by clicking on a column heading in the list, and entering a number or letter. The arrow at the extreme left of the batch list points to the relevant record.

Information specifying by which field the list is currently sorted is displayed to the right of the *Go to* field.

■ PLU Batches List

The center part of the window displays the list of PLU batches, together with information about each batch, in the form of a table. The batches that appear in this list depend on the selected radio button, as described on the previous page.

The fields in the table are described below.

Field	Description
Batch Number	The number of the PLU batch.
Description	Description of the PLU batch, for example, <i>Summer Sale</i> .
Batch Operation	The execution status of the batch, as follows: None: No execution date has been specified. By Date: An execution date has been specified. Stand By: Execution is in progress.
Items	The number of items in the batch.
Activation Date	The date that the batch will be automatically activated, if defined.
Activation Time	The time that the batch will be automatically activated, if defined.
Status	The status of the batch, as follows: Applied: The batch has been successfully executed. Pending: The batch has not yet been executed. ERRORS: The batch has not been fully executed because it contains an error. EDIT: The batch is currently being edited.

Date Created	The date and time that the batch was originally created.
Last Execution	The date and time that the batch was last executed.
Type	The type of batch, for example, local or imported.

To sort information in the PLU Batches list, click on the column heading that represents the information by which you require the list to be sorted. It will be sorted in ascending order. Click a second time on the same column heading to sort the list in descending order. For example, if you click on the *Date Created* column heading once, the list will be sorted by the date the batches were created, in ascending order. If you click *Date Created* a second time, the list will be sorted by the date the batches were created, in descending order.

The following components are located below the PLU Batches list:

■ **Selection Arrows**

Enable you to scroll through the batches.



Use the arrows at the extreme left and extreme right to navigate to the first and last PLU batches in the list. Use the center arrows to navigate up and down the list by single records.

- **STOP Button**

Enables you to stop the execution of a large PLU batch. PLU records that have not been executed will have the “Ready” status.

- **Import/Export Button**

Enables you to import or export PLU batches.

- **Activation Button**

Displays the activation dialog box for the selected PLU batch.

- **Execute Button**

Enables you to immediately execute the selected PLU batch.

- **Statistics Button**

Displays statistics about the selected PLU batch.

Note:

The Statistics button is enabled only when you select a PLU batch that has already been executed.

- **Close Button**

Enables you to exit the PLU Batch Maintenance window and returns you to the Main menu.

Creating a PLU Batch

PLU batches can be created to group PLUs, in order to change their information simultaneously. In addition, you can define that PLU batches be executed manually, or at a predefined date and time.

PLU batches can be created from a local database, or imported from another source. This section relates to creating a PLU Batch from a local database. For information about importing PLU batches, refer to the section *Importing and Exporting PLU Batches*, on page 2-22.

➤ **To create a new PLU batch**

- 1 In the PLU Batch Maintenance window, click *New*. The following dialog box is displayed.

The screenshot shows the 'PLU Batch Maintenance' dialog box with the 'General' tab selected. The fields are as follows:

- PLU Batch Number: 7
- Description: Independence Day Sale
- Date Created: 29/06/99 14:19:18
- Activation Date: 4/07/1999 (with a 'Clear' button)
- Activation Time: 07:00
- End Sale Date: 21/07/1999 (with a 'Clear' button)
- End Sale Time: 23:00
- Batch type: (empty)
- Record Count: (empty)
- Batch status: (empty)

At the bottom of the dialog, there are navigation arrows, a 'Batch Items' button, and 'OK', 'Cancel', and 'Apply' buttons.

The PLU Batch Maintenance dialog box consists of three tabs:

General: Enables you to define the parameters of a batch.

Batch Items: Displays information about each item in the batch and the operation to be performed on it. This tab is enabled when you click *Apply*.

More Information: Displays information about the batch, including when it was last executed and any associated import or export files.

- 2 Enter the appropriate information in the fields in the *General* tab, as described below:

Field	Description
PLU Batch Number	The number of the PLU batch.
	<p>Note:</p> <p>Take care to avoid entering an existing batch number in this field.</p>
Description	Description of the PLU batch, for example, <i>Independence Day Sale</i> .
Date Created	This information is automatically entered by the computer and cannot be edited.
Activation Date	Enter the date the batch is to be executed.
Activation Time	Enter the time the batch is to be executed.
End Sale Date	If the PLU Batch includes sale items, enter the date the sale is to end. This enables the system to automatically generate another batch that will reset the sale items to their pre-sale prices. The system-generated batch will be activated after the end-sale date and time.
	<p>Note:</p> <p>The system does not generate the new batch until the sale batch has been executed.</p>
End Sale Time	If the PLU Batch includes sale items, enter the time the sale is to end.
Batch Type	Indicates whether the batch is local or imported. This information is automatically entered and cannot be edited.

Field	Description
Record Count	Displays the number of items in the batch. This information is automatically entered by the computer and cannot be edited.
	<p>Note:</p> <p>The maximum number of items in a local batch can be controlled by a system parameter. A message will display if the limit has been reached. The default value for this system parameter is 99999999. (See the chapter <i>Front Office Parameters</i>, in the <i>System Administrator's Reference</i>, for details on this parameter, 'Determine the Maximum Amount of Items in a Local Batch'.)</p>
Batch Status	The status of the batch, for example, Pending (for execution) or Edit. This information is automatically entered by the computer and cannot be edited.

- 3 Click *Apply* to save your information.
- 4 Click the *Batch Items* button at the bottom of the dialog box to add PLUs to the PLU batch. The PLU Batch Item Maintenance dialog box is displayed.

The information that you enter in the PLU Batch Maintenance dialog box is summarized in the *Batch Items* tab of the dialog box shown on page 2-9.


- 5 From the dropdown list in the *Op Code* field, select the operation that is to be performed when the batch is executed, as follows.

Code	Description
New Item	Adds an item that has not been previously registered in the database.
	Note: If a new item is given a PLU number that duplicates an existing PLU number in the database, an error message will be returned and no operations in the batch will be executed.
Update	Updates an existing item in the database.
Price	Updates the price.
Delete	Deletes an item from the database. Only the <i>Item Number</i> field is enabled.
Sale	Defines an item with a reduced price for a limited time. When a sale batch is executed, another batch is automatically generated by the system to restore the pre-sale prices after the end-sale date.
New/Update	Adds or updates items. If a new item is given a PLU number that duplicates an existing PLU number in the database, the existing item is automatically updated with the new information.

Note:

Other fields in the dialog box will be enabled or disabled, depending on which operation you have selected in the *Op Code* field.

- 6 Enter the PLU Item number in the *Item Number* field.

- 7 Click the  button to display the PLU Item Selector Dialog box. This enables you to define an item, or group of items to be included in the batch,
or
Click the *PLU* button to display the selected PLU's current information in the fields in the PLU Batch Item Maintenance dialog box.

Note

For further information about the PLU Item Selector dialog box, refer to *Chapter 1, PLU Management*.

- 8 Enter the relevant information in the fields in the dialog box. These fields are described in *PLU Maintenance*, on page 1-3.
- 9 Click *Apply* to save the item information and leave the PLU Batch Item Maintenance dialog box open to add further items to the batch,
or
Click *OK* to save the item information and return to the PLU Batch Maintenance window. The new batch is displayed in the list of PLU batches, together with its basic information.

Editing a PLU Batch

You can add items to an existing batch or you can delete items. You can also change the batch parameters, for example, the type of operations the batch is to perform, or the activation date.

➤ To add items to an existing PLU batch

- 1 Select the relevant batch from the list in the PLU Batch Maintenance window and click *New*. The PLU Batch Item Maintenance dialog box is displayed, as shown on page 2-11.
- 2 Follow steps 4-8 in the procedure for creating a PLU batch, described on page 2-9.

➤ To edit items in a PLU batch

- 1 Select the relevant batch from the list from the PLU Batch Maintenance window and click *Edit*. The following dialog box is displayed.

Op. Code	Item ID	Description	Status
Sale	1		Ready
Sale	3		Ready
Sale	4		Ready
Sale	5		Ready
Sale	6	Dairy Milk Chocolate 150g	Ready

- 2 Select the item to be edited from the list and click *Edit*. The PLU Batch Item Maintenance dialog box, as shown on page 2-11, is displayed, showing the current information for the selected item.
- 3 Enter the required changes in the relevant fields.

- 4 Click *Apply* to save the changes and keep the dialog box open,
or
Click *OK* to save the changes and return to the PLU Batch Item Maintenance window.

➤ **To delete items in a PLU batch**

- 1 Select the relevant batch from the list in the PLU Batch Maintenance window, and click *Edit*. The PLU Batch Item Maintenance dialog box is displayed, as shown on page 2-11.
- 2 Select the item that you want to delete and click *Delete*. The item is deleted from the batch.
- 3 Click *Exit* to return to the PLU Batch Maintenance window.

Note

To delete a complete batch, refer to the section *Deleting a Batch*, on page 2-18.

Executing a PLU Batch

PLU batches can be executed immediately, or queued for later execution. Batches can be executed individually or in groups.

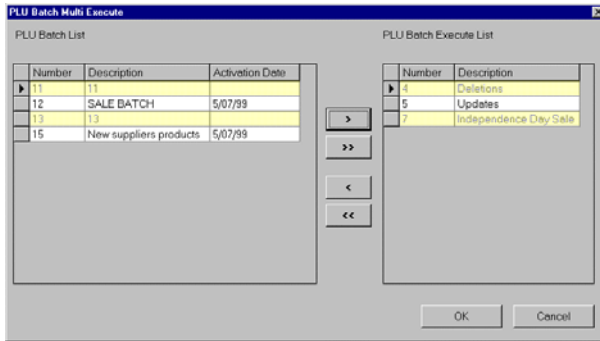
➤ **To execute a single batch immediately**

- 1 Select the batch that you want to execute from the list in the PLU Batch Maintenance window and click *Execute*. You are prompted to confirm the batch execution.





- 2 Click *Yes*. The batch is immediately executed.

- **To execute multiple batches immediately**
- 1 From the PLU Batch Maintenance window, click *Selector*.
The following dialog box is displayed.




All PLU batches that have not already been executed are displayed in the list on the left of the dialog box.

- 2 Select each batch you want to immediately execute from the *PLU Batch List* on the left of the dialog box and click the  button to move the selected batch to the *PLU Batch Execute List* on the right of the dialog box,
or

Click the  button to select all the batches.

Note:

To remove a batch from the *PLU Batch Execute List*, select the batch and click the  button.



- 3 Click *OK*. The batches are immediately executed.

Note:


Using this procedure will override previously defined execution dates.

➤ **To define or edit an activation date and time**

- 1 From the PLU Batch Maintenance window, click *X-Activation*. The following dialog box is displayed.

- 2 Select each batch for which you want to define the same activation date and time and click the  button to move the selected batch from the *PLU Batch List* on the left of the dialog box to the *PLU Batch Execute List* on the right, or
Click the  button to select all the batches.

Note:

To remove a batch from the execution list, select the batch and click the  button.

- 3 Enter the activation date and time in the appropriate fields.
- 4 Click *OK*. The activation date is set for the specified date.

Note:

Using this procedure will override previously defined activation dates.

If you have entered an *End Sale Date* for the batch, the system will automatically generate a batch to restore the presale prices when the sale ends. The new batch is generated at the time that a batch, to which *End Sale Date* information has been entered, is executed.

- **To change the End Sale Date information**
- 1 Select the batch that you want to edit from the list in the PLU Batch Maintenance window and click the *X-Activation* button at bottom of the window. The PLU Batch Maintenance dialog box, as shown on page 2-9, is displayed.
 - 2 Enter the new *End Sale Date* and *End Sale Time* information and click *OK*.

Deleting a Batch

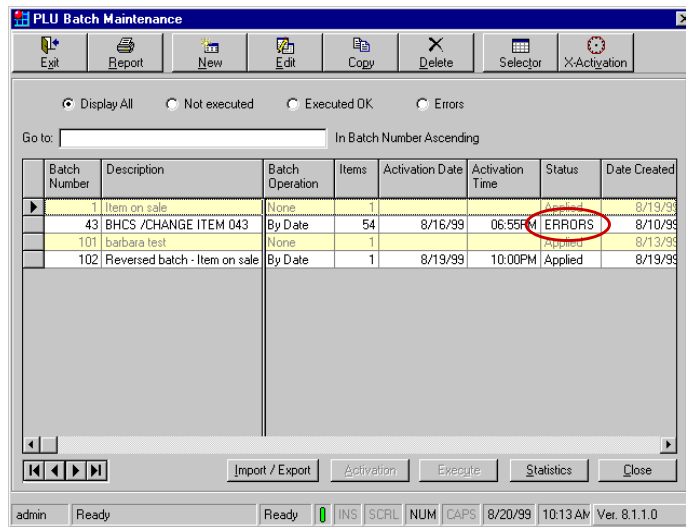
PLU batches can be deleted from the database if necessary. You may want to delete a batch because the data in it has been superseded by new data, for example, if a tax rate was increased after the batch was created, but before it was executed.

- **To delete a PLU batch**
- 1 From the PLU Batch Maintenance window, select the batch you want to delete and click *Delete*. You are prompted to confirm the deletion.
 - 2 Click *Yes*. The batch is deleted.

PLU Batch Errors

If a PLU batch that contains errors is executed, *ERRORS* will be displayed in the relevant status field in the PLU Batch Maintenance window. Depending on the operation code of the item in which the error has occurred, the execution of the entire batch may be stopped, or it may be only partially executed.

Once you have determined what errors occurred, you can correct them so that the batch can be fully executed.



➤ **To correct batch item errors**

- 1 From the PLU Batch Maintenance window, select the batch with *ERROR* status and click *Edit*,

or

Double-click the PLU batch that contains errors. The PLU Batch Maintenance window displays the list of the items in the batch. The reason for the error is displayed in the *Status* field of the item that caused the error.

Op. Code	Item ID	Description	Status
Sale	1		Executed
Sale	2		Executed
Sale	5		Executed
Sale	10	Milk Chocolate 250g	Executed
Sale	10	Seed Raising Mix	Item Not found. Sale Operation failed!

Note:

If you click the *Errors* radio button, only the items that contain errors are displayed.

- 2 Double-click on an item to display the current item information in the PLU Batch Item Maintenance dialog box, as shown on page 2-11.
- 3 Enter the correct information and click *OK*.
- 4 Repeat steps 2-3 for each item that contains errors.
- 5 Click *Close* in the PLU Batch Item Maintenance window. The PLU Batch Maintenance window is displayed.
- 6 Select the PLU batch for which you have made amendments and click *Execute*. The amended items in the batch will be immediately executed.

Viewing Batch Execution Statistics

You can view the total number of items for each operation code, together with the number of items that were successfully executed and those that were not executed because of errors. The PLU Batch Statistics dialog box displays information about all the items in the selected batch, grouped according to their operation codes.

➤ **To view batch execution statistics**

From the PLU Batch Maintenance window, select a PLU Batch and click the *Statistics* button at the bottom of the window. The PLU Batch Statistics dialog box is displayed.

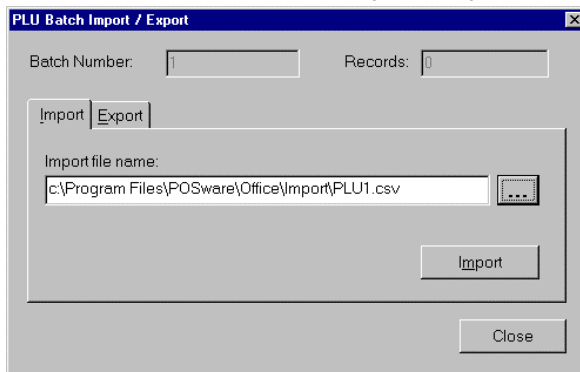
	Count	Failed:	Succeeded:
Ignored:	0	0	0
New Items:	0	0	0
Update:	0	0	0
Price:	0	0	0
Delete:	0	0	0
Sale:	6	2	4
New / Update:	0	0	0
Summary:	6	2	4


Importing and Exporting PLU Batches

PLU batches may be imported from other sources and uploaded to the system. In addition, PLU batches that have been created locally can be exported. For example, a head office may create PLU batches and export them to its branches to ensure consistent information updates at all stores in the chain.

➤ To import PLU batches


- 1 From the PLU Batch Maintenance window, click *Import/Export Batches*. The PLU Batch Import/Export dialog box is displayed.



- 2 In the *Import* tab, enter the path to the PLU batch file that is to be imported,
or
Click the  button to browse to the required file.
- 3 Click *Import*. The PLU batch is displayed in the PLU batches list in the PLU Batch Maintenance window.

➤ To export PLU batches

- 1 From the PLU Batch Maintenance window, click *Import/Export Batches*. The PLU Batch Import/Export dialog box is displayed, as shown on the previous page.

- 2 In the *Export* tab, enter the destination path and name of the PLU batch file, if a destination other than the default path is required,
or
Click the  button to browse to the required destination.
- 3 Click *Export*. The file is exported to the specified destination.

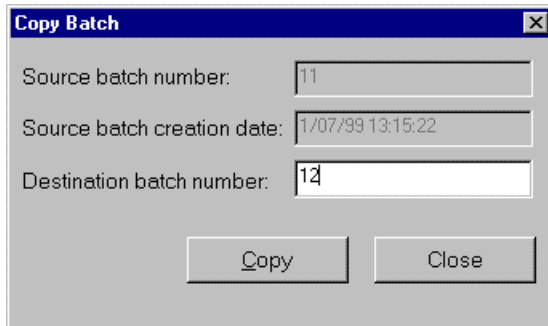
Copying PLU Batches

If you are required to execute the batch information more than once, you need to make a copy of the batch, since you cannot execute the same batch twice. PLU batches can only be copied before they have been executed.

➤ **To copy PLU batches**

- 1 From the PLU Batch Maintenance window, select the batch you need to copy and click *Copy*.

The Copy Batch dialog box is displayed. The number of the selected batch is displayed in the *Source batch number* field.



The screenshot shows a dialog box titled "Copy Batch" with a close button (X) in the top right corner. It contains three text input fields: "Source batch number" with the value "11", "Source batch creation date" with the value "1/07/99 13:15:22", and "Destination batch number" with the value "12". At the bottom of the dialog box, there are two buttons: "Copy" and "Close".

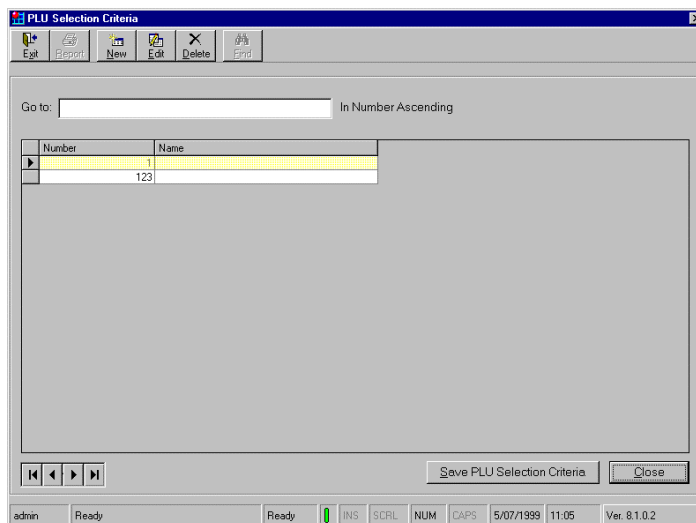
- 2 Enter a number for the destination batch in the *Destination batch number* field. Take care to avoid duplicating the number of an existing batch.
- 3 Click *Copy*. The PLU batch is saved as a new destination batch using the number you defined.

PLU Selection Criteria

The PLU Selection Criteria function enables you to easily select PLUs from predefined or customized groups in order to create batches. You can select items based on any of the fields that are enabled in the PLU Batch Item Maintenance dialog box shown on page 2-11, or you can customize your own selection criteria by refining information from these fields.

➤ **To access the PLU Selection Criteria option**

From the PLU Management menu in the Main Menu window, select PLU Selection Criteria. The following window is displayed.



The list in the PLU Selection Criteria window displays the number and name of previously customized selection criteria. The default selection criterion is 1.

➤ **To define new selection criteria**

- 1 From the PLU Selection Criteria window, click *New*. The following window is displayed.

No.	Description	Selection
1	PLU number	Some
2	Departments	Range
3	Internal code	
4	Sub-department	
5	Item name like	Some
6	Price	Range
7	Quantity	
8	Price date	
9	Mix and Match	
10	Bonus Buy type	
11	Bonus Buy date	
12	Return type	
13	Change reason	
14	Family number 1	
15	Family number 2	
16	Restriction layout	
17	Product cost	
18	PLU flags	

- 2 Type a number for the new criterion in the *Number* field.

Note:

Take care to avoid duplicating an already existing number for the new selection.

- 3 Type a name for the new criterion in the *Name* field.
- 4 Highlight a field in the list for which you want to refine the selection criteria, then click *Select*. The Selection Type dialog box is displayed.

- 5 Click *All* to select all the criteria from the field,
or
Click *Range* to define a range of criteria,
or
Click *Some* to define specific criteria. Depending on which
button you click, a dialog box may be displayed for you to
enter details to refine the selection.
- 6 Repeat steps 4-5 to define other selection criteria.
- 7 The PLU Selection window displays information about the
criteria you defined in the *Selection* field, as shown on
page 2-26.
- 8 Click *List*. All the items that meet the defined selection criteria
are displayed, together with basic information about those
items.

Creating a Batch Using PLU Selection Criteria

Once you have defined selection criteria, as described in the previous section, you can easily use them to create a batch.

➤ **To create a batch using PLU Criteria Selection**

- 1 From the PLU Selection Criteria window, click *Batch*. The following dialog box is displayed.

The screenshot shows a 'Create Batch' dialog box with the following fields and options:

- Item Matching: 4375
- PLU Batch Number: 999
- Description: Produce Sale Items
- Batch Type:
 - Update: All items same attributes
 - Update: Different attributes
 - Deletion batch
- End Sale Date: 05/07/2002 (with a 'Clear' button)
- End Sale Time: 24:00
- Buttons: OK, Cancel

- 2 Enter a new number in the *PLU Batch Number* field.

Note:

Take care to avoid duplicating an already existing number for the new PLU batch.

- 3 Enter a description for the batch. Select a batch type by clicking the relevant radio button.

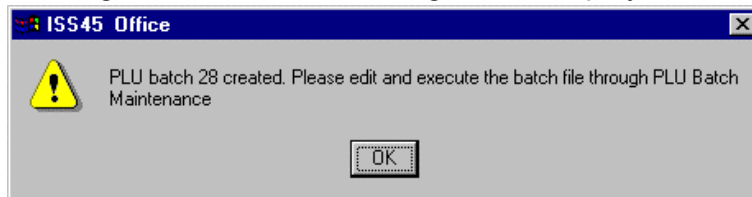
Batch Type	Description
Update: All items same attributes.	All items in the batch are to be updated with the same information, for example, the same price.
Update: Different attributes	Each item is to be updated with information specific to that item.
Deletion Batch	The items in the batch are to be deleted.
End Sale Date	If the PLU Batch includes sale items, enter the date the sale is to end. This enables the system to automatically generate another batch that will reset the sale items to their pre-sale prices. The system-generated batch will be activated after the end-sale date and time.

Note:

The system does not generate the new batch until the sale batch has been executed.

End Sale Time If the PLU Batch includes sale items, enter the time the sale is to end.

- 4 Click OK. Depending on which batch type you select, a message similar to the following will be displayed.



- 5 Click OK.
- 6 Follow the procedures described in the section *Editing a PLU Batch*, on page 2-14, to edit and execute the batch.

Note:

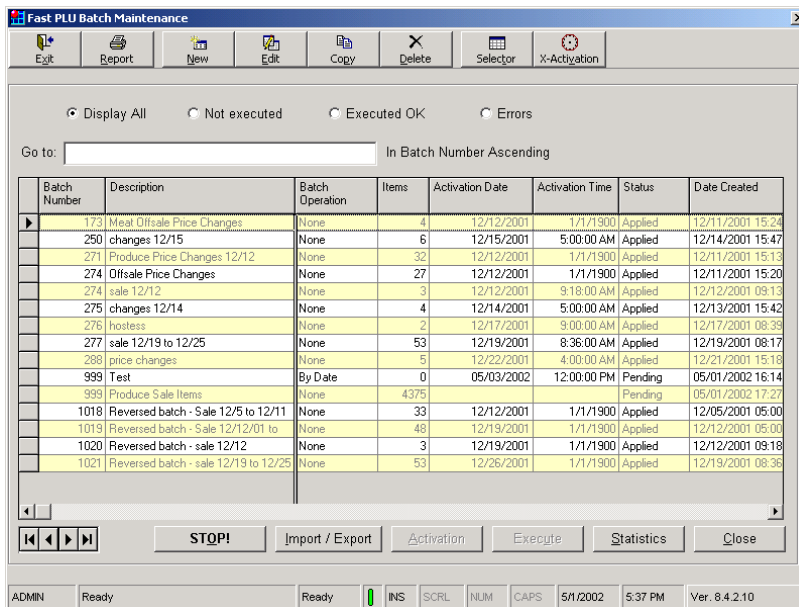
PLU Selection Criteria can also be used to define information for reports.

Fast PLU Batches

In many instances, you will need to update only basic information for PLU items, for example, updating prices. Fast PLU Batches enables you to do this through a screen that displays fields for only the most commonly updated parameters.

➤ To access Fast PLU Batches

Select *Fast PLU Batches* from the PLU Management menu in the Main menu. The Fast PLU Batch Maintenance window is displayed.



For a description of the components of this window, refer to the section *PLU Batch Maintenance Window*, on page 2-4.

Creating a New Fast PLU Batch

Fast PLU Batches are initially created in the same way as normal PLU batches. After the batch information has been created, the Fast PLU Batch dialog box is used for adding item information to the batch.

➤ **To create a new fast PLU batch**

- 1 From the Fast PLU Batch Maintenance window, click *New*. The following dialog box is displayed.

PLU Batch Maintenance

General | Batch Items | More information

PLU Batch Number:

Description:

Date Created:

Activation Date:

Activation Time:

End Sale Date:

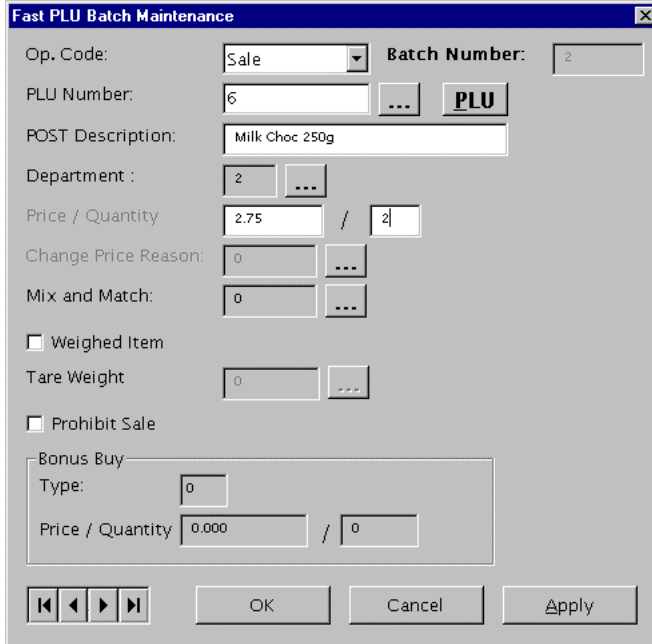
End Sale Time:

Batch type:

Record Count:

Batch status:

- 2 Follow steps 1-3 of the procedure for creating a PLU batch, described on page 2-9. The following dialog box is displayed.



The image shows a screenshot of the 'Fast PLU Batch Maintenance' dialog box. The dialog box has a title bar with the text 'Fast PLU Batch Maintenance' and a close button (X). The fields are as follows:

- Op. Code: Sale (dropdown menu)
- Batch Number: 2 (text box)
- PLU Number: 6 (text box) with a '...' button and a 'PLU' button
- POST Description: Milk Choc 250g (text box)
- Department: 2 (text box) with a '...' button
- Price / Quantity: 2.75 / 2 (text boxes)
- Change Price Reason: 0 (text box) with a '...' button
- Mix and Match: 0 (text box) with a '...' button
- Weighed Item
- Tare Weight: 0 (text box) with a '...' button
- Prohibit Sale
- Bonus Buy section:
 - Type: 0 (text box)
 - Price / Quantity: 0.000 / 0 (text boxes)

At the bottom of the dialog box, there are four buttons: a set of navigation arrows (back, forward, etc.), 'OK', 'Cancel', and 'Apply'.

- 3 Enter the *Op Code* and *PLU Number*, as described in the *Creating a PLU Batch* section on page 2-9.
- 4 Enter information into the other fields, as appropriate.

Note

All other fields in this dialog box are described in the *PLU Maintenance* chapter, on page 1-3.

- 5 Click *Apply* to save the information and keep the dialog box open,
or
Click *OK* to save the information and return to the Fast PLU Batch Maintenance window.

Editing a Fast PLU Batch

You can use the Fast PLU Batch Maintenance dialog box to edit items in a PLU Batch.

- **To edit a PLU batch using Fast PLU**
- 1 From the Fast PLU Batch Maintenance window, select the batch you need to edit and click *Edit*. The dialog box, as shown on page 2-14, is displayed.
- 2 Select the item you need to modify and click *Edit*. The Fast PLU Batch Maintenance dialog box, as shown on the previous page, is displayed.
- 3 Modify the information as required and click *OK*.
Repeat this procedure as necessary, to modify other items in the batch.

3

In this chapter:

Cash Office

*The Cash Office is a comprehensive application for the management of all **Tender** (cash, check, credit cards, vouchers etc.), both at the PoS terminals and in the Store Safe.*

The main functions of the Cash Office are:

To reflect all monetary movements to and from the PoS Terminal & Store Safe so that they can be monitored.

To manage Cashier or PoS Accountability.

To manage Store Safe Accountability.

Overview, page 3-3

Cash Office

Functionality, page 3-4

Cash Office System

Parameters, page 3-11

**Cashier Balancing,
page 3-21**

**Cashier Accountability,
page 3-28**

**PoS Balancing,
page 3-37**

**Store/Safe Balancing,
page 3-38**

**Safe Accountability,
page 3-66**

Overview

This chapter describes the movement of Tender in a Store, and the various functions that enable control and monitoring of Tender at the PoS Terminals and Store Safe.

The description of essential functionality is followed by an explanation of Cash Office parameters. These parameters enable the user to customize the system to suit their Store needs and requirements.

For each concept, reference is made to sections later in the chapter that describe how to enter relevant information, and where to view reports containing this information.

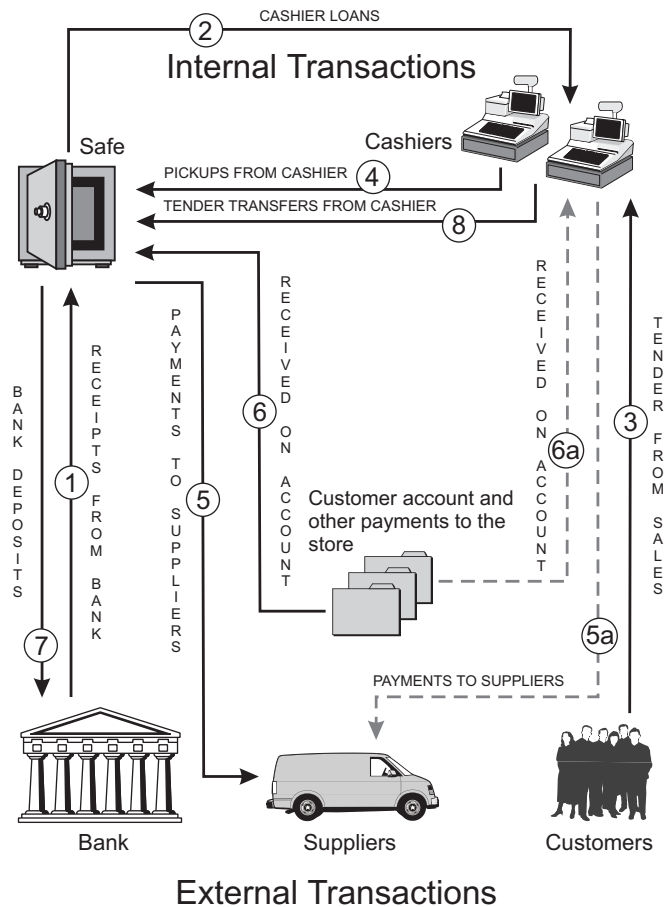
Note:

Cashier or PoS Accountability:

Individual Stores may choose to retain information generated at the PoS Terminal either by Cashier or by PoS Number and to retain the Cash Office records accordingly. Cashier and PoS Balancing function according to the same principles. Consequently, only Cashier Balancing is discussed in detail.

Cash Office Functionality

Illustration of Tender Flows



- **Internal Tender** movements:
 - Tender movements within the Store.
- **External Tender** movements:
 - Tender movements between external entities and the Store Safe.
 - Tender movements between external entities and the PoS terminals.

Description of Tender Flows

INTERNAL TENDER movements are transactions between the PoS terminals and the Store Safe, in which Tender does not leave the Store. Tender moved from the Store Safe to a PoS terminal decreases Safe balances and increases PoS terminal balances by an equivalent amount. Conversely, Tender moved to the Store Safe from a PoS terminal increases Safe balances and decreases PoS terminal balances by an equivalent amount.

Tender flows between the Safe and the Cashier/PoS in the following ways: (The numbers correspond with the numbers in the Cash Flows diagram on page 3-4.)

- 2 Cashier Loans** are Tender transferred from the Safe to the PoS terminal cash drawer. They are usually used to provide the cashier with cash for change. (Refer to page 3-22.)
- 4 Cashier Pickup** is the action of removing Tender from the PoS terminal drawer and placing it in the Safe. Pickups are performed periodically by authorized personnel, to prevent excessive amounts of Tender accumulating in the cash drawer during trading. (Refer to page 3-25.)
- 8 Media Transfer** is the Tender that is withdrawn from the cash drawer and placed in the Safe, after the Cashier has accounted for and balanced the Tender in their possession. (For Cashier Locking procedures, refer to page 3-34.)

EXTERNAL TENDER movements are Tender that flows between any external entity to/from the Store Safe in exchange for goods or services. These transactions are reflected in the Safe as simple increases or decreases in Tender balances.

Similarly, Tender flows between external entities and the PoS terminals will reflect as simple increases or decreases in Cashier Tender balances.

Tender flows between the Safe and External entities in the following ways: (The numbers correspond with the numbers in the Tender Flows diagram on page 3-4.)

- 1 **Bank Receipt** is Tender received from the bank, which is then deposited in the Store's Safe. (Refer to page 3-39.)
- 5 **Payouts** are Tender that is withdrawn from the Store's Safe to pay suppliers for goods or services, for example, stationery supplies or temporary employees' salaries. (Refer to page 3-45.)
- 6 **Received on Account (ROA)** applies to all Tender receipts, other than direct sales, for which the store receives money, for example, customers paying their accounts, money paid by vendors to use Store space, and so on. (Refer page 3-48.)
- 7 **Bank Deposits** are Tender that is removed from the Store Safe for deposit in the bank. (Refer to page 3-39.)

Tender Flows between the Cashier Terminals and External entities in the following ways: (The numbers correspond with the numbers in the Tender Flows diagram on page 3-4.)

- 3 **Sales**, which are customers' purchases, are the primary reason for which Cashiers' Tender balances increase.
- 5a **Payouts** are Tender, other than change, which is withdrawn from the Cashier drawer for miscellaneous purposes, such as to pay for stationery supplies. (This option is not available at the PoS Terminal when Enhanced Payout/ROAs are used. For further information refer to page 3-16.)

6a Received on Account (ROA) includes all Tender receipts other than direct sales, that are placed in the Cashier drawer, for example, customer paying their accounts. (This option is not available at the PoS Terminals when Enhanced Payouts/ROAs are used - for further information refer to page 3-16).

Note:

Reports exist for each of the individual functions described above. The information is also incorporated collectively in the following reports:

- Cashier Accountability Report: Refer to page 3-36. This report can be viewed in a different format in the Operator Trial Balance Report. (Refer to Main Menu\Reports\Cashier Reports.)
- Store Safe Report: Refer to the In-Safe Report, page 3-70. This report can be viewed in a different format in the Office Cash Balance Report. (Refer to Main Menu\Cash Office\Store Safe Balancing.)

Cashier and Safe Accountability

The Cashiers are responsible for the Tender in their possession.

Note:

In stores that use PoS Accountability, responsibility applies to all the Cashiers who are assigned to a particular PoS terminal.

Similarly, those managing the Safe are responsible for their Tender.

The system provides for the management of Cashier and Safe accountability by comparing the monetary balances generated in the reports to the Tender actually counted.

Cashier Accountability

Cashier Accountability may be performed at any time, though usually it is performed at the end of the trading period. The Tender in the cash drawer is physically counted and compared to the transactions record that is generated by the system. The objective of this procedure is to determine whether the amount of Tender in the cash drawer matches the amount for which the Cashier is accountable.

This process includes the following components:

- **Accountable Tender:** The value of Tender for which the Cashier is accountable, according to all the ongoing transactions that are recorded at the PoS terminal. The system automatically adds and subtracts the Tender (from Loans, Pick-ups, Sales, ROAs and Payouts), and calculates the amount of Tender expected in the cash drawer. (Refer to page 3-36.)
- **Cashier Declaration:** The actual amount of Tender that is in the cash drawer when the Tender is counted. This amount is entered into the system, and appears in the system as Declared Tender. (Refer to pages 3-28, 3-33, 3-36.)

Note:

Auto-Declarations: This parameter may be set for any given Tender Type in Tender Maintenance. It is used in circumstances in which there is no need or intention of counting the Tender, for example, Credit Card transactions on-line to the bank. In these circumstances, the Declared Tender is set to the same amount as the accountable Tender. There are two ways in which this parameter can be set:

- By updating Declared Tender when the Cashier Declaration procedures are performed.
 - By updating Declared Tender when the system End-of-Day is performed.
- **Over/Short:** Differences between Declared Tender and Accountable Tender are referred to as amounts 'Over' or 'Short'. When Declared (counted) Tender is less than the system-generated Accountable Tender, a 'Short' amount is calculated and reflected as 'Short'. Conversely, when Declared Tender is greater than Accountable Tender, the calculated amount reflects as 'Over'. (Refer to page 3-33.)

The declaration process may be performed any number of times, and is only final when the Cashier Locking procedure is performed. (Refer to page 3-9.)

- **Cashier Locking:** A procedure whereby all Tender is physically removed from the PoS terminal cash drawer and placed in the Safe. This enables the cashier to begin a new shift with an empty tray. The procedure is performed when management are satisfied that the full amount of money has been Declared by the Cashier, and that adequate explanations have been provided for any amounts, 'Over' or 'Short'.

Cashier/PoS Locking returns the Cashier/PoS record to zero and transfers the Declared (counted) Tender amount to the Safe record, thereby increasing Safe Balances. (Refer to page 3-34.)

The amount of Tender defined as 'Over' or 'Short' in the Cashier/PoS Declaration process is transferred to, and retained in, the Cashier Over/Short Report. (Refer to Main Menu\Reports\Cashier Reports.)

Safe Accountability

Safe Accountability is the procedure in which the Tender in the Safe is physically counted and compared to the record of accumulated Tender generated by the system. The objective of this procedure is to verify whether those responsible for the Store Safe can account for all the Tender in their possession.

This process includes the following components:

- **In-Safe amounts:** The total Tender amount for all the recorded transactions in a trading period, according to the system records. The system automatically adds and subtracts the Tender from Bank deposits/receipts, ROA/Payouts and/or Cashiers, and generates the amount of Tender that is expected to be found in the Safe. (Refer to page 3-66)

- **Tender Declaration:** The actual amount that is Declared as found in the Safe when the Tender is physically counted. These amounts are entered into the system as a Safe Declaration, and appear in the reports as Declared Tender. The Safe Declaration process may be performed any number of times (for re-counts, updates, and so on) and is only deemed final when the Safe locking procedure is performed. (For Store Safe Declaration, refer to pages 3-66, 3-68, and 3-70.)
- **Over/Short:** The difference between the In Safe amount and the Declared (counted) Tender amount is referred to as an 'Over' or 'Short' amount. When Declared (counted) Tender is less than the system calculated as In-Safe Tender, it is reflected as 'Short'. Conversely, when Declared Tender is greater than the Expected Tender the calculated amount is reflected as 'Over'. (For further reference, see pages 3-68 and 3-70.)
- **Safe Locking:** The procedure whereby the Tender that has physically been counted and Declared as being in the Safe is recorded as the starting Tender balance for further trading. Locking the Safe transfers the Declared (counted) Tender balances to the In Safe figures in the Safe records. These figures serve as the 'opening balances' to which all further transactions to and from the Safe are added or subtracted. Once the procedure is complete, the amounts appearing In Safe reflect the actual Tender in the Safe. (For Safe Locking, refer to page 3-68.)

Cash Office System Parameters

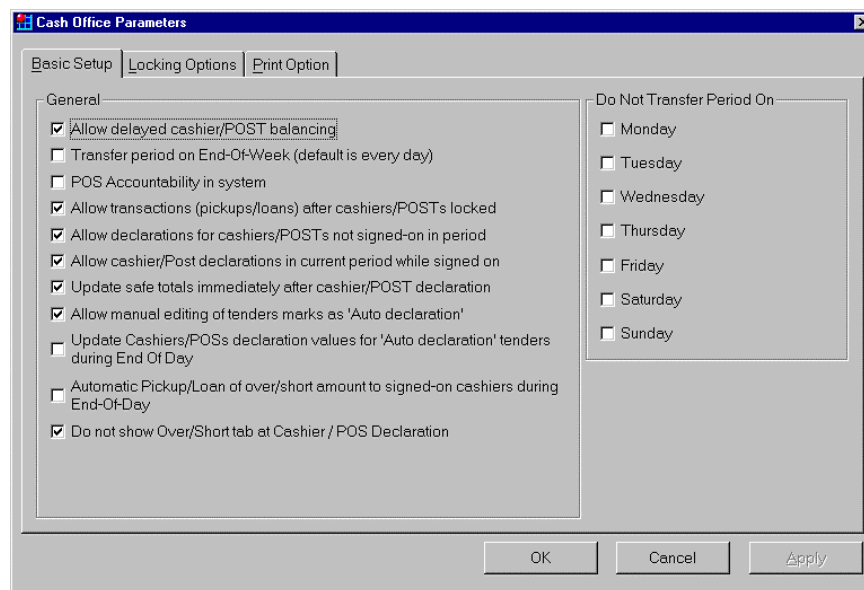
Cash Office functionality, as described in the preceding pages may vary, using different Cash Office system parameters (as found in the system under System Administration\Front Office Parameters\Cash Office Parameters).

Note:

These parameters affect system functionality. Activating or deactivating them in a store environment may result in data corruption. Consequently, they should be initially set according to Store functionality requirements and, thereafter, changed only by a System Administrator.

Basic Setup Parameters

The Basic Setup tab describes the basic setup parameters as shown below:

**Note:**

The Enhanced ROA/Payout parameter does not appear on this screen but is described at the end of the Basic Setup Parameters section.

Allow Delayed Cashier/PoS Balancing

The Delayed Cashier/PoS Balancing feature enables the Cashier/PoS to retain balances for two shifts (referred to as *Current* and *Previous*). If the Delayed Balancing feature is being used in the store, all Cashier/PoS options retain records for both periods and prompt the user to specify whether the Cash Office procedure or reporting applies to the *Current* or *Previous* period.

If more than one shift is worked during the day and the store requirement is to record the Tender for each shift separately, the total Tender amount from the first shift can be transferred manually from the Current to the Previous period by using the Cash Office Transfer Current Data to Previous option. (Refer to page 3-35.) The Cashier/PoS then accumulates Current Tender totals, while simultaneously retaining the figures from the earlier shift in the Previous period records. If the Tender totals are not transferred manually they will be transferred automatically during the system's End of Day procedure.

Cashier/PoS Tender totals can only be transferred to the Previous period if the Previous period balance is zero. Therefore, when Delayed Balancing is used, the Cashier/PoS Locking procedure, which clears the Cashier/PoS Tender records, is set to always clear the Previous period.

When the Store relies on the totals being transferred as part of the End of Day procedure, the Previous period should be Balanced and Locked (cleared) at least once a day. If this is not done, and a second day is worked, the End of Day process will not transfer the records from the Current to the Previous period, and the Cashier will have complete records for both Current and Previous periods. In this event, the Cashier will be unable to sign on for a new shift. For the Cashier to sign on, the Previous period must be Balanced and Locked, and the *Transfer Current Data to Previous* option must be used to transfer the Current Balances to the Previous period.

Note:

The Delayed Balancing End Of Day procedure may be modified by:

- 1) Setting one or more day(s) in the *Do Not Transfer Period on* parameter, which enables the transferal procedure from Current to Previous period to be activated on selected days.
- 2) Selecting the *Transfer period on End-of-Week* parameter, which results in the automatic transfer of Current to the Previous period being activated only when End-of-Week procedures run and not during End-of-Day.

Transfer Period on End-of-Week

All the Delayed Balancing functions and reporting described in the previous section (for Current and Previous periods) are accumulated and transferred on a Weekly rather than Daily basis.

PoS Accountability in System

PoS Accountability is utilized by those Stores that prefer to account for Tender according to the PoS Terminal number rather than the Cashier number. Hence, Tender balances are retained and accumulated in records according to PoS Terminal number rather than by Cashier number. Accountability for the Tender in the cash drawer vests with all those that have been active on the PoS terminal during the trading period. PoS Balancing options, procedures and reportage are identical to those described in Cashier Balancing.

PoS and Cashier Balancing cannot be used simultaneously and the Store must elect to use either one or the other to monitor and balance the Tender at the terminals.

The system default is for the use of Cashier Balancing and the *PoS Accountability in system* parameter must be set *on* if the Store elects to use PoS Balancing and Accountability procedures (refer 3-37).

Allow Transactions (pickups/loans) after Cashiers/PoS is Locked

Usually transactions are not possible after the Cashier/PoS has been Locked. However, under certain circumstances, for example, where certain media is discovered after the Cashier/PoS is Locked, the store may require a means of inserting media into the Cashier/PoS record. Selecting this parameter will allow this.

Allow Cashier/PoS Declarations not Signed On in Period

This parameter provides the option of performing declarations on Cashier/POS terminals that have not been signed on in the period. The system default is to prohibit declarations on Cashier/POS terminals that have been inactive (not signed-on) in the current period. This parameter overrides the default and allows declarations on cashier/PoS terminals not signed-on in the period.

Allow Cashier/PoS Declarations in Current Period While Signed On

The System default is not to allow Declarations while the PoS terminal is active. This parameter overrides the default and allows declarations while signed on.

Update Safe Totals Immediately After Cashier/PoS Declaration

Cashier/PoS Declarations are only updated in the Safe when the Tender is transferred into the Safe and the Cashier/PoS is Locked. When the Store wants to transfer physical Tender to the Safe immediately after each Cashier/PoS Declaration, it is preferable that the Safe Balances are updated immediately (rather than the standard procedure of updating the Safe totals only when the Cashier/PoS Locking procedure is run).

Allow Manual Editing of Tenders Marked as 'Auto Declaration'

When the *Auto Declaration* parameter, described in Cashier Accountability is used (refer to page 3-7), the Declared Tender is set to equal Accountable Tender. Sometimes, this is incorrect and a manager may require the option of modifying these automatically generated figures. This parameter, when selected, allows this.

Update Cashier/PoS Declaration Values for 'Auto Declaration' Tenders During EOD

When Declaration values are inserted at EOD by the *Auto Declaration* facility described in Cashier Accountability (refer to page 3-7), there sometimes arises the need to adjust the values. This parameter, when selected, allows adjustments.

Automatic Pickup/Loan of Over/Short Amounts to Signed-on Cashiers During EOD

When a store is using 24-hour trading, it is possible for Cashiers to remain signed on during EOD procedures. When the *Automatic Locking During EOD* parameter is selected (refer to Locking Parameters page 3-18), this parameter will leave the Cashier's accountable balance unchanged after EOD has been completed.

Do Not Show Over/Shorts Tab at Cashier/PoS Declaration

Where Over/Short figures are of no interest, or when management does not want unauthorized personnel to view the Over/Short amounts, this information can be removed from the Declaration screen by selecting this option.

Enhanced ROA & Payouts

This parameter is found in System Administration\General System Parameters\Cash Office\Function Parameters\Payout/ROA Parameters. When activated, it enables Payouts and ROAs to be used in the Front Office (not at the PoS Terminals) with a variety of Receipt and Payment templates. (For further details on these templates refer to page 3-51.)

Locking Options Parameters

The Locking Options tab describes the locking option parameters as shown below:

The screenshot shows the 'Cash Office Parameters' dialog box with the 'Locking Options' tab selected. The dialog is divided into several sections:

- Cashier/POS General:**
 - Perform locking on all cashiers/POSTs
 - Print reports for all cashiers/POSTs, active and non active
 - Ask "Zero Cashier Yes/No" after each cashier
 - Automatic locking during End Of Day
 - Automatic locking for cashier at POS accountability system
 - Maximum over/short percentage to allow locking:
- Reports to Print at Locking:**
 - Cashier/POS report
 - Cashier/POS Declaration report
 - Operator/POS Trial Balance report
 - Cashier/POS Accountability report
 - Operator/POS Summary Balance report
 - Pickup & Loan Report
 - Cashier Cash Report
- Safe Locking General:**
 - Do not allow locking if unlocked cashiers found
- Copies to Print at Safe Locking:**
 - Safe report:
 - Weekly Paid-outs report:
 - Weekly ROA report:

At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Apply'.

Perform Locking on all Cashiers/PoS Terminals

When there are a large number of Cashiers/PoS terminals the process of Cash Office Locking can be tedious. Selecting this parameter allows all Cashiers/Posts to be locked simultaneously.

It is often used in conjunction with the *Maximum Over/Short percentage to allow locking* parameter (see below) to prevent locking of Cashiers/Posts whose Over/Short variations are unacceptably high.

Reports to Print at Locking

This parameter allows the system administrator to set the reports to be printed when the Cashier/Posts are Locked.

Print Reports for all Cashiers/POSTS, Active and Non-active

Selecting this parameter enables the user to print reports from selected Cashiers/PoS terminals, rather than the default of printing only those that were active during the trading period.

Ask 'Zero Cashier Yes/No' after each Cashier

Setting this parameter presents the Cash Office operator with the option of whether or not to proceed with Locking, by using the *Yes/No* option. It is usually used when the operator is scrutinizing the reports that are printed while performing the Locking procedure.

Automatic Locking During EOD

This parameter Locks all Cashiers/PoS terminals at EOD.

Automatic Locking for Cashiers at PoS Accountability System

Where PoS accountability is used there could be a need to clear cashiers. Selecting this parameter serves that purpose.

Maximum Over/Short Percentage to Allow Locking

Setting this parameter prevents Locking when there is an excessive variation between the Cashier/PoS terminal Declared and Accountable values. The value must be expressed as a percentage.

The *Cashier Locking % Over Limit* checkbox (refer to Cashier Locking page 3-34) will be checked when the percentage generated for individual Cashier/PoS terminals exceed the % set in the parameter.

Example: If Cashier Declared amount is **102.00** and Accountable amount is **100.00** the percentage Over is **[102.00 - 100.00]/100.00 = 2%**. If the value **set** in the parameter is 1.00% the checkbox will be checked, whereas if the parameter value is **set** to **3.00%** the checkbox will not be checked because the percentage limit has not been exceeded.

When Cashiers/PoS terminals are Locked individually, this checkbox alerts Cash Office personnel about the Over Limit Cashiers/PoS terminals, and they may 'force' Locking by selecting the *Can Lock* option.

When the *Perform Locking on all Cashiers/Posts* parameter is selected, those Cashier/PoS terminals that are within acceptable limits will have the *Can Lock* checkbox automatically checked, while cashiers with the *Over Limit* checkbox checked (because they are over the limit) will not have the *Can Lock* checkbox checked. They will only be Locked if this checkbox is manually selected by Cash Office personnel.

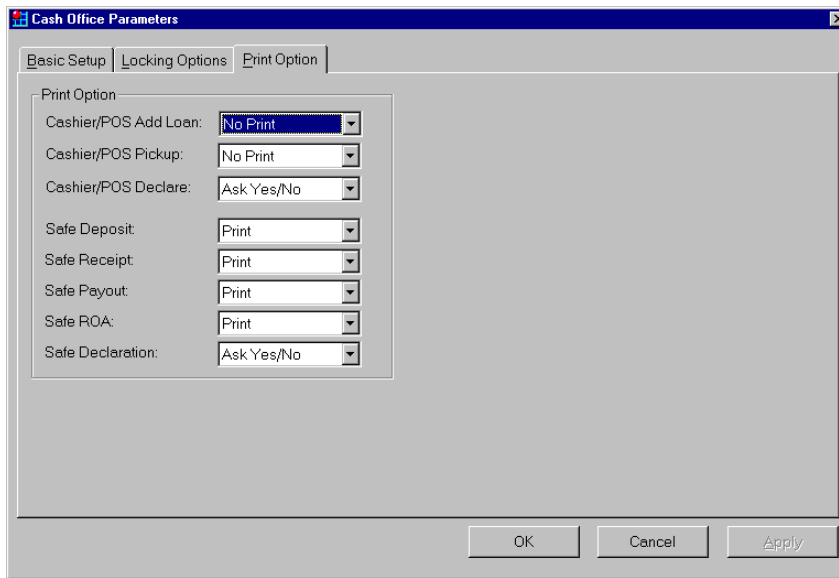
Finally, when the *Automatic Locking during End of Day* parameter is selected, only those Cashiers/PoS terminals within the required range, meaning those that are not over limit, will be Locked.

Safe Locking Parameters

- *Do not allow locking if unlocked Cashiers found*: Store procedures may require that all Cashiers must be Balanced and Locked before the Store Safe is Balanced and Locked. When this parameter is selected, all Cashier Balancing must be completed before the Safe is Locked.
- *Copies to print at Safe Locking*: This parameter enables you to specify the number of copies of each report that are required to be printed when Safe Locking is performed.

Print Option Parameters

The Print Option tab describes the print option parameters as shown below:



All functionality referred to in the previous section (refer to pages 3-11 to 3-20), provide the option to *Print*, *Not Print*, or allow the operator to select whether or not to print a related document when the procedure is complete, in a Print Yes/No pop-up screen. These options are available in the Print Option parameter dialog box, as shown above.

Cashier Balancing

The Cashier Balancing option provides access to several programs for recording cashier transactions, for balancing and zeroing cashier totals, and for generating cashier reports.

These are the options covered in Cashier Balancing:

- Cashier Add Loan
- Cashier Pickup
- Cashier ROA & Payout
- Cashier Declaration
- Cashier Declaration Report
- Cashier Locking
- Transfer Current Data to Previous
- Cashier Accountability Report

Cashier Add Loan

Use this option at any time to issue a Loan to a Cashier. Tenders must be defined in Tender Maintenance as *Tender has float*. Only those Tenders defined as such can be used to issue Loans. The Safe automatically decreases its totals when a Cashier Loan is performed.

➤ To perform a Cashier Add Loan

- 1 From the Cashier Balancing menu, select Cashier Add Loan. The Cashier Add Loan dialog box appears.

Select Current or Previous period

Use the Log to review a history of the current session

Only tenders that are allowed to be given as loans are listed here

Accumulative totals

No.	Tender Name	Qty	Amount	Qty in Till	Amount in
1	Cash	0	0.00	0	0.00
Totals		0	0.00	0	0.00

- 2 Select the period: Current or Previous.
- 3 Select the required cashier.

- 4 To issue a loan, double-click on the required Tender, or highlight it and then click *Edit*. A dialog box for the selected Tender appears

- ❶ Enter global or bill amount
- ❷ Quantity of bills
- ❸ Click Set, Add or Sub
- ❹ Click OK to save

Accumulative total

Overrides previous amounts entered

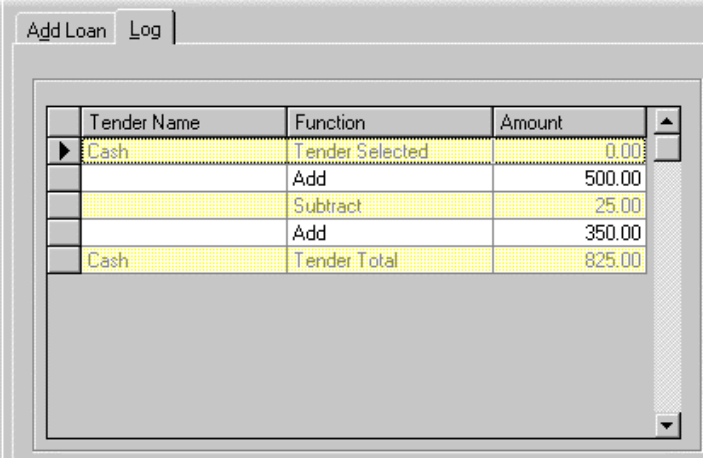
Use to make corrections

The dialog appears if you have set up cash denominations and are issuing cash

Enter amount and press *Tab*. Total automatically displays

- 5 There are two ways you can enter loan amounts:
- Enter a global amount and click Set, OR
 - Enter by each bill denomination and quantity of bills. Click *Add* after each denomination.
- 6 When finished, click OK.

- 7 Before confirming the loan, click the *Log* tab for details.



The screenshot shows a software window titled 'Add Loan' with a 'Log' tab selected. Inside the window is a table with three columns: 'Tender Name', 'Function', and 'Amount'. The table contains five rows of data, with the first row highlighted in yellow. Below the table is a large empty rectangular area.

Tender Name	Function	Amount
Cash	Tender Selected	0.00
	Add	500.00
	Subtract	25.00
	Add	350.00
Cash	Tender Total	825.00

- 8 When ready to confirm the loan, click *Apply*. The system prompts *Are you sure?*
- 9 Click *Yes*. (You have the option to print a report).

Cashier Pickup

Use this option to remove cash or other Tenders from a cashier's draw. All Tenders in the system are available. The Safe automatically increases and decreases its totals when a cashier pickup is performed.

➤ **To perform a cashier pickup**

- 1 From the Cashier Balancing menu, select Cashier Pickup. The Cashier Pickup dialog box appears.

The screenshot shows the 'Cashier Pickup' dialog box. It has a title bar with the text 'Cashier Pickup'. Below the title bar, there are two radio buttons for 'Period': 'Current' (selected) and 'Previous'. To the right of these is a 'Cashier Name' dropdown menu with 'Dana' selected. Below that is a 'Go to:' text box followed by 'In No.'. There are two buttons: 'Pickup' and 'Log'. The main area contains a table with columns: 'No.', 'Tender Name', 'Qty', 'Amount', 'Qty in Till', and 'Amount in'. The table has 10 rows of tender types, all with a quantity of 0 and amounts of 0.00. Below the table is a 'Totals' row showing 0 for Qty, 0.00 for Amount, 0 for Qty in Till, and 0.00 for Amount in. At the bottom of the dialog are navigation arrows and 'Apply' and 'Cancel' buttons. Annotations on the left side of the dialog point to various elements:

- 'Select Current or Previous period' points to the 'Current' radio button.
- 'Use the Log to review a history of the current session' points to the 'Log' button.
- 'Select a tender to pickup' points to the table.
- 'Accumulative totals' points to the 'Totals' row.

No.	Tender Name	Qty	Amount	Qty in Till	Amount in
1	Cash	0	0.00	0	0.00
2	Cheque	0	0.00	0	0.00
3	Visa Card	0	0.00	0	0.00
4	Mastercard	0	0.00	0	0.00
5	Vendor Coupons	0	0.00	0	0.00
6	Store Coupons	0	0.00	0	0.00
7	Payment Purchase	0	0.00	0	0.00
10	\$ Travelers cheq	0	0.00	0	0.00
Totals		0	0.00	0	0.00

- 2 Select the period: Current or Previous.
- 3 Select the required cashier.

- 4 To perform a pickup, double-click on the Tender, or highlight it and then click *Edit*. A dialog box for the selected Tender appears.

- 1 Enter global or bill amount
- 2 Quantity of bills
- 3 Click Set, Add or Sub
- 4 Click OK to save

Accumulative total

Overrides previous amounts entered

Use to make corrections

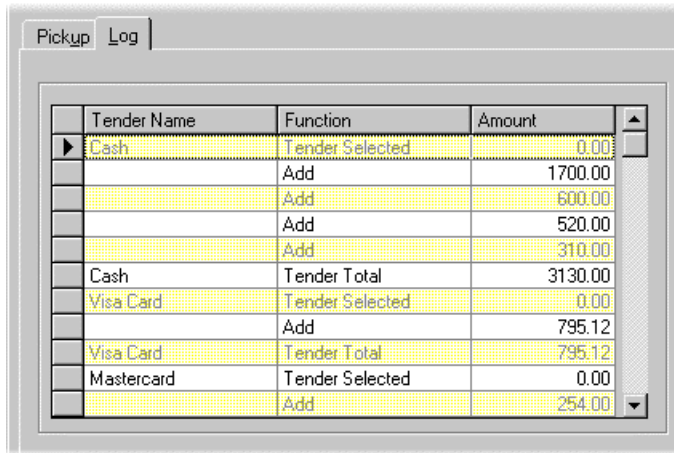
The dialog appears if you have set up cash denominations and are issuing cash

Note/Coin	Qty	Total
500.00	2	1000.00
200.00	6	1200.00
100.00	17	1700.00
50.00	12	600.00
20.00	26	520.00
10.00		.00
5.00	0	.00
1.00	0	.00
.50	0	.00
.20	0	.00
.10	0	.00
This session		5020.00
Total cash		5020.00

Enter amount and press *Tab*. Total automatically displays

- 5 There are two ways you can enter pickup amounts:
 - Enter a global amount and click *Set*, OR
 - Enter by each bill denomination and quantity of bills, or by Tender. Click *Add* after each denomination.
- 6 When finished, click *OK*.

- 7 Before confirming the pickup, click the *Log* tag for details.



Tender Name	Function	Amount
Cash	Tender Selected	0.00
	Add	1700.00
	Add	600.00
	Add	520.00
	Add	310.00
Cash	Tender Total	3130.00
Visa Card	Tender Selected	0.00
	Add	795.12
Visa Card	Tender Total	795.12
Mastercard	Tender Selected	0.00
	Add	254.00

- 8 When ready to confirm the pickup, click *Apply*. The system prompts *Are you sure?*
- 9 Click *Yes* and you have the option to print a report.

Cashier ROA & Pickup

This feature is available at the PoS Terminal for ordinary ROAs & Pickups. When the Enhanced ROA/Pickup parameter is activated ROAs and Pickups can only be done at the Front Office.

Cashier Accountability

This section explains the Cashier Accountability process. For a detailed description of these concepts, refer to page 3-7.

Cashier Declarations

➤ To perform a cashier declaration

- 1 From the Cashier Balancing menu, select Cashier Declaration. The Cashier Declaration dialog box appears.

Select Current or Previous period

Select the Log to review a history of the current session or, select Over Short to review over short amounts

Select a tender to declare

Accumulative totals

No.	Tender Name	Qty	Sub Amount	Amount	Qty Decl.	Amount Decl.	Total Amount
1	Cash	0	0.00	564,163.76	0	0.00	564,163.76
2	Personal Check	17	0.00	1,424.61	0	0.00	1,424.61
3	WIC	13	0.00	35.92	0	0.00	35.92
4	Payroll Check	0	0.00	0.00	0	0.00	0.00
5	Government Check	3	0.00	2,300.03	0	0.00	2,300.03
6	Company Check	3	0.00	69.50	0	0.00	69.50
7	Food Stamps	1	0.00	3.00	0	0.00	3.00
8	Vendor Coupons	0	0.00	43.45	0	0.00	43.45
9	Store Coupons	0	0.00	0.00	0	0.00	0.00
10	Bonus Coupons	0	0.00	24.45	0	0.00	24.45
11	Other Check	1	0.00	15.00	0	0.00	15.00
12	Debit Card	0	0.00	0.00	0	0.00	0.00
13	Credit Card	18	0.00	475.14	0	0.00	475.14
14	Food Stamp EBT	0	0.00	0.00	0	0.00	0.00
15	Cash EBT	0	0.00	0.00	0	0.00	0.00
Totals		107		571,440.05	0	0.00	571,440.05

- 2 Select the period: Current or Previous.
- 3 Select the required cashier.

- 4 To perform a declaration, double-click on the required Tender, or highlight it and then click *Edit*. A dialog box for the selected Tender appears.

- 1 Enter global or bill amount
- 2 Quantity of bills
- 3 Click Set, Add or Sub
- 4 Click OK to save

Accumulative total

Overrides previous amounts entered
Use to make corrections

The dialog appears if you have set up cash denominations and are issuing cash

Enter amount and press *Tab*. Total automatically displays

- 5 There are three ways you can enter declaration amounts:
 - Enter a global amount and click Set, OR
 - Enter by each bill denomination and quantity of bills, OR
 - Enter by Tender. Click Add after each denomination.
- 6 When finished, click *OK*.

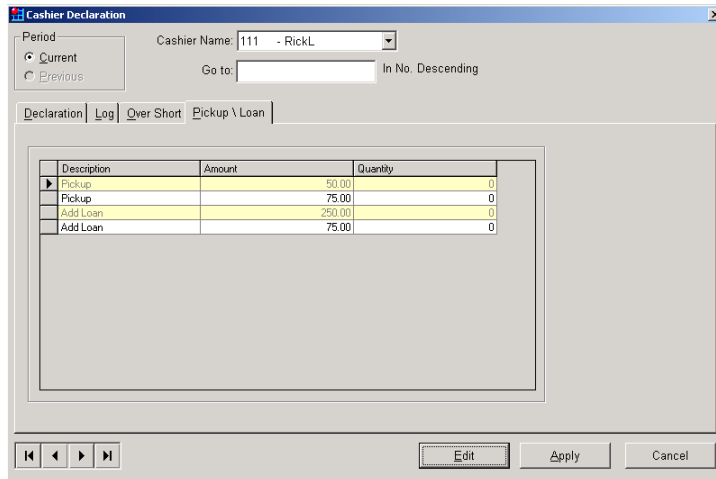
- 7 Before confirming the declaration, click the *Log* tab for details. (Optional)

Tender Name	Function	Amount
Cash	Tender Selected	0.00
	Add	1000.00
Cash	Tender Total	1000.00
Cheque	Tender Selected	0.00
	Add	350.00
Cheque	Tender Total	350.00
Visa Card	Tender Selected	0.00
	Add	756.04
Visa Card	Tender Total	756.04

- 8 Before confirming the declaration, click the *Over/Short* tab for details. (Optional)

No.	Tender Name	Expected Amount	Declared Amount	Over Short Amount
1	CASH	932.60	933.00	0.40
2	CHECK	416.04	416.04	0.00
3	GIFT CERTIFICATE	40.00	40.00	0.00
4	COMP GIFT CERT	0.00	0.00	0.00
5	CREDIT CARD	0.00	0.00	0.00
6	DEBIT CARD	0.00	0.00	0.00
7	EBT FOOD STAMPS	1,252.50	1,252.50	0.00
8	EBT CASH	100.00	100.00	0.00
9	TRAVEL CHECKS	0.00	0.00	0.00
11	VENDOR COUPONS	3.35	3.50	0.15
14	MANUAL EBT CASH	0.00	0.00	0.00
15	MANUAL EBT F/S	0.00	0.00	0.00
16	MAN CRDT CARD	0.00	0.00	0.00

- 9 Before confirming the declaration, click the *Pickup/Loan* tab for details. (Optional)



The screenshot shows the 'Cashier Declaration' window. At the top, there is a 'Period' dropdown set to 'Current' and a 'Cashier Name' dropdown set to '111 - RickL'. Below this is a 'Go to:' field and an 'In No. Descending' checkbox. The window has several tabs: 'Declaration', 'Log', 'Over Short', and 'Pickup \ Loan'. The 'Pickup \ Loan' tab is selected. The main area contains a table with the following data:

Description	Amount	Quantity
Pickup	50.00	0
Pickup	75.00	0
Add Loan	250.00	0
Add Loan	75.00	0

At the bottom of the window, there are navigation arrows and buttons for 'Edit', 'Apply', and 'Cancel'.

- 10 When ready to confirm the declaration, click *Apply*. The system prompts *Are you sure?*
- 11 Click *Yes*. (You have the option to print a report).

Cashier Declaration Adjustments

You can make adjustments to cashier declarations, regardless of whether reports have been printed.

➤ To perform cashier declaration adjustments

- 1 In Cashier Declarations, select the required cashier.
- 2 Use the Add and Subtract options to make any necessary changes.
- 3 Click *Apply* to update the declaration totals.
- 4 You may choose to print a report, if required.

Cashier Declaration Report

This option produces a declaration report for a specified cashier (or the entire store). The declaration report shows any discrepancies between declared media totals (actual media in the PoS terminal drawer, see *Cashier Declaration* [earlier in this chapter] and the media reported by the system.

The Cashier Declaration Report should be produced only after a cashier has been declared. Otherwise, the report shows only the media in the system reports and not the difference between declared figures and actual media.

You can request a report by period, or within a range of dates.

➤ To produce a Cashier Declaration Report

- 1 From the Cashier Balancing menu, select Cashier Declaration Report. The Cashier Declaration Report dialog box appears.

No.	Name	Report
1	Janet	<input type="checkbox"/>
2	Kathy	<input type="checkbox"/>
3	Judy	<input type="checkbox"/>
4	Betty	<input type="checkbox"/>
5	Amir Fecher-Arieh	<input type="checkbox"/>
6	ofert	<input checked="" type="checkbox"/>
7	#7	<input type="checkbox"/>
8	ALINA	<input type="checkbox"/>
9	Iti	<input type="checkbox"/>
10	Tom	<input type="checkbox"/>
11	Tina Marie	<input type="checkbox"/>
12	Sharon	<input type="checkbox"/>
13	Flo	<input type="checkbox"/>
14	John	<input type="checkbox"/>
15	Doc	<input type="checkbox"/>
16	adi	<input type="checkbox"/>
17	Ann	<input type="checkbox"/>
18	Graf	<input type="checkbox"/>
19	Cashier Bug 1660	<input type="checkbox"/>
20	me	<input type="checkbox"/>

- 2 Select the cashier to report, or choose *Select All*.
- 3 Click *Schedule* to activate the scheduling option (for details refer to the *Report Schedule Definition* section in the *Reports Reference* for details).

- 4 Select the required period, or specify a date range in the *From* and *To* fields.
- 5 You can report by cashier or summary (total for the store). Select the required option.
- 6 Click either *Preview* or *Print* to view or print the report.

Report Manager
1 of 1+ | 100% | Total: 86 | 100% | 86 of 86

Cashier Declaration Report
Ronen T. , Avi B.
Branch 5252 Cash Office

Cashier Name: Janets
Cashier Number: 1
Current Period:

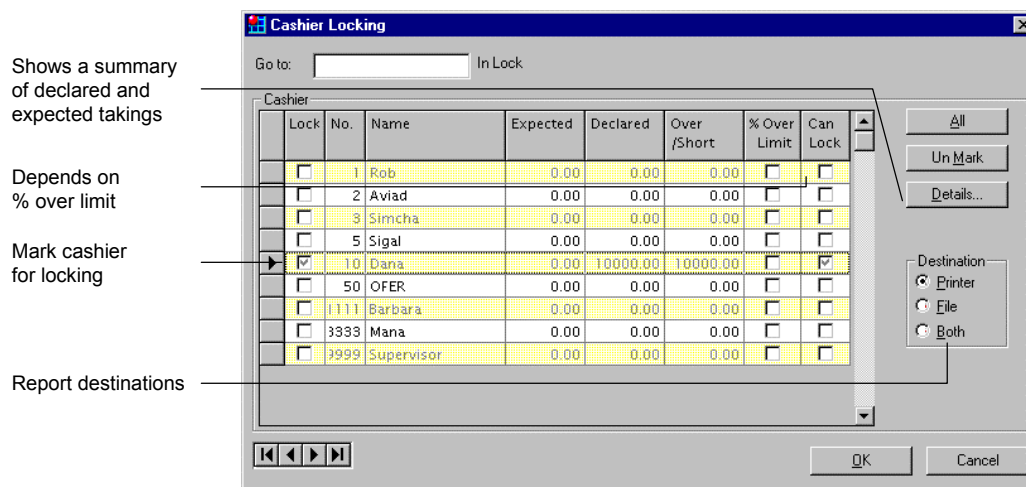
Media	Declaration	Accountability	Over/Short	% Over/Short
CASH	1,000.00	983.47	16.53	1.68
POSTAGE STAMPS	0.00	0.00	0.00	0.00
PERSONAL CHECK	12.50	0.00	12.50	100.00
WIC	0.00	0.00	0.00	0.00
PAYROLL CHECK	0.00	0.00	0.00	0.00
GOVERNMENT	0.00	0.00	0.00	0.00
Swiss Francs	0.00	0.00	0.00	0.00
TRAVELERS CHECK	0.00	0.00	0.00	0.00
WESTERN UNION	0.00	0.00	0.00	0.00
OTHER CHECK	0.00	0.00	0.00	0.00
GIFT CERTIFICATE	0.00	0.00	0.00	0.00
VENDOR CREDITS	0.00	0.00	0.00	0.00
COINSTAR	0.00	0.00	0.00	0.00
BOTTLE SLIPS	0.00	0.00	0.00	0.00
MAN BOTTLE SLIPS	0.00	0.00	0.00	0.00
RED COINS	0.00	0.00	0.00	0.00
SILVER COINS	0.00	0.00	0.00	0.00
BLUE COIN	0.00	0.00	0.00	0.00

Cashier Locking

The Cashier Locking procedure zeroes all totals for the cashier, transfers the declared amounts to the In Safe totals, moves the over or short amounts to the Over/Short Report (for a detailed description refer to pages 3-8).

➤ To perform cashier locking

- 1 From the Cashier Balancing menu, select Cashier Locking. The Cashier Locking dialog box appears.



You can choose to lock individual cashiers separately, or mark all the cashiers' names to lock them in a single operation.

Note:

Locking is dependent on various parameters. For details, see the System Administrator's Reference.

- 2 Mark the names of the cashiers that you want to lock. If a cashier's over/short amount is greater than the % over limit, you cannot lock them.
- 3 Choose the destination to which the Cashier Report is to be generated. The available options are *Printer*, *File* or *Both*. If you choose *Printer* or *Both*, the report is created and sent to the printer.

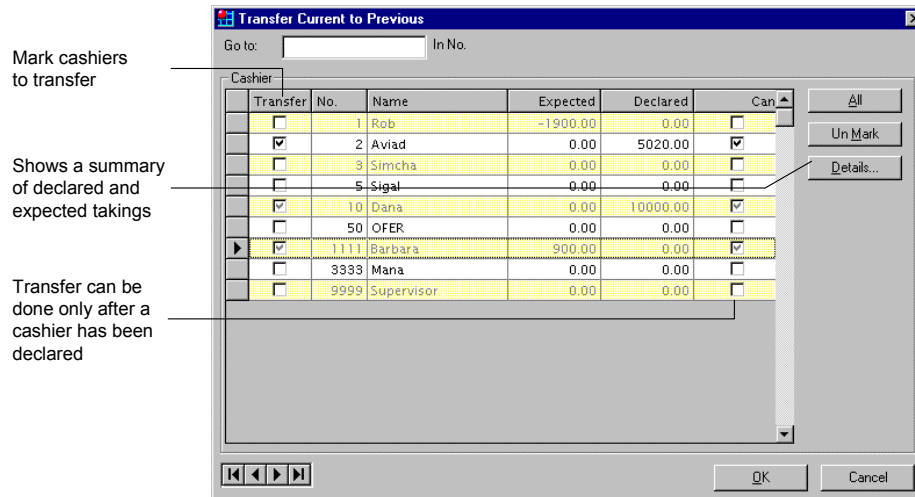
- 4 Click *OK* to lock the cashiers. A cashier's locking message appears. The system then gives you the option of checking the printed report.
- 5 If the report is correct, you can confirm the locking (click *Yes*,) or choose not to lock (click *No*).

Transfer Current Data to Previous Period

This option is relevant only if the Delayed Cashier Balancing feature is being used in your store. (See *Cash Office System Parameters/Allow Delayed Cashier/Pos Balancing*, page 3-12).

➤ To transfer current data to previous period

- 1 From the Cashier Balancing menu, select Transfer Current Data to Previous. The Transfer Current Data to Previous dialog box appears.



- 2 Select the cashiers to transfer.

Note:

Cashiers can only be transferred when they have been declared.

- 3 Click *OK* to perform the transfer. You are prompted to confirm.

Cashier Accountability Report

Use this option to produce a report for a specific cashier or a range of cashiers. This report shows all Tender movements for the cashier.

This report can be produced at any time, but is most meaningful during Cashier Balancing when all the Tender has been has been declared.

➤ **To produce a Cashier Accountability Report**

- 1 From the Cashier Balancing menu, select Cashier Accountability Report. The Cashier Accountability Report dialog box appears.
- 2 Select the cashier to report, or choose *All*.
- 3 Select the required period, or specify a date range in the *From* and *To* fields.
- 4 You can report by cashier or summary (total for the store). Select the required option.
- 5 Click either *Preview* or *Print* to view or print the report.

Current Period										Cash Office Reports				
Cashier Number	Status	Void Amount	#	Cancel Amount	#	Subtract Amount	#	Return Amount	#	Sales	Float In	Float Out	Acc. For	Declaration
1	Sign On	83.75	5	0.00	0	0.00	0	0.00	0	824.12	250.00	0.00	1074.12	1012.50
2	Sign On	0.00	0	0.00	0	0.00	0	0.00	0	0.00	250.00	0.00	250.00	0.00
Totals:		83.75	5	0.00	0	0.00	0	0.00	0	824.12	500.00	0.00	1324.12	1012.50

PoS Balancing

The PoS Balancing is an alternative balancing procedure to Cashier Balancing and becomes operable when the *POS Accountability in System* parameter in Cash Office parameters is set on. (See *Basic Setup Parameters* on page 3-11 & 3-13).

Note:

PoS Accountability functions according to the same principles as Cashier Accountability, which is described in detail in Cashier Balancing, pages 3-21 to 3-36.

The options available PoS Balancing (as for Cashier Balancing) are:

- PoS Add Loan
- PoS Pickup
- PoS ROA & Payout
- PoS Declaration
- PoS Declaration Report
- PoS Locking
- Transfer Current Data to Previous
- PoS Accountability Report

Store/Safe Balancing

The Store Safe Balancing option provides options to process and record Tender movements to and from the Safe.

These are the options covered in Store/Safe Balancing:

- Bank Deposit
- Bank Receipt
 - Deposit Report
 - History Deposit Report
- Paid Out
 - Daily Paid Out Report
 - Weekly Paid Out Report
- ROA
 - Daily ROA Report
 - Weekly ROA Report
- Enhanced Payouts & ROA
 - Enhanced Payouts & ROA Reports
 - Branch Expenses Summary Report
- Store/Safe Declaration
- Safe Transfer
- Store Safe Locking
- Store Safe Report
- Office Cash Balancing Report

Deposits/Receipts

This option is used to record deposits made from the safe to the bank (or another destination), and receipts from the bank or another source to the safe. Recording a deposit or a receipt automatically affects the In-Safe totals on the Store/Safe Report. Deposits and receipts are entered per media, to or from a specific destination (Bank A, Bank B, head office, and so on).

➤ **To perform a bank deposit**

- 1 From the Store/Safe Balancing menu, select Bank Deposit. The Bank Deposit dialog box appears.

No.	Tender Name	Qty	Amount	Sub Amount	Qty In Safe	Amount In Safe
1	CASH	1	35,000.00		1	16,015.00
2	CHECK	1	42,897.35		2	7,345.69
3	GIFT CERTIFICATE	0	0.00		1	295.00
5	CREDIT CARD	0	0.00		0	0.00
6	DEBIT CARD	0	0.00		0	0.00
7	EBT FOOD STAMPS	2	1,525.00		1	0.00
8	EBT CASH	0	0.00		1	0.00
9	TRAVEL CHECKS	0	0.00		0	0.00
11	VENDOR COUPONS	0	0.00		1	3.60
14	MANUAL EBT CASH	0	0.00		0	0.00
15	MANUAL EBT F/S	0	0.00		0	0.00
16	MAN CRDT CARD	0	0.00		0	0.00
Totals		4	79,422.35		11	103,061.64

- 2 Enter the deposit slip (reference) number.
- 3 Select a bank.

- 4 Highlight the required Tender type and click *Edit* or double-click. A dialog box for the selected Tender appears.

The **Cash** dialog box contains three radio buttons: **Add** (selected), **Subtract**, and **Set**. Below them is a table with columns **Note/Coin**, **Qty**, and **Total**. The table lists various denominations from 500.00 down to .10. At the bottom, it shows **This session** and **Total cash** both at 0.00. **OK** and **Cancel** buttons are at the bottom.

Note/Coin	Qty	Total
500.00	0	.00
200.00	0	.00
100.00	0	.00
50.00	0	.00
20.00	0	.00
10.00	0	.00
5.00	0	.00
1.00	0	.00
.50	0	.00
.20	0	.00
.10	0	.00
This session		0.00
Total cash		0.00

- 5 Enter the deposit amounts as appropriate.
- 6 When finished, click *OK*.
- 7 Before confirming the declaration, click the *Log* tab for details.

The **Bank Deposit** dialog box has fields for **Safe:** Main Safe, **Bank:** Bank #1, and **Reference:** 23096894. It has **Deposit** and **Log** tabs. The **Log** tab is active, showing a table of tender descriptions and amounts. At the bottom are navigation arrows and **Edit...**, **OK**, **Cancel**, and **Apply** buttons.

Tender Description	Function Type	Amount
CASH	Total	35,000.00
CHECK	Start	0.00
CHECK	Add	42,897.35
CHECK	Total	42,897.35
EBT FOOD STAMPS	Start	0.00
EBT FOOD STAMPS	Add	1,525.00
EBT FOOD STAMPS	Add	1,525.00
EBT FOOD STAMPS	Total	3,050.00
EBT FOOD STAMPS	Start	0.00
EBT FOOD STAMPS	Add	1,525.00
EBT FOOD STAMPS	Total	4,575.00
EBT FOOD STAMPS	Start	0.00
EBT FOOD STAMPS	Sub	3,050.00
EBT FOOD STAMPS	Total	1,525.00

- 8 When ready to confirm the deposit, click **OK**. The system prompts *Are you sure?*
- 9 Click **Yes**. (You have the option to print a report).

➤ **To perform a bank receipt**

- 1 From the Store/Safe Balancing menu, select **Bank Receipt**. The Bank Receipt dialog box appears.

No.	Tender Name	Qty	Amount	Sub Amount	Qty In Safe	Amount In Safe
1	CASH	5	11,650.00		5	11,883.00
2	CHECK	0	0.00		2	0.04
3	GIFT CERTIFICATE	0	0.00		0	40.00
5	CREDIT CARD	0	0.00		0	0.00
6	DEBIT CARD	0	0.00		0	0.00
7	EBT FOOD STAMPS	0	0.00		2	0.00
8	EBT CASH	0	0.00		1	0.00
9	TRAVEL CHECKS	0	0.00		0	0.00
11	VENDOR COUPONS	0	0.00		1	3.60
14	MANUAL EBT CASH	0	0.00		0	0.00
15	MANUAL EBT F/S	0	0.00		0	0.00
16	MAN CRDT CARD	0	0.00		0	0.00
Totals		5	11,650.00		7	276.64

- 2 Enter the bank receipt (reference) number.
- 3 Select a bank.

- 4 Highlight the required Tender type and click *Edit* or double-click. A dialog box for the selected Tender appears.

Note/Coin	Qty	Total
500.00	0	.00
200.00	0	.00
100.00	0	.00
50.00	0	.00
20.00	0	.00
10.00	0	.00
5.00	0	.00
1.00	0	.00
.50	0	.00
.20	0	.00
.10	0	.00
This session		0.00
Total cash		0.00

- 5 Enter the receipt amounts as appropriate.
- 6 When finished, click *OK*.
- 7 Before confirming the declaration, click the *Log* tab for details.

Tender Description	Function Type	Amount
CASH	Total	3,150.00
CASH	Start	0.00
	Add	2,500.00
	Add	6,000.00
CASH	Total	11,650.00

- 8 When ready to confirm the deposit, click *OK*. The system prompts *Are you sure?*
- 9 Click *Yes*. (You have the option to print a report).

Deposit Report

This option enables you to view or print a report of all deposits recorded during the day (or accounting period).

This report shows:

- Media types
- Banks
- Reference Numbers
- Amounts

➤ To print the Deposit Report

- 1 From the Store/Safe Balancing menu, select Deposit Report. The report preview appears.
- 2 View or print the report.

History Deposit Report

This report displays a log of all the deposits to the bank during a defined period.

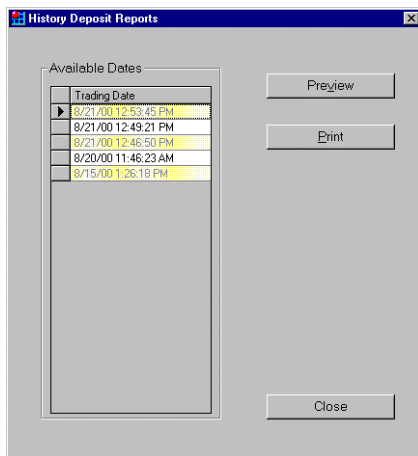
The Deposit Reports dialog box is a dynamic template, displaying a log of all deposit reports that were automatically generated in the *Trading Date* area.

This report enables you to view or print the deposit data for each tender (for example, cash or credit cards) by trading date.

The report preview displays information on the following areas:

- **Transaction Date:** The date and time the transaction was performed.
- **Transaction ID:** The transaction identification number.
- **Transaction Reference:** The transaction reference number.
- **Safe Description:** The specific Safe from which the Tender was withdrawn. (For example: The Main Safe.)

- **Bank Description:** The specific bank where the Tender is deposited.
 - **Tender Number:** The unique code for the Tender. (Example: Food Stamps = 24.)
 - **Tender Description:** The description of the Tender type.
 - **Quantity:** The quantity of deposits performed for the specific Tender type.
 - **Amount:** The total amount of the deposits for the specific Tender type.
- **To print this report**
- 1 From the Store/Safe Balancing menu, select History Deposit Report. The History Deposit Reports dialog box is displayed.



- 2 Double-click on the required report date in the *Trading Date* list.

- 3 Click either *Preview* or *Print* to view or print the report.

Tender No.	Tender Description	Quantity	Amount
2	POSTAGE STAMPS	1	20.00
6	GOVERNMENT	2	50.00
10	OTHER CHECK	1	20.00
24	FOOD STAMPS	2	50.00
Total			140.00

Paid Out

This option is used to record payments made from the store's safe, and given to a vendor or customer for goods or services.

Performing a paid out automatically decreases the In-Safe totals on the Store/Safe Report.

Note:

Paid Out transactions can be performed at the PoS terminal.

➤ **To perform a payout**

- 1 From the Store/Safe Balancing menu, select Paid Out. The Paid out dialog box appears.

Double-click on an expense code to enter payout details

No.	Description
1	WINDOW CLEAN CSH
3	DRINKS STAFF CSH
4	DRINKS STAFF CCK
5	FLOWERS CASH
6	FLOWER CHECK
7	BAKERY P/O
9	SECOND TENDER PO
11	P/O 11
12	P/O 12
13	P/O 13
14	P/O 14
15	P/O 15

Expense codes are maintained in "Payouts/Receipts". See the Database Management chapter

- 2 Highlight the required expense code and double-click. The Paid Out Details dialog box appears.

Expense: STAMPS

Safe: Main Safe

Tender: CASH

Amount: 160.00

Reference: 54365

OK Cancel Apply

- 3 Select the Safe.
- 4 Choose the Tender to pay out.
- 5 Enter the amount and a reference number, and then click *OK* to save. The system prompts *Are you sure?*
- 6 Click *Yes*. (You have the option to print a report).

Daily Paid Out Report

This report shows the day's payouts.

Details include:

- Safe
- PoS or PC number (where Paid Out was performed)
- Amount
- Tender
- Expense Code
- Reference

➤ **To print the Daily Paid Out Report**

- 1 From the Store/Safe Balancing menu, select Daily Paid Out Report. The report preview appears.
- 2 View or print the report.

Weekly Paid Out Report

This report shows the week-to-date payouts.

Details include:

- Safe
- PoS or PC number (where Paid Out was performed)
- Amount
- Tender
- Expense Code
- Reference

➤ **To print the Weekly Paid Out Report**

- 1 From the Store/Safe Balancing menu, select Weekly Paid Out Report. The report preview appears.
- 2 View or print the report.

ROA (Received on Account)

This option is used to receive media from a vendor or customer, which is then placed in the safe.

Performing an ROA automatically increases the In-Safe totals on the Store/Safe Report.

Note:

ROA transactions may be performed at the PoS terminal.

➤ To perform an ROA

- 1 From the Store/Safe Balancing menu, select ROA. The ROA dialog box appears.

Double-click on an expense code to enter ROA details

No.	Description
2	Bagging
5	Stationery
9	Postage
11	Sundry Expenses
13	Electric repairs
16	Salaries

Expense codes are maintained in "Payouts/Receipts". See the Database Management chapter

- 2 Highlight the required expense code and double-click. The ROA Details dialog box appears.

- 3 Select the Safe.
- 4 Choose the Tender to receipt.

- 5 Enter the amount and a reference number and then click *OK* to save. The system prompts *Are you sure?*
- 6 Click *Yes*. (You have the option to print a report).

Daily ROA Report

This report shows the day's ROA transactions.

Details include:

- Safe
 - PoS or PC number (where ROA originated)
 - Amount
 - Tender
 - Expense Code
 - Reference
- **To print the Daily ROA Report**
- 1 From the Store/Safe Balancing menu, select Daily ROA Report. The report preview appears.
 - 2 View or print the report.

Weekly ROA Report

This report shows the week-to-date ROA transactions.

Details include:

- Safe
 - PoS or PC number (where ROA originated)
 - Amount
 - Tender
 - Expense Code
 - Reference
- **To print the Weekly ROA Report**
- 1 From the Store/Safe Balancing menu, select Weekly ROA Report. The report preview appears.
 - 2 View or print the report.

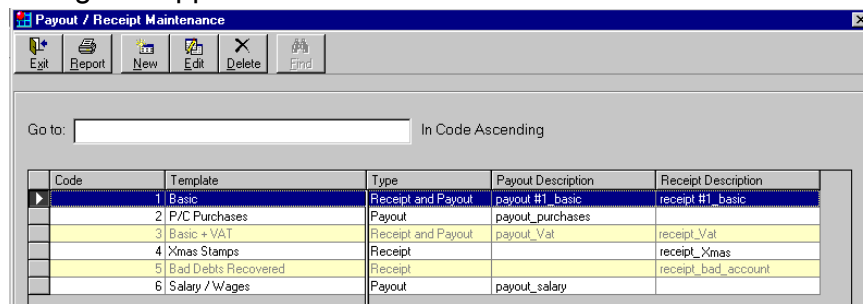
Enhanced Receipts and Payouts

This option enables you to set up Enhanced Payout and Receipt (ROA) types. It is available only when the Front Office\Cash Office parameter *Enhanced ROAs & Payouts in the system* is selected (refer to page 3-16). Enhanced Receipts and Payouts may be used only at the Front Office, not at the PoS Terminals.

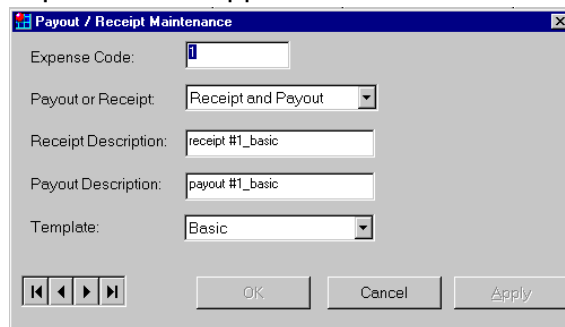
For each expense code, this option enables both payouts and receipts to be specified. Alternatively it enables only payouts or only receipts to be specified for each expense code.

➤ **To define enhanced receipts and payouts for expense codes**

- 1 From the Database Management Menu, select Financial and then Payouts/Receipts. The Payout/Receipt Maintenance dialog box appears.



- 2 Double-click on the required expense code. The Payout/Receipt Maintenance dialog box for the selected expense code appears.



- 3 From the *Payout or Receipt* drop-down list, choose the required option as follows:
 - Select *Receipt and Payout*, to perform payout and create a receipt.
 - Select *Receipt*, to create a receipt only.
 - Select *Payout*, to perform payout only.

The expense codes are defined in the Back Office for each payout or receipt.

- 4 From the *Template* drop-down list, choose the required option, as follows:
 - *Basic*
 - *P/C Purchases*
 - *Basic + VAT*
 - *Xmas Stamps*
 - *Bad Debts Recovered*
 - *Salary/Wages*

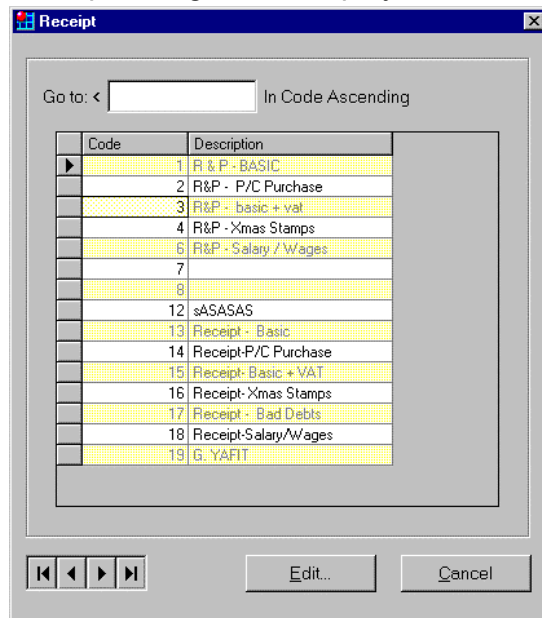
The expense codes are defined in the Back Office for each template.

- 5 Click *OK* or *Apply* to save.

Basic Receipt and Payouts

The Basic Receipt and Payouts dialog box displays the receipts and payouts that have been created for the basic template. The basic template can be used when expense codes do not require VAT to be added to the total amount.

- **To define receipt parameters for the Basic template**
- 1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed.



- 2 Select the required expense code, which uses the basic template. The Receipt Details dialog box is displayed.

The screenshot shows a dialog box titled "Receipt Details" with the following fields and values:

- Expense Code: 1
- Description: R & P - BASIC
- Safe: (dropdown arrow)
- Branch Number: 65535
- Transaction Date: 09/10/2000 (with date picker)
- Action: (dropdown arrow)
- Tender Type: (dropdown arrow)
- Amount: 0.00
- Reference: (empty text box)

Buttons at the bottom: OK, Cancel, Apply.

- 3 Click the arrow to the right of the *Safe* field and select the *Safe* with which the declaration is associated from the drop-down list.
- 4 Enter the branch number to which the receipt refers in the *Branch Number* field.
- 5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:
 - Select *Insert*, to insert a new receipt.
 - Select *Update*, to update a current receipt.
 - Select *Delete*, to delete a receipt.
- 6 Click the arrow to the right of the *Tender Type* field and select the type of *Tender* from the drop-down list.
- 7 Enter the required amount in the *Amount* field.

- 8 Enter the reference source in the *Reference* field.
 - 9 Click *Apply* to save the changes and keep the dialog box open,
or
Click *OK* to save the changes and return to the Receipt dialog box.
- **To define payout parameters for the Basic template**
- 1 From the Store/Safe Balancing menu, select Paid Out. The Payout dialog box is displayed.
 - 2 Select the required expense code, which uses the Basic template. The Payout Details dialog box is displayed.
 - 3 Enter the required information in each field, as described in steps 3 through 9 of the previous procedure.

Petty Cash Purchases

The Petty Cash Purchases dialog box displays the receipts and payouts created for the P/C Purchases template. The P/C Purchases template is used for such things as purchasing cleaning or stationery supplies for the store.

- **To define receipt parameters for the Petty Cash Purchases template**
- 1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed (refer to *Basic Receipts and Payouts*, page 3-53).

- 2 Select the required expense code, which uses the P/C Purchases template. The Receipt Details dialog box is displayed.

The screenshot shows a dialog box titled "Receipt Details" with the following fields and values:

Expense Code:	14
Description:	Receipt-P/C Purchase
Safe:	Main Safe
Branch Number:	65535
Transaction Date:	09/10/2000
Action:	Insert
Tender Type:	CASH
Amount:	20.00
Reference:	w45
VAT Amount:	5.00
VAT Invoice Number:	454754
GRV Number:	3435
Head Office Department:	20
Description:	Supplies

Buttons at the bottom: OK, Cancel, Apply.

- 3 Click the arrow to the right of the *Safe* field and select the Safe with which the declaration is associated from the drop-down list.
- 4 Enter the branch number to which the receipt refers in the *Branch Number* field.
- 5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:
 - Select *Insert*, to insert a new receipt.
 - Select *Update*, to update a current receipt.
 - Select *Delete*, to delete a receipt.
- 6 Click the arrow to the right of the *Tender Type* field and select the type of Tender from the drop-down list.
- 7 Enter the required amount in the *Amount* field.
- 8 Enter the reference source in the *Reference* field.
- 9 Enter the required VAT in the *VAT Amount* field.

- 10 Enter the VAT invoice number reference in the *VAT Invoice Number* field.
- 11 Enter the Goods Received voucher number in the *GRV Number* field.
- 12 Enter the department number in the *Head Office Department* field.
- 13 Enter a description for the petty cash receipt in the *Description* field.
- 14 Click *Apply* to save the changes and keep the dialog box open,
or
Click *OK* to save the changes and return to the Receipt dialog box.

➤ **To define payout parameters for the Petty Cash Purchases template**

- 1 From the Store/Safe Balancing menu, select Paid Out. The Payout dialog box is displayed.
- 2 Select the required expense code, which uses the P/C Purchases template. The Payout Details dialog box is displayed.
- 3 Enter the required information in each field, as described in steps 3 through 14 of the previous procedure.

Basic Receipts and Payouts, including VAT

The Basic Receipts and Payouts, including VAT dialog box displays the receipts and payouts that include VAT that have been created for the Basic template.

➤ **To define receipt parameters for the Basic + VAT template**

- 1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed (refer to *Basic Receipts and Payouts*, page 3-53).

- 2 Select the required expense code, which uses the Basic + VAT template. The Receipt Details dialog box is displayed.

The screenshot shows a dialog box titled "Receipt Details" with the following fields and values:

Expense Code:	3
Description:	R&P - basic + vat
Safe:	Main Safe
Branch Number:	65535
Transaction Date:	09/10/2000
Action:	Insert
Tender Type:	CASH
Amount:	200.00
Reference:	W456
VAT Amount:	10.00
VAT Invoice Number:	33333

Buttons: OK, Cancel, Apply

- 3 Click the arrow to the right of the *Safe* field and select the Safe with which the declaration is associated from the drop-down list.
- 4 Enter the branch number to which the receipt refers in the *Branch Number* field.
- 5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:
 - Select *Insert*, to insert a new receipt.
 - Select *Update*, to update a current receipt.
 - Select *Delete*, to delete a receipt.
- 6 Click the arrow to the right of the *Tender Type* field and select the type of Tender from the drop-down list.
- 7 Enter the required amount in the *Amount* field.
- 8 Enter the reference source in the *Reference* field.
- 9 Enter the required VAT in the *VAT Amount* field.

- 10 Enter the VAT invoice number reference in the *VAT Invoice Number* field.
 - 11 Click *Apply* to save the changes and keep the dialog box open,
or
Click *OK* to save the changes and return to the Receipt dialog box.
- **To define payout parameters for the Basic + VAT template**
- 1 From the Store/Safe Balancing menu, select Paid Out, the Payout dialog box is displayed.
 - 2 Select the required expense code, which uses the Basic + VAT template. The Payout Details dialog box is displayed.
 - 3 Enter the required information each field, as described in steps 3 through 11 of the previous procedure.

Xmas Stamps

The Xmas Stamps dialog displays the receipts and payouts created for the Xmas Stamps template. This option is used for purchasing stamps that can be used as Tender in the store.

- **To define receipt parameters for the Xmas Stamps template**
- 1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed (refer to *Basic Receipts and Payouts*, page 3-53).

- 2 Select the required expense code, which uses the Xmas Stamps template. The Receipt Details dialog box is displayed.

The screenshot shows a dialog box titled "Receipt Details" with the following fields and values:

Expense Code:	4
Description:	R&P - Xmas Stamps
Safe:	Main Safe
Branch Number:	65535
Transaction Date:	09/10/2000
Action:	Insert
Tender Type:	CASH
Amount:	20.00
Reference:	W444
Agent Number:	0

Buttons at the bottom: OK, Cancel, Apply.

- 3 Click the arrow to the right of the *Safe* field and select the Safe with which the declaration is associated from the drop-down list.
- 4 Enter the branch number to which the receipt refers in the *Branch Number* field.
- 5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:
 - Select *Insert*, to insert a new receipt.
 - Select *Update*, to update a current receipt.
 - Select *Delete*, to delete a receipt.
- 6 Click the arrow to the right of the *Tender Type* field and select the type of Tender from the drop-down list.
- 7 Enter the required amount in the *Amount* field.
- 8 Enter the reference source in the *Reference* field.
- 9 Enter the agent identification number in the *Agent Number* field.

- 10 Click *Apply* to save the changes and keep the dialog box open,
or
Click *OK* to save the changes and return to the Receipt dialog box.

➤ **To define payout parameters for the Xmas Stamps template**

- 1 From the Store/Safe Balancing menu, select Paid Out, the Payout dialog box is displayed.
- 2 Select the required expense code, which uses the Xmas Stamps template. The Payout Details dialog box is displayed.
- 3 Enter the required information in each field, as described in steps 3 through 10 of the previous procedure.

Bad Debts Recovered

The Bad Debts Recovered dialog box displays the receipts and payouts that have been created for the Bad Debts Recovered template. This option is used for specifying receipts and payouts for the bad accounts in the store.

➤ **To define receipt parameters for the Bad Debts Recovered template**

- 1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed (refer to *Basic Receipts and Payouts*, page 3-53).

- 2 Select the required expense code, which uses the Bad Debts Recovered template. The Receipt Details dialog box is displayed.

The screenshot shows a dialog box titled "Receipt Details" with the following fields and values:

Expense Code:	17
Description:	Receipt - Bad Debts
Safe:	Main Safe
Branch Number:	65535
Transaction Date:	09/10/2000
Action:	Update
Account Number:	12345
Account Name:	
Initials:	
Account Tender:	
Tendered At Store:	
Date Tendered:	MM/DD/YY
Amount Tendered:	0.00
Amount Owing:	0.00
Tender Type:	
Amount:	0.00
Reference:	

Buttons at the bottom: OK, Cancel, Apply.

- 3 Click the arrow to the right of the *Safe* field and select the Safe with which the declaration is associated from the drop-down list.
- 4 Enter the branch number to which the receipt refers in the *Branch Number* field.
- 5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:
 - Select *Insert*, to insert a new receipt.
 - Select *Update*, to update a current receipt.
 - Select *Delete*, to delete a receipt.
- 6 Enter the customer's account number, in the *Account Number* field. The customer's name, and account details are automatically displayed in the corresponding fields.

- 7 Click the arrow to the right of the *Tender Type* field and select the type of Tender from the drop-down list.
- 8 Enter the required amount in the *Amount* field.
- 9 Enter the reference source in the *Reference* field.
- 10 Click *Apply* to save the changes and keep the dialog box open,
or
Click *OK* to save the changes and return to the Receipt dialog box.

➤ **To define payout parameters for the Bad Debts Recovered template**

- 1 From the Store/Safe Balancing menu, select Paid Out, the Payout dialog box is displayed.
- 2 Select the required expense code, which uses the Bad Debts Recovered template. The Payout Details dialog box is displayed.
- 3 Enter the required information in each field, as described in steps 3 through 11 of the previous procedure.

Salary/Wages

The Salary/Wages dialog box shows the receipts and payouts issued using the Salary/Wages template. This option is used for paying salary or wages to the personnel in the store.

➤ **To define receipt parameters for the Salary/Wages template**

- 1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed (refer to *Basic Receipts and Payouts*, page 3-53).

- 2 Select the required expense code, which uses the Salary/Wages template. The Receipt Details dialog box is displayed.

The screenshot shows a dialog box titled "Receipt Details" with the following fields and values:

- Expense Code: 6
- Description: R&P - Salary / Wages
- Safe: Main Safe
- Branch Number: 65535
- Transaction Date: 09/10/2000
- Action: (empty)
- Tender Type: (empty)
- Amount: 0.00
- Reference: (empty)
- Salary Type: (empty)

Buttons at the bottom: OK, Cancel, Apply.

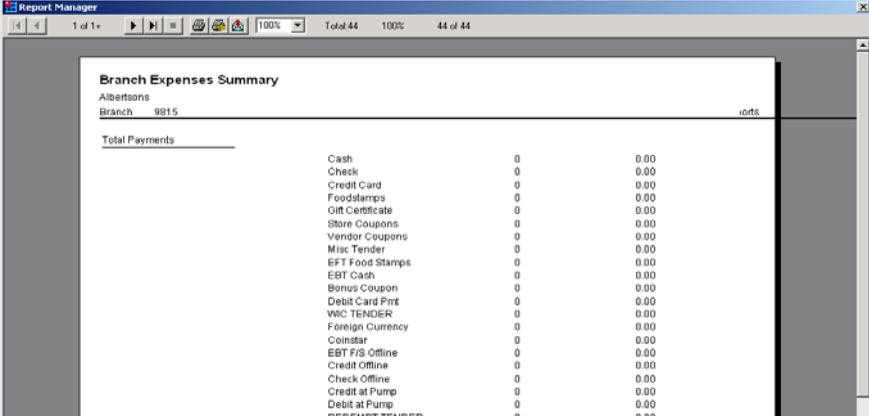
- 3 Click the arrow to the right of the *Safe* field and select the *Safe* with which the declaration is associated from the drop-down list.
- 4 Enter the branch number to which the receipt refers in the *Branch Number* field.
- 5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:
 - Select *Insert*, to insert a new receipt.
 - Select *Update*, to update a current receipt.
 - Select *Delete*, to delete a receipt.
- 6 Click the arrow to the right of the *Tender Type* field. Select the type of *Tender* from the drop-down list.
- 7 Enter the required salary in the *Amount* field.
- 8 Enter the reference source in the *Reference* field.
- 9 Click the arrow to the right of the *Salary Type* field and select the type of salary or wage from the drop-down list.

- 10 Click *Apply* to save the changes and keep the dialog box open,
or
Click *OK* to save the changes and return to the Receipt dialog box.
- **To define payout parameters for the Salary Wages template**
 - 1 From the Store/Safe Balancing menu, select Paid Out, the Payout dialog box is displayed.
 - 2 Select the required expense code, which uses the Salary/Wages template. The Payout Details dialog box is displayed.
 - 3 Enter the required information in each field, as described in steps 3 through 10 of the previous procedure.

Branch Expenses Summary Report

The same procedure is used for Enhanced ROAs and Payouts as for ROAs and Payouts to Print or review reports. However, setting the system to Enhanced ROAs and Payouts enables you to generate an additional report called Branch Expenses Summary Report. This report reflects receipts, payouts, and net total (difference between receipts and payouts).

Example of a Branch Expenses Summary Report:



Branch Expenses Summary	
Albertsons	
Branch	9815
Total Payments	
Cash	0 0.00
Check	0 0.00
Credit Card	0 0.00
Foodstamps	0 0.00
Gift Certificate	0 0.00
Store Coupons	0 0.00
Vendor Coupons	0 0.00
Misc Tender	0 0.00
EFT Food Stamps	0 0.00
EBT Cash	0 0.00
Bonus Coupon	0 0.00
Debit Card Print	0 0.00
WIC TENDER	0 0.00
Foreign Currency	0 0.00
Coinstar	0 0.00
EBT F/S Offline	0 0.00
Credit Offline	0 0.00
Check Offline	0 0.00
Credit at Pump	0 0.00
Debit at Pump	0 0.00
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Safe Accountability

This section explains the Safe Accountability process. For a detailed description of these concepts refer to Safe Accountability, start on page 3-9.

Store/Safe Declaration

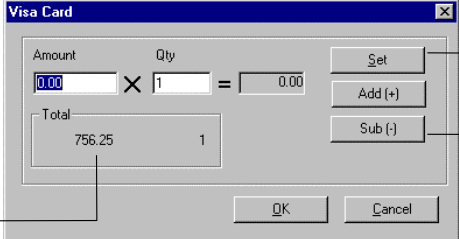
A Safe Declaration is the process of counting the Tender in the Store Safe. The report displays any discrepancies between the declared (actual) Safe Tender totals and the (expected) Safe totals in the system.

- To perform a Store/Safe declaration
- 1 From the Store/Safe Balancing menu, select Store/Safe Declaration. The Safe Declaration dialog box appears.

No	Tender Name	Qty	Amount	Sub Amount	Last Declared Qty	Last Declared Amt
1	CASH	0	0.00		0	0.00
2	CHECK	0	0.00		0	0.00
3	GIFT CERTIFICATE	0	0.00		0	0.00
4	COMP GIFT CERT	0	0.00		0	0.00
5	CREDIT CARD	0	0.00		0	0.00
6	DEBIT CARD	0	0.00		0	0.00
7	EBT FOOD STAMPS	0	0.00		0	0.00
8	EBT CASH	0	0.00		0	0.00
9	TRAVEL CHECKS	0	0.00		0	0.00
11	VENDOR COUPONS	0	0.00		0	0.00
14	MANUAL EBT CASH	0	0.00		0	0.00
15	MANUAL EBT F/S	0	0.00		0	0.00
16	MAN CRDT CARD	0	0.00		0	0.00
Totals		0	0.00		0	0.00

- For each Tender type to declare, double-click on the required Tender, or highlight it and then click *Edit*. A dialog box for the selected Tender appears.

- Enter global or bill amount
- Quantity of bills
- Click Set, Add or Sub
- Click OK to save

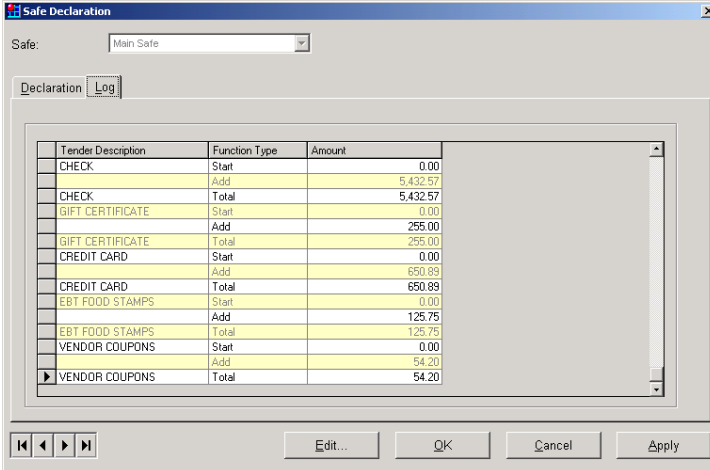


Overrides previous amounts entered

Use to make corrections

Accumulative total

- Declare all Tenders as required. When finished, click *OK*.
- Before confirming the declaration, click on the *Log* tab for details.



Tender Description	Function Type	Amount
CHECK	Start	0.00
	Add	5,432.57
	Total	5,432.57
CHECK	Start	0.00
	Add	255.00
	Total	255.00
GIFT CERTIFICATE	Start	0.00
	Add	650.89
	Total	650.89
CREDIT CARD	Start	0.00
	Add	125.75
	Total	125.75
EBT FOOD STAMPS	Start	0.00
	Add	54.20
	Total	54.20
VENDOR COUPONS	Start	0.00
	Add	54.20
	Total	54.20

- When ready to confirm the declaration, click *Apply*. The system prompts *Are you sure?*
- Click *Yes*. (You have the option to print a report).

Store/Safe Declaration Adjustments

You can make adjustments to declarations, regardless of whether reports have been printed. You cannot make adjustments once Store Locking has been performed.

- **To perform declaration adjustments**
- 1 In Store/Safe Declarations, select and edit the required Tender.
- 2 Use the Add and Subtract options to make any necessary changes.
- 3 Click *Apply* to update the declaration totals.
- 4 You may choose to print a report, if required.

Safe Transfer

The safe transfer option enables you to transfer tender from one safe to another, if your system is configured for multiple safes. If you are operating with a single safe, the system will display “*Operating in single safe mode, option not available*”, when the “*Safe Transfer*” function is selected on the Back Office menu.

Note:

The ability to support multiple safes is controlled by the system parameter, *Multi-Safe Mode*. Refer to *Cash Office Parameters* in the *System Administrative Reference* guide, for details.

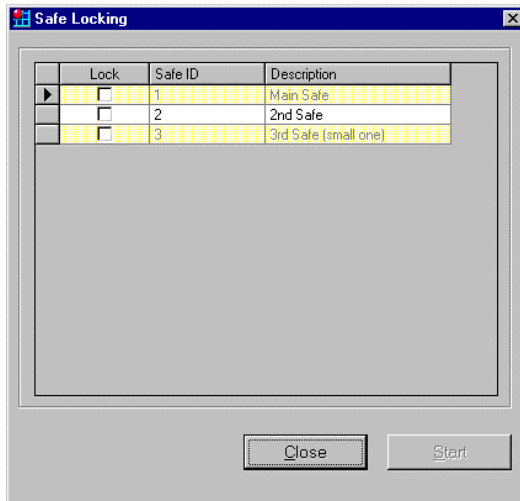
Safe Locking

The final stage of the Store Safe Balancing procedure is the Store Safe Locking process.

The Store/Safe Locking process transfers all declared media to the In-Safe totals and zeroes Declaration totals. It is therefore important that prior to Safe Locking, the Over/Short figures in the printed Declaration Report or the Store/Safe Report are checked.

➤ **To perform safe locking**

- 1 From the Store/Safe Balancing menu, select Safe Locking. The Safe Locking dialog box appears.



- 2 Mark the checkboxes of the Safes that you want to lock.
- 3 Click *Start* to lock the Safes. A confirmation message appears.
- 4 Click *OK* to lock the Safes. Reports are automatically printed.
- 5 Click *Close* to close the Safe Locking dialog box.

Store/Safe Report

This report shows details of all media declared, compares those details with the In-Safe totals, and shows the amounts Over or Short.

A summary also shows totals for:

- Add Loans
- Cash Pickups
- Receipts
- Deposits

- ROAs
- Paid Outs
- Media Transfers
- Balance in Safe

➤ **To print the Store/Safe Report**

- 1 From the Store/Safe Balancing menu, select Store/Safe Report. The report preview appears.
- 2 Click either *Preview* or *Print* to view or print the report.

Report Manager

1 of 1 91% Total:14 100% 14 of 14

Store / Safe Report

My store name
Branch 1 Cash Office

Media	Declaration	In Safe	Over / Short
Cash	5,000.00	4,760.00	240.00
Cheque	80.00	86.00	-6.00
Credit Card / EFT	0.00	0.00	0.00
Other/ Chrg Post	0.00	0.00	0.00
Generic Cred Crd	0.00	0.00	0.00
Foreign Currency	0.00	0.00	0.00
Food Stamps	0.00	0.00	0.00
Vendor Coupons	0.00	0.00	0.00
Store Coupons	0.00	0.00	0.00
Debit card	0.00	0.00	0.00
WIC	0.00	0.00	0.00
Buy Aid	0.00	0.00	0.00
Coupons	0.00	0.00	0.00
Genl Tender	0.00	0.00	0.00
Total	5,080.00	4,846.00	234.00
In Safe	0.00		
Add Loan	0.00		
Cash Pickup	0.00		
Receipt	4,250.00		
Deposit	-364.00		
ROA	1,210.00		
Paid Out	-250.00		
Media Transfer	0.00		
Balance In Safe	4,846.00		

Office Cash Balance Report

This report shows the cash flow to and from the *Safe* (meaning deposits, payouts, loans and so on) and indicates the value of tender that is still to be declared (using the *Direct to Safe Declarations* option).

The report produced displays information on the following areas:

■ In

- **Declarations** are made from the Cashier to the Safe using the *Direct to Safe Declaration* option. The actual amount of Tender that is in the cash drawer when the Tender is counted.
- **Picked Up** is the action of removing Tender from the PoS terminal drawer and placing it in the Safe.
- **Receipts** are Tender received from the Bank, which are then deposited in the Store's Safe.
- **ROA** applies to all Tender receipts, other than direct sales, for which the Store received money.
- **To Be Banked** is the Tender that will be taken from the Store's Safe and deposited in the Bank.

■ Out

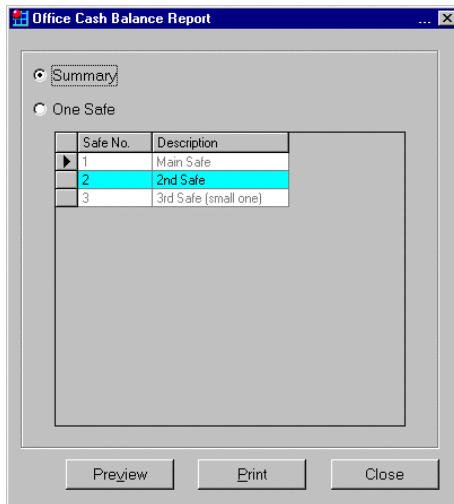
- **Add Loans** are Tender transferred from the Safe to the PoS terminal cash drawer, providing the cashier with a Tender (cash, coupons etc.) exchange.
- **Deposits** are Tender that is taken from the Store Safe and deposited in the bank.
- **Paid-Out** is Tender that that is withdrawn from the Store's Safe to pay suppliers for goods or services.
- **Safe Declaration** is the actual amount of Tender that is Declared as found in the Safe when the Tender is physically counted.

➤ To print this report

- 1 From the Store/Safe Balancing menu, select Office Cash Balance Report. The Office Cash Balance Report dialog box is displayed.

Note:

If the system is configured for only one safe, the Office Cash Balance



- 2 Select *Summary* to print or preview the Cash Office balance for all *Safes*.
- 3 Select *One Safe* to print or preview the Cash Office balance for one *Safe*.

4 Click either *Preview* or *Print* to view or print the report.

Office Cash Balance Report
 Avi-Barr&RonenT.com.
 Branch 65535 Cash Office Reports
 Safe: All

IN		OUT
Declarations		
CASH	6,221,100.00	
4 POSTAGE STAMPS	1,420.00	
6 PERSONAL CHECK	5,460.00	
2 WIC	31,000.00	
1 PAYROLL CHECK	2,000.00	
1 GOVERNMENT	30.00	
TRAVELERS CHECK	8,000.00	
1 WESTERN UNION	234.00	
2 OTHER CHECK	430.00	
GIFT CERTIFICATE	222,200.00	
2 VENDOR CREDITS	44,544.00	
amir test	20,000.00	
Bankable Subtotal	6,556,418.00	
1 Swiss Francs	40.00	
COINSTAR	66,600.00	
2 BOTTLE SLIPS	1,222.00	
2 RED COINS	666.00	
1 BLUE COIN	100.00	
2 TURKEY COIN	721.00	
POG	20,000.00	

4

Cashier Utilities

Options in Cashier Utilities provide access to cashier maintenance, password inquiry, remote logoff and PoS messages (mail).

In this chapter:

Cashier Maintenance,
page 4-3

Password Inquiry,
page 4-8

Remote/Force Log off,
page 4-9

PoS Monitoring,
page 4-11

**Resetting a Cashier
Password,** page 4-13

Message Center,
page 4-14

Cashier Maintenance

Use the Cashier Maintenance option to add new cashiers, change the details of existing cashiers, or delete cashiers. In addition, use this option to assign cashiers various priority levels for sales or training modes. If you use *checkout banks* in your store, you can also prevent cashiers from signing on to specific banks of terminals.

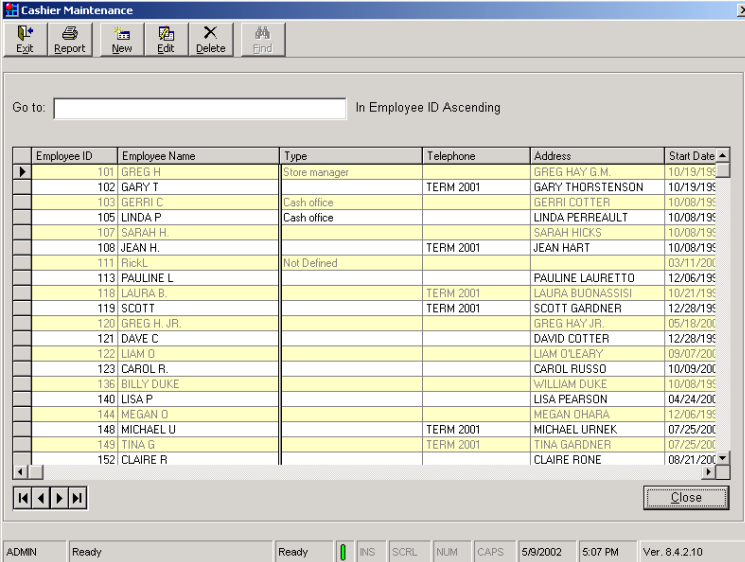
When first added, all cashiers are automatically assigned the password of four zeroes (0000). Cashiers can optionally change their password during signoff at the PoS terminal, if you set up your system to allow this.

Adding a New Cashier

Use this option to add, edit or delete a cashier .

➤ To add a new cashier

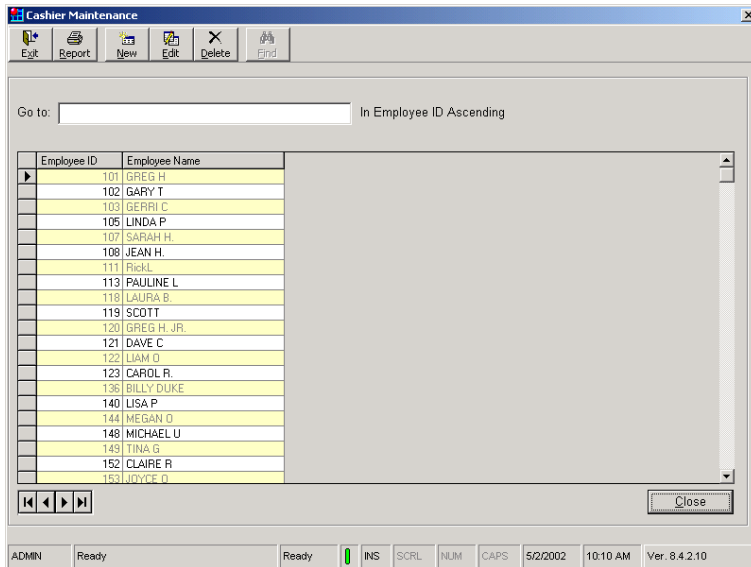
- 1 From the Cashier Utilities menu, select Cashier Maintenance. The Cashier Maintenance list appears.



The screenshot shows a window titled "Cashier Maintenance" with a menu bar (Exit, Report, New, Edit, Delete, Find) and a search field. Below the search field is a table of cashiers. The table has columns for Employee ID, Employee Name, Type, Telephone, Address, and Start Date. The data is sorted by Employee ID in ascending order.

Employee ID	Employee Name	Type	Telephone	Address	Start Date
101	GREG H	Store manager		GREG HAY G.M.	10/19/19
102	GARY T		TERM 2001	GARY THORSTENSON	10/19/19
103	GERRI C	Cash office		GERRI COTTER	10/08/19
105	LINDA P	Cash office		LINDA PERREAUULT	10/08/19
107	SARAH H.			SARAH HICKS	10/08/19
108	JEAN H.		TERM 2001	JEAN HART	10/08/19
111	RickL	Not Defined			03/11/20
113	PAULINE L			PAULINE LAURETTO	12/06/19
118	LAURA B.		TERM 2001	LAURA BUONASSISI	10/21/19
119	SCOTT		TERM 2001	SCOTT GARDNER	12/28/19
120	GREG H. JR.			GREG HAY JR.	05/18/20
121	DAVE C			DAVID COTTER	12/28/19
122	LIAM O			LIAM O'LEARY	09/07/20
123	CAROL R.			CAROL RUSSO	10/09/20
136	BILLY DUKE			WILLIAM DUKE	10/08/19
140	LISA P			LISA PEARSON	04/24/20
144	MEGAN O			MEGAN OHARA	12/06/19
148	MICHAEL U		TERM 2001	MICHAEL URNEK	07/25/20
149	TINA G		TERM 2001	TINA GARDNER	07/25/20
152	CLAIRE R			CLAIRE RONE	08/21/20

If your system is configured to not display personal cashier information, the following Cashier Maintenance list is displayed:

**Note:**

The option to display only the first two fields in the Cashier Maintenance screen is controlled by the system parameter, *Cashier Maintenance Screen to Exclude Personal Information*. Refer to the Chapter 3, *Front Office Parameters*, in the *System Administration Reference* guide for details.

- 2 On the toolbar, select *New*. The Cashier Maintenance tabbed dialog box appears.
- 3 Type in the cashier number and name in the free text fields at the top of the dialog box.
- 4 On each tab, enter the appropriate details and set options as required. These options are explained below.
- 5 Click *OK* or *Apply* to save.

General Settings Tab

Cashier Maintenance

Cashier Number: 1 Name: Janet

General Settings Link Cashier to Checkout Bank

Type: store manager

Address: home

Telephone: number

Start Date: 01/25/2000

Remarks: Cashier

Cashier Privileges:

SALES Mode		TRAINING Mode	
<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 5
<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 6
<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 7	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 7
<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 8	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 8

Set priorities for Sales mode and Training mode

OK Cancel Apply

Field	Description
Type	Cashier's role. (The selections from the dropdown menu may be hardcoded in your local software). (This may not be available in your application).
Address	Cashier's address.
Telephone	Cashier's telephone number.
Start Date	Date of employment.
Remarks	Enter a short comment if required.

Field	Description
Cashier Priorities	<p>Select the appropriate options for Sales and Training modes.</p> <p>Cashiers may be assigned priorities to determine their authorization level for handling a control check triggered at the PoS terminal. These priorities are not hierarchical.</p> <p>The software triggers control checks at PoS terminals according to definitions made in the Control Check Types and other database files. Each control check may have an attached priority code. Cashiers are required to take an appropriate action when a control check is triggered, based on the priority assigned to them. For example, if a cashier is assigned priority 1, and a control check with priority 1 is triggered, the cashier is authorized to continue by pressing the Clear key.</p>

Note:

A password is required in order to make changes to the cashier information.

Link Cashiers to Checkout Bank Tab

The screenshot shows the 'Cashier Maintenance' dialog box with the 'Link Cashier to Checkout Bank' tab selected. The 'Restrict sign on to Checkout Bank' checkbox is checked. Below it, there are two lists: 'Checkout Bank List' on the left and 'Checkout Bank Restrict' on the right. The 'Checkout Bank List' contains six items: 1 Cigarettes, 2 Front End: 1 - 10, 3 Front End: 10 - 20, 4 Front End: 21 - 30, 5 Fast Food, and 6 Drugstore. The 'Checkout Bank Restrict' list contains three items: 1 Cigarettes, 5 Fast Food, and 6 Drugstore. Between the lists are buttons: 'Add >', 'All >>', '< Remove', and '<< All'. At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

No.	Name
1	Cigarettes
2	Front End: 1 - 10
3	Front End: 10 - 20
4	Front End: 21 - 30
5	Fast Food
6	Drugstore

No.	Name
1	Cigarettes
5	Fast Food
6	Drugstore

If the *Restrict sign on to Checkout Bank* checkbox is selected, the cashier may not sign on at any of the checkout banks whose names are displayed in the *Checkout Bank Restrict* list on the right of the dialog box. For example, in the above dialog box, the cashier may not sell cigarettes, fast food or drugstore items.

Note:

The *Restrict sign on to Checkout Bank* checkbox must be selected in order for checkout banks to be selected.

Password Inquiry

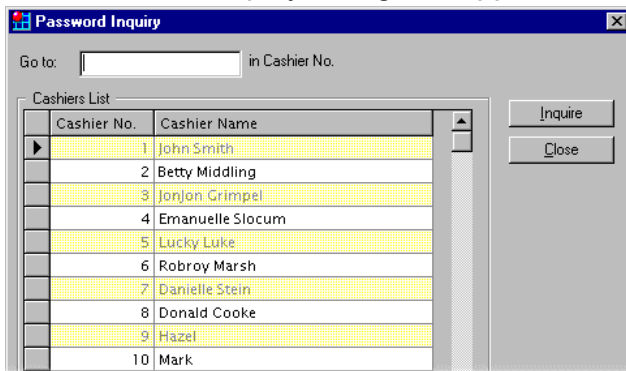
This option enables you to check a cashier's password. A cashier's password may be changed during signoff, if the parameter *Change Password Allowed at Sign Off* is set to 'Y'. The password can also be changed at the PoS terminal, via the POST Back Office menu, if the menu has this option included.

Checking a Cashier Password

If a cashier forgets a password, it can be checked using the Password Inquiry utility.

➤ **To check a cashier's password**

- 1 From the Cashier Utilities menu, select Password Inquiry.
- 2 Enter the administrator's password and click *OK*.
The Password Inquiry dialog box appears.



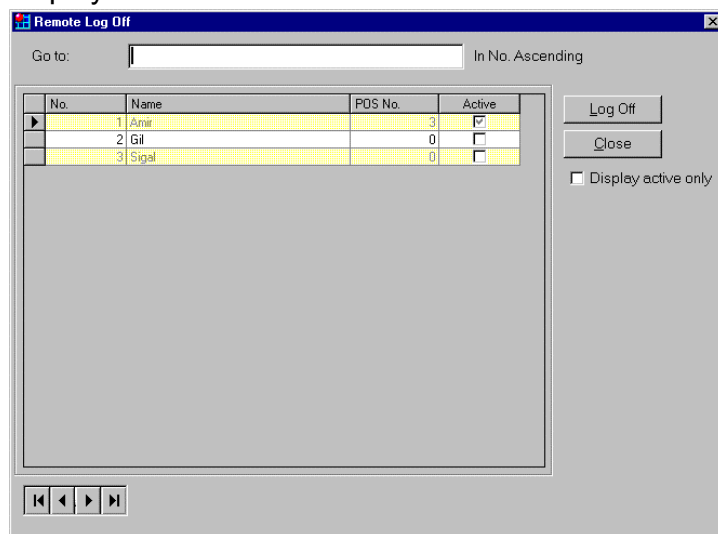
- 3 Select the required cashier and click *Inquire*. A popup dialog box displays the selected cashier's password.

Remote/Force Log Off

Use Remote/Force Logoff to log off a cashier from the Back Office. This function may be used, for example, if a cashier is unable to log off at the PoS terminal due to a hardware or software error. A forced log off can only be performed when a cashier is not currently performing a transaction at the PoS terminal.

➤ **To force a logoff**

- 1 Select *Remote/Force Log off* from the *Cashier Utilities* menu in the Main menu window. The Remote Log Off window is displayed:



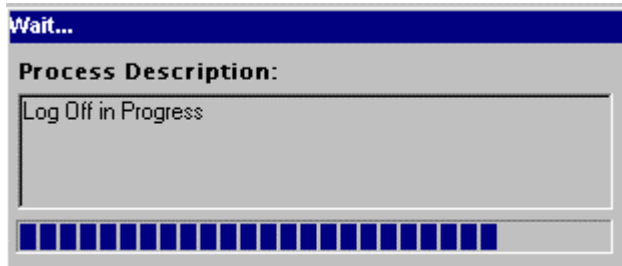
The Remote Log Off window lists the names of the cashiers, their PoS terminals and whether they are currently working on the PoS terminal.

- 2 Select the name of the cashier, or the PoS terminal, for which you want to force a log off.

Note:

If you check the *Display active only* checkbox, only cashiers who are currently logged on will be displayed in the *Remote Log Off* window.

- 3 Click the *Log Off* button. The following progress message box is displayed.



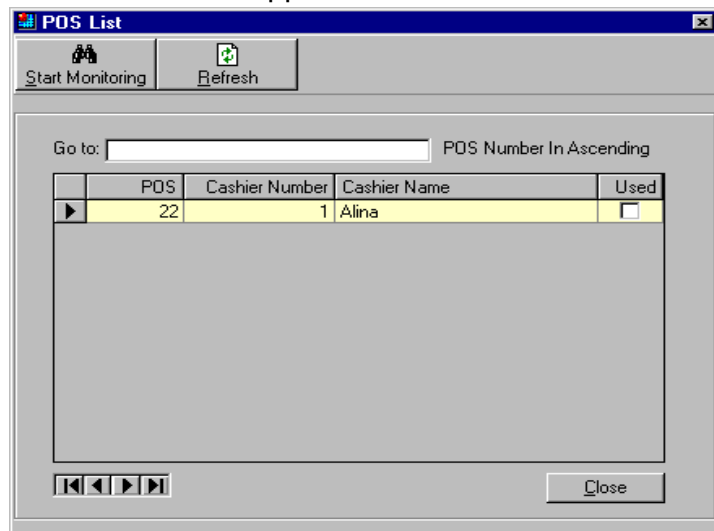
The cashier is logged off.

PoS Monitoring

Use PoS Monitoring to link to a POS terminal and examine the transactions currently being performed by the cashier.

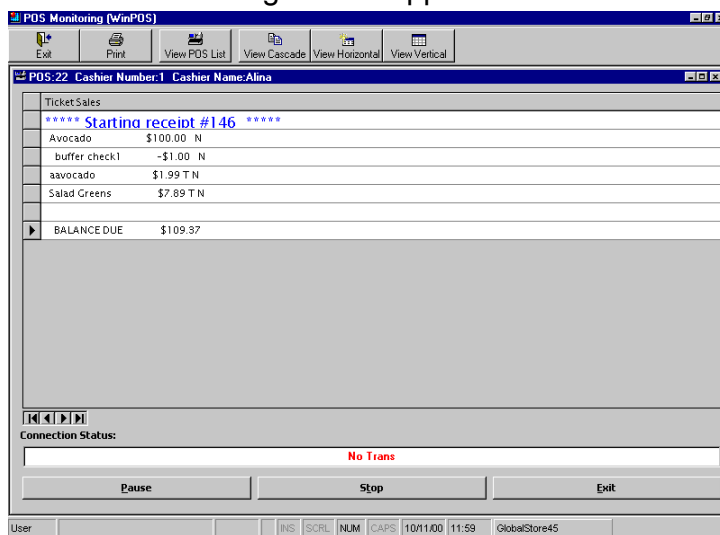
➤ **To monitor cashiers at the PoS terminal**

- 1 From the Cashier Utilities menu, select PoS Monitoring. The POS List window appears.



- 2 Specify which PoS terminal you want to monitor by highlighting it and then click *Start Monitoring*.

3 The PoS Monitoring screen appears.



You can now see what is happening at the selected PoS terminal.

Available options:

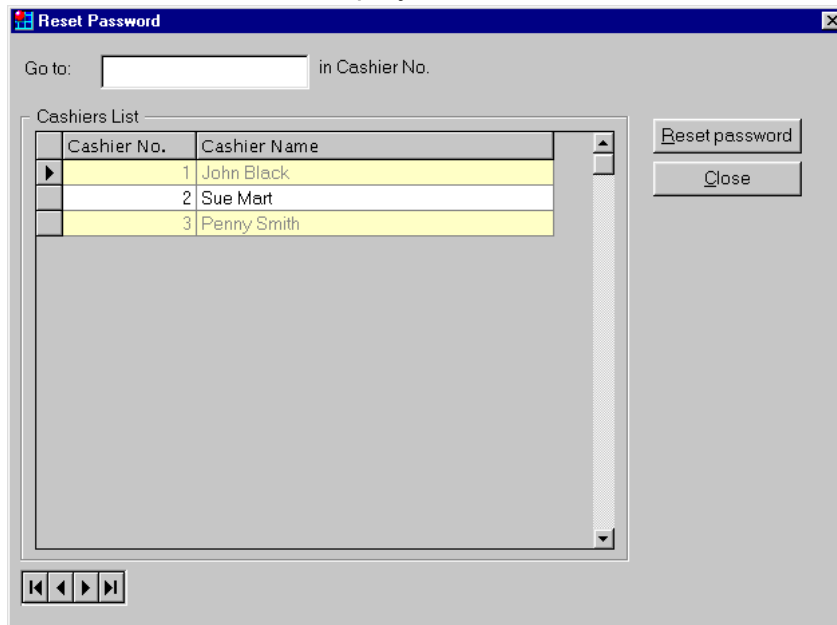
- Pause
- Stop
- Exit

Resetting a Cashier Password

Use this function when necessary, to reset a cashier's password to four zeroes.

➤ **To reset a cashier password**

- 1 From the Cashier Utilities menu, select Reset Password. The Reset Password list is displayed.



- 2 Select the required cashier and click *Reset password*. A confirmation message appears.

Message Center

Use the Message Center to send text messages from the back office servers to cashiers or PoS terminals; PoS terminal to PoS terminal; or PoS terminal to back office servers. There are three message types:

- Sign-on messages
- Immediate messages
- Pos Messages (Post Email)

You can send messages to cashiers, tills (PoS terminals) and checkout banks.

A message sent to PoS terminals in signed off or secure mode (or not switched on), displays immediately after a sign-on is performed.

Up to nine messages can be stored in a PoS terminal's buffer. When a cashier signs on, all messages sent before signing on display in sequence with the newest first and the oldest last.

All messages require a cashier response.

Sign-On Messages

Use this option to display a message at the PoS terminal immediately after cashiers sign on.

You can specify whether to send messages to cashiers with every sign-on or just their first sign-on of the day.

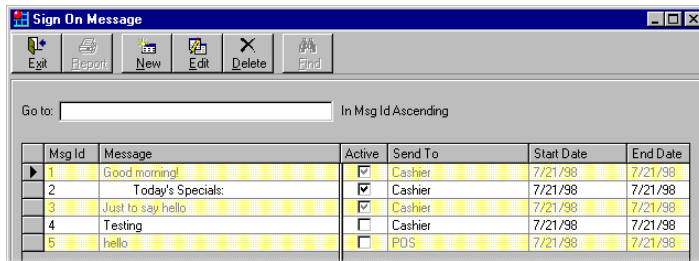
The system allows up to 64 Sign On messages.

Note:

The End of Day process deletes all sign-on messages with End Date less than, or matching, the current system date.

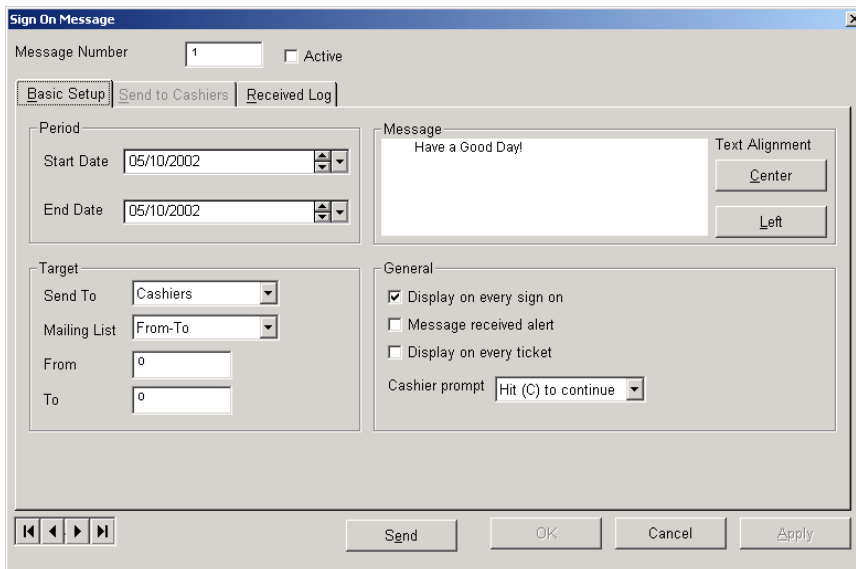
➤ **To send a sign-on message**

- 1 From the Database Management menu, select Message Center, and then Sign On Messages. The Sign On Messages list appears.



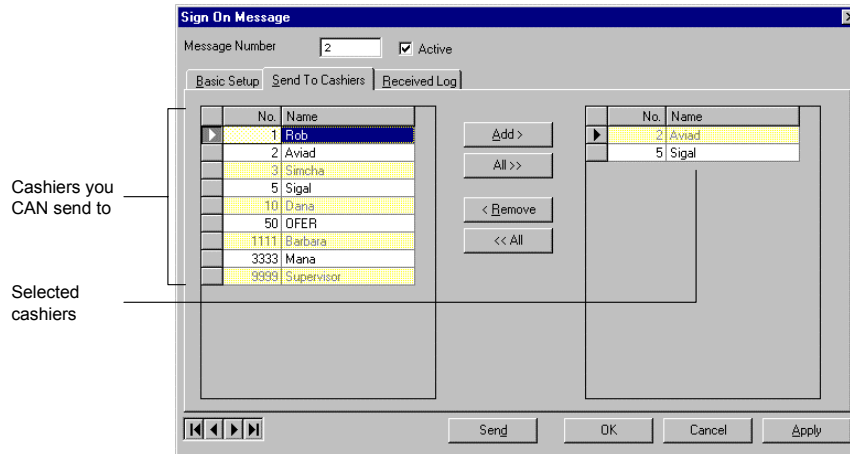
Msg Id	Message	Active	Send To	Start Date	End Date
1	Good morning!	<input checked="" type="checkbox"/>	Cashier	7/21/98	7/21/98
2	Today's Specials:	<input checked="" type="checkbox"/>	Cashier	7/21/98	7/21/98
3	Just to say hello	<input checked="" type="checkbox"/>	Cashier	7/21/98	7/21/98
4	Testing	<input type="checkbox"/>	Cashier	7/21/98	7/21/98
5	hello	<input type="checkbox"/>	POS	7/21/98	7/21/98

- 2 On the toolbar, select *New*. The Sign On Message tabbed dialog box appears.



- 3 Enter the message number. If you want to set up the message, but are not yet ready to send it, leave the *Active* option cleared.
- 4 Enter the required Start and End dates.
- 5 Specify whether to send the message to *Cashiers*, *Tills* or *Checkout Banks*.

- 6 Choose where to send the message:
 - To send to all cashiers, set the *Mailing List* option to *All*.
 - To send to a range, set the *Mailing List* option to *From-To*, and then enter the first and last cashier numbers of the required range.
 - To send to specific cashiers only, set the *Mailing List* option to *Select*, and then click on the *Send To Cashiers* tab.



- 7 Add the required cashiers to the list on the right.
- 8 Type your message - up to five lines are available. The default text alignment is *Left*. You may choose to center the text.

Note:

Use the Tab key or mouse to move between the text lines.

- 9 To display the message at every sign-on, select the *Display on every sign on* check box in the *Sign On Message* dialog box. If this check box is clear, the message displays at the PoS terminal at the next sign-on only.
- 10 For important messages, you may want to be alerted when each cashier receives the message. Select the *Message received alert* checkbox.
- 11 To display the message at every ticket, check *Display on every ticket*.

- 12 Specify the required cashier response to the message:

Hit (C) to continue, or Yes/No.

- 13 Click *Apply* to save the message.

- 14 To send the message, click *Send*.

To check which cashiers received the message, click the *Received Log* tab. Once cashiers have received the message, a check mark appears next to their names.

Immediate Messages

Use this option to display urgent messages at the PoS terminals. Your message displays immediately after it's received at the PoS terminal, unless the cashier is busy with a sale. In this instance, the message displays at the end of that transaction.

If for some reason all cashiers have not seen a previously sent message, you can always send it again.

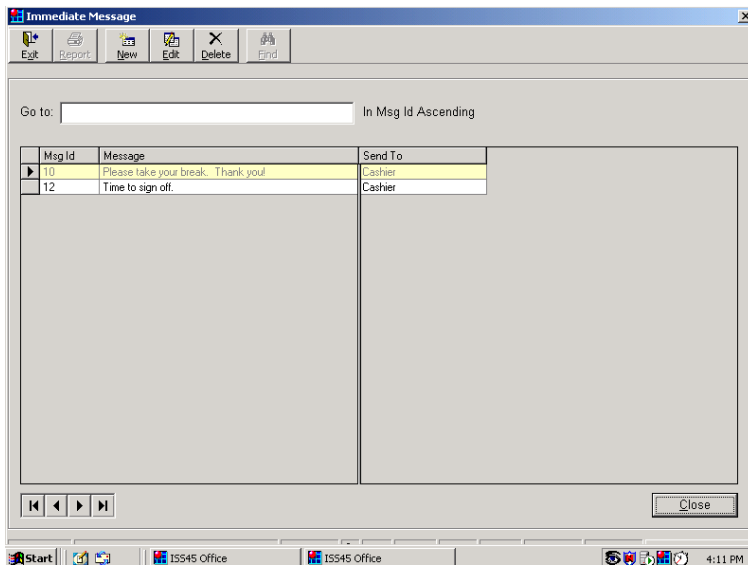
The system allows up to 86 Immediate messages.

Note:

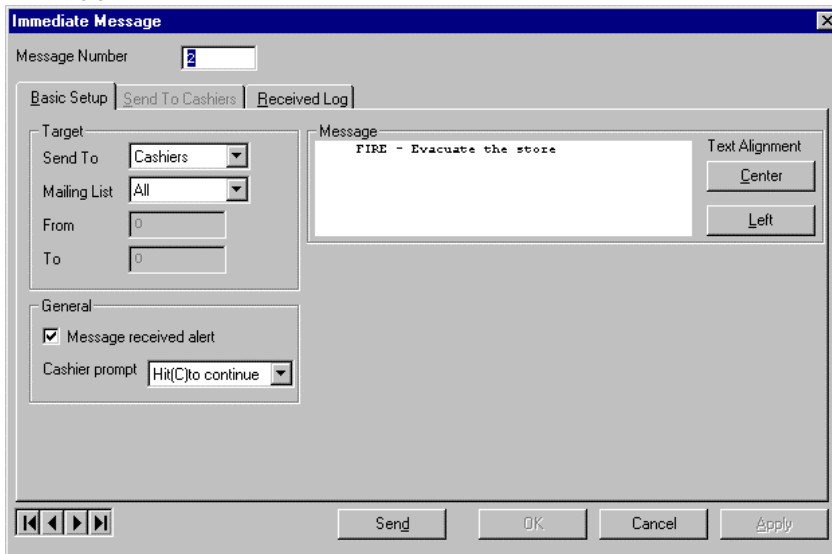
All immediate messages are valid for the current day only, and are deleted during the End of Day process.

➤ **To send an immediate message**

- 1 From the Database Management menu, select Message Center and then Immediate Messages. The Immediate Messages list appears.



- 2 On the toolbar, select *New*. The Immediate Message dialog box appears.



- 3 Enter the message number.
- 4 Specify whether to send the message to Cashiers, Tills, or Checkout Banks.

- 5 Choose where to send the message:
 - To send to all cashiers, choose *All* from the *Mailing List* drop-down list.
 - To send to a range, choose *From-To* from the *Mailing List* drop-down list, and then enter the first and last cashier numbers of the required range.
 - To send to specific cashiers only, choose *Select* from the *Mailing List* drop-down list, and then click on the *Send To Cashiers* tab.
- 6 For important messages, you may want to be alerted when each cashier receives the message. Select the *Message received alert* check box.
- 7 Specify the required cashier response to the message:
Hit (C) to continue, or Yes/No.
- 8 Type your message - up to five lines are available. The default text alignment is *Left*. You may choose to center the text.
- 9 Click *Apply* to save the message.
- 10 To send the message, click *Send*.

To check which cashiers received the message, click the *Received Log* tab. Once cashiers have received the message, a check mark appears next to their names.

PoS Messages (Post Email)

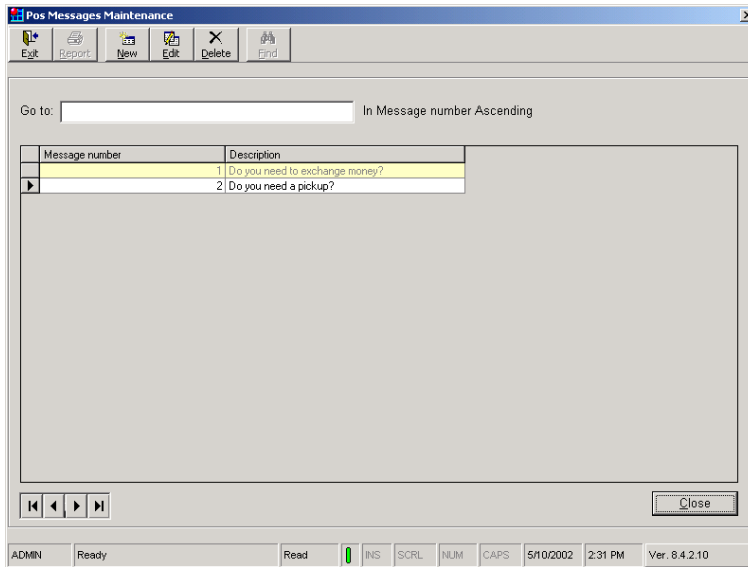
Use this option to send messages from back office servers to the PoS terminals, PoS terminals to PoS terminals, or PoS terminals to back office servers.

You can specify to send the message immediately, at the end of order or at sign off. The ability to send a message can be controlled by privilege and keylock position. Message can be "Send & Answer", "Send Only" or "Answer Only". You can schedule when to send the message and flag the message to generate a beep when it is received.

The system allows up to 9 Post email messages.

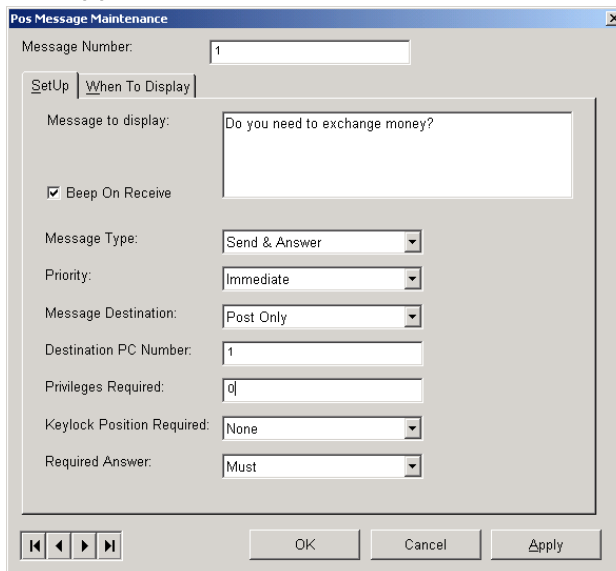
➤ **To send a Pos message**

- 1 From the Database Management menu, select Message Center, and then Pos Messages. The Pos Message list appears.



The list area of the window displays existing Pos Messages.

- 2 On the toolbar, select *New*. The Pos Message tabbed dialog box appears.



- 3 Enter the message number (range 1 to9).
- 4 On the *Setup* tab, set options and parameters as required:

Field	Description
Message to Display:	Enter message to be sent. Up to 5 lines of text are available. The default text alignment is <i>Left</i> .
Beep On Receive	Select this checkbox to generate a beep when the email message is received.
Message Type	Select the type of email message: Send & Answer Send Only Answer Only
Priority:	Select when the email message should be sent: Immediate End of Order End of Shift
Mail Destination:	Select the destination of the email message: Host (Server) Or Post Host (Server) Only Post Only All
Destination PC Number	If the mail destination is Host (server) Only or Post Only, specify the specific destination terminal.
Privileges Required	Specify the privilege level required by the cashier in order to send the message. If the privilege is zero, no privilege is required.
Keylock Position Required:	Specify the keylock position required for the email message to be sent: None Manager Supervisor

- 5 Click *OK* or *Apply* to Save.
- 6 Select the *When to Display* tab to set Start and End dates.

Pos Message Maintenance

Message Number: 1

SetUp When To Display

Start on: 05/10/2002

End on: 05/10/2002

Activate on	Start Time	End Time
<input checked="" type="checkbox"/> Monday	00:00 All	23:59 All
<input checked="" type="checkbox"/> Tuesday	00:00	23:59
<input checked="" type="checkbox"/> Wednesday	00:00	23:59
<input checked="" type="checkbox"/> Thursday	00:00	23:59
<input checked="" type="checkbox"/> Friday	00:00	23:59
<input checked="" type="checkbox"/> Saturday	00:00	23:59
<input type="checkbox"/> Sunday	00:00	23:59

OK Cancel Apply

- 7 Enter the desired dates and time for the message to display.

Field	Description
Start Date	Start date and time for displaying email message.
End Date	End date and time for displaying email message.
Day Settings area:	
Mon - Sun	Set the days and times at which the email message can be displayed.
Start Time – End Time	

- 8 Click *OK* or *Apply* to save.

Send Ticket by Email

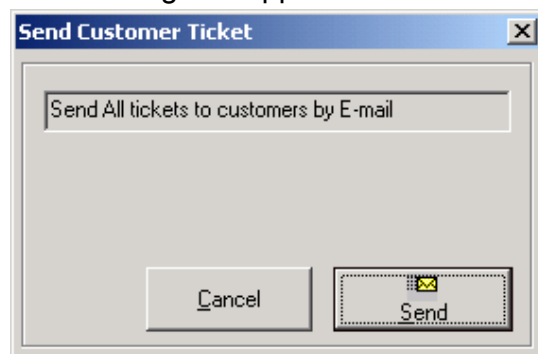
Shoppers, who are member cardholders, may request to receive an email copy of their sales order receipt. Use the “Send Ticket by E-mail” option to automatically send accumulated email receipts online to customers.

In addition, during the End of Day process, the system will automatically send any remaining email copies of receipts to member cardholders.

Note:

For member cardholders to receive an email copy of their sales receipt, their email address must be included in their Member Card record. Refer to Chapter 8, Promotion Maintenance (Member Card Maintenance), in the *Office User Guide*, for details.

- **To send current email receipts to customers**
- 1 From the Database Management menu, select Message Center and then Send Ticket by Email. The Send Ticket by Email dialog box appears.



- 2 Click *Send* to automatically send email copies of sales receipts to customers.

5

Database Management

Use the Database Management module to create, edit and maintain, the various system databases.

In this chapter:

Setting up Department Databases, page 5-3

Setting up Financial Databases, page 5-13

POST Controls, page 5-59

Card Maintenance, page 5-66

ECCA Accounts, page 5-77

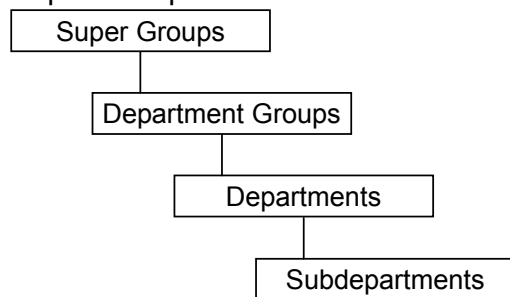
Bad Accounts, page 5-89

Customer Survey, page 5-93

Setting up Department Databases

The Department Setup option enables you to add, edit, and delete:

- Departments
- Sub-Departments
- Department Groups (for informative, reporting purposes)
- Super Groups



Some stores (or chains) may make use of departments only, or departments and sub-departments. Department groups and Super groups are used by the system for reporting purposes.

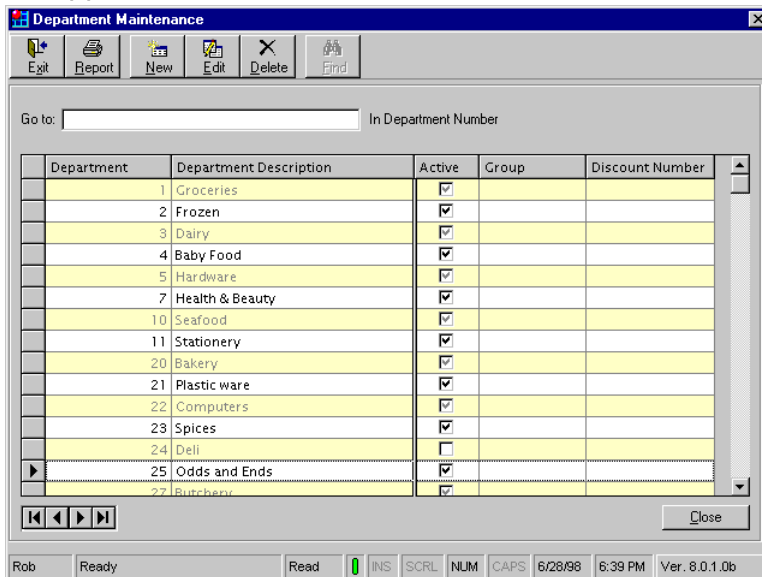
All four of the department database types are described in this chapter. Refer to the relevant sections in this Guide.

Departments

This function enables you to add, edit and delete departments. A new department needs to be defined, for example, when one category of sale items, formerly contained in one department, is separated into one or more new departments to make accounting and reporting procedures more focused.

➤ To add a new department

- 1 From the Database Management menu, select Department Setup and then Departments. The Department Maintenance list appears.



- 2 On the toolbar, select *New*.
The Department Maintenance dialog box appears.
- 3 Enter the appropriate department number (up to 4 digits) and name.
- 4 To activate the department, select *Active*.
- 5 Enter all options or set parameters as required. These are explained in the sections that follow.
- 6 Click *OK* or *Apply* to save.

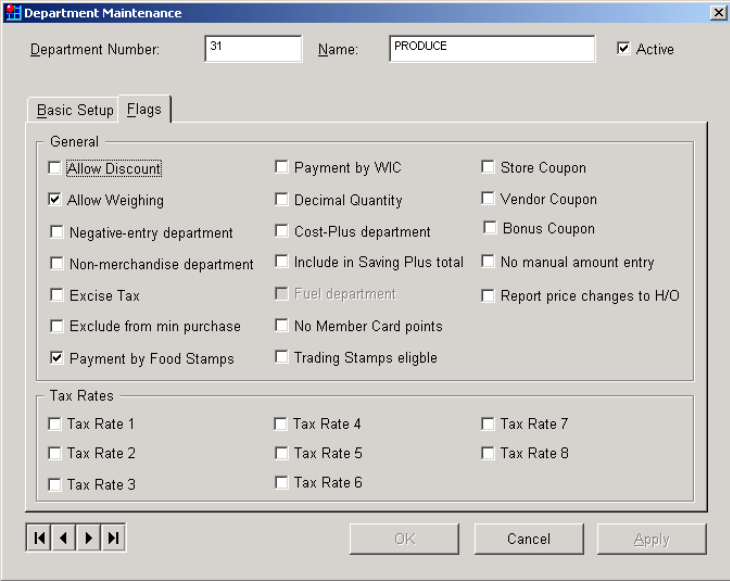
Basic Setup Tab

The screenshot shows the 'Department Maintenance' dialog box with the 'Basic Setup' tab selected. The 'Department Number' is 31 and the 'Name' is 'PRODUCE'. The 'Active' checkbox is checked. Under 'Values and Control Checks', 'Maximum Value' is 990.00 with a control check of 'ABOVE DEPT LIMIT', and 'Minimum Value' is 0.10 with a control check of 'DEPT MIN PRICE'. Other fields include 'Discount Type', 'Department Group', 'POST Item Message', 'Points per cent', 'Points per sale', 'Restriction Layout' (set to '1 - Restriction 1'), and 'Department number at head office'. Navigation buttons (back, forward, OK, Cancel, Apply) are at the bottom.

Field	Description
Maximum Value	Maximum value allowed for this department (up to 8 digits). Do not type in the decimal point. This value is relevant for sales made using the <i>Dept</i> key at the PoS terminal.
Control Check	Specifies the control check to trigger when the cashier exceeds the maximum value for this department. From the drop-down list, select the appropriate control check.
Minimum Value	Minimum value allowed for this department (up to 8 digits). Do not type in the decimal point. This value is relevant for sales made using the <i>Dept</i> key at the PoS terminal.
Control Check	Specifies the control check to trigger when cashier does not meet the minimum value for this department. From the drop-down list, select the appropriate control check.
Discount Type	Specifies the type of department discount to be applied. All items in the department will be eligible for the discount.

Field	Description
Department Group	<p>For reporting purposes.</p> <p>The group number (optional) is part of the department structure. This number determines the order in which departments are printed on the Expanded Department Report. For example, all departments in group 0 are printed first with subtotal, then group 1 and so on.</p>
POST Item Message	<p>The POST Item Message (optional) will appear on the display when an item is key-entered into this department. For example, trigger an "age confirmation message" whenever an item is key-entered into the liquor department.</p> <p>For details on creating POST Item Message, refer to the POST Control section in this chapter of the <i>Office User Guide</i>.</p>
Points per Cent	Number of points rewarded for every cent spent in this department.
Points per Sale	Number of points rewarded for each item purchased in this department. For example, reward 5 points for every item purchase in the deli department.
Display Message for Linked Items	Select this parameter, if the "POST Item Message" is to display whenever an item from this department is scanned.
Account No. (GL)	Reserved for future use.
Restriction Layout Number	Restriction layouts are used to prevent (or allow) the sale of items from departments to specific days or times only.
Department Number at Head Office	For information purposes. (Optional)

Flags Tab



Field	Description
Allow Discount	If selected, system enables discounts for all items in this department, if the Discount Prohibited parameter in the PLU item record is not checked.
Allow Weighing	Weighing is allowed for items sold by this department (using the <i>Dept</i> key at the PoS terminal).
Negative entry Department	Items sold by this department (using the <i>Dept</i> key at the PoS terminal) have negative values.
Non-merchandise Department	Items sold by this department (using the <i>Dept</i> key at the PoS terminal) do not belong to regular item-sales departments.
Note:	
Non-merchandise items can be assigned to regular (merchandise) departments.	
Excise Tax	Select if excise tax is applicable.

Field	Description
Exclude from min Purchase	Select this check box if you want to exclude the minimum purchase from the Department Sale.
Payment by Food Stamps	Items sold by this department (using the <i>Dept</i> key at the PoS terminal) may be paid for using food stamps.
Payment by WIC	WIC: Women, Infants, and Children. Payment by WIC voucher for items sold by this department (using the <i>Dept</i> key at the PoS terminal) is allowed in a WIC transaction.
Decimal Quantity	The quantities of items sold by this department (using the <i>Dept</i> key at the PoS terminal) are measured in decimal units. For example; curtaining, carpeting and material.
Cost-Plus Department	Select this checkbox if you want to enable the Cost Plus feature for sale by department. Cashiers are able to ring up <i>any</i> item with this method, for inclusion in the Cost Plus total.
Include in Savings Plus Total	Prints "Savings Plus Total" on customer receipts.
Fuel Department	To enable the currently selected department as a fuel department, select this checkbox.
No Member Card Points	Select this checkbox to prevent reward of member card (loyalty system) points.
Trading Stamps Eligible	Items sold by this department (using the <i>Dept</i> key at the PoS terminal) may be paid for using trading stamps.
Store Coupon	Selecting this checkbox (together with manual pricing) enables a department to be sold as a store coupon.
Vendor Coupon	Selecting this checkbox enables a department to be sold as a store coupon.
Bonus Coupon	Selecting this checkbox enables a department to be sold as a bonus coupon.

Field	Description
No manual amount entry	Select this checkbox if you want to prohibit manual key entry into this department.
Report price changes to H/O	Reserved for future use.
Tax Rates: 1 to 8	<p>Enables you to assign up to eight tax rates to items in this department. Tax rates must be defined in the Taxation Rates option, see <i>Tax Rates Maintenance</i>, later in this chapter.</p> <p>Select the tax rates that apply to this department.</p> <p>These tax flags display by default for PLU items in the department, if the system parameter "PLU follow department flags as a default" is checked see <i>PLU and Batch Parameters</i> in the <i>Front Office Parameters</i> chapter.</p>

Sub-Departments

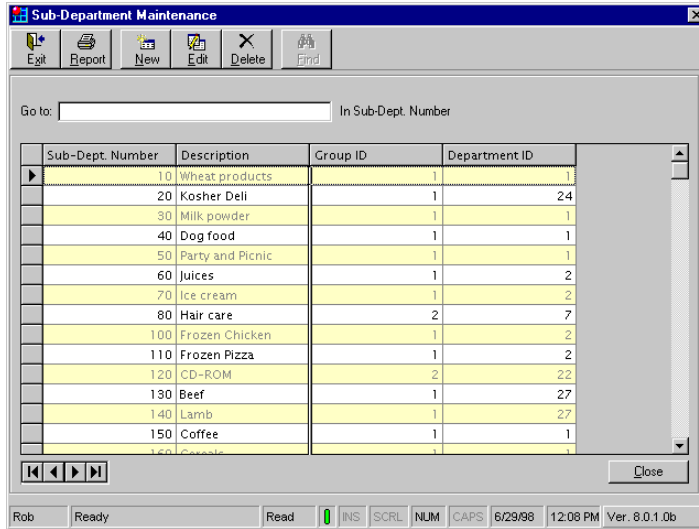
Use the Sub-Department option to add, edit or delete sub-departments. A sub-department is attached to a PLU by specifying a sub-department in the PLU record (by PLU Maintenance). When these items are sold at the PoS terminal, sales are accumulated under the sub-department number.

Sub-Department Reports may be run after End of Day.

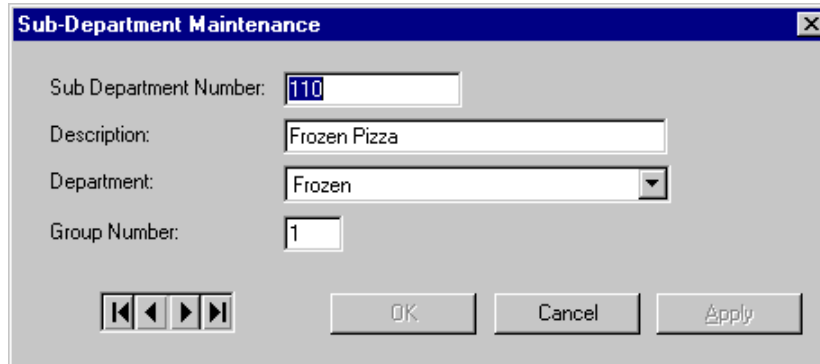
The Sub-Department Maintenance screen lists all the sub-departments defined in the system, showing the following information for each record:

➤ **To add a new sub-department**

- 1 From the Database Management menu, select Department Setup and then Sub-Departments. The Sub-Department Maintenance list appears.



- 2 On the toolbar, select **New**. The Sub-Department Maintenance dialog box appears.



- 3 Enter the appropriate sub-department number and description.
- 4 Choose the department to which the sub-department belongs. The group number may be up to 3 digits, 0 - 255. Currently, this field has no bearing on the sub-department. Through the API, you may use this field for various purposes. For more information, see *Department Groups*, on the following page.
- 5 Click **OK** or **Apply** to save.

Department Groups

This option enables you to create customized groups for reporting purposes. You can then link them to Super Groups. See *Super Groups*, below.

➤ To add a new Department Group

- 1 From the Database Management menu, select **Department Setup** and then **Department Groups**. The Department Groups Maintenance list appears.
- 2 On the toolbar, select **New**. The Department Group Maintenance dialog box appears.
- 3 Enter the required group number and the description.
- 4 If required, specify the department as non-merchandise.

- 5 Choose a Super Group, if required.
See *Super Groups* below.
- 6 Click *OK* or *Apply* to save.

Super Groups

This option enables you to define "high-level" groups. Once you have defined super groups, you can assign regular groups to them, see *Department Groups*, above. For example, you may want to create a super group called FOODS, and link all food groups (and their departments) to it.

Super groups do not affect departments in any way – they are used for categorizing and reporting.

➤ To add a super group

- 1 From the Database Management menu, select Department Setup and then Super Groups. The Super Groups Maintenance list appears.
- 2 On the toolbar, select New.
The Super Group Maintenance dialog box appears.
- 3 Enter the required super group number and the description.
- 4 If required, specify the super group as non-merchandise.
- 5 Click *OK* or *Apply* to save.

Setting up Financial Databases

All monetary-related databases are contained in this module. Here are the available options:

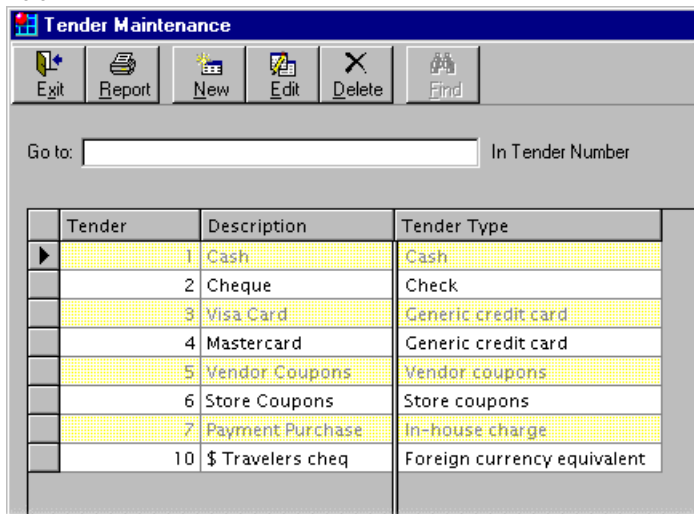
- Tender Types
- Return types
- Discounts
- Tax Rates
- Payouts/Receipts
- Banks in System
- Currency Programming

Tender Types

This option enables you to add, edit and delete tender types, and print a list of the tender types in the system.

➤ **To add a new tender type**

- 1 From the Database Management menu, select Financial and then Tender Maintenance. The Tender Maintenance list appears.



The screenshot shows the 'Tender Maintenance' window with a toolbar containing 'Exit', 'Report', 'New', 'Edit', 'Delete', and 'Find' buttons. Below the toolbar is a 'Go to:' field with a text input box and the label 'In Tender Number'. The main area contains a table with the following data:

Tender	Description	Tender Type
1	Cash	Cash
2	Cheque	Check
3	Visa Card	Generic credit card
4	Mastercard	Generic credit card
5	Vendor Coupons	Vendor coupons
6	Store Coupons	Store coupons
7	Payment Purchase	In-house charge
10	\$ Travelers cheq	Foreign currency equivalent

- 2 On the toolbar, select *New*.
The Tender Maintenance dialog box appears.
- 3 Enter the required tender number and name.
- 4 Enter all options or set parameters as required. These are explained on the following page.
- 5 Click *OK* or *Apply* to save.

Tender Setup Tab

Field	Description												
Tender Type	Choose the appropriate tender type from the drop down list. Note: StoreLine/ISS45 Integrated Electronic Payment System (EPS): If you are using StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Tender Types</i> set to the following:												
	<table border="1"> <thead> <tr> <th>TENDER</th> <th>FIELD VALUE</th> </tr> </thead> <tbody> <tr> <td>Debit Cards</td> <td>Credit Card/EFT</td> </tr> <tr> <td>Credit Cards</td> <td>Credit Card/EFT</td> </tr> <tr> <td>EBT Cash</td> <td>EBT Cash</td> </tr> <tr> <td>EBT Food Stamps</td> <td>EBT Food Stamps</td> </tr> <tr> <td>Check</td> <td>Check</td> </tr> </tbody> </table>	TENDER	FIELD VALUE	Debit Cards	Credit Card/EFT	Credit Cards	Credit Card/EFT	EBT Cash	EBT Cash	EBT Food Stamps	EBT Food Stamps	Check	Check
TENDER	FIELD VALUE												
Debit Cards	Credit Card/EFT												
Credit Cards	Credit Card/EFT												
EBT Cash	EBT Cash												
EBT Food Stamps	EBT Food Stamps												
Check	Check												
	Barcoded Tender: If you are using barcoded tender, the tender(s) listed below must have <i>Tender Types</i> set to the following:												

Field	Description				
	<table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Coinstar</td> <td>Cash</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Coinstar	Cash
<u>TENDER</u>	<u>FIELD VALUE</u>				
Coinstar	Cash				
	<p>E-Ticket Tender: If you are using the E-Ticket Interface (shopping on the internet), the tender(s) listed below must have <i>Tender Types</i> set to the following:</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>E-Ticket</td> <td>General Tender</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	E-Ticket	General Tender
<u>TENDER</u>	<u>FIELD VALUE</u>				
E-Ticket	General Tender				
Daily Value	Specify the control check to trigger when the dollar amount for the tender (specific card/account number) is reached. This is the daily value specified in the Debit/Credit Card file for that tender.				
Repeat Tender	Specify the control check to trigger when the same type of tender has been used more than once in the same transaction.				
Repeat Card Number	Specify the control check to trigger when the same tender with the same card/account number is used more than once in the same transaction.				

Values and Control Checks Tab

Specify values and their relevant control checks.

The screenshot shows the 'Tender Maintenance' dialog box with the 'Values and Control Checks' tab selected. The 'Name' field is 'VISA CARD CR/DR'. The 'Values and Control Checks' section contains the following fields and their values:

Field	Value	Control Check
Maximum Value:	400	[Dropdown]
Minimum Value:	0	[Dropdown]
Overtender Value:	100	[Dropdown]
Overtender amount required for control check:	0	[Dropdown]
Floor Limit:	0	[Dropdown]
Loan Amount:	0	[Dropdown]
Maximum value in ticket:	0	[Dropdown]
Maximum times in ticket:	0	[Dropdown]
Maximum purchase amount:	0	[Dropdown]

Field	Description
Maximum Value	Maximum purchase amount allowed for this tender type.
Minimum Value	Minimum purchase amount allowed for this tender type.
Overtender Value	The maximum overtender amount allowed (if any).
Overtender amount required for control check	Specify the amount required to activate the "Overtender Control Check". It cannot exceed the overtender value.
Floor Limit	Maximum unapproved value allowed for this tender. Values higher than the specified amount require authorization.
Loan Amount	Additional loan amount allowed for this tender.

Maximum value in ticket	Maximum amount allowed within this tender.
Maximum times in ticket	Specify a limit on how many times the same tender may be used within a sale.
Maximum purchase amount	Highest amount allowed to customer for tender purchase.

General Parameters Tab

The screenshot shows the 'Tender Maintenance' dialog box with the 'General Parameters' tab selected. The 'Tender Number' is 5 and the 'Name' is CREDIT CARD. The 'General Parameters' tab contains several sections of checkboxes:

- Payment Terms:**
 - Overtender allowed
 - Refund allowed
 - Purchase allowed
 - Automatic purchase of: None
 - Rounding allowed
 - Payment prohibited
- Automatic Declaration:**
 - Auto declaration in Cashier / POS declaration
 - Auto declaration in End Of Day
- Open drawer:** Open drawer if change
- Other checkboxes:**
 - Value not required
 - Value not required for negative
 - Tender has float
 - Automatic opening float
 - Exclude from media reports
 - ROA / Payout allow
 - Tender bankable
 - Supervisor keylock required
 - Cancel / Subtract inhibit
 - Supervisor at Cancel / Subtract
 - Gift Certificate
 - Duplicate Receipt
 - Bank Number Required
 - Check Number Required

Field	Description
Overtender allowed	Select if overtendering is allowed.
Note:	
Barcoded Tender: If you are using barcoded tender, the tender(s) listed below must have <i>Overtender allowed</i> set to the following:	
<u>TENDER</u>	<u>FIELD VALUE</u>
Coinstar	Select this checkbox
E-Ticket Tender: If you are using the E-Ticket Interface, the tender(s) listed below must have <i>Ovetender allowed</i> set to the following:	
<u>TENDER</u>	<u>FIELD VALUE</u>
E-Ticket	Select this checkbox

Field	Description												
Refund allowed	<p>Select if refunds are allowed.</p> <p>Note:</p> <p>StoreLine/ISS45 Integrated EPS: If you are using StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Refund allowed</i> set to the following:</p> <table border="1"> <thead> <tr> <th data-bbox="850 573 954 598"><u>TENDER</u></th> <th data-bbox="1062 573 1235 598"><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="850 617 922 642">Check</td> <td data-bbox="1062 617 1208 642">Do not select</td> </tr> </tbody> </table> <p>Barcoded Tender: If you are using barcoded tender, the tender(s) listed below must have <i>Refund allowed</i> set to the following:</p> <table border="1"> <thead> <tr> <th data-bbox="850 810 954 835"><u>TENDER</u></th> <th data-bbox="1062 810 1235 835"><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="850 854 943 879">Coinstar</td> <td data-bbox="1062 854 1281 879">Select this checkbox</td> </tr> </tbody> </table> <p>E-Ticket Tender: If you are using the E-Ticket Interface, the tender(s) listed below must have <i>Refund allowed</i> set to the following:</p> <table border="1"> <thead> <tr> <th data-bbox="850 1079 954 1104"><u>TENDER</u></th> <th data-bbox="1062 1079 1235 1104"><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="850 1123 943 1148">E-Ticket</td> <td data-bbox="1062 1123 1284 1148">Select this checkbox</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Check	Do not select	<u>TENDER</u>	<u>FIELD VALUE</u>	Coinstar	Select this checkbox	<u>TENDER</u>	<u>FIELD VALUE</u>	E-Ticket	Select this checkbox
<u>TENDER</u>	<u>FIELD VALUE</u>												
Check	Do not select												
<u>TENDER</u>	<u>FIELD VALUE</u>												
Coinstar	Select this checkbox												
<u>TENDER</u>	<u>FIELD VALUE</u>												
E-Ticket	Select this checkbox												
Purchase allowed	<p>Select whether this tender can be purchased. For example, if tender type is check and purchase is allowed, then check cashing can be used with a tender purchase transaction.</p> <p>Note:</p> <p>Barcoded Tender: If you are using barcoded tender, the tender(s) listed below must have <i>Purchase allowed</i> set to the following:</p> <table border="1"> <thead> <tr> <th data-bbox="850 1520 954 1545"><u>TENDER</u></th> <th data-bbox="1062 1520 1235 1545"><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="850 1564 943 1589">Coinstar</td> <td data-bbox="1062 1564 1281 1589">Select this checkbox</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Coinstar	Select this checkbox								
<u>TENDER</u>	<u>FIELD VALUE</u>												
Coinstar	Select this checkbox												

Field	Description				
	<p>E-Ticket Tender: If you are using the E-Ticket Interface, the tender(s) listed below must have <i>Purchased allowed</i> set to the following:</p> <table border="1" data-bbox="803 485 1310 569"> <thead> <tr> <th data-bbox="803 485 1015 527"><u>TENDER</u></th> <th data-bbox="1015 485 1310 527"><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="803 527 1015 569">E-Ticket</td> <td data-bbox="1015 527 1310 569">Select this checkbox</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	E-Ticket	Select this checkbox
<u>TENDER</u>	<u>FIELD VALUE</u>				
E-Ticket	Select this checkbox				
Automatic purchase of (tender)	<p>This parameter must be set, where required, by tender. With this option enabled, cashiers can ring up a tender purchase, for any tender type defined, without using the <i>Tender Purchase</i> key. (The cashier simply enters the amount required and presses the relevant tender key, or presses the <i>Tender</i> key for a list of tenders.)</p> <p>There are three choices:</p> <p>None: No automatic tender purchase allowed.</p> <p>Tender: Cashier can choose which tender to pay out (by customer request and store policy). Cashier must press the required tender key, or press <i>Tender</i>, for a list of tenders.</p> <p>Cash: System defaults to payout of cash only.</p>				
Rounding allowed	<p>Select to allow rounding of change, up or down. This normally, but not necessarily, applies to cash. Define the rounding rules in the Rounding Parameters option.</p> <p>Example: If only one cent is due in change, the system can round this down to zero, or if four cents, round up to five.</p>				
Payment prohibited	<p>Select whether use of this tender should be prohibited at tender time.</p>				

Field	Description
Auto declaration in Cashier/POS declaration	<p>Select if tender is to be automatically declared (accepted) at Cashier/POS declaration.</p> <p>Note:</p> <p>Auto declaration is used in circumstances where there is no need or intention to count the tender, for example, debit transactions on-line with the bank. In these circumstances, the system can accept the reported accountable tender amount as the declared tender amount.</p>
Auto declaration in End of Day	<p>Select if tender is to be automatically declared (accepted) when the system End of Day is performed.</p>
Open drawer	<p>Choose the required option:</p> <p>None: Drawer does not open.</p> <p>Open drawer at once: Drawer opens immediately on tendering, whether there is change or not.</p> <p>Open drawer if change: Drawer opens only if change due to customer.</p> <p>Open drawer on change: Drawer opens after customer receipt has printed, even if no change.</p>
Value not required	<p>If selected, cashiers can press the relevant tender button (for example, <i>Cash</i>), to ring up the amount tendered. If this checkbox is not selected, cashiers must enter the amount tendered and then press the relevant tender button.</p>

Field	Description				
Value not required for negative	This is the same as the option above, but for negative transactions.				
	E-Ticket Tender: If you are using the E-Ticket Interface, the tender(s) listed below must have <i>Value not required for negative</i> set to the following:				
	<table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>E-Ticket</td> <td>Select this checkbox</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	E-Ticket	Select this checkbox
<u>TENDER</u>	<u>FIELD VALUE</u>				
E-Ticket	Select this checkbox				
Tender has float	Allow opening loan or additional loan.				
Automatic opening float	If selected, then during cashier sign-on at a PoS terminal, the Opening Loan window does not display. An opening loan for that cashier is automatically recorded.				
Exclude from media reports	If selected, this tender will be excluded from the Extended Media Report and Store Sales Report.				
ROA/Payout allow	Select to allow this tender for ROA and Payouts.				
Tender bankable	Tender can be banked and is accounted for at closing.				
Supervisor keylock required	Select to whether a supervisor is required to authorize this tender.				
Cancel/Subtract inhibit	Check to prohibit cancellations and subtractions.				
Supervisor at Cancel/Subtract	Specify whether a supervisor is required to authorize cancels and subtracts.				
Gift Certificate	Currently, not supported. Gift certificates are created as a separate tender.				
Duplicate Receipt	If selected, a duplicate receipt will be printed when this media is tendered (e.g., credit card).				

Field	Description				
Bank Number Required	<p>If selected, the bank number will be transmitted on Electronic Check Authorization.</p> <p>Note:</p> <p>StoreLine/ISS45 Integrated EPS: If you are using StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Bank Number Required</i> set to the following:</p> <table border="1"><thead><tr><th><u>TENDER</u></th><th><u>FIELD VALUE</u></th></tr></thead><tbody><tr><td>Check</td><td>Select this checkbox</td></tr></tbody></table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Check	Select this checkbox
<u>TENDER</u>	<u>FIELD VALUE</u>				
Check	Select this checkbox				
Check Number Required	<p>If selected, the check number will be transmitted on Electronic Check Authorization.</p> <p>Note:</p> <p>StoreLine/ISS45 Integrated EPS: If you are using StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Check Number Required</i> set to the following:</p> <table border="1"><thead><tr><th><u>TENDER</u></th><th><u>FIELD VALUE</u></th></tr></thead><tbody><tr><td>Check</td><td>Select this checkbox</td></tr></tbody></table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Check	Select this checkbox
<u>TENDER</u>	<u>FIELD VALUE</u>				
Check	Select this checkbox				

Specific Parameters 1 Tab

Field	Description
Scan barcode as account	Choose the appropriate option: None (not relevant) Scan as Account Without Check Digit
	Note:
	Barcoded Tender: If you are using barcoded tender, the tender(s) listed below must have <i>Scan barcode as account</i> set to the following:
<u>TENDER</u>	<u>FIELD VALUE</u>
Coinstar	Without Check Digit

Field	Description												
Account number required	<p>Account number required for tender type acceptance. There are 2 options: Entered by cashier Entered by customer</p> <p>Note:</p> <p>StoreLine/ISS45 Integrated EPS: If you are using StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Account number required</i> set to the following:</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Debit Cards</td> <td>Enter by Customer</td> </tr> <tr> <td>Credit Cards</td> <td>Enter by Customer</td> </tr> <tr> <td>EBT Cash</td> <td>Enter by Customer</td> </tr> <tr> <td>EBT Food Stamps</td> <td>Enter by Customer</td> </tr> <tr> <td>Check</td> <td>Enter by Cashier</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Debit Cards	Enter by Customer	Credit Cards	Enter by Customer	EBT Cash	Enter by Customer	EBT Food Stamps	Enter by Customer	Check	Enter by Cashier
<u>TENDER</u>	<u>FIELD VALUE</u>												
Debit Cards	Enter by Customer												
Credit Cards	Enter by Customer												
EBT Cash	Enter by Customer												
EBT Food Stamps	Enter by Customer												
Check	Enter by Cashier												
Account prompt	<p>Text to be displayed on PoS terminal if cashier needs to be prompted for account number.</p> <p>Note:</p> <p>StoreLine/ISS45 Integrated EPS: If you are using StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Account prompt</i> set to the following:</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Debit Cards</td> <td>Optional</td> </tr> <tr> <td>Credit Cards</td> <td>Optional</td> </tr> <tr> <td>EBT Cash</td> <td>Optional</td> </tr> <tr> <td>EBT Food Stamps</td> <td>Optional</td> </tr> <tr> <td>Check</td> <td>Optional</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Debit Cards	Optional	Credit Cards	Optional	EBT Cash	Optional	EBT Food Stamps	Optional	Check	Optional
<u>TENDER</u>	<u>FIELD VALUE</u>												
Debit Cards	Optional												
Credit Cards	Optional												
EBT Cash	Optional												
EBT Food Stamps	Optional												
Check	Optional												
CDV on account	Select whether to perform account number check digit validation.												
State code required	Select whether a state code is required.												
Check Bad Account	Select whether to validate card or check account number against the Bad Accounts file.												

Field	Description										
Check Enhanced Bad Account	Select whether to validate card or check account number against the Enhanced Bad Accounts file.										
Use card ranges	Select to force the system to use card range parameters. Note: StoreLine/ISS45 Integrated EPS: If you are using the StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Use card ranges</i> set to the following: <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Debit Cards</td> <td>Select this checkbox</td> </tr> <tr> <td>Credit Cards</td> <td>Select this checkbox</td> </tr> <tr> <td>EBT Cash</td> <td>Select this checkbox</td> </tr> <tr> <td>EBT Food Stamps</td> <td>Select this checkbox</td> </tr> </tbody> </table> (This field must be set in order to use PAN Masking.)	<u>TENDER</u>	<u>FIELD VALUE</u>	Debit Cards	Select this checkbox	Credit Cards	Select this checkbox	EBT Cash	Select this checkbox	EBT Food Stamps	Select this checkbox
<u>TENDER</u>	<u>FIELD VALUE</u>										
Debit Cards	Select this checkbox										
Credit Cards	Select this checkbox										
EBT Cash	Select this checkbox										
EBT Food Stamps	Select this checkbox										
MCR allowed	Select whether the Magnetic Stripe Card Reader is to be used.										
MCR timeout	Enter the number of seconds the magnetic card reader waits before displaying a manual entry prompt.										
MCR misread	Enter the number of bad-card swipes before the magnetic card reader displays a manual entry prompt.										
MCR misread number (0-9)	Enter the number of bad-card swipes allowed before manual entry is required.										

Field	Description										
Authorization on receipt	<p>Select to print authorization code on sales slips and audit tape.</p> <p>Note:</p> <p>StoreLine/ISS45 Integrated EPS: If you are using the StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Authorization on receipt</i> set to the following:</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Debit Cards</td> <td>Select this checkbox</td> </tr> <tr> <td>Credit Cards</td> <td>Select this checkbox</td> </tr> <tr> <td>EBT Cash</td> <td>Select this checkbox</td> </tr> <tr> <td>EBT Food Stamps</td> <td>Select this checkbox</td> </tr> </tbody> </table> <p>(This field must be set in order to print on the receipt.)</p>	<u>TENDER</u>	<u>FIELD VALUE</u>	Debit Cards	Select this checkbox	Credit Cards	Select this checkbox	EBT Cash	Select this checkbox	EBT Food Stamps	Select this checkbox
<u>TENDER</u>	<u>FIELD VALUE</u>										
Debit Cards	Select this checkbox										
Credit Cards	Select this checkbox										
EBT Cash	Select this checkbox										
EBT Food Stamps	Select this checkbox										
Signature check	Select to display a <i>CHECK SIGNATURE</i> message at the PoS terminal.										
Authorization code length control check	Enter the control check to trigger when the authorization code entered has more or fewer digits than is specified in the Debit/Credit Card file for the tender.										
Service Fee table number (0-5)	<p>Enter the appropriate service fee.</p> <p>Use this option to charge a fee (commission) for giving customers cash back on a check sale.</p>										
Fee type	<p>Choose the appropriate option from the drop-down list:</p> <p>Cash back Tender value</p> <p>E-Ticket Tender: If you are using the E-Ticket Interface, the tender(s) listed below must have <i>Fee type</i> set to the following:</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>E-Ticket</td> <td>Cash back</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	E-Ticket	Cash back						
<u>TENDER</u>	<u>FIELD VALUE</u>										
E-Ticket	Cash back										

Field	Description										
Card type	<p>Choose the appropriate option: Don't care (not relevant) Credit Debit</p> <p>Note:</p> <p>StoreLine/ISS45 Integrated EPS: If you are using the StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Card type</i> set to the following:</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Debit Cards</td> <td>Debit</td> </tr> <tr> <td>Credit Cards</td> <td>Credit</td> </tr> <tr> <td>EBT Cash</td> <td>Debit</td> </tr> <tr> <td>EBT Food Stamps</td> <td>Debit</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Debit Cards	Debit	Credit Cards	Credit	EBT Cash	Debit	EBT Food Stamps	Debit
<u>TENDER</u>	<u>FIELD VALUE</u>										
Debit Cards	Debit										
Credit Cards	Credit										
EBT Cash	Debit										
EBT Food Stamps	Debit										
MICR reader in use	<p>Select whether a check reader is to be used.</p> <p>Note:</p> <p>StoreLine/ISS45 Integrated EPS: If you are using the StoreLine/ISS45 EPS, the tender(s) listed below must have <i>MICR reader in use</i> set to the following:</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Check</td> <td>Select this checkbox</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Check	Select this checkbox						
<u>TENDER</u>	<u>FIELD VALUE</u>										
Check	Select this checkbox										
MICR account number format	<p>Choose the appropriate option: None New Zealand</p>										

Field	Description				
Use check definition file	<p data-bbox="850 348 1349 443">Select to print information from the check definition file on the customer receipt.</p> <p data-bbox="850 453 1349 485">Note:</p> <p data-bbox="850 495 1349 621">StoreLine/ISS45 Integrated EPS: If you are using the StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Use check definition file</i> set to the following:</p> <table border="1" data-bbox="850 632 1349 716"><thead><tr><th data-bbox="850 632 1052 663"><u>TENDER</u></th><th data-bbox="1060 632 1349 663"><u>FIELD VALUE</u></th></tr></thead><tbody><tr><td data-bbox="850 674 1052 705">Check</td><td data-bbox="1060 674 1349 705">Select this checkbox</td></tr></tbody></table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Check	Select this checkbox
<u>TENDER</u>	<u>FIELD VALUE</u>				
Check	Select this checkbox				

Specific Parameters 2 Tab

Field	Description
Foreign currency	Select to specify tender as a foreign currency.
Foreign currency change allowed	If selected, enables change to be given in foreign currency.
Currency rate	Enter the prevailing foreign currency exchange rate. The rate as compared to "home currency".
Use ECCA on this media	Select this parameter for the PoS terminal to check Card Daily/ECCA parameters. For example, amount limit for each week or month, for a specific account or all accounts. Also checks the number of times accounts may be tendered in specified periods. Can be used for any tender where an account number is required.

General templates trigger for

Field	Description				
	<p>customers not yet on the ECCA database. For existing customers, the system checks according to individual customer account definitions already defined.</p> <p>Note:</p> <p>Barcoded Tender: If you are using barcoded tender, the tender(s) listed below must have <i>UseECCA on this media</i> set to the following:</p> <table border="1"> <thead> <tr> <th data-bbox="852 661 1047 693"><u>TENDER</u></th> <th data-bbox="1063 661 1339 693"><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="852 703 1047 735">Coinstar</td> <td data-bbox="1063 703 1339 735">Select this checkbox</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Coinstar	Select this checkbox
<u>TENDER</u>	<u>FIELD VALUE</u>				
Coinstar	Select this checkbox				
ECCA template	<p>Type in the appropriate General Template number defined for the tender.</p> <p>Note:</p> <p>Barcoded Tender: If you are using barcoded tender, the tender(s) listed below must have <i>ECCA template</i> set to the following:</p> <table border="1"> <thead> <tr> <th data-bbox="852 1039 1047 1071"><u>TENDER</u></th> <th data-bbox="1063 1039 1339 1071"><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="852 1081 1047 1113">Coinstar</td> <td data-bbox="1063 1081 1339 1113">Enter template number</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Coinstar	Enter template number
<u>TENDER</u>	<u>FIELD VALUE</u>				
Coinstar	Enter template number				
Check Printing Parameters:					
Print routing number	Select to allow printing of routing number on customer receipt.				
Print check number	Select to allow printing of check number on customer receipt.				
Print account number	Select to allow printing of account number on customer receipt.				
Preset amounts (10)	You can specify amounts to use for tendering of gift certificates, food stamps and so on. Amounts you enter here will display on the PoS terminal as a menu, for the cashier to choose from.				

Template Tab

The screenshot shows the 'Tender Maintenance' dialog box with the 'Template' tab selected. The 'Tender Number' is 5 and the 'Name' is CREDIT CARD. The 'Template' tab contains the following fields and options:

- Print template
- Template number: 0
- Endorsement template No.: 0
- Multi-part receipt: Print Multi-Part Receipt (dropdown)
- Multiple-part receipt No.: 11
- Multiple endorsement
- Endorsement start line: 0
- Endorsement number of line: 0
- Retailer information: 0
- Print receipt on denial
- Additional tender information

Field	Description
Print template	Select this checkbox if a template is to be printed.
Template number	Specify the appropriate number. Two-digit code indicating template to be used for check or credit card printing. (Use the last two digits of the template name). If tender is a credit card, then the template selected here prints when "Print on credit card slip" is selected in the "Multi-Part Receipt" field. If tender is check, the template prints on check front.
Endorsement template number	One template for each tender type. For checks, more than one template is possible. For example, different layouts will probably be required for different banks. Specify the number of the endorsement template.

Field	Description										
Multi-part receipt	<p>Choose the appropriate option from the drop-down list:</p> <p>No receipt Print on credit card (template selected in "Template Number" prints) Print on multi-part receipt</p> <p>Note:</p> <p>StoreLine/ISS45 Integrated EPS: If you are using the StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Multi-part receipt</i> set to the following:</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Debit Cards</td> <td>Print on credit card</td> </tr> <tr> <td>Credit Cards</td> <td>Print on credit card</td> </tr> <tr> <td>EBT Cash</td> <td>Print on credit card</td> </tr> <tr> <td>EBT Food Stamps</td> <td>Print on credit card</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Debit Cards	Print on credit card	Credit Cards	Print on credit card	EBT Cash	Print on credit card	EBT Food Stamps	Print on credit card
<u>TENDER</u>	<u>FIELD VALUE</u>										
Debit Cards	Print on credit card										
Credit Cards	Print on credit card										
EBT Cash	Print on credit card										
EBT Food Stamps	Print on credit card										
Multiple part receipt number	<p>Select the appropriate number, as defined in "Templates/Multiple Part Receipts").</p> <p>Note:</p> <p>StoreLine/ISS45 Integrated EPS: If you are using the StoreLine/ISS45 EPS, the tender(s) listed below must have <i>Multiple-part receipt number</i> set to the following:</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Debit Cards</td> <td>30</td> </tr> <tr> <td>Credit Cards</td> <td>32</td> </tr> <tr> <td>EBT Cash</td> <td>33</td> </tr> <tr> <td>EBT Food Stamps</td> <td>31</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Debit Cards	30	Credit Cards	32	EBT Cash	33	EBT Food Stamps	31
<u>TENDER</u>	<u>FIELD VALUE</u>										
Debit Cards	30										
Credit Cards	32										
EBT Cash	33										
EBT Food Stamps	31										
Multiple endorsement	Check to permit more than one endorsement for the tender.										
Endorsement start line	Start line for endorsement printing.										
Endorsement number of line	Number of lines in endorsement.										

Field	Description
Retailer information	Specify which retailer information is to print on a multi-part receipt.
Print receipt on denial	If selected, card authorization message is printed on receipt. If selected in Card Range as well, parameter in Card Range may overwrite this one. If not selected in Card Range, the parameter in Tender Maintenance will be followed.
Additional tender information	Enables manually balanced tenders (sub-tenders).

Open Loan Tab

Enter loan amounts

Tender Maintenance

Tender Number: 3 Name: VISA CARD CR/DR

Tender Setup Values and C/Cs General Parameters Specific 1 Specific 2 Template **Open Loan**

Open Loan

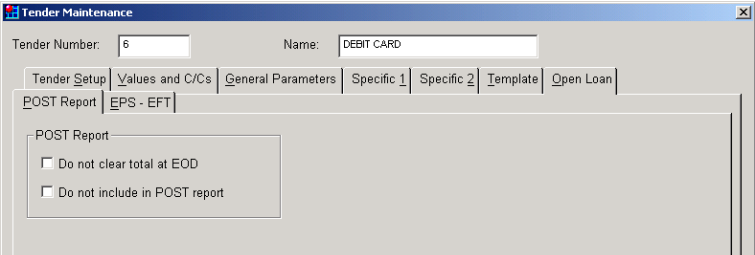
Checkout Bank Group:

ID	Description	Amount
1	Cigarettes	0.00
2	Front End: 1 - 10	0.00
3	Front End: 10 - 20	0.00
4	Front End: 21 - 30	0.00
5	Fast Food	0.00
6	Drugstore	0.00

Buttons: Add >, All >>, < Remove, << All

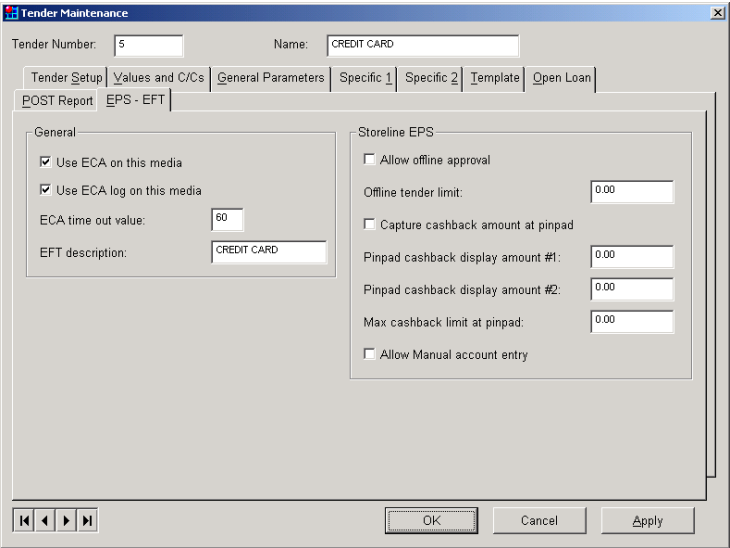
To set up opening loans when cashiers sign on to the PoS terminals, specify the required tenders and the loan amount.

POST Report Tab



Field	Description
Do not clear total at EOD	Select this checkbox if you do not want this tender to clear at the End of Day on the POST report, generated at the PoS terminal.
Do not include in POST report	Select this checkbox if you do not want to report this tender on the POST report, generated at the PoS terminal.

EPS - EFT Tab



Field	Description
General area:	
Use ECA on this media (Electronic Credit Authorization)	Select this checkbox for all types of EFT tender. This parameter allows EFT transactions to be sent for Credit Authorization. Tender details (account number, amount, date, time, etc.) for the transaction are sent for approval.
Use ECA log on this media	Select this checkbox to register ECA authorizations performed, to the ECA log file. All tender authorization details for the transaction are logged to the file.
ECA time out value	Enter the maximum time allowed from credit card reading until confirmation is received. For StoreLine/ISS45 EPS, set the ECA time out value to 60 seconds. The EFT transaction will have 60 seconds to process before there is a timeout.
EFT description	Enter tender description.
StoreLine EPS Area:	The following parameters pertain to StoreLine Integrated EPS.
	Note:
	Additional system parameters are required to setup StoreLine Integrated EPS: Refer to Store Parameters (Electronic Payments), in the <i>System Administration Reference</i> guide for details.

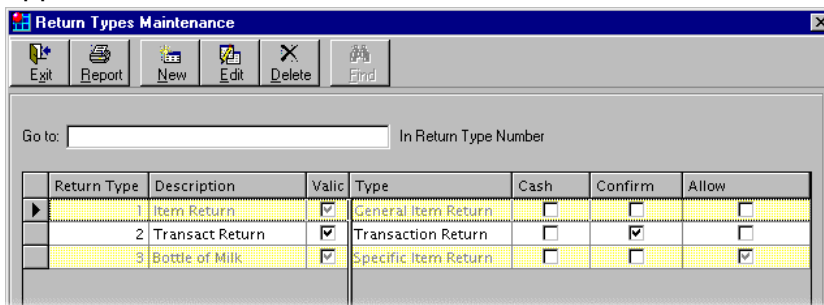
Field	Description												
Allow offline approval	<p>Select this checkbox if you want to allow EFT transactions when POS is off-line from the back office servers (MFS1 or MFS2)</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Debit Cards</td> <td>Optional</td> </tr> <tr> <td>Credit Cards</td> <td>Optional</td> </tr> <tr> <td>EBT Cash</td> <td>Optional</td> </tr> <tr> <td>EBT Food Stamps</td> <td>Optional</td> </tr> <tr> <td>Check</td> <td>Optional</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Debit Cards	Optional	Credit Cards	Optional	EBT Cash	Optional	EBT Food Stamps	Optional	Check	Optional
<u>TENDER</u>	<u>FIELD VALUE</u>												
Debit Cards	Optional												
Credit Cards	Optional												
EBT Cash	Optional												
EBT Food Stamps	Optional												
Check	Optional												
Offline tender limit	Specify the tender limit amount that will be allowed on EFT transactions when POS is off-line from the back office servers (MFS1 or MFS2).												
Capture cashback amount at pinpad	<p>Select this checkbox if you want to display the cashback amount at pinpad.</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Debit Cards</td> <td>Optional</td> </tr> <tr> <td>EBT Cash</td> <td>Optional</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Debit Cards	Optional	EBT Cash	Optional						
<u>TENDER</u>	<u>FIELD VALUE</u>												
Debit Cards	Optional												
EBT Cash	Optional												
Pinpad cashback display amount #1	Enter the cashback amount #1. This amount will display on the pinpad.												
Pinpad cashback display amount #2	Enter the cashback amount #2. This amount will display on the pinpad.												
Max cashback limit at pinpad	Enter the maximum cashback amount. This amount will display on the pinpad.												
Allow Manual account entry	<p>Select this checkbox if you want to allow manual account entry.</p> <table border="1"> <thead> <tr> <th><u>TENDER</u></th> <th><u>FIELD VALUE</u></th> </tr> </thead> <tbody> <tr> <td>Credit Cards</td> <td>Optional</td> </tr> <tr> <td>EBT Cash</td> <td>Optional</td> </tr> <tr> <td>EBT Food Stamps</td> <td>Optional</td> </tr> <tr> <td>Check</td> <td>Optional</td> </tr> </tbody> </table>	<u>TENDER</u>	<u>FIELD VALUE</u>	Credit Cards	Optional	EBT Cash	Optional	EBT Food Stamps	Optional	Check	Optional		
<u>TENDER</u>	<u>FIELD VALUE</u>												
Credit Cards	Optional												
EBT Cash	Optional												
EBT Food Stamps	Optional												
Check	Optional												

Return Types

This option enables you to add or update return types, and print a list of the return types defined in the system. Cashiers enter return type codes at the PoS terminal to identify returned items or transactions. For example, bottles for which a deposit has been paid at the time of purchase.

➤ **To add a new return type**

- 1 From the Database Management menu, select Financial and then select Return Types. The Return Types Maintenance list appears.



- 2 On the toolbar, select *New*.
The *Return Types Maintenance* dialog box appears.
- 3 Enter the required return type number and description.
- 4 Select the *Active* checkbox to enable the return type.
- 5 Enter all options or set parameters as required. These are explained on the following page.
- 6 Click *OK* or *Apply* to save.

Basic Setup Tab

Return Types Maintenance

Number : 1 Description : Item Return Active

Basic Setup | Flags

Type: General Item Return

Return Item Code: []

Item Description: []

Control Check Number: []

Print description: Item Return

Refund Balance to department: []

Return Slip Template: []

Number of Return Slips: 0

Navigation: [Left] [Right] [Home] [End]

Buttons: OK Cancel Apply

Field	Description
Type	From the dropdown box, choose from one of the following: Transaction Return General Item Return Specific Item Return Link Item
Return Item Code	You can access this field only if the type of return is "Specific Item" or "Linked Item". When this return code is entered at the PoS terminal, the system subtracts the item indicated in this field. For "Linked Item", enter the PLU number of the linked item. For "Specific Item", enter the PLU number of the specific item.
Item Description	The item description, if you specified an item above.

Field	Description
Control Check Number	From the drop-down list select the control check to trigger when a return is used.
Print description	Enter an appropriate description to print on the receipt.
Refund Balance to department	From the drop-down list, specify the department to which the return amount must be allocated.
Return Slip Template	This option prints a ticket with the specified template. This could include space for the customer's signature, reason for the return and so on.
Number of Return Slips	Specify how many return slips to print.

Flags Tab

Return Type Maintenance

Number: 23 Description: MDSE RETURN Active

Basic Setup | **Flags**

Cash Only given

Confirm Price

Allow Multi Tender

Bottle Deposit/Refund

Do not return to stock

Field	Description
Cash Only Given	Select this checkbox if only cash is to be given to customer upon return.
Confirm Price	Select this checkbox if cashier has to confirm price before accepting return.
Allow Multi Tender	You can select this checkbox only if the Cash Only Given checkbox is not selected. Select this checkbox to allow more than one tender for each return.

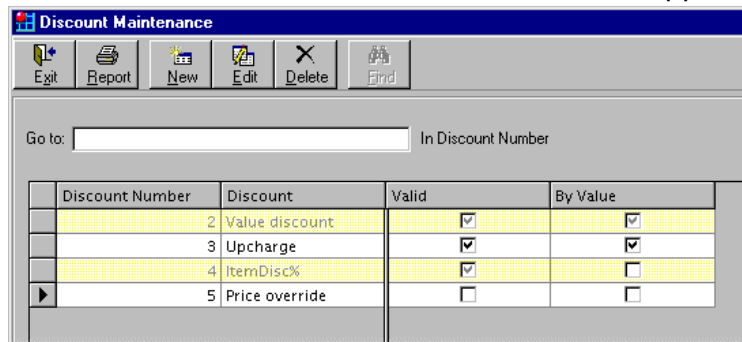
Field	Description
Bottle Deposit/Refund	Select this checkbox if the refund is a bottle return.
Do not return to stock	Select this checkbox if the returned item is not supposed to be returned to stock (e.g., spoiled produce, deli food).

Discounts

This option enables you to add and update discount types. Cashiers enter discount type codes at the PoS terminal when giving item or transaction discounts.

➤ To add a new discount

- 1 From the Database Management menu, select Financial and then Discounts. The Discount Maintenance list appears.



- 2 On the toolbar, select *New*.
The Discount Maintenance dialog box appears.
- 3 Enter the required discount type number and description.
- 4 Select the *Active* checkbox to enable the discount type.
- 5 Enter all options or set parameters as required. These are explained below.
- 6 Click *OK* or *Apply* to save.

Basic Setup Tab

Discount Maintenance

Discount Type Number: 1 Description: FIXED DISCOUNT Active

Basic Setup | Flags

Discount Type: Percent

Discount Percentage: 0.05

Maximum Percentage: 0.05

Control Check:

Navigation: [Home] [Left] [Right] [End]

Buttons: OK Cancel Apply

Field	Description
Discount Type	Select by Percent or by Value, from the drop-down list. Depending on your choice, the text in the following two fields changes accordingly.
Discount Percentage (or Value)	Enter the required percentage or value.
Maximum Percentage (or Value)	Specify the maximum allowed percentage or value for this discount type.
Control Check	Specify the control check to trigger when a discount is given.

Flags Tab

The screenshot shows the 'Discount Maintenance' application window with the 'Flags' tab selected. The window title is 'Discount Maintenance'. At the top, there are fields for 'Discount Type Number' (value: 4) and 'Description' (value: ItemDisc%), along with an 'Active' checkbox which is checked. Below these are two tabs: 'Basic Setup' and 'Flags'. The 'Flags' tab contains a section titled 'Discount Options' with a list of checkboxes: 'Upcharge' (unchecked), 'Item Discount only' (checked), 'Fixed Discount' (checked), 'Automatic execution if fixed' (checked), 'Default discount' (unchecked), 'Additive discount' (unchecked), and 'Price Override' (unchecked).

Field	Description
Upcharge	Select this checkbox if charge-posting software is being used (adds a surcharge to specific customers).
Item Discount only	Select to specify that the discount applies only to items. If not selected, this is a <i>transaction</i> discount.
Fixed Discount	Select to specify that this discount is <i>fixed</i> and may not be changed by cashiers.
Automatic execution if fixed	Select if a fixed discount must be applied automatically without any interaction with the cashier. The discount amount is displayed on the PoS terminal screen below the item price, and is printed on the customer receipt.
Default discount	Select if the discount should display by default on the PoS terminal.
Additive discount	If checked, this item discount enables a transaction discount to be given on the "after item discount" price. <i>Item Discount Only</i> must be selected to access this checkbox.

Field	Description
Price Override	You can access this checkbox if the "Item Discount Only" checkbox is checked. The price displays on the PoS terminal and cashiers are allowed to type in another price.

Tax Rates

This option enables you to define and update tax rates. Tax rates are defined sequentially starting from tax rate 1, to a maximum of 8.

➤ To add a new tax rate

- 1 From the Database Management menu, select Financial and then Tax Rates. The Tax Rates Maintenance list appears.

The screenshot shows a software window titled "Tax Rate Maintenance". It features a menu bar with icons for Exit, Report, New, Edit, Delete, and Find. Below the menu bar is a search field labeled "Go to:" with a text input box and the label "In Tax ID". The main area contains a table with the following data:

Tax ID	Description	Tax Rate	Tax Type
1	USA tax	17.000	Normal (USA style)
2	State tax	5.000	Undefind
3	Luxury tax	15.000	Normal (USA style)
4	Super tax	20.000	Normal (USA style)

- 2 On the toolbar, select *New*.
The Tax Rates Maintenance dialog box appears.

Tax Rate Maintenance dialog box showing the General tab. Fields include Tax Rate No. (1-8), Description (USA tax), Tax Rate (17), Number of non-repeat entries (0), Non-Repeat values (0), Number of repeat entries (0), Repeat value (0), Minimum taxable amount (0), Tax print character (V), and Tax type (Normal (USA style)).

- 3 Enter the required tax rate number and description.
- 4 Enter all options or set parameters as required. These are explained on the following page.
- 5 Click *OK* or *Apply* to save.

General Tab

Field	Description
Tax Exemptable	Select if tax rate may be exempted.
Use Breakpoints (For USA only)	Select this checkbox if breakpoints (tax brackets) are to be used. Select the <i>Tax Breakpoints</i> tab to specify breakpoints.
Tax Rate	Rate of tax (percent). Values are displayed with 3 digits after the decimal point. You must type in the decimal point.
Number of non-repeat entries	Related to U.S. tax tables.
Non-repeat values	Related to U.S. tax tables.
Number of repeat entries	Related to U.S. tax tables.

Field	Description
Repeat value	Related to U.S. tax tables.
Minimum taxable amount	Specify the minimum amount that can be taxed.
Tax print character	Enter one character to represent the tax rate. This character is printed on sales receipts, to the right of the price.
Tax type	Choose the appropriate type: Normal (USA style). Price includes tax (GST). This option means that item prices already include tax. Use this option if you are using a GST (General Sales Tax) inclusive system, or a VAT (Value Added Tax) inclusive system. Price excludes tax (GST). This means that item prices do not include tax. The tax amount is calculated at the end of a transaction. Tax calculated before other tax (PST). Tax calculated after other tax (PST).

Tax Breakpoints Tab

The screenshot shows the 'Tax Rate Maintenance' dialog box with the 'Tax Breakpoints' tab selected. The 'Tax Rate No. (1-8)' field contains '1' and the 'Description' field contains 'USA tax'. The table below shows 16 breakpoints, all with a 'Breakpoint Amount' of 0.00.

Breakpoint	Breakpoint Amount
1	0.00
2	0.00
3	0.00
4	0.00
5	0.00
6	0.00
7	0.00
8	0.00
9	0.00
10	0.00
11	0.00
12	0.00
13	0.00
14	0.00
15	0.00
16	0.00

You can specify up to 50 tax breakpoints.

To complete the Breakpoint fields you need a current tax table for the tax you are entering. This is a form available from the tax

office in your tax jurisdiction, showing at what amounts of sale each additional cent of tax is charged.

You are only concerned with the lower few dollars of the tax table, as well as:

- Increments in the amount of sale between each cent increase in tax
- The point at which these increments become regular
- The number of increments in each regular repeating section.

Note:

If the increments show a regular pattern, the tax is probably calculated as a straight percentage. (You can also check by using a calculator and randomly testing tax on various sales amounts as a percentage: If it always matches the tax table, you know the tax is a straight percentage.) In this case you should not check the Use Breakpoints option, and ignore the Breakpoint fields.

As an example, a small portion of a 6% tax table is shown below. Work out the increments for the tax you are working on from the data in your tax table, and write them down for your calculations.

Inc	Amount of sale	Tax
9	0.01 - 0.09	.00
16	0.10 - 0.25	.01
17	0.26 - 0.42	.02
17	0.43 - 0.59	.03
16	0.60 - 0.75	.04
11	0.75 - 0.85	.05
11	0.86 - 0.96	.06
16	0.97 - 1.12	.07
17	1.13 - 1.29	.08
17	1.30 - 1.46	.09
16	1.47 - 1.62	.10
17	1.63 - 1.79	.11
17	1.80 - 1.96	.12

In many tax tables, tax on small amounts does not involve calculating a percentage but tax on larger amounts does. The changeover from the

irregular lower increments to the regular increments that result from the percentage calculation is called the breakpoint.

In the example above, the increments begin to show a regular pattern (16, 17, 17) at the entry following the increments of 11.

The Breakpoint fields contain the increments between each cent increase in tax for the lower portion of the tax table up to the breakpoint, and through one or more cycles of the repeating pattern of increases.

Below the breakpoint, the system charges tax based on the values entered here. Above the breakpoint, the system calculates the tax using a combination of the irregular section values and the tax rate.

The number of increments above the breakpoint that you should enter is determined by the number of complete cycles of repeats it takes to arrive at a whole dollar amount. In the example shown above, the pattern spans 50 cents: "16, 17, 17". In this case, the pattern must be entered twice, so that it spans exactly \$1. If a pattern repeated in 75 cent increments, you would have to enter four cycles, to bring the total for the repeating portion of the table to \$3.

Payouts and Receipts

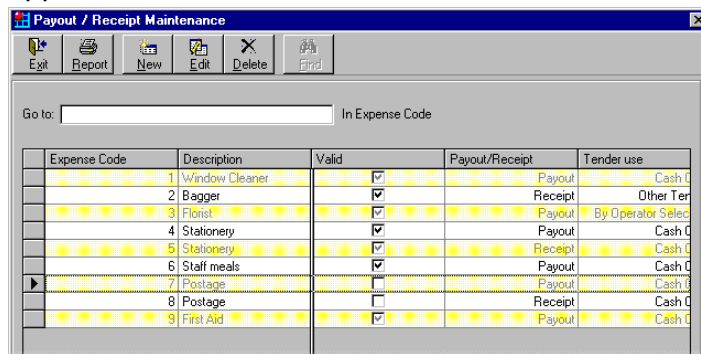
This option enables you to set up new payout and receipt (ROA) types. Payouts and Receipts may be performed at the Back Office or by cashiers at PoS terminals. When recording a receipt or payout, cashiers must enter the relevant code at the PoS terminal.

Note:

The following dialog boxes will appear slightly different if the system is configured for “*Enhanced Payouts and Receipts*”. Refer to Chapter 5, *Cash Office*, in this manual, for details on creating expense codes with the Enhanced Receipts and Payouts option.

➤ **To add a new payout/receipt type**

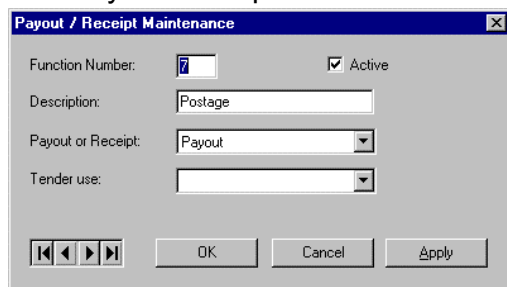
- 1 From the Database Management menu, select Financial and then Payouts/Receipts. The Payout/Receipt Maintenance list appears.



The screenshot shows the 'Payout / Receipt Maintenance' window with a toolbar (Exit, Report, New, Edit, Delete, Find) and a search field labeled 'Go to: In Expense Code'. Below is a table with the following data:

Expense Code	Description	Valid	Payout/Receipt	Tender use
1	Window Cleaner	<input checked="" type="checkbox"/>	Payout	Cash O
2	Bagger	<input checked="" type="checkbox"/>	Receipt	Other Ter
3	Florist	<input checked="" type="checkbox"/>	Payout	By Operator Selec
4	Stationery	<input checked="" type="checkbox"/>	Payout	Cash O
5	Stationery	<input checked="" type="checkbox"/>	Receipt	Cash O
6	Staff meals	<input checked="" type="checkbox"/>	Payout	Cash O
7	Postage	<input type="checkbox"/>	Payout	Cash O
8	Postage	<input type="checkbox"/>	Receipt	Cash O
9	First Aid	<input checked="" type="checkbox"/>	Payout	Cash O

- 2 On the toolbar, select *New*. The Payout/Receipt Maintenance dialog box appears.



The screenshot shows the 'Payout / Receipt Maintenance' dialog box with the following fields and controls:

- Function Number: Active
- Description:
- Payout or Receipt:
- Tender use:
- Buttons: OK, Cancel, Apply

- 3 Enter the required function (expense code) number.
- 4 Select the Active checkbox to enable the payout or receipt.

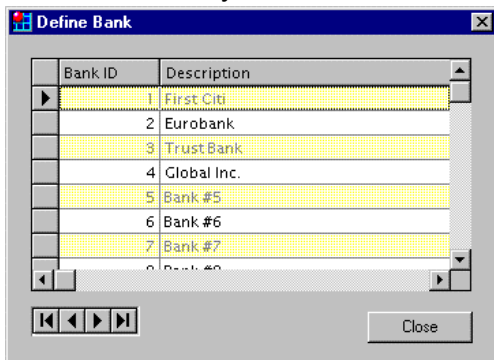
- 5 Enter a description.
- 6 Choose Payout or Receipt, as appropriate.
- 7 Optional. Select the tender to use, if required. This option enables you to choose a second tender, other than cash. Specify the second tender in General POST Parameters.
- 8 Click *OK* or *Apply* to save.

Banks in System

This option is used to define bank deposit slip and receipt destinations.

➤ To define/edit a bank name

- 1 From the Database Management menu, select Financial and then Banks in System. The Define Bank list appears.



- 2 Highlight a row and then type in the required bank name.
- 3 Repeat for each bank as necessary.

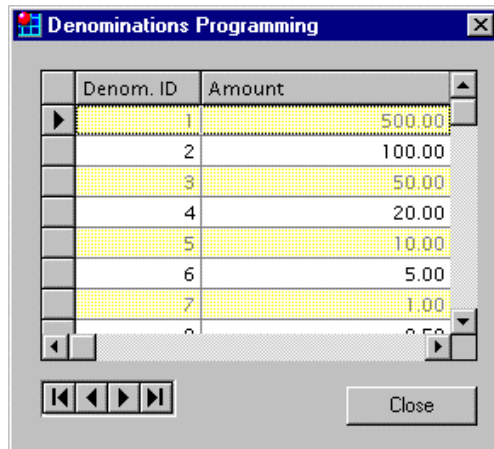
Currency Programming

Use this option to define cash denominations to be used in cashier, PoS and store declaration programs. For example, \$100 bills, \$50 bills and so on. Up to 25 denominations are available.

Once you've programmed the denominations, you're not likely to use this option again. The only exception would be in the case of a new currency being issued, or a low value coin (like 1 cent) becoming redundant.

➤ **To program cash denominations**

- 1 From the Database Management menu, select Financial and then Currency Programming. The Denominations Programming list appears.



- 2 Enter each denomination, from the highest value bill to the lowest. You MUST include all bills in use.
- 3 Optional - enter values for all coins in use. You can choose to use them or ignore them in the cash declaration programs.

Note:

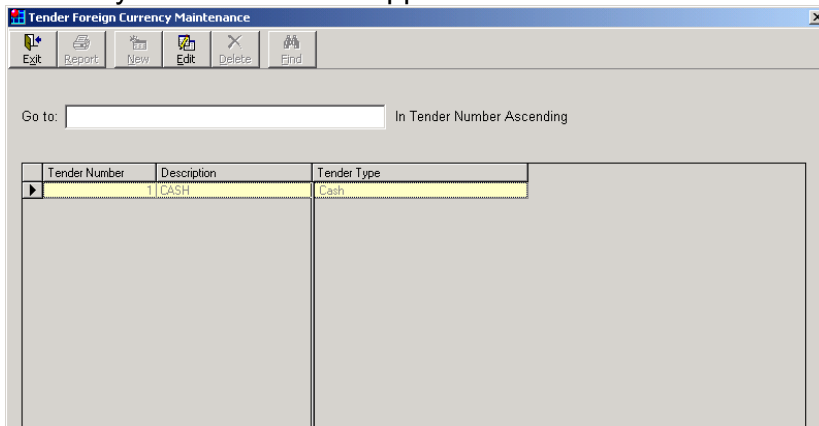
If you choose not to define coins here, you will not be able to enter amounts for coinage in the cash declaration programs. You will be able to enter only global coinage amounts.

Foreign Currency Maintenance

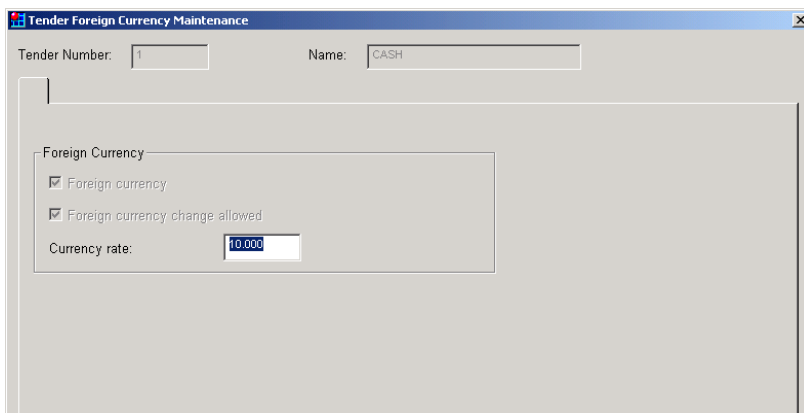
This option provides you with a quick and easy method to update the foreign currency exchange rate, without having to access the cash tender maintenance record.

➤ **To change the currency rate**

- 1 From the Database Management menu, select Financial and then Foreign Currency Maintenance. The Tender Foreign Currency Maintenance list appears.



- 2 Double-click on the required Tender number, or highlight it and select *Edit*. The Tender Foreign Currency Maintenance dialog box appears.



- 3 Click on the Currency rate field and enter the new rate (the prevailing foreign currency exchange rate).
- 4 Click *OK* or *Apply* to save.

Tender Opening Loan Maintenance

This option enables you to set up opening loans when cashiers sign on to the PoS terminals. You can specify the opening loan amounts by tender for the various checkout bank groups. For example, front-end PoS terminals have an opening loan of \$ 200 cash.

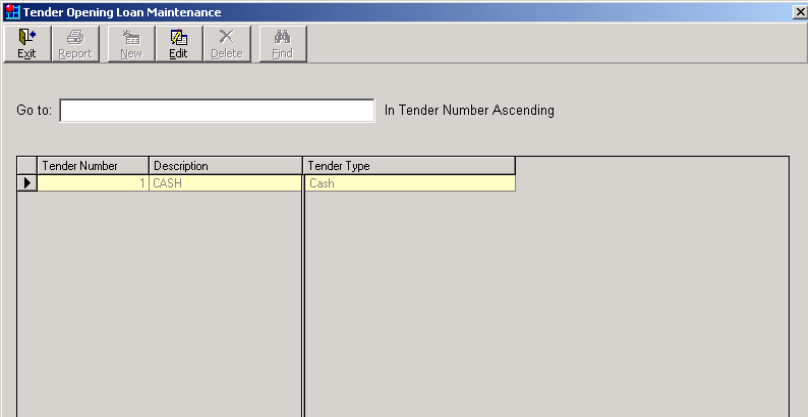
If the tender type is setup for “Automatic Opening Float”, the opening loan amount will automatically be recorded for the cashier at sign-on. If the tender type is not flagged for “Automatic Opening Loan”, the cashier will be prompted to confirm the opening loan amount at the first sign-on in the business period.

Note:

To bypass opening loan prompts at the PoS terminal for supervisors and store managers, the system parameter, *Omit add loan when logged on as a supervisor*, must be checked. Refer to *Cash Office Parameters* in the *System Administrative Reference* guide, for details.

➤ **To add a new opening loan**

- 1 From the Database Management menu, select Financial and then Tender Opening Loan Maintenance. The Tender Opening Loan Maintenance list appears.



Tender Number	Description	Tender Type
1	CASH	Cash

- 2 Double-click on the required Tender number, or highlight it and select *Edit*. The Tender Opening Loan Maintenance dialog box appears.

Tender Number: 1 Name: CASH

Open Loan

Checkout Bank Group:

ID	Description
1	Front-End Terminals
2	Service Counter
3	Satellite Terminals
4	Coffee Shop
5	Video

Buttons: Add >, All >>, < Remove, << All

ID	Description	Amount
1	Front-End Terminals	200.00
2	Service Counter	300.00
3	Satellite Terminals	100.00
4	Coffee Shop	100.00
5	Video	75.00

Buttons: OK, Cancel, Apply

- 3 Select the appropriate checkout bank group, highlight it and click *Add*, or to add all the checkout bank groups, click *All >>*.
- 4 Enter the opening loan amount for the each of the checkout bank groups.
- 5 To remove a checkout bank from the Opening Loan list, select the checkout bank and click *Remove*, or to remove all checkout banks, click *<<All*.
- 6 Click *OK* or *Apply* to save.

Note:

If you have set up opening loans for tenders, you can see them (and the amounts) on the Open Loan Amount tab for each Tender Type. For more details, see *Tender Maintenance* in the *Office User's Guide*.

Safe Definition

This option enables you to create a safe or multiple safes in the system for Safe Accountability. The system automatically adds and subtracts tender by media type, from the Safe, for bank deposits/receipts, ROA/payouts and loans/pickups. The system tracks and reports totals for all safe transactions.

In large stores environments, there may be a need to create multiple safes to track the cash flow within the store. For each safe created, you can select whether or not bank deposits, bank receipts, ROA or payouts can be performed. For security reasons, loans, pickups and cashier declarations (lockings) are only allowed from one safe.

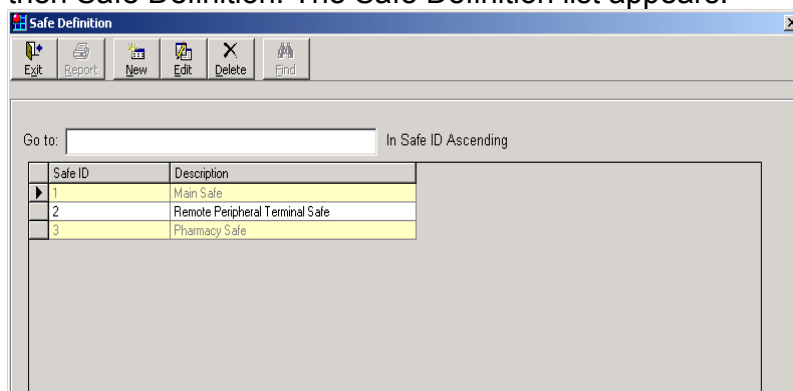
When creating multiple safes, the system automatically selects the first safe created as the primary or master safe. Although not required, this safe is usually the default safe for performing loans, pickups, and cashier declarations.

Note:

To define and support multiple safes in a system, the system parameter, *Multi Safe Mode*, must be checked. Refer to *Cash Office Parameters* in the *System Administrative Reference* guide, for details.

➤ **To add a safe**

- 1 From the Database Management menu, select Financial and then Safe Definition. The Safe Definition list appears.



- 2 On the toolbar, select *New*. The Safe definition dialog box appears.

Note:

The first safe created is considered the Master or Main safe. Additional safes can be defined and linked to the Master safe.

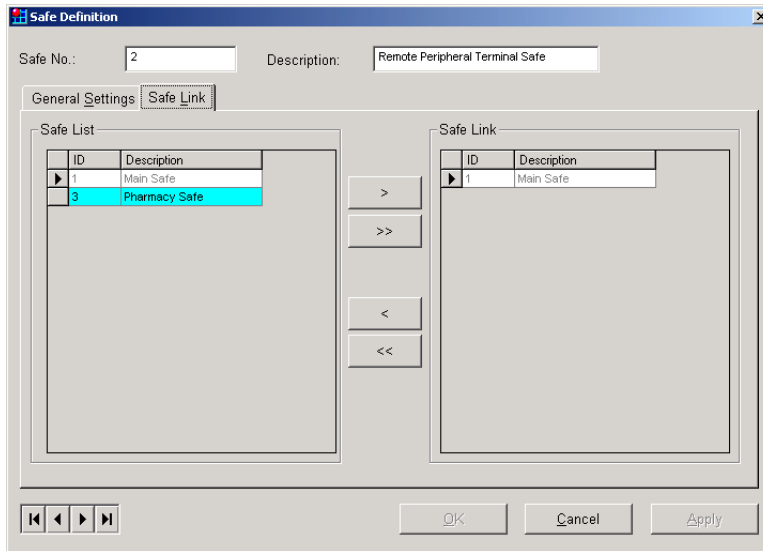
- 3 Enter the required safe number and name.
- 4 Enter all options or set parameters as required. These are explained on the following page.
- 5 Click *OK* or *Apply* to save.

General Settings

Field	Description
Allow ROA (Received on Account)	Select this checkbox if ROA (Received on Account) transactions can be performed on this safe.
Allow Paid out	Select this checkbox if paid out transactions can be performed on this safe.
Allow Bank Deposit	Select this checkbox if bank deposits can be performed on this safe.

Field	Description
Allow Bank Receipt	Select this checkbox if bank receipts (tender received from the bank which is deposited into the safe) can be performed on this safe.
Default Safe for Add Loan	Select this checkbox if this safe is the default safe for cashier/PoS loans. Tender from this safe will be transferred to cashier/PoS terminal cash drawer when a loan is performed.
Default Safe for Pickup	Select this checkbox if this safe is the default safe for cashier/PoS pickups. Tender from the cashier/PoS cash drawer will be transferred to this safe when a pickup is performed.
Default Safe for Cashier/POS Declaration/Locking	Select this checkbox if this safe is the default safe for Cashier/PoS declaration/locking. Tender from the cashier/PoS cash drawer will be transferred to this safe when a declaration/locking is performed.

Safe Link



Field

Safe List

Description

The list of existing safe(s) that are linked to this safe. (Tender can be transferred to and from safes that are linked together.)

To link an existing safe to the current safe, highlight the safe on the "Safe List" and click >(arrow). The selected safe will appear on the "Safe Link" list. Click *OK* or *Apply* to link the safes.

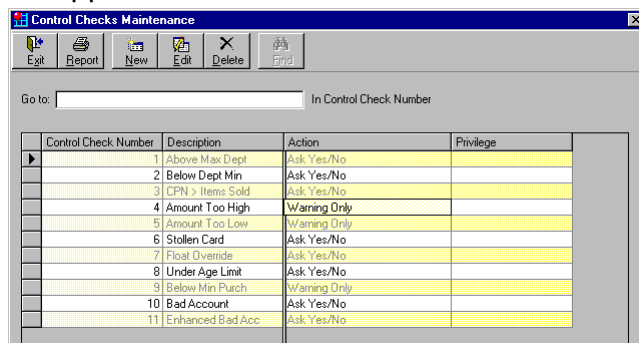
POST Controls

This module contains options affecting operation of the PoS terminals.

Control Checks

This option enables you to add, edit and delete control checks. Transactions at the PoS terminals can be monitored and controlled by assigning them customized control checks. For example, for a department sale, control checks ensure that the amounts cashiers enter are neither too low nor too high. When control checks are triggered, they display a message at the PoS terminal. Various response types can be set up, which may allow cashiers to continue, or force them to call a supervisor.

- To add a new **control check**
 - 1 From the Database Management menu, select POST controls and then Control Checks. The Control Checks Maintenance list appears.



The screenshot shows a window titled "Control Checks Maintenance" with a menu bar containing Exit, Report, New, Edit, Delete, and Find. Below the menu bar is a "Go to:" field with a text input and the label "In Control Check Number". The main area contains a table with the following data:

Control Check Number	Description	Action	Privilege
1	Above Max Dept	Ask Yes/No	
2	Below Dept Min	Ask Yes/No	
3	CPN > Items Sold	Ask Yes/No	
4	Amount Too High	Warning Only	
5	Amount Too Low	Warning Only	
6	Stollen Card	Ask Yes/No	
7	Float Overrides	Ask Yes/No	
8	Under Age Limit	Ask Yes/No	
9	Below Min Purch	Warning Only	
10	Bad Account	Ask Yes/No	
11	Enhanced Bad Acc	Ask Yes/No	

- 2 On the toolbar, select *New*.
The Control Check Maintenance dialog box appears.

- 3 Enter the required control check number and description.
- 4 Choose the control check type from the drop-down list. The option you choose depends on the amount of control or security you require, as described below.

Control Check Type	Description
Unused	Control check number is not used.
Ask Yes/No	Displays <i>Yes/No?</i> at the PoS terminal. Enables the cashier to decide whether to continue the operation.
Manager keylock required	Control check description displays at the PoS. PoS key must be put in MGR position to continue.
Inhibit activity	Control check description displays at the PoS. The specific function may not be performed, but the sale (order) can be continued.
Supervisor keylock required	Control check description displays at the PoS. PoS key must be put in SVR position to continue.
Warning only	Control check description displays at the PoS. Cashier must press <i>Clear</i> key to continue.

- 5 If required, enter the appropriate privilege number.

A control check may have an attached privilege number. Cashiers may also be assigned privileges, see the *Cashier Utilities* chapter, to determine their authorization level for handling control checks at the PoS terminal. A cashier is required to take the appropriate action when a control check is triggered, based on the privilege assigned. For example, if a cashier is assigned privilege 1, and a control check with privilege 1 is triggered, the cashier is authorized to continue by pressing the *Clear* key.

If the cashier does not have this privilege, another authorized cashier or supervisor with the correct privilege must enter their cashier number and password to continue the transaction.

- 6 (Optional) Specify a template number. You can design templates to print whatever detail is required when control checks are triggered.

If the template number is **0**, the system does not look for a template. If a number is specified, cashiers are prompted to insert a slip in the printer for slip validation.

- 7 Control Check Type for Self Checkout PoS terminals. Choose the control check type from the drop-down list, as described below. The option you choose depends on the amount of control or security you require at a self-checkout PoS terminal.

Note:

In stores without self-checkout lanes, the system will bypass these settings. The system default for *Control Check Type for Self Checkout* is "Always Accept".

Control Check Type	Description
Always Accept	The self-checkout PoS terminal will always accept the specific function.
Accept w/Delayed Warning	The self-checkout PoS terminal will accept the specific function but will issue a warning for customer assistance (authorized personnel) at the end of order.
Handled by Self Checkout	The self-checkout PoS terminal will analyze the conditions for the specific function and will handle the situation (available only with NCR SCOT Self Checkout).
Reject & Stop	The self-checkout PoS terminal will reject the specific function. Authorized personnel will be required to accept/reject the condition for the sales order to proceed.

- 8 To print the Quantity/Amount at the end of the ticket, select this checkbox.
- 9 Click *OK* or *Apply* to save.

POS Item Messages

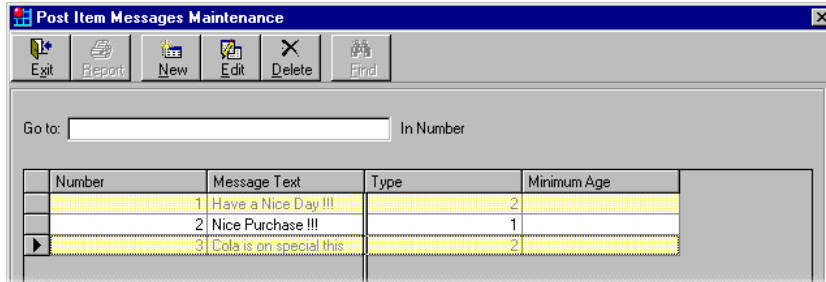
The POST Item Messages option enables you to add, edit, and delete PoS terminal item messages.

Use this function, for example, to remind customers to buy sugar, if they have just bought coffee, or to display an age check when a customer buys alcohol. As the cashier registers the coffee or alcohol, the message you set up appears on the cashier display.

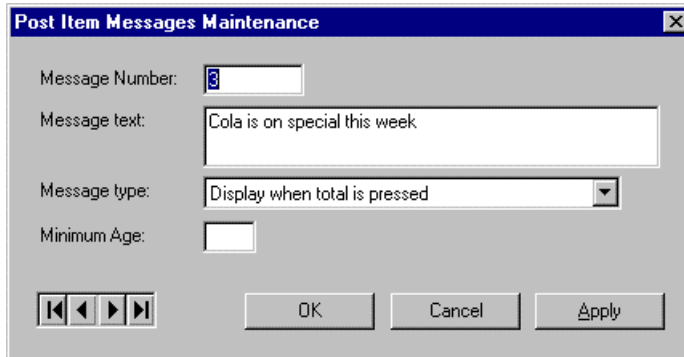
Once you have defined POST messages, you can link them to items. For more information, refer to *PLU Maintenance* in the *PLU Management* chapter.

➤ **To add a new POS item message**

- 1 From the Database Management menu, select POST Controls and then PoS Item Messages. The POST Item Messages list appears.



- 2 On the toolbar, select *New*. The POST Item Messages Maintenance dialog box appears.



- 3 Enter the required message number.
- 4 Enter up to two lines of text.
- 5 Select the Message Type from the drop-down list. Options are:
 - Non-active
 - Display when item is sold
 - Display when total is pressed
 - Sale not allowed
 - Display if double scanned

- 6 Type in the minimum age, if required. When an item linked to the message is sold, the PoS terminal prompts the cashier to check the customers' age.
- 7 Click *OK* or *Apply* to save.

Tare Weights

Many items sold by weight are packed in containers that may account for a large percentage of the total item weight. Customers do not (usually) pay for containers, so container weights must be calculated and subtracted from the actual item weight.

Use the Tare Weights option to specify tare weights for weighed items. Tare weight is the weight of a container that is deducted from the gross weight of the item, to obtain the net weight.

For a tare weight to be deducted from a weighed item, the following must be performed in the item record (in PLU Maintenance):

- The Weighed Item parameter must be checked.
- The tare code representing the weight of the container must be entered in the Tare Weight field.

For example, if an item is sold by weight, and its container weighs .25 pounds, then a tare weight needs to be set up at 0.25. In the PLU record, specify that this item is a weighed item. Then enter the tare code representing 0.25 in the Tare Weight field. When the item is sold, 0.25 is automatically subtracted from the item weight entered (or weighed) at the PoS terminal.

Note:

Tare codes can be defined in terms of weight or percentages. Codes 1-30 are allocated to tare weights. Codes 31-60 are allocated to tare percentages.

➤ To set up tare weights

- 1 From the Database Management menu, select POST Controls, then Tare Weights. The Tare Weights Maintenance list appears.

Tare Number	Description	Tare Type	Tare Value	Linked Tare
1	Apple Box	Weight Value	0.1315	
2	Standard Container	Weight Value	0.75	0
3	Carton	Weight Value	0.50	0
4	Carton	Weight Value	0.25	0
5	By percentage	Percent	10.00	0
10	Another one	Weight Value	0.01	0
251	Fresh Mushroom Box	Percent	1.00	10

- 2 On the toolbar, select *New*. The Tare Weight Maintenance dialog box appears.

Tare Number: 1
Description: Apple Box
Tare Type: Weight Value
Tare Value: 0.125
Linked Tare: 5 - Tare 5

OK Cancel Apply

- 3 Enter the appropriate tare weight number. 1 to 30 are reserved for tare *weights*, 31 to 60 are for tare *percentages*.
- 4 Type in the description.
- 5 Specify the tare type: weight value or percentage.
- 6 Enter the tare value, using the decimal point as required.

Note:

If the tare type is by weight, the weight entered cannot exceed 30 pounds.
If the tare type is by percentage, the percentage entered cannot exceed 99.99 percent.

- 7 From the dropdown list, select the appropriate tare number.
- 8 Click *OK* or *Apply* to save.

Card Maintenance

When a credit card is passed through a magnetic card reader (MCR), data encoded on the magnetic strip on the back of the card is transmitted to the computer. The data conforms to rules established by the company issuing the credit card. Once these rules are defined in the system, and a credit card is read, the system determines the type of credit card swiped and whether the card number is valid or invalid. If the card is invalid, an error message displays at the PoS terminal.

Every debit and credit card type must be individually defined, as different card types use different ranges and you can apply different rules to each card.

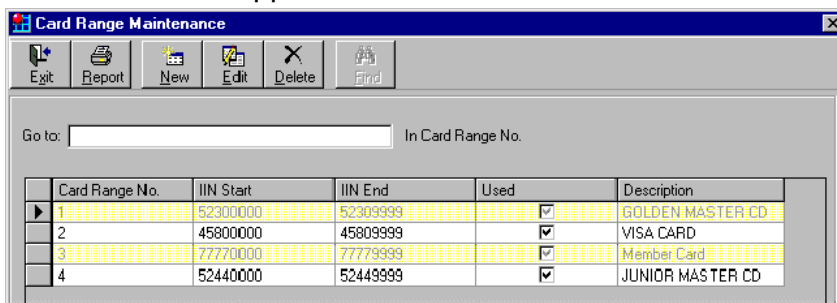
The Debit/Credit Card Maintenance option serves to define or validate debit/credit card rules according to card issuer's specifications, as well as store or company policy.

Card Range

This is where you define all card types in the system. Once card ranges are set up, use Card Validation options to specify how the cards must be validated at the PoS terminals.

➤ **To add a new card range**

- 1 From the Database Management menu, select Card Maintenance, then Card Range. The Card Range Maintenance list appears.



The screenshot shows a window titled "Card Range Maintenance" with a menu bar containing Exit, Report, New, Edit, Delete, and Find. Below the menu bar is a "Go to:" field and a label "In Card Range No.". The main area contains a table with the following data:

Card Range No.	IIN Start	IIN End	Used	Description
1	52300000	52309999	<input checked="" type="checkbox"/>	GOLDEN MASTER CD
2	45800000	45809999	<input checked="" type="checkbox"/>	VISA CARD
3	77770000	77779999	<input checked="" type="checkbox"/>	Member Card
4	52440000	52449999	<input checked="" type="checkbox"/>	JUNIOR MASTER CD

- 2 On the toolbar, select *New*.
The Card Range Maintenance dialog box appears.
- 3 Enter the required card range number and description.
- 4 Select the Active checkbox to enable the card range.
- 5 Enter all options or set parameters as required. These are explained on the following page.
- 6 Click *OK* or *Apply* to save.

Basic Setup Tab

Field	Description
IIN Start	Lowest sequence number in card range (first 8 digits).
IIN End	Highest sequence number in card range (first 8 digits).
Linked Tenders Field:	You can specify up to five tender types that are affected by the card range. If more than one tender is linked, a list of the linked tenders will be displayed at the PoS terminal when the <i>Tender</i> key is pressed. The cashier then selects the tender type.

Field	Description
Tender Description (1-5)	Description of the tender, selected from the drop-down list.
Tender Type	Type of card tender, selected from the drop-down list.
Tender is	Select Credit or Debit. This MUST be the same as specified in Tender Maintenance.
Tender Predefined	If this is selected, cashiers must specify which tender is being used, either with a predefined tender key or the tender list (<i>Tender</i> key). If the checkbox is clear, card information can be obtained automatically by swiping the card.
Validation	Choose the applicable Card Validation type from the drop-down list, (as defined in Card Validation).
Continue on Validation Failure	If selected, and the card number is invalid, the PoS terminal checks the next card range for validation. If not selected, and the card number is found invalid, an "invalid card" message displays.
Allow Sales	Tender may be used for a sale.
Allow Refund	Tender may be used for a refund.
Allow Purchase	Tender may be purchased.
Card Usage	This option enables different card validations to be used on card swipe or manual entry.
Fly Buys	Identifies the card as a Fly Buys card.

Schemes Tab

Field	Description
Floor Option	Choose: Transaction Amount - the floor limit is checked on the balance due. Tender Amount - the floor limit is checked on the tender amount.
Minimum Value	Absolute minimum purchase allowed (after all possible exceptions).
Maximum Value	Absolute maximum purchase allowed (after all possible exceptions).
Floor Limit	Maximum unapproved purchase amount without authorization.
Daily Limit	Maximum value allowed to be tendered on a specific card in one day.
Daily Count	Maximum number of times the card may be tendered in one day.
Refund Scheme Minimum	Minimum amount that can be refunded on the card.
Refund Scheme Maximum	Maximum amount that can be refunded on the card.

Field	Description
Member Card Scheme Number	Enter the appropriate Member Card Scheme number. Remember: a credit or debit card can be set up to behave as a Member Card as well.
Location in card	Specify the location of the Member Scheme number on track 2.
Length	Enter the length of the Member Scheme number found on track 2.
Cash Back Scheme Minimum	Minimum cash amount that can be withdrawn on the card. This comes into operation at tendering. Cash back is like over tendering.
Cash Back Scheme Maximum	Maximum amount that can be withdrawn on the card.

Prompts and Printing Tab

The screenshot shows the 'Card Range Maintenance' dialog box with the 'Prompts and Printing' tab selected. The dialog has a title bar with a close button (X). At the top, there are fields for 'Card Range No.' (value: 1), 'Description:' (value: DEBIT CARD), and a checked 'Active' checkbox. Below these are four tabs: 'Basic Setup', 'Schemes', 'Prompts and Printing' (selected), and 'Authorization'. The 'Prompts and Printing' tab contains several sections:

- PAN Print Layout:** A vertical list of five input boxes with values 4, 3, 3, 3, and 0.
- Multi-part Receipt:** A section with a 'Multi-part receipt number:' label and an input box containing 0.
- Print on receipts on Denial:** A checkbox that is currently unchecked.
- PAN Masking:** A section with a checked 'pan masking' checkbox, a 'Character:' label with an input box containing '#', a 'Start Position:' label with an input box containing 1, and an 'End Position:' label with an input box containing 9.

At the bottom of the dialog, there are navigation arrows (back, forward, etc.) and three buttons: 'OK', 'Cancel', and 'Apply'.

Field	Description
PAN Print Layout (1 to 5)	These five fields specify the way the card number prints on audit and receipt (i.e., how the numbers are grouped). Enter the number of digits in each of the groups.
PAN Masking	Select this checkbox to enable pan masking
PAN Masking Character	Type in the character you want to use to conceal the account number. For example, an asterisk (*).
Start Position	Enter the position of the account number where you want to begin masking.
End Position	Enter the position of the account number where you want to end masking.
Multi-part receipt number	Enter the appropriate multi-part receipt template numbers. Templates are defined in "Templates/Multiple Part Receipts". This is the template naming convention required: MPR_nn_CST - Customer copy MPR_nn_STR - Store copy where nn is the template number. The customer and store copy templates must always have the same number. These MPR (multi part receipt) templates are supplied as the system default. You can set up any templates, as long as you use the above naming conventions.
Print on receipts on Denial	If this is selected, it will override the identical parameter in Tender Types Maintenance. This option prints EFT/OLA transaction denial information on the receipt.

Authorization Tab

Card Range Maintenance

Card Range No. Description: Active

Basic Setup | Schemes | Prompts and Printing | **Authorization**

Authorization

Force Authorization

Force Authorization for Key Entry

Key Entry not allowed

Merchant Number:

Navigation arrows:

Buttons:

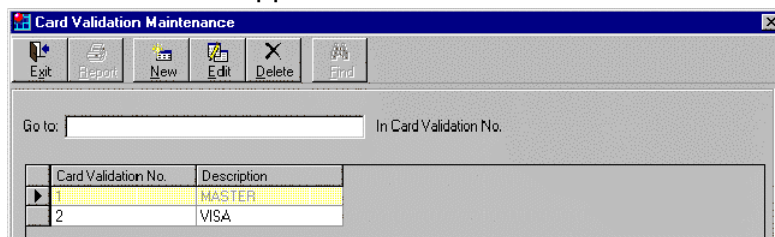
Field	Description
Force Authorization	If selected, cashiers must enter authorization code at the PoS terminal.
Force Authorization for Key Entry	If selected, then authorization (OLA or voice) will be forced if cashiers manually key in the PAN.
Key Entry not allowed	If you select this, manual entry of the PAN for this card range is not allowed. This is especially useful if extra information is held on the card itself, such as service codes or purchase limitations, and would be open to fraud if manually keyed in.
Merchant Number	Specify merchant number for EFT and OLA.

Card Validation

This is where you define what to check, and what rules to apply, in validating cards at the PoS terminal. You can use a single card validation setup for many card ranges.

➤ **To add a new card validation rule**

- 1 From the Database Management menu, select Card Maintenance, then Card Validation. The Card Validation Maintenance list appears.



- 2 On the toolbar, select *New*. The Card Validation Maintenance dialog box appears.
- 3 Enter the required card validation number and description.
- 4 Enter all options or set parameters as required. These are explained on the following page.
- 5 Click *OK* or *Apply* to save.

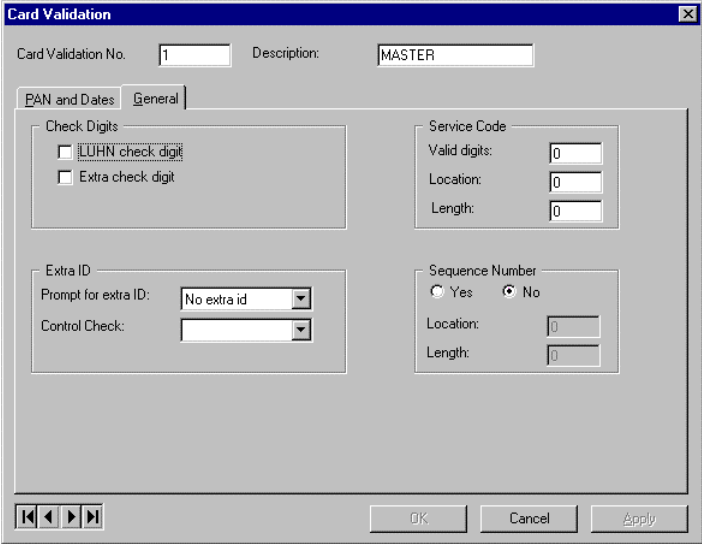
PAN and Dates Tab

The screenshot shows the 'Card Validation' dialog box with the 'PAN and Dates' tab selected. The 'General' sub-tab is active. The 'Card Validation No.' field contains '3' and the 'Description' field contains 'CREDIT CARD'. Under the 'PAN' section, 'PAN length' is '13', 'Variable PAN length' is checked, and 'Max. PAN length' is '13'. Under the 'Track 2' section, 'Minimum length' is '0' and 'Date is MMY' is unchecked. Under the 'Date required' section, 'Start Date' is unchecked, 'Expiry Date' is checked, 'Validation Period' is '0', 'Expiry Date on key entry' is unchecked, and 'Ask Issue Date for Key Entry' is unchecked. The 'Date format for Key Entry' is set to 'MMYY'. Navigation buttons (Home, Left, Right, End) and 'OK', 'Cancel', and 'Apply' buttons are at the bottom.

Field	Description
PAN Length	Total number of digits in card number. PAN - Primary Account Number.
Variable PAN length	This is for the new VISA standard. This number can be variable in length for the same range of cards. (From 13 to 19 digits.) If selected, "PAN Length" is the minimum length, and Max PAN Length is the maximum. If not selected, the PAN Length is <i>absolute</i> (fixed length).
Max PAN length	Maximum digits in the card number.
Start Date and Location	Optional. Select to specify that the card's start date be validated at the PoS, and specify the date's location in track 2.
Expiry date and Location	Optional. Select to specify that the card's expiry date be validated at the PoS, and specify the date's location in track 2. The system will prompt for manual entry if location not specified.

Field	Description
Validation Period Location	Some cards have a validation period, according to which the start date is calculated in relation to the expiry date. This field specifies the location of the validation period in track 2.
Expiry Date on Key Entry	If selected, cashiers must enter card's expiration date when card is tendered.
Ask Issue Date for Key Entry	If selected, cashiers must enter card's issue date when card is tendered.
Date format for Key Entry	MMYY or YYMM.
Track 2 Minimum length	Cashier must enter start date when card tendered.
Date is	MMYY or YYMM.

General Tab



Field	Description
LUHN check digit	Check this option if CDV checking according to the LUHN format is required.
Extra check digit	For some cards, the check digit is in a standard other than LUHN.

Field	Description
Prompt for extra ID	Choose the required option: No extra ID If guarantee amt < than tender amount Always
Control Check	Specify the control check to trigger for extra ID.
Service Code valid digits	A pointer to the Service Codes valid digits. Refer to the Service Code Digits option for available entries. Service codes are used to validate a card according to track 2 information, in the following categories: Accepting or rejecting a card Perform online authorization (OLA) Requesting a PIN number Enabling or disabling cashback
Location	Service code location in track 2. The position number in the card range defining the start of the service code.
Length	Service code length in track 2. Up to five digits.
Sequence (issue) Number	Specify whether this is used. The same card number can be issued more than once. For example, a husband and wife sharing the same account would each have a card with a different issue number. In addition, if a card is stolen and a new card is re-issued, it would have another issue number.
Location	Location of the issue number in track 2.
Length	Length of the issue number in track 2.

ECCA Accounts

The Card Daily/ECCA option enables you to check and control daily limits on amounts, counts, cashback and bad accounts, during tendering at the PoS terminal. You can use this feature with any tender type that requires an account number to be entered at the terminal.

There are two ECCA account options:

- The first option is used to set up specific parameters for individual customer accounts.
- The second option is used to set up templates with general parameters, for *new* customers.

ECCA Accounts Maintenance

Use this option to insert and update account details, parameters and limits for individual customers. There are two ways to enter customer account details:

- By the ECCA Accounts option, as described on the following page.
- By cashier input at the terminal. This method prompts the cashier for only the minimum details, see *POS User's Guide*. After cashiers have entered basic customer information at the PoS terminal, full customer details are entered, and parameters are set, at the Back Office.

Some account details for new account customers are entered by cashiers at the terminals and are automatically listed in the Card Daily/ECCA Accounts list. Until you set up specific parameters for new accounts, templates control all amounts, limits, and control checks. See *General Templates Maintenance*, page 5-82, to update details of an account created at the PoS terminal.

- 4 Enter the required account number, or if it already exists, move to the other details.
- 5 Enter all options or set parameters as required. These are explained on the following page.
- 6 Click *OK* or *Apply* to save.

General Tab

Enter all details that cashier could not enter at the PoS

Field	Description
Information	<p>Choose the prompt (if required) to display at the PoS terminal:</p> <p>None - No prompt (Account number is still recorded in the ECCA database, without customer details).</p> <p>Prompt y/n at PoS for info - For accounts not on record, the terminal gives the option to enter customer details.</p>

Field	Description
	<p>Prompt for info - For accounts not on record, the terminal forces the cashier to enter account details.</p> <p>Once a customer account is in the system, the PoS terminal will not prompt for the customer's details on later visits.</p> <p>If you don't customize limits for a customer, then <i>general</i> limits, as specified in ECCA Templates, will always be applied to the account.</p>
Name	Customer name.
Address	Customer address.
Telephone Number	Customer telephone number.
Check File	For the PoS to check the parameters on this account, select this option.
Bad Account	If selected, the PoS checks for the account number in the Bad Accounts file.
CC for Bad Account	Choose from the drop-down list, the control check to trigger if the account is found in the Bad Accounts file.
Period Start	Enter a specific start date if required, instead of Daily or Weekly. If you specify daily or weekly limits, then skip this entry. Current system date is the default.
Period Length	Number of days in the period - if you use Period Start, above.

Periods & Limitation Tab

Field	Description
Daily; Weekly; Period: Check amount Check count Check Cash Back	Select these three options, as necessary, for the PoS terminal to check the customer's account. When these options are selected, the PoS validates against the rules you specify below.
Limit Amount	Specify maximum amount this customer may spend, for the relevant periods.
Limit Amount control check	Choose control check to trigger when maximum amount is exceeded.
Limit Count	Specify maximum number of visits you allow this customer, for the relevant periods.
Limit Count control check	Choose control check to trigger when maximum count is exceeded.
Limit Cash Back	Specify maximum cash back amount this customer may receive, for the relevant periods.
Limit Cash Back control check	Choose control check to trigger when maximum cash back amount is exceeded.

ECCA Templates Maintenance

Templates contain general rules and are intended for customers not yet listed in your system. Each time a "new" customer pays with one of the applicable tenders, cashiers are prompted (optionally) to enter basic customer details. Control checks may be triggered, according to the limits that you specify here.

A new customer's details are saved in the ECCA database at the end of the PoS transaction. To customize these details for each customer, use the ECCA Accounts Maintenance option, as described above.

The templates contain the system defaults as you choose to set them. Once new accounts are in the system, you can modify the parameters (limits) for individual customers.

To make the templates active, you must link them to the appropriate tender types.

➤ To add a new template

Remember that the templates you are defining contain general rules for a tender type - not an individual customer account.

Template numbers are 20 digits - The first 18 digits must always be nines. For single-digit templates, the first 19 digits must be nines.

For example: 99999999999999999910 indicates template number 10.

- 1 From the Database Management menu, select Accounts, ECCA, and then ECCA Templates. The Card Daily/ECCA Templates Maintenance list appears.

One (or two) digit template number to use for linking to Tender types

Account Number	Name	Address	Phone Number	Check	Ba
99999999999999999999	31			<input checked="" type="checkbox"/>	
99999999999999999999	32			<input checked="" type="checkbox"/>	
99999999999999999999	33			<input checked="" type="checkbox"/>	

Until you set up specific parameters for new accounts, these templates control all amounts, limits and control checks.

- 2 On the toolbar, select *New* to enter a new template, or *Edit* to update details of an existing template. The Card Validation Maintenance dialog box appears.

Note:

Barcoded Tender ECCA Accounts, like Coinstar, requires an ECCA template.

- 3 If the tare type is by weight, the weight entered cannot exceed 30 pounds. If the tare type is by percentage, the percentage entered cannot exceed 99.99 percent
- 4 Enter the required template number, or if it already exists, move to the other details.
- 5 Enter all options or set parameters as required. These are explained on the following page.
- 6 Click *OK* or *Apply* to save.

General Tab

Card Daily/ECCA Templates Maintenance

Account Number: 9999999999999999

General | Periods & Limitations

Information: Prompt Y/N at POS Info

Name: Template #1

Address: Enter customer address

Telephone Number: 999999999

Check File

Bad Account

CC for Bad Account: [dropdown]

Period Start: 01/27/98

Period length: 0

OK Cancel Apply

Field	Description
Information	<p>From the drop-down list, choose the prompt (if required) to display at the PoS terminal:</p> <p>None - No prompt (Account number is still recorded in the ECCA database, without customer details).</p> <p>Prompt y/n at PoS for info - For accounts not on record, the terminal gives the option to enter customer details.</p> <p>Prompt for info - For accounts not on record, the terminal forces the cashier to enter account details.</p> <p>Once a customer account is in the system, the PoS terminal will not prompt for the customer's details on later visits.</p> <p>If you don't customize limits for a customer, then <i>general</i> limits, as specified in ECCA Templates, will always be applied to the account.</p>
Name	Type in a suitable template name.
Address	To prompt cashiers to enter a customer address, you could type, "Enter address".

Field	Description
Telephone Number	Enter a cashier prompt, for example "9999999999".
Check File	For the PoS to check the parameters on this account, select this option.
Bad Account	If selected, the PoS checks for the account number in the Bad Accounts file.
CC for Bad Account	From the drop-down list, choose the control check to trigger if the account is found in the Bad Accounts file.
Period Start	Enter a specific start date if required, instead of Daily or Weekly. If you specify daily or weekly limits, then skip this entry. Current system date is the default.
Period Length	Number of days in the period - if you use Period Start, above.

Note:

Barcoded Tender ECCA Accounts (e.g., Coinstar) – If this template is for a bar-coded tender, the system can be set to allow automatic deletion of Barcoded Tender ECCA accounts after a specified period of time (see system parameter for *Delete record from ECCA once period length*, located under General System Parameter, in the *System Administration Reference* guide). This 'Period Length' field defines the number of days before deleting the Barcoded ECCA account. The 'Period Start' date defines the first day of the period.

Automatic deletion of Barcoded Tender ECCA accounts will occur during End of Day for accounts where the next business day date is greater than Period Start Date plus the Period Length defined, and no activity has occurred on the account.

The Period Length and Period Start Date can also be adjusted at the individual ECCA account. See *ECCA Accounts* above.

Periods & Limitation Tab

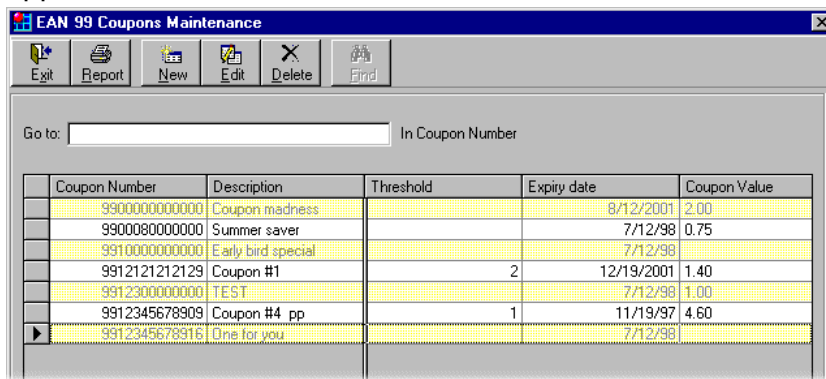
Field	Description
Daily; Weekly; Period: Check amount Check count Check Cash Back	Select these three checkboxes, as necessary, for the PoS terminal to check the customer's account. When these options are checked, the PoS validates against the rules you specify below.
Limit Amount	Specify maximum amount this customer may spend, for the relevant periods.
Limit Amount control check	Choose control check to trigger when maximum amount is exceeded.
Limit Count	Specify maximum number of visits you allow this customer, for relevant periods.
Limit Count control check	Choose control check to trigger when maximum count is exceeded.
Limit Cash Back	Maximum cash back amount customer may receive, for the relevant periods.
Limit Cash Back control check	Choose control check to trigger when maximum cash back amount is exceeded.

EAN 99 Coupons

You can assign any number of items to an EAN 99 coupon. The procedure for defining these coupons is similar to promotions. (Threshold, expiry date, value, minimum purchase amount and so on.)

➤ **To add a new EAN 99 coupon**

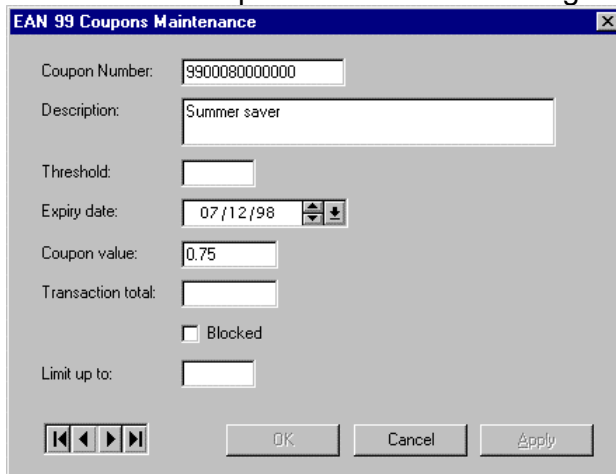
- 1 From the Database Management menu, select Coupons, then EAN 99 Coupons. The EAN 99 Coupons Maintenance list appears.



The screenshot shows the 'EAN 99 Coupons Maintenance' dialog box. It has a toolbar with icons for Exit, Report, New, Edit, Delete, and Find. Below the toolbar is a 'Go to:' field with a text input and the label 'In Coupon Number'. The main area contains a table with the following data:

Coupon Number	Description	Threshold	Expiry date	Coupon Value
9900000000000	Coupon madness		8/12/2001	2.00
9900080000000	Summer saver		7/12/98	0.75
9910000000000	Early bird special		7/12/98	
9912121212129	Coupon #1	2	12/19/2001	1.40
9912300000000	TEST		7/12/98	1.00
9912345678909	Coupon #4 pp	1	11/19/97	4.60
9912345678916	One for you		7/12/98	

- 2 On the toolbar, select *New* to enter a new coupon. The EAN 99 Coupons Maintenance dialog box appears.



The screenshot shows the 'EAN 99 Coupons Maintenance' dialog box in edit mode. The fields are filled with the following values:

- Coupon Number: 9900080000000
- Description: Summer saver
- Threshold: (empty)
- Expiry date: 07/12/98
- Coupon value: 0.75
- Transaction total: (empty)
- Blocked
- Limit up to: (empty)

At the bottom, there are navigation arrows and buttons for OK, Cancel, and Apply.

- 3 Enter the required coupon number, or if it already exists, move to the other details.

Note:

Coupon numbers must begin with 99, contain 13 digits, and include a valid check digit.

- 4 Enter all options or set parameters as required. These are explained on the following page.
- 5 Click *OK* or *Apply* to save.

Field	Description
Description	This is for internal use. Description does not print on receipt.
Threshold	Specify the minimum quantity of the item that a customer must buy, to earn the coupon.
Expiry date	Last date on which the coupon is valid.
Coupon value	Specify the (reward) amount to subtract from the item or ticket.
Transaction total	Optional. Enter the minimum total purchase amount for customer to qualify.
Blocked	Select to prevent this coupon from being awarded.
Limit up to	Specify the maximum number of times the coupon may be redeemed within a transaction, with one scan of the coupon.

Bad Accounts

The system enables you to maintain two options for checking bad accounts:

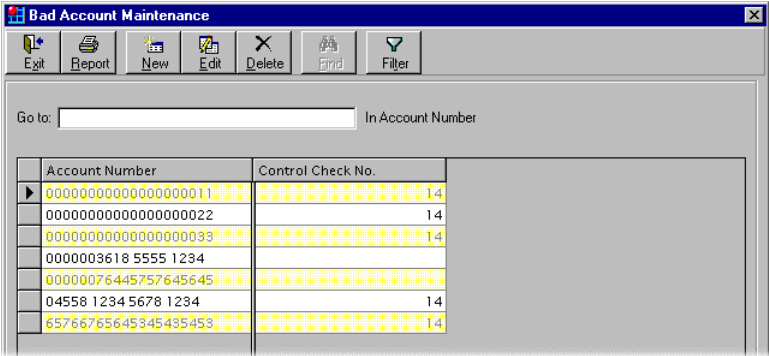
- Regular Bad Accounts - account number only
 - Enhanced Bad Accounts - detailed historical information
- Bad account files contain account numbers of checks, credit cards and so on, of the "bad" customers. Maintenance of the bad account files may be performed from a remote site, such as a head office, and then transmitted to stores, or it may be performed locally within a store.

When account numbers are entered at the PoS terminal, the system checks the relevant bad accounts file. If the account is found on file, a control check message appears on the PoS cashier display. Cashiers must follow store policies regarding acceptance of the account.

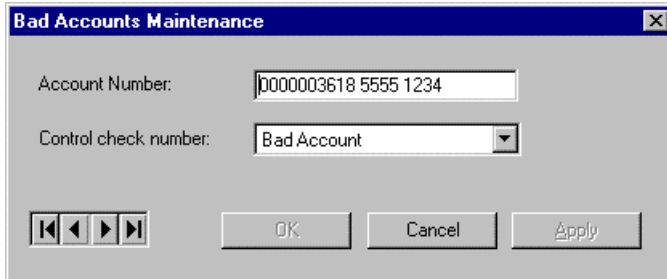
Regular Bad Accounts

This file contains only the account number and an optional control check.

- **To add a new regular bad account**
- 1 From the Database Management menu, select Accounts, Bad Accounts, and then Regular Bad Accounts. The Bad Account Maintenance list appears.



- 2 On the toolbar, select *New* to enter a new account. The Bad Accounts Maintenance dialog box appears.

The image shows a dialog box titled "Bad Accounts Maintenance". It has a blue title bar with a close button (X) in the top right corner. The dialog box contains two input fields: "Account Number:" with a text box containing "0000003618 5555 1234" and "Control check number:" with a dropdown menu showing "Bad Account". At the bottom, there is a toolbar with four navigation buttons (Home, Previous, Next, End) and three action buttons: "OK", "Cancel", and "Apply".

- 3 Enter the account number.
- 4 Choose the appropriate control check to trigger when the account is tendered at the PoS terminal.
- 5 Click *OK* or *Apply* to save.

Enhanced Bad Accounts

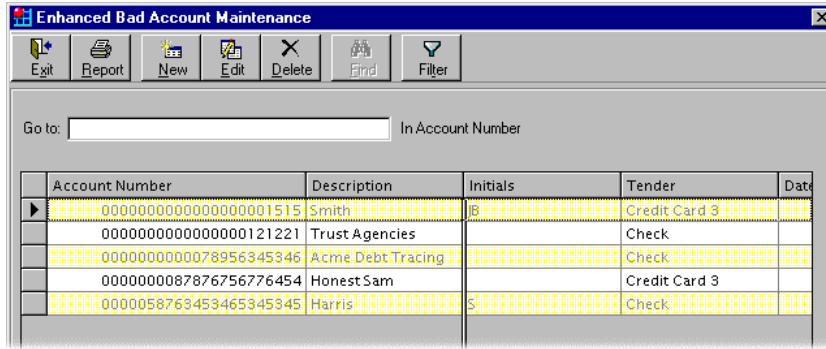
Bad account files contain account numbers of checks, credit cards and so on, of the "bad" customers. Maintenance of the bad account files may be performed from a remote site, such as a head office, and then transmitted to stores, or it may be performed locally within a store.

When account numbers are entered at the PoS terminal, the system checks the relevant bad accounts file. If the account is found on file, a control check message appears on the PoS cashier display. Cashiers must follow store policies regarding acceptance of the account.

The Enhanced Bad Accounts file provides more detail for each account than the Regular Bad Accounts file. These details include the amount tendered, tender type and store number where tendered.

➤ **To add a new enhanced bad account**

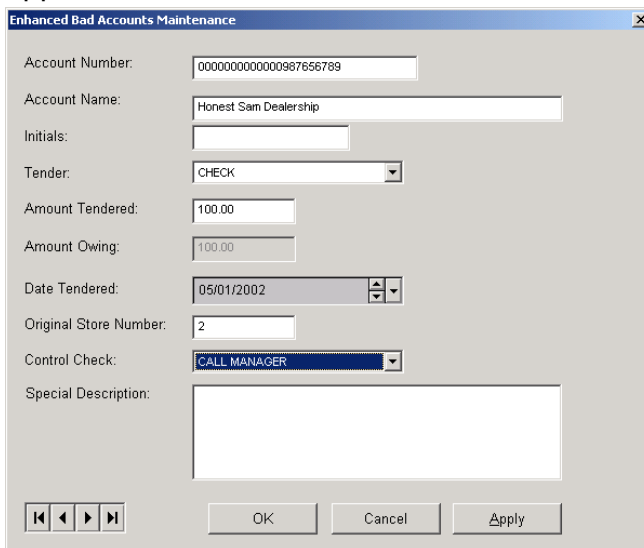
- 1 From the Database Management menu, select Accounts, Bad Accounts, and then Enhanced Bad Accounts. The Enhanced Bad Account Maintenance list appears.



The screenshot shows the 'Enhanced Bad Account Maintenance' window. It has a toolbar with icons for Exit, Report, New, Edit, Delete, End, and Filter. Below the toolbar is a 'Go to:' field with a text input and the label 'In Account Number'. The main area contains a table with the following data:

Account Number	Description	Initials	Tender	Date
00000000000000000001515	Smith	B	Credit Card 3	
00000000000000000121221	Trust Agencies		Check	
00000000000078956345346	Acme Debt Tracing		Check	
0000000087876756776454	Honest Sam		Credit Card 3	
0000058763453465345345	Harris	S	Check	

- 2 On the toolbar, select *New* to enter a new account. The Enhanced Bad Accounts Maintenance dialog box appears.



The screenshot shows the 'Enhanced Bad Accounts Maintenance' dialog box. It contains the following fields and controls:

- Account Number: 000000000000987656789
- Account Name: Honest Sam Dealership
- Initials: (empty text field)
- Tender: CHECK (dropdown menu)
- Amount Tendered: 100.00
- Amount Owning: 100.00
- Date Tendered: 05/01/2002 (calendar icon)
- Original Store Number: 2
- Control Check: CALL MANAGER (dropdown menu)
- Special Description: (empty text area)
- Buttons: OK, Cancel, Apply

- 3 Enter the account number.
- 4 Enter all options or set parameters as required. These are explained below.
- 5 Click *OK* or *Apply* to save.

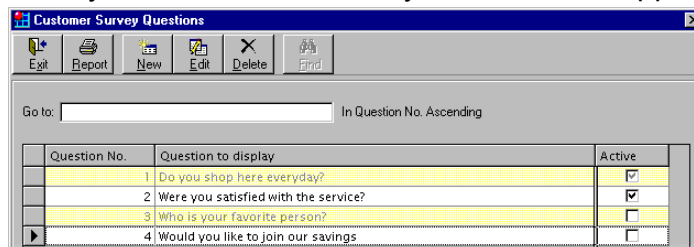
Field	Description
Account Name	Enter the relevant name.
Initials	Customer initials.
Tender	Choose the tender type.
Amount Tendered	Specify the amount.
Amount Owing	Not available for use.
Date Tendered	Enter the date when the check (or card) was tendered.
Original Store Number	Enter the store number. This is useful for tracking your bad customer's buying patterns. Also, it enables a customer to pay their debt at any store in the chain and the amount could be credited to the original store.
Control Check	Specify the control check to trigger when the account is tendered at the PoS terminal.
Special Description	(Optional) Information text field available for use. You may want to log information specific to this account. For example, customer will return next Friday to sign the check.

Customer Survey

Use this option to display survey-type questions at the PoS terminals. You can set up questions to display on specific dates, days or at certain times. Choose whether to display the questions at the start or end of a ticket. Cashiers can be prompted to answer with Yes/No or enter numeric values.

➤ **To add a customer survey question**

- 1 From the Database Management menu, select Customer Survey. The Customer Survey Questions list appears.



- 2 On the toolbar, select *New* to enter a new question. The Customer Survey Question dialog box appears.
- 3 Choose the question number and select the *Active* checkbox.
- 4 Type in the question and select options or set parameters as required. These are explained on the following page.
- 5 Click *OK* or *Apply* to save.

Setup Tab

Field	Description
Question to display	Type in the question to display.
Display at	Start or end of ticket.
Answer Type	Yes/No or Numeric.

When to Display Tab

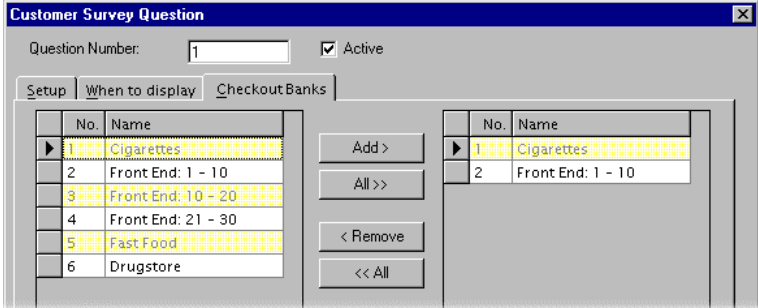
Repeats Monday's time for every day

Activate on	Start Time	End Time
<input checked="" type="checkbox"/> Monday	08:00 All	20:00 All
<input checked="" type="checkbox"/> Tuesday	08:00	20:00
<input checked="" type="checkbox"/> Wednesday	08:00	20:00
<input checked="" type="checkbox"/> Thursday	08:00	20:00
<input checked="" type="checkbox"/> Friday	08:00	20:00
<input checked="" type="checkbox"/> Saturday	08:00	20:00
<input checked="" type="checkbox"/> Sunday	08:00	20:00

Field	Description
Start on	Start date.
End on	End date.
Activate on (day)	Select the required days. Click <i>Select All</i> to choose every day.

Field	Description
Start and End Time	Enter the required times. If you want to make Monday's time the same for every day, click <i>All</i> .

Checkout Banks Tab



You can specify at which checkout banks questions should display.

6

Electronic Journal

The Electronic Journal is a powerful query tool that enables you to search for and display transactions from the PoS terminals. This enables you to monitor cashier performance, sales of selected items and departments, or solve customer queries or complaints.

The Electronic Journal guides you through a series of menus and options, allowing you to define search criteria and sort the results according to your requirements.

In this chapter:

Getting Started,
page 6-3

**Searching for
Transaction Files,**
page 6-5

**Searching for Specific
Transactions,** page 6-7

Search Results,
page 6-32

Sorting Results,
page 6-36

Getting Started

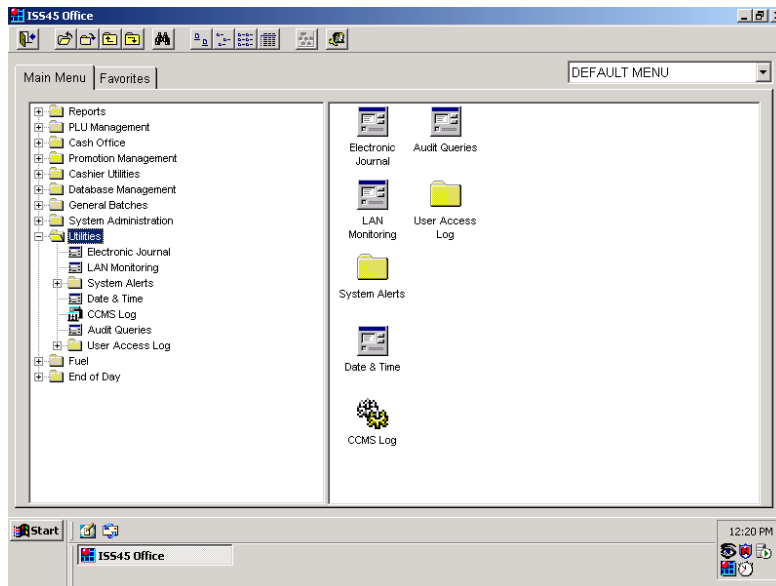
This section describes the Electronic Journal window, and provides an overview of its options and functions.

Opening the Electronic Journal

The Electronic Journal is located in the Utilities menu.

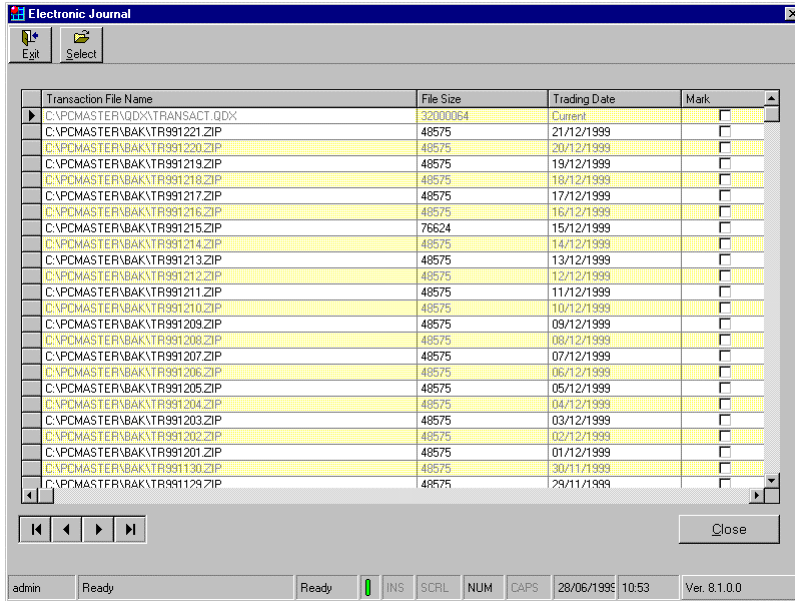
➤ **To open the Electronic Journal**

- 1 In the Main Menu, select Utilities.



- 2 From the Utilities menu, select Electronic Journal, or double-click on the *Electronic Journal* icon on the right side of the window.

The Electronic Journal window is displayed.



Searching for Transaction Files

When the Electronic Journal window is opened, it displays a list of transaction files. Transaction files are created daily and contain a record of all transactions made through the PoS terminals for that day. These are the files you will search for transaction information.

Each transaction file is listed, together with its file size and the trading date to which it relates. In addition, a field titled *Mark* is displayed on the extreme right of the window. This field enables you to check multiple files in which to search for specific transactions.

The first file in the list is always the current day's transaction file, called TRANSACT.QDX. During the End of Day process, the current transaction file is zipped and renamed with the relevant date, for example, TR011221.ZIP. The zipped files are listed in date order, with the most recent at the top of the list.

Note:

If End of Day has been completed and no sales have been made for the current day, no data will be available in the current file.

The number of files that you can select from depends on the length of time your store keeps files on the system.

Selecting Transaction Files

This section describes how to navigate through the transaction files in the list and to select a specific transaction file.

➤ **To navigate to files in the list**

Use the arrows at the bottom left of the Electronic Journal window to move up and down the list,

or

Use the *Up Arrow* and *Down Arrow* keys and/or the *Page Up* and *Page Down* keys,

or

Move your cursor up and down over the column on the extreme left of the window. A black horizontal arrow indicates the file to which your cursor is currently pointing.

➤ **To select files for a more extensive search**

- 1 To select a single file: Click on the file to highlight it.

Note:

You can also select a single file by double-clicking on it.

or

Click in the checkbox in the *Mark* field for the required files. A checkmark ✓ in the checkbox indicates that the file has been selected.

- 2 Click the *Select* button.

When you select a file(s), the Search Types dialog box is displayed, as shown on page 6-8. This dialog box displays the options by which you can search the transaction files, as described in the following section.

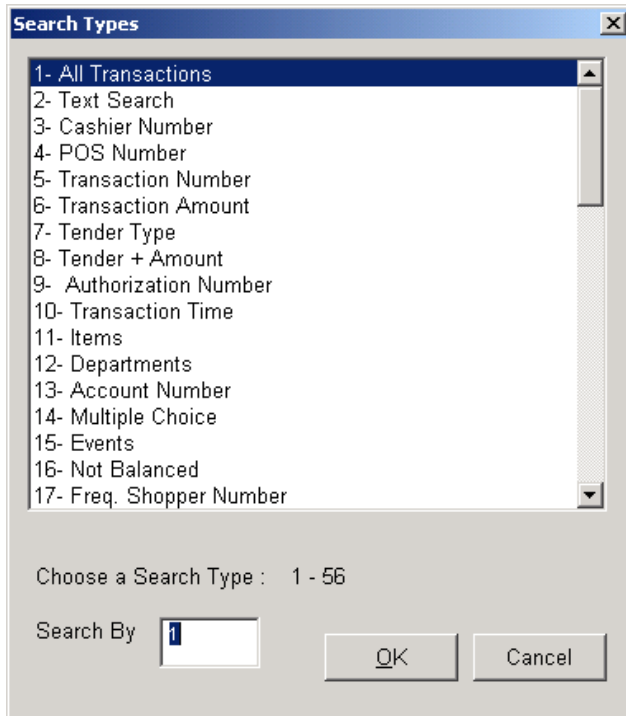
Searching for Specific Transactions

Once you select a file (or files) to search, you will want to search for some specific kind of transaction or information. There are many search options, which are described below. Multiple searches can be performed, each search being a sub-search of the previous one, filtering out unwanted transactions until you find the required information.

Keep in mind that as you progress through searches, you are most likely excluding certain information. If you find that you have excluded data you intended keeping, click *Last* to return to the previous search or searches.

Search Types Dialog Box

The Search Types dialog box lists all the criteria by which the transaction files can be searched.



➤ To choose a search option

- 1 If you are in the Search Results display, click *Search By* to display the Search Types dialog box.

Note:

If you have just selected the transaction files you require to search, the Search Type dialog box will already be displayed.

- 2 Highlight the required search option using the *Up Arrow* or *Down Arrow* keys,

or
Enter the number of the Search type in the *Search By* field in the lower part of the dialog box.

Note:

You can drag the scroll bar on the right hand side of the dialog box to display further search types.

- 3 Click *OK*. A search will be immediately performed if further parameters are not required, for example if *All Transactions* is selected, otherwise the relevant Search Type parameters dialog box will open. The transactions that match your search query are displayed in the Electronic Journal window.

Pos	Trans	Cashier	Date	Time	Amount	Items	Training	Offline	Comments
20	127	0	22/12/1999	16:11:51	0.00	0			POS REPORT
15	99	0	21/12/1999	16:11:53	0.00	0			POS REPORT
20	128	1	22/12/1999	08:43:29	0.00	0			SIGN ON
20	128	1	22/12/1999	08:43:29	0.00	0			FLOAT
20	129	1	22/12/1999	08:46:39	204.31	25			
20	130	1	22/12/1999	08:47:08	13.64	24			
20	131	1	22/12/1999	08:47:13	125.90	24			
20	132	1	22/12/1999	08:47:21	47.21	25			
20	133	1	22/12/1999	08:49:32	14.57	24			
20	134	1	22/12/1999	08:49:52	0.00	0			
20	134	1	22/12/1999	08:52:03	0.00	0			SIGN OFF
20	135	1	22/12/1999	11:12:38	0.00	0			SIGN ON
20	136	1	22/12/1999	11:12:40	0.00	0			CASH IN DRAWOFF
15	100	10	22/12/1999	11:14:43	0.00	0			SIGN ON
15	100	10	22/12/1999	11:14:43	0.00	0			FLOAT
20	136	1	22/12/1999	11:12:45	4.61	9			
20	137	1	22/12/1999	11:16:02	1.15	2			
20	138	1	22/12/1999	11:19:55	0.00	0			ENTER SECURE
15	101	10	22/12/1999	11:14:55	3.45	6			
20	138	1	22/12/1999	11:56:46	0.00	0			EXIT SECURE
20	138	1	22/12/1999	11:56:47	0.00	0			SIGN OFF

Total: 24455.36 1602

Refer to The *Search Results* List on page 6-32, for further information.

Search Types

There are three basic search types:

- **Single choice**, described on page 6-11.

Use this option to request one search choice, or type of transaction, at a time.

- **Multiple choice**, described on page 6-23.

This option enables you to search for up to five different criteria simultaneously. Multiple choice searches are useful if you want to search for the basic transaction types first, and then use single choice searches to refine the results. Similarly to the single choice searches, you can enter ranges to search, or accept the system defaults.

- **Events**, described on page 6-30.

This option enables you to search for events recorded through the PoS terminal that do not constitute a ticket transaction.

Note:

You can choose a search option the first time the Search Options menu displays, as well as from the Search Results display in the Electronic Journal window.

The dialog boxes that are displayed when a search option is selected from the Search Types dialog box generally have a similar format. The procedures for entering search criteria into the various dialog box options are described on the following page.

Single Choice Search

The search type options described below enable you to search transaction files using a single criterion.

All Transactions

Searches for all transactions in the selected transaction file(s).

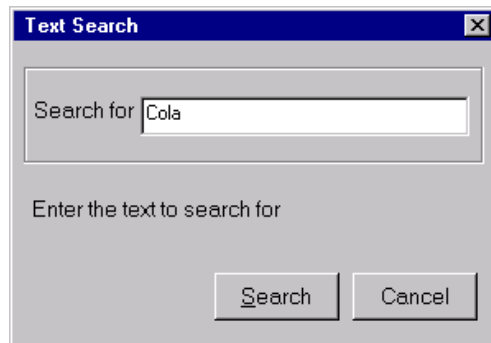
➤ **To search for all transactions**

- 1 Select *All Transactions* from the Search Types dialog box.
- 2 Click *OK*. All the transactions from the selected transaction file(s) are displayed in the Electronic Journal window.

Text Search

Searches for transactions that include the specified search string. For example, the name of a specific product.

If you select *Text Search* you must define the text you require the computer to search for.

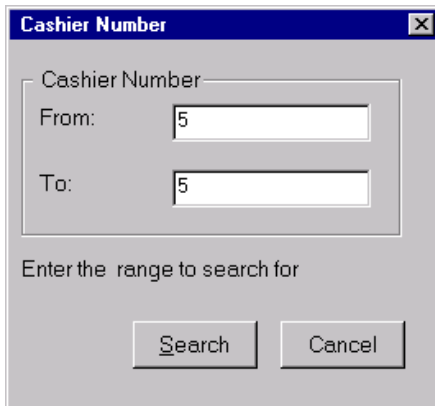


➤ **To search for transactions containing specific text**

- 1 Type the text that you require the computer to search for in the *Search for* field.
- 2 Click *Search*. The results are displayed in the Electronic Journal window.

Cashier Number

Searches for transactions made by the specified cashier(s).



- **To search for transactions made by a specific cashier(s)**
- 1 Type the unique cashier number in both the *From* and *To* fields, in order to search for transactions made by one cashier,
or
Type the lowest required cashier number in the *From* field and the highest required cashier number in the *To* field, in order to search for transactions for a number of cashiers,
or
Leave the default numbers in the *From* and *To* fields, in order to search for transactions made by all cashiers.
 - 2 Click *Search*. The results are displayed in the Electronic Journal window.

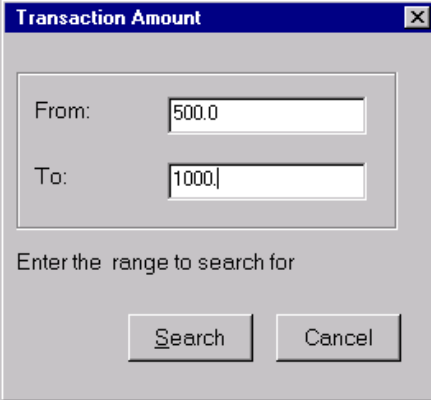
Transaction Number

Searches for the specified transaction or range of transactions, using their unique transaction numbers.

Refer to the procedure for searching by cashier number, described on the previous page.

Transaction Amount

Searches for transactions with a specified value or range of values.



Transaction Amount

From: 500.0

To: 1000.

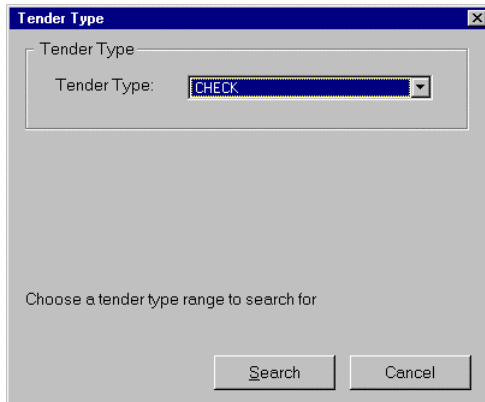
Enter the range to search for

Search Cancel

- **To search for transactions of a specific value**
- 1 Type the lowest required transaction value in the *From* field and the highest required transaction value in the *To* field, or
Type the same value in both fields, in order to search for a transaction of a specific value.
- 2 Click *Search*. The results are displayed in the Electronic Journal window.

Tender Type

Searches for transactions made with the specified tender. For example, cash or check transactions.



- **To search for transactions made with a specific tender type**
- 1 Click on the arrow at the right of the *Tender Type* field. Select the required tender type from the dropdown list.
- 2 Click *Search*. The results are displayed in the Electronic Journal window.

Authorization Number

Searches for transactions which were manually authorized, for example, manual authorization of a credit card transaction.

Refer to the procedure for searching by cashier number, described on page 6-12.

Transaction Time

Searches for transactions made within a specified time frame. For example, between 8.00 am and 10.30 am.

Refer to the procedure for searching by cashier number, described on page 6-12.

Account Number

Searches for transactions made using a specific account number or range of numbers. For example, a credit card number.

Refer to the procedure for searching by cashier number, described on page 6-12.

Not-Balanced

Searches for transactions with totals that did not balance with the items registered. Taxes are taken into account.

Refer to the procedure for searching by transaction amount, described on page 6-13.

Note:

As there should not be unbalanced transactions, you should expect the following error message to be displayed:
No tickets found for these conditions!!!

Frequent Shopper Number

Searches for transactions made with a specific frequent shopper card number or range of numbers.

Refer to the procedure for searching by cashier number, described on page 6-12.

Last Ticket

Searches for the last transaction in the selected transaction file(s).

Note:

This option is not currently implemented.

Void Coupon

Searches for transactions in which coupons were tendered and were subsequently voided.

Refer to the procedure for searching for a specific transaction amount, described on page 6-13.

Void Refund

Searches for transactions in which a refund was subsequently voided. For example, if the wrong refund amount was entered.

Refer to the procedure for searching for a specific transaction amount, described on page 6-13.

Void Discount

Searches for transactions in which a discount was subsequently voided.

Refer to the procedure for searching for all transactions, described on page 6-11.

Void Bottle Deposit

Searches for transactions in which a bottle deposit was subsequently voided.

Refer to the procedure for searching for all transactions, described on page 6-11.

Void Bottle Refund

Searches for transactions in which a bottle refund was subsequently voided.

Refer to the procedure for searching for all transactions, described on page 6-11.

Item at Price 0

Searches for items priced at zero. For example, a promotional T-shirt that is given to a customer who has purchased a six-pack of cola.

Refer to the procedure for searching for all transactions, described on page 6-11.

Manual Discount

Searches for transactions in which the cashier manually entered a discount.

Refer to the procedure for searching for a specific transaction amount, described on page 6-13.

Bottle Return

Searches for transactions in which bottles were returned.

Refer to the procedure for searching for all transactions, described on page 6-11.

Enter Secure Mode

Searches for records of cashiers entering secure mode.

Refer to the procedure for searching by cashier number, described on page 6-12.

Exit Secure Mode

Searches for records of cashiers exiting secure mode.

Refer to the procedure for searching by cashier number, described on page 6-12.

Non Merchandise

Searches for transactions containing items for which the store does not directly receive income. For example, newspapers that are sold through the store on behalf of the supplier, and for which the store is paid a commission.

Refer to the procedure for searching for all transactions, described on page 6-11.

Positive Non Merchandise

Searches for transactions in which money is paid by the store for Non Merchandise items. For example, paying the income taken from newspaper sales to the supplier.

Refer to the procedure for searching for all transactions, described on page 6-11.

Negative Non Merchandise

Searches for transactions in which money taken by the store for Non Merchandise sales is held for later payment to the supplier.

Refer to the procedure for searching for all transactions, described on page 6-11.

Password Change

Searches for records of cashiers changing their passwords.

Refer to the procedure for searching by cashier number, described on page 6-12.

Wrong Password

Searches for records of cashiers entering an incorrect password.

Refer to the procedure for searching by cashier number, described on page 6-12.

Refund Only Orders

Searches for transactions that contained only a refund.

Refer to the procedure for searching for all transactions, described on page 6-11.

Coupon Only Orders

Searches for transactions in which only a coupon was used.

Refer to the procedure for searching for all transactions, described on page 6-11.

Cash In Drawer Limit

Searches for records of cashiers exceeding the cash-in-drawer limit.

Refer to the procedure for searching by cashier number, described on page 6-12.

PLU Not on File

Searches for transactions in which a PLU that is not recorded in the database was entered.

Refer to the procedure for searching by cashier number, described on page 6-12.

Payouts and ROA

Searches for payouts and Received On Account transactions. For example, money from a vending machine that is paid in.

Refer to the procedure for searching for all transactions, described on page 6-11.

Pickup

Searches for records of tender collections from specified cashiers.

Refer to the procedure for searching by cashier number, described on page 6-12.

Add-Loan

Searches for records of loans (floats) issued to specified cashiers.

Refer to the procedure for searching by cashier number, described on page 6-12.

Bad Account

Searches for transactions in which payment was tendered by known bad accounts. For example, using a check from an account that is registered in the bad accounts database.

Refer to the procedure for searching by cashier number, described on page 6-12.

Price Inquiry

Searches for records in which a PLU was only entered in order to determine the price of the item, not as part of a transaction.

Refer to the procedure for searching for all transactions, described on page 6-11.

Override By Manager

Searches for transactions in which the cashier's input is overridden by the manager.

Refer to the procedure for searching by cashier number, described on page 6-12.

Function Not Authorized

Searches for records of the cashier attempting to perform an unauthorized transaction.

Refer to the procedure for searching by cashier number, described on page 6-12.

Age ID Bypass Accepted

Searches for transactions in which a cashier bypasses the automatic age identity check, and the bypass is accepted by the system.

Refer to the procedure for searching by cashier number, described on page 6-12.

Age ID Bypass Not Accepted

Searches for transactions in which a cashier bypasses the automatic age identity check, and the bypass is not accepted by the system because the cashier is not authorized to perform this function.

Refer to the procedure for searching by cashier number, described on page 6-12.

Age ID Check Accepted

Searches for transactions in which automatic age identity checks were accepted by the system.

Refer to the procedure for searching by cashier number, described on page 6-12.

Age ID Check Not Accepted

Searches for transactions in which automatic age identity checks were not accepted by the system, for example, if the age of the customer was lower than the minimum age allowed for purchase of a specific item.

Refer to the procedure for searching by cashier number, described on page 6-12.

Cash Deposits

Searches for cash deposit transactions to the store safe.

Refer to the procedure for searching for all transactions, described on page 6-11.

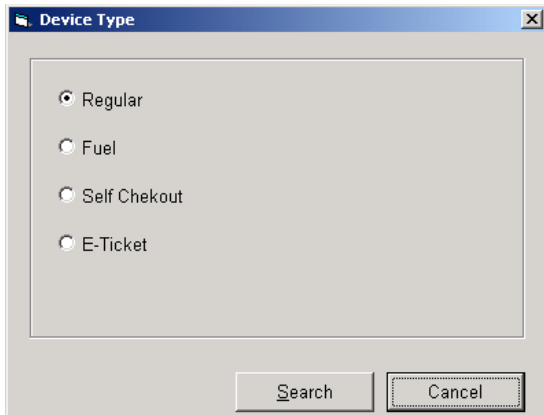
Cash Withdrawals

Searches for cash withdrawal transactions from the store safe.

Refer to the procedure for searching for all transactions, described on page 6-11.

Device Type

Searches for transactions by device types. The device types available are regular, fuel, self-checkout and E-ticket terminals (Virtual PoS).



Refer to the procedure for searching for all transactions, described on page 6-11.

Multiple Choice Search

Some Search Type options enable you to define more than one criteria by which transactions are to be simultaneously searched. For example *POS Number Or Tender + Amount*. In addition, some Search Type options enable you to specify that a transaction includes certain items or combinations of items. All of these search options are described on the following pages.

POS Number

Searches for transactions made at a range of PoS terminals(s) for a specific type of terminal. For example, search PoS terminals 1 through 10 that are regular terminals (without virtual POS).

Note:

Virtual PoS are terminals that are designated for processing E-Tickets sales orders that are generated through the Internet, for applications

POS Number

Enter the range to search for

From:

To:

Enter the POS number Type

All POS (including virtual POS)

Only Regular POS (without virtual POS)

Only Virtual POS

- **To search for transactions made a range of terminals for a specific terminal type.**
- 1 Type the lowest PoS terminal number in the *From* field and the highest terminal number value in the *To* field,
or
Type the same value in both fields, in order to search for transactions from a specific PoS terminal,
or
Leave the default numbers in the *From* and *To* field, in order to search for transactions processed at all PoS terminals.
 - 2 Select the relevant radio button for the desired terminal type.
 - 3 Click *Search*. The results are displayed in the Electronic Journal window.

Tender and Amount

Searches for transactions made with the specified tender for a specified total or range of totals. For example, check transactions between \$100 and \$200.

The screenshot shows a dialog box titled "Tender + Amount". It has a blue title bar with a close button (X). The dialog is divided into two main sections. The first section is labeled "Tender Type" and contains a dropdown menu with "CHECK" selected. The second section is labeled "Amount" and contains two text input fields: "From:" with the value "100.0" and "To:" with the value "200.0". Below these fields is a prompt: "Choose a tender type and the amount range to search for". At the bottom of the dialog are two buttons: "Search" and "Cancel".

- **To search for transactions made with a specific tender type, for a specific amount**
- 1 Click on the arrow at the right of the *Tender Type* field. Select the required tender type from the dropdown list.
 - 2 Type the required amounts in the *From* and *To* fields, as described in the procedure for searching for a specific transaction amount on page 6-13.
 - 3 Click *Search*. The results are displayed in the Electronic Journal window.

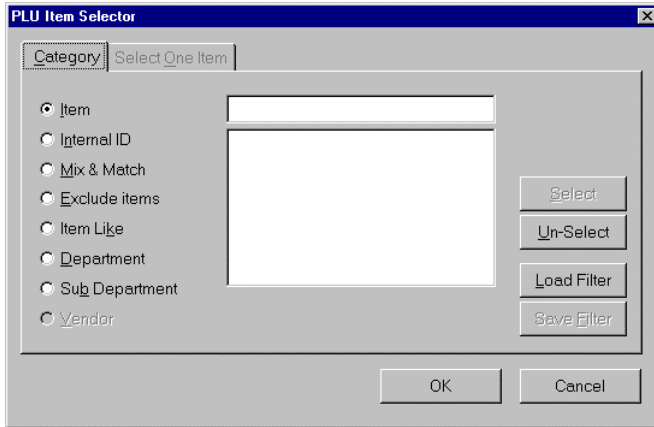
Items

Searches for transactions that include the specific item (PLU) or range of items.

Plu No	Plu Name	Status
1	PLU NO #1	OR
2	PLU NO #2	AND
3	PLU NO #3	AND

- **To search for specific items or a combination of items in a transaction**
- 1 Type the required PLU number in the *PLU Number* field, if you know it. The PLU name is automatically displayed in the *PLU Name* field.

If you need to search for a PLU number, click the *PLU List* button to display the PLU Item Selector dialog box.



- 2 Select the required PLU, using the following procedure:
 - Select the desired criteria. Choose *Item*, *Internal ID*, *Mix and Match*, and so on. To be more specific, you could type in a range of items, like **1-100**, then press *Enter*. You may choose more than one criterion. Those you select are identified by bold text.

To search for items by name, that all contain some of the same letters, select *Item Like*, and type in the letters to find. For example, type in **cola** to find all items containing "cola" in their description.
 - To select specific departments, choose *Departments*, then click *Select*. The Department selector dialog appears.
 - Select the required departments and click *OK*.
 - Select or exclude other items then, on the PLU Item Selector dialog, then click *OK* to load the selection into the item list.

Departments

Searches for transactions that include items from a specific department or group of departments.

Refer to the procedure for searching for specific item transactions, described above.

Multiple Choice

Searches for transactions filtered simultaneously by up to five criteria.

	From:	To:
POS Number :	5	5
Cashier Number :	0	9999
Transaction Number :	0	9999
Time :	08:30	10:30
Amount :	750.00	900.00

OK Cancel

Multiple choice searches can be used to first search for the basic transaction types, as listed on the following page, before using single choice searches to refine the results.

- POS number
 - Cashier number
 - Transaction number
 - Time
 - Amount
- **To search for transactions using multiple criteria simultaneously**
- 1 In the Multiple Choice option dialog box, type the required upper and lower values into the relevant *From* and *To* fields. You do not need to type specific values into all the fields.
 - 2 Click *OK*. The results are displayed in the Electronic Journal window.

Void PLU Sale

Searches for transactions in which the sale of specified items was voided. You can search using *PLU Number* and/or the amount of the sale.

The screenshot shows a dialog box titled "Void PLU Sale". It has a blue title bar with a close button (X). The dialog is divided into two main sections. The first section is labeled "PLU Number" and contains two input fields: "From:" with the value "33465" and "To:" with the value "45000". The second section is labeled "Amount" and contains two input fields: "From:" with the value "500.0" and "To:" with the value "1500.0". Below these sections is the text "Enter the range to search for". At the bottom of the dialog are two buttons: "Search" and "Cancel".

➤ **To search for void PLU transactions**

- 1 In the *PLU Number* area, type the lowest PLU number you require to search from in the *From* field and the highest PLU number in the *To* field.
- 2 In the *Amount* area, type the lowest and highest voided values you wish to search for in the *From* and *To* fields.
- 3 Click *Search*. The search results are displayed in the Electronic Journal window.

Note:

It is necessary to know the PLU numbers for this search type.

Void Department Sale

Searches for transactions in which the sale of items for specified departments was voided. You can search using *Department* and/or the voided amount of the sale.

Refer to the procedure for searching for void PLU transactions, described on the previous page.

Note:

It is necessary to know the department codes for this search type.

Void Tender

Searches for transactions in which a specific tender type was voided. For example, a cash tender.

Refer to the procedure for searching for void PLU transactions, described on the previous page.

Note:

It is necessary to know the tender codes for this search type.

Item Refund

Searches for transactions in which a specified item(s) was refunded. You can search using *PLU Number* and/or the amount of the refund.

Refer to the procedure for searching for void PLU transactions, described on the previous page.

Note:

It is necessary to know the PLU numbers for this search type.

Department Refund

Searches for transactions in which the sale of items for a specific department(s) was refunded. You can search using *Department* and/or the amount of the refund.

Refer to the procedure for searching for void PLU transactions, described above.

Note:

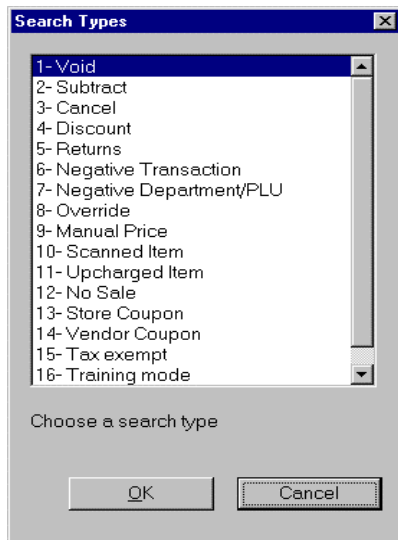
It is necessary to know the department codes for this search type.

Events Search Options

Searches for specific event types, for example, situations where an entire transaction was voided. The Events *Search Types* menu includes:

- Void
- Subtract
- Cancel
- Discount
- Returns
- Negative Transaction
- Negative Department/PLU
- Override
- Manual Price
- Scanned Item
- Upcharged Item
- No Sale
- Store Coupon
- Vendor Coupon
- Tax Exempt

- Training Mode
- Offline



➤ **To search for events**

- 1 Highlight the required event using the *Up Arrow* or *Down Arrow* keys.
- 2 Click *OK*. A search will be immediately performed if the *No Sale* event is selected, otherwise the relevant *Search Type* parameters dialog box will open.
- 3 Follow the relevant search procedure, as described in the preceding sections. The search results are displayed in the *Electronic Journal* window.

Search Results

Search results are displayed in the Electronic Journal window after a search is performed. The display shows every PoS transaction for each daily transaction file that was selected using the search option criteria.

This section describes the Electronic Journal search results display.

Pos	Trans	Cashier	Date	Time	Amount	Items	Training	Offline	Comments
20	127	0	21/12/1999	16:11:51	0.00	0			POS REPORT
15	99	0	21/12/1999	16:11:53	0.00	0			POS REPORT
20	128	1	22/12/1999	08:43:29	0.00	0			SIGN ON
20	128	1	22/12/1999	08:43:29	0.00	0			FLOAT
20	129	1	22/12/1999	08:46:39	204.31	25			
20	130	1	22/12/1999	08:47:08	13.64	24			
20	131	1	22/12/1999	08:47:13	125.90	24			
20	132	1	22/12/1999	08:47:21	47.21	25			
20	133	1	22/12/1999	08:49:32	14.57	24			
20	134	1	22/12/1999	08:49:52	0.00	0			
20	134	1	22/12/1999	08:52:03	0.00	0		<input checked="" type="checkbox"/>	SIGN OFF
20	135	1	22/12/1999	11:12:38	0.00	0			SIGN ON
20	136	1	22/12/1999	11:12:40	0.00	0			CASH IN DRAWEE
15	100	10	22/12/1999	11:14:43	0.00	0			SIGN ON
15	100	10	22/12/1999	11:14:43	0.00	0			FLOAT
20	136	1	22/12/1999	11:12:45	4.61	9			
20	137	1	22/12/1999	11:16:02	1.15	2			
20	138	1	22/12/1999	11:19:55	0.00	0			ENTER SECURE
15	101	10	22/12/1999	11:14:55	3.45	6			
20	138	1	22/12/1999	11:56:46	0.00	0			EXIT SECURE
20	138	1	22/12/1999	11:56:47	0.00	0			SIGN OFF








Total: 24455.36 1602

Admin Ready Ready | INS SCRL NUM CAPS 10/06/1999 15:09 Ver. 8.1.0.0

The search results display in the Electronic Journal contains the following components:

■ Toolbar

The following buttons are provided in the toolbar at the top of the window, each of which can be used to perform a specific function related to the search results:

Button	Description
	Exits the Search Results display and returns to the File Selection display.
	Displays the ticket for a selected transaction.
	Displays the Sort Options dialog box, enabling you to sort the search results according to certain criteria. Refer to page 6-36 for further information.
	Displays the Search Types dialog box, enabling you to further refine your search. Refer to page 6-8 for further information.
	Returns to the previous display of search results. This is useful if you have refined your search too much and you want to go back to your previous list of transactions.
	Prints the ticket for a selected transaction.
	Prints the current list of transactions in the Search Results display.

■ Criterion Field

This field, located between the toolbar and the list of transactions, displays which search option was used to produce the current search results. For more information about search criteria, refer to the section *Searching for Specific Transactions*, on page 6-7.

■ Transaction File Field

This field, located next to the *Criterion* field, displays the name of the transaction file that was searched. When multiple transaction files have been selected, the word *Marked* is displayed.

■ Search Results List

The central part of the Electronic Journal window displays the results of the last search performed. Each transaction that matches the specified criteria is listed, along with the following basic information:

Field	Description
Pos	PoS terminal number at which the transaction took place.
Trans	Unique transaction number.
Cashier	ID number of the cashier who performed the transaction.
Date	Date the transaction occurred.
Time	Time the transaction occurred.
Amount	Total amount of the transaction.
Items	Number of items in the transaction.
Training	If the terminal was in training mode at the time of the transaction, the checkbox is checked.
Offline	If the transaction was made while the terminal was offline, the checkbox is checked.
Comments	Information about the type of transaction.

The following components are located below the search results list:

- **Selection Arrows**

Enable you to scroll through the transactions.



Use the arrows at the extreme left and extreme right to navigate to the first and last transactions in the search respectively. The center arrows enable you to navigate up and down the list by single transactions.

- **Total Field**

Displays the total value of all the transactions displayed in the search results list, together with the total number of items listed.

- **Close Button**

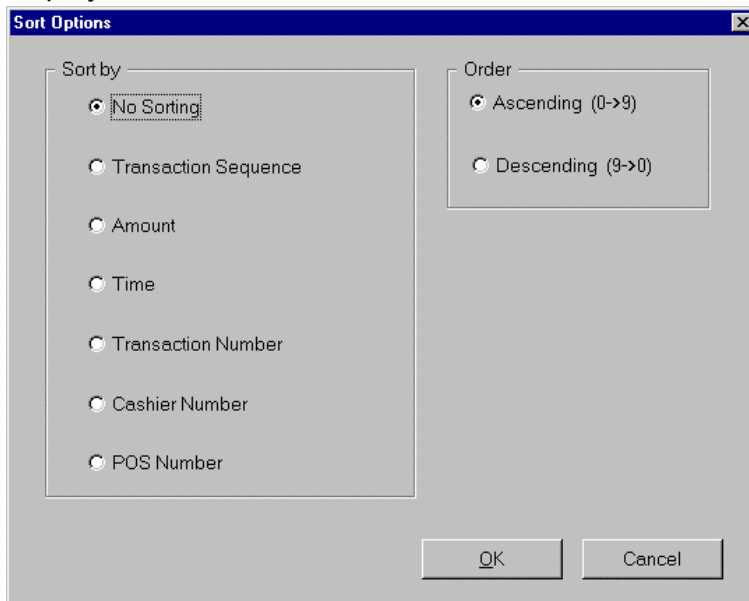
Enables you to exit the current display in the Electronic Journal window.

Sorting Results

The transactions in the search results list can be sorted by various criteria. You can sort either by clicking the *Set Sort* tool or by clicking the relevant column heading in the search results list.

➤ **To sort using the Set Sort button**

- 1 Click *Set Sort* in the toolbar. The Sort Options dialog box is displayed.



- 2 Click the relevant radio button for the criteria you want the search results list to be sorted by.
- 3 Click either the *Ascending* or *Descending* radio button.
- 4 Click *OK*. The search results list displays the transactions sorted in the required order.

➤ **To sort in the search results display**

- 1 Click on the title of the column you require to sort by.
- 2 Click a second time on the column to reverse the order of the display. For example, if you want to sort by date of transaction, click on the *Date* column title. To change the order of the transaction dates from earliest to latest, or vice versa, click again on *Date*.

Note:

Double-clicking on a transaction will display the ticket for the transaction.

7

End Of Day

The End of Day option runs the End of Day procedure. You may run End of Day manually, or let the system initiate and run the process automatically, according to parameters you set. StoreLine/ISS45 also manages Automatic End Day, with no interference to front-end operations.

Both Automatic End of Day and 24-Hour End of Day features can be in use simultaneously, or separately.

In this chapter:

End Of Day Procedure, page 7-3

Operations Performed by End Of Day, page 7-4

Before Running End Of Day, page 7-4

Starting the End Of Day Procedure, page 7-5

The End of Day Procedure

The End of Day procedure prepares the PoS Terminals, the system files and computers for shutdown at the end of the working day.

End of Day is a daily procedure that processes the data accumulated in the store during that day. In addition, End of Day performs end of week, end of month and end of year operations, to sum up the activities of the current week, month and year.

The day in the week for performing an end of week procedure, the day in the month for performing an end of month procedure for each month of the year, and the day and month for performing an end of year are determined via system parameters. However, you can request to run these procedures on other days. This is done while activating the End of Day option.

If your store uses the Automatic End of Day process, and the required parameters are set, you don't need to be in the store to monitor the EOD process.

Warning!

It is essential that the POS Service Monitoring window is always active. If EOD is activated from MFS2, MFS2 will first check (before running EOD) that the POS Service Monitoring window is open on MFS1. If not, an error message appears: "End of Day cannot proceed, please start POS Service Monitoring on MFS1".

Operations Performed by End of Day

The End of Day procedure performs the following operations depending on EOD parameter settings:

- Checks system integrity.
- Processes all figures and clears daily totals.
- Backs up SQL database.
- Generates (and prints) the End of Day reports as selected via the system parameters.
- Writes all End Of Day activities to log files in the order in which they occur (date and time). You can view these files and print them via the View Log and Errors options from the Reports menu.

Before Running End of Day

Before you run an End of Day procedure, both automatic and manual, you need to check certain points:

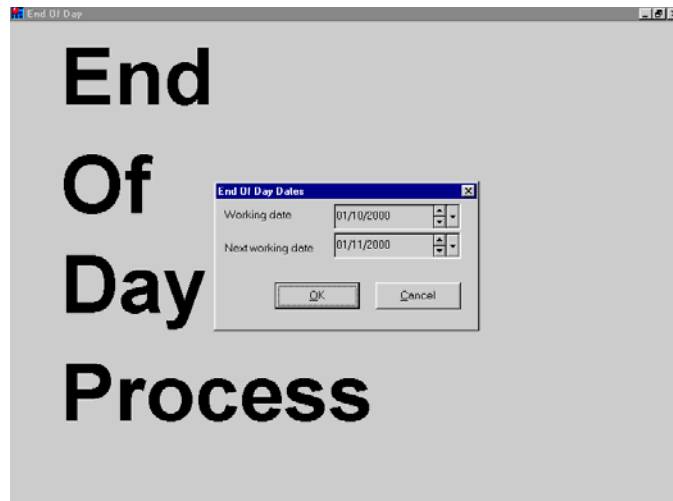
- Cashiers and POS terminals all signed off (optional with 24-hour End of Day).
- If you are running end of day from MFS1, make sure there is communication to MFS2. End of day can run without MFS2, but you will be prompted to confirm this action.

Starting the End of Day Procedure

The End of Day procedure may be activated from MFS1 or MFS2.

➤ **To start the End of Day procedure**

- 1 Select End of Day from the main menu. The *End Of Day Dates* dialog box displays.



- 2 Check that the working date and next working date are correct, or if necessary, overwrite the date as required and then press *OK*.

The system calculates these dates based on the last trading date and various system parameters. If the parameter "Allow changing of trading date" is set, you will be able to change these dates.

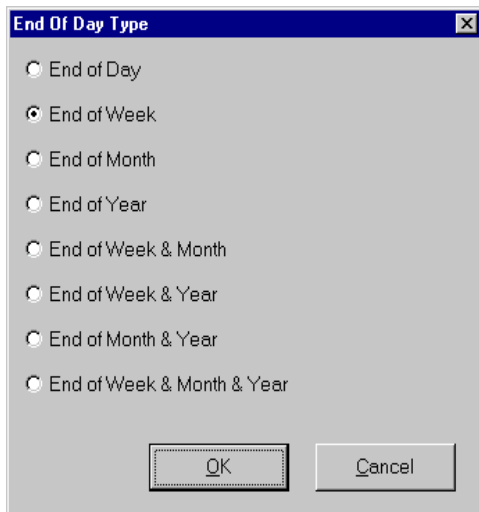
Warning!

It is possible that running End of Day for the same date twice, may result in unrecoverable data loss!

- 3 If End of Day is run from MFS1, the system checks communication to MFS2. If there is a communication problem, it displays the message: *"No Communication to Remote MFS"*, select one of the following:

- **Retry:** To check communication again
- **Continue:** To continue the procedure without MFS2
- **Abort:** To stop the procedure

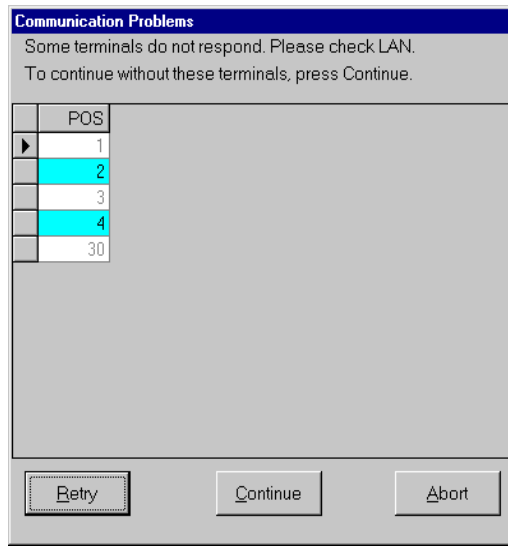
If no cashier/POS declarations were performed, and the EOD parameter *"Warning message if declaration not done"* is set, the system displays a list of all Cashiers/POS terminals still to be declared. The *End Of Day Type* dialog box appears.



- 4 Select the End Of Day Type and press OK. The End Of Day Type may be changed only if the parameter *"Allow changing of trading date"* is set.

The system checks for the following:

- **Communication to all Terminals:** A message is sent to all PoS terminals; if there are terminals that do not respond, the system displays a *Communication Problem* dialog box showing those terminals with communication problems.



Select one of the following:

- **Retry:** To check communication again.
- **Continue:** To ignore the communication problem and continue the End Of Day with these terminals.
- **Abort:** To stop the procedure.
- **Signed-on cashiers:** If a cashier has not signed-off a POS terminal, the system detects this and displays a list of POS terminal number where the cashier is still active. You may choose to log them off remotely, unless you are operating a 24-hour store, where cashiers are allowed to be logged on during EOD.

Note:

In a 24-hour trading store, pressing *Continue* does NOT log cashiers off.

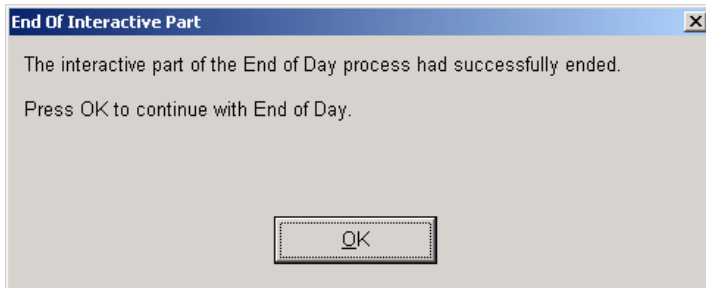
- **PoS Terminal Status:** PoS terminals may report problems that may cause EOD to stop. You must fix them before continuing. For example:
 - Printer busy
 - Printer error
 - Paper problem on PoS
 - PoS in training mode
 - Cashier signed on the PoS
 - PoS in no-sale mode
 - PoS in idle mode

If PoS terminal statuses allow the system to continue the End of Day procedure, the End of Day message is sent to PoS terminals to begin EOD.

- **PoS Transactions:** The system verifies that all transactions have been received from all tills and that all tills are up to date. If some terminals have not completed sending or receiving data, wait up to fifteen minutes before continuing End of Day.

Reports that have been selected to print at the End of Day are printed.

At this stage, End Of Day has completed the interactive part. The End of Interactive Part dialog box appears.



- 5 Press *OK* to continue the End of Day process. No further user interaction is needed. The system tracks the time elapsed since the start of the End of Day in the End of Day in Progress dialog box.



The time required for the End of Day to complete depends on the file sizes in your system. The End of Day is complete when the “*End of Day in Process*” screen disappears.

8

Promotion Management

The Promotion Management functions provide various promotion types. These promotions may be set up to suit various store requirements, or company policy. The promotions are flexible and can be used with or without loyalty schemes.

In this chapter:

Overview, page 8-3

Promotions, Reductions and Offers, page 8-4

Adding a Promotion, page 8-5

Member Promotions, page 8-12

Enhanced Promotions, page 8-13

Group Promotions, page 8-20

Level Promotions, page 8-28

Total Promotions, page 8-35

Credit Programs, page 8-40

Corema, page 8-58

Overview

The various promotion functions allow you to set up various types of promotions. These promotions may be set up to run on specific days of the week and at different times. Once you have created promotions, you can edit them.

The following options are available:

- **Promotions, Reductions and Offers** - This option enables you to link one or more items to promotions and give basic rewards.
- **Member Promotions** - This option enables you to set up more flexible and powerful member promotions.
- **Member Card Maintenance** - Use this option to set up Member Card details for customers.
- **Corema** - Use this option to send customer loyalty details to a third party server.

Promotions, Reductions and Offers

The options here are for setting up basic promotions and rewards, or discounts. Each of these options are explained below

Setting an item on promotion allows you to enter a specific price for an item. Setting a reduction allows you to reduce the price/percentage on an item, and setting an offer allows you to offer an item at a discounted price.

By setting up Promotions, Reductions and Offers, you are setting up either one of the following:

- **Single Item Promotion** - Allows you to link a single item to a promotion.
- **Multi-Item Promotion** - Allows you to link many items to a promotion.

The Promotion Management System screen lists both single and multi-item promotions, showing the following information per promotion:

- Promotion number
- Description
- Items Linked
- Start date
- End date

Buttons are provided at the top of the window to enable new promotions to be defined, and existing promotions to be edited or deleted.

Adding a Promotion, Reduction or Offer

This function enables you to add a new Promotion, Reduction or Offer. The basic options are on the left side of the dialog box; the tabbed area on the right enables you to set up either Promotions, Reductions or offers.

➤ **To set up single or multi-item promotions**

1 Select Promotions, Reductions and Offers from the Promotion Management menu and double-click either;

■ Single Item
or

■ Multi Item Promotion

The Promotion Management System window is displayed.

2 From the Promotion Item window click *NEW*. The Promotion Item dialog box is displayed.

Insert Single Promotion Item

Promotion Number: 3
Promotion by: PLU
PLU Number: ...

General Settings
Start date: 05/08/2002 00:00
End date: 05/08/2002 23:59
Description:

Day Settings

	From	To	
<input checked="" type="checkbox"/> Monday	00:00	23:59	All On All Off
<input checked="" type="checkbox"/> Tuesday	00:00	23:59	
<input checked="" type="checkbox"/> Wednesday	00:00	23:59	
<input checked="" type="checkbox"/> Thursday	00:00	23:59	
<input checked="" type="checkbox"/> Friday	00:00	23:59	
<input checked="" type="checkbox"/> Saturday	00:00	23:59	
<input checked="" type="checkbox"/> Sunday	00:00	23:59	

Define start and end time for each day of the week.
Reward will be given during those hours only.

PLU Properties
Name:
Quantity / Price: /

Promotion | Reduction | Offer

Price: 0.00
Quantity: 1
Limited quantity per order:

Minimum Purchase Rules
 Minimum purchase required
Amount: 0.00
Control Check:

OK Cancel Apply

3 Set the following options as required.

4 Click *OK* or *Apply* to save.

Field	Description
Promotion Number	The number of the promotion automatically assigned by the system.
Promotion by	From the dropdown list select either: PLU Mix and Match Group Department
PLU Number	Enter the PLU number of the item you want to link to a promotion.
General Settings area:	
Start date	Start date of promotion.
End date	End date of promotion.
Day Settings area:	
Monday to Sunday From - To	Define start date and end time for each day of the week. Rewards will be given during those hours only.
PLU Properties area:	
Name	PLU Name
Quantity/Price	Quantity and price of the specific PLU.
Minimum Purchase Rules area:	
Minimum purchase required	Check this if there is a minimum amount the customer must purchase before being given a promotion.
Amount	Enter the minimum purchase amount.
Control Check	Select the control check to be triggered if minimum amount is not reached.

The Promotion Item dialog box contains three tabs, Promotion, Reduction and Offer.

Promotion Tab

Using the Promotion tab, you are able to enter a specific price for an item. For example, \$2.89 for an item that originally costs \$3.00. Promotion prices are limited by start and end dates and quantities. *Nested* promotions (*a promotion within a promotion*) are also possible. A nested promotion is one which starts and ends between the start and end dates of another promotion, for the *same* item. For example: Tea is on promotion from January 1 to March 31 for \$2.99 and on a different promotion from January 15 to March 15, for \$1.99.

Field	Description
Price	Enter the new promotion price.
Quantity	Enter the quantity that may be bought in order to receive the promotion.
Limited quantity per order	The number entered here limits the customer to buy only up to that quantity of items.

Reduction Tab

By using the Reduction tab, you can reduce the price of an item by a specific dollar amount or percentage. For example, a \$3.00 item may be reduced by 10% or .30 cents.

Reduction

Type:

Amount Off:

Quantity:

Limited quantity per order:

Minimum Purchase Rules

Minimum purchase required

Amount:

Control Check:

Field	Description
Type	From the dropdown list, select either value (amount), or percentage (%).
Amount Off/ Percentage Off	If the reduction is a specific amount, enter the dollar amount to be deducted from the original item price.
Quantity	Enter the maximum multiple selling unit (MSU) for the reduced price.
Limited quantity per order	Enter the number of items that may be purchased with this promotion.

Offer Tab

Offers allow you to sell an item at a discounted price if the customer buys a specified number of that item. For example, Buy 2, get 1 free, or Buy 1, get the second one-half price. Offers also allow an item's discounted price to be limited. For example, Item is 20% off, limit 3; or Buy 2, get 1 at discount, limit only 1 at discount. In addition, two or more items can be linked to the same offer.

Offer

Type:

Amount Off:

Quantity at Standard Price.

Quantity at Discount Price.

Limited quantity per order:

Minimum Purchase Rules

Minimum purchase required

Amount:

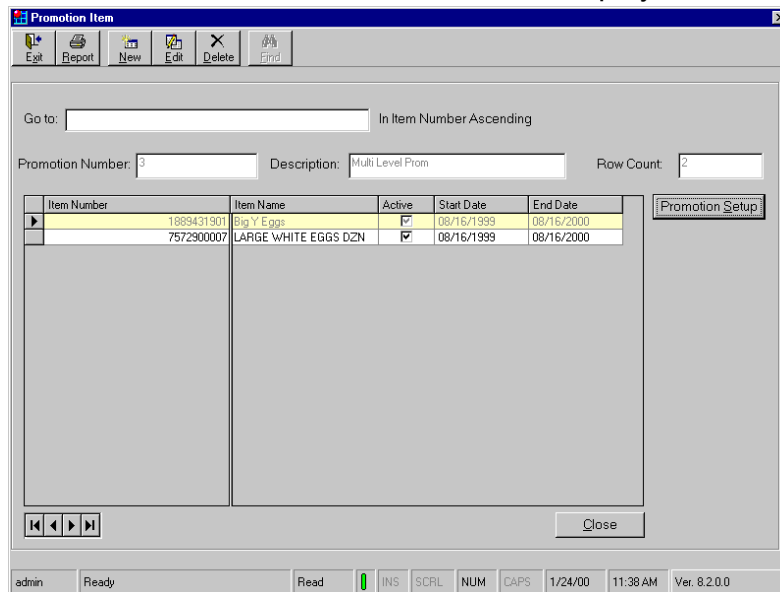
Control Check:

Field	Description
Type	From the dropdown list, select either value (amount), or percentage (%).
Amount Off/ Percentage Off	Enter the dollar amount to be deducted from the original item price. Or, Enter the percentage to be deducted.
Quantity at Standard Price	Enter the number of items that must be bought before the discount takes effect.
Quantity at Discount Price	Enter the number of items that must be sold at the discounted price.
Limited quantity per order	Enter the maximum number of items that may be purchased with this promotion.

Edit/Delete Promotions

The Edit / Delete Promotion option enables you to make changes or additions to single or multi-item promotions. If the promotion is current, the change takes place immediately on the PoS terminals.

- **To edit/delete single and multi-item promotions**
- 1 Select Promotions, Reductions and Offers from the Promotion Management menu. Double-click Edit/Delete Promotion; the Promotion Management System window is displayed.
- 2 Highlight the necessary promotion and double-click it, or just click *Edit*. The Promotion Item window is displayed.



The list area of the window displays existing promotions.

Note

The Promotion Setup button is used to alter an item linked to a multi-item promotion.

- 4 Highlight the relevant item and click *Delete*, to delete it.

- 5 Click *Edit* to edit the item on promotion. The Promotion Header Parameters window is displayed.
- 6 Set the following options as required.
- 7 Click *OK* or *Apply* to save.

Member Promotions

The Member Promotion options provide access to various types of promotions, which are set up specifically to loyalty customers. Member promotions can be downloaded from a host or a chain's head office in batches, or created and edited in-store.

Member Promotions can be designed to reward Member Cardholders, or customers who are not loyalty members. They are very flexible and can be defined to operate on specific days or times.

You can set up "tiered" promotions that give customers higher rewards when they buy more and more items.

Member Promotion types:

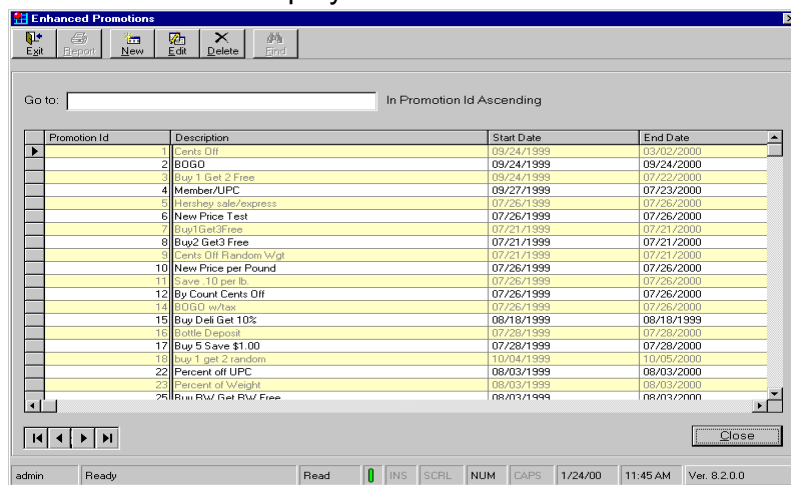
- **Enhanced Promotions** - are more flexible and powerful than Promotions, Reductions and Offers. As promotional items are scanned, rewards are applied immediately.
- **Group Promotions** - are similar to Enhanced Promotions, but include the ability to link various groups of items.
- **Level Promotions** - are similar to Enhanced Promotions, but include the ability to define up to five different levels of conditions and rewards.
- **Total Promotions** – are promotions that are calculated and applied at the end of the transaction, based on the customer sales order total. These promotions encourage customers to spend "X" dollar amounts to receive the reward.
- **Credit Programs** - are used to set credit reward types based on point schemes.

Enhanced Promotions

Enhanced Promotions give you more flexibility in setting up promotions, that promotions, reductions and offers. You can specify promotion start and end dates, as well as a mark down department. Customer savings, or rewards, are allocated to this mark down department. As in all promotions, customers qualify for rewards (and multiple rewards) by purchasing the quantities you specify.

➤ To Add an Enhanced Promotion

- 1 From the Promotion Management menu, select Member Promotions, and then Enhanced Promotions. The Enhanced Promotions list is displayed.



The list area of the window displays existing Enhanced Promotions.

- 2 Double-click the required Promotion ID, or highlight it and select *Edit*. The Enhanced Promotion tabbed dialog box is displayed.
- 3 On each tab, set the properties and options as required.
- 4 Click *OK* or *Apply* to save.

General Tab

The screenshot shows the 'Enhanced Promotion' dialog box with the following details:

- Promotion ID:** 100
- Description:** new
- Start date:** 05/01/2002 00:00
- End date:** 05/01/2002 23:59
- Buttons:** Set Attachment, All On, All Off
- Day Settings:**
 - Monday: 00:00 to 23:59
 - Tuesday: 00:00 to 23:59
 - Wednesday: 00:00 to 23:59
 - Thursday: 00:00 to 23:59
 - Friday: 00:00 to 23:59
 - Saturday: 00:00 to 23:59
 - Sunday: 00:00 to 23:59
- Other Fields:**
 - Credit Program: [Dropdown]
 - Linked Promotion: [Dropdown]
 - Coupon Type: Not Required
 - Coupon Required: 0
 - Delayed Promotion: [Unchecked]
 - Non Netted Discount: [Unchecked]

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Set Attachment	Click <i>Set Attachment</i> to link one of the following to a promotion: Link by UPC Link by Mix and Match Link by Department Link by Manufacture Link by Price Group Link by Segments
Day Settings area:	
Mon - Sun	Select the days on which the promotions are to run and specify the times.
From - To	
Credit Program	From the dropdown list, select the relevant Credit Program.
Linked Promotion	From the dropdown list, select the relevant Linked Promotion.

Field	Description
Coupon Type	From the dropdown list, select either: Not Required One Time Only One time Per Reward
Coupon Required	Enter the coupon number required to activate the enhanced promotion.
Delayed Promotion	Select this checkbox if you want to delay the promotion until the <i>Total</i> key is pressed at the PoS.
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from net sales. Typically, manufacturers sponsor these promotions and the stores are reimbursed for the promotional amount.

Note:

The system parameter, *Non-Netted Promotion Discounts do not reduce sales*, controls the default behavior of netting/non-netting discounts. (See POS Setup\POS Parameters\Card Program\Member Card & Promotion parameters, located in System Administration, for parameter details.)

Setting Tab

The screenshot shows the 'Enhanced Promotion' dialog box with the 'Setting' tab selected. The fields are as follows:

- Promotion ID: 1
- Description: Cents Off
- Mark Down Department: 954 - DAIRY
- Group Type: Units
- Reward Type: Cash
- Reward: 0.50
- Give reward on: Highest Price
- Reward Entered By cashiers
- Limit Quantity: 5
- Minimum Purchase: 0.00
- Threshold: 1
- 2nd Threshold: 1
- Minimum Item Value: 0.00
- Minimum Item Weight: 0.000
- Maximum Item Weight: 0.000

Field	Description
Mark Down Department	Select the department to be marked down. The reward value is assigned to that department.
Group Type	Select either: Units Weighted/Decimal By Value Credits Order Value
Reward Type	Select one of the following as the reward type: Cash Percentage Off New Price Amount Off Per Item Amount off Per Pound Credits Target Message Free Item Percent Of Order Amount Of Order Credits Per Order

Field	Description
Reward	Enter the reward (savings) amount.
Give reward on	Select either: Highest Price Lowest Price Example: Turkeys are on promotion at a specific price per pound. A customer has taken one that weighs 7lb and the other weighs 3lb. You must decide whether the high priced turkey or low priced turkey gets the reward.
Reward entered by cashiers	Select this checkbox if you want cashiers to be able to enter rewards on PoS terminals.
Limit Quantity	Number of times that this promotion can be given within the ticket.
Minimum Purchase	Specify the minimum-qualifying amount to be purchased, to allow the reward.
Threshold Quantity	Enter the quantity a customer must purchase in order to receive the reward.
2nd Threshold Quantity	To allow the reward to be given for each additional identical item bought, the 2 nd threshold must be 1. If you want, you can specify a higher quantity: this means the customer must buy the specified quantity before qualifying for an additional reward.
Minimum Item Value	Specify the minimum item value a customer must purchase in order to receive the reward.
Minimum Item Weight	Specify the minimum item weight a customer must purchase in order to receive the reward.
Maximum Item Weight	Specify the maximum item weight a customer must purchase in order to receive the reward.

Member Card Settings Tab

The screenshot shows the 'Enhanced Promotion' dialog box with the 'Member Card Settings' tab selected. The 'Promotion ID' field contains the value '1' and the 'Description' field contains 'Cents Off'. The 'Member Card Required' checkbox is checked. Under the 'Available Card Schemes' section, the 'Available for all Card Schemes' checkbox is also checked. There are ten dropdown menus numbered 1 through 10, each with a small arrow indicating it is a dropdown menu. The dialog box has 'OK', 'Cancel', and 'Apply' buttons at the bottom.

Field	Description
Member Card Required	If you want this promotion to be available to member cardholder only, select this option. If selected, you must then choose the required schemes below. Or make the promotion available to ALL schemes.
Available Card Schemes area: Available for all Card Schemes	You can make this promotion available for all card schemes in the system. If not <i>selected</i> , then specify the specific card required. Or make the promotion available to ALL schemes.
Schemes 1-10	Define the quantity value and reward for each band as appropriate. You must use at least one band, and up to ten.

Loyalty Server Tab

The screenshot shows the 'Enhanced Promotion' dialog box with the 'Loyalty Server' tab selected. The 'Update Loyalty Server' checkbox is unchecked. Below it, there are 16 checkboxes labeled Segment1 through Segment16, arranged in two columns. The dialog also includes a 'Promotion ID' field with '1000' and a 'Description' field with 'Enhanced Promotions'. At the bottom, there are navigation buttons (back, forward, OK, Cancel, Apply).

Field	Description
Update Loyalty Server	Select this checkbox if you want the CCMS promotion to update the Loyalty Server. If selected, you must then choose the segments to update the Loyalty Server.
Segments 1-16	Select the segments (example, age, income, etc.,) that apply to this promotion. If there are more than 16 defined segments, you can attach the additional segments through the <i>Set Attachment</i> option on the <i>General</i> tab.

Note:

See section *Corema Segments*, in this manual, for defining promotional segments.

Group Promotions

Group Promotions have additional parameters and choices, allowing you to build promotions covering a wider selection of products. Group Promotions include a choice of ten group types. You can define each group with different purchase quantity requirements.

Customers qualify for rewards by purchasing the required quantities or minimum purchase amount you specify.

➤ To Add a Group Promotion

- 1 From the Promotion Management menu, select Member Promotions, and then Group Promotions. The Group Promotions list is displayed.
- 2 Double-click the required Promotion ID, or highlight it and click *Edit*. The Group Promotion tabbed dialog box appears.
- 3 On each tab, set the properties and options as required for Enhanced Promotions.
- 4 Click *OK* or *Apply* to save.

General Tab

Group Promotion

Promotion ID:

Description:

General | **Setting** | Groups Settings | Member Card Settings | Loyalty Server

Start date:

End date:

Day Settings

	From	To
<input checked="" type="checkbox"/> Monday	00:00	23:59
<input checked="" type="checkbox"/> Tuesday	00:00	23:59
<input checked="" type="checkbox"/> Wednesday	00:00	23:59
<input checked="" type="checkbox"/> Thursday	00:00	23:59
<input checked="" type="checkbox"/> Friday	00:00	23:59
<input checked="" type="checkbox"/> Saturday	00:00	23:59
<input checked="" type="checkbox"/> Sunday	00:00	23:59

Credit Program:

Linked Promotion:

Coupon Type:

Coupon Required:

Delayed Promotion
 Non Netted Discount

Define start and end time for each day of the week.
 Reward will be given during these hours only.

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Set Attachment	Click <i>Set Attachment</i> to link one of the following to a promotion: Link by UPC Link by Mix and Match Link by Department Link by Manufacture Link by Price Group Link by Segments
Day Settings area:	
Mon - Sun	Set the days on which the promotions are to run and at which times.
From - To	
Credit Program	From the dropdown list, select the relevant Credit Program.
Linked Promotion	From the dropdown list, select the relevant Linked Promotion.
Coupon Type	From the dropdown list, select one of the following: Not Required One Time Only One time Per Reward
Coupon Required	Enter the coupon number required to activate the enhanced promotion.
Delayed Promotion	Select this checkbox if you want to delay the promotion until the <i>Total</i> key is pressed.
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from net sales. Typically, manufacturers sponsor these promotions and the stores are reimbursed for the promotional amount.

Setting Tab

Group Promotion

Promotion ID: 1

Description:

General | **Setting** | Groups Settings | Member Card Settings | Loyalty Server

Mark Down Department: [dropdown]

Reward Type: Amount off per item

Reward: 0.20 Give reward on: Highest Price

Reward Entered By cashiers

Limit Quantity: 0

Minimum Purchase: \$5.00

Minimum Item Value: 0.00

Minimum Item Weight: 0.000

Maximum Item Weight: 0.000

Navigation: [Back] [Left] [Right] [Forward]

Buttons: OK Cancel Apply

Field	Description
Mark Down Department	Select the department to be marked down.
Reward Type	Select one of the following as the reward type: Cash Percentage Off New Price Amount Off Per Item Amount off Per Pound Credits Target Message Free Item Percent Of Order Amount Of Order Credits Per Order
Reward	Enter the reward (savings) amount.

Field	Description
Give reward on	Select either: Highest Price Lowest Price Example: Turkeys are on promotion at a specific price per pound. A customer has taken one that weighs 7lb and the other weighs 3lb. You must decide whether the high priced turkey or low priced turkey gets the reward.
Reward entered by cashiers	Select this checkbox if you want cashiers to be able to enter rewards on PoS terminals.
Limit Quantity	Number of times that this promotion can be given within the ticket.
Minimum Purchase	Specify the minimum qualifying quantity of the item to be purchased, to allow the reward.
Minimum Item Value	Specify the minimum item value. Any item or department purchased below this value does not qualify for the reward, regardless of quantities bought.
Minimum Item Weight	Specify the minimum item weight. Any item or department purchased below this weight does not qualify for the reward, regardless of quantities bought.
Maximum Item Weight	Specify the maximum item weight. Any item or department purchased above this value does not qualify for the reward, regardless of quantities bought.

Group Settings Tab

Group	Group Type	Threshold	Apply Reward calculation	Fixed group for promotion
Group 1:	Units	1	<input type="checkbox"/>	<input type="checkbox"/>
Group 2:	Units	1	<input type="checkbox"/>	<input type="checkbox"/>
Group 3:	Units	2	<input type="checkbox"/>	<input type="checkbox"/>
Group 4:	Units	0	<input type="checkbox"/>	<input type="checkbox"/>
Group 5:	Units	0	<input type="checkbox"/>	<input type="checkbox"/>
Group 6:	Units	0	<input type="checkbox"/>	<input type="checkbox"/>
Group 7:	Units	0	<input type="checkbox"/>	<input type="checkbox"/>
Group 8:	Units	0	<input type="checkbox"/>	<input type="checkbox"/>
Group 9:	Units	0	<input type="checkbox"/>	<input type="checkbox"/>
Group 10:	Units	0	<input type="checkbox"/>	<input type="checkbox"/>

Field	Description
Group Type 1- 10	Select the appropriate Group type: Units Weighted/Decimal By Value Credits Order Value
Threshold	Enter minimum purchase quantities required for each group, to qualify for the reward. Example: If you set Group 1 to threshold quantity 2, customers must purchase at least 2 items from that group. In addition, if you allocate quantities to groups 2 to 10, customers must buy the minimum number of items from ALL 10 groups to get the reward. The more items you allocate to a group, the easier it becomes for customers to earn rewards.
Apply Reward calculation 1-10	Select this checkbox if you want to apply the reward calculation to a specific group.

Field	Description
Fixed group for promotion 1-10	Select this checkbox if you want to mark the specific group as a fixed group promotion. This means if this option is selected and the threshold has been met, the item linked to the specific group does not have to be purchased in order to get the reward.

Member Card Settings Tab

The screenshot shows the 'Group Promotion' dialog box with the 'Member Card Settings' tab selected. The 'Member Card Required' checkbox is checked. Under the 'Available Card Schemes' section, the 'Available for all Card Schemes' checkbox is unchecked, and ten dropdown menus are provided for selecting specific card schemes.

Field	Description
Member Card Required	If you want this promotion to be available to member cardholder only, select this option. If selected, you must then choose the required schemes below, or make the promotion available to ALL schemes.
Available Card Schemes area:	
Available for all Card Schemes	You can make this promotion available for all card schemes in the system. If not selected, then specify the specific card schemes in the next field.
Schemes 1-10	Define the quantity value and reward for each band as appropriate. You must use at least one band, and up to ten.

Loyalty Server Tab

The screenshot shows a 'Group Promotion' dialog box with the 'Loyalty Server' tab selected. At the top, there are input fields for 'Promotion ID' (containing '1') and 'Description'. Below these are tabs for 'General', 'Setting', 'Groups Settings', 'Member Card Settings', and 'Loyalty Server'. The 'Loyalty Server' tab contains a checkbox labeled 'Update Loyalty Server'. Below this checkbox is a list of 16 segments, each with a checkbox: Segment1 through Segment16. At the bottom of the dialog are navigation buttons (back, forward, OK, Cancel, Apply).

Field	Description
Update Loyalty Server	Select this checkbox if you want the CCMS promotion to update the Loyalty Server. If selected, you must then choose the segments to update the Loyalty Server.
Segments 1-16	Select the segments (example, age, income, etc.,) that apply to this promotion. If there are more than 16 defined segments, you can attach the additional segments through the <i>Set Attachment</i> option on the <i>General</i> tab.

Level Promotions

Level Promotions calculate and apply the reward at the end of the transaction. The rules you apply here encourage customers to purchase greater quantities to earn bigger rewards. Use the five different levels to define progressively larger rewards.

➤ To Add a Level Promotion

- 1 From the Promotion Management menu, select Member Promotions and then Level Promotions. The Level Promotions list is displayed.
- 2 Double-click the required Promotion ID, or highlight it and select *Edit*. The Level Promotion tabbed dialog box appears. On each tab, set the properties and options as required.
- 3 Click *OK* or *Apply* to save.

General Tab

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.

Field	Description
Set Attachment	Click <i>Set Attachment</i> to link one of the following to a promotion: Link by UPC Link by Mix and Match Link by Department Link by Manufacture Link by Price Group Link by Segments
Day Settings area:	
Mon - Sun	Set the days in the week on which the promotions are to run and at which times.
From - To	
Credit Program	From the dropdown list, select the relevant Credit Program.
Linked Promotion	From the dropdown list, select the relevant Linked Promotion.
Coupon Type	From the dropdown list, select one of the following: Not Required One Time Only One time Per Reward
Coupon Required	Enter the coupon number required to activate the promotion.
Delayed Promotion	Select this checkbox if you want to delay the promotion until the Total key is pressed.
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from net sales. Typically, manufacturers sponsor these promotions and the stores are reimbursed for the promotional amount.

Setting Tab

The screenshot shows the 'Level Promotion' dialog box with the 'Setting' tab selected. The fields are as follows:

- Promotion ID: 1000
- Description: (empty)
- Mark Down Department: 41 - FLORAL
- Group Type: Units
- Reward Type: Cash
- Give reward on: Highest Price
- Reward Entered By cashiers
- Limit Quantity: 0
- Minimum Purchase: 0.00
- Minimum Item Value: 0.00
- Minimum Item Weight: 0.000
- Maximum Item Weight: 0.000

Field	Description
Mark Down Department	Select the department to be marked down from the dropdown list.
Group Type	Select either: Units Weighted/Decimal By Value Credits Order Value
Reward Type	Select one of the following as the reward type: Cash Percentage Off New Price Amount Off Per Item Amount off Per Pound Credits Target Message Free Item Percent Of Order Amount Of Order Credits Per Order
Reward	Enter the reward (savings) amount.

Field	Description
Give reward on	Select either: Highest Price Lowest Price Example: Turkeys are on promotion at a specific price per pound. A customer has taken one that weighs 7lb and the other weighs 3lb. You must decide whether the high priced turkey or low priced turkey gets the reward.
Reward entered by cashiers	Select this checkbox if you want cashiers to be able to enter rewards on PoS terminals.
Limit Quantity	Number of times that this promotion can be given within the ticket.
Minimum Purchase	Specify the minimum qualifying quantity of the item to be purchased, to allow the reward.
Minimum Item Value	Specify the minimum item value. Any item or department purchased below this value does not qualify for the reward, regardless of quantities bought.
Minimum Item Weight	Specify the minimum item weight. Any item or department purchased below this weight does not qualify for the reward, regardless of quantities bought.
Maximum Item Weight	Specify the maximum item weight. Any item or department purchased above this value does not qualify for the reward, regardless of quantities bought.

Level Settings Tab

Level Promotion

Promotion ID: 1000

Description:

General | Setting | **Level Settings** | Member Card Settings | Loyalty Server

	Quantity	Value	Reward
Level 1	0.	0.00	0.00
Level 2	0.	0.00	0.00
Level 3	0.	0.00	0.00
Level 4	0.	0.00	0.00
Level 5	0.	0.00	0.00

Navigation: [Back] [Forward] [OK] [Cancel] [Apply]

Field	Description
Level 1 - 5:	
Quantity	For each level, enter the quantity that must be purchased in order to receive the reward.
Value	Specify the item value. Any item or department purchased below this value does not qualify for the reward, regardless of quantities bought.
Reward	Enter the reward amount.

Member Card Settings Tab

The screenshot shows a 'Level Promotion' dialog box with the following elements:

- Promotion ID:** 1000
- Description:** (empty text box)
- Navigation Tabs:** General, Setting, Level Settings, **Member Card Settings**, Loyalty Server
- Member Card Required:**
- Available Card Schemes:**
 - Available for all Card Schemes
 - 1. [Dropdown]
 - 2. [Dropdown]
 - 3. [Dropdown]
 - 4. [Dropdown]
 - 5. [Dropdown]
 - 6. [Dropdown]
 - 7. [Dropdown]
 - 8. [Dropdown]
 - 9. [Dropdown]
 - 10. [Dropdown]
- Buttons:** OK, Cancel, Apply

Field	Description
Member Card Required	If you want this promotion to be available to member cardholder only, check this option.
Available Card Schemes area:	
Available for all Card Schemes	You can make this promotion available for all card schemes in the system. If not selected, then specify the specific card schemes in the next field.
Schemes 1-10	Define the quantity value and reward for each band as appropriate. You must use at least one band, and up to ten.

Loyalty Server Tab

The screenshot shows the 'Level Promotion' dialog box with the 'Loyalty Server' tab selected. The 'Promotion ID' is 1000. The 'Update Loyalty Server' checkbox is unchecked. Below it, there are 16 checkboxes labeled Segment1 through Segment16, all of which are also unchecked. The dialog has navigation buttons at the bottom left and 'OK', 'Cancel', and 'Apply' buttons at the bottom right.

Field	Description
Update Loyalty Server	Select this checkbox if you want the CCMS promotion to update the Loyalty Server. If selected, you must then choose the segments to update the Loyalty Server.
Segments 1-16	Select the segments (example, age, income, etc.,) that apply to this promotion. If there are more than 16 defined segments, you can attach the additional segments through the <i>Set Attachment</i> option on the <i>General</i> tab.

Total Promotions

Total promotions are promotions that are calculated and applied at the end of the transaction, based on the customer sales order total. These promotions encourage customers to spend “X” dollar amounts to receive the reward.

➤ **To Add a Total Promotion**

- 1 From the Promotion Management menu, select Member Promotions and then Total Promotions. The Total Promotions list is displayed.
- 2 Double-click the required Promotion ID, or highlight it and select *Edit*. The Total Promotion tabbed dialog box appears. On each tab, set the properties and options as required.
- 3 Click *OK* or *Apply* to save.

General Tab

Total Promotion

Promotion ID: 999
 Description: Produce

General | Setting | Member Card Settings | Loyalty Server

Start date: 05/08/2002 00:00
 End date: 05/08/2002 23:59

Segments Attachment

Day Settings	From	To
<input checked="" type="checkbox"/> Monday	00:00	23:59
<input checked="" type="checkbox"/> Tuesday	00:00	23:59
<input checked="" type="checkbox"/> Wednesday	00:00	23:59
<input checked="" type="checkbox"/> Thursday	00:00	23:59
<input checked="" type="checkbox"/> Friday	00:00	23:59
<input checked="" type="checkbox"/> Saturday	00:00	23:59
<input checked="" type="checkbox"/> Sunday	00:00	23:59

Define start and end time for each day of the week.
 Reward will be given during these hours only.

Credit Program: [Dropdown]
 Linked Promotion: [Dropdown]
 Coupon Type: Not Required [Dropdown]
 Coupon Required: 0 [Text]
 Non Netted Discount

OK Cancel Apply

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.

Field	Description
Segments Attachment	Click <i>Segments Attachment</i> to link a segment(s) to a promotion.
Day Settings area:	
Mon - Sun	Set the days in the week on which the promotions are to run and at which times.
From - To	
Credit Program	From the dropdown list, select the relevant Credit Program.
Linked Promotion	From the dropdown list, select the relevant Linked Promotion.
Coupon Type	From the dropdown list, select one of the following: Not Required One Time Only One time Per Reward
Coupon Required	Enter the coupon number required to activate the promotion.
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from net sales. Typically, manufacturers sponsor these promotions and the stores are reimbursed for the promotional amount.

Setting Tab

The screenshot shows a 'Total Promotion' dialog box with the following fields and values:

- Promotion ID: 999
- Description: Produce
- Group Type: Order value
- Reward Type: Target message
- Reward: 0
- Minimum Purchase: 0.00
- Threshold: 0.00
- Reward Entered By cashiers:

Field	Description
Group Type	Select: Order Value
Reward Type	Select one of the following as the reward type: Target Message Percent Of Order Amount Of Order
Reward	Enter the reward (savings) amount.
Reward entered by cashiers	Select this checkbox if you want cashiers to be able to enter rewards on PoS terminals.
Minimum Purchase	Specify the minimum order value to qualify for the reward.
Order Value Threshold	Reserved for future use.

Member Card Settings Tab

Total Promotion

Promotion ID:

Description:

General | **Setting** | Member Card Settings | Loyalty Server

Member Card Required

Available Card Schemes

Available for all Card Schemes

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

Navigation: [Back] [Forward] [OK] [Cancel] [Apply]

Field	Description
Member Card Required	If you want this promotion to be available to member cardholder only, check this option.
Available Card Schemes area:	
Available for all Card Schemes	You can make this promotion available for all card schemes in the system. If not selected, then specify the specific card schemes in the next field.
Schemes 1-10	Define the quantity value and reward for each band as appropriate. You must use at least one band, and up to ten.

Loyalty Server Tab

The screenshot shows a dialog box titled "Total Promotion" with the following fields and options:

- Promotion ID: 999
- Description: Produce
- General | **Setting** | Member Card Settings | Loyalty Server
- Update Loyalty Server
- Segment1 to Segment16 (each with an unchecked checkbox)
- Navigation arrows: Home, Left, Right, End
- Buttons: OK, Cancel, Apply

Field	Description
Update Loyalty Server	Select this checkbox if you want the CCMS promotion to update the Loyalty Server. If selected, you must then choose the segments to update the Loyalty Server.
Segments 1-16	Select the segments (example, age, income, etc.) that apply to this promotion. If there are more than 16 defined segments, you can attach the additional segments through the <i>Set Attachment</i> option on the <i>General</i> tab.

Credit Programs

This option enables you to set "Credit" reward types. Credit reward types are based on points and may be redeemed at different locations other than the store and may be targeted for redemption on specific dates.

In addition to using credit programs to issue reward points, a credit program can be created to alert the cashier with a special sound effect (beep) at the PoS terminal, when a promotional item is sold. Create a credit program (e.g., Sound Effect) and link it to other promotions. See details below.

➤ To Add Credit Programs

- 1 From the Promotion Management menu, select Member Promotions, and then Credit Programs. The Credit Programs list is displayed.
- 2 Double-click the required Credit Program, or highlight it and select *Edit*. The Credit Program tabbed dialog box appears. On each tab, set the properties and options as required.
- 3 Click *OK* or *Apply* to save.

General Tab

The screenshot shows the 'Credit Program' dialog box with the 'General' tab selected. The dialog box has a title bar 'Credit Program' and a close button. It contains the following fields and controls:

- Credit Program ID:
- Description:
- Start date: (calendar icon)
- End date: (calendar icon)
- Start time: (time picker)
- End time: (time picker)
- Credit Program Type: (dropdown menu)
- Day Settings table:

	From	To
<input checked="" type="checkbox"/> Monday	00:00	23:59
<input checked="" type="checkbox"/> Tuesday	00:00	23:59
<input checked="" type="checkbox"/> Wednesday	00:00	23:59
<input checked="" type="checkbox"/> Thursday	00:00	23:59
<input checked="" type="checkbox"/> Friday	00:00	23:59
<input checked="" type="checkbox"/> Saturday	00:00	23:59
<input checked="" type="checkbox"/> Sunday	00:00	23:59
- Report to loyalty promotion server
- Buttons: All On, All Off
- Footer: Define start and end time for each day of the week. Reward will be given during those hours only.
- Navigation: Back, Forward, Home, End buttons
- Buttons: OK, Cancel, Apply

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Day Settings area:	
Monday - Sunday From - To	Define start and end times for each day of the week. Rewards are given during those hours only.
Credit Program Type	From the dropdown list, select one of the following: Normal Gas Reward
Report to loyalty promotion server	Select this if you want the Credit Voucher details sent to the Loyalty Server (CCMS).

Note: This option must be selected in order to use Credit Programs.

Settings Tab

Field	Description
Program Restrictions area:	
Minimum order purchase	Enter the minimum value of the ticket total (before tax) which enables the customer to receive a reward
Maximum credits program purchase	Enter the maximum Credit Program amount in order to receive the reward.
Minimum credits program purchase	Enter the minimum Credit Program amount that must be purchased in order to receive the reward.
Minimum credits program purchase quantity	Enter the minimum Credit Program purchase quantity that must be purchased in order to receive the reward.
Convert credits area:	Reserved for future use.
Reward Tender Type	
Event invisible on receipt	
Negative event	
Threshold Quantity	
Step size Quantity	

Field	Description
Reward Price	
Step Reward Price	
Convert Price amount area:	Reserved for future use.
Threshold Price	
Step size Price	
Reward Quantity	
Step Reward Quantity	

Printing Settings Tab

Field	Description
Print on Receipt area:	
Print credit earning after every time	Select this option if you want the credit earning to print every time the reward is given.
Item credit template name	Enter the appropriate credit template name, as set up in Database Management, POS Controls.
Print total credits earning on receipt	Select this option if you want the total credit earnings to print on the receipt at the PoS terminal.
Total credits on receipt template name	Enter the appropriate total credit template name, as set up in Database Management, POS Controls.
Print on Voucher area:	
Print Voucher	Select this option if you want the voucher printed at the PoS terminal.
Template name	Enter the 8-digit Fuel Reward template name. The name is alphanumeric and only capital letters are accepted.
Create/print voucher ID from	Reserved for future use.

Field	Description
Barcode for voucher ID	Select this option in order to print a voucher ID barcode on the receipt.
Earning details	Select this option if you want additional voucher details on the receipt.
Redeem validation period (in days)	Enter the validation period in days.

Member Card Settings Tab

This tab is not used in Credit Program Promotions.

Field	Description
Member Card Required	If you want this promotion to be available to member cardholder only, check this option.
Available Card Schemes area:	
Available for all Card Schemes	You can make this promotion available for all card schemes in the system. If not selected, then specify the specific card schemes in the next field.
Schemes 1-10	Define the quantity value and reward for each band as appropriate. You must use at least one band, and up to ten.

Visual Effects Settings Tab

This option currently supports sound and video on selected promotions.

The screenshot shows the 'Credit Program' dialog box with the 'Visual Effects Settings' tab selected. The dialog has several tabs: 'General', 'Settings', 'Printing settings', 'Member Card Settings', and 'Visual Effects Settings'. The 'Visual Effects Settings' tab contains the following options:

- Graphic Image**
 - Display AVI or BMP image
 - AVI/BMP file name: [text box]
 - Duration time for display (seconds): [0]
 - Do not refresh customer display image during special effect
- Message Box**
 - Display special message in message box
 - text message: [text box]
 - Duration time for display (seconds): [0]
 - Enter to messages queue
- Report to Internet Explorer component

At the bottom of the dialog are navigation buttons (back, forward, etc.) and 'OK', 'Cancel', and 'Apply' buttons.

Field	Description
Graphic Image area:	
Display AVI or BMP Image	Select this checkbox if a video is display on the customer display when conditions of this credit program are met. Note: Select this checkbox if this credit program is for sound effects – “Special Beep on Promotions”.
AVI/BMP file name:	Enter the path (location) and file name for the video image (\\...\file name.html). Note: For “Special Beep on Promotions” – Enter “SOUND” (upper case letters) in this field.

Field	Description
Duration time for display (seconds):	Enter the number of seconds for the video to display on the customer display.
	Note: For "Special Beep on Promotions" – Enter "7" in this field.
Do not refresh customer display image during special effect.	Select this checkbox if the video (special effect) is to display in its entirety with no disruptions on the customer display.
Message Box Area: Display special message in message box	Reserve for future use.
Text Message: Duration time for display (seconds) Enter to message queue Report to Internet Explorer component	

Member Card Maintenance

Member Card Maintenance provides access to options for setting up and maintaining Member Card schemes and monitoring Member Card customer details.

The Member Card scheme number is set up as a customer-specific member card scheme. This allows you to link a scheme different from that defined in Card Range Maintenance, for any customer, without having to re-issue them with a card.

Note

The default card scheme number and any other card schemes you require in your store are still set up as usual in Card Range Maintenance. This is in case customer details cannot be found in Member Maintenance or in the case of being offline.

Member Card Scheme Maintenance

Use the Member Card Scheme Maintenance option to add, edit or delete Member Card schemes. Member Card points are awarded to Member Card customers according to the rules you define in the schemes. Scheme number 1 is used to set the basic qualifying rules. Any other (additional) schemes you define are more customizable.

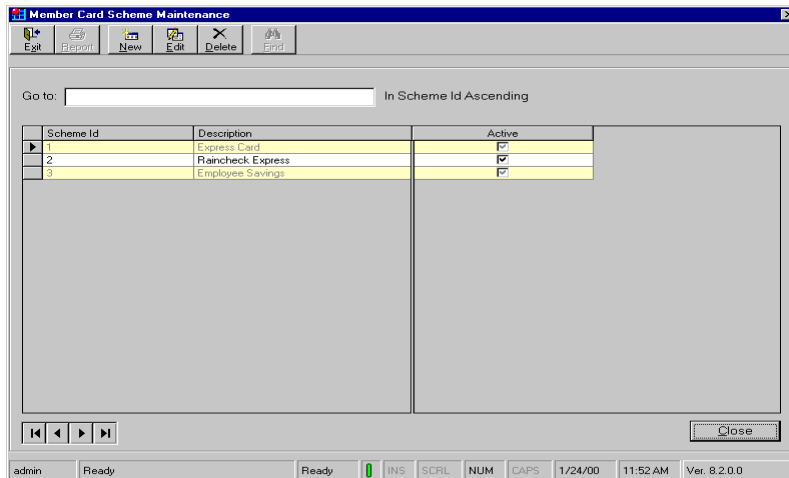
You can, if required, define schemes 2 and higher, to include points from scheme number 1. Scheme 2 and higher are more flexible than scheme one, and include various trigger types, receipt print options and points to award.

The Member Card Maintenance screen lists all the schemes defined in the system, showing the following information per scheme:

- Scheme number
- Scheme Description
- Active indicator

➤ **To Add Member Card Schemes**

- 1 From the Promotion Management menu, select Member Card Maintenance and then Member Card Scheme Maintenance. The Member Card Scheme Maintenance window appears.



- 2 Click *New* to add a new Member Card Scheme.
- 3 Enter the Member Card Scheme number and description.
- 4 Select the active checkbox to activate or deactivate the scheme.
- 5 Set the properties and options as required.
- 6 Click *OK* or *Apply* to save.

General Tab

Member Card Scheme Maintenance

Member Card Scheme : 100

Description : Instant Reward Active

General | Settings

Receipt description :

Use frequent shopper price

Discount: 5 % Discount

Trigger type : Gets points only from current scheme

Receipt print option : Print total include additional points

Value to use : Give points for qualified spend only

Print card number

Point Factor : 0

OK Cancel Apply

Field	Description
Receipt description	Enter the schemes description to print on the receipt at the PoS terminal.
Use frequent shopper price	Select this option if you want to use frequent shopper price for the specific scheme.
Discount	Select the discount type from the dropdown list.
Trigger type	Select one of the following from the list: Gets points only from current scheme Get points from current + basic scheme
Receipt print option	Select one of the following from the list: Print total include additional points Do not print additional points Print total include additional + additional points Points for each scheme printed separately
Value to use	Select one of the following from the list: Give points for qualified spend only Points only for amount paid in this card Points for all amount including change
Print card number	To print the Member Card number on the receipt, select the checkbox.
Point Factor	Reserved for future use.

Settings Tab

Member Card Scheme Maintenance

Member Card Scheme : 1

Description : Express Card Active

General Settings

Units Spend

Threshold Amount : 0.00 Points : 0

2nd Threshold Amount : 0.00 Points : 0

Bonus Spend

Threshold points : 0 Discount Member In File

2nd Threshold points : 0

Applied from : 00:00 To : 00:00

Applicable days

Monday Wednesday Friday Sunday

Tuesday Thursday Saturday

OK Cancel Apply

Field	Description
Units Spend area:	
Threshold amount	Enter the minimum amount a customer must purchase in order to receive the reward.
Threshold points	Enter the points a customer will receive if the field threshold amount above is met.
2 nd Threshold amount	Once the threshold of 10 dollars has been reached, the customer could earn, for example, an additional 3 points for every additional cycle of 10 dollars spent. In this case, the 2 nd threshold in dollars is 10.
2 nd Threshold points	Defines the cycle after the threshold is reached.
Bonus Spend area:	
Threshold points	Enter additional threshold points.
Discount Member in File	For this member to receive a reward, the member's details must be in the member file.
2 nd Threshold points	Specify the cycle after the threshold is reached.
Applied from - to	Specify start and end time. Rewards are given during those hours only.

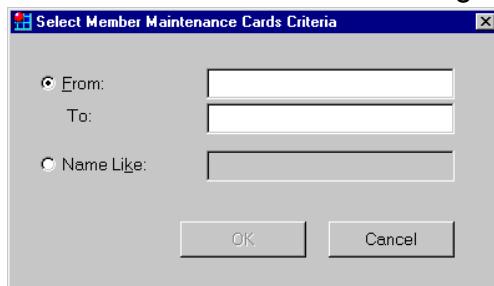
Field	Description
Applicable days area: Monday - Sunday	Define the days on which rewards will be given.

Member Maintenance

Use the Member Maintenance option to add, edit or delete Member Card customers.

➤ **To Add a Member Card**

- 1 From the Promotion Management menu, select Member Card Maintenance and then Member Maintenance. The Member Maintenance Cards Criteria dialog box is displayed.



The screenshot shows a dialog box titled "Select Member Maintenance Cards Criteria". It has a standard Windows-style title bar with a close button. The dialog contains three radio buttons: "From:" (which is selected), "To:", and "Name Like:". Each radio button is followed by a text input field. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

- 2 Type the lowest required Member Card Number in the *From* field and the highest Member Card Number in the *To* field,
or
Type the same value in both fields, in order to search for a specific Member Card.
or
Type the Member Card Name using the *Name Like* radio button and click *OK*.
The Member Maintenance Window appears.
- 3 Double-click the Member Card you want to edit. The tabbed Member Maintenance dialog box is displayed.
- 4 Set the parameters and options as required.
- 5 Click *OK* or *Apply* to save.

General Tab

Field	Description
Member Card Scheme	Select the member card scheme from the dropdown list.
Points	This field is left blank - the number of points is updated by sales from the PoS terminal.
Update Date	Select the date on which the points will be updated.
Redemption Value	This field shows the system's points-to-money equivalent.
Receipt by e-mail	Select this checkbox if member requests a copy of their receipt by e-mail.

Note:

The system parameter, *Member Card number includes a check digit*, should be turned off. (See POS Setup \POS Parameters\Card Program\Member Cards & Promotions, located in System Administration.)

Field	Description
Saving	<p>This field shows the Frequent Shoppers total savings amount. Only if the Frequent Shopper number is recognized as a Member Card number, will the savings be updated.</p> <p>If the parameter, <i>Use Frequent Shopper number a member card number</i>, is selected and Frequent Shopper is recognized as a member at the PoS terminal, the Frequent Shopper Savings amount will be recorded.</p> <p>The Frequent Shopper Savings amount is printed on the receipt. The savings amount in Member Maintenance is updated only at End of Day and not online.</p>
Panel Flag	<p>Select the appropriate option:</p> <p>Not defined Homestore Customer, Non-Panel Homestore Customer Panel Customer</p>
Main Sort	<p>Select the appropriate option:</p> <p>None Department name Department name + total Item name Price ascending Price descending Department number</p>
Second Sort	<p>Select the appropriate option:</p> <p>None Alpha Price ascending Price descending</p>
E-mail Address	<p>The member's e-mail address. This field is required for member to receive a copy of receipt by e-mail.</p>

Corema Segments Tab

Member Maintenance

Member Number : 00000000000000000001 Member Name : REL

General Corema Segments

Segment 1 Segment 5 Segment 9 Segment 13
 Segment 2 Segment 6 Segment 10 Segment 14
 Segment 3 Segment 7 Segment 11 Segment 15
 Segment 4 Segment 8 Segment 12 Segment 16

Field	Description
Member Number	Enter the Member Number.
Member Name	Enter the Member Name.
Segments 1- 16	Select the appropriate segments.

Corema

Corema is an external database that is maintained by the Head Office marketing personnel.

Customers belonging to specific segments may be rewarded with member promotions.

Corema enables you to provide data warehousing systems that collect and maintain data on your customers and their buying patterns. It also allows you to manage loyalty programs.

The Corema database stores customer-specific details and allows you to:

- Design promotions to match customer preferences
- Manage your pricing by customer, based on volume and loyalty rather than by product category
- Track and influence customers buying patterns over time
- Track who the best customers are and what their buying preferences are
- Personalize offers to fit customer needs, so that they return for more
- Carry out basket analysis to discover what customers buy (and what they don't)
- Analyze and model customer buying patterns over time

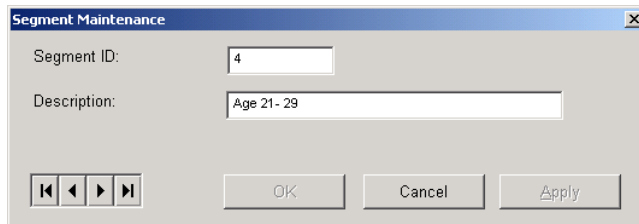
Corema Segments

Segments are used to identify groups of customers who are targeted for specific promotions based on common factors. For example, segments could be created based on the following common characteristics:

- Age
- Sex
- Income Group
- Geographical Areas
- Pets
- Store Spend (per Customer)
- Preferred Store

➤ **To set up segments**

- 1 From the main menu, select Promotion Management. Double-click Corema and then Corema Segments. The Segments Maintenance dialog box is displayed.



The screenshot shows a dialog box titled "Segment Maintenance" with a close button in the top right corner. It contains two text input fields: "Segment ID:" with the value "4" and "Description:" with the value "Age 21- 29". Below the input fields are four navigation buttons (back, left, right, forward) and three action buttons: "OK", "Cancel", and "Apply".

- 2 Enter the segment ID and Description.
- 3 Click *OK* or *Apply* to save.

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Fujitsu Transaction Solutions Inc.
2933 Bunker Hill Lane, #101
Santa Clara, CA 95054

P/N 89000103
PIN 45001/032