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Preface

Audience

This book is written for hardware installer/service personnel, system integrators, and field engineers.

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Table of Contents

Chapter 1: Introduction 1-1
1.1 What's in this Guide 1-1
1.2 Definition of Terms 1-2
1.3 How this Guide is Organized 1-3
Chapter 2: Getting Started 2-5
2.1 Launching ENCOR 2-5
2.2 Logging In 2-5
2.2.1 Change Password Window 2-6
2.3 Launching Applications 2-7
2.3.1 Home Screen 2-7
2.3.2 Navigation 2-27
Chapter 3: Item Management 3-37
3.1 Introduction 3-37
3.2 Item Maintenance 3-37
3.2.1 Introduction 3-37
3.2.2 Item Maintenance 3-37
3.2.3 PLU Maintenance (Base) 3-90
3.2.4 Fast PLU Maintenance (Base) 3-109
3.2.5 PLU Groups (Base) 3-114
3.2.6 DEA Groups (Base) 3-115
3.2.7 PLU – Change Price Reason (Base) 3-116
3.2.8 Price Group (Base) 3-117
3.2.9 PLU Inquiries (Base) 3-118
3.2.10 Price List Maintenance (Base) 3-120
3.2.11 Fuel Product Codes 3-124
3.2.12 Dynamic Item Attributes Maintenance (Base) 3-125
3.2.13 Linked Items (Base) 3-129
3.3 Batch Maintenance 3-133
3.3.1 Introduction 3-133
3.3.2 Batch Maintenance 3-133
3.3.3 PLU Batches (Base) 3-150
3.3.4 PLU Selection Criteria (Base) 3-165
3.3.5 Fast PLU Batches (Base) 3-171
3.4 Mix Match Maintenance 3-174
3.4.1 Look Up or Select Mix Match Code 3-175
3.4.2 Add Mix Match Code 3-175

3.4.3 Delete Mix Match Code 3-175
3.4.4 Other Actions 3-175
3.5 Price Link Maintenance 3-176
3.5.1 Lookup or Select Price Link 3-177
3.5.2 Add Price Link 3-177
3.5.3 View or Edit Price Link Items List 3-177
3.5.4 Change Price Link Description 3-178
3.5.5 Change Price Link ID 3-179
3.5.6 Delete Price Link 3-179
3.5.7 Other Actions 3-179
3.6 Promotion Maintenance 3-180
3.6.1 Introduction 3-180
3.6.2 Enhanced Promotions 3-180
3.6.3 Group Promotions 3-194
3.6.4 Level Promotions 3-202
3.6.5 ScanMaster Promotions 3-211
3.6.6 Single-Item and Multi-Item Promotions (Base) 3-237
3.6.7 Edit/Delete Promotions 3-242
3.6.8 Member Promotions 3-244
3.6.9 Enhanced Promotions 3-251
3.6.10 Group Promotions 3-261
3.6.11 Level Promotions 3-270
3.6.12 Credit Programs 3-279
3.6.13 Member Card Scheme Maintenance (Base) 3-284
3.6.14 Member Maintenance (Base) 3-288
3.6.15 Corema Segments (Base) 3-291
3.6.16 Loyalty Enhanced Promotions (Base) 3-292
3.6.17 Loyalty Group Promotions (Base) 3-320
3.6.18 Loyalty Level Promotions (Base) 3-348
3.6.19 Loyalty Member Account Maintenance (Base) 3-374
3.7 Tag Request 3-379
3.7.1 Print Tag or Label Overview 3-379
3.7.2 Adding Items to Tag Request Application Grid 3-379
3.7.3 Adding Items from the Item Maintenance Application 3-380
3.7.4 Adding Items from Vendor Maintenance 3-382
3.7.5 Adding Items from Item Search 3-383
3.7.6 Adding Items from the Handheld 3-383
3.7.7 Adding Items from the Tag Request Application 3-386
3.7.8 Modifying Items in the Tag Request Application Grid 3-387

3.7.9 Selecting Items from the Tag Request Application Grid 3-388
3.7.10 Filtering, Sorting, and Deleting Items in Tag Request Application Grid 3-389
3.7.11 Deleting Items 3-390
3.7.12 Printing/Exporting Tags or Labels 3-390
3.7.13 Reprinting 3-392
3.7.14 Export ASCII Text File 3-392
3.7.15 File Export Dialogs 3-393
3.8 Item Review Dashboard 3-396
3.8.1 Overview 3-396
3.8.2 Managing Daily Workload 3-400
3.9 Scale Management 3-407
3.9.1 Scale Management Communication 3-407
3.9.2 Ingredient Maintenance 3-408
3.9.3 COOL Maintenance 3-415
3.9.4 Nutrifact Maintenance 3-420
3.9.5 Scale Item Maintenance 3-429
Chapter 4: Cash Office Management 4-440
4.1 Introduction 4-440
4.2 Cash Office Functionality 4-441
4.2.1 Illustration of Tender Flows 4-441
4.2.2 Description of Tender Flows 4-441
4.2.3 Cashier and Safe Accountability Procedures 4-443
4.3 Cash Office System Parameters 4-446
4.3.1 Cash Office Parameters 4-446
4.4 Cashier Balancing 4-452
4.4.1 Cashier Add Loan 4-452
4.4.2 Cashier Pickup 4-454
4.4.3 Cashier Accountability 4-456
4.5 POS Balancing 4-465
4.6 Store/Safe Balancing 4-466
4.6.1 Deposits/Receipts 4-466
4.6.2 Paid Out 4-474
4.6.3 ROA 4-476
4.6.4 Enhanced Receipts and Payouts 4-478
4.7 Safe Accountability 4-489
4.7.1 Safe Declaration 4-489
4.7.2 Safe Audit Report 4-496
4.7.3 History Safe Audit Report 4-497
4.8 Cashier Utilities 4-498

4.8.1 Remote/Force Log Off 4-498
4.8.2 POS Monitoring (WinPOS) 4-499
4.8.3 Reset Password 4-500
4.9 Custom Weekly Accounting 4-501
4.9.1 Custom Weekly Accounting Reports 4-502
4.9.2 Manual Custom Accounting Transactions 4-506
4.9.3 Manual Custom Accounting Transactions Audit Report 4-507
4.9.4 Override Finalized Transactions 4-509
4.9.5 Override Finalized Transactions Audit Report 4-510
4.10 End of Day 4-511
4.10.1 Operations Performed by End of Day 4-511
4.10.2 Before Running End of Day 4-511
4.10.3 Starting the End of Day Procedure 4-511
Chapter 5: Store Management 5-516
5.1 User/Roles 5-516
5.1.1 User Maintenance 5-516
5.1.2 Role Maintenance 5-524
5.1.3 User Maintenance (Base) 5-536
5.1.4 Profile Maintenance (Base) 5-542
5.2 Department Setup 5-544
5.2.1 Introduction 5-544
5.2.2 Department Maintenance 5-544
5.2.3 Departments (Base) 5-551
5.2.4 Subdepartments (Base) 5-557
5.2.5 Department Groups (Base) 5-559
5.2.6 Super Groups (Base) 5-560
5.2.7 Hierarchy Level Maintenance (Base) 5-560
5.3 Financial 5-563
5.3.1 Tender Maintenance 5-563
5.3.2 Return Types 5-579
5.3.3 Discounts 5-582
5.3.4 Tax Rates 5-584
5.3.5 Payouts/Receipts 5-588
5.3.6 Banks in System 5-589
5.3.7 Currency Programming 5-589
5.3.8 Foreign Currency Maintenance 5-590
5.3.9 Tender Opening Loan Maintenance 5-592
5.3.10 Safe Definition 5-593
5.3.11 Weekly Accounting Report Setup 5-596

5.3.12 State Maintenance 5-607
5.3.13 WIC Link Maintenance 5-612
5.3.14 Electronic WIC Items 5-613
5.3.15 Electronic WIC Import 5-615
5.4 POST Controls 5-618
5.4.1 Control Checks 5-618
5.4.2 POS Item Messages 5-621
5.4.3 Tare Weights 5-623
5.4.4 Templates/Multi Part Receipts 5-625
5.4.5 Cost Plus Programming 5-632
5.4.6 Service Fee Programming 5-633
5.5 Card Maintenance 5-637
5.5.1 Card Range 5-637
5.5.2 Card Validation 5-642
5.6 Accounts 5-646
5.6.1 Regular Bad Accounts 5-646
5.6.2 Enhanced Bad Accounts 5-648
5.6.3 ECCA Accounts 5-650
5.6.4 ECCA Templates 5-653
5.6.5 Customer Accounts 5-656
5.6.6 Customer Survey 5-659
5.7 Coupons 5-662
5.7.1 EAN 99 Coupons 5-662
5.8 Message Center 5-664
5.8.1 Send Message 5-664
5.8.2 Sign On Messages 5-671
5.8.3 Immediate Messages 5-673
5.8.4 Post Messages 5-675
5.8.5 Send Ticket by E-mail 5-679
5.9 Barcode 5-680
5.9.1 Barcode Programming Maintenance 5-685
5.10 Utilities 5-696
5.10.1 Electronic Journal 5-696
5.10.2 LAN Monitoring 5-720
5.11 Cashier Maintenance 5-723
5.11.1 Adding a New Cashier 5-723
5.12 Receipt Email Maintenance 5-727
5.12.1 Email Form Editor 5-727
5.12.2 Email Viewer 5-728

5.12.3 Email Send 5-728
5.13 UOM Maintenance 5-730
5.13.1 Screen Fields 5-730
5.13.2 Modify UOM 5-731
5.13.3 Add UOM 5-731
5.13.4 Delete UOM 5-731
5.13.5 Print 5-731
5.14 Category Maintenance 5-732
5.14.1 Screen Fields 5-732
5.14.2 Screen Functionality 5-735
5.14.3 Miscellaneous Screen Functionality 5-737
5.15 Vendor Maintenance 5-739
5.15.1 Deliver Tab 5-740
5.15.2 Item(s) Tab 5-740
5.15.3 Screen Functionality 5-741
5.15.4 Miscellaneous Screen Functionality 5-746
Chapter 6: Import 6-748
6.1 Introduction 6-748
6.2 Import Utility Applications 6-749
6.2.1 Import Utility Application Screens 6-749
6.2.2 Menu and Toolbar Options 6-763
6.2.3 Flat File Import Utility 6-765
6.2.4 SIL Import Utility 6-770
6.2.5 SIFT Import Utility 6-774
6.2.6 ISP Import Utility 6-778
6.2.7 Item HST Import Utility 6-783
6.2.8 FX Import Utility 6-787
Chapter 7: Export 7-792
7.1 Introduction 7-792
7.2 Export IRI File / ACN 7-793
7.2.1 IRI File / ACN Export File Format 7-794
7.3 Export To Host 7-795
7.3.1 Export Movement 7-795
7.3.2 Export Receivers 7-797
7.4 Export For 3 Way Compare 7-814
Chapter 8: Communications 8-815
8.1 Introduction 8-815
8.2 Operational Dashboard 8-816
8.2.1 Selecting an Operational Dashboard 8-816

8.2.2 Manual Refresh of Grid Data 8-816
8.2.3 Setting the Effective Date 8-817
8.2.4 Sorting and Exporting Grid Data 8-817
8.2.5 Task Status View 8-818
8.2.6 Item Exceptions View 8-821
8.2.7 Scale Management View 8-822
8.3 Extract and Transmit Items 8-824
8.4 Synchronize from Base 8-827
8.4.1 Pull Items from Base 8-827
8.4.2 Pull Movement From Base 8-828
8.4.3 Compare Base Item File to ENCOR 8-829
8.4.4 Pull Promotions From Base 8-830
Chapter 9: Inventory 9-832
9.1 Receiving/Ordering 9-832
9.1.1 Create New Receiving Doc 9-832
9.1.2 Receiving Documents 9-837
9.1.3 Create Purchase Order 9-841
9.1.4 Purchase Orders 9-845
9.1.5 Create Transfer Out 9-848
9.1.6 Create Transfer In 9-852
9.1.7 Transfers 9-856
9.2 Perpetual Inventory 9-862
9.2.1 Inventory Cycle Counts 9-862
9.2.2 Inventory Adjustments 9-867
9.2.3 Movement Adjustment 9-874
Chapter 10: System 10-876
10.1 POS Setup 10-876
10.1.1 POS Configuration 10-876
10.1.2 Checkout Banks 10-887
10.1.3 Substore Definition 10-895
10.1.4 Menusys Import 10-896
10.1.5 Multiple Stamp Schemes 10-899
10.1.6 Card Program Maintenance 10-900
10.1.7 Voucher Ranges 10-902
10.1.8 Coupon Value Code Table 10-902
10.1.9 Coupon Printing Maintenance 10-903
10.1.10 Restricted Sale Special Dates 10-907
10.1.11 Receipt Logo 10-908
10.1.12 Receipt Header/Footer 10-910

10.1.13 Retailer Information 1-5 10-912
10.1.14 Organize Receipt 10-912
10.1.15 Keyboard Functions 10-912
10.1.16 Keyboard Programming 10-913
10.1.17 POS Menu Maintenance 10-919
10.2 Back Office Setup 10-922
10.2.1 Site Setup 10-922
10.2.2 Database Connection 10-942
10.2.3 Dashboard Group 10-943
10.2.4 Hosted Sites 10-946
10.2.5 Data Collect Reference 10-959
10.2.6 Data Collect Section 10-961
10.2.7 Locations 10-963
10.2.8 FTP Setup 10-964
10.2.9 Scale Area Setup 10-967
10.2.10 Task 10-970
10.2.11 Rounding Rule Maintenance 10-983
10.2.12 Deal Type Maintenance 10-986
10.3 Front Office Set up 10-989
10.3.1 End of Day Exceptional Dates 10-989
10.3.2 Automatic End of Day 10-990
10.3.3 End of Day Reports Parameters 10-991
10.3.4 PCs in System 10-992
10.3.5 CDV Schemes 10-994
10.3.6 Reports Schedule Definition 10-995
10.3.7 Reports Schedule Archive 10-997
10.4 Preferences 10-999
10.4.1 Customize Application 10-999
10.5 Language Utilities 10-1000
10.5.1 System Language 10-1000
10.5.2 Translate Strings 10-1001
10.5.3 Translate Messages 10-1003
10.5.4 Translate Menu Names 10-1004
10.5.5 Translate Controls 10-1006
10.5.6 Translate Report Strings 10-1007
10.5.7 Change String 10-1009
10.6 Technical Support 10-1010
10.6.1 Build PLU File from Host File 10-1010
10.6.2 Store Open Service 10-1010

10.6.3 Transaction Handling Parameters....10-1011
10.6.4 Software Key Information....10-1012
10.6.5 QuickDex Definition....10-1012
10.6.6 System Integrity Parameters....10-1018
10.6.7 QDX Files Checksum Table....10-1019
10.6.8 Load/Refresh QDX File to POS....10-1020
10.6.9 Terminate Crashed End of Day....10-1022
10.6.10 Technical Parameters....10-1022
10.6.11 Sqlmnt....10-1024
10.6.12 Rsession Parameters....10-1028
10.6.13 Code Distribution Management Parameters....10-1029
10.6.14 Package Maintenance....10-1031
10.6.15 ENCOR Agent....10-1031
10.7 General System Parameters....10-1035
10.7.1 General System Parameters....10-1035
10.7.2 Cash Office Parameters....10-1045
10.7.3 POST Parameters....10-1050
10.7.4 Front Office Parameters....10-1117
10.7.5 Object Security Maintenance....10-1145
10.8 Utilities....10-1147
10.8.1 Alerts Log....10-1147
10.8.2 Alerts Maintenance....10-1151
10.8.3 Alerts Parameters....10-1160
10.8.4 Audit Queries....10-1160
10.8.5 Alerts Targets....10-1163
10.8.6 Date & Time....10-1168
10.8.7 Accounting Date....10-1169
10.8.8 Table Extracts Maintenance....10-1170
Chapter 11: Reports....11-1175
11.1 Department Reports....11-1175
11.1.1 Department Reports....11-1175
11.1.2 Department Sales by Location Report....11-1175
11.1.3 Department Analysis Detail Report....11-1176
11.1.4 Expanded Department Report....11-1176
11.1.5 Weekly Business Report....11-1177
11.1.6 Department Summary Report....11-1178
11.1.7 Department Sales Report....11-1178
11.1.8 VAT Exclusive/Inclusive Sales Report....11-1178
11.1.9 Net Department Sales Flash Report....11-1180

11.1.10 Department Sales Analysis Report 11-1181
11.1.11 Flash Sales and Sales Mix Report 11-1183
11.1.12 Department Weekly Budget Report 11-1184
11.1.13 Subdepartment Report 11-1186
11.1.14 Super Groups Report 11-1189
11.2 Store Reports 11-1191
11.2.1 Store Sales Reports 11-1191
11.2.2 Media Report 11-1191
11.2.3 Extended Media Report 11-1192
11.2.4 Control Report 11-1192
11.2.5 Miscellaneous Transaction Recap Report 11-1192
11.2.6 Store Balance Report 11-1193
11.2.7 Promotion Sales Report 11-1193
11.2.8 WIC Approved Product List Report 11-1194
11.2.9 WIC Claim Report 11-1195
11.2.10 WIC Reconciliation Report 11-1196
11.3 Item Reports 11-1198
11.3.1 PLU Sales by Location Report 11-1198
11.3.2 PLU Sales Report 11-1198
11.3.3 PLU Profitability Report 11-1199
11.3.4 PLU Information Detailed Report 11-1199
11.3.5 PLU by Hour Report 11-1200
11.3.6 PLU Not Found Report 11-1200
11.3.7 Scan Problem Report 11-1200
11.3.8 Consolidated Add/Loss Sales Items Report 11-1201
11.3.9 Items Marked for Deleted Report 11-1202
11.3.10 PLU Period Sales Report 11-1204
11.3.11 Compare Multiple EAN's Report 11-1205
11.3.12 TPR On/Off Report 11-1207
11.3.13 Advanced Item Review 11-1212
11.3.14 Special Price On/Off Report 11-1222
11.3.15 Extended Item Report 11-1232
11.3.16 File Compare Utility 11-1237
11.3.17 Zero Movement Report 11-1240
11.3.18 Sell Thru Report 11-1242
11.4 Cashier Reports 11-1244
11.4.1 Cashier Report 11-1244
11.4.2 Cashier Tender Report 11-1244
11.4.3 Cashier Tender Summary Report 11-1245

11.4.4 Over Limit Cashier Report 11-1245
11.4.5 Operator Trial Balance Report 11-1245
11.4.6 Cashier Pickup & Loan Report 11-1246
11.4.7 Cashier Over/Short Report 11-1246
11.4.8 Cashier Over/Short by Media Report 11-1247
11.4.9 Cashier Coupons Report 11-1247
11.4.10 Cashier Returns/Refunds Report 11-1248
11.4.11 Cashier Voids and Error Correction Report 11-1248
11.4.12 Itemized Check Report by Cashier 11-1249
11.4.13 Cashier Security Report 11-1249
11.4.14 Cashier Sales/Items Report 11-1249
11.4.15 Cashier Performance Report 11-1250
11.4.16 Cashier Performance Profile 11-1250
11.4.17 Cashier Effectiveness Report 11-1250
11.4.18 Training Mode Report 11-1251
11.4.19 Active Cashier Report 11-1252
11.4.20 Cashier Sign On History Report 11-1253
11.5 POS Reports 11-1255
11.5.1 POS Report 11-1255
11.5.2 Over Limit POS Report 11-1255
11.5.3 POS Trial Balance 11-1256
11.5.4 POS Pickup Report 11-1256
11.5.5 POS Over/Short Report 11-1256
11.5.6 POS Over/Short by Media Report 11-1256
11.5.7 POS Performance Profile 11-1257
11.5.8 POS Effectiveness Report 11-1258
11.5.9 Itemized Check Report by POS 11-1258
11.5.10 Customer by Location Report 11-1258
11.5.11 Location Report 11-1259
11.5.12 POS Tender Report 11-1260
11.5.13 POS Tender Summary Report 11-1260
11.5.14 POS Coupons Report 11-1261
11.5.15 POS Returns/Refunds Report 11-1261
11.5.16 POS Voids and Error Correction Report 11-1262
11.5.17 POS Security Report 11-1262
11.6 Productivity Reports 11-1264
11.6.1 Online Hourly Productivity 11-1264
11.6.2 Customer Activity Report 11-1266
11.6.3 Branch Performance 11-1266

11.6.4 Hourly Productivity by Department Report 11-1267
11.6.5 Cashier Scan Report 11-1269
11.6.6 Department Scan Report 11-1269
11.6.7 POS Scan Report 11-1269
11.6.8 Department Scan Report by Terminal 11-1270
11.6.9 Cashier Scan Report by Terminal 11-1270
11.6.10 Department Scan Report by Cashier 11-1270
11.7 Movement Reports 11-1271
11.7.1 Movement Report 11-1271
11.8 Inventory Reports 11-1284
11.8.1 Inventory Report 11-1284
11.8.2 Data Collect Report 11-1290
11.9 Receiving/Ordering Reports 11-1296
11.9.1 Receiving Recap Report 11-1296
11.9.2 Purchase Order Print 11-1302
11.10 Miscellaneous Reports 11-1310
11.10.1 Unrecalled Saved Transaction Report 11-1310
11.10.2 Voided Transaction Report 11-1312
11.10.3 Refunds Report 11-1313
11.10.4 Basket Analysis Report 11-1315
11.11 EOD Log and History Reports 11-1317
11.11.1 Print History EOD Reports 11-1317
11.11.2 End of Day Reports 11-1317
11.12 System Logs 11-1317
11.12.1 End of Day Log 11-1317
11.12.2 End of Day Backup Log 11-1318
11.12.3 End of Day Error 11-1318
11.12.4 RSMSRV Log 11-1318
11.12.5 Service Log 11-1318
11.13 Reports Planning 11-1319
11.13.1 Basket Analysis Limits 11-1319
11.13.2 Financial Calendar Planning 11-1319
11.13.3 Department Weekly Budget Planning 11-1320
11.14 Application Access Report 11-1322
11.14.1 Application Access Log 11-1322
Chapter 12: Using Handheld Devices 12-1334
12.1 Introduction 12-1334
12.1.1 Main Menu 12-1334
12.2 Item Maintenance 12-1335

12.3 Receiving 12-1338
12.3.1 Create New Receiving Document 12-1338
12.3.2 Review or Modify Receiving Document 12-1343
12.4 Ordering 12-1348
12.4.1 Overview 12-1348
12.4.2 Navigating to Handheld Ordering 12-1348
12.4.3 Create Purchase Orders 12-1348
12.4.4 Search for Session 12-1354
12.4.5 Modify Session 12-1355
12.4.6 Delete Session 12-1358
12.5 Data Collect 12-1359
12.5.1 Report Damaged or Declined Items 12-1359
12.5.2 Report Price Change 12-1362
12.5.3 Report Inventory 12-1363
12.5.4 Perishable Inventory 12-1363
12.5.5 Verify Item Price 12-1364
12.6 Inventory 12-1365
12.6.1 Counts 12-1365
12.6.2 Inventory Count Screen 12-1368
12.6.3 Adjustments 12-1371
12.7 Reports 12-1374
Appendix A: Release Notes A-1
A.1 NCR 5954 Touch Dynakey Support A-1
A.2 DRE Support with ENCOR and Loyalty on the NCR SSCO A-2
A.3 Expose Alt-ID Entry at the PIN Pad to the ENCOR SDK for Loyalty Lane A-3
A.4 Single Manager Override at End of Transaction A-4
A.4.1 Front Office A-4
A.4.2 POS A-4
A.5 Add Option to WIC CVV Program to Allow Non-Whole Dollar Vouchers A-6
A.5.1 Front Office A-6
A.6 Integrate Email Engine A-9
A.6.1 Front Office A-9
A.6.2 POS A-12
A.7 OPOS Common Controls v1.13 ..... A-13
A.8 SSCO Product Launch A-14
A.9 Hidden System Parameters A-15
A.9.1 QDX to SQL Utilities A-15
A.10 Barcode Programming Markdown Option A-16
A.10.1 Front Office A-16

A.10.2 POS A-21
A.11 SSCO Assist Mode for Manual Coupons and Discounts A-23
A.11.1 Tender Assist Mode A-23
A.11.2 Manual Store Coupon Entry A-23
A.11.3 Transaction Discount A-25
A.11.4 % Trans Discount A-26
A.12 Alternate Loyalty ID with Encore 700 Fuel A-27
A.12.1 Configuration/Parameters A-27
A.13 Driver License Recording from 2-D Image A-28
A.14 Expose Alt-ID Entry at the PIN Pad to the ENCOR SDK for Loyalty Lane A-30
A.15 S&H/ProLogic Coupons Display Immediately A-31
A.16 Survey Template Enhancement A-32
A.16.1 Front Office A-33
A.17 WIC FTP Changes for Wyoming and Cherokee Nation A-34
A.18 Receipt prints the ProLogic Coupon with the PLU Description of Item that Triggered the Coupon. A-37
A.19 EMV - Option for Speeding up Sign On and Sign Off to use SetCashierID MTX function rather than the normal MTX Sign ON / Off A-38
A.20 Improvements to Disable / Enable Mode in ENCOR for PLU Maintenance A-39
A.21 Ability to Export/Import Templates from Office A-40
A.21.1 Importing Templates A-43
A.22 Add option to Remove the “Save” Button from PLU Selection Criteria A-47
A.23 System Connectivity Behavior A-48
A.24 Supervisor Barcode Security A-49
A.25 Support Safe Interface for Cash Office Transactions A-50
A.26 SmartCard WIC Split CVB Tender and Benefit Reversal A-51
A.26.1 POS A-51
A.26.2 Front Office A-52
A.27 Speed up the APL updates to POS when doing WIC Link Maintenance A-53
A.28 SmartCard WIC BOGOR Promotions Apply to WIC Total A-54
A.29 Online WIC in Nevada Added New State Codes, I9 and NZ A-55
A.30 Add Support to Existing “You Saved” on Receipt to include ProLogic Discounts A-56
A.31 Conoco Zip Code Feature at Fuel Pump A-57
A.32 Employee Discount Program with Employee ID Validation via Item Number A-58
A.32.1 Front Office A-58
A.33 Support for SSCO Alt-ID Capture with ProLogic A-60

A.34 Restrict Return to Sale Unless Partial Food Stamp Tender was voided A-62
A.34.1 Front Office A-62
A.34.2 POS A-62

Revision Record

Issue	Date	Remarks
A	Dec 2017	First issue

Chapter 1: **Introduction**

ENCOR is a complete, flexible retail management solution combining a proven POS system with a robust back office bringing needed efficiencies to the small to mid-sized grocery retail market. By building upon the platform of Advanced Back Office (ABO) and the success of ISS45 which owns the largest install base of any independent grocery POS solution in North America, is supported by almost every third-party grocery application and endorsed by every major wholesaler—**ENCOR** can provide a seamless migration path for existing customers of ISS45, ScanMaster, ACS-IR and ABO. Further **ENCOR's** POS provides a powerful transaction processing system delivered over Microsoft industry standard platforms. Its robust "3-R" - Replication, Resiliency and Recovery architecture means "if there's electricity, shoppers can check out."

ENCOR provides more than 300 standard features and functionality including:

- Complete Standalone POS Operations
- Unmatched Number of Configurable and Detailed Reports
- Offline Recovery of Transactions from POS
- Exceptional Pricing and Batch Management Capability
- Powerful Cash Office and Settlement Processes
- Completely Configurable Electronic Import / Export
- Fully Configurable with Parameter Driven Functionality
- Native DSD Receiving on PC or Handheld
- Real-Time POS Management and Monitoring
- Perpetual and Physical Inventory Control
- Powerful Customer Engagement Tools Including Promotions, Surveys and Email Receipts
- Searchable Electronic Journal with Real-Time Transaction Processing
- Optimized POS UI with Full Customer Display

1.1 What's in this Guide

This User's Guide describes the **ENCOR** store application and the suite of retail management applications that it contains. This includes information about both front and back office applications since they are now all accessible thru **ENCOR**.

There are separate references or guides that cover the following topics which are not covered in this guide including:

- **ENCOR** Installation
- **ENCOR** General System Parameters
- **ENCOR** WinPOS
- **ENCOR** Fuel

1.2 Definition of Terms

ENCOR, the store application, provides access to a suite of retail management applications thru a user interface similar to Windows 10. The applications in **ENCOR** are represented as tiles on the screen which can be launched with a click and accessed via a menu bar, a favorites list, a recently accessed list, and a find tool. User privileges to access these applications are maintained in the **User Maintenance** and **Role Maintenance** applications included in **ENCOR**.

The following list provides terms and their definitions:

- **front office** - refers to the group of **ENCOR** applications that provide setup, maintenance, and management functions that work directly with the **ENCOR WinPOS** application running on the Point of Sale (POS) terminals. This includes applications for managing departments, items, cashiers, tenders, return types, tax rates, etc. as well as associated reporting capabilities.
- **front office database** - describes the main repository where front office application data is stored. This database is considered the master to the data that is stored at the individual POS terminals. When changes are made in the front office applications, the application data is first updated in the front office database and then if appropriate, sent to the POS terminals.
- **back office** - generally describes those applications that affect the internal operations of the store. These applications include receiving, ordering, inventory tracking, etc. as well as associated reporting capabilities. However, with various back office product offerings including Advanced Back Office (ABO), there are applications included in the back office that serve as replacements to the front office applications. In ABO, the areas of overlap include item, department, and promotion maintenance applications and because **ENCOR** is built upon the ABO platform, this is true for **ENCOR** too.
- **back office database** - describes where the **ENCOR** back office applications store their application data. It is a separate from the database used by the front office applications. Changes made in the applications that the back office provides as replacements to the front office applications (item, department, and promotion maintenance) automatically get saved to both the back and front office databases to ensure that they flow to the POS. However, the reverse is not true as there is no automatic mechanism to keep the back office database in sync when changes are made in front office applications.
- **(Base)** - identifies in **ENCOR** the front office applications in the **ENCOR** menus where there are overlapping back and front office applications. For example, the back office application, **Item Maintenance**, and the front office application, **PLU Maintenance (Base)**, both provide item maintenance functionality and reside in the same **ENCOR** menu. **Item Maintenance** is intended to be used as a replacement for **PLU Maintenance (Base)** if a store is using any back office applications. **Item Maintenance** stores its item data in the back office database which makes the data available to the other back

office applications like receiving and ordering. Changes in **Item Maintenance** are saved to the back office data base and then automatically sent to the front office database so that it stays in sync and can be forwarded to the POS.

Note:
In general, it is good practice to hide (Base) applications from view in **ENCOR** when back office applications are being used. This prevents accidental use of a (Base) application which could leave the front and back office database out of sync.

- **base** - describes **ENCOR** application data that resides in the front office database. An example of this term's usage is in the names of **ENCOR** applications that load data from the front office database into the back office database such as: Pull Items from Base, Pull Movement from Base, etc.

1.3 How this Guide is Organized

This guide covers the **ENCOR** store application and the large suite of retail management applications that it provides access to. The chapters of this guide are summarized below.

Chapter 1, Introduction – provides a high level description of ENCOR, a definition of terms, and a description of how the User's Guide is organized.

Chapter 2, Getting Started – introduces **ENCOR's** tile-based user interface, describes how to login into the application, and how to access the individual retail management applications included in **ENCOR**.

Chapter 3, Item Management - describes the back and front office applications used to perform item maintenance, batch maintenance, and promotion maintenance as there is overlap in these three areas. Other back office, item-based applications are detailed including the **Item Review Dashboard**, **Tag Request**, **Mix Match Maintenance**, and **Price Link Maintenance**.

Chapter 4, Cash Office Management - describes the movement of tender in a store and the applications that enable control and monitoring of tender at the POS terminals and store safe.

Chapter 5, Store Management – covers the back and front office applications used to setup and maintain departments, users and roles, financials, POST controls, cards, accounts, coupons, cashiers, receipt email, UOM records, categories, vendors. Barcode programming and the Message Center are also covered.

Chapter 6, Import - describes the file import applications that can populate and update **ENCOR** data from other systems or applications. Several different file formats and import data types are supported by this group of applications.

Chapter 7, Export - covers the applications used to transfer **ENCOR** inventory, movement, and price data to host and third party applications.

Chapter 8, Communication – describes the back office applications that provide operational, data load, and data recovery capabilities.

Chapter 9, Inventory – describes the back office receiving, ordering, and transfer applications as well as applications for making inventory adjustments, movement adjustments, and performing inventory counts.

Chapter 10, System – covers back office, front office, POS, and fuel setup applications. This includes parameters and utilities.

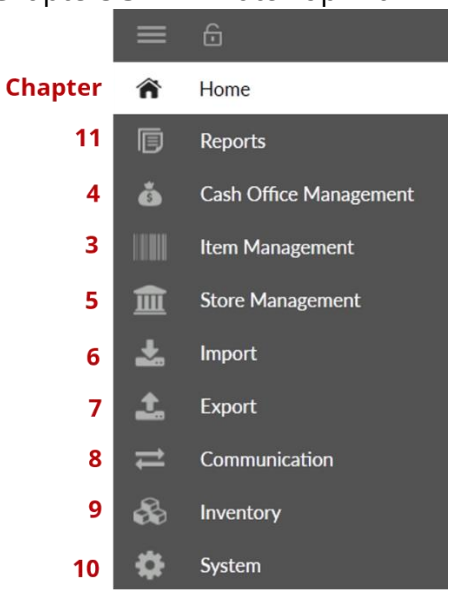
Chapter 11, Reports – describes a wide range of reports types including department reports, store reports, item reports, cashier reports, POS reports, productivity reports, movement reports, inventory reports, receiving/ordering reports, etc.

Chapter 12, Handheld – describes how to perform back office item maintenance, receiving, ordering, data collect, inventory functions, and reporting on a mobile device.

Appendix A, Release Notes – provides information about recent front office and POS enhancements that has not been formally merged into this user's guide.

This user's guide is organized like the **ENCOR** application so that it is easy to find information about any of the retail management applications that it contains.

- Chapters 3 – 11 match up with **ENCOR's** menu bar options (shown below).



- The main sections in each chapter align with **ENCOR's** submenu options.
- The sub-sections in each chapter align with the applications in **ENCOR** which are displayed as tiles.

Chapter 2: **Getting Started**

2.1 Launching ENCOR

ENCOR can be launched from either the desktop or the Window's Start Menu. To launch **ENCOR** from the Windows Desktop, use the mouse to double click the **ENCOR** desktop icon.

Figure 2-1. ENCOR Desktop Icon

To launch **ENCOR** from the Windows Start Menu, select **NCR > ENCOR > ENCOR** from the Windows Start Menu.

Figure 2-2. ENCOR Windows Start Menu

2.2 Logging In

Once **ENCOR** has been launched, the login screen displays. To gain access to **ENCOR's** functionality, the user must enter an **ENCOR** user name and password.

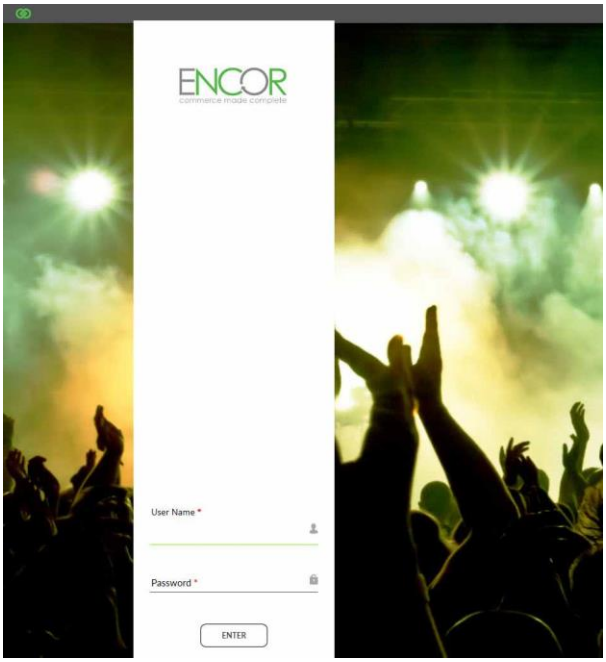


Figure 2-3. ENCOR Login Screen

2.2.1 Change Password Window

ENCOR requires users to change their password when they log in for the first time and when a password expires after a set number of days. **ENCOR** facilitates the changing of the passwords using the Change password window.

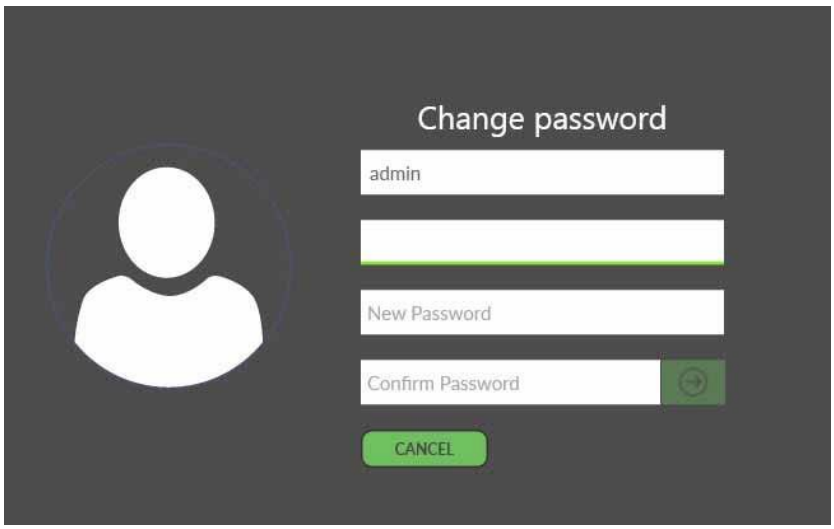


Figure 2-4. ENCOR Change password Window

When logging in for the first time, a Change password window displays. This window will require a new password to be entered that meets complexity requirements. The requirements can be seen by entering at least one character in the New Password text box and placing the cursor at the bottom of the text box which will result in a pop-up detailing the secure password format (shown below).

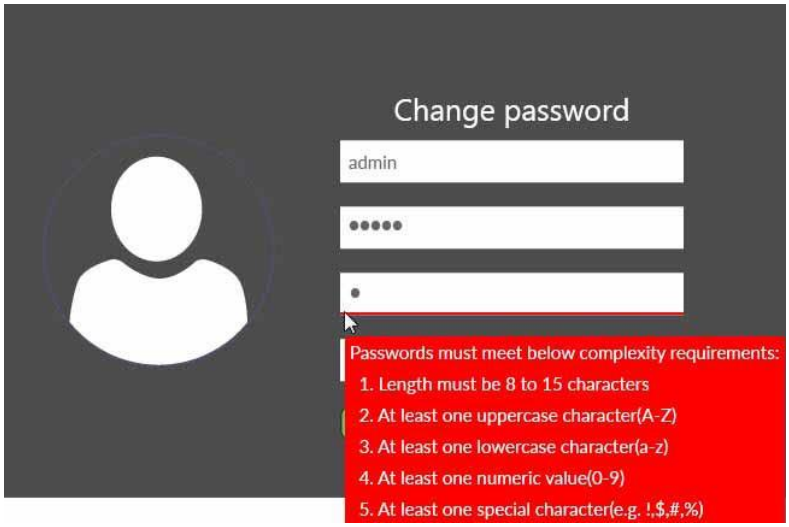


Figure 2-5. ENCOR Change password - Complexity Requirements

The Change password window will also display at login when the password expires after 90 days. Changing the expiration timeframe requires a manual change to the database's default value that is set during the installation of **ENCOR**.

2.3 Launching Applications

ENCOR represents applications as square tiles. For instance, the **Item Maintenance** application is represented as the tile shown below.

Figure 2-6. ENCOR - Item Maintenance Application Tile

To launch the **Item Maintenance** application, click the tile (shown above) in the tile launch area.

When a non-embedded application is launched, a Windows Taskbar icon is created for the open application. If the non-embedded application is minimized or is no longer visible (but open), the application's taskbar icon can be used to bring the application to the foreground. When **ENCOR** is closed, all open **ENCOR** applications will also be closed.

Note:

Most of the **ENCOR** applications are non-embedded applications. Currently, there are three embedded **ENCOR** applications that are detailed in the "Opened Applications" section below.

ENCOR provides several ways to navigate and launch applications. **ENCOR** provides navigational functionality through the Application Menu Bar, Recently Opened Applications, Favorite Applications, and the Menu Tool Bar. All the navigational controls that assist the user in locating their desired applications are discussed in the "Navigation" section below.

2.3.1 Home Screen

2.3.1.1 Home Screen Layout

Once a user's credentials have been verified, the **ENCOR** Home screen is displayed (shown below). The Home screen is divided into four main sections:

- Application Menu Bar
- Recently Opened Applications launch bar
- Favorite Applications launch bar
- Menu Tool Bar

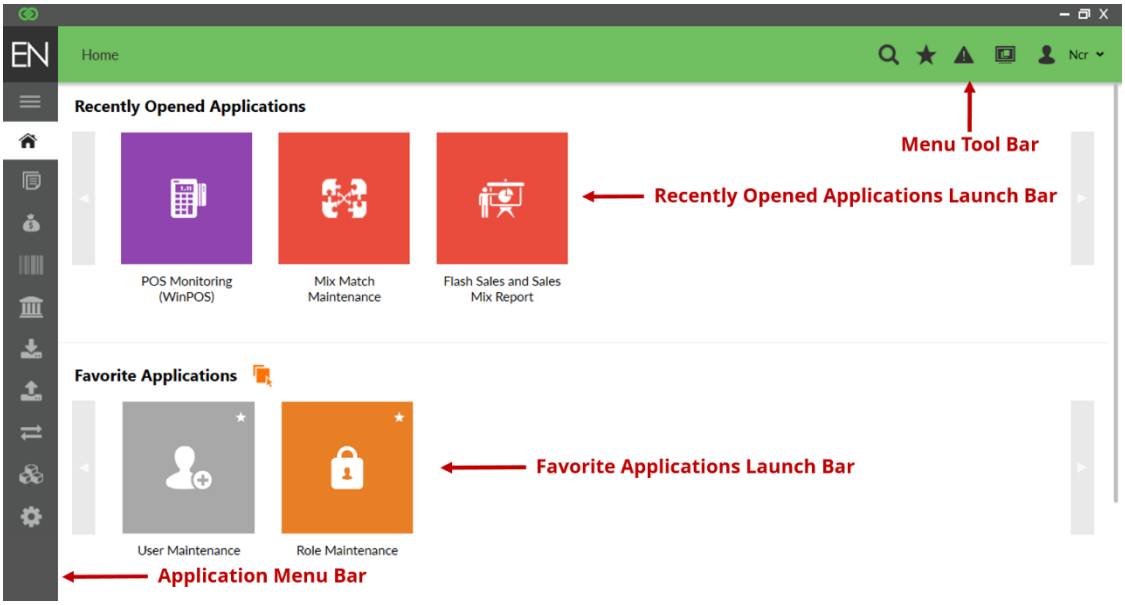


Figure 2-7. ENCOR - Home Screen

Note:

With the initial opening of **ENCOR**, no Recently Opened Applications or Favorite Applications appear on the Home screen; therefore, the Recently Opened Applications and Favorite Applications launch bars are not displayed (shown below).

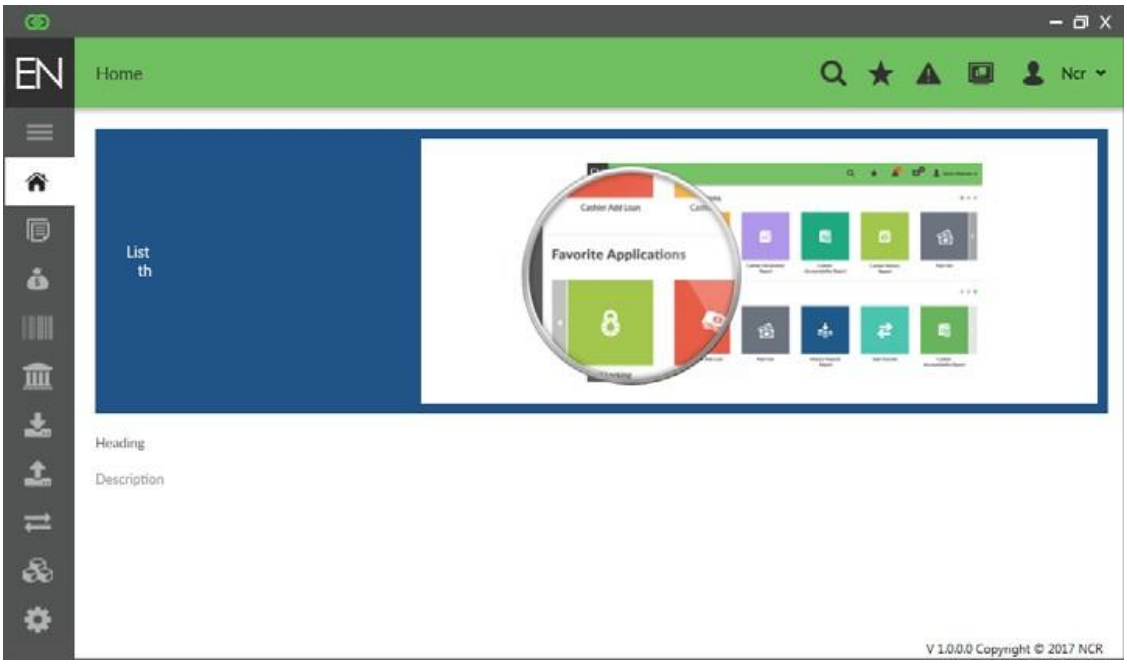


Figure 2-8. ENCOR - Favorite Applications

2.3.1.2 Application Menu Bar

The Application Menu Bar is a vertical bar of menu buttons (located on the left side of the Home screen) that enables users to navigate to any application allowed by the user's assigned role.

Figure 2-9. ENCOR - Application Menu Bar

The Application Menu Bar contains two special buttons at the top (Hamburger and Home) followed by menu application buttons.

Pressing a menu button causes the menu bar to expand to the right displaying that button's menu. For example, when the Reports menu application button is pressed, the Report menu is expanded to the right of the button:

Figure 2-10. ENCOR - Application Menu Bar Reports Button

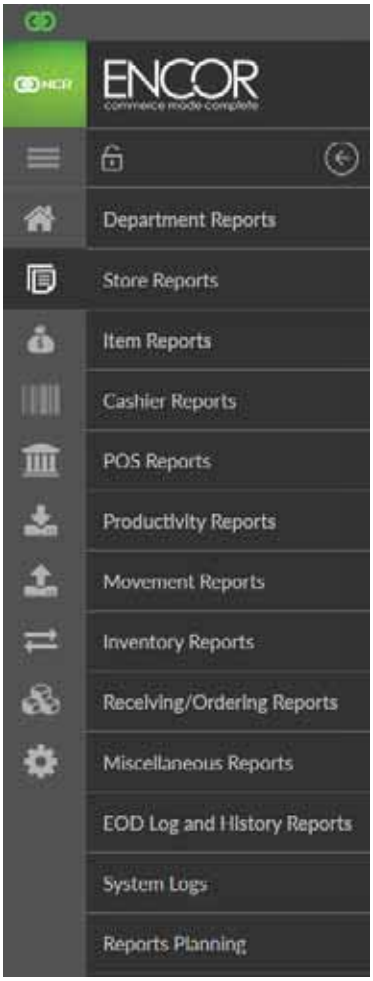


Figure 2-11. ENCOR - Application Menu Bar - Reports Expanded

2.3.1.2.1 Special Buttons

Below is a listing of the Application Menu Bar special buttons that are located at the top of the menu bar.

Special Button	Name	Description
	Hamburger	Clicking the Hamburger button results in the display of the selected button's menu items (to the right of the menu buttons).
	Home	Returns to the Home screen that contains the Recently Opened Applications and Favorite Applications launch bars.

Hamburger Button

Figure 2-12. ENCOR Application Menu Bar - Hamburger Button

As stated in the table above, the hamburger button (when clicked) will display the selected button's menu items. In the image below, the Home button is selected and the Hamburger button is pressed showing the Home menu. When the Hamburger button is pressed a second time, the initial state is shown (the state before the Hamburger button was pressed the first time).

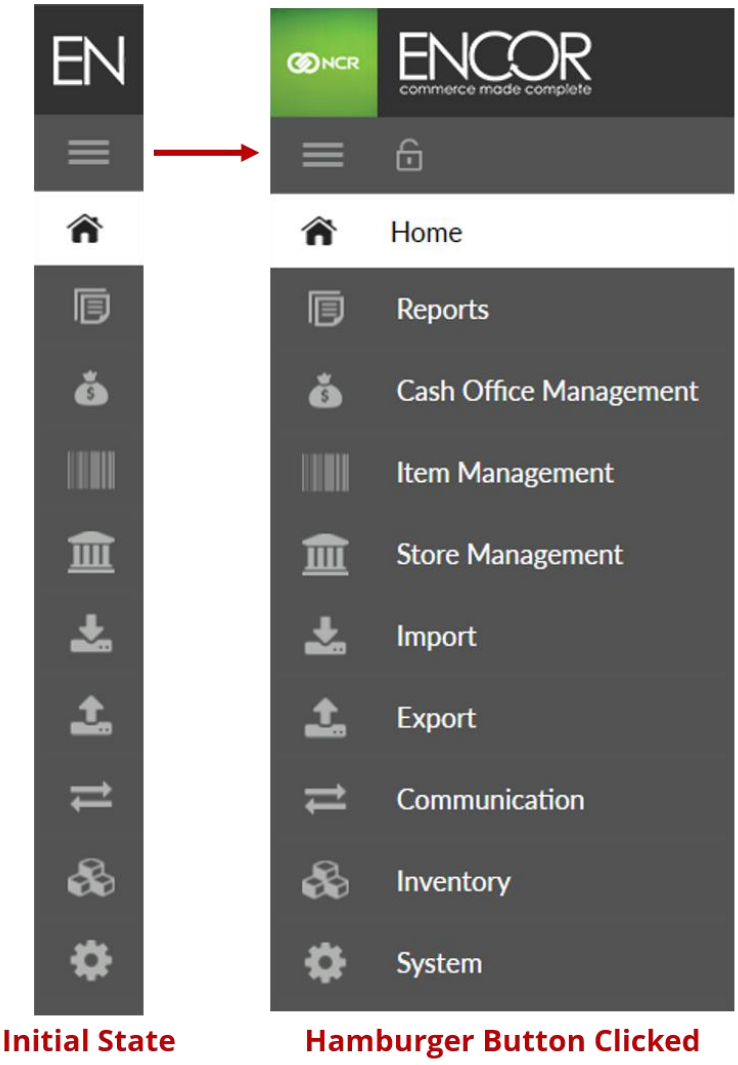


Figure 2-13. ENCOR - Hamburger Button Pre- and Post-Click on Home

In the image below, the Cash Office Management menu button is selected, the Hamburger button is pressed, and the Cash Office Management menu items are displayed. When the Hamburger button is pressed a second time, the menu button's descriptions appear to the right of each button, returning the menu to its initial state.

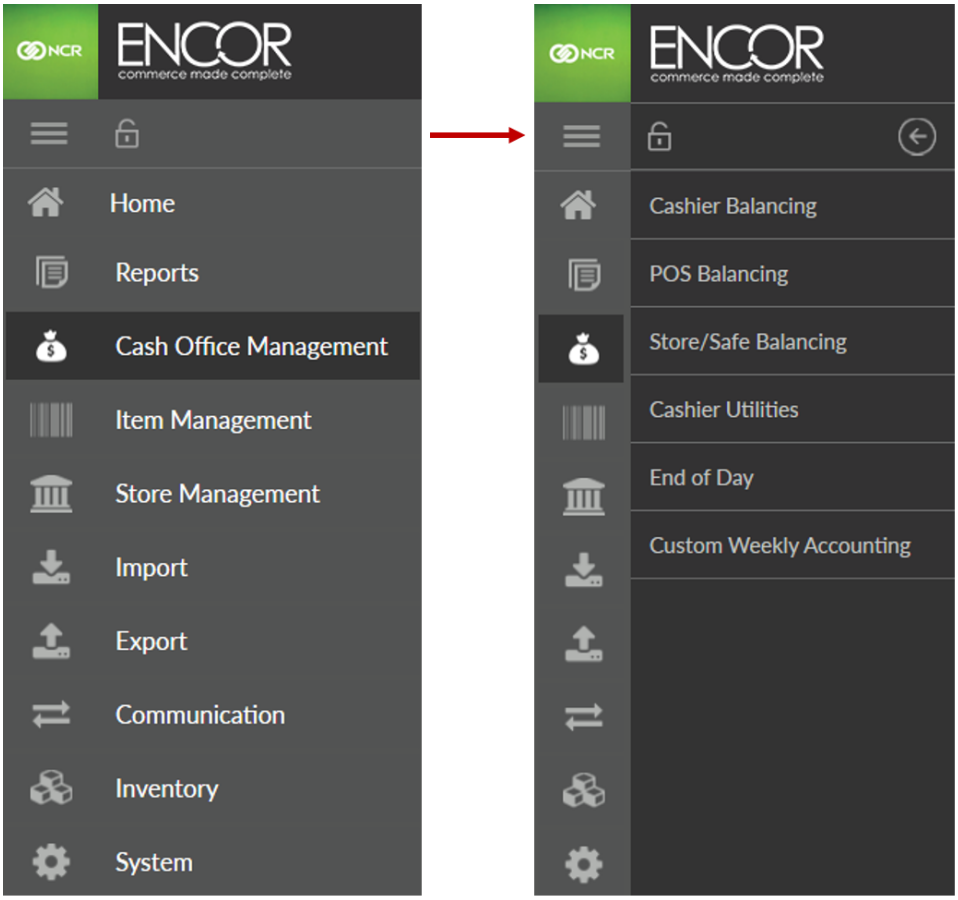


Figure 2-14. ENCOR - Hamburger Button Pre- and Post-Click on Cash Office Management

Home Button

Figure 2-15. ENCOR Application Menu Bar - Home Button

Clicking the Home button returns to the Home screen. The Home screen contains the Recently Opened Applications and the Favorite Applications launch bars in its tile launch area.

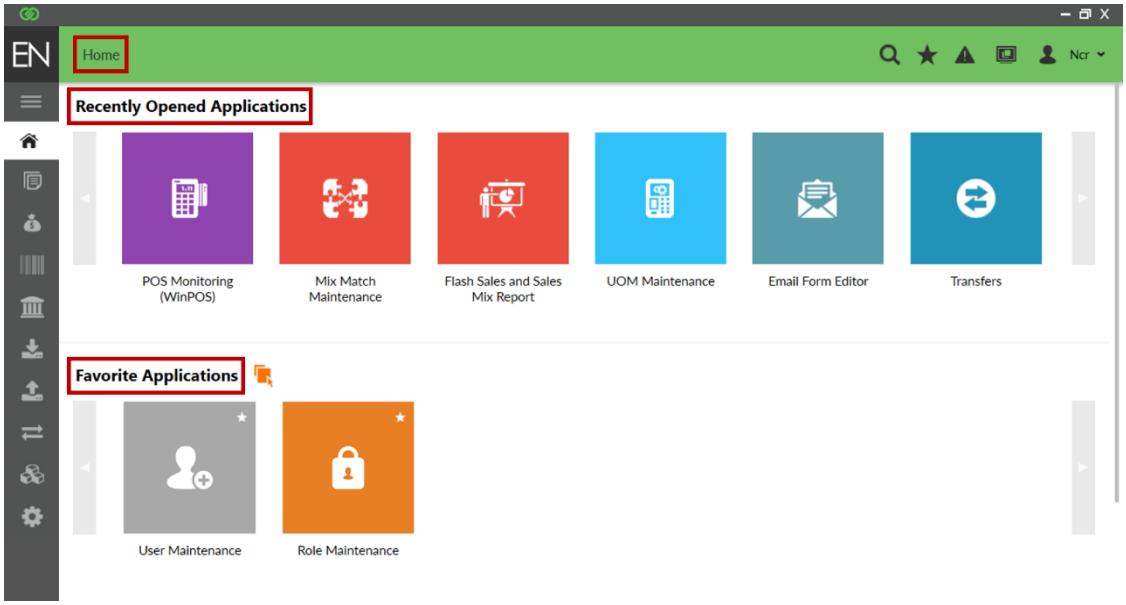
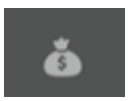


Figure 2-16. ENCOR Home Screen - Recently Opened and Favorite Applications

2.3.1.2.2 Menu Buttons

Below is a listing of the Application Menu Bar menu buttons and the menu items that are displayed when the menu button is clicked.

Menu Button	Name	Menu Options
	Reports	▪ Department Reports ▪ Store Reports ▪ Item Reports ▪ Cashier Reports ▪ POS Reports ▪ Productivity Reports ▪ Movement Reports ▪ Inventory Reports ▪ Receiving/Ordering Reports ▪ Miscellaneous Reports ▪ EOD Log and History Reports ▪ System Logs ▪ Reports Planning ▪ Application Access Report
	Cash Office Management	▪ Cashier Balancing ▪ POS Balancing ▪ Store/Safe Balancing ▪ Cashier Utilities ▪ End of Day ▪ Custom Weekly Accounting

	Item Management	▪ Item Maintenance ▪ Batch Maintenance ▪ Mix Match Maintenance ▪ Price Link Maintenance ▪ Tag Request ▪ Item Review Dashboard ▪ Scale Management ▪ Promotion Maintenance
	Store Management	▪ User/Roles ▪ Department Setup ▪ Financial ▪ POST Controls ▪ Card Maintenance ▪ Accounts ▪ Coupons ▪ Message Center ▪ Barcode ▪ Utilities ▪ Cashier Maintenance ▪ Receipt Email Maintenance ▪ UOM Maintenance ▪ Category Maintenance ▪ Vendor Maintenance
	Import	N/A
	Export	▪ Export IRI File / ACN ▪ Export To Host ▪ Export For 3 Way Compare
	Communication	▪ Operational Dashboard ▪ Extract and Transmit ▪ Synchronize from Base
	Inventory	▪ Receiving/Ordering ▪ Perpetual Inventory
	System	▪ POS Setup ▪ Back Office Setup ▪ Front Office Setup ▪ Preferences ▪ Language Utilities ▪ Technical Support ▪ Central Data Management ▪ General System Parameters ▪ Utilities ▪ Fuel ▪ Run WinPOS ▪ Q-buster

2.3.1.2.3 Role Based Menus

When a user logs into **ENCOR**, the menu buttons and menu options displayed on the Application Menu Bar are based on the user's role. When a user logs in, **ENCOR** dynamically builds the Application Menu Bar based on the role assigned to the user (i.e., adds the menu buttons and menu options).

The image below demonstrates how a user's role affects how the Application Menu Bar is dynamically built on login. The Application Menu Bar on the left was built for a user whose associated role has full permissions, and the Application Menu Bar on the right was built for a user whose associated role does not have permissions to Cash Office Management, Export, and System.

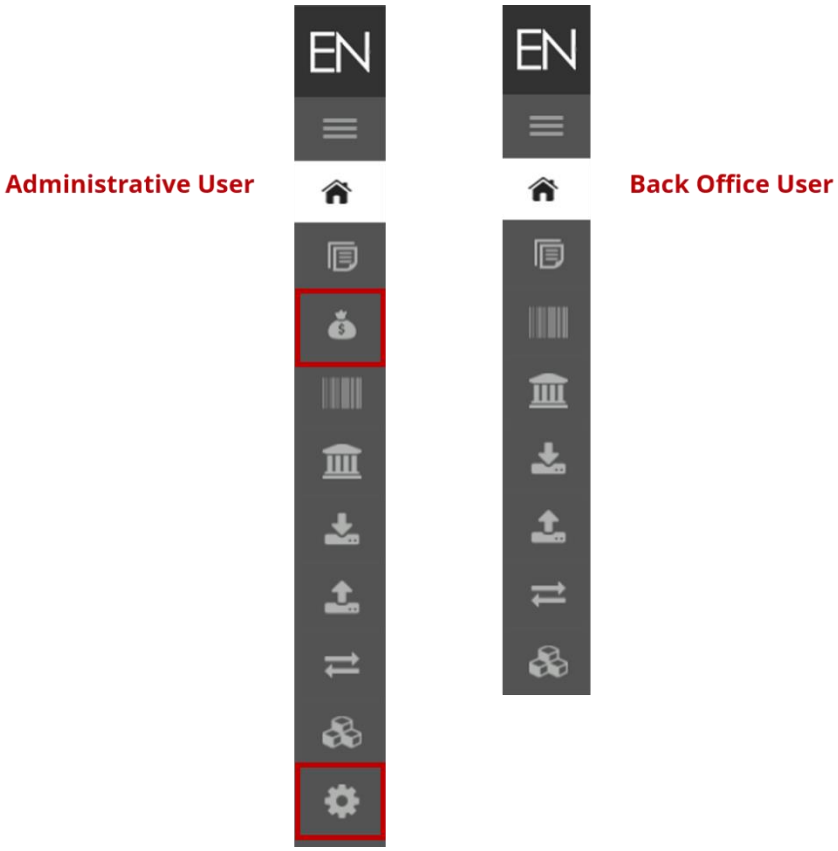
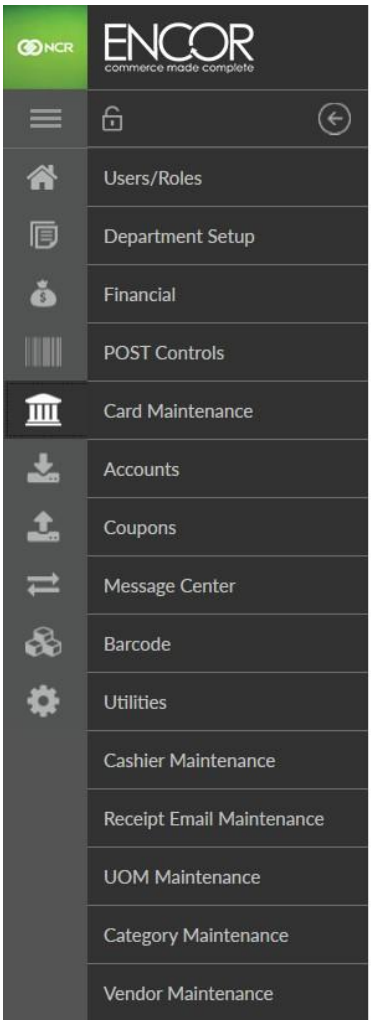


Figure 2-17. ENCOR Application Menu Bar - User Roles 1

The image below demonstrates how the user's roles affect menu options. The Application Menu Bar on the left was built for a user whose associated role has full permissions to Store Management; therefore, all the Store Management menu options are displayed to the right of the button. The Application Menu Bar on the right was built for a user whose associated role has permissions to only the Store Management's Vendor Maintenance; therefore, only the Vendor Maintenance menu option is displayed to the right of the button.



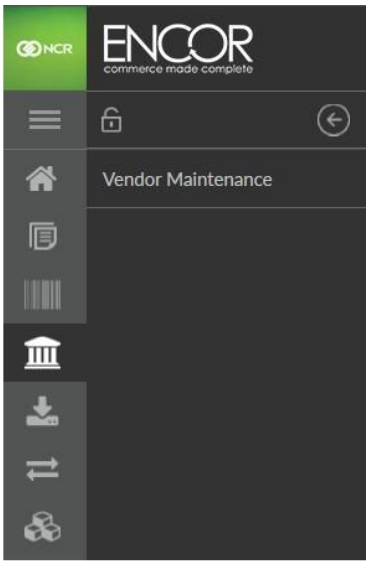


Figure 2-18. ENCOR Application Menu Bar - User Roles 2

2.3.1.3 Recently Opened Applications

ENCOR automatically helps users navigate to their most recently used applications by adding them to the Recently Opened Applications launch bar that is located on the Home page's tile launch area. Each time an application is launched (by clicking an application's tile), the application's tile is added to the Recently Opened Applications launch bar on the Home screen (shown below). The most recent application that was opened will show as the left most tile. In the image below, the **Item Maintenance** application is the last application that was launched and the **Vendor Maintenance** application was the first application launched from **ENCOR**.

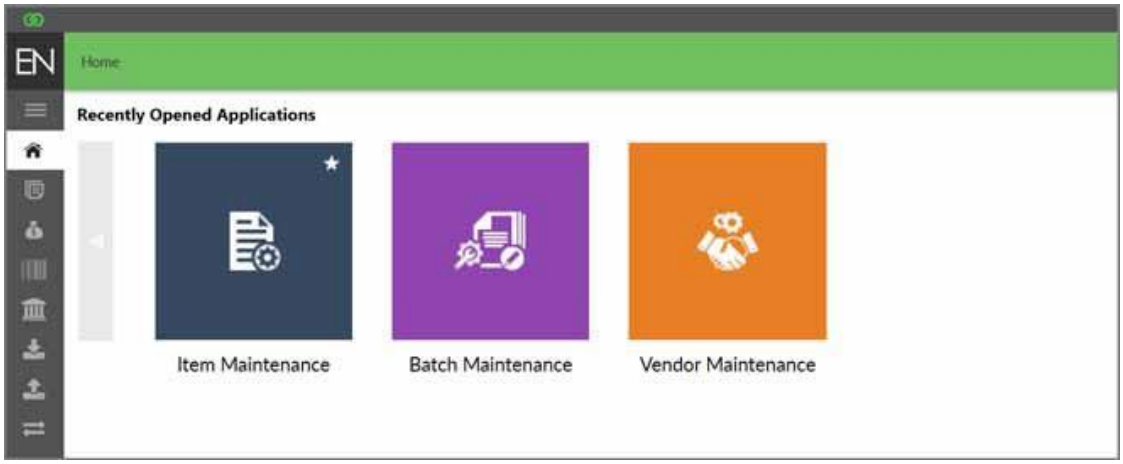


Figure 2-19. ENCOR Home - Recently Opened Applications

To return to the Recently Opened Applications launch bar (located on the Home screen) click the Application Menu Bar **Home** button.

2.3.1.4 Favorite Applications

To help users navigate quickly to their favorite or most used applications, **ENCOR** provides a Favorite Applications launch bar located on the Home screen.

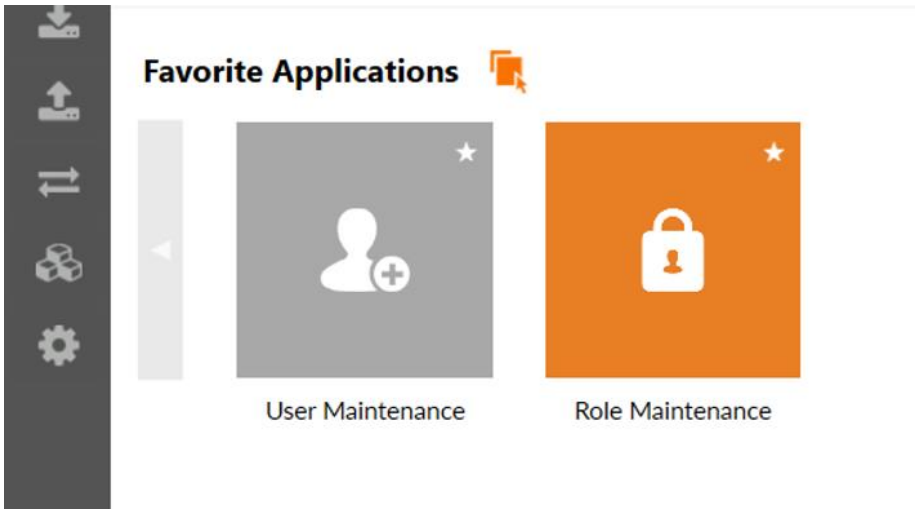


Figure 2-20. ENCOR Home - Favorite Applications

The user can return to their favorite applications at any time by clicking the **Home** button, which will return the user to the Home screen. Refer to “Adding Favorite Applications” for further information.

Figure 2-21. ENCOR Application Menu Bar - Home Button

2.3.1.4.1 Adding Favorite Applications

The image below details how to add an application to the Favorite Applications launch bar.

To add an application to the Favorite Applications launch bar

1. Navigate to a favorite or most used application tile.
2. Place the cursor over the application tile. A star icon appears in top right corner.

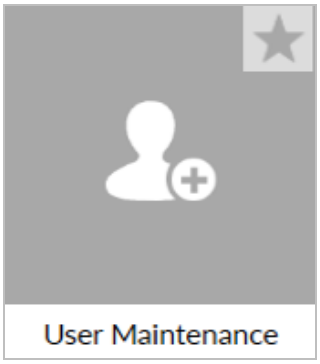


Figure 2-22. User Maintenance Application Tile - Star Icon Shown

3. Click the star icon. A white star appears in the top right corner of the tile, and the application's tile appears in the Favorite Applications launch bar.

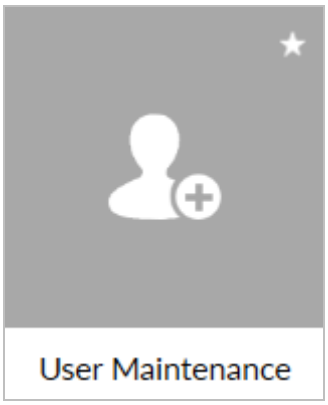


Figure 2-23. User Maintenance Application Tile - Star Icon Clicked

Note:

The white star also remains on the tile in other tile launch areas and remains on the tile until the application is removed from the Favorite Applications launch bar (discussed below).

Note:

Navigating to tiles (Step 1 above) is covered in the navigation sections below.

2.3.1.4.2 Removing Favorite Applications

The image below details how to remove an application from the Favorite Applications launch bar.

To remove an application from the Favorite Applications launch bar

4. Click the **Home** button.
5. In the Favorite Applications launch bar, place the cursor over the application's tile. A white box appears around the star.
6. Click the white star. The application is removed from the Favorite Applications launch bar; the star on the tile is removed.

2.3.1.4.3 Arrange Favorite Icons

The favorite application tiles can be ordered on the Favorite Applications launch bar.

To order application tiles on the Favorite Applications launch bar

7. Click the orange Drag and Drop icon located to the right of the Favorite Applications label.

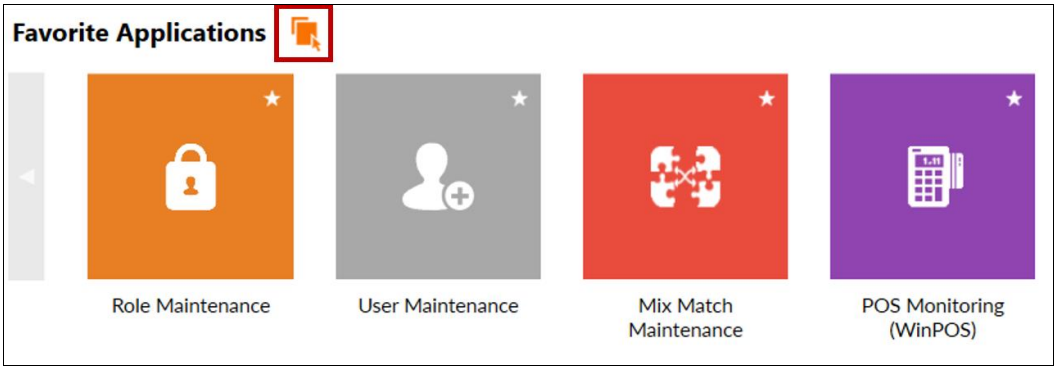


Figure 2-24. ENCOR Favorite Applications - Drag and Drop Icon

8. From the Re-sequence Favorites pop-up, click and hold the tile to be moved.
9. Move the cursor to the location the tile will be placed in the Favorite Applications launch bar (shown below).

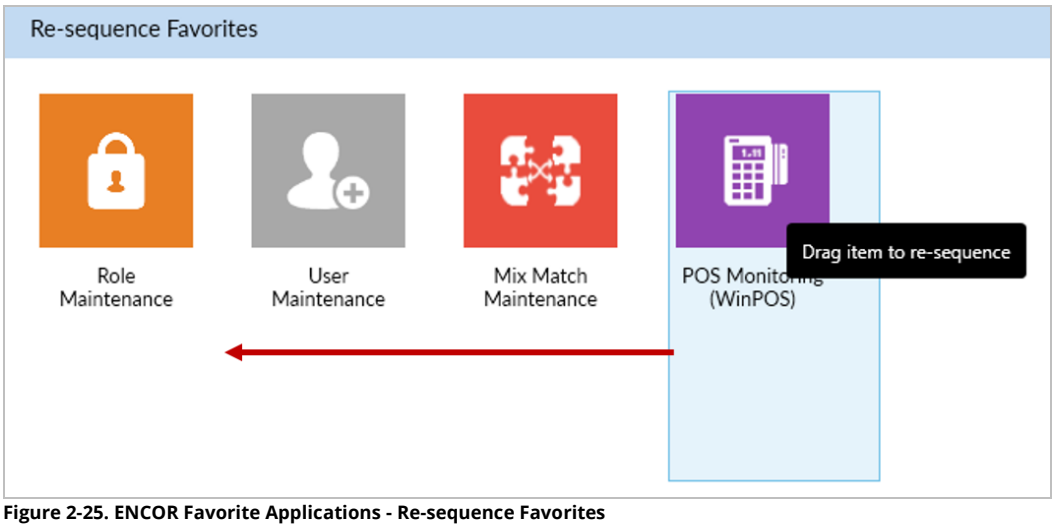


Figure 2-25. ENCOR Favorite Applications - Re-sequence Favorites

10. Once the cursor has been moved to the desired location, release the mouse button. The tile will appear at the location where the mouse button was released.

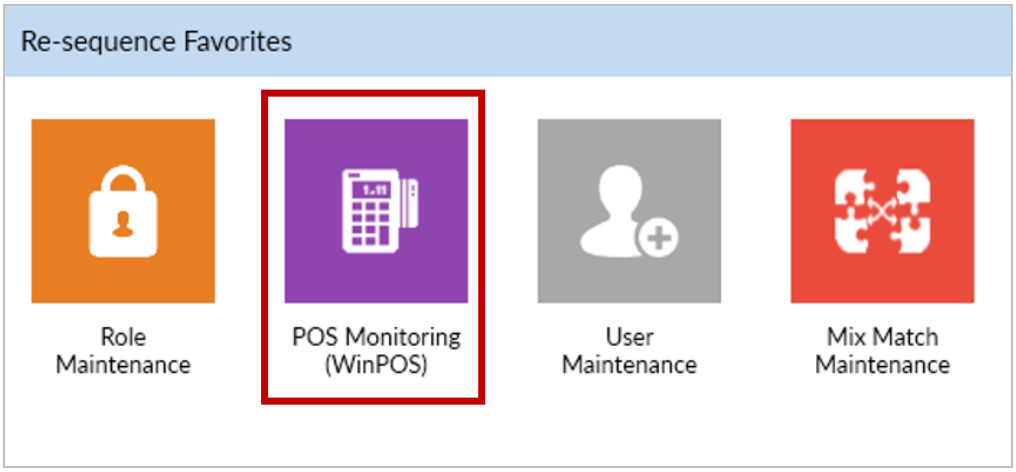


Figure 2-26. ENCOR Favorite Applications - Re-sequence Complete

11. Close the Re-sequence Favorites pop-up by clicking the pop-up's close button.

Figure 2-27. Re-sequence Favorites Close Button

After closing the Re-sequence Favorites pop-up, the tiles display in the same Favorite Applications location as it did in the Re-sequence Favorites pop-up.

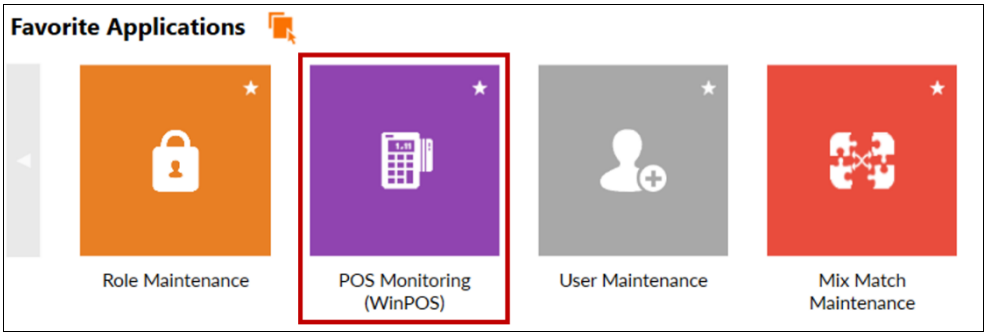
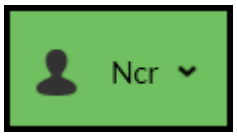


Figure 2-28. ENCOR Favorite Applications After Re-Sequence

2.3.1.5 Menu Tool Bar

The Menu Tool Bar (shown below) provides the user with the ability to search for applications, quickly navigate to favorite applications, quickly navigate to **ENCOR** open embedded applications, and view user information.

Figure 2-29. ENCOR Menu Tool Bar

Icon	Name	Description
	Search Applications	Clicking this button displays a text box that is to be used to enter an application search string.
	Favorite Applications	Clicking this button displays a drop-down of icons representing the applications in the Favorite Applications launch bar. Clicking an application icon in the drop-down launches the application. Ctrl+F1 will also open Favorite Applications.
	View Messages	Clicking this button drops down a list of unread messages sent to the user. Ctrl+F2 will also open View Messages.
	Opened Applications	Clicking this button displays all open **ENCOR** embedded applications.
	Ncr User	Clicking this button provides the Settings**,** Logout, and Change Password menu options.

2.3.1.5.1 Search Applications

The Search Applications menu tool bar icon provides a quick and easy way to search for and navigate to applications.

Figure 2-30. ENCOR Menu Tool Bar - Search Applications

Clicking the Search Application icon results in a search text box appearing:

Figure 2-31. ENCOR Search Application - Search Text Box

As the user enters an application's title, a Search Results drop-down appears showing applications (icons with titles) that meet the current search string in the text box.

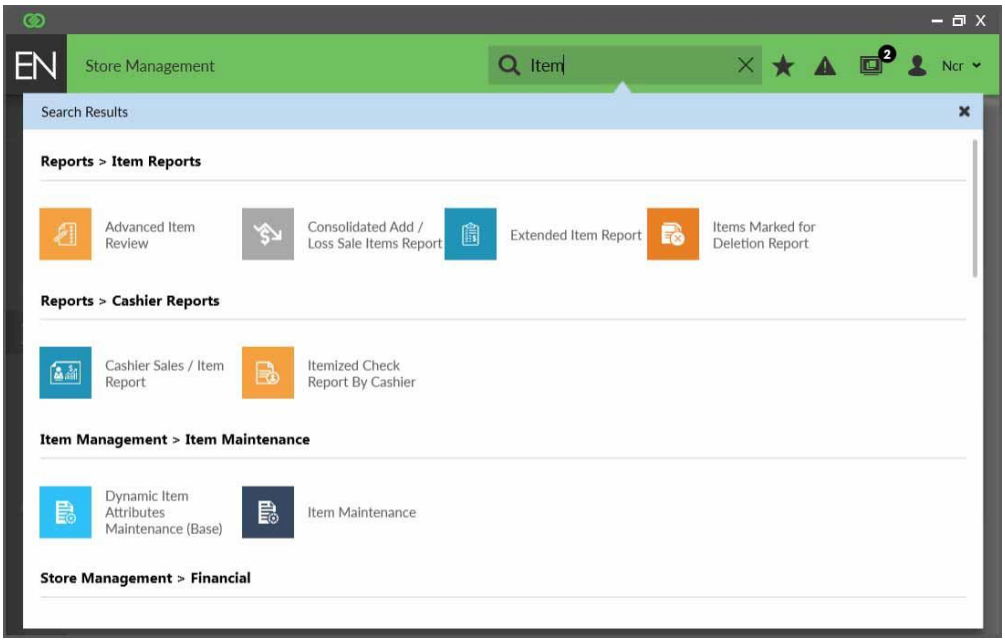


Figure 2-32. ENCOR Search Results Drop-Down

For instance, if the user types **Item** in the search text box, the contents of the Search Results drop-down will be as shown below.

Figure 2-33. ENCOR Search Text Box - Item

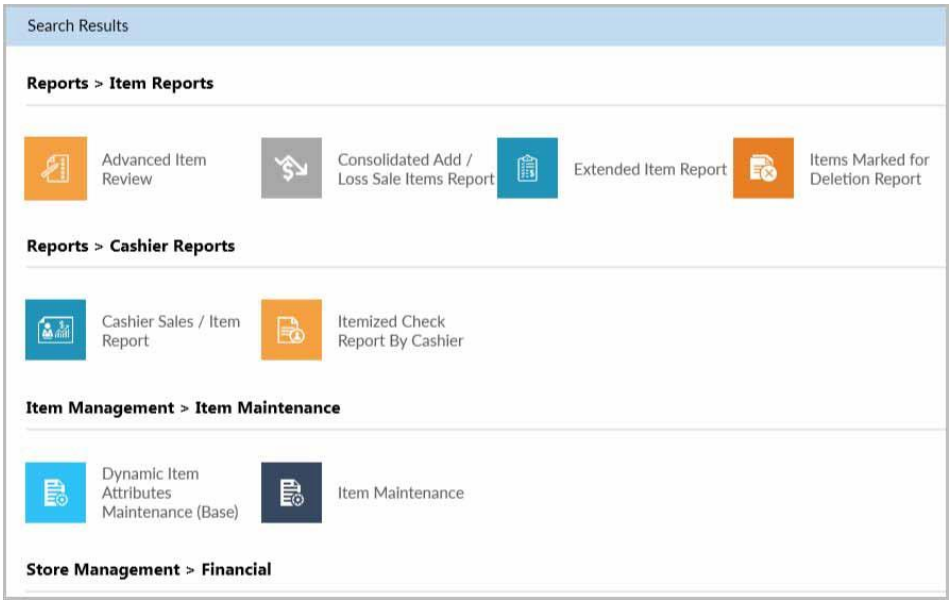


Figure 2-34. ENCOR - Search Results Window

From the Search Results drop-down (shown above), the user can launch an application by clicking the icon representing the application.

From the Search Results drop-down (shown below), the user can also use the navigation breadcrumbs to navigate to the tile's launch area.

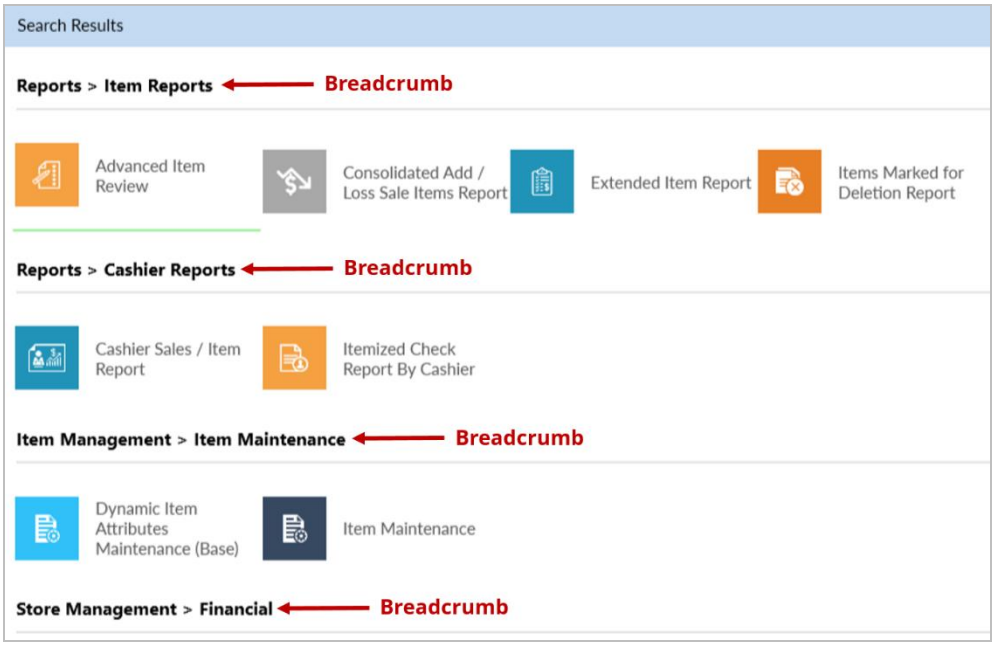


Figure 2-35. ENCOR Search Results - Breadcrumb Navigation

Clicking the **Reports > Item Reports** breadcrumb above displays the Reports > Item Reports tile launch area (shown below).

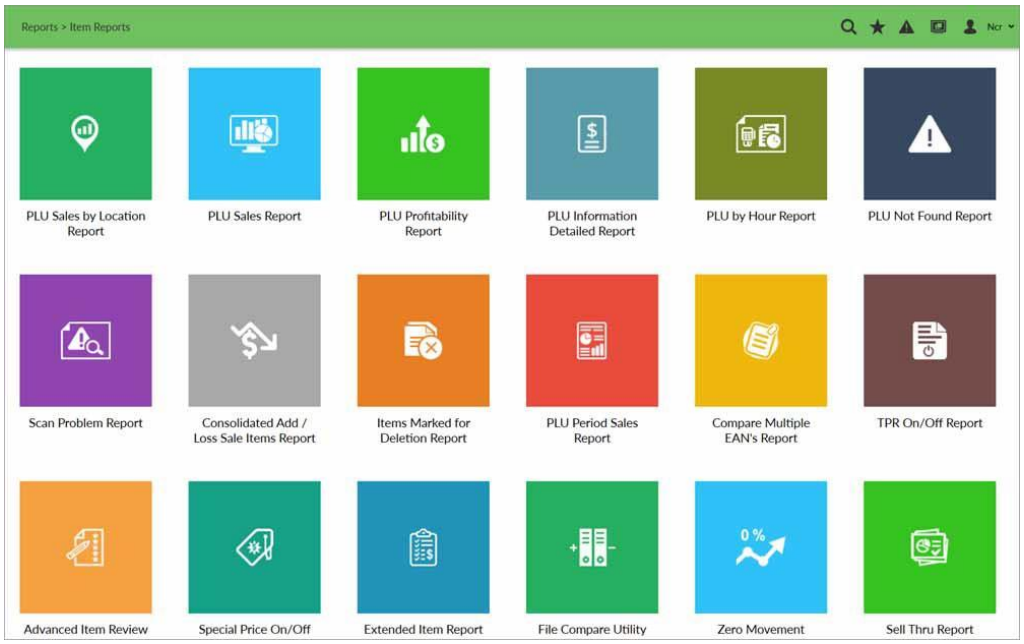


Figure 2-36. ENCOR Navigation - Reports > Item Reports

2.3.1.5.2 Favorite Applications

The Favorite Applications menu tool bar icon provides a quick and easy way to navigate to applications that have been added to the Favorite Applications launch bar located on the Home screen (described above).

Figure 2-37. ENCOR Menu Tool Bar - Favorite Applications Icon

When the Favorite Applications icon is clicked, the Favorites drop-down appears, listing all applications (as icons with titles) that have been added to the Favorite Applications launch bar located on the Home screen.

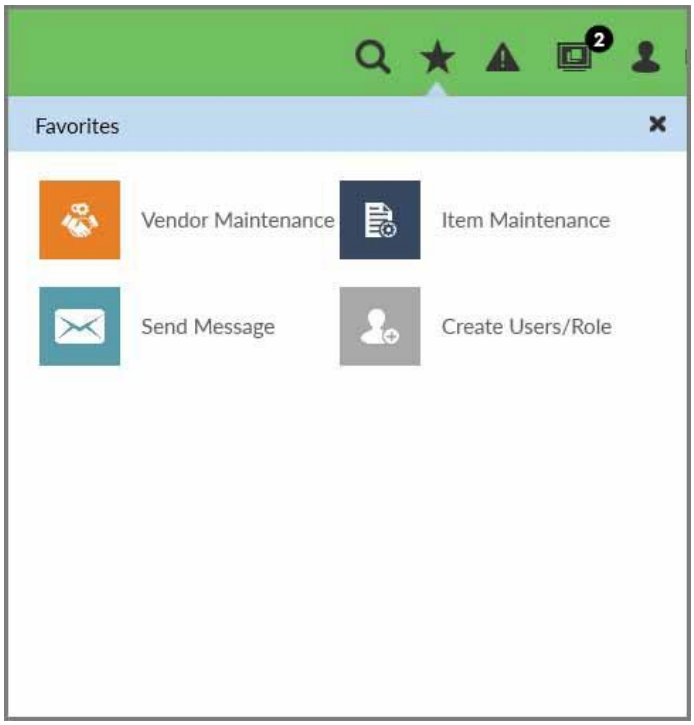


Figure 2-38. ENCOR Menu Tool Bar - Favorites Drop-Down

From the Favorites drop-down (shown above), the user can launch an application by clicking the icon representing the application.

2.3.1.5.3 View Messages

ENCOR allows users to send and receive messages using the Send Message application. When a user has received a message, a red circle with the number of messages will appear to the upper right of the Menu Tool Bar View Messages icon. In the image below, the currently logged-in user has one message.

Figure 2-39. ENCOR Menu Tool Bar - View Messages Icon

Clicking the View Messages icon results in a drop-down that allows the user to read the message.

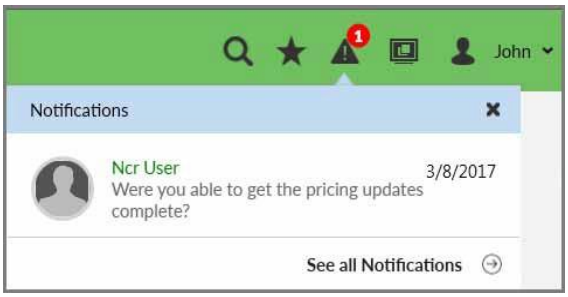


Figure 2-40. ENCOR Menu Tool Bar - Messages Drop-Down

When the message is clicked, it is removed from the drop-down and the red circle no longer appears next to the Menu Tool Bar View Messages icon.

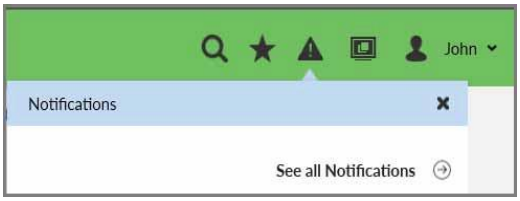


Figure 2-41. ENCOR Menu Tool Bar - Message Read

While the message is no longer displayed in the View Messages drop-down, it has not been deleted. To view the message, click the **See all Notifications** label to see all previous messages on the All Notifications page.

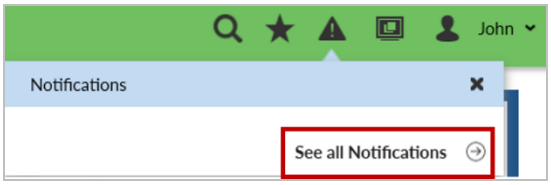


Figure 2-42. ENCOR Menu Tool Bar - See all Notifications

Figure 2-43. ENCOR - All Notifications

2.3.1.5.4 Opened Applications

The Menu Tool Bar Opened Applications icon provides a quick and easy way to navigate to embedded **ENCOR** applications that are currently open. An embedded application is an **ENCOR** application that does not display in the Windows Taskbar when launched but is opened within the **ENCOR** application. The embedded application remains open in the background when the user navigates to another menu or application within **ENCOR**. If there are any open embedded applications, the Opened Applications icon will show a black circle with the number of embedded applications open (at the center of the circle). In the

image below, the Opened Applications icon is showing that two embedded applications are open.

Figure 2-44. ENCOR Menu Tool Bar - Opened Applications Icon

When the Opened Applications icon is clicked, the All Opened Applications drop-down displays listing all embedded applications (represented as icons with titles) currently opened.

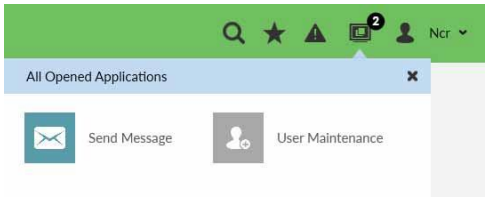


Figure 2-45. ENCOR Menu Tool Bar - All Opened Applications Drop-Down

From the All Opened Applications drop-down (shown above), the user can bring the opened embedded application to the forefront by clicking the icon of the embedded application. Therefore, clicking the Send Message icon (in the image above) displays the embedded **Send Message** application shown below.

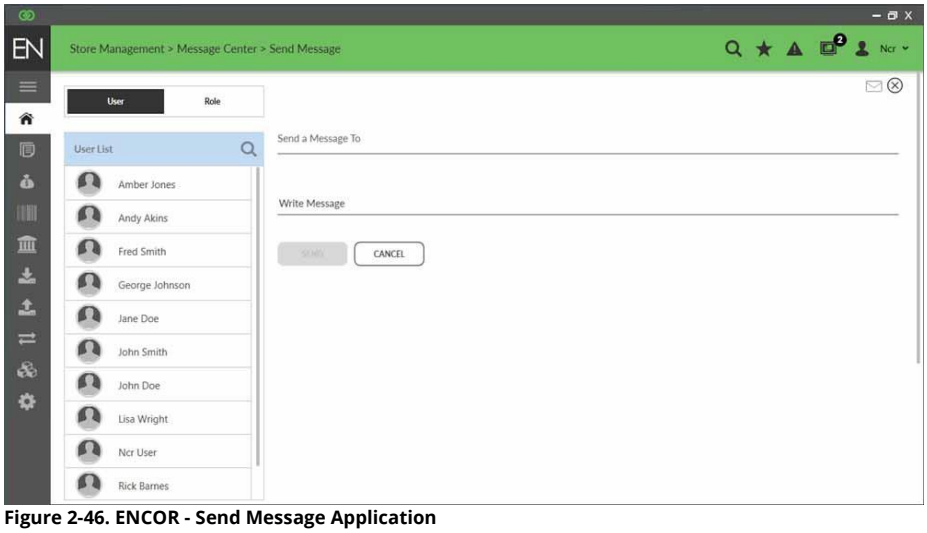


Figure 2-46. ENCOR - Send Message Application

2.3.1.5.5 User Information

The Menu Tool Bar User Information icon displays a menu drop-down with Settings, Change Password, and Logout menu options when clicked.

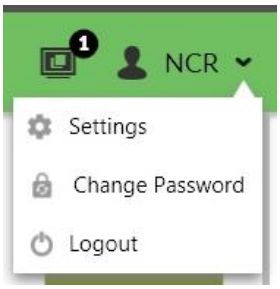


Figure 2-47. ENCOR Menu Tool Bar - User Information Icon

Settings Menu Option

The Settings menu option displays the Settings dialog that shows the Maximum Favorites that the user can have and the Maximum Recently Opened Applications that can be displayed on the Recently Opened Applications launch bar.

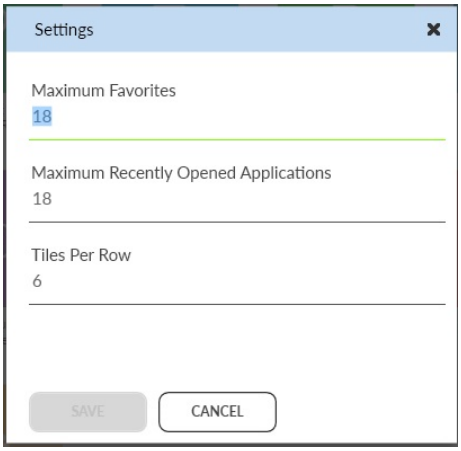


Figure 2-48. ENCOR Menu Tool Bar - Settings Options

Logout

Selecting the Logout menu option returns to the login screen.

2.3.2 Navigation

2.3.2.1 Introduction

A key feature of **ENCOR** is providing users with the ability to quickly find and launch the **ENCOR** applications that provide users with over 300 standard features and functionality. **ENCOR** provides users with multiple ways to find and navigate to applications. The following sections describe **ENCOR's** navigational functionality.

2.3.2.2 Navigation from the Home Screen

After logging into **ENCOR**, the Home screen is displayed to the user. As detailed in "Home Screen Layout," the Home screen is broken into four main sections:

- Application Menu Bar
- Recently Opened Applications Launch Bar
- Favorite Applications Launch Bar
- Menu Tool Bar

Although these sections were described in the “Home Screen Layout” section (above), this section will focus on the navigational aspect of each section.

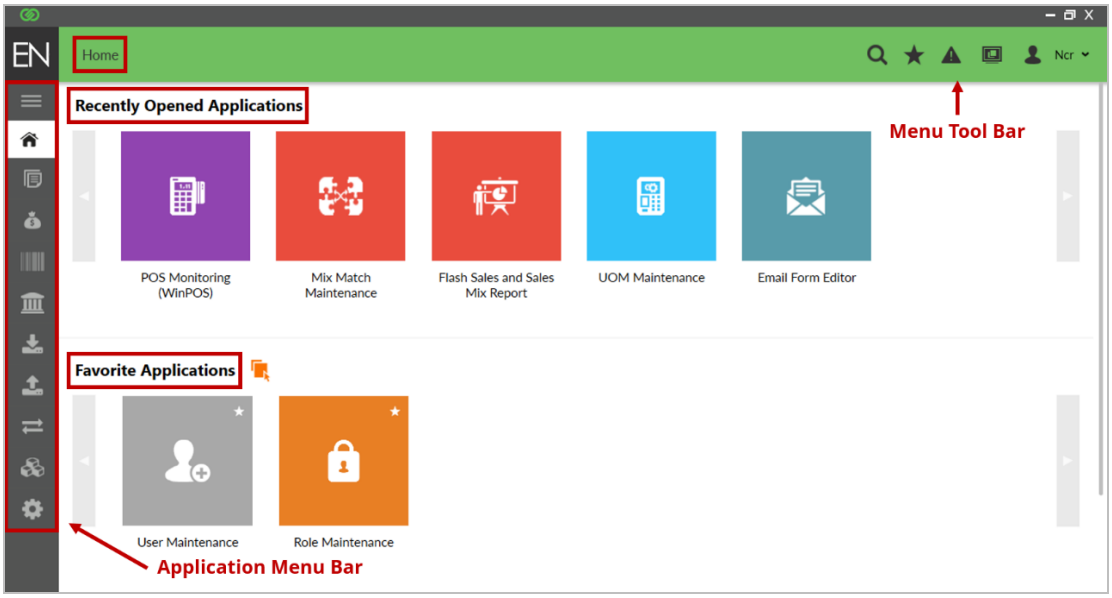


Figure 2-49. ENCOR - Home Screen Navigation

2.3.2.2.1 Application Screen

One of the quickest ways to search and navigate to an application’s tile is to use **ENCOR’s** tool bar search.

To search for an application

1. Click the Search Applications icon.

Figure 2-50. ENCOR Menu Tool Bar - Search Application Icon

2. A text box appears to the right of the Search Application’s icon.

Figure 2-51. ENCOR Menu Tool Bar - Search Application Text Box

3. Type the application’s description in the Search Application’s text box shown above. As search text is entered in the text box, a drop-down appears showing the search results. For example, if the user has entered **Item** into the search text box; the drop-down will display the results shown in the image below.

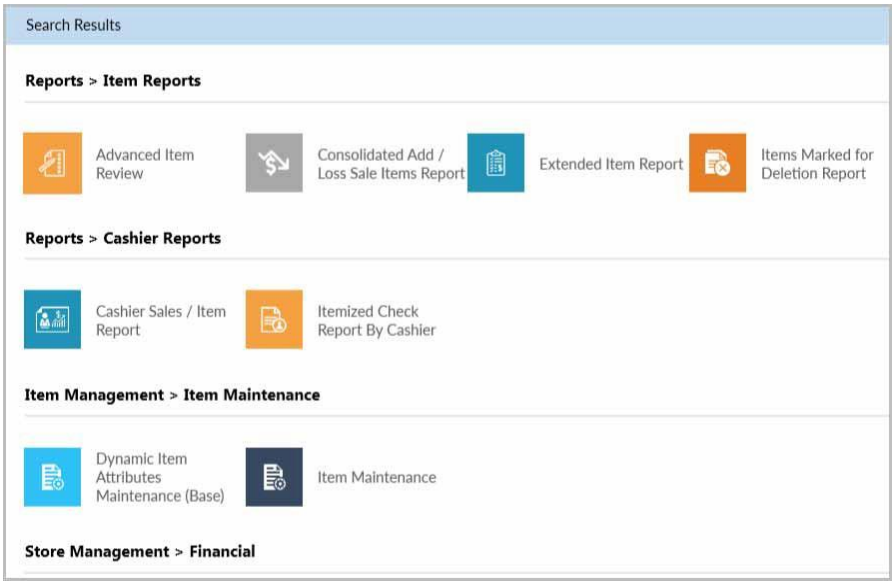


Figure 2-52. ENCOR - Search Results

If the **Item Maintenance** application icon is clicked (in the search results above), the **Item Maintenance** application will be launched and the Item Maintenance tile will be added as the first tile in the Recently Opened Applications launch bar.

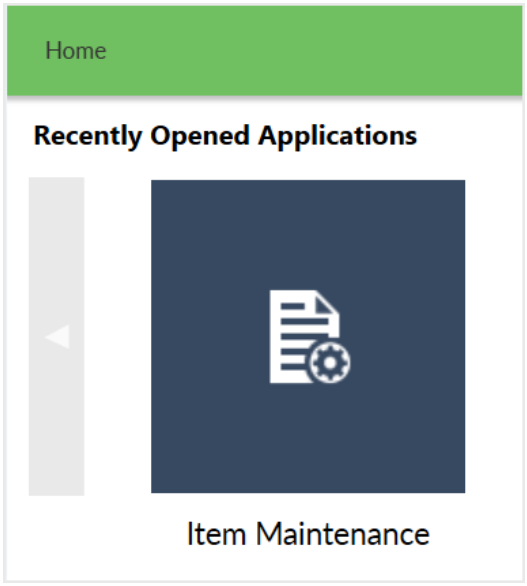


Figure 2-53. ENCOR Home - Recently Opened Applications (Item Maintenance)

If the application searched is an application that will be frequently used, the application would then be a candidate to be added to the Favorite Applications launch bar.

Note:

Adding applications to the Favorite Applications launch bar is covered in “Adding Favorite Applications” in the “Home Screen” section above.

2.3.2.2.2 Navigating to Home Screen

To return to the Home screen (at any time) click the Application Menu Bar's **Home** button.

Figure 2-54. ENCOR Application Menu Bar - Home Button

The Home screen contains the Recently Opened Applications and the Favorite Applications launch bars in its tile launch area.

2.3.2.2.3 Recently Opened Applications

To navigate to the Recently Opened Applications launch bar (located on the Home screen), click the Application Menu Bar's **Home** button.

Figure 2-55. ENCOR Application Menu Bar - Home Button

ENCOR will navigate to the Home screen that contains the Recently Opened Applications launch bar.

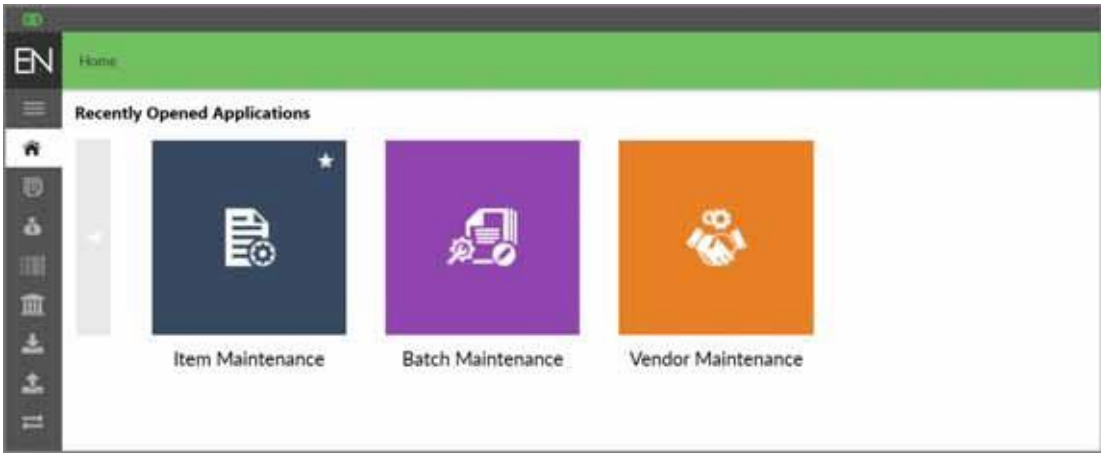


Figure 2-56. ENCOR Home Screen - Recently Opened Applications

The most recent application that was opened will show as the left most tile. Clicking an application's tile in the Recently Opened Applications launch bar will launch the application.

Note:

For more information about the Recently Opened Applications launch bar, go to "Recently Opened Applications" in the "Home Screen" section above.

2.3.2.2.4 Favorite Applications

From the Home screen, **ENCOR** provides two ways to navigate to applications that have been designated as a favorite application:

- Favorite Applications Launch Bar
- Favorite Applications Menu Tool Bar Icon

Favorite Applications Launch Bar

A quick way to navigate to applications that have been designated as a favorite is to use the Favorite Applications launch bar. To navigate to the Favorite Applications launch bar, click the Application Menu Bar's **Home** button.

Figure 2-57. ENCOR Application Menu Bar - Home Button

ENCOR will navigate to the Home screen containing the Favorite Applications launch bar.

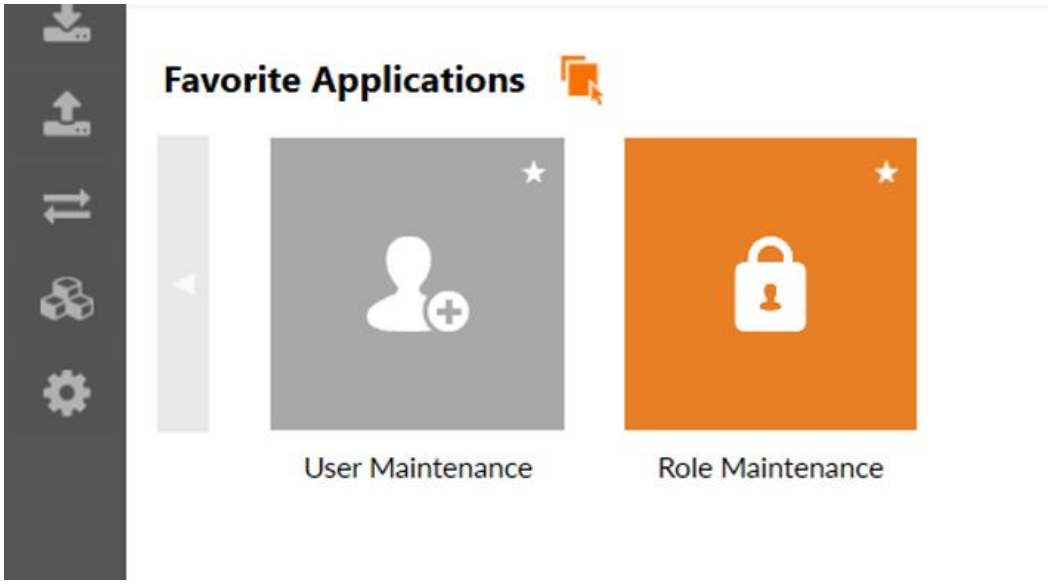


Figure 2-58. ENCOR Home Screen - Favorite Applications

Clicking an application's tile in the Favorite Applications launch bar will launch the application.

Note:

For more information on the Favorite Applications launch bar (i.e. adding applications to the favorite's launch bar), go to "Favorite Applications" in the "Home Screen" section above.

Favorite Applications Menu Tool Bar Icon

An even quicker way of navigating to applications that have been designated as a favorite is to use the Favorite Applications menu tool bar icon.

Figure 2-59. ENCOR Menu Tool Bar - Favorite Applications Icon Highlighted

Clicking the **Favorite Applications** icon results in the display of the Favorites drop-down which lists the applications that have been added to the Favorite Applications launch bar.

Note:

For more information on adding or removing applications from the Favorite Applications launch bar, go to "Favorite Applications" in the "Home Screen" section above.

To use the Favorite Applications menu tool bar icon to quickly navigate to favorite applications

1. Click the **Favorite Applications** icon in the Menu Tool Bar.

Figure 2-60. ENCOR Menu Tool Bar - Favorite Applications Icon

2. From the Favorites drop-down (shown below) click the application icon that represents the application to be launched.

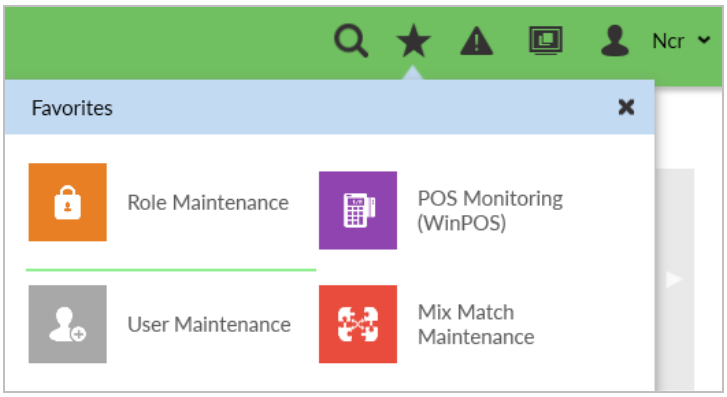


Figure 2-61. ENCOR Menu Tool Bar - Favorites Drop-Down

2.3.2.2.5 Opened Applications

ENCOR maintains a list of embedded applications that are currently open. An embedded application is an **ENCOR** application that does not display in the Window's Taskbar when launched but remains open in the background when the user navigates to another menu or application. If there are any open embedded applications, the Opened Applications icon will include a black circle containing the number of open embedded applications, as seen in the image below which indicates two embedded applications are open.

Figure 2-62. ENCOR Menu Tool Bar - Opened Applications Icon

To navigate to and display an opened embedded ENCOR application

1. Click the **Opened applications** icon. The All Opened Applications drop-down lists all open embedded applications (represented as icons).

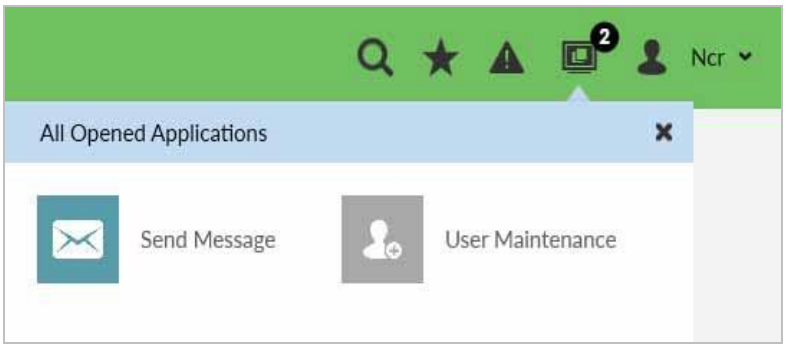


Figure 2-63. ENCOR Menu Tool Bar - All Opened Applications Drop-Down

2. From the All Opened Applications drop-down, click the application icon representing the opened embedded application to be displayed.

2.3.2.2.6 Application Menu Bar Navigation

Using the Application Menu Bar, the user can navigate to any application allowed by the user's assigned role. The Application Menu Bar (detailed in "Application Menu Bar" of the "Home Screen" section), is a vertical bar of menu buttons located on the left side of the Home screen.

Figure 2-64. ENCOR Home Screen - Application Menu Bar

Clicking a menu button results in its menu options being displayed to the right of the button. For example (in the image below), clicking the **Reports** button results in its menu options being displayed to the right of the Reports menu button.

Figure 2-65. ENCOR Application Menu Bar - Reports Button

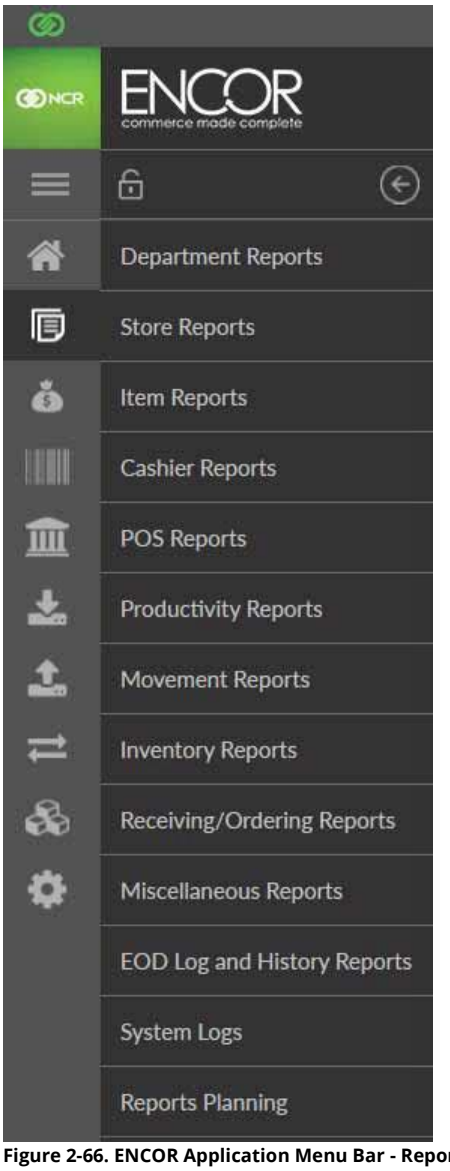


Figure 2-66. ENCOR Application Menu Bar - Reports Button Clicked

Also described above in more detail ("Role Based Menus" of the "Home Screen" section), the menu buttons and menu options displayed to the user are based on the role associated with the user. If a user's assigned role does not have access to certain applications, the user will not be allowed to navigate to those applications using the Application Menu Bar.

To navigate to an application using the Application Menu Bar:

1. Click a menu button. This results in its menu options being displayed to the right of the button (shown in image above).
2. Click a menu button's menu option. This results in the menu options related application tiles displaying in the application launch areas (shown in the image below). For example, if the **Reports > Department Reports** option (shown below) is clicked, its associated application tiles will be displayed to the right of the Application Menu Bar in the application launch area.

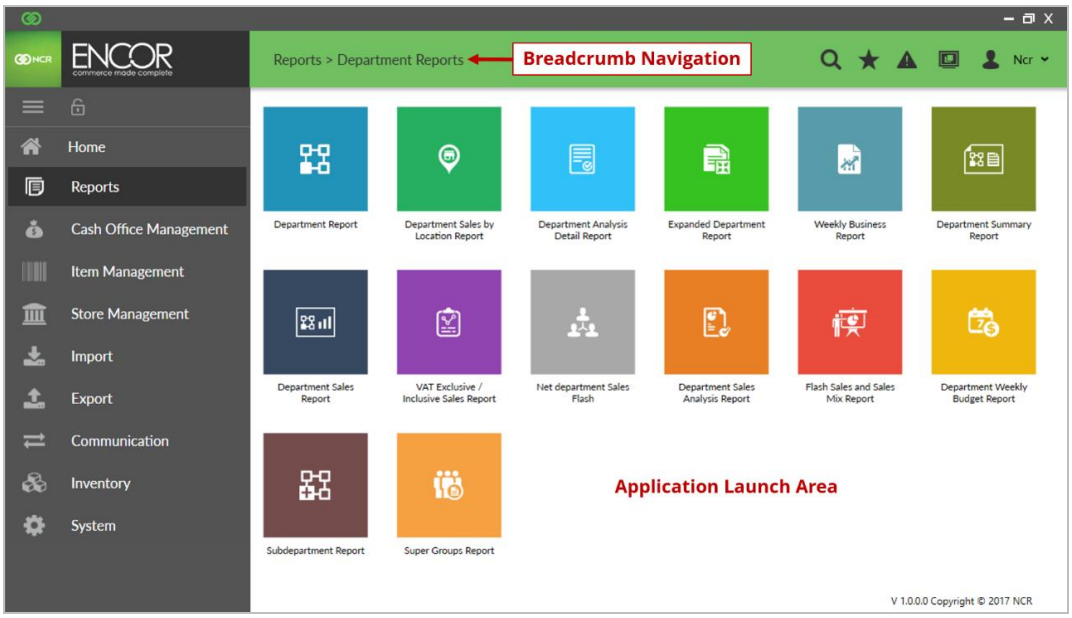


Figure 2-67. ENCOR Application Menu Bar - Reports > Department Reports

3. Click an application's tile (in the application launch area), to launch an application.

Chapter 3: **Item Management**

3.1 Introduction

Use the Item Management menu to access the back or front office applications used to perform item maintenance, batch maintenance, and promotion maintenance. Back office specific applications like the **Item Review Dashboard**, **Tag Request**, **Scale Management**, **Mix Match Maintenance**, and **Price Link Maintenance** are also accessible from this menu.

3.2 Item Maintenance

3.2.1 Introduction

Use the Item Maintenance menu to access the back office application: **Item Maintenance** or the front office applications: **PLU Maintenance (Base)** and **Fast PLU Maintenance (Base)**. Additional supporting Base item applications can also be accessed here including: **PLU Groups (Base)**, **PLU – Change Price Reasons (Base)**, **Price Group (Base)**, etc.

The **Item Maintenance** application described below is intended to be used as a replacement for the **PLU Maintenance (Base)** and **Fast PLU Maintenance (Base)** applications if a store is using any back office applications. **Item Maintenance** stores its item data in the back office database which makes the data available to the other back office applications like receiving and ordering. Changes in **Item Maintenance** are saved to the back office database and then automatically sent to the front office database so that it stays in sync and can be forwarded to the POS.

3.2.2 Item Maintenance

Use the **ENCOR Item Maintenance** application to manage all aspects of a store's item file. This includes item pricing, item vendors, and associated costs and deals, as well as shelf, label, and scale information. There are numerous functions to assist in performing maintenance on the item file including:

- Item Lookup by UPC, Vendor, Item Code, Warehouse Code, POS Desc, Description, Department, Unit Size, UOM, Category, Price Link, and Size Desc
- Add new item using last item
- Fill item from last item
- Add item to Tag List for label printing
- Price link items to maintain common pricing and/or vendor costs
- Mass update multiple items
- Select an Entry Mode to more easily enter new prices or costs

- Customize and save tab stops to more easily enter only specific item fields
- Change the UPC on an existing item record

3.2.2.1 Immediate or Batch Mode

Item maintenance can be performed in *immediate* or *batch* mode. As its name implies, immediate item maintenance makes immediate changes to the item file. In immediate mode, the maintenance being performed is not being saved into a batch or grouping of maintenance records. Immediate mode is a good choice for making low volume item additions and deletions, adding costs and deals, and changing most item fields. However, it is not the best choice or good practice to use it for making price changes because of the additional functionality that Batch mode provides. In situations where there is a significant number of item changes, it is best to work in batch mode so that the items changed are collected together as a batch.

In batch mode, a batch record captures the key properties that all price maintenance in the batch will share. This includes a price type (permanent price, TPR, sale, etc.) and a price start date and end date if the prices being entered are temporary. With this information, batch mode provides four important pricing capabilities that immediate mode does not provide:

- Price changes are saved into maintenance records belonging to the batch so that they can be recalled and reused later.
- Pricing is date-driven.
- Temporary price types (such as TPR, sale, promo, etc.) are supported.
- Sell thru thresholds are supported.

Grouping maintenance into batches also provides additional capabilities in reporting, labeling exports, and supporting mass updates.

In contrast, immediate mode doesn't use a batch or have a way to designate a specific price type. If a price is entered in Immediate Item Maintenance, it is always treated as a permanent price that is effective today. **ENCOR** will apply its pricing rules (described later in this chapter) to determine whether that price should be the current price of the item and be sent to the POS.

3.2.2.2 Opening Item Maintenance

The same **Item Maintenance** application is used for entering maintenance in both immediate or batch mode. However, each mode is accessed differently.

- To access immediate mode: From the **ENCOR** Application Menu Bar, select **Item Management > Item Maintenance > Item Maintenance**.
- To access batch mode: From the **ENCOR** Application Menu Bar, select **Item Management > Batch Maintenance > Batch Maintenance**.

When opening **Item Maintenance** in batch mode, a batch must first be created or selected in Batch Maintenance. The batch can then be opened and edited in **Item Maintenance**. The steps for creating, selecting, and opening a batch are covered in detail in the "Batch Maintenance" section.

The title bar of the **Item Maintenance** window indicates which mode (immediate or batch) is currently being used. When batch mode is being used, the title bar will include the batch number and the dates of the batch. The screenshots below show examples of each.

Figure 3-1. Item Maintenance Immediate Mode Title Bar

Figure 3-2. Item Maintenance Batch Mode Title Bar

When **Item Maintenance** opens, the first item record in the store's item file (in UPC order) is displayed in the window as pictured below. The Upc field is selected and ready for entry so that another item can be looked up or added by entering its UPC number and pressing **ENTER**. In this example, the Upc field is colored green to indicate that the item's Block from POS flag (on the Misc tab) is set and therefore the item record will not be sent to the POS.

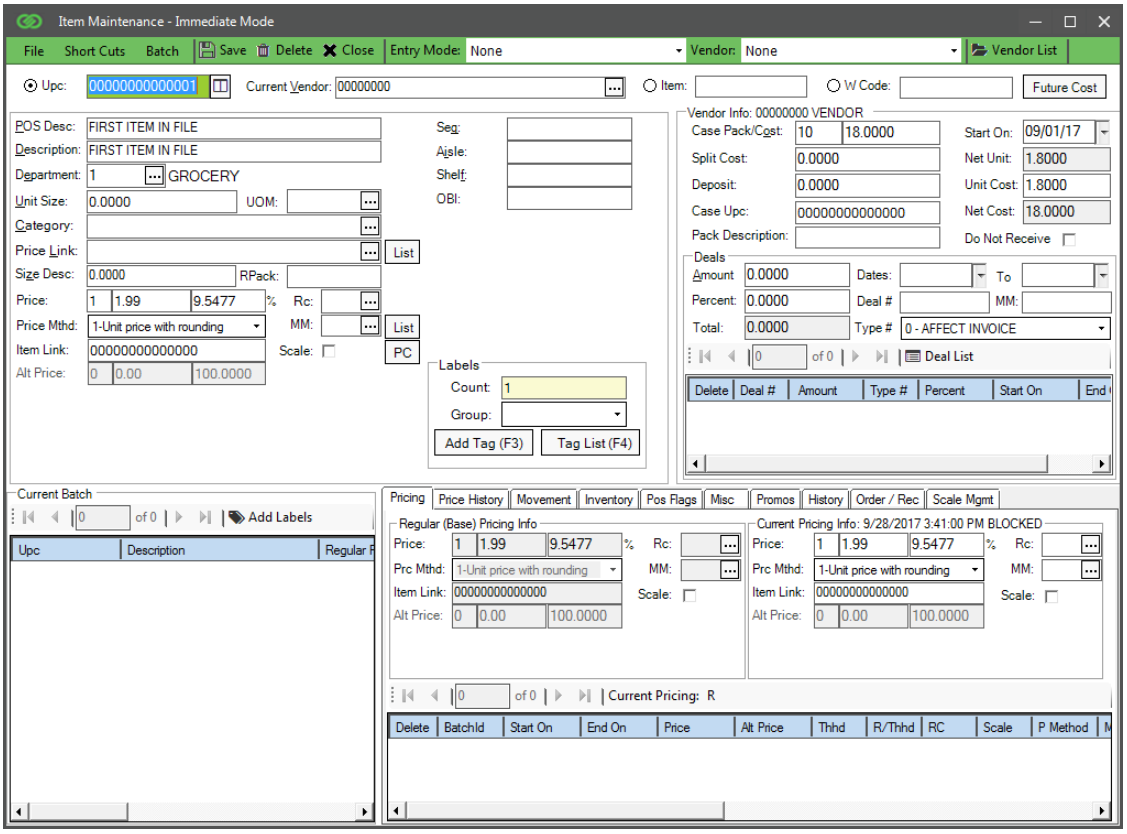


Figure 3-3. Opening Item Maintenance - First Time

If there are no records in the store's item file when **Item Maintenance** opens, an "Invalid UPC" error displays. After the error is acknowledged, a blank item record is displayed. Before proceeding, verify that valid (default) department and vendor records have been set up in **Site Setup > Host Setup > Host Options**.

3.2.2.3 Window Layout and Features

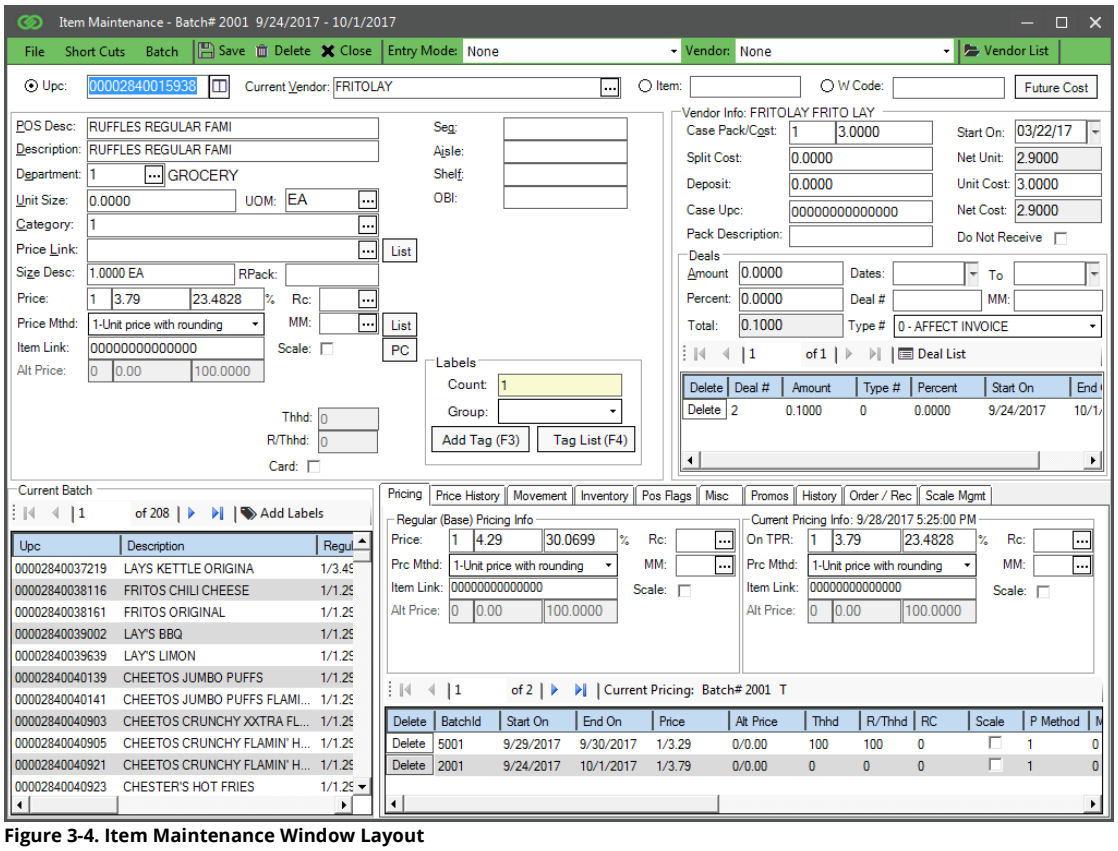


Figure 3-4. Item Maintenance Window Layout

The **Item Maintenance** application's main window has combined menu and toolbar options at the top and a content area that is divided into the following five main parts (these are described in more detail below):

1. Item Lookup (top) - contains the Upc, Current Vendor, Item, and Warehouse Code fields for search and entry.
2. Item and Pricing (top left) - includes the primary item fields like POS Desc, Department, Price, Labels Count and Group, etc.
3. Vendor Info (top right) - includes fields for viewing and entering item vendor information, costs, and deals.
4. Current Batch list (bottom left) - displays and provides quick access to the items that are in the Item Maintenance batch currently being edited or the items that have been changed in the current Item Maintenance session if in Immediate mode.
5. Item Detail Tab Pages (bottom right) – provide access to more detailed item information including pricing, POS specific fields and flags, etc.

3.2.2.4 Item Lookup

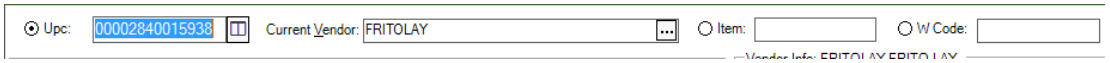


Figure 3-5. Item Maintenance Layout - Item Lookup

The item lookup area is located at the top of the window just below the combined menu and toolbar. The fields in this area have dual functionality for item entry and lookup. Specifically, any of the three fields: Upc, Item (Item Code), and W Code (Warehouse Code) can be used to quickly search for an item by the value in that field. When not selected, these fields function like other entry fields to display and change the corresponding values in the item record.

By default, the Upc field is selected so that a single UPC can be entered to retrieve an item record by UPC. The Current Vendor field also has dual functionality. It is used to set the current vendor on the displayed item record or as part of an Item Code search.

To look up an item by Upc, Item (Item Code), or W Code (Warehouse Code):

1. Select the radio button to the left of the field to be used in the item lookup.
2. Enter the lookup value into the field.
3. Additionally, for a lookup by item (Item Code), use the Current Vendor field to enter or select the vendor that is associated with the item code.
4. Press **ENTER**.

3.2.2.5Item and Pricing

The area in the top-left part of the window (shown below) contains the primary fields of the item record. This includes Description, Department, Category, Price Link, and the pricing fields. The pricing fields appear at the bottom left of this view. They include Price, % (gross margin), Rc (report code), Price Mthd (price method), MM (mix match), Item Link, and Scale flag. Alt Price, LQD (limited quantity discount), and Discount Type/Amt are also included for some POS types, and two miscellaneous price fields are included as well if enabled in **Site Setup**.

Some of the fields displayed in this area depend upon the **Site Setup** options selected for the POS and Miscellaneous fields. For example, the screenshot below shows the fields displayed when ISS45 V8 is selected as the POS and no Miscellaneous fields are enabled in **Site Setup**.

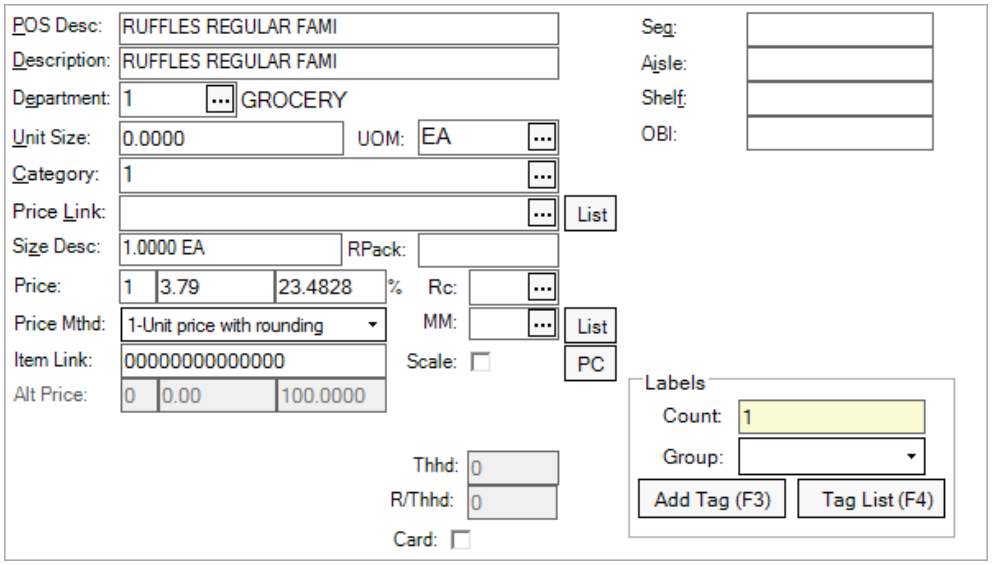


Figure 3-6. Item Maintenance Layout - Item and Pricing

If enabled, the Miscellaneous fields will occupy the empty areas of this view as shown in the following screenshot. In **ENCOR**, up to two miscellaneous price fields and nine miscellaneous item fields can be enabled.

- Misc Prc fields 1-2, if enabled, are displayed in the bottom left.
- Misc fields 1-6, if enabled, are displayed in the middle right.
- Misc fields 7-9, if enabled, are displayed in Item Details - Misc tab

The names of the miscellaneous fields may be different than those in this example because they can be customized in **Site Setup** for the store's needs.

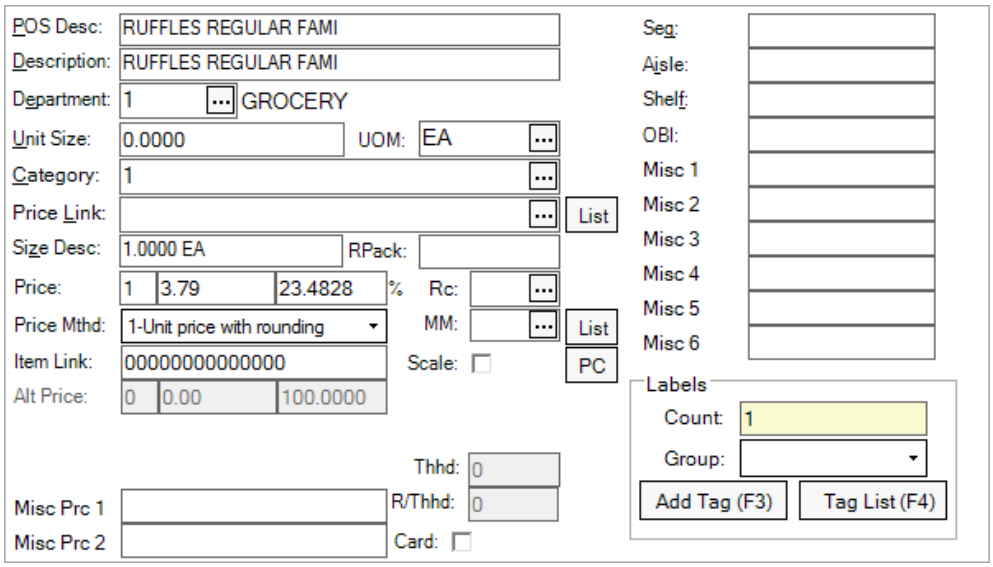


Figure 3-7. Item Maintenance Layout - Item and Pricing with Misc Fields

If a different POS is selected, such as ACS, additional fields like LQD and Discount Type/Amt will be displayed below the Alt Price field and above any enabled miscellaneous pricing fields.

3.2.2.6 Vendor Info

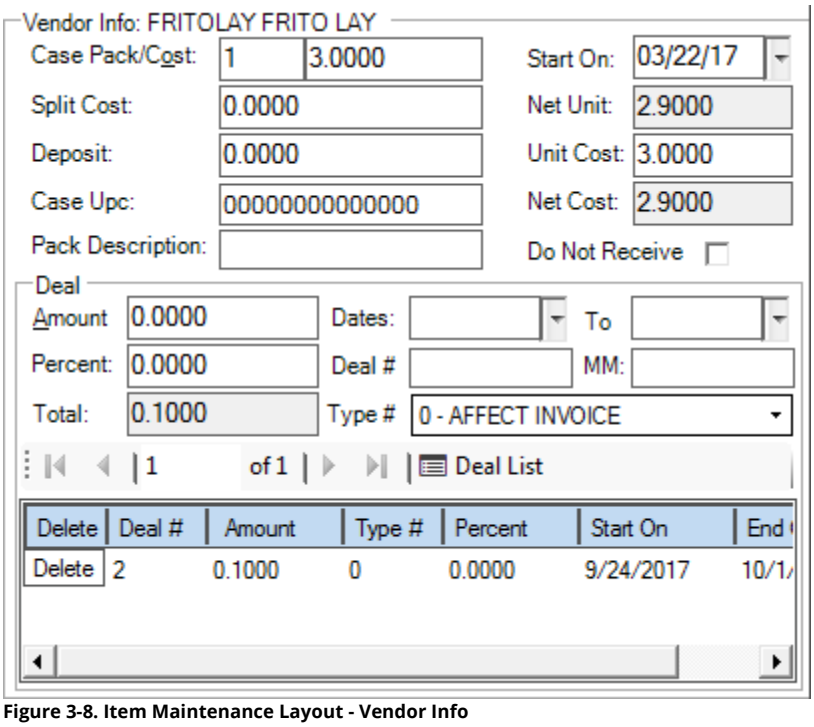


Figure 3-8. Item Maintenance Layout - Vendor Info

The Vendor Info area is located at the top-right part of the window. The current cost and deals for the current vendor can be modified here. Future costs and deals can also be entered in this area but when Save is performed, the current cost is re-displayed in the cost fields, the deal fields are cleared, and only current deals are listed in the grid. The future costs and deals can be accessed via the Future Cost (located above Vendor Info) and Deal List buttons.

3.2.2.7Current Batch List

In batch mode, the Current Batch list at the Item Maintenance screen's bottom left shows the items in the batch that is currently open. In immediate mode, Current Batch shows items that have been changed in the current session. In either case, this view provides a way of accessing the other items in the batch or session and a way to build a list of items for label printing.

- Double-click on an item in the list to view or edit the item record. Note: Be sure to choose **Save** first or any changes to the current item record will be lost.
- Select one or more items in the list and click **Add Label** to add the selected items to the Tag List.
- Click on a column header to sort the items by that column.
- Right-click on the header to sort by multiple columns, change which columns are displayed, or to export the content to Excel.

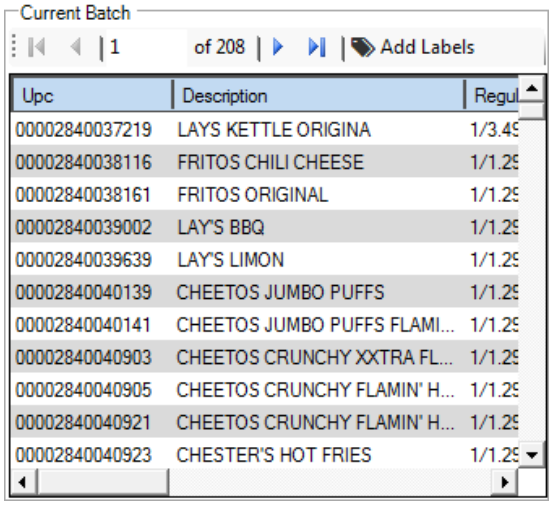


Figure 3-9. Item Maintenance Layout - Current Batch List

3.2.2.8 Item Detail Tab Pages

Item Maint Window Layout – tabs

The tab pages at the bottom right of the window provide additional details for the item record. The tabs are Pricing, Price History, Movement, Inventory, Pos Flags, Misc, Promos, History, Order / Rec, and Scale Mgmt. By default, the Pricing tab is selected when **Item Maintenance** is first opened. When a new item is being added, the POS Flags tab is automatically selected so that POS-specific item information can be easily entered. The tab page can be changed by clicking on another tab and by using the left and right arrow keys.

3.2.2.8.1 Item Detail – Pricing Tab

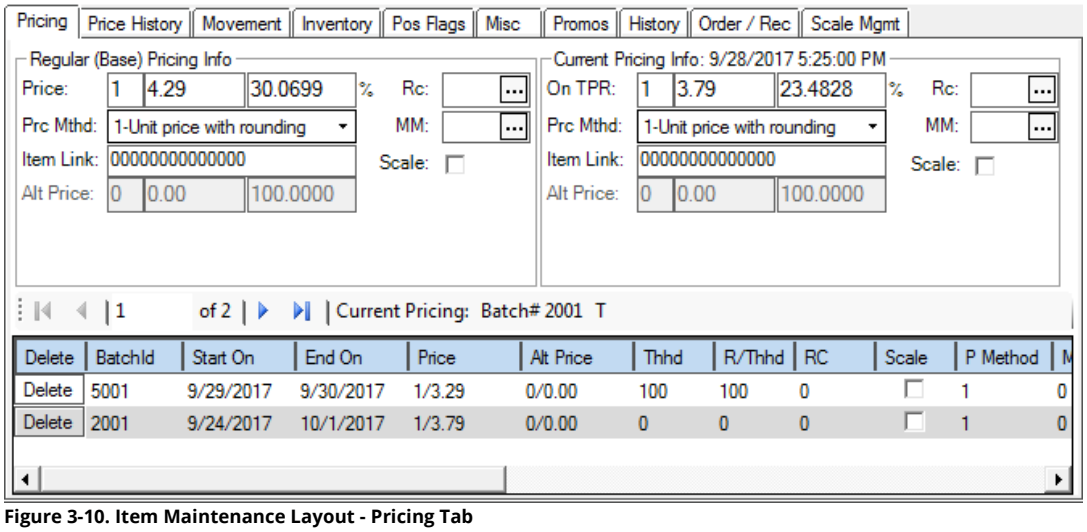


Figure 3-10. Item Maintenance Layout - Pricing Tab

The Pricing tab provides a convenient way to view and edit an item's regular and current pricing. Both the Regular (Base) Pricing Info and Current Pricing Info boxes contain the following pricing fields: Price, % (gross margin), Rc (report

code), Price Mthd (price method), MM (Mix Match), Item Link, and Scale flag. Alt Price, LQD, and Discount Type/Amt are also included for some POS types along with two miscellaneous price fields if enabled. In the example view, the item is currently on TPR and priced at 3.79, regularly 4.29.

The current price reflects the effective price of the item based on date and selected price strategy (described later in this chapter). The last date and time that the effective price was updated for the item is displayed in the Current Pricing Info header.

Note:

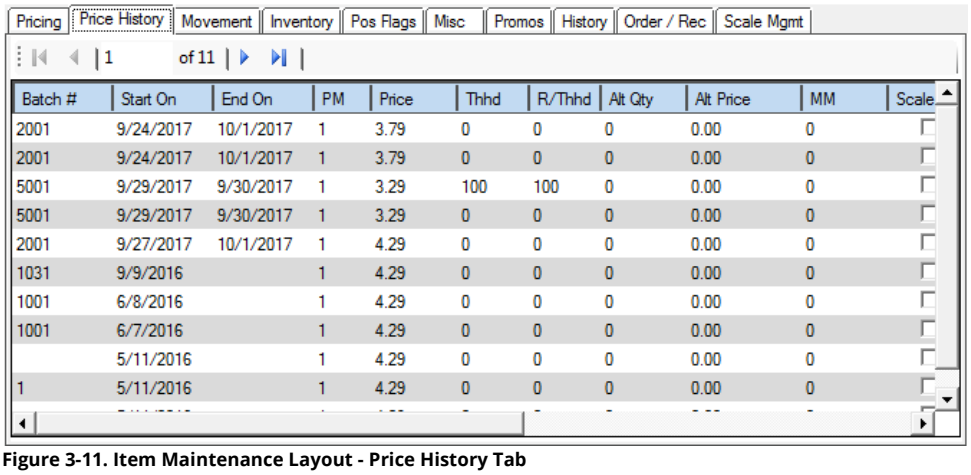
If the Current Pricing Info appears in red, the POS price is not the same as the effective price, and the POS needs to be updated. Click **Save** to update the item record and send current price information to the POS.

The grid at the bottom of this view shows the batches in which this item appears. It provides a way to sort the batches, open a batch that contains the current item, or delete the item from a batch.

- Double-click on a batch to open it in Item Maintenance.
- Click **Delete** in a batch entry to remove the current item from that batch.
- Click on a column header to sort the batches by that column.
- Right-click on the header to sort by multiple columns, change which columns are displayed, or to export the content to Excel.

The header area of the grid shows which batch, if any, are affecting the item's current price. In the example view, the item's current price is being affected by TPR batch 2001.

3.2.2.8.2 Item Detail – Price History Tab



Batch #	Start On	End On	PM	Price	Thhd	R/Thhd	Alt Qty	Alt Price	MM	Scale
2001	9/24/2017	10/1/2017	1	3.79	0	0	0	0.00	0	
2001	9/24/2017	10/1/2017	1	3.79	0	0	0	0.00	0	
5001	9/29/2017	9/30/2017	1	3.29	100	100	0	0.00	0	
5001	9/29/2017	9/30/2017	1	3.29	0	0	0	0.00	0	
2001	9/27/2017	10/1/2017	1	4.29	0	0	0	0.00	0	
1031	9/9/2016		1	4.29	0	0	0	0.00	0	
1001	6/8/2016		1	4.29	0	0	0	0.00	0	
1001	6/7/2016		1	4.29	0	0	0	0.00	0	
	5/11/2016		1	4.29	0	0	0	0.00	0	
1	5/11/2016		1	4.29	0	0	0	0.00	0	

Figure 3-11. Item Maintenance Layout - Price History Tab

The Price History tab contains a view of all batches and immediate maintenance sessions (with pricing recorded) that have made changes to the current item. The Batch #, Start On and End On dates, Thhd (threshold), and price fields are included in this grid view.

- Click on a column header to sort the history by that column.
- Right-click on the header to sort by multiple columns, change which columns are displayed, or to export the content to Excel.

3.2.2.8.3 Item Detail –Movement Tab

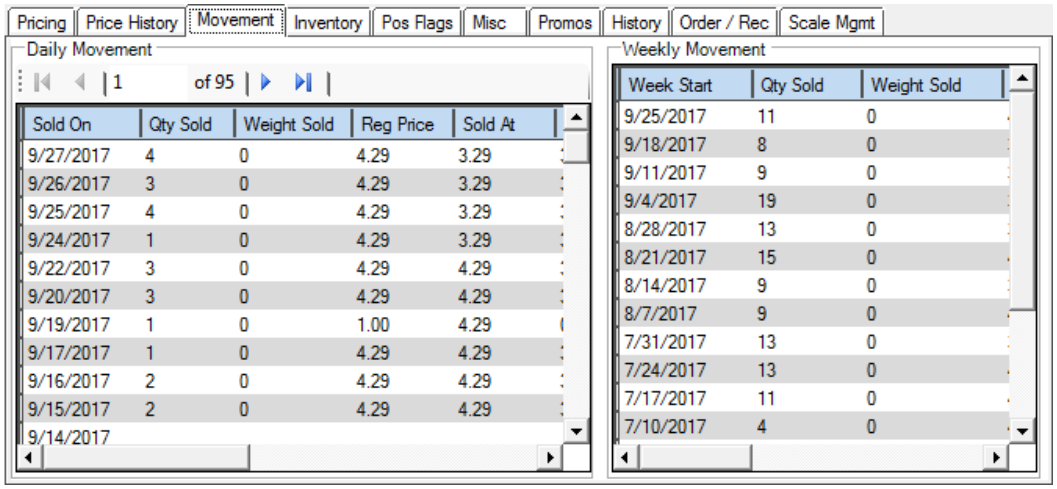


Figure 3-12. Item Maintenance Layout - Movement Tab

The Movement tab provides a daily and weekly summary of the item's movement. The Week Start values in this example are Monday dates as set in Site Setup > POS Setup > Movement.

- Click on a column header to sort the movement by that column.
- Right-click on the header to sort by multiple columns, change which columns are displayed, or to export the content to Excel.

3.2.2.8.4 Item Detail – Inventory Tab

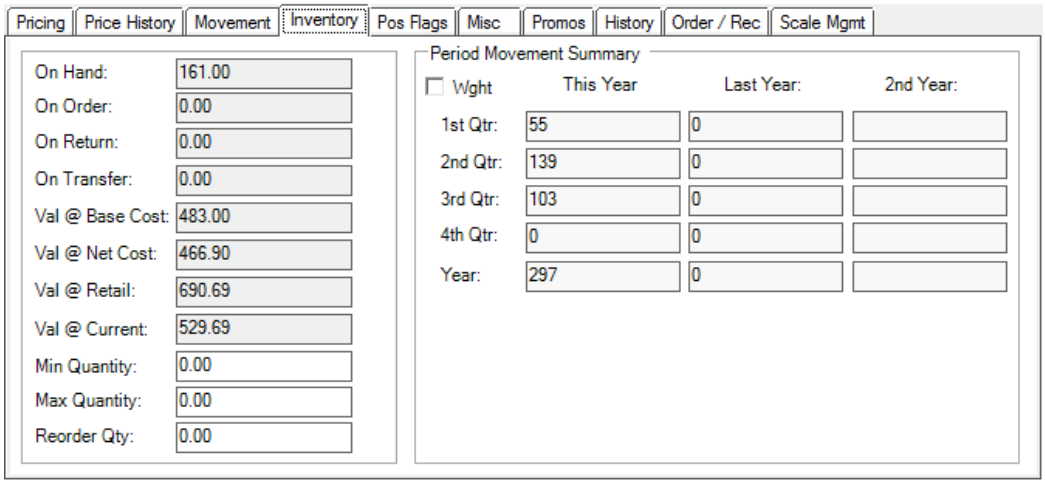


Figure 3-13. Item Maintenance Layout - Inventory Tab

The left side of the Inventory tab shows the amount On Hand, On Order, On Return, and On Transfer of this item along with the item's cost and retail valuation details. These fields allow the user to adjust the quantities that affect when the

item is to be reordered. Entry of these values can be done easily using the Inventory Entry mode discussed later in this chapter. Refer to Chapter 7, “Managing Inventory and Movement”, for information about inventory cycle counts and adjustments.

The right side of the Inventory tab provides a quarterly summary of the item’s movement by year. The bottom row shows yearly totals.

3.2.2.8.5 Item Detail – POS Flags Tab

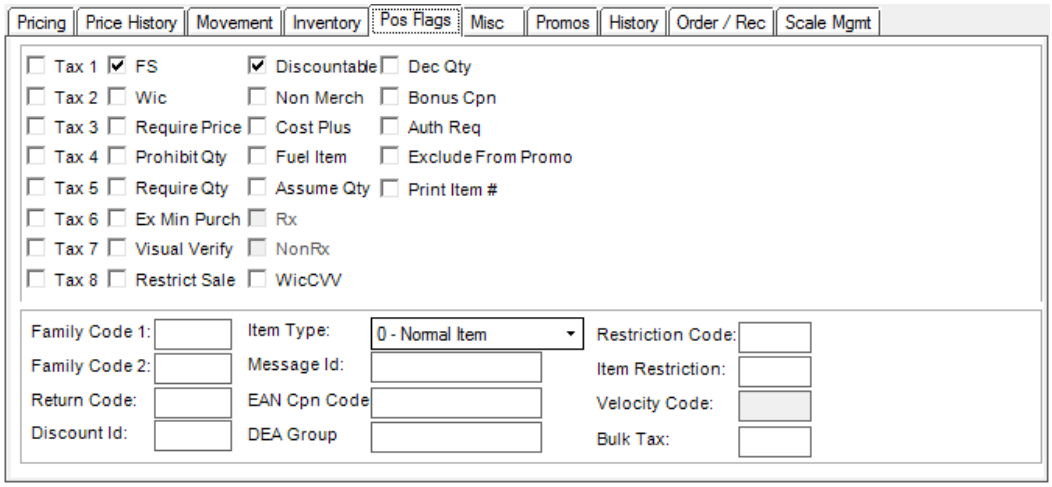


Figure 3-14. Item Maintenance Layout - POS Flags Tab

The POS Flags tab provides a way to view and edit an item’s POS-specific flags and fields. When a new item is added, this tab is automatically selected so that item specific values can be set.

3.2.2.8.6 Item Detail – Misc Tab

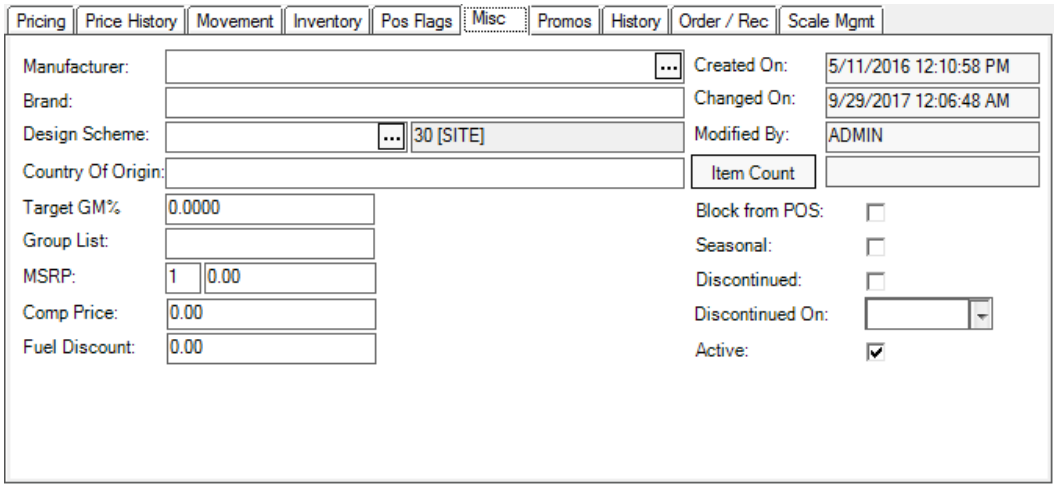


Figure 3-15. Item Maintenance Layout - Misc Tab

The Misc tab provides a means to view and edit additional item information, including Manufacturer, Brand, Design Scheme, and the item status flags: Block from POS, Seasonal, Discontinued, and Active. For example, to remove an item

from reporting and inventory but maintain price and movement history, set the item as inactive by unchecking the **Active** checkbox.

3.2.2.8.7 Item Detail – Promos Tab

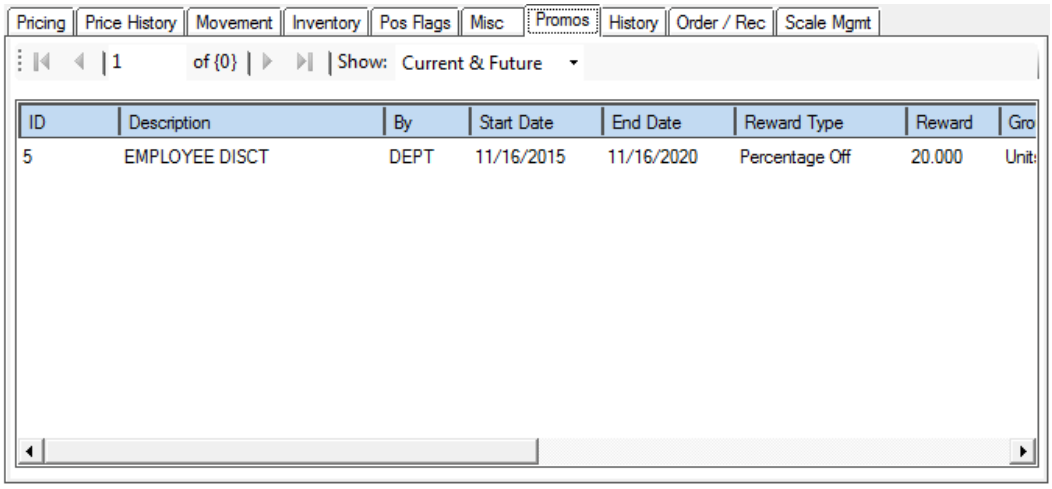


Figure 3-16. Item Maintenance Layout - Promos Tab

The Promos tab allows quick access to any promotions attached to this item record for review and editing. By default, the Show drop-down list displays Current & Future promotions.

- Double-click on a promotion to open it in Promotion Maintenance.
- Select **Current & Future** or **All** in the Show drop-down list to choose which promotions to view.
- Click on a column header to sort the promotions by that column.
- Right-click on the header to sort by multiple columns, change which columns are displayed, or export the content to Excel.

3.2.2.8.8 Item Detail – History Tab

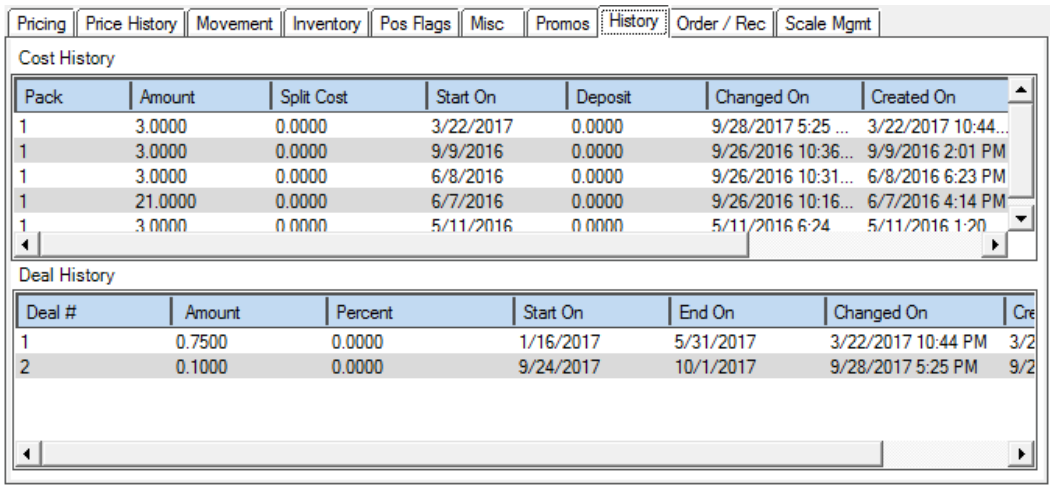


Figure 3-17. Item Maintenance Layout - History Tab

The History tab contains separate grids to display the costs and deals that have been recorded for this item.

- Click on a column header to sort the costs or deals by that column.
- Right-click on the header to sort by multiple columns, change which columns are displayed, or export the content to Excel.

3.2.2.8.9 Item Detail – Order / Rec Tab

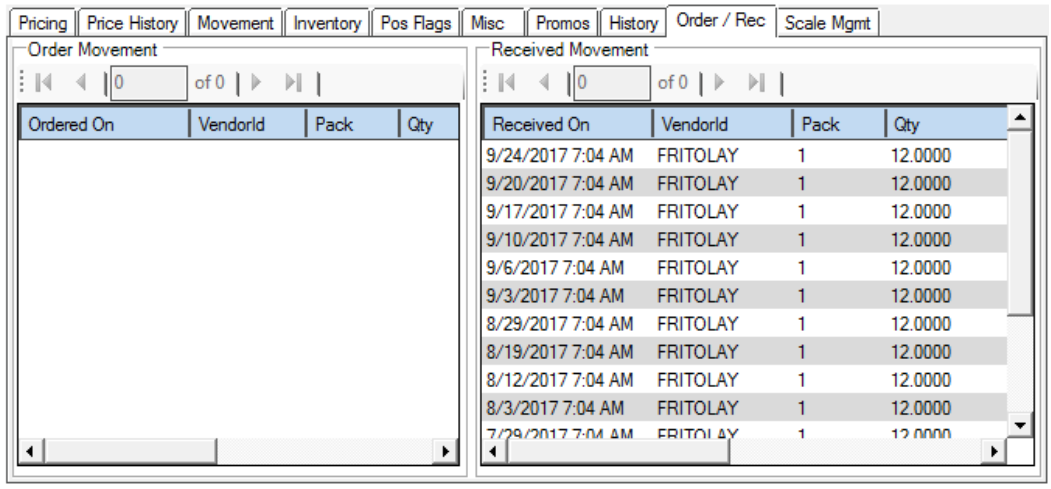


Figure 3-18. Item Maintenance Layout - OrderRec Tab

The Order / Rec tab contains separate grids to show the history of when this item was ordered and when it was received. Refer to Chapter 7, “Managing Inventory and Movement,” for information on purchasing, receiving, and transferring inventory.

- Click on a column header to sort the history by that column.
- Right-click on the header to sort by multiple columns, change which columns are displayed, or export the content to Excel.

3.2.2.8.10 Item Detail – Scale Mgmt Tab

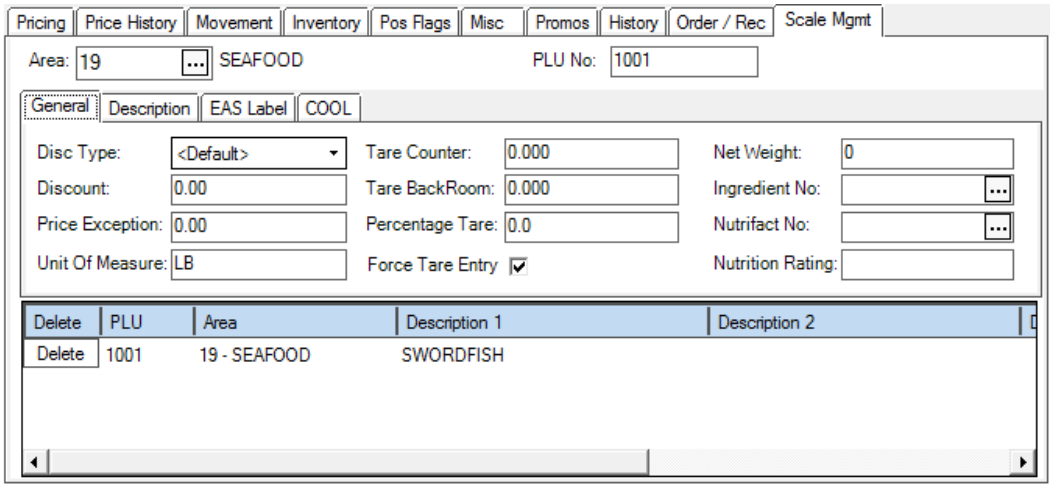


Figure 3-19. Item Maintenance Layout - Scale Mgmt Tab

Use the Scale Mgmt tab to add, modify, or delete scale information on NSC2 (random weight) item records. Refer to the "Scale Management – Scale Item Maintenance" section for a complete description of this tab.

3.2.2.9 Navigation

Item Maintenance has several features to assist with navigating between item fields and item records. They include keyboard shortcuts, entry modes, tab stops, Item Lookup, and the Current Batch item list. There is also an advanced search capability called Item Search covered in the next section which can be used to navigate to a specific item record.

3.2.2.9.1 Keyboard Shortcuts

The following keys can be used to move between fields, tabs, and records in **Item Maintenance**.

- Press the **ENTER** or **TAB** key to move forward to the next field.
- Press the **SHIFT** and **TAB** keys together to move to the previous field.
- Press the ***** key on the numeric key pad to return to the Upc field.
- Press the **LEFT ARROW** or **RIGHT ARROW** key to move to the previous or next tab page when focus is on tab pages.
- Press the **PAGE UP** or **PAGE DOWN** key to move to the previous or next item record.

Note:

Choose **Save** from the toolbar or press the plus **(+)** key on the numeric key pad before advancing to another item record or any changes to the current item record will be lost.

3.2.2.9.2 Entry Mode

Item Maintenance has selectable entry modes to help perform common data entry tasks. When an entry mode is chosen, tab stops are set on a specific set of fields so that focus will only move to those fields when **ENTER** or **TAB** is pressed.

Therefore, data entry can be performed more quickly and easily because only the relevant fields are being entered.

The entry mode can be selected from a drop-down list in the toolbar or the ShortCuts menu. It includes the following options.

- Price – Includes entry for Upc, Price, Rc (report code), MM (mix match code), and the Scale flag.
- Inventory – Includes entry for Upc, Min Quantity, Max Quantity**,** and Reorder Qty.
- Price w/Static Price Link Code - Includes the same entry fields as the Price entry mode and changes the Price Link to match that of the previous item record when advancing to another record.
- Price w/Static Report Code - Includes the same entry fields as the Price entry mode and changes the report code to match that of the previous item record when advancing to another record.

To stop using an entry mode do any of the following:

- Press the **F2** key.
- Choose **None** in the Entry Mode drop-down list.
- Choose **Reset Entry Mode** in the ShortCuts menu.

3.2.2.9.3 Tab Stops

Tab stops can be customized for data entry tasks that are not supported by one of the entry modes described above. This customization is performed in the Tab Stops window shown below. Tab Stop configurations that were previously saved can be opened and applied from this window.

In the Tab Stops window, the Available list contains the fields that will be skipped and the Selected list contains the fields that will be stopped at when the **TAB** or **ENTER** key is pressed. Multiple fields can be selected in either list by clicking on a field while holding the **CTRL** key. The arrow buttons in the middle are used to move fields between the two lists.

To open the Tab Stops window:

1. Select **Set Tab Stops** from the ShortCuts menu, or press **F8**.

To apply a tab stop configuration that was previously saved:

1. Select the tab stop configuration from the Select Saved drop-down list.
2. Choose **Apply Without Save** from the toolbar options.

To customize and apply new tab stops:

1. Select the fields to have tab stops from the Available list and move them to the Selected list using the arrow buttons in the middle of the screen.
2. Choose **Save** to save the tab stop set for later use or **Apply Without Save** to apply it to the **Item Maintenance** fields without saving it first.

To delete a tab stop configuration that was previously saved:

1. Select the tab stop configuration to be deleted from the Select Saved drop-down list.
2. Choose **Delete** from the toolbar options.

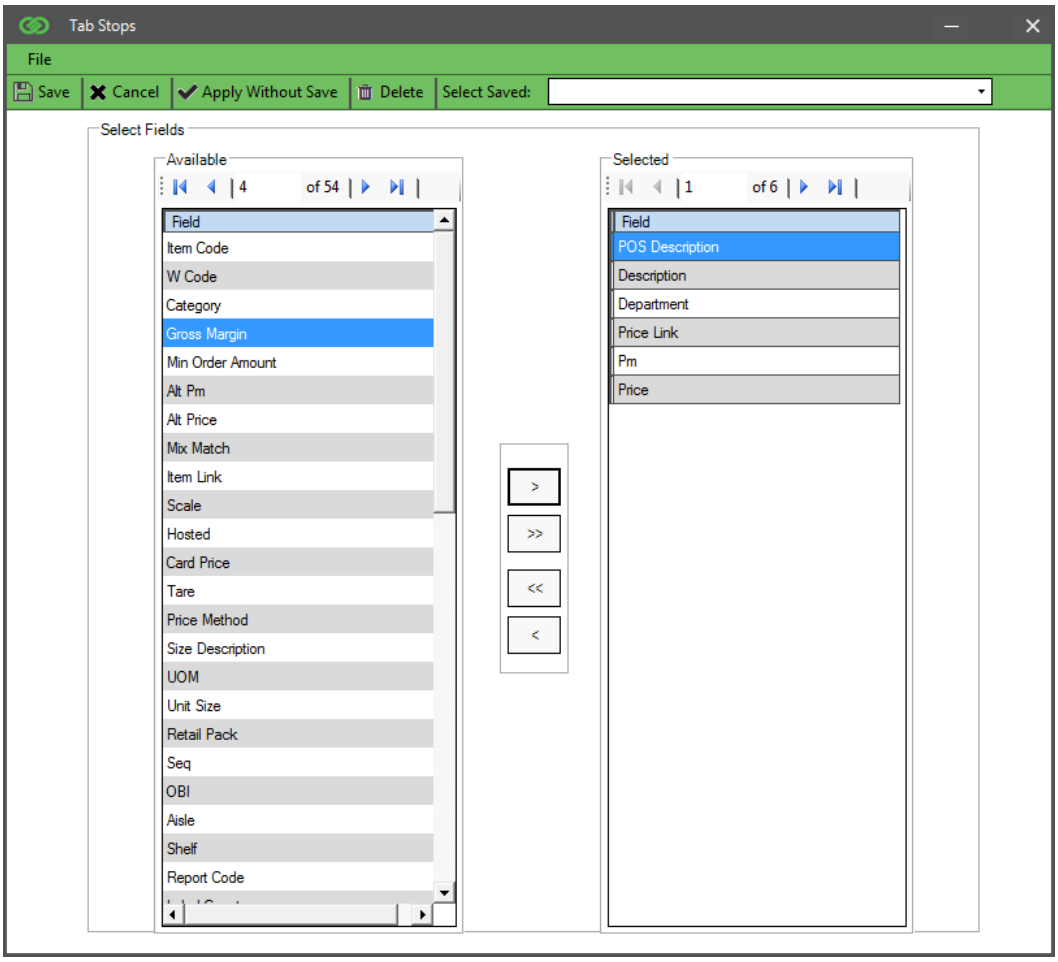


Figure 3-20. Item Maintenance Layout - Tab Stops

3.2.2.9.4 Item Lookup

There are several ways to quickly and easily search for an item in **ENCOR** using a single field. The item lookup area at the top of the screen provides a way to find items by Upc, Item (Item Code), and W Code (Warehouse Code). Additionally, items can be found by Current Vendor, POS Desc (POS description), Description, Department, Unit Size, UOM, Category, Price Link, and Size Desc (size description) by clicking on the label for any of these fields as described in the steps below.

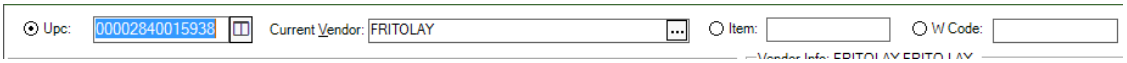


Figure 3-21. Item Maintenance Layout - Item Lookup

To look up an item by Upc, Item (Item Code), or W Code (Warehouse Code)

1. Select the radio button to the left of the field to be used in the item lookup.

2. Enter the lookup value into the field.
3. Additionally, for a lookup by **Item** (Item Code), use the Current Vendor field to enter or select the vendor that is associated with the item code.
4. Press **ENTER**.

To search for an item by Current Vendor, POS Desc, Description, Department, Unit Size, UOM, Category, Price Link, and Size Desc

1. Click on the description of the field to use in the search.

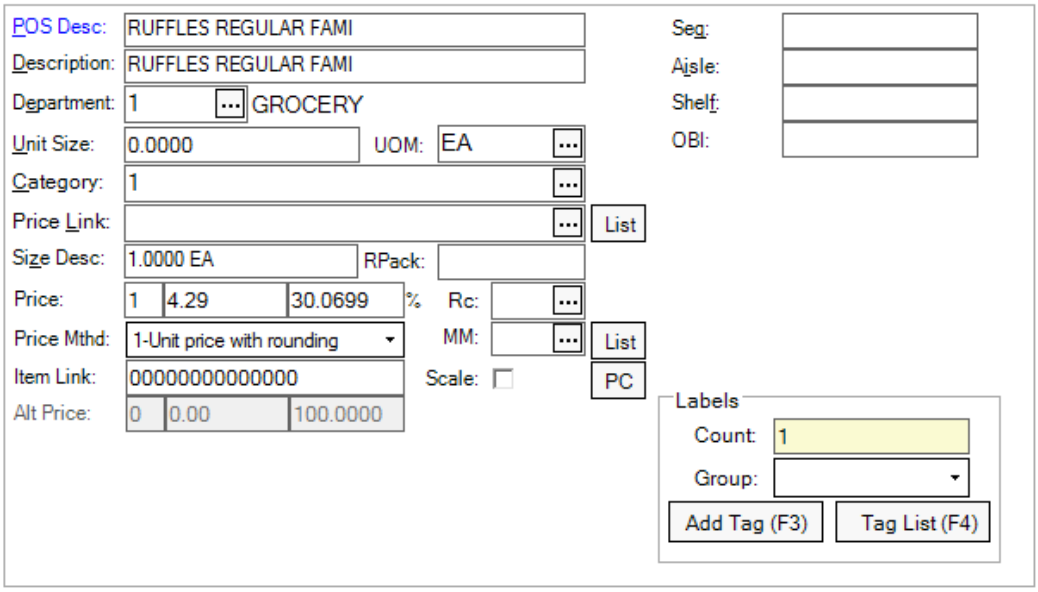


Figure 3-22. Item Maintenance Layout - Search by POS Desc1

Note:
The field description turns blue when the mouse arrow is on top of it (pictured below).

2. In the Item Search By... pop-up window, enter or modify the Search Criteria.
3. Select the item of interest from the list and click **OK**.

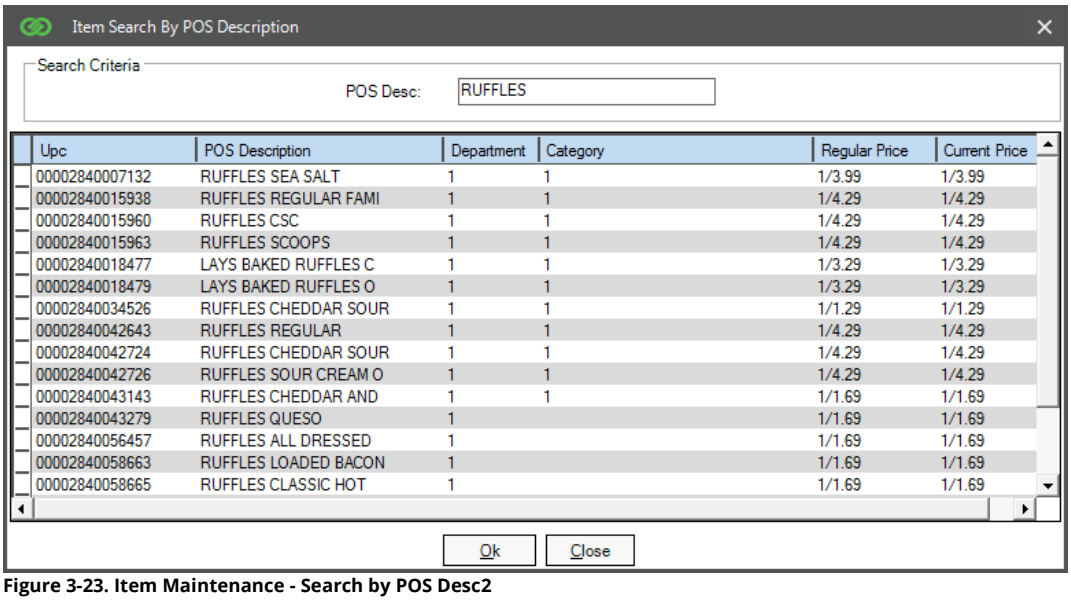


Figure 3-23. Item Maintenance - Search by POS Desc2

3.2.2.9.5 Current Batch List

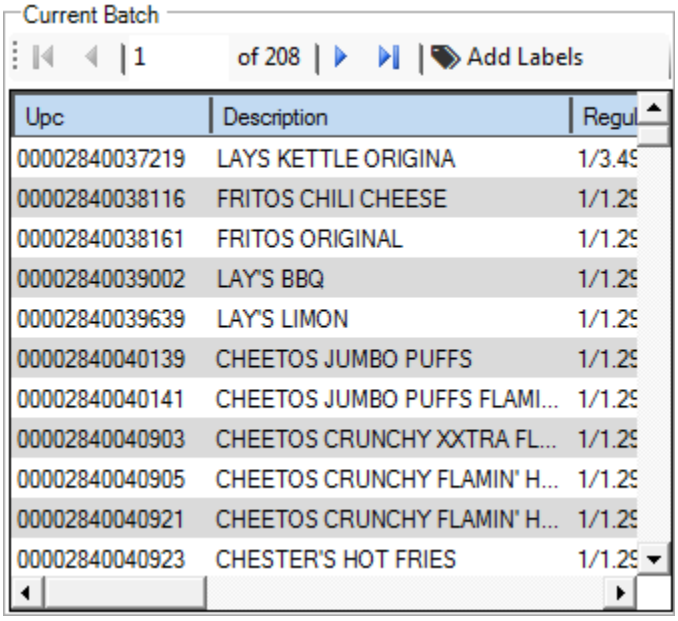


Figure 3-24. Item Maintenance Layout - Current Batch List

The Current Batch list at the bottom left area of the Item Maintenance window provides a way to quickly access other items that have been changed in the batch or session. To open one of the other items in the batch or session from the Current Batch list:

1. Double-click on an item in the list.

3.2.2.10 Item Search

The Item Search window is a powerful tool to find items for performing maintenance and quick reporting. Search criteria can be entered for one or more item fields, and many of the fields support a list of values to find items across multiple Departments, Report Codes, etc. Additionally, search criteria can be saved and recalled to assist in performing reoccurring tasks.

To open Item Search, choose **Item Search** from the Item Maintenance Shortcuts menu or press **F12**.

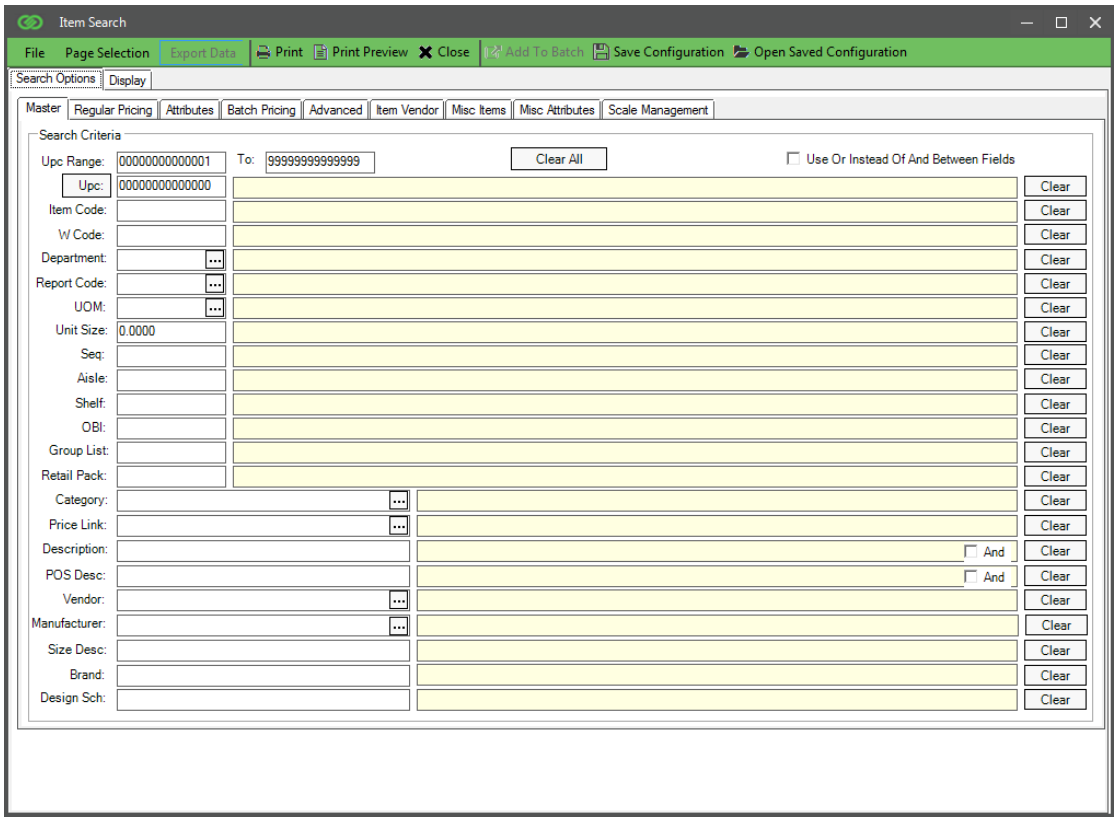


Figure 3-25. Item Search Window

The Item Search window has two main tabs accessed in the upper left part of the window:

- Search Options - to enter the search criteria.
- Display - to display the items found that match the search criteria.

3.2.2.10.1 Search Options Tab

The Search Options tab contains several sub-tabs to support the entry of search criteria into one or more item fields to be used in the search. By default, entering criteria into multiple fields narrows the scope of the search because the returned items must match the criteria in each field. However, this default behavior can be changed in the Master tab by checking the Use Or Instead Of And Between Fields box described in the “Master Tab” section below.

The Search Options sub-tabs are described individually next.

3.2.2.10.1.1Master Tab

On the Master tab, use ellipses (...) boxes to quickly select multiple departments, report codes, UOMs, categories, price links, vendors, or manufacturers.

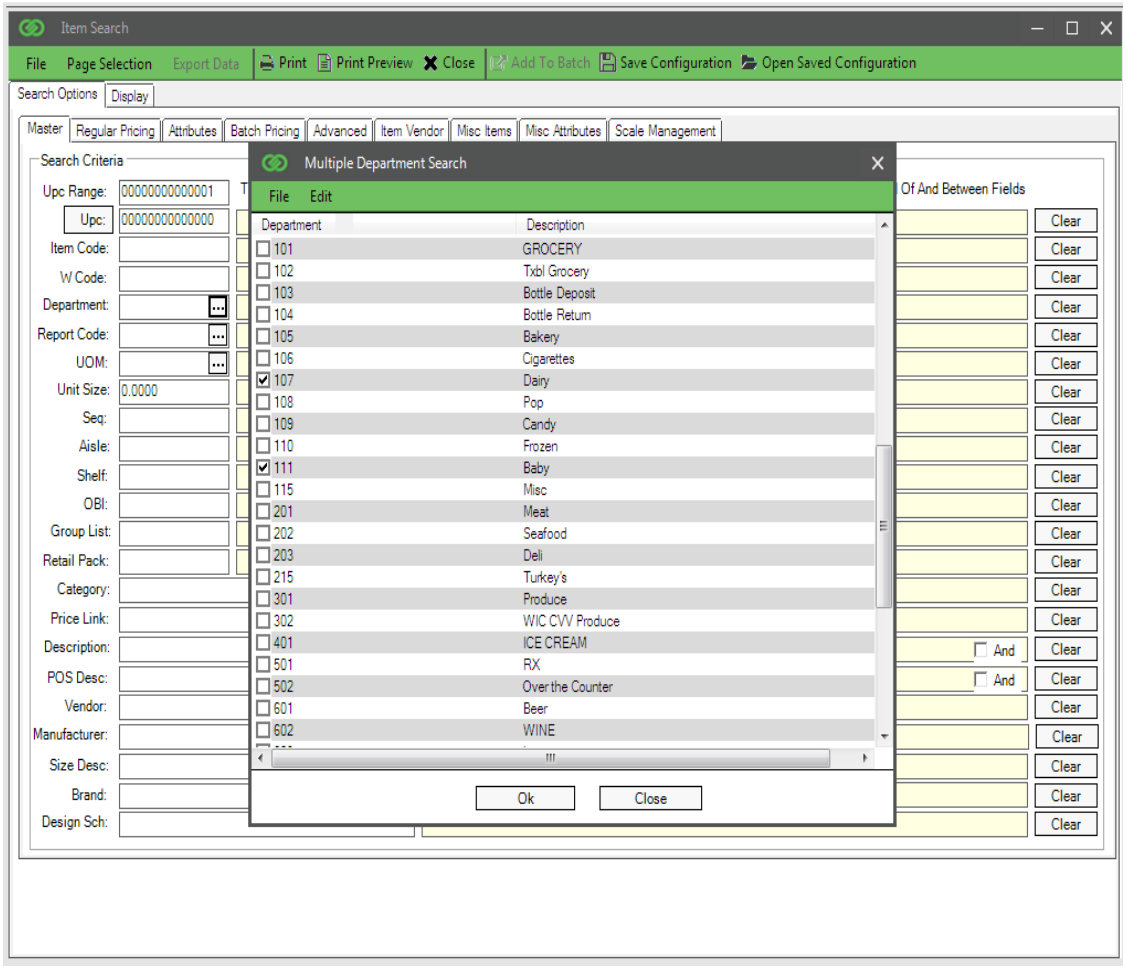


Figure 3-26. Item Search - Master Tab

- Click **Clear** at the right of a line to clear that line's search criteria.
- Click **Clear All** at the top of the tab page to clear all search criteria on the Master tab.
- Check the **Use Or Instead Of And Between Fields** box at the top right of the tab page to widen the scope of the search. When this box is checked and two or more criteria fields are entered, only one of the fields is required to match in the item search. This overrides the default behavior which requires all criteria fields to match in the search.

To further refine search options, continue to the Regular Pricing tab. To view results, click the Display tab.

3.2.2.10.1.2 Regular Pricing Tab

On the Regular Pricing tab, select regular pricing criteria such as Mix Match, Tare, Item Link, or Scale. Use the Regular Price Expressions box to search for items that have a specific regular or regular alternate price.

Note:

The Scale checkbox is a three-stage box. The gray checkmark default appearance means the Scale attribute is ignored altogether, an empty box searches for items that are *not* scaled, and a check searches for items that *are* scaled.

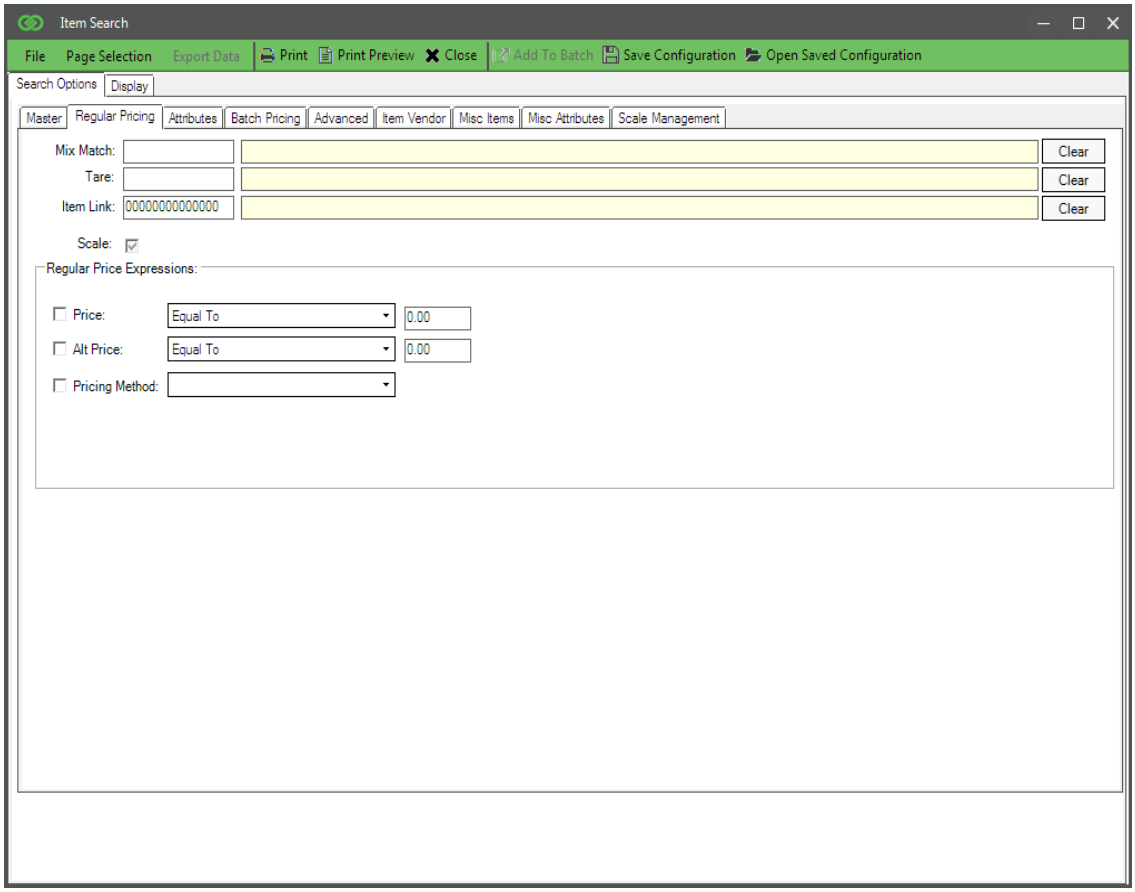


Figure 3-27. Item Search - Regular Pricing Tab

To further refine search options, continue to the Attributes tab. To view results, click the **Display** tab.

3.2.2.10.1.3 Attributes Tab

On the Attributes tab, select POS attribute criteria such as tax codes, food stamps, itemizers, and discounts. This tab also contains restriction code, item restriction, coupon code, message ID, DEA group, bulk tax, and EAN coupon code.

Attribute checkboxes are three-stage boxes. The gray checkmark default appearance means the attribute is ignored altogether, an empty box searches for items that do *not* have that attribute, and a check searches for items that *do* have that attribute.

For example, in the search below, **ENCOR** will return active items that *do not* have Tax 3 or Tax 4 flags. Any other criteria will be ignored.

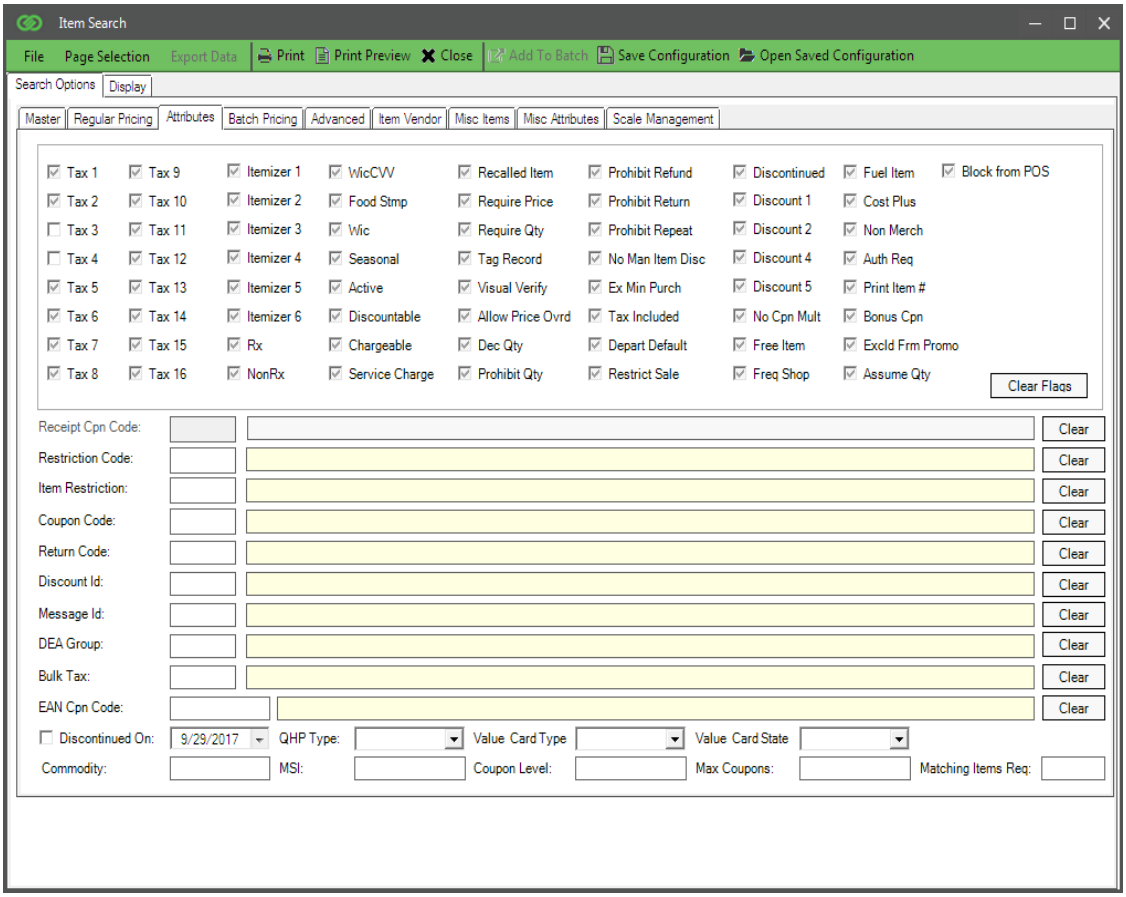


Figure 3-28. Item Search - Attributes Tab

To further refine search options, continue to the **Batch Pricing** tab. To view results, click the **Display** tab.

3.2.2.10.1.4 Batch Pricing Tab

On the Batch Pricing tab, select batch pricing criteria such as batch number, mix match code, tare, item link, report code, or scale. Use Price fields to search for items with batch prices meeting certain criteria. Use Miscellaneous fields to search for items meeting certain criteria.

Note:

The Scale checkbox is a three-stage box. The gray checkmark default appearance means the Scale attribute is ignored altogether, an empty box searches for items that are *not* scaled, and a check searches for items that *are* scaled.

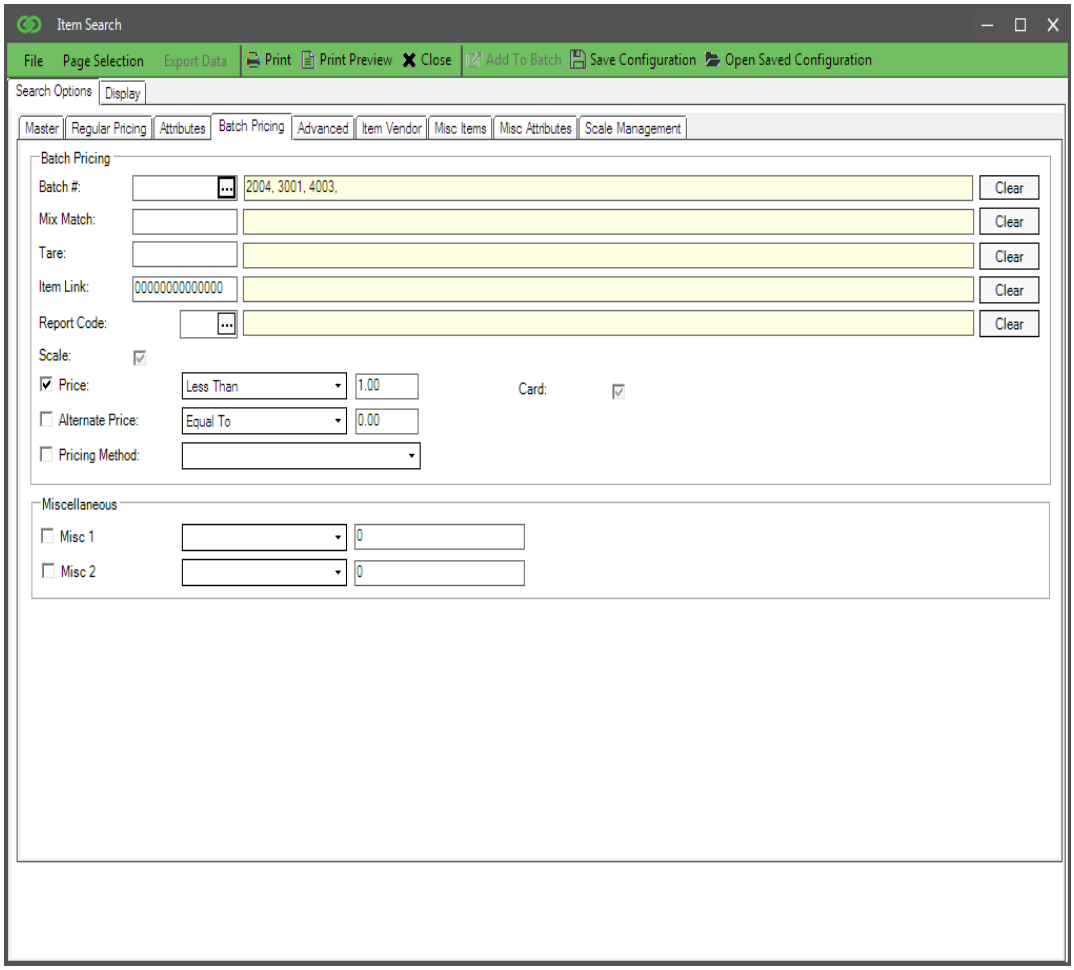


Figure 3-29. Item Search - Batch Pricing Tab

To further refine search options, continue to the Item Vendor tab. To view results, click the **Display** tab.

3.2.2.10.1.5 Item Vendor Tab

On the Item Vendor tab, select cost, deal, or gross margin data to identify items. Use dropdown boxes to refine less than or greater than specific targets.

Note:

Base GM% calculates off unit cost (no deals) and regular price. Net GM% calculates off net cost (including deals) and current price.

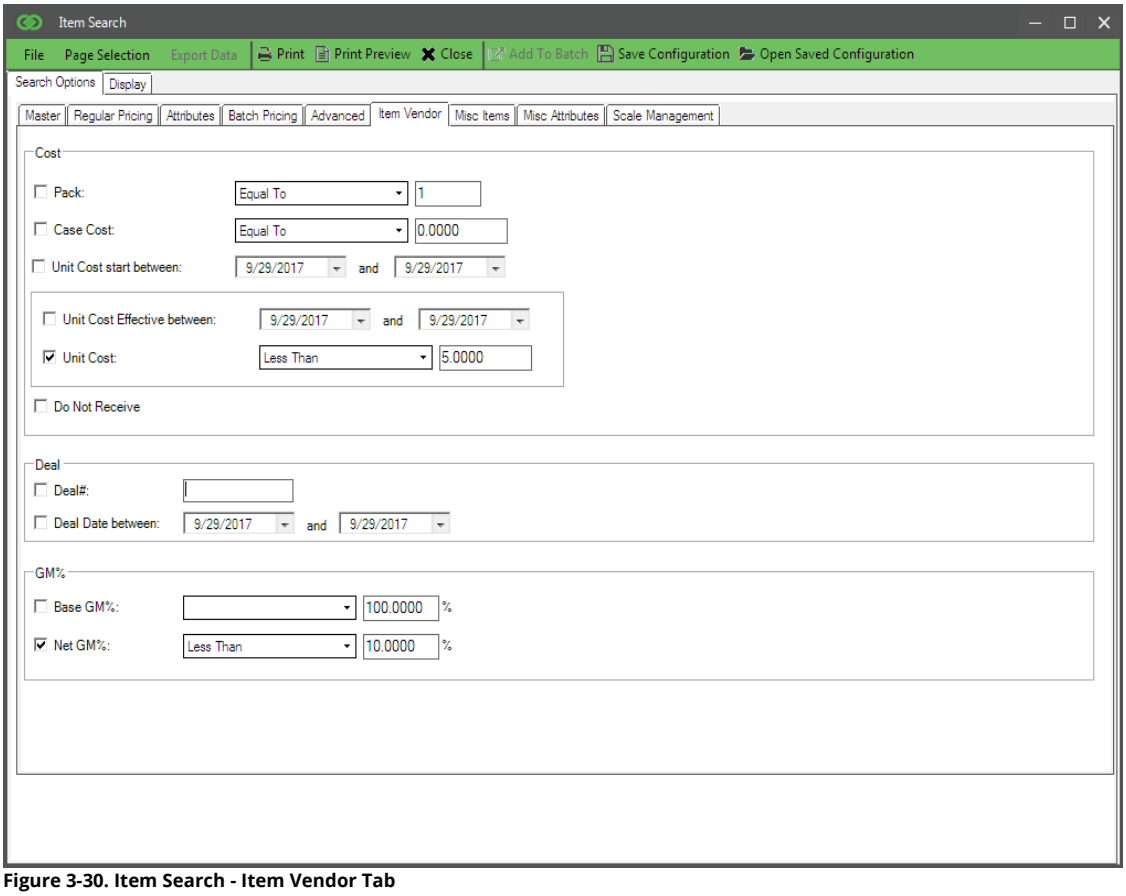


Figure 3-30. Item Search - Item Vendor Tab

To further refine search options, continue to the Misc Items tab. To view results, click the **Display** tab.

3.2.2.10.1.6 Misc Items Tab

On the Misc Items tab, **ENCOR** searches the user-defined miscellaneous item attributes. The Misc Item fields in Item Search reflects the Misc Items fields defined in **Site Setup > Misc. Field Setup**.

For more information on configuring miscellaneous fields, see *ENCOR Installation and Configuration Guide (B005-0000-2139)*.

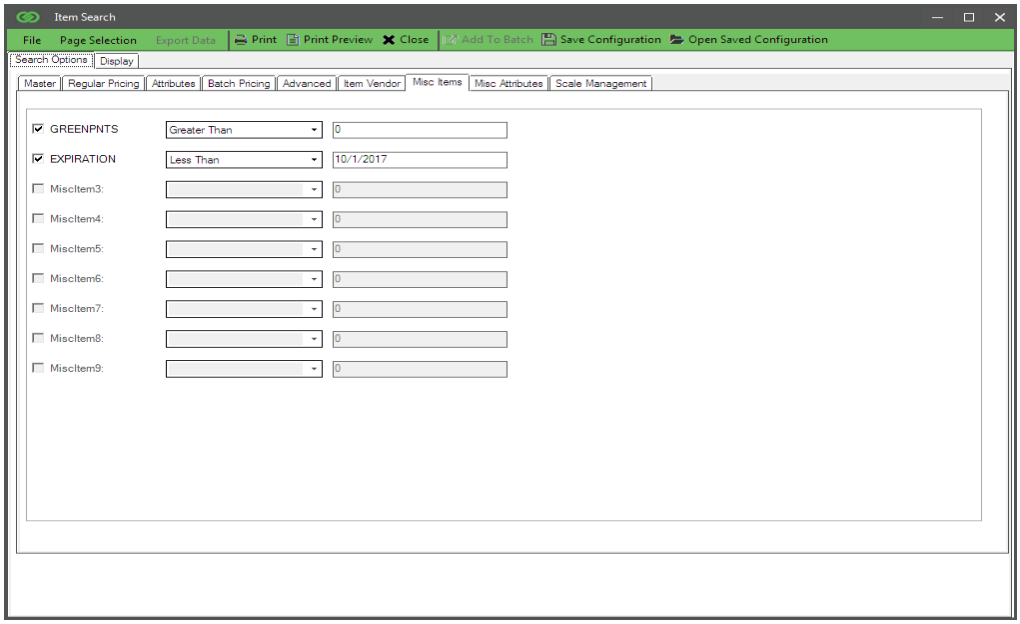


Figure 3-31. Item Search Misc Items Tab

To further refine search options, continue to the Misc Attributes tab. To view results, click the **Display** tab.

3.2.2.10.1.7 Misc Attributes Tab

On the Misc Attributes tab, select Country of Origin, Target GM%, MSRP, Comp Price, or Fuel Discount data to identify items.

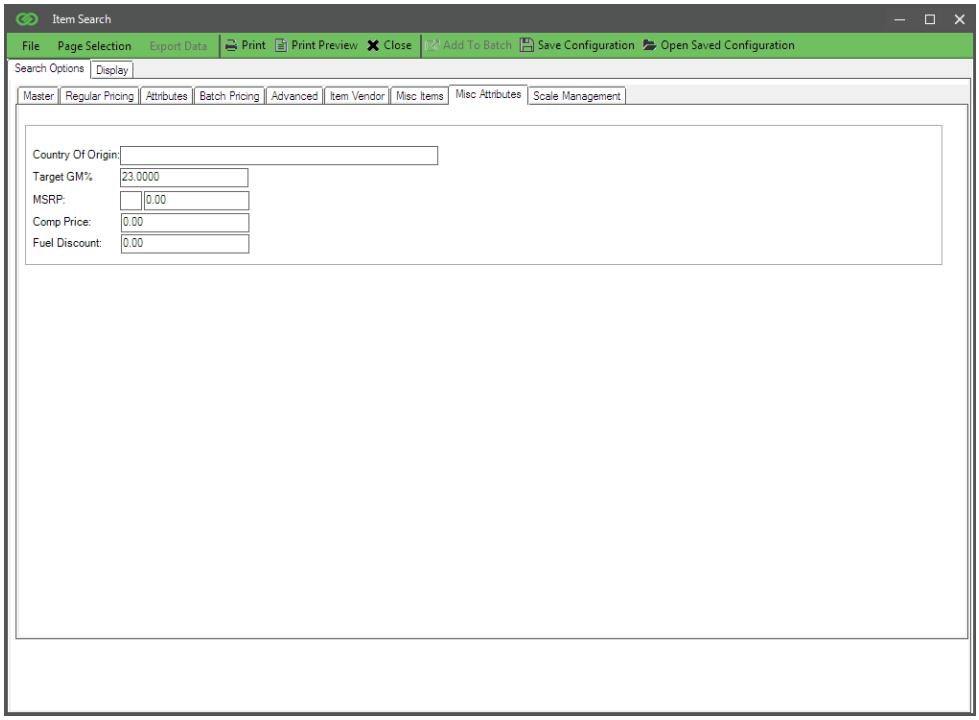


Figure 3-32. Item Search - Misc Attributes Tab

To further refine search options, continue to the Scale Management Tab. To view results, click the **Display** tab.

3.2.2.10.1.8 Scale Management Tab

On the Scale Management tab, select Scale Area, Wrapped Tare, Unwrapped Tare, Percentage Tare, Fixed Weight, Ingredient No., Nutrifact No., Nutrition Rating, Tray Size, Shelf Life, Use By, Grade, Portion, Action No., Message No., COOL No., Short List No., COOL Description 1, 2, 3, 4, Force Tare Entry, or Force COOL flag data to identify items.

Note:

The checkbox for Force Tare Entry and Force Cool is a three-stage box. The gray checkmark default appearance means the attribute is ignored altogether, an empty box searches for items that do *not* have that attribute, and a check searches for items that *do* have that attribute.

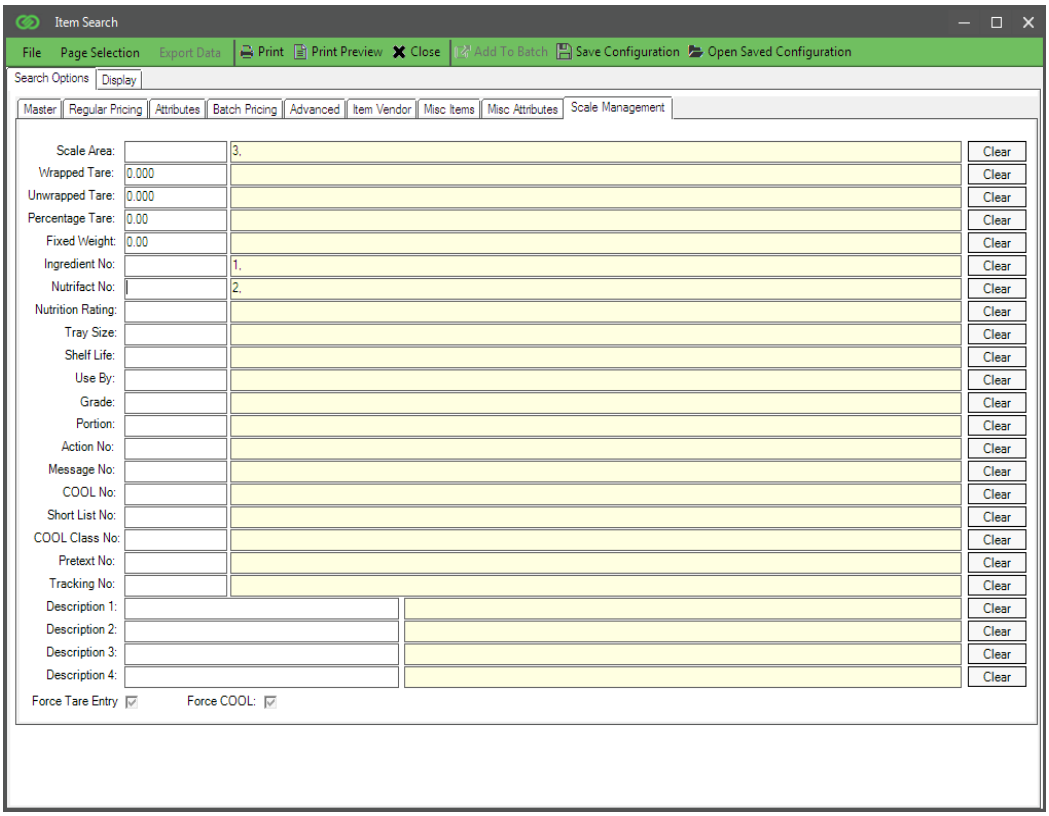
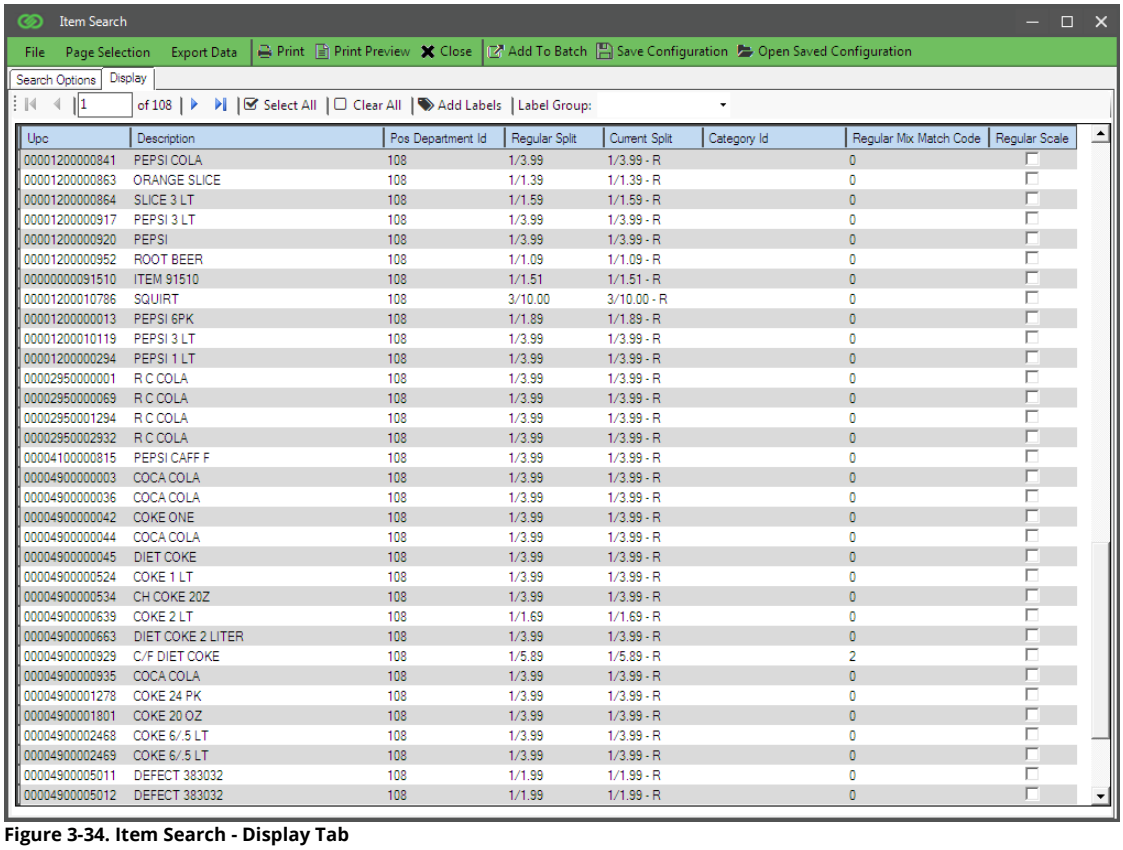


Figure 3-33. Item Search - Scale Management Tab

3.2.2.10.1.9 Display Tab

The Display tab is used to execute the search using the criteria entered in the Search Options sub-tabs and then to view and perform actions on the items found. These actions include the following and are described next:

- Selecting an item for item maintenance
- Adding the items to a batch
- Viewing the items in Excel
- Printing the items
- Exporting the item data
- Generating labels



Upc	Description	Pos Department Id	Regular Split	Current Split	Category Id	Regular Mix Match Code	Regular Scale
00001200000841	PEPSI COLA	108	1/3.99	1/3.99 - R		0	
00001200000863	ORANGE SLICE	108	1/1.39	1/1.39 - R		0	
00001200000864	SLICE 3 LT	108	1/1.59	1/1.59 - R		0	
00001200000917	PEPSI 3 LT	108	1/3.99	1/3.99 - R		0	
00001200000920	PEPSI	108	1/3.99	1/3.99 - R		0	
00001200000952	ROOT BEER	108	1/1.09	1/1.09 - R		0	
00000000091510	ITEM 91510	108	1/1.51	1/1.51 - R		0	
00001200010786	SQUIRT	108	3/10.00	3/10.00 - R		0	
00001200000013	PEPSI 6PK	108	1/1.89	1/1.89 - R		0	
00001200010119	PEPSI 3 LT	108	1/3.99	1/3.99 - R		0	
00001200000294	PEPSI 1 LT	108	1/3.99	1/3.99 - R		0	
00002950000001	R C COLA	108	1/3.99	1/3.99 - R		0	
00002950000069	R C COLA	108	1/3.99	1/3.99 - R		0	
00002950001294	R C COLA	108	1/3.99	1/3.99 - R		0	
00002950002932	R C COLA	108	1/3.99	1/3.99 - R		0	
00004100000815	PEPSI CAFF F	108	1/3.99	1/3.99 - R		0	
00004900000003	COCA COLA	108	1/3.99	1/3.99 - R		0	
00004900000036	COCA COLA	108	1/3.99	1/3.99 - R		0	
00004900000042	COKE ONE	108	1/3.99	1/3.99 - R		0	
00004900000044	COCA COLA	108	1/3.99	1/3.99 - R		0	
00004900000045	DIET COKE	108	1/3.99	1/3.99 - R		0	
00004900000524	COKE 1 LT	108	1/3.99	1/3.99 - R		0	
00004900000534	CH COKE 20Z	108	1/3.99	1/3.99 - R		0	
00004900000639	COKE 2 LT	108	1/1.69	1/1.69 - R		0	
00004900000663	DIET COKE 2 LITER	108	1/3.99	1/3.99 - R		0	
00004900000929	C/F DIET COKE	108	1/5.89	1/5.89 - R		2	
00004900000935	COCA COLA	108	1/3.99	1/3.99 - R		0	
00004900001278	COKE 24 PK	108	1/3.99	1/3.99 - R		0	
00004900001801	COKE 20 OZ	108	1/3.99	1/3.99 - R		0	
00004900002468	COKE 6/.5 LT	108	1/3.99	1/3.99 - R		0	
00004900002469	COKE 6/.5 LT	108	1/3.99	1/3.99 - R		0	
00004900005011	DEFECT 383032	108	1/1.99	1/1.99 - R		0	
00004900005012	DEFECT 383032	108	1/1.99	1/1.99 - R		0	

Figure 3-34. Item Search - Display Tab

3.2.2.11 Select Item for Item Maintenance

To select one of the items from the grid view to view or edit in the **Item Maintenance** window:

- Double-click on the item in the grid view. This closes the Item Search window and displays the selected item in the **Item Maintenance** window.

3.2.2.12 Select Multiple Items

To select multiple items to Print, Add to Batch, or Add Labels from the grid view

- Click on **Select All** in the toolbar at the top of the grid view to select all items.
- Click on the first and last item of a continuous set of items to be selected while pressing the **SHIFT** key.
- Click on an item while pressing the **CTRL** key to add it to the current selection.

3.2.2.13 Add Items to Batch

To put the items found into an Item Maintenance batch

1. Select the items to be included in the batch as described in the "Select Multiple Items" steps above.

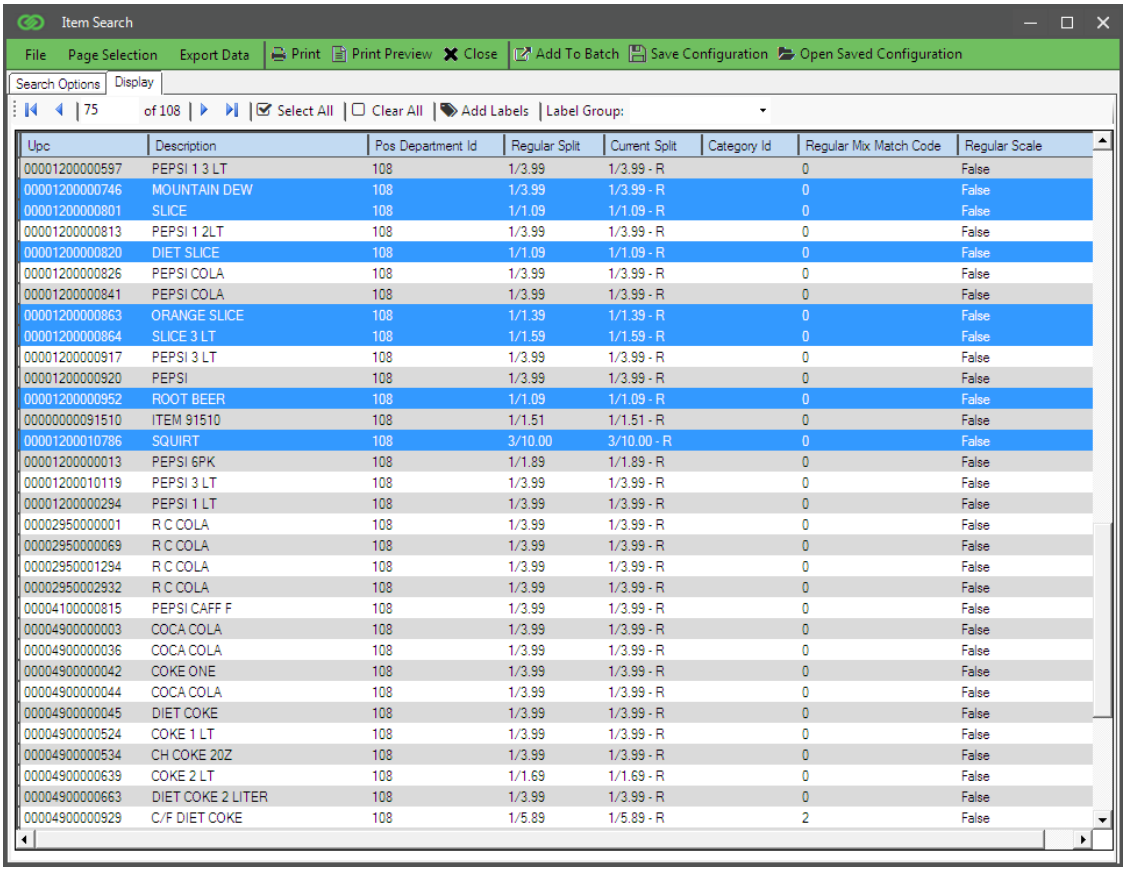


Figure 3-35. Item Search - Add Items to Batch

2. Click **Add to Batch** in the window's toolbar.

3. In the Select Batch window (shown below), select an existing batch or create a new batch to add the items to and then click **Finish**.

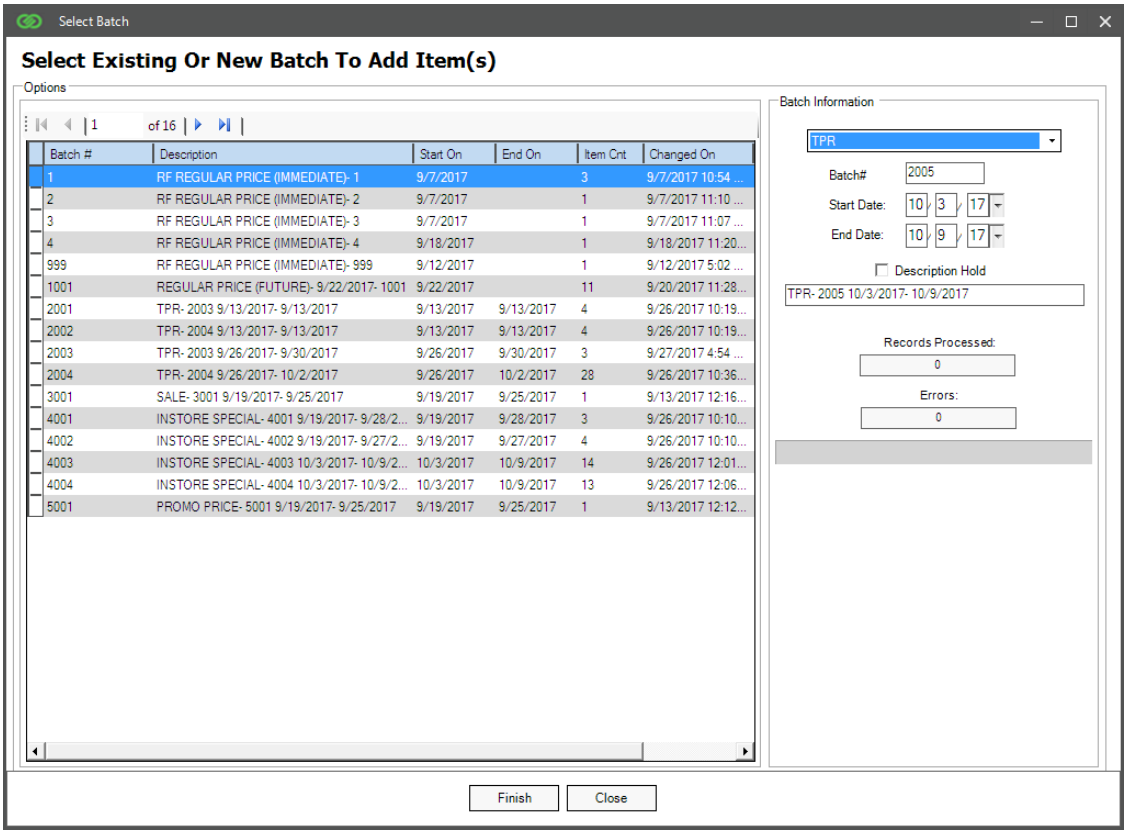


Figure 3-36. Item Search - Select Batch to Add Items

4. Click **Yes** in the Add Selected Items prompt. The items will be added to the batch and focus will return to the Item Search window.

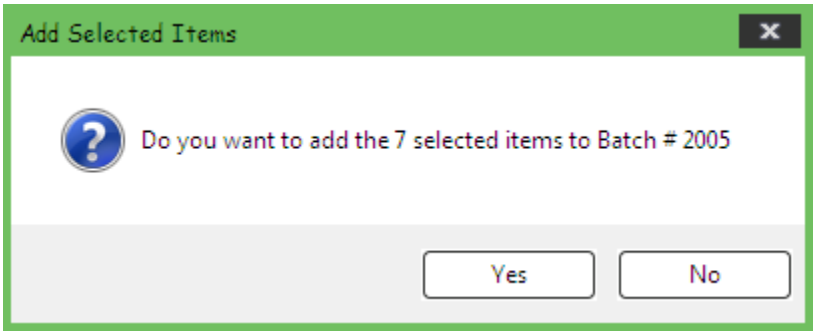


Figure 3-37. Item Search - Selected Item Prompt

5. Click **Close** when all work in the Item Search window is completed.

3.2.2.14 Customize the Grid View

The grid view can be customized to show specific columns, change column sizes, and to change the sort order of the items displayed. This functionality is useful, for example, when creating an ad-hoc report in Excel where a user-defined sort order and column set are required.

To customize the grid view to show specific columns

1. Right click in any field and select **Column Wizard** to open the Column Selector window shown below.

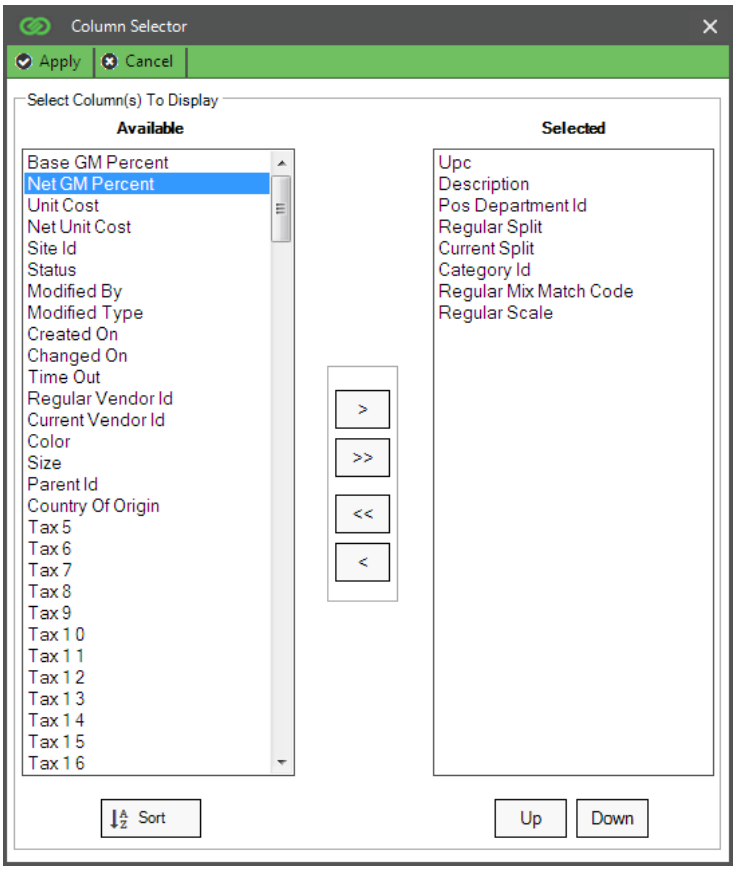


Figure 3-38. Item Search - Column Selector

2. In the Column Selector window, choose the columns to be displayed in the grid by moving them to the Selected column using the buttons in the middle of the window. Click **Apply** when done.

   - Click **>>** to move all columns from Available to Selected.
   - Click **<<** to move all columns from Selected to Available.
   - Click on a column to be moved so that it becomes highlighted. To move multiple columns, click on each one while holding the **CTRL** key so that they become highlighted.
   - Click **>** to move the highlighted columns from Available to Selected.
   - Click **<** to move the highlighted columns from Selected **to** Available.
   - Click **Up** or **Down** to move a single highlighted column up or down in the order that it will appear in the grid view.

To change the sort order either:

- Click on a column heading to sort by that field.
- Right-click on a column heading and choose **Multi-Sort**.

To change the size of a column:

- Drag the side walls of the column heading to the left or right.

3.2.2.15 View Items in Excel

To open the selected items from the grid view in Excel

1. Select the items to be included (see "Select Multiple Items").
2. Select the columns and sort order to be applied (see "Customize the Grid View").
3. Right-click on the column heading area, and choose **Export to Excel**.

3.2.2.16 Print Items

To print the selected items from the grid view:

1. Select the items to be included (see "Select Multiple Items").
2. Select the sort order to be applied (see "Customize the Grid View").
3. Click **Print or Print Preview** in the window's toolbar or right-click on the grid's data area and click **Print Grid**.

3.2.2.17 Export Items

The Export option always exports all the items in the grid view and ignores any selections that are currently made.

To export the items from the grid view to a .csv or .xml file:

1. Choose **Export to XML** or **Export to CSV** from the window's Export Data menu. The resulting export files will be created in the: `\NCR\ENCOR\Export\ItemSearch` directory.

3.2.2.18 Report on Alternate Pricing

These steps provide an example of how to create an ad-hoc report on alternate pricing using the Item Search functionality.

1. Click the **Regular Pricing** tab to enter search criteria into the Regular Price Expressions area.
2. Click the **Pricing Method** checkbox so that it is checked.
3. Select **2-Split Package** from the Pricing Method drop-down list.

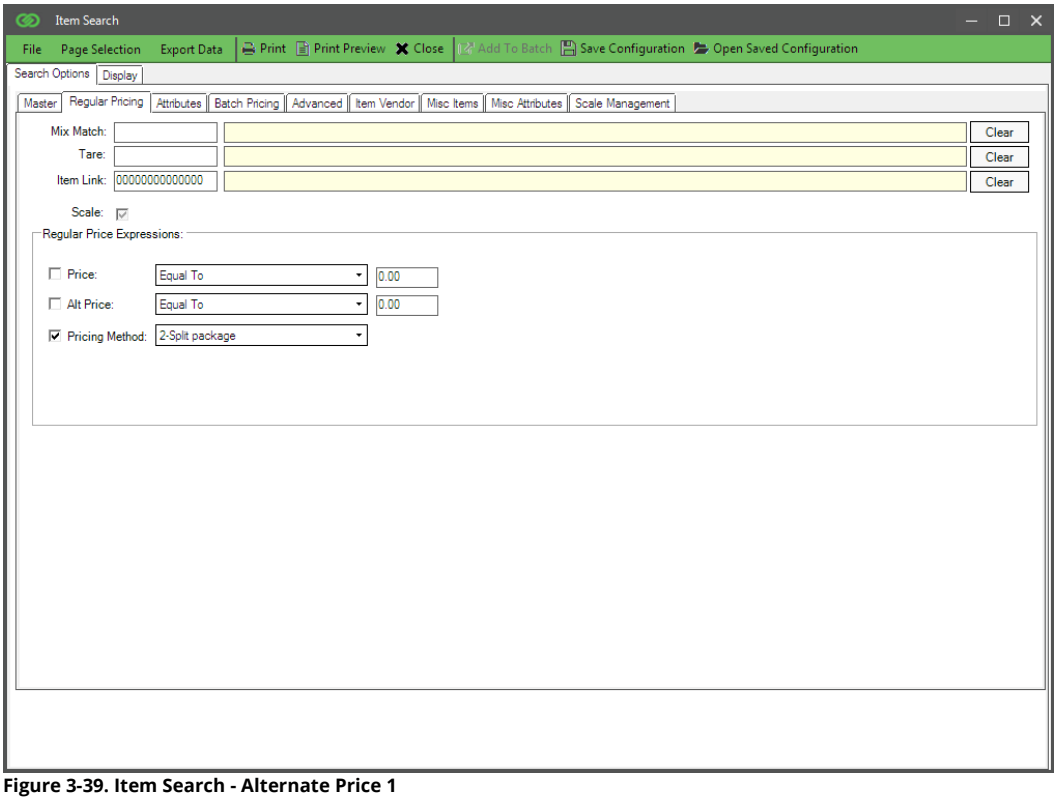


Figure 3-39. Item Search - Alternate Price 1

4. Click the **Display** tab to view the items that match the search criteria.

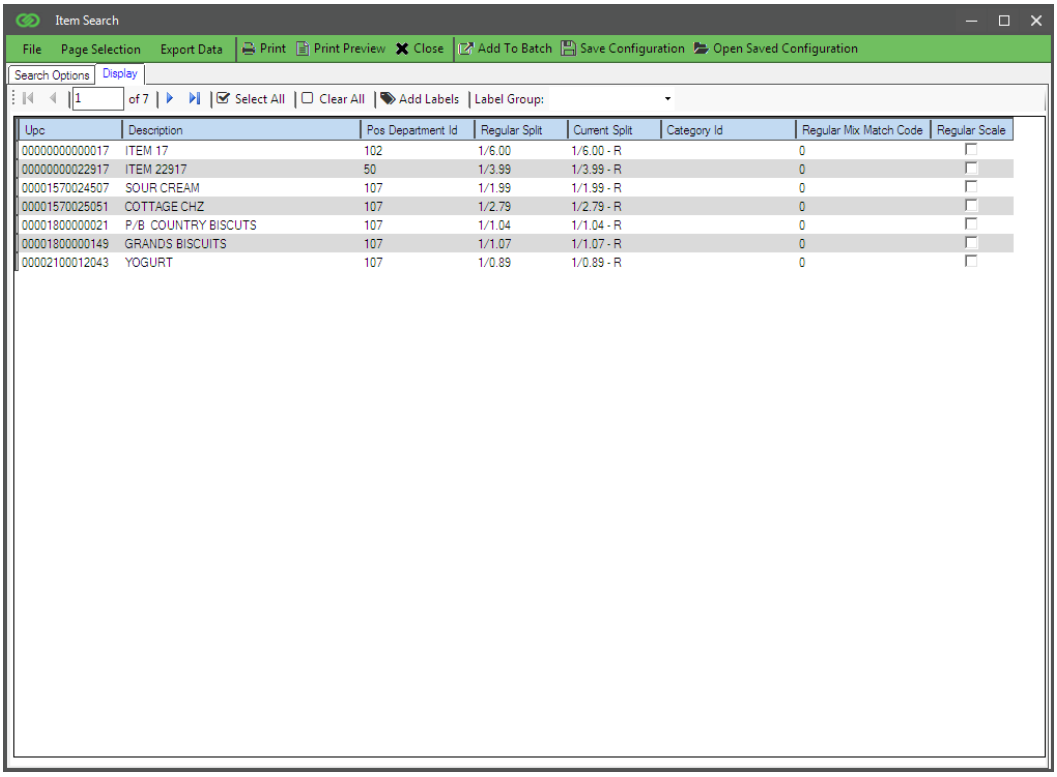


Figure 3-40. Item Search - Alternate Price Display Tab

5. Right-click on an item row in the grid and choose **Column Wizard** from the drop-down menu to modify the view to include the regular split pricing fields using the Column Selector window below.
6. In the Column Selector window, move the Current Split, Category Id, Regular Mix Match Code, and Regular Scale fields from the Selected List to the Available List to make room for the Alternate Price fields.

    a. Click on each of the above fields while holding the **CTRL** key so that they are highlighted as shown below.
    b. Click on the **<** arrow in the middle of the screen to move the highlighted fields from the Selected List to the Available List.

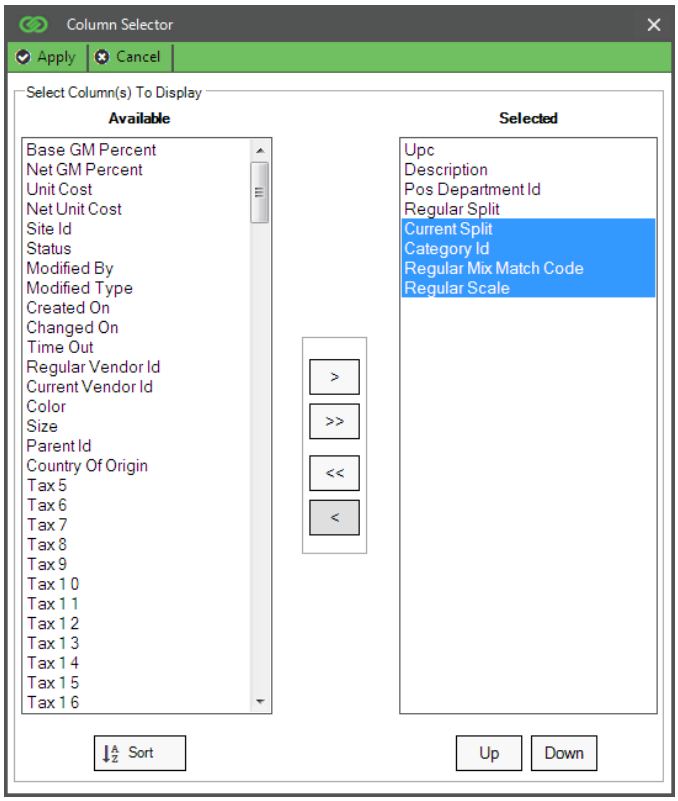


Figure 3-41. Item Search - Alternate Price Column Selection 1

7. In the Column Selector window, move the Regular Alternate Pm and Regular Alternate Price fields from the Available List to the Selected List.

    a. Click on **Regular Alternate Pm** and **Regular Alternate Price** fields in the Available List while holding the **CTRL** key so that they are highlighted.
    b. Click on the **>** arrow in the middle of the screen to move the highlighted fields from the Available List to the Selected List so that the Selected List has the columns shown below.

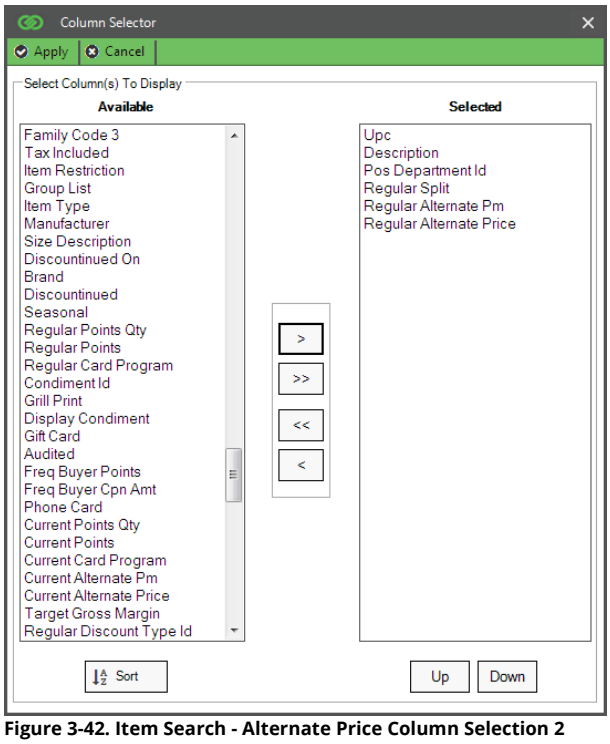


Figure 3-42. Item Search - Alternate Price Column Selection 2

8. In the Column Selector window, click **Apply** in the toolbar. This will close the Column Selector window and apply the changes to the grid view. The grid view will be updated with the columns pictured below.
9. Use the mouse to select the right edge of each column and drag it to the left to resize the fields so they will all fit in the display grid. This also controls how the columns will fit on the report.

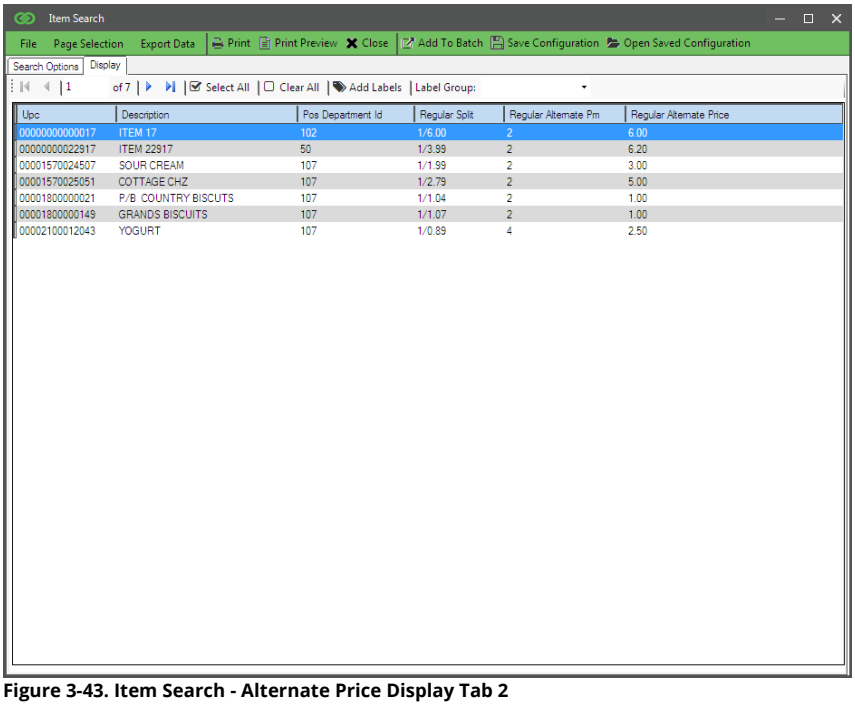


Figure 3-43. Item Search - Alternate Price Display Tab 2

10. Click the **Select All** grid view toolbar button so that all items will display when Print Preview or Print actions are performed.
11. Click **Print Preview** to view the report on Alternate Pricing on the screen.
12. Click **Print** on the toolbar to print a hard copy of the report on Alternate Pricing.

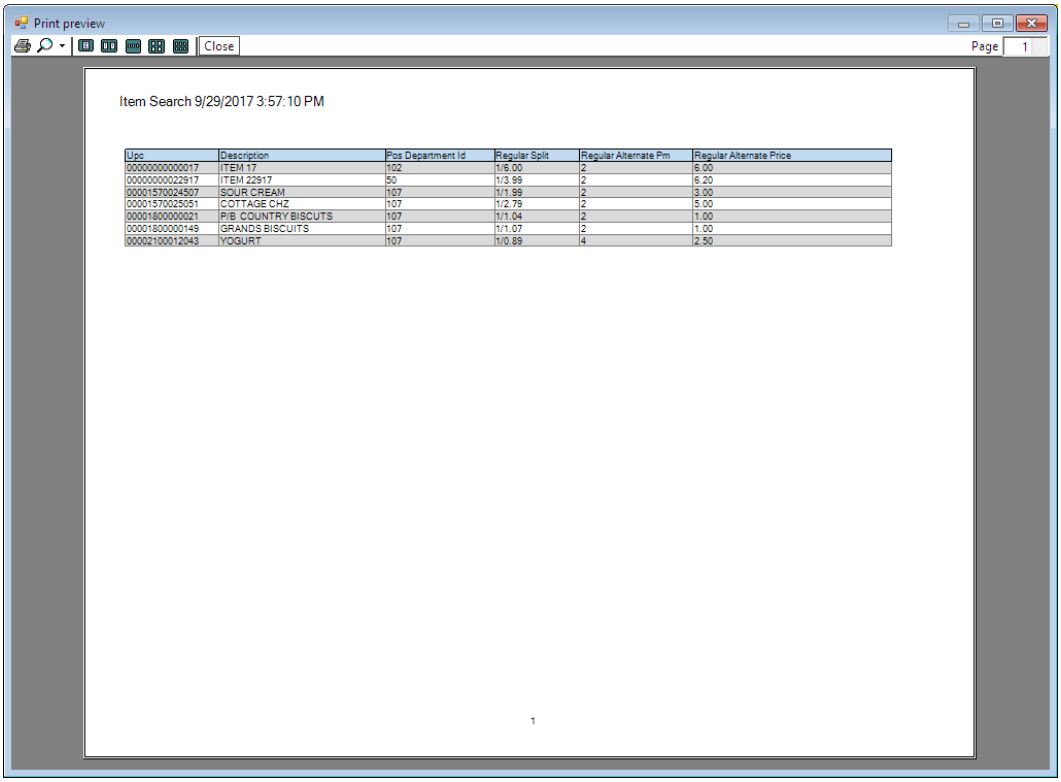


Figure 3-44. Item Search - Alternate Price Print Preview

3.2.2.19 Item Maintenance Tasks

This section describes some of the common maintenance tasks that are performed in the **ENCOR Item Maintenance** application. For most of the tasks, the first step is to open the item record to be modified. This can be done using any of the methods described in the Navigation section. When changes have been made, the last step is always to Save.

Note:

A Save must always be done before navigating to another item record or closing **Item Maintenance** or any changes to the current item record will be lost.

3.2.2.19.1 Add Item

To add a new item:

1. With the **Upc** button selected in the item lookup area at the top of the screen, enter a new UPC into the field.

Figure 3-45. Item Maintenance - Add New Item 1

2. In the Item Not On File pop-up window shown below, select one of the following options which will add the item record and return focus back to the **Item Maintenance** screen:

   - Click **Add Item** to add the UPC to the item record with blank attributes.
   - Click **Add Using Last Item** to add UPC with all the attributes of the item record previously in view. This feature is very helpful when adding varieties of the same item.
   - Click **Get From Host** (if configured to connect to a host) to import the UPC record from a host. Setup for this function requires a professional services engagement.

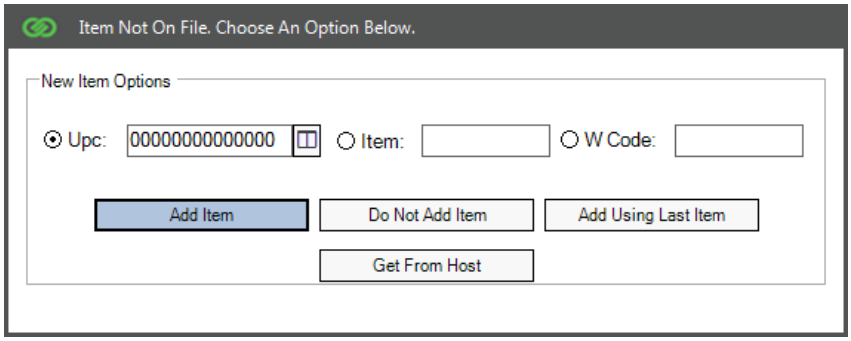


Figure 3-46. Item Maintenance - Add New Item 2

Note:

This is the default Item Not on File prompt window which is based upon the setting in **Site Setup > General > Use Model Upc Screen On New Item**.

3. Once focus returns to the Item Maintenance screen, enter the new item's data including the Current Vendor for the item and the required Description and Department fields.
4. Click **Save** or press the plus (+) key on the numeric key pad.

3.2.2.19.2 Delete Item

To delete an item:

1. Look up or navigate to the item record to be deleted in **Item Maintenance**.
2. Choose **Delete** from the toolbar at the top of the screen.

3. Choose **Yes** in the confirmation window.

3.2.2.19.3 Change Item Vendors

All items in **ENCOR** are required to have a current vendor. The Receiving and Ordering applications use the Current Vendor when receiving and ordering documents are created, and the Item Maintenance application uses the Current Vendor to display an item's current costs and deals. Other vendors can be assigned to an item but an item can have only one current vendor at a time.

The current vendor can be changed directly in **Item Maintenance** using the Current Vendor field or by using the Item Vendor List window accessed via the Vendor List button in the toolbar. The Current Vendor field in the item lookup area at the top of the screen (shown below) provides a convenient way to assign a vendor to an item and make it the current vendor. However, it doesn't remove the previous current vendor from the item. If that functionality is required, the Vendor List will need to be used.

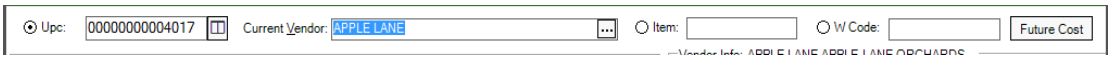


Figure 3-47. Item Maintenance - Current Vendor Field

The Vendor List window (shown below) provides a view of all the vendors currently assigned to an item and separate functions to:

- Add a vendor to an item
- Remove a vendor from an item
- Make a vendor the current vendor of an item
- Change a vendor's item costs and deals

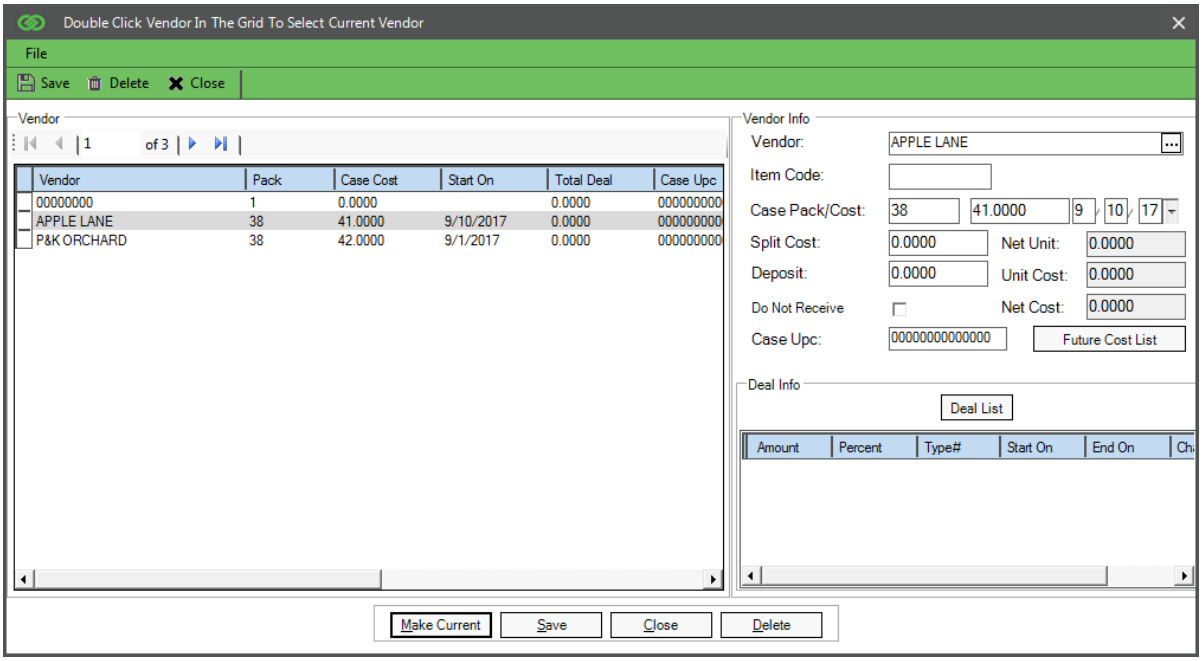


Figure 3-48. Item Maintenance - Item Vendor List Open

3.2.2.19.4 Change Current Item Vendor

To change an item's current vendor:

1. Look up or navigate to the item record to be changed in **Item Maintenance**.
2. Enter or select the item's new current vendor using the Current Vendor field.

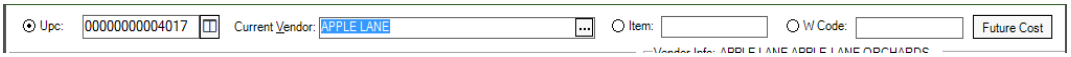


Figure 3-49. Item Maintenance - Current Vendor Field

3. Click **Save** or press the **+** key on the numeric key pad.

Note:

The previous current vendor remains assigned to the item using these steps. Refer to the "Delete Item Vendor" steps below to remove it.

3.2.2.19.5 Delete Item Vendor

To delete an item vendor:

1. Look up or navigate to the item record to be changed in **Item Maintenance**.
2. Click on **Vendor List** in the toolbar.

Figure 3-50. Item Maintenance - Toolbar

3. In the Item Vendor List window, select the vendor to be deleted in the vendor grid on the left part of the screen.
4. Click **Delete**.

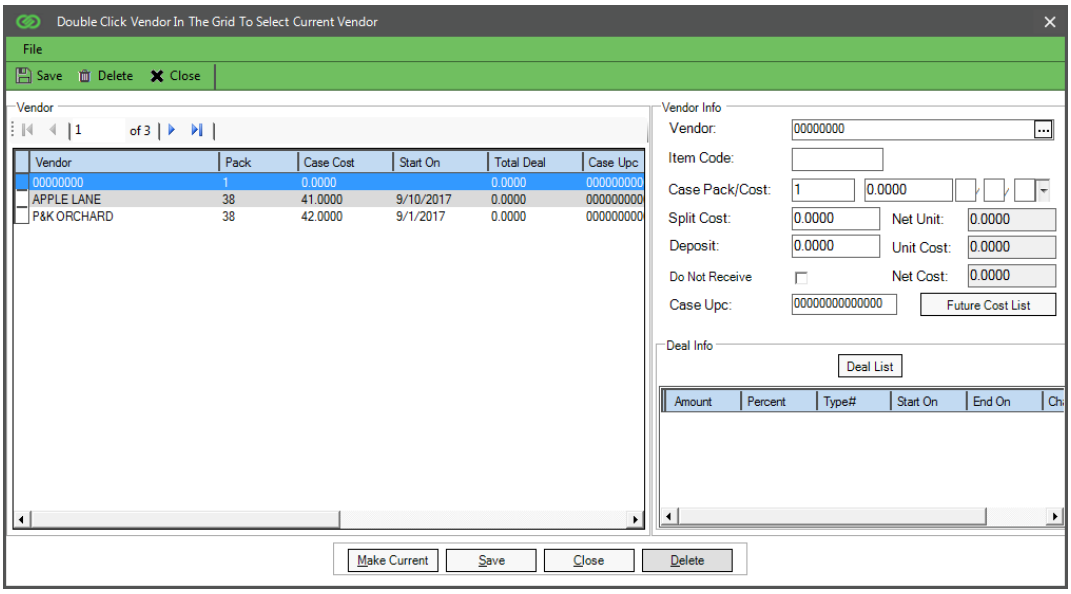


Figure 3-51. Item Maintenance - Item Vendor Delete

Note:

A vendor that is an item's current vendor cannot be deleted. A different current vendor must be selected before it can be removed.

3.2.2.20 Change Item Costs

The costs associated with an item's current vendor can be entered directly into the Vendor Info area of the Item Maintenance window or in the Future Cost window (accessible by clicking on the **Future Cost** button). Costs for vendors other than an item's current vendor must be entered in the Vendor List window (introduced in the previous section). Each of these cost entry options are described next.

3.2.2.20.1 Add or Change Current Vendor Item Costs

To add or change costs for an item's current vendor in the Item Maintenance window:

1. Look up or navigate to the item record to be changed.
2. Enter the new or modified cost values into the Case Pack/Cost and Start On fields, overwriting the current cost values, and optionally the other fields shown below in the Vendor Info area (top right) of **Item Maintenance**.

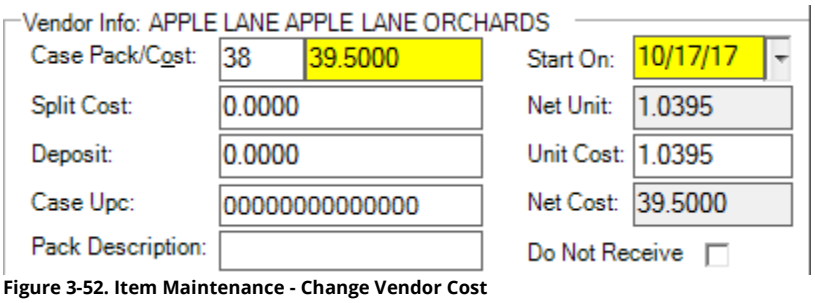


Figure 3-52. Item Maintenance - Change Vendor Cost

3. Click **Save** or press the **+** key on the numeric key pad.

Note:

When Save is performed, **ENCOR** will always refresh the Vendor Info fields with the item's current cost based upon the Start On date. Therefore, if the cost just entered is not a current cost, it will not be displayed in Vendor Info after the Save as shown below. It can be viewed or modified by clicking **Future Cost** in the area above Vendor Info (described next).

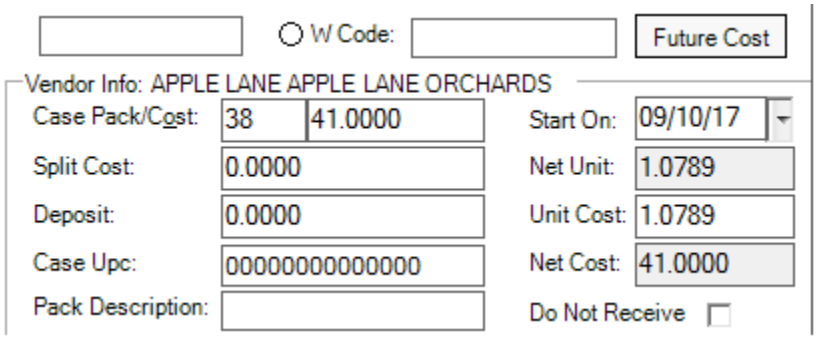


Figure 3-53. Item Maintenance - Vendor Info with Future Cost Button

3.2.2.20.2 View or Edit Current Vendor Item Costs (Future Cost List Window)

The Future Cost List window accessed from **Item Maintenance** provides a grid view of an item's current vendor costs and offers functions to add, change, delete, and print the costs. The costs can be filtered to Show Only Future or All as selected in the toolbar drop-down list.

To view or edit the current vendor's costs for an item in the Future Cost List window

1. Look up or navigate to the item record of interest in **Item Maintenance**.
2. Click **Future Cost** directly above Vendor Info to open the Future Cost List window (shown below).
3. Add, change, or delete costs as described in the steps below.
4. Click **Close** when done.

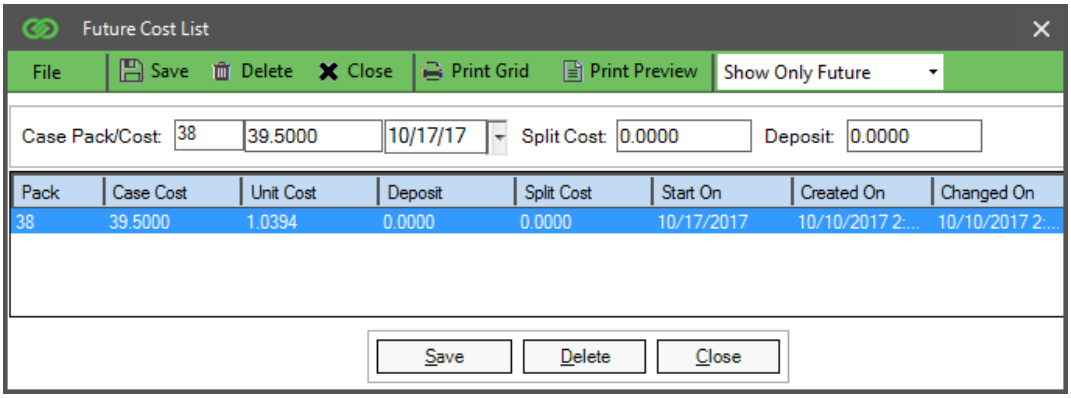


Figure 3-54. Item Maintenance - Future Cost List

To add a new cost in the Future Cost List window

1. Enter the new cost values into the Case Pack/Cost, Start On, Split Cost, and Deposit fields at the top of the window.
2. Click **Save** or press the **+** key on the numeric key pad. The new cost will now be displayed in the grid view.

To change an existing cost in the Future Cost List window

1. Click on the cost to be changed in the grid view.
2. Enter the updated cost values into the Case Pack/Cost, Start On, Split Cost, and Deposit fields at the top of the window.
3. Click **Save** or press the **+** key on the numeric key pad. The updated cost will be displayed in the grid view.

To delete a cost in the Future Cost List window

1. Click on the cost to be deleted in the grid view.
2. Click **Delete**. The deleted cost will be removed from the grid view.

3.2.2.20.3 Add/Change Other Vendor Item Cost

To add or change costs for an item's vendor other than the current vendor

1. Look up or navigate to the item record to be changed in **Item Maintenance**.
2. Click **Vendor List** in the **Item Maintenance** toolbar to open the window shown below.
3. Click on the vendor whose item cost will be added or changed in the Vendor List grid on the left part of the screen.

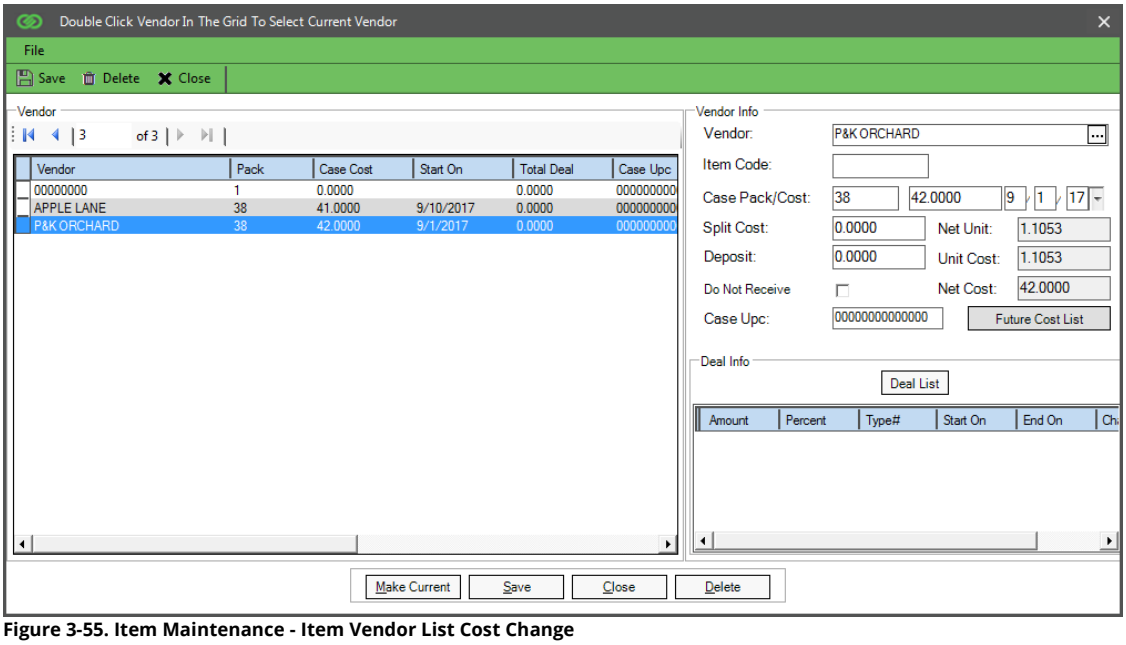


Figure 3-55. Item Maintenance - Item Vendor List Cost Change

4. Enter the new or modified cost values for the selected vendor into the Case Pack/Cost and Start On fields, overwriting the current cost values. Optionally, enter values in the other fields (shown below) in the Vendor Info area on the right side of the Vendor List window.

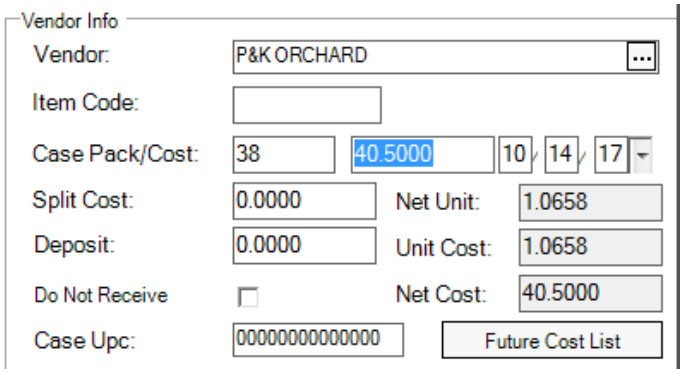


Figure 3-56. Item Maintenance - Change Other Vendor Cost

5. Click **Save** or press the **+** key on the numeric key pad.

Note:

When Save is performed, **ENCOR** will always refresh the Vendor Info fields with the item's current cost based upon the Start On date. If the cost just entered is not a current cost, it will not be displayed in Vendor Info after the Save. It can be viewed or modified by clicking **Future Cost** at the bottom right of the Vendor Info area.

6. Click **Close** when all changes are made to return to the **Item Maintenance** window.

3.2.2.20.4 Delete Other Vendor Item Cost

To delete a cost for an item's vendor other than the current vendor:

1. Look up or navigate to the item record to be changed in **Item Maintenance**.
2. Click **Vendor List** in the **Item Maintenance** toolbar to open the Vendor List window shown above.
3. Click on the vendor whose item cost will be deleted in the Vendor List grid on the left part of the screen.
4. Click **Future Cost List** in the Vendor Info area.
5. Click on the cost to be deleted in the Future Cost List grid.

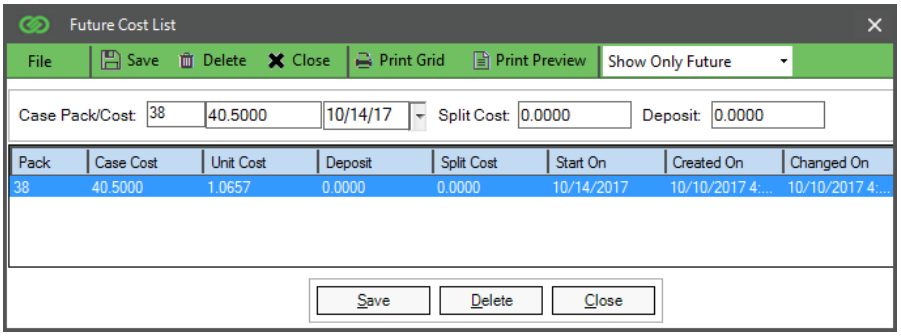


Figure 3-57. Item Maintenance - Future Cost List 2

6. Click **Delete**.
7. Click **Close** to return to the Vendor List window.
8. Click **Close** to return to **Item Maintenance**.

3.2.2.21 Change Item Deals

The deals associated with an item's current vendor can be entered directly into the Vendor Info area of **Item Maintenance** or in the Deal List window (accessible by clicking on the **Deal List** button). Deals for vendors other than an item's current vendor must be entered in the Vendor List window (introduced in a prior section). Each of these deal entry options are described next.

3.2.2.21.1 Add or Change Current Vendor Item Deals

To add or change deals for an item's current vendor in Item Maintenance

1. Look up or navigate to the item record to be changed in **Item Maintenance**.

2. Enter the new or modified Amount or Percent, Dates, Deal#, etc. into the fields in the Deal area of the Vendor Info section as shown below.

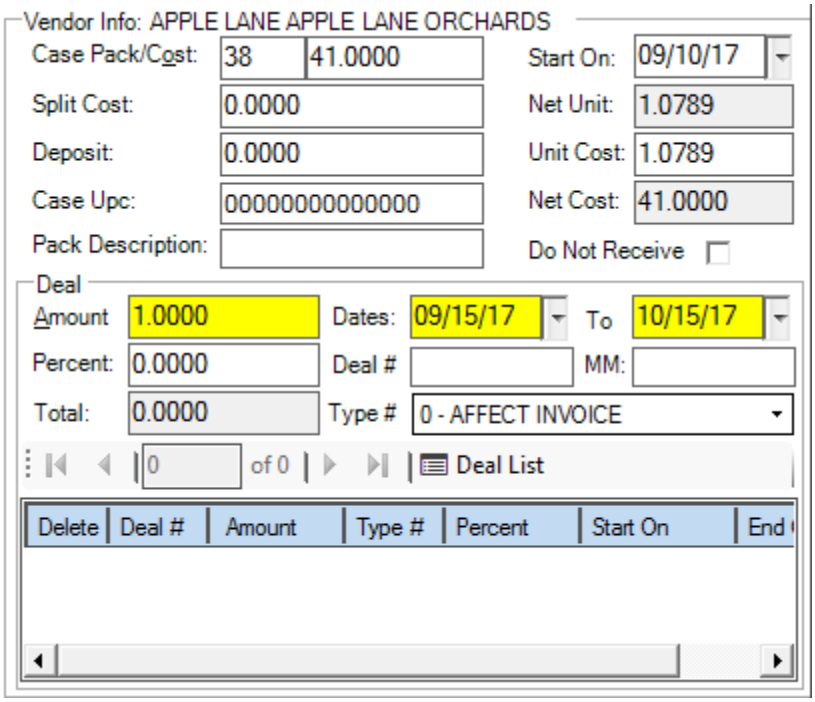


Figure 3-58. Item Maintenance - Change Vendor Deal

3. Click **Save** or press the **+** key on the numeric key pad.

Note:

When **Save** is performed, **ENCOR** will clear the Deal entry fields and update the deals listed in the grid below them with the item's current deals based upon their Start and End Dates as shown below. If the deal just entered is not a current deal, it will not be displayed in the grid after the Save. Instead, it can be viewed or modified in the Deal List window described next.

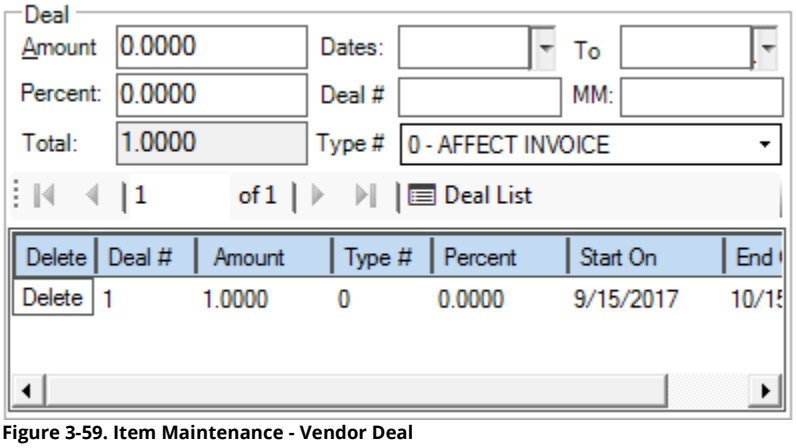


Figure 3-59. Item Maintenance - Vendor Deal

3.2.2.21.2 View or Edit Current Vendor Item Deals (Deal List Window)

The Deal List window accessed from Item Maintenance provides a grid view of an item's current vendor deals and functions to add, change, delete, and print the deals.

To View or Edit the current vendor's deals for an item in the Deal List window

1. Look up or navigate to the item record of interest in **Item Maintenance**.
2. Click **Deal List** in the Deal area of the Vendor Info section This opens the Deal List window shown below.
3. Add, change, or delete deals as described in the steps below.
4. Click **Close** when done.

To add a new deal in the Deal List window

1. Enter the new deal values into the Amount or Percent, Dates, Deal#, and other entry fields at the top of the window.
2. Click **Save** or press the **+** key on the numeric key pad. The entry fields will be cleared and the new deal will be displayed in the grid view.

To change an existing deal in the Deal List window

1. Click on the deal to be changed in the grid view.
2. Enter the new deal values into the Amount or Percent, Dates, Deal#, and other entry fields at the top of the window.
3. Click **Save** or press the **+** key on the numeric key pad. The entry fields will be cleared and the new deal will be displayed in the grid view.

To delete an existing deal from the Deal List window

1. Click on the deal to be changed in the grid view.
2. Click **Delete**.
3. Click **Yes** in the Delete Deal confirmation pop-up window. The deleted deal will be removed from the grid view.

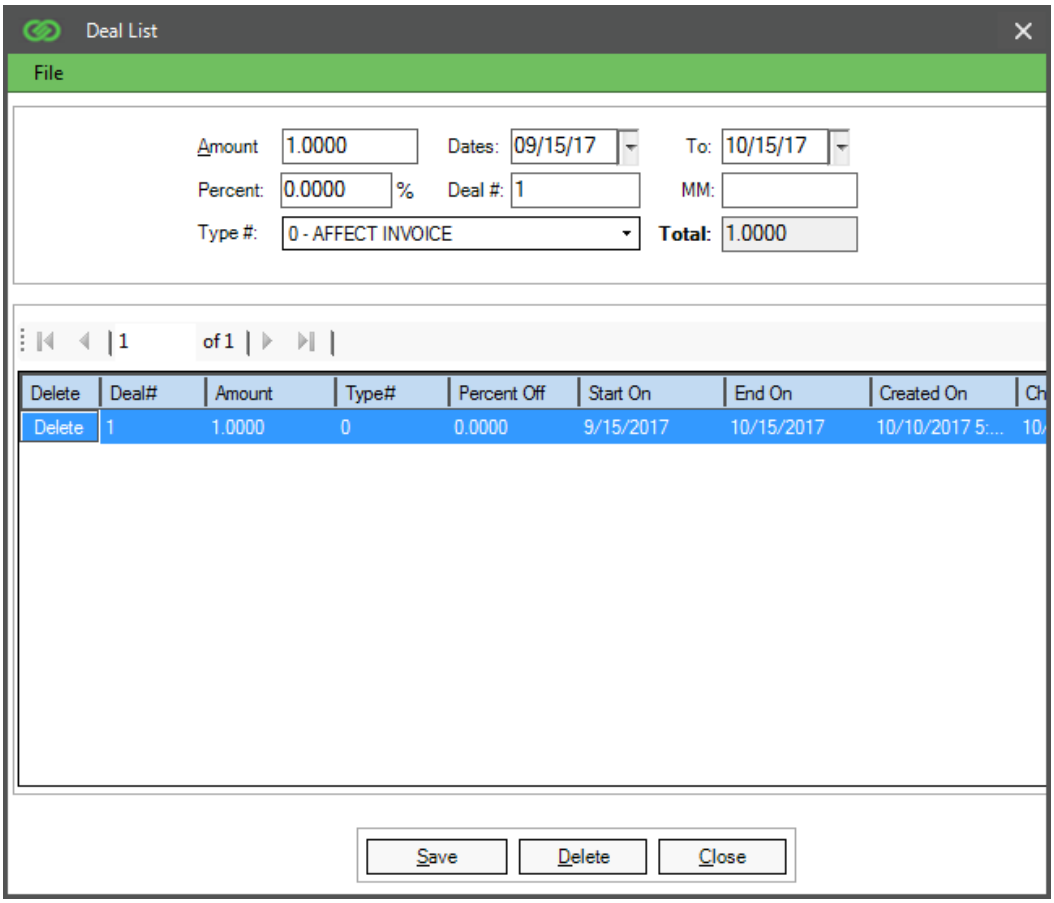


Figure 3-60. Item Maintenance - Deal List Delete

3.2.2.21.3 Add/Change Other Vendor Item Deal

To add or change deals for an item's vendor other than the current vendor

1. Look up or navigate to the item record to be changed in **Item Maintenance**.
2. Click **Vendor List** in the **Item Maintenance** toolbar to open the window shown below.
3. Click on the vendor whose item deal will be added or changed in the Vendor List grid on the left part of the screen.

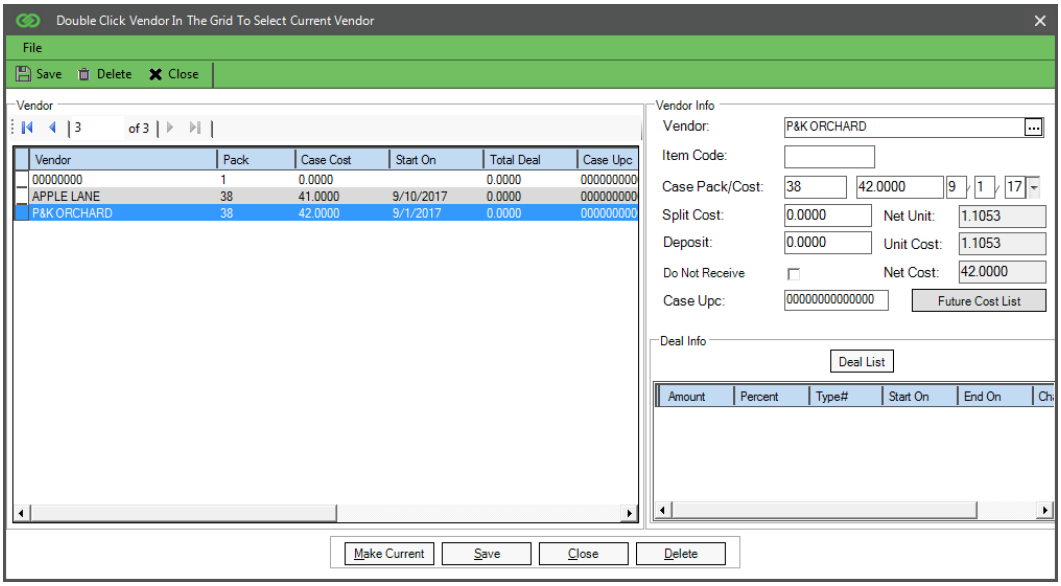


Figure 3-61. Item Maintenance - Delete Vendor Deal

4. Click **Deal List** in the Deal Info section on the right part of the screen.
5. If changing an existing deal, click on the deal to be changed in the Deal List grid.
6. Enter the new/modified deal values for the selected vendor into the Amount or Percent, Dates, Deal#, etc. entry fields at the top of the Deal List window.

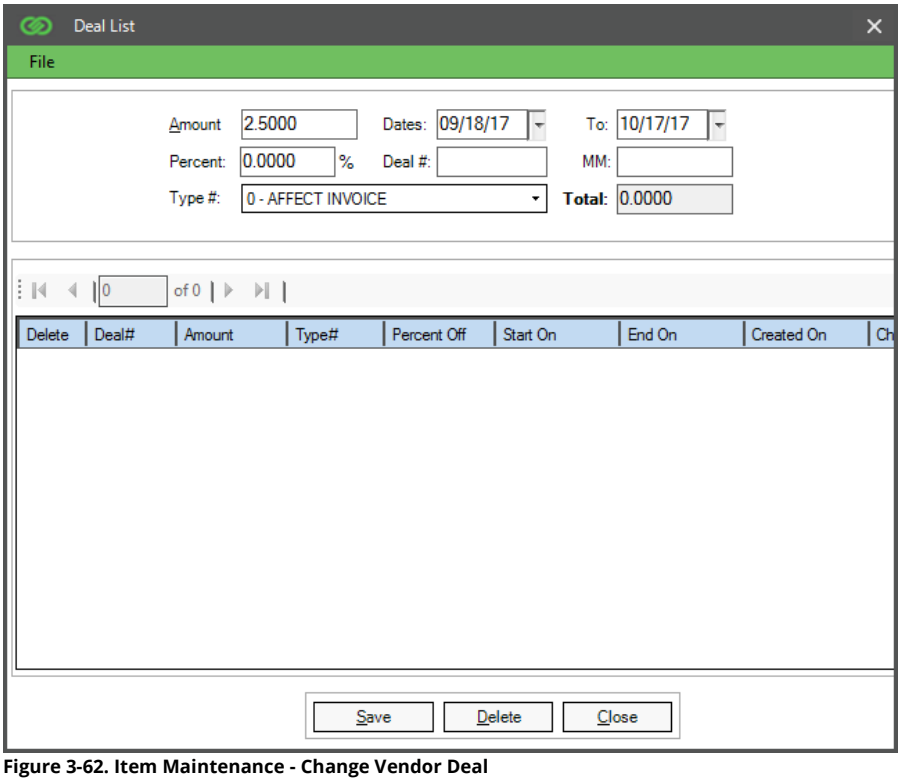


Figure 3-62. Item Maintenance - Change Vendor Deal

7. Click **Save** or press the **+** key on the numeric key pad.

Note:

When Save is performed, the entry fields will be cleared and the updated or added deal will be displayed in the Deal List grid.

8. When all changes have been made, click **Close** to return to the Vendor List window.
9. Click **Close** to return to the **Item Maintenance** window.

3.2.2.21.4 Delete Other Vendor Deal

To delete a deal for an item's vendor other than the current vendor

1. Look up or navigate to the item record to be changed in **Item Maintenance**.
2. Click **Vendor List** in the **Item Maintenance** toolbar to open the window shown below.
3. Click on the vendor whose item deal will be deleted in the Vendor List grid on the left part of the screen.

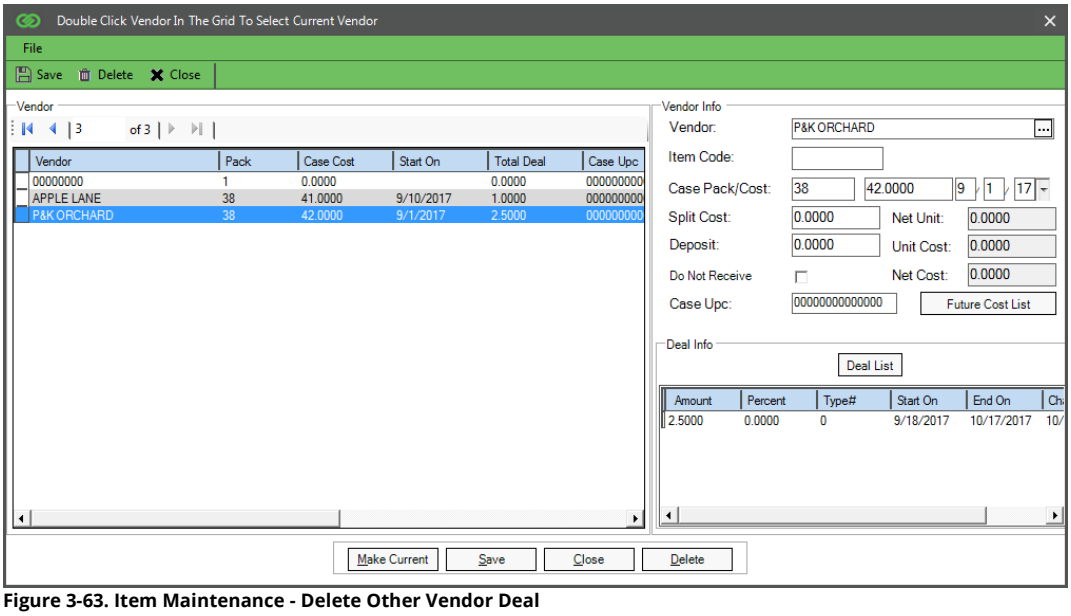


Figure 3-63. Item Maintenance - Delete Other Vendor Deal

4. Click **Deal List** in the Deal Info area on the right part of the screen.
5. Click on the deal to be deleted in the Deal List grid.

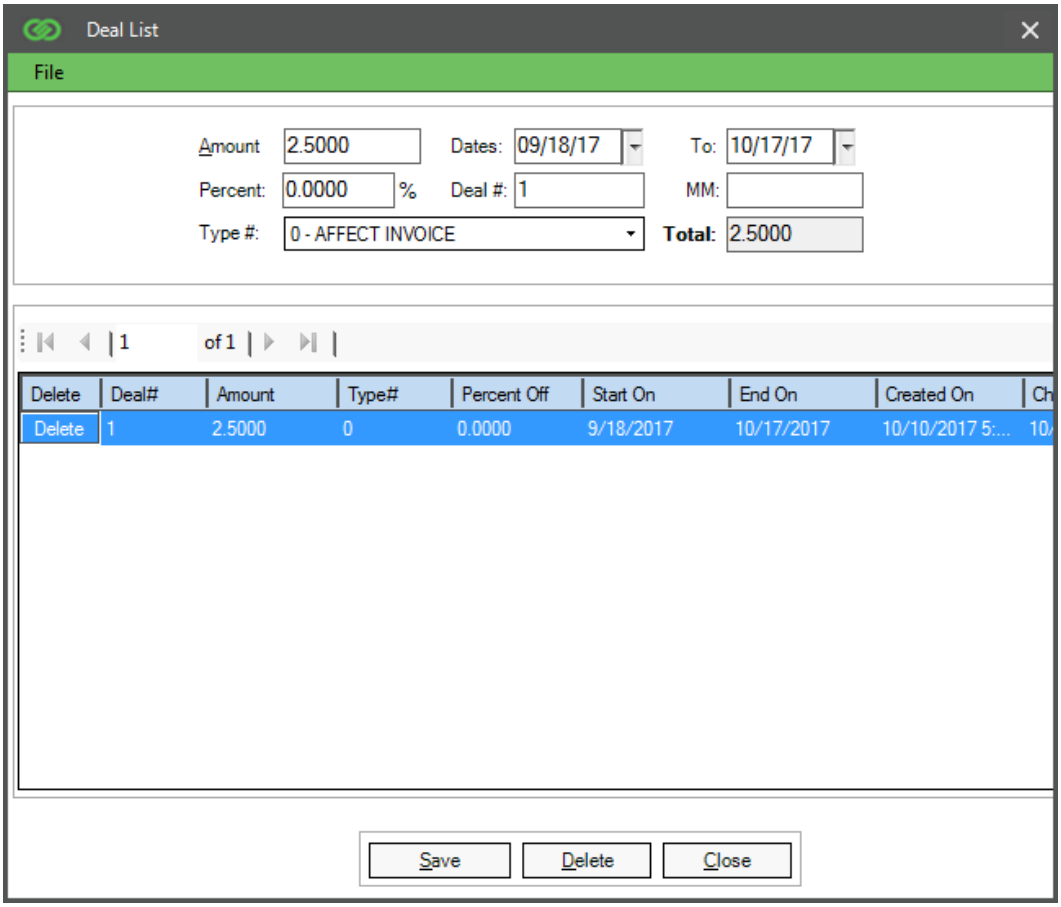


Figure 3-64. Item Maintenance - Change Vendor Deal 2

6. Click **Delete**.
7. Click **Yes** in the Delete Deal confirmation pop-up window.
8. Click **Close** to return to the Vendor List window.
9. Click **Close** to return to **Item Maintenance**.

3.2.2.22 Set and Monitor Sell Thru Thresholds

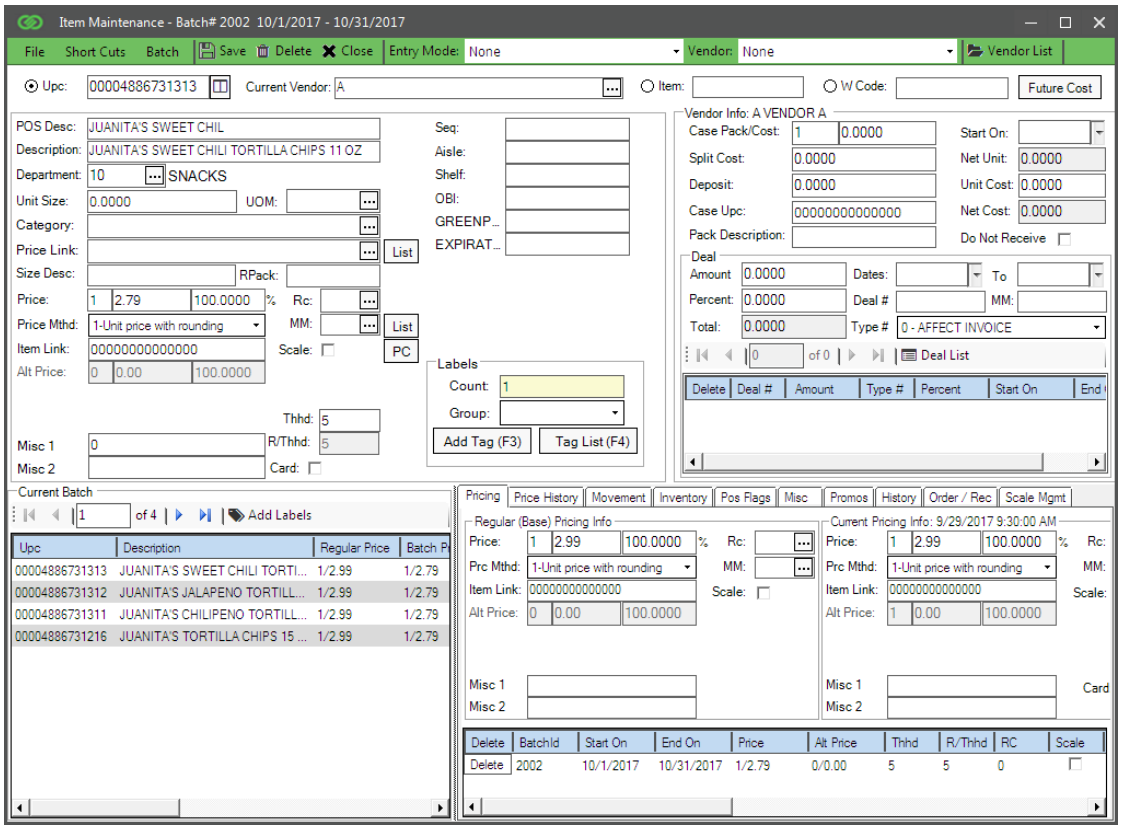


Figure 3-65. Item Maintenance - Sell Thru Setup

The **Item Maintenance** application is an entry point for setting and monitoring sell thru thresholds on items that will be sold at a temporary price until their threshold is met. **ENCOR** monitors the movement of these items and, once the threshold is met, displays the items in the Item Review Dashboard and in the Sell Thru Report until they are processed. For details on how this item information is displayed in those two applications, refer to sections “Item Review Dashboard – Review Sold Thru” and “Reports – Sell Thru Report” respectively.

Sell Thru thresholds can only be set in temporary batches (batches numbered 2000 and higher) and can be modified *only* until a batch is processed. They cannot be set in Immediate Item Maintenance or in Regular Price (Immediate) or Regular Price (Future) batches. Therefore, it is best to set thresholds as items are being entered in a batch in **Item Maintenance** or, for an imported batch, while reviewing the items in the batch to ensure that all thresholds are entered before the batch is processed.

An item’s threshold value is entered in the Thhd field located in the bottom left part of the Item and Pricing fields area. This field is editable until the batch is processed. After processing, it is read-only.

The R/Thhd field (which stands for Remaining Threshold) is directly below the Thhd field. It is a read-only field that is calculated and updated by **ENCOR** as

movement is processed inside the Weekly and Monthly Movement task. Even if POS Log or Real-Time movement are being used, Remaining Threshold values are not updated until this task runs.

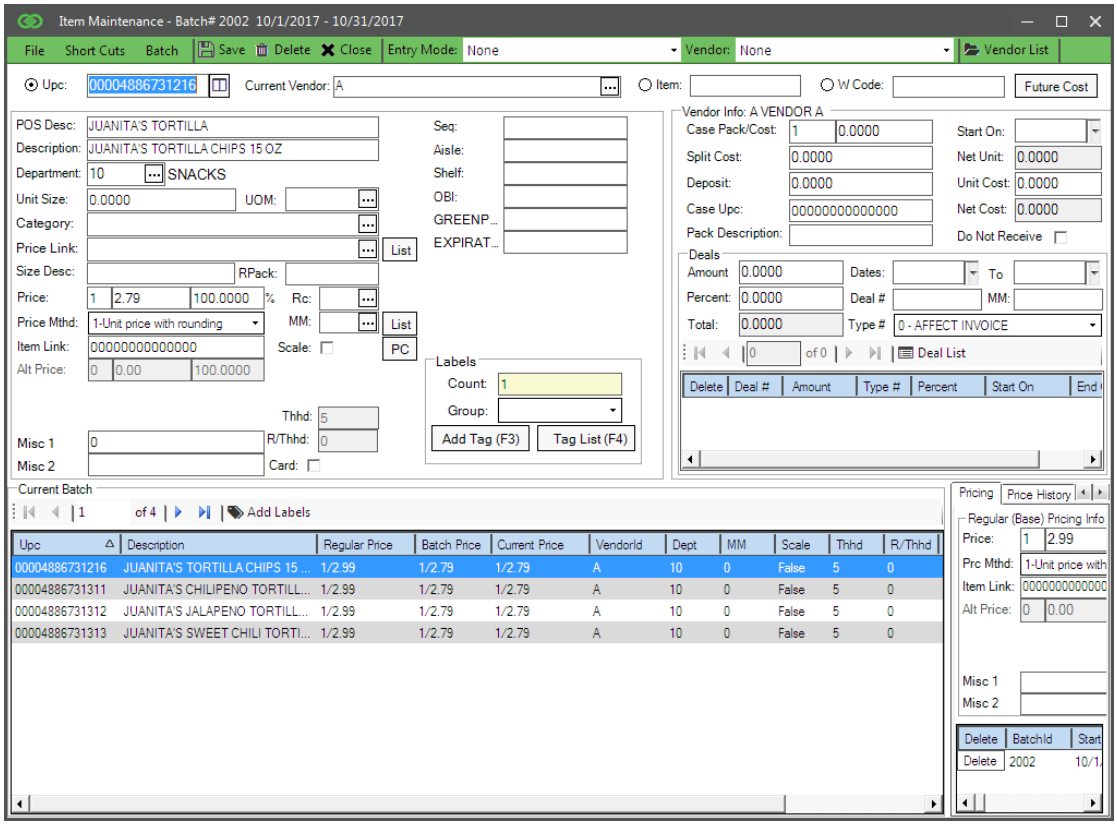


Figure 3-66. Item Maintenance - Sell Thru Setup Current Batch Area

In the Item Maintenance batch where the thresholds are entered, the Thhd (threshold) and R/Thhd (remaining threshold) values for all the items in the batch can be viewed together in the Current Batch List area on the bottom right of the screen. This area can be expanded to view more fields as shown above by dragging the vertical splitter bar that separates it from the tab pages over to the right. The grid view and sort order can be changed as described in the “Current Batch List” section. In the above example, all items have sold thru, showing ‘0’ for R/Thhd.

If the threshold priced items are being viewed from Immediate Item Maintenance or from another Item Maintenance batch, their threshold values: can be viewed in the item batch pricing information displayed in the grid at the bottom of the Pricing tab as shown below.

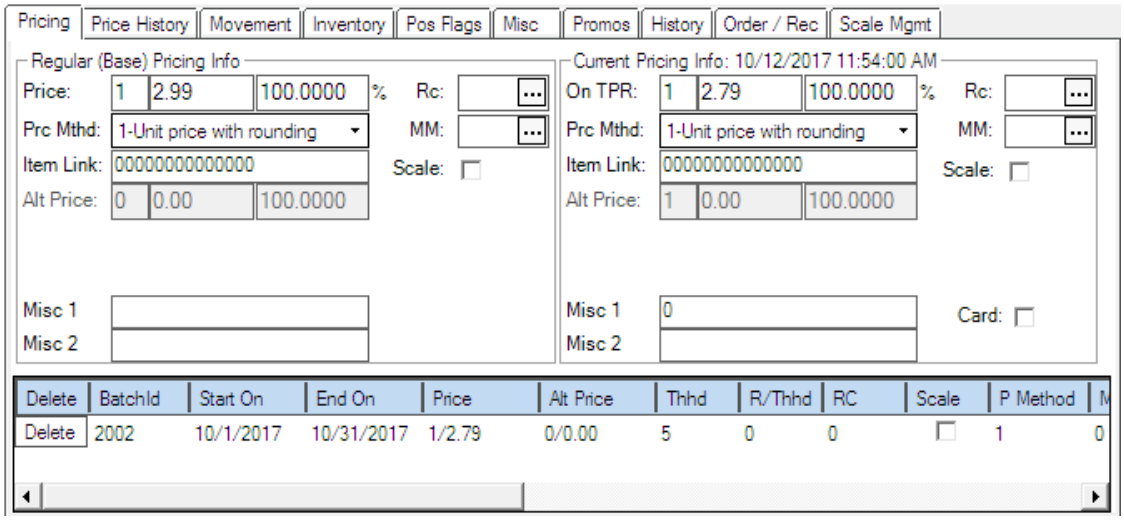


Figure 3-67. Item Maintenance - Pricing Tab - SellThruTPRafterMvmnt

3.2.2.23 Mass Update

The Mass Update function is useful when a single field needs to be changed on a large group of items in batch mode. It is supported on most of the fields in the Item and Pricing area and in the POS Flags and Misc tabs of the **Item Maintenance** window which makes it applicable for a variety of maintenance tasks.

Mass Update operates on the items that are in the open **Item Maintenance** batch where it is being invoked. Therefore, some maintenance needs to have already been performed in the batch, imported from a file, or added to the batch from an Item Search. If there are no items in the batch when Mass Update is run, no items will be displayed (to change) in the Mass Update window.

To mass update a group of items already in a batch

1. Double-click on the batch to be updated in batch maintenance.
2. Click on one of the items to be updated in the Current Batch list in the lower left part of the screen.
3. Change the field to be updated using Mass Update. In this example, Price Link is being set to ‘102’ on a small batch of identically priced Frito items created using the Item Search and Add to Batch functionality.

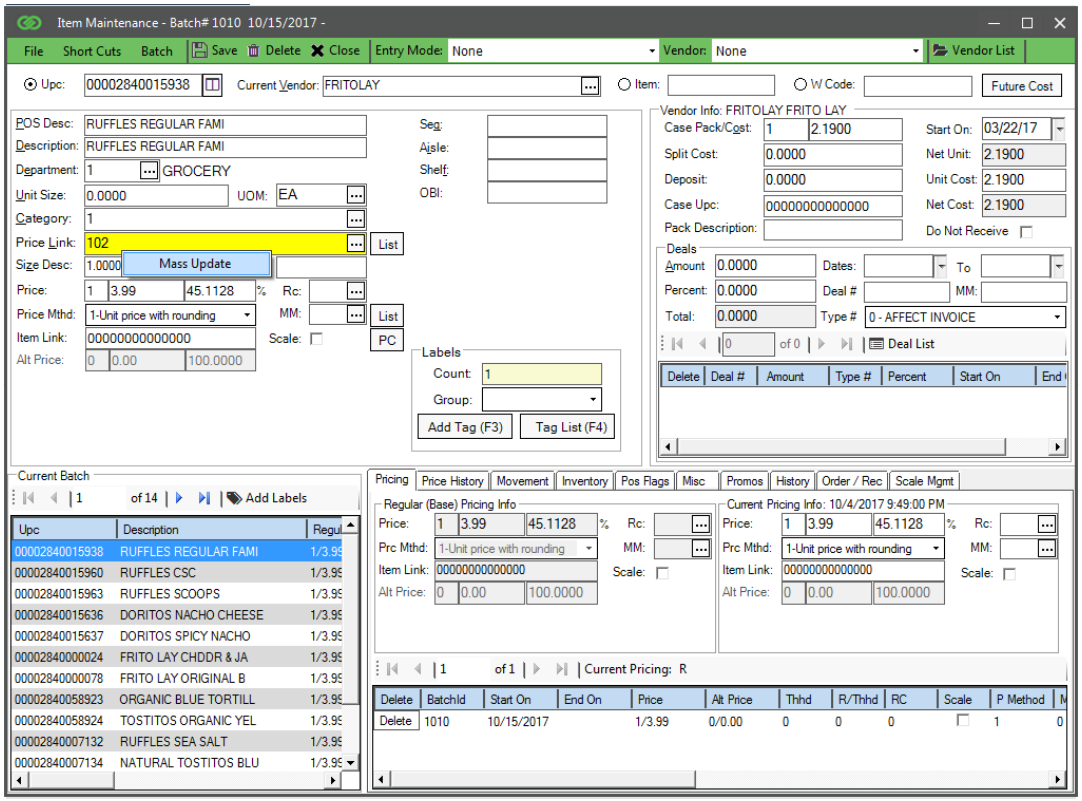


Figure 3-68. Item Maintenance - Mass Update

4. Right-click on the updated field (Price Link in this example) and choose **Mass Update** which opens the Item Mass Update window shown below.
5. Complete the steps for the Item Mass Update window listed below to perform the update and return to **Item Maintenance**.

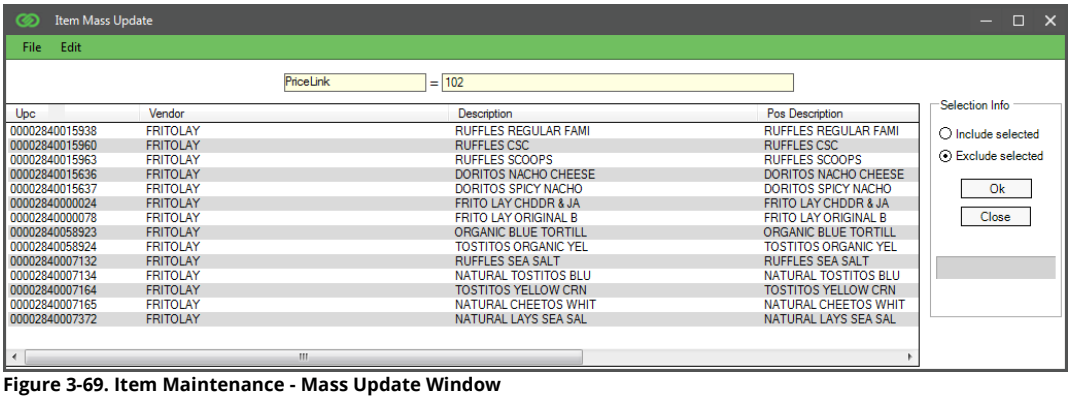


Figure 3-69. Item Maintenance - Mass Update Window

The Item Mass Update window shows the field and value to be changed at the top of the window and a grid view of the items in the batch. One or more items can be selected in the grid to prevent them from being updated or to only include them in the update based upon the option chosen in Selection Info on the right side of the window. By default, all items are included in the Mass Update when Item Mass Update first opens because no items are selected and the Exclude Selected option is set.

To select the items and perform the update in Item Mass Update:

1. If not all items should be updated either:
   - Select the items to include and choose **Include Selected** or
   - Select the items to exclude and choose **Exclude Selected**
2. Click **Ok**.
3. Click **Yes** in the confirmation pop-up. A progress bar will display in the Selection Info area.
4. Click **Ok** in the Complete pop-up to return to **Item Maintenance**.

3.2.2.24 Field Definitions

The following table provides a summary of the fields in the **ENCOR Item Maintenance** application.

Field	Mandatory Y/N	Total Characters	Valid Entry	Purpose
UPC	Y	14	numeric	Universal Product Code
Current Vendor	N	20	alphanumeric	Vendor
Item	N	14	alphanumeric	Vendor item code
W Code	N	14	alphanumeric	Warehouse code
POS Desc	Y	Varies by POS	alphanumeric	Item description for POS print
Description	N	50	alphanumeric	Expanded description
Department	Y	4	numeric	Department
Unit Size	N	10	alphanumeric	Sellable unit size
UOM	N	10	alphanumeric	Unit of measure
Category	N	20	alphanumeric	Subgroup items for reporting
Price Link	N	30	alphanumeric	Tool for quick price changes
Size Desc	N	50	alphanumeric	Backfilled by unit size and UOM
Price	Y	6 inc decimal	numeric	Regular price
Multiple	Y	2	numeric	Number of item for price
Price % (Gross Margin)	Auto	5	numeric	Profit % based on cost and price
RC	N	4	numeric	Report code
Price Mthd	Y		select	Pricing type with fixed input
MM	N	3	numeric	Mix match code
Item Link	N	14	numeric	Input to link secondary UPC
Disc Type	Y		select	Type of item discount
Disc	N	6 inc decimal	numeric	Amount or percentage of discount
Scale	N	checkbox	check	Indicates qty requires

Field	Mandatory Y/N	Total Characters	Valid Entry	Purpose
				measure
Tare (appears if Scale checked)	N	2	numeric	Weight of bag or container
Seq	N	10	alphanumeric	Item location
Aisle	N	10	alphanumeric	Item location
Shelf	N	10	alphanumeric	Item location
OBI	N	10	alphanumeric	Order By Index (cross reference order book)
CasePack/Cost	N	9 inc decimal	numeric	Vendor item cost
Start On	N	date	date	Day price in effect
Split Cost	N	9 inc decimal	numeric	Broken case price
Deposit	N	9 inc decimal	numeric	Shell deposits
Case UPC	N	14	numeric	UPC of case
Pack Description	N	10	alphanumeric	Type of packaging-case, crate
Unit Cost	N	auto	numeric	Case pack /cost = unit cost
Do Not Receive	N	check	check	Block from receiving
Deal Amount	N	9 inc decimal	numeric	Total off price for Deal
Deal Dates	N	XX/XX/XX	numeric	Begin deal date
To	N	XX/XX/XX	numeric	End deal date
Percent	N	9 inc decimal	numeric	Deal percentage
Deal #	N	10	numeric	Unique deal identifier
MM	N	10	alphanumeric	Deal mix match
Total:	N	6 inc decimal	auto	Calculated total of current deals
Type #	Y		select	Type of deal
Labels Count	N	4	numeric	Number of tags sent to queue
Labels Group	N	select	select	Tag identifier

Note:

To prevent users from creating data errors, fields such as Price Method, Mix Match Code, Department, etc. are limited based on the data types and max values accepted at the POS. **ENCOR** follows the POS selected in **Setup** > **Site Setup** > **POS Setup**.

3.2.3 PLU Maintenance (Base)

Use PLU Maintenance to view, add, edit, and delete items. Fast PLU Maintenance can also be used to perform basic item maintenance tasks. For more details, see "Fast PLU Maintenance."

There are various parameters that can be set that affect the functionality of PLU maintenance. For more details, see “Front Office Parameters.”

3.2.3.1 Adding a New PLU

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

To add a new PLU

1. From Item Management > Item Maintenance, select **PLU Maintenance**. Depending on how the system is configured, the basic PLU Item Selector or a list of filters created previously may be shown. The filter is very useful for viewing or editing details of specific items.
2. These options are not necessary to add a new item, so click **Cancel**.
3. On the toolbar, select **New**. The PLU Maintenance tabbed dialog box appears.
4. Enter the appropriate item number and press **ENTER**. The following prompt appears:

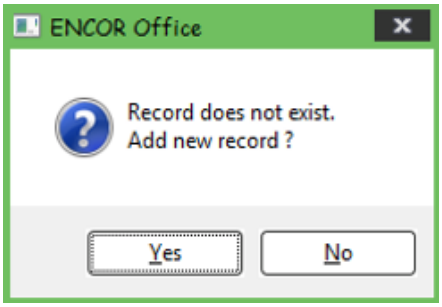


Figure 3-70. ENCOR Office Prompt

5. Click **Yes** and enter a description for the item.
6. (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.

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

3.2.3.2Basic Setup Tab

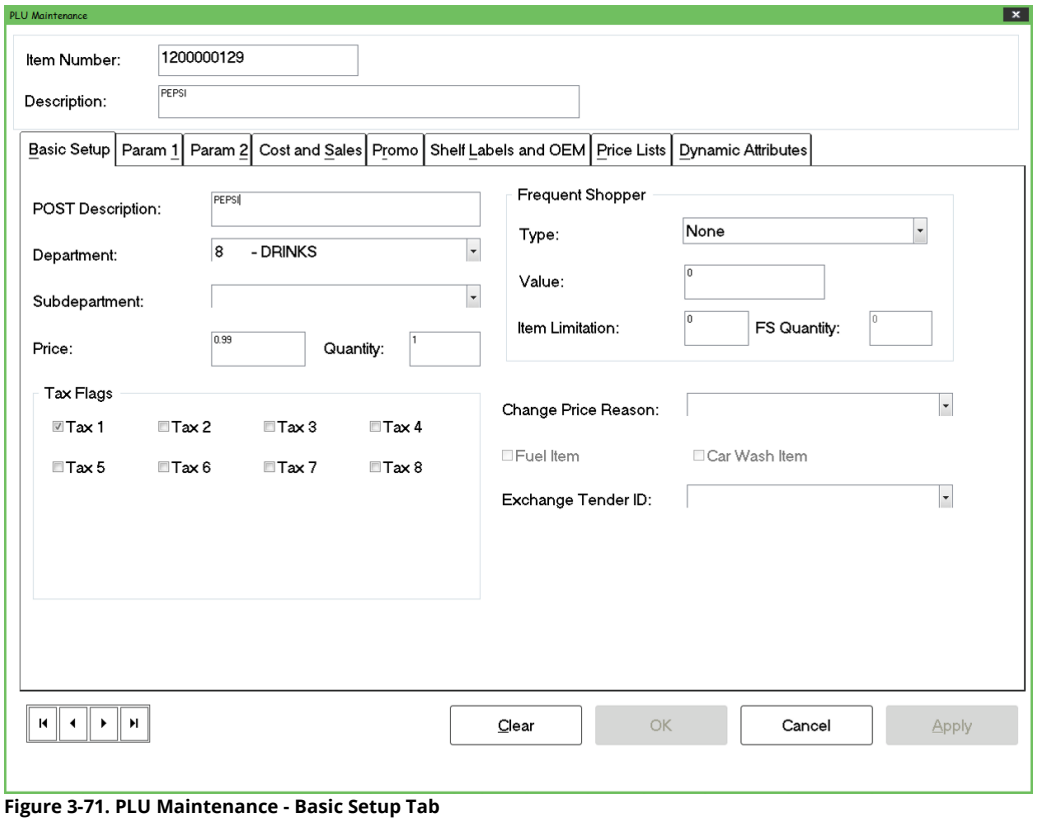


Figure 3-71. PLU Maintenance - Basic Setup Tab

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 “Front Office Parameters”). 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	The department number is a mandatory entry. It may be 0 if the Vendor Coupon or Store Coupon fields are checked. To scroll through the departments one at a time, press the **Right Arrow**. To display a list of available departments, press the field selection arrow. Locate and click the desired department. **Note:** Selecting a department may automatically check other fields as well as those in the Tax Flags field. This happens if the system parameter PLU follow department flags as a default is checked (see "Front Office Parameters").
Subdepartment	Specify a subdepartment if required.
Price and Quantity	**Price:** The item's selling price. **Quantity:** The number of items sold jointly at the above selling price. **Note:** The price field in PLU Batch Item Maintenance will accept three-digits after the decimal point for items flagged as a "Fuel Item."
Tax Flags (rates 1 to 8)	Up to eight tax rates can be assigned to an item. Tax rates must be defined in the Tax Rates database (see Chapter 5, "Store Management").
Frequent Shopper Type	Click the field's selection arrow and choose one of the following discounts: • Discount Amount • Electronic Coupon • Percentage Discount • X for $Y (Different Multiple Selling Unit and Price. For example, an item can have a regular price of 3 for $2.99 and a frequent shopper discount of 5 for $3.99)
Value	Based on the Frequent Shopper Type (above) this field holds the: • Discount Amount (in dollars and cents) • Electronic Coupon Number • Discount Percentage • Price associated with the FS Quantity amount
Item Limitation	The quantity limit of frequent shopper purchases (per transaction) for the item.

Field	Description
FS Quantity	For Frequent Shopper Types of "X for $Y", enter the MSU (Multiple Selling Unit) associated with the Value field. **Note:** If the value of the FS Quantity field is 0, the POS calculates the frequent shopper price using the (Retail Price) Quantity field. If the frequent shopper price per item on X for $Y discounts is higher than the retail price per item, the POS will ignore the discount and will ring the item as if it does not have a discount.
Change Price Reason	Where necessary, click the field's selection arrow and choose the reason for the price change.
Fuel Item	Indicates that the item is fuel.
Car Wash Item	Not used.
Exchange Tender ID	Click the field's selection arrow and choose a specific refund tender to use if the item is returned. For Bookkeeping PLUs with a $0.00 price, select the related tender used for bookkeeping items.

3.2.3.3Parameters 1 Tab

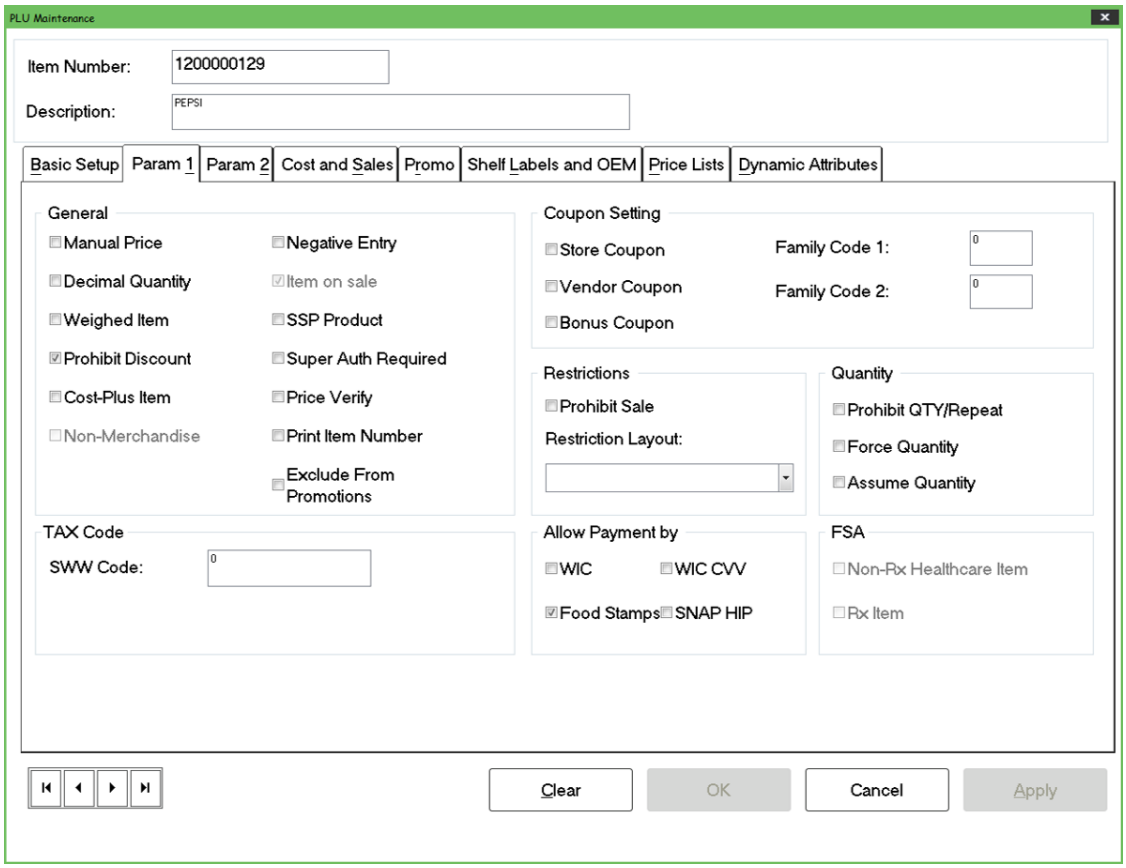
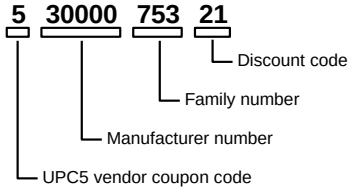


Figure 3-72. PLU Maintenance - Param 1 Tab

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 at total time. Supervisor number and password required for approval.
Price Verify	Forces cashier to verify the price on the product.
Print Item Number	Check this parameter to print the item number in addition to the description on the receipt.
Exclude From Promotions	When checked, the item will be excluded from all promotions. (This exclusion flag at the item level will override any setting at the department level.)
Store Coupon	Indicates this item is a store coupon. If the *Negative Entry* parameter or the *Vendor Coupon* parameter is checked, the *Store Coupon* parameter cannot be accessed.
Vendor Coupon	Indicates this item is a vendor coupon. Items 50000000000 - 50000000099 are the manufacturer/vendor coupons. However, any item may be a vendor coupon. If the *Negative Entry* parameter or the *Vendor Coupon* parameter is checked, the *Store Coupon* parameter cannot be accessed.
Bonus Coupon	Indicates this item is a bonus coupon.
Family Code 1	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. 

Field	Description
Family Code 2	If used, 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.
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 *Qty* key or *Repeat* 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.
WIC	Item may be purchased with WIC (Women, Infants, and Children) vouchers. **Note:** Items that may be purchased using Online WIC EBT and Smart Card WIC EBT are flagged within Electronic WIC Items Maintenance.
WIC CVV	Item may be purchased with WIC CVV (Cash Value Voucher). **Note:** The WIC and WIC CVV flags are mutually exclusive in the **Item Maintenance** application. If the WIC flag is enabled, the WIC CVV field is grayed out. The user must uncheck the WIC flag to enable the WIC CVV flag (and vice versa). When the WIC CVV flag is checked, the Food Stamps flag is automatically set (if previously "off"). If the WIC CVV flag is unchecked, the Food Stamps flag setting will not change. If the Food Stamps flag is unchecked and the WIC CVV flag was previously checked, the WIC CVV flag will be automatically unchecked.
Food Stamps	Item may be purchased with food stamps.
SNAP HIP	Item qualifies for the SNAP Healthy Incentive Program.
Non-Rx Healthcare Item	If this parameter is checked, the item is a Non-Rx Healthcare product.
Rx Item	If this parameter is checked, the item is an Rx product.

Note:

If the Food Stamps checkbox is checked, the Non-Rx Healthcare Item and Rx Item checkboxes will be disabled.
If the Non-Rx Healthcare Item checkbox is checked, the Food Stamps and Rx Item checkboxes will be disabled.
If the Rx Item checkbox is checked, the Food Stamps and Non-Rx Healthcare Item checkboxes will be disabled.

3.2.3.4Parameters 2 Tab

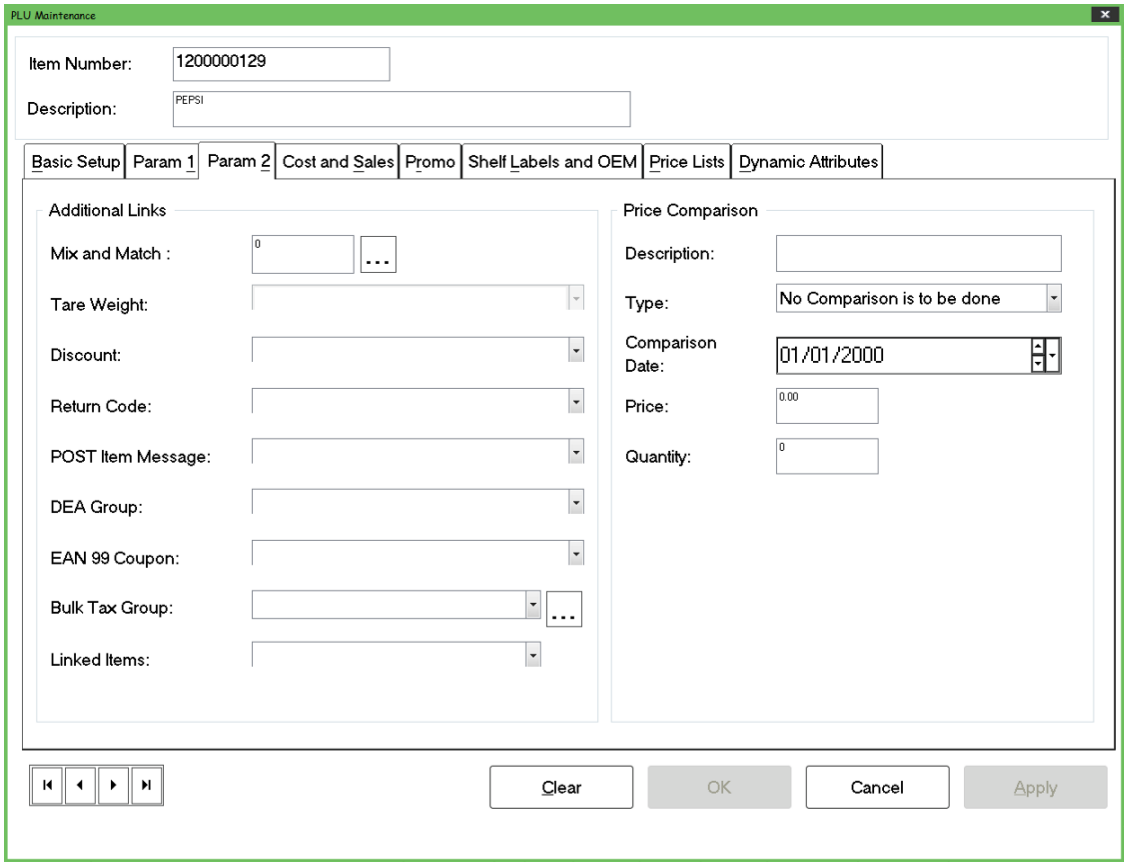


Figure 3-73. PLU Maintenance - Param 1 Tab

Field	Description
Mix and Match	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. Assigning a mix and match code to an item changes the price and quantity of all items that are associated with this mix and match code. In other words, if the price or quantity of an item is changed, those parameters for all items with the same code is changed. To activate, check the system parameter Update All Mix and Match Group if One PLU Changed (see "System Parameters"). The system asks once when adding a new item or updating an existing item whether to change all the items with the same code. The user may select No.
Tare Weight	Where necessary, choose the appropriate tare weight. Tare weights are defined in the "Tare Weights" option of the "Database Management" section.
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 "Coupons" in the "Database Management" chapter.
Bulk Tax Group	Click the field selection arrow and choose the bulk tax group to which the item belongs. Click the ellipsis button [...] to view items linked to a highlighted bulk tax group. **Note:** Bulk tax groups are for items that are taxed differently when purchased in bulk. For example, bakery items classified as "ready-to-eat" are taxed differently than items purchased in bulk. Bulk tax settings are established using Tax Rate Maintenance (from the Application Menu Bar, select **Store Management > Financial > Tax Rates**).
Linked Items	Click the field selection arrow and choose the linked items code to assign to the item. **Note:** Linked items codes are established using **Linked Items (Base)** (see page 3-129).
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 price comparison 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.

3.2.3.5Cost and Sales Tab

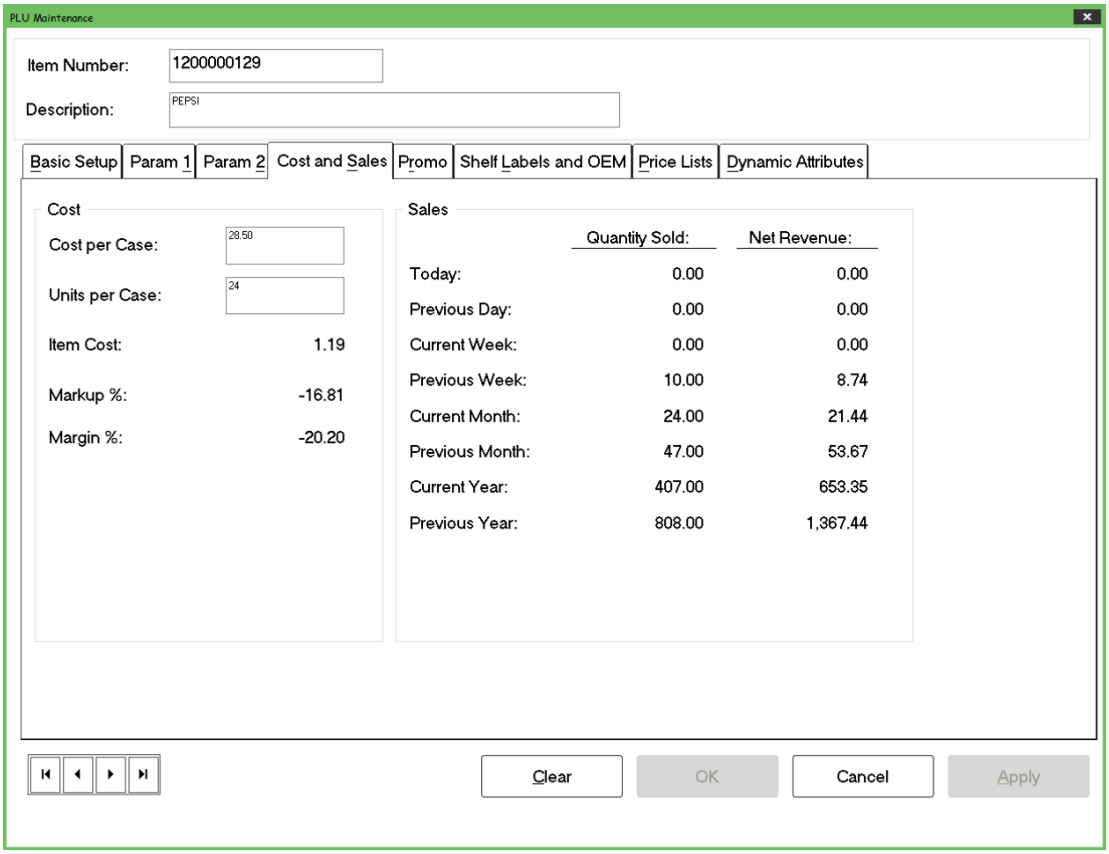


Figure 3-74. PLU Maintenance - Cost and Sales Tab

The only details entered here are Cost per Case and Units per Case. When these details are entered, 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.

3.2.3.6 Promotions Tab

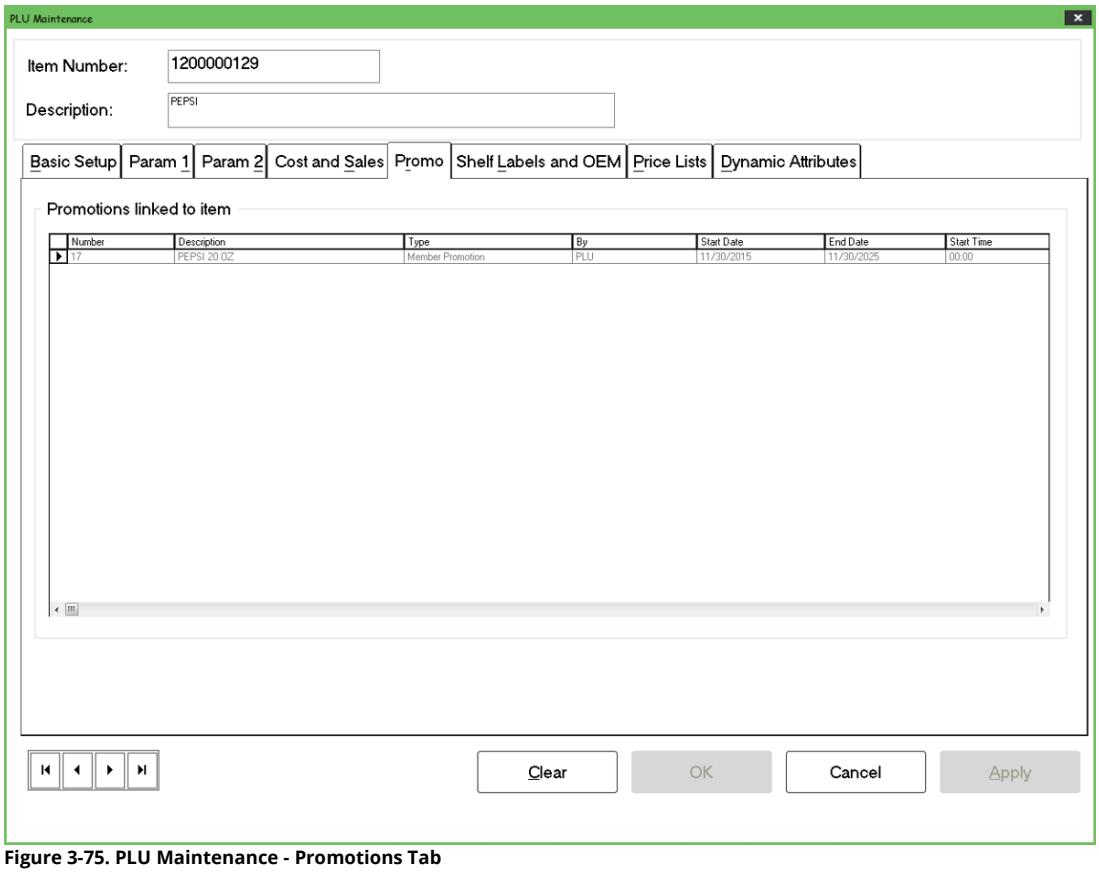


Figure 3-75. PLU Maintenance - Promotions Tab

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

3.2.3.7Shelf Labels and OEM Tab

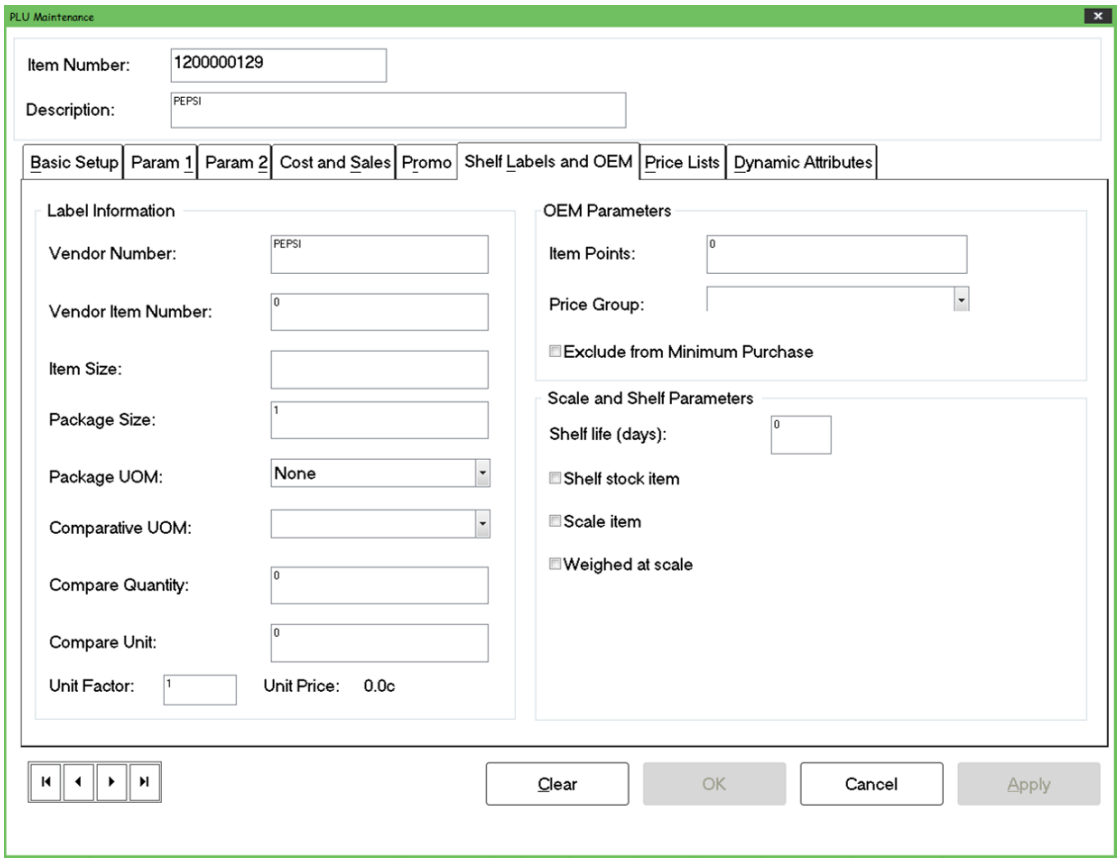


Figure 3-76. PLU Maintenance - Shelf Labels and OEM Tab

Details entered 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 the item's PLU number and the supplier’s item number.
Item Size	The size of the item. (For example, 16 ounces).
Package Size	This field contains the size of the package in case the item’s package unit of measure is different from the comparative unit of measure. (For example, enter 12 for a 12-ounce package). It is a numeric field with up to 10 digits (including the decimal point).
Package UOM	This field contains the unit of measure specified on the package in case the item’s package unit of measure is different from the comparative unit of measure. Click the field’s selection arrow and select from the pre-defined list.

Field	Description
Comparative UOM	Choose the unit of measurement that will be used for comparative pricing purposes. **Note:** The Comparative UOM field will default to the specified Package UOM setting.
Compare Quantity	The quantity (of the UOM) used for comparison.
Compare Unit	The number of sales units used for comparison.
Unit Factor	This field is used to calculate how many units of the product are used as part of the unit price calculation. For example, consider the item “Paper Plates.” Paper plates come in various package sizes (100 count, 80 count, 50 count, 120 count). The unit factor holds the number of paper plates that should be included per the unit of measure. In most cases, the unit factor is 1 (default). In cases where there are several units within a package like paper plates, napkins, tea bags, and paper towels, the unit factor is used to determine what the true unit price is by “count” or “units” of product. (In the screen example above, the unit factor is for 50 plates). It is a numeric field (no decimals) with up to four digits. The screen will display the calculated unit price to the right of the Unit Factor field.

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

Field	Description
OEM Parameters area:	
Item Points	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.

The following parameters are reserved for in-store shelf and scale labeling applications. Details entered 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 contains 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.

3.2.3.8 Price Lists Tab

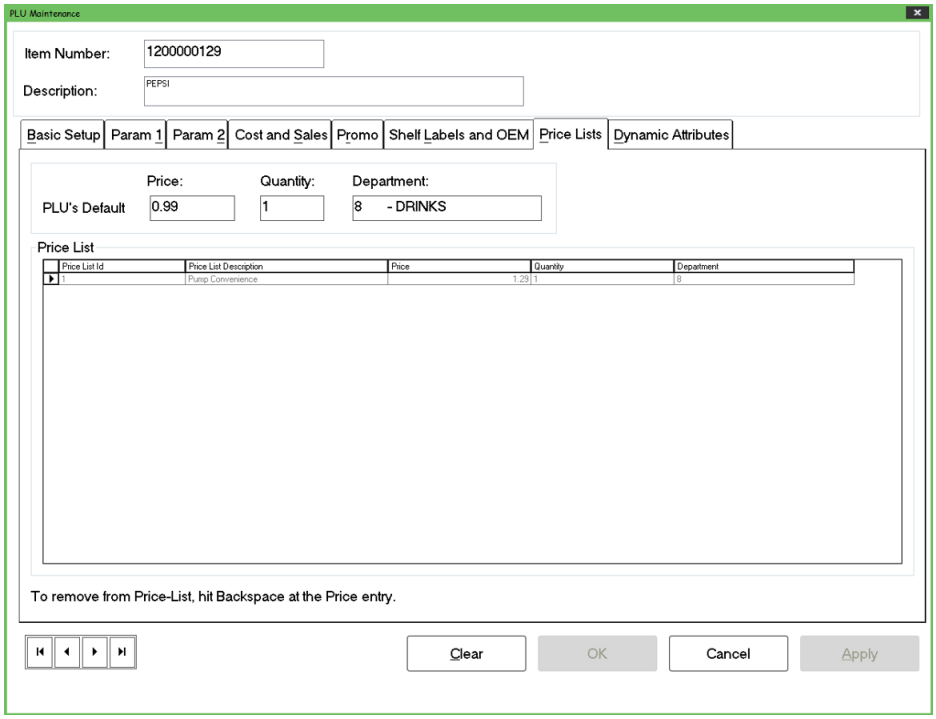


Figure 3-77. PLU Maintenance - Price Lists Tab

The Price Lists tab appears if the "Price Lists in System" General System parameter (located in the **General System Parameters** application, Store > Front Office > PLU and Batch > PLU Options > Price Lists) is enabled. Enabling this parameter also activates the PLU Management folder's **Price List Maintenance** application.

Use the Price Lists tab to maintain a catalog of pricing scenarios for each item, customized for the store's needs. The Price Lists tab can be accessed to view and maintain these lists for price changing purposes.

Field	Description
PLU's Default Price	(Read-only) The current retail price of the item.
PLU's Default Quantity	(Read-only) The current quantity sold at the default price.
PLU's Default Department	(Read-only) The item's default department number and description.

Price List ID	The identification number associated with the Price List.
Price List Description	The description assigned to the Price List.
Price	Enter the price of the item under each Price List.
Quantity	Enter the number of items to be sold jointly at the specified selling price. If left blank, the default quantity from the item record will be used.
Department	Enter the department where item sales for this price list will be reported. If left blank, the default department from the item record will be used.

Note:

To remove an existing price from the price list, highlight the price and press the **DELETE** key. You may also use the backspace key within the price entry field.

3.2.3.9 Dynamic Attributes Tab

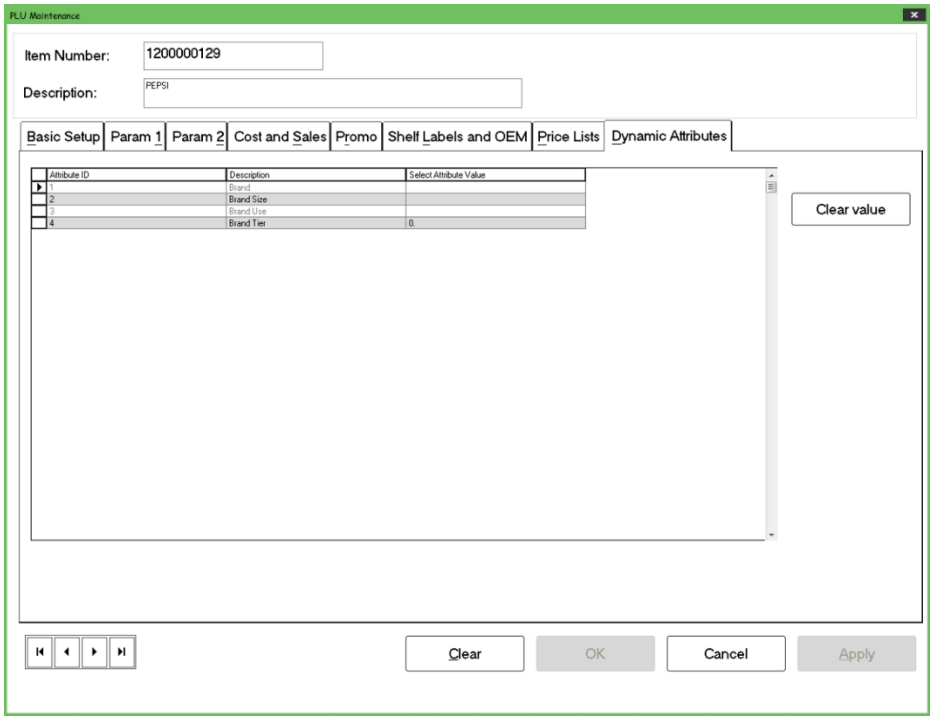


Figure 3-78. PLU Maintenance - Dynamic Attributes Tab

The Dynamic Attributes tab displays all defined attributes established using Dynamic Item Attributes Maintenance.

Attribute values configured and maintained here are used for attaching items to NCR Loyalty (LPE) Promotions.

Note:

Attribute values may also be maintained using General Batches (using Dynamic Attribute Value Maintenance Batch Types).

To assign an attribute to an item:

1. For the item to assign, click the **Dynamics Attributes** tab in PLU Maintenance.
2. Click the cell inside the Select Attribute Value column for the DIA to assign. The ellipsis button displays.

Figure 3-79. Select Attribute Value with Ellipsis

3. Click the ellipsis button and assign the attribute. The Select Attribute Value window appears for the DIA type selected (and in bold below):

- **Open Text Box** – Enter the desired DIA text (or accept default text).

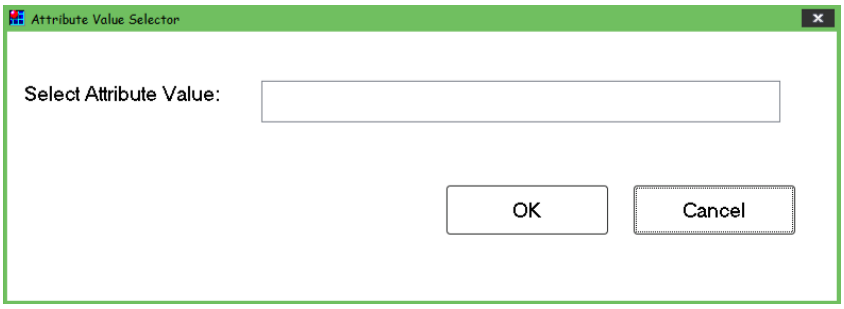


Figure 3-80. Attribute Value Selector – Open Text Box

- **Drop-Down List** – Click the field selection arrow and select the desired attribute value (or accept the default value).

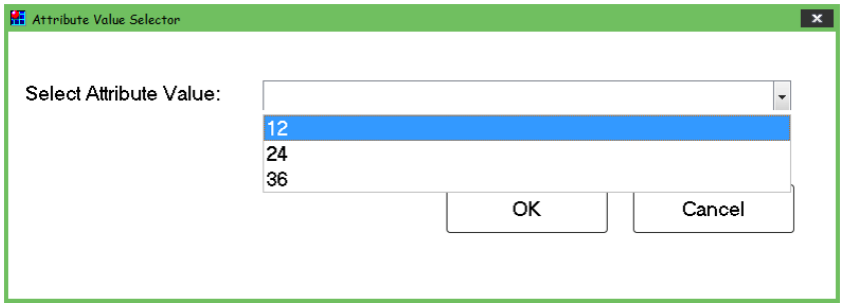


Figure 3-81. Attribute Value Selector - Drop-Down List

- **Numeric Value** – Enter the desired numeric value (or accept the default value).

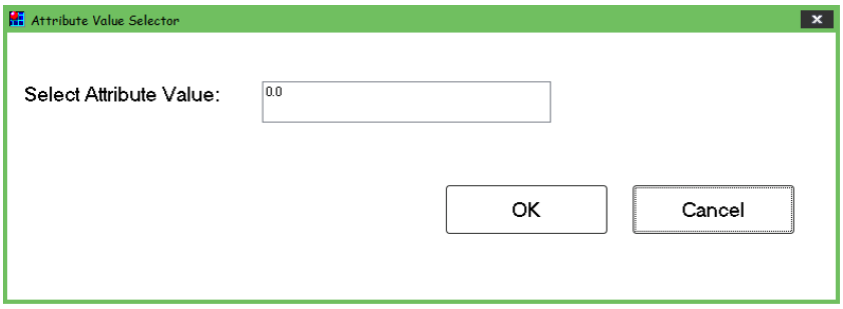


Figure 3-82. Attribute Value Selector - Numeric Value

- **Yes/No** – Click the desired Yes/No attribute (or accept the default value).

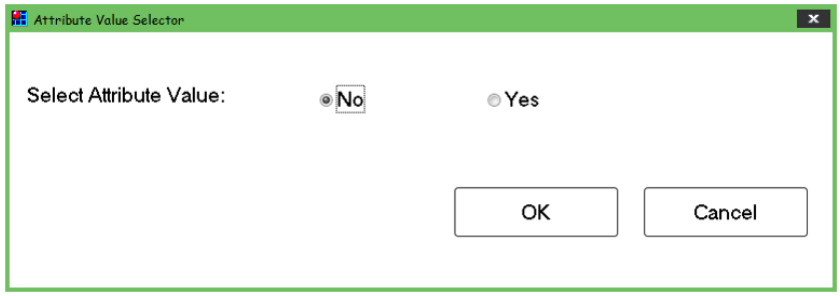


Figure 3-83. Attribute Value Selector - Yes/No

4. Click **OK** when finished.
5. Repeat steps 2 through 4 until all attributes have been assigned to the item.
6. Click **OK** or **Apply** to save PLU Maintenance changes.

Note:

The Clear Value button can be used to remove an attribute value. Click the cell inside the Select Attribute Value column for the DIA to remove and click **Clear Value**.

3.2.3.10 Editing a PLU

Editing a PLU is basically the same as entering a new item except that there may be a warning about mix and match groups.

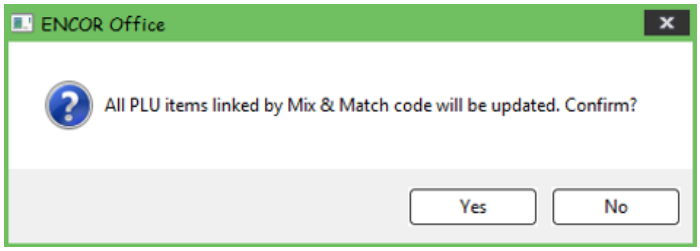


Figure 3-84. Mix & Match code warning

PLUs could be mix and match items, sharing the same prices. If the price of one of the items in a mix and match group is changed, all 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 details for a mix and match item are changed, other items in the same mix and match group will be changed as well.

Use the PLU Item Selector to choose groups of PLUs to change, as described on the following section.

3.2.3.11 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.

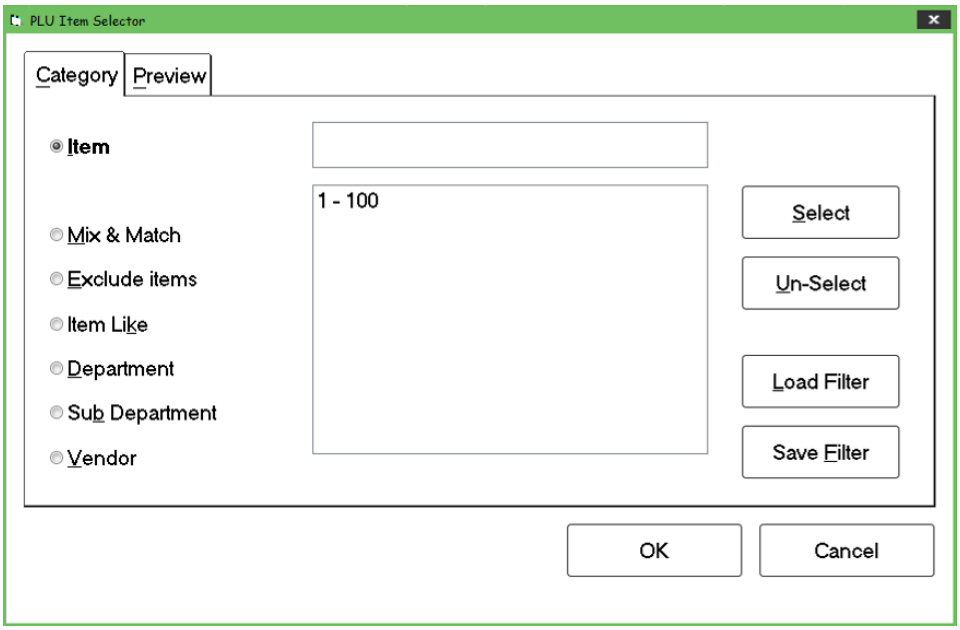


Figure 3-85. PLU Item Selector

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

   To search for items by name (for example, items 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.

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

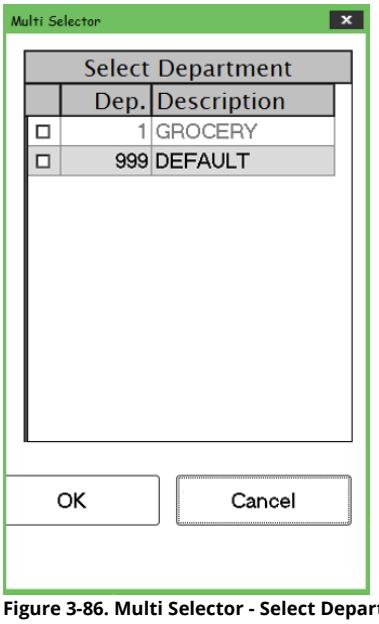


Figure 3-86. Multi Selector - Select Department

5. Select the required departments and click **OK**.

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

3.2.3.12 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**.

3.2.3.13 Copy PLU

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

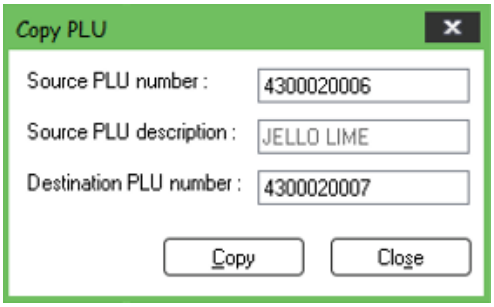


Figure 3-87. Copy PLU

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 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.

3.2.4 Fast PLU Maintenance (Base)

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.

3.2.4.1 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 3-90.

To Use Fast PLU Maintenance

1. From Item Management > Item Maintenance, 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** and then click **New**.
3. The Fast PLU Maintenance dialog box appears.

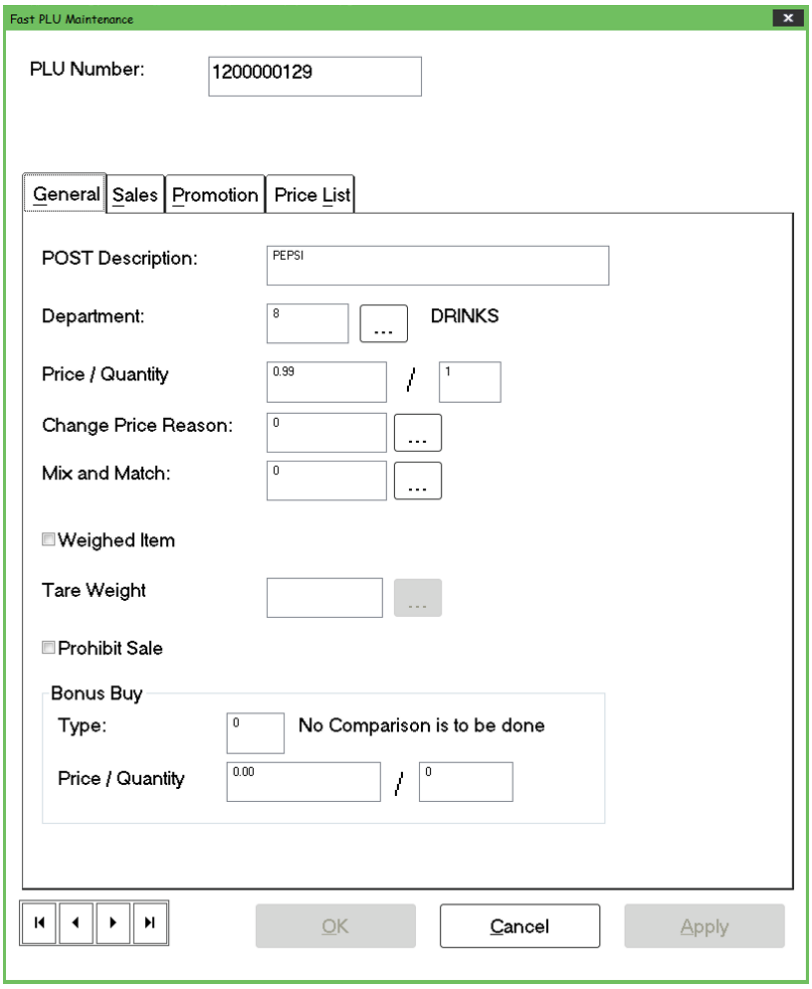


Figure 3-88. Fast PLU Maintenance

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 item is a Vendor Coupon or Store CouponClick the ellipsis cell to view a list of departments. Check the desired department and click **OK**.
Price and Quantity	**Price:** The item's selling price. **Quantity:** The number of items sold together. **Note:** When an item is attached to a Fuel Department, the Price field expands to three-digits after the decimal place.
Change Price Reason	Where necessary, choose the appropriate reason for the price change.
Mix and Match code	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. To activate this feature, check the system parameter **Update All Mix and Match Group if One PLU Changed** (see “System Parameters”). 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 **No** if you choose not to do so.
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 Tare Weights option (see the “Database Management” 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	**Type:** Enter the relevant type. **Price/Quantity:** The bonus price and the quantity sold at the bonus price.

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

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

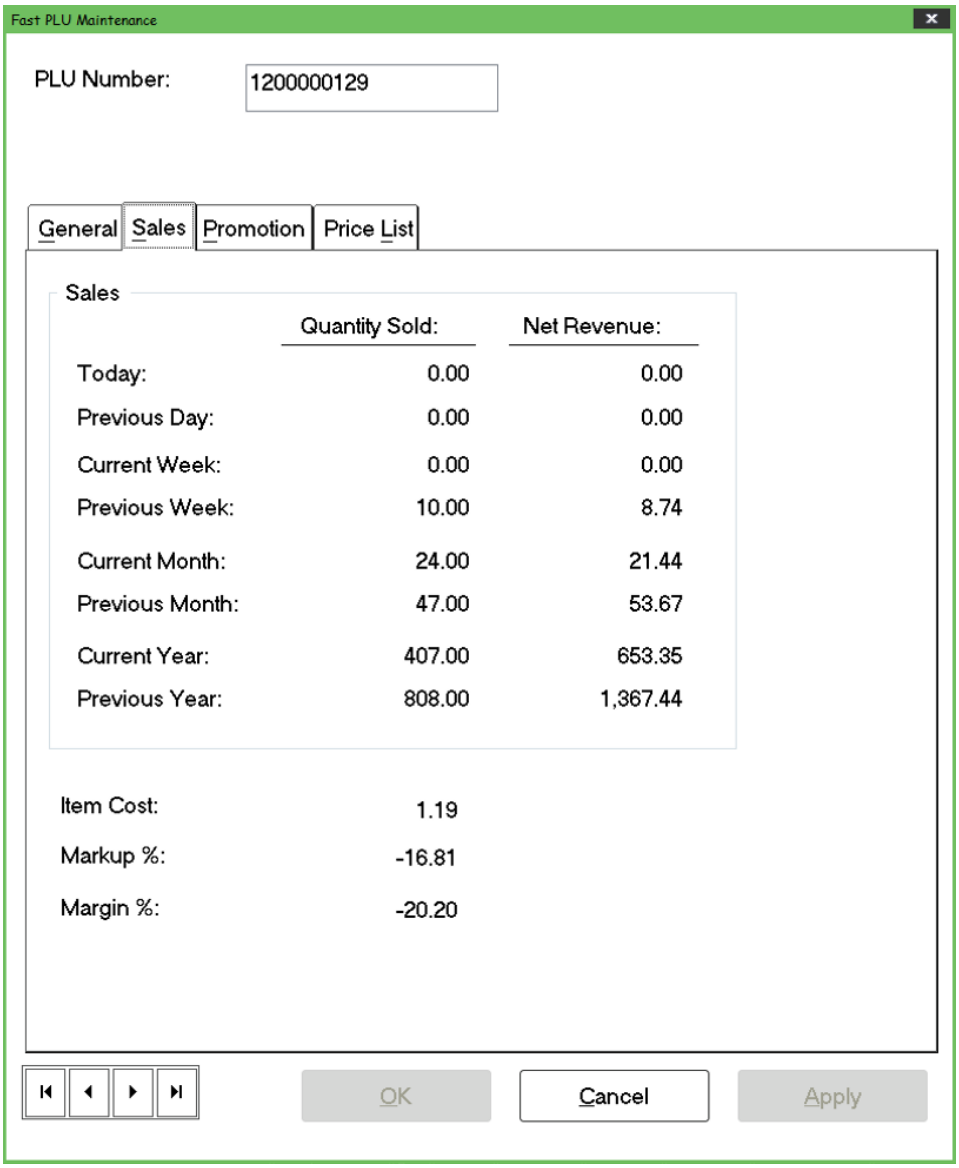


Figure 3-89: Fast PLU Maintenance - Sales Tab

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

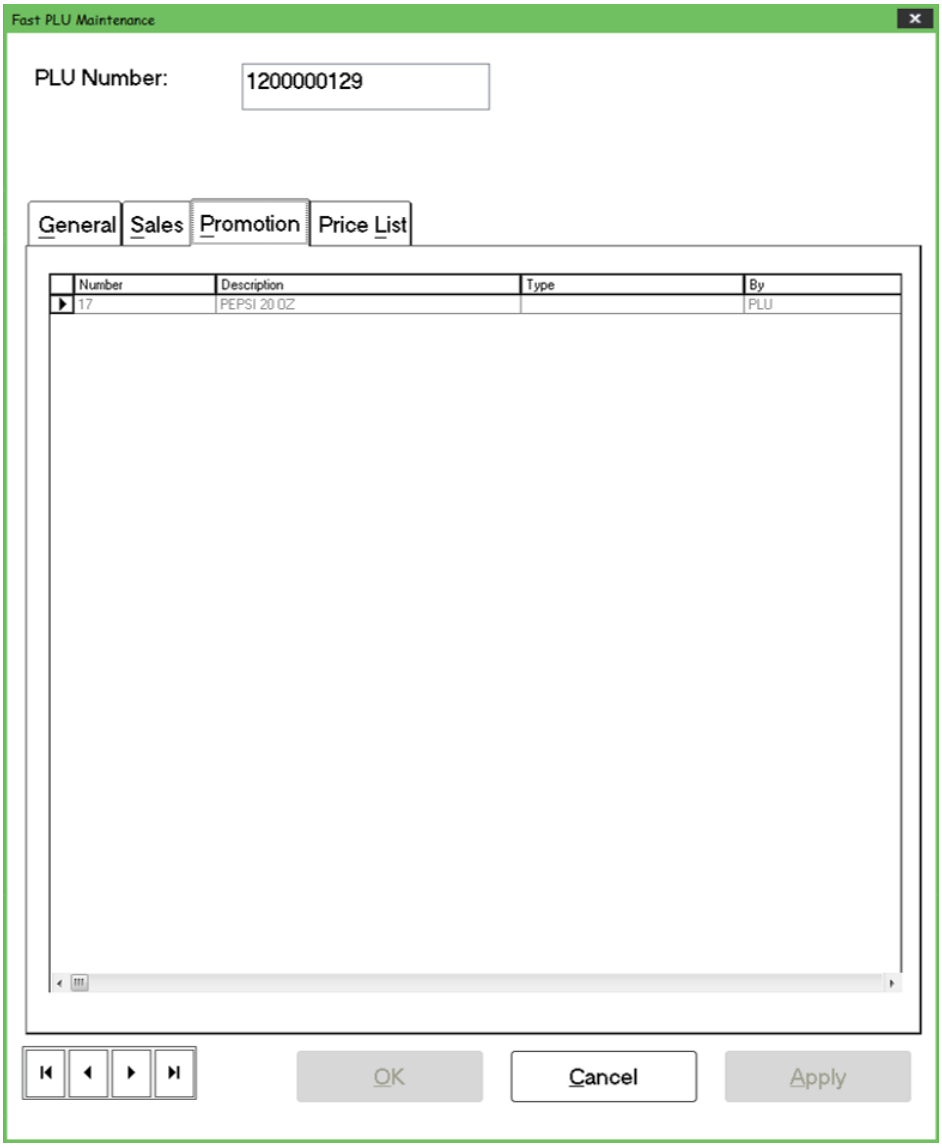


Figure 3-90. Fast PLU Maintenance - Promotion Tab

8. If Price Lists have been enabled, click the **Price List** tab to display or make price list changes for the item.

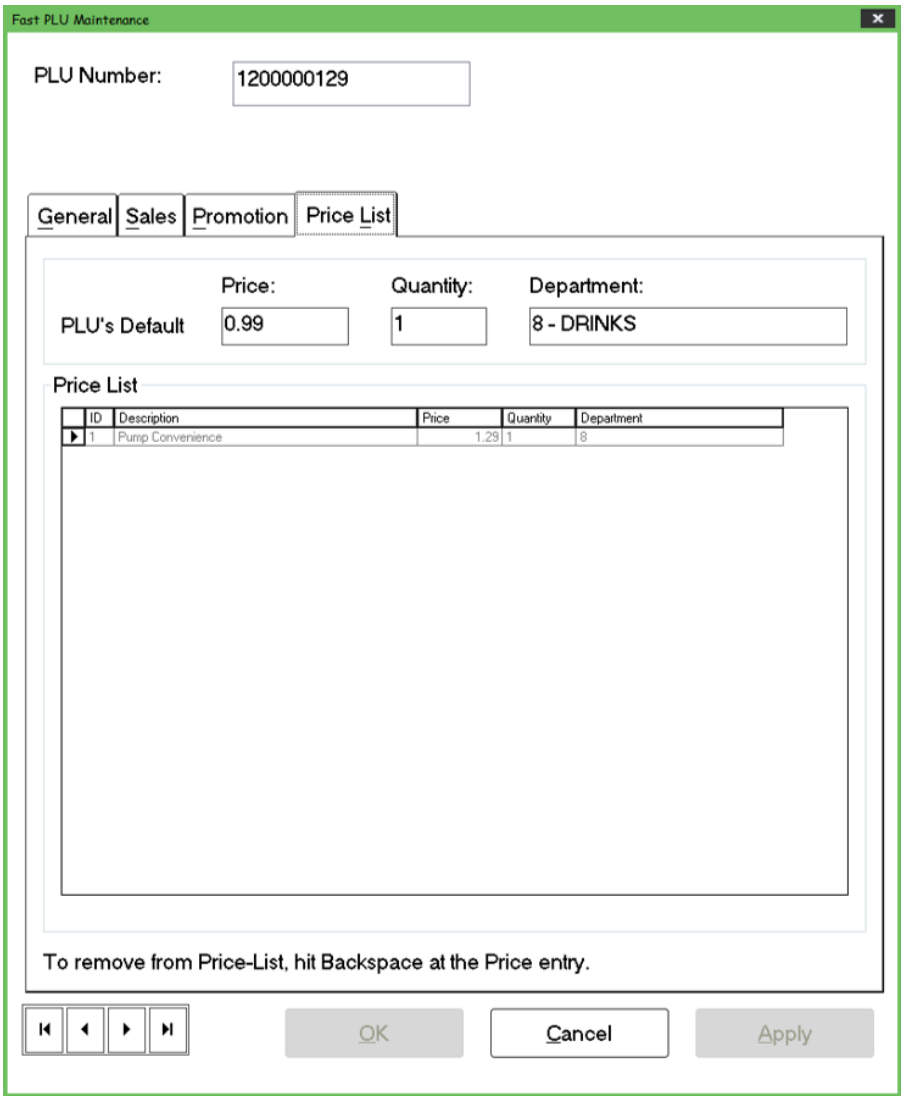


Figure 3-91. Fast PLU Maintenance - Price List Tab

Field	Description
Price	Enter the new price for the specified price list.
Quantity	Enter the number of items to be sold jointly at the specified selling price. If left blank, the default quantity from the item record will be used.
Department	Enter the department where item sales for this price list will be reported. If left blank, the default department from the item record will be used.

3.2.5 PLU Groups (Base)

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.

3.2.5.1 Adding a New PLU Group

This function enables you to define a new PLU group.

To add a new PLU group

1. From Item Management > Item Maintenance, select **PLU Groups**. The PLU Groups list appears.

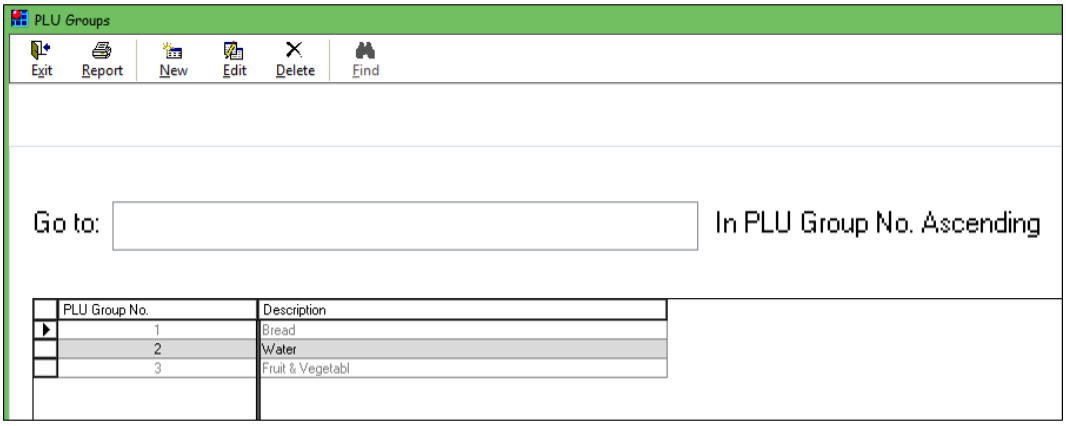


Figure 3-92. PLU Groups Maintenance - PLU Groups List

2. On the toolbar, select **New**. The PLU Groups Maintenance dialog box appears. Items from the PLU Group Maintenance dialog box display on the PoS terminal when cashiers select a group.

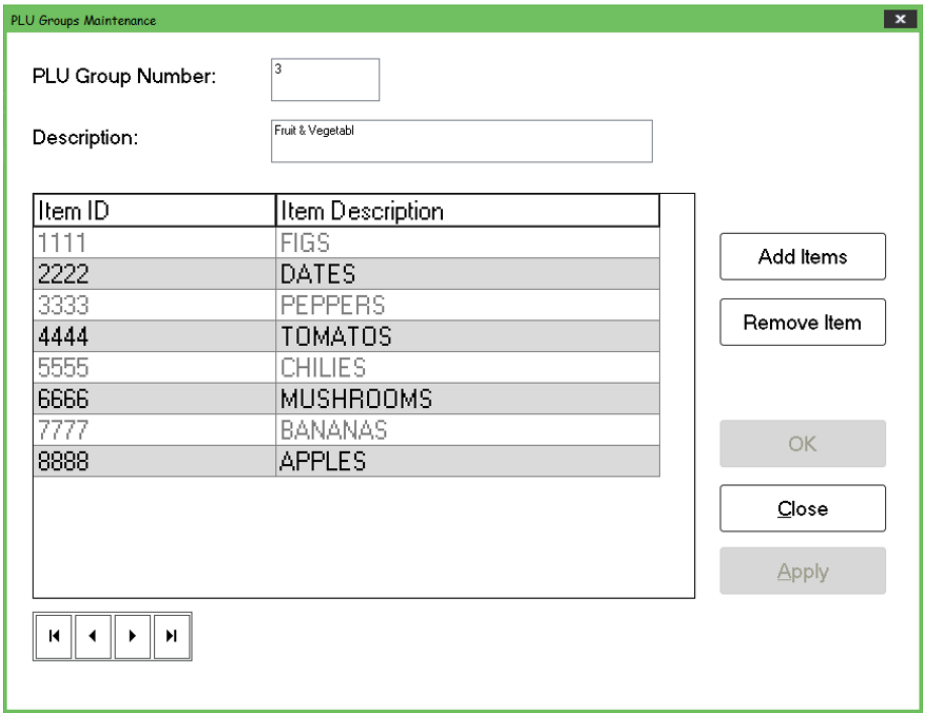


Figure 3-93. PLU Groups Maintenance - Group Maintenance Dialog

3. Enter the Group number and a description and 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 item and click **Remove Item**.
7. Click **OK** or **Apply** to save.

Note:

Use the Report button to generate the PLU Group Report displaying the PLU Number and PLU Name for all groups (in group number order).

3.2.6 DEA Groups (Base)

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

3.2.6.1Adding 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 Item Management > Item Maintenance, select **DEA Groups**. The DEA Groups list appears.

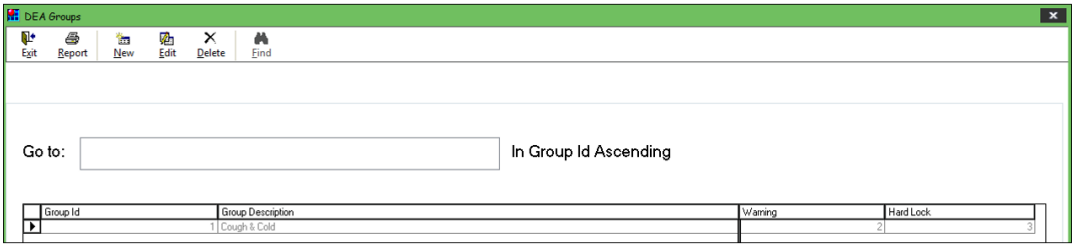


Figure 3-94. DEA Groups List

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

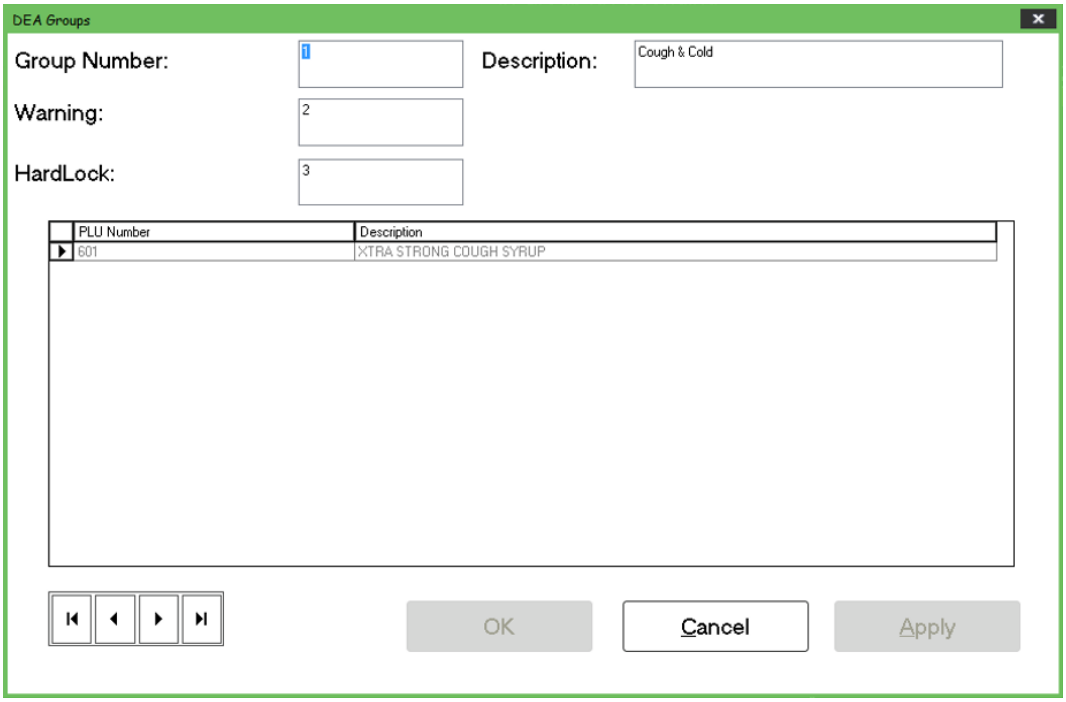


Figure 3-95. DEA Groups Dialog

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. Use the **PLU Maintenance** application to link the appropriate DEA groups to items as necessary.

3.2.7 PLU – Change Price Reason (Base)

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 a list of reasons is built, use them in **PLU Maintenance** and **Fast PLU Maintenance** any time to make a change to a PLU.

3.2.7.1 Adding PLU Change Reasons

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

To add PLU Change Reasons

1. From Item Management > Item Maintenance, select **PLU - Change Price Reasons**. The PLU Change Price Reasons list appears.
2. Click **New**. The PLU Change Price Reasons dialog box appears.

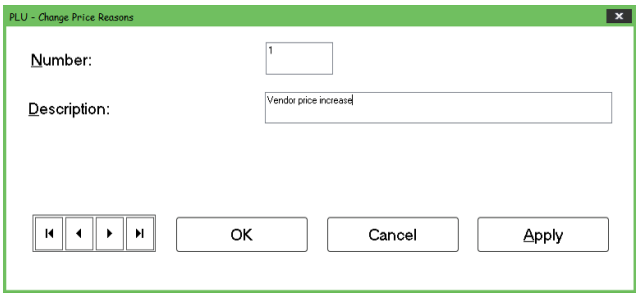


Figure 3-96. PLU Change Reasons Dialog

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

3.2.8 Price Group (Base)

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 "Promotion Management" in this manual.

3.2.8.1 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

5. From Item Management > Item Maintenance, select **Price Group**. The Price Group list appears.

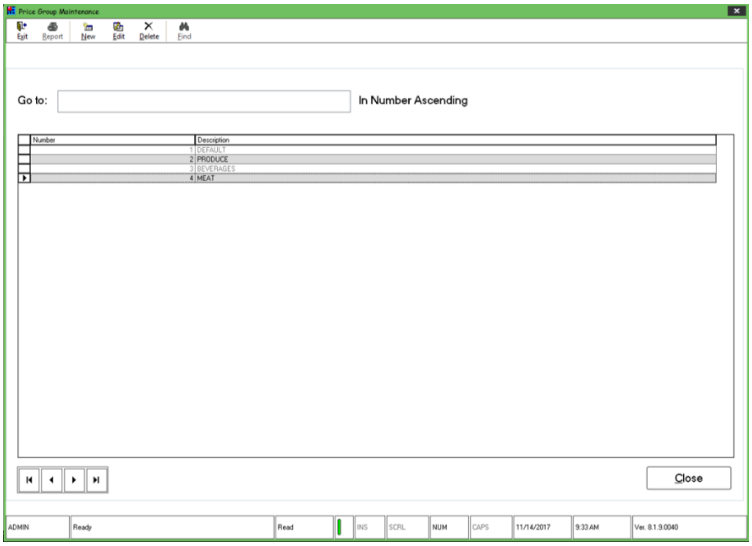


Figure 3-97. PLU Groups List

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

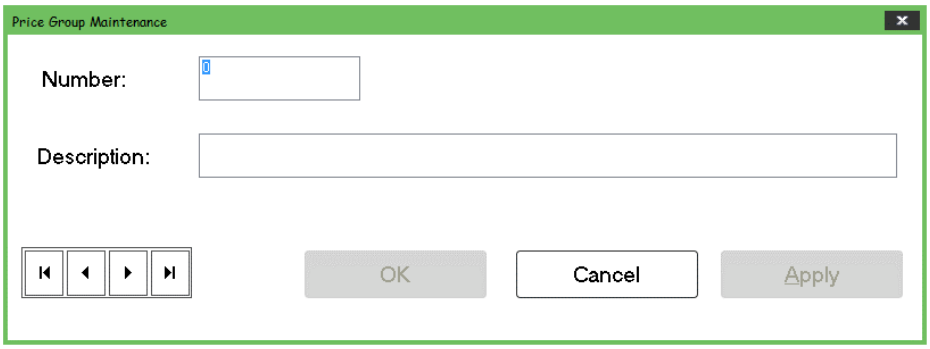


Figure 3-98. Price Group Maintenance Dialog

7. Enter the number and description.
8. Click **OK** or **Apply** to save.
9. Go to PLU Maintenance to link the appropriate price groups to items as necessary.

3.2.9 PLU Inquiries (Base)

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.

3.2.9.1 Using PLU Inquiries

This function works like 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 use PLU Inquiries

1. From **Item Management > Item Maintenance**, select **PLU Inquiries**.
   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.

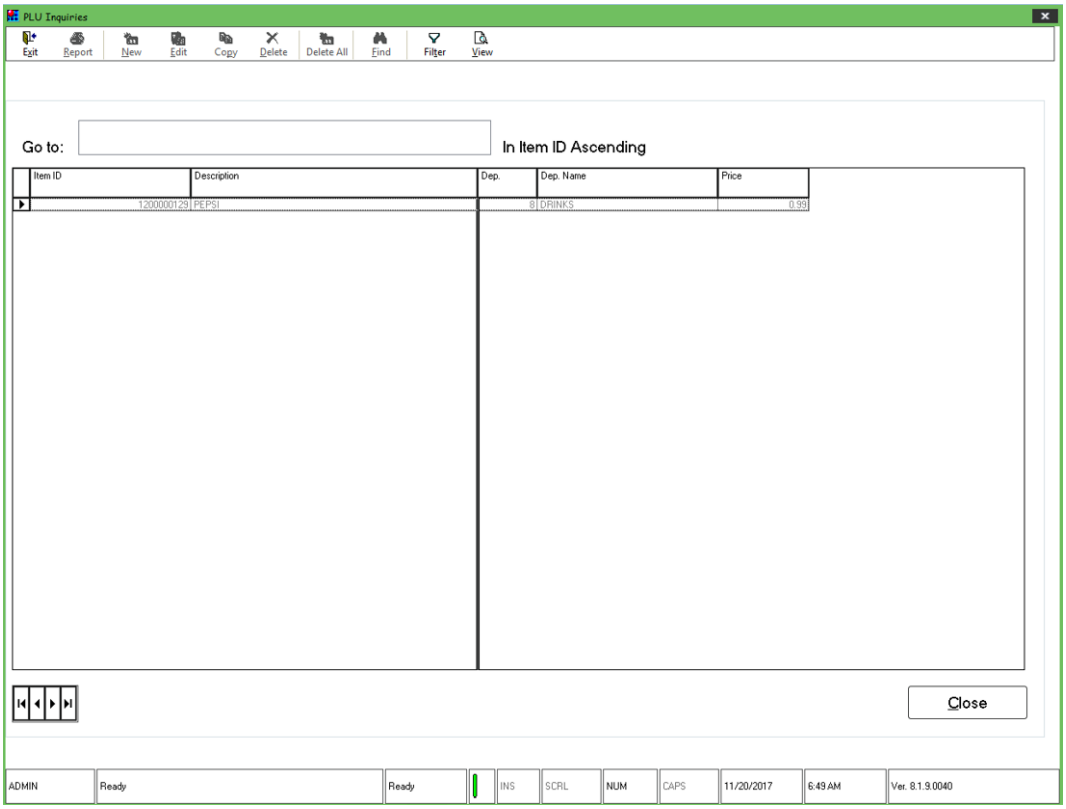


Figure 3-99. PLU Inquiries Dialog

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

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

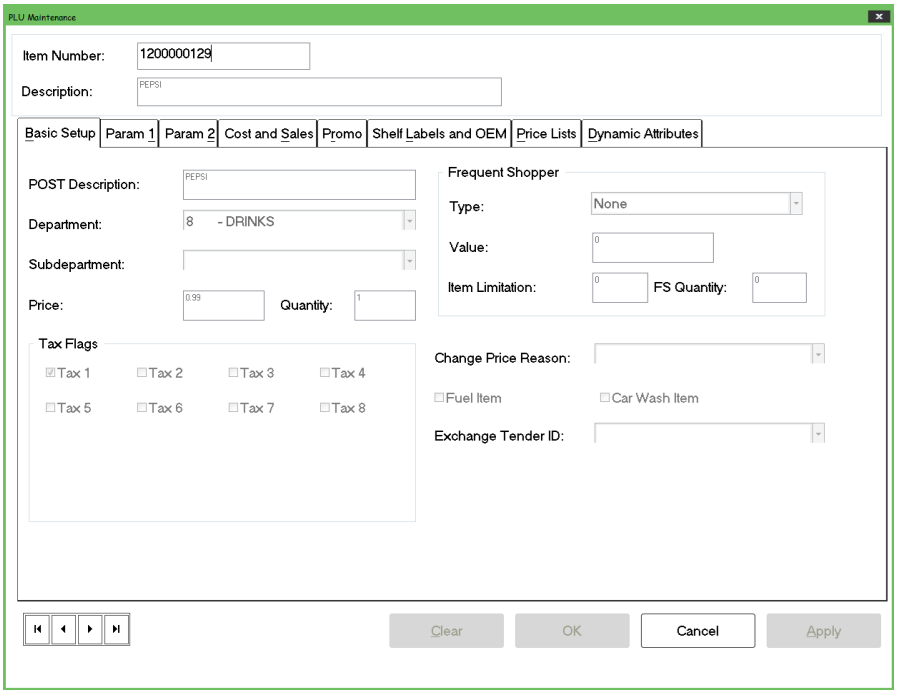


Figure 3-100. PLU Maintenance - Basic Setup Tab

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.

3.2.10 Price List Maintenance (Base)

Use the Price List Maintenance feature to:

- Establish price list categories
- Add items to a price list
- Remove items from a price list
- View items attached to a price list

Price Lists Maintenance is operational only if the “Price Lists in System” General System parameter (located in the **General System Parameters** application, Store > Front Office > PLU and Batch > PLU Options > Price Lists) is enabled.

3.2.10.1 Adding Price Lists

This function enables the user to create a new price list. Once defined, add items to the price list (either here or through the **PLU Maintenance** application).

To add a new price list

1. From Item Management > Item Maintenance, select **Price List Maintenance**. The Price List Maintenance screen appears.

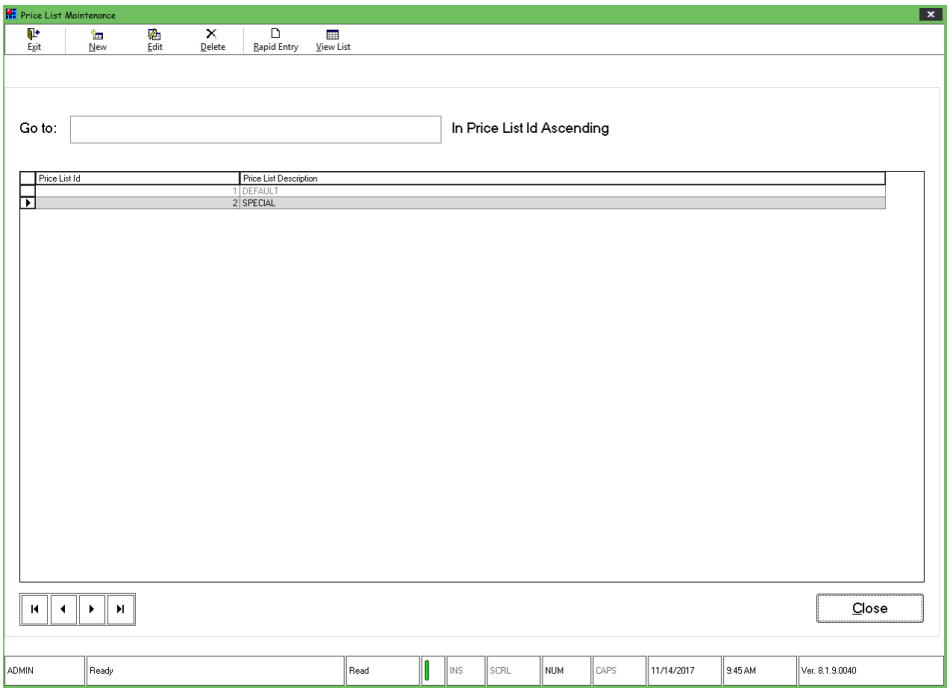


Figure 3-101. Price List Maintenance

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

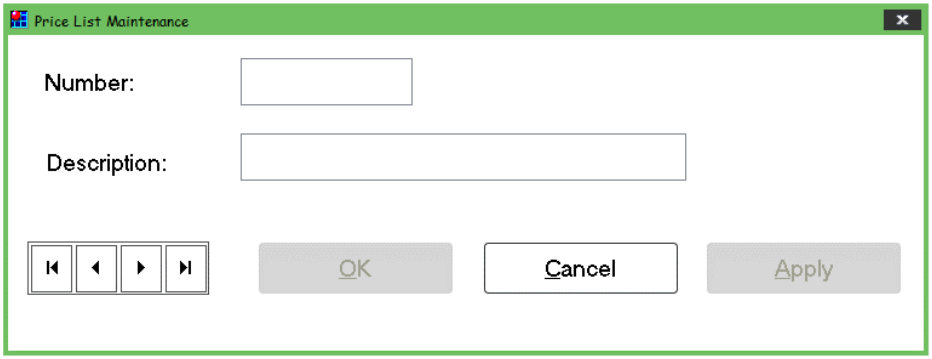


Figure 3-102. Price List Maintenance Dialog

3. Enter an identification number and description for the price list.
4. Click **OK** or **Apply** to save.
5. Go to PLU Maintenance (or see Rapid Entry Maintenance below) to add items to the price list.

3.2.10.2 Using the Rapid Entry Function

Once you have created the price lists, use the Rapid Entry function to quickly add items to the selected price list.

To add items to a price list using Rapid Entry

1. From the Price List Maintenance window, highlight (click) the price list you wish to add items to and click **Rapid Entry**. The Price List Rapid Entry Maintenance screen appears and your cursor is placed in the PLU field.

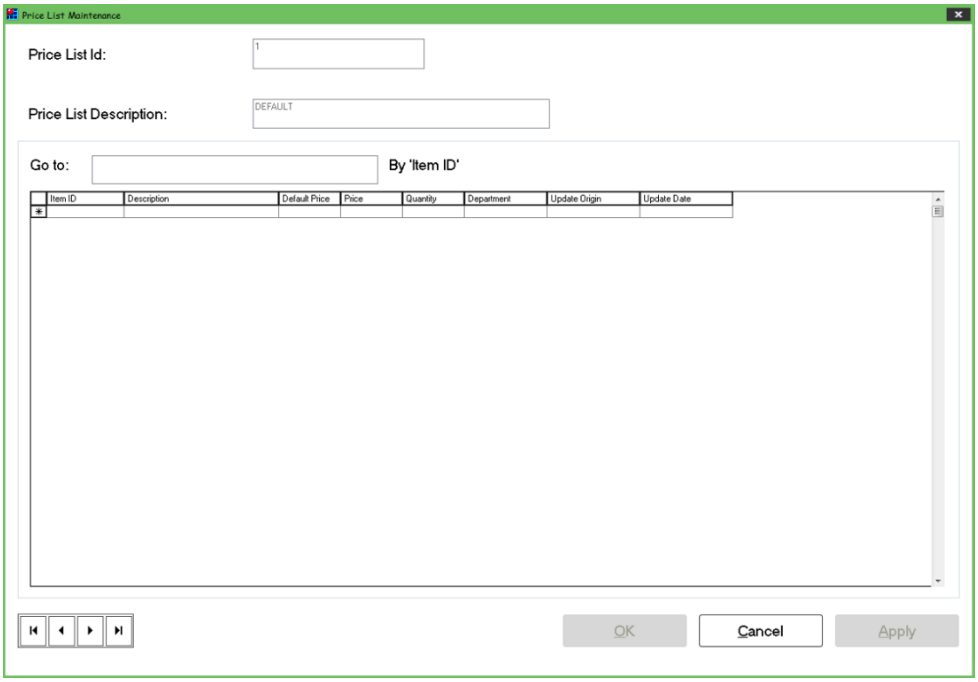


Figure 3-103. Price List Rapid Entry Maintenance

2. Key in the PLU number to add to the list and press **ENTER**. The default price for the item appears and you are prompted to enter a price list price.

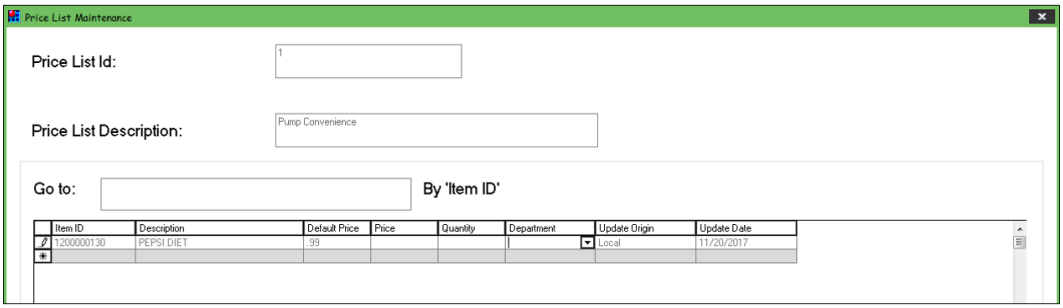


Figure 3-104. Price List Rapid Entry Maintenance - Item Entered

Note:

If the item has previously existed in the price list, the current price list price will be displayed. You may override this price or press **ENTER** to enter another PLU number.

3. Enter the price list price and press **ENTER** to continue.
4. (Optional) In the Quantity field, enter the number of items to be sold jointly at the specified selling price (if different from the default).
5. (Optional) Click the Department field's selection arrow and choose the department default where item sales for this price list will be reported. (If left blank, the default department from the item record will be used).
6. Repeat steps 3 through 5 for each item to add to the list.
7. When finished click **OK** or **Apply** to save.

3.2.10.3 Using the View List Function

Use the View List function to see all items within a price list and to optionally remove (unlink) them.

To view the items within a price list

1. From the Price List Maintenance window, highlight (click) the price list you wish to view and click **View List**. The View List screen appears, displaying all items within the price list.

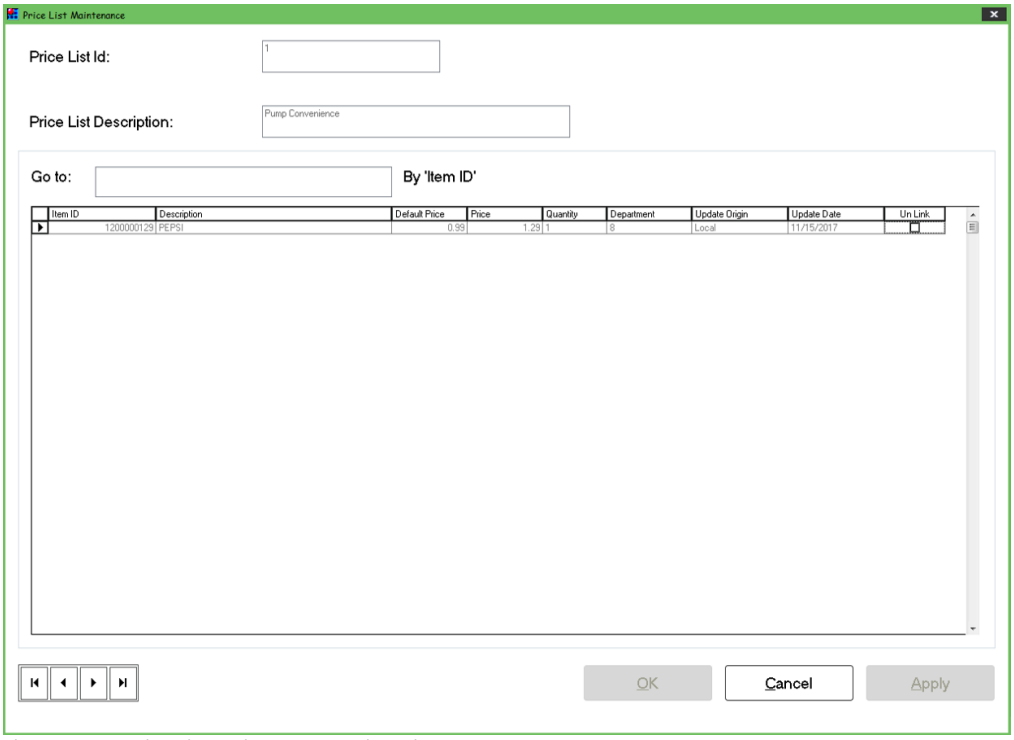


Figure 3-105. Price List Maintenance - View List

2. (Optional) To remove an item from the list, check (click) the **Unlink** box.
3. When finished click **OK** or **Apply** to save. The delete confirmation message appears:

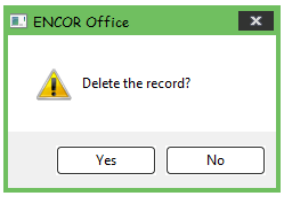


Figure 3-106. Delete Confirmation

4. Click **Yes** to remove (unlink) the items from the price list.

Note:

You can remove the price list completely by highlighting the list and clicking *Delete*. A price list delete confirmation screen will display:

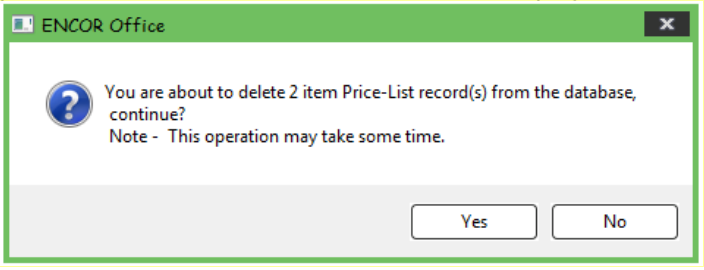


Figure 3-107. Price List Delete Confirmation

Click *Yes* to remove the price list.

3.2.11 Fuel Product Codes

Fleet Cards can be accepted at the POS terminal for payment on fuel, fuel-related items, and selected merchandise items. Items eligible to be purchased with a Fleet Card must be identified and attached to a product code within Fuel Product Codes Maintenance.

Note:

A Fleet Card is a credit card provided for commercial car fleet management. Fleet Card providers require that all items sold and paid for with a Fleet Card be identified with a product code. Each product sold must have a three-digit number code that associates it to a group (Motor fuels, General Merchandise, Tobacco, etc.)

3.2.11.1 Adding a New Fuel Product Code

This function enables you to create a new Fuel Product Code and attach eligible items.

To add a new fleet card product code

1. Select **Fuel Product Codes** from the ENCOR Item Management folder. The Fuel Product Codes Maintenance screen displays all established product codes in the grid.

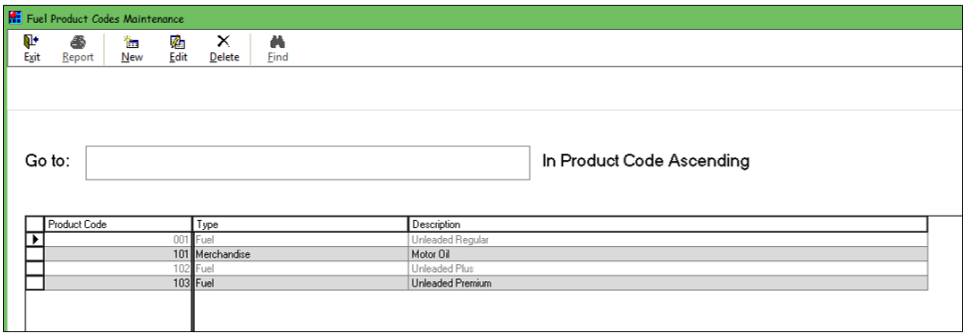


Figure 3-108. Fuel Product Codes Maintenance

2. From the Fuel Product Codes Maintenance screen, click **New**. The Fuel Product Codes Maintenance screen appears.

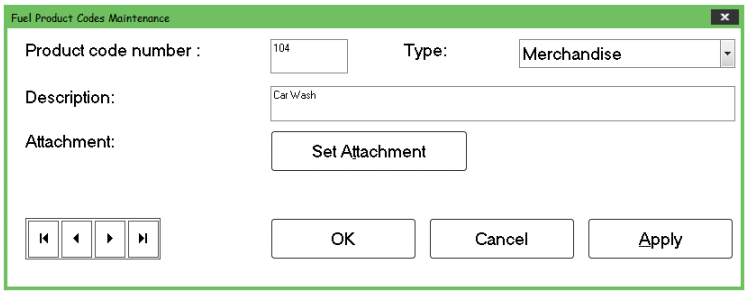


Figure 3-109. New Fuel Product Code Dialog

3. Enter a product code, select a product type, and enter a description. These fields are explained in the section that follows.
4. Click **Set Attachment**. The Set Attachment screen appears.

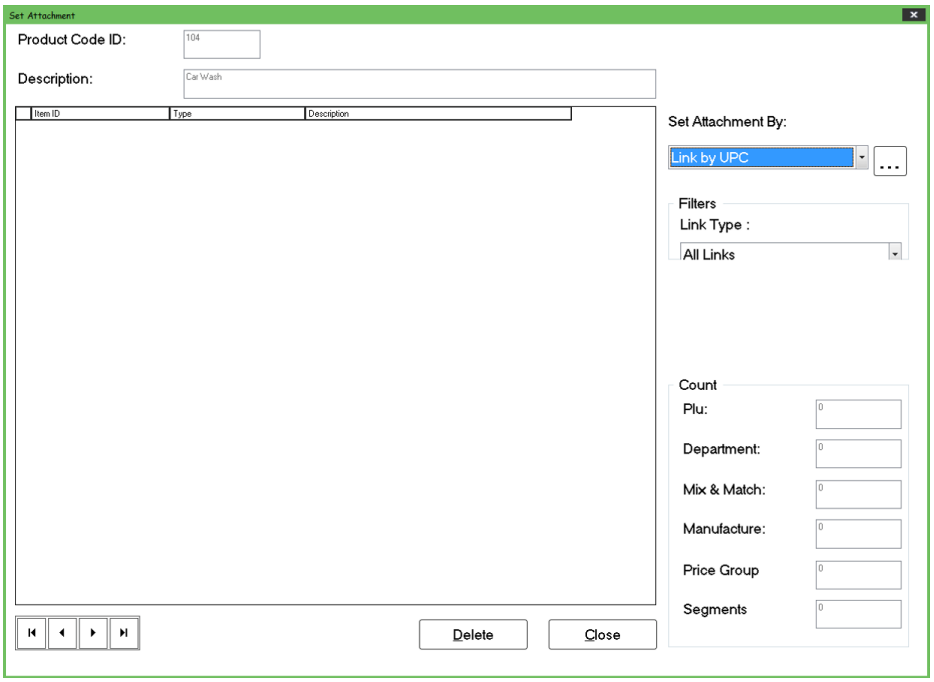


Figure 3-110. Set Attachment

5. Click the **Set Attachment By** field's selection arrow and choose the criteria you wish to use to attach items.
6. Click the ellipsis button [...] and use either the PLU Item Selector or Department Multi Selector to identify the items to link to this product code.
7. When the list is complete and all linked items are displaying, click **Close**. The Set Attachment screen appears with the product code being edited displaying.
8. Click **OK**. Repeat steps 1 through 8 for each product code to add.

Note:

An item can only be attached to one product code.

3.2.11.2 Fuel Product Code Fields

The Fuel Product Codes screen contains the following fields:

Field	Description
Product Code	A number (1-999) used to identify items for Fleet Card purchasing.
Type	Click the field's selection arrow and choose between a Fuel and Merchandise product type.
Description	A description for the product code.

3.2.12 Dynamic Item Attributes Maintenance (Base)

ENCOR supports attaching items to NCR Loyalty (LPE) Promotions using Dynamic Item Attributes (DIA) established using Dynamic Item Attributes Maintenance (see page 3-104).

Note:

Attributes may also be maintained using General Batches (using Dynamic Attribute Maintenance Batch Types).

To add a new Dynamic Item Attribute:

1. Select **Dynamic Item Attributes Maintenance** from ENCOR PLU Management. The Dynamic Attributes Maintenance screen displays all established attributes in the grid:

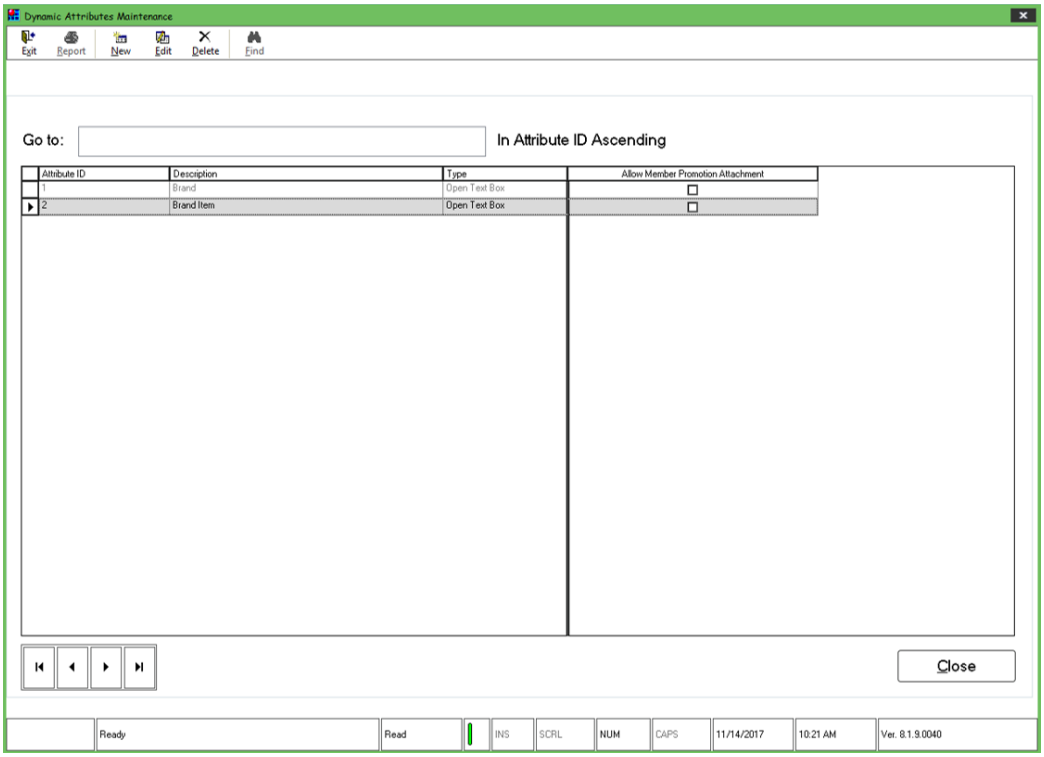


Figure 3-111. Dynamic Attributes Maintenance

2. Click **New**. The Linked Items Maintenance window appears:

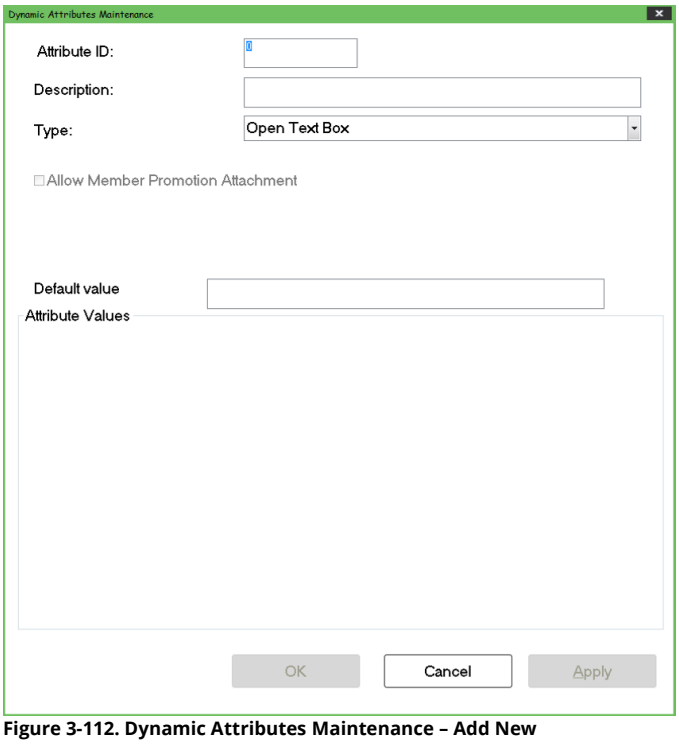


Figure 3-112. Dynamic Attributes Maintenance – Add New

3. Enter an unused identification number in the Attribute ID field.
4. Enter a description code in the Description field**.**
5. Click the **Type** field's selection arrow and choose one of four DIA types:
   - Open Text Box
   - Drop Down List
   - Numeric Value
   - Yes/No
6. For the DIA type selected (and in bold below), complete the following fields:
   - **Open Text Box** – Enter the default text to use when assigning the DIA to an item.

Figure 3-113. Default value Field

   - **Drop Down List** – Check the **Allow Member Promotion Attachment** checkbox to enable this attribute to be attached to loyalty promotions (when attaching items locally).

Note: **Note:**

In sites using Advanced Loyalty features, DIAs can be used for attaching items to promotions locally through the Set Attachment link in Loyalty Member Promotion Maintenance.

   - **Drop Down List** – In the Attribute Value ID field, enter an unused identification number. In the Description field, enter a description for the

value and (optionally) check **DefaultVal** to make this value the default to use when assigning the DIA to an item. Complete the grid until all values are defined.

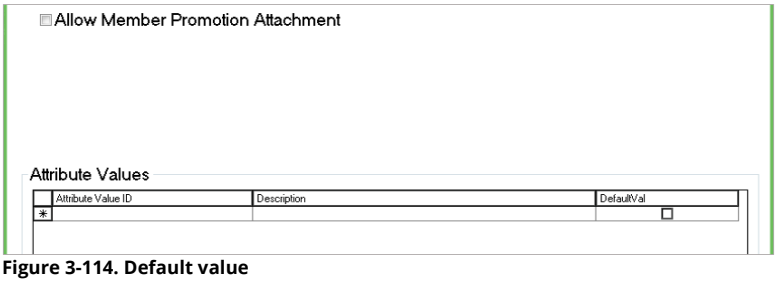


Figure 3-114. Default value

- **Numeric Value** – Click the **Number of Decimals** field selection arrow and select the number of decimal places (0, 1, 2, 3 or 4) to use for the Default Value field.
- **Numeric Value** – Enter the default value to use when assigning the DIA to an item.

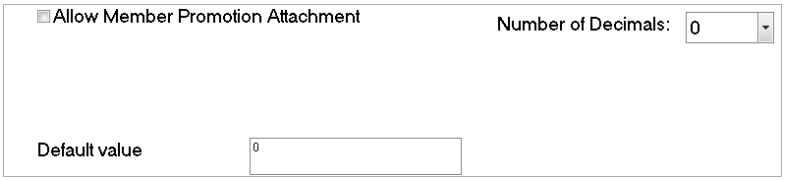


Figure 3-115. Numeric Value

- **Yes/No** – Click the radio button for the default to use when assigning the DIA to an item.

7. Click **OK** when finished.
8. Repeat steps 1 through 6 to for each DIA to define.
9. When finished, click **Close** to return to the ENCOR main window.

Note:

If a Dynamic Item Attribute is deleted from Dynamic Attributes Maintenance (by pressing the **Delete** button), the following warning message displays:

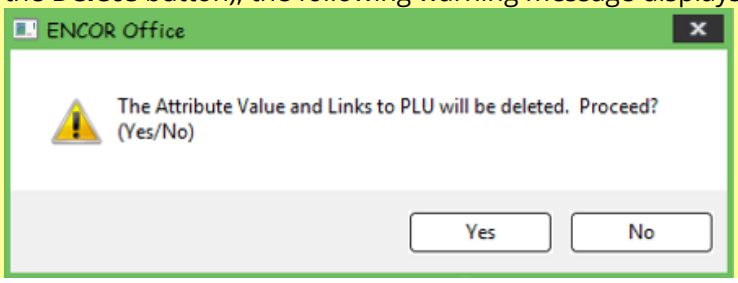


Figure 3-116. Delete warning message

If **Yes** is selected, the DIA link to all items in PLU Maintenance that have the assigned attribute will be automatically severed.

3.2.13 Linked Items (Base)

Linked Items Maintenance is used to establish groups of one or more deposits/fees associated with an item's sale. When an item with an attached Linked Items Code is sold or returned, all the deposits and/or fees attached to the linked item code are automatically added or removed from the ticket (respectively).

Note:
Bottle deposits can also be attached to Return Types in Return Type Maintenance and linked to a PLU using the Return Code field in PLU Maintenance (Parameters 2 Tab). Return Type Maintenance is limited to 251 Return Types. Up to 9,999 Link Items codes can be created in Linked Items Maintenance.

3.2.13.1 Adding a New Linked Items Code

This function enables you to create a new Linked Item Code and attach eligible items.

To add a new Linked Items code:

1. Select **Linked Items** from ENCOR Item Management. The Linked Items Maintenance screen displays all established linked items codes in the grid.

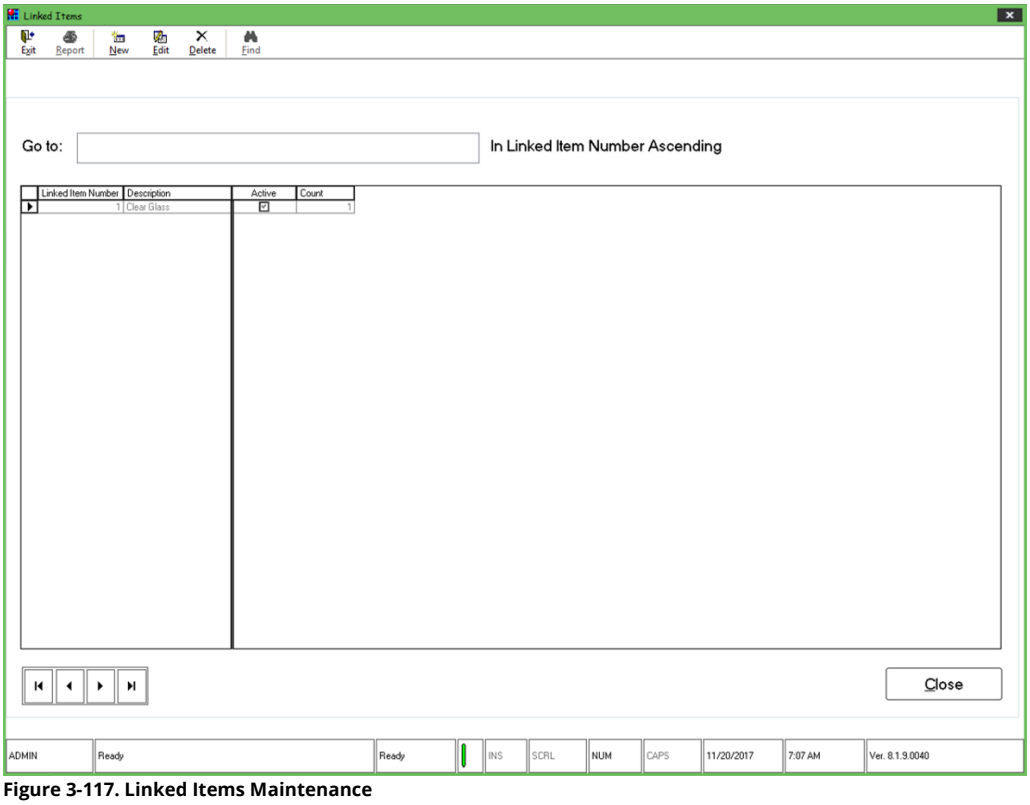


Figure 3-117. Linked Items Maintenance

2. Click **New**. The Linked Items Maintenance window appears:

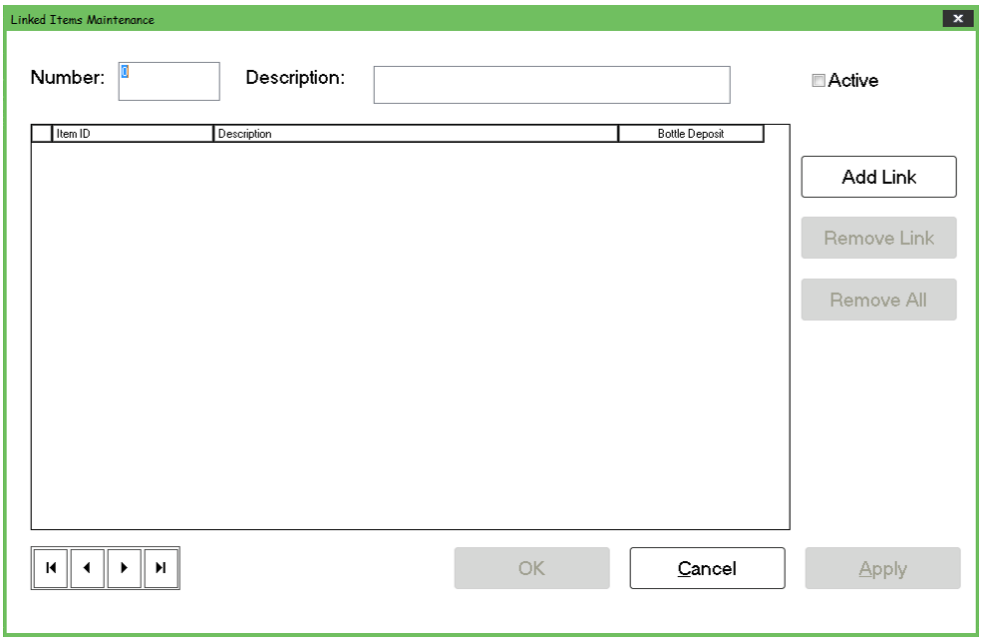


Figure 3-118. Linked Items Maintenance Dialog

3. Enter an unused linked item code in the Number field.
4. Enter a description code in the Description field.
5. Click the **Active** flag to set the link to active.

Note:
If the Active flag is unchecked, the link will be ignored for any PLU items with this link.

6. Click **Add Link**. The PLU Item Selector window displays.

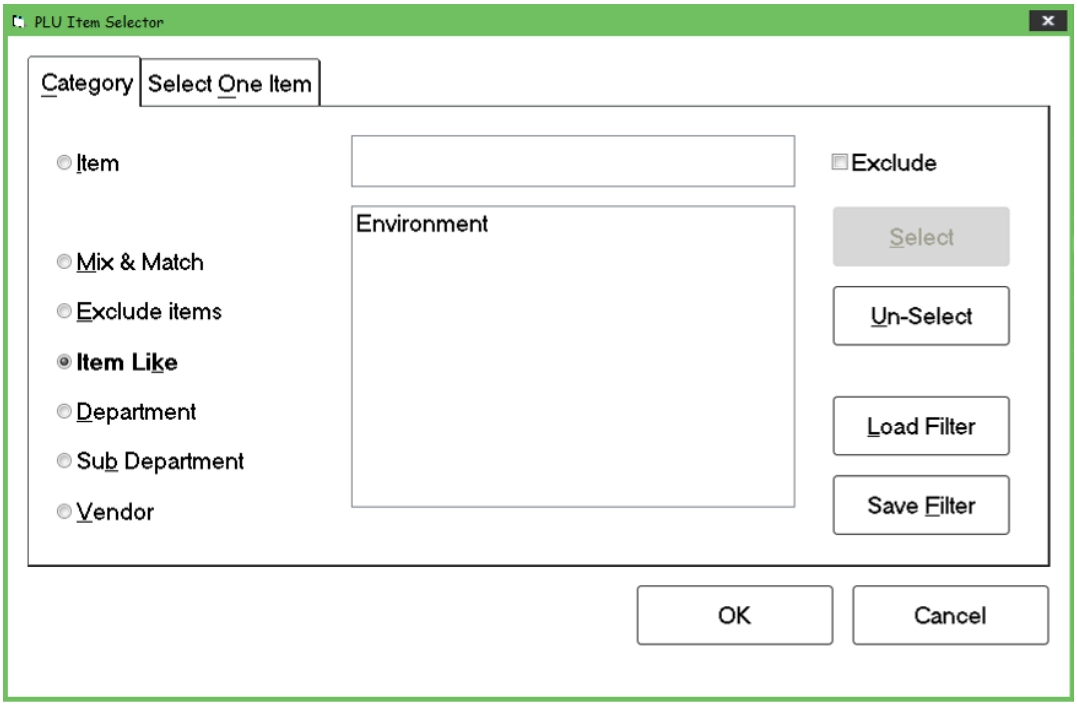


Figure 3-119. PLU Item Selector

7. Enter the PLU number of the "link to" item (i.e. deposit, fee, etc.) and click **OK**. The item will be added to the Linked Items Maintenance list.

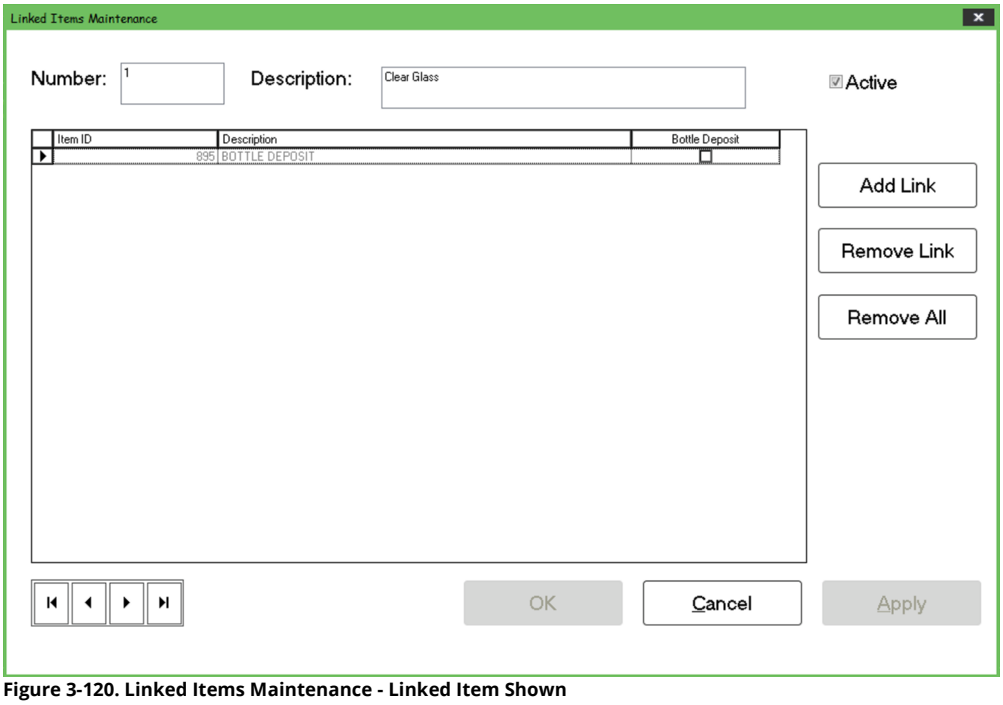


Figure 3-120. Linked Items Maintenance - Linked Item Shown

Note:

In the PLU Item Selector, you may select a different category search type. Key in the search criteria and press **ENTER**. Click the **Select One Item** tab to see the results list of items from which to choose.

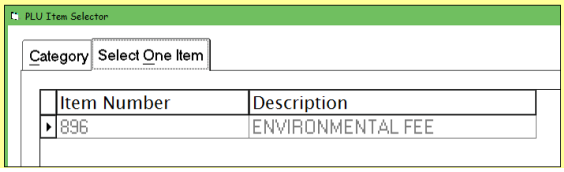


Figure 3-121. PLU Item Selector - Select One Item

Highlight the desired item from the list and click **OK**. If more than one item is selected at a time, the following error message displays:

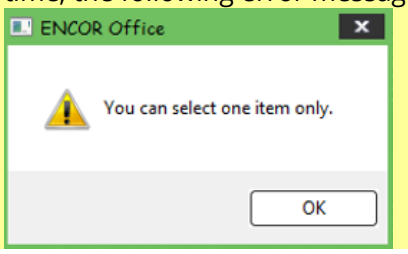


Figure 3-122. PLU Item Selector – Error

Note:

Remove a previously selected (highlighted) item by clicking **Remove Link** (or remove all listed items by clicking Remove All).

8. (Optional) Click (check) the **Bottle Deposit** flag to indicate the link is a bottle deposit.

Note:

When items are sold with linked items flagged as “Bottle Deposits,” sales are reported in the Bottle Deposit totals on the Store Sales Report. Likewise, when items are returned with linked items flagged as “Bottle Deposits,” Bottle Deposit totals are credited on the Store Sales Report.

9. Repeat steps 6 through 8 if you wish to add multiple items (i.e. deposits, fees, etc.) to the link.
10. When finished, click **OK** to return to the Linked Items screen (displaying the new Linked Item Code).
11. Attach the Linked Items Codes to desired items using the Linked Items field on the Parameters 2 tab (in either the PLU Maintenance or PLU Batch Item Maintenance screens).

Note:

Deleting the Linked Item Code from this screen deletes the attachment to Linked Items in PLU Maintenance (Parameters 2 tab).

3.3 Batch Maintenance

3.3.1 Introduction

Use the **Batch Maintenance** menu to access the back office application, **Batch Maintenance**, or the front office applications, **PLU Batches (Base)** and **Fast PLU Batches (Base)**. The **PLU Selection Criteria (Base)** application can also be accessed here to easily select PLUs from predefined or customized groups to create batches.

The **Batch Maintenance** application described below is intended to be used as a replacement for the **PLU Batches (Base)** and **Fast PLU Batches (Base)** applications if a store is using back office applications. **Batch Maintenance** works in tandem with the **Item Maintenance** application and provides features that are not part of the front office applications.

3.3.2 Batch Maintenance

A batch in **ENCOR** is a grouping of item price maintenance records which share the following properties:

- Batch number
- Price type (displayed as batch type)
- Description
- Start on date
- End on date
- Keep flag

The values of these properties are recorded in a batch record when a batch is created and when a batch is opened. The item changes are recorded in price maintenance records which are kept with the batch record.

The **Batch Maintenance** application is the launching point for creating and opening batches in **Item Maintenance** and a tool for importing, exporting, managing, and processing batches. It provides a commanding view of all batches in **ENCOR** and numerous functions to manage and perform actions on them. The grid view supports sorting and filtering capabilities so it is easy to focus on batches by their Processed status, Start On and End On dates, and Price or Batch Type.

The **Batch Maintenance** application can be opened from the Application Menu Bar and from within the **Item Maintenance** application.

- To access Batch Maintenance from the **ENCOR** Application Menu Bar go to **Item Management > Batch Maintenance**.
- To access Batch Maintenance from the Item Maintenance application, select **Load Batch Form** from the Batch menu.

When the **Batch Maintenance** application is first opened, a grid view of all the batches in **ENCOR** is displayed, and the batches are listed in ascending order by batch number as pictured below. However, this view can be easily modified using the sorting and filtering capabilities described in the next section.

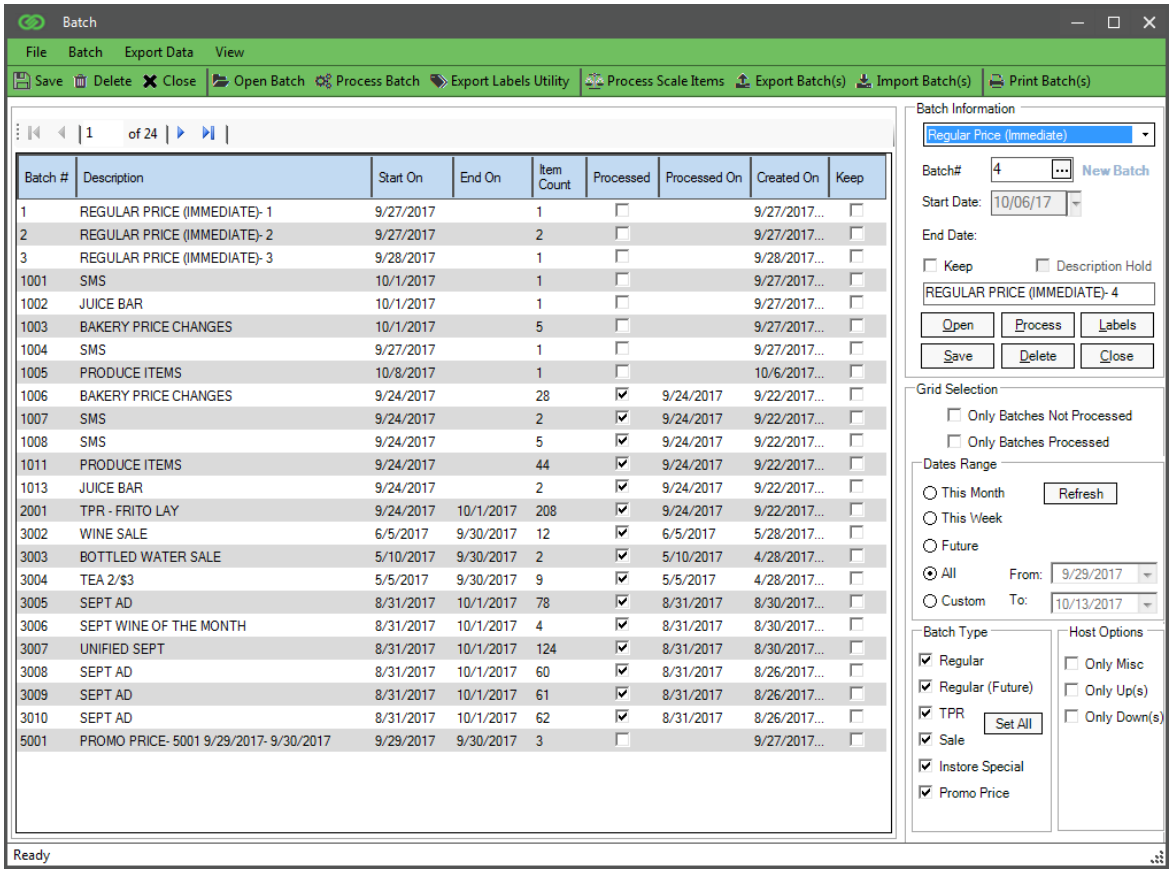


Figure 3-123. Batch Maintenance - Open

3.3.2.1 Window Layout and Features

The **Batch Maintenance** application's main window has a menu and toolbar and a content area that is divided into three parts which are described in more detail below.

1. Batch Grid View (left) – Displays the batches in **ENCOR** in a scrolling grid view and allows them to be selected for editing, processing, label printing, and exporting.
2. Batch Information (top right) – Provides entry fields for new batches to be created and the properties of a selected batch to be modified.
3. Grid Selection (bottom right) – Provides options (processed status, Dates Range, Batch Type, and Host Options) for filtering the batches displayed in the grid view.

3.3.2.2Batch Grid View

The left part of the screen displays the batches in **ENCOR** in a scrolling, grid view. A single batch can be selected for editing, and multiple batches can be selected for processing, label printing, and exporting. The following actions are supported:

- Click on a single batch to edit its properties in the Batch Information area.
- Double-click on a batch in the list to open the batch in the **Item Maintenance** application.
- Click on one batch or multiple batches (using CTRL-click or SHIFT-click) and choose a toolbar option to perform one of the batch maintenance tasks described below.
- Click on a column header to sort the batches by that column.
- Right-click on the column header to sort by multiple columns, change which columns are displayed, or to export the content to Excel as shown below.

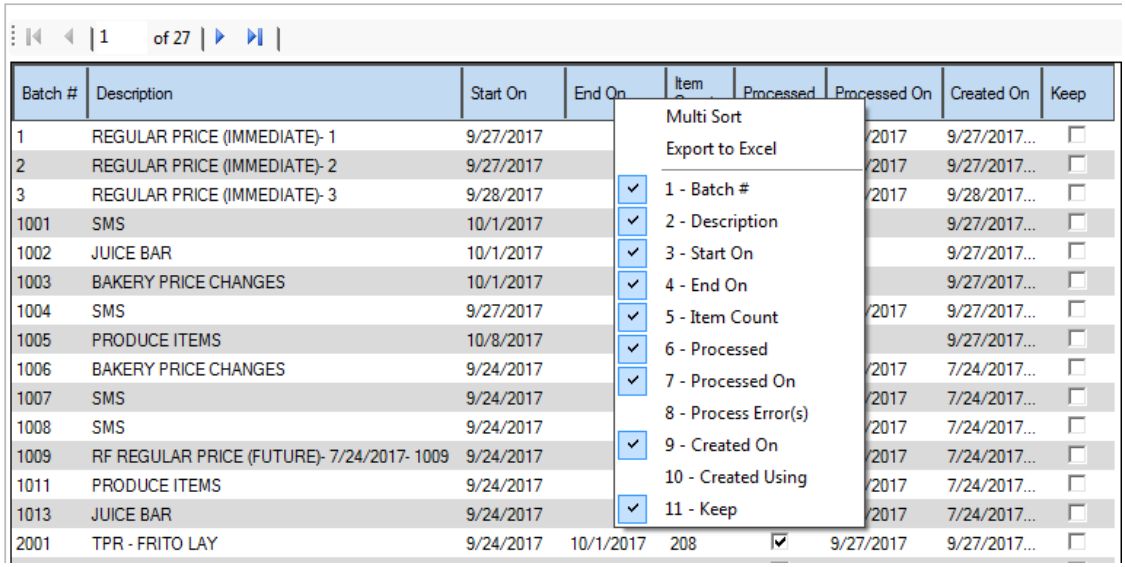


Figure 3-124. Batch Maintenance - Sort Columns

3.3.2.3Batch Information

The Batch Information box in the top right part of the screen contains the batch record fields where a new batch can be entered or an existing batch retrieved.

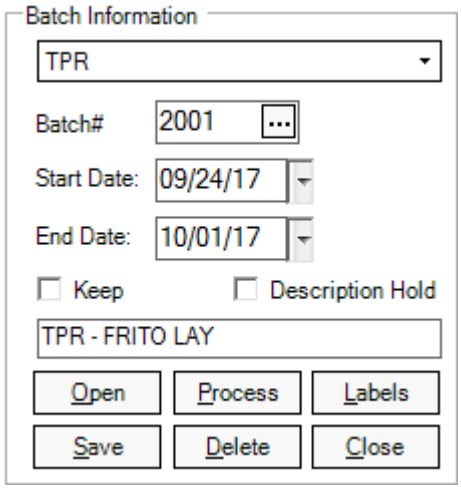


Figure 3-125. Batch Maintenance - Batch Information

The drop-down list at the top is the batch type which describes the type of price maintenance that is in the batch: Regular Price, TPR, Sale, etc. This field is described in detail in the "Batch Types and Numbers" section below.

The Batch# field serves as both an entry and lookup field. A new batch number can be entered to begin creating a new batch, or the batch number of an existing batch can be entered to retrieve that batch into this view.

The Start Date and End Date fields are used to define when the prices in the batch are effective.

The Keep checkbox is used to prevent the batch from being automatically deleted after its Start Date and End Date have passed beyond the system's defined number of keep days.

The Description Hold checkbox is used to prevent the Description field of a saved batch from being automatically changed when the Start Date or End Date is changed.

The last field which appears just below the Keep checkbox is the batch Description. This field is auto-populated (using the Batch Type and dates) when a new batch is entered but it can be overwritten with a description of up to 50 characters in length.

3.3.2.4 Grid Selection

The Grid Selection box in the bottom right part of the screen has multiple options for filtering the batches displayed in the Grid View. When the **Batch Maintenance** window is opened, the options are set as shown below so that all batches are displayed.

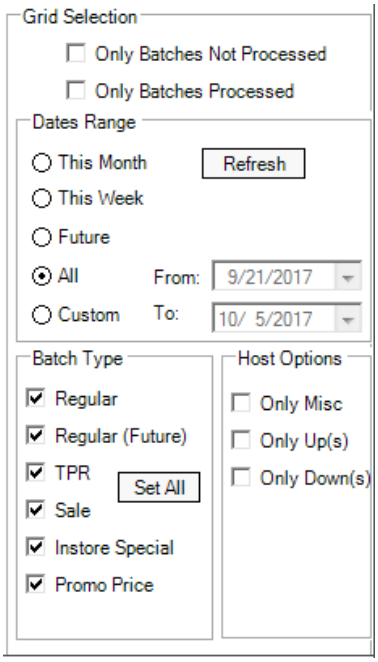


Figure 3-126. Batch Maintenance - Filter Batches

When one of the options is changed, the Grid View is updated immediately to display the batches that match the selected options.

- The Only Batches Not Processed and Only Batches Processed checkboxes are used to show batches based upon their processed status.
- The Dates Range options filter batches using the batch start date. For example, This Month will show batches with start dates in the current month. This Week will show batches with start dates that are in the current business week as defined in Site Setup. The Custom option can be selected to show batches that start within the date range entered in the From and To date fields.
- The Batch Type options are used to show only the batches of the types selected in the checkboxes. The SetAll button restores the default setting to show all batch types.

3.3.2.5Batch Types and Numbers

There are six batch types that can be created in **ENCOR**, and each one has a range of batch numbers that can be assigned. When a batch is being created and a batch type is selected, the next available batch number in the range for that batch type will be assigned. Similarly, if a batch number is entered first, the batch type is set automatically based upon the batch number range in which the entered batch number falls. The batch types and associated batch number ranges are described below.

- **Regular Price Immediate** - Batch numbers 1-999. This is for permanent price changes that are to be effective immediately. Therefore, the batch start date is today.

- **Regular Price Future** - Batch numbers 1001-1999. This is for permanent price changes that are to be effective in the future as specified by the batch Start Date.
- **Temporary Price Reduction (TPR)** - Batch numbers 2001-2999. This is for TPR pricing changes that are to be effective in the date range defined by the batch Start On and End On dates.
- **Sale** - Batch numbers 3001-3999. This is for sale pricing changes that are to be effective in the date range defined by the batch Start On and End On dates.
- **In-store Special** - Batch numbers 4001-4999. This is for in-store special pricing changes that are to be effective in the date range defined by the batch Start On and End On dates.
- **Promo Price** - Batch numbers 5001-5999. This is for promotional pricing changes that are to be effective in the date range defined by the batch Start On and End On dates.

Batch numbers can play an important role in the way **ENCOR** determines the current price of an item when the item has more than one batch in effect. This functionality is referred to as the "Price Strategy" and is described next.

3.3.2.6 Price Strategy

ENCOR has three Price Strategy options that can be chosen in the **Site Setup**>**General tab.** These options determine the current price of an item when the item has more than one batch in effect. These options are also referred to as "price priority" options because they give priority to one batch's item price over another.

Note:

A batch is considered "in effect" when the current date falls within the range defined by the batch Start Date and End Date.

- **Highest Batch** – The item price that is in the batch in effect with the highest batch number is given priority over any other prices for that item.
- **Lowest Price** – The item price that is the lowest among all other prices for the item in batches in effect and the item's regular price is given priority.
- **Lowest Price by Batch Type** – The item price that is in the batch in effect with the highest batch type and is the lowest compared to prices for the item in batches in effect with the same batch type is given priority.

Note:

ENCOR *does not* automatically reevaluate all active prices if the price strategy is changed! If it is changed, review the **Batch Maintenance** screen and manually reprocess any batches requiring updates.

3.3.2.7Maintenance Tasks

This section describes some of the common tasks that are performed in the **ENCOR Batch Maintenance** application.

3.3.2.7.1 Create Batch

To create a new batch:

1. Select the batch type from the drop-down list in the Batch Information area of the window (top right). Refer to the section “Batch Types and Numbers” above if more information is needed to determine which batch type to use.

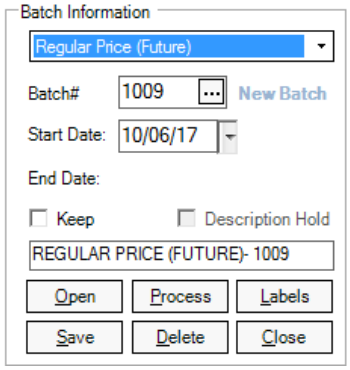


Figure 3-127. Batch Maintenance - New Batch

Note:

ENCOR generates the next available batch number based on the type.

2. Enter the Start Date or select it from the drop-down calendar.
3. If the batch type is not a regular price, enter the End Date or select if from the drop-down calendar.
4. If desired, modify the description that is automatically generated.
5. Click **Open Batch** to save the batch properties entered above and to open the batch in the **Item Maintenance** application for editing. Alternatively, if no maintenance to the batch will be done right now, click Save Batch to save the batch properties and skip the next step.
6. Perform **Item Maintenance** tasks. This will put item changes into the batch. Refer to “Item Maintenance Tasks” if more information is needed.

3.3.2.7.2 Open Batch

To open an existing batch, do either of the following steps

- Double-click on the batch to be opened in the Grid View on the left part of the screen.
- Enter the number of the batch to be opened in the Batch# field of the Batch Information area (window top right) and then click **Open**.

3.3.2.7.3 Select or Lookup Batch

To select or lookup a single batch to edit, delete, process, etc. do either of the following steps

- Click on the batch to be selected in the Grid View on the left part of the screen.

- Enter the number of the batch to lookup in the Batch# field of the Batch Information area (window top right) and press **Enter**.

3.3.2.7.4 Edit Batch Information

To change the properties of a batch (excluding the batch type and batch number which cannot be modified)

1. Select or lookup the batch (as described in the task above) to edit the properties in the Batch Information area (window top right).
2. Check the **Description Hold** checkbox if the batch Start Date or End Date is being changed and the description should not be regenerated to reflect the new dates. In the example pictured below, Description Hold was checked to preserve the batch description before changing the end date.
3. Change the batch fields that require modification.
4. Click **Save**.

Note:

Changes to the batch field will be lost if Save is not performed prior to selecting or entering another batch or closing the Batch Maintenance application.

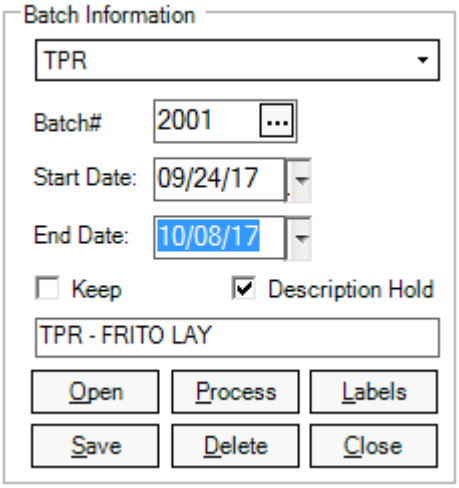


Figure 3-128. Batch Maintenance - Edit Batch Properties

3.3.2.7.5 Select Multiple Batches

To select multiple batches to process, delete, export, print, export labels, or consolidate

1. Click on the first and last batch of a continuous set of batches while pressing the **SHIFT** key.
2. Click on a batch while pressing the **CTRL** key to add it to the current selection.

3004	TEA 2/$3	5/5/2017	9/30/2017	9	☑	5/5/2017	4/28/2017...	☐
3005	SEPT AD	8/31/2017	10/1/2017	78	☑	8/31/2017	8/30/2017...	☐
3006	SEPT WINE OF THE MONTH	8/31/2017	10/1/2017	4	☑	8/31/2017	8/30/2017...	☐
3007	UNIFIED SEPT	8/31/2017	10/1/2017	124	☑	8/31/2017	8/30/2017...	☐
3008	SEPT AD	8/31/2017	10/1/2017	60	☑	8/31/2017	8/26/2017...	☐
3009	SEPT AD	8/31/2017	10/1/2017	61	☑	8/31/2017	8/26/2017...	☐
3010	SEPT AD	8/31/2017	10/1/2017	62	☑	8/31/2017	8/26/2017...	☐
5001	PROMO PRICE- 5001 9/29/2017- 9/30/2017	9/29/2017	9/30/2017	3	☐		9/27/2017...	☐

Figure 3-129. Batch Maintenance - Select Multiple Batches

3.3.2.7.6 Delete Batch

To delete one or more batches that are no longer in effect (i.e. batch dates are in the past)

1. Select a single batch or multiple batches to be deleted as described in "Select Multiple Batches" above.
2. Click **Delete**.
3. Click **Yes** in the Delete Confirmation pop-up window.

Note:

An error is raised if an attempt is made to delete a batch that has future dates or is still in effect. The batch will not be deleted.

3.3.2.7.7 Process Batch

To process one or more batches with current dates so that the batch maintenance is applied to the **ENCOR** item file and sent to the POS:

1. Select a single batch or multiple batches to be processed as described in "Select Multiple Batches" above.
2. Click **Process.** While Process Batch is running, a status bar is displayed at the top of the window (pictured below) to display the total number of items being transmitted, the current count of the item in process, the number of errors, and the total time elapsed. When Process Batch has completed, the status bar is hidden and the Processed flag is checked on the affected batches.

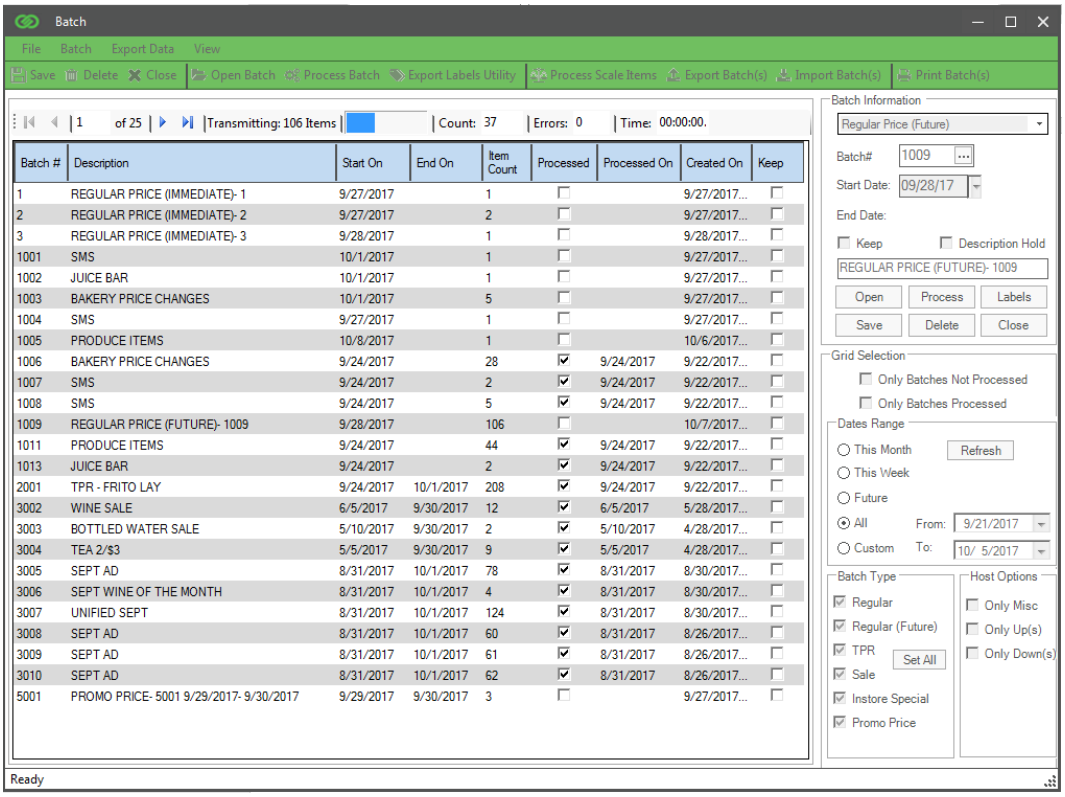


Figure 3-130. Batch Maintenance - Process Batch

To process one or more Regular Price (Future) batches with start dates in the future so that they will be put into effect today:

3. Select a single or multiple Regular Price (Future) batches as described above.
4. Click **Yes** in the prompt window that asks to change the start date to today so that the batches can be processed.

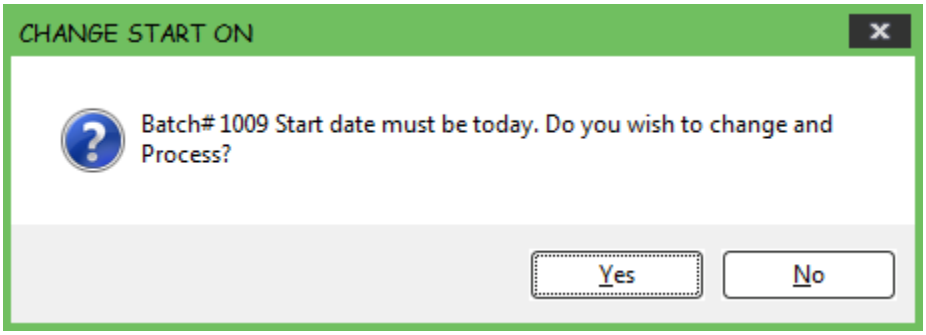


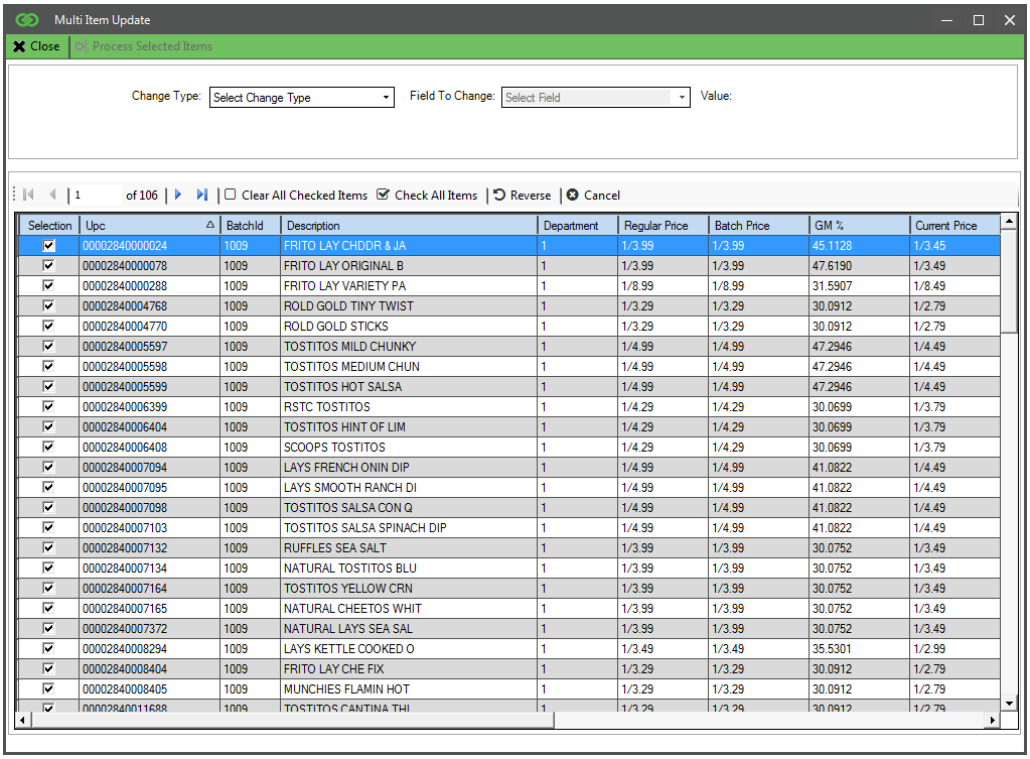
Figure 3-131. Batch Maintenance. Change Start Date Prompt

3.3.2.7.8 Multi Item Update

To perform a Multi Item Update on the maintenance records of a batch:

1. Click on a single batch to update in Grid View.

2. Right click on the highlighted batch and select **Multi Item Update.** This opens the Multi Item Update screen shown below.



Selection	Upc	BatchId	Description	Department	Regular Price	Batch Price	GM %	Current Price
☑	00002840000024	1009	FRITO LAY CHDDR & JA	1	1/3.99	1/3.99	45.1128	1/3.45
☑	00002840000078	1009	FRITO LAY ORIGINAL B	1	1/3.99	1/3.99	47.6190	1/3.49
☑	00002840000288	1009	FRITO LAY VARIETY PA	1	1/8.99	1/8.99	31.5907	1/8.49
☑	00002840004768	1009	ROLD GOLD TINY TWIST	1	1/3.29	1/3.29	30.0912	1/2.79
☑	00002840004770	1009	ROLD GOLD STICKS	1	1/3.29	1/3.29	30.0912	1/2.79
☑	00002840005597	1009	TOSTITOS MILD CHUNKY	1	1/4.99	1/4.99	47.2946	1/4.49
☑	00002840005598	1009	TOSTITOS MEDIUM CHUN	1	1/4.99	1/4.99	47.2946	1/4.49
☑	00002840005599	1009	TOSTITOS HOT SALSA	1	1/4.99	1/4.99	47.2946	1/4.49
☑	00002840006399	1009	RSTC TOSTITOS	1	1/4.29	1/4.29	30.0699	1/3.79
☑	00002840006404	1009	TOSTITOS HINT OF LIM	1	1/4.29	1/4.29	30.0699	1/3.79
☑	00002840006408	1009	SCOOPS TOSTITOS	1	1/4.29	1/4.29	30.0699	1/3.79
☑	00002840007094	1009	LAYS FRENCH ONIN DIP	1	1/4.99	1/4.99	41.0822	1/4.49
☑	00002840007095	1009	LAYS SMOOTH RANCH DI	1	1/4.99	1/4.99	41.0822	1/4.49
☑	00002840007098	1009	TOSTITOS SALSA CON Q	1	1/4.99	1/4.99	41.0822	1/4.49
☑	00002840007103	1009	TOSTITOS SALSA SPINACH DIP	1	1/4.99	1/4.99	41.0822	1/4.49
☑	00002840007132	1009	RUFFLES SEA SALT	1	1/3.99	1/3.99	30.0752	1/3.49
☑	00002840007134	1009	NATURAL TOSTITOS BLU	1	1/3.99	1/3.99	30.0752	1/3.49
☑	00002840007164	1009	TOSTITOS YELLOW CRN	1	1/3.99	1/3.99	30.0752	1/3.49
☑	00002840007165	1009	NATURAL CHEETOS WHIT	1	1/3.99	1/3.99	30.0752	1/3.49
☑	00002840007372	1009	NATURAL LAYS SEA SAL	1	1/3.99	1/3.99	30.0752	1/3.49
☑	00002840008294	1009	LAYS KETTLE COOKED O	1	1/3.49	1/3.49	35.5301	1/2.99
☑	00002840008404	1009	FRITO LAY CHE FIX	1	1/3.29	1/3.29	30.0912	1/2.79
☑	00002840008405	1009	MUNCHIES FLAMIN HOT	1	1/3.29	1/3.29	30.0912	1/2.79
☑	00002840011688	1009	TOSTITOS CANTINA THI	1	1/3.29	1/3.29	30.0912	1/2.79

Figure 3-132. Batch Maintenance – Multi Item Update

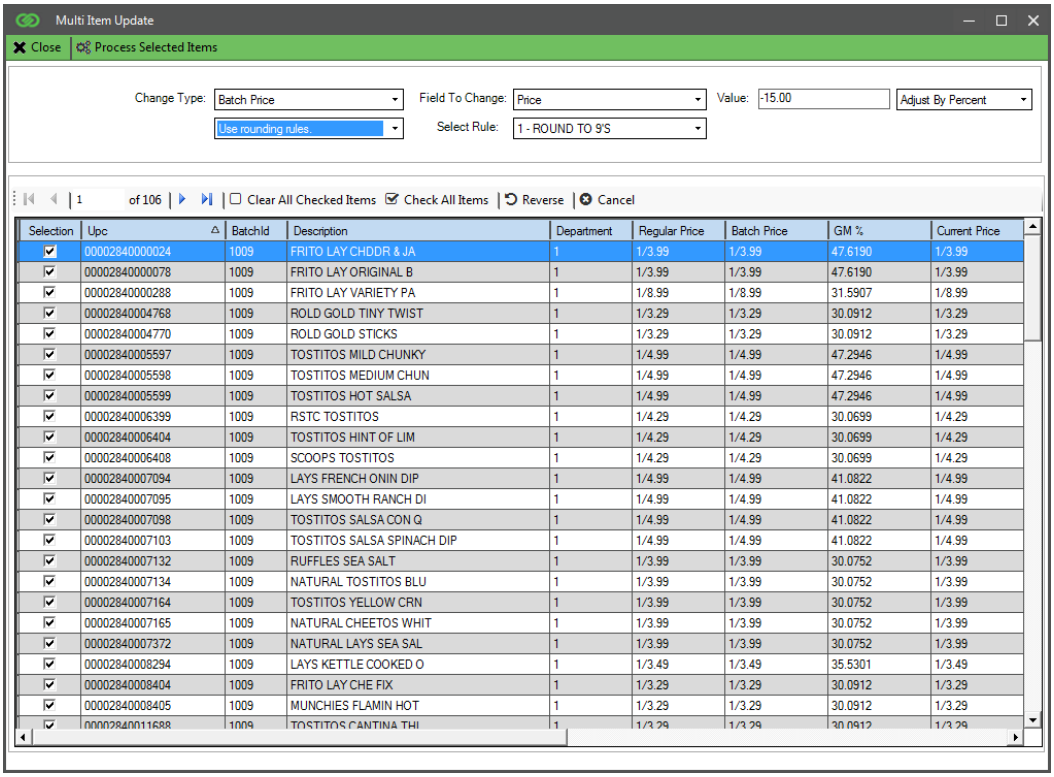
3. In the Multi Item Update screen, enter the information for the field to be changed in the area at the top of the window:

   a. Select the Change Type from the drop-down list.

      - Selecting **General Info** gives the option to mass update PosDepartmentId, PriceLinkId, or CategoryId in the Field To Change drop-down list.
      - Selecting **Batch Price** gives the option to mass update Price or Price Multiple in the Field To Change drop-down list.

   b. Select the Field To Change from the drop-down list.
   c. Enter the value to be used in the update into the Value field.
   d. If the Change Type selected is Batch Price, choose Adjust by Amount, Adjust by Percentage, or Set to Amount from the drop-down list at the far right of the screen.
   e. Select either Do not use rounding or Use rounding rules.
   f. If **Use rounding rules** is selected, use the Select Rule drop-down list to pick the rounding rule to apply.

4. Select the items to update in the Multi Item Update window's grid view using the checkbox in the Selection column. By default, all items are selected and displayed in order by UPC.



Selection	Upc	BatchId	Description	Department	Regular Price	Batch Price	GM %	Current Price
☑	00002840000024	1009	FRITO LAY CHDDR & JA	1	1/3.99	1/3.99	47.6190	1/3.99
☑	00002840000078	1009	FRITO LAY ORIGINAL B	1	1/3.99	1/3.99	47.6190	1/3.99
☑	00002840000288	1009	FRITO LAY VARIETY PA	1	1/8.99	1/8.99	31.5907	1/8.99
☑	00002840004768	1009	ROLD GOLD TINY TWIST	1	1/3.29	1/3.29	30.0912	1/3.29
☑	00002840004770	1009	ROLD GOLD STICKS	1	1/3.29	1/3.29	30.0912	1/3.29
☑	00002840005597	1009	TOSTITOS MILD CHUNKY	1	1/4.99	1/4.99	47.2946	1/4.99
☑	00002840005598	1009	TOSTITOS MEDIUM CHUN	1	1/4.99	1/4.99	47.2946	1/4.99
☑	00002840005599	1009	TOSTITOS HOT SALSA	1	1/4.99	1/4.99	47.2946	1/4.99
☑	00002840006399	1009	RSTC TOSTITOS	1	1/4.29	1/4.29	30.0699	1/4.29
☑	00002840006404	1009	TOSTITOS HINT OF LIM	1	1/4.29	1/4.29	30.0699	1/4.29
☑	00002840006408	1009	SCOOPS TOSTITOS	1	1/4.29	1/4.29	30.0699	1/4.29
☑	00002840007094	1009	LAYS FRENCH ONIN DIP	1	1/4.99	1/4.99	41.0822	1/4.99
☑	00002840007095	1009	LAYS SMOOTH RANCH DI	1	1/4.99	1/4.99	41.0822	1/4.99
☑	00002840007098	1009	TOSTITOS SALSA CON Q	1	1/4.99	1/4.99	41.0822	1/4.99
☑	00002840007103	1009	TOSTITOS SALSA SPINACH DIP	1	1/4.99	1/4.99	41.0822	1/4.99
☑	00002840007132	1009	RUFFLES SEA SALT	1	1/3.99	1/3.99	30.0752	1/3.99
☑	00002840007134	1009	NATURAL TOSTITOS BLU	1	1/3.99	1/3.99	30.0752	1/3.99
☑	00002840007164	1009	TOSTITOS YELLOW CRN	1	1/3.99	1/3.99	30.0752	1/3.99
☑	00002840007165	1009	NATURAL CHEETOS WHIT	1	1/3.99	1/3.99	30.0752	1/3.99
☑	00002840007372	1009	NATURAL LAYS SEA SAL	1	1/3.99	1/3.99	30.0752	1/3.99
☑	00002840008294	1009	LAYS KETTLE COOKED O	1	1/3.49	1/3.49	35.5301	1/3.49
☑	00002840008404	1009	FRITO LAY CHE FIX	1	1/3.29	1/3.29	30.0912	1/3.29
☑	00002840008405	1009	MUNCHIES FLAMIN HOT	1	1/3.29	1/3.29	30.0912	1/3.29
☑	00002840011688	1009	TOSTITOS CANTINA THI	1	1/3.29	1/3.29	30.0912	1/3.29

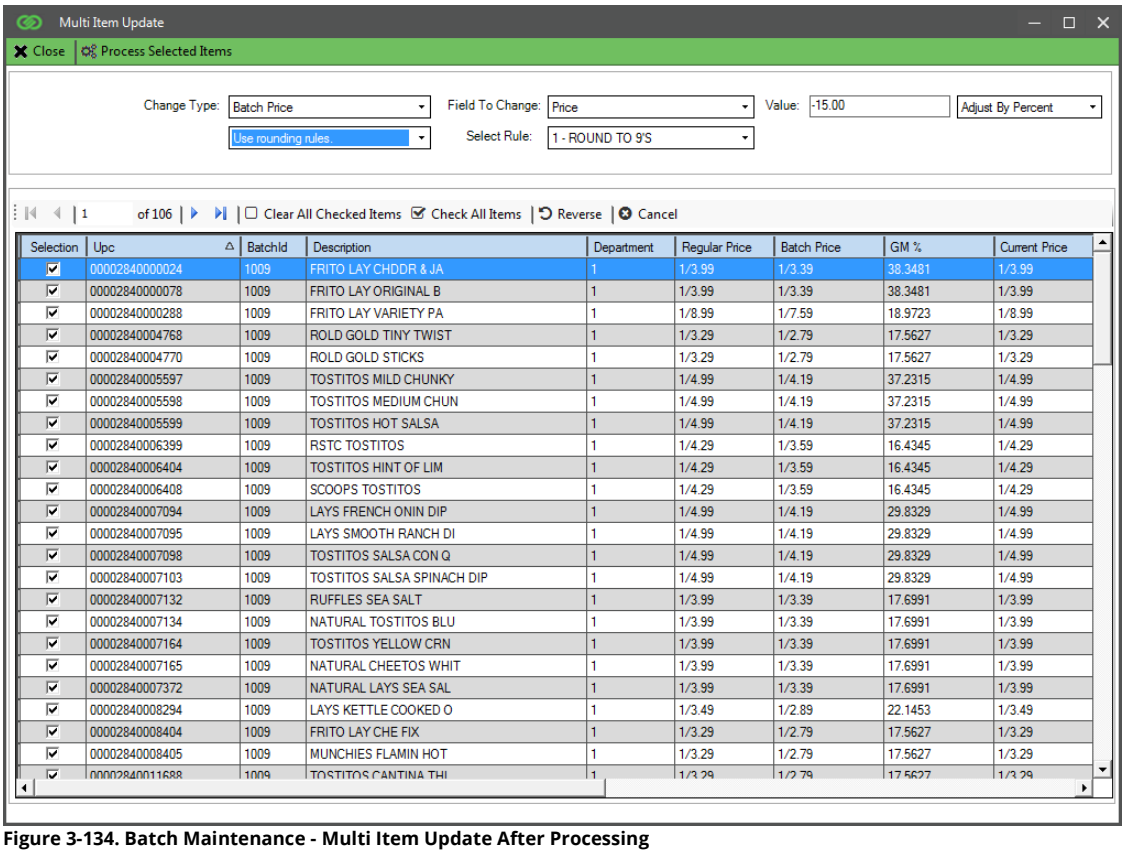
Figure 3-133. Batch Maintenance - Multi Item Update 2

To help with viewing and selecting items

- The Clear All Checked Items, Check All items, and Reverse toolbar options can be used to toggle the current selection on checked, unchecked, and all items.
- The sort order of the items in the grid can be changed by clicking on the header of a column. For example, it may be useful to sort by Department, Category, or GM% when applying price updates.

1. Click **Process Selected** in the toolbar to apply the change to the selected items.

2. Review the changes and then close Multi Item Update.



Selection	Upc	BatchId	Description	Department	Regular Price	Batch Price	GM %	Current Price
☑	00002840000024	1009	FRITO LAY CHDDR & JA	1	1/3.99	1/3.39	38.3481	1/3.99
☑	00002840000078	1009	FRITO LAY ORIGINAL B	1	1/3.99	1/3.39	38.3481	1/3.99
☑	00002840000288	1009	FRITO LAY VARIETY PA	1	1/8.99	1/7.59	18.9723	1/8.99
☑	00002840004768	1009	ROLD GOLD TINY TWIST	1	1/3.29	1/2.79	17.5627	1/3.29
☑	00002840004770	1009	ROLD GOLD STICKS	1	1/3.29	1/2.79	17.5627	1/3.29
☑	00002840005597	1009	TOSTITOS MILD CHUNKY	1	1/4.99	1/4.19	37.2315	1/4.99
☑	00002840005598	1009	TOSTITOS MEDIUM CHUN	1	1/4.99	1/4.19	37.2315	1/4.99
☑	00002840005599	1009	TOSTITOS HOT SALSA	1	1/4.99	1/4.19	37.2315	1/4.99
☑	00002840006399	1009	RSTC TOSTITOS	1	1/4.29	1/3.59	16.4345	1/4.29
☑	00002840006404	1009	TOSTITOS HINT OF LIM	1	1/4.29	1/3.59	16.4345	1/4.29
☑	00002840006408	1009	SCOOPS TOSTITOS	1	1/4.29	1/3.59	16.4345	1/4.29
☑	00002840007094	1009	LAYS FRENCH ONIN DIP	1	1/4.99	1/4.19	29.8329	1/4.99
☑	00002840007095	1009	LAYS SMOOTH RANCH DI	1	1/4.99	1/4.19	29.8329	1/4.99
☑	00002840007098	1009	TOSTITOS SALSA CON Q	1	1/4.99	1/4.19	29.8329	1/4.99
☑	00002840007103	1009	TOSTITOS SALSA SPINACH DIP	1	1/4.99	1/4.19	29.8329	1/4.99
☑	00002840007132	1009	RUFFLES SEA SALT	1	1/3.99	1/3.39	17.6991	1/3.99
☑	00002840007134	1009	NATURAL TOSTITOS BLU	1	1/3.99	1/3.39	17.6991	1/3.99
☑	00002840007164	1009	TOSTITOS YELLOW CRN	1	1/3.99	1/3.39	17.6991	1/3.99
☑	00002840007165	1009	NATURAL CHEETOS WHIT	1	1/3.99	1/3.39	17.6991	1/3.99
☑	00002840007372	1009	NATURAL LAYS SEA SAL	1	1/3.99	1/3.39	17.6991	1/3.99
☑	00002840008294	1009	LAYS KETTLE COOKED O	1	1/3.49	1/2.89	22.1453	1/3.49
☑	00002840008404	1009	FRITO LAY CHE FIX	1	1/3.29	1/2.79	17.5627	1/3.29
☑	00002840008405	1009	MUNCHIES FLAMIN HOT	1	1/3.29	1/2.79	17.5627	1/3.29
☑	00002840011688	1009	TOSTITOS CANTINA THI	1	1/3.29	1/2.79	17.5627	1/3.29

Figure 3-134. Batch Maintenance - Multi Item Update After Processing

In the example above, batch prices have been decreased by 15% with rounding rules applied to achieve the desired 9 cent price. GM% has also been updated.

Note:

Multi Item Update *does not* update regular prices directly. To perform mass regular price changes and apply rounding rules, create Regular Price (Future) batches, adjust prices as desired through the update utility, and then process the batch.

3.3.2.7.9 Consolidate Batches

Batches of the same type (TPRs, Sales, InStore Specials, Promos) can be consolidated into a single batch for improved reporting and tracking. When combining batches of the same type, the highest batch number is the basis for the resulting consolidated batch. The data from the highest batch number (start date and end date) will be the data for the resulting consolidated batch. Any price differences for a single item listed in multiple batches will take the price from that highest batch.

Note:

The consolidate batch process uses a highest batch wins pricing methodology regardless of the price strategy chosen in Site Setup. Therefore, it should not be used if the price strategy is set to Lowest Price.

3004	TEA 2/$3	5/5/2017	9/30/2017	9	☑	5/5/2017	4/28/2017...	☐
3005	SEPT AD	8/31/2017	10/1/2017	78	☑	8/31/2017	8/30/2017...	☐
3006	SEPT WINE OF THE MONTH	8/31/2017	10/1/2017	4	☑	8/31/2017	8/30/2017...	☐
3007	UNIFIED SEPT	8/31/2017	10/1/2017	124	☑	8/31/2017	8/30/2017...	☐
3008	SEPT AD	8/31/2017	10/1/2017	60	☑	8/31/2017	8/26/2017...	☐
3009	SEPT AD	8/31/2017	10/1/2017	61	☑	8/31/2017	8/26/2017...	☐
3010	SEPT AD	8/31/2017	10/1/2017	62	☑	8/31/2017	8/26/2017...	☐
5001	PROMO PRICE- 5001 9/29/2017- 9/30/2017	9/29/2017	9/30/2017	3	☐		9/27/2017...	☐

Figure 3-135. Batch Maintenance - Grid Selection

To combine batches of the same type

1. Select batches of the same batch type to be consolidated as described in "Select Multiple Batches" above.
2. Right-click on the selected batches and choose **Consolidate Selected Batches**.

When the process is complete, the selected batches are combined into the batch with the highest number with the name, start, and end dates of that original batch. For example, batch 3010 will contain the combined items from batches 3005, 3008, 3009, and 3010 when Consolidate Batch is run on the selected batches pictured above.

3004	TEA 2/$3	5/5/2017	9/30/2017	9	☑	5/5/2017	4/28/2017...	☐
3006	SEPT WINE OF THE MONTH	8/31/2017	10/1/2017	4	☑	8/31/2017	8/30/2017...	☐
3007	UNIFIED SEPT	8/31/2017	10/1/2017	124	☑	8/31/2017	8/30/2017...	☐
3010	SEPT AD	8/31/2017	10/1/2017	81	☑	8/31/2017	8/26/2017...	☐
5001	PROMO PRICE- 5001 9/29/2017- 9/30/2017	9/29/2017	9/30/2017	3	☐		9/27/2017...	☐

Figure 3-136. Batch Maintenance - Grid Selection After Consolidation

3.3.2.7.10 Import Batch

To import a batch into **ENCOR**:

1. Select **Import Batch** from the toolbar at the top of the window.

2. In the Select File for Import pop-up window (pictured below), navigate to the batch file location and click **Open**. **ENCOR** automatically assigns the next available batch number for the imported batch type and the batch is displayed in the **Batch Maintenance** window when the import is complete.

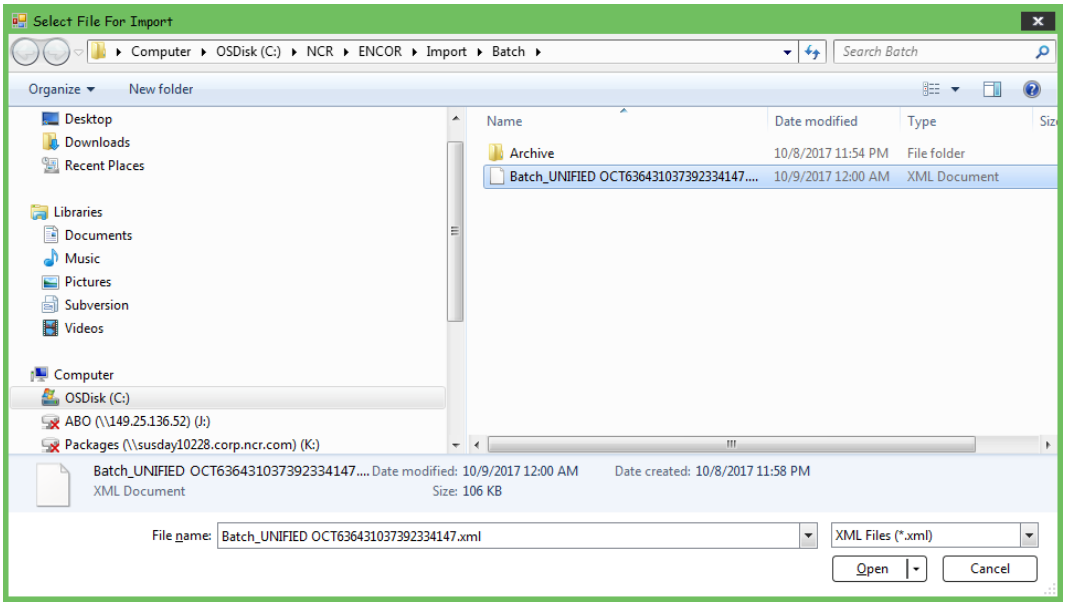


Figure 3-137. Batch Maintenance - Batch Import

3.3.2.7.11 Export Batch

There are two options for exporting batches.

- Export Batch to site via FTP.
- Export Batch to file in local application directory.

The first option, export to site via FTP, requires that the FTP configuration be set up prior to using Export Batch as described in Chapter 2 while the second option does not require any setup. Both options are accessed the same way and differ only in what choice is made in the select sites step described below.

To export batches

1. Select a single batch or multiple batches to be exported as described in “Select Multiple Batches” above.
2. Click **Export Batch(s)** in the toolbar. This opens the Select Sites pop-up window shown below. If hosted sites have been defined, they are listed here with their site checkboxes unchecked.

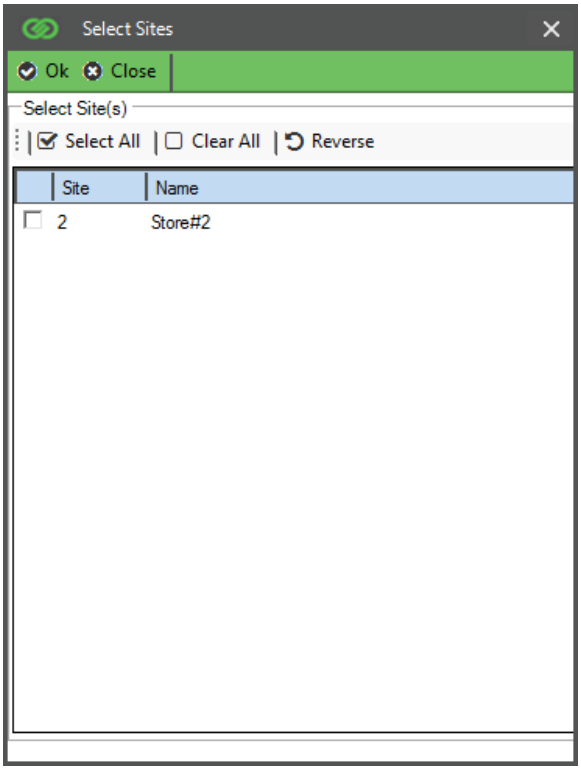


Figure 3-138. Batch Maintenance - Batch Export

3. To export:
   a. The selected batches to files, click **Ok** in the Select Sites pop-up (with site checkboxes unchecked).
   b. The selected batches via FTP to other sites, select the checkbox for each site in the list that should receive the export and then click **Ok**.
4. Click **Ok** in the confirmation prompt that opens when the batch export is complete. Exported batch files are saved to `\ENCOR\Export\Batch` folder.

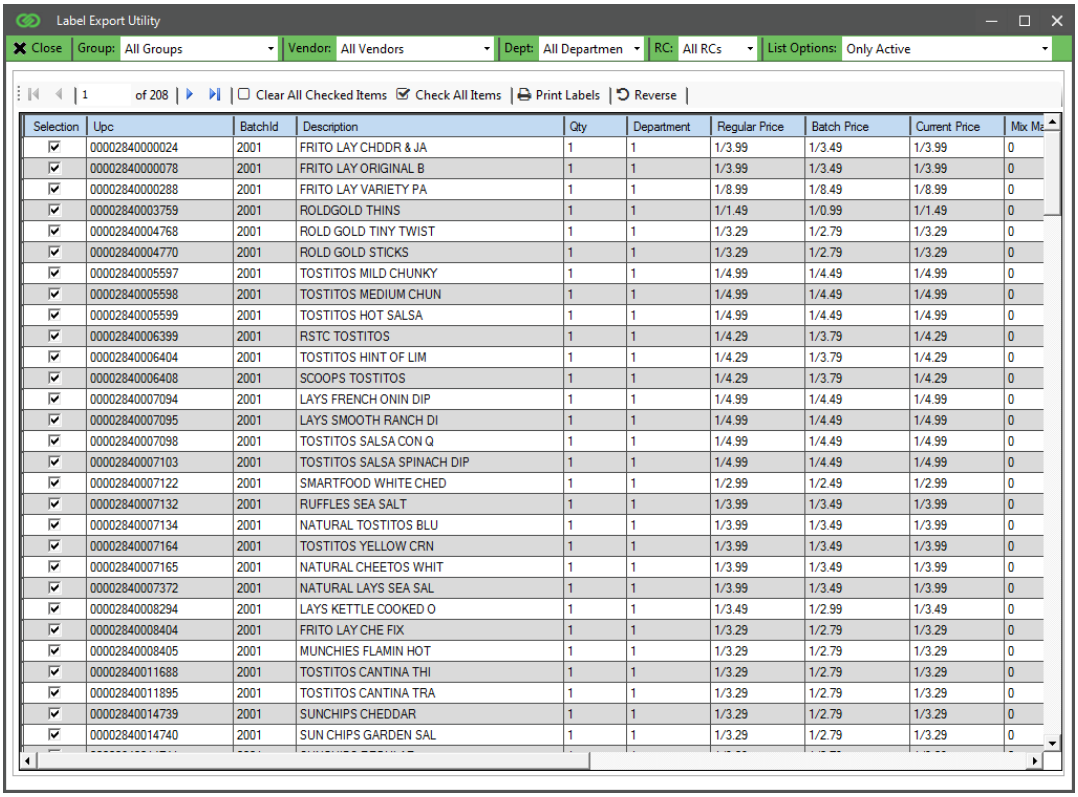
3.3.2.7.12 Export Labels Utility

ENCOR sends label requests directly to a label printing program from the **Batch Maintenance** screen. For more information on setting up a label printer and label printing software to work with **ENCOR**, refer to the *ENCOR Installation and Configuration Guide* (B005-0000-2139) and to the User Manual for the label program.

To print tags directly from the **Batch Maintenance** screen without saving to the tag queue:

1. Select a single batch or multiple batches for the tags as described in “Select Multiple Batches” above.

2. Click **Export Labels Utility** in the toolbar at the top of the window. This opens the Label Export Utility window shown below.



Selection	Upc	BatchId	Description	Qty	Department	Regular Price	Batch Price	Current Price	Mix Ma
☑	00002840000024	2001	FRITO LAY CHDDR & JA	1	1	1/3.49	1/3.49	1/3.99	0
☑	00002840000078	2001	FRITO LAY ORIGINAL B	1	1	1/3.99	1/3.49	1/3.99	0
☑	00002840000288	2001	FRITO LAY VARIETY PA	1	1	1/8.99	1/8.49	1/8.99	0
☑	00002840003759	2001	ROLDGOLD THINS	1	1	1/1.49	1/0.99	1/1.49	0
☑	00002840004768	2001	ROLD GOLD TINY TWIST	1	1	1/3.29	1/2.79	1/3.29	0
☑	00002840004770	2001	ROLD GOLD STICKS	1	1	1/3.29	1/2.79	1/3.29	0
☑	00002840005597	2001	TOSTITOS MILD CHUNKY	1	1	1/4.99	1/4.49	1/4.99	0
☑	00002840005598	2001	TOSTITOS MEDIUM CHUN	1	1	1/4.99	1/4.49	1/4.99	0
☑	00002840005599	2001	TOSTITOS HOT SALSA	1	1	1/4.99	1/4.49	1/4.99	0
☑	00002840006399	2001	RSTC TOSTITOS	1	1	1/4.29	1/3.79	1/4.29	0
☑	00002840006404	2001	TOSTITOS HINT OF LIM	1	1	1/4.29	1/3.79	1/4.29	0
☑	00002840006408	2001	SCOOPS TOSTITOS	1	1	1/4.29	1/3.79	1/4.29	0
☑	00002840007094	2001	LAYS FRENCH ONIN DIP	1	1	1/4.99	1/4.49	1/4.99	0
☑	00002840007095	2001	LAYS SMOOTH RANCH DI	1	1	1/4.99	1/4.49	1/4.99	0
☑	00002840007098	2001	TOSTITOS SALSA CON Q	1	1	1/4.99	1/4.49	1/4.99	0
☑	00002840007103	2001	TOSTITOS SALSA SPINACH DIP	1	1	1/4.99	1/4.49	1/4.99	0
☑	00002840007122	2001	SMARTFOOD WHITE CHED	1	1	1/2.99	1/2.49	1/2.99	0
☑	00002840007132	2001	RUFFLES SEA SALT	1	1	1/3.99	1/3.49	1/3.99	0
☑	00002840007134	2001	NATURAL TOSTITOS BLU	1	1	1/3.99	1/3.49	1/3.99	0
☑	00002840007164	2001	TOSTITOS YELLOW CRN	1	1	1/3.99	1/3.49	1/3.99	0
☑	00002840007165	2001	NATURAL CHEETOS WHIT	1	1	1/3.99	1/3.49	1/3.99	0
☑	00002840007372	2001	NATURAL LAYS SEA SAL	1	1	1/3.99	1/3.49	1/3.99	0
☑	00002840008294	2001	LAYS KETTLE COOKED O	1	1	1/3.49	1/2.99	1/3.49	0
☑	00002840008404	2001	FRITO LAY CHE FIX	1	1	1/3.29	1/2.79	1/3.29	0
☑	00002840008405	2001	MUNCHIES FLAMIN HOT	1	1	1/3.29	1/2.79	1/3.29	0
☑	00002840011688	2001	TOSTITOS CANTINA THI	1	1	1/3.29	1/2.79	1/3.29	0
☑	00002840011895	2001	TOSTITOS CANTINA TRA	1	1	1/3.29	1/2.79	1/3.29	0
☑	00002840014739	2001	SUNCHIPS CHEDDAR	1	1	1/3.29	1/2.79	1/3.29	0
☑	00002840014740	2001	SUN CHIPS GARDEN SAL	1	1	1/3.29	1/2.79	1/3.29	0

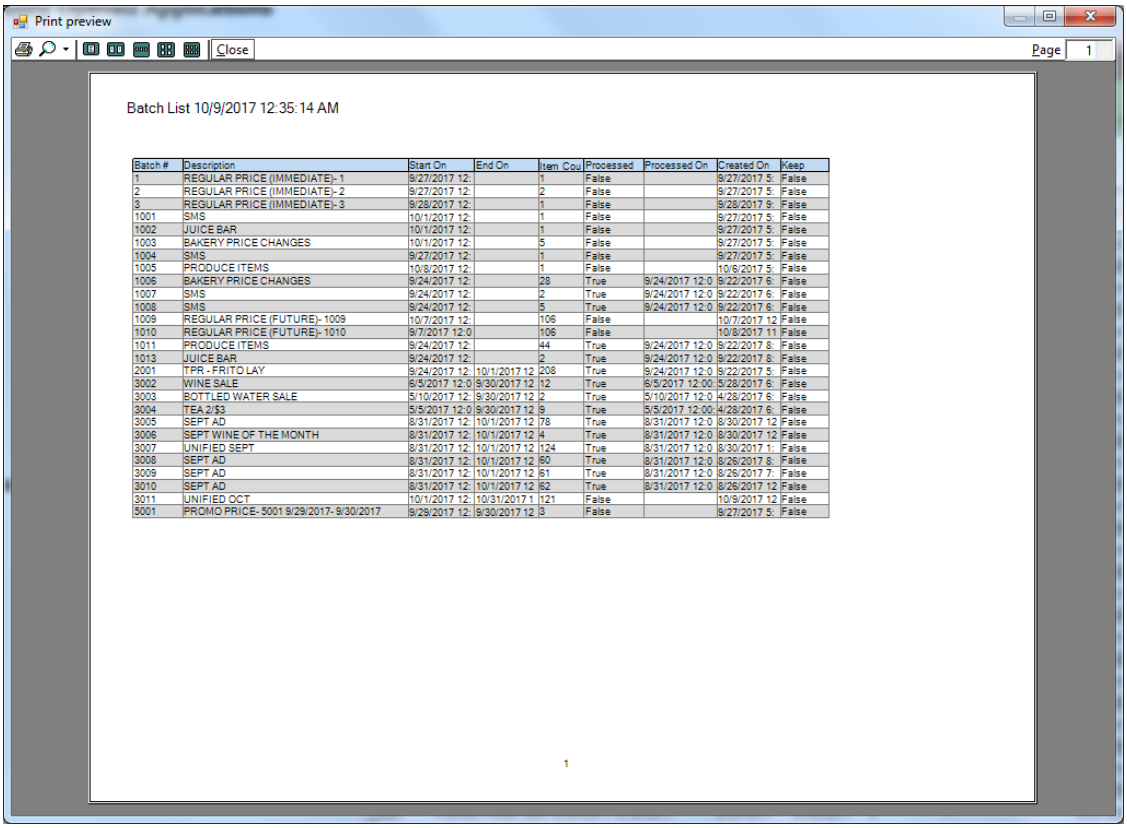
Figure 3-139. Batch Maintenance - Label Export Utility

3. In the grid view, select the items that will need tags printed using the checkbox in the Selection column. By default, all items are selected and displayed in order by UPC. To help with viewing and selecting items:
   - The Clear All Checked Items, Check All items, and Reverse toolbar options can be used to toggle the current Selection on checked, unchecked, and all items.
   - The sort order of the items in the grid can be changed by clicking on the header of a column.
   - The items that are displayed can be filtered using the drop-down filter options that appear in the window's toolbar.
4. Click **Print Labels** in the toolbar just above the grid.
5. Follow the steps presented by the configured third party label printing program that opens when **Print Labels** is selected.

3.3.2.7.13 Print Grid

To print the list of batches currently being displayed in the Batch Maintenance window:

1. Select **Print Grid** from the File menu. This opens a Print Preview window as shown below.



Batch #	Description	Start On	End On	Item Cou	Processed	Processed On	Created On	Keep
1	REGULAR PRICE (IMMEDIATE)- 1	9/27/2017 12:		1	False		9/27/2017 5:	False
2	REGULAR PRICE (IMMEDIATE)- 2	9/27/2017 12:		2	False		9/27/2017 5:	False
3	REGULAR PRICE (IMMEDIATE)- 3	9/28/2017 12:		1	False		9/28/2017 9:	False
1001	SMS	10/1/2017 12:		1	False		9/27/2017 5:	False
1002	JUICE BAR	10/1/2017 12:		1	False		9/27/2017 5:	False
1003	BAKERY PRICE CHANGES	10/1/2017 12:		5	False		9/27/2017 5:	False
1004	SMS	9/27/2017 12:		1	False		9/27/2017 5:	False
1005	PRODUCE ITEMS	10/8/2017 12:		1	False		10/6/2017 5:	False
1006	BAKERY PRICE CHANGES	9/24/2017 12:		28	True	9/24/2017 12:0	9/22/2017 6:	False
1007	SMS	9/24/2017 12:		2	True	9/24/2017 12:0	9/22/2017 6:	False
1008	SMS	9/24/2017 12:		5	True	9/24/2017 12:0	9/22/2017 6:	False
1009	REGULAR PRICE (FUTURE)- 1009	10/7/2017 12:		106	False		10/7/2017 12	False
1010	REGULAR PRICE (FUTURE)- 1010	9/7/2017 12:0		106	False		10/8/2017 11	False
1011	PRODUCE ITEMS	9/24/2017 12:		44	True	9/24/2017 12:0	9/22/2017 8:	False
1013	JUICE BAR	9/24/2017 12:		2	True	9/24/2017 12:0	9/22/2017 8:	False
2001	TPR - FRITO LAY	9/24/2017 12:	10/1/2017 12	208	True	9/24/2017 12:0	9/22/2017 5:	False
3002	WINE SALE	6/5/2017 12:0	9/30/2017 12	12	True	6/5/2017 12:00:	5/28/2017 6:	False
3003	BOTTLED WATER SALE	5/10/2017 12:	9/30/2017 12	2	True	5/10/2017 12:0	4/28/2017 6:	False
3004	TEA 2/$3	5/5/2017 12:0	9/30/2017 12	9	True	5/5/2017 12:00:	4/28/2017 6:	False
3005	SEPT AD	8/31/2017 12:	10/1/2017 12	78	True	8/31/2017 12:0	8/30/2017 12	False
3006	SEPT WINE OF THE MONTH	8/31/2017 12:	10/1/2017 12	4	True	8/31/2017 12:0	8/30/2017 12	False
3007	UNIFIED SEPT	8/31/2017 12:	10/1/2017 12	124	True	8/31/2017 12:0	8/30/2017 1:	False
3008	SEPT AD	8/31/2017 12:	10/1/2017 12	60	True	8/31/2017 12:0	8/26/2017 8:	False
3009	SEPT AD	8/31/2017 12:	10/1/2017 12	61	True	8/31/2017 12:0	8/26/2017 7:	False
3010	SEPT AD	8/31/2017 12:	10/1/2017 12	62	True	8/31/2017 12:0	8/26/2017 12	False
3011	UNIFIED OCT	10/1/2017 12:	10/31/2017 1	121	False		10/9/2017 12	False
5001	PROMO PRICE- 5001 9/29/2017- 9/30/2017	9/29/2017 12:	9/30/2017 12	3	False		9/27/2017 5:	False

Figure 3-140. Batch Maintenance - Print Grid

2. Click **Print** (top left) in the toolbar of the Print Preview window to print a paper copy at the default printer.

3.3.3 PLU Batches (Base)

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 predetermined date and time.

For example, prepare sale prices for weekend specials on Tuesday and 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.

3.3.3.1 PLU Batch Maintenance Window

When you select **Item Management > Batch Maintenance > PLU Batches**, the PLU Batch Maintenance window is displayed.

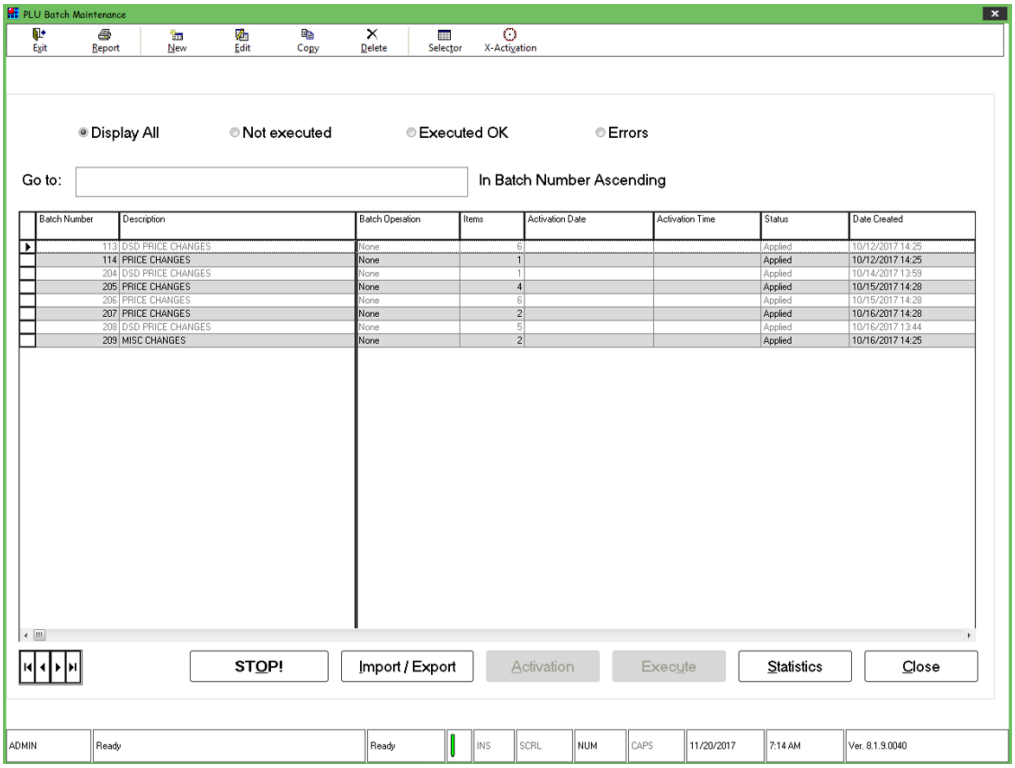


Figure 3-141. PLU Batch Maintenance

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
Exit	Exit the PLU Batch Maintenance window and return to the main menu.
Report	Display a list of all the items in the batch together with basic information for each item.
New	Create a new PLU batch.
Edit	Edit an existing PLU batch.
Copy	Duplicate a PLU batch.
Delete	Delete a PLU batch.
Selector	Select multiple PLU batches for immediate execution.

Button	Description
	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 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** – The Go To field allows for the selection of 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 previously. 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, *Summer Sale*.
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 the list should 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, clicking the **Date Created** column heading once will sort the list by the date the batches were created in ascending order. Clicking **Date Created** a second time will sort the list by the date the batches were created in descending order.

The following components are located below the PLU Batches list:

- **Selection arrows** – Enable scrolling through the batches.

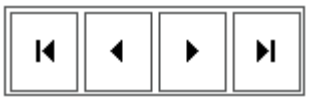


Figure 3-142. Selection Arrows

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** – Stop the execution of a large PLU batch. The batch will be placed in a "Suspended" status that can then be later applied. PLU records that have not been executed will have the "Ready" status.
- **Import/Export button** – Import or export PLU batches.
- **Activation button** – Displays the activation dialog box for the selected PLU batch.
- **Execute button** – Immediately execute the selected PLU batch.
- **Statistics button** – Displays statistics about the selected PLU batch.

Note:
The Statistics button is enabled only when a PLU batch that has already been executed is selected.

- **Close button** – Exit the PLU Batch Maintenance window and return to the main menu.

3.3.3.2Creating a PLU Batch

PLU batches can be created to group PLUs to change their information simultaneously. In addition, PLU batches can 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.”

To create a new PLU batch

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

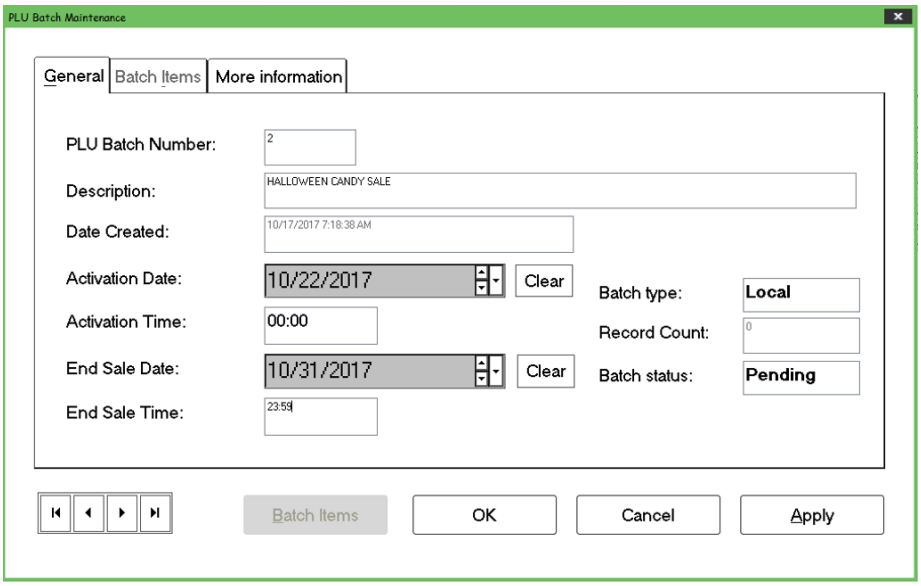


Figure 3-143. PLU Batch Maintenance - General Tab

The PLU Batch Maintenance dialog box consists of three tabs:

- **General:** 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 **Apply** is clicked.
- **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. **Note:** Take care to avoid entering an existing batch number in this field.

Description	Description of the PLU batch, for example, *Independence Day Sale*.
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. **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.
Batch Type	Indicates whether the batch is local or imported. This information is automatically entered and cannot be edited.
Record Count	Displays the number of items in the batch. This information is automatically entered by the computer and cannot be edited. **Note:** 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 section "Front Office Parameters.)
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 the information.
4. Click **Batch Items** at the bottom of the dialog box to add PLUs to the PLU batch. The PLU Batch Item Maintenance dialog box is displayed.

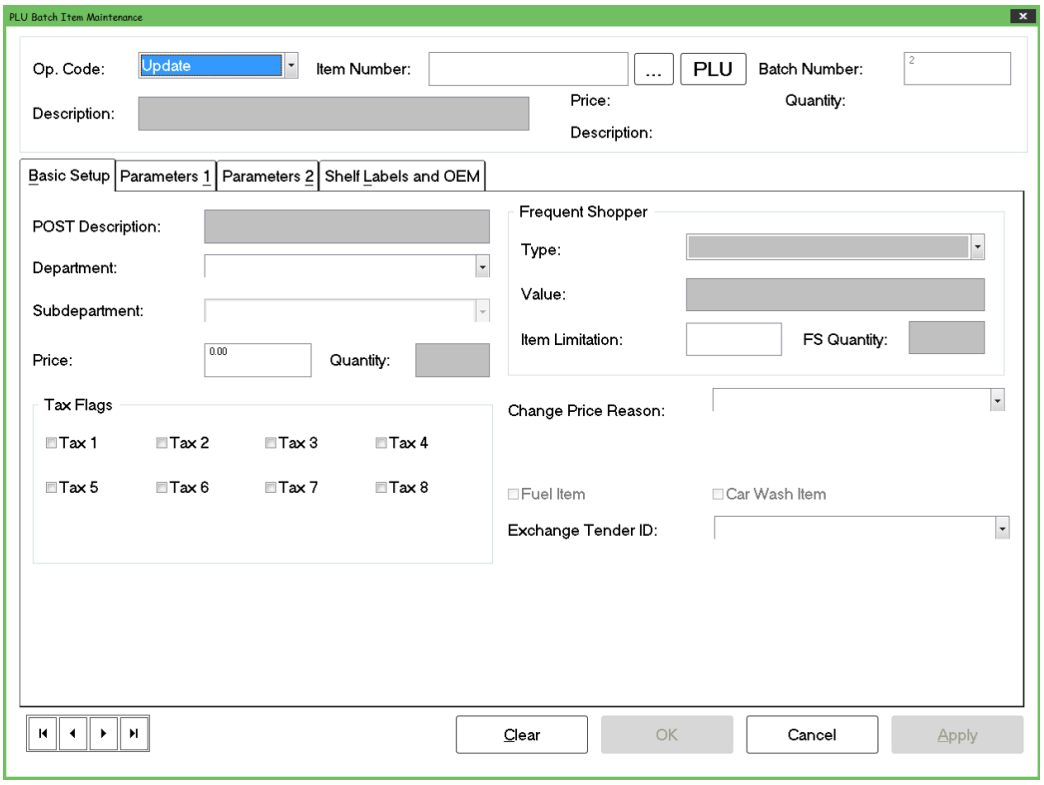


Figure 3-144. PLU Batch Item Maintenance Dialog

The information entered in the PLU Batch Maintenance dialog box is summarized in the Batch Items tab of the dialog box.

5. From the drop-down 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 Item Number 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.

Code	Description
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 ellipses [...] button to display the PLU Item Selector Dialog box. This defines 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 "PLU Management."

8. Enter the relevant information in the fields in the dialog box. These fields are described in "PLU Maintenance."
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.

3.3.3.3 Editing a PLU Batch

Items can be added to an existing batch, or they can be deleted. Batch parameters can also be changed, for example, the type of operations the batch is to perform or the activation date can be changed.

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.
2. Follow steps 4-8 in the procedure for creating a PLU batch.

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.

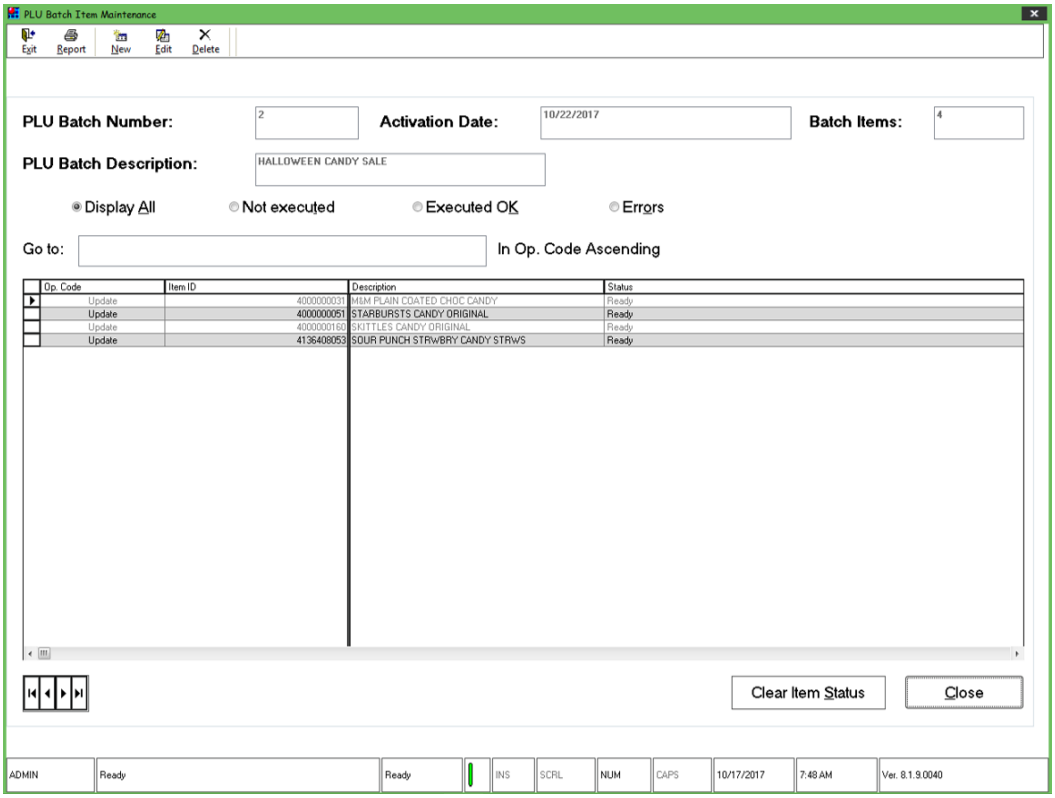


Figure 3-145. PLU Batch Item Maintenance Dialog

2. Select the item to be edited from the list and click **Edit**. The PLU Batch Item Maintenance dialog box 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.
2. Select the item 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.”

3.3.3.4 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 to execute from the list in the PLU Batch Maintenance window and click **Execute**. A pop-up prompt confirms the batch execution.

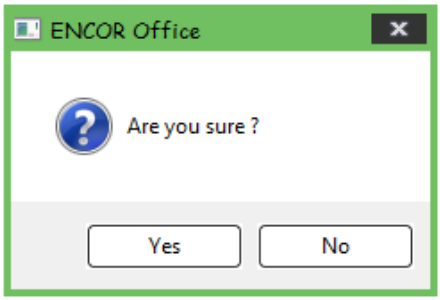


Figure 3-146. Pop-up Confirmation

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.

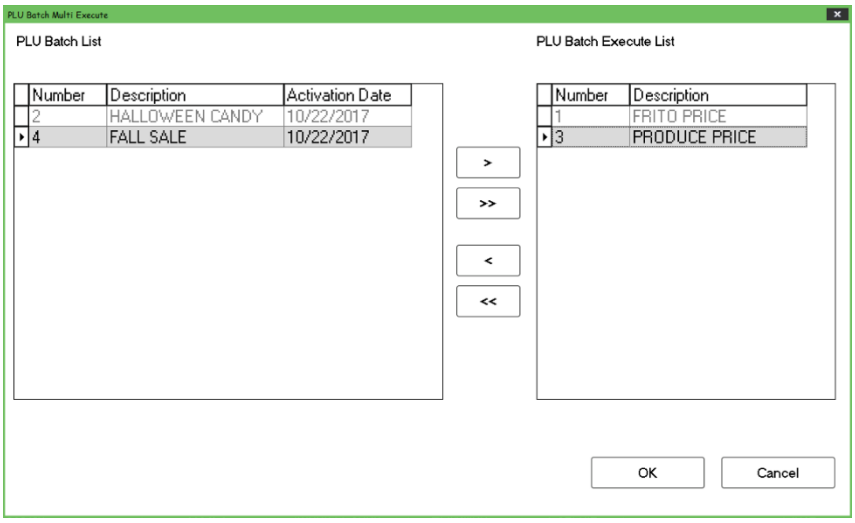


Figure 3-147. PLU Batch Multi Execute

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 to immediately execute from the PLU Batch List on the left of the dialog box and click the carat [>] button to move the selected batch to the PLU Batch Execute List on the right of the dialog box or click the double carat [>>] button to select all the batches.

Note:
To remove a batch from the PLU Batch Execute List, select the batch and click the left carat [<] 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.

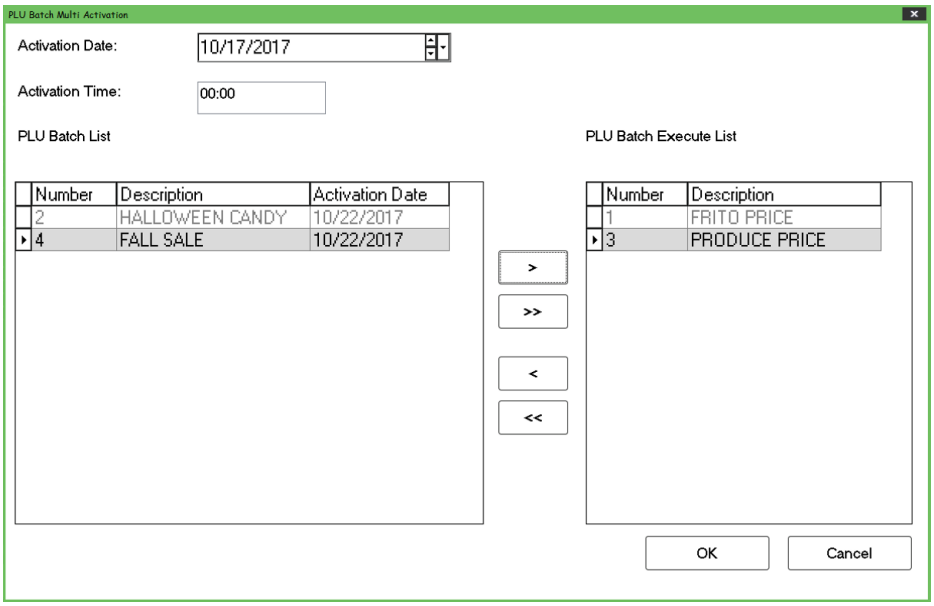


Figure 3-148. PLU Batch Multi Activation

2. Select each batch for which the same activation date and time should be defined and click the carat [>] 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 double carat [>>] button to select all the batches.

Note:

To remove a batch from the execution list, select the batch and click the left carat [<] 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 an End Sale Date for the batch has been entered, 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 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 is displayed.
2. Enter new End Sale Date and End Sale Time information and click **OK**.

3.3.3.5 Deleting a Batch

PLU batches can be deleted from the database if necessary. A batch might be deleted 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 to delete and click **Delete**. A prompt asks to confirm the deletion.
2. Click **Yes**. The batch is deleted.

3.3.3.6 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 it is determined what errors occurred, they should be corrected so that the batch can be fully executed.

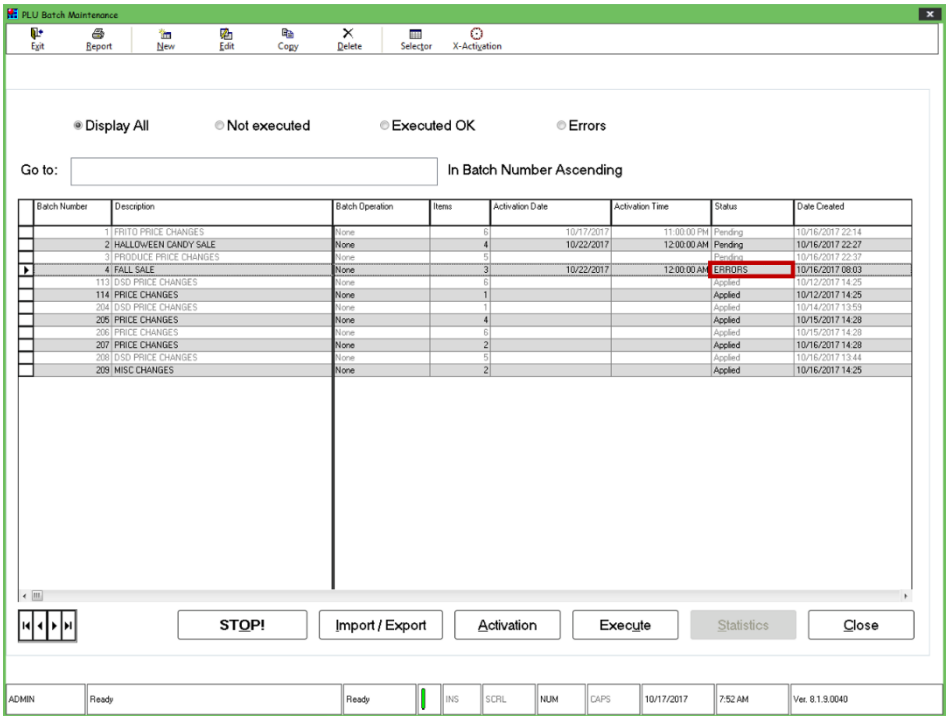


Figure 3-149. PLU Batch Maintenance - ERRORS

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.

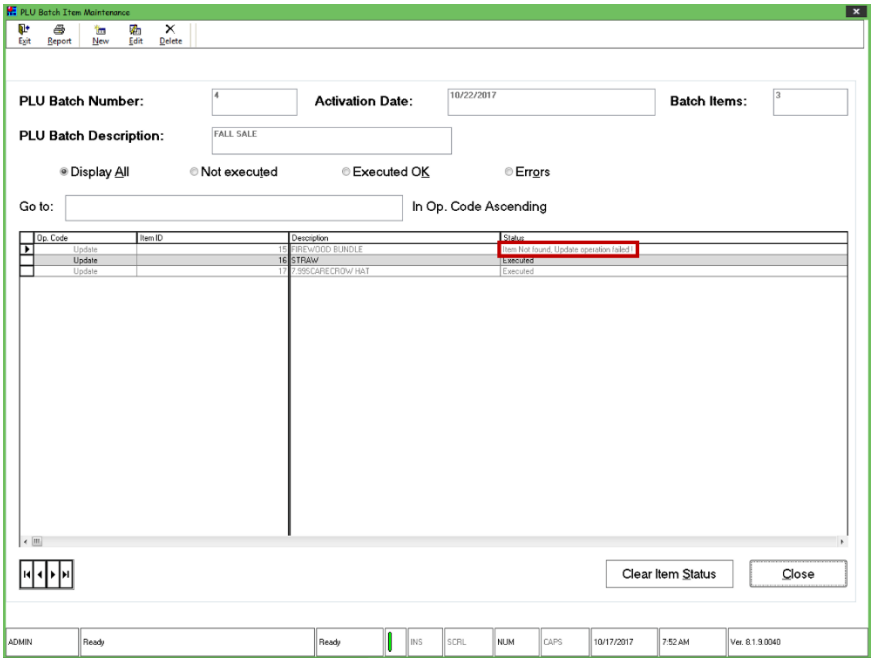


Figure 3-150. Batch Item Error

Note:
Click the **Errors** radio button, and only the items that contain errors will be displayed.

2. Double-click an item to display the current item information in the PLU Batch Item Maintenance dialog box.
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 corrected PLU batch and click **Execute**. The amended items in the batch will be immediately executed.

3.3.3.7 Viewing Batch Execution Statistics

It is possible to 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 per their operation codes.

To view batch execution statistics

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

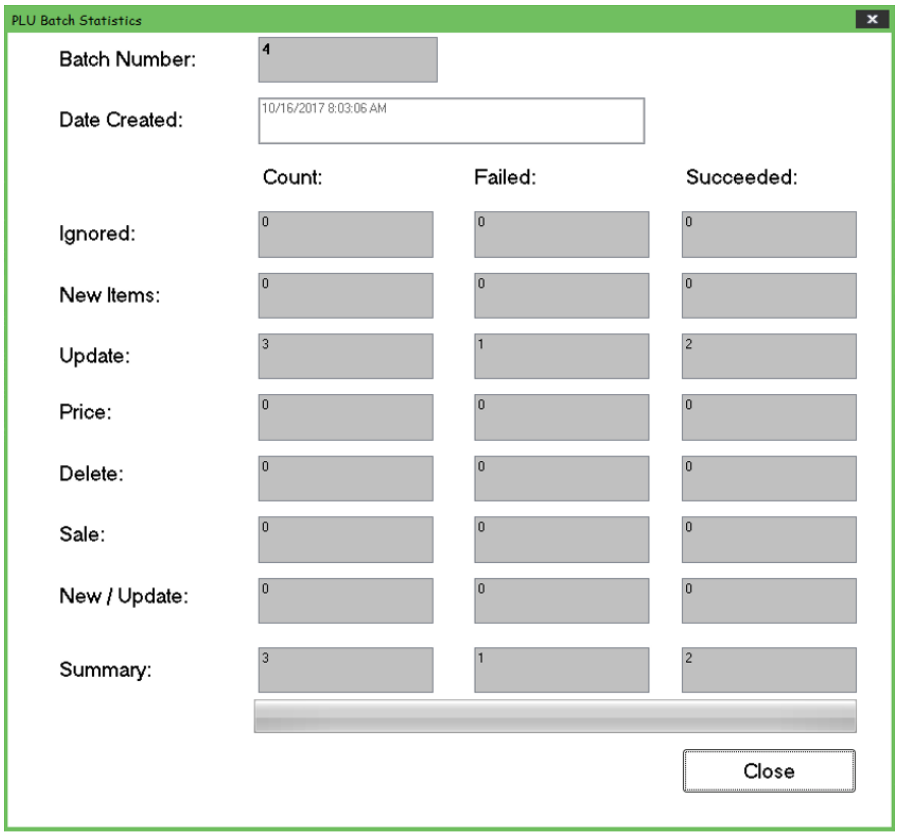


Figure 3-151. PLU Batch Statistics Dialog

3.3.3.8 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.

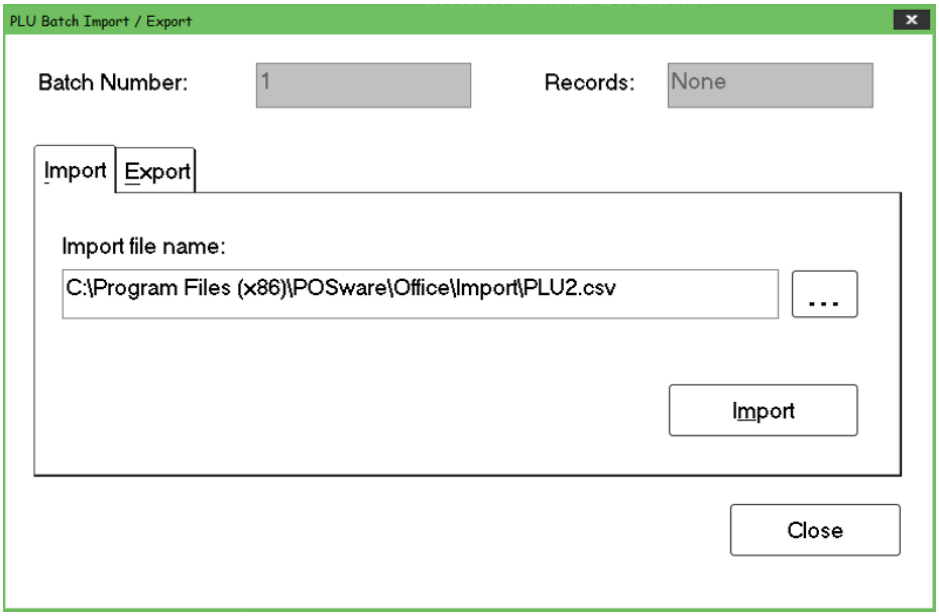


Figure 3-152. PLU Batch Import/Export Dialog

2. In the Import tab, enter the path to the PLU batch file that is to be imported, or click the ellipses [...] 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 ellipses [...] button to browse to the required destination.
3. Click **Export**. The file is exported to the specified destination.

3.3.3.9Copying PLU Batches

If the batch information needs to be executed more than once, make a copy of the batch (the same batch cannot be executed 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 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.

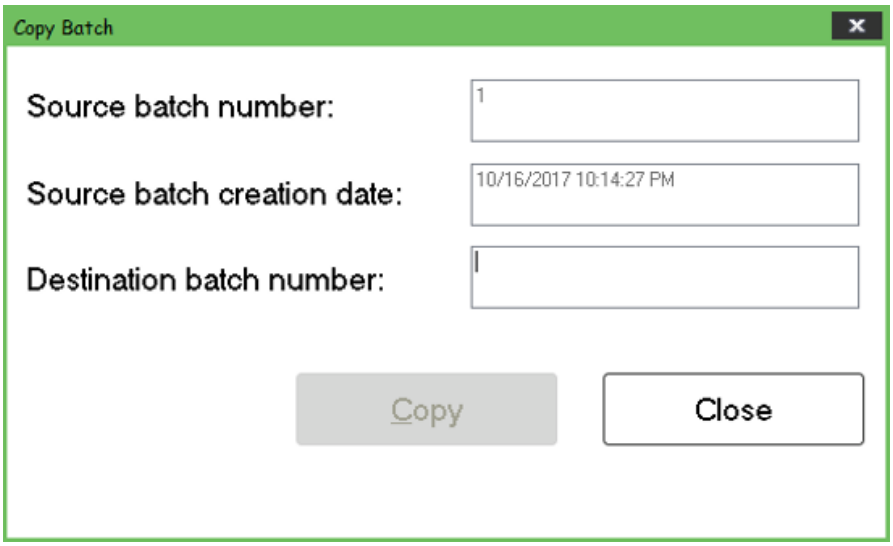


Figure 3-153. Copy Batch Dialog

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 defined in step 2.

3.3.4 PLU Selection Criteria (Base)

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

To access the PLU Selection Criteria option

1. From Item Management > Item Maintenance, select **PLU Selection Criteria**. The following window is displayed.

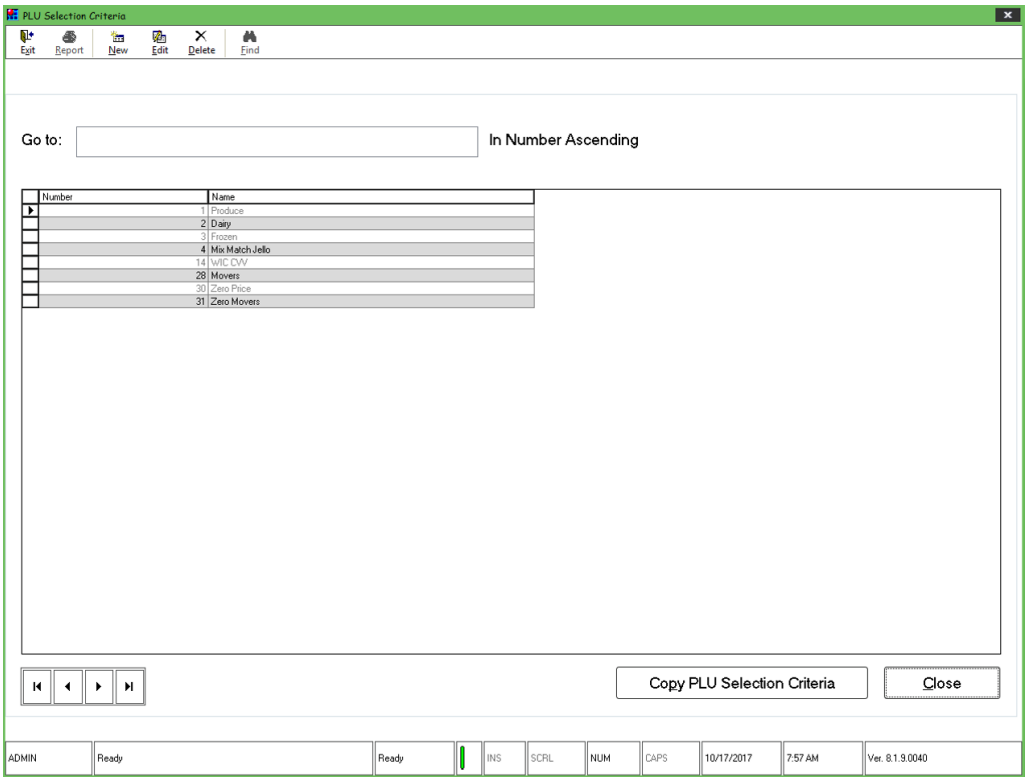


Figure 3-154. PLU Selection Criteria

2. 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.

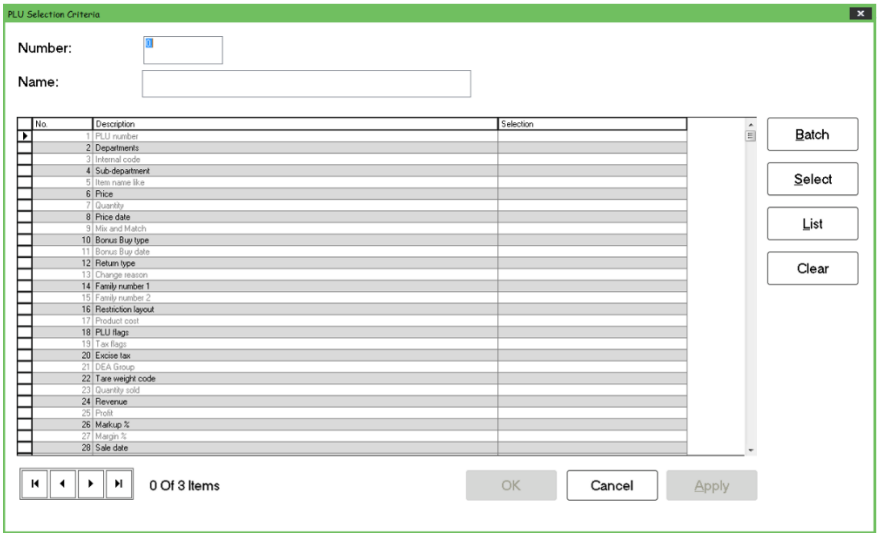


Figure 3-155. PLU Selection Criteria Dialog

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.

Figure 3-156. Selection Type Dialog

Note:
Depending on the criteria number selection, you may bypass this screen and move directly to the "Select Range" dialog box or "Select" dialog box (see below). In the case of PLU Flags, the following screen will appear.

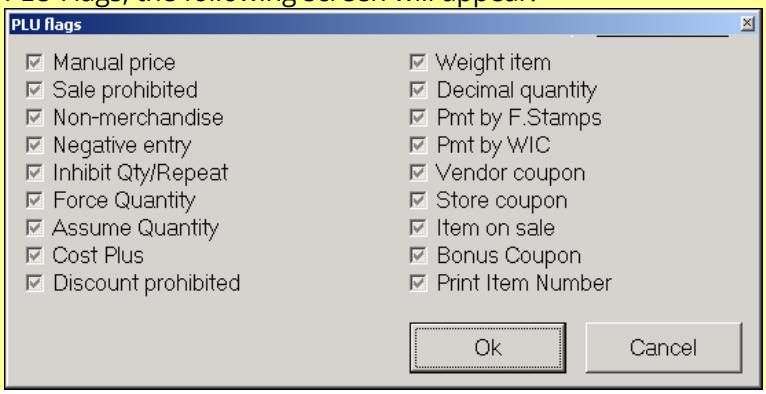


Figure 3-157. PLU flags

Only those PLU Flags that are not "grayed-out" are used for selection criteria. For example, to only batch items that are flagged for Manual Price, click the "Manual Price" flag so that the checkbox is checked (with a white background). Tax Flags operate in a similar fashion.

5. Click **All** to select all the criteria from the field, click **Range** (figure 58) to define a range of criteria, or click **Some** to define specific criteria. Then click **Select** to begin the individual selection process.

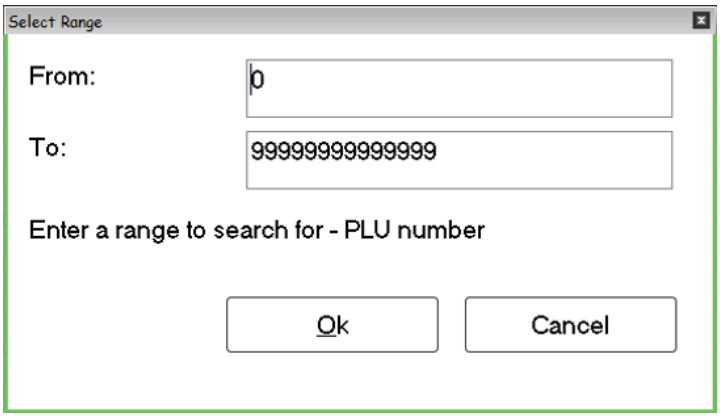


Figure 3-158. Select Range

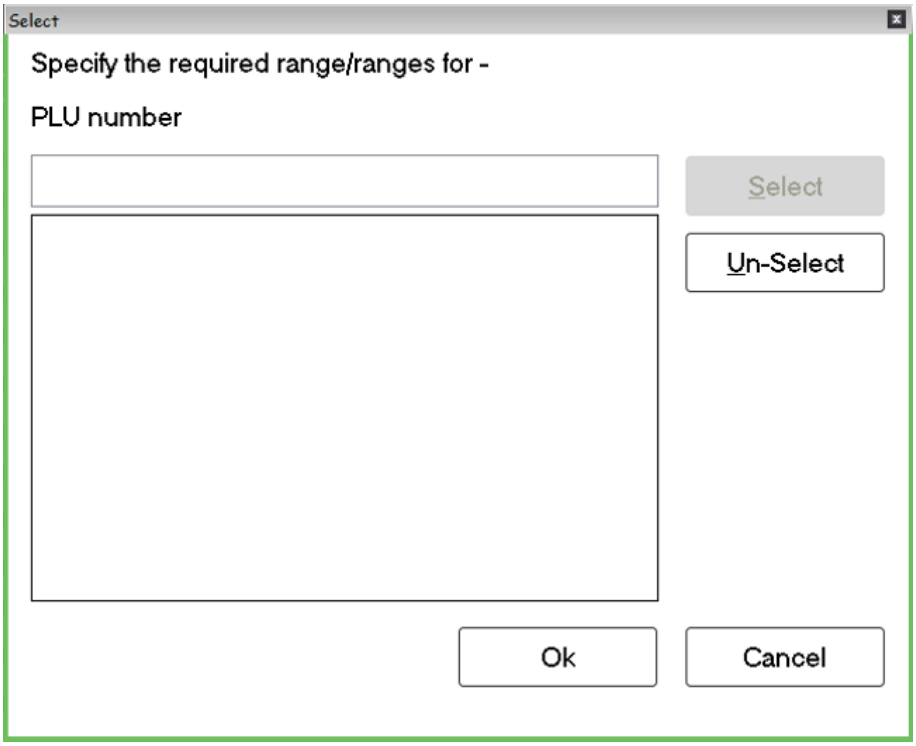


Figure 3-159.Select

6. Repeat steps 4-5 to define other selection criteria.

Note:
Use the Clear function to remove any previously identified criteria for field selections.

7. The PLU Selection window displays information about the criteria you defined in the Selection field.
8. Click **List**. All the items that meet the defined selection criteria are displayed, together with basic information about those items.

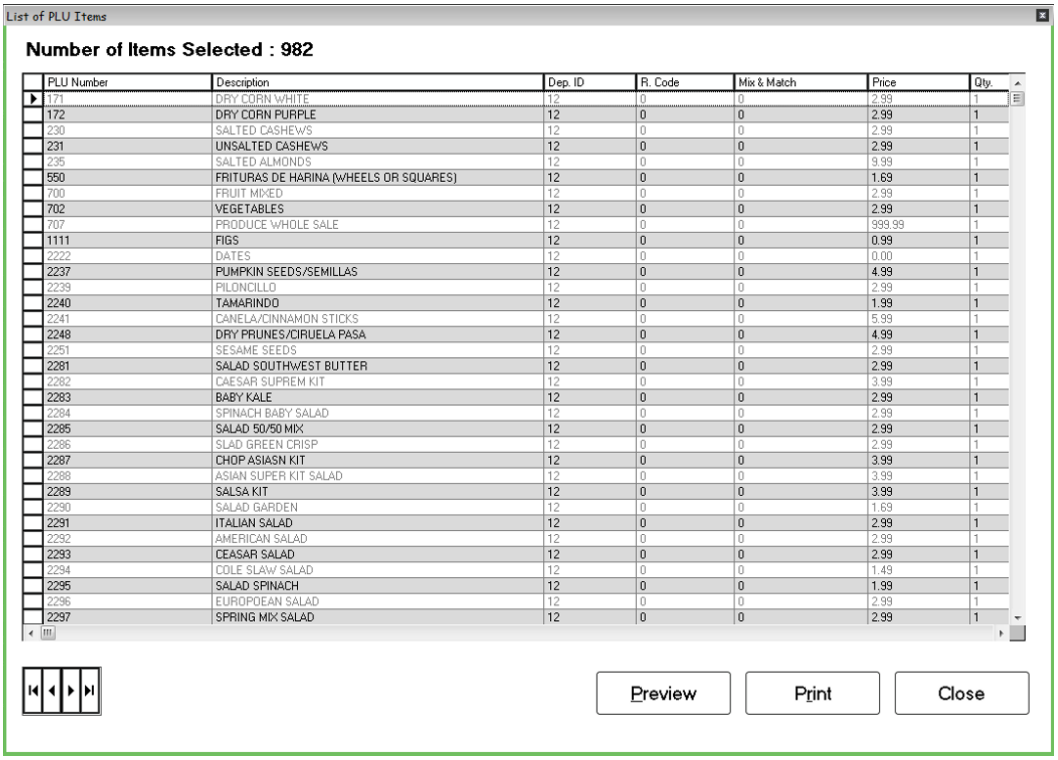


Figure 3-160. List of PLU Items

3.3.4.1 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.

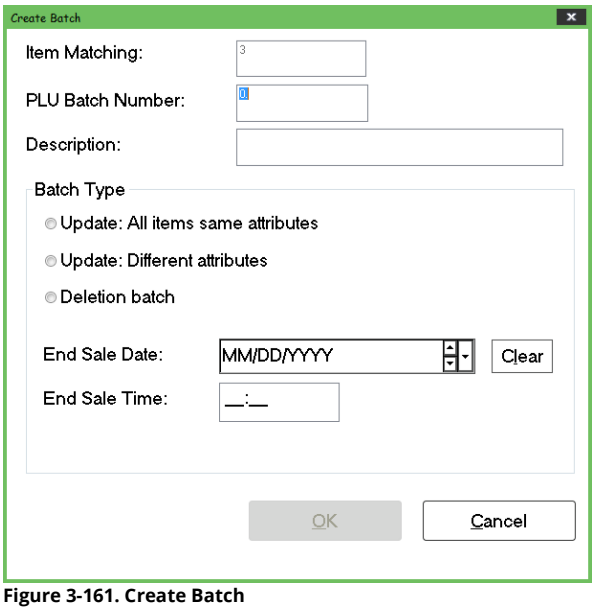


Figure 3-161. Create Batch

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. (Optional) For sale batches you may specify and End Date and Time.
5. Click **OK**.

Note:
If you selected “Update: All items same attributes”. The PLU Batch Item Template screen will appear. Select the desired tab and enter the field attribute modifications you wish to make to all item within the batch. When finished, click **OK**.

6. The confirmation screen appears:

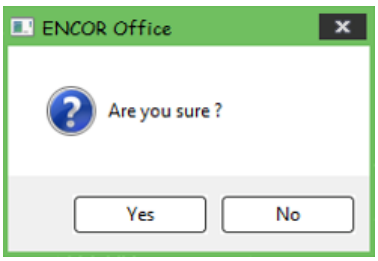


Figure 3-162. Confirmation Screen

7. Depending on which batch type you select, a message like the following will be displayed.

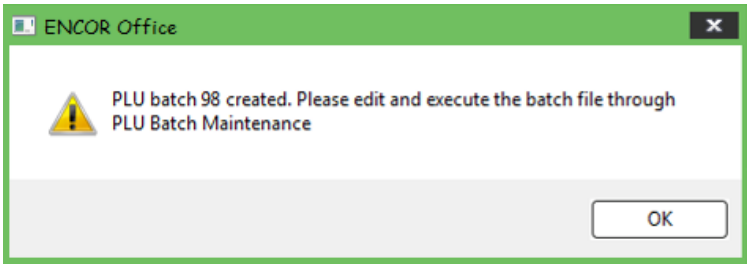


Figure 3-163. Batch Created Message

8. Click **OK**.
9. Follow the procedures described in the section “Editing a PLU Batch” to edit and execute the batch.

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

3.3.5 Fast PLU Batches (Base)

In many instances, only basic information for PLU items will need to be updated, for example, prices. Fast PLU Batches offers a screen that displays fields for only the most commonly updated parameters.

To access Fast PLU Batches

From the Application Menu Bar, select **Item Management > Batch Maintenance > Fast PLU Batches**. The Fast PLU Batch Maintenance window is displayed.

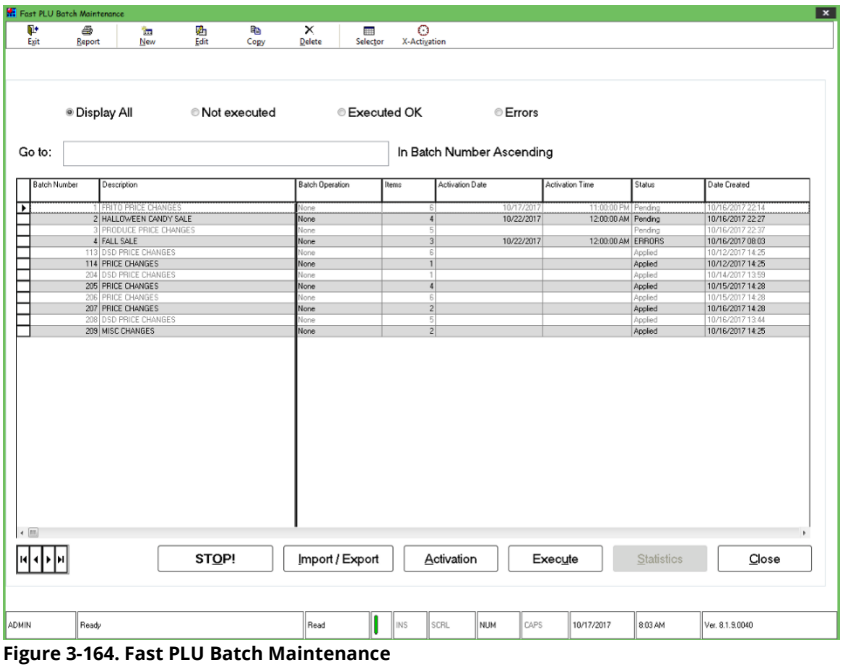


Figure 3-164. Fast PLU Batch Maintenance

For a description of the components of this window, refer to the section “PLU Batch Maintenance Window.”

3.3.5.1 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.

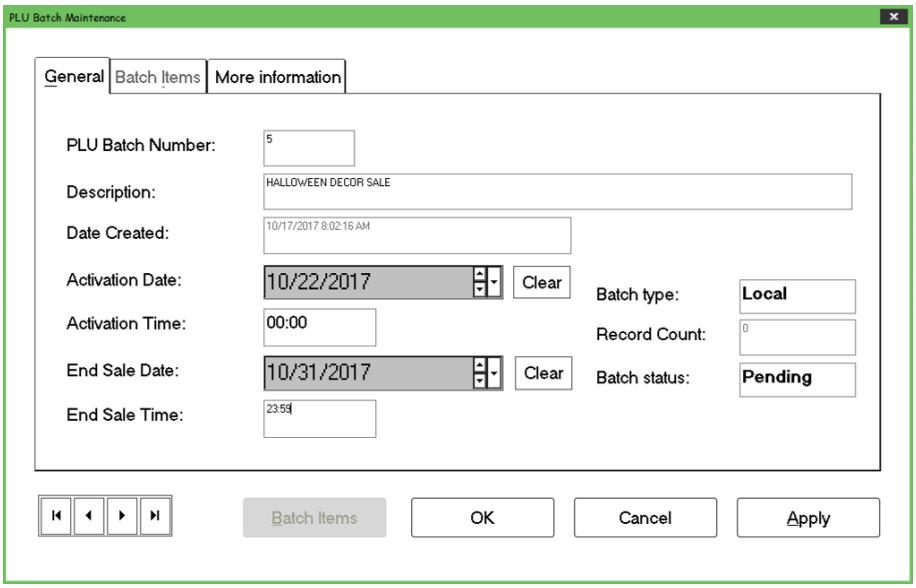


Figure 3-165. PLU Batch Maintenance - General Tab

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

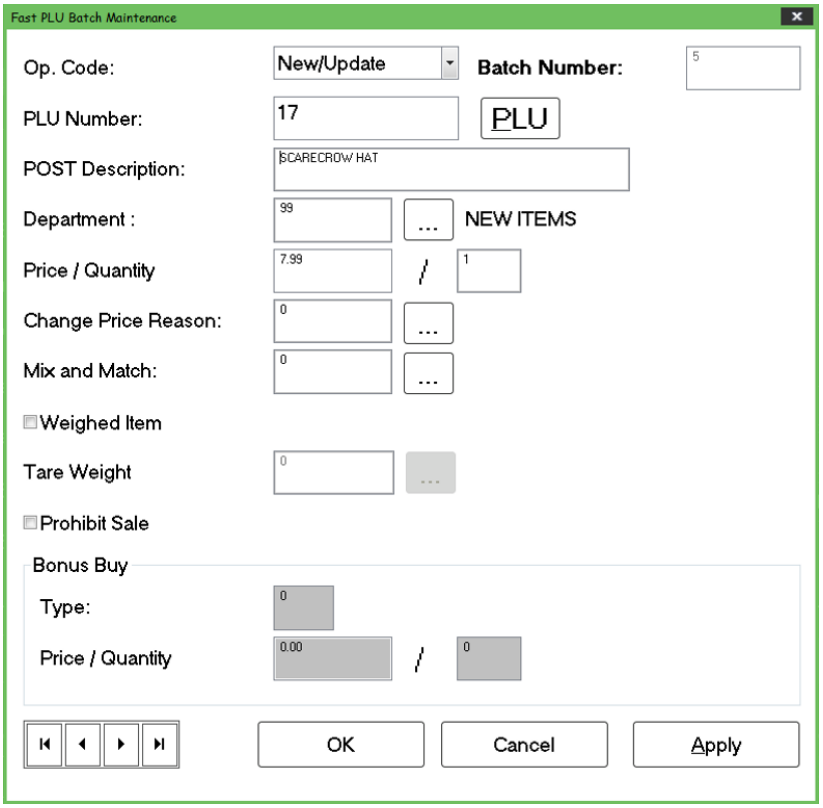


Figure 3-166. Fast PLU Batch Maintenance Dialog

3. Enter the Op Code and PLU Number, as described in the "Creating a PLU Batch" section.
4. Enter information into the other fields, as appropriate.

Note:
All other fields in this dialog box are described in the PLU Maintenance section.

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.

3.3.5.2Editing 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 to edit and click **Edit**. The dialog box is displayed.
2. Select the item to modify and click **Edit**. The Fast PLU Batch Maintenance dialog box is displayed.
3. Modify the information as required and click **OK**.
4. Repeat this procedure as necessary to modify other items in the batch.

3.4 Mix Match Maintenance

The **Mix Match Maintenance** application provides the functionality to add, modify, and delete the mix match codes that can be assigned to items within the **Item Maintenance** application.

- To open Mix Match Maintenance from the ENCOR Application Menu Bar, select Item Management > Mix Match Maintenance > Mix Match Maintenance.
- To open Mix Match Maintenance from the Item Maintenance application, click the ellipsis button [...] inside the MM (Mix Match) field, and then click **Edit** in the Mix Match List window.

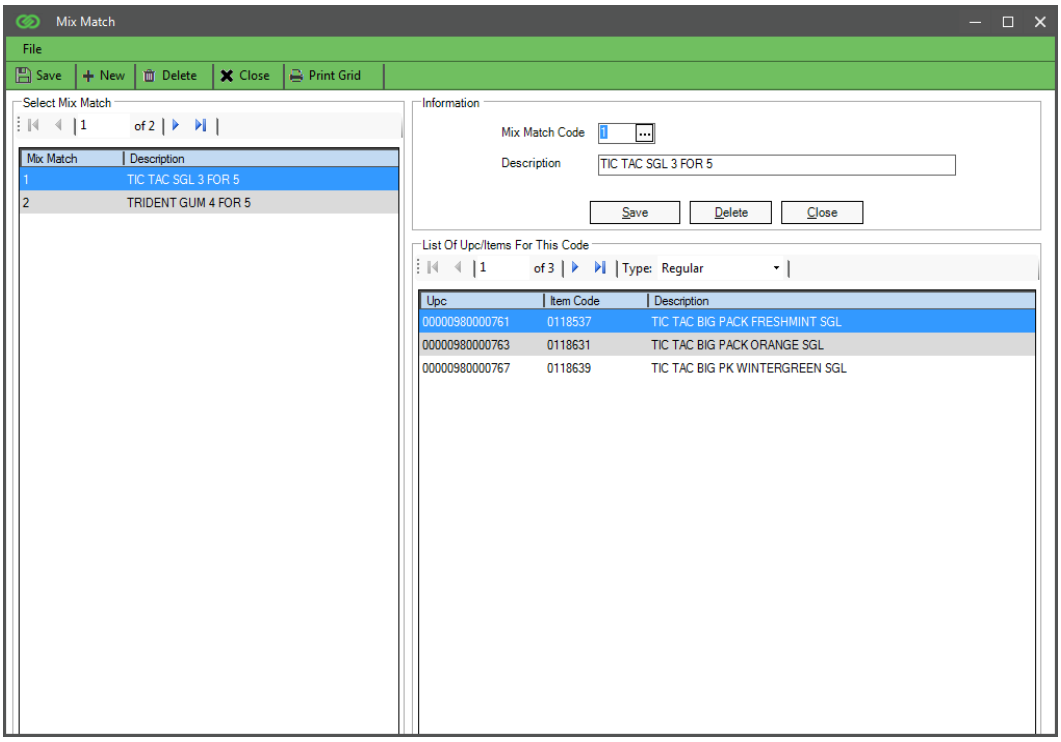


Figure 3-167. Mix Match Maintenance

The screen content area is divided into three parts:

- Select Mix Match – The left part of the screen shows the list of mix match codes defined in **ENCOR,** allowing a mix match record to be selected for deletion or modification by clicking on it. By default, the first record in the list is selected when the **Mix Match Maintenance** application opens.
- Information – The Information area in the top right allows a new mix match code to be entered or an existing one retrieved when a value is entered in the Mix Match Code field and **ENTER** or **TAB** is pressed.
- List Of Upc/Items For This Code – The grid at the bottom right of the screen shows the items assigned to the currently selected mix match code for the price type (regular, batch, or current) selected in the Type drop-down list (located at the top of the grid).

The Type drop-down list provides a means of differentiating which items have specific mix match code values associated with the regular, batch, or current item price.

- Regular displays the items assigned to the selected mix match code as part of the item's regular price.
- Batch displays the items assigned to the selected mix match code as part of the item's batch price.
- Current displays the items currently assigned to the selected mix match code as part of the item's current price.

3.4.1 Look Up or Select Mix Match Code

To look up or select an existing mix match code do either step:

- Enter the mix match code into the Mix Match Code field in the Information box and press **ENTER** or **TAB**.
- Locate and click on the mix match code of interest in the scrolling list on the left part of the screen.

3.4.2 Add Mix Match Code

To add a mix match code:

1. Click **New**.
2. Enter the mix match code and description into the fields in the Information box.
3. Click **Save** or press **F1**.

Note:

Closing the **Mix Match Maintenance** application does not automatically save changes. Click **Save** to update changes before closing.

3.4.3 Delete Mix Match Code

To delete a mix match code:

1. Select a mix match code in the scrolling list on the left.
2. Click **Delete** on the right.
3. Click **Yes** in the Delete Mix Matches prompt window.

3.4.4 Other Actions

To open the mix match code list in Excel, right-click on the Mix Match or Description column headers in the list area on the left and then select **Export to Excel.**

To print the mix match code list, click **Print Grid**.

3.5 Price Link Maintenance

The **Price Link Maintenance** application provides the functionality to add, modify, and delete price link IDs as well as assign them to groups of items to help maintain common pricing, costs, and deals. Assigning a group of items the same price link ID allows an item price, cost, and/or deal change to easily be made to all items or a subset of items that have the same price link ID. This is a feature of the **Item Maintenance** application which is described in Chapter 5 in the "Maintenance Task" section.

- To open **Price Link Maintenance** from the **ENCOR** Application Menu Bar, select **Item Management > Price Link Maintenance > Price Link Maintenance**.
- To open **Price Link Maintenance** from the **Item Maintenance** application, click on the ellipsis button [...] inside the Price Link field being assigned, and then click **Edit** in the Price Link List window.

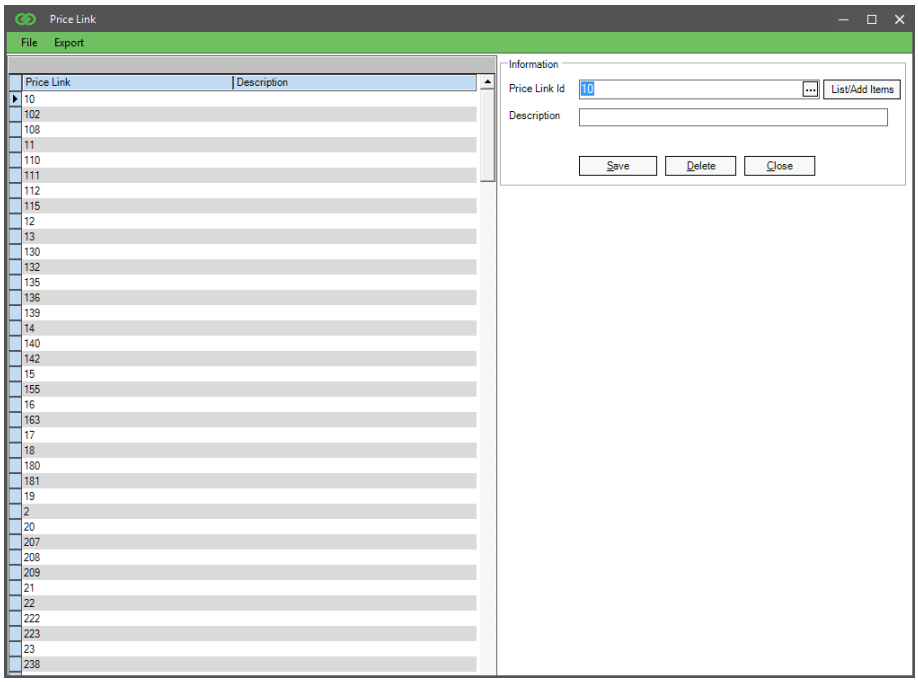


Figure 3-168. Price Link Maintenance

The screen content area has two main parts:

- The scrolling list on the left displays all price link records defined in **ENCOR**. Any record can be selected for viewing, modification, or deletion by clicking on it. The order of the price links can be changed by clicking on the column header.
- The Information area in the top right allows a new price link to be entered or an existing one to be retrieved and modified. The List/Add Items button opens a separate window for viewing and assigning items to the current price link record.

3.5.1 Lookup or Select Price Link

To look up or select an existing price link for viewing or editing do either step:

- Enter the ID of the price link into the Price Link Id field in the Information box and press **ENTER** or **TAB**.
- Locate and click on the price link of interest in the scrolling list on the left part of the screen.

3.5.2 Add Price Link

To create a new price link:

1. Enter a new, unique ID into the Price Link Id field. The ID can consist of alphanumeric or numeric characters.
2. Enter a description into the Description field if desired.
3. Click **Save** or press **F1**.

Note:

Closing the **Price Link Maintenance** application does not automatically save changes. Click **Save** to update changes before closing.

3.5.3 View or Edit Price Link Items List

To view or edit the list of items assigned to a price link ID:

1. Add a price link or look up or select an existing price link as described above.

2. Click on **List/Add Items** in the Information box to open the Items for Link window (pictured below), and follow the steps below. **Note:** This window can also be accessed in the **Item Maintenance** application by clicking on the List button to the right of the Price Link field.

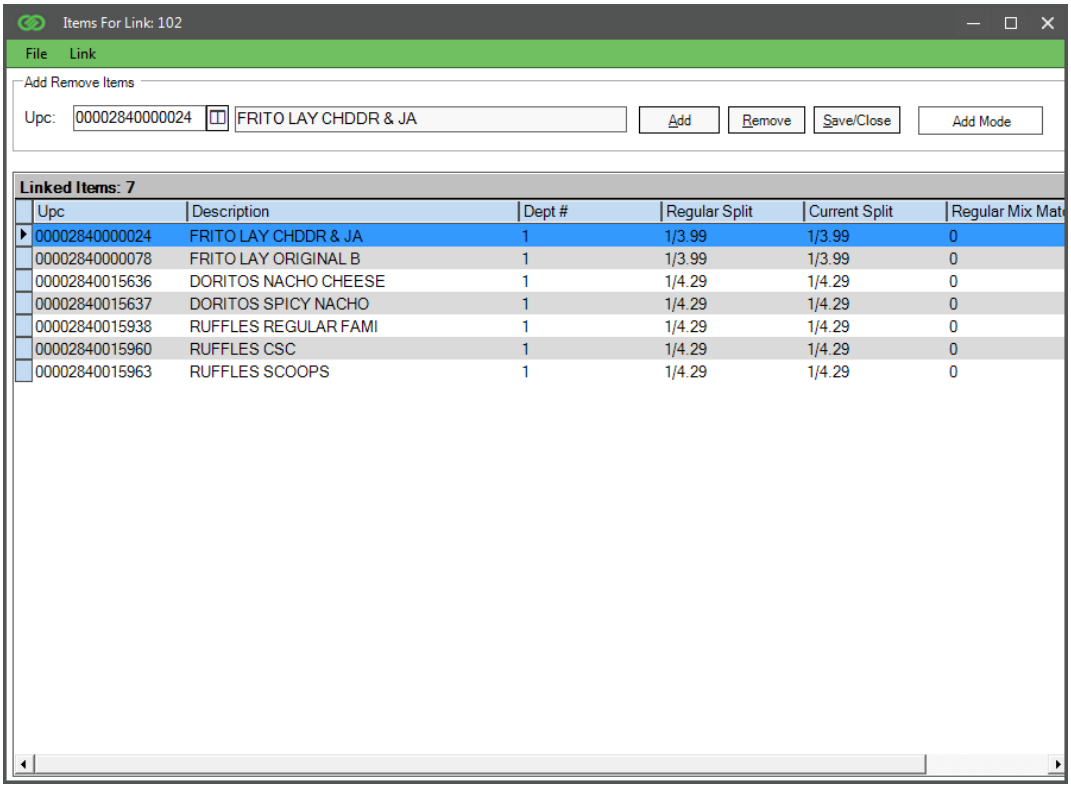


Figure 3-169. Price Link Maintenance - Edit Items

To add new items to the price link list in the Items for Link window:

1. Enter an item number to be added into the Upc field.
2. Click **Add** or press **ENTER** when in Add Mode.
3. Click **Save/Close** when editing or viewing is complete.

To remove items from the price link list in the Items for Link window:

Enter the item number to be removed into the Upc field.

1. Click **Remove** or press **ENTER** when in Remove Mode.
2. Click **Save/Close** when editing or viewing is complete.

Note:

By default, Add Mode is selected when the Items for Link window opens as indicated by the button on the right. Click the button to toggle it to Remove Mode.

3.5.4 Change Price Link Description

To change a price link description:

1. Look up or select the price link to be changed as described above.

2. Enter a description into the Description field.
3. Click **Save** or press **F1**.

3.5.5 Change Price Link ID

To change the price link ID on an existing record:

1. Select the price link to be changed in the scrolling list on the right.
2. Right-click on the selected price link and choose **Change Price Link ID**.
3. Enter the new ID in the pop-up window and click **Ok**.

3.5.6 Delete Price Link

To delete a price link record:

1. Look up or select the price link to be deleted as described above.
2. Click **Delete**.

3.5.7 Other Actions

To create an SPC file of price link data, select **Export** > **SPC Format** from the menu. A pop-up screen provides a location path for the requested data.

To print the price link grid, select **File** > **Print**.

3.6 Promotion Maintenance

3.6.1 Introduction

Sections 3.6.2 – 3.6.6 describe the back office applications for promotion maintenance. These are the applications that are intended to replace the corresponding front office applications, described in the latter sections. The back office version of these applications work in conjunction with the **Item Maintenance** application. **Item Maintenance** displays these promotions in the Promos tab and supports the creation of new item promotions like BOGOs using the Price and Price Mthd fields.

ENCOR allows users to add, modify, and delete Member Promotions. Member Promotions are set up specifically to loyalty customers and 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.

The Member Promotion types that users can setup in **ENCOR** are listed and described in the table below.

Member Promotion	Description
Enhanced Promotions	As promotional items are scanned, rewards are applied immediately.
Group Promotions	Like Enhanced Promotions, but include the ability to link various groups of items.
Level Promotions	Like Enhanced Promotions, but include the ability to define up to five different levels of conditions and rewards.

3.6.2 Enhanced Promotions

Enhanced Promotion allows users to 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 specified.

3.6.2.1To View Enhanced Promotions

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance > Enhanced Promotions** which results in the display of the Enhanced Promotion List screen. If enhanced promotions exist, they will be listed in the Enhanced Promotion List screen's grid.

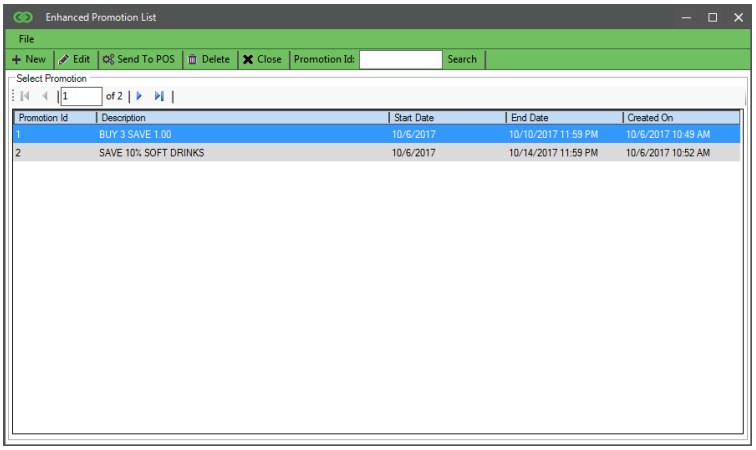


Figure 3-170. Enhanced Promotion List 1

2. Double-click an existing promotion in the Enhanced Promotion List grid. This results in the selected promotion's details displaying in the Enhanced Promotion (Edit Mode) screen.

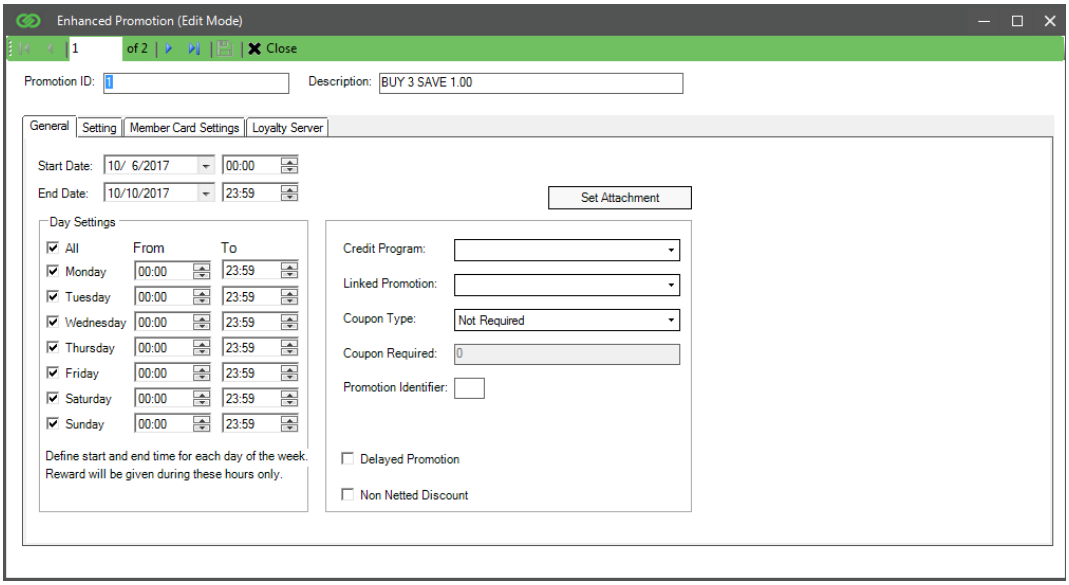


Figure 3-171. Enhanced Promotion (Edit Mode)

3.6.2.2 To Add an Enhanced Promotion

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance > Enhanced Promotions** which should result in the display of the Enhanced Promotion List screen

2. From the Enhanced Promotion List Screen, click **New**. The Enhanced Promotion (Add Mode) screen will display.

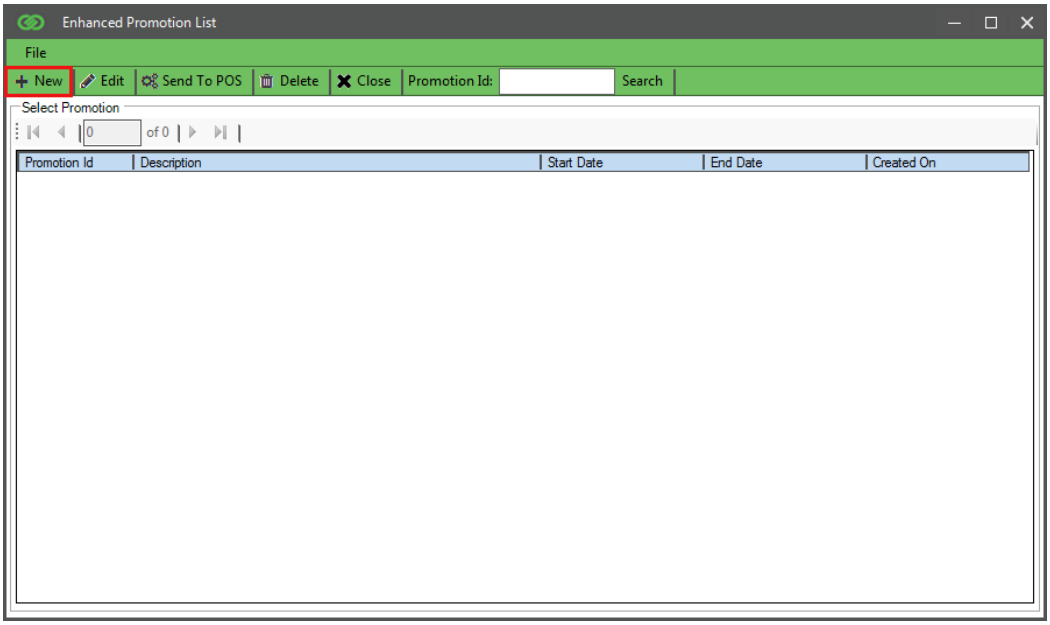


Figure 3-172. Enhanced Promotion List 2

3. From the Enhanced Promotion (Add Mode) screen, enter a unique promotion ID and a description.

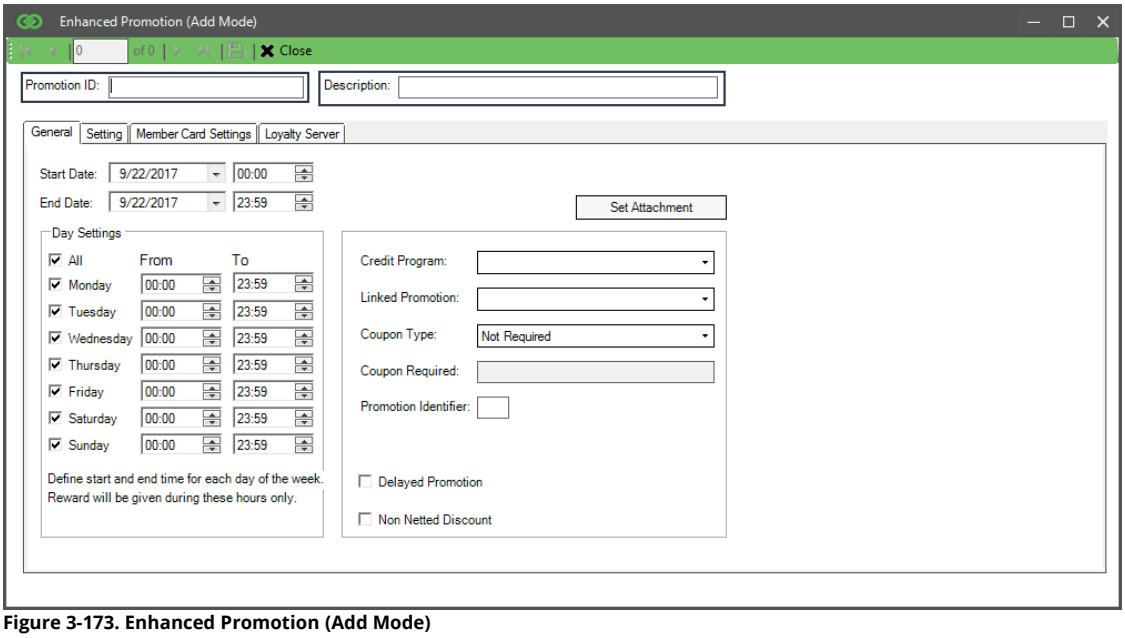


Figure 3-173. Enhanced Promotion (Add Mode)

4. On each tab, set the properties and options as required (see below).
5. Click **Save** to save the promotion.

3.6.2.3 General Tab

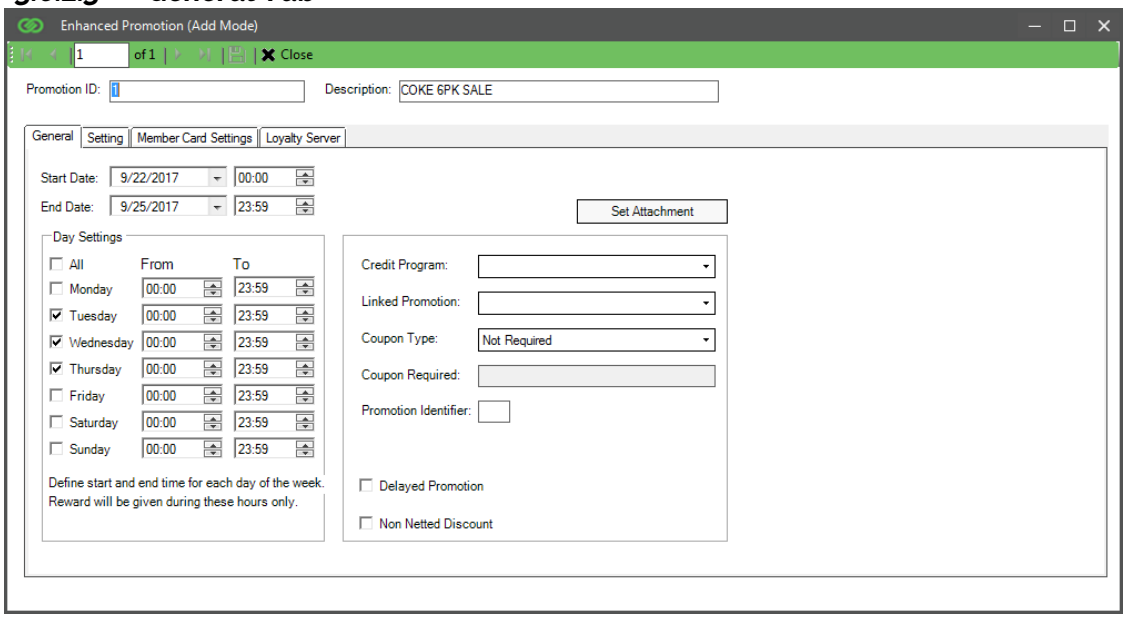


Figure 3-174. Enhanced Promotion - General Tab

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Set Attachment	Click Set Attachment to add one or more of the following attachment types (see Set Attachment Screen below): ▪ UPC ▪ Department ▪ Mix Match
All, Monday-Sunday (checkboxes) and From-To	Select the days and times on which the promotions are to run.
Field	Description
Credit Program	For reward types of “Credits” and “Credits Per Item” (see Setting tab below) select an existing Credit Program where points/miles earned from this promotion will accrue. For Gas Rewards, select the existing Credit Program used to sum the earned linked promotions, print the summed rewards on the receipt, and send the reward total to the coupon table on the server.
Linked Promotion	Not Used
Coupon Type	If a coupon is required to award this promotion, select either: ▪ One Time Only – the coupon must be scanned only once for the promotion to be eligible to be awarded

	multiple times. ▪ One time Per Reward – a separate coupon must be scanned each time the redemption is awarded.
Coupon Required	Enter the coupon number required to be scanned to award the promotion.
Delayed Promotion	Select this checkbox to delay the promotion until the Total key is pressed at the POS. (This feature is helpful when random weight items are attached to the promotion and when waiting until the end of the transaction to determine which item to award the promotion to.)
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from department net sales. Discounts will be charged to the Mark Down Department (see Setting tab). Typically, manufacturers sponsor non-netted promotions and the stores are reimbursed for the promotional amount.
Promotion Identifier	Enter the symbol to print on the customer's receipt next to promotional items linked to this promotion.

3.6.2.4 Set Attachment Screen

The Set Attachment screen appears when **Set Attachment** is clicked from the General tab of the Enhanced Promotion (Add Mode) and Group Promotion (Add Mode) screens. The Set Attachment allows the user to attach one or more of the following item types to a promotion: UPC(s), Departments, and Mix Match(s).

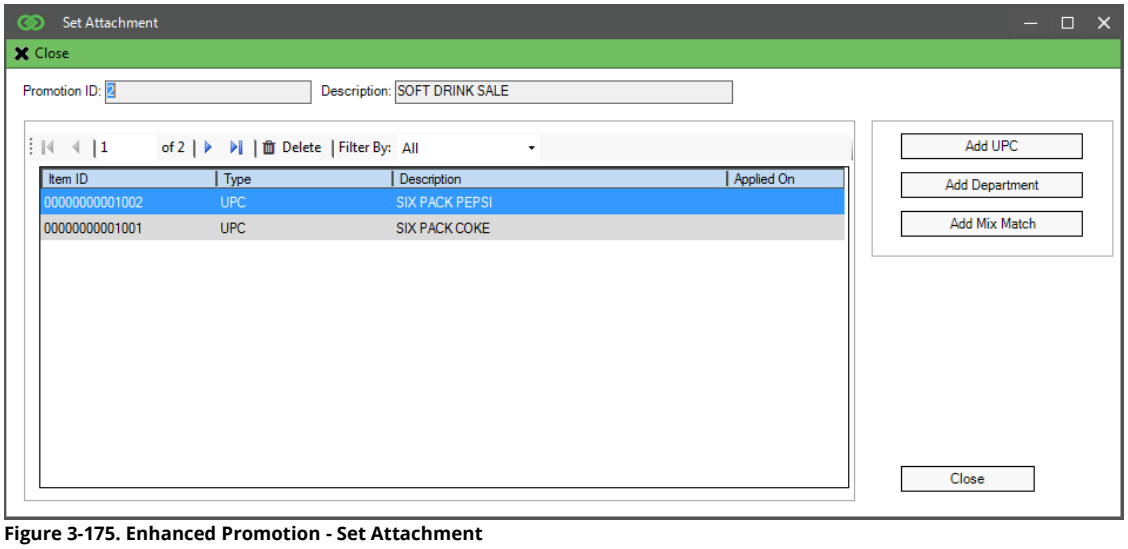


Figure 3-175. Enhanced Promotion - Set Attachment

3.6.2.5 Add UPC Attachment

1. Click **Add UPC** on the Set Attachment screen. The Get Upc screen displays.

2. If a UPC is known, the UPC can be added by entering the UPC in the Upc Search text box followed by pressing **ENTER**. The known UPC will display in the Selected UPC grid.

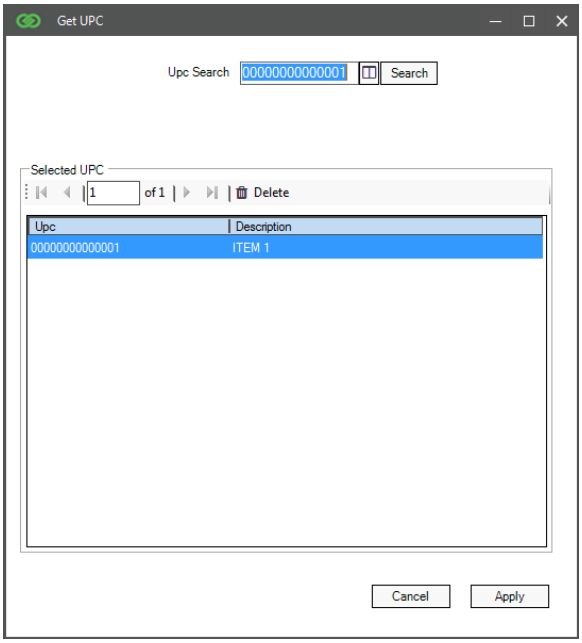


Figure 3-176. Enhanced Promotion - Get UPC

3. If the UPC is unknown or if a list of existing UPCs need to be added, the Item Search screen (shown below) can be used to search for the UPC(s) and allow one or more UPC(s)to be added to the Promotion.

a. Click **Search** at the top of the GetUpc screen to display the Item Search screen. The Search Options tab provides controls which allows the user to set filter values used to find the desired UPCs.

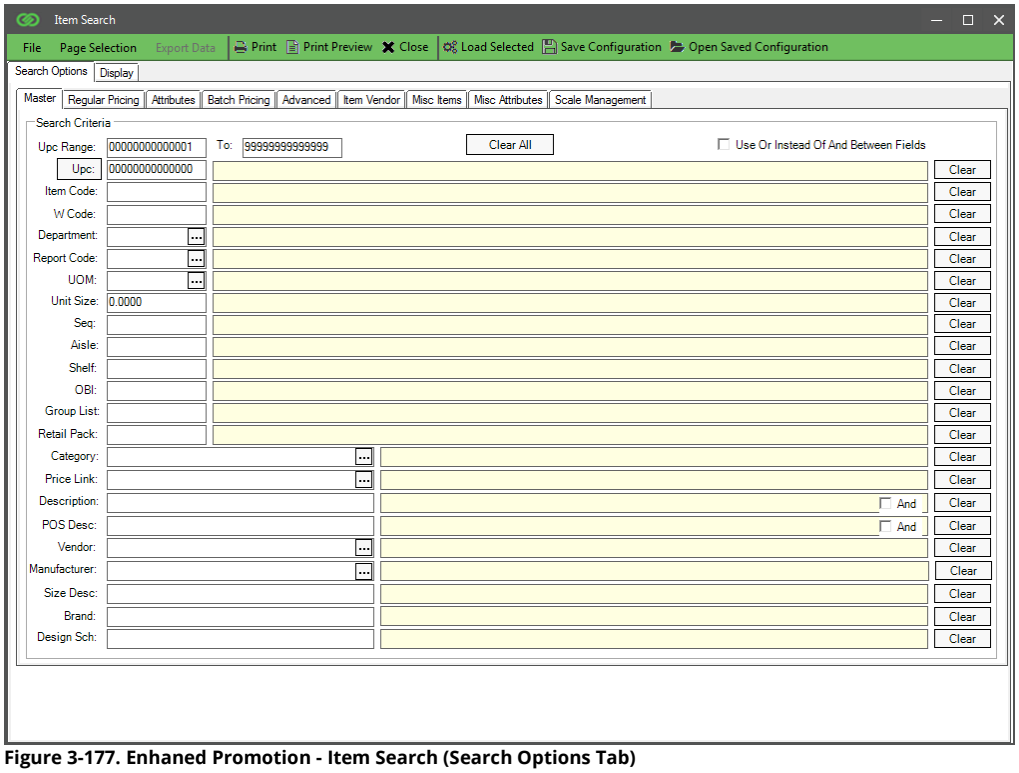


Figure 3-177. Enhaned Promotion - Item Search (Search Options Tab)

b. Select the Item Search screen's **Display** tab to run the query (based on the values set in the **Search Options** tab controls) and display returned UPCs in the Display tab's grid. If no values were set in the Search Options tab controls, then all UPCs in the database will be returned. The image below shows the returned UPCs after selecting Item Search screen's **Display** tab.

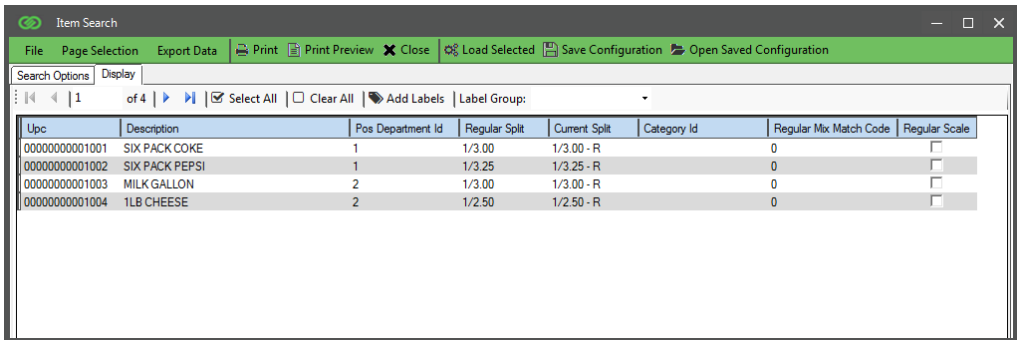


Figure 3-178. Enhanced Promotion - Item Search (Display Tab)

c. To select UPCs to be added to GetUpc screen's Selected UPC grid, select one or more UPCs from the Display tab's grid and click **Load Selected**.

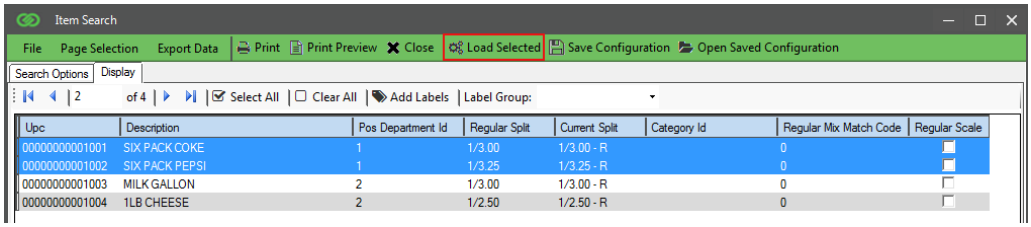


Figure 3-179. Enhanced Promotion - Load Selected

d. After **Load Selected** is clicked, the UPCs selected in the Display tab's grid should be displayed in Get UPC screen's Selected UPC grid. If new UPCs have been added to the Get UPC screen's Selected UPC grid, click **Apply** before exiting the Get UPC screen.

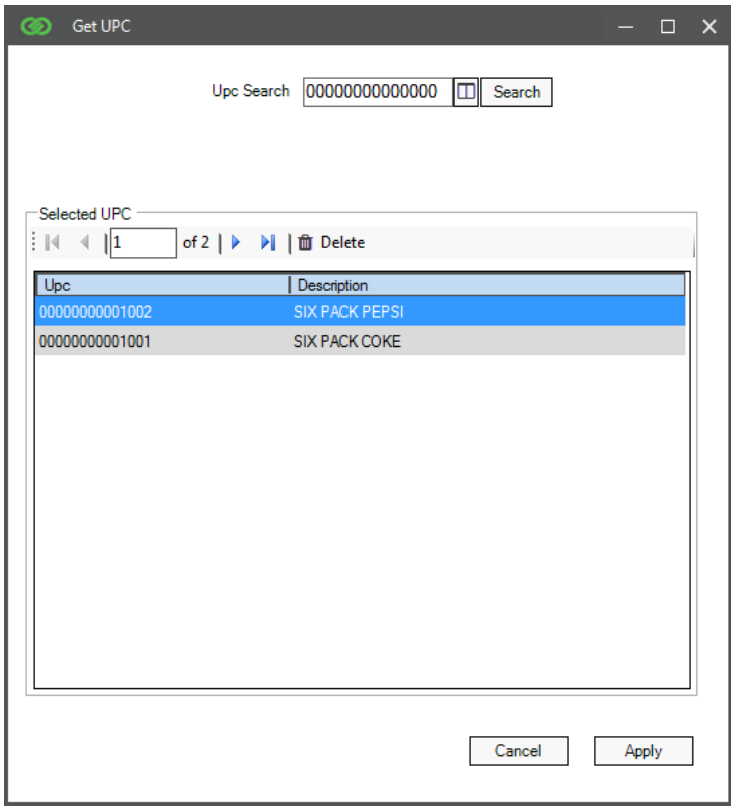


Figure 3-180. Enhanced Promotion - Get UPC

3.6.2.6 Add Department Attachment

1. Click **Add Department** on the Set Attachment screen. The Multiple Department Search screen displays.

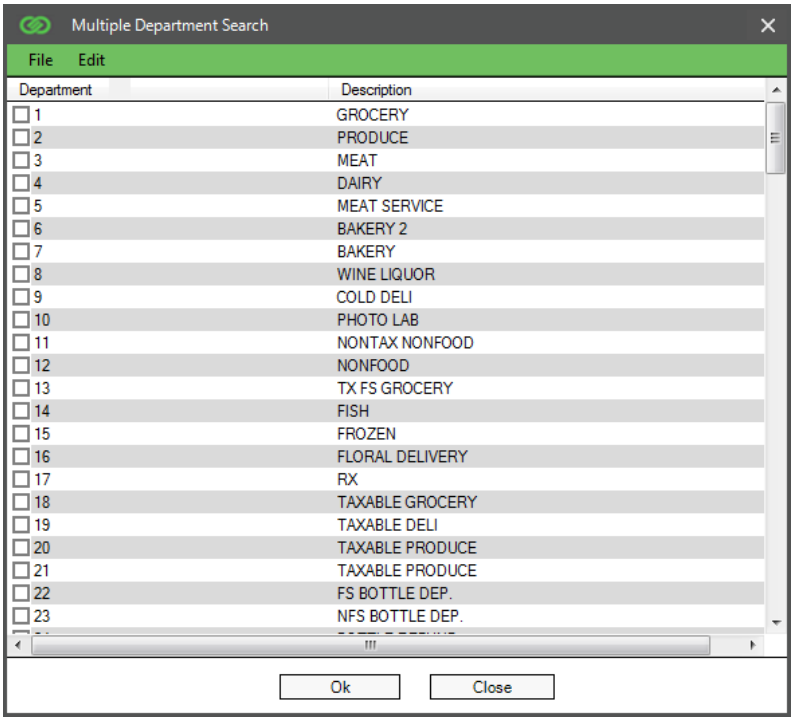


Figure 3-181. Enhanced Promotion - Multiple Department Search

2. Check the checkbox next to the departments that are to be added as attachments and click **OK**. The checked departments will appear in Set Attachment's grid.

3.6.2.7 Add Mix Match Attachment

3. Click **Add Mix Match** on the Set Attachment screen. The Multiple MixMatchCode Screen displays.

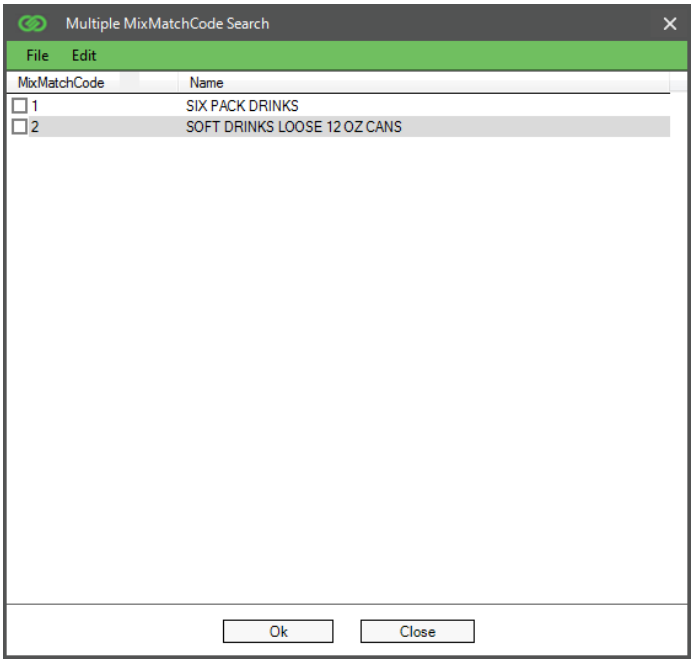


Figure 3-182. Enhanced Promotion - Multiple MixMatchCode Search

4. Check the checkbox next to the MixMatch(s) that are to be added as attachments and click **OK**. The checked MixMatch(s) will appear in Set Attachment's grid.

3.6.2.8 Delete an Attachment

1. From the Set Attachment screen, select an attachment from the grid.
2. Click **Delete**.

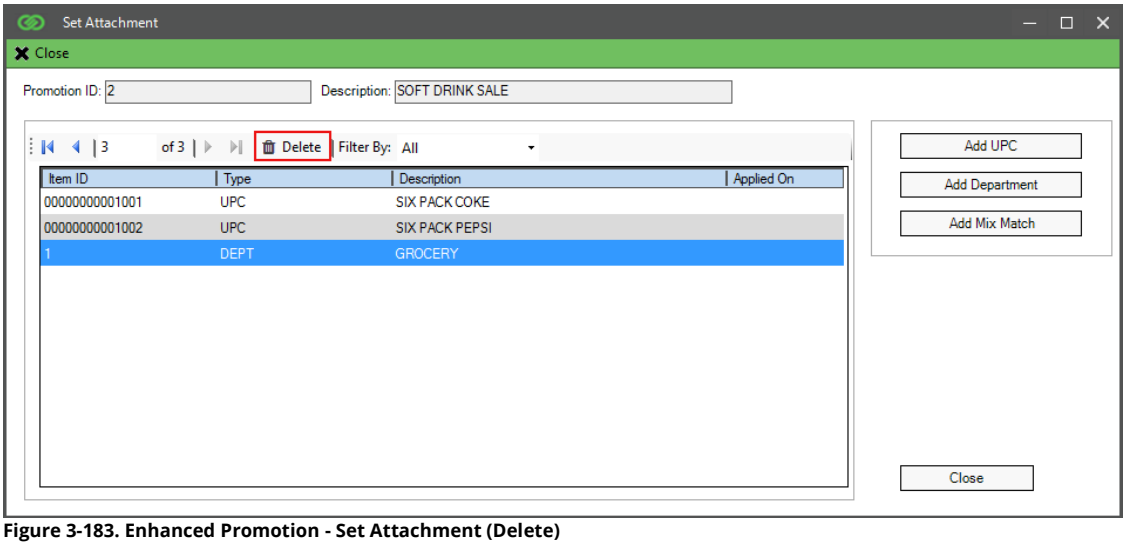


Figure 3-183. Enhanced Promotion - Set Attachment (Delete)

3.6.2.9 Setting Tab

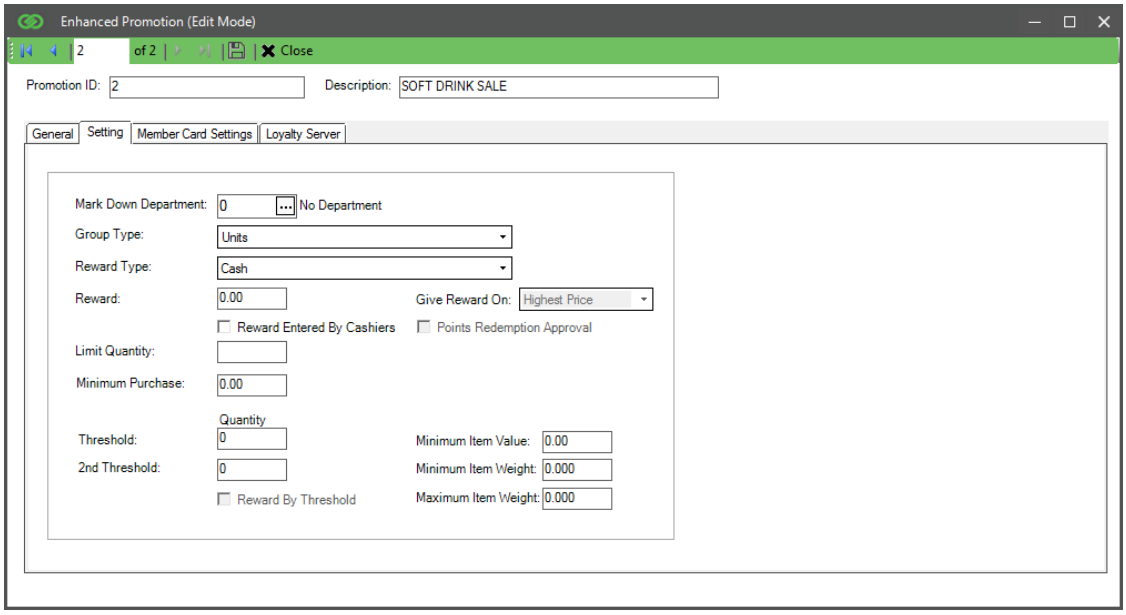


Figure 3-184. Enhanced Promotion - Setting Tab

Field	Description
Mark Down Department	Select the department to be charged the promotion reward amount.
Group Type	Select the trigger type that determines whether threshold amounts have been met for reward purposes. The choices are:

	Units – the purchase of unit quantities Weighted/Decimal – the purchase of weight amount or decimal quantity ("liters" for example). By Value – the purchase of a dollar amount Credits – credits earned / accumulation of points by purchasing items with points attached Order Value – the total amount of the transaction
Reward Type	Select the type of promotion reward to award the customer: ▪ Cash – Cash off total (not per item) ▪ Percentage Off – Percent off item ▪ New Price – New price for item ▪ Amount Off Per Item – Amount off per each item ▪ Amount off Per Pound – Amount off per each pound ▪ New price per pound – New price per pound ▪ Credits – Credits/Points awarded per item ▪ Target Message – Generate target message ▪ Free Item – Issue a free item ▪ Percent Off Order – A percentage off the transaction total ▪ Amount Off Order – An amount off the transaction total ▪ Credits Per Order – Credits/Points per transaction ▪ New Price Per Quantity – New Price per item (using a new MSU) based on the following calculation: Reward Amount / Threshold Quantity **Note:** The "New Price Per Quantity" reward applies the value in the (first) Threshold field as the Threshold Quantity to calculate the New Price of each item and ignores any values in the Threshold 2 field.
Reward	Based on the Reward Type chosen (above), enter the reward amount (in amount off, percent discount, new price, credit points/miles, quantity of free items, message number, etc.). **Note:** The message number must be the last digit(s) in the template files. For example, if the template name is TARGE00002, enter a "2" in this field.
Give reward on	Select either: ▪ Highest Price ▪ Lowest Price For example, turkeys are on promotion at a specific price per pound. A customer has taken one that weighs 7lb and the other weighs 3lb. Decide whether the higher priced turkey or lower priced turkey gets the reward.
Reward Entered by cashiers	Select this checkbox to allow cashiers to be able to enter reward at POS terminal once the reward has been triggered.
Points	Check this box if the promotion reward is earned by redeeming member

Redemption Approval	credits (points/miles). Specify the quantity required in the "Points Required to Redeem" field under the Member Card Settings tab. **Note:** When this box is checked the "Reward Entered By Cashiers" checkbox is unavailable and the Threshold is locked in at "1".
Limit Quantity	Number of times that this promotion can be awarded within a single ticket.
Minimum Purchase	Specify the minimum-qualifying transaction purchase amount to allow the reward.
Threshold Quantity	Enter the minimum quantity, weight/decimal amount, item value, credits or order value (depending on the Reward Type setting) a customer must purchase or earn to receive the reward.
2nd Threshold Quantity	Enter the additional quantity, weight/decimal amount, item value, credits or order value (depending on the Reward Type setting) a customer must additionally purchase or earn to receive the reward again. Specify a higher quantity to induce the customer to make additionally purchases. Allow for an addition reward using the Limit Quantity field. **Note:** For "Credits" reward types, the 2nd Threshold must be set to 1, regardless of the Limit Quantity setting.
Reward By Threshold	Check this box to recalculate the reward amount so that once each threshold is met, the "highest" or "lowest" reward (based on the "Give reward on" setting) is selected. This setting is useful when random weight items are included in the promotion. **Note:** The reward is given in order of the items scanned and not per the "highest" or "lowest" setting.
Minimum Item Value	Specify the minimum item value (of the attached items) a customer must purchase to receive the reward.
Minimum Item Weight	Specify the minimum item weight (of the attached items) a customer must purchase to receive the reward.
Maximum Item Weight	Specify the maximum item weight (of the attached items) a customer must purchase to receive the reward.

3.6.2.10 Member Card Settings Tab

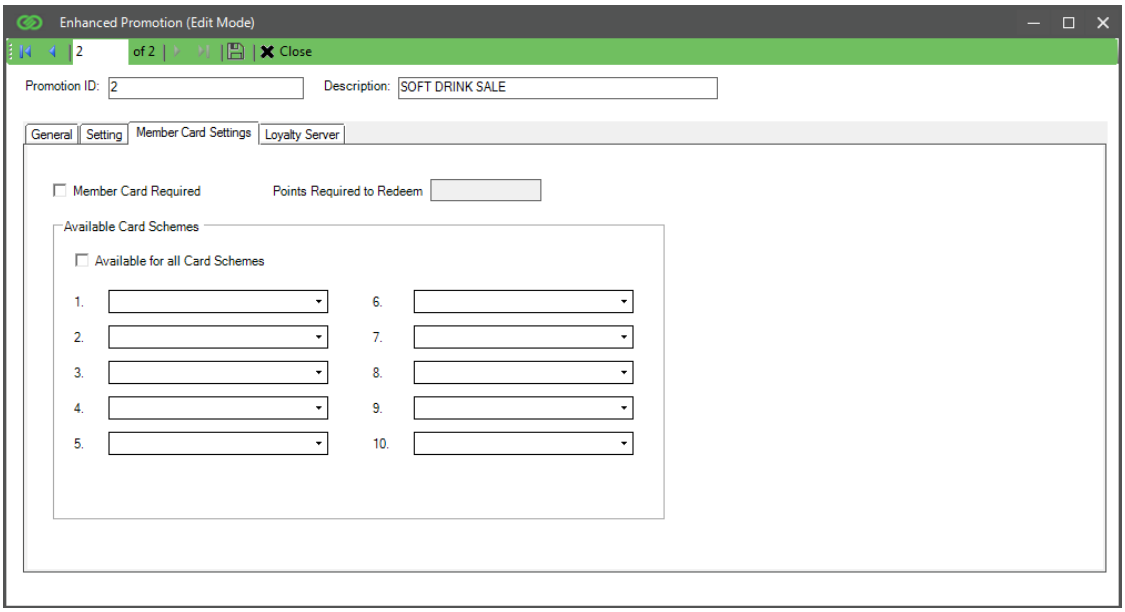


Figure 3-185. Enhanced Promotion - Member Card Settings Tab

Field	Description
Member Card Required	To make the promotion available to member cardholders only, select this option. If selected, choose the targeted card schemes below.
Points Required to Redeem	Enter the number of points required to redeem the promotion. For example, enter 100 to be charged 100 points to receive a $5.99 promotion item for $2.99. **Note:** This field is only available for Member Card Required promotions.
Available for all Card Schemes	Check this box to make the promotion available to all card schemes. If not selected, then specify which of the 10 card schemes can use the promotion.
Schemes 1-10	Click the selection arrow for each field and select up to 10 different Card Schemes that can access the promotion.

3.6.2.11 Loyalty Server Tab

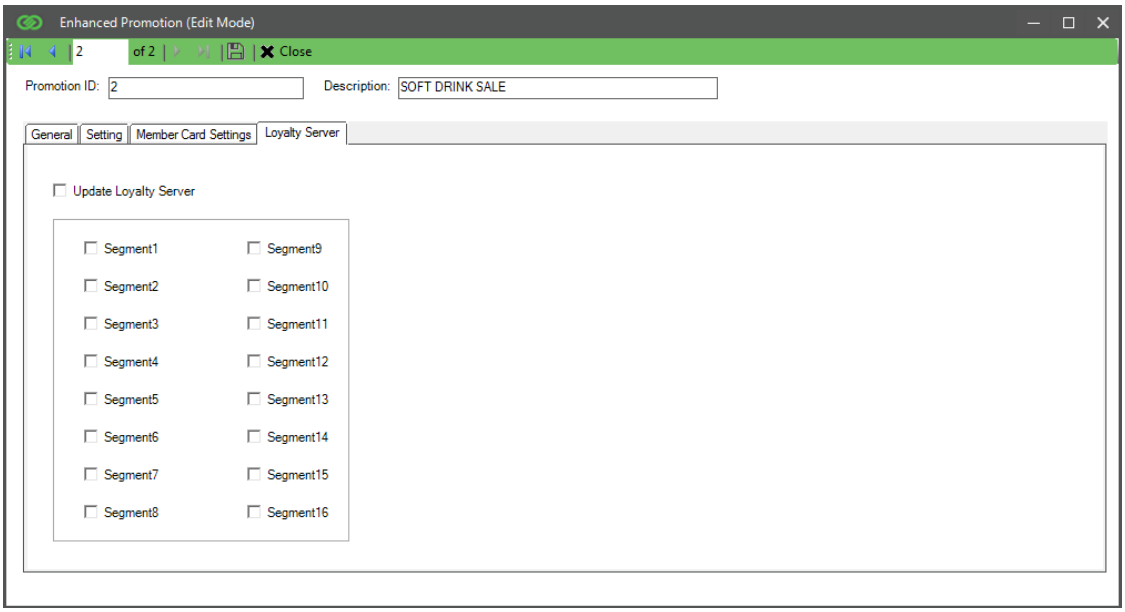


Figure 3-186. Enhanced Promotion - Loyalty Server Tab

Field	Description
Update Loyalty Server	Select this checkbox if using a centralized loyalty server and want the promotion award information for the transaction sent back to the host. This is useful for continuity promotions where maintaining a running total of purchase history is important. **Note:** If an enhanced promotion (with a group type of "Units" or "By Value") is flagged to "Update Loyalty Server" and a promotion progress template exists with the same last four digits as the promotion number, the promotion progress template will print on the customer's receipt. Promotion progress templates should be named OFFPROGXXXX (where XXXX is the last four digits of the promotion number).
Segments 1-16	If ENCOR is the loyalty server, select which demographic segments to target for this promotion.

3.6.3 Group Promotions

Group Promotions have additional parameters and choices, allowing the user to build promotions covering a wider selection of products. Group Promotions include a choice of ten group types. The user can define each group with different purchase quantity requirements. Customers qualify for rewards by purchasing the required quantities or minimum purchase amount specified.

3.6.3.1 To View Group Promotions

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance > Group Promotions.** This results in the display of the Group Promotion List screen. If group promotions exist, they will be listed in the Group Promotion List screen's grid.

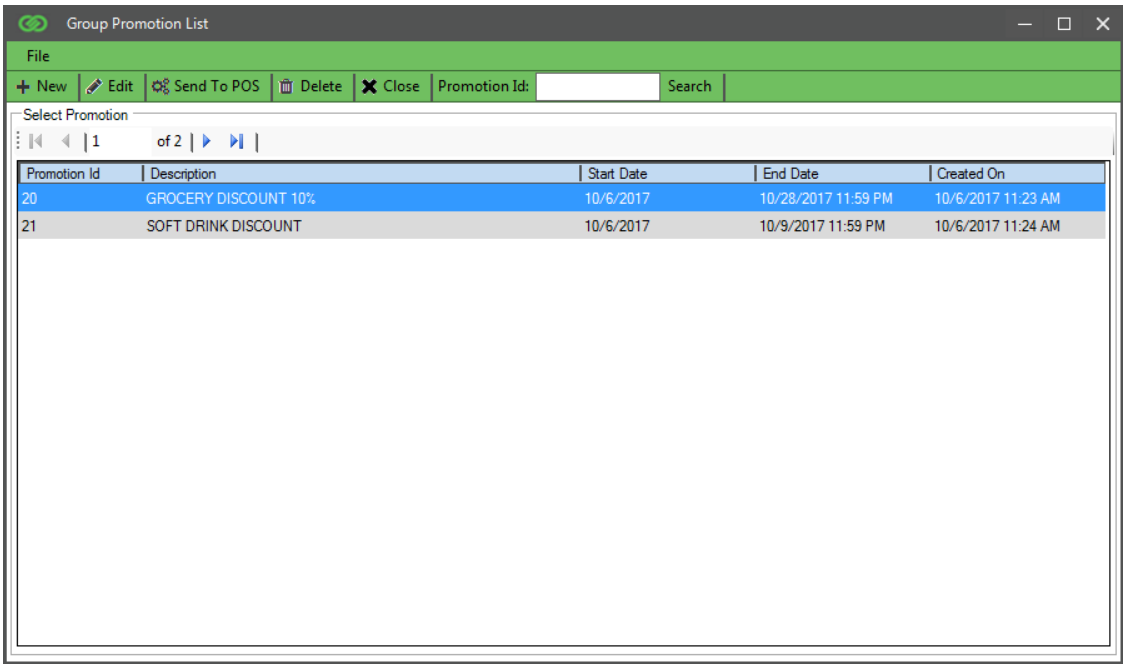


Figure 3-187. Group Promotion Lis

2. Double click an existing promotion in the Group Promotion List grid. This results in the selected promotion's details displaying in the Group Promotion (Edit Mode) screen.

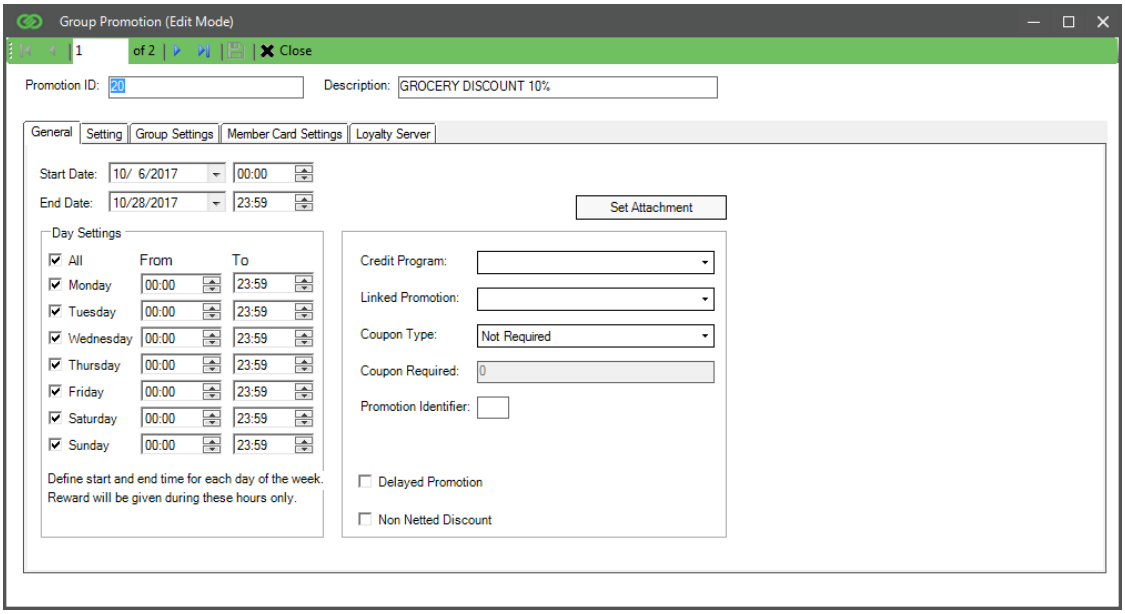


Figure 3-188. Group Promotion (Edit Mode)

3.6.3.2 To Add a Group Promotion

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance > Group Promotions**, which results in the display of the Group Promotion List screen.
2. From the Group Promotion List screen, click **New**. The Group Promotion (Add Mode) screen will display.

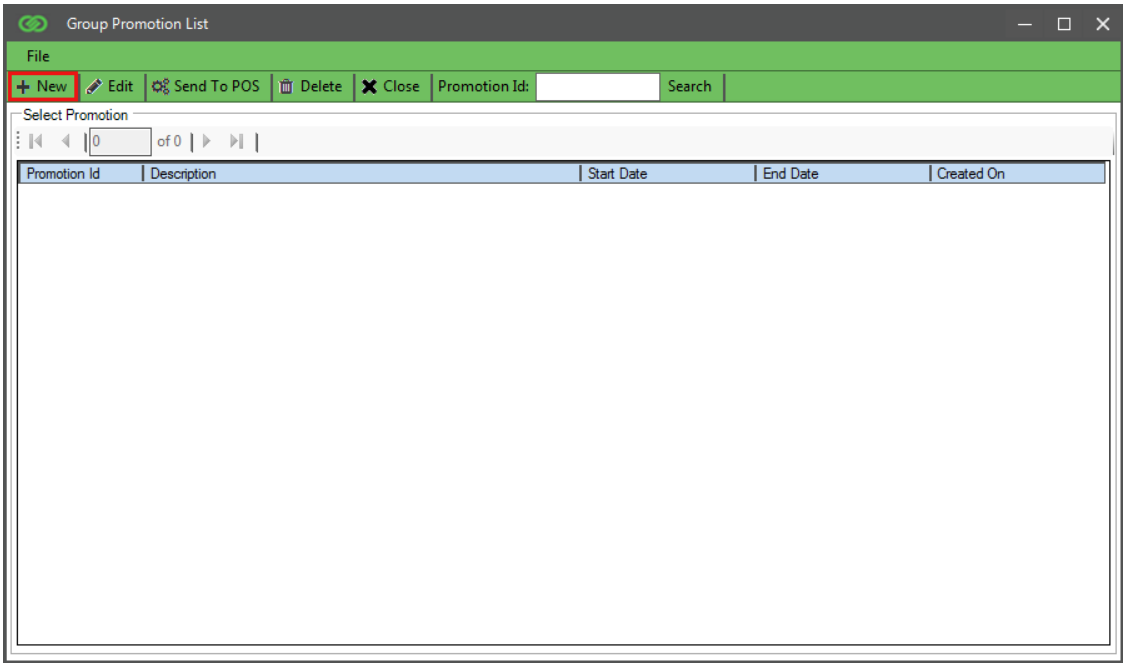


Figure 3-189. Group Promotion (Add Mode) 1

3. From the Group Promotion (Add Mode) screen, enter a unique promotion ID and a description.

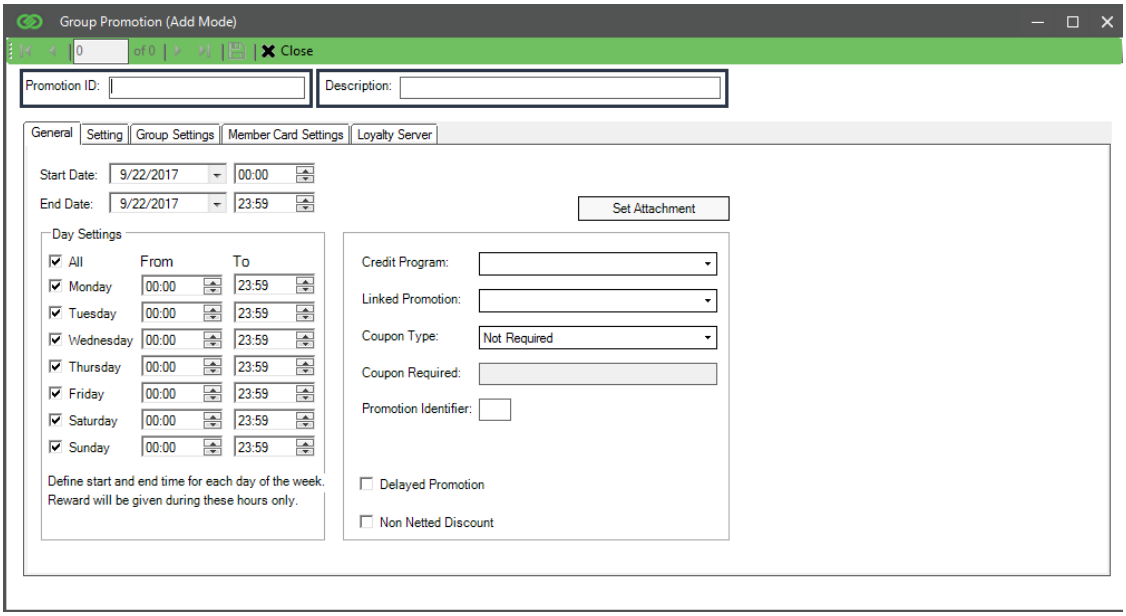


Figure 3-190. Group Promotion (Add Mode) 2

4. On each tab, set the properties and options as required (see below).
5. Click **Save** to save the promotion.

3.6.3.3 General Tab

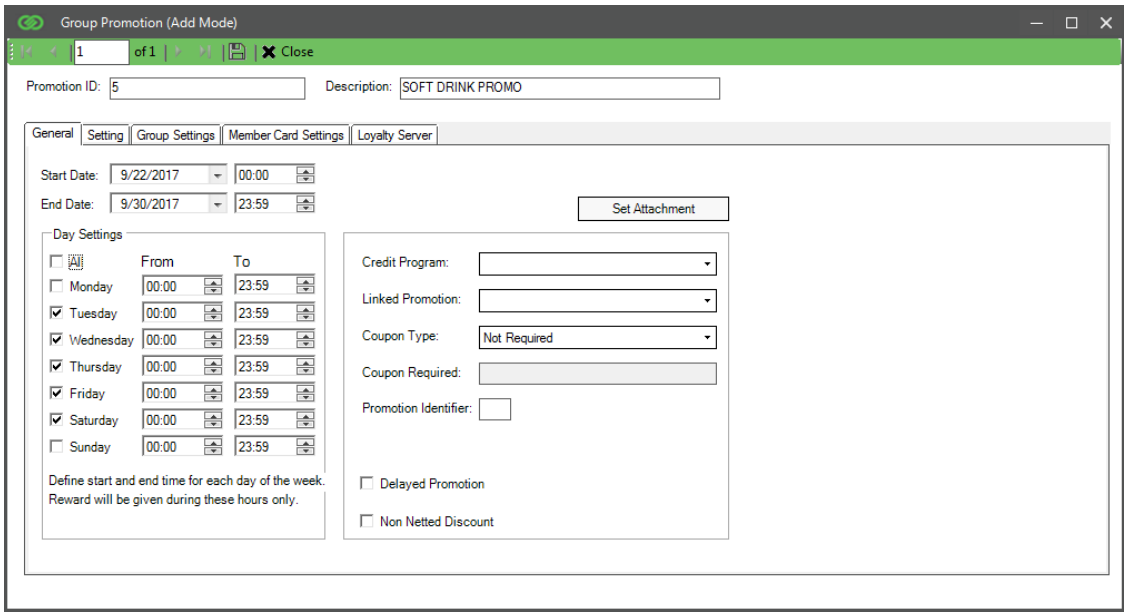


Figure 3-191. Group Promotion (Add Mode) - General Tab

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.

Set Attachment Button	Click **Set Attachment** to add one or more of the following attachment types (see Set Attachment Screen section): ▪ UPC ▪ Department ▪ Mix Match
All, Monday-Sunday (checkboxes) and From-To	Select the days and times on which the promotions are to run.
Credit Program	For reward types of "Credits" and "Credits Per Item" (see Setting tab below) select an existing Credit Program where points/miles earned from this promotion will accrue.
Linked Promotion	Not Used
Coupon Type	If a coupon is required to award this promotion, select either: One Time Only – the coupon must be scanned only once for the promotion to be eligible to be awarded multiple times. One time Per Reward – a separate coupon must be scanned each time the redemption is awarded.
Coupon Required	Enter the coupon number required to be scanned to award the promotion.
Delayed Promotion	Select this checkbox to delay the promotion until the Total key is pressed at the POS. (This feature is helpful when random weight items are attached to the promotion and when waiting until the end of the transaction to determine which item to award the promotion to.)
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from department net sales. Discounts will be charged to the Mark Down Department (see Setting tab). Typically, manufacturers sponsor non-netted promotions and the stores are reimbursed for the promotional amount.
Promotion Identifier	Enter the symbol to print on the customer's receipt next to promotional items linked to this promotion.

3.6.3.4 Setting Tab

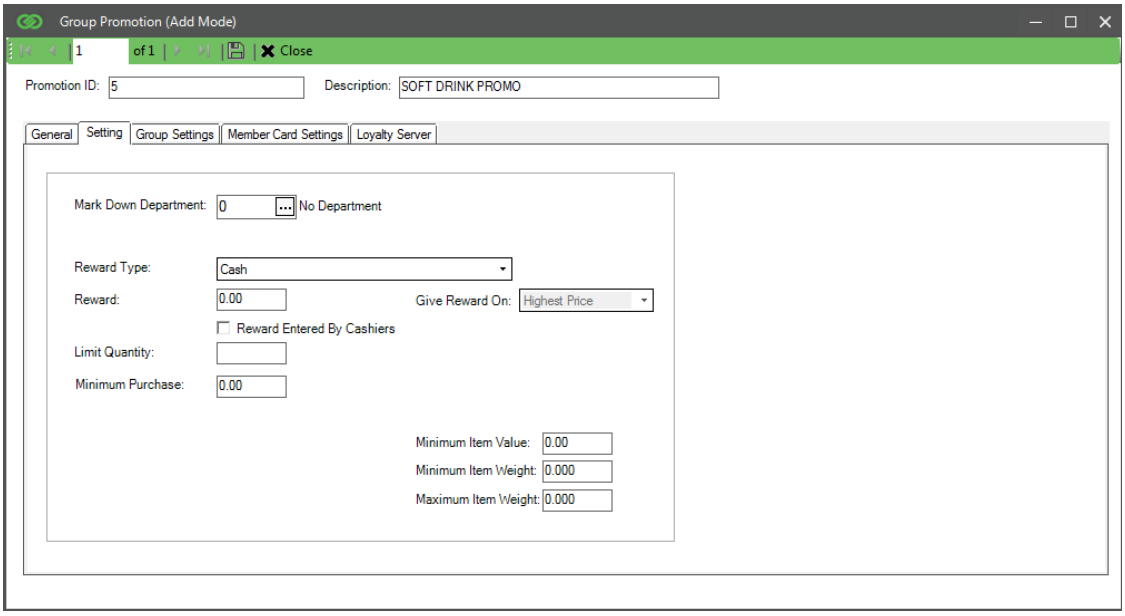


Figure 3-192. Group Promotion - Setting Tab

Field Description	Description
Mark Down Department	Select the department to be charged the promotion reward amount.
Reward Type	Select the type of promotion reward to award the customer: ▪ Cash – Cash off total (not per item) ▪ Percentage Off – Percent off item ▪ New Price – New price for item ▪ Amount Off Per Item – Amount off per each item ▪ Amount off Per Pound – Amount off per each pound ▪ New price per pound – New price per pound ▪ Credits – Credits/Points awarded per item ▪ Target Message – Generate target message ▪ Free Item – Issue a free item ▪ Percent Off Order – A percentage off the transaction total ▪ Amount Off Order – An amount off the transaction total ▪ Credits Per Item - Credits/Points per each combination item.

Reward	Based on the Reward Type chosen (above), enter the reward amount (in amount off, percent discount, new price, credit points/miles, quantity of free items, message number, etc.). **Note:** The message number must be the last digit(s) in the template files. For example, if the template name is TARGE00002, enter a "2" in this field.
Give reward on	Select either: ▪ Highest Price ▪ Lowest Price For example, turkeys are on promotion at a specific price per pound. A customer has taken one that weighs 7lb and the other weighs 3lb. Decide whether the higher priced turkey or lower priced turkey gets the reward.
Reward entered by cashiers	Select this checkbox for cashiers to be able to enter reward at POS terminal once the reward has been triggered.
Limit Quantity	Number of times that this promotion can be awarded within a single ticket.
Minimum Purchase	Specify the minimum-qualifying transaction purchase amount to allow the reward.
Minimum Item Value	Specify the minimum item value (of the attached items) a customer must purchase to receive the reward.
Minimum Item Weight	Specify the minimum item weight (of the attached items) a customer must purchase to receive the reward.
Maximum Item Weight	Specify the maximum item weight (of the attached items) a customer must purchase to receive the reward.

3.6.3.5 Group Settings Tab

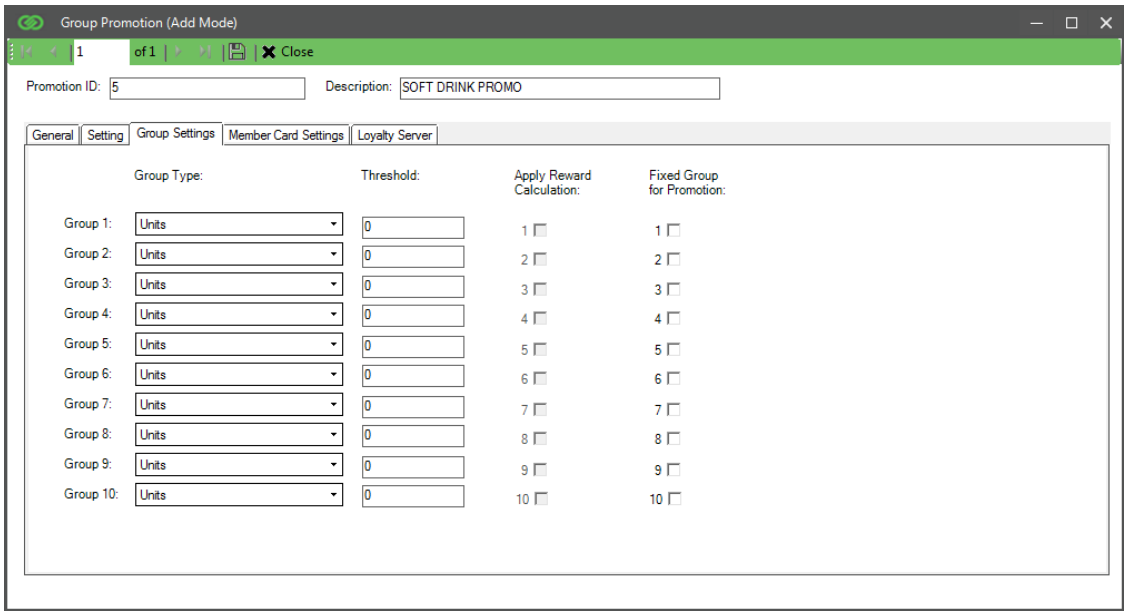


Figure 3-193. Group Promotion - Group Settings Tab

Field	Description
Group Type 1-10	Select the appropriate Group type. Items attached to this group (through the Set Attachment screen) will be used to meet a threshold and/or be used to issue a reward. ▪ Units ▪ Weighted/Decimal ▪ By Value ▪ Credits ▪ Order Value
Threshold	Enter the minimum quantity, weight/decimal amount, item value, credits or order value (depending on the Reward Type setting) the customer must purchase or earn to qualify for the reward. For example, if Group 1 is set to threshold quantity 2, customers must purchase at least 2 items from that group. In addition, if allocating 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 allocated to a group, the easier it becomes for customers to earn rewards.
Apply Reward Calculation 1-10	Select this checkbox to apply the reward to an item out of this specific group. **Note:** If the reward type is either Cash, Amount Off per Item, Credits, Target Message, Percent Off Order, Amount Off

	Order or Credits Per Item, this checkbox is unavailable. The reward is only granted in combination when each group threshold is met.
Fixed Group for Promotion 1-10	Select this checkbox to mark the specific group as a fixed group promotion. This means if this option is selected and the threshold has been met from prior purchases, the item linked to the specific group does not have to be purchased again to get the reward. **Note:** To use the fixed group option, use a centralized loyalty server for purposes of maintaining this continuity-like program (only if purchasing the items in a fixed group over time). If all items are purchased in one ticket, a loyalty server is not needed.

3.6.3.6 Member Card Settings Tab

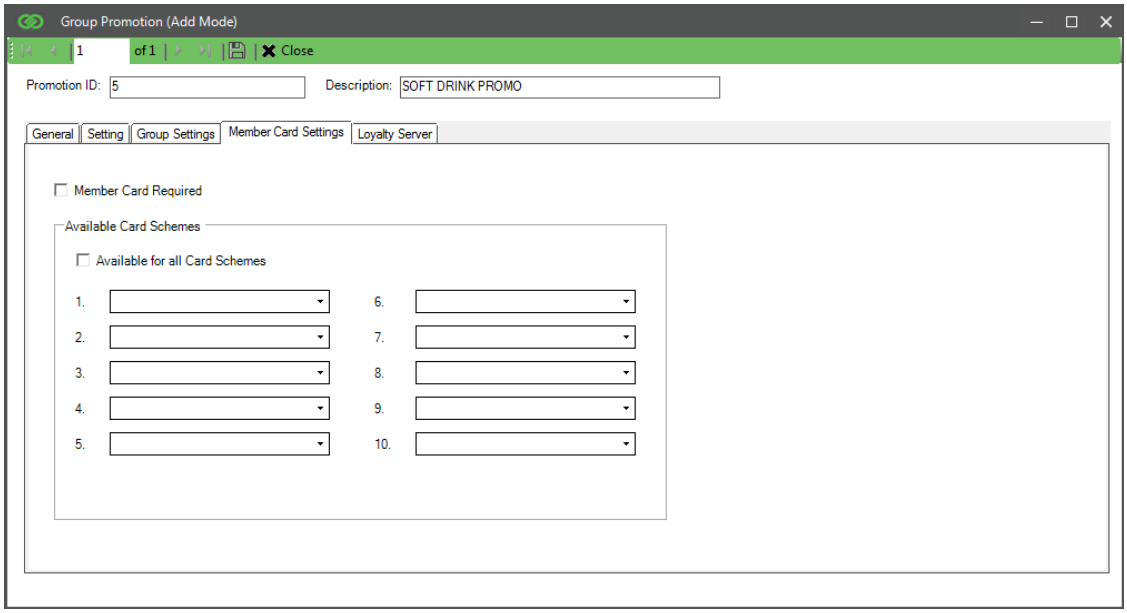


Figure 3-194. Group Promotion - Member Card Settings Tab

Field	Description
Member Card Required	Select this option for the promotion to be available to member cardholders only. If selected, choose the targeted card schemes below.

Available for all Card Schemes	Check this box to make the promotion available to all card schemes. If not selected, then specify which of the 10 card schemes can use the promotion.
Schemes 1-10	Click the selection arrow for each field and select up to 10 different Card Schemes that can access the promotion.

3.6.3.7 Loyalty Server Tab

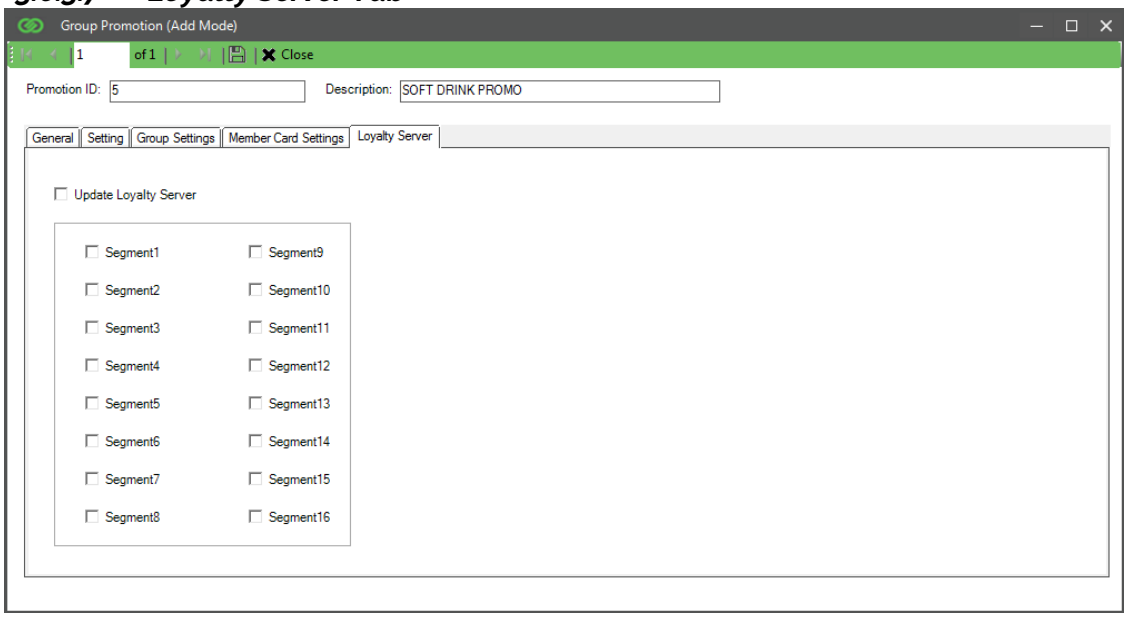


Figure 3-195. Group Promotion - Loyalty Server Tab

Field	Description
Update Loyalty Server	Select this checkbox if using a centralized loyalty server and want the promotion award information for the transaction sent back to the host. This is useful for continuity promotions where maintaining a running total of purchase history is important.
Segments 1-16	If **ENCOR** is the loyalty server, select which demographic segments to target for this promotion.

3.6.4 Level Promotions

Level Promotions encourage customers to purchase greater quantities to earn bigger rewards. Use the five different levels to define progressively larger rewards

Note:

If the “Delayed Promotion” flag (General Tab) is set, the reward is calculated and applied at the end of the transaction.

3.6.4.1To View Level Promotions

From the Application Menu Bar, select **Item Management > Promotion Maintenance > Level Promotions**. This results in the display of the Level Promotion List screen. If level promotions exist, they will be listed in the Level Promotion List screen's grid.

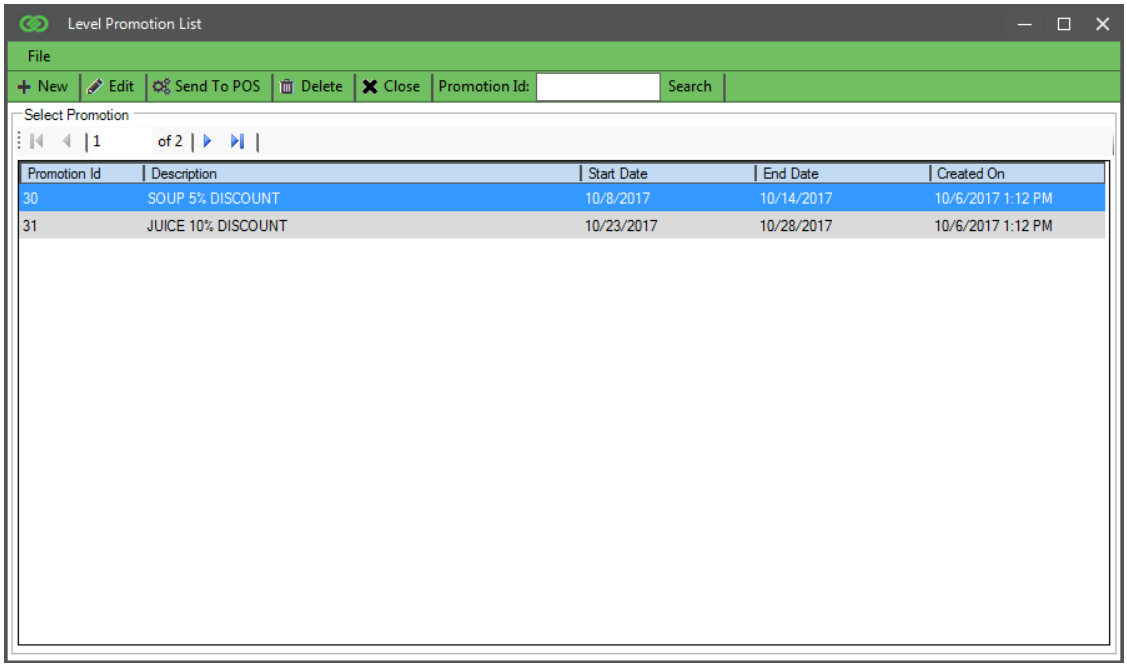


Figure 3-196. Level Promotion List

1. Double-click an existing promotion in the Level Promotion List grid. This results in the selected promotion's details displaying in the Level Promotion (Edit Mode) screen.

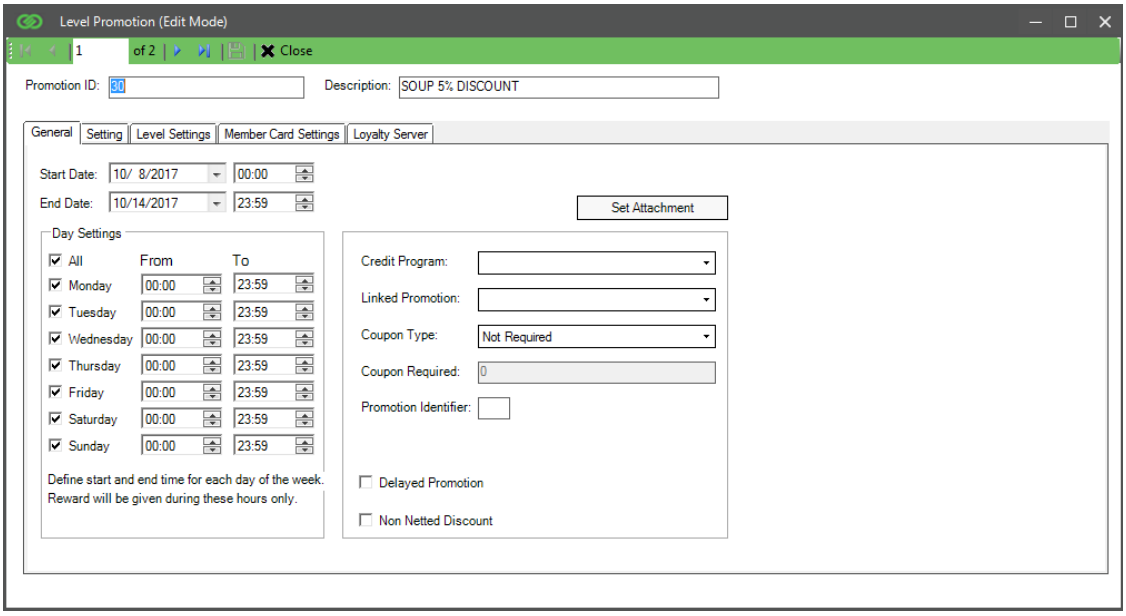


Figure 3-197. Level Promotion (Edit Mode)

3.6.4.2 To Add a Level Promotion

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance > Level Promotions**, which results in the display of the Level Promotion List screen.
2. From the Level Promotion List screen, click **New**. The Level Promotion (Add Mode) screen will display.

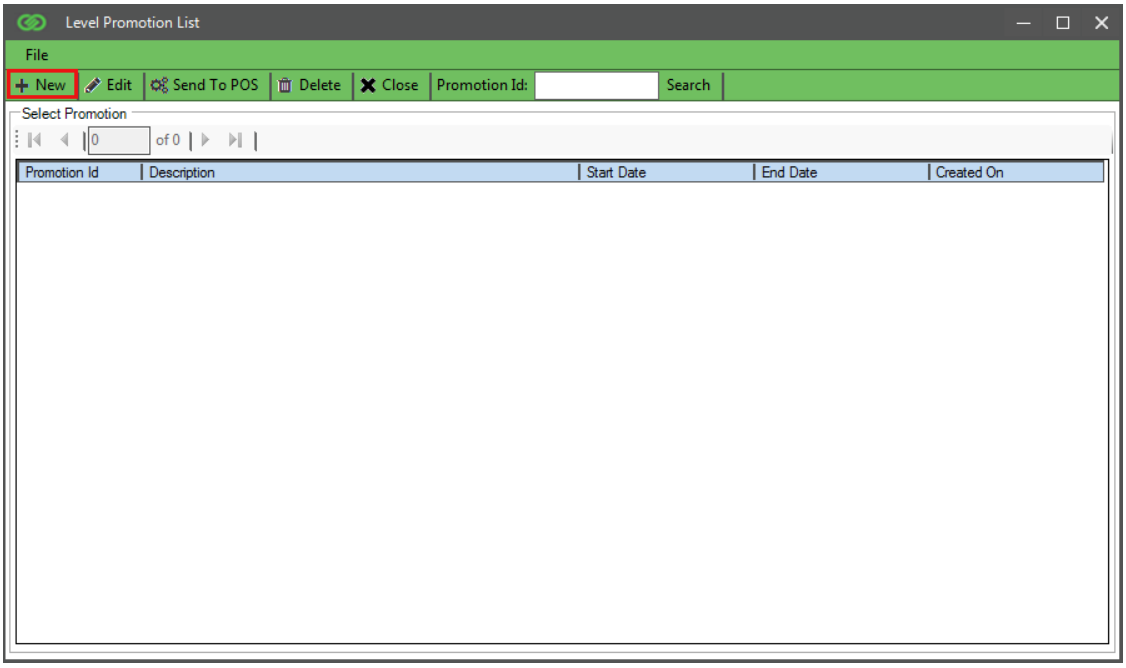


Figure 3-198. Level Promotion List (Add Mode) 1

3. From the Level Promotion screen, enter a unique promotion ID and a description.

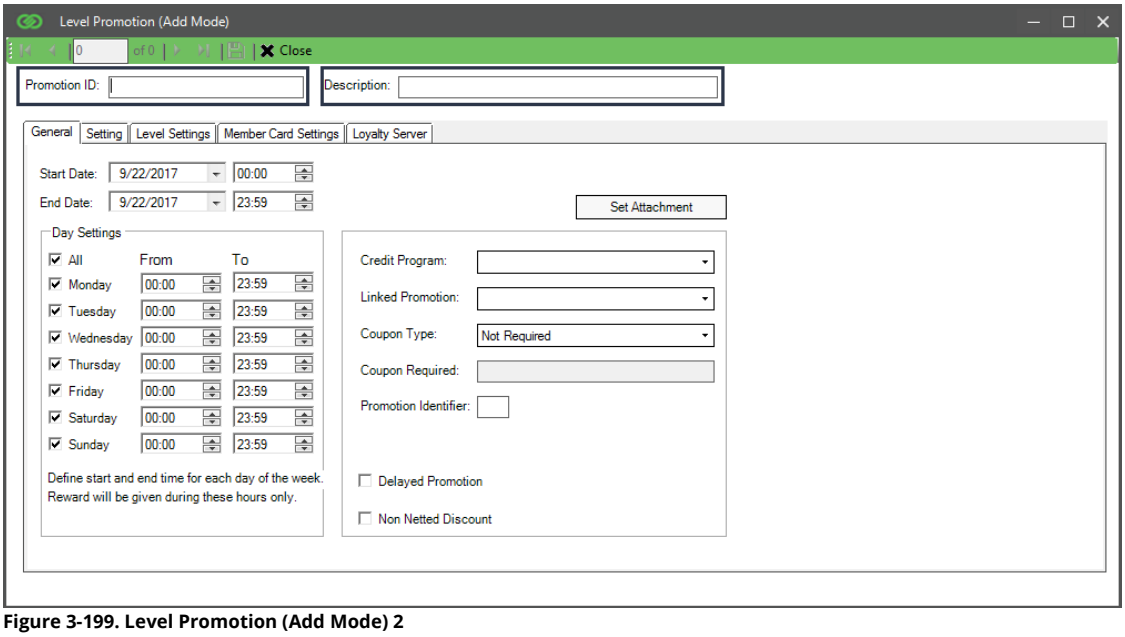


Figure 3-199. Level Promotion (Add Mode) 2

4. On each tab, set the properties and options as required (see below).

5. Click **Save** to save the promotion.

3.6.4.3 General Tab

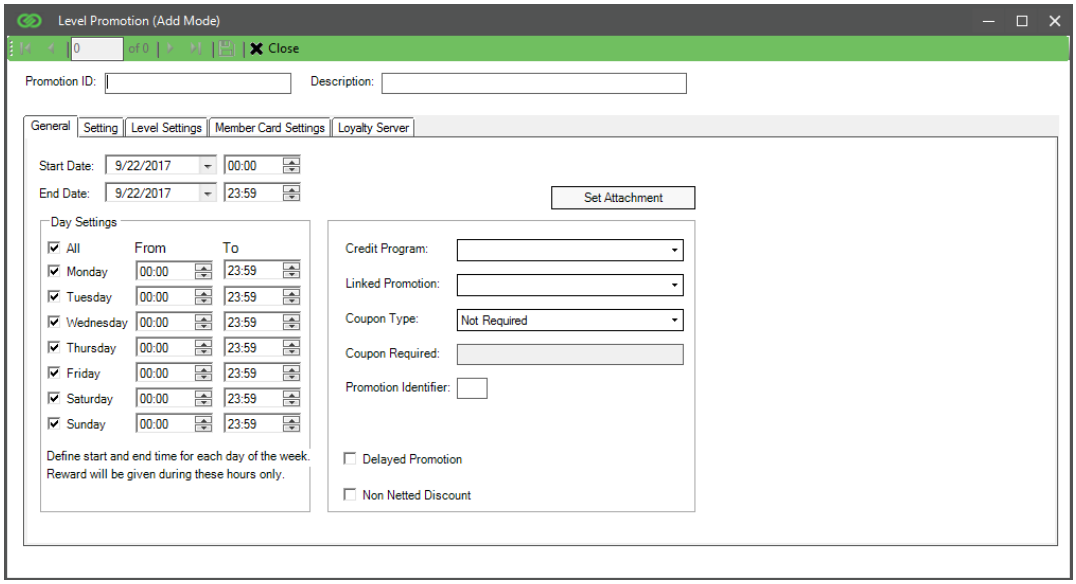


Figure 3-200. Level Promotion - General Tab

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Set Attachment Button	Click **Set Attachment** to add one or more of the following attachment types (see Set Attachment screen section above): ▪ UPC ▪ Department ▪ Mix Match
All, Monday-Sunday (checkboxes) and From-To	Select the days and times on which the promotions are to run.
Credit Program	Not Used.
Linked Promotion	Not Used.
Coupon Type	If a coupon is required to award this promotion, select either: ▪ One Time Only – the coupon must be scanned only once for the promotion to be eligible to be awarded multiple times. ▪ One time Per Reward – a separate coupon must be scanned each time the redemption is awarded.
Coupon Required	Enter the coupon number required to be scanned to

	award the promotion.
Delayed Promotion	Select this checkbox to delay the promotion until the Total key is pressed at the POS. **Note:** Check this box to calculate reward levels at the end of the transaction.
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from department net sales. Discounts will be charged to the Mark Down Department (see Setting tab). Typically, manufacturers sponsor nonnetted promotions and the stores are reimbursed for the promotional amount.
Promotion Identifier	Enter the symbol to print on the customer's receipt next to promotional items linked to this promotion. **Note:** If an item is on more than one promotion with different special characters defined, the item will be printed with the special character defined on the lowest promotion identification number.

3.6.4.4 Setting Tab

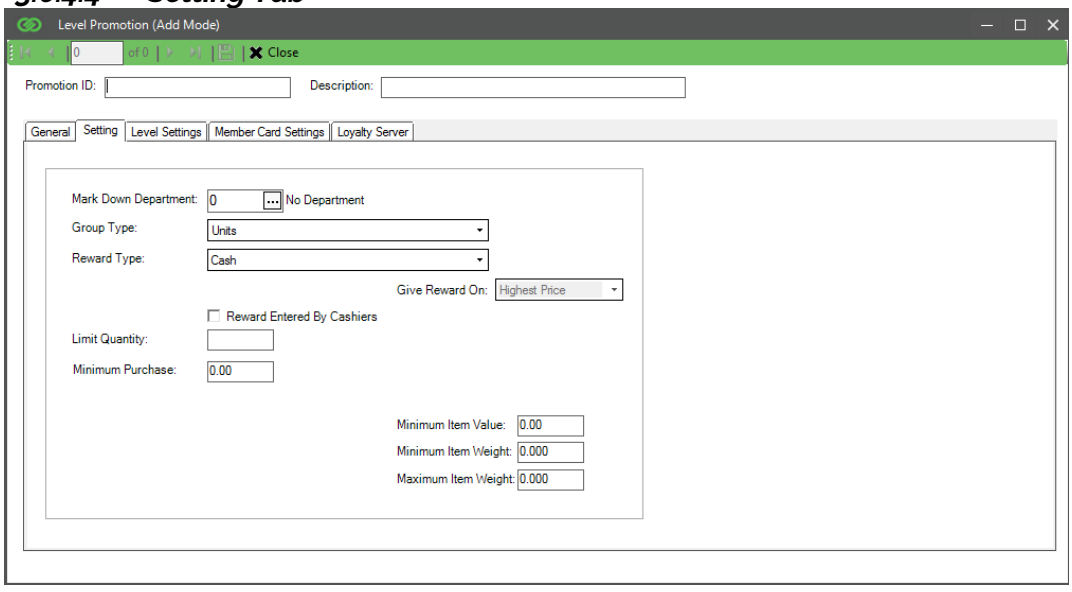


Figure 3-201. Level Promotion - Setting Tab

Field	Description
Mark Down Department	Select the department to be charged the promotion reward amount.
Group Type	Select the measurement type that determines whether levels have been achieved for reward purposes. When a group type is chosen the first column in the Level Settings

	tab (see below) will change to between Quantity, Weight, Amount, Credits and Order Value. The options are: ▪ Units – the quantity of units purchased ▪ Weighted/Decimal – the weight or decimal value of items purchased ▪ By Value – the amount of purchases ▪ Credits – credits / points amount earned ▪ Order Value – the amount of the transaction
Reward Type	Select the type of promotion reward to award the customer: ▪ Cash – Cash off total (not per item) ▪ Percentage Off – Percent off item ▪ New Price – New price for the total level quantity ▪ Amount Off Per Item – Amount off per each item ▪ Amount off Per Pound – Not Used ▪ New price per pound – Not Used ▪ Credits – Not Used ▪ Target Message – Generate target message ▪ Free Item – Issue a free item ▪ Percent Off Order – Not Used ▪ Amount Off Order – An amount off the transaction total ▪ Credits Per Item - Not Used
Reward	Based on the Reward Type chosen (above), enter the reward amount (in amount off, percent discount, new price, credit points/miles, quantity of free items, message number, etc.). **Note:** The message number must be the last digit(s) in the template files. For example, if the template name is TARGE00002, enter a "2" in this field.
Give reward on	Select either: ▪ Highest Price ▪ Lowest Price For example, turkeys are on promotion at a specific price per pound. A customer has taken one that weighs 7lb and the other weighs 3lb. Decide whether the higher priced turkey or lower priced turkey gets the reward.

Reward entered by cashiers	Select this checkbox to allow cashiers to be able to enter reward at POS terminal once the reward has been triggered.
Limit Quantity	Number of times that this promotion can be awarded within a single ticket.
Minimum Purchase	Specify the minimum-qualifying transaction purchase amount to allow the reward.
Minimum Item Value	Specify the minimum item value (of the attached items) a customer must purchase to receive the reward.
Minimum Item Weight	Specify the minimum item weight (of the attached items) a customer must purchase to receive the reward.
Maximum Item Weight	Specify the maximum item weight (of the attached items) a customer must purchase to receive the reward.

3.6.4.5 Level Settings Tab

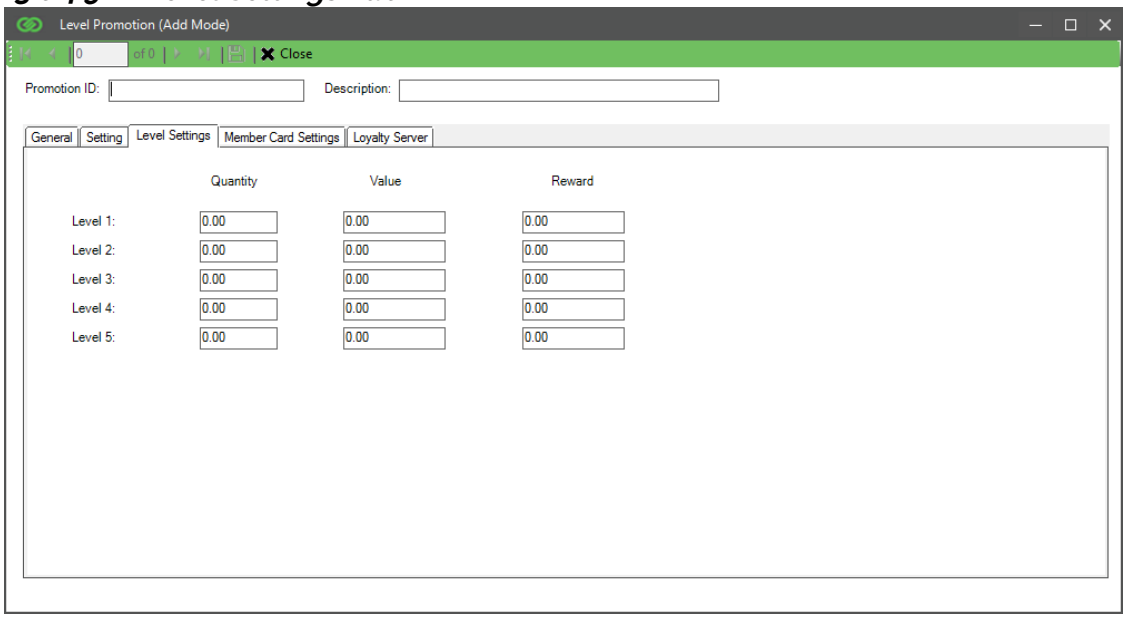


Figure 3-202. Level Promotion - Level Settings Tab

Field	Description
Level 1-5 Quantity	For each level, enter the quantity, weight, amount, credits or order value (depending on the Group Type selected above) that must be purchased or earned to receive the level reward.
Level 1-5 Value	Not Used.

Level 1-5 Reward	Enter the level reward based on the following: ▪ Cash – Cash off total purchase ▪ Percentage Off – Percent off attached item purchases ▪ New Price – New Price for quantity purchases ▪ Target Message – Message to be issued (see Note below) ▪ Free – Number of free items issued ▪ Amount Off Order – An amount off the transaction total **Note:** The message number must be the last digit(s) in the template files. For example, if the template name is TARGE00002, enter a "2" in this field.

3.6.4.6 Member Card Settings

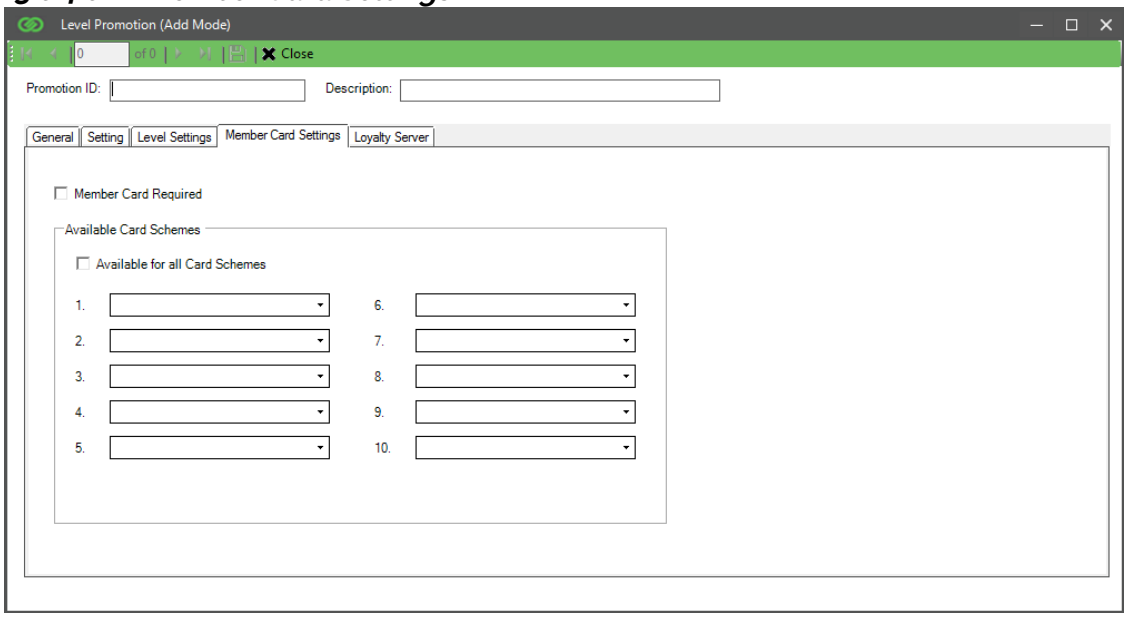


Figure 3-203. Level Promotion - Member Card Settings

Field	Description
Member Card Required	Select this option to allow the promotion to be available to member cardholders only. If selected, choose the targeted card schemes below.
Available for all Card Schemes	Check this box to make the promotion available to all card schemes. If not selected, then specify which of the 10 card schemes can use the promotion.
Schemes 1-10	Click the selection arrow for each field and select up to 10 different Card Schemes that can access the promotion.

3.6.4.7 Loyalty Server Tab

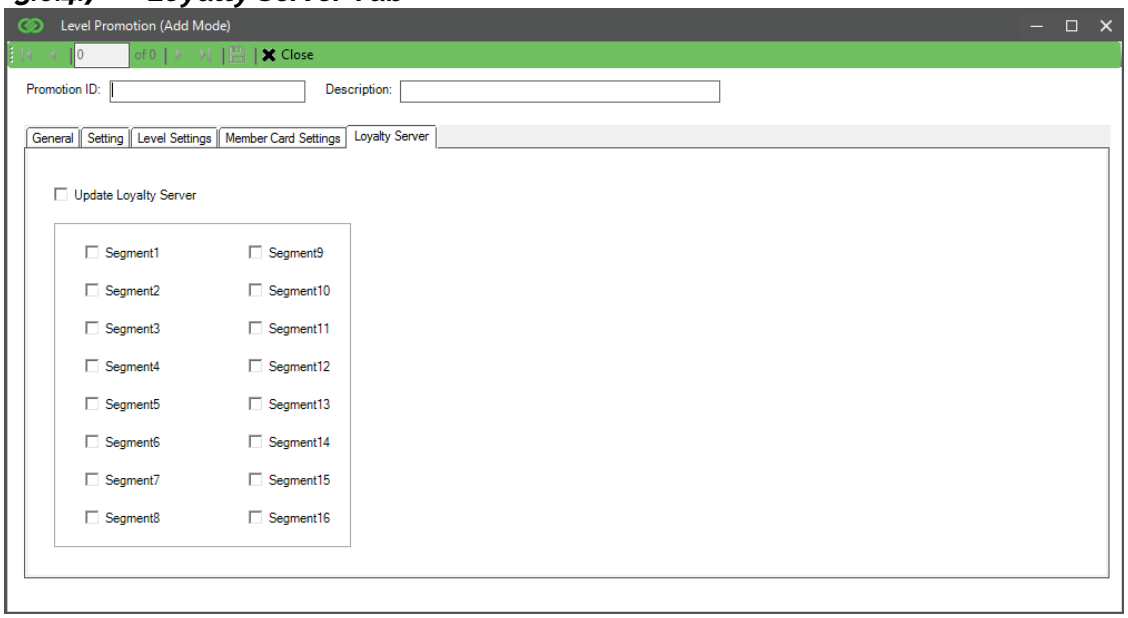


Figure 3-204. Level Promotion - Loyalty Server Tab

Field	Description
Update Loyalty Server	Select this checkbox if using a centralized loyalty server and want the promotion award information for the transaction sent back to the host. This is useful for continuity promotions where maintaining a running total of purchase history is important. **Note:** If a level promotion (with a group type of "Units" or "By Value") is flagged to "Update Loyalty Server" and a promotion progress template exists with the same last four digits as the promotion number, the promotion progress template will print on the customer's receipt. Promotion progress templates should be named OFFPROGXXXX (where XXXX is the last four digits of the promotion number).
Segments 1-16	If **ENCOR** is the loyalty server, select which demographic segments to target for this promotion.

3.6.5 ScanMaster Promotions

3.6.5.1 Overview

ENCOR allows users to add, modify, delete, and batch ScanMaster Promotions which are then sent to the Point of Sale (as ScanMaster Electronic Coupons) when the promotion becomes in effect. The adding, modifying, and deleting of promotions are also functionality provided in the ScanMaster POS; the batching of promotions is new functionality added by **ENCOR**, and conceptually differentiates **ENCOR** ScanMaster Promotions from ScanMaster POS Promotions.

In the ScanMaster POS an item (i.e. UPC or a MixMatch code, etc.) can only be assigned to one promotion, and that one promotion can only be assigned one item; in **ENCOR**, an item can be assigned to one or more promotions, and a promotion can be assigned one or more items of different types (i.e. UPC, MixMatch, Report Code, Promotion Code, etc.). Because an item can belong to different promotions, the item can be batched to become active in different promotions at different times - but not at the same time. If a user attempts to assign an item to different promotions whose start and end dates overlap, **ENCOR** will mark the promotion as having an exception.

3.6.5.2 Functionality Not Supported in ENCOR ScanMaster Promotions

There is some functionality supported in the ScanMaster POS Electronic Coupons that is not supported in **ENCOR** ScanMaster Promotions. The subsections below describe functionality not supported in **ENCOR** ScanMaster Promotions.

3.6.5.2.1 Bundle Code

ENCOR ScanMaster Promotions does not support Bundle Codes. In ScanMaster POS Electronic Coupons, the user can select the Bundle Code type and enter the bundle code associated with a Bundle created in ScanMaster POS **Bundle File Maintenance**. A ScanMaster POS bundle allows a store to organize a group of items together in a “bundle” for sale or promotional purposes, but an item can only be in one bundle at a time.

Because an **ENCOR** ScanMaster Promotion can be assigned one or more items of different types (i.e. UPC, MixMatch, Report Code, Promotion Code, etc.), an **ENCOR** ScanMaster Promotion allows the user to bundle together items of the same and different type. Therefore, Bundles were not added to **ENCOR** ScanMaster Promotions since **ENCOR** ScanMaster Promotion Screens (described below) allows the user to bundle items together as attachments.

3.6.5.2.2 Frequent Shopper Min Level

A ScanMaster Electronic Coupon only allows an item to be assigned to one electronic coupon, but if two ScanMaster POS Back Office Settings are set to true (Freq. Shop. Level Set Manually and Allow Mult Same ECpn-FrqSp Lvl) an item can

be assigned to more than one electronic coupon if the Min. Level drop-down has a different value (0 through 10).

The **ENCOR** ScanMaster Promotions form provides a Min. Level drop-down, but setting a value only sets the value in the database. Setting a value does not setup frequent shopper levels on the ScanMaster POS.

3.6.5.3 ENCOR ScanMaster Promotions

In **ENCOR** ScanMaster Promotions, an item (UPC, Mix Match, Report Code, Promotion Code, or Department) can belong to more than one promotion and a promotion can have one or more items. Since the ScanMaster POS only allows a promotion to have only one item, **ENCOR** determines when a promotion is sent to the POS.

In **ENCOR** ScanMaster Promotions, there are three promotions types: Item Level, Department, and Total Sale (shown in the table below). Based on the promotion type assigned to the promotion, only certain item types can be assigned to the promotion as shown in the table below.

Promotion Type	Item Type
Item Level	UPC
	Mix Match
	Report Code
	Promotion Code
Department	Department
Total Sale	N/A

An item level promotion allows the following item types: UPC, MixMatch, Report Code, and Promotion Code. A department level promotion only allows department type items. In **ENCOR** the items are referred to as attachments to the promotion.

3.6.5.3.1 ENCOR ScanMaster Promotion Listing

ENCOR ScanMaster Promotions can be listed, searched, and filtered using the **ScanMaster Promotion List** application. From the Application Menu Bar, select **Item Management > Promotion Maintenance > ScanMaster Promotions**.

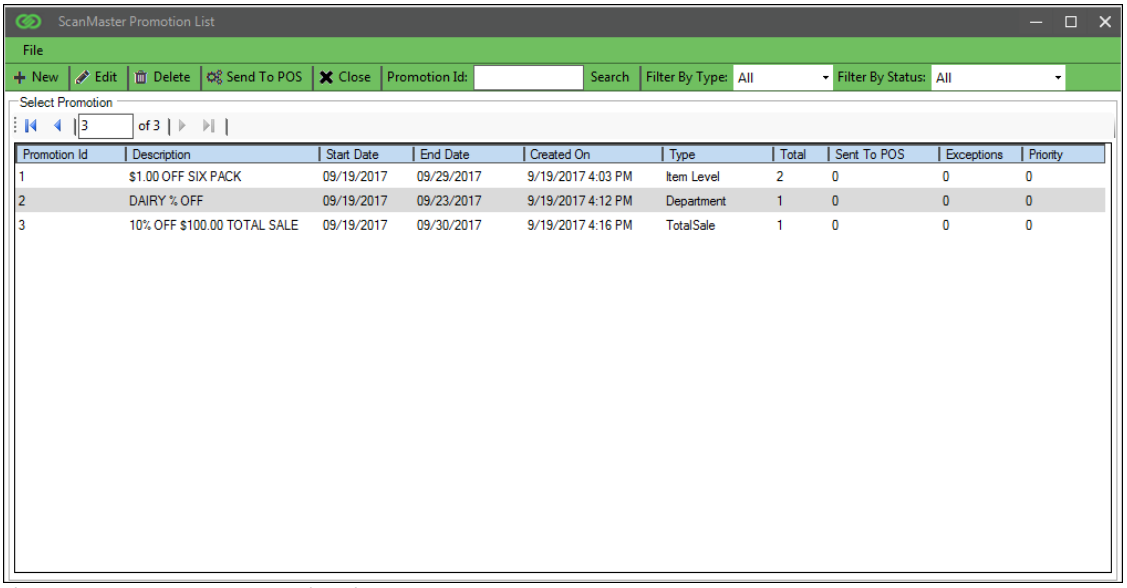


Figure 3-205. ScanMaster Promotion List

When the ScanMaster Promotion List form is displayed, the current promotions are listed in the form's grid.

3.6.5.3.2 ScanMaster Promotion Listing Grid

ScanMaster Promotions are listed in the ScanMaster Promotion Listing Grid.

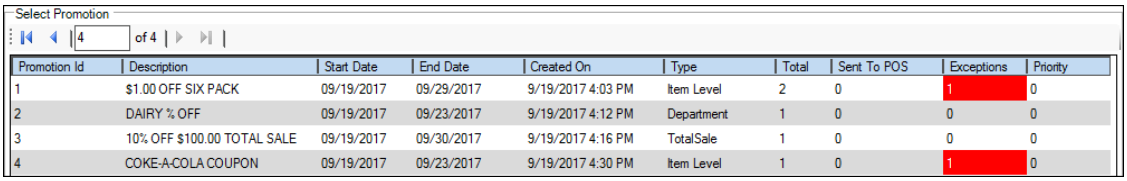


Figure 3-206. ScanMaster Promotion Listing Grid

The table below details each column in the grid.

Column Name	Description
Promotion Id	Numeric ID that uniquely identified that promotion. The ID is assigned by the user when they create the promotion.
Description	The promotion's description.
Start Date	The date that the promotion takes effect.
End Date	The date that the promotion expires.
Created On	Date that the promotion was created.
Type	The promotion type. A promotion can the one of the following types: Item Level, Department, or Total Sale.
Total	The total number attachments (items) associated with the promotion.
Sent To POS	The total number of attachments (that are assigned to the promotion) that have been sent to the POS.

Exceptions	The total number of exceptions. Exceptions occur when Promotions' effective dates overlap and they contain one or more of the same items (i.e. two promotions overlapping with the same UPC item). If a promotion contains an exception, its cell background color will be set to red.
Priority	Users can assign a Priority to a promotion using the ScanMaster Promotions screen. If two promotions have exceptions, the exceptions can be resolved by assigning a higher priority to a promotion. The promotion with the highest priority will be the promotion sent to the ScanMaster POS. A promotions priority will be defaulted to 0.

3.6.5.3.3 Searching and Filtering ScanMaster Promotions

Promotions can be searched and filtered using the search and filter controls at the top of the form. A search can be performed by entering the promotion ID and clicking **Search**.

Figure 3-207. ScanMaster Search

Promotions can be filtered by the item type using the Filter By Type control. This control is defaulted to **All** when the form is first displayed.

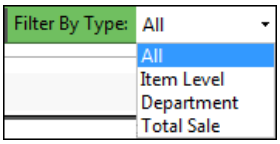


Figure 3-208. ScanMaster Filter By Type

Promotions can also be filtered by their status using the Filter By Status controls. This control is defaulted to **Current** when the form is first displayed.

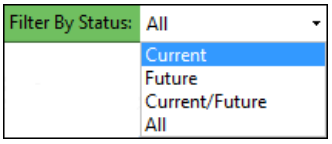


Figure 3-209. ScanMaster Filter By Status

3.6.5.3.4 Initiate Adding and Editing ScanMaster Promotions

Adding and editing of promotions can be initiated from the ScanMaster Promotion List form using the New and Edit buttons.

Figure 3-210. ScanMaster New & Edit

Clicking **New** displays the ScanMaster Promotions (Add Mode) which allows the user to add a new promotion.

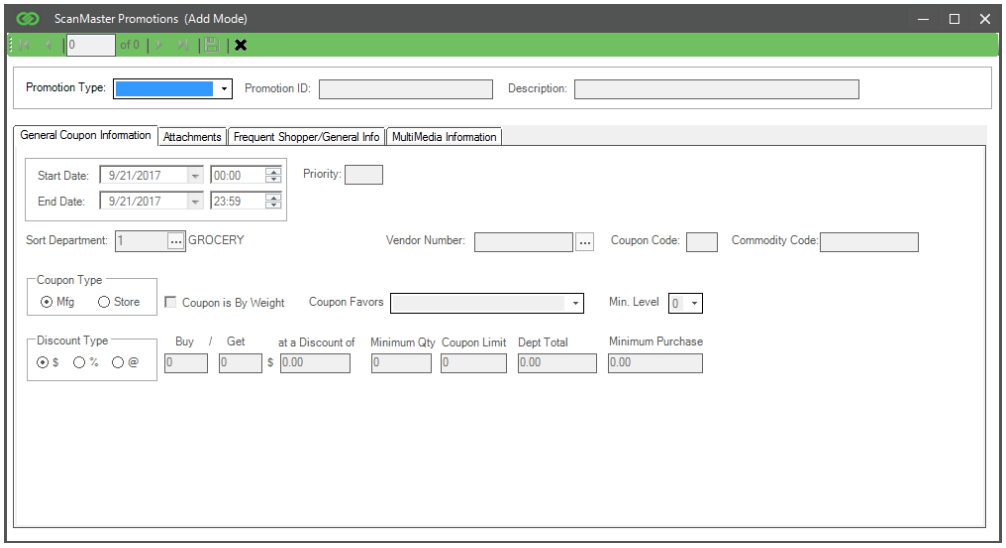


Figure 3-211. ScanMaster Promotion (Add Mode)

To edit a promotion, select a promotion from the ScanMaster Promotion List screen's grid and click **Edit**.

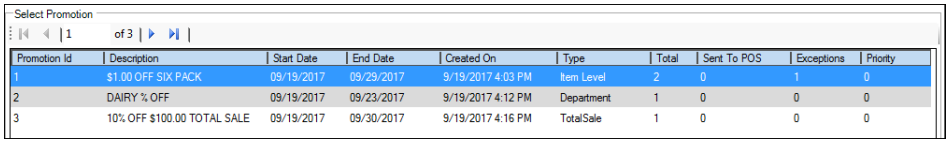


Figure 3-212. ScanMaster Promotion - Select Promotion

Clicking **Edit** displays the ScanMaster Promotions (Edit Mode) screen. Double-clicking the promotion in the grid also displays the promotion in the ScanMaster Promotions (Edit Mode) screen.

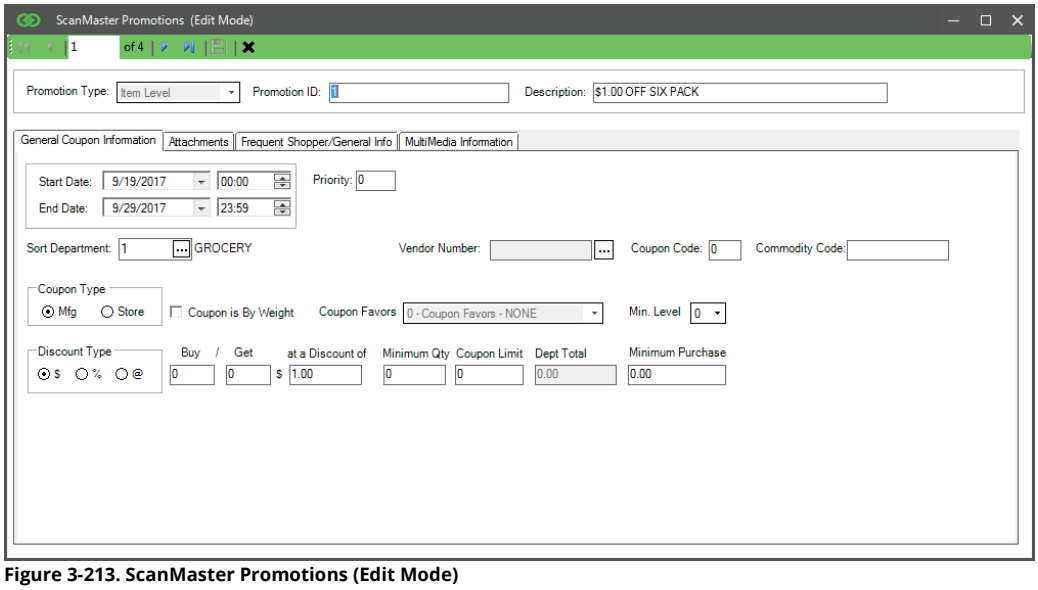


Figure 3-213. ScanMaster Promotions (Edit Mode)

3.6.5.3.5 Deleting ScanMaster Promotions

To delete a promotion, select one or more promotions from the ScanMaster Promotion List screen's grid and click **Delete**.

Figure 3-214. ScanMaster - Delete

3.6.5.3.6 Send to POS Button

ScanMaster Promotions can be sent to the ScanMaster POS by selecting the promotion in the ScanMaster Promotion List's grid and clicking **Send To POS**.

Figure 3-215. ScanMaster - Send To POS

Whether the promotion is sent to the POS is determined by the ABO ScanMaster Saving and Deleting Rules.

3.6.5.4 ENCOR ScanMaster Saving and Deleting Rules

The **ENCOR** ScanMaster Saving and Deleting Rules determine how **ENCOR** updates the ScanMaster POS whenever a promotion containing items (UPC, Mix Match, Report Code, Promotion Code, or Department) is sent to the ScanMaster POS for a Save or Delete operation. The saving and deleting rules are based on if the **ENCOR** promotion is in effect and the items contained within the promotion. For example, if a promotion is being saved, it will not be sent to the ScanMaster POS until it is in effect; a save may result in a delete on the ScanMaster POS if the unexecuted **ENCOR** Promotion contains an item that is in an expired ScanMaster POS promotion. Because the ScanMaster POS does not remove expired promotions, **ENCOR** will remove an expired ScanMaster POS Promotion containing an item that is part of an **ENCOR** Promotion which was being sent to the POS. In effect, **ENCOR** uses the Saving and Deleting Rules to sync **ENCOR** ScanMaster Promotions with the ScanMaster POS Promotions. The table below list the **ENCOR** ScanMaster Saving and Deleting Rules.

Operation	Condition	Action
Save	Item does not exist in a ScanMaster POS Promotion, but the ENCOR Promotion containing the item is not in effect.	Promotions are not created or removed from the ScanMaster POS.
Save	Item does not exist in a ScanMaster POS Promotion, but an ENCOR Promotion containing the item is in effect.	A promotion is created on the ScanMaster POS for the item.
Save	Item exists in a ScanMaster POS expired promotion; but the item exists in an ENCOR Promotion that is not in effect.	Delete the ScanMaster POS Promotion that contains the item.

Save	Item exists in a ScanMaster POS expired promotion; but the item exists in an ENCOR Promotion that is in effect	Replace the ScanMaster POS Promotion with the ENCOR Promotion containing same item.
Delete	Item exists in a ScanMaster POS Promotion and no ENCOR Promotion – which contains the item - is in effect.	Delete the ScanMaster POS Promotion that contains the item.
Delete	Item exists in ScanMaster POS Promotion and another ENCOR Promotion is in effect with the same item.	Delete the ScanMaster POS Promotion that contains the item and create a new ScanMaster POS Promotion from the other in effect ENCOR Promotion that contains the item.

3.6.5.5 ScanMaster Promotion Creation

To create a ScanMaster Promotion, navigate to the ScanMaster Promotion List screen from the Application Menu Bar by selecting **Item Maintenance > Promotion Maintenance > ScanMaster Promotions**. After the ScanMaster Promotion List screen displays, click **New**.

Figure 3-216. ScanMaster Promotion List - New

After **New** is clicked, the ScanMaster Promotions (Add Mode) screen will display.

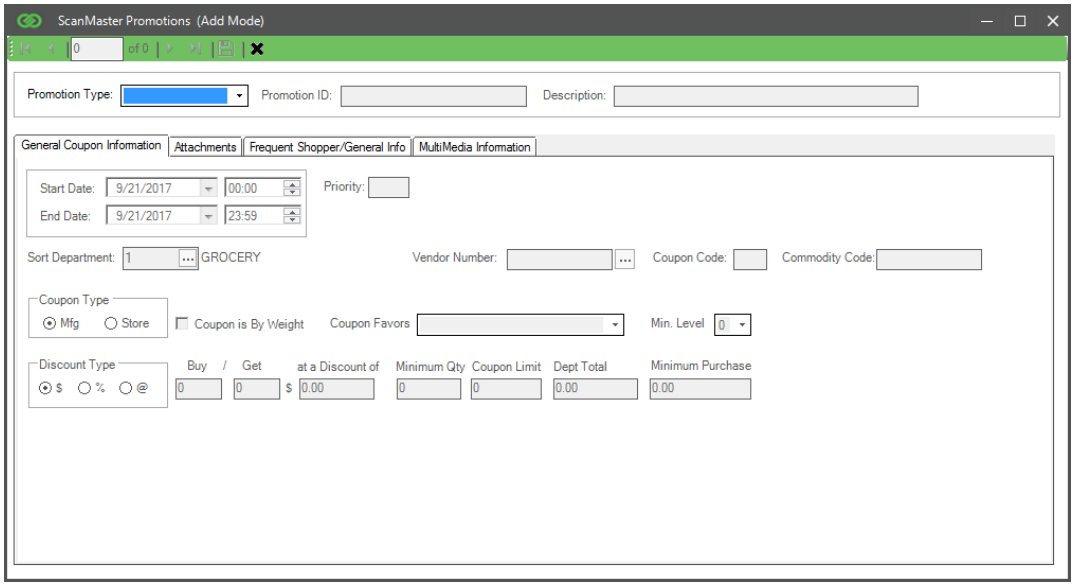


Figure 3-217. ScanMaster Promotions (Add Mode)

When the screen is first displayed, only the Promotion Type can be selected from the drop-down. The table below list the Promotion Types and the types of items that can associated with the type.

Promotion Type	Item Type
Item Level	UPC
	Mix Match
	Report Code
	Promotion Code
Department	Department
Total Sale	N/A

Once a promotion type has been selected, the promotion ID text box becomes active. A unique numeric value must be entered for the Promotion ID which is used to identify the promotion.

Once the following have been set: Promotion Type, Promotion ID, and Description; the appropriate fields must be set to configure the coupon. The sections below describe the coupon controls on each of the ScanMaster Promotions screen tab.

3.6.5.5.1 ScanMaster Promotions Screen Controls – General Coupon Information Tab

The General Coupon Information tab is the main tab for configuring the coupon.

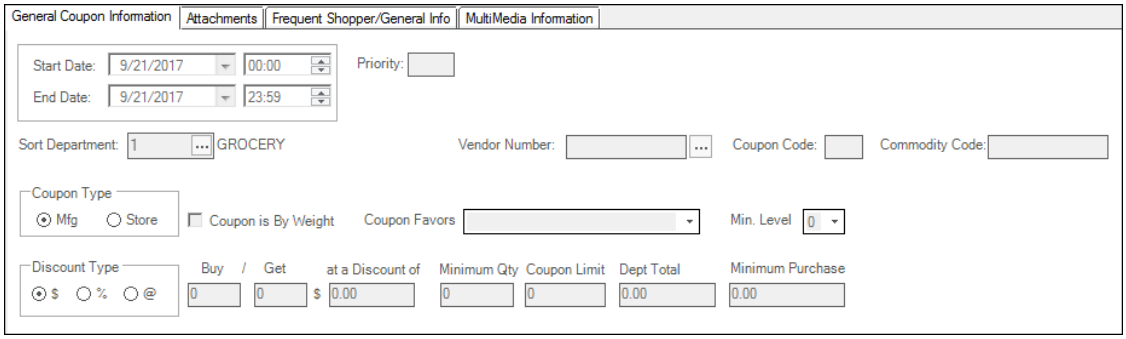


Figure 3-218. ScanMaster - General Coupon Information Tab

The table below list each control on the tab.

Control Name	Description
Start Date	Enter the first date the coupon is valid.
End Date	Enter the last date the coupon is valid.
Start Time	Enter the time on the Start Date the coupon becomes valid.
End Time	Enter the time on the End Date the coupon becomes invalid.
Priority	Numeric value that is optionally assigned by users to resolve conflicts between promotions whose effective dates over lap and contain the same items. The value is defaulted to 0.

Sort Department	Two (2) digit numeric field. Enter the department from which electronic coupons will be deducted. If this field is left blank, electronic coupons will be deducted from the default electronic coupon department, as defined in Back Office Setting option “Default Elec. Coupon Dept.”.
Vendor Number	Twelve (12) digit numeric field. This field holds the vendor number providing this coupon to the store.
Coupon Code	Four (4) digit numeric field. This field holds the Coupon Code to print for this promotion. There can be up to 9999 coupons in the coupon file.
Commodity Code	Twelve (12) digit numeric field. This field holds the host/ warehouse code.
Coupon Type	Click the radio buttons to indicate if the electronic coupon is a manufacturer or store coupon.
Coupon is By Weight	Click the checkbox to issue a discount on an item based on weight. If this checkbox is activated, the Buy and Get and Limit Of fields (described below) only accept data in “pounds.”
Coupon Favors	The Coupon Favors flag is used when stores want to provide customers weighted (or random weight) items at a discount and wish to decide if the discount will favor the Store or Customer. For example, a store may want to use this feature for a Buy One, Get One promotion on roasts. After setting up general electronic coupon information, click the Percent discount type and then select the weighted coupon favors setting. If it is set to 0 – None, the second roast is given to the customer free, regardless of its weight. If it is set to 1 -- Store, the cheaper of the two roasts are given free. If it is set to 2 -- Customer, the most expensive roast is given free. The same logic holds true if the promotion was Buy One, Get 50% off the next roast. Note: This field is only accessible if the coupon is not dependent upon weight (i.e. the Coupon is by Weight flag is unchecked) and the discount type is percent (%) or at (@) (see below).
Min. Level	Enter the frequent shopper level the customer must have before the electronic coupon is applicable. Click on the down arrow to access a pull-down list (0-9) of levels (0 = All Customers).

Discount Type	Click this radio button to select the discount type ($ = dollars,% =percent, or @ = at). If dollars are selected, the dollar amount for the electronic coupon is subtracted. If percent is selected, the desired percentage amount is deducted. If @ is selected, then the electronic coupon is for a discounted purchase price. For example, “Buy 2 / Get 1 at a price of $.50”. Note: The Discount Type of “@ a price” is not available for Coupon Lookup Types of Department and Total Sale
Buy	Three (3) digit numeric field. Enter the number of items or pounds (with implied 2 place decimal – 100 for 1 LB) the customer must purchase to receive the next quantity of items or pounds (specified in the “Get” field below) on electronic coupon discount. This field will take a “0” if the discount is given on the first item. Note: This field is inaccessible for Bundle Code, Department, and Total Sale Electronic Coupon Types.
Get	Three (3) digit numeric field. Enter the number of items or pounds (with implied 2 place decimal) to which the electronic coupon will be applied. This field will take a “0” if the “Buy” field is set to “0”. **Note:** This field is inaccessible for Bundle Code, Department and Total Sale Electronic Coupon Types.
At a Discount Of	Six (6) digit numeric field. Enter the dollar amount, percentage or designated purchase price the customer receives with the electronic coupon.
Minimum Qty	Six (6) digit numeric field. Enter the purchase quantity or weight amount which, when met, will trigger a promotion discount on each item attached to the promotion. (Weight in Kilograms is entered in the xxx.xxx format. Weight in pounds is entered in the xxx.xx format). Note: Electronic Coupons which factor in the Minimum Quantity or Weight field will be issued at total time on the POS. Once the Minimum Quantity or Weight is met, all items meeting the other criteria will receive the discount (including items already rung). The minimum number of items needed to purchase may accumulate for the same or different UPCs (based on the Coupon Lookup Type). The discount may be a dollar off amount, percentage off amount or a designated price amount.
Coupon Limit	Three (3) digit numeric field. Enter the maximum number of items or pounds (with implied 2 place decimal) awarded per transaction.

Dept Total	Seven (7) digit numeric field. This option is only active on Department electronic coupons. When setting up a department electronic coupon, use this field to enter the minimum amount a customer must spend in that department to trigger this electronic coupon. Note: This field is inaccessible for Bundle Code and Total Sale Electronic Coupon Types.
Minimum Purchase	Seven (7) digit numeric field. Enter the minimum purchase amount necessary for the customer to receive the electronic coupon discount. Note: This field is inaccessible for Department and Total Sale Electronic Coupon Types.

3.6.5.5.2 ScanMaster Promotions by Weight

ScanMaster Promotions can also can be configured for weighted items. This feature enables a store to provide customers electronic discounts on scalable items (such as bananas or any produce item) or variable weight items (such as roasts, ground beef or deli items).

There are two flags on the Electronic Coupon Maintenance window that govern this feature. They are: Coupon is By Weight and Coupons Favor.

The Coupon is By Weight flag is used when stores want to provide customers with a weighted discount on an item. For example, stores would use this feature if they wanted to sell coffee at buy two pounds and get 50% off the third pound.

Follow the steps below to perform this task:

1. From Item Maintenance, create and activate a scalable UPC for an item.
2. Make sure a price per pound is listed in the Unit Price field on the Item Maintenance window.
3. From the ScanMaster Promotion List screen, create a ScanMaster Promotion and add the UPC as an attachment (described below).
4. Check the **Coupon is By Weight** Flag.
5. Enter the weight in the Buy/Get and Limit Of fields. (These fields are now listed in pounds because the Coupon is By Weight flag is enabled.)
6. Enter the discount percentage in the “at a Discount of” field.

Note:

If the Discount Type is a dollar sign ($) or an at sign (@), enter a discount dollar amount or designated price, respectively.

3.6.5.5.3 Setting Up Random Weight Discounts (By Unit)

Random weight discounts can be applied to ScanMaster Promotions by unit and by price. This feature can provide discounts on meats or other products that use random weight UPCs. The product’s price is embedded in the random weight UPC and the price varies depending on the weight of an item.

Follow the steps below to set up an electronic coupon for a random weight discount.

1. From the Item Maintenance application, create and activate a random weight UPC item.
2. From the ScanMaster Promotion List screen, create a ScanMaster Promotion and add the UPC item as an attachment.
3. Enter general ScanMaster data into the ScanMaster Promotions (Add Mode) screen.
4. On ScanMaster Promotions (Add Mode) screen, select the preferred Coupon Favors option (0 – None; 1 – Store; 2 – Customer) found on the General Coupon Information tab.

This setting determines whom the coupon favors and how the system tracks the discount.

5. Next, select the Discount Type (% or @) and then set the **Buy/Get/Limit** fields (in units).
6. Enter the discount percentage or designated price in the “at a Discount of” or “at a Price of” field (depending on the Discount Type).
7. Click **Save** to save the promotion.

3.6.5.5.4 ScanMaster Promotions Screen Controls – Attachments Tab

The Attachments tab allows the user to add items (UPC, Mix Match, Report Code, Promotion Code, Department) to the promotion.

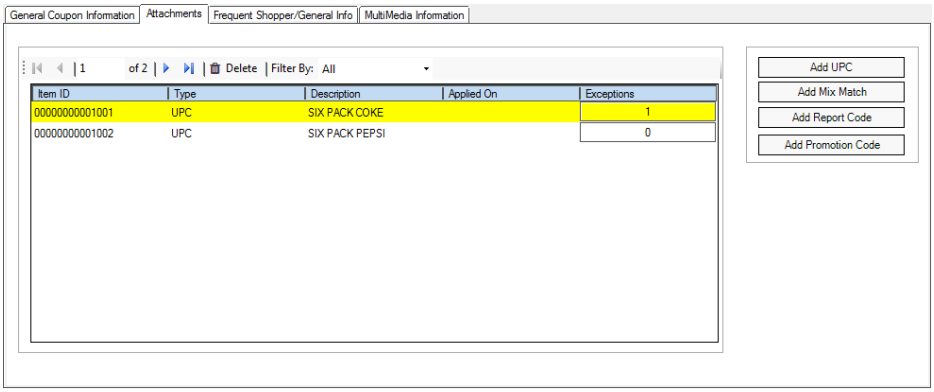


Figure 3-219. ScanMaster Promotions - Attachments Tab

The type of items that can be added to a promotion is determined by the promotion type selected when the promotion was created. For each item that can be added, a button will be displayed to the right of the items grid. The grid below lists the buttons that will be displayed based on the promotion’s promotion type.

Promotion Type	Item Type Button
Item Level	Add UPC
	Add Mix Match

	Add Report Code
	Add Promotion Code
Department	Add Department
Total Sale	N/A - A Total Sale Item is automatically created in the background but cannot be modified by the user.

3.6.5.5.5 Adding Items to a ScanMaster Promotion

To add items to a promotion, the appropriate Item Type button is clicked on the Attachment tab. For each item type that is allowed - based on the selected promotion type - a corresponding Item Type button is displayed on the Attachment tab. Clicking **Item Type** displays an Item Type dialog which allows the user to search and add items to the promotion.

3.6.5.5.5.1 Adding UPC Items to a ScanMaster Promotion

Clicking the Attachment Tab's **Add UPC** button displays the GetUpc dialog which allows the user to search and select a UPC.

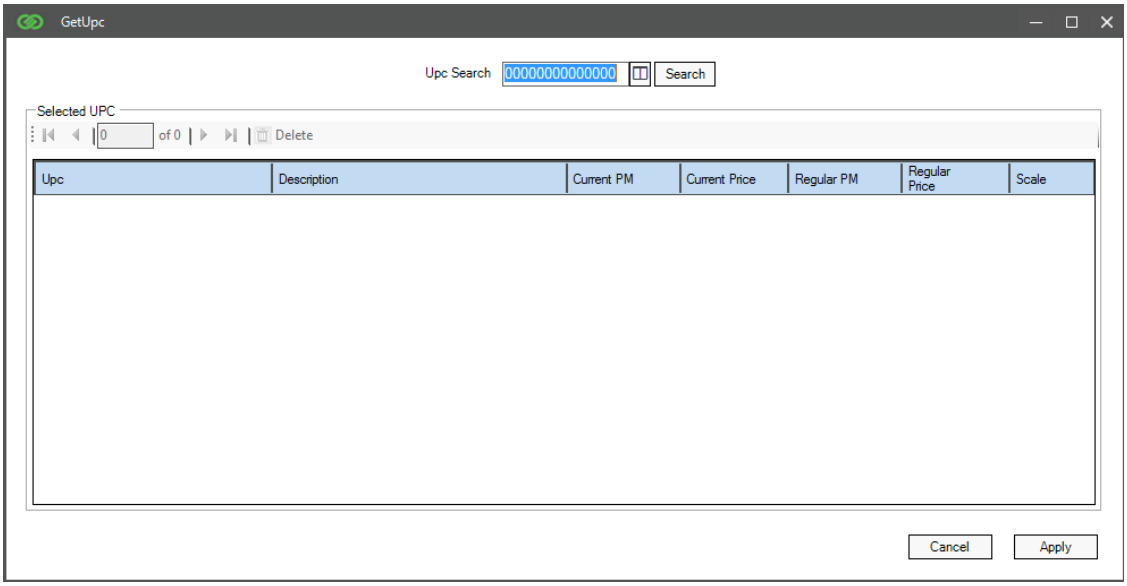


Figure 3-220. ScanMaster - GetUpc

If a UPC is known, the UPC can be added by entering the UPC in the Upc Search text box followed by pressing the **ENTER** key. The UPC, if it exists in the database, will be displayed in the Selected UPC grid.

If the UPC is unknown or if a list of existing UPC(s) need to be added, the Item Search screen (shown below) can be used to search for the UPC(s), and the screen allows for one or more UPC(s)to be added to the promotion. Clicking **Search** at the top of the GetUpc screen will display the Item Search screen.

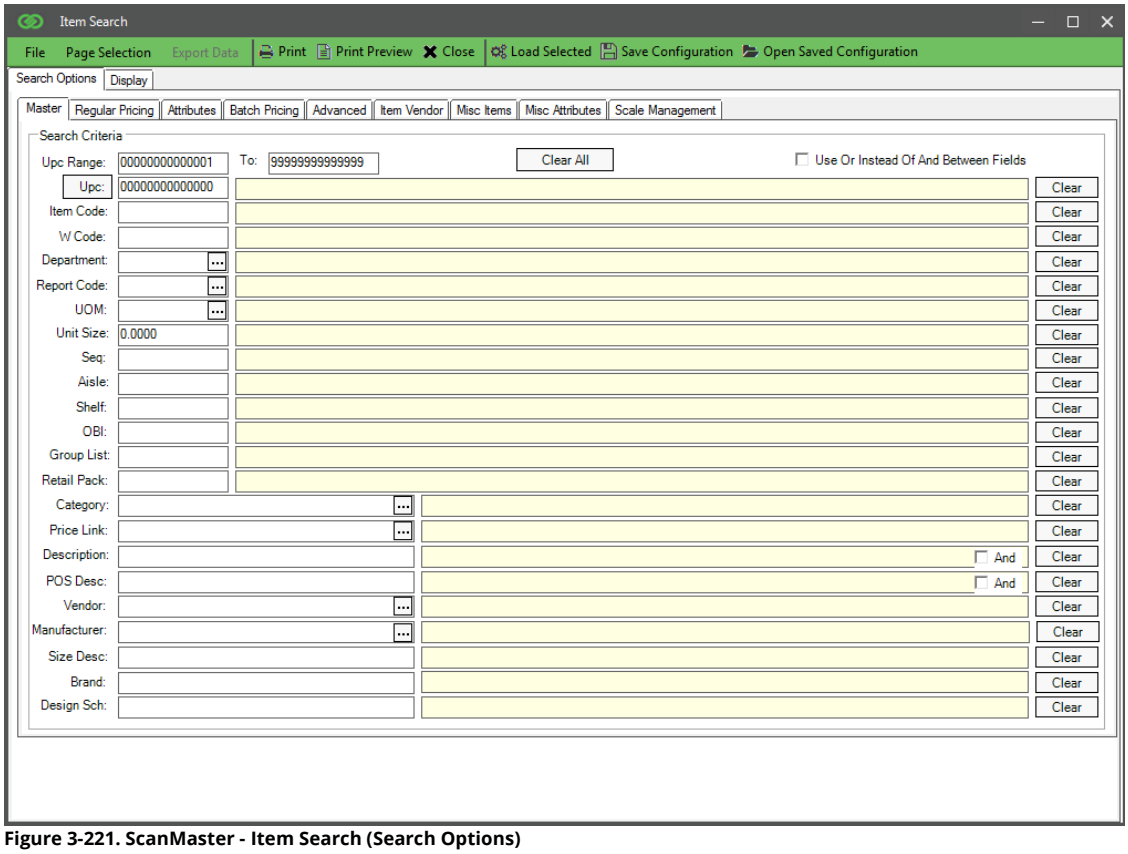


Figure 3-221. ScanMaster - Item Search (Search Options)

The Search Options tab provides controls which allows the user to set filter values used to find the desired UPC(s).

Select the Item Search screen's **Display** tab to run the query (based on the values set in the Search Options tab controls) and display returned UPC(s) in the Display tab's grid. If no values were set in the Search Options tab controls, then all UPC(s) in the database will be returned. The image below shows the returned UPCs after selecting the **Display** tab.

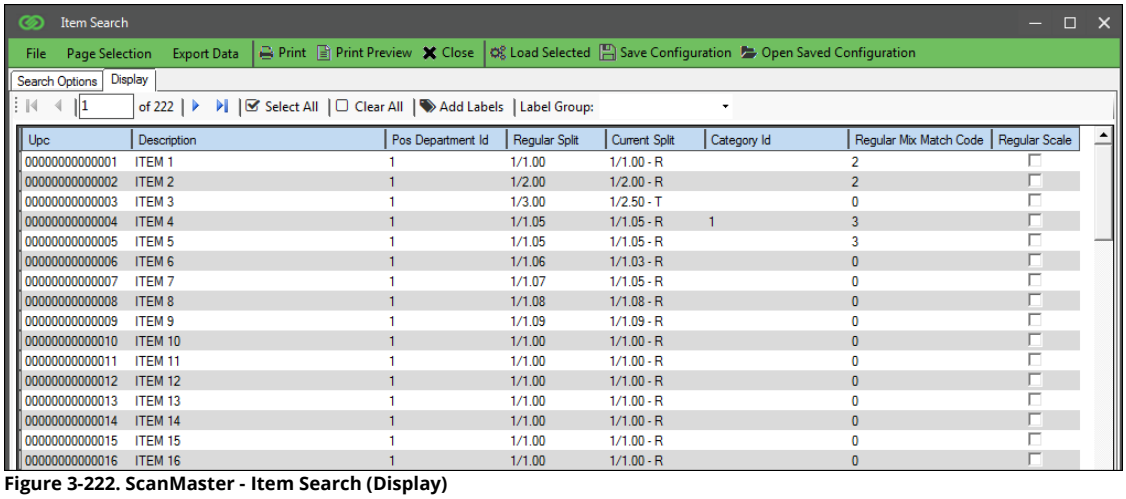


Figure 3-222. ScanMaster - Item Search (Display)

To select UPCs to be added to GetUpc screen's Selected UPC grid, select one or more UPCs from the Display tab's grid and click **Load Selected**.

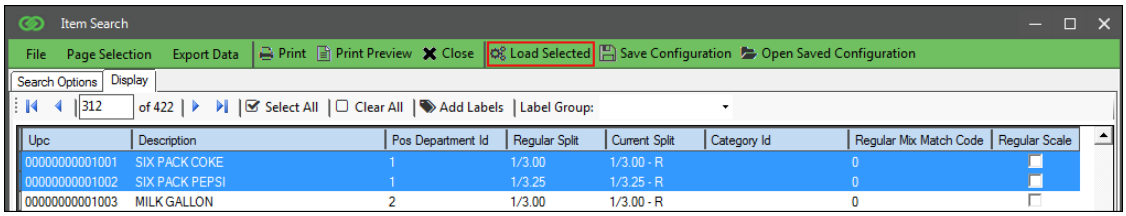


Figure 3-223. ScanMaster - Item Search (Load Selected)

After **Load Selected** is clicked, the UPCs selected in the Display tab's grid should be displayed in GetUpc screen's Selected UPC grid. If new UPCs have been added to the GetUpc screen's Selected UPC grid, click **Apply** before exiting the GetUpc screen.

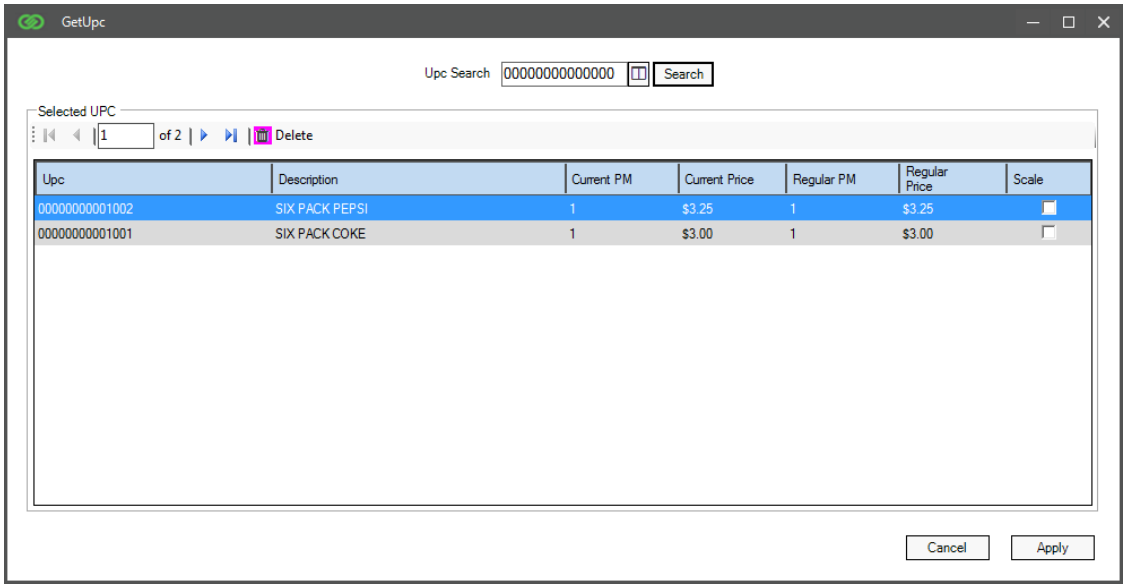


Figure 3-224. ScanMaster - GetUpc

Whenever a product (with one of the selected UPCs) is scanned or key-entered at the POS workstation, customers (or qualified frequent shoppers if a frequent shopper level is used) are automatically awarded the electronic coupon discount associated with this UPC. The electronic coupon information is detailed at the bottom of the customer receipt.

3.6.5.5.5.2 Adding Mix Match Items to a ScanMaster Promotion

Clicking the Attachment tab's **Add Mix Match** button displays the Multiple MixMatchCode Search dialog, allowing the user to add one or more MixMatchCodes to the promotion by checking the MixMatchCode's checkbox and clicking **Ok**.

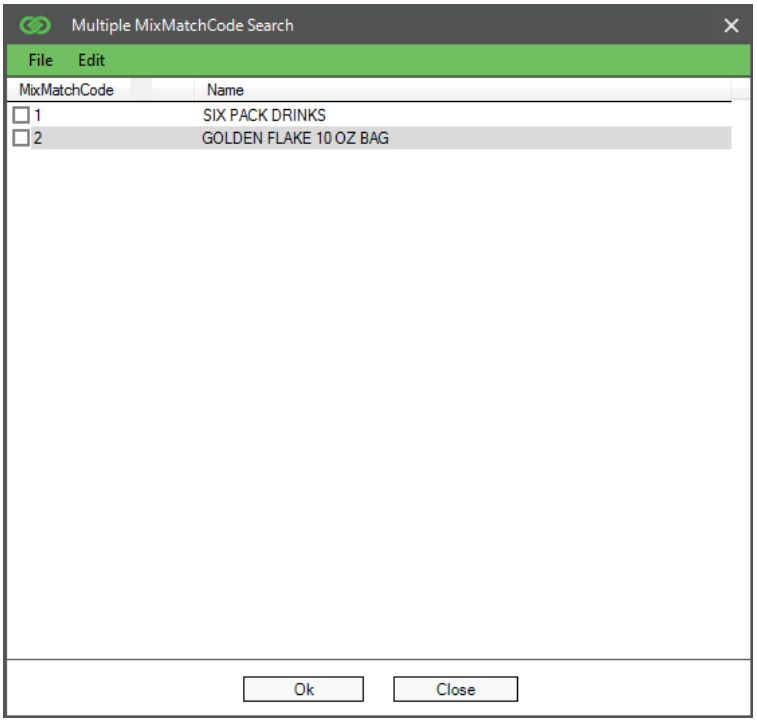


Figure 3-225. ScanMaster - Multiple MixMatchCode Search

Whenever an item with one of the selected Mix Match codes is scanned or key-entered at the POS workstation, customers (or qualified frequent shoppers if a frequent shopper level is used) are automatically awarded the electronic coupon discount associated with this Mix Match code. The electronic coupon discounts are detailed at the bottom of the customer receipt.

For example, if an electronic coupon is associated with Mix Match 222, all UPCs with a Mix Match code of 222 will be flagged for an electronic coupon. Therefore, when a qualified customer (or qualified frequent shopper if a frequent shopper level is used) purchases an item with this Mix Match code, the electronic coupon is awarded on the purchase.

3.6.5.5.5.3 Adding Report Code Items to a ScanMaster Promotion

Clicking the Attachment tab's **Add Report Code** button displays the ReportCode List dialog, which allows the user to select a report code to add the promotion.

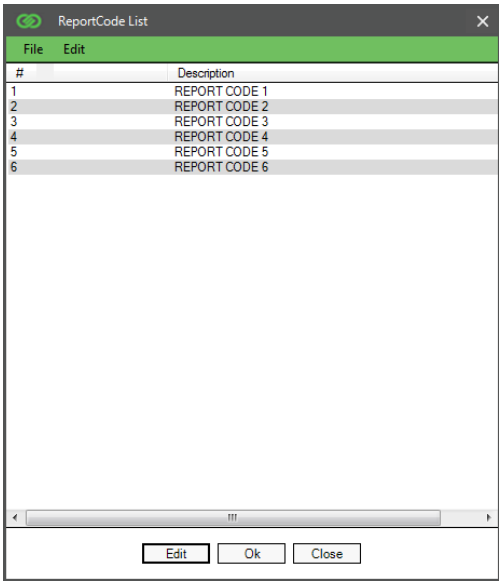


Figure 3-226. ScanMaster - ReportCode List

Whenever an item with a selected report code is scanned or key-entered at the POS workstation, customers (or qualified frequent shoppers if a frequent shopper level is used) are automatically awarded the electronic coupon discount associated with this Report Code. The electronic coupon discounts are detailed at the bottom of the customer receipt.

3.6.5.5.5.4 Adding Promotion Code Items to a ScanMaster Promotion

Clicking the Attachment tab's **Add Promotion** button displays the Add Promotion Code dialog which allows the user to create a promotion code and add it to the promotion. The user creates a promotion code by entering a code in the New Promotion Code text box and pressing **ENTER**. This will add the promotion code in to the grid. Clicking **Apply** adds the promotion code to the promotion.

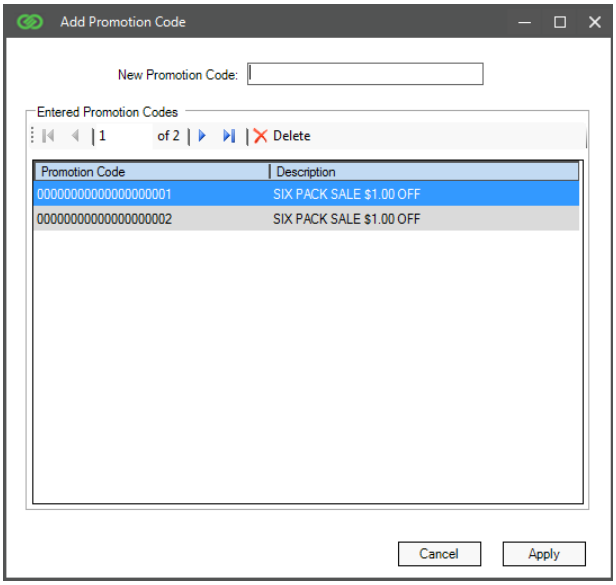


Figure 3-227. ScanMaster - Add Promotion Code

3.6.5.5.5.5 Adding Department Code Items to a ScanMaster Promotion

If the promotion's promotion type is Department, then the user will only have the option of clicking the Attachment Tab's **Add Department** button which results in the Multiple Department Search dialog being displayed. This dialog allows the user to select one or more departments by checking the checkbox next to the department and clicking **Ok**.

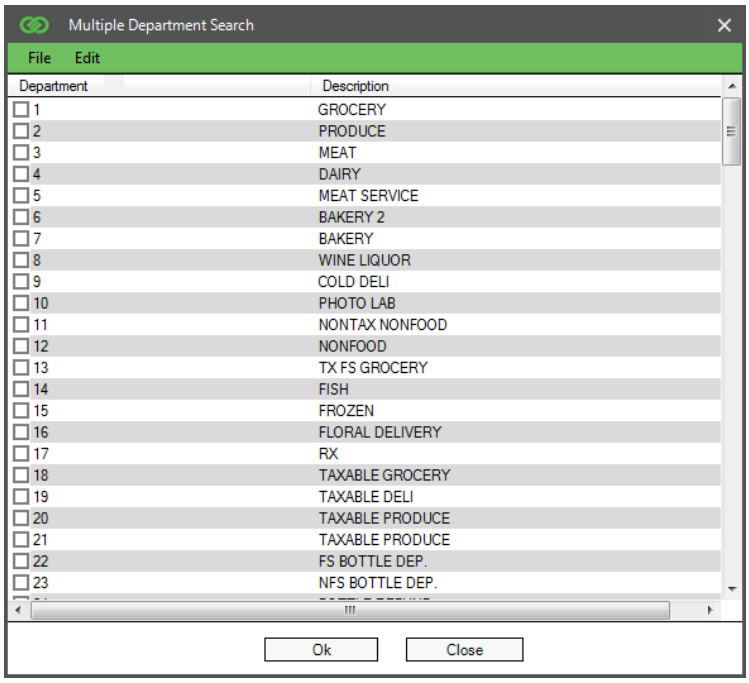


Figure 3-228. ScanMaster - Multiple Department Search

Whenever an item within a selected Department is scanned or key-entered at the POS workstation, customers (or qualified frequent shoppers if a frequent shopper level is used) are automatically awarded the electronic coupon discount associated with this Department. The electronic coupon discounts are detailed at the bottom of the customer receipt.

3.6.5.5.6 ScanMaster Total Sale Amount Promotions

If a user wants to earmark a ScanMaster Coupon based on the total pre-tax sale amount, select **Total Sales** for the Promotion Type in the ScanMaster Promotions (Add Mode) screen during promotion creation, and enter the Total Sale Amount (that must be achieved to receive the discount) into the Total Sale Amount (General Coupon Information tab) field. Complete the remaining data fields.

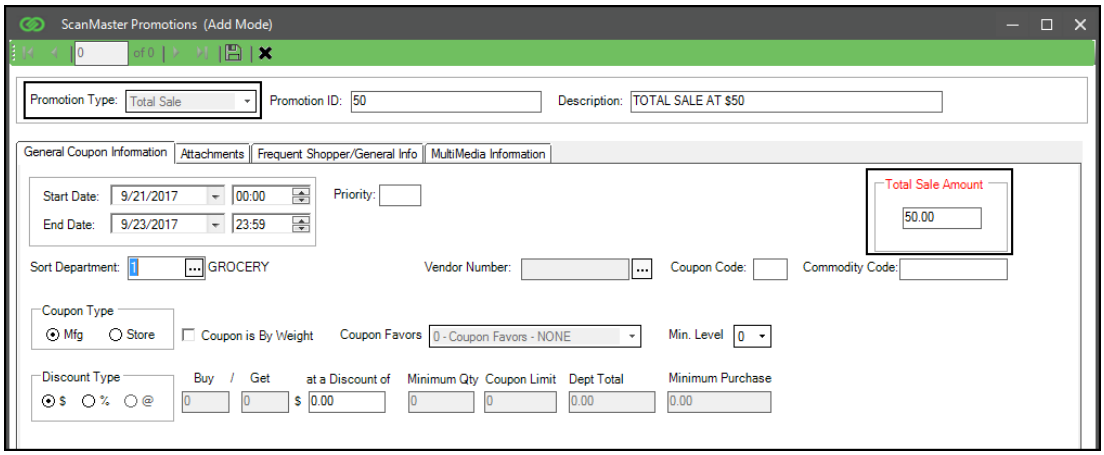


Figure 3-229. ScanMaster - Total Sale Amount

Unlike the other promotion types the user cannot enter an attachment since a single Total Sale Attachment is created in a background for a ScanMaster Total Sale Promotion. For this reason, the Attachments tab does not provide any Item Type buttons for the user to select.

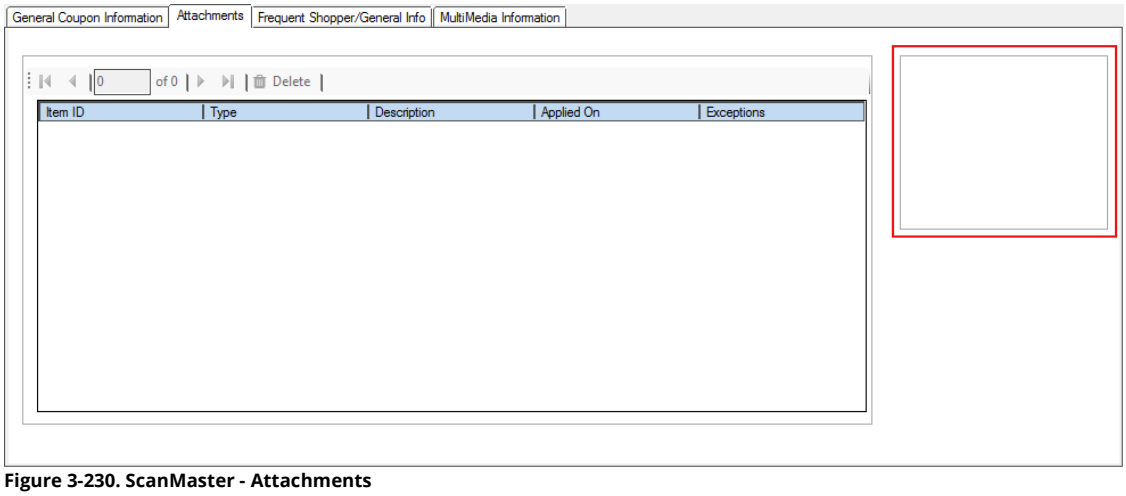


Figure 3-230. ScanMaster - Attachments

Whenever a total sale equals or exceeds the amount entered in the **Total Sale Amount** text box, customers (and are a qualified frequent shopper if a frequent shopper level is used) are automatically awarded the ScanMaster Promotion discount associated with this sale. The ScanMaster Promotion discounts are detailed at the bottom of the customer receipt.

Note:

The POS Workstation Setting “Allow Multiple Total EC Promo” determines if multiple Total Sale-type ScanMaster Promotion may be issued for a qualifying transaction or just the highest-valued ScanMaster Promotion.

Note:

When this option is used, the Dept Total and Minimum Purchase fields are inactive in the General Coupon Information Tab.

3.6.5.5.7 ScanMaster Promotions Screen Controls – Frequent Shopper/General Info Tab

The Frequent Shopper/General Info tab allows the user and view and modify values related to Frequent Shopper data.

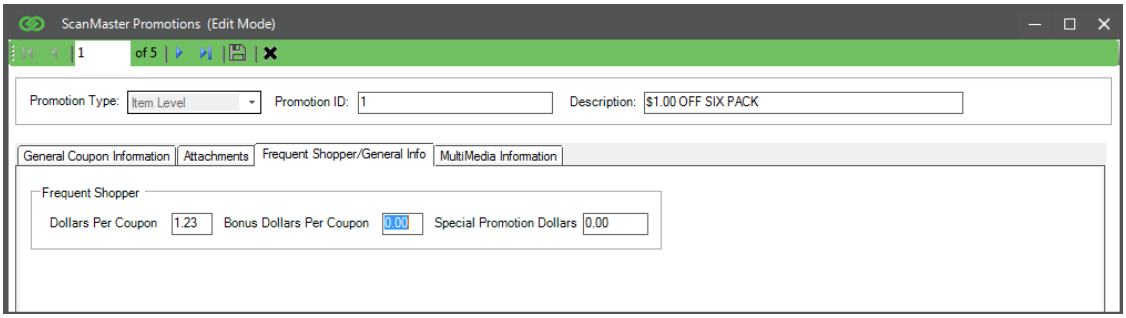


Figure 3-231. ScanMaster - Frequent Shopper/General Info Tab

The table below list each control on the tab.

Control Name	Description
Dollars Per Coupon	Six (6) digit numeric field. The field displays the amount of frequent shopper dollars awarded to a customer when this electronic coupon is issued.
Bonus Dollars Per Coupon	Six (6) digit numeric field. This field displays the amount of frequent shopper bonus dollars awarded to a customer when this electronic coupon item is issued.
Special Promotion Dollars	Six (6) digit numeric field. Enter the number of Special Promotion Dollars that may be awarded under a Special Points Accumulation program.
Points Per Coupon	Six (6) digit numeric field. The field displays the amount of frequent shopper points awarded to a customer when this electronic coupon is issued.
Bonus Points Per Coupon	Six (6) digit numeric field. This field displays the amount of frequent shopper bonus points awarded to a customer when this electronic coupon item is issued.
Special Promotion Points	Six (6) digit numeric field. Enter the number of Special Promotion Points that may be awarded under a Special Points Accumulation program.

3.6.5.5.8 ScanMaster Promotions Screen Controls – MultiMedia Information Tab

The MultiMedia Information tab allows the user to associate an image or a movie to a ScanMaster Promotion.

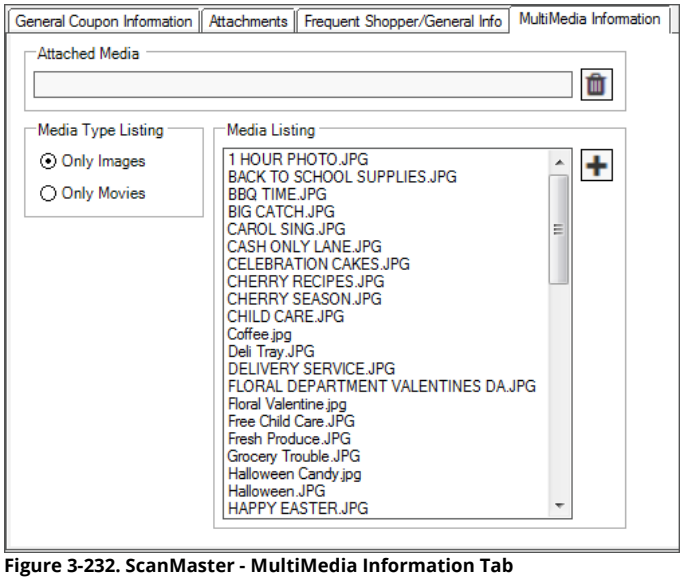


Figure 3-232. ScanMaster - MultiMedia Information Tab

The MultiMedia Information tab lists either images or movies that can be selected and associated to the promotion.

Control Name	Description
Attached Media	Text box containing the name of the media that has been associated with the promotion. If the user has not selected a pieced of media to associate with the promotion, then the text box will be blank
Only Images	Radio button – when selected – list all the image files names of the images stored in the `C:\NCR\ENCOR\ScanMasterMedia\Images` directory into the Media Listing list box.
Only Movies	Radio button – when selected – list all the movie file names of the movie media files stored in the `C:\NCR\ENCOR\ScanMasterMedia\Movies` directory into the Media Listing list box.
Media Listing	Contains a listing of the names of the images or movie media stored in the following directories: Image directory - `C:\NCR\ENCOR\ScanMasterMedia\Images` Movie directory - `C:\NCR\ENCOR\ScanMasterMedia\Movies` directory. The listing is dependent on if the Only Images or Only Movies radio button is selected.

A piece of media is associated with the ScanMaster Promotion, by selecting an entry from the Media Listing list box and clicking the plus (**+**) button, which will result in the selected entry being displayed in the Attached Media text box.

To un-associate a piece of media from a ScanMaster Promotion, the trash can button is clicked, which results in the media name being removed from the Attached Media text box.

3.6.5.6 ScanMaster Exceptions

ScanMaster attachment exceptions occur whenever two or more ScanMaster Promotions are in effect and have one or more of the same items attached. The

sections below detail how **ENCOR** identifies exceptions for the user and how a user can resolve the exceptions.

3.6.5.6.1 Displaying ScanMaster Exceptions

In the ScanMaster Promotion List screen **ENCOR** marks exceptions by setting the grid's Exceptions column to the number of exceptions and setting the background color to red. In the image below, promotions whose IDs are 1 and 4 are both in effect and contain the same UPC as an attachment.

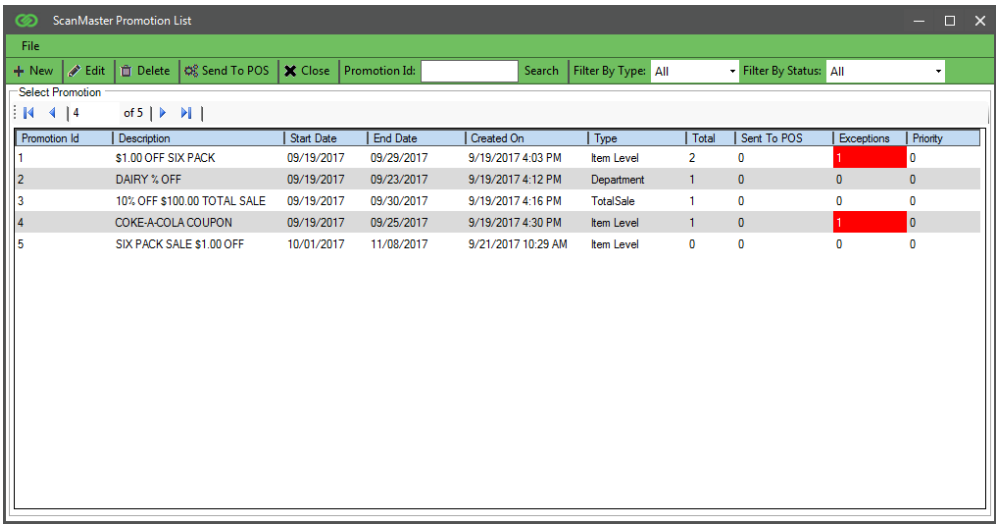


Figure 3-233. ScanMaster Promotion List - Exceptions Column

Exceptions are also shown to the user on the ScanMaster Promotions screen's Attachments tab. In the image below, the SIX PACK COKE UPC has an exception with the same UPC in another promotion.

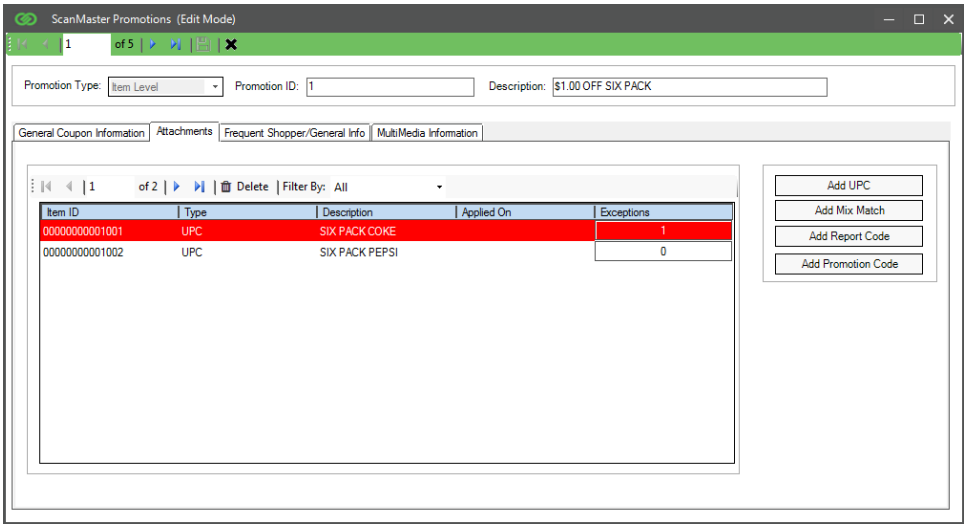


Figure 3-234. ScanMaster - Exception

To find the conflicting promotion from the ScanMaster Promotions screen, click the Exceptions column header in the grid. This will display the number of promotion it conflicts with and will display the Attachment Exceptions screen.

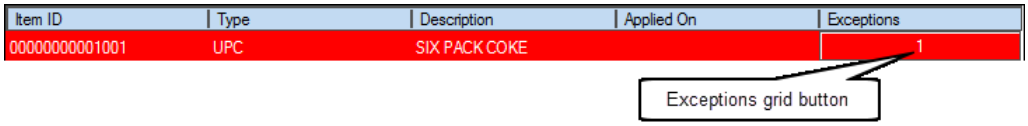


Figure 3-235. ScanMaster - Exceptions Column Header

The Attachment Exceptions screen will display all the promotions that conflict with the currently selected promotion and allows the user to go to the other promotions by clicking **Select**.

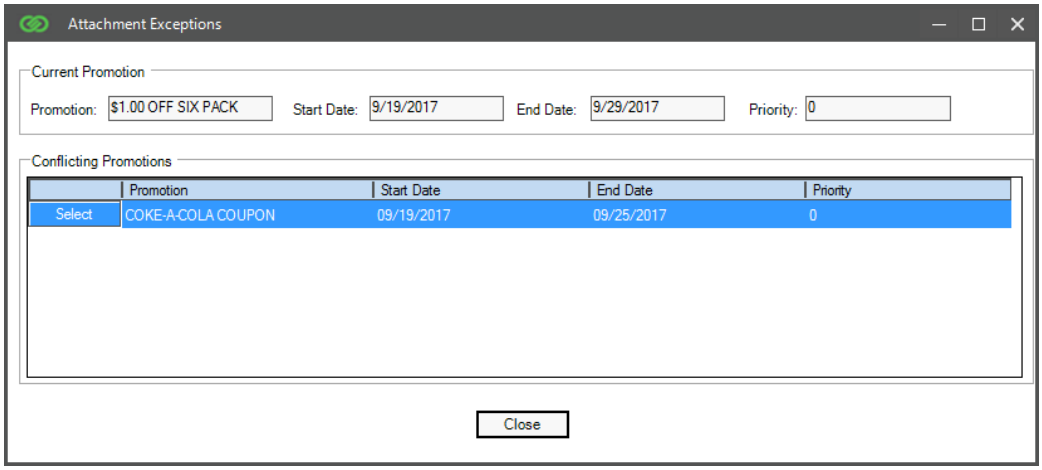


Figure 3-236. ScanMaster - Attachment Exceptions

3.6.5.6.2 Resolving ScanMaster Exceptions

To resolve a ScanMaster exception, the ScanMaster Promotions (Edit Mode) screen can be used to change the promotions effective date or set the promotion's priority.

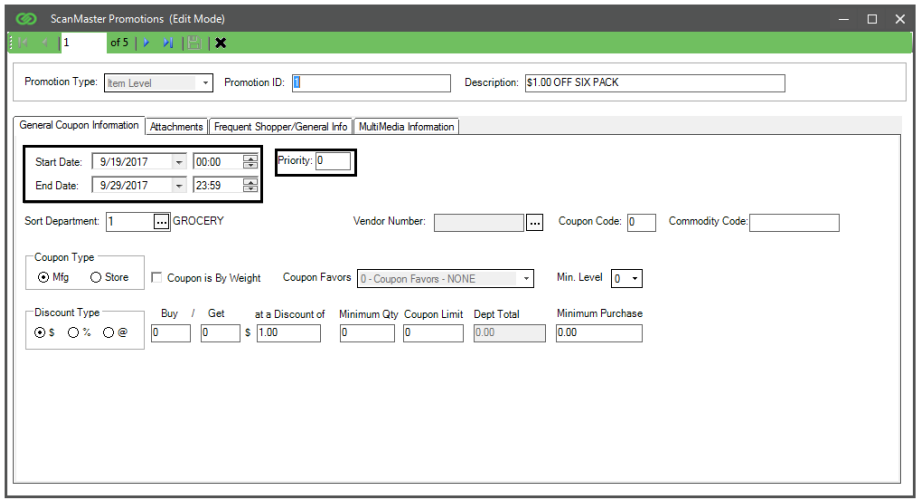


Figure 3-237. ScanMaster Promotions - Resolving Exceptions

If two or more promotions are in conflict, then changing the promotion's effective date can resolve the conflict – since conflicts occur when one or more promotions with the same effective date (or overlapping dates) contain the same items. To change the promotions effective date, display the promotion in the ScanMaster

Promotion (Edit Mode) screen and change the Start Date and End Dates (on the General Coupon Information tab) so that the dates do not overlap the other promotion's start and end dates.

Another way to resolve the exceptions is to set the promotion's priority. The priority is a numeric value that can be assigned by the user. If two promotions with the same effective dates and conflicting items, the promotion with the highest priority wins.

When a ScanMaster Promotion is first created, the Priority is defaulted to 0, which means that all promotions have the same priority – unless the user changes the priority.

To set the promotion's priority, display the promotion in the ScanMaster Promotion (Edit Mode) screen and change the Priority value on the General Coupon Information tab. After setting the priority, click **Save**.

3.6.5.7 ScanMaster Promotion Examples

3.6.5.7.1 Creating Random Weight ScanMaster Promotion

In this example, a ScanMaster Promotion for an NSC2 item will be created. The example shows how to configure the promotion - so that - if a customer buys 5lbs they will get the second 5lbs at a discount of 50%, limit of 5 pounds.

1. Create and activate a random weight UPC item in the Item Maintenance application.
   a. In the UPC text box, type the value as **2 XXXXX 00000** (Where X is the unique manufacturer code).
   b. Once all relevant Item Maintenance fields have been set, click **Save** and exit the Item Maintenance screen.
2. From the **ScanMaster Promotion** application, click **New** to create a ScanMaster Promotion.
3. From the ScanMaster Promotions (Add Mode) screen, select **Item Level** from the Promotion Type drop-down list.
4. Enter a Promotion ID (that does not currently exist) and a Description.
5. Select a Sort Department from the Sort Department control.
6. Check the Coupon is by Weight checkbox.
7. Select **%** in the Discount Type radio buttons.
8. Fill in the following fields:

Figure 3-238. Buy/Get/at a Discount of Fields

9. Set the Coupon Limit field to **5 pounds**.

10. Select the Attachments tab, and click **Add UPC**.
11. In the Upc Search control (top of the GetUpc screen) enter the UPC value added in Step 1.a. above and press the **ENTER** key. The UPC should display in the Selected UPC grid. The user can also click **Search**, which will display the Item Search screen that can be used to search and select UPC attachments.
12. Once the UPC is displayed in the Selected UPC grid, click **Apply** (bottom right of GetUpc screen).
13. Confirm that today falls within the start date and end date.

3.6.5.7.2 Configuring a Mix Match ScanMaster Promotion

In this example, a Mix Match type ScanMaster Promotion is created that gives a 20% discount on any item with a Mix Match Code.

1. Create a Mix Match code in the Mix Match Maintenance application.
2. In **Item Maintenance**, assign the new Mix Match code (created in step 1) to several items in the **ENCOR** Database that share the same split pricing information.
3. Save changes and exit the **Item Maintenance** Screen.
4. From the ScanMaster Promotion List screen, click **New** to create a ScanMaster Promotion.
5. From the ScanMaster Promotions (Add Mode) screen, select **Item Level** from the **Promotion Type** drop-down list.
6. Enter a Promotion ID (that does not currently exist) and a Description.
7. Select a Sort Department from the **Sort Department** control.
8. Select **%** in the Discount Type radio buttons.
9. Type **2000** (20.00%) in the “at a Discount of” field.
10. Select the **Attachments** tab.
11. Click Add Mix Match.
12. In the Multiple MixMatch Code Search screen click the checkbox next to the Mix Match code(s) created in Step 1, and click **Ok**. After the Multiple MixMatch Code Search screen closes the selected Mix Match code(s) should be displayed in the Attachments tab’s grid.
13. Click **Save** (top of the ScanMaster Promotions screen) to save the promotion.

3.6.5.7.3 Creating a Department-Type ScanMaster Promotion

In this example, a Department-type ScanMaster Promotion is created. When the customer purchases $25.00 from the designated department, they receive a 20% discount.

1. From the ScanMaster Promotion List screen, click **New** to create a ScanMaster Promotion.
2. From the ScanMaster Promotions (Add Mode) screen, select **Department** from the Promotion Type drop-down list.

3. Enter a Promotion ID (that does not currently exist) and a Description.
4. Min. Level drop-down should be defaulted to 0. If not, set the Min. Level drop-down to **0**.
5. Set the Sort Department to the Department that will be selected as a Department attachment.
6. Click **%** in the Discount Type radio buttons.
7. Type **2000** (20.00%) in the "at a Discount of" field.
8. Type **2500** ($25.00) in the Dept Total field.
9. Select the **Attachments** tab and click **Add Department**.
10. In the Multiple Department Search screen, click the checkbox next to the department(s) that are to part of the promotion.
11. Click **Ok**. The selected department(s) should be displayed in the Attachments tab's grid.
12. Click **Save** (top of the ScanMaster Promotions screen) to save the promotion.

3.6.5.7.4 Total Sale ScanMaster Promotion

In this example, a Total Sale type ScanMaster Promotion will be created. The promotion will give customers a 20% discount on the total sale if the transaction total exceeds $120.00.

1. From the ScanMaster Promotion List Screen (**ENCOR's** Application Menu Bar: **Item Management > Promotion Maintenance > ScanMaster Promotions**), click **New** to create a ScanMaster Promotion.
2. From the ScanMaster Promotions (Add Mode) screen, select **Total Sale** from the Promotion Type drop-down list.
3. Enter a Promotion ID (that does not currently exist) and a Description.
4. Select a Sort Department from the Sort Department control.
5. In the Total Sale Amount text box, enter **12000** (120.00) and press the **TAB** key.
6. Click **%** in the Discount Type radio buttons.
7. Type **2500** (25.00%) in the "at a discount of" field.
8. Click **Save** (top of the ScanMaster Promotions Screen) to save the promotion.

3.6.5.7.5 Attaching a Media File to a ScanMaster Promotion

Use the following steps to attach a media file to a ScanMaster Promotion. When the promotion is redeemed, the image (or movie) will appear on the CID.

1. Create a new ScanMaster Promotion or locate the existing ScanMaster Promotion to which the media file will be attach.
2. Select the **MultiMedia Information** tab.
3. Click the **List Media Type** radio button (Only Images or Only Movies) associated with the file to attach.
4. Locate and highlight (click) the media file from the Media Listing list box.

5. Click the plus (**+**) button – which will result in the selected entry being displayed in the Attached Media text box.
6. Click **Save** (top of the ScanMaster Promotions screen).

3.6.6 Single-Item and Multi-Item Promotions (Base)

3.6.6.1 Promotions, Reductions and Offers

Warning:

Loyalty Member Promotions were first introduced in release 8.1.4.0. At that time, support for basic promotions, reductions, and offers was discontinued. It is recommended that any existing promotions residing here be removed and re-established using ENCOR Member Promotions.

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 for entering a specific price for an item. Setting a reduction allows for reducing the price/percentage of an item. An offer means offering an item at a discounted price if the customer buys a specified number of that item. Setting up promotions, reductions, and offers means setting up either one of the following:

- **Single item promotion** - Link a single item to a promotion.
- **Multi-item promotion** - 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 define new promotions and to edit or delete existing promotions.

3.6.6.2 Adding a promotion, reduction, or offer

This function enables the addition of a new promotion, reduction, or offer. The basic options are on the left side of the dialog box. The tabbed area on the right is for setting up promotions, reductions, or offers.

To set up single or multi-item promotions

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance** and then click on either **Single Item Promotion** 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.

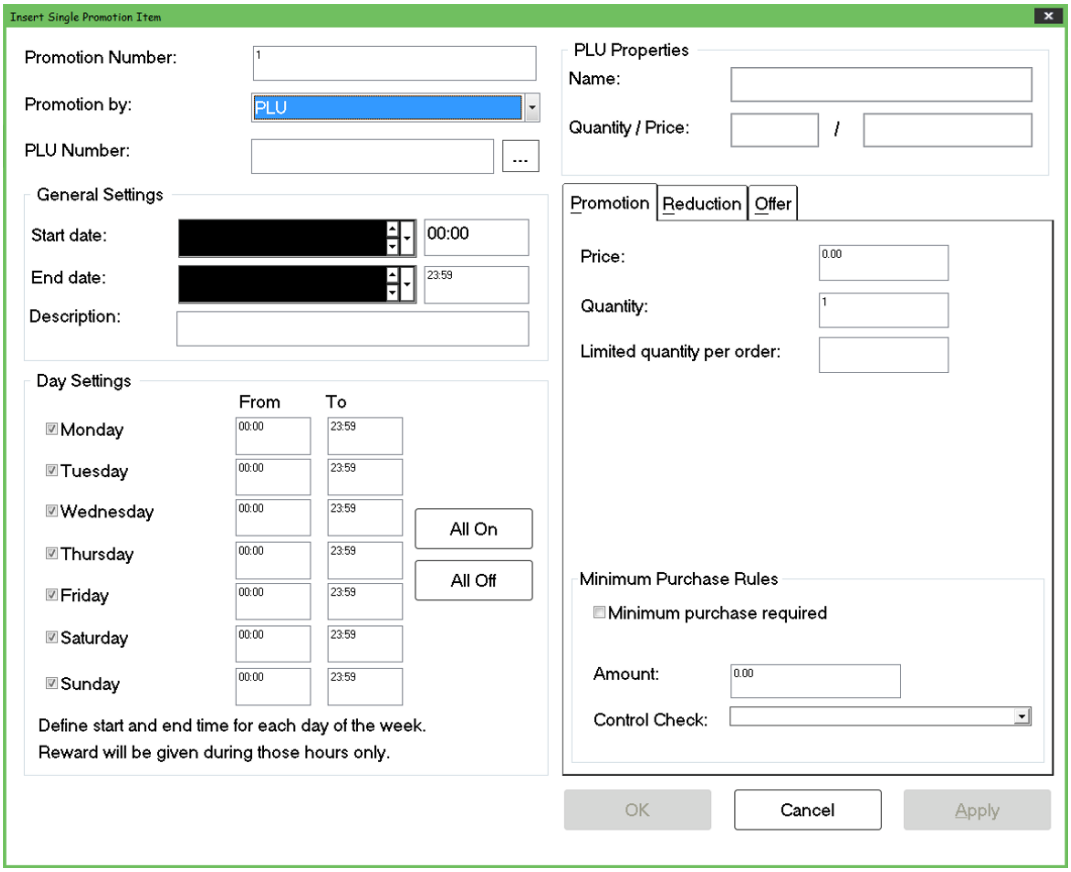


Figure 3-239. Insert Single Promotion Item

3. Set the following options as required.

Field	Description
Promotion Number	The number of the promotion automatically assigned by the system.
Promotion by	From the drop-down 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:	

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

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. **Note:** The All On button enables the promotion for each day of the week. The All Off button disables the promotion for each day of the week and reset times to 00:00 and 23:59.
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.

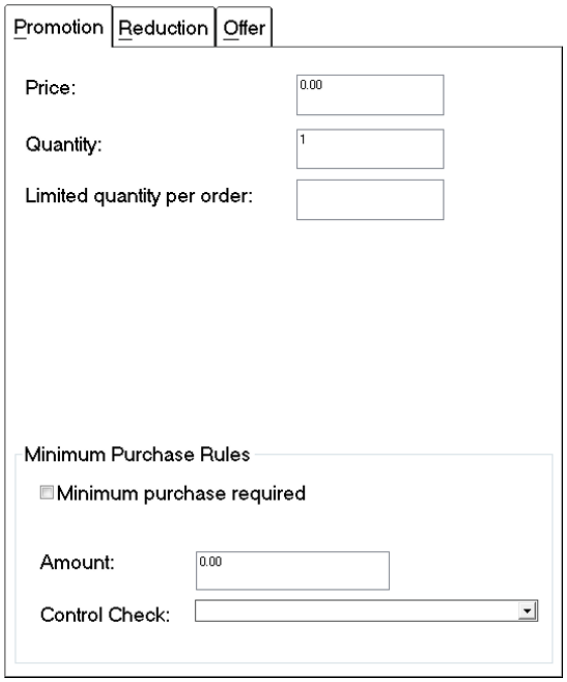
3.6.6.2.1 Promotion Tab

Using the Promotion tab, enter a specific price for an item. For example, $2.89 for an item that originally costs $3.00.

Note:

Promotion prices are limited by dates (start and end) 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.

Overlapping promotions are where the start and end dates of a promotion for an item "straddle" the dates for another promotion that contains the item. You will be warned if the start date or end date of a promotion is the same as an existing promotion containing the identical item. If more than one exists for the overlapping item, the most recently entered promotion will be used.

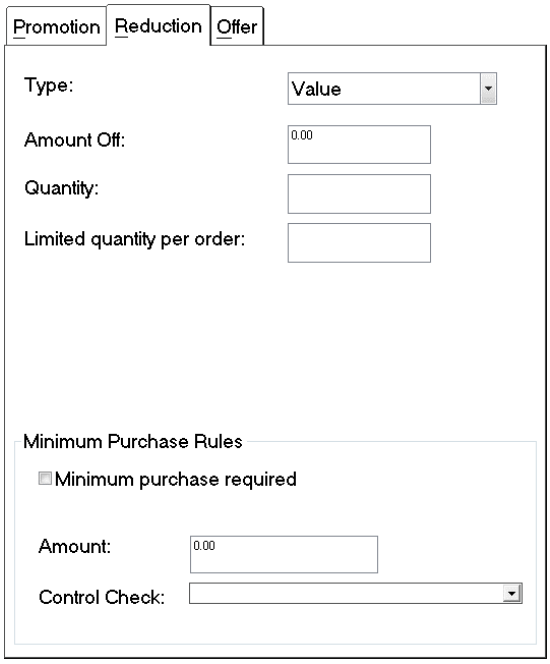


Field	Description
Price	Enter the new promotion price.
Quantity	Enter the multiple selling unit (MSU) for the reduced price. (For example, “3” if sold at a promotion price of 3 for $2.99).
Limited quantity per order	Enter the total number of items that may receive the reduced price (usually a multiple of the Quantity field). (For example, “6” if sold at a promotion price of 3 for $2.99 and there should be a total of six units sold at the discounted price).

Figure 3-240. Promotion Tab

3.6.6.2.2 Reduction Tab

The Reduction tab 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.

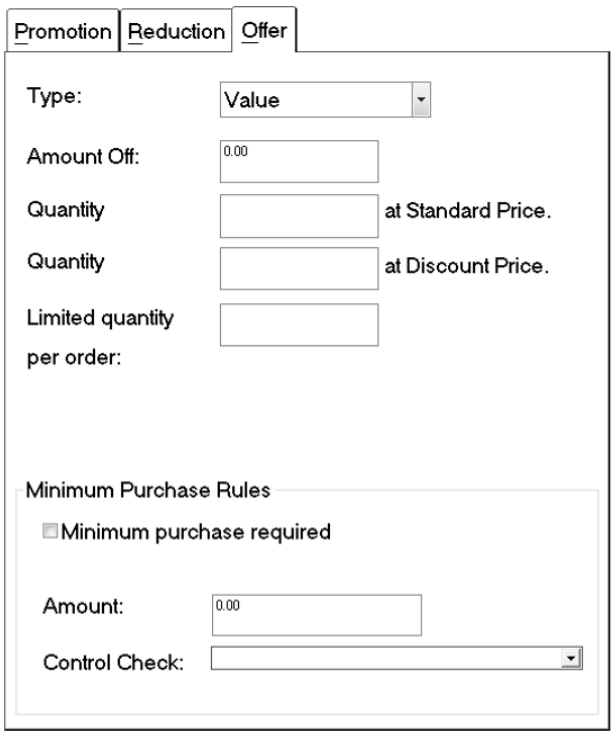


Field	Description
Type	From the drop-down list, select either value (amount) or percentage (%).
Amount Off/ Percentage Off	If the reduction is a specific amount, enter the dollar amount to be deducted from the original item price. (For example, ".25" for a reduction amount of 25 cents).
Quantity	Enter the multiple selling unit (MSU) for the reduced price. (For example, "3" if sold at a reduced promotion price of 3 for $2.74).
Limited quantity per order	Enter the total number of items that may receive the reduced price (usually a multiple of the Quantity field). (For example, "6" if sold at a promotion price of three for $2.74 and there are a total of six units sold at the discounted price).

Figure 3-241. Reduction Tab

3.6.6.2.3 Offer Tab

Offers allow items to be sold 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 at ½ 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 to only 1 at discount. In addition, two or more items can be linked to the same offer.



Field	Description
Type	From the drop-down 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 will receive the discounted price with each additional sale.
Limited quantity per order	Enter the total number of items that may receive the reduced price (usually a multiple of the Quantity at Discount Price field). (For example, "Buy 2, Get Third at $.50 Off." Set this field to 2 to allow an additional $.50 cents off the sixth item sold. No additional discounts will be given at this point if additional items are purchased).

Figure 3-242. Offer Tab

3.6.7 Edit/Delete Promotions

With the Edit/Delete Promotion option changes or additions to single or multi-item promotions can be made. If the promotion is current, the change takes place immediately on the PoS terminals.

To edit/delete single and multi-item promotions

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance > 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.

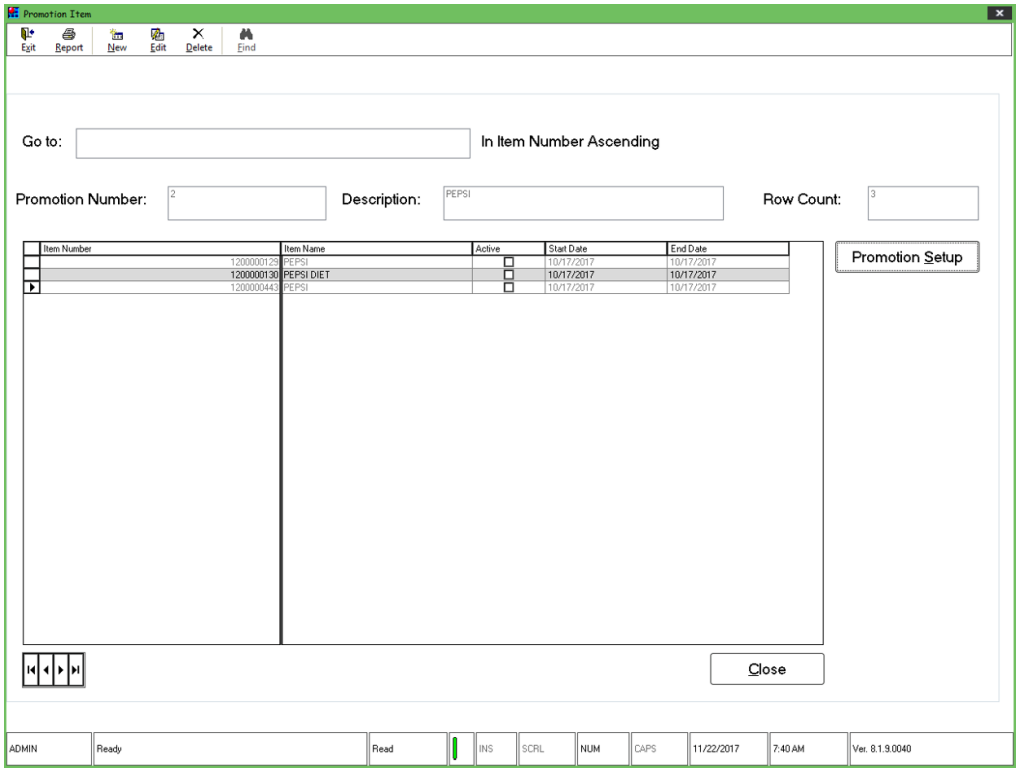


Figure 3-243. Promotion Item

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.

3. Highlight the relevant item and click **Delete** to delete it.
4. Click **Edit** to edit the item on promotion. The Promotion Header Parameters window is displayed.
5. Set the following options as required.
6. Click **OK** or **Apply** to save.

3.6.8 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.

"Tiered" promotions that give customers higher rewards when they buy more and more items can also be set up. Member Promotion types:

- **Enhanced Promotions** - More flexible and powerful than promotions, reductions, and offers. As promotional items are scanned, rewards are applied immediately.
- **Group Promotions** – Like Enhanced Promotions but include the ability to link various groups of items.
- **Level Promotions** – Like Enhanced Promotions but include the ability to define up to five different levels of conditions and rewards.
- **Credit Programs** - Used to set credit reward types based on point schemes.

3.6.8.1Reward Type Receipt Examples

The reward type used for a promotion influences what is printed on the customer's receipt. Below are examples of what the customer may see (depending upon the store's promotion and receipt parameter settings) based on the selected reward type for the promotion.

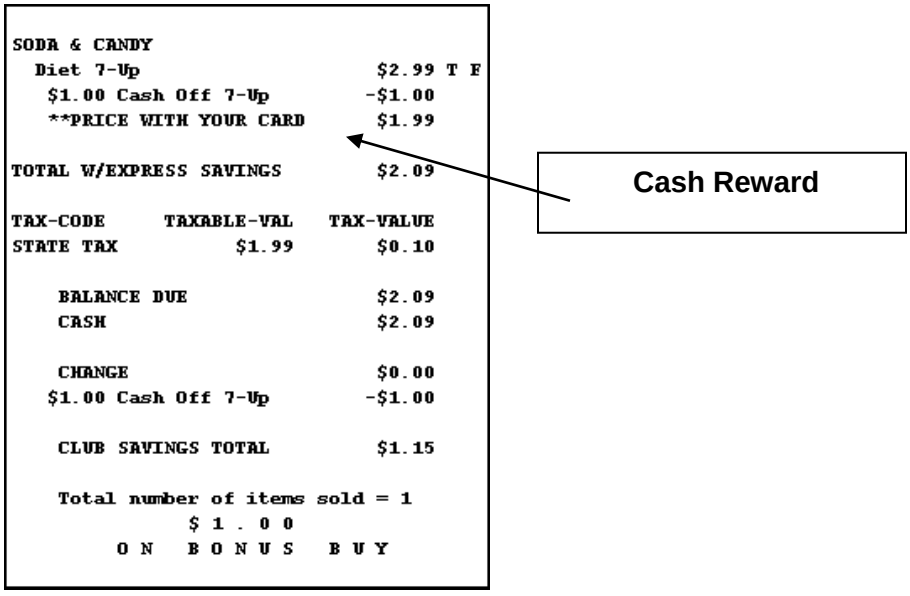


Figure 3-244. Receipt Example - Cash Reward

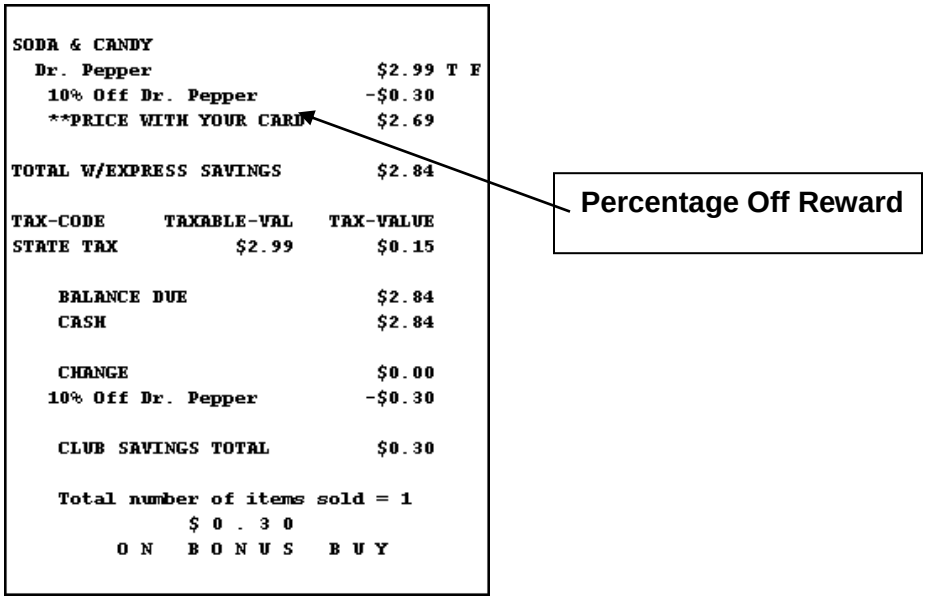


Figure 3-245. Receipt Example - Percentage Off Reward

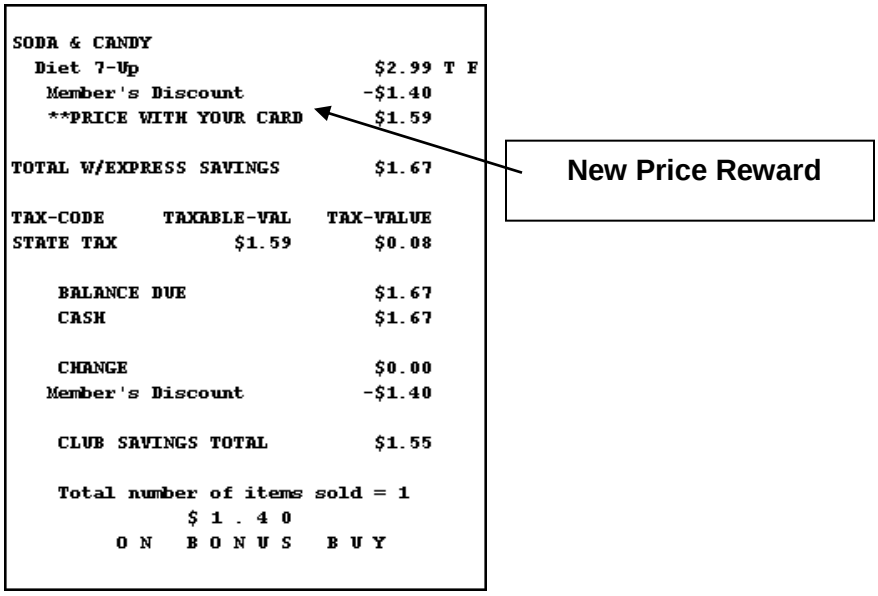


Figure 3-246. Receipt Example - Member Discount

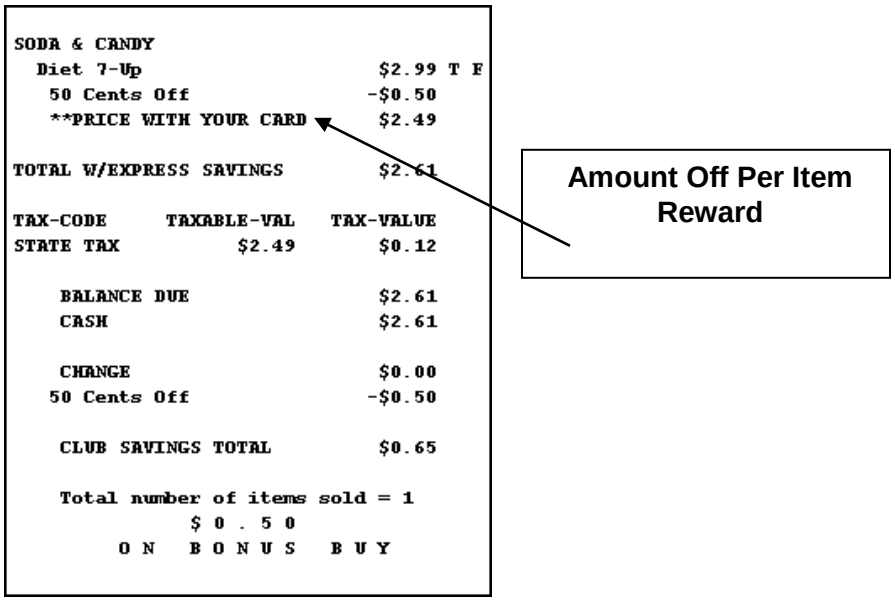


Figure 3-247. Receipt Example - Item Discount

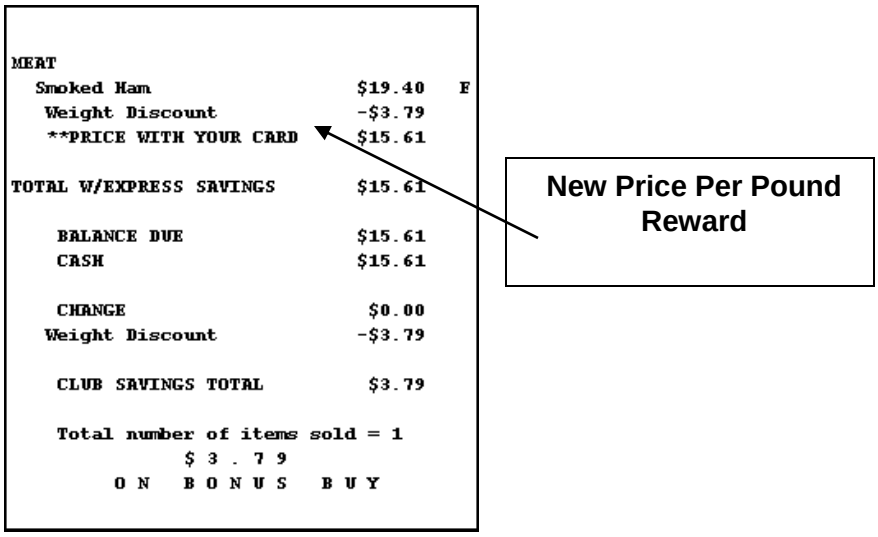


Figure 3-248. Receipt Example - New Price Per Pound

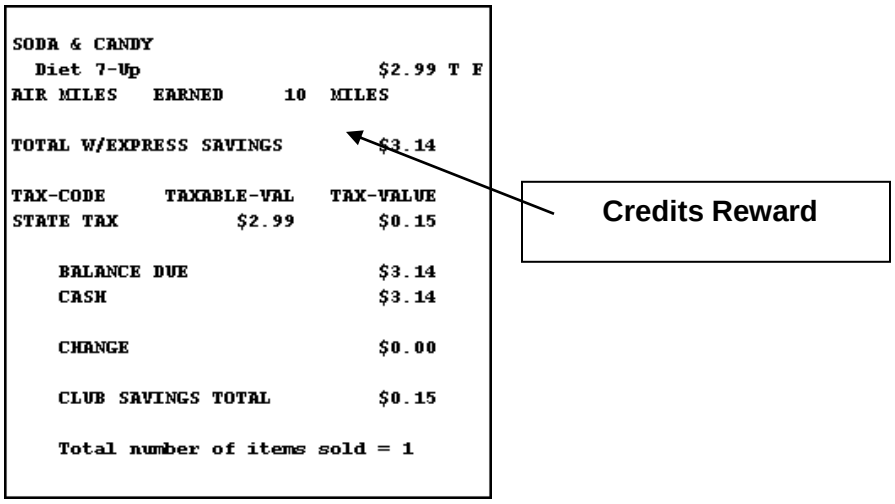


Figure 3-249. Receipt Example - Credits Reward

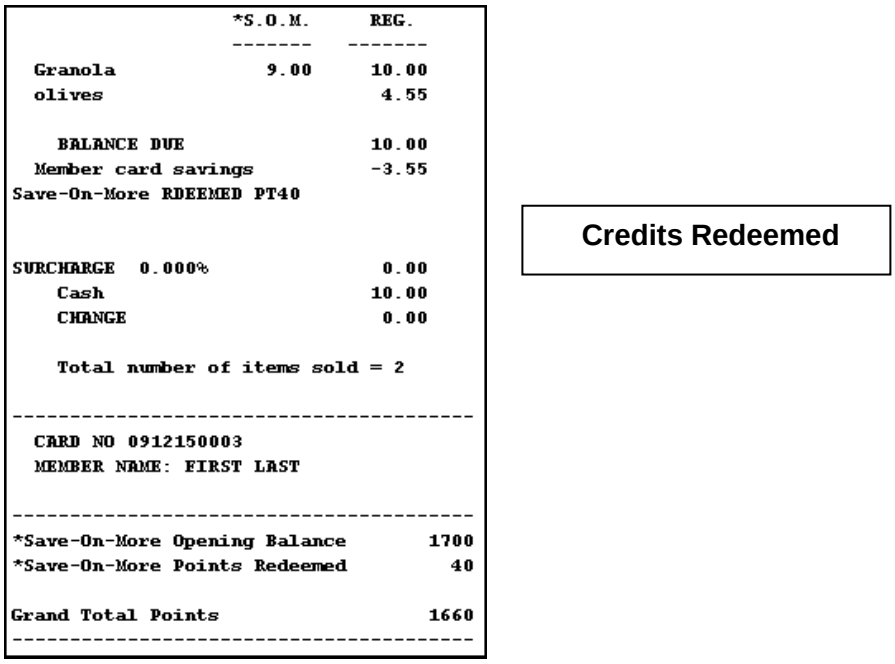


Figure 3-250. Receipt Example - Credits Redeemed

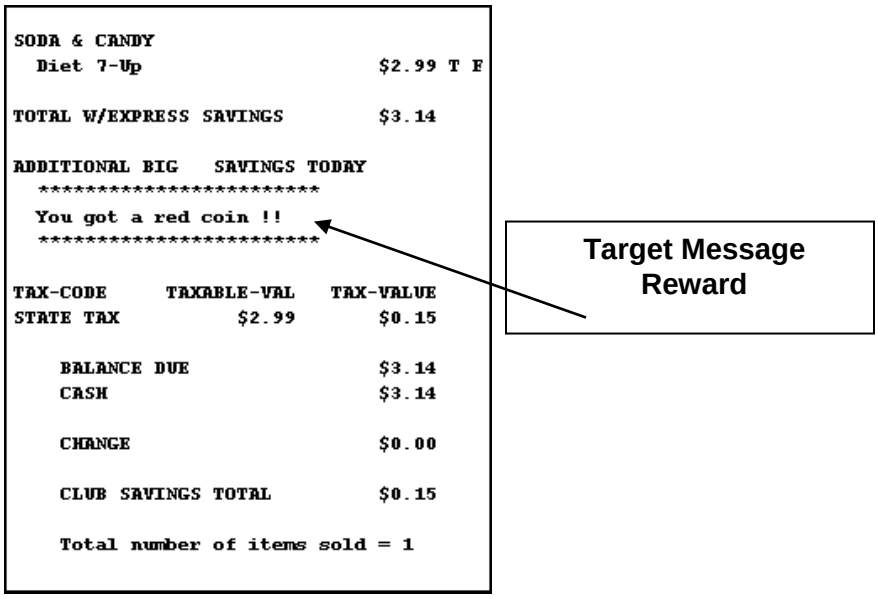


Figure 3-251. Receipt Example - Target Message

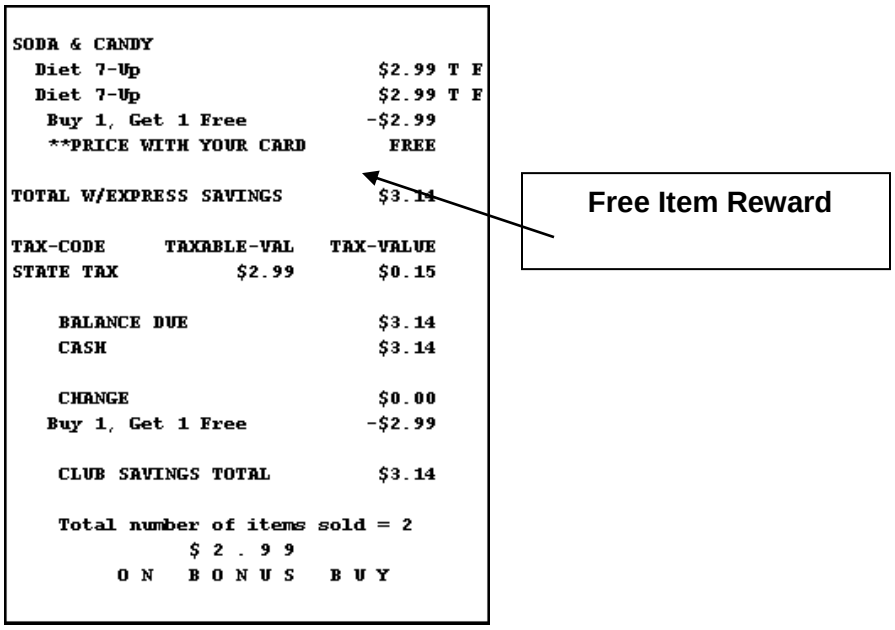


Figure 3-252. Receipt Example - Free Item

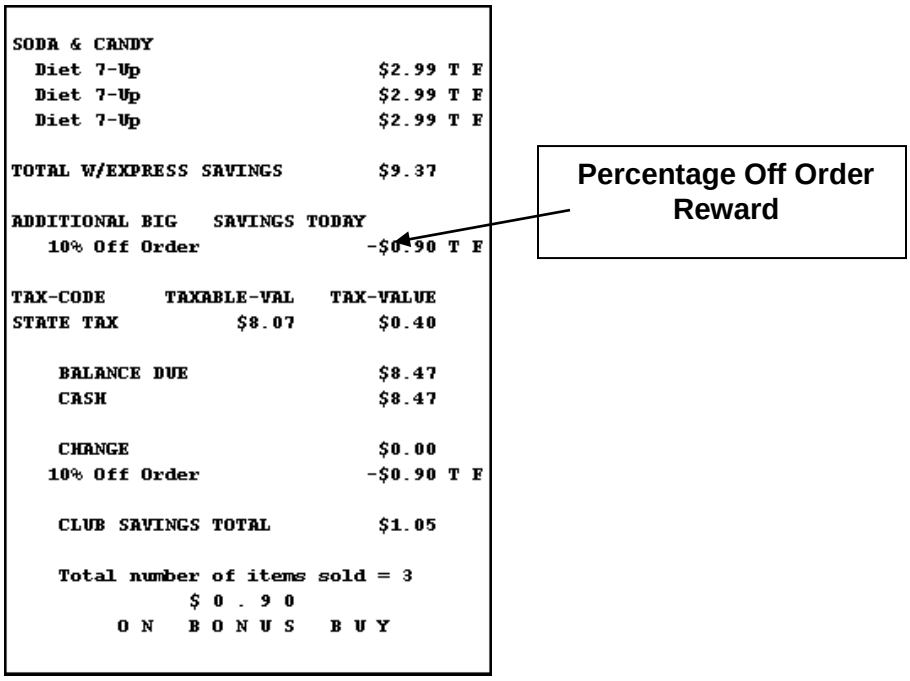


Figure 3-253. Receipt Example - Percentage Off Order

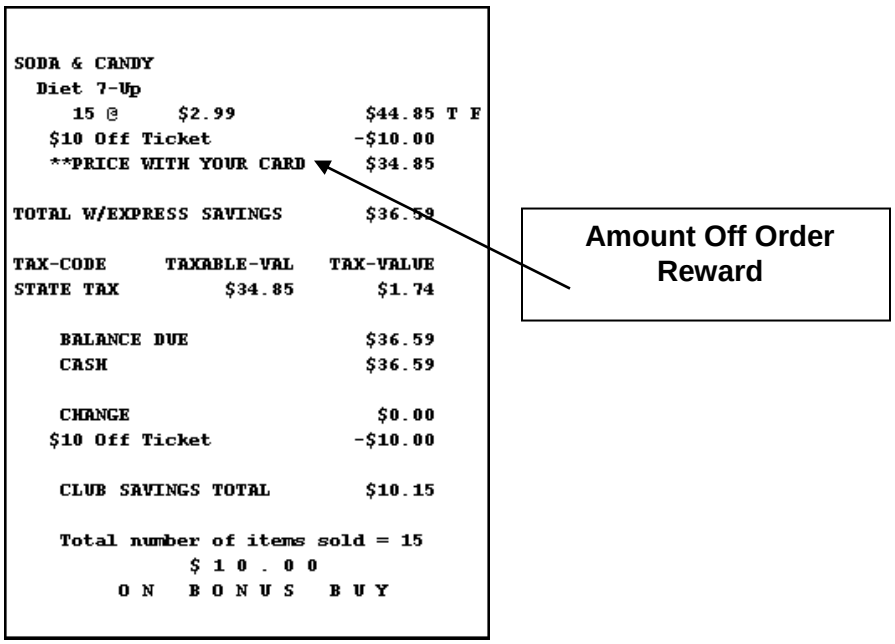


Figure 3-254. Receipt Example - Amount Off Order

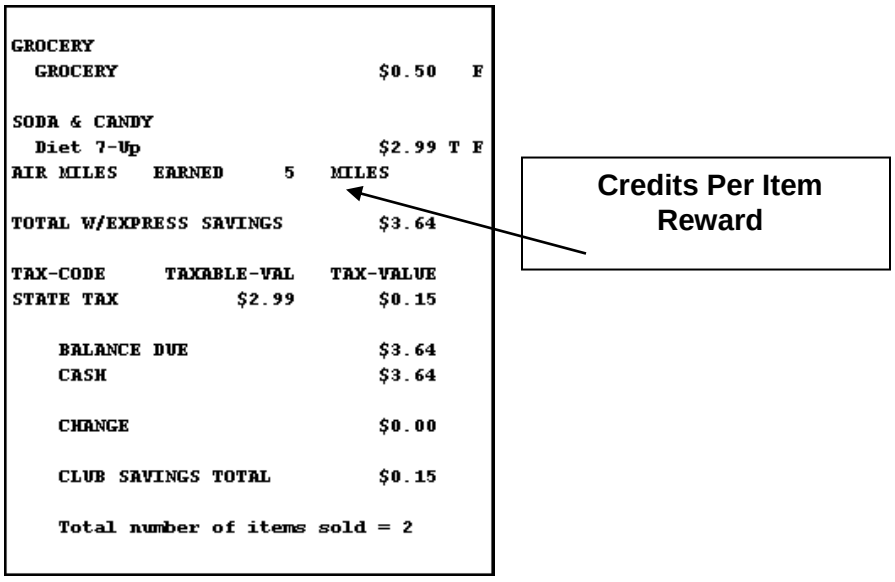


Figure 3-255. Receipt Example - Credits Earned

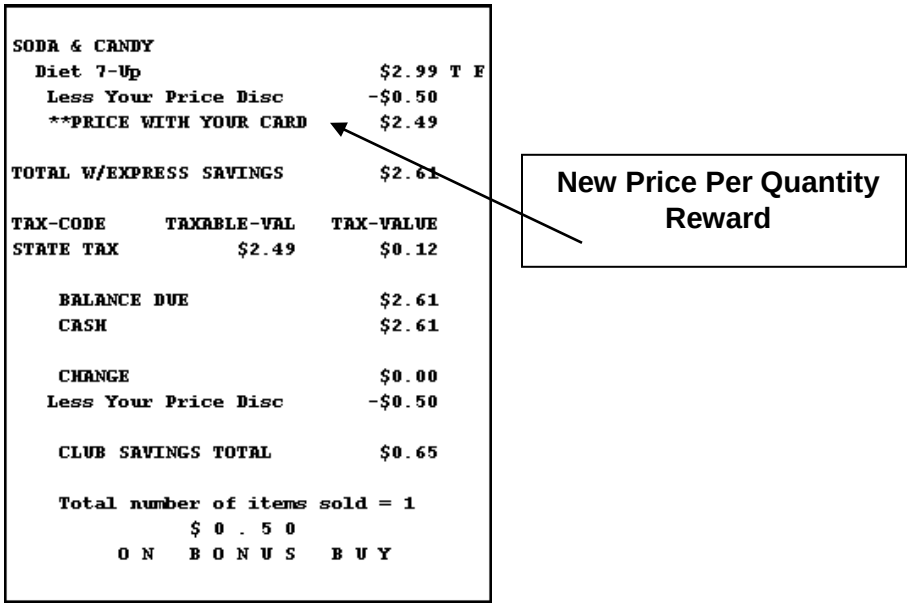


Figure 3-256. Receipt Example - New Price

3.6.9 Enhanced Promotions

Enhanced promotions gives flexibility than promotions, reductions, and offers. Promotion start and end dates as well as a mark down department can be specified. 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 Application Menu Bar, select **Item Management > Promotion Maintenance > Enhanced Promotions (Base)**. The Enhanced Promotions list is displayed.

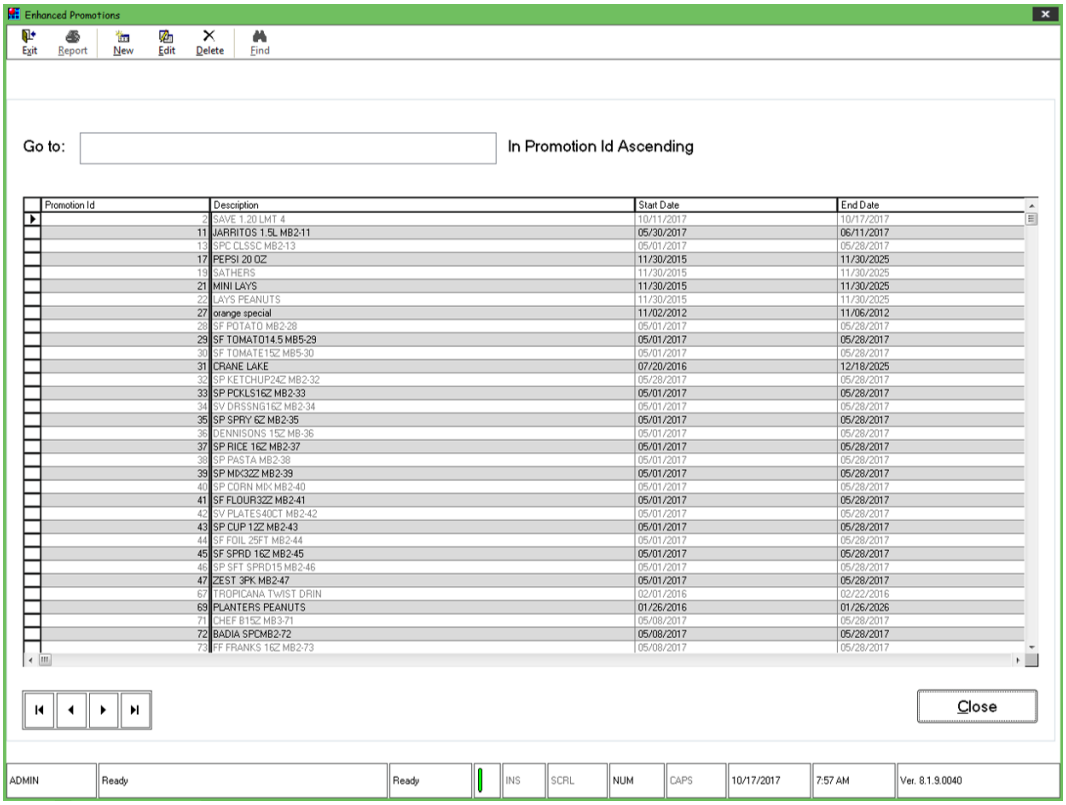


Figure 3-257. Enhanced Promotions

The list area of the window displays existing enhanced promotions.

2. Click **New**.
3. Enter an unused promotion ID and press **ENTER**.
4. Enter a description for the promotion and press **ENTER**.

Note:

In most cases, the description of the promotion will appear on the receipt. Be aware that the customer will see this description below the discounted item. You can set a fixed description for all promotions using the General System Parameter "Member Card Saving Message" (located in Store > POST > Presentation > Receipt > Regular Printing > Savings).

5. On each tab, set the properties and options as required (*see below*).
6. Click **OK** or **Apply** to save.

3.6.9.1General Tab

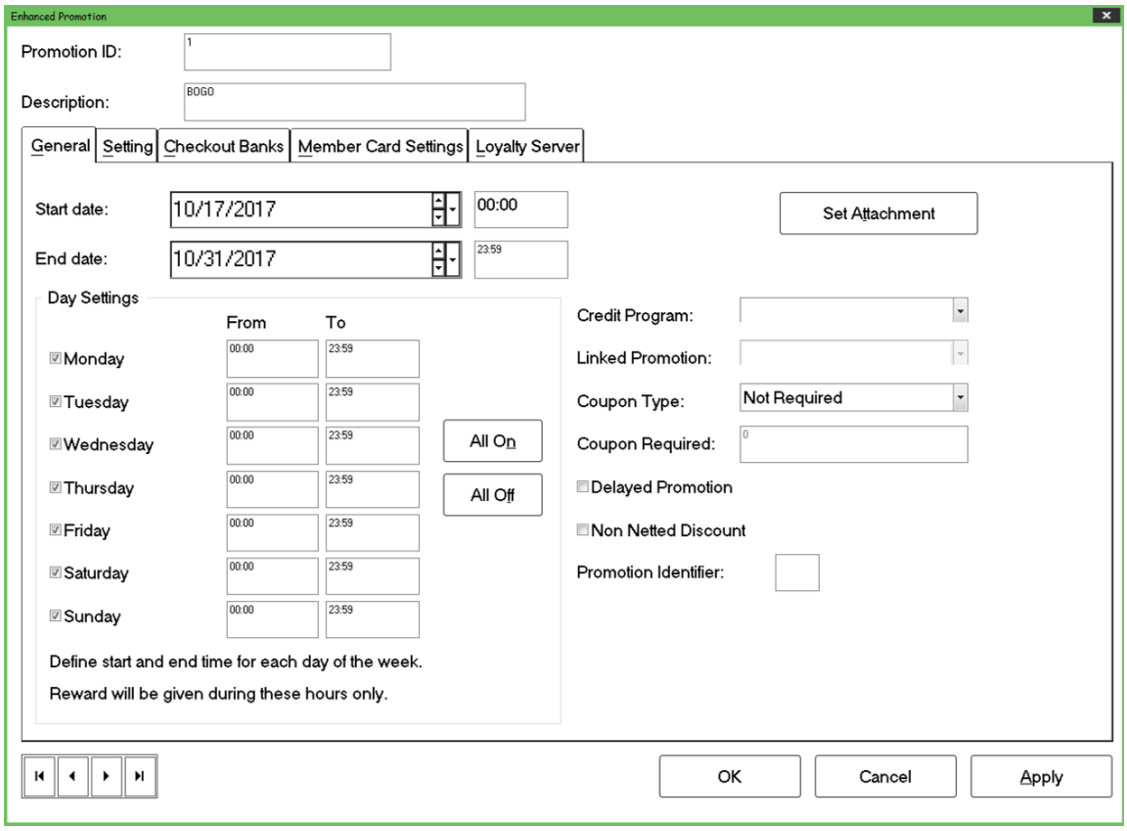


Figure 3-258. Enhanced Promotion - General Tab

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Set Attachment	Click *Set Attachment* to link one of the following to a promotion: ▪ Link by UPC ▪ Link by Mix and Match ▪ Link by Department ▪ Link by Manufacturer ▪ Link by Price Group ▪ Link by Segments
Day Settings area:	

Mon - Sun From - To	Select the days and times on which the promotions are to run. **Note:** The All On button enables the promotion for each day of the week. The All Off button disables the promotion for each day of the week and reset times to 00:00 and 23:59.
Credit Program	For reward types of "Credits" and "Credits Per Item" (see Setting tab below) select an existing credit program where points/miles earned from this promotion will accrue. For Gas Rewards, select the existing credit program used to sum the earned linked promotions, print the summed rewards on the receipt, and send the reward total to the coupon table on the server.
Linked Promotion	Not Used.
Coupon Type	If a coupon is required to award this promotion, select either: ▪ One Time Only – The coupon must be scanned only once for the promotion to be eligible to be awarded multiple times. ▪ One time Per Reward – A separate coupon must be scanned each time the redemption is awarded.
Coupon Required	Enter the coupon number required to be scanned to award the promotion.
Delayed Promotion	Select this checkbox to delay the promotion until the *Total* key is pressed at the POS. (This feature is helpful when random weight items are attached to the promotion and waiting until the end of the transaction to determine which item to award the promotion to is necessary). **Note:** For reward types of "Percent off order" (see below), check this box.
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from department net sales. Discounts will be charged to the Mark Down Department (see Setting tab). Typically, manufacturers sponsor non-netted promotions and the stores are reimbursed for the promotional amount.
Promotion Identifier	Enter the symbol to print on the customer's receipt next to promotional items linked to this promotion. **Note:** If an item is on more than one promotion with different special characters defined, the item will be printed with the special character defined on the lowest promotion identification number.

3.6.9.2 Set Attachment Screen

The Set Attachment Screen appears when the Set Attachment button is pressed from the General tab of the Enhanced Promotion, Group Promotion, and Credit Program screens. The screen displays all criteria attached to the promotion.

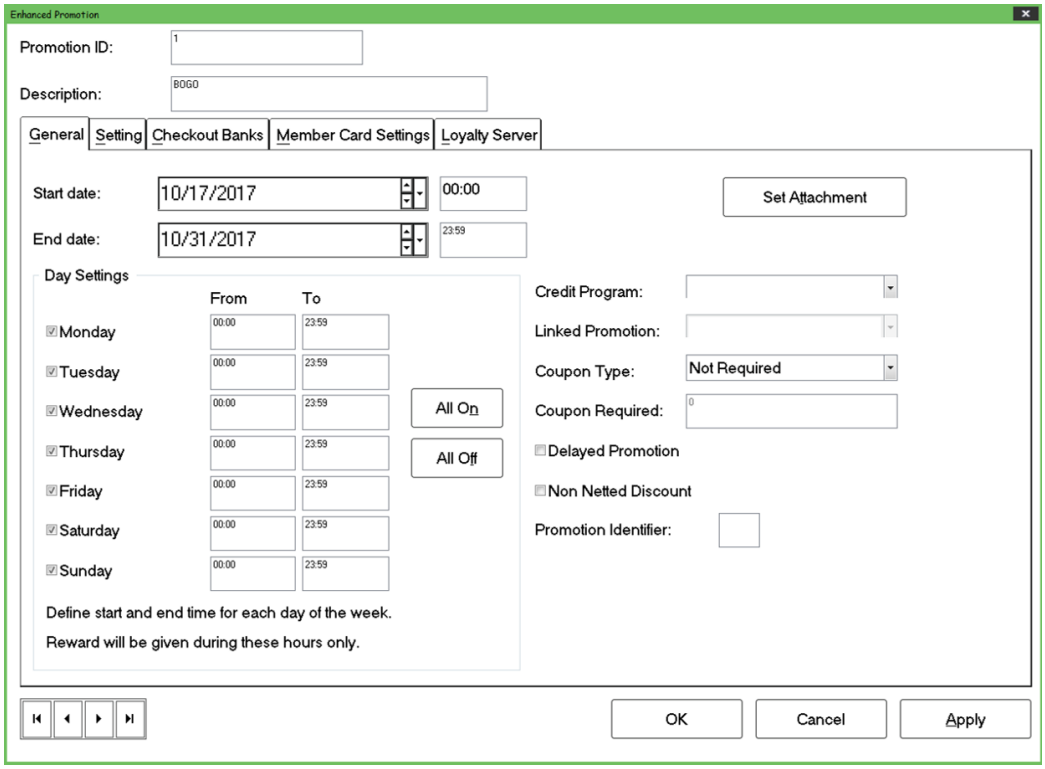


Figure 3-259. Set Attachment

Items can be linked to a promotion using one or more of the following criteria:

- UPC Code
- Mix & Match Code
- Department Code
- Manufacturer Code
- Price Group
- By Segment

Note:

Segments that can be attached to a promotion are maintained using the Segments Maintenance screen (see “Corema Segments”).

The screen displays the promotion attachment count for each criterion in the lower right-hand portion of the screen. The detail section of the screen displays the count detail based on the Link Type filter. To set the filter to only display detail for the desired link, click the Link Type field’s selection arrow and choose the specific criteria details to display.

To Attach Criteria to a Promotion:

1. From the Promotion's General tab, click **Set Attachment**. The Set Attachment screen displays.
2. Click the Set Attachment By field's selection arrow and choose the criteria to add to the promotion.
3. Click the ellipsis [...] button.
4. **Group promotions only** – Click the group selection arrow and specify the group where the criteria will be attached. Items attached to this group through specified criteria will be used to meet a threshold and/or be used to issue a reward:

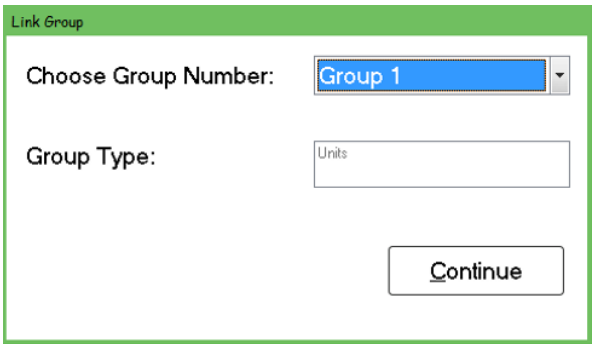


Figure 3-260. Link Group

5. Based on the criteria selected in step 2:
   - For Link by UPC – Use the PLU Item Selector to add items.
   - For Link by Mix & Match, Link by Department, Link by Price Group, and Link by Segments, place a check next to the identification number.

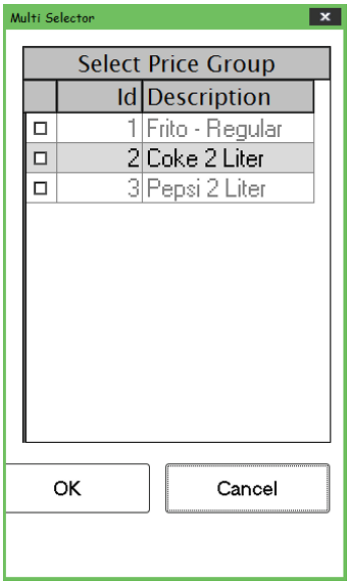


Figure 3-261. Multi Selector - Select Price Group

   - For Link by Manufacture, enter the manufacturer identification number.

6. When finished attaching criteria, click **Close**.

To Remove Criteria from a Promotion

1. From the Promotion's General tab, click **Set Attachment**. The Set Attachment screen displays.
2. (Optional) Set the Link Type filter to limit the number of detail records listed.
3. Highlight the record to delete and click **Delete**. A confirmation screen displays.

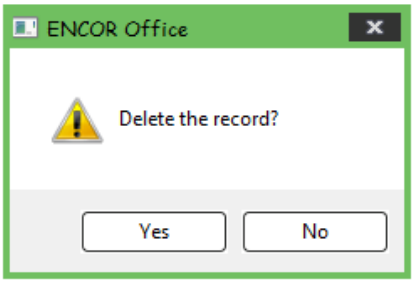


Figure 3-262. Delete Confirmation

4. Click **Yes**. The record is removed.

3.6.9.3 Setting Tab

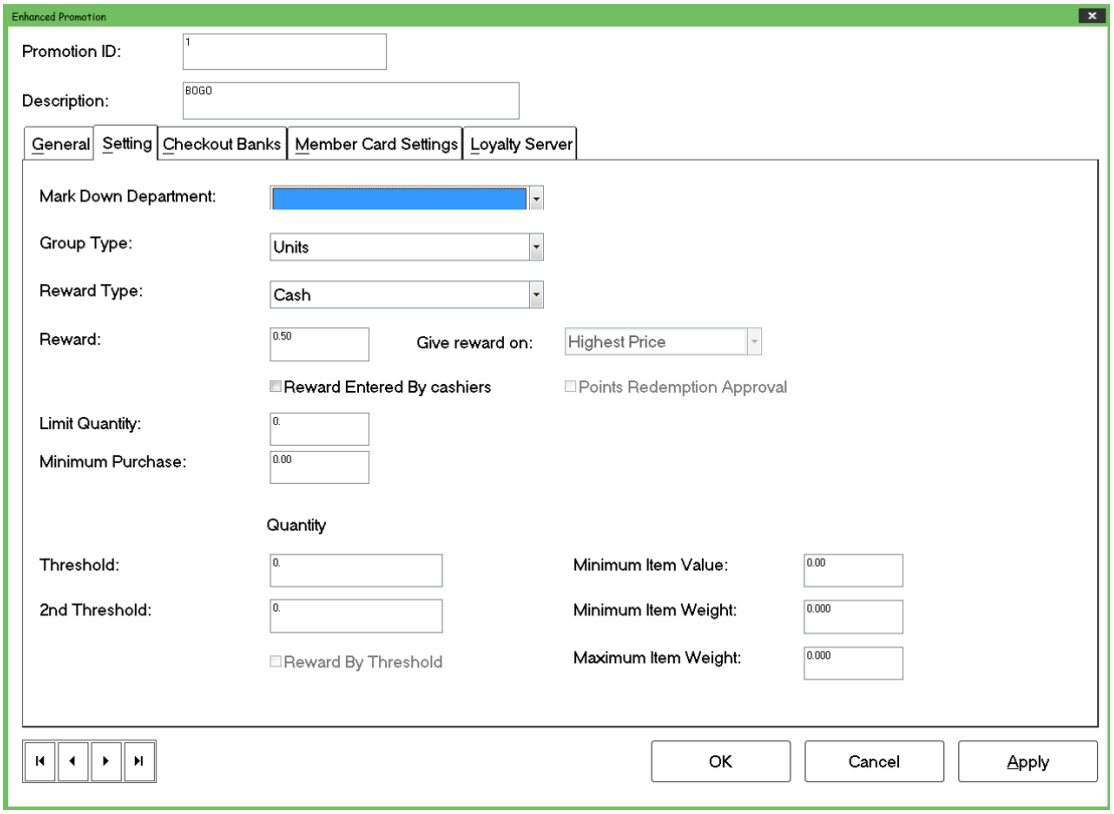


Figure 3-263. Enhanced Promotion - Setting Tab

Field	Description
Mark Down Department	Select the department to be charged the promotion reward amount.

Group Type	Select the trigger type that determines whether threshold amounts have been met for reward purposes. The choices are: ▪ Units – The purchase of unit quantities ▪ Weighted/Decimal – The purchase of weight amount or decimal quantity (“liters” for example). ▪ By Value – The purchase of a dollar amount ▪ Credits – Credits earned / accumulation of points by purchasing items with points attached ▪ Order Value – The total amount of the transaction
Reward Type	Select the type of promotion reward to award the customer: ▪ Cash – Cash off total (not per item) ▪ Percentage Off – Percent off item ▪ New Price – New price for item ▪ Amount Off Per Item – Amount off per each item ▪ Amount off Per Pound – Amount off per each pound ▪ New price per pound – New price per pound ▪ Credits – Credits/Points awarded per item ▪ Target Message – Generate target message ▪ Free Item – Issue a free item ▪ Percent Off Order – A percentage off the transaction total ▪ Amount Off Order – An amount off the transaction total ▪ Credits Per Order – Credits/Points per transaction ▪ New Price Per Quantity – New Price per item (using a new MSU) based on the following calculation: $\frac{\text{Reward Amount}}{\text{Threshold Quantity}}$ **Note:** The “New Price Per Quantity” reward applies the value in the (first) Threshold field as the Threshold Quantity to calculate the new price of each item and ignores any values in the Threshold 2 field.
Reward	Based on the Reward Type chosen (above), enter the reward amount (in amount off, percent discount, new price, credit points/miles, quantity of free items, message number, etc.). **Note:** The message number must be the last digits in the template files. For example, if the template name is TARGE00002, enter a “2” in this field.

Give reward on	Select either: ▪ Highest Price ▪ Lowest Price Example: Turkeys are on promotion at a specific price per pound. A customer has purchased one that weighs 7lbs and another that weighs 3lbs. This setting will determine which turkey receives the reward.
Reward Entered by cashiers	Select this checkbox if cashiers should be able to enter reward at POS terminal once the reward has been triggered.
Points Redemption Approval	Check this box if the promotion reward is earned by redeeming member credits (points/miles). Specify the quantity required in the Points Required to Redeem field under the Member Card Settings tab. **Note:** When this box is checked, the Reward Entered By Cashiers checkbox is unavailable and the threshold is locked in at 1.
Limit Quantity	Number of times that this promotion can be awarded within a single ticket.
Minimum Purchase	Specify the minimum-qualifying transaction purchase amount to allow the reward.
Threshold Quantity	Enter the minimum quantity, weight/decimal amount, item value, credits, or order value (depending on the Reward Type setting) a customer must purchase or earn to receive the reward.
2nd Threshold Quantity	Enter the additional quantity, weight/decimal amount, item value, credits, or order value (depending on the Reward Type setting) a customer must additionally purchase or earn to receive the reward again. Specify a higher quantity to induce the customer to make additional purchases. Allow for an additional reward using the Limit Quantity field. **Note:** For “Credits” reward types, the 2nd Threshold field must be set to 1, regardless of the Limit Quantity setting.

Reward By Threshold	Check this box to recalculate the reward amount so that once each threshold is met, the “highest” or “lowest” reward (based on the “Give reward on” setting) is selected. This setting is useful when random weight items are included in the promotion. **Note:** The reward is given in order of the items scanned and not according to the “highest” or “lowest” setting.
Minimum Item Value	Specify the minimum item value (of the attached items) a customer must purchase to receive the reward.
Minimum Item Weight	Specify the minimum item weight (of the attached items) a customer must purchase to receive the reward.
Maximum Item Weight	Specify the maximum item weight (of the attached items) a customer must purchase to receive the reward.

3.6.9.4 Checkout Banks Tab

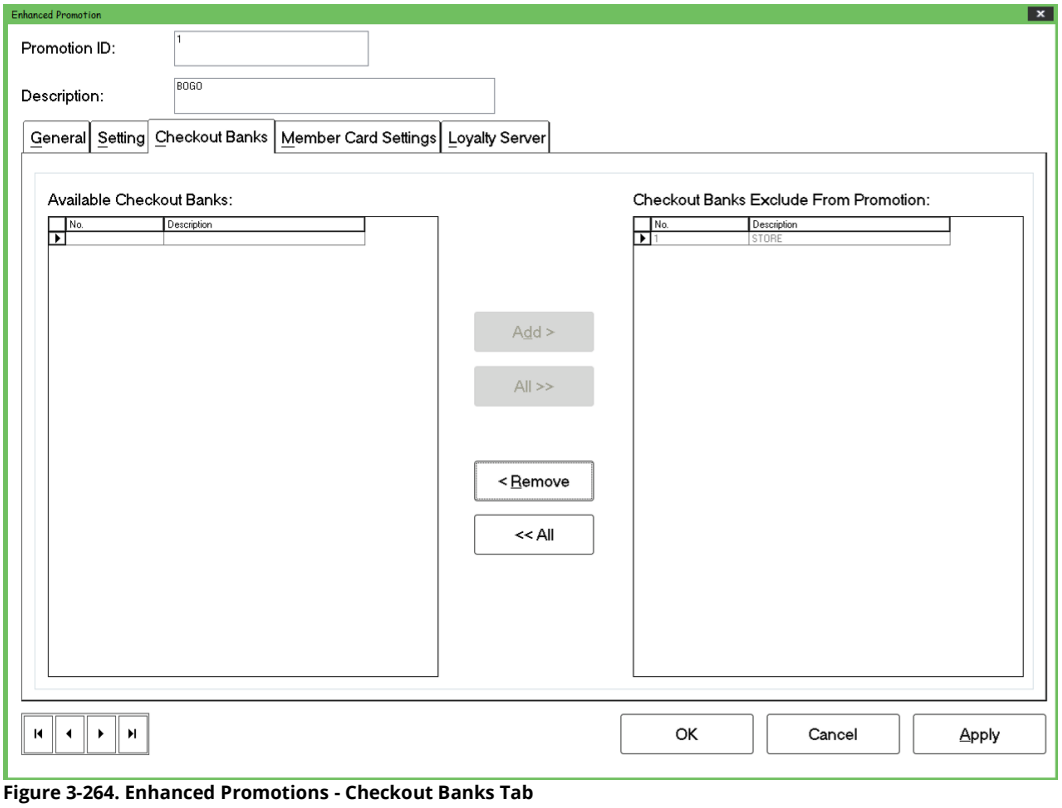


Figure 3-264. Enhanced Promotions - Checkout Banks Tab

Using price lists, **ENCOR** allows a single UPC to have a different multiple selling unit (MSU), price, and reporting department depending on the POS terminal where it is sold.

Depending on the setting of the General System Parameter “Exclude all Checkout Banks by default when creating a new promotion” (located in Store > POST > Monetary > Member Promotion), items linked to checkout banks through price lists will either be included or excluded from promotion discount pricing (by

default). Checkout banks can be added or removed from the lists using the Add>, All>>, <Remove, and <<All buttons.

3.6.9.5 Member Card Settings Tab

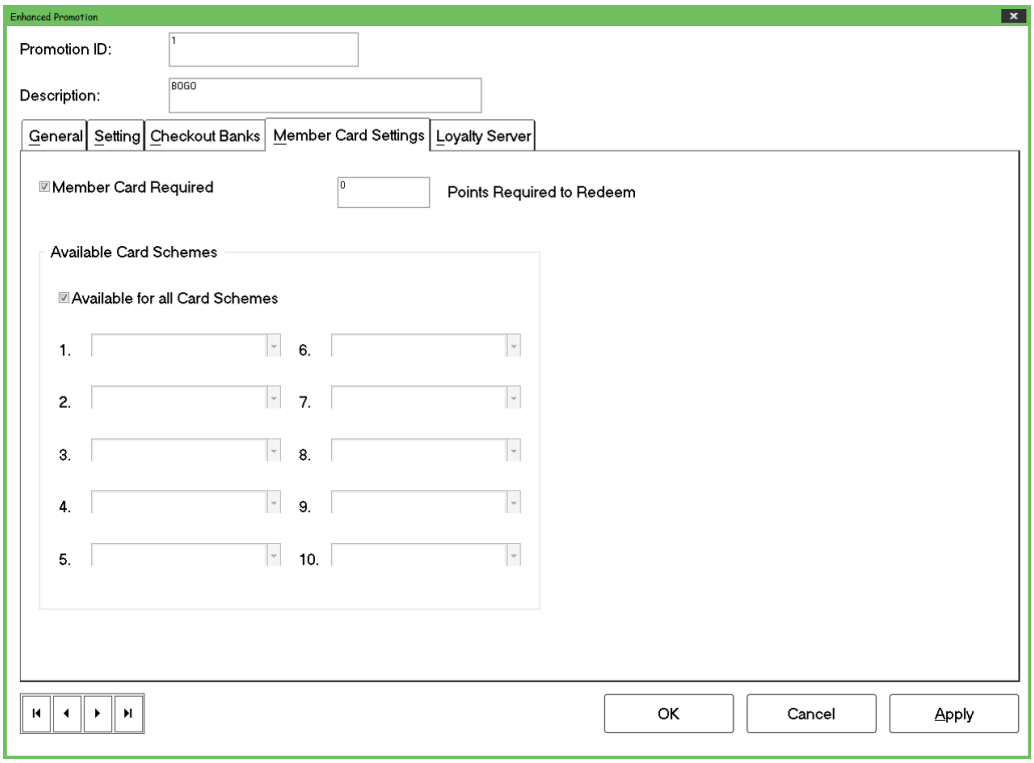


Figure 3-265. Enhanced Promotion - Member Card Settings Tab

Field	Description
Member Card Required	If this promotion should be available to member cardholders only, select this option. If selected, choose the targeted card schemes below.
Points Required to Redeem	Enter the number of points required to redeem the promotion. For example, enter **100** to be charged 100 points to receive a $5.99 promotion item for $2.99. **Note:** This field is only available for Member Card Required promotions.
Available Card Schemes area:	
Available for all Card Schemes	Check this box to make the promotion available to all card schemes. If not selected, specify which of the 10 card schemes can use the promotion.
Schemes 1-10	Click the selection arrow for each field and select up to 10 different card schemes that can access the promotion.

3.6.9.6 Loyalty Server Tab

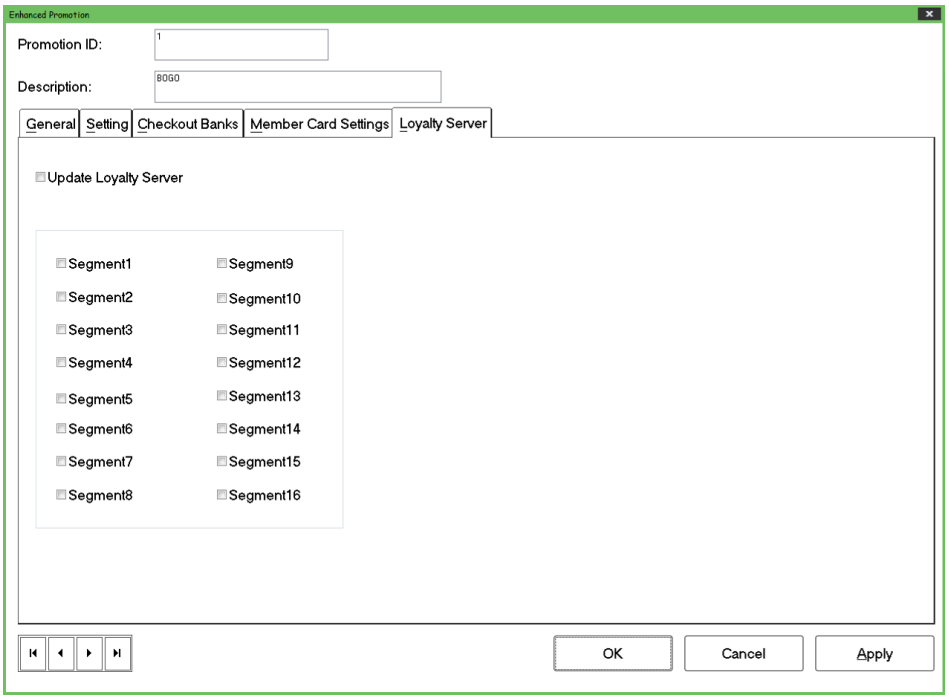


Figure 3-266. Enhanced Promotion - Loyalty Server Tab

Field	Description
Update Loyalty Server	Select this checkbox if using a centralized loyalty server and the promotion award information for the transaction is being sent back to the host. This is useful for continuity promotions where maintaining a running total of purchase history is important. **Note:** If an enhanced promotion (with a group type of "Units" or "By Value") is flagged to "Update Loyalty Server" and a promotion progress template exists with the same last four digits as the promotion number, the promotion progress template will print on the customer's receipt. Promotion progress templates should be named OFFPROGXXXX (where XXXX is the last four digits of the promotion number).
Segments 1-16	If ENCOR is the loyalty server, select which demographic segments to target for this promotion.

3.6.10 Group Promotions

Group Promotions have additional parameters and choices, allowing for promotions covering a wider selection of products. Group Promotions include a choice of ten group types. Each group can be defined with different purchase quantity requirements.

Customers qualify for rewards by purchasing the required quantities or minimum purchase amounts specified.

To Add a Group Promotion

1. From the ENCOR Application Menu Bar, select **Item Management > Promotion Maintenance > Group Promotions (Base)**. The Group Promotions list is displayed.
2. Click **New**.
3. Enter an unused Promotion ID and press **ENTER**. The "Record Changed, Saved?" message appears.
4. Click **Yes**.
5. Enter a description for the promotion and press **ENTER**.

Note:

In most cases, the description of the promotion will appear on the receipt. Be aware that the customer will see this description below the discounted item.

6. On each tab, set the properties and options as required (*see below*).
7. Click **OK** or **Apply** to save.

3.6.10.1 General Tab

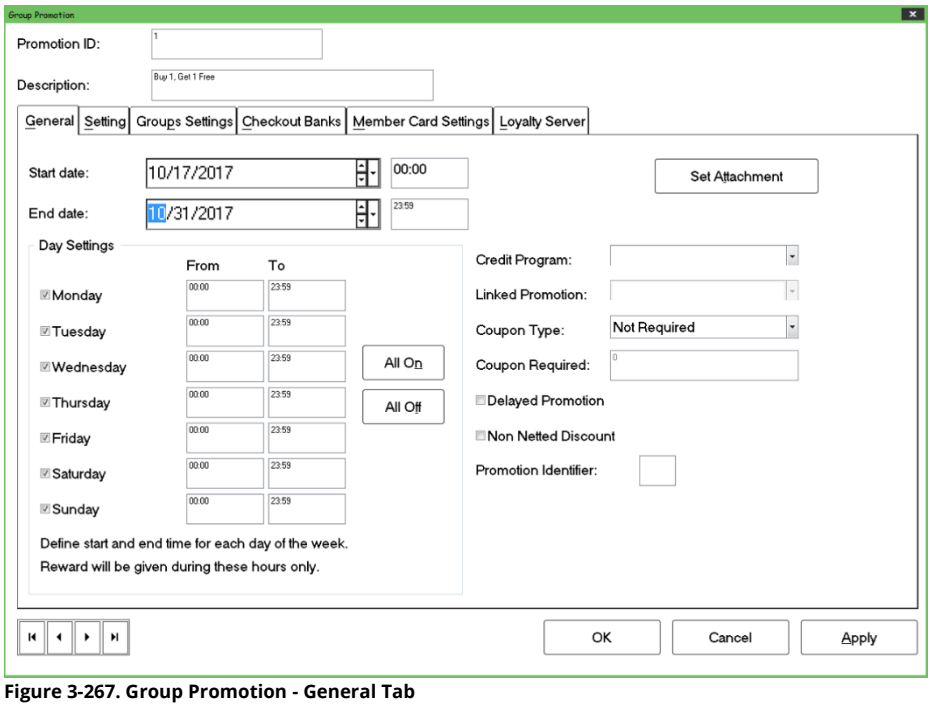


Figure 3-267. Group Promotion - General Tab

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.

Set Attachment	Click **Set Attachment** 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 **Note:** When setting an attachment to a group promotion, there is a prompt to choose a group number.
Day Settings area:	
Mon - Sun From - To	Select the days and times on which the promotions are to run. **Note:** The All On button enables the promotion for each day of the week. The All Off button disables the promotion for each day of the week and resets times to 00:00 and 23:59.
Credit Program	For reward types of Credits and Credits Per Item (see Setting tab below) select an existing Credit Program where points/miles earned from this promotion will accrue.
Linked Promotion	Not Used.
Coupon Type	If a coupon is required to award this promotion, select either: ▪ One Time Only – The coupon must be scanned only once for the promotion to be eligible to be awarded multiple times. ▪ One time Per Reward – A separate coupon must be scanned each time the redemption is awarded.
Coupon Required	Enter the coupon number required to be scanned to award the promotion.
Delayed Promotion	Select this checkbox to delay the promotion until the **Total** key is pressed at the POS. (This feature is helpful when random weight items are attached to the promotion and it is necessary to wait until the end of the transaction to determine which item to award the promotion to).
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from department net sales. Discounts will be charged to the Mark Down Department (see Setting tab). Typically, manufacturers sponsor non-netted promotions and the stores are reimbursed for the promotional amount.

Promotion Identifier	Enter the symbol to print on the customer's receipt next to promotional items linked to this promotion. Note: If an item is on more than one promotion with different special characters defined, the item will be printed with the special character defined on the lowest promotion identification number.

3.6.10.2 Setting Tab

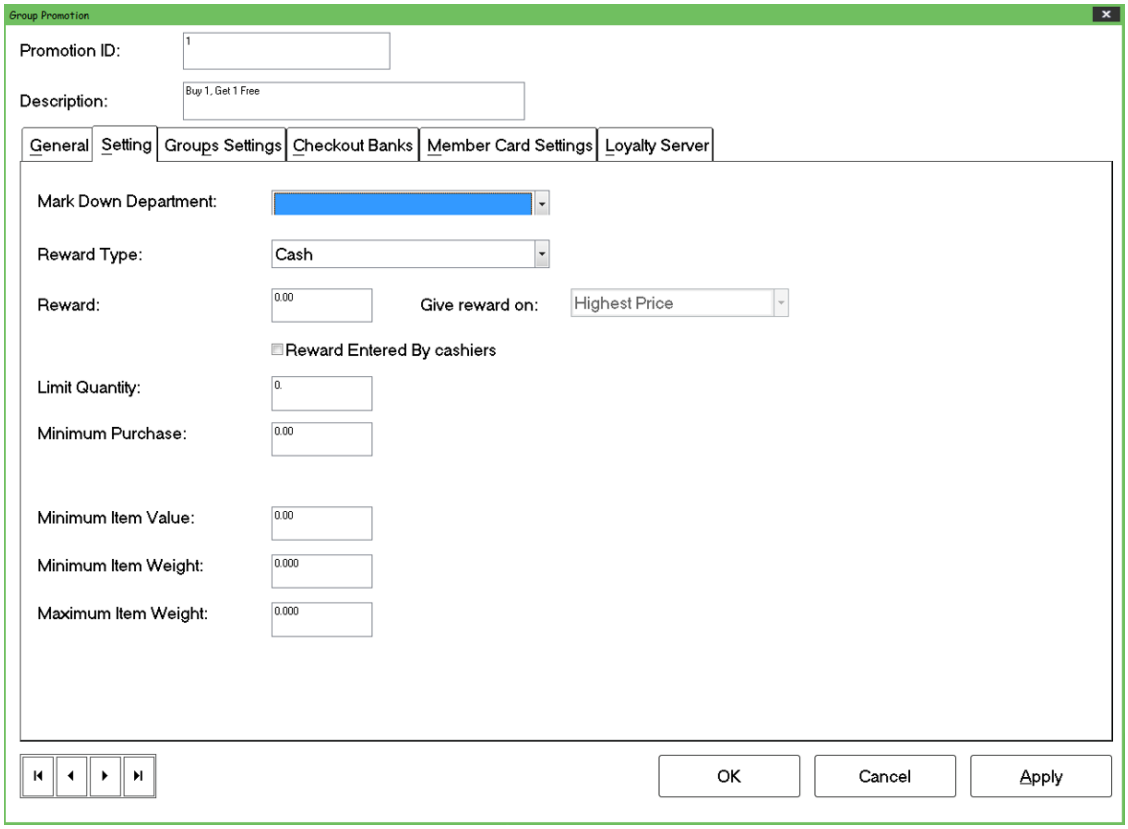


Figure 3-268. Group Promotion - Setting Tab

Field	Description
Mark Down Department	Select the department to be charged the promotion reward amount.

Reward Type	Select the type of promotion reward to award the customer: ▪ Cash – Cash off total combination total ▪ Percentage Off – Percent off reward item ▪ New Price – New price for reward item ▪ Amount Off Per Item – Amount off per combination item ▪ Amount off Per Pound – Amount off per pound (for reward item) ▪ New price per pound – New price per pound (for reward item) ▪ Credits – Credits/Points awarded for combination purchase ▪ Target Message – Generate target message for combination purchase ▪ Free Item – Issue a free reward item ▪ Percent Off Order – A percentage off the transaction total ▪ Amount Off Order – An amount off the transaction total ▪ Credits Per Item – Credits/Points per each combination item
Reward	Based on the reward type chosen (above), enter the reward amount (in amount off, percent discount, new price, credit points/miles, quantity of free items, message number, etc.). **Note:** The message number must be the last digits in the template files. For example, if the template name is TARGE00002, enter a **2** in this field.
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 another that weighs 3lb. This setting will determine which turkey receives the reward.
Reward entered by cashiers	Select this checkbox if cashiers should be able to enter rewards at the POS terminal once the reward has been triggered.
Limit Quantity	Number of times that this promotion can be awarded within a single ticket.
Minimum Purchase	Specify the minimum-qualifying transaction purchase amount to allow the reward.
Minimum Item Value	Specify the minimum item value (of the attached items) a customer must purchase to receive the reward.
Minimum Item Weight	Specify the minimum item weight (of the attached items) a customer must purchase to receive the reward.
Maximum Item Weight	Specify the maximum item weight (of the attached items) a customer must purchase to receive the reward.

3.6.10.3 Checkout Banks Tab

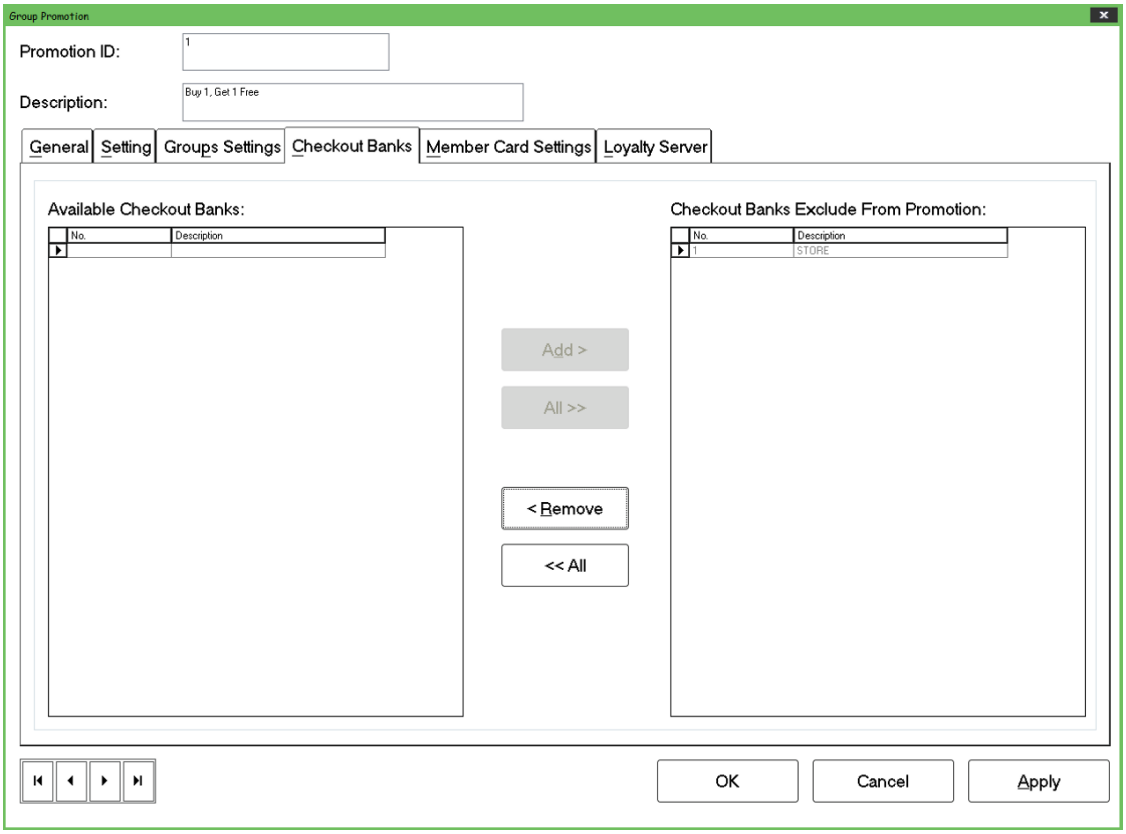


Figure 3-269. Enhanced Promotion - Checkout Banks Tab

Using price lists, **ENCOR** allows a single UPC to have a different multiple selling unit (MSU), price, and reporting department depending on the POS terminal where it is sold.

Depending on the setting of the General System Parameter “Exclude all Checkout Banks by default when creating a new promotion” (located in Store > POST > Monetary > Member Promotion), items linked to checkout banks through price lists will either be included or excluded from promotion discount pricing (by default). Checkout banks can be added or removed from the lists using the Add>, All>>, <Remove and <<All buttons.

3.6.10.4 Group Settings Tab

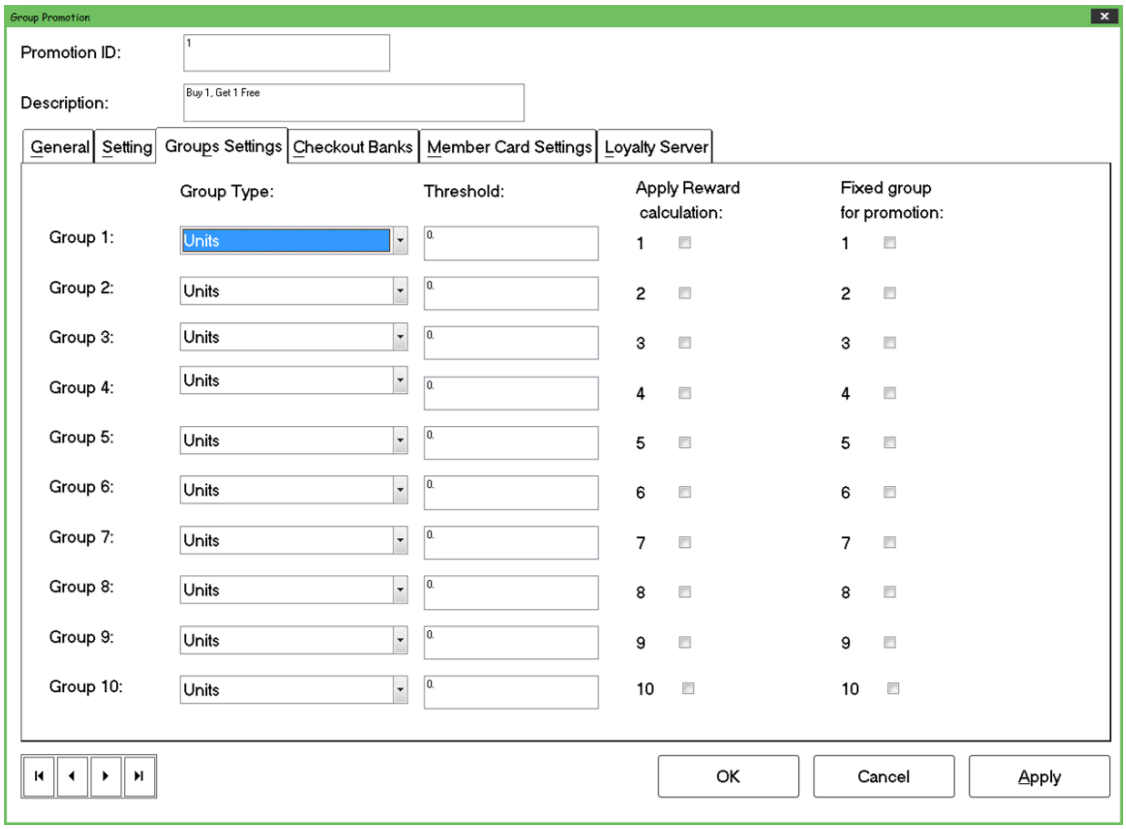


Figure 3-270. Group Promotion - Group Settings Tab

Field	Description
Group Type 1- 10	Select the appropriate group type. Items attached to this group (through the Set Attachment screen) will be used to meet a threshold and/or be used to issue a reward. ▪ Units ▪ Weighted/Decimal ▪ By Value ▪ Credits ▪ Order Value
Threshold	Enter the minimum quantity, weight/decimal amount, item value, credits, or order value (depending on the Reward Type setting) the customer must purchase or earn to qualify for the reward. Example: If Group 1 is set to threshold quantity 2, customers must purchase at least two items from that group. In addition, if quantities are allocated 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 the reward should apply to an item out of this specific group. **Note:** If the reward type is either Cash, Amount Off per Item, Credits, Target Message, Percent Off Order, Amount Off Order, or Credits Per Item, this checkbox is unavailable. The reward is only granted in combination - when each group threshold is met.
Fixed group for promotion 1-10	Select this checkbox to mark the specific group as a fixed group promotion. This means if this option is selected and the threshold has been met from prior purchases, the item linked to the specific group does not have to be purchased again to get the reward. **Note:** To use the fixed group option, there must a centralized loyalty server for maintaining this continuity-like program (*only* if one must purchase the items in a fixed group over time). If all items are purchased in one ticket, a loyalty server is not necessary.

3.6.10.5 Member Card Settings Tab

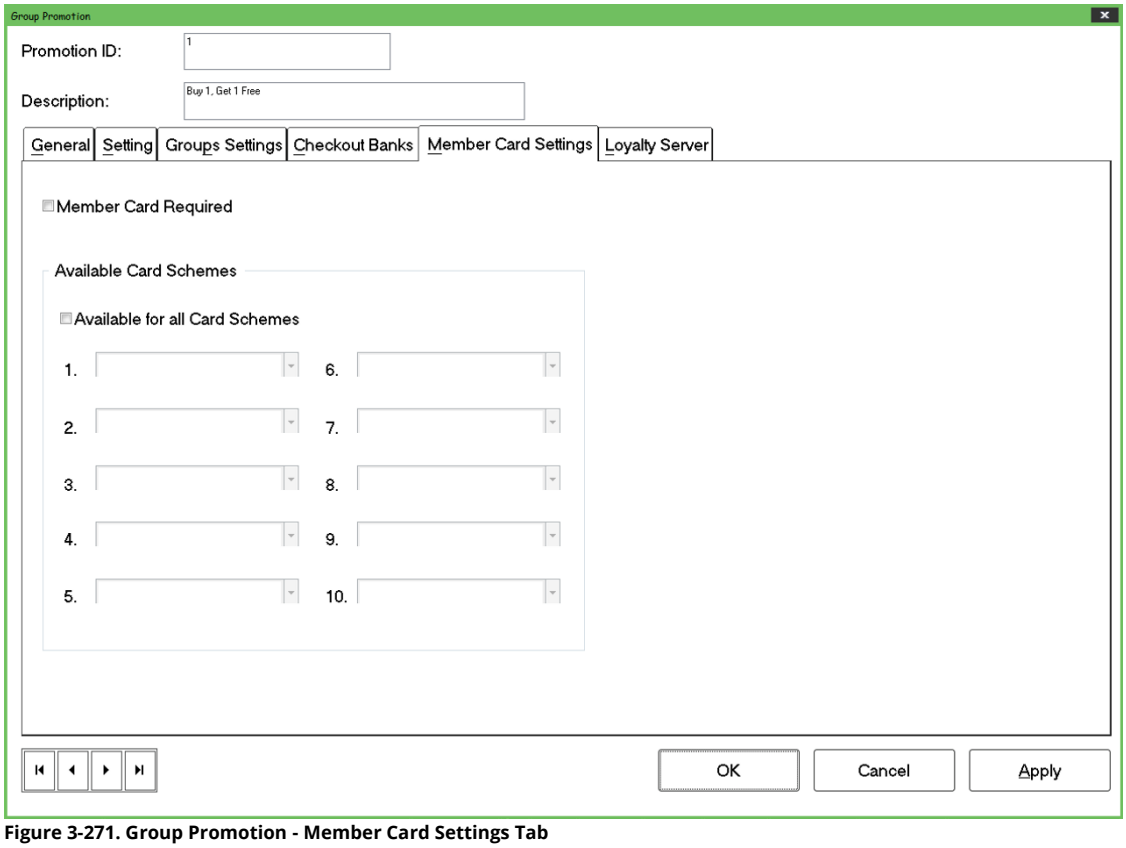


Figure 3-271. Group Promotion - Member Card Settings Tab

Field	Description
Member Card Required	If this promotion should be available to member cardholders only, select this option. If selected, choose the targeted card schemes below.
Available Card Schemes area:	
Available for all Card Schemes	Check this box to make the promotion available to all card schemes. If not selected, specify which of the 10 card schemes can use the promotion.
Schemes 1-10	Click the selection arrow for each field and select up to 10 different card schemes that can access the promotion.

3.6.10.6 Loyalty Server Tab

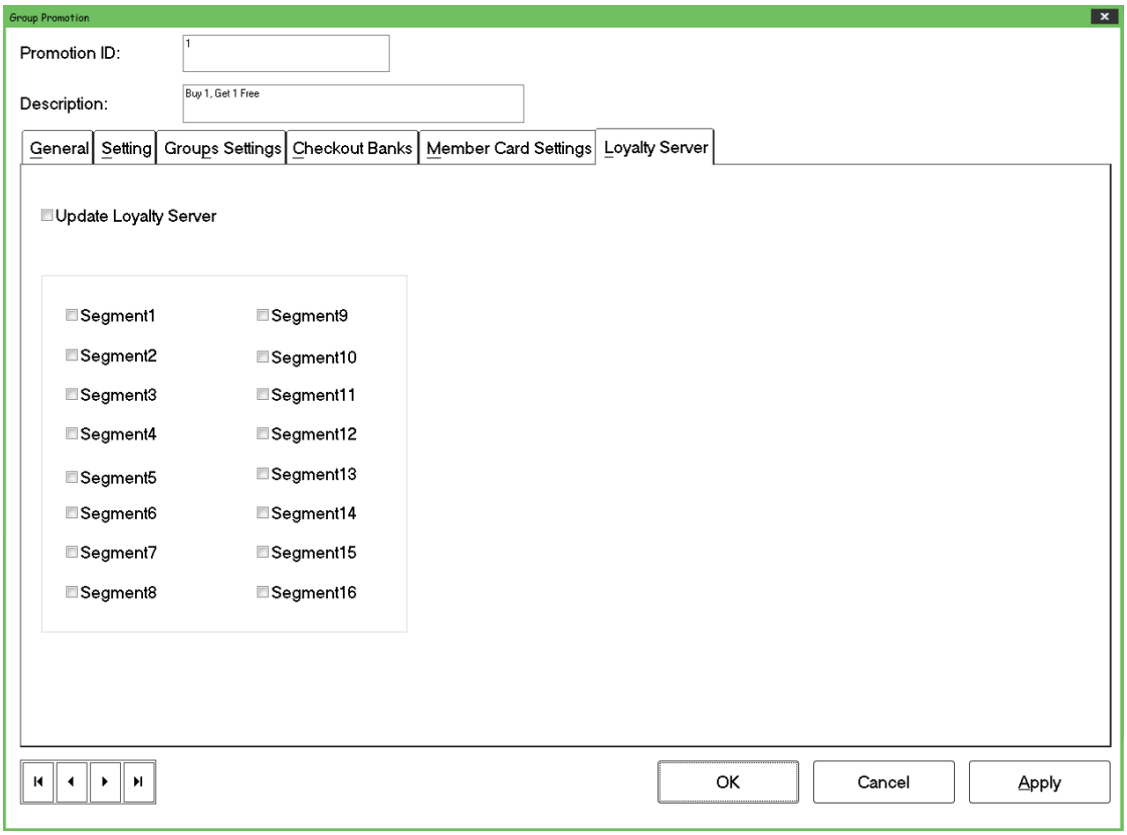


Figure 3-272. Group Promotion - Loyalty Server Tab

Field	Description
Update Loyalty Server	Select this checkbox if using a centralized loyalty server and promotion award information for the transaction will be sent back to the host. This is useful for continuity promotions where maintaining a running total of purchase history is important.
Segments 1-16	If **ENCOR** is the loyalty server, select which demographic segments to target for this promotion.

3.6.11 Level Promotions

Level promotions encourage customers to purchase greater quantities to earn bigger rewards. Use the five different levels to define progressively larger rewards.

Note:

If the Delayed Promotion flag (General tab) is set, the reward is calculated and applied at the end of the transaction.

To Add a Level Promotion

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance > Level Promotions (Base)**. The Level Promotions list is displayed.
2. Click **New**.
3. Enter an unused Promotion ID and press **ENTER**.
4. Enter a description for the promotion and press **ENTER**.

Note:

In most cases, the description of the promotion will appear on the receipt. Be aware that the customer will see this description below the discounted item.

5. On each tab, set the properties and options as required (*see below*).
6. Click **OK** or **Apply** to save.

3.6.11.1 General Tab

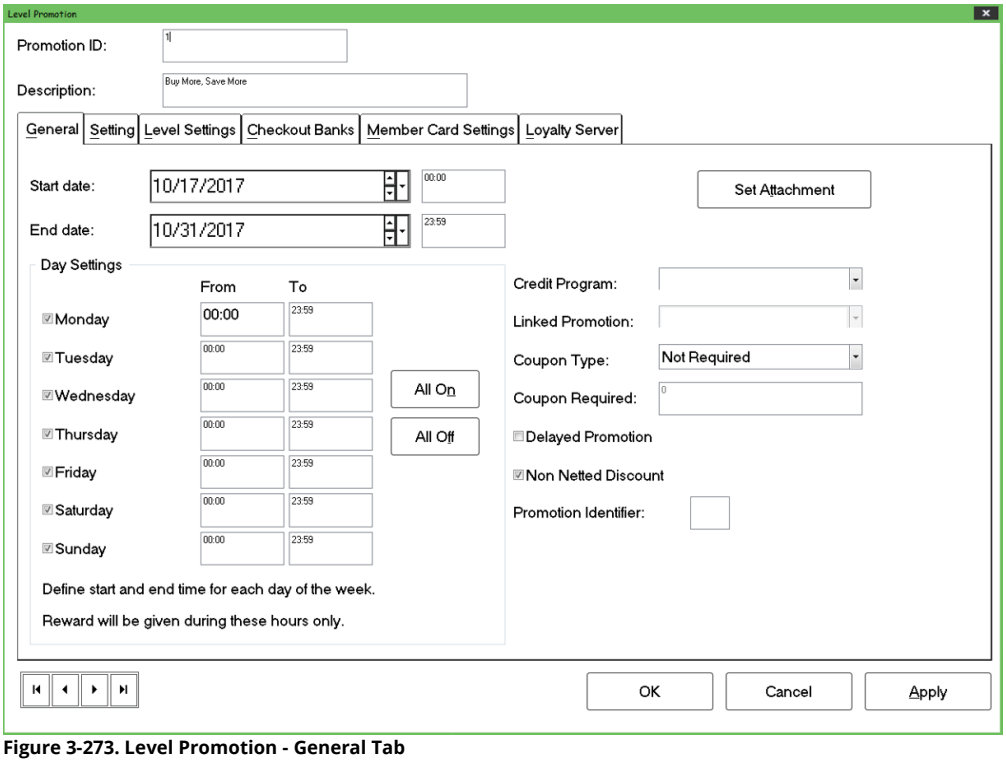


Figure 3-273. Level Promotion - General Tab

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Set Attachment	Click **Set Attachment** to link one of the following to a promotion: ▪ Link by UPC ▪ Link by Mix and Match ▪ Link by Department ▪ Link by Manufacturer ▪ Link by Price Group ▪ Link by Segments
Day Settings area:	
Mon - Sun From - To	Select the days and times on which the promotions are to run. **Note:** The All On button enables the promotion for each day of the week. The All Off button disables the promotion for each day of the week and resets times to 00:00 and 23:59.
Credit Program	Not Used.
Linked Promotion	Not Used.
Coupon Type	If a coupon is required to award this promotion, select either: ▪ One Time Only – The coupon must be scanned only once for the promotion to be eligible to be awarded multiple times. ▪ One time Per Reward – A separate coupon must be scanned each time the redemption is awarded.
Coupon Required	Enter the coupon number required to be scanned to award the promotion.
Delayed Promotion	Select this checkbox if to delay the promotion until the **Total** key is pressed at the POS. **Note:** Check this box to calculate reward levels at the end of the transaction.

Non Netted Discount	Select this checkbox if the promotional amount is not deducted from department net sales. Discounts will be charged to the Mark Down Department (see Setting tab). Typically, manufacturers sponsor non-netted promotions and the stores are reimbursed for the promotional amount.
Promotion Identifier	Enter the symbol to print on the customer's receipt next to promotional items linked to this promotion. **Note:** If an item is on more than one promotion with different special characters defined, the item will be printed with the special character defined on the lowest promotion identification number.

3.6.11.2 Setting Tab

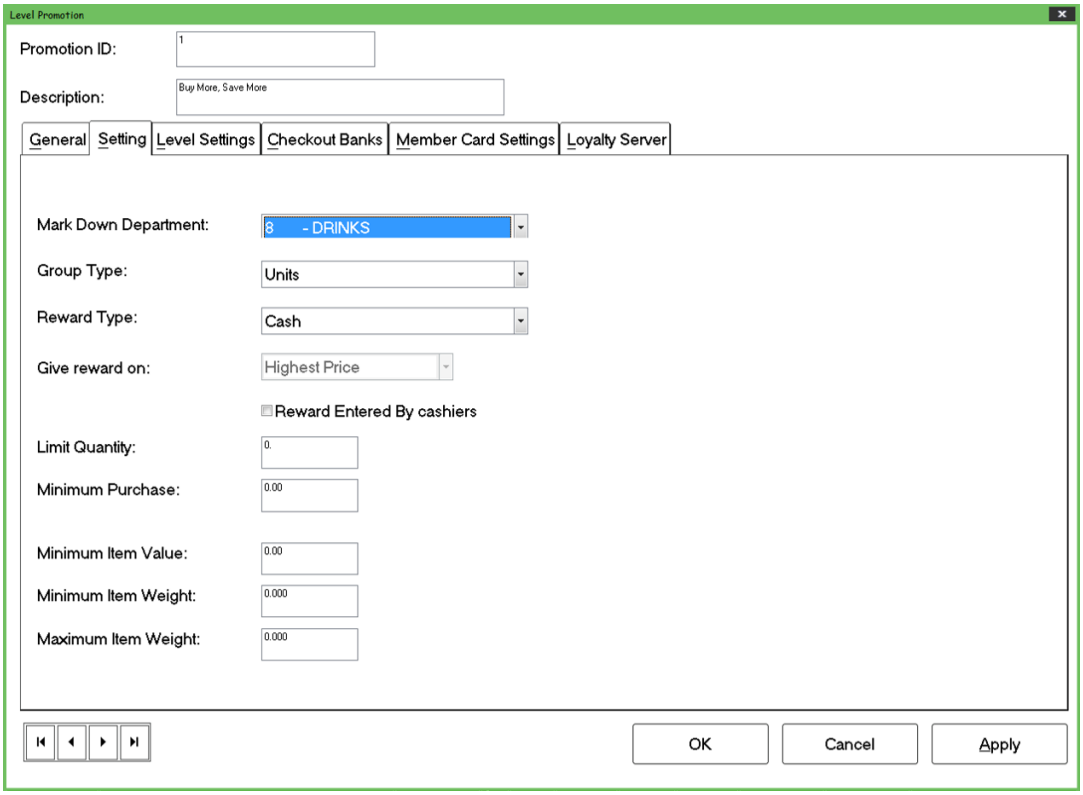


Figure 3-274. Level Promotion - Setting Tab

Field	Description
Mark Down Department	Select the department to be charged the promotion reward amount.

Group Type	Select the measurement type that determines whether levels have been achieved for reward purposes. When a group type is chosen, the first column in the Level Settings tab (see below) will change to between Quantity, Weight, Amount, Credits, and Order Value. The choices are: ▪ Units – The quantity of units purchased ▪ Weighted/Decimal – The weight or decimal value of items purchased ▪ By Value – The amount of purchases ▪ Credits – Credits/points amount earned ▪ Order Value – The amount of the transaction
Reward Type	Select the type of promotion reward to award the customer: ▪ Cash – Cash off total (not per item) ▪ Percentage Off – Percent off item purchases ▪ New Price – New price for the total level quantity ▪ Amount Off Per Item – Amount off per each item ▪ Amount off Per Pound – Not Used ▪ New price per pound – Not Used ▪ Credits – Not Used ▪ Target Message – Generate target message ▪ Free Item – Issue a free item ▪ Percent Off Order – Not Used ▪ Amount Off Order – An amount off the transaction total ▪ Credits Per Item – Not used
Reward	Based on the reward type chosen (above), enter the reward amount (in amount off, percent discount, new price, credit points/miles, quantity of free items, message number, etc.). **Note:** The message number must be the last digits in the template files. For example, if the template name is TARGE00002, enter a **2** in this field.

Give reward on	Select either: ▪ Highest Price ▪ Lowest Price Example: Turkeys are on promotion at a specific price per pound. A customer has purchased one that weighs 7lb and another that weighs 3lb. This setting will determine which turkey receives the reward.
Reward entered by cashiers	Select this checkbox if cashiers should be able to enter rewards at POS terminals once the reward has been triggered.
Limit Quantity	Number of times this promotion can be awarded within a single ticket.
Minimum Purchase	Specify the minimum-qualifying transaction purchase amount to allow the reward.
Minimum Item Value	Specify the minimum item value (of the attached items) a customer must purchase to receive the reward.
Minimum Item Weight	Specify the minimum item weight (of the attached items) a customer must purchase to receive the reward.
Maximum Item Weight	Specify the maximum item weight (of the attached items) a customer must purchase to receive the reward.

3.6.11.3 Checkout Banks Tab

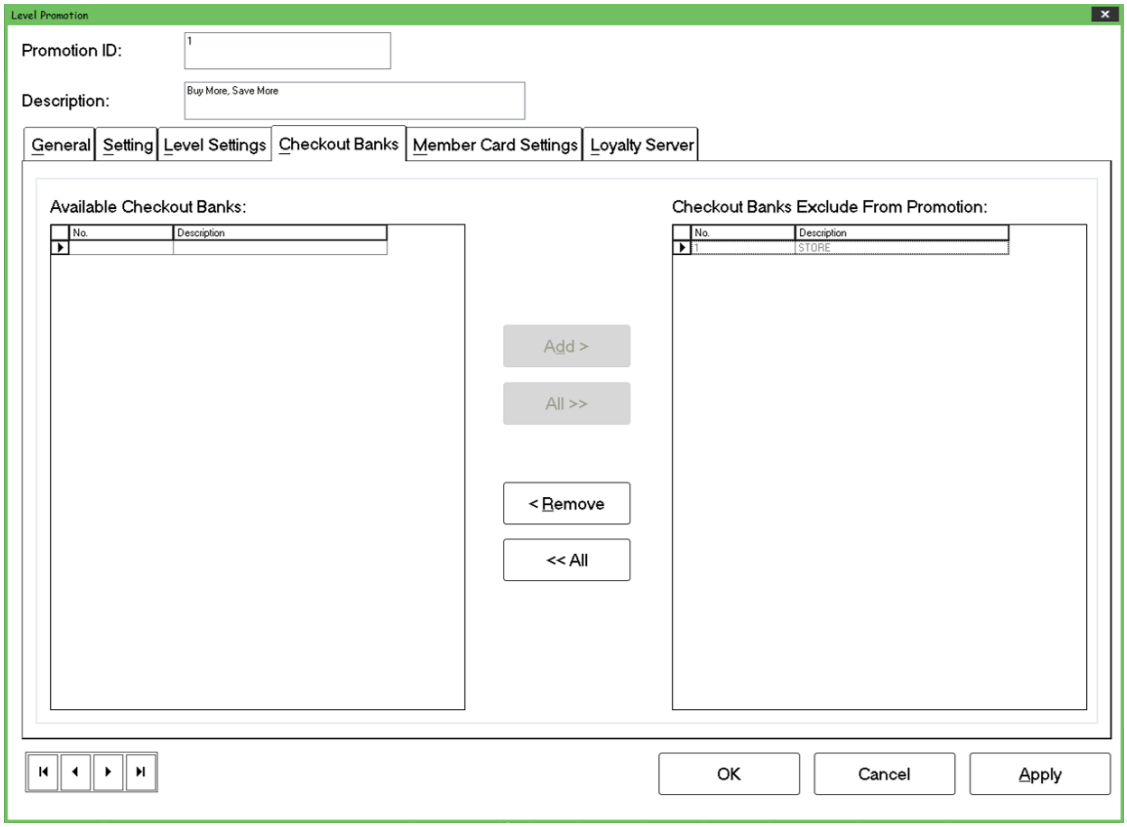


Figure 3-275. Level Promotion - Checkout Banks Tab

Using price lists, **ENCOR** allows a single UPC to have a different multiple selling unit (MSU), price, and reporting department depending on the POS terminal where it is sold.

Depending on the setting of the General System Parameter “Exclude all Checkout Banks by default when creating a new promotion” (located in Store > POST > Monetary > Member Promotion), items linked to Checkout Banks through Price Lists will either be included or excluded from promotion discount pricing (by default). Checkout banks can be added or removed from the lists using the Add>, All>>, <Remove and <<All buttons.

3.6.11.4 Level Settings Tab

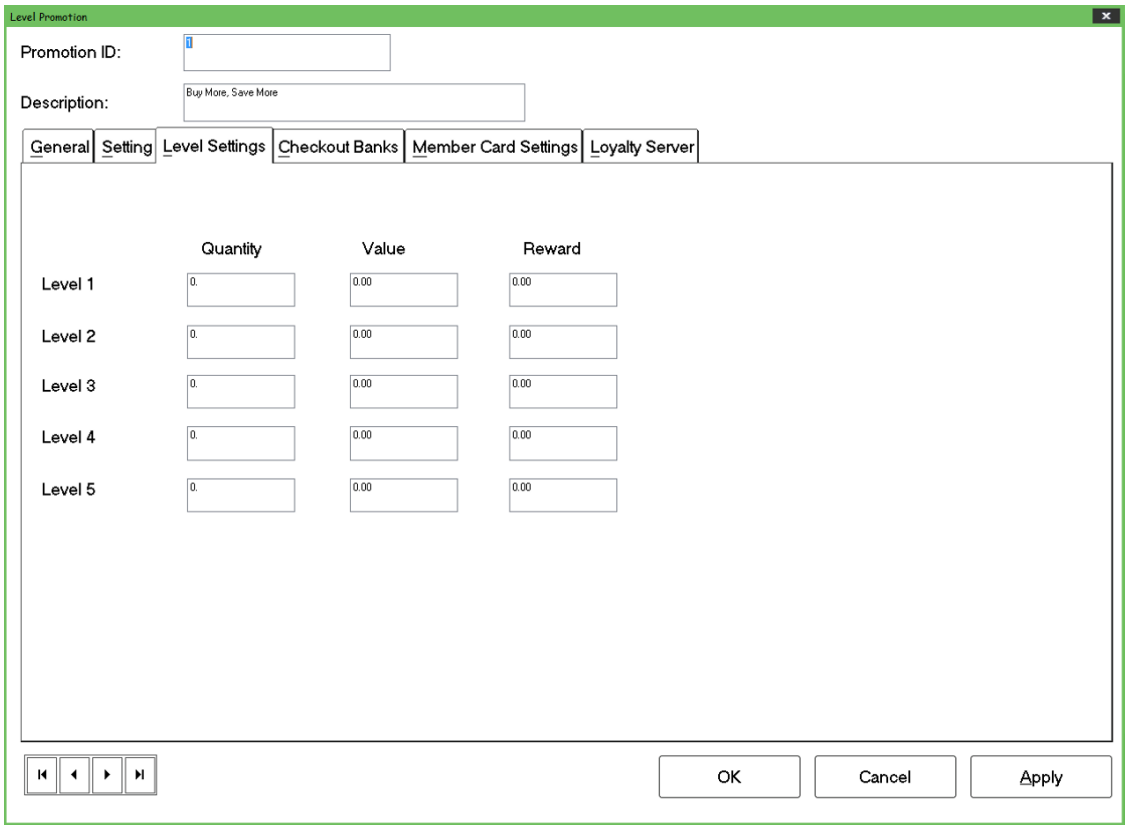


Figure 3-276. Level Promotion - Level Settings Tab

Field	Description
Level 1 - 5:	
Quantity	For each level, enter the quantity, weight, amount, credits, or order value (depending on the Group Type selected above) that must be purchased or earned to receive the level reward.
Value	Not Used **Note:** Keep this setting at .01 if the level is used.

Reward	Enter the level reward based on the following: ▪ Cash – Cash off total purchase ▪ Percentage Off – Percent off attached item purchases ▪ New Price – New Price for quantity purchases ▪ Target Message – Message to be issued (see Note below) ▪ Free – Number of free items issued ▪ Amount Off Order – An amount off the transaction total **Note:** The message number must be the last digits in the template files. For example, if the template name is TARGE00002, enter a **2** in this field.

3.6.11.5 Member Card Settings Tab

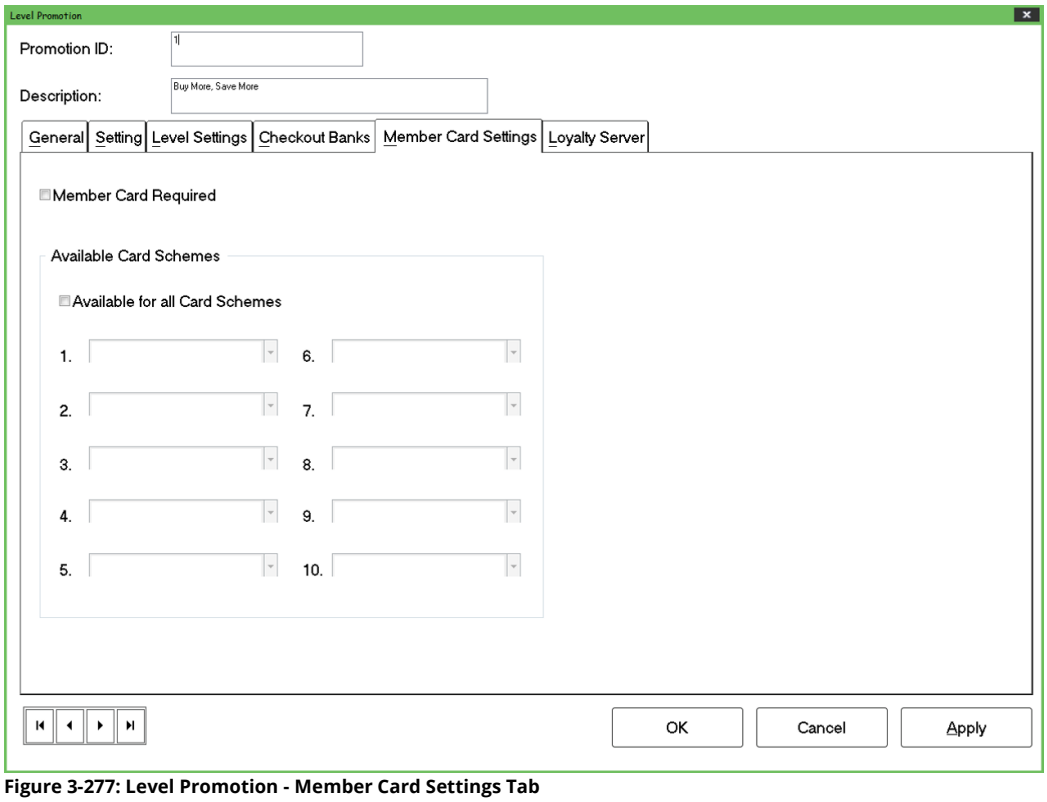


Figure 3-277: Level Promotion - Member Card Settings Tab

Field	Description
Member Card Required	If this promotion should be available to member cardholders only, select this option. If selected, choose the targeted card schemes below.
Available Card Schemes area:	

Available for all Card Schemes	Check this box to make the promotion available to all card schemes. If not selected, specify which of the 10 card schemes can use the promotion.
Schemes 1-10	Click the selection arrow for each field and select up to 10 different card schemes that can access the promotion.

3.6.11.6 Loyalty Server Tab

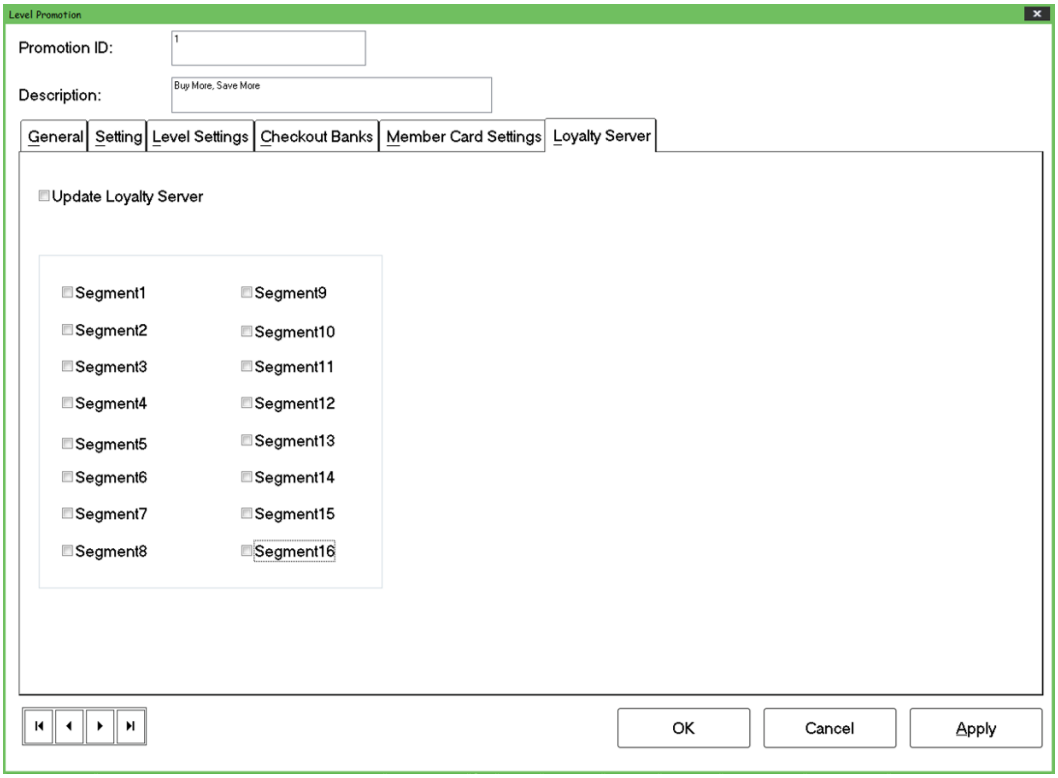


Figure 3-278. Level Promotion - Loyalty Server Tab

Field	Description
Update Loyalty Server	Select this checkbox if using a centralized loyalty server and the promotion award information for the transaction should be sent back to the host. This is useful for continuity promotions where maintaining a running total of purchase history is important. **Note:** If a level promotion (with a group type of Units or By Value) is flagged to "Update Loyalty Server" and a promotion progress template exists with the same last four digits as the promotion number, the promotion progress template will print on the customer's receipt. Promotion progress templates should be named OFFPROGXXXX (where XXXX is the last four digits of the promotion number).
Segments 1-16	If **ENCOR** is the loyalty server, select which demographic segments to target for this promotion.

3.6.12 Credit Programs

This option enables the setting of 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, points, miles, etc.

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 (for example, Sound Effect) and link it to other promotions. See details below.

To Add Credit Programs

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance > Credit Programs**. The Credit Programs list is displayed.
2. Click the **New** button.
3. Enter an unused Promotion ID and press **ENTER**.
4. Enter a description for the promotion and press **ENTER**.
5. On each tab, set the properties and options as required (*see below).*
6. Click **OK** or **Apply** to save.

3.6.12.1 General Tab

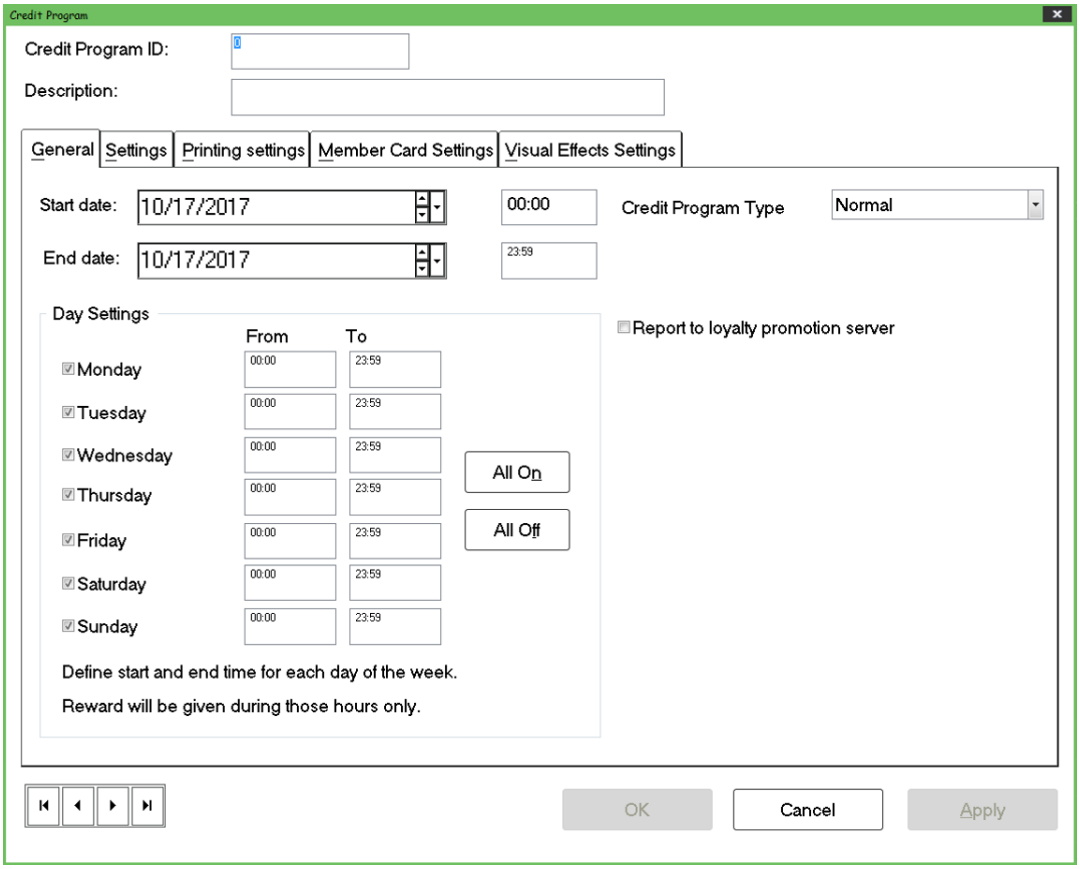


Figure 3-279. Credit Program - General Tab

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	Select the days and times on which the promotions are to run. **Note:** The All On button enables the promotion for each day of the week. The All Off button disables the promotion for each day of the week and resets times to 00:00 and 23:59.
Credit Program Type	From the drop-down list, select one of the following: ▪ Normal ▪ Gas Reward (Used to issue a gas coupon for grocery purchases)
Report to loyalty promotion server	Select this if the credit program details should be sent to the loyalty server. Note: This option must be selected if points are tracked and accumulated at the server. The customer can then redeem points earned within an order.

3.6.12.2 Settings Tab

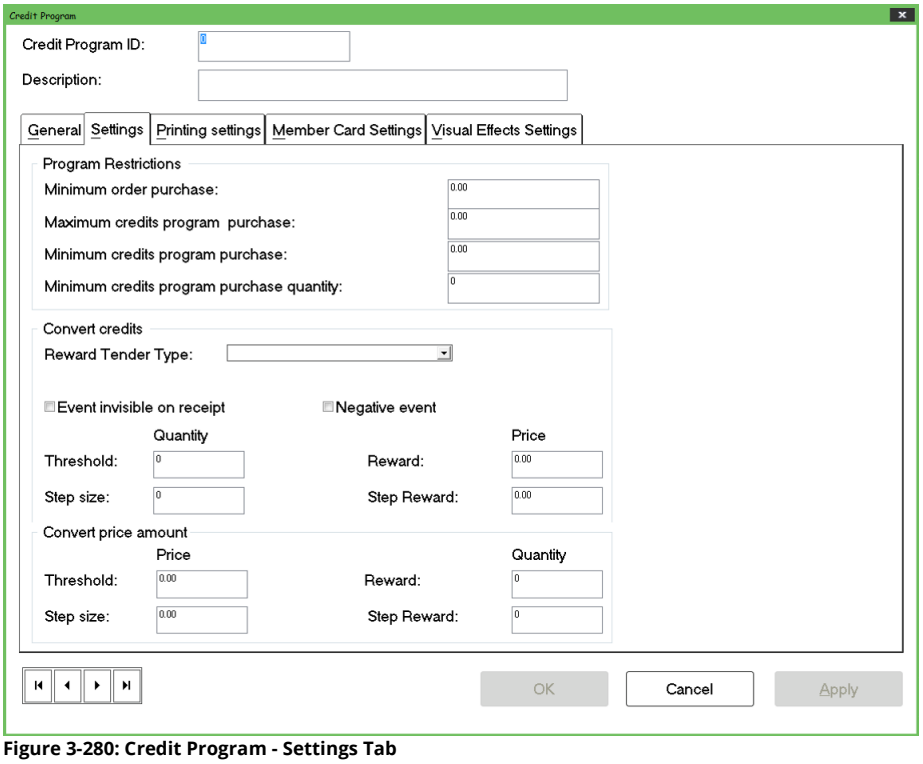


Figure 3-280: Credit Program - Settings Tab

Field	Description
Program Restrictions area:	
Minimum order purchase	Enter the minimum value of the ticket total (before tax) from the linked enhanced or group promotion to allow credits to accrue to this promotion.
Maximum credits program purchase	Enter the maximum dollar amount that can be purchased when using redeemed credits.
Minimum credits program purchase	Enter the minimum dollar amount that must be purchased when using redeemed credits.
Minimum credits program purchase quantity	Enter the minimum number of items that must be purchased to redeem credits.
Convert credits area:	Not Used.
Convert Price amount area:	Not Used.

3.6.12.3 Printing Settings Tab

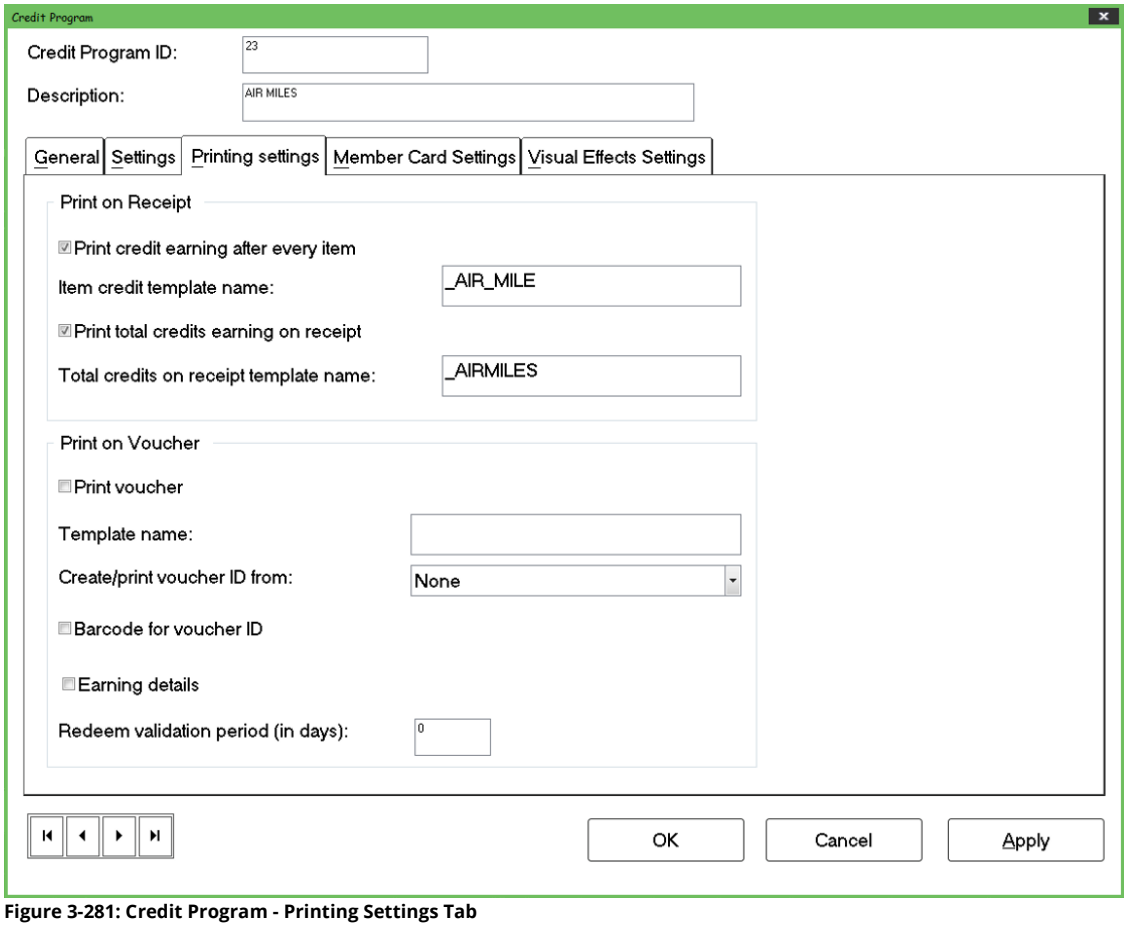


Figure 3-281: Credit Program - Printing Settings Tab

Field	Description
Print on Receipt area:	
Print credit earning after every time	Select this option if the credit earning should print every time the reward is given.

Item credit template name	Enter the appropriate credit template name for credits earned as set up in Database Management, POST Controls, Templates/Multi part receipts).
Print total credits earning on receipt	Select this option if the total credit earnings per transaction should 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, POST Controls, Templates/Multi part receipts).
Print credits after redeemed promotion	Select this option to print the reward credits used after the redeemed item.
Redeemed promotion credits template name	Enter the appropriate item redemption template name as set up in Database Management, POST Controls, Templates/Multi part receipts).
Print on Voucher area:	
Print Voucher	Select this option to print the reward voucher at the POS terminal.
Template name	Enter the reward voucher's template name. The name is alphanumeric and only capital letters are accepted.
Create/print voucher ID from	Reserved for future use.
Barcode for voucher ID	Select this option to print a voucher ID barcode on the receipt.
Earning details	Reserved for future use.
Redeem validation period (in days)	Enter the validation period in days.

3.6.12.4 Member Card Settings Tab

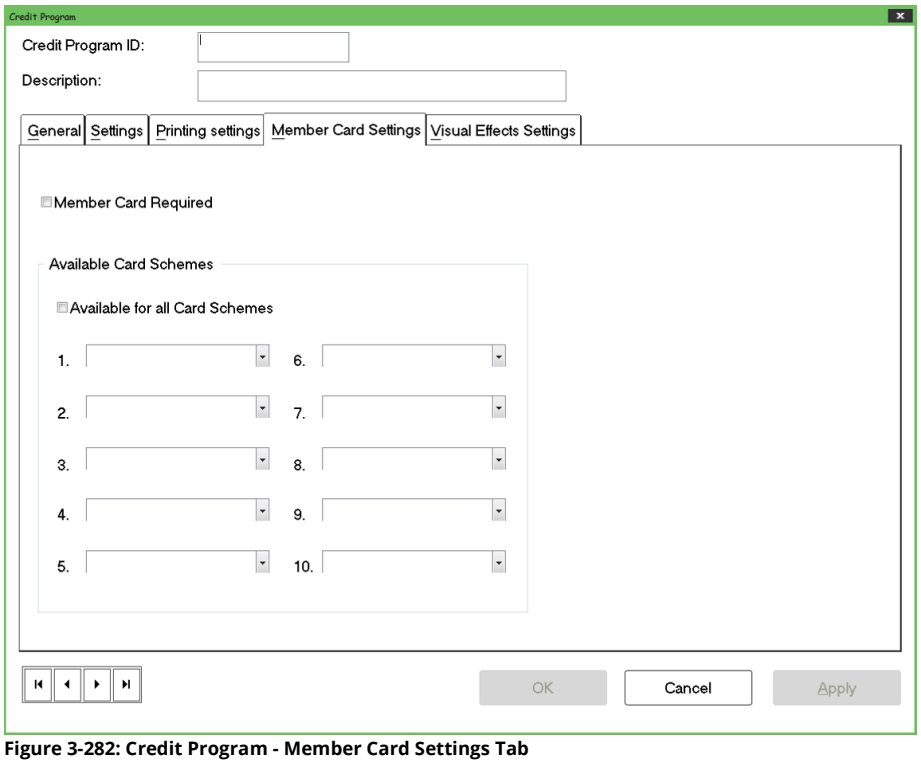


Figure 3-282: Credit Program - Member Card Settings Tab

Note:

This tab is not used in Credit Program Promotions.

Field	Description
Member Card Required	If this promotion should be available to member cardholders only, select this option. If selected, choose the targeted card schemes below.
Available Card Schemes area:	
Available for all Card Schemes	Check this box to make the promotion available to all card schemes. If not selected, specify which of the 10 card schemes can use the promotion.
Schemes 1-10	Click the selection arrow for each field and select up to 10 different card schemes that can access the promotion.

3.6.12.5 Visual Effects Settings Tab

This option currently supports sound and video on selected promotions.

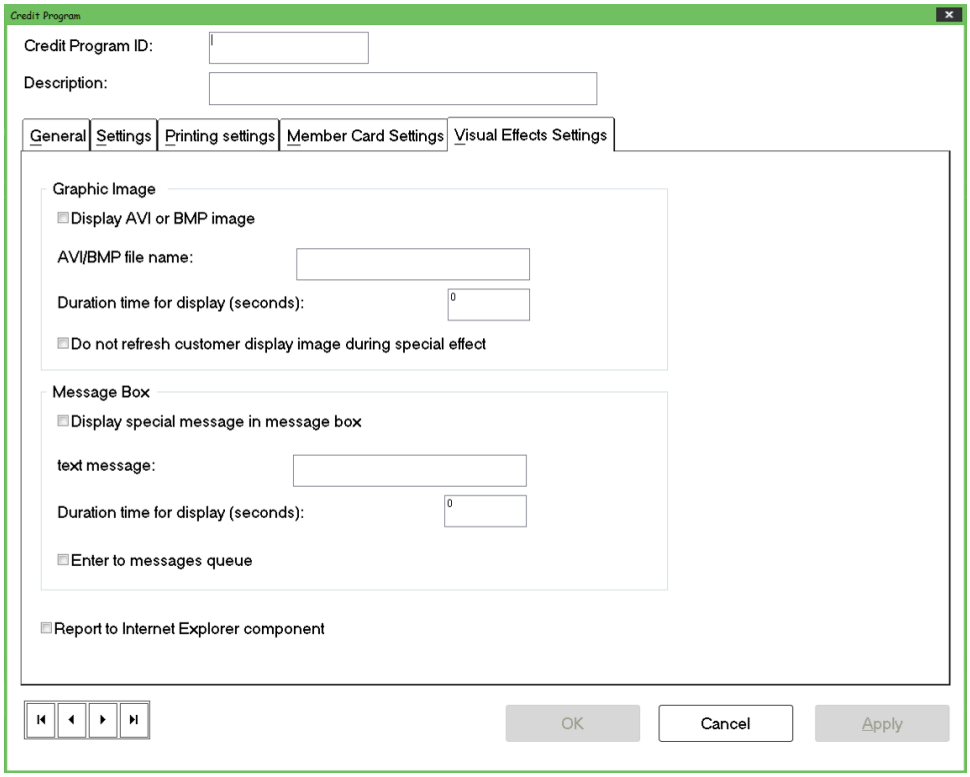


Figure 3-283: Credit Program - Visual Effects Settings Tab

Field	Description
Graphic Image area	
Display AVI or BMP Image	Select this checkbox if a video is to 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.
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:	Reserve for future use.

3.6.13 Member Card Scheme Maintenance (Base)

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 for linking a scheme different from that defined in Card Range Maintenance, for any customer, without having to re-issue a card.

Note:

The default card scheme number and any other card schemes required 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.

3.6.13.1 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 per the rules defined in the schemes. Scheme number 1 is used to set the basic qualifying rules. Any other (additional) schemes defined are more customizable. At a minimum, one member card scheme must be established.

Note:

If using a loyalty server, the schemes are maintained at the server and not through **ENCOR**. Only one scheme will need to be created.

Note:

If using Loyalty Pro, all schemes are maintained at the host level.

If required, schemes 2 and higher can be defined to include points from scheme 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 Application Menu Bar, select **Item Management > Promotion Maintenance > Member Card Scheme Maintenance**. The Member Card Scheme Maintenance window appears.

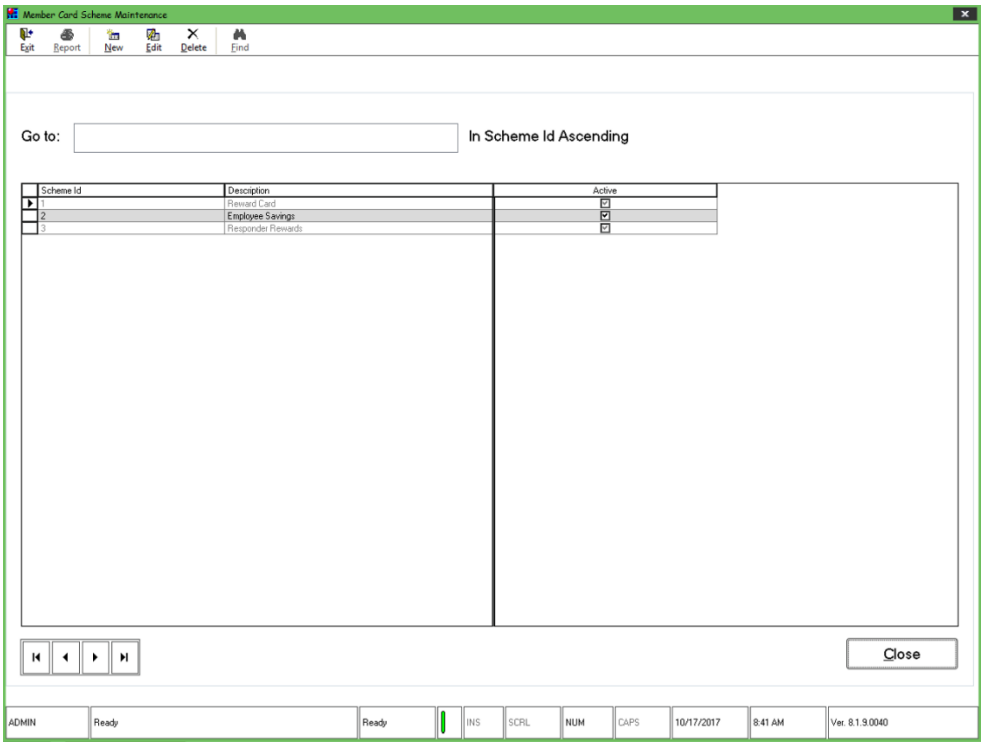


Figure 3-284: Member Card Scheme Maintenance

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.

3.6.13.2 General Tab

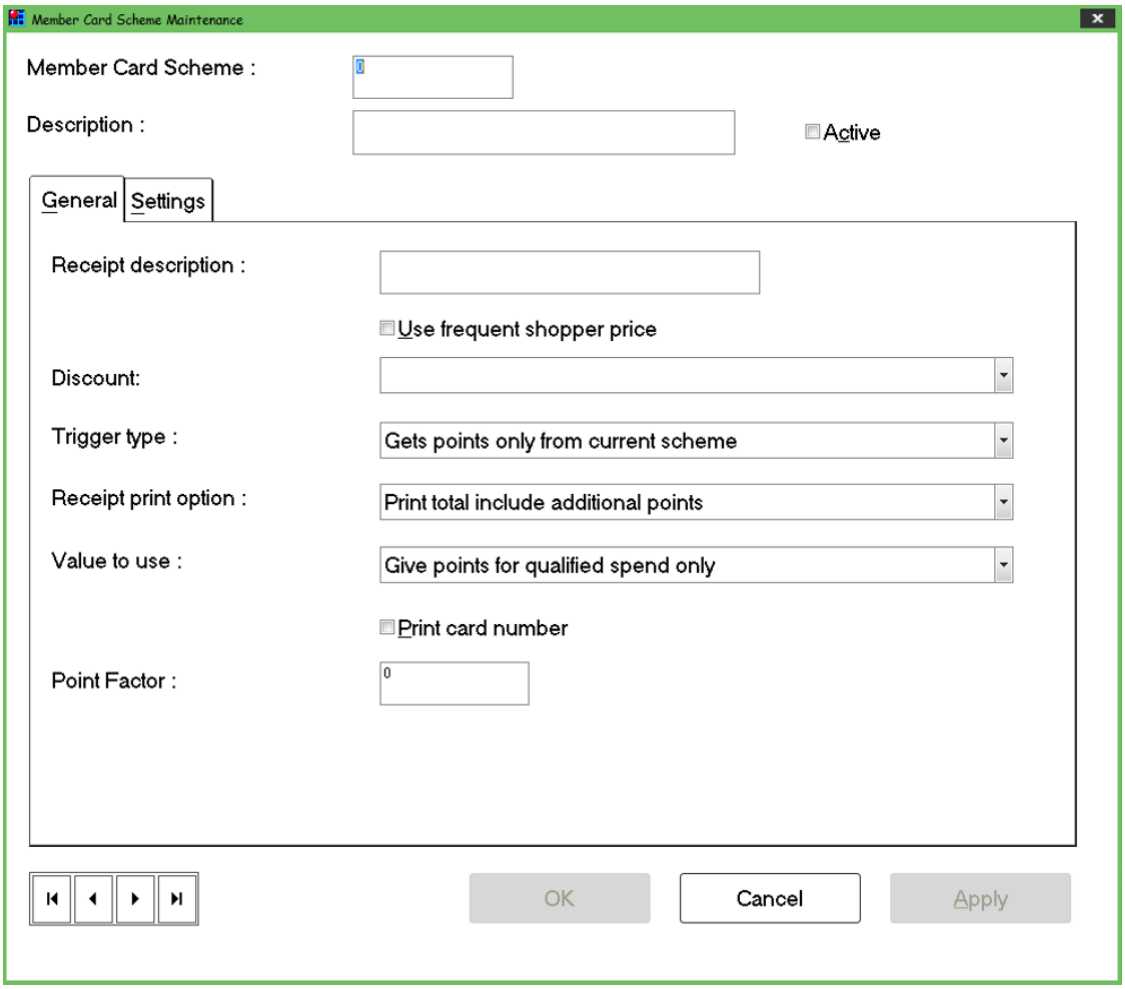


Figure 3-285: Member Card Scheme Maintenance - General Tab

Field	Description
Receipt description	Enter the scheme's description to print on the receipt at the PoS terminal.
Use frequent shopper price	Select this option to use frequent shopper price for the specific scheme.
Discount	Select the discount type from the drop-down 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	Enter the value of a point.

3.6.13.3 Settings Tab

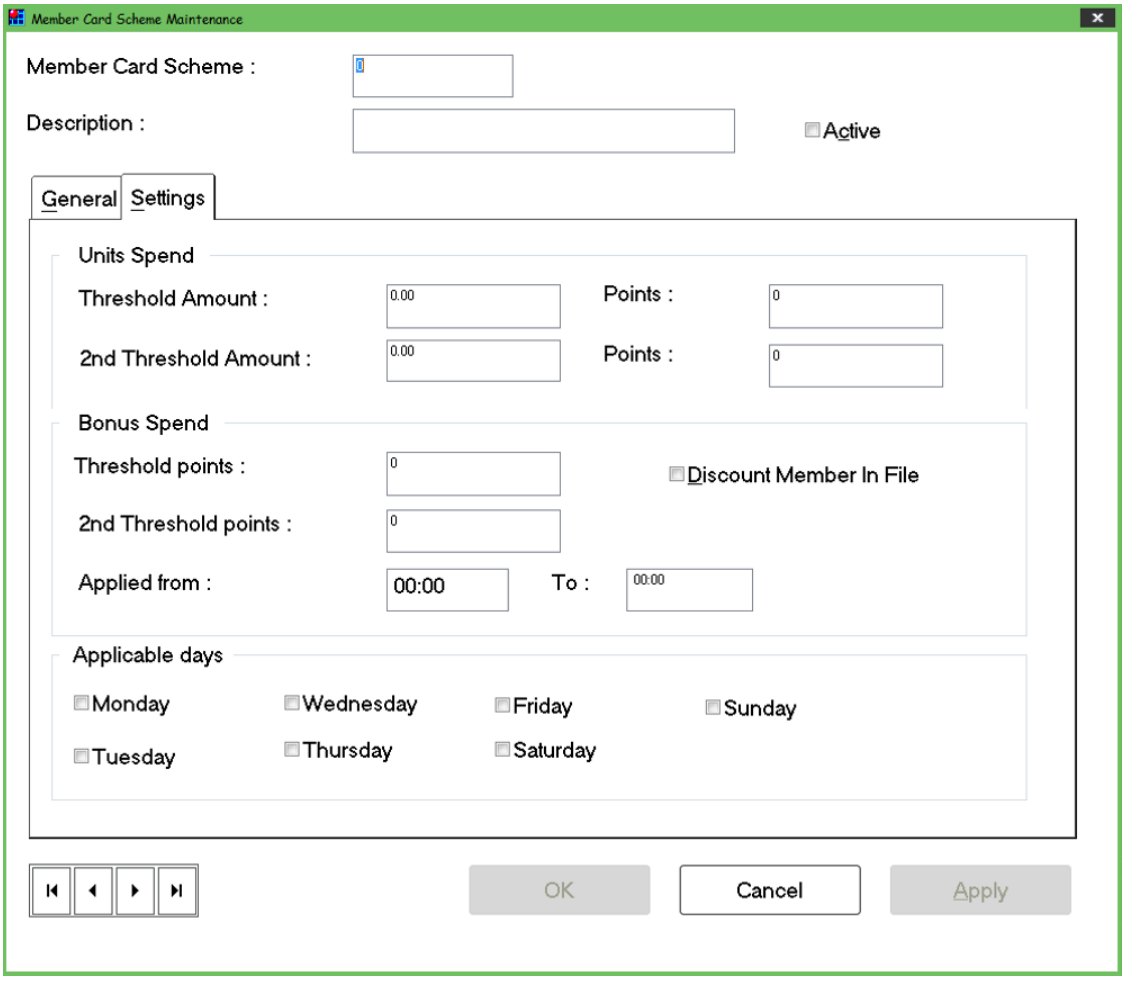


Figure 3-286: Member Card Scheme Maintenance - Settings Tab

Field	Description
Units Spend area:	

Threshold amount	Enter the minimum amount a customer must purchase to receive the reward.
Threshold points	Enter the points a customer will receive if the field threshold amount above is met.
2nd Threshold amount	Once the threshold of 10 dollars has been reached, the customer could earn, for example, an additional three points for every additional cycle of 10 dollars spent. In this case, the second threshold in dollars is 10.
2nd 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.
2nd 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.
Applicable days area:	
Monday - Sunday	Define the days on which rewards will be given.

3.6.14 Member Maintenance (Base)

Use the Member Maintenance option to add, edit, or delete member card customers.

Note:

If using a loyalty server, the schemes are maintained at the server and not through **ENCOR**. Only one scheme needs to be created.

To Add a Member Card

1. From the **ENCOR** Application Menu Bar, select **Item Management > Promotion Maintenance > Member Maintenance**. The Member Maintenance Cards Criteria dialog box is displayed.

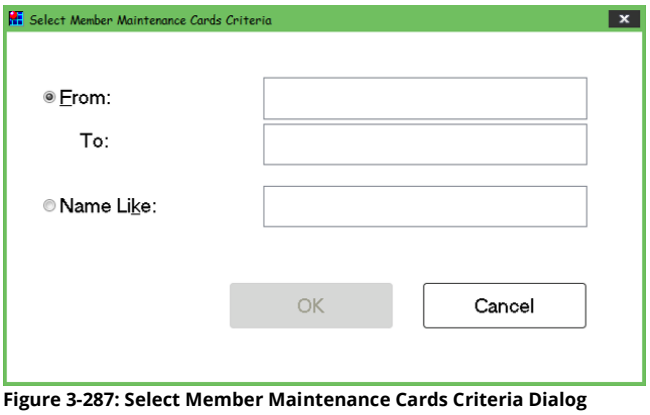


Figure 3-287: Select Member Maintenance Cards Criteria Dialog

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 to search for a specific member card. Alternatively, type the member card name using the Name Like radio button and click **OK**. The Member Maintenance Window displays.

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.

3.6.14.1 General Tab

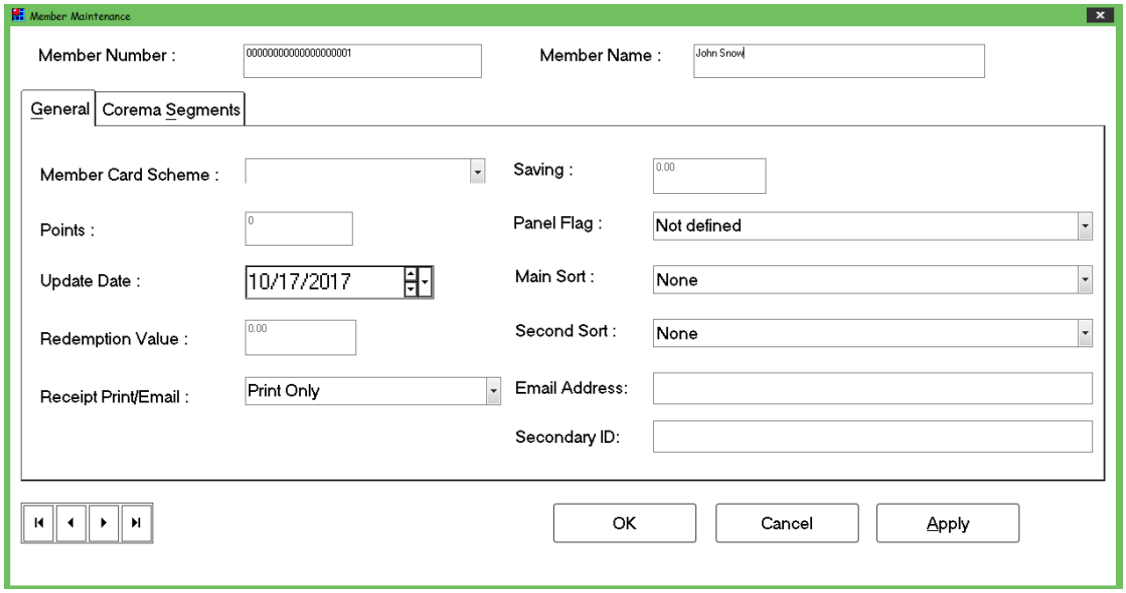


Figure 3-288. Member Maintenance - General Tab

Field	Description
Member Card Scheme	Select the member card scheme from the drop-down 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 a 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.)

Saving	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. If the parameter "Use Frequent Shopper number a member card number" is selected and frequent shopper is recognized as a member at the PoS terminal, the Frequent Shopper Savings amount will be recorded. 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.
Panel Flag	Select the appropriate option: ▪ Not defined ▪ Homestore Customer, Non-Panel ▪ Homestore Customer ▪ Panel Customer
Main Sort	Select the appropriate option: ▪ None ▪ Department name ▪ Department name + total ▪ Item name ▪ Price ascending ▪ Price descending ▪ Department number
Second Sort	Select the appropriate option: ▪ None ▪ Alpha ▪ Price ascending ▪ Price descending
Email Address	The member's e-mail address. This field is required for member to receive a copy of receipt by e-mail.

3.6.14.2 Segments Tab

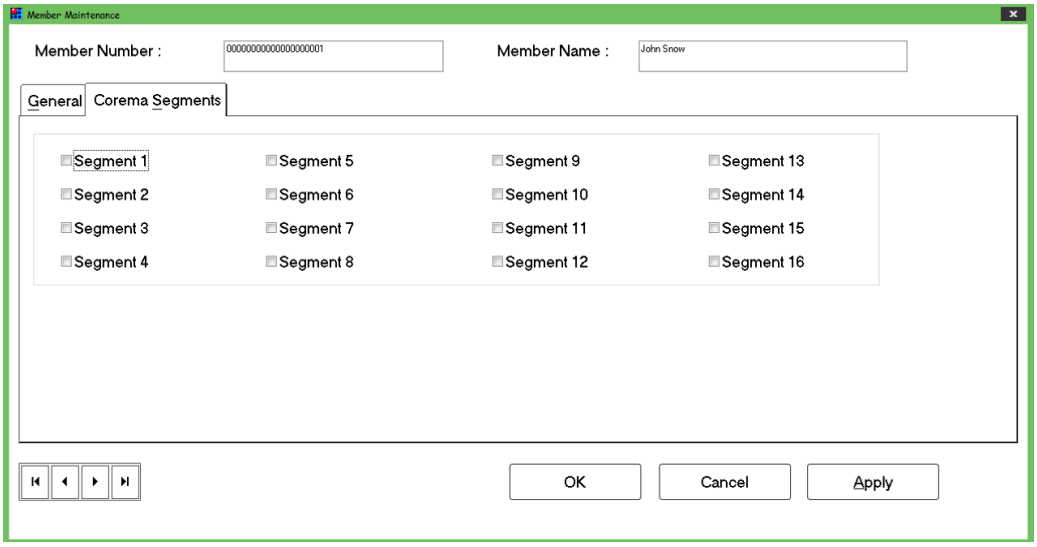


Figure 3-289: Member Maintenance - Corema Segments Tab

Field	Description
Member Number	Enter the member number.
Member Name	Enter the member name.
Segments 1- 16	If **ENCOR** is the loyalty server, select the appropriate segments that identify this customer for promotion targeting.

3.6.15 Corema Segments (Base)

Fujitsu's 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 provides data warehousing systems that collect and maintain data on customers and their buying patterns. It also manages loyalty programs. The Corema database stores customer-specific details and helps:

- Design promotions to match customer preferences
- Manage pricing by customer based on volume and loyalty rather than by product category
- Track and influence customer 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 do not)
- Analyze and model customer buying patterns over time

If Corema is the centralized host system, use the Corema Segments program to identify groups of customers who will be 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 Application Menu Bar, select **Item Management > Promotion Maintenance > Corema Segments**. The Segments Maintenance dialog box is displayed.

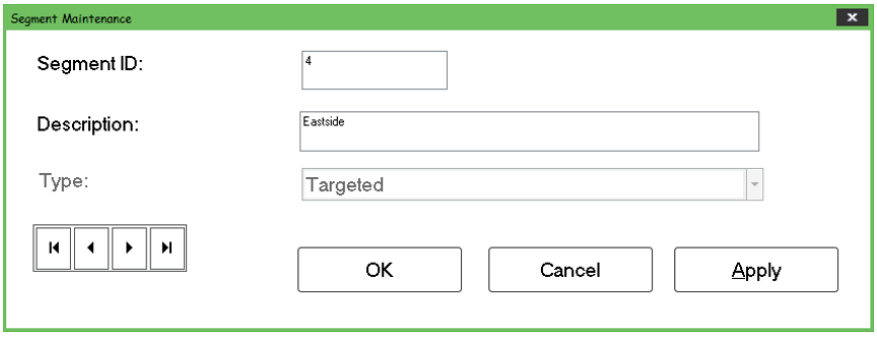


Figure 3-290: Segment Maintenance Dialog

2. Enter the segment ID and description.
3. Click the Type field and choose one of the following segment types:
   - **Targeted** – (Default) Standard segments used for targeting promotions.
   - **Manual** – For segments manually assigned by the cashier at the POS Terminal.
   - **Automatic** – For segments automatically assigned by events at the POS Terminal.

Note:

Manual and automatic segments are used by Loyalty Pro. This field cannot be altered unless enabled through a non-configurable parameter.

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

Note:

Segments maintained here are used as promotion attachment criteria. (See Set Attachment Screen).

3.6.16 Loyalty Enhanced Promotions (Base)

Loyalty Pro is a real-time, online, centralized system that manages the loyalty and promotional activities for grocery and convenience store retailers. Loyalty member promotions can be created in ReMA and downloaded to the store where they reside on the Loyalty Pro Engine (LPE) and are visible within the ENCOR Front Office.

Note:

The Loyalty Promotion Engine (LPE) resides on each POS and is responsible for all promotion and loyalty activities.

Note:

ReMA is a browser-based suite of centralized applications designed to provide a synchronized solution for the chain.

Loyalty promotions are typically created and hosted by ReMA and are non-maintainable by the store. An option to create loyalty promotions and access hosted promotion fields is enabled through a non-configurable parameter.

Note:

When Loyalty Pro is enabled at the store, the traditional **ENCOR** promotion applications (Enhanced Promotions, Group Promotions, Level Promotions, and Credit Programs) are disabled. In addition, the Promotions tab in PLU Maintenance is also disabled.

3.6.16.1 Loyalty Enhanced Promotions

The Loyalty Enhanced Promotions module enables you to view existing enhanced promotions defined in the system, create new enhanced promotions, or update existing details. Loyalty Enhanced Promotions are basic loyalty promotions that can be customized to enhance both the promotion and the customer's reward.

To Add a Loyalty Enhanced Promotion

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance > Loyalty Enhanced Promotions**. The Enhanced Promotions list is displayed.

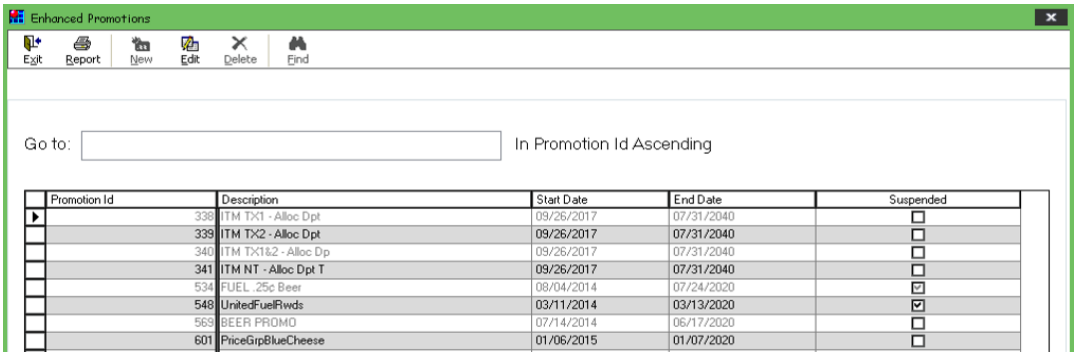


Figure 3-291: Enhanced Promotions List

   The list area of the window displays existing enhanced promotions.

2. Click **New**.
3. Enter an unused promotion ID and press **ENTER**.
4. Enter a description for the promotion and press **ENTER**.
5. On each tab, set the properties and options as required (*see below*).
6. Click **OK** or **Apply** to save.

Note:

Check the **Suspended** checkbox to suspend any active loyalty promotion. A suspended promotion can later be enabled by clearing the Suspended flag and applying the change. The Suspended flag is accessible to the user regardless of whether loyalty promotions may be modified at the store-level.

3.6.16.2 General Tab

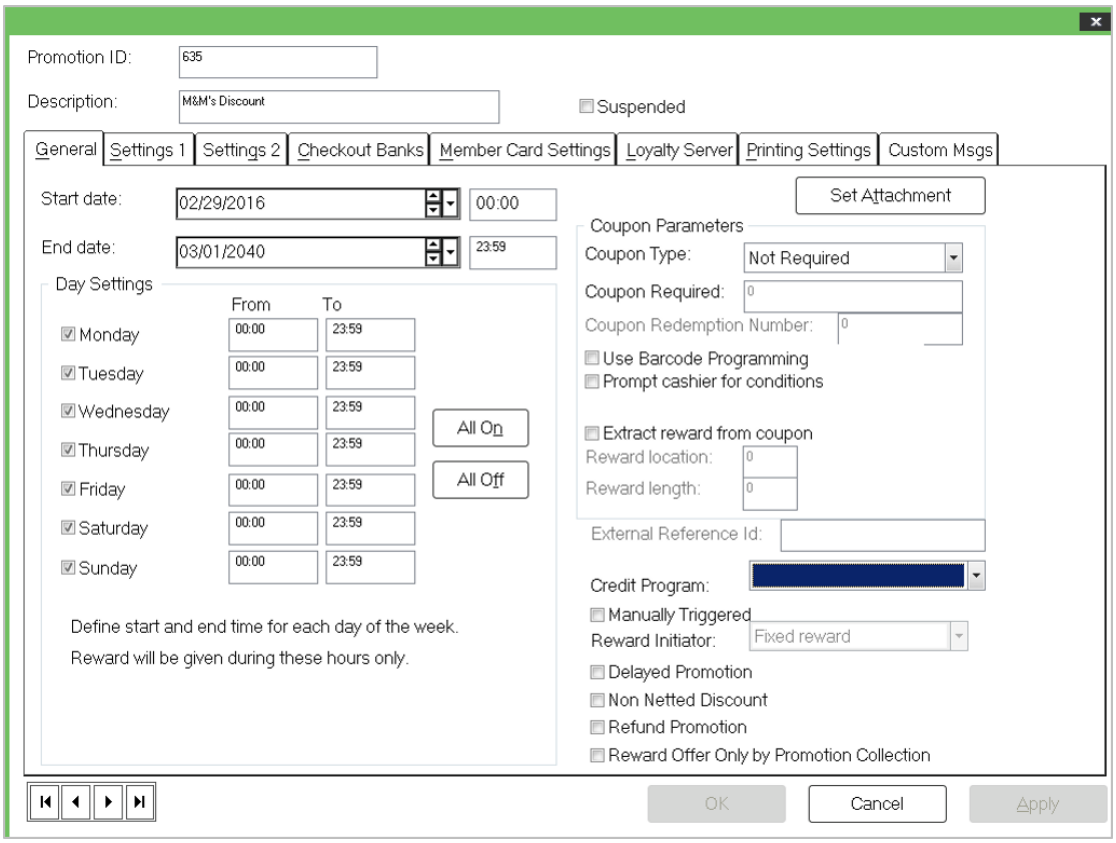


Figure 3-292: Loyalty Enhanced Promotion - General Tab

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Day Settings area:	
Mon - Sun From - To	Select the days and times on which the promotions are to run. **Note:** The All On button enables the promotion for each day of the week. The All Off button disables the promotion for each day of the week and resets times to 00:00 and 23:59.

Set Attachment	Click **Set Attachment** to link one of the following to a promotion (see Set Attachment Screen): ▪ Link by UPC ▪ Link by Mix and Match ▪ Link by Department ▪ Link by Manufacturer ▪ Link by Price Group ▪ Link by Segments ▪ Link by Subdepartments ▪ Link by Internal Codes ▪ Link by Reset Segments ▪ Link by Promotion ▪ Link by Tender ▪ Link by Supplier
	Note: Dynamic item attributes flagged for "Allow Member Promotion Attachment" will also be listed here as links.
Coupon Parameters Area:	
Coupon Type	If a coupon is required to award this promotion, select either: ▪ Not Required – A coupon is not required to receive the promotion. ▪ One Time Only – A coupon must be scanned only once for the promotion to be eligible to be awarded multiple times. ▪ One time Per Reward – A separate coupon must be scanned each time the redemption is awarded.
Coupon Required	Enter the coupon number required to be scanned to award the promotion. The coupon number is usually issued by the vendor or manufacturer. **Note:** This field is only applicable if a coupon type of One Time Only or One Time Per Reward was selected.
Coupon Redemption Number	For coupon required promotions, enter a number (up to six digits in length) to assign to the coupon redemption.
Use Barcode Programming	Click this field to make this promotion available for selection within the Barcode Programming Screen's Fixed Promotion field when setting loyalty promotion parameters for coupon promotion barcodes. (A fixed promotion indicates that the promotion ID is fixed and not extracted from the coupon barcode.)

Prompt Cashier for Conditions	Click this field to indicate predefined conditions must be met to enable the reward. The conditions are prompted on the cashier's display screen.
Extract Reward from Coupon	Check this field to identify the reward number's offset. This number indicates the starting position of the reward number within the coupon number. For example, if **3** is entered, the first number of the reward is the third digit within the coupon number.
Reward Location	Enter the starting position of the first digit of the reward number (within the coupon number).
Reward Length	Enter the number of digits that represent the reward number on the coupon.
Credit Program	For reward types of Credits and Credits Per Item (see Settings 1Tab below) select an existing credit program where points/miles earned from this promotion will accrue.
Manually Triggered	Check this field to allow the cashier to manually trigger a promotion at the POS terminal. For example, the cashier may offer the customer items at a special discount (which were not in the customer's basket). If the customer wishes to buy the item, the cashier triggers the promotion manually.
Reward Initiator	For manually triggered promotions, select how the reward is retrieved: ▪ Fixed Reward – Indicates that the reward is retrieved from the discount defined in the Discount Maintenance module. ▪ Cashier Entered Reward – Indicates that the reward is entered manually by the cashier. The discount options are selected from a list of discounts retrieved from the discount percentages defined within Discount Maintenance (under the Database Management's Financial folder). **Note:** When using the manual trigger and the POS is in sales mode, the manual promotions list is displayed. If in tender mode, the total ticket promotions list is enabled.

Delayed Promotion	Select this checkbox to delay the promotion until the **Total** key is pressed at the POS. (This feature is helpful when random weight items are attached to the promotion and it is necessary to wait until the end of the transaction to determine which item to award the promotion to). **Note:** For Reward Types of Percent off order (see below), this box must be checked. **Note:** For Reward Types of Target Message for Proof of Purchase receipts, check this flag to delay the printing of proof of purchase receipts until after tendering.
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from department net sales. Discounts will be charged to the Mark Down Department (see Setting 1 tab). Typically, manufacturers sponsor non-netted promotions and the stores are reimbursed for the promotional amount.
Refund Promotion	This option specifies that the promotion is refundable at the POS terminal. This field works in conjunction with staff discounts. For example, if an employee purchases an item and receives a 10% discount, on returning the item and swiping a staff discount card, the money returned on the item will automatically be calculated less the 10% discount received on promotion.
Reward Offer Only by Promotion Collection	This field is used when setting up a cross promotion, which is a collection of promotions set up to work together. (See “Link by Promotion Attachments”). One promotion is triggered within another promotion.

3.6.16.3 Set Attachment Screen

The Set Attachment screen appears when the Set Attachment button is pressed from the General tab of the Loyalty Enhanced Promotion screen. The screen displays all criteria attached to the promotion.

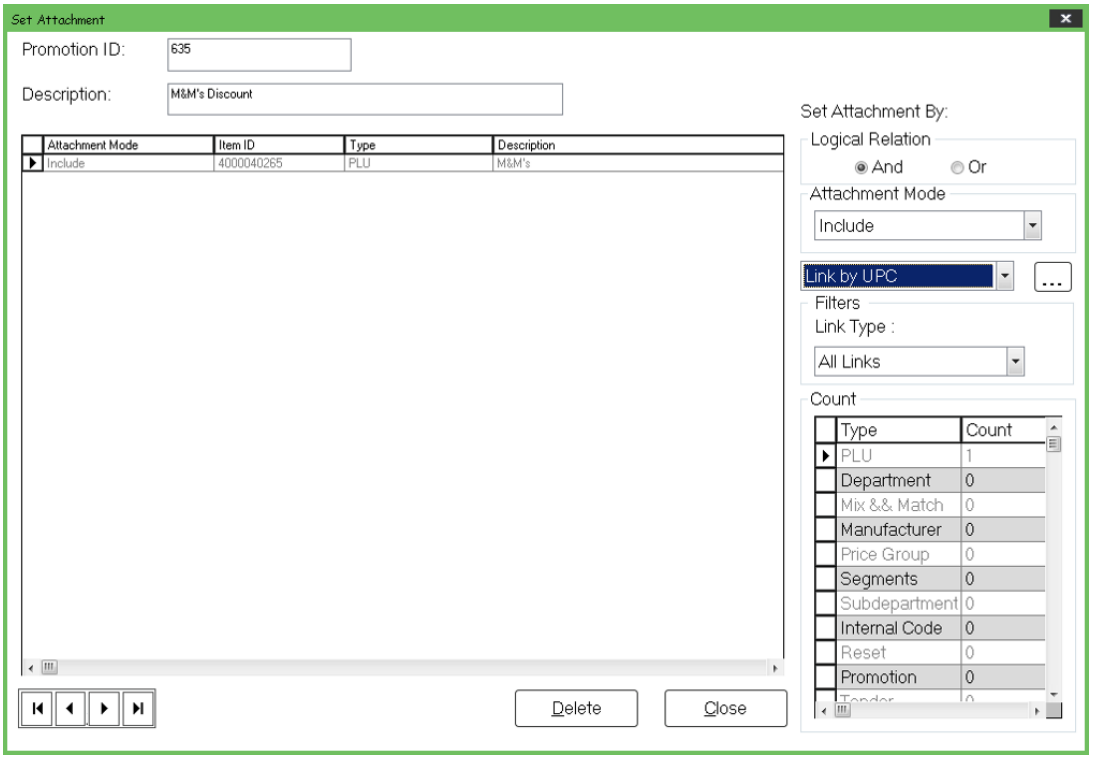


Figure 3-293: Set Attachment

Items can be linked to a promotion using one or more of the following criteria:

- UPC code
- Mix & Match code
- Department code
- Manufacturer code
- Price group
- By segment
- Subdepartment code
- Internal codes
- Reset segments
- Promotion
- Tender
- Supplier

Note:

Segments that can be attached to a promotion are maintained using the Segments Maintenance screen (see “Loyalty Segments”).

The screen displays the promotion attachment count for each criterion in the lower right-hand portion of the screen. The detail section of the screen displays the count detail based on the Link Type filter. To set the filter to only display details for the desired link, click the Link Type field’s selection arrow and choose the specific criteria details to display.

To Attach Criteria to a Promotion

1. From the promotion's General tab, click **Set Attachment**. The Set Attachment screen displays.
2. By default, the Logical Relation field is set to **And**, indicating that all subsequent, designated links need to be satisfied for the items to be attached to the promotion. Change the designation to **Or** to indicate only one of the subsequent, designated links need to be satisfied for the items to be attached to the promotion.
3. By default, the Attachment Mode field is set to **Include**, indicating that all subsequent, designated links will be attached to the promotion. Change the designation to **Exclude** to indicate items from the subsequent, designated links will be excluded from the promotion (if previously selected).

Note:

The Attachment Mode column in the display area will show Include or Exclude once the criteria have been selected.

4. Click the Set Attachment By field's selection arrow and choose the criteria to add to the promotion.
5. Click the ellipsis [...] button.
6. Based on the criteria selected in step 4:
   - For Link by UPC, use the PLU Item Selector to attach items.
   - For Link by Mix & Match, Link by Department, Link by Price Group, Link by Segments, Link by Reset Segments, Link by Promotion, Link by Tender, and Link by Supplier, place a check next to the identification number in the Multi Selector window.

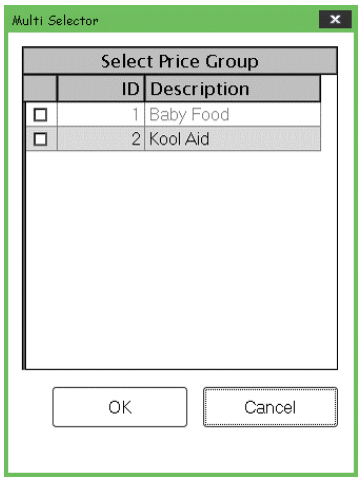


Figure 3-294: Multi Selector - Select Price Group Dialog

Note:
Segments are established in Segments Maintenance. A loyalty member promotion reward can be designed to assign a customer to and remove a customer (i.e. Segment Reset) from designated loyalty segments. This feature can be used as part of store reward building by moving customers up to more valuable segments (in terms of future rewards). See the Loyalty Server tab below.

Note:
For joining two single-group promotions (parent child promotions), or promotions that are triggered by another promotion, select **Link by Promotion**.

Note:
When using the Link by Tender, a group type of **Tender Value** (see Settings 1 tab below) must be selected.

- For link by manufacture, expand the subdepartment tree, select the desired subdepartment folder and click **OK**.

Figure 3-295. Sub department - member promotion link

- For link by internal codes, enter a range of internal codes.

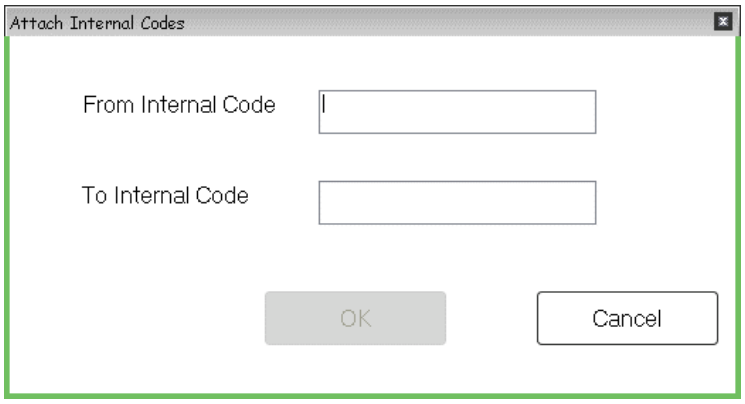


Figure 3-296. Attach Internal Codes

Note:
Internal codes are only available if the general system parameter "Internal code (item number) in system" (located in Store > Front Office > PLU and Batch > PLU Options > Validation > Internal Code) is set to **Yes**.

7. When finished attaching criteria, click **Close**.

To Remove Criteria from a Promotion

1. From the promotion's General tab, click **Set Attachment**. The Set Attachment screen displays.
2. (Optional) Set the Link Type filter to limit the number of detail records listed.
3. Highlight the record to delete and click **Delete**. A confirmation screen displays.

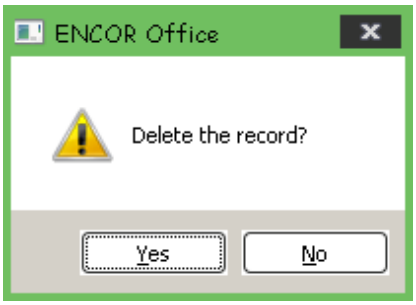


Figure 3-297: Confirm Delete

4. Click **Yes**. The record is removed.

3.6.16.4 Settings 1 Tab

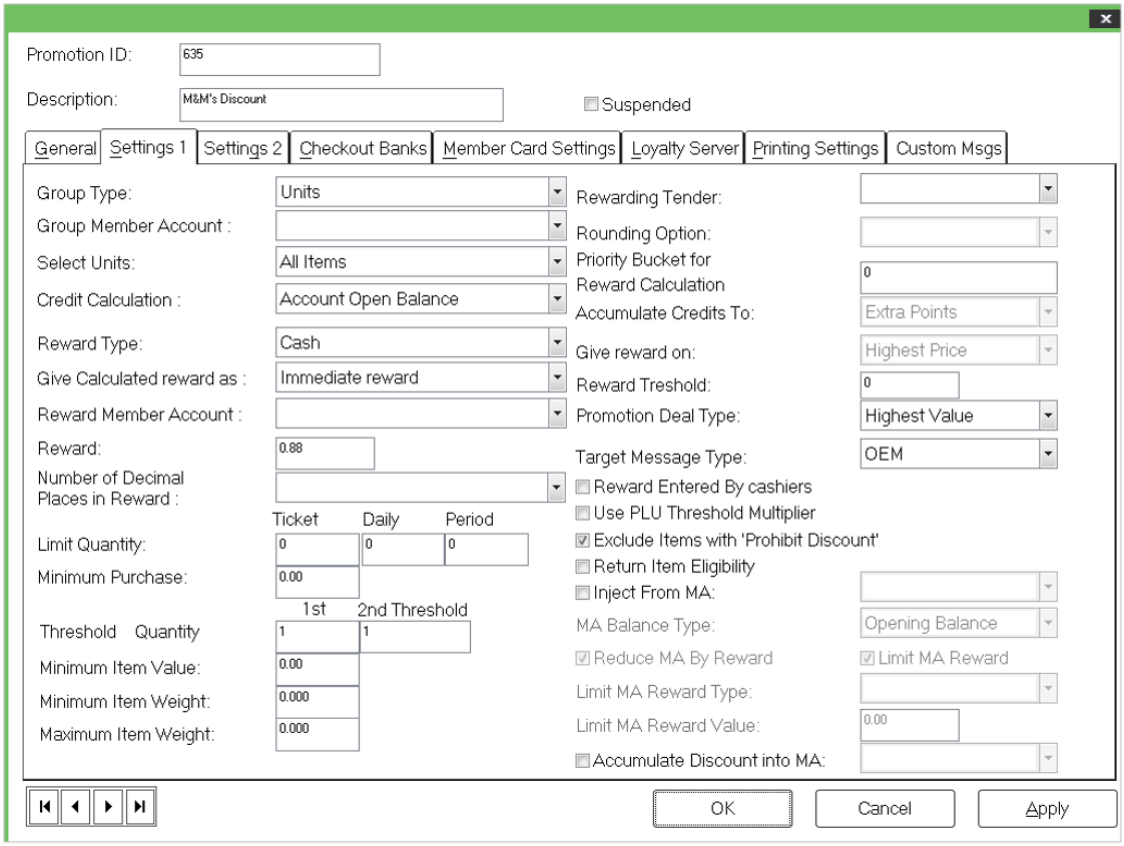


Figure 3-298: Settings 1 Tab

Field	Description
Group Type	Select the trigger type that determines whether threshold amounts have been met for reward purposes. Choices are: ▪ Units – The purchase of unit quantities. ▪ Weighted/Decimal – The purchase of weight amount or decimal quantity (“liters” for example). ▪ By Value – The purchase of a dollar amount. ▪ Order Value –Total amount of the transaction for use in Percent Off Order and Amount Off Order Reward Types. ▪ Promotion – The linking of promotions. By fulfilling the conditions of one promotion it will contribute towards the threshold of a second promotion, encouraging customers to buy more. ▪ Order Credits – The earning of credits. ▪ Tender Value – The spending of an amount using a designated tender. ▪ Member Account – The Loyalty Member must have the specified number of points in the specified Member Account (defined in Group Member Account below) to trigger the reward.
Group Member Account	For Member Account group types, select the relevant group member account from the drop-down list. This indicates that if the member has accumulated the number of points/units/credits specified in the threshold (for this member account), the reward is triggered. For example, specify that when a member has accumulated 300 points, a reward of an additional 500 units is allocated to the units account. Group member accounts are defined in Loyalty Member Account Maintenance.
Select Units	For group types of “Units,” select an option to indicate the condition on which the promotion is triggered. ▪ **All Items** - Customer may purchase any of the items from the linked items if the threshold value is met. ▪ **Different Items** - Customer must purchase the specified number of items, but each item must be different. ▪ **Same Items** - Customer must purchase the specified number of the same item from the list of linked items.

Credit Calculation	Select the way which the system calculates the point earned during the promotion: ▪ **Acc Open Balance** - Indicates that the member must meet the trigger value at the beginning of the transaction. For example, if the trigger value is 1000 points and the customer has only 900 points at the beginning of the transaction and the customer earns another 100 points within the transaction, the reward is not issued until the next purchase. ▪ **Include Ticket Earnings** - Indicates that the member's balance must meet the specified trigger value at the end of the transaction. For example, if the trigger value is 1000 points and the customer has 900 points and earns 100 points within the current transaction, the reward is issued. ▪ **Ticket Earnings Only** - Indicates that the system only calculates points earned in the current ticket.

Reward Type	Select the type of promotion reward to award the customer: ▪ Cash – Cash off total (not per item) ▪ Percentage Off – Percent off item ▪ New Price – New price for item ▪ Amount Off Per Item – Amount off per each item ▪ Amount Off Per Pound – Amount off per each pound ▪ New Price Per Pound – New price per pound ▪ Free Item – Issue a free item ▪ Percent Off Order – Percentage off transaction total ▪ Amount Off Order – Amount off the transaction total ▪ New Price Per Quantity – New quantity (i.e. Multiple Selling Unit) and price **Note:** The Reward field holds the new price and the Threshold Quantity (1st) field contains the new quantity. **Note:** The general system parameter "MSU rounding option" (located in Store > POST > Operational > Scanning) determines how the rounding price order (of three items sold for a new price of $1.00) are rewarded: 34 33 32, 34 33 33, 33 34 33 or 33 33 34. ▪ New Price per Item – New price per "each" item. ▪ Coupon – Issue internally printed coupon **Note:** For reward types of Coupon, select a Give Calculated Reward Setting (below) of Coupon. ▪ Free UOM – Free Unit of Measure (i.e. Free Pound). ▪ Credits – Credits/Points awarded per transaction ▪ Credits Per Item – Credits/points per item ▪ Target Message – Generate target message ▪ Member Account – Member credits/points per transaction **Note:** If you select **Member Account**, select the relevant member account from the Reward Member Account drop-down list to add credits/points. ▪ Promotion Deal – Award promotion based on priority defined in the Promotion Deal Type field.

	Note: If two promotions are both triggered at the POS terminal and the rule defined is "Highest Value," the promotion with the "highest" value reward to the customer takes precedence**.**
Give Calculated Reward As	Select the way to issue the calculated reward. For example, if the Reward type is cash and this field is set to **Voucher**, the promotion prints a voucher from the template, displaying the cash reward. The options are: Immediate Reward, Member Account, Voucher, and Coupon.
Reward Member Account	Click the field selection arrow and select the name of a specific member account to reward.
Reward	Based on the reward type chosen (above), enter the reward amount (in amount off, percent discount, new price, credit points/miles, quantity of free items, message number, etc.). **Note:** For reward types of "New Price Per Quantity," this field contains the new price and the Threshold 1st contains the new quantity. **Note:** The message number must be the last digits in the template files. For example, if the template name is TARGE00002, enter a **2** in this field.
Number of Decimal Places in Reward	Select the number of decimal places within the reward value. For example, if set to **2**, a reward value of **100** represents 1.00.

Limit Quantity	This field applies limitations to the reward based on the fields used. ▪ In the Ticket field enter an amount to specify the transaction redemption limit. For example, in one transaction the customer may be limited to redeem up to 100 points, or if the reward is a free item, the customer may be limited to receive the reward only once per transaction. ▪ In the Daily field enter an amount to specify the daily redemptions limit. For example, a customer may be limited to redeeming up to 250 points per day, or if the reward is an amount off, the customer may be limited to receive the reward only three times during that day. ▪ In the Period field enter an amount to specify the maximum total redemptions limit. For example, a customer may be limited to redeeming a specified number of points throughout the promotion, or if the reward is a free item, the customer may be limited to receive the reward only three times during the entire promotion.
Minimum Purchase	Specify the minimum-qualifying transaction purchase amount to allow the reward.
Threshold Quantity	Enter the minimum quantity, weight/decimal amount, item value, credits, or order value (depending on the reward type setting) a customer must purchase or earn to receive the reward. **Note:** For a reward type of "New Price Per Quantity," this field contains the new quantity and the Reward field holds the new price.
2nd Threshold Quantity	Enter the additional quantity, weight/decimal amount, item value, credits, or order value (depending on the Reward Type setting) a customer must additionally purchase or earn to receive the reward again. Specify a higher quantity to induce the customer to make additional purchases. Allow for an additional reward using the Limit Quantity field.
Minimum Item Value	Specify the minimum item value (of the attached items) that determines if the PLU qualifies to be included in the promotion calculation.
Minimum Item Weight (Dec. or Vol.)	Specify the minimum item weight, decimal amount, or volume (of the attached items) that determines if the PLU qualifies to be included in the promotion calculation.
Maximum Item Weight (Dec. or Vol.)	Specify the maximum item weight, decimal amount, or volume (of the attached items) that determines if the PLU qualifies to be included in the promotion calculation.

Rewarding Tender	Based on the selected reward type, specify the relevant tender type the POS terminal calculates the award. For example, select **Cash**, and the POS terminal accounts for all the rewards will be allocated in cash.
Rounding Option	Use this option to allow the rounding of discount figures, up or down. For example, if a promotion reward for an item (on a "10% Off" promotion) is calculated at $.875, the rounding options enables the system to round up the reward amount to $.90 or down to $.80. The rounding option is parameter driven and only used for the reward type of "Percentage off."
Priority Reward for Reward Calculation	This field displays the priority that determines the promotion priority to calculate the reward in a case where two promotions with the same item are triggered in the same ticket. A set of predefined rules determines the promotion priority based on the bucket type and reward type.
Accumulate Credit To	Not Used. This functionality is enabled in the member account fields only.
Give reward on	▪ From the drop-down list, select **Highest Price** or **Lowest Price** to specify that if there is more than one item offered on the promotion, the reward applies either to the highest priced or lowest priced item.
Reward Threshold	Specify the maximum number of times that a customer may receive the reward. For example, if a promotion specifies buy 1 get 1 free, and the reward threshold is two, the customer may only get the reward twice. If the customer purchases the item a third time, no reward is issued.
Promotion Deal Type	If two promotions are both triggered at the POS terminal, and the rule defined is "Highest Value," the promotion with the highest value reward to the customer takes precedence, enabling the customer to receive the best deal. Other options available are lowest value, customer choice, and promotion attachment.
Target Message Type	For reward types of target message, select the type of target message from the drop-down list: OEM or Voucher.
Reward Entered by cashiers	(Optional) Check this box if the cashier will be selecting the reward type at the POS terminal manually. If this option is selected, do not select a reward type.
Use PLU Threshold Multiplier	This checkbox indicates that the promotion is set up to allow stores to offer promotions on items that are pre-configured to be sold in multiples of more than one item at a time. The item may be sold in packs (i.e. 6-packs of Soda) but are priced per each item. The threshold in the promotion is set up to accommodate these multiple items.
Exclude Items with 'Prohibit Discount'	(Optional) Select this checkbox to ensure that PLU items flagged to Prohibit Discount (Parameters 1 Tab in PLU Maintenance) are not set on promotion.

Return Item Eligibility	This checkbox indicates whether a promotion can be activated on returned items. If checked, a promotion can be activated both on sale and returned items.
Inject From MA	If checked, the fuel promotion reward will be based on qualifying accumulated values (plus purchasing qualifying items in qualifying amounts or quantities) and will decrease the value in the member account.
From MA	Click the field selection arrow and choose the available member account from which to inject the reward.
MA Balance Type	Click the field selection arrow and choose whether to validate the reward based on Current Balance (Opening Balance plus the accumulation in the current transaction), Opening Balance, or Earnings this Visit.
Reduce MA By Reward	If checked, the member account balance will be reduced by the reward value. If left unchecked, the member account balance will be unchanged.
Limit MA Reward	If checked, the reward will be limited. If left unchecked, the reward will be unlimited.
Limit MA Reward Type	Click the field selection arrow and choose whether to limit the new price to which the item can be reduced after discount (Minimum New Price), limit the maximum discount amount that can be given (Maximum Reward Amount), or limit the maximum percentage discount that can be given (Maximum Reward Percentage).
Limit MA Reward Value	Based on the Limit MA Reward Type, enter the corresponding Minimum New Price, Maximum Reward Amount, or Maximum Reward Percentage.
Accumulate Discount into MA	This setting indicates the designated member account where discounts will accumulate.

3.6.16.5 Settings 2 Tab

Use the fields on this tab to define the promotion conflict settings if a group of promotions are defined that offer the same reward items. These rules govern the behavior of the group at checkout time.

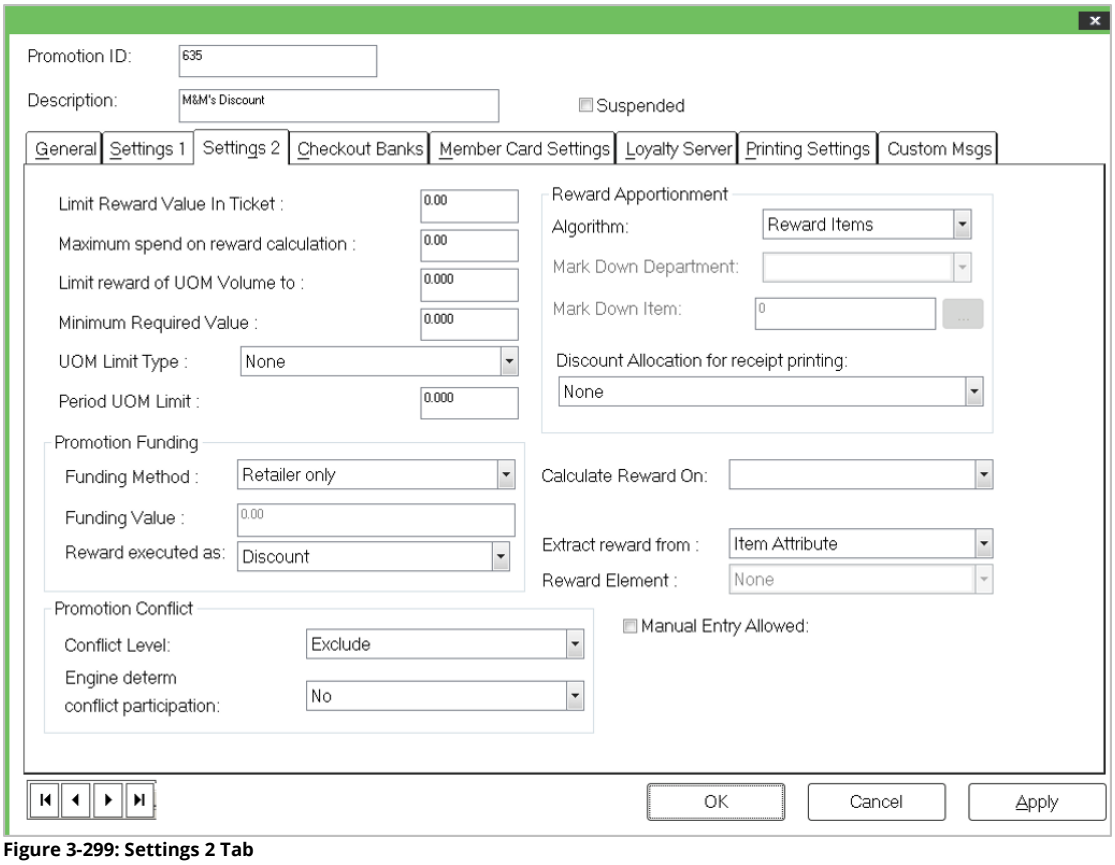


Figure 3-299: Settings 2 Tab

Field	Description
Limit Reward Value in Ticket	Enter the dollar limit for the reward amount in a specific ticket.
Maximum spend on reward calculation	Enter the maximum dollar amount that can be used in the reward calculation.
Limit Reward of UOM Volume to	Enter the measure volume limit (i.e. weight) that can be used in the reward calculation.
Minimum Required Value	Enter the minimum measure volume required to be used in the reward calculation.
UOM Limit Type	This field contains the UOM type the promotion will be limited on: Gram, Kg, Oz, Liter, Gallon, or Pound.
Period UOM Limit	This field contains the maximum UOM quantity the promotion will be limited to.
Promotion Funding area:	

Funding Method	Click the field selection arrow and specify the source of the promotion funding. For example, "Retailer only" indicates that the entire amount of the reward is pledged by the retailer and not the supplier. **Note:** Set this field to **None** when the funding should be calculated in the redemption promotion and not in the issuing promotion (as in the case of a coupon promotion).
Funding Value	For Funding Methods of "Supplier Percentage Contribution" or "Supplier Amount/Item Contribution," specify the amount or percentage of the reward in the promotion which is covered by the supplier.
Reward Executed as:	Click the field selection arrow and select if the reward is a Discount, Mean of Payment, or a Mix Discount and Mean of Payment.
Promotion Conflict area:	
Conflict Level	Promotion conflicts are used to define the rules when more than one promotion is running at the same time with the same rewards on offer. Select the relevant option to enable the system to determine how to calculate rewards when there is more than one promotion offering the same items. The options are: ▪ **Default (in conflict)** - Indicates that the customer receives the best deal. ▪ **Exclude (out of conflict)** - Indicates that there is no conflict and the customer receives all rewards if requirements are met. ▪ **Always Wins** - Indicates that the customer always receives the promotion. If there are two defined with Always Wins, the customer receives both promotions. ▪ **Always Loses** - Indicates that the specified promotion always loses. If there are two promotions defined with Always Loses, the customer receives the better deal between the two promotions.
Engine Determine Conflict Participation	Select **Yes** to indicate that the promotion is part of a conflict or **No** to indicate that there is no conflict between this promotion and other promotions.
Reward Apportionment area:	

Algorithm	Click the field selection arrow and select an option on how the discount is allocated internally for tracking purposes. For example, the discount may be calculated and allocated over all the items, on the trigger items only, or to a designated department. ▪ **None** - Indicates that the discount is not allocated to any specific item. ▪ **All Linked Items** - Indicates that the discount is allocated to all items complying with the conditions. ▪ **Participating Items** - Indicates that the discount is allocated to all items included in the promotion. ▪ **According to Range** - Indicates that the discount is allocated to a specified range of items. (This field is parameter controlled.) ▪ **Reward Items** - Indicates that the discount is allocated to the items that trigger the promotion. This option is only valid with the reward types of Free Item and Percentage Off. ▪ **Mark Down Department** - Indicates that the discount is allocated to a specific department that triggers the promotion. If selected, the Mark Down Department (below) will be enabled to specify the department against which the reward is to be apportioned. ▪ **Mark Down Item -** Indicates that the discount is allocated to a specific item that triggers the promotion. If selected, the Mark Down Item field (below) will be enabled to specify the item against which the reward is to be apportioned. **Note:** The General System Parameter "Reward Apportionment Active" (located in Store > Technical > Loyalty Pro) must be set to **Yes** for this feature to be enabled.
Mark Down Department	For Algorithm types of Mark Down Department, click the field-selection arrow and select the department against which the reward is to be apportioned.
Mark Down Item	For Algorithm types of Mark Down Item, click the ellipsis button and use the PLU Item Selection to select the item against which the reward is to be apportioned.

Discount Allocation for receipt printing	Click the field selection arrow and select a reward receipt printing option: ▪ **None** – Do not print on receipt. ▪ **Apply discount on coupon** – For coupon rewards, print the discount on the coupon. ▪ **Print Rewarded Item Description as Promotion Description** – Print the promotion description in place of the item description.
Calculate Reward On	Click the field selection arrow and select a reward rounding option: ▪ **Rounded to the last trigger level** – Round to the last triggered reward level. ▪ **Exact Amount (not rounded)** – Do not round.

3.6.16.6 Checkout Banks Tab

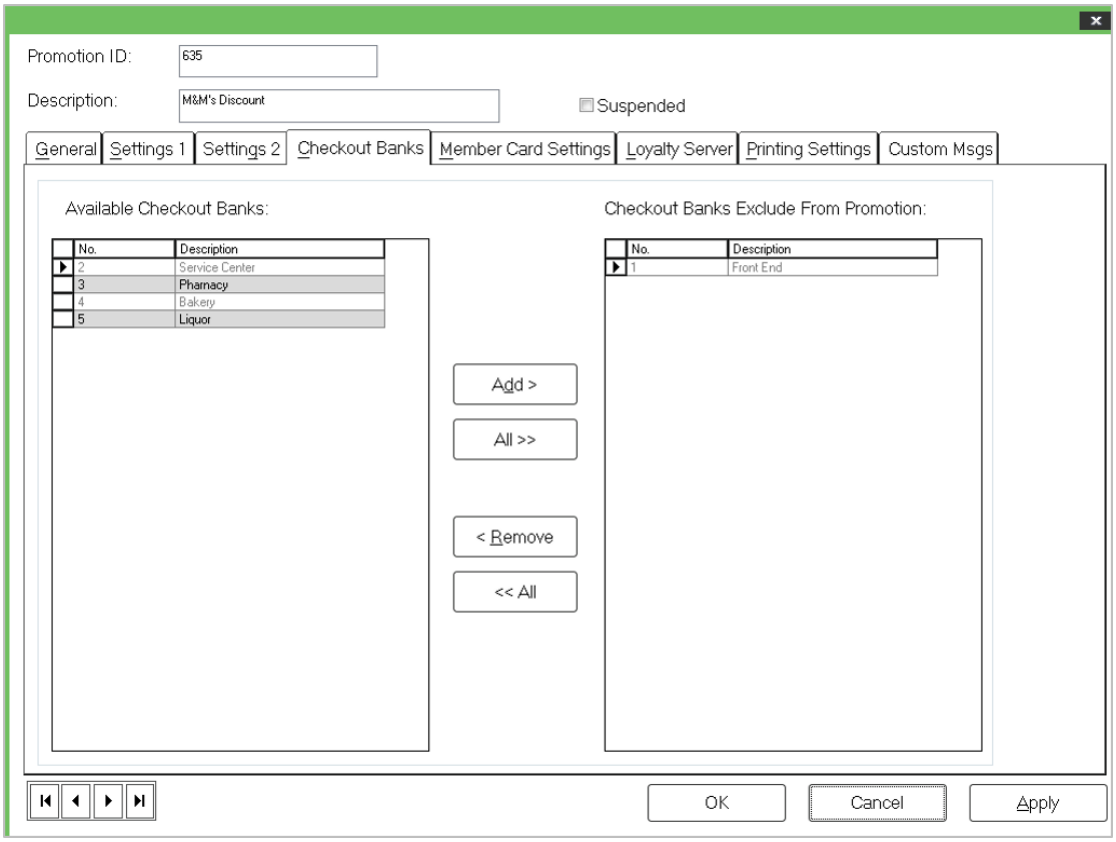


Figure 3-300: Loyalty Enhanced Promotion - Checkout Banks Tab

A checkout bank represents a group of POS terminals within the store. Within this tab, identify the groups of POS terminals where the promotion is to be disabled. For example, a promotion may run on all POS terminals except self-checkout terminals.

To exclude checkout banks from a promotion

1. Select the appropriate checkout bank group, highlight it, and click **Add**.
2. To remove a checkout bank from the Checkout Banks Exclude From Promotion list, select the checkout bank and click **Remove**. To remove all checkout banks, click **<<All.**

3.6.16.7 Member Card Settings Tab

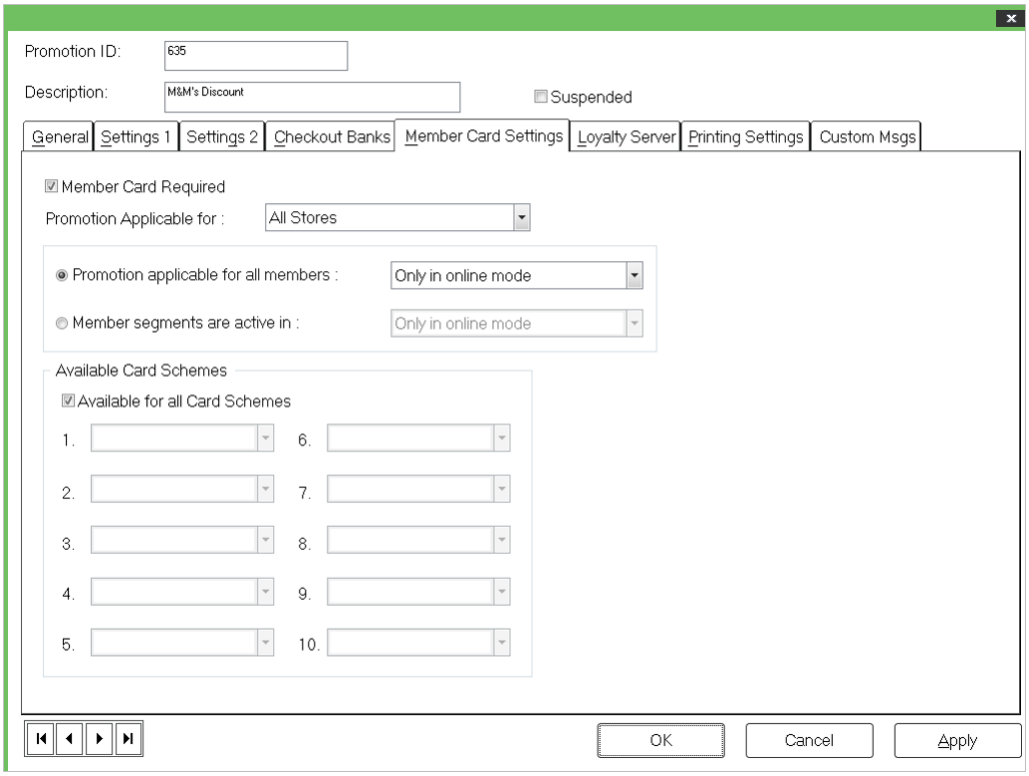


Figure 3-301: Loyalty Enhanced Promotions - Member Card Settings Tab

Field	Description
Member Card Required	If this promotion should be available to member cardholders only, select this option. If selected, choose the targeted card schemes below.
Promotion Applicable for	Specify for whom the promotion is applicable: All Stores, Home Store Only, Home & Neighborhood Stores, or Non Home Store Only.
Promotion applicable for all Members	To limit promotion availability to members by POS Mode, specify the mode for which the promotion is available: Only in Online Mode, Also in Offline Mode, or Only in Offline Mode.
Promotion segments are active in	To limit promotion availability to segments by POS Mode, specify the mode for which the promotion is available: Only in Online Mode or In Offline Mode Always Apply.
Available Card Schemes area:	

Available for all Card Schemes	Check this box to make the promotion available to all card schemes. If not selected, specify which of the 10 card schemes can use the promotion.
Schemes 1-10	Click the selection arrow for each field and select up to 10 different card schemes that can access the promotion.

3.6.16.8 Loyalty Server Tab

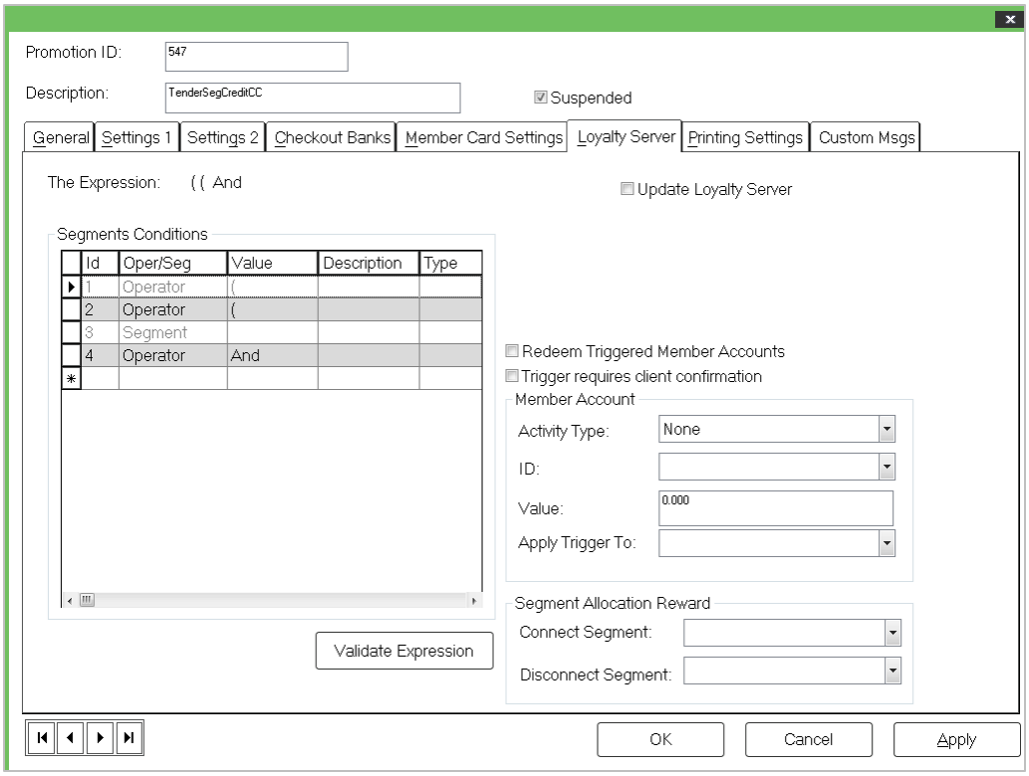


Figure 3-302: Loyalty Enhanced Promotion - Loyalty Server Tab

The Loyalty Enhanced Promotion Screen's Loyalty Server Tab provides the store the ability to create and validate promotions that contain AND/OR/NOT (Boolean Operator Structure) expressions with established segments. The validation process is required and ensures the expression is logically correct. For example, the following segment condition expression is valid:

((7 or 8) and 9) or 10

Expressions are built using the Segment Condition rows and validated using the Validate Expression button.

Note:

Segment conditions also appear on the Loyalty Server tab of both the Loyalty Group Promotions screen and Loyalty Level Promotion screen. However, parentheses do not appear as available operators.

Note:

If you try to apply the expression before pressing the Validate button, the following message displays:

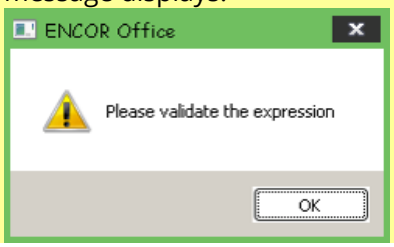


Figure 3-303: Validation Message

If the expression fails validation, the following error displays:

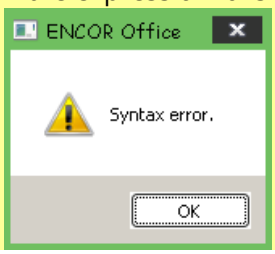


Figure 3-304: Validation Error

Modify the expression to comply with Boolean Operator rules. To remove one or more rows, click the rows and press the **DELTE** key. A confirmation message displays:

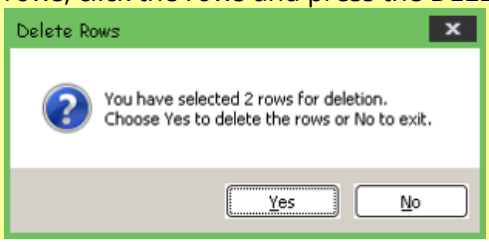


Figure 3-305: Delete Confirmation

Field	Description
The Expression	(Read Only) – This field contains the results of the expression built using the Segment Condition rows.
Update Loyalty Server	Select this checkbox to specify that the loyalty server is in use to verify members' account balances and activities for continuity purposes. For example, to track how many visits were recorded monthly in the Visits member account, check the customer's balance in the Points account or how many points the customer redeemed from the account that month. Using the loyalty server enables multi-ticket promotions. **Note:** This is only relevant to systems that support the Loyalty Pro Server Engine.

ID	This field contains the unique identification number for the row operator or row segment (assigned manually by the user or automatically by the system).
Oper/Seg	Click the field selection arrow and select to insert an Operator or Segment into the expression.
Value	For Operators, click the field selection arrow and select **None**, **And**, **Or**, **Not**, "**(**" or "**)**". For Segments, click the field selection arrow and select the segment to insert into the expression.
Type	(Read Only) – For segment rows, this field contains the segment type (Target, Manual, or Automatic).
Redeem Triggered Member Accounts	For Member Account Group Type promotions, check this box to redeem all member accounts.
Trigger Requires Client Confirmation	For Member Account Group Type promotions, check this box to require the client to confirm the redemption.
Member Account area:	
Activity Type	Click the field selection arrow and select the type of activity to record for the account specified in the ID field (below). ▪ **None** - No activity is recorded for the specified member account. ▪ **Subtract Value** - Points/credits/units are subtracted from the member account in the specified promotion. ▪ **Add Value** - Points/credits/units are added to the member account in the specified promotion. ▪ **Redeem Trigger M/A -** Check this box to redeem the member account. ▪ **Reset Balance to Zero -** Points/credits/units are set to 0. ▪ **Reset Balance to Initial Value** - Points/credits/units are set to their previous value.
ID	Click the field selection arrow and select the member account for the activity type selected (above).
Value	Enter the value associated with the activity type selected (above).
Apply Trigger To:	Click the field selection and choose whether the promotion should be triggered by a sufficient Current Balance, Opening Balance, or in Earnings this visit.
Connect Segment	Click the field selection arrow and choose the loyalty segment to assign to the customer if the promotion is awarded to the customer.

Disconnect Segment	Click the field selection arrow and choose the loyalty segment to remove from the customer if the promotion is awarded to the customer.

3.6.16.9 Printing Settings Tab

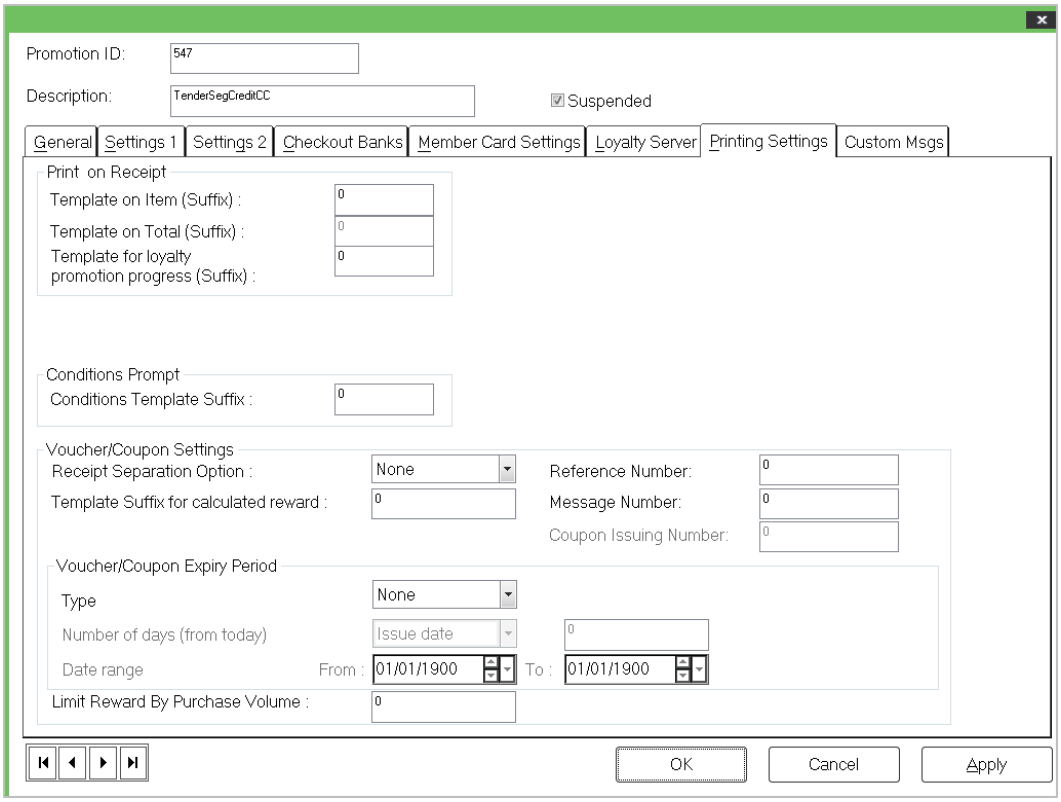


Figure 3-306: Loyalty Enhanced Promotion - Printing Settings Tab

Field	Description
Print on Receipt area:	
Template on Item (Suffix)	Enter the Template ID number representing the message that is printed for the promotion item on the ticket. The message is defined in Templates/Multi Part Receipts.
Template on Total (Suffix)	For Order Value Group Types, enter the template ID number representing the message that is printed for the promotion total on the ticket. The message is defined in Templates/Multi Part Receipts
Template for Loyalty Promotion Progress (Suffix)	Enter the template ID number used to prompt the cashier for conditions when customers are redeeming rewards with coupons.
Conditions Prompt area:	
Conditions Template Suffix	Enter the template ID number used to display a message on the cashier display that specifies the conditions in which a coupon is accepted at the POS terminal (for example, to display the prompt “Present 2 Coupons to Get a specific reward”).

Voucher/Coupon Settings area:	
Receipt Separation Option	Select whether the promotion template should be printed separately from the goods receipts. The options are None or Multiple Receipt.
Template Suffix for Calculated Reward	Enter the template ID number used to print the reward on the voucher.
Reference Number	This field indicates the reference number of the Loyalty Promotion Engine (LPE) barcode programming definition linked to the promotion voucher. (See "Barcode Programming" for more information).
Message Number	This field indicates the number of the Loyalty Promotion Engine (LPE) message definition linked to the promotion voucher.
Coupon Issuing Number	For reference number printing, enter a number (up to six digits in length) to assign to the coupon/voucher issuance.
Voucher/Coupon Expiry Period area:	
Type	Select the validation period of the voucher: None (do not expire), Number of Days (see below), Date Range, or Always Valid.
Number of Days (from today)	For types of Number of Days, select the validity period: Issue Date (followed by a specified number), One day from issuing, One week from issuing, Two week from issuing, First of next month.
Date range	For types of Date Range, select the date range the voucher/coupon is valid.
Limit Reward by Purchase Volume	This field specifies the maximum spend amount based on the volume of items on which a reward is issued. For example, if $500 is entered, when the calculated reward reaches $500 of purchase volume, even as the customer buys more the reward is calculated on $500.
Cashier/Customer Targeted Message area:	
Template Name	For Target Message reward types, enter the template number or actual text linked to the message that is displayed either on cashier display or printed on the slip.
Target Message Reward area:	
Cashier Display	Enter the template ID number used to display personalized messages on the cashier display followed by the timing of the message: Upon Promotion Triggered, After Total, or At the End of the Transaction.

Customer Display	Enter the template ID number used to display personalized messages on the customer display followed by the timing of the message: Upon Promotion Triggered, After Total, or At the End of the Transaction.
Receipting Printing	Enter the template ID number used to print personalized messages on the customer receipt followed by the timing of the message: Start Ticket, Total Section, End of Ticket, or Separate Receipt.
Special effect at the POS	Specifies the way the message is presented at the POS: None (no special effects), Light (the message flashes on the screen as it is displayed), or Sound (the POS terminal beeps when the message is displayed).

3.6.16.10 Custom Messages Tab

The Custom Messages tab is divided into five sections:

- **Cashier/Customer Incentive Message –** Used as an incentive for receiving promotion rewards when there is partial accumulation of promotion bucket and the customer is not entitled for the reward yet. For example, "Buy 3 more milks and get one for free!"
- **Cashier/Customer Approval Message –** Used as a means for performing required "two way" flow of customer/cashier approval prior to promotion execution. For example, "Would you like to redeem 100 points for receiving free snack item?"
- **Target Message Reward –** Used to communicate a message at the end of a ticket. Triggered by a promotion, the message is presented on the cashier and customer displays or printed on the customer receipt.
- **Cashier/Customer Targeted Message –** Used to identify the **ENCOR** template for printing the target message.
- **Communication of Reward Message –** Used to communicate the promotion reward when the reward received. The most common use of this message type is for reward types that are not exhibited immediately on the receipt. For example, the customer may be presented with the message, "Congratulations you are entitled to receive a coupon!"

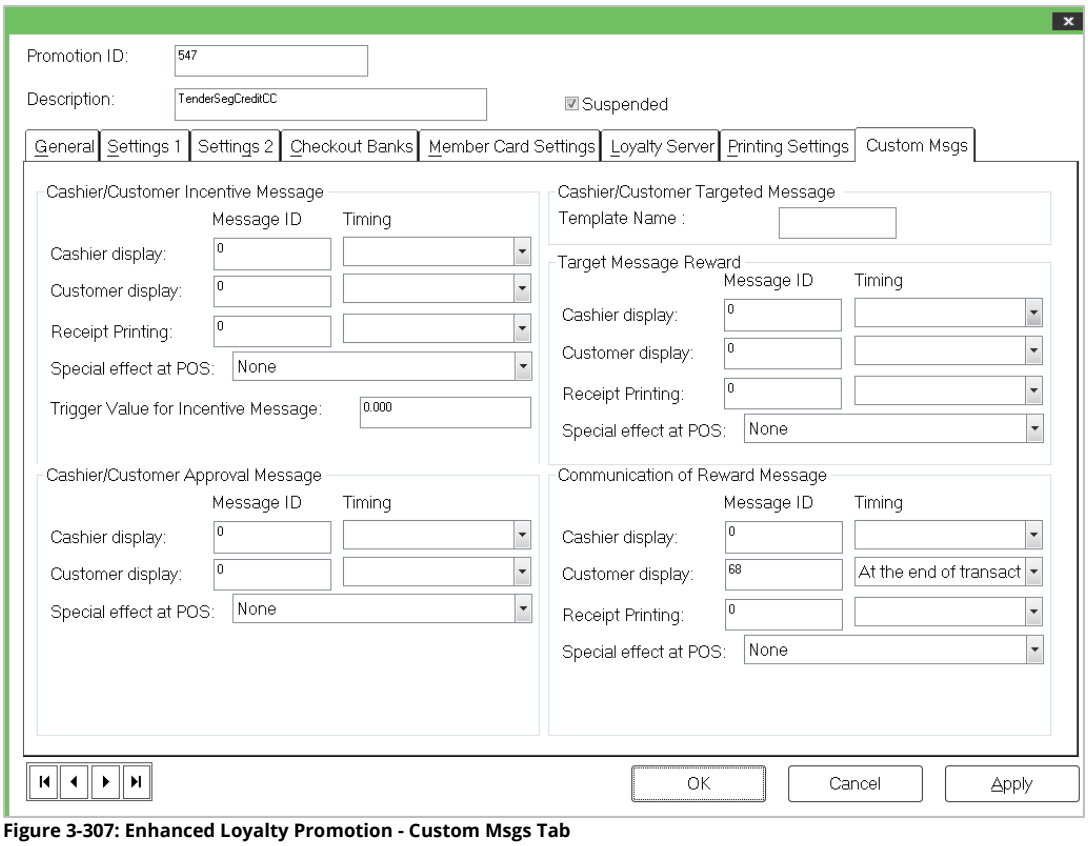


Figure 3-307: Enhanced Loyalty Promotion - Custom Msgs Tab

The following fields appear on the Custom Messages tab.

Field	Description
Message ID	This field displays the message identification number as defined in the loyalty database.
Timing	This field defines when the message is received: Upon promotion triggered, After Total, At the end of the transaction, Prior Promotion trigger.
Special effect at POS	Not used in this release.
Trigger Value for Incentive Message	This field defines when in the partial accumulation bucket an incentive message should be issued.
Template Name	This field defines the **ENCOR** template to use for targeted messages.

3.6.17 Loyalty Group Promotions (Base)

The Loyalty Group Promotion module enables you to view existing group promotions defined in the system, create new loyalty group promotions, or update existing details. Group promotions encourage customers to buy items from different groups of items, each with a different trigger type and threshold for the reward to be given. Customers qualify for rewards by purchasing the quantities and/or amounts specified.

To Add a Loyalty Group Promotion

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance > Loyalty Group Promotions**. The Group Promotions list is displayed.

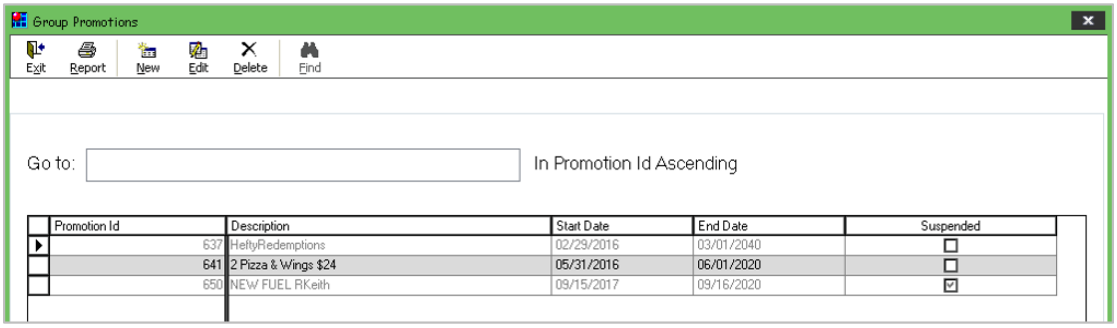


Figure 3-308: Group Promotions List

2. Click **New**.
3. Enter an unused promotion ID and press **ENTER**. The "Record Changed, Saved?" message appears.
4. Click **Yes**.
5. Enter a description for the promotion and press **ENTER**.
6. On each tab, set the properties and options as required (*see below*).
7. Click **OK** or **Apply** to save.

Note:
Check the **Suspended** checkbox to suspend any active loyalty promotion.

Note:
Check the **Activate Promotion Collection** checkbox to indicate that this promotion includes a collection of promotions set up to work together. One promotion is triggered by another promotion.

3.6.17.1 General Tab

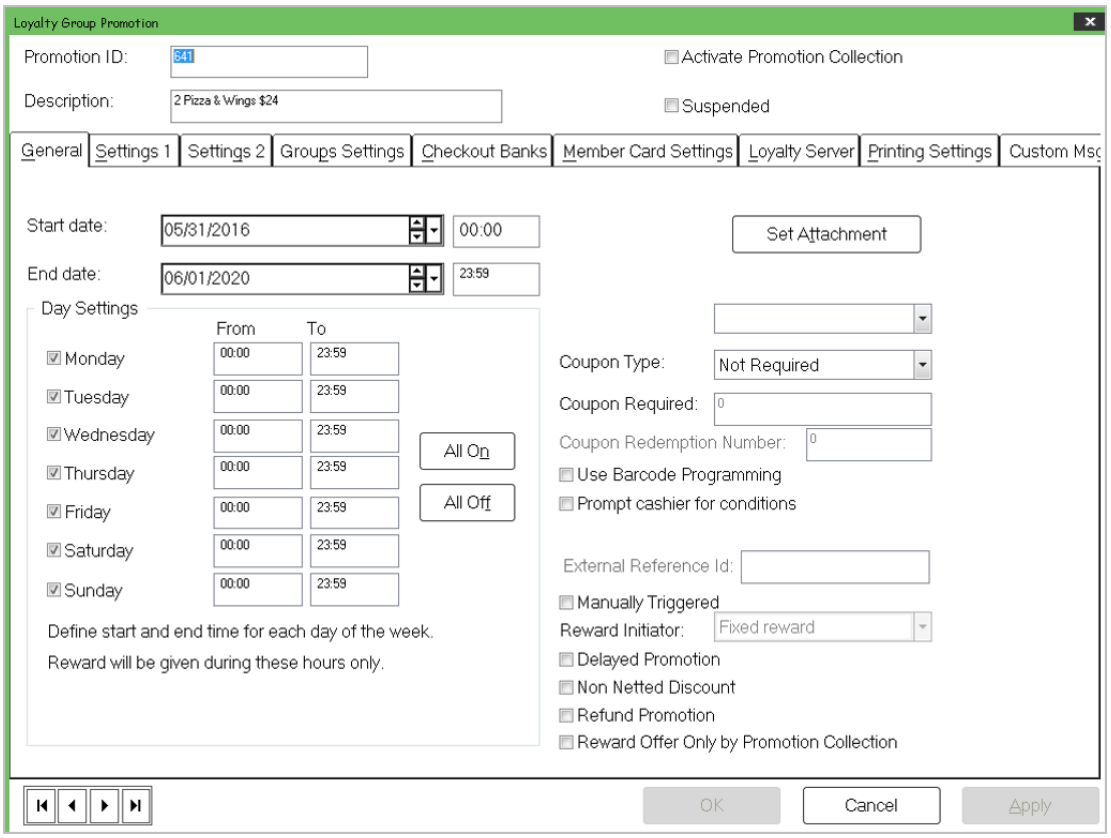


Figure 3-309: Loyalty Group Promotion - General Tab

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Day Settings area:	
Mon - Sun From - To	Select the days and times on which the promotions are to run. **Note:** The All On button enables the promotion for each day of the week. The All Off button disables the promotion for each day of the week and resets times to 00:00 and 23:59.

Set Attachment	Click **Set Attachment** to link one of the following to a promotion (see "Set Attachment Screen"): ▪ Link by UPC ▪ Link by Mix and Match ▪ Link by Department ▪ Link by Manufacturer ▪ Link by Price Group ▪ Link by Segments ▪ Link by Subdepartments ▪ Link by Internal Codes ▪ Link by Reset Segments ▪ Link by Promotion ▪ Link by Tender ▪ Link by Supplier **Note:** Dynamic Item Attributes flagged for "Allow Member Promotion Attachment" will also be listed here as links.
Coupon Parameters Area:	
Credit Program	For reward types of Credits and Credits Per Item (see "Settings 1 tab" below) select an existing credit program where points/miles earned from this promotion will accrue.
Coupon Type	If a coupon is required to award this promotion, select either: ▪ Not Required – A coupon is not required to receive the promotion. ▪ One Time Only – A coupon must be scanned only once for the promotion to be eligible to be awarded multiple times. ▪ One time Per Reward – A separate coupon must be scanned each time the redemption is awarded.
Coupon Required	Enter the coupon number required to be scanned to award the promotion. The coupon number is usually issued by the vendor or manufacturer. **Note:** This field is only applicable if you selected a coupon type of One Time Only or One Time Per Reward.
Coupon Redemption Number	For coupon required promotions, enter a number (up to six digits in length) to assign to the coupon redemption.

Use Barcode Programming	Click this field to make this promotion available for selection within the Barcode Programming screen's Fixed Promotion field when setting loyalty promotion parameters for coupon promotion barcodes. (A fixed promotion indicates that the promotion ID is fixed and not extracted from the coupon barcode.)
Prompt Cashier for Conditions	Click this field to indicate predefined conditions must be met to enable the reward. The conditions are prompted on the cashier's display screen.
Manually Triggered	Check this field to allow the cashier to manually trigger a promotion at the POS terminal. For example, the cashier may offer the customer items at a special discount (which were not in the customer's basket). If the customer wishes to buy the item, the cashier triggers the promotion manually.
Reward Initiator	For manually triggered promotions, select how the reward is retrieved: ▪ Fixed Reward – Indicates that the reward is retrieved from the discount defined in the Discount Maintenance module. ▪ Cashier Entered Reward – Indicates that the reward is entered manually by the cashier. The discount options are selected from a list of discounts retrieved from the discount percentages defined within Discount Maintenance (under the Database Management's Financial folder). **Note:** When using the manual trigger and the POS is in sales mode, the manual promotions list is displayed. If in tender mode, the total ticket promotions list is enabled.

Delayed Promotion	Select this checkbox to delay the promotion until the **Total** key is pressed at the POS. (This feature is helpful when random weight items are attached to the promotion and it is necessary to wait until the end of the transaction to determine which item to award the promotion to). **Note:** For reward types of percent off order (see below), this box must be checked. **Note:** For reward types of Target Message for Proof of Purchase receipts, check this flag to delay the printing of Proof of Purchase receipts until after tendering.
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from department net sales. Discounts will be charged to the mark down department (see Setting 1 tab). Typically, manufacturers sponsor non-netted promotions and the stores are reimbursed for the promotional amount.
Refund Promotion	This option specifies that the promotion is refundable at the POS terminal. This field works in conjunction with Staff Discounts. For example, if an employee purchases an item and receives a 10% discount, on returning the item and swiping a staff discount card, the money returned on the item will automatically be calculated less the 10% discount received on promotion.
Reward Offer Only by Promotion Collection	This field is used when setting up a cross promotion, which is a collection of promotions set up to work together. (See “Link by Promotion Attachments”). One promotion is triggered within another promotion.

3.6.17.2 Settings 1 Tab

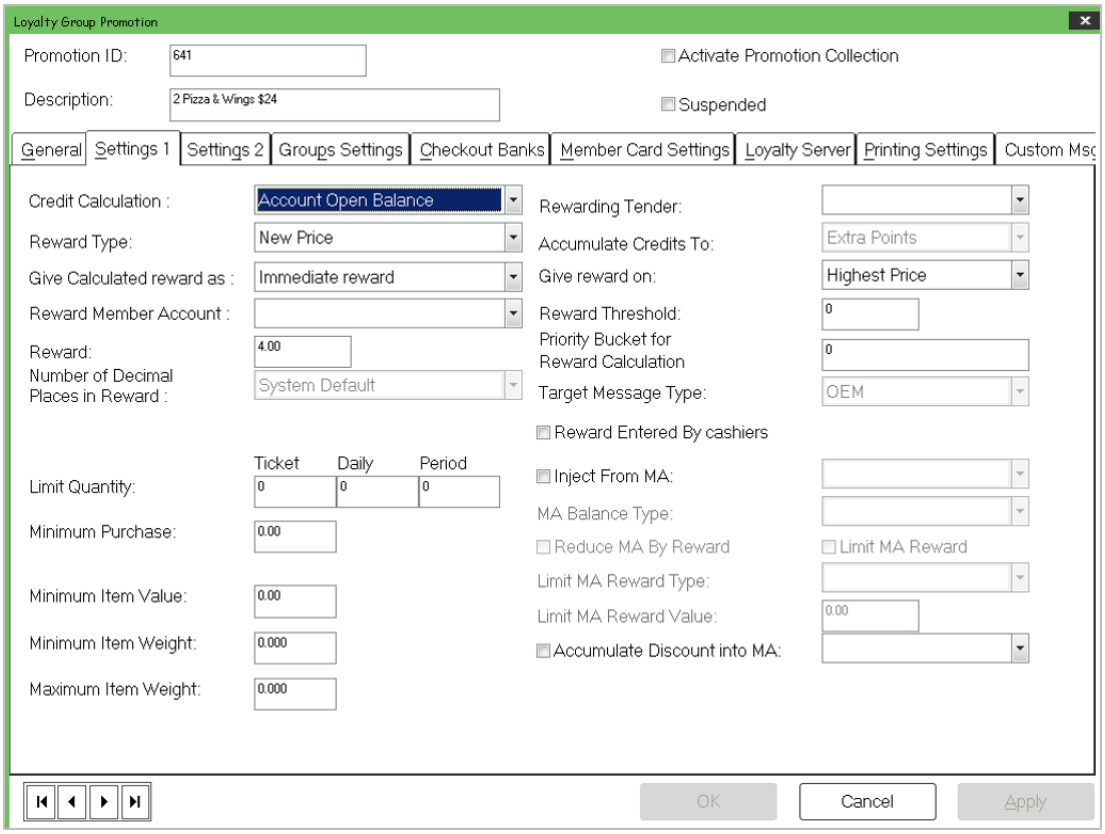


Figure 3-310: Loyalty Group Promotion - Settings 1 Tab

Field	Description
Credit Calculation	Select the way in which the system calculates the points earned during the promotion: ▪ **Acc Open Balance** - Indicates that the member must meet the trigger value at the beginning of the transaction. For example, if the trigger value is 1000 points and the customer has only 900 points at the beginning of the transaction and the customer earns another 100 points within the transaction, the reward is not issued until the next purchase. ▪ **Include Ticket Earnings** - Indicates that the member's balance must meet the specified trigger value at the end of the transaction. For example, if the trigger value is 1000 points and the customer has 900 points and earns 100 points within the current transaction, the reward is issued. ▪ **Ticket Earnings Only** - Indicates the system only calculates points earned in the current ticket.

Reward Type	Select the type of promotion reward to award the customer: ▪ Cash – Cash off total (not per item) ▪ Percentage Off – Percent off item ▪ New Price – New price for item ▪ Amount Off Per Item – Amount off per each item ▪ Amount Off Per Pound – Amount off per each pound ▪ New Price Per Pound – New price per pound ▪ Free Item – Issue a free item ▪ Percent Off Order – A percentage off the transaction total ▪ Amount Off Order – An amount off the transaction total ▪ New Price per Item – New price per "each" item. ▪ Coupon – Issue internally printed coupon **Note:** For reward types of Coupon, select a Give Calculated Reward Setting (below) of **Coupon**. ▪ Free UOM – Free Unit of Measure (i.e. Free Pound) ▪ Credits – Credits/Points awarded per transaction ▪ Credits Per Item – Credits/Points per Item ▪ Target Message – Generate target message ▪ Member Account – Member Credits/Points per transaction **Note:** If you select **Member Account**, select the relevant member account from the Reward Member Account drop-down list to add credits/points.
Give Calculated Reward As	Select the way to issue the calculated reward. For example, if the reward type is Cash and this field is set to **Voucher**, the promotion prints a voucher from the template, displaying the cash reward. The options are: Immediate Reward, Member Account, Voucher, and Coupon.
Reward Member Account	Click the field selection arrow and select the name of a specific member account to reward.

Reward	Based on the reward type chosen (above), enter the reward amount (in amount off, percent discount, new price, credit points/miles, quantity of free items, message number, etc.). **Note:** The message number must be the last digits in the template files. For example, if the template name is TARGE00002, enter a **2** in this field.
Number of Decimal Places in Reward	Select the number of decimal places within the reward value. For example, if set to **2**, a reward value of **100** represents 1.00.
Limit Quantity	This field applies limitations to the reward based on the fields used. ▪ In the Ticket field enter an amount to specify the transaction redemption limit. For example, in one transaction the customer may be limited to redeem up to 100 points, or if the reward is a free item, the customer may be limited to receive the reward only once per transaction. ▪ In the Daily field enter an amount to specify the daily redemptions limit. For example, a customer may be limited to redeeming up to 250 points per day, or if the reward is an amount off, the customer may be limited to receive the reward only three times during that day. ▪ In the Period field enter an amount to specify the maximum total redemptions limit. For example, a customer may be limited to redeeming a specified number of points throughout the promotion, or if the reward is a free item, the customer may be limited to receive the reward only three times during the entire promotion.
Minimum Purchase	Specify the minimum-qualifying transaction purchase amount to allow the reward.
Minimum Item Value	Specify the minimum item value (of the attached items) that determines if the PLU qualifies to be included in the promotion calculation.
Minimum Item Weight	Specify the minimum item weight (of the attached items) that determines if the PLU qualifies to be included in the promotion calculation.
Maximum Item Weight	Specify the maximum item weight (of the attached items) that determines if the PLU qualifies to be included in the promotion calculation.

Rewarding Tender	Based on the selected reward type, specify the relevant tender type the POS terminal calculates the award. For example, if Cash is selected, the POS terminal accounts for all the rewards allocated in cash.
Priority Reward for Reward Calculation	This field displays the priority that determines the promotion priority to calculate the reward in a case where two promotions with the same item are triggered in the same ticket. A set of predefined rules determines the promotion priority based on the bucket type and reward type.
Accumulate Credit To	Not Used. This functionality is enabled in the member account fields only.
Give reward on	▪ From the drop-down list, select **Highest Price** or **Lowest Price** to specify that if there is more than one item offered on the promotion, the reward applies either to the highest priced or lowest priced item.
Reward Threshold	Specify the maximum number of times that a customer may receive the reward. For example, if a promotion specifies buy 1 get 1 free, and the Reward Threshold is 2, the customer may only get the reward twice. If the customer purchases the item a third time, no reward is issued.
Priority Bucket for Reward Calculation	Enter a bucket number to prioritize the promotion in case two promotions with the same item are triggered in the same ticket. A set of predefined rules determines the promotion priority based on the bucket and reward type.
Target Message Type	For Reward Types of Target Message, select type of target message from the drop-down list: OEM or Voucher.
Reward Entered by cashiers	(Optional) Check this box if the cashier will be selecting the reward type at the POS terminal manually. If this option is selected, do not select a reward type.
Inject From MA	If checked, the fuel promotion reward will be based on qualifying accumulated values (plus purchasing qualifying items in qualifying amounts or quantities) and will decrease the value in the member account.
From MA	Click the field selection arrow and choose the available member account from which to inject the reward.
MA Balance Type	Click the field selection arrow and choose whether to validate the reward based on current balance (opening balance plus the accumulation in the current transaction), opening balance, or earnings this visit.
Reduce MA By Reward	If checked, the member account balance will be reduced by the reward value. If left unchecked, the member account balance will be unchanged.

Limit MA Reward	If checked, the reward will be limited. If left unchecked, the reward will be unlimited.
Limit MA Reward Type	Click the field selection arrow and choose whether to limit the new price the item can be reduced to after discount (Minimum New Price), limit the maximum discount amount that can be given (Maximum Reward Amount) or to limit the maximum percentage discount that can be given (Maximum Reward Percentage).
Limit MA Reward Value	Based on the "Limit MA Reward Type", enter the corresponding Minimum New Price, Maximum Reward Amount, or Maximum Reward Percentage.
Accumulate Discount into MA	This setting indicates the designated member account where discounts will accumulate.

3.6.17.3 Settings 2 Tab

Use the fields on this tab to define the promotion conflict settings if a group of promotions are defined that offer the same reward items. These rules govern the behavior of the group at checkout time.

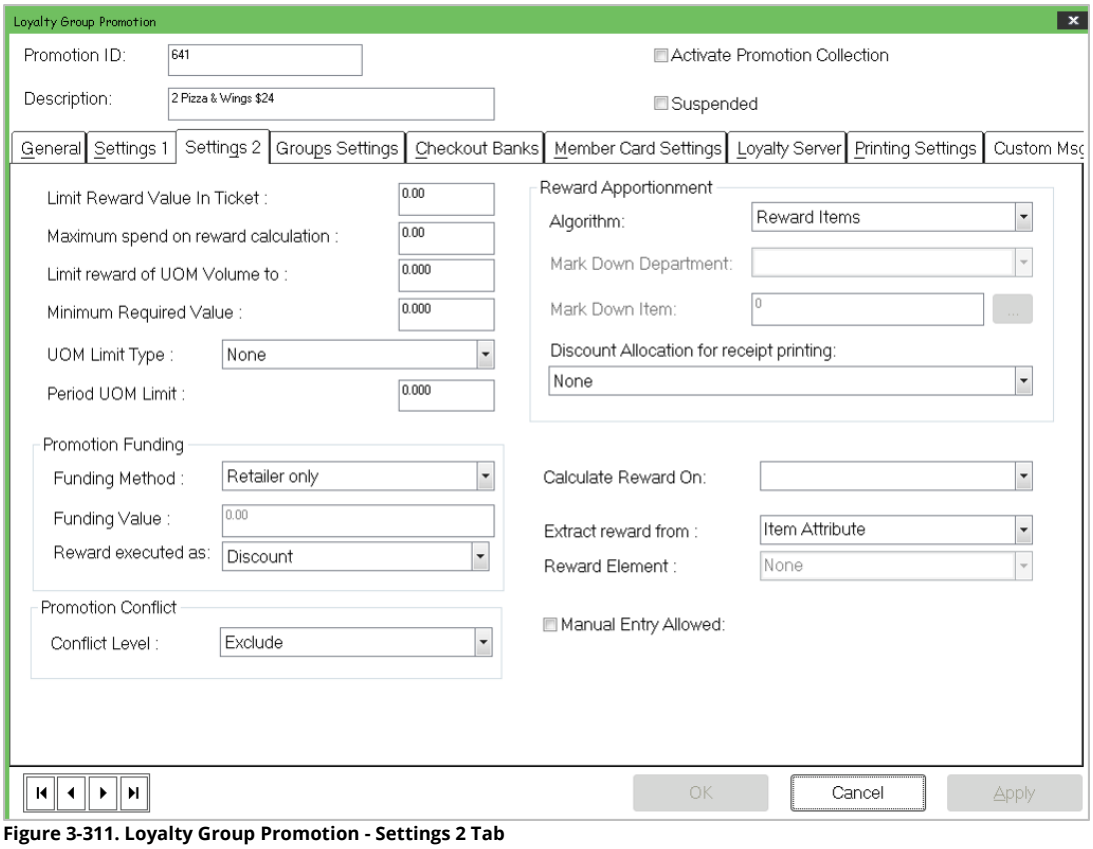


Figure 3-311. Loyalty Group Promotion - Settings 2 Tab

Field	Description
Limit Reward Value in Ticket	Enter the dollar limit for the reward amount in a specific ticket.
Maximum spend on reward calculation	Enter the maximum dollar amount that can be used in the reward calculation.

Limit Reward of UOM Volume to	Enter the measure volume limit (i.e. weight) that can be used in the reward calculation.
Minimum Required Value	Enter the minimum measure volume required to be used in the reward calculation.
UOM Limit Type	This field contains the UOM type on which the promotion will be limited: Gram, Kg, Oz, Liter, Gallon or Pound.
Period UOM Limit	This field contains the maximum UOM quantity to which the promotion will be limited.
Promotion Funding area:	
Funding Method	Click the field selection arrow and specify the source of the promotion funding. For example, "Retailer only" indicates that the entire amount of the reward is pledged by the retailer and not the supplier. **Note:** Set this field to **None** when the funding should be calculated in the redemption promotion and not in the issuing promotion (as in the case of a coupon promotion).
Funding Value	For funding methods of "Supplier Percentage Contribution" or "Supplier Amount/Item Contribution," specify the amount or percentage of the reward in the promotion which is covered by the supplier.
Reward Executed as:	Click the field selection arrow and select if the reward is a Discount, Mean of Payment, or a Mix Discount and Mean of Payment.
Promotion Conflict area:	

Conflict Level	Promotion conflicts are used to define the rules when more than one promotion is running at the same time with the same rewards on offer. Select the relevant option to enable the system to determine how to calculate rewards when there is more than one promotion offering the same items. The options are: ▪ **Default (in conflict)** - Indicates that the customer receives the best deal. ▪ **Exclude (out of conflict)** - Indicates that there is no conflict and the customer receives all rewards if requirements are met. ▪ **Always Wins** - Indicates that the customer always receives the promotion. If there are two defined with Always Wins, the customer receives both promotions. ▪ **Always Loses** - Indicates that the specified promotion always loses. If there are two promotions defined with Always Loses, the customer receives the better deal between the two promotions.
Reward Apportionment area:	

Algorithm	Click the field selection arrow and select an option on how the discount is allocated internally for tracking purposes. For example, the discount may be calculated and allocated over all the items, on the trigger items only, or to a designated department. ▪ **None** - Indicates that the discount is not allocated to any specific item. ▪ **All Linked Items** - Indicates that the discount is allocated to all items complying with the conditions. ▪ **Participating Items** - Indicates that the discount is allocated to all items included in the promotion. ▪ **According to Range** - Indicates that the discount is allocated to a specified range of items. (This field is parameter controlled.) ▪ **Reward Items** - Indicates that the discount is allocated to the items that trigger the promotion. This option is only valid with the reward types of Free Item and Percentage Off. ▪ **Mark Down Department** - Indicates that the discount is allocated to a specific department that triggers the promotion. If selected, the Mark Down Department (below) will be enabled to specify the department against which the reward is to be apportioned. ▪ **Mark Down Item -** Indicates that the discount is allocated to a specific item that triggers the promotion. If selected, the Mark Down Item field (below) will be enabled to specify the item against which the reward is to be apportioned. **Note:** The General System Parameter "Reward Apportionment Active" (located in Store > Technical > Loyalty Pro) must be set to **Yes** for this feature to be enabled.
Mark Down Department	For algorithm types of Mark Down Department, click the field-selection arrow and select the department against which the reward is to be apportioned.
Mark Down Item	For algorithm types of Mark Down Item, click the ellipsis button and use the PLU Item Selection to select the item against which the reward is to be apportioned.

Discount Allocation for receipt printing	Click the field selection arrow and select a reward receipt printing option: ▪ **None** – Do not print on receipt. ▪ **Apply discount on coupon** – For coupon rewards, print the discount on the coupon. ▪ **Print Rewarded Item Description as Promotion Description** – Print the promotion description in place of the item description.
Calculate Reward On	Click the field selection arrow and select a reward rounding option: ▪ **Rounded to the last trigger level** – Round to the last triggered reward level. ▪ **Exact Amount (not rounded)** – Do not round.

3.6.17.4 Group Settings Tab

In the Group tab, select a group type for each group and apply a threshold to specify how much of each item the customer must buy or spend. Each group may be based on a different group type. For example:

- Group 1 may specify that the customer must purchase a specified number of units.
- Group 2 may specify that the customer must purchase items by weight.
- Group 3 may specify that the customer must spend a specified value of items.

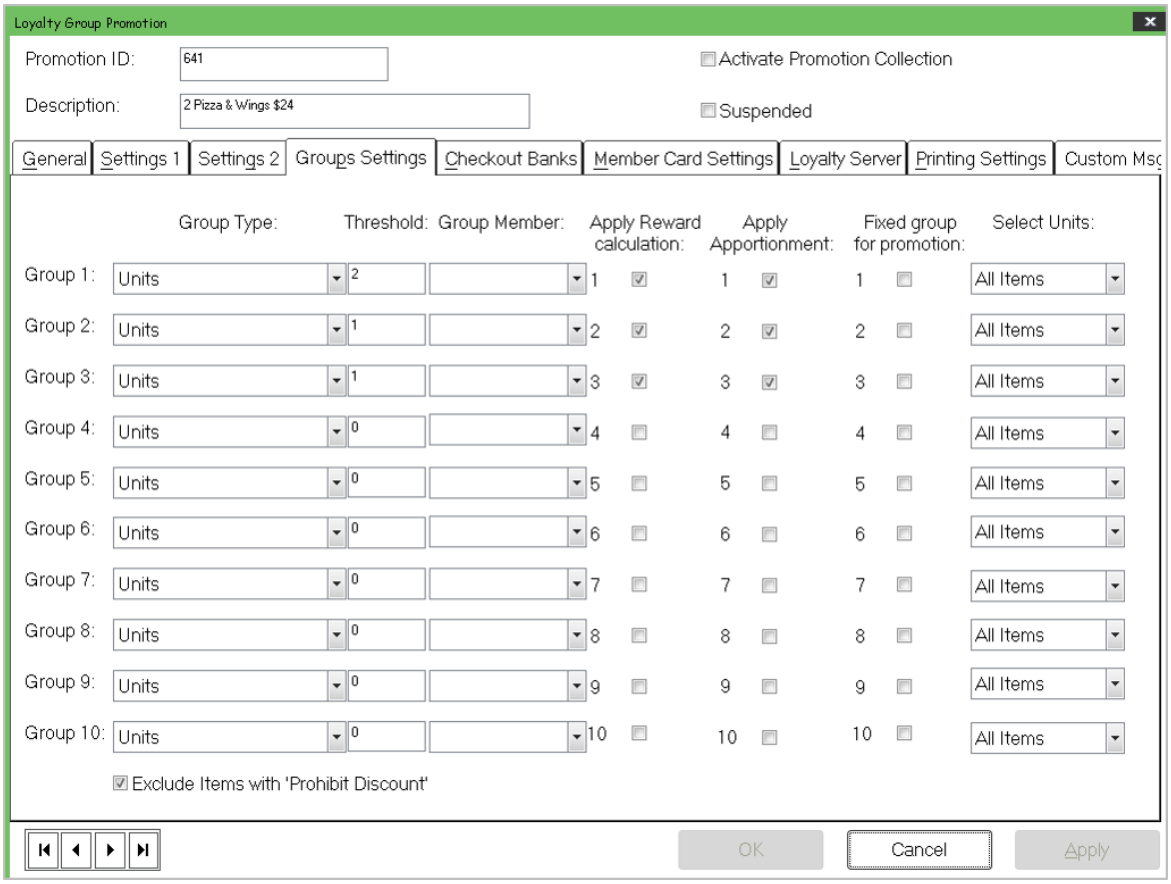


Figure 3-312. Loyalty Group Promotion - Groups Settings Tab

For each group to be included in the Group Promotion (up to 10 maximum), establish settings as follows:

Field	Description
Group Type	Click the field selection arrow and assign a trigger for the group: ▪ **Units** – Buy a specified number of units. ▪ **Weighted/Decimal** – Buy a specified weight or decimal amount. ▪ **By Value** – Buy a specified amount of items. ▪ **Order Value** – Buy any items as long as the ticket meets the value specified. If this group type is selected, select the Percent Off Order, or Amount Off Order in the Reward Type options (Settings 1 Tab). ▪ **Promotion Trigger** – For linked promotions, by fulfilling the conditions of one promotion it will contribute towards the threshold of a second promotion. ▪ **Member Account** – Customer must be a member of the specified member account to trigger the reward.

Threshold	Based on the Group Type selected, enter the minimum qualifying quantity or amount to be purchased to allow the reward. For example, if the Group Type is Units and the threshold is 2, the customer must purchase at least two promotion items.
Group Member	Click the field selection arrow and select the specified loyalty member account the customer must be a member of to receive the reward.
Apply Reward Calculation	Check this box to apply the reward to one of the items in the specified group.
Apply Apportionment	Check this box to allocate the discount internally so that the store to track on which items or departments the discount is allocated.
Fixed Group for Promotion	Check this box to indicate that if the customer purchases the total required threshold but did not purchase the items from the specified group, the reward will still be given.
Select Units	For Group Types of Units, click the field selection arrow to apply a condition of: ▪ **All Items** – Indicates that the customer may purchase any one of the items from the linked items if the threshold value is met. ▪ **Different Items** – Indicates that the customer must purchase the specified number of items but each item must be different. ▪ **Same Items** – Indicates that the customer must purchase the specified number of the same item from the list of linked items.
Exclude Items with 'Prohibit Discount'	(Optional) Select this checkbox to ensure that PLU items flagged to Prohibit Discount (Parameters 1 Tab in PLU Maintenance) are not set on promotion.

3.6.17.5 Set Attachment Screen

After establishing groups on the Group Setting tab, attach items to each group. The Set Attachment Screen appears when the Set Attachment button is clicked from the General tab of the Loyalty Group Promotion screen. The screen displays all criteria attached to the promotion.

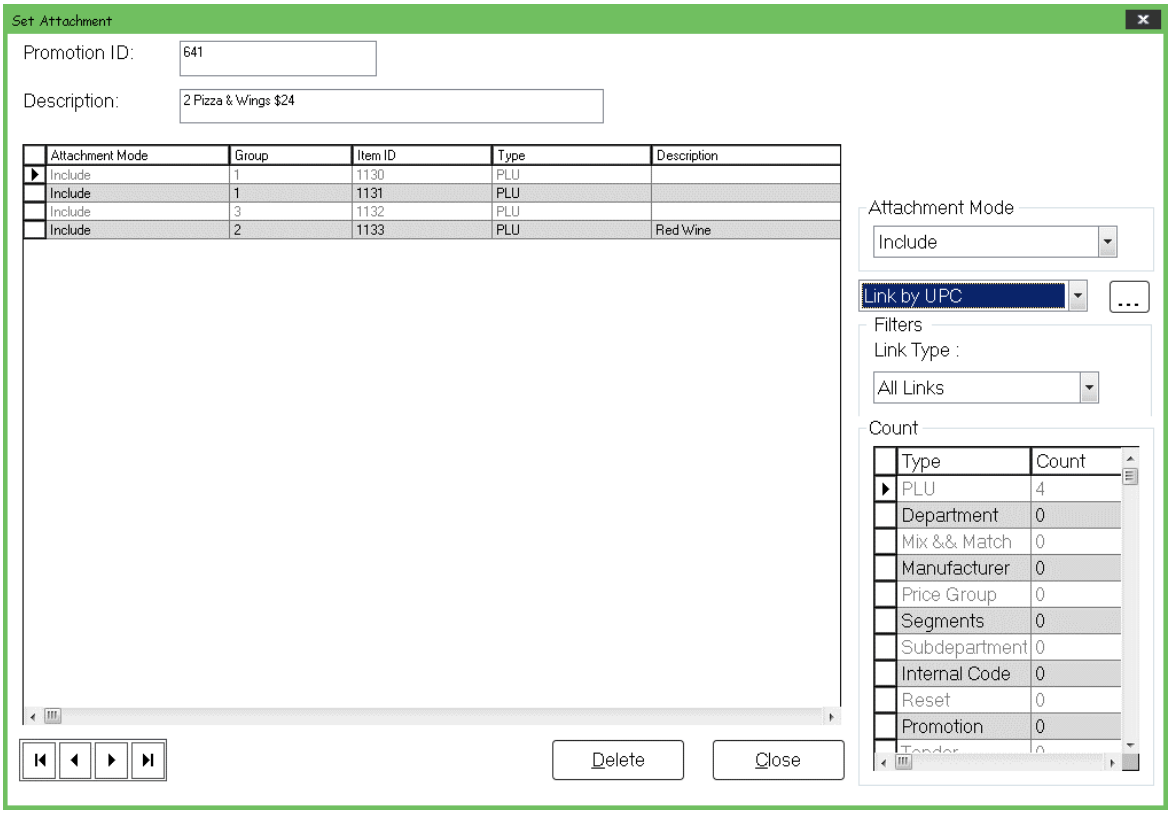


Figure 3-313. Loyalty Group Promotion - Set Attachment

Items can be linked to a promotion using one or more of the following criteria:

- UPC code
- Mix & Match code
- Department code
- Manufacturer code
- Price group
- By segment
- Subdepartment code
- Internal codes
- Reset segments
- Promotion
- Tender
- Supplier

Note:

Segments that can be attached to a promotion are maintained using the Segments Maintenance screen (see “Loyalty Segments” on page 3-291).

The screen displays the promotion attachment count for each criterion in the lower right-hand portion of the screen. The detail section of the screen displays the count detail based on the Link Type filter. To set the filter to only display details for the desired link, click the Link Type field’s selection arrow and choose the specific details to display.

To Attach Criteria to a Promotion:

1. From the promotion's General tab, click **Set Attachment** button. The Set Attachment screen displays.
2. By default, the Attachment Mode field is set to **Include**, indicating that all subsequent, designated links will be attached to the promotion. Change the designation to **Exclude** to indicate items from the subsequent, designated links will be excluded from the promotion (if previously selected).

Note:

The Attachment Mode column in the display area will show Include or Exclude once the criteria have been selected.

3. Click the Set Attachment By field's selection arrow and choose the criteria to add to the promotion.
4. Click the ellipsis [...] button. The Link Group window appears:

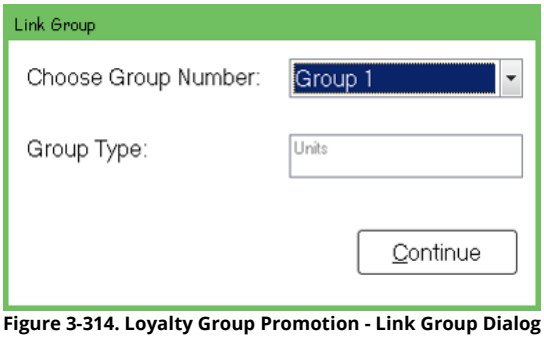


Figure 3-314. Loyalty Group Promotion - Link Group Dialog

5. Click the group selection arrow and specify the group where the criteria will be attached. Items attached to this group through specified criteria (see step 7) will be used to meet a threshold and/or used to issue a reward.
6. Click **Continue**.
7. Based on the criteria selected in step 3:
   - For Link by UPC, use the PLU Item Selector to attach items.
   - For Link by Mix & Match, Link by Department, Link by Price Group, Link by Segments, Link by Reset Segments, Link by Promotion, Link by Tender, and Link by Supplier, place a check next to the identification number in the Multi Selector window.

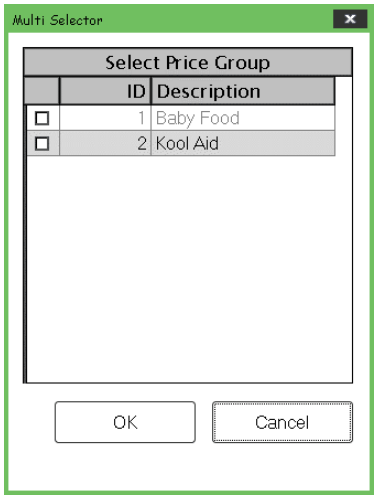


Figure 3-315. Multi Selector Dialog - Select Price Group

Note:
Segments are established in “Segments Maintenance.” A loyalty member promotion reward can be designed to assign a customer to and remove a customer from (i.e. Segment Reset) designated loyalty segments. This feature can be used as part of store reward building by moving customers up to more valuable segments (in terms of future rewards). See the Loyalty Server tab below.

Note:
For joining two single-group promotions (parent child promotions) or promotions that are triggered by another promotion, select **Link by Promotion**.

Note:
When using Link by Tender, you must select a Group Type of **Tender Value** (see Settings 1 tab below).

- For Link by Manufacturer, expand the subdepartment tree, select the desired subdepartment folder and click **OK**.

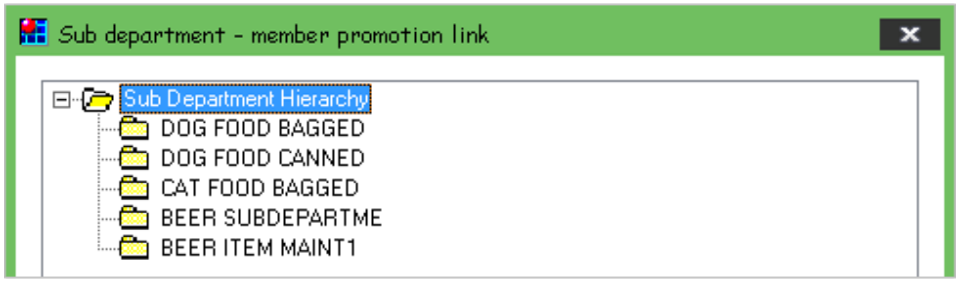


Figure 3-316. Link by Manufacturer - Sub Department Hierarchy

- For Link by Internal Codes, enter a range of internal codes.

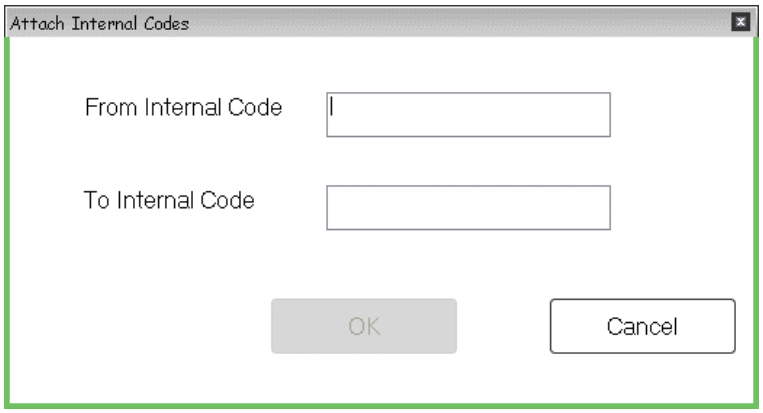


Figure 3-317. Link by Internal Codes - Attach Internal Codes

Note:
Internal codes are only available if the General System Parameter "Internal code (item number) in system" (located in Store > Front Office > PLU and Batch > PLU Options > Validation > Internal Code) is set to **Yes**.

8. When finished attaching criteria, click **Close**.

To Remove Criteria from a Promotion:

1. From the promotion's General tab, click **Set Attachment**. The Set Attachment screen displays.
2. (Optional) Set the Link Type filter to limit the number of detail records listed.
3. Highlight the record to delete and click **Delete**. A confirmation screen displays.

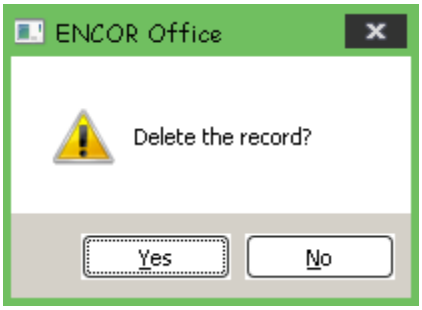


Figure 3-318. Remove Criteria - Delete Confirmation

4. Click *Yes*. The record is removed.

3.6.17.6 Checkout Banks Tab

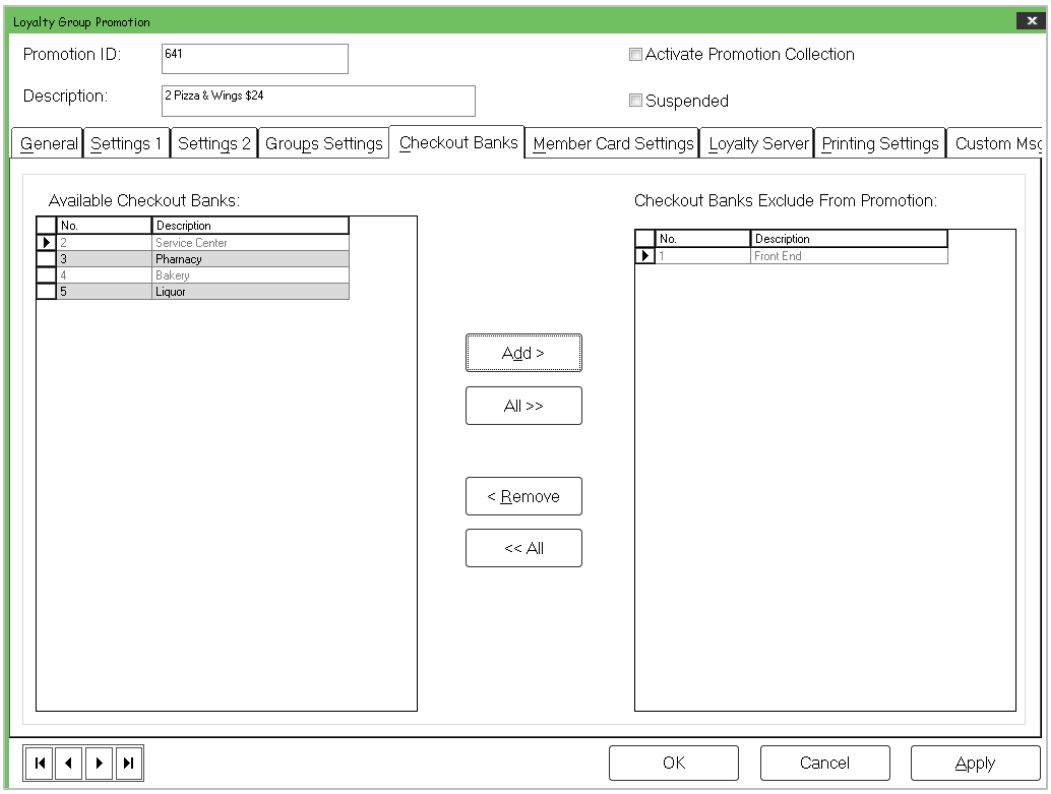


Figure 3-319. Loyalty Group Promotion - Checkout Banks Tab

A checkout bank represents a group of POS terminals within the store. Within this tab, identify the groups of POS terminals where the promotion is to be disabled. For example, a promotion may run on all POS terminals except self-checkout terminals.

To exclude checkout banks from a promotion:

1. Select the appropriate checkout bank group, highlight it and click **Add >**.
2. To remove a checkout bank from the Checkout Banks Exclude From Promotion list, select the checkout bank and click **Remove**.
3. To remove all checkout banks, click **<<All**.

3.6.17.7 Member Card Settings Tab

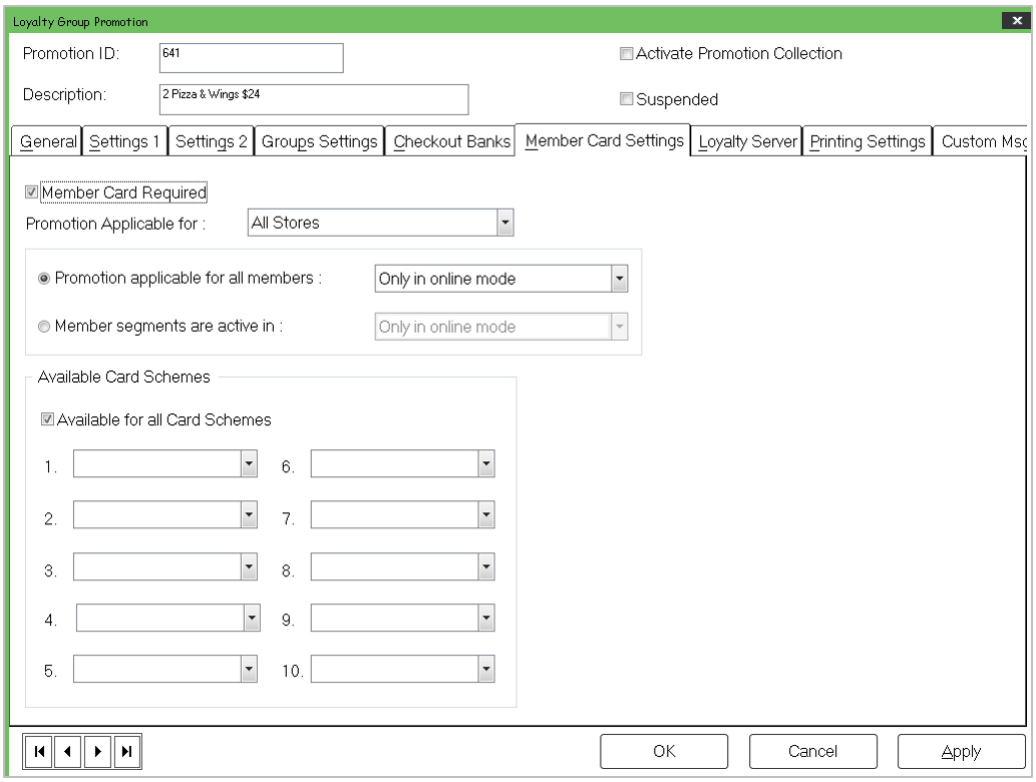


Figure 3-320. Loyalty Group Promotion - Member Card Settings Tab

Field	Description
Member Card Required	If this promotion should be available to member cardholders only, select this option. If selected, choose the targeted card schemes below.
Promotion Applicable for	Specify for whom the promotion is applicable: All Stores, Home Store Only, Home & Neighborhood Stores, or Non Home Store Only.
Available Card Schemes area:	
Available for all Card Schemes	Check this box to make the promotion available to all card schemes. If not selected, specify which of the 10 card schemes can use the promotion.
Schemes 1-10	Click the selection arrow for each field and select up to 10 different card schemes that can access the promotion.

3.6.17.8 Loyalty Server Tab

The Loyalty Server tab is used to define loyalty in promotions and link segments to promotions.

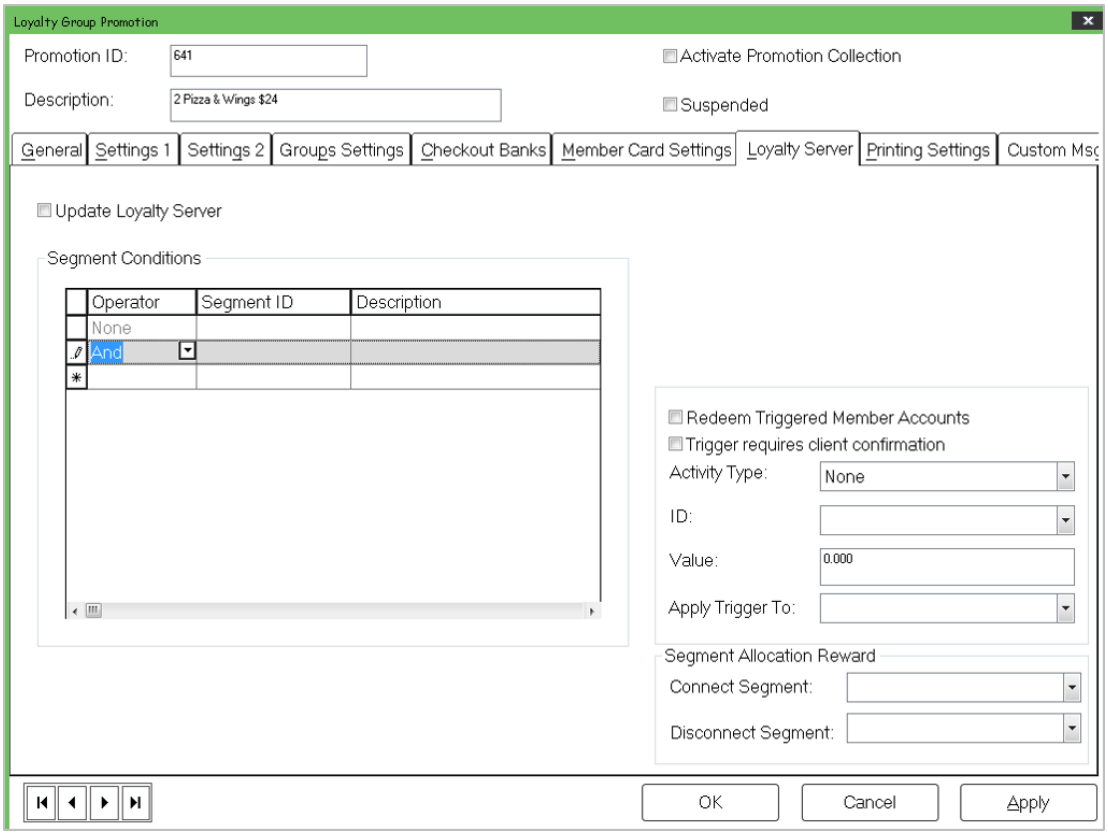


Figure 3-321. Loyalty Group Promotion - Loyalty Server Tab

Conditions can be created with established segments using NONE/AND/OR/NOT (Boolean Operator Structure) expressions to determine the segments that are to receive the promotion. For example:

Segment 3 Or Segment 4

Field	Description
Update Loyalty Server	Select this checkbox to specify that the loyalty server is in use to verify members' account balances and activities for continuity purposes. For example, to track how many visits were recorded monthly in the Visits Member account, check the customer's balance in the Points account, or how many points the customer redeemed from the account that month. Using the loyalty server enables the multi-ticket promotion. **Note:** This is only relevant to systems that support the Loyalty Pro Server Engine.

Operator	Click the field selection arrow and choose an operator to attach to the Segment: None, And, Or, Not. **Note:** Assign **None** to the first segment condition if it is to be included in the promotion.
Segments	For the row operator selected, click the field selection arrow and choose the segment to condition.
Description	(Read Only) – This field contains the description of the selected segment.
Redeem Triggered Member Accounts	For Member Account Group Type promotions, check this box to redeem all member accounts.
Trigger Requires Client Confirmation	For Member Account Group Type promotions, check this box to require the client to confirm the redemption.
Member Account area:	
Activity Type	Click the field selection arrow and select the type of activity to record for the account specified in the ID field (below). ▪ **None** - No activity is recorded for the specified member account. ▪ **Add Value** - Points/credits/units are added to the member account in the specified promotion. ▪ **Subtract Value** - Points/credits/units are subtracted from the member account in the specified promotion.
ID	Click the field selection arrow and select the member account for the activity type selected (above).
Value	Enter the value associated with the activity type selected (above).
Apply Trigger To:	Click the field selection and choose the whether the promotion should be triggered by a sufficient Current Balance, Opening Balance, or in Earnings this visit.
Connect Segment	Click the field selection arrow and choose the loyalty segment to assign to the customer if the promotion is awarded to the customer.
Disconnect Segment	Click the field selection arrow and choose the loyalty segment to remove from the customer if the promotion is awarded to the customer.

3.6.17.9 Printing Settings Tab

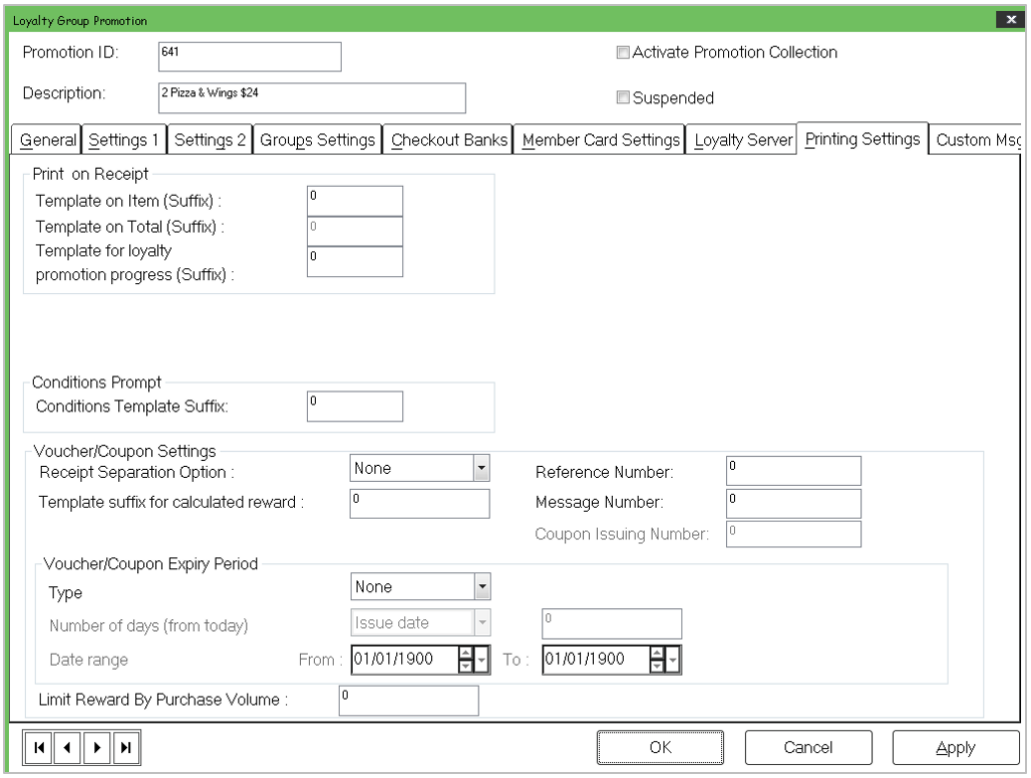


Figure 3-322. Loyalty Group Promotion - Printing Settings Tab

Field	Description
Print on Receipt area:	
Template on Item (Suffix)	Enter the template ID number representing the message that is printed for the promotion item on the ticket. The message is defined in Templates/Multi Part Receipts.
Template on Total (Suffix)	For Order Value Group Types, enter the template ID number representing the message that is printed for the promotion total on the ticket. The message is defined in Templates/Multi Part Receipts
Template for Loyalty Promotion Progress (Suffix)	Enter the template ID number used to prompt the cashier for conditions when customers are redeeming rewards with coupons.
Conditions Prompt area:	
Conditions Template Suffix	Enter the template ID number used to display a message on the cashier display that specifies the conditions in which a coupon is accepted at the POS terminal. For example, to display the prompt “Present 2 Coupons to Get a specific reward.”
Voucher/Coupon Settings area:	
Receipt Separation Option	Select whether the promotion template should be printed separately from the goods receipts. The options are None or Multiple Receipt.

Template Suffix for Calculated Reward	Enter the template ID number used to print the reward on the voucher.
Reference Number	This field indicates the reference number of the Loyalty Promotion Engine (LPE) barcode programming definition linked to the promotion voucher. (See "Barcode Programming" for more information).
Message Number	This field indicates the number of the Loyalty Promotion Engine (LPE) message definition linked to the promotion voucher.
Coupon Issuing Number	For reference number printing, enter a number (up to six digits in length) to assign to the coupon / voucher issuance.
Voucher/Coupon Expiry Period area:	
Type	Select the validation period of the voucher: None (do not expire), Number of Days (see below), Date Range, or Always Valid.
Number of Days (from today)	For types of "Number of Days," select the validity period: Issue Date (followed by a specified number), One day from issuing, One week from issuing, Two week from issuing, First of next month.
Date range	For types of "Date Range," select the date range the voucher/coupon is valid.
Limit Reward by Purchase Volume	This field specifies the maximum spend amount based on the volume of items on which a reward is issued. For example, if $500 is entered, when the calculated reward reaches $500 of purchase volume, even as the customer buys more the reward is calculated on $500.
Cashier/Customer Targeted Message area:	
Template Name	For target message reward types, enter the template number or actual text linked to the message that is displayed either on cashier display or printed on the slip.
Target Message Reward area:	
Cashier Display	Enter the template ID number used to display personalized messages on the cashier display followed by the timing of the message: Upon Promotion Triggered, After Total, or At the End of the Transaction.
Customer Display	Enter the Template ID number used to display personalized messages on the customer display followed by the timing of the message: Upon Promotion Triggered, After Total, or At the End of the Transaction.

Receipting Printing	Enter the template ID number used to print personalized messages on the customer receipt followed by the timing of the message: Start Ticket, Total Section, End of Ticket, or Separate Receipt.
Special effect at the POS	Specifies the way the message is presented at the POS: None (no special effects), Light (the message flashes on the screen as it is displayed), or Sound (the POS terminal beeps when the message is displayed).

3.6.17.10 Custom Messages Tab

The tab is divided into five sections:

- **Cashier/Customer Incentive Message** – Used as an incentive for receiving promotion rewards when there is partial accumulation of promotion bucket and the customer is not entitled for the reward yet. For example, "Buy 3 more milks and get one for free!"
- **Cashier/Customer Approval Message** – Used as a mean for performing required "two way" flow of customer/cashier approval prior to promotion execution. For example, "Would you like to redeem 100 points for receiving free snack item?"
- **Target Message Reward** – Used to communicate a message at the end of a ticket. Triggered by a promotion, the message is presented on the cashier and customer displays or printed on the customer receipt.
- **Cashier/Customer Targeted Message** – Used to identify the **ENCOR** template for printing the target message.
- **Communication of Reward Message** – Used to communicate the promotion reward when the reward received. The most common use of this message type is for reward types that are not exhibited immediately on the receipt. For example, the customer may be presented with the message, "Congratulations you are entitled to receive a coupon!"

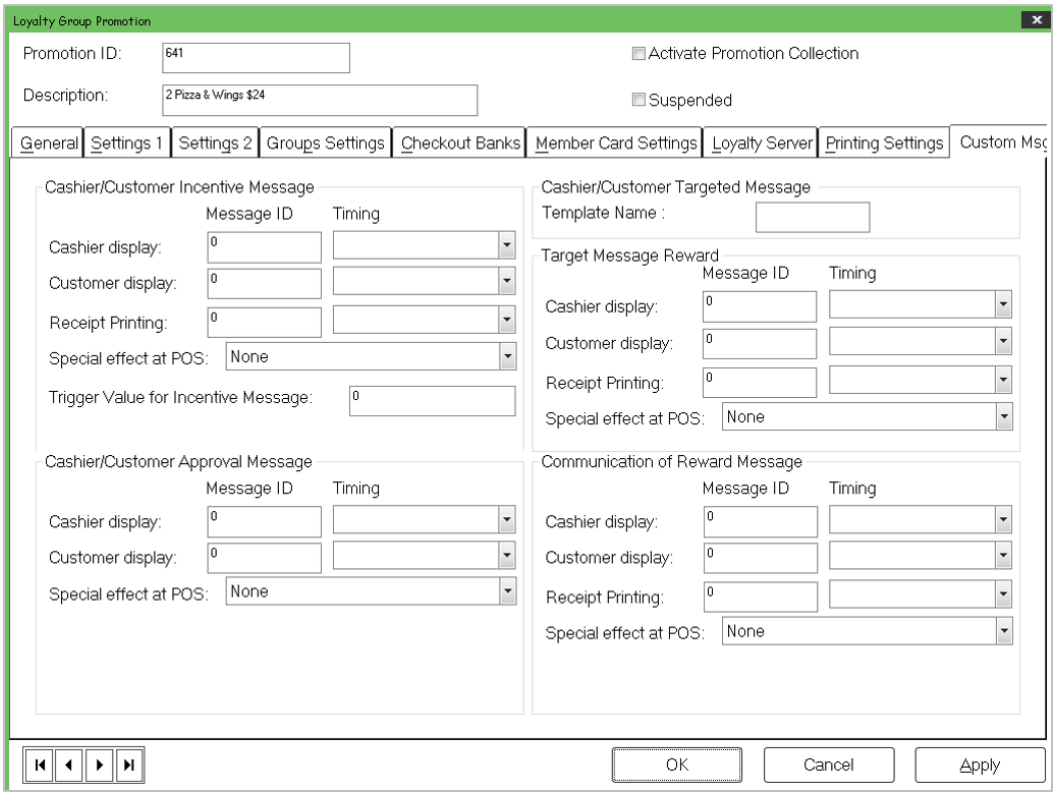


Figure 3-323. Loyalty Group Promotion - Custom Msg Tab

The following fields appear on the Custom Messages Tab.

Field	Description
Message ID	This field displays the message identification number as defined in the loyalty database.
Timing	This field defines when the message is received: Upon promotion triggered, After Total, At the end of the transaction, Prior Promotion trigger.
Special effect at POS	Not used in this release.
Trigger Value for Incentive Message	This field defines when in the partial accumulation bucket an incentive message should be issued.
Template Name	This field defines the **ENCOR** template to use for targeted messages.

3.6.18 Loyalty Level Promotions (Base)

Loyalty Level Promotions are designed to provide customers cash value discounts, loyalty points, coupon rewards, and free items on their ticket total values. When ticket is totaled, the POS Terminal rewards the promotion.

To Add a Level Promotion

1. From the **ENCOR** Application Menu Bar, select **Item Management > Promotion Maintenance > Loyalty Level Promotions (Base)**. The Loyalty Level Promotions list is displayed.

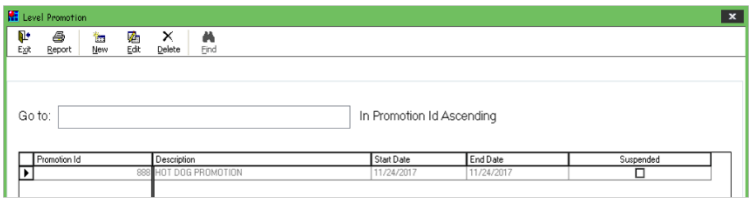


Figure 3-324. Loyalty Level Promotions List

2. Click **New**.
3. Enter an unused promotion ID and press **ENTER**.
4. Enter a description for the promotion and press **ENTER**.
5. On each tab, set the properties and options as required (see below).
6. Click **OK** or **Apply** to save.

Note:
Check the **Suspended** checkbox to suspend any active loyalty promotion.

3.6.18.1 General Tab

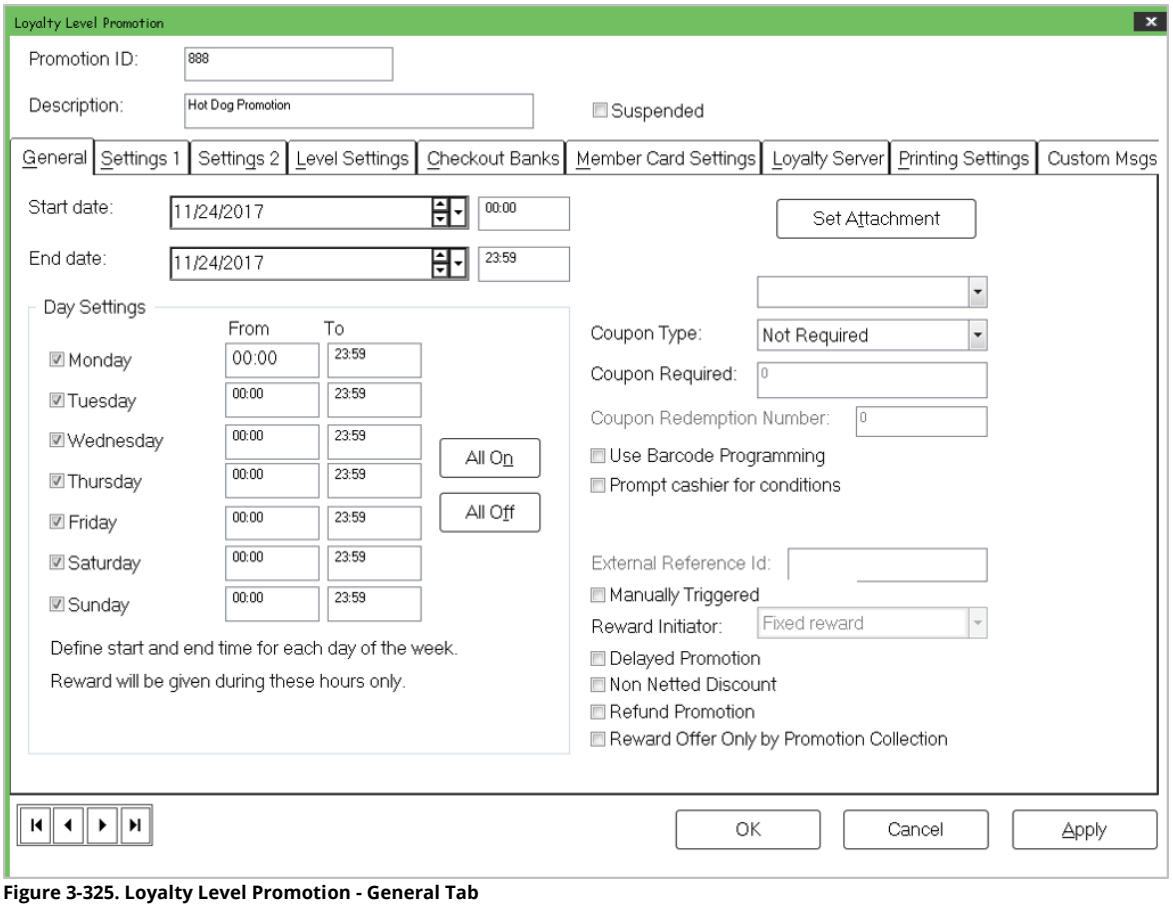


Figure 3-325. Loyalty Level Promotion - General Tab

Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Day Settings area:	
Mon - Sun From - To	Select the days and times on which the promotions are to run. **Note:** The All On button enables the promotion for each day of the week. The All Off button disables the promotion for each day of the week and resets times to 00:00 and 23:59.
Set Attachment	Click **Set Attachment** to link one of the following to a promotion (see "Set Attachment Screen" on page 3-297): ▪ Link by UPC ▪ Link by Mix and Match ▪ Link by Department ▪ Link by Manufacturer ▪ Link by Price Group ▪ Link by Segments ▪ Link by Subdepartments ▪ Link by Internal Codes ▪ Link by Reset Segments ▪ Link by Promotion ▪ Link by Tender ▪ Link by Supplier
	Note: Dynamic item attributes flagged for "Allow Member Promotion Attachment" will also be listed here as links.
Coupon Parameters Area:	
Credit Program	For reward types of Credits and Credits Per Item (see Settings 1 Tab), select an existing credit program where points/miles earned from this promotion will accrue.
Coupon Type	If a coupon is required to award this promotion, select either: ▪ Not Required – A coupon is not required to receive the promotion. ▪ One Time Only – A coupon must be scanned only once for the promotion to be eligible to be awarded multiple times. ▪ One time Per Reward – A separate coupon must be scanned each time the redemption is awarded.

Coupon Required	Enter the coupon number required to be scanned to award the promotion. The coupon number is usually issued by the vendor or manufacturer. **Note:** This field is only applicable if a coupon type of One Time Only or One Time Per Reward was selected.
Coupon Redemption Number	For Coupon Required promotions, enter a number (up to six digits in length) to assign to the coupon redemption.
Use Barcode Programming	Click this field to make this promotion available for selection within the Barcode Programming screen's Fixed Promotion field when setting Loyalty Promotion Parameters for coupon promotion barcodes. (A fixed promotion indicates that the promotion ID is fixed and not extracted from the coupon barcode.)
Prompt Cashier for Conditions	Click this field to indicate predefined conditions must be met to enable the reward. The conditions are prompted on the cashier's display screen.
Manually Triggered	Check this field to allow the cashier to manually trigger a promotion at the POS terminal. For example, the cashier may offer the customer items at a special discount (which were not in the customer's basket). If the customer wishes to buy the item, the cashier triggers the promotion manually.
Reward Initiator	For manually triggered promotions, select how the reward is retrieved: ▪ Fixed Reward – Indicates that the reward is retrieved from the discount defined in the Discount Maintenance module. ▪ Cashier Entered Reward – Indicates that the reward is entered manually by the cashier. The discount options are selected from a list of discounts retrieved from the discount percentages defined within Discount Maintenance (under the Database Management's Financial folder). **Note:** When using the manual trigger and the POS is in sales mode, the Manual Promotions list is displayed. If in tender mode, the total ticket promotions list is enabled.

Delayed Promotion	Select this checkbox to delay the promotion until the **Total** key is pressed at the POS. (This feature is helpful when random weight items are attached to the promotion and it is necessary to wait until the end of the transaction to determine which item to award the promotion to). **Note:** For reward types of Percent off order (see below), you must check this box. **Note:** For reward types of Target Message for Proof of Purchase receipts, check this flag to delay the printing of Proof of Purchase receipts until after tendering.
Non Netted Discount	Select this checkbox if the promotional amount is not deducted from department net sales. Discounts will be charged to the Mark Down Department (see Setting 1 tab). Typically, manufacturers sponsor non-netted promotions and the stores are reimbursed for the promotional amount.
Refund Promotion	This option specifies that the promotion is refundable at the POS terminal. This field works in conjunction with staff discounts. For example, if an employee purchases an item and receives a 10% discount, on returning the item and swiping a staff discount card, the money returned on the item will automatically be calculated less the 10% discount received on promotion.
Reward Offer Only by Promotion Collection	This field is used when setting up a cross promotion, which is a collection of promotions set up to work together. (See “Link by Promotion Attachments” on page 3-297). One promotion is triggered within another promotion.

3.6.18.2 Set Attachment Screen

The Set Attachment screen appears when the Set Attachment button is pressed from the General tab of the Loyalty Level Promotion screen. The screen displays all criteria attached to the promotion.

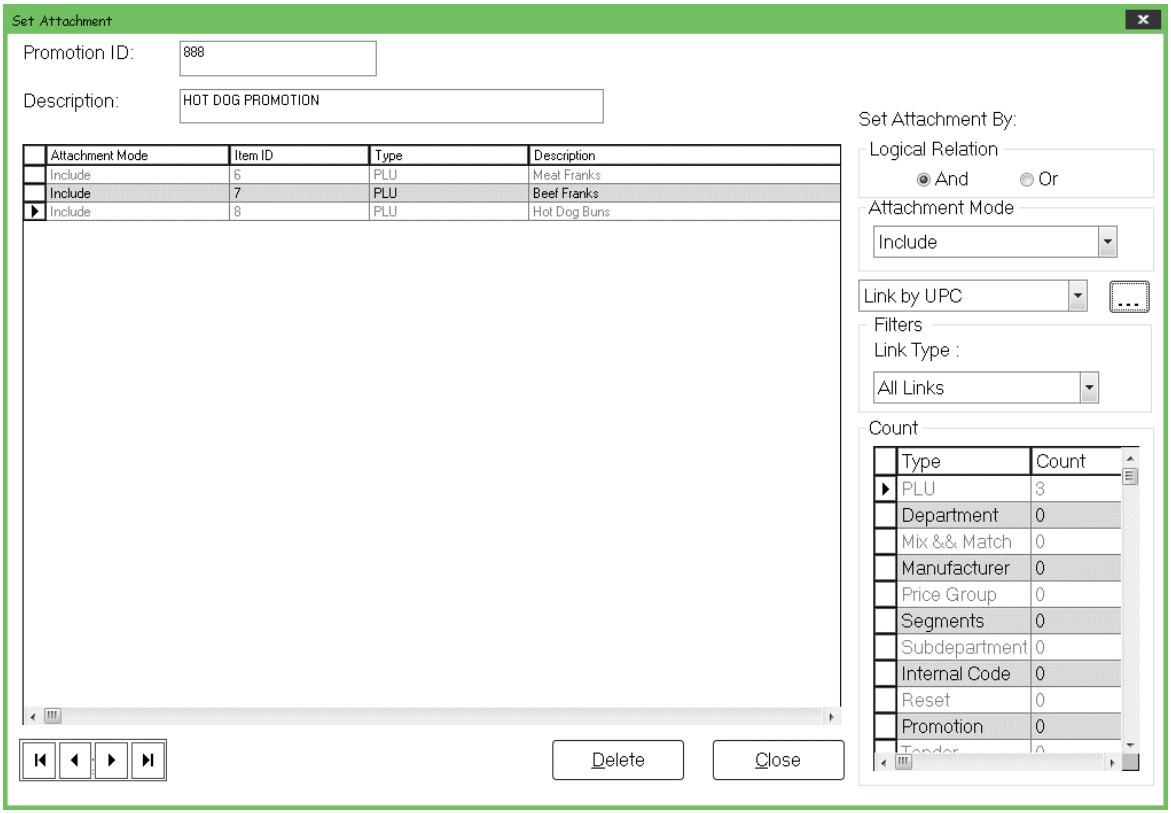


Figure 3-326. Loyalty Level Promotion - Set Attachment

Items can be linked to a promotion using one or more of the following criteria:

- UPC Code
- Mix & Match Code
- Department Code
- Manufacturer Code
- Price Group
- By Segment
- Subdepartment Code
- Internal Codes
- Reset Segments
- Promotion
- Tender
- Supplier

Note:

Segments that can be attached to a promotion are maintained using the Segments Maintenance screen (see “Loyalty Segments” on page 3-291).

The screen displays the promotion attachment count for each criterion in the lower right-hand portion of the screen. The detail section of the screen displays the count detail based on the Link Type Filter. To set the filter to only display detail for the desired link, click the Link Type field’s selection arrow and choose only the specific criteria detail you wish to display.

To Attach Criteria to a Promotion:

1. From the promotion's General tab, click **Set Attachment**. The Set Attachment screen displays.
2. By default, the Logical Relation field is set to **And**, indicating that all subsequent, designated links need to be satisfied for the items to be attached to the promotion. Change the designation to **Or** to indicate only one of the subsequent, designated links need to be satisfied for the items to be attached to the promotion.
3. By default, the Attachment Mode field is set to **Include**, indicating that all subsequent, designated links will be attached to the promotion. Change the designation to **Exclude** to indicate items from the subsequent, designated links will be excluded from the promotion (if previously selected).

Note:

The Attachment Mode column in the display area will show Include or Exclude once the criteria have been selected.

4. Click the Set Attachment By field's selection arrow and choose the criteria to add to the promotion.
5. Click the ellipsis [...] button.
6. Based on the criteria selected in step 4:
   - For Link by UPC, use the PLU Item Selector to attach items.
   - For Link by Mix & Match, Link by Department, Link by Price Group, Link by Segments, Link by Reset Segments, Link by Promotion, Link by Tender, and Link by Supplier, place a check next to the identification number in the Multi Selector window.

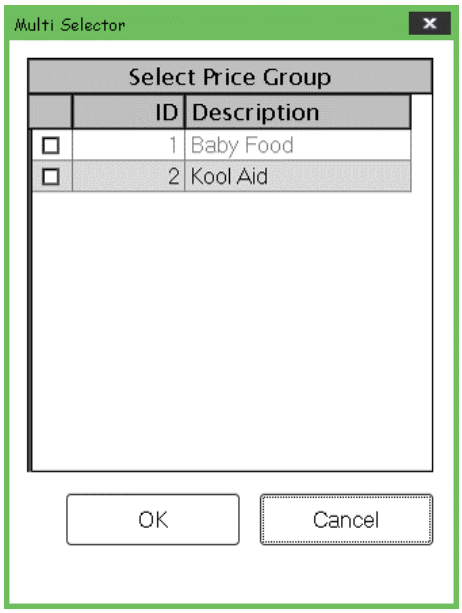


Figure 3-327. Multi Selector - Select Price Group

Note:
Segments are established in Segments Maintenance. A Loyalty Member promotion reward can be designed to assign a customer to and remove a customer from (i.e. Segment Reset) designated loyalty segments. This feature can be used as part of store reward building by moving customers up to more valuable segments (in terms of future rewards). See the Loyalty Server tab below.

Note:
For joining two single-group promotions (parent child promotions) or promotions that are triggered by another promotion, select **Link by Promotion**.

Note:
When using Link by Tender, select a Group Type of **Tender Value** (see Settings 1 tab below).

- For Link by Manufacture, expand the sub department tree, select the desired sub department folder, and click **OK**.

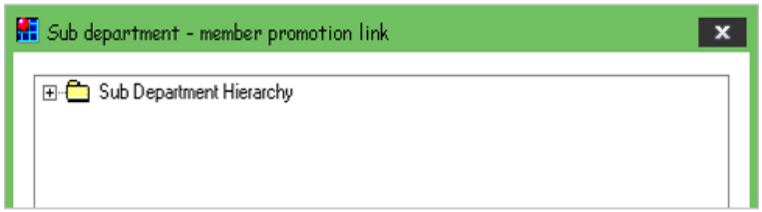


Figure 3-328. Sub department - member promotion link

- For Link by Internal Codes, enter a range of Internal Codes.

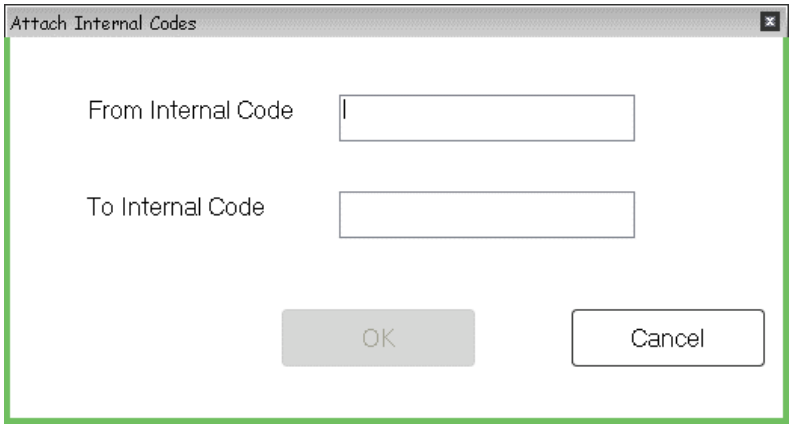


Figure 3-329. Attach Internal Codes

Note:
Internal codes are only available if the General System Parameter "Internal code (item number) in system" (located in Store > Front Office > PLU and Batch > PLU Options > Validation > Internal Code) is set to "Yes".

7. When finished attaching criteria, click **Close**.

To Remove Criteria from a Promotion

1. From the promotion's General tab, click the **Set Attachment** button. The Set Attachment screen displays.

2. (Optional) Set the Link Type filter to limit the number of detail records listed.
3. Highlight the record to delete and click **Delete**. A confirmation screen displays.

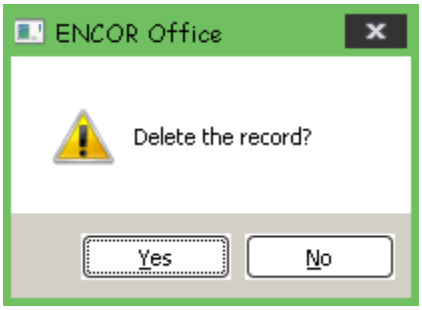


Figure 3-330. Delete Confirmation

4. Click **Yes**. The record is removed.

3.6.18.3 Settings 1 Tab

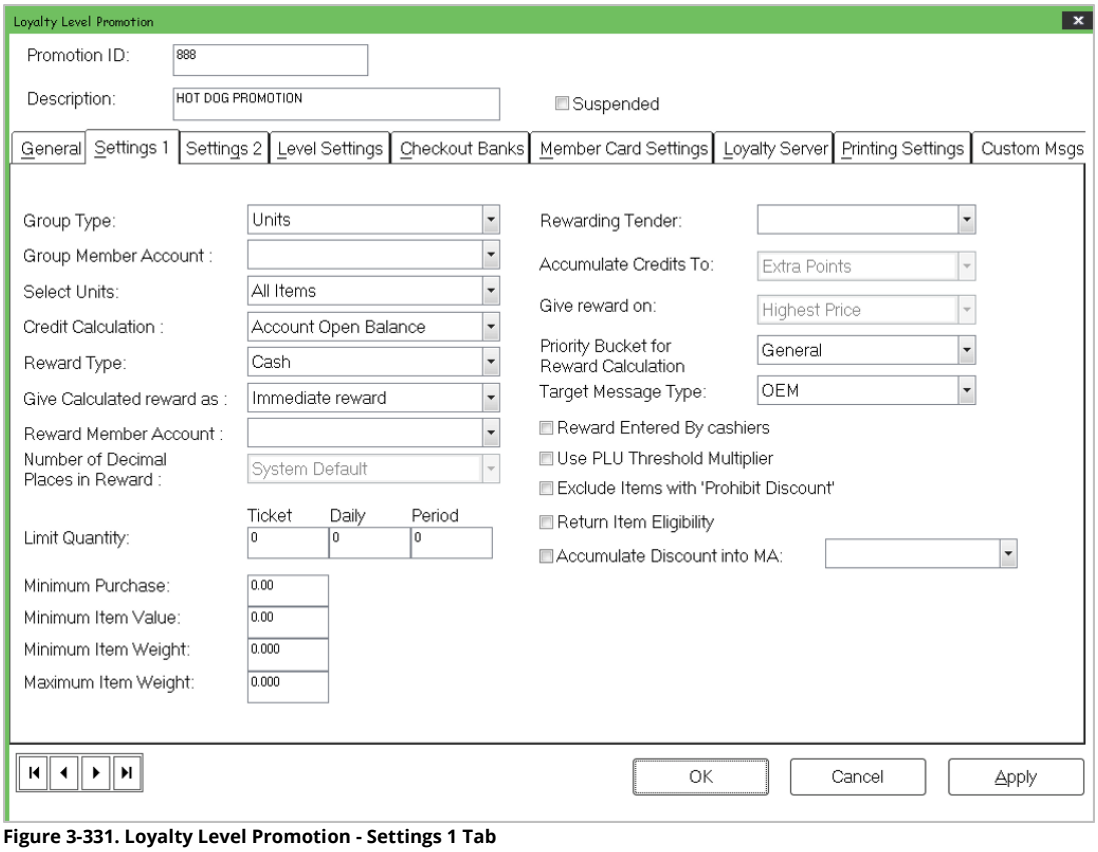


Figure 3-331. Loyalty Level Promotion - Settings 1 Tab

Field	Description

Group Type	Click the field selection arrow and assign a trigger for the group: ▪ **Units** – Buy a specified number of units. ▪ **Weighted/Decimal** – Buy a specified weight or decimal amount. ▪ **By Value** – Buy a specified amount of items. ▪ **Order Value** – Buy any items if the ticket meets the value specified. If this group type is selected, select the Percent Off Order or Amount Off Order in the Reward Type options (Settings 1 Tab). ▪ **Member Account** – Customer must be a member of the specified member account to trigger the reward.
Group Member Account	Click the field selection arrow and select the name of a specific member account to reward.
Select Units	For group types of Units, select an option to indicate the condition on which the promotion is triggered: ▪ **All Items**: Customer may purchase any one of the items from the linked items, if the threshold value is met. ▪ **Different Items**: Customer must purchase the specified number of items but each item must be different. ▪ **Same Items**: Customer must purchase the specified number of the same item from the list of linked items.

Credit Calculation	Select the way which the system calculates the point earned during the promotion: ▪ **Acc Open Balance** - Indicates that the member must meet the trigger value at the beginning of the transaction. For example, if the trigger value is 1000 points and the customer has only 900 points at the beginning of the transaction and the customer earns another 100 points within the transaction, the reward is not issued until the next purchase. ▪ **Include Ticket Earnings** - Indicates that the member's balance must meet the specified trigger value at the end of the transaction. For example, if the trigger value is 1000 points and the customer has 900 points and earns 100 points within the current transaction, the reward is issued. ▪ **Ticket Earnings Only** - Indicates that system only calculates points earned in the current ticket.

Reward Type	Select the type of promotion reward to award the customer: **Note:** Rewards associated with the reward type selected here are entered on the Level Settings tab. ▪ Cash – Cash off total (not per item) ▪ Percentage Off – Percent off item ▪ New Price – New price for item ▪ Amount Off Per Item – Amount off per each item ▪ Amount Off Per Pound – Amount off per each pound ▪ New Price Per Pound – New price per pound ▪ Free Item – Issue a free item ▪ Percent Off Order – A percentage off the transaction total ▪ Amount Off Order – An amount off the transaction total ▪ Coupon – Issue internally printed coupon **Note:** For reward types of Coupon, select a Give Calculated Reward setting (below) of Coupon. ▪ Free UOM – Free Unit of Measure (i.e. free pound). ▪ Credits – Credits/points awarded per transaction ▪ Credits Per Item – Credits/points per item ▪ Target Message – Generate target message ▪ Member Account – Member credits/points per transaction
	Note: If Member Account is selected, select the relevant member account from the Reward Member Account drop-down list to add credits/points.
Give Calculated Reward As	Select the way to issue the calculated reward. For example, if the reward type is cash and this field is set to **Voucher**, the promotion prints a voucher from the template, displaying the cash reward. The options are: Immediate Reward, Member Account, Voucher, and Coupon.
Reward Member Account	Click the field selection arrow and select the name of a specific member account to reward.
Number of Decimal Places in Reward	Read only.

Limit Quantity	This field applies limitations to the reward based on the fields used. ▪ In the Ticket field enter an amount to specify the transaction redemption limit. For example, in one transaction the customer may be limited to redeem up to 100 points, or if the reward is a free item, the customer may be limited to receive the reward only once per transaction. ▪ In the Daily field enter an amount to specify the daily redemptions limit. For example, a customer may be limited to redeeming up to 250 points per day, or if the reward is an amount off, the customer may be limited to receive the reward only three times during that day. ▪ In the Period field enter an amount to specify the maximum total redemptions limit. For example, a customer may be limited to redeeming a specified number of points throughout the promotion, or if the reward is a free item, the customer may be limited to receive the reward only three times during the entire promotion.
Minimum Purchase	Specify the minimum-qualifying transaction purchase amount to allow the reward.
Minimum Item Value	Specify the minimum item value (of the attached items) that determines if the PLU qualifies to be included in the promotion calculation.
Minimum Item Weight	Specify the minimum item weight (of the attached items) that determines if the PLU qualifies to be included in the promotion calculation.
Maximum Item Weight	Specify the maximum item weight (of the attached items) that determines if the PLU qualifies to be included in the promotion calculation.
Rewarding Tender	Based on the selected reward type, specify the relevant tender type the POS terminal calculates the award. For example, if cash is selected, the POS terminal accounts for all the rewards allocated in cash.
Priority Reward for Reward Calculation	This field displays the priority that determines the promotion priority to calculate the reward in a case where two promotions with the same item are triggered in the same ticket. A set of predefined rules determines the promotion priority based on the bucket type and reward type.
Accumulate Credit To	Read only.
Give reward on	Read only.

Reward Threshold	Specify the maximum number of times a customer may receive the reward. For example, if a promotion specifies buy 1 get 1 free, and the Reward Threshold is 2, the customer may only get the reward twice. If the customer purchases the item a third time, no reward is issued.
Priority Bucket for Reward Calculation	From the Priority Bucket For Reward Calculation, select the relevant option to prioritize promotions in a case where two promotions with the same item are triggered in the same ticket. The priority defined determines the order. ▪ **General** – If selected indicates that both promotions are calculated on the gross price. ▪ **Exclude General** – If selected indicates that the system calculates the first promotion against the gross price and the second promotion against the net price and then the priority is determined accordingly. For example, there are two promotions and both offer 10% discount on the same item that costs $10.00. In the first promotion $1.00 is reduced. In the second promotion, the system already calculates the item price as $9.00 and reduces it by 10% (or $.90). ▪ **Exclude All Previous** – If selected, the system calculates the discount as in the Exclude General option and increments one level for each promotion that is offering the same reward item.
Target Message Type	For reward types of Target Message, select type of target message from the drop-down list: OEM or Voucher.
Reward Entered by cashiers	(Optional) Check this box if the cashier will be selecting the reward type at the POS terminal manually. If this option is selected, do not select a reward type.
Use PLU Threshold Multiplier	Based on the group type selected, this checkbox indicates that the promotion is set up to allow stores to offer promotions on items that are pre-configured to be sold in multiples of more than one item at a time. Items may be sold in packs (i.e. 6-packs of Soda) but are priced per each item. The threshold in the promotion is set up to accommodate these multiple items.
Exclude Items with 'Prohibit Discount'	(Optional) Select this checkbox to ensure that PLU items flagged to Prohibit Discount (Parameters 1 tab in **PLU Maintenance**) are not set on promotion.

Return Item Eligibility	This checkbox indicates whether a promotion can be activated on returned items. If checked, a promotion can be activated both on sale and returned items.
Accumulate Discount into MA	This setting indicates the designated member account where discounts will accumulate.

3.6.18.4 Settings 2 Tab

Use the fields on this tab to define the promotion conflict settings if a group of promotions are defined that offer the same reward items. These rules govern the behavior of the group at checkout time.

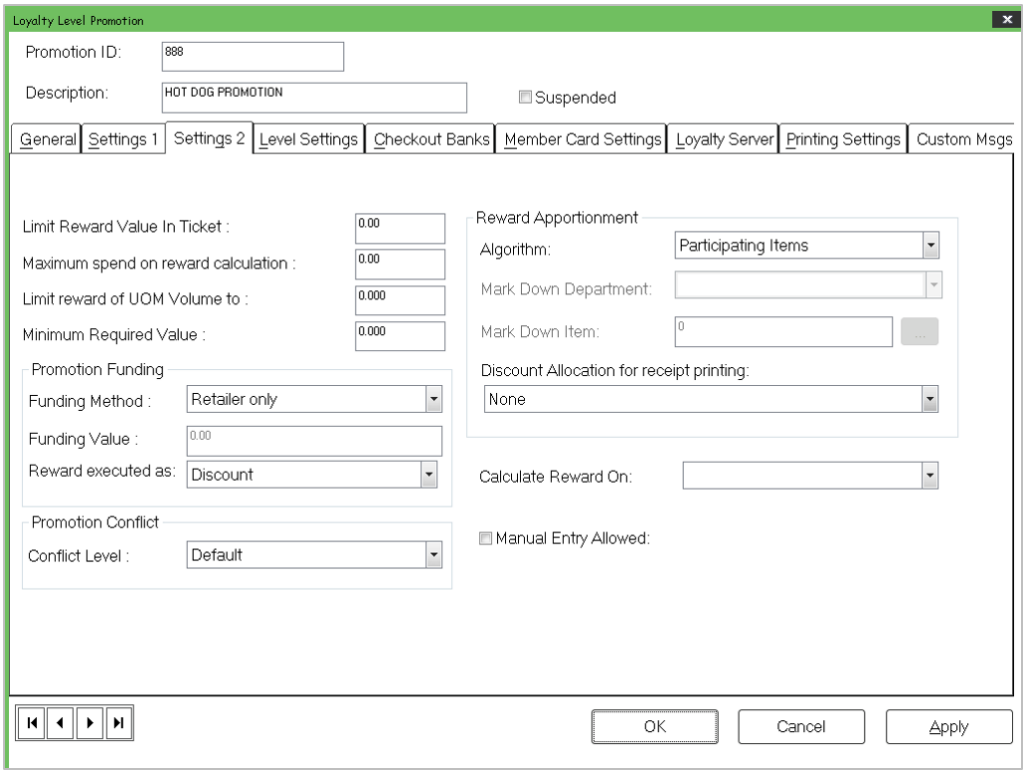


Figure 3-332. Loyalty Level Promotion - Settings 2 Tab

Field	Description
Limit Reward Value in Ticket	Enter the dollar limit for the reward amount in a specific ticket.
Maximum spend on reward calculation	Enter the maximum dollar amount that can be used in the reward calculation.
Limit Reward of UOM Volume to	Enter the measure volume limit (i.e. weight) that can be used in the reward calculation.
Minimum Required Value	Enter the minimum measure volume required to be used in the reward calculation.
Promotion Funding area:	

Funding Method	Click the field selection arrow and specify the source of the promotion funding. For example, "Retailer only" indicates that the entire amount of the reward is pledged by the retailer and not the supplier. **Note:** Set this field to **None** when the funding should be calculated in the redemption promotion and not in the issuing promotion (as in the case of a coupon promotion).
Funding Value	For funding methods of Supplier Percentage Contribution or Supplier Amount/Item Contribution, specify the amount or percentage of the reward in the promotion which is covered by the supplier.
Reward Executed as:	Click the field selection arrow and select if the reward is a Discount, Mean of Payment, or a Mix Discount and Mean of Payment.
Promotion Conflict area:	
Conflict Level	Promotion Conflicts are used to define the rules when more than one promotion is running at the same time with the same rewards on offer. Select the relevant option to enable the system to determine how to calculate rewards when there is more than one promotion offering the same items. The options are: ▪ **Default (in conflict)** - Indicates that the customer receives the best deal. ▪ **Exclude (out of conflict)** - Indicates that there is no conflict and the customer receives all rewards if requirements are met. ▪ **Always Wins** - Indicates that the customer always receives the promotion. If there are two defined with Always Wins, the customer receives both promotions. ▪ **Always Loses** - Indicates that the specified promotion always loses. If there two promotions defined with Always Loses, the customer receives the better deal between the two promotions.
Reward Apportionment area:	

Algorithm	Click the field selection arrow and select an option on how the discount is allocated internally for tracking purposes. For example, the discount may be calculated and allocated over all the items, on the trigger items only, or to a designated department. ▪ **None** - Indicates that the discount is not allocated to any specific item. ▪ **All Linked Items** - Indicates that the discount is allocated to all items complying with the conditions. ▪ **Participating Items** - Indicates that the discount is allocated to all items included in the promotion. ▪ **According to Range** - Indicates that the discount is allocated to a specified range of items. (This field is parameter controlled.) ▪ **Reward Items** - Indicates that the discount is allocated to the items that trigger the promotion. This option is only valid with the reward types of Free Item and Percentage Off. ▪ **Mark Down Department** - Indicates that the discount is allocated to a specific department that triggers the promotion. If selected, the Mark Down Department (below) will be enabled to specify the department against which the reward is to be apportioned. ▪ **Mark Down Item -** Indicates that the discount is allocated to a specific item that triggers the promotion. If selected, the Mark Down Item field (below) will be enabled to specify the item against which the reward is to be apportioned. **Note:** The General System Parameter Reward Apportionment Active (located in Store > Technical > Loyalty Pro) must be set to **Yes** for this feature to be enabled.
Mark Down Department	For algorithm types of Mark Down Department, click the field-selection arrow and select the department against which the reward is to be apportioned.
Mark Down Item	For algorithm types of Mark Down Item, click the ellipsis button and use the PLU Item Selection to select the item against which the reward is to be apportioned.

Discount Allocation for receipt printing	Click the field selection arrow and select a reward receipt printing option: ▪ **None** – Do not print on receipt. ▪ **Apply discount on coupon** – For coupon rewards, print the discount on the coupon. ▪ **Print Rewarded Item Description as Promotion Description** – Print the promotion description in place of the item description.
Calculate Reward On	Click the field selection arrow and select a reward rounding option: ▪ **Rounded to the last trigger level** – Round to the last triggered reward level. ▪ **Exact Amount (not rounded)** – Do not round.

3.6.18.5 Level Settings Tab

The Level Settings tab is used to define the different levels within the promotion, specifying the amount that the customer must spend to receive the reward at each level. The more the customer spends, the bigger the reward. The Level Settings tab includes up to five levels. The column headings are dynamic and change per the Group Type field setting defined in the Settings 1 tab.

For example:

- If **Units** is selected in the Group field, the level threshold is defined by Quantity.
- If **Weight/Decimal** is selected in the Group field, the level threshold is defined by Weight.
- If **By Value** is selected in the Group field, the level threshold is defined by Amount.
- If **Order Value** is selected in the Group field, the level threshold is defined by Order Value.
- If **Member Account** is selected in the Group field, the level threshold is defined by Credits.

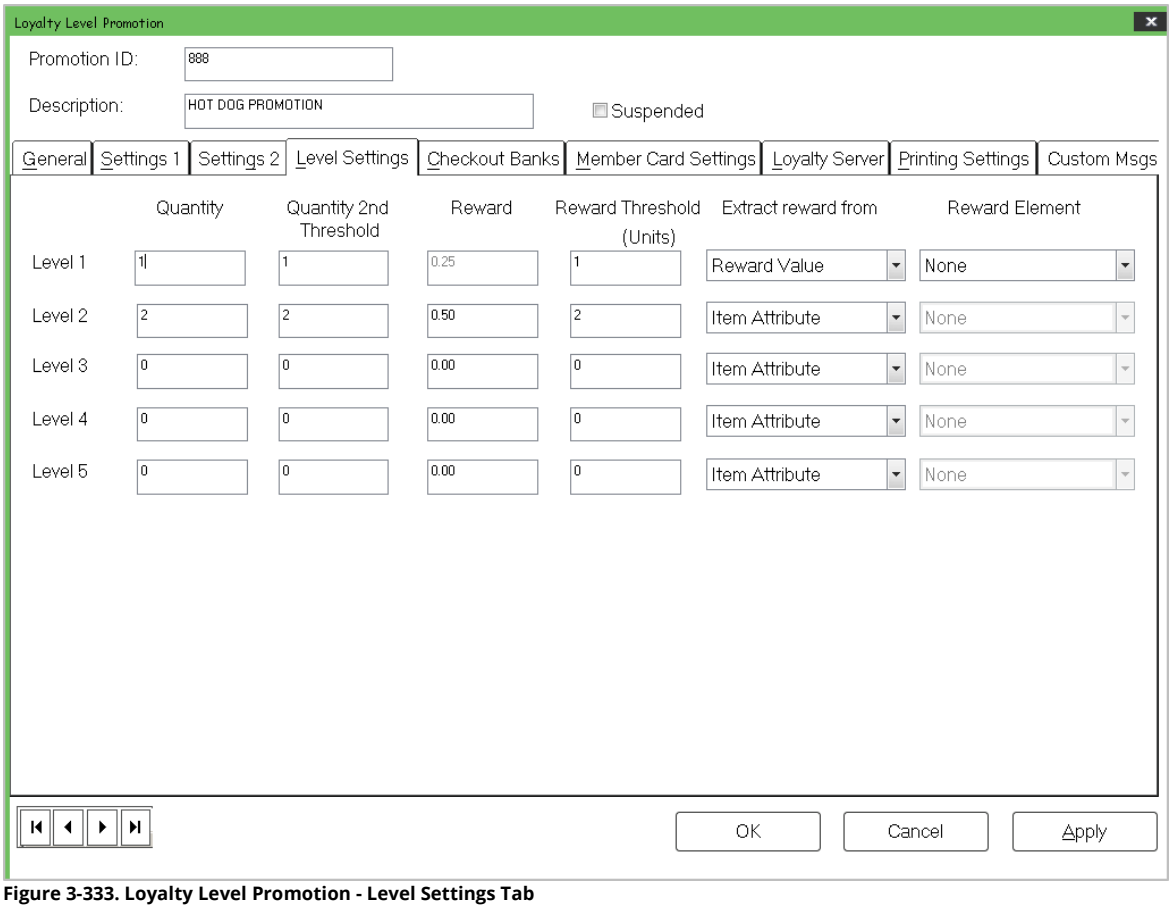


Figure 3-333. Loyalty Level Promotion - Level Settings Tab

For each increasing level (up to five maximum), establish settings as follows:

Field	Description
Threshold	For the selected group type, specify threshold as follows: ▪ **Quantity** – Enter the number of items the customer must purchase to qualify for the award in this level. ▪ **Weighted/Decimal** – Enter a specified weight or decimal amount the customer must purchase to qualify for the award in this level. ▪ **By Value** – Enter a specified dollar amount of promotion items the customer must purchase to qualify for the award in this level. ▪ **Order Value** – Enter the total ticket value that must be met to qualify for the award in this level. ▪ **Member Account** – Enter the number of credits the customer must have to qualify for the award in this level.

2nd Threshold	For the selected group type (see above), enter the additional quantity, weight/decimal amount, or dollar amount the customer must purchase to qualify for an additional reward at this level. **Note:** For Member Account group types, enter the number of additional credits the customer must possess.
Reward	Based on the reward type (Settings 1 tab) selected, enter the reward amount (in amount off, percent discount, new price, credit points/miles, quantity of free items, message number, etc.). **Note:** The message number must be the last digits in the template files. For example, if the template name is TARGE00002, enter a **2** in this field.
Reward Threshold	Enter the maximum number of rewards allowed per level.

3.6.18.6 Checkout Banks Tab

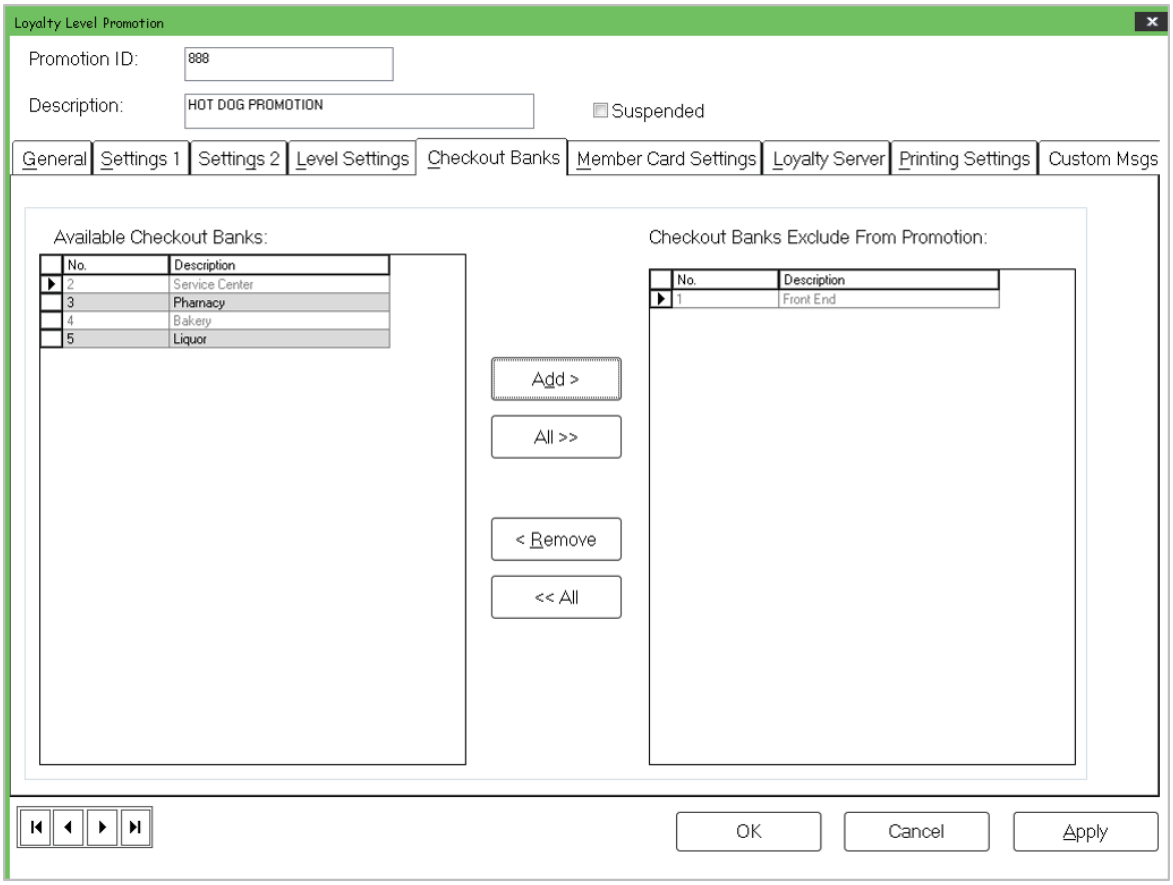


Figure 3-334. Loyalty Enhanced Promotion - Checkout Banks Tab

A checkout bank represents a group of POS terminals within the store. Within this tab, identify the groups of POS terminals where the promotion is to be disabled. For example, a promotion may run on all POS terminals except self-checkout terminals.

To exclude checkout banks from a promotion:

1. Select the appropriate checkout bank group, highlight it and click **Add >**.
2. To remove a checkout bank from the Checkout Banks Exclude From Promotion list, select the checkout bank and click **Remove**.
3. To remove all checkout banks, click **<<All**.

3.6.18.7 Member Card Settings Tab

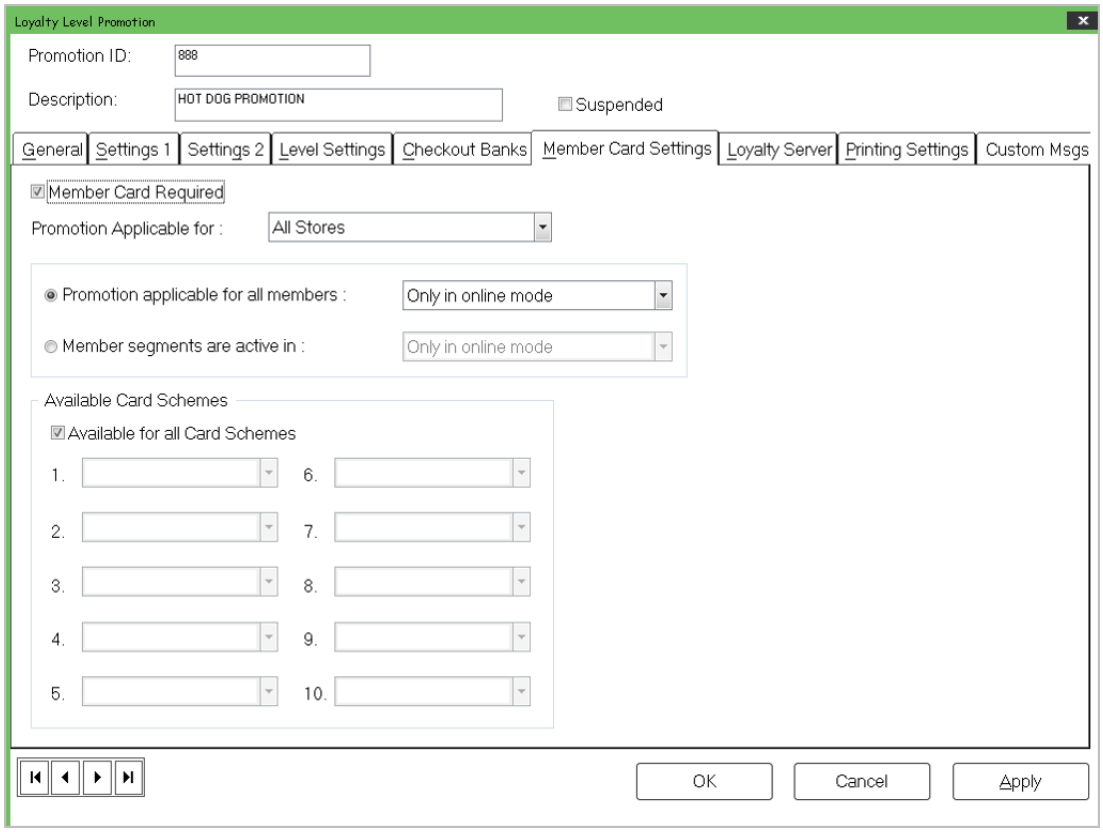


Figure 3-335. Loyalty Level Promotion - Member Card Settings Tab

Field	Description
Member Card Required	If this promotion should be available to member cardholders only, select this option. If selected, choose the targeted card schemes below.
Promotion Applicable for	Specify for whom the promotion is applicable: All Stores, Home Store Only, Home & Neighborhood Stores, or Non Home Store Only.
Available Card Schemes area:	

Available for all Card Schemes	Check this box to make the promotion available to all card schemes. If not selected, specify which of the 10 card schemes can use the promotion.
Schemes 1-10	Click the selection arrow for each field and select up to 10 different card schemes that can access the promotion.

3.6.18.8 Loyalty Server Tab

The Loyalty Server tab is used to define loyalty in promotions and link segments to promotions.

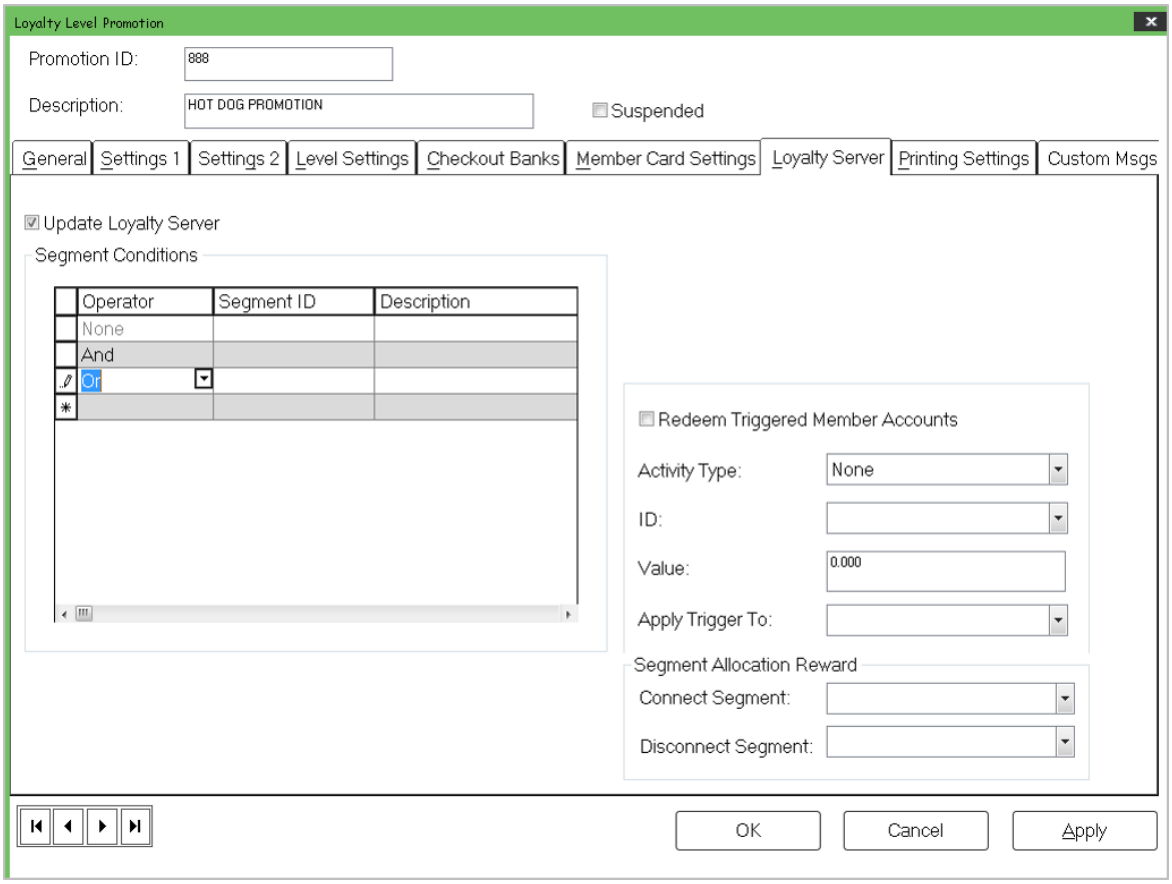


Figure 3-336. Loyalty Level Promotions - Loyalty Server Tab

Conditions can be created with established segments using NONE/AND/OR/NOT (Boolean Operator Structure) expressions to determine the segments that are to receive the promotion. For example:

Segment 3 Or Segment 4

Field	Description
Update Loyalty Server	Select this checkbox to specify that the Loyalty Server is in use to verify members' account balances and activities for continuity purposes. For example, to track how many visits were recorded monthly in the Visits Member account, check the customer's balance in the Points account, or how many points the customer redeemed from the account that month. Using the loyalty server enables the multi-ticket promotion. **Note:** This is only relevant to systems that support the Loyalty Pro Server Engine.
Operator	Click the field selection arrow and choose an operator to attach to the segment: None, And, Or, Not. **Note:** Assign **None** to the first segment condition if it is to be included in the promotion.
Segments	For the row operator selected, click the field selection arrow and choose the segment to condition.
Description	(Read only) – This field contains the description of the selected segment.
Redeem Triggered Member Accounts	For Member Account group type promotions, check this box to redeem all member accounts.
Trigger Requires Client Confirmation	For Member Account group type promotions, check this box to require the client to confirm the redemption.
Member Account area:	
Activity Type	Click the field selection arrow and select the type of activity to record for the account specified in the ID field (below). ▪ **None** - No activity is recorded for the specified Member Account. ▪ **Add Value** - Points/Credits/Units are added to the Member Account in the specified promotion. ▪ **Subtract Value** - Points/Credits/Units are subtracted from the Member Account in the specified promotion.
ID	Click the field selection arrow and select the member account for the activity type selected (above).
Value	Enter the value associated with the activity type selected (above).

Apply Trigger To:	Click the field selection and choose the whether the promotion should be triggered by a sufficient Current Balance, Opening Balance, or in Earnings this visit.
Connect Segment	Click the field selection arrow and choose the loyalty segment to assign to the customer if the promotion is awarded to the customer.
Disconnect Segment	Click the field selection arrow and choose the loyalty segment to remove from the customer if the promotion is awarded to the customer.

3.6.18.9 Printing Settings Tab

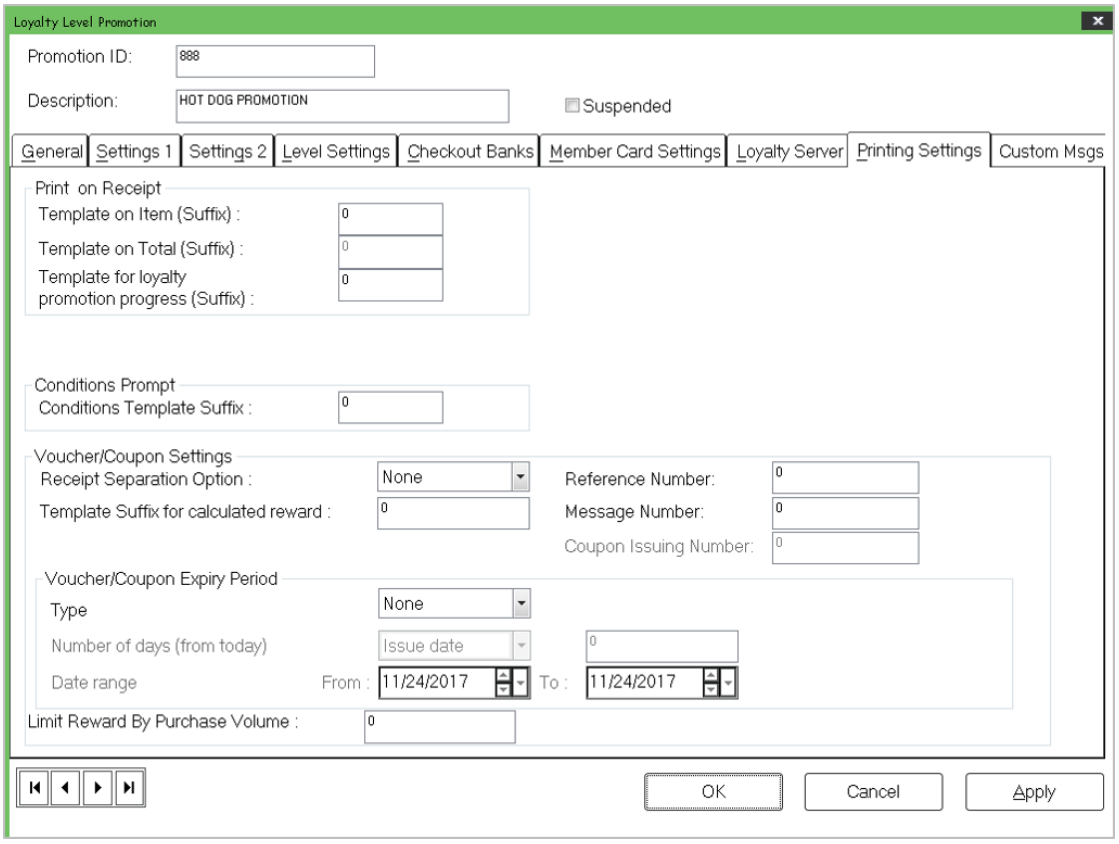


Figure 3-337. Loyalty Level Promotion - Printing Settings Tab

Field	Description
Print on Receipt area:	
Template on Item (Suffix)	Enter the template ID number representing the message that is printed for the promotion item on the ticket. The message is defined in Templates/Multi Part Receipts.
Template on Total (Suffix)	For Order Value group types, enter the template ID number representing the message that is printed for the promotion total on the ticket. The message is defined in Templates/Multi Part Receipts.

Template for Loyalty Promotion Progress (Suffix)	Enter template ID number used to prompt the cashier for conditions when customers are redeeming rewards with coupons.
Conditions Prompt area:	
Conditions Template Suffix	Enter the template ID number used to display a message on the cashier display that specifies the conditions in which a coupon is accepted at the POS terminal. For example, to display the prompt "Present 2 Coupons to Get a specific reward."
Voucher/Coupon Settings area:	
Receipt Separation Option	Select whether the promotion template should be printed separately from the goods receipts. The options are: None or Multiple Receipt.
Template Suffix for Calculated Reward	Enter the template ID number used to print the reward on the voucher.
Reference Number	This field indicates the reference number of the Loyalty Promotion Engine (LPE) barcode programming definition linked to the promotion voucher. (See "Barcode Programming" for more information).
Message Number	This field indicates the number of the Loyalty Promotion Engine (LPE) message definition linked to the promotion voucher.
Coupon Issuing Number	For reference number printing, enter a number (up to six digits in length) to assign to the coupon / voucher issuance.
Voucher/Coupon Expiry Period area:	
Type	Select the validation period of the voucher: None (do not expire), Number of Days (see below), Date Range, or Always Valid.
Number of Days (from today)	For types of Number of Days, select the validity period: Issue Date (followed by a specified number), One day from issuing, One week from issuing, Two week from issuing, First of next month.
Date range	For types of Date Range, select the date range the voucher/coupon is valid.
Limit Reward by Purchase Volume	This field specifies the maximum spend amount based on the volume of items on which a reward is issued. For example, if $500 is entered, when the calculated reward reaches $500 of purchase volume, even as the customer buys more the reward is calculated on $500.
Cashier/Customer Targeted Message area:	

Template Name	For Target Message reward types, enter the template number or actual text linked to the message that is displayed either on cashier display or printed on the slip.
Target Message Reward area:	
Cashier Display	Enter the template ID number used to display personalized messages on the cashier display followed by the timing of the message: Upon Promotion Triggered, After Total, or At the End of the Transaction.
Customer Display	Enter the Template ID number used to display personalized messages on the customer display followed by the timing of the message: Upon Promotion Triggered, After Total, or At the End of the Transaction.
Receipting Printing	Enter the template ID number used to print personalized messages on the customer receipt followed by the timing of the message: Start Ticket, Total Section, End of Ticket, or Separate Receipt.
Special effect at the POS	Specifies the way the message is presented at the POS: None (no special effects), Light (the message flashes on the screen as it is displayed), or Sound (the POS terminal beeps when the message is displayed).

3.6.18.10 Custom Messages Tab

The tab is divided into five sections:

- **Cashier/Customer Incentive Message** – Used as an incentive for receiving promotion rewards when there is partial accumulation of promotion bucket and the customer is not entitled for the reward yet. For example, "Buy 3 more milks and get one for free!"
- **Cashier/Customer Approval Message** – Used as a mean for performing required "two way" flow of customer/cashier approval prior to promotion execution. For example, "Would you like to redeem 100 points for receiving free snack item?"
- **Target Message Reward** – Used to communicate a message at the end of a ticket. Triggered by a promotion, the message is presented on the Cashier and Customer Displays or printed on the customer receipt.
- **Cashier/Customer Targeted Message** – Used to identify the ENCOR template for printing the target message.
- **Communication of Reward Message** – Used to communicate the promotion reward when the reward received. The most common use of this message type is for reward types that are not exhibited immediately on the receipt. For example, the customer may be presented with the message: "Congratulations you are entitled to receive a coupon!"

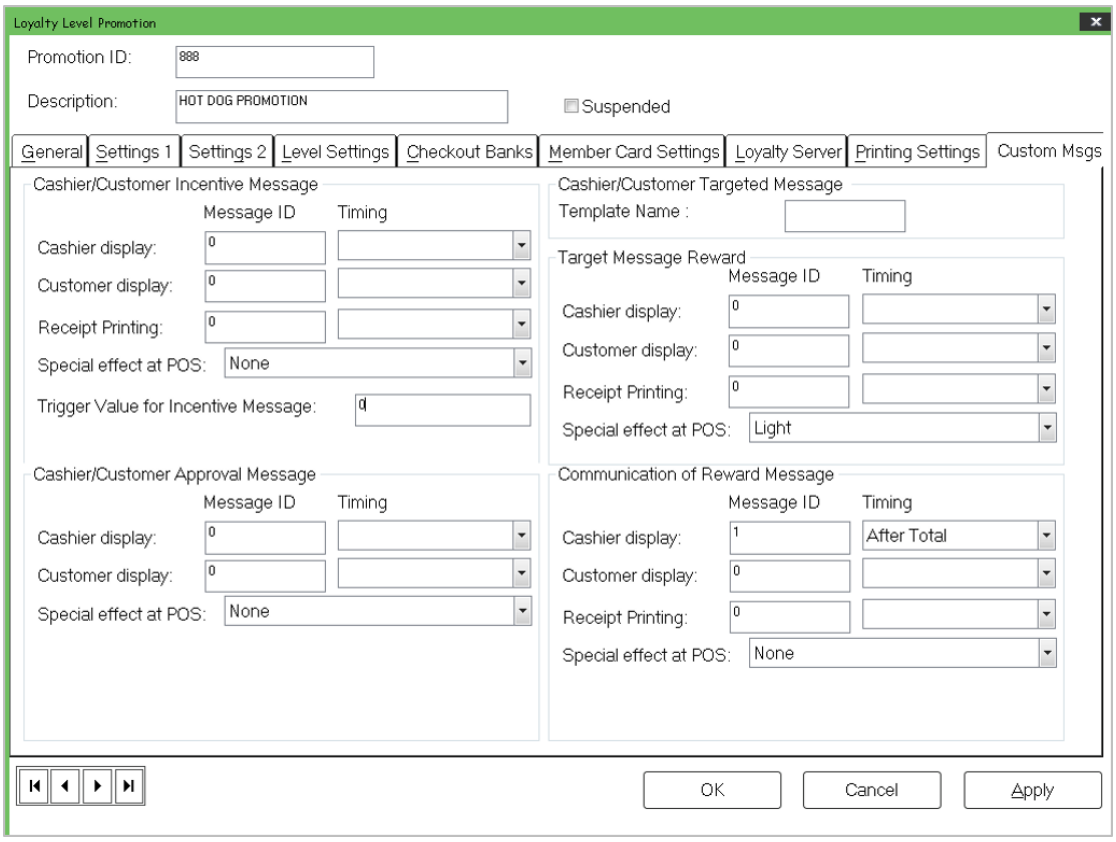


Figure 3-338. Loyalty Level Promotion - Custom Msgs Tab

The following fields appear on the Custom Messages tab.

Field	Description
Message ID	This field displays the message identification number as defined in the Loyalty database.
Timing	This field defines when the message is received: Upon promotion triggered, After Total, At the end of the transaction, Prior Promotion trigger.
Special effect at POS	Not used in this release.
Trigger Value for Incentive Message	This field defines when in the partial accumulation bucket an Incentive Message should be issued.
Template Name	This field defines the **ENCOR** template to use for targeted messages.

3.6.19 Loyalty Member Account Maintenance (Base)

Loyalty Member Accounts are set up and used by the promotions running in the store to track the points and tender points accumulated, redeemed, and triggered in each member's loyalty account.

In support of Loyalty Pro, the member accounts are a loyalty solution to tracking customer history during shopping activities. For example, the average customer transaction amount per visit or the frequency of customer visits.

To Add a Loyalty Member Account

1. From the Application Menu Bar, select **Item Management > Promotion Maintenance > Loyalty Member Account Maintenance**. The Member Account Maintenance window displays all existing member accounts.

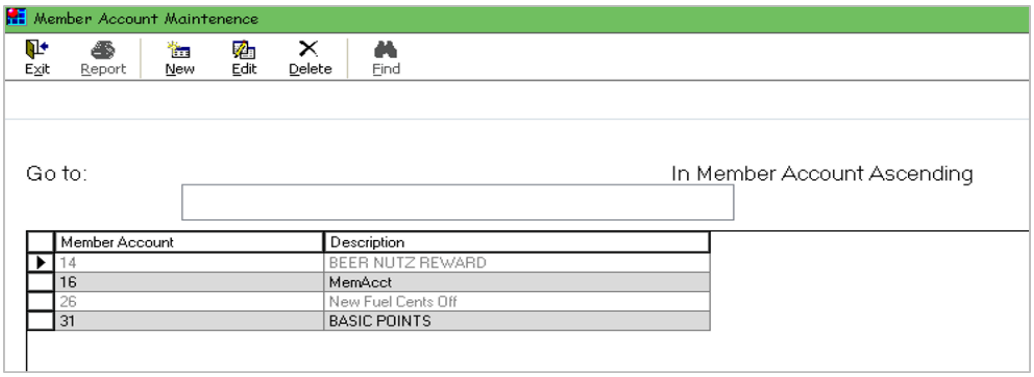


Figure 3-339. Loyalty Member Account Maintenance

2. Click **New** to add a new member account. The Member Account Maintenance screen displays.

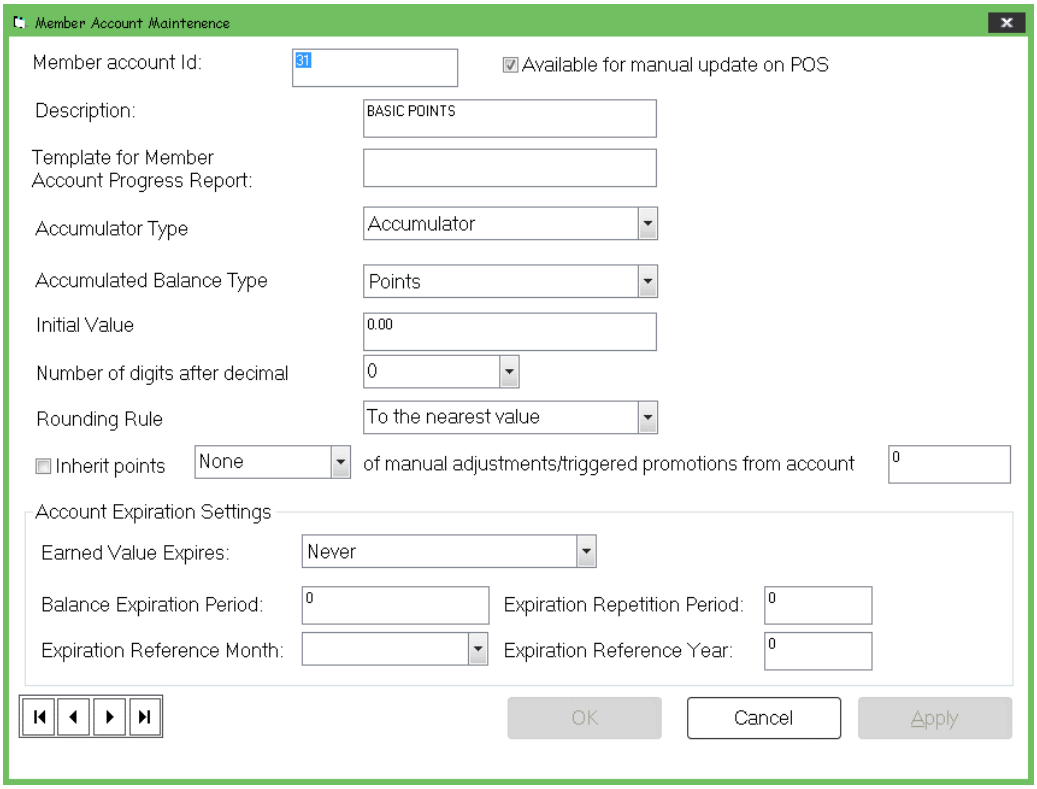


Figure 3-340. Member Account Maintenance

3. Enter a member account number and a description for the account.
4. (Optional) Check the Available for manual update on POS checkbox to allow the account to be modified on the POS.

Note:

When the "Update Member Account Balance" function is enabled on the POS, the cashier may scan a loyalty card in a ticket, update the member balance, and enter an adjustment reason (e.g. Promotion Not Triggered).

5. In the Template for Member Account Progress Report field, enter the name of the template that is used when printing member account information on the ticket.
6. Click the Accumulator Type field selection arrow and select the type of account in which the member rewards are accumulated.

    - **Accumulator** – An account in which rewards are continuously accumulated.
    - **Accumulator without financial reporting** – An account in which rewards are accumulated without a progress report.
    - **Temporary Accumulator** – An account in which rewards are accumulated and then the account is reset. For example, a Visits account rewards the customers who visit the store at least four times every month. On reaching four, the account is automatically reset. The ticket may also print a progress report.
    - **Temporary Accumulator without Financial Reporting** – An account in which rewards are accumulated, the account is reset, and no progress reporting is printed on the ticket. For example, a Visits account in which the system specifies that customers who visit the store at least four times every month get a reward. On reaching four, the account is automatically reset.
    - **Ticket Discount Accumulator** – An account in which rewards are accumulated by discounts and expired by designated expiration settings.

7. In the Accumulated Balance Type field, click the field selection arrow and select how customer balances are maintained:

    - **Points** – Indicates that the account is based on points.
    - **Currency** – Indicates that the account is based on on-going spending.
    - **Counter** – Indicates that the account is based on on-going customer visits.
    - **Virtual Home Store Points** – Indicates that the account is virtual shopping.
    - **Home Store Points** – Indicates that the account is based on home shopping.
    - **External Points** – Indicates that the account is based on non in-store shopping.
    - **Non-Member Discounts** – For accumulator types of Ticket Discount Accumulator, this setting indicates that the account is based on non-member discounts only.

- **Member Discounts** – For accumulator types of Ticket Discount Accumulator, this setting indicates that the account is based on member discounts only.
- **All Discounts** – For accumulator types of Ticket Discount Accumulator, this setting indicates that the account is based on both member and non-member discounts.
- **Discounts of Attached Promotions** – For accumulator types of Ticket Discount Accumulator, this setting indicates that the account is based on the discounts of attached promotions.

8. In the Initial Value field, enter the member's opening balance.
9. If member account balances are to be tracked to a decimal place, click the **Number of digits after decimal** field selection arrow and choose the number of places to track after the decimal point (1, 2 or 3).
10. For decimal place rounding, click the **Rounding Rule** field selection arrow and choose to round account accumulation to the lowest value, highest value, or nearest value.

Note:

For example, if the "Number of digits after decimal" is set to 0, 75 points are earned for each pound of Bananas purchased and the customer purchases .5 pounds, the customer could earn 37 points (lowest value) or 38 points (nearest value and highest value).

11. If the member account is to inherit point properties from another member account, check the **Inherit Points** checkbox. The inheritance type can be "Redemption" (to inherit point redemption properties) or "Earned" (to inherit earned point properties). Finally, indicate the member account ID of the account from which the redemption or earned properties are inherited.
12. For Account Expiration, click the **Earned Value Expires** field selection arrow and select the expiry period for the member account.

- **After xxx Days** – This setting indicates that the account expires after a set number of days.
- **After xxx Weeks** – This setting indicates that the account expires after a set number of weeks.
- **After xxx Months** – This setting indicates that the account expires after a set number of months.
- **On Day of Week** – This setting indicates that the account expires on a designated day of the week.
- **Cyclic Day of Month**– This setting indicates that account expires on a designated day of the month.
- **On xxx Day After xxx Months**– This setting indicates that account expires on a designated day after a set number of months.
- **After xxx Years**– This setting indicates that the account expires after a set number of years.

13. In the Balance Expiration Period field, enter the number of days, weeks, or months associated with the expiry period for the earned amount.
14. In the Expiration Reference Month field, enter the month on which the repeat sequence begins.
15. In the Expiration Repetition Period field, enter the number of months for which the expiry period repeats.
16. In the Expiration Reference Year field, enter the year on which the repeat sequence begins.
17. Click **OK** or **Apply** to save.

Note:

To delete a customer account, highlight the account from the Member Account Maintenance Screen and click **Delete**. A delete confirmation window will display:

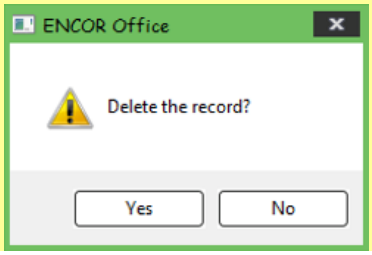


Figure 3-341. Delete Confirmation

Click **Yes** to confirm the deletion.

3.7 Tag Request

The **ENCOR Tag Request** application submits item data for tags or labels to a third-party label program, such as Bar Tender, Stylus, RTI, and so forth. The label program is defaulted during the installation of **ENCOR**, but the configuration can be modified using **ENCOR's Site Setup** application. Printing reports, grids, tags, or labels could require more than one printer installation and configuration to perform specialty printing functions. The printer used to print documentation, reports, grids, and lists is the Windows default printer for the computer. Typically, another printer is used exclusively for printing shelf labels and signs. For printer installation, see the printer installation and guide, or refer to *NCR ENCOR Installation and Configuration Guide* (B005-000-2139) to ensure proper configuration with **ENCOR**.

Note:
It is not necessary to have two printers if one printer performs both types of tasks.

3.7.1 Print Tag or Label Overview

To print a tag or label for an item, the following minimum steps must be performed.

1. Add item to the Tag Request application grid.
2. Select the item within the Tag Request application grid.
3. Click **Print/Export Current Selection** or **Reprint/Export Last Batch**.

The following sections detail how to perform the printing steps above.

Note:
Tag requests are written to the `LabelOut.txt` file. To map **ENCOR** data to third-party print templates, locate the file at `C:\NCR\ENCOR\Labels\LabelOut.txt`.

3.7.2 Adding Items to Tag Request Application Grid

Before an item can be printed, the item must first be added to the Tag Request application grid.

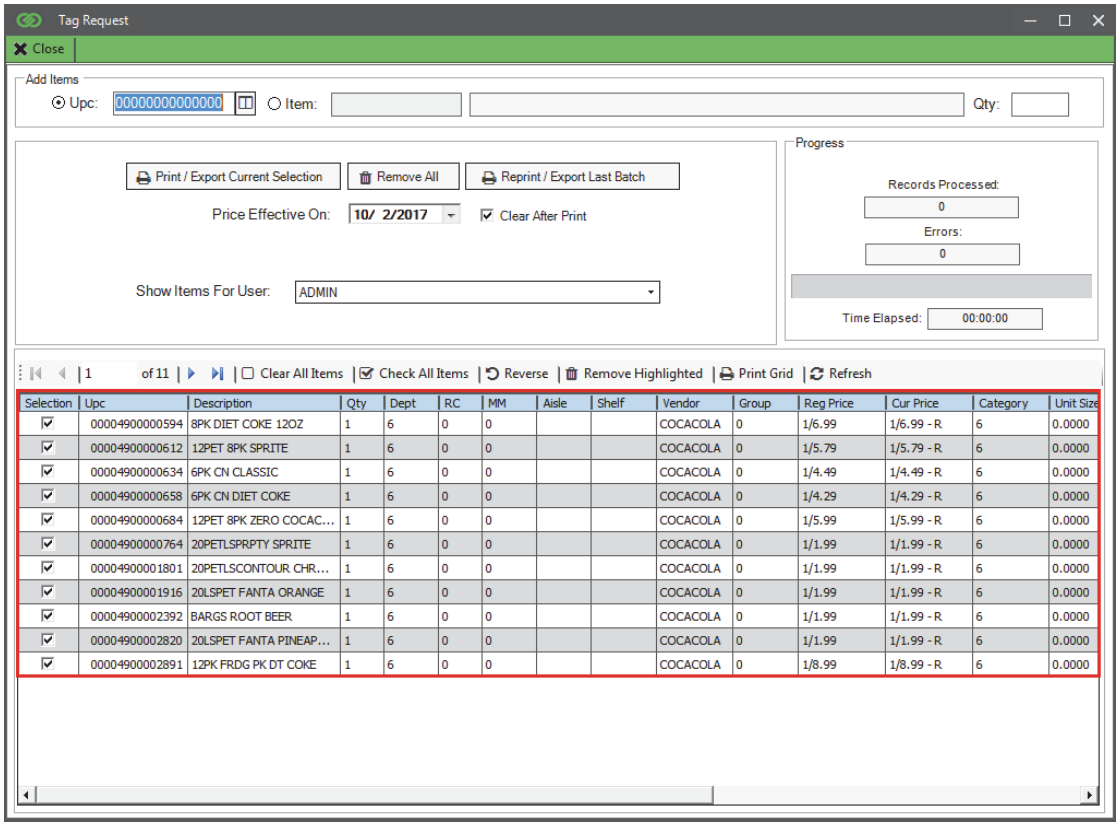


Figure 3-342. Tag Request Application Grid

Items can be added to the Tag Request application grid from the **Item Maintenance** application, **Vendor Maintenance** application, **Item Search**, Handheld, or the **Tag Request** application.

3.7.3 Adding Items from the Item Maintenance Application

3.7.3.1 Add Item

1. From the **Item Maintenance** application (**ENCOR's** Application Menu Bar: Item Management > Immediate Maintenance) navigate to the item that will be printed.
2. Click **Add Tag** (**F3**).

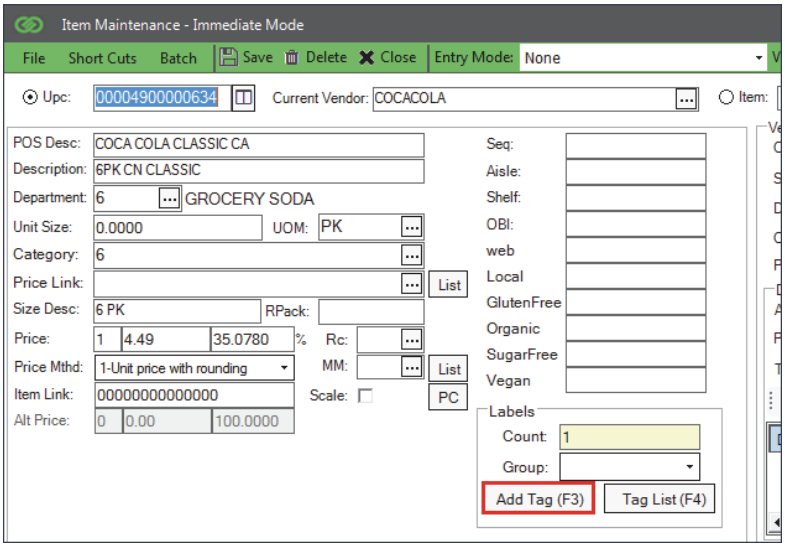


Figure 3-343. Item Maintenance - Add Tag (F3)

Note:

Clicking **Add Tag (F3)** results in the display of an "Added" message that is visible for a moment to notify the user that the item was added.

Note:

Each time **Add Tag (F3)** is clicked, the item is added to the Tag Request grid. This means that an item can be duplicated (i.e. added multiple times) within the Tag Request grid.

3.7.3.2 View Added Items

To view Tag Request items from the Item Maintenance application

1. From the Item Maintenance application (ENCOR's Application Menu Bar: Item Management > Immediate Maintenance) click Tag List (F4).

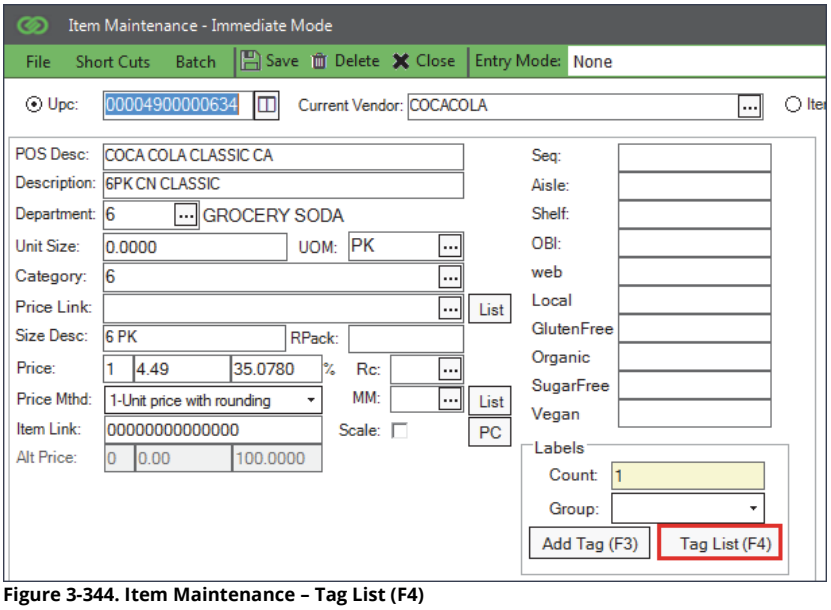


Figure 3-344. Item Maintenance – Tag List (F4)

Clicking **Tag List (F4)** results in the display of the **Tag Request** application. The grid lists the items that were added.

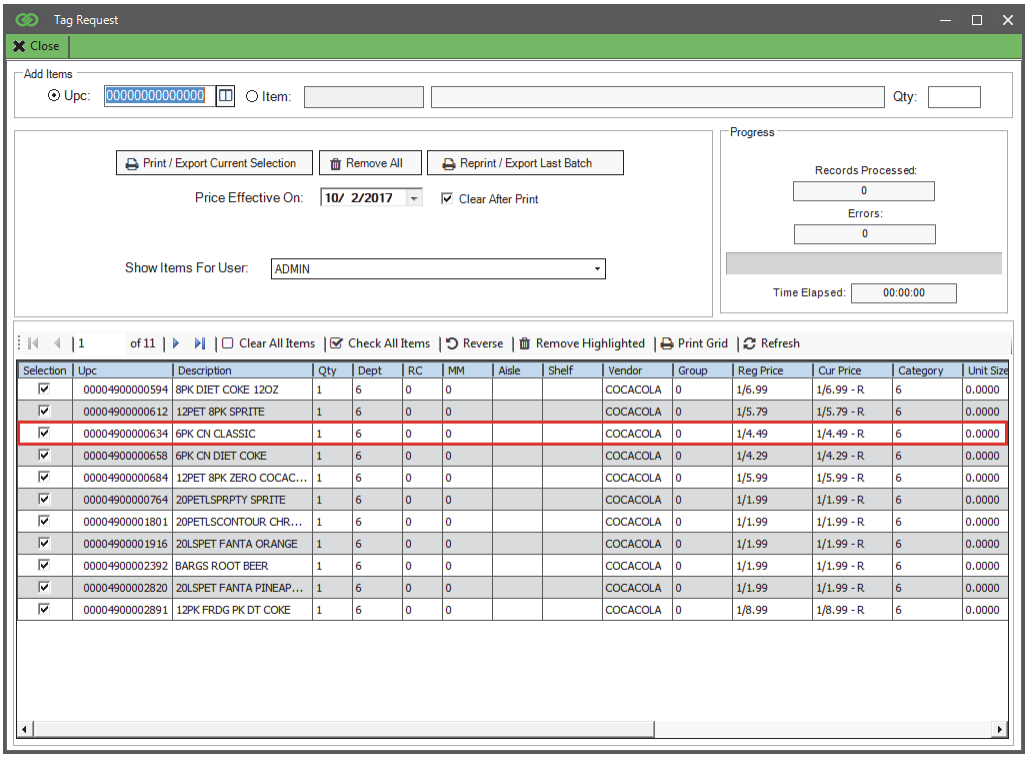


Figure 3-345. Tag Request Grid List

3.7.4 Adding Items from Vendor Maintenance

3.7.4.1 Add Item

1. Go to the **Vendor Maintenance** application (**ENCOR's** Application Menu Bar: Store Management > Vendor Maintenance).
2. Select a vendor (Select **Vendor** grid on left side of screen) that is assigned the items that will be added to the Tag Request application grid.
3. Select the **Item(s)** tab.

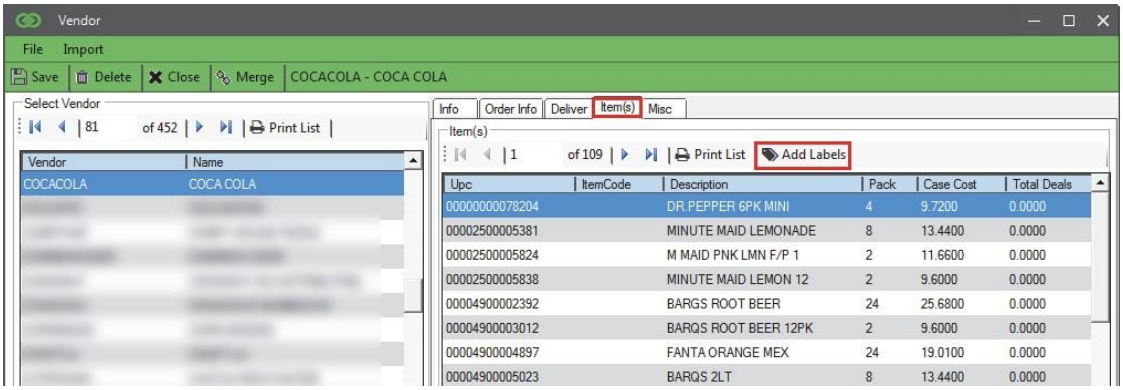


Figure 3-346. Vendor Maintenance - Item(s) Tab

4. Highlight the items in the grid that will be added to the **Tag Request** application grid.

Note:

The items listed in the Item(s) tab grid are items associated with the vendor selected in the Select Vendor grid.

5. Click Add Labels.

3.7.5 Adding Items from Item Search

3.7.5.1 Add Item

1. Go to the **Item Maintenance** application (**ENCOR's** Application Menu Bar: Item Management > Immediate Maintenance) and press F12.
2. When the Item Search screen displays, enter search criteria.

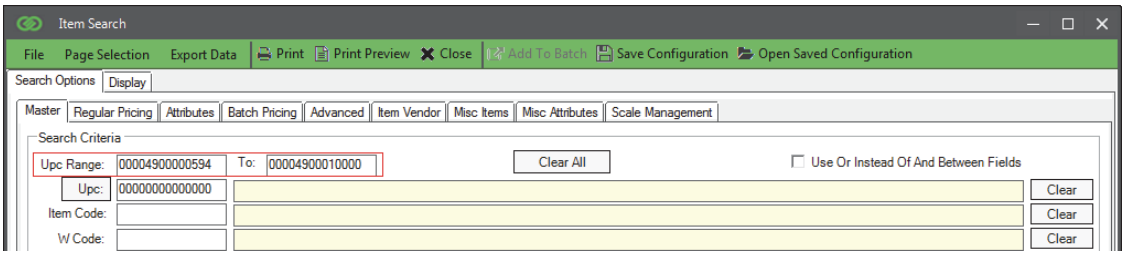


Figure 3-347. Item Search

3. Click the **Display** tab (shown below) to get search criteria results. Results will be listed in the Display tab's grid.

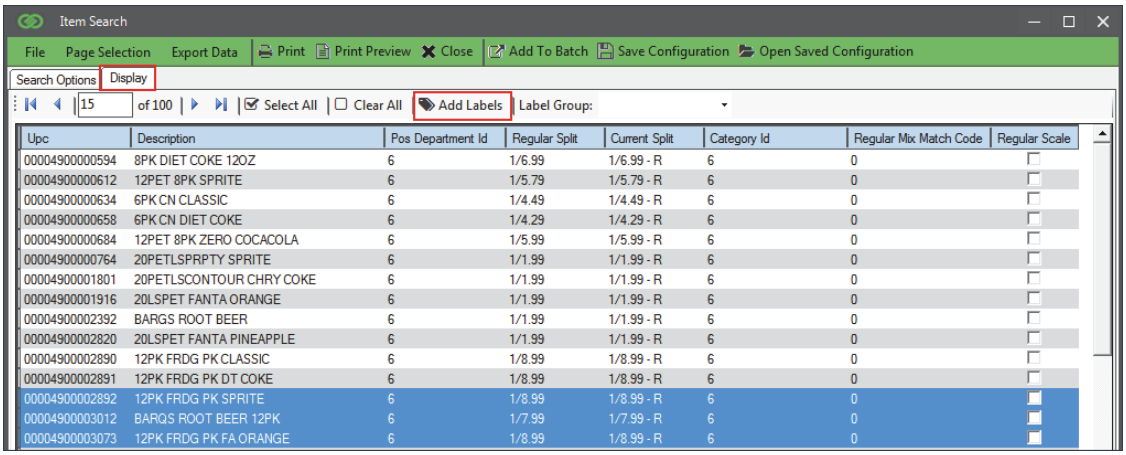


Figure 3-348. Item Search Display Tab

4. Highlight the items (listed in the grid) that will be added to the **Tag Request** application grid and click **Add Labels**.

3.7.6 Adding Items from the Handheld

The handheld provides several screens containing a button which, when clicked, adds the currently selected item to the **Tag Request** application grid.

3.7.6.1 Item Maintenance Screen

1. From the handheld Main Menu, select **Item Maintenance**.
2. From the Quick or Misc tab, click **Tag**.

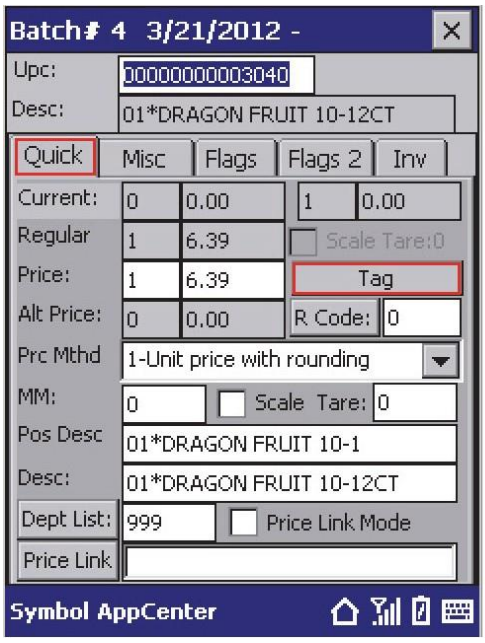


Figure 3-349. Handheld - Item Maintenance Screen

3.7.6.2 Data Collect Screen

1. Click **Add Tag**.

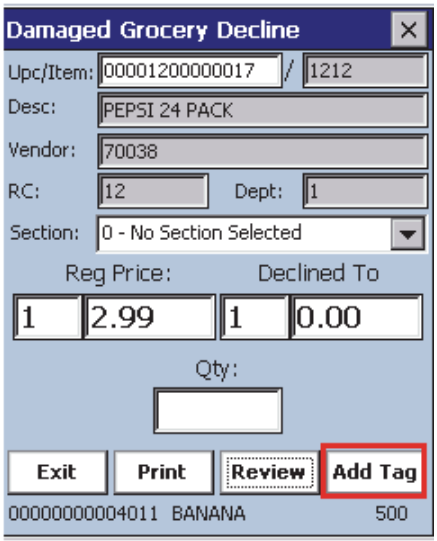


Figure 3-350. Handheld - Data Collect Screen

3.7.6.3 Inventory Count Screen

1. Click **Add Tag**.

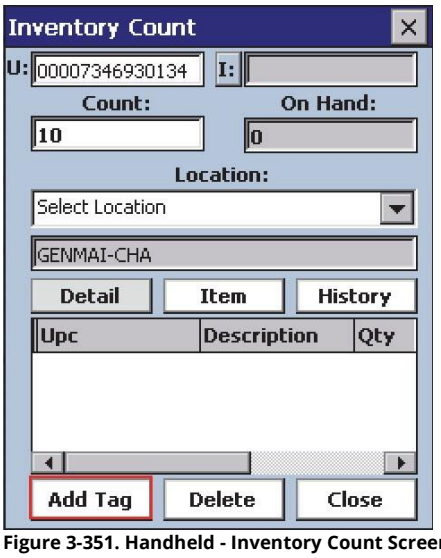


Figure 3-351. Handheld - Inventory Count Screen

3.7.6.4 Inventory Adjustment Screen

1. Click **Add Tag**.

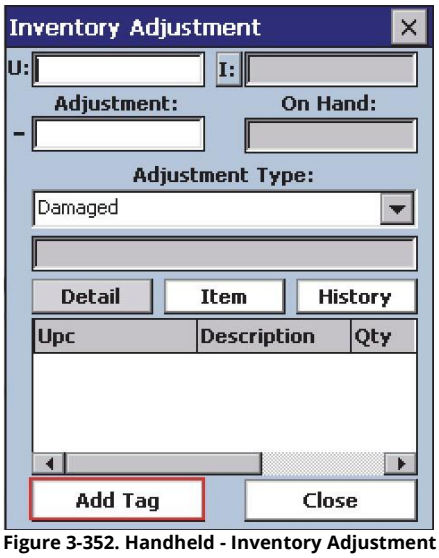


Figure 3-352. Handheld - Inventory Adjustment Screen

3.7.6.5 Price Verify Screen

1. Click **Add Tag**.

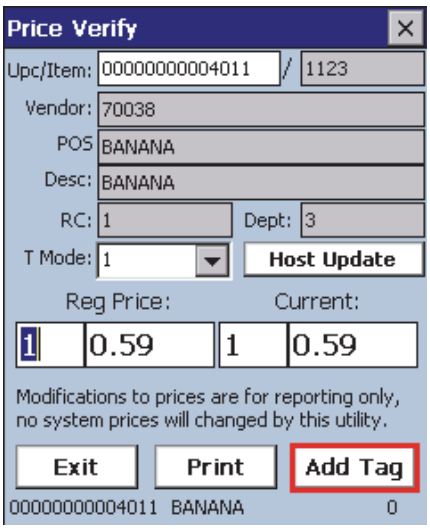


Figure 3-353. Handheld - Price Verify Screen

3.7.7 Adding Items from the Tag Request Application

3.7.7.1 Add Item

1. Open the **Tag Request** application (**ENCOR's** Application Menu Bar: Item Management > Tag Request).
2. At the top of the **Tag Request** application screen, enter the item's UPC into the Upc control field (its radio button should be selected).

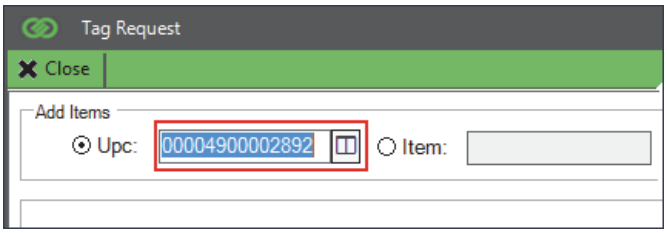


Figure 3-354. Tag Request Upc Field

3. Tab out of the Upc control field. The description will be set and the Qty field will receive focus and default to 1. The Qty field sets the number of times that the label will be printed. By default, the label will be printed once. To print the label more than once, change the Qty to the number of times the label should be printed.

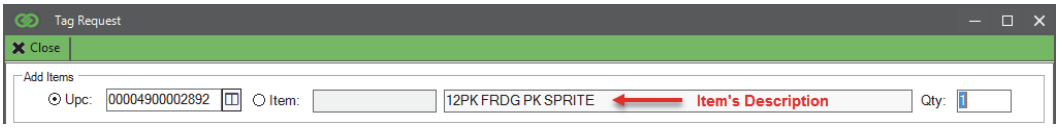
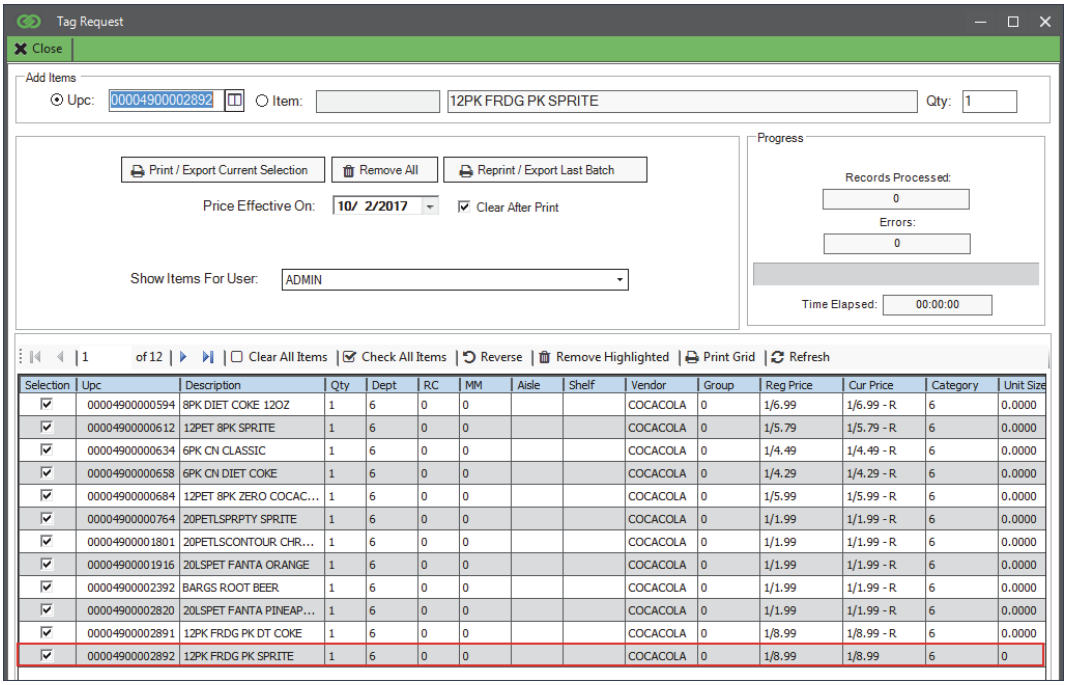


Figure 3-355. Tag Request - Item Description

4. While focus is in the Qty field, press **ENTER** on the keyboard. Pressing **ENTER** with focus in the Qty field results in the item being added to the end of the

Tag Request grid. If an item does not immediately appear in the grid, click the grid's Refresh button to regenerate the grid's list.



Selection	Upc	Description	Qty	Dept	RC	MM	Aisle	Shelf	Vendor	Group	Reg Price	Cur Price	Category	Unit Size
☑	00004900000594	8PK DIET COKE 12OZ	1	6	0	0			COCACOLA	0	1/6.99	1/6.99 - R	6	0.0000
☑	00004900000612	12PET 8PK SPRITE	1	6	0	0			COCACOLA	0	1/5.79	1/5.79 - R	6	0.0000
☑	00004900000634	6PK CN CLASSIC	1	6	0	0			COCACOLA	0	1/4.49	1/4.49 - R	6	0.0000
☑	00004900000658	6PK CN DIET COKE	1	6	0	0			COCACOLA	0	1/4.29	1/4.29 - R	6	0.0000
☑	00004900000684	12PET 8PK ZERO COCAC…	1	6	0	0			COCACOLA	0	1/5.99	1/5.99 - R	6	0.0000
☑	00004900000764	20PETLSPRPTY SPRITE	1	6	0	0			COCACOLA	0	1/1.99	1/1.99 - R	6	0.0000
☑	00004900001801	20PETLSCONTOUR CHR…	1	6	0	0			COCACOLA	0	1/1.99	1/1.99 - R	6	0.0000
☑	00004900001916	20LSPET FANTA ORANGE	1	6	0	0			COCACOLA	0	1/1.99	1/1.99 - R	6	0.0000
☑	00004900002392	BARGS ROOT BEER	1	6	0	0			COCACOLA	0	1/1.99	1/1.99 - R	6	0.0000
☑	00004900002820	20LSPET FANTA PINEAP…	1	6	0	0			COCACOLA	0	1/1.99	1/1.99 - R	6	0.0000
☑	00004900002891	12PK FRDG PK DT COKE	1	6	0	0			COCACOLA	0	1/8.99	1/8.99 - R	6	0.0000
☑	00004900002892	12PK FRDG PK SPRITE	1	6	0	0			COCACOLA	0	1/8.99	1/8.99	6	0

Figure 3-356. Tag Request - Item Added to Grid

3.7.8 Modifying Items in the Tag Request Application Grid

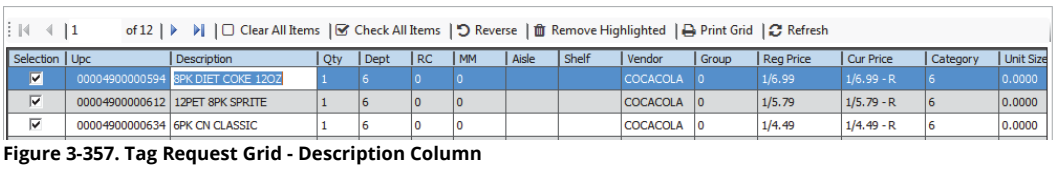
The **Tag Request** application grid allows the following column values to be modified:

- Description
- Qty
- Group
- Unit Size
- UOM

The ability to modify column values in the grid allows the Tag/Label data (or the content that will be printed) to be changed without modifying an item's information in the database.

To modify an editable column in the **Tag Request** application grid:

1. Single click an editable column in the **Tag Request** application grid. In the image below, the first item's Description column has been selected.



Selection	Upc	Description	Qty	Dept	RC	MM	Aisle	Shelf	Vendor	Group	Reg Price	Cur Price	Category	Unit Size
☑	00004900000594	8PK DIET COKE 12OZ	1	6	0	0			COCACOLA	0	1/6.99	1/6.99 - R	6	0.0000
☑	00004900000612	12PET 8PK SPRITE	1	6	0	0			COCACOLA	0	1/5.79	1/5.79 - R	6	0.0000
☑	00004900000634	6PK CN CLASSIC	1	6	0	0			COCACOLA	0	1/4.49	1/4.49 - R	6	0.0000

Figure 3-357. Tag Request Grid - Description Column

2. Type the new value in the editable column. In the image below, the first item's Description column value was changed to "Diet Coke 8 Pack/12 oz."

Note:

Changing the grid's column value only modifies the tag/label, not the item's data in the database.

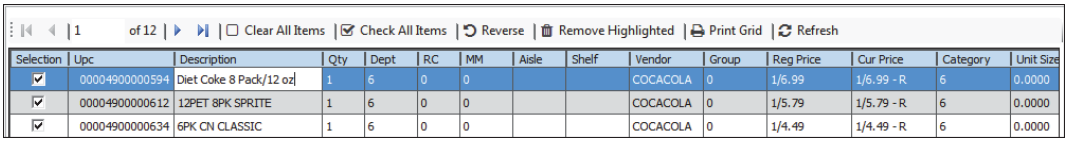


Figure 3-358. Tag Request Grid - Description Column Edited

3. Tab or click out of the editable column.

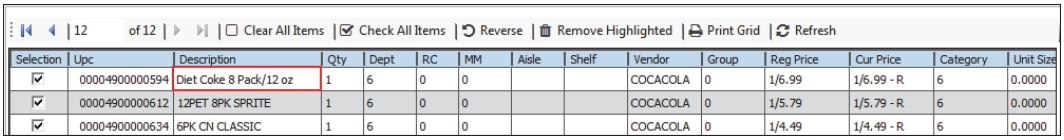


Figure 3-359. Tag Request Grid - Description Column Edit Complete

3.7.9 Selecting Items from the Tag Request Application Grid

3.7.9.1 Selecting Items for Printing

Once items have been added to the **Tag Request** application grid, one or more items can be selected from the grid for printing. Items can be selected or deselected from the grid manually or by using the grid's controls.

3.7.9.2 Manually Select and Deselect Items

To select an item for printing, the item's **Selection** checkbox (in the grid) is clicked so that it is checked. In the image below, UPCs 00004900000594, 00004900000634, and 00004900000684 have been selected for printing.

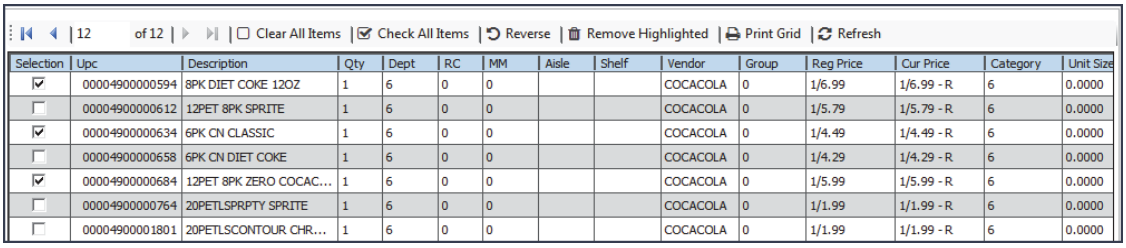


Figure 3-360. Tag Request Grid - Selection Checkbox

To deselect an item for printing, click a checked Selection checkbox resulting in the item's Selection checkbox no longer being checked. In the image above, UPCs 00004900000612, 00004900000658, 00004900000764, and 00004900001801 are not selected for printing.

3.7.9.3 Grid Controls to Select and Deselect Items

The **Tag Request's** application grid provides three controls for selecting and deselecting items in the grid.

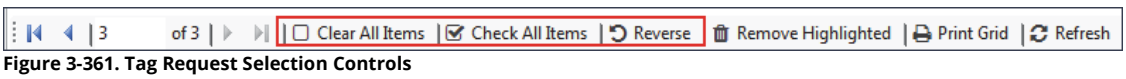


Figure 3-361. Tag Request Selection Controls

Control	Description
Clear All Items	Clicking **Clear All Items** results in the Selection checkbox in the grid being un-checked for each item in the grid.
Check All Items	Clicking **Check All Items** results in the Selection checkbox in the grid being checked for each item in the grid.
Reverse	Clicking **Reverse** results in the Selection checkbox reversing states for each item in the grid. If the Selection checkbox is checked for an item, it will become un-checked after Reverse is clicked; if the Selection checkbox is un-checked, it will become checked after Reverse is clicked.

3.7.10 Filtering, Sorting, and Deleting Items in Tag Request Application Grid

The **Tag Request** application provides controls to filter, sort, and delete items in the Tag Request grid. The filtering, sorting, and deleting functionality aids in finding the desired items to select for printing.

3.7.10.1 Filtering Items

The **Tag Request** application provides the Price Effective On and Show Items For User controls (shown in image below) to filter items in the Tag Request grid.

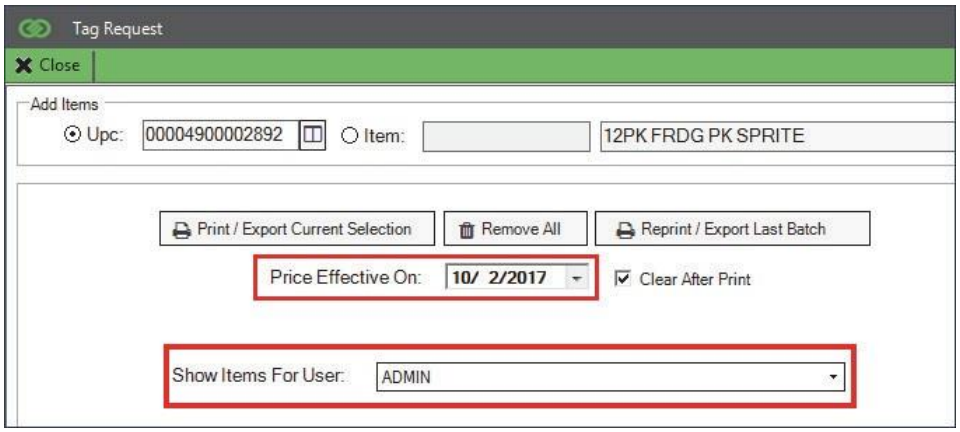


Figure 3-362. Tag Request - User Controls

Control	Description
Price Effective On	Date control to select a price effective date which is used to filter grid items by date on which effective.
Show Items For User	Drop-down allows the selection of an **ENCOR** user. After a user is selected from the drop-down, the grid will display those items selected by the user.

3.7.10.2 Sorting Items

To sort items in the Tag Request grid, click any of the grid's headers. Clicking on a grid header sorts all rows by that column.

3.7.11 Deleting Items

3.7.11.1 Deleting All Items from the Grid

1. Click **Remove All**.

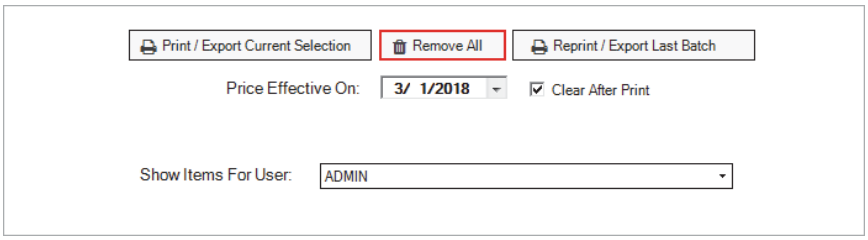


Figure 3-363. Tag Request Grid - Remove All

2. When prompted "Are you sure you want to remove all of the items from the Tag Request," click **Yes**.

3.7.11.2 Delete Highlighted Items Using Pop-Up Menu

1. Click on a row to highlight an item. Select multiple items by holding down the **CTRL** key and clicking on multiple rows.
2. Right-click on the highlighted rows.
3. Select **Remove Highlighted Items** from the pop-up menu.

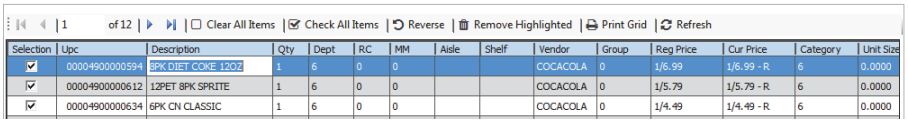


Figure 3-364. Tag Request Grid - Remove Highlighted Items

3.7.11.3 Delete Highlighted Items Using Grid Button

1. Click on a row to highlight an item. Select multiple items by holding down the **CTRL** key and clicking on multiple row.
2. Click the grid's **Remove Highlighted** button.

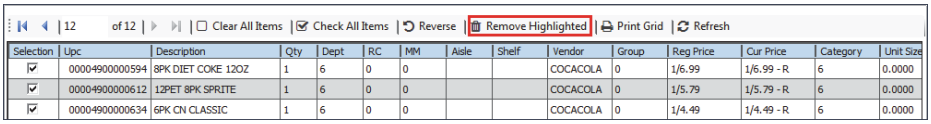


Figure 3-365. Tag Request Grid - Remove Highlighted Button

3. When prompted with "Remove Highlighted Item(s)?" click **Yes**.

3.7.12 Printing/Exporting Tags or Labels

3.7.12.1 Printing

Once items have been added to the **Tag Request** application grid and items have been selected (i.e. the item's Selection checkbox checked) within the grid, the item tags are ready to be printed. To print the selected tag items in the grid, the Print/Export Current Selection button is clicked. In the image below, UPCs

00004900000594 and 00004900000634 have been selected and will be sent to the label printer when **Print/Export Current Selection** is clicked.

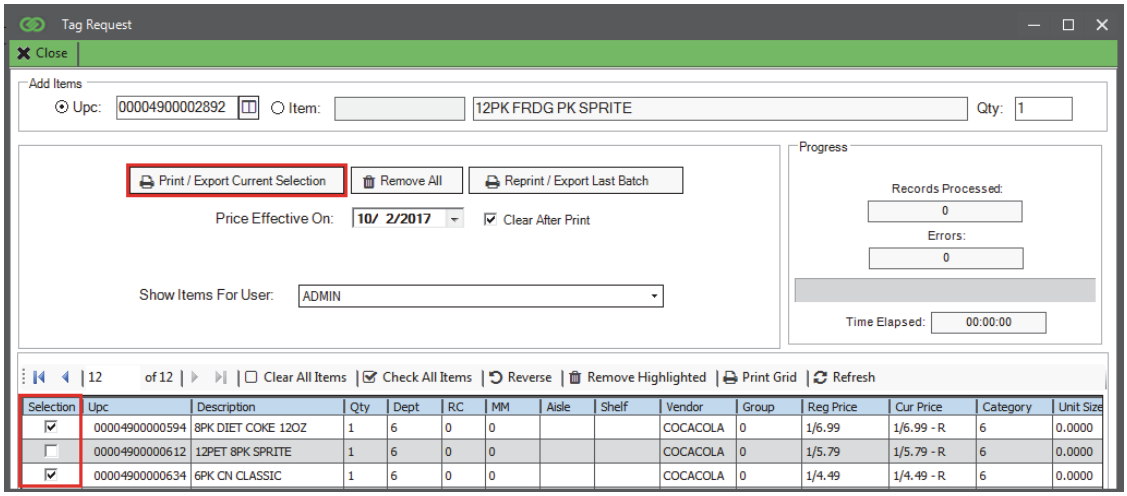


Figure 3-366. Tag Request - Print/Export Current Selection

When printing occurs, the item tag data is exported to the selected label program for printing and exported to either an ASCII output text file (set in **ENCOR's Site Setup** application) or to the `tblLabelOut` database table if no text file was set in **ENCOR's Site Setup** application.

Note:
Refer to the *ENCOR Installation and Configuration Guide* (B005-000-2139) for instruction on the setup of the third-party label packages.

Note:
The tags and labels print to a printer used specifically for printing tags and labels. The label printer may or may not be the default printer used for printing reports or the label print grid.

Note:
Tags and labels print information as saved in the **ENCOR** system, but the following columns can be modified in the grid without changing the data in the database: Description, Qty, Group, Unit Size, UOM. For more details related to modifying the grid item data, reference the "Modifying Items in the Tag Request Application Grid" section above.

After the tags/labels have been printed, the tag item data will be removed from the **Tag Request** application grid if the **Clear After Print** checkbox is checked; if the **Clear After Print** checkbox is un-checked, the tag item data will remain in the grid after **Print/Export Current Selection** is clicked.

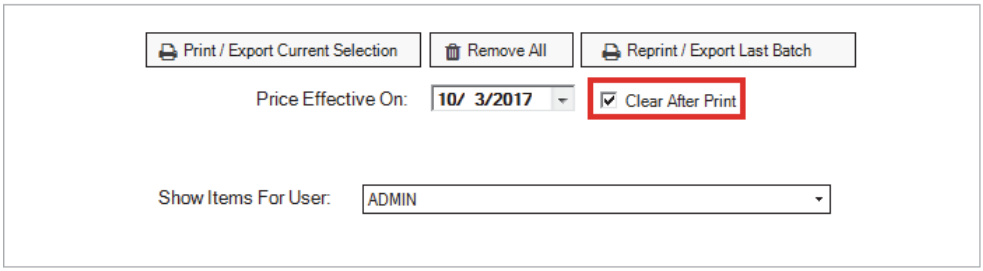


Figure 3-367. Tag Request - Clear After Print

3.7.13 Reprinting

After **Print / Export Current Selection** has been clicked, resulting in the export of the tag data to either the ASCII output text file or to the `tblLabelOut` database table, labels can be re-sent to the label printing software by clicking **Reprint / Export Last Batch**. If the **Print / Export Current Selection** has not been clicked and no tag data has been sent to the ASCII output text file or to the `tblLabelOut` database table, clicking **Reprint / Export Last Batch** results in no action being taken (since there is no data to re-send to the label printing software).

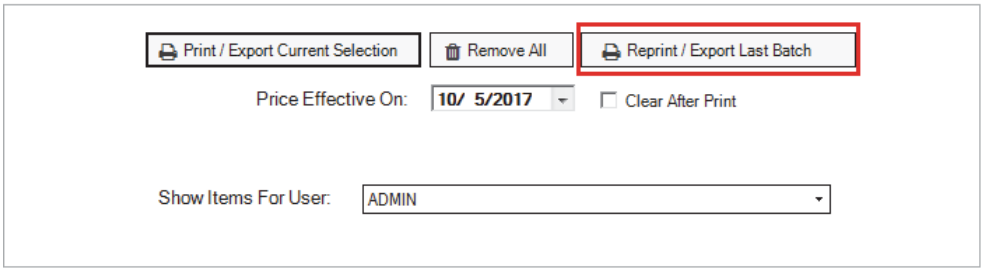


Figure 3-368. Tag Request - Reprint/Export Last Batch

3.7.14 Export ASCII Text File

When **Print / Export Current Selection** is clicked, the tag data is sent to an output ASCII text file in a specific format if the file path has been set in **ENCOR's Site Setup** application.

Note:
If the output text file is not set, the tag data is written to the `tblLabelOut` database table.

The file location and file format in which the tag data will be exported can be set in **ENCOR's Site Setup** application (**ENCOR's** Application Menu Bar: System > Back Office Setup > Site Setup).

3.7.14.1 File Location

The file location to which the tag data will be exported is based on the Path Of Label setting in the **Site Setup** application. When **ENCOR** is installed, the Path Of Label setting is defaulted to `C:\NCR\ENCOR\Labels\LabelOut.txt`. The Path Of Label setting can be changed on **ENCOR's Site Setup's** General tab.

On **Site Setup's** General tab, the output file's path and name can be changed using the Path Of Label control located in the Label Options group control (shown

below). Clicking the Path Of Label's ellipses button results in the display of the Select File dialog that can be used to navigate to a new file/directory location.

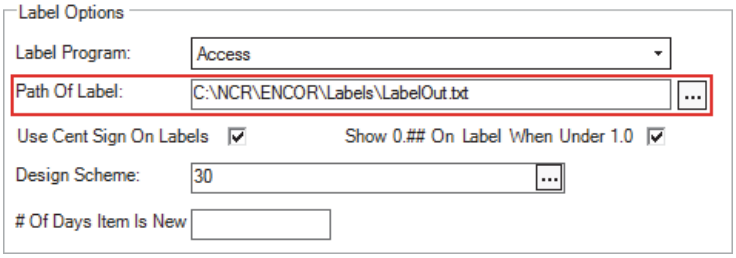


Figure 3-369. Tag Request - Path Of Label

3.7.14.2 File Format

The file format to which the tag data will be exported is based on the label program selected in **ENCOR's Site Setup** application. The label program used is based on **Site Setup's** Label Program setting on **Site Setup's** General tab.

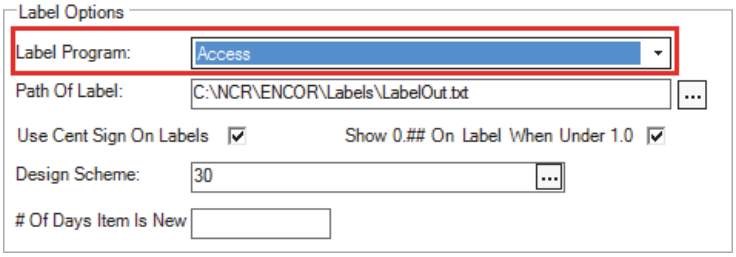


Figure 3-370. Tag Request - Label Options

To set the Label Program, click the list box's arrow-down button and select the label program from the drop-down list.

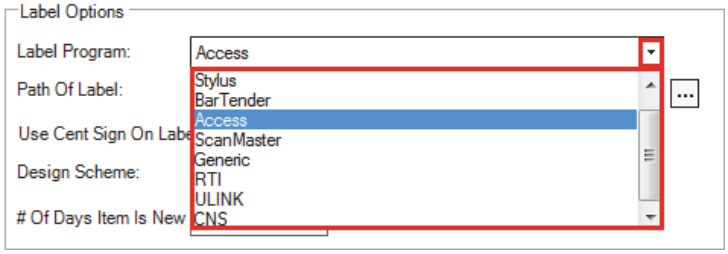


Figure 3-371. Tag Request - Label Program Drop-Down List

3.7.15 File Export Dialogs

After **Print / Export Current Selection** is clicked, file export dialogs are displayed if the Label Program is set to either Bar Tender or ULINK.

3.7.15.1 Bar Tender Interface Dialog

If the Label Program is set to **Bar Tender**, clicking **Print / Export Current Selection** results in the display of the Bar Tender Interface dialog which provides a list of templates that determine the format in which tags/labels will be printed.

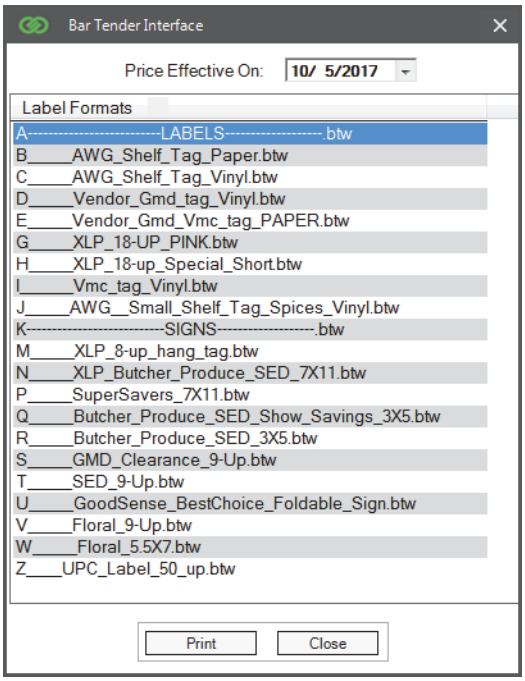


Figure 3-372. Label Program - Bar Tender Interface

To continue with the exporting and printing of the tag data, a template must be selected from the dialog's list, and the **Print** button clicked.

3.7.15.2 ULINK File Type Dialog

If the Label Program is set to **ULINK**, clicking **Print / Export Current Selection** results in the display of the Please Select File Type dialog which provides a list of file types to select.

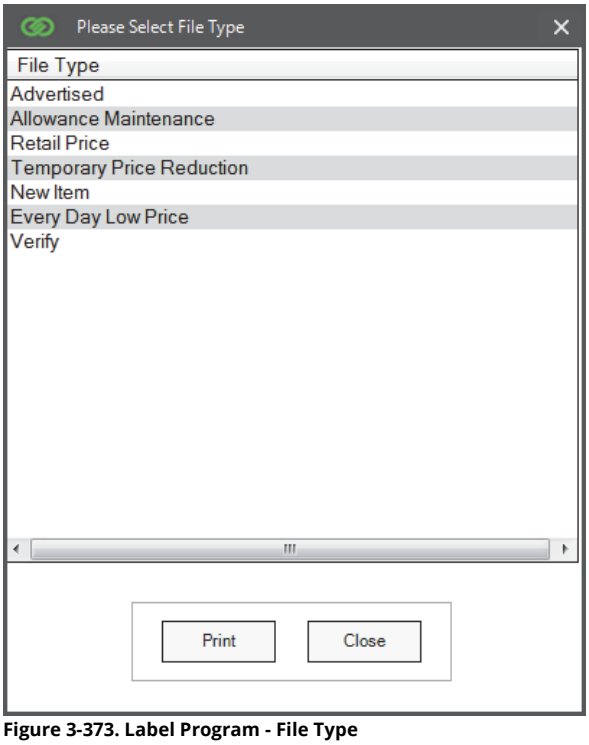


Figure 3-373. Label Program - File Type

The file type selected determines the prefix given to the output file name but does not affect the formatting of the file contents. The table below shows which prefix will be added to output file's name based on the file type selected.

File Type	Output File Name Prefix
Advertised	ADVT
Allowance Maintenance	ALWT
Retail Price	RTLT
Temporary Price Reduction	TPRT
New Item	NEWT
Every Day Low Price	EVDT
Verify	VERT

To continue with the exporting and printing of the tag data, a file type must be selected from the dialog's list and the **Print** button clicked.

3.8 Item Review Dashboard

The Item Review Dashboard application provides a summary of daily back office changes, the ability to view items affected by those changes, and the functionality to perform tag printing and batch processing of items affected by the changes. When the application opens, the dashboard quickly retrieves a list of TPR, sales, instore specials, deals, and regular price changes on or off; totals the number of changes for each change type; and displays these totals next to each type of change. This functionality is especially useful in hosted environments, where store users want to assess daily workloads at a glance. The Item Review Dashboard provides the functionality to print tags and process batches directly, without launching other **ENCOR** applications that perform these functions. To launch the **Item Review Dashboard** application from the Application Menu Bar, select **Item Management > Item Review Dashboard > Item Review Dashboard**.

3.8.1 Overview

The **Item Review Dashboard** displays the Summary of Changes in the left pane and item details (of the items affected by the selected change) in the application's grid. The Summary of Changes displays a list of change types and a sum of items affected by the change. In the image below, the Summary of Changes shows that 398 items were affected by TPR Ons changes on the Effective Date of 10/10/2017. When a change (e.g., TPR Ons) is clicked in the Summary of Changes, the item details of the items affected by the change are listed in the application's grid. The Item Review Dashboard grid items can be further filtered by selecting a group, vendor, department or report by from the drop-down lists at the top of the screen; and the grid item details can be sorted by clicking a grid column header.

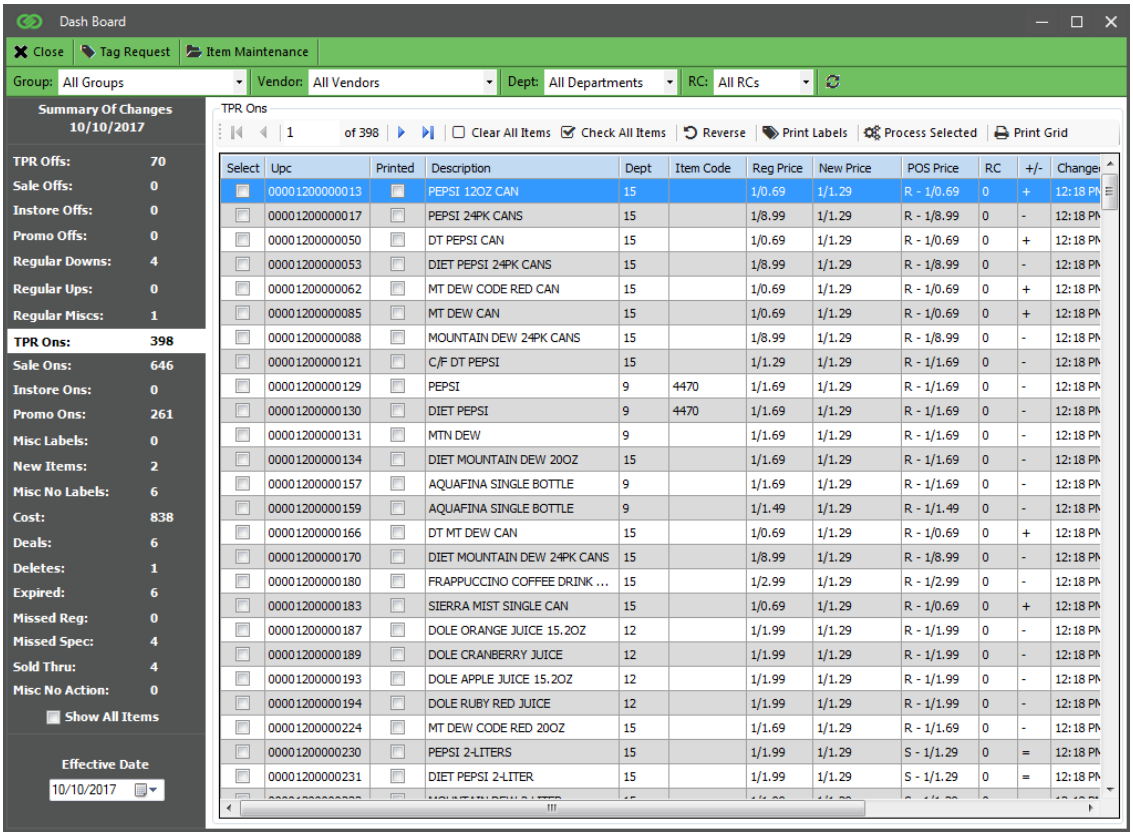


Figure 3-374. Item Review Dashboard

A summary of each type of change available on the Item Review Dashboard is provided below.

TPR Offs: TPR batches are a special price batch in the 2001 through 2999 batch number range. The TPR Offs selection displays items that are in TPR batches that ended per the Effective Date.

Sale Offs: Sale batches are a special price batch in the 3001 through 3999 batch number range. The Sale Offs selection displays items that are in Sale batches that ended per the Effective Date.

Instore Offs: Instore Special batches are a special price batch in the 4001 through 4999 batch number range. The Instore Offs selection displays items that are in Instore batches that ended per the Effective Date.

Promo Offs: Promo batches are a special price batch in the 5001 through 5999 batch number range. The Promo Offs selection displays items that are in Promo batches that ended per the Effective Date.

Regular Downs: Displays items in Regular Price Immediate (batch number 1 through 999) and Regular Price Future (batch number 1001 through 1999) batches starting on the Effective Date where the Regular (Base) Price is being reduced by the batch.

Regular Ups: Displays items in Regular Price Immediate and Regular Price Future batches starting on the Effective Date where the Regular (Base) Price is being increased by the batch.

Regular Miscs: Displays items in Regular Price Immediate and Regular Price Future batches starting on the Effective Date where the Regular (Base) Price is not being changed by the batch, but the associated Regular Price data (Pricing Method, Mix Match, etc.) is being changed by the batch.

TPR Ons: The TPR Ons selection displays items that are in TPR batches that started per the Effective Date.

Sale Ons: The Sale Ons selection displays items that are in Sale batches that started per the Effective Date.

Instore Ons: The Instore Ons selection displays items that are in Instore batches that started per the Effective Date.

Promo Ons: The Promo Ons selection displays items that are in Promo batches that started per the Effective Date.

Misc Label: Displays items with data changed as part of an import where the import job had the Misc Label option enabled (checked) for the changed data field.

New Items: Displays items new to **ENCOR**.

Misc No Label: Displays items with data changed as part of an import where the import job had the Misc No Label option enabled (checked) for the changed data field.

Cost: Displays items with a cost that starts as of the Effective Date.

Deals: Displays items with deals that start as of the Effective Date.

Deletes: Displays items marked for deletion.

Expired: Displays items in a batch with an end date that has passed without being processed off.

Missed Reg: Displays price updates for items in Regular Price Immediate or Regular Price Future batches past the effective date that were not processed on.

Missed Spec: Displays price updates for items in special price batches past the effective date that were not processed on.

Sold Thru: If an active batch contains an item which has exceeded the movement threshold set by the user, the dashboard displays those items under the Sold Thru radio button. Sold Thru also displays items likely to sell through the day, based on the remaining threshold and the previous day's movement.

Misc No Action: Displays items in Regular Price Immediate and Regular Price Future batches starting on the Effective Date where the Regular (Base) Price data (Price, Pricing Method, Mix Match, etc.) is not being changed by the batch.

3.8.1.1 Customizing Grid View

The **Item Review Dashboard** can be personalized to display relevant item data for an individual store environment. Right-click on any column heading to display a list of available item attributes for the grid view. Select or deselect these attributes to add or remove desired item data. Columns can be rearranged by clicking the column header, holding the mouse button down, and dragging the column to the desired location. These changes are not saved and will need to be done each the Item Review Dashboard application is launched if desired.

3.8.1.1.1 Multi Sort

To access additional sorting capability, right-click on a column heading, and select **Multi Sort**. Use the Multi Sort feature to place a secondary sort criteria within the major sort attribute. For example, select column heading **Department** to sort by department, right-click and select **Multi Sort** from the menu, and then select **Aisle** to sort by aisle. In the example below, **ENCOR** displays TPR Ons by Department and then by aisle.

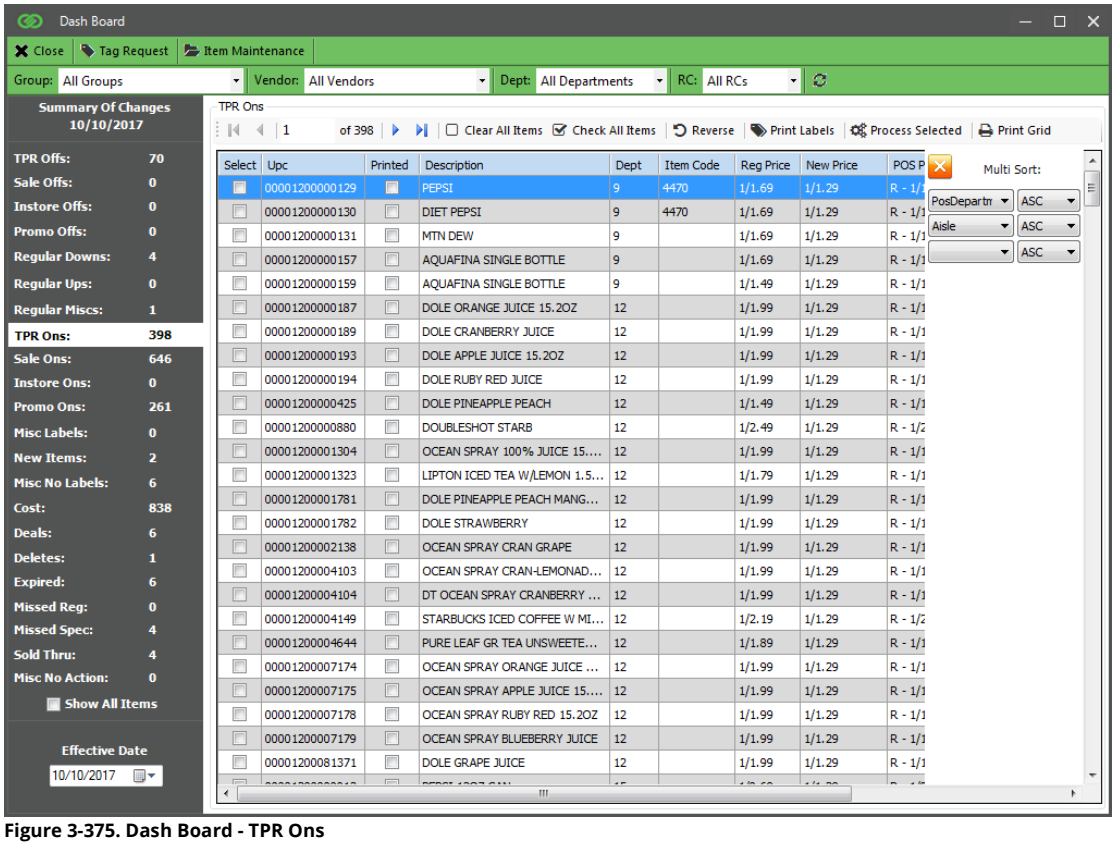


Figure 3-375. Dash Board - TPR Ons

3.8.1.2 Monitoring by Groups

The Item Review Dashboard filters item data by groups. Groups are formed from various departments for quick selection of data relevant to a user. These groups are user-defined and maintained in the Dashboard Group option of the Back Office Setup submenu. For more information on creating and managing groups within **ENCOR**, refer to Chapter 2, "Configuring User Preferences."

3.8.1.3 Returning to Item Maintenance

To return quickly to the Item Maintenance screen for item lookups or price data management, click **Item Maintenance**. This opens a new Item Maintenance screen without closing the Item Review Dashboard and without returning to the Main Menu.

3.8.2 Managing Daily Workload

The **Item Review Dashboard** provides a snapshot of the back office daily workload. The user can review newly added or deleted items, collate items with regular or sales price changes, add labels to print queue, and manually process item changes. The **Item Review Dashboard** displays item updates created in **ENCOR** as well as changes imported or exported from a host machine.

3.8.2.1 Printing Dashboard Data

To print tags directly from the Item Review Dashboard

1. Click the grid checkbox before each item label requested.
2. Click **Print Labels** to launch the configured label printing program.
3. The Item Review Dashboard exports one tag request for each checked item without returning to the Main Menu or leaving the Dashboard screen.

To open the tag queue, click **Tag Request** to launch the Tag Request application instead of using the Application Menu Bar to launch the application.

To print tags and labels in advance of price changes, select desired Effective Date of price change. The Item Review Dashboard displays any batch data that has already been entered. Tag requests for future effective dates print with New Price item information.

To print the displayed items in the Item Review Dashboard, click **Print Grid**.

3.8.2.2 Exporting Dashboard Data

To export item grid details to Excel, right-click on **UPC**, **Description**, or any other column heading. Click **Export to Excel**. Item Review Dashboard data opens directly in Excel.

Note:
If Excel is not installed, an Export to CSV option is available instead of Export to Excel.

3.8.2.3 Reviewing Special Pricing Offs and Ons

The Item Review Dashboard displays item data changes of Special Pricing batches; Special Pricing refers to TPR, Sale, Instore, and Promo items. From the

Summary of Changes panel click the type of change in order to display the items (with their details) affected by the change (shown below).

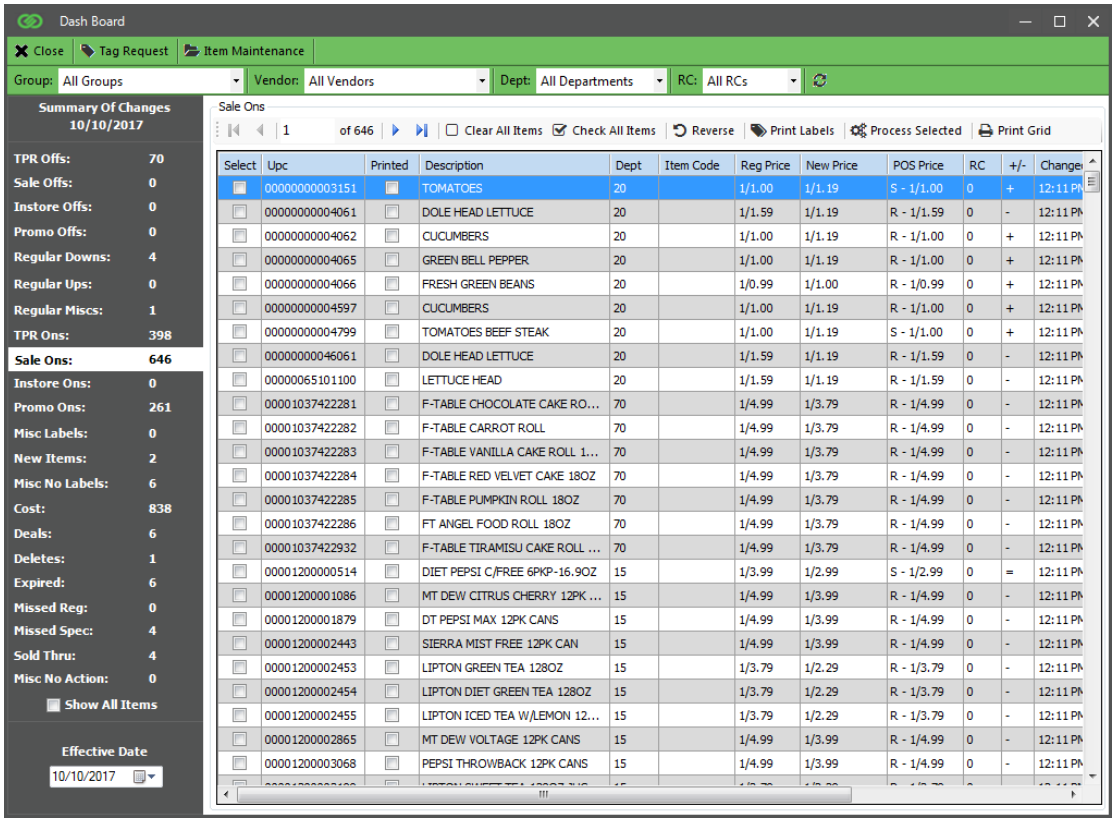


Figure 3-376. Special Pricing Filters

The Prcd field displays which batches have been processed, or sent to the POS. The Prcd Off field shows which batches have been processed off, or returned POS to regular pricing. Typically, price changes down (Special Ons) are processed, then tags are printed and hung. Price changes up (Special Offs) are processed after tags are removed from the shelf. **ENCOR** prints labels with price to be effective on the Effective Date. Use the Item Review Dashboard to verify New Price is accurate before printing tags and labels.

3.8.2.4 Processing Items

The user can use the Item Review Dashboard to process batches on and off without returning to the Batch Maintenance application. Additionally, the Item Review Dashboard processes batches at the item level, allowing for large batches to be broken down into smaller groups.

To process batched items on, select items by placing a check in the Select field in each target item row. Click **Process Selected**. Successfully processed items display a check in the Prcd field.

To process batched items off, select items by placing a check mark in the Select field. Click **Process Selected**. Successfully processed offs display a check mark in the Prcd Off field.

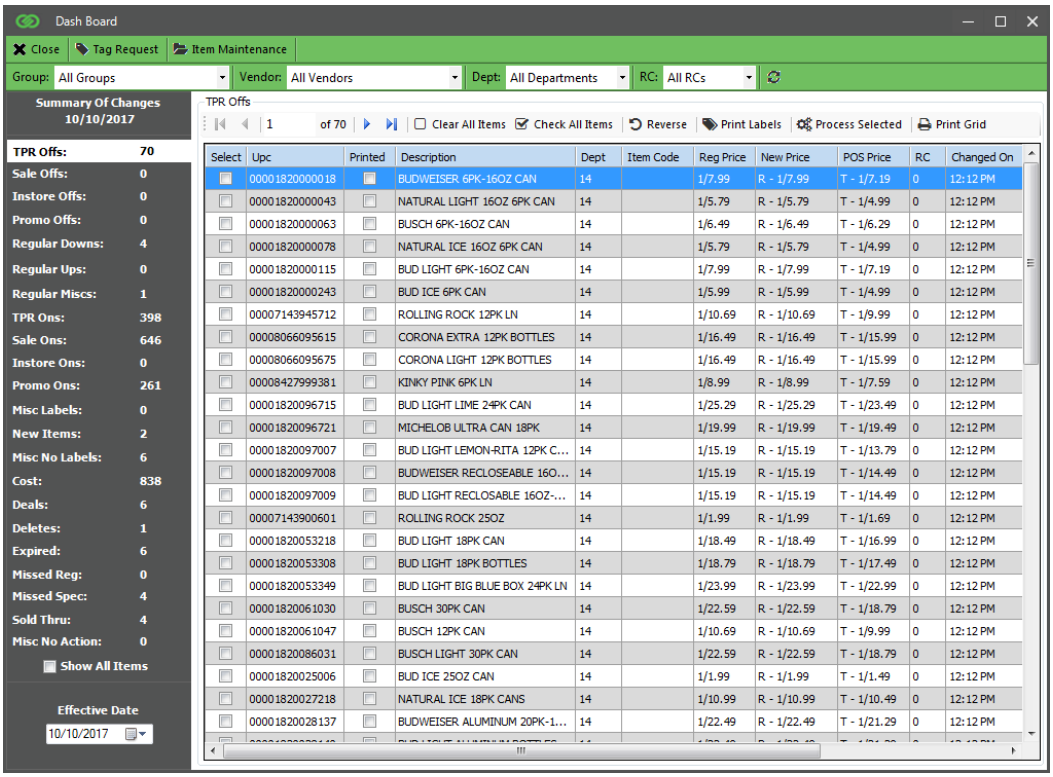


Figure 3-377. TPR Offs

3.8.2.5 Reviewing Newly Added Items

Click the **New Items** radio button to display items added on the selected date. The date defaults to the current date, but any date can be selected from the Effective Date drop-down menu.

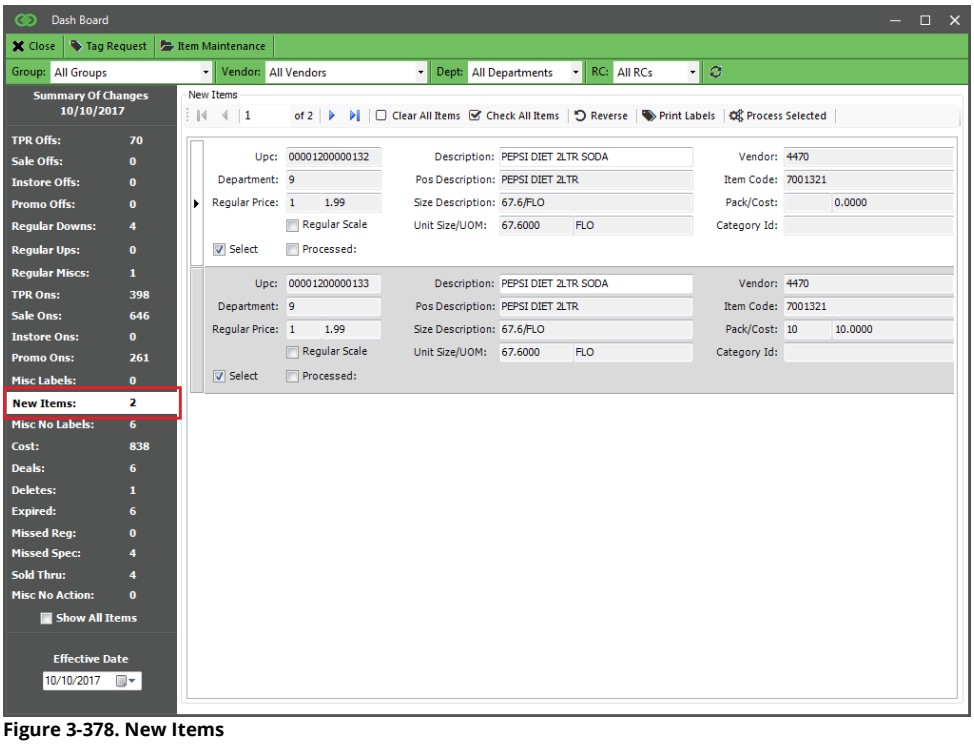


Figure 3-378. New Items

ENCOR updates the POS server with new item data based on POS type. For more information on POS configuration and connections, refer to *ENCOR Installation and Configuration Guide* (B005-0000-2139) or to the configuration details for the point-of-sale product.

Note:

Once new items are transmitted successfully to the POS, they do not display in New Items changes. To see *all* changes for a selected date, including those already transmitted, click the box before **Show All Items**.

3.8.2.6 Reviewing Misc

The Misc Labels and Misc No Labels groups of items display miscellaneous changes imported into **ENCOR** with one of the import utilities and the changed data field is marked with either a Misc Label or Misc No Label option in the import job.

For more information on importing files into **ENCOR** and import utilities, refer to Chapter 3, “Importing and Exporting Data.”

3.8.2.7 Reviewing Missed and Expired

The Item Review Dashboard also tracks batches that expired and price changes that were missed. If a batch end date passes without being processed off, the dashboard displays those items under the Expired radio button. This feature presents a reminder to pull special price shelf tags.

Missed Items displays price updates past the effective date that were not processed on. Items in this filter should have special pricing in effect but were not processed on. This feature ensures price integrity between the back office, the POS, and the shelf signage.

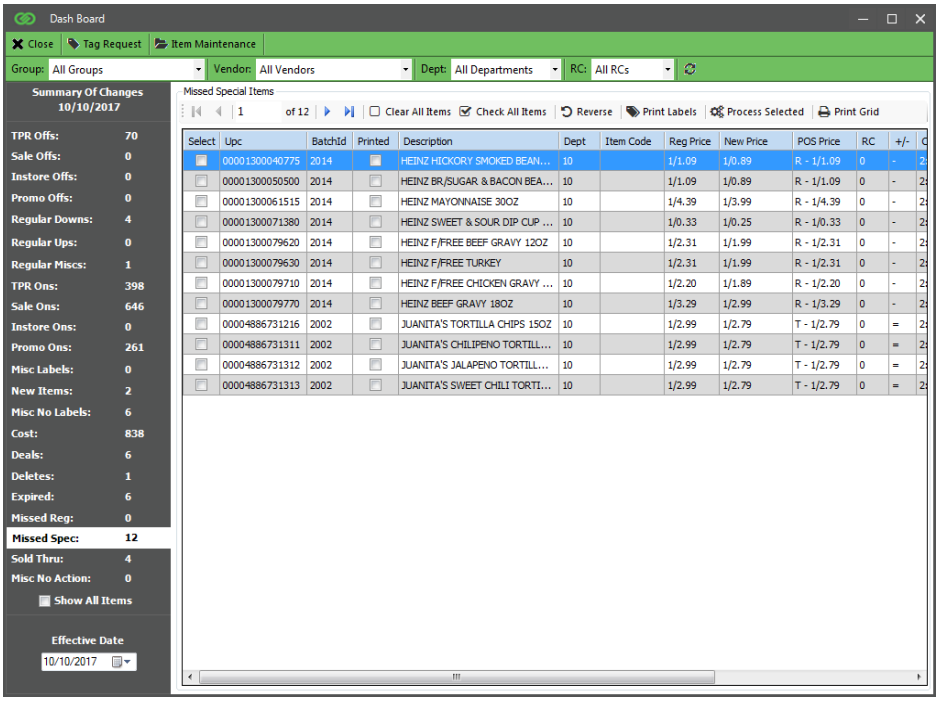


Figure 3-379. Missed and Expired Filter

3.8.2.8 Reviewing Sold Thru

If an active batch contains an item which has met the movement threshold set by the user, the dashboard displays those items under the Sold Thru radio button.

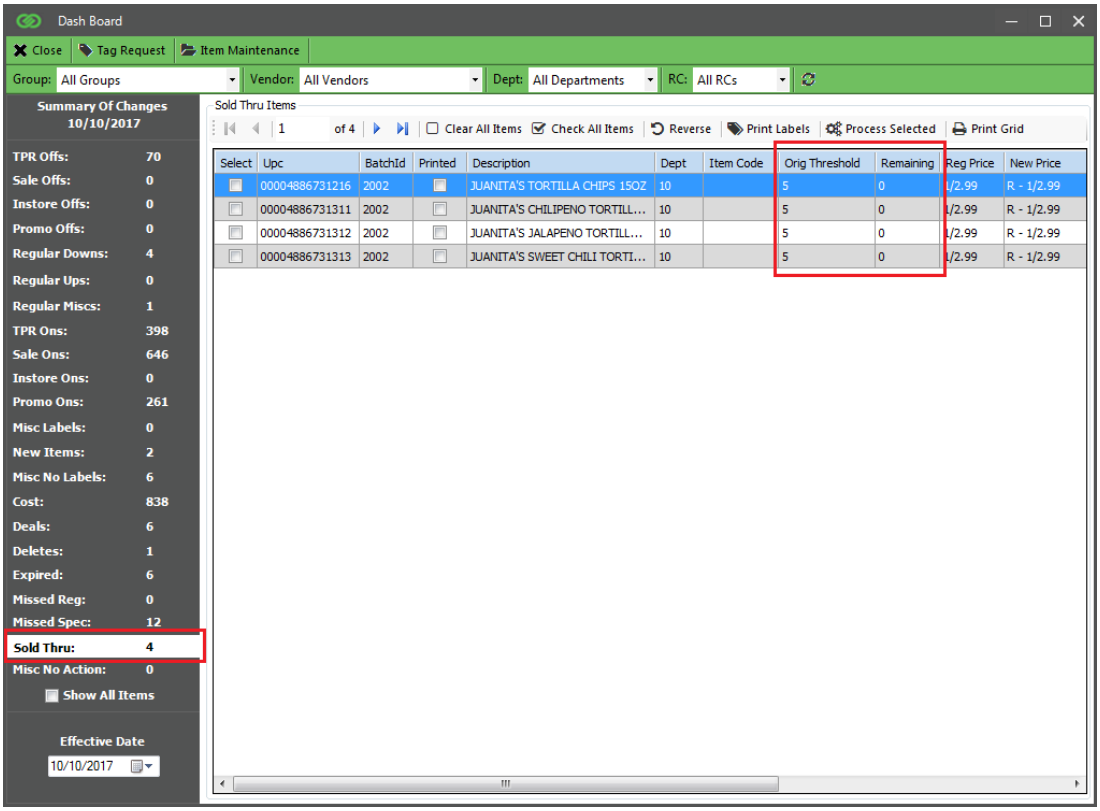


Figure 3-380. Sold Thru Filter

In the above example, four items in Batch 2002 have a Remaining Threshold of 0 (zero).

These items appear in the Dashboard because they have Sold Thru. The Item Review Dashboard displays the current POS price, which is the TPR Batch Price, as well as the Regular Price and the New Price. In this example, the items would go back to Regular pricing. If these items had other special pricing in place, the New Price could be different than Reg Price, depending on price strategy.

Note:

The Weekly & Monthly Movement task updates threshold numbers. Even if using POS Log or real-time movement, threshold numbers are not modified until the Weekly & Monthly Movement task runs. For additional information on Weekly & Monthly Movement, POS Log, or other Scheduled Tasks, refer to Chapter 2 of this book, “Configuring User Preferences.” Double-click on any item to open Immediate Maintenance in Batch view.

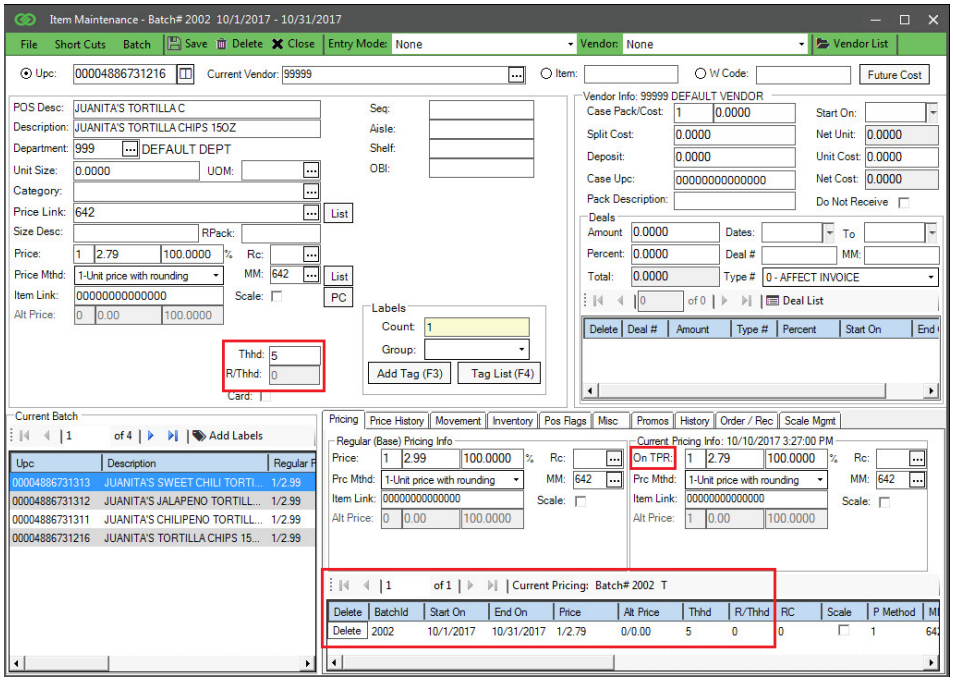


Figure 3-381. Item Maintenance - Sold Thru Threshold

In the above example, see that Batch #2002 with 4 items is not scheduled to end until Oct 31st, but the Tortilla Chips item has sold thru its threshold.

3.8.2.8.1 Removing Individual Items from Active Batches

1. From the Item Review Dashboard Sell Thru view, check box before item(s) to be removed from batch.
2. Click **Process Selected**.

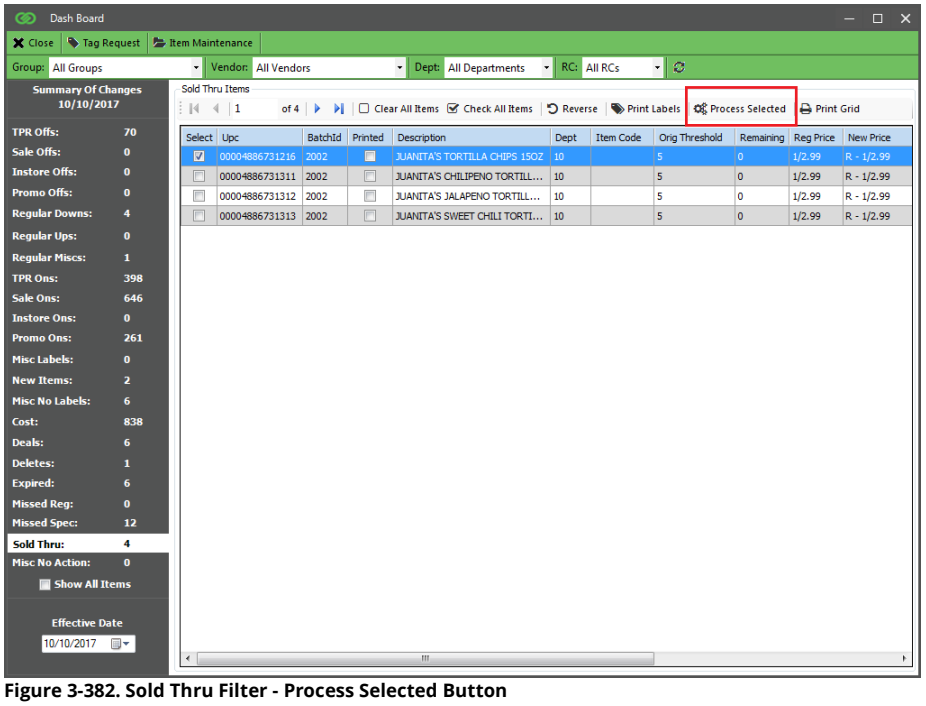


Figure 3-382. Sold Thru Filter - Process Selected Button

3. Processed item(s) are removed from Dashboard Sell Thru display. The Sold Thru radio total is updated.
4. Review item in Immediate or Batch Maintenance to review price change, if desired.

In the below example, the Tortilla Chips item has been removed from Batch #2002. Batch #2002 remains active with 3 other items.

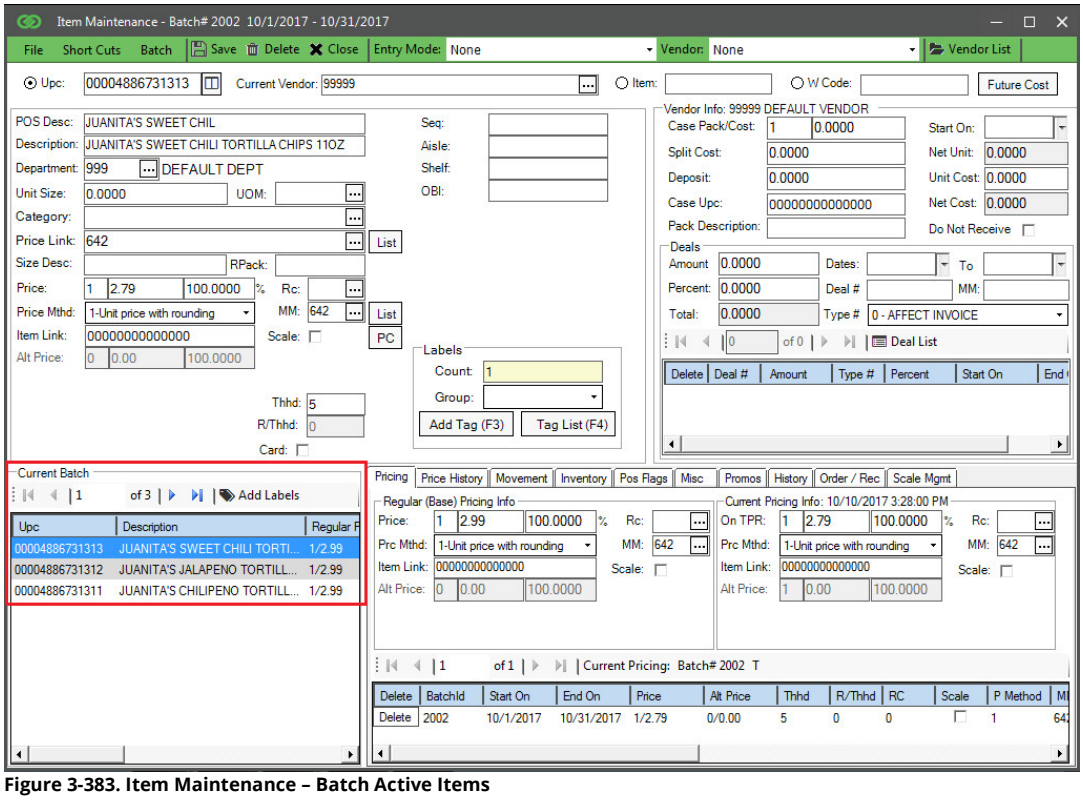


Figure 3-383. Item Maintenance – Batch Active Items

3.9 Scale Management

ENCOR offers the ability to manage (add, modify, or delete) NSC2 (random weight) items and other scale management data that can be transmitted to third party scale management software that can then communicate the modifications to scales at a store. Currently, **ENCOR** can communicate scale management modifications in the Plum and ADC file formats. Because **ENCOR** cannot communicate directly with a store's scale, **ENCOR** must first send its modifications to third party management software that will then communicate the **ENCOR** modifications to the scales at the store.

Note:
The *ENCOR Install and Configuration Guide* details how to setup the SCALE MANAGEMENT EXPORT task and how to configure **ENCOR** to communicate with third party scale management software.

3.9.1 Scale Management Communication

Scale management modifications made to scale items or their associated data (i.e. Ingredients, COOL or Nutrifacts), are initially queue in **ENCOR**. The queued modifications can then be viewed in the Operational Dashboard that provides the processing status for the modification. The SCALE MANAGEMENT EXPORT task monitors the queue for scale management modifications and converts the queued modifications into the necessary third party file formats to be transmitted to the third-party scale management software.

The following actions will result in scale data modifications being queued and sent to the third-party scale management software:

1. Deleting an NSC2 (Random Weight) item with at least one Scale Management record assigned to it.
2. Saving or deleting a Scale Management record from an Item.
3. Updating the current price of a NSC2 item that has at least one Scale Management record assigned to it. The update may occur from an import, a user changing the price, using the Process button in **Item Review Dashboard**, or the execution of **ENCOR's** Extract & Transmit.
4. Clicking the **Process Scale Items** button in Batch Maintenance to process the items in the selected batch(s) to send them to the SCALE MANAGEMENT EXPORT queue.
5. Saving or deleting an Ingredient.
6. Saving or deleting a COOL.
7. Saving or deleting a Nutrifact.

Note:
Regardless of how an item is logged to the SCALE MANAGEMENT EXPORT queue to be sent to the third-party scale management software, the price exported will be the item's effective price. In other words, if a Sale Batch starting in two weeks is selected prior to the Process Scale Items button being clicked, the exported prices for the items in the batch will not be the price in the Sale Batch, but will be the price the item is to be sold at on the current system date.

3.9.2 Ingredient Maintenance

The Ingredient Maintenance application is used to add, modify, or delete an ingredient. **ENCOR Ingredient Maintenance** modifications are queued to be sent to the third-party scale management software via the SCALE MANAGEMENT EXPORT task. When ingredient maintenance is performed using third-party scale management software, the same maintenance must be performed using **ENCOR's Ingredient Maintenance**, since the third-party software's modifications are not sent to **ENCOR**.

Note:
If an **ENCOR** store is connected to **ENCOR Enterprise**, the store will receive the **Ingredient Maintenance** modifications performed at **ENCOR Enterprise**.

Note:
Ingredients are identified by the Scale Area plus the Ingredient Number. An Ingredient Number can exist multiple times in the system with different Scale Areas.

To access the Ingredient Maintenance application from the Application Menu Bar, select **Item Management > Scale Management > Ingredient Maintenance**.

The Ingredients screen's tool bar - at the top of the window - provides buttons to save, delete, and add new ingredients. The Close tool bar button allows the user to close **Ingredient Maintenance**; the **Search** tool bar button (when clicked) activates a search for an ingredient whose number has been entered into the Ingredient No tool bar text box. The Ingredient Maintenance fields below provide areas to perform the actual maintenance of the ingredients while the lower grid displays the search results.

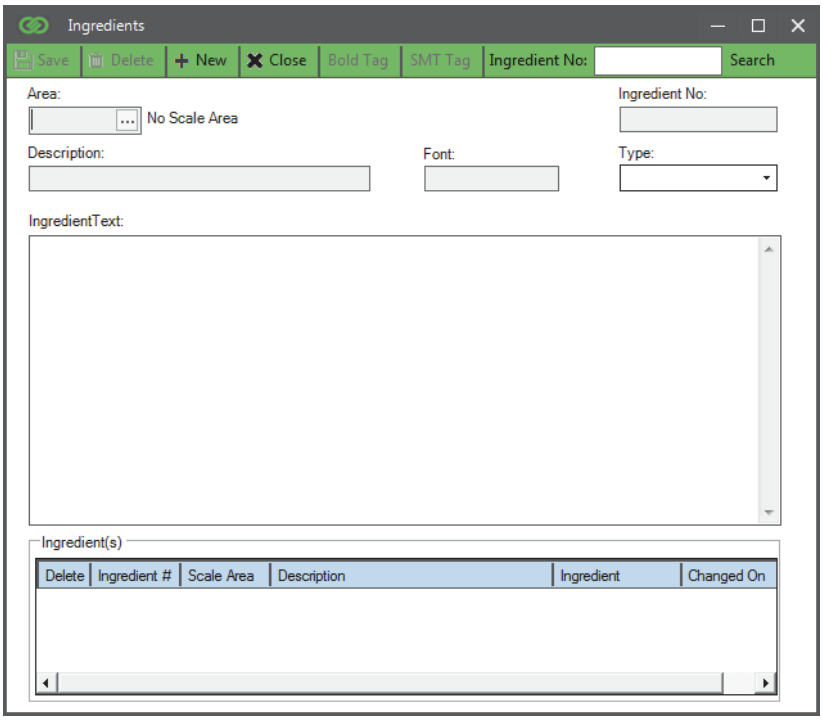


Figure 3-384. Ingredient Maintenance

Field	Mandatory (Y/N)	Character Limit	Valid Data Input Type	Third-Party Scale Management
Scale Area	Yes	6	Numeric	Plum, ADC
Ingredient Number	Yes	6	Numeric	Plum, ADC
Description	No	Plum:50 ADC:40	Alphanumeric, symbols	Plum, ADC
Font (Size)	No	2	Numeric	Plum
Type	No	1	Alphanumeric, symbols	Plum
Ingredients	Yes	Plum:4000 ADC:7000	Alphanumeric, symbols	Plum, ADC

Note:
The availability of the **Bold Tag** and **SMT Tag** buttons depends upon the third-party scale management software.

3.9.2.1 Search for Ingredients

To search for existing ingredients:

1. Type the Ingredient Number to be searched for in the Ingredient No (Ingredient Number) field located at the top of the window in the tool bar.
2. Click **Search**.
3. All ingredients with a matching Ingredient Number are displayed in the Ingredient(s) pane at the bottom of the window. The first matching Ingredient Number sorted by Scale Area is displayed in the fields for editing.
4. The scroll bars to the right and bottom of the Ingredient(s) pane can be used to view additional data.

5. To view all field values on a different ingredient than the one currently displayed in the fields, double-click a row in the Ingredient(s) pane.

Note:
If the ingredient (identified by the value in the tool bar's Ingredient No text box) does not exist in **ENCOR** after the Search tool bar button is clicked a NEW INGREDIENT prompt will appear asking if you wish to add it.

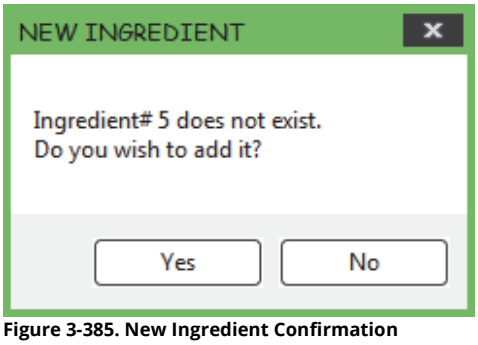


Figure 3-385. New Ingredient Confirmation

6. Click **Yes** to add the ingredient, or click **No** to cancel adding a new ingredient.

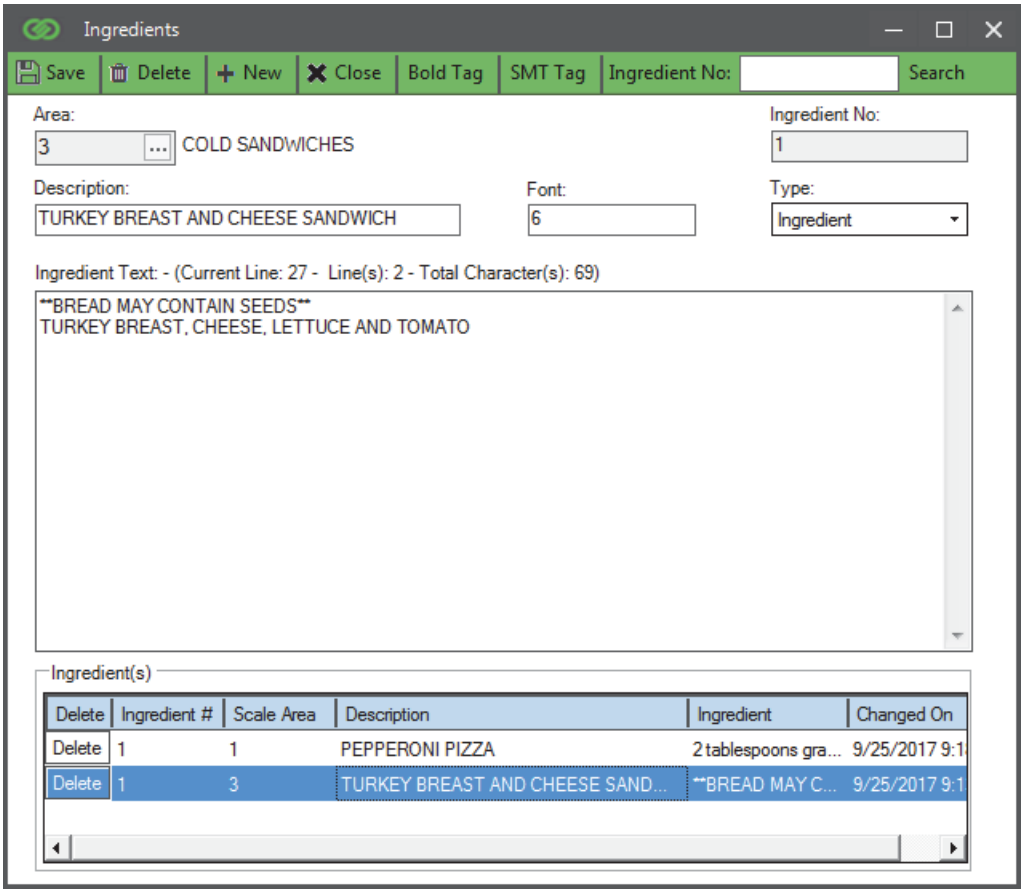


Figure 3-386. Ingredients List

3.9.2.2 Add Ingredient

To create a new ingredient record:

1. Click **New**.
2. In the Area field, type a Scale Area or use the ellipse button to select a Scale Area from the Scale Area List.
3. Press **TAB** or **ENTER** to move out of the Area field to the Ingredient Number field displays the Scale Area's description next to the Scale Area.
4. Type an integer from 1 to 999999 in the Ingredient No field.
5. Press **TAB** or **ENTER** to move out of the Ingredient Number field displays all Ingredients with a matching Ingredient Number regardless of Scale Area in the Ingredient(s) pane at the bottom of the window and double-click a row to edit it or continue entering the new Ingredient.
6. Type a description for the ingredient in the Description field.
7. Enter a Font Size Code if applicable. Availability of the Font field depends on the third-party scale management software. The Font Size Code must be setup in the scale management software and/or the scales for it to control the size of text that is printed on the scale labels. Consult the third-party scale management software and/or scale manuals for specific details.
8. Select the type of Ingredient record if applicable. The availability of the Type field depends upon the third-party scale management software. Currently, Ingredient is the only type available and serves as the default value.
9. Type the ingredients in the Ingredient Text box. As characters are entered, the number of lines and characters in the Ingredient Text box are displayed next to the Ingredient Text label. The number of characters in the text cursor's current line are displayed first, followed by the number of lines in the box, then the total number of characters. In the below screen, the text cursor is on line 6 which has 36 characters with 13 total lines and 400 total characters in the box.

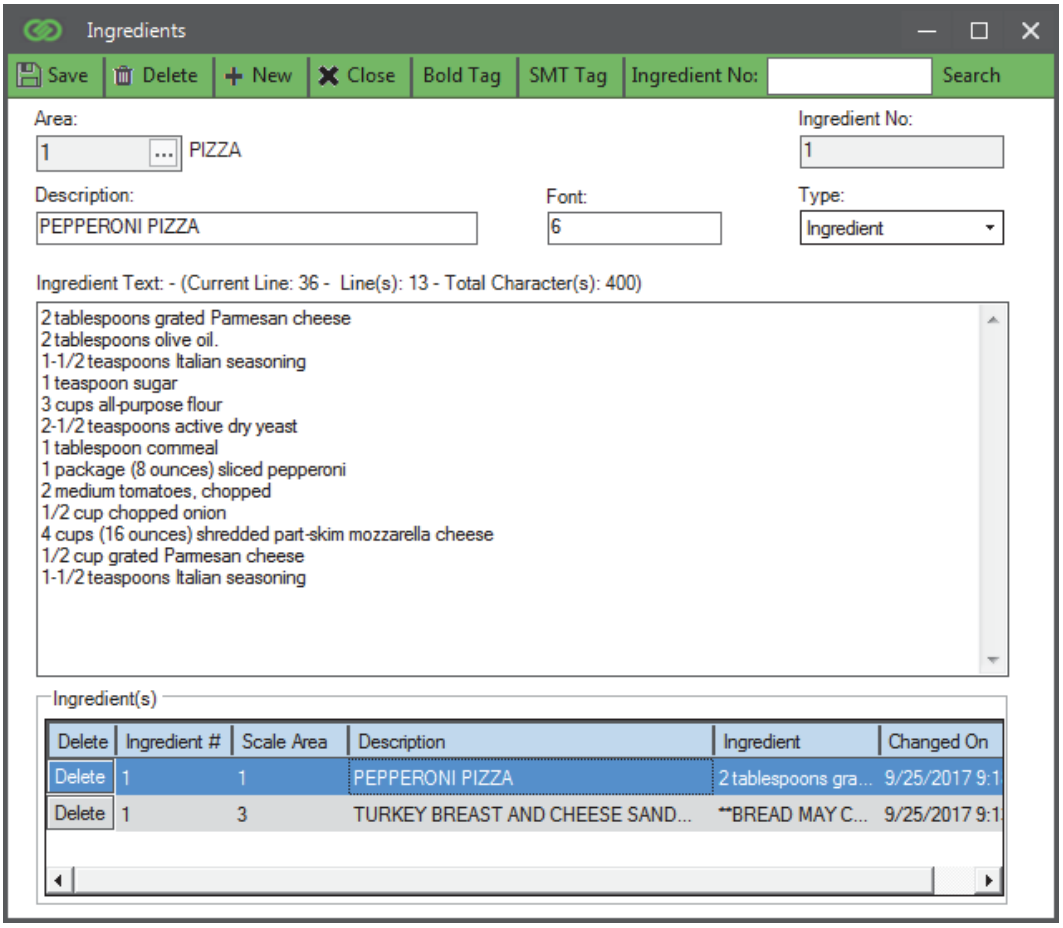


Figure 3-387. Ingredients - Text Cursor Line Information

10. Click **Save**. The new Ingredient appears in the Ingredient(s) pane at the bottom of the window along with any other Ingredients in the system with the same Ingredient Number.

3.9.2.3 Change Ingredient

To change Ingredient information:

1. Use the Search function in the tool bar at the top of the window to locate the ingredient that is to be changed.
2. Click an ingredient record in the Ingredient(s) pane at the bottom of the screen scrolling list on the left or type the Ingredient in the Area field on the right. The information for the selected Ingredient is displayed on the right.
3. Edit the Description, Type, Font, and/or Ingredient Text.
4. Click **Save**.
5. The ingredient is refreshed in the Ingredient(s) pane at the bottom of the windows.

3.9.2.4 Add Bold or SMT Tag to Ingredient Text

To add a Bold or SMT tag to Ingredient Text

1. With an ingredient displayed in the fields in the upper portion of the screen, place the text cursor at the beginning of the line to be tagged.
   a. Click **Bold Tag** or **SMT Tag**; the bold tags encapsulate the whole line of text.
   b. For the SMT Tag: move the text cursor to the end of the line, and click **SMT Tag**.

      OR

   c. Type **<B>** or **<SMT>** into the text.
   d. Type the text being tagged or move the text cursor to the end of the text.
   e. Type **<B>** or **<SMT>** into the text.
2. Save the changes.

   Below is a screen capture showing two lines of Ingredient Text. The first line contains a Bold Tag while the second line contains the SMT Tag.

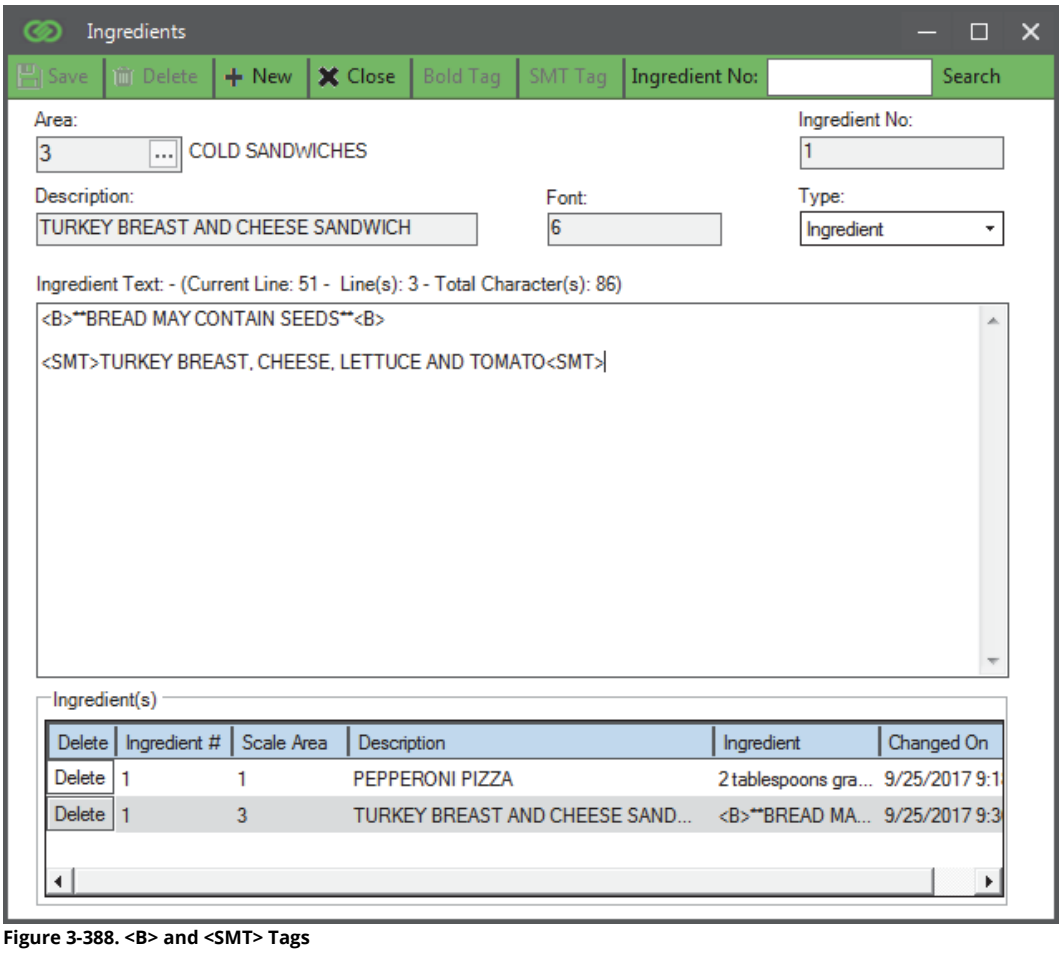


Figure 3-388. <B> and <SMT> Tags

Note:
While there is a function to insert the Bold and SMT tags, there is no function to delete these tags. The <B> or <SMT> text must be manually deleted from the Ingredient Text.

3.9.2.5Delete Ingredient

Two buttons are provided to delete an Ingredient: the tool bar Delete button at the top of the window and the Ingredient(s) grid Delete button located to the left of each ingredient in the Ingredient(s) grid at the bottom of the window.

3.9.2.5.1 Using the Ingredients tool bar Delete button

1. Use the Ingredient Number search to locate the Ingredient that is to be deleted.
2. Double-click the ingredient record in the Ingredient(s) pane at the bottom of the window. The information for the selected Ingredient is displayed in the fields above.
3. Click **Delete**. The Delete prompt will appear to confirm the delete.

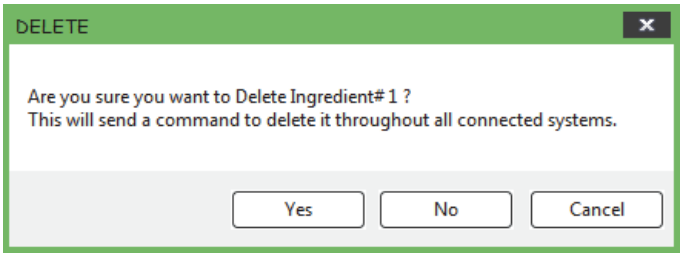


Figure 3-389. Delete Message

4. Click **Yes** to delete the ingredient. Click **No** or **Cancel** to not delete the ingredient and return to **Ingredient Maintenance**.

3.9.2.5.2 Using Ingredient(s) Grid Delete

1. Use the Ingredient Number search to locate the Ingredient that is to be deleted.
2. Use the scroll bars on the right and bottom of the pane to find the exact Ingredient to be deleted.
3. Click **Delete** in the left most position of the row. A prompt will appear to confirm the requested action.

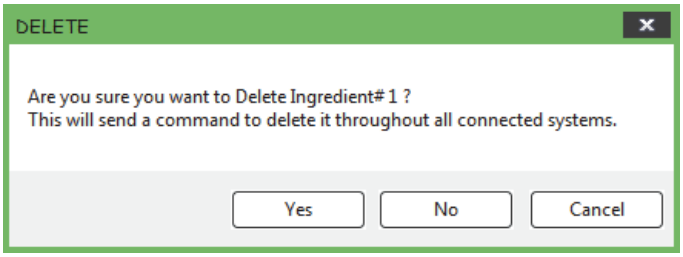


Figure 3-390. Delete Message

4. Click **Yes** to delete the Ingredient. Click **No** or **Cancel** to cancel the delete and return to **Ingredient Maintenance**.

Note:
Pressing the plus key (**+**) on the keyboard's 10-keypad will perform the Save function in addition to clicking the Save button.

Note:
Closing **Ingredient Maintenance** does not automatically save changes. Closing **Ingredient Maintenance** with unsaved changes, results in the SAVE prompt.

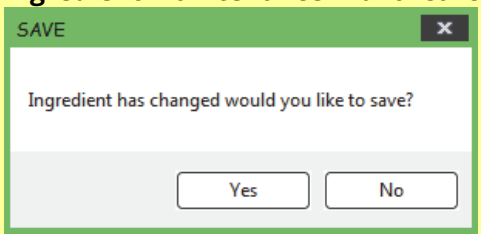


Figure 3-391. Save Message

Click **Yes** to save **Ingredient Maintenance** changes or click **No** to cancel Ingredient Maintenance changes.

3.9.3 COOL Maintenance

The **COOL Maintenance** application is used to add, modify, or delete an existing COOL record. **ENCOR COOL** Maintenance modifications are queued to be sent to the scale management software via the SCALE MANAGEMENT EXPORT task.

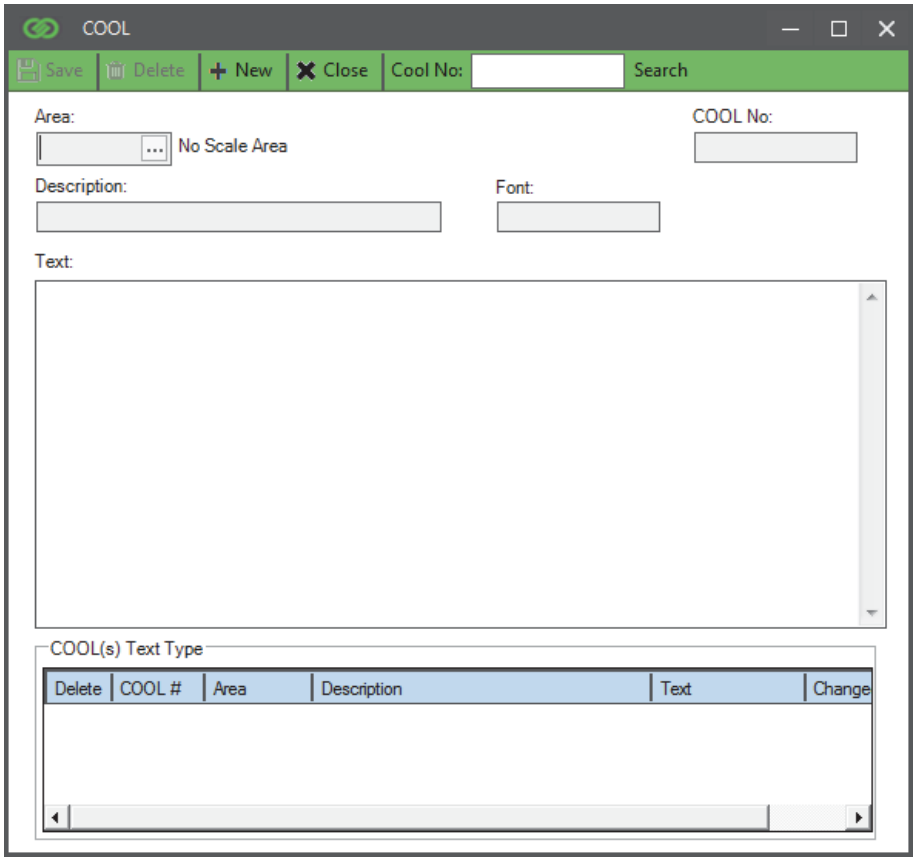
When **COOL Maintenance** modifications are made using third-party scale management software, the same maintenance must be performed using **ENCOR's COOL Maintenance** - since the third-party scale management software modifications are not sent to ENCOR.

Note:
If an **ENCOR** store is connected to **ENCOR Enterprise**, the store will receive the **COOL Maintenance** modifications performed at **ENCOR Enterprise**.

Note:
COOL is identified using the Scale Area plus the COOL Number. A COOL Number can exist multiple times in the system with different Scale Areas.

To access the **COOL Maintenance** application from the Application Menu Bar, select **Item Management > Scale Management > COOL Maintenance**.

The COOL Maintenance tool bar - at the top of the window - provides buttons to save, delete, and add new COOL. The Close tool bar button allows the user to close **COOL Maintenance**; the **Search** tool bar button (when clicked) activates a search for a COOL whose number has been entered into the Cool No tool bar text box. The COOL Maintenance fields below provide areas to perform the actual maintenance of the COOL while the lower grid displays the Search results.



Field	Mandatory (Y/N)	Character Limit	Valid Data Input Type	Third Party Scale Management
Scale Area	Yes	6	Numeric	Plum, ADC
COOL Number	Yes	6	Numeric	Plum, ADC
Description	No	50	Alphanumeric, symbols	Plum, ADC
Font (Size)	No	2	Numeric	Plum
COOL Text	Yes	Plum: 4000 ADC: 7000	Alphanumeric, symbols	Plum, ADC

3.9.3.1 Search For COOL

To search for existing COOL:

1. Type the COOL Number to be searched for in the COOL No (COOL Number) field located at the top of the screen in the tool bar.
2. Click **Search**.
3. All COOL with a matching COOL Number are displayed in the COOL(s) Text Type pane at the bottom of the screen. The first matching COOL Number sorted by Scale Area is displayed in the fields for editing.
4. The scroll bars to the right and bottom of the COOL(s) pane can be used to view additional data.

5. To view all the field values on a different COOL than the one currently displayed in the fields, double-click a row in the COOL(s) pane.

Note:
If the COOL (identified by the value in the tool bar's Cool No text box) does not exist in **ENCOR** after the **Search** tool bar button is clicked a NEW Record prompt will appear asking if you wish to add it. Click **Yes** to add the COOL or click **No** to cancel adding a new COOL.

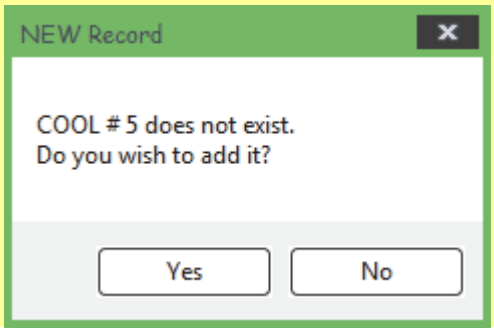


Figure 3-392. New Record Prompt

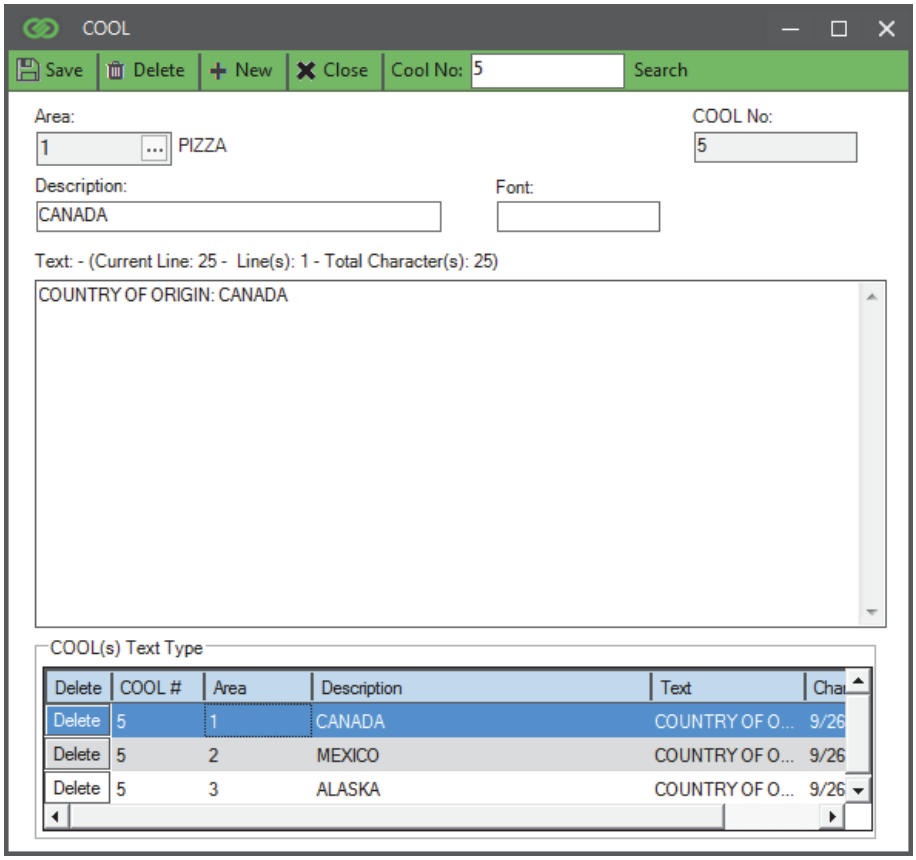


Figure 3-393. COOL Maintenance Search

3.9.3.2 Add Cool

To create a new COOL record:

1. Click **New**.

2. In the Area field, type a Scale Area or use the ellipse to select a Scale Area from the Scale Area List.
3. Press **TAB** or **ENTER** to move out of the Area field to the COOL Number field displays the Scale Area's description next to the Scale Area.
4. Type an integer from 1 to 999999 in the COOL No field.
5. Press **TAB** or **ENTER** to move out of the COOL Number field displays the existing COOL with a matching COOL Number regardless of Scale Area in the COOL(s) pane at the bottom of the window where you could double click a row to edit it or continue entering the new COOL.
6. Type a description for the COOL in the Description field.
7. Enter a Font Size Code if applicable. Availability of the Font field depends on the third-party scale management software. The Font Size Code must be setup in the scale management software and/or the scales for it to control the size of text that is printed on the scale labels. Consult the third-party scale management software and/or scale manuals for specific details.
8. Type the COOL text in the Text box. As characters are entered, the number of lines and characters in the Text box are displayed next to the Text label. The number of characters in the text cursor's current line are displayed first, followed by the number of lines in the box, then the total number of characters. In the below screen capture, the text cursor is on line 1 which has 22 characters with 1 total lines and 22 total characters in the box.

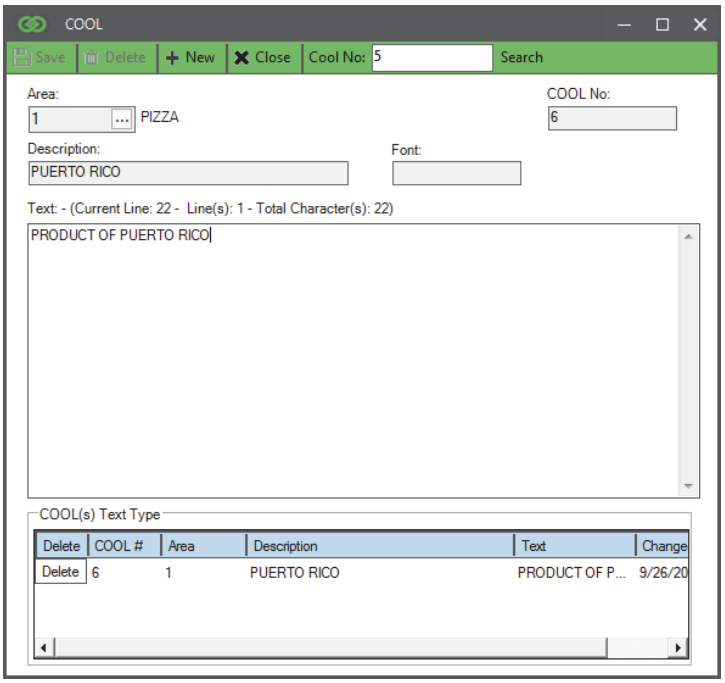


Figure 3-394. COOL Text Type

9. Click **Save**. The new COOL appears in the COOL(s) pane at the bottom of the window along with any other COOL in the system with the same COOL Number.

3.9.3.3Change COOL

To change COOL information:

1. Use the search function in the tool bar at the top of the window to locate the COOL that is to be changed.
2. Click a COOL record in the COOL(s) pane at the bottom of the window scrolling list on the left or type the COOL in the Area field on the right. The information for the selected COOL is displayed on the right.
3. Edit the Description, Font, and/or Text.
4. Click **Save**.
5. The COOL is refreshed in the COOL(s) pane at the bottom of the windows.

3.9.3.4 Delete COOL

There are two buttons provided to delete a COOL: the Delete tool bar button at the top of the screen, and the COOL(s) Text Type grid Delete button located to the left of each COOL in the grid at the bottom of the screen.

3.9.3.4.1 Using the COOL Tool Bar Delete Button

1. Use the COOL Number search to locate the COOL that is to be deleted.
2. Double-click the COOL record in the COOL(s) pane at the bottom of the window. The information for the selected COOL is displayed in the fields above.
3. Click **Delete**. A prompt will appear to confirm the requested action.

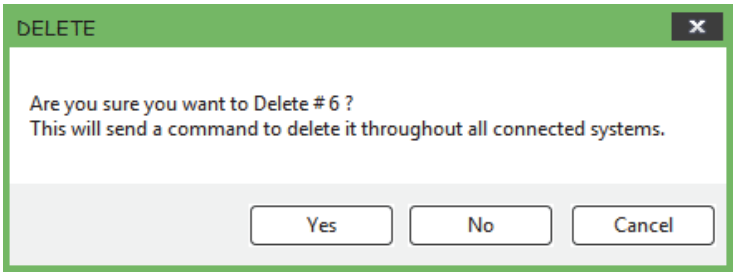


Figure 3-395. Delete Prompt

4. Click **Yes** to delete the COOL. Click **No** or **Cancel** to not delete the COOL and return to COOL Maintenance.

3.9.3.4.2 Using COOL(s) Grid Delete

1. Use the COOL Number search to locate the COOL that is to be deleted.
2. Use the scroll bars on the right and bottom of the grid to find the exact COOL to be deleted.
3. Click **Delete** in the left most position of the row. A prompt will appear to confirm the requested action.

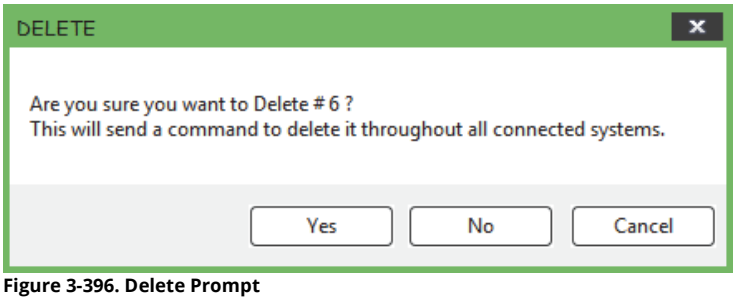


Figure 3-396. Delete Prompt

4. Click **Yes** to delete the COOL. Click **No** or **Cancel** to cancel the delete and return to COOL Maintenance.

Note:
Pressing the plus key (+) on the keyboard's 10-keypad will perform the Save function in addition to clicking the Save button.

Note:
Closing **COOL Maintenance** does not automatically save changes. Closing **COOL Maintenance** with unsaved changes results in a SAVE prompt. Click **Yes** to save the changes or click **No** to discard the changes.

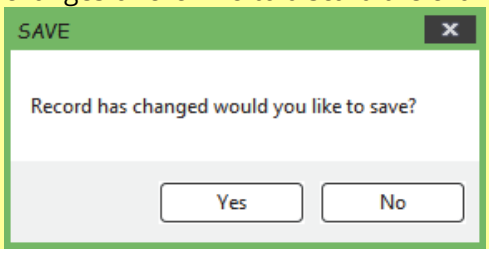


Figure 3-397. Save Prompt

3.9.4 Nutrifact Maintenance

The **Nutrifact Maintenance** application is used to add, modify, or delete a Nutrifact record. **ENCOR Nutrifact Maintenance** modifications are queued to be sent to the scale management software via the SCALE MANAGEMENT EXPORT task. When **Nutrifact Maintenance** modifications are made using third-party scale management - software, the same maintenance must be performed using **ENCOR's Nutrifact Maintenance**, since the third-party software modifications are not sent to ENCOR.

Note:
If an **ENCOR** store is connected to **ENCOR Enterprise**, the store will receive the **Nutrifact Maintenance** modifications performed at **ENCOR Enterprise**.

Note:
Nutrifacts are identified using the Scale Area plus the Nutrifact Number. A Nutrifact Number can exist multiple times in the system with different Scale Areas.

To access **Nutrifact Maintenance** application from the Application Menu Bar, select **Item Management > Scale Management > Nutrifact Maintenance**.

The Nutrifact Maintenance tool bar– at the top of the window - provides buttons to save, delete, and add new Nutrifacts. The Close tool bar button allows the user to close Nutrifact Maintenance; the Search tool bar button (when clicked) activates a search for a Nutrifacts whose number has been entered into the NutriFact NO tool bar text box. The Nutrifact Maintenance fields below provide areas to perform the actual maintenance of the Nutrifacts while the lower grid displays the Search results.

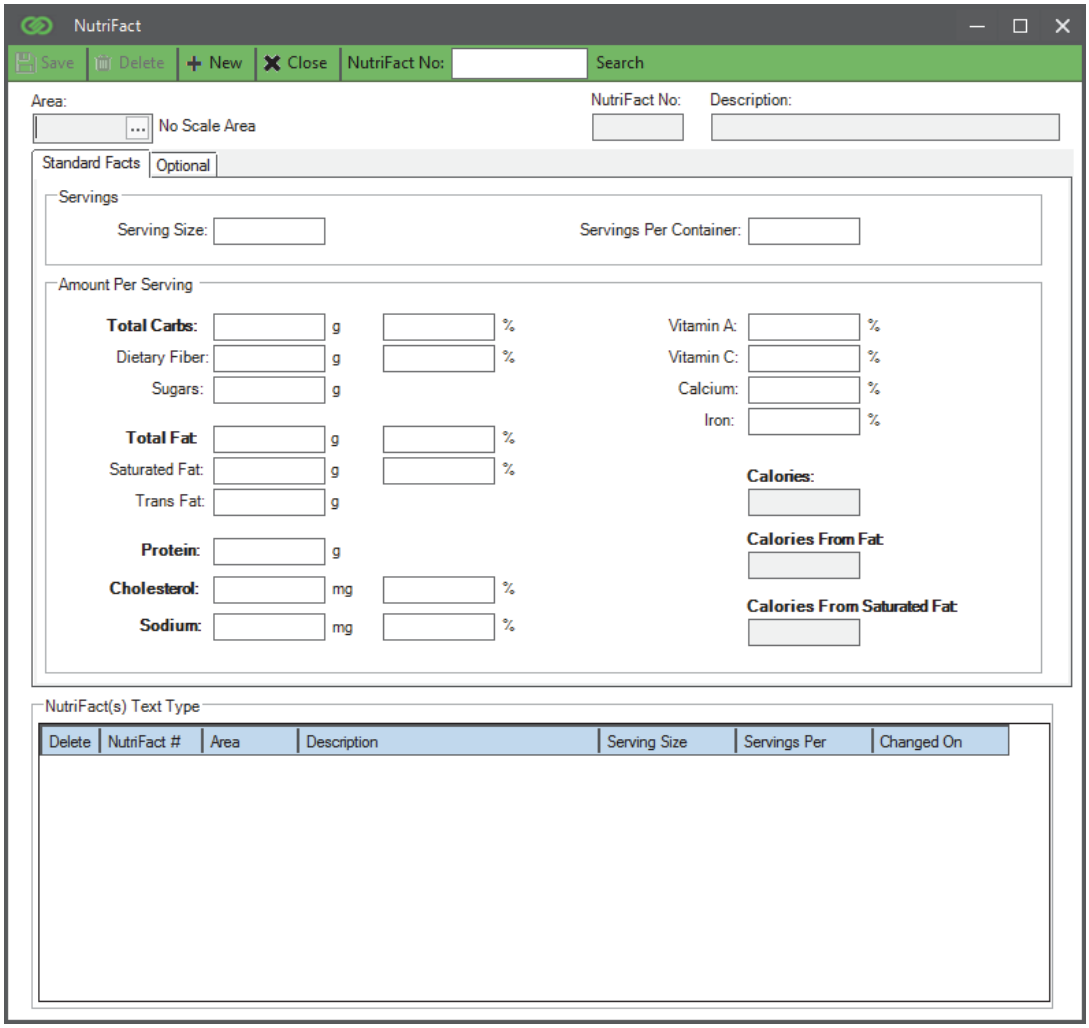


Figure 3-398. Nutrifact Maintenance – Standard Facts Tab

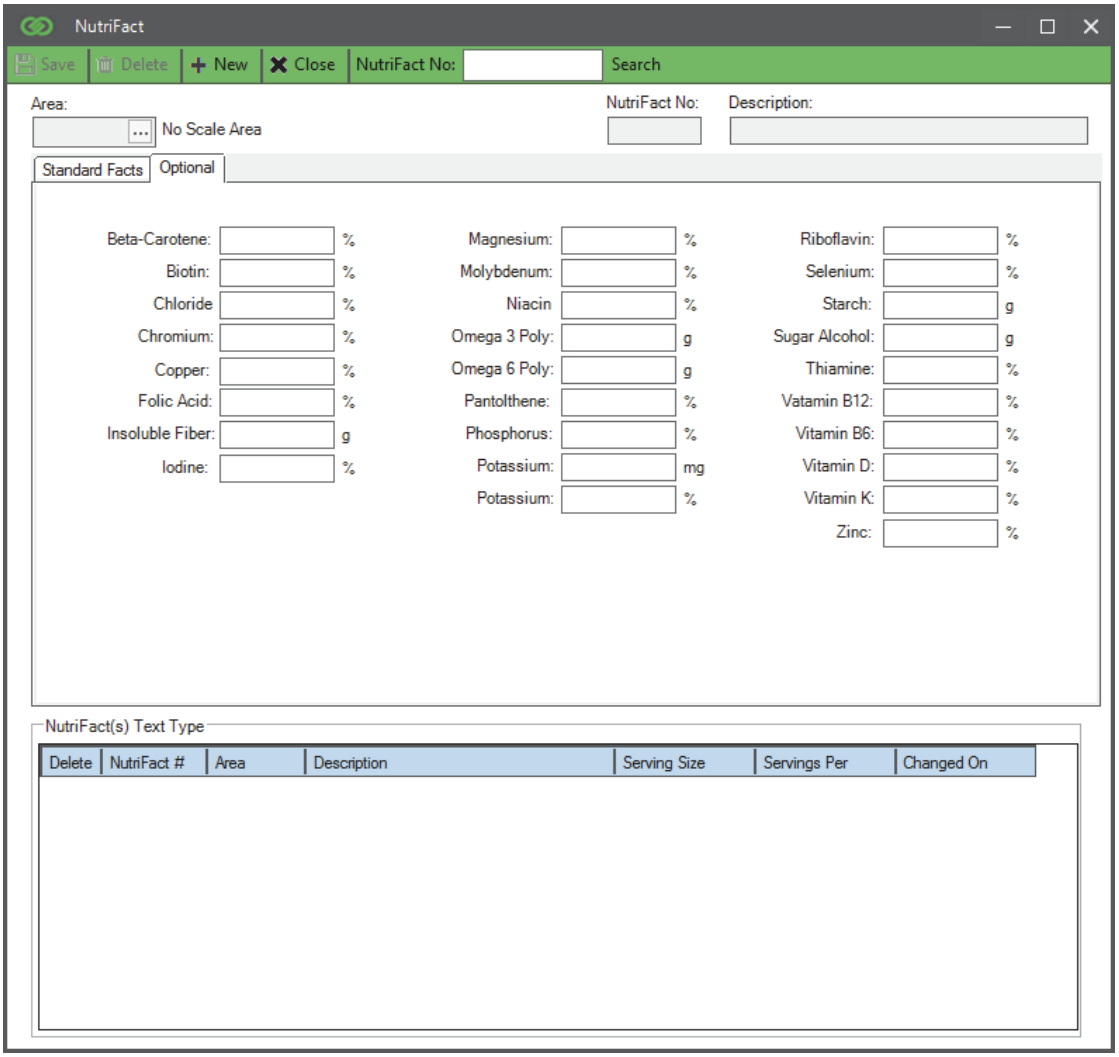


Figure 3-399. Nutrifact Maintenance - Optional Tab

Field	Mandatory (Y/N)	Character Limit	Valid Data Input Type	Third Party Scale Management
Scale Area	Yes	6	Integer	Plum, ADC
Nutrifact Number	Yes	6	Integer	Plum, ADC
Description	No	Plum: 50 ADC: 35	Alphanumeric, symbols	Plum, ADC
Serving Size	No	Plum: 64 ADC: 28	Alphanumeric, symbols	Plum, ADC
Servings Per Container	No	Plum: 64 ADC: 10	Alphanumeric, symbols	Plum, ADC
Total Carbs g	No	Plum: 6 ADC: 4	Integer	Plum, ADC

Total Carbs %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Dietary Fiber g	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Dietary Fiber %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Sugars g	No	Plum: 6 ADC: 4	Integer	Plum, ADC
Total Fat g	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Total Fat %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Saturated Fat g	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Saturated Fat %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Trans Fat g	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Protein g	No	Plum: 6 ADC: 4	Integer	Plum, ADC
Cholesterol mg	No	Plum: 6 ADC: 4	Integer	Plum, ADC
Cholesterol %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Sodium mg	No	Plum: 6 ADC: 4	Integer	Plum, ADC
Sodium %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Vitamin A %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Vitamin C %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Calcium %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Iron %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Calories*	No	Calculated	Integer	Plum, ADC
Calories From Fat*	No	Calculated	Integer	Plum, ADC

Calories From Saturated Fat*	No	Calculated	Integer	Plum, ADC
Beta-Carotene %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Biotin %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Chloride %	No	Plum: 6	Integer	Plum
Chromium %	No	Plum: 6	Integer	Plum
Copper %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Folic Acid %	No	Plum: 6	Integer	Plum
Insoluble Fiber %	No	Plum: 6 ADC: 4	Integer	Plum, ADC
Iodine %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Magnesium %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Molybdenum %	No	Plum: 6	Integer	Plum
Niacin %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Omega 3 Poly g	No	Plum: 6	Integer	Plum
Omega 6 Poly g	No	Plum: 6	Integer	Plum
Pantothene %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Phosphorus %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Potassium mg	No	Plum: 6 ADC: 4	Integer	Plum, ADC
Potassium %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Riboflavin %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Selenium %	No	Plum: 6	Integer	Plum
Starch g	No	Plum: 6	Integer	Plum
Sugar Alcohol g	No	Plum: 6 ADC: 4	Integer	Plum, ADC

Thiamine %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Vitamin B12 %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Vitamin B6 %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Vitamin D %	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Vitamin K %	No	Plum: 6	Integer	Plum
Zinc %	No	Plum: 6 ADC: 3	Integer	Plum, ADC

Note:
Calories, Calories From Fat, and Calories From Saturated Fat cannot be entered. ENCOR calculates their values automatically. Here are the calculations for each of these fields:
Calories = (Total Carbs g * 4) + (Total Fat g * 9) + (Protein g * 4) Calories From Fat = (Total Fat g * 9)
Calories From Saturated Fat = (Saturated Fat g * 9)

3.9.4.1 Search for Nutrifacts

To search for existing nutrifacts:

1. Type the Nutrifact Number to be searched for in the NutriFact No (Nutrifact Number) field located at the top of the window in the tool bar.
2. Click **Search**.
3. All nutrifacts with a matching Nutrifact Number are displayed in the NutriFact(s) Text Type pane at the bottom of the window. The first matching Nutrifact Number sorted by Scale Area is displayed in the fields for editing.
4. The scroll bars to the right of the NutriFact(s) Text Type grid can be used to view additional data.
5. To view all of the data on a different nutrifact than the one currently displayed in the fields, double click a row in the NutriFact(s) Text Type pane.

Note:
If the Nutrifact (identified by the value in the tool bar's NutriFact NO tool bar text box) does not exist in **ENCOR** after **Search** is clicked, a NEW Record prompt will appear asking if you wish to add it. Click **Yes** to add the Nutrifact or click **No** to cancel adding a new Nutrifact.

Figure 3-400. New Record Prompt

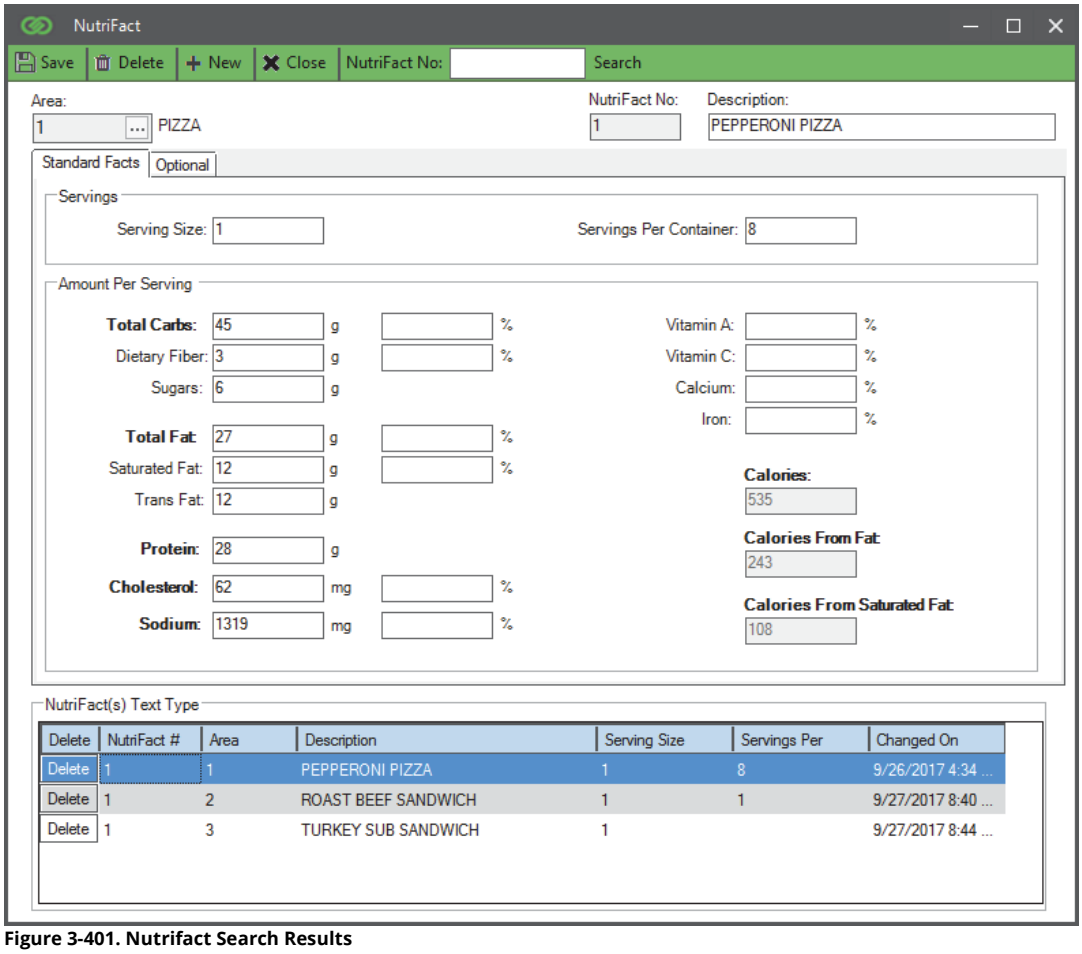


Figure 3-401. Nutrifact Search Results

3.9.4.2 Add Nutrifact

To create a new nutrifact record:

1. Click **New**.
2. In the Area field, type a Scale Area or use the ellipse to select a Scale Area from the Scale Area List.
3. Press **TAB** or **ENTER** to move out of the Area field to the Nutrifact Number field displays the Scale Area's description next to the Scale Area.
4. Type an integer from 1 to 999999 in the NutriFact No field.

5. Press **TAB** or **ENTER** to move out of the Nutrifact Number field displays all of the Nutrifacts with a matching Nutrifact Number regardless of Scale Area in the Nutrifact(s) Text Type pane at the bottom of the window where you could double click a row to edit it or continue entering the new Nutrifact.
6. Type a description for the nutrifact in the Description field.
7. Type the Servings Size, Servings Per Container along with the grams and percent values for the various nutritional information fields on the Standard Facts tab.

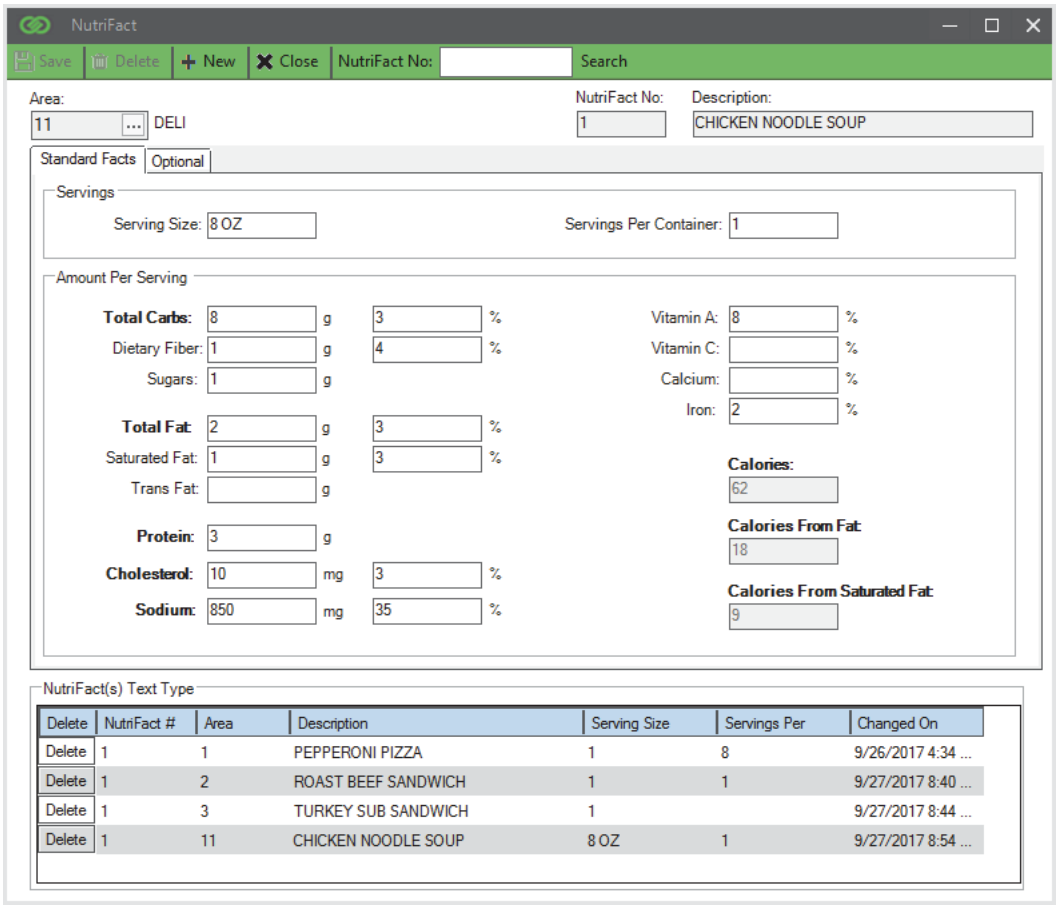


Figure 3-402. Nutrifact - Standard Facts Tab

8. Select the **Optional** tab and type values additional nutritional information fields:

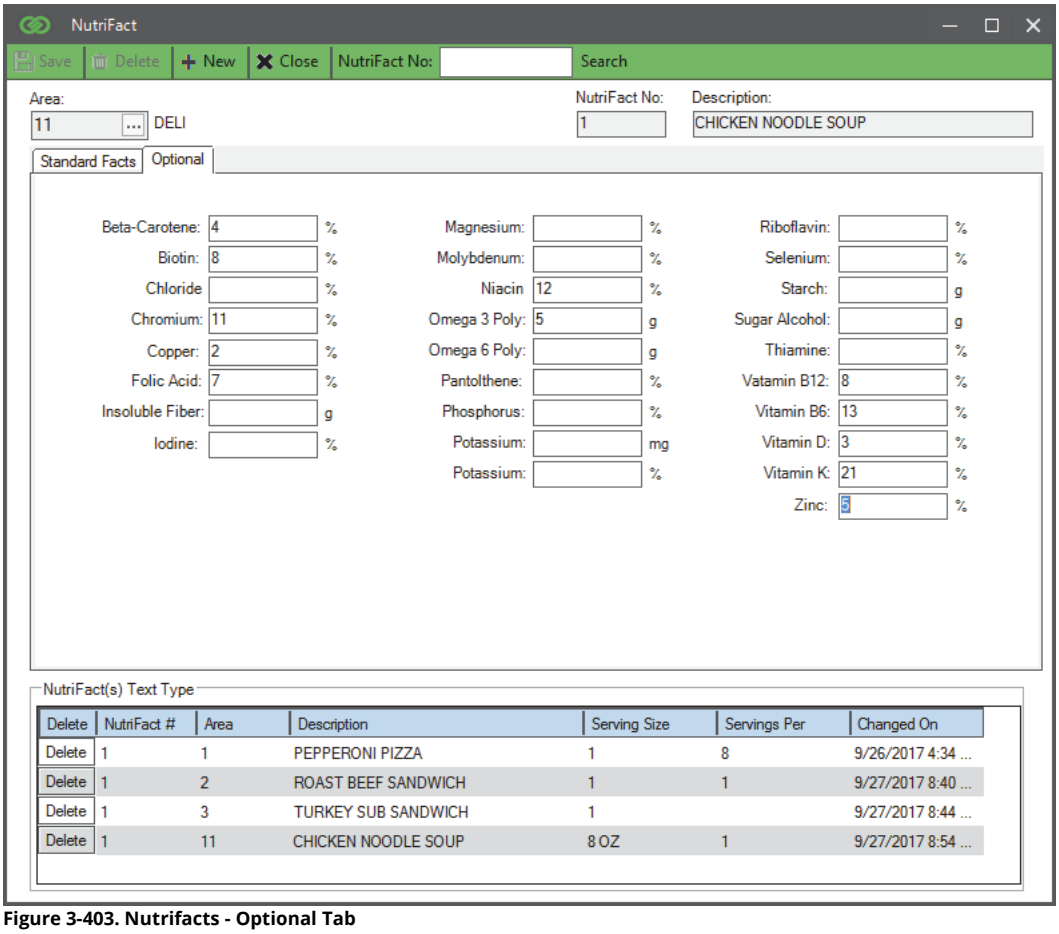


Figure 3-403. Nutrifacts - Optional Tab

9. Click **Save**. The new Nutrifact appears in the NutriFact(s) Text Type pane at the bottom of the window along with any other Nutrifacts in the system with the same Nutrifact Number.

3.9.4.3 Change Nutrifact

To change Nutrifact information:

1. Use the Search function in the tool bar at the top of the window to locate the nutrifact that is to be changed.
2. Click a nutrifact record in the NutriFact(s) Text Type pane at the bottom of the window scrolling list on the left or type the Nutrifact in the Area field on the right. The information for the selected Nutrifact is displayed on the right.
3. Edit the description and/or the nutritional information fields.
4. Click **Save**.
5. The nutrifact is refreshed in the NutriFact(s) Text Type pane at the bottom of the windows.

3.9.4.4 Delete Nutrifact

There are two buttons provided to delete a Nutrifact: the Delete tool bar button at the top of the window, and the NutriFact(s) Text Type Grid Delete button located to the left of each NutriFact in the grid at the bottom of the window.

3.9.4.4.1 Using the NutriFact tool bar Delete button

1. Use the Nutrifact Number search to locate the Nutrifact that is to be deleted.
2. Double-click the nutrifact record in the NutriFact(s) Text Type pane at the bottom of the window. The information for the selected Nutrifact is displayed in the fields above.
3. Click **Delete**. A prompt will appear to confirm the requested action.

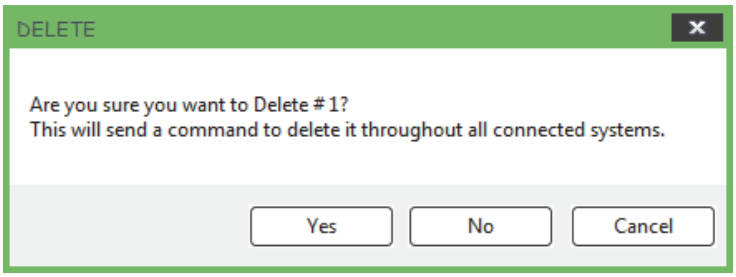


Figure 3-404. Delete Prompt

4. Click **Yes** to delete the Nutrifact. Click **No** or **Cancel** to cancel the delete and return to **Nutrifact Maintenance**.

3.9.4.4.2 Using the Nutrifact(s) Text Type Grid Delete Button

1. Use the Nutrifact Number search to locate the Nutrifact that is to be deleted.
2. Use the scroll bars on the right and bottom of the pane to find the exact Nutrifact to be deleted.
3. Click **Delete** button in the left most position of the row. A prompt will appear to confirm the requested action.

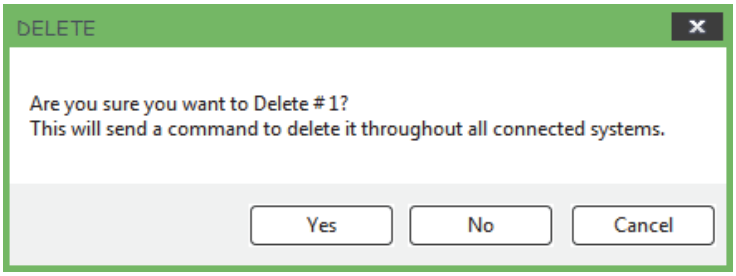


Figure 3-405. Delete Prompt

4. Click **Yes** to delete the Nutrifact. Click **No** or **Cancel** to cancel the delete and return to **Nutrifact Maintenance**.

Note:
Pressing the plus key (**+**) on the keyboard's 10-keypad will perform the Save function in addition to clicking Save.

Note:
Closing the Nutrifact Maintenance window does not automatically save changes.

3.9.5 Scale Item Maintenance

Scale item maintenance is performed in **Item Maintenance's** Scale Management (Scale Mgmt) tab which is available in both Immediate Mode and Batch Mode.

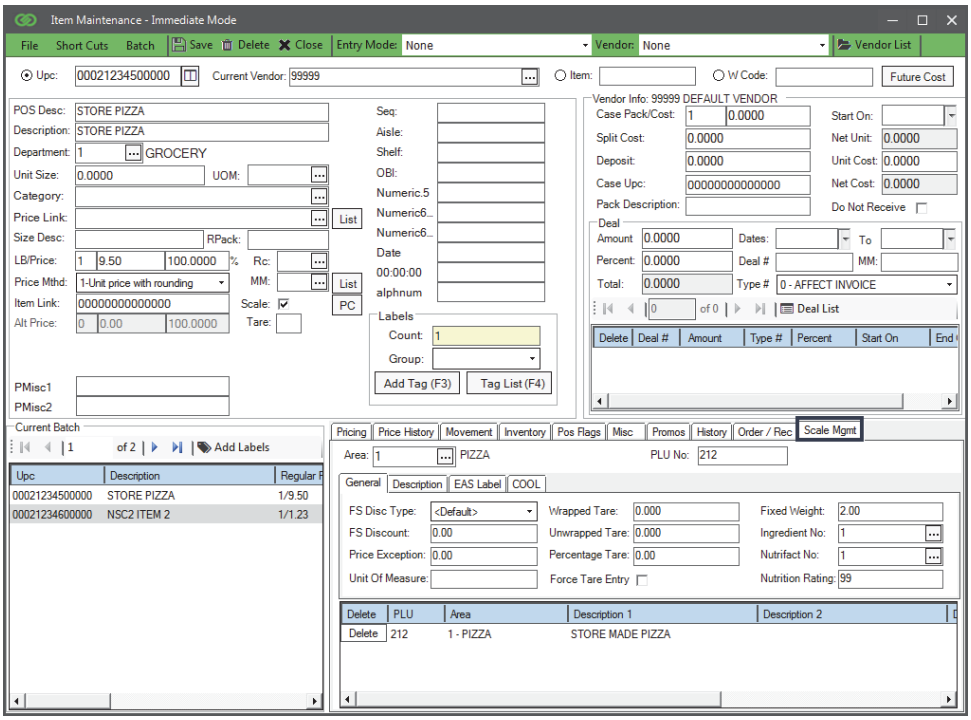


Figure 3-406. Item Maintenance - Scale Mgmt

Item Maintenance's Scale Management tab is used to add, modify, or delete a scale item. Scale **Item Maintenance** modifications are queued to be sent to the scale management software via the SCALE MANAGEMENT EXPORT task. When scale **Item Maintenance** modifications are made using third party - scale management - software, the same maintenance must be performed using **ENCOR's** scale item maintenance, since the third-party software modifications are not sent to **ENCOR**.

Note:
If an **ENCOR** store is connected to **ENCOR Enterprise**, the store will receive the item scale management maintenance performed at **ENCOR Enterprise**.

Note:
Scale items are identified by the Scale Area plus the PLU. A PLU can exist multiple times in the system with different Scale Areas. The UPC is used to link scale items together with POS items for purposes of maintaining pricing, inventory and movement.

There are two ways to access **Item Maintenance** Scale Management to edit scale items.

1. From the Application Menu Bar, select **Item Management > Item Maintenance > Item Maintenance**, then click the **Scale Mgmt** tab located in the lower right portion of the Item Maintenance screen.
2. From the Application Menu Bar, select **Item Management > Batch Maintenance > Batch Maintenance**, then open a batch before clicking the **Scale Mgmt** tab located in the lower right portion of the Item Maintenance window.

Note:

If the selected UPC is not NSC2 (Random Weight), all fields on the Scale Mgmt tab will be greyed out.

The Scale Mgmt tab displays the Scale Area and PLU Number fields across the top of the tab area. If there is a scale item record on the UPC, the first record will be displayed with the fields enabled as is the case in the screen capture above. If not, the Scale Area and PLU number fields will allow for entry of their respective data while the other fields on the tab will be disabled (greyed out) as shown below.

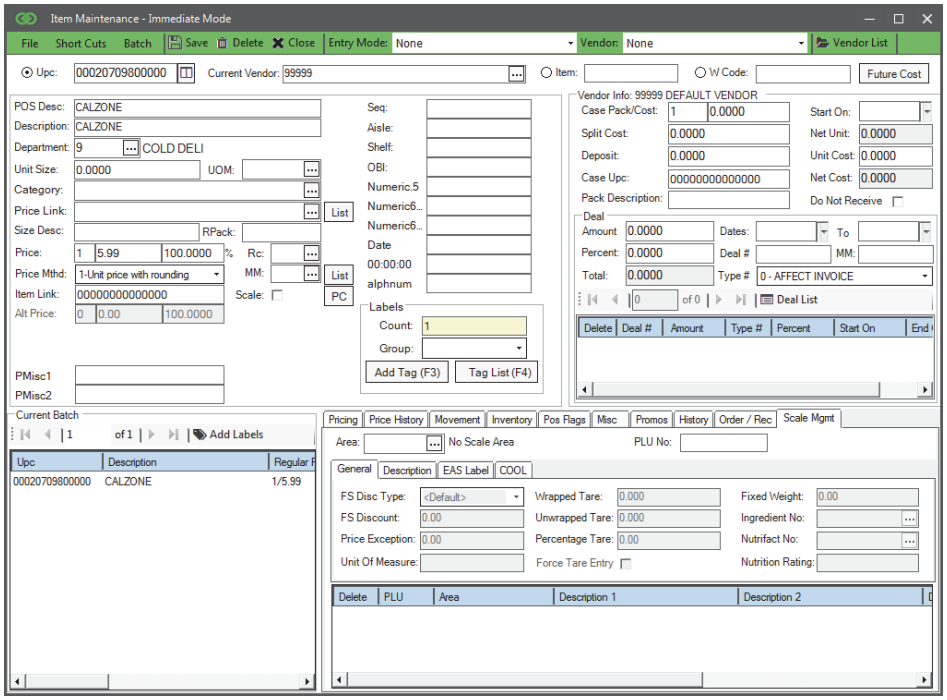


Figure 3-407. Item Maintenance - Scale Mgmt Tab

Field	Mandatory (Y/N)	Character Limit	Valid Data Input Type	Third-Party Scale Management
Upc	Yes	14	Numeric	Plum, ADC
Area	Yes	6	Numeric	Plum, ADC
PLU No	Yes	6	Integer	Plum, ADC
FS Disc Type	No	1	Integer	Plum
Disc Type	No	1	Integer	ADC
FS Discount	No	6	Numeric	Plum
Discount	No	6	Numeric	ADC
Price Exception	No	6	Numeric	Plum, ADC
Unit Of Measure	No	2	Alphanumeric	Plum, ADC

Wrapped Tare	No	6	Numeric	Plum
Tare Counter	No	3	Numeric	ADC
Unwrapped Tare	No	6	Numeric	Plum
Tare Backroom	No	6	Numeric	ADC
Percentage Tare	No	Plum:6 ADC:2	Numeric	Plum, ADC
Force Tare Entry	No	1	Bit	Plum, ADC
Fixed Weight	No	6	numeric	Plum
Net Weight	No	4	Integer	ADC
Ingredient Number	No	6	Integer	Plum, ADC
Nutrifact Number	No	6	Integer	Plum, ADC
Nutrifact Rating	No	3	Integer	Plum, ADC
Description 1	No	Plum:20 ADC:32	Alphanumeric, symbols	Plum, ADC
Desc 1 Font	No	2	Integer	Plum
Description 2	No	Plum:20 ADC:32	Alphanumeric, symbols	Plum, ADC
Desc 2 Font	No	2	Integer	Plum
Description 3	No	Plum:20 ADC:32	Alphanumeric, symbols	Plum, ADC
Desc 3 Font	No	2	Integer	Plum
Description 4	No	Plum:20 ADC:32	Alphanumeric, symbols	Plum, ADC
Desc 4 Font	No	2	Integer	Plum
Tray Size/ Tray Counter	No	Plum:6 ADC:3	Alphanumeric, symbols	Plum, ADC
Shelf Life	No	3	Integer	Plum, ADC
Force Shelf Life	No	1	Bit	Plum, ADC
Use By	No	Plum:4 ADC:3	Integer	Plum, ADC
Force Use By	No	1	Bit	Plum, ADC
EAS Label	No	1	Bit	Plum, ADC
Grade	No	2	Integer	Plum, ADC

Portion	No	Plum:6 ADC:3	Integer	Plum, ADC
Action Number	No	6	Integer	Plum, ADC
Message Number	No	6	Integer	Plum, ADC
Label Format 1	No	Plum:4 ADC:6	Integer	Plum, ADC
Label Format 2	No	Plum:4 ADC:6	Integer	Plum, ADC
Logo 1	No	6	Integer	Plum
COOL Number	No	6	Integer	Plum, ADC
Short List Number	No	8	Integer	Plum, ADC
COOL Class Number	No	8	Integer	Plum, ADC
Pretext Number	No	6	Integer	Plum
Tracking Number	No	1000	Alphanumeric, symbols	Plum, ADC
Force COOL	No	1	Bit	Plum, ADC

The Scale Mgmt tab contains four tabs: General, Description, EAS Label, and Cool. Each of the Scale Mgmt tabs contain a different set of fields pertaining to Scale Management. For reference, the other tabs are included below.

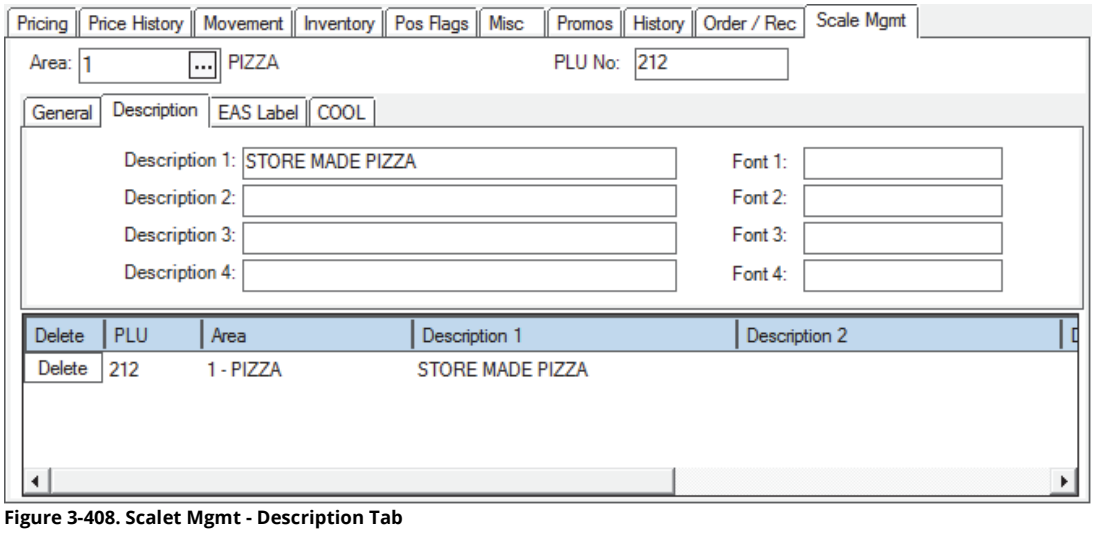


Figure 3-408. Scalet Mgmt - Description Tab

Field	Mandatory (Y/N)	Character Limit	Valid Data Input Type	Third Party Scale Management
Upc	Yes	14	Numeric	Plum, ADC

Scale Area	Yes	6	Numeric	Plum, ADC
PLU Number	Yes	6	Integer	Plum, ADC
Description 1	No	Plum:20 ADC:32	Alphanumeric, symbols	Plum, ADC
Desc 1 Font	No	2	Integer	Plum
Description 2	No	Plum:20 ADC:32	Alphanumeric, symbols	Plum, ADC
Desc 2 Font	No	2	Integer	Plum
Description 3	No	Plum:20 ADC:32	Alphanumeric, symbols	Plum, ADC
Desc 3 Font	No	2	Integer	Plum
Description 4	No	Plum:20 ADC:32	Alphanumeric, symbols	Plum, ADC
Desc 4 Font	No	2	Integer	Plum

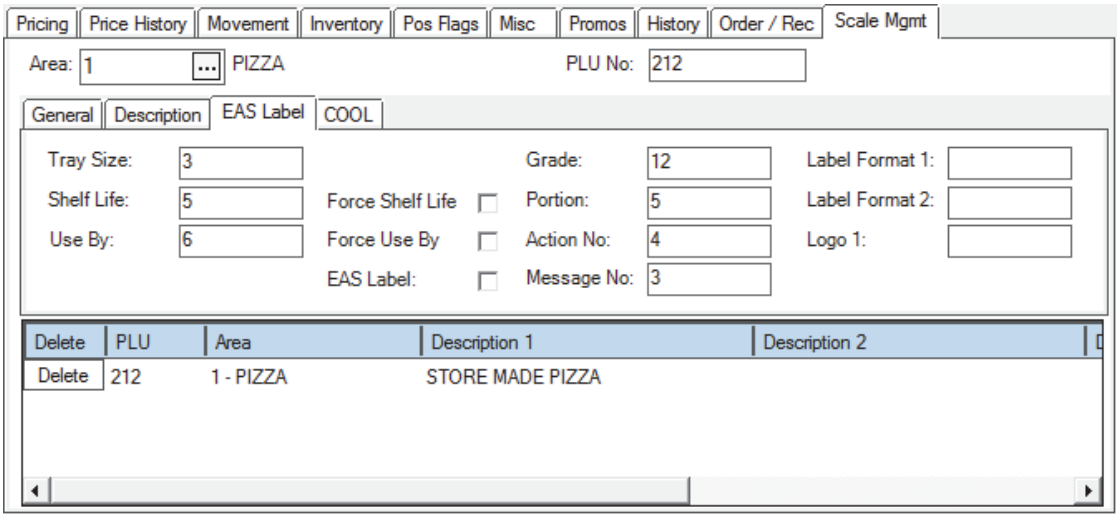


Figure 3-409. Scale Mgmt - EAS Label

Field	Mandatory (Y/N	Character Limit	Valid Data Input Type	Third Party Scale Management
Upc	Yes	14	Numeric	Plum, ADC
Scale Area	Yes	6	Numeric	Plum, ADC
PLU Number	Yes	6	Integer	Plum, ADC
Tray Size	No	Plum: 6	Integer	Plum
Tray Counter	No	ADC: 3	Integer	ADC
Shelf Life	No	3	Integer	Plum, ADC
Force Shelf Life	No	1	Bit	Plum, ADC

Use By	No	Plum: 4 ADC: 3	Integer	Plum, ADC
Force Use By	No	1	Bit	Plum, ADC
EAS Label	No	1	Bit	Plum, ADC
Grade	No	2	Integer	Plum, ADC
Portion	No	Plum: 6 ADC: 3	Integer	Plum, ADC
Action Number	No	6	Integer	Plum, ADC
Message Number	No	6	Integer	Plum, ADC
Label Format 1	No		Integer	Plum, ADC
Label Format 2	No		Integer	Plum, ADC
Logo 1	No		Integer	Plum

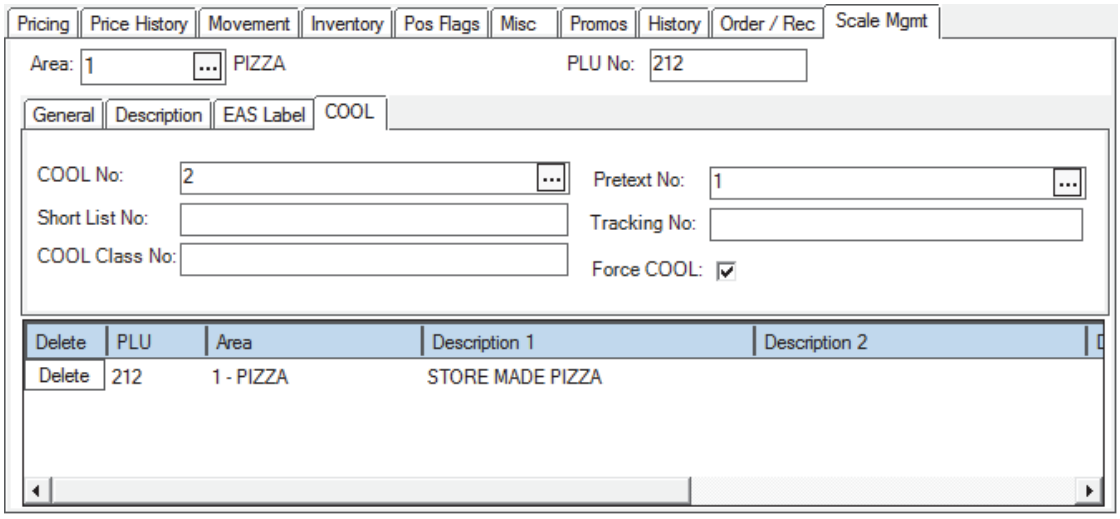


Figure 3-410. Scale Mgmt - COOL Tab

Field	Mandatory (Y/N)	Character Limit	Valid Data Input Type	Third Party Scale Management
Upc	Yes	14	Numeric	Plum, ADC
Scale Area	Yes	6	Numeric	Plum, ADC
PLU Number	Yes	6	Integer	Plum, ADC
COOL Number	No	6	Integer	Plum, ADC
Short List Number	No	8	Integer	Plum, ADC
COOL Class Number	No	8	Integer	Plum, ADC
Pretext Number	No	6	Integer	Plum

Tracking Number	No	1000	Alphanumeric, symbols	Plum, ADC
Force COOL	No	1	Bit	Plum, ADC

The lower section of the COOL tab contains a grid that displays the scale item records assigned to the UPC. When a record is selected from the grid, the scale data is displayed in the controls that are contained in the tabs above the grid.

3.9.5.1 Search for Scale Items

Item Maintenance provides various ways to search for scale items. **Item Maintenance** provides searching by UPC, Item Code, and Warehouse Code. **Item Maintenance** also provides the Quick Search built into certain fields; and advanced searches can be performed using the Item Search Screen that is displayed when the **F12** function key is pressed while in **Item Maintenance**. See the Chapter 3, "Item Management," for details.

3.9.5.2 Add Scale Item

To create a new scale item record

1. After entering the UPC, POS Description, POS Department, and any other miscellaneous data, click the **Scale Mgmt** tab.
2. Any existing scale items for the selected UPC are displayed in the pane along the bottom of the Scale Mgmt tab.
3. In the Area field, type a Scale Area or use the ellipse to select a Scale Area from the Scale Area List.
4. Press **TAB** or **ENTER** to move out of the Area field to the PLU field displays the Scale Area's description next to the Scale Area.
5. Type an integer from 1 to 999999 in the PLU field.
6. Press **TAB** or **ENTER** to move out of the PLU field displays the other data in the fields should that Scale Area and PLU already exist in the system. If they do not, the fields display with their default values.
7. On the General tab, which is displayed first, enter the necessary scale item data.

Note:

If an invalid Unit of Measure is entered on the General tab, an Invalid Unit Of Measure prompt appears alerting the user and displaying valid values.

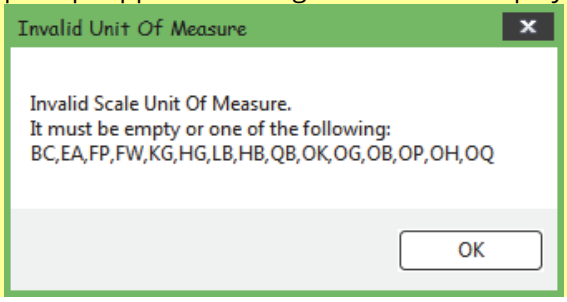


Figure 3-411. Invalid Unit of Measure Prompt

Note:
The Ingredient Number and Nutrifact Number fields allow for a lookup to be performed as well as entering or updating of the Ingredients and/or Nutrifacts.

8. Select the Description tab to enter the Descriptions and Font Sizes.

Note:
By default, the scale item's description is populated with the Description entered on the UPC in the main part of the Item Maintenance screen.

Note:
Availability of the Font field depends on the third-party scale management software. The Font Size Code must be setup in the scale management software and/or the scales for it to control the size of text that is printed on the scale labels. Consult the third-party scale management software and/or scale manuals for specific details.

9. Select the **EAS Label** tab to continue entering any data for the scale item.
10. Select the **COOL** tab to enter COOL related information on the scale item.

Note:
The COOL Number and Pretext Number fields allow for a lookup to be performed as well as entering or updating of the COOL and/or Pretext.

11. Click **Save**. The new scale item record appears in the pane at the bottom of the Scale Mgmt tab along with any other scale item records in the system with the same UPC.

3.9.5.3Change Scale Item

To change scale item information

1. After locating the item's UPC and loading it in Item Maintenance, select the **Scale Mgmt** tab.
2. Double-click a scale item record in the pane at the bottom of the Scale Mgmt tab, or type the Scale Area and PLU for the scale item in the corresponding fields. The information for the selected scale item is displayed in the fields.
3. Edit any of the fields on the Scale Mgmt tabs.
4. Click **Save**.
5. The scale item record is refreshed in the pane at the bottom of the Scale Mgmt tab.

3.9.5.4 Delete Scale Item

Deleting a scale item is performed by clicking the **Delete** button next to the scale item listed in the Scale Mgmt grid that is located at the bottom of the Scale Mgmt tab.

Clicking the **Item Maintenance's Delete** button (located at the top of the screen) will delete the scale item from the third-party scale management software, the UPC, and all of the UPC's pricing data from **ENCOR** and the POS.

3.9.5.4.1 Using the Scale Mgmt Tab Delete Button

1. Use the PLU and scale area to locate the scale item record you wish to delete in the grid at the bottom of the Scale Mgmt tab. Use the scroll bars if needed.
2. Click the **Delete** button in the left most position of the row.

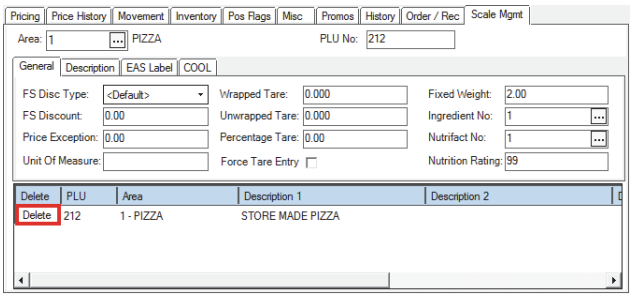


Figure 3-412. Scale Mgmt - General Tab

3. The selected scale item will be deleted from the item with the appropriate record written to the scale management queue for it to be sent to the third-party scale management software for deletion. If there are other scale item records on the UPC, they will remain in the system just as the UPC will.

Note:

Pressing the plus key (**+**) on the keyboard 10-keypad as well as the **F1** function key will perform the Save function in addition to clicking the Save button. These are referred to as save shortcuts.

Note:

Closing **Item Maintenance** does not automatically save changes. To save changes, click Save or use one of the save shortcuts.

3.9.5.5 Sending Batch Pricing to Scales

The Batch screen provides a Process Scale Items button (located at the top of the screen) to send scale items within selected batches to the scales.

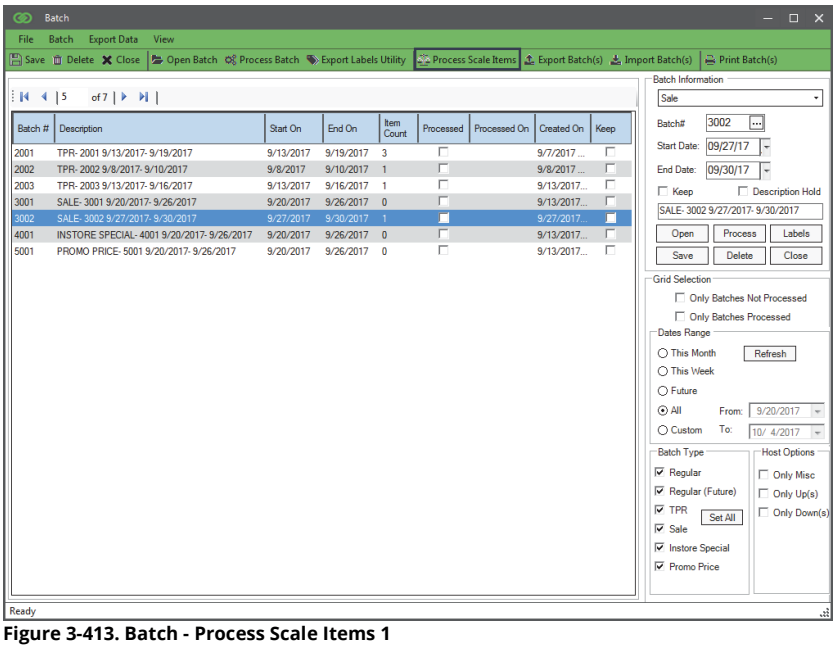


Figure 3-413. Batch - Process Scale Items 1

The Process Scale Items button is used in circumstances when batch pricing has been entered or imported into **ENCOR** and needs to be sent to the scales in lieu of processing the items using **ENCOR's Extract and Transmit Items** or the **Item Review Dashboard**.

To use the Process Scale Items button, first select one or more batches, and then click **Process Scale Items**. **Batch Maintenance** will evaluate the selected batches to ensure their dates encompass the current system date before writing the scale items (within the batches) to the scale management queue. The buttons and menu options are greyed out during this process while a status bar, counter, error count, and time provide information on the progress.

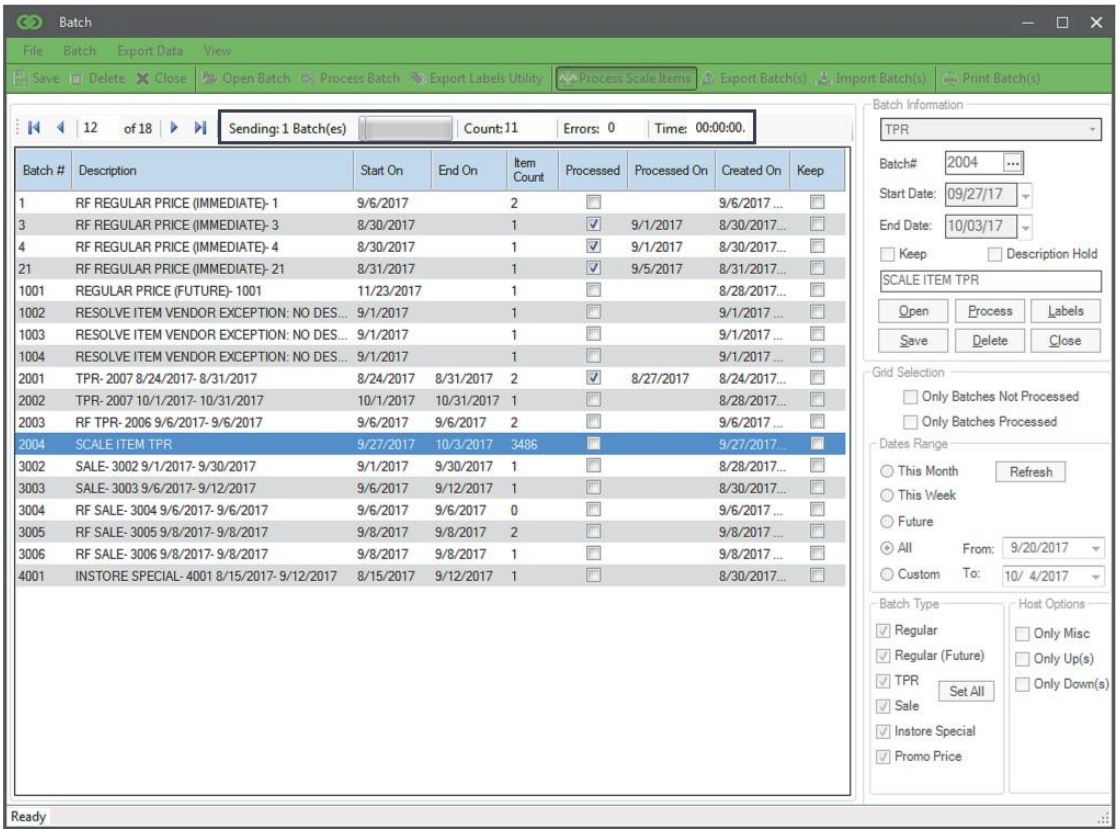


Figure 3-414. Batch Maintenance – Process Scale Items 2

Chapter 4: Cash Office Management

4.1 Introduction

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.

4.2 Cash Office Functionality

4.2.1 Illustration of Tender Flows

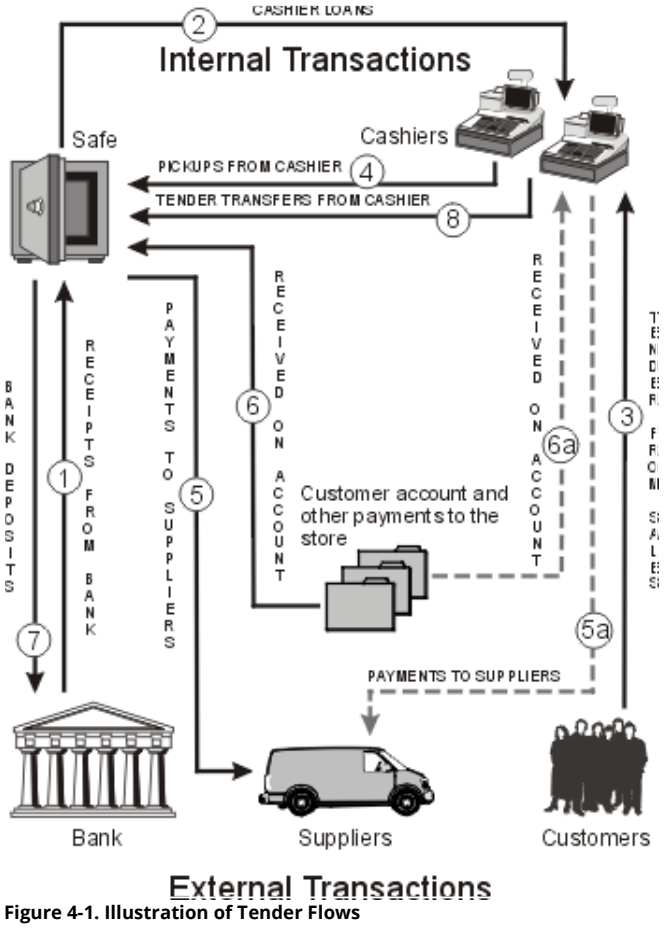


Figure 4-1. Illustration of Tender Flows

- 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.

4.2.2 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 – figure 4.1):

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.

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.

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.

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 – figure 4.1):

1 **Bank Receipt** is Tender received from the bank, which is then deposited in the Store's Safe.

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.

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.

7 **Bank Deposits** are Tender that is removed from the Store Safe for deposit in the bank.

Tender flows between the cashier terminals and external entities in the following ways (the numbers correspond with the numbers in the Illustration of Tender Flows diagram – figure 4.1):

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.)

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).

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 **Error! Bookmark not defined.**. This report can be viewed in a different format in the Operator Trial Balance Report. (Refer to Reports > Cashier Reports.)

Store Safe Report: Refer to the In-Safe Report, page 4-494. This report can be viewed in a different format in the Office Cash Balance Report. (Refer to Cash Office Management > Store Safe Balancing.)

4.2.3 Cashier and Safe Accountability Procedures

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 counted.

4.2.3.1 Cashier Accountability Procedures

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.
- **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.

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 automatic/declaration options within Tender Maintenance:

- To update the declared tender when the Cashier Declaration procedures are performed.
- To update the 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*.
- The declaration process may be performed any number of times, and is only final when the Cashier Locking procedure is performed.
- **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.
- 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 Reports > Cashier Reports.)

4.2.3.2Safe Accountability Procedures

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.
- **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.

- **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*.
- **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.

4.3 Cash Office System Parameters

Cash Office functionality may vary from system to system depending on the different Cash Office General System Parameter settings.

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.

4.3.1 Cash Office Parameters

The Cash Office Management application contains the basic setup parameters for the cash office:

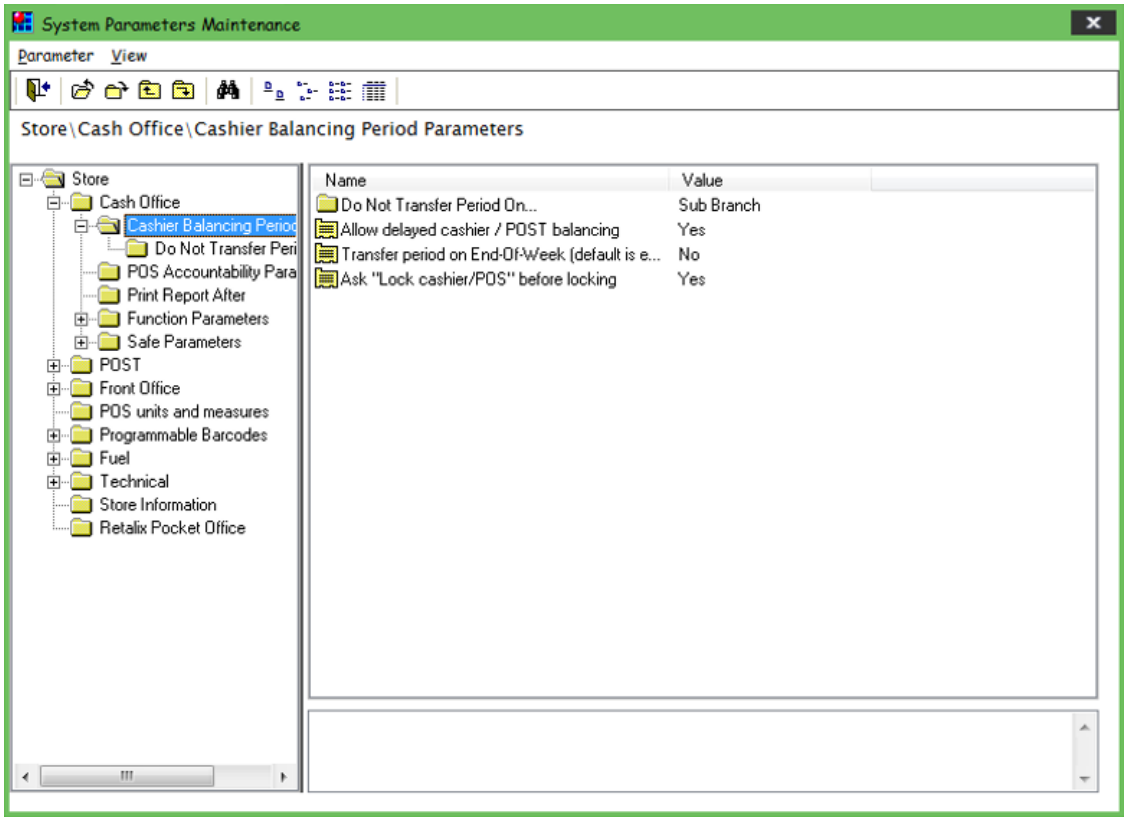


Figure 4-2. System Parameters Maintenance

While explanations for each setting are found in the *Office System Administrator's Reference*, those that have a major effect on system functionality are mentioned below.

4.3.1.1 Allow Delayed Cashier/PoS Balancing

The Delayed Cashier/PoS Balancing feature (parameter located in the Cashier Balancing Period Parameters application) 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. 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 days in the *Do Not Transfer Period on Particular Day* parameter (located in Store > Cash Office > Cashier Balancing Period Parameters > Do Not Transfer Period On) 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 (located in Store > Cash Office > Cashier Balancing Period Parameters), 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.

4.3.1.2 Transfer Period on End-of-Week

With this parameter enabled (located in the Cashier Balancing Period Parameters application), 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.

4.3.1.3 POS Accountability in System

POS Accountability (parameter located in the POS Accountability Parameters application) 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 enabled if the store elects to use PoS balancing and accountability procedures.

4.3.1.4 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 (in the Cash Office Management > POS Balancing > POS Pickup > Loan Parameters application under Cash Office Function Parameters) will allow this.

4.3.1.5 Allow Declarations for Cashier/POSTs 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 (in the Cashier/POS Declaration Parameters application under Cash Office Function Parameters) overrides the default and allows declarations on cashier/PoS terminals not signed-on in the period.

4.3.1.6 Allow Cashier/POST Declarations in Current Period While Signed On

The System default is not to allow declarations while the PoS terminal is active. This parameter (in the Cashier/POS Declaration Parameters application under Cash Office Function Parameters) overrides the default and allows declarations while signed on.

4.3.1.7 Update Safe Totals Immediately After Cashier/POS Declaration

With this parameter set to **No** (located in the Cashier/POS Declaration Parameters application under Cash Office Management > POS Balancing), cashier/POS declarations are only updated in the safe when the tender is transferred at

cashier/POS locking. If the store wants to transfer tenders to the safe immediately after each cashier/POS declaration, set this parameter to **Yes**.

4.3.1.8Allow Manual Editing of Tenders Marked as 'Auto Declaration'

When the Auto Declaration parameter (described in Cashier Accountability) is used, 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 (located in Cash Office Management > POS Balancing > POS Declaration), if enabled, allows this modification.

4.3.1.9Automatic Pickup\Loan of Over\Short

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, this parameter (located in Cash Office Management > POS Balancing > POS Pickup) will leave the cashier's accountable balance unchanged after EOD has been completed.

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

With this parameter enabled (located in the Cash Office Management > POS Balancing > POS Declaration), over/short figures can be removed from the Declaration screen by selecting this option. Management may not want personnel to view these amounts.

4.3.1.11 Enhanced ROA & Payouts

These parameters are found under Store/Safe Balancing (Cash Office Management > Store/Safe Balancing > ROA or Paid Out). They enable payouts and ROAs to be used in the front office with a variety of receipt and payment templates.

4.3.1.12 Locking Options Parameters

The following parameters involve cashier/POS locking, the process where management is satisfied that the full amount of money has been declared by the cashier and all tender is physically removed from the terminal cash drawer and placed in the safe.

4.3.1.13 Perform Locking on all Cashiers/POSTs

When there are many cashiers/PoS terminals, the process of Cash Office Locking can be tedious. Enabling this parameter (located in Cash Office Management > POS Balancing > POS Locking) 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.

4.3.1.14 Reports to Print During Locking

These parameters (Cash Office Management > POS Balancing > Reports to Print During Locking) allow the system administrator to set the reports to be printed when the cashier/posts are locked.

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

Selecting this parameter (located in Cash Office Management > POS Balancing > Cashier/POS Locking) 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.

4.3.1.16 Automatic Cashier Lock at End of Day

This parameter (located in the Cashier/POS Locking Parameters folder under Cash Office Function parameters) locks all cashiers at EOD.

4.3.1.17 Automatic Locking for Cashiers at PoS Accountability System

Where PoS accountability is used, there could be a need to automatically lock cashiers as well. Enabling this parameter (located in Cash Office Management > Cashier Balancing > Cashier Locking) serves that purpose.

4.3.1.18 Maximum Over/Short Percentage to Allow Locking

Setting this parameter (located in the Cashier/POS Locking Parameters folder under Cash Office Function Parameters) 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 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 Perform Locking on all Cashiers/Posts is selected, those cashier/PoS terminals 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 automatic EOD locking is enabled, only those cashiers/PoS terminals within the required range, meaning those that are not over limit, will be locked.

4.3.1.19 Keep Data After Cashier/POS Locking

This parameter (located in the Cashier/POS Pickup/ Loan Parameters folder under Cash Office Function Parameters) provides the option of keeping the cashier/POS data after their till has been locked. This allows cashier over/short reports to be generated on a "per shift" basis (by media type) for employees who have two or more shifts declared on the same business day.

Note:

To utilize the Shift Accountability feature, Delayed Balancing must be disabled.

4.3.1.20 Safe Locking Parameters

The following parameters involve cashier/POS locking, the process that transfers all declared media to the in-safe totals and zeroes declaration totals.

4.3.1.21 Do Not Allow Locking if Unlocked Cashiers/POST Found

Store procedures may require that all cashiers must be balanced and locked before the store safe is balanced and locked. When this parameter (located in Safe Locking under Cash Office Management > Store/Safe Balancing) is selected, all cashier balancing must be completed before the safe is locked.

4.3.1.22 Copies to Print at Safe Locking

These parameters (located in Specify Copies to Print at Safe Locking under Cash Office Management > Store/Safe Balancing > Safe Locking) specify the number of copies of each report required to be printed when Safe Locking is performed.

4.4 Cashier Balancing

4.4.1 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 Cash Office Management > Cashier Balancing, select **Cashier Add Loan**. The Cashier Add Loan dialog box appears.

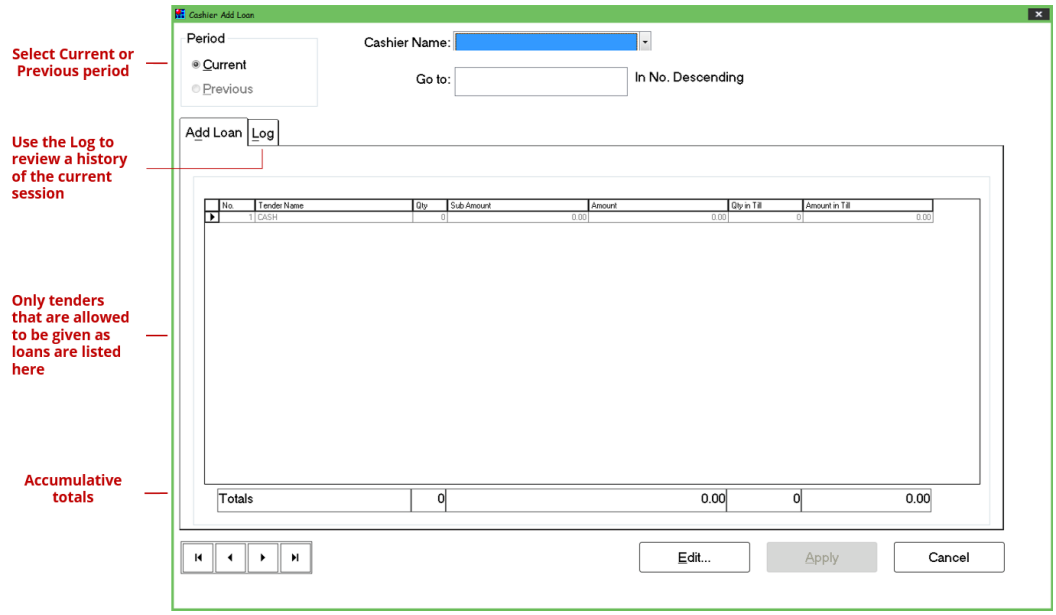


Figure 4-3. Cashier Add Loan Dialog

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.

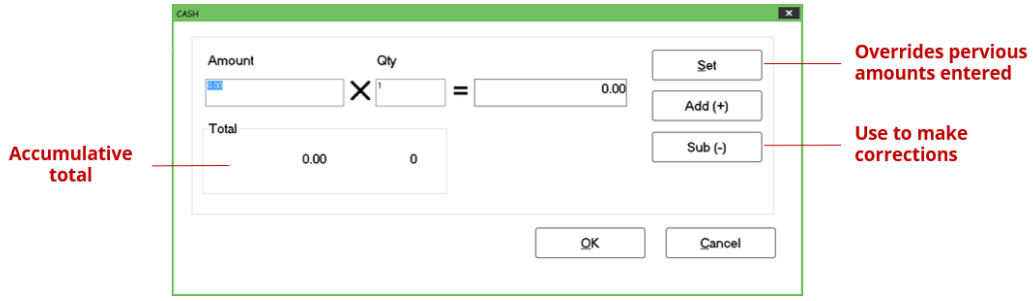


Figure 4-4. Tender Dialog 1

The following dialog box appears if issuing cash and cash denominations are set up.

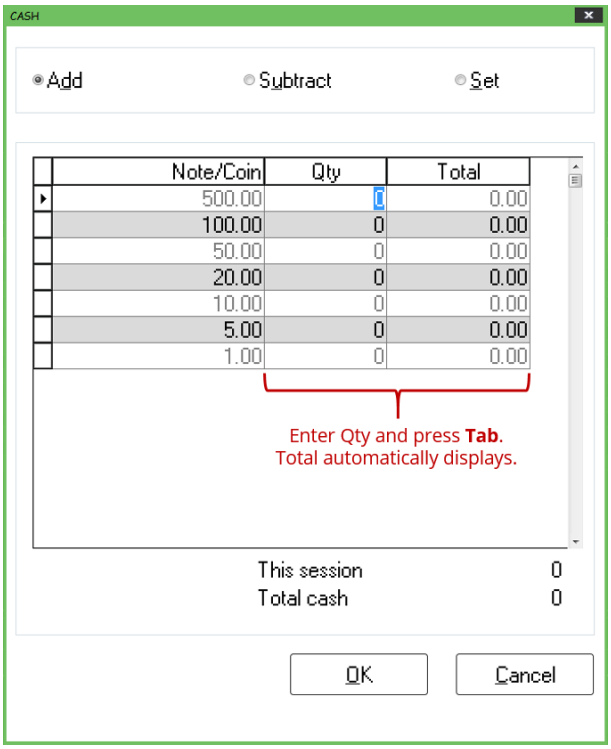


Figure 4-5. Tender Dialog 2

5. There are two ways to enter loan amounts:

   a. Enter a global amount and quantity of bills, and click **Set**.

   OR

   b. Enter by each bill denomination and quantity of bills. Click **Add** after each denomination.

6. When finished, click **OK**. The Amount in Till Totals are recalculated.
7. Before confirming the loan, click the **Log** tab for details.

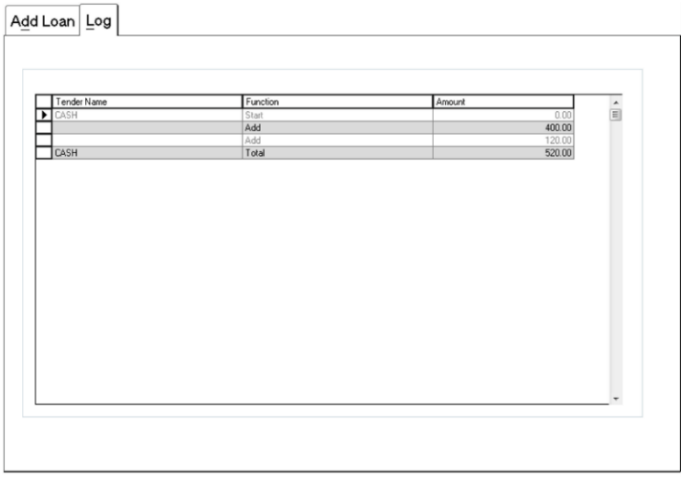


Figure 4-6. Cashier Add Loan - Log Tab

8. When ready to confirm the loan, click **Apply**. The system prompts "Are you sure?"

9. Click **Yes**. *(*There is the option to print a report).

4.4.2 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 Cash Office Management > Cashier Balancing, select **Cashier Pickup**. The Cashier Pickup dialog box appears.

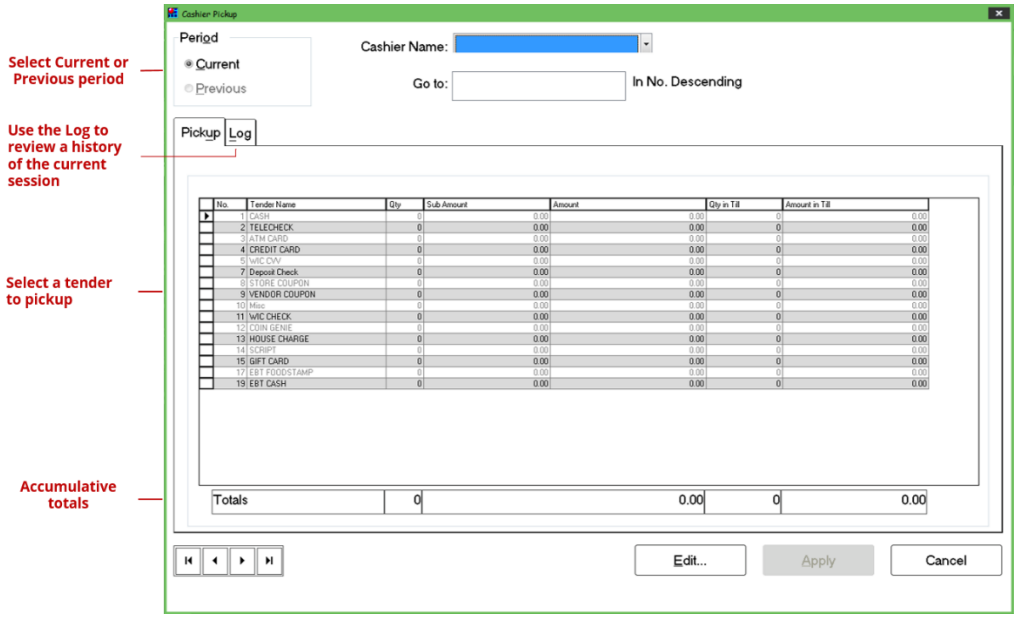


Figure 4-7. Cashier Pickup Dialog

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.

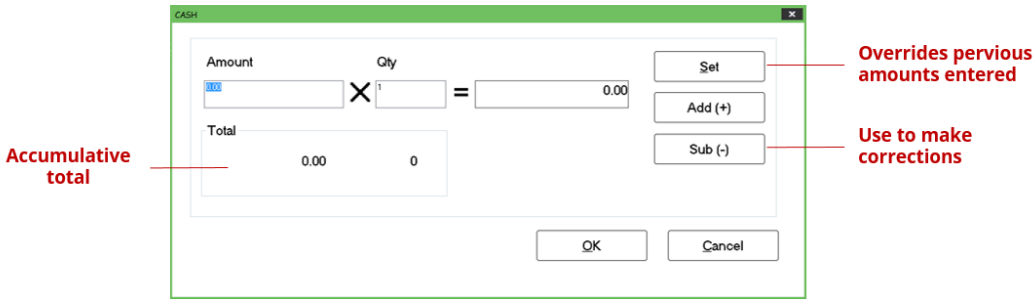


Figure 4-8. Cashier Pickup - Tender Dialog 1

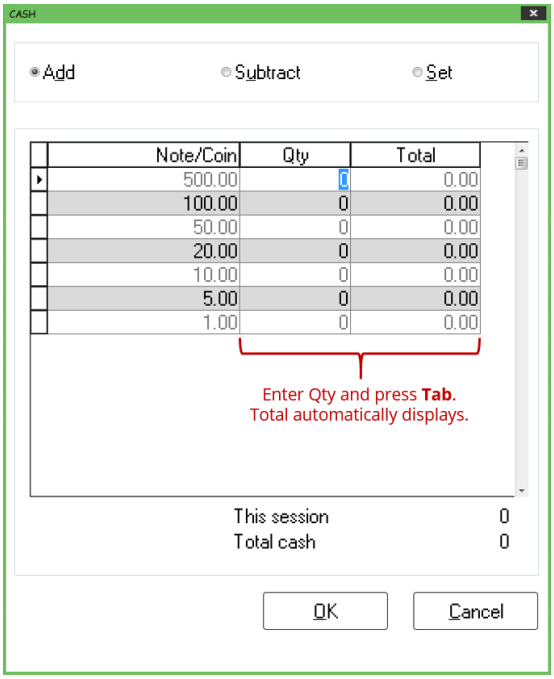


Figure 4-9. Cashier Pickup - Tender Dialog 2

5. There are two ways to 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**. The Qty in Till and Amount in Till totals are recalculated.
7. Before confirming the pickup, click the **Log** tab for details.

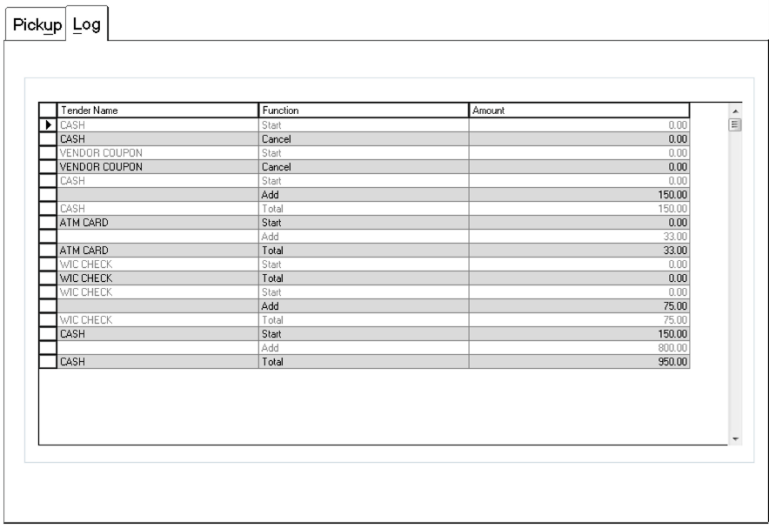


Figure 4-10. Cashier Pickup - Log Tab

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

4.4.3 Cashier Accountability

This section explains the Cashier Accountability process. For a detailed description of these concepts, refer to page **Error! Bookmark not defined.**.

4.4.3.1 Cashier Declaration

To perform a cashier declaration

1. From Cash Office Management > Cashier Balancing, select **Cashier Declaration**. The Cashier Declaration dialog box appears.

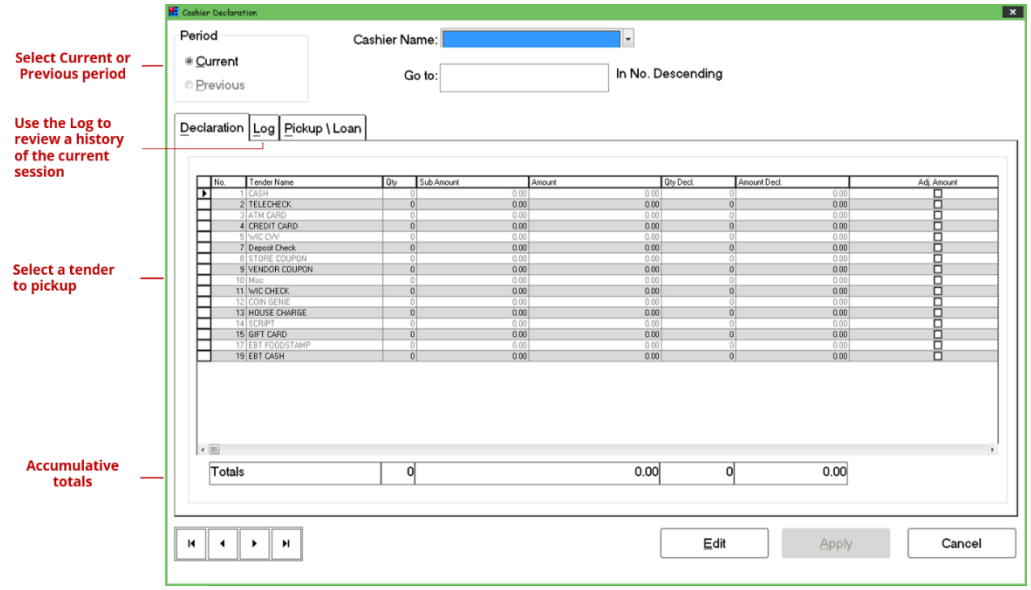


Figure 4-11. Cashier Declaration Dialog

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.

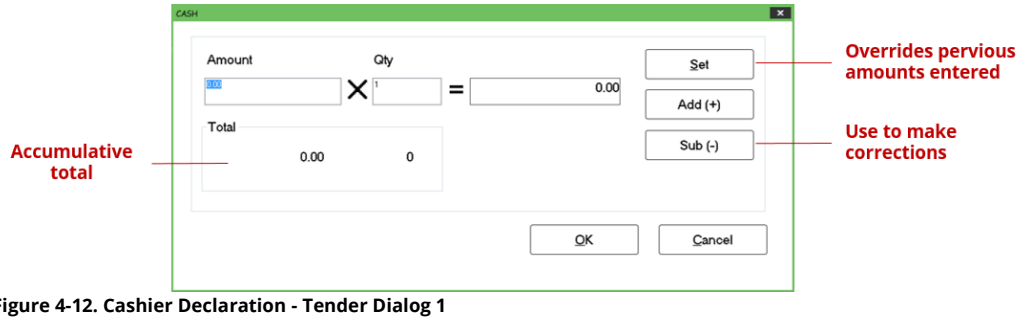


Figure 4-12. Cashier Declaration - Tender Dialog 1

The following dialog appears if declaring cash and cash denominations are set up.

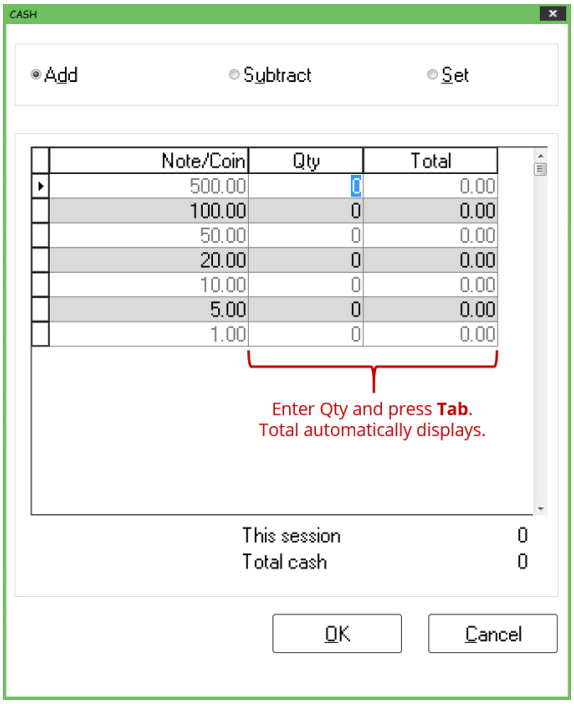


Figure 4-13. Cashier Declaration - Tender Dialog 2

5. There are three ways to enter declaration amounts:

   a. Enter a global amount and click **Set**. OR
   b. Enter by each bill denomination and quantity of bills. OR
   c. Enter by tender. Click **Add** after each denomination.

6. When finished, click **OK**. The Qty and Amount totals are recalculated.
7. (Optional) Before confirming the declaration, click the **Log** tab for details.

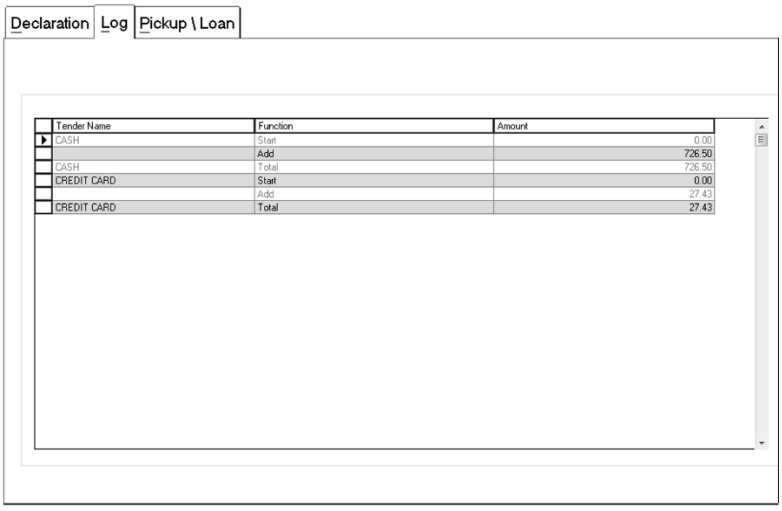


Figure 4-14. Cashier Declaration - Log Tab

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

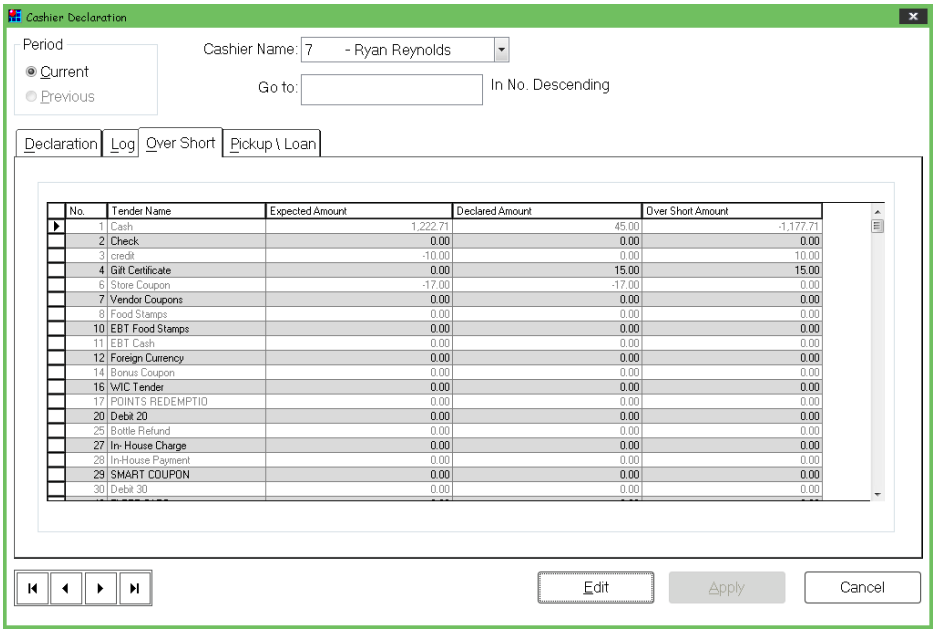


Figure 4-15. Cashier Declaration - Over/Short Tab

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

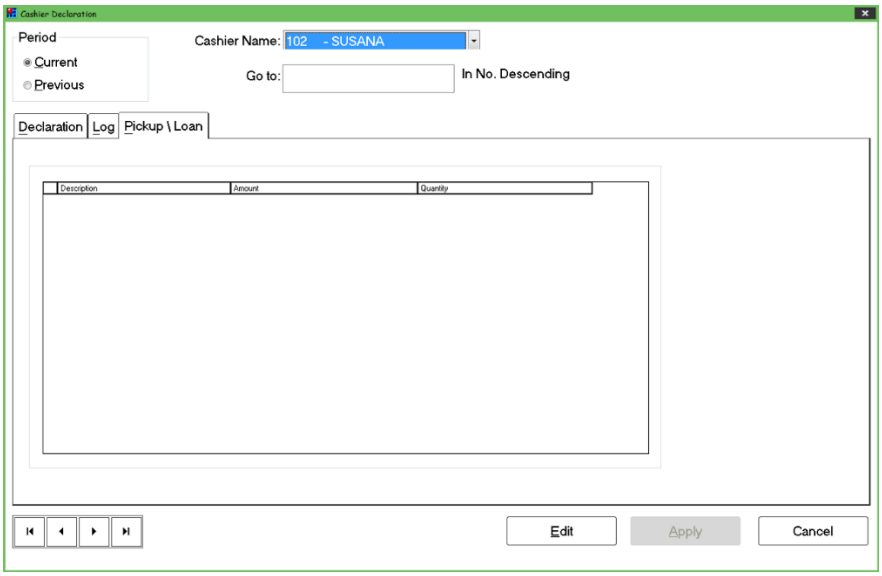


Figure 4-16. Cashier Declaration - Pickup/Loan Tab

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

4.4.3.1.1 Cashier Declaration Adjustments

Adjustments can be made 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. The report can be printed, if required.

4.4.3.2Cashier Locking

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

To perform cashier locking

From Cash Office Management > Cashier Balancing, select **Cashier Locking**. The Cashier Locking dialog box appears.

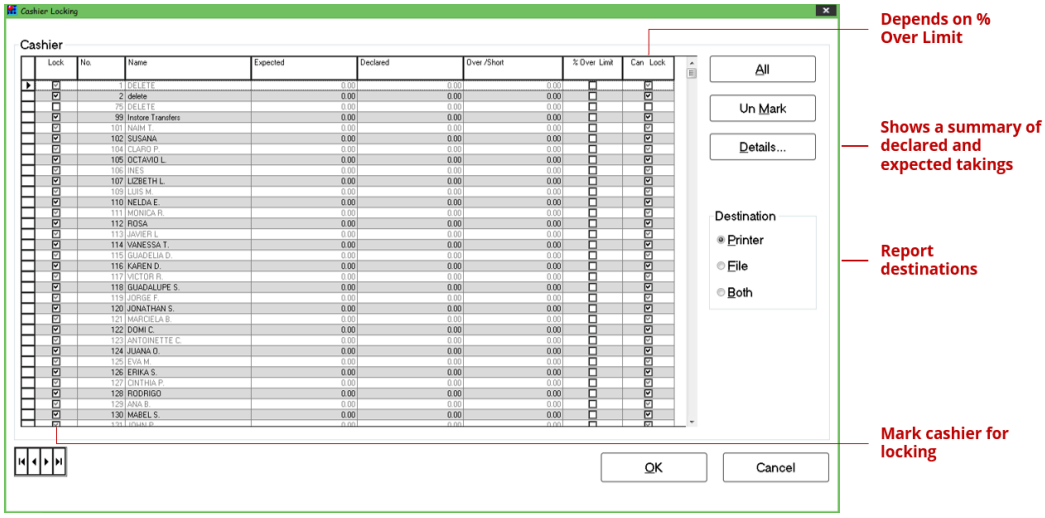


Figure 4-17. Cashier Locking Dialog

Individual cashiers can be locked 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*.

5. Mark the names of the cashiers to lock. If a cashier's over/short amount is greater than the % Over Limit, they cannot be locked.
6. Choose the destination to which the Cashier Report is to be generated. The available options are Printer, File, or Both. If Printer or Both is chosen, the report is created and sent to the printer.
7. Click **OK** to lock the cashiers. A cashier's locking message appears. The system then gives the option of checking the printed report.
8. If the report is correct, confirm the locking (click **Yes**) or choose not to lock (click **No**).

4.4.3.3 Transfer Current Data to Previous

This option is relevant only if the Delayed Cashier Balancing feature is being used in the store. (See "Cash Office System Parameters/Allow Delayed Cashier/Pos Balancing", page ***Error! Bookmark not defined.***).

To transfer current data to previous period

From Cash Office Management > Cashier Balancing, select **Transfer Current Data to Previous**. The Transfer Current to Previous dialog box appears.

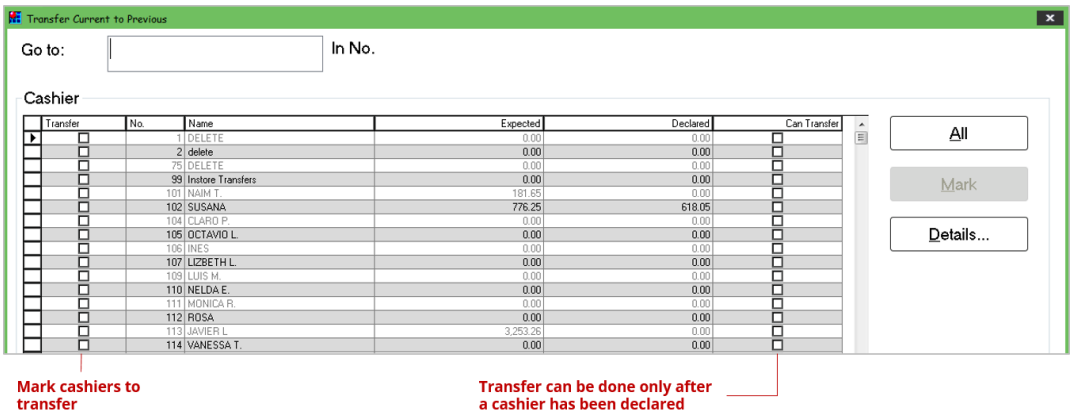


Figure 4-18. Transfer Current to Previous Dialog

1. Select the cashiers to transfer.

Note:

Cashiers can only be transferred when they have been declared.

2. Click **OK** to perform the transfer. A prompt asks to confirm.

4.4.3.4 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) and the media reported by the system (for the specified time period).

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.

A report can be requested by period or within a range of dates.

To produce a Cashier Declaration Report

1. From Cash Office Management > Cashier Balancing, select **Cashier Declaration Report**. The Cashier Declaration Report dialog box appears.

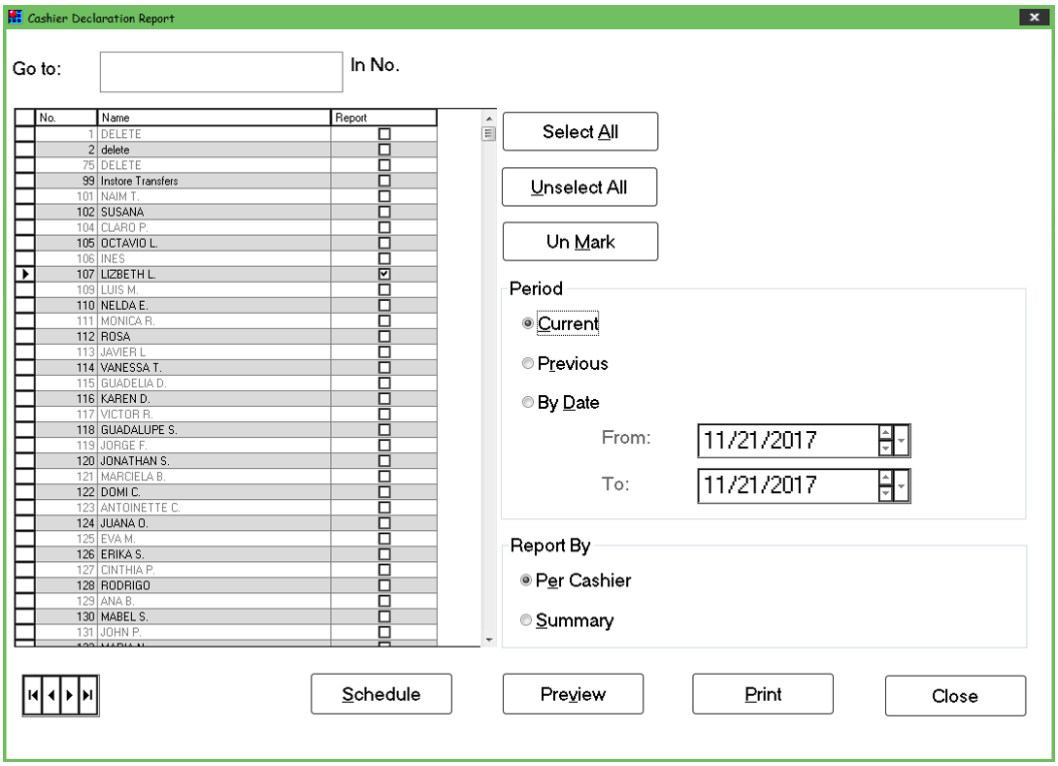
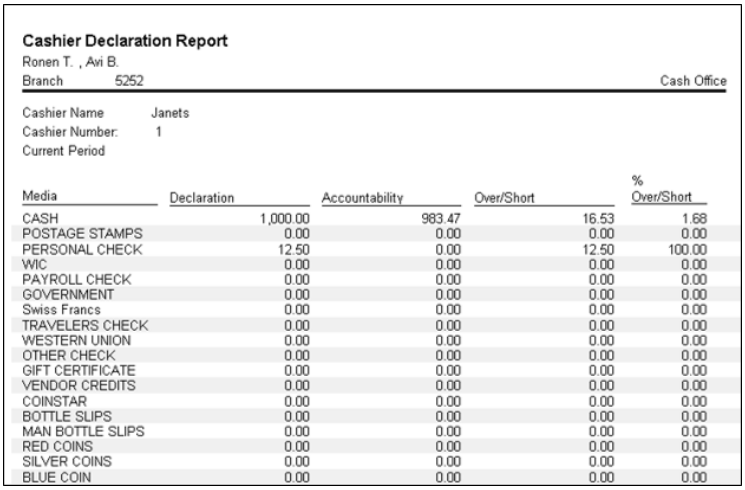


Figure 4-19. Cashier Declaration Report Dialog

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 chapter for details.
4. Select the required period, or specify a date range in the From and To fields.
5. 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.



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

Figure 4-20. Report Manager - Cashier Declaration Report

4.4.3.5Cashier Accountability Report

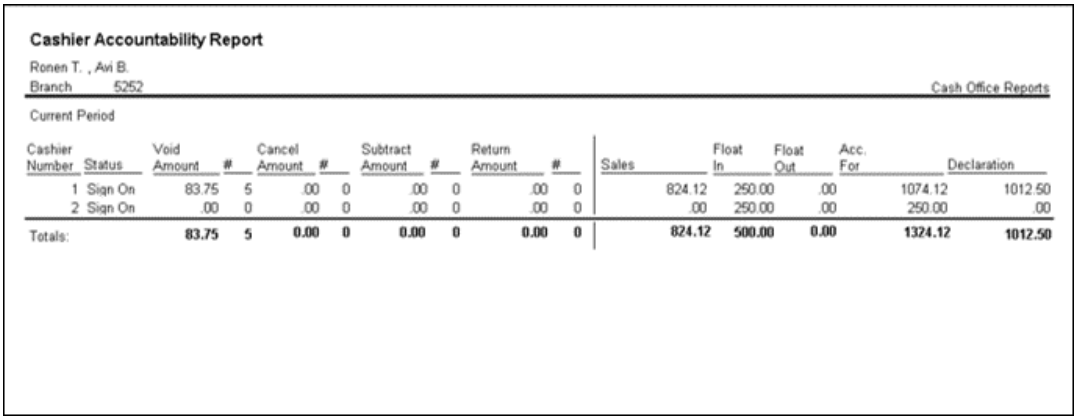
Use this option to produce a report displaying the following activity for a specific cashier or a range of cashiers.

- Voids
- Cancels
- Subtracts
- Returns
- Sales
- Float
- Declarations

This report can be produced at any time, but is most meaningful during cashier balancing when all tender has been declared.

To produce a Cashier Accountability Report

1. From Cash Office Management > Cashier Balancing, 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. 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.



Cashier Accountability Report

Ronen T. , Avi B.
Branch 5252 Cash Office Reports

Current Period

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	.00	0	.00	0	.00	0	824.12	250.00	.00	1074.12	1012.50
2	Sign On	.00	0	.00	0	.00	0	.00	0	.00	250.00	.00	250.00	.00
Totals:		**83.75**	**5**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**824.12**	**500.00**	**0.00**	**1324.12**	**1012.50**

Figure 4-21. Report Manager - Cashier Accountability Report

4.4.3.6 Cashier History Report

Use this option to generate one of the following reports for a former trading date:

- Cashier Accountability
- Cashier Declaration
- Cashier
- Operator Trial Balance (Summary)
- Cashier Tender
- Cashier Pickup & Loan Report

To generate a Cashier History Report

1. From Cash Office Management > Cashier Balancing, select **Cashier History Report**. The Cashier History Report dialog box appears:

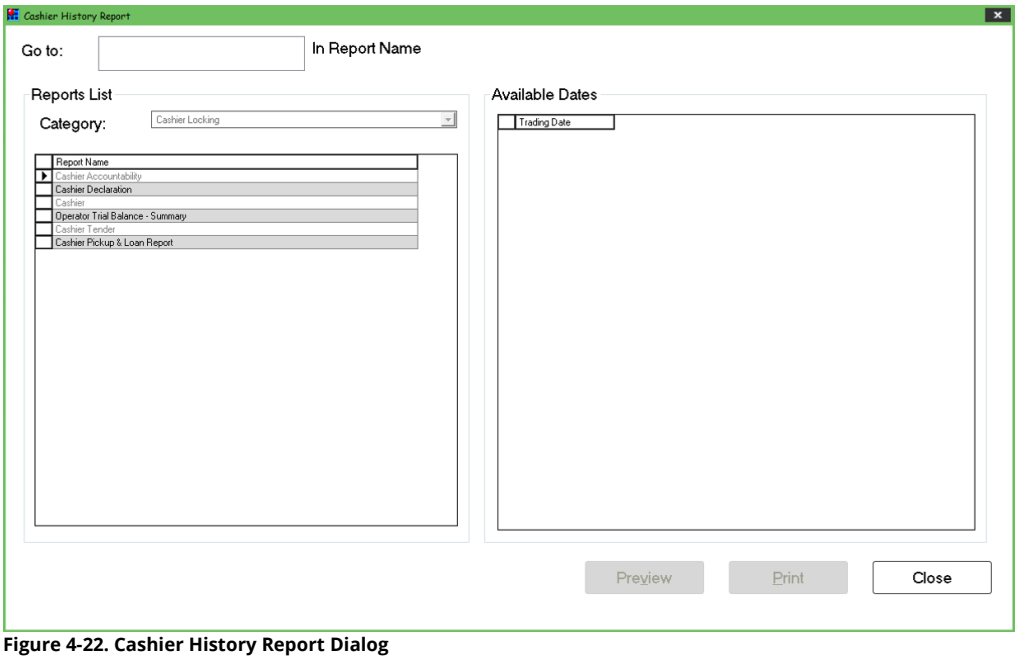


Figure 4-22. Cashier History Report Dialog

2. Click (highlight) the report to generate. The available trading dates display.
3. Click (highlight) the desired trading date to report.
4. Click either **Preview** or **Print** to view or print the report.

4.4.3.7Cashier Declaration History Report

Use this option to generate a running a cashier declaration report for a selected cashier on a selected trading date.

To produce a Cashier Declaration History Report

1. From Cash Office Management > Cashier Balancing, select **Cashier Declaration History Report**. The Cashier Declaration Report dialog displays.

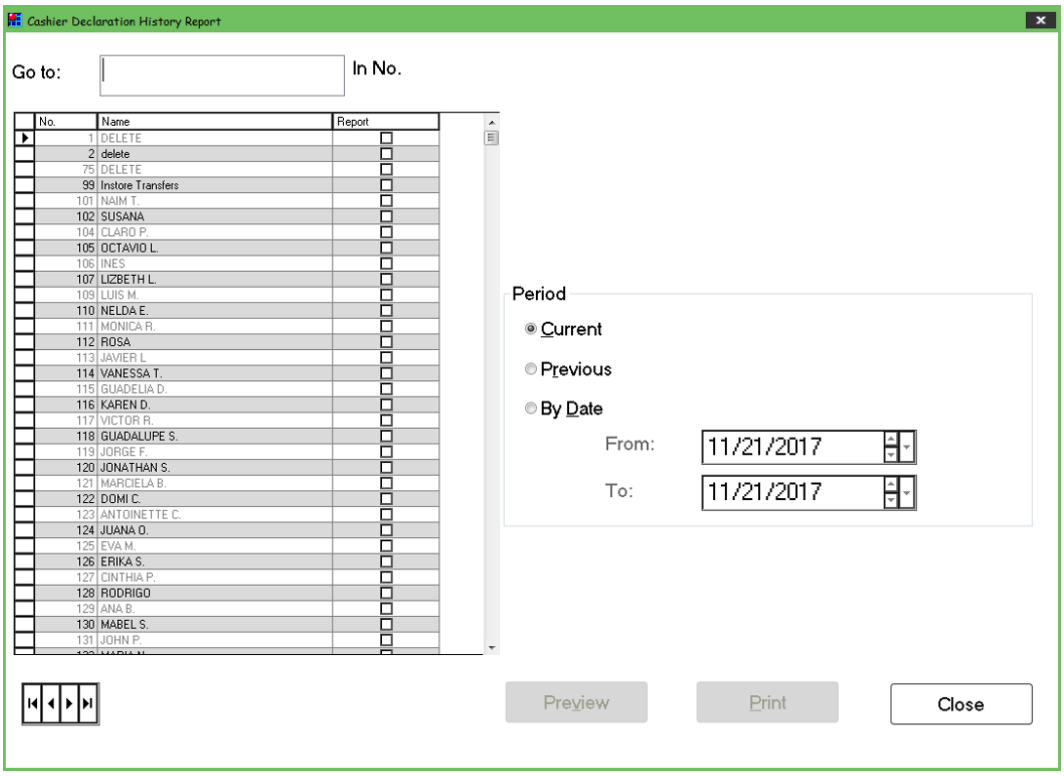


Figure 4-23. Cashier Declaration History Report Dialog

2. Select (click) the cashier to report.
3. Select the required period, or specify a date range in the From and To fields.
4. Click either **Preview** or **Print** to view or print the report. The Available Trading Date window appears.
5. Click (highlight) the desired trading date to report.
6. Click either **Preview** or **Print** to view or print the report.

4.5 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”).

Note:

PoS Accountability functions according to the same principles as Cashier Accountability, which is described in detail in “Cashier Balancing,” pages **Error! Bookmark not defined.** to **Error! Bookmark not defined.**.

The PoS Balancing functions (as for Cashier Balancing) are:

- PoS Add Loan
- PoS Pickup
- PoS Declaration
- PoS Locking
- Transfer Current Data to Previous
- PoS Declaration Report
- PoS Accountability Report
- PoS History Report
- Pos Declaration History Report

4.6 Store/Safe Balancing

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

4.6.1 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).

4.6.1.1 Bank Deposit

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 Cash Office Management > Store/Safe Balancing, select **Bank Deposit**. The Bank Deposit dialog box appears.

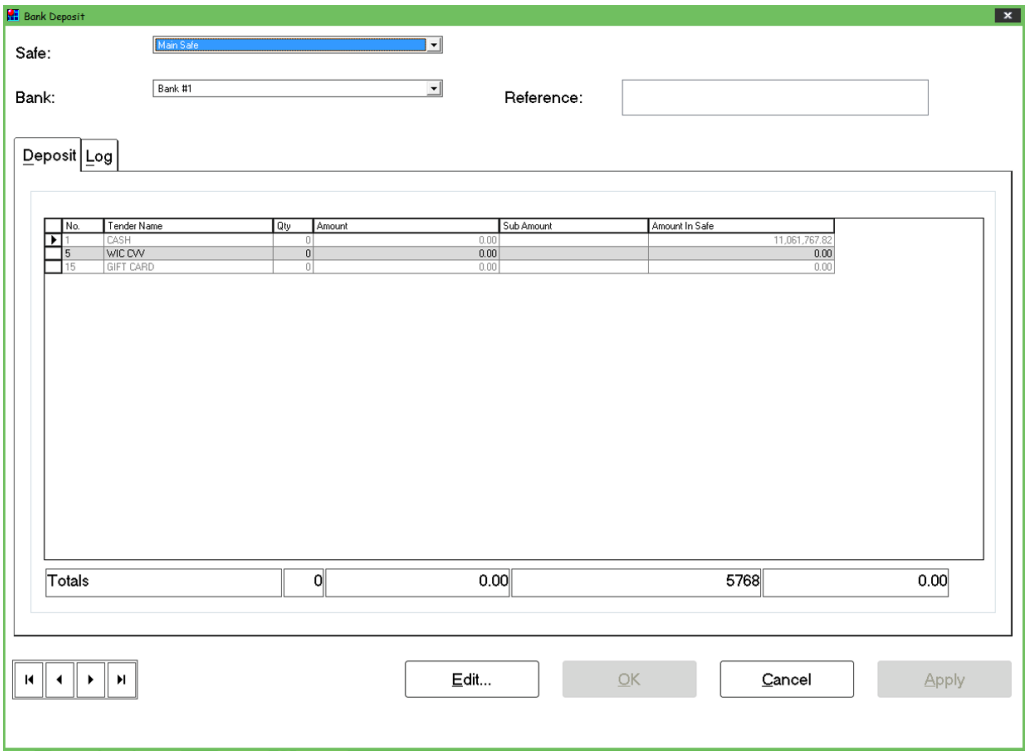


Figure 4-24. Bank Deposit Dialog

2. Select the safe from which the deposit originates.
3. Enter the deposit slip (reference) number.

4. Select a bank.
5. Highlight the required tender type and click **Edit** or double-click. A dialog box for the selected tender appears.

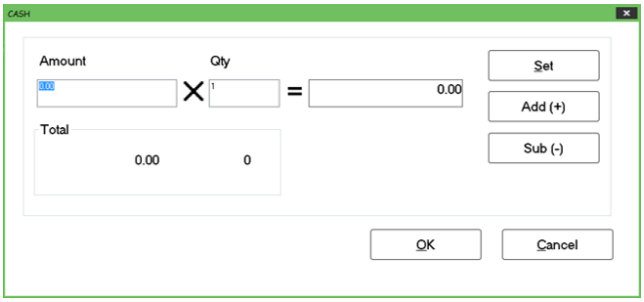


Figure 4-25. Bank Deposit - Tender Dialog 1

The following dialog appears if depositing cash and cash denominations have been set up.

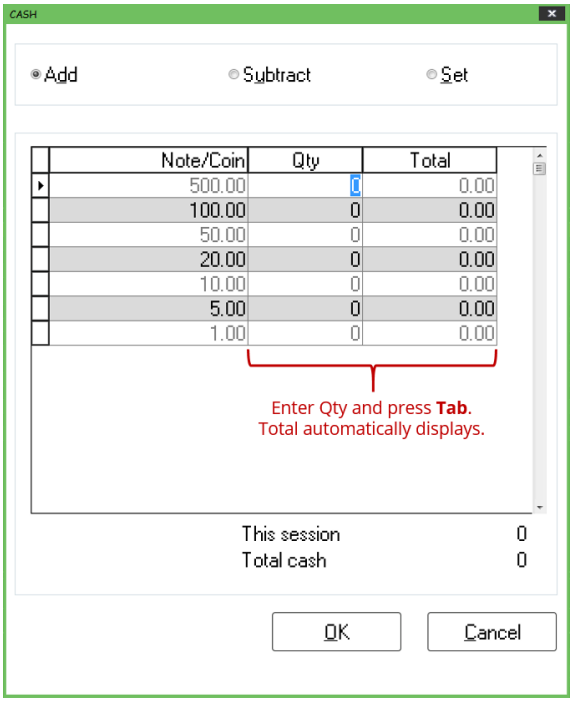


Figure 4-26. Bank Deposit - Tender Dialog 2

6. Enter the deposit amounts as appropriate.
7. When finished, click **OK**. The deposit quantity and amount totals are recalculated.

8. Before confirming the declaration, click the **Log** tab for details.

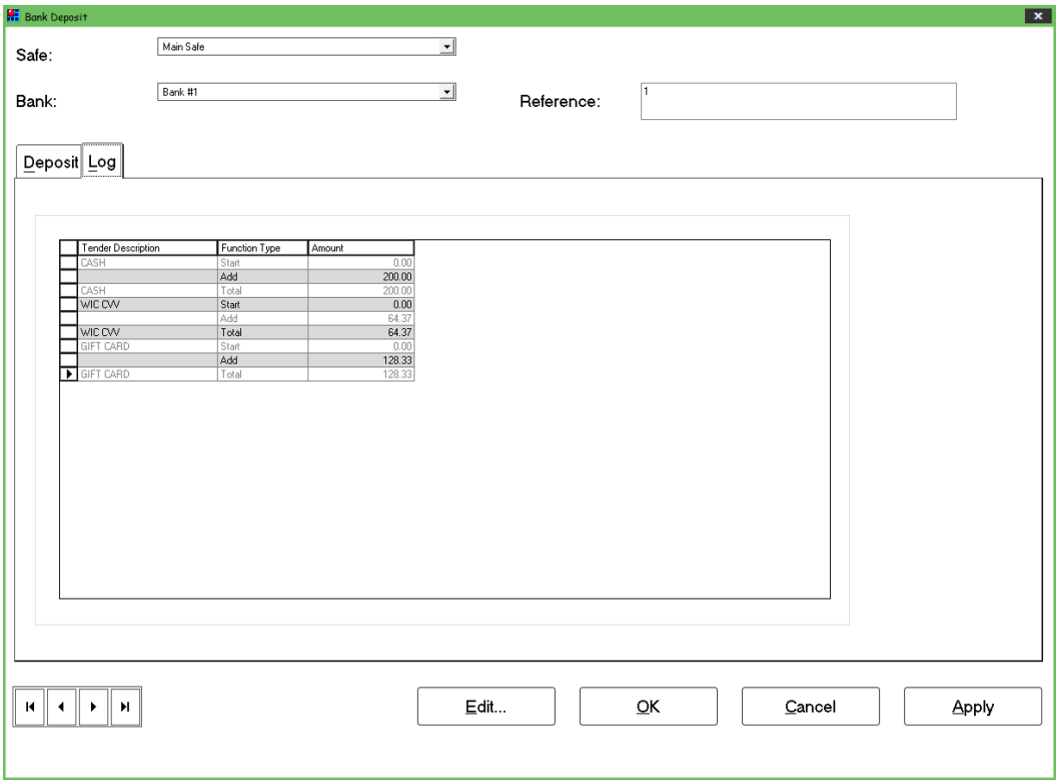


Figure 4-27. Bank Deposit - Log Tab

9. When ready to confirm the deposit, click **OK**. The system prompts “Are you sure?”
10. Click **Yes**. (There is the option to print a report).

4.6.1.2Bank Receipt

To perform a bank receipt

1. From Cash Office Management > Store/Safe Balancing, select **Bank Receipt**. The Bank Receipt dialog box appears.

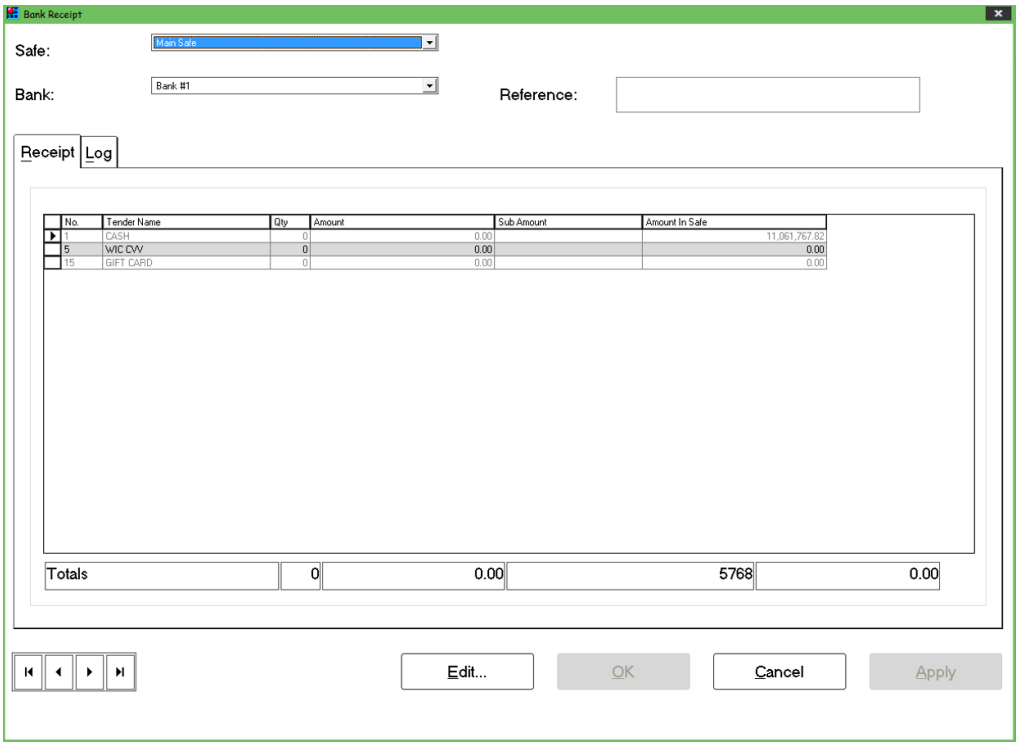


Figure 4-28. Bank Receipt Dialog

2. Select the safe where the receipt is being made.
3. Enter the bank receipt (reference) number.
4. Select a bank.
5. Highlight the required Tender type and click **Edit** or double-click. A dialog box for the selected tender appears.

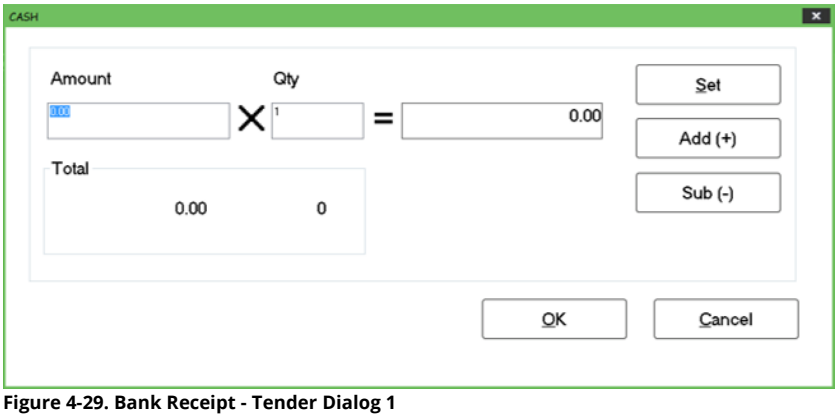


Figure 4-29. Bank Receipt - Tender Dialog 1

The following dialog appears if receiving cash and cash denominations are set up.

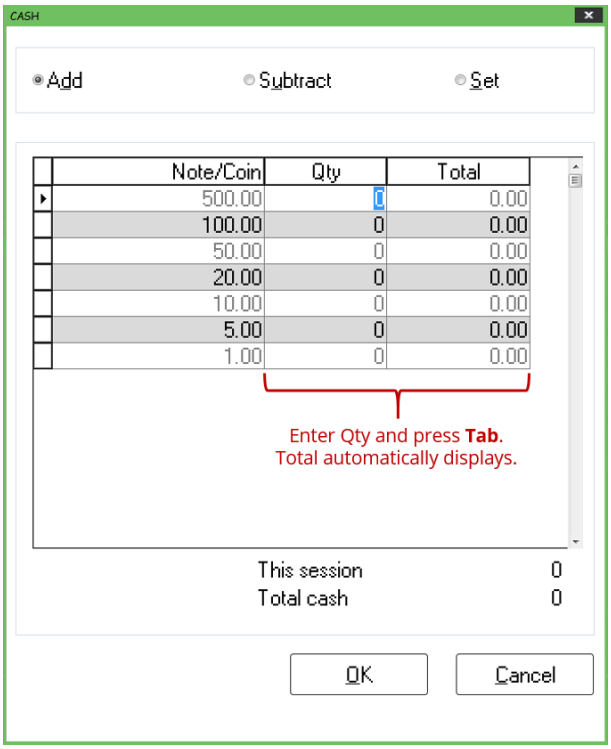


Figure 4-30. Bank Receipt - Tender Dialog 2

6. Enter the receipt amounts as appropriate.
7. When finished, click **OK**. The receipt quantity and amount totals are recalculated.
8. Before confirming the declaration, click the **Log** tab for details.

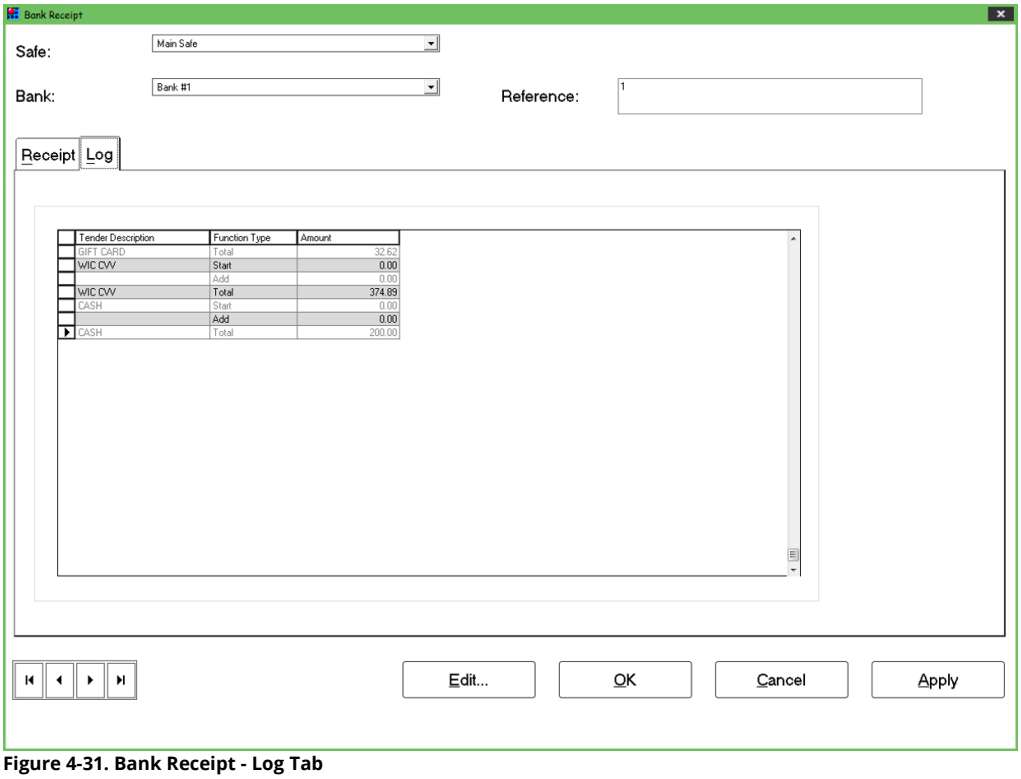


Figure 4-31. Bank Receipt - Log Tab

9. When ready to confirm the deposit, click **OK**. The system prompts "Are you sure?"
10. Click **Yes**. (There is the option to print a report).

4.6.1.3Deposit Report

This option enables viewing or printing of 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 Cash Office Management > Store/Safe Balancing, select **Deposit Report**. The report preview appears.
2. View or print the report.

4.6.1.4History 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 viewing or printing 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 (for 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 Cash Office Management > Store/Safe Balancing, select **History Deposit Reports**. The History Deposit Reports dialog box is displayed.

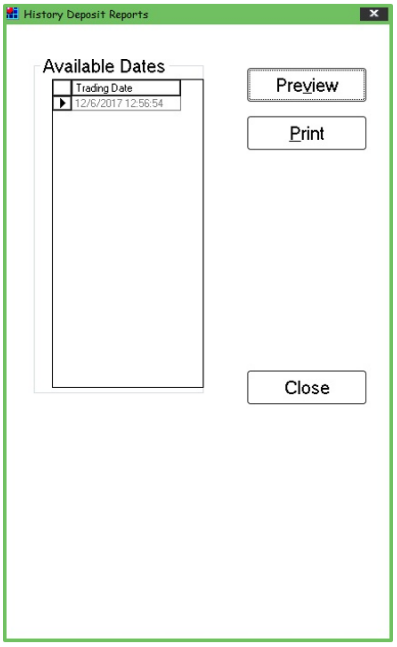


Figure 4-32. History Deposit Reports Dialog

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.

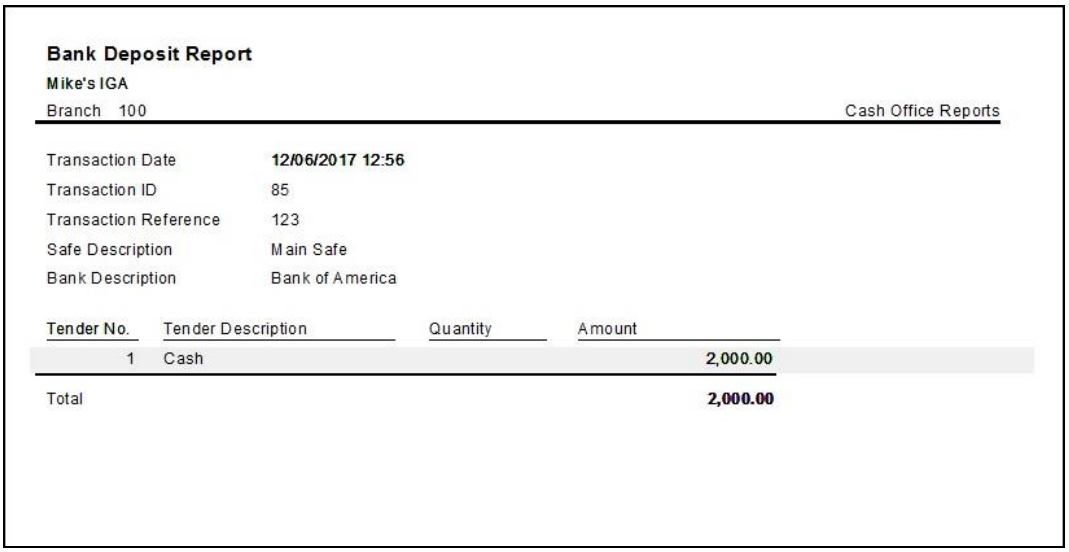


Figure 4-33. Bank Deposit Report - Print Preview

4.6.1.5Receipt Report

This option enables viewing or printing a report of all receipts recorded during the day (or accounting period). This report shows:

- Media types
- Banks

- Reference Numbers
- Amounts

To print the Deposit Report

1. From Cash Office Management > Store/Safe Balancing, select **Receipt Report**. The report preview appears.
2. View or print the report.

4.6.1.6 History Receipt Report

To print this report

1. From Cash Office Management > Store/Safe Balancing, select **History Receipt Report**. The History Deposit Reports dialog box is displayed.

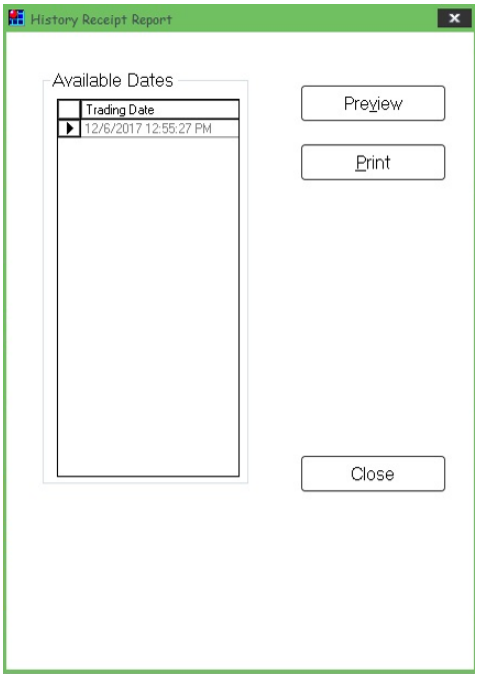


Figure 4-34. History Deposit Report Dialog

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.

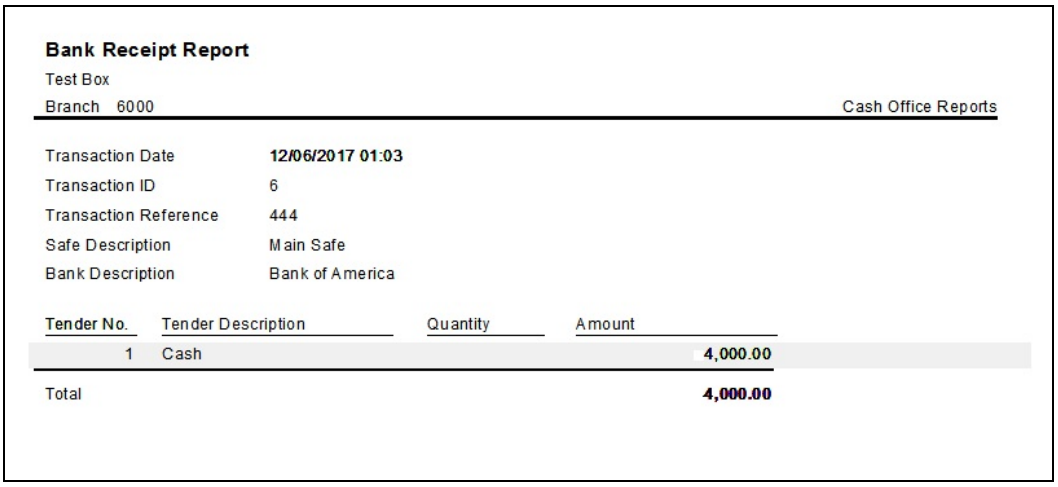


Figure 4-35. History Deposit Report - Print Preview

4.6.2 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:

Basic Paid Out transactions can be performed at the PoS terminal.

To perform a payout

1. From Cash Office Management > Store/Safe Balancing, select **Paid Out**. The Paid Out dialog box appears.

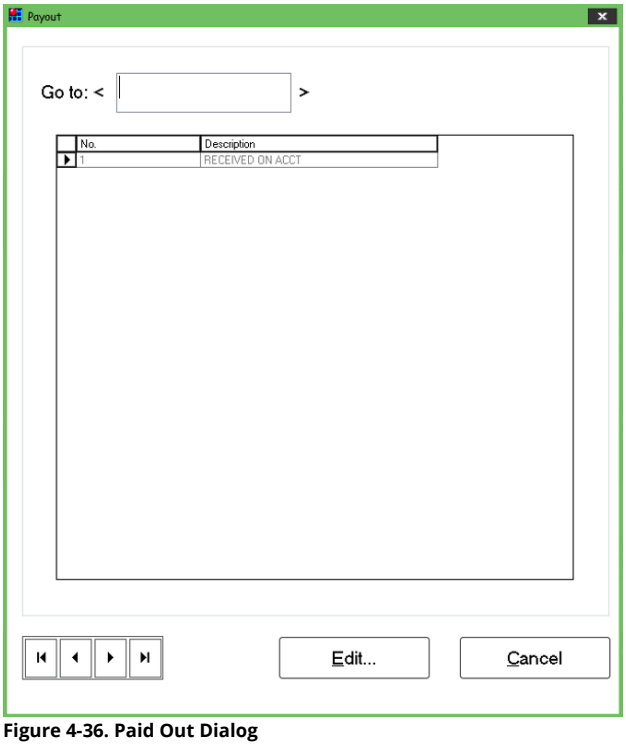


Figure 4-36. Paid Out Dialog

2. Highlight the required expense code and double-click. The Payout details dialog box appears. Expense codes are maintained in **Payouts/Receipts**, see Chapter 5, "Store Management."

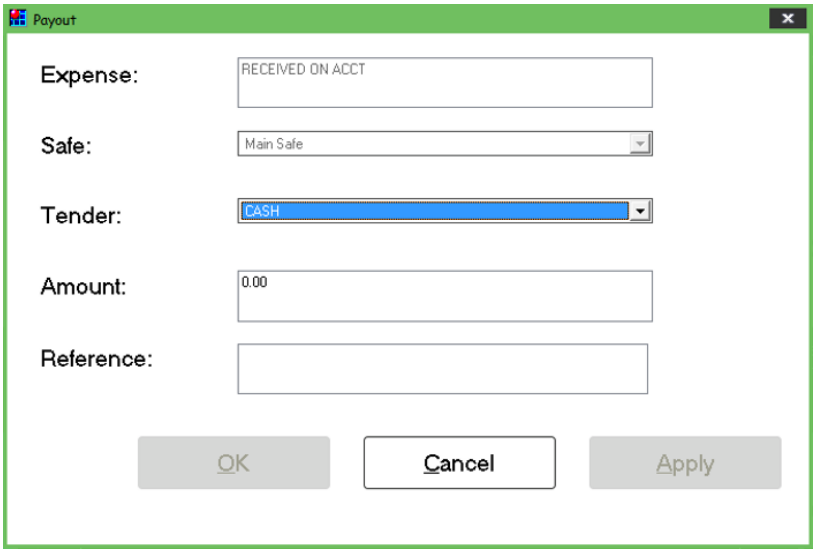


Figure 4-37. Payout Details Dialog

3. Select the safe from which the payout is being made.
4. Choose the tender type.

Note:

If Enhanced Payouts & Receipts is enabled, additional fields will be available for data entry depending on the selected template.

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

4.6.2.1Daily 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 Cash Office Management > Store/Safe Balancing, select **Daily Paid Out Report**. The report preview appears.
2. View or print the report.

4.6.2.2 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 Cash Office Management > Store/Safe Balancing, select **Weekly Paid Out Report**. The report preview appears.
2. View or print the report.

4.6.3 ROA

This option is used to receive media (which is then placed in the safe) from a vendor or customer. 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 Cash Office Management > Store/Safe Balancing, select **ROA**. The ROA dialog box appears.

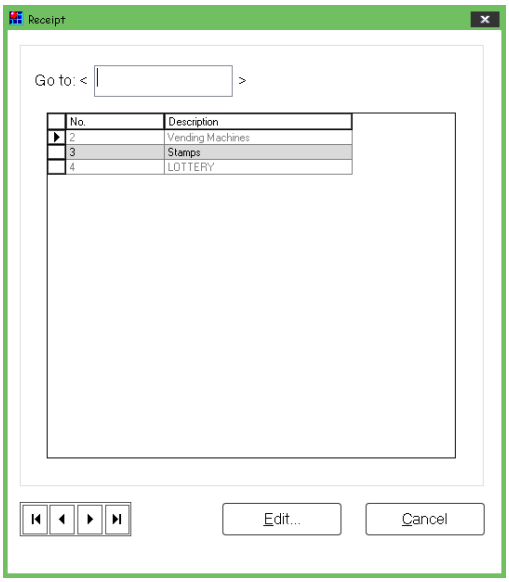


Figure 4-38. ROA Dialog

2. Highlight the required expense code and double-click. The ROA Details dialog box appears. Expense codes are maintained in **Payouts/Receipts**. See Chapter 5, “Store Management.”

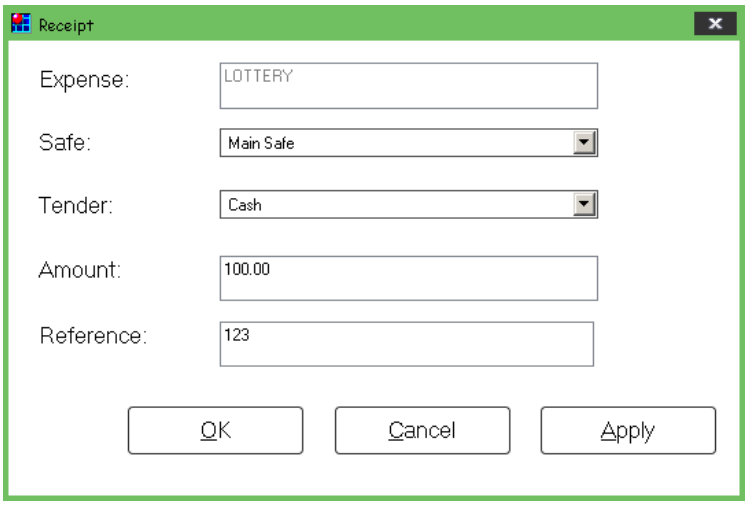


Figure 4-39. ROA Details Dialog

3. Select the safe to which the receipt is being made.
4. Choose the tender type.

Note:

If Enhanced Payouts & Receipts is enabled, additional fields will be available for data entry depending on the selected template.

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

4.6.3.1Daily 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 Cash Office Management > Store/Safe Balancing, select **Daily ROA Report**. The report preview appears.
2. View or print the report.

4.6.3.2 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 Cash Office Management > Store/Safe Balancing, select **Weekly ROA Report**. The report preview appears.
2. View or print the report.

4.6.4 Enhanced Receipts and Payouts

This option enables the setup of 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 4-466). 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.

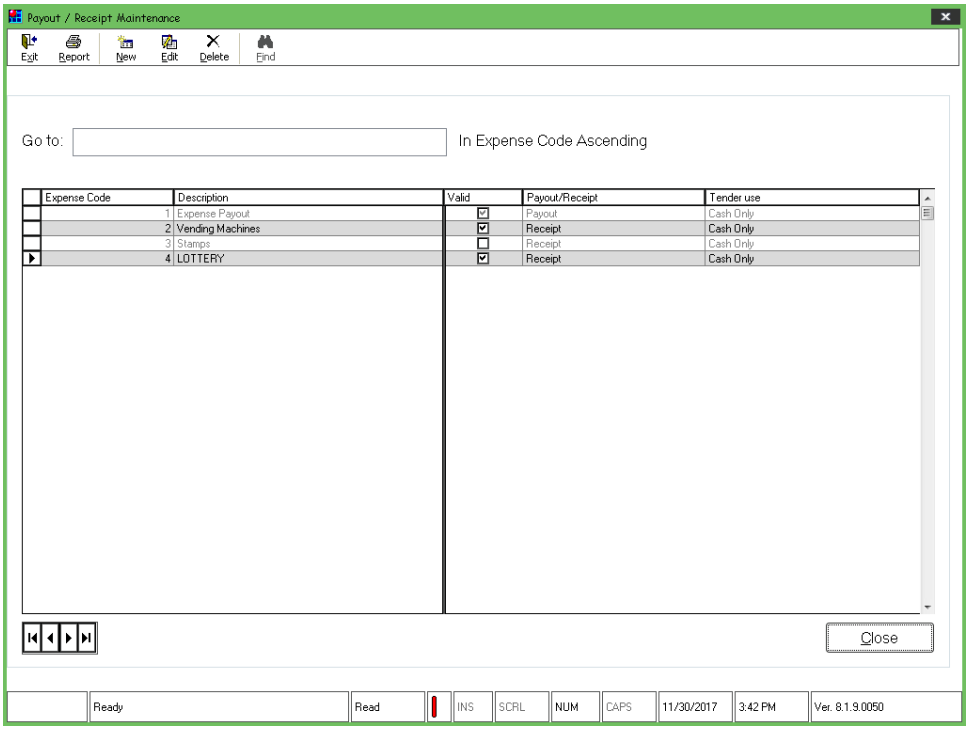


Figure 4-40. Payout/Receipt Maintenance Dialog

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

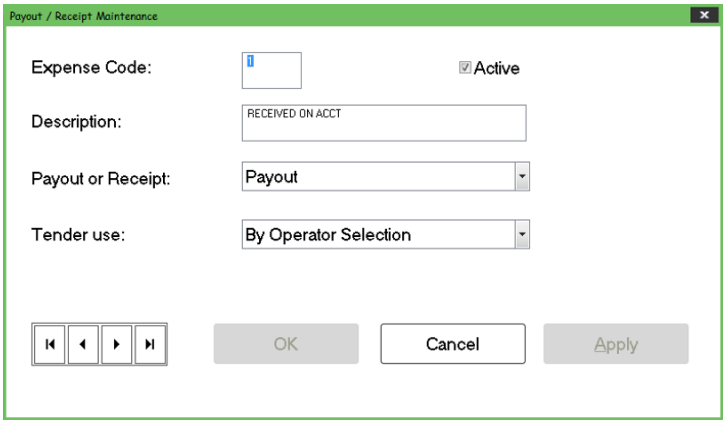


Figure 4-41. Payout/Receipt Maintenance - Expense Code

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.

4.6.4.1Basic 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 Store/Safe Balancing, 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.

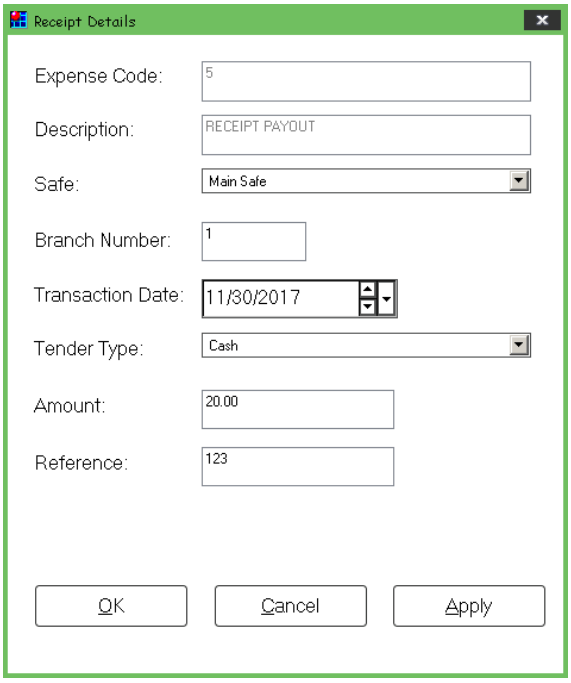


Figure 4-42. Receipt Details Dialog

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
10. Click **OK** to save the changes and return to the Receipt dialog box.

To define payout parameters for the Basic template

1. From Cash Office Management > Store/Safe Balancing, 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.

4.6.4.2 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 Cash Office Management > Store/Safe Balancing, select **ROA**. The Receipt dialog box is displayed (refer to "Basic Receipts and Payouts").
2. Select the required expense code, which uses the P/C Purchases template. The Receipt Details dialog box is displayed.

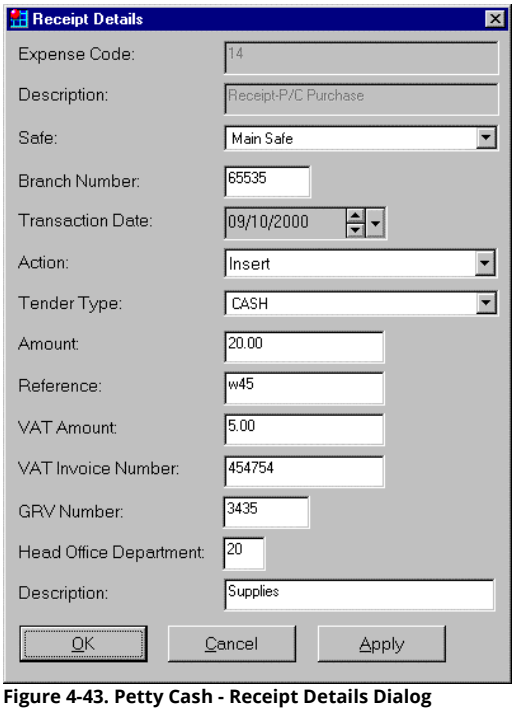


Figure 4-43. Petty Cash - Receipt Details Dialog

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
15. 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 Cash Office Management > Store/Safe Balancing, 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.

4.6.4.3 Basic Receipt 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 Cash Office Management > Store/Safe Balancing, select **ROA**. The Receipt dialog box is displayed (refer to “Basic Receipts and Payouts”).
2. Select the required expense code, which uses the Basic + VAT template. The Receipt Details dialog box is displayed.

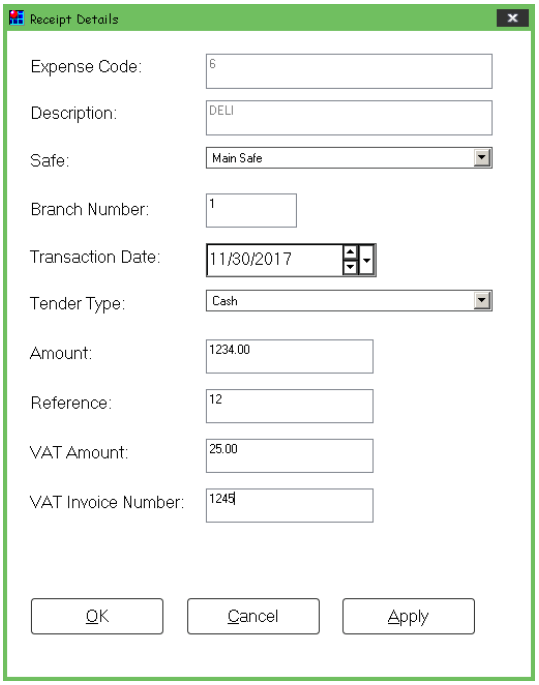


Figure 4-44. Basic Receipts and Payouts - Receipt Details Dialog

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
12. Click **OK** to save the changes and return to the Receipt dialog box.

To define payout parameters for the Basic + VAT template

1. From Cash Office Management > Store/Safe Balancing, 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.

4.6.4.4 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 Cash Office Management > Store/Safe Balancing, select **ROA**. The Receipt dialog box is displayed (refer to “Basic Receipts and Payouts”).
2. Select the required expense code, which uses the Xmas Stamps template. The Receipt Details dialog box is displayed.

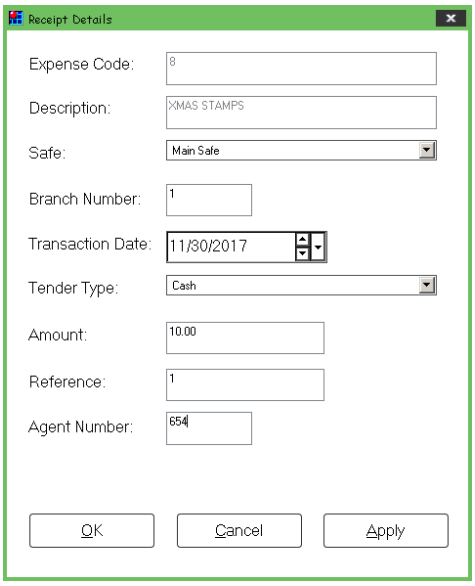


Figure 4-45. Xmas Stamps - Receipt Details Dialog

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
11. Click **OK** to save the changes and return to the Receipt dialog box.

To define payout parameters for the Xmas Stamps template

1. From Cash Office Management > Store/Safe Balancing, 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.

4.6.4.5 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 Cash Office Management > Store/Safe Balancing, select **ROA**. The Receipt dialog box is displayed (refer to "Basic Receipts and Payouts").
2. Select the required expense code, which uses the Bad Debts Recovered template. The Receipt Details dialog box is displayed.

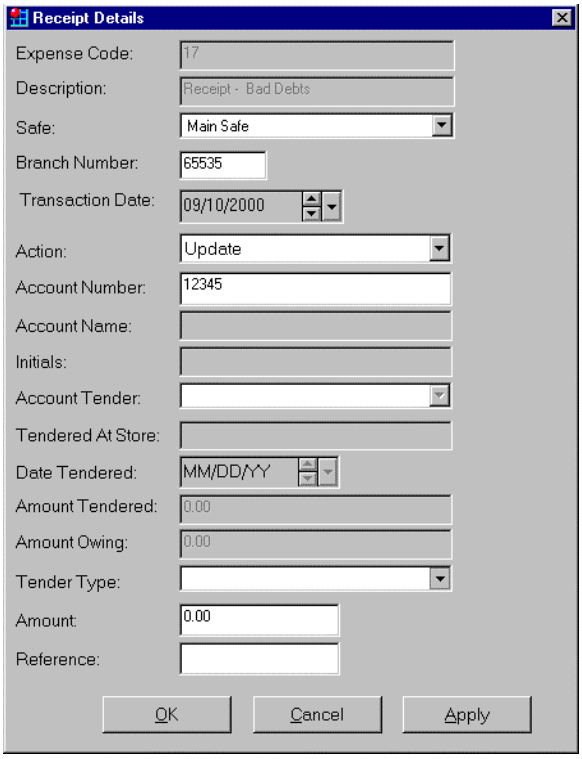


Figure 4-46. Bad Debts Recovered - Receipt Details Dialog

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
11. 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 Cash Office Management > Store/Safe Balancing, 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.

4.6.4.6 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 Cash Office Management > Store/Safe Balancing, select **ROA**. The Receipt dialog box is displayed (refer to “Basic Receipts and Payouts,” page 4-466).
2. Select the required expense code, which uses the Salary/Wages template. The Receipt Details dialog box is displayed.

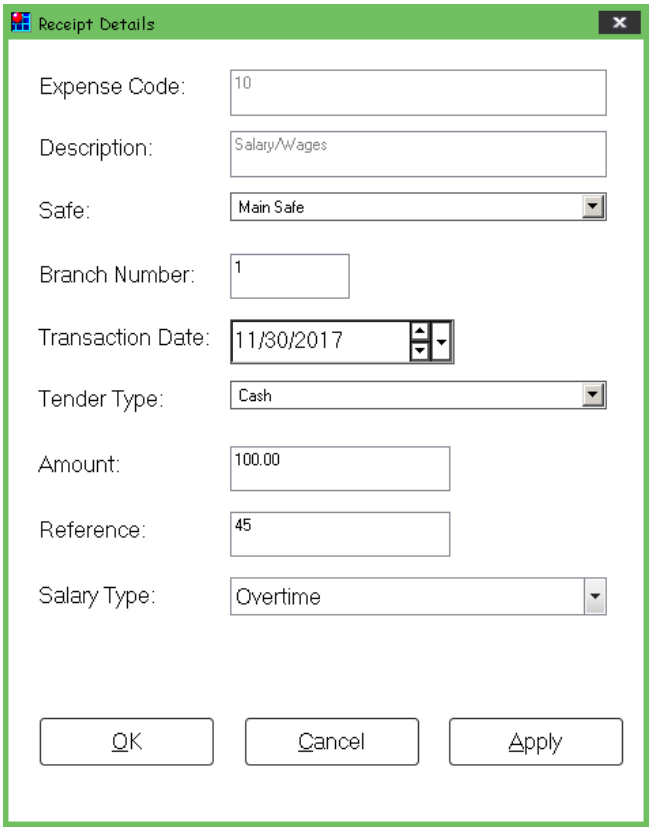


Figure 4-47. Salary/Wages - Receipt Details Dialog

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
11. Click **OK** to save the changes and return to the Receipt dialog box.

To define payout parameters for the Salary Wages template

1. From Cash Office Management > Store/Safe Balancing, select **Paid Out**. The Payout dialog box is displayed.

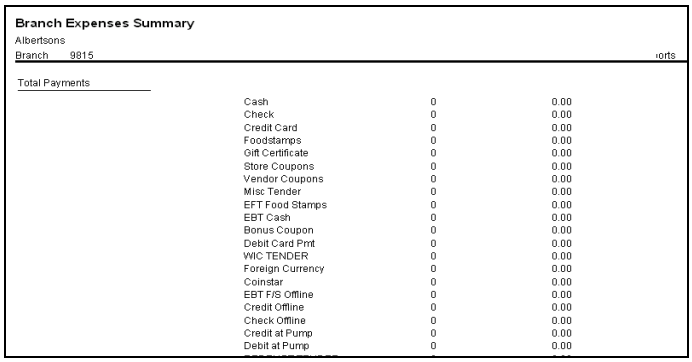
2. Select the required expense code, which uses the Salary/Wages template. The Payout Details dialog box is displayed.
3. Enter the required information in each field as described in steps 3 through 11 of the previous procedure.

4.6.4.7 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 the generation of an additional report called Branch Expenses Summary Report. This report reflects receipts, payouts, and net total (difference between receipts and payouts).

From the Application Menu Bar, select **Cash Office Management > Store/Safe Balancing > Branch Expenses Summary Report**.

Example of a Branch Expenses Summary Report:



Branch Expenses Summary

Albertsons

Branch 9815 orts

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 Pmt	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

Figure 4-48. Report Manager - Branch Expenses Summary

4.7 Safe Accountability

4.7.1 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 Cash Office Management > Store/Safe Balancing, select **Safe Declaration**. The Safe Declaration dialog box appears.

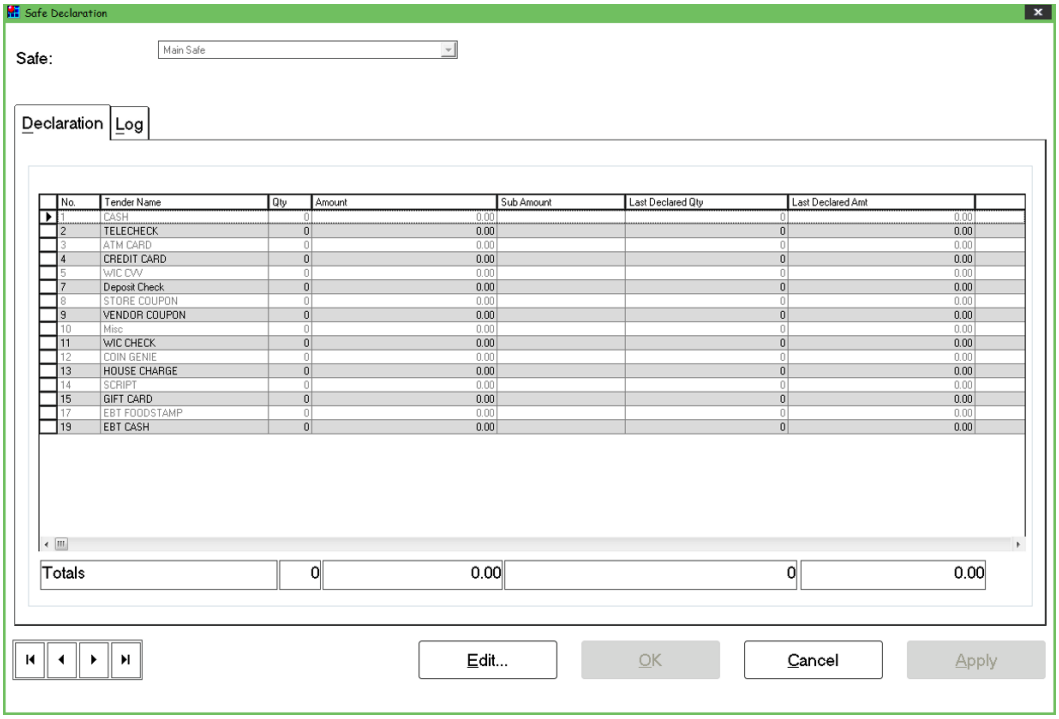


Figure 4-49. Safe Declaration Dialog

2. 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.

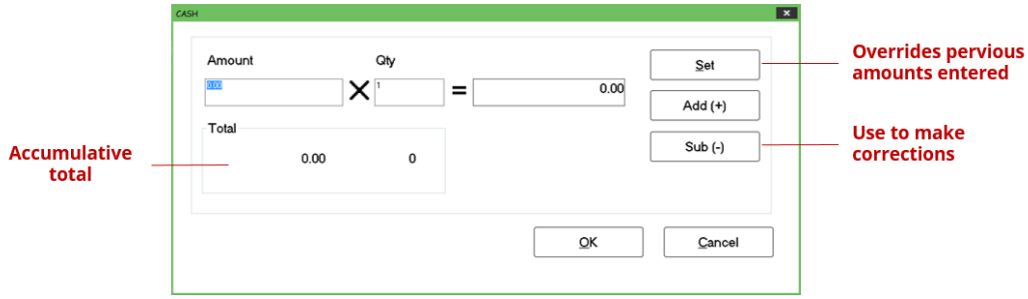


Figure 4-50. Safe Declaration - Tender Dialog 1

The following dialog appears if declaring cash and cash denominations are set up.

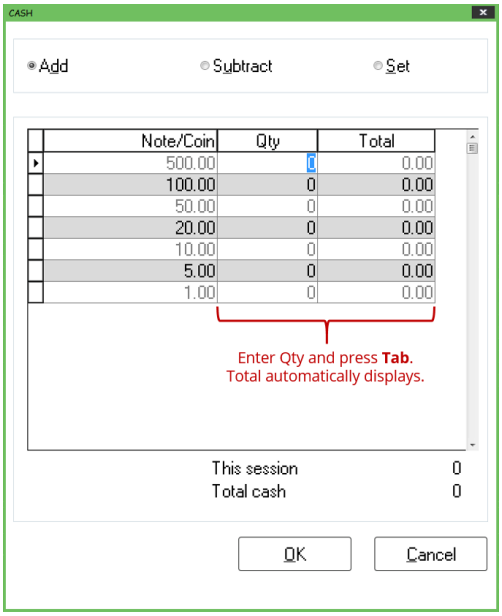


Figure 4-51. Safe Declaration - Tender Dialog 2

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

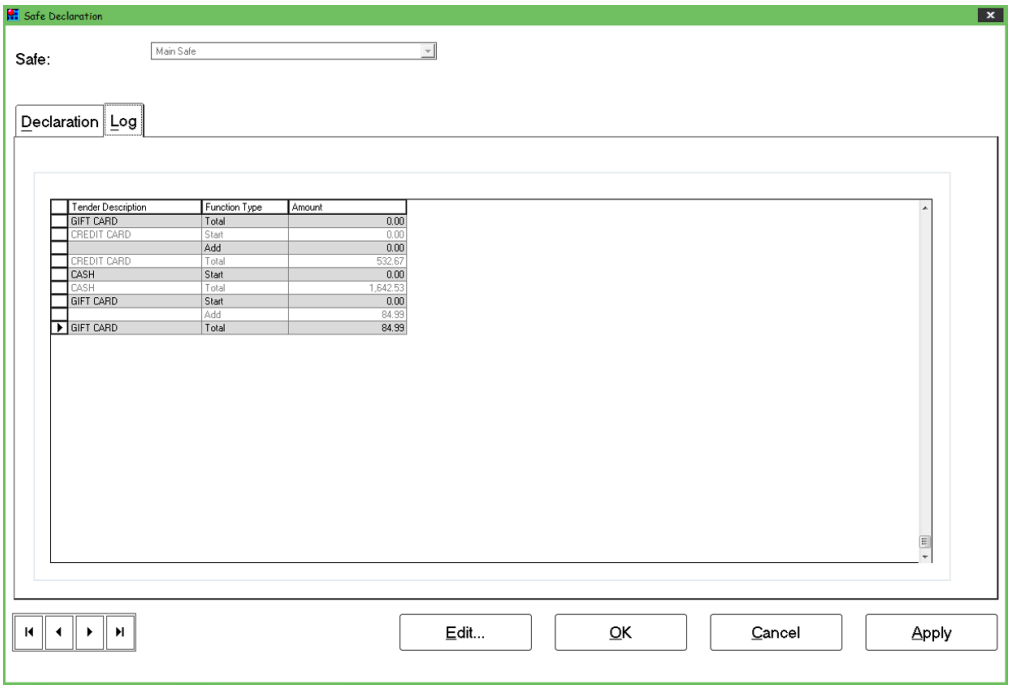


Figure 4-52. Safe Declaration - Log Tab

5. When ready to confirm the declaration, click **Apply**. The system prompts "Are you sure?"
6. Click **Yes**. (There is the option to print a report).

4.7.1.1 Store/Safe Declaration Adjustments

Declarations can be adjusted regardless of whether reports have been printed. Adjustments cannot be made once Safe 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. Print a report, if required.

4.7.1.2 Safe Transfer

The safe transfer option enables the transfer of tender from one safe to another if the system is configured for multiple safes. If a store is operating with a single safe, the system will display "Operating in single safe mode, option not available" when the **Safe Transfer** function is selected.

Note:

The ability to support multiple safes is controlled by the system Multi-Safe Mode parameter (under the Store > Cash Office > Safe Parameters folder).

To perform a Safe Transfer

1. From Cash Office Management > Store/Safe Balancing, select **Safe Transfer**. The Safe Transfer dialog box appears.

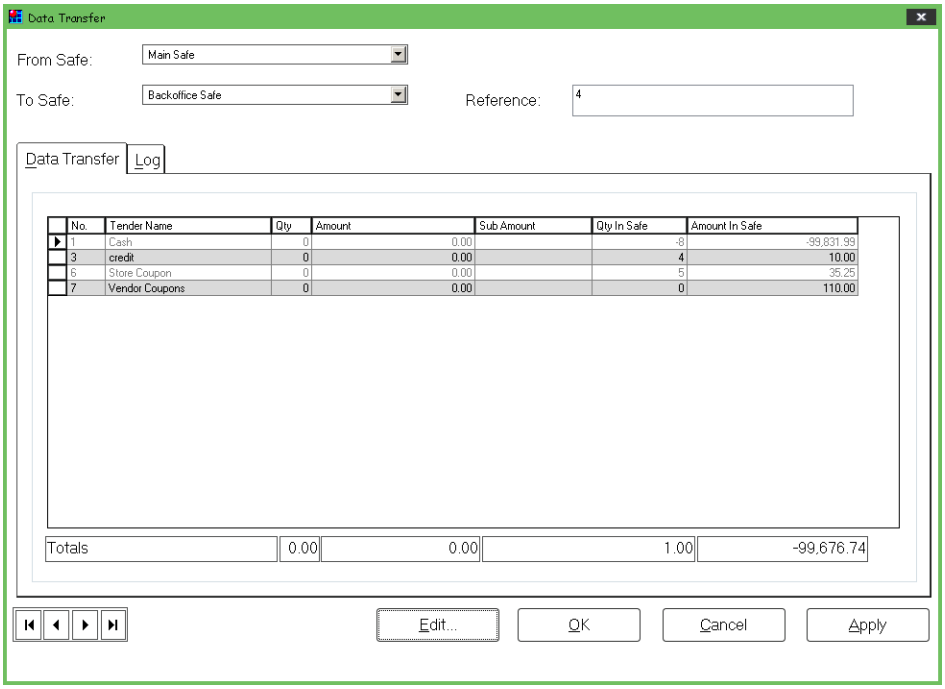


Figure 4-53. Safe Transfer Dialog

2. Click the **From Safe** transfer selection arrow and choose the safe from which the tender will be transferred.
3. Click the **To Safe** transfer selection arrow and choose the safe that will receive the transfer.
4. Enter a Reference number for the transfer.

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

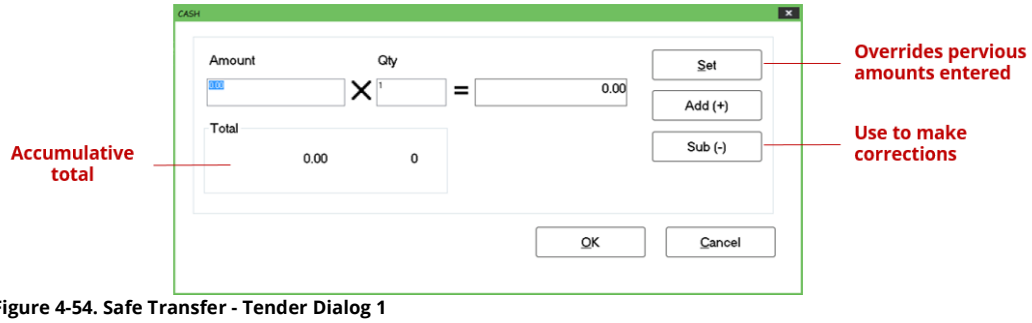


Figure 4-54. Safe Transfer - Tender Dialog 1

The following dialog appears if transferring cash and cash determinations are set up.

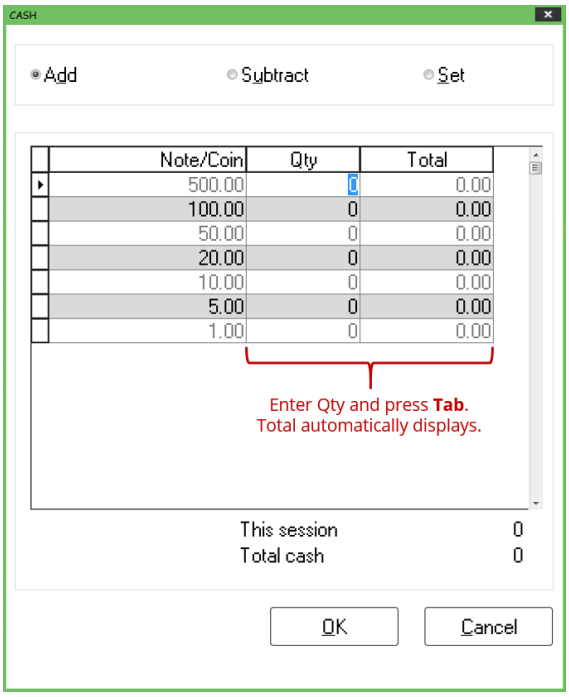


Figure 4-55. Safe Transfer - Tender Dialog 2

5. Enter the transfer amount for the tender. When finished, click **OK**. The quantity and amount totals are recalculated.
6. Repeat steps 5 and 6 for each tender to include in the transfer.
7. When ready to confirm the transfer, click **OK**. The system prompts "Are you sure?"
8. Click **Yes**. (There is the option to print a report.)

4.7.1.3 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 Cash Office Management > Store/Safe Balancing, select **Safe Locking**. The Safe Locking dialog box appears.

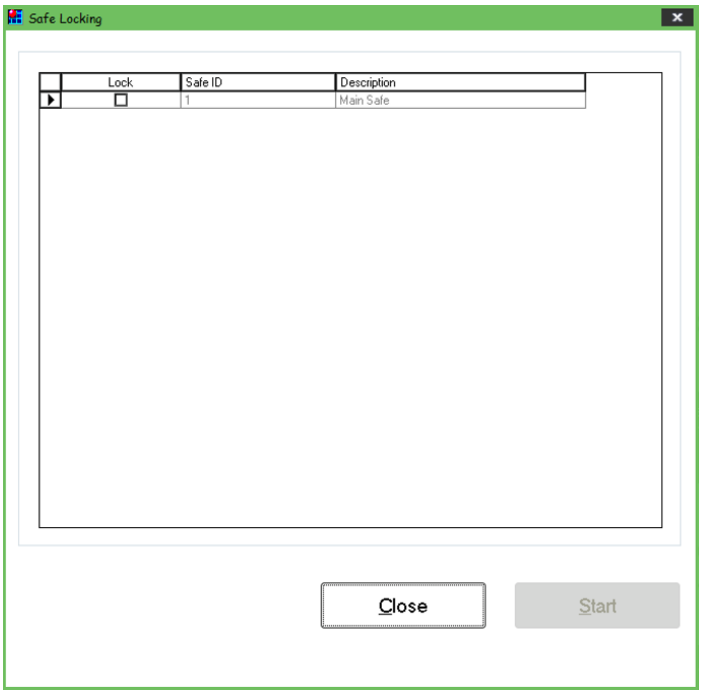


Figure 4-56. Safe Locking Dialog

2. Mark the checkboxes of the safes to be locked.
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.

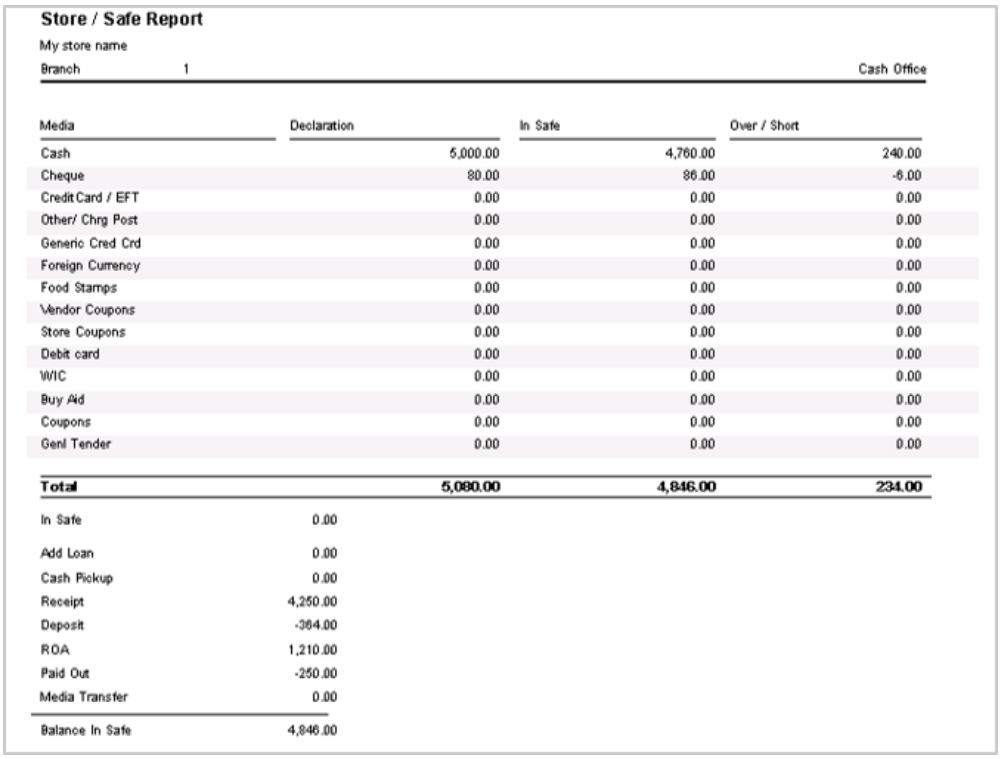
4.7.1.4 Store/Safe Report

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 Cash Office Management > Store/Safe Balancing, select **Store/Safe Report**. The report preview appears.
2. Click either **Preview** or **Print** to view or print the report.



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
CreditCard / 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

Figure 4-57. Report Manager - Store/Safe Report Preview

4.7.1.5 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. The report produced displays information on the following areas:

- In

Declarations are made from the cashier to the safe. 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 Cash Office Management > Store/Safe Balancing, 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 Report will automatically display.

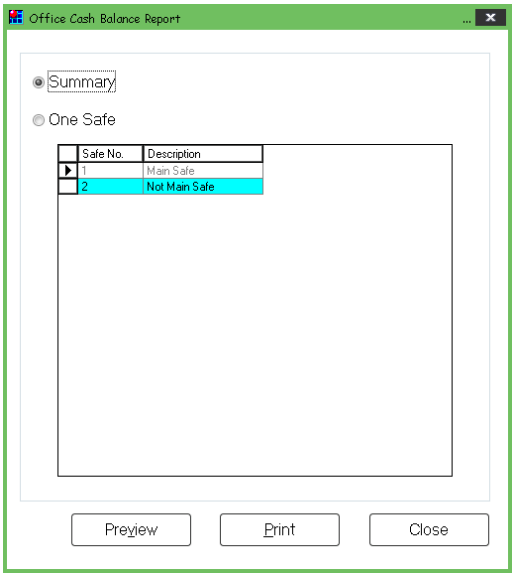
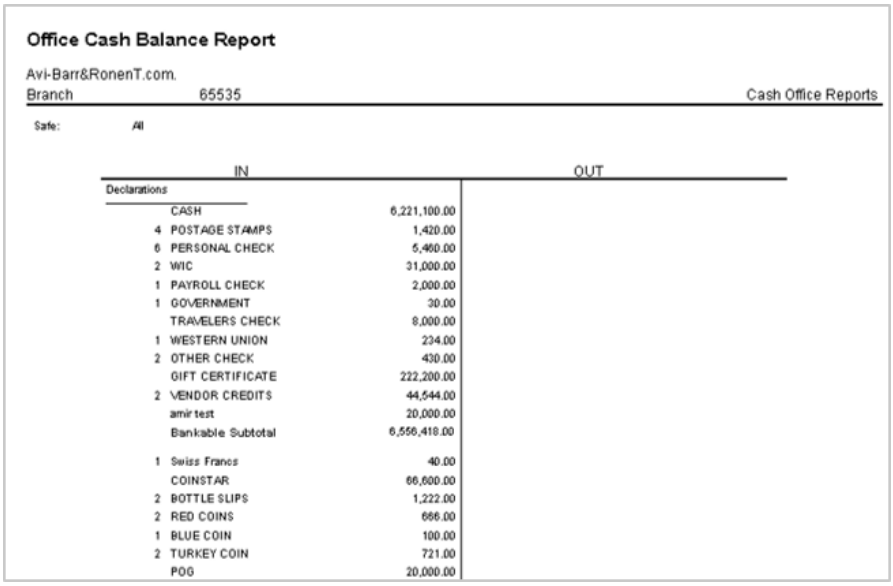


Figure 4-58. Office Cash Balance Report Dialog

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	

Figure 4-59. Office Cash Balance Report - Print Preview

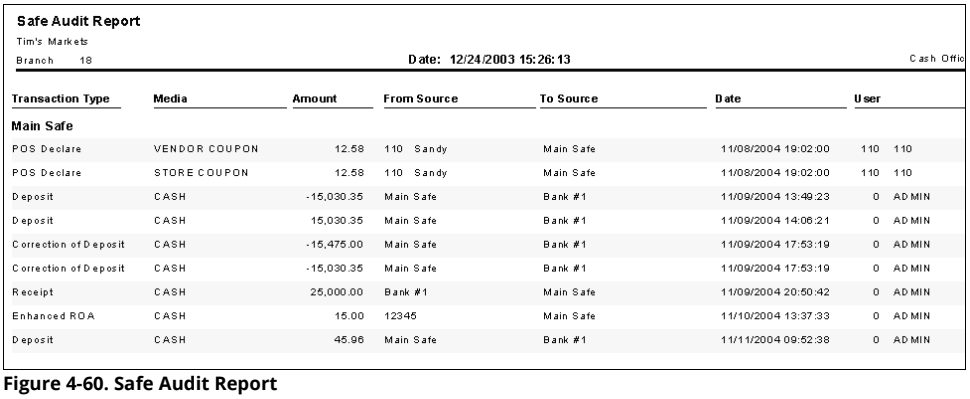
4.7.2 Safe Audit Report

The Safe Audit Report displays the following safe activity for the current trading date:

- Declarations
- Deposits
- Receipts
- ROAs
- Paid Outs
- Corrections

To generate a Safe Audit Report

1. From Cash Office Management > Store/Safe Balancing, select **Safe Audit Report**. The report preview appears.
2. Click either **Preview** or **Print to view or print** the report.



Safe Audit Report

Tim's Markets
Branch 18 Date: 12/24/2003 15:26:13 Cash Offic

Transaction Type	Media	Amount	From Source	To Source	Date	User
Main Safe						
POS Declare	VENDOR COUPON	12.58	110 Sandy	Main Safe	11/08/2004 19:02:00	110 110
POS Declare	STORE COUPON	12.58	110 Sandy	Main Safe	11/08/2004 19:02:00	110 110
Deposit	CASH	-15,030.35	Main Safe	Bank #1	11/09/2004 13:49:23	0 ADMIN
Deposit	CASH	15,030.35	Main Safe	Bank #1	11/09/2004 14:06:21	0 ADMIN
Correction of Deposit	CASH	-15,475.00	Main Safe	Bank #1	11/09/2004 17:53:19	0 ADMIN
Correction of Deposit	CASH	-15,030.35	Main Safe	Bank #1	11/09/2004 17:53:19	0 ADMIN
Receipt	CASH	25,000.00	Bank #1	Main Safe	11/09/2004 20:50:42	0 ADMIN
Enhanced ROA	CASH	15.00	12345	Main Safe	11/10/2004 13:37:33	0 ADMIN
Deposit	CASH	45.96	Main Safe	Bank #1	11/11/2004 09:52:38	0 ADMIN

Figure 4-60. Safe Audit Report

4.7.3 History Safe Audit Report

The History Safe Audit Report displays the following safe activity for a specified trading date:

- Declarations
- Deposits
- Receipts
- ROAs
- Paid Outs
- Corrections

To generate a History Safe Audit Report

1. From Cash Office Management > Store/Safe Balancing, select **Safe Audit Report**. A list of trading dates appears.
2. Highlight (click) the desired trading date.
3. Click either **Preview** or **Print to view or print** the report.

4.8 Cashier Utilities

Options in Cashier Utilities provide access to the following applications: **Remote/Force Log Off**, **POS Monitoring (WinPOS)**, and **Reset Password**.

4.8.1 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 the **Remote/Force Log off** application from Cash Office Management > Cashier Utilities. The Remote Log Off window is displayed:

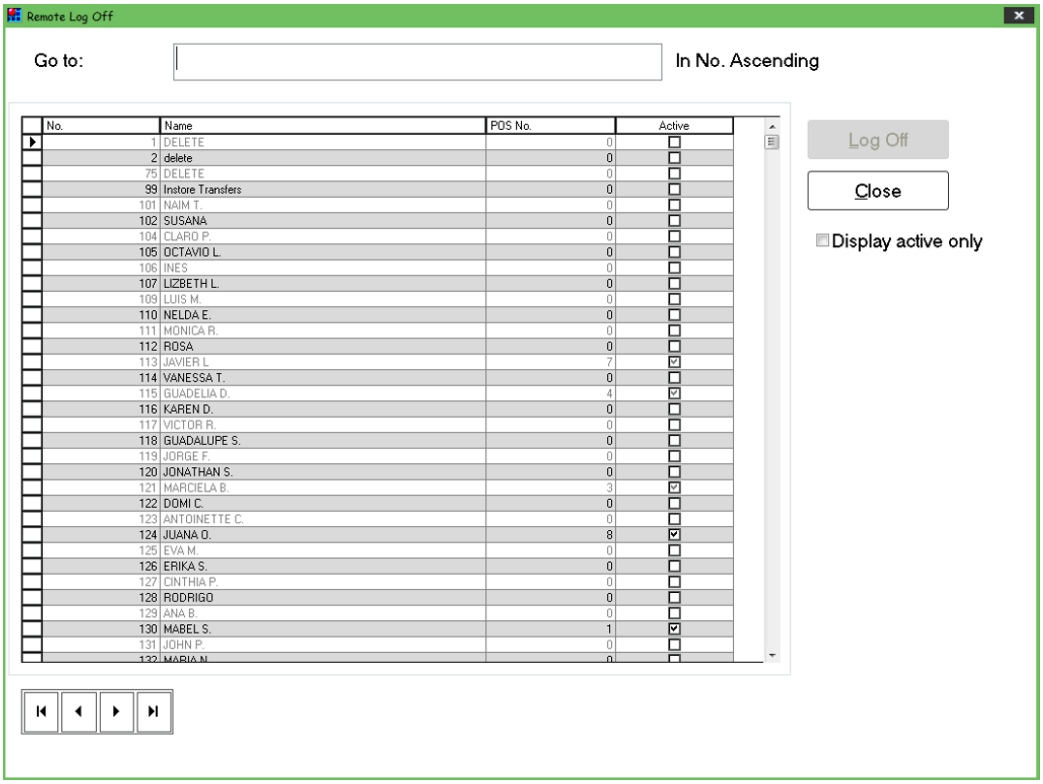


Figure 4-61. Remote Log Off

   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 which requires a force log off.

Note:

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

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

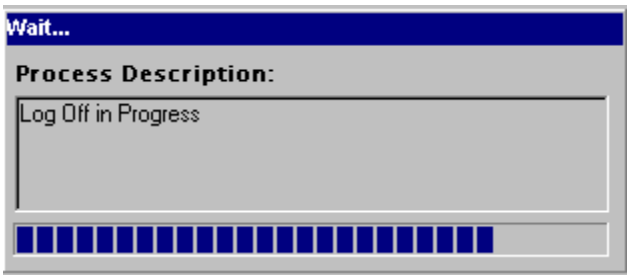


Figure 4-62. Progress Message

4. The cashier is logged off.

4.8.2 POS Monitoring (WinPOS)

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 Cash Office Management > Cashier Utilities, select **PoS Monitoring**. The POS List window appears.

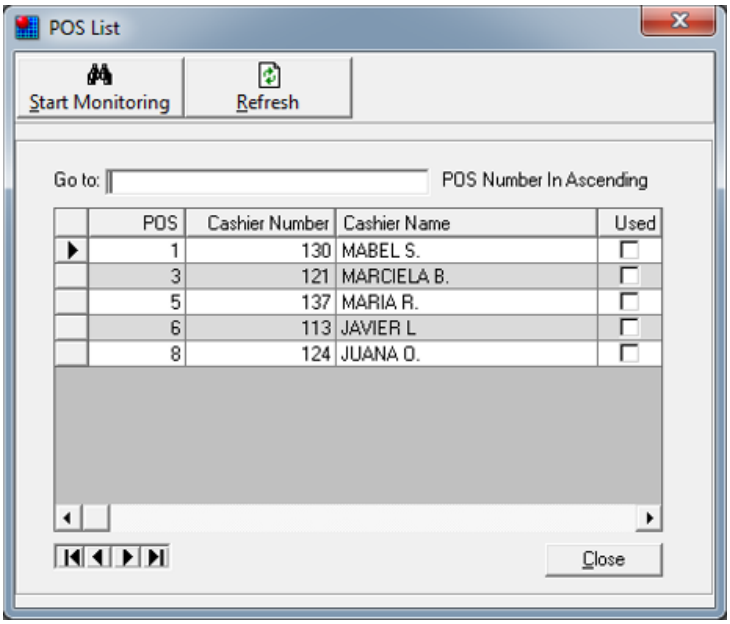


Figure 4-63. POS List

2. Specify which PoS terminal to monitor by highlighting it and clicking **Start Monitoring**. The PoS Monitoring screen appears.

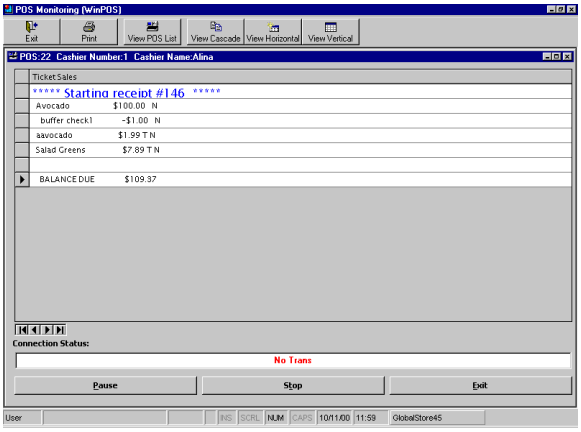


Figure 4-64. POS Monitoring

3. What is happening at the selected PoS terminal is now visible. Available options:

   - Pause
   - Stop
   - Exit

4.8.3 Reset Password

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

To reset a cashier password

1. From Store Management > Cashier Maintenance > Cashier Maintenance, select **Reset Password**. The Reset Password list is displayed.

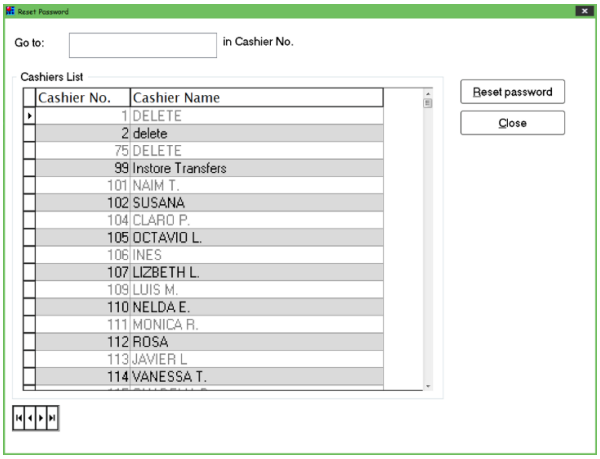


Figure 4-65. Reset Password List

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

4.9 Custom Weekly Accounting

ENCOR's Custom Weekly Accounting (CWA) reporting provides the store with the tools to develop a customized reconciliation report. This report integrates a customized extract of **ENCOR** Financial Data with manually entered user data to provide a single-source balancing mechanism for the store.

The report's source data comes from SQL query statements of existing **ENCOR** tables (or an external database) as well as mathematical formulas using defined fields. If records included in the report do not contain a source, they are expected to be populated by the user's manual input. Manually entered data is stored in the CWA Manual Transactions Audit Table.

A working day's report totals (for purposes of CWA Reporting) may be finalized either manually or during End of Day processing. Once finalized, only field types of Total can be recalculated at a later date. Finalized data is stored in the CWA staging table.

Note:

A user may manually change fields that were previously finalized using the Override of Finalized Transaction function (see page **Error! Bookmark not defined.**). These changes will appear in the Override Finalized Transaction Audit Report.

Like other ENCOR reports, the results from the Custom Weekly Accounting Report can be archived. The report may be printed or placed in an extract XML file for the host to retrieve.

CWA Reports must first be established using Database Management's Weekly Accounting Report Setup application. See "Weekly Accounting Report Setup" for more information.

4.9.1 Custom Weekly Accounting Reports

Custom Weekly Accounting Reports is the first selection under Cash Office Management > Custom Weekly Accounting. The Custom Weekly Accounting Reports screen displays all previously configured report generation schemas.

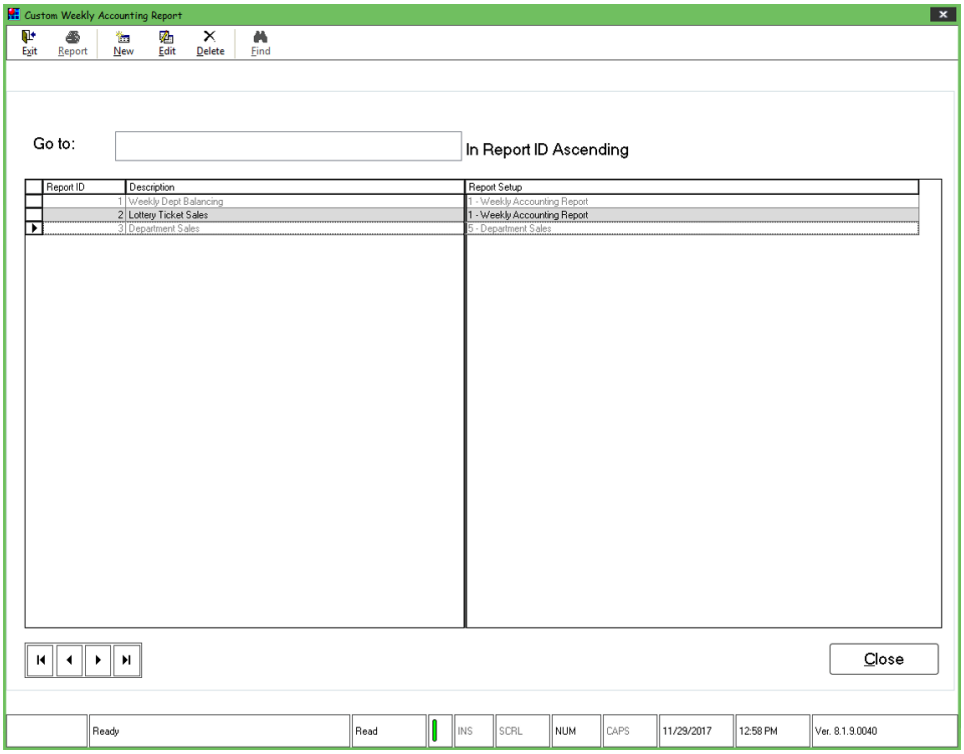


Figure 4-66. Custom Weekly Accounting Report 1

Like the **ENCOR** PLU Sales Report screen, here report configurations can be edited, removed, and added. To view an existing report configuration, highlight the report and click **Edit**.

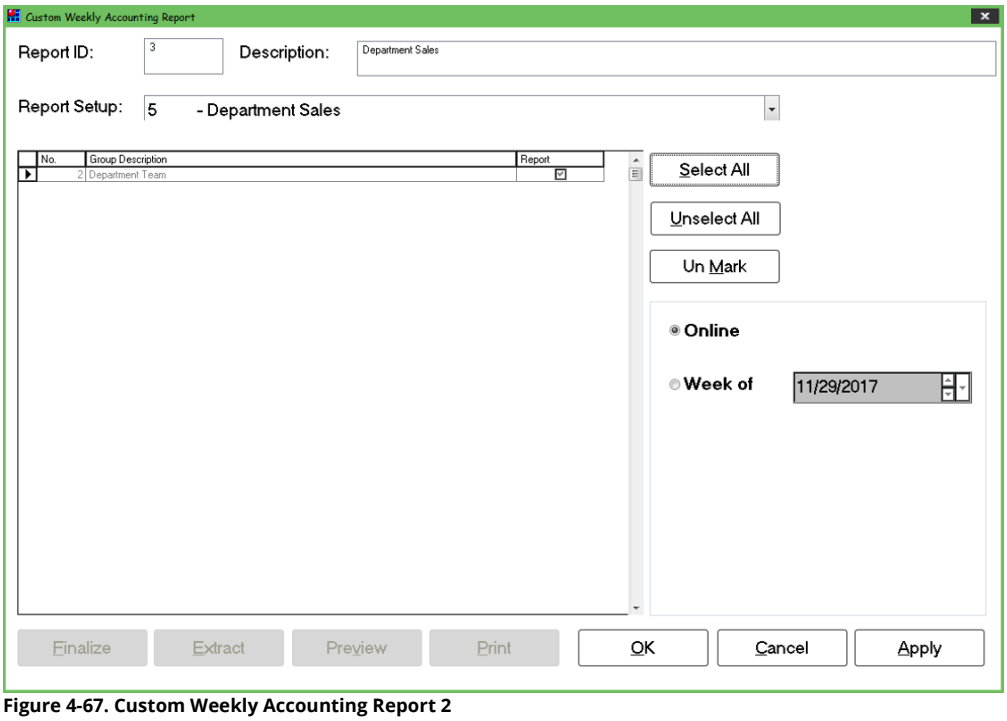


Figure 4-67. Custom Weekly Accounting Report 2

The screen contains the following fields and buttons:

Field	Description
Report ID	This field contains the identification number for the report configuration.
Description	This field contains the description of the report configuration.
Report Setup	This field contains the Report ID and Description of the selected Weekly Accounting Report Setup (established using the steps described previously).
Go To	Use this field to move quickly to a Group ID within the group list.
Report Checkbox	Check this box to include the (field) group within the report.

Button	Description
Select All	Click this button to include all (field) groups in the report.
Unselect All	Click this button to remove all previously selected (field) groups from the report.
Mark\Unmark	Click this button select or deselect the highlighted (field) groups for the report.
Online	Select this button to generate the report using week-to-date data only.
Week Of	Select this button to generate the report using data in the history tables for which the date selected falls (based on the system's "End of Week's Day" parameter).

Finalize	If the system parameter "Finalizing Option for the Custom Weekly Accounting Reports" is set to Manual, click this button to recalculate all the applicable fields in the report and mark them as "Finalized" in the CWA Staging Table. **Note:** Only fields for the previous working date are marked as "Finalized" using this feature. If the previous working date has NOT been finalized by the time the next EOD is performed, the EOD process will finalize all CWA reports that have not been finalized for the previous date.
Extract	Click this button to generate the report in the XML format. **Note:** The file will be placed in the path specified in the "Path for Export" field from the Reports Setup Screen. The file will be assigned the prefix specified in the "Extract File Prefix" field (also from the Reports Setup Screen) followed by the Report Setup ID and data date (in the YYYYMMDD format). For example, wkly_1_20041025 is the weekly extract of Report 1 from the end-of-week day of 10/25/2004. (On-Line reports will use the current date).
Preview	Click this button to view the Custom Weekly Accounting Report.
Print	Click this button to print the Custom Weekly Accounting Report.
OK	Click this button to save any changes to the report setup and return to the Custom Weekly Accounting Report Screen.
Cancel	Click this button to cancel any changes to the report setup.
Apply	Click this button to save changes to the report setup.

To add, configure and generate a Custom Weekly Accounting Report:

1. From Custom Weekly Accounting, select **Custom Weekly Accounting Reports**. The Custom Weekly Accounting Report Screen is displayed.
2. Click **New**.
3. Enter a report ID number and description for the setup configuration.
4. Click the Report Setup field's selection arrow and select the previously defined Custom Weekly Accounting Report Setup to use.
5. The report setup's (field) groups appear in the Group Grid and are automatically selected to be included in the report.
6. (Optional) Unmark the (field) groups to be excluded within the configuration.
7. (Optional) Click the **Week Of** radio button and select a week from the history table to report.
8. Click **Apply**.
9. Select the desired report generation button: Extract, Preview, or Print.
10. The report is generated.

Note:

If the system parameter Finalizing Option for the Custom Weekly Accounting Reports is set to Manual, finalize the working date's tables at this time (by clicking the **Finalize** button). If the current working date's tables are not finalized using this option, they will be finalized automatically during the following day's End of Day processing.

Weekly Dept Balancing
Tim's Markets
Branch 18 Cash Office Repo

Daily From 12/21/2003 To 12/27/2003

Day:	Ref ID	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	GL ACCT	TOTAL
Date:		**12/21/2003**	**12/22/2003**	**12/23/2003**	**12/24/2003**	**12/25/2003**	**12/26/2003**	**12/27/2003**		
Departments										
Department Sales		0.00	0.00	0.00	95.00	0.00	0.00	0.00	1114	**95.00**
Money Order Short		0.00	0.00	0.00	-95.00	0.00	0.00	0.00	2115	**-95.00**
Total		0.00	0.00	0.00	0.00	0.00	0.00	0.00		**0.00**

Figure 4-68. Weekly Dept Balancing

The report displays field totals for each day of the week reported. The fields are listed and subtotaled by group. Groups are listed by their group order setting.

4.9.2 Manual Custom Accounting Transactions

Manual Custom Accounting Transactions is the second selection under Custom Weekly Accounting. The Manual Custom Accounting Transactions screen provides access to all group fields marked for manual entry in the Weekly Accounting Report Setup application. Use this screen to make the manual adjusting entries into the current working date's accounting transaction totals.

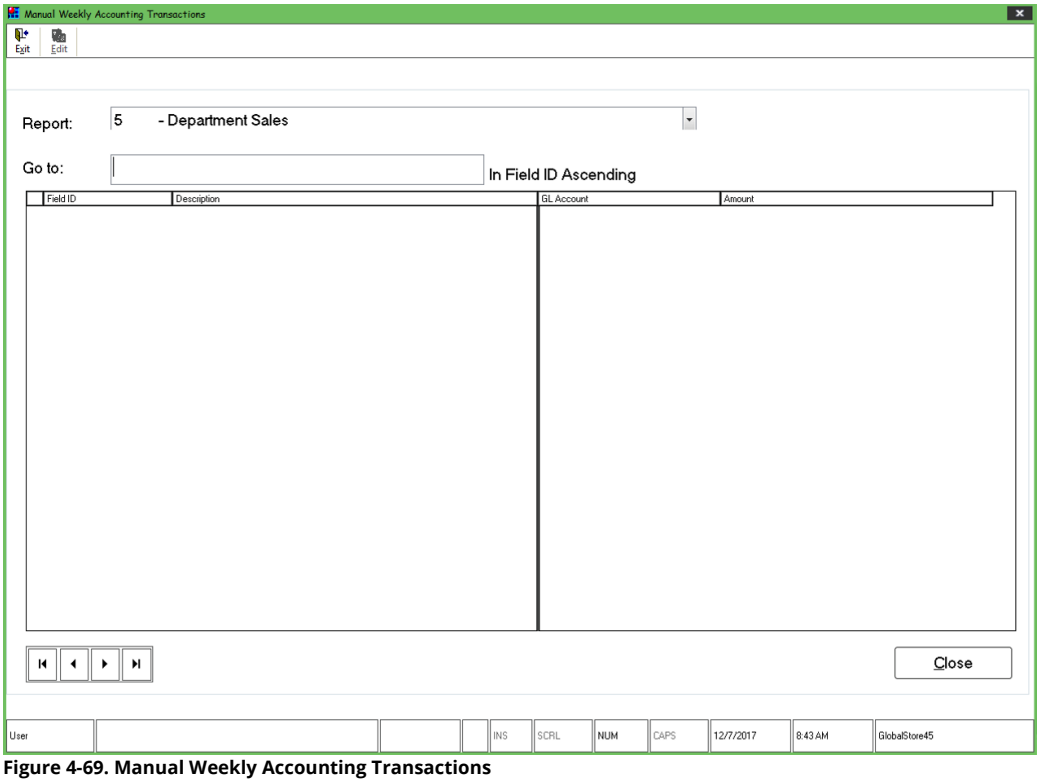


Figure 4-69. Manual Weekly Accounting Transactions

The screen contains the following fields:

Field	Description
Report	Click the field selection arrow and choose the report containing the manual entry to be made (or adjusted).
Go To	Use this field to move quickly to a Field ID within the list.
Field ID	This field contains the Field ID Number for the manual entry field.
Description	This field contains the description of the field from the Weekly Accounting Field Setup Screen.
GL Account Number	This field contains the GL Account Number from the Weekly Accounting Field Setup Screen
Amount	This field contains the amount of the adjustment made for the current working date.

To make a manual accounting adjustment to the current working date:

1. From Custom Weekly Accounting, select **Manual Custom Accounting Transactions**. The Manual Weekly Accounting Transactions Screen is displayed.
2. Click the Report field's selection arrow and choose the report containing the field to adjust.
3. The manual entry fields are loaded within the grid.
4. Highlight the field to adjust and click **Edit**.
5. The Manual Weekly Accounting Edit field displays.

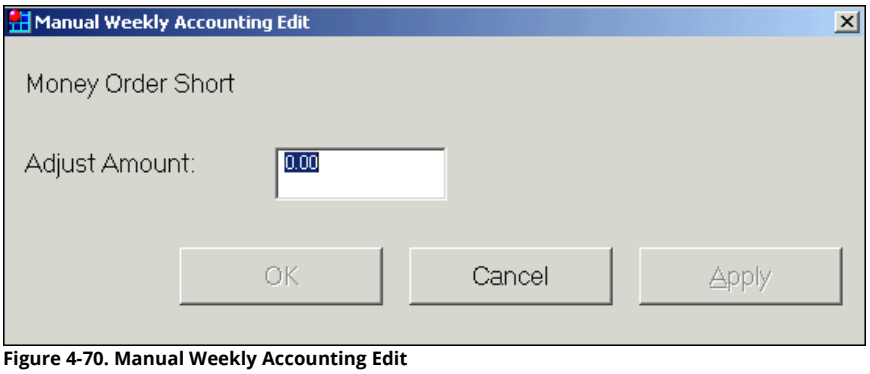


Figure 4-70. Manual Weekly Accounting Edit

6. Enter the amount of the adjustment and click **OK**.
7. Repeat steps 2 and 3 for each field to adjust.
8. When finished, click **Close**.

4.9.3 Manual Custom Accounting Transactions Audit Report

Manual Custom Accounting Transactions Audit Report is the third selection under Custom Weekly Accounting. The Manual Custom Accounting Transactions Audit Report lists all manual custom accounting transactions made for the period selected: Online, Period, or Date Range.

To generate the weekly accounting audit report:

1. From Custom Weekly Accounting, select **Manual Custom Accounting Transactions Audit Report**. The Weekly Accounting Audit Report Screen is displayed.

2. Click the radio button associated with the desired reporting period: Online (for the current working date), Period (specific date, week, month or year).

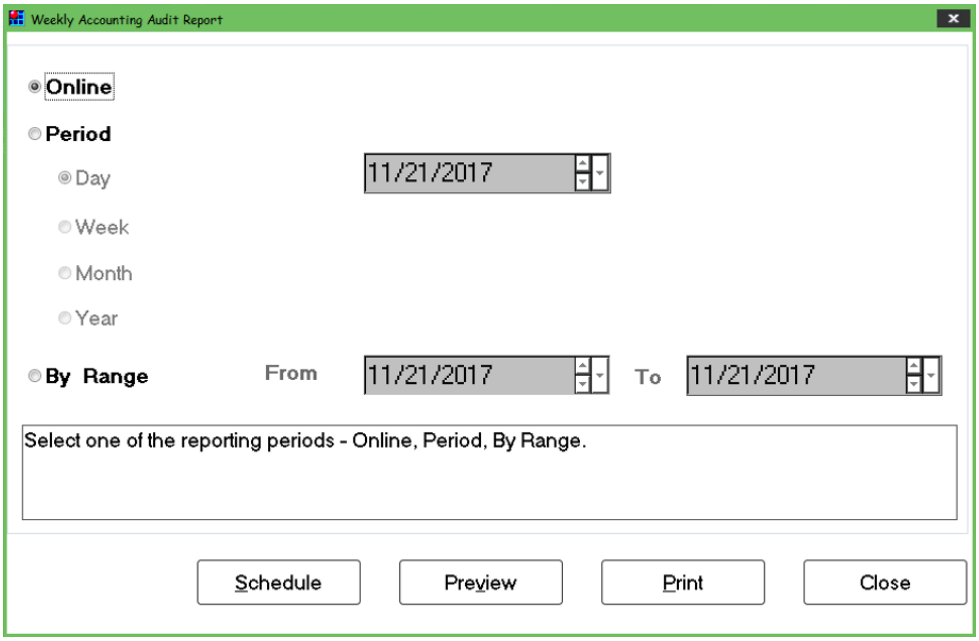
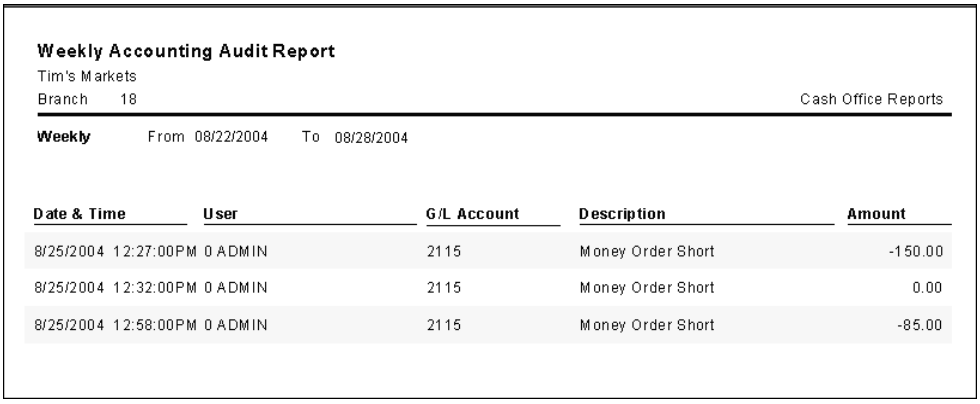


Figure 4-71. Weekly Accounting Audit Report

3. Click one of the following report generation options:
   - Schedule – To add the report to the Report Scheduler.
   - Preview – To view the report on the screen.
   - Print – To send the report to the printer.
4. The report is generated.



Weekly Accounting Audit Report

Tim's Markets

Branch 18 Cash Office Reports

Weekly From 08/22/2004 To 08/28/2004

Date & Time	User	G/L Account	Description	Amount
8/25/2004 12:27:00PM	0 ADMIN	2115	Money Order Short	-150.00
8/25/2004 12:32:00PM	0 ADMIN	2115	Money Order Short	0.00
8/25/2004 12:58:00PM	0 ADMIN	2115	Money Order Short	-85.00

Figure 4-72. Weekly Accounting Audit Report

4.9.4 Override Finalized Transactions

Override Finalized Transactions is the fourth selection under Custom Weekly Accounting. Finalized transactions that have been written to the CWA staging table can be overridden later if they are found to be incorrect.

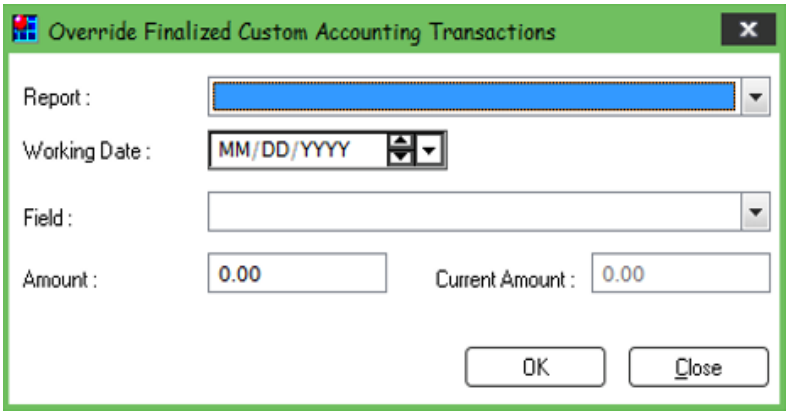


Figure 4-73. Override Finalized Custom Accounting Transactions

The screen contains the following fields:

Field	Description
Report	Click the field selection arrow and select a report that contains the finalized field to correct.
Working Date	Select or enter the working date to correct.
Field ID	Click the field selection arrow and choose the finalized field to correct.
Amount	Enter the correct field amount for the working date. For credit entries, enter a minus sign before the number.
Current Amount (Read-only)	This field contains the current finalized totals for the field.

To override a Finalized Accounting Transaction:

1. From Custom Weekly Accounting, select **Override Finalized Transactions**. The Override Finalized Accounting Transactions Screen is displayed.
2. Identify the field to correct by selecting the report ID (in which the field exists) and a finalized working date.
3. Click the field selection arrow and select the finalized field to correct.
4. In the Amount field, enter the correct amount.
5. Click **OK**.
6. The override is completed and the Total Type fields are recalculated for the report's working date.

4.9.5 Override Finalized Transactions Audit Report

The Override Finalized Transactions Audit Report is the fifth selection under Custom Weekly Accounting. The report details transaction overrides for the period specified in the report.

Like other **ENCOR** reports, specify the time or date range of override transactions and preview or print the report. The report may also be placed in the report scheduler.

To generate the Weekly Accounting Override Finalized Transactions Audit Report

1. From Custom Weekly Accounting, select **Override Finalized Transactions Audit Report**. The Weekly Accounting Override Finalized Transactions Audit Report screen is displayed.
2. Click the radio button associated with the desired reporting period: Online (for the current working date), Period (specific date, week, month or year), or By Range.

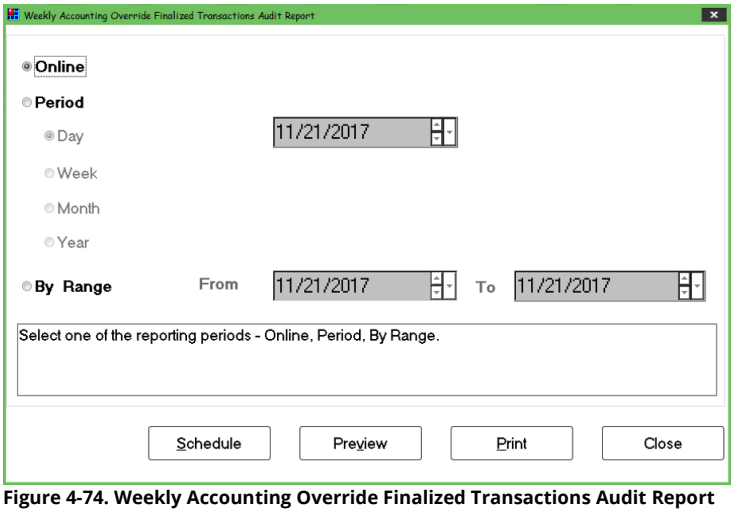


Figure 4-74. Weekly Accounting Override Finalized Transactions Audit Report

3. Click one of the following report generation options:
   - Schedule – To add the report to the Report Scheduler.
   - Preview – To view the report on the screen.
   - Print – To send the report to the printer.
4. The report is generated.

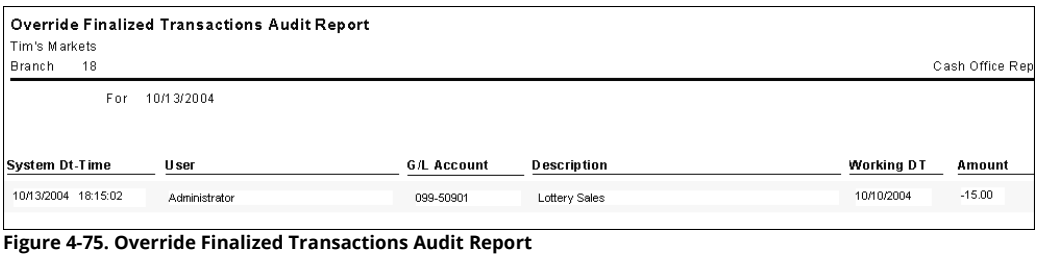


Figure 4-75. Override Finalized Transactions Audit Report

4.10 End of Day

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, one can request to run these procedures on other days. This is done while activating the End of Day option.

If a store uses the Automatic End of Day process, and the required parameters are set, one does not need to be in the store to monitor the EOD process.

4.10.1 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). These files can be viewed and printed using the End of Day Log and End of Day Error Log options. To access them from the **ENCOR** Application Menu Bar, select **Reports > System Logs**.

4.10.2 Before Running End of Day

Before running an End of Day procedure, both automatic and manual, check certain points:

- Cashiers and POS terminals all signed off (optional with 24-hour End of Day).

4.10.3 Starting the End of Day Procedure

The End of Day procedure may be activated from MFS.

To start the End of Day procedure

1. From the **ENCOR** Application Menu Bar, select **Cash Office Management > End of Day**. If no cashier/POS declarations were performed, and the EOD

General System Parameter "Warning message if Declaration Not Done" (located in the Store > Front Office > End of Day > General folder) is set to “Warning Only,” the system displays a list of all Cashiers/POS terminals still to be declared.

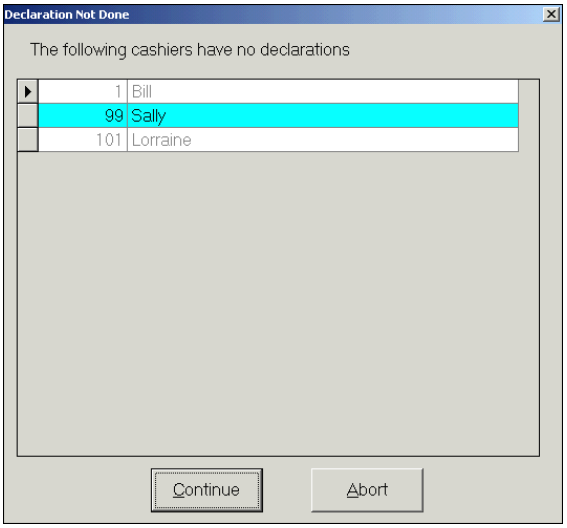


Figure 4-76. EOD - Declaration Not Done

2. Click **Abort** to cancel the EOD process and perform declarations. Otherwise, click **Continue**. The End Of Day Dates dialog box displays.

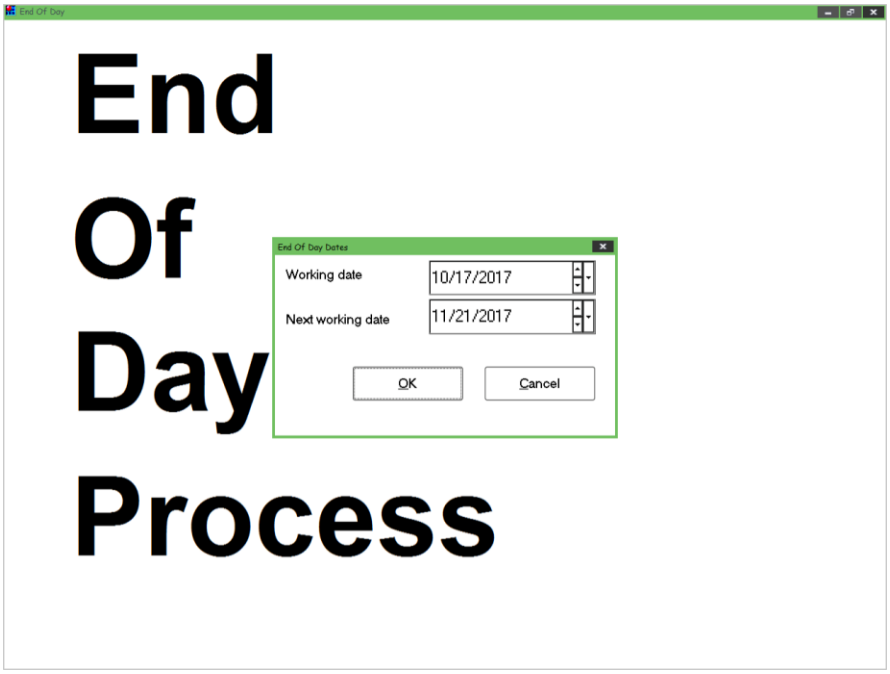


Figure 4-77. EOD - End Of Day Dates Dialog

3. Check that the working date and next working date are correct. If necessary, overtype the date as required and then press **OK**.
4. 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, these dates can be changed.

Warning:

It is possible that running End of Day for the same date twice may result in unrecoverable data loss!

5. If End of Day is run from MFS, the system checks communication. 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 MFS.
   - Abort: To stop the procedure.
6. The End Of Day Type dialog box appears.

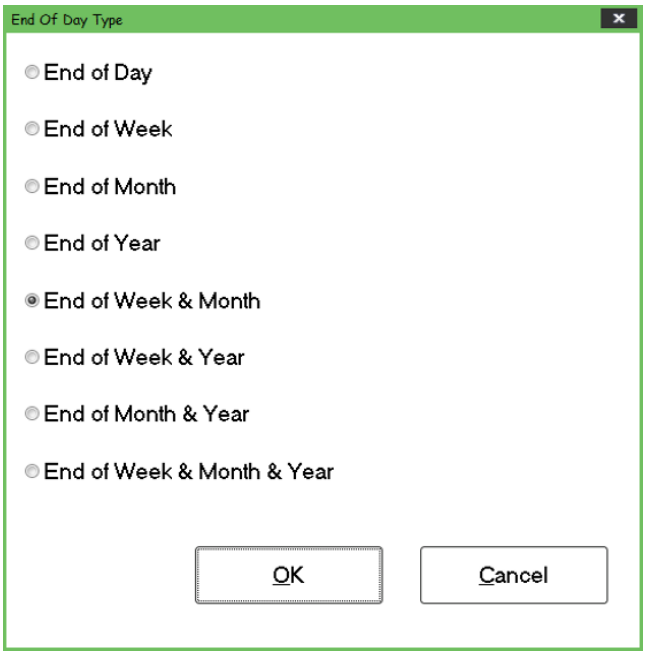


Figure 4-78. EOD - End Of Day Type Dialog

7. Select the end of day type and press **OK**. The end of day type may be changed only if the General System Parameter "Allow Changing of Trading Date" (located in Store > Front Office > End of Day > General folder) is set to “Yes.”
8. 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.

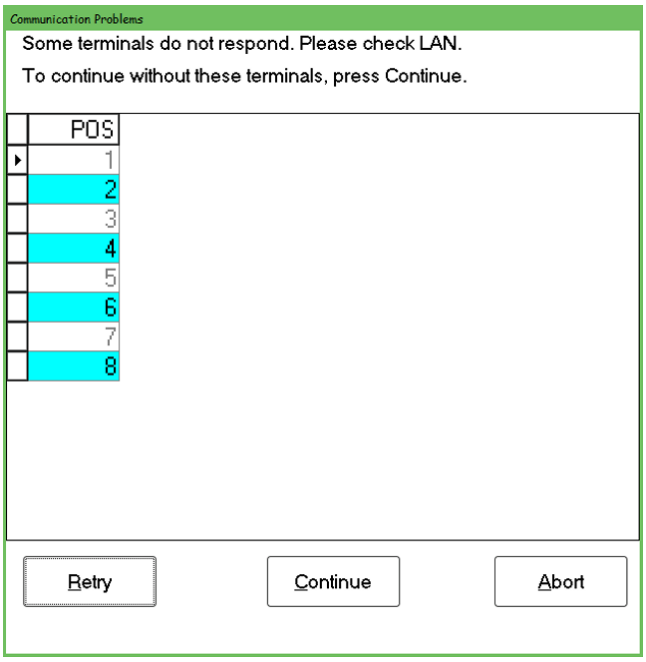


Figure 4-79. EOD - Communication Problems Dialog

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. Choose to log them off remotely unless operating a 24-hour store where cashiers can 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. 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.

9. Reports that have been selected to print at the End of Day are printed.
10. At this stage, End of Day has completed the interactive part. The End of Interactive Part dialog box appears.

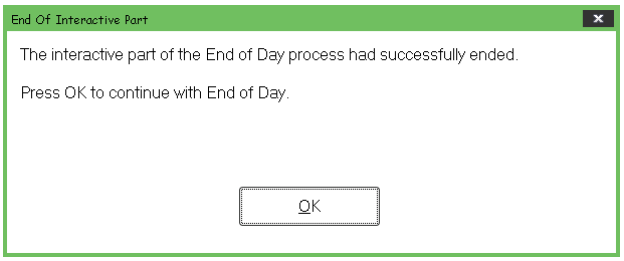


Figure 4-80. EOD - End Of Interactive Part

11. Click **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.

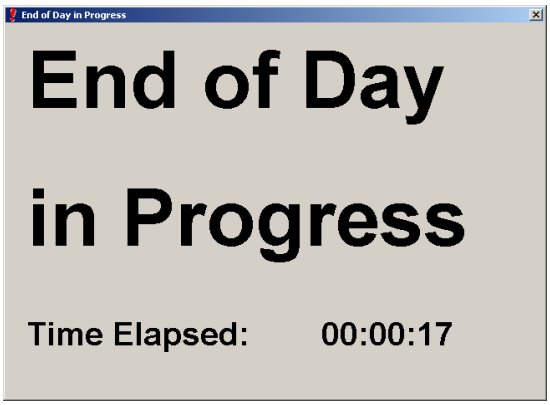


Figure 4-81. EOD - End of Day in Progress

The time required for the End of Day to complete depends on the file sizes in the system. The End of Day is complete when the “End of Day in Process” screen disappears.

Chapter 5: **Store Management**

5.1 User/Roles

Use the **User/Roles** menu to access the back or front office applications used to maintain users and roles. The front office applications in this menu: **User Maintenance (Base)** and **Profile Maintenance (Base)** have no direct applicability to **ENCOR**. They are relevant only for defining RPO user access to the front office. All other user and permissions maintenance should be performed in the **User Maintenance** and **Role Maintenance** applications.

5.1.1 User Maintenance

ENCOR provides secure access to its many applications and functionalities by requiring users to log in with a secure **ENCOR** user account that is managed by the **User Maintenance** application. To secure the account, **ENCOR** encrypts the account password before saving to the database.

When **ENCOR** is installed, a default admin user account is created so that a user can log in and perform the initial configuration and setup of **ENCOR**. To secure the default admin account, **ENCOR** requires the password to be changed on the first login.

ENCOR user accounts are created, modified, and deleted using the **User Maintenance** application.

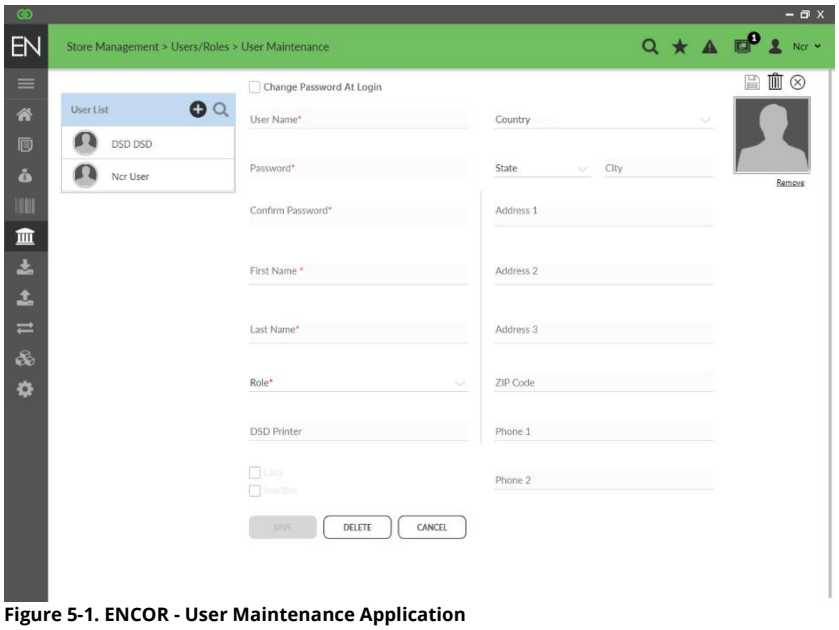


Figure 5-1. ENCOR - User Maintenance Application

To access the **User Maintenance** application from the Application Menu Bar, select **Store Management > Users/Roles > User Maintenance**.

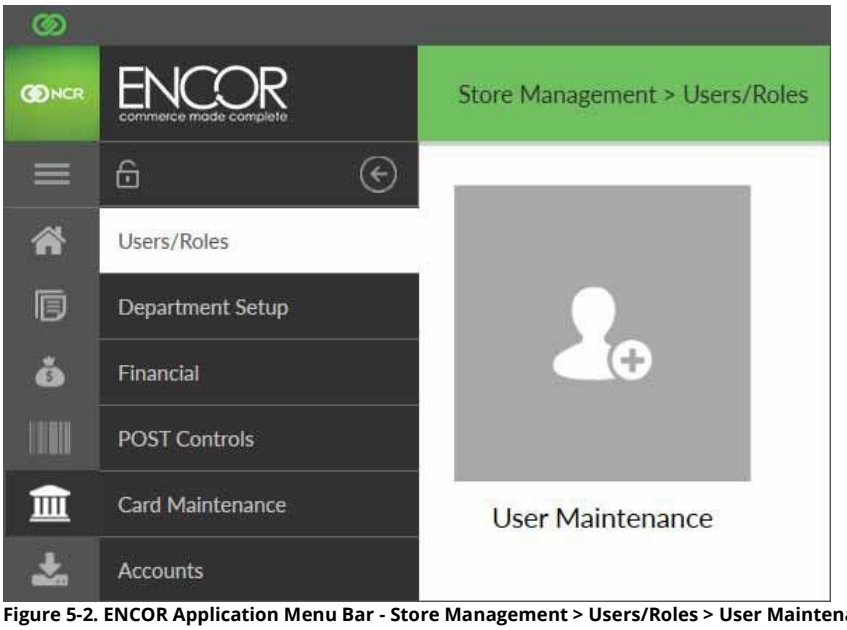


Figure 5-2. ENCOR Application Menu Bar - Store Management > Users/Roles > User Maintenance

5.1.1.1 Create ENCOR User Account

To create an **ENCOR** user account, perform the following steps:

12. Go to the User Maintenance application by selecting **Store Management > Users/Roles > User Maintenance** from the Application Menu Bar.

Note:

When the **User Maintenance** application is launched, it is added to Opened Applications (in the Menu Tool Bar). At any time after the application has been launched, the user can navigate back to the **User Maintenance** application by clicking the **Opened Applications** icon and clicking the **User Maintenance** icon from the All Opened Applications drop-down.

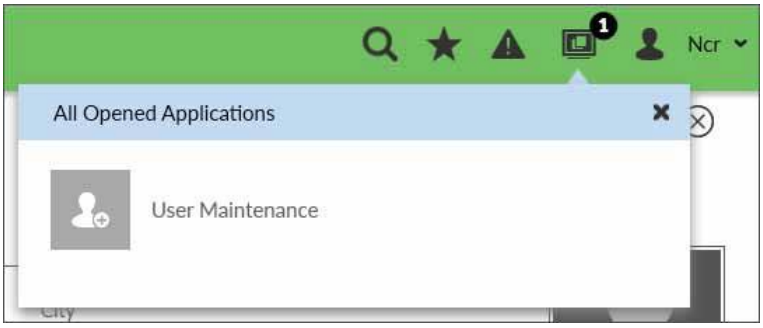


Figure 5-3. ENCOR Menu Tool Bar - All Opened Applications Drop-Down

13. Click the plus sign icon (+) in the header of the User List control.

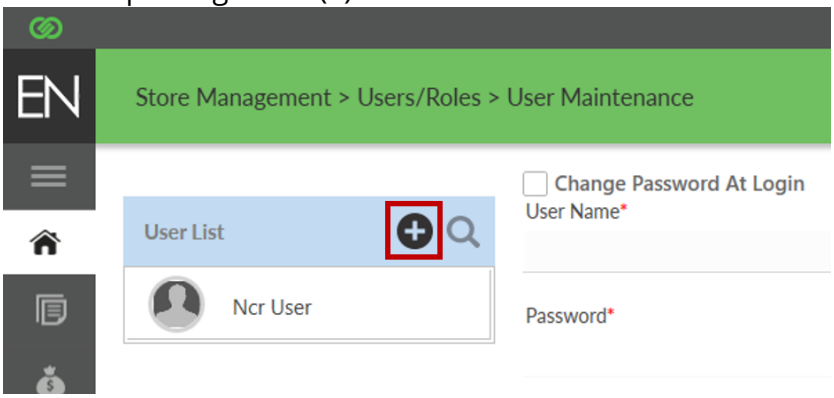


Figure 5-4. ENCOR Create New User - User List

Enter the required information (identified by a red asterisk) to create an **ENCOR** user account.

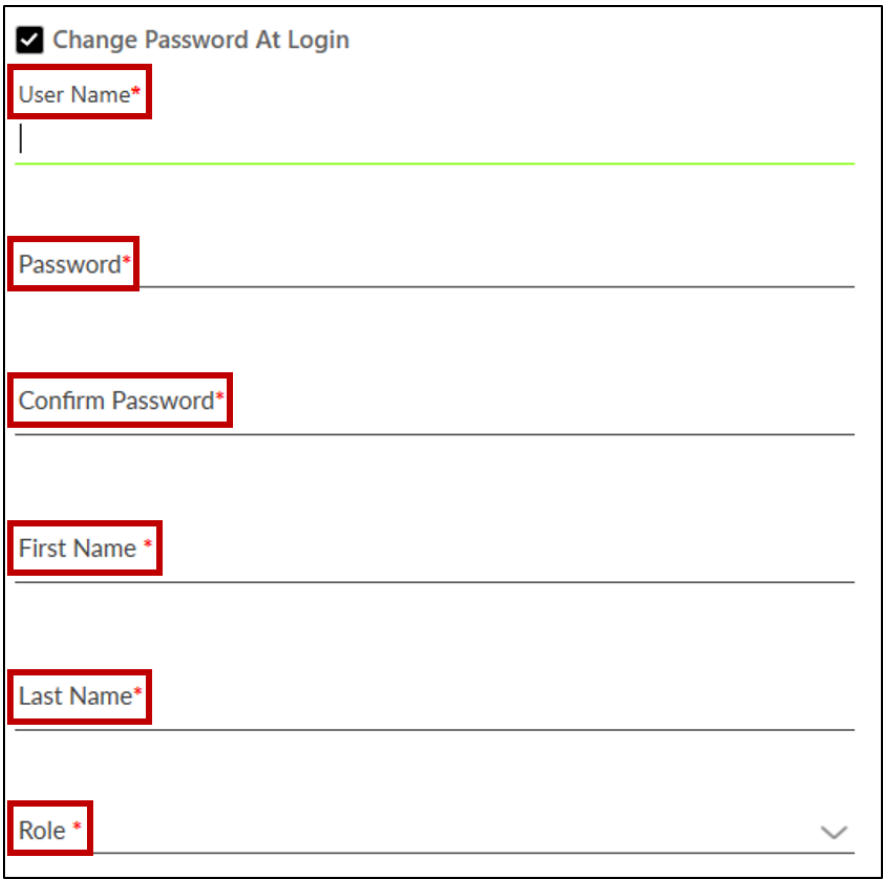
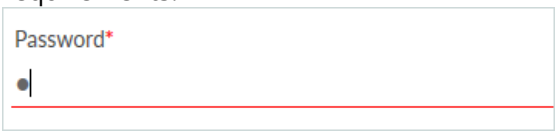
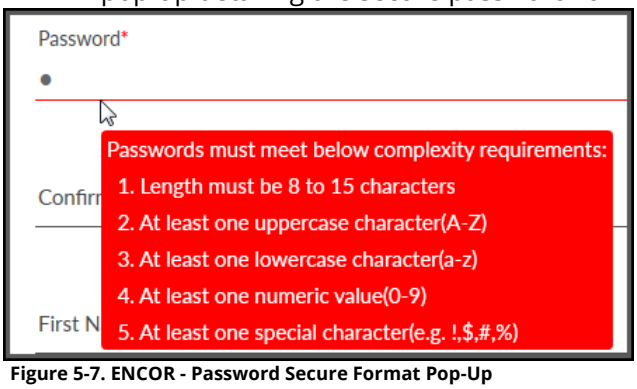


Figure 5-5. ENCOR Create User - New User Information

The table below describes the required information controls.

Control	Description
User Name	Text box used to enter an alphanumeric ENCOR user name.
Password	Text box used to enter the **ENCOR** password. The password must meet the following requirements: ▪ Length must be 8 to 15 characters ▪ At least one uppercase character (A-Z) ▪ At least one lowercase character (a-z) ▪ At least one numeric value (0-9) ▪ At least one special character (e.g., !,$,#,%) While entering the password, the text box's horizontal line will remain red until the entered password meets the above requirements.  **Figure 5-6. ENCOR - Password** Placing the cursor at the bottom of the text field results in a pop-up detailing the secure password format.  **Figure 5-7. ENCOR - Password Secure Format Pop-Up**
Confirm Password	Text box used to re-enter the password. The Confirm Password text box's horizontal line will remain red until its contents match the contents of the Password text box. The account cannot be saved until the contents of the Confirm Password and Password text boxes match.
First Name	Alphanumeric text box to enter the user's first name.
Last Name	Alphanumeric text box to enter the user's last name.
Role	Drop-down to assign user to a role. The assigned role determines which applications and functionalities the user can access. Roles are discussed in the "Role Maintenance" section.

14. Enter optional user information. Optional user information is user data that does not have to be entered to create an **ENCOR** user account.

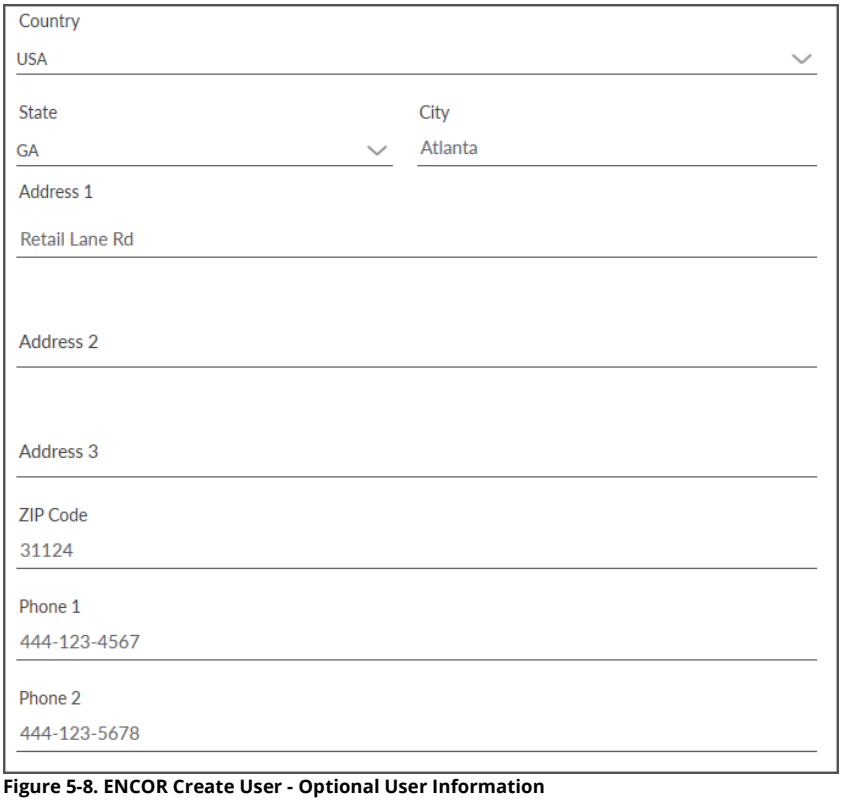


Figure 5-8. ENCOR Create User - Optional User Information

The table below details the optional user information.

Control	Description
Country	Drop-down to select the user's country.
State	Drop-down to select the user's state.
City	Alphanumeric text box to enter the user's city.
Address 1	Alphanumeric text box to enter line one of the user's address.
Address 2	Alphanumeric text box to enter line two of the user's address
Address 3	Alphanumeric text box to enter line three of the user's address.
ZIP Code	Numeric text box to enter the user's zip code.
Phone 1	Numeric text box to enter the user's primary phone number. Since the control only allows numeric charters, the control automatically inserts dashes after 10 digits have been entered.
Phone 2	Numeric text box to enter the user's secondary phone number. Since the control only allows numeric characters, the control automatically inserts dashes after 10 digits have been entered.
DSD Printer	Alphanumeric text box to enter the printer used for printing handheld reports.

15. Set optional checkboxes that affect the status of the user account.

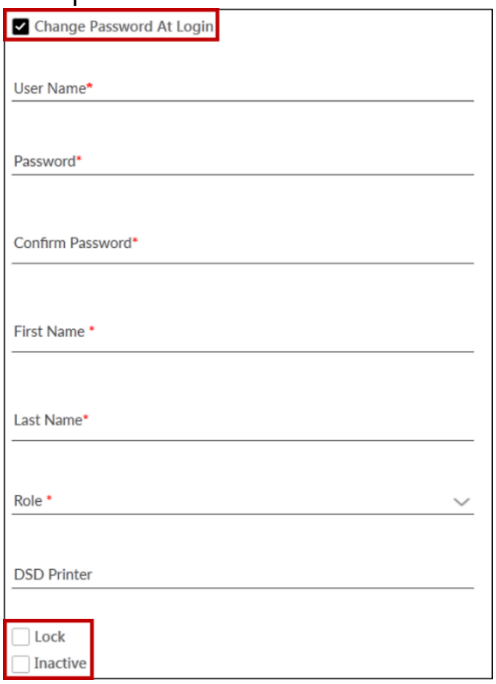


Figure 5-9. ENCOR Create User - Optional Checkboxes

The table below provides a description of the checkboxes that affect the status of the user account.

Checkbox	Description
Change Password At Login	When checked, the user is prompted and required to change their password before logging in to **ENCOR**.
Lock	When the Lock checkbox is checked, the user cannot log in to their account. The Lock checkbox can be set manually by the user or automatically by **ENCOR**. When checked manually, the account can only be unlocked by manually unchecking the Lock checkbox (i.e. a manual lock does not expire). The Lock checkbox can also be checked by **ENCOR** (locking the account) when a user meets the threshold for consecutive login attempt fails. The automatic locking expires after a set period, allowing the user to log in to the account. Also, the account can be unlocked by manually unchecking the Lock checkbox for the account.
Inactive	Checking the Inactive checkbox locks the account and prevents the user from logging in to the account. Only by manually unchecking the Inactive checkbox can the account be made active.

16. Click **Save**.

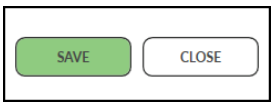


Figure 5-10. ENCOR Create New User - Save Button

Note:

To terminate adding a new account, click **Close**. This results in a pop-up window asking, "Do you want to close form without saving data?" Selecting Yes to the prompt results in the User Maintenance screen returning to its initial state (i.e., edit controls cleared and user list displayed).

5.1.1.2 Find/Select User

To select a user for viewing or editing, use the User List control on the left side of the screen.

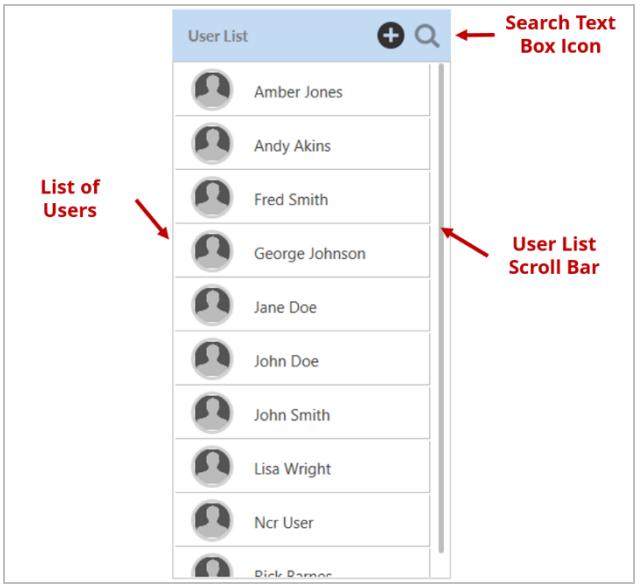


Figure 5-11. ENCOR - User List Control

The User List scroll bar can be used to move up or down the User List to locate the desired user; or the User List search text box located at the top of the User List can be used to locate the desired user.

To use the User List search text box, click the magnifying glass icon in the search text box (shown in the image below). After clicking the magnifying glass icon, the magnifying glass icon disappears and a text cursor appears in the text box (shown in image below) that allows the entry of a search string.

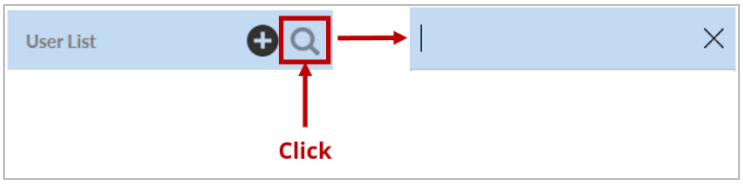


Figure 5-12. User List Search Text Box

As search string text is entered into the User List search text box, users' first or last names that do not meet the search criteria are filtered out of the User List box. In the image below, after entering the **joh** search string, all users are removed except for George **Joh**nson, **Joh**n Smith, and **Joh**n Doe whose first or last name meets the search criteria. Once the user has been located, select the user by clicking the user in the User List.

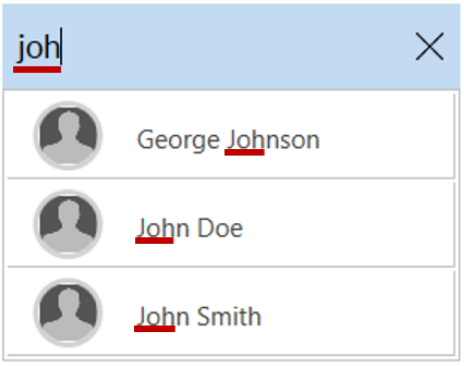


Figure 5-13. User List - Filtered Search Results

5.1.1.3 View/Edit User

To edit or view a user's details, select a user in the User List located on the left side of the User Maintenance screen. In the image below, John Smith has been clicked resulting in the user's detailed information being displayed in the edit controls to the right of the User List.

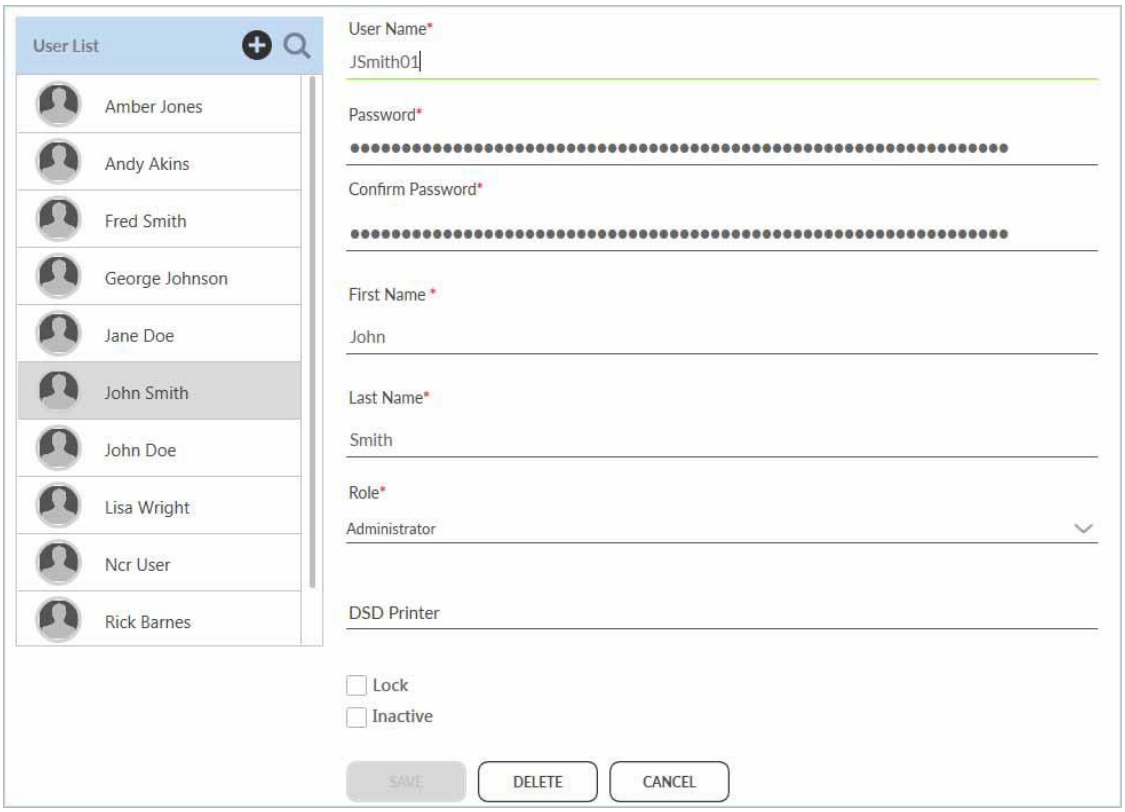


Figure 5-14. User Maintenance - View/Edit User

To modify the data, select the field within the user's detailed information to be modified, and change the information as needed.

When complete, click **Save** to save changes, or click **Cancel** to discard the changes.

Figure 5-15. User Maintenance - Save Button

5.1.1.4 Delete User

To delete an existing user account:

1. Locate the user account that is to be deleted in the User List (refer to "Find/Select User "above) and click the user in the list. The user's details will display in the edit controls to the right of the User List.
2. Click **DELETE** at the bottom of the detailed information, or click the trash can icon located at in the top right corner.

Figure 5-16. User Maintenance - Delete Button

Figure 5-17. User Maintenance - Trash Can Icon

3. After either delete button is clicked, a prompt asks, "Do you want to delete selected user?"

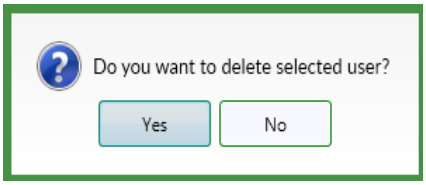


Figure 5-18. User Maintenance - Delete Prompt

4. Click **Yes** to delete the **ENCOR** user, or click **No** to cancel the delete of the **ENCOR** user.

5.1.2 Role Maintenance

For a user to have access to an application, the user must be assigned a role that has access to the application. The **Role Maintenance** application provides the functionality to create roles, modify roles, delete roles, and grant application access to roles.

To access the **Role Maintenance** application from the Application Menu Bar, select **Store Management > Users/Roles > Role Maintenance**.

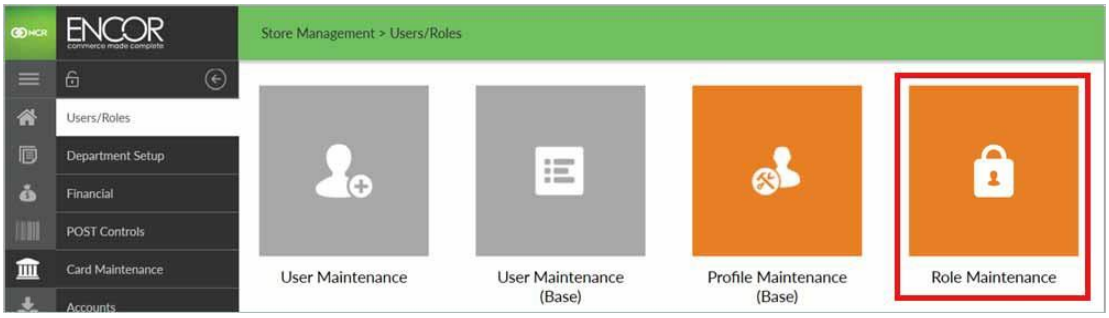


Figure 5-19. ENCOR Application Menu Bar - Role Maintenance

Clicking the **Role Maintenance** tile opens the **Role Maintenance** application.

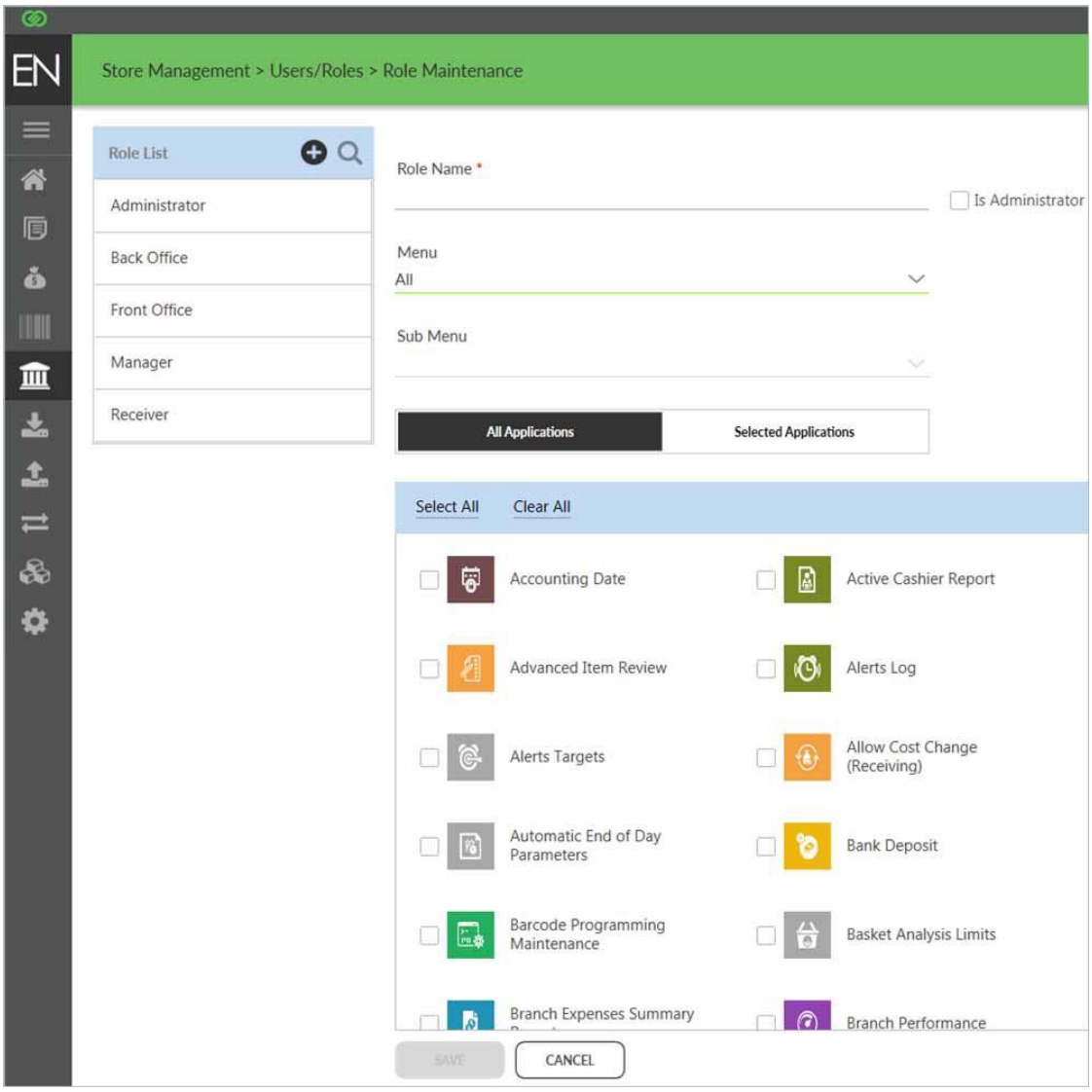


Figure 5-20. ENCOR - Role Maintenance Application

5.1.2.1 Create Roles

To create a new role

1. Go to the **Role Maintenance** application by selecting **Store Management > Users/Roles > Role Maintenance** from the Application Menu Bar.

Note:

When the **Role Maintenance** application is launched, it is added to Opened Applications (in the Menu Tool Bar). Once launched, the user can navigate back to the **Role Maintenance** application at any time by clicking the **Opened Applications** icon and then clicking the **Role Maintenance** icon from the All Opened Applications drop-down.

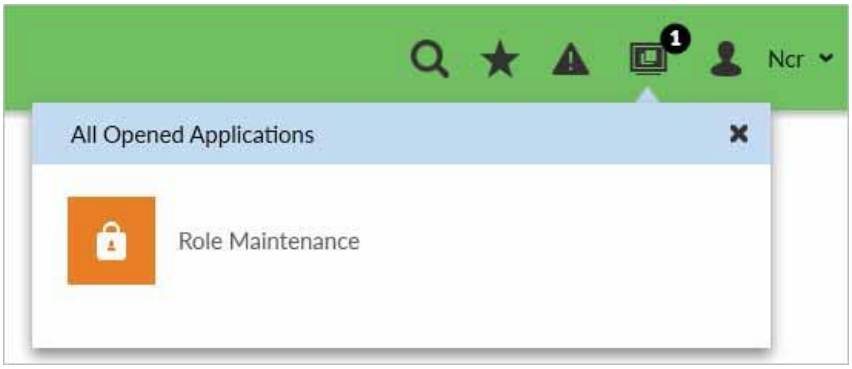


Figure 5-21. Menu Tool Bar - All Opened Applications Drop-Down

2. Click the plus sign icon in the header of the Role List control.

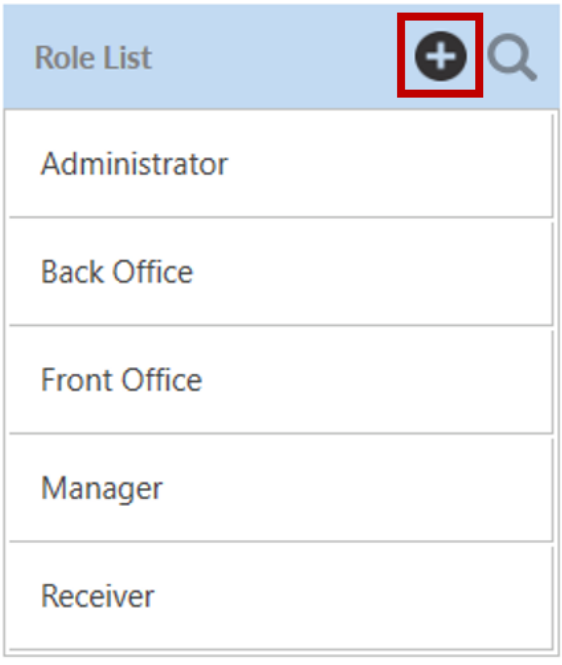


Figure 5-22. Role Maintenance - Role List Control

3. Enter a Role Name in the Create/Edit Role pop-up and, if desired, change the state of the Is Administrator checkbox.

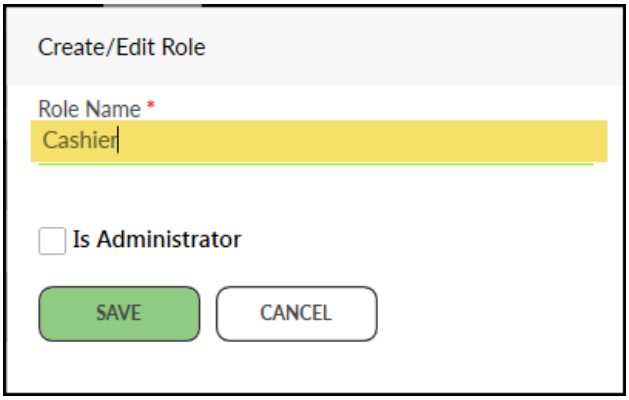


Figure 5-23. Role Maintenance - Create/Edit Role Pop-up

4. Click **SAVE**. The new role will display in the Role List.

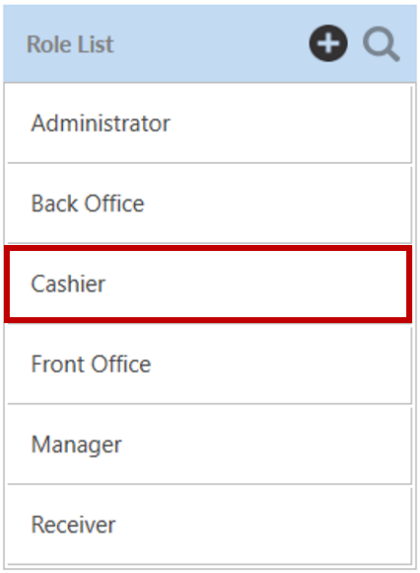


Figure 5-24. Role Maintenance - Role List (New Role Displayed)

5.1.2.2 Find/Select Role

To select a role for viewing or editing, use the Role List on the left side of the **Role Maintenance** screen.

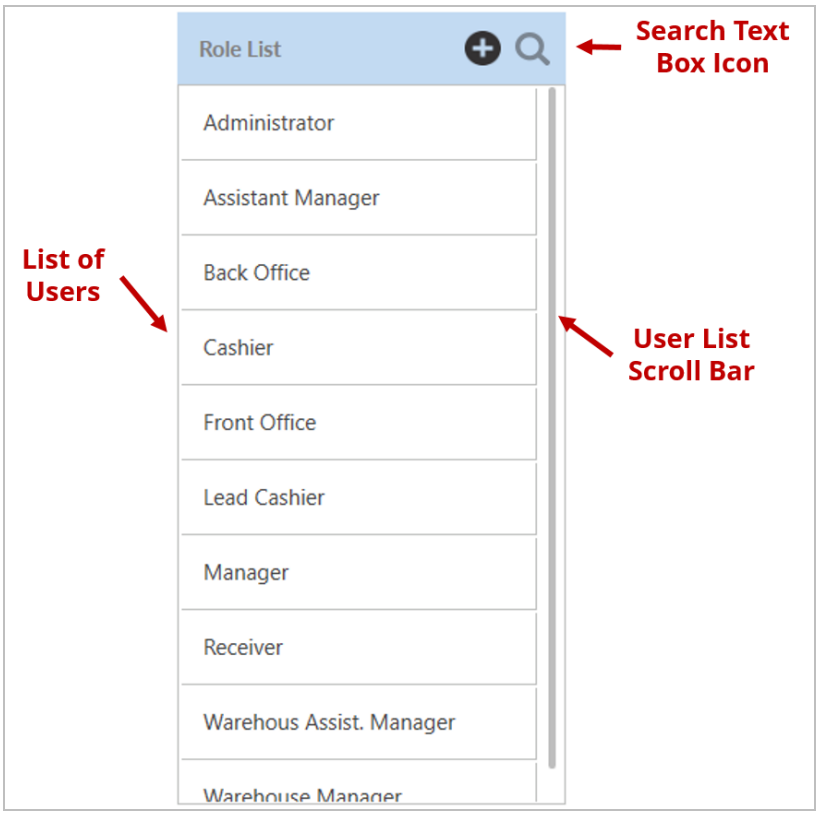


Figure 5-25. Role Maintenance - Role List

The Role List scroll bar can be used to move up or down the role list to locate the desired role, or the Role List search text box (located at the top of the Role List) can be used to locate the desired role.

To use the Role List search text box

1. Click the magnifying glass icon in the search text box. The magnifying glass icon disappears, and a text cursor appears in the search text box.
2. Enter a search string. Roles that do not match the string will be removed.

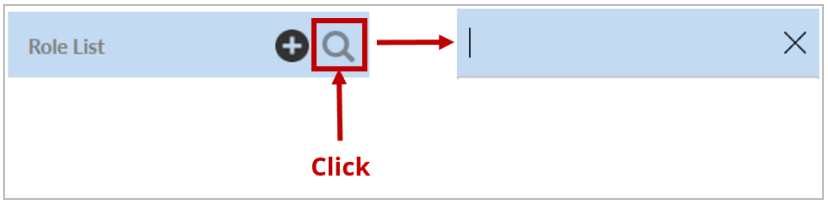


Figure 5-26. Role Maintenance - Role List Search Text Box

Once the role has been found using either the Role List scroll bar or the Role List search text box, the role can be selected by clicking the role in the Role List.

5.1.2.3 Delete Role

To delete an existing role

1. Locate the role that is to be deleted in the Role List (reference “Find/Select Role” section above) and hover the cursor over the role that is to be deleted. The Remove icon (“X”) appears.

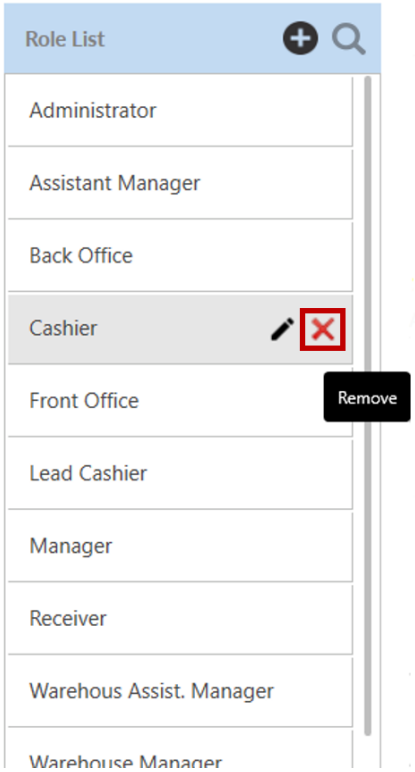


Figure 5-27. Role Maintenance - Role List Remove Icon

2. Click the **Remove** icon (**X** shown in image above).
3. A prompt opens asking, “Do you want to delete selected role?” Click **Yes** to delete, or click **No** to abort the delete.

5.1.2.4 Modify Role

To modify an existing role

1. Locate the role that is to be modified in the Role List (refer to “Find/Select Role” above) and hover the cursor over the role that is to be modified. The Edit icon (pencil) appears.

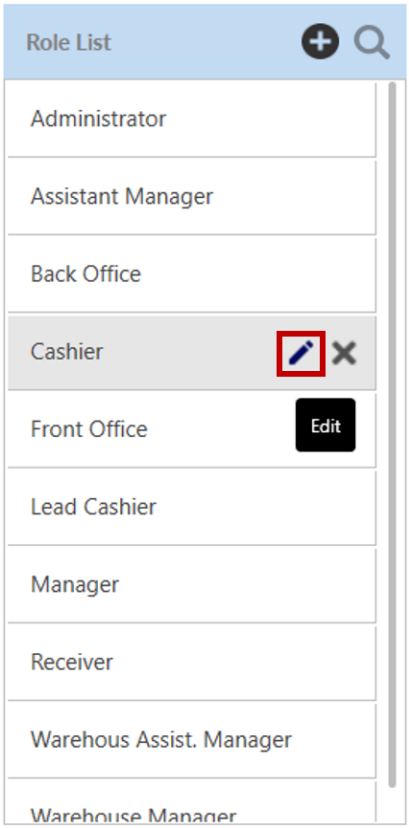


Figure 5-28. Role Maintenance - Role List Edit Icon

2. Click the **Edit** icon. The Create/Edit Role pop-up opens.
3. Modify the Role Name, or change the Is Administrator checkbox state (check/uncheck).

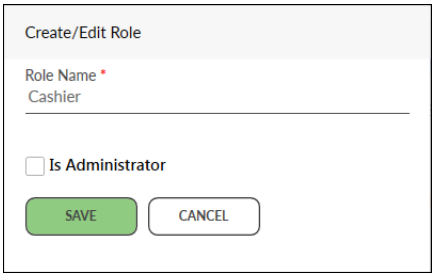


Figure 5-29. Role Maintenance - Create/Edit Role

4. Click **SAVE** to save changes or **CANCEL** to cancel changes.

5.1.2.5 Assign Applications to Role

For a user to have access to an application, the user must be assigned a role that has access to the application. The **Role Maintenance** application provides the functionality to assign one or more applications to a role. This section details how to assign applications to a role.

1. Select a role from the Role List.

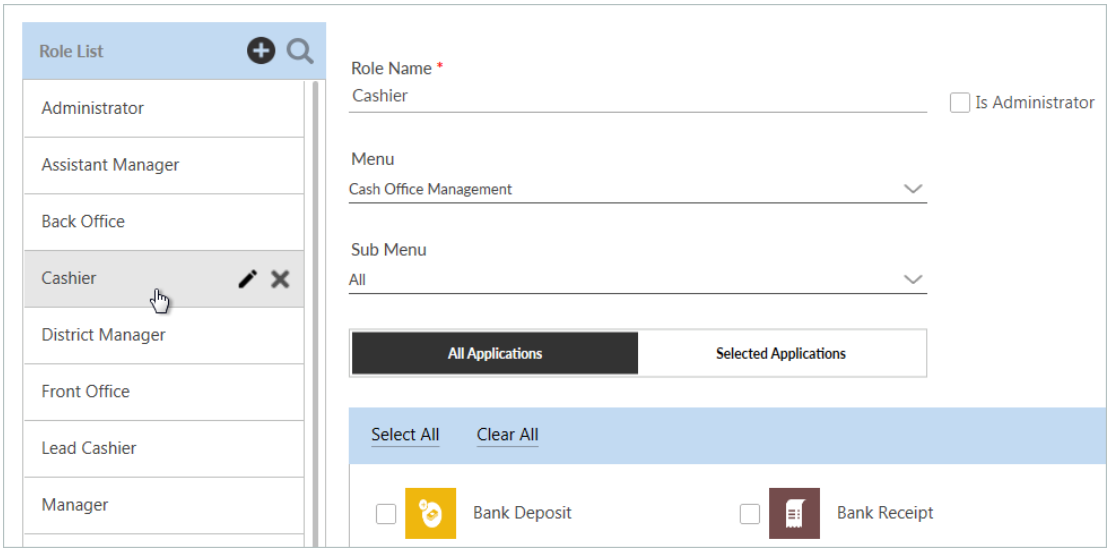


Figure 5-30. Role Maintenance - Select Role

2. Select an **ENCOR** menu from the Menu drop-down list.

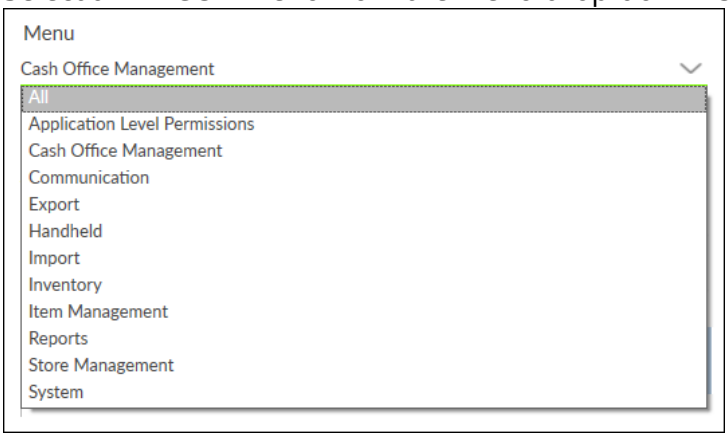


Figure 5-31. Role Maintenance - Select ENCOR Menu

The items in the Menu drop-down list map to the Application Menu Bar menu buttons.

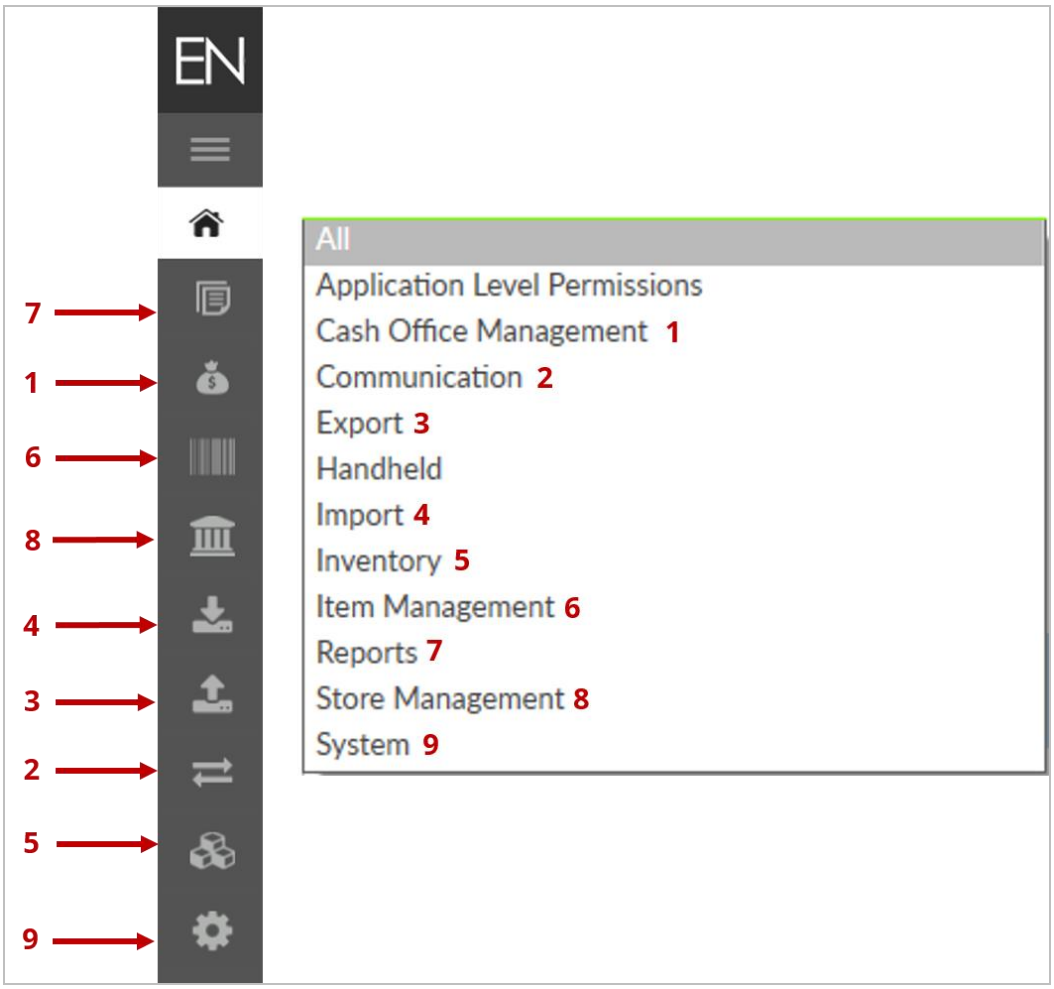


Figure 5-32. Role Maintenance - Menu Drop-Down Mapped to Application Menu Bar

Selecting a menu from the Menu drop-down list results in all applications associated with the menu being listed as application icons with checkboxes in the Application List Box at the bottom of the screen.

After selecting the **Reports** menu item (shown in the image below) from the Menu drop-down list, all applications associated with Reports are listed as an application icon checkbox in the Application List Box.

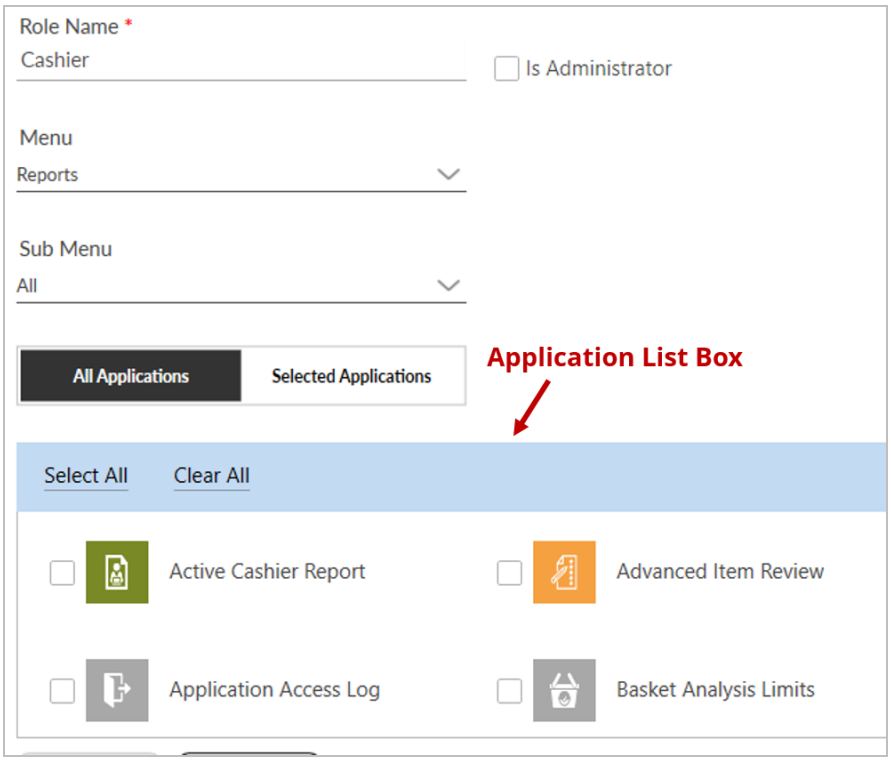


Figure 5-33. Role Maintenance - Application List Box

When **All** is selected from the Menu drop-down list, all **ENCOR** applications are listed in the Application List Box.

3. (Optional) To filter the applications by the sub menu of the menu selected from the Menu drop-down list, select a sub menu from the Sub Menu drop-down list.
   The contents of the Sub Menu drop-down map to the available menu options of the Application Menu Bar. In the image below, **Item Management** was selected in the Menu drop-down; the Sub Menu drop-down lists all Item Management sub menu options. The image below also shows the Application Menu Bar's menu options after the Item Management menu button has been clicked and how the Application Menu Bar's menu options map to the contents of the Sub Menu drop-down.

   As shown below, the purpose of the Menu and Sub Menu drop-down lists are to filter the applications so that the desired applications appear in the Application List Box at the bottom of the screen.

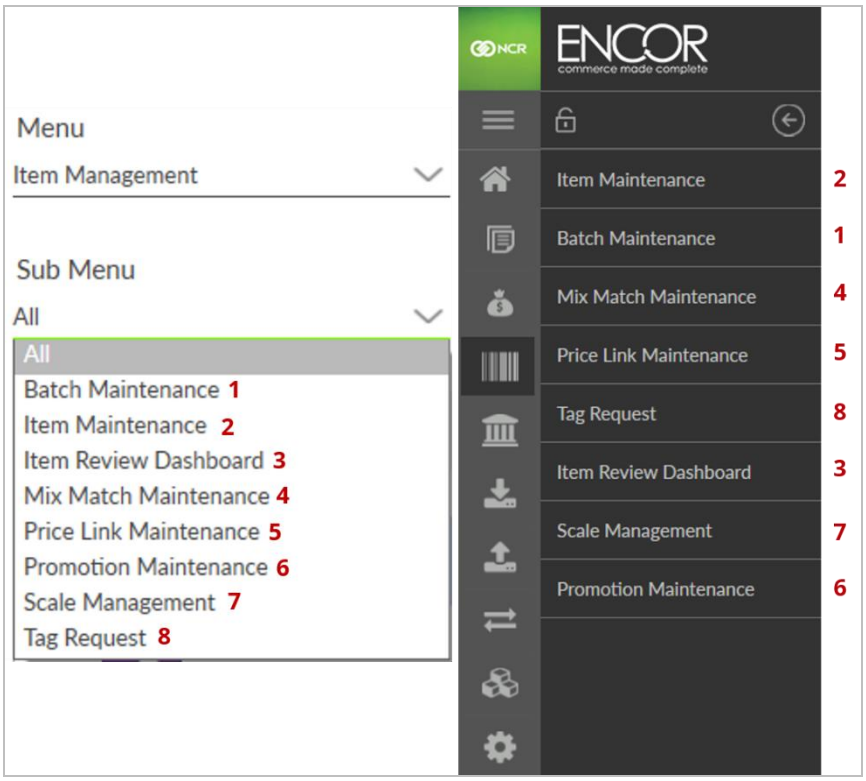


Figure 5-34. Role Maintenance Sub Menu - Mapped to Application Menu Bar

Applications listed in the Application List can be further filtered by using the All Applications or Selected Applications buttons. Remove unchecked applications from the Application List Box by clicking the **Selected Applications** button. To show all applications (whether their checkbox is checked or unchecked), click the **All Applications** button.

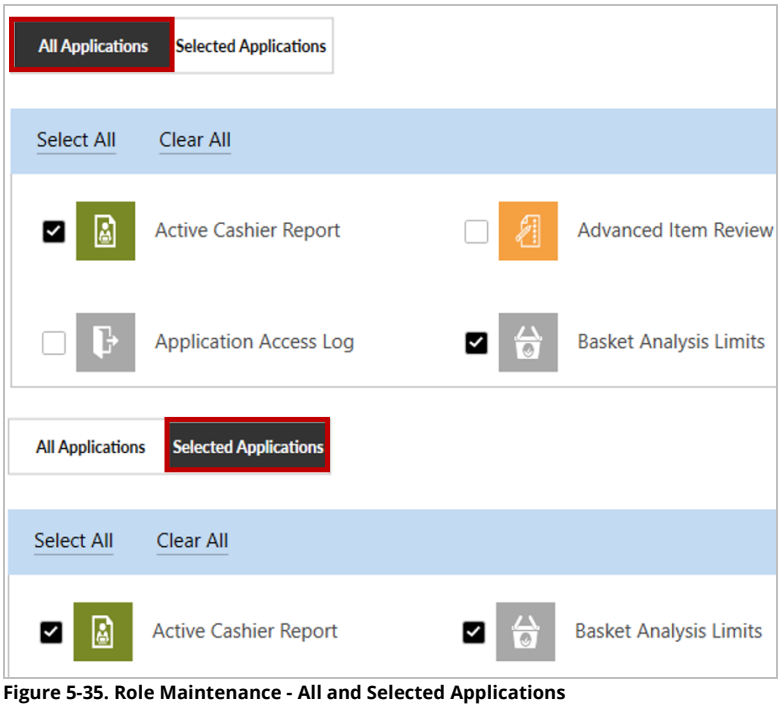


Figure 5-35. Role Maintenance - All and Selected Applications

Applications listed in the Application List Box can be further filtered by using the Application List Box search text box. To enable the search text box, click the Application List Box magnifying glass icon. Clicking the magnifying glass icon converts the Application List Box's tool bar into a search text box.

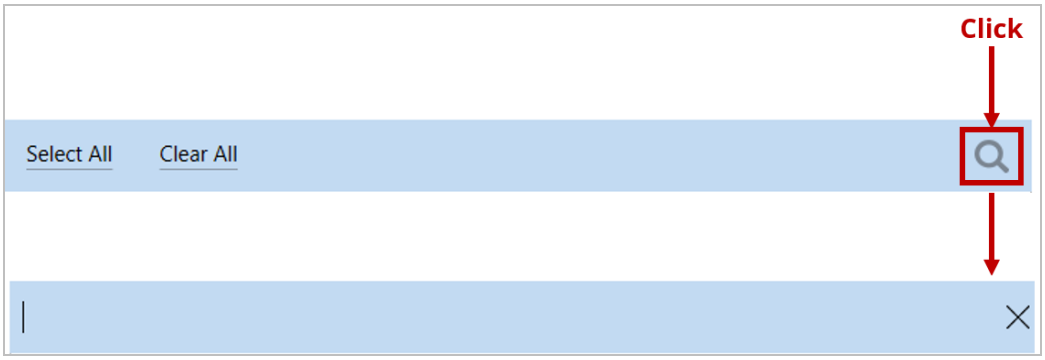


Figure 5-36. Role Maintenance - Application List Box Search

The search text box will filter out applications whose names do not match the entered search string. The image below shows the contents of the Application List Box after the search string **plu** is entered. Applications whose names contain **plu** are displayed.

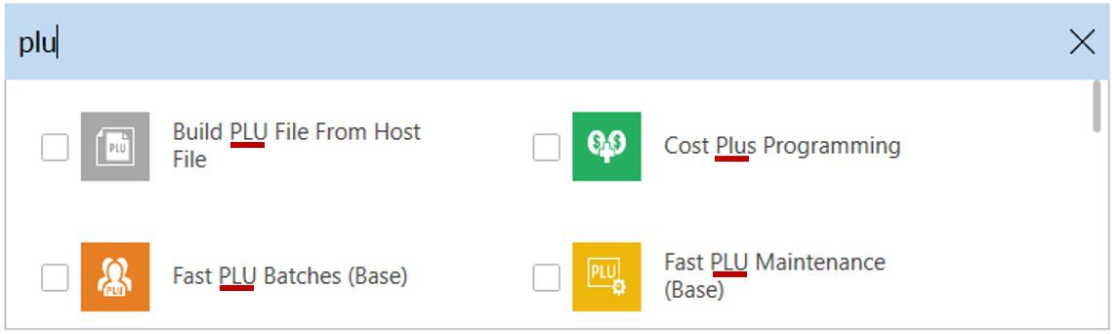


Figure 5-37. Role Maintenance - Search plu

4. Add or remove the application from the role by checking (adding) or unchecking (removing) the application's checkbox in the Application List Box at the bottom of the screen. When an application's icon is checked, the application is assigned to the role. If the application's icon is unchecked, the application is no longer assigned to the role.
   In the image below, the Reports' Receiving/Ordering Reports sub menu contains two applications (**Purchase Order Print** and **Receiver Recap Report**) whose checkboxes have been checked (both have been added to the selected role).

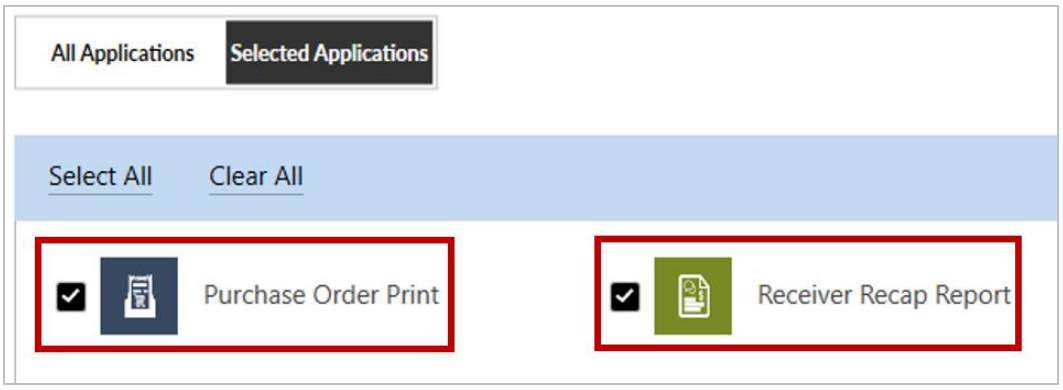


Figure 5-38. Role Maintenance - Selected Applications

In the image above, if either the Purchase Order Print or Receiver Recap Report checkbox is unchecked, the unchecked application is no longer accessible by the selected role.

If all applications listed in the Application List Box are to be added to the role, click the **Select All** option; if all the applications listed in the Application List Box are to be removed from the role, click the **Clear All** option.

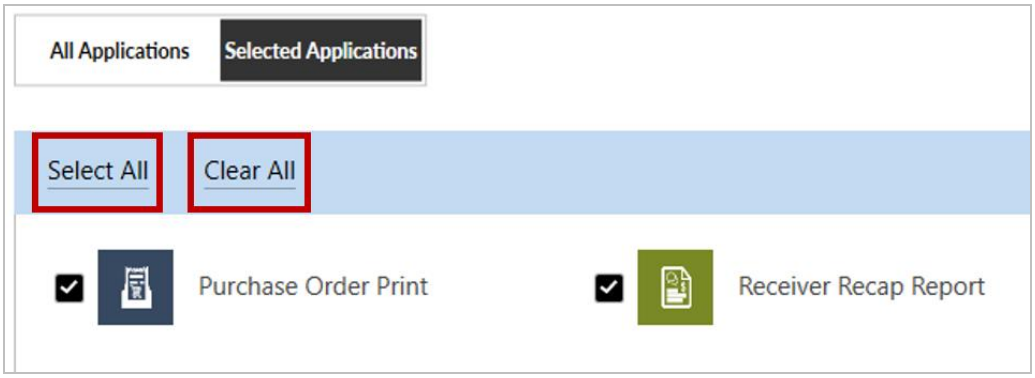


Figure 5-39. Role Maintenance - Select/Clear All

5. Click **SAVE** at the bottom of the screen to save all changes.

Figure 5-40. Role Maintenance - Save Button

5.1.3 User Maintenance (Base)

The user may want to construct specific menus for different levels of employee, or according to their job requirements.

A manager, or system administrator, for example, would most likely have full access to a complete menu, while cash office personnel would need access to the full complement of cash office utilities and related reports only.

Users and menus can be added or deleted users and menus as required, then linked as appropriate.

Users can access the system only when they have been added to the system and linked to a valid menu.

5.1.3.1 Adding, Editing, and Deleting a User

The user can add or delete system users, keeping in mind security considerations.

To add a new user

1. From the Application Menu Bar, select **Store Management > Users/Roles > User Maintenance (Base)**. The Users and Menus list appears.

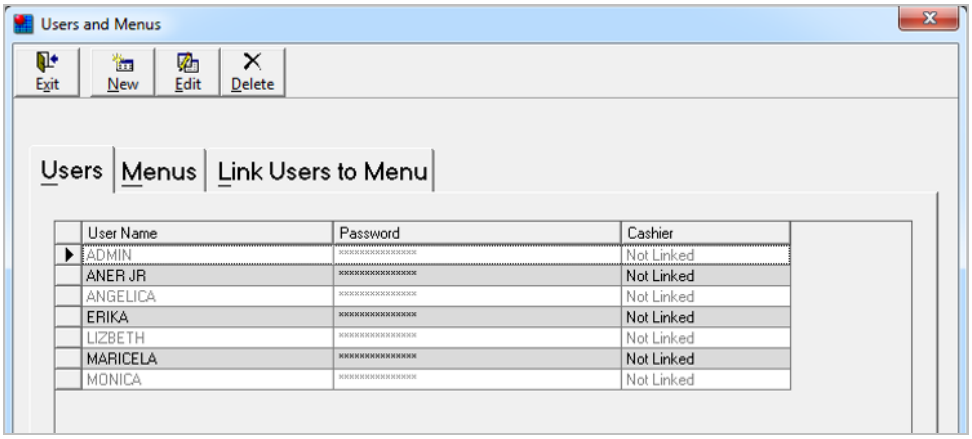


Figure 5-41. User Maintenance (Base) Application

2. On the toolbar, select **New**. The New User dialog box appears.

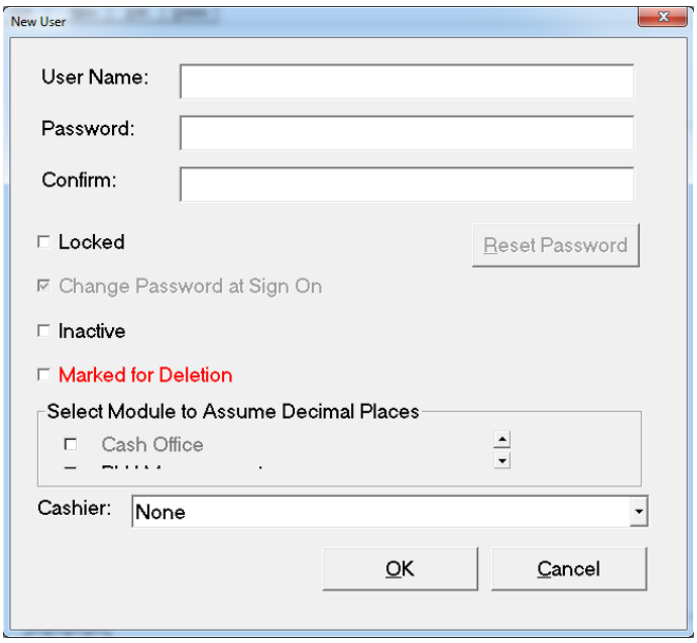


Figure 5-42. New User Screen

3. Enter the user's name.
4. Type in and then confirm their password.

Note:

The password must contain the following characteristics:
- A minimum of seven characters in length.
- At least one number.
- At least one letter.

Note:

Users that have been deleted will have the "Marked for Deletion" flag checked. See "To Delete a User" below.

5. To enter dollar amounts in **ENCOR** Cash Office applications without entering a decimal point, check the "Cash Office" checkbox. For example, if this new feature is enabled the user can key in 1,4,9,9 for $14.99 or 5,9 for $.59. The feature will be enabled in the following applications:
   - Loans
   - Pickups
   - Declarations
   - Receipts
   - Deposits
   - ROAs
   - Paid Outs
   - Corrections
   - Adjustments
   - Inter-Department Transfers
6. Likewise, when entering currency amounts in PLU Management or Promotions Management applications, check the "PLU Management" and/or "Promotions Management" and the system will assume a two-place decimal and restrict decimal point usage.
7. If implementing the RMA module, click the Cashier field's selection arrow and choose the cashier that is identified with this Front Office User. If Control Checks are to be resolved by Front Office users (through RPO RMA), associate (link) cashiers with Front Office Users. Cashier privileges will determine their authorization level for handling the Control Checks.
8. Click **OK** to save.

Note:

Once users have been added, add a menu (if not done yet), and then link users to the menu.

To edit a user or reset a user password:

1. On the Users and Menus dialog, select the *Users* tab.
2. On the toolbar, select **Edit**. The Edit User dialog box appears.
3. Make the desired changes to the User Profile.
4. (Optional) To lock (or unlock) a user account, click the **Locked** checkbox.

Note:

If a Front Office user attempts unsuccessfully to log into **ENCOR** six times within a 30 minute period, the account will be automatically locked.

5. (Optional) To activate (or inactivate) a user account, click the Inactive checkbox.

Note:

If an account has not been active for more than 90 days, the Inactive Flag will be automatically set.

6. Optional – Click the Reset Password button to clear the **Password** and **Confirm** fields for assigning the user a new temporary password.

Note:

The read-only field "Change Password at Sign On" will be checked after the Reset Password button has been pressed – indicating the User will enter this temporary password at the next login. The user will be required to set a new self-assigned password before being granted access to **ENCOR**.

7. Click **OK** to save.

To delete a user

1. On the Users and Menus dialog, select the **Users** tab.
2. Highlight the user to delete and on the toolbar, select **Delete**.
3. Click **Yes** to confirm the deletion. The user's "Marked for Deletion" flag is set for the user.

Note:

ENCOR retains deleted users on file to provide continuity in accounting and bookkeeping reporting for auditing purposes. A deleted Front Office User Name cannot be reused until the number of days specified in the General System Parameter "Number of Working Days Before Reassignment of User Name Allowed" (located in the Store \ Front Office \ System folder) has passed.

If a new user with an identical user name as the deleted user is attempted to be added before the "Number of Working Days Before Reassignment of User Name Allowed" has elapsed, an error message stating that the username cannot be reassigned for X days, where X is the amount of days defined in the General System Parameters.

Once the General System Parameter "Number of Working Days Before Deleting a User that is Flagged for Deletion" (located in the same folder) has elapsed, the original user record is physically deleted. Transaction history, however, will still be reported for this User on reports.

Note:

The ADMIN user cannot be deleted. Admin is always linked to the DEFAULT menu.

5.1.3.2 Adding and Deleting a Menu

Add as many menus as required in the store's situation. Once a menu has been added, link users to it and then use the Menu Editor to build the menu. If preferred, first build the appropriate menu and then link users to it.

The default menu as supplied with the software cannot be edited or deleted. Normally, only senior personnel should be linked to this menu, as it includes all system options.

To add a new menu

1. From the Application Menu Bar, select **Store Management > Users/Roles > User Maintenance (Base)**. On the Users and Menus dialog, select the **Menus** tab. The Menus list appears.

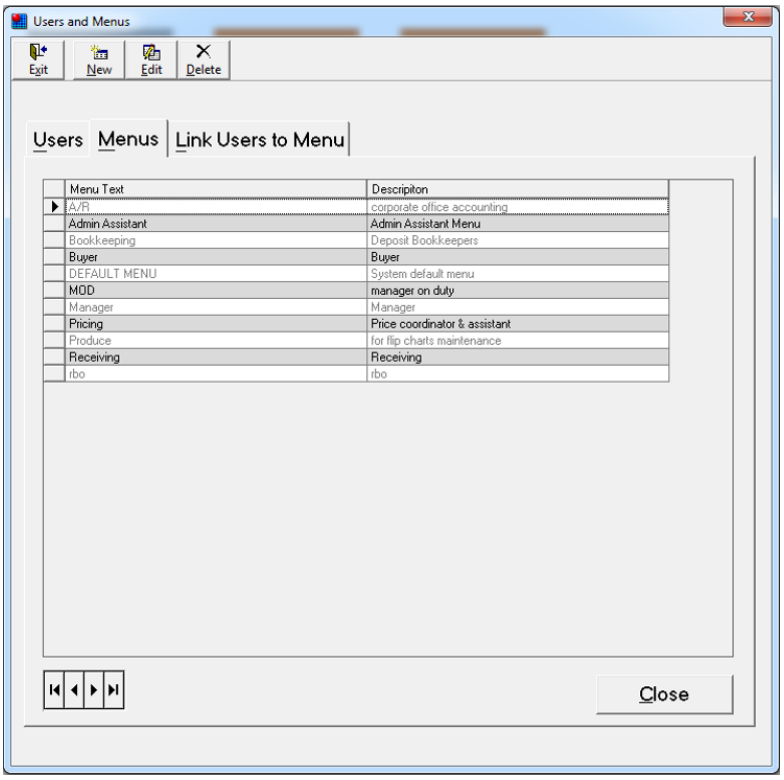


Figure 5-43. Users and Menus - Menus Tab

2. On the toolbar, select **New**. The New Menu dialog box appears.

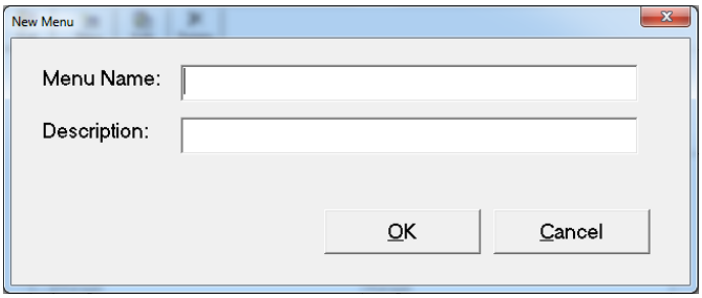


Figure 5-44. Users and Menus - New Menu Dialog

3. Enter the required menu name and a description.
4. Click **OK** to save.
   Users and menus are now added. For how to link them together, see “Linking Users to Menus.”

To delete a menu

Before deleting a menu, make sure there are no remote users logged in to it.

The default menu cannot be deleted.

1. On the Users and Menus dialog, select the **Menus** tab.
2. Highlight the menu to delete and on the toolbar, select **Delete**. Confirm the deletion.

5.1.3.3 Linking Users to Menus

Link a user to any number of menus. Users linked to more than one menu are prompted to select a menu when they log in to Office. Once logged in, users can switch between menus to which they have been linked.

Users linked to only one menu will not see other menus, nor will they have access to any other menu.

Note:

1. Remember security considerations when linking users to menus!

2. The Default menu and Admin user cannot be edited or deleted.

To link a user to a menu

1. From the Application Menu Bar, select **Store Management > Users/Roles > User Maintenance (Base)**. On the Users and Menus dialog, select the **Link Users to Menus** tab. The Link User to Menus dialog box appears.

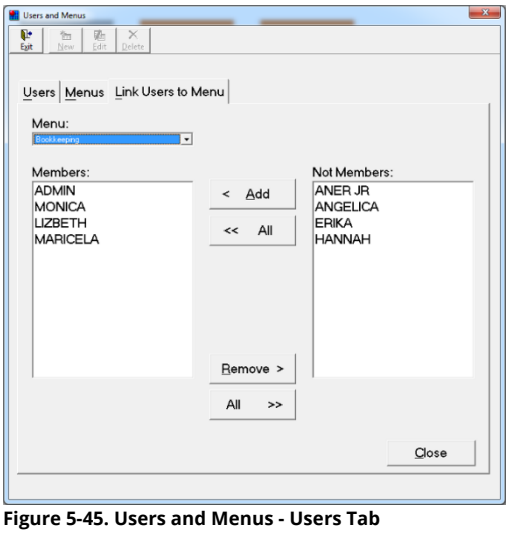


Figure 5-45. Users and Menus - Users Tab

Note:

Link or unlink users with “drag and drop” or with the **Add** and **Remove** buttons.

2. Select the required menu.
3. Choose the users to link. Shift-click on individual users and then select **Add**. To link all users, select **All**.
4. To unlink users, choose them, and then select **Remove** or **All**.

5.1.4 Profile Maintenance (Base)

Profile Maintenance provides the ability to create groups of Front Office users who will be notified of specific alerts.

Once established, profiles are assigned to the specific alerts to be sent to those hand-held computer users. Refer to “Linking Profiles to Alerts”.

To create a new profile:

1. From the Application Menu Bar, select Store **Management > Users/Roles > Profile Maintenance (Base)**. The Profile Maintenance Screen displays.

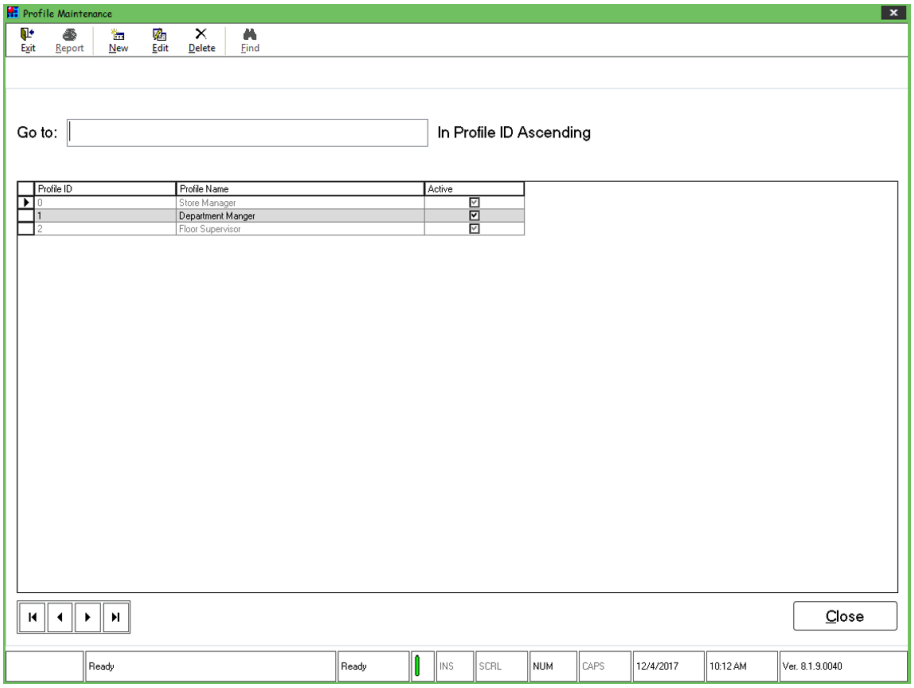


Figure 5-46. Profile Maintenance Application

2. Click **New**. The Profile Maintenance Screen displays.

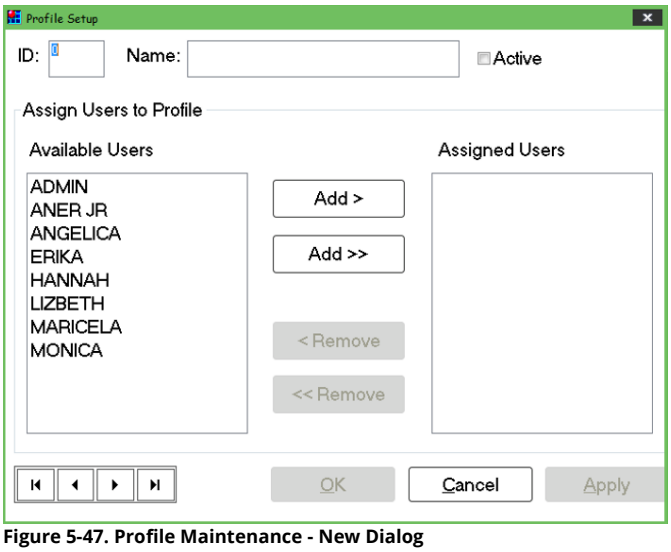


Figure 5-47. Profile Maintenance - New Dialog

3. Enter a unique ID number for the profile.
4. Enter a description for the profile in the Name field.
5. Highlight a user to add to the profile from the Available Users list and click the **Add >** button.
6. Repeat step 5 for each user to add to the profile.
7. Click the **Active** checkbox to make the profile active for those alerts assigned to it.
8. When finished, click **OK**.

Note:

A user can be linked to multiple alert profiles.

5.2 Department Setup

5.2.1 Introduction

Use the Department Setup menu to access the back office application, **Department Maintenance**, or the front office application, **Departments (Base)**. Additional supporting Base department applications can also be accessed here including: **Subdepartments (Base)**, **Department Groups (Base)**, **Super Groups (Base)**, and **Hierarchy Level Maintenance (Base)**.

The **Department Maintenance** application described below is intended to be used as a replacement for the **Departments (Base)** application if a store is using any back office applications. **Department Maintenance** stores its data in the back office database which makes the data available to the other back office applications like **Item Maintenance** and associated reports. Changes made in **Department Maintenance** are saved to the back office data base and then automatically sent to the front office database so that it stays in sync and can be forwarded to the POS.

5.2.2 Department Maintenance

Use the **Department Maintenance** application to add, modify, or delete departments. To access the **Department Maintenance** application from the Application Menu Bar, select **Store Management > Department Setup > Department Maintenance**.

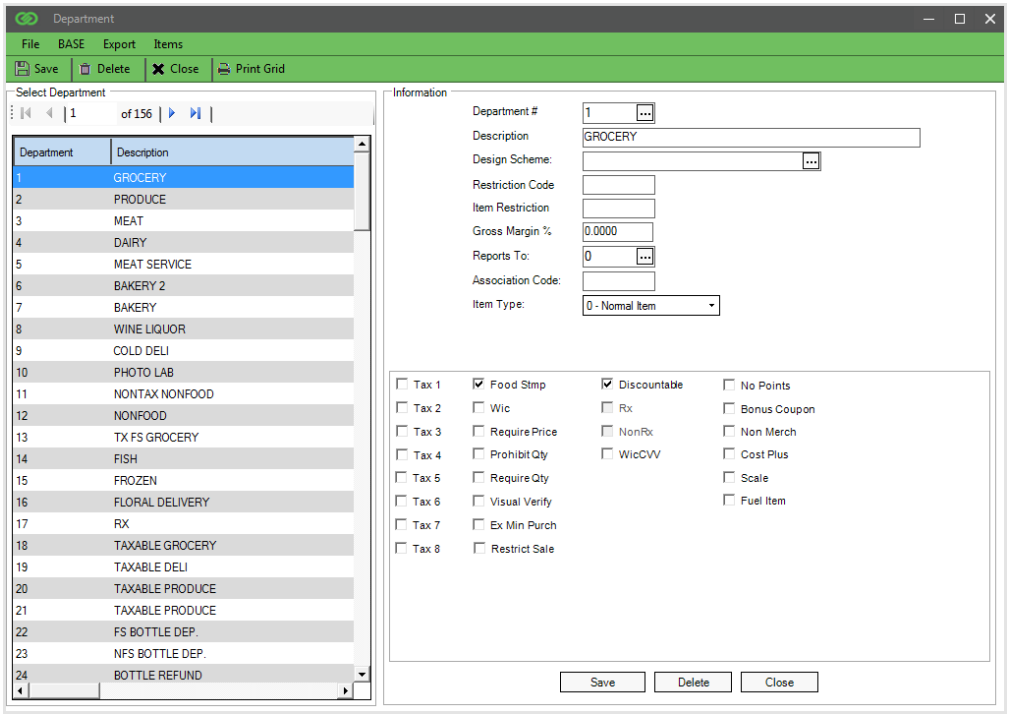


Figure 5-48. Department Maintenance Application

5.2.2.1 Screen Fields

The table below provides a description of the fields on the screen.

Field	Description
Select Department	Located on the left side of the screen, the grid lists all departments that have been created or imported. When the screen is initially displayed, all existing departments are listed in the grid. Use the vertical scroll bar to view all departments, and use the horizontal scroll bar to view all the department's details. Selecting (clicking) a department in the grid results in its details displaying on the right side of the screen. Right-clicking the grid's header displays a menu that provides menu options to multi sort the grid, export the grid contents to Excel, and add/remove grid columns.
Department#	Required numeric value that uniquely identifies the department.
Description	Department's description that identifies the department.
Design Scheme	Drop-down to select a label configuration template.
Restriction Code	A value associated with a code that restricts the sales of an item that is associated with the department. For example, a code associated with age restriction on the sale of alcohol.
Item Restriction	A value that places a restriction on when items (associated with the department) can be bought or sold. For example, a value associated to a restriction of when an item can be sold.
Gross Margin %	The department's target gross margin.
Reports To	A drop-down to select a department that the current department will report to. Provides a way to group departments with other departments.
Association Code	Code used to group departments together.
Item Type	A drop-down to select the item type. When a department is assigned to an item, the type assigned to the department, will be the item's type. For instance, if a department's Item Type is Store Coupon, then an item assigned this department will be a store coupon.

5.2.2.2 POS Flags

The **Department Maintenance** application contains POS flags that can be used to set the POS flags of items assigned to the department.

Figure 5-49. POS Flags

The POS flags are described in the table below.

Flag	Description
Tax1 – Tax 8	Selecting one of the Tax flags assigns the tax rate (associated with the flag) to items assigned to the department.
Food Stmp	Item sold by this department may be paid for using food stamps.
Wic	WIC: Women, Infants, and Children Payment by WIC voucher for items sold by this department is allowed in a WIC transaction.
Required Price	If this flag is selected, items assigned to this department will require the cashier to manually enter a price.
Prohibit Qty	If this flag is selected, items assigned to this department prohibit the Qty key or Repeat key on the PoS terminal from being used when this item is sold.
Require Qty	If this flag is selected, items assigned to this department will require cashier to manually enter quantity for the item.
Visual Verify	If this flag is selected, items assigned to this department will require cashier to verify price on the product.
Ex Min Purch	Selected to exclude the minimum purchase from the Department Sale.
Restrict Sale	If this flag is selected, items assigned to this department are prohibited from being sold.
Discountable	If flag is checked, system enables discounts for all items in this department.
Rx	If the flag is checked, the department

	is a Rx department
NonRx	If this parameter is checked, the department is a Non-Rx Healthcare department.
WicCvv	WicCvv (WIC Cash Value Voucher) for fruits and vegetables sold in this department is allowed. **Note:** WIC and WicCvv flags are mutually exclusive in Department Maintenance. If the WIC flag is checked, the WicCvv flag is automatically grayed out. The user must uncheck the WIC flag in order to enable the WicCvv flag(and visa versa). When the WicCvv flag is checked, the Food Stmp flag is automatically set (if previously "Off"). If the WicCvv is unchecked, the Food Stmp flag setting will not change. If the Food Stmp flag is unchecked and the WicCvv flag was previously checked, the WicCvv flag will be automatically unchecked.
No Points	Select this flag to prevent reward of member card (loyalty system) points.
Bonus Coupon	If flag is selected, enables a department to be sold as a bonus coupon.
Non Merch	Indicates a non-marchandise item.
Cost Plus	Select this flag to enable the Cost Plus feature for sale by department. Cashiers can ring up any item with this method for inclusion in the Cost Plus total.
Scale	Weighing is allowed for items sold by this department.
Fuel Item	To enable the currently selected department as a fuel department, select this flag.

5.2.2.3Setting POS Flags

The setting of item POS flags to department POS flag values is not performed unless configured in the **Site Setup** application or explicitly executed in **Department Maintenance**.

To configure setting POS flags on assignment

The **Site Setup** application provides a setting – that when set – results in an item's POS Flags being set to the department POS flag values when the item is assigned to the department in the **Item Maintenance** application. The setting is the On New Items Set POS Flags By that is located on **Site Setup**'s Host Setup tab and must be set to Department for department's flags to be applied to the item's flags.

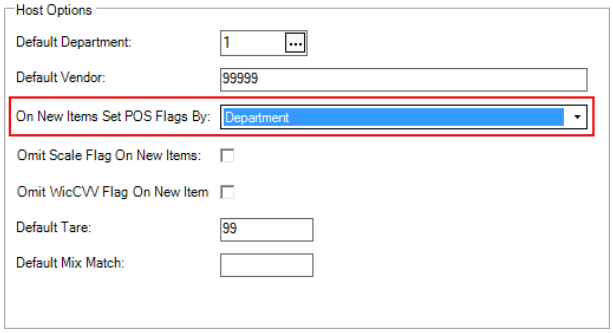


Figure 5-50. POS Flags Options

To explicitly set item flags in Department Maintenance

The **Department Maintenance** application provides the functionality to explicitly apply the department POS flags to all items assigned to the department. To perform this operation, select **Items > Update Items Flags With Selected Department(s)**.

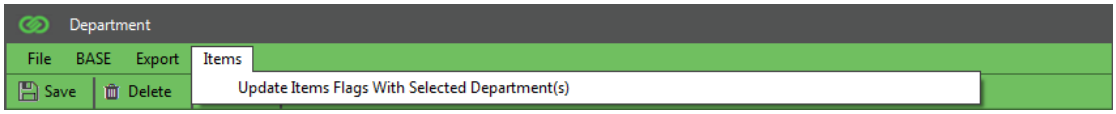


Figure 5-51. Update Items Flags With Selected Department(s)

5.2.2.4Modify Department

1. Click on the department (in the grid) that is to be modified. The department's information will appear in the fields to the right of the grid.
2. Using the fields, modify the department's data.
3. Click **Save**. Changes are updated in the application's grid.

Note:
Saving department information does not automatically update POS flags at the item level.

5.2.2.5Update POS Flags

If POS flags are modified in **Department Maintenance**, these modifications are not automatically applied to the POS flags of the items assigned to the department. To apply the department POS Flag:

1. Click on the department (in the grid) whose POS flags have been modified.
2. Select **Items > Update Items Flags With Selected Department(s)** in the top menu bar of the application.

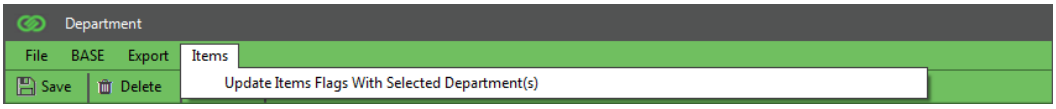


Figure 5-52. Update Items Flags With Selected Department(s)

3. A **Set Flags** dialog appears.

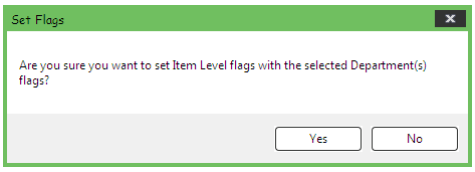


Figure 5-53. Set Flags Dialog

4. Click **Yes** to update the item's POS flags or click **No** to cancel the update.

Note:

This operation will update the POS flags of all items assigned to the currently selected department.

5.2.2.6 Add Department

1. Type an unassigned number into the **Department #** field.

Note:

If an existing department # is entered, tabbing out of the **Department #** field results in the existing department's details being listed in the department fields.

2. Tab out of the field, or click into another field. In blue text, "New Department" appears on the screen to indicate that **Department Maintenance** is in add mode.
3. Use the fields to the right of the grid to add department's details. The only required field is the **Department#** which is set in step 1.
4. (Optional) Set POS flags (bottom right of screen).
5. Click **Save**. The new Department appears at the bottom of the list on the left.

5.2.2.7Grouping Departments

Departments can be grouped under one department creating a sub-department to main department hierarchical relationship. To group one or more departments under one department, set the sub-department's **Reports To** field to the main department.

5.2.2.8 Delete Department

To delete a Department:

1. Click on the department (in the grid) that is to be deleted.
2. Click **Delete** on the menu bar or bottom right of the screen. Delete Department dialog is displayed to verify if the department is to be deleted.

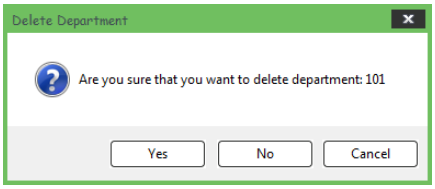


Figure 5-54. Delete Department Dialog

3. Click **Yes** to delete the department, or click **No** or **Cancel** to abort the delete operation.

Note:
If a department has UPCs assigned, **ENCOR** does not delete that department. To remove a department, first delete or reassign items associated to that department.

Note:
Closing the Department Maintenance window does not automatically save changes. Click **Save** to update changes before closing.

5.2.2.9 Pull Departments from BASE

Department Maintenance provides the functionality pull departments from the base department file. This action overwrites the existing departments in **Department Maintenance.**

To import departments from the base department file:

1. Select **BASE > Pull from Base**.

Figure 5-55. Pull from Base

The **Activate** message box is displayed.

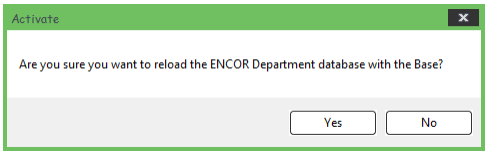


Figure 5-56. Activate Message Box

2. Click **Yes** to import departments from the base department file or **No** to abort the import.

5.2.2.10 Export Departments to SPC File

Department Maintenance provides the functionality to export all existing departments to an SPF file.

To export departments:

1. Select **Export > SPC Format**.

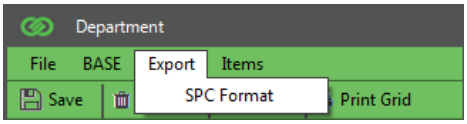


Figure 5-57. SPC Format

After the menu option is selected, the departments are written to an SPF file in **ENCOR's** default export directory and a message is displayed stating the number of departments exported and the file name.

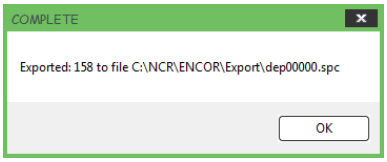


Figure 5-58. Complete Dialog

2. Click **OK**.

5.2.2.11 Export Departments to Excel

Department Maintenance provides the functionality to export all department's listed in the Select Department grid.

To export departments:

1. Right-click the grid header. A pop-up menu is displayed.

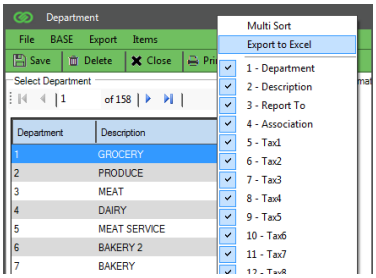


Figure 5-59. Grid Header Pop-up Menu

2. Select **Export to Excel**. Excel is launched with the Select Department grid's data.

Note:

Excel must be installed for this operation.

5.2.3 Departments (Base)

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

- Departments
- Sub-Departments
- Department Groups (for informative, reporting purposes)
- Super Groups
- Hierarchy Levels (if using Loyalty Pro)

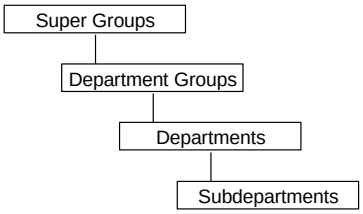


Figure 5-60. Hierarchy Levels

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.

The **Departments (Base)** application enables the user 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 set up a department

1. From the Application Menu Bar, select **Store Management > Department Setup > Departments**. The **Department Maintenance** application opens.

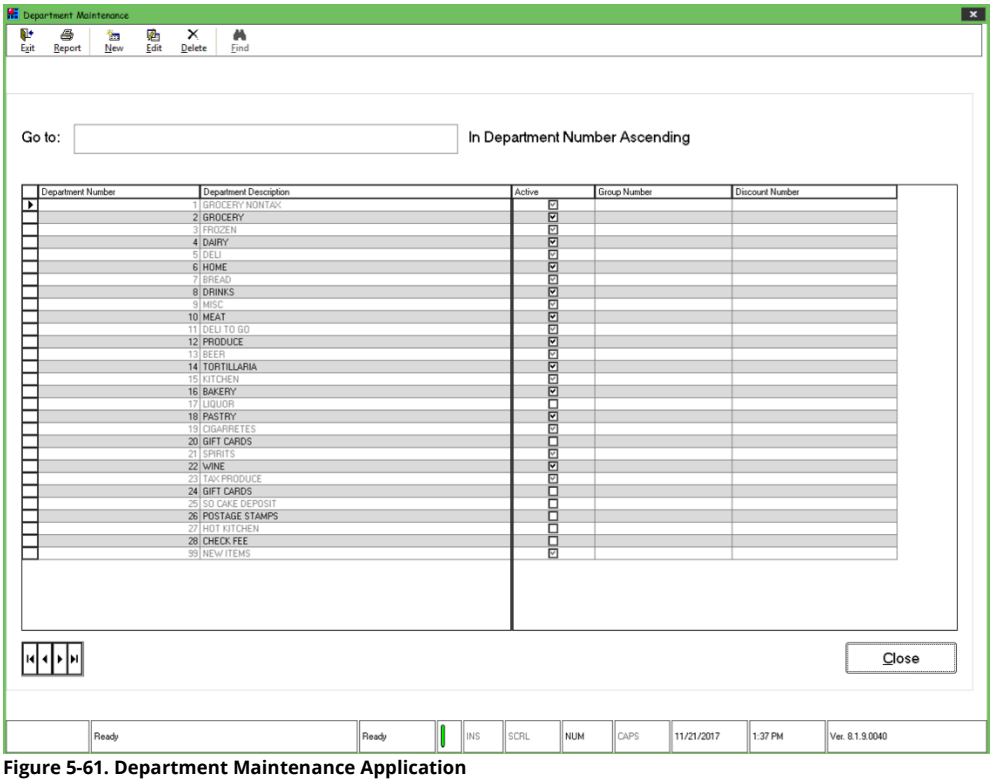


Figure 5-61. Department Maintenance Application

2. On the toolbar, select **New**. The Department Maintenance dialog box opens.
3. Enter the appropriate department number (up to four digits) and name.
4. To activate the department, select the **Active** checkbox.

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

5.2.3.1 Basic Setup Tab

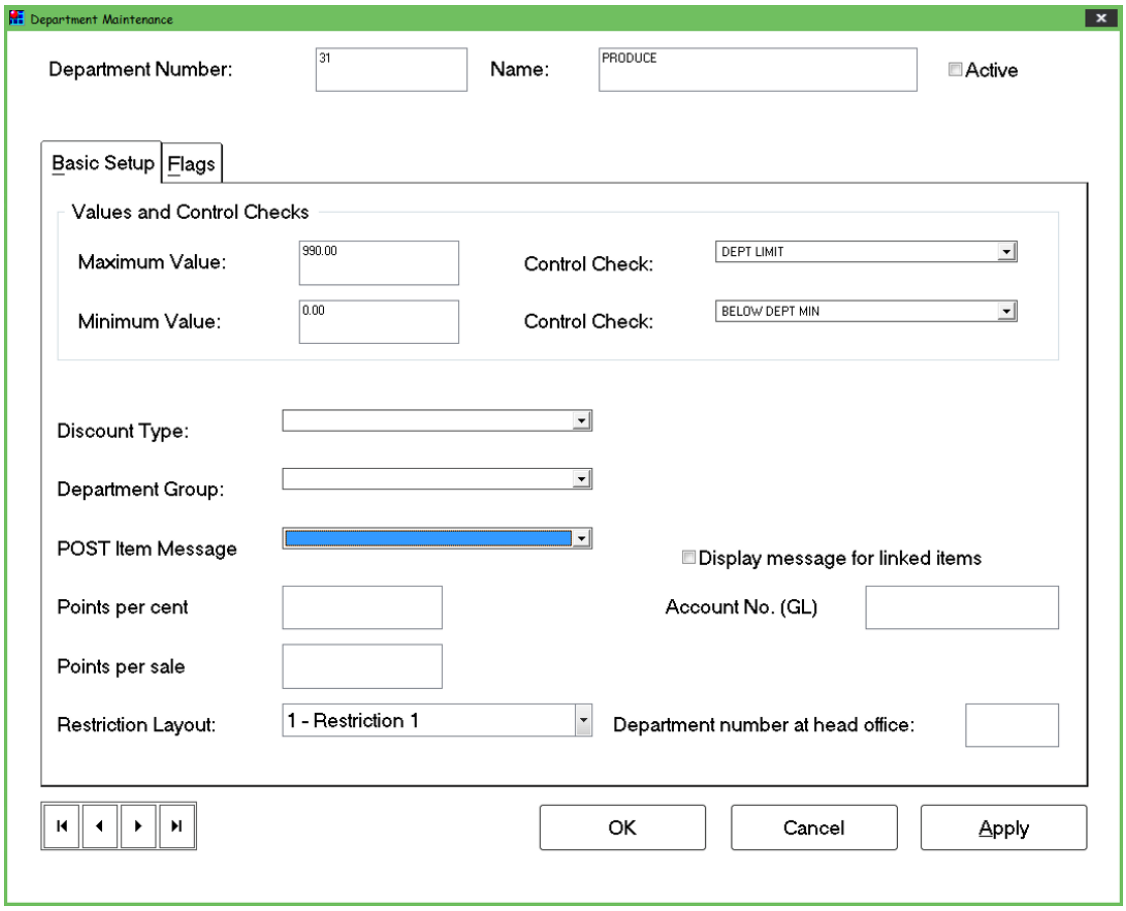


Figure 5-62. Department Maintenance - Basic Setup Tab

Field	Description
Maximum Value	Maximum value allowed for this department (up to eight digits). Do not type in the decimal point. This value is relevant for sales made using the **Dept** 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 eight digits). Do not type in the decimal point. This value is relevant for sales made using the **Dept** 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.
Department Group	For reporting purposes. 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.
POST Item Message	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. For details on creating POST Item Message, refer to the POST Control section in this chapter of the guide.
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 five 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).

5.2.3.2Flags Tab

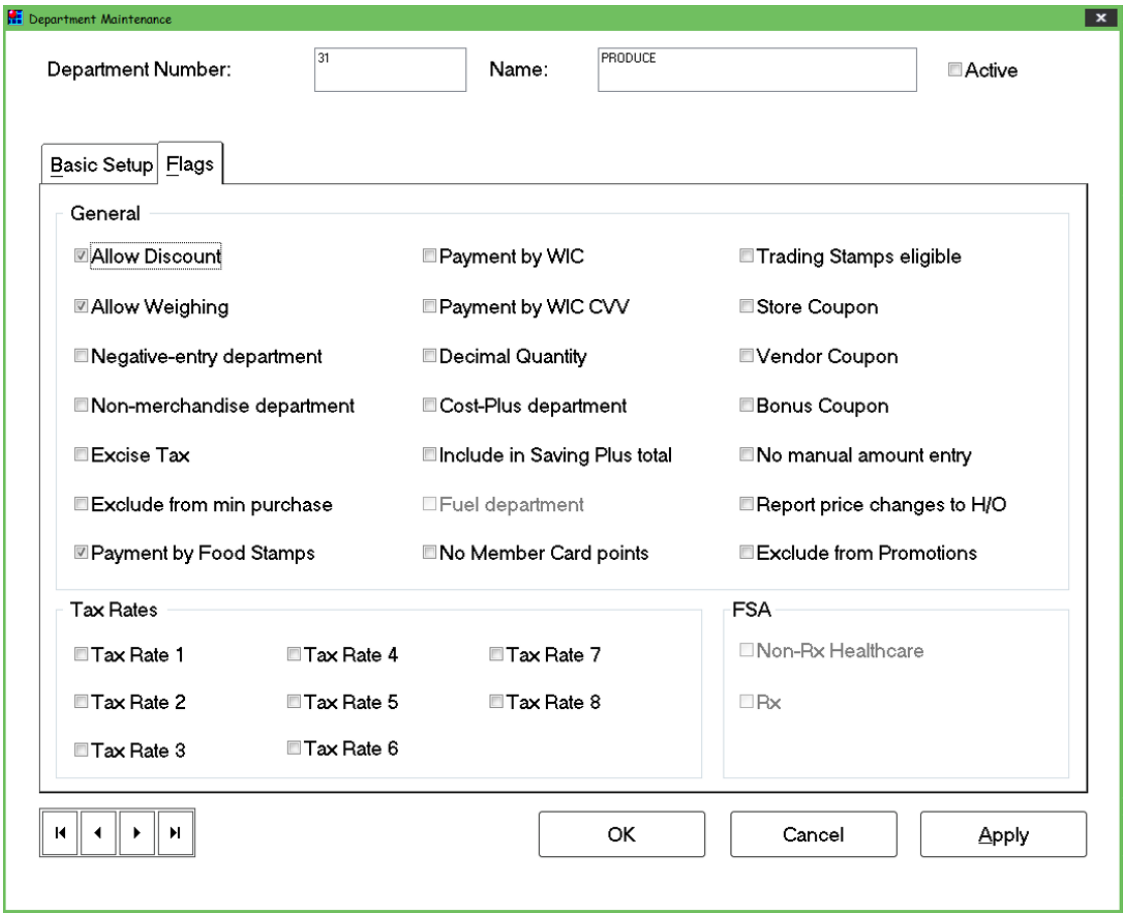


Figure 5-63. Department Maintenance - Flags Tab

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 **Dept** key at the PoS terminal).
Negative entry Department	Items sold by this department (using the **Dept** key at the PoS terminal) have negative values.
Non-merchandise Department	Items sold by this department (using the **Dept** key at 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.
Exclude from min Purchase	Select this check box to exclude the minimum purchase from the department sale.

Payment by Food Stamps	Items sold by this department (using the **Dept** 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 **Dept** key at the PoS terminal) is allowed in a WIC transaction.
Payment by WIC CVV	Payment by WIC Cash Value Voucher for fruits and vegetables sold in this department (using the **Dept** key at the PoS terminal) is allowed. **Note:** The "Payment by WIC" and "Payment by WIC CVV" flags are mutually exclusive in Department Maintenance. If the Payment by WIC flag is enabled, the Payment by WIC CVV flag is automatically grayed out. The user must uncheck the Payment by WIC flag to enable the Payment by WIC CVV flag (and vice versa). When the Payment by WIC CVV flag is checked, the "Payment by Food Stamps" flag is automatically set (if previously "Off"). If the Payment by WIC CVV flag is unchecked, the Payment by Food Stamps flag setting will not change. If the Payment by Food Stamps flag is unchecked and the Payment by WIC CVV flag was previously checked, the Payment by WIC CVV flag will be automatically unchecked.
Cost-Plus Department	Select this checkbox to enable the Cost Plus feature for sale by department. Cashiers can ring up *any* 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 **Dept** 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 vendor or manufacturer coupon.
Bonus Coupon	Selecting this checkbox enables a department to be sold as a bonus coupon.
No manual amount entry	Select this checkbox to prohibit manual key entry into this department.
Report price changes to H/O	Reserved for future use.

Tax Rates: 1 to 8	Enables assignment of up to eight tax rates to items in this department. Tax rates must be defined in the Taxation Rates option, see “Tax Rates Maintenance” later in this chapter. Select the tax rates that apply to this department. 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 “PLU and Batch Parameters” in the “Front Office Parameters” chapter.
Non-Rx Healthcare Item	If this parameter is checked, the department is a Non-Rx Healthcare department.
Rx Item	If this parameter is checked, the department is an Rx department.

5.2.4 Subdepartments (Base)

Use the Subdepartments 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. Subdepartment 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 Application Menu Bar, select **Store Management > Department Setup > Subdepartments**. The **Subdepartments** application opens.

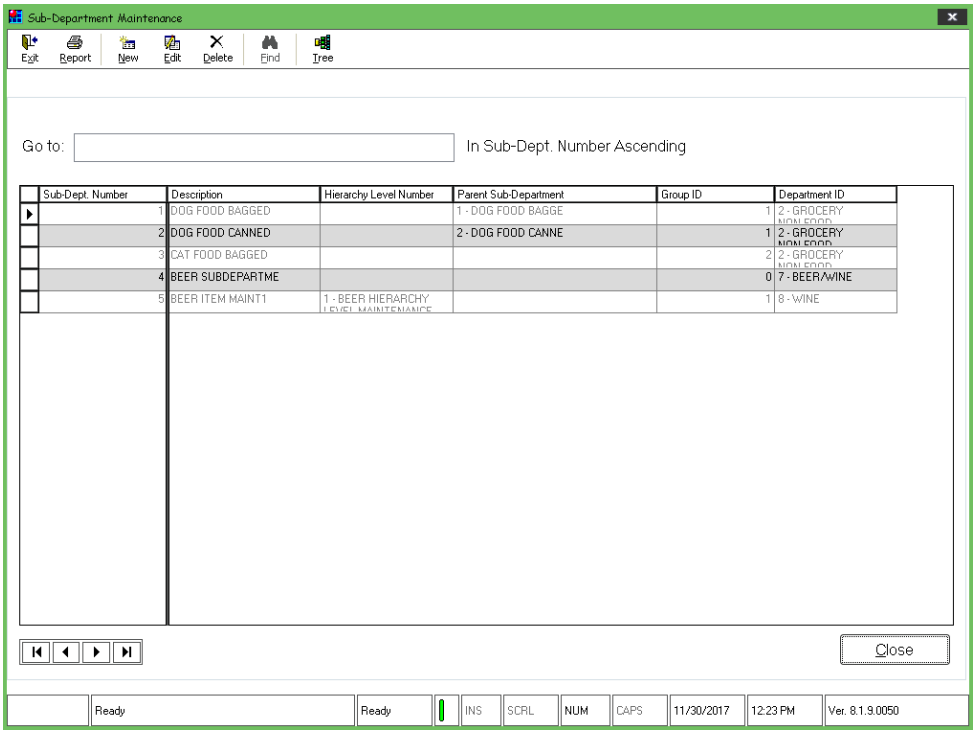


Figure 5-64. Sub-Department Maintenance

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

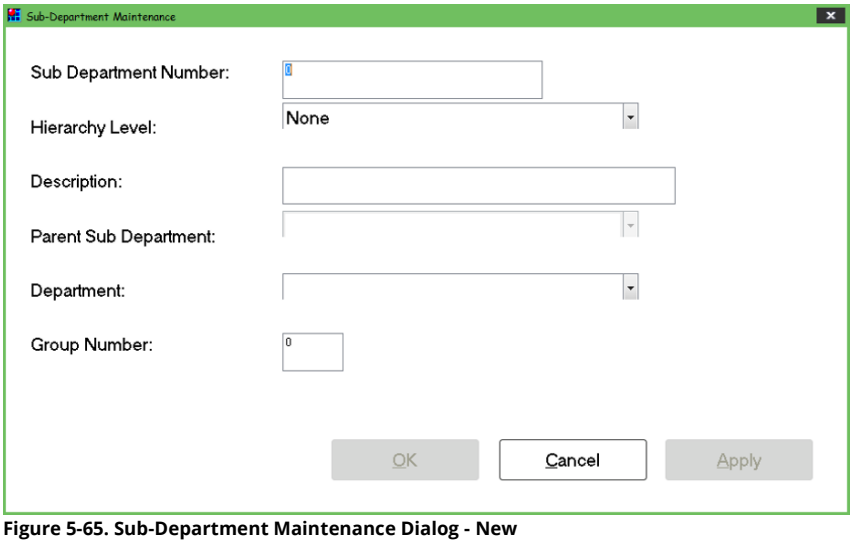


Figure 5-65. Sub-Department Maintenance Dialog - New

3. Enter the new sub-department number and description.
4. If using Loyalty Pro, click the Hierarchy Level field selection arrow and select the level to assign to this sub-department. (For more information on hierarchy levels, see “Hierarchy Level Maintenance.”)
5. Enter a description for the sub-department.

6. If using Loyalty Pro click the Parent Sub Department field selection arrow and select the parent sub-department (if any) for this sub-department. (For more information see “Hierarchy Level Maintenance.”)

Note:

For Hierarchy Level of 1, a parent sub-department cannot be selected (since it is the top of the hierarchy).

7. Choose the department to which the sub-department belongs.
8. (Optional) Enter a Group Number for this sub-department (between 1 and 99) for reporting purposes.
9. Select **OK** or **Apply** to save.

Note:

A Hierarchy Level cannot be removed unless it is the lowest level in the hierarchy.

Note:

To view the relationships between sub-departments and their parent sub-departments, click the **Tree** icon from the **Sub-Department Maintenance** application. The tree can be expanded and contracted by using the **Up** and **Down** buttons.

Figure 5-66. Sub-Department Maintenance - Sub Department Tree

5.2.5 Department Groups (Base)

This option enables the user to create customized groups for reporting purposes. The user can then link them to super groups. (See “Super Groups” below.)

To add a new Department Group

1. From the Application Menu Bar, select **Store Management > Department Setup > Department Groups**. The **Department Groups Maintenance** application opens.
2. On the toolbar, select **New**. The Department Group Maintenance dialog box opens.
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. Select **OK** or **Apply** to save.

5.2.6 Super Groups (Base)

This option enables the user to define “high-level” groups. Once super groups are defined, the user can assign regular groups to them (see “Department Groups” above). For example, the user may want to create a super group called FOODS, and link all food groups (and 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 From the Application Menu Bar, select **Store Management > Department Setup > Super Groups**. The **Super Groups Maintenance** application opens.
2. On the toolbar, select **New**. The Super Group Maintenance dialog box opens.
3. Enter the required super group number and the description.
4. If required, specify the super group as non-merchandise.
5. Select **OK** or **Apply** to save.

5.2.7 Hierarchy Level Maintenance (Base)

For sites with Loyalty Pro, the **Hierarchy Level Maintenance** application is used to establish a sub-department hierarchy to set sub-departments as attachments to Loyalty promotions. The feature enhances promotion flexibility by providing the ability to control groups of items placed on promotion.

Based on the example below, a loyalty promotion could be targeted at the sub-department Hierarchy Level A (all drinks), the Hierarchy Level B (spirits and beverages), or Hierarchy Level C (plain, soda, and natural beverages). Level A is a “Parent Sub Department” of Level B. Level B is a “Parent Sub Department” of Level C.

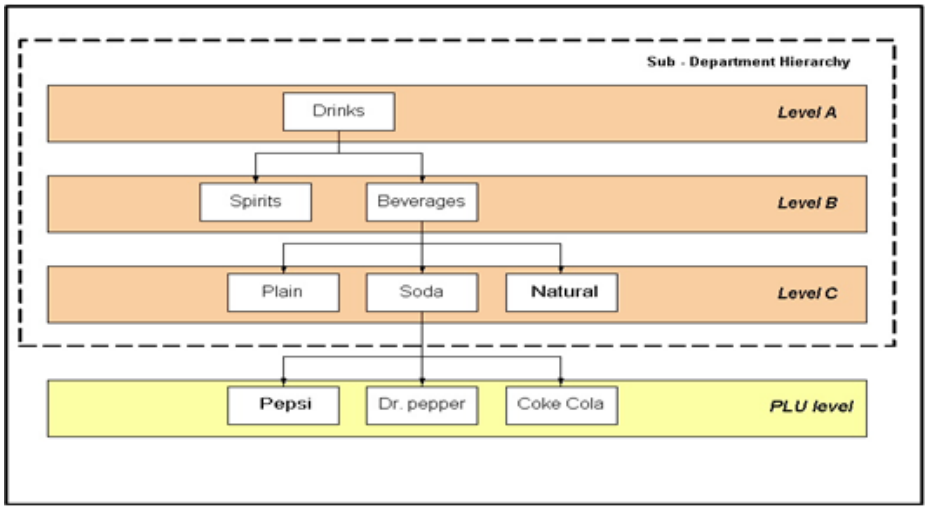


Figure 5-67. Sub-Department Hierarchy Example

Note:

At the PLU Level, Loyalty Pro promotions linked to the item will appear on the Promotions tab in **PLU Maintenance**.

Once established here, hierarchy levels are attached to sub-departments in Sub-Department Maintenance (see “Subdepartments”) where their “Parent Sub Department” is identified.

To add a hierarchy level

1. From the Application Menu Bar, select **Store Management > Department Setup > Hierarchy Level Maintenance**. The **Hierarchy Level Maintenance** application opens.

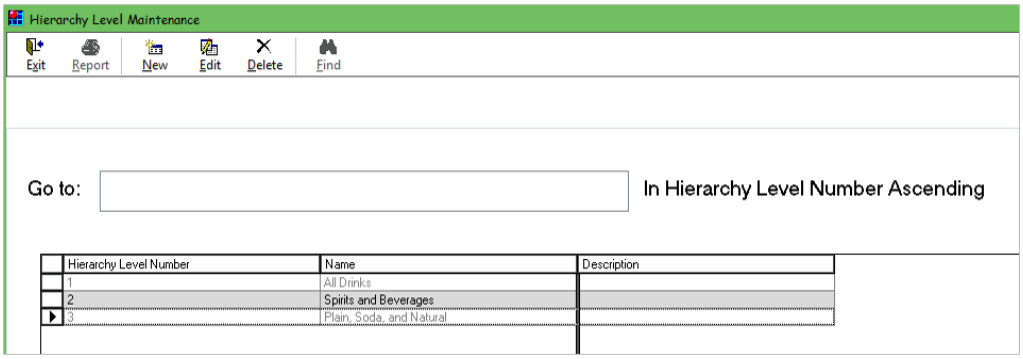


Figure 5-68. Hierarchy Level Maintenance Application

2. On the toolbar, select **New**. The Hierarchy Level Maintenance dialog box opens (with the next available level number assigned).

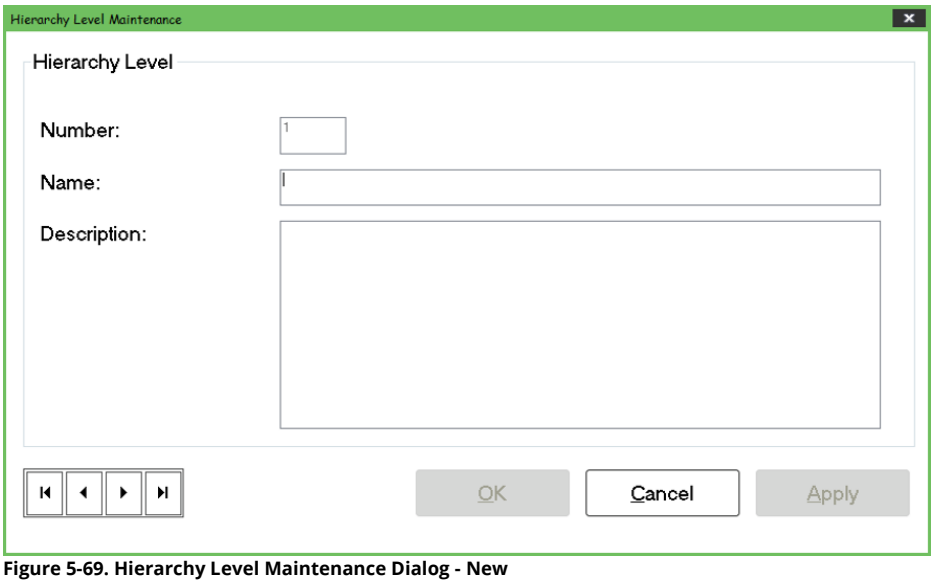


Figure 5-69. Hierarchy Level Maintenance Dialog - New

3. Enter a Name and Description of the level in the respective fields.
4. Select **OK** or **Apply** to save.

5.3 Financial

Monetary-related databases are established using applications found in Store Management > Financial. Among the applications found here are:

- Tender Maintenance
- Return Types
- Discounts
- Tax Rates
- Payouts/Receipts
- Banks in System
- Currency Programming
- Foreign Currency Maintenance
- Tender Opening Loan Maintenance
- Safe Definition

5.3.1 Tender Maintenance

This option enables the user 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 Application Menu Bar, select **Store Management > Financial > Tender Maintenance**. The **Tender Maintenance** application opens.

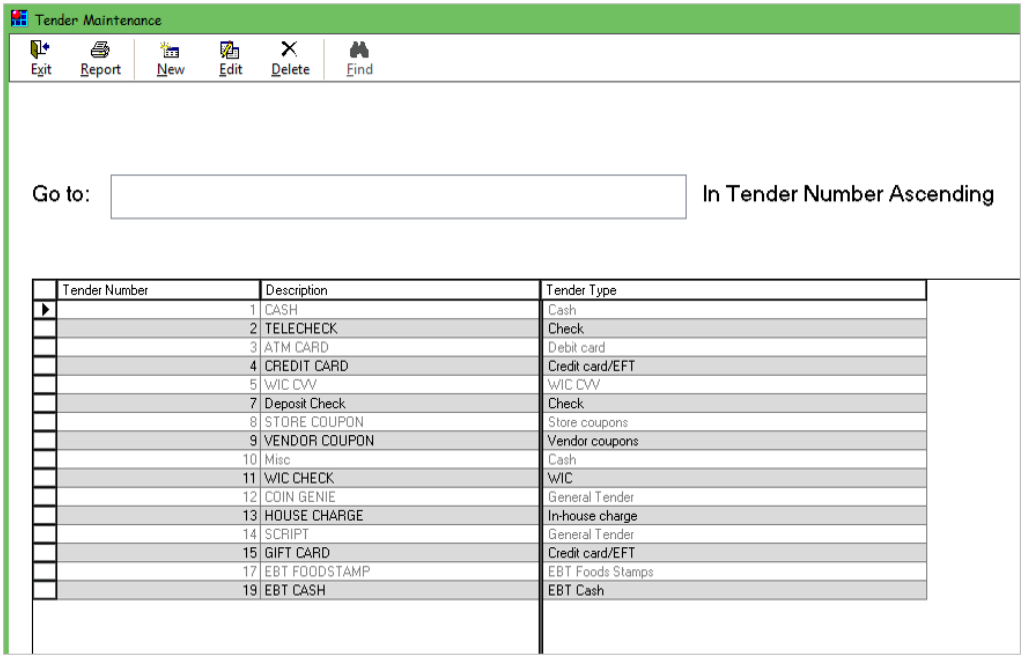


Figure 5-70. Tender Maintenance Application

2. On the toolbar, select **New**. The Tender Maintenance dialog box opens.
3. Enter the required tender number and name.

4. Enter all options or set parameters as required. These fields are explained below.
5. Select **OK** or **Apply** to save.

5.3.1.1 Tender Setup Tab

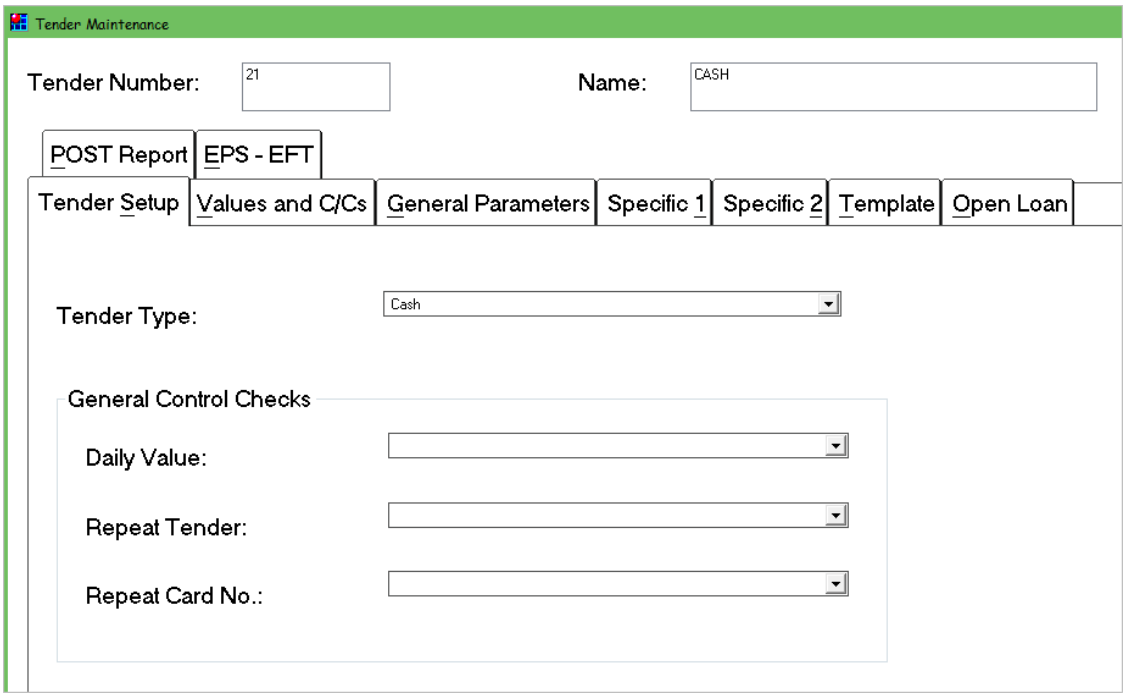


Figure 5-71. Tender Maintenance Application - Tender Setup Tab

Field	Description
Tender Type	Choose the appropriate tender type from the drop-down list. **Note:** NCR Connected Payments: If using NCR Connected Payments, the tenders listed below must have Tender Types set to the following: 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 using barcoded tender, the tenders listed below must have Tender Types set to the following: TENDER — FIELD VALUE Coinstar — Cash **E-Ticket Tender:** If using the E-Ticket Interface (shopping on the internet), the tenders listed below must have Tender Types set to the following: TENDER — FIELD VALUE

	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.

5.3.1.2 Values and Control Checks Tab

Specify values and their relevant control checks.

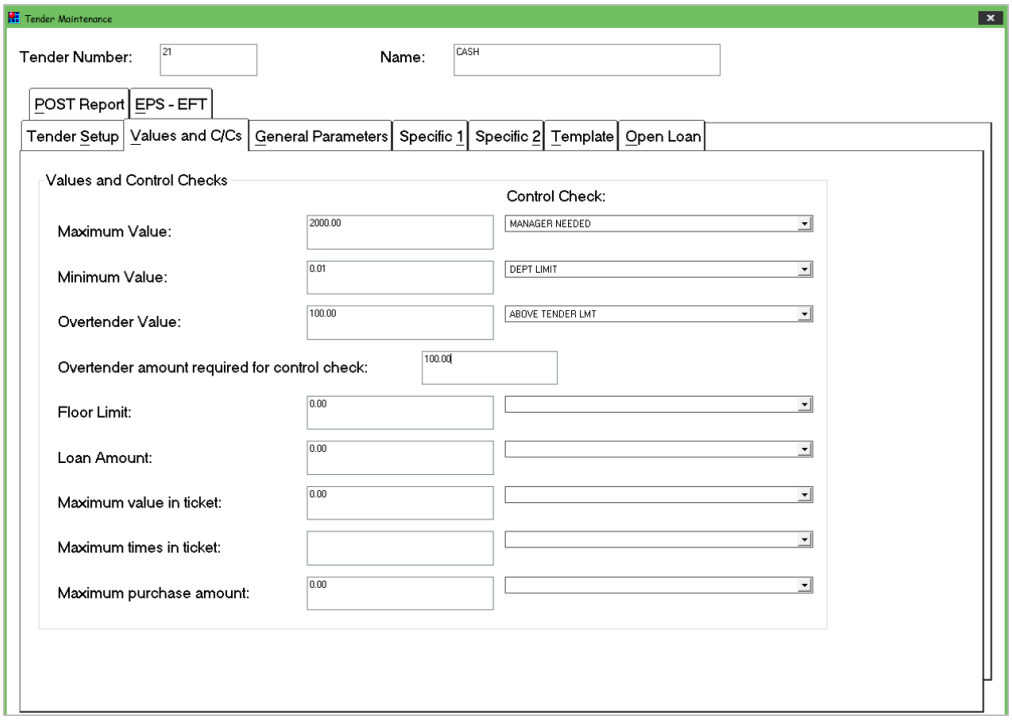


Figure 5-72. Tender Maintenance Application - Values and C/Cs Tab

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.

5.3.1.3 General Parameters Tab

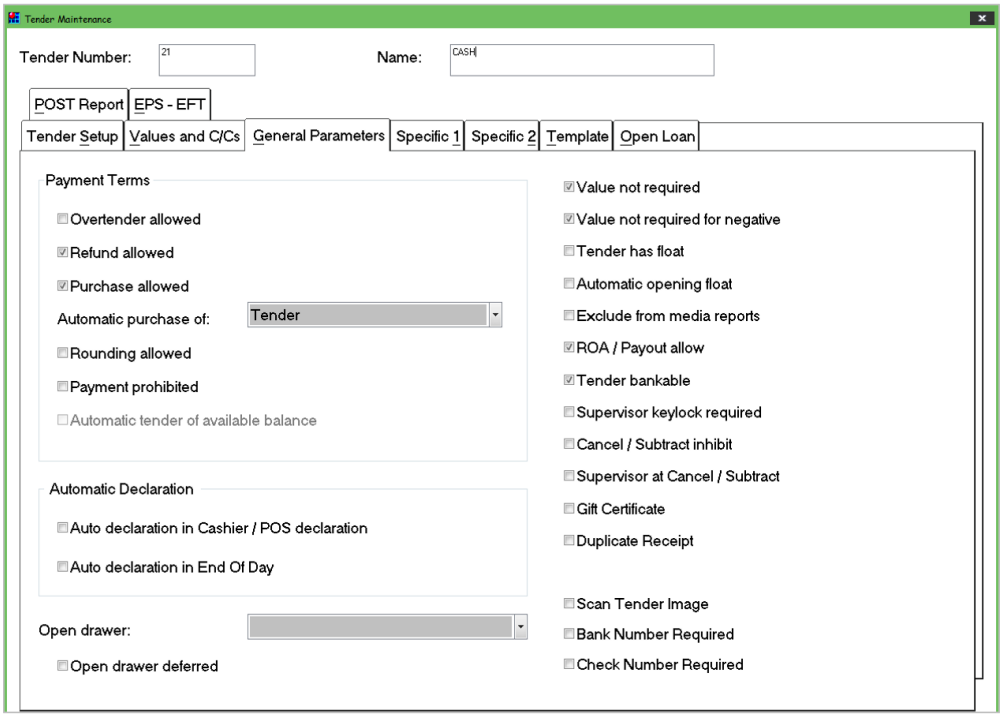


Figure 5-73. Tender Maintenance Application - General Parameters Tab

Field	Description
Overtender allowed	Select if overtendering is allowed. **Note:** **Barcoded Tender**: If using barcoded tender, the tenders listed below must have Overtender allowed set to the following: TENDER — FIELD VALUE Coinstar — Select this checkbox **E-Ticket Tender**: If using the E-Ticket Interface, the tenders listed below must have Ovetender allowed set to the following: TENDER — FIELD VALUE E-Ticket — Select this checkbox
Refund allowed	Select if refunds are allowed. **Note:** **NCR Connected Payments**: If using NCR Connected Payments, the tenders listed below must have Refund allowed set to the following: TENDER — FIELD VALUE Check — Do not select **Barcoded Tender**: If using barcoded tender, the tender(s)

	listed below must have Refund allowed set to the following: TENDER FIELD VALUE Coinstar Select this checkbox **E-Ticket Tender**: If using the E-Ticket interface, the tenders listed below must have Refund allowed set to the following: TENDER FIELD VALUE E-Ticket Select this checkbox
Purchase allowed	Select whether this tender can be purchased. For example, if tender type is check and purchase is allowed, check cashing can be used with a tender purchase transaction. **Note:** **Barcoded Tender**: If using barcoded tender, the tenders listed below must have Purchase allowed set to the following: TENDER FIELD VALUE Coinstar Select this checkbox **E-Ticket Tender**: If using the E-Ticket interface, the tenders listed below must have Purchased allowed set to the following: TENDER FIELD VALUE E-Ticket Select this checkbox
Automatic purchase of (tender)	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 **Tender Purchase** key. (The cashier simply enters the amount required and presses the relevant tender key or presses the **Tender** key for a list of tenders.) There are three choices: ▪ **None**: No automatic tender purchase allowed. ▪ **Tender**: Cashier can choose which tender to pay out (by customer request and store policy). Cashier must press the relevant tender key or press **Tender** key for a list of tenders. ▪ **Cash**: System defaults to payout of cash only.
Rounding allowed	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. 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.
Payment prohibited	Select whether use of this tender should be prohibited at tender time.
Automatic Tender of Available Balance	For EBT Tendered transactions where available EBT balances remaining are less than the transaction balance due, select this option to automatically apply all the remaining balance to a portion of the balance due.
Auto declaration in	Select if tender is to be automatically declared (accepted) at

Cashier/POS declaration	Cashier/POS declaration. **Note:** 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.
Auto declaration in End of Day	Select if tender is to be automatically declared (accepted) when the system End of Day is performed.
Open drawer	Choose the required option: ▪ **None**: Drawer does not open. ▪ **Open drawer at once**: Drawer opens immediately on tendering, whether there is change or not. ▪ **Open drawer if change**: Drawer opens only if change is due to the customer. ▪ **Open drawer on change**: Drawer opens after customer receipt has printed, even if no change.
Open drawer deferred	When the Open drawer option is set to "Open drawer on change," check this box to defer the opening of the cash drawer until after all other tenders have been processed (in split-tendered tickets).
Value not required	If selected, cashiers can press the relevant tender button (for example, **Cash**), 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.
Value not required for negative	This is the same as the option above, but for negative transactions. **Note:** **E-Ticket Tender**: If using the E-Ticket interface, the tenders listed below must have Value not required for negative set to the following: TENDER — FIELD VALUE E-Ticket — Select this checkbox
Tender has float	Allow opening loan or additional loan.
Automatic opening float	If selected, 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 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	Check to indicate the tender is a gift certificate. **Note:** The Tender Type should be set for "Other/Charge Posting" and the "Endorsement Template No." field (Template tab) should hold the template configured for printing the balance information (old and new) and purchase amount.
Duplicate Receipt	If selected, a duplicate receipt will be printed when this media is tendered (e.g., credit card).
Pay at Pump	If selected, this tender may be used for fuel purchases made at the pump.
Scan Tender Image	Check this box to enable sending the check image to the Front Office database on MFS1 (to support Electronic Check Conversion (ECC) and Check Imaging). An ECC is similar to a debit card transaction. The customer hands the cashier a check. The check is placed into the OPOS Printer/Scanner and returned to the customer after the sale is authorized and tendered. A copy of the presented check image in an ECC transaction must be saved. **Note:** This parameter will not work at the POS if the drivers for the OPOS Check Scanner are not set in the Post Configuration Screen's E-Ticket-OPOS tab (within System Administration).
Bank Number Required	If selected, the bank number will be transmitted on Electronic Check Authorization. **Note:** **NCR Connected Payments**: If using NCR Connected Payments, the tenders listed below must have Bank Number Required set to the following: TENDER — FIELD VALUE Check — Select this checkbox
Check Number Required	If selected, the check number will be transmitted on Electronic Check Authorization. **Note:** **NCR Connected Payments**: If using NCR Connected Payments, the tenders listed below must have Check Number Required set to the following: TENDER — FIELD VALUE Check — Select this checkbox

5.3.1.4 Specific Parameters 1 Tab

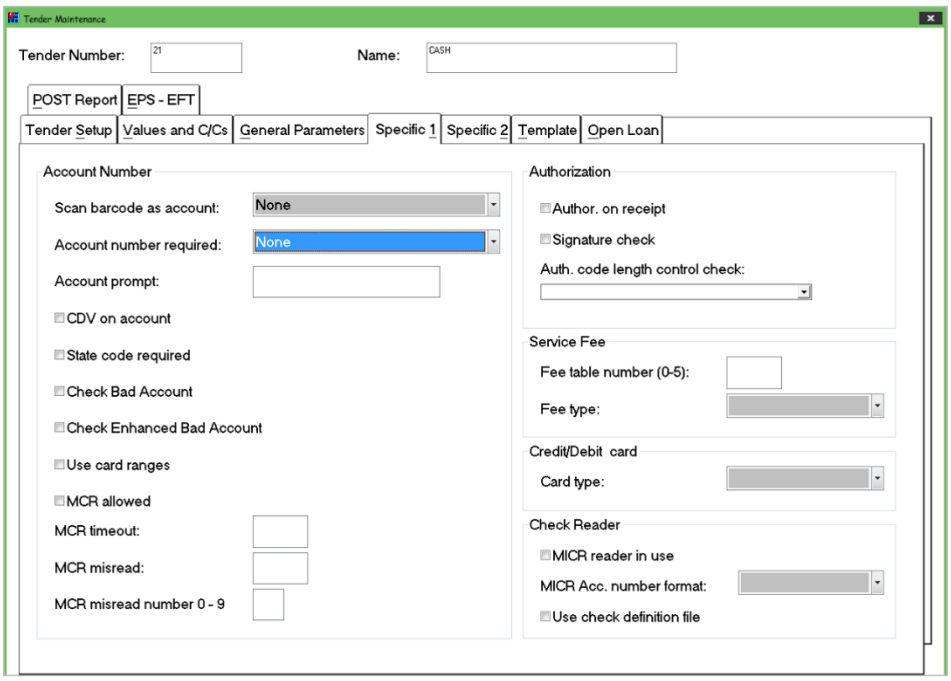


Figure 5-74. Tender Maintenance Application - Specific 1 Tab

Field	Description
Scan barcode as account	Choose the appropriate option for scanning an account number barcode (e.g. Store Charges): ▪ None (not relevant) ▪ Scan as Account ▪ Without Check Digit - Allows the cashier to scan the barcode but strips the last digit from the barcode. **Note:** **Barcoded Tender**: If using barcoded tender, the tenders listed below must have Scan barcode as account set to the following: TENDER — FIELD VALUE Coinstar — Without Check Digit

Account number required	If an account number is required for acceptance, select one of two options. ▪ Entered by cashier ▪ Entered by customer **Note:** **NCR Connected Payments**: If using NCR Connected Payments, the tenders listed below must have Account number required set to the following: TENDER — FIELD VALUE 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	Text to be displayed on PoS terminal if cashier needs to be prompted for account number. **Note:** **NCR Connected Payments**: If using NCR Connected Payments, the tenders listed below must have Account prompt set to the following: TENDER — FIELD VALUE 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.
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:** **NCR Connected Payments**: If using the NCR Connected Payments, the tenders listed below must have Use card ranges set to the following: TENDER — FIELD VALUE Debit Cards — Select this checkbox Credit Cards — Select this checkbox EBT Cash — Select this checkbox EBT Food Stamps — Select this checkbox (This field must be set to use PAN Masking.)

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.
Authorization on receipt	Select to print authorization code on sales slips and audit tape. **Note:** **NCR Connected Payments**: If using the NCR Connected Payments, the tenders listed below must have Authorization on receipt set to the following: TENDER — FIELD VALUE Debit Cards — Select this checkbox Credit Cards — Select this checkbox EBT Cash — Select this checkbox EBT Food Stamps — Select this checkbox (This field must be set to print on the receipt.)
Signature check	Select to display a *CHECK SIGNATURE* 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)	Enter the appropriate service fee. Use this option to charge a fee (commission) for giving customers cash back on a check sale. **Note:** Service Fees are established using the Service Fee Programming application located in Store Management > POST Controls.
Fee type	Click the field's selection arrow and choose whether the fee applies to entire amount tendered (Tender Value) or just the over-tendered (Cashback) amount. The service fee will appear differently depending on the fee type. For department and PLU fee types, the fee is listed as a separate line item. For tender fee types, the amount tendered is reduced by the fee amount. **Note:** **E-Ticket Tender**: If using the E-Ticket interface, the tenders listed below must have Fee type set to the following: TENDER — FIELD VALUE E-Ticket — Cash back

Card type	Choose the appropriate option: ▪ Don't care (not relevant) ▪ Credit ▪ Debit **Note:** **NCR Connected Payments**: If using the NCR Connected Payments, the tenders listed below must have Card type set to the following: TENDER — FIELD VALUE Debit Cards — Debit Credit Cards — Credit EBT Cash — Debit EBT Food Stamps — Debit
MICR reader in use	Select whether a check reader is to be used. **Note:** **NCR Connected Payments**: If using the NCR Connected Payments, the tenders listed below must have MICR reader in use set to the following: TENDER — FIELD VALUE Check — Select this checkbox
MICR account number format	Choose the appropriate option: ▪ None ▪ New Zealand
Use check definition file	Select to print information from the check definition file on the customer receipt. **Note:** **NCR Connected Payments**: If using the NCR Connected Payments, the tenders listed below must have Use check definition file set to the following: TENDER — FIELD VALUE Check — Select this checkbox

5.3.1.5 Specific Parameters 2 Tab

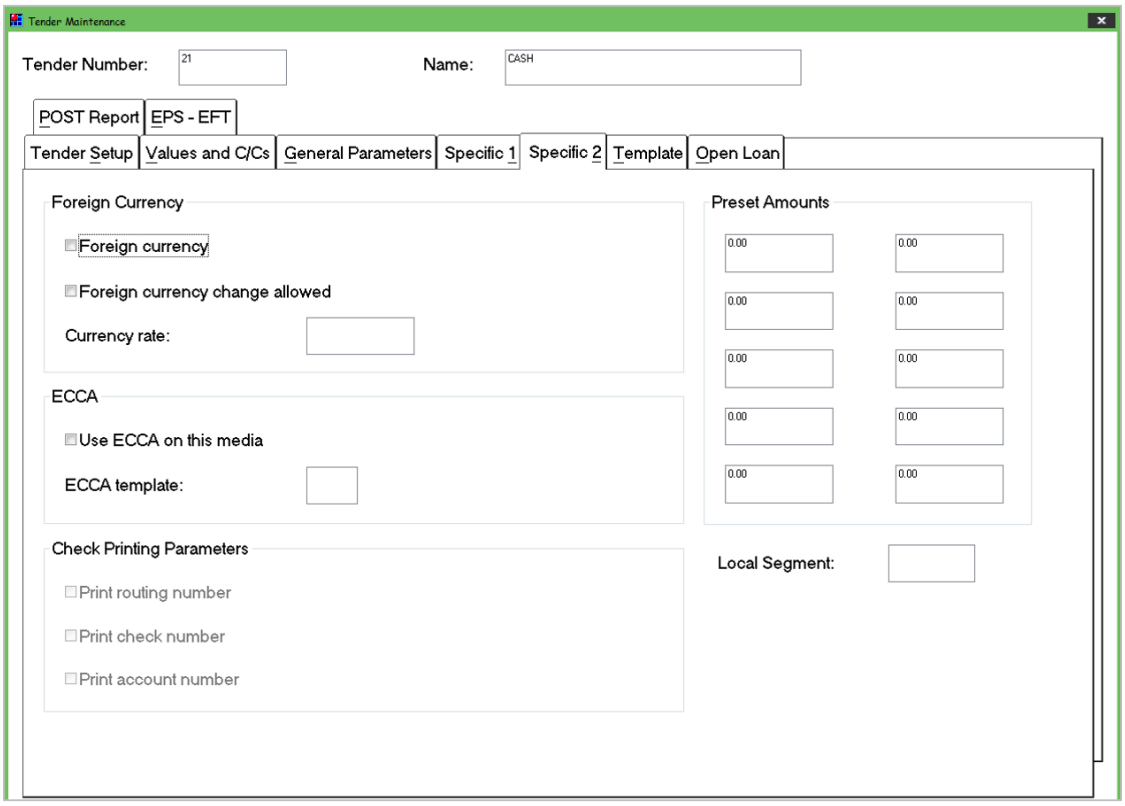


Figure 5-75. Tender Maintenance Application - Specific 2 Tab

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. 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 customers not yet on the ECCA database. For existing customers, the system checks per individual customer account definitions already defined. **Note:** **Barcoded Tender**: If using barcoded tender, the tenders listed below must have Use ECCA on this media set to the following: TENDER FIELD VALUE

	Coinstar Select this checkbox
ECCA template	Type in the appropriate General Template number defined for the tender. **Note:** **Barcoded Tender**: If using barcoded tender, the tenders listed below must have ECCA template set to the following: TENDER FIELD VALUE Coinstar Enter template #
Check Printing Parameters:	
Print routing number	Select to print routing number on customer receipt.
Print check number	Select to print check number on customer receipt.
Print account number	Select to print account number on customer receipt.
Preset amounts (10)	Specify preset amounts to use for tendering of gift certificates, food stamps, and so on. Amounts entered here will display on the PoS terminal as a menu for the cashier to choose from.

5.3.1.6 Template Tab

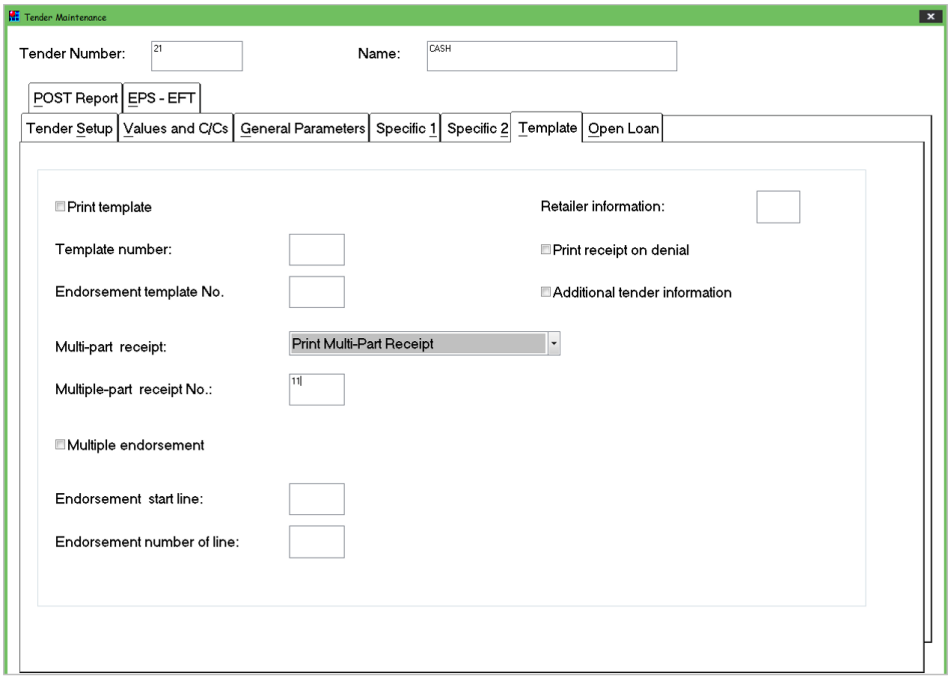


Figure 5-76. Tender Maintenance Application - Template Tab

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, 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. 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.
Endorsement template number	Specify the number of the endorsement template.
Multi-part receipt	Choose the appropriate option from the drop-down list: ▪ No receipt ▪ Print on credit card (template selected in "Template Number" prints) ▪ Print on multi-part receipt **Note:** **NCR Connected Payments**: If using the NCR Connected Payments, the tenders listed below must have Multi-part receipt set to the following: TENDER — FIELD VALUE 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	Select the appropriate number, as defined in "Templates/Multiple Part Receipts." **Note:** **NCR Connected Payments**: If using the NCR Connected Payments, the tenders listed below must have Multiple-part receipt number set to the following: TENDER — FIELD VALUE 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.
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).

5.3.1.7 Open Loan Tab

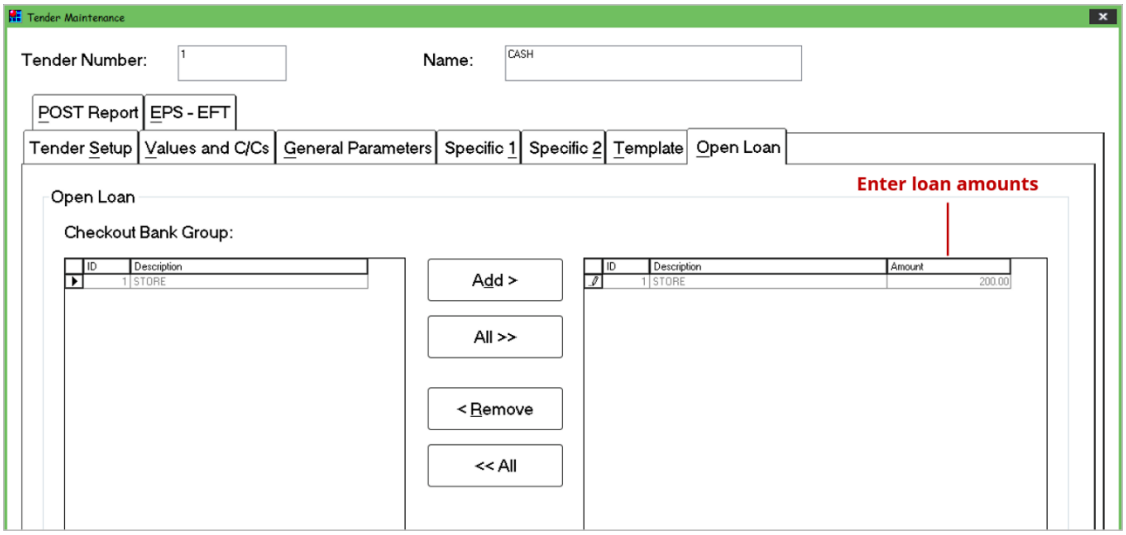


Figure 5-77. Tender Maintenance Application - Open Loan Tab

To set up opening loans when cashiers sign on to the PoS terminals, specify the required tenders and the loan amounts. First, add the terminals from the Checkout Bank Group (to the available loan list) and then establish the loan amounts.

5.3.1.8 POST Report Tab

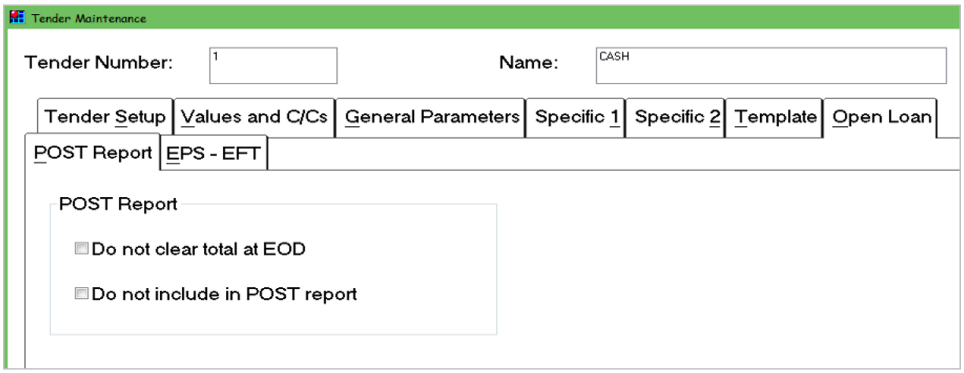


Figure 5-78. Tender Maintenance Application - POST Report Tab

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

5.3.1.9 EPS – EFT Tab

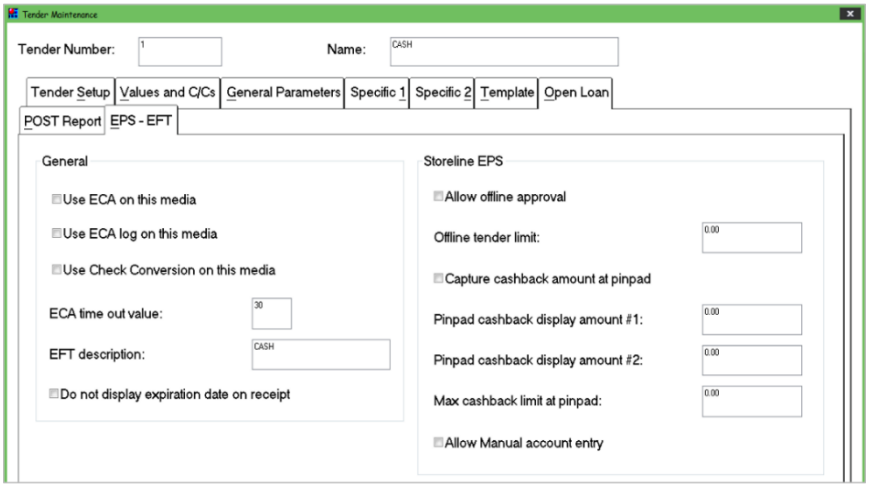


Figure 5-79. Tender Maintenance Application - EPS - EFT Tab

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. **Note:** This box must be checked for tender types of eWIC.
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.
Use Check Conversion on this media	Check this box to enable check conversion for this media.
ECA time out value	Enter the maximum time allowed from credit card reading until confirmation is received. For NCR Connected Payments, 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 EPS. **Note:** Additional system parameters are required to set up NCR Connected Payments. Refer to “Store Parameters (Electronic Payments)” for details.
Allow offline approval	Select this checkbox to allow EFT transactions when POS is off-line from the back office servers (MFS1 or MFS2) TENDER FIELD VALUE

	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	Select this checkbox to display the cashback amount at pinpad. TENDER FIELD VALUE 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	Select this checkbox to allow manual account entry. TENDER FIELD VALUE Credit Cards Optional EBT Cash Optional EBT Food Stamps Optional Check Optional

5.3.2 Return Types

This option enables the user 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 Application Menu Bar, select **Store Management > Financial > Return Types**. The **Return Types Maintenance** application opens.

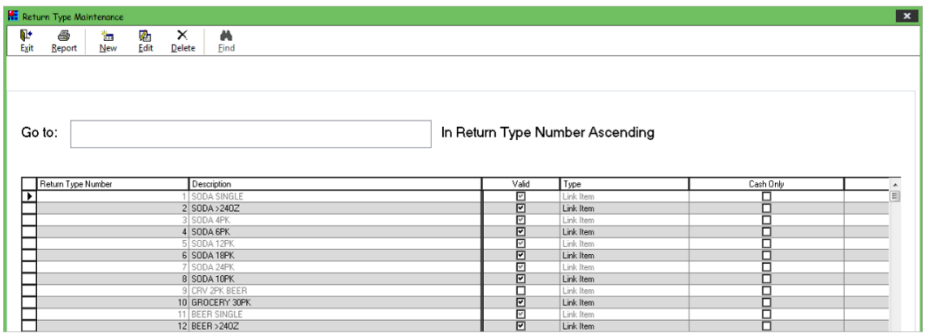


Figure 5-80. Return Type Maintenance Application

2. On the toolbar, select **New**. The Return Types Maintenance dialog box opens.

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. Select **OK** or **Apply** to save.

5.3.2.1 Basic Setup Tab

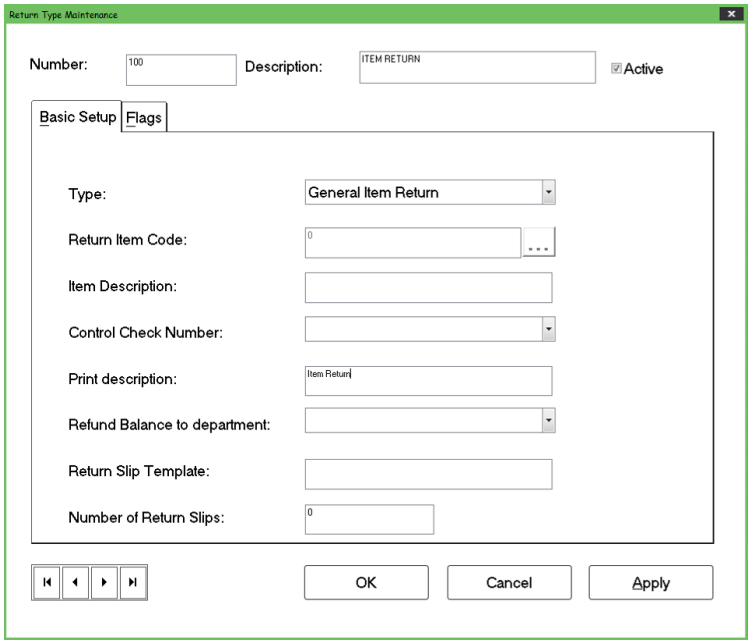


Figure 5-81. Return Type Maintenance - Basic Setup Tab

Field	Description
Type	From the drop-down box, choose from one of the following: ▪ Transaction Return ▪ General Item Return ▪ Specific Item Return ▪ Link Item
Return Item Code	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 an item is specified above.
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	From the drop-down list, specify the department to

department	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. **Note:** Return slip templates only work for a return type of "Transaction Returns."
Number of Return Slips	Specify how many return slips to print.

5.3.2.2Flags Tab

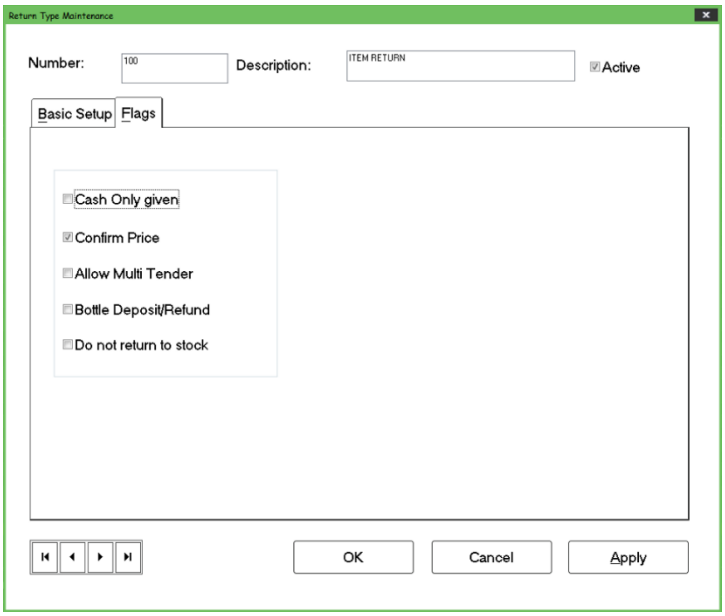


Figure 5-82. Return Type Maintenance - Flags Tab

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 must confirm price before accepting return.
Allow Multi Tender	Select this checkbox to allow more than one tender for each return. This checkbox is only selectable if the Cash Only Given checkbox is not selected.
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).

5.3.3 Discounts

This option enables the user 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 Application Menu Bar, select **Store Management > Financial > Discounts**. The **Discount Maintenance** application opens.

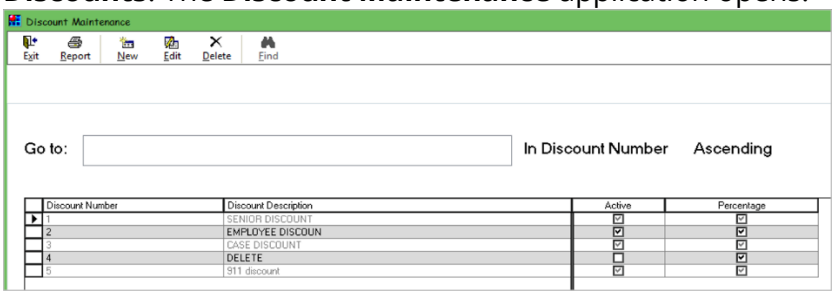


Figure 5-83. Discount Maintenance Application

2. On the toolbar, select **New**. The Discount Maintenance dialog box opens.
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. Select **OK** or **Apply** to save.

5.3.3.1 Basic Setup Tab

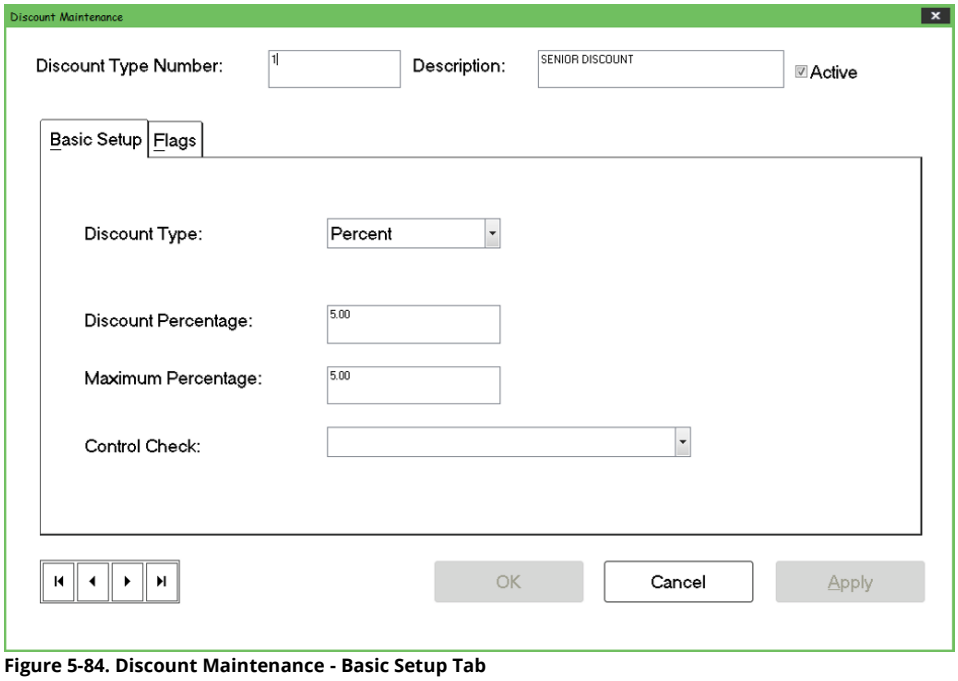


Figure 5-84. Discount Maintenance - Basic Setup Tab

Field	Description
Discount Type	Select by Percent or by Value, from the drop-down list. Depending on the 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.

5.3.3.2Flags Tab

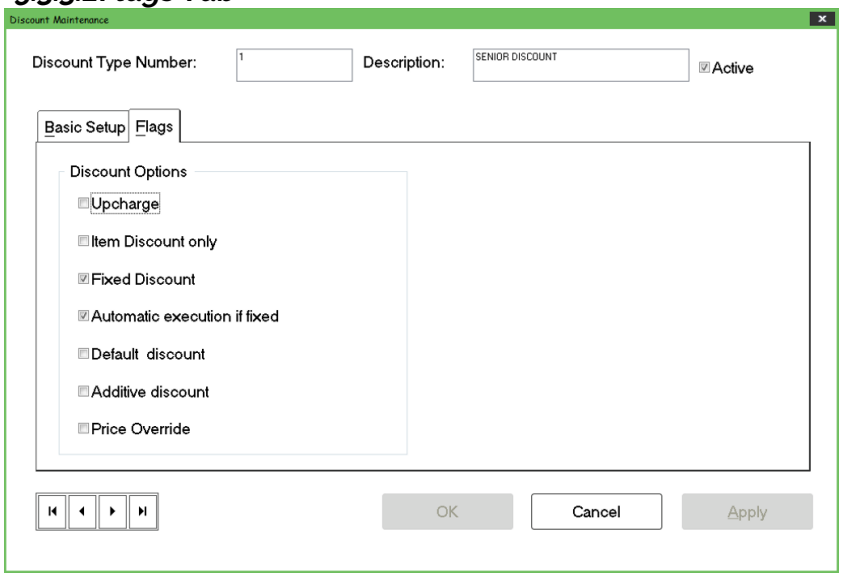


Figure 5-85. Discount Maintenance - Flags Tab

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 *transaction* discount.
Fixed Discount	Select to specify that this discount is *fixed* 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. *Item Discount Only* must be selected to access this checkbox.
Price Override	Only selectable if the Item Discount Only checkbox is checked. The price displays on the PoS terminal and cashiers can type in another price.

5.3.4 Tax Rates

This option enables the user 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 Application Menu Bar, select **Store Management > Financial > Tax Rates**. The **Tax Rate Maintenance** application opens.

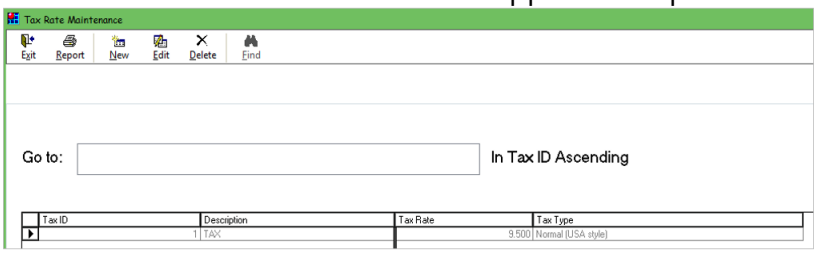


Figure 5-86. Tax Rate Maintenance Application

2. On the toolbar, select **New**. The Tax Rate Maintenance dialog box opens.

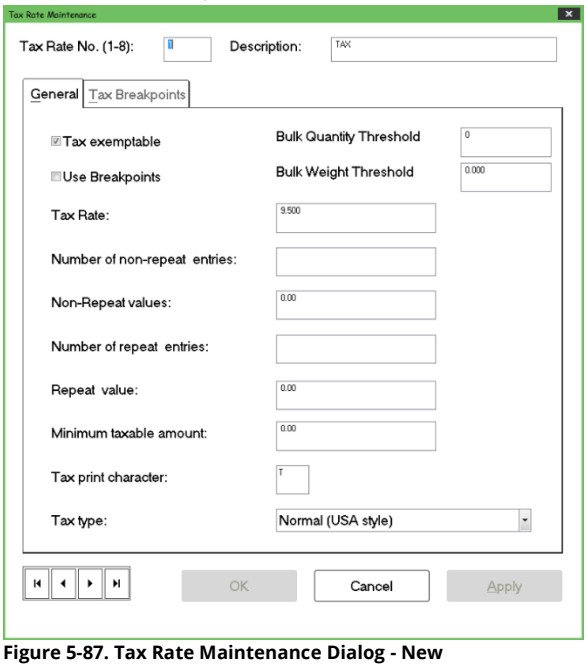


Figure 5-87. Tax Rate Maintenance Dialog - New

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. Select **OK** or **Apply** to save.

5.3.4.1 General Tab

Field	Description
Tax Exemptible	Select if tax rate may be exempted.
Use Breakpoints	Select this checkbox if breakpoints (tax brackets) are to be used. Select the **Tax Breakpoints** tab to specify breakpoints.
Bulk Quantity Threshold	For items (linked to a bulk group in PLU Maintenance) that are taxed differently when purchased in bulk, enter the purchase threshold (in units) that must be met before the tax rate applied to individual items is reversed. If set to 0, no reversal option is enabled. For example, bakery items classified as "Ready-to-Eat" are taxed differently than items purchased in bulk.
Bulk Weight Threshold	For weighted items (linked to a bulk group in PLU Maintenance) that are taxed differently when purchased in bulk, enter the purchase threshold (in weight) that must be met before the tax rate applied to individual items is reversed. If set to 0.000, no reversal option is enabled.
Tax Rate	Rate of tax (percent). Values are displayed with three digits after the decimal point. The user must type in the decimal point.
Number of non-repeat entries	When using breakpoints, enter the first breakpoint number before breakpoint amounts begin to repeat themselves. Typically, this amount is 1.
Non-repeat values	When using breakpoints, enter the difference (delta) between the last non-repeat breakpoint amount (and zero - typically) before breakpoint amounts begin to repeat themselves.
Number of repeat entries	When using breakpoints, enter difference between the last breakpoint number and the last non-repeat breakpoint number.
Repeat value	When using breakpoints, enter the difference (delta) between the last and the first breakpoint amounts before breakpoint amounts begin to repeat themselves.
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 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).

5.3.4.2 Tax Breakpoints Tab

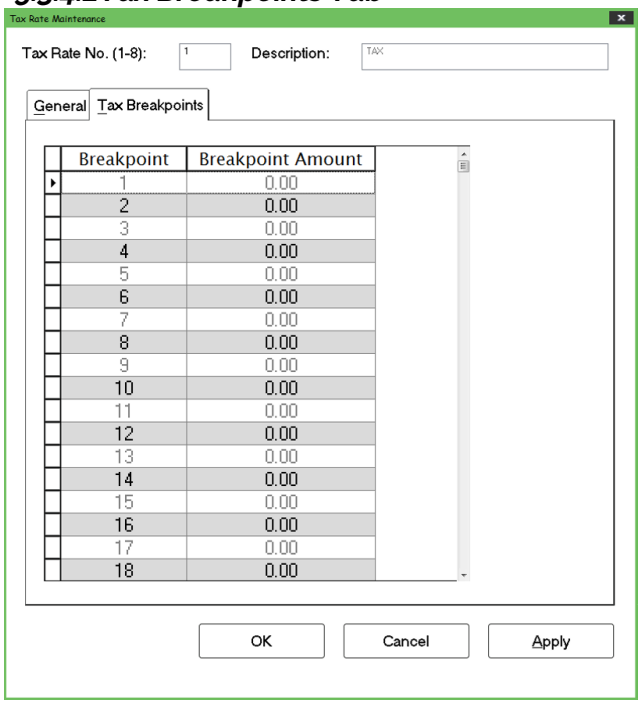


Figure 5-88. Tax Rate Maintenance - Tax Breakpoints Tab

If the Use Breakpoints checkbox is selected on the General tab, up to 50 tax breakpoints can be specified.

To complete the Breakpoint fields, a current tax table is needed for the tax being entered. This is a form available from the tax office in the tax jurisdiction, showing at what amounts of sale each additional cent of tax is charged.

The user should only be 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. (The user 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, the tax is a straight percentage.) In this case, the user should not check the Use Breakpoints option and should 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 being worked on from the data in the tax table, and write them down for 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 are entered 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, the user would have to enter four cycles to bring the total for the repeating portion of the table to $3.

5.3.5 Payouts/Receipts

This option enables the user 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 "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 Application Menu Bar, select **Store Management > Financial > Payouts/Receipts**. The **Payout/Receipt Maintenance** application opens.

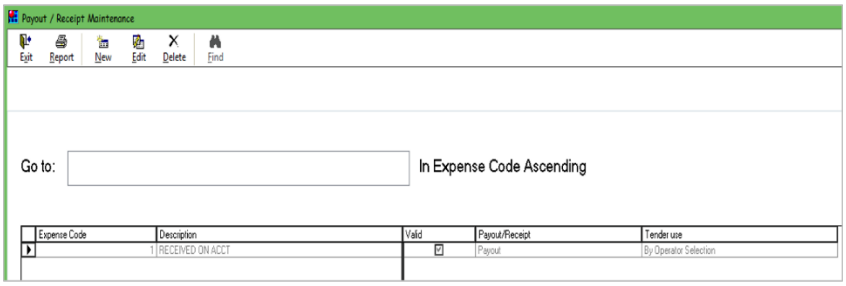


Figure 5-89. Payout/Receipt Maintenance Application

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

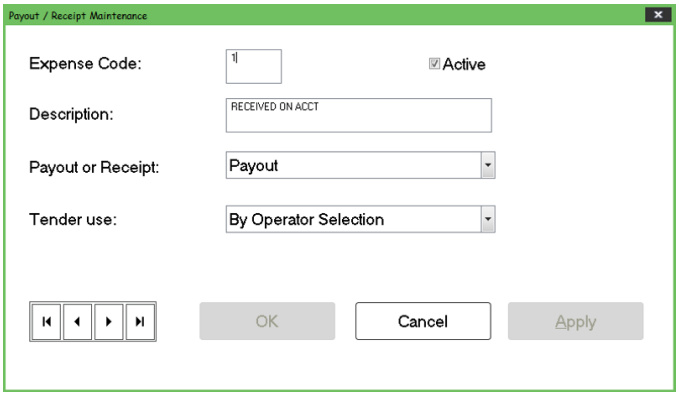


Figure 5-90. Payout/Receipt Maintenance Dialog - New

3. Enter the required function (expense code) number.
4. Enter a description.
5. Select the Payout or Receipt field's selection arrow and choose Payout, Receipt, or Receipt and Payout, as appropriate.
6. Enter a Receipt and Payout Description.

7. Select the Template field's selection arrow and choose the predefined template fields to display when performing the Payout or Receipt: Basic, P/C Purchase, Basic +VAT, Xmas Stamps, Bad Debts Recovered, or Salary/Wages.
8. Select **OK** or **Apply** to save.

5.3.6 Banks in System

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

To define/edit a bank name

1. From the Application Menu Bar, select **Store Management > Financial > Banks in System**. The **Bank in System** application opens.

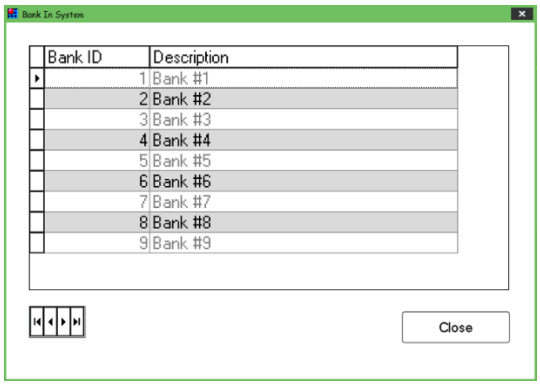


Figure 5-91. Bank In System Application

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

5.3.7 Currency Programming

Use this option to define cash denominations to be used in cashier/PoS loan, pickup, receipt, deposit, and declaration programs (for example, $100 bills, $50 bills, and so on). Up to 25 denominations are available.

Once denominations are programmed, the option is not likely to be used 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 Application Menu Bar, select **Store Management > Financial > Currency Programming**. The **Currency Programming** application opens.

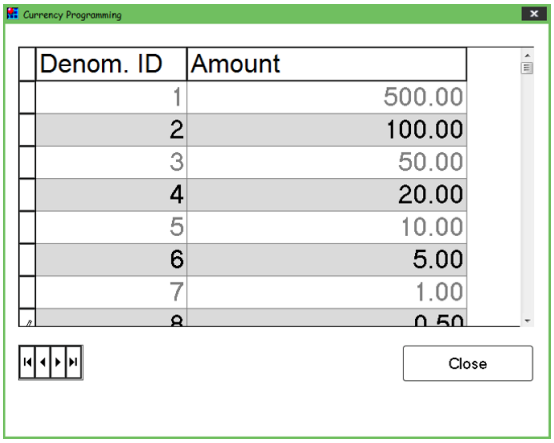


Figure 5-92. Currency Programming Application

2. Enter each denomination, from the highest value bill to the lowest. All bills in use *must* be included.
3. (Optional) Enter values for all coins in use. Choose to use them or ignore them in the cash declaration programs.

Note:

If the user chooses not to define coins here, the user will not be able to enter amounts for coinage in the cash declaration programs. The user will be able to enter only global coinage amounts.

5.3.8 Foreign Currency Maintenance

This option provides the user 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 Application Menu Bar, select **Store Management > Financial > Foreign Currency Maintenance**. The **Tender Foreign Currency Maintenance** application opens.

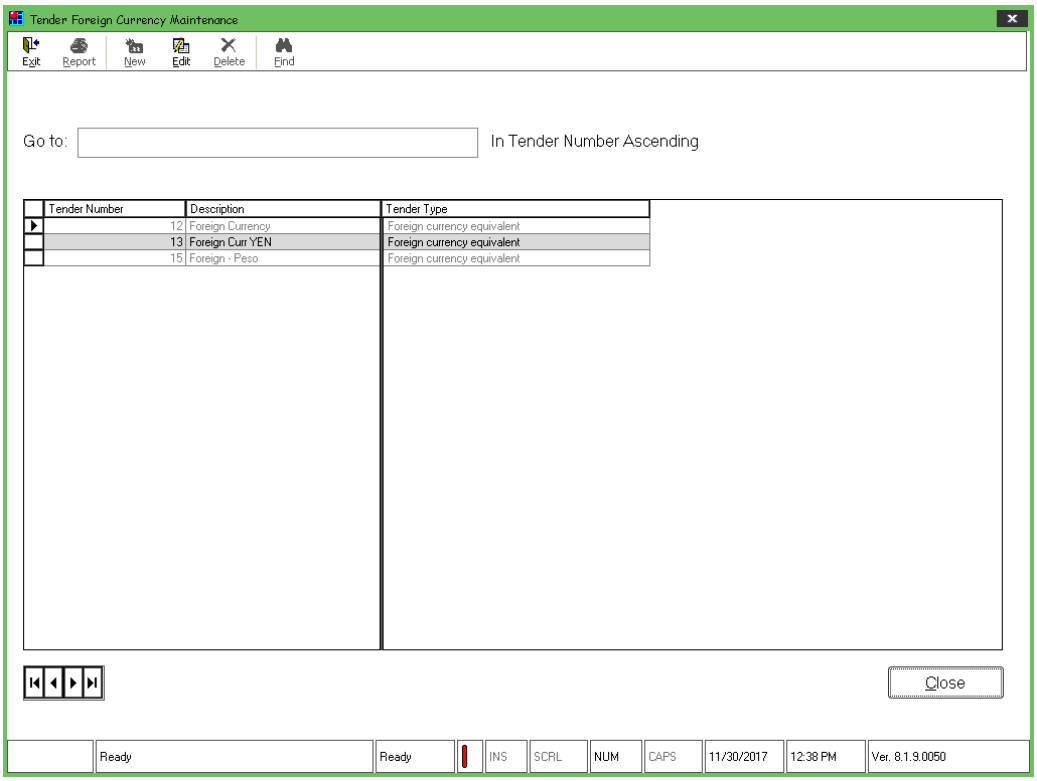


Figure 5-93. Tender Foreign Currency Maintenance Application

2. Double-click on the **Tender Number**, or highlight the line and select **Edit**. The Tender Foreign Currency Maintenance dialog box opens.

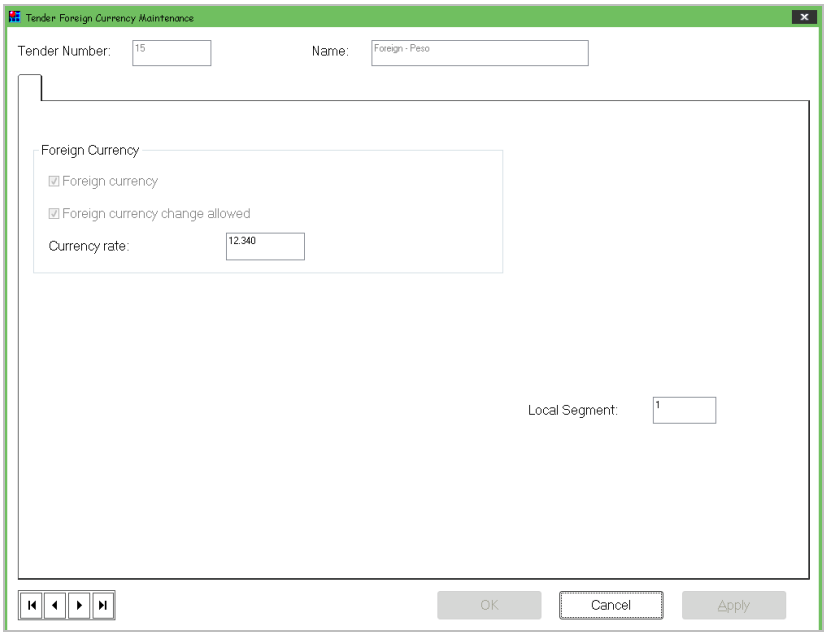


Figure 5-94. Tender Foreign Currency Maintenance Dialog

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

5.3.9 Tender Opening Loan Maintenance

This option enables the user to set up opening loans when cashiers sign on to the PoS terminals. The user 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 set up 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" for details.

To add a new opening loan

1. From the Application Menu Bar, select **Store Management > Financial > Tender Opening Loan Maintenance**. The Tender Opening Loan Maintenance application opens.

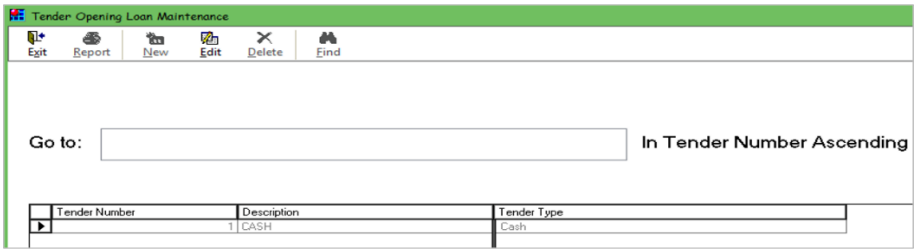


Figure 5-95. Tender Opening Loan Maintenance Application

2. Double-click on the **Tender Number** or highlight it and select **Edit**. The Tender Opening Loan Maintenance dialog box opens.

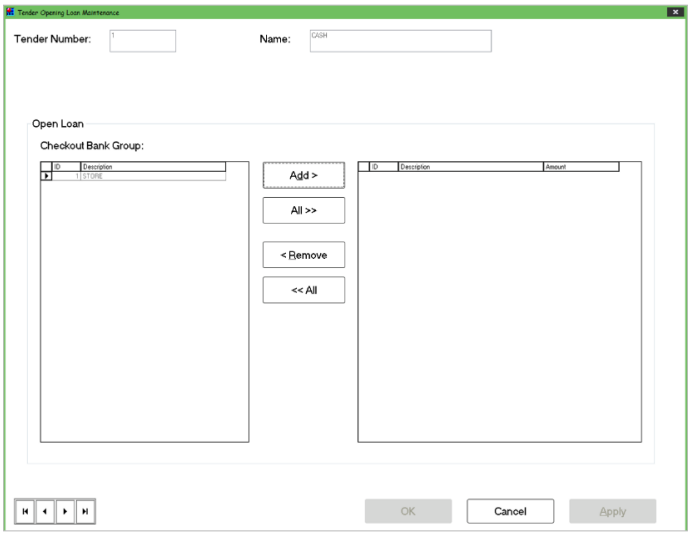


Figure 5-96. Tender Opening Loan Maintenance Dialog

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. Select **OK** or **Apply** to save.

Note:

If the user has set up opening loans for tenders, they can be seen (along with the amounts) on the Open Loan Amount tab for each tender type. For more details, refer to the "Tender Maintenance" section above.

5.3.10 Safe Definition

This option enables the user 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 store environments, there may be a need to create multiple safes to track the cash flow within the store. For each safe created, the user can select whether 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" for details.

To add a safe

1. From the Application Menu Bar, select **Store Management > Financial > Safe Definition**. The **Safe Definition** application opens.

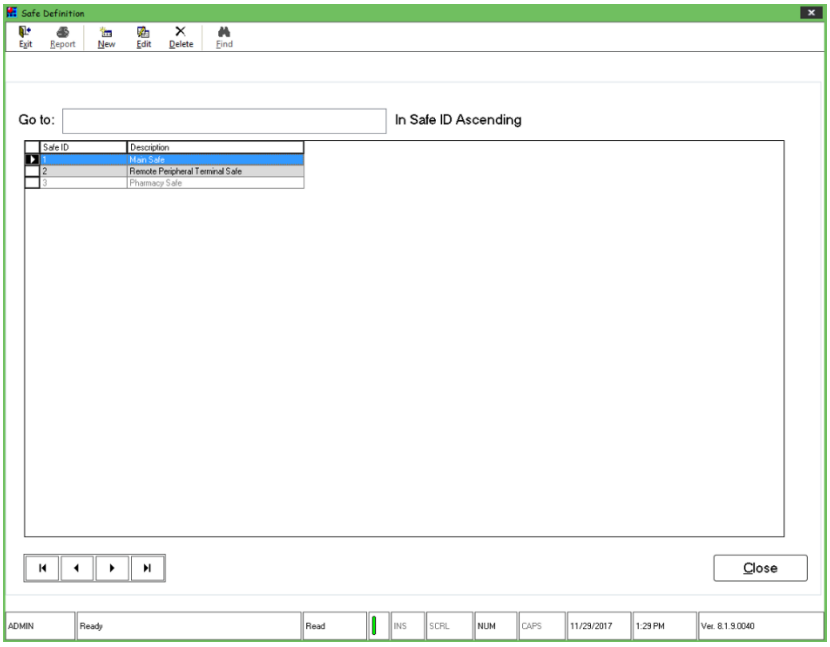


Figure 5-97. Safe Definition Application

2. On the toolbar, select **New**. The Safe Definition dialog box opens.

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. Select **OK** or **Apply** to save.

5.3.10.1 General Settings Tab

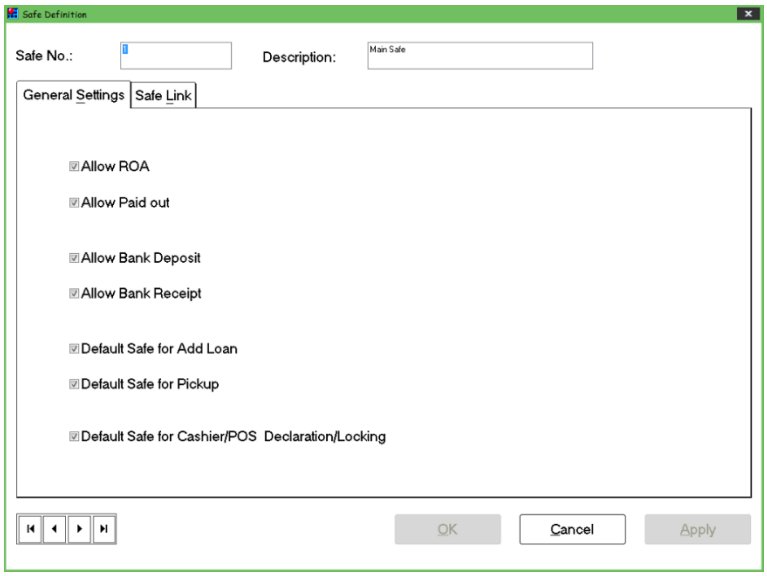


Figure 5-98. Safe Definition - General Settings Tab

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.
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.

5.3.10.2 Safe Link Tab

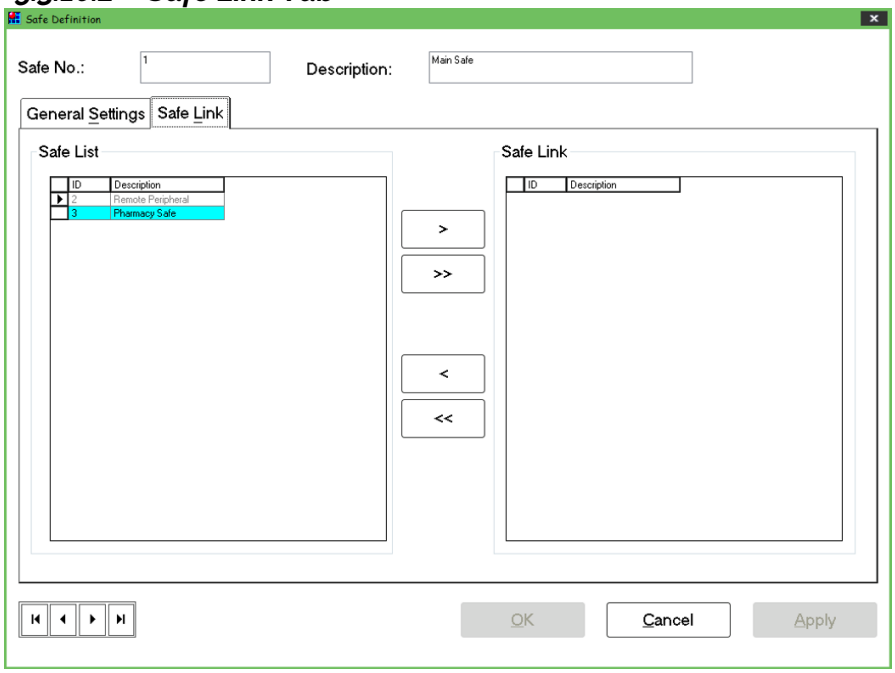


Figure 5-99. Safe Definition - Safe Link Tab

Field	Description
Safe List	The list of existing safes 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.

5.3.11 Weekly Accounting Report Setup

ENCOR's Custom Weekly Accounting (CWA) reporting provides the store with the tools to develop a customized reconciliation report. This report integrates a customized extract of **ENCOR** financial data with manually entered user data to provide a single-source balancing mechanism for the store.

The report's source data comes from SQL query statements of existing **ENCOR** tables (or an external database) as well as mathematical formulas using defined fields. If records included in the report do not contain a source, they are expected to be populated by the user's manual input. Manually entered data is stored in the CWA Manual Transactions Audit Table.

Note:

Creating source SQL statements requires existing knowledge of SQL query syntax and **ENCOR** tables. Please contact the System Administrator for current **ENCOR** file layouts.

A working day's report totals (for purposes of CWA Reporting) may be finalized either manually or during End of Day processing. Once finalized, only field types of "Total" can be recalculated at a later date. Finalized data is stored in the CWA Staging Table.

The CWA Report is generated using the desired field groups created in the specific order they are requested. Groups are a pre-defined collection of fields. Fields included in a group may have one of following origins:

- **ENCOR** SQL table
- Outside database
- Mathematical Formula using established fields
- User (manual) entry
- Established memo text

Setting up a CWA report involves the following steps:

a. Creating the report – Establishing the report and the report extract rules.
b. Creating groups – Establishing (field) groups assigned to the report.
c. Creating fields – Establishing fields and field attributes to include within the group.

When designing CWA Reports, keep in mind how the components of the report affect the report layout. Groups appear as headings, appearing in the order specified. Fields within the group appear below the group heading, appearing in the order specified. "Total" type fields are used as group subtotal lines. In the following example, there is one group consisting of three fields.

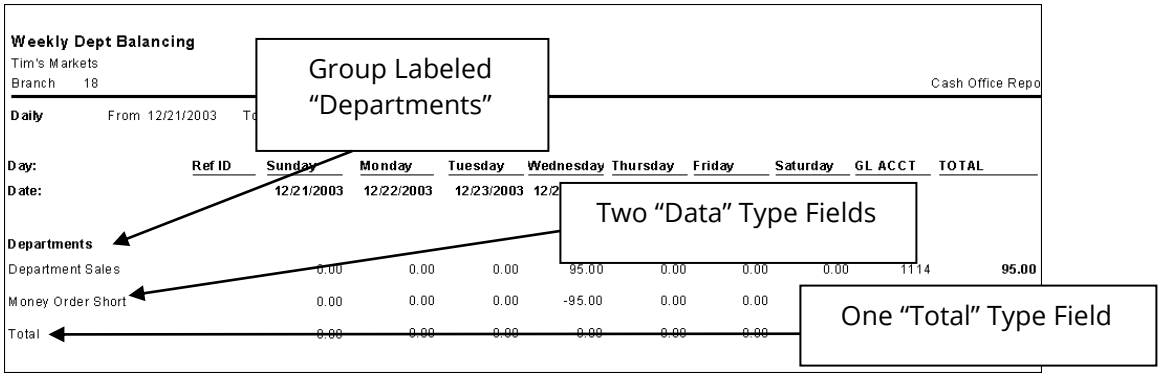


Figure 5-100. CWA Report Example

The report displays field totals for each day of the week reported. The Week Accounting Report Setup application is located in Store Management > Financial.

5.3.11.1 Weekly Accounting Report Setup Fields

The first component of creating a CWA report involves establishing the report fields.

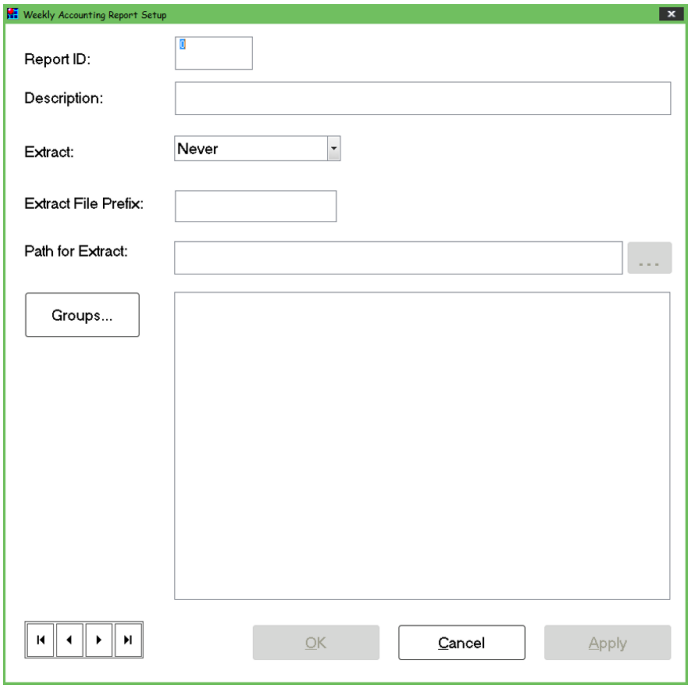


Figure 5-101. Week Accounting Report Setup

The following fields appear on the Report Setup screen.

Field	Description
Report ID	This field contains the identification number for the report.
Description	This field displays the report description.
Extract	This field contains the report generation frequency: Never, Daily, or Weekly.
Extract File Prefix	This field contains the prefix to attach to the report export file name.
Path for Extract	Click the Path for Extract field's ellipsis button [...] and browse to the location to place the report export file.
Groups Grid	This field contains a list of all (field) groups assigned to the report.

5.3.11.2 Weekly Accounting Group Setup Fields

The second component of creating a CWA report involves establishing the group fields.

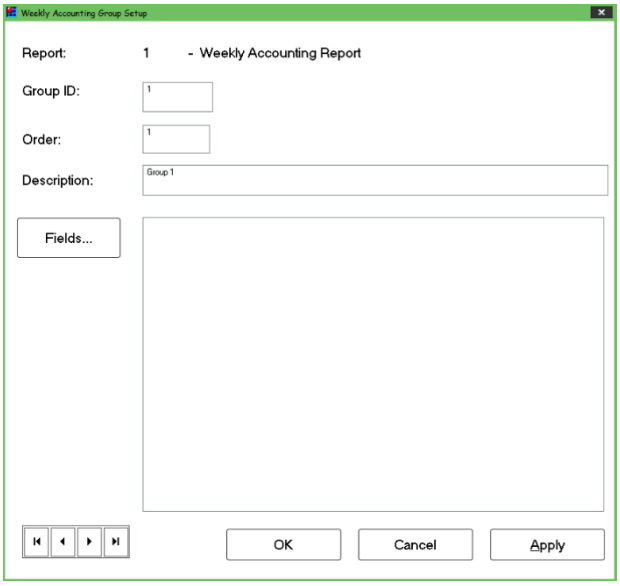


Figure 5-102. Weekly Accounting Group Setup

The following fields appear on the Group Setup screen.

Field	Description
Group ID	This field contains the identification number for the group.
Order	The field contains the order the group will appear in the report.
Description	This field displays the group description.
Fields Grid	This field contains a list of all (field) groups assigned to the report.

5.3.11.3 Weekly Accounting Field Setup Fields

The last component of creating a CWA report involves establishing the accounting fields.

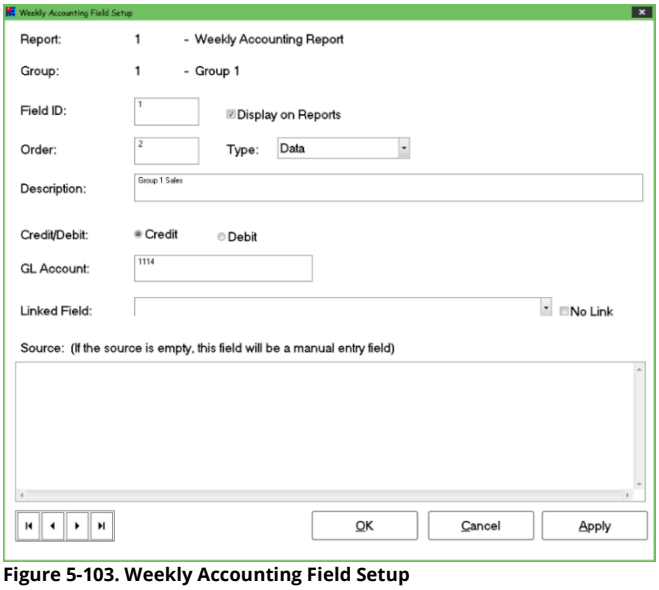


Figure 5-103. Weekly Accounting Field Setup

The following fields appear on the Field Setup screen.

Field	Description
Field ID	This field contains the identification number for the field. Field IDs are referenced in the "Source" field for "Total" field types.
Display on Reports	Check this box to indicate the field is active within the reporting group. If left blank, the field will not appear on the CWA report and will be skipped for manual entry.
Order	This field contains the order in which the field will appear within the group.
Type	Click the field selection arrow and choose the field type: ▪ Data – Indicates the field is from either an **ENCOR** SQL table or a table from an outside database. ▪ Total – Indicates the field is the result of a mathematical formula. ▪ Memo – Indicates that the text entered in the "Source" field below will print in the "Amount" field of the report. No data will be written to the CWA tables.
Description	The field contains the field description.
Credit/Debit	This field indicates whether the field is a debit or credit entry in the report.
GL Account	The field contains the store's General Ledger Account number for the field.
Reference ID	This field contains the reference identification number for the group field. The reference ID will appear on the Custom Weekly Accounting Report.
Linked Field	For offsetting entry purposes, click the field selection arrow and choose the previously defined source-derived field to use. These "manual entry" fields will create offsetting credit or debit entries for balancing purposes (when the report is executed). **Note:** If the Credit/Debit setting does not offset the source-derived field, the message "The selection in the Linked Field contains incorrect Credit/Debit property to be linked to this field." Change the Credit/Debit setting accordingly.
No Link	Check this box to indicate the field does not require a link to another field. If checked, the Linked Field (above) will be disabled. Check this flag if the Source field is empty to indicate a manual entry field. See "Manual Custom Accounting Transactions" for more information.

Source	If the "Type" field is set to "Data" and the "No Link" checkbox is enabled, this field contains the SQL statement used to obtain the field's data. If left blank, the field will be considered a manual entry field. If the "Type" field is set to "Data" and the "No Link" checkbox is disabled (denoting a manual entry field), a selection must be made using the "Linked Field" selection (above) and the Source field must be left blank. If the "Type" field is "Memo," enter the memo text (of up to 10 characters). If the "Type" field is set to "Total," this field contains the equation. (See "Total Type Rules" below.) **Note:** If the "Finalizing Option for the Custom Weekly Accounting Reports" parameter (located in System > General System Parameters > Store > Front Office > Reports > Weekly Accounting Reports) is set to EOD and the source statement is based on the FrontOff database tables, the statement should be based on the current day's tables (e.g., CUR_DEP_SALES, CUR_PLU_SALES). If the "Finalizing Option for the Custom Weekly Accounting Reports" parameter is set to Manual, the source statement should be based on the last working day's tables (e.g., DAY_DEP_SALES, DAY_PLU_SALES). If the source statement is based on user-created tables/views, it is the user's responsibility to filter the dates in the statement.

5.3.11.4 "Total" Type Rules

"Total" field types are useful for adding Group Subtotal rows on the CWA Report. Source statements for "Total" field types must follow these rules:

- The letter "F" should precede each field ID to be used in the equation (no spaces in between). For example, "F12 + F26" would be the sum of field IDs 12 and 26 and will be written to the report for the current working date.
- The operators +, -, *, / are used for add, subtract, multiply, and divide respectively. Equations may be placed in parenthesis for nesting purposes.
- Calculations within parenthesis are performed first (in order) followed by multiply, divide, add, and subtract. For example, if Field IDs F1, F2, and F3 maintain values of 1, 2, and 3 (respectively) at calculation time:
  - F1 + F2 * F3 (equals 7)
  - (F1 + F2) * F3 (equals 9)
- If the letter "F" does not precede a number, the number will not be associated with a field ID and will be considered a numerical value. For example: (F12 + F26) / 100
- There must be a space between each field designation, operator, and numerical value. For example: (F21 + F33 – F104 * F4 / 100)

- The “Description” field is required for “Total” field types.
- If the equation is set up incorrectly or a field ID in the equation does not exist, the report will display “0.00.”

5.3.11.5 Setting Up the CWA Report

With an understanding of the report components, use the following steps to establish a CWA report.

To create a new Weekly Accounting Report Setup:

1. Launch the Weekly Accounting Report Setup application from **Store Management > Financial**. The Weekly Accounting Reports Setup screen displays all previously established reports.

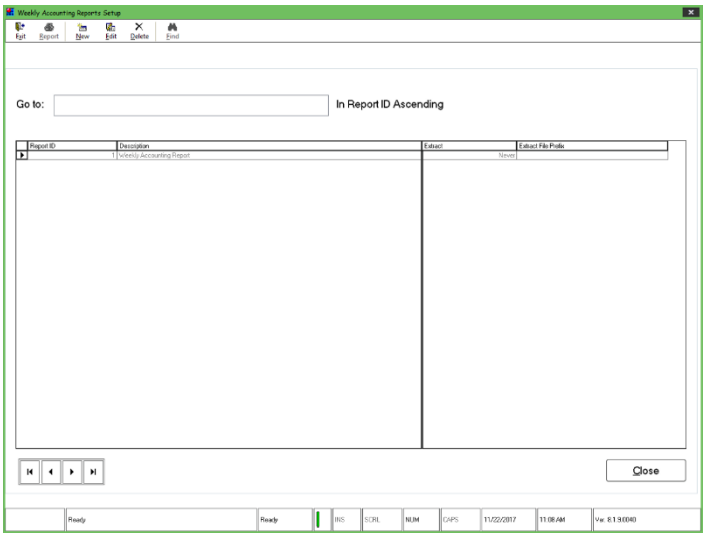


Figure 5-104. Weekly Accounting Reports Setup

2. From the Weekly Accounting Reports Setup screen, click the **New** button. The Weekly Accounting Report Editor Setup screen opens.

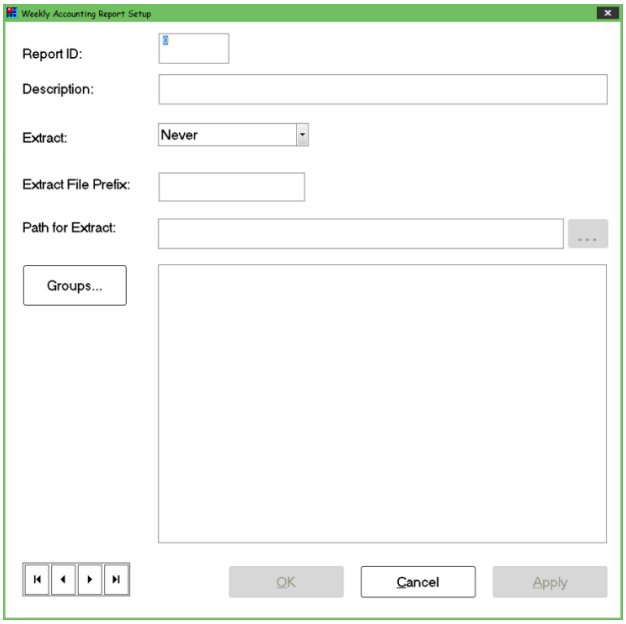


Figure 5-105. Weekly Accounting Report Setup - Editor

3. Enter a report code ID number code, description, extract interval, prefix code, and extract path. (See page **Error! Bookmark not defined.** for more information.)
4. Select the Path for Extract field's ellipsis [...] button and browse to the location to place the report export file.
5. When finished, select **Apply**.
6. Select the **Groups** button to add a field group to the report. The Weekly Accounting Groups Setup screen opens:

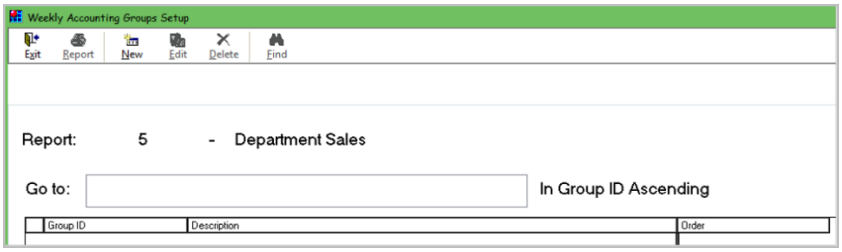


Figure 5-106. Weekly Accounting Groups Setup

7. Select **New**. The Weekly Accounting Report Group Setup screen opens.

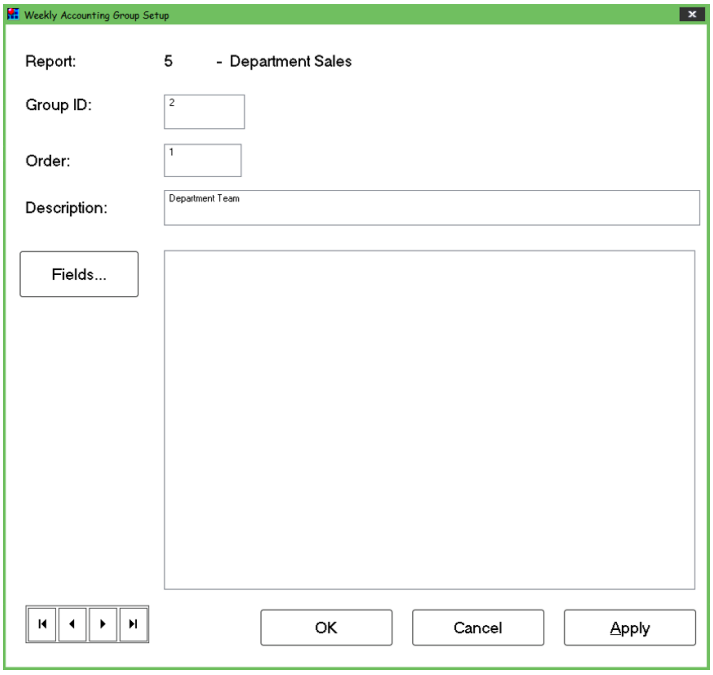


Figure 5-107. Weekly Accounting Report Group Setup

8. Enter a group ID number, order number, and description. (See page **Error! Bookmark not defined.** for more information.)
9. Select **Apply**.
10. Select the **Fields** button to add the first field to the group. The Weekly Accounting Fields Setup screen opens.

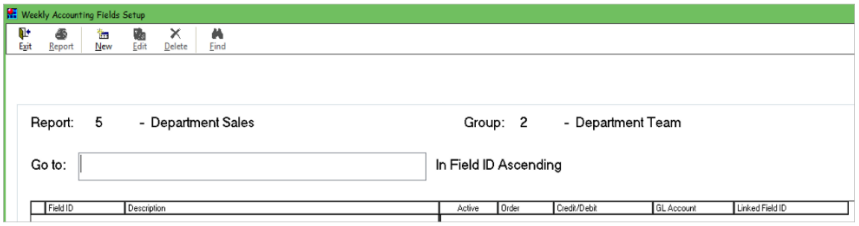


Figure 5-108. Weekly Accounting Fields Setup

11. Select **New**. The Weekly Accounting Report Field Setup screen opens.

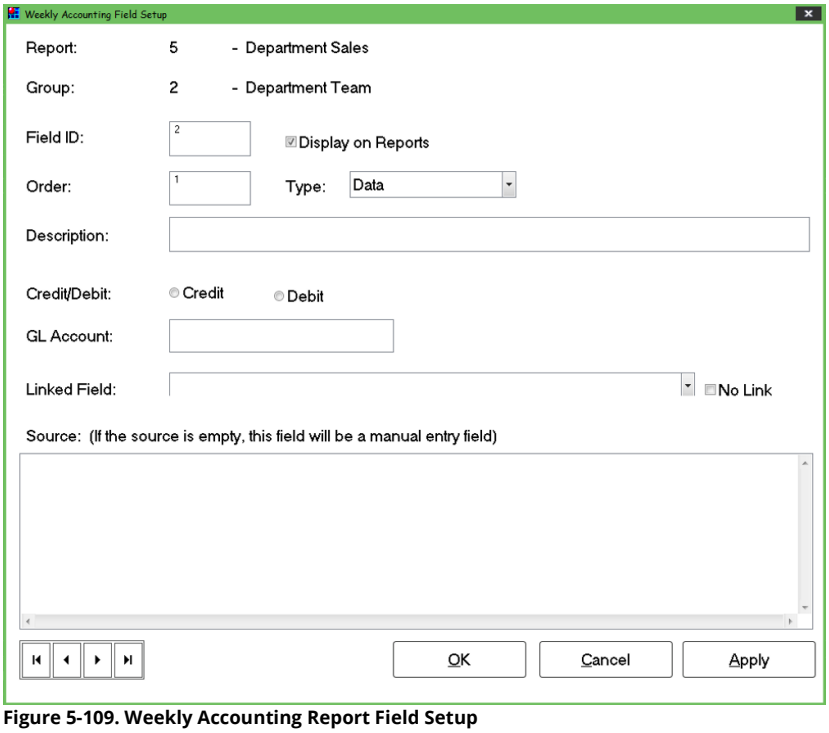


Figure 5-109. Weekly Accounting Report Field Setup

12. Enter a field ID number, order number, field type, description, Credit/Debit setting, GL account number, and reference ID. (See page **Error! Bookmark not defined.** for more information.)
13. (Optional) For offsetting entry purposes, click the Linked Field selection arrow and choose the previously defined source-derived field to use. Skip to step 15.
14. Depending on the field type selected, in the Source field enter the SQL statement (Data Type), formula (Total Type – see page **Error! Bookmark not defined.**) or text (Memo Type). To make this a manual entry field, leave the Source field blank and check the **No Link** checkbox. See "Manual Custom Accounting Transactions" for more information.
15. Select **OK**.
16. Repeat steps 11 through 14 for each field to add to the group.
17. When finished, click **Exit**. The Weekly Accounting Fields Setup screen opens, displaying the attributes for each field added to the Group.

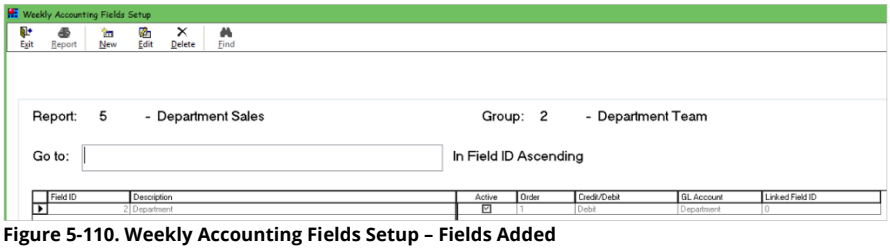


Figure 5-110. Weekly Accounting Fields Setup – Fields Added

18. Click **Close**. The Weekly Accounting Group Setup screen opens, displaying a list of fields added to the Group.

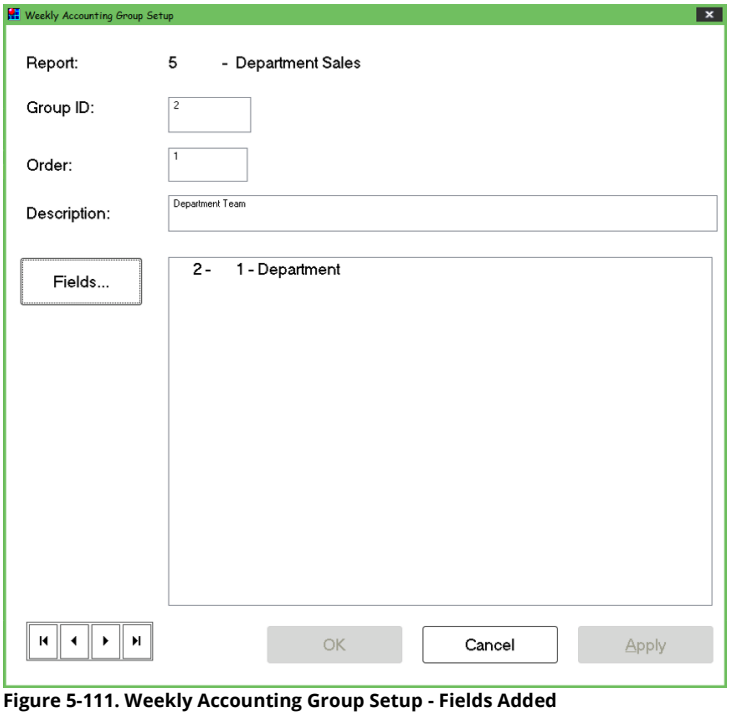


Figure 5-111. Weekly Accounting Group Setup - Fields Added

19. Select **Cancel** to return to the Weekly Accounting Group Setup screen.
20. Repeat steps 7 through 19 for each group to add to the report. When finished, The Weekly Accounting Groups Setup screen opens, displaying the attributes for each group added.

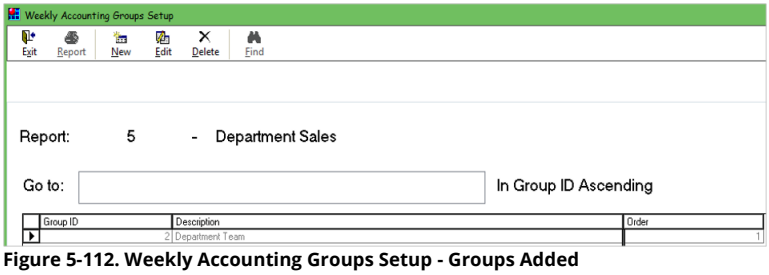


Figure 5-112. Weekly Accounting Groups Setup - Groups Added

21. Select **Close**. The Weekly Accounting Group Setup screen opens, displaying a list of fields added to the Group.

22. When finished, select **Exit**. The Weekly Accounting Report Setup screen opens, displaying the groups added to the report.

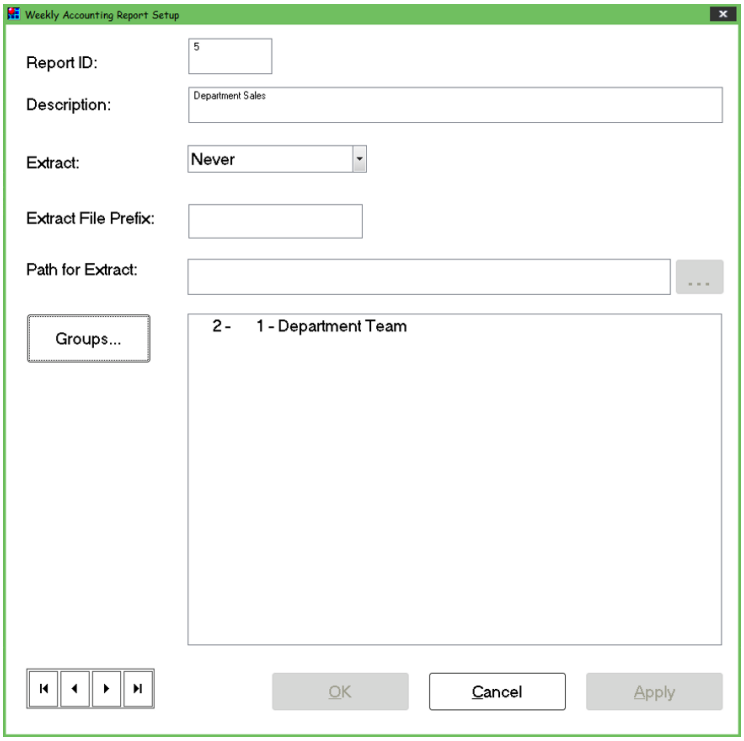


Figure 5-113. Weekly Accounting Report Setup - Groups Added

23. Select **Cancel** to return to the Weekly Accounting Reports Setup screen. The new report is displayed in the report list.
24. Repeat steps 2 through 23 for each additional accounting report to add. When finished, click **Exit**. The Main Menu displays.

Note:

A report can only be deleted if it is not assigned to a weekly accounting group. Delete all assigned groups prior to deleting the report. Likewise, a group cannot be deleted without first deleting all assigned fields prior to deleting the group.

5.3.12 State Maintenance

The **State Maintenance** application is used to configure states that support either Smart Card WIC EBT or Online WIC EBT.

Note:

Indian Tribal Organizations (with alphanumeric Postal Codes) may also be configured.

5.3.12.1 Configuring an Electronic WIC State

Use the following steps to configure a state for either Smart Card WIC EBT or Online WIC EBT.

To configure an Electronic WIC State

1. From the Application Menu Bar, select **Store Management > Financial > State Maintenance**. The **State Maintenance** application opens.

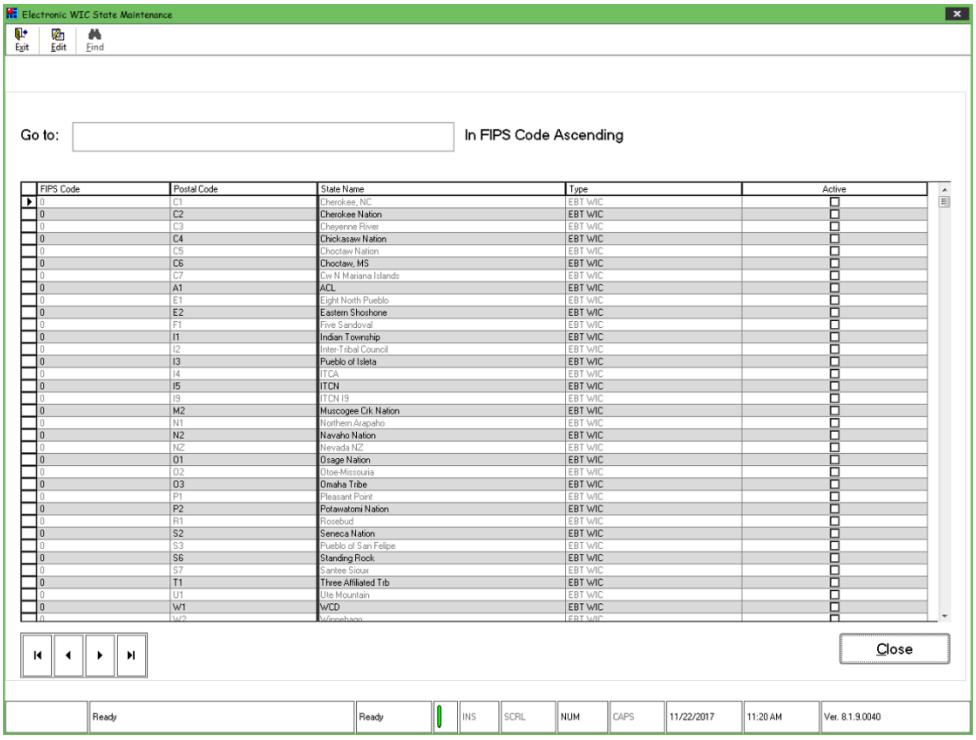


Figure 5-114. State Maintenance Application

2. Scroll down, locate, and double-click the state or tribal organization to enable. The Electronic WIC State Maintenance screen opens with FIPS Code, Postal Code, and State Name (read-only) fields populated and the General tab selected:

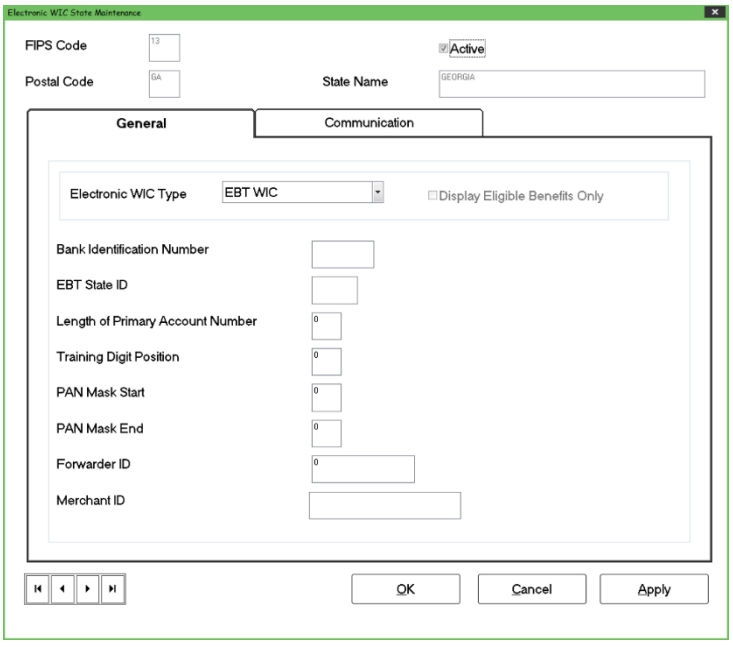


Figure 5-115. Electronic WIC State Maintenance – General Tab

Note:

The Postal Code is a unique identifier for the WIC Agency.

3. Check the **Active** flag to indicate the store will support Electronic WIC for this state.
4. Click the **Electronic WIC Type** field selection arrow and select whether the state supports EBT WIC or eWIC.
5. (Optional) For states defined as eWIC, check the **Display Eligible Benefits Only** checkbox to exclude zero benefit balances from printing on the Beginning and Ending Benefits Balance Reports
6. In the Bank Identification Number field, enter the first six digits of primary account number as determined by the WIC Agency.
7. In the EBT State ID field, enter the ID (four-character alphanumeric) that identifies the grocer to the state (as assigned by the WIC Agency).
8. In the Length of Primary Account Number field, enter the length of PAN as determined by WIC Agency.
9. In the Training Digit Position field, enter the PAN digit location (as determined by WIC Agency) that will indicate a training card (when holding a value of 9).
10. In the PAN Mask Start field, enter the position (as determined by WIC Agency) to start unmasking the PAN number on the receipt or display (but not in the TLOG).
11. In the PAN Mask End field, enter the position (as determined by WIC Agency) to stop unmasking the PAN number on the receipt or display (but not in the TLOG).

Note:

Everything will be masked except the range specified between PAN Mask Start and PAN Mask End.

Note:

If PAN Mask Start and PAN Mask End are left blank, NCR Connected Payments PAN masking is used.

12. In the Forwarder ID field enter the assigned identifier of the entity that will send the files to the state.
13. In the Merchant ID field, enter the assigned identifier that indicates the entity that accepts the EBT WIC Card used in the transaction.

14. Select the **Communication** tab to configure communication fields.

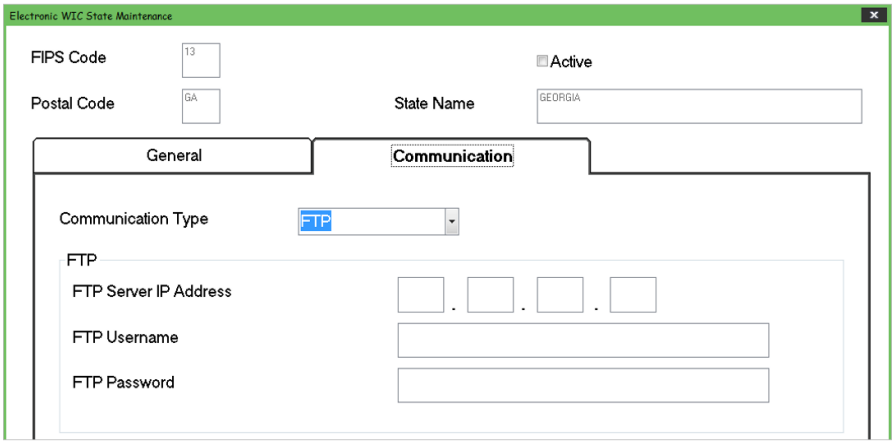


Figure 5-116. Electronic WIC State Maintenance - Communication Tab

15. For FTP communications to send/receive files between the POS system and the host, click the **Communication Type** field and select **FTP**.
16. In the FTP Server IP Address field, enter the FTP IP address of the server where state APL files are available for downloading to the Electronic WIC import folder.
17. In the FTP User Name field, enter the user name to use when connecting to the state server.
18. In the FTP User Password field, enter the password to use when connecting to the state server.
19. For HTTP communications to send/receive files between the POS system and the host, click the **Communication Type** selection arrow and select **HTTP**.

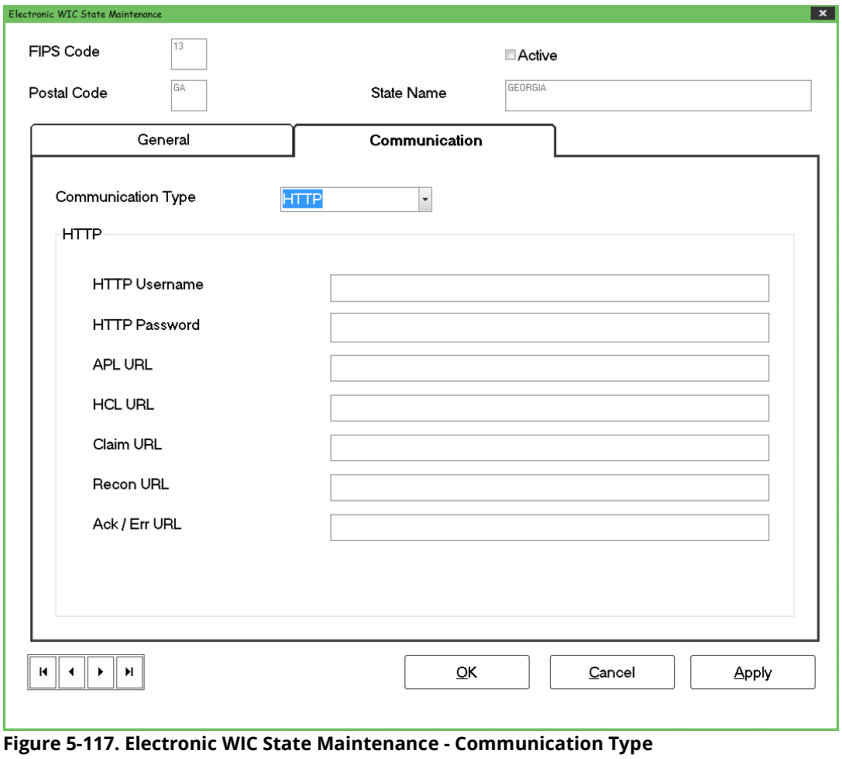


Figure 5-117. Electronic WIC State Maintenance - Communication Type

20. Enter the retailer username and password as issued by the WIC agency.
21. Enter the URL addresses for EOD downloading of the Approved Product List (APL URL), Hot Card List (HCL URL), the previous day's reconciliation file (Recon URL), and the claim response file (Ack/Err URL).

Note:

The claim response file can be either an error file which details why the claim submission failed or an acknowledgment file which indicates whether the claim submission was approved or failed.

22. Enter the URL address for EOD uploading of the claim file (Claim URL).
23. When finished, click **OK** or **Apply** to save.

Note:

A folder with the name of the state will be created in `C:\Program Files\POSware\Office\EBT_WIC\`*`State Name`*. This will be the download \ upload directory for state files. An APL (approved product list) file placed here by the store will be processed during EOD (or manually using Electronic WIC Import).
After successful processing, the APL file will be placed in `C:\Program Files\POSware\Office\ EBT_WIC\`*`State Name`*`\History`.

Note:

The naming format of the files is "WWWWYJJJ.Txx" where:

WWWW	4 Digit WIC ID
Y	Last Digit of the Current Year
JJJ	Current Julian Date
T	File Type
	S – Claim File
	A - Reconciliation File
	K – Acknowledgement File
xx	Sequence Number starting with "00"

If there is a problem with communications with either sending a claim file or receiving a reconciliation file to a state WIC host using the HTTPS communications, the files will be retried during the next end of day(s). There is a total of three retries for a claim file and 14 retries for a reconciliation file.

If it is desired to retry before the next end of day, the program `EBTWIC_HTTP.exe` located in `C:\Program Files\POSware\Office\Components\EXE` can be executed manually. It will send any current files and any files needing retries for all enabled WIC agencies configured for HTTPS communications.

Note:

ENCOR uses a utility called CURL to execute HTTPS communications. This utility requires a certificate for security purposes. This certificate is provided by the individual State WIC agencies which support the CURL utility. The state will provide updated certificates that can be downloaded from a secure website. If the CURL certificate expires, **ENCOR** will lose its ability to communicate with the WIC host until a new certificate is retrieved and placed into `C:\Windows\System32`.

5.3.13 WIC Link Maintenance

Since the state's PLU codes for fruit and vegetable items included in the state APL (Authorized Produce List) file may not match the store's item file, the WIC Link Maintenance program populates the WIC item file on the POS with these items.

To map a store PLU to the state APL file

1. From the Application Menu Bar, select **Store Management > Financial > WIC Link Maintenance**. The **WIC Link Maintenance** application opens to display any previously linked items.

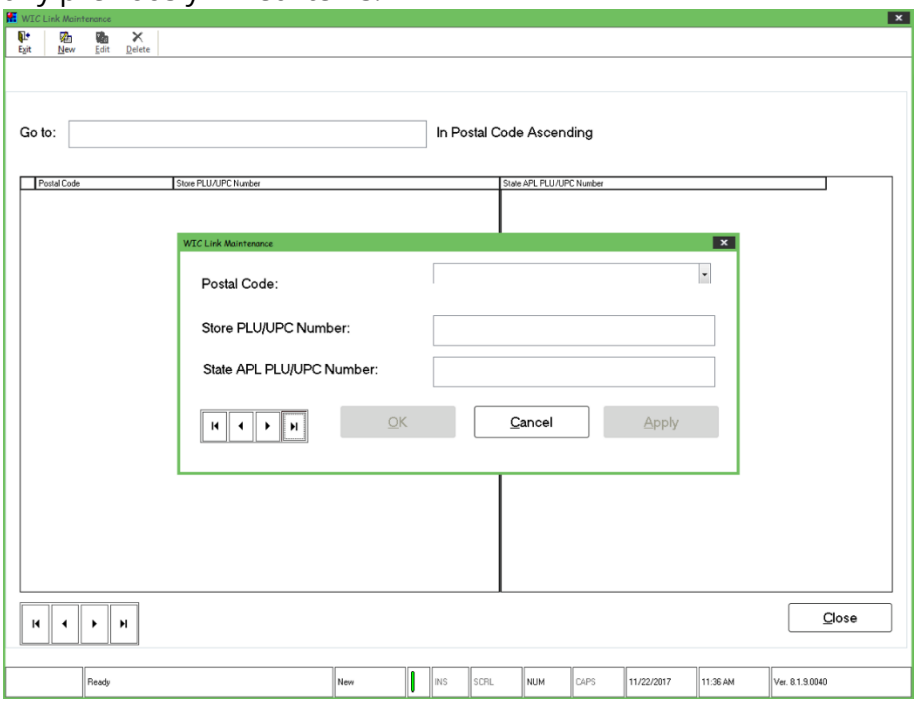


Figure 5-118. WIC Link Maintenance Application

2. Select the **New** button. The WIC Link Maintenance form opens.

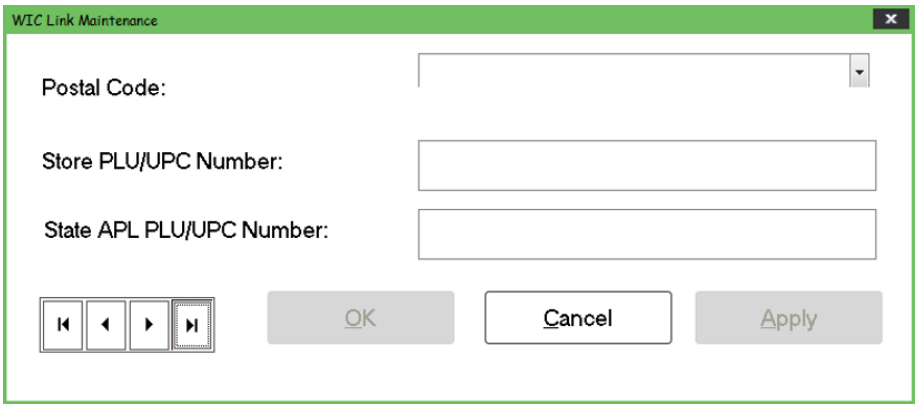


Figure 5-119. WIC Link Maintenance Form

3. In the Postal Code field, click the field selection arrow and choose the WIC Agency associated with the item.

4. In the Store PLU/UPC Number field, key in the store PLU\UPC code for the item.
5. In the State APL PLU/UPC Number field, key in the state PLU\UPC code for the item.
6. Select **OK** or **Apply** to link the items.

Note:

The linkage will not take effect until the next EOD or until Electronic WIC Import is run for the state's APL file.

Note:

If the entered store PLU does not exist in item file but the entered state item does exist in the APL file, the following warning message displays:

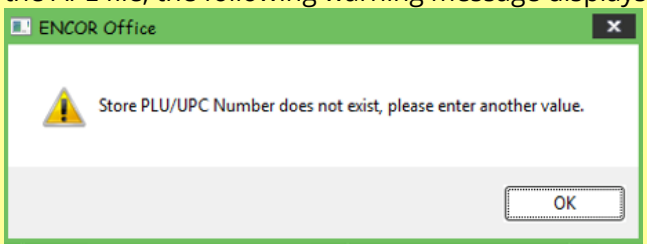


Figure 5-120. WIC Link Maintenance - Warning Message 1

If the entered store PLU does exist in item file but the entered state PLU does not exist in APL file, the following warning message displays:

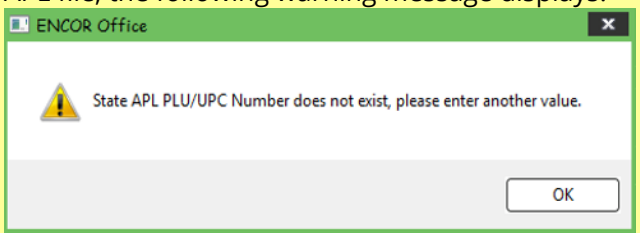


Figure 5-121. WIC Link Maintenance - Warning Message 2

Note:

The Enable WIC Sale flag is automatically checked in Electronic WIC Items Maintenance (see below) during APL file import for store items that are linked to state items.

5.3.14 Electronic WIC Items

The Electronic WIC Items menu option is used to view the imported Approved Product List (APL) items and to enable them to be purchased using either Online WIC EBT or Smart Card WIC EBT.

To view and maintain state WIC Items

1. From the Application Menu Bar, select **Store Management > Financial > Electronic WIC Items**. The **Electronic WIC Items Maintenance** application opens, displaying all previously imported APL items:

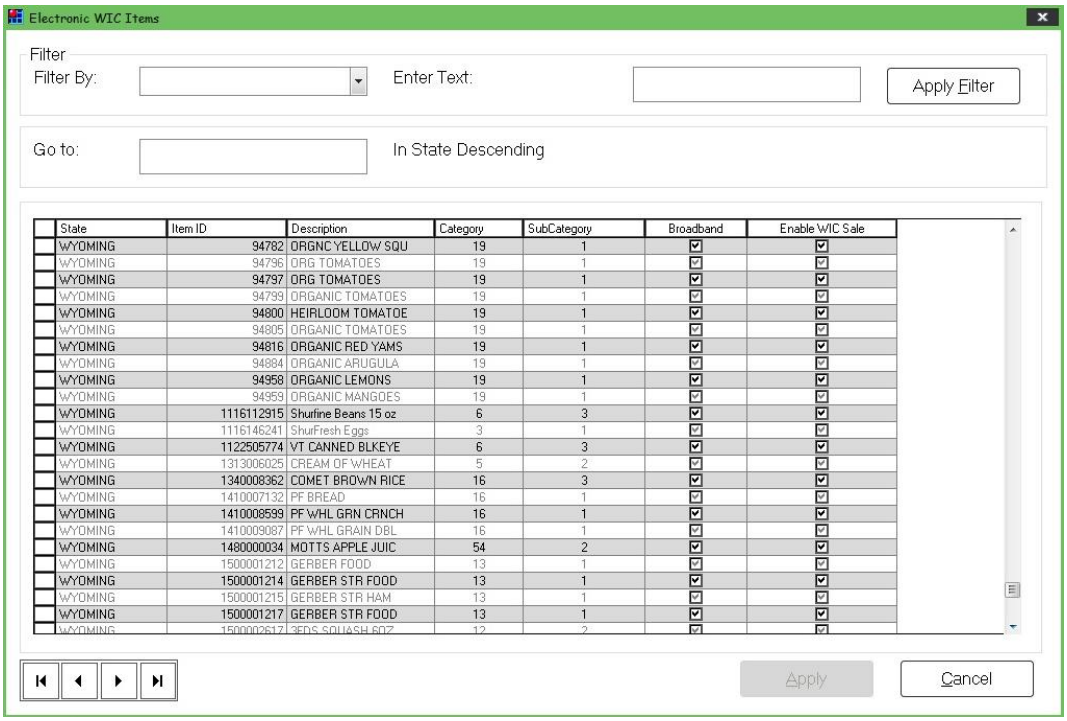


Figure 5-122. Electronic WIC Items Maintenance Application

The Electronic WIC Items Maintenance application displays the following fields for items that exist in both the store item file and the state APL file:

Note:

Columns can be sorted (ascending or descending) by clicking on the column heading. Only the Enable WIC Sale flag is editable.

Field	Description
State	The state or tribal organization associated with the WIC Item.
Item ID	The UPC/PLU as it appears in the host file.
Description	The PLU Description from the store's item file.
Category	The state category number.
Subcategory	The state subcategory number.
Broadband	A check in this field indicates a broadband category.

Enable WIC Sale	A check in this field indicates the item is active for tendering with an Electronic WIC Tender. **Note:** When a retailer implements a Least Expensive Brand (LEB) item, the store must disable this flag for all competing brands. **Note:** The Enable WIC Sale flag is automatically checked when an item is first imported from the state APL file. The status of this flag is also retained (enabled or disabled) when the item is subsequently re-imported from updated APL files.

2. (Optional) To filter the list, click the **Filter By** field selection arrow and choose to sort by State, Item ID, Description, Category, Subcategory, or Enable WIC Sale Flag and enter the filter data. When finished, select **Apply Filter**. The results will display according to the following rules:

Filter By	Matching Result
State	Partial text matches
Item ID	Exact number matches
Description	Partial text matches
Category	Exact number matches
Subcategory	Exact number matches
Enable WIC Sale	"True" or "False" matches

3. (Optional) To locate an item to view or edit, click on the **Item ID** column first and enter the item's PLU number in the Go To field (or use the Page Up \ Page Down buttons to scroll through the list).
4. Click (check) the **Enable WIC Sale** flag to activate the state item for tendering with Electronic WIC (or uncheck the flag to deactivate the item).
5. When finished, click **Apply** to save (and **Yes** at the "Are you sure?" prompt).
6. Click **Cancel** to return to **ENCOR** Main Menu.

5.3.15 Electronic WIC Import

The Electronic WIC Import menu option is used to manually process or reprocess Approved Product Lists (APL), Hot Card Lists and Reconciliation files.

Note:

It is the responsibility of the store to acquire the APL files from state WIC agencies and place them in the appropriate folder (`C:\Program Files\POSware\Office\EBT_WIC\`*`State Name`*). An APL file placed here by the store will be processed during EOD.

To manually import Electronic WIC files

1. From the Application Menu Bar, select **Store Management > Financial > Electronic WIC Import**. The Electronic WIC Import screen opens.

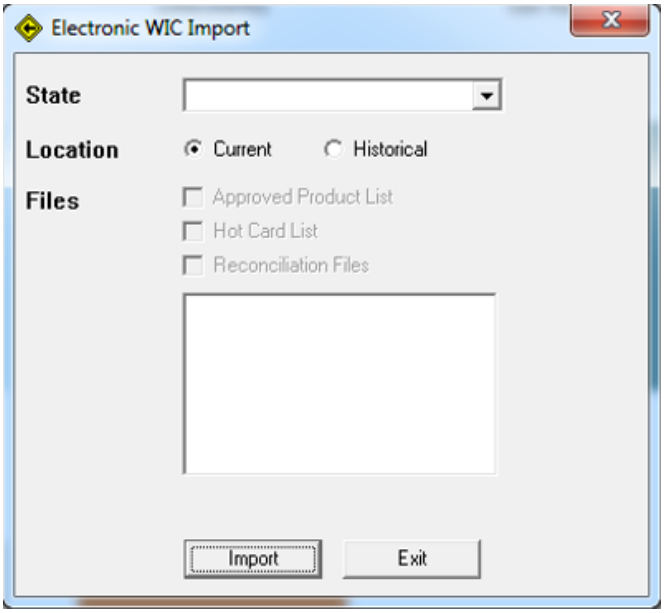


Figure 5-123. Electronic WIC Import

2. Select the State field selection arrow and choose the active state (or tribal organization) files to be imported.
3. Select the radio button of the file location to use (Current or Historical). The Files list is populated.
4. In the Files window, check (select) the file types to reprocess: Approved Product List (for either Online WIC EBT or Smart Card WIC EBT), Hot Card List, and/or Reconciliation Files (for Smart Card WIC EBT). The checkbox for a file type will be disabled if no file exists in a location.
5. Select the **Import** button.

Note:

Reconciliation files contain information on which items from the APL were purchased (claimed and settled) using Smart Card WIC EBT. Reconciliation files are placed by the store in the `C:\Program Files\POSware\Office\EBT_WIC\ State Name` folder. At EOD or through the Electronic WIC Import application, the reconciliation file is processed and placed in the `C:\Program Files\POSware\Office\EBT_WIC\State Name\History` folder.

Note:

File processing events and errors write to the `SWVERIFY.LOG` file.

Note:

The APL import accepts both x9.93-2 and x9.93-4 file formats.

Note:

An APL import option can be configured to either restrict import only to items on file or not to require the “Link To” item exist in the state WIC Item file but add any item five-digits (or less) in length (i.e. PLUs for fruit and vegetable items).

The APL import option to turn enable / disable this feature is found in the in the SmartWic.ini file.

```
[SmartWicSetup]
RestrictImportToItemsOnFile=1
```

If set to 1, only APL items that exist in PLU file are added. If set it 0, any item five-digits (or less) in length is imported.

5.4 POST Controls

This module contains options affecting operation of the PoS terminals.

5.4.1 Control Checks

This option enables the user 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 Application Menu Bar, select **Store Management > POST controls > Control Checks**. The **Control Checks Maintenance** application opens.

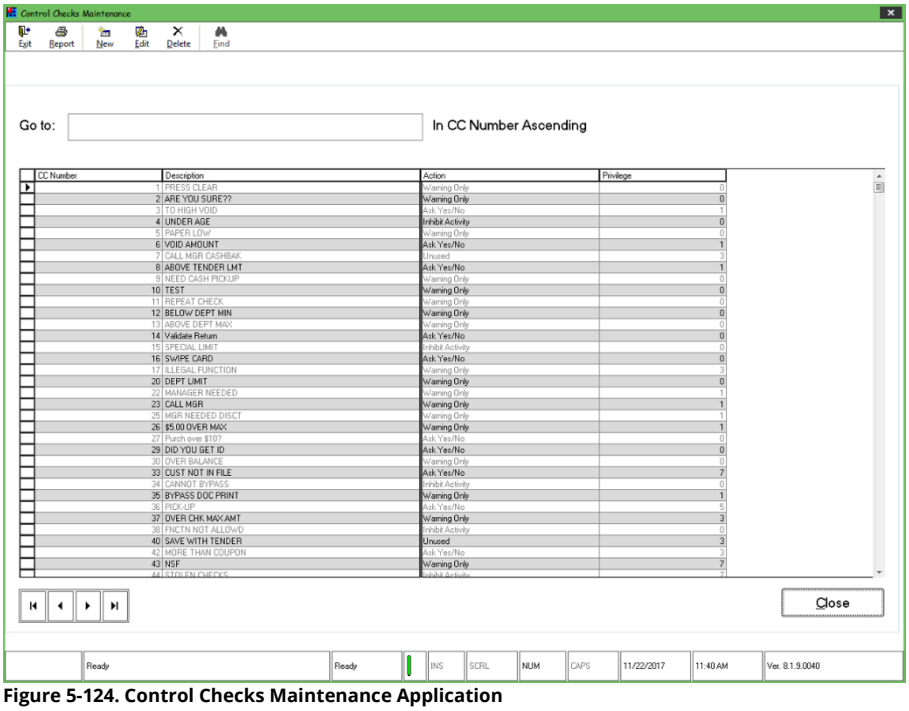


Figure 5-124. Control Checks Maintenance Application

2. On the toolbar, select **New**. The Control Checks Maintenance dialog box opens.

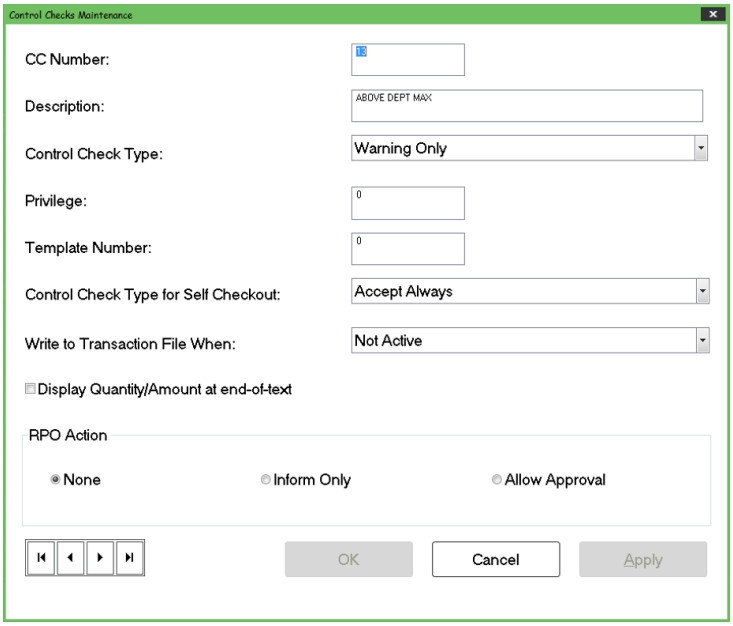


Figure 5-125. Control Checks Maintenance Dialog - New

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

Control Check Type	Description
Unused	Control check number is not used.
Ask Yes/No	Displays Yes/*No*? 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 *Clear* key to continue.
Delayed Supervisor Approval	Control check description displays at the POS at the end of transaction.
Invisible	Indicates that no other Control Check Type will be processed except for the Reason Code list. Choose this type to prompt the cashier to enter a Reason Code when the control check is triggered.

5. If required, enter the appropriate privilege number.

Note:

A control check may have an attached privilege number. Cashiers may also be assigned privileges (see the "Cashier Utilities" section) 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. Design templates to print whatever detail is required when control checks are triggered.
7. 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.
8. Control check type for self-checkout PoS terminals. Choose the control check type from the drop-down list, as described below. The option chosen depends on the amount of control or security required 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 and display the control check at the attendant station. Authorized personnel will be required to accept/reject the condition for the sales order to proceed.

9. To selectively log specified control checks issued on the POS terminals to the transaction log (TLOG) file, click the **Write to Transaction File When** field's selection arrow and choose one of the following options:

Write to TLOG When	Description
Not Active	Control check is not active.
Never	Never write to the TLOG file.
Accept	Only write to the TLOG file when the control check is accepted.
Cancel	Only write to the TLOG file when the control check is canceled.
Always	Always write to the TLOG regardless of the cashier's action.

10. Click the new Reason Code Type field to select the Reason Code Type to associate with an invisible Control Check. All reason codes assigned to this reason code type will be a valid option to select when the Control Check is called.

Note:
If this field is left empty, Control Check Reason Code functionality will be disabled.

11. (Optional) Check the Display Quantity/Amount at end-of text checkbox to display an associated quantity or amount after the Control Check text. (For example, when a limit has been exceeded, the limit amount would be displayed).
12. For installations using RPO Remote Authorization Module (RMA), click the RPO Action field's selection arrow and choose one of the following options for this Control Check:

RPO Action	Description
Inform Only	Display on the HHC (Hand-held Computer) but do not allow approval from the HHC. Resolution must occur at the POS.
Allow Approval	Display on the HCC *and* allow approval from the HHC. Resolution may occur either from the HHC or the POS.
None	Do not display the control check on the HHC.

Note:

When a control check is approved from the HHC, the message "Event Approved Remotely" will display on the cashier display. Press **C** to continue. The transaction file will indicate that the event was approved by RPO.

13. To print the quantity/amount at the end of the ticket, select this checkbox.
14. Select **OK** or **Apply** to save.

5.4.2 POS Item Messages

The POST Item Messages option enables the user 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 item, the message set up appears on the cashier display.

Once POST messages are defined, link them to items. For more information, refer to "PLU Maintenance" in Chapter 3.

To add a new POS item message

1. From the Application Menu Bar, select **Store Management > POST Controls > POS Item Messages**. The **POS Item Messages** application opens.

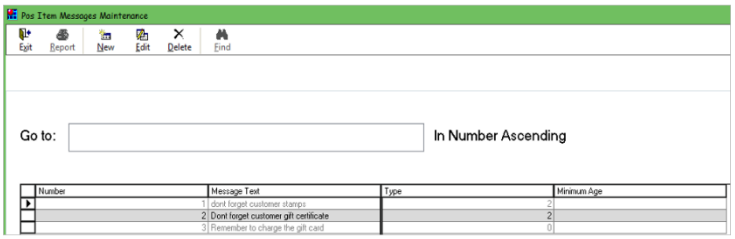


Figure 5-126. Post Item Messages Maintenance

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

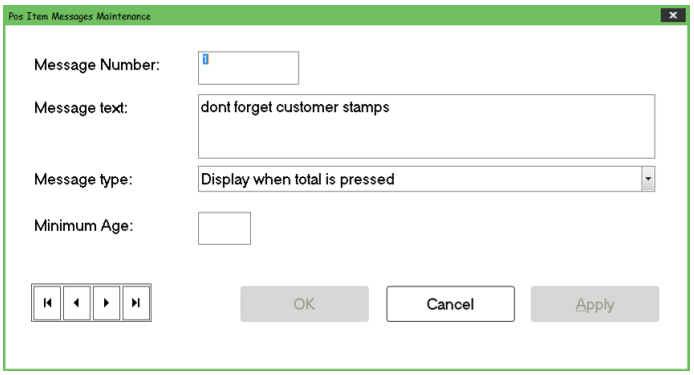


Figure 5-127. Post Item Messages Maintenance Dialog - New

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
   - Data Item entry
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. (Optional) Click the POS Item Message CC field's selection arrow and choose the Control Check to link to this POS Item Message.
8. For proofs of purchase slips, in the "Endorsement Template" field enter the name of the template to print when the POS Item Message is generated at the time of sale.
9. If a Control Check is selected in step 7, check the Suppress POS Item Message box to suppress the message from appearing when the Control Check is issued.

Note:
For example, this feature is useful to display informational message on the Self-Checkout Shopper's Assistant when a recalled item is scanned on the Self Checkout Terminal. The Control Check (e.g. "Item not for sale. Item has been recalled") must be set to "Inhibit Activity" and the "Control Check Type for Self Checkout" set to "Handled by Self Checkout" (in Control Checks Maintenance).

10. Click **OK** or **Apply** to save.
The following table explains how the POS Item Message CC field and the Suppress POS Item Message box work in conjunction with each POS Item Message Type.

POS Item Message Type	With CC Attached	With Suppress POS Item Message Selected
Non-Active	No action	No action
Display when item sold	Display POS item message and then CC if cashier selects YES. Add item to transaction if CC is satisfied. Do not add item if CC not satisfied or cashier selects NO.	POS item message not displayed. Display CC and add item if CC satisfied. If CC not satisfied do not add item.
Display when total pressed	When the cashier totals the transaction display POS item message and then CC after the cashier select YES or NO. Allow the transaction to continue once CC is satisfied.	POS item message not displayed. Display CC and allow the transaction to continue once CC satisfied.
Sale not allowed	No action	No action
Display if double scanned	Display POS item message and then CC after cashier selects YES or NO. Add item to the transaction and allow transaction to continue after CC satisfied.	POS item message not displayed. Display CC and allow the transaction to continue once CC satisfied
Data Item Entry	CC will not be supported for Data Item Entry	CC will not be supported for Data Item Entry

5.4.3 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, therefore 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 0.25 pounds, 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 Application Menu Bar, select **Store Management > POST Controls > Tare Weights**. The **Tare Weights Maintenance** application opens.

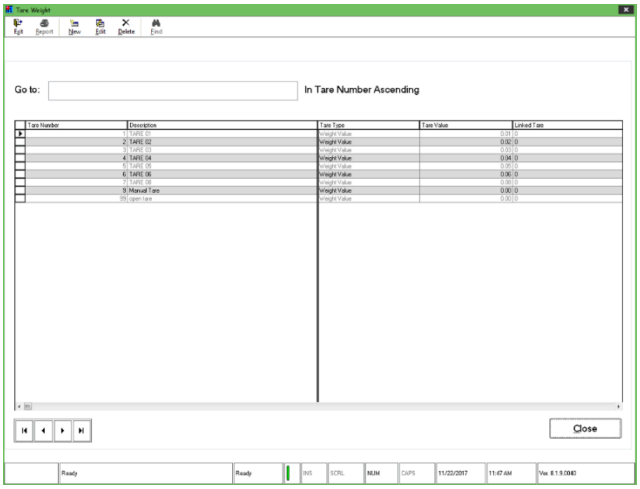


Figure 5-128. Tare Weights Maintenance Application

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

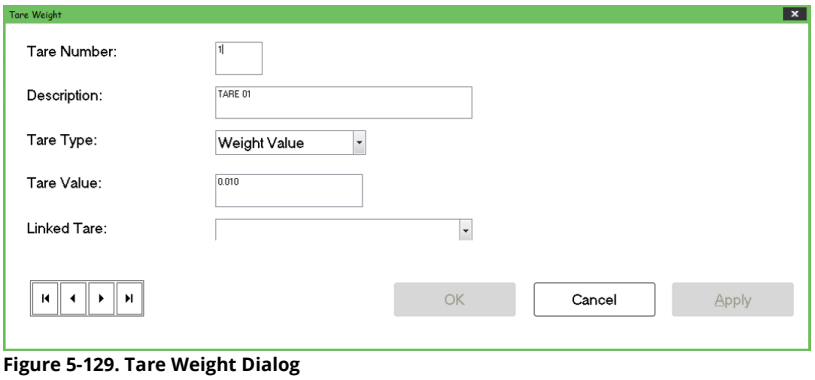


Figure 5-129. Tare Weight Dialog

3. Enter the appropriate tare weight number. 1 to 30 are reserved for tare weights; 31 to 60 are reserved 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. (Optional) To combine this tare with another established tare for purposes of combining weights (or percentages), select the field selection arrow and then select the desired tare.
8. Select **OK** or **Apply** to save.

5.4.4 Templates/Multi Part Receipts

The Templates option allows the user to design, modify, or delete a template for check printing and validation during tendering at a POS terminal. A template is the layout of what must print on a check front (for automatic check printing) and on the back of a check or credit card slip (for endorsement). The user can design different templates for specific banks as needed.

In addition to templates, the user can design multi-part receipts for the EBT tenders: EBT Cash and EBT Food Stamps.

Names assigned to templates display on the POS terminal during tendering (where endorsement printing has been set up for a tender). The cashier must choose the applicable template.

ENCOR comes installed with pre-defined templates. When the **Templates/Multi Part Receipts** application is selected from the Store Management > POST Controls submenu, a multi-grid form displays all the templates defined in the system.

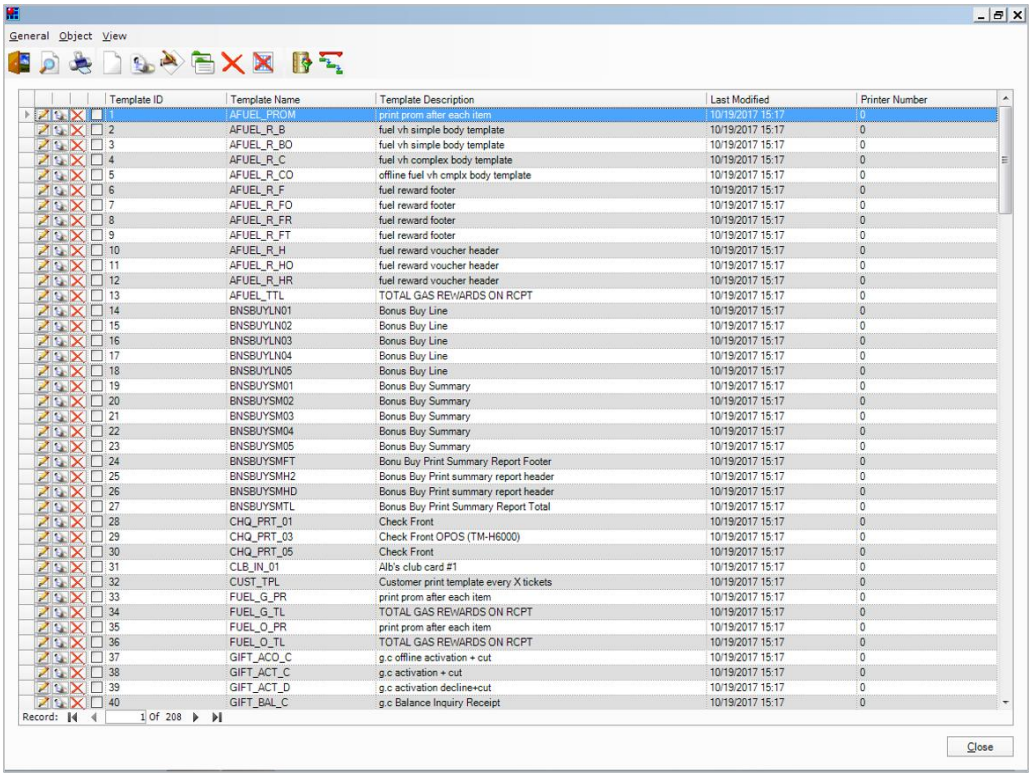


Figure 5-130. Templates/Multi-Part Receipts Application

Each row represents a single template with three icons available for editing, viewing, and deleting ( ) functionality. The same functions can be executed from the top of the screen (for the selected template) along with buttons for creating, filtering, grouping, saving, copying, and printing templates.

The toolbar contains icons to perform the following functions:

Figure 5-131. Templates/Multi-Part Receipts - Toolbar

- Exit the Template Manager
- Display a preview of Template List (prior to printing)
- Print the Template List
- Create a new template
- View a highlighted template
- Edit a highlighted template
- Copy the highlighted template
- Delete the highlighted template
- Delete all the templates
- Filter the list of templates by desired column constraint
- Group the template list by the selected column heading

5.4.4.1 Adding a New Template

This function enables the user to add new templates to the templates file.

To create a new template

1. Click the page icon from the toolbar. A window displays for entering the key name of the template.

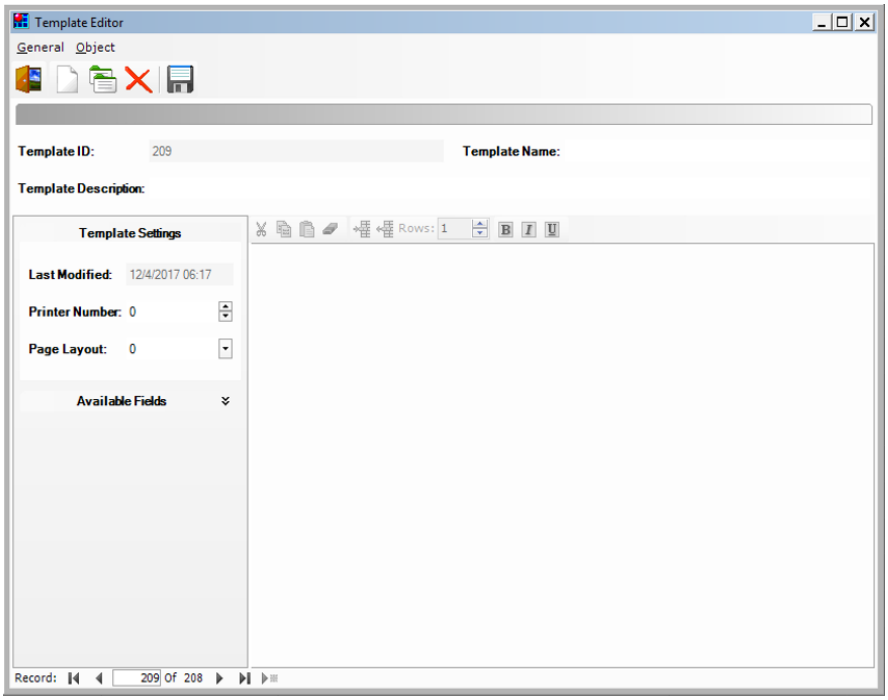


Figure 5-132. Template/Multi-Part Receipts - Template Editor

2. Click inside the Template Name field and enter a name for the template. This template name is the template's ID in **ENCOR**. The template name must be unique and is a mandatory entry.

   - For check-front printing, template names (or key numbers) must be in the format: CHQ_PRT_*xx*
     Where *xx* is the template number. Template number can be up to two digits.
   - For check endorsement printing, template names must be in the format: TEMPLAT_*xx*
     Where *xx* is the template number. Template number can be up to two digits.

Note:

Templates are assigned to a tender through the **Tender Maintenance** application using the “Endorsement template No” field (on the Template tab). The value entered corresponds to the number in the template name (above). If a name is entered that already exists, an error message displays.

   - For multi-part receipts (store copy with signature), names (or key numbers) must be in the format: MPR_*nn*_STR

Where *nn* is the receipt (template) number. Use this number in tender maintenance.

- For multi-part receipts (customer copy), names (or key numbers) must be in the format: MPR_*xx*_CST
  Where *xx* is the receipt (template) number. Use this number in tender maintenance.

Note:

To be able to print both store and customer copies, both multi-part templates must have the same receipt (template) number.

3. Click inside the Template Description and enter a description for the template. When finished, press **TAB**. The open rows display.

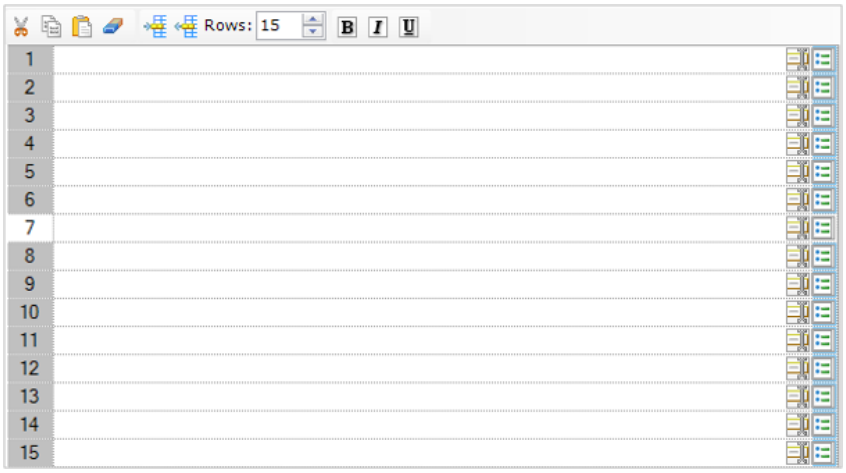


Figure 5-133. Template/Multi-Part Receipts - Open Rows

5.4.4.1.1 Designing a Template

Icons representing standard text editing tools such as Cut, Copy, Paste, Clear, Insert Line, Delete Line, Bold, Italic, and Underline are found at the top of the design grid.

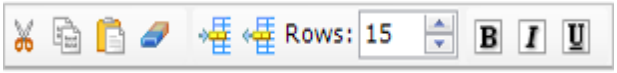


Figure 5-134. Template/Multi-Part Receipts - Design Tools

The number of rows to display can be changed by entering a value in the Rows field (or using the up\down arrows to increase or decrease the value).

5.4.4.1.1.1 Entering a Line

To insert a line in the template, click the line number above where a line is to be inserted and click the insert line button. The new line is automatically numbered.

To insert a field

1. Click the line number where a field is to be inserted.

2. (Optional) To enter text before the field is to appear, click inside the row and type the desired text to appear before the field.
3. Expand the list of available fields by clicking the down arrows.

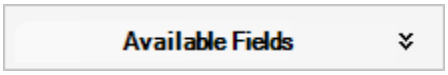


Figure 5-135. Template/Multi-Part Receipts - Available Fields

The list of available fields display (and the scroll bar is enabled).

4. Locate the field to insert. The field name block appears on the line (using the default length of the field) along the default left margin.

Figure 5-136. Template/Multi-Part Receipts - Insert Field

5. To move the field, click the icon (on the right side of the row). The field attributes window displays:

Figure 5-137. Template/Multi-Part Receipts - Field Attribute

Note:

When multiple fields exist on the line, they will all be listed:

Figure 5-138. Template/Multi-Part Receipts - Multiple Field Attributes

6. Click inside the Field Offset and enter the desired offset location. The field will move to that location.
7. When finished, close the field attribute window by clicking .

Note:

To display the Field Description and Template Field command, place the mouse pointer over the desired field and the details will display.

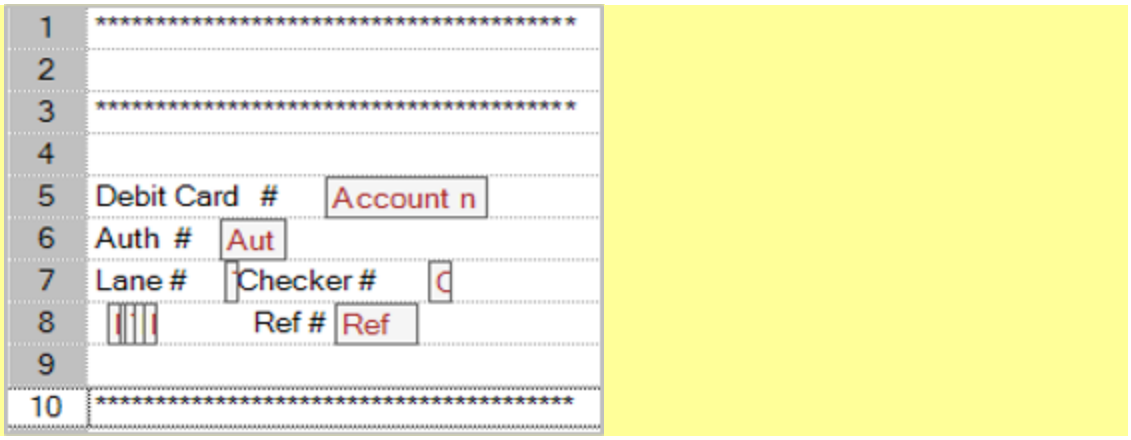


Figure 5-139. Template/Multi-Part Receipts - Field Details Displayed

5.4.4.1.1.2 Marking Text as a Function

Template Functions can be entered in text (preceded with the # sign) and then marked as a function. Right-click on the text and choose **Mark this text as a function**.

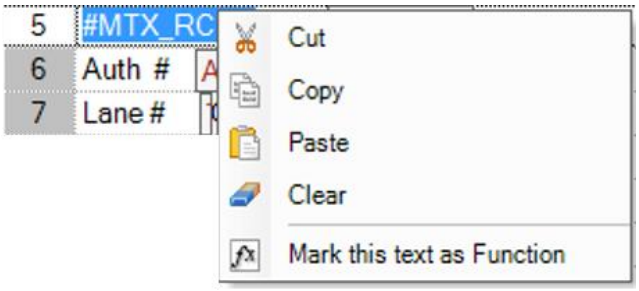


Figure 5-140. Template/Multi-Part Receipts - Template Functions

The row will turn blue to denote a template function command.

Figure 5-141. Template/Multi-Part Receipts - Template Function Command

5.4.4.1.1.3 Deleting a Line

To delete a line in the template, click the line number to be deleted and click the delete line button. A line is automatically removed.

5.4.4.1.1.4 Deleting a Field on a Line

1. Click the line number where deleting a field.
2. Click the icon (on the right side of the row). The field attributes window displays.

Figure 5-142. Template/Multi-Part Receipts - Deleting A Field

3. Click the icon next to the field to be deleted. A confirmation message displays.
4. Click **Yes** to confirm deletion.

5.4.4.1.1.5 Inserting Receipt Printing Commands

To insert various commands into the template (apart from text and Available Fields) click the at the end of the desired row (where the command is to be inserted). The following window displays:

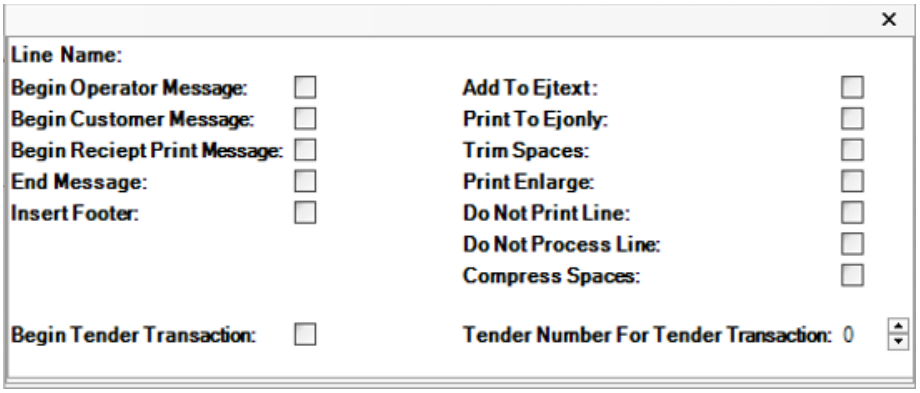


Figure 5-143. Template/Multi-Part Receipts - Insert Commands

Check the checkbox associated with the command to insert:

- Begin Operator Message
- Begin Customer Message
- Begin Receipt Print Messages
- End Message
- Insert Footer
- Begin Tender Transaction
- Enter the **ENCOR** Tender Number associated with the Tender Transaction in the "Tender Number For Tender Transaction."

Note:

Additional line specific attributes can be set as follows:

- Add to Electronic Journal Text
- Print to Electronic Journal Only
- Trim Spaces
- Print Enlarged Text
- Do Not Print Line
- Do Not Process Line
- Compress Spaces

5.4.4.2 Updating a Template

To update the contents of a template

1. Locate the template to modify in the template list, and click the button.
2. Follow the instructions in "Adding a New Template," earlier in this chapter.

5.4.4.3 Deleting a Template

This function is used to delete a template from the templates file.

1. Locate the template to modify in the template list, and click the button. A confirmation message displays.
2. Select **Yes** to delete the template.

5.4.4.4 Copying a Template

This function is used to create a new template by copying an existing template.

1. Locate the template to copy in the template list and click the button. The Duplicate Object window displays the attributes of the source template and assigns an unused Template ID number for the new template.

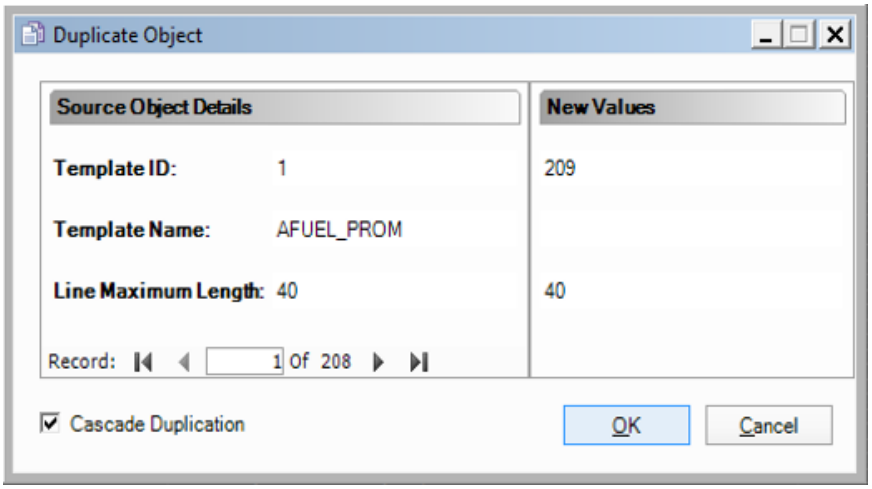


Figure 5-144. Template/Multi-Part Receipts - Duplicate Object

2. In the Template Name field, enter the name of the template being created.
3. (Optional) Change the Line Maximum Length if desired.
4. Select **OK**. The template is copied to the specified name.
5. To modify the template, follow the instructions in "Adding a New Template" earlier in this chapter.

5.4.5 Cost Plus Programming

This option allows the user to set up parameters if the store operates on a "cost-plus" system. In a cost-plus situation, some (or all) items are sold at their cost price plus a specific percentage which is dependent on the total amount purchased by a customer. The more a customer buys, the lower the percentage mark-up added to the cost price total.

Note:

To make use of cost-plus programming, enable the "Cost Plus in System" parameter located in System > General System Parameters > Store > POST > Monetary > Cost Plus.

To flag *items* for sale at cost-plus, check the Cost Plus item flag (for each item), on the Parameters 1 tab in **PLU Maintenance**. To flag a *department* for cost-plus eligibility, check the Cost Plus Department flag in the **Department Maintenance** program. With this option enabled, cashiers can sell any item via the department button. Items rung up with this method have cost-plus eligibility.

There are 20 ranges (purchase amounts) that can define cost-plus add-on percentages.

To set up Cost Plus Programming

1. From the Application Menu Bar, select **Store Management > POST Controls > Cost Plus Programming**. The **Cost Plus Programming** application opens.

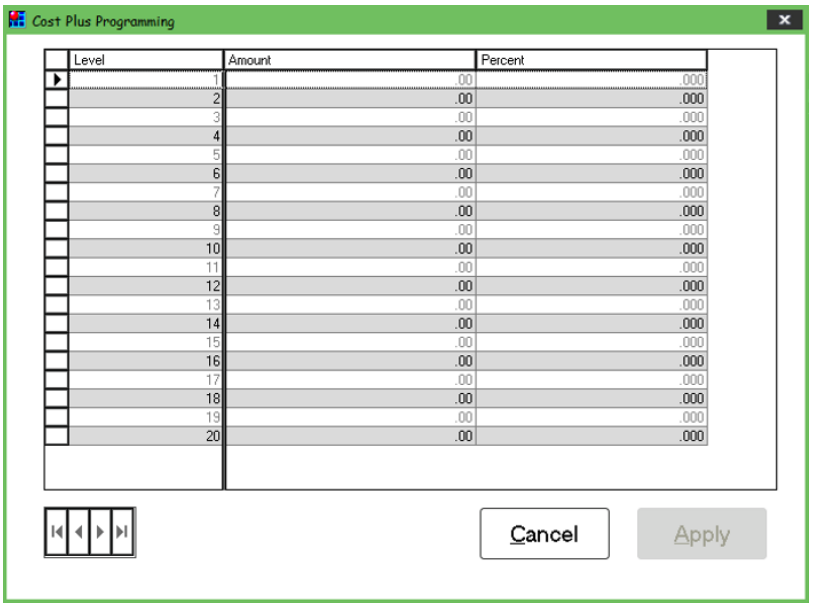


Figure 5-145. Cost Plus Programming Application

2. Click the first cell in the second column to edit the Amount, or use the **Left arrow** and **Right arrow** keys and press **TAB** to position the cursor in same position.
3. Enter the Amount (for example, 10.00) and press **TAB**. The cursor moves to the Percent field.
4. Type in the required percentage to add on (for example, 20.000).
5. Define all the ranges required.
6. Click **Apply** to record the definition.

5.4.6 Service Fee Programming

This option lets the user charge customers a service fee (commission) for giving them cash back. Use this option to set the fee range.

Service Fee Programming lets the user set cash back fees (for check transactions) and to charge customers a fee for performing cash tender-purchase transactions (i.e., giving cash in exchange for a paycheck or when using a debit card).

The fee is based on the cash back amount of a normal sale or on the purchase amount in a cash tender-purchase transaction. The fee prints on the customer receipt as a minus value, above the change amount.

- Charge the greater of a designated percentage amount (of the tendered check) or a fixed dollar amount
- Charge the lesser of a designated percentage amount (of the tendered check) or a fixed dollar amount
- Waive the service fee if a Member Card is presented during the transaction
- Charge the service fee only on the over tendered amount

The fee prints on the customer receipt as a minus value, above the change amount.

Before defining PLU-type service fee ranges, the user must define PLUs with suitable descriptions and the appropriate prices (fees) to charge for each range. For department-type service fees, define a department where service will be allocated.

The user can define up to five different tables, each containing fee schedules, required cashback, or tender value ranges. The user can change the default fee type (by tender number, by PLU number, or by department number) by pressing the *selecting* ***Edit***.

To define a Service Fee Table

1. From the Application Menu Bar, select **Store Management > POST Controls > Service Fee Programming**. The **Service Fee Programming** application opens.

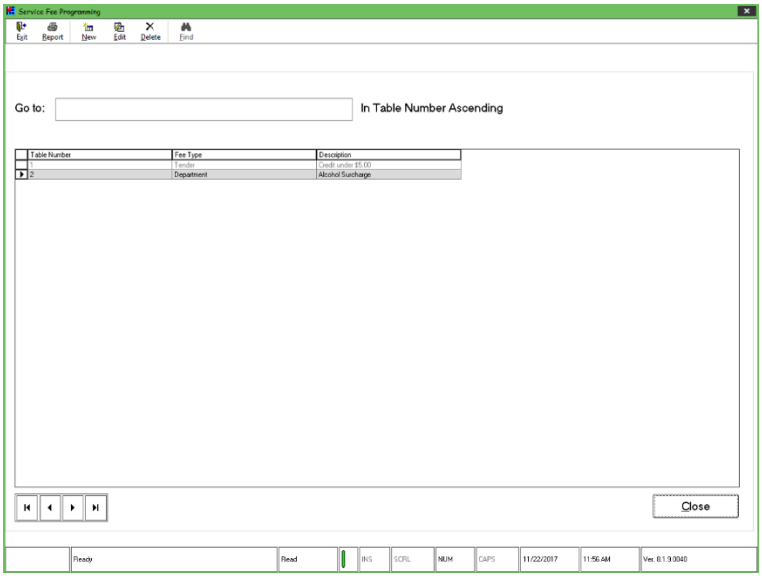


Figure 5-146. Service Fee Programming Application

2. Click the **New** button. A new service fee record is allocated.
3. Enter the Table Number, Fee Type (using the field's selection arrow) and Description.
4. When finished, click **Apply.**
5. Click **New.** The Service Fee Programming Table appears.

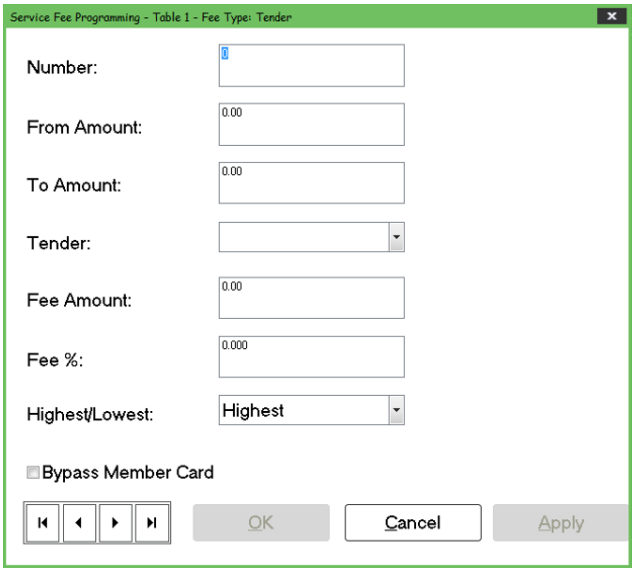


Figure 5-147. Service Fee Programming - Table Screen

6. Complete the fields for the record number entered. (See field descriptions below for each fee type.)
7. When finished, click OK.
8. Repeat steps 5 through 7 for each record to add to the table.
9. When finished, click Cancel to return to the Service Fee Programming screen.
10. Repeat steps 1 through 8 to create a new table or press Close to return to the Main Menu.

For Tender and Department Fee Types, the Service Fee Programming Table contains the following fields:

Field	Description
Number	Enter a number for each service fee range. Up to 10 records can be defined.
From Amount	Enter the Minimum amount tendered for the Service Fee to apply.
To Amount	Enter the Maximum amount tendered for the Service Fee to apply.

Field	Description
Tender (Tender Fee Type)	Click the field's selection arrow and choose the tender to which the service fee applies. **Note:** To implement the fee, attach the fee to the tender within Tender Maintenance's Specific 1 tab.
Department (Department Fee Type)	Click the field's selection arrow and choose the department to which the service fee reports. **Note:** To implement the fee, the fee to the tender within Tender Maintenance's Specific 1 tab.
Fee Amount	Enter the fixed amount to be applied as the Service Fee.
Fee%	Enter the percentage of the amount tendered to be applied as the Service Fee.
Highest/Lowest	Click the field's selection arrow and choose which fee to be applied, the higher or lower fee (if both a Fee Amount & Fee Percent have been set).
Bypass Member Card checkbox	Check this box to waive the service fee (if a Member Card has been entered within the sale).

Note:
If a member card is entered in a ticket (that has been partially tendered) with a service fee previously applied, the following message will be displayed to the cashier: "Service Fee was applied before the Member Card was entered. You may need to void then re-enter the tender. Press clear to continue." Press **Clear** in response to the message, void and then re-enter the tender if necessary.

For PLU Types, Service Fee Programming Table contains the following fields:

Field	Description
Number	Enter a number for each service fee PLU Type. Up to 10 records can be defined.
From Amount	Enter the Minimum amount tendered for the Service Fee to apply.
To Amount	Enter the Maximum amount tendered for the Service Fee to apply.
PLU Number	Enter the PLU Number (or click the Ellipsis Button and use the PLU Item Selector to locate the item) that will be used for obtaining the fee amount and movement reporting.

Note:
The Service Fee description that will be printed on the receipt is dependent on the Fee Type of the Fee Table being used. For **Tender** Type Service Fees, the Tender record description will print, for **Department** Type Service Fees, the department description will print and for **PLU** Type service fees the PLU description (from the item record) will print.

5.5 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 the user can apply different rules to each card.

The Debit/Credit Card Maintenance option serves to define or validate debit/credit card rules according to the card issuer's specifications, as well as store or company policy.

5.5.1 Card Range

This is where the user defines 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 Application Menu Bar, select **Store Management > Card Maintenance > Card Range**. The **Card Range Maintenance** application opens.

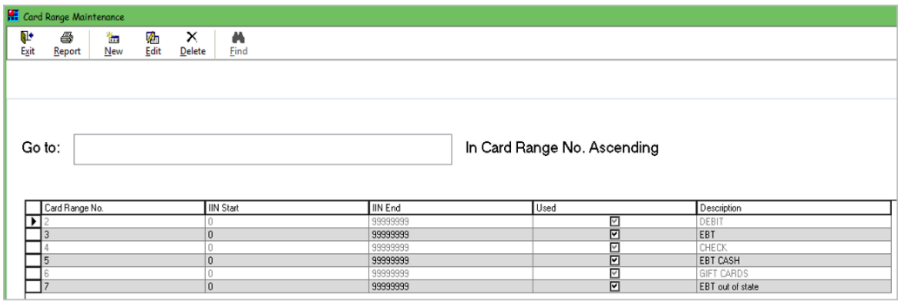


Figure 5-148. Card Range Maintenance Application

2. On the toolbar, select **New**. The Card Range Maintenance dialog box opens.
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. Select **OK** or **Apply** to save.

5.5.1.1 Basic Setup Tab

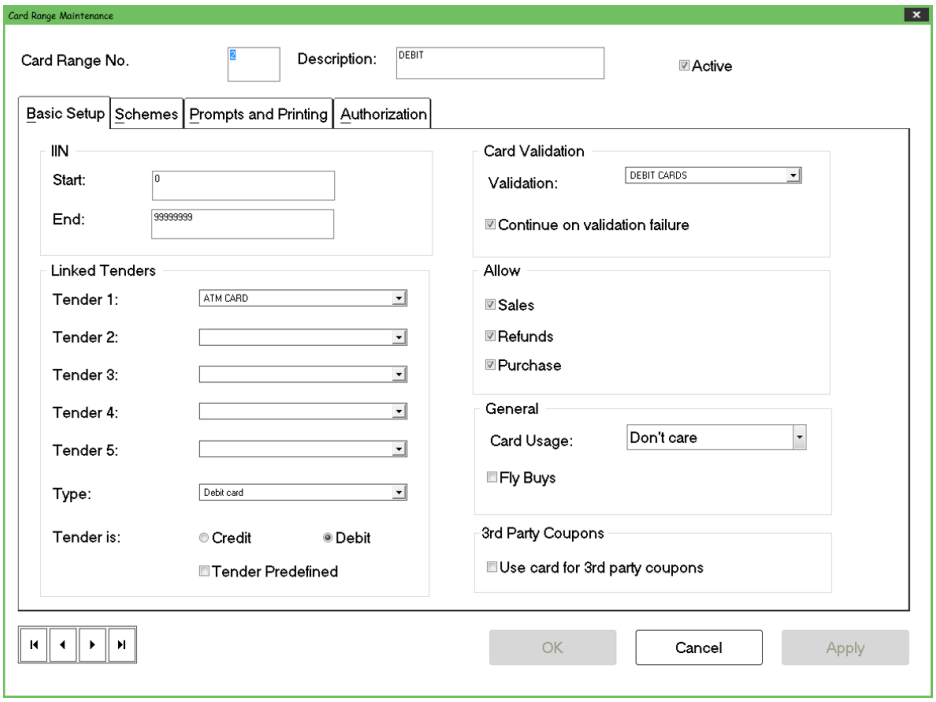


Figure 5-149. Card Range Maintenance - Basic Setup Tab

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:	Specify up to five tender types 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 **Tender** key is pressed. The cashier then selects the tender type.
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 (**Tender** 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. **Note:** This setting is not used for credit card and debit card tenders.
Fly Buys	Identifies the card as a Fly Buys card.
Use card for 3rd party coupons	Check this field to indicate that cards within this range can be used to receive third-party digital coupons.

5.5.1.2 Schemes Tab

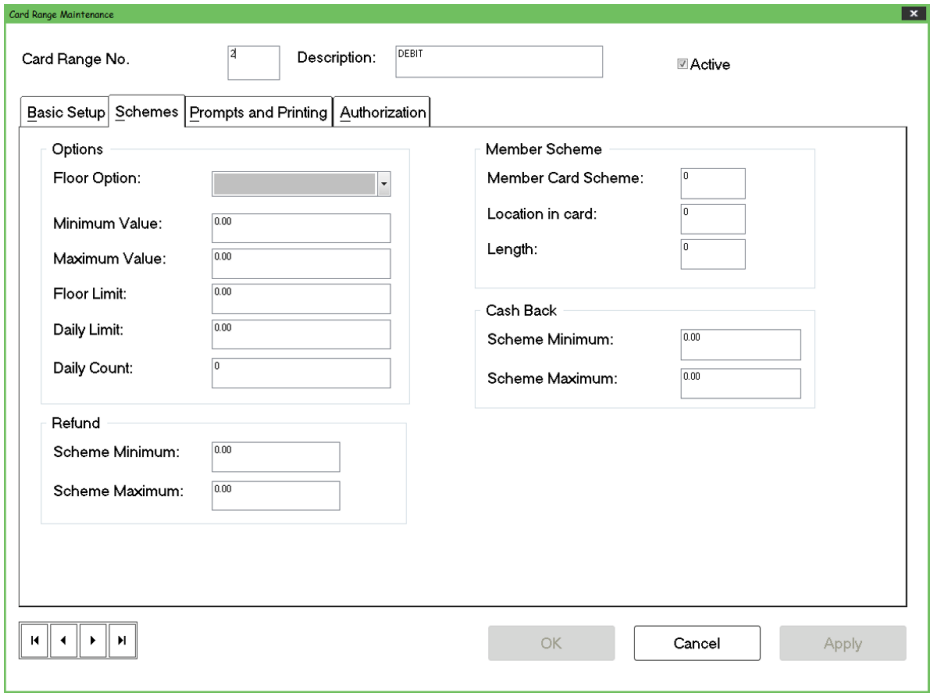


Figure 5-150. Card Range Maintenance - Schemes Tab

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.
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.

5.5.1.3 Prompts and Printing Tab

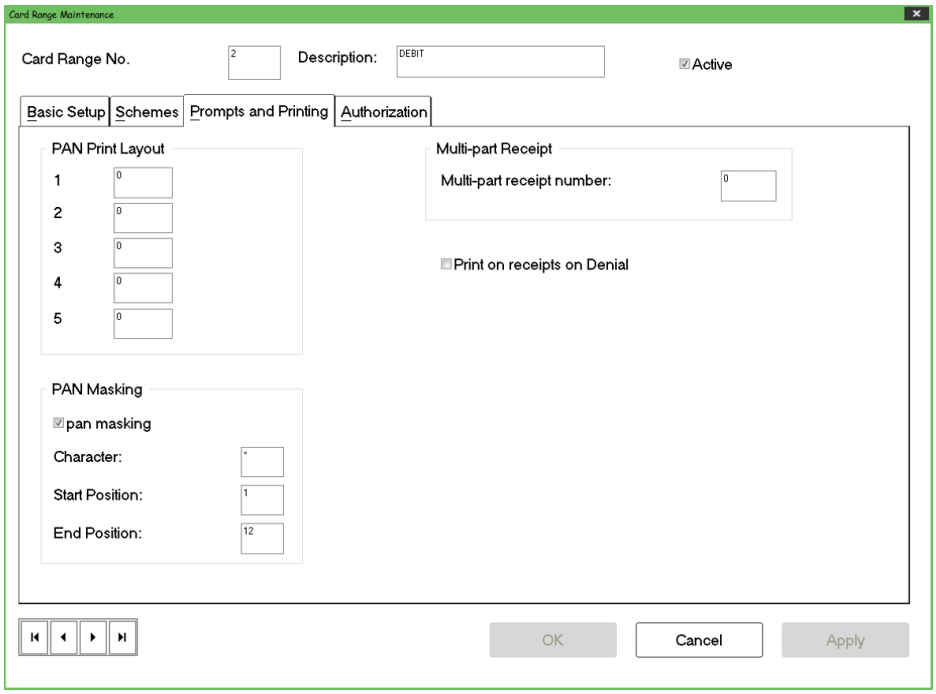


Figure 5-151. Card Range Maintenance - Prompts and Printing Tab

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 to use to conceal the account number. For example, an asterisk (*).
Start Position	Enter the position of the account number where to begin masking.
End Position	Enter the position of the account number where 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. Any templates can be set up if the above naming conventions are used.
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.

5.5.1.4 Authorization Tab

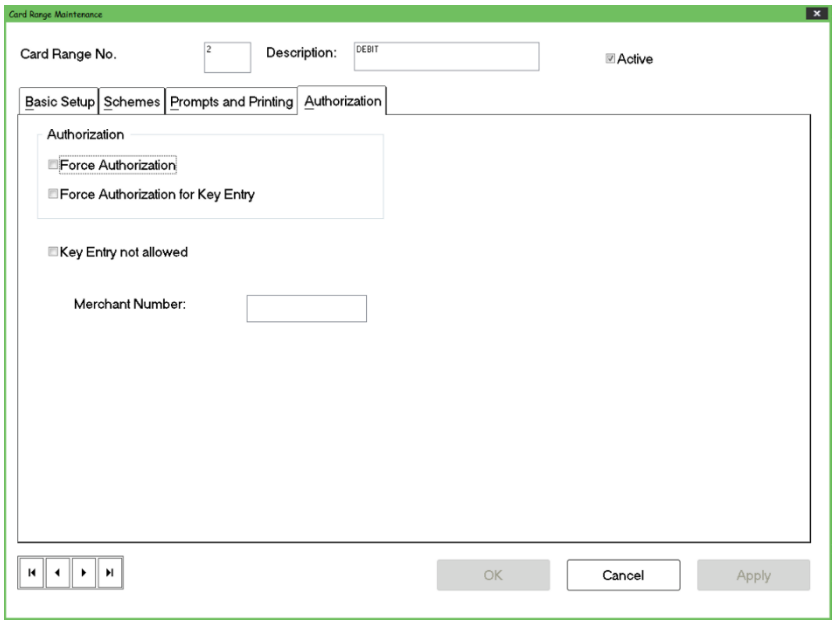


Figure 5-152. Card Range Maintenance - Authorization Tab

Field	Description
Force Authorization	If selected, cashiers must enter authorization code at the PoS terminal.
Force Authorization for Key Entry	If selected, authorization (OLA or voice) will be forced if cashiers manually key in the PAN.
Key Entry not allowed	If selected, 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. **Note:** This setting is not used for credit card and debit card tenders.
Merchant Number	Specify merchant number for EFT and OLA.

5.5.2 Card Validation

This is where the user defines what to check and what rules to apply in validating cards at the PoS terminal. The user can use a single card validation setup for many card ranges.

To add a new card validation rule

1. From the Application Menu Bar, select **Store Management > Card Maintenance > Card Validation**. The **Card Validation Maintenance** application opens.

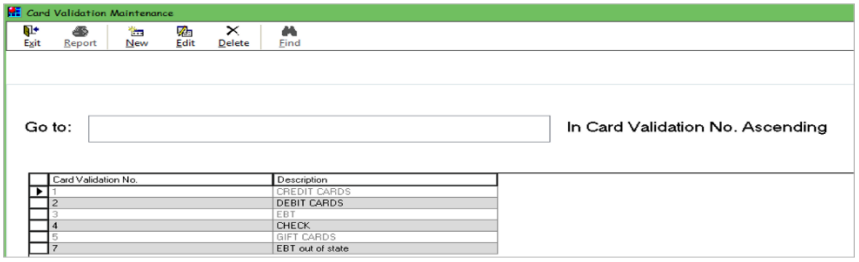


Figure 5-153. Card Validation Maintenance Application

2. On the toolbar, select **New**. The Card Validation Maintenance dialog box opens.
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.

5.5.2.1 PAN and Dates Tab

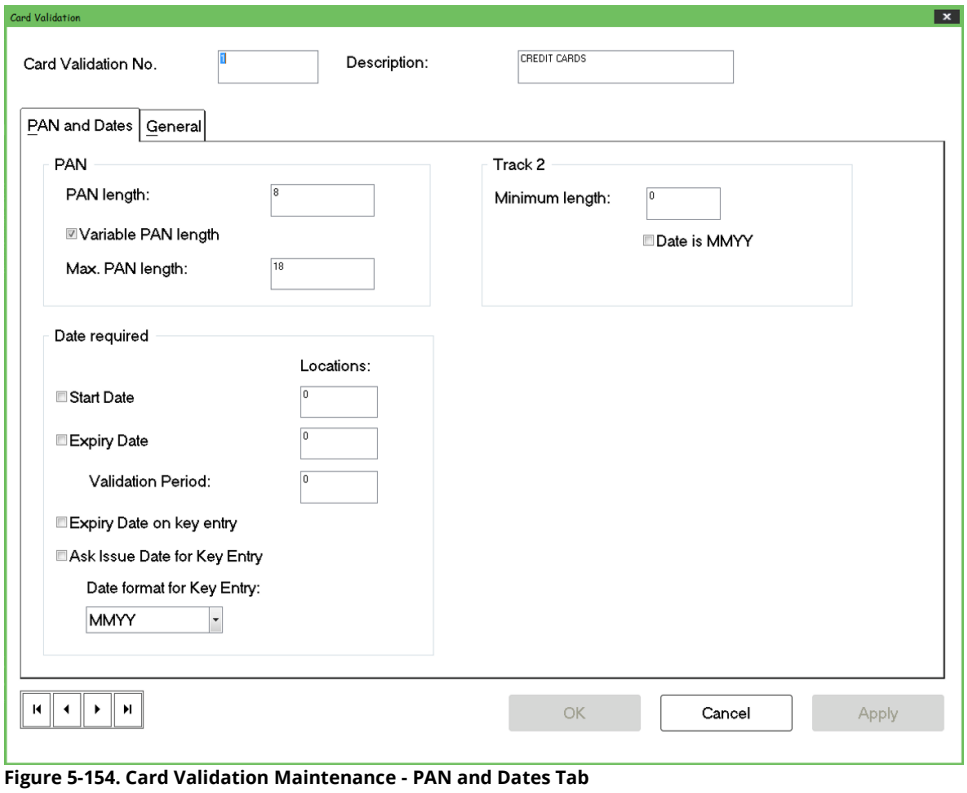


Figure 5-154. Card Validation Maintenance - PAN and Dates Tab

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 *absolute* (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.
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.

5.5.2.2General Tab

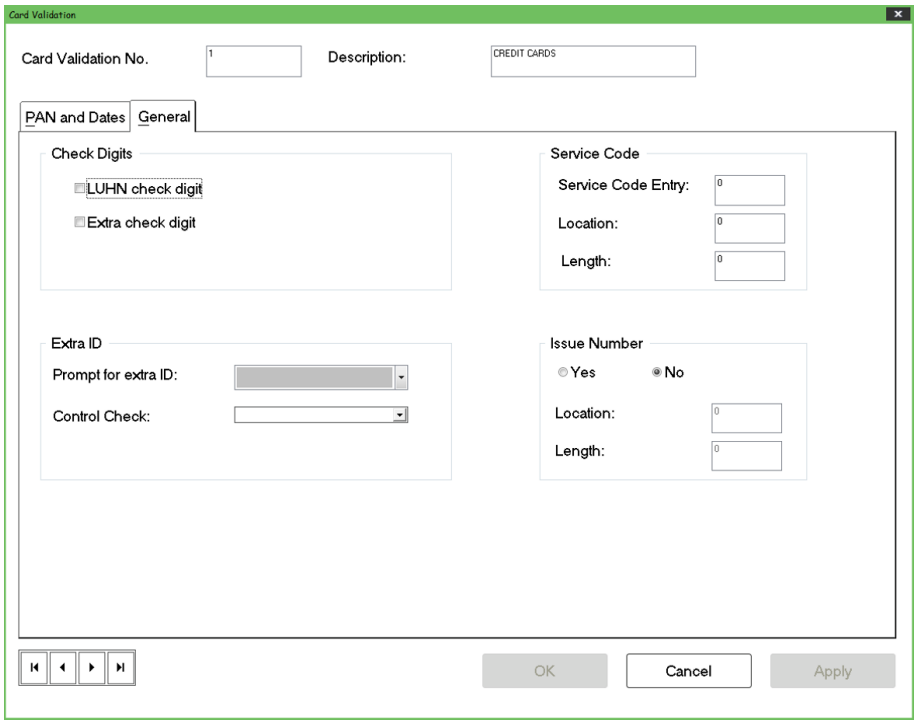


Figure 5-155. Card Validation Maintenance - General Tab

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.
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 Entry	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.

5.6 Accounts

The system enables the user 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.

The Card Daily/ECCA option enables the user to check and control daily limits on amounts, counts, cashback, and bad accounts during tendering at the PoS terminal. 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.

5.6.1 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 Application Menu Bar, select **Store Management > Accounts > Regular Bad Accounts**. The **Regular Bad Accounts** application opens.

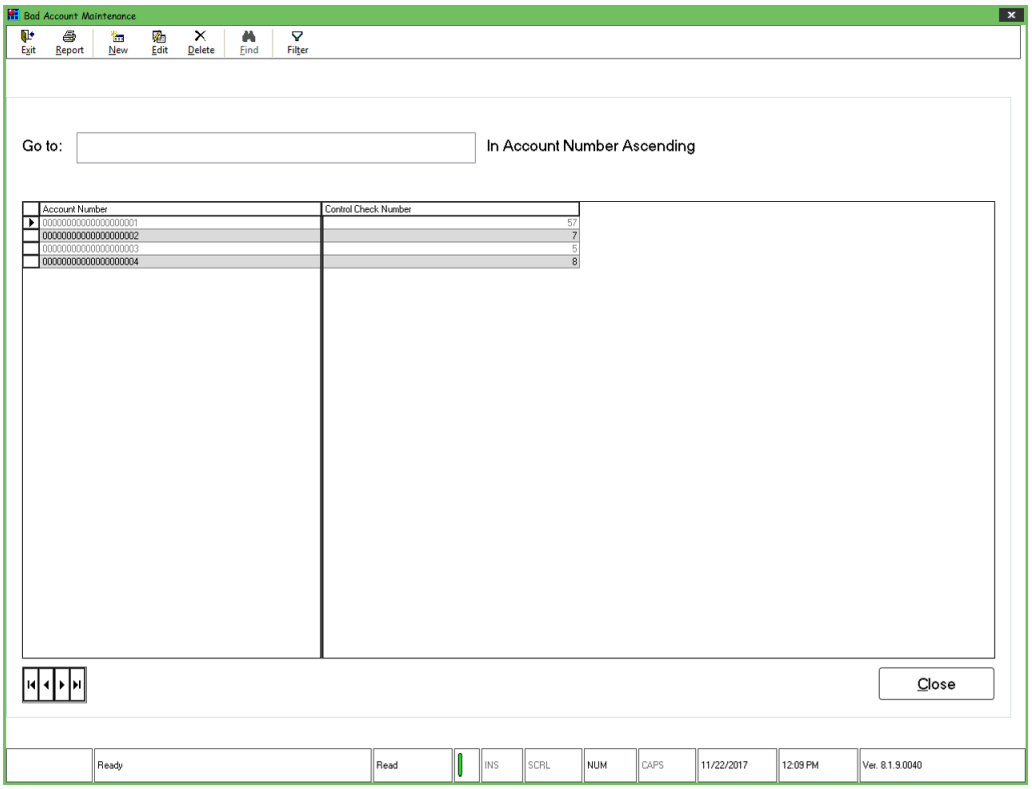


Figure 5-156. Bad Account Maintenance Application

2. On the toolbar, select **New** to enter a new account. The Bad Accounts Maintenance dialog box opens.

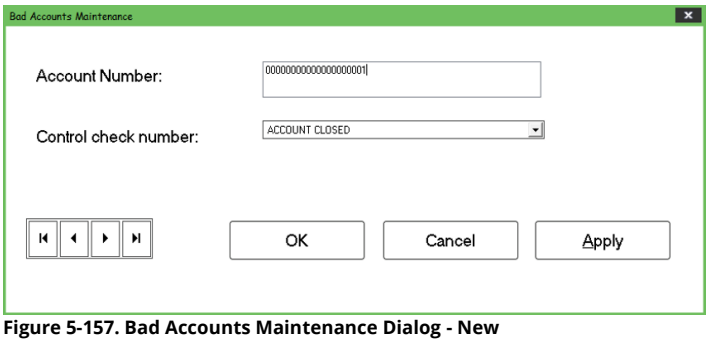


Figure 5-157. Bad Accounts Maintenance Dialog - New

3. Enter the account number.
4. Choose the appropriate control check to trigger when the account is tendered at the PoS terminal.
5. Select **OK** or **Apply** to save.

5.6.2 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 Application Menu Bar, select **Store Management > Accounts > Enhanced Bad Accounts**. The **Enhanced Bad Account** application opens.

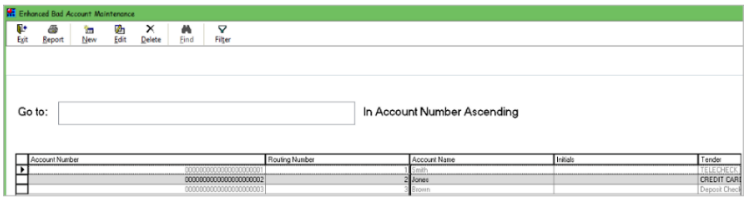


Figure 5-158. Enhanced Bad Account Maintenance Application

2. On the toolbar, select **New** to enter a new account. The Enhanced Bad Accounts Maintenance dialog box opens.

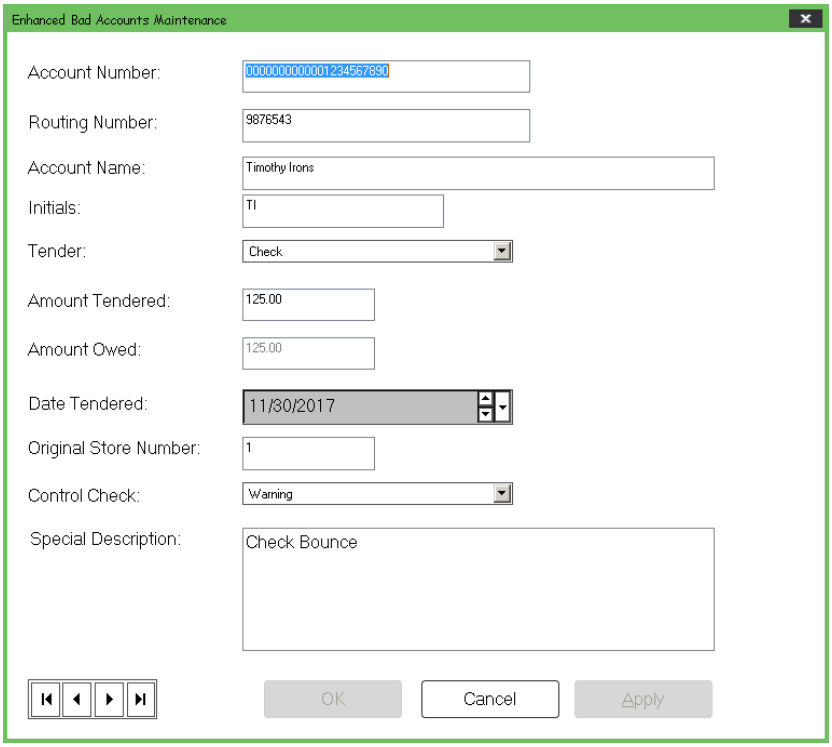


Figure 5-159. Enhanced Bad Accounts Maintenance Dialog - New

3. Enter the account number.
4. Enter all options or set parameters as required. These are explained below.
5. Select **OK** or **Apply** to save.

Field	Description
Account Number	Enter the customer's account number.
Routing Number	Enter the customer's bank routing number.
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 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. The user may want to log information specific to this account. For example, customer will return next Friday to sign the check.

5.6.3 ECCA Accounts

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 the cashier has entered basic customer information at the PoS terminal, full customer details are entered and parameters are set at the Back Office.

To add a new account and set parameters

1. From the Application Menu Bar, select **Store Management > Accounts > ECCA Accounts**. The **ECCA Accounts** application opens.

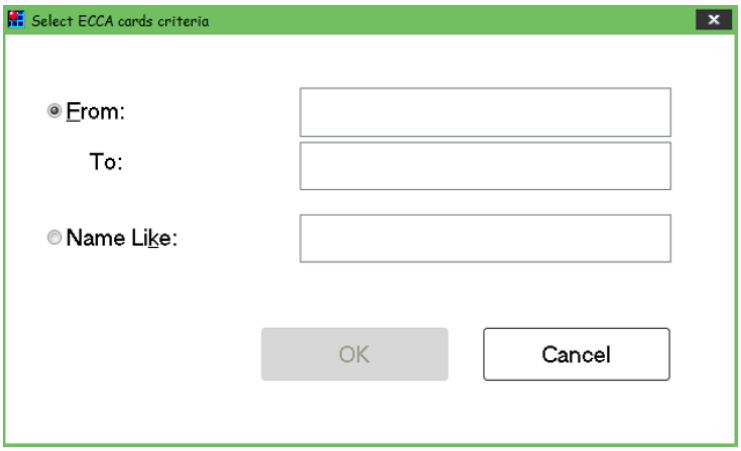


Figure 5-160. Select ECCA cards criteria

2. Type the lowest required account customer number in the From field and the highest account customer number in the To field.
   OR
   Type the same value in both fields to search for a specific member card.
   OR
   Type the member card name using the Name Like radio button and click **OK**. The Account Customer Maintenance screen opens.
3. Double-click the account customer number to be edited. The tabbed Account Customer Maintenance dialog box is displayed. Basic account details are entered at the POS. The name and other parameters are entered at the Back Office.

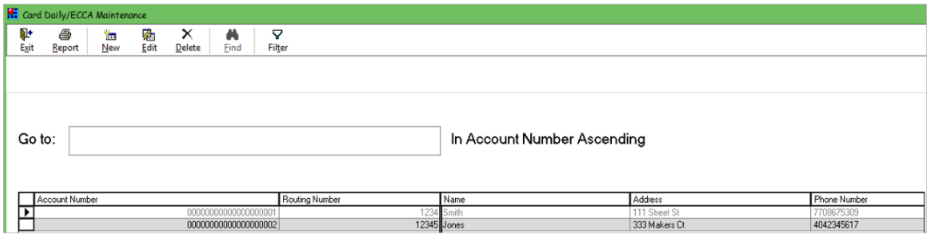


Figure 5-161. Account Customer Maintenance

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 set up, specific parameters are set up for new accounts, templates control all amounts, limits, and control checks. See “General Templates Maintenance,” to update details of an account created at the PoS terminal.

4. Enter the required account number and bank routing number, or if it already exists, move to the other details.
5. Enter all options or set parameters as required. These are explained below.
6. Select **OK** or **Apply** to save.

5.6.3.1General Tab

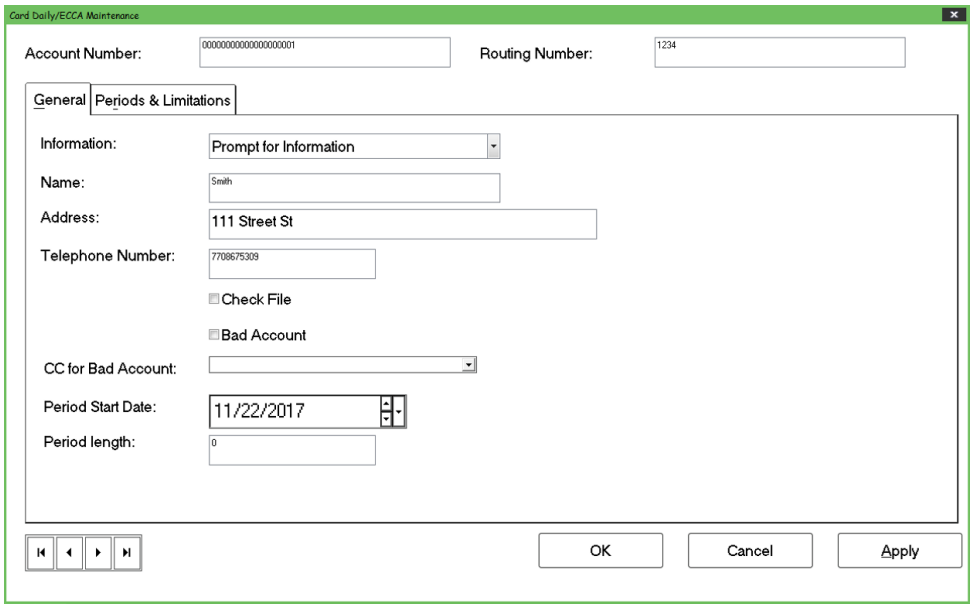


Figure 5-162. Account Customer Maintenance - General Tab

All details the cashier could not enter at the POS are entered here.

Field	Description
Information	Choose the prompt (if required) to display at the PoS terminal: ▪ **None** - No prompt. Account number is still recorded in the ECCA database without customer details. ▪ **Prompt y/n at PoS for info** - For accounts not on record, the terminal gives the option to enter customer details. ▪ **Prompt for info** - For accounts not on record, the terminal forces the cashier to enter account details. Once a customer account is in the system, the PoS terminal will not prompt for the customer's details on later visits. If limits are not customized for a customer, then *general* limits, as specified in ECCA Templates, will always be applied to the account.
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 account is flagged as a bad account.
CC for Bad Account	Select from the drop-down list the control check to trigger at the POS if the account is flagged as a bad account.
Period Start	Enter a specific start date if required instead of daily or weekly. If specifying daily or weekly limits, skip this entry. Current system date is the default.
Period Length	Number of days in the period if using Period Start, above.

5.6.3.2 Periods & Limitation Tab

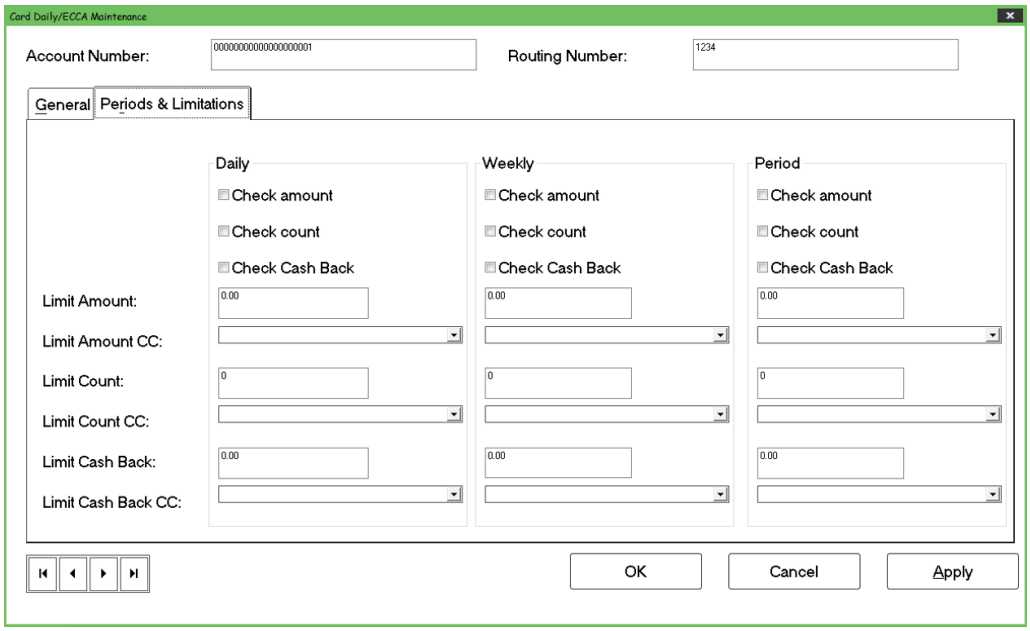


Figure 5-163. Account Customer Maintenance - Periods & Limitations Tab

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 specified 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 allowed to 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.

5.6.4 ECCA Templates

Templates contain general rules and are intended for customers not yet listed in the 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 specified 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 ECCA Accounts as described above.

The templates contain the system defaults as the user chose to set them. Once new accounts are in the system, the user can modify the parameters (limits) for individual customers.

To make the templates active, link them to the appropriate tender types.

To add a new template

Remember that the templates being defined 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 Application Menu Bar, select **Store Management > Accounts > ECCA Templates**. The ECCA Templates application opens.

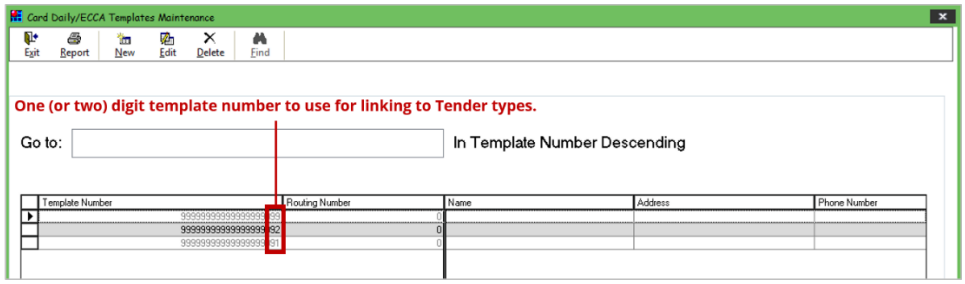


Figure 5-164. ECCA Templates Maintenance Application

   Until specific parameters for new accounts are set up, 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 opens.

Note:

Barcoded Tender ECCA Accounts, like Coinstar, require an ECCA template.

3. Enter the required template number and move to the other details.
4. Enter all options or set parameters as required. These are explained on the following page.
5. Select **OK** or **Apply** to save.

5.6.4.1General Tab

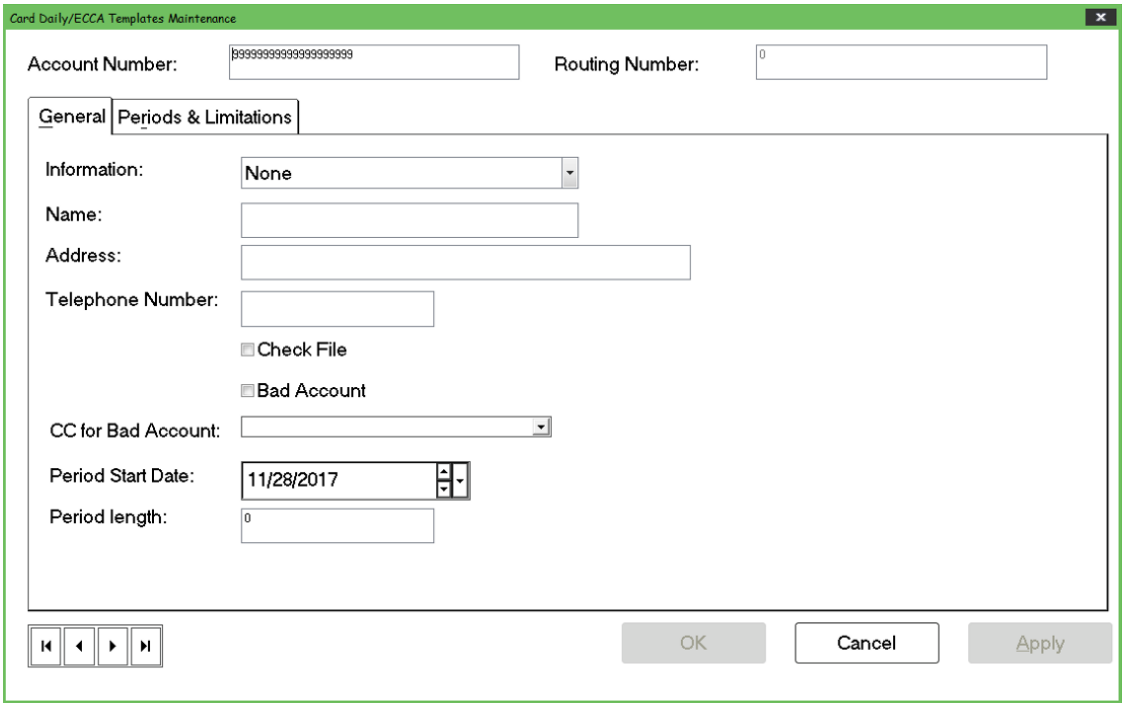


Figure 5-165. ECCA Templates Maintenance - General Tab

Field	Description
Information	From the drop-down list, choose the prompt (if required) to display at the PoS terminal: ▪ **None** - No prompt. Account number is still recorded in the ECCA database without customer details. ▪ **Prompt y/n at PoS for info** - For accounts not on record, the terminal gives the option to enter customer details. ▪ **Prompt for info** - For accounts not on record, the terminal forces the cashier to enter account details. Once a customer account is in the system, the PoS terminal will not prompt for the customer's details on later visits. If limits are not customized for a customer, *general* limits, as specified in ECCA Templates, will always be applied to the account.
Name	Type in a suitable template name.

Address	Enter a cashier prompt, for example "Enter address."
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 specifying daily or weekly limits, skip this entry. Current system date is the default.
Period Length	Number of days in the period - if using 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.

5.6.4.2 Periods & Limitations Tab

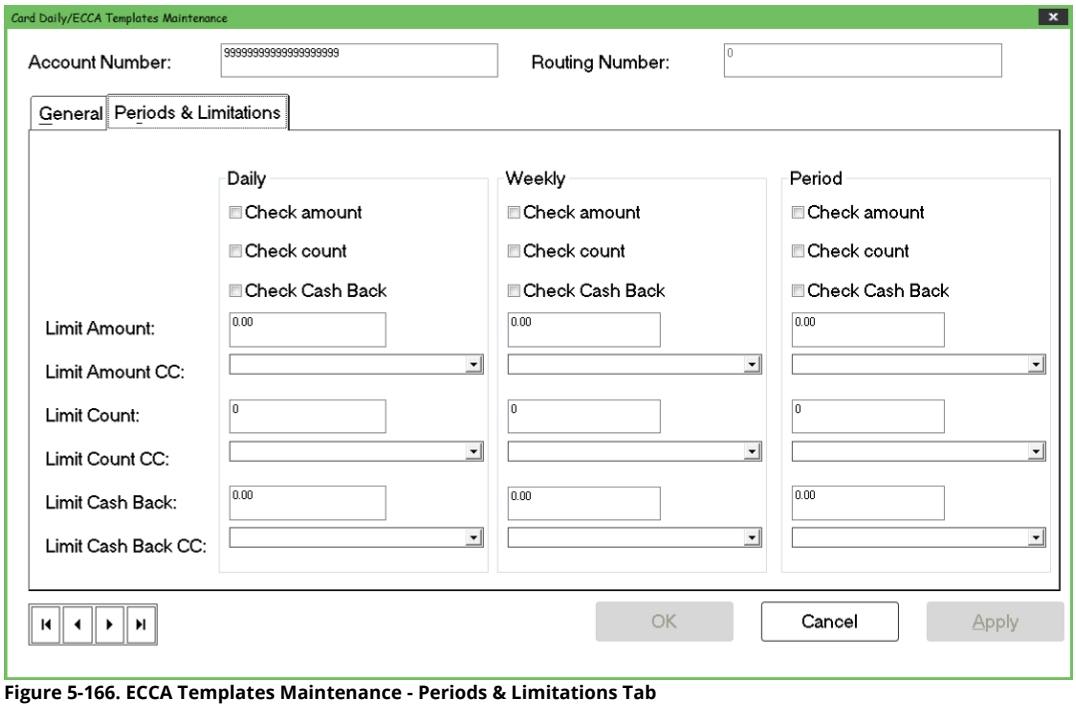


Figure 5-166. ECCA Templates Maintenance - Periods & Limitations Tab

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 specified 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 allowed to 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.

5.6.5 Customer Accounts

Customers may open accounts and “purchase” credit in the store. As long as customers have a credit balance, they can pay for their purchases with their account.

The account balance for each customer is tracked in-store. Each time a customer buys “on account” the available balance decreases.

When the POS terminal is offline, or an account number does not exist, transactions may be forced by triggering control checks requiring the supervisor key.

Note

If the customer accounts file is maintained via host-batch maintenance, stores do not need to access this function. If store personnel are *required* to have access, enable the General System Parameter “Allow Customer Accounts Maintenance” (located in System > General System Parameters > Store > Front Office > General).

To Access Customer Accounts Maintenance

1. From the Application Menu Bar, select **Store Management > Accounts > Customer Accounts**. The **Customer Accounts** application opens.

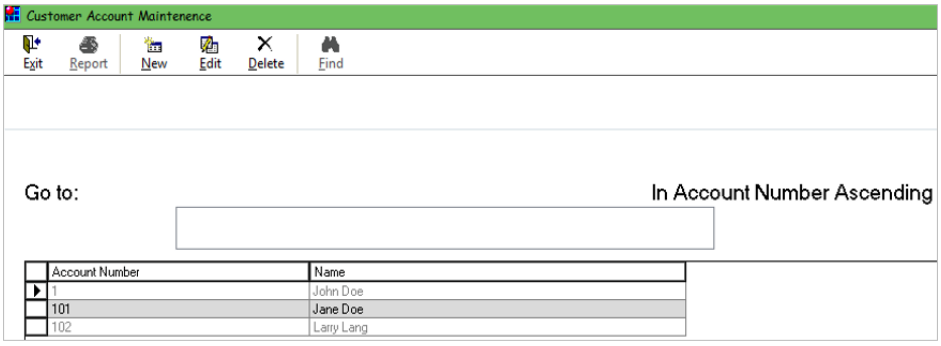


Figure 5-167. Customer Accounts Maintenance Application

This application lists all the customer accounts defined in the system, showing the following information per account:

- Account number
- Customer name

To search for a customer

- Use the scroll bar on the right side of the grid.
- For faster search, use the Go To feature. Start typing an account number. As digits are entered, they display at the bottom left corner of the list window. The account record corresponding to the number entered is highlighted at the top of the list. For example, when 123 is typed, the system first highlights account 1, then account 12, and then account 123. If the number entered does not exist, the next account is highlighted.

To activate a function

1. If the function applies to an existing account, for example Update, highlight that account. If not, perform step 2.
2. Do one of the following:

- Press the **Alt** key and the short cut letter. For example, **Alt+U** for Update.
- Use the **Tab** key to select the function button and **ENTER** to activate it.

5.6.5.1 Adding a New Customer Account

This function allows the user to define a new customer account.

To add a new Customer Account

1. In the Customer Accounts Maintenance screen, select **New**. The Customer Accounts Maintenance Insert screen opens.

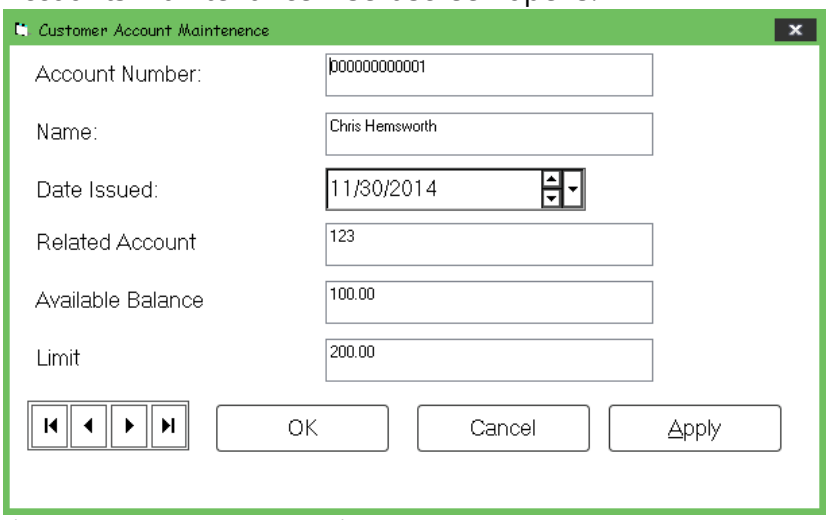


Figure 5-168. Customer Accounts Maintenance - Insert

2. Type in the account number (including check digit).
3. Fill in the remaining fields as follows:

Field	Description
Name	Account holder (customer) name.
Date Issued	Date the account was opened. Default is today's date.
Available Balance	This field is read-only. Default is zero. When a customer "purchases" credit, the balance displays.

4. Click **OK** or **Apply** to record the new customer account.

5.6.5.2 Updating a Customer Account

This function lets the user update the details of an existing account.

To update a Customer Account

1. Highlight the required account in the Customer Account Maintenance screen, and select **Update**. The setup screen displays with the details of the selected account.
2. To enter new or updated data in a field, move the cursor to that field.
3. Use the **ENTER** or **Tab** key to move to the required fields. Type or overtype the new data.
4. Press **F2** to record the changes.

5.6.5.3 Deleting a Customer Account

To delete a customer account

1. In the Customer Accounts Maintenance screen, highlight the account to be deleted and select **Delete**. The setup screen displays with the details of the selected account. Press **ENTER**.
2. In the delete confirmation box, select **Yes** to delete or **No** to retain the account.

5.6.5.4 Printing a Customer Account Report

To print a Customer Account Report

1. In the Customer Accounts Maintenance screen, select the **Report** icon. The Accounts Range prompt displays:
   - From Account: Enter the first account to print. Default is 1.
   - To Account: Enter the last account to print. Default is 9999999.
2. Select **Continue** and press **ENTER**. The report opens.

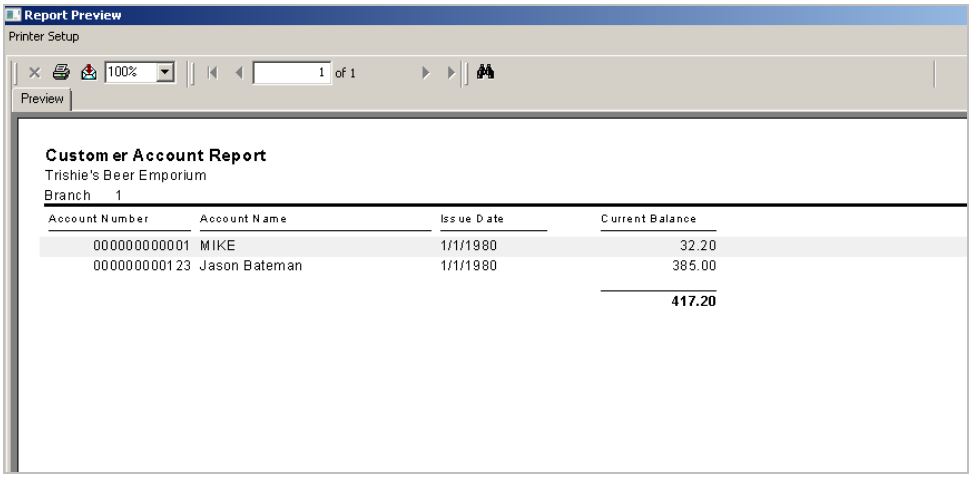


Figure 5-169. Customer Account Report

3. Select the **Print** icon to print the report.

5.6.6 Customer Survey

Use this option to display survey-type questions at the PoS terminals. The user 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 Application Menu Bar, select **Store Management > Accounts > Customer Survey**. The **Customer Survey** application opens.

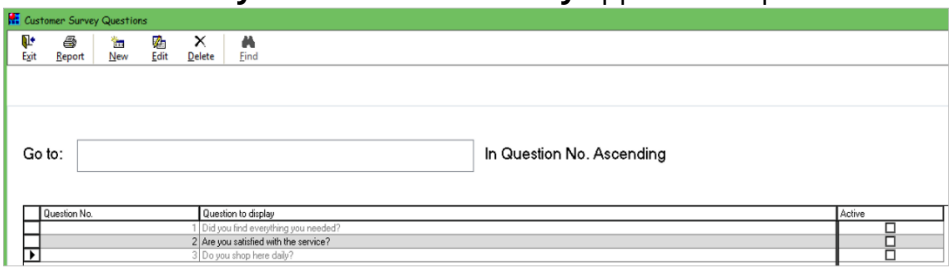


Figure 5-170. Customer Survey Application

2. On the toolbar, select **New** to enter a new question. The Customer Survey Question dialog box opens.
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.

5.6.6.1 Setup Tab

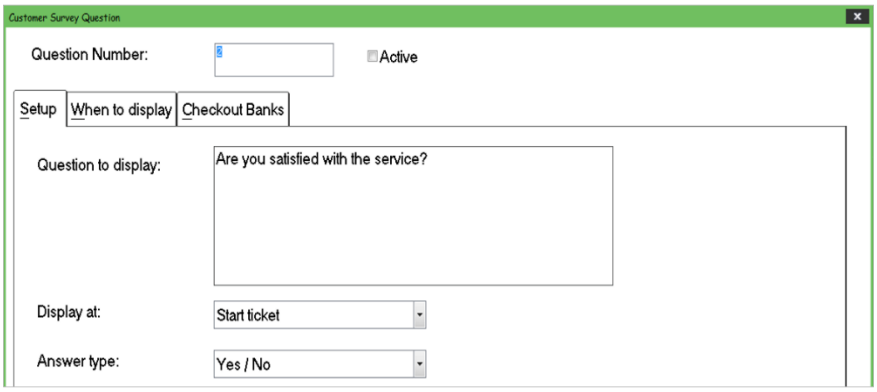


Figure 5-171. Customer Survey - Setup Tab

Field	Description
Question to display	Type in the question to display.
Display at	Start or end of ticket.
Answer Type	Yes/No, Numeric, Zip Code, or Phone Number.

5.6.6.2 When to Display Tab

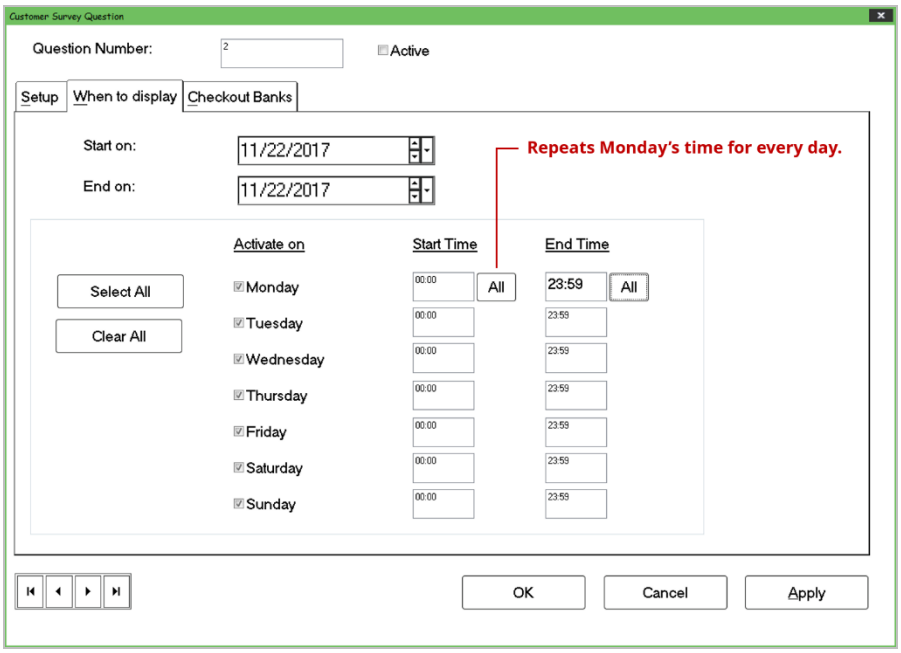


Figure 5-172. Customer Survey - When to display Tab

Field	Description
Start on	Start date.
End on	End date.
Activate on (day)	Select the required days. Click **Select All** to choose every day.
Start and End Time	Enter the required times. To make Monday's time the same for every day, click **All**.

5.6.6.3 Checkout Banks Tab

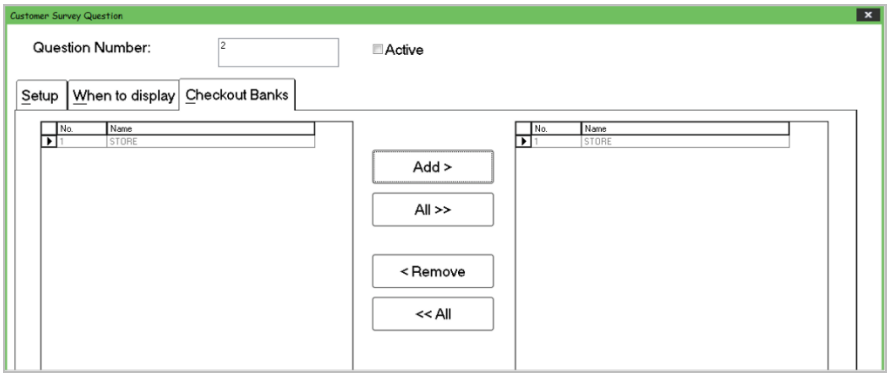


Figure 5-173. Customer Survey - Checkout Banks Tab

The user can specify at which checkout banks questions should display.

5.7 Coupons

The user 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).

5.7.1 EAN 99 Coupons

To add a new EAN 99 coupon

1. From the Application Menu Bar, select **Store Management > Coupons > EAN 99 Coupons**. The **EAN 99 Coupons** application opens.

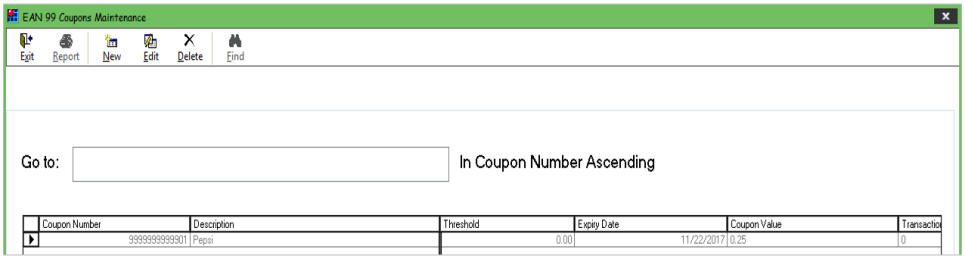


Figure 5-174. EAN 99 Coupons Maintenance Application

2. On the toolbar, select **New** to enter a new coupon. The EAN 99 Coupons Maintenance dialog box opens.

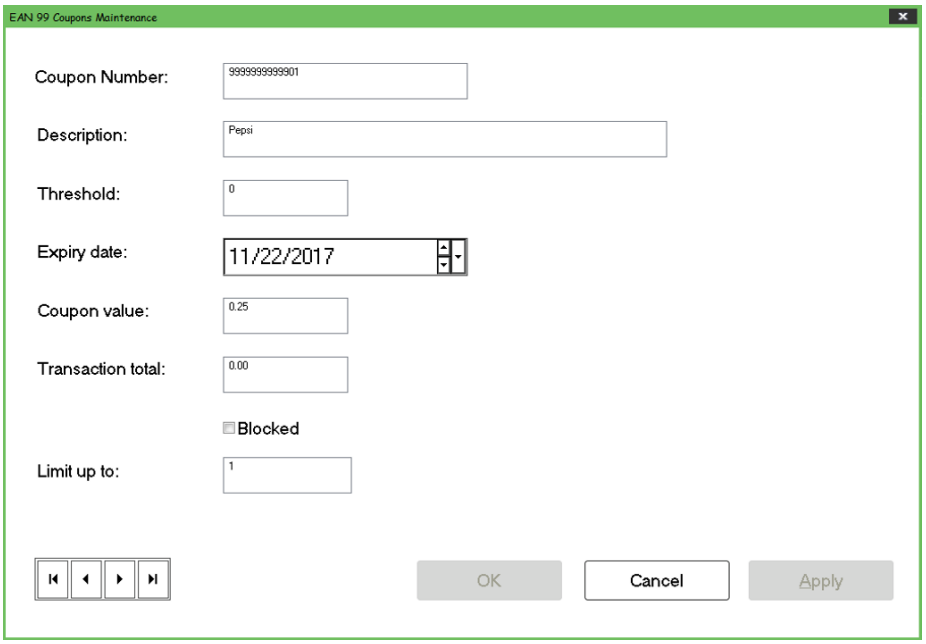


Figure 5-175. EAN 99 Coupons Maintenance Dialog - New

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 below.
5. Select **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.

5.8 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 five message types:

- Send Message
- Sign-on messages
- Immediate messages
- Post Messages (Post Email)
- Send Ticket by E-Mail

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

A message sent to PoS terminals in signed off or secure mode 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.

5.8.1 Send Message

The **Send Message** embedded application allows messages to be sent to **ENCOR** users and roles.

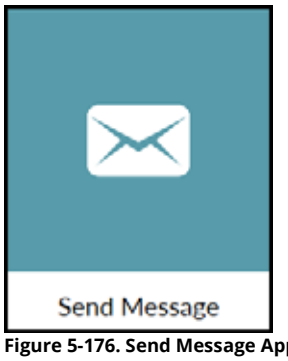


Figure 5-176. Send Message Application

Messages sent to an **ENCOR** role are delivered to all users assigned to that role. If a user receives a message, the View Message icon will have a red circle containing the number of messages sent to the user.

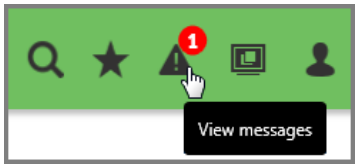


Figure 5-177. ENCOR Menu Tool Bar - View Message Icon

From the Application Menu Bar, the **Send Message** application can be found at Store Management > Message Center > Send Message.

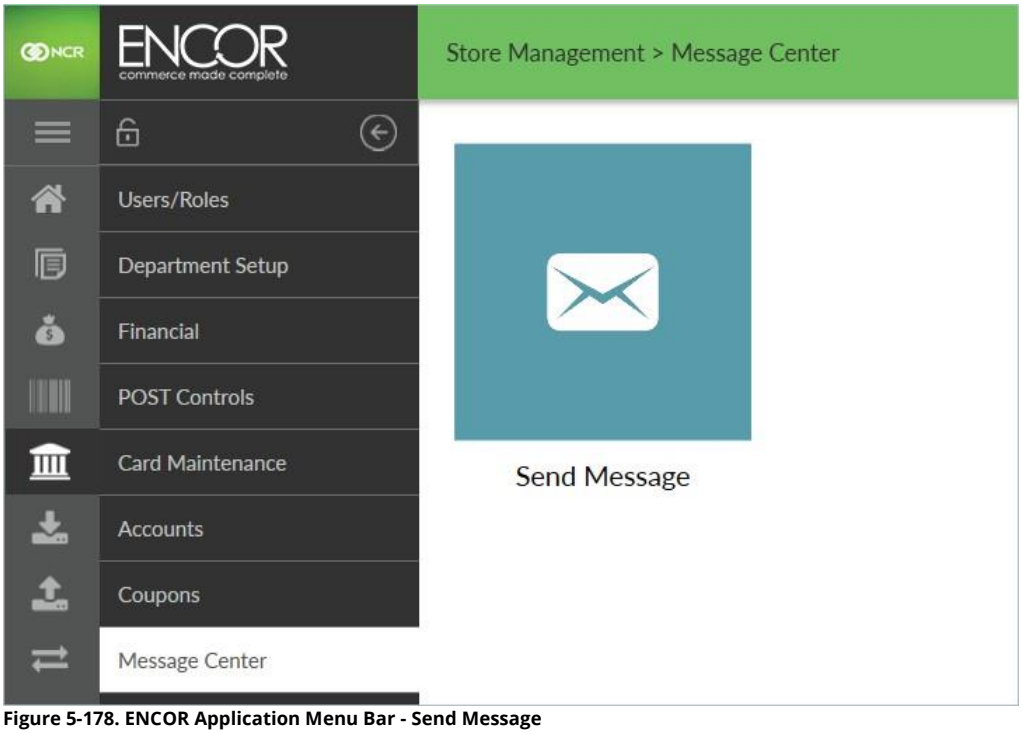


Figure 5-178. ENCOR Application Menu Bar - Send Message

Clicking the **Send Message** tile displays the Send Message screen.

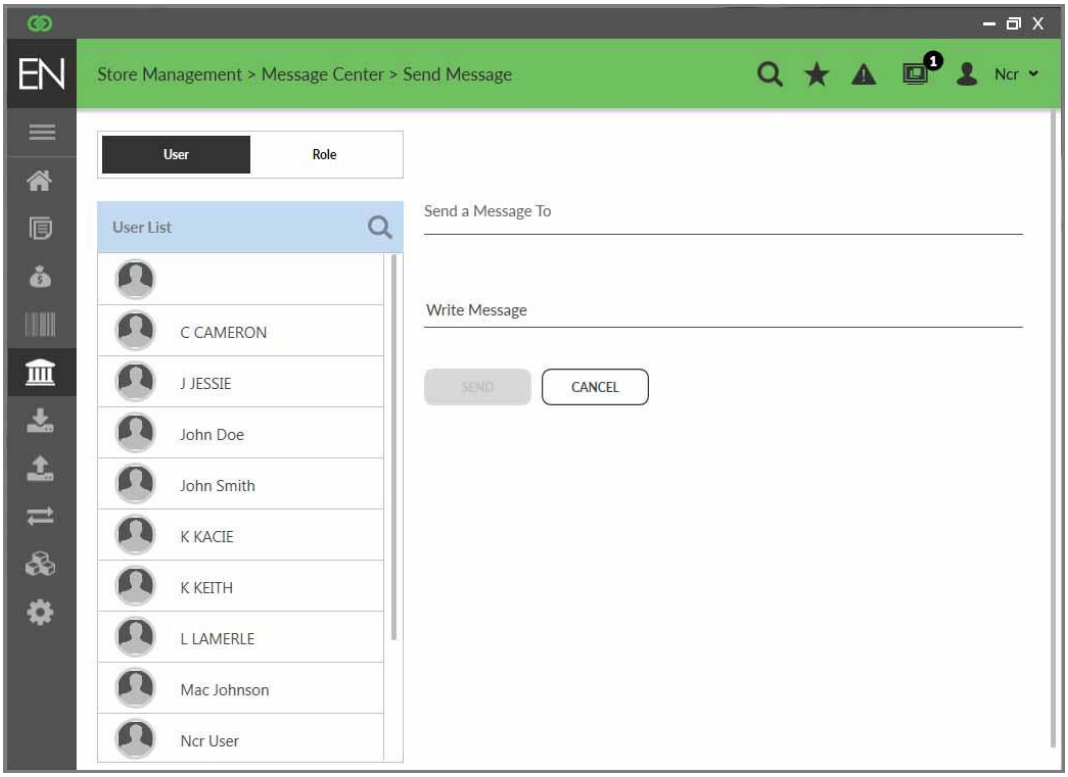


Figure 5-179. ENCOR - Send Message Screen

5.8.1.1 Sending Messages

1. Click either **User** (to send to one or more users) or **Role** (to send to all users in a role).

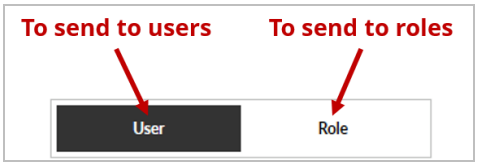


Figure 5-180. Send Message - User or Role

Note:

Selecting the **User** button results in a User List opening, and selecting the **Role** button results in a Role List opening (shown below).

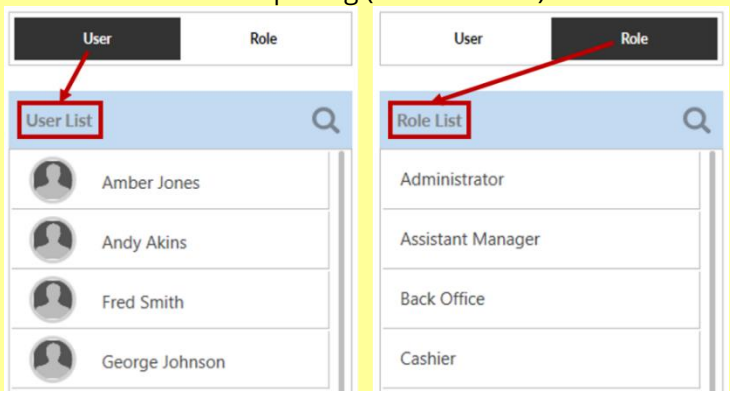


Figure 5-181. Send Message - User List & Role List

2. Select one or more users or roles to be added to the Send a Message To list by clicking either a user or role (based on the type of list displayed).

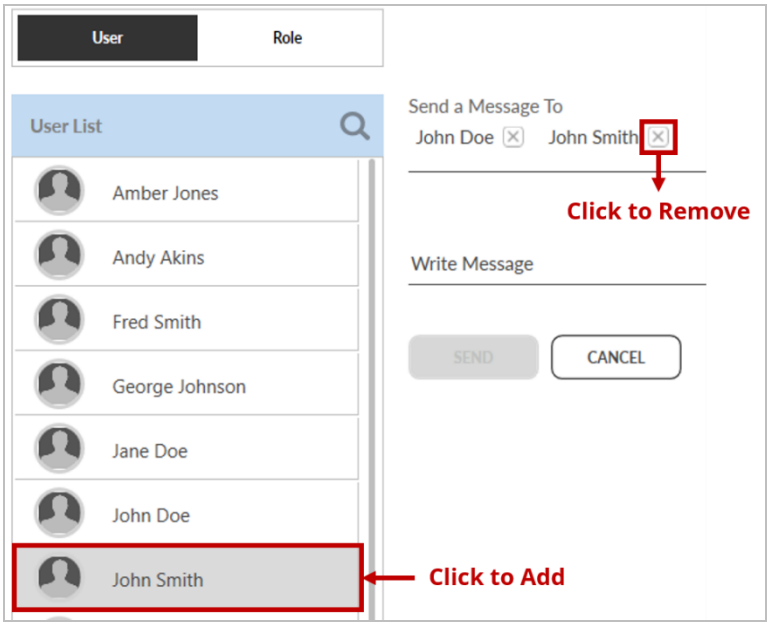


Figure 5-182. Send Message - Send a Message To

A message can be sent to both users and roles. In the above image, if the message also needs to be sent to the Assistant role, click **Role** and then click **Assistant** in the Role List (shown below).

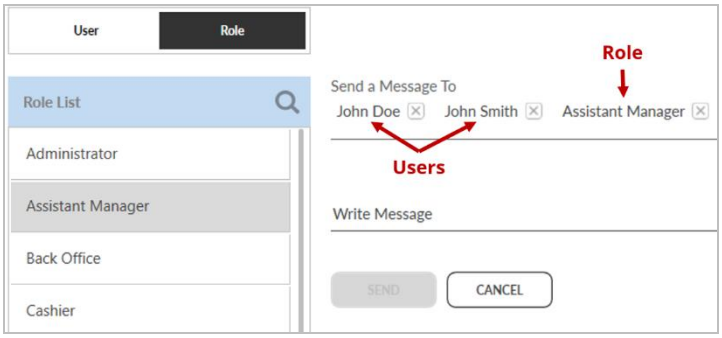


Figure 5-183. Send Message - Add Assistant Role

The list of users or roles can also be searched using the User List or Role List search text box. To use a list's search text box, click the magnifying glass icon in the search text box. The magnifying glass icon disappears, and a text cursor appears in the search text box (shown in image below).

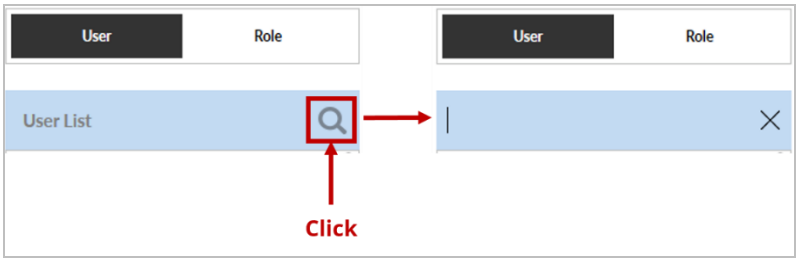


Figure 5-184. Send Message - User List Search Box

As search text is typed into the search text box, options that do not meet the search criteria are filtered out of the list box. Once the desired option appears in the list, the option can be added to the Send a Message To list by clicking the option in the list.

3. Enter message in the Write Message text box.

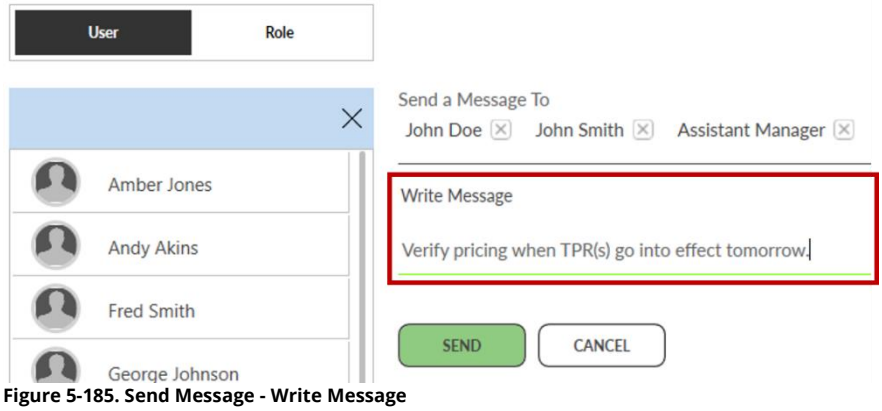


Figure 5-185. Send Message - Write Message

4. Click the **SEND** button (shown in the image above).

5.8.1.2Reading Messages

When a user receives one or more messages, a red circle with the number of messages received will appear to the right of the View Messages icon.

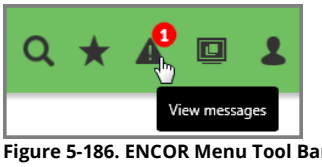


Figure 5-186. ENCOR Menu Tool Bar - View Messages Icon

5.8.1.2.1 Quick View of Messages

To get a quick view of unread messages, click the **View Messages** icon. A click results in the display of the Notifications drop-down (shown below).

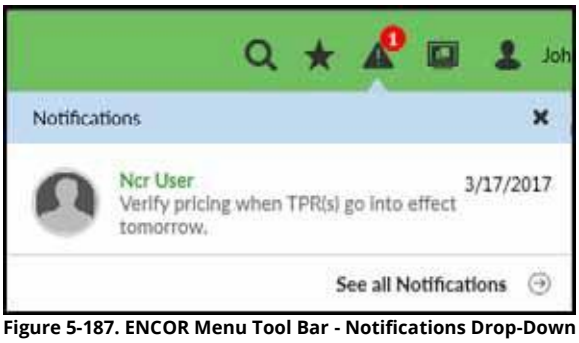


Figure 5-187. ENCOR Menu Tool Bar - Notifications Drop-Down

5.8.1.2.2 Previously Read Messages

To view previously read messages, click the Notifications drop-down **See all Notifications** button.

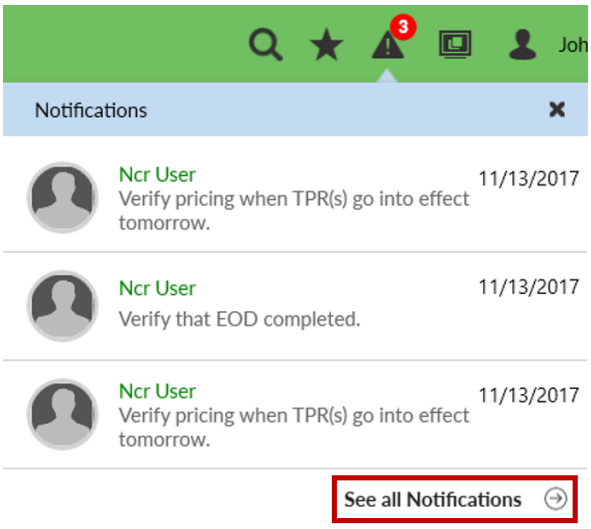


Figure 5-188. ENCOR Menu Tool Bar - See all Notifications

Clicking the **See all Notifications** button displays the All Notifications screen which displays all messages (shown below).

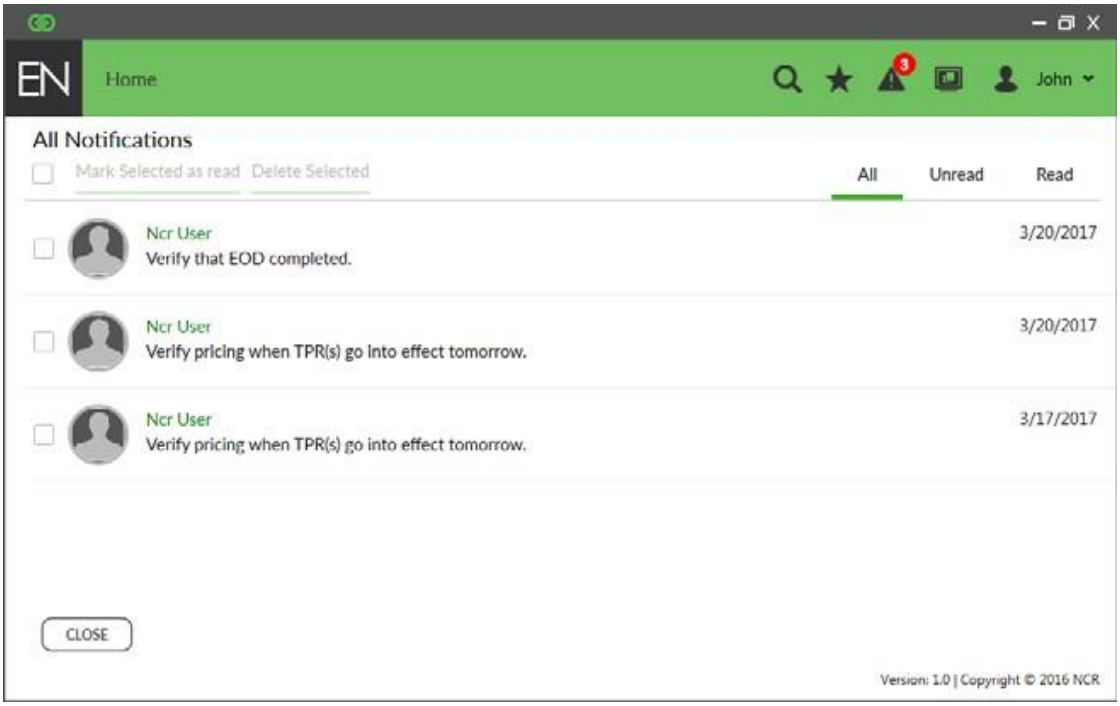


Figure 5-189. ENCOR - All Notifications Screen

- **Filter Messages:** By clicking the All, Unread, or Read on the All Notifications screen's tool bar, the user can choose to see all messages, only unread messages, or only messages that have been read, respectively.

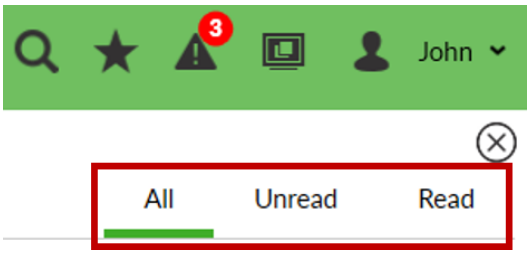


Figure 5-190. All Notifications Screen - All/Unread/Read

- **Mark All Messages as Read:** To mark all messages as read, click the **All Notifications** tool bar checkbox (checks all message checkboxes) and then click **Mark Selected as read** (shown below).

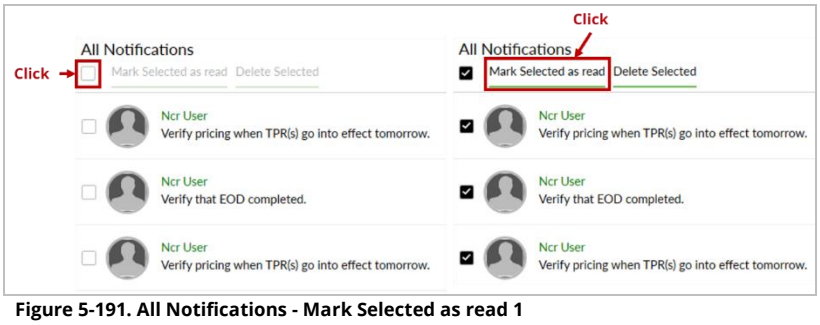


Figure 5-191. All Notifications - Mark Selected as read 1

- **Mark Individual Messages as Read:** Individual messages are marked as read by clicking the message checkbox and then clicking **Mark Selected as read**.

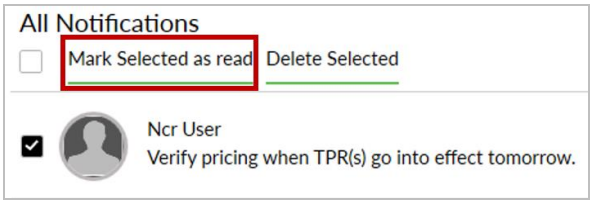


Figure 5-192. All Notifications - Mark Selected as read 2

- **Delete All Messages:** To delete all messages, click the **All Notifications** tool bar checkbox (checks all message checkboxes) and then click **Delete Selected**. A prompt displays to verify if the user wants to delete the checked messages. Click **Yes** to delete all messages (shown below).

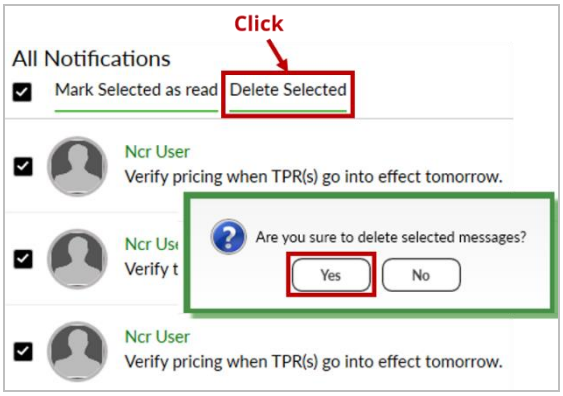


Figure 5-193. All Notifications - Delete Selected 1

- **Delete Individual Messages:** Individual messages are deleted by clicking the message checkbox and then clicking **Delete Selected**. A prompt displays to verify if the user wants to delete the checked message or messages. Click **Yes** to deleted the selected messages.

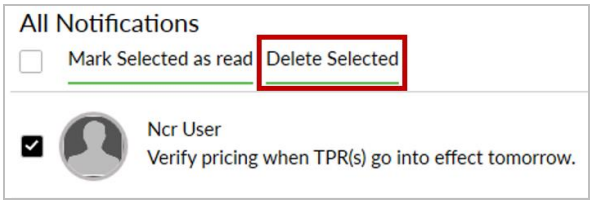


Figure 5-194. All Notifications - Delete Selected 2

- **Delete Individual Messages Directly from Grid:** Individual messages can also be deleted directly from the All Notifications message grid. To delete directly from the message grid:

5. Move the cursor over the message in the grid. When the cursor hovers over the message in the grid, a black "X" appears.
6. Move the cursor over the black "X" (which then turns red).
7. Click the red "X". The message is removed from the message grid.

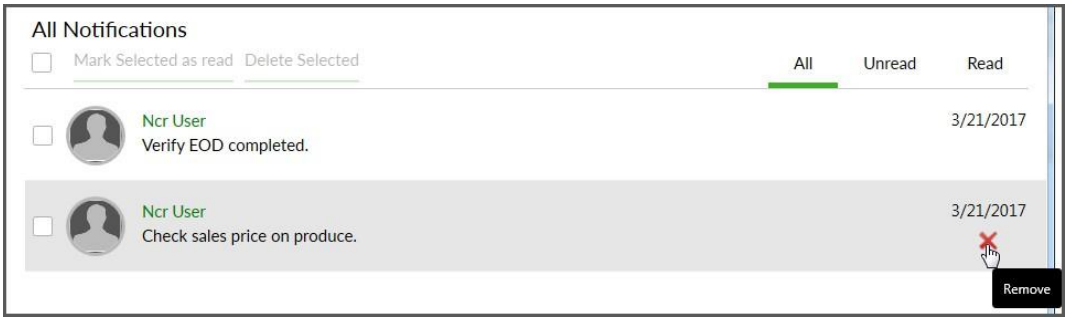


Figure 5-195. All Notifications - Deleting Directly from Grid

5.8.2 Sign On Messages

Use this option to display a message at the PoS terminal immediately after cashiers sign on. The user 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 Application Menu Bar, select **Store Management > Message Center > Sign On Messages**. The **Sign On Messages** application opens.

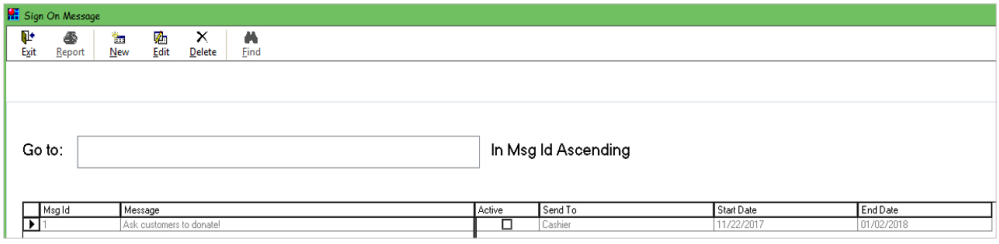


Figure 5-196. Sign On Message Application

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

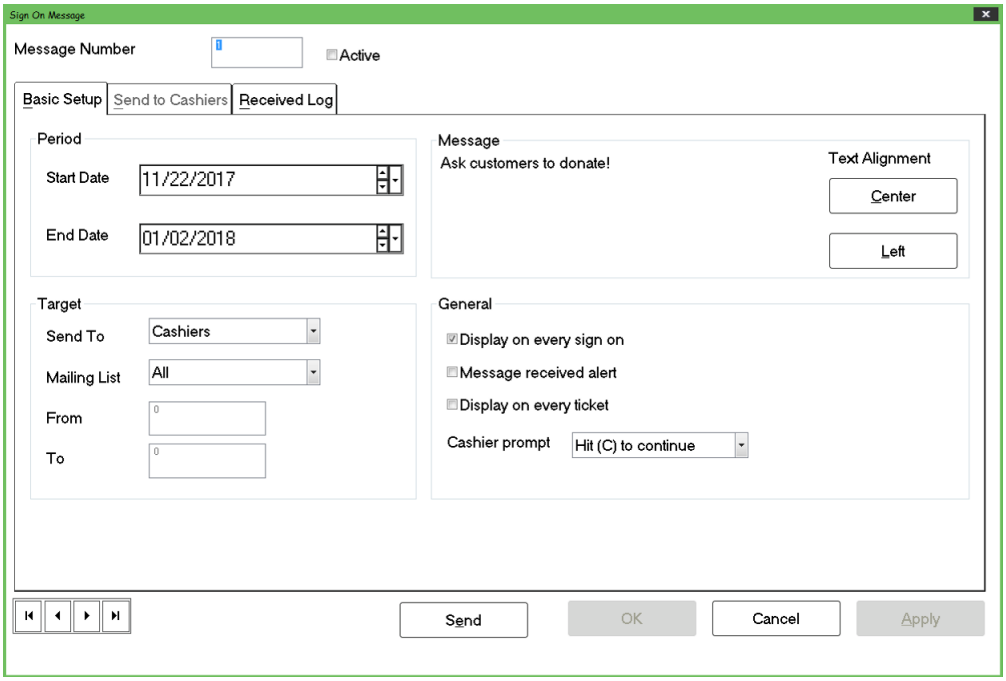


Figure 5-197. Sign On Message – Basic Setup Tab

3. Enter the message number. To set up the message without sending, 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.

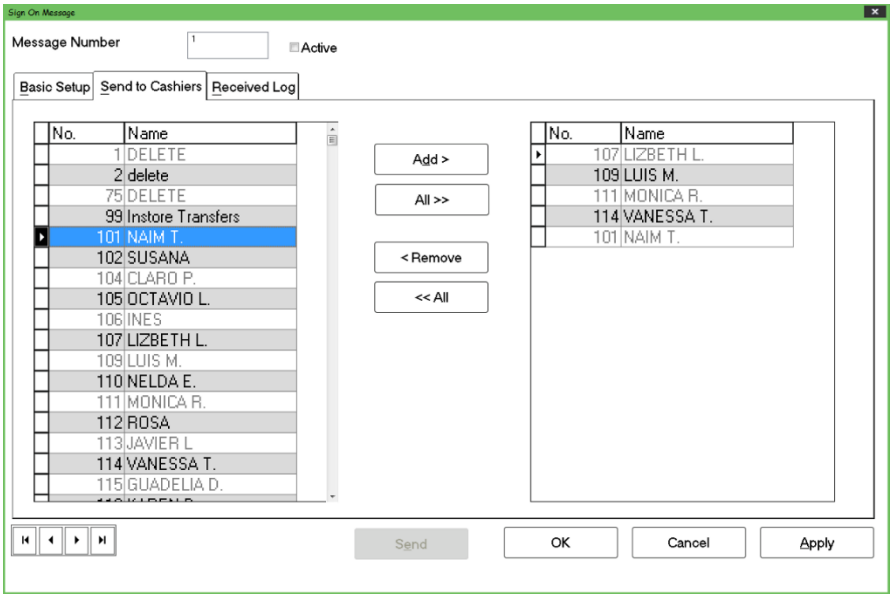


Figure 5-198. Sign On Message - Send To Cashiers Tab

7. Add the required cashiers to the list on the right.
8. Type the message - up to five lines are available. The default text alignment is left. The user 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. 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. Select **Apply** to save the message.
14. To send the message, select **Send**.
15. To check which cashiers received the message, select the **Received Log** tab. Once cashiers have received the message, a check mark appears next to their names.

5.8.3 Immediate Messages

Use this option to display urgent messages at the PoS terminals. The message displays immediately after it is 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, the user can 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 Application Menu Bar, select **Store Management > Message Center > Immediate Messages**. The **Immediate Messages** application opens.

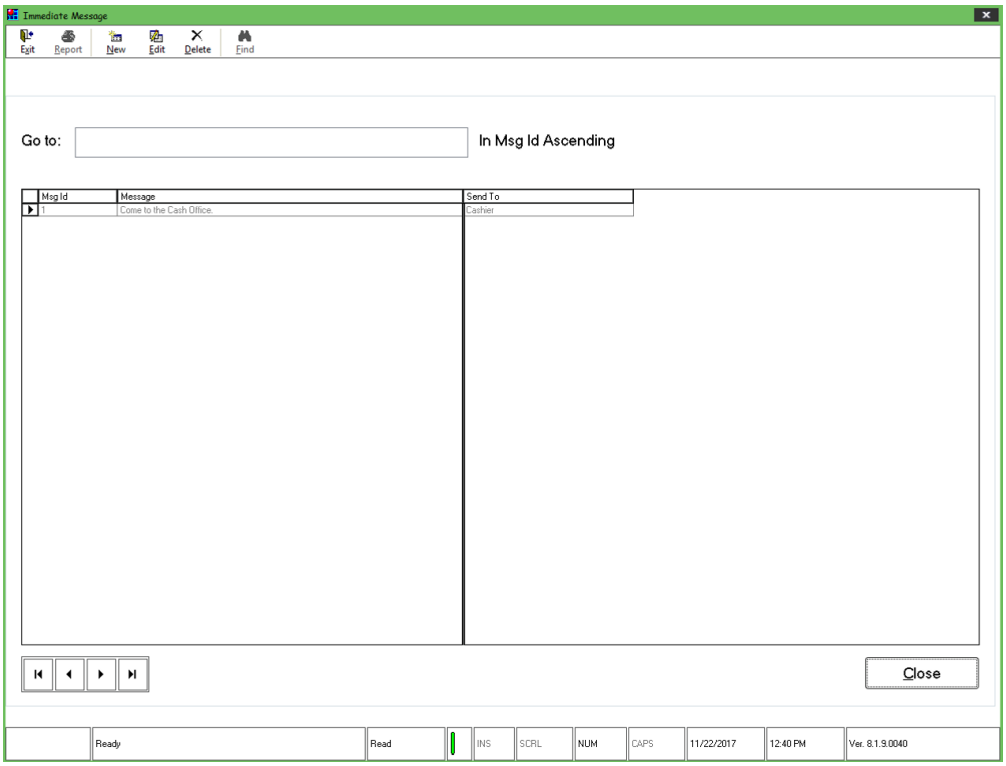


Figure 5-199. Immediate Message Application

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

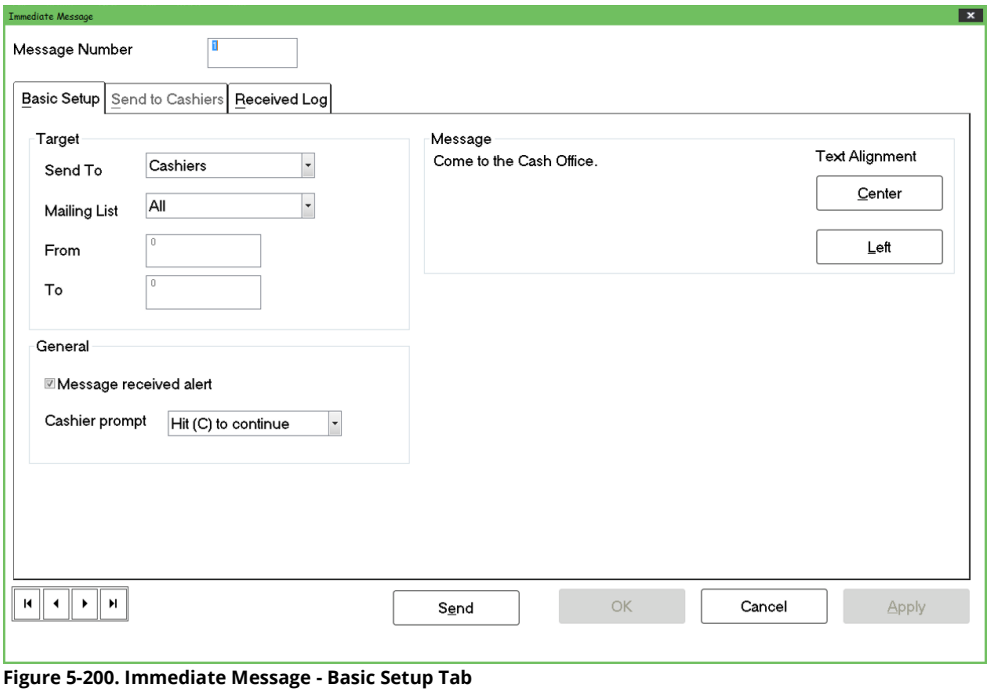


Figure 5-200. Immediate Message - Basic Setup Tab

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 and then click on the **Send To Cashiers** tab.
6. 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 the message - up to five lines are available. The default text alignment is left. The user may choose to center the text.
9. Click **Apply** to save the message.
10. To send the message, click **Send**.
11. 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.

5.8.4 Post Messages

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.

The user 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.” The user can schedule when to send the message and flag the message to generate a beep when it is received. The system allows up to nine Post email messages.

To send a Post Message

12. From the Application Menu Bar, select **Store Management > Message Center > Post Messages**. The **Post Message** application opens.

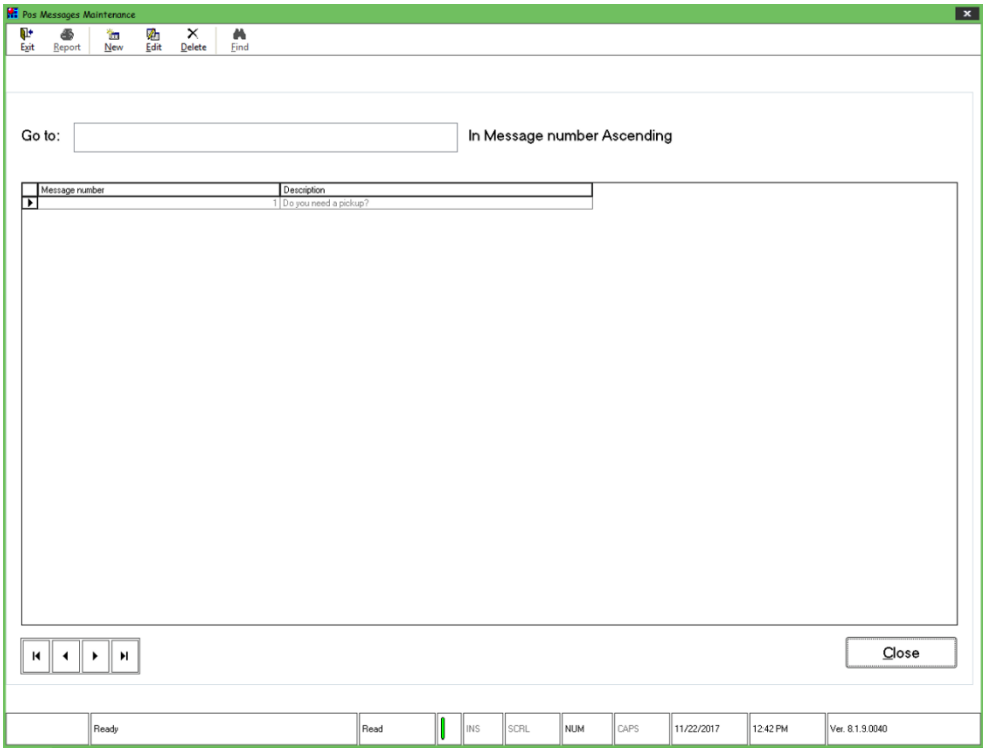


Figure 5-201. Pos Messages Maintenance Application

The list area of the window displays existing Pos Messages.

13. On the toolbar, select **New**. The Pos Message tabbed dialog box opens.

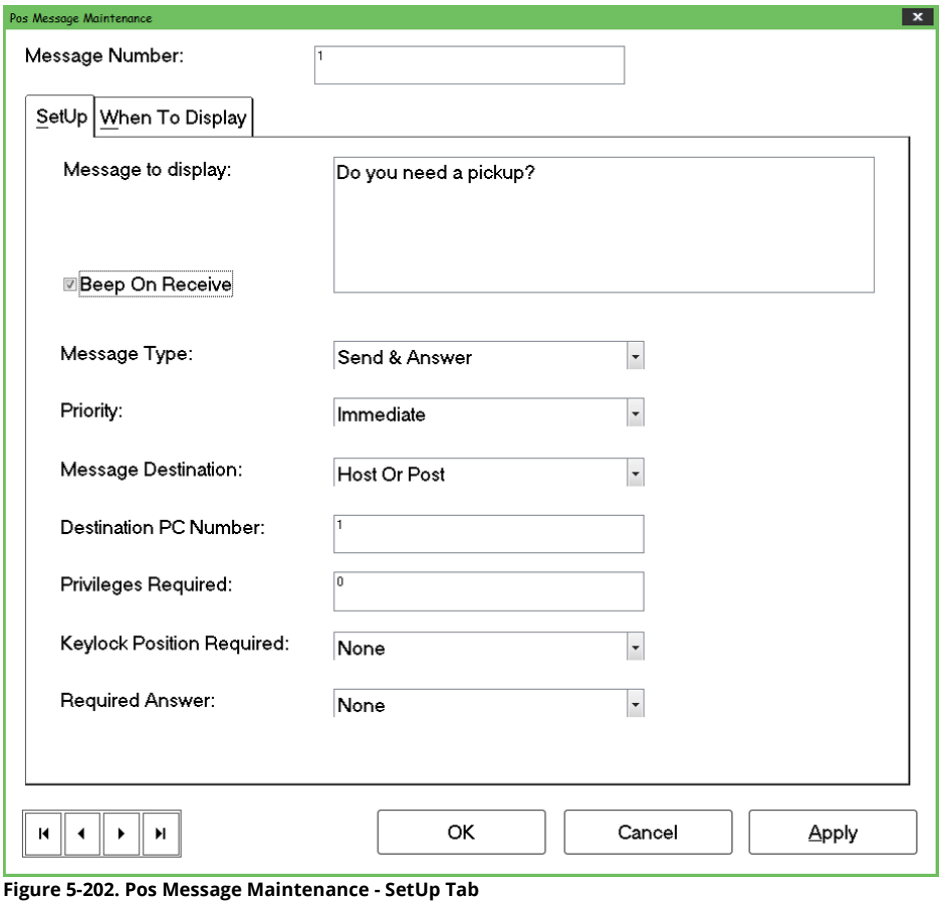


Figure 5-202. Pos Message Maintenance - SetUp Tab

14. Enter the message number (range 1 to 9).
15. On the Setup tab, set options and parameters as required:

Field	Description
Message to Display	Enter message to be sent. Up to five lines of text are available. The default text alignment is Left.
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 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

16. Select **OK** or **Apply** to save.
17. Select the **When to Display** tab to set Start and End dates.

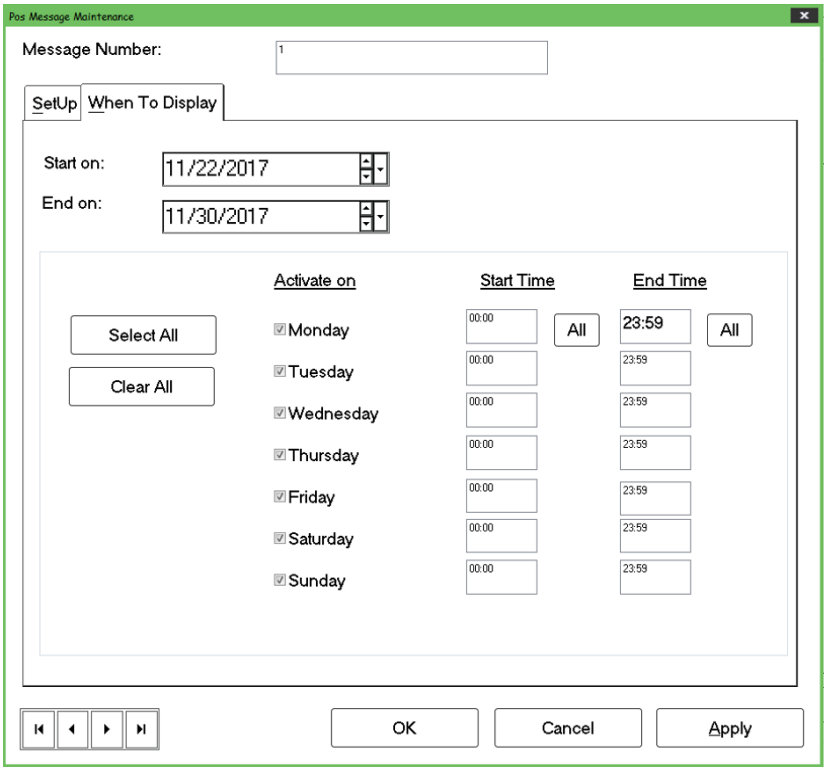


Figure 5-203. Pos Message Maintenance - When To Display Tab

18. 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 Start Time – End Time	Set the days and times at which the email message can be displayed.

19. Select **OK** or **Apply** to save.

5.8.5 Send Ticket by E-mail

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 this Guide for details.

To send current email receipts to customers

1. From the Application Menu Bar, select **Store Management > Message Center > Send Ticket by Email**. The **Send Ticket by Email** application opens.

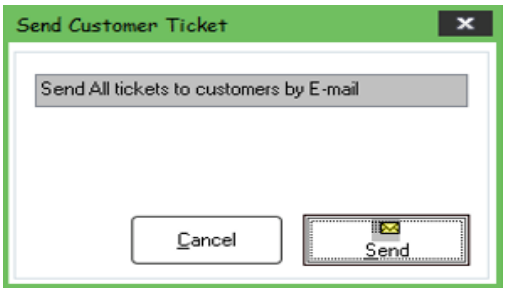


Figure 5-204. Send Customer Ticket

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

5.9 Barcode

The Barcode Programming Maintenance application establishes the parameters for:

- Creating coupon vouchers used as scannable tenders.
- Activating and recharging bar-coded gift cards and phone cards.
- Processing third-party Rx barcodes.
- Creating coupon vouchers used as scannable tenders.
- Loyalty Pro barcode coupons.
- Loyalty Pro vouchers.
- Tracking magazine issues sold.

ENCOR supports EAN 128 barcodes, a high-density alphanumeric bar code capable of storing both the PLU # and card account #.

- **Barcode Tender**
  To support barcoded tenders, coupon vouchers that are generated by the store can be used as scannable tenders.

Figure 5-205. Coupon Voucher - Scannable Tender

  Using a barcode type of Barcode Tender, establish ranges of barcodes that can be used for coupon printing. The barcode numbers created are then referenced within the Coupon Printing Maintenance screen.

- **Gift Card Activation and Recharge**
  Gift cards that contain EAN 128 barcodes can be sold and activated at the same time (rather than having to activate separately after scanning the purchased gift card's barcode). In addition, an individual gift card receipt for each gift card activated in a transaction is generated. The receipts can be customized by gift card range.

Note:

The selling of EAN 128 or magnetic strip gift cards is not supported on self-checkout lanes. In addition, the manual entry of EAN 128 barcodes at the POS is not allowed.

Upon scanning a barcode, the POS will look up the barcode in the new barcode-programming database. If found, the POS will check the barcode type and perform the action accordingly.
EAN 128 barcodes *only require a single scan* for selling and activation and return and deactivation. Upon sale, the POS sends the account number to the electronic payment provider for authorization. Upon approval, the cashier will see the approval message on the operator display. If authorization is declined, the cashier will be alerted with a message that gift card activation has failed. The gift card will be voided from the transaction.

Note:

To enforce the scan of a gift card's EAN-128 barcode when sold (and prevent a scan of the vendor gift card's UPC barcode), an additional barcode range setting is required in Barcode Programming Maintenance using the following fields:

Barcode Prefix From: Gift card UPC Number

Barcode Prefix To: Gift card UPC Number

Barcode Length: 10

Barcode Type: Gift card activation

Activation Type: EAN 128

Account # Length: 0

When this new record is added, Barcode Programming Maintenance and the gift card UPC is scanned, the POS will check to see if the length of the parsed account number is zero. If so, an error message is presented to the cashier that the PLU is invalid.

When adding a new vendor gift card, add both the activation barcode range (with a barcode length that includes the lengths of both the PLU and the account number) and the separate UPC barcode range as shown above.

If the previously activated gift card is canceled or voided by the cashier, the POS sends the account number to the electronic payment provider for card deactivation. If deactivation is approved the gift card will be removed from transaction. If deactivation is not approved, a decline message will be displayed on the operator display and the gift card will not be removed from the transaction.

- **Rx Type Barcodes**
  ENCOR can read third-party Rx barcodes and process them into a ticket. The customer's prescription co-pay is then added to the ticket. **ENCOR** also interfaces with PDX Rx Software, an enterprise pharmacy application.

  Process Flow for RX

- Customer drops off prescription.
- Pharmacy creates Rx barcode.
- At the checkout POS, the Rx barcode (defined in **ENCOR Barcode Programming Maintenance**) is scanned.
- The receipt is printed showing only the customer's co-pay amount.
- Sales, item, and customer counts are incremented in the Front Office.

To implement Rx billing support, set up a zero-price PLU flagged for a manual price and attached to the Pharmacy department. This PLU is used to ring the customer's owed portion of the payment when processing the Rx Pharmacy Sale barcode. This is the PLU designated in the "PLU Number" field type in Barcode Programming Maintenance (see below). The zero-price will allow the POS to populate the correct co-pay amount as defined in the barcode.

Process Flow for PDX Rx

- Rx item (defined in ENCOR Barcode Programming Maintenance) is scanned at the POS.
- The Tx Query Request XML file is created.
- The request is transmitted to the PDX host.
- PDX receives, evaluates, and processes the request.
- If PDX locates the requested prescription, the Tx Query Response XML returns "Found" or "Found OK" and the Rx item is sold. (The response contains pricing, patient, and transaction information along with signature requirements which are stored until transaction total.)
- Additional (non-Rx items) may be added to the transaction and the cashier totals the ticket.
- If the annual HIPAA document signature is required, both the HIPAA and Rx pick up signature messages display on the PIN Pad.
- Signatures are captured in the **ENCOR** TLOG file.
- The transaction is tendered and completed (if the transaction is tendered with an FSA card, FSA rules are applied).
- A POS Sold Request message is created and written to the TLOG for Rx items sold in the ticket.

- **Loyalty Pro Coupons**
  ENCOR supports the following Coupon Promotion functionality with NCR Loyalty Promotion Engine (LPE) integration:

  - Coupon Issuing
  - Coupon Registration
  - Coupon Redemption

  Coupons may either *carry* the promotion reward value or may *trigger* a promotion reward. With this integration, promotions can be defined and pre-printed in ReMA and downloaded to ENCOR.
  Coupons can be printed internally or externally. Internally printed coupons are issued, printed and redeemed (with both the issuing and redemption

promotions required to be defined). Externally printed coupons (i.e. Coupon Booklets) are printed outside of the system and are imported into the LPE coupon database. The following coupon promotion rewards are available:

- A unique coupon is issued; the reward is defined at issuance and the coupon is registered in the coupon database.
- A unique coupon is issued; the reward is not defined at issuance (i.e. the reward will be defined in the redemption promotion) and the coupon is registered in the coupon database.
- A non-unique coupon is issued; the reward is defined at issuance and it is embedded in the coupon barcode. The coupon is not registered in the coupon database.
- A non-unique coupon is issued and the reward is not defined at issuance (i.e. the reward will be defined in the redemption promotion). The coupon is not registered in the coupon database.

Note:

The General System Parameter "Report Member Promotions as Tender" (located in System > General System Parameters) must be set to "No" prior to implementing Loyalty Pro Coupon Promotions.

- **Loyalty Pro Vouchers**
  A Loyalty Pro Voucher is a POS-printed "coupon" that has a start and expiration date and is awarded through a loyalty promotion. A voucher is validated against the ReMA database at time of redemption. A customer may unconditionally redeem one or more vouchers at the next visit. Vouchers are treated as a tender for redemption purposes and are assigned a barcode type of Tender.
- **Publications**
  ENCOR can read the issue number printed on a magazine's barcode to track the issue of the magazine being sold and capture it in the TLOG file. Barcodes for U.S. based magazines typically contain a 12-digit Universal Price Code (UPC) number followed by a second barcode containing a two-digit issue number. The barcodes are broken down in the following format:

  1. 2-digit number system character, usually a "0" or "7"
  2. 5-digit Vendor ID number
  3. 5-digit bipad or product ID number
  4. 1-digit check-digit number
  5. 2-digit issue number

  For example, a magazine's barcode would be the following: 0-71486-02555-9-12, where 0 is the number system character, 71486 is the vendor ID, 02555 is the bipad, 9 is the check-digit number, and 12 is the issue number.

Note:

The two-digit issue number varies with the issue published in each year. For example, a monthly magazine typically makes use of the issue numbers 01 through 12 for each of the 12 months of the year. Similarly, a bi-monthly magazine makes use of the numbers 01, 02, 03, 04, 05, 06. A special issue, such as a buyer's guide or annual, can be assigned the next number in sequence. For example, “13” may be assigned for a monthly special issue or “07” for a bi-monthly special issue. An issue number must be unique during a given year but can be repeated in subsequent years.

When a cashier scans a magazine’s barcode and the scanner is programmed to read the supplemental barcode, the POS retrieves the entire barcode, including the issue number. If a matching publication barcode is found (as defined in Barcode Programming Maintenance), the PLU, Check Digit (if applicable) and Issue Number are extracted from the barcode and written to the TLOG.

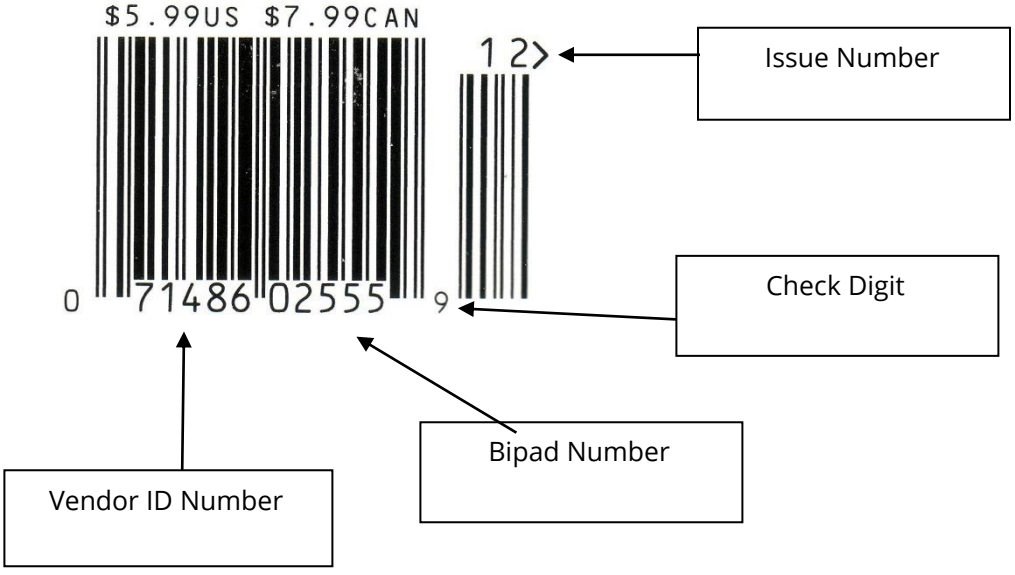
Note:

It is the store’s responsibility to program the scanners to read the supplemental barcode format.

Note:

Manual entry of the supplemental barcode (two-digit issue number) is not supported.

Below is an example of a magazine’s supplemental barcode:



5.9.1 Barcode Programming Maintenance

To add a new Barcode Maintenance Range

1. From the Application Menu Bar, select **Store Management > Barcode > Barcode Programming Maintenance**. The Barcode Programming Maintenance application opens to display all previously established ranges.

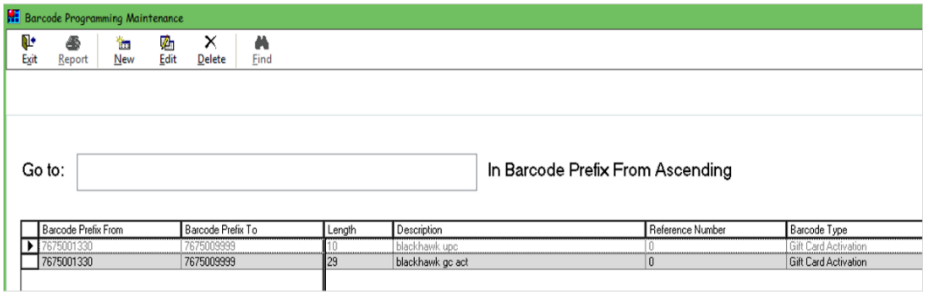


Figure 5-206. Barcode Programming Maintenance Application

2. With the Barcode Programming Maintenance screen open, select **New**. The Barcode Programming window opens.

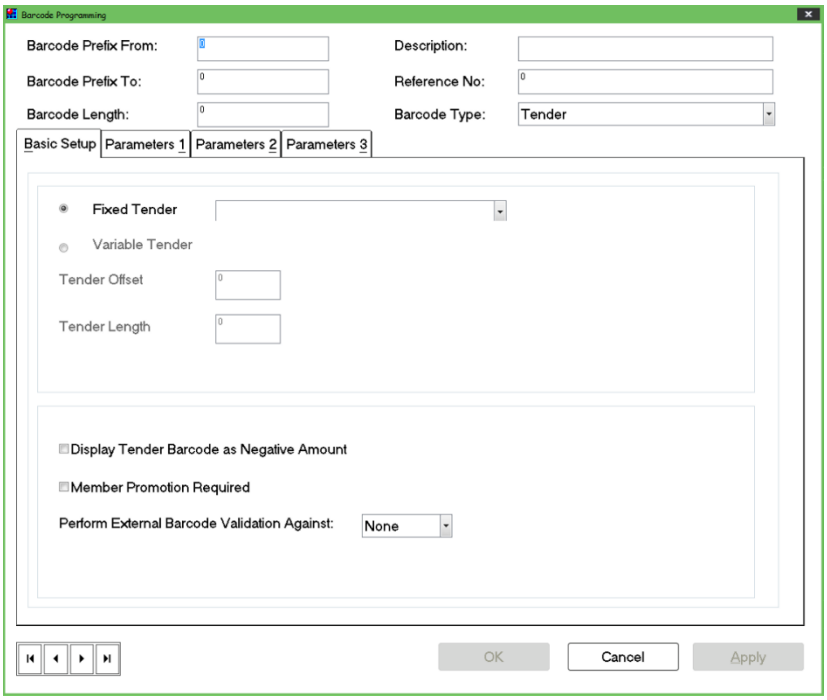


Figure 5-207. Barcode Programming - Basic Setup Tab

3. Complete the range, length, description, reference number, and barcode type fields. (See field descriptions below.)
4. Enter the Basic Setup information. (See field descriptions below.)
5. Click **OK** to save changes and return to the Maintenance screen.

5.9.1.1 Basic Setup Tab

The Barcode Programming screen's Basic Setup tab contains the following fields:

Field	Description
Barcode Prefix From	Enter the string of numbers that represent the prefix value of the first barcode in this range. Based on the Barcode Length field (below), **ENCOR** will assume the remaining digits are zeroes. **Note:** A barcode range within another barcode range (nesting) is acceptable. However, a prefix that is used by another range (overlapping) cannot be entered. For example, it is acceptable to have a range defined for "0401-0409" and another range defined for "04010812-0401899".
Barcode Prefix To	Enter the string of numbers that represent the prefix value of the last barcode in this range. Based on the Barcode Length field (below), **ENCOR** will assume the remaining digits are nines.
Barcode Length	Enter the number of digits in the barcode length. **Note:** This field will be used to calculate the start and end points for the UPC in an EAN 128 barcode. In an EAN 128 example, if the UPC length is 11 and the account number length is 19, enter 30 in Barcode Length.
Description	Enter a description for this barcode range.
Reference	Enter an internal reference number for this barcode range.
Barcode Type	Click the field's selection arrow and choose from Tender, Gift Card Activation, Gift Card Recharge, Phone Card, Pharmacy Rx Sale, Publication, or Loyalty Promotion Parameters.
Fixed Tender	For barcode types of Tender, this field indicates that the tender ID is fixed and not extracted from the barcode. If this option is selected, a tender type must be selected. **Note:** Tender types flagged as "Cash" or "General Tender" will display as selectable tenders.
Variable Tender	For barcode types of Tender, this field indicates that the tender ID is retrieved from the offset of the barcode. If this option is selected, the offset and length must be defined.
Tender Offset	For barcode types of Tender flagged as variable tender, this field displays the starting position of the tender number within the barcode. For example, if **4** is entered, the first number within the promotion number is the fourth digit in the barcode.

Tender Length	For barcode types of Tender flagged as variable tender, this field displays the number of positions from the tender offset that the tender ID number occupies.
Display Tender Barcode as Negative Amount	For barcode types of *i*, check this field to display the barcode as a negative amount at the POS.
Member Promotion Required	For barcode types of Tender, check this box to specify that a member card is required to use the voucher.
Perform External Barcode Validation Against	For barcode types of Tender, this field determines if external voucher barcode validation should be performed. To validate barcodes against the Loyalty Promotion Engine, click the field selection arrow and choose **LPE**.
Activation Type:	For Gift Card Activation barcode types, click the field's selection arrow and choose whether the range represents EAN 128 or Magnetic Stripe type gift cards. For phone card barcode types, click the field's selection arrow and choose whether the range represents UPC or magnetic stripe type phone cards.
Template Name	For Gift Card Recharge and Gift Card Activation barcode types, enter the name of the defined template that will be printed *when a PLU from this range is activated*. **Note:** The defined template will be printed when the card is activated or recharged. If the gift card is activated (or recharged) "At Swipe," the defined template will print on the store copy and the default templates will print on the customer receipt. If the gift card is set for activation "After Tender," the defined template will print on the customer receipt and a store copy will not be issued. If the Template Name field remains empty, the gift card receipts will use the existing set of templates. In the case of a gift card recharge, this means a store copy will not be printed.
Account # Length	For EAN 128 activation types, enter the length of the account number within the barcode.
Minimum Amount	Enter the minimum value of the card (or enter the minimum recharge amount in the case of Gift Card Recharge barcode types).
Maximum Amount	Enter the maximum value of the card up to $999.99 (or enter the maximum recharge amount in the case of Gift Card Recharge barcode types).
Allow Deactivation of Gift Card	For Gift Card Activation barcode types, check this box to allow deactivation of a gift cards using Void Last \ Error Correct, Returns, or Voids. The payment processor must support this transaction type.

Gift Card Pre-Activated	For Gift Card Activation barcode types, check this box if the gift cards within this range are sold pre-activated.
Gift Card Activation After Tender	For activating a gift card after tendering, check this box to display a message configured in the MicroTrax WinEPS host to display on the cashier screen.
Gift Card Recharge After Tender	For barcode types of Gift Card Recharge, check this box to perform the recharge after the transaction has been tendered (to prevent a value from being added to a gift card before payment is verified).
Field Type (1 through 6)	For barcode types of Pharmacy RX Sale, click the field's selection arrow and select one of the following eight fields to assign to a barcode field segment: PLU Number, Rx Number, Co-Pay Amount, 3rd Party Pay Amount, Bonus Points, Quantity, Fill Number, Partial Fill Number, or Tx Number. **Notes:** The field types must be set up in the order in which they appear in the barcode, which will be validated by ensuring the offsets are in the proper order. The value in any one field type field cannot appear in another field type field. A blank field type can only appear after all fields in the barcode are populated. **Notes:** The Quantity field contains the amount of medication dispensed (i.e. # of pills or ml). The fill number contains the refill number (i.e. if refill two of four, "2" is used). The partial fill number is used in the event a full medication amount is not available.
Offset (1 through 6)	For barcode types of Pharmacy RX Sale, enter the starting position location of the barcode length allocated to the corresponding field type (1 through 6). **Notes:** An offset of "0" indicates the field type is not used. The value in any one Offset field cannot be greater than the value in the Barcode Length field.

Length (1 through 6)	For barcode types of Pharmacy RX Sale and beginning with the Value Offset (above), enter the number of positions (from the first position) that contain the number, amount or points of the corresponding field type (1 through 6). **Notes:** The value of all length fields added together cannot be greater than the value in the Barcode Length field. The Offset/Length values for one field type cannot overlap with the Offset/Length values for another field type.
Field Type (1 through 3)	For barcode types of Publication, click the field's selection arrow and select one of the following three fields to assign to a barcode field segment: PLU Number, Check Digit, or Issue Number. **Note:** The field types must be set up in the order in which they appear in the barcode, which will be validated by ensuring the offsets are in the proper order. The value in any one Field Type field cannot appear in another Field Type field.
Offset (1 through 3)	For barcode types of Publication, enter the number of positions (from the first position), that contain the PLU number, check digit, or issue number. **Note:** The offset/length values for one field type cannot overlap with the offset/length values for another field type.
Length (1 through 3)	For barcode types of Publication, beginning with the Value Offset (above), enter the number of positions that contain the PLU number, check digit, or issue number of the corresponding Field Type (1 through 3). **Note:** The value of all Length fields added together cannot be greater than the value in the Barcode Length field.

Bookkeeping PLU	For barcode types of Pharmacy RX Sale, enter the PLU (or locate the PLU using the PLU Item Selector by clicking the ellipsis button) used to accommodate the awarding of the bonus points based on the entire prescription amount and not just the customer's co-pay amount. **Note:** The PLU must be defined with an Exchange Tender ID in the PLU Maintenance Screen's Basic Setup tab.
Linked Promotion	For barcode types of Pharmacy RX Sale, click the field's selection arrow and select the promotion to link to this barcode range. **Note:** Only enhanced promotions that have the Use Barcode Programming checkbox (General tab) marked will display.
Fixed Promotion	For barcode types of Loyalty Promotion Parameters this field indicates that the promotion ID is fixed and not extracted from the barcode. For fixed promotions, click the field selection arrow and select the Loyalty Promotion to assign to this barcode range.
Variable Promotion	For barcode types of Loyalty Promotion Parameters, click this radio button to indicate that the coupon promotion number is retrieved from the offset of the barcode. If this option is selected, the offset and length must be defined.
Promotion Offset	For barcode types of Loyalty Promotion Parameters using a Variable Promotion, this field displays the starting position of the promotion number within the barcode. For example, if 24 is entered, the first number within the promotion number is the twenty-forth digit in the barcode.
Promotion Length	For barcode types of Loyalty Promotion Parameters using a Variable Promotion, this field displays the number of positions from the promotion offset that the promotion number occupies.
Store Number Offset	For barcode types of Loyalty Promotion Parameters, this field displays the starting position of the store number within the barcode.
Store Number Length	For barcode types of Loyalty Promotion Parameters, this field displays the number of positions from the store number offset that the promotion number occupies.

Perform External Barcode Validation Against	For barcode types of Loyalty Promotion Parameters, this field determines if external coupon barcode validation should be performed. To validate barcodes against the Loyalty Promotion Engine, click the field selection arrow and choose **LPE**.
Restrict barcode acceptance to:	For barcode types of Loyalty Promotion Parameters, check this box to restrict acceptance of a coupon barcode in this range to a designated POS mode.
No Sale	For barcode types of Loyalty Promotion Parameters using barcode restrictions, check this box to accept barcodes in No Sale mode.
Sale Mode	For barcode types of Loyalty Promotion Parameters using barcode restrictions, check this box to accept barcodes in Sales mode.
Tender Mode	For barcode types of Loyalty Promotion Parameters using barcode restrictions, check this box to accept barcodes in Tender mode.
Date Type	For barcode types of Loyalty Promotion Parameters using coupon expiration dates, click the field selection arrow and choose the format that the date appears in the barcode.
Date Offset	For barcode types of Loyalty Promotion Parameters coupon expiration dates, this field displays the starting position of the expiration date within the barcode.
Expiry Date Offset	For barcode types of Loyalty Promotion Parameters coupon expiration dates, this field displays the number of positions from the date offset that the expiration date occupies.
Control Check for POS Offline	For barcode types of Loyalty Promotion Parameters, click the field selection arrow and choose the control check to display on the POS when coupon barcode validation is attempted in offline mode.

5.9.1.2 Parameters 1 Tab (Barcode Types of "Tender" Only)

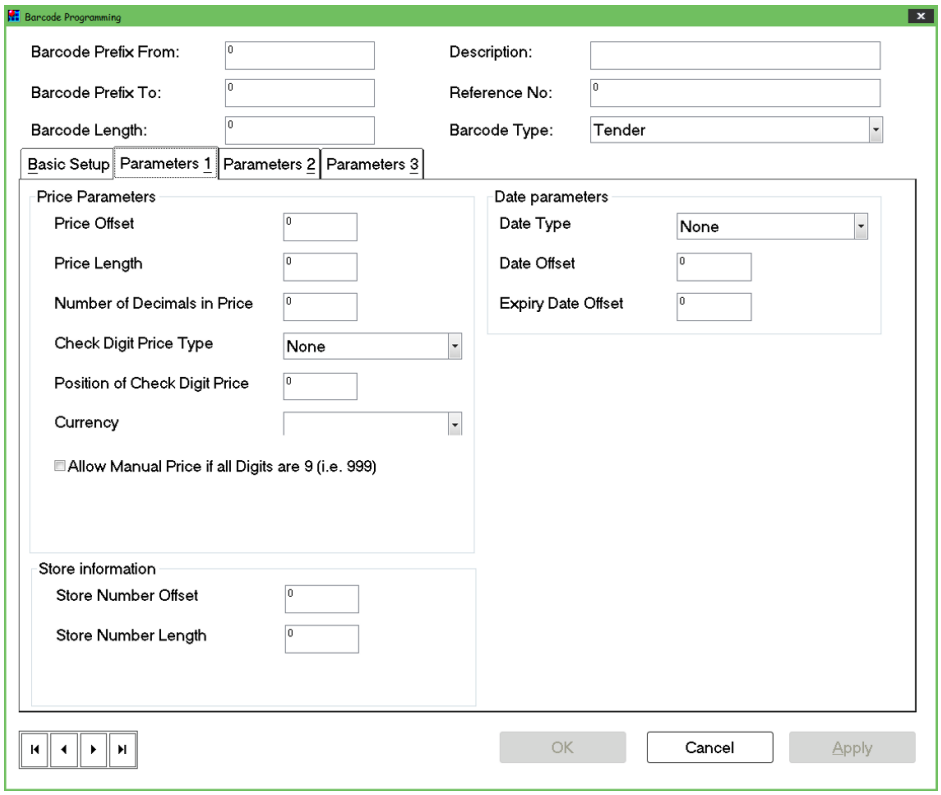


Figure 5-208. Barcode Programming - Parameters 1 Tab

Field	Description
Price Offset	This field displays the starting position of the price within the barcode. For example, if **6** is entered, the first number within the price is the sixth-digit in the barcode.
Price Length	This field displays the number of positions from the price offset that the price occupies.
Number of Decimal Places in Price	This field displays the number of decimal places within the price. For example, if the price is 19.99, enter **2** to indicate that after the first two numbers, the decimal is added to determine the price.
Check Digit Price Type	The field displays if a check digit for the price is being used. If set to None, a check digit price is not used. If set to Check Digit Price, designate its position in the following field. **Note;** The check digit is the validation type on the price of the item within the barcode. The check digit is always the last number after the price. It is a price check digit calculated by the store using a specific calculation.

Position of Check Digit	This field displays the position of the check digit price within the barcode
Currency	This field displays the currency of the amount within the barcode.
Allow Manual Price if all Digits are 9 (i.e. 999)	This checkbox indicates that if the price in the barcode is all 9s, the barcode is accepted after a message prompt to manually enter the price of the item.
Store Number Offset	This field displays the starting position of the store number within the barcode. For example, if **3** is entered, the first number within the store number is the third digit in the barcode.
Store Number Length	This field displays the number of positions from the store number offset that the store number occupies.
Date Type	This field displays the date type format to identify the date in the barcode.
Date Offset	This field displays the starting position of the date within the barcode. For example, if **8** is entered, the first number within the date is the eighth-digit in the barcode.
Expiry Date Offset	This field displays the starting position of the expiration date within the barcode. For example, if **10** is entered, the first number within the expiration date is the tenth digit in the barcode.

5.9.1.3 Parameters 2 Tab (Barcode Types of "Tender" Only)

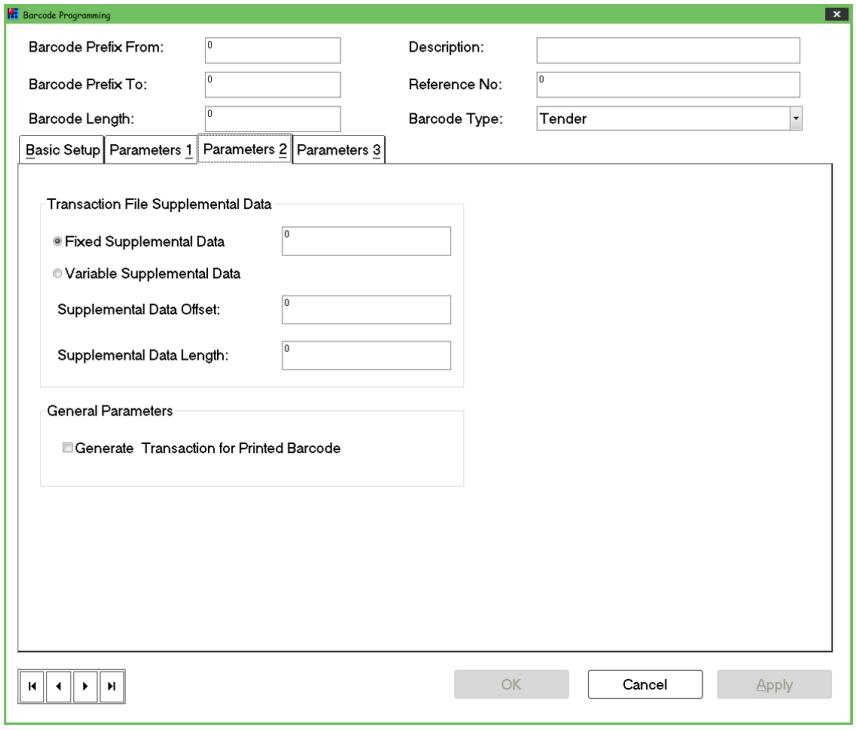


Figure 5-209. Barcode Programming - Parameters 2 Tab

Field	Description
Fixed Supplemental Data	This field indicates that transaction file supplemental data is the fixed number entered here rather than extracted from the barcode.
Variable Supplemental Data	This button indicates that transaction file supplemental data is found in the barcode and uses details from the offset.
Supplemental Data Offset	This field displays the starting position of the supplemental data number within the barcode. For example, if **10** is entered, the first number within the supplemental data is the tenth digit in the barcode.
Supplemental Data Length	This field displays the number of digit places from the offset that the supplemental data number occupies.
Generate Transaction for Printed Barcode	This checkbox indicates that when a barcode is printed, a barcode transaction is generated in the transaction file. When printing a tender voucher, the details of the barcode receipt printed will be logged.

5.9.1.4 Parameters 3 Tab (Barcode Types of "Tender" Only)

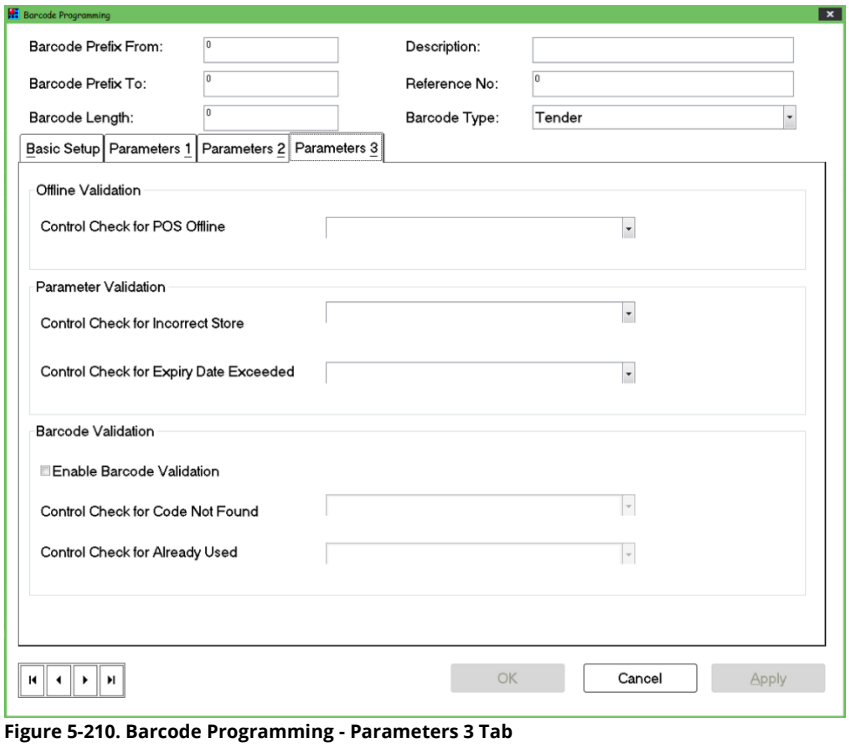


Figure 5-210. Barcode Programming - Parameters 3 Tab

Field	Description
Control Check for POS Offline	Click the field selection arrow and choose the control check to display on the POS when voucher barcode validation is attempted in offline mode.
Control Check for Incorrect Store	Click the field selection arrow and choose the control check to display on the POS when a voucher is presented that was issued from a different store.
Control Check for Expiry Date Exceeded	Click the field selection arrow and choose the control check to display on the POS when an expired voucher is presented.
Enable Barcode Validation	Check this box to have barcode validation performed on this range and issue control checks for vouchers not found and vouchers already used.
Control Check for Code Not Found	When using barcode validation, click the field selection arrow and choose the control check to display on the POS when the voucher barcode is not found.
Control Check for Already Used	When using barcode validation, click the field selection arrow and choose the control check to display on the POS when the voucher barcode has already been used.

5.10 Utilities

5.10.1 Electronic Journal

The Electronic Journal is a powerful query tool that enables the user to search for and display transactions from the PoS terminals. This enables the user to monitor cashier performance, sales of selected items and departments, or solve customer queries or complaints.

The Electronic Journal guides the user through a series of menus and options, allowing you to define search criteria and sort the results per requirements.

5.10.1.1 Opening the Electronic Journal

To open the Electronic Journal

1. From the Application Menu Bar, select **Store Management > Utilities**.

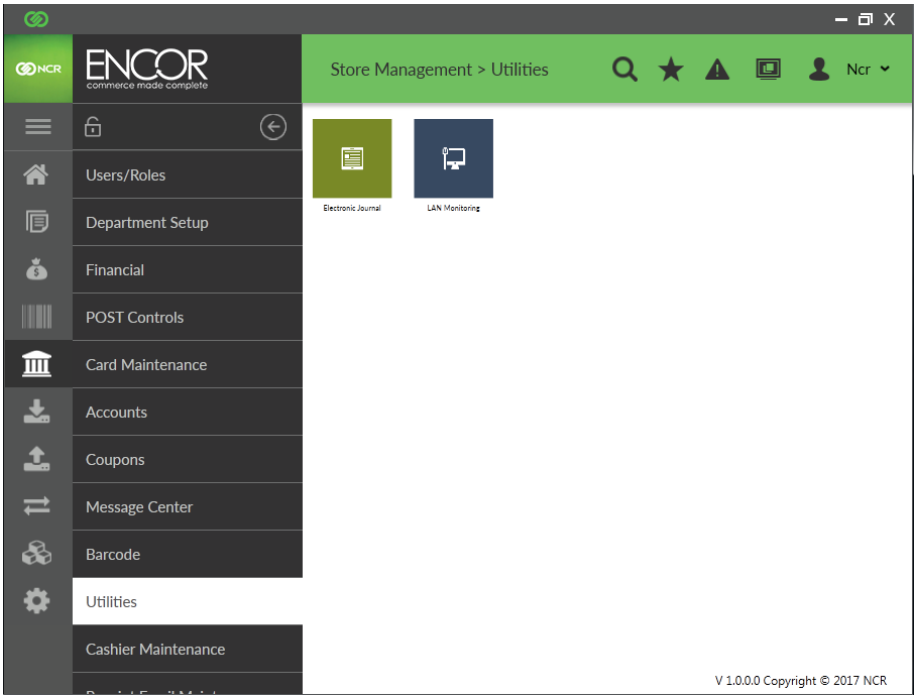


Figure 5-211. Application Menu Bar - Utilities

2. From the Store Management > Utilities view, select **Electronic Journal**. The Electronic Journal window is displayed.

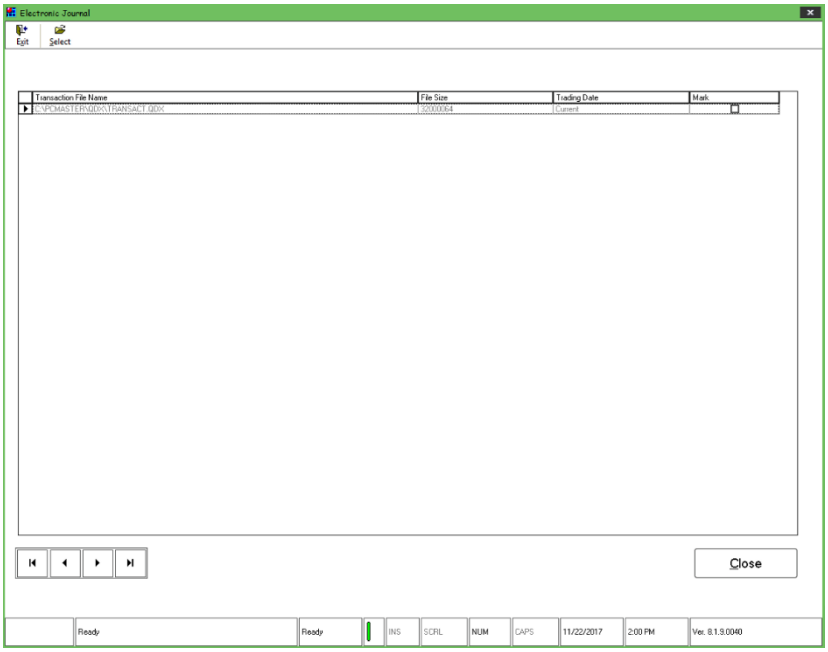


Figure 5-212. Electronic Journal Application

5.10.1.2 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 to 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 the user 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 can be selected depends on the length of time the store keeps files on the system.

5.10.1.3 Selecting Transaction Files

This section describes how to navigate through the transaction files in the list and how 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 the cursor up and down over the column on the extreme left of the window. A black horizontal arrow indicates the file to which the 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:

A single file can also be selected 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 a file is selected, the Search Types dialog box is displayed, as shown on page **Error! Bookmark not defined.**. This dialog box displays the options by which the transaction files can be searched, as described in the following section.

5.10.1.4 Searching for Specific Transactions

Once a file (or files) is selected to search, the user 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 the required information is found.

Keep in mind that as the searches progress, certain information is most likely excluded. If data is excluded that was intended to be kept, click **Last** to return to the previous search or searches.

5.10.1.4.1 Search Types Dialog Box

The Search Types dialog box lists all the criteria by which the transaction files can be searched.

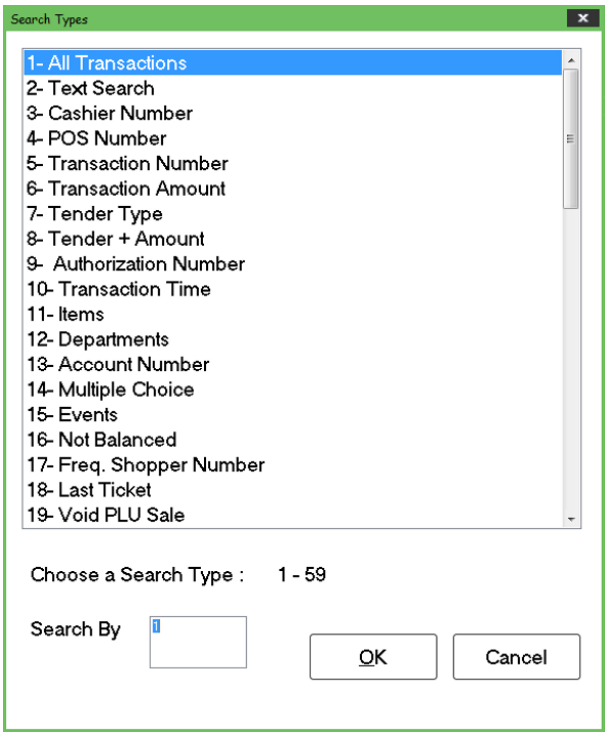


Figure 5-213. Search Types Dialog

To choose a search option

1. If in the Search Results display, click **Search By** to display the Search Types dialog box.

Note:

If the transaction files to be searched have just been selected, 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:

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 the search query are displayed in the Electronic Journal window.

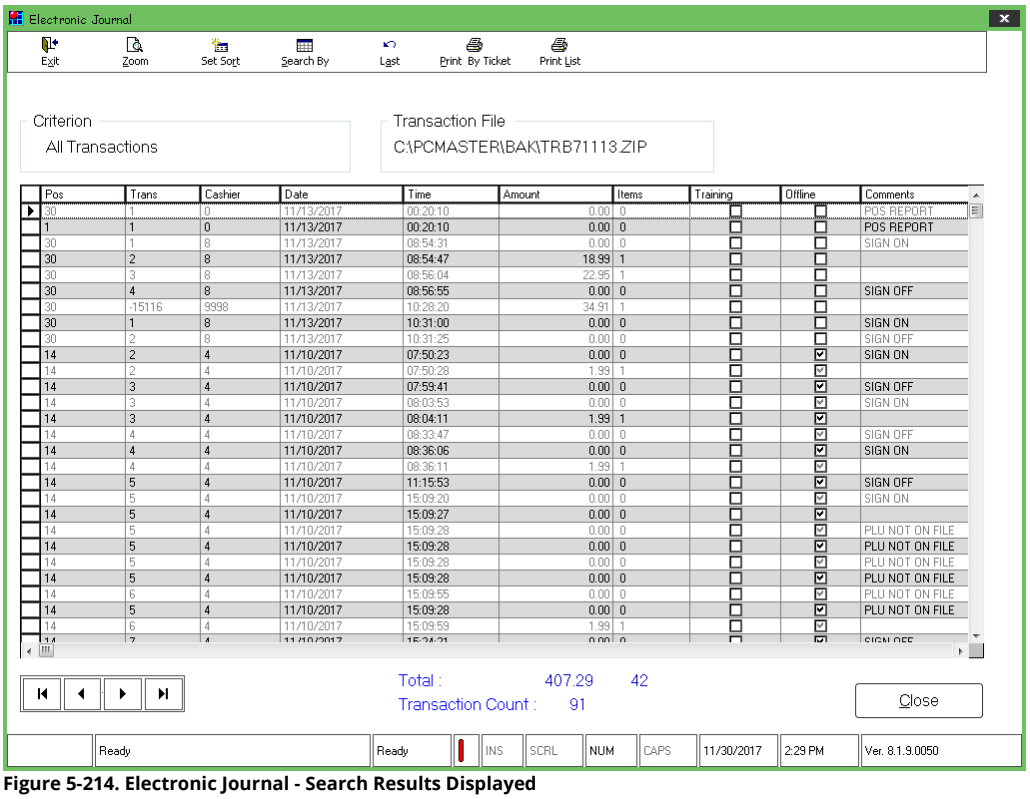


Figure 5-214. Electronic Journal - Search Results Displayed

Note:

The bottom of the screen displays the total dollar amount, total item count, and total transaction (line) count of the displayed transactions (in blue).

Refer to paragraph 5.10.1.5, “Search Results”, for further information.

5.10.1.4.2 Search Types

There are three basic search types:

- **Single choice** (described on page 5-701)
  Use this option to request one search choice (or type of transaction) at a time.
- **Multiple choice** (described on page 5-707)
  This option enables the user to search for up to five different criteria simultaneously. Multiple choice searches are useful to search for the basic transaction types first, and then use single choice searches to refine the results. Like the single choice searches, the user can enter ranges to search or accept the system defaults.
- **Events** (described on page 5-712)
  This option enables the user to search for events recorded through the PoS terminal that do not constitute a ticket transaction.

Note:

The user 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 below.

5.10.1.4.2.1 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 Text Search is selected, the text the computer is required to search for must be defined.

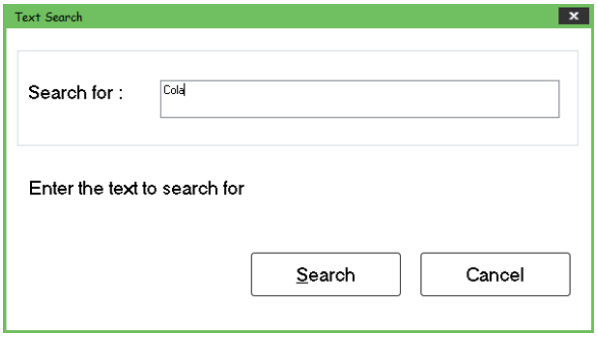


Figure 5-215. Electronic Journal - Text Search

To search for transactions containing specific text

1. Type the text the computer should 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).

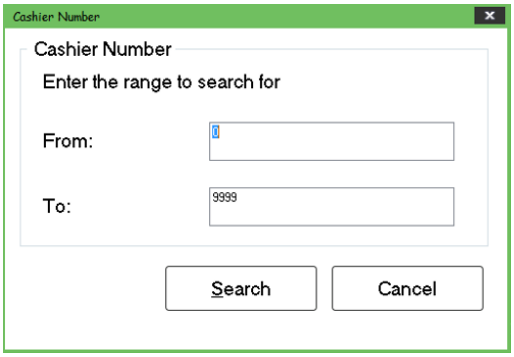


Figure 5-216. Electronic Journal - Cashier Number

To search for transactions made by a specific cashier(s)

1. To search for transactions made by a specific cashier, type the unique cashier number in both the From and To fields.
   OR
   Type the lowest required cashier number in the From field and the highest required cashier number in the To field to search for transactions from several cashiers.
   OR
   Leave the default numbers in the From and To fields 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 the unique transaction numbers. Refer to the procedure for searching by cashier number, described previously.
- **Transaction Amount:** Searches for transactions with a specified value or range of values.

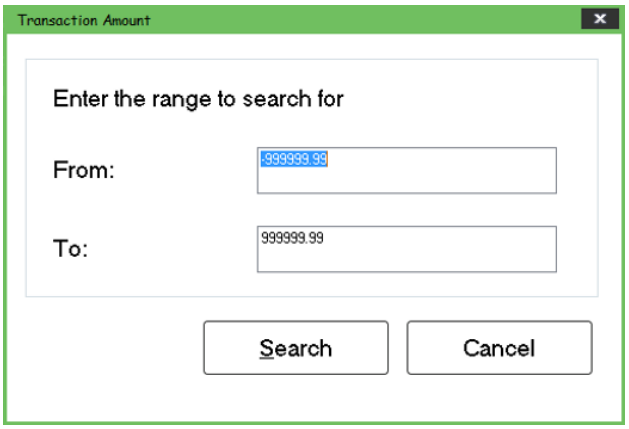


Figure 5-217. Electronic Journal - Transaction Amount

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 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.

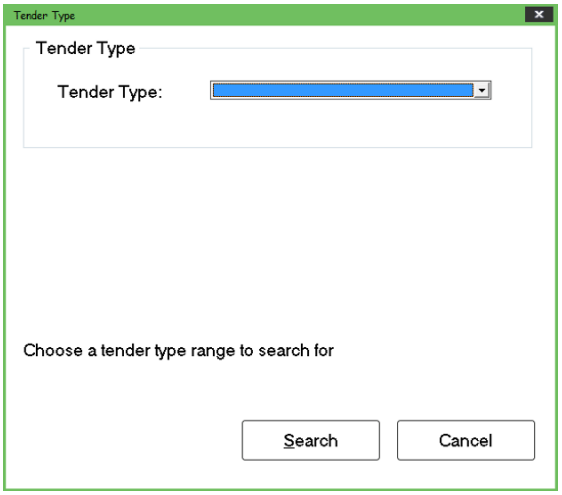


Figure 5-218. Electronic Journal - Tender Type

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 drop-down 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 5-702.
- **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 5-702.
- **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 5-702.
- **Not-Balanced:** Searches for transactions with totals that did not balance with the items registered. Taxes are considered. Refer to the procedure for searching by transaction amount, described on page 5-702.

Note:

As there should not be unbalanced transactions, 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 5-702.
- **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 5-702.
- **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 5-702.
- **Void Discount:** Searches for transactions in which a discount was subsequently voided. Refer to the procedure for searching for all transactions, described on page 5-701.
- **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 5-701.
- **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 5-701.
- **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 5-701.
- **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 5-702.
- **Bottle Return:** Searches for transactions in which bottles were returned. Refer to the procedure for searching for all transactions, described on page 5-701.
- **Enter Secure Mode:** Searches for records of cashiers entering secure mode. Refer to the procedure for searching by cashier number, described on page 5-702.
- **Exit Secure Mode:** Searches for records of cashiers exiting secure mode. Refer to the procedure for searching by cashier number, described on page 5-702.
- **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 5-701.
- **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 5-701.
- **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 5-701.

- **Password Change:** Searches for records of cashiers changing their passwords. Refer to the procedure for searching by cashier number, described on page 5-702.
- **Wrong Password:** Searches for records of cashiers entering an incorrect password. Refer to the procedure for searching by cashier number, described on page 5-702.
- **Refund Only Orders:** Searches for transactions that contained only a refund. Refer to the procedure for searching for all transactions, described on page 5-701.
- **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 5-701.
- **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 5-702.
- **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 5-702.
- **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 5-701.
- **Pickup:** Searches for records of tender collections from specified cashiers. Refer to the procedure for searching by cashier number, described on page 5-702.
- **Add-Loan:** Searches for records of loans (floats) issued to specified cashiers. Refer to the procedure for searching by cashier number, described on page 5-702.
- **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 5-702.
- **Price Inquiry:** Searches for records in which a PLU was only entered 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 5-701.
- **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 5-702.
- **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 5-702.
- **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 5-702.

- **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 5-702.
- **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 5-702.
- **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 5-702.
- **Cash Deposits:** Searches for cash deposit transactions to the store safe. Refer to the procedure for searching for all transactions, described on page 5-701.
- **Cash Withdrawals:** Searches for cash withdrawal transactions from the store safe. Refer to the procedure for searching for all transactions, described on page 5-701.
- **Device Type:** Searches for transactions by device types. The device types available are regular, fuel, self-checkout, and E-ticket terminals (Virtual PoS).

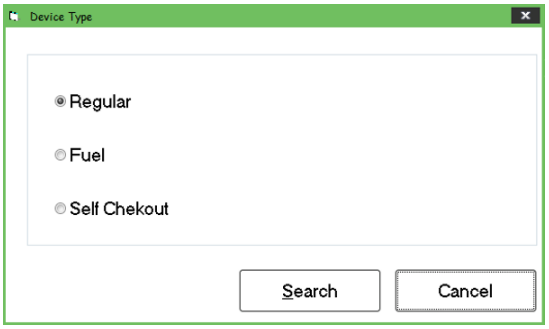


Figure 5-219. Electronic Journal - Device Type

Refer to the procedure for searching for all transactions on page 5-701.

- **Prescription Number:** Search for EJ transactions by prescription number. Enter the prescription number (up to 10 digits) and click **Search**. All the tickets that contain the prescription number will display.

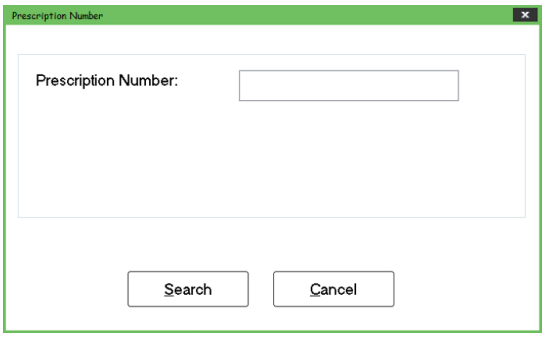


Figure 5-220. Electronic Journal - Prescription Number

Note:

If the Pharmacy Rx Sale Barcode is not set up in Barcode Programming Maintenance or if the prescription number in the search criteria has not been sold, no data will display.

5.10.1.4.2.2 Multiple Choice Search

Some Search Type options enable the user 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 the user to specify that a transaction includes certain items or combinations of items. 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 such as Home Shopping.

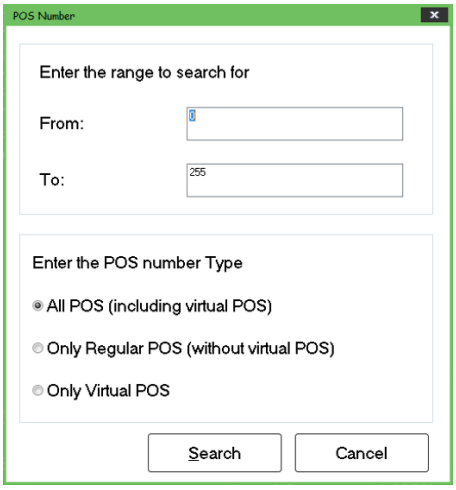


Figure 5-221. Electronic Journal - POS Number

To search for transactions made from 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 to search for transactions from a specific PoS terminal.
   OR
   Leave the default numbers in the From and To field 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.

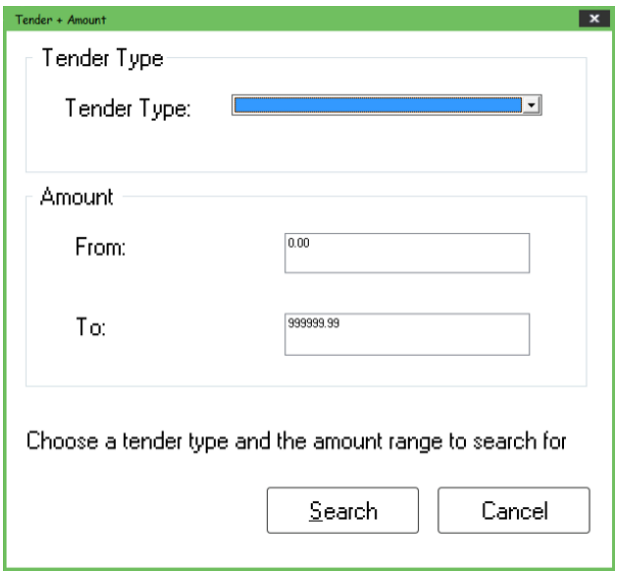


Figure 5-222. Electronic Journal - Tender + Amount

To search for transactions made with a specific tender type and for a specific amount

1. Click on the arrow at the right of the Tender Type field. Select the required tender type from the drop-down 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 5-702.
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.

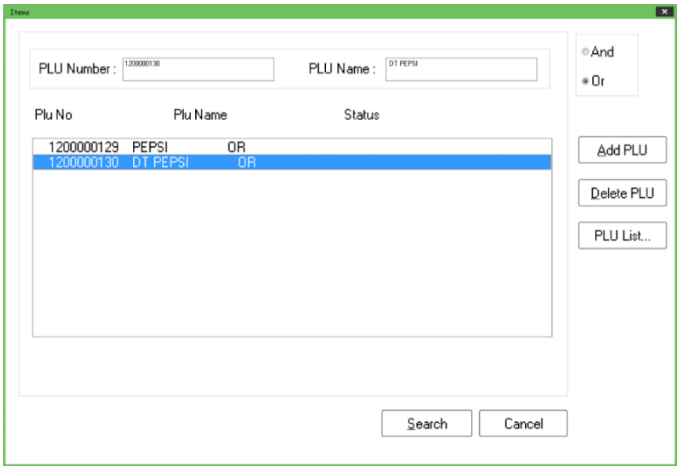


Figure 5-223. Electronic Journal - Items

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 it is known. The PLU name is automatically displayed in the PLU Name field.
2. To search for a PLU number, click the **PLU List** button to display the PLU Item Selector dialog box.

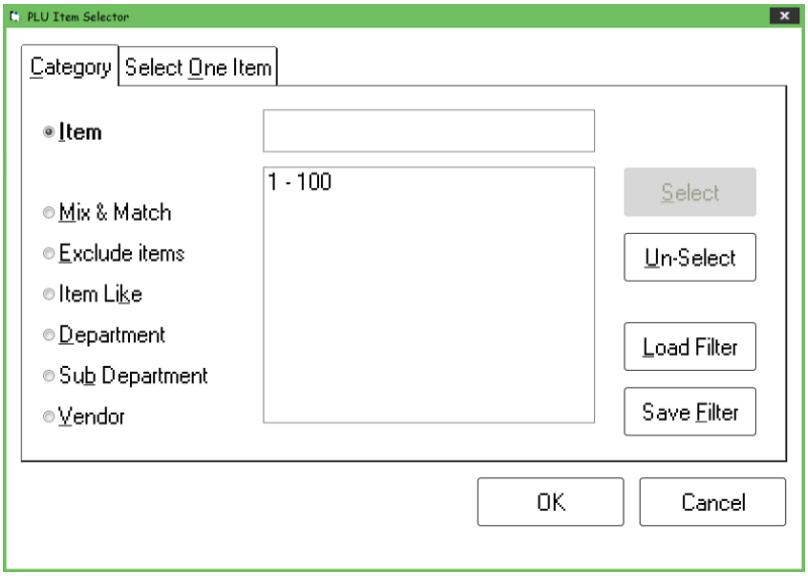


Figure 5-224. Electronic Journal - PLU Item Selector Dialog

3. Select the desired PLU using the following procedure:
   a. Select the desired category criteria. Choose **Item**, **Internal ID**, **Mix and Match**, and so on. To be more specific, type in a range of items, like **1-100**, then press **ENTER**. It is possible to choose more than one criterion. Those selected are identified by bold text.
   b. 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.

c. To select the item from a list of specific department items, choose **Departments** and then click **Select**. The Department selector dialog appears. Select the department(s) and click **OK**.
d. Click the **Select One Item** tab to view the results from the query. Locate and double-click the desired item. The Items screen displays with the PLU Number and PLU Name fields populated.

4. Select the **And**/**Or** condition by clicking the desired radio button. If the default **Or** condition is selected, each qualifying transaction listed within the search must either have the selected item *or* the following item (to be selected next). Click the **And** condition radio button to indicate each qualifying transaction must have the selected item *and* the item that follows (if another item is selected).
5. Click **Add PLU**. The PLU No, PLU Name, and Status fields are displayed in the selection window.
6. Repeat steps 2 through 4 for each item to add to the search criteria.
7. (Optional) Remove any previously selected items from the list by highlighting the item and clicking **Delete PLU**.
8. Click **Search** to perform the transaction search. The transactions are displayed.

- **Departments:** Searches for transactions that include items rung to a department using the open department key. Refer to the procedure for searching for specific item transactions, described above.
- **Multiple Choice:** Searches for transactions filtered simultaneously by up to five criteria.

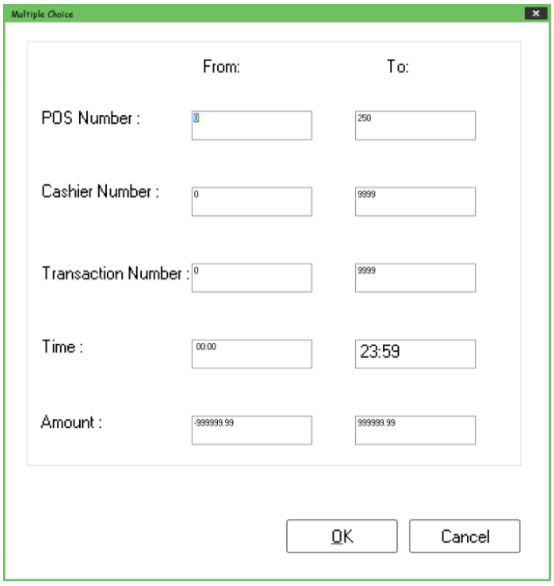


Figure 5-225. Electronic Journal - Multiple Choice

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. Specific values are not required for 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. Search using the PLU number and/or the amount of the sale.

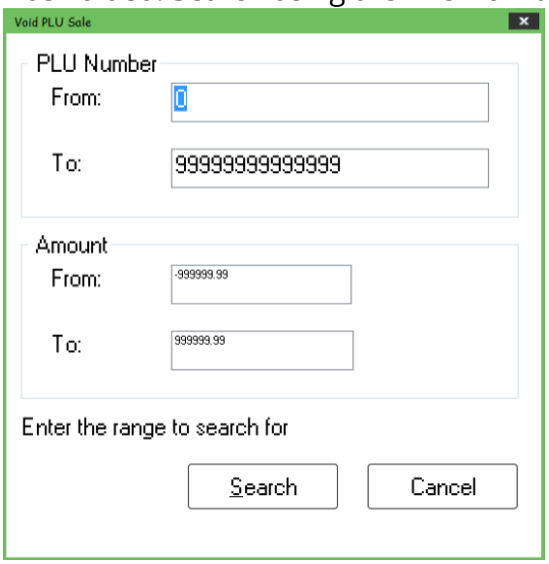


Figure 5-226. Electronic Journal - Void PLU Sale

To search for void PLU transactions

1. In the PLU Number area, type the lowest PLU number to search for 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 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. Search using the 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 (or items) was refunded. Search using the 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 was refunded. Search using the 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.

- **Total Department Search:** Searches for items added to a ticket by hand-keying the PLU number or UPC. Search results may optionally exclude items that were added to a ticket by entering a price followed by a department key.

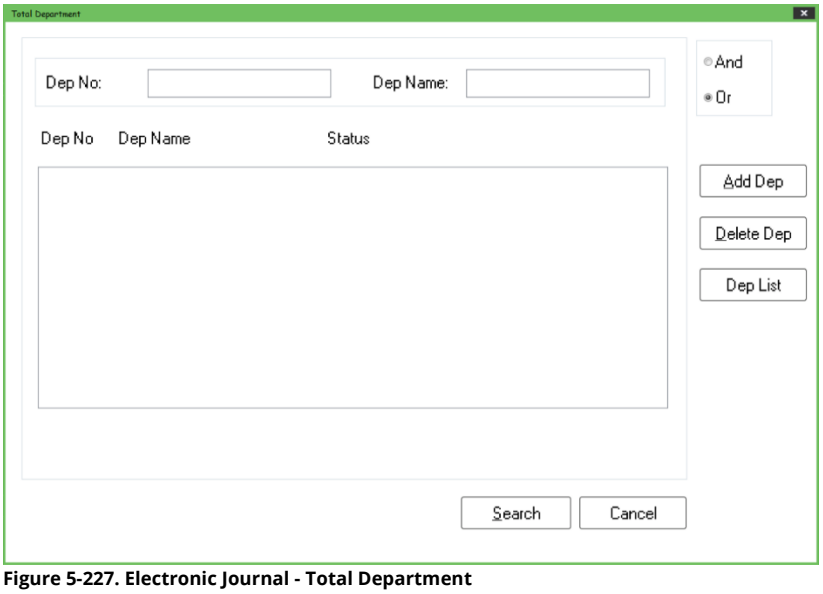


Figure 5-227. Electronic Journal - Total Department

Create a search query by using the Dep List button to flag single departments to include in the search, followed by the Add Dep button. By default, multiple department queries will use the OR condition and search for transactions that contain items from at least one listed department. Click the **And** radio button prior to adding a department to search for transactions that contain items from all listed departments. Optionally, click the **Exclude Price Keyed Items** checkbox to exclude items that were added to a ticket by the cashier entering a price followed by a department key. When finished, click the **Search** button to display results of the transaction query.
Refer to the procedure for searching for items, described on page 5-708.

- **LaneHawk Transactions Search:** Allows a store to locate transactions where "bottom of the basket" items were detected by LaneHawk. LaneHawk Transactions can be searched in the Electronic Journal by three POS resolution scenarios:
  - **Full UPC Matched Items Added** – An exact match of the item was identified by LaneHawk. The item was added to the ticket through the LaneHawk Graphical User Interface (GUI) by either pressing the Accept button or scanning the item.
  - **Partial UPC Matched Items Added** – A manufacturer match was identified by LaneHawk. The item was added to the ticket by scanning the item with the manufacturer code match.
  - **Detected Items Cleared** – An item was identified by LaneHawk and cleared from the LaneHawk GUI.

Note:

LaneHawk is a solution from Evolution Robotics that uses digital video cameras and software to identify "when" and "what" items are on the bottom of a customer's cart. Using visual pattern recognition for object recognition, LaneHawk automatically detects and identifies "below the basket" items.

Items that LaneHawk recognize are typically the 300-500 items most likely to be placed under the cart. These items are digitally photographed and the images are stored in the LaneHawk checkout database with associated UPC information.

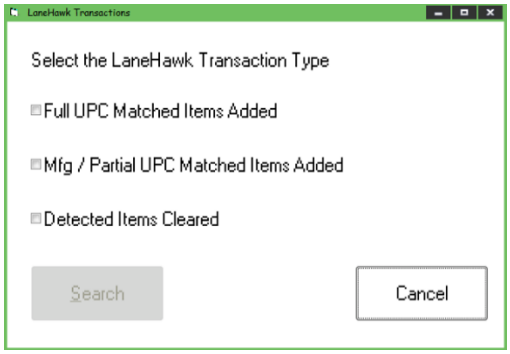


Figure 5-228. Electronic Journal - LaneHawk Transactions

Check one or more desired LaneHawk transaction types and click **Search**. Search results for the selected transaction types will be displayed.

Note:

A ticket that contains items linked to different LaneHawk resolution scenarios will appear under the search results of more than one search type.

Note:

Search results only identify transactions where the selected LaneHawk events took place. The specific items detected by LaneHawk in the ticket are not identified when the ticket is viewed.

5.10.1.4.2.3 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

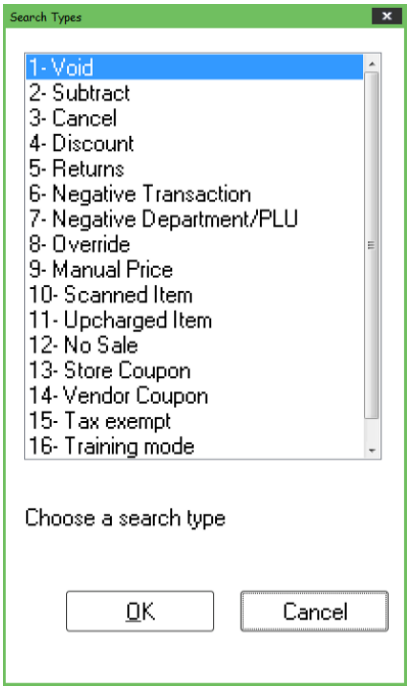


Figure 5-229. Electronic Journal - Events Search Types

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.

5.10.1.5 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.

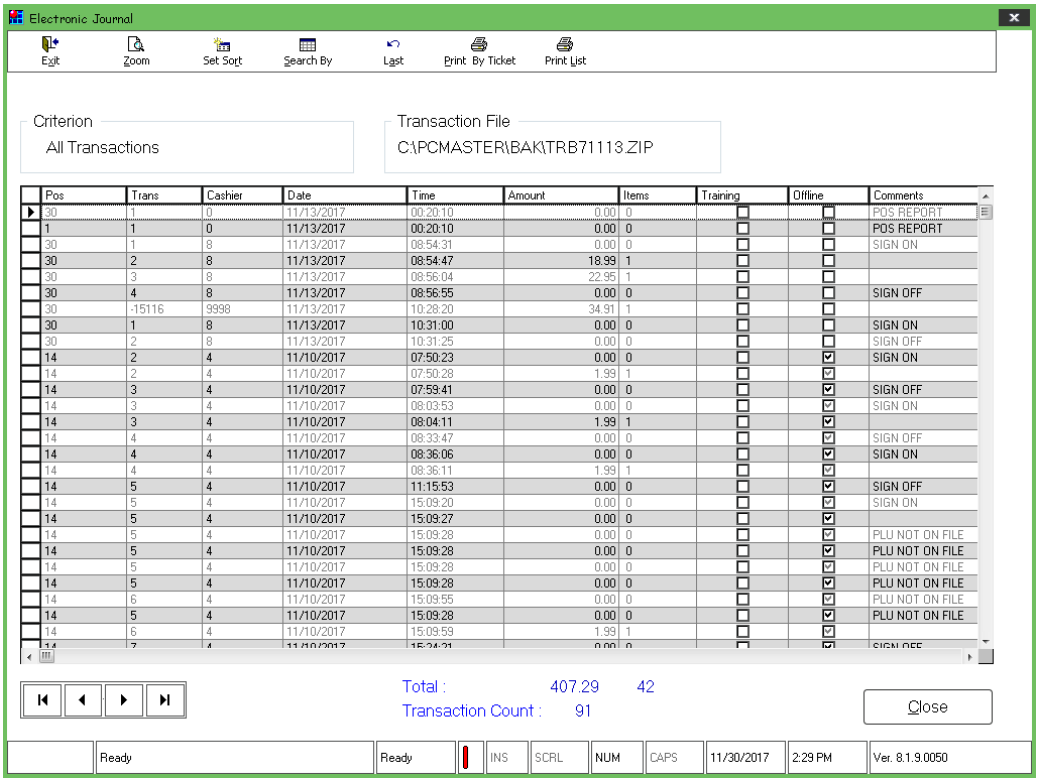


Figure 5-230. Electronic Journal - Search Results Display

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 the user to sort the search results per certain criteria. Refer to “Sorting Results” for further information.
	Displays the Search Types dialog box, enabling the user to further refine the search. Refer to page **Error! Bookmark not defined.** for further information.
	Returns to the previous display of search results. This is useful if the search is to refined the user desires to go back to previous lists of transactions.

Button	Description
Print By Ticket	Prints the ticket for a selected transaction.
Print List	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 **Error! Bookmark not defined.**.

- **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.

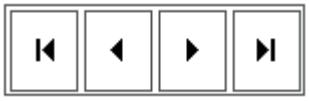


Figure 5-231. Electronic Journal - Selection Arrows

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 navigation up and down the list by single transactions.

- **Total Field:** Displays the total value of all transactions displayed in the search results list, together with the total number of items listed.
- **Close Button:** Exit the current display in the Electronic Journal window.

5.10.1.6 Sorting Results

The transactions in the search results list can be sorted by various criteria. 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.

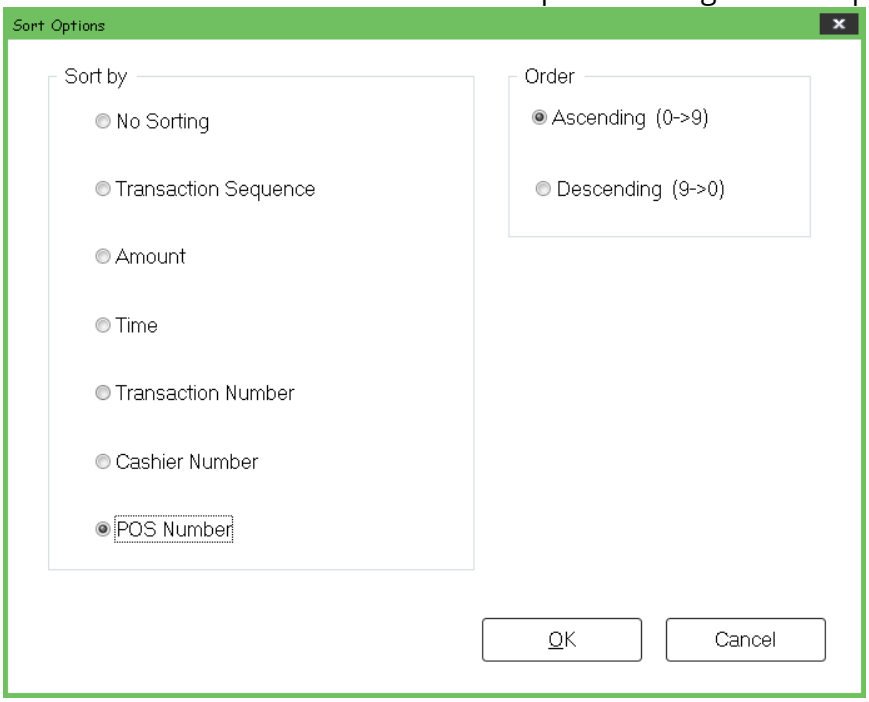


Figure 5-232. Electronic Journal - Sort Options

2. Click the relevant radio button for the criteria the search results list should 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 to sort by.
2. Click a second time on the column to reverse the order of the display. For example, 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 View Ticket Screen for the transaction.

5.10.1.7 View Ticket Screen

The View Ticket Screen displays the ticket for the selected transaction from the search results screen:

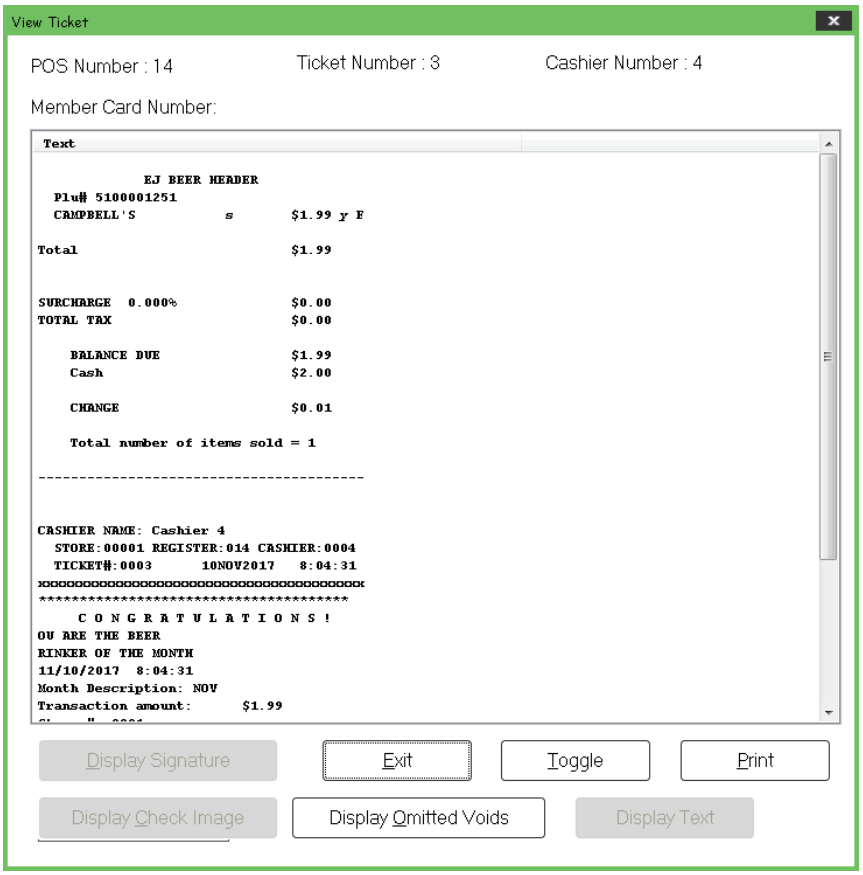


Figure 5-233. Electronic Journal - View Ticket

The screen displays the POS number, ticket number, cashier number, and member card number (if used). Use the scroll buttons (or scroll bar) on the right side of the screen to view the entire ticket. The following buttons appear on the screen:

Button	Description
Display Signature	Displays the electronic signature when captured during transaction tendering.
Exit	Returns to the search results screen.
Toggle	Displays the transaction using the **ENCOR** transaction codes. (See the *Transaction Files Technical Reference* for more information).
Print	Prints a copy of the transaction file.
Display Check Image	Where an ECC (Electronic Check Conversion) transaction has occurred, this button displays the check image in JPEG format.

Display Omitted Voids	Press this button to redisplay the EJ ticket display to include voided transactions within the order in the order in which they occurred within the transaction (regardless of whether buffer printing is enabled).

Note:

The Display Signature button will only be enabled when it applies to the selected ticket.

5.10.2 LAN Monitoring

The LAN Monitoring option provides an on-line, real time display of the network activities, showing the communication status between the various workstations. Technical personnel can also use the LAN Monitor for debugging purposes.

To access this option from the **ENCOR** Application Menu Bar, select **Store Management > Utilities > LAN Monitoring**. The basic LAN Monitoring screen displays.

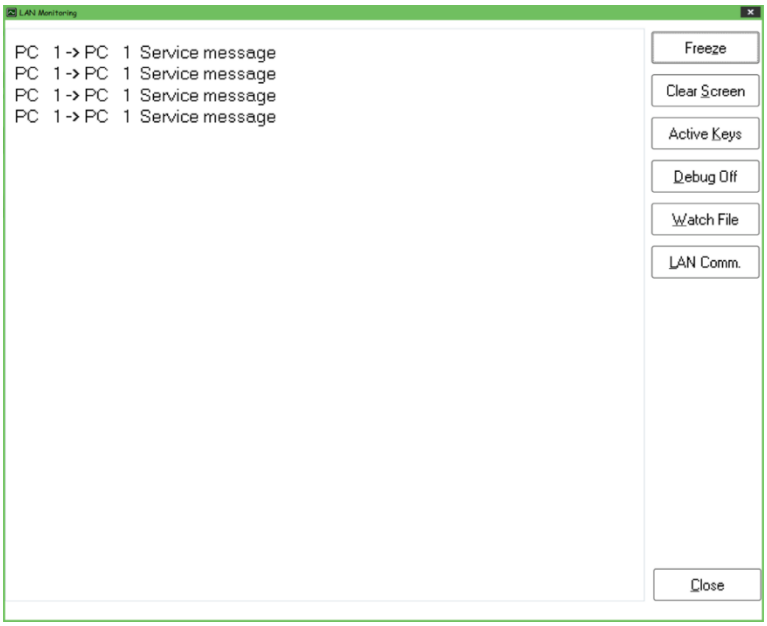


Figure 5-234. LAN Monitoring Application

From the basic LAN Monitoring screen, the following monitoring functions are available.

- **Freeze:** This toggle function freezes the LAN monitoring in the display. Select this function to freeze the display. The caption on the push button changes to “Freeze On.” Select it again to continue real time monitoring. The button caption returns to “Freeze Off,” the default for this function.
- **Clear Screen:** The Clear Screen function erases all LAN messages in the display, and monitoring continues again.
- **Active Keys:** This function displays all the currently loaded QDX files and SQL tables. The following information displays for each QDX file:
  - File number

- Path and file name
- File size

The following information displays for each SQL table:

- Table name
- Number of records

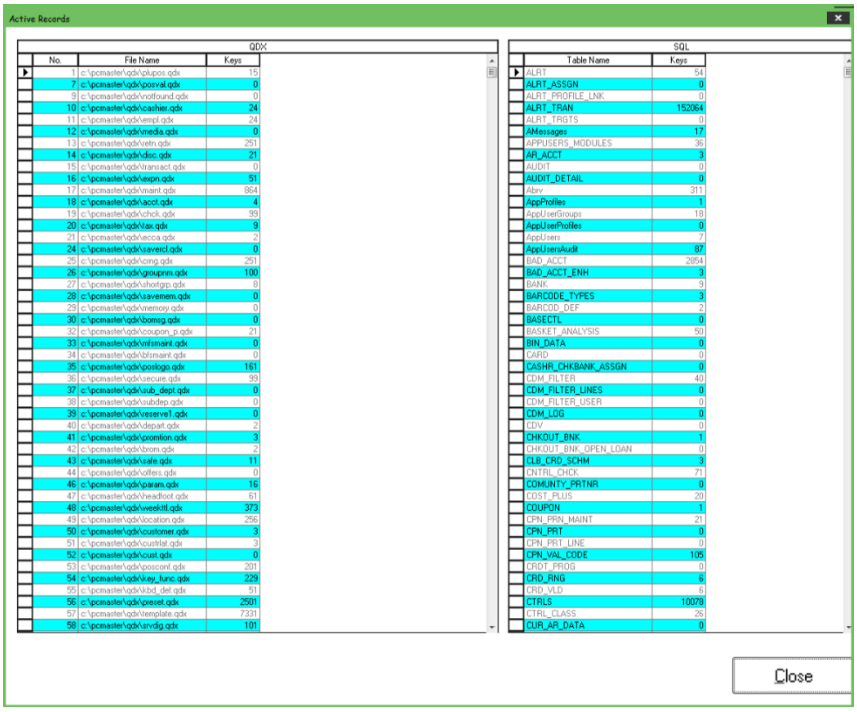


Figure 5-235. LAN Monitoring - Active Records

Both lists are scrollable. Highlight the desired list and use the **Up Arrow**, **down arrow**, **Page Up**, and **Page Down** keys to scroll the list. To return to the LAN Monitoring screen, select **Close**.

- **Debug:** This toggle function displays LAN messages in hex and text format, making it easier for technical personnel to see what's happening in the system.
  Select this function to display messages in HEX. The caption on the push button changes to "Debug On." Select it again to display messages in text format. The button caption returns to "Debug Off," the default for this function.
- **Watch File:** This function displays communication messages like those seen in the basic LAN monitoring screen, but also displays the date and time of each message using Notepad. In addition, the user can also scroll backward and forward through the messages.

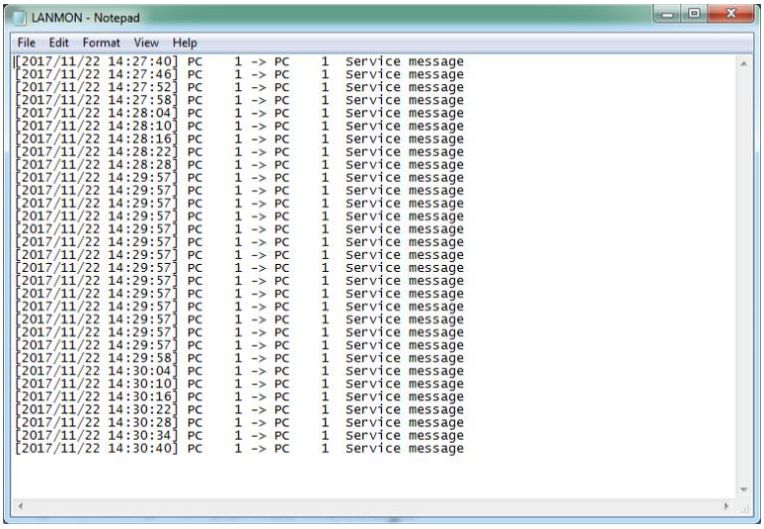


Figure 5-236. LAN Monitoring - Watch File

- **LAN Comm:** Use this function to see the communication status of all POS terminals to servers (MFSs). This option can show the user, at a glance, terminals that are not online. The screen is divided into two halves. The left half lists all POS terminals that could be polled by PC 1 (MFS1). The right half contains a similar list of POS terminals polled by PC 2 (MFS2).

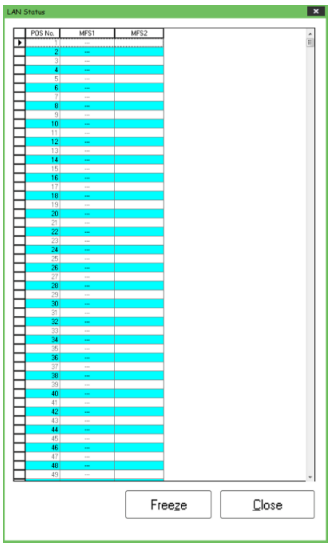


Figure 5-237. LAN Monitoring - LAN Comm

3. Select the **Freeze** function to freeze the display. The caption on the push button changes “Freeze On.” Select it again to continue real time monitoring. The button caption returns to “Freeze Off,” the default for this function. To return to the LAN Monitoring screen, select **Close**.

5.11 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 *checkout banks* are used in the store, the user 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 the user sets up the system to allow this.

5.11.1 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.

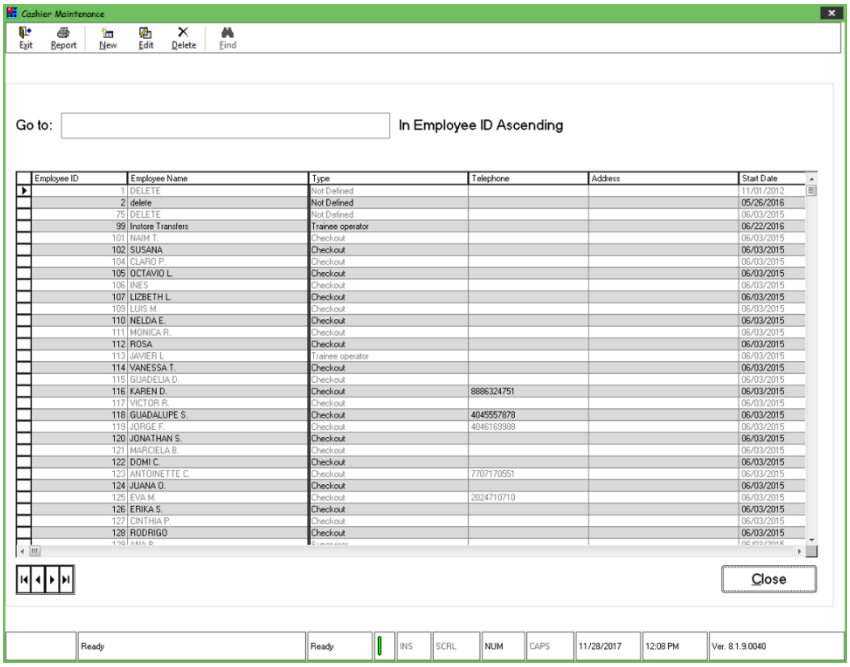


Figure 5-238. Cashier Maintenance Application 1

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

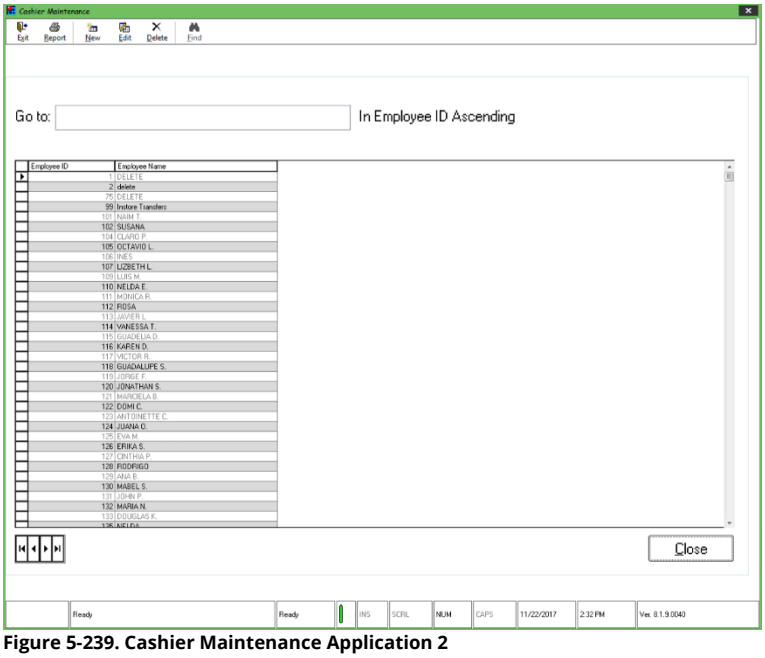


Figure 5-239. Cashier Maintenance Application 2

Note:

The option to display only the first two fields in the Cashier Maintenance screen is controlled by the General System Parameter, Cashier Maintenance Screen to Exclude Personal Information (located in Store Management > Cashier Maintenance). 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.

5.11.1.1 General Settings Tab

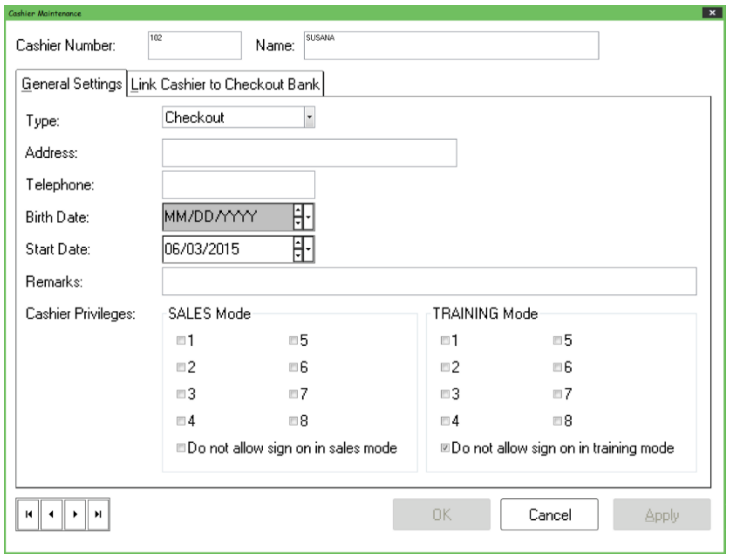


Figure 5-240. Cashier Maintenance - General Settings Tab

Field	Description
Type	Cashier's role. (The selections from the drop-down menu may be hard-coded in the local software). (This may not be available in the user's application).
Address	Cashier's address.
Telephone	Cashier's telephone number.
Birth Date	Cashier's date of birth.
Start Date	Date of employment.
Remarks	Enter a short comment if required.
Cashier Privileges	Select the appropriate options for Sales and Training modes. 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. 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.

Do not allow sign on in sales mode	Check this flag to prohibit this cashier from signing on in sales mode. **Note:** This option ensures that when a cashier is in Training Mode, they cannot inadvertently sign on in Sales Mode.
Do not allow sign on in training mode	Check this flag to prohibit this cashier from signing on in training mode. **Note:** This option eliminates the possibility of a live cashier number signing on in Training Mode.

5.11.1.2 Link Cashiers to Checkout Bank Tab

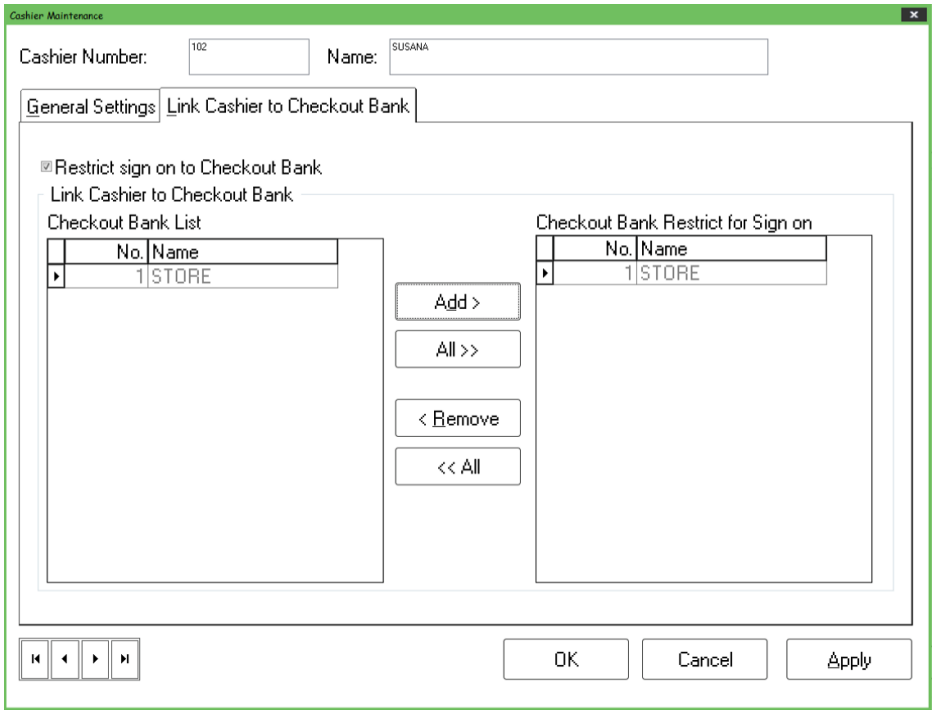


Figure 5-241. Cashier Maintenance - Link Cashier to Checkout Bank Tab

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 for Sign on list on the right of the dialog box. For example, in the above dialog box, the cashier may not sell liquor.

Note:

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

5.12 Receipt Email Maintenance

ENCOR supports emailing POS receipts to customers instead of printing them at store level. The following General System Parameter is located in the Store\Front Office\General:

- **Send Customer Receipts by Email at EOD**: When enabled, this parameter will cause receipts to be mailed to Customers that are set to receive receipts by mail during the EOD.

5.12.1 Email Form Editor

The **Email Form Editor** application allows a store to provide its email address and include a subject and text message as part of the email message that a customer will receive that contains the receipt as a file attachment.

The email address and password are required fields for this option.

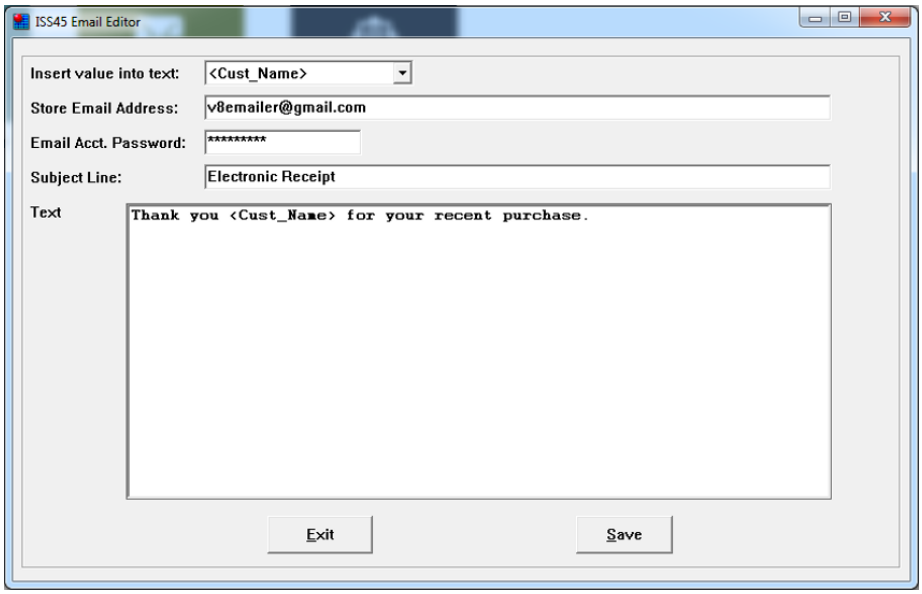


Figure 5-242. Email Form Editor Application

The Email Editor screen has the following text boxes:

- Store Email Address – This field must have the store's email address.
- Email Acct. Password – This field must contain the password of the store's email account.
- Subject Line – This is where the store enters the subject for the email.
- Text – The text message that a store would like to send along with the receipt file. This box is limited to 24,000 characters.

The Insert value into text is a drop-down Combo box that allows a user to insert a replaceable variable into the Subject Line or in the Text box. The program that sends out the emails will open `C:\PROGRAM`

FILES\POSWARE\OFFICE\Email\Encrypt.enc which contains all information in an encrypted format.

The email program will decrypt the file and replace any text tagged with the < > with the actual value intended, i.e., <Cust_Name>, will be replaced by the member's name as found in the **ENCOR** Member table, etc.

5.12.2 Email Viewer

The **Email Viewer** application, located in the Store Management > Receipt Email Maintenance submenu, allows a user to view/send either pending or failed emails. It also allows for the viewing/printing of the email log.

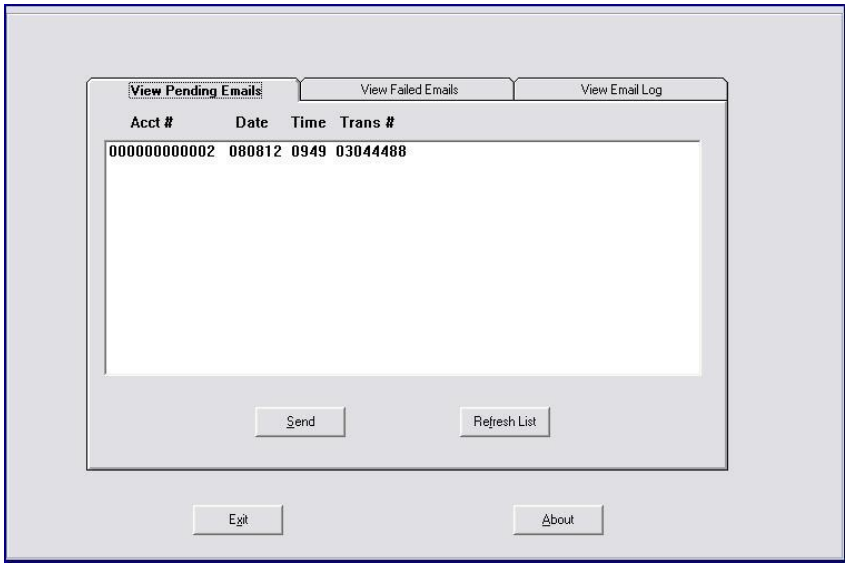


Figure 5-243. Email Viewer Application

5.12.3 Email Send

The **Email Send** application does the actual assembling and sending of the emails. This program reads the Encrypt.enc file in C:\PROGRAM FILES\POSWARE\OFFICE\Email to get the store email address and password as well as the email subject line and message text. Each PDF's filename is read to get the member ID.

The **Email Send** application looks up the member information for the email address and other data if the subject line or message text contains replaceable macros. Any replaceable macros are handled at this point. Once this information is complete, the programs attempts to send the email with the PDF as an attachment. Email results are logged to C:\PROGRAM FILES\POSWARE\OFFICE\Files\Log\Email.log.

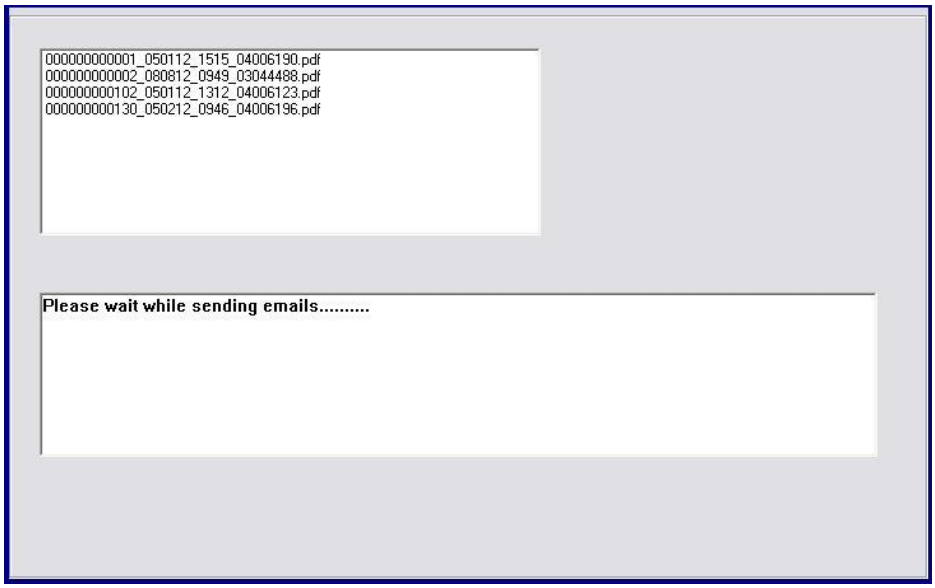


Figure 5-244. Email Send Application

5.13 UOM Maintenance

Use the UOM Maintenance screen to add, modify, or delete UOMs.

To access **UOM Maintenance** application from the Application Menu Bar, select **Store Management > UOM Maintenance > UOM Maintenance**.

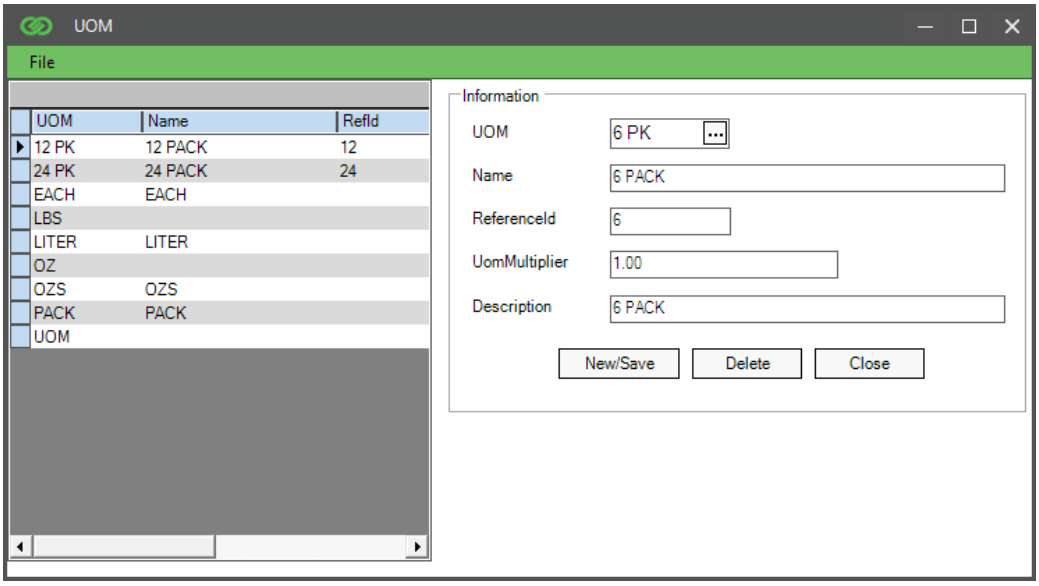


Figure 5-245. UOM Maintenance

5.13.1 Screen Fields

The table below provides a description for the fields on the screen.

Field	Description
UOM Grid	Grid located on the left side of the screen. The grid lists all UOMs that have been created. When the screen is initially displayed, all existing UOMs are listed in the grid. Use the vertical scroll bar to view all UOMs, and use the horizontal scroll bar to view all the UOM's details. Selecting (clicking) a UOM in the grid results in its details displaying on the right side of the screen. Right-clicking the grid's header displays a menu that provides menu options to print the grid's contents, and add/remove grid columns.
UOM	Required alphanumeric value that uniquely identifies the UOM.
Name	More descriptive name for the UOM. The Name is what is listed in the **ENCOR** application controls since the Name is how users identify the UOM.
ReferenceId	Alphanumeric value that can be used to tie the UOM to third party databases.
UomMultiplier	Decimal value that is multiplied by the price per unit to obtain the price per unit multiplied.

Description	What is printed on the label (or to the label file). When the Name is entered, the Description field is automatically set to the Name field; but the Description can be changed to the text that is to be displayed on the label.

5.13.2 Modify UOM

To modify a UOM

1. Click on the UOM (in the grid) that is to be modified. The UOM information will appear in the fields to the right of the grid.
2. Using the fields (to the right of the grid), modify the UOM data.
3. Click **New/Save**. Modifications updated in the UOM grid.

5.13.3 Add UOM

To create new UOM

1. Click **New/Save**.
2. Using the fields (to the right of the grid), add UOM data.
3. Click **New/Save**. New UOM listed in the UOM grid.

5.13.4 Delete UOM

To delete UOM

1. Click on the UOM (in the grid) that is to be deleted. The UOM information will appear in the fields to the right of the grid.
2. Click **Delete**. The DELETE Confirmation message displays.

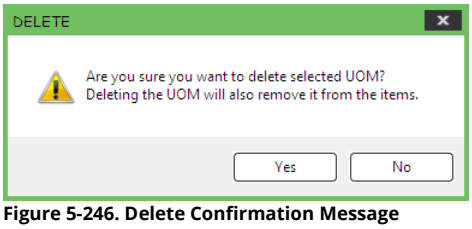


Figure 5-246. Delete Confirmation Message

3. Click **Yes** to delete UOM. The deleted UOM is removed from the grid.

Note:
Closing the UOM Maintenance window does not automatically save changes. Click **New/Save** to update changes before closing.

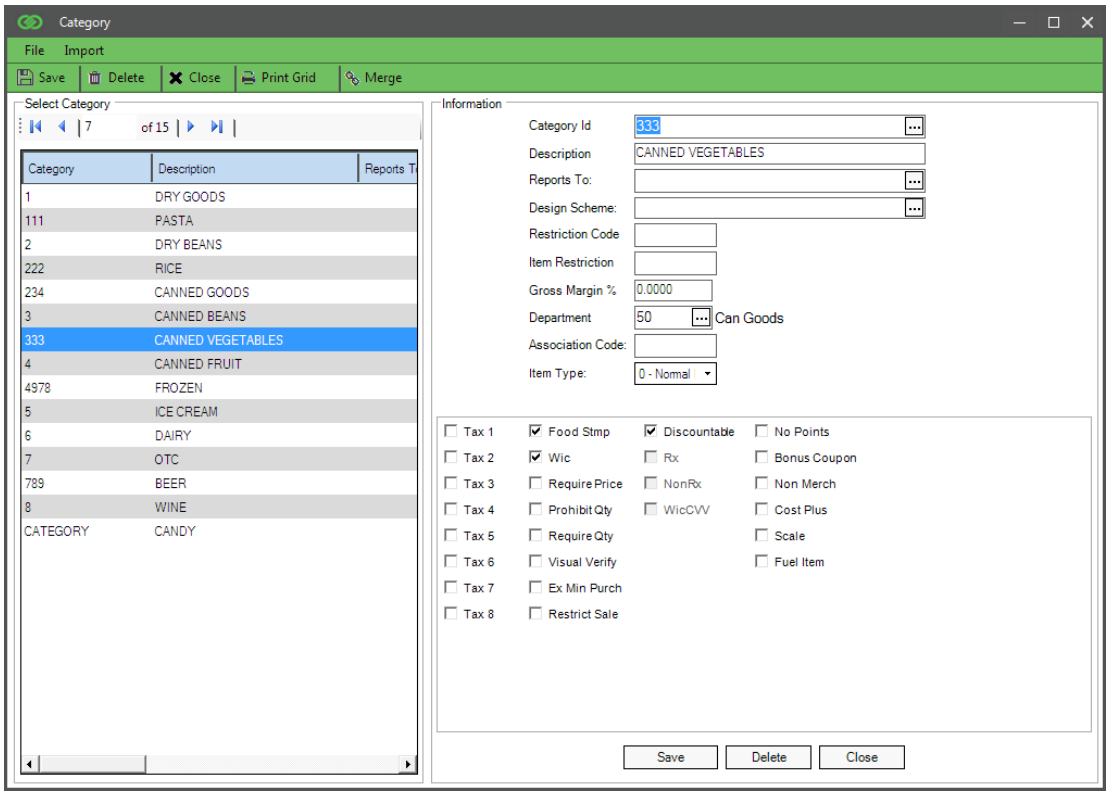
5.13.5 Print

1. To print all UOMs in the grid, select **File > Print**.

5.14 Category Maintenance

Use the **Category Maintenance** application to add, modify or delete categories.

To access the **Category Maintenance** application from the **Application Menu Bar**, select **Store Management** > **Category Maintenance > Category Maintenance**.



5.14.1 Screen Fields

The table below provides a description of the fields on the screen.

Field	Description
Select Category	Grid located on the left side of the screen. The grid lists all categories that have been created or imported. When the screen is initially displayed, all existing categories are listed in the grid. Use the vertical scroll bar to view all categories, and use the horizontal scroll bar to view all the category's details. Selecting (clicking) a category in the grid results in its details displaying on the right side of the screen. Right-clicking the grid's header displays a menu that provides menu options to multi sort the grid, export the grid contents to Excel, and add/remove grid columns.
Category Id	Required alphanumeric value that uniquely identifies the category.
Description	The category's description that identifies the category.

Reports To	A drop-down to select a category that the current category will report to. Provides a way to group categories with other categories.
Design Scheme	Drop-down to select a label configuration template.
Restriction Code	A value associated with a code that restricts the sales of an item that is associated with the category. For example, a code associated with age restriction on the sale of alcohol.
Item Restriction	A value that places a restriction on when items (associated with the category) can be bought or sold. For example, a value associated to a restriction of when an item can be sold.
Gross Margin %	The category's target gross margin.
Department	Required. Drop-down to select the category's department.
Association Code	Code used to group categories together.
Item Type	A drop-down to select the item type. When a category is assigned to an item, the type assigned to the category, will be the item's type. For instance, if a category's Item Type is Store Coupon, then an item assigned this category will be a store coupon.

5.14.1.1 POS Flags

The **Category Maintenance** application contains POS flags that can be used to set the POS flags of items assigned to the category.

The POS flags are described in the table below.

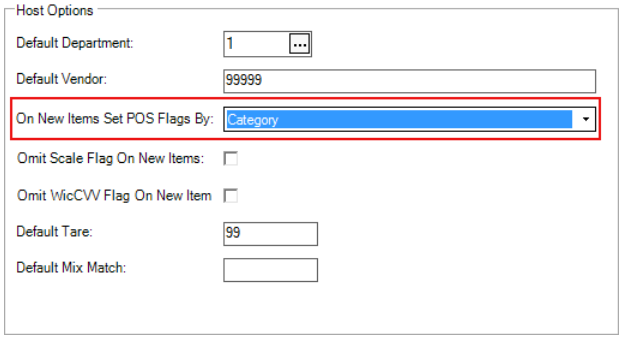
Flag	Description
Tax1 – Tax 8	Selecting one of the Tax flags assigns the tax rate (associated with the flag) to items assigned to the category.
Food Stmp	Item sold by this category may be paid for using food stamps.
Wic	WIC: Women, Infants, and Children Payment by WIC voucher for items sold by this category is allowed in a WIC transaction.
Required Price	If this flag is selected, items assigned to this category will require the cashier to manually enter a price.
Prohibit Qty	If this flag is selected, items assigned to this category prohibit the Qty key or Repeat key on the PoS

	terminal from being used when this item is sold.
Require Qty	If this flag is selected, items assigned to this category will require cashier to manually enter quantity for the item.
Visual Verify	If this flag is selected, items assigned to this category will require cashier to verify price on the product.
Ex Min Purch	Selected to excludes the minimum purchase from the Category Sale.
Restrict Sale	If this flag is selected, items assigned to this category are prohibited from being sold.
Discountable	If this flag is checked, system enables discounts for all items in this category.
Rx	If this flag is checked, the category is an Rx category
NonRx	If this flag is checked, the category is a Non-Rx Healthcare category.
WicCvv	WicCvv (WIC Cash Value Voucher) for fruits and vegetables sold in this category is allowed. **Note:** WIC and WicCvv flags are mutually exclusive in Category Maintenance. If the WIC flag is checked, the WicCvv flag is automatically grayed out. The user must uncheck the **WIC** flag in order to enable the WicCvv flag(and visa versa). When the WicCvv flag is checked, the Food Stmp flag is automatically set (if previously "Off"). If the WicCvv is unchecked, the Food Stmp flag setting will not change. If the Food Stmp flag is unchecked and the WicCvv flag was previously checked, the WicCvv flag will be automatically unchecked.
No Points	Select this flag to prevent reward of member card (loyalty system) points.
Bonus Coupon	If flag is selected, enables a category to be sold as a bonus coupon.
Non Merch	Indicates a non-merchandise item.
Cost Plus	Select this flag to enable the Cost Plus feature for sale by category. Cashiers can ring up any item with this method for inclusion in the Cost Plus total.
Scale	Weighing is allowed for items sold by this category.
Fuel Item	To enable the currently selected category as a fuel category, select this flag.

5.14.1.1.1 Setting POS Flags

The setting of item POS flags to category POS flag values is not performed unless configured in the **Site Setup** application. The **Site Setup** application provides a setting that, when set, results in an item's POS Flags being set to the category POS flag values when the item is assigned to the category in the **Item Maintenance** application. The setting is the On New Items Set POS Flags By that is located on

the **Site Setup** application's Host Setup tab and must be set to Category for category's flags to be applied to the item's flags.



5.14.2 Screen Functionality

The **Category Maintenance** application provides the functionality to modify, add, delete, merge and import categories. The following sections detail this functionality.

5.14.2.1 Modify Category

To modify a Category:

1. Click on the category (in the grid) that is to be modified. The category's information will appear in the fields to the right of the grid.
2. Use the fields to the right of the grid to modify the category's details.
3. Click **Save**. Changes are updated in the application's grid.

Note:
Saving category information does not automatically update the POS. To manually push category modification, use the **Extract and Transmit Items** application. From the main screen of the **Extract and Transmit Items** application, click **Extract** and then click **Transmit**.

5.14.2.2 Add Category

To create a new category:

1. Type an unassigned number into the Category Id field.

Note:
If an existing Category Id is entered, tabbing out of the Category Id field results in the existing category's details being listed in the category fields.

2. Tab out of the field, or click into another field. *New Category* in blue text appears on the screen to indicate that **Category Maintenance** is in add mode.
3. Use the fields to the right of the grid to add the category's details. The only required fields that must be set are the Department# (set in step 1) and Department.
4. (Optional) Set POS flags (bottom right of screen).

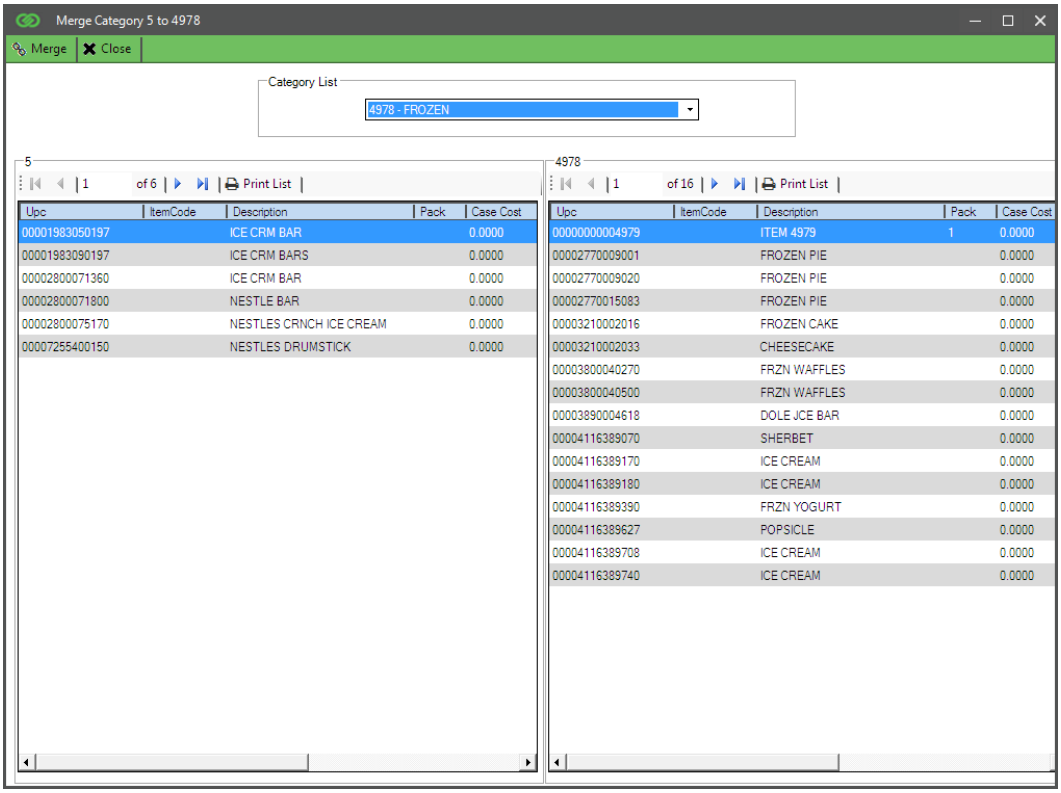
5. Click **Save**. The new category is added to the Select Category grid.

5.14.2.3 Merge Category

To merge a category to another category means to replace its item associations with another category. For instance, if category A is assigned to item 100 and category A is then merged to category B; then item 100 would be assigned to category B (and no longer assigned to category A). After a category's items have been reassigned to another category, the user is provided the option to delete the category that no longer has any item associations.

To merge a category:

1. Click on the category (in the grid) whose assigned items will be assigned to another category. The category's information will appear in the fields to the right of the grid.
2. Click **Merge**. The **Merge Category** screen is displayed.



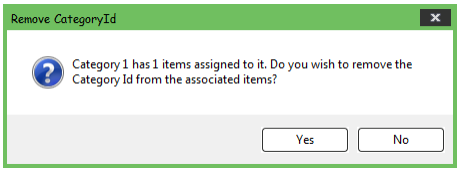
3. On the **Merge Category** screen, from the Category List drop-down, select the category that will be assigned to the items of the category selected in step 1.
4. Click **Merge** (upper left corner). Confirmation message is displayed asking to confirm merge of first category into second.
5. Click **Yes**. **ENCOR** returns to the Category Maintenance main screen and a message is displayed asking if the category (whose items were reassigned) should be deleted.
6. Click **Yes** to delete the category or click **No** to keep the category.

Note:
If the desired Category Id is new, create the new category first. Follow process to Add Category, then merge the category with original id into the newly created category with the desired name.

5.14.2.4 Delete Category

To delete a category

1. Click on the category (in the grid) that is to be deleted.
2. Click **Delete**. If no items are assigned to the category, the category is removed from the grid and the category fields are cleared; but if items are assigned to the category, the Remove CategoryId message is displayed.



3. Click **Yes** if the Remove CategoryId message is displayed. The category (with associated items) is removed from the grid and the category fields are cleared.

Note:
Closing the Category Maintenance window does not automatically save changes. Click **Save** to update changes before closing.

5.14.2.5 Import Category

Category Maintenance provides the ability to import categories from an XML file.

To import categories

1. Select **Import > XML**. A Select File For Import dialog appears.
2. Using the dialog: navigate to the XML file to be imported, select the file, and click **Open**.
3. Categories are imported and listed in the Select Category grid.

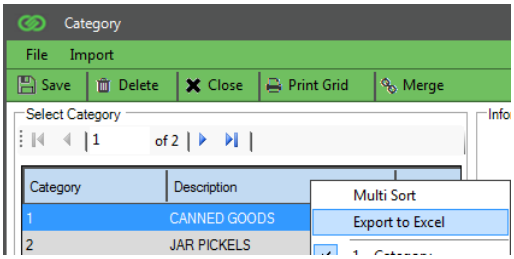
5.14.3 Miscellaneous Screen Functionality

5.14.3.1 Export Categories to Excel

Category Maintenance provides the functionality to export all categories listed in the Select Category grid.

To export categories

1. Right-click the grid header. A pop-up menu is displayed.



2. Select **Export to Excel**. Excel is launch with the Select Category grid's data.

Note:
Excel must be installed for this operation.

5.14.3.2 Print Categories

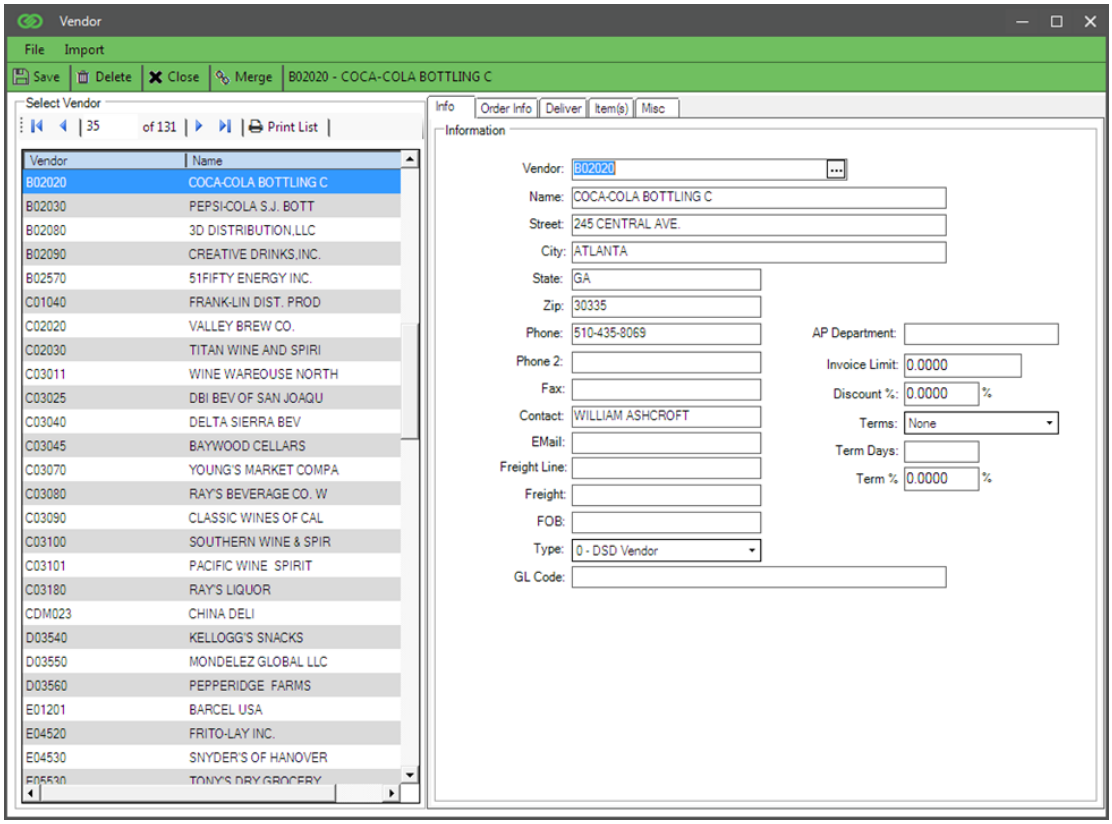
Category Maintenance provides the functionality to print all categories in the **Select Category** grid.

To print all categories in the Select Category grid

1. Click **Print Grid**. The categories listed in the grid are sent to the host computer's default printer.

5.15 Vendor Maintenance

The Vendor Maintenance application provides the functionality to add, modify, and delete a vendor. To access the Vendor Maintenance application from the Application Menu Bar, select **Store Management > Vendor Maintenance > Vendor Maintenance**.



Main Screen Controls

The table below provides a description of the main controls on the screen.

Control	Description
Select Vendor	Grid located on the left side of the screen. The grid lists all vendors that have been created or imported. When the screen is initially displayed, all existing vendors are listed in the grid. Use the vertical scroll bar to view all vendor. Selecting (clicking) a vendor in the grid results in its details displaying on the right side of the screen. Right-clicking the grid's header displays a menu that provides menu options to multi sort the grid, export the grid contents to excel, and add/remove grid columns.
Info Tab	Contains fields to enter the vendor's basic information.
Order Info Tab	Contains fields to set the vendor's Shipping Information, Billing Information, Lead Time, and Max Back Order.
Deliver Tab	Contains fields to set the vendor's receiving schedule:

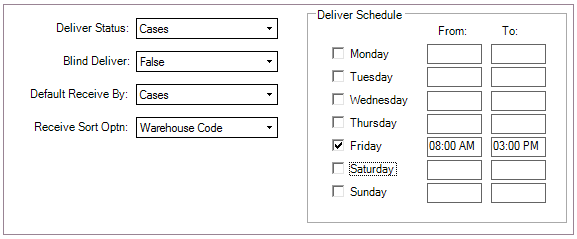
	• Deliver Status (Cases or Units) • Blind Deliver (True or False) • Default Receive By (Cases, Units, or System Default) • Receive Sort Optn (Entered Scan, Upc, ItemCode, Warehouse, Pack) • Deliver Schedule (Days of week and delivery time ranges).
Item(s) Tab	Contains an Item(s) grid that list all items assigned to the selected vendor. Items are assigned to vendors in the **Item Maintenance** application and using the **Import Utility** applications. The Item(s) tab also provides the functionality to print the items and generate labels for the items.
Misc Tab	Misc Tab is only used in **ENCOR Enterprise**.

5.15.1 Deliver Tab

The Deliver tab provides the functionality to set the vendor's receiving schedule.

To set the receiving schedule for a vendor:

1. Click a vendor in the grid. The vendor's information appears in the fields to the right of the grid.
2. Click the **Deliver** tab.
3. Modify drop-downs (left side of tab) to set how a vendor's items are to be received; and use the day check boxes and time fields (i.e. From, To) to set when the vendor's items are to be received.



Note:
These settings are used to control the **ENCOR** handheld mobile computers' access to receiving documents on a vendor-by-vendor basis.

For more information on configuring mobile handheld computers and **ENCOR** handheld operations, refer to the *NCR ENCOR Installation and Configuration Guide (B005-0000-2139).*

5.15.2 Item(s) Tab

The Items(s) tab provides a listing of all item's associated with the selected vendor and provides the functionality to print and generate labels for the item's listed in its grid.

To view items associated with a vendor

1. Click a vendor in the grid. The vendor's information appears in the fields to the right of the grid.
2. Click the **Item(s)** tab. All item's associated with the vendor are listed in the Item(s) grid.

To print items in the grid

1. Click a vendor in the grid. The vendor's information appears in the fields to the right of the grid.
2. Click the **Item(s)** tab. All items associated with the vendor are listed in the Item(s) grid.
3. Click **Print List**. All items listed in the grid are sent to the host computer's default printer.

To generate labels

1. Click a vendor in the grid. The vendor's information appears in the fields to the right of the grid.
2. Click the **Item(s)** tab. All items associated with the vendor are listed in the Item(s) grid.
3. Highlight the items in grid. To highlight all items, click inside of the grid and key press **CTRL+A**. To highlight one or more individual items, click each item while holding down the **CTRL** key.
4. Click **Add Labels**. Item tags are written to the tag request data store. To view the tags, open the **Tag Request** application that can be used to write the labels to the designated label file (Path Of Label set in **Site Setup** application's General tab).

5.15.3 Screen Functionality

The **Vendor Maintenance** application provides the functionality to add, modify, delete, merge and import vendors. The following sections detail this functionality.

5.15.3.1 Modify a Vendor

To modify an existing vendor

1. Click the vendor (in the grid) to be modified. The vendor's information appears in the fields to the right of the grid.
2. Modify data fields in the Info, Order, and Deliver tabs.
3. Click **Save**. If the Vendor or Name (Info tab) were modified, the Select Vendor grid will reflect the modifications.

5.15.3.2 Add Vendor

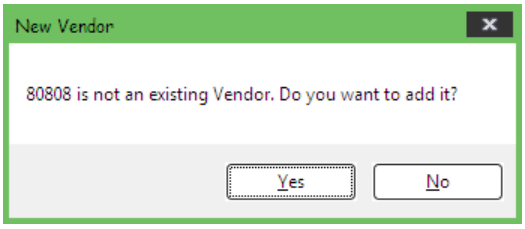
To create a new vendor

1. Click **Info** tab (if not currently selected).
2. Type an unassigned number into the Vendor field.

3. Click **Save**.

Note:
Skipping step 3 and going to step 4 will result in the tab fields being cleared. Step 2 would be preferred to reduce data entry (since the pervious vendor data is not cleared).

4. Tabbing out of the field or clicking into the Name field (before clicking **Save**) displays a New Vendor message.

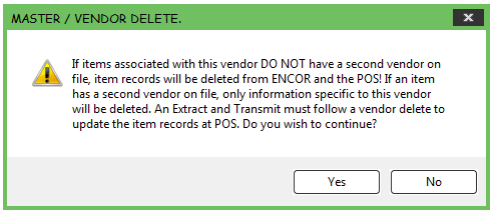


5. Click **Yes**. The Info, Order Info, Deliver, Item(s), and Misc tab fields are cleared.
6. Modify data fields in the Info, Order, and Deliver tabs.
7. Click **Save**. The new vendor appears in the Select Vendor grid.

5.15.3.3 Delete Vendor

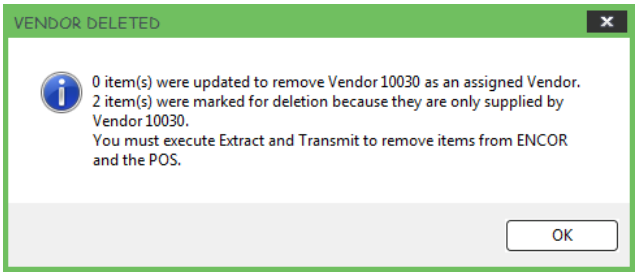
To delete a vendor:

1. Click the vendor (in the grid) to be deleted. The vendor's information appears in the fields to the right of the grid.
2. Click **Delete**. A MASTER/VENDOR DELETE message is displayed.



Note:
If an item is only associated with the vendor being deleted, then the item will be marked for delete, but if the item is associated with more than one vendor, the item will not be marked for delete when the vendor is deleted. The items are deleted from **ENCOR** when extract and transmit is executed manually or automatically. To review item's associated with the vendor before the delete, use the Item(s) tab's grid.

3. Click **Yes**. The VENDOR DELETED message is displayed.



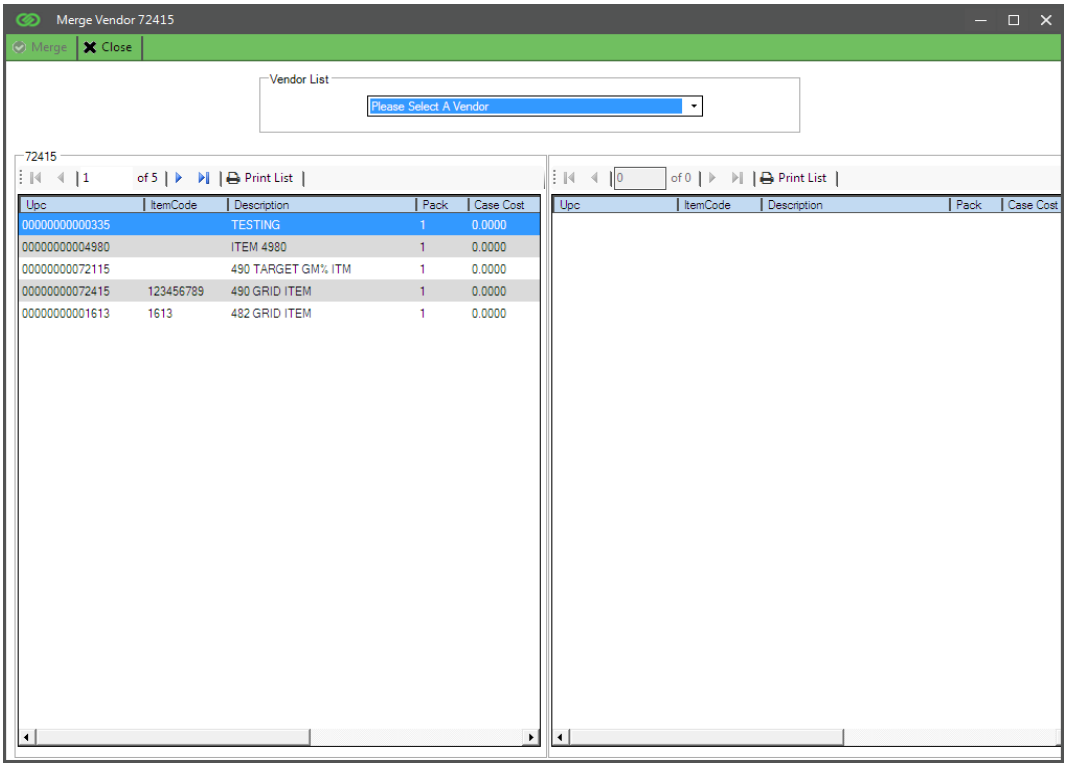
4. Click **OK**.

5.15.3.4 Merge Vendor

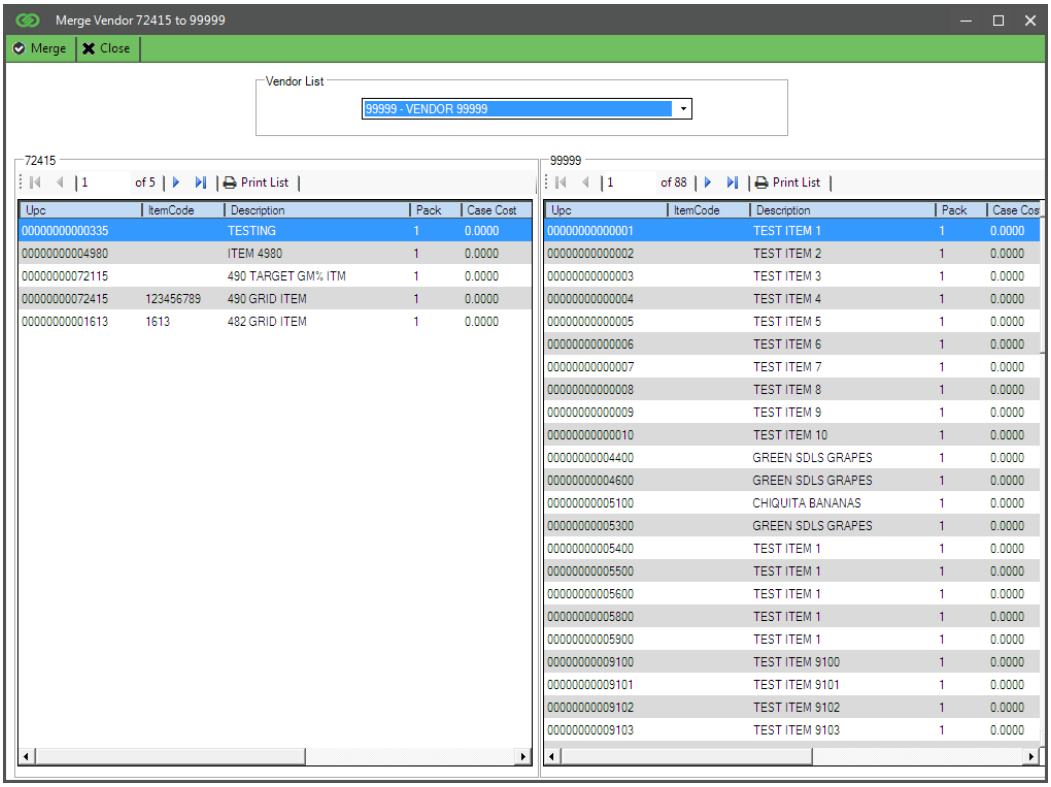
The **Vendor Maintenance** application provides the functionality to move items from one vendor to another vendor.

To move all items from one vendor to another vendor

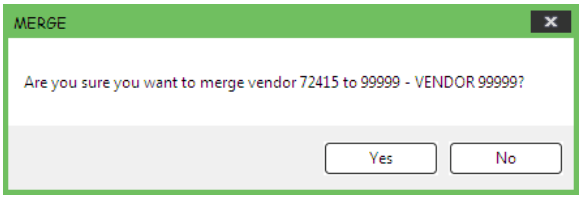
1. Click vendor (in the grid) whose item's will be merged (moved) to another vendor. To review item's associated with the vendor before the merge, view the Item(s) tab's grid.
2. Click **Merge**. The Merge Vendor screen is displayed.



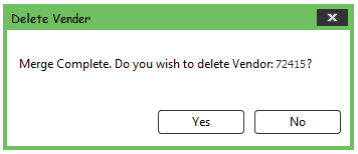
3. Select the vendor (that will receive the items) from the Vendor List drop-down. The grid on the left shows the items to be merged to the vendor selected in the drop-down. The grid on the right grid shows the items associated with the vendor selected in the drop-down.



4. Click **Merge**. All items from the first vendor are moved to the second vendor. MERGE message is displayed.



5. Click **Yes**. Delete Vendor message is displayed.



6. Click **Yes** to remove vendor or **No** to keep the vendor.

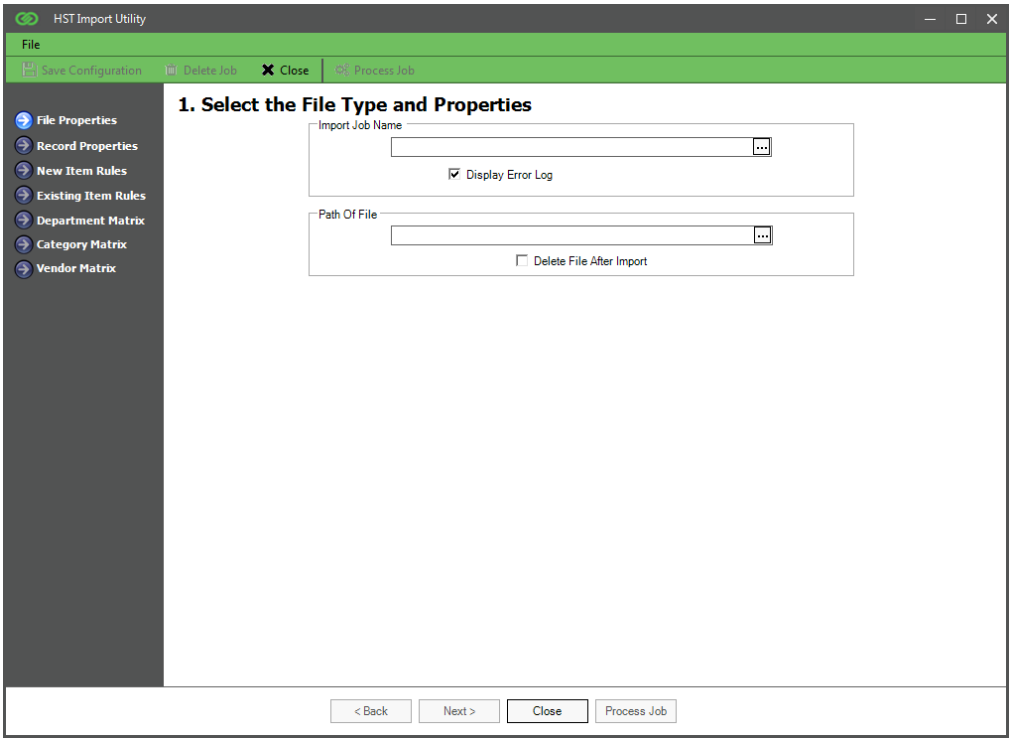
Note:
Often, items are moved to another vendor because a vendor relationship is ending; in that case, **Yes** will be clicked to remove the vendor.

5.15.3.5 Import Vendors

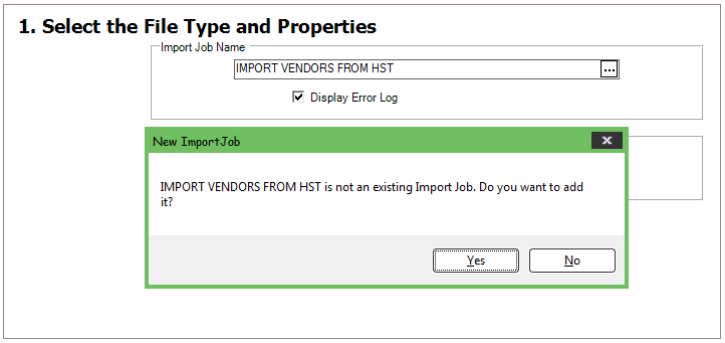
Vendor Maintenance provides the functionality to import vendor from an HST file.

To import vendors from an HST file

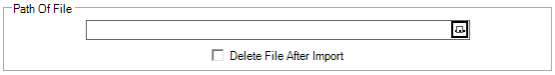
1. Select **Import > HST**. The HST Import Utility screen displays.



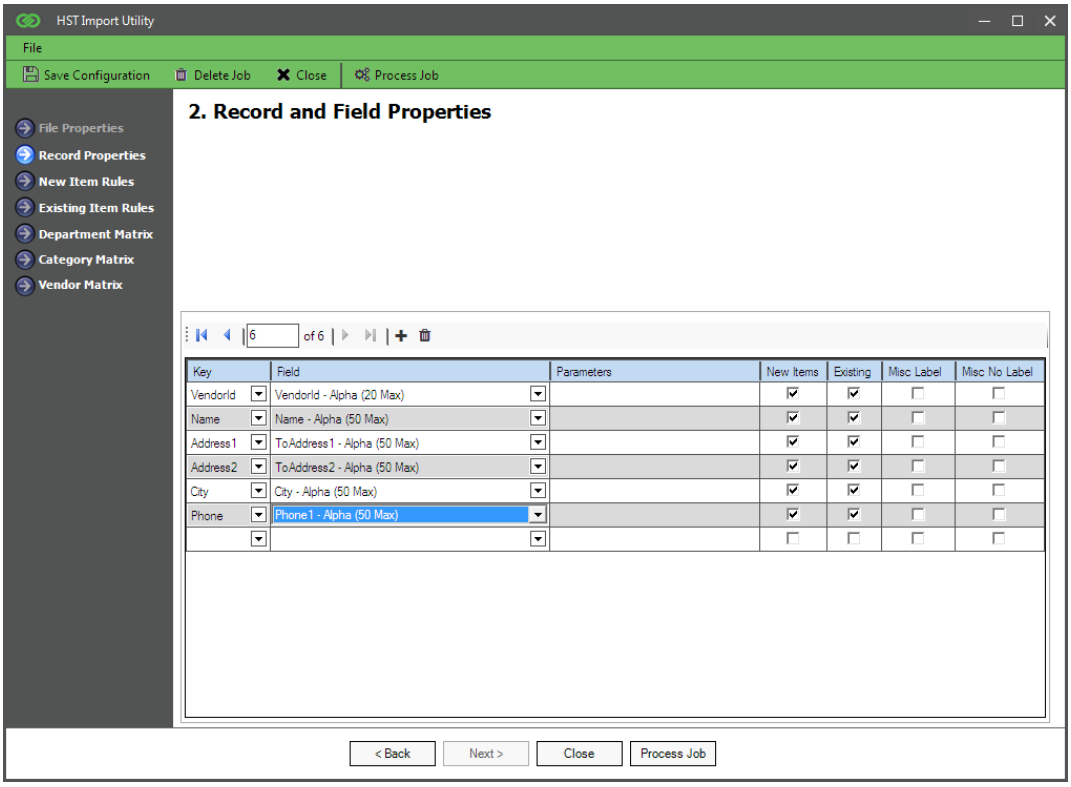
2. Type Job name, press **TAB** or **ENTER**. The New Import Job message is issued to confirm adding the job. Click **Yes**.



3. Navigate to location of file.



4. Click **Next**
5. Map Key data from Import file to **ENCOR** fields.



6. Click **Process Job**.
7. Click **Close**.
8. Imported vendors are visible in grid.

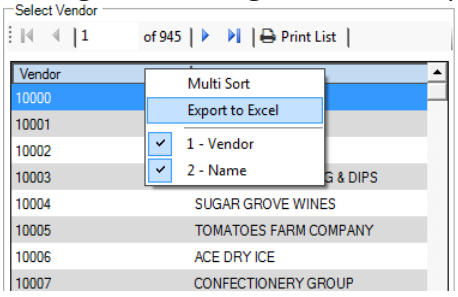
5.15.4 Miscellaneous Screen Functionality

5.15.4.1 Export to Excel

Vendor Maintenance provides the functionality to export all vendors listed in the Select Vendor grid.

To export vendors to Excel

1. Right click the grid header. A pop-up menu is displayed.



2. Select **Export to Excel**. Excel is launch with the rid's data.

Note:

Excel must be installed for this operation.

5.15.4.2 Print Vendor

Vendor Maintenance provides the functionality to print all vendors in the **Select Vendor** grid.

To print all vendors in the Select Vendor grid

1. Click **Print List** (above the grid headers). The vendors listed in the grid are sent to the host computer's default printer.

Chapter 6: **Import**

6.1 Introduction

Use the file import applications to populate and update **ENCOR** data from other systems or applications. Together, these applications support several different file formats and the capability to import the following types of data:

- Item
- Pricing
- Item Cost
- Item Allowance
- Promotion
- Vendor
- Category
- Department
- Receiving Document

To access the import applications from the Application Menu Bar, select the **Import** submenu.

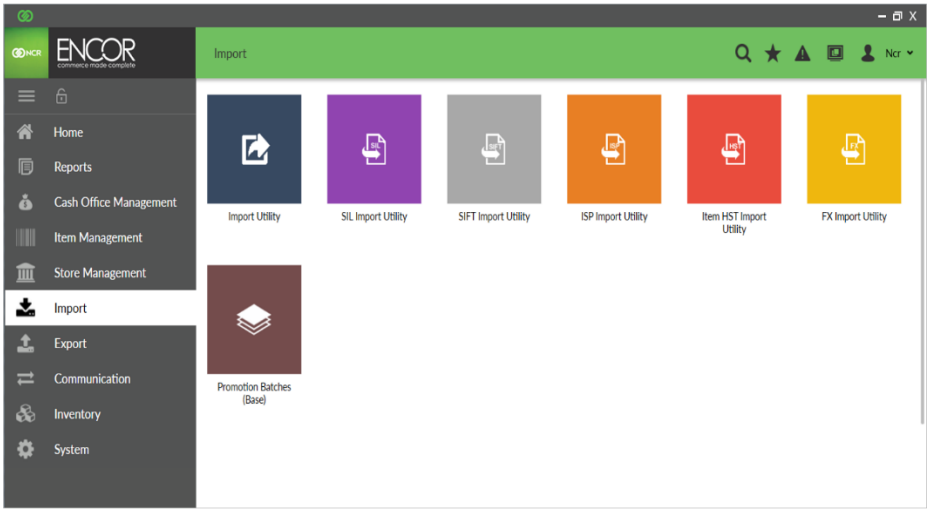


Figure 6-1. ENCOR - Import

The Import Utility applications, displayed in the top row, have a common user interface and features that ease the task of importing data from different sources and in various file formats. The Promotion Batches (Base) application uses a specific file format and is use for importing and exporting data to and from the base promotion files. The Import Utility applications are described next.

6.2 Import Utility Applications

Each Import Utility application supports a specific file type and data that it can import. The table below provides a summary of each one.

Import Utility Application	Description
Flat File Import Utility	Supports flat files that are fixed length or use a character separator. Item, vendor, category, and department maintenance can be imported.
SIL Import Utility	Uses five built-in SIL file formats to import five different types of SIL files: AWG, Nash Finch, SuperValu, Unified Grocers and Generic. A list of pre-configured Key values is provided to identify each import field.
SIFT Import Utility	Fixed length file format that uses headers to define the pricing types for the records.
ISP Import Utility	A list of pre-configured Key values is provided to identify each import field.
Item HST Import Utility	Fixed file format. A list of pre-configured import keys are provided for selection.
FX Import Item Utility	A list of pre-configured Key values is provided to identify each import field.

These applications ease the task of importing data from different sources and file formats by providing functionality to:

- Define the import file field mappings to **ENCOR** fields.
- Choose if an import field mapping should be applied for new items and/or existing items.
- Define and apply default values when import data values are not specified.
- Apply function(s) to alter import data values prior to being imported.
- Define a matrix to convert department, category, or vendor import values to **ENCOR** data values.
- Create a job containing the details for performing the import that can be saved and reused.

Additionally, they share a common user interface which makes it easy to use any of these applications after learning one of them.

6.2.1 Import Utility Application Screens

The Import Utility applications use a series of screens that are like steps in entering the information needed to perform an import. Although, some of the steps or screens can be skipped over when they are not applicable to the import being performed. The screens are described in detail in the following sections.

6.2.1.1 File Properties Screen

Use the **File Properties** screen to define the import job name, specify the file location, and other import file properties.

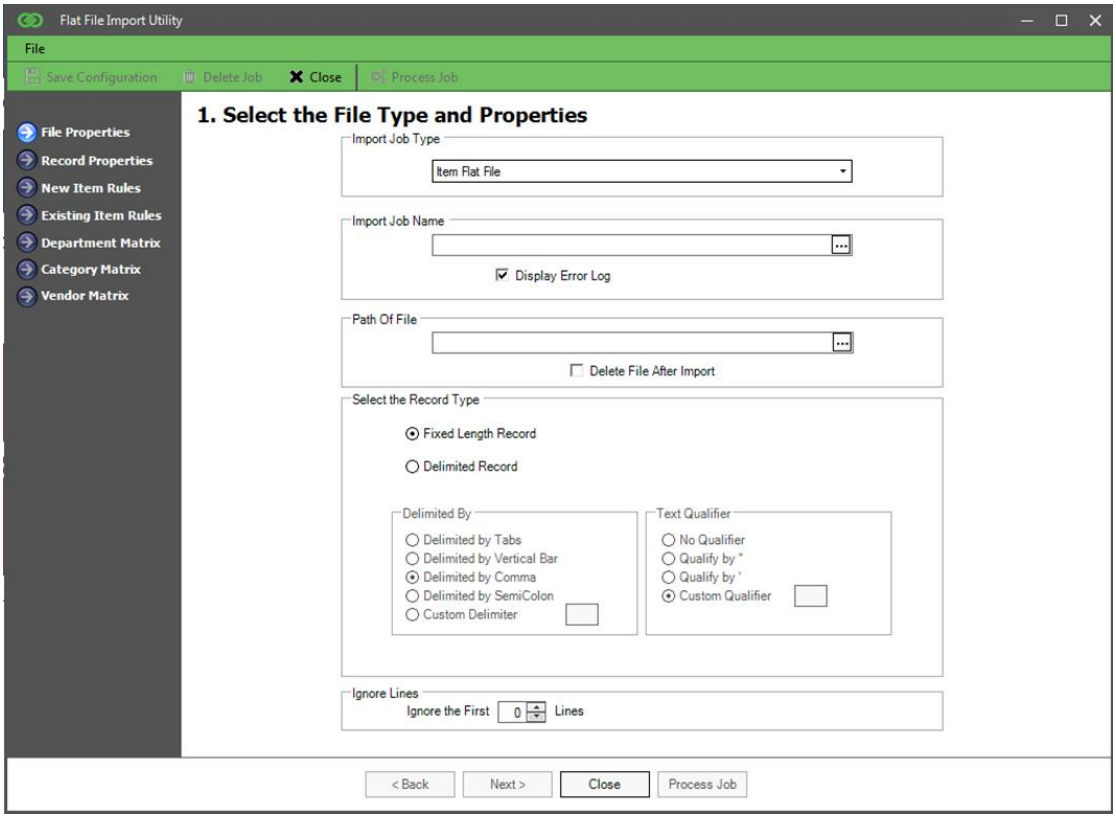


Figure 6-2. Flat File Import Utility

Note:

The entered import information must have an Import Job Name. The **Next** button at the bottom of the screen does not become active until Import Job Name field has a value.

The table below provides a detailed description for each of the **File Properties** screen controls.

Control	Description	Selections	Import Utility Application(s)
Import Job Type	This control determines the fields that are available to select on the Record and Fields Properties screen. When Receiving Document Flat File is selected, the Receiving Doc Rules screen is enabled	Category Flat File, Department Flat File, Item Flat File, Receiving Document Flat File, Vendor Flat File	Flat File Import Utility
Import Job Name	Typing a new job name into the textbox creates a new import job. Instead of typing a job name, an existing import job can be selected by using the drop down.		All

Display Error Log	If the Display Error Log option is checked. The ImportError.log (C:\NCR\ENCOR\Logs) will be displayed if any errors are generated during the processing of the import file.		All
Path of File	This control is used to navigate and select an import file.		All
Delete File After Import	If the Delete File After Import Option is checked, the import file from the file path is deleted once the import process is complete.		All
Fixed Length Record	Select the Fixed Length Record option if the import file is fixed length.		Flat File Import Utility
Delimited Record	Select the Delimited Record option if the import file has a delimiter between each field.		Flat File Import Utility
Delimited By	Defines the character that is used in the import file. These options are only enabled when the Delimited Record radio button is selected.	Tabs, Vertical Bar, Comma, Semicolon, Custom (use text box to the right of the Custom Delimiter selection to specify the custom delimiter).	Flat File Import Utility
Text Qualifier	Defines the character used to help the import utility determine text from the import file. These options are only enabled when the Delimited Record radio button is selected	Tabs, Vertical Bar, Comma, Semicolon, Custom (use text box to the right of the Custom Delimiter selection to specify the custom delimiter).	Flat File Import Utility
Ignore the First Lines	This value sets the number of lines that the import utility will not evaluate during the import. This option is frequently used to ignore header records that can generate import errors if not ignored	1-99	
Select Wholesaler Type	Different wholesalers use different header formats for SIL files. Selecting the correct wholesaler for the SIL file allows the import utility to read the data embedded in the header records correctly.	AWG (Kansas), Nash Finch, Super Value, Unified Grocers, Generic	SIL Import Utility

6.2.1.2Record Properties Screen

The Record Properties screen is used to create the field mappings of the import file to **ENCOR**. This screen also contains options for specific scenarios that can be

encountered in the import file data. These options are described in the table below.

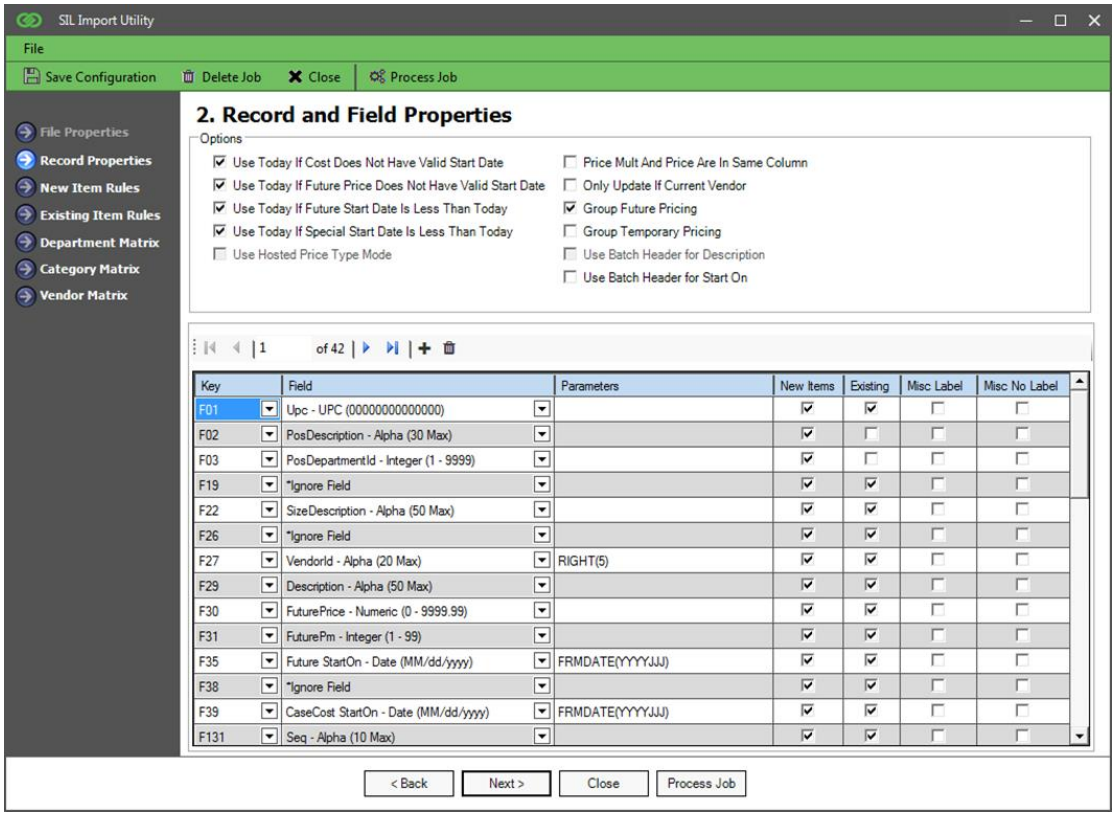


Figure 6-3. SIL Import Utility

Note:
For fixed length files, **ENCOR** prefills field positions in sequential order.

Note:
Each position must be defined. If any field is not desired for import, choose ***Ignore Field**. The next position becomes available once the field is defined.

Note:
Selections in Field drop-down vary based on type of import - Category, Department, Item, or Vendor. Relevant fields are available based on Import Job Type.

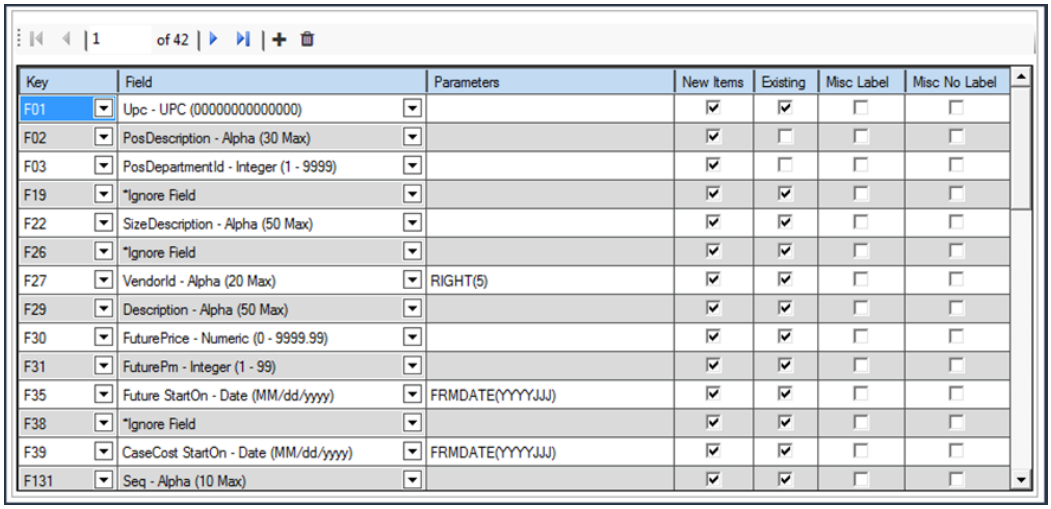
The table below provides a detailed description for each check box located at the top of the Record Properties screen.

Control	Description	Import Utility Application(s)
Use Today If Cost Does Not Have Valid Start Date	When checked, case start on dates with either invalid dates, incorrect format, or missing dates will be imported using today's date.	All
Use Today If Future Price Does Not Have Valid Start Date	When checked, future start on dates with either invalid dates, incorrect format, or missing dates	All

	will be imported using today's date.	
Use Today If Future Start Date Is Less Than Today	When checked, future price start on dates that are prior to today's date in the import file will be replaced with today's date.	All
Use Today If Special Start Date Is Less Than Today	When checked; TPR, Sale, InStore Special or Promo Price start on dates that are prior to today's date in the import file will be replaced using today's date. If the end on date is prior to today's date it will also be replaced using today's date.	All
Use Hosted Price Type Mode (Requires Additional Setup)	When checked along with the corresponding Host Mode setting in the Site Setup – Host Setup tab, the Host flag in the item price fields will automatically be set from an imported temporary price change. This allows the most recently imported temporary price change of the same price type (TPR, Sale, etc.) to replace previously imported temporary prices changes if they will be in-effect at the same time when evaluated by the Extract and Transmit process. Refer to Site Setup – Host Setup tab for more details."	All
Price Mult And Price Are In The Same Column	When checked, the import utility is able to parse the price multiple and price into each field respectively. Examples of the price multiple being in the same column would be 3/100, 3 1.00 and 3-1.00.	All
Only Update If Current Vendor	When checked, if the Vendor defined in the import file is not the current vendor for the item - then changes will not be applied.	All
Group Future Pricing	When checked, pricing will be grouped the into batches labeled: • MISC • Up • Down MISC indicates there was an update to the item other than price. Up indicates the price is increasing	All

	from the current regular price. Down indicates the price is decreasing from the current regular price.	
Group Temporary Pricing	When checked, pricing will be grouped into batches labeled: • MISC • Up • Down MISC indicates there was an update to the item other than price. Up indicates the price is increasing from the current regular price. Down indicates the price is decreasing from the current regular price.	All
Use Batch Header For Description	When checked, the description located in the in the header of each group of records will be used as the batch descriptions in the Batch Maintenance screen	**SIL Import Utility**
Use Batch Header For Start On	When checked, the start on/end on dates located in the header of each group of records will be used as the batch start on/end on dates	**SIL Import Utility FX Import Utility**
Ignore Remaining	This button is located under the File menu. Clicking the **Ignore Remaining** button identifies and ignores any fields that have not been defined in the grid.	**Flat File Import Utility**
Quick Preview	This button is found under the File menu. Clicking the **Quick Preview** button displays the first 100 records of what the data will look like when imported. This provides a preview before the actual import operation is performed.	**Flat File Import Utility SIFT Import Utility**

The grid in the Record Properties screen is used to map the import file's fields for the Import Job.



Key	Field	Parameters	New Items	Existing	Misc Label	Misc No Label
F01	Upc - UPC (00000000000000)		☑	☑	☐	☐
F02	PosDescription - Alpha (30 Max)		☑	☐	☐	☐
F03	PosDepartmentId - Integer (1 - 9999)		☑	☐	☐	☐
F19	*Ignore Field		☑	☑	☐	☐
F22	SizeDescription - Alpha (50 Max)		☑	☑	☐	☐
F26	*Ignore Field		☑	☑	☐	☐
F27	VendorId - Alpha (20 Max)	RIGHT(5)	☑	☑	☐	☐
F29	Description - Alpha (50 Max)		☑	☑	☐	☐
F30	FuturePrice - Numeric (0 - 9999.99)		☑	☑	☐	☐
F31	FuturePm - Integer (1 - 99)		☑	☑	☐	☐
F35	Future StartOn - Date (MM/dd/yyyy)	FRMDATE(YYYYJJJ)	☑	☑	☐	☐
F38	*Ignore Field		☑	☑	☐	☐
F39	CaseCost StartOn - Date (MM/dd/yyyy)	FRMDATE(YYYYJJJ)	☑	☑	☐	☐
F131	Seq - Alpha (10 Max)		☑	☑	☐	☐

Figure 6-4. Record Properties - Grid

The table below describes the purpose of each grid column and which Import Utility application will display the grid column.

Control	Description	Import Utility Application(s)
Position	Defines the position of each field in the import files. This value is auto generated by the import utility for each new field that is mapped.	**Flat File Import Utility** **SIFT Import Utility**
Key	Key values are determined by the Import Utility Application that is being used. Keys are used in the import file to identify each field.	**SIL Import Utility** **ISP Import Utility** **ITEM HST Import Utility** **FX Import Utility**
Field	The Field drop-down is used to map which **ENCOR** field will be updated with the data in the import file.	All
Length	The Length column is only displayed when the Record Type is set to Fixed Length Record in the File Type and Properties screen. This value determines how many characters are included for each field.	**Flat File Import Utility**
Parameters	Entering a function into the Parameters field allows the Import Utilities to manipulate the data imported from the import file to ensure the data is	All

	compatible with **ENCOR**. (See parameters table below.).	
New Items	When the New Items option is checked, the defined field property is added to items that do not currently exist in **ENCOR** at the time of the import.	All
Existing Items	When the Existing Items option is checked, the defined field property is added to items that currently exist in **ENCOR** at the time of the import.	All
Misc Label	When the Misc Label option is checked. The value imported for the mapped field will display the old and new value in **ENCOR's Item Review Dashboard** Misc labels.	All
Misc No Label	When the No Misc Label option is checked, the value imported for the mapped field will display the old and new value in **ENCOR's Item Review Dashboard** No Misc labels	All

The table below list and details the functions that can be entered into the grid's Parameter column.

Function	Purpose
PADLEFT(6,0)	Alters strings or alpha-numeric data, eg., 00wwwhhh = wwwhh
PADRIGHT(6,0)	Alters strings or alpha-numeric data, eg., 00123456 = 123456
LEFT(6)	Alters strings or alpha-numeric data, eg., 1234567890 = 123456
TRIMSTART(0)	Alters strings or alpha-numeric data, eg., 0000123456 = 123456
TRIMEND(0)	Alters strings or alpha-numeric data, eg., 0012345000 = 0012345
TRIM(0)	Alters strings or alpha-numeric data, eg., 00123456000 = 123456
INSERT(5,HI)	Alters strings or alpha-numeric data, eg., 1234567 = 1234HI567
REPLACE(HI,BYE)	Alters strings or alpha-numeric data, eg., 12HI345 = 12BYE345
NONULL	If recorded contains a value of NULL (blank) then do not over-write current value

/	Alters numeric values, DIVIDES
*	Alters numeric values, MULTIPLIES
-	Alters numeric values, SUBTRACTS
+	Alters numeric values, ADDS
NOZERO	If recorded contains a value of zero, then do not overwrite current value
PM	Price Multiple in price
SPACE	
FRMDATE(JJJJYYY)	Converts date format, Julian date in this example
TODAY()	Returns today's date.
ADDHOUR(N) *Where N is a numeric value.*	Add N number of hours to the import value or to today's date/ time if it is preceded by TODAY().
DAY(*day of week*) *Where "day of week" is one of the following string values:* Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday	Returns the current or next date of the passed day of week for the import value or for today's date if it is preceded by TODAY(). TODAY();DAY(Monday) – returns the import date if it's a Monday, other- wise the next Monday after the import date. TODAY();DAY(Friday) – returns Friday if today is Friday, other-wise next Friday.
ADDDAY(N) *Where N is a numeric value.*	Adds N number of days to the import value or to today's date if it is preceded by "Today()". ADDDAY(1) = Import Date + 1 ADDDAY(7) = Import Date + 7 ADDDAY(-7) = Import Date - 7 ADDDAY(1);DAY(Monday) = The next Monday after the import date TODAY();ADDDAY(1);DAY(Monday) = next Monday (not today)
FILLSIZEUOM	Used to parse out the UnitSize and UOM, from a SizeDescription column from the import file. For example, if a SizeDescription column is equal to "18 OZ" then the FILLSIZEUOM would parse the field and set UnitSize to "18" and the UOM to "OZ".

6.2.1.3New Item Rules Screen

The New Item Rules screen is used to assign field values to items that are new to **ENCOR**. If the Record and Fields Properties screen contains the same field for the import, the value from the import file will be used instead of the Default Value entered in the New Item Rules screen's grid. In the example below, the Active field will be set to False and the PosDepartmentId will be set to 999 for any new item in the import file.

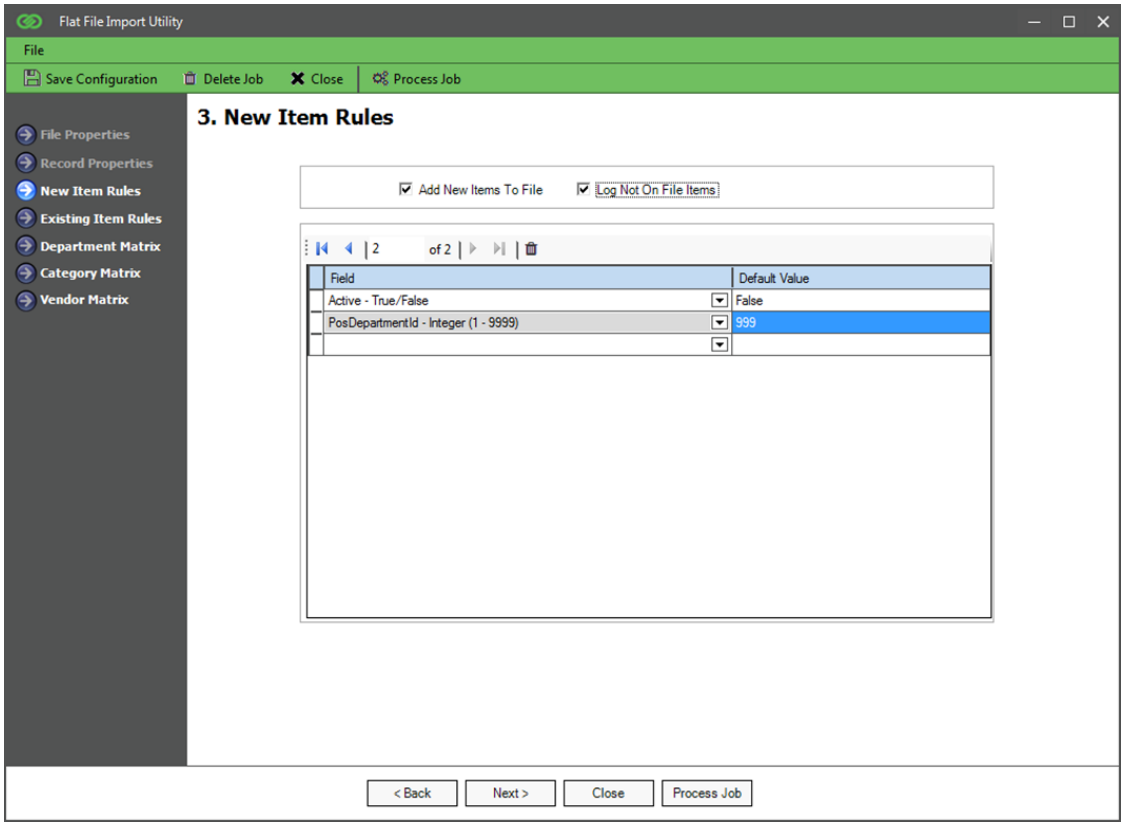


Figure 6-5. Flat File Import Utility - New Item Rules

The table below details the controls on the New Item Rules screen.

Control	Description
Add New Items To File	If this checkbox is checked, a new item record will be created in the **ENCOR** database if the item being imported does not already exist in the **ENCOR** database.
Log Not On File Items	If this checkbox is checked, the item will be logged to the NotOnFile.log (located in `C:\NCR\ENCOR\logs`) if the item being import does not already exit in the **ENCOR** database.
New Item Rules Grid	Allows the creation of a new adding rule. This is done by selecting a field and entering the default value that will be assigned to the field during the import of an item that does not exist in the **ENCOR** database. If the Record and Fields Properties screen contains the same field for the import, the default value in the grid will not be used – instead the import value will be used.

6.2.1.4Existing Item Rules Screen

The Existing Item Rules screen is used to assign properties to existing items in **ENCOR**. If the Record and Fields Properties screen contains the same field for the import, then the value from the import file will be used instead of the value

entered in the Existing Item Rules screen. In the example below, the CategoryId will be set to GROCERY and the ExcludeFromItemCount field will be set to False for any existing item in the import file.

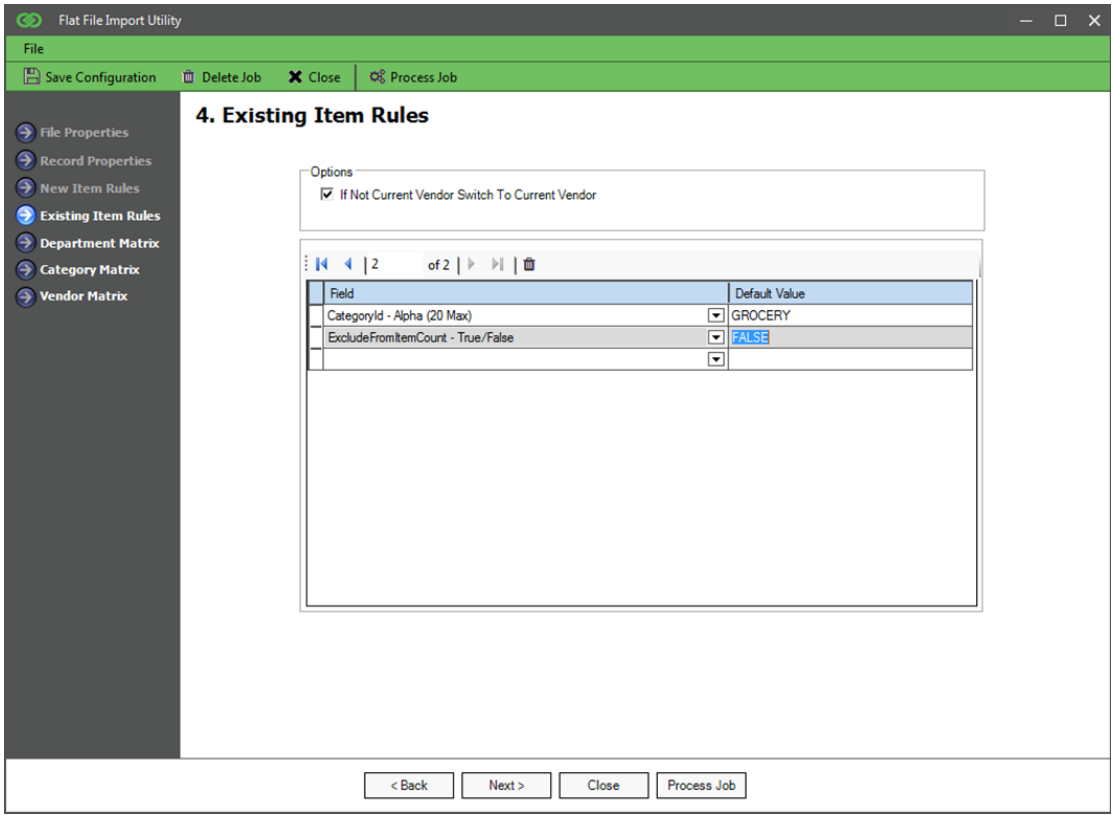


Figure 6-6. Flat File Import Utility - Existing Item Rules

Control	Description
If Not Current Vendor Switch To Current Vendor	If checked, an existing item's current vendor is set to the vendor defined in the import file or one defined in the Existing Item Rules screen.
Existing Item Rules Grid	Allows the creation of an existing item rule. This is done by selecting a field and entering the default value that will be assigned to the field during the import of an item that already exist in the **ENCOR** database.

6.2.1.5 Department Matrix Screen

The Department Matrix screen is used to convert a DepartmentId defined in the import file to an existing DepartmentId in **ENCOR**. In the example below, any item

in the import file with a Department Id of 2 will be changed to 23; and any item in the import file with a DepartmentId of 99 will be changed to 1.

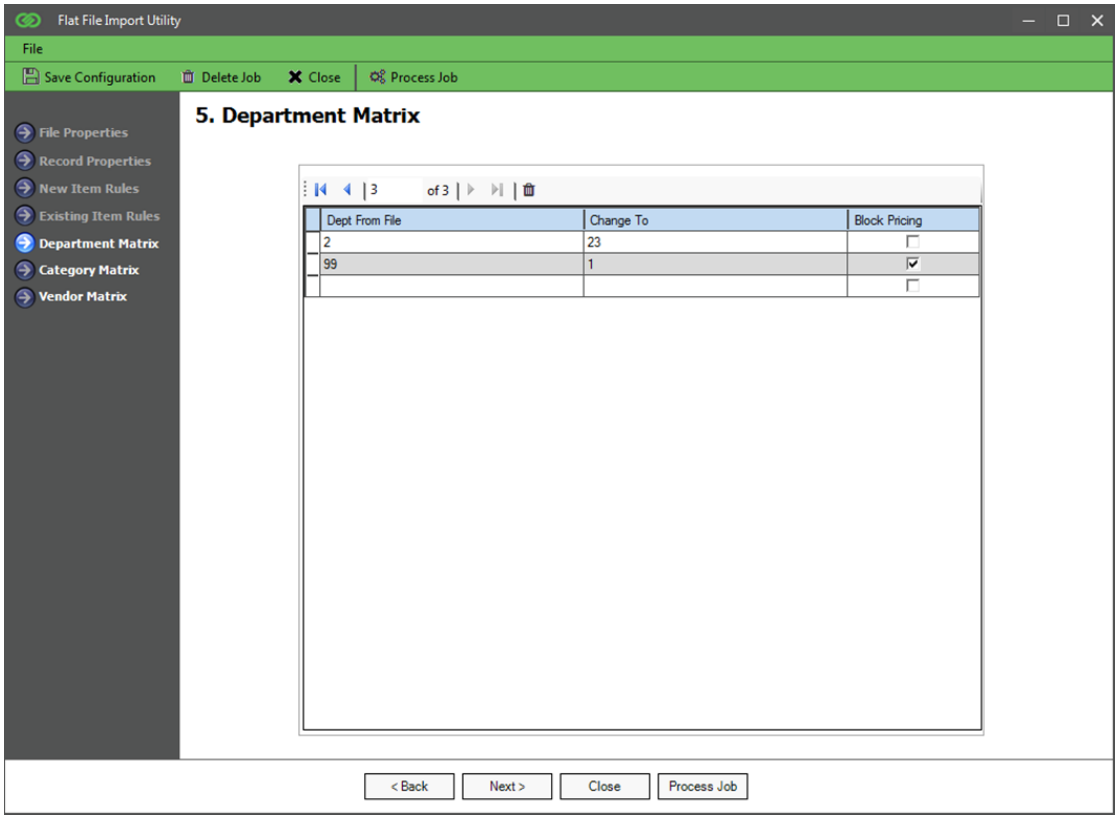


Figure 6-7. Flat File Import Utility - Department Matrix

The department conversion is defined using the Department Matrix grid. The conversion is defined by entering a DepartmentId into the **Dept From File** grid column. If that DepartmentId is identified during the import, it will be converted to the DepartmentId set in the grid's **Change To** column.

The table below list and details each of the department matrix grid columns.

Column	Description
Dept From File	Grid column containing the DepartmentId, that if identified during the import, will be converted to the Change To department id.
Change To	Grid column containing the DepartmentId that will be set to the imported item's department id if the imported item's DepartmentId is set to the Dept From File DepartmentId.
Block Pricing	If this grid control is checked, all pricing changes in the import file are ignored for the item(s) with the defined department value set in the grid's Change To column.

6.2.1.6 Category Matrix Screen

The Category Matrix screen is used to convert a CategoryId defined in the import file to an existing CategoryId in **ENCOR**. In the example screen shot below, any

item in the import file with a CategoryId of 2 will be changed to 12 during the import; and any item in the import file with a Category Id of 99 will be changed to 1 during the import.

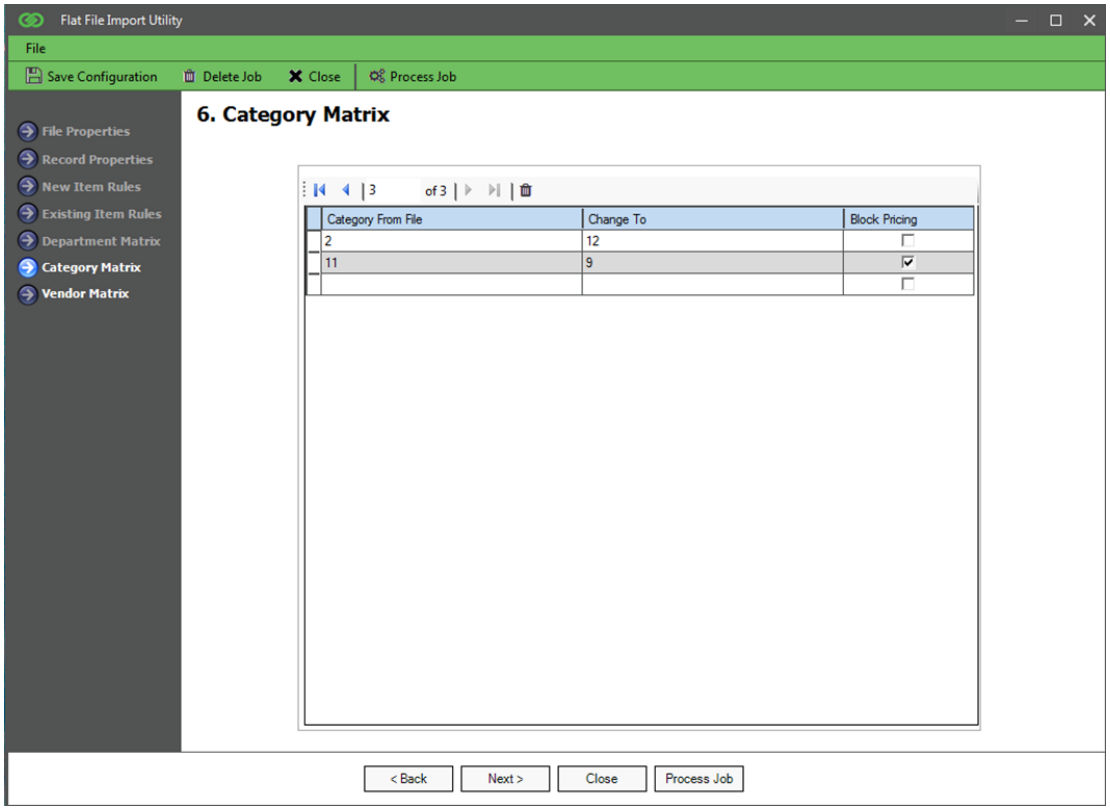


Figure 6-8. Flat File Import Utility - Category Matrix

The category conversion is defined using the Category Matrix grid. The conversion is defined by entering a CategoryId in the Category From File grid column. If identified during the import, it will be converted to the CategoryId set in the grid's Change To column.

The table below list and details each of the category matrix grid columns.

Column	Description
Category From File	Grid column containing the CategoryId, that if identified during the import, will be converted to the Change To CategoryId.
Change To	Grid column containing the CategoryId that will be set to the imported item's CategoryId if the imported item's category Id is set to the Category From File CategoryId.
Block Pricing	If this grid control is checked, all pricing changes in the import file are ignored for the item(s) with the defined CategoryId set in the grid's Change To column.

6.2.1.7 Vendor Matrix Screen

The Vendor Matrix screen is used to convert a VendorId defined in the import file to an existing VendorId in **ENCOR**. In the example below, any item in the import file with a Vendor of 17546 will be changed to 69852.

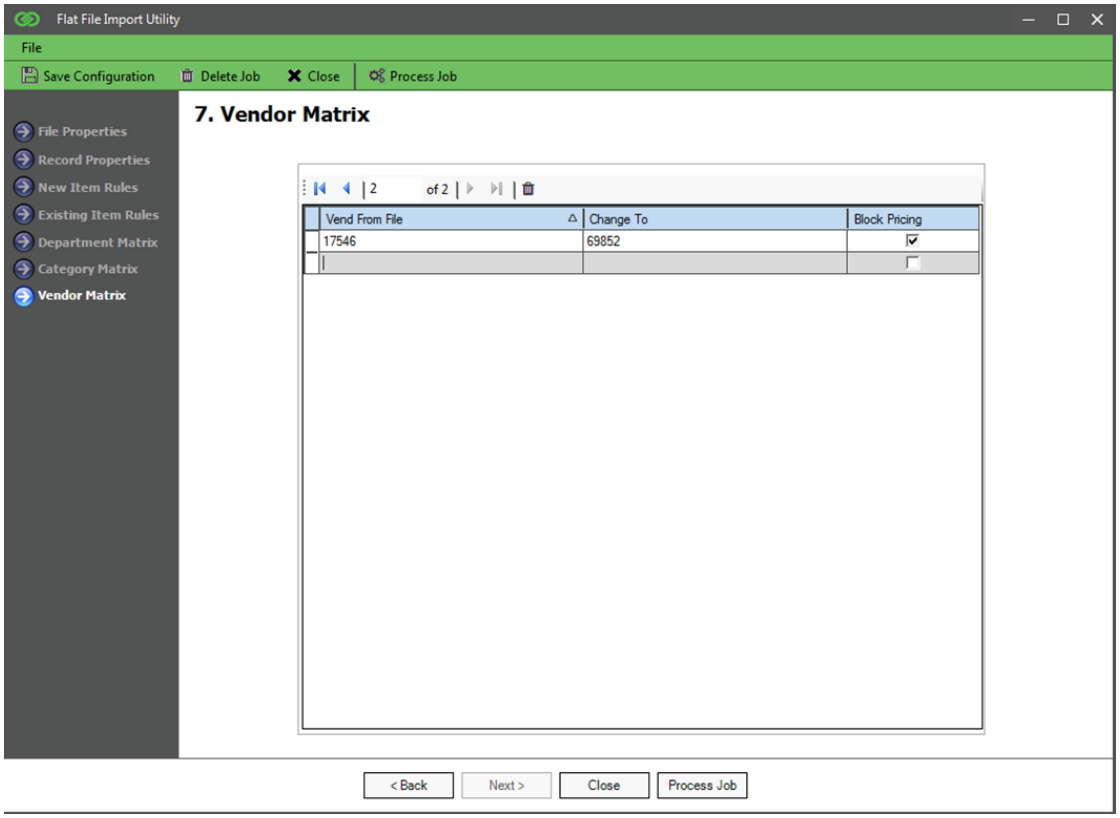


Figure 6-9. Flat File Import Utility - Vendor Matrix

The vendor conversion is defined using the Vendor Matrix grid. The conversion is defined by entering a VendorId in the Vendor From File grid column. If identified during the import, it will be converted to the VendorId set in the grid's Change To column.

The table below list and details each of the Vendor Matrix grid columns.

Column	Description
Vendor From File	Grid column containing the VendorId, that if identified during the import, will be converted to the Change To VendorId.
Change To	Grid column containing the VendorId that will be set to the imported item's vendor id if the imported item's VendorId is set to the Vendor From File VendorId.
Block Pricing	If this grid control is checked, all pricing changes in the import file are ignored for the item(s) with the defined VendorId set in the grid's Change To column.

6.2.1.8 Receiver Document Rules Screen

The Receiver Document Rules screen is used to create rules specifically for the receiver(s) during the import process. These rules are only assigned to the item in the receiver and do not update the item's attributes permanently. To update the item's attributes permanently please use the New Item Rules or Existing Item Rules screens if the field is not contained in the import file. In the example screen shot below the VendorInvoiceCaseQty will be set to 12345 for all receivers included in the import file that is processed.

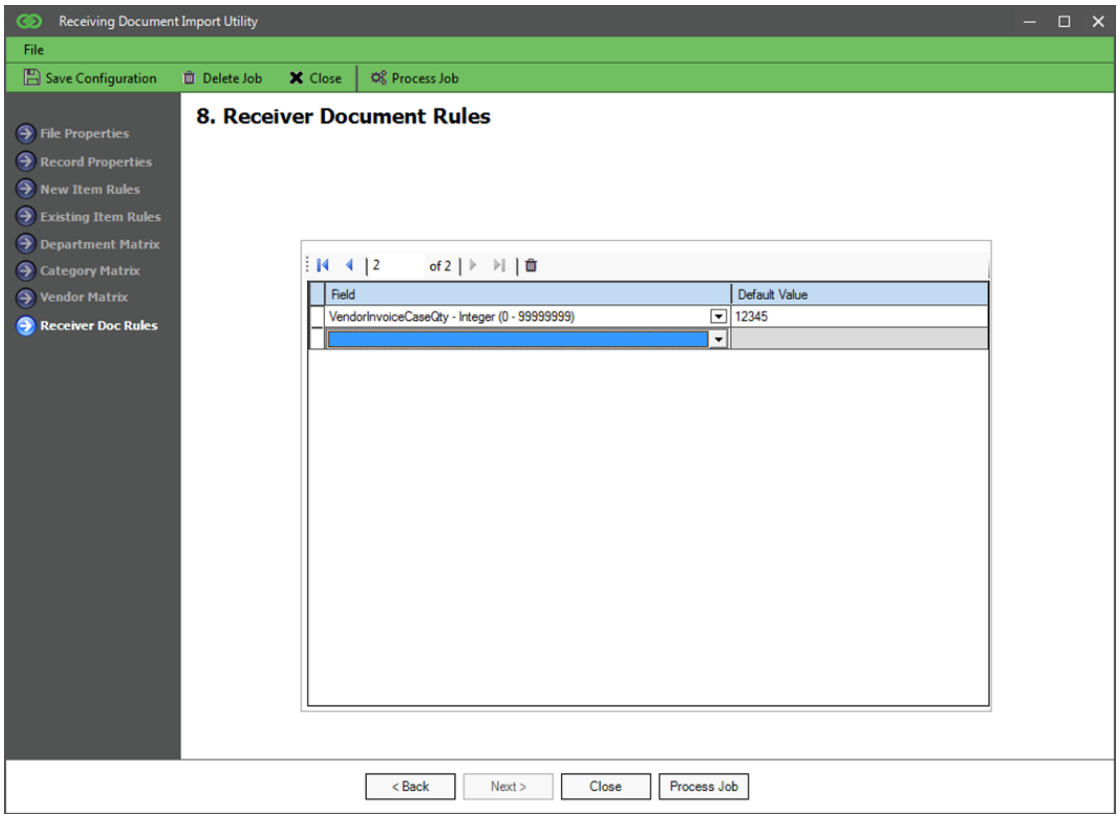


Figure 6-10. Receiving Document Import Utility - Receiver Document Rules

6.2.2 Menu and Toolbar Options

Use the Import Utility applications menu and toolbar to access the following options:

- Save Configuration – to save all the details of a new or modified import job to the database so it can be reopened later via the Import Job Name field on the File Properties screen.
- Copy Configuration – to copy all the details of an import job to the database under a different Import Job Name so it can be a modified from the original import job.
- Export Configuration - to save all the details of an import job to a set of files for backup or use at another site.

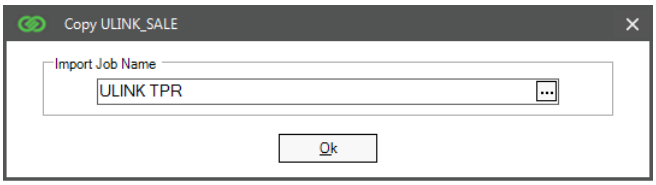
- Import Configuration - to load all the details of an import job from a set of files created by the Export Configuration option.
- Delete Job – to delete the currently displayed import job from **ENCOR**.
- Process Job – to perform the import of the currently displayed import job.

6.2.2.1Copy Configuration

Use the Copy Configuration option to copy all the details of an import job to the database under a different Import Job Name so it can be a modified from the original import job.

To copy an existing import job

1. From the File menu, select **Copy Configuration**.



2. Enter the new Import Job Name into the text box, and press **ENTER**.
3. Select **Yes** in the confirmation prompt to add the new Import Job.
4. Select **Ok**. The copied import job can be selected in the Import Job Name drop-down list.

6.2.2.2 Export Configuration

Use the Export Configuration option to save all the details of an import job to a set of files for backup or use at another site.

To export an existing import job to a set of files

1. From the File menu, select **Export Configuration**.
2. Click **Ok** in the Complete prompt window. The contents of the import job are saved to six .xml files in the `C:\NCR\ENCOR\Export\ImportUtility` (see note below). The file names have the import job name at the beginning of the name as shown below.

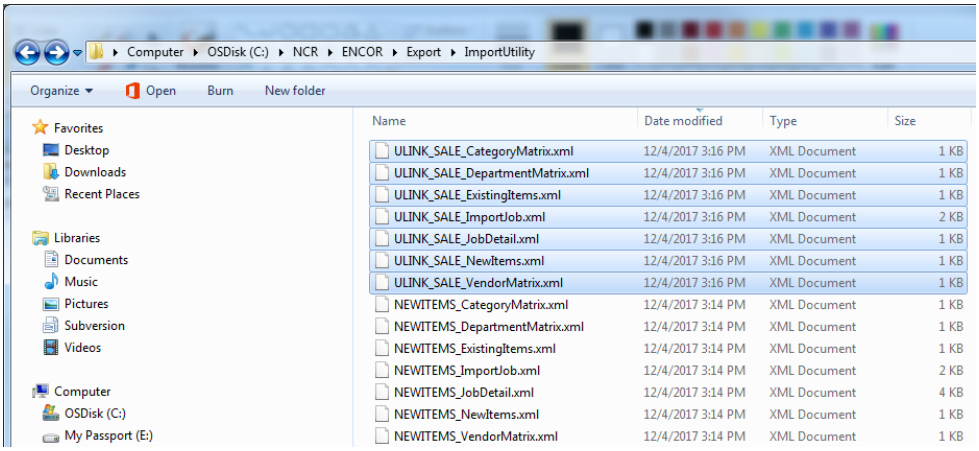


Figure 6-11. Export - ImportUtility

Note:
An Export Configuration of a Receiving Document Flat File will have an additional .xml file to contain the Receiver Doc Rules screen information.

6.2.2.3 *Import Configuration*

To import a previously saved configuration:

1. From the **Import Utility** application, select **File > Import Configuration**.

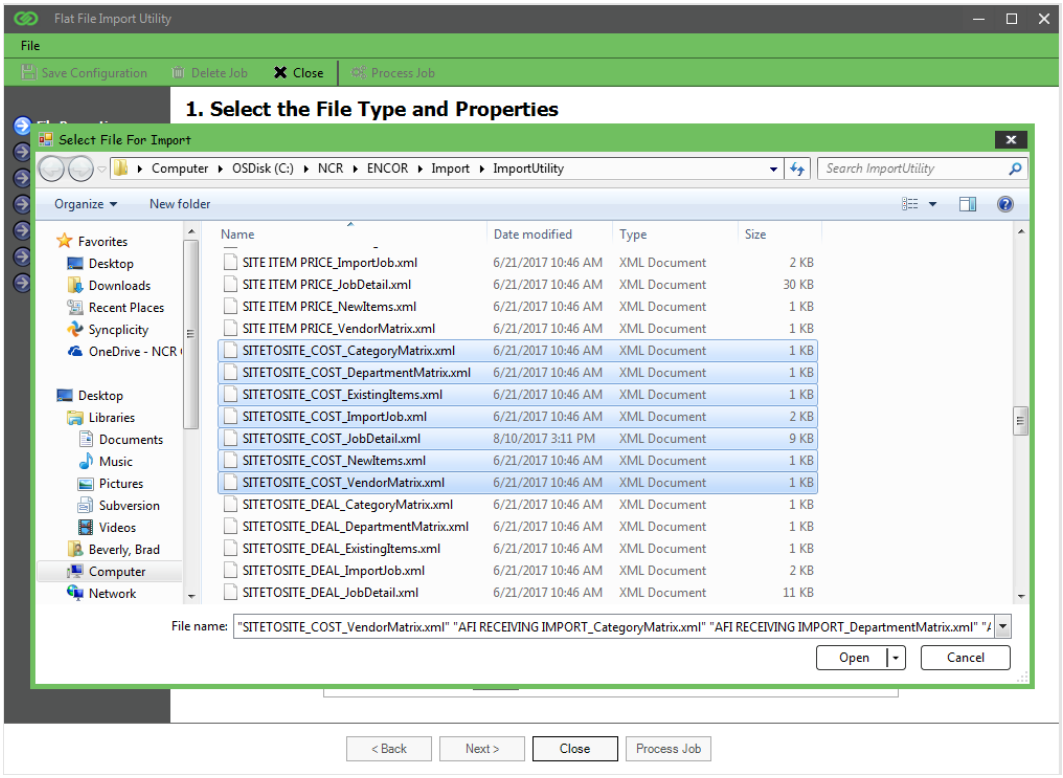


Figure 6-12. Flat File Import Utility - Select File For Import

2. Use the Select File For Import dialog to locate and select the desired .xml configuration file(s). To select more than one configuration file, press and hold the **CTRL** key while clicking each file to be selected.
3. After highlighting the desired configuration file(s), click the **Open** button.
4. The pre-configured import job name (that is associated with the selected configuration files) is available in Import Job Name drop-down that is located on the Select the File Type and Properties page.

6.2.3 Flat File Import Utility

Use the **Flat File Import Utility** application to import fixed length or character delimited files such as .csv, tab delimited, etc. that have a single (flat) format. These files can contain item, category, department, or vendor maintenance as well as receiving document information for import.

To open this application from the Application Menu Bar, select **Import > Flat File Import Utility**.

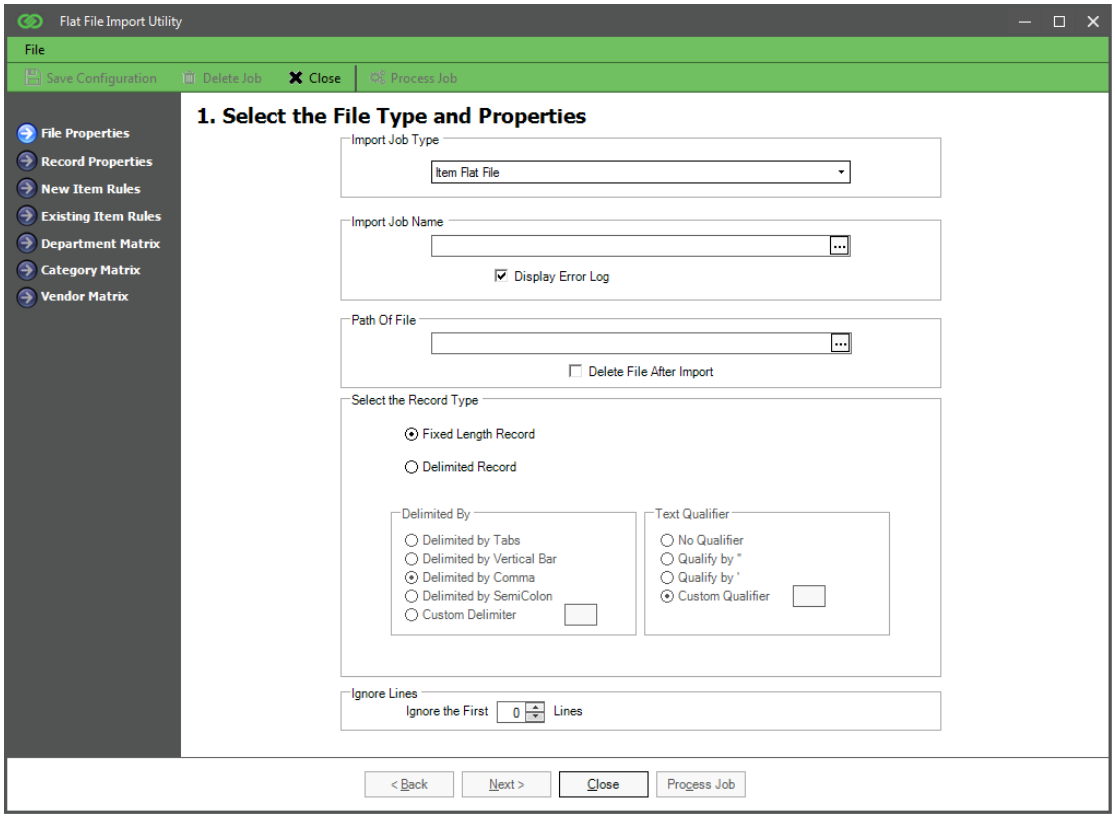


Figure 6-13. Flat File Import Utility Application

The File Properties screen above is displayed when the **Flat File Import Utility** application is first opened. It is the first in a series of screens to enter information and step thru when defining the details needed to import a file. The screens for each step are listed on the left side of the window with a lit arrow pointing at the current screen.

The import information that is captured and displayed by this series of screens is called an import job. An import job includes information about the structure of the import file, how the import file's fields map to **ENCOR** fields, and the rules for importing new and existing records. Additionally, it may include matrices to convert department, category, and vendor import values to equivalent **ENCOR** values.

To import a flat file, use the File Properties screen to either open an existing import job or begin the process of defining a new import job as follows:

1. In the Import Job Type field, select a type from the drop-down list that matches the contents of the import file. The default is Item Flat File. The other options are: Category Flat File, Department Flat File, Receiving Document Flat File, and Vendor Flat File.
2. In the Import Job Name field:
   a. To define a new import job, enter a unique name and press **ENTER**. Click **Yes** in the New Import Job confirmation prompt.

b. To open an existing import job, enter the name of the job to open and press **ENTER** or click on the Ellipsis button, and select the job from a list. Once an import job is selected, its information is loaded and visible in the Import Utility screens.

Note:
If the import job to be opened is not in **ENCOR** but is saved to files, use the "Import Configuration" steps described above to first load the job from the files into **ENCOR**.

3. Use the "Edit Flat File Import Job" steps below to continue the process of defining a new import job or to modify an existing import job.
4. (Optional) Review the contents of the import job using the Next and Back buttons at the bottom of the window to move between screens.
5. Click **Process Job** at the bottom of the window to perform the import defined by the import job that is currently displayed. A progress window will open while the import is running, an error log will display when the import is complete if the option is selected in File Properties, and then focus will return to the current Import Utility screen.

An import job that is displayed in the Import Utility screens can be saved, copied, exported, imported, and deleted. Refer to the "Menu and Toolbar Options" section above for descriptions of these actions.

6.2.3.1Edit Flat File Import Job

After an import job is opened or created, the import job details can be added or modified as described in the steps below.

6.2.3.1.1 Flat File Import Job - File Properties

To edit the file properties of a flat file import job in the File Properties screen

1. Check the **Display Error Log** box to open the error log file when the import is complete.
2. In the Path Of File field, type the path of the file to be imported; or click the ellipsis button (...) and use the Select File dialog (displays after clicking the ellipsis button) to navigate to the flat file that will be imported.
3. Check the **Delete File After Import** box to automatically delete the import file when the import is complete.
4. Select the Record Type: **Delimited Record**; if the fields in the file are separated by a delimiting character such as a comma, tab, etc. Select **Fixed Length** if each field in the file has a defined length and starts and ends at specific character position.
5. If **Delimited Record** is selected:
   a. Select one of the Delimited By options or define a custom delimiter.
   b. Select a Text Qualifier option that matches what is used in the import file to surround text values.

6. Use the Ignore Lines field's up or down arrows to select the number of first lines to ignore. Common lines to ignore would be the header that identifies each field.

Figure 6-14. Ignore Lines

7. Click **Next** to advance to the next screen (Record Properties).

6.2.3.1.2 Flat File Import Job - Record Properties

To edit the record properties of a flat file import job in the Record Properties screen

1. In the Options area:
   a. Select the appropriate Use Today… boxes to set cost, future price, and special (temporary) price Start Dates to today's date as described.
   b. Select **Hosted Price Type Mode** to allow a new temporary price sent from host to replace previous ones sent if they match in price type and are effective on the same day when the Extract process runs. Refer to the **Site Setup** application, Host Setup tab to enable this functionality.
   c. Select **Price Mult And Price Are In Same Column** if the price multiple and price import values are not considered to be in separate import fields. Example values include the following: 3/100, 3 1.00 and 3-1.00.
   d. Select **Only Update If Current Vendor** to not apply the changes in an imported record if the imported vendor value is not the current vendor for the item.
   e. Select **Group Future Pricing** to group the imported permanent price changes into batches labeled: MISC, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.
   f. Select **Group Temporary Pricing** to group the imported temporary price changes into batches labeled: Misc, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.

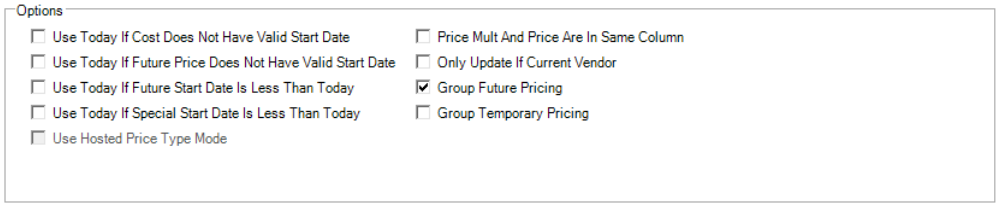


Figure 6-15. Options - Group Future Pricing

2. In the grid map import file columns to **ENCOR** fields as follows:
   a. Select the **ENCOR** field from the Field drop-down list that will receive the import file column indicated by the Position field. If an import file column is not to be imported, select ***Ignore Field** from the Field drop-down list.

The image below demonstrates how each column in the import file is mapped to an **ENCOR** column in the grid. In the image below, the import file's Site Id column is set to ***Ignore Field** which means that the Site Id column from the import file will not be imported into **ENCOR**.

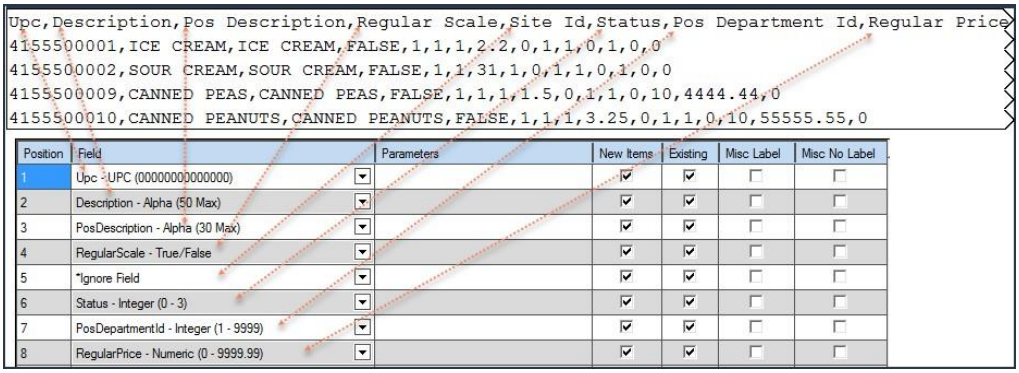


Figure 6-16. Flat File Import - Grid Column Mapping

b. Enter function(s) into the Parameters field if the import file column values need to be modified before they are imported. Refer to the "Record Properties Screen" section for a description of the available functions.
c. Uncheck the **New Items** and/or **Edit Items** boxes to prevent the import file value from being imported into **ENCOR** for new or existing items respectively.
d. Check the **Misc Label** and/or **Misc No Label** boxes to have the imported maintenance displayed in the **Item Review Dashboard** under these labels.

3. (Optional) Choose **Save Configuration** from the File menu or toolbar to save the changes to the import job.
4. Click **Next** to advance to the next screen if the import job type is an: Item Flat File or a Receiving Document Flat File.

Note:
At any time, click **Save Configuration** to save the changes made to an import job. Clicking **Process Job** also saves the changes automatically before running the import.

6.2.3.1.3 Flat File Import Job - Rules and Conversion Matrices

For the Item Flat File and Receiving Document Flat File import job types, review and perform the remaining steps as needed; they may not be applicable to the import being performed.

Note:
Refer to the corresponding section in "Import Utility Screens" above if more information is needed to perform these steps.

1. In the New Item Rules screen:
   a. Select **Add New Items to File** if new items can be added by the import.
   b. Select **Log Not on File Items** if a log for these items is desired.
   c. (Optional) Define new item rules.

2. In the Existing Item Rules screen:
   a. Select **If Not Current Vendor Switch To Current Vendor** to change an existing item's current vendor to the vendor defined in the import file or one defined in the Existing Item Rules screen.
   b. (Optional) Define existing item rules.
3. In the Matrix screens, a matrix to convert department, category, and vendor import values to equivalent **ENCOR** values can be defined.
4. In the Receiving Document Rules screen (for Receiving Flat File import job types only), receiving document rules can be defined.
5. Choose **Save Configuration** from the File menu or toolbar to the save changes to the import job to **ENCOR**.

6.2.4 SIL Import Utility

Use the **SIL Import Utility** application to import SIL files into **ENCOR** containing item maintenance from a host system, wholesaler, etc. This includes support of SIL files from wholesalers like AWG (Kansas), Nash Finch, Super Valu, and Unified Grocers.

To open this application from the Application Menu Bar, select **Import > SIL Import Utility.**

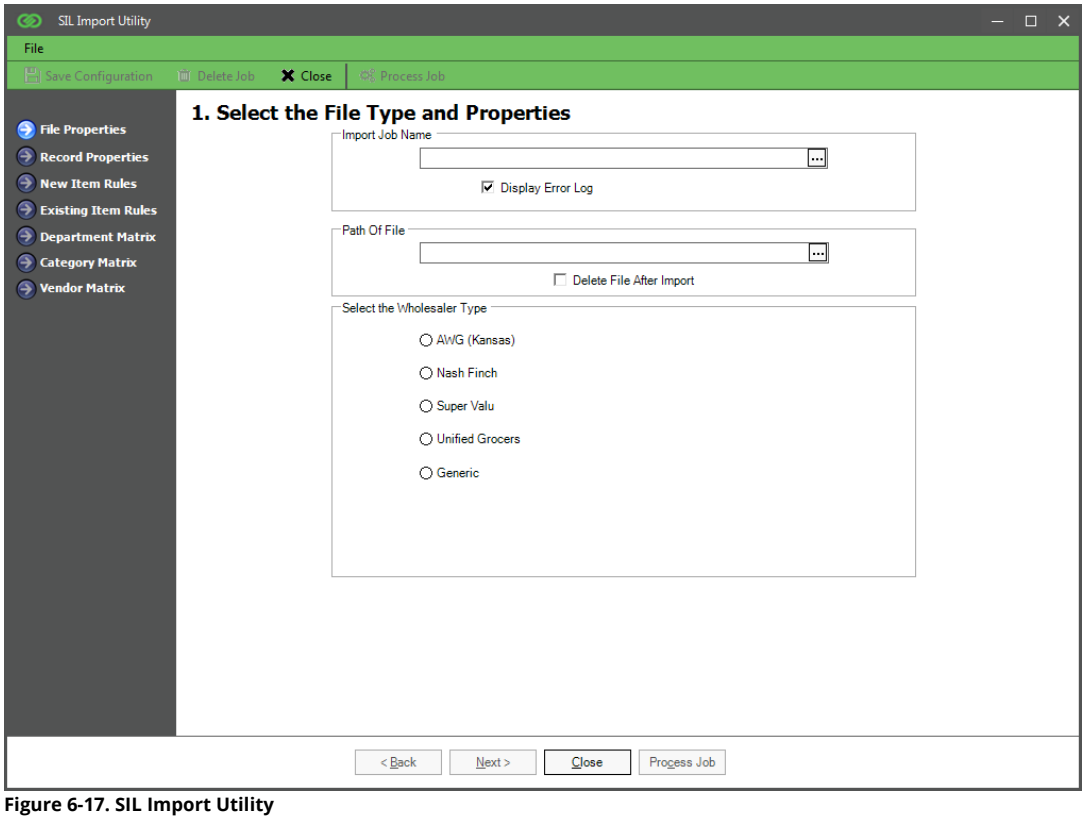


Figure 6-17. SIL Import Utility

The File Properties screen above is displayed when the **SIL Import Utility** application is first opened. It is the first in a series of screens to enter information and step thru when defining the details needed to import a file. The screens for

each step are listed on the left side of the window with the lit arrow pointing at the current screen.

The import information that is captured and displayed by this series of screens is called an import job. An import job includes information about the structure of the import file, how the import file's fields map to **ENCOR** fields, and the rules for importing new and existing records. Additionally, it may include matrices to convert department, category, and vendor import values to equivalent **ENCOR** values.

To import a file, use the File Properties screen to either open an existing import job or begin the process of defining a new import job as follows:

1. In the Import Job Name field:
   a. To define a new import job, enter a unique name and press **ENTER**. Click **Yes** in the New Import Job confirmation prompt.
   b. To open an existing import job, enter the name of the job to open and press **ENTER** or click on the ellipsis button, and select the job from a list. Once an import job is selected, its information is loaded and visible in the Import Utility screens.

Note:
If the import job to be opened is not in **ENCOR** but is saved to files, use the "Import Configuration" steps described above to first load the job from the files into **ENCOR**.

2. Use the "Edit SIL Import Job" steps below to continue the process of defining a new import job or to modify an existing import job.
3. (Optional) Review the contents of the import job using the Next and Back buttons at the bottom of the window to move between screens.
4. Click **Process Job** at the bottom of the window to perform the import defined by the import job that is displayed. A progress window will display while the import is running, an error log will display when the import is complete if the option is selected in File Properties, and then focus will return to the current Import Utility screen.

An import job that is displayed in the Import Utility screens can be saved, copied, exported, imported, and deleted. Refer to the "Menu and Toolbar Options" section above for descriptions of these actions.

6.2.4.1Edit SIL Import Job

After an import job is opened or created, the import job details can be added or modified as described in the steps below.

6.2.4.1.1 SIL Import Job - File Properties

To edit the file properties of a SIL import job in the File Properties screen:

1. Check the **Display Error Log** box to open the error log file when the import is complete.
2. In the Path Of File field, type the path of the file to be imported; or click the ellipsis button (…) and use the Select File dialog (displays after clicking the ellipsis button) to navigate to the file that will be imported.
3. Check the **Delete File After Import** box to automatically delete the import file when the import is complete.
4. Select one of the Wholesaler Type options: **AWG (Kansas), Nash Finch, Super Valu, Unified Grocers,** or **Generic.**

Note:
Selecting the correct wholesaler for the SIL file allows the import utility to read the data embedded in the header records correctly.

5. Click **Next** to advance to the next screen (Record Properties).

6.2.4.1.2 SIL Import Job - Record Properties

To edit the record properties of a SIL import job in the Record Properties screen:

1. In the Options area:
   a. Select the appropriate Use Today… boxes to set cost, future price, and special (temporary) price Start Dates to today's date as described.
   b. Select **Hosted Price Type Mode** to allow a new temporary price sent from host to replace previous ones sent if they match in price type and are effective on the same day when the Extract process runs. Refer to the **Site Setup** application, Host Setup tab to enable this functionality.
   c. Select **Price Mult And Price Are In Same Column** if the price multiple and price import values are not considered to be in separate import fields. Example values include the following: 3/100, 3 1.00 and 3-1.00.
   d. Select **Only Update If Current Vendor** to not apply the changes in an imported record if the imported vendor value is not the current vendor for the item.
   e. Select **Group Future Pricing** to group the imported permanent price changes into batches labeled: MISC, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.
   f. Select **Group Temporary Pricing** to group the imported temporary price changes into batches labeled: Misc, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.

g. Select **Use Batch Header for Description** to use the description located in the header of each group of records in the SIL file as the description of the generated **ENCOR** batch.

h. Select **Use Batch Header for Start On** to use the start on/end on dates located in the header of each group of records in the SIL file as the start on/end on dates of the generated **ENCOR** batch.

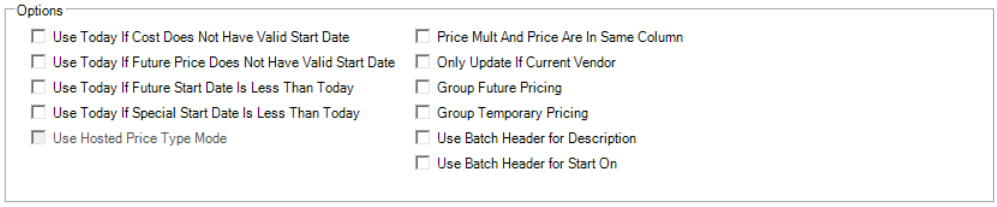


Figure 6-18. Options - Use Batch Header for Start On

2. In the grid map import file columns to **ENCOR** fields as follows:

a. Select the **ENCOR** field from the Field drop-down list that will receive the import file column indicated by the Position field. If an import file column is not to be imported, select ***Ignore Field** from the Field drop-down list. The image below demonstrates how some of the fields in an example SIL import file are mapped to **ENCOR** fields in the grid. Notice that the F38 SIL field is set to ***Ignore Field** in this example which means that SIL field will not be imported into **ENCOR** by this import job.

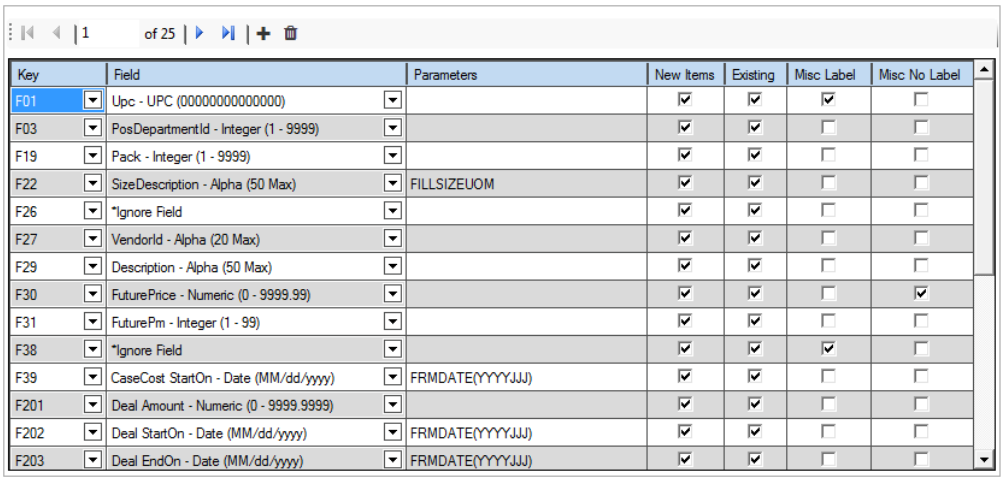


Figure 6-19. SIL Import Job - Grid Columns

b. Enter function(s) into the Parameters field if the import file column values need to be modified before they are imported. FRMDATE(YYYYJJJ) is used with SIL date fields, as shown in the example above, to convert the Julian date import value to a date value that can be imported by **ENCOR**. Refer to the "Record Properties Screen" section for a description of the available functions.

c. Uncheck the **New Items** and/or **Edit Items** boxes to prevent the import file value from being imported into **ENCOR** for new or existing items respectively.

d. Check the **Misc Label** and/or **Misc No Label** boxes to have the imported maintenance displayed in the **Item Review Dashboard** under these labels.

3. (Optional) Choose **Save Configuration** from the File menu or toolbar to save the changes to the import job.
4. Click **Next** to advance to the next screen: New Item Rules.

Note:
At any time, click **Save Configuration** to save the changes made to an import job. Clicking **Process Job** also saves the changes automatically before running the import.

6.2.4.1.3 SIL Import Job - Rules and Conversion Matrices

Review and perform the remaining steps as needed; they may not be applicable to the import being performed.

Note:
Refer to the corresponding section in "Import Utility Screens" above if more information is needed to perform these steps.

5. In the New Item Rules screen:
   a. Select **Add New Items to File** if new items can be added by the import.
   b. Select **Log Not on File Items** if a log for these items should be generated.
   c. (Optional) Define new item rules.
6. In the Existing Item Rules screen:
   a. Select **If Not Current Vendor Switch To Current Vendor** to change an existing item's current vendor to the vendor defined in the import file or one defined in the Existing Item Rules screen.
   b. (Optional) Define existing item rules.
7. In the Matrix screens, a matrix to convert department, category, and vendor import values to equivalent **ENCOR** values can be defined.
8. Choose **Save Configuration** from the File menu or toolbar to the save changes to the import job to **ENCOR**.

6.2.5 SIFT Import Utility

Use the **SIFT Import Utility** application to import SIFT files containing item maintenance into **ENCOR**.

To open this application from the Application Menu Bar, select **Import > SIFT Import Utility.**

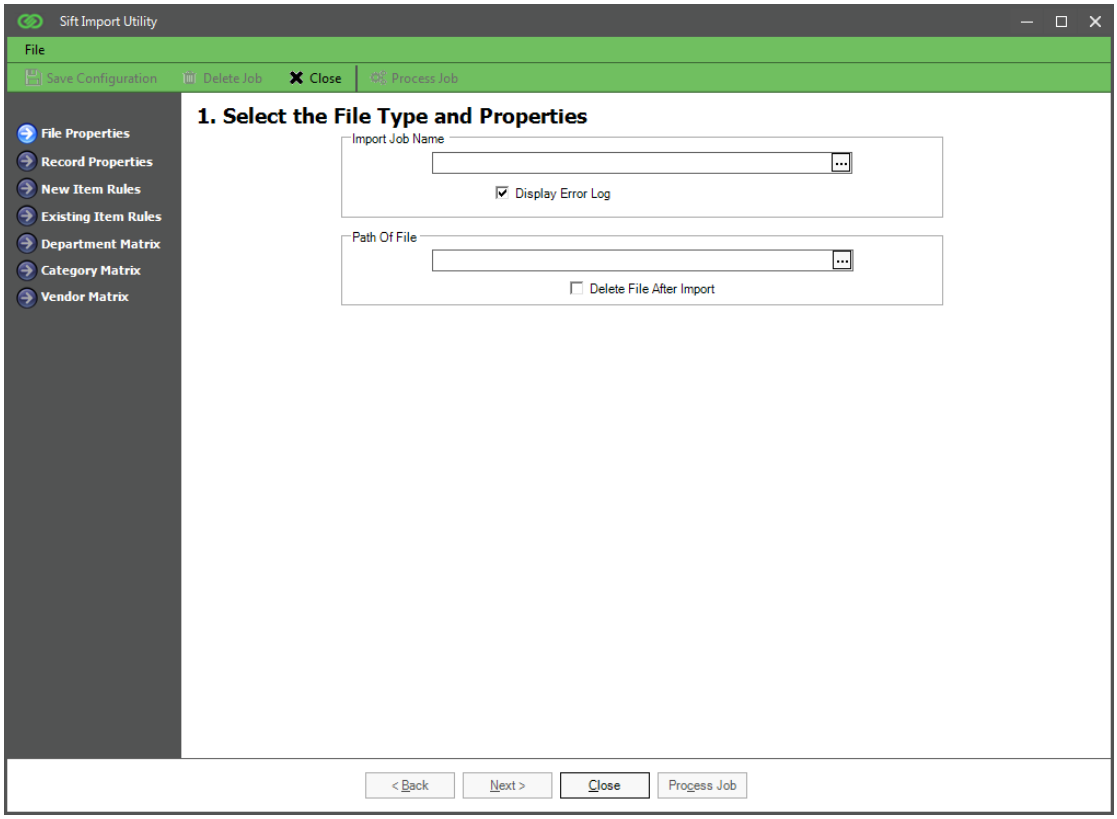


Figure 6-20. Sift Import Utility

The File Properties screen above is displayed when the **SIFT Import Utility** application is first opened. It is the first in a series of screens to enter information and step thru when defining the details needed to import a file. The screens for each step are listed on the left side of the window with the lit arrow pointing at the current screen.

The import information that is captured and displayed by this series of screens is called an import job. An import job includes information about the structure of the import file, how the import file's fields map to **ENCOR** fields, and the rules for importing new and existing records. Additionally, it may include matrices to convert department, category, and vendor import values to equivalent **ENCOR** values.

To import a file, use the File Properties screen to either open an existing import job or begin the process of defining a new import job as follows:

1. In the Import Job Name field:
   a. To define a new import job, enter a unique name and press **ENTER**. Click **Yes** in the New Import Job confirmation prompt.
   b. To open an existing import job, enter the name of the job to open and press **ENTER** or click on the Ellipsis button, and select the job from a list. Once an import job is selected, its information is loaded and visible in the Import Utility screens.

Note:
If the import job to be opened is not in **ENCOR** but is saved to files, use the "Import Configuration" steps described above to first load the job from the files into **ENCOR**.

2. Use the "Edit SIFT Import Job" steps below to continue the process of defining a new import job or to modify an existing import job.
3. (Optional) Review the contents of the import job using the Next and Back buttons at the bottom of the window to move between screens.
4. Click **Process Job** at the bottom of the window to perform the import defined by the import job that is displayed. A progress window will display while the import is running, an error log will display when the import is complete if the option is selected in File Properties, and then focus will return to the current Import Utility screen.

An import job that is displayed in the Import Utility screens can be saved, copied, exported, imported, and deleted. Refer to the "Menu and Toolbar Options" section above for descriptions of these actions.

6.2.5.1Edit SIFT Import Job

After an import job is opened or created, the import job details can be added or modified as described in the steps below.

6.2.5.1.1 SIFT Import Job - File Properties

To edit the file properties of a SIFT import job in the File Properties screen:

1. Check the **Display Error Log** box to open the error log file when the import is complete.
2. In the Path Of File field, type the path of the file to be imported; or click the ellipsis button (…) and use the Select File dialog (displays after clicking the ellipsis button) to navigate to the file that will be imported.
3. Check the **Delete File After Import** box to automatically delete the import file when the import is complete.
4. Click **Next** to advance to the next screen (Record Properties).

6.2.5.1.2 SIFT Import Job - Record Properties

To edit the record properties of a SIFT import job in the Record Properties screen:

1. In the Options area:
   a. Select the appropriate Use Today… boxes to set cost, future price, and special (temporary) price Start Dates to today's date as described.
   b. Select **Hosted Price Type Mode** to allow a new temporary price sent from host to replace previous ones sent if they match in price type and are effective on the same day when the Extract process runs. Refer to the **Site Setup** application, Host Setup tab to enable this functionality.

c. Select **Price Mult And Price Are In Same Column** if the price multiple and price import values are not considered to be in separate import fields. Example values include the following: 3/100, 3 1.00 and 3-1.00.
d. Select **Only Update If Current Vendor** to not apply the changes in an imported record if the imported vendor value is not the current vendor for the item.
e. Select **Group Future Pricing** to group the imported permanent price changes into batches labeled: MISC, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.
f. Select **Group Temporary Pricing** to group the imported temporary price changes into batches labeled: Misc, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.

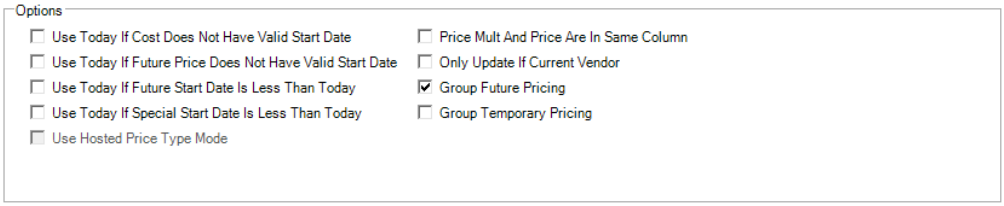
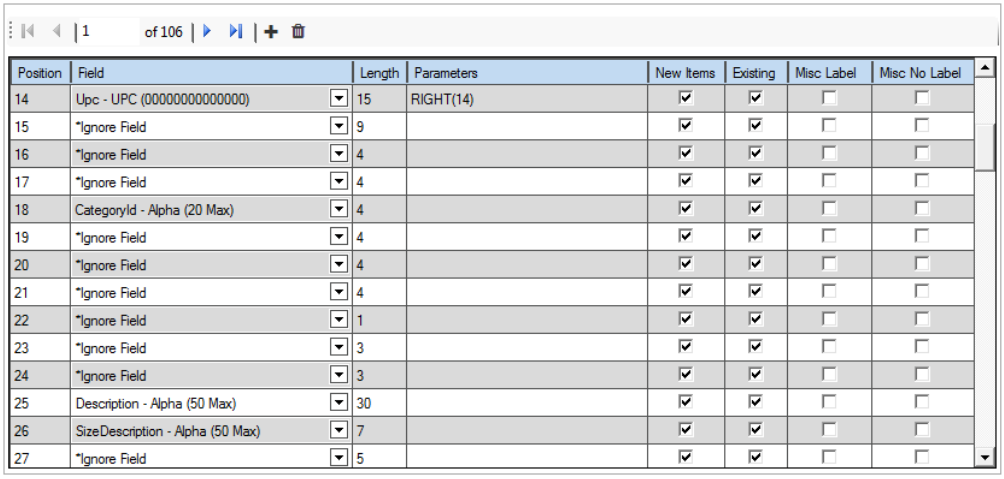


Figure 6-21. Options - Group Future Pricing

2. In the grid map import file columns to **ENCOR** fields as follows:
   a. Select the **ENCOR** field from the Field drop-down list that will receive the import file column indicated by the Position field. If an import file column is not to be imported, select ***Ignore Field** from the Field drop-down list. The image below demonstrates how some of the fields in an example SIFT import file are mapped to **ENCOR** fields in the grid. Notice that several fields are set to ***Ignore Field** in this example which means that they will not be imported into **ENCOR** by this import job.



Position	Field	Length	Parameters	New Items	Existing	Misc Label	Misc No Label
14	Upc - UPC (00000000000000)	15	RIGHT(14)	☑	☑	☐	☐
15	*Ignore Field	9		☑	☑	☐	☐
16	*Ignore Field	4		☑	☑	☐	☐
17	*Ignore Field	4		☑	☑	☐	☐
18	CategoryId - Alpha (20 Max)	4		☑	☑	☐	☐
19	*Ignore Field	4		☑	☑	☐	☐
20	*Ignore Field	4		☑	☑	☐	☐
21	*Ignore Field	4		☑	☑	☐	☐
22	*Ignore Field	1		☑	☑	☐	☐
23	*Ignore Field	3		☑	☑	☐	☐
24	*Ignore Field	3		☑	☑	☐	☐
25	Description - Alpha (50 Max)	30		☑	☑	☐	☐
26	SizeDescription - Alpha (50 Max)	7		☑	☑	☐	☐
27	*Ignore Field	5		☑	☑	☐	☐

Figure 6-22. Sift Import Job - Grid Columns

b. Enter function(s) into the Parameters field if the import file column values need to be modified before they are imported. RIGHT(14) is used in the example above to get the last 14 digits from an import value for the **ENCOR** Upc field. Refer to the "Record Properties Screen" section for a description of the available functions.
c. Uncheck the **New Items** and/or **Edit Items** boxes to prevent the import file value from being imported into **ENCOR** for new or existing items respectively.
d. Check the **Misc Label** and/or **Misc No Label** boxes to have the imported maintenance displayed in the **Item Review Dashboard** under these labels.

3. (Optional) Choose **Save Configuration** from the File menu or toolbar to save the changes to the import job.
4. Click **Next** to advance to the next screen: New Item Rules.

Note:
At any time, click **Save Configuration** to save the changes made to an import job. Clicking **Process Job** also saves the changes automatically before running the import.

6.2.5.1.3 SIFT Import Job - Rules and Conversion Matrices

Review and perform the remaining steps as needed; they may not be applicable to the import being performed.

Note:
Refer to the corresponding section in "Import Utility Screen"' above if more information is needed to perform these steps.

1. In the New Item Rules screen:
   a. Select **Add New Items to File** if new items can be added by the import.
   b. Select **Log Not on File Items** if a log for these items should be generated.
   c. (Optional) Define new item rules.
2. In the Existing Item Rules screen:
   a. Select **If Not Current Vendor Switch To Current Vendor** to change an existing item's current vendor to the vendor defined in the import file or one defined in the Existing Item Rules screen.
   b. (Optional) Define existing item rules.
3. In the Matrix screens, a matrix to convert department, category, and vendor import values to equivalent **ENCOR** values can be defined.
4. Choose **Save Configuration** from the File menu or toolbar to the save changes to the import job to **ENCOR**.

6.2.6 ISP Import Utility

Use the **ISP Import Utility** application to import ISP files containing item maintenance into **ENCOR**.

To open this application from the Application Menu Bar, select **Import > ISP Import Utility.**

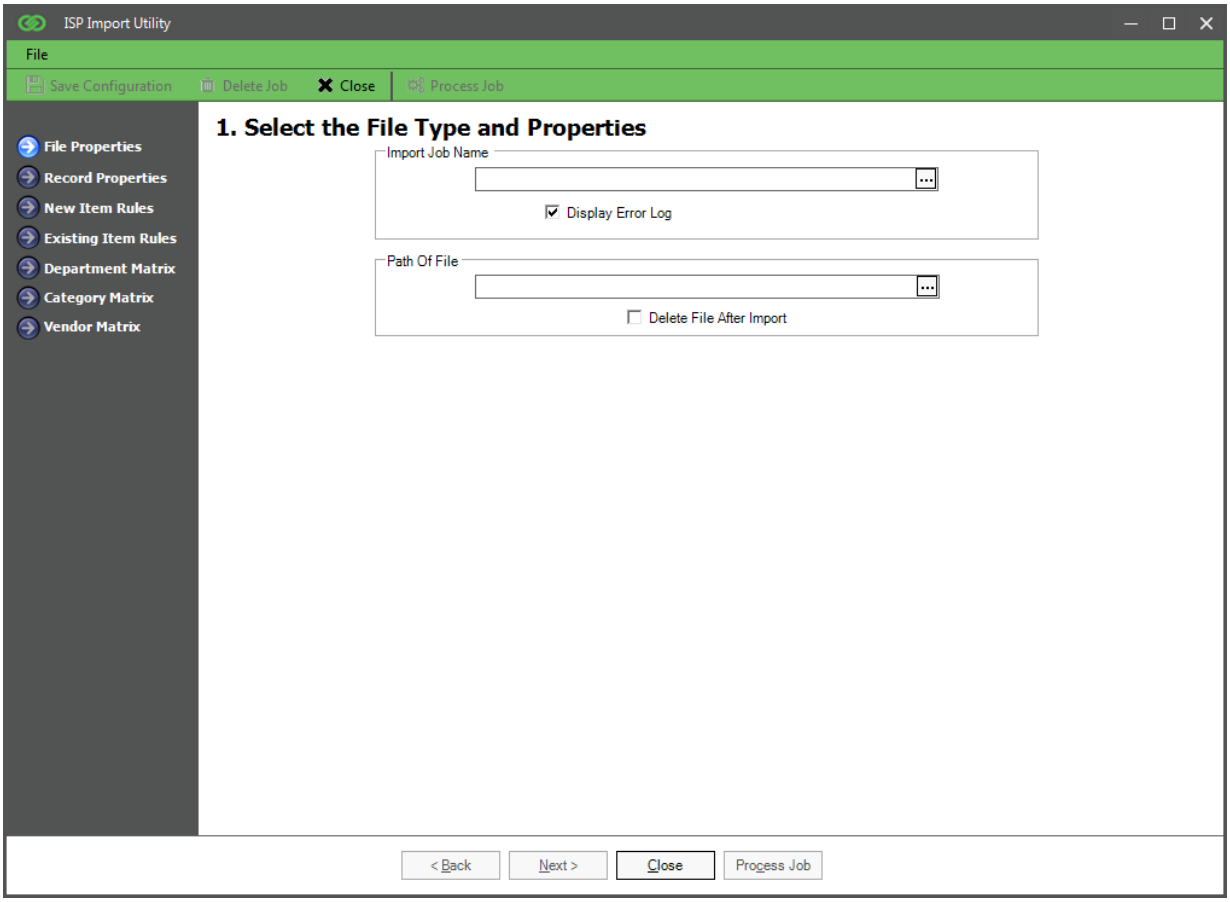


Figure 6-23. ISP Import Utility

The File Properties screen above is displayed when the **ISP Import Utility** application is first opened. It is the first in a series of screens to enter information and step thru when defining the details needed to import a file. The screens for each step are listed on the left side of the window with the lit arrow pointing at the current screen.

The import information that is captured and displayed by this series of screens is called an import job. An import job includes information about the structure of the import file, how the import file's fields map to **ENCOR** fields, and the rules for importing new and existing records. Additionally, it may include matrices to convert department, category, and vendor import values to equivalent **ENCOR** values.

To import a file, use the File Properties screen to either open an existing import job or begin the process of defining a new import job as follows:

5. In the Import Job Name field:
   a. To define a new import job, enter a unique name and press **ENTER**. Click **Yes** in the New Import Job confirmation prompt.

b. To open an existing import job, enter the name of the job to open and press **ENTER** or click on the Ellipsis button, and select the job from a list. Once an import job is selected, its information is loaded and visible in the Import Utility screens.

Note:
If the import job to be opened is not in **ENCOR** but is saved to files, use the "Import Configuration" steps described above to first load the job from the files into **ENCOR**.

6. Use the "Edit ISP Import Job" steps below to continue the process of defining a new import job or to modify an existing import job.
7. (Optional) Review the contents of the import job using the Next and Back buttons at the bottom of the window to move between screens.
8. Click **Process Job** at the bottom of the window to perform the import defined by the import job that is displayed. A progress window will display while the import is running, an error log will display when the import is complete if the option is selected in File Properties, and then focus will return to the current Import Utility screen.

An import job that is displayed in the Import Utility screens can be saved, copied, exported, imported, and deleted. Refer to the "Menu and Toolbar Options" section above for descriptions of these actions.

6.2.6.1 Edit ISP Import Job

After an import job is opened or created, the import job details can be added or modified as described in the steps below.

6.2.6.1.1 ISP Import Job - File Properties

To edit the file properties of a ISP import job in the File Properties screen:

1. Check the **Display Error Log** box to open the error log file when the import is complete.
2. In the Path Of File field, type the path of the file to be imported; or click the ellipsis button (...) and use the Select File dialog (displays after clicking the ellipsis button) to navigate to the file that will be imported.
3. Check the **Delete File After Import** box to automatically delete the import file when the import is complete.
4. Click **Next** to advance to the next screen (Record Properties).

6.2.6.1.2 ISP Import Job - Record Properties

To edit the record properties of an ISP import job in the Record Properties screen:

1. In the Options area:

a. Select the appropriate Use Today… boxes to set cost, future price, and special (temporary) price Start Dates to today's date as described.
b. Select **Hosted Price Type Mode** to allow a new temporary price sent from host to replace previous ones sent if they match in price type and are effective on the same day when the Extract process runs. Refer to the **Site Setup** application, Host Setup tab to enable this functionality.
c. Select **Price Mult And Price Are In Same Column** if the price multiple and price import values are not considered to be in separate import fields. Example values include the following: 3/100, 3 1.00 and 3-1.00.
d. Select **Only Update If Current Vendor** to not apply the changes in an imported record if the imported vendor value is not the current vendor for the item.
e. Select **Group Future Pricing** to group the imported permanent price changes into batches labeled: MISC, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.
f. Select **Group Temporary Pricing** to group the imported temporary price changes into batches labeled: Misc, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.

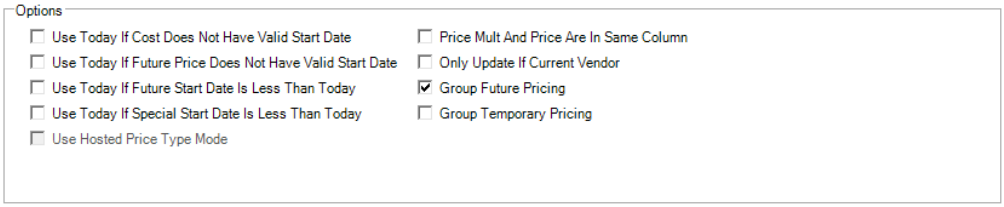


Figure 6-24. Options - Group Future Pricing

2. In the grid map import file columns to **ENCOR** fields as follows:
   a. Select the **ENCOR** field from the Field drop-down list that will receive the import file column indicated by the Position field. If an import file column is not to be imported, select ***Ignore Field** from the Field drop-down list. The image below demonstrates how some of the fields in an example ISP import file are mapped to **ENCOR** fields in the grid. Notice that several fields are set to ***Ignore Field** in this example which means that they will not be imported into **ENCOR** by this import job.

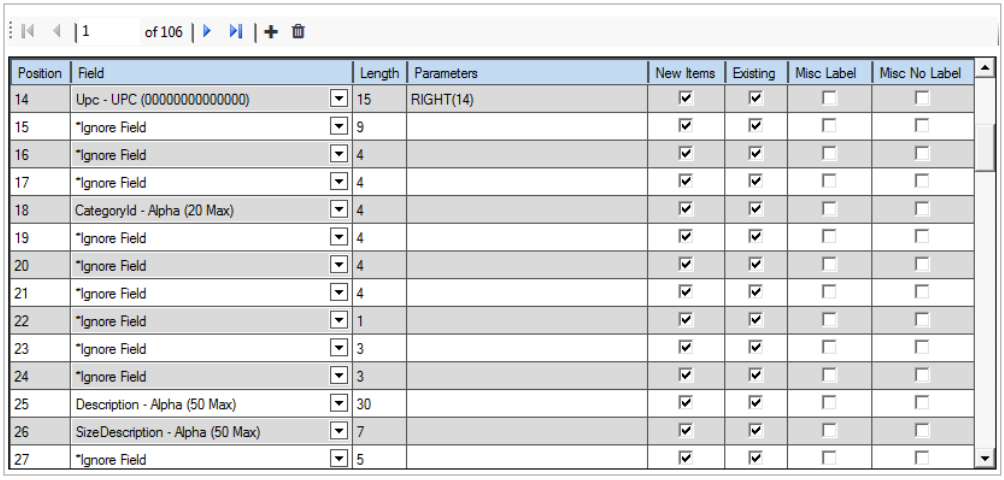


Figure 6-25. ISP Import Job - Grid Columns

b. Enter function(s) into the Parameters field if the import file column values need to be modified before they are imported. Refer to the "Record Properties Screen" section for a description of the available functions.
c. Uncheck the **New Items** and/or **Edit Items** boxes to prevent the import file value from being imported into **ENCOR** for new or existing items respectively.
d. Check the **Misc Label** and/or **Misc No Label** boxes to have the imported maintenance displayed in the **Item Review Dashboard** under these labels.

3. (Optional) Choose **Save Configuration** from the File menu or toolbar to save the changes to the import job.
4. Click **Next** to advance to the next screen: New Item Rules.

Note:
At any time, click **Save Configuration** to save the changes made to an import job. Clicking **Process Job** also saves the changes automatically before running the import.

6.2.6.1.3 ISP Import Job - Rules and Conversion Matrices

Review and perform the remaining steps as needed as they may not be applicable to the import being performed.

Note:
Refer to the corresponding section in "Import Utility Screens" above if more information is needed to perform these steps.

1. In the New Item Rules screen:
   a. Select **Add New Items to File** if new items can be added by the import.
   b. Select **Log Not on File Items** if a log for these items should be generated.
   c. (Optional) Define new item rules.
2. In the Existing Item Rules screen:
   a. Select **If Not Current Vendor Switch To Current Vendor** to change an existing item's current vendor to the vendor defined in the import file or one defined in the Existing Item Rules screen.

b. (Optional) Define existing item rules.

3. In the Matrix screens, a matrix to convert department, category, and vendor import values to equivalent **ENCOR** values can be defined.
4. Choose **Save Configuration** from the File menu or toolbar to the save changes to the import job to **ENCOR**.

6.2.7 Item HST Import Utility

Use the **Item HST Import Utility** application to import HST files containing item maintenance into **ENCOR**.

To open this application from the Application Menu Bar, select **Import > Item HST Import Utility**.

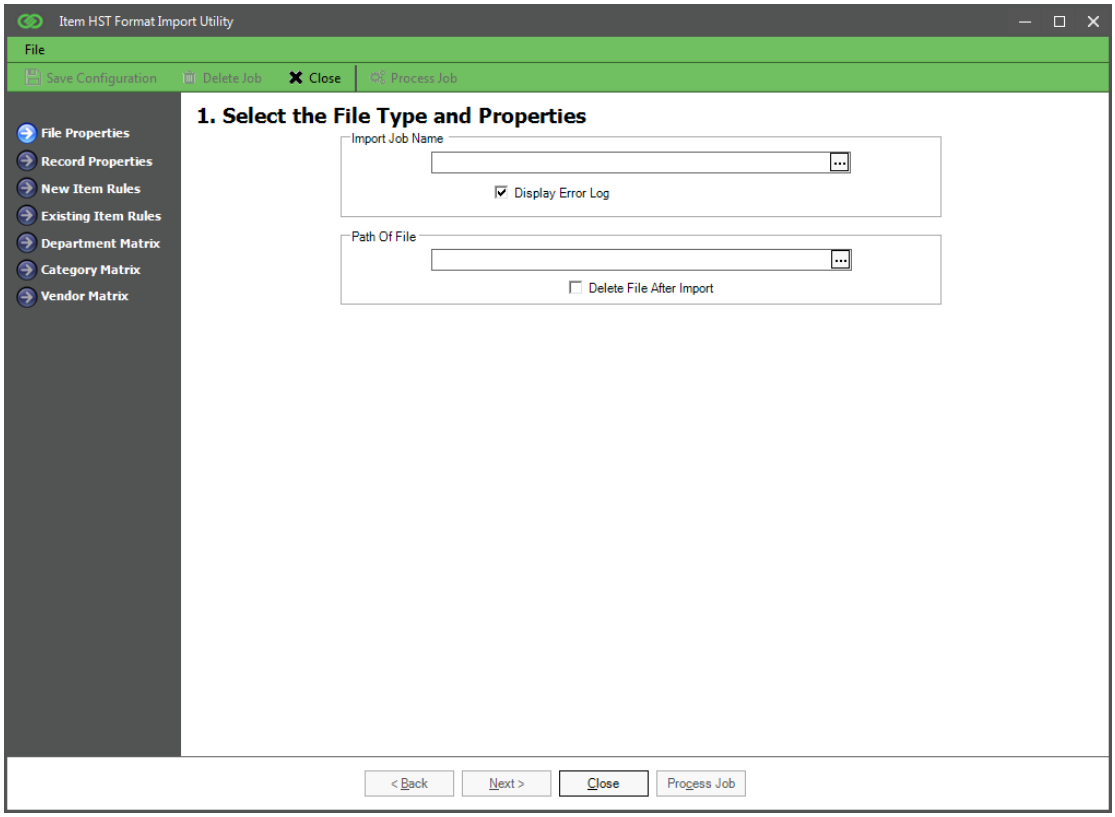


Figure 6-26. Item HST Format Import Utility

The File Properties screen above is displayed when the **Item HST Import Utility** application is first opened. It is the first in a series of screens to enter information and step thru when defining the details needed to import a file. The screens for each step are listed on the left side of the window with the lit arrow pointing at the current screen.

The import information that is captured and displayed by this series of screens is called an import job. An import job includes information about the structure of the import file, how the import file's fields map to **ENCOR** fields, and the rules for importing new and existing records. Additionally, it may include matrices to

convert department, category, and vendor import values to equivalent **ENCOR** values.

To import a file, use the File Properties screen to either open an existing import job or begin the process of defining a new import job as follows:

1. In the Import Job Name field,
   a. To define a new import job, enter a unique name and press **ENTER**. Click **Yes** in the New Import Job confirmation prompt.
   b. To open an existing import job, enter the name of the job to open and press **ENTER** or click on the ellipsis button, and select the job from a list. Once an import job is selected, its information is loaded and visible in the Import Utility screens.

Note:
If the import job to be opened is not in **ENCOR** but is saved to files, use the "Import Configuration" steps described above to first load the job from the files into **ENCOR**.

2. Use the "Edit Item HST Import Job" steps below to continue the process of defining a new import job or to modify an existing import job.
3. (Optional) Review the contents of the import job using the Next and Back buttons at the bottom of the window to move between screens.
4. Click **Process Job** at the bottom of the window to perform the import defined by the import job that is displayed. A progress window will display while the import is running, an error log will display when the import is complete if the option is selected in File Properties, and then focus will return to the current Import Utility screen.

An import job that is displayed in the Import Utility screens can be saved, copied, exported, imported, and deleted. Refer to the "Menu and Toolbar Options" section above for descriptions of these actions.

6.2.7.1Edit Item HST Import Job

After an import job is opened or created, the import job details can be added or modified as described in the steps below.

6.2.7.1.1 Item HST Import Job - File Properties

To edit the file properties of an Item HST import job in the File Properties screen:

1. Check the **Display Error Log** box to open the error log file when the import is complete.
2. In the Path Of File field, type the path of the file to be imported; or click the ellipsis button (...) and use the Select File dialog (displays after clicking the ellipsis button) to navigate to the file that will be imported.
3. Check the **Delete File After Import** box to automatically delete the import file when the import is complete.

4. Click **Next** to advance to the next screen (Record Properties).

6.2.7.1.2 Item HST Import Job - Record Properties

To edit the record properties of an Item HST import job in the Record Properties screen:

1. In the Options area:
   a. Select the appropriate Use Today… boxes to set cost, future price, and special (temporary) price Start Dates to today's date as described.
   b. Select **Hosted Price Type Mode** to allow a new temporary price sent from host to replace previous ones sent if they match in price type and are effective on the same day when the Extract process runs. Refer to the **Site Setup** application, Host Setup tab to enable this functionality.
   c. Select **Price Mult And Price Are In Same Column** if the price multiple and price import values are not considered to be in separate import fields. Example values include the following: 3/100, 3 1.00 and 3-1.00.
   d. Select **Only Update If Current Vendor** to not apply the changes in an imported record if the imported vendor value is not the current vendor for the item.
   e. Select **Group Future Pricing** to group the imported permanent price changes into batches labeled: MISC, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.
   f. Select **Group Temporary Pricing** to group the imported temporary price changes into batches labeled: Misc, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.

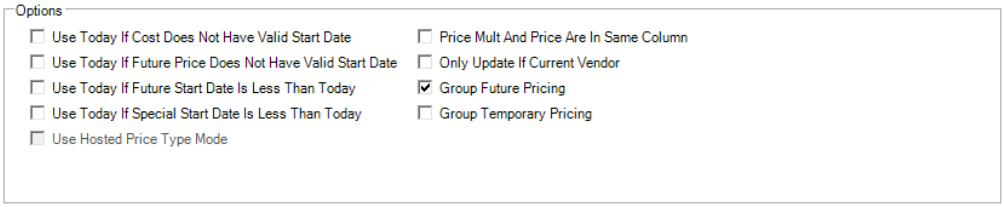


Figure 6-27. Options - Group Future Pricing

2. In the grid map import file columns to **ENCOR** fields as follows:
   a. Select the **ENCOR** field from the Field drop-down list that will receive the import file column indicated by the Position field. If an import file column is not to be imported, select ***Ignore Field** from the Field drop-down list. The image below demonstrates how some of the fields in an example Item HST import file are mapped to **ENCOR** fields in the grid. Notice that several fields are set to ***Ignore Field** in this example which means that they will not be imported into **ENCOR** by this import job.

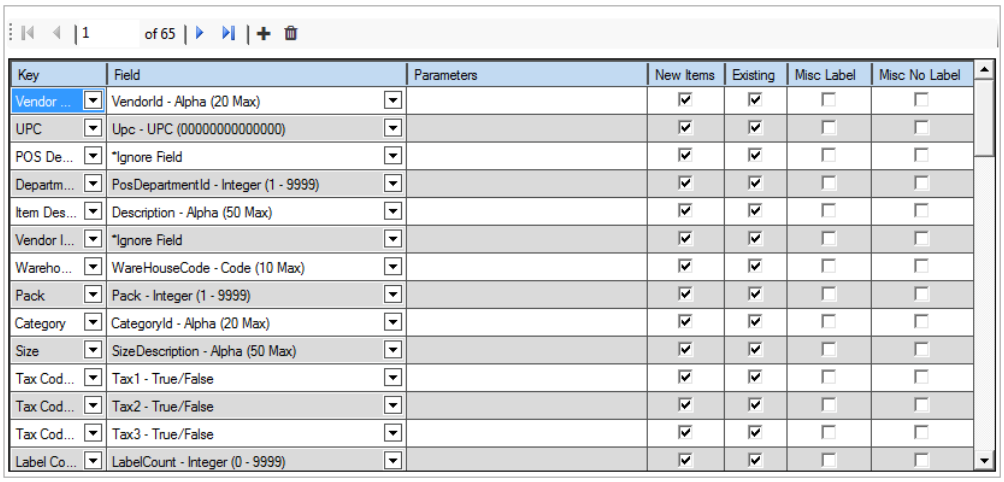


Figure 6-28. Item HST Import Job - Grid Columns

b. Enter function(s) into the Parameters field if the import file column values need to be modified before they are imported. Refer to the "Record Properties Screen" section for a description of the available functions.
c. Uncheck the **New Items** and/or **Edit Items** boxes to prevent the import file value from being imported into **ENCOR** for new or existing items respectively.
d. Check the **Misc Label** and/or **Misc No Label** boxes to have the imported maintenance displayed in the Item Review Dashboard under these labels.

3. (Optional) Choose **Save Configuration** from the File menu or toolbar to save the changes to the import job.
4. Click **Next** to advance to the next screen: New Item Rules.

Note:
At any time, click **Save Configuration** to save the changes made to an import job. Clicking **Process Job** also saves the changes automatically before running the import.

6.2.7.1.3 Item HST Import Job - Rules and Conversion Matrices

Review and perform the remaining steps as needed as they may not be applicable to the import being performed.

Note:
Refer to the corresponding section in "Import Utility Screens" above if more information is needed to perform these steps.

1. In the New Item Rules screen:
   a. Select **Add New Items to File** if new items can be added by the import.
   b. Select **Log Not on File Items** if a log for these items should be generated.
   c. (Optional) Define new item rules.
2. In the Existing Item Rules screen:
   a. Select **If Not Current Vendor Switch To Current Vendor** to change an existing item's current vendor to the vendor defined in the import file or one defined in the Existing Item Rules screen.

b. (Optional) Define existing item rules.

3. In the Matrix screens, a matrix to convert department, category, and vendor import values to equivalent **ENCOR** values can be defined.
4. Choose **Save Configuration** from the File menu or toolbar to the save changes to the import job to **ENCOR**.

6.2.8 FX Import Utility

Use the **FX Import Utility** application to import FX files containing item maintenance into **ENCOR**.

To open this application from the Application Menu Bar, select **Import > FX Import Utility.**

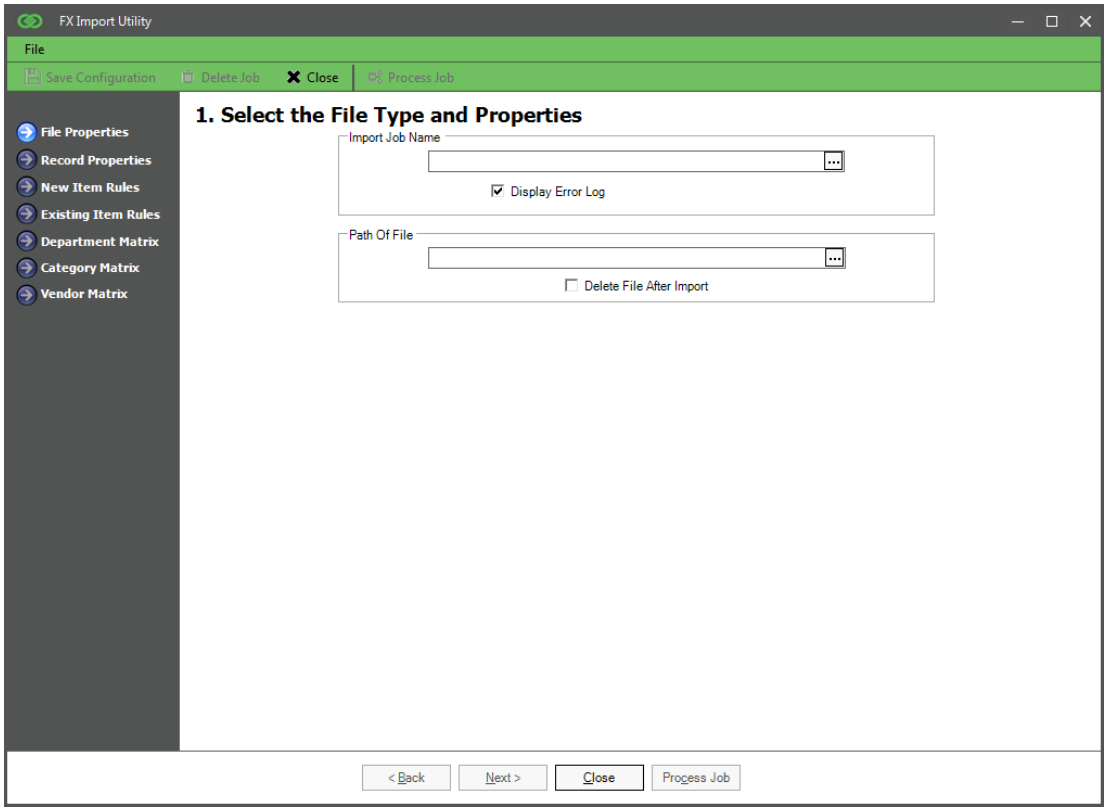


Figure 6-29. FX Import Utility

The File Properties screen above is displayed when the **FX Import Utility** application is first opened. It is the first in a series of screens to enter information and step thru when defining the details needed to import a file. The screens for each step are listed on the left side of the window with the lit arrow pointing at the current screen.

The import information that is captured and displayed by this series of screens is called an import job. An import job includes information about the structure of the import file, how the import file's fields map to **ENCOR** fields, and the rules for importing new and existing records. Additionally, it may include matrices to

convert department, category, and vendor import values to equivalent **ENCOR** values.

To import a file, use the File Properties screen to either open an existing import job or begin the process of defining a new import job as follows:

1. In the Import Job Name field:
   a. To define a new import job, enter a unique name and press **ENTER**. Click **Yes** in the New Import Job confirmation prompt.
   b. To open an existing import job, enter the name of the job to open and press **ENTER** or click on the ellipsis button, and select the job from a list. Once an import job is selected, its information is loaded and visible in the Import Utility screens.

Note:
If the import job to be opened is not in **ENCOR** but is saved to files, use the "Import Configuration" steps described above to first load the job from the files into **ENCOR**.

2. Use the "Edit FX Import Job" steps below to continue the process of defining a new import job or to modify an existing import job.
3. (Optional) Review the contents of the import job using the Next and Back buttons at the bottom of the window to move between screens.
4. Click **Process Job** at the bottom of the window to perform the import defined by the import job that is displayed. A progress window will display while the import is running, an error log will display when the import is complete if the option is selected in File Properties, and then focus will return to the current Import Utility screen.

An import job that is displayed in the Import Utility screens can be saved, copied, exported, imported, and deleted. Refer to the "Menu and Toolbar Options" section above for descriptions of these actions.

6.2.8.1 Edit FX Import Job

After an import job is opened or created, the import job details can be added or modified as described in the steps below.

6.2.8.1.1 FX Import Job - File Properties

To edit the file properties of a FX import job in the File Properties screen:

1. Check the **Display Error Log** box to open the error log file when the import is complete.
2. In the Path Of File field, type the path of the file to be imported; or click the ellipsis button (...) and use the Select File dialog (displays after clicking the ellipsis button) to navigate to the file that will be imported.
3. Check the **Delete File After Import** box to automatically delete the import file when the import is complete.
4. Click **Next** to advance to the next screen (Record Properties).

6.2.8.1.2 FX Import Job - Record Properties

To edit the record properties of an FX import job in the Record Properties screen:

1. In the Options area:
   a. Select the appropriate Use Today… boxes to set cost, future price, and special (temporary) price Start Dates to today's date as described.
   b. Select **Hosted Price Type Mode** to allow a new temporary price sent from host to replace previous ones sent if they match in price type and are effective on the same day when the Extract process runs. Refer to the **Site Setup** application, Host Setup tab to enable this functionality.
   c. Select **Price Mult And Price Are In Same Column** if the price multiple and price import values are not considered to be in separate import fields. Example values include the following: 3/100, 3 1.00 and 3-1.00.
   d. Select **Only Update If Current Vendor** to not apply the changes in an imported record if the imported vendor value is not the current vendor for the item.
   e. Select **Group Future Pricing** to group the imported permanent price changes into batches labeled: MISC, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.
   f. Select **Group Temporary Pricing** to group the imported temporary price changes into batches labeled: Misc, Up, or Down based upon the direction of the price change in comparison to the current, regular price. MISC denotes that there was a change to the item other than price.

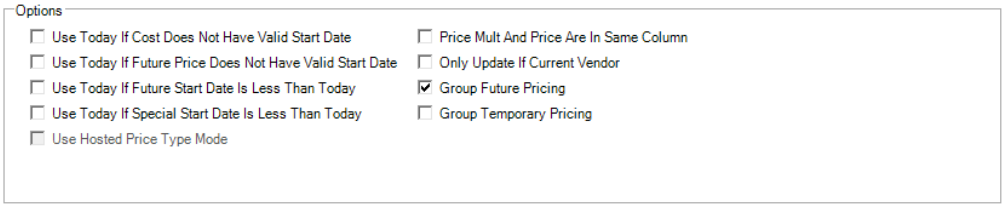


Figure 6-30. Options - Group Future Pricing

2. In the grid map import file columns to **ENCOR** fields as follows:
   a. Select the **ENCOR** field from the Field drop-down list that will receive the import file column indicated by the Position field. If an import file column is not to be imported, select ***Ignore Field** from the Field drop-down list. The image below demonstrates how some of the fields in an example FX import file are mapped to **ENCOR** fields in the grid. Notice that several fields are set to ***Ignore Field** in this example which means that they will not be imported into **ENCOR** by this import job.

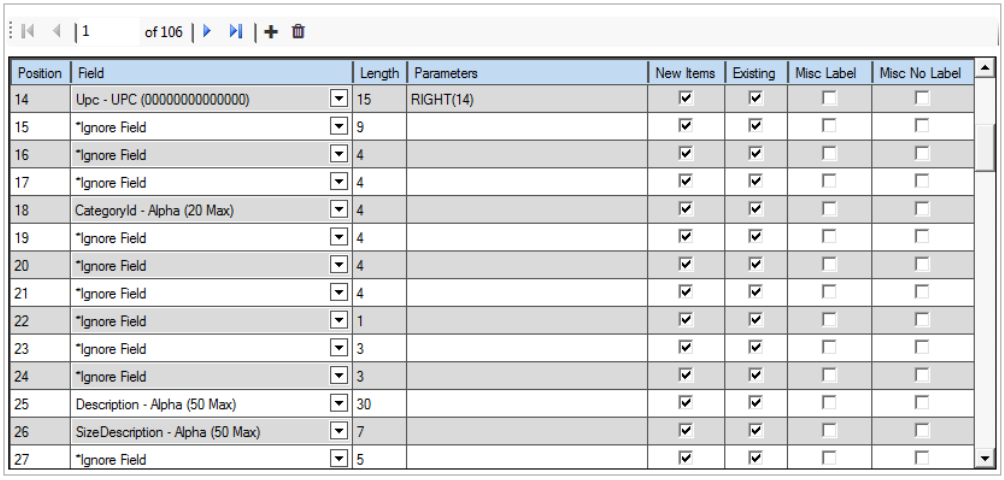


Figure 6-31. FX Import Job - Grid Columns

b. Enter function(s) into the Parameters field if the import file column values need to be modified before they are imported. Refer to the "Record Properties Screen" section for a description of the available functions.
c. Uncheck the **New Items** and/or **Edit Items** boxes to prevent the import file value from being imported into **ENCOR** for new or existing items respectively.
d. Check the **Misc Label** and/or **Misc No Label** boxes to have the imported maintenance displayed in the **Item Review Dashboard** under these labels.

3. (Optional) Choose **Save Configuration** from the File menu or toolbar to save the changes to the import job.
4. Click **Next** to advance to the next screen: New Item Rules.

Note:
At any time, click **Save Configuration** to save the changes made to an import job. Clicking **Process Job** also saves the changes automatically before running the import.

6.2.8.1.3 FX Import Job - Rules and Conversion Matrices

Review and perform the remaining steps as needed as they may not be applicable to the import being performed.

Note:
Refer to the corresponding section in 'Import Utility Screens' above if more information is needed to perform these steps.

1. In the New Item Rules screen:
   a. Select **Add New Items to File** if new items can be added by the import.
   b. Select **Log Not on File Items** if a log for these items should be generated.
   c. (Optional) Define new item rules.
2. In the Existing Item Rules screen:
   a. Select **If Not Current Vendor Switch To Current Vendor** to change an existing item's current vendor to the vendor defined in the import file or one defined in the Existing Item Rules screen.

b. (Optional) Define existing item rules.

3. In the Matrix screens, optionally define a matrix to convert department, category, and vendor import values to equivalent **ENCOR** values can be defined.
4. Choose **Save Configuration** from the File menu or toolbar to the save changes to the import job to **ENCOR**.

Chapter 7: **Export**

7.1 Introduction

Use the Export menu to access tools to transfer **ENCOR** inventory, movement, and price data to host and third party applications. This includes the following:

- **Export IRI File / ACN** - generates a sales movement and quantity sold data file for use by the marketing research firms, A.C. Nielson (ACN) and Integrity Research Institute (IRI).
- **Export Movement** - generates and transfer a file of item movement data to a host location.
- **Export Receivers** – transfers item receiver data to a host location in RBX, Peachtree, RCP HST, and QuickBooks file formats.
- **Export for 3 Way Compare** - compares data as it appears in ENCOR, in the Electronic Price Book (EPB), and in the base item file.

7.2 Export IRI File / ACN

Use this application to generate a sales movement and quantity sold data file for use by the marketing research firms, A.C. Nielson (ACN) and Integrity Research Institute (IRI).

To access this application from the Application Menu Bar, select **Export > Export IRI File / ACN > Export IRI File / ACN**.

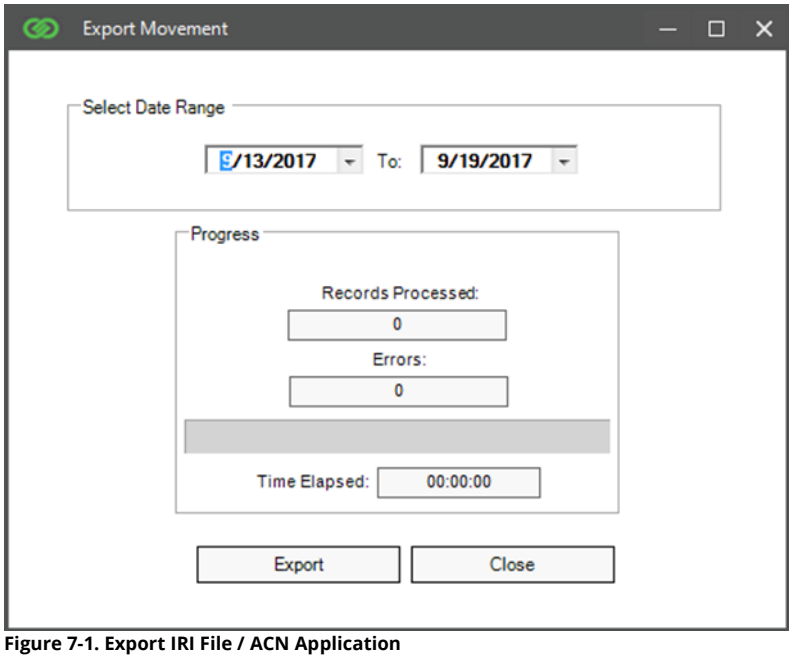


Figure 7-1. Export IRI File / ACN Application

To generate a sales movement and quantity sold data file:

1. Select the date range for the movement data to be included in the file.
2. Click **Export**. During the export process and at completion, the screen displays the number of records processed, number of errors, and time elapsed.
3. Click **Close** to exit the application.

   The generated file is saved to the location specified in the Path of Movement Export field of the in the **Site Setup** application, Misc Setup tab.

7.2.1 IRI File / ACN Export File Format

The IRI / ACN file is comma delimited. Refer to the field description table and sample file below for details.

Field	Value	Format
UPC	tblItemMaster.Upc	string
POS Description	tblItemMaster.PosDescription	string
Qty	tblDailyMovement.QuantitySold or tblDailyMovement.WeightSold	decimal
Sold At	tblDailyMovement.SoldAt (Avg)	decimal
Total	SoldAt * Qty	decimal
Regular Scale	tblItemMaster.RegularScale	string

IRI/ACN sample file

```
00001200000224, MT DEW CODE RED 20OZ, 25, 1.59, 40.35, False
00001200000230, PEPSI 2-LITERS, 98, 1.22, 112.12, False
00001200000231, DIET PEPSI 2-LITER, 30, 1.10, 31.45, False
00001200000233, MOUNTAIN DEW 2-LITER, 107, 1.15, 120.73, False
00001200000294, PEPSI 1-LITER, 12, 1.79, 21.48, False
00001200000295, DIET PEPSI 1-LITER, 7, 1.79, 12.53, False
```

7.3 Export To Host

Use the Export > Export To Host submenu to access the following applications:

- **Export Movement**
- **Export Receivers**

7.3.1 Export Movement

Use the **Export Movement** application to generate and transfer a file of item movement data to a host location.

To access this application from the Application Menu Bar, select **Export > Export To Host > Export Movement.**

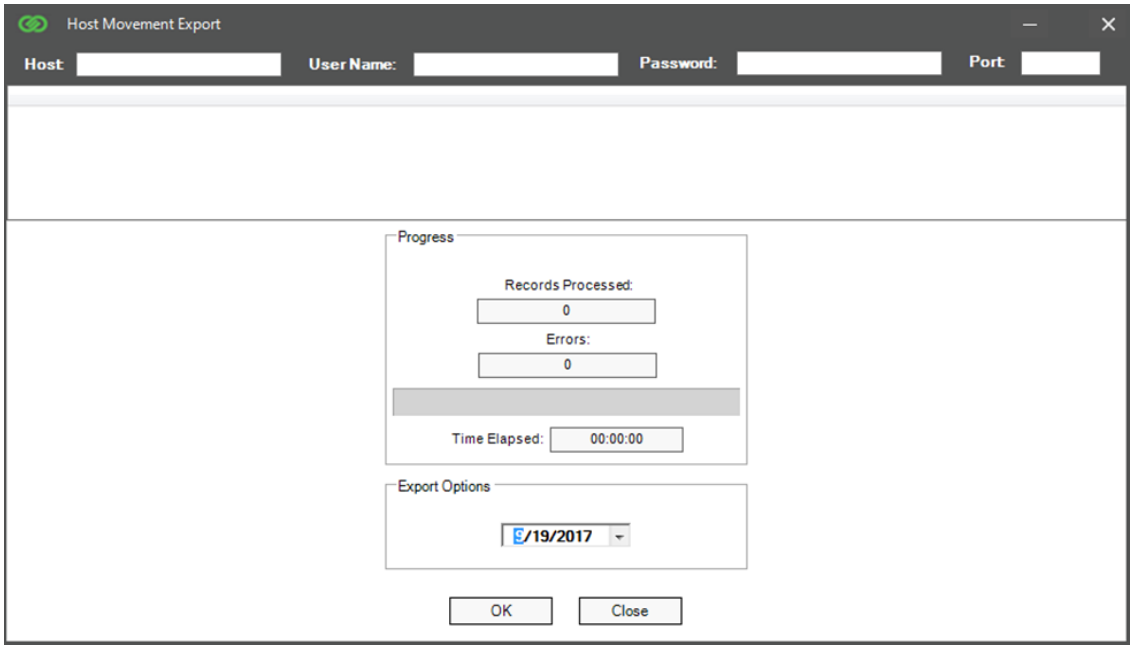


Figure 7-2. Export Movement Application

To generate and transfer a file of item movement data:

1. If FTP is being used to transfer the file, verify that the Host FTP settings (Host address, UserName, Password, and Port information) displayed at the top of the screen are correct. To modify these settings, refer to the **Site Setup** application (**System > Back Office Setup > Site Setup**), Host Setup tab.
2. In the Export Options field, select the date of the movement to be exported. This is the date that is used for the output file's extension.
3. Click **OK** to begin the export. During the export process and at completion, the screen displays the number of records processed, number of errors, and time elapsed.

If no FTP information is entered the file will be exported to the `C:\NCR\ENCOR\Host\Export` directory. The file name uses this format: `HXMV<SiteId>.<MMDDYY>`.

4. Click **Close** to exit the application.

7.3.1.1 Movement Export File Format

The Host Movement Export file is pipe delimited file. Refer to the field description table and sample file below for details. Values with double quotes are hardcoded.

Header Record

Field	Value	Format
Record Id	“HR”	string
Field #	“1”	int
Destination Id	“9999”	int
Field #	“2”	int
Source Id	tblSite.Siteid	int
Field #	“5”	int
Apply File Name	"item "	string
Field #	“6”	int
Memo	"Store " + tblSite.SiteId + " MOVEMENT "	string
Field #	“9”	int
Extract File Name	"HXCIXMV "	string
Field #	“11”	int
Date Extracted	Start Date	date (MM/dd/yy)
Field #	“12”	int
Time Extracted	Start Time	time (HH:mm:ss)

Line Record

Field	Value	Format
Record Id	“R”	string
Field #	“1”	int
Upc	tblItemMaster.Upc (13 total with trailing 0)	string
Field #	“2”	int
Department Id	tblItemMaster.PosDepartmentId	int
Field #	“22”	int

Qty	tblDailyMovement.QuantitySold or tblDailyMovement.WeightSold	int
Field #	"28"	int
Mix Match Code	tblDailyMovement.MixMatchCode	int
Field #	"29"	int
Report Code	tblDailyMovement.ReportCodeId	int
Field #	"43"	int
Scale	Y/N	string
Field #	"60"	int
Total	tblDailyMovement.SoldAt * Qty	decimal
Field #	"160"	int
Current Split	"1/" + tblDailyMovement.SoldAt	string
Field #	"162"	string
Regular Split	"1/" + tblDailyMovement.RegularPrice	string

Trailer Record

Field	Value	Format
Record Id	"T"	string
Field #	"1"	string
Record No Comments	Total Number of Rows	int
Field #	"2"	string
Headers	"1"	string
Field #	"9"	string
Extract Responses	Total Number of Items	int

Host Movement Export sample file

```
|HR|1|9999|2|0015|5|item  |6|Store 015 MOVEMENT |9|HXCIXMV  |11|02/01/17|12|06:00:00|
|R|1|0000000000300|2|0013|22|12|28|000|29|00|43|N|60|35.52|160|1/2.96|162|1/4.50|
|R|1|0000000000460|2|0013|22|3|28|000|29|00|43|N|60|8.88|160|1/2.96|162|1/4.50|
|R|1|0000000000910|2|0018|22|5|28|000|29|00|43|N|60|5.00|160|1/1.00|162|1/1.00|
|R|1|0000000001370|2|0001|22|1|28|000|29|00|43|N|60|6.99|160|1/6.99|162|1/6.99|
|T|1|4862|2|1|9|4860|
```

7.3.2 Export Receivers

This application transfers a file of item receiver data to a host location. The file can be exported in RBX, Peachtree, RCP HST, and QuickBooks formats. Select desired format type from the **Site Setup** application, DSD/Receiving Setup tab.

To access the Host Receiver Export application from the Application Menu Bar, select **Export > Export To Host > Export Receivers**.

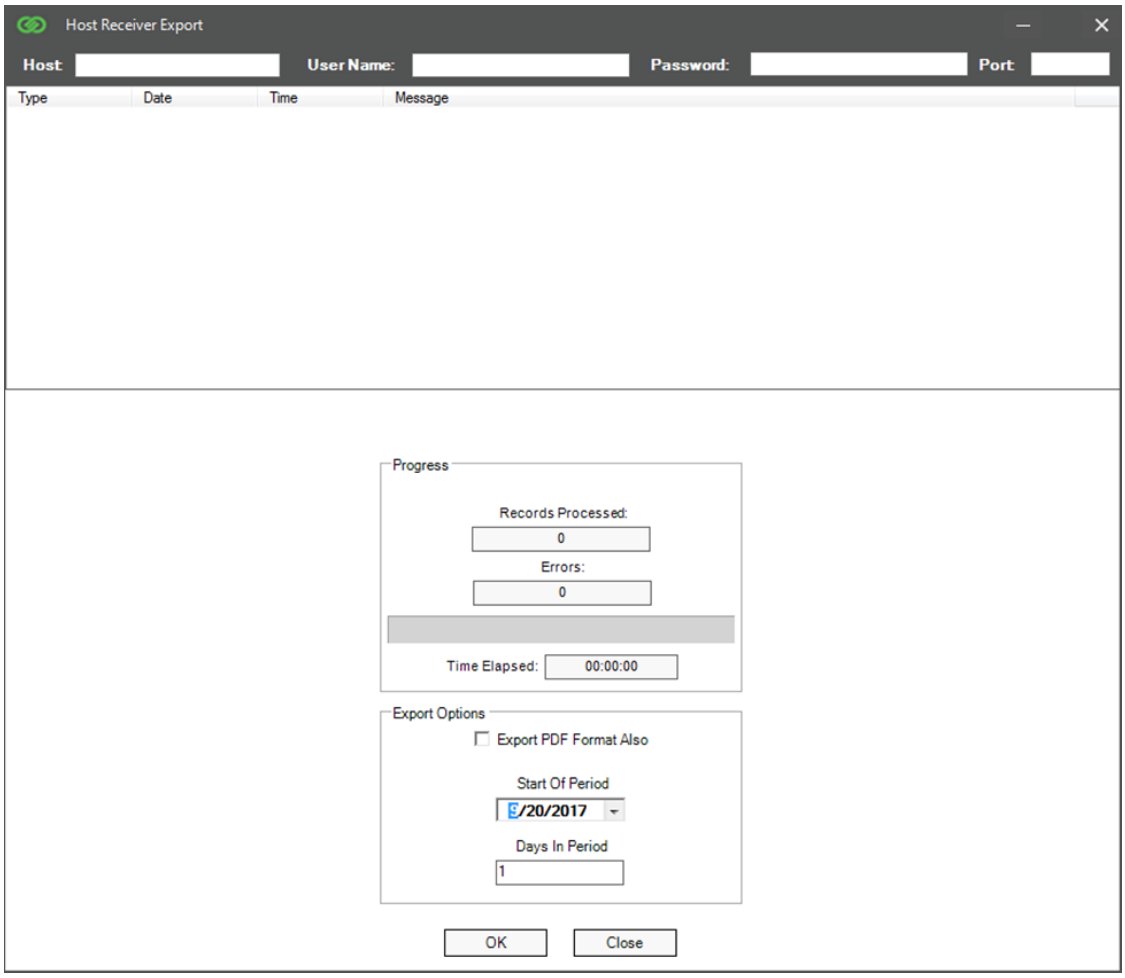


Figure 7-3. Export Receivers Application

1. If FTP is being used to transfer the file, verify that the Host FTP settings (Host address, UserName, Password, and Port information) displayed at the top of the screen are correct. To modify these settings, refer to the **Site Setup** application, Host Setup tab.
2. Verify that the export file format is set to the desired format (RBX, Peach Tree, RCP HST, or Quick Books IIF) in the Export Format drop-down in the **Site Setup** application's DSD Receiving tab. The format and file naming convention for each type is described in the next section.
3. Select the **Export PDF Format Also** checkbox to export PDF format as well.
4. Select start date of period to report. This is the date that is used for the output file's extension.
5. Type number of days of receiver data to report.
6. Click **OK** to start the export. During the export process and at completion, the screen displays the number of records processed, number of errors, and time elapsed.

If no FTP information is entered, the file will be exported to the `C:\NCR\ENCOR\Export` directory.

7. Click **Close** to exit the application.

7.3.2.1 Export Receivers File Format Options

Use the Export Format drop-down in the **Site Setup** application's DSD Receiving tab to select the file format for the Export Receivers application.

Receiver Export Format	File Name Format	Description
RBX - Invoice Detail	`HXDSDINVC.<SiteId>.<Mmddyy>`	Provides item level details of the invoices.
RBX - Invoice Total	`HXDSDTOTAL.<SiteId>.<Mmddyy>`	Summary of invoices.
Peach Tree	`Purchase_<Mmddyy>.csv`	Summary of invoices.
RCP HST	`RCP<SiteId>.HST`	Provides department level details of the invoices.
Quick Books IIF	`QuickBooks_<Mmddyy>.iif`	Provides department detail or an invoice summary depending on the format selection.

7.3.2.1.1 RBX (Pipe Delimited)

Header Record – HXDSDINVC (Invoice Detail)

Field	Value	Format
PO Id	"HR"	string
Field #	"1"	string
Destination Id	"9999"	string
Field #	"2"	string
Source Id	tblSite.SiteId	int
Field #	"5"	string
Apply File Name	"dsdinv "	string
Field #	"6"	string
Memo	"DSD INVOICES - DAILY"	string
Field #	"9"	string

Line Record – HXDSDINVC (Invoice Detail)

Field	Value	Format
Record Id	"R"	string
Invoice Number	tblRecevier.Invoice	string
Receiver Id	tblReceiverDetail.ReceiverId	int
Vendor Id	tblReceiverDetail.VendorId	string
Received On	tblReceiver.ReceivedOn	date (MM/dd/yy)
Status Id	4 = Conditional, 5 = Accepted	int
Upc	tblReceiverDetail.Upc	string
Qty	tblReceiverDetail.Units or tblReceiverDetail.Cases	decimal
Case Cost	tblReceiverDetail.CaseCost	decimal
Total Deal	tblReceiverDetail.TotalDeal	decimal
Static Value	"0.0000"	string
Deposit Flag	Y/N	string
Weight Flag	Y/N	string
Return Flag	Y/N	string
Unit Flag	Y/N	string
Item Code	tblReceiverDetail.ItemCode	string
Static Value	"00000"	string
Discount	tblReceiverDetail.Discount	decimal
Extended Net Cost	tblReceiverDetail.ExtendedNetCost	decimal
Extended Deposit	tblReceiverDetail.ExtendedDeposit	decimal
Description	tblReceiverDetail.Description	string
Static Value	"1"	string
Regular Price	tblReceiverDetail.RegularPrice	decimal
Static Value	"0"	string
Static Value	"N"	string
Receiver Detail Id	tblReceiverDetail.ReceiverDetailId	int

Static Value	"0.0000"	string
Static Value	"0.0000"	string
Uom	tblReceiverDetail.UOM	string
Pack	tblReceiverDetail.Pack	int
Static Value	"Y"	string
Regular Price	“1/” + Regular Price	string
Static Value	"N"	string
Static Value	"N"	string
Static Value	"0.00"	string
Static Value	"0.0000"	string

Trailer Record – HXDSDINVC (Invoice Detail)

Field	Value	Format
Record Id	"T"	string
Field #	"1"	string
Records No Comments	total number of rows	int
Field #	"2"	string
Headers	“1”	string
Field #	"9"	string
Extract Responses	total number of items	int

RBX Invoice Detail sample file

```
|HR|1|9999|2|0015|5|dsdinv |6|DSD INVOICES- DAILY|9|HXDSDINVC2|11|09/22/17|12|10:49:59|
|R|1|007908516185|2|00000004|3|00014370|4|02/07/14|5|5|6|0073731008200|7|4|8|2.3000|9|0
.0000|10|0.0000|11|N|12|N|13|N|14|Y|15|000000028890|16|00000|17|0.00|18|9.20|19|0.00|20
|MISSION
FAJI|21|1|22|3.19|23|0|24|N|29|32|30|0.0000|31|0.0000|40|CT|41|1|43|Y|155|1/3.19|193|N|
575|N|577|0.00|578|0.0000|
|R|1|007908516185|2|00000004|3|00014370|4|02/07/14|5|5|6|0073731066030|7|6|8|1.7000|9|0
.2000|10|0.0000|11|N|12|N|13|N|14|Y|15|000000026164|16|00000|17|0.00|18|9.00|19|0.00|20
|MISSION
ARTI|21|1|22|2.39|23|0|24|N|29|31|30|0.0000|31|0.0000|40|CT|41|1|43|Y|155|1/2.39|193|N|
575|N|577|0.00|578|0.0000|
|R|1|007908516185|2|00000004|3|00014370|4|02/07/14|5|5|6|0073731066000|7|4|8|1.7000|9|0
.2000|10|0.0000|11|N|12|N|13|N|14|Y|15|000000026134|16|00000|17|0.00|18|6.00|19|0.00|20
|MISSION
ARTI|21|1|22|2.39|23|0|24|N|29|30|30|0.0000|31|0.0000|40|CT|41|1|43|Y|155|1/2.39|193|N|
575|N|577|0.00|578|0.0000|
|T|1|35|2|1||9|33|
```

Header Record – HXDSDTOTAL (Invoice Total)

Field	Value	Format
Record Id	“HR”	string
Field #	“1”	string
Destination Id	“9999”	string
Field #	“2”	string
Source Id	tblSite.SiteId	int
Field #	“5”	string
Apply File Name	"invtot "	string
Field #	“6”	string
Memo	"DSD DAILY TOTALS "	string
Field #	“9”	string
Extract File Name	“HXDSDINVC2”	string
Field #	“11”	string
Date Extracted	Current Date	date (MM/dd/yy)
Field #	“12”	string
Time Extracted	Current Time	time (HH:mm:ss)

Line Record – HXDSDINVC (Invoice Total)

Field	Value	Format
Record Id	"R"	string
Receiver Id	tblReceiver.ReceiverId	string
Invoice Number	tblReceiver.Invoice	int
Cases Returned	tblReceiver.CasesReturned	decimal
Cases Returned	tblReceiver.Cases	decimal
Units Returned	tblReceiver.UnitsReturned	decimal
Units Free	tblReceiver.UnitsFree	decimal
Static Value	"0.00"	string
Returned Net Total	tblReceiver.ReturnedNetTotal	decimal
Total Deals	tblReceiver.TotalDeal	decimal
Discount	tblReceiver.Discount	decimal

Field	Value	Format
Total Retail	(tblReceiver.ValueAtRegularPrice) - (tblReceiver.ValueAtRegularPriceReturned)	decimal
Invoice Total	tblReceiver.InvoiceTotal	decimal
Deposit Credit	tblReceiver.DepositCredit	decimal
Total Vendor Invoice Total	(tblReceiver.VendorInvoiceReceived) - (tblReceiver.VendorInvoiceReturned)	decimal
Modified By	tblReceiver.ModifiedBy	string
Vendor Id	tblReceiver.VendorId	string
Total Tax	(tblReceiver.Tax) – (tblReceiver.TaxReturned)	decimal
Discount	tblReceiver.Discount	decimal
Credit	tblReceiver.Credit	decimal
Debit	tblReceiver.Debit	decimal
Total Deposit	(tblReceiver.Deposit) – (tblReceiver.DepositCredit)	decimal
Created On Time	tblReceiver.CreatedOn	time (HH:mm)
Modified By	tblReceiver.ModifiedBy	string
Created On Date	tblReceiver.CreatedOn	date (MM/dd/yy)
Status Id	0 = Suspended, 1 = Accepted	string
Changed On Time	tblReceiver.ChangedOn	time (HH:mm)
Static Value	"000000"	string
Changed On Date	tblReceiver.ChangedOn	date (MM/dd/yy)
Static Value	" "	string
Static Value	"R"	string
Static Value	"00/00/00"	string
Static Value	" "	string
Static Value	" "	string

Field	Value	Format
Weight	tblReceiver.Weight	decimal
Weight Returned	tblReceiver.WeightReturned	decimal
Static Value	" "	string
Static Value	" "	string
Discount	tblReceiver.Discount	decimal
Static Value	" "	string
Static Value	"00/00/00"	string
Static Value	"0"	string
Static Value	" "	string
Static Value	"0.00"	string
Static Value	"0.00"	string
Static Value	"0.00"	string
Static Value	"0.00"	string

Trailer Record – HXDSDINVC (Invoice Total)

Field	Value	Format
Record Id	"T"	string
Field #	"1"	string
Records No Comments	Total number of rows	int
Field #	"2"	string
Headers	1”	string
Field #	"9"	string
Extract Responses	Total number of items	int

RBX Invoice Total sample file:

```
|HR|1|9999|2|0015|5|invtot |6|DSD DAILY TOTALS
|9|HXDSDINVC2|11|09/22/17|12|10:49:59|
|R|1|00000002|2|000017434188|3|0|4|39|5|0|6|0|7|0.00|8|0.00|9|0.00|10|0.00|11
|140.81|12|103.17|13|0.00|14|94.60|15|admin
|16|00016013|17|0.00|18|0.00|19|0.00|20|0.00|21|0.00|22|09:03|23|admin
|24|02/07/14|25|4|26|09:12|27|000000|28|02/07/14|29|
|30|R|31|00/00/00|32| |33|  |34|0.000|35|0.000|36|  |37| |38|0.0|39|
|40|00/00/00|100|0|101|  |102|0.00|103|0.00|104|0.00|105|0.00|
|R|1|00000003|2|000017434188|3|28|4|0|5|0|6|0|7|0.00|8|78.72|9|0.00|10|0.00|1
1|-107.32|12|-78.72|13|0.00|14|-64.41|15|admin
|16|00016013|17|0.00|18|0.00|19|0.00|20|0.00|21|0.00|22|09:07|23|admin
|24|02/07/14|25|4|26|09:16|27|000000|28|02/07/14|29|
```

```
|30|R|31|00/00/00|32|  |33|   |34|0.000|35|0.000|36|  |37| |38|0.0|39|
|40|00/00/00|100|0|101|    |102|0.00|103|0.00|104|0.00|105|0.00|
|R|1|00000004|2|007908516185|3|0|4|119|5|0|6|0|7|0.00|8|0.00|9|6.80|10|0.00|1
1|325.41|12|223.31|13|0.00|14|221.75|15|admin
|16|00014370|17|0.00|18|0.00|19|0.00|20|0.00|21|0.00|22|10:46|23|admin
|24|02/07/14|25|5|26|13:07|27|000000|28|02/07/14|29|
|30|R|31|00/00/00|32|  |33|   |34|0.000|35|0.000|36|  |37| |38|0.0|39|
|40|00/00/00|100|0|101|    |102|0.00|103|0.00|104|0.00|105|0.00|
|T|1|5|2|1||9|3|
```

7.3.2.1.2 Peachtree (Comma Delimited)

Field	Description	Format
Vendor Id	tblReceiver.VendorId	string
Invoice/CM #	tblReceiver.Invoice	int
Date Due	tblReceiver.ReceivedOn	string
Amount	tblReceiver.InvoiceTotal	decimal
Date Due	tblReceiver.ReceivedOn + tblReceiver.TermDays	string
Accounts Payable Account	tblVendor.ApDepartmentId	int
Number of Distributions	"1"	string
G/L Account	tblVendor.GlCode	string
Recur Number	"0"	string
Recur Frequency	"0"	string

Peach Tree sample file

```
Vendor ID, Invoice/CM #, Date, Amount, Date Due, Accounts Payable Account,
Number of Distributions, G/L Account, Recur Number,  Recur Frequency, Value
At Retail Price
1258,55,8/19/2017 12:00:00 AM,259.00,8/19/2017,0,1,TRANSCODE,0,0,499.87
```

7.3.2.1.3 RCP HST (Fixed Length)

H1 Record Layout – Header

Field Name	Col Begin	Col End	Field Length	Value	Format
Site Id	0	5	5	tblSite.SiteId	string
Division	6	10	5	"00000"	string
Group	11	16	5	"00000"	string
VendorId	16	22	7	tblVendor.VendorId	string

Vendor Name	23	42	20	tblVendor.VendorName	string
ReceiverId	43	47	5	tblReceiver.ReceiverId	string
OrderDocId	48	52	5	tblReceiver.OrderDocId	string
DeliveredOn	53	58	6	tblReceiver.DeliveredOn	string (yymmdd)
CreatedOn	59	64	6	tblReceiver.CreatedOn	string (yymmdd)
InvoiceId	65	74	10	tblReceiver.Invoice	string
Filler	75	80	6	" H1"	string

D – R1 Record Layout (Department)

Field Name	Col Begin	Col End	Field Length	Value	Format
Department Record Id	0	5	5	"D" + tblReceiverDetail.DepartmentId	string
Qty Received	6	15	10	(tblReceiverDetail.Qty) + (tblReceiverDetail.Cases)	string
Qty Returned	16	25	10	(tblReceiverDetail.Qty) + (tblReceiverDetail.Cases)	string
Case Cost	26	35	10	tblReceiverDetail.ExtendedCost	string
Unit Sell	36	45	10	tblReceiverDetail.RegularPrice	string
Gross Margin	46	55	10	((tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) - tblReceiverDetail.ExtendedCost) / (tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) * 100	string
Net Gross Margin	56	65	10	((tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) - tblReceiverDetail.ExtendedNetCost) / (tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) * 100	string
Extended Case Cost	66	75	10	tblReceiverDetail.ExtendedTotal	string
Record Id	76	80	5	" R1"	string

D – R2 Record Layout (Department)

Field Name	Col Begin	Col End	Field Length	Value	Format
Extended Case Cost Returned	0	10	10	tblReceiverDetail.ExtendedTotal	string
Deposit Received	11	20	10	tblReceiverDetail.ExtendedDeposit	string
Allowance 2	21	30	10	" 0.00"	string
Allowance	31	40	10	tblReceiverDetail.ExtendedTotalDe	string

1 Deposit Returned	41	50	10	al tblReceiverDetail.ExtendedDeposit	string
Special Discount	51	60	10	"0"	string
Subtotal	61	70	10	tblReceiverDetail.ExtendedTotal (Received - Returned)	string
Record Id	71	80	10	" R2"	string

R - R1 Record Layout (Receiver)

Field Name	Col Begin	Col End	Field Length	Value	Format
Receiver Record Id	0	5	5	"R" + “ “	string
Qty Received	6	15	10	(tblReceiverDetail.Qty) + (tblReceiverDetail.Cases)	string
Qty Returned	16	25	10	(tblReceiverDetail.Qty) + (tblReceiverDetail.Cases)	string
Case Cost	26	35	10	tblReceiverDetail.ExtendedCost	string
Unit Sell	36	45	10	tblReceiverDetail.RegularPrice	string
Gross Margin	46	55	10	((tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) - tblReceiverDetail.ExtendedCost) / (tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) * 100	string
Net Gross Margin	56	65	10	((tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) - tblReceiverDetail.ExtendedNetCost) / (tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) * 100	string
Extended Case Cost	66	75	10	tblReceiverDetail.ExtendedTotal	string
Record Id	76	80	5	" R1"	string

R - R2 Record Layout (Receiver)

Field Name	Col Begin	Col End	Field Length	Value	Format
Extended Case Cost Returned	0	10	10	tblReceiverDetail.ExtendedTotal	string
Deposit Received	11	20	10	tblReceiverDetail.ExtendedDeposit	string
Allowance 2	21	30	10	" 0.00"	string
Allowance 1	31	40	10	tblReceiverDetail.ExtendedTotalDeal	string
Deposit Returned	41	50	10	tblReceiverDetail.ExtendedDeposit	string
Special Discount	51	60	10	"0"	string
Subtotal	61	70	10	tblReceiverDetail.ExtendedTotal (Received - Returned)	string
Record Id	71	80	10	" R2"	string

T1 Record Layout – Trailer for Receiver

Field Name	Col Begin	Col End	Field Length	Value	Format
Terms	0	10	10	tblReciever.TermDays + ((tblReceiver.TermsPercent/100) * tblReciever.InvoiceTotal)	string
Credit	11	20	10	tblReciever.Credit	string
Debit	21	30	10	tblReceiver.Debit	string
Vendor Invoice Received	31	40	10	tblReceiver.VendorInvoiceReceived - tblReceiver.VendorInvoiceReutrned	string
Difference Of	41	50	10	tblReceiver.DefferenceOf	string

Invoice Total	51	60	10	tblReceiver.InvoiceTotal	string
Invoice Total - Term Amount	61	70	10	tblReceiver.InvoiceTotal - ((tblReceiver.TermsPercent/100) * tblReciever.InvoiceTotal)	string
Record Id	71	80	10	" T1"	string

V - R1 Record Layout (Vendor)

Field Name	Col Begin	Col End	Field Length	Value	Format
Vendor Record Id	0	5	5	"V" + " "	string
Qty Received	6	15	10	(tblReceiverDetail.Qty) + (tblReceiverDetail.Cases)	string
Qty Returned	16	25	10	(tblReceiverDetail.Qty) + (tblReceiverDetail.Cases)	string
Case Cost	26	35	10	tblReceiverDetail.ExtendedCost	string
Unit Sell	36	45	10	tblReceiverDetail.RegularPrice	string
Gross Margin	46	55	10	((tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) - tblReceiverDetail.ExtendedCost) / (tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) * 100	string
Net Gross Margin	56	65	10	((tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) - tblReceiverDetail.ExtendedNetCost) / (tblReceiverDetail.RegularPrice * tblReceiverDetail.Qty) * 100	string
Extended Case Cost	66	75	10	tblReceiverDetail.ExtendedTotal	string
Record Id	76	80	5	" R1"	string

V - R2 Record Layout (Vendor)

Field Name	Col Begin	Col End	Field Length	Value	Format
Extended Case Cost Returned	0	10	10	tblReceiverDetail.ExtendedTotal	string
Deposit Received	11	20	10	tblReceiverDetail.ExtendedDeposit	string
Allowance 2	21	30	10	" 0.00"	string
Allowance 1	31	40	10	tblReceiverDetail.ExtendedTotalDeal	string
Deposit Returned	41	50	10	tblReceiverDetail.ExtendedDeposit	string
Special Discount	51	60	10	"0"	string
Subtotal	61	70	10	tblReceiverDetail.ExtendedTotal (Received - Returned)	string
Record Id	71	80	10	" R2"	string

T2 Record Layout – Trailer for Vendor

Field Name	Col Begin	Col End	Field Length	Value	Format
Terms	0	10	10	tblReciever.TermDays + ((tblReceiver.TermsPercent/100) * tblReciever.InvoiceTotal)	string
Credit	11	20	10	tblReciever.Credit	string
Debit	21	30	10	tblReceiver.Debit	string
Vendor Invoice Received	31	40	10	tblReceiver.VendorInvoiceReceived - tblReceiver.VendorInvoiceReutrned	string
Difference Of	41	50	10	tblReceiver.DefferenceOf	string
Invoice Total	51	60	10	tblReceiver.InvoiceTotal	string
Invoice Total - Term Amount	61	70	10	tblReceiver.InvoiceTotal - ((tblReceiver.TermsPercent/100) * tblReciever.InvoiceTotal)	string
Record Id	71	80	10	" T2"	string

RCP HST sample file

```
0001500000000000017166PEPPERIDGE FARM INCO12365000000001011706223228109800     H1
D   1     30.00      0.00     89.01    117.60     24.31     29.92     82.41    R1
      0.00      0.00      0.00      6.60      0.00      0.00     82.41         R2
R         30.00      0.00     89.01    117.60     24.31     29.92     82.41    R1
      0.00      0.00      0.00      6.60      0.00      0.00     82.41         R2
      0.00      0.00      0.00     79.78     -2.63     82.41     82.41         T1
V         30.00      0.00     89.01    117.60     24.31     29.92     82.41    R1
      0.00      0.00      0.00      6.60      0.00      0.00     82.41         R2
      0.00      0.00      0.00     79.78     -2.63     82.41     82.41         T2
```

7.3.2.1.4 QuickBooks (Comma Delimited)

Note:

The ADDR fields are customizable by changing stored procedure spGetReceiverForExport

Transaction Line Field Specifications

Field	Description	Format
SPL	"TRNS"	string
TRNSTYPE	"BILL" or "BILL REFUND"	string
DATE	tblReceiver.ReceivedOn	date (MM/dd/yy)
ACCNT	tblVendor.GlCode	string
CLASS	tblSite.ClassName	string
NAME	tblVendor.AccountName	string
ADDR1	tblReceiver.ReceiverExportrAddr1	string
ADDR2	tblReceiver.ReceiverExportrAddr2	string
ADDR3	tblReceiver.ReceiverExportrAddr3	string
ADDR4	tblReceiver.ReceiverExportrAddr4	string
ADDR5	tblReceiver.ReceiverExportrAddr5	string
AMOUNT	tblReceiver.InvoiceTotal	decimal
DOCNUM	tblReceiver.Invoice	string
DUEDATE	(tblReceiver.ReceivedOn) + (tblReceiver.TermDays)	date (MM/dd/yy)

Distribution Line Field Specifications

Field	Description	Format
TRNS	"SPL"	string
TRNSTYPE	"BILL" or "BILL REFUND"	string
DATE	tblReceiver.ReceivedOn	date (MM/dd/yy)
ACCNT	tblVendor.GlDistrubutionCode	string
CLASS	tblSite.ClassName	string
NAME	tblVendor.AccountName	string
AMOUNT	tblReceiver.InvoiceTotal	decimal
DOCNUM	tblReceiver.Invoice	string

Quick Books sample files:

iif Invoice summary:

```
!TRNS,TRNSTYPE,DATE,ACCNT,CLASS,NAME,ADDR1,ADDR2,ADDR3,ADDR4,ADDR5,AM
OUNT,DOCNUM,DUEDATE
!SPL,TRNSTYPE,DATE,ACCNT,CLASS,NAME,AMOUNT,DOCNUM
!ENDTRNS
TRNS,BILL,04/25/17,,,"","PEPSI COLA COMPANY","","","","",-
507.09,159,04/25/17
SPL,BILL,04/25/17,,,"",507.09,159
ENDTRNS
```

iif Department Detail:

```
!TRNS,TRNSTYPE,DATE,ACCNT,CLASS,NAME,ADDR1,ADDR2,ADDR3,ADDR4,ADDR5,AM
OUNT,DOCNUM,DUEDATE
!SPL,TRNSTYPE,DATE,ACCNT,CLASS,NAME,AMOUNT,DOCNUM
!ENDTRNS
TRNS,BILL,08/19/17,TRANSCODE,Atlanta,"AWG","AWG","","","","",-
259.00,55,08/19/17
SPL,BILL,08/19/17,DEPTDISTCODE,Atlanta,"AWG",259.00,55
ENDTRNS
```

7.4 Export For 3 Way Compare

This application compares data as it appears in **ENCOR**, in the Electronic Price Book (EPB), and in the base item file.

To access the Export for 3 Way Compare application from the Application Menu Bar, select **Export > Export For 3 Way Compare > Export for 3 Way Compare**.

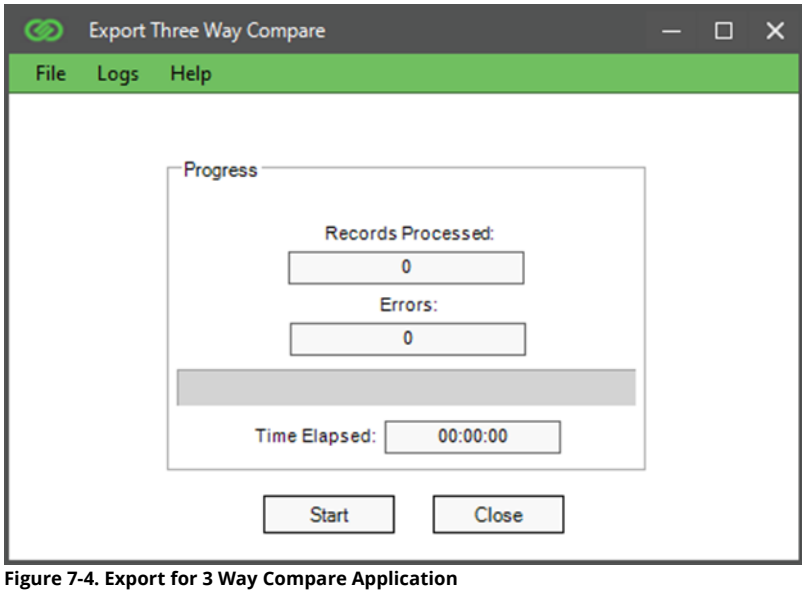


Figure 7-4. Export for 3 Way Compare Application

1. Click **Start**.
2. Utility exports a movement file to the path specified in the **Site Setup** application (**System>Back Office Setup>Site Setup**), Misc Setup tab. The screen displays the number of records processed, the number of errors, and the time elapsed.
3. Click **Close** to close the application.

Chapter 8: **Communications**

8.1 Introduction

Use the Communications menu to access important operational, load, and recovery applications. This includes the following:

- **Operational Dashboard** - displays the status of task(s), item exceptions, and the status of scale management maintenance.
- **Extract and Transmit Items** - runs the extract and transmit process interactively and provides an option to perform a direct, full item file sync from **ENCOR** to the base item file.
- **Pull Items from Base** - loads all records from the base item file into ENCOR.
- **Pull Movement from Base** - loads a specified data range of movement data from the base movement file into **ENCOR**.
- **Compare Base Item File to ENCOR** - compares item information between **ENCOR** and the base item file.
- **Pull Promotions from Base** - loads all promotions from the base promotion files into **ENCOR**.

8.2 Operational Dashboard

The **Operational Dashboard** application displays the status of task(s), item exceptions, and the status of scale management maintenance.

The **Operational Dashboard** application is accessed from the Application Menu Bar, by selecting **Communications > Operational Dashboard > Operational Dashboard**.

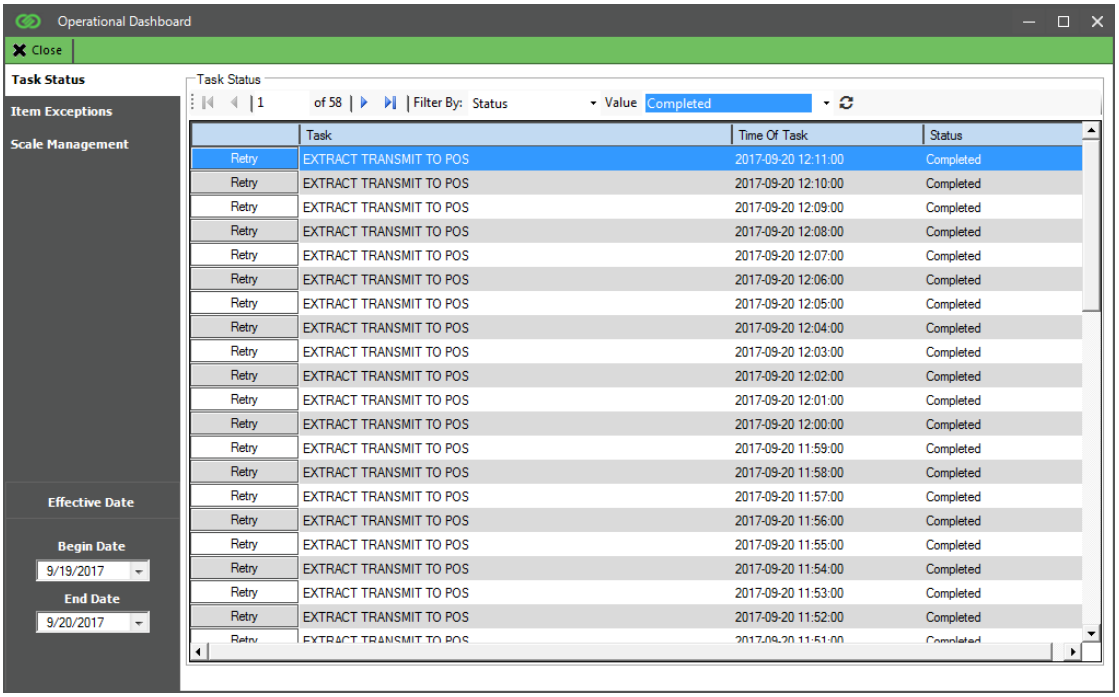


Figure 8-1. Operational Dashboard Application

8.2.1 Selecting an Operational Dashboard

To view the status of task(s), item exceptions, or the status of scale management maintenance; select the appropriate menu selection (i.e. Task Status, Item Exceptions, or Scale Management) from the left pane of the **Operational Dashboard**.

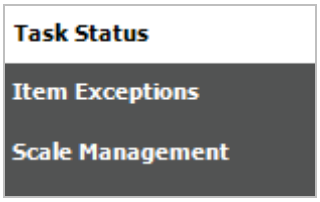


Figure 8-2. Operational Dashboard Views

8.2.2 Manual Refresh of Grid Data

The **Operational Dashboard** displays the current information available when the data is initially displayed in the respective view's grid; but as the data is updated by the system, the Operational Dashboard screen does not automatically refresh

the displayed data. Therefore, a refresh button is provided at the top of each grid; the user can manually update the data being viewed by clicking the grid's refresh button.

Figure 8-3. Operational Dashboard Refresh Button

8.2.3 Setting the Effective Date

The Effective Date (bottom left pane) is used to filter the data by date range. The date range begins at 00:00:00 hours of the Begin Date to 23:59:59 hours of the End Date. When the Operational Dashboard screen is first displayed, the Begin Date is defaulted to the previous day and the End Date is defaulted to the current day. To filter by a different date range, modify the dates in the Begin Date and End Date fields and click the grid tool bar's refresh button.

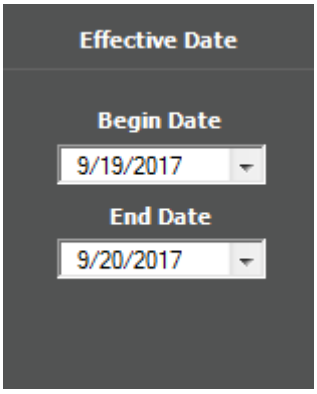


Figure 8-4. Operational Dashboard Effective Date

8.2.4 Sorting and Exporting Grid Data

The grid rows in the Operational Dashboard screen can be sorted by clicking a grid's column header. For example, if a date and time column header is clicked, then all grid rows will be sorted by that column's date and time value.

The grid's data can be exported by right-clicking a column header and selecting **Export to Excel** from the pop-up menu.

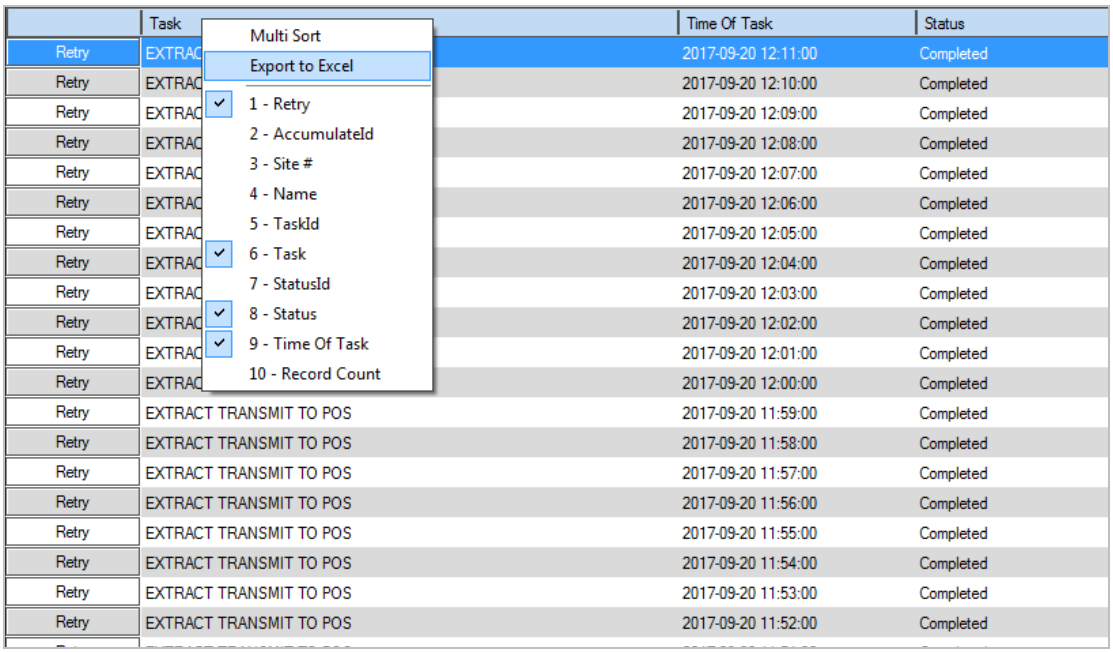


Figure 8-5. Sort and Export Grid Options

8.2.5 Task Status View

The Task Status view displays the task status for ENCOR tasks configured in the Task screen.

Note:

For more detailed information on enabling and configuring tasks, refer to chapter 10, “Tasks.”

Select the **Task Status** menu selection in the left pane. The Task Status grid is displayed in the Operational Dashboard.

Figure 8-6. Task Status Selection

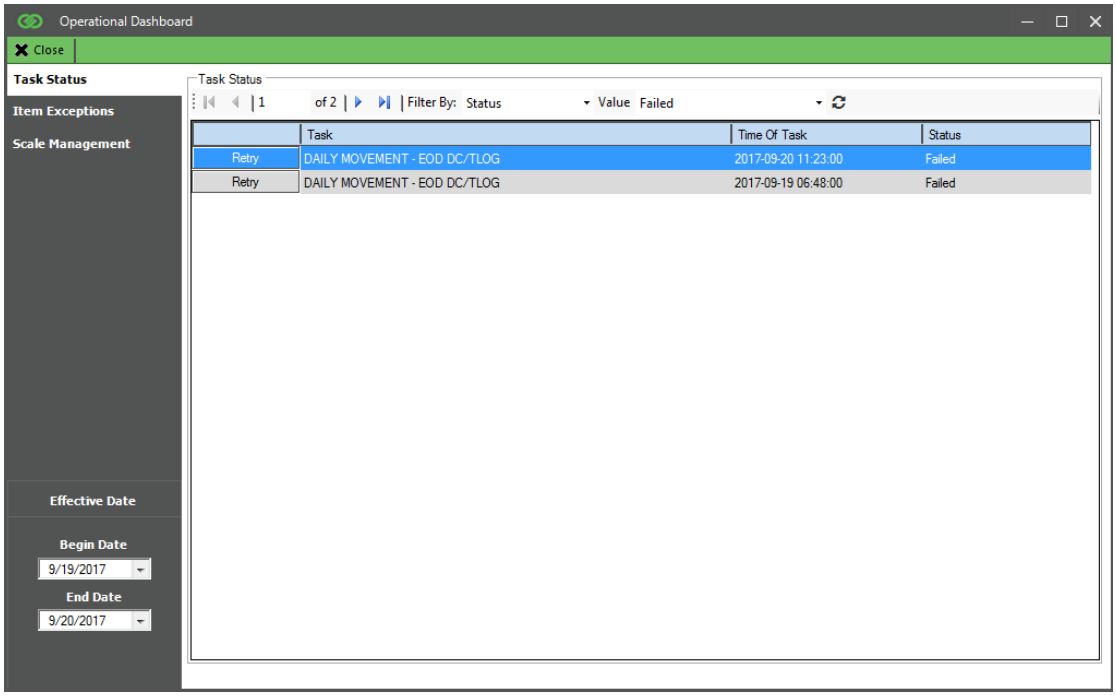


Figure 8-7. Task Status Grid

8.2.5.1 Task Status Filtering

The Task Status grid's Filter By and Value drop-down boxes work in conjunction with one another to allow tasks to be filtered by status or by a specific task.

To filter task by status

1. Select **Status** from the Task Status grid's Filter By drop-down box.

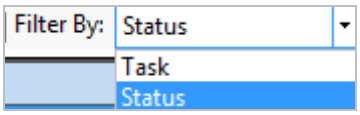


Figure 8-8. Filter By: Status

Selecting Status from the Filter By drop-down box results in the Value drop-down list box being filled with the following statuses: NotStarted, Failed, Completed, InProgress, or DoNotRun.

2. Select the status from the Value drop-down box.

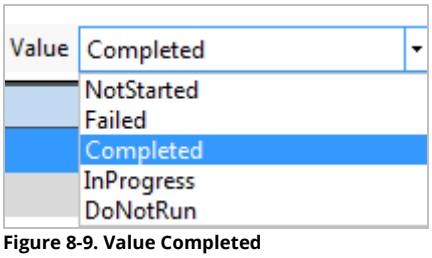


Figure 8-9. Value Completed

Selecting a status from the Value drop-down box, results in the Task Status grid being filled with task of the selected status over the Effective Date range.

For example, selecting **Completed** from the Value drop-down box would result in the display of all task(s) that have the status Completed over the Effective Date range (shown below).

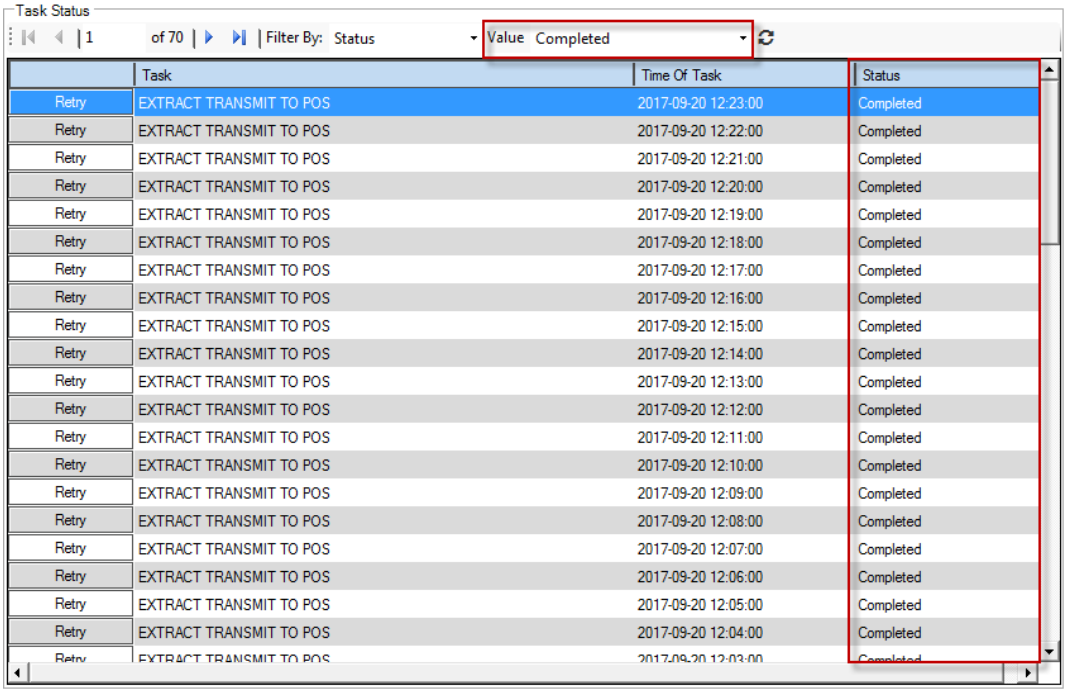


Figure 8-10. Status Completed Grid

Note:

Use the Begin Date and End Date fields (bottom left pane) to set the effective date range.

To filter by a specific task type

1. Select **Task** from the Task Status grid's Filter By drop-down box.

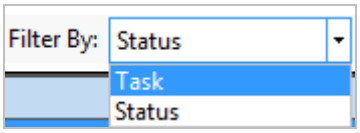


Figure 8-11. Filter By: Task

Selecting **Task** from the Filter By drop-down box, results in the Value drop down list box being filled with task types that are managed in the **Task** application (**System > Back Office Setup > Task** from the Application Menu Bar).

2. Select a specific task type from the Value drop-down box.

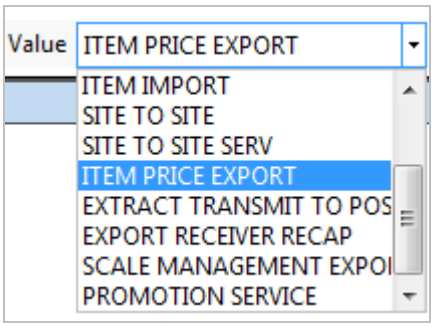


Figure 8-12. Value ITEM PRICE EXPORT

Selecting a specific task type from the Value drop-down box results in the Task Status grid being filled with task(s) of the selected task type over the Effective Date range.
For example, selecting ITEM PRICE EXPORT from the Value drop down box would result in the display of all Item Price Export task(s) over the Effective Date range (shown below).

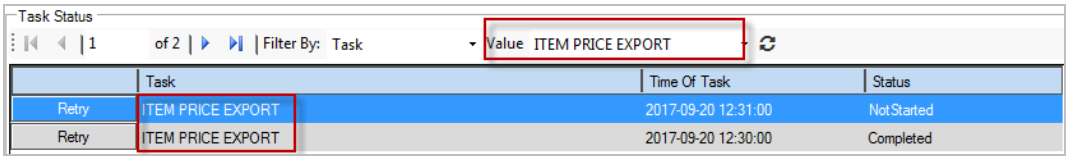


Figure 8-13. Task ITEM PRICE EXPORT Grid

8.2.5.2 Task Status Grid's Retry Button

The Task Status grid, can be used to restart failed task. To list failed tasks, set the Filter By list box to **Status** and the Value list box to **Failed**.

After setting the Value list box to Failed, the failed tasks will be listed (if there are any with a failed status) in the Task Status grid. If there are no failed task, the Task Status grid will be empty.

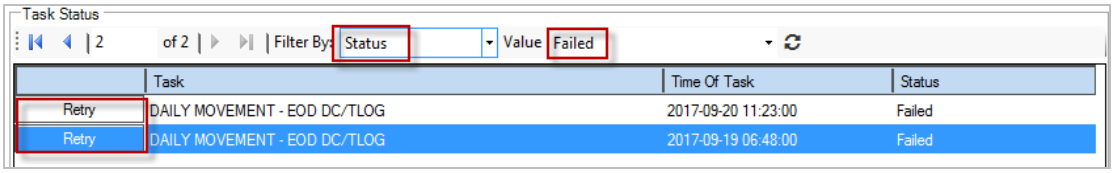


Figure 8-14. Retry Button

To restart a failed task, click the failed task's **Retry** button in the Task Status grid. After pressing the retry button, the task maybe viewed by changing the Value drop down to Not Started or In Progress.

8.2.6 Item Exceptions View

The Item Exceptions view displays exceptions that occur because of communication problems and data mismatches between **ENCOR** and the POS system.

Select the **Item Exceptions** menu selection in the left pane; the Item Exceptions Log grid is displayed on the Operational Dashboard screen.

Figure 8-15. Item Exceptions Selection

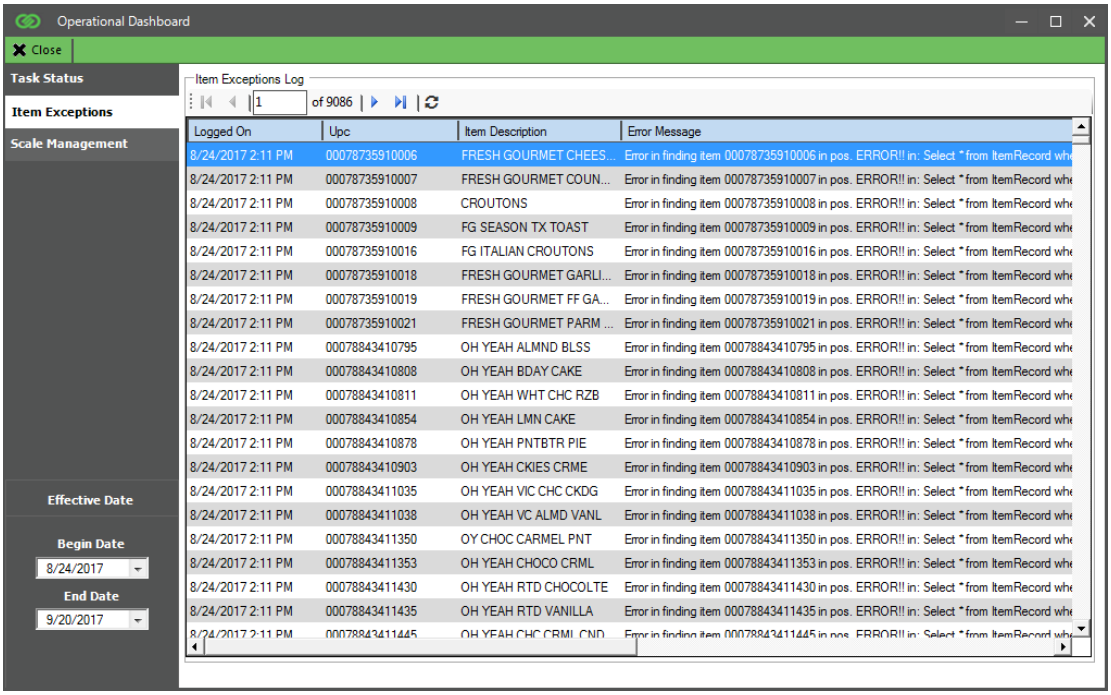


Figure 8-16. Item Exceptions Grid

The Item Exceptions Log grid columns are described in the table below.

Column Name	Description
Logged On	The date and time the exception occurred.
Upc	Item that experienced the exception.
Item Description	Description of item that experienced the exception.
Error Message	Exception that occurred.

Note:

Error Messages displayed in the Item Exceptions grid contain information from **ENCOR**, but error messages can also be sent from the POS system. If errors occur while updating items on the POS system and the POS can communicate with **ENCOR**, then the Item Exceptions grid will display messages communicated back from the POS system.

8.2.7 Scale Management View

The Scale Management view displays the communication status of the SCALE MANAGEMENT EXPORT task.

Select the **Scale Management** menu selection in the left pane; the Maintenance Detail grid is displayed on the Operational Dashboard screen.

Figure 8-17. Scale Management Selection

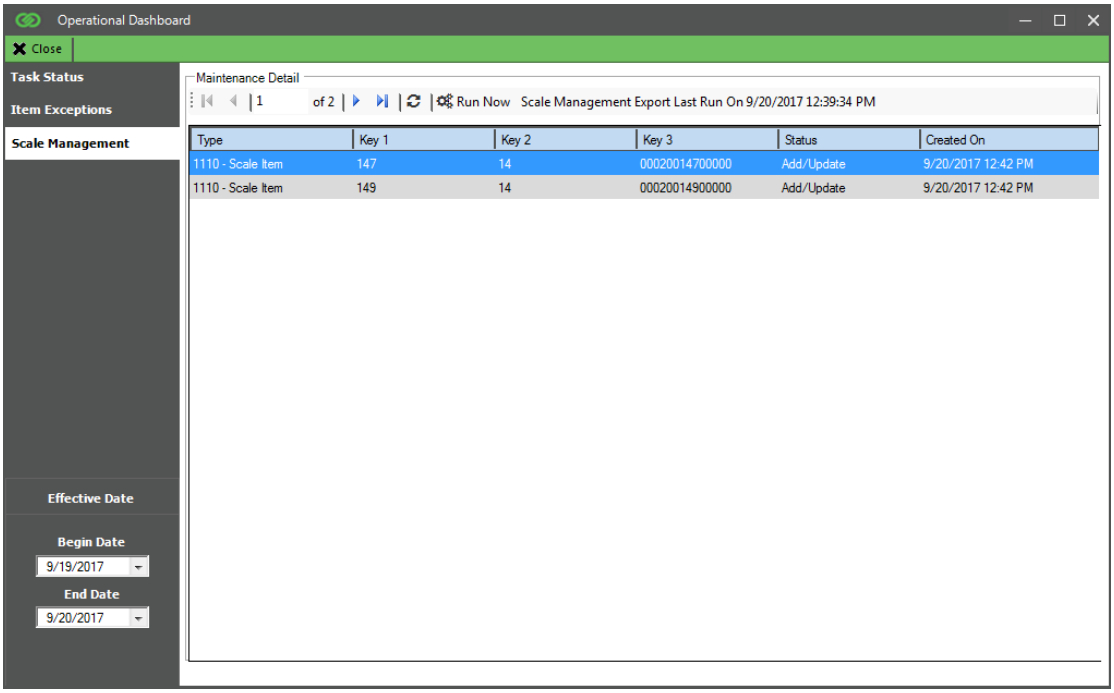


Figure 8-18. Scale Management Grid

The Maintenance Detail grid displays the key values for each scale maintenance record pending to be exported to the third-party scale management software.

The Maintenance Detail grid's tool bar displays the last date and time the SCALE MANAGEMENT EXPORT task was executed to export scale maintenance.

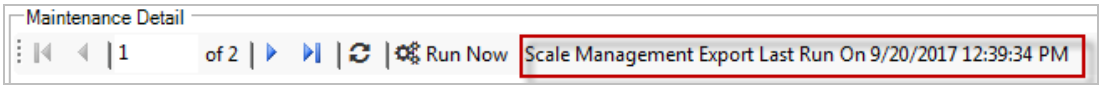


Figure 8-19. Maintenace Detail Tool Bar

The Maintenance Detail grid's tool bar also contains a Run Now button. Click the **Run Now** button to execute the SCALE MANAGEMENT EXPORT task, which normally executes at a scheduled time or frequency that is configured in the Task application.

Note:

For more detailed information on enabling and configuring tasks, refer to Chapter 10, "Tasks."

8.3 Extract and Transmit Items

The **ENCOR** process that implements the price strategy and controls the application of pricing maintenance that flows to the POS is called 'Extract and Transmit'. Extract is the first part of the process where the price strategy is being applied. Transmit is the second part where **ENCOR** item maintenance is being sent to the base item file and ultimately to the POS. Typically, this process runs in the background when:

- An item price change is saved in **Item Maintenance – Immediate Mode**.
- Batch(es) are processed in **Batch Maintenance**.
- Item(s) are processed in the **Item Review Dashboard**.
- The scheduled Extract and Transmit to POS task runs.

Use the **Extract and Transmit Items** application to run the extract and transmit process interactively and in separate steps, if desired. Choose from options for selecting the items and maintenance to extract and multiple display tabs to review the maintenance before or after it is transmitted. The extract All Items option for example, is the way to perform a direct, full item file sync from **ENCOR** to the base item file.

Note:

The **Extract and Transmit Items** application is not recommended for use if the Extract and Transmit to POS task is enabled. Using this feature, depending on the options that are set, can force a full item sync between **ENCOR** and the base item file, regardless of any the Auto Extract settings in the **Site Setup** application, POS Setup tab.

To access the **Extract and Transmit Items** application from the Application Menu Bar, select **Communications > Extract and Transmit > Extract and Transmit Items**.

The Extract and Transmit Items screen consists of six tabs. The first tab, Extract, contains parameters that define which data to extract. Other tabs are blank until the extraction process completes, after which data displays in rows on the relevant tab.

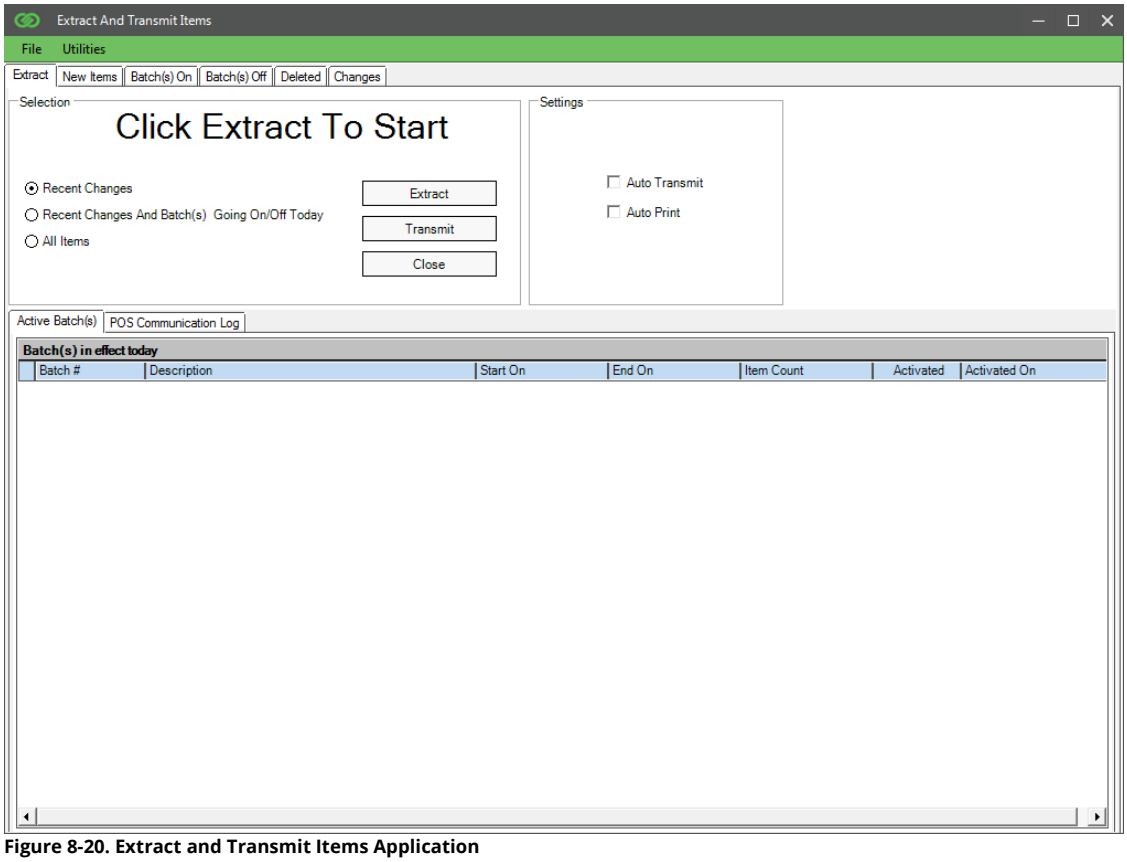


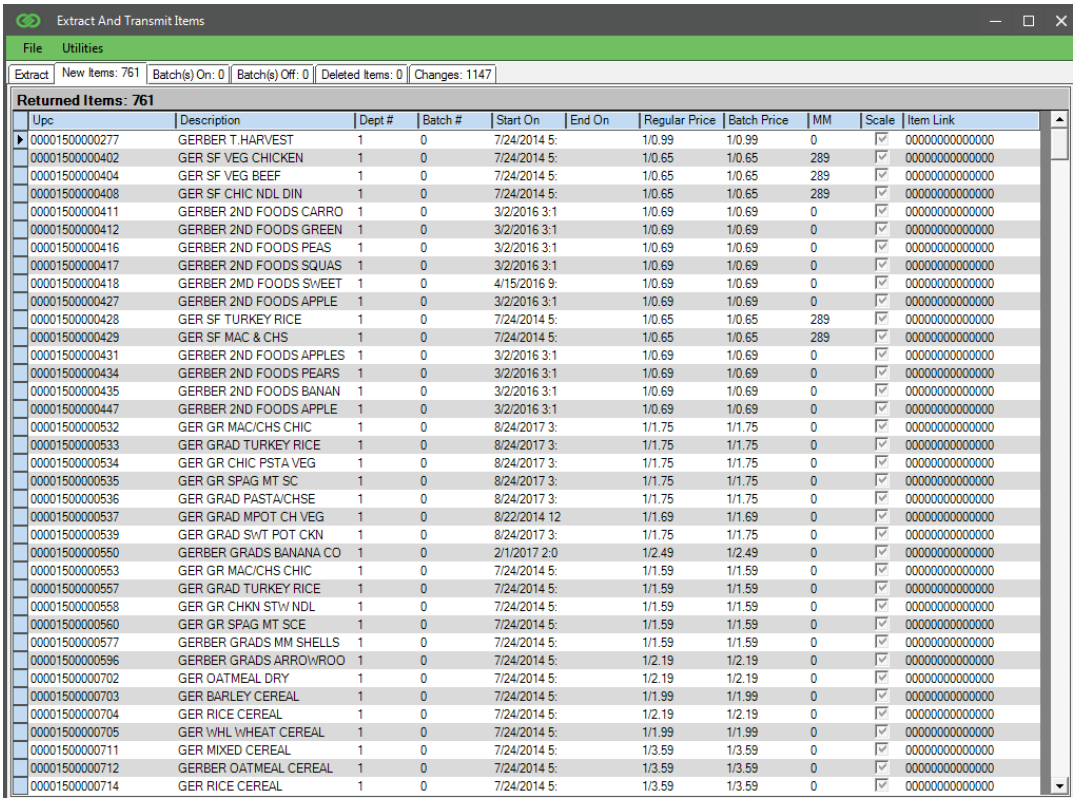
Figure 8-20. Extract and Transmit Items Application

To extract data from ENCOR and transmit it to the base item file

1. Select the radio button of the desired changes type: Recent Changes, Recent Changes and Batches, or All Items.
2. Select the checkbox of any desired settings: Auto Transmit or Auto Print.

Check Box	Description
Auto Transmit	Automatically sends the extracted items to the POS once the extract process completes.
Auto Print	Automatically generates a report for each tab that is populated with items once the extract process completes.

3. Click the **Extract** button. A Progress screen appears, for tracking the extraction progress. The screen displays the number of records extracted, along with the amount of time elapsed.
4. When the extract is complete, the screen displays: “Extracted.” The five tabs behind the Extract tab display the number of each type of change extracted. New Items, Batch(s) On, Batch(s) Off, Deleted Items, and Changes tabs will have a total number of items showing. Review each tab to see a list of **ENCOR** extracted data.



Upc	Description	Dept #	Batch #	Start On	End On	Regular Price	Batch Price	MM	Scale	Item Link
00001500000277	GERBER T.HARVEST	1	0	7/24/2014 5:		1/0.99	1/0.99	0	☑	00000000000000
00001500000402	GER SF VEG CHICKEN	1	0	7/24/2014 5:		1/0.65	1/0.65	289	☑	00000000000000
00001500000404	GER SF VEG BEEF	1	0	7/24/2014 5:		1/0.65	1/0.65	289	☑	00000000000000
00001500000408	GER SF CHIC NDL DIN	1	0	7/24/2014 5:		1/0.65	1/0.65	289	☑	00000000000000
00001500000411	GERBER 2ND FOODS CARRO	1	0	3/2/2016 3:1		1/0.69	1/0.69	0	☑	00000000000000
00001500000412	GERBER 2ND FOODS GREEN	1	0	3/2/2016 3:1		1/0.69	1/0.69	0	☑	00000000000000
00001500000416	GERBER 2ND FOODS PEAS	1	0	3/2/2016 3:1		1/0.69	1/0.69	0	☑	00000000000000
00001500000417	GERBER 2ND FOODS SQUAS	1	0	3/2/2016 3:1		1/0.69	1/0.69	0	☑	00000000000000
00001500000418	GERBER 2MD FOODS SWEET	1	0	4/15/2016 9:		1/0.69	1/0.69	0	☑	00000000000000
00001500000427	GERBER 2ND FOODS APPLE	1	0	3/2/2016 3:1		1/0.69	1/0.69	0	☑	00000000000000
00001500000428	GER SF TURKEY RICE	1	0	7/24/2014 5:		1/0.65	1/0.65	289	☑	00000000000000
00001500000429	GER SF MAC & CHS	1	0	7/24/2014 5:		1/0.65	1/0.65	289	☑	00000000000000
00001500000431	GERBER 2ND FOODS APPLES	1	0	3/2/2016 3:1		1/0.69	1/0.69	0	☑	00000000000000
00001500000434	GERBER 2ND FOODS PEARS	1	0	3/2/2016 3:1		1/0.69	1/0.69	0	☑	00000000000000
00001500000435	GERBER 2ND FOODS BANAN	1	0	3/2/2016 3:1		1/0.69	1/0.69	0	☑	00000000000000
00001500000447	GERBER 2ND FOODS APPLE	1	0	3/2/2016 3:1		1/0.69	1/0.69	0	☑	00000000000000
00001500000532	GER GR MAC/CHS CHIC	1	0	8/24/2017 3:		1/1.75	1/1.75	0	☑	00000000000000
00001500000533	GER GRAD TURKEY RICE	1	0	8/24/2017 3:		1/1.75	1/1.75	0	☑	00000000000000
00001500000534	GER GR CHIC PSTA VEG	1	0	8/24/2017 3:		1/1.75	1/1.75	0	☑	00000000000000
00001500000535	GER GR SPAG MT SC	1	0	8/24/2017 3:		1/1.75	1/1.75	0	☑	00000000000000
00001500000536	GER GRAD PASTA/CHSE	1	0	8/24/2017 3:		1/1.75	1/1.75	0	☑	00000000000000
00001500000537	GER GRAD MPOT CH VEG	1	0	8/22/2014 12		1/1.69	1/1.69	0	☑	00000000000000
00001500000539	GER GRAD SWT POT CKN	1	0	8/24/2017 3:		1/1.75	1/1.75	0	☑	00000000000000
00001500000550	GERBER GRADS BANANA CO	1	0	2/1/2017 2:0		1/2.49	1/2.49	0	☑	00000000000000
00001500000553	GER GR MAC/CHS CHIC	1	0	7/24/2014 5:		1/1.59	1/1.59	0	☑	00000000000000
00001500000557	GER GRAD TURKEY RICE	1	0	7/24/2014 5:		1/1.59	1/1.59	0	☑	00000000000000
00001500000558	GER GR CHKN STW NDL	1	0	7/24/2014 5:		1/1.59	1/1.59	0	☑	00000000000000
00001500000560	GER GR SPAG MT SCE	1	0	7/24/2014 5:		1/1.59	1/1.59	0	☑	00000000000000
00001500000577	GERBER GRADS MM SHELLS	1	0	7/24/2014 5:		1/1.59	1/1.59	0	☑	00000000000000
00001500000596	GERBER GRADS ARROWROO	1	0	7/24/2014 5:		1/2.19	1/2.19	0	☑	00000000000000
00001500000702	GER OATMEAL DRY	1	0	7/24/2014 5:		1/2.19	1/2.19	0	☑	00000000000000
00001500000703	GER BARLEY CEREAL	1	0	7/24/2014 5:		1/1.99	1/1.99	0	☑	00000000000000
00001500000704	GER RICE CEREAL	1	0	7/24/2014 5:		1/2.19	1/2.19	0	☑	00000000000000
00001500000705	GER WHL WHEAT CEREAL	1	0	7/24/2014 5:		1/1.99	1/1.99	0	☑	00000000000000
00001500000711	GER MIXED CEREAL	1	0	7/24/2014 5:		1/3.59	1/3.59	0	☑	00000000000000
00001500000712	GERBER OATMEAL CEREAL	1	0	7/24/2014 5:		1/3.59	1/3.59	0	☑	00000000000000
00001500000714	GER RICE CEREAL	1	0	7/24/2014 5:		1/3.59	1/3.59	0	☑	00000000000000

Figure 8-21. Extract and Transmit Items Grid

5. From Extract tab, click the **Transmit** button.

Note:

If the **Auto Transmit** option was selected on the Extract tab prior to extracting, transmission is automatic.

6. Click **Close** to close the application.

8.4 Synchronize from Base

Use the Communications > Synchronize from Base menu to access the applications that perform an initial data load or data recovery into **ENCOR** from base files. This includes the following:

- **Pull Items from Base**
- **Pull Movement from Base**
- **Compare Base Item File to ENCOR**
- **Pull Promotions from Base**

The "Pull" applications can quickly synchronize **ENCOR** item, movement, and promotion data from the corresponding base files by directly pulling all records into **ENCOR**. The "Compare" application can find and export differences between the base and **ENCOR** item files for review.

8.4.1 Pull Items from Base

The **Pull Items from Base** application is used to load all records from the base item file into **ENCOR**.

To access this application from the Application Menu Bar, select **Communications > Synchronize from Base > Pull Items from Base**.

Note:

Pull Items from Base overwrites the item records in **ENCOR**.

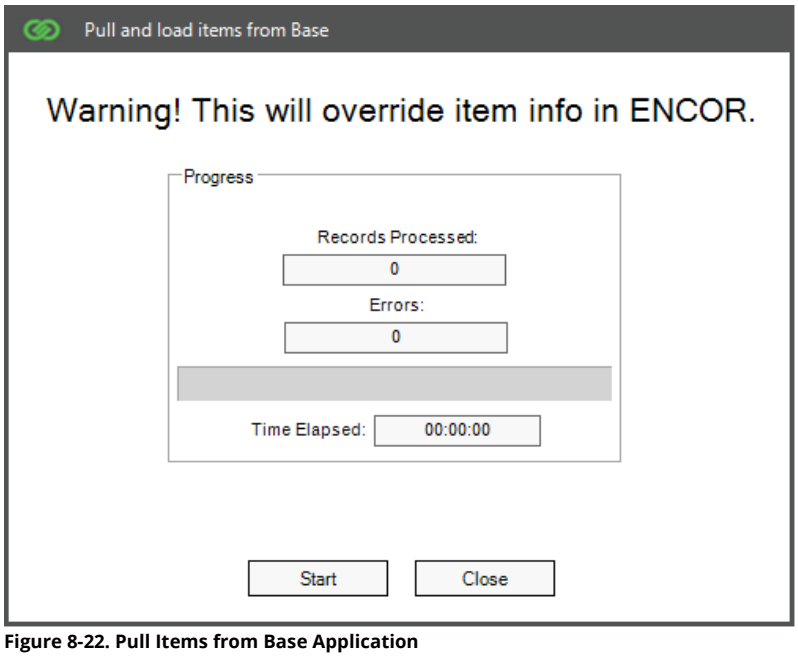


Figure 8-22. Pull Items from Base Application

To load all records from the base item file into ENCOR

1. Click **Start**.

2. Click **Yes** in the confirmation prompt window.
3. Click **Close** to return to the screen.
   The loaded item data is now in **ENCOR** and viewable from the **Item Maintenance** application and associated reports.

8.4.2 Pull Movement From Base

Use the **Pull Movement From Base** application to load a specified data range of movement data from the base movement file into **ENCOR**.

To access this application from the Application Menu Bar, select **Communications > Synchronize from Base > Pull Movement From Base**.

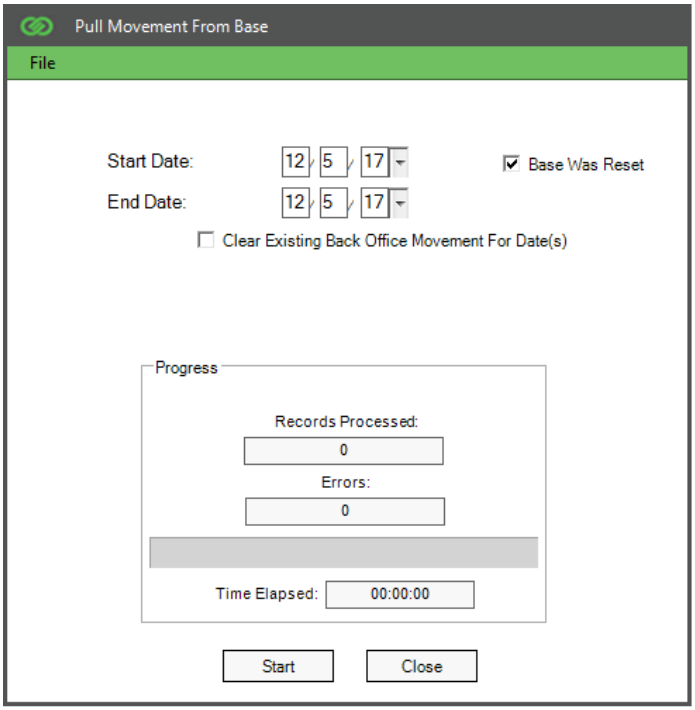


Figure 8-23. Pull Movement from Base Applications

To load movement data from the base movement file into ENCOR

1. Select or enter the Start Date and End Date of the data range of the movement to be loaded.
2. Select Clear Existing Back Office Movement for Date(s) if there is a need to re-pull or overwrite the movement already recorded in ENCOR for the entered Start Date and End Date range.
   ENCOR maintains the integrity of the movement and the inventory on hand values when this option is used by doing the following before movement is pulled:

   - Item OnHand values (in tblInventoryBalance) are adjusted using the movement values recorded (in tblDailyMovement) for this date range before they are cleared.

- Daily, Weekly and Monthly movement values are cleared from the system for this date range.

3. Click **Start**.
4. Click **Yes** in the confirmation prompt window.
5. Click **Close** to return to the screen.
   The loaded item data is now in **ENCOR** and viewable from the **Item Maintenance** application and associated reports.

8.4.3 Compare Base Item File to ENCOR

The **Compare Base Item File to ENCOR** application is used to verify item information between **ENCOR** and the base item file. **ENCOR** creates batches of data based on user preferences that can be exported to the CSV format for review. To access this application from the Application Menu Bar, select **Communications > Synchronize from Base > Compare Base To Back Office**.

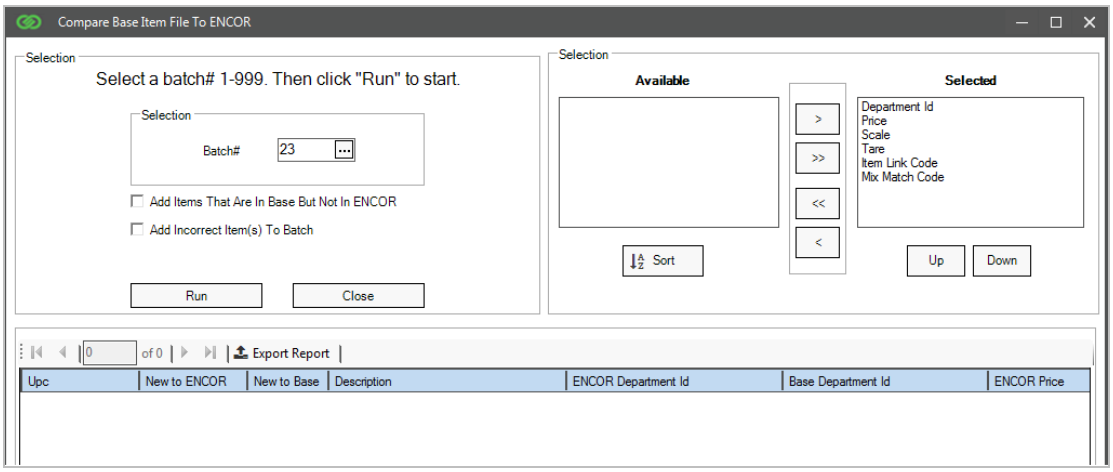


Figure 8-24. Compare Base Item File to ENCOR Application

To compare the base item file with the ENCOR item file:

1. Select **Batch#**. **ENCOR** defaults to next available number.
2. Select comparison action check boxes. Available options are described in the table below.

Checkbox	Description
Add Items That Are In Base But Not In ENCOR	This option automatically adds the items that exist on the POS, but are not in **ENCOR**.
Add Incorrect Item(s) To Batch	This option adds the incorrect items to the batch # that is entered before the Run button is selected with the values of the POS.

3. Optional – Select item attributes to compare. By default, all available attributes are selected. To deselect, hold press and hold the **CTRL** key, and click attributes to highlight in the Selected attribute list box. Single click the **<**

button to move undesired attributes from the Selected list box to the Available list box.

4. Optional – Sort Selected attributes by highlighting the attribute and clicking **Up** or **Down** to move order.
5. Click **Run**.

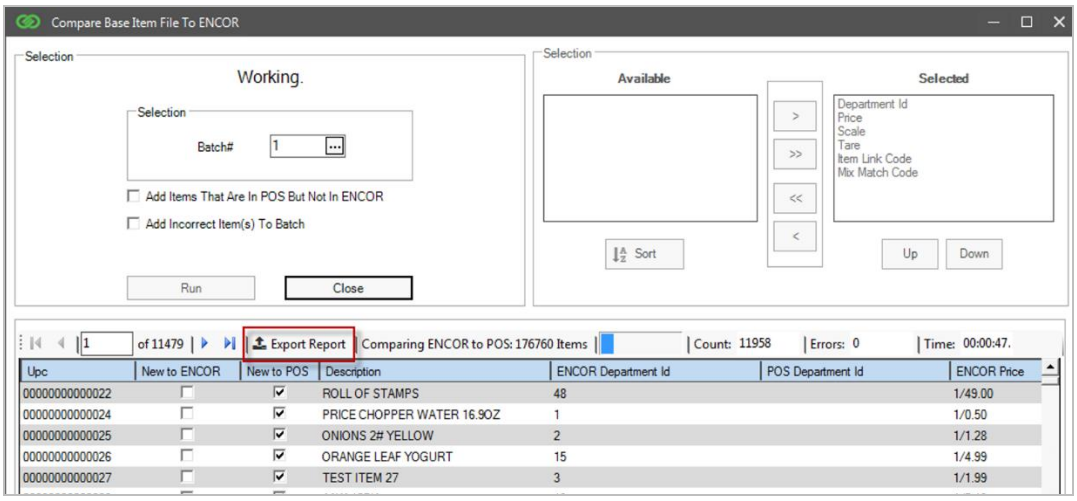


Figure 8-25. Export Report Button

6. View results at the bottom of the screen.
7. If **Add Incorrect Item(s) To Batch** was checked, return to the Application Menu Bar and open the **Batch Maintenance** application (select **Item Management > Batch Maintenance > Batch Maintenance**) to view and process the batch.
8. To export data to the CSV format for additional review or to save, click **Export Report** above the results rows.
9. A pop-up provides the path of the saved CSV compare file.

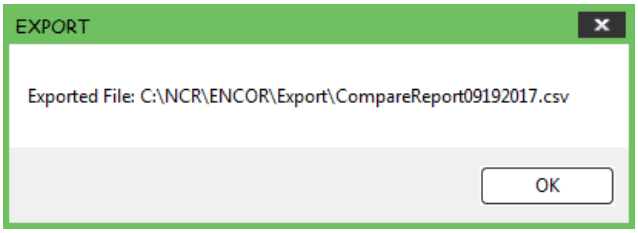


Figure 8-26. Exported File Path

8.4.4 Pull Promotions From Base

Use the **Pull Promotions From Base** application to load all promotions from the base promotion files into **ENCOR**.

To access this application from the Application Menu Bar, select **Communications > Synchronize from Base > Pull Promotions From Base**.

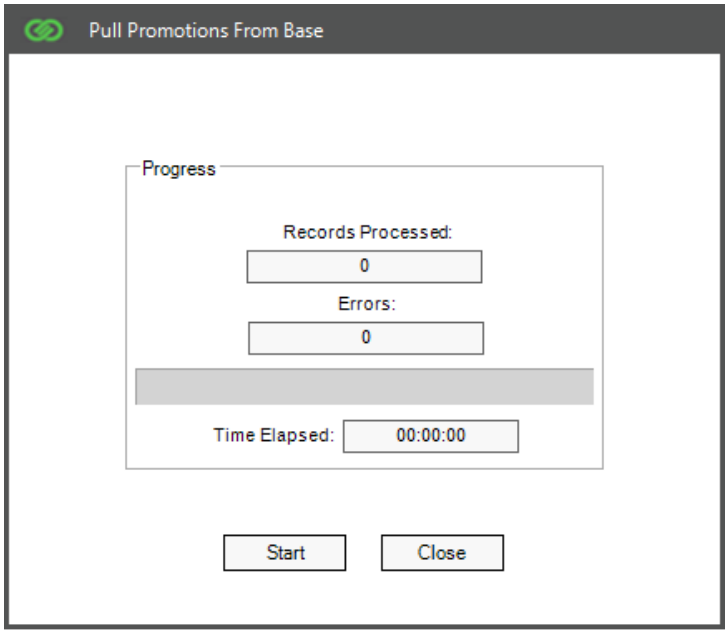


Figure 8-27. Pull Promotions from Base Applications

To load all promotions from the base promotion files into ENCOR:

1. Click **Start**.
2. Click **Close** to return to the screen.
   The base promotion data is now in **ENCOR** and viewable from the Promotion Maintenance applications.

Chapter 9: **Inventory**

ENCOR creates and manages receiving documents, purchase orders, and inventory transfers. **ENCOR** also provides the ability to manage inventory counts, adjust movement data, and build custom application reports based on selected criteria. This chapter details the use of applications relevant to receiving inventory, purchasing inventory, transferring inventory, and modifying inventory counts. For details on reporting movement and inventory, refer to Chapter 11, "Reports." For more information on managing sales movement data, refer to Chapter 6, "Import," and Chapter 7, "Export."

9.1 Receiving/Ordering

Received items from vendors are documented using the **Create New Receiving Doc** application. Receiving documentation is used to record actuals received from vendors and other sources. For information on DSD receiving with a mobile computer, please refer to Chapter 12, "Handheld."

ENCOR provides applications to manage inventory orders for the store. These applications create and manage purchase orders that are used to request new merchandise and efficiently stock the store. The following section details the **ENCOR** applications are used for ordering items.

9.1.1 Create New Receiving Doc

To receive items from vendors, a receiver document is created and the received items are added to the receiver. Once all items have been added to the receiver, the receiver can be accepted resulting in the received items' store quantity being updated. The **Create New Receiving Doc** application provides the functionality to create a receiver document that is used to receive items from vendors. To access the **Create New Receiving Doc** application from the Application Menu Bar, select **Inventory > Receiving/Ordering > Create New Receiving Doc**.

Use the **Create New Receiving Doc** application to record incoming merchandise.

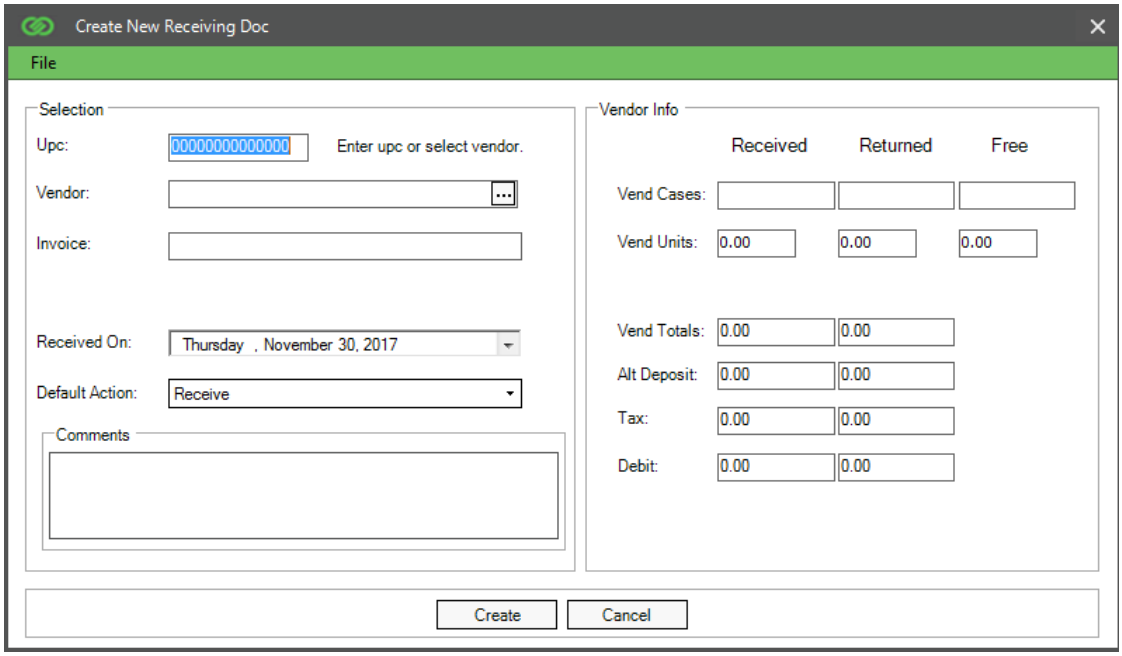


Figure 9-1. Create New Receiving Doc Application

To add a new receiving document

1. Enter UPC or vendor. To search for vendor, click ⋯. Entering a UPC automatically sets the vendor with the default vendor for that UPC.
2. Enter the invoice number. This information is required. If no invoice exists, type any invoice number not in use.
3. Select the **Received On** date.
4. Select a default action from the drop-down menu.
5. Enter comments, if desired.
6. Enter vendor info.

Label	Description
Vend Cases	The number of vendor case(s) received / returned / free.
Vend Units	The number of single unit(s) received/returned/free.
Vend Totals	Total amount received and/or returned.
Alt Deposit	Total deposit received and/or returned.
Tax	Total tax amount received and/or returned.
Debit	Total debit amount received and/or returned.

7. Click **Create.** The Receiver # screen appears with the number of the receiving document in title bar.

9.1.1.1 Add Item

To add an item to a receiver document:

1. Type in UPC or item number.

Note:

If the item entered was of type NSC2, the Units field will allow decimal inputs.

2. Press **ENTER** on the keyboard. Information populates in the other fields on the screen.

Note:

Some information, such as vendor cost and deals, may not auto-populate. Use the **Site Setup** application's DSD/Receiving Setup tab to modify invoice views.

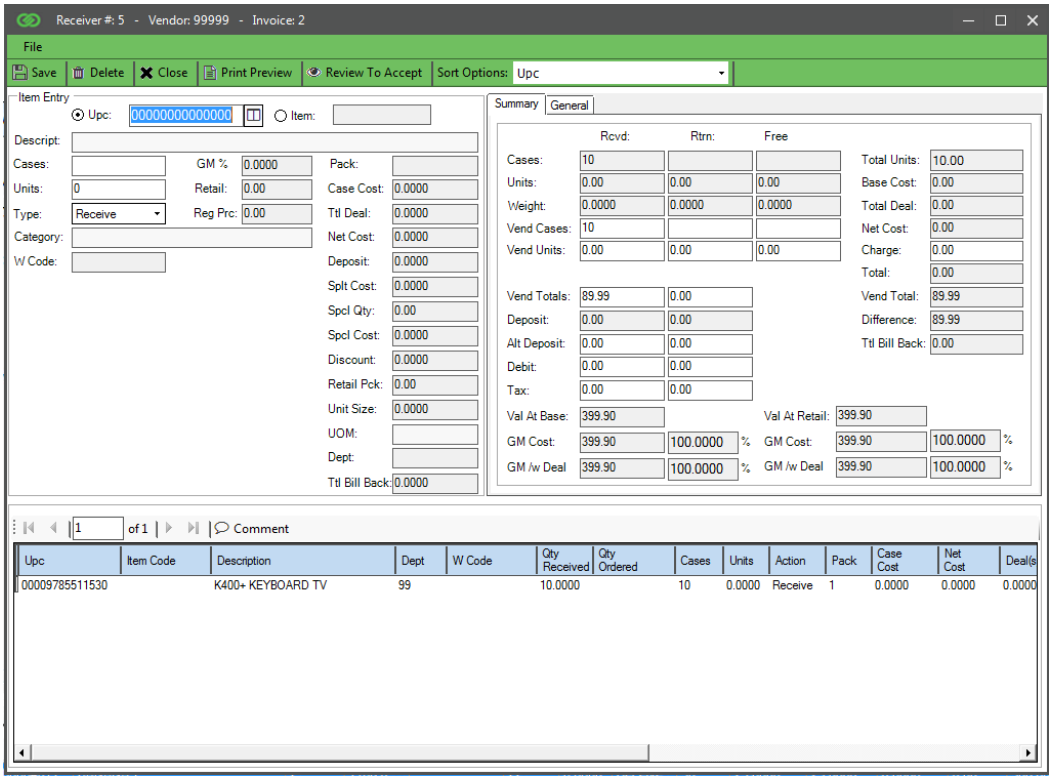


Figure 9-2. Create Receiver Screen

3. Type the actual numbers of cases and units received. If the following text fields are enabled, the user can modify the values for the current receiver:
   - Retail
   - Reg Prc. (Regular Price)
   - Case Cost
   - Tlt Deal (Total Deal)
   - Deposit
   - Splt Cost (Split Cost)
   - Discount

The text fields can be enabled using the Invoice Adjustment checkboxes located in the **Site Setup** application, DSD/Receiving Setup tab.

Note:

If the current user role has been assigned the **Allow Cost Change (Receiving)** application access, changes to the above text fields (when enabled) will also result in permanent changes to the receiver's item.

4. Click **Save** or press the **F1** key. Changes are reflected in the grid.
5. Repeat steps 1 through 4 to add additional received items.

Note:

When adding multiple items on the same receiver, received items must have the same vendor as the first received item. In the image below, the first item's (shown in grid) vendor is COCACOLA, but the next received item's vendor is REDBULL. When the vendors are different, the Item Is Not In Vendor dialog is displayed. Clicking the dialog's **Move Vendor** button results in the item's vendor being changed to the vendor assigned to the first item that was received. In the image below, clicking the **Move Vendor** button would result in the item's vendor being changed from REDBULL to COCACOLA, but clicking the **Close** button would result in canceling the item being added to the receiver.

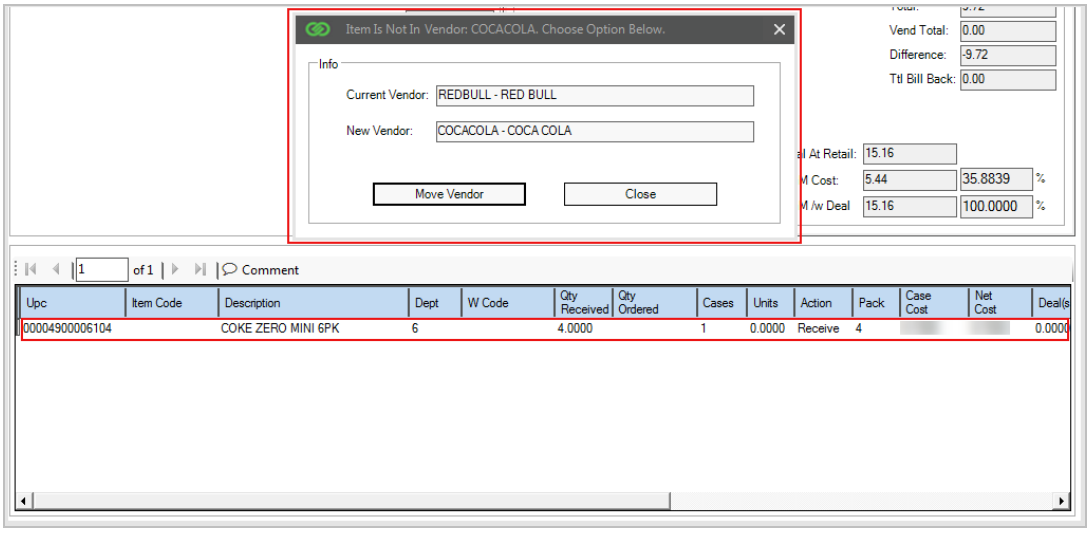


Figure 9-3. Item Not In Vendor Dialog

9.1.1.2 Modify Item

To modify a received item in the receiver document:

1. Double-click received item in grid. The received item's information is set in the controls above the grid.

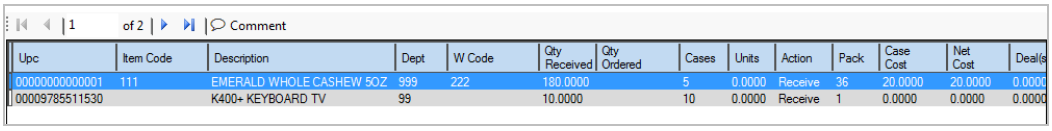


Figure 9-4. Receiver Document Grid

2. Modify received item data using controls located above the grid.

3. Click **Save** or press the **F1** key to save the changes. Changes are reflected in the grid.

9.1.1.3 Delete Item

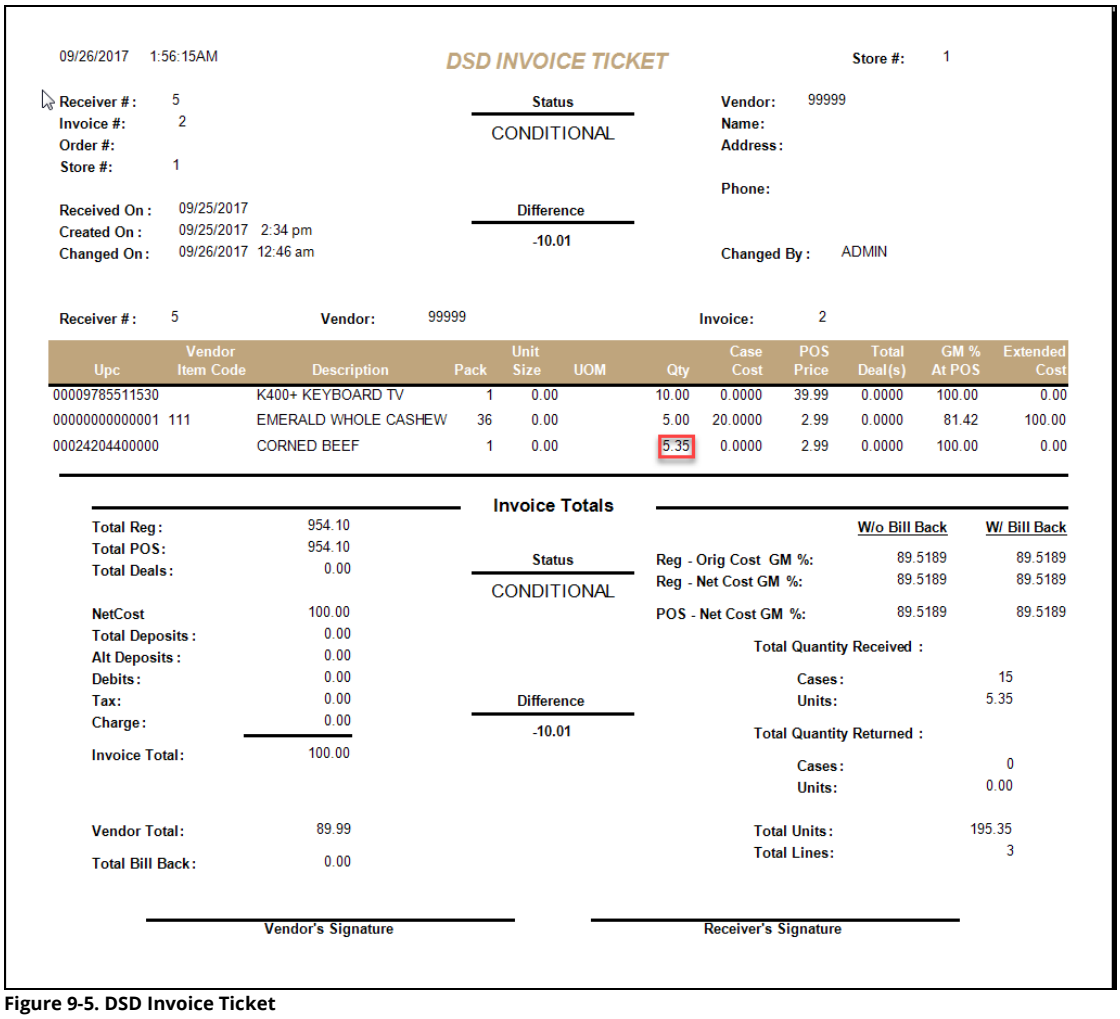
To delete an item from a receiver document:

1. Click on item record on the grid.
2. Click **Delete**. A prompt will appear to confirm the delete.
3. Click **Yes** to delete the item from the receiver document. Click **No** to cancel the delete action.

9.1.1.4 Print Preview

To print preview of the Receiver Document, click **Print Preview**.

The image below is an example of the summary report with an NSC2 item. The summary report supports NSC2 items by allowing decimal values for the Quantity, Units, and total units field (highlighted in red boxes below).



09/26/2017 1:56:15AM

DSD INVOICE TICKET

Store #: 1

Receiver #: 5
Invoice #: 2
Order #:
Store #: 1

Received On: 09/25/2017
Created On: 09/25/2017 2:34 pm
Changed On: 09/26/2017 12:46 am

Status: CONDITIONAL

Difference: -10.01

Vendor: 99999
Name:
Address:

Phone:

Changed By: ADMIN

Receiver #: 5 Vendor: 99999 Invoice: 2

Upc	Vendor Item Code	Description	Pack	Unit Size	UOM	Qty	Case Cost	POS Price	Total Deal(s)	GM % At POS	Extended Cost
00009785511530		K400+ KEYBOARD TV	1	0.00		10.00	0.0000	39.99	0.0000	100.00	0.00
00000000000001	111	EMERALD WHOLE CASHEW	36	0.00		5.00	20.0000	2.99	0.0000	81.42	100.00
00024204400000		CORNED BEEF	1	0.00		5.35	0.0000	2.99	0.0000	100.00	0.00

Invoice Totals

Total Reg: 954.10
Total POS: 954.10
Total Deals: 0.00

NetCost 100.00
Total Deposits: 0.00
Alt Deposits: 0.00
Debits: 0.00
Tax: 0.00
Charge: 0.00

Invoice Total: 100.00

Vendor Total: 89.99
Total Bill Back: 0.00

Status: CONDITIONAL

Difference: -10.01

	W/o Bill Back	W/ Bill Back
Reg - Orig Cost GM %:	89.5189	89.5189
Reg - Net Cost GM %:	89.5189	89.5189
POS - Net Cost GM %:	89.5189	89.5189

Total Quantity Received :
Cases: 15
Units: 5.35

Total Quantity Returned :
Cases: 0
Units: 0.00

Total Units: 195.35
Total Lines: 3

Vendor's Signature

Receiver's Signature

Figure 9-5. DSD Invoice Ticket

9.1.2 Receiving Documents

The **Receiving Documents** application provides the functionality to search, create, modify, delete, and print receiving documents. To access the **Receiving Documents** application from Application Menu Bar, select **Inventory > Receiving/Ordering > Receiving Documents**.

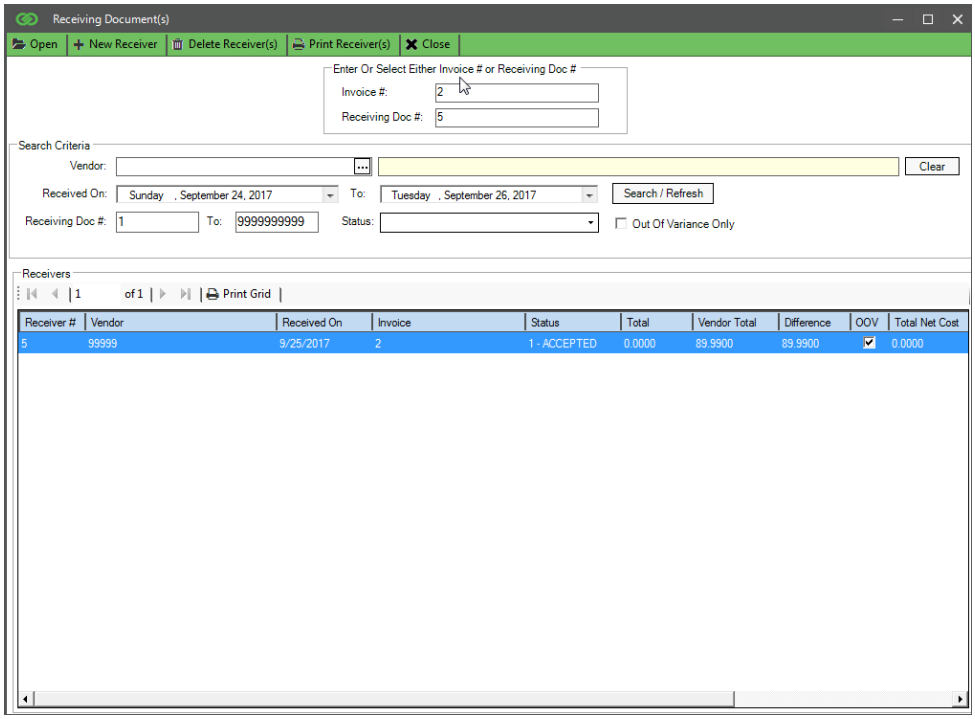


Figure 9-6. Receiving Documents Application

9.1.2.1 Retrieve Receiving Document

There are four ways to retrieve a receiving document

1. Enter Invoice # or Receiving Doc #.
   a. Input Receiving Doc # or Invoice # in the Enter Or Select Either Invoice # or Receiving Doc# group box.

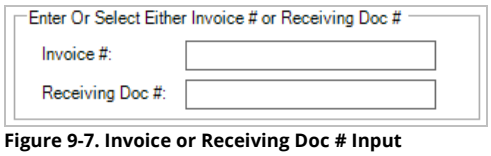


Figure 9-7. Invoice or Receiving Doc # Input

   b. Click **Enter** or click **Open**. The Receiver screen displays when the invoice # or receiver doc # is found. A Not On File error message appears when the receiving doc # or invoice # is not found.
2. Double-click a receiver listed in the receiver's grid at bottom of screen.
3. Click a receiver listed in the receiver's grid and click the **Open** button.
4. Enter search criteria.
   a. Select a vendor from the drop-down menu or enter the vendor number.
   b. Select Received On date range. The Received On date is when the receiver document is created.

c. Select Receiving Doc # range.
d. Select **Status**.
e. Check **Out of Variance Only** to view all items out of variance.

Note:

Set threshold for Out Of Variance in **System > Back Office Setup > Site Setup** located in DSD/Receiving tab.

5. Click **Search/Refresh**. Filtered results display in the Receivers section of the screen.
6. Click to select the Receiver record and press **ENTER** on keyboard or click **Open**.

9.1.2.2Review to Accept or Suspend Receiver

Once a receiver has been created and items have been added to the receiver, the receiver must be reviewed and accepted before inventory can be updated. If the receiver is to be closed but not applied, the receiver can be suspended. A suspended receiver can be reopened later so that more items can be added, modified, or deleted. The **Receiving Documents** application is used to locate and open suspended receivers.

To accept or suspend the Receiver Document:

7. Click **Review to Accept**.

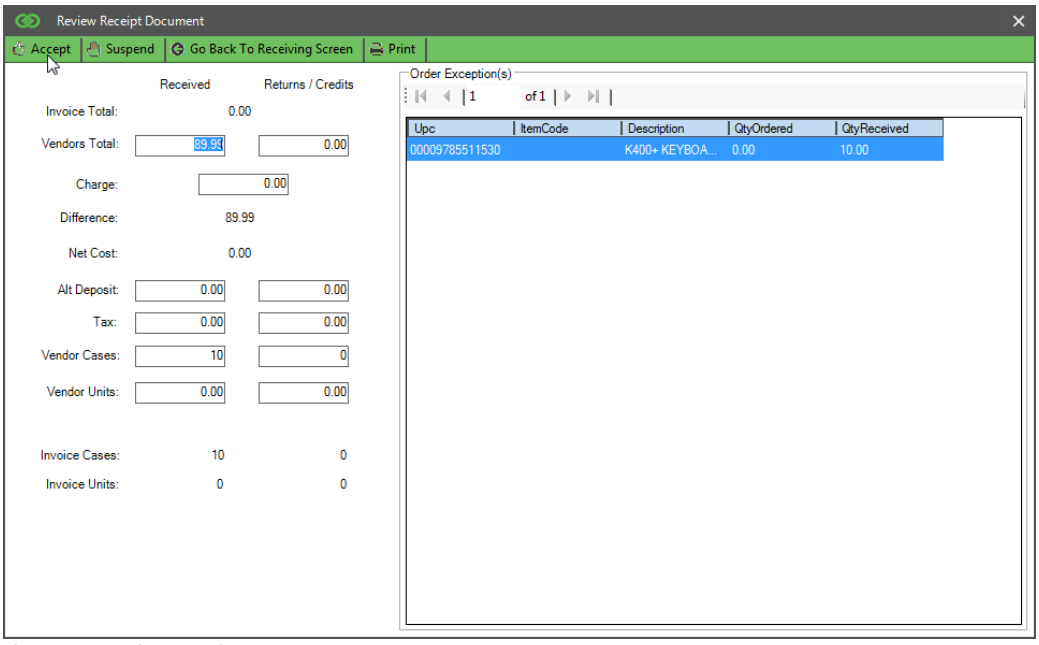


Figure 9-8. Review Receipt Document Screen

Note:

The Review Receipt Document screen supports NSC2 items by allowing decimal values for the QtyOrdered and QtyReceived columns within the Order Exception(s) grid.

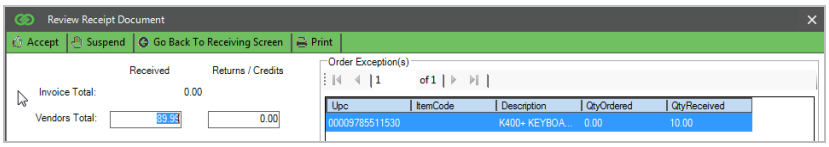


Figure 9-9. Review Receipt Document Grid

8. Select **Accept** to commit the changes. Inventory levels are updated at this point, and the document is no longer available for edits. A prompt to print appears. Select **Yes** to print the receiving document and **No** to exit without printing.
9. Select **Suspend** to save the document without affecting inventory levels. The document will still be available for edits. This action closes the form.
10. Select **Print** to print the document.

9.1.2.3 Viewing and Printing Reports

To view and print a Receiver # Report:

1. Click on the Receiver record or hold down the **SHIFT** key and click multiple Receiver records on the grid.
2. Select **Print Receiver(s)** at the top of the screen.

Figure 9-10. Print Receiver(s) Button

3. The receiver # report opens.

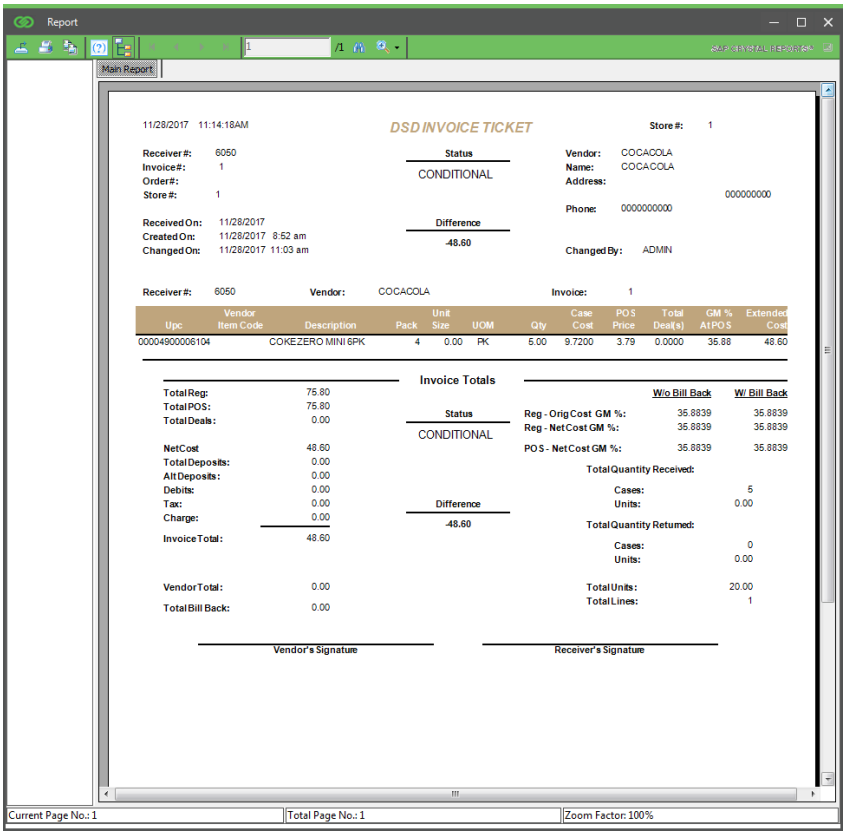


Figure 9-11. Report Screen

9.1.2.3.1 Print the Report

1. Click the **Print Report** icon.

Figure 9-12. Print Report Icon

2. Select a printer (choose preferences, if necessary) from the Print screen.
3. Click **Print**.

9.1.2.3.2 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. The user selects a group by clicking on it. The user is directed to the specific information chosen.

Figure 9-13. Toggle Group Tree Button

9.1.2.3.3 Page Selection

Navigate through the report by clicking on the arrows. Move to the first page by clicking on the arrow pointing to the left with a line in front of it. Go to the previous page by selecting the arrow pointing to the left. Move to the next page by clicking on the arrow pointing to the right. Go to the last page by clicking on the arrow pointing to the right with the line at the end of it. Clicking on **Go To Page** generates a pop-up box to input a specific page number.

Figure 9-14. Page Selection Text Box

9.1.2.3.4 Search for Specific Report Information

To search for specific report information:

1. Click the **Search** icon.

Figure 9-15. Search Icon

2. Type the key word for which to search.
3. Click **Find Next**.
4. Click **Cancel** to end search.

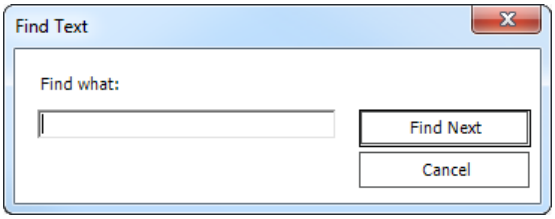


Figure 9-16. Find Text Dialog

9.1.2.3.5 Zoom

To zoom in:

1. Click the **Zoom** icon.

Figure 9-17. Zoom Icon

2. Select a zoom percentage.

9.1.2.3.6 Close

To close the report, click on the box in the upper right corner.

Figure 9-18. Close Button

9.1.3 Create Purchase Order

The **Create Purchase Order** application provides the functionality to create purchase orders. To access this application from the Application Menu Bar, select **Inventory > Receiving/Ordering > Create Purchase Order**.

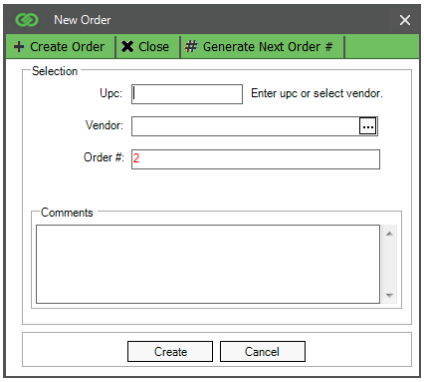


Figure 9-19. Create Purchase Order Application

To create a purchase order

1. Type the UPC or vendor number, or search for a vendor by clicking the ellipses button .
2. Enter comments, if desired.

Note:

An unused order # is prepopulated.

3. Click **+Create Order** or **Create**. The Order# screen will be displayed.

Note:

When selecting **+Create Order** or **Create**, an error message could appear if another purchase order is being created at the same time. Click **Generate Next Order #** to resolve error.

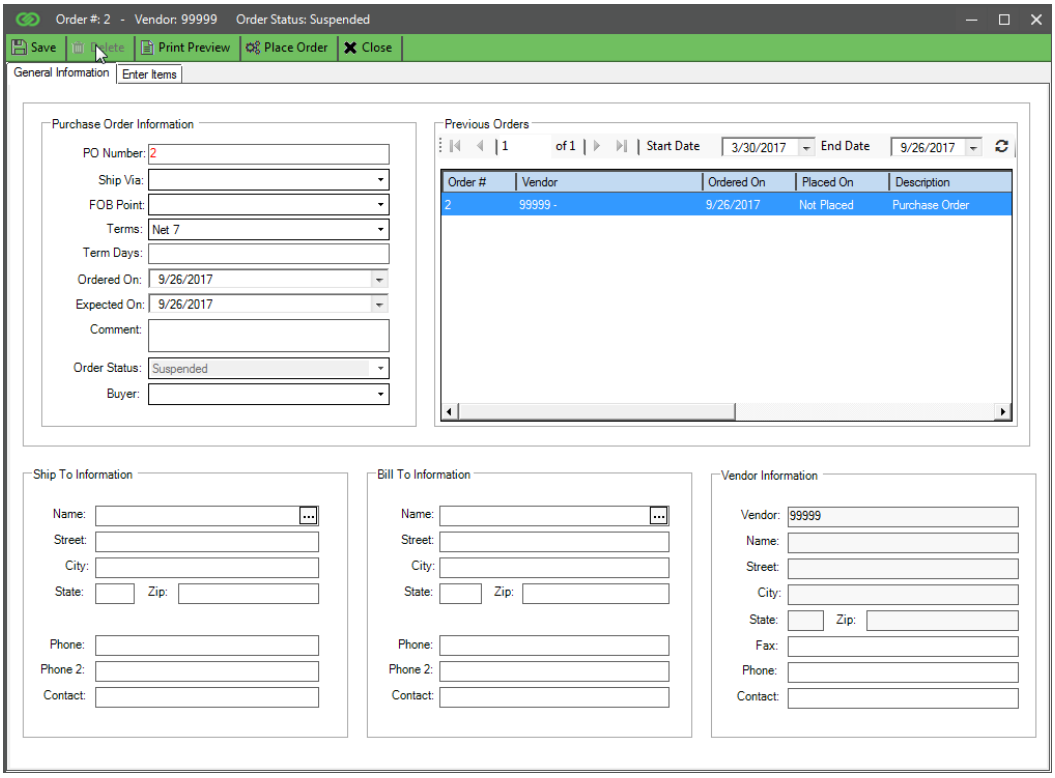


Figure 9-20. New Purchase Order

4. Enter purchase order information.
5. Select **Ship To Information** by clicking [...]. When the screen is initially displayed, the Ship To Information is populated from the Shipping Info section located on the **Vendor Maintenance** application's Order Info tab.
6. Select **Bill To Information** by clicking [...]. When the screen is initially displayed, the Bill To Information is populated from the Billing Info section located on the **Vendor Maintenance** application's Order Info tab.
7. Enter the vendor information. When the screen is initially displayed, the vendor information is populated from the Information section located on the **Vendor Maintenance** application's Info tab.
8. Click **Enter Items** tab.

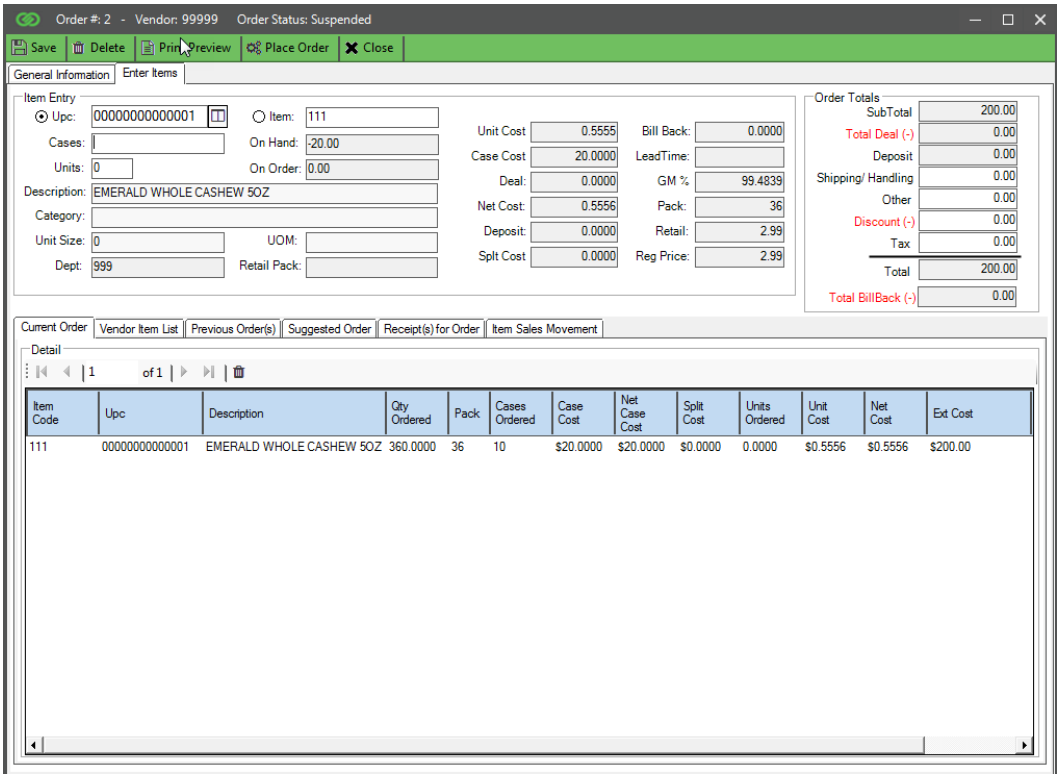


Figure 9-21. Enter Items Tab

9.1.3.1 Add Item

To add item to purchase order

1. Enter UPC or item number.

Note:

If the UPC is in **ENCOR**, the information populates in the other fields. If the UPC is new, a screen appears stating the UPC does not exist and asks, "Do You Wish to Add?" Select **Yes**. The **Item Maintenance** application opens for UPC creation.

2. Enter cases and/or units amounts.

Note:

If the UPC is an NSC2, the Units field will allow decimal inputs.

3. Click **Save**.
4. Repeat steps 1 through 3 to add additional UPCs to purchase order. Click **Save** between items to update detail on bottom of Current Order tab.

Note:

When adding multiple items, items must have the same vendor as the first item added. If an attempt is made to add an item with a different vendor, a message will display stating that "Item Not In Selected Vendor" and the item will not be added.

9.1.3.2 Modify Item

To modify item in purchase order

1. Double-click an item record on the grid in the Current Order tab. The information for the item is displayed in the Item Entry section above the grid.

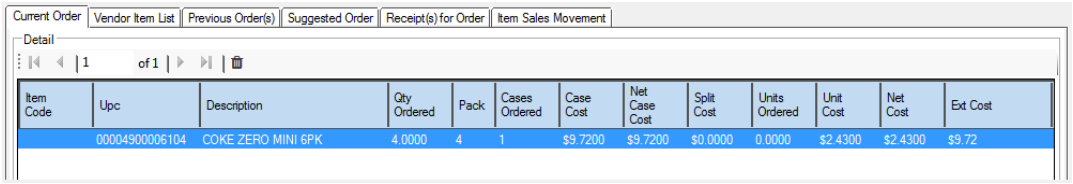


Figure 9-22. Current Order Tab

2. Make necessary changes in the Item Entry section.
3. Click **Save** or press **F1** to save the changes. Changes are reflected in the grid.
4. Repeat steps 1 through 3 to modify additional UPCs from purchase order.

9.1.3.3 Delete Items

To delete item from purchase order

1. Click on an item record on the grid in the Current Order tab.
2. Click **Delete**. A prompt will appear to confirm the delete.
3. Click **Yes** to delete the item from the Purchase Order. Click **No** to cancel the delete action.
4. Repeat steps 1 through 3 to delete additional UPCs from the purchase order.

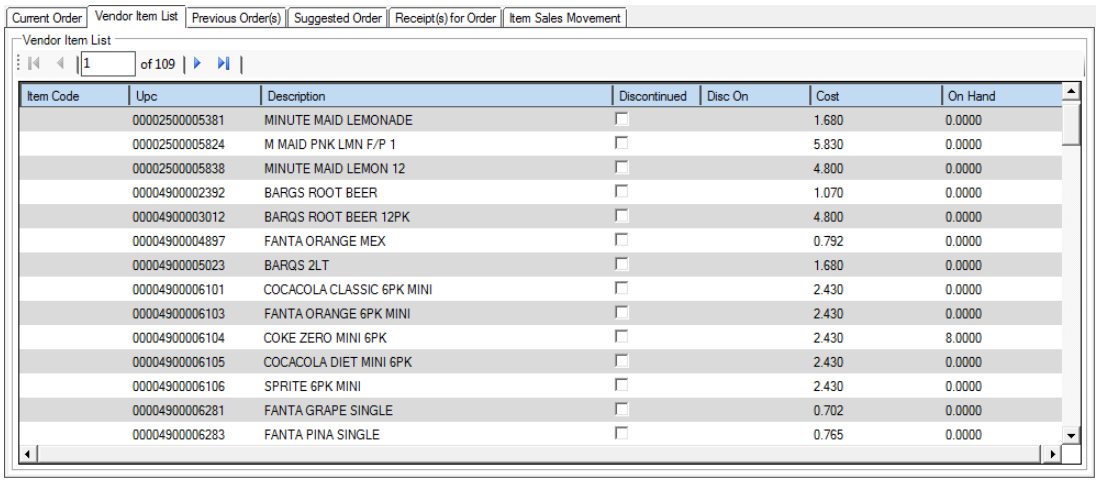
9.1.3.4 Placing the Order

To place the purchase order:

1. Click **Save**.
2. Click **Place Order**.
3. Click **Yes** to confirm.
4. A pop-up screen prompts to print. Click **Yes** to print, if desired.

9.1.3.5 Vendor List

The tab displays items associated with the selected vendor in the purchase order.



Item Code	Upc	Description	Discontinued	Disc On	Cost	On Hand
	00002500005381	MINUTE MAID LEMONADE	☐		1.680	0.0000
	00002500005824	M MAID PNK LMN F/P 1	☐		5.830	0.0000
	00002500005838	MINUTE MAID LEMON 12	☐		4.800	0.0000
	00004900002392	BARGS ROOT BEER	☐		1.070	0.0000
	00004900003012	BARQS ROOT BEER 12PK	☐		4.800	0.0000
	00004900004897	FANTA ORANGE MEX	☐		0.792	0.0000
	00004900005023	BARQS 2LT	☐		1.680	0.0000
	00004900006101	COCACOLA CLASSIC 6PK MINI	☐		2.430	0.0000
	00004900006103	FANTA ORANGE 6PK MINI	☐		2.430	0.0000
	00004900006104	COKE ZERO MINI 6PK	☐		2.430	8.0000
	00004900006105	COCACOLA DIET MINI 6PK	☐		2.430	0.0000
	00004900006106	SPRITE 6PK MINI	☐		2.430	0.0000
	00004900006281	FANTA GRAPE SINGLE	☐		0.702	0.0000
	00004900006283	FANTA PINA SINGLE	☐		0.765	0.0000

Figure 9-23. Vendor Item List Tab

9.1.3.6Previous Orders

The Previous Order grid displays orders associated with the selected vendor within the date range. The Last Order Details grid displays the items in the order selected in the Previous Orders tab.

To filter previous orders for the selected vendor

1. Change the from and to date range in the previous order search criteria.
2. Click **Refresh**. The Previous Order grid displays all order(s) within the date range.

To add previously ordered item(s) to the current order

1. Double click on the order # in the Previous Orders grid. Item(s) from the selected order # display in the last orders details.
2. Check the item(s) individually or click **Check All Items** to select all items.
3. Click **Add Selected To Current Order**.

9.1.3.7Receipt(s) for Order

The Received Orders grid displays one or more received documents against the current purchase order.

9.1.3.8Item Sales Movement

The Item Sales Movement tab displays the daily, weekly, and period movement for the item selected in the Item Entry panel. Enter the UPC or item code or double click on the item to display movement for another item.

9.1.4 Purchase Orders

The **Purchase Orders** application provides the functionality to search, open, delete, receive, and print purchase orders. To access this application from Application Menu Bar, select **Inventory > Receiving/Ordering > Purchase Orders**.

9.1.4.1 Purchase Order Lookup

1. To search for a desired order, use filters to sort by vendor, order status, and date.

Field	Description
Filter by Vendor	Lookup displays all vendors in the system
Filter by Order Status	Suspended, Placed/Open, Closed
Start Date	Start Date (Created Date) to start searching from
End Date	End Date (Created Date) to end searching to

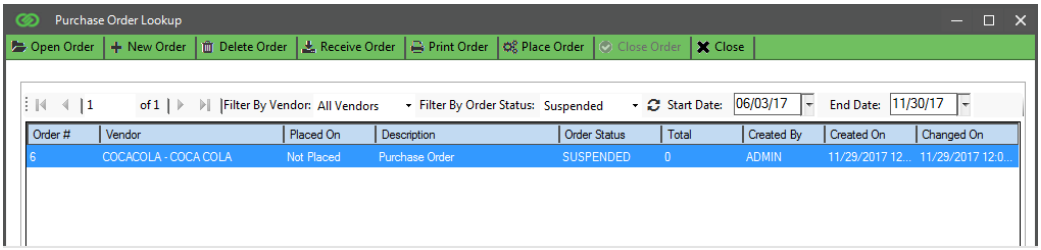


Figure 9-24. Purchase Order Lookup

2. Double-click on a desired order, or highlight and click **Open Order**.

Note:

A pop-up screen appears for orders already placed. Click **OK** to continue to the Order Number screen. Orders in Open/Placed status cannot be edited.

3. Enter information on the General Information and Enter Items tabs, as desired.
4. Use the Create Order steps and table above to modify or to complete order.
5. Click **Save.**
6. Click **Place Order**.
7. Click **Yes** to confirm.
8. A pop-up screen prompts to print. Click **Yes** to print, if desired.
9. Click **Close**.

9.1.4.2 Receive Against Purchase Order

Once a purchase order has been placed, the purchase order can be used to receive the items once the order has been fulfilled.

To create a receipt order from a purchase order

1. Highlight the purchase order in the grid.
2. Click **Receive order**.

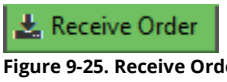


Figure 9-25. Receive Order Button

3. Highlight **Receipt #**.
4. Click **Select Existing** or **Create New Receipt**. Receiver # screen appears.
5. Type in **UPC** or **Item**.

6. Press **ENTER** on the keyboard. Information populates in the other fields on the screen.
7. Type in any necessary data changes in the fields.
8. Click **Review to Accept**.
9. Review information.
10. Select **Accept** or **Suspend**.

Note:

If accepted, a prompt to print appears. If **Yes** is selected, the Receiving Document is printed. If **Suspend** is selected, the screen closes.

9.1.4.3 Viewing and Printing Purchase Order Report

To view and print the Purchase Order report

1. Click on the purchase order in the grid.
2. Select **Print Order** at the top of the screen. The Purchase Order Report opens.

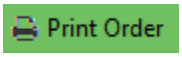


Figure 9-26. Print Order Button

9.1.4.3.1 Print Report

To print the report:

1. Click **Print Report**.

Figure 9-27. Print Report Button

2. Select a printer (choose preferences, if necessary) from the Print screen.
3. Click **Print**.

9.1.4.3.2 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. The user selects a group by clicking on it. The user is directed to the specific information chosen.

Figure 9-28. Toggle Group Tree Button

9.1.4.3.3 Page Selection

Navigate through the report by clicking on the arrows. Move to the first page by clicking on the arrow pointing to the left with a line in front of it. Go to the previous page by selecting the arrow pointing to the left. Move to the next page by clicking on the arrow pointing to the right. Go to the last page by clicking on the arrow pointing to the right with the line at the end of it. Clicking on **Go To**

Page generates a pop-up box to input a specific page number.

Figure 9-29. Page Selection Text Box

9.1.4.3.4 Search for Specific Information in Report

To search for specific information within the report

1. Click the **Search** icon.

Figure 9-30. Search Icon

2. Type the key word for which to search.
3. Click **Find Next**.
4. Click **Cancel** to end search.

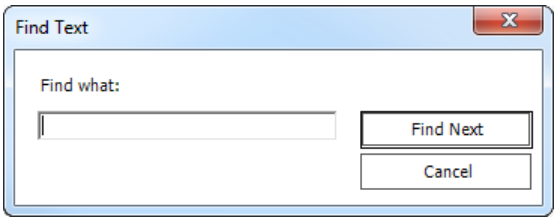


Figure 9-31. Find Text Dialog

9.1.4.3.5 Zoom

To zoom in:

1. Click the **Zoom** icon.

Figure 9-32. Zoom Icon

2. Select a zoom percentage.

9.1.4.3.6 Close

To close the report, click on the box in the upper right corner.

Figure 9-33. Close Button

9.1.5 Create Transfer Out

ENCOR manages inventory transfers between the current site location and other stores. For more information on hosted sites and site-to-site setup, refer to *ENCOR Installation and Configuration Guide* (B005-0000-2139).

The **Create Transfer Out** application provides the functionality to document items that are to be transferred from the current store to a target store.

Items are transferred in the following ways:

- To transfer individual items by unit or case, specify a specific UPC code.
- To transfer all or selected items from an existing purchase order, select the purchase order and items from within the transfer out document.

This section details how to use both transfer methods.

To access the **Create Transfer Out** application from the Application Menu Bar, select **Inventory > Receiving/Ordering > Create Transfer Out**.

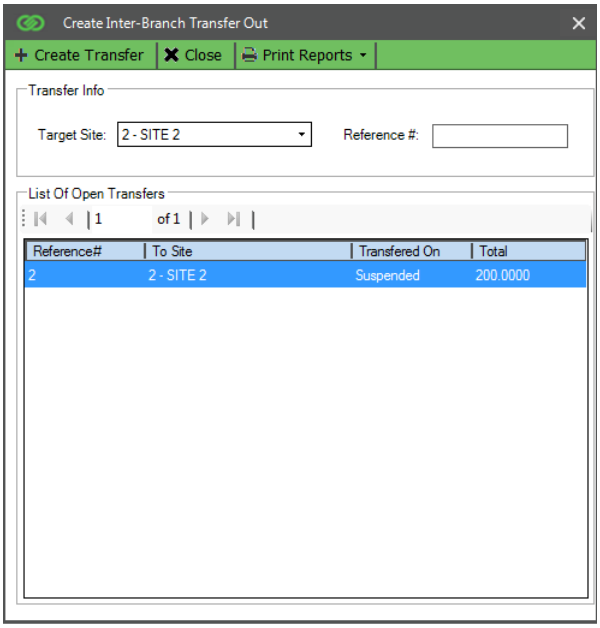


Figure 9-34. Transfer Out Application

9.1.5.1 To Transfer Items to Another Store

1. Select a target site (the store to which to transfer inventory) from the drop-down list. If any currently open transfers exist for this store, they appear in the List of Open Transfers section of the screen.
2. Type a number in the Reference # field.

Note:

If Reference # field is left blank, Reference Number Error screen pops up.

3. Click **Create Transfer**. A transfer screen for the target store specified opens to display the General Information fields.

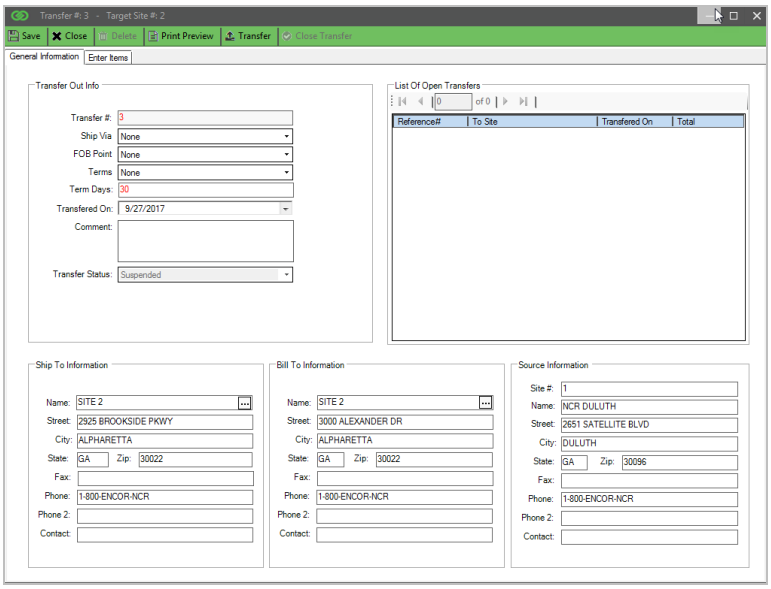


Figure 9-35. New Transfer Out

4. Enter or select values for the following fields in the Transfer Out Info fields.

Field Name	Description	Values
Transfer #	System generated transfer number	
Ship Via	Drop-down selection of shipping methods	Ups, Yellow
FOB Point	Freight on Board or Free on Board (FOB) is a drop-down selection of the party responsible for paying transportation charges.	
Terms	Drop-down selection of payment terms	Net 7, Net 10, Net 30, Net 60, Net 90, EOM, COD
Term Days	Number of days to resolve payment invoice	numeric
Transferred On	Date inventory transferred	Use the icon to select date from calendar or type transfer date in MM/DD/YYYY format.
Comment	Any special instructions or remarks	Alphanumeric
Transfer Status	Drop-down selection of transfer status	Suspended, Transferred, Closed

5. Specify the appropriate address in the Ship To Information fields. This information pre-fills based on **System > Back Office Setup > Hosted Sites**.
6. Specify the appropriate address in the Bill To Information fields. This information pre-fills based on **System > Back Office Setup > Hosted Sites**.
7. Specify the transfer out address in the Source Information fields. This information pre-fills based on **System > Back Office Setup > Site Setup**.
8. Click **Enter Items** tab to display the Enter Items fields.
9. Specify the items to transfer by UPC code or, if available, by selecting from a purchase order in the bottom left of screen. To specify individual items for transfer, type UPC. To launch item search screen and locate item by attribute other than UPC, click **Filter Search**.

Note:

Move to Step 12 to add items from a purchase order.

10. Type the number of cases and/or units of item to transfer.
11. Click **Save.** Detailed information for the specified UPC appears in the Transfer Detail portion of the screen.
12. To specify items from an existing purchase order for transfer, click on a purchase order in the List of Purchase Orders section on left bottom of the screen.
13. Click **Add Purchase Order Detail to Transfer** to add all the items in the selected purchase order to the transfer order. The items appear in the Transfer Detail section of the screen.

Note:

Double-click on an open purchase order to display the items associated with that purchase order in the List of Purchase Order Detail portion of the screen.

14. Continue adding items to transfer until all desired items have been added to Transfer Detail. Click **Save** between adding items to ensure all item data is saved.
15. Add any shipping and handling, discount, tax, or other transfer charge data in Transfer Totals on right side of screen.
16. Click **Print Preview** to view and print Transfer Out document.
17. Click **Transfer** to generate the Transfer Out Review screen. Use this screen to verify transfer amounts and exceptions before accepting inventory transfer.

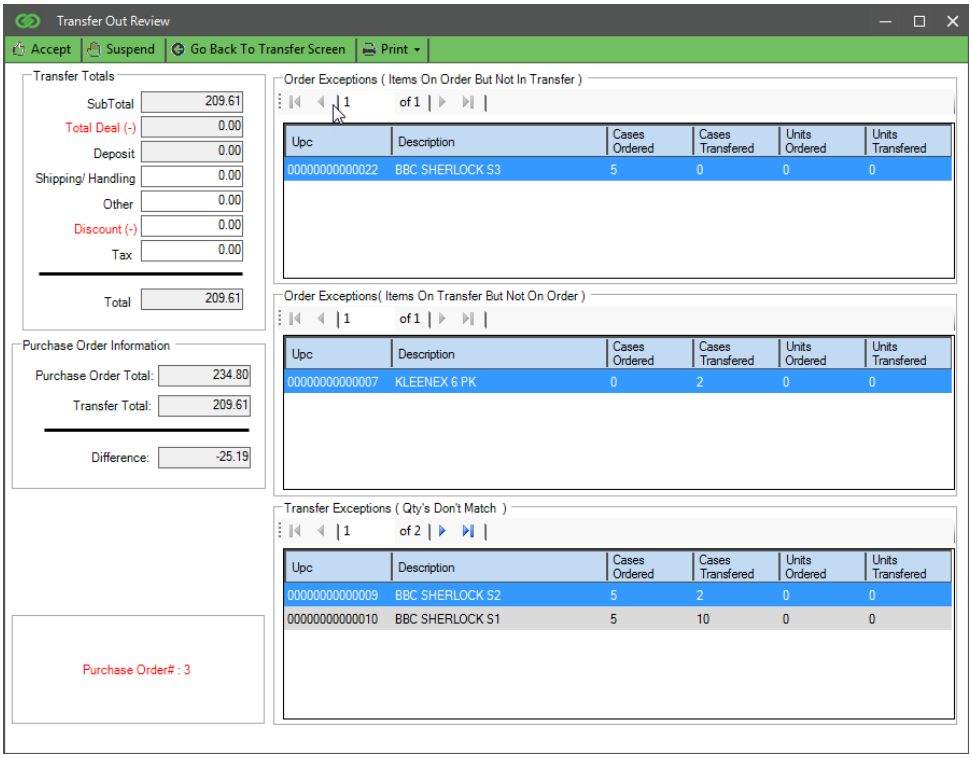


Figure 9-36. Transfer Out Review Screen

18. Take one of the following actions:
    - Click **Accept** to process the transfer. As action completes, a pop-up screen asks if user would like to print the Transfer Out document.
    - Click **Suspend** to delay the transfer. **ENCOR** exits the current transfer and returns to the Create Inter-Branch Transfer screen.
    - Click **Go Back to Transfer Screen** to return to the previous screen for editing.
    - Click **Print** to print the Transfer Out document or Transfer Exceptions Report.

9.1.6 Create Transfer In

ENCOR manages inventory transfers between the current site location and other stores. For more information on Hosted Sites and Site-to-Site setup, refer to *ENCOR Installation and Configuration Guide* (B005-0000-2139).

The **Create Transfer In** application is used to document items transferred from a source store into the current store. To access the **Create Transfer In** application from the Application Menu Bar, select **Inventory > Receiving/Ordering > Create Transfer In**.

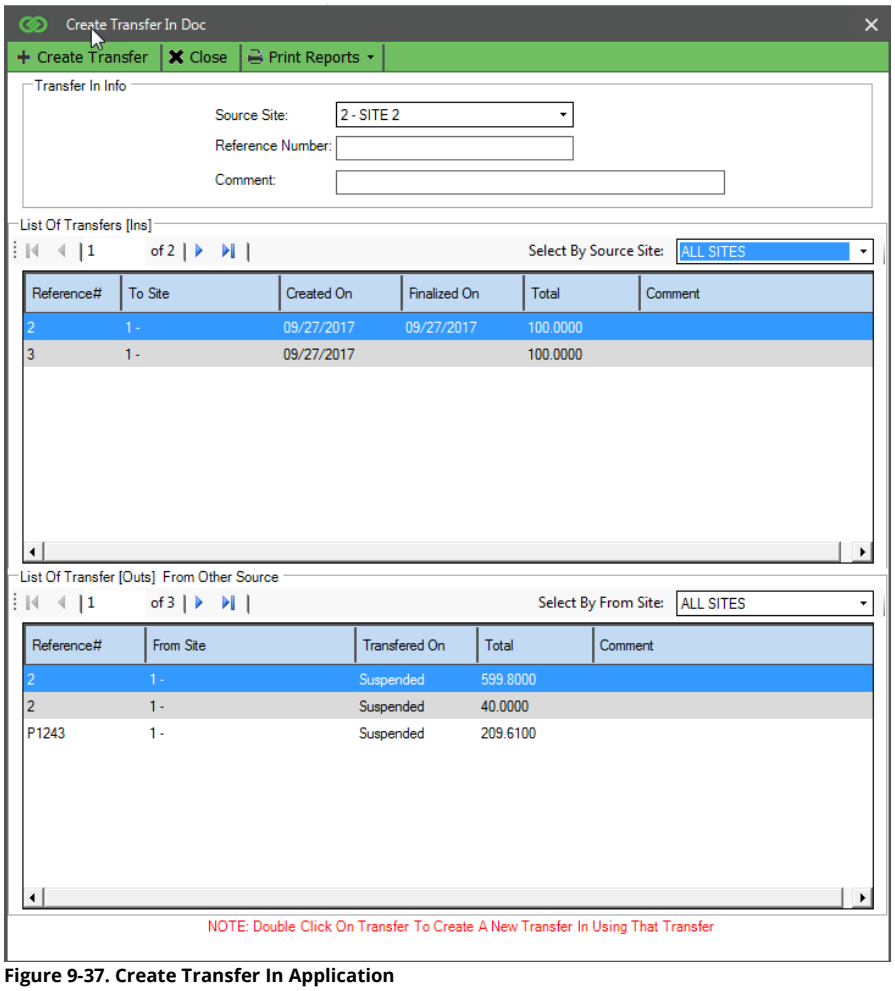


Figure 9-37. Create Transfer In Application

9.1.6.1 Transfer Items into Current Store

1. Select the store that is transferring goods to the current store from the drop-down list in the Source Site field.
2. Type **Reference Number**.
3. Type any comments, if desired.
4. Click **Create Transfer.** A Transfer ID # screen for the source store opens.

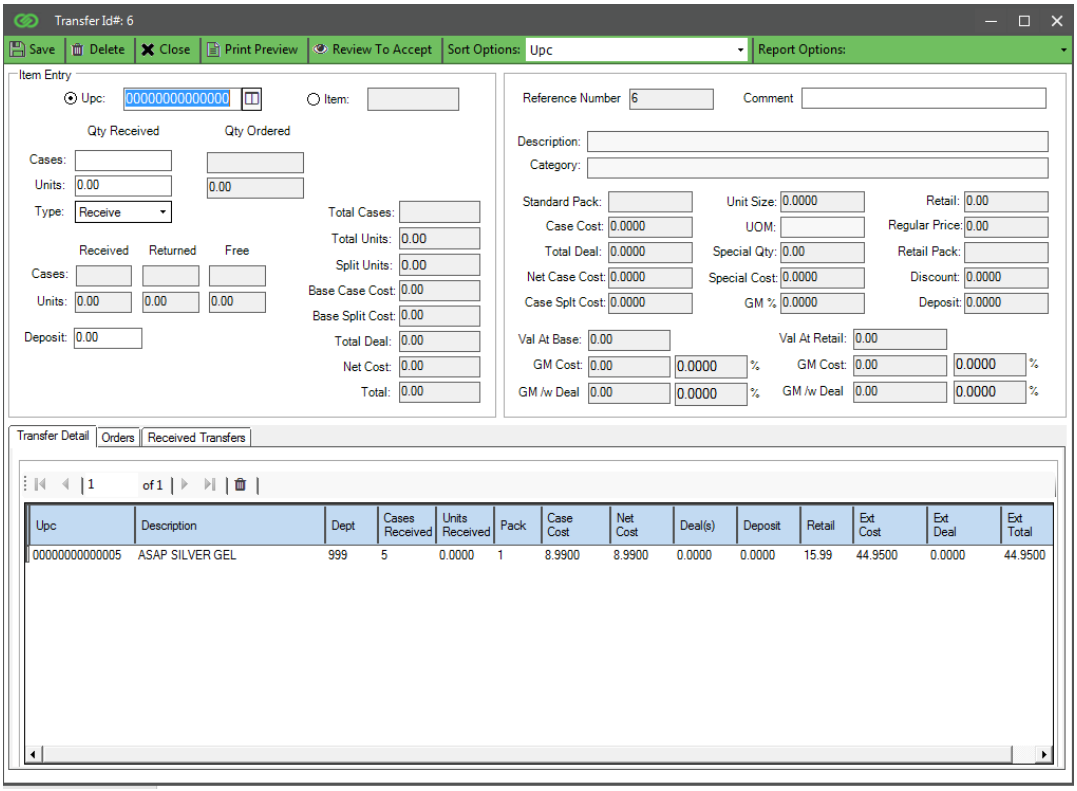


Figure 9-38. Create Transfer In Screen

5. Enter or select values for the fields on this screen. The table below provides descriptions of fields.

Field Name	Description	Values
UPC	UPC of transferred item. Description, Category, and other grayed fields auto-populate from ENCOR database.	Numeric
Qty Received- Cases	Number of cases transferred	Numeric
Qty Received- Units	Number of units transferred	Numeric
Type	Drop-down list of transfer types	Receive, Return, Free
Deposit		Numeric
Debit		Numeric
Tax	Sales tax, if applicable	Numeric

6. Specify the items being transferred by UPC or, if available, by selecting from a purchase order in the bottom left of screen. To specify individual items, type UPC.

7. Type number of cases and/or units transferred.

Note:

Move to Step 9 to add items from a purchase order.

8. Click **Save.** Detailed information for the specified UPC appears in the Transfer Detail portion of the screen.
9. To specify items from an existing purchase order, click on a purchase order in the List of Purchase Orders on the Orders tabs in the left bottom of the screen.

Note:

Double-click on an open purchase order to display the items associated with that purchase order in the List of Purchase Order Detail portion of the screen.

10. Continue adding items until all transferred items are shown in Transfer Detail.
11. Click **Save** between adding items to ensure all item data are saved.
12. Add any deposit, debit, or tax amounts.
13. Click **Print Preview** to view and print Transfer In document.
14. Click **Review To Accept** to generate the Transfer In Review screen. Use this screen to verify transfer amounts and exceptions before accepting inventory transfer.
15. Take one of the following actions:
    - Click **Accept** to process the transfer. As action completes, a pop-up screen asks to print the Transfer In document.
    - Click **Suspend** to delay the transfer. **ENCOR** exits the current transfer and returns to the Create Inter-Branch Transfer screen.
    - Click **Go Back to Transfer Screen** to return to the previous screen for editing.
    - Click **Print** to print the Transfer In document.

9.1.6.2Editing an Open Transfer In Document

The **Create Transfer In** application provides the functionality to re-open a suspended Transfer In document for editing.

Note:

Transfer In documents that have been accepted cannot be opened for editing.

To edit an existing Transfer In document

1. Open the **Create Transfer In** application in **Inventory > Receiving/Ordering**. The Create Transfer In screen appears.
2. From the List Of Transfers[Ins] grid's Select By Source Site drop-down, select the source site (i.e. the originating store) that has suspended Transfer In documents. If currently open transfers exist for the selected store, they appear in the List of Open Transfers.

3. From the List Of Transfers[Ins] grid, double-click on a suspended transfer to display its contents. The selected Transfer In document opens to the Item Entry screen for that document.
4. Edit the fields on the Item Entry screen as needed.

9.1.6.3Create a Transfer In Document from a Transfer Out Document

The **Create Transfer In** application provides the functionality to create a Transfer In document from a suspended Transfer Out document.

To create a Transfer In document from a Transfer Out document

1. Open the **Create Transfer In** application. Select **Inventory > Receiving/Ordering > Create Transfer In** from the Application Menu Bar.
2. From the List Of Transfer [Outs] From Other Source grid's Select By From Site drop-down, select the site that is transferring goods to the current store.
3. From the List Of Transfer [Outs] From Other Source grid, double-click on a suspended transfer out. A message appears stating: "This Will Add This Transfer to Your Transfer(In) Database."

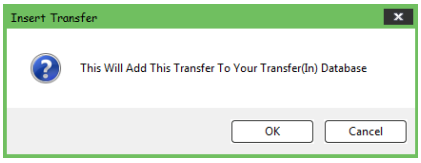


Figure 9-39. Insert Transfer Dialog

4. Click **OK** on the message box. A new suspended Transfer In document entry appears in the List Of Transfer [Ins] grid.

9.1.7 Transfers

The **Transfers** application provides the functionality to list, open, create, delete, and print Transfer In and Transfer Out documents. To access the **Transfers** application from the Application Menu Bar, select **Inventory >**

Receiving/Ordering > Transfers.

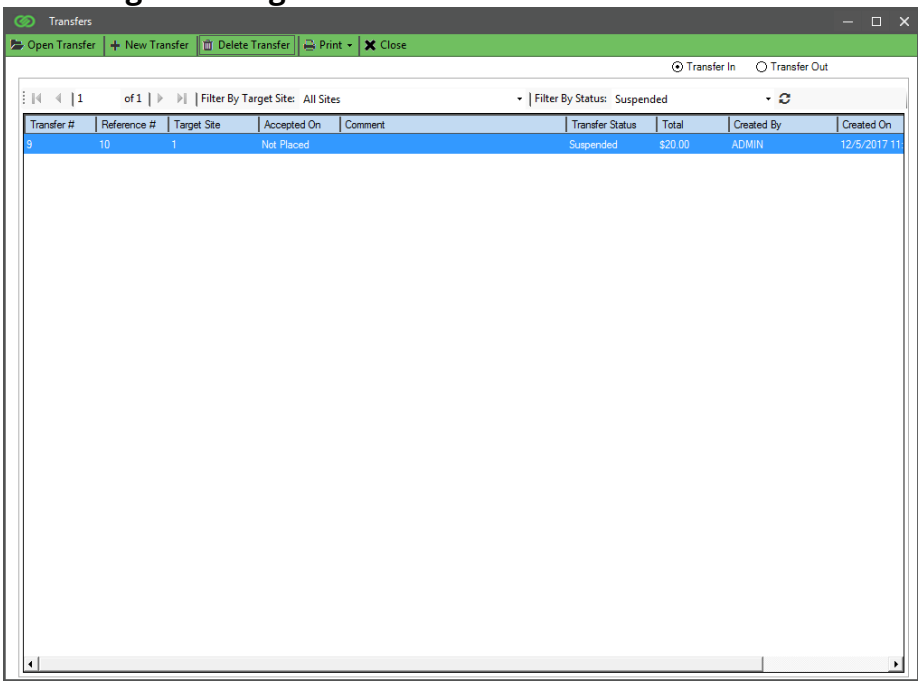


Figure 9-40. Transfers Application

9.1.7.1 List Transfer In or Transfer Out Documents

The **Transfers** application provides the ability to list either Transfer In or Transfer Out documents based on the document's status. To filter by document type, select either the **Transfer In** or **Transfer Out** radio button (see image below); to filter by document status, select Suspended, Transferred, or Closed from the Filter By Status drop-down (shown in image below). Once document type and status have been selected, the grid will list documents based on those selections.

Figure 9-41. Transfers Grid - Filters

9.1.7.2 Open Transfer

Once Transfer In or Transfer Out documents are listed (see above List Transfer In or Transfer Out Documents) in the application's grid, the transfer document can be opened in one of two ways. The first way to is to double click a transfer in the grid, and the second way is to highlight (click) a transfer in the gird and click the **Open Transfer** button. Opened transfer documents are displayed in the Transfer ID # screen that allows editing of Suspended transfers and view only of Transferred documents.

9.1.7.3 Create Transfer In or Transfer Out Documents

The **Transfers** application provides the functionality to launch the appropriate application to create either a Transfer In or a Transfer Out document.

To create Transfer In document

1. Select the **Transfer In** radio button (located at the top of the screen).

Figure 9-42. Transfers Radio Buttons

2. Click **New Transfer**. The **Create Transfer In** application is launched.

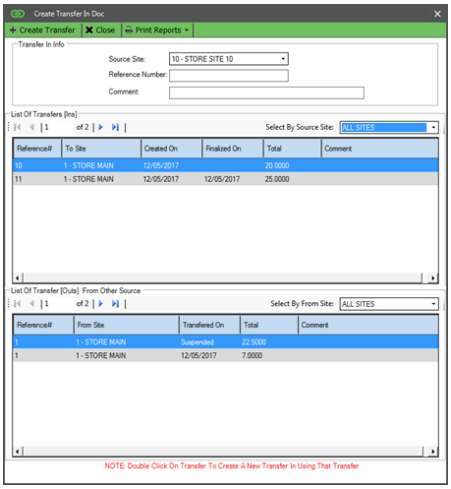


Figure 9-43. Create Transfer In Application

3. Use the **Create Transfer In** application to create the transfer (refer to the "Create Transfer In" section above).

To Create Transfer Out Document

1. Select the **Transfer Out** radio button (located at the top of the screen).

Figure 9-44. Tranfers Radio Buttons

2. Click the **New Transfer** button. The **Create Transfer Out** application is launched.

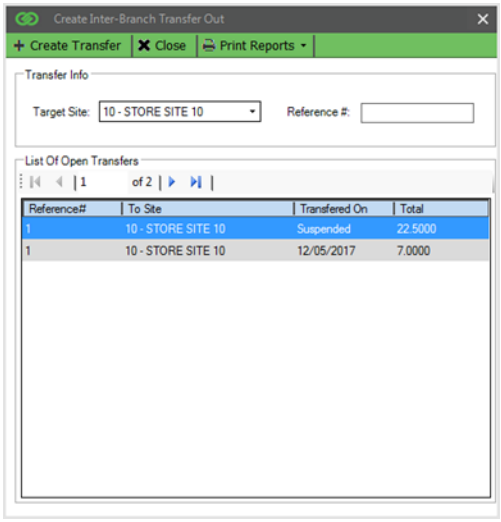


Figure 9-45. Create Transfer Out Application

3. Use the **Create Transfer Out** application to create the transfer (refer to the "Create Transfer Out" section above).

9.1.7.4Delete Transfer

1. Within the application's grid highlight (click) the transfer that is to be deleted. In the image below, Transfer# 12 has been selected.

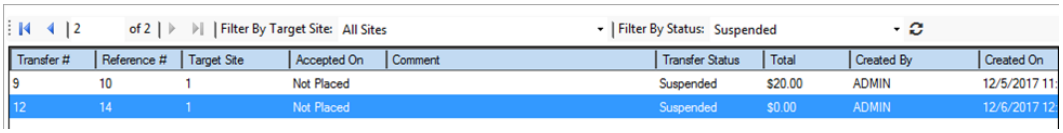


Figure 9-46. Transfers Grid - Highlight Transfer

2. Click **Delete Transfer**. A Transfer Delete dialog appears.

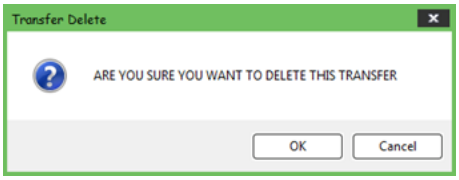


Figure 9-47. Transfer Delete Dialog

3. Click **OK** to delete the transfer or click **Cancel** to abort the delete.

9.1.7.5Print Transfer

The **Transfers** application provides the functionality to print transfers. The types of reports that can printed are based on the transfer type selected. If the **Transfer In** radio button is selected, the Transfer or Transfer Register report can be selected from the Print drop-down.

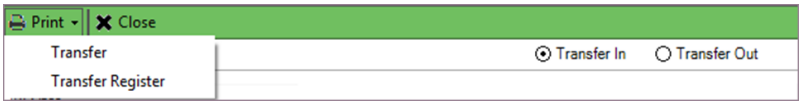


Figure 9-48. Transfer In Print Options

If the **Transfer Out** radio button is selected, the Transfer, Pick Ticket, or Transfer Register report can be selected from the Print drop-down.

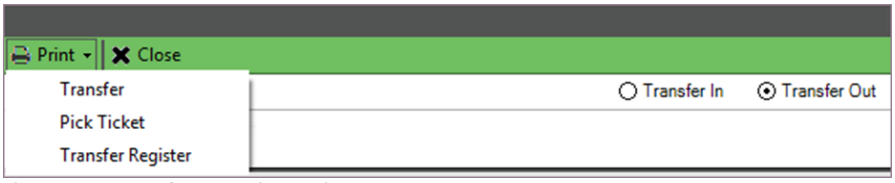


Figure 9-49. Transfer Out Print Options

To print a Transfer In document

1. Select the **Transfer In** radio button (located at the top of the screen).

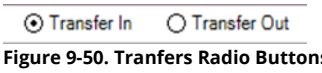


Figure 9-50. Tranfers Radio Buttons

2. Highlight (click) a transfer in the grid.
3. Click **Print**.

4. From the Print drop-down, select the **Transfer** or **Transfer Register** report. The report is displayed in the Report screen. Below are images of both reports.

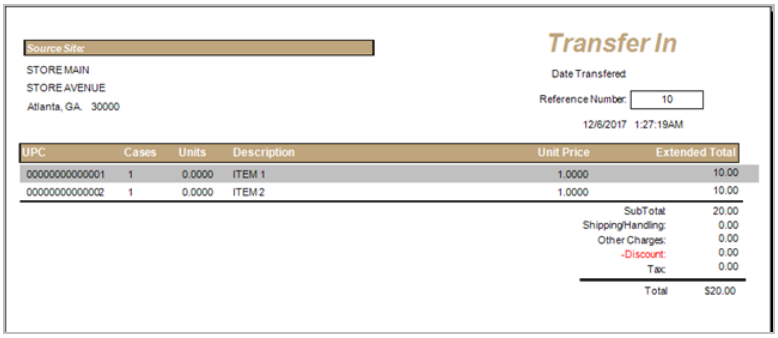


Figure 9-51. Transfer Report

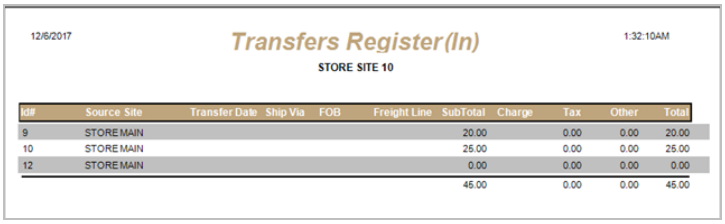


Figure 9-52. Transfer Register Report

5. Click the Report Screen's **Print** button to send the report to the printer.

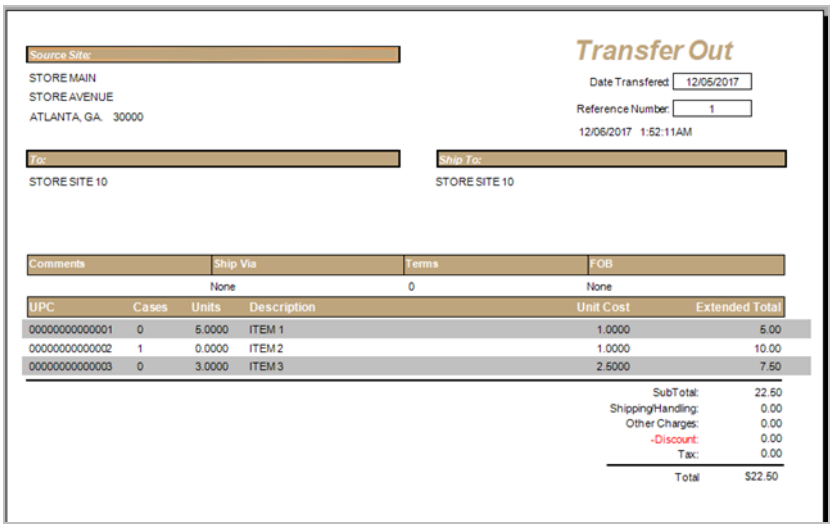
Figure 9-53. Print Button

To print a Transfer Out document

1. Select the **Transfer Out** radio button (located at the top of the screen).

Figure 9-54. Transfers Radio Buttons

2. Highlight (click) a transfer in the grid.
3. Click **Print**.
4. From the Print drop-down, select the Transfer, Pick Ticket, or Transfer Register report. The report is displayed in the Report screen. Below are images of the reports.



Transfer Out

Source Site:
STORE MAIN
STORE AVENUE
ATLANTA, GA. 30000

Date Transfered: 12/05/2017
Reference Number: 1
12/06/2017 1:52:11AM

To:
STORE SITE 10

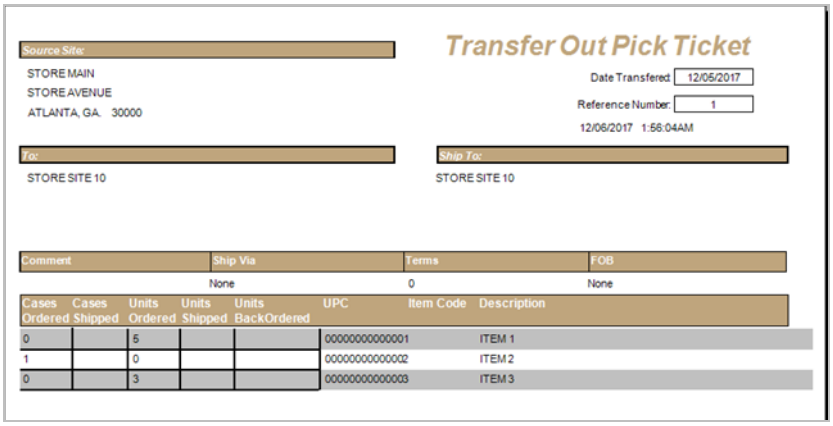
Ship To:
STORE SITE 10

Comments	Ship Via	Terms	FOB
	None	0	None

UPC	Cases	Units	Description	Unit Cost	Extended Total
00000000000001	0	5.0000	ITEM 1	1.0000	5.00
00000000000002	1	0.0000	ITEM 2	1.0000	10.00
00000000000003	0	3.0000	ITEM 3	2.5000	7.50

SubTotal:	22.50
Shipping/Handling:	0.00
Other Charges:	0.00
-Discount:	0.00
Tax:	0.00
Total	$22.50

Figure 9-55. Transfer Report



Transfer Out Pick Ticket

Source Site:
STORE MAIN
STORE AVENUE
ATLANTA, GA. 30000

Date Transfered: 12/05/2017
Reference Number: 1
12/06/2017 1:56:04AM

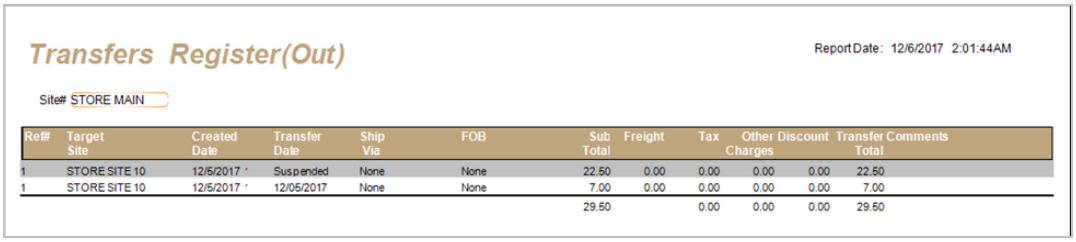
To:
STORE SITE 10

Ship To:
STORE SITE 10

Comment	Ship Via	Terms	FOB
	None	0	None

Cases Ordered	Cases Shipped	Units Ordered	Units Shipped	Units BackOrdered	UPC	Item Code	Description
0		5			00000000000001		ITEM 1
1		0			00000000000002		ITEM 2
0		3			00000000000003		ITEM 3

Figure 9-56. Pick Ticket Report



Transfers Register(Out)

Report Date: 12/6/2017 2:01:44AM

Site# STORE MAIN

Ref#	Target Site	Created Date	Transfer Date	Ship Via	FOB	Sub Total	Freight	Tax	Other Charges	Discount	Transfer Total	Comments
1	STORE SITE 10	12/5/2017	Suspended	None	None	22.50	0.00	0.00	0.00	0.00	22.50	
1	STORE SITE 10	12/5/2017	12/06/2017	None	None	7.00	0.00	0.00	0.00	0.00	7.00	
						29.50		0.00	0.00	0.00	29.50	

Figure 9-57. Transfer Register Report

5. Click the Report Screen's **Print** button to send the report to the printer.

Figure 9-58. Print Button

9.2 Perpetual Inventory

ENCOR easily tracks inventory on hand. Counts are noted by location, and cycles are updated and adjusted as needed. **ENCOR** tracks changes so that inventory history can be monitored. **ENCOR** provides the **Inventory Cycle Count** application to change one more item's inventory count and the **Inventory Adjustments** application to adjust and one or more item's inventory counts.

9.2.1 Inventory Cycle Counts

The **Inventory Cycle Count** application provides the functionality to change one or more item's inventory count. The application is used to create a new inventory count, add items to the inventory count, allow each item's count to be changed, and (when the inventory count is applied) apply the new count to each item's count. In effect, the items' count is replaced in contrast to being adjusted.

To access the **Inventory Cycle Counts** application from the Application Menu Bar, select **Inventory > Perpetual Inventory > Inventory Cycle Counts**.

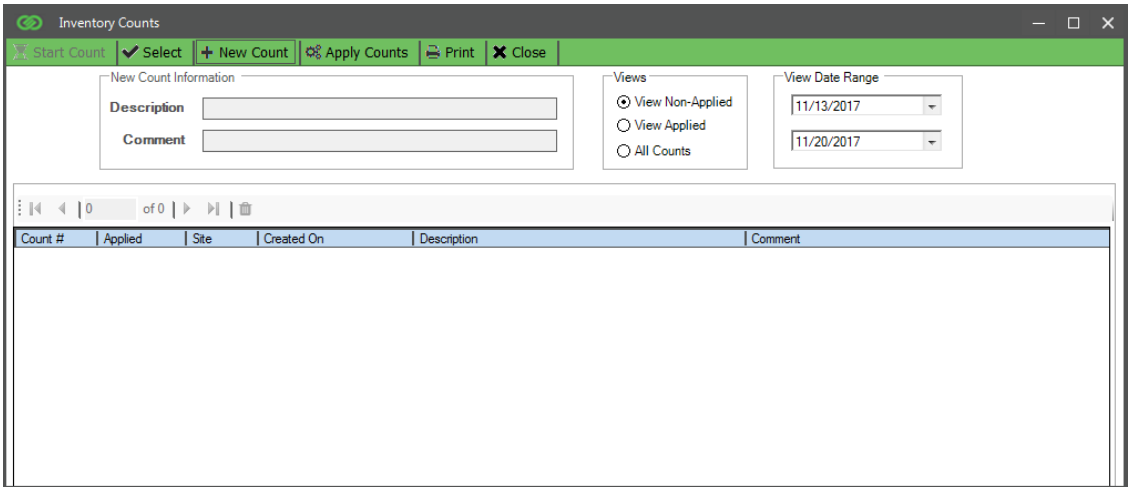


Figure 9-59. Inventory Cycle Count Application

The **Inventory Cycle Counts** application's grid can be filtered to display desired inventory counts. Use the Views radio buttons and View Date Range settings to filter the grid's listing.

Filter	Description
Views – View Non-Applied	Grid displays only Non-Applied Counts within the View Date Range
Views – View Applied	Grid displays only Non-Applied Counts within the View Date Range
Views – All Counts	Grid displays all counts within the View Date Range
View Date Range	Grid displays Counts created within the Date Range and View Criteria

9.2.1.1 Create Inventory Count

To replace an inventory count of one or more items, create an inventory count, add one or more items, and provide new counts for each item.

To create an inventory count

1. Click **New Count**.
2. Input description.
3. Input comment, if desired.
4. Click **Start Count**. The Inventory Cycle Counts screen appears.

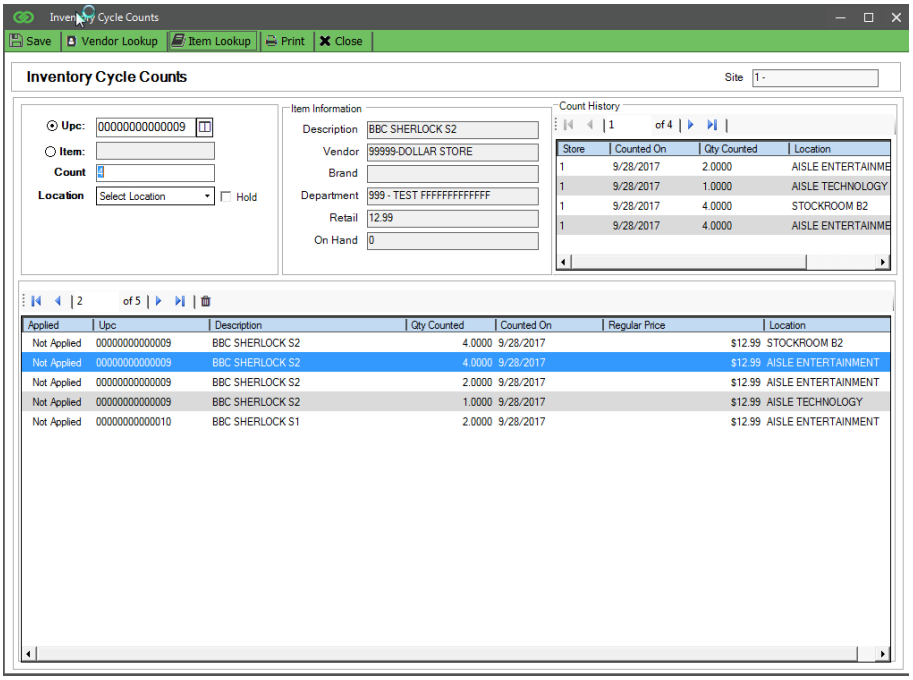


Figure 9-60. Inventory Cycle Count Screen

Field Name	Description
Upc	Unique identifier for an item
Item	Vendor unique item code
Count	Number of item(s) counted by location. NSC2 item type allows decimal inputs.
Location	Not required field. Locations of the item at the Store. The **Location** application is accessed from the Application Menu Bar, System > Back Office Setup > Locations.
Hold	When checked, the selected Location persists after each item saved.

5. Enter the UPC or the item code. If UPC or item code are unknown, use Vendor Lookup or Item Lookup search to locate code.
6. Press **ENTER** on the keyboard.

Note:

The item information automatically populates after pressing enter. Additional information is manually added in the Brand and Color fields, if desired.

7. Enter the count.
8. Select the location.
9. Check **Hold**, if applicable.
10. Click **Save**.

Note:

To add the same UPC/item code with different locations, ensure that the UPC/item code is reset to 00000000000000. Enter the UPC/item code and enter the count and/or location. Click **Save**. The item will appear in the grid multiple times.

To edit the item on the grid, double-click on the UPC/item code record. The item count information will be displayed in the upper panel. This action duplicates the item record on the grid.

11. Continue adding counts until all desired items appear in the list at the bottom of the Inventory Cycle Counts screen. Click **Save** between each item keyed.
12. Click **Close** to return to the Inventory Cycle Counts main screen.
13. Saved count appears at the bottom of the screen.

9.2.1.2Apply Inventory Count

Applying counts replaces the on-hand inventory totals that appear in the Immediate Maintenance screen and Inventory Reports.

To apply counts:

1. Highlight a count from the Inventory Counts grid.
2. Click **Apply Counts**.

Figure 9-61. Apply Counts Button

3. Click **OK** when prompted.

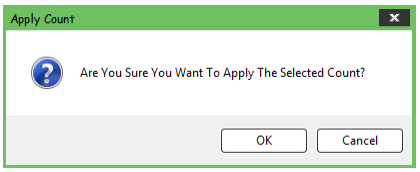


Figure 9-62. Apply Count Dialog

9.2.1.3Printing Inventory Count

To print inventory Cycle Count grid:

1. Click **Print**. The Report Select pop-up appears.
2. Select the report type.
3. Select the Cost Difference Group By.
4. Click **Print.**

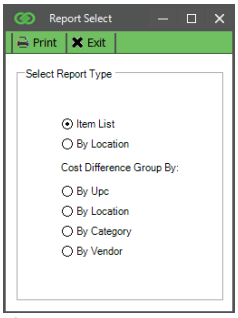
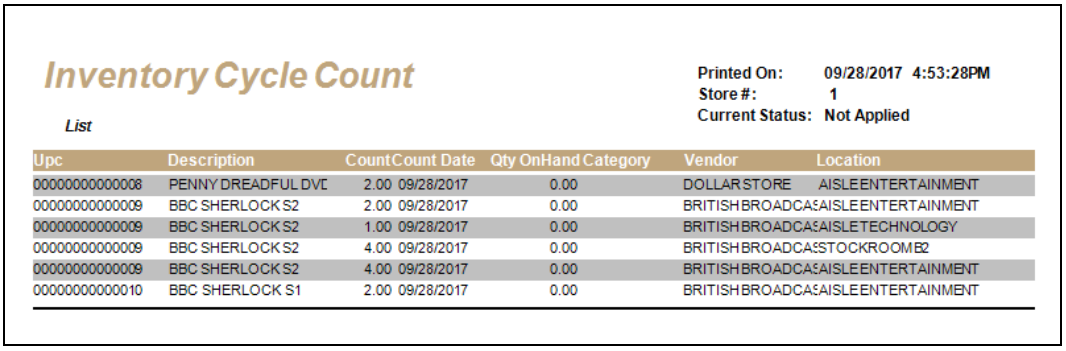


Figure 9-63. Report Type Selection



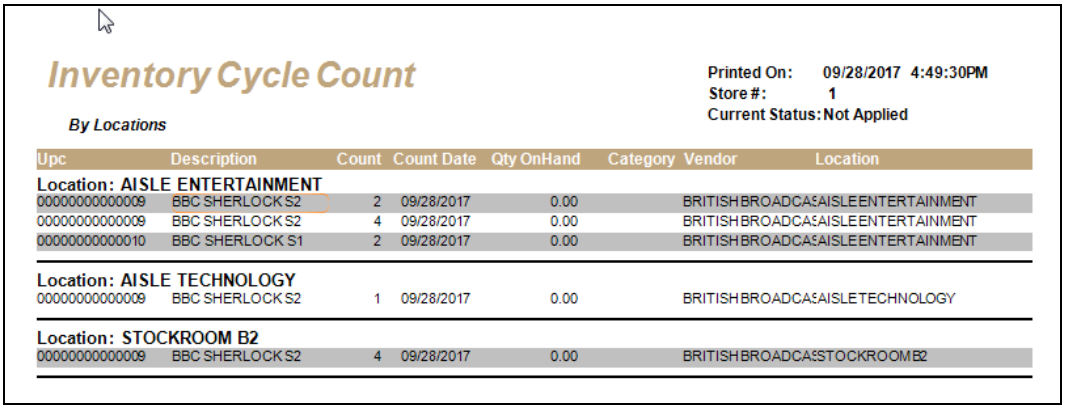
Inventory Cycle Count

List

Printed On: 09/28/2017 4:53:28PM
Store #: 1
Current Status: Not Applied

Upc	Description	Count	Count Date	Qty OnHand	Category	Vendor	Location
00000000000008	PENNY DREADFUL DVD	2.00	09/28/2017	0.00		DOLLAR STORE	AISLE ENTERTAINMENT
00000000000009	BBC SHERLOCK S2	2.00	09/28/2017	0.00		BRITISH BROADCAS	AISLE ENTERTAINMENT
00000000000009	BBC SHERLOCK S2	1.00	09/28/2017	0.00		BRITISH BROADCAS	AISLE TECHNOLOGY
00000000000009	BBC SHERLOCK S2	4.00	09/28/2017	0.00		BRITISH BROADCAS	STOCKROOM B2
00000000000009	BBC SHERLOCK S2	4.00	09/28/2017	0.00		BRITISH BROADCAS	AISLE ENTERTAINMENT
00000000000010	BBC SHERLOCK S1	2.00	09/28/2017	0.00		BRITISH BROADCAS	AISLE ENTERTAINMENT

Figure 9-64. Inventory Cycle Count - Item List View



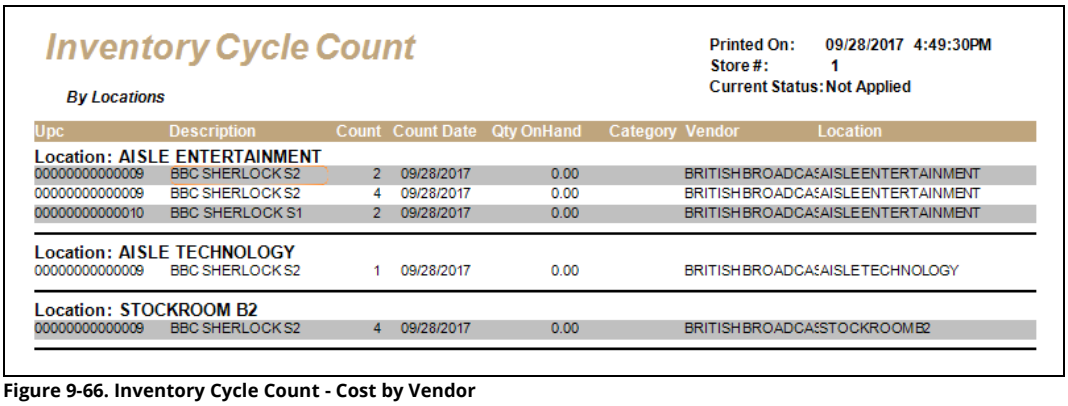
Inventory Cycle Count

By Locations

Printed On: 09/28/2017 4:49:30PM
Store #: 1
Current Status: Not Applied

Upc	Description	Count	Count Date	Qty OnHand	Category	Vendor	Location
Location: AISLE ENTERTAINMENT							
00000000000009	BBC SHERLOCK S2	2	09/28/2017	0.00		BRITISH BROADCAS	AISLE ENTERTAINMENT
00000000000009	BBC SHERLOCK S2	4	09/28/2017	0.00		BRITISH BROADCAS	AISLE ENTERTAINMENT
00000000000010	BBC SHERLOCK S1	2	09/28/2017	0.00		BRITISH BROADCAS	AISLE ENTERTAINMENT
Location: AISLE TECHNOLOGY							
00000000000009	BBC SHERLOCK S2	1	09/28/2017	0.00		BRITISH BROADCAS	AISLE TECHNOLOGY
Location: STOCKROOM B2							
00000000000009	BBC SHERLOCK S2	4	09/28/2017	0.00		BRITISH BROADCAS	STOCKROOM B2

Figure 9-65. Inventory Cycle Count - Location View



Inventory Cycle Count

By Locations

Printed On: 09/28/2017 4:49:30PM
Store #: 1
Current Status: Not Applied

Upc	Description	Count	Count Date	Qty OnHand	Category	Vendor	Location
Location: AISLE ENTERTAINMENT							
00000000000009	BBC SHERLOCK S2	2	09/28/2017	0.00		BRITISH BROADCAS	AISLE ENTERTAINMENT
00000000000009	BBC SHERLOCK S2	4	09/28/2017	0.00		BRITISH BROADCAS	AISLE ENTERTAINMENT
00000000000010	BBC SHERLOCK S1	2	09/28/2017	0.00		BRITISH BROADCAS	AISLE ENTERTAINMENT
Location: AISLE TECHNOLOGY							
00000000000009	BBC SHERLOCK S2	1	09/28/2017	0.00		BRITISH BROADCAS	AISLE TECHNOLOGY
Location: STOCKROOM B2							
00000000000009	BBC SHERLOCK S2	4	09/28/2017	0.00		BRITISH BROADCAS	STOCKROOM B2

Figure 9-66. Inventory Cycle Count - Cost by Vendor

9.2.1.3.1 Print the Report

To print the report:

1. Click **Print Report**.

Figure 9-67. Print Report Button

2. Select a printer (choose preferences, if necessary) from the Print screen.
3. Click **Print**.

9.2.1.3.2 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. The user selects a group by clicking on it. The user is directed to the specific information chosen.

Figure 9-68. Toggle Group Tree Button

9.2.1.3.3 Page Selection

Navigate through the report by clicking on the arrows. Move to the first page by clicking on the arrow pointing to the left with a line in front of it. Go to the previous page by selecting the arrow pointing to the left. Move to the next page by clicking on the arrow pointing to the right. Go to the last page by clicking on the arrow pointing to the right with the line at the end of it. Clicking on **Go To Page** generates a pop-up box to input a specific page number.

Figure 9-69. Page Selection Text Box

9.2.1.3.4 Search for Specific Information in Report

To search for specific information within the report

1. Click the **Search** icon.

Figure 9-70. Search Icon

2. Type the key word for which to search.
3. Click **Find Next**.
4. Click **Cancel** to end search.

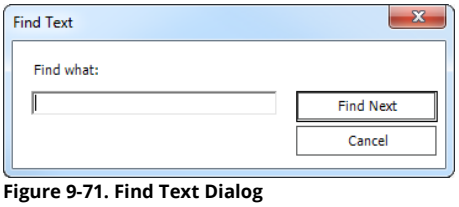


Figure 9-71. Find Text Dialog

9.2.1.3.5 Zoom

To zoom in:

1. Click the **Zoom** icon.

Figure 9-72. Zoom Icon

2. Select a zoom percentage.

9.2.1.3.6 Close

To close the report, click on the box in the upper right corner.

Figure 9-73. Close Button

9.2.2 Inventory Adjustments

Inventory counts are affected if items are stolen, lost, or damaged. These adjustments are made manually to the total count on hand by accessing the **Inventory Adjustment** application from Application Menu Bar, select **Inventory > Perpetual Inventory > Inventory Adjustment**.

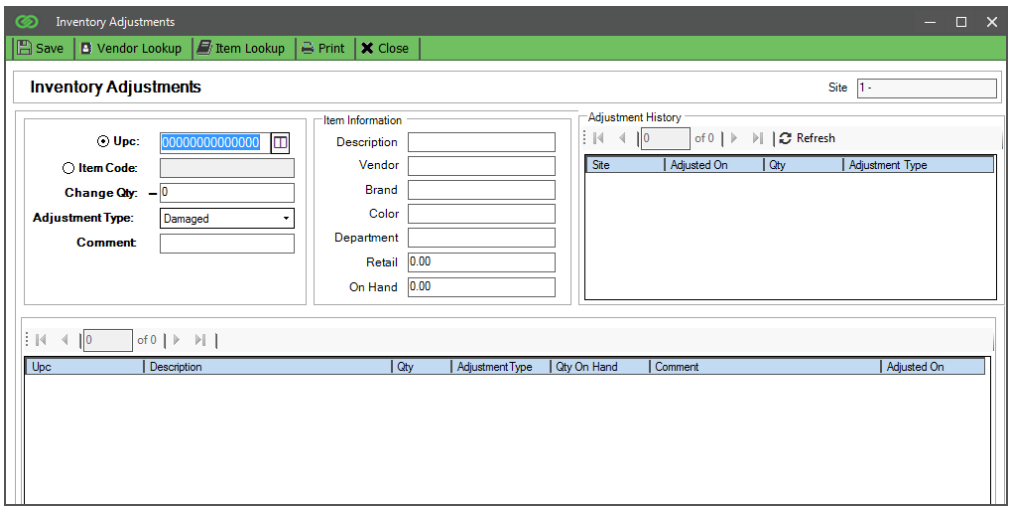


Figure 9-74. Inventory Adjustments Application

To adjust the inventory

3. Enter the UPC or the Item Code.

Note:

If the item entered in step 1 was of type NSC2, the Change Qty field will allow decimal inputs.

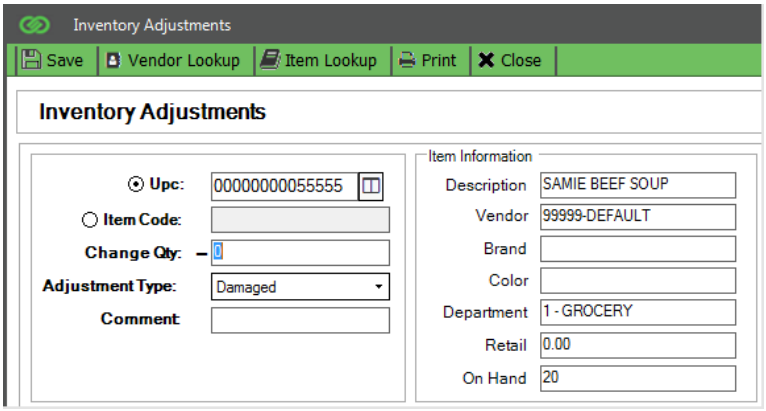


Figure 9-75. Inventory Adjustments - UPC Entered

4. Press **ENTER**.

Note:

The item information automatically populates after pressing Enter. Additional information is manually added in the Brand and Color fields, if desired.

Note:

If the item's UPC is in **ENCOR**, the item information generates. If the UPC is not in **ENCOR**, a pop-up box appears stating, "Item Not on File. Do you wish to add?" If **Yes** is selected, the Item Maintenance screen appears. See "Add Item" in chapter 3 for details on how to input item data.

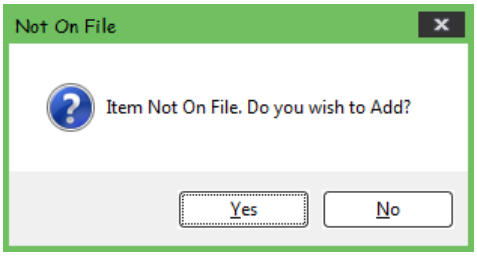


Figure 9-76. Not On File Dialog

5. Enter the amount in the Change Qty field.

Note:

The value of the amount entered depends on the Adjustment Type selected. See below.

6. Select the Adjustment Type from the drop-down menu.

Adjustment Type	Inventory Level
Damaged	Negative
Stolen	Negative
Giveaway	Negative
Shrinkage	Negative
Free	Negative

7. Enter Comments, if applicable.
8. Click **Save**.

Note:

Saved adjustments appear at the bottom of the screen. Select an adjusted item to view it in the Adjustment History section of the screen. If more than one adjustment is made for an item, all adjustments appear in the history section. The list is updated by clicking **Refresh.**

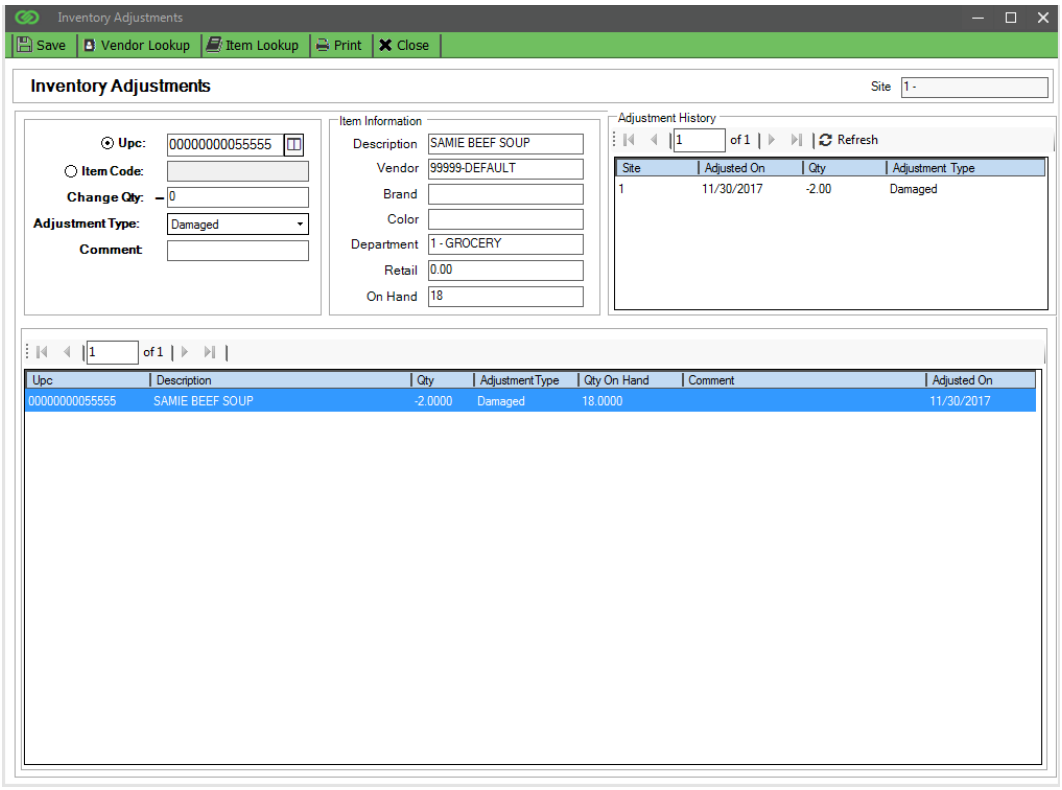


Figure 9-77. Inventory Adjustments Grid

To navigate through the list of adjustments click on the arrows. Move to the first page by clicking on the arrow pointing to the left with a line in front of it. Go to the previous page by selecting the arrow pointing to the left. Move to the next page by clicking on the arrow pointing to the right. Go to the last page by clicking on the arrow pointing to the right with the line at the end of it. Clicking on **Go To Page** generates a pop-up box to input a specific page number.

9.2.2.1 Vendor Lookup

The **Inventory Adjustments** application provides the functionality to search for items based on vendor.

1. Click **Vendor Lookup** in the top menu bar of the **Inventory Adjustments** application.

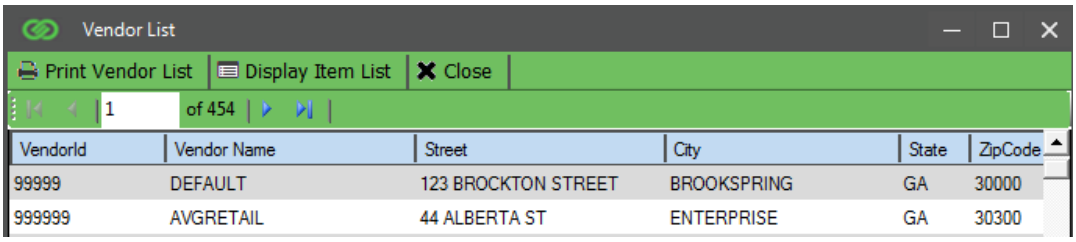


Figure 9-78. Vendor List

2. Highlight a vendor from the list.
3. Click **Display Item List**

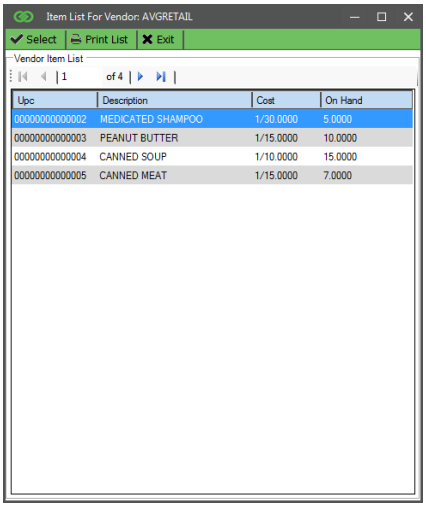


Figure 9-79. Item List for Vendor

9.2.2.1.1 Display Item List

To display the item:

1. Highlight an item within the list.
2. Click **Select**.
3. The **Item List for Vendor** screen and the **Vendor List** screen close. The item's data appears in the Inventory Adjustment application controls above the grid.
4. Click **Print**, if applicable.

9.2.2.1.2 Print Vendor List

Selecting to print from this location prints a list of the vendors and their corresponding information.

To print the report

1. Click **Vendor Lookup** in the top menu bar of the **Inventory Adjustments** application
2. Click **Print Vendor List**.

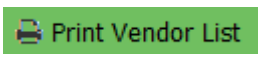


Figure 9-80. Print Vendor List Button

3. Select a printer (choose preferences, if necessary).
4. Click **Print**.

9.2.2.1.3 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. The user selects a group by clicking on it. The user is directed to the specific information chosen.

Figure 9-81. Toggle Group Tree Button

9.2.2.1.4 Page Selection

Navigate through the report by clicking on the arrows. Move to the first page by clicking on the arrow pointing to the left with a line in front of it. Go to the previous page by selecting the arrow pointing to the left. Move to the next page by clicking on the arrow pointing to the right. Go to the last page by clicking on the arrow pointing to the right with the line at the end of it. Clicking on **Go To Page** generates a pop-up box to input a specific page number.

Figure 9-82. Page Selection Text Box

9.2.2.1.5 Search for Specific Information in Report

1. Click the **Search** icon.

Figure 9-83. Search Icon

2. Type the key word for which to search.
3. Click **Find Next**.
4. Click **Cancel** to end search.

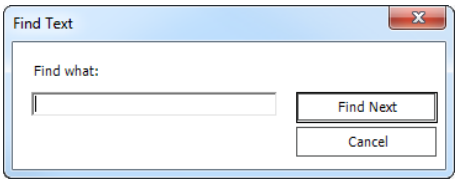


Figure 9-84. Find Text Dialog

9.2.2.1.6 Zoom

To zoom in:

1. Click the **Zoom** icon.

Figure 9-85. Zoom Icon

2. Select a zoom percentage.

9.2.2.1.7 Close

To close the report, click on the box in the upper right corner.

Figure 9-86. Close Button

9.2.2.2 Item Lookup

Item Data is also accessible by performing an item lookup. Click **Item Lookup** and follow the steps in "Item Search" in Chapter 3.

9.2.2.2.1 Print Inventory Adjustments Report

The Inventory Adjustments report displays all adjustments within the selected date range, and groups the adjustments by a user-selected group-type (i.e. Upc, adjustment type, date, department). To print the report and configure the report settings, click the Inventory Adjustment screen's **Print** button.

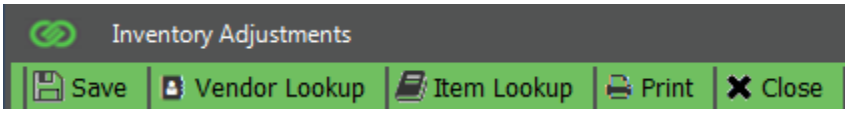


Figure 9-87. Inventory Adjustments Menu Bar

The Adjustments Reports screen (which displays after clicking the **Print** button) is used to set the inventory adjustments report settings (i.e. date range and group type).

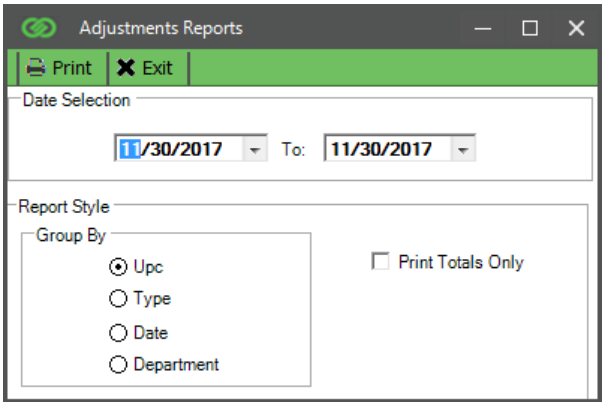


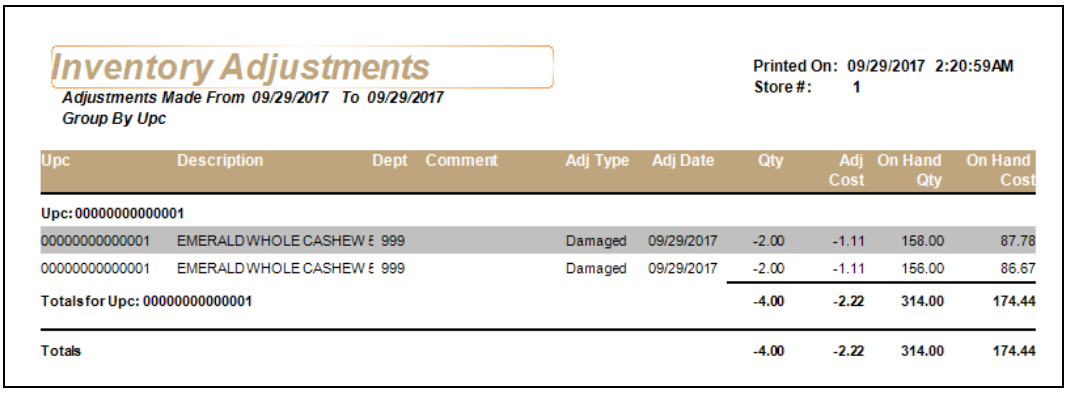
Figure 9-88. Adjustments Reports Screen

From the Adjustments Report Screen

1. Select the date range from the **Date Selection** controls.
2. Select a **Group By** radio button
   - Upc (the default)
   - Type (i.e. adjustment type)
   - Date
   - Department
3. Check or un-check the **Print Totals Only** check box. If the check box is checked, the report will list each group (based on the Group By selected) with

the groups quantity and cost columns; and at the end of the report, the sum of the columns is displayed.

4. Click the Adjustments Reports screen's **Print** button.



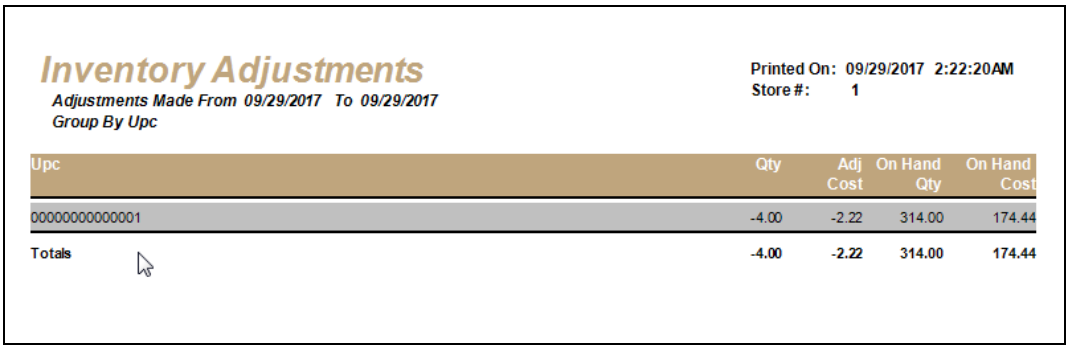
Inventory Adjustments

Adjustments Made From 09/29/2017 To 09/29/2017
Group By Upc

Printed On: 09/29/2017 2:20:59AM
Store #: 1

Upc	Description	Dept	Comment	Adj Type	Adj Date	Qty	Adj Cost	On Hand Qty	On Hand Cost
Upc: 00000000000001									
00000000000001	EMERALD WHOLE CASHEW E	999		Damaged	09/29/2017	-2.00	-1.11	158.00	87.78
00000000000001	EMERALD WHOLE CASHEW E	999		Damaged	09/29/2017	-2.00	-1.11	156.00	86.67
Totals for Upc: 00000000000001						-4.00	-2.22	314.00	174.44
Totals						-4.00	-2.22	314.00	174.44

Figure 9-89. Inventory Adjustments Report with "Print Totals Only" Check Box Unchecked



Inventory Adjustments

Adjustments Made From 09/29/2017 To 09/29/2017
Group By Upc

Printed On: 09/29/2017 2:22:20AM
Store #: 1

Upc	Qty	Adj Cost	On Hand Qty	On Hand Cost
00000000000001	-4.00	-2.22	314.00	174.44
Totals	-4.00	-2.22	314.00	174.44

Figure 9-90. Inventory Adjustments Report with "Print Totals Only" Check Box Checked

9.2.2.2.2 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. The user selects a group by clicking on it. The user is directed to the specific information chosen.

Figure 9-91. Toggle Group Tree Button

9.2.2.2.3 Page Selection

Navigate through the report by clicking on the arrows. Move to the first page by clicking on the arrow pointing to the left with a line in front of it. Go to the previous page by selecting the arrow pointing to the left. Move to the next page by clicking on the arrow pointing to the right. Go to the last page by clicking on the arrow pointing to the right with the line at the end of it. Clicking on **Go To Page** generates a pop-up box to input a specific page number.

Figure 9-92. Page Selection Text Box

To search for specific information within the report:

1. Click the **Search** icon.

Figure 9-93. Search Icon

2. Type the key word for which to search.
3. Click **Find Next**.
4. Click **Cancel** to end search.

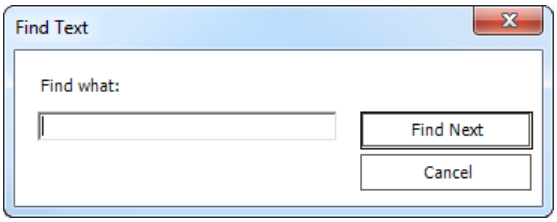


Figure 9-94. Find Text Dialog

9.2.2.2.4 Zoom

To zoom in:

1. Click the **Zoom** icon.

Figure 9-95. Zoom Icon

2. Select a zoom percentage.

9.2.2.2.5 Close

To close the report, click on the box in the upper right corner.

Figure 9-96. Close Button

9.2.3 Movement Adjustment

ENCOR retrieves daily movement through End-of-Day processes. Refer to *NCR ENCOR Installation and Configuration Guide* for more information on scheduled tasks. The record of those items can be adjusted, if necessary.

The **Movement Adjustment** application provides the functionality to manually adjust movement data. To access the application from the Application Menu Bar, select **Inventory > Perpetual Inventory > Movement Adjustment**.

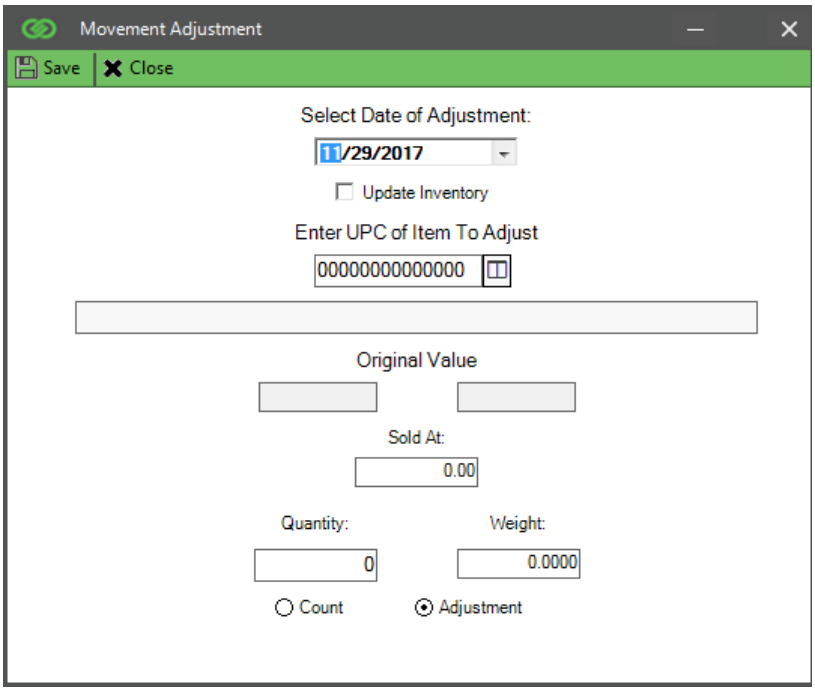


Figure 9-97. Movement Adjustment

To make an adjustment:

1. Select the date of the adjustment.
2. Check **Update Inventory**, if desired.

Note:

When checked, the adjustment action affects inventory levels. When unchecked, only the sale quantity, weight, and amount is affected.

3. Enter the item's UPC.

Note:

The remaining fields automatically populate. Original Value cannot be changed.

4. Change Sold At, if applicable.
5. Enter the quantity.
6. Enter the weight, if applicable.
7. Select **Count** or **Adjustment** to indicate type of sale.
8. Click **Save**.
9. Click **Close**.

Note:

The changes appear on the Item Maintenance screen on the Movement tab. See "Item Detail – Movement tab" in Chapter 3.

Chapter 10: **System**

10.1 POS Setup

This chapter covers the options needed to set up the POS terminals. There are setups for POS terminal hardware configuration as well as functionality.

10.1.1 POS Configuration

Use the POS Configuration options to set up and define a POS terminal, keyboard layout, receipt printing, and peripheral equipment connection.

To define or edit a POS terminal configuration

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > POS Configuration**. The POST Configuration list appears.

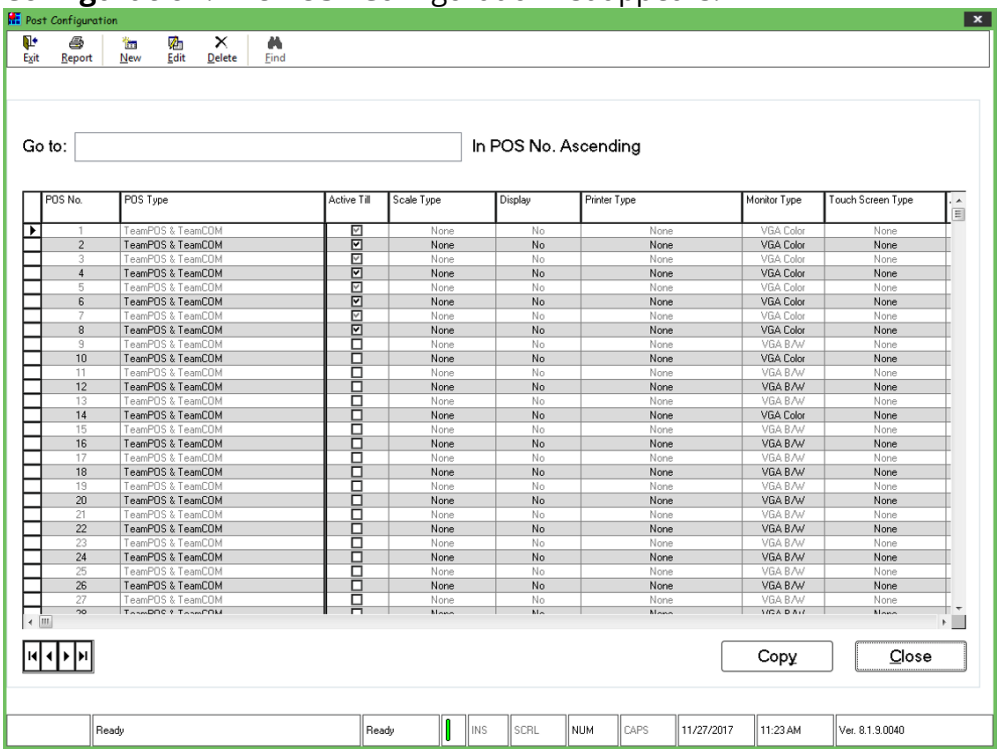


Figure 10-1. Post Configuration

2. Double-click on the required POS number, or highlight it and select **Edit**. The POST Configuration tabbed dialog box appears.
3. On each tab, set the properties and options as required.
4. Click **OK** or **Apply** to save.

10.1.1.1 General Tab

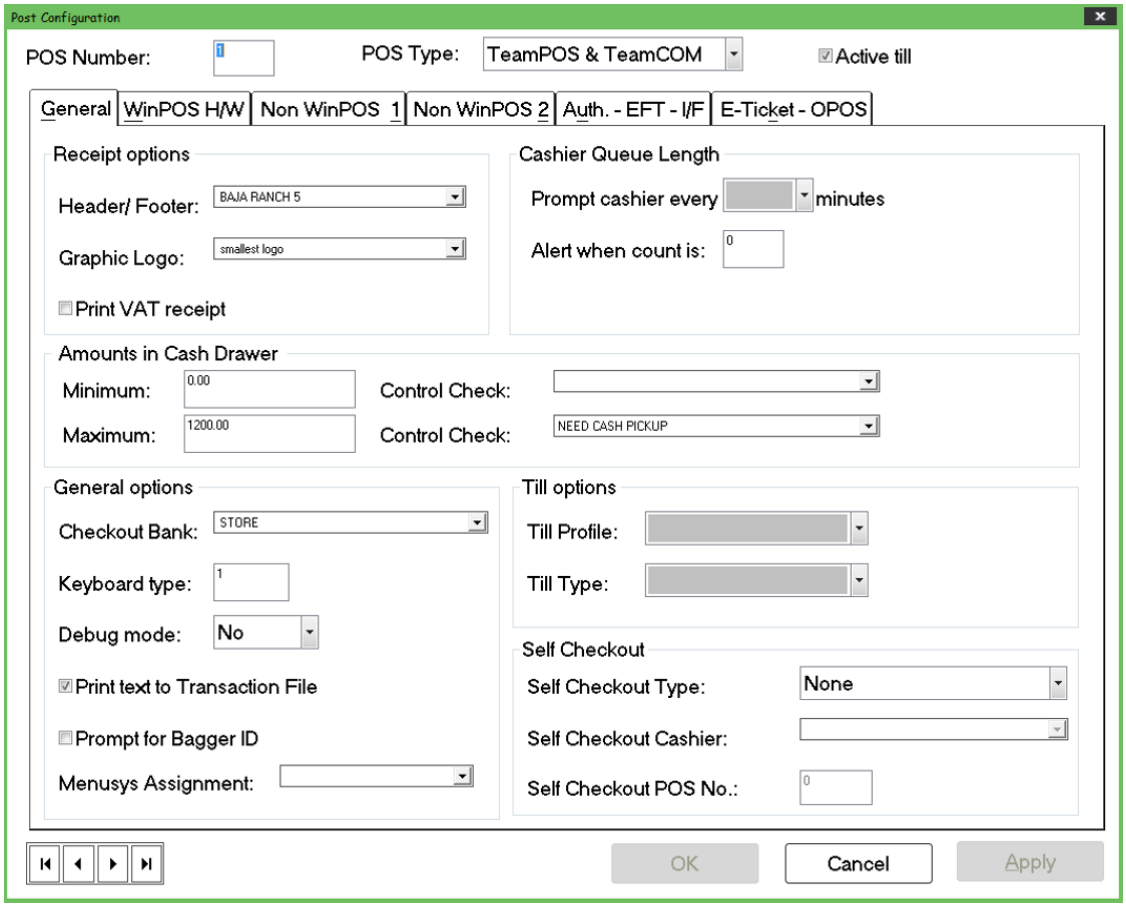


Figure 10-2. Post Configuration - General Tab

Property	Description
Receipt Options	
Header/Footer	Select the header/footer to print on customer receipts from the drop-down list.
Graphic Logo	Select the graphic logo to print on receipts. Logos print above the header message on receipts. Logos are optional.
Print VAT Receipt	Select this parameter to print a VAT (Value Added Tax) receipt.
Cashier Queue Length	
Prompt cashier every *nn* minutes	Select how often to trigger the cashier prompt. When prompted, cashier enters number of customers in the line.
Alert when count is	Enter a queue (line) length count. When the cashier enters a count equal to or greater than this number, an alert is transmitted to the back office.
Amounts in Cash Drawer	
Minimum	Enter the amount to trigger the minimum-in-drawer control check.

Control Check	The control check to display when the cash in drawer amount is equal to or less than, the minimum amount specified.
Maximum	Enter the amount to trigger the Assistance message on the POS terminal. Whenever the total of all participating tenders meets or exceeds this amount, the Assistance message appears on the cashier display.
Control Check	The control check to display when the cash in drawer amount is equal to or more than the maximum amount specified.
General options	
Checkout Bank	If applicable, specify the checkout bank. Checkout banks are optional logical or physical groups of checkouts. Information gathered from checkout banks is used in various reports. For more details on checkout banks see page 10-887.
Keyboard type	Specify the required keyboard type as set up in Keyboard Programming.
Debug mode	Indicate whether the terminal should operate in debug mode (Yes or No).
Print text to Transaction File	Select this to see text transactions in the Electronic Journal.
Prompt for Bagger ID	Select this parameter to enable cashiers to enter the Bagger ID when the *Total* key is pressed. Once the Bagger ID is entered, the prompt does not display again within the transaction. For more information, see the *ENCOR WinPOS User's Guide*.
Menusys Assignment	Click the field's selection arrow and choose the POS Menu Configuration Set to assign to this POS. (For more information, see "Menusys Import").
Till Options	
Till Profile	Select the appropriate till profile (e.g., Coffee, pharmacy, invoice, docking, etc.) from the drop-down list. This parameter allows the user to customize POS menu selections by terminal type.
Till Type	Select the appropriate till type from the drop-down list. This information does not affect POS functionality. It is for informational purposes and written to the Transaction Log (TLOG).
Self Checkout	
Self Checkout Type	Select the appropriate self-checkout terminal type. Options: • *NCR Scot* • *PSI* • *None*
Self Checkout Cashier	Select the cashier assigned to the self-checkout terminal.
Self Checkout POS No.	Enter the designated self-checkout POS terminal number.

10.1.1.2 WinPOS H/W Tab

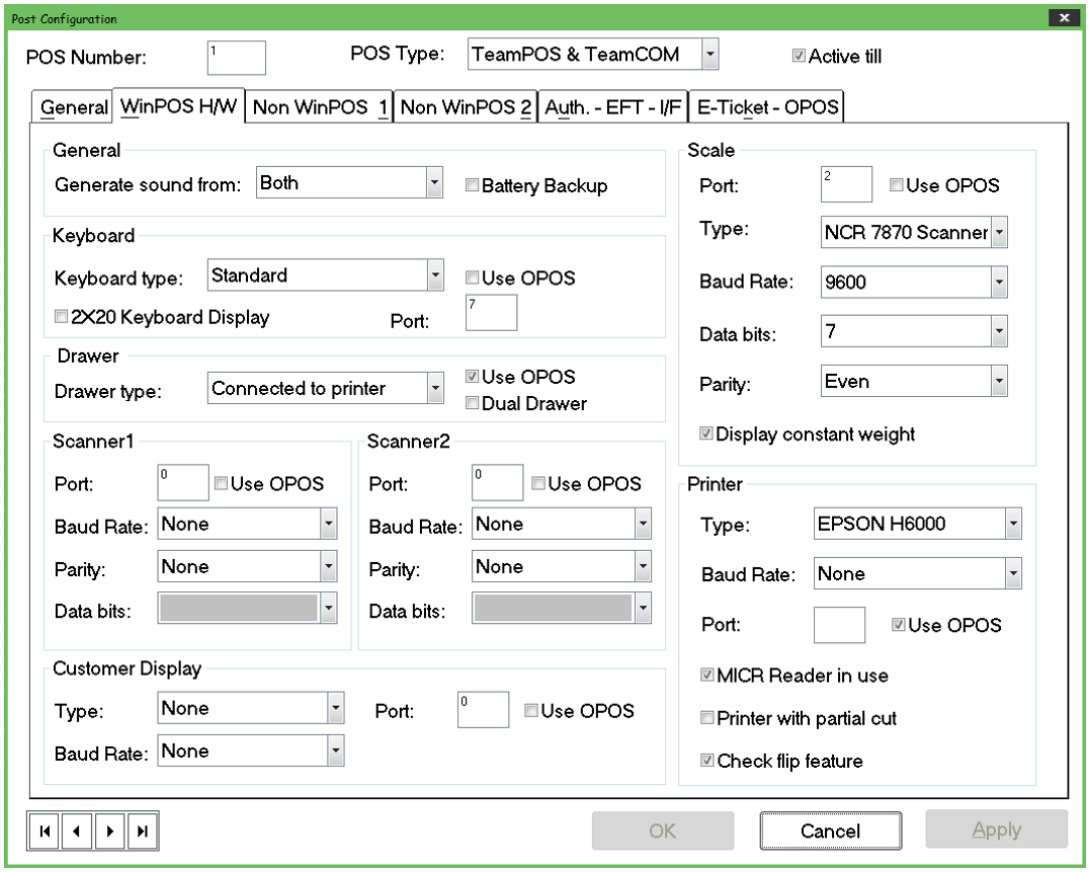


Figure 10-3. Post Configuration - WinPOS H/W Tab

Property	Description
General area	
Generate sound from	Select from Keyboard, PC Speaker, or Both.
Battery Backup	Select this option if a backup battery pack is installed.
Keyboard Area	
Keyboard type	Select the appropriate keyboard type. Options are: • *Standard* • *ICL Post KBD* • *ICL Table KBD* • *SNIKEY* • *DynaKey* **Note:** Select **Standard** for IBM OPOS 50-Key keyboards and for IBM 67 Key keyboards.
2X20 Keyboard Display	Select to enable if this LED-type display is connected.

Use OPOS	Select for OPOS keyboard driver. **Note:** Check this box for the IBM OPOS 50-Key keyboard (and use USB keyboard A when configuring OPOS). Also, check this box for IBM 67 key keyboards.
Port	Enter the communication port assigned to the POS Keyboard.
Drawer Area	
Drawer type	Select from None, Basic, or Connected to printer.
Use OPOS	Select for OPOS Cash Drawer driver.
Dual Drawer	Check this box to indicate two OPOS cash drawers are attached to the POS.
Scale area	
Port	Select the appropriate port.
Use OPOS	Select for OPOS Scale driver.
Type	The type of scale being used at this POS.
Baud Rate	Select the appropriate rate.
Data bits	Select the required bits.
Parity	Select from the available options:
Display constant weight	When selected, the weight is always displayed on the cashier's display, even when there is zero weight.
Scanner 1 area	
Port	Enter the port number to which the scanner is connected.
Use OPOS	Select for OPOS Scanner driver.
Baud Rate	Select the appropriate rate.
Parity	Select from the available options
Scanner 2 area	
Port	Enter the port number to which the scanner is connected.
Use OPOS	Select for OPOS Scanner driver.
Baud Rate	Select the appropriate rate.
Parity	Select from the available options
Data bits	Select the required bits.

Note:

If necessary, refer to your scanner and scale documentation for the appropriate hardware settings.

Customer Display	
Type	Select the display unit type from the drop-down list.
Baud Rate	Select the appropriate rate.
Port	Enter the port number to which the customer display unit is connected.
Use OPOS	Select for OPOS Customer Display driver.
Printer area	
Type	Select the appropriate printer from the list.

Baud Rate	Select from the available options
Port	Enter the port number to which the customer printer is connected.
Use OPOS	Select for OPOS Printer driver.
MICR Reader in use	(Magnetic Ink Check Reader) Select to enable.
Printer with partial cut	Select to enable the partial cut feature on the printer. **Note:** The printer must be able to support this feature.
Check flip feature	Select to enable the check flip feature, an option that endorses the back of the check, flips the check, and prints the front of the check. **Note:** The printer must be able to support this feature.

Note:

If you set up a non-WinPOS printer using the WinPOS H/W tab in the dialog box, you must set the port in the printer area.

10.1.1.3 Non WinPOS 1 Tab

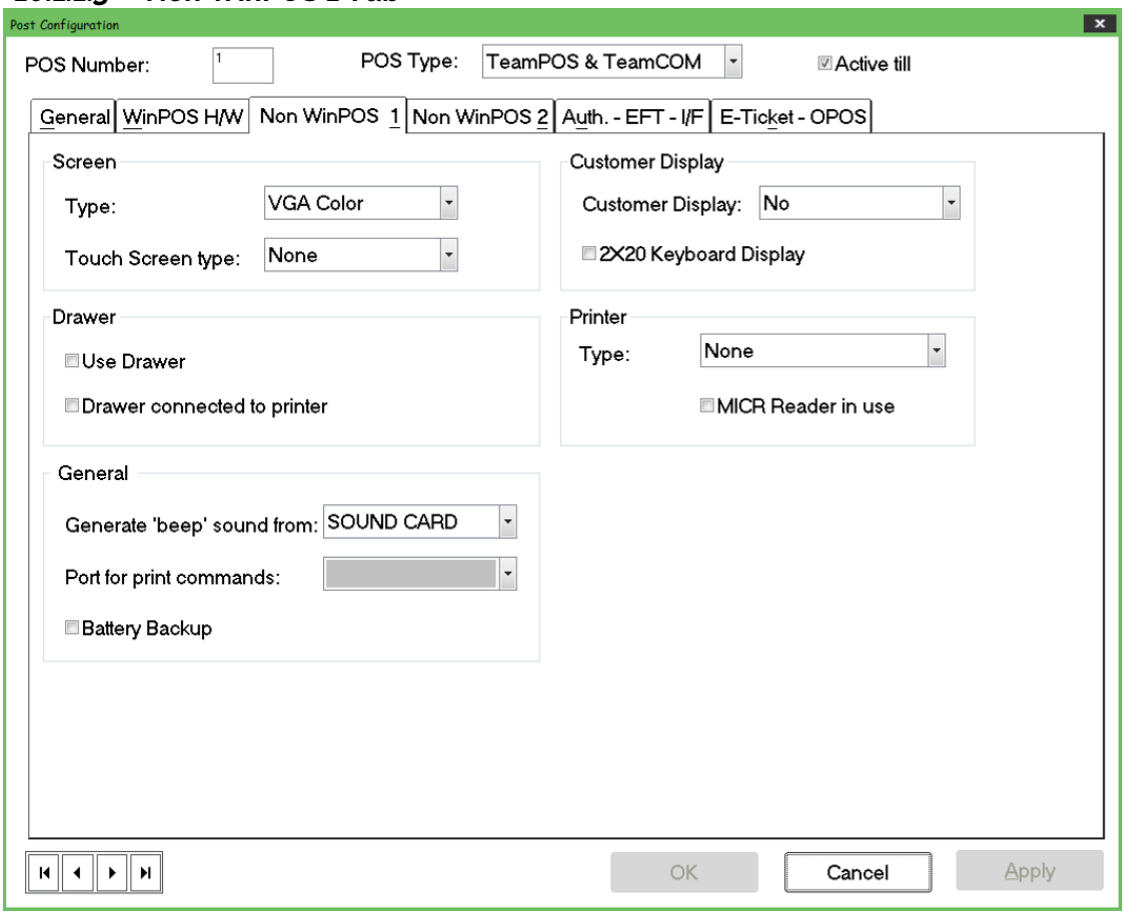


Figure 10-4. Post Configuration - Non WinPOS 1 Tab

Property	Description
Screen area	
Type	Select the appropriate type.
Touch Screen type	Set to **None** if not using a touch screen. To enable soft keys, select the appropriate option (SNIKEY or DynaKey).
Customer Display area	
Customer Display	Select **Yes** if a customer display is connected.
2x20 Keyboard Display	Select to enable if this LED-type display is connected.
Drawer area	
Use Drawer	Select to enable the cash drawer.
Drawer connected to printer	If applicable, select to enable.
Printer area	
Type	Select the appropriate printer from the list.
MICR Reader in use	(Magnetic Ink Check Reader) Select to enable.
General area	
Generate 'beep' sound from	Select from *Keyboard*, *PC Beep*, *Keyboard & PC*, *PC Sound*, or *Sound Card* (if connecting external speakers to the PC Sound Card or Touch Screen).
Port for print commands	Select from the drop-down list.
Battery Backup	Select this option if a backup battery pack is installed.

10.1.1.4 Non WinPOS 2 Tab

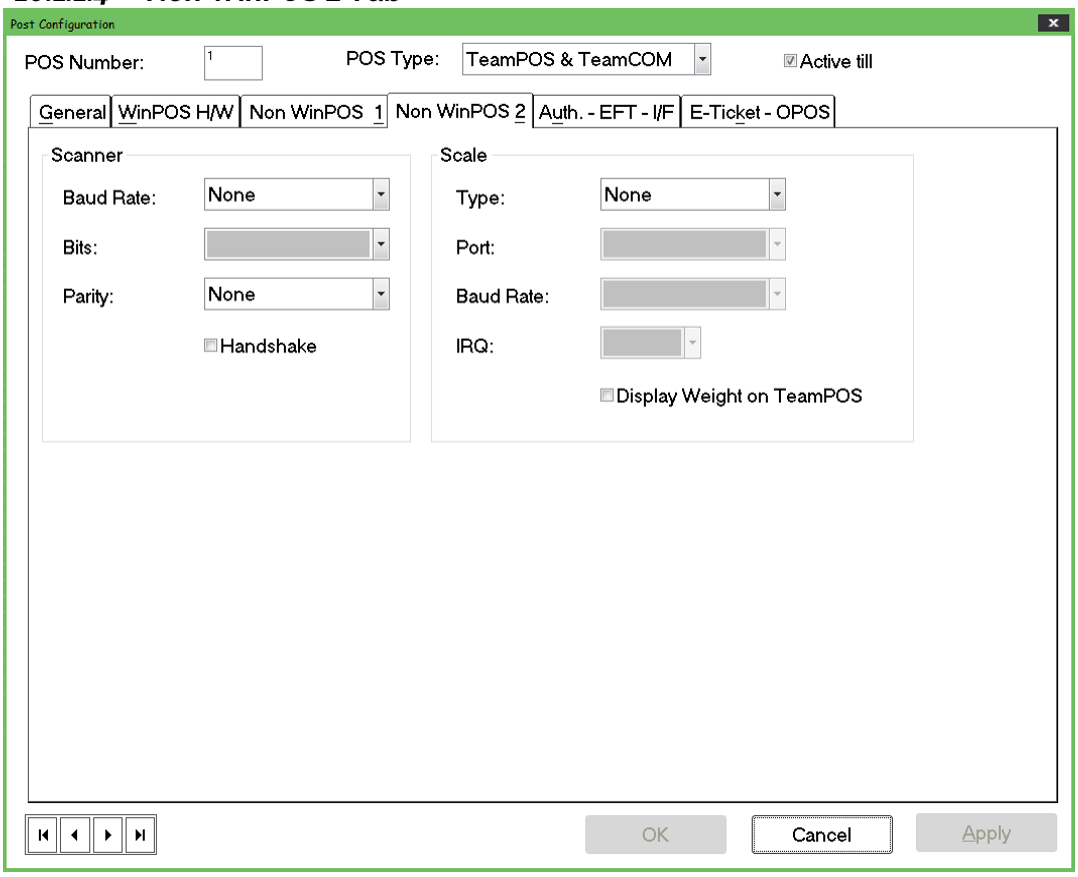


Figure 10-5. Post Configuration - Non WinPOS 2 Tab

Property	Description
Scanner area	
Baud Rate	Select the appropriate rate.
Bits	Select the required bits.
Parity	Select from the available options:
Handshake	Select this parameter to establish DTR (Data Terminal Ready) type handshake.
Scale area	
Type	The type of scale being used at this POS.
Port	Select the appropriate port.
Baud Rate	Select the appropriate rate.
IRQ	Select the appropriate option. Refer to scale documentation for the possible interrupt requests. Beware of IRQ conflicts with other peripherals.
Display Weight on TeamPOS	If a scale is connected, optionally select this parameter to show item weight on the cashier's display. The number of items (top right corner of screen) cannot be displayed if this option is used.

10.1.1.5 Auth. – EFT – I/F

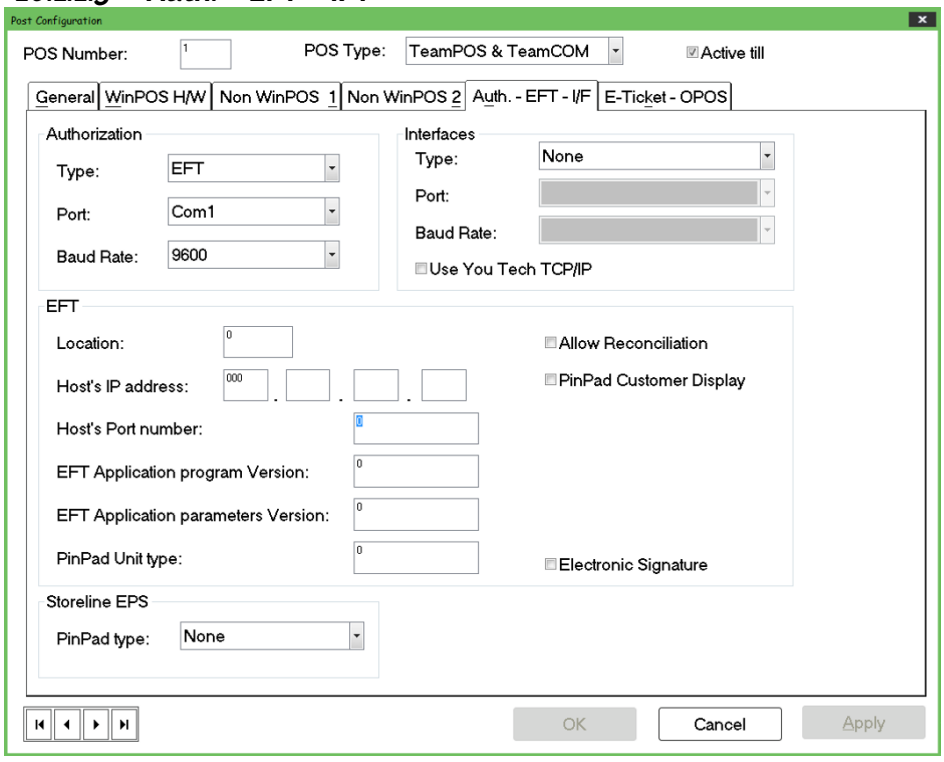


Figure 10-6. Post Configuration - Auth. - EFT - I/F Tab

Property	Description
Authorization area	
Type	Select an option: • *None* • *SMT* • *NTN* • *EFT*
Port	Select the appropriate comm. port.
Baud Rate	Select the required baud rate. Type in the baud rate according to the device.
Interfaces area	
Type	Select the appropriate option: • *None* • *Xinetix* • *Catalina* • *Catalina Local Broadcast* • *Catalina Global Broadcast*
Port	For interface types of "Xinetix," select the appropriate comm. port.
Baud Rate	For interface types of "Xinetix," select the baud rate.
Use You Tech TCP/IP	Check this field to enable the interface with YOU Technology for printing coupons and issuing promotions.
EFT area	
EFT Location	This is a unique ID number for the POS terminal. During EFT transactions, this location number is transmitted to the bank.
Allow Reconciliation	Allows the store to reconcile and balance the figures according to the store's records with information from the bank.
Host's IP address	Enter the host's IP address.
PinPad Customer Display	Check this box to route customer display transaction data to the pin pad device. **Note:** The Balance Due amount will be sent to the pin pad only if the general system parameter "Print 'Bal. Due' each time subtotal pressed" (located under Store > POST > Presentation > Receipt > Regular Printing > Balance Due) is enabled.
Host's Port number	Enter the host's port number.
EFT Application program Version	Enter the EFT application program version level.
EFT Application parameters Version	Enter the EFT application parameters version level.
PinPad Unit Type	Enter the type of PIN pad device connected to the POS.
Electronic Signature	If checked, an electronic signature may be performed on the PIN pad. If left unchecked (default), a manual signature (on a printed hard copy) is required for this POS.

StoreLine EPS Area	
PinPad Type	For POS terminals using StoreLine EPS, click the field selection arrow and select the type of PIN pad used for: Concord or enTouch1000.

10.1.1.6 E-Ticket - OPOS

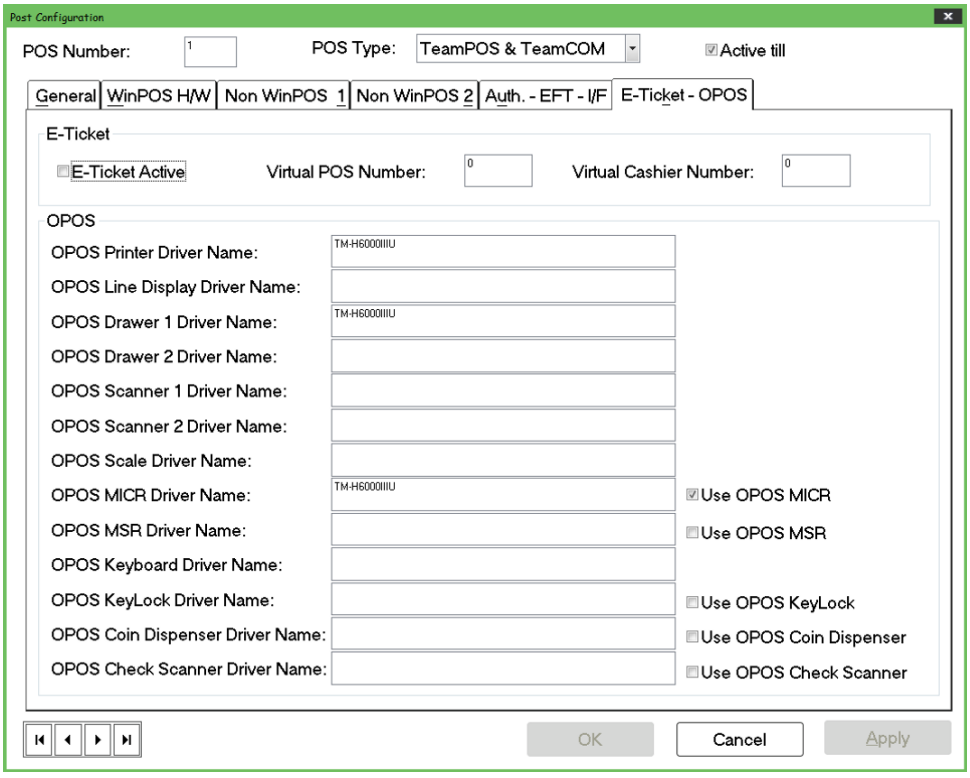


Figure 10-7. Post Configuration - E-Ticket - OPOS Tab

Property	Description
E-Ticket area	
E-Ticket Active	Select this parameter to enable the Electronic Ticket (E-Ticket) feature.
Virtual POS Number	Enter the number for the designated virtual E-ticket POS terminal. E-ticket transactions are logged to this POS terminal for tracking and reporting purposes.
Virtual Cashier Number	Enter the number for the designated virtual cashier. E-ticket transactions are logged to this cashier for tracking and reporting purposes.
OPOS area	
OPOS Printer Driver Name	Enter the name of the OPOS printer driver.
OPOS Line Display Driver Name	Enter the name of the OPOS line display driver.
OPOS Drawer 1 Driver Name	Enter the name of the first OPOS cash drawer driver.
OPOS Drawer Driver 2	Enter the name of the second OPOS cash drawer driver.

Name	
OPOS Scanner Driver Name	Enter the name of the OPOS scanner driver.
OPOS Scale Driver Name	Enter the name of the OPOS scale driver.
OPOS MICR Driver Name	Enter the name of the OPOS MICR driver.
Use OPOS MICR	Select for OPOS MICR driver.
OPOS MSR Driver Name	Enter the name of the OPOS MSR (Magnetic Stripe Reader) driver.
Use OPOS MSR	Select for OPOS MSR driver.
OPOS Keyboard Driver Name	Enter the name of the OPOS keyboard driver. **Note:** Set the keyboard driver name to “POSKybd” for the IBM OPOS 50 Key keyboard and IBM 67 key keyboard.
OPOS Keylock Driver Name	Enter the name of the OPOS keylock driver.
Use OPOS Keylock	Select for OPOS keylock driver.
OPOS Coin Dispenser Driver Name	Enter the name of the OPOS driver used to interface the coin dispenser.
Use OPOS Coin Dispenser	Check this flag box to enable using the OPOS coin dispenser.
OPOS Check Scanner Driver Name	Enter the name of the OPOS driver used to interface the check scanner in the printer.
Use OPOS Check Scanner	Check this flag box to enable using the check scanner of the printer. **Note:** This flag must be enabled to use Electronic Check Conversion (ECC) and check imaging.

10.1.1.7 Copying a POS Configuration to Other Terminals

Use this time-saving option to copy a terminal's configuration to other terminals. Should some POS terminals require different characteristics or settings, edit them separately, as required.

To copy a POS configuration to a range of terminals

1. In the POS Configuration list screen, highlight the POS number to copy.
2. Click **Copy**. A pop-up screen prompts you to enter the range of terminals to copy the selected configuration to. The example below will copy the

configuration of POS number 1 to terminals 2-25.

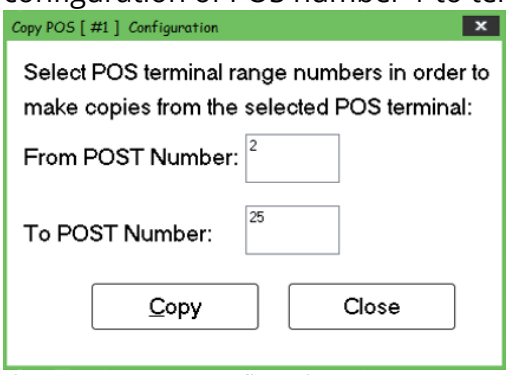


Figure 10-8. Copy POS Configuration Pop-Up

3. Enter the required From POS and To POS range, and then click **Copy**. The selected range of terminals appears in the list screen. Each terminal will have the identical configuration as the source POS. (In the example above, POS number 1.)
4. If required, edit the configuration of the newly created terminals.

10.1.2 Checkout Banks

Checkout bank groups are logical or physical groups of POS terminals. A typical store may consist of a main row of checkouts (front end), as well as various satellite terminals located in different areas of the store.

The Checkout Bank Group option lets you set up groups and give them names or descriptions to suit your environment. Use this option together with Cashier Maintenance.

Checkout banks are used for:

- Assigning opening loans to groups of cashiers (or POS terminals).
- Assigning tax rates to a specific group of POS terminals.
- Assigning price lists to a specific group of POS terminals.
- Statistical reporting purposes.
- Preventing cashier sign-on to specific groups.

10.1.2.1 Checkout Bank Price Determination

The following flow is used when determining pricing from a POS terminal:

- Item is entered at the POS terminal and the application checks to see if the POS terminal is assigned to a checkout bank.
    - If the POS terminal is not assigned to a checkout bank, the item will be rung up using the normal logic.
- If the POS terminal is assigned to a checkout bank, the application will check to see if the checkout bank is assigned to a price list.
- If the checkout bank is not assigned to a price list, the application will check to see if the assigned checkout bank is included in the Promotion Exclusion List.

    - If the checkout bank is not included in the Promotion Exclusion List, any applicable attached promotion discount will be applied and the item will be rung up at the POS terminal.
    - If the checkout bank is included in the Promotion Exclusion List, the item will be rung up at the POS terminal with no promotion discount.
- If the checkout bank is assigned to a price list, the application will check the item for a price list.
    - If the item does not have any price list assigned, the application will verify the checkout bank settings to see if the item is eligible for any promotion discounts. If the assigned checkout bank is not in the Promotion Exclusion List, any applicable attached promotion discount will be applied and the item will be rung up at the POS terminal.
    - If the item does have an assigned price list, the application will check for a quantity setting equal to or greater than 1.
        - If there is not a quantity value equal to or greater than 1, the application will use the default quantity value from the Primary Item Record.
    - If there is a quantity value equal to or greater than 1, the application will divide the price list price by the price list quantity and will then check for an alternate department number.
        - If there is not an alternate department record defined, the application will use the default department number from the Primary Item Record.
    - If there is an alternate department number defined in the price list, the application will ring the item into that department number. Once the department number has been determined, the application will look at the checkout bank to see if it is included in the Promotion Exclusion List.
        - If the assigned checkout bank is not in the Promotion Exclusion List, any applicable promotion discount will be applied and the item will be rung up at the POS terminal.
        - If the assigned checkout bank is included in the Promotion Exclusion List, no promotion discount will be applied and the item will be rung up at the POS terminal.

To set up a checkout bank group

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > Checkout Banks**. The Checkout Banks list appears.

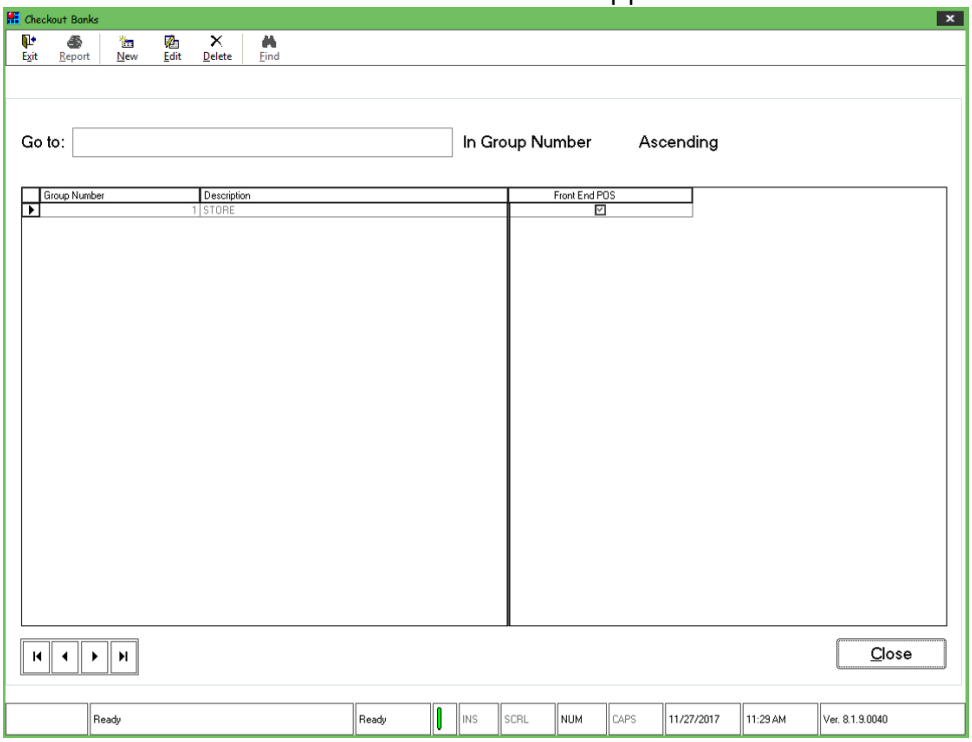


Figure 10-9. Checkout Banks Application

2. To add a new checkout bank, select **New**. To modify an existing checkout bank, double-click on the required Group Number, or highlight it and select

Edit. The Checkout Bank Groups tabbed dialog box appears.

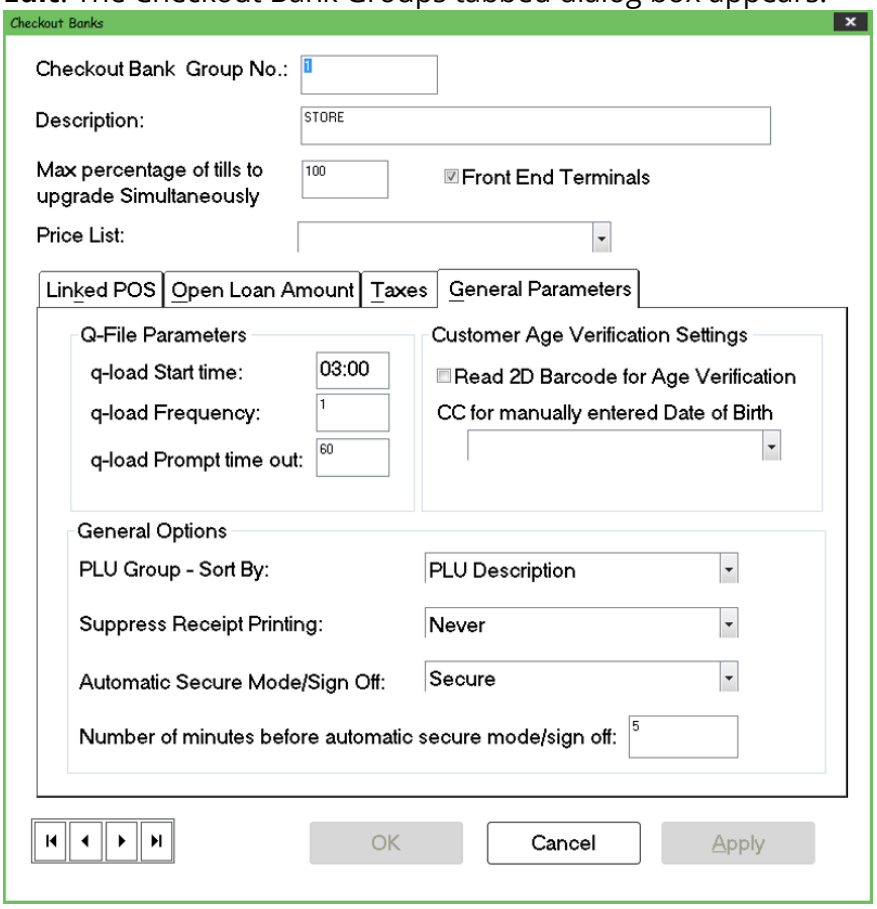


Figure 10-10. Checkout Banks - General Parameters Tab

3. Enter an appropriate checkout bank number and description.
4. Enter the maximum percentage of POS terminals to be upgrades for this checkout bank at one time through code distribution.
5. To indicate that this checkout bank is in the front end, select the Front End Terminals option.
6. To attach a price list to a checkout bank, click the Price List field's selection arrow and choose the price list.

Note:

The feature is beneficial where there are multiple sub-store locations inside of a single store environment. For example, a chain may have three sub-store formats (Grocery, C-Store, and Fuel) at each store location and need the ability to sell the same item with different pricing structures depending on the location. For example, an item can be sold at different POS terminals (each linked to a different checkout bank) with pricing and department reporting as follows:
POS Terminal 1: Dept No. = 2, Quantity = 4, Price = $1.55
POS Terminal 2: Dept No. = 10, Quantity = 2, Price = $.99
POS Terminal 3: Dept No. = 4, Quantity = 1, Price = $.49

7. Click **Apply** to save.

Note:

POS terminals are linked to the checkout bank through the POST Configuration screen's General tab. To unlink a POS terminal, click the Linked POS tab, highlight the terminal, and click **Unlink POS**. To unlink all the terminals, click **Unlink All**.

10.1.2.2 Open Loan Amount Tab

If you have set up opening loans for tenders, you can see them (and the amounts) on the Open Loan Amount tab. For more details, see "Tender Maintenance."

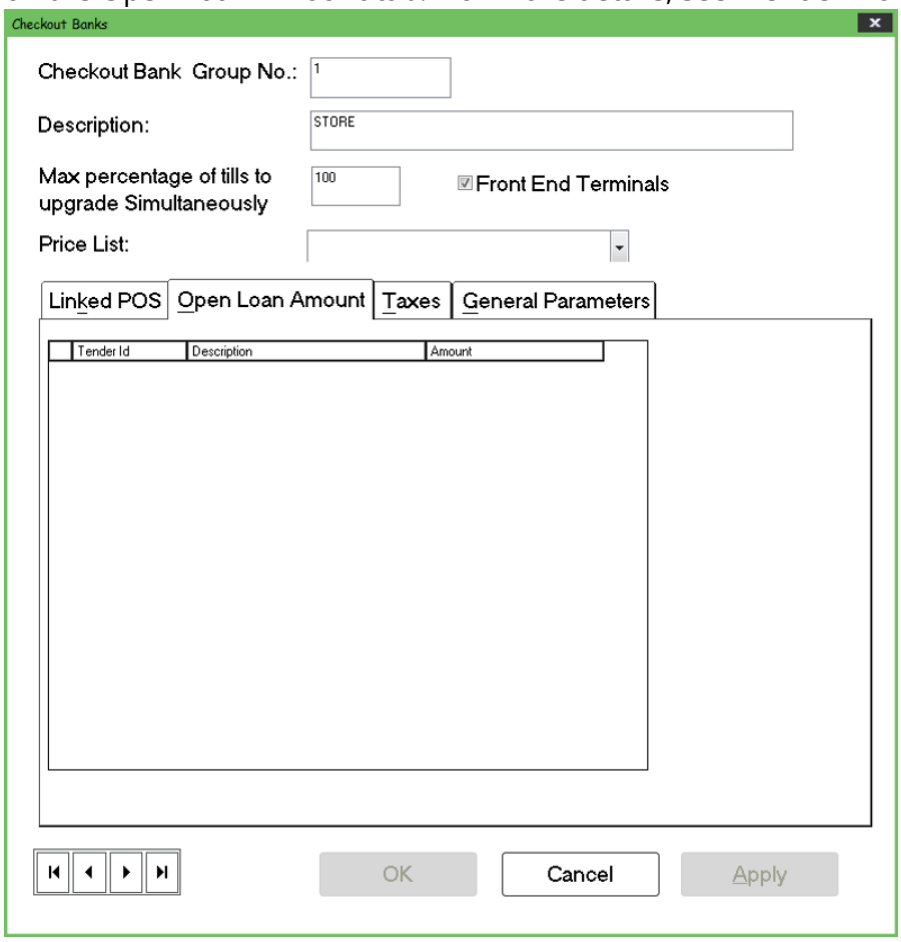


Figure 10-11. Checkout Banks - Open Loan Amount Tab

10.1.2.3 Taxes Tab

The Taxes tab allows you to establish different tax rates and tax reversal (reset) conditions by checkout bank groups. For example, different tax rates may apply only to satellite terminals in a food court or deli restaurant.

To define tax rates by checkout bank group

1. Select the **Taxes** tab on the Checkout Banks dialog. The Taxes dialog appears.

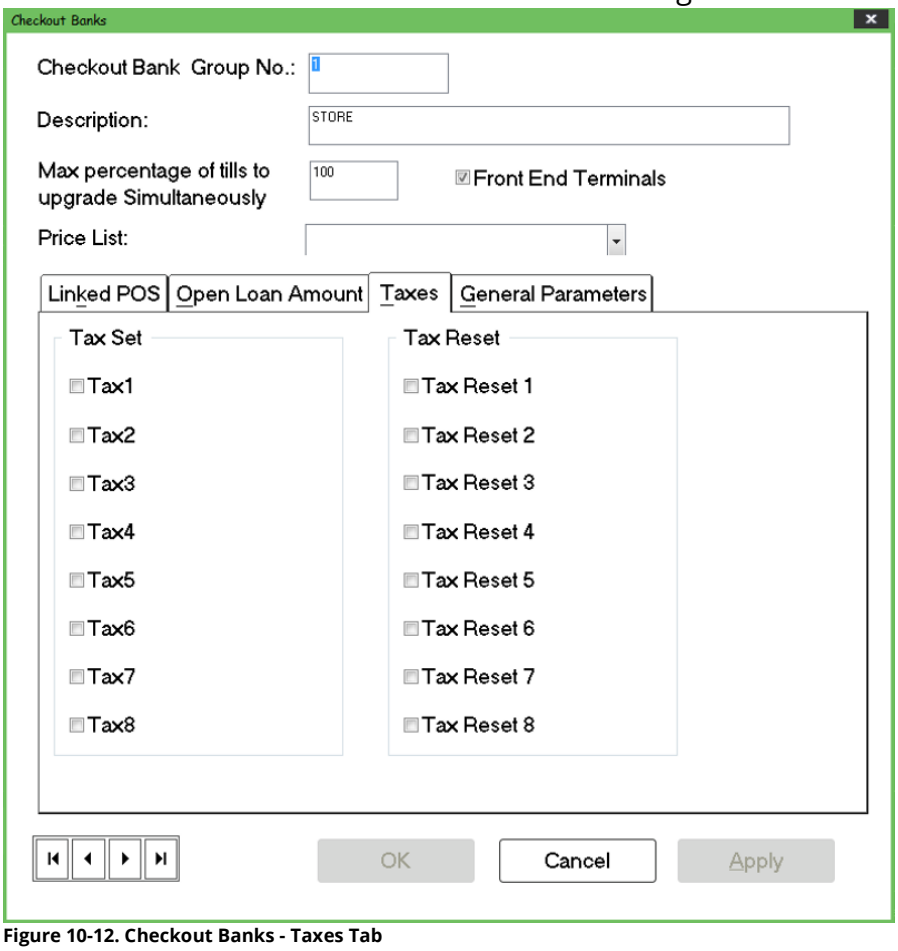


Figure 10-12. Checkout Banks - Taxes Tab

2. Select the checkboxes next to the tax rates to enable for the selected checkout bank group.

Note:

For more details on defining tax rates, see “Tax Rates.”

3. Select the checkboxes next to the tax rates to reverse for the selected checkout bank group.
4. Click **OK** or **Apply** to save.

10.1.2.4 General Parameters

This tab enables you to define parameters for loading and updating POS terminal files as well as the PLU Group Sorting option. (PLU groups can be sorted at the POS by either PLU description or PLU number. Subsequent changes to PLU groups will generate an automatic re-sort of the group.)

To set up POS terminal updates by checkout bank groups

1. Select the **General Parameters** tab on the Checkout Banks dialog box. The General Parameters Tab displays.

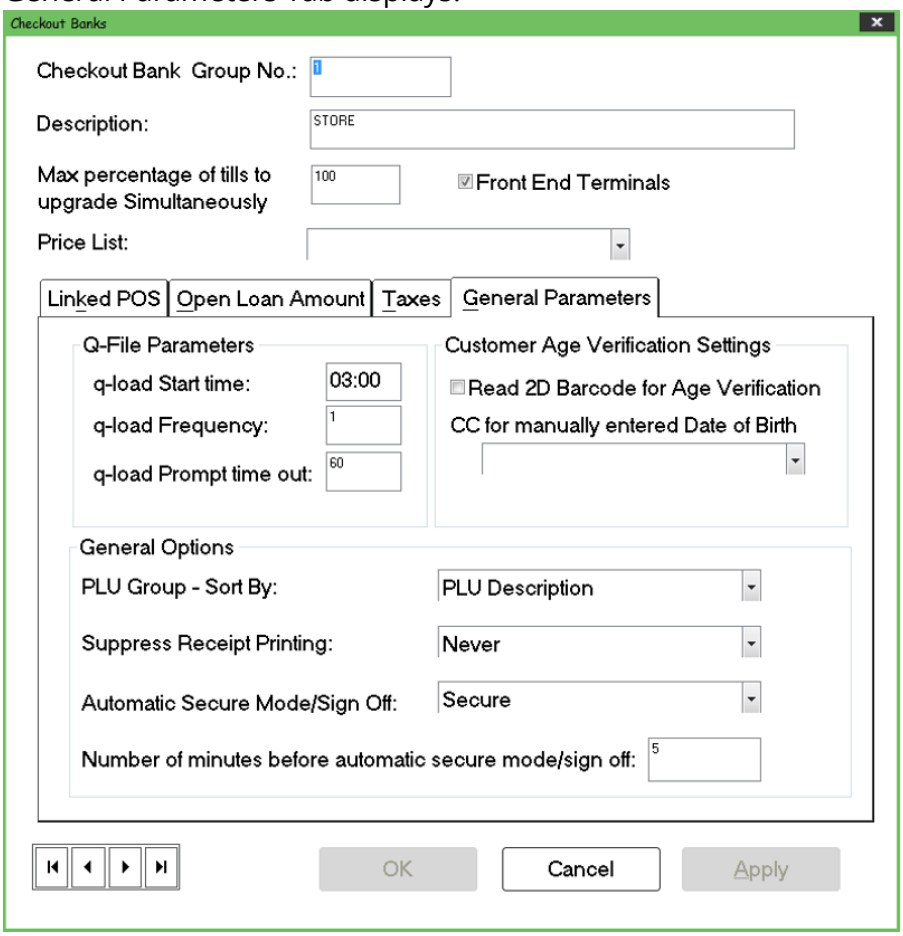


Figure 10-13. Checkout Banks - General Parameters Tab

2. Set the properties as described below.

Parameter	Description
Q-load Start time	Specify the start time (military time) of the q-load process on the POS terminals. The system default is 03:00.
Q-load Frequency	Enter the frequency (number of tickets) for the prompt about the q-load process. This POS prompt will be redisplayed on the POS terminal after *X* tickets.
Q-load Prompt time out	Enter the prompt timeout in seconds. The q-load prompts will timeout after *X* seconds.
Read 2D barcode for Age Verification	Check this field to allow the scanner to read the 2D barcodes from a customer's driver's license for age verified items. If left unchecked, the cashier will be prompted to manually enter the customer's birth date.

CC for manually entered Date of Birth	Select the desired control check to issue on the POS after the 2D barcode is declined and the cashier manually enters the customer's date of birth. If the control check is satisfied (and the customer is not underage) the item is added to the transaction.
PLU Group – Sort By:	Click the field's selection arrow and choose either **PLU Description** (to sort the group by item description) or **PLU Number** (to sort the group by item number). The POS terminals linked to the checkout bank will sort the PLU groups accordingly.
Suppress Receipt Printing	Click the field selection arrow and choose one of the following options: • Never – Always print the receipt • Ask Yes / No – Will prompt the cashier whether to print the sales receipt • Always – Will not print a sales receipt or prompt the cashier. **Note:** This setting will not affect other types of printing, such as endorsement printing, suspended transaction printing, or administration receipts (such as X Read Report, POS Reports, Pick-up, and Loan slips) that will print regardless of this setting. Suppressing receipt printing does not affect the collection of data in the TLOG file. All information will be recorded as normal and may be viewed through the electronic journal. If a sales receipt is not generated (regardless of which option setting is selected), the Print Last Transaction POS Function can still be used to print a sales receipt. If the option is set to Always, receipts will not print during training mode or for transaction voids and returns.
Automatic Secure Mode/Sign Off	This field provides the option of changing the POS to Secure mode or to Sign Off when no key is pressed for a predefined number of minutes as defined in the Number of Minutes Before Automatic Secure Mode field (below).
Number of Minutes before Automatic Secure Mode/Sign Off	This field indicates the number of minutes after no key is pressed to lock the POS terminal. The valid range is 0 (disabled default) to 9999. The type of locking method is defined in the Automatic Secure Mode/Automatic Sign-Off field (above).

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

10.1.3 Substore Definition

Checkout banks may be assigned to substores for reporting purposes. Both the PLU Sales by Location Report and the Department Sales by Location Report can be produced by substore selection.

Note:

The General System Parameter "PLU Sales by Location Report in System" (located in Store > Front Office > Reports) must be enabled for the report to be functional.

To set up a Substore Definition

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > Substore Definition**. The Substore Definition list appears.

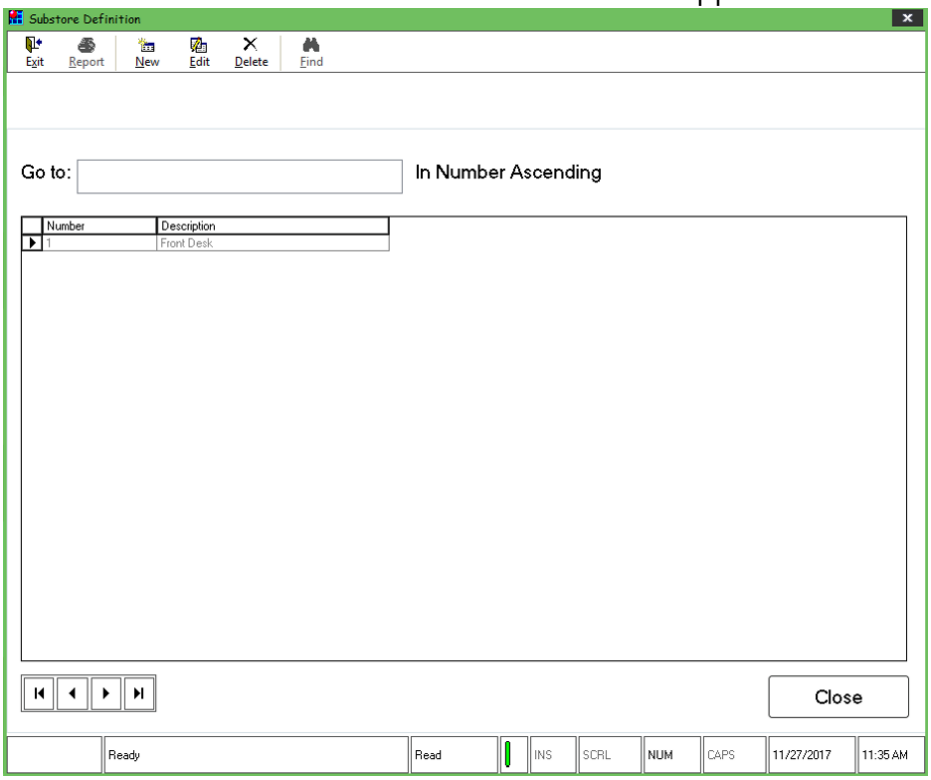


Figure 10-14. Substore Definition Application

2. To add a new substore definition select **New**. To modify an existing substore definition, double-click on the required substore number, or highlight it and

select **Edit**. The Substore Definition dialog box opens.

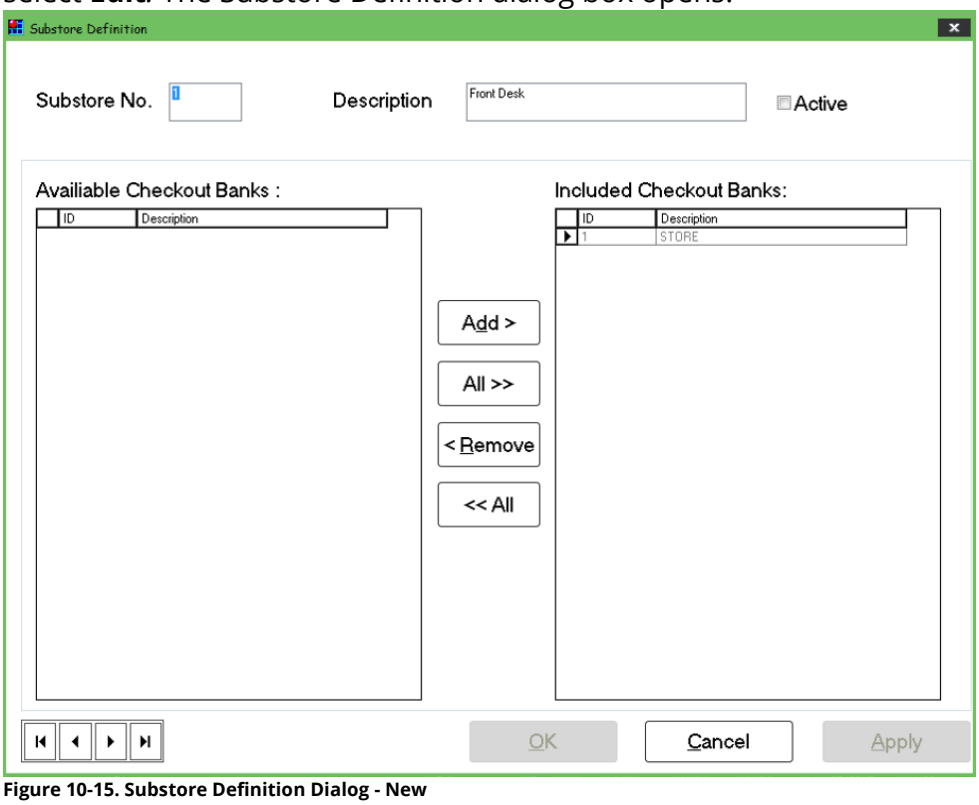


Figure 10-15. Substore Definition Dialog - New

3. For new substore definitions, assign a number and description and check the Active checkbox (to make the substore available for reporting purposes).
4. Select a checkout bank group to add to the definition, highlight it, and click **Add**, or to add all the Checkout Bank groups, click **Add >>**.
5. Repeat step 4 for each checkout bank to add to the definition.
6. To remove a checkout bank group from the Included Checkout Banks list, select the checkout bank and click **Remove**, or to remove all checkout banks, click **<<All**.
7. Click **OK** or **Apply** to save.

10.1.4 Menusys Import

The Menusys Import screen displays all previously imported POS Menus (i.e. POS Configuration Sets) created using the NCR Keyboard Macro Tool. The Keyboard Macro Tool is a program that defines the layout and functionality of the store's

POS soft-keys. (See the *NCR Keyboard Macro Tool Guide* for more information).

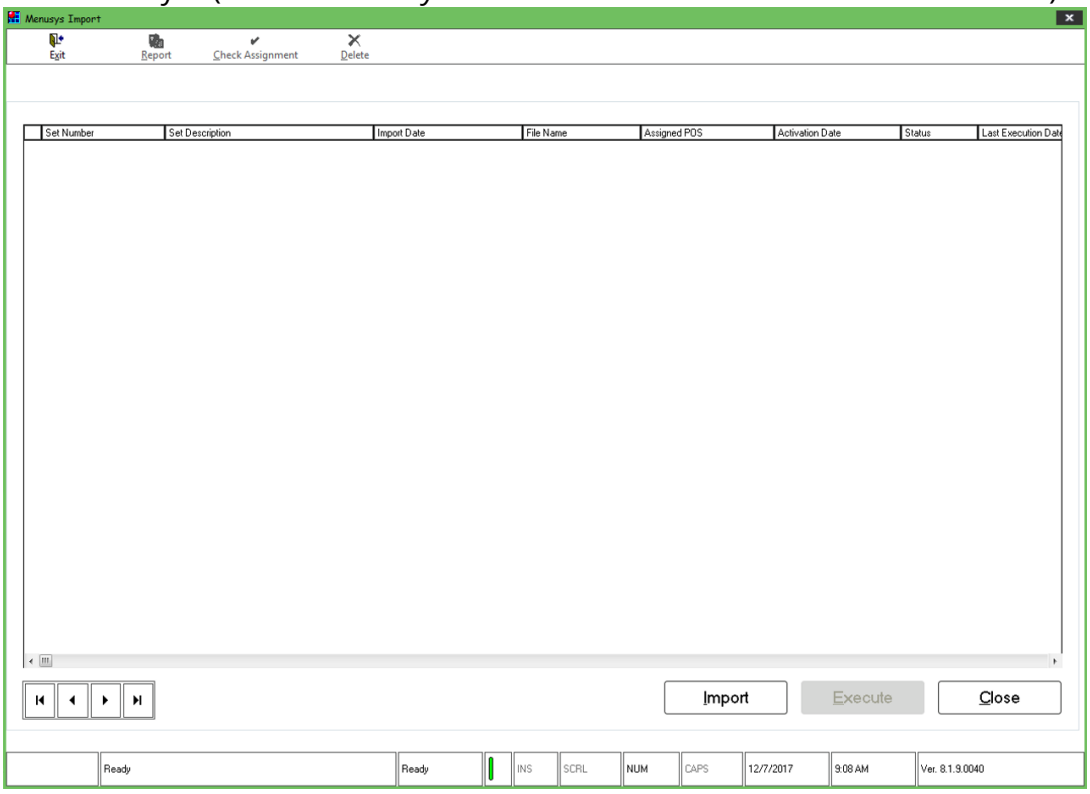


Figure 10-16. Menusys Import

The screen contains the following fields and buttons:

Note:

Fields marked with an asterisk (*) are imported from the POS Configuration Set Parameters established using the Keyboard Macro Tool.

Field	Description
Set Number *	The number assigned to the POS Menu Configuration Set.
Set Description *	The description of the POS Menu Configuration Set.
Import Date	The date the POS Menu Configuration Set was last imported.
Filename	The file name assigned to the POS Menu Configuration set.
Assigned POS *	The POS numbers assigned to the POS Menu Configuration Set.
Activation Date *	The date and time the POS Menu Configuration Set will become available for implementation.
Status	The implementation status of the POS Menu Configuration Set. This field will display “Pending” while it awaits implementation. Once successfully implemented, the status will change to “Executed.” If problems occur with implementation, the status will display “Errors.”
Last Execution	The data and time the POS Menu Configuration Set was last implemented.

Button	Description
Exit	Click this button to close the application.
Report	Click this button to generate the Menusys Import report.
Check Assignment	Click this button to display POST configurations that have been assigned to the highlighted POS Menu Configuration Set (see New Field below).
Delete	Click this to delete the highlighted POS Menu Configuration Set. **Note:** You cannot remove a configuration set that is presently assigned to a POST.
Import	Click this button to import a POS Menu Configuration Set configured using the NCR Keyboard Macro Tool.
Execute	Click this button to manually implement the POS Menu Configuration Set.
Close	Click this button to return to the Main Menu.

10.1.4.1 Importing MenuSys.XML Files

To import a POS Configuration Set (on MFS1)

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > Menusys Import**. The Menusys Import screen appears.
2. Click the **Import** button. The Open window displays.

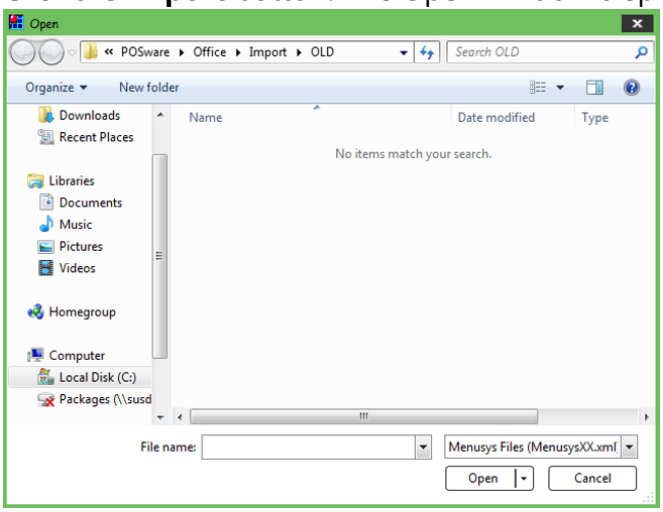


Figure 10-17. Importing MenuSys.XML Files - Open

3. Browse to the location of the XML files maintained by the Keyboard Macro Tool. Highlight the XML file to import and click **Open**. The file is imported and given a “Pending” status.
4. (Optional) If manually implementing the set at the POS immediately, highlight the set and click **Execute**.

5. Repeat steps 1 through 3 to import additional sets.
6. When finished, click **Close**.

10.1.5 Multiple Stamp Schemes

Trading stamps may be awarded to customers according to the rules you specify. Use this feature's options and parameters to suit your specific requirements.

Use the options in Multiple Stamp Schemes to award customers with extra stamps. You can set up schemes with different rules for various days and times.

To set up Multiple Stamp Schemes

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > Multiple Stamp Schemes**. The Multiple Stamp Schemes list appears.
2. Highlight a scheme number and click **Edit**. The Multiple Stamp Schemes dialog box appears.

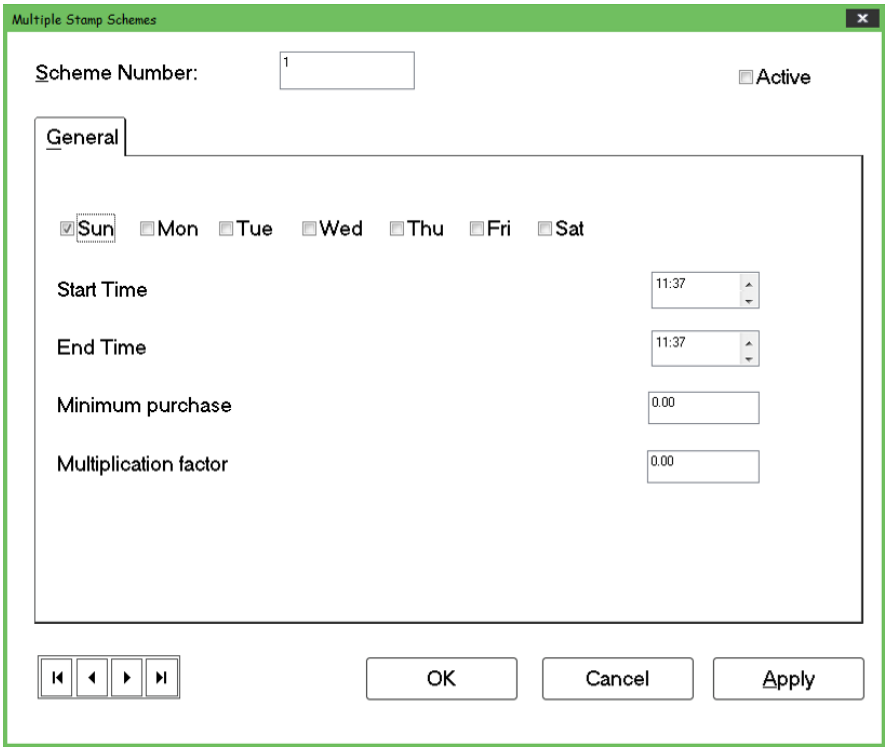


Figure 10-18. Multiple Stamp Schemes - General Tab

3. Accept the scheme number or enter another one.
4. Set the various properties and options as defined below.

Parameter	Description
Active	Check to activate the scheme.
Sun - Sat	Check the required days.
Start time	Time to activate the scheme for the above days.
End time	Time to terminate the scheme for the above days.

Minimum purchase	The minimum purchase amount required enabling multiplication. If a customer buys for less than the specified amount, the number of stamps awarded is not multiplied.
Multiplication factor	The qualifying amount purchased (or number of stamps) is multiplied by the factor entered here.

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

10.1.6 Card Program Maintenance

A card program enables a store to donate a percentage of the total value of the ticket to a specified community charity. The charity is identified by means of a swiped or scanned card.

When the card number is entered in the POS terminal, the system tracks the card number and sales transaction in the electronic journal, for later retrieval by the host. At host level, the retailer calculates the percentage of the ticket value that is to be donated and identifies to which charity the money is to be donated.

Card Program Maintenance is used to define community card programs. In addition, it enables the user to define the text that will appear on both the POS screen and the ticket when the card program feature is used.

To access the card program maintenance parameters

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > Card Program Maintenance**. The Card Program Maintenance list is displayed.

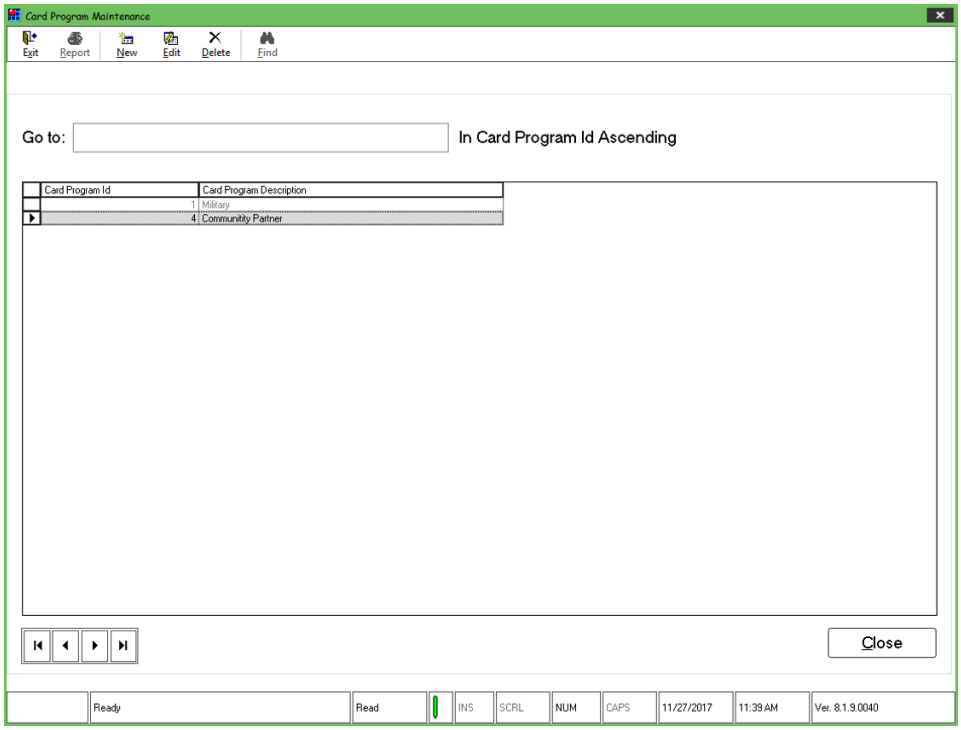


Figure 10-19. Card Program Maintenance Application

Buttons are provided at the top of the window to enable new card programs to be defined and existing programs to be edited or deleted.

The list area of the window displays existing card programs and contains two fields, as follows:

Field	Description
Card Program Id	The identity number of the card program. This number is the same as the second number on the card program card. Refer to page 10-1071**Error! Reference source not found.** for information about the card program number sequence.
Card Program Description	The name of the card program.

10.1.6.1 Adding a Card Program

To add a new card program

1. From the Card Program Maintenance window click **New**. The following dialog box is displayed.

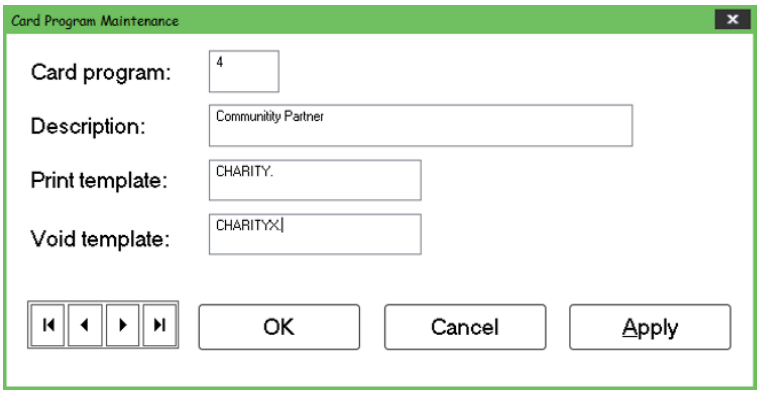


Figure 10-20. Card Program Maintenance Dialog - New

2. Enter a card program number and description.
3. Enter the appropriate template names in the Print Template and Void Template fields.
4. Click **OK** or **Apply** to save.

Note:

The print template name must be written in capital letters and must be identical to the name of the DOS template file to ensure that the text is displayed on the POS terminal and printed on the receipt.

10.1.6.2 Editing a Card Program

To edit a card program

1. From the Card Program Maintenance window, select the card program to edit and click **Edit**. The Card Program Maintenance dialog box is displayed, as shown on the previous page.
2. Make the required changes to the information and click **OK** or **Apply** to save.

10.1.6.3 Deleting a Card Program

To delete a card program

1. From the Card Program Maintenance window, select the program to delete and click **Delete**. A prompt opens to confirm the deletion.
2. Click **Yes**. The program is deleted.

10.1.7 Voucher Ranges

Use the Member Card and Promotions option to set up voucher ranges. Voucher Ranges are used for gas reward schemes only. This option maintains a record of gas reward vouchers which have been redeemed.

Note:

Making changes is unnecessary, as the system automatically updates the Next Voucher ID range.

To set Voucher Ranges

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > Voucher Ranges**. The Voucher Ranges dialog box appears.

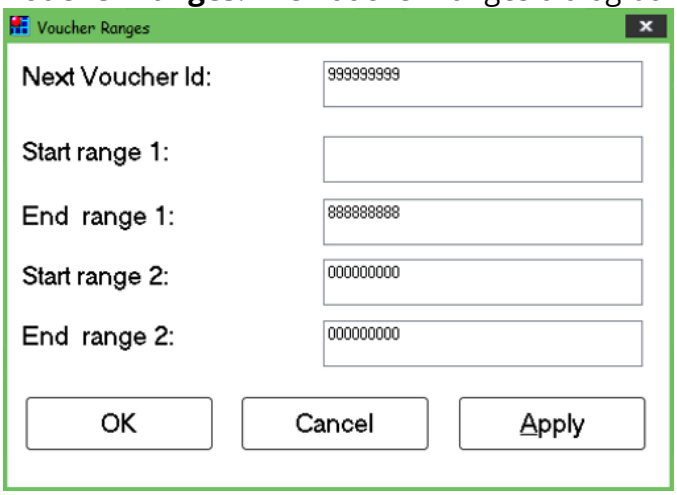


Figure 10-21. Voucher ranges Dialog

2. Enter a voucher ID in the Next Voucher Id field. This number can be up to nine digits long. If this is the first time a number is entered here, the system automatically transfers the number to the Start range 1 field.
3. Enter the various field numbers accordingly.
4. Click **OK** or **Apply** to save.

10.1.8 Coupon Value Code Table

The **Coupon Value Code Table** application can be found under System > POS Setup > Coupon Value Code Table. This option contains parameters for defining UPC5-type vendor coupons.

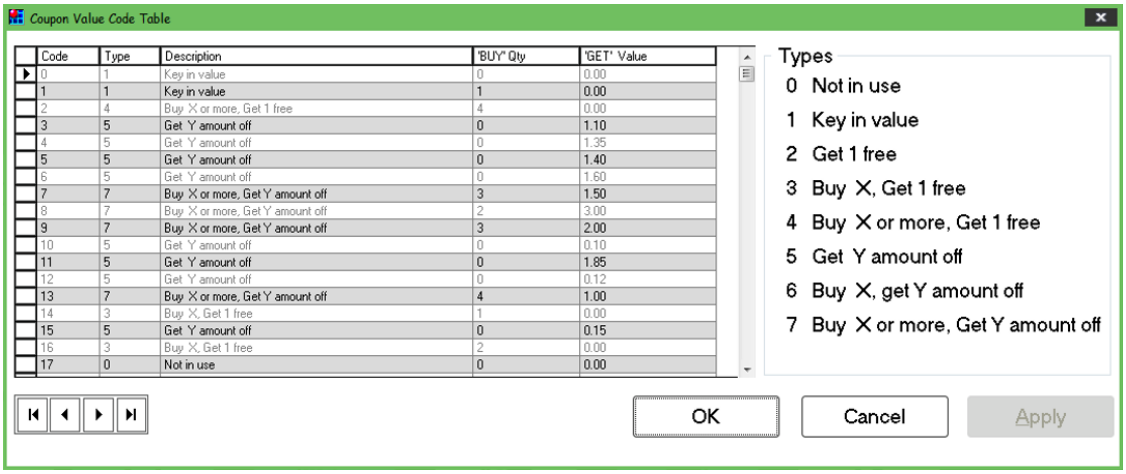


Figure 10-22. Coupon Value Code Table

The column on the left side provides a list of coupon type codes. These two-digit code numbers are used to identify the type of discount or offer on each coupon.

To define a coupon type

1. Highlight the relevant code.
2. Enter a type code from the list on the right, and press **OK**. The following types are available:

   - 00 - Not in use
   - 01 - Key in value (coupon without value, key in amount manually)
   - 02 - Get 1 free
   - 03 - Buy X, get 1 free
   - 04 - Buy X or more, get 1 free
   - 05 - Get Y amount off
   - 06 - Buy X, get Y amount off
   - 07 - Buy X or more, get Y amount off

X denotes the quantity to be purchased to get a coupon. If any of the options containing X is selected, a quantity must be entered in the “BUY” Qty field.

Y denotes amount to be reduced. If any of the options containing Y is selected, the amount must be entered in the “GET” Value field.

3. In the “BUY” Qty field, enter the quantity to purchase to get a coupon.
4. In the “GET” Value field, enter the amount to be reduced from sale. (Do not enter an amount if the coupon type is defined as “get one free.”)
5. Click **OK** or **Apply** to save.

10.1.9 Coupon Printing Maintenance

The Coupon Printing option enables the user to define and design store coupons to be printed for each customer transaction based on the items in that basket. A customer has the right to a coupon based on the following conditions:

- Purchasing a specific item.

- Purchasing an item from a specific department.
- Not purchasing a specific item.
- Not purchasing an item from a specific department.

A coupon prints on a five-line format at the end of a customer transaction.

To access the Coupon Printing Maintenance

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > Coupon Printing Maintenance**. The Coupon Printing Maintenance screen appears.

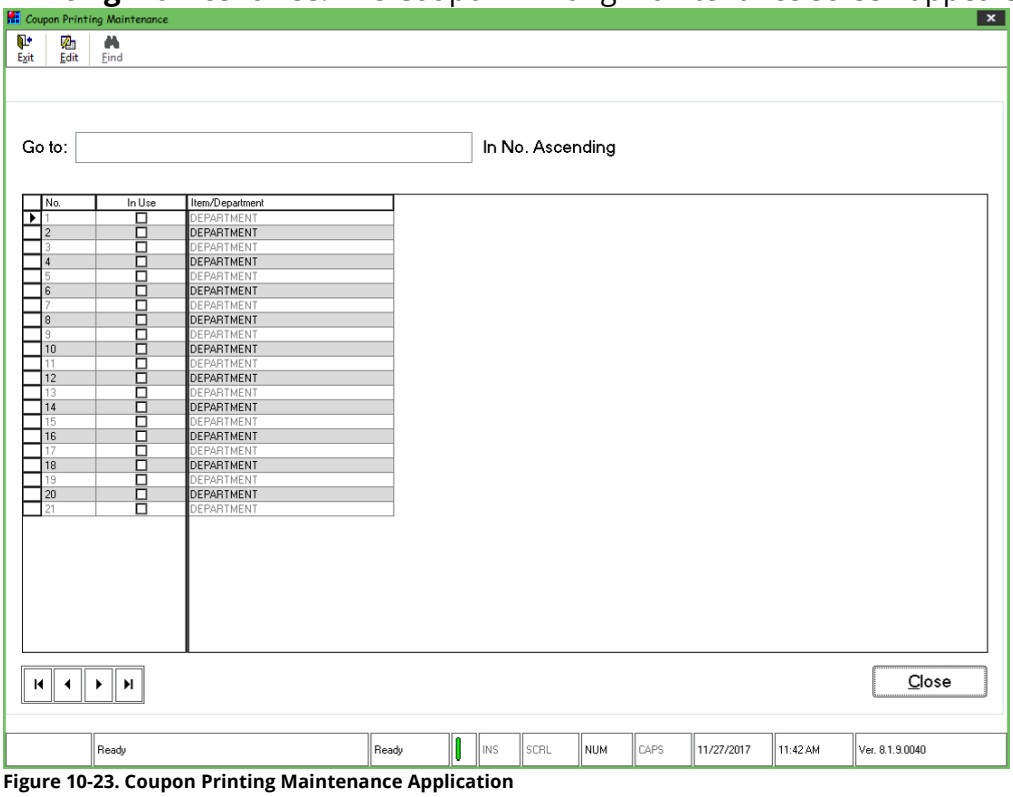


Figure 10-23. Coupon Printing Maintenance Application

2. Highlight the coupon number to modify and click **Edit**. The Coupon Printing Maintenance tabbed dialog box appears. The dialog box contains two tabs, each of which is described in the following sections.
3. On each tab, set the properties and options as required.
4. Click **OK** or **Apply** to save.

10.1.9.1 General Tab

This tab enables the user to define the conditions for printing coupons.

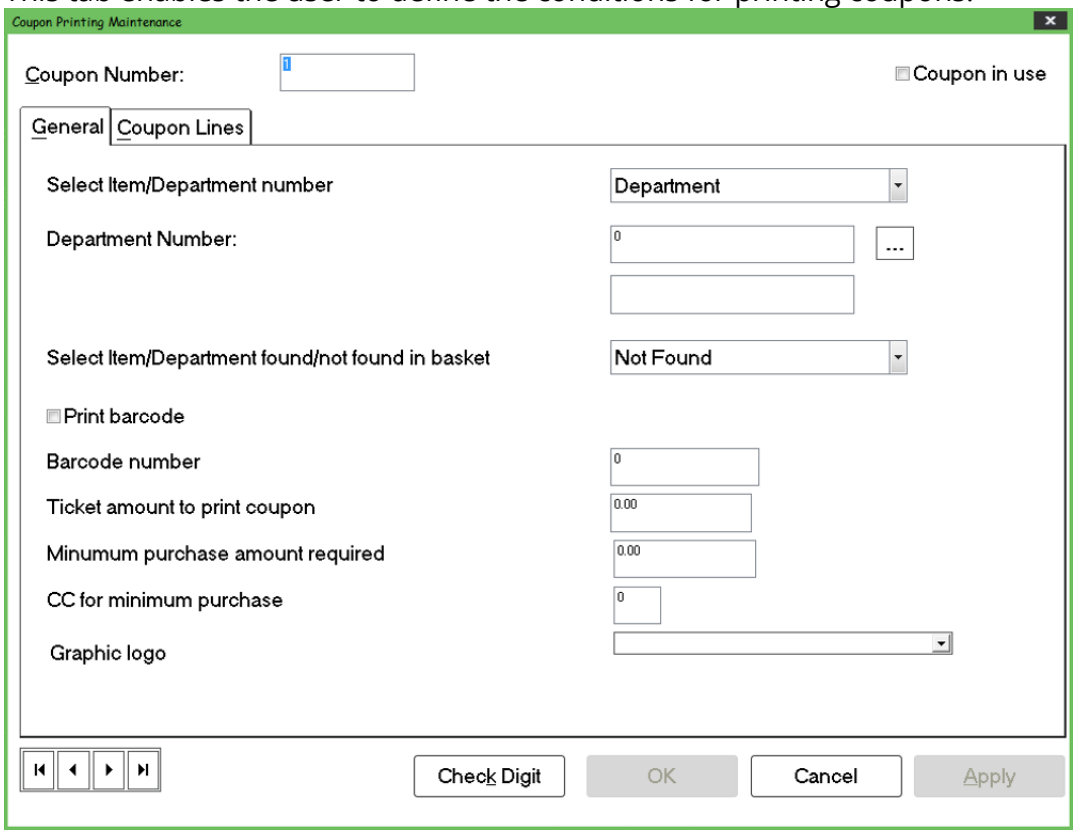


Figure 10-24. Coupon Printing Maintenance - General Tab

Parameter	Description
Coupon Number	Enter the coupon number.
Coupon in use	Check or uncheck to enable or disable the coupon. The coupon will be printed on each POS terminal as per system setup.
Select Item/Department number	Item – the basket will be searched for a specific item. Department - the basket will be searched for a specific department.
Department Number or PLU Number	If the coupon is item specific, enter the PLU number of the item. If the coupon is department specific, enter the department number. Type in the number or press the browser button, to the right, to display a list of items or departments and select the required value.
Select item/Department found/not found in basket	Found – if the item or department is found in the basket, that coupon prints on the register. Not Found - if the item or department is not found in the basket, the coupon prints on the register.
Print barcode	Check this parameter to enable barcode printing on the coupon. **Note:**

	Barcodes can be printed only if you use thermal receipt printers.
Barcode number	If the Print Barcode parameter is checked, type in the required barcode number, up to 13 digits. If the system is operating without check digit validation, the POS terminal adds a valid CD to the barcode number when it prints. If the system is operating with check digit validation, the POS terminal checks if the barcode has a valid CD and prints only if a valid CD exists. Select **check digit**. The system calculates and inserts the check digit.
Ticket amount to print coupon	Use this parameter to make the system look at the amount you enter here as the qualifier. The system will not check if items are found or not found in the transaction.
Minimum purchase amount required	Customer must spend the minimum amount entered here to qualify for the coupon.
CC for minimum purchase	Enter the number of the control check to display when the amount purchased is less than the pre-defined purchase amount required for this coupon. (See parameter “Minimum purchase amount required,” above.)
Graphic Logo	From the drop-down list, select the graphic logo to print on the coupon. Reference the “POS Logo Maintenance” section for information on creating graphic logos.

10.1.9.2 Coupon Lines Tab

The Coupon Lines option enables the user to enter up to five lines of alphanumeric text which prints on the customer receipt.

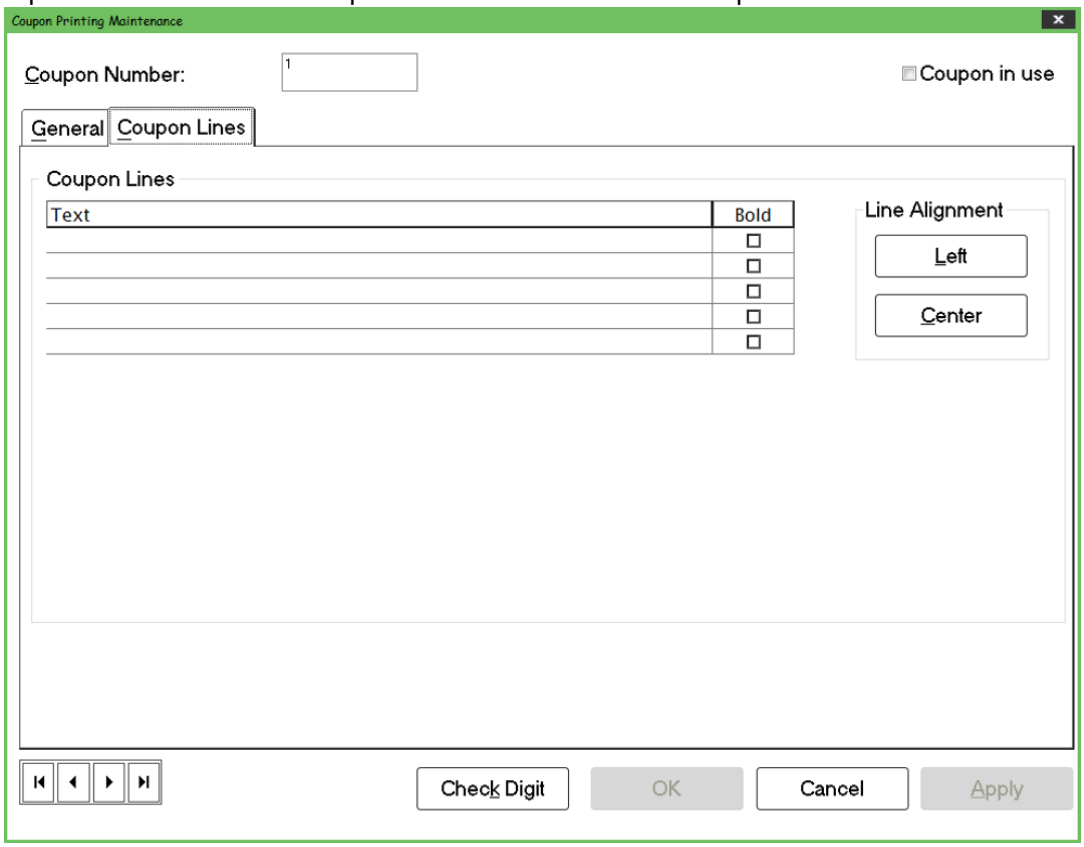


Figure 10-25. Coupon Printing Maintenance - Coupon Lines Tab

To define coupon lines

1. Enter the coupon text accordingly.
2. Set the line alignment to either left or center. The font may also be set to print bold text.
3. Click **OK** or **Apply** to save.

10.1.10 Restricted Sale Special Dates

The Restricted Sale feature enables the user to define restrictions on sales of items or on sales encompassing entire departments. The restrictions set here may apply to special dates. This option allows the user to restrict sales on specific dates and times specified by the user.

To set up the Restricted Sale Special Dates options

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > Restricted Sales Special Dates**. The Restricted Sale Special Dates dialog box appears.

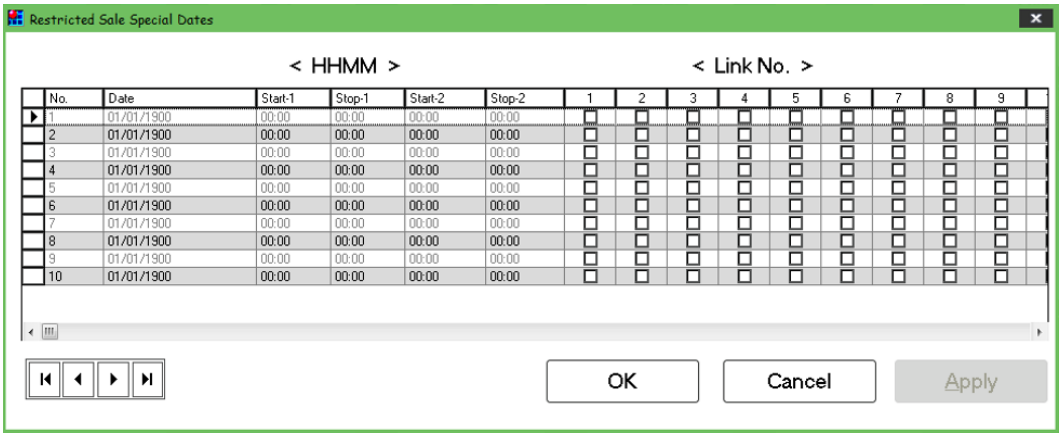


Figure 10-26. Restricted Sale Special Dates

2. Specify the specific date and time to restrict sales.
3. Link each restricted sale to a previously defined layout. These layouts contain specific rules, for example, which departments or items are restricted.
4. Click **OK** or **Apply** to save.

10.1.11 Receipt Logo

Use this utility to set up and print company logos on POS terminal receipts.

The system accepts only 1-bit, black and white .BMP (bitmap) graphic files. These files must reside in the `C:\PCMASTER\SEQ` directory.

Logo dimensions must be set in a suitable graphics or paint program. Make sure that logo sizes match the specifications for the appropriate printer type as described on the following page.

Note:

Settings for retailer information, receipt organization, and receipt printing are now set up through General System Parameters. From the **ENCOR** Application Menu Bar, select **System > General System Parameters > General System Parameters**.

Printer Type	BMP File Size
Epson TM930	Width - 180 pixels maximum Height - No limit
Epson TMT80 (Thermal)	Width - 192 pixels maximum Height - No limit

Axiohm 7156 (Thermal)	Width - 448 pixels maximum Height - 384 pixels maximum **Note:** Although the dimensions above are the maximum allowed, *do not* use both at the maximum size. For example, if width is 448, height must be *less* than 384. The maximum size must be equal to or less than width x height, with a maximum of 172032. The logo image is loaded into printer memory when the POS terminal is powered up. This allows high speed printing of the logo.
Fujitsu	Width - 400 pixels maximum Height - 48 pixels maximum The logo is loaded into printer memory.

To enable printing of a logo, specify the required logo number for each POS terminal in POS Configuration. (For details, refer to the beginning of this chapter).

To set up a receipt logo

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > Receipt Logo**. The POS Logo Maintenance list appears.

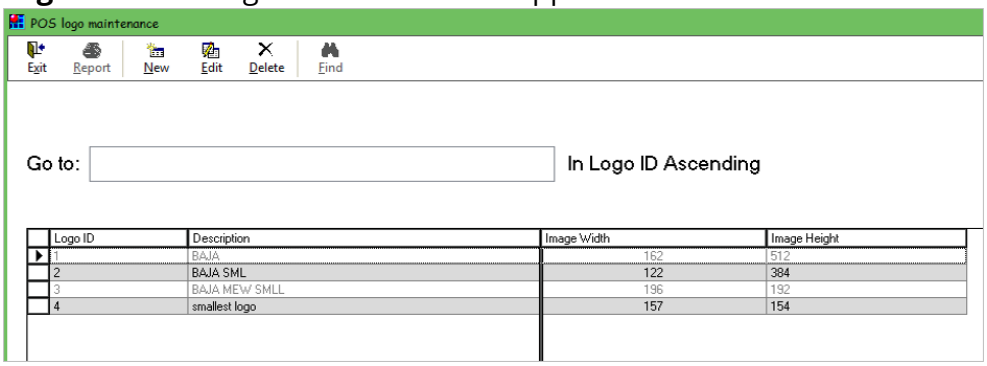


Figure 10-27. Receipt Logo Maintenance Application

2. On the toolbar, select **New**. The POST Receipt Logo dialog box appears.

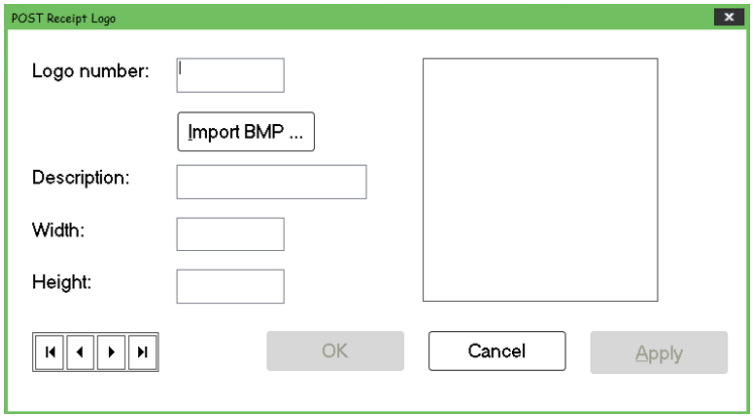


Figure 10-28. POST Receipt Logo Dialog - New

3. Enter a logo number.

4. Click **Import BMP** to choose an image. Select the required image file. A preview of the image displays.
5. Type in a description.
6. Click **OK** or **Apply** to save.

10.1.12 Receipt Header/Footer

The Receipt Header/Footer Maintenance option lets the user design the headers and footers that print on customer receipts. Both the header (top lines of the receipt) and the footer (bottom lines of the receipt) can contain up to 10 lines of text, and they can be printed in normal or bold characters and centered or left-aligned.

Various headers and footers can be created and linked to different POS terminals.

Note:

Settings for retailer information, receipt organization, and receipt printing are now set up through General System Parameters. From the **ENCOR** Application Menu Bar, select **System > General System Parameters > General System Parameters**.

To set up a receipt header/footer

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > Receipt Header/Footer**. The Receipt Header/Footer list appears.

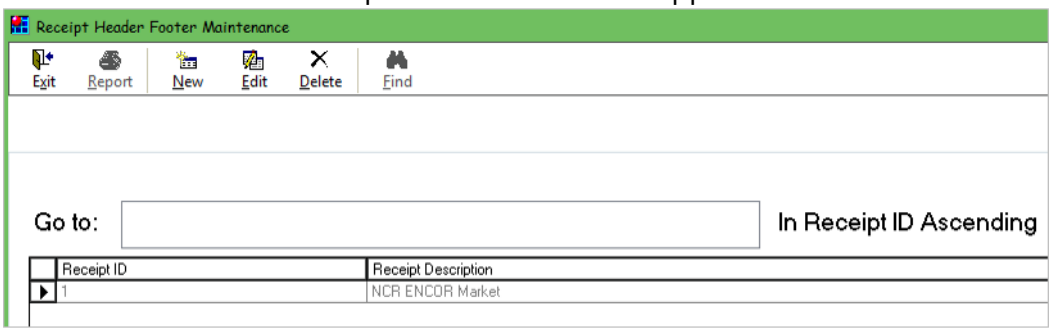


Figure 10-29. Receipt Header Footer Maintenance Application

2. On the toolbar, select **New**. The Receipt Header/Footer dialog box appears.

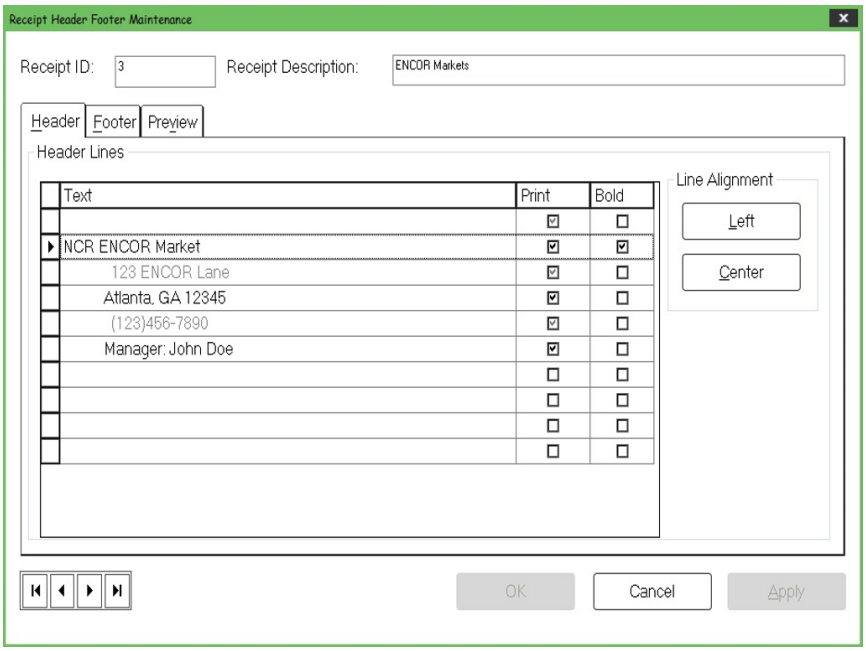


Figure 10-30. Receipt Header Footer Maintenance Dialog - New

The Header and Footer tabs look identical. They both allow the user to enter up to 10 lines of text.

3. Enter a number and name.
4. Type in the header and footer text.
5. Each line can be marked to print (either text entered or a blank line) and marked bold. Lines can also be specified left or center aligned.
6. To see a preview of how the header and footer will appear on the receipt, click on the **Preview** tab.

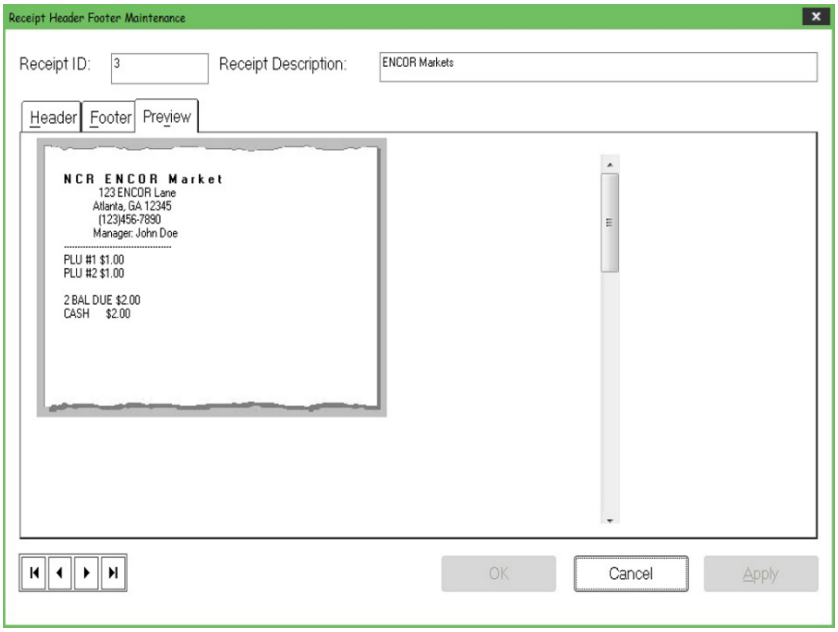


Figure 10-31. Receipt Header Footer Maintenance - Preview Tab

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

Once headers and footer are designed, they can be linked to the POS terminals. This is performed in POST configuration. (For details, refer to beginning of this chapter).

10.1.13 Retailer Information 1-5

Note:

Settings for Retailer Information are also set up through General System Parameters (in the Store > POST > Presentation > Retailer Information 1-5 folders). From the **ENCOR** Application Menu Bar, select **System > General System Parameters > General System Parameters**. See "System Parameter Tree" for more information.

10.1.14 Organize Receipt

Note:

Settings for Organize Receipt are also set up through General System Parameters (in the Store > POST > Presentation > Receipt > Buffer Printing folder and sub-folders). From the **ENCOR** Application Menu Bar, select **System > General System Parameters > General System Parameters**. See "System Parameter Tree" for more information.

10.1.15 Keyboard Functions

The Keyboard Functions option lists all functions available for use on a POS terminal and allows the user to change a function name or add new functions. All necessary functions are included with the installation of Office and should not be modified. Although the user can change the function descriptions, the functions themselves remain unaffected.

New functions may be included in program upgrades received from time to time. Dealers and technical support personnel may also add custom designed functions via *custom links*. These are mini applications which can be activated at the POS terminal.

10.1.15.1 Keyboard Function Assignments

Number	Assignment
1 - 90	Alphanumeric keyboard keys.
327 - 337	Navigation keys.
700 - 799	Reserved for customer hook functions (custom links). Use this range of functions to develop custom links.
701 - 799	Not used.
800 - 899	These are idle mode and sale mode functions for POS closed and POS open states.
900 - 1462	Used for POS functions in sale mode only, POS open state.

To add a new keyboard function

1. From the **ENCOR** Application Menu Bar, select **System > POS Setup > Keyboard Functions**. The Keyboard Functions list appears.

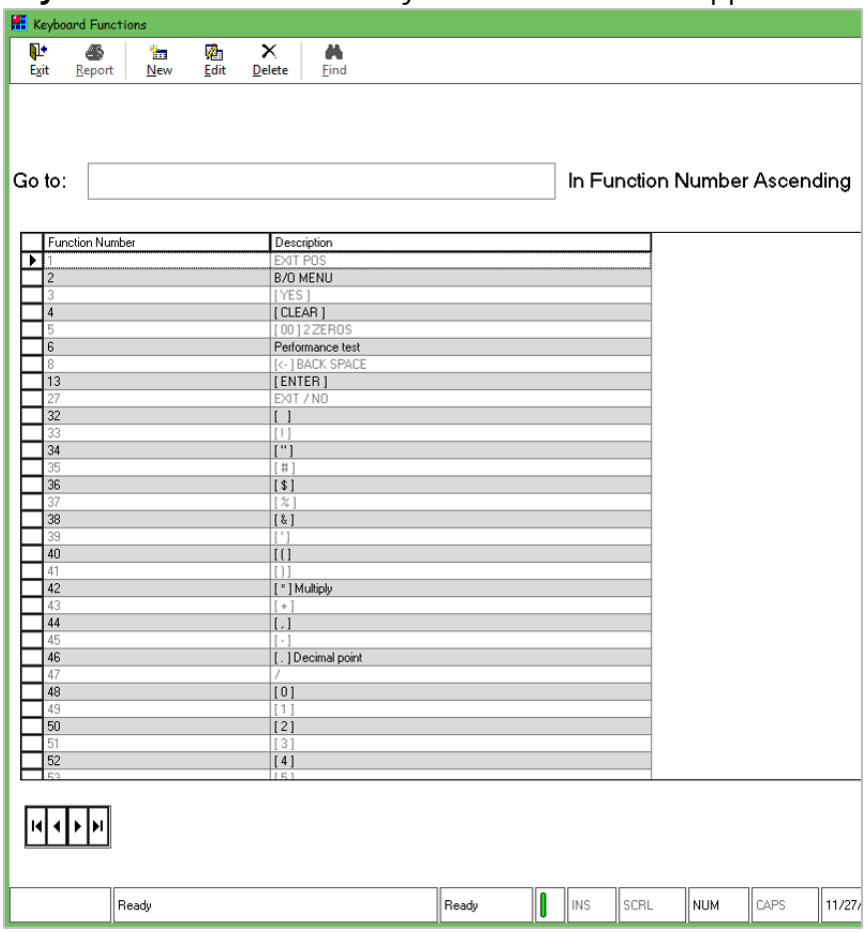


Figure 10-32. Keyboard Functions Application

2. On the toolbar, select **New**. The Keyboard Functions dialog box appears.

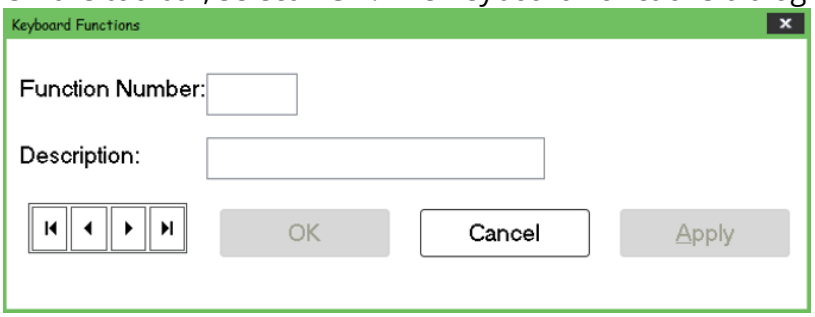


Figure 10-33. Keyboard Functions Dialog - New

3. Enter the Function ID and Description.
4. Click **OK** or **Apply** to save.

10.1.16 Keyboard Programming

This option serves to define a keyboard layout. Keyboard layouts can be defined for specific POS terminals as well as for different types of keyboard.

10.1.16.1 New Keyboard Layout

1. From the Application Menu Bar, select **System > POS Setup > Keyboard Programming**. The Keyboard Maintenance screen appears:

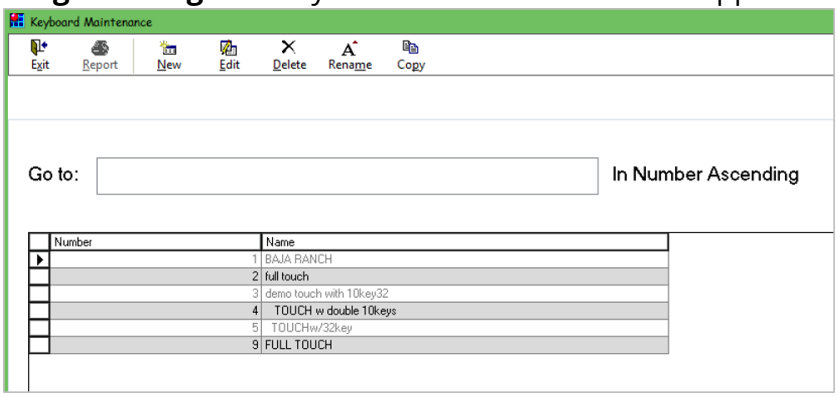


Figure 10-34. Keyboard Maintenance

2. Click **New**.
3. Enter an unused Keyboard Number, assign a Name for the layout and click **OK**. The layout now appears on the keyboard selection list.
4. Select the layout and click **Edit**. (At this stage, the layout is empty.)
5. Select New. The Key Programming screen displays.

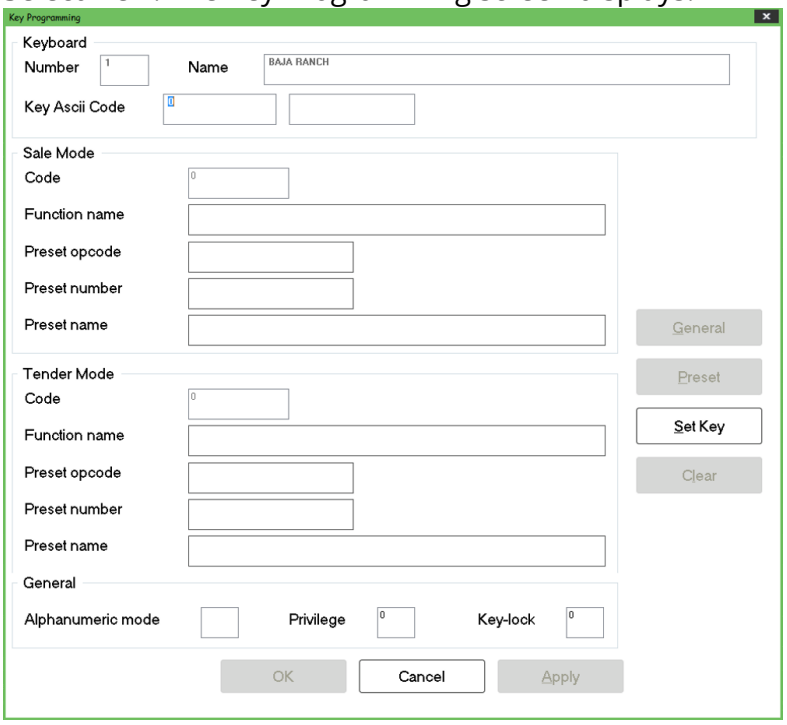


Figure 10-35. Key Programming

6. To add a new function, select **Set Key**. A simulated picture of a keyboard displays where the key (or key sequence) can be selected.

Note:

Click the **Numeric** Tab to display additional keys.

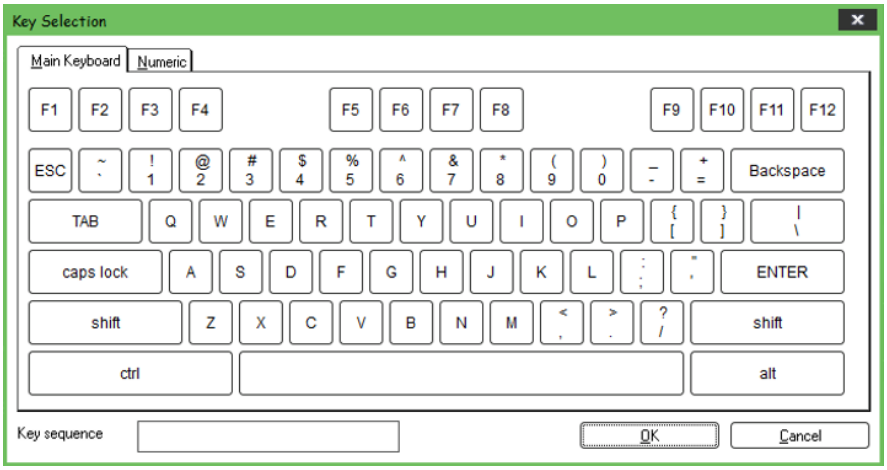


Figure 10-36. Key Selection

7. Select the key (or key sequence) to program and click **OK**. The Key Programming screen re-displays with the Key ASCII Code assigned.

Note:

If a selected key (or key sequence) is already in use when **OK** is pressed, the form will be populated with properties for that code. If the key (or key sequence) is available, a blank form will display.

8. Assign a designated function for the key (or key sequence) by clicking **General** on the form. A list of all the functions defined in the system will display.

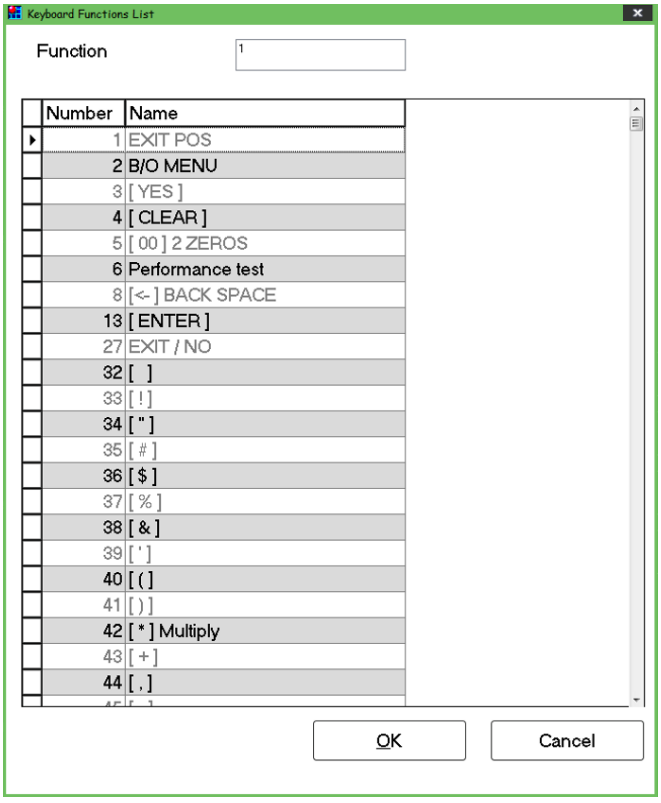


Figure 10-37. Keyboard Functions List

9. Locate and highlight the desired function. Click **OK**. By default, the Sale Mode will be populated in the Key Programming screen with the selected function.
10. A keyboard key can be programmed to activate different functions in Sale Mode and Tender Mode. Click inside the Tender Mode Code field and repeat the process for Tender mode (with the desired function).
11. (Optional) A Preset function (i.e. PLU item, department, return, etc.) can be established for Sale Mode or Tender Mode. Click inside the desired Code field (Sale or Tender) and click **Preset**. The Preset Setting screen displays:

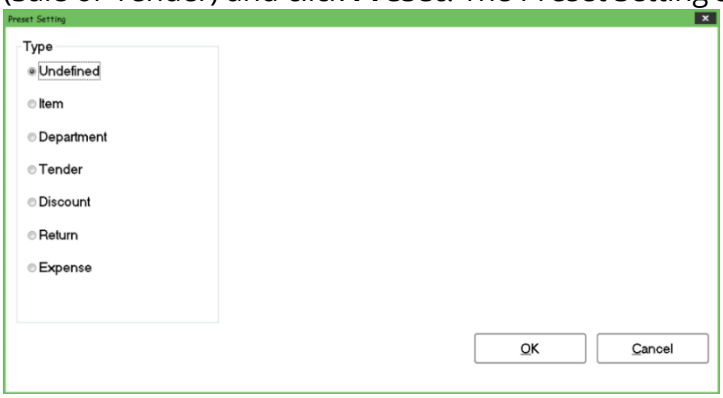


Figure 10-38. Preset Setting

12. Select the type of preset required and the attributes (i.e. Tender and Amount, Department and Amount, Discount, Return Type, Expense Code) of the preset. Click the **OK** button when finished.

For PLU

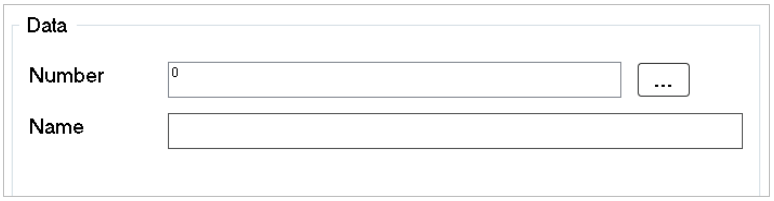


Figure 10-39. Preset Setting - For PLU

Click the ellipsis button. Locate and highlight the item to be rung up by the key you are defining. Click OK when finished.

For Department

Figure 10-40. Preset Setting - For Department

Click the ellipsis button. Locate and highlight the department to be rung up by the key you are defining. Enter the dollar amount to ring to the department and click OK when finished.

For Tender

Figure 10-41. Preset Setting - For Tender

Click the ellipsis button. Locate and highlight the tender to be rung up by the key you are defining. Enter the dollar amount to ring to the tender and click OK when finished.

For Discount

Figure 10-42. Preset Setting - For Discount

Click the ellipsis button. Locate and highlight the discount (as defined in Discount Maintenance) to be rung up by the key you are defining. Click OK when finished.

For Return

Figure 10-43. Preset Setting - For Return

Click the ellipsis button. Locate and highlight the return (as defined in Return Types Maintenance) to be rung up by the key you are defining. Click OK when finished.

For Expense

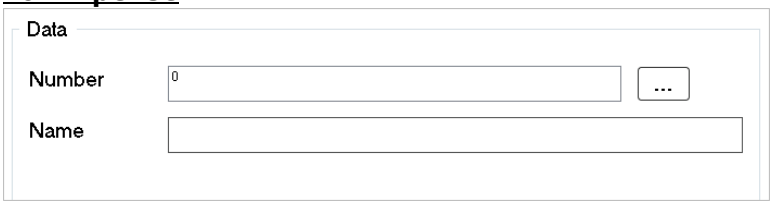


Figure 10-44. Preset Setting - For Expense

Click the ellipsis button. Locate and highlight the expense (as defined in Payout / Receipt Maintenance) to be rung up by the key you are defining. Click OK when finished.

13. To assign a keyboard privilege to the key, type in the required value (at the bottom of the screen). Valid privileges are 1-8, with 8 being the highest privilege.

Note:

Use keyboard privileges to ensure that certain functions are activated only by authorized employees.

14. If necessary, a keyboard keylock position may be defined. Type in the required value. Valid keylock positions are 1 - 8. The actual range on the standard keyboard is 1 – 5.

Note:

Keylock positions are used to impose control by supervisors and management. Keylock position numbers are dependent on the keyboard type connected to the POS terminal.

15. Click **OK**. The Keyboard Layout screen now lists the functions and preset operations assigned to keyboard key (or key sequence). Repeat the steps until the layout is fully defined.

10.1.16.2 Update Keyboard Layout

1. In the Keyboard Selection screen, highlight the required keyboard layout and select **Edit**. The Keyboard Data screen displays.
2. Perform the required function.

Function	Description
New	Select **New** to enter a new key assignment. Follow the instructions above.
Edit	Highlight a key assignment and select **Edit**. By default, the Keyboard Sale Mode function will be modified. Click inside the Tender Mode Code field to make a change to the Tender Mode function. Follow the instructions above.
Delete	Highlight the key assignment to be deleted, and select **Delete**. In the confirmation box, select Yes to delete the key assignment.

10.1.16.3 Update Keyboard Name

1. In the Keyboard Selection screen, highlight the desired keyboard and select **Rename**.
2. Type in the new name.
3. Click **OK** to save.

10.1.16.4 Copy a Keyboard Layout

A user can create a new keyboard layout based on an existing layout. First copy the layout and then make the necessary changes via the Edit function.

To copy a layout:

1. In the Keyboard Selection screen, highlight the keyboard from which you want to copy and select **Copy**. The Copy Keyboard window displays.

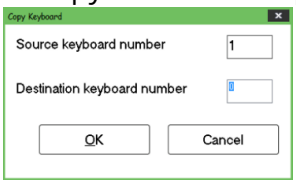


Figure 10-45. Keyboard Selection - Copy Keyboard

2. Type in the number of the new keyboard layout. Click **OK**. The copied layout appears in the list (with the same name as the source keyboard layout).

10.1.17 POS Menu Maintenance

The POS Menus option allows the user to customize the options listed on the POS terminal when the Back Office Menu key is used in closed mode (signed-off), in sales mode (signed-on), and when supervisor functions are listed (either signed-on or off).

Note:

To allow terminal operators to display the POS terminal back office menus, a back office menu key must be defined on the keyboard. For more information, see the section on “Keyboard Programming” on page 10-913.

The POS Sales Menu option allows the user to customize the options listed on the POS terminal when the Back Office Menu key is used in sales mode.

To define a new menu option

3. From the **ENCOR** Application Menu Bar, select **System > POS Setup > POS Menu Maintenance**. The POS Menu screen appears with the Closed Menu tab selected.

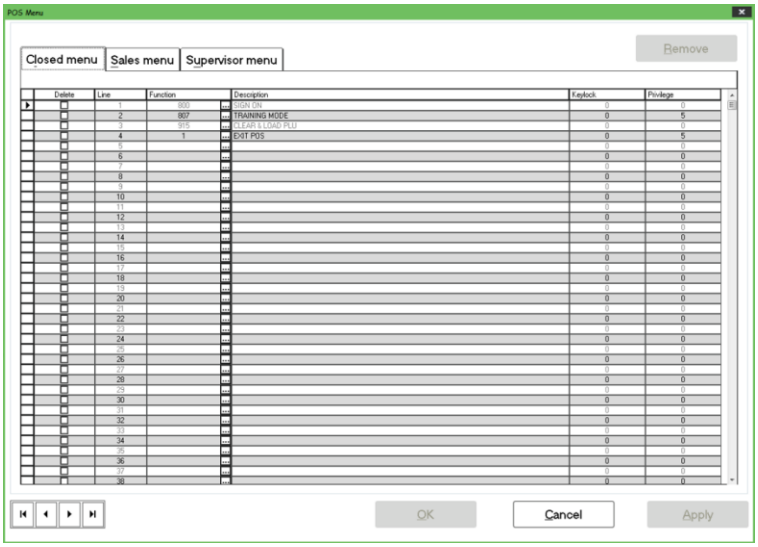


Figure 10-46. Keyboard Programming Application

Note:

All three tabs have the same ability to add functions to the selected POS menu.

4. In the desired tab, select a row in the grid (by clicking the row) and then click on the ellipses button in the Function column. A list of all functions available will display.

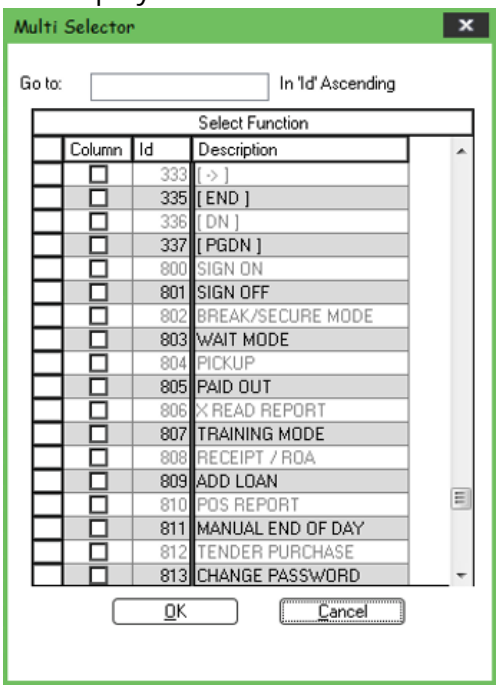


Figure 10-47. Keyboard Programming - Multi Selector

5. Check (click) the desired function's Column box and press **OK**. The function is selected it will be displayed in the grid with the function number and description.
6. (Optional) Click inside the Keylock field and enter the position required, from 1 to 5.

Note:

Keylock positions are used to impose control by supervisors and management. Keylock position numbers are dependent on the keyboard type connected to the POS terminal.

7. (Optional) Click inside the Privilege field and enter the required value. Valid privileges are 1-8, with 8 being the highest privilege

Note:

Use keyboard privileges to ensure that certain functions are activated only by authorized employees. DO NOT set for Full Touch as the user cannot return to sale from an authorization requirement.

8. Click **OK** to record the definition.

Note:

To remove a function, check the box in the function's Delete column and click the Remove button (in the top right-hand corner of the POS Menu screen).

10.1.17.1 POS Closed Menu

Menu options for the POS Closed menu are the same as for the POS Sales menu. The only difference is that options defined here are for the POS terminal in signed-off mode.

10.1.17.2 POS Supervisor Menu

Menu options for the POS Supervisor menu are the same as for POS Closed and Sales menus. The user can insert the supervisor menu option on both the POS Closed and POS Open menus.

To prevent unauthorized use of the Supervisor menu, use keylock position options and privileges as appropriate.

10.2 Back Office Setup

There are numerous configurations requiring setup in **ENCOR** to ensure proper transmission of back office data. The tasks are explained in this chapter and include:

- Configuring the database connection
- Setting up the default and third-party printing software
- Specifying the store and re-selling contact information
- Specifying POS communication settings
- Specifying DSD/Receiver settings
- Specifying any host server attributes
- Configuring the file and report settings

10.2.1 Site Setup

Use the **Site Setup** application to specify site information and configuration options for the back office. This includes important settings for communication with the POS system as well as host, label printing, scale management, and aisle printing applications.

To access the **Site Setup** application from the Application Menu Bar, select **System > Back Office Setup** > **Site Setup**.

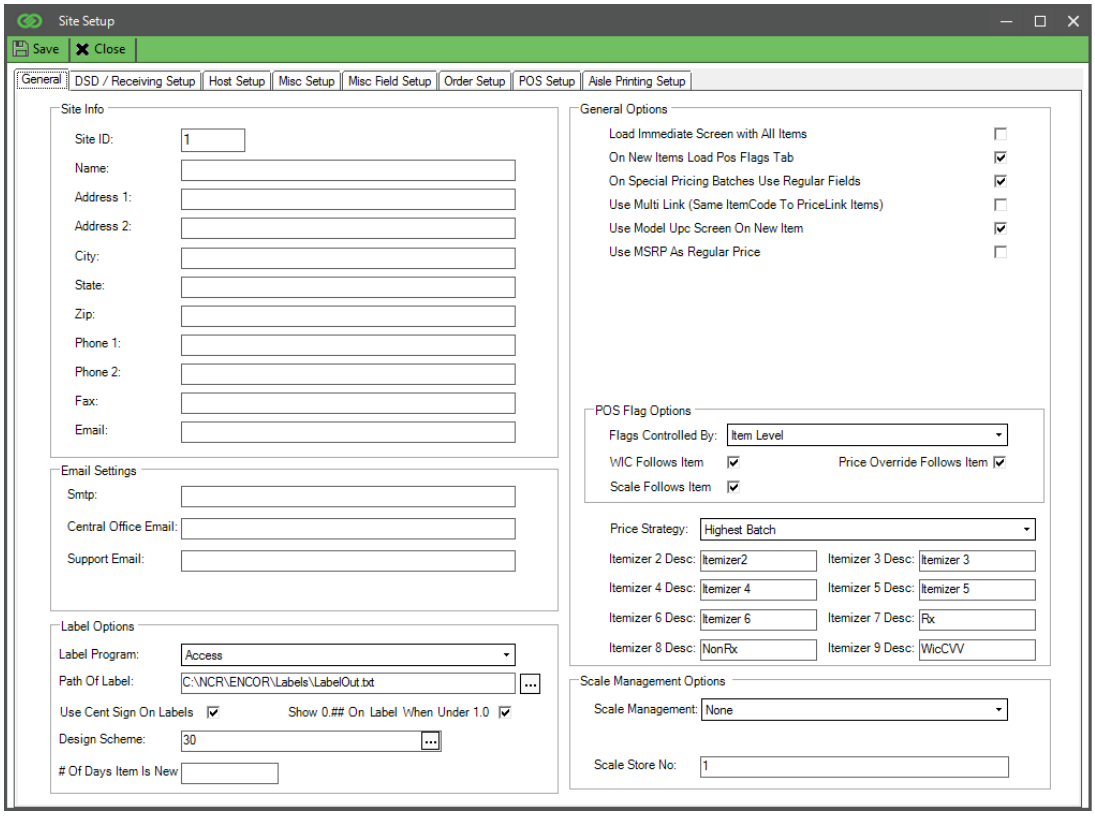


Figure 10-48. Site Setup Application

10.2.1.1 Edit Setup Information

The Site Setup information and configuration options are organized into several tabs which are described in detail below.

To update information in **Site Setup**:

1. Select the tab containing the field(s) to be changed.
2. Update the field(s) with the new information or selected option.
3. Click **Save** when all tabs have been updated as desired.
4. Click **Close** to exit the application.

This table provides an overview of the types of fields and settings that are in the Site Setup tabs.

Site Setup Tab	Description
General	Defines store contact information, third-party printing options, and user-defined itemizer attributes.
DSD/Receiving Setup	Identifies Direct Store Delivery (DSD) report output locations and options for the creation of receiver documents.
Host Setup	Specifies host address and related configuration settings.
Misc Setup	Defines movement and compare file settings.
Misc Field Setup	Creates user-specific item and pricing fields.
Order Setup	Defines the default “Ship to” and “Bill To” information used by store vendors.
POS Setup	Identifies the application used at the Point of Sale (POS) as well as POS flag and movement report settings.
Aisle Printing Setup	Configures multiple printers and templates for BarTender label printing.

10.2.1.2 General Setup Tab

Use the General tab to define store contact information, label printing options, and general options including POS flag behavior and user-defined itemizers.

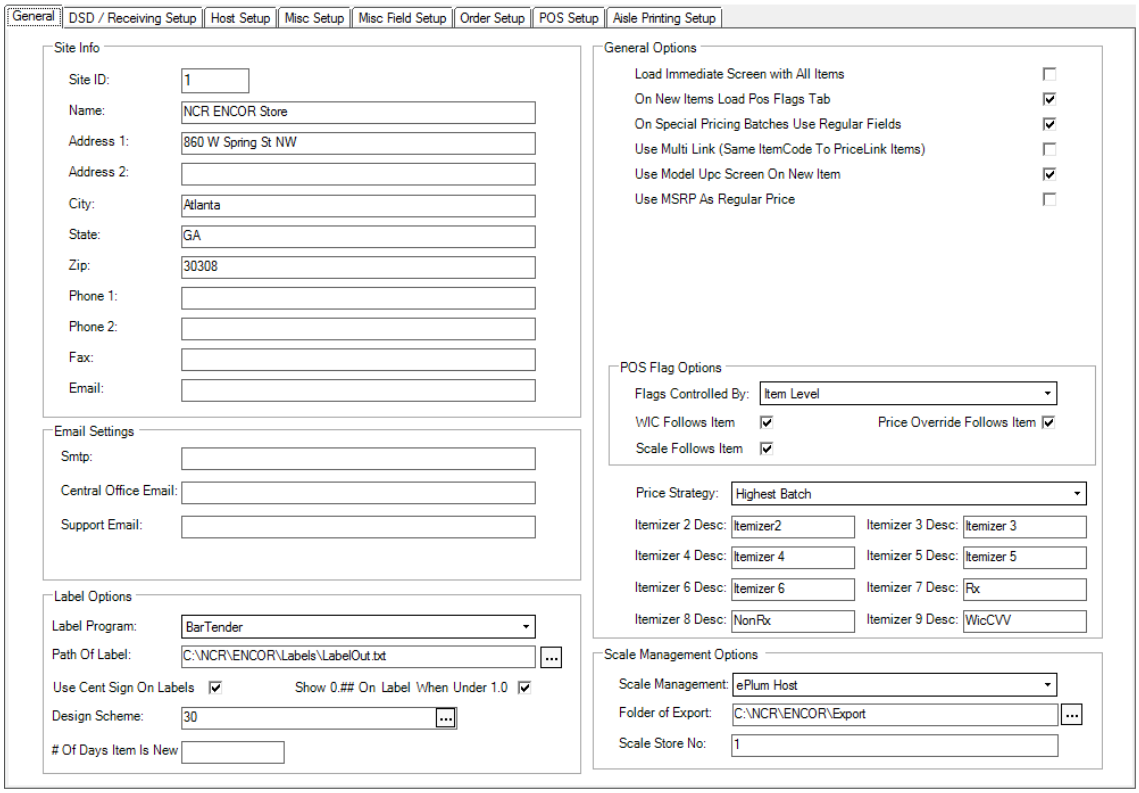


Figure 10-49. Site Setup - General Tab

The fields in the General tab are described in this table. They are listed in the order in which they appear on the screen.

Field Name	Description	Options
Site Info		
Site ID	The ID name or number of store where **ENCOR** is being installed	Alphanumeric
Name	The name of the store location	Alphanumeric
Address 1 & 2, City, State, Zip	The full address of store location	Alphanumeric
Phone 1 & 2	Contact phone numbers	Numeric
Fax	Contact fax number, if applicable	Numeric
Email	Contact email address if applicable	Standard email address format
Email Settings		
SMTP	Simple Mail Transfer Protocol (SMTP) to send and receive e-mail message	Standard email address format
Central Office Email	The central office location or name	Alphanumeric

Support Email	Email address by which to contact reseller for technical support	Standard email address format
Label Options		
Label Program	The third-party label software used to generate labels	None, Stylus, Bar-Tender, Access, Scan-Master, Generic, RTI, ULINK
Path of Label	The file name and location of the file **ENCOR** creates for label generation. For default installation, this path is `C:\NCR\ENCOR\Labels\LabelOut.txt`	Standard file path characters
Use Cent Sign on Label	Selecting this option specifies the use of the cent sign on labels, if the price is less than $1.	Selected or not selected. Default value is selected.
Show 0.## on Label When Under 1.0	Selecting this option displays 0.99 for items less than $1. If not selected, the label displays .99.	Selected or not selected. Default value is selected.
Design Scheme	Allows for a default label template name to be exported for the label export's TemplateID field type and Price type combination that is defined in the design scheme.	Alphanumeric
# of Days Item is New	This defines the number of days the label export's TemplateID field will default to the defined New Item Type that is configured in the selected design scheme.	Numeric
General Options		
Load Immediate Screen with All Items	Selecting this option loads the entire item file in the lower box on the immediate maintenance screen.	Selected or not selected. The default value is not selected.
On New Items Load POS Flags tab	Selecting this option shows the POS tab when a new item is added on the Item Maintenance screen.	Selected or not selected. The default value is selected.
On Special Pricing Batches Use Regular fields	Selecting this option loads the regular price fields into the new price fields in Batch Maintenance so information does not have to be re-entered.	Selected or not selected. The default value is selected.
Use Multi Link (Same ItemCode to Link Items)	Selecting this option links multiple items to the same code.	Selected or not selected. The default value is not selected.

Use Model UPC Screen on New Item	Selecting this option allows the previous item info to be duplicated when keying a new item. If this option is not selected, the user does not have the option to create new item from last.	Selected or not selected. The default value is selected.
Use MSRP As Regular Price	Selecting this option allows for POS systems using "Current Price" calculation rather than Regular Price.	Selected or not selected. The default value is not selected.
POS Flag Options		
Flags Controlled By	This field instructs **ENCOR** to populate flags by item or department.	Department Level, Item Level
WIC Follows Item	Selecting this option allows items that are approved by WIC to be scanned regardless of department settings.	Selected or not selected
Price Override Follows Item	This option is for ACS POS type only. Selecting this option allows items to be overridden regardless of department settings. A user can override the department settings without setting the override flag**.**	Selected or not selected
Scale Follows Item	This option is for ACS POS type only. Selecting this options allows items to be scalable regardless of department settings. A user can override the department settings without setting the override flag**.**	Selected or not selected
Price Strategy	This field defines price priority when multiple prices are in effect for an item.	Highest Batch, Lowest Price, Lowest Price By Type
Itemizer Desc (2-9)	Itemizers are user-defined attributes used as POS flags.	Alphanumeric
Scale Management Options		
Scale Management	The third-party software package that will be communicating with the scale management software. Select None if **ENCOR** Enterprise or some other package will be used.	None, ePlum Host, or ADC
Folder of Export	The directory path of where the scale export file is to be written. See "Scale Management" below for details.	Standard file path characters
Scale Store No	The store number that is the same store number used in the scale management software	Numeric

10.2.1.2.1 Label Printing

ENCOR interacts with third-party label packages to generate tags. Use the header of the labelout.txt file to map **ENCOR** data points to templates created in the third-party package. The `LabelOut.txt` varies based on the label program selected. The example below is for BarTender®.

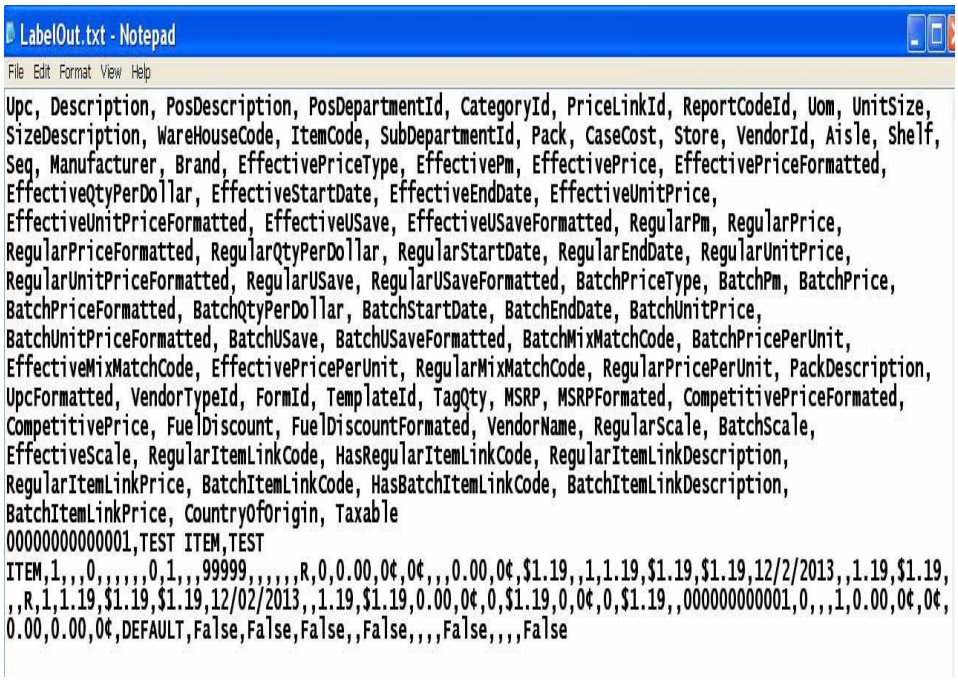


Figure 10-50. Notepad - `LabelOut.txt`

ENCOR LabelOut includes CRV and ItemLink for easier printing of bottle deposit items. Files with `.bat` extensions are used to call label programs. For example:

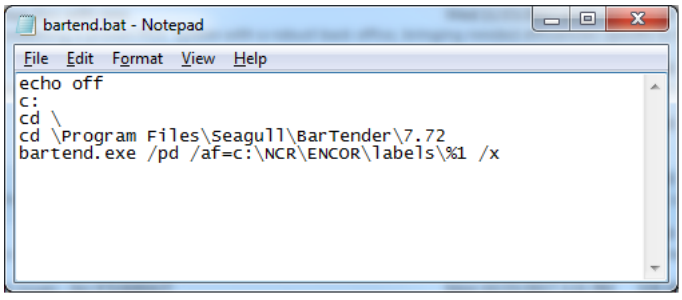


Figure 10-51. Notepad - `bartend.bat`

Note: Modify the existing `.bat` files to point to the location of the label printing exe or create a `.bat` following the example above.

10.2.1.2.2 Price Strategy

If Price Strategy is set by Highest Batch, the larger the batch number, the higher the price priority. If more than one price is in effect for the same item, the larger batch number pricing is effective. When creating a batch, **ENCOR** assigns the next

available batch number based on the batch type selected, or the user may type in a batch number not currently in use.

If Price Strategy is set by Lowest Price, the lowest price on the current date is set as current price, regardless of price type.

If Price Strategy is set Lowest Price by Batch Type, the lowest price for the highest priority batch type is the current price.

10.2.1.2.3 Scale Management

ENCOR offers the option of sending maintenance and price updates of NSC2 (random weight) items to third-party scale management software for communicating with scales. Currently, **ENCOR** can communicate the necessary data in the specific file formats needed by Plum and ADC. **ENCOR** relies upon the third-party scale management software to communicate with scales as it does not communicate directly to the scales.

Note:

The SCALE MANAGEMENT EXPORT task is responsible for transmitting the maintenance files to the scale management software. If this task is not enabled or the **ENCOR** Service is not running, maintenance will not be communicated to the scale management software.

The Scale Management Options fields in this tab are used to setup communications with the third-party scale management software. Set these fields as follows:

1. In the Scale Management drop-down field, select None, ADC, or ePlum Host as the software package that will be communicating with the scale management software. If there is another software package that will be communicating with the scale management software, such as **ENCOR** Enterprise, select **None**.

Note:

If **None** is selected, do not proceed to the next steps to set the other two Scale Management fields. Stop here.

2. Enter a path into the Folder of Export field based upon the selected file transmission option.
   While the recommended method to transmit the maintenance and price update files to third-party scale management software is FTP (option b below), it is possible to write the files containing maintenance and price updates to a folder on either the **ENCOR** Server or a different computer without using FTP.
   a. If the latter option (writing to a file) is to be used, enter the destination folder's path into the Folder of Export field. Clicking the button to the right of the Folder of Export field will display a Browse For Folder dialog to assist in browsing and selecting the folder location.

Note:

If the destination folder is located on a different machine, then manually enter the destination folder's UNC into the Folder of Export field. The remote destination folder (on the remote machine) should be shared and the account the **ENCOR** Service uses to log on must have permissions to access the destination folder.

b. The recommended method of transmitting maintenance and price update files to the scale management software is FTP. For information on how to set this up, see the section below titled "Scale Communications Example" in "FTP Setup".

Note:

If FTP is set up in **ENCOR** for Scale Management and the Folder of Export field contains a directory path, only FTP will be used.

3. In the Scale Store No field, enter the store number that is the same store number used in the scale management software. The default is the Site ID.

10.2.1.3 DSD/Receiving Setup Tab

Use the fields in this tab to define Direct Store Delivery (DSD) report output locations as well as to specify options for the creation of receiver documents.

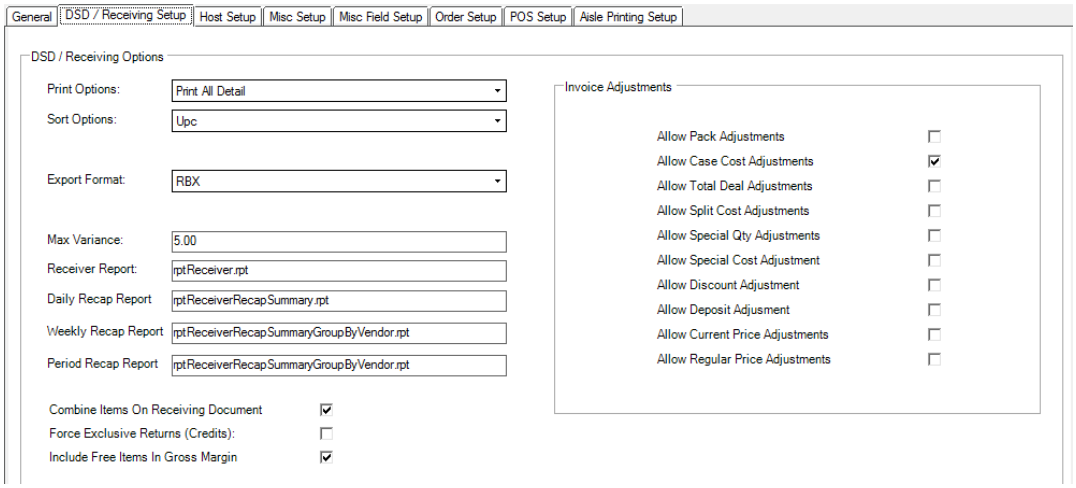


Figure 10-52. Site Setup - DSD/Receiving Setup Tab

The fields in the DSD/Receiving Setup tab are described in the table below in the order in which they appear on the screen.

*** Indicates if the user has the Allow Cost Change (Receiving) Role, then changes to the enabled (via. Invoice Adjustment Check Boxes) text box will result in permanent changes to the receiver's item.*

Field Name	Description	Options
DSD/Receiving Options		
Print Options	A drop-down menu that specifies printing options	Print All Detail (future options to be added)
Sort Options	A drop-down menu that specifies the	Entered/Scanned, UPC,

	default sort value for the receiver report	Item Code, Warehouse Code, Pack
Export Format	A drop-down menu that specifies an accounts payable format in which to export receiving document data.	RBX Peach Tree RCP HST QuickBooks IIF Invoice Summary Department Detail
Max Variance	An input field that specifies the dollar amount allowed for the receiver document to be over or short	Numeric (decimal point required)
Receiver Report	Specifies the name of the default Receiver Recap report for users to generate	Alphanumeric
Daily Recap Report	The name of the Daily Receiver Recap report for users to generate for that day	Alphanumeric. This is for handheld only.
Weekly Recap report	The name of the Weekly Receiver Recap report for users to generate for that week	Alphanumeric. This is for handheld only.
Period Recap Report	The name of the Receiver Recap report for users to generate for a specific time	Alphanumeric. This is for handheld only.
Combine Items on Receiving Document	Selecting this option combines the total number of the same item. For example, if two items are checked in and later two more of the same item found, the combined total is four. If the items are not combined, the report displays the items as separate transactions of two and two.	Selected or not selected
Force Exclusive Returns (Credits)	Selecting this option sets the value in the Default Action field on the Receiver/Ordering > Create New Receiver screen as "Returns."	Selected or not selected **Note:** This option is only available on handheld devices.
Include Free Items in Gross Margin	Selecting this option calculates free items in gross margin numbers.	Selected or not selected

Invoice Adjustments

** Allow Pack Adjustments	Enables the Receiver #'s (screen) Pack text field so that the user can modify the Pack for the current receiver.	Selected or not selected (default)
** Allow Case Cost Adjustments	Enables the Receiver #'s (screen) Case Cost text field so that the user can modify the Case Cost for the current receiver.	Selected or not selected (default)
** All Total Deal Adjustments	Enables the Receiver #'s (screen) Total Deal text field so that the user can modify the Total Deal for the current receiver.	Selected or not selected (default)
** Allow Split Cost Adjustments	Enables the Receiver #'s (screen) Split Cost text field so that the user can modify the Split Cost for the current	Selected or not selected (default)

	receiver.	
** Allow Special Qty Adjustments	Enables the Receiver #'s (screen) Special Qty. text field so that the user can modify the Special Qty. for the current receiver.	Selected or not selected (default)
** Allow Special Cost Adjustment	Enables the Receiver #'s (screen) Special Cost text field so that the user can modify the Special Cost for the cur- rent receiver.	Selected or not selected (default)
** Allow Discount Adjustments	Enables the Receiver #'s (screen) Discount text field so that the user can modify the Discount for the current receiver.	Selected or not selected (default)
** Allow Deposit Adjustment	Enables the Receiver #'s (screen) Deposit text field so that the user can modify the Deposit for the current receiver.	Selected or not selected (default)
** Allow Current Price Adjustments	Enables the Receiver #'s (screen) Retail text field so that the user can modify the Retail/Current Price for the current receiver.	Selected or not selected (default)
** Allow Regular Price Adjustments	Enables the Receiver #'s (screen) Regular Price text field so that the user can modify the Regular Price for the current receiver.	Selected or not selected (default)

10.2.1.4 Host Setup Tab

Use these settings to connect **ENCOR** to a third-party host that collects data. **ENCOR** exports receiver, movement, and maintenance information to a host via the FTP settings configured on this tab.

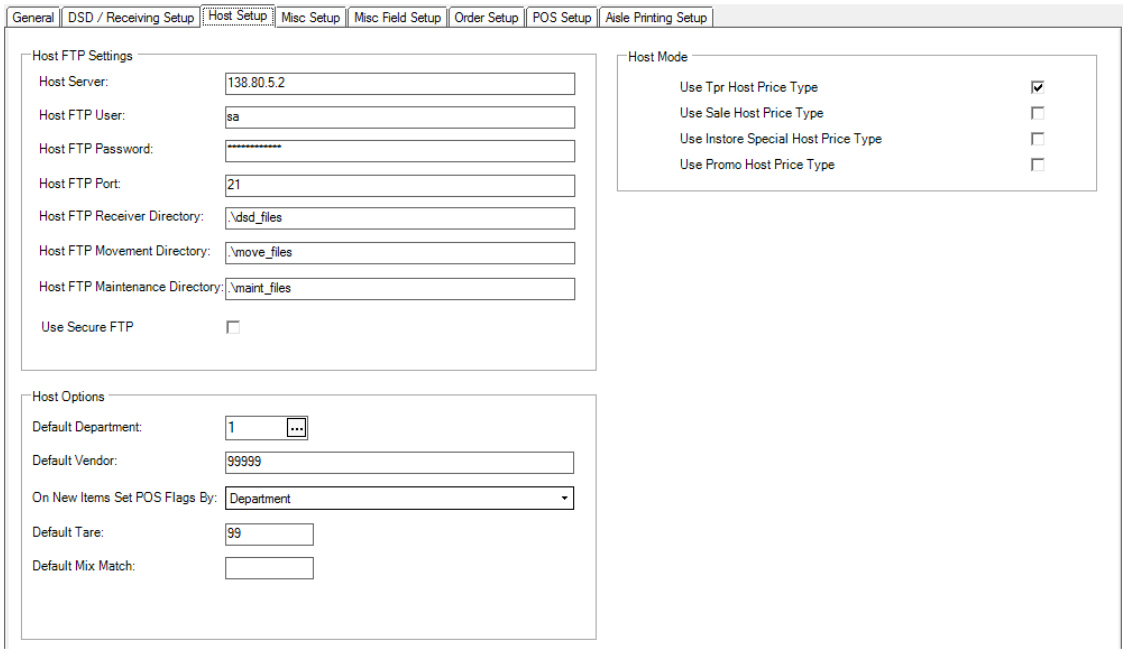


Figure 10-53. Site Setup - Host Setup Tab

The fields in the Host Setup tab are described in the table below in the order in which they appear on the screen.

Field Name	Description	Values
Host/FTP Settings		
Host Server	The IP address of the host server **Note: ENCOR** only interacts with a static IP address.	Standard server address/location protocol
Host FTP User	Host login name	Alphanumeric
Host FTP Password	Host FTP password	Standard password protocol
Host FTP Port	The FTP port used by the Host	Numeric
Host FTP Receiver Directory	File location to which **ENCOR** exports receiver information, if used with the Export Receivers to Host Utility, available from the Host submenu.	Folder and path name
Host FTP Movement Directory	File location to which **ENCOR** exports movement information, if used with the Export Movement to Host Utility, available from the Host submenu.	Alphanumeric Folder and path name
Host FTP Maintenance Directory	The file location to which **ENCOR** exports Item Maintenance	Alphanumeric Folder and path name
Use Secure FTP	Select if using FTP to transfer data.	Selected or not selected
Host options		
Default Department	The default department code is used if, during data importing, the item is new and a valid department is not specified.	Numeric - Select from pre-populated list of departments or type in a numeric code
Default Vendor	The default vendor code is used if, during data importing, the item is new and a valid vendor ID is not specified.	Numeric
On New Items Set POS Flags By	The default POS flag setting for new items	None, Department, Category
Omit Scale Flag on New Items	This option is for ENCOR POS type only. If this option is selected and On New Items Set POS Flags By is set to Department, the Scale Flag will not be set to match the Department's Scale Flag for items that are either entered manually via Item Maintenance or imported.	Selected or not selected
Omit WicCVV Flag on New Items	This option is for ENCOR POS type only. If this option is selected and On New Items Set POS Flags By is set to Department, the WicCVV Flag will not be set to match the Department's WicCVV Flag for items that are either entered manually via Item Maintenance or imported.	Selected or not selected
Default Tare	The default Tare Weight is used for new items.	Numeric - POS Tare Weight in ounces
Default Mix Match	The default Mix Match code is used for	Alphanumeric

	new items.	
Host Mode		
Use TPR Host Price Type	When checked along with the Use Hosted Price Type Mode checkbox in the Import Utilities – Record Properties screen, the Host flag in the Item Maintenance batch price fields will automatically be set from an imported TPR price change. This allows the most recently imported TPR price change to replace previously imported TPR price changes if they will be in-effect at the same time when evaluated by the Extract and Transmit process. (see note below).	Selected or not selected
Use Sale Host Price Type	When checked along with the Use Hosted Price Type Mode checkbox in the Import Utilities – Record Properties screen, the Host flag in the Item Maintenance batch price fields will automatically be set from an imported Sale price change. This allows the most recently imported Sale price change to replace previously imported Sale price changes if they will be in-effect at the same time when evaluated by the Extract and Transmit process. (see note below).	Selected or not selected
Use Instore Special Host Price Type	When checked along with the Use Hosted Price Type Mode checkbox in the Import Utilities – Record Properties screen, the Host flag in the Item Maintenance batch price fields will automatically be set from an imported Instore Special price change. This allows the most recently imported Instore Special price change to replace previously imported Instore Special price changes if they will be in-effect at the same time when evaluated by the Extract and Transmit process. (see note below).	Selected or not selected
Use Promo Host Price Type	When checked along with the Use Hosted Price Type Mode checkbox in the Import Utilities – Record Properties screen, the Host flag in the Item Maintenance batch price fields will automatically be set from an imported Promo price change. This allows the most recently imported Promo price change to replace previously imported Promo price changes if they will be in-effect at the same time when evaluated by the Extract and Transmit process. (see note below).	Selected or not selected

Note:

Use the Hosted Mode – Host Price Type options above in conjunction with the Use Hosted Price Type Mode option in the Import Utility applications to support the replacement of older temporary price changes from host. This replacement does not occur at the time of the import. Instead, it occurs during the Extract & Transmit process before the price strategy rules are applied, and the selected prices are transmitted to the POS. Specifically, Extract and Transmit keeps only the most recent batch price record when it finds more than one batch price record of the same price type (TPR, Sale, etc.) with the Host flag set on and effective today. The older batch price records are deleted so that they are no longer considered for current and future pricing.

10.2.1.5 Miscellaneous Setup Tab

Use the file location fields to specify miscellaneous file paths including the 3 Way Compare that accesses the Electronic Price Book (EPB).

Note:

The **ENCOR** application path is assumed for the root directory.

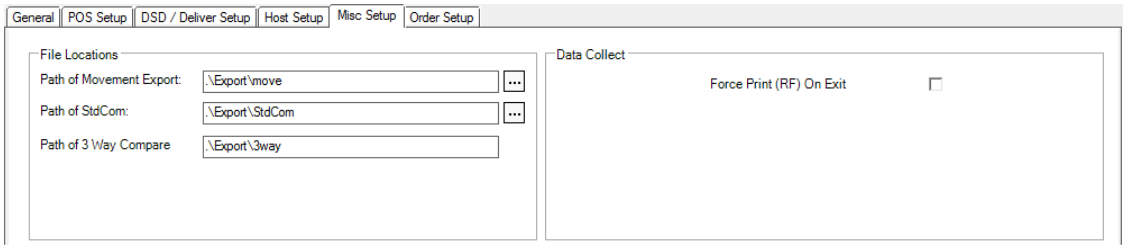


Figure 10-54. Site Setup - Misc Setup Tab

The fields in this tab are described in the table below.

Field Name	Description	Options
File Locations		
Path of Movement Export	A file name and path for the Export IRI/ACN file. The IRI/ACN export file, when generated from the Host menu, contains sales movement and quantity sold information to retail research companies, IRI and AC Nielson.	Alphanumeric file and path
Path of StdCom	A file and path for imports of price change data from the Affiliated Midwest Warehouse	Alphanumeric file and path
Path of 3 Way Compare	A file name and path for the 3-Way Compare report that is generated from the Host menu. This report generates a file that allows users to compare item data in ENCOR, EPB, and at the POS.	Alphanumeric file and path
Data Collect/Handheld		
Force Print (Handheld) on Exit	Selecting this option automatically creates a data collection report when a user exits a handheld device.	Selected or not selected.

Use Disconnected Communication To POS Server for Handheld	When this option is selected, maintenance performed on the handheld will be queueued and sent via the ENCOR POS Service.	Selected or not selected.
Inventory		
Use Extended NSC2 Price	If checked, the Handheld will use the extended price digit when scanning NSC2 items.	Selected or not selected.

10.2.1.6 Misc Field Setup Tab

Use these fields to create unique item identifiers, if needed. These generic item attributes are for user discretion. These fields may be used for loyalty programs, virtual promotions, and so forth.

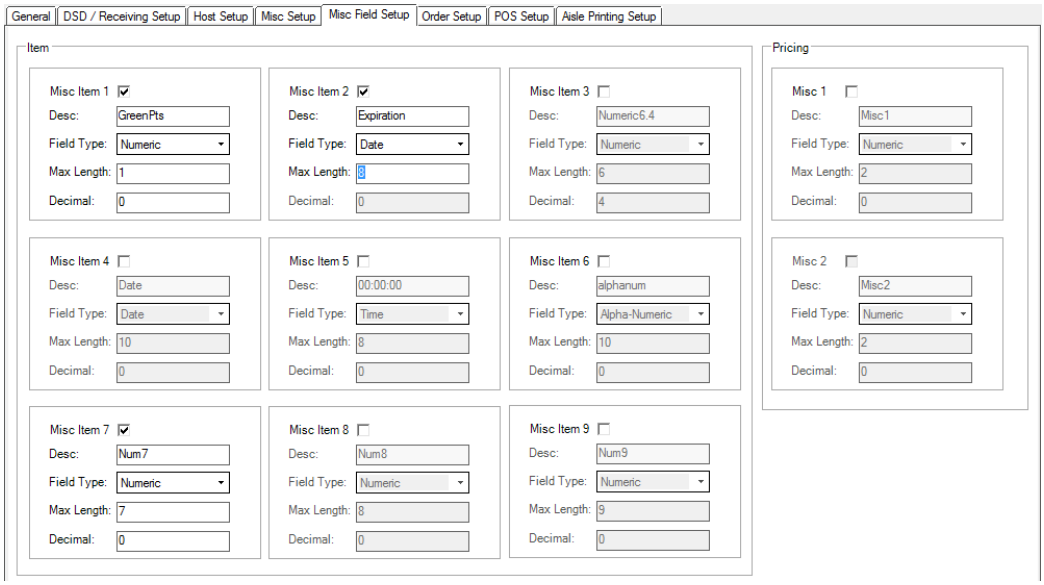


Figure 10-55. Site Setup - Misc Field Setup Tab

The fields in the Misc Field Setup tab are described in the table below.

Field Name	Description	Options
Item		
Misc Item 1-9	Miscellaneous attributes are user-defined to create unique item identifications.	Selected or not selected. The default value is not selected.
Desc (1-9)	Defines the label for Misc fields. Desc will display in Immediate Maintenance.	Desc is enabled when Misc is selected.
Field Type (1-9)	Defines type of data field to which Misc 1-9 map.	Numeric, Alphanumeric, Date, Time. Field Type is enabled when Misc is selected.
Max Length (1-9)	Defines the max length of Misc 1-9.	Numeric. Max Length is enabled when Misc is selected.
Decimal (1-9)	Defines number of places after decimal,	Numeric. Decimal is

	when Misc 1-9 include decimal.	enabled when Misc is selected.
Pricing		
Misc 1 & 2	Miscellaneous attributes are user-defined with variable mapping. These data points require custom engagement for users with needs outside the generic, POS flag itemizers.	Selected or not selected. The default value is not selected.
Desc	Allows ENCOR to define the label for Misc POS price flags. Desc will display in Immediate Maintenance.	Desc is enabled when Misc is selected.
Field Type	Defines type of data field to which Misc 1&2 map.	Numeric, Alphanumeric, Date, Time. Field Type is enabled when Misc is selected.
Max Length	Defines the max length of Misc 1&2.	Numeric. Max Length is enabled when Misc is selected.
Decimal	Defines number of places after decimal, when Misc 1&2 include decimal.	Numeric. Decimal is enabled when Misc is selected.

Note:

Data cannot be imported to the Miscellaneous Fields if fields and Data Types have not been first defined in the Setup tab.

Note:

Misc 1 & 2 are custom item attributes. These fields are not used in typical store price scenarios and require engineering engagement to operate properly.

10.2.1.7 Order Setup Tab

Use these fields to configure store's shipping and billing information used by the store vendors. The Shipping Info fields contain the address where vendors ship their goods. The Billing Info fields contain the address where vendors send invoices for the goods supplied to the receiving store.

To copy the shipping or billing information to the vendor records in the system:

1. Click **Save** after making changes.
2. Click **Update Vendors with Default Info** at the top of the Shipping Info area to update the shipping info in the vendor records.

3. Click **Update Vendors with Default Info** at the top of the Billing Info area to update the billing info in the vendor records.

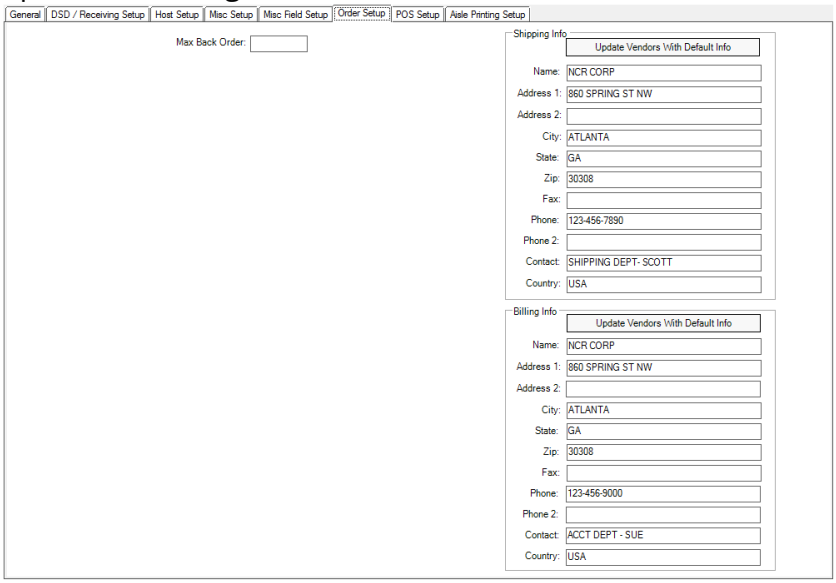


Figure 10-56. Site Setup - Order Setup Tab

The fields in the Order Setup tab are described in the table below, listed in the order that they appear on the screen.

Field Name	Description	Options
Max Back Order	The maximum number of days an item can be on back order from a vendor. The number in this field is used as the default when vendor-specific number has not been recorded on the Vendor Maintenance screen.	Numeric
Shipping Info		
Name	The name of the store to which items are shipped (receiving store)	Alphanumeric
Address 1 & 2, City, State, Zip	The address of the store receiving the products.	Alphanumeric
Fax	The receiving store's fax number	Numeric
Phone 1 & 2	The receiving store's phone numbers	Numeric
Contact	The receiving store's contact person	Numeric
Country	The receiving store's country	Alphanumeric
Billing Info		
Name	The name of the store being billed for products	Alphanumeric
Address 1 & 2, City, State, Zip	The address of the store being billed for products	Alphanumeric
Fax	A billing fax number	Numeric

Phone 1 & 2	A billing phone number(s)	Numeric
Contact	The contact person at the billing location	Alphanumeric
Country	The country of the billing location	Alphanumeric

10.2.1.8 POS Setup Tab

Use the POS Setup tab to set the information needed for communication with the Point of Sale system, enable You Save functionality, define movement tracking settings, and configure Extract & Transmit options.

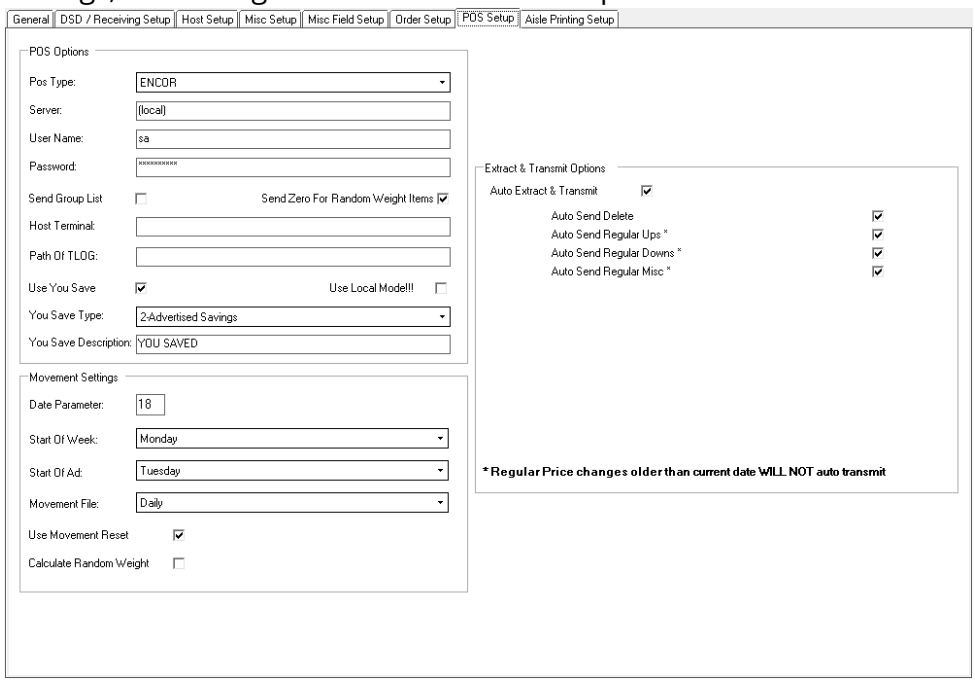


Figure 10-57. Site Setup - POS Setup Tab

Note:

Real-time movement is not automatically enabled at install. To display live movement, edit POS Log task to Enable. See “Scheduled Tasks” later in this chapter for more information.

The fields in the POS Setup tab are described in the table below.

Field Name	Description	Options
POS Options		
POS Type	The Point of Sale (POS) application with which **ENCOR** interfaces. The default is **ENCOR**.	ScanMaster 1.2 X, ScanMaster 2.1 X, ISS45-7.09, RORC ViPOS 5.X, ACS-IR Tec1595, IBM Sa, IBM Ace-Key 6-127, IBM Ace-Key 7-169, ACS 6.0, ACS 6.2, ACS 7.0, Iss45 V8
Server	The name of the SQL server (for example, ServerName_IP\ACS). Note: **ENCOR** only interacts with a static IP address.	Standard server address/location protocol
User Name	The user name for the SQL administrator	Alphanumeric. The default is abouser.

Password	The password for the SQL administrator	Alphanumeric. The default is Ncr11Abo, unless otherwise specified.
Use You Save	Selecting this option sends pricing info to the POS so receipt shows the amount saved.	Selected or not selected
Send Zero for Random Weight Items	Selecting this option sends .00 or .01 depending on the POS selected instead of Price per Pound on random NFC2 codes.	Selected or not selected
Host Terminal or Master Port	An IP address or node ID. Used for specific POS (VIPOS).	A terminal or port location
Path of TLOG	Path of transaction log (TLOG) is determined by the POS.	A file path
Use Local Mode	Selecting this option disconnects ENCOR from the POS. Note: Warning Pricing is not sent to POS.	Selected or not selected
Send Group List	Designed for use with Advanced Checkout Systems (ACS). ACS has a feature to group UPCs. Selecting this option brings in these groups on the Misc. tab on the Item maintenance screen.	Selected or not selected
You Save Type	Only enabled when the POS Type is set to ENCOR and the You Save option is enabled. Allows the user to define a default Price Comparison Type for any item in a TPR batch or higher. This value is automatically set when the batch is processed. This will not override any Price Comparison Type that has been assigned by the item either via imported or manually using Item Maintenance.	1-Bonus Buy Savings, 2-Advertised Savings 3-Matched Advertised Savings 4-Private Label Savings 5-Competitor Compare Savings
You Save Description	Only enabled when the POS Type is set to ENCOR and the You Save option is enabled. Allows the user to define a default Price Comparison Description for any item in a TPR batch or higher. This value is automatically set when the batch is processed. This will not override any Price Comparison Description that has been assigned by the item either via imported or manually using Item Maintenance.	Alpha-numeric.

Movement Settings

Date Parameter	This is the number of hours after close of day that automated movement uses previous day for the current day. The date can still be modified when running the application Pull Movement from Base.	Numeric
Start of Week	A drop-down menu of the days of the week, used for reporting purposes.	Sunday Monday Tuesday Wednesday Thursday Friday Saturday
Start of Ad	A drop-down menu of the days of the week, used for reporting purposes.	Sunday Monday Tuesday Wednesday Thursday Friday Saturday
Movement File	A drop-down menu with options of how often ENCOR should generate files.	Current Previous Old Daily
Use Movement Reset	Selecting this option resets the movement data.	Selected or not selected
Calculate Random Weight	Selecting this option allows ENCOR to read movement from the POS (DC or POSLog) and to calculate the weight of the item sold by dividing the price for 1 pound from the total sale price. This flag applies only to Random Weighed items (also called NSC2 items). These items have the price imbedded in the UPC and are typically sold according to	Selected or not selected

	weight.	
Discount Options		
Remove Discount on TPR Items	Selecting this option removes discount prices from Temporary Price Reduction (TPR) items. Select to avoid item receiving a double discount.	Selected or not selected
Remove Discount on Sale Items	Selecting this option removes discount prices from Sale items. Select to avoid item receiving a double discount.	Selected or not selected
Remove Discount on In-store Special Items	Selecting this option removes dis- count prices from Instore Special items. Select to avoid item receiving a double discount.	Selected or not selected
Remove Discount on Promo Items	Selecting this option removes dis- count prices from Promo items. Select to avoid item receiving a double discount.	Selected or not selected
Extract & Transmit Options		
Auto Extract & Transmit	Allows the Auto Extract and Transmit task to be run by the ENCOR Service. Further setup is required using ENCOR's Task application	Selected or not selected
Auto Send Delete	Selecting this option automatically extracts and transmits deleted items to the base item file when the Extract Transmit To POS task runs.	Selected or not selected
Auto Send Regular Ups*	Selecting this option automatically extracts and transmits items with Regular Price Ups to the base item file when the extract Transmit To POS task runs.	Selected or not selected
Auto Send Regular Downs*	Selecting this option automatically extracts and transmits items with Regular Price Downs to the base item file when the Extract Transmit To POS task runs.	Selected or not selected
Auto Send Regular Misc*	Selecting this option automatically sends changes to item miscellaneous data not related to regular price, such as POS Description, Department, etc. when the Extract Transmit To POS task runs.	Selected or not selected

Note:

When selecting the Start of Week and the Start of Ad during configuration, those days become the default day/date when selecting reporting time periods.

10.2.1.8.1 Auto Extract and Transmit

The Transmit.bat feature previously scheduled through Windows Task Scheduler now resides within the **ENCOR** interface. Use the Auto Transmit options in this tab to define which item changes (deletes, regular price increases, decreases, or miscellaneous changes) to automatically transmit and which changes to manually transmit. By default, all options are selected to automatically transmit all changes to the point-of-sale. However, no changes will automatically flow to the point-of-sale unless the EXTRACT TRANSMIT TO POS Task is set to **Enable**. For additional

instructions on communications and task scheduling, refer to “Tasks” later in this chapter.

Note:

Any regular price changes received after the effective date will not be automatically processed regardless of Auto Send selections. These “Missed Regular” changes are viewable in the **Item Review Dashboard** under the Missed Reg radio button, or in **Batch Maintenance**.

10.2.1.9 Aisle Printing Setup Tab

The Aisle Printing Setup tab configures **ENCOR** to spool BarTender® tag requests to multiple printers. This feature operates with BarTender® versions Automation and above.

Note:

Aisle printing requires the following components to be installed and configured:

- One or more printers must be available on the network for aisle printing.
- BarTender® Suite, a third-party label printing software application, must be installed.
- The **ENCOR Print Service** must be installed and started. Refer to the *ENCOR Aisle Printing Installation and Configuration Guide* for details.

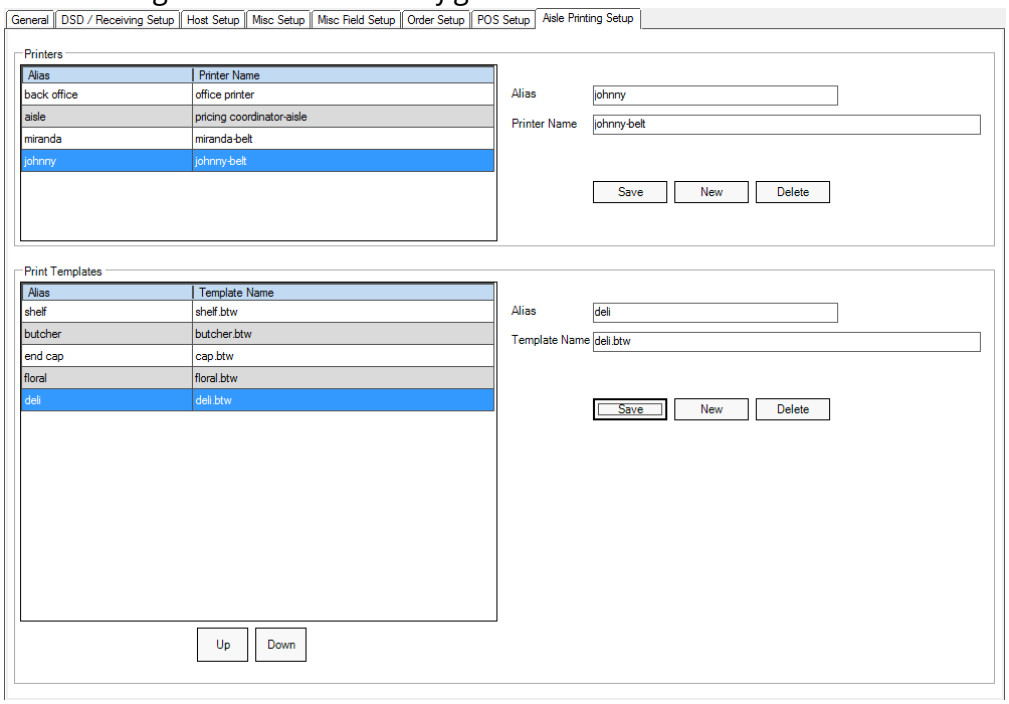


Figure 10-58. ENCOR Print Service - Printing Setup Tab

10.2.1.9.1 New Printer

Use the Printers area of the tab to enter the name and alias of each network printer available for aisle printing.

To enter a new printer:

1. Click **New**.
2. Enter the alias and printer name into the corresponding fields. **Note**: Printer names are case-sensitive, so enter them exactly as they are defined.
3. Click **Save**. The new printer will be added to the list on the left.

10.2.1.9.2 New Printer Template

Use the Print Templates area of the tab to enter the name and alias of the templates available for aisle printing.

To enter a new template:

1. Click **New**.
2. Enter the alias and template name into the corresponding fields.

Note:

Template names are case-sensitive, therefore enter them exactly as they are defined.

3. Click **Save**. The new template will be added to the list on the left.

10.2.2 Database Connection

Use the **Database Connection** application to specify the back office database connection and login information. This information is initially set by the **ENCOR** installation but can be modified here.

To access the **Database Connection** application from the Application Menu Bar, select **System > Back Office Setup > Database Connection**.

To update the database connection information, change the fields described below and click **Ok** to save the changes.

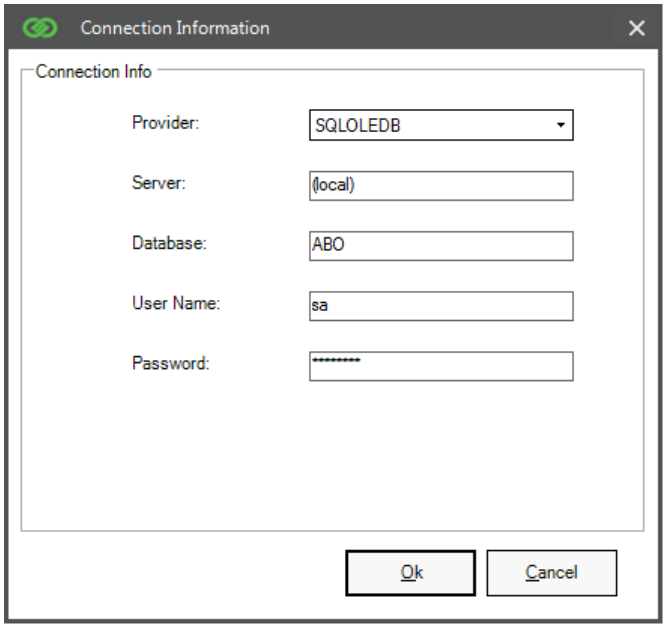


Figure 10-59. Database Connection - Connection Information

Field Name	Description	Values
Provider	The name of the database provider	Alphanumeric
Server	The SQL server address **Note: ENCOR** only interacts with a static IP address.	Alphanumeric. For example, ServerName_IP
Database	The name of the back office database	Alphanumeric. The default name is ABO.
User Name	The user name for the SQL administrator	Alphanumeric. The initial value is entered during the ENCOR install.
Password	The password for the SQL administrator	Alphanumeric. The initial value is entered during the ENCOR install.

10.2.3 Dashboard Group

Use the **Dashboard Group** application to build department based filters for viewing the maintenance displayed in the **Item Review Dashboard**. The filters are called 'dashboard groups'. Each dashboard group is defined by a description and one or more departments that are assigned to it. When a dashboard group is selected in the Item Review Dashboard toolbar from the Group drop-down list, only the maintenance associated with the departments assigned to the selected dashboard group will be displayed.

To access **Dashboard Group** from the Application Menu Bar, select **System > Back Office Setup > Dashboard Group**.

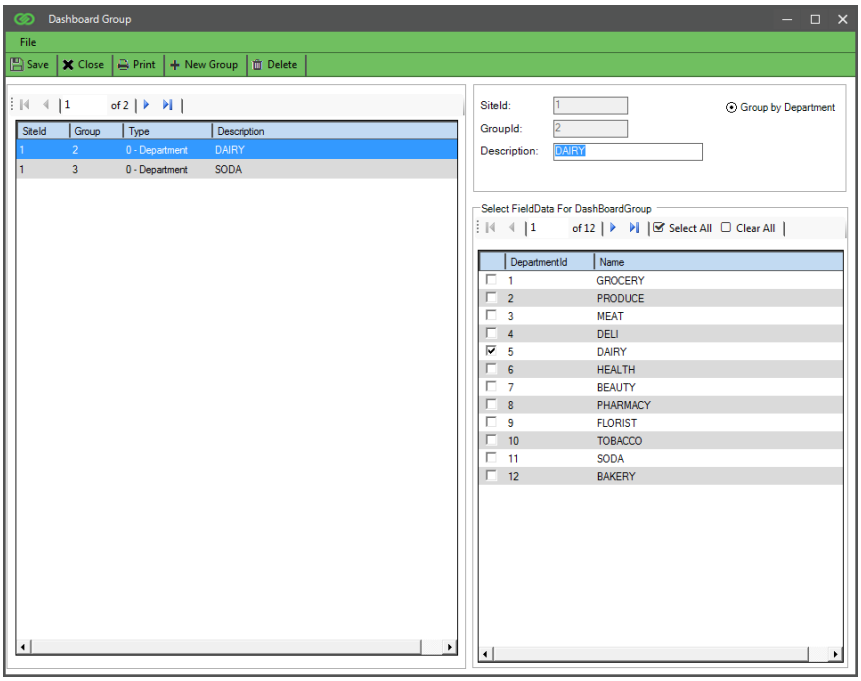


Figure 10-60. Dashboard Group Application

The screen content area has three main parts:

- The scrolling list on the left displays all dashboard group records defined in **ENCOR**. Any record can be selected for viewing, modification, or deletion by clicking on it. The order of the records can be changed by clicking on the column header.
- The box at the top right displays the SiteId and GroupId of the currently selected dashboard group record and allows the description to modified.
- The grid at the bottom right is for viewing and editing the departments that are assigned to the group.

10.2.3.1 New Dashboard Group

To create a new dashboard group

1. Click **New Group** in the toolbar.

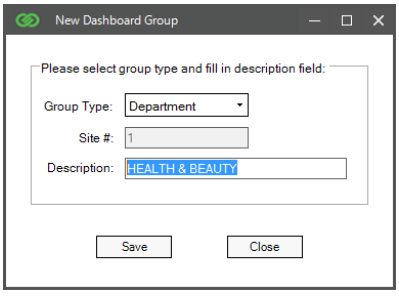


Figure 10-61. New Dashboard Group

2. Enter a description.
3. Click **Save**. The new group now displays in the scrolling list in the left side of the Dashboard Group window.

4. Check boxes of the departments in the grid that are assigned to this group.

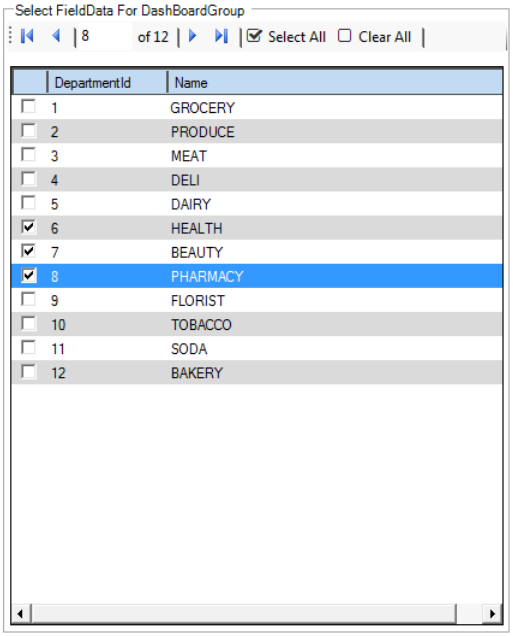


Figure 10-62. Select Field Data for Dashboard Group

5. Click **Save** in the toolbar or Press **F1**.

10.2.3.2 Edit Dashboard Group

To edit a dashboard group

1. Select the group to be modified from the scrolling list on the left.
2. Change the Description in the top area on the right.

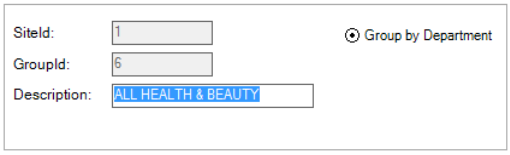


Figure 10-63. Edit Dashboard Group

3. Change the departments that are assigned to the group using the check boxes in the departments grid.

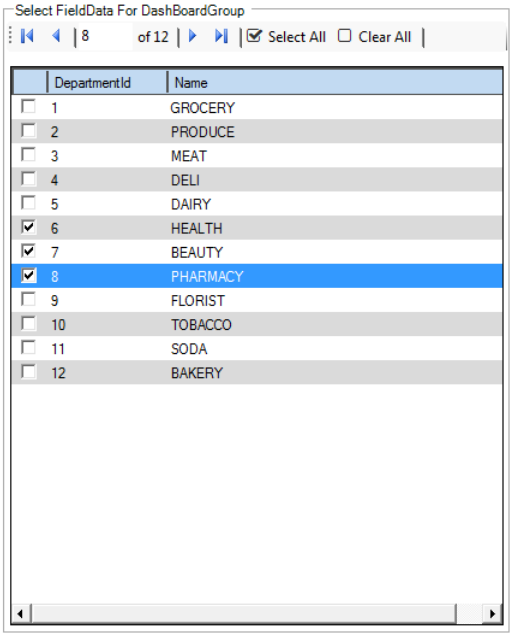


Figure 10-64. Select Field Data for Dashboard Group

4. Click **Save** in the toolbar or Press **F1**.

10.2.3.3 Delete Dashboard Group

To delete a dashboard group

1. Select the group to be deleted from the scrolling list on the left.
2. Click **Delete** in the toolbar.
3. Click **Yes** in the Delete confirmation prompt. The dashboard group is removed from the scrolling list and from **ENCOR**.

10.2.4 Hosted Sites

ENCOR offers the option of site-to-site hosting. This function allows one store site (the host) to provide data to other stores (hosted sites). The hosted sites' information is configured in the **ENCOR** setup.

Note:

Site-To-Site functionality requires an additional ENCOR license fee. Contact the Partner Manager for more details

From the Application Menu Bar, access **Hosted Sites** by selecting **Setup > Back Office Setup > Hosted Sites**.

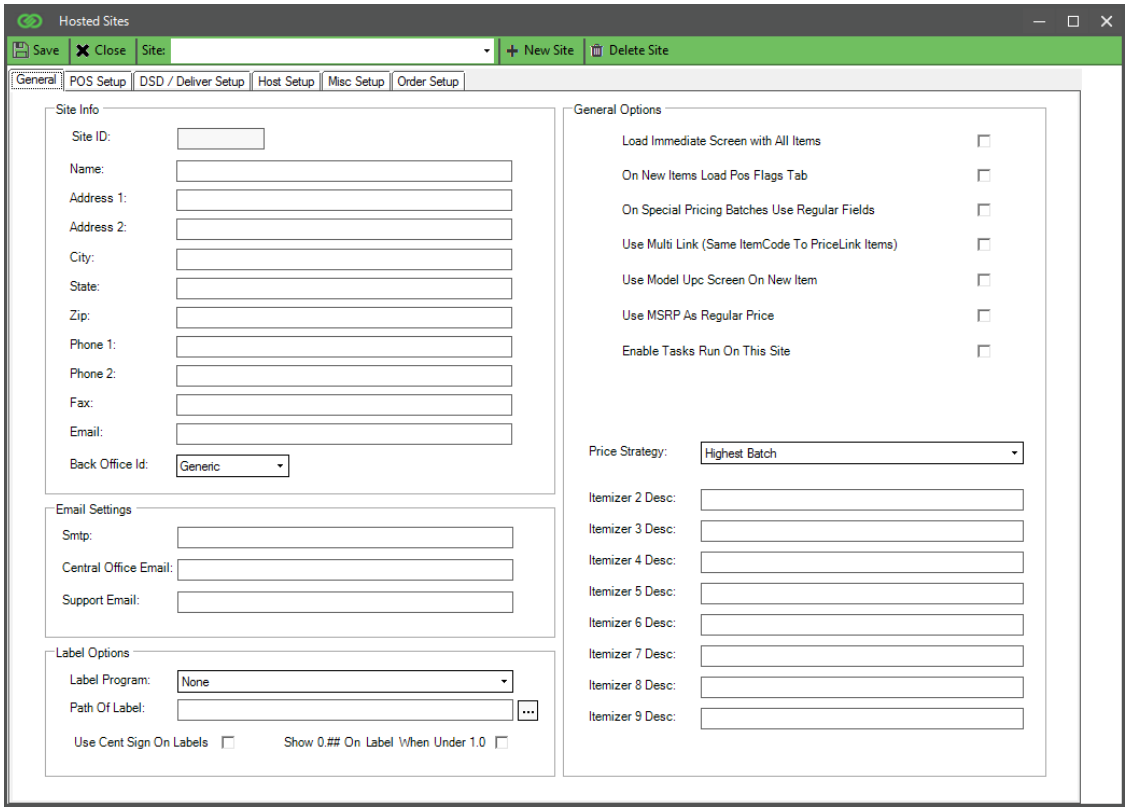


Figure 10-65. Hosted Sites Application

When no hosted sites are defined in **ENCOR**, the Sites drop-down in the toolbar and the fields on the screen are blank as shown above.

10.2.4.1 New Site

To enter a new site

1. Click **New Site** in the window's toolbar to create a hosted site record.

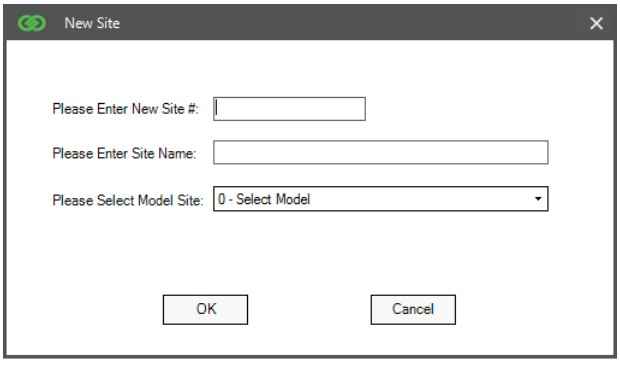


Figure 10-66. Hosted Sites - New Site

2. Type the **New Site #** (number).
3. Type New **Site Name**.
4. Select **Model Site,** if applicable.

Note:

Select a Model Site if there is a site that contains the same attributes as the site being created.

5. Click **OK** to save the new site record and return to the Hosted Sites window.
6. Complete the definition of the hosted site record by going thru each tab in the Hosted Sites window and enter information into the required fields. Refer to the sections below for an overview of each tab and description of fields.
7. Click Save in the toolbar to save all changes.

10.2.4.2 Edit Site

To modify an existing hosted site

1. Select the site to be modified from the site drop-down in the window's toolbar. This brings the selected site's record into view for editing.
2. Edit the hosted site's field(s). Refer to the sections below for an overview of each tab and description of fields.
3. Click **Save** in the toolbar to save all changes.

10.2.4.3 Delete Site

Deleting a hosted site removes the complete record for the selected site from the database.

To delete a hosted site

1. Select the hosted site to be removed from the Site drop-down in the toolbar.
2. Click **Delete Site** in the toolbar.
3. Click **Yes** in the Delete Site confirmation window.

10.2.4.4 Hosted Site Tabs

The Hosted Sites information and configuration options are organized into several tabs as follows. Their layout and content is like the **Site Setup** application.

Site Setup Tab Name	Description of fields on each tab
General	Defines store contact information, third-party printing options, and user-defined itemizer attributes
POS Setup	Identifies the application used at the Point of Sale (POS) as well as POS flag and movement report settings
DSD/Deliver Setup	Identifies Direct Store Delivery (DSD) report output locations and options for the creation of receiver documents
Host Setup	Specifies host address and related configuration settings
Misc Setup	Defines movement and compare file settings
Order Setup	Defines the default "Ship to" and "Bill To" information used by store vendors

10.2.4.4.1 General Tab

Use the General tab to specify store contact information, label printing options, and several general options including user-defined itemizers.

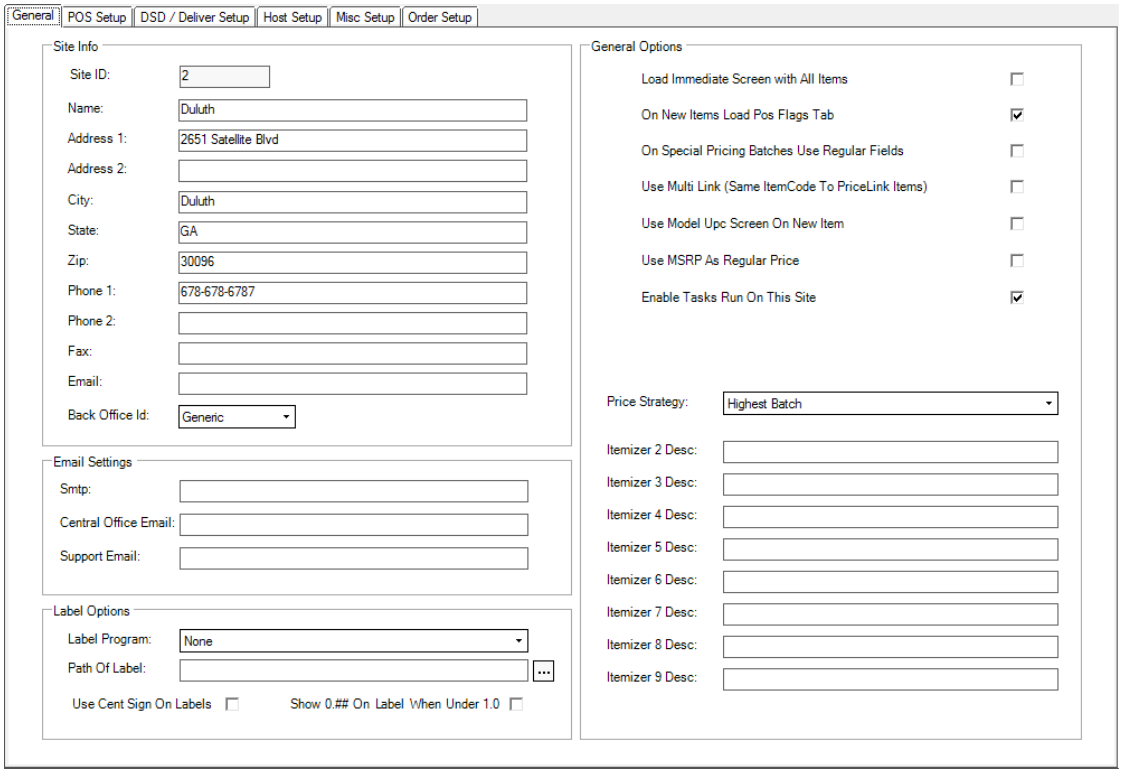


Figure 10-67. Hosted Sites - General Tab

The fields in the General tab are described in the table below.

Field Name	Description	Options
Site Info		
Name	The name of the store location.	Alphanumeric
Address 1 & 2, City, State, Zip	The full address of store location.	Alphanumeric
Phone 1 & 2	Contact phone numbers.	Numeric
Fax	Contact fax number, if applicable.	Numeric
Email	Contact email address if applicable.	Standard email address format
Email Settings		
SMTP	Simple Mail Transfer Protocol (SMTP) to send and receive e-mail message.	Standard email address format
Central Office	The central office location or name.	Alphanumeric
Email	Email address by which to contact reseller for technical support.	Standard email address format
Back Office Id	Method of communication with site.	Generic, Tci, Isp
Label Options		
Label Program	The third-party label software used to generate labels.	None, Stylus, Bar-Tender, Access, Scan-Master, Generic, RTI, ULINK
Path of Label	The file name and location of the file	Standard file path

	ENCOR creates for label generation.	characters
Use Cent Sign on Label	Specifies the use of the cent sign on labels, if the price is less than a dollar.	Selected or not selected
Show 0.## on Label When Under 1.0	When selected, if the value is less than $1, the label displays 0.99. If not selected, the label displays .99.	Selected or not selected
General Options		
Load Immediate Screen with All Items	Selecting this option loads the entire item file in the lower box on the immediate maintenance screen.	Selected or not selected
On New Items Load POS Flags tab	Selecting this option shows the POS tab when a new item is added on the Item Maintenance screen.	Selected or not selected
On Special Pricing Batches Use Regular fields	Selecting this option loads the regular price fields into the new price fields in Batch Maintenance so information does not have to be re-entered.	Selected or not selected
Use Multi Link (Same ItemCode to Link Items)	Selecting this option links multiple items to the same code.	Selected or not selected
Use Model UPC Screen on New Item	Selecting this option allows the previous item info to be duplicated when keying a new item. If this option is not selected, the user does not have the option to create new item from last.	Selected or not selected
Use MSRP As Regular Price	Selecting this option allows for POS systems using “Current Price” calculation rather than Regular Price.	Selected or not selected
Enable Tasks Run On This Site	Selecting this option allows the host to run tasks on the site.	Selected or not selected
POS Flag Options		
Price Strategy	This field defines price priority when multiple prices are in effect for an item.	Highest Batch, Lowest Price, Lowest Price By Type
Itemizer Desc (2-9)	Itemizers are user-defined attributes used as POS flags.	Alphanumeric

Note:

When selecting the Path of Label, the `label.bat` file sets parameters for the label program and identifies the location of the label templates.

10.2.4.4.2 POS Setup Tab

Use the POS Setup tab to set the information needed for communication with the Point of Sale system, set POS flag options, define movement tracking settings, and configure discount options.

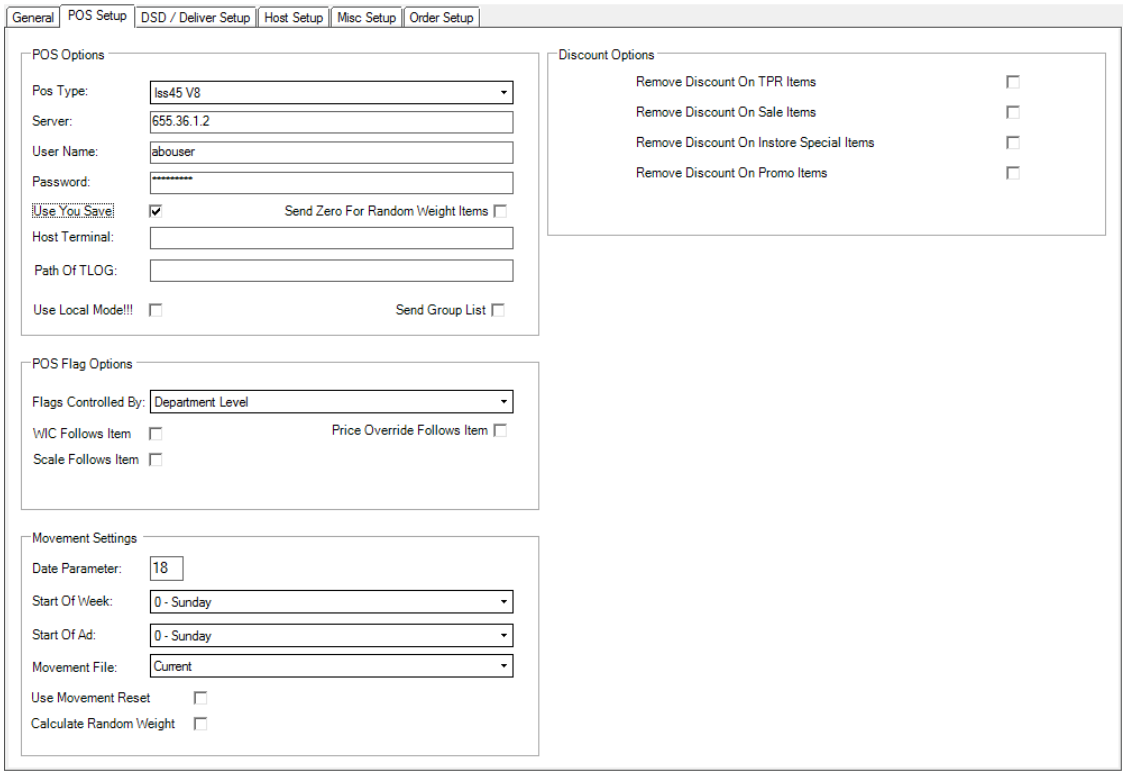


Figure 10-68. Hosted Sites - POS Setup Tab

The fields in the POS Setup tab are described in the table below, listed in the order in which they appear on the screen.

Field Name	Description	Options
POS Options		
POS Type	The Point of Sale (POS) application with which ENCOR interfaces.	ScanMaster 1.2 X, ScanMaster 2.1 X, ISS45-7.09, RORC ViPOS 5.X, ACS-IR Tec1595, IBM Sa, IBM Ace-Key 6-127, IBM Ace-Key 7-169, ACS 6.0, ACS 6.2, ACS 7.0, Iss45 V8
Server	Name of SQL server (for example, ServerName_IP\ACS). Note: ENCOR only interacts with a static IP address.	Standard server address/location protocol
User Name	The user name for the SQL administrator.	Alphanumeric. The default is abouser.
Password	The password for the SQL administrator.	Alphanumeric. The default is Ncr11Abo, unless otherwise specified.
Use You Save	Selecting this option sends pricing info to the POS so receipt shows the amount saved.	Selected or not selected
Send Zero for Random Weight Items	Selecting this option sends .00 or .01 depending on the POS selected instead	Selected or not selected

	of Price per Pound on random NFC2 codes.	
Host Terminal or Master Port	An IP address or node ID. Used for specific POS (VIPOS).	A terminal or port location
Path of TLOG	Path of transaction log (TLOG) is determined by the POS.	A file path
Use Local Mode	Selecting this option disconnects ENCOR from the POS. **Note:** Warning Pricing is not sent to POS.	Selected or not selected
Send Group List	Designed for use with Advanced Checkout Systems (ACS). ACS has a feature to group UPCs. Selecting this option brings in these groups on the Misc. tab on the Item maintenance screen.	Selected or not selected
POS Flag Options		
Flags Controlled By	This field instructs ENCOR to populate flags by item or department.	Department Level, Item Level
WIC Follows Item	Selecting this option allows items that are approved by WIC to be scanned regardless of department settings.	Selected or not selected
Price Override Follows Item	This option is for ACS POS type only. Selecting this option allows items to be overridden regardless of department settings. This option is for ACS POS type only. A user can override the department settings without setting the override flag.	Selected or not selected
Scale Follows Item	This option is for ACS POS type only. Selecting this options allows items to be scalable regardless of department settings. This option is for ACS POS type only. A user can override the department settings without setting the override flag.	Selected or not selected
Movement Settings		
Date Parameter	This is the number of hours after close of day that automated movement uses previous day for the current day. The date can still be modified when pulling movement from POS under Communications.	Numeric
Start of Week	A drop-down menu of the days of the week, used for reporting purposes.	Sunday Monday Tuesday Wednesday Thursday Friday Saturday
Start of Ad	A drop-down menu of the days of the week, used for reporting purposes.	Sunday Monday Tuesday Wednesday Thursday Friday Saturday
Movement File	A drop-down menu with options of how often ENCOR should generate files.	Current Previous Old Daily
Use Movement Reset	Selecting this option resets the	Selected or not selected

	movement data.	
Calculate Random Weight	Selecting this option allows ENCOR to read movement from the POS (DC or POSLog) and to calculate the weight of the item sold by dividing the price for 1 pound from the total sale price. This flag applies only to Random Weighed items (also called NSC2 items). These items have the price imbedded in the UPC and are typically sold per weight.	Selected or not selected
Discount Options		
Remove Discount on TPR Items	Selecting this option removes discount prices from Temporary Price Reduction (TPR) items. Select to avoid item receiving a double discount.	Selected or not selected
Remove Discount on Sale Items	Selecting this option removes discount prices from Sale items. Select to avoid item receiving a double discount.	Selected or not selected
Remove Discount on In-store Special Items	Selecting this option removes discount prices from Instore Special items. Select to avoid item receiving a double discount.	Selected or not selected
Remove Discount on Promo Items	Selecting this option removes discount prices from Promo items. Select to avoid item receiving a double discount.	Selected or not selected

Note: When selecting the Start of Week and the Start of Ad during configuration, those days become the default starting day/date when selecting reporting time periods or creating special price batches.

10.2.4.4.3 DSD/Deliver Setup Tab

Use these fields to define Direct Store Delivery (DSD) report output locations as well as to specify options for the creation of receiver documents.

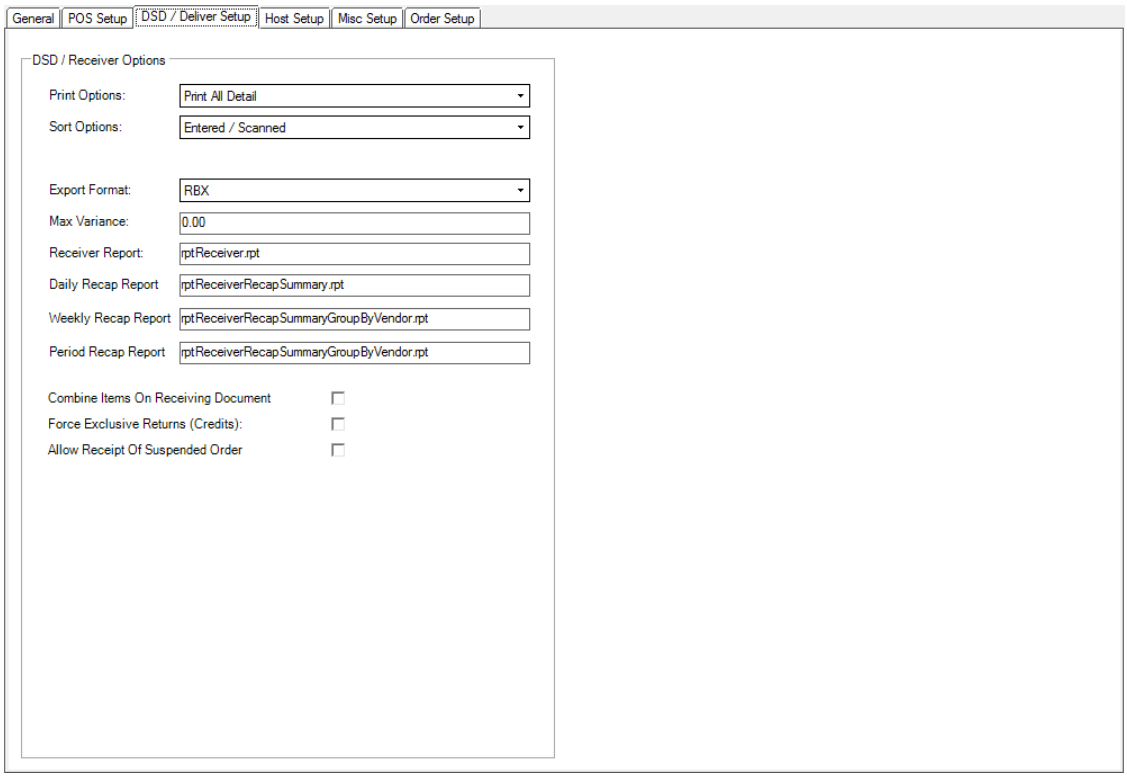


Figure 10-69. Hosted Sites - DSD/Deliver Setup

The fields in the DSD/Receiving Setup tab are described in the table below and listed in the order in which they appear on the screen.

Field Name	Description	Options
DSD/Receiving Options		
Print Options	A drop-down menu that specifies printing options	Print All Detail (future options to be added)
Sort Options	A drop-down menu that specifies the default sort value for the receiver report.	Entered/Scanned, UPC, Item Code, Warehouse Code, Pack
Export Format	A drop-down menu that specifies an accounts payable format in which to export receiving document data.	RBX Peach Tree
Max Variance	An input field that specifies the dollar amount allowed for the receiver document to be over or short.	Numeric (decimal point required)
Receiver Report	Specifies the name of the default Receiver Recap report for users to generate.	Alphanumeric

Daily Recap Report	The name of the Daily Receiver Recap report for users to generate for that day.	Alphanumeric. This is for handheld only.
Weekly Recap report	The name of the Weekly Receiver Recap report for users to generate for that week.	Alphanumeric. This is for handheld only.
Period Recap Report	The name of the Receiver Recap report for users to generate for a specific time period.	Alphanumeric. This is for handheld only.
Combine Items on Receiving Document	Selecting this option combines the total number of the same item. For example, if two items are checked in and later two more of the same item are found, the combined total is four. If the items are not combined, then the report displays the items as separate transactions of two and two.	Selected or not selected
Force Exclusive Returns (Credits)	Selecting this option sets the value in the Default Action field on the Receiver/Ordering>Create New Receiver screen as “Returns.”	Selected or not selected. This option is available only on handheld devices.
Allow Receipt of Suspended Order	Selecting this option allows users to receive a suspended order. If the Allow Receipt of Suspended Order field is not selected, then users cannot use the Receive Order button on the PO Lookup screen.	Selected or not selected

10.2.4.4.4 Host Setup Tab

Use these settings to connect **ENCOR** to a third-party host that collects data at the POS. **ENCOR** exports receiver, movement, and maintenance information to a host via the FTP settings configured on this tab.

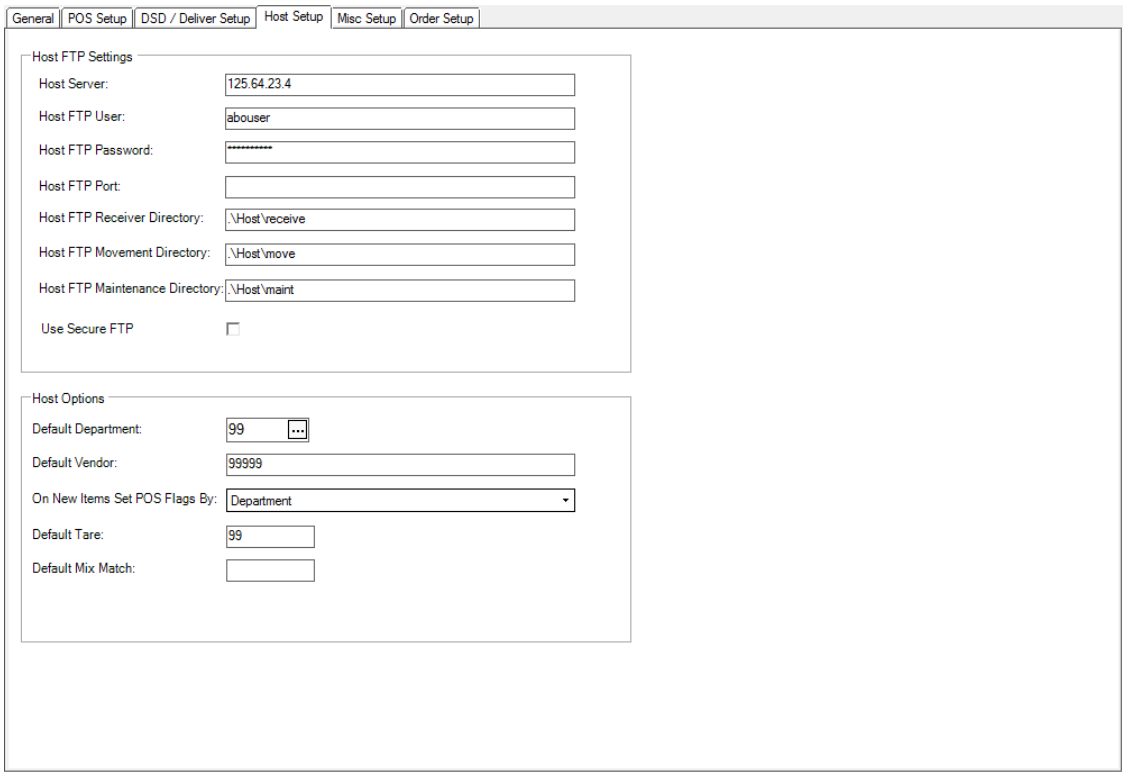


Figure 10-70. Hosted Sites - Host Setup Tab

The fields in the Host Setup tab are described in the table below.

Field Name	Description	Values
Host/FTP Settings		
Host Server	The IP address of a host server Note: b only interacts with a static IP address.	Standard server address/location protocol
Host FTP User	Host login name.	Alphanumeric
Host FTP Password	Host FTP password.	Standard password protocol
Host FTP Port	The FTP port used by the Host.	Numeric
Host FTP Receiver Directory	File location to which ENCOR exports receiver information, if used with the Export Receivers to Host Utility, available from the Host submenu.	Folder and path name
Host FTP Movement Directory	File location to which ENCOR exports movement information, if used with the Export Movement to Host Utility, available from the Host submenu.	Alphanumeric Folder and path name
Host FTP Maintenance Directory	The file location to which ENCOR exports Item Maintenance.	Alphanumeric Folder and path name
Use Secure FTP	Select if using FTP to transfer data.	Selected or unselected
Host Options		

Default Department	The default department code is used if, during data importing, the item is new and a valid department is not specified.	Numeric - select from pre-populated list of departments or type in a numeric code
Default Vendor	The default vendor code is used if, during data importing, the item is new and a valid vendor ID is not specified.	Numeric
On New Items Set POS Flags By	The default POS flag setting for new items.	None Department Category
Default Tare	The default Tare Weight for new item.	Numeric - POS Tare Weight in ounces
Default Mix Match	The default Mix Match code for new items.	Alphanumeric

10.2.4.4.5 Miscellaneous Setup Tab

Use the file location fields to specify miscellaneous file paths including the 3 Way Compare that accesses the Electronic Price Book (EPB).

Note:

The **ENCOR** application path is assumed for the root directory.

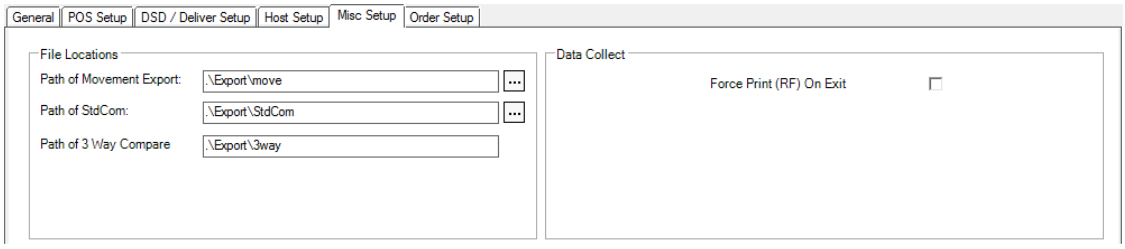


Figure 10-71. Hosted Sites - Misc Setup Tab

The fields in the Misc Setup tab are described in the table below.

Field Name	Description	Options
File Locations		
Path of Movement Export	A file name and path for the Export IRI/ACN file. The IRI/ACN export file, when generated from the Host menu, contains sales movement and quantity sold information to retail research companies, IRI and AC Nielson.	Alphanumeric file and path
Path of StdCom	A file and path for imports of price change data from the Affiliated Midwest Warehouse	Alphanumeric file and path

Path of 3 Way Compare	A file name and path for the 3- Way Compare report that is generated from the Host menu. This report generates a file that allows users to compare item data in **ENCOR**, EPB, and at the POS.	Alphanumeric file and path
Data Collect		
Force Print (Handheld) on Exit	Use this option to have **ENCOR** automatically create a data collection report when a user exits the handheld device.	Selected or not selected

10.2.4.4.6 Order Setup Tab

Use these fields to configure default shipping and billing information for the host. The Shipping Info fields contain the address where vendors ship their goods. The Billing Info fields contain the address where vendors send invoices for the goods supplied to the hosted site.

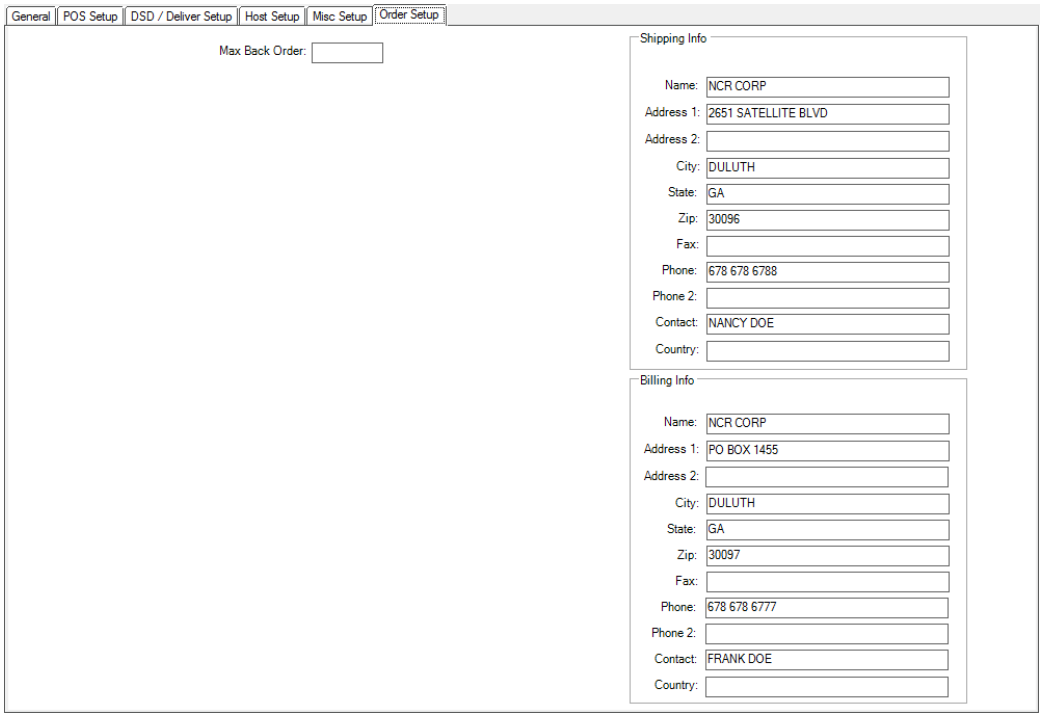


Figure 10-72. Hosted Sites - Order Setup Tab

Field descriptions are listed in the order in which they appear on the screen.

Field Name	Description	Options
Max Back Order	The maximum number of days an item can be on back order from a vendor. The number in this field is used as the default when vendor-specific number has not been recorded on the Vendor Maintenance screen.	Numeric

Shipping Info		
Name	The name of the store to which items are shipped (receiving store)	Alphanumeric
Address 1 & 2, City, State, Zip	The address of the store receiving the products	Alphanumeric
Fax	The receiving store's fax number	Numeric
Phone 1 & 2	The receiving store's phone numbers	Numeric
Contact	The receiving store's contact person	Numeric
Country	The receiving store's country	Alphanumeric
Billing Info		
Name	The name of the store being billed for products	Alphanumeric
Address 1 & 2, City, State, Zip	The address of the store being billed for products	Alphanumeric
Fax	A billing fax number	Numeric
Phone 1 & 2	A billing phone number(s)	Numeric
Contact	The contact person at the billing location	Alphanumeric
Country	The country of the billing location	Alphanumeric

10.2.5 Data Collect Reference

Use the **Data Collect Reference** application to create reference identification (ID) numbers to categorize inventory changes and events not directly associated with sales. This includes tracking store waste, damaged goods, etc. The procedures to count inventory and record these events are performed in the Data Collect module on the handheld. For more details on how to use the Data Collect module, refer to Chapter 12, "Handheld Devices."

To access **Data Collect Reference** from the Application Menu Bar, select **System > Back Office Setup> Data Collect Reference**.

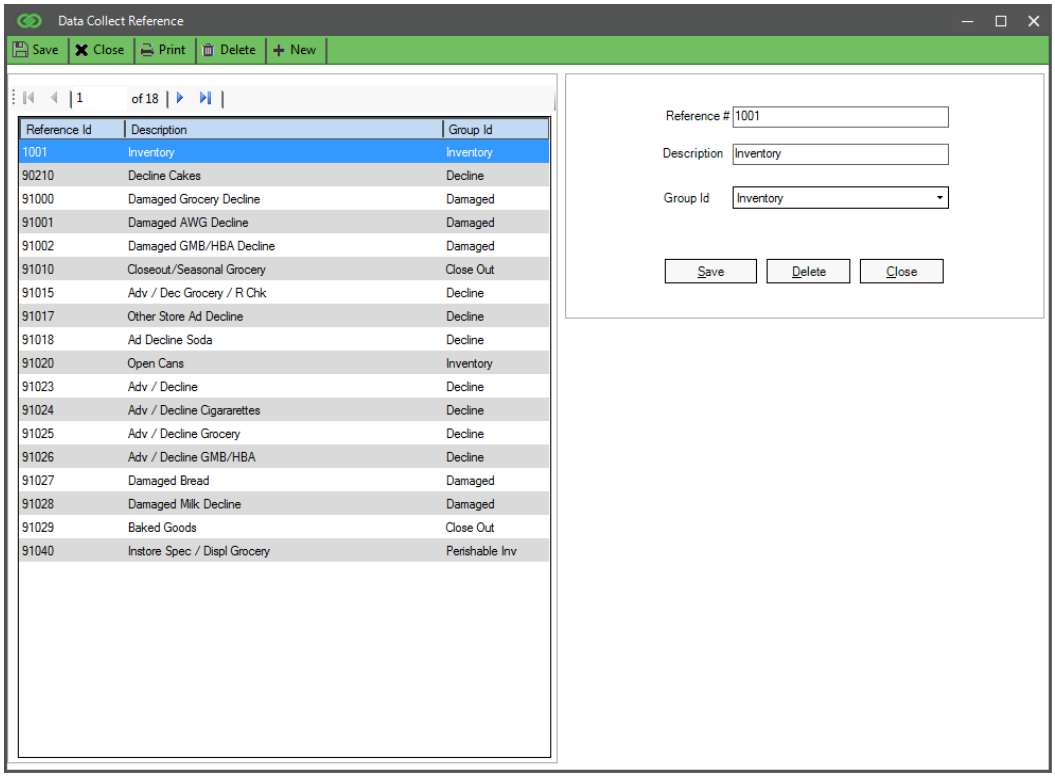


Figure 10-73. Data Collect Reference Application

The screen content area has two main parts:

- The scrolling list on the left displays all data collect reference ID records defined in **ENCOR**. Any record can be selected for viewing, modification, or deletion by clicking on it. The order of the reference records can be changed by clicking on the column header.
- The area in the top right allows a new data collect reference Id record to be entered or an existing one to be modified.

10.2.5.1 New Reference

To create a new data collect reference ID

1. Select **New** from the toolbar to begin entering a new record into the blank fields at the top right part of the window.
2. Enter a unique ID into the Reference # field.
3. Enter a description into the corresponding field.
4. Select a Group ID from the drop-down list which includes the following options:
    - Inventory
    - Damaged
    - Close Out
    - Decline
    - Perishable Inv
5. Click **Save**.

10.2.5.2 Edit Reference

To edit a data collect reference ID record

1. Locate and click on the reference ID of interest in the scrolling list on the left part of the screen.
2. Update the Description or Group ID fields in the area on the right**.**

Note:

The Reference ID cannot be changed on an existing record.

3. Click **Save**.

10.2.5.3 Delete Reference

To delete a data collect reference ID record:

1. Locate and click on the reference ID of interest in the scrolling list on the left part of the screen.
2. Click **Delete**.
3. Click **Yes** in the Delete confirmation window.

10.2.5.4 Print References

To print the list of data collect reference ID records, click **Print** in the window's toolbar.

10.2.6 Data Collect Section

Use the **Data Collect Section** application to add sub categories to the reference ID records defined in the **Data Collect Reference** application. For example, a reference ID defined for Close Out – Baked Goods may need to be divided by department for tracking purposes. In this case, two data collect sections, cake and bread, could be created to provide these subcategories.

To open **Data Collect Section** from the Application Menu Bar, select **System > Back Office Setup > Data Collect Section**.

The screen content area has two main parts:

- The scrolling list on the left displays all data collect section records defined in **ENCOR**. Any record can be selected for viewing, modification, or deletion by clicking on it. The sort order of the records can be changed by clicking on the column header.
- The area in the top right allows a new data collect section record to be entered or an existing one to be modified.

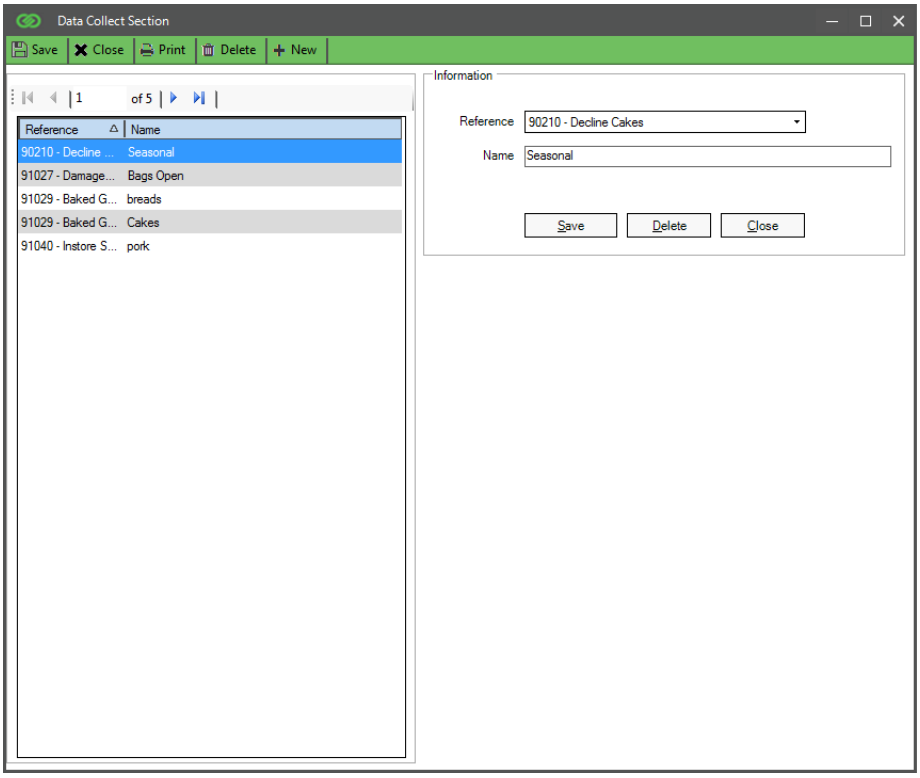


Figure 10-74. Data Collect Section Application

10.2.6.1 New Section

To create a new data collect section

1. Select **New** from the toolbar to begin entering a new record into the blank fields at the top right part of the window.
2. Select the reference ID record from the drop-down that is associated with this new section**.**
3. Enter the name of the section**.**
4. Click **Save**.

10.2.6.2 Edit Section

To edit a data collect section

1. Locate and click on the section to be edited in the scrolling list on the left part of the screen.
2. Update the section field(s) in the area on the right**.**
3. Click **Save**.

10.2.6.3 Delete Section

To delete a data collect section record

1. Locate and click on the section to be deleted in the scrolling list on the left part of the screen.
2. Click **Delete**.

3. Click **Yes** in the Delete confirmation window.

10.2.6.4 Print Sections

To print the list of data collect section records, click **Print** in the window's toolbar.

10.2.7 Locations

Use the Inventory Locations application to identify different sections of the store when performing inventory counts. Inventory counts are performed by the Data Collect module on the handheld. For more details on how to use the Collect Data module, refer to Chapter 12, "Handheld Devices."

To open the **Inventory Locations** application from the Application Menu Bar, select **System > Back Office Setup > Locations.**

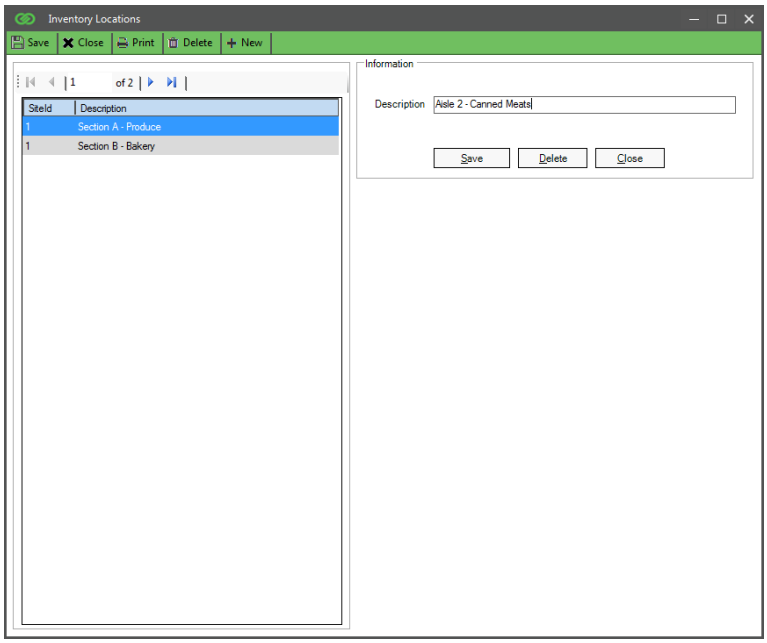


Figure 10-75. Inventory Locations Application

The screen content area has two main parts. The scrolling list on the left displays all locations in the store. Any location record can be selected for viewing, modification, or deletion by clicking on it. The area in the top right allows a new location to be entered or an existing one to be modified.

10.2.7.1 New Location

To create a location

1. Select **New** from the toolbar to begin entering a description in the field at the top right part of the window.
2. Enter the location description**.**
3. Click **Save**.

10.2.7.2 Edit Location

To edit a location

1. Locate and click on the location to be edited in the scrolling list on the left part of the screen.
2. Update the description for the selected location in the area on the right**.**
3. Click **Save**.

10.2.7.3 Delete Location

To delete a location record

1. Locate and click on the location to be deleted in the scrolling list on the left part of the screen.
2. Click **Delete**.
3. Click **Yes** in the Delete confirmation window.

10.2.7.4 Print Locations

To print the list of locations, click **Print** in the window's toolbar.

10.2.8 FTP Setup

Use the **FTP Setup** application to define the connectivity information required to transmit data to or from a hosted site.

Note:

Before **ENCOR** can connect to a site via FTP, FTP Server software (i.e. FileZilla Server) must be installed and running on the site's destination computer.

To access the **FTP Setup application** from the Application Menu Bar, select **System > Back Office Setup > FTP Setup**.
The screen content area has two main parts. The scrolling grid on the left displays all FTP site records defined in **ENCOR**. Any record can be selected for viewing, modification, or deletion by clicking on it. The sort order of the records can be changed by clicking on the column header. The area in the top right allows a new FTP site record to be entered or an existing one to be modified.

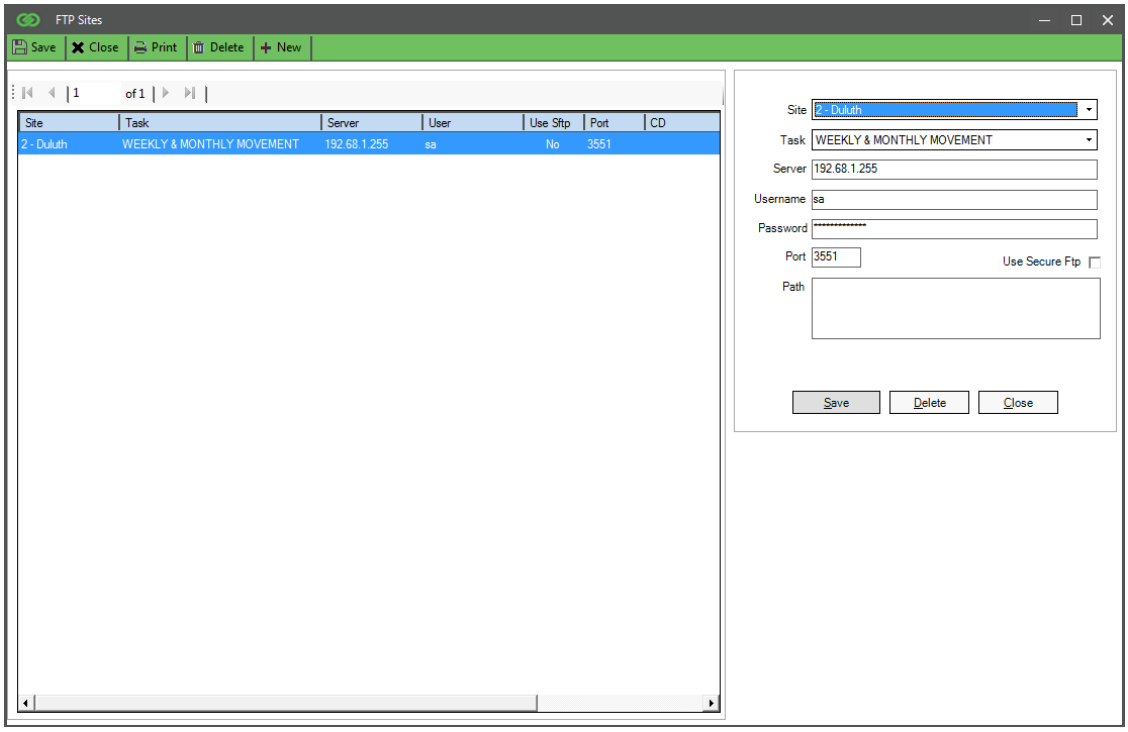


Figure 10-76. FTP Sites Application

10.2.8.1 New FTP Setup

To create a new FTP site

1. Select **New** from the toolbar to begin entering a new FTP site record in the fields at the top right part of the window.
2. Select the site from the drop-down list of hosted sites.
3. Select a task from the drop-down list of tasks.
4. Enter the Server IP address.

Note:

ENCOR expects a static IP address.

5. Enter the user name.
6. Enter the password.
7. Enter the port number.
8. Select the **Secure Ftp** checkbox if desired
9. Enter the TLog Path.
10. Click **Save**.

10.2.8.1.1 Scale Communications Example

To set up FTP communications for the current store to send maintenance to third-party scale management software:

1. Select **New** from the toolbar to begin entering a new FTP site record in the fields at the top right part of the window.

2. In the Site drop down list, select the site the corresponds to the current store.
3. Select **SCALE MANAGEMENT TASK** from the Task drop-down list.
4. In the Server text box, enter the server IP address of the computer **ENCOR** will be connecting via FTP to transmit the third-party scale maintenance files.

Note:

ENCOR only interacts with a static IP address.

5. Enter the username.
6. Enter the password.
7. Enter the port number.
8. In the Path field, if the scale management files need to be placed in a subdirectory, enter that subdirectory here.
9. Click **Save** before closing the window.

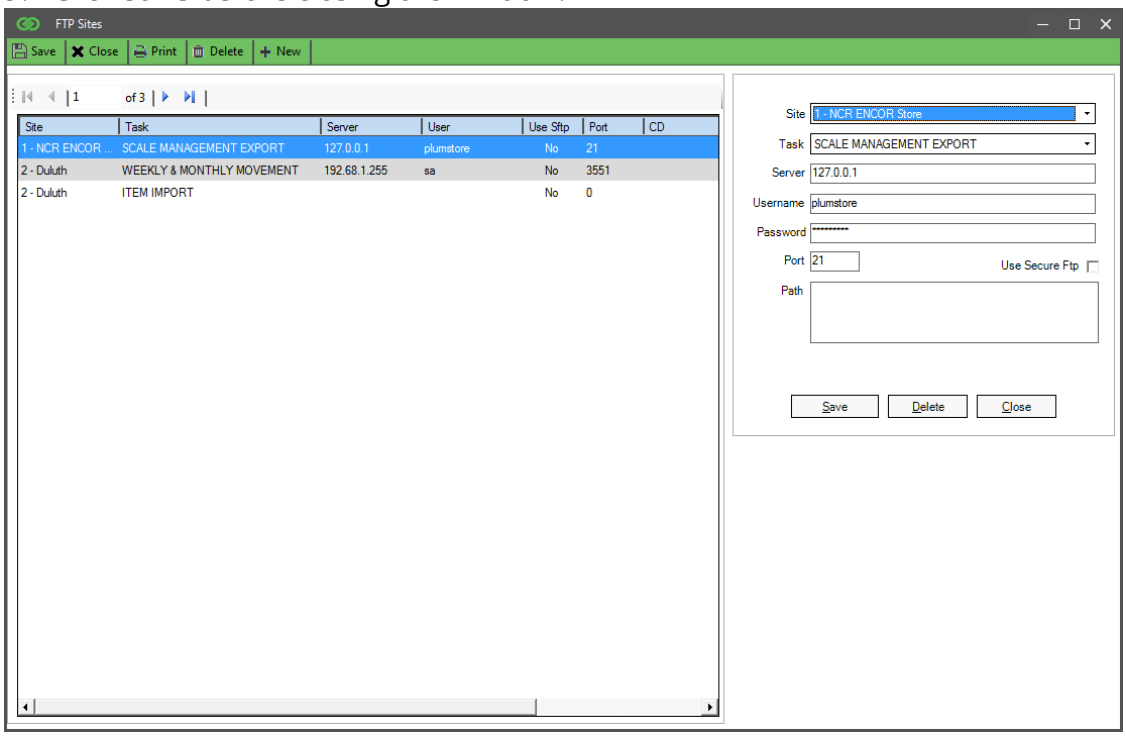


Figure 10-77. FTP Sites - New Site Saved

10.2.8.2 Edit FTP Site

To edit an FTP site record

1. Locate and click on the FTP site record to be edited in the scrolling list on the left part of the screen.
2. Update the fields for the selected FTP site record in the area on the right**.**
3. Click **Save**.

10.2.8.3 Delete FTP Site

To delete a FTP site record

1. Locate and click on the FTP site record to be deleted in the scrolling list on the left part of the screen.
2. Click **Delete**.
3. Click **Yes** in the Delete confirmation window.

10.2.8.4 Print FTP Sites

To print the list of FTP sites, click **Print** in the window's toolbar.

10.2.9 Scale Area Setup

The **Scale Area Setup** application is used to add, modify, or delete a scale area record. Please note that, **ENCOR** scale areas may be referred to as service areas or departments. There is no built-in functionality that communicates scale area changes between **ENCOR** and any of the third-party scale management packages. When scale area maintenance is performed in **ENCOR** (i.e. adding or deleting a scale area), the same maintenance must be performed in the third-party scale management software. When maintenance is done on the department or service areas using the third-party scale management software, the same maintenance must be performed on the scale areas in **ENCOR**.

Note:

If **ENCOR** is connected to **ENCOR Enterprise**, the store will receive the Scale Area Setup application modifications performed at **ENCOR Enterprise**.

To access the **Scale Area Setup** application from the Application Menu Bar, select **System > Back Office Setup > Scale Area Setup**.

The **Scale Area Setup** application screen displays the available scale area(s) in the Select Area grid (left of screen) and the scale area details are displayed in the Information section (right of the screen). Selecting a scale area in the Select Area grid will display its details in the screen's Information section.

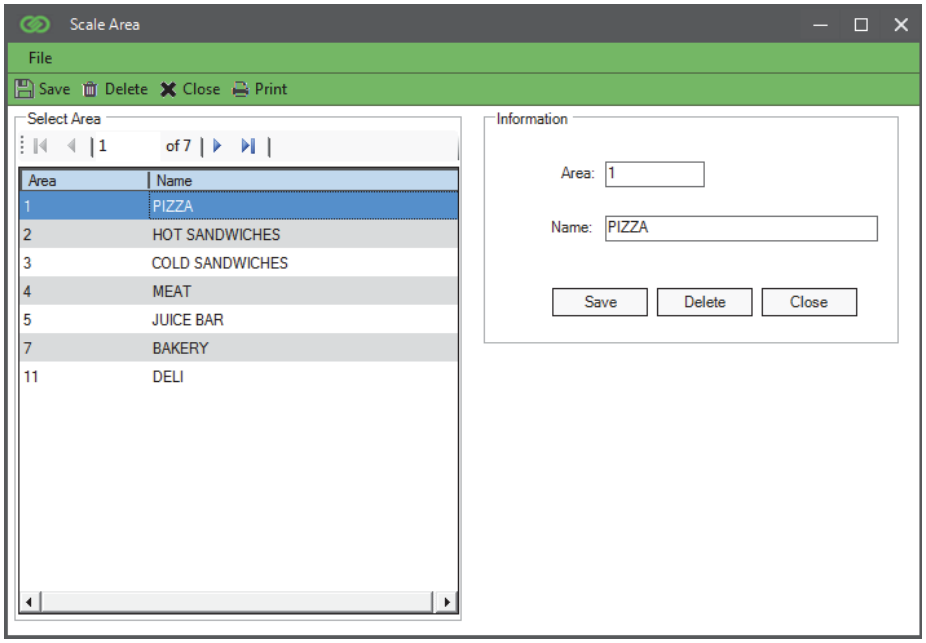


Figure 10-78. Scale Area Application

Field	Mandatory (Y/N)	Character Limit	Valid Data Input Type	Third-Party Scale Management
Scale Area	Yes	6	Integer	Plum, ADC
Description	No	20	Alphanumeric, Symbols	Plum, ADC

10.2.9.1 Add Scale Area

To create a new scale area record

1. Type an unassigned number into the Area field.
2. Pressing **TAB** or **ENTER** displays New Scale Area in blue text below the Name field.
3. Type a name.
4. Click **Save**. The new Scale Area appears in the resorted list on the left.

10.2.9.2 Change Scale Area

To change scale area information

1. Click a scale area record in the scrolling list on the left, or type the scale area number in the Area field on the right. The information for the selected scale area is displayed on the right.
2. Change the name.
3. Click **Save**. Changes are seen in the resorted list on the left.

10.2.9.3 Delete Scale Area

To delete a scale area

1. Click a scale area record in the scrolling list on the left, or type the scale area number in the Area field on the right. The information for the selected scale area is displayed on the right.
2. Click **Delete**.
    a. If the scale area is assigned to one or more items, COOL, ingredients, or nutrifacts, a prompt will appear stating the area is associated with other records and the delete will not be processed.

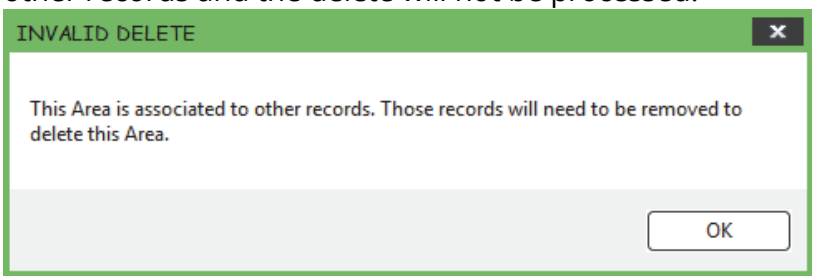


Figure 10-79. Delete Scale Area - Invalid Delete

Once the items, COOL, ingredients, and nutrifacts associated with the selected scale area have been reassigned to another scale area or deleted, the selected scale area will then be able to be deleted.

    b. If the scale area is not assigned to any other records, a prompt will appear to confirm the requested action.

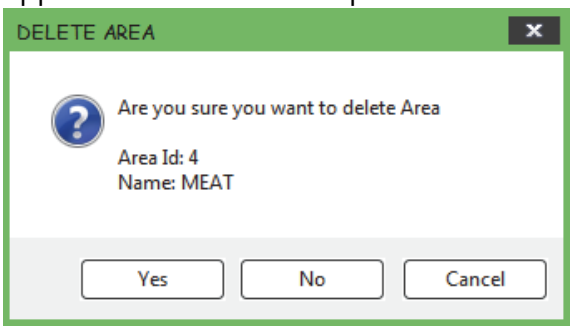


Figure 10-80. Delete Scale Area - Confirmation

3. Click **Yes** to delete the scale area. Click **No** or **Cancel** to return to the Scale Area screen without deleting.

Note:

Pressing the **F1** key or the plus (**+**) key on the keyboard's 10-keypad will perform the Save function in addition to clicking one of the Save buttons.

Note:

Closing Scale Area Maintenance does not automatically save changes. Closing Scale Area Maintenance with unsaved changes results in a Changes Made prompt.

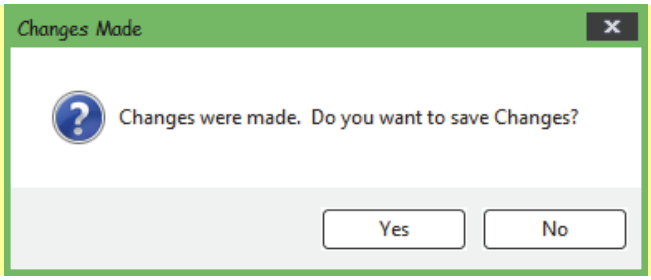


Figure 10-81. Scale Area Maintenance - Changes Made Prompt

Click **Yes** to save the changes, or click **No** to discard the changes.

10.2.10 Task

ENCOR contains tasks that provide various automatic functions, such as pulling movement from the point of sale into its database, importing and exporting data, as well as communicating item, scale, and promotion data. The **ENCOR** Service executes each task that is enabled. If the **ENCOR** Service is not running, the tasks will not run. It is recommended to set the **ENCOR** Service to start on system startup.

By default, these tasks are not enabled. Use the **Task** application to modify run times, change frequency, or monitor task status.

From the Application Menu Bar, select **System > Back Office Setup > Task**.

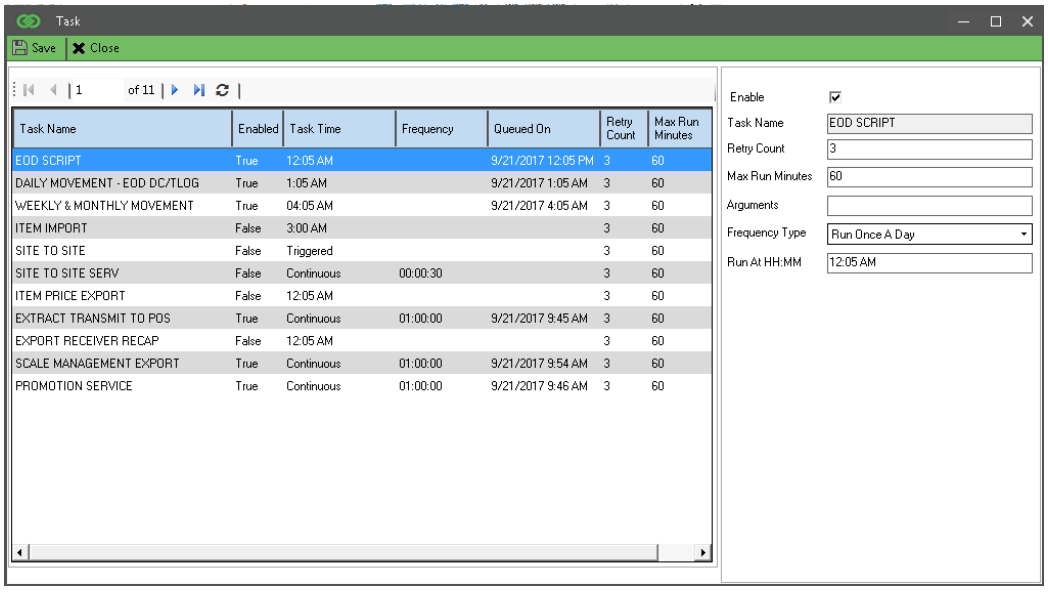


Figure 10-82. Task Application

To edit a task

1. Click on a task name to highlight row. Saved data for that task appears on the right side of the screen.
2. Select the **Enable** checkbox above the task data.

3. Update Retry Count to set. The Retry Count is the maximum number of attempts for a process if unsuccessful. Max count is four digits.
4. Update Max Run Minutes for the total number of minutes a process can be active. Max minutes is four digits.
5. Set Arguments, or parameters, if desired.
6. Set Frequency Type.
7. Set Run time.
    a. With a Frequency Type of Continuous, the run time is in HH:MM:SS format. An entry of 04:30:15 causes the task to execute every 4 hours 30 minutes 15 seconds.
    b. With a Frequency Type of Run Once A Day, the Run time is in HH:MM XM format. An entry of 12:05 AM causes the task to execute at 12:05 AM once each day.
8. Click **Save**.

A description of each task is provided below.

10.2.10.1 EOD SCRIPT

The EOD SCRIPT Task calls stored procedure spEOD in the database which performs the following tasks:

- Removes special price batches that have been off for 30 days (Regular Price Immediate and Regular Price Future batches remain in Store until a user deletes them).
- Renumbers batches by moving them to lower batch numbers to free up the higher batch numbers.
- Purges daily movement over 1500 days old.
- Purges price history over 1500 days old.
- Purges deals that have been off for 1500 days.
- Purges the Host Review tables where the data is 1500 days old.
- Purges Item Inventory History records 120 days old.
- Purges tasks that are 30 days old from the Accumulate table.
- Validates Costs and Deals to "turn on" Costs and Deals for Items' Current Vendor.
- Purges Item Exception entries 30 days old.

Note:

The number of days used for each function above can be edited by changing the spEOD stored procedure**.** While the spEOD stored procedure can be edited to perform additional functions, it is recommended to add any additional functions to the spCustomEOD stored procedure.

10.2.10.2 DAILY MOVEMENT – EOD DC/TLOG

This task pulls movement from the point-of-sale. **ENCOR** does this for most point-of-sales by utilizing the DC or TLOG files generated by the point-of-sale as part of its end of day or store close process. **ENCOR** reads movement from its own point-

of-sale from the DAY_PLU_SALES table. If enabling this task, set it to run at a time that is after the point-of-sale's end of day routine typically completes.

10.2.10.3 DAILY MOVEMENT – REALTIME POSLOG

This task is available only for ACS point-of-sale systems. For ACS-IR and ACS 6.2, **ENCOR** reads the PosLog XML files created and imports the data. For ACS 7, **ENCOR** pulls the movement in the tblTran tables populated by the point-of-sale.

10.2.10.4 WEEKLY & MONTHLY MOVEMENT

This task compiles aggregate movement for Weekly and Monthly movement from the daily movement numbers. When the DAILY MOVEMENT – EOD DC/TLOG is enabled, the WEEKLY & MONTHLY MOVEMENT task needs to be enabled to run at a time that is after the DAILY MOVEMENT – EOD DC/TLOG task.

10.2.10.5 ITEM IMPORT

This task allows import jobs to be processed automatically. Any import job created in the import utilities can be added to this task via the "Import Jobs" button to run at the set frequency. When this task runs, it processes the import jobs in the order they are set. If there are files matching the "Path of File" for the import jobs on this task, they will be imported to **ENCOR**. Refer to Chapter 6, "Import," for detailed information on importing functionality and defining import jobs.

To schedule previously defined import jobs

1. Click on **Item Import** to highlight.

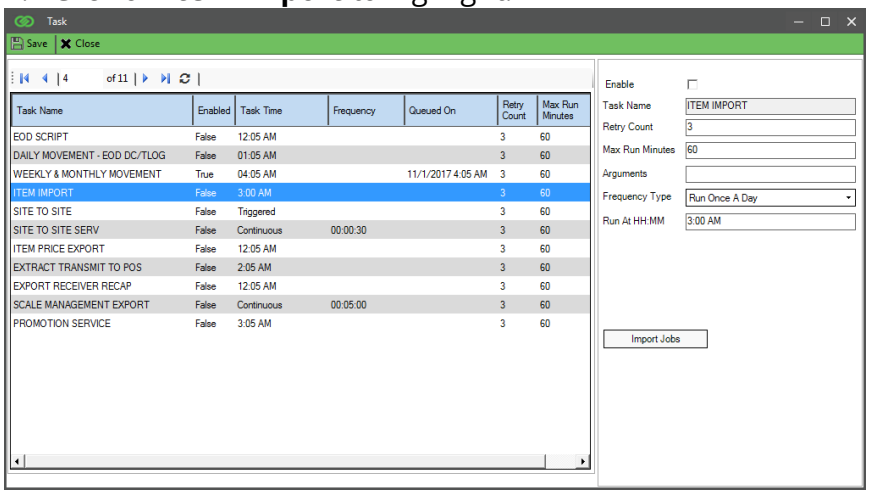


Figure 10-83. Task - Item Import

2. Click **Import Jobs**.
3. Highlight available jobs desired for scheduled processing. Hold **CTRL** to select multiple jobs.
4. Click **>** to move highlighted import jobs from Available to Selected.

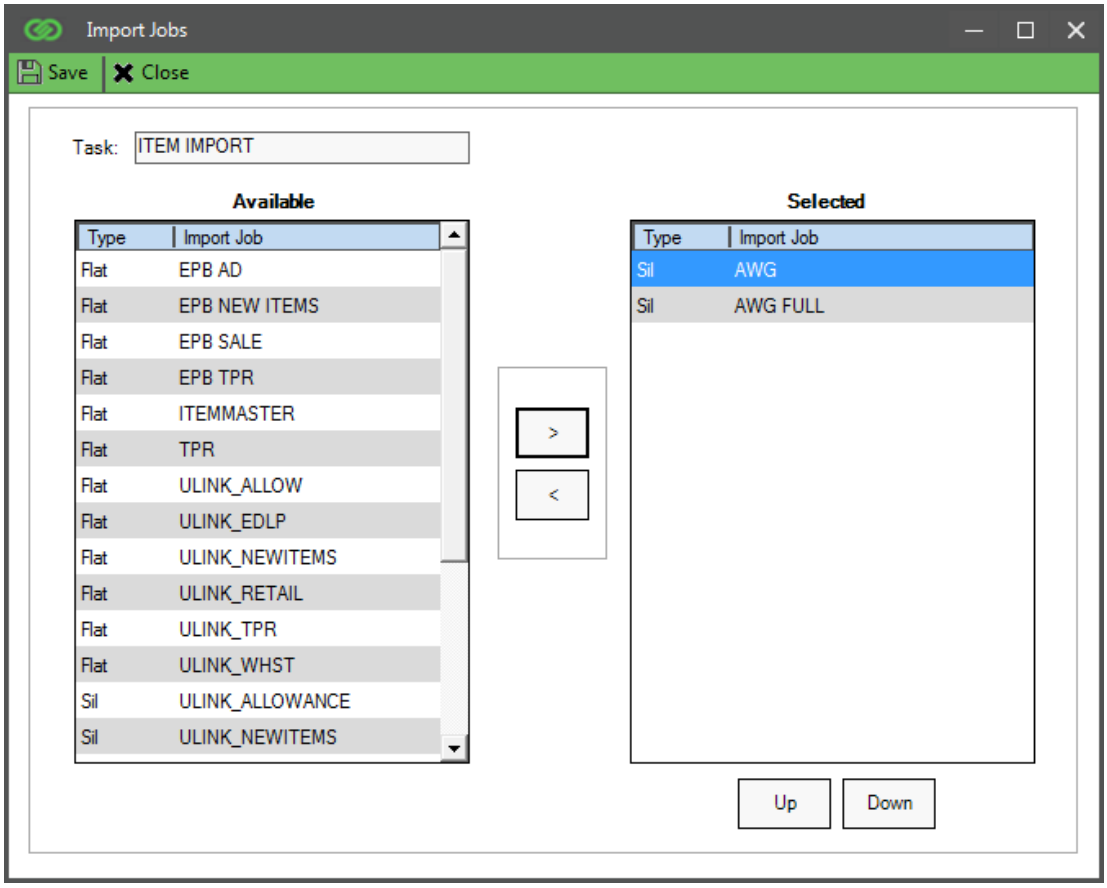


Figure 10-84. Task - Import Jobs

5. Click **Up** or **Down** to move tasks and to set the desired order of job processing.
6. Click **Save**.
7. Click **Close** and return to Task main screen.
8. Set Retry Count, Max Run Minutes, Frequency Type, and frequency time.
9. Select the **Enable** checkbox.
10. Click **Save**.

10.2.10.6 SITE TO SITE

This task is for receiving data (batches, items) from a host store. The task processes the files sent to the store via FTP from the SITE TO SITE Server by executing the import jobs assigned to it. See “Site to Site Hosting” in the “Importing and Exporting Data” chapter in this Guide for more information.

10.2.10.7 SITE TO SITE SERV

This task pushes data from one store to other stores. This allows one store to act as a server by sending item data in CSV files to other stores via FTP. See “Site to Site Hosting” in the “Importing and Exporting Data” chapter in this guide for more information.

10.2.10.8 ITEM PRICE EXPORT

This task exports a CSV file containing SiteId, Upc, Description, Regular Price data, and Current Price data for every item to the `C:\NCR\ENCOR\Host\Export\ItemPrice` directory with a file name of `ItemPrice.csv`. Select the **Run Now** button to execute the Item Price Export task immediately. See Chapter 7, "Export" for the file specification.

10.2.10.9 EXTRACT TRANSMIT TO POS

Transmits changes of items and their pricing to the point-of-sale at the scheduled frequency. Select the **Run Now** button to execute the Extract Transmit To POS task immediately. For the EXTRACT TRANSMIT TO POS task to function as desired, once the task is enabled, additional setup must be performed in the **Site Setup** application. From the Application Menu Bar, select **System > Back Office Setup > Site Setup**. Select the **Host Setup** tab.

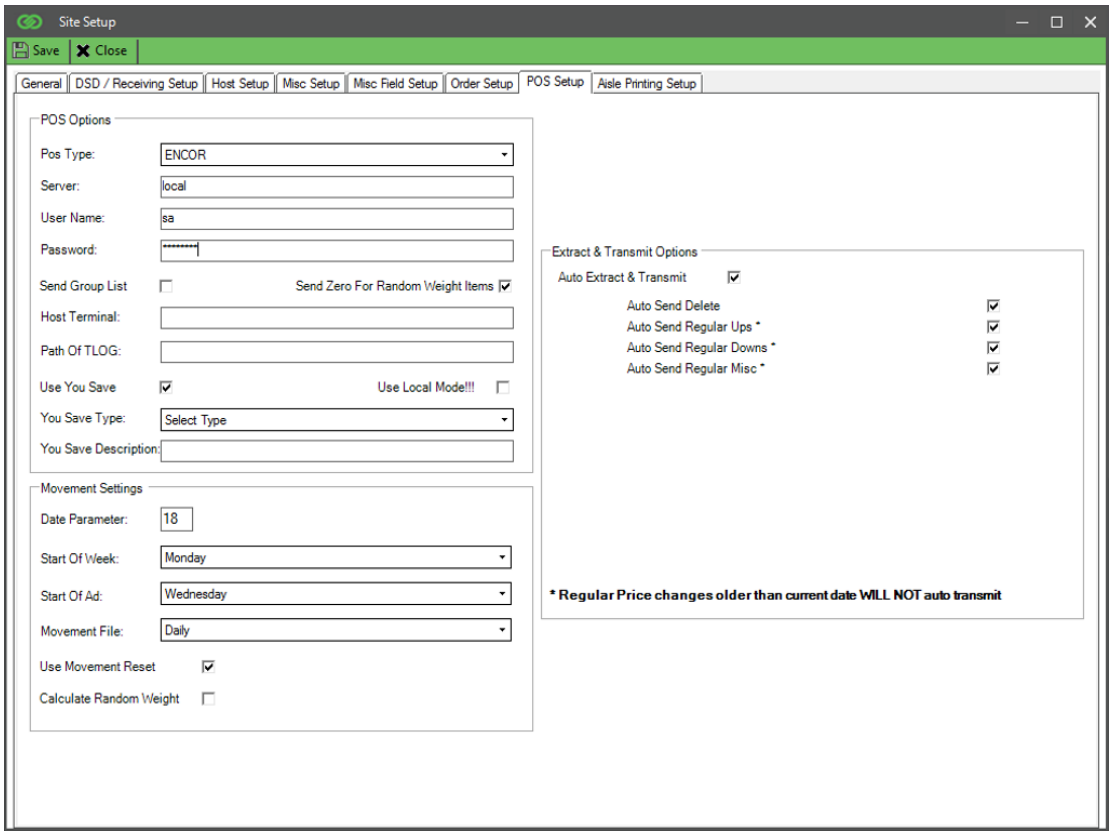


Figure 10-85. Site Setup - POS Setup Tab

The Extract & Transmit Options located on the right side of the screen contain the additional options that can be configured.

- **Auto Extract & Transmit:** Enable this option to execute the EXTRACT TRANSMIT TO POS task.
- **Auto Send Delete:** Enable this option to automatically send deleted items.
- **Auto Send Regular Ups:** Enable this option to automatically send regular price increases.

- **Auto Send Regular Downs:** Enable this option to automatically send regular price decreases.
- **Auto Send Misc:** Enable this option to automatically send changes to item miscellaneous data not related to regular price such as POS Description, Department, etc.

Click the **Save** button to save any changes made in the **Site Setup** application.

Note:

Changes to pricing due to Special Price batches such as TPR or Sale going on or off will be automatically sent when the EXTRACT TRANSMIT TO POS task is enabled and the Auto Extract & Transmit option is enabled in the **Site Setup** application. There are no options to control these individually.

10.2.10.10 EXPORT RECEIVER RECAP

This task exports receiving data in one of three different formats based on the setting of the Export Format field on the DSD / Receiving Setup tab in the **Site Setup** application. See Chapter 7, "Export," for file specifications of each Export Format. Each of the files created by this task are exported to the `C:\NCR\ENCOR\Export` directory. The following list provides other details for each of the Export Formats.

10.2.10.10.1 RBX

Queries Receiver and Receiver Detail data where the Receiver was created on or after the date the task fires minus the number of hours entered in the **Site Setup** application, Date Parameter field.

Receiver Detail Lines are in a file with the following file name structure: `HXDSDINVC.SSS.MMDDYY`, where *SSS* is the Store Site ID and *MMDDYY* is the created-on date.

Example File Name (Site Id of 101 with Receivers Accepted On June 26, 2017): `HXDSDINVC.101.062617`

Receiver Totals are in a file with the following file name structure: `HXDSDTOTAL.SSS.MMDDYY`, where *SSS* is the Store Site ID and *MMDDYY* is the created-on date.

Example File Name (Site Id of 101 with Receivers Accepted On June 26, 2017): `HXDSDTOTAL.101.062617`

If FTP settings exist on the Host tab in Site Setup, **ENCOR** will FTP the file using those supplied credentials.

10.2.10.10.2 PEACHTREEPAY

Queries Receiver data where the Receiver was created on or after the date the task fires minus the number of hours entered in the **Site Setup** application, Date Parameter field.

The file name is structured as follows: `Purchase_SSS_MMDDYY.csv`, where *SSS* is the Store Site ID and *MMDDYY* is the current date.

Example File Name (Site ID of 101 with a Current date of June 26, 2017): `Purchase_101_062617.csv`

If FTP settings exist on the Host tab in the **Site Setup** application, **ENCOR** will FTP the file using those supplied credentials.

10.2.10.10.3 RCP HST

Query Receiver data from the store's database where the receiver was created on or after the date the task fires minus the number of hours entered in the **Site Setup** application, Date Parameter field.

The file name is structured as follows: `RCPSSSSS.HST`, where *SSSSS* is the Store Site ID.

Example file name (Site ID of 101 with a Current date of April 30, 2014): `RCP00101.HST`

If FTP settings exist on the Host tab in the **Site Setup** application, **ENCOR** will FTP the file using those supplied credentials.

10.2.10.10.4 QuickBooks IIF – Invoice Summary

Query Receiver data where the receiver was accepted on or after the date the task fires minus the number of hours entered in the **Site Setup** application, Date Parameter field. The transaction line is written out using the Transaction GL Code on the Receiver's Vendor in the **Vendor Maintenance** application. This option exports one distribution line for each Receiver using the Distribution GL Code on the Receiver's Vendor in **Vendor Maintenance**. **Vendor Maintenance** also contains an Account Name field which is used to match the Vendor in QuickBooks.

When entering the GL Codes, use the GL Code account name, not the account number. If the account is a subaccount, the higher level accounts need to be included as well.

The file name is structured as follows: `QuickBooks_MMDDYY.iif`, where *MMDDYY* is the Accepted On date.

Example file name (with a current date of June 30, 2017): `QuickBooks_063017.iif`

If FTP settings exist on the Host tab in the **Site Setup** application, **ENCOR** will FTP the file using those supplied credentials.

To enable and setup the QuickBooks IIF – Invoice Summary export

1. From the Application Menu Bar, select **System > Back Office Setup > Site Setup**.
2. Select the **DSD/Receiving Setup** tab.
3. Select the **QuickBooks IIF – Invoice Summary** option for Export Format.

4. Enter a QuickBooks Class if desired. QuickBooks Class is not a required field but is exported in the QuickBooks files. This can be used for the store's name or location.
5. Select **Save** in the **Site Setup** application to save all changes.

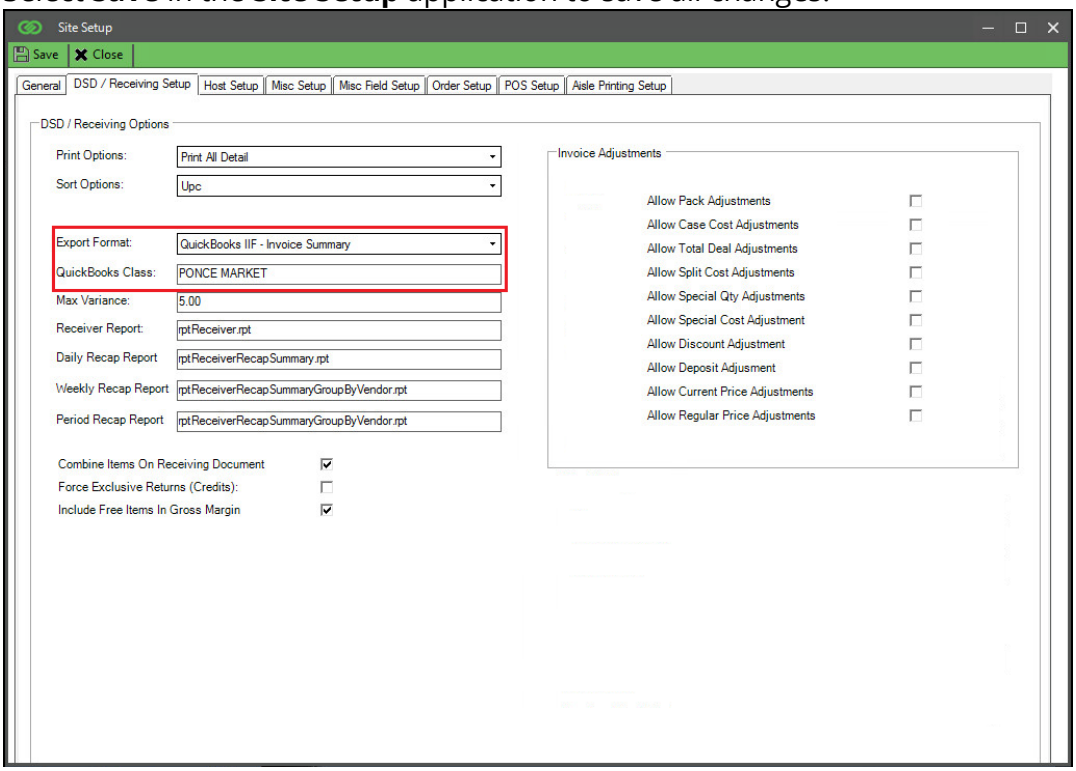


Figure 10-86. Site Setup - QuickBooks IIF - Invoice Summary

6. From the Application Menu Bar, select **Store Management > Vendor Maintenance > Vendor Maintenance**.
7. For each vendor, enter the account name, transaction GL code, and distribution GL code, in the respective fields to be used for the vendor prior to saving the changes.

   - Account Name – This should match the vendor in QuickBooks.
   - Transaction GL Code – This is the GL account that will be exported for the selected vendor's invoice transaction lines. See below for more information on entering GL accounts in **ENCOR** for use with QuickBooks.
   - Distribution GL Code - This is the GL account that will be exported for the selected vendor's invoice distribution lines. See below for more information on entering GL accounts in **ENCOR** for use with QuickBooks.

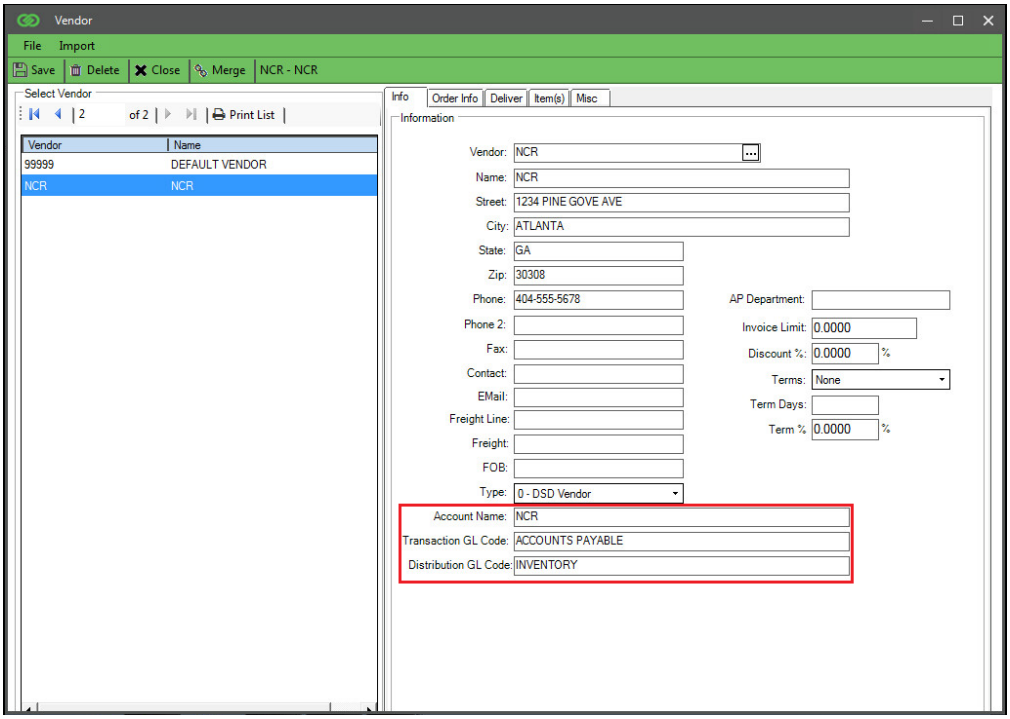


Figure 10-87. Vendor Maintenance - QuickBooks

Note:

When entering GL accounts into **ENCOR** for use with QuickBooks, use the account name, not the account number. Also, if a subaccount is to be used for a transaction or distribution, include the higher level accounts as well, separating each account with a colon. For example, GROCERY is a subaccount of INVENTORY and GROCERY is to be used as a Distribution GL code in **ENCOR**; the Distribution GL Code should be INVENTORY:GROCERY.

10.2.10.10.5 QuickBooks IIF – Department Detail

Query receiver data where the receiver was accepted on or after the date the task fires minus the number of hours entered in the **Site Setup** application, Date Parameter field. The transaction line is written out using the transaction GL code on the receiver's vendor in the **Vendor Maintenance** application. This option totals the distribution amounts per department for each receiver and then exports a distribution line for each department using the distribution GL code on the department in the **Department Maintenance** application. If the Department Distribution GL Code is empty, the Vendor's Distribution GL Code is used in its place. Should the receivers contain amounts in the Alt Deposit, Tax, or Debit fields, those amounts are exported via their own separate distribution lines using the appropriate distribution code on the receiver's vendor in **Vendor Maintenance**.

The file name is structured as follows: `QuickBooks_MMDDYY format.iif`, where *MMDDYY* is the Accepted On date.

Example file name (with a current date of June 30, 2017): `QuickBooks_063017.iif`

If FTP settings exist on the Host tab in the **Site Setup** application, **ENCOR** will FTP the file using those supplied credentials.

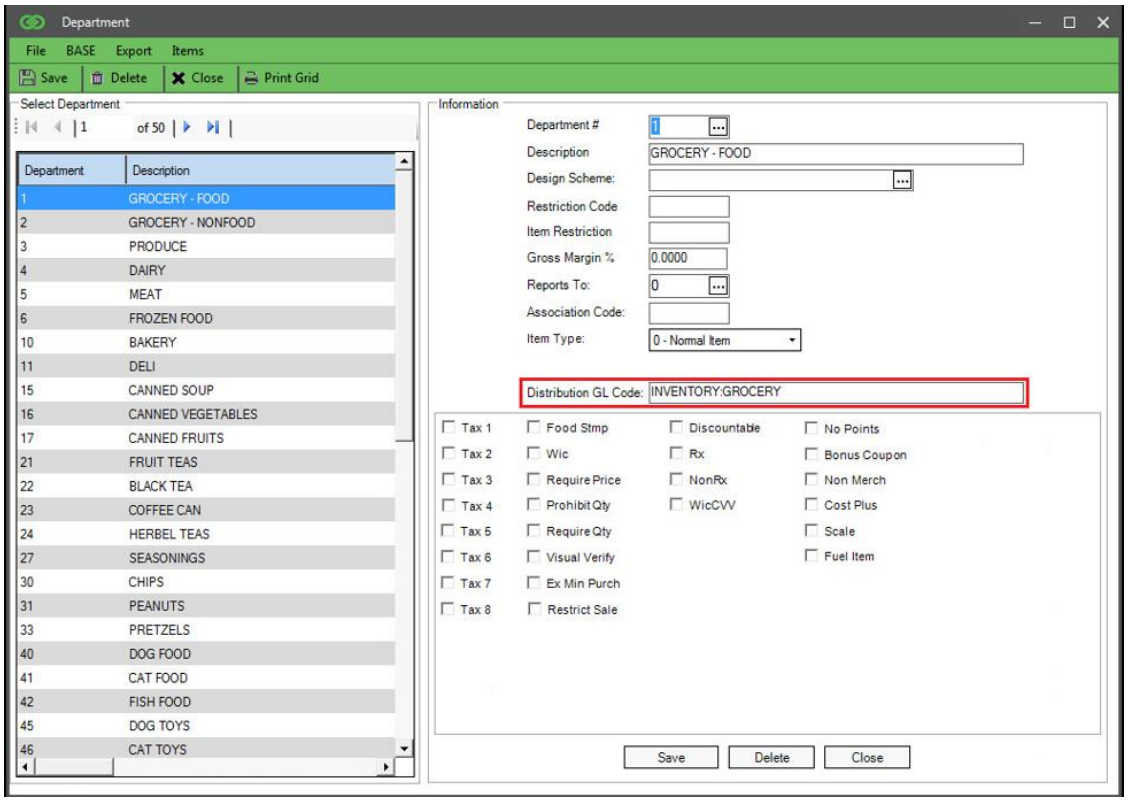


Figure 10-88. Department Maintenance - Distribution GL Code

To enable and set up the QuickBooks IIF – Department Detail export

1. From the Application Menu Bar, select **System > Back Office Setup > Site Setup**.
2. Select the **DSD/Receiving Setup** tab.
3. Select an Export Format of **QuickBooks IIF – Department Detail**.
4. Enter a QuickBooks Class if desired. QuickBooks Class is not a required field but is exported in the QuickBooks files. This can be used for the store's name or location.
5. Select **Save** in the **Site Setup** application to save all changes.

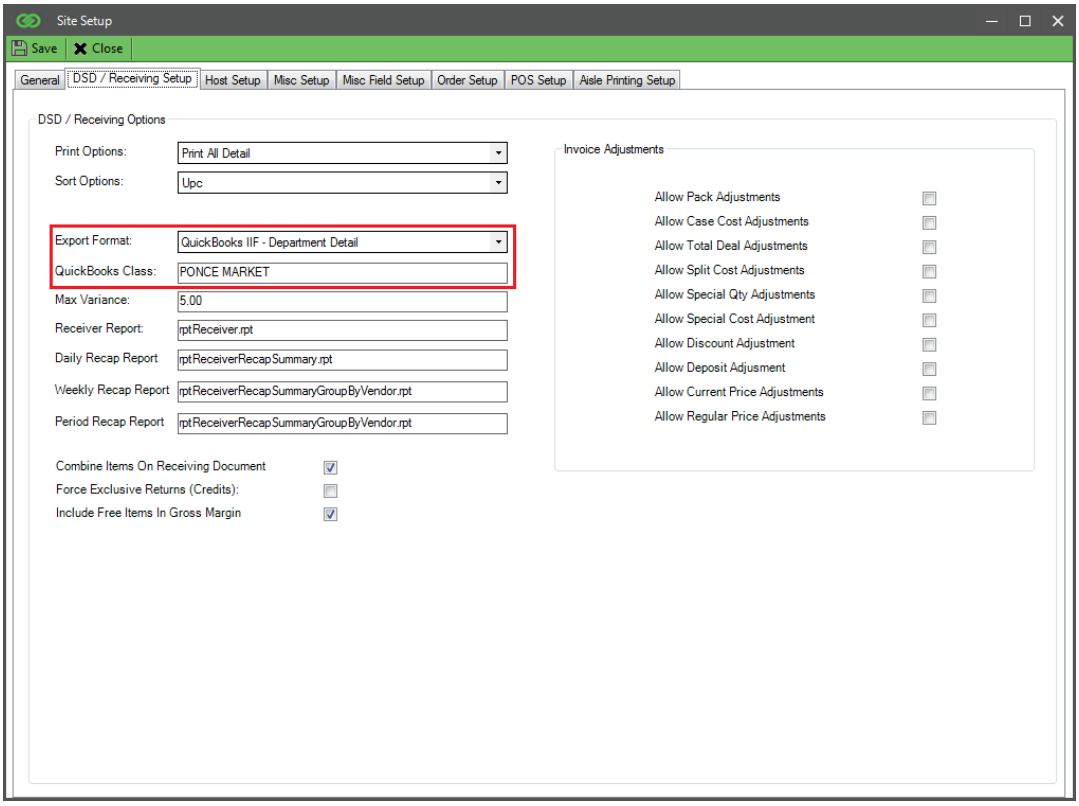


Figure 10-89. Site Setup - QuickBooks IIF - Department Detail

6. From the Application Menu Bar, select **Store Management > Vendor Maintenance > Vendor Maintenance**.
7. For each vendor, enter the account name, transaction GL code, and distribution GL code, in the respective fields, to be used for the vendor prior to saving the changes. See below for more information on entering GL accounts in **ENCOR** for use with QuickBooks.

   - Account Name – This should match the vendor in QuickBooks.
   - Transaction GL Code – This is the GL account that will be exported for the selected vendor's invoice transaction lines.
   - Distribution GL Code – This is the GL account that will be exported for the selected vendor's invoice distribution lines should the department not have a distribution GL code.
   - Alt Deposit GL Code – This is the GL account that will be exported for the selected vendor's distribution lines when the receiver has an amount in the Alt Deposit field.
   - Tax GL Code – This is the GL account that will be exported for the selected vendor's distribution lines when the receiver has an amount in the Tax field.
   - Debit GL Code – This is the GL account that will be exported for the selected vendor's distribution lines when the receiver has an amount in the Debit field.

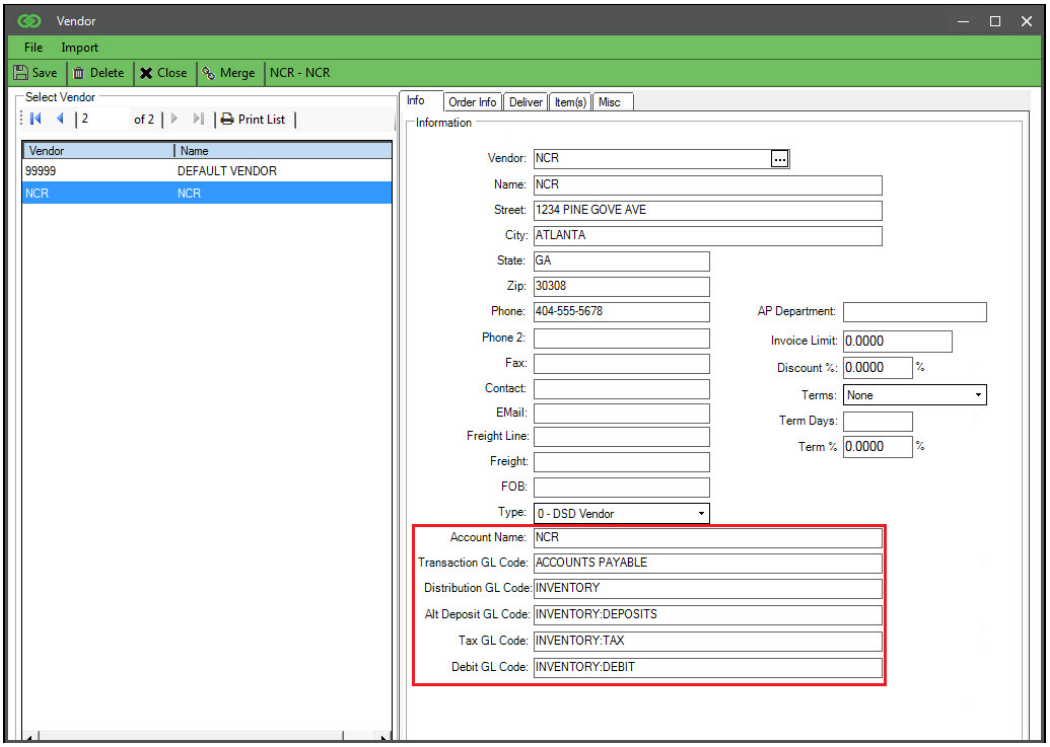


Figure 10-90. Vendor Maintenance - QuickBooks IIF

8. From the Application Menu Bar, select **Store Management > Department Setup > Department Maintenance**.
9. For each department, enter the Distribution GL Code to be used for that department prior to saving the changes. See below for more information on entering GL codes in **ENCOR** for use with QuickBooks.

    - Distribution GL Code – This is the GL Account that will be exported for the invoice distribution lines should the Department not have a Distribution GL Code.

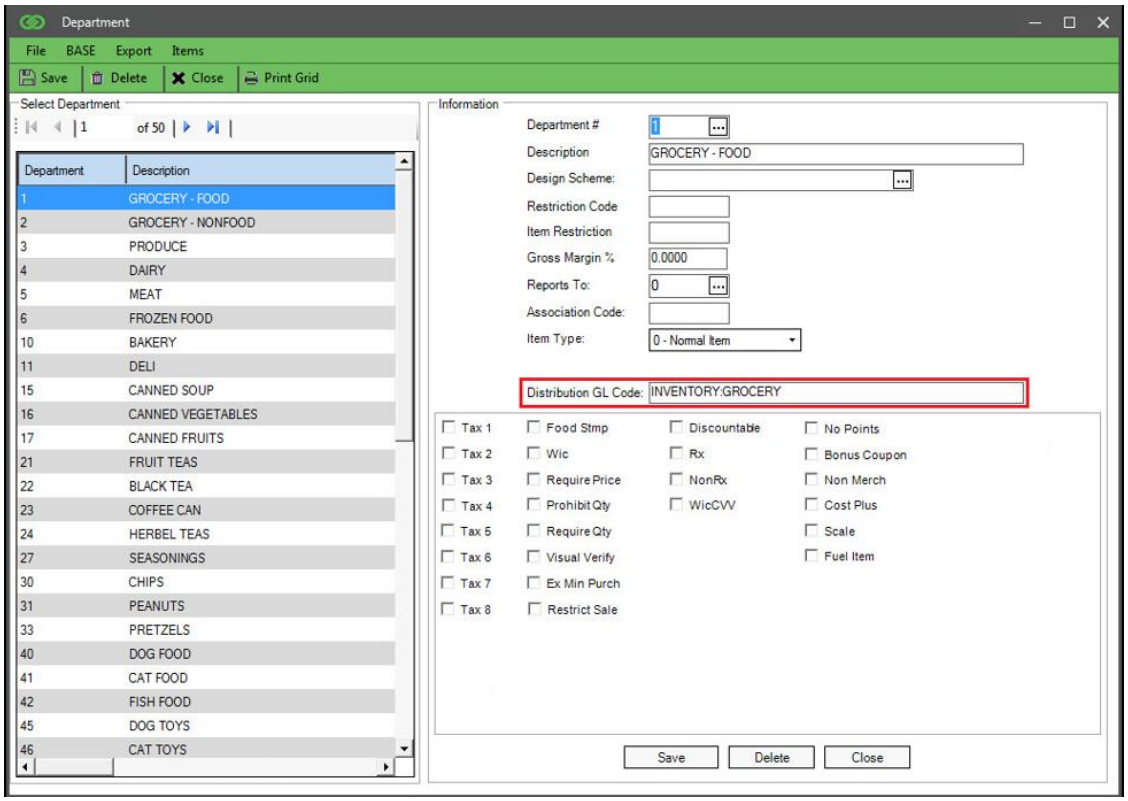


Figure 10-91. Department Maintenance - QuickBooks IIF

Note:

When entering GL Accounts into **ENCOR** for use with QuickBooks, use the account name, not the account number. Also, if a subaccount is to be used for a transaction or distribution, include the higher level accounts as well, separating each account with a colon. For example, GROCERY is a subaccount of INVENTORY, and GROCERY is to be used as a distribution GL code in **ENCOR**; the distribution GL code should be INVENTORY:GROCERY.

10.2.10.11 SCALE MANAGEMENT EXPORT

Transmits changes of scale data to the scale management system as defined in Site Setup. A Run Now button is provided to execute the SCALE MANAGEMENT EXPORT task immediately. See “Scale Management” in Chapter 3, “Item Management.”

10.2.10.12 PROMOTION SERVICE

Applicable only for **ENCOR** and ScanMaster point-of-sale types. PROMOTION SERVICE transmits changes of promotions to point-of-sale for promotions or promotion attachments that have been changed since they were last sent to the point-of-sale. A Run Now button is provided to execute the PROMOTION SERVICE task immediately.

10.2.11 Rounding Rule Maintenance

The **ENCOR Rounding Rule Maintenance** application provides the functionality to define cent adjustments on item pricing. Rules are user-defined and specific to price breaks. **ENCOR** applies batch- or item-level price adjustments by amount or percentage then uses defined rounding rules to achieve desired shelf prices. Detailed information on how to apply rounding rules to items at an individual batch level is found in "Multi Item Update" in chapter 3 of this guide. To access the **Rounding Rule Maintenance** application from the Application Menu Bar, select **System > Back Office Setup > Rounding Rule Maintenance**.

The Rounding Rule screen displays the available Rounding Rule(s) in the Rounding Rules grid (on the left of the screen) and the rounding rule details on the right. Selecting a rounding rule in the grid will display its details in the right panel.

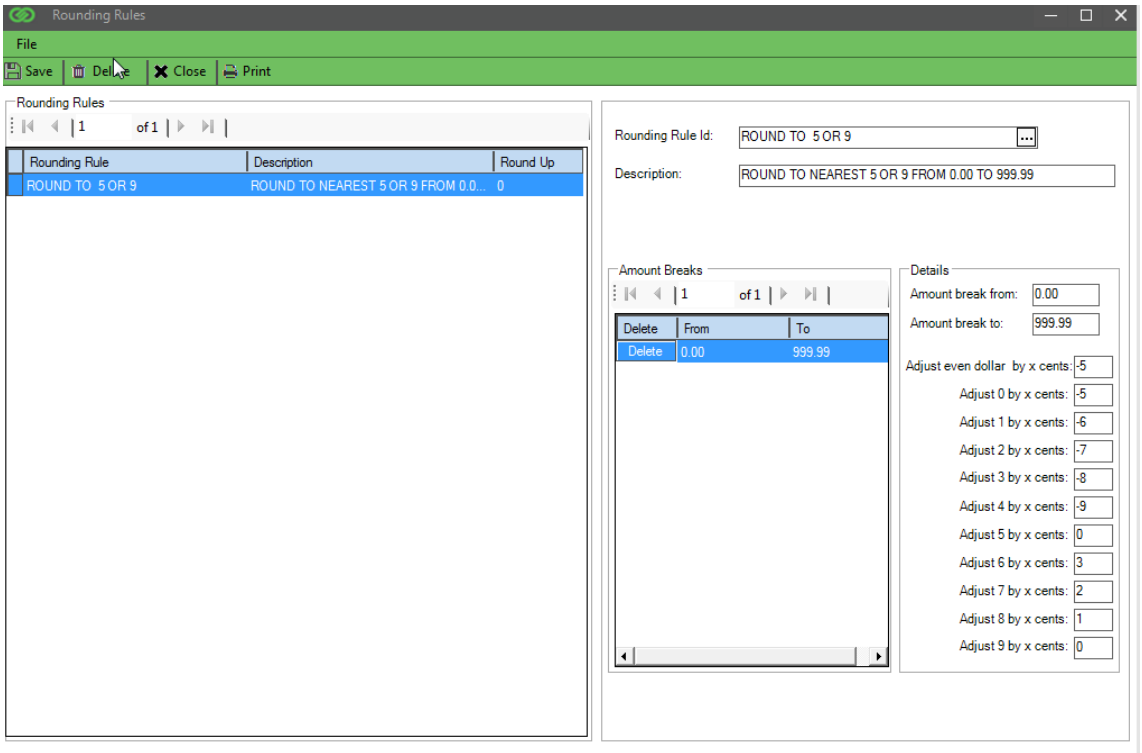


Figure 10-92. Rounding Rules Application

The rounding rules controls (located to the right of the grid) are detailed in the table below.

Field	Mandatory (Y/N)	Character Limit	Valid Data Input Type
Rounding Rule ID	Y	20	Alpha Numeric
Description	N	50	Alpha Numeric
Amount Break From	Y	4	Numeric
Amount Break To	Y	4	Numeric
Adjust even dollar by x cents	Y	2	Numeric
Adjust 0 by x cents	Y	2	Numeric

Adjust 1 by x cents	Y	2	Numeric
Adjust 2 by x cents	Y	2	Numeric
Adjust 3 by x cents	Y	2	Numeric
Adjust 4 by x cents	Y	2	Numeric
Adjust 5 by x cents	Y	2	Numeric
Adjust 6 by x cents	Y	2	Numeric
Adjust 7 by x cents	Y	2	Numeric
Adjust 8 by x cents	Y	2	Numeric
Adjust 9 by x cents	Y	2	Numeric

To add a rounding rule

1. Enter an unused rounding rule ID into the Rounding Rule ID text box. The ID value will appear in the drop-down list to select rules for items and batches, therefore, select a descriptive and distinct ID for each rule.
2. Type a longer description for the ID, if needed, in the Description text box.
3. Define rounding details. Enter the "Amount Break from" and "Amount Break to." Rounding details fields are described in the table below.
4. Enter the number of cents to apply to the item price.
5. Click **Save**.

Field	Description
Rounding Rule ID	A unique name to identify the rounding rule.
Description	A brief description of the rounding rule.
Amount Break From	The minimum amount of which the given value adheres to the break point rules.
Amount Break To	The maximum amount of which the given value adheres to the break point rules.
Adjust even dollar by x cents	The amount of which the value is adjusted by when the value is an even dollar amount.
Adjust (Y) by x cents	The amount of which the given value is adjusted by (Y cents) given the x cents in value.

To modify a rounding rule

1. From the Rounding Rules grid, locate the rounding rule that is to be modified. To assist in locating the round rule, use the grid's scroll bar to scroll within the grid, sort the grid's contents alphabetically by clicking the grid headers, or right click the grid's header and select the **Multi Sort** menu option that allows the grid to be sorted by multiple columns.
2. From the Rounding Rules grid, click the rounding rule that is to be modified.
3. Update amount breaks or adjustments in the rounding rules details section.
4. Click **Save** or select **File > Save**.

To delete a rounding rule

1. From the Rounding Rules grid, locate the rounding rule that is to be deleted. To assist in locating the rounding rule, use the grid's scroll bar to scroll within the grid, sort the grid's contents alphabetically by clicking the grid headers, or

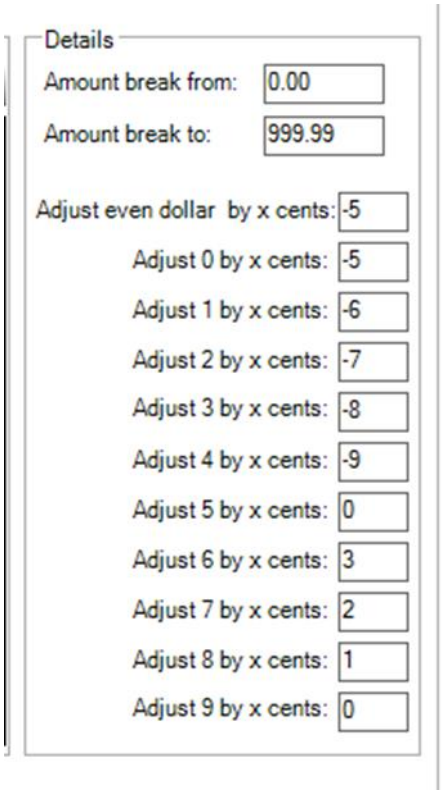
right click the grid's header and select the **Multi Sort** menu option that allows the grid to be sorted by multiple columns.

2. From the Rounding Rules grid, click the rounding rule that is to be deleted.
3. Click **Delete**.
4. Click **Yes** to confirm.

Note:

The **Rounding Rule Maintenance** application creates rules and defines breaks and adjustments. For information on applying and using rounding rules to update batch prices, refer to "Multi Item Update" in chapter 3 of this guide.

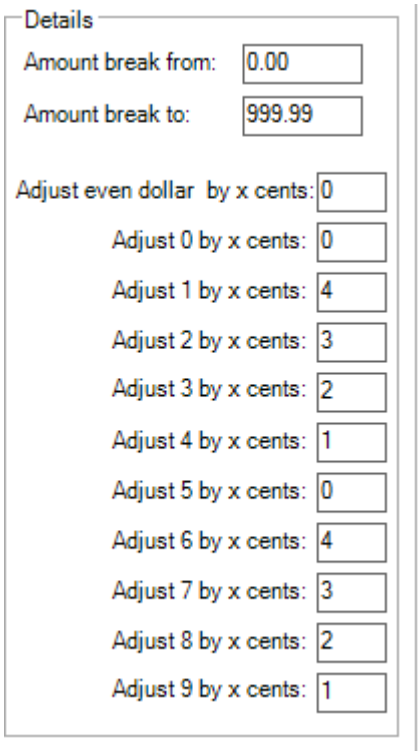
- **Example #1** – Round to the nearest 5 cents or 9 cents within the range of $0.00 to $999.99.



Amount	Adjusted Amount
2.90	2.85
2.91	2.85
2.92	2.85
2.93	2.85
2.94	2.85
2.95	2.85
2.96	2.99
2.97	2.99
2.98	2.99
2.99	2.99
1000.00	1000.00

Figure 10-93. Rounding Rules - Example 1

- **Example #2** – Round up to nearest 5 cents or even dollar within the range of $0.00 to $999.99.



Amount	Adjusted Amount
1.00	1.05
1.01	1.05
1.02	1.05
1.03	1.05
1.04	1.05
1.05	1.05
1.06	1.10
1.07	1.10
1.08	1.10
1.09	1.10
1000.00	1000.00

Figure 10-94. Rounding Rules - Example 2

10.2.12 Deal Type Maintenance

In the **Deal Type Maintenance** application, deal type records can be added, modified, and deleted, and items with deals of each defined type can be viewed. Deal types are linked to item deals that are entered or imported for item maintenance using the Deal Type field. There are three reserved deal type records that are always defined in **ENCOR** which are listed below by Deal Type ID and Name. However, additional deal types can be added here.

0 – Affect Invoice
1 – Bill Back
2 – Scan Back

To open the **Deal Type Maintenance** application from the **ENCOR** Application Menu Bar, select **System > Back Office Setup > Deal Type Maintenance**.

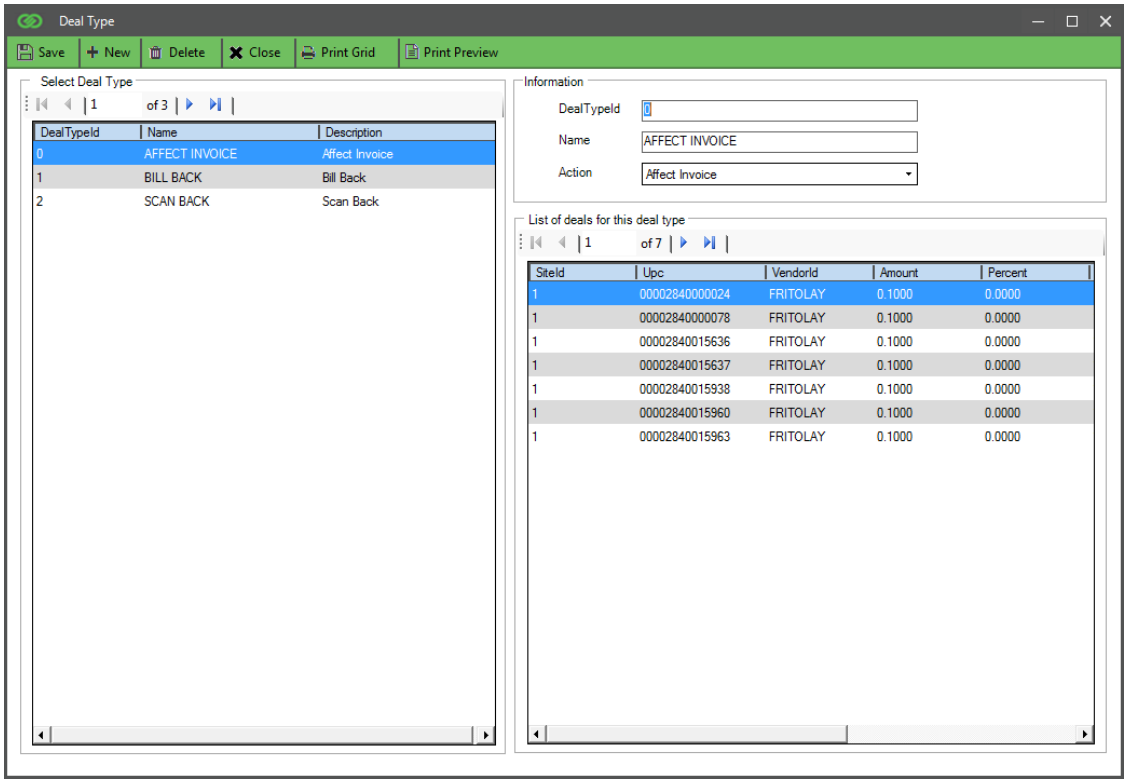


Figure 10-95. Deal Type Maintenance

The screen content area is divided into three parts:

- **Select Deal Type** – The left part of the screen shows the list of deal types that are defined in **ENCOR**, allowing a deal type record to be selected for deletion or modification by clicking on it. **Note:** The three reserved deal types described above cannot be deleted.
- **Information** – The area in the top right allows a new deal type to be entered or an existing one retrieved when a value is entered in the DealTypeId field and **ENTER** or **TAB** is pressed.
- **List of deals for this deal type** – The grid at the bottom right of the screen shows the items that are assigned to the currently selected deal type.

10.2.12.1 Lookup or Select Deal Type

To look up or select an existing deal type, do either of the following:

- Enter the deal type ID into the DealTypeId field in the Information box and press **ENTER** or **TAB**.
- Locate and click on the deal type of interest in the scrolling list on the left part of the screen.

10.2.12.2 Add Deal Type

To add a deal type

1. Enter a new, unique deal type ID into the DealTypeId field. The value must be numeric.
2. Enter a name into the Name field. This will be displayed in the Item Maintenance application Type# drop-down list.
3. Choose an Action for this deal type (Affect Invoice, Bill Back, or Scan Back) from the drop-down list.
4. Click **Save** or press **F1**.

Note:

Closing the **Deal Type Maintenance** application does not automatically save changes. Click **Save** to update changes before closing.

10.2.12.3 Delete Deal Type

To delete a deal type and all associated deals to this type

1. Select a deal type in the scrolling list on the left.
2. Click **Delete** on the right.
3. Click **Yes** in the Delete Type prompt window.

10.2.12.4 Other Actions

To open either the deal type list or the list of deals for this deal type in Excel, right click on the column headers of the list and select **Export to Excel.**

To sort the entries in the deal type list or the list of deals for this deal type differently, click on one of the columns to sort by that field or right click on the column headers of the list and select **Multi Sort.**

To customize which fields are displayed in the deal type list or the list of deals for this deal type, right click on the column headers of the list and uncheck any fields that should be hidden.

To print the deal type list, click **Print Grid** or **Print Preview** for on screen viewing.

10.3 Front Office Set up

10.3.1 End of Day Exceptional Dates

End of Day Exceptional Dates enables the user to define which 'special' future dates to run End of Day on.

To define exceptional dates

1. From the **ENCOR** Application Menu Bar, select **System > Front Office Setup > End of Day Exceptional Dates**. The End of Day Exceptional Dates dialog box is displayed.

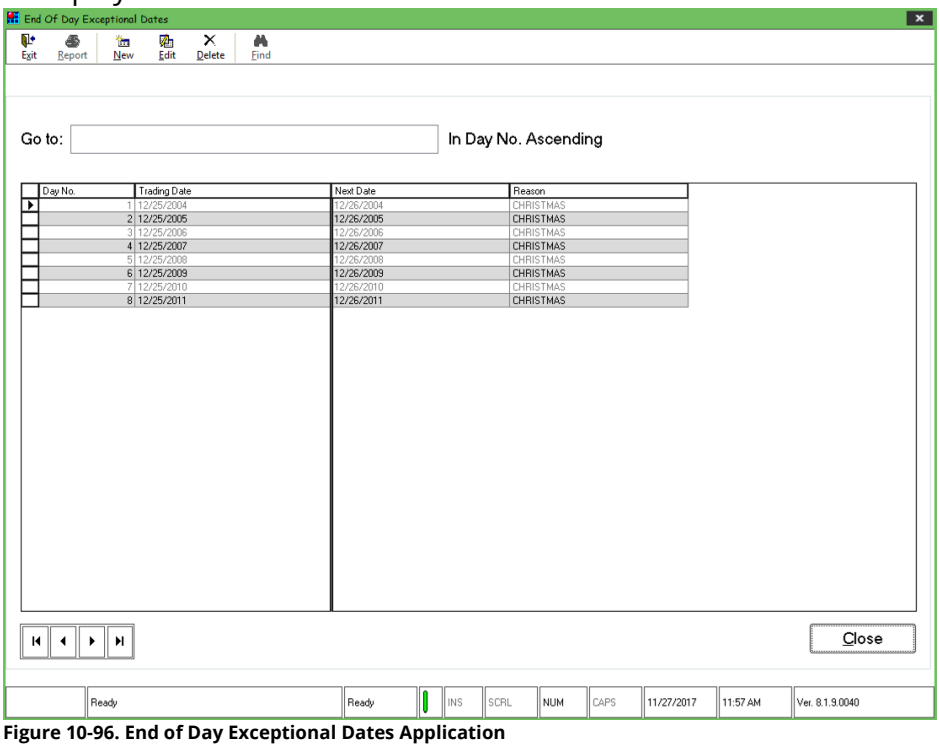


Figure 10-96. End of Day Exceptional Dates Application

2. Double-click on the required day number, or highlight it and select **Edit**. The End Of Day Exceptional Dates dialog box is displayed.

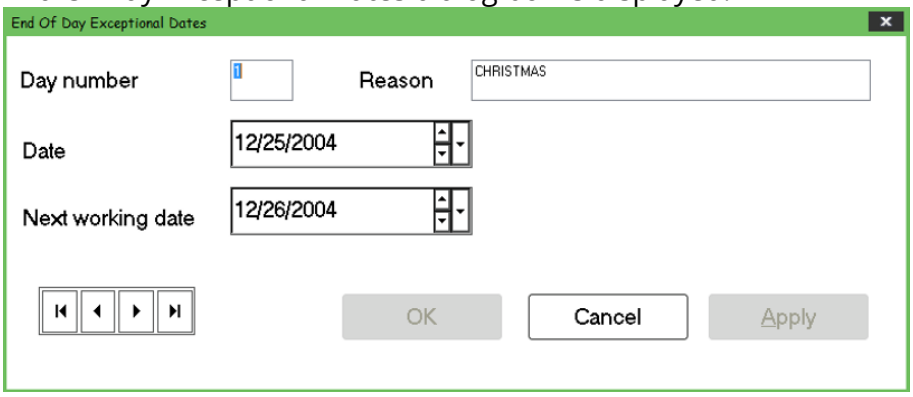


Figure 10-97. End of Day Exceptional Dates Dialog

3. Set the properties and options as required.
4. Click **OK** or **Apply** to save.

Parameter	Description
Day number	Enter the appropriate day (1 to 7) on which EOD must be run.
Date	Specify the appropriate date on which to run EOD.
Next working date	Specify the next working date.
Reason	Enter a short description explaining why the date is an 'Exceptional Date'. For Example: Leap Year or New Year.

10.3.2 Automatic End of Day

Use the Automatic End of Day parameters to specify the days and times to run automatic end of day.

To set automatic end of day

1. From the **ENCOR** Application Menu Bar, select **System > Front Office Setup > Automatic End of Day Parameters**. The Automatic End Of Day Parameters dialog box is displayed.

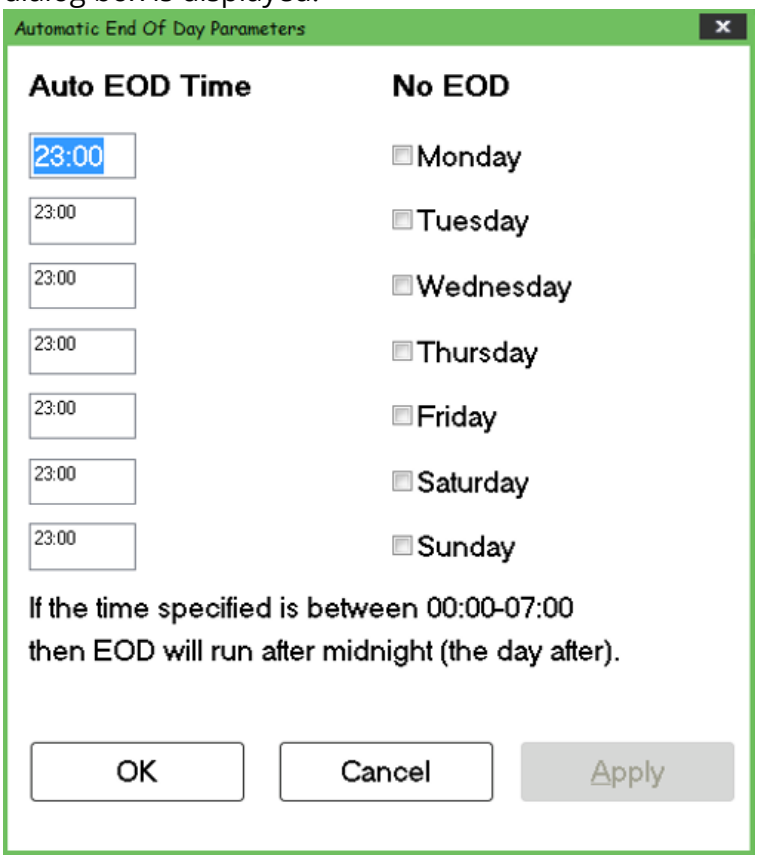


Figure 10-98. Automatic End Of Day Parameters Dialog

2. Enter the specific automatic EOD times.
3. Specify which day(s) of the week not to run automatic end of day.
4. Click **OK** or **Apply** to save.

10.3.3 End of Day Reports Parameters

All data that is accumulated in the store during a day is saved in a database. Parameters are defined to retrieve the required information and generate reports.

This module deals specifically with defining the reports that are generated as part of the end of day process. The reports that are generated are also added to the print history, which enables the user to retrieve daily reports at a later stage from the Reports menu.

For further information about reports, refer to the *Reports Reference*.

Using the procedures described below, the user can specify for which parts of the daily process reports are to be generated.

To specify parameters for end of day reports

1. From the Application Menu Bar, select **System > Front Office Setup > End of Day Reports Parameters**. The End of Day Reports Parameters dialog box is displayed.

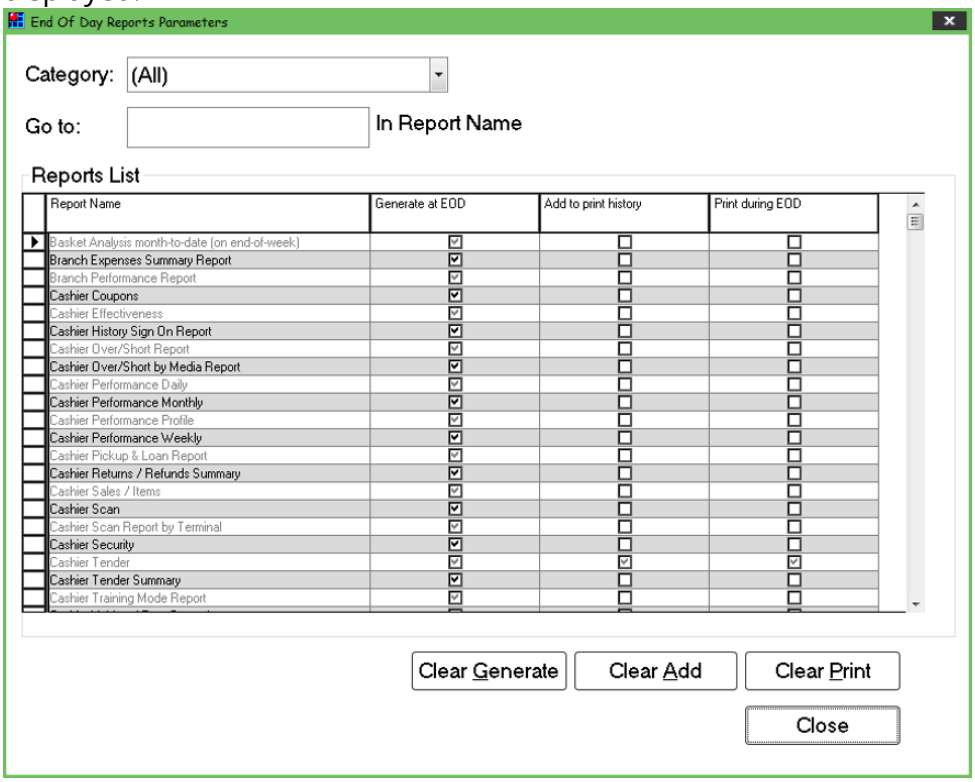


Figure 10-99. End Of Day Reports Parameters

2. Select the report category from the Category drop-down list. The Report Name field in the Reports List area displays the list of all available reports for the selected category.
3. Type the start of a report name in the Go to field to select a specific report OR
4. Scroll down the Report Name list to select the required report.
5. For each report, select or clear the checkboxes (described on the following page) to determine how they will be included in the EOD process. If Generate at EOD is not selected, the report will not be generated.

Note:

The Add to Print History and Print during EOD checkboxes can only be selected if Generate at EOD has first been selected.

Parameter	Description
Generate at EOD	The report will be automatically generated as part of the EOD process.
Add to print history	The report will automatically be added to the print history archive.
Print during EOD	The report will be automatically printed as part of the EOD process.

6. Click **Close** to exit the dialog box.

10.3.4 PCs in System

The PCs in System dialog box enables the user to define which PCs are operating in the store system. The system allows up to two servers and ten PCs to be connected.

To define the PCs (workstations) in the system

1. From the **ENCOR** Application Menu Bar, select **System > Front Office Setup > PCs in System**. The PCs in System dialog box is displayed.

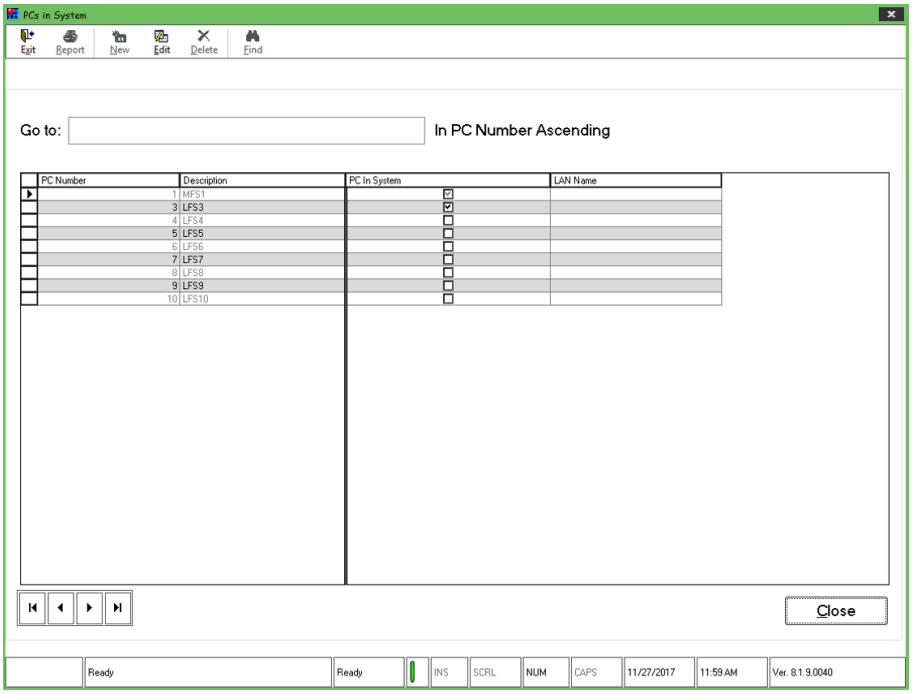


Figure 10-100. PCs in System Application

2. Select the **PC in System** checkboxes that relate to the PCs that are in the store system. MFS1 and MSF2 are servers. Computers with the prefix LFS are the computers (workstations) in the system which are not servers.

Note:

Clearing the PC In System checkbox will disconnect the PC from the store system.

3. Click **Close** to exit the dialog box.

10.3.4.1 Adding a New PC to the System

PCs can be added to the system through the PCs in System window, described on the previous page.

To add a new PC to the system

1. In the PCs in System window, click **New**. The following dialog box is displayed.

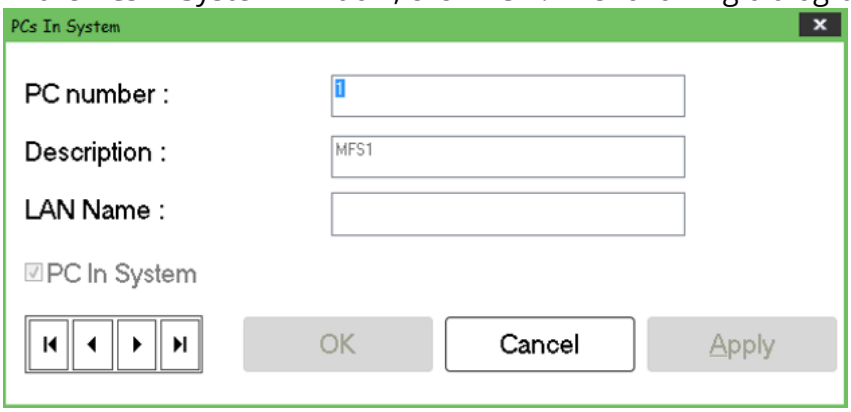


Figure 10-101. PCs in System - New Dialog

2. Enter the identifying information for the PC in the PC number, Description, and LAN Name fields.
3. Select the **PC in System** checkbox to enable the PC as part of the store system.

Note:

Clearing the PC In System checkbox will disconnect the PC from the store system.

4. Click **OK**.

10.3.5 CDV Schemes

The CDV Schemes dialog box enables the user to customize Check Digit Validation Schemes for store operations. The CDVs can then be used by various functions of **ENCOR**. For example, internal codes can be allocated a CDV scheme in System Parameters. The system allows up to 10 user-defined CDV schemes.

To define CDV Schemes

1. From the **ENCOR** Application Menu Bar, select **System > Front Office Setup > CDV Schemes**. The CDV Schemes list appears.

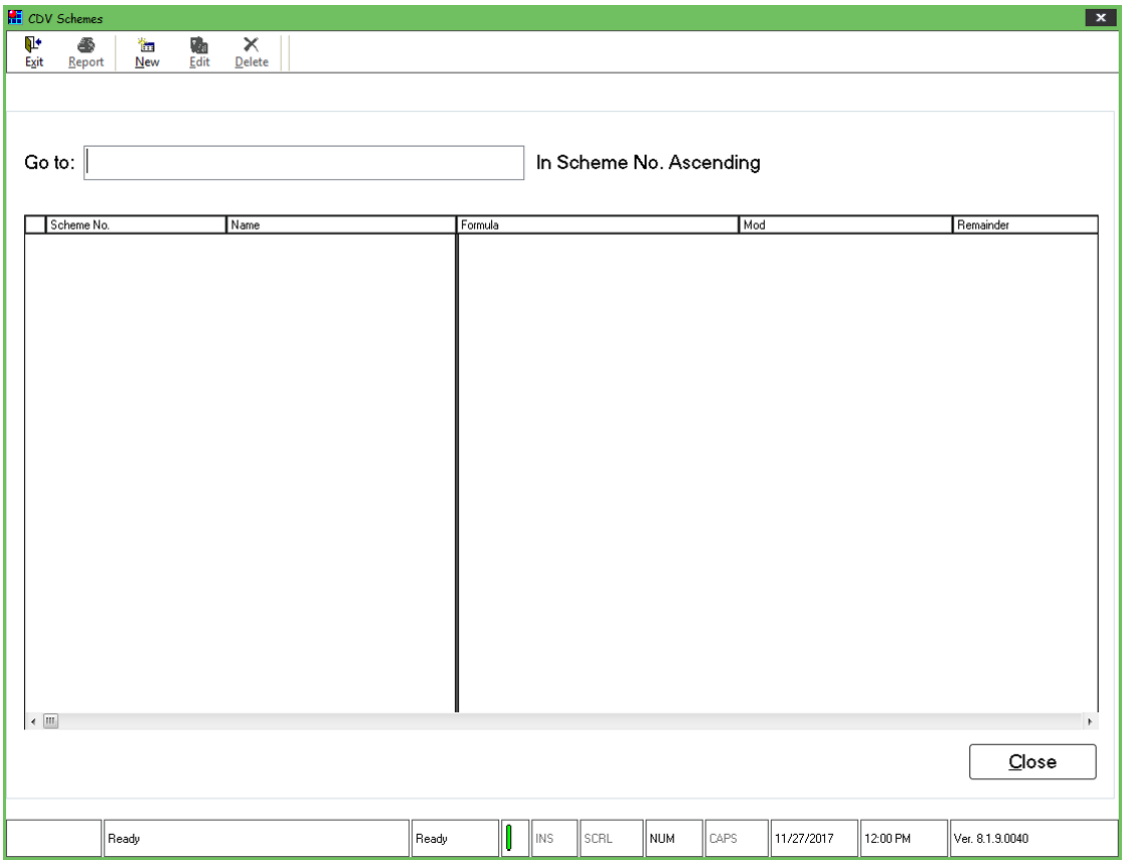


Figure 10-102. CDV Schemes Application

2. Double-click the required scheme number to edit an existing scheme or click **New** to add a new scheme. The CDV Schemes dialog box is displayed.

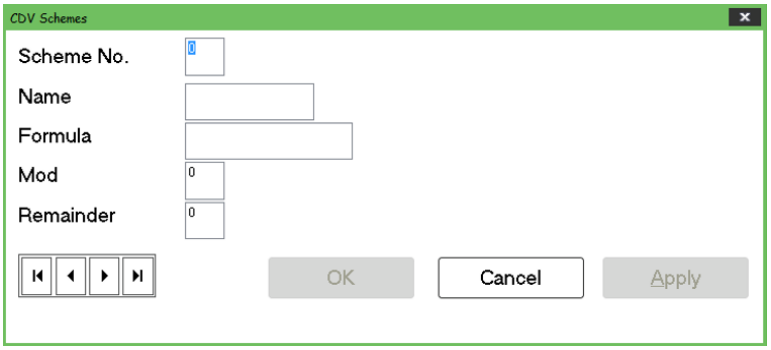


Figure 10-103. CDV Schemes - New Dialog

3. Set the properties as required.
4. Click **OK** or **Apply** to save.

Parameter	Description
Scheme No.	Enter the CDV Scheme number (1-10).
Name	Enter a short description, up to 8 characters.
Formula	Specify the formula, a series of 1-13 digits, representing the means by which the CDV is calculated (for example, formula 8421).
Mod	Specify the Module, the value to divide the result by.
Remainder	Specify the remainder.

10.3.6 Reports Schedule Definition

The Report Schedule Definition option enables the user to choose which reports to print and define the specific days the report will cover. The user has access to almost all reports in the system and can define the parameters for each individual report.

To define report schedules

1. From the Reports option, select **Report Schedule Definition**. The Report Schedule Maintenance Window appears.
2. Click **New** to add a new report schedule. The Report Schedule Detail dialog box is displayed.

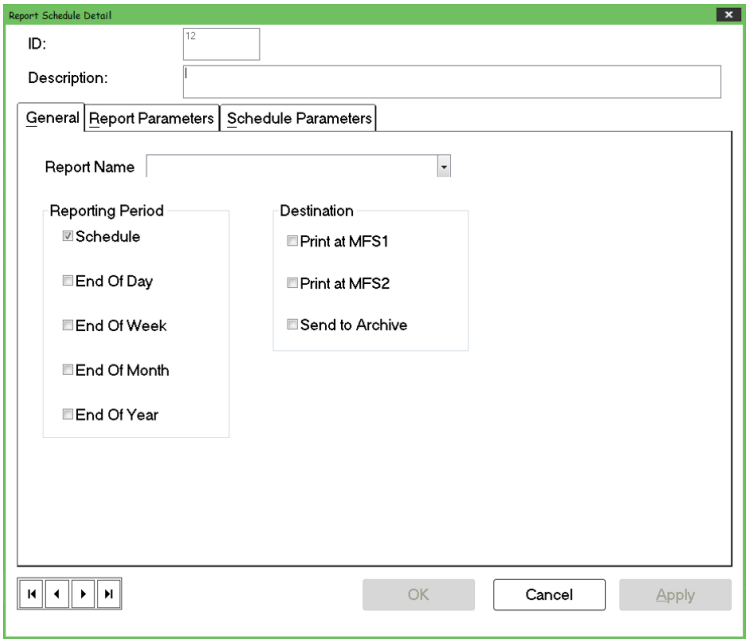


Figure 10-104. Report Schedule Detail - General Tab

3. Enter a report schedule description.
4. From the Report Name drop-down list, choose the required report (all the system reports are available in the list).
5. Choose a reporting period. If the schedule option is selected, use the Schedule Parameters tab to set the frequency of reporting.
6. Choose a destination for the report. Print at MFS or send the report to the archive.
7. Select the **Report Parameters** tab. The Report Parameter dialog box is displayed.

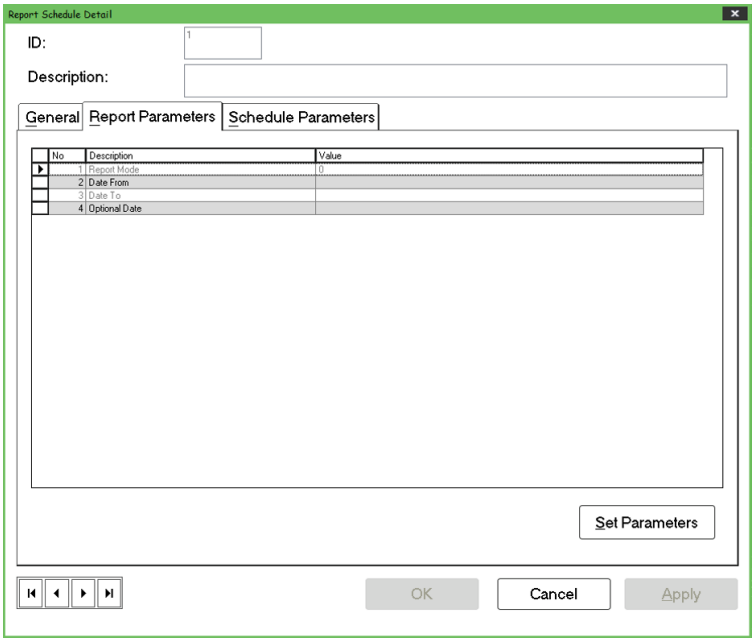


Figure 10-105. Report Schedule Detail - Report Parameters Tab

8. Click **Set Parameters** to choose a date range. The Schedule Parameters dialog box is displayed.

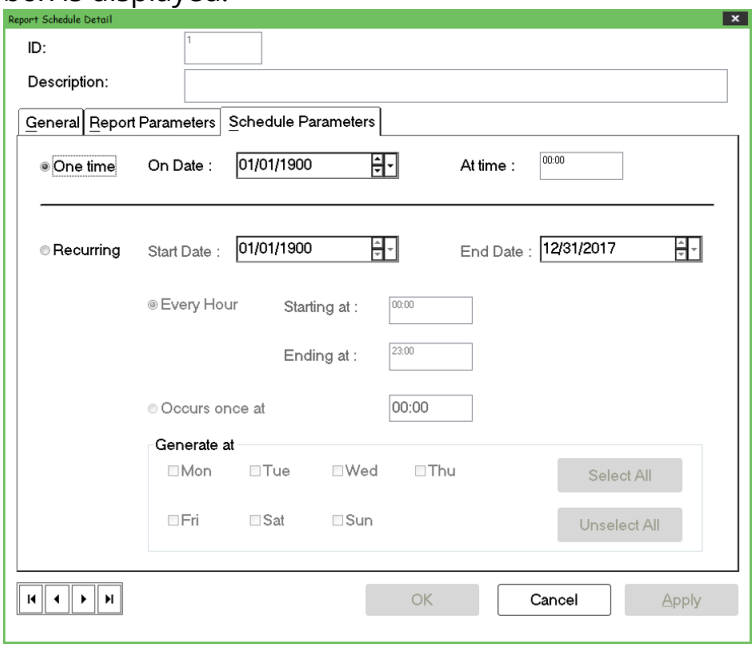


Figure 10-106. Report Schedule Detail - Schedule Parameters Tab

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

10.3.7 Reports Schedule Archive

The Report Schedule Archive option enables the user to preview or print any report that has been stored in the archive.

To preview or print a report from the archive

10. From the Reports option, select **Report Schedule Archive**. The Report Archive screen appears.

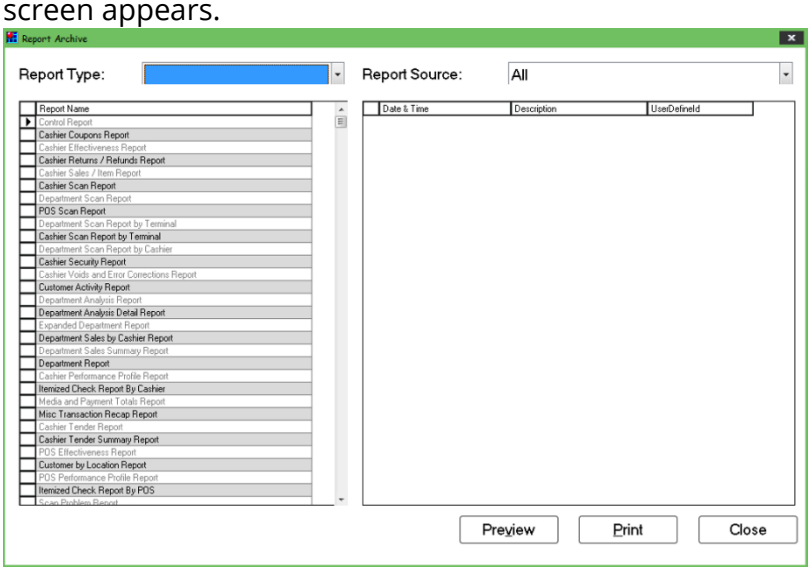


Figure 10-107. Report Archive

11. From the Report Type drop-down list, select the required report.
12. From the Report Source drop-down list, select either:
    - All
    - End Of Day
    - Cash Office
    - Report Schedule
13. From the list on the left, select the required report and then click **Preview**.

10.4 Preferences

This option allows you to change some of the system's colors and set up toolbar options.

10.4.1 Customize Application

All **ENCOR** data lists or *grids* have alternate yellow and white rows for easy legibility. In addition, the user can change the color of the system's mandatory fields.

The user may choose any standard Windows color or even define custom colors. If the results are not pleasing, reset to the system defaults.

Remember that people may spend many hours looking at data, therefore choose colors that are easy on the eye. We recommend using light pastel shades, grays, and white.

To change grid colors

1. From the **ENCOR** Application Menu Bar, select **System > Preferences > Customize Application**. The Preferences dialog box appears.

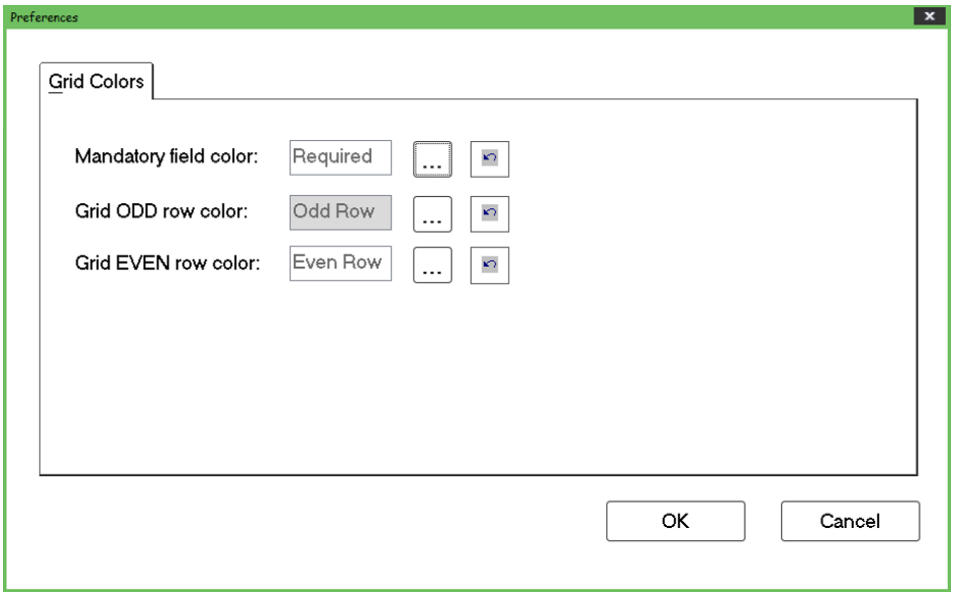


Figure 10-108. Customize Application - Preferences

2. On the Grid Colors tab, click ... next to the appropriate row option. The Windows color selector dialog box appears.
3. Select one of the standard colors, or click **Define Custom Color** to specify a custom color.
4. When a color has been selected, click **OK**.
5. To restore colors to the system default, click next to the appropriate option.

10.5 Language Utilities

ENCOR lets the user operate the Front Office and applications with their language of choice. Use these options to specify languages, as well as translate from the default language, English to whichever language specified.

Once the user has specified languages, the user can translate the Front Office Applications to the desired language.

10.5.1 System Language

Use this option to add languages other than English, which is the system default.

10.5.1.1 Adding a System Language

Add as many languages as required.

To add a new language

1. From the **ENCOR** Application Menu Bar, select **System > Language Utilities > System Language**. The System Languages window appears.

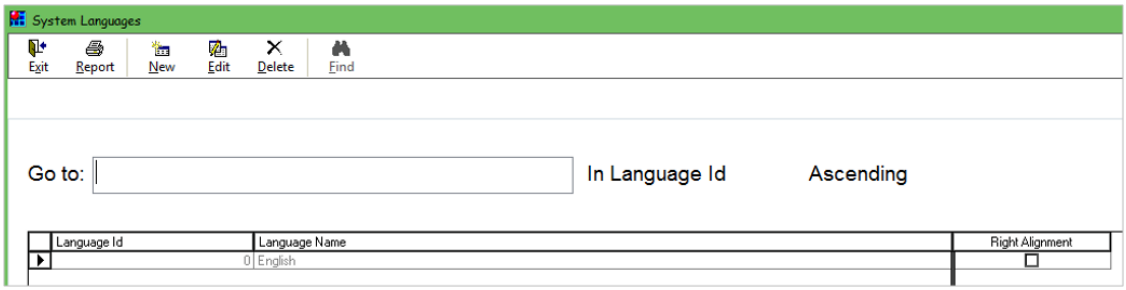


Figure 10-109. System Languages Application

2. On the toolbar, select **New**. The System Languages dialog box appears.

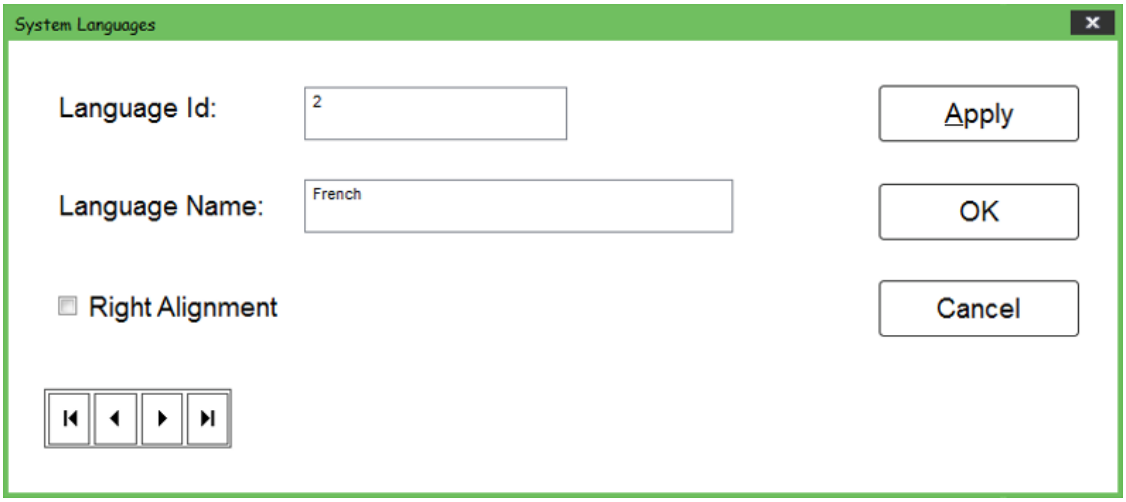


Figure 10-110. System Languages - New Dialog

3. Enter an ID number.

Note:

ID number 0 is English, the system default. It can neither be edited nor deleted.

4. Type in the language name.
5. For Middle Eastern languages, select the right alignment option.
6. Click **OK** to save.

10.5.1.2 Changing the System Language

The user may switch the system language at any time.

To switch languages

1. At any time, press **Ctrl+L**. The Language dialog box appears.

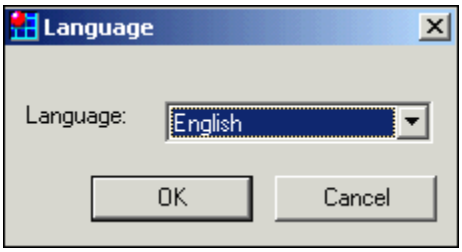


Figure 10-111. Language Dialog

2. From the drop-down list, select the required language and click **OK**. The system now displays with the selected language.

10.5.1.2.1 About Translating

Translation of text to other languages can increase the length of text by 30 percent or more. There is often limited space for displaying translated text, like in control buttons, drop-down lists, status bars, and toolbar buttons. Keep descriptions clear and short.

When the system was designed and programmed, extra space was (as far as possible) given to text fields.

It is always a good idea to check work as it progresses, ensuring that translations do not run over the available space.

10.5.2 Translate Strings

Use this option to translate the entire system's text fields. This includes text for report names and all text labels within dialog boxes (forms) and most other system components.

To translate Strings

1. From the **ENCOR** Application Menu Bar, select **System > Language Utilities > Translate Strings**. The Translate Strings list appears.

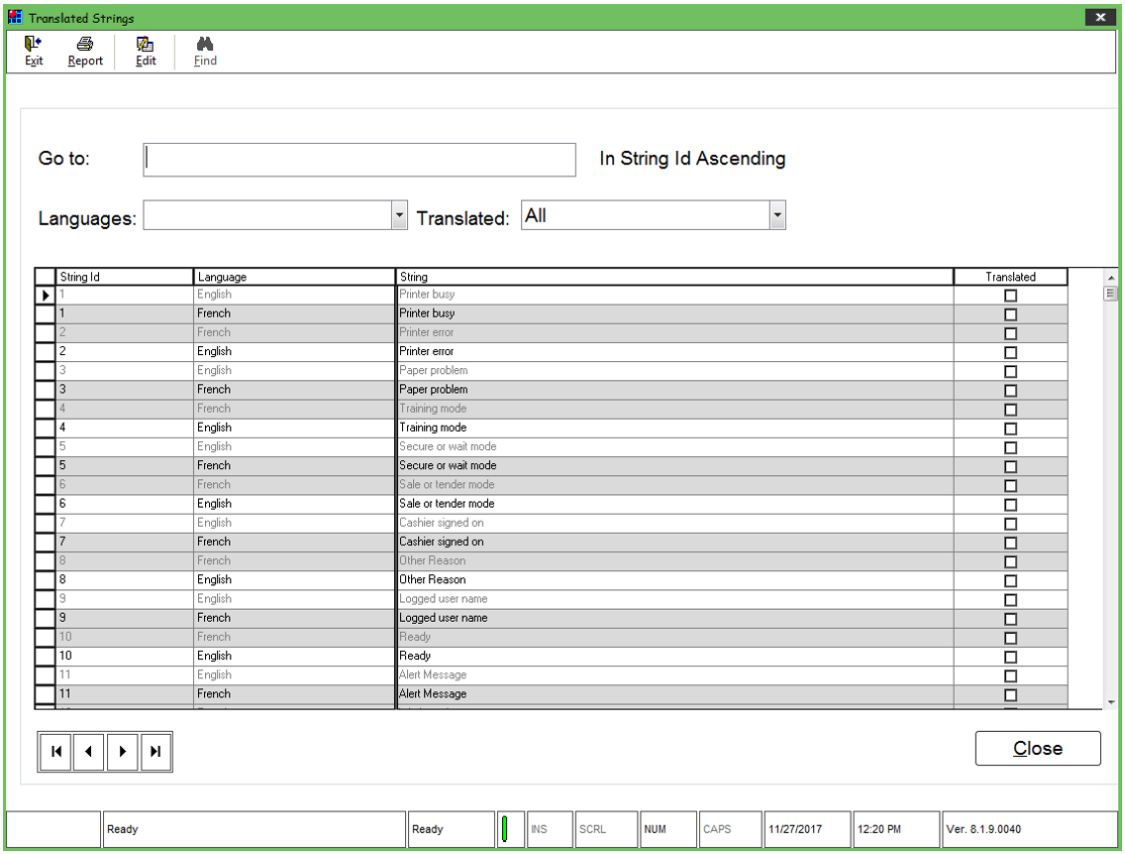


Figure 10-112. Translated Strings Application

2. From the Languages drop-down list, select the language to which to translate. The list displays the English strings, with the selected language below. These strings appear in English until they have been translated.
3. Double-click on the desired string. The Translate Strings dialog box appears.

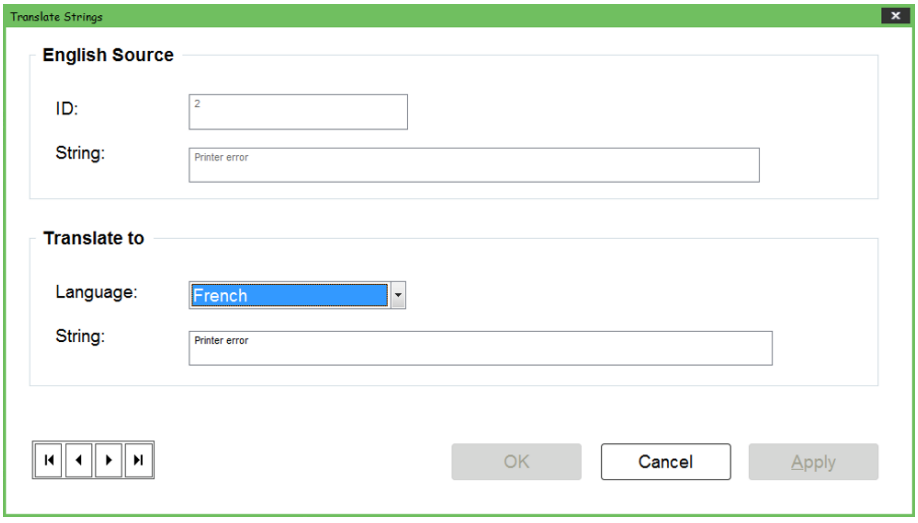


Figure 10-113. Translate Strings Dialog

4. Enter the required string in the selected language.
5. Click **OK** to save.

10.5.3 Translate Messages

All system messages (error, warning, and informative) are listed and can be translated. The user can also translate message box title text.

To translate messages

1. From the **ENCOR** Application Menu Bar, select **System > Language Utilities > Translate Messages**. The Translate Messages list appears.

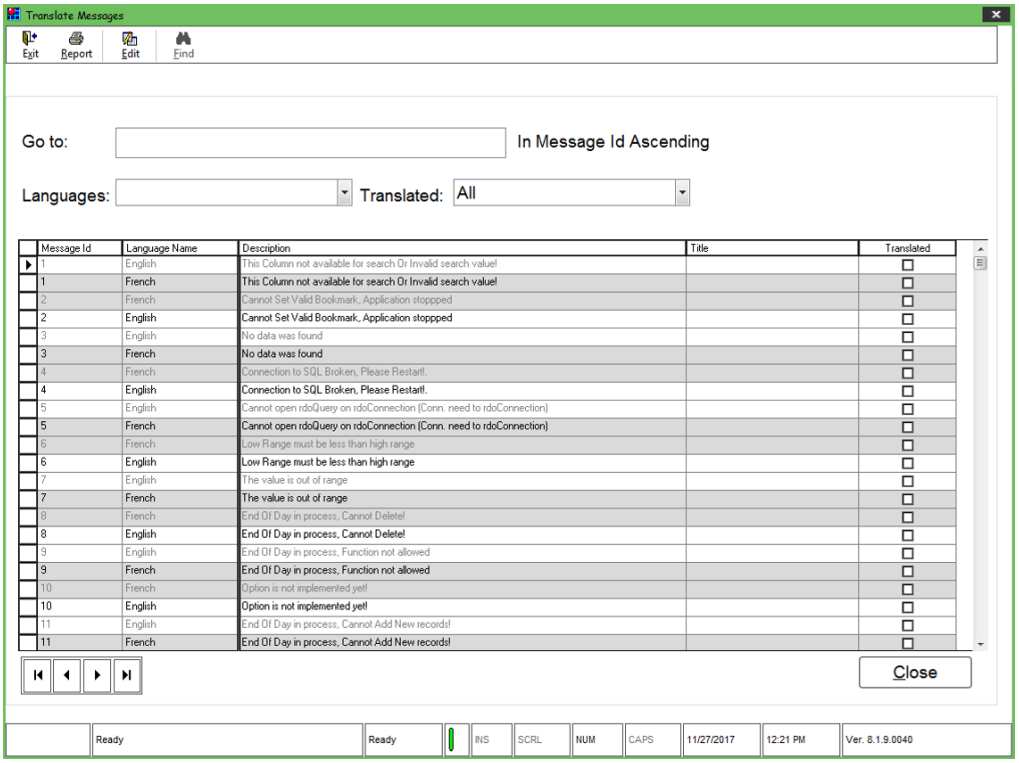


Figure 10-114. Translate Messages Application

2. From the Languages drop-down list, select the language to which to translate. The list displays the English messages with the selected language below. These messages appear in English until they have been translated.

3. Double-click on the desired message. The Translate Messages dialog box appears.

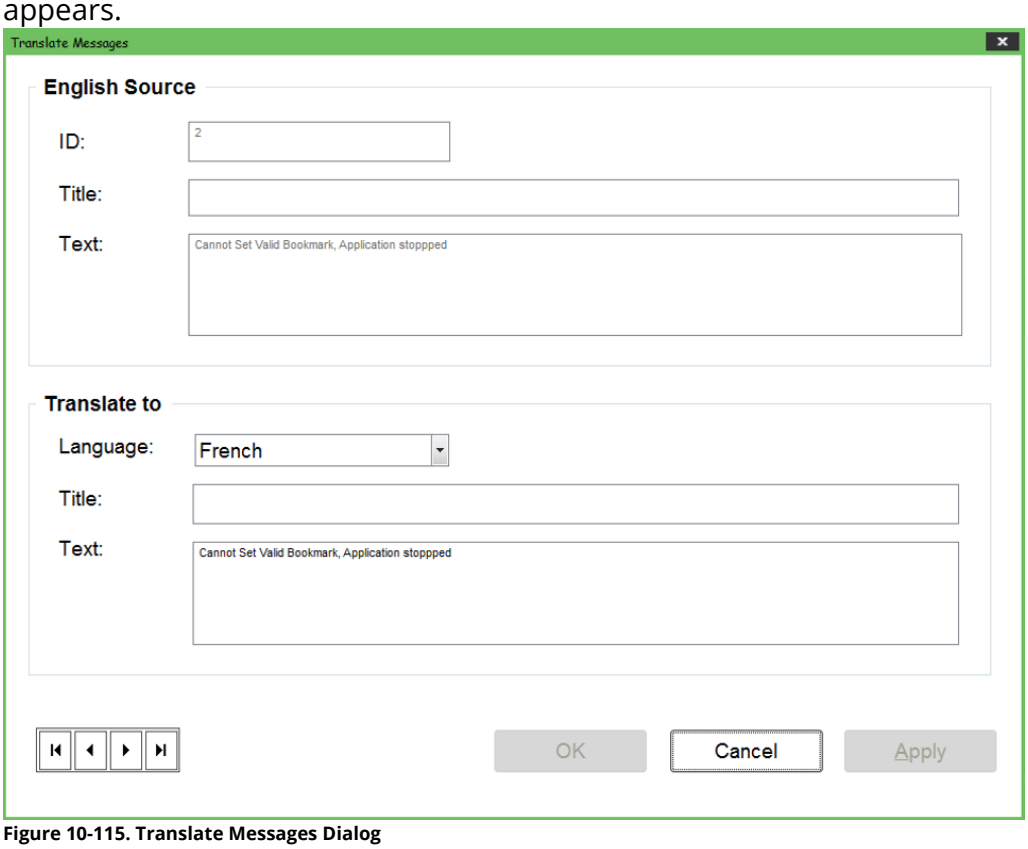


Figure 10-115. Translate Messages Dialog

4. Enter the title (required message box). This is optional – the user may prefer to leave the default system name in error message titles.
5. Enter the message text translation in the selected language.

Note:

Some message text contains variables (indicated by the percent sign (%) and a value). This means that when messages appear, the percent sign is replaced with a relevant value. For example, "Cashier %2 is signed off!" Take care not to overwrite the variable, and ensure it is in the correct position in the translated text.

6. Click **OK** to save.

10.5.4 Translate Menu Names

This utility lets the user translate menu (folder) names, as well as their ToolTips.

To translate menu names

1. From the **ENCOR** Application Menu Bar, select **System > Language Utilities > Translate Menu Names**. The Translate Menu Names list appears.

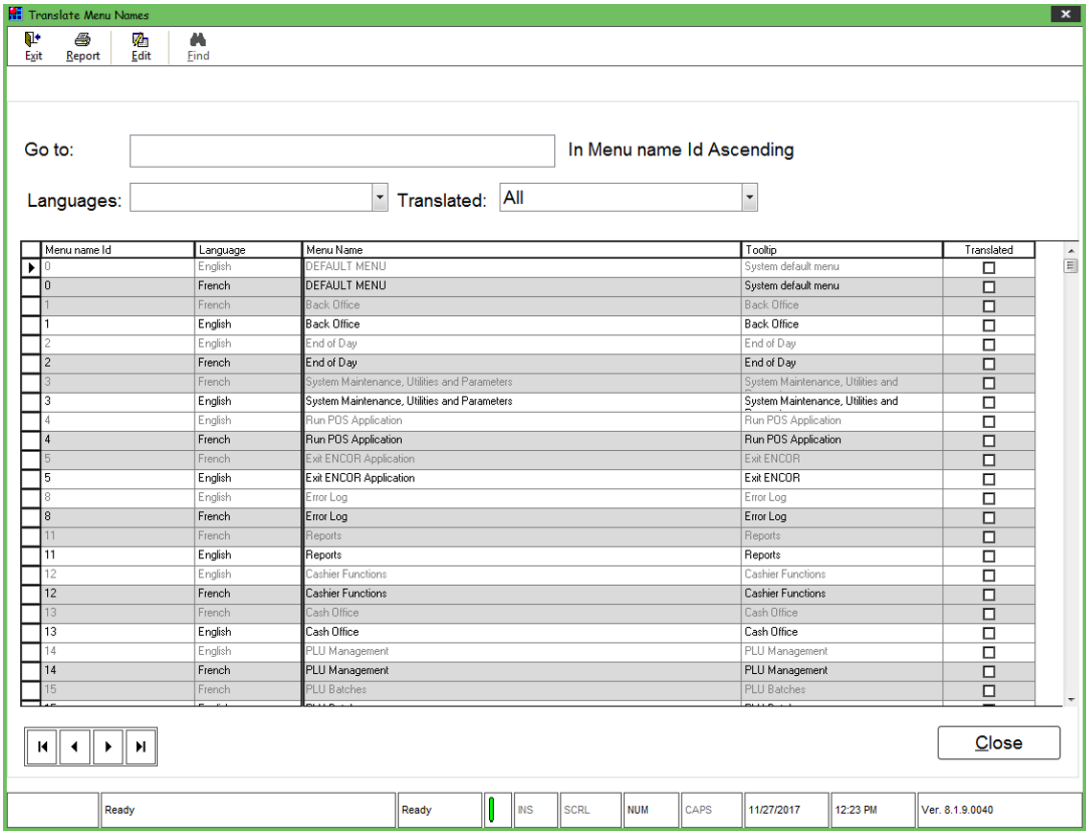


Figure 10-116. Translate Menu Names Application

2. From the Languages drop-down list, select the language to which to translate. The list displays the English menu names with the selected language below. These menu names appear in English until they have been translated.
3. Double-click on the desired menu name. The Translate Menu Names dialog box appears.

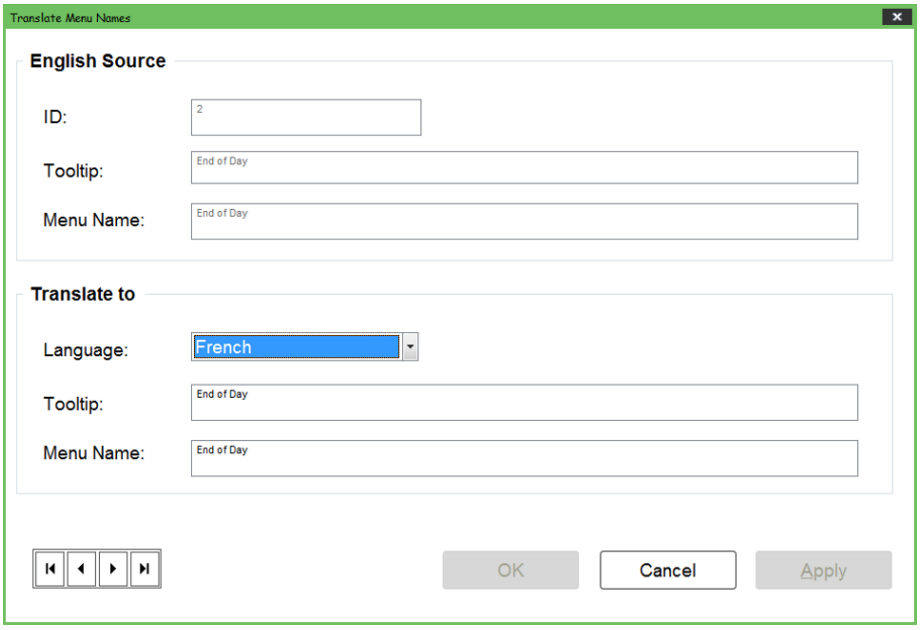


Figure 10-117. Translate Menu Names Dialog

4. Enter the menu name translation.
5. Enter the appropriate ToolTip in the selected language.
6. Click **OK** to save.

10.5.5 Translate Controls

The text of any form (dialog box) can be translated, including its control buttons and ToolTips. The easiest way to translate a form is described here. Another way is to use the Translate Strings option.

To translate control names (forms text)

1. From the **ENCOR** Application Menu Bar, select **System > Language Utilities > Translate Controls**. The Translate Control Names (Form Names) list appears.

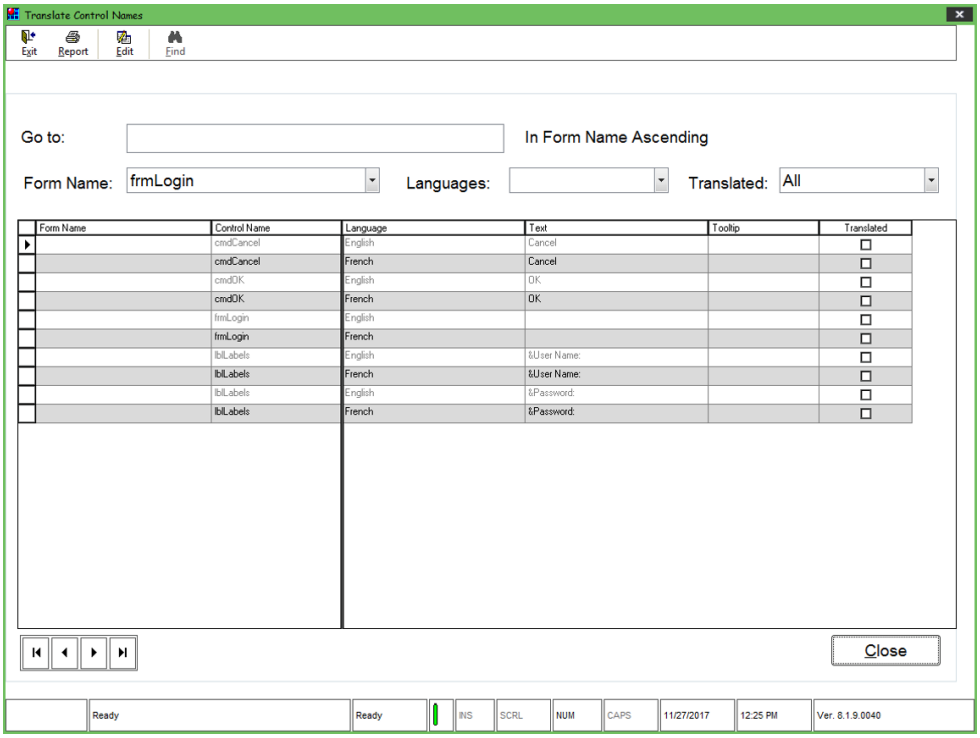


Figure 10-118. Translate Control Names Application

Text for all components of the selected form is displayed.

2. From the Form Name drop-down list, select the form name (e.g., Alerts Log) to be translated.
3. From the Languages drop-down list, select the language to which to translate. The list displays the English form name with the selected language below. The form name appears in English until it has been translated.

4. Double-click on the form name to translate. The Translate Control Names dialog box displays.

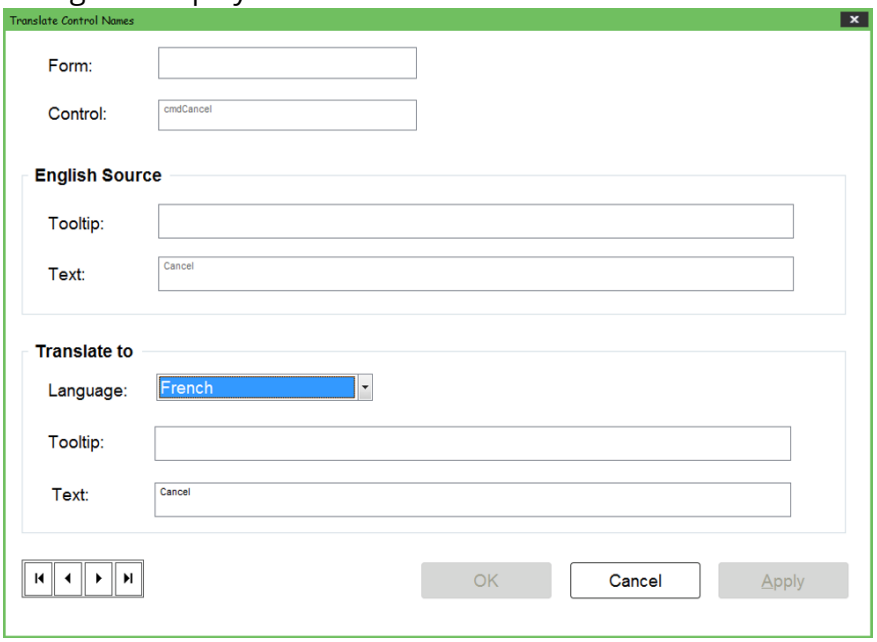


Figure 10-119. Translate Control Names Dialog

5. Enter the ToolTip and translated text in the selected language.

Note:

Some dialog text and buttons have shortcut (accelerator) keys, like **A**pply. When translating, remember to insert an ampersand (&) immediately to the left of the accelerator letter. For example, &Apply.

6. Click **OK** to save.

10.5.6 Translate Report Strings

All **ENCOR** Front Office Reports are listed and can be translated. The report names as well as the field descriptions can be translated.

To translate report strings

1. From the **ENCOR** Application Menu Bar, select **System > Language Utilities > Translate Report Strings**. The Translate Report Strings list appears.

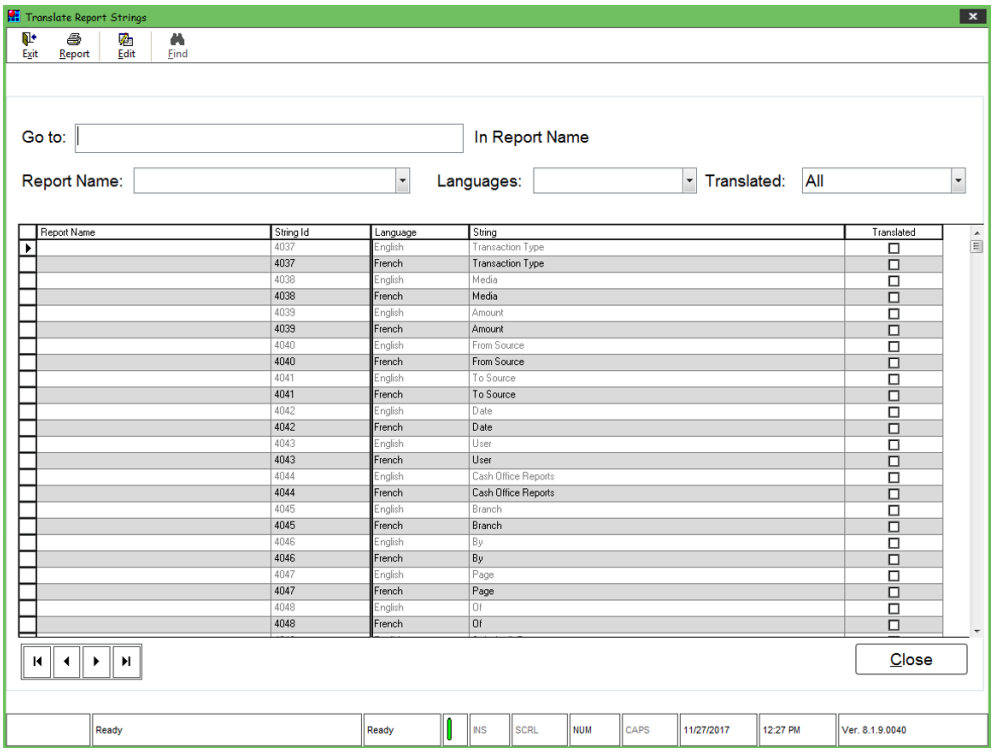


Figure 10-120. Translate Report Strings Application

2. From the Report Name drop-down list, select the report (e.g., Store Sales Report) to be translated.
3. From the Languages drop-down list, select the language to which to translate. The list displays the English report strings with the selected language below. The report strings appear in English until they have been translated.
4. Double-click on the report string to translate. The Translate Report Strings dialog box appears.

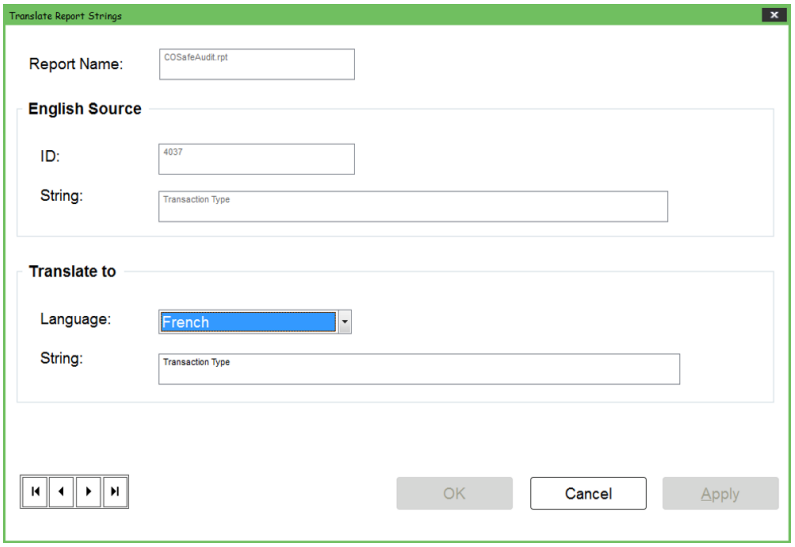


Figure 10-121. Translate Report Strings Dialog

5. Enter the required string in the selected language.
6. Click **OK** to save.

10.5.7 Change String

Use this utility to perform global translations throughout the system, including text for report names, field labels, menus, system messages, and controls.**Error! Reference source not found.Error! Reference source not found.**

To Change Strings

1. From the **ENCOR** Application Menu Bar, select **System > Language Utilities > Change String**. The Change String dialog box appears.

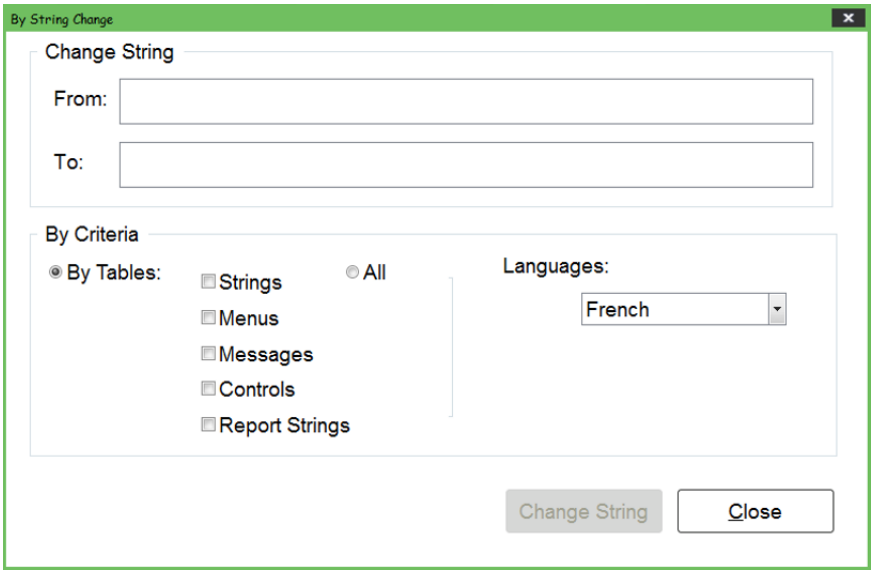


Figure 10-122. By String Change

2. In the Change String area:
   a. Enter the appropriate string to translate in the From field.
   b. Enter the text translation in the To field.
3. In the By Criteria selection area:
   a. Select the **By Tables** radio button to enable you to select specific areas of the system to apply the translation. Select the desired checkbox(es).
   b. Select the **All** radio button to apply the translation to all areas of the system.
4. From the Languages drop-down list, select the language to which to apply the translations.
5. Click **Change String** to perform the translation.

10.6 Technical Support

10.6.1 Build PLU File from Host File

Master File Create (Build PLU File from Host File) is used to build a PLU database from a host file. A host file is similar to a batch that is placed into a temporary directory, from where it is imported as a PLU database.

This utility is used only by Technical Support.

! **Warning:**

The new PLU database will overwrite any existing PLU database in the system, so it is important that any existing QDX database files are zipped. The zipped files can be extracted after the Master File Create has been performed and copied into the new database, if required.

10.6.2 Store Open Service

This option is used in new stores only to clear all training transactions, sales, and reports from the system. Databases are left intact.

10.6.2.1 Clearing the System's Transaction Data

Running this utility clears *all* sales and transaction data from the system. Use this option as often as needed during training.

Clear all transaction data before a new store goes live.

To clear system data

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > Store Open Service**. The Store Open Service password dialog box appears.

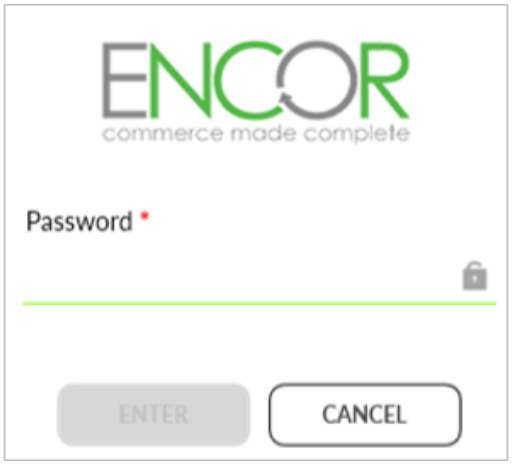


Figure 10-123. Store Open Service - Password

2. Enter the password and click **Start**. A warning message appears.

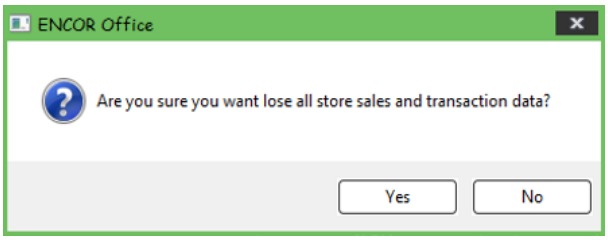


Figure 10-124. ENCOR Office - Warning

3. If sure, select **Yes**. Otherwise, select **No**.

10.6.3 Transaction Handling Parameters

This option allows the determination of how the system handles transactions from POS terminals in the event of the POS terminal are off-line at End of Day.

Note:

If the options available are not checked, data for the current day is lost from any POS terminal not communicating with the servers when End of Day is run.

To access the option from the **ENCOR** Application Menu Bar, select **System > Technical Support > Store Open Service**. The Transaction Parameters screen displays:

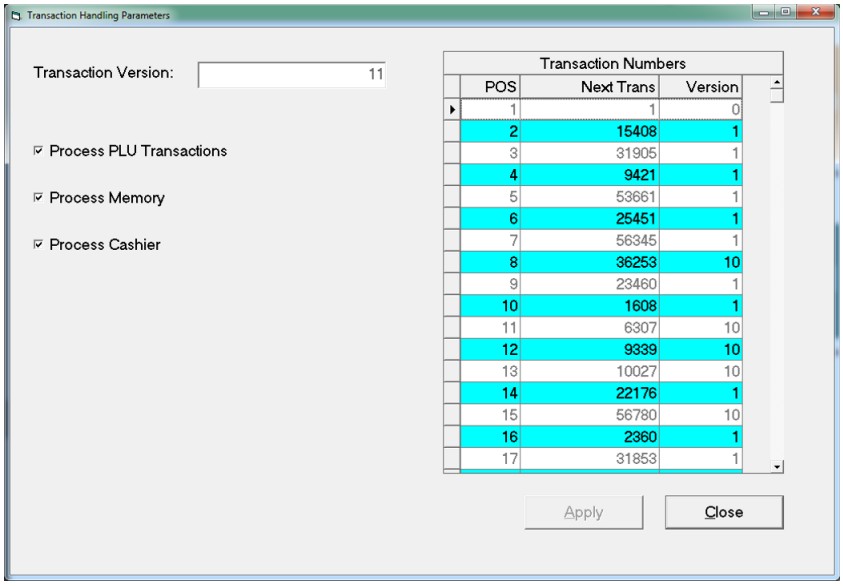


Figure 10-125. Transaction Handling Parameters

The screen contains the following parameter settings:

Parameter	Description
Transaction Version	The transaction version number, which automatically increments with every End of Day process. The version number is informative only - it cannot be edited.

Parameter	Description
Process PLU transactions	Check this option for PLU movement updated.
Process Memory	Check this to print on-line reports with the current day's data.
Process Cashier	Check this to keep cashier totals in the system. Any amounts that appear over today will be short the next day (and vice versa).

Press **F2 Update** to record the definition. At the prompt, select **Yes** to accept changes or **No** to reject changes.

10.6.4 Software Key Information

Software Key Information displays plug serial number and availability of specific optional functionality.

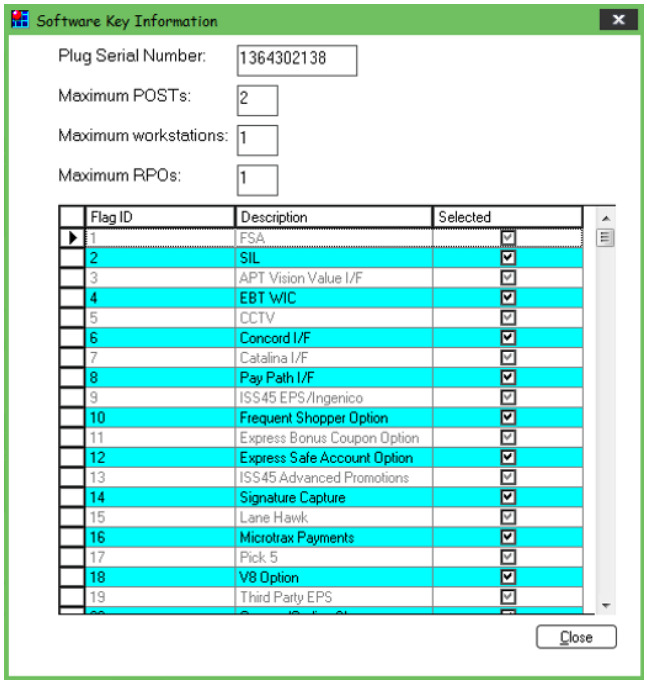


Figure 10-126. Software Key Information

10.6.5 QuickDex Definition

This option serves to define and update QuickDex files and QuickDex General Parameters.

File size is determined by the length of the record and the number of records. Multiply the record length and the number of records to determine the initial allocated size of the file. A file can be extended by increasing the maximum number of records. A reduction in file size results in an illegal QuickDex file. Any change to QuickDex parameters must be followed by a restart in order to update the changes.

Up to 250 QuickDex files can be defined.

To access the option from the **ENCOR** Application Menu Bar, select **System > Technical Support > QuickDex Definition**. The QDX/DRVfile menu displays.

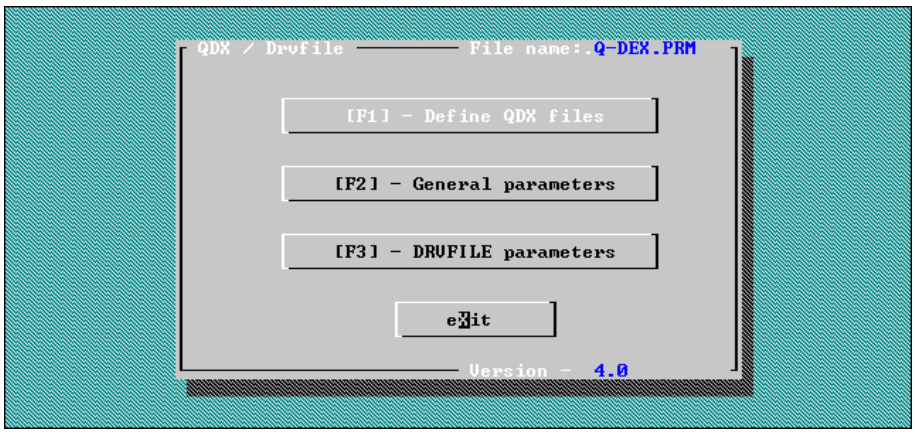


Figure 10-127. QDS/DRVfile Menu

10.6.5.1 Define QuickDex Files

To define or update QuickDex files select Define QDX Files (**F1**) from the QDX/Drvfile menu. The QDX Files screen displays.

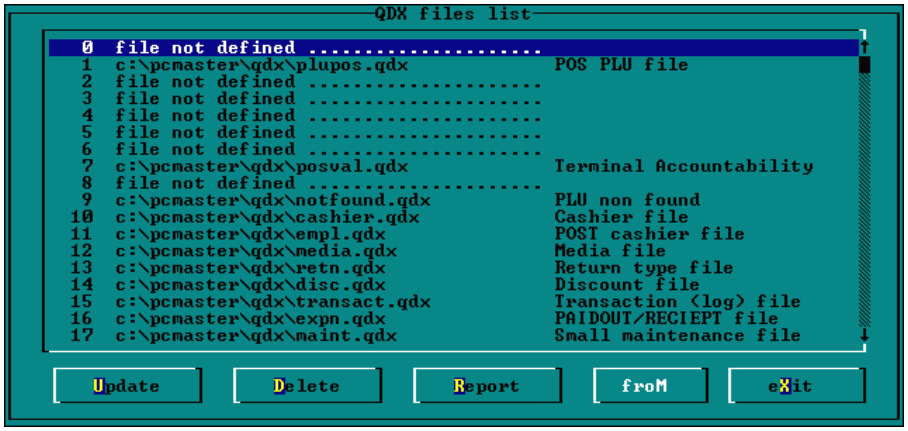


Figure 10-128. QDX Files List

This screen lists the QuickDex files defined in the system, showing the path, name, and description of each file.

To search for a file

1. Use the PgUp, PgDn, Up Arrow, and Down Arrow keys.
2. For fast search, use the froM function: Select froM (**Alt+M**). A search window displays.

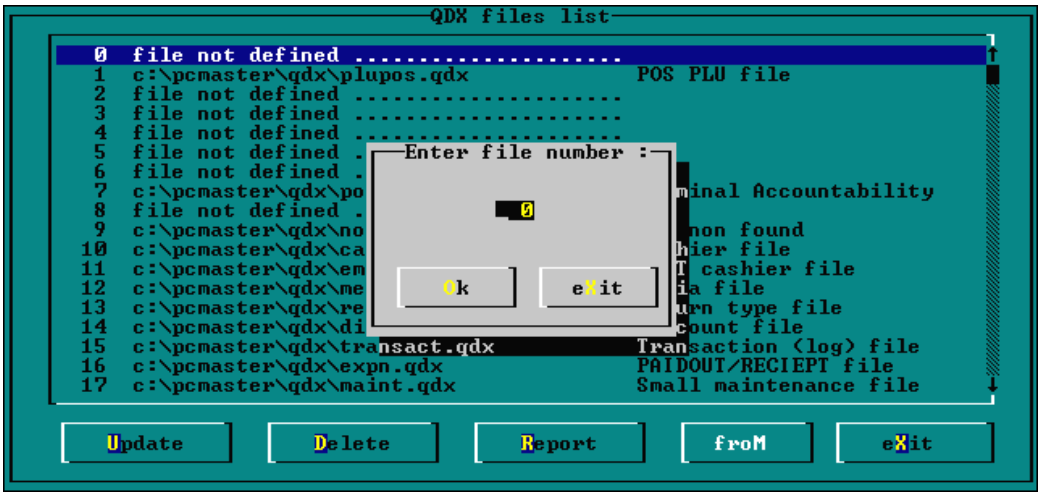


Figure 10-129. QDX Files List - froM

3. Type in the number of the file being located and press **ENTER** twice. The required file displays at the top of the screen.

10.6.5.1.1 Defining a QuickDex File

1. To define a QuickDex file, highlight one of the blank lines in the QDX Files screen, where the message 'file not defined' displays. Select **Update**. The QuickDex File Parameters screen displays.

Figure 10-130. QuickDex File Parameters

2. Fill in the parameters as explained in the following table.

Field	Description
Remark	Enter any remark or description in this field. Remarks have no effect on the execution of QuickDex files.
QDEX File Name	Path name and file name.

Field	Description
File Type	Specify the file type for this file. To accept the default Index, press **Enter**. To select another type, press the **Right Arrow**. A drop-down list opens. Highlight the required option, and press **Enter**. The possible types are: • Index • Relative • FIFO • Relative Expansion • Super Index
Wrap Around	This defines a cyclical file for FIFO files only. Check this parameter (by pressing the **Space Bar**) to prompt when the file is full, leave blank to continuously loop file.
QDEX Record Size	Number of bytes per record. Mandatory.
Key Length	Length of the record key, in bytes.
Key Offset in Record	Starting location of the key in the record (starting from 0).
QuickDex Flag Offset	Location of the QuickDex reserved flag (1 byte). The flag can be located anywhere in the record.
Maximum Records	Mandatory. Depends upon user requirements.
Block Size	Block size in bytes. Select a size from the drop-down list (multiples of 512). To accept the default Auto (automatic allocation), press **Enter**.
Split Percent	Determines what percentage of block space is used before a block is split. Select a percentage from the drop-down list.
Relative Linked File	File number of the file containing information about the PLU file.
Guaranteed WRITE	Flush every write command to the disk (slow but secure option).
DRVfile Entry Number	Routing information.
Use Super Index for This File	Check this parameter if a super index containing pointers to QuickDex indexes should be used for this file. Then enter the number of this file and its path and name.

3. Select **Update** to record the definition.

10.6.5.1.2 Other Functions

1. Export a QuickDex file with this function. It builds a file named `Q-SETUP.OUT` containing the specified QuickDex file. This file can be merged to another QuickDex file in any other system.
2. Select **Output**. The following window displays.

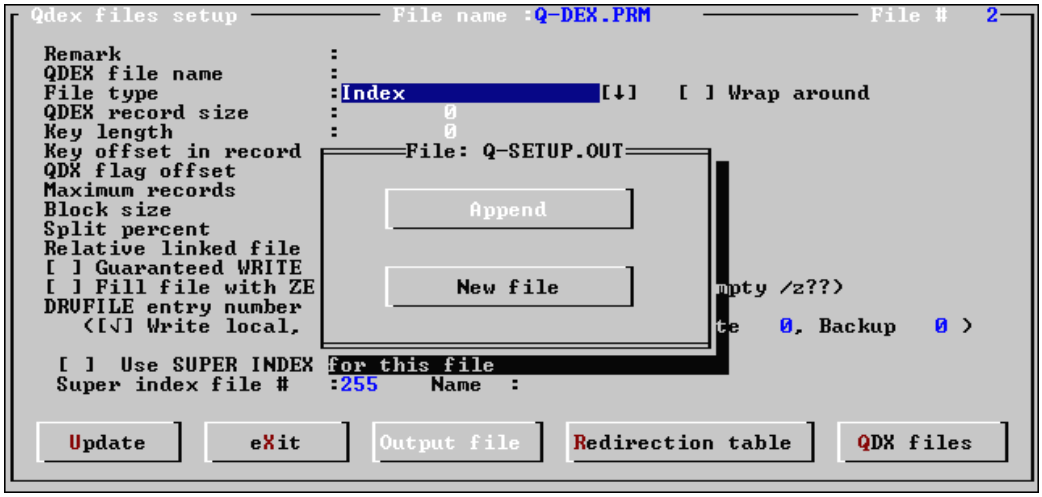


Figure 10-131. QuickDex Parameters - Q-SETUP.OUT

3. To append this QuickDex file to an existing output file, select **Append**. To create a new output file, select **New file**. This deletes an existing output file.

10.6.5.1.3 Redirection Table

This function displays the DRVFILE redirection table. Select **Redirection table**. The following window displays.

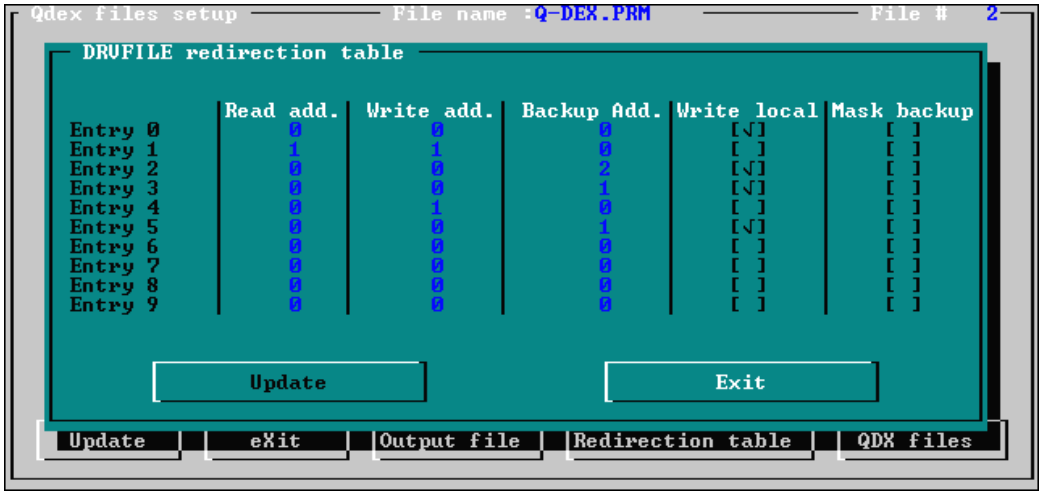


Figure 10-132. QuickDex - Redirection Table

10.6.5.1.4 QDX Files

This function displays a list of the QuickDex files in the system. Select **QDX files**. The following window displays.

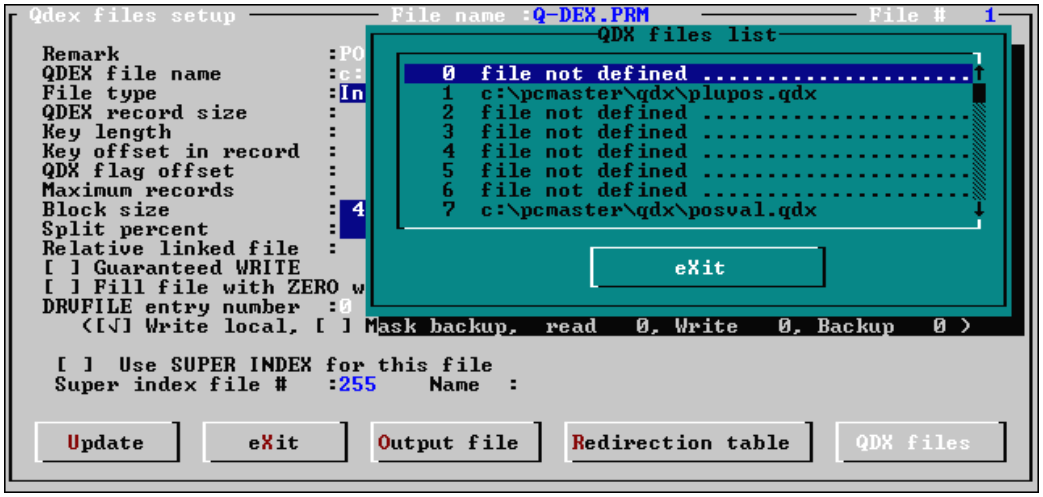


Figure 10-133. QuickDex - QDX Files

Page through this list using the **Page Up**, **Page Down**, **Up Arrow**, and **Down Arrow** keys.

10.6.5.2 Define QuickDex Parameters

This option serves to set a number of general parameters for QuickDex.

DRVPOS is the device driver interface between the software application and the resident drivers. Each resident driver has an entry number to DRVPOS where the location of the driver is defined. DRVPOS eliminates the use of many software interrupts.

To access the general parameters option, select General Parameters (**F2**) from the QDX/Drvfile menu. The QDX General Parameters screen displays.

Figure 10-134. QDX General Parameters

Fill in the parameters as explained in the following table.

Field	Description
DRVPOS Entry	This field displays the value 5 and may not be changed.

Field	Description
Maximum Number of Files	Maximum number of QuickDex files the file server can handle.
Relative Files Super Index Path	Path to the super indexes.
Fast Load Path	Path to the load indexes (containing QuickDex pointers for files).

10.6.6 System Integrity Parameters

System Integrity is intended as a protection against file corruption and to ensure correct prices and other data in the system at all times.

Use this option to define how the System Integrity option must perform. Also, which QDX files must pass a checksum process during End of Day can be specified.

System Integrity also safeguards data when a POS terminal has been working off-line (after End of Day has been done) and is then reconnected. The system will then refresh *all* the POS terminal's data files.

This option allows for the definition of the System Integrity options and parameters for the system.

To set System Integrity

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > System Integrity Parameters**. The System Integrity Parameters dialog box appears.

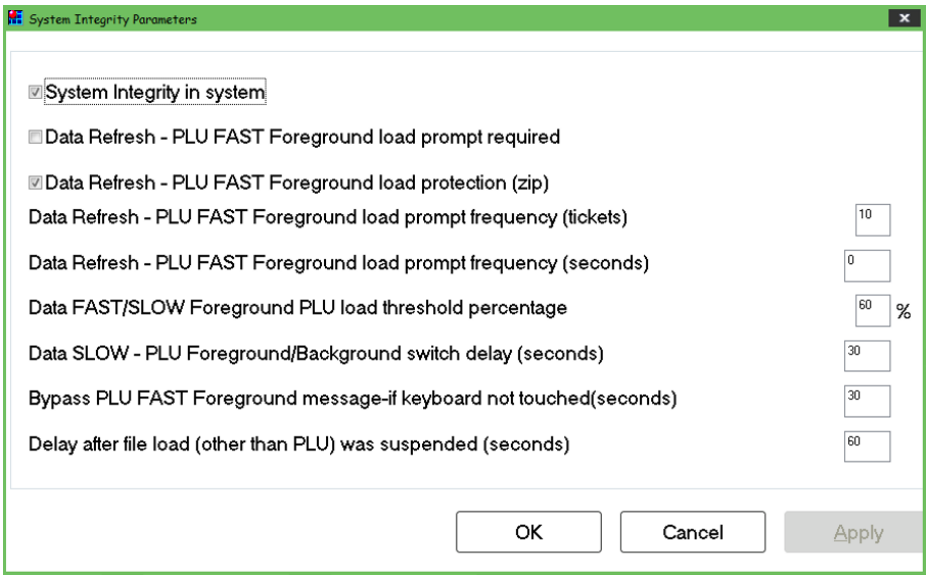


Figure 10-135. System Integrity Parameters

2. Set the options and parameters, as described below.
3. Click *OK* or *Apply* to save.

Parameter	Description
System Integrity in	Select this parameter to enable System Integrity. (To allow

system	checksum and data files refresh.)
Data Refresh – PLU FAST Foreground load prompt required	Select this parameter if a cashier prompt is required. A *foreground* load will occur if the Keyboard is not touched for 'n' seconds. A *foreground* load is fast, *background* is slow.
Data Refresh – PLU FAST Foreground load protection (zip)	The system will zip the POS terminal's PLU file and start a *fast block load*. This could take fifteen minutes on 130,000 active PLUs. If loading fails, the zipped file will be reused again.
Data Refresh – PLU FAST Foreground load prompt frequency (tickets)	Specify how often the cashier prompt (for Data Refresh – PLU Fast Foreground load) should display, in *tickets*. The available range is 0 to 99.
Data Refresh – PLU FAST Foreground load prompt frequency (seconds)	Specify how often the cashier prompt (for Data Refresh – PLU Fast Foreground load) should display, in *seconds*.
Data FAST/SLOW Foreground PLU load threshold percentage	The POS terminal checks active records and compares with the MFS. If a difference of 'n' percentage is found, the PLU file is zipped and a fast block load starts. If a cashier is logged on, a prompt (see parameter *Data Refresh – PLU FAST Foreground load prompt required*) recommends to the cashier to perform a fast block load. The cashier can be allowed to override this prompt. (See the *Bypass* parameter below.) Enter the required percentage difference. If the checksum fails, and the difference is less than the percentage specified, the system will use the slow (foreground) load, and then switch between foreground and background depending on keyboard activity. If the difference is greater than the specified percentage, the fast load will be used.
Data SLOW-PLU Foreground/ Background switch delay (seconds)	Enter the number of seconds of keyboard activity and inactivity, before a file load switches from foreground to background (and vice versa).
Bypass PLU FAST Foreground message - if keyboard not touched (seconds)	Enter the number of seconds of keyboard inactivity, after which the prompt begins to display again.
Delay after File Load (Other than PLU) was Suspended (seconds)	This parameter relates to the number of seconds to wait before data refresh is resumed (for all files apart from the PLU file) after the cashier suspends Data Refresh.

10.6.7 QDX Files Checksum Table

Use the QDX Files Checksum Table to select the required files for checking and specify how they need to be checked.

To set QDX Files Checksum table

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > QDX Files Checksum Table**. The QDX Files Checksum Table dialog box appears.

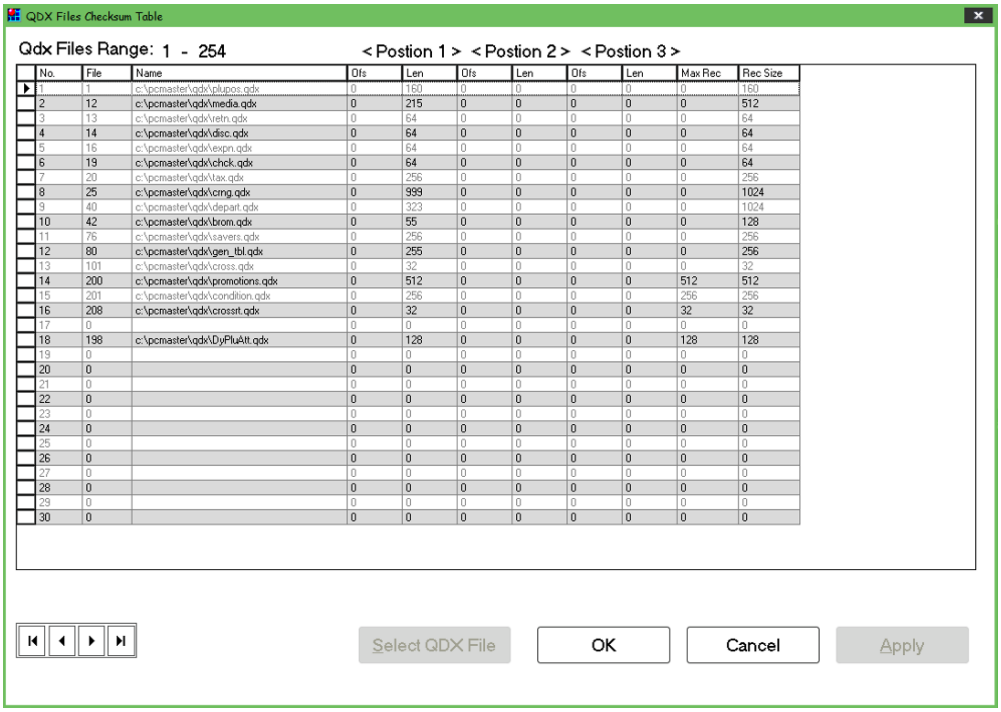


Figure 10-136. QDX Files Checksum Table

2. Highlight the required file and press **Enter** to select it.
3. Move the cursor to the Offset (Ofs) field and enter the required value.
4. At the Length (Len) field, enter the required length.

Note:

Up to three fields in each file can be checked.

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

10.6.8 Load/Refresh QDX File to POS

This option allows for the immediate load or refresh the QDX files to all or selected POS terminals.

To load/refresh QDX Files to POS

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > Load/Refresh QDX Files to POS**. The Load/Refresh QDX Files to POS tabbed dialog box appears.

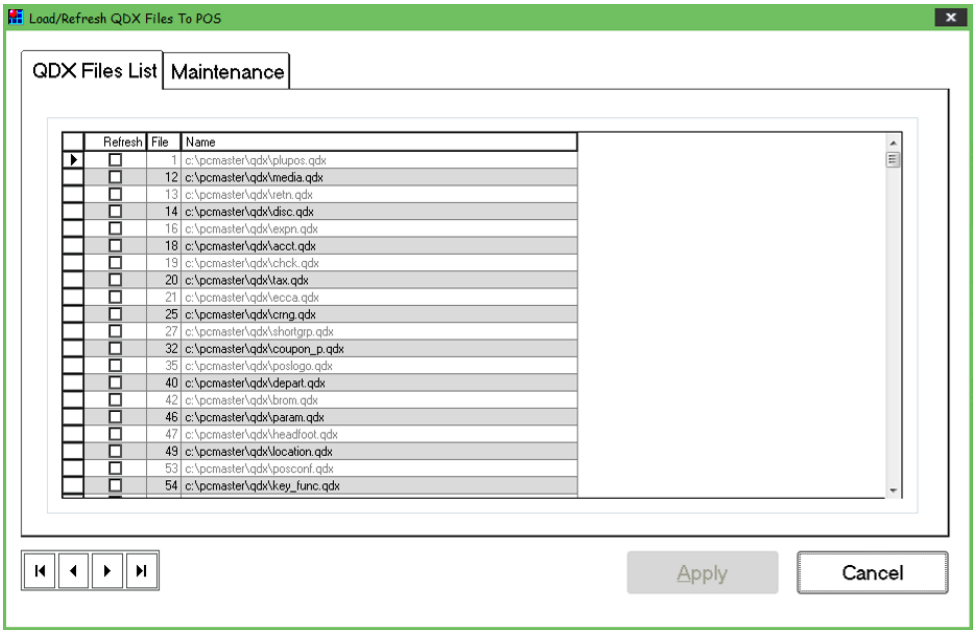


Figure 10-137. Load/Refresh QDX Files to POS – QDX Files List Tab

2. Select the checkboxes for the required QDX files to be sent to the POS terminal(s).
3. After checking the appropriate QDX files, select the **Maintenance** tab. The Maintenance tab is displayed, showing the options available for sending maintenance to the POS terminal(s).

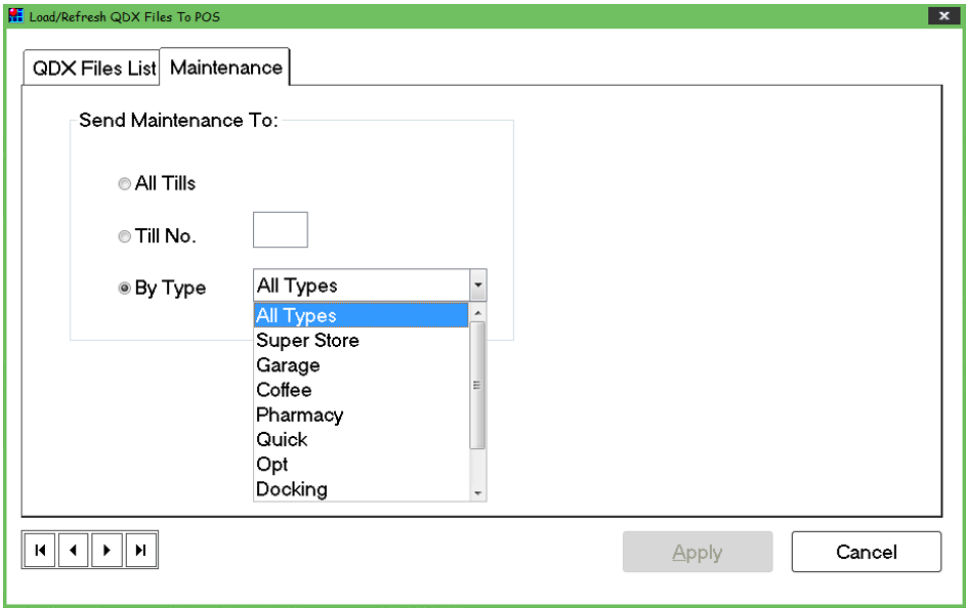


Figure 10-138. Load/Refresh QDX Files to POS - Maintenance Tab

4. In the Send Maintenance To area, select the **All Tills** radio button to send maintenance to all tills; select the **Till No.** radio button to send to a specific till; or select the **By Type** radio button to send to a group of tills.

Note:

Refer to “POS Setup” earlier in this chapter for details on till types.

5. Click **Apply** to immediately send the QDX maintenance to the POS terminal(s).

10.6.9 Terminate Crashed End of Day

This option provides the means to properly terminate the End of Day process and refresh the End of Day tables.

To terminate a stalled End of Day process

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > Terminate a Crashed End of Day**. The confirmation window displays.

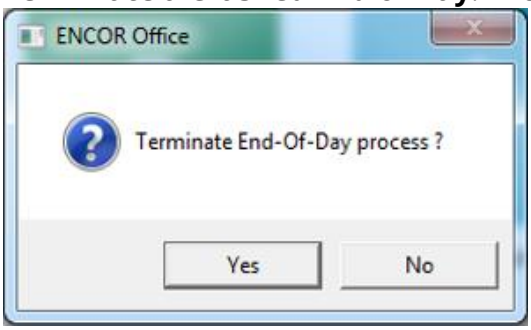


Figure 10-139. Terminate End of Day - Confirmation

2. Click **Yes**. The termination process is executed through a process window.

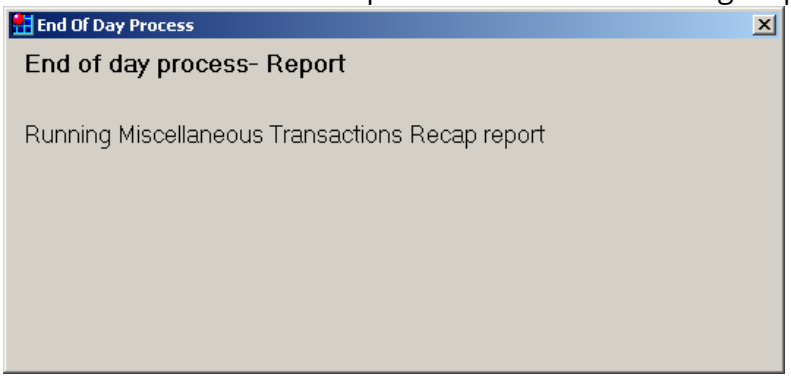


Figure 10-140. End of Day Process

10.6.10 Technical Parameters

Technical parameters relate to various hardware/software configurations that may be used by the store.

Note:

These parameters can also be set within General System Parameters. See “System Parameter Tree” (later in this chapter) for more information.

To set technical parameters

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > Technical Parameters**. The Technical Parameters dialog box is displayed.

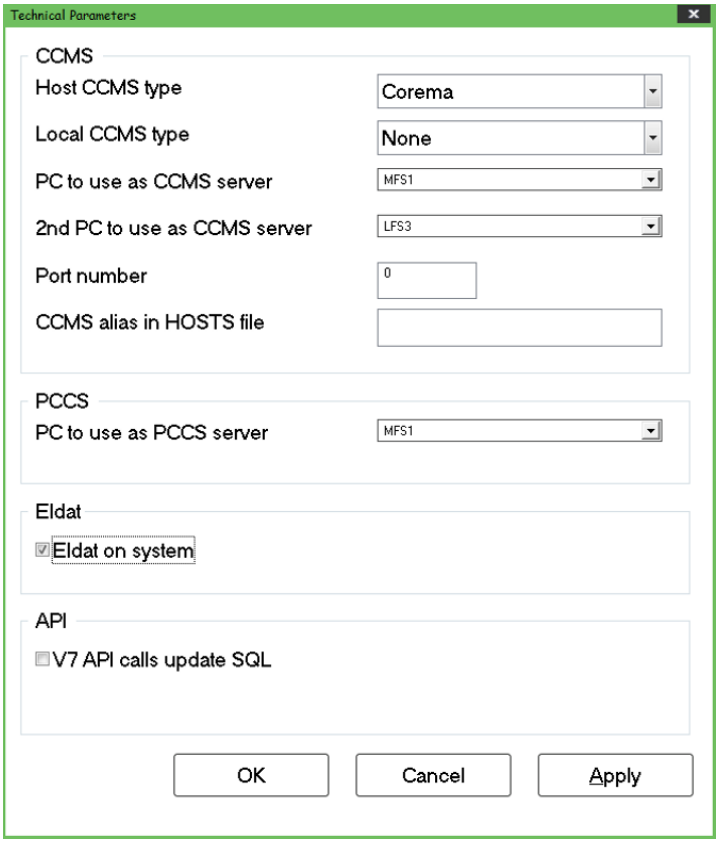


Figure 10-141. Technical Parameters Dialog

2. Enter the appropriate data in the parameter fields, as described below.
3. Click **OK** or **Apply** to save.

Parameter	Description
CCMS area	
Host CCMS type	Select the data warehousing service from the drop-down list: • None • Corema • Fry's VIP Club • OEM
Local CCMS type	Set this parameter through the General System Parameter Tree. Refer to "System Parameter Tree" (later in this chapter) for parameter details.
PC to use as CCMS server	Select the PC through which two-way information between the store and data warehousing service is to be channeled (e.g., MFS1, MFS2 or LFS3).

2nd PC to use as CCMS Server	Select the PC through which two-way information between the store and data warehousing service is to be channeled, in the event that the primary server fails (e.g., MFS1, MFS2 or LFS3).
Port Number	Specify the port connection number.
CCMS alias in HOSTS file	Enter a text description of the PC server. **Note:** The alias can be retrieved from the HOST file. The alias, together with the PC's IP address, is store in the HOST file.
PCCS area:	
PC to use as PCCS server	Select the PC to be used as the PCCS comm's servers (e.g., MFS1, MFS2 or LFS3).
Eldat on system	Select this parameter if Eldat Shelf-edge Labels are used in the store.
V7 API calls update SQL	Select this parameter to update both QDX and SQL PLU databases when third party applications are used.

10.6.11 Sqlmnt

The Technical Support "Sqlmnt" (SQL Maintenance) application contains the following Microsoft SQL Server functions that can be performed within ENCOR (without having to be executed through SQL Server Enterprise Manager):

- Backup Setup (with folder creation)
- End of Day Backup
- End of Week Backup
- Transaction Log Dump
- Restore Wizard
- Database Backup

To set up the backup operation

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > Sqlmnt**. The Administrator password is requested.
2. Enter the password and click **OK**. The Database Executable Options window is displayed.

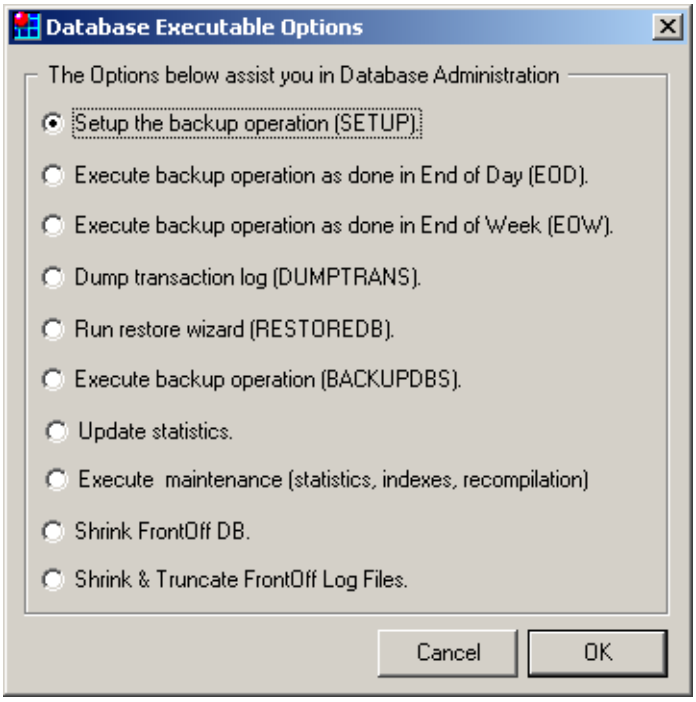


Figure 10-142. Database Executable Options

3. With the first option (Setup the backup operation) selected, click **OK**. The SQL Maintenance Setup screen appears with the default backup directory displaying.

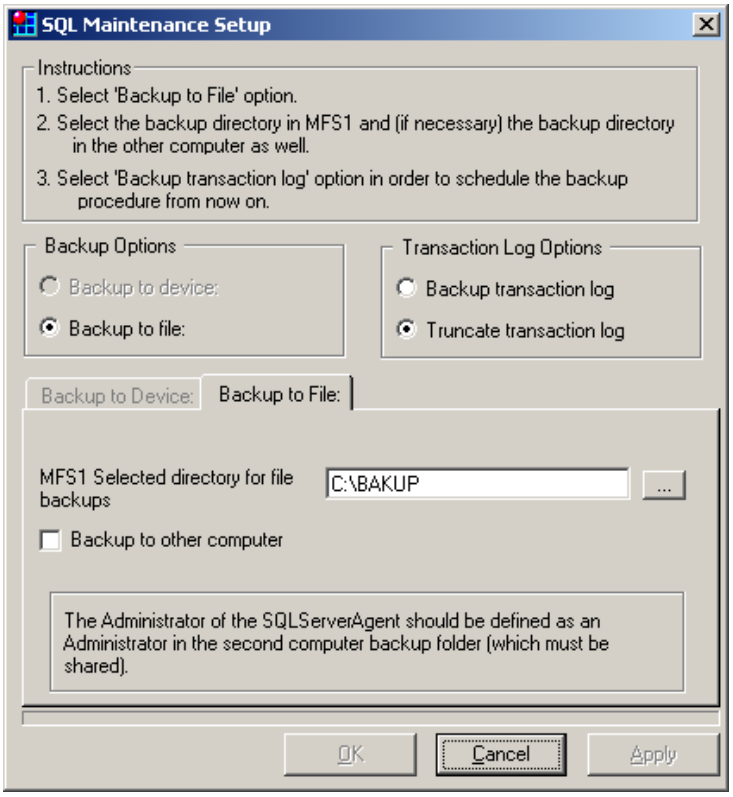


Figure 10-143. SQL Maintenance Setup

4. To change the default backup folder, click the ellipsis [...] button. The Browse for Folder window displays:

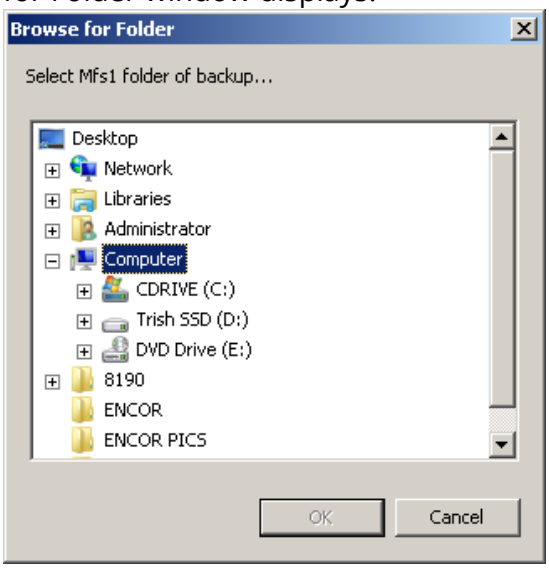


Figure 10-144. SQL Maintenance Setup - Browse for Folder

5. Browse to the location to use as the backup folder or click the **New Folder** button to create a new folder. Enter in the name to assign the folder and press **Enter.**
6. To back up to another computer, click the **Backup to other computer** checkbox. Click the ellipsis [...] button. Browse to the location to use as the backup folder on the other computer or click the **New Folder** button to create the new folder. Enter in the name to assign the folder and press **Enter.**
7. Click **OK** twice close all open windows.

To simulate an End of Day (EOD) or End of Week (EOW) backup

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > Sqlmnt**. The Administrator password is requested.
2. Enter the password and click **OK**. The Database Executable Options window is displayed.
3. Click the **Execute backup operation** radio button for either EOD or EOW and click **OK**. The operation is executed as the SQL Maintenance Utility window displays its progress:

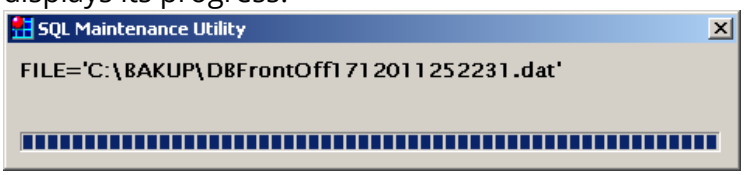


Figure 10-145. SQL Maintenance Utility - Progress

4. SQL Maintenance is performed and the backup zip files are placed in the folder specified in the “Setup the backup operation” option.

To dump the Transaction Log

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > Sqlmnt**. The Administrator password is requested.
2. Enter the password and click **OK**. The Database Executable Options window is displayed.
3. Select the **Dump transaction log** radio button and click **OK**.

To run the Restore Wizard and restore a database backup

Note:

Use the following steps to recover from a corrupted database or after reinstalling **ENCOR**.

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > Sqlmnt**. The Administrator password is requested.
2. Enter the password and click **OK**. The Database Executable Options window is displayed.

Note:

Confirm that backup zip files are located on the server and that all users have logged out of all Front Office applications on all servers and POS Workstations.

3. Select the **Run restore wizard** radio button and click **OK**. The Restore Wizard Welcome screen is displayed.

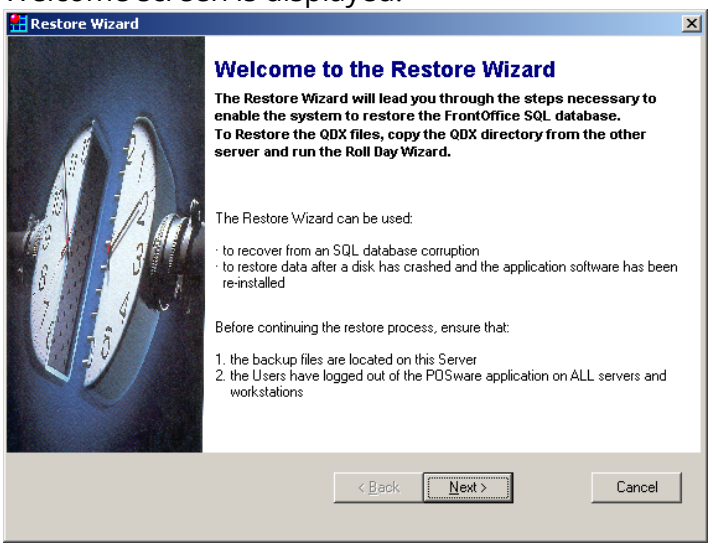


Figure 10-146. Restor Wizard - Welcome

4. Click **Next**. A prompt to confirm the location of the Database and Transaction Log backup files opens.
5. If necessary, click the ellipsis ... button, and browse to the location of the files. Click **Next**. The confirmation screen is displayed.
6. Click **Finished**. The database restoration process is executed.

To back up both the Master and FrontOff databases

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > Sqlmnt**. The Administrator password is requested.
2. Enter the password and click **OK**. The Database Executable Options window is displayed.
3. Select the **Execute backup operation (BACKUPDBS)** radio button and click **OK**. The operation is executed as the SQL Maintenance Utility window displays its progress. The backup zip files are placed in the folder specified in the Setup the backup operation option.

10.6.12 Rsession Parameters

An Rsession is a communication channel that supports communication between the MFS1 server, the MFS2 and each POS terminal. Defining Rsession parameters enables Code Distribution software upgrades and prevents overloads in MFS1.

Note:

These parameters can also be set within General System Parameters. See "System Parameter Tree" (later in this chapter) for more information.

To set or modify the Rsession Parameters

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > Rsession Parameters**. The Rsession Parameters window appears:

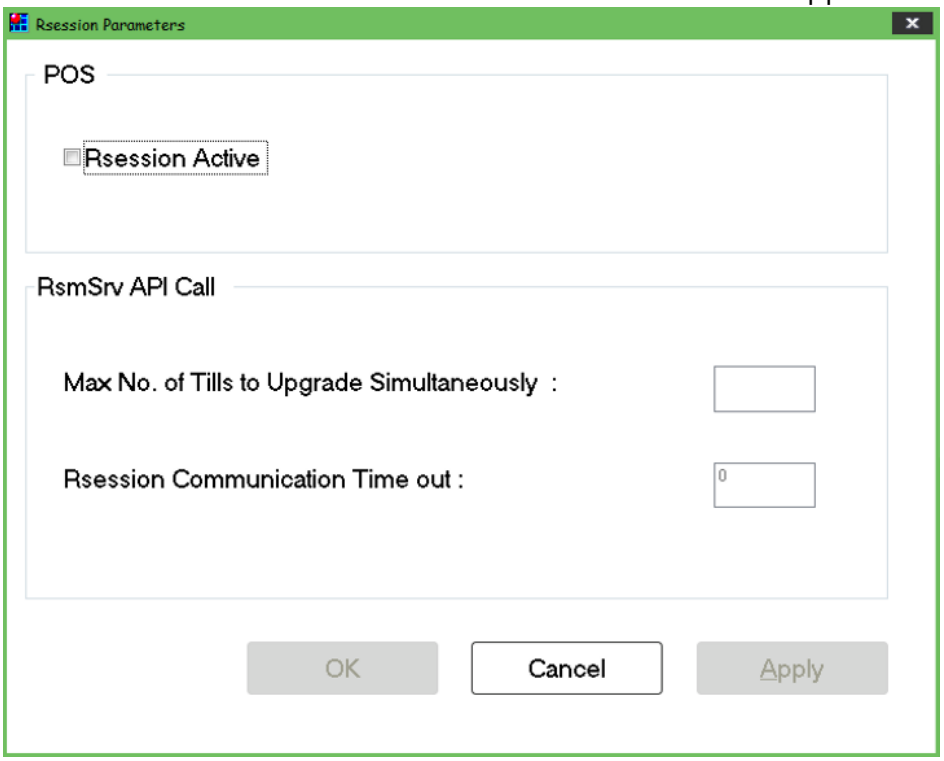


Figure 10-147. Rsession Parameters Application

2. Set the options and parameters as described below.

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

Parameter	Description
Rsession Active	This parameter enables the Rsession feature and associated parameters. It is recommended to always check the Rsession Active checkbox. Selecting this checkbox ensures that the system will not overload.
Max No. of tills to upgrade simultaneously from one server	This parameter specifies the maximum number of POS terminals to upgrade simultaneously. For example, if the store has 20 POS terminals, they may elect to upgrade only 10 POS terminals simultaneously. A maximum of 30 POS terminals can be upgrades simultaneously
Rsession communication time out	This parameter is disabled and will always be set to 0.

10.6.13 Code Distribution Management Parameters

Code Distribution is a software application that automatically distributes and performs software upgrades to the POS terminals. Code Distribution enables POS terminals to upgrade automatically when in Sign-off mode. In Sign-on mode, system parameters provide options to enable seamless software upgrades without interfering with normal sales transactions.

Note:

The POS Tab parameters can also be set within General System Parameters. See “System Parameter Tree” for more information.

To set or modify the Code Distribution Parameters

1. From the **ENCOR** Application Menu Bar, select **System > Technical Support > Code Distribution Management Parameters**. The Code Distribution Management Parameters window opens.

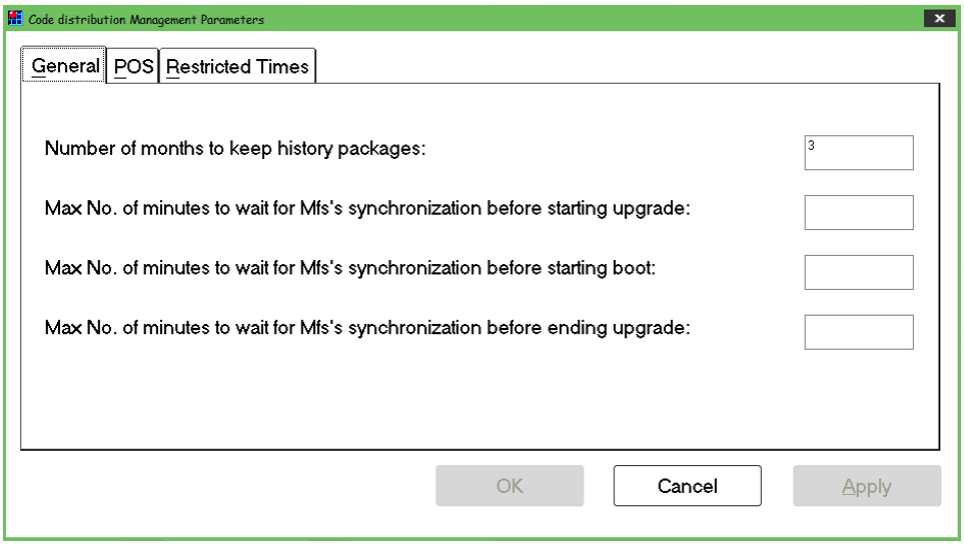


Figure 10-148. Code distribution Management Parameters

2. Set the options and parameters within the General, POS, and Restricted Times tabs, as described below.
3. Click **OK** or **Apply** to save.

10.6.13.1 General Tab

Parameter	Description
Number of Months to Keep History Packages	This parameter specifies the number of months to wait before the housekeeping function of Code Distribution removes upgrade packages from both the Done and Reject folders.
Max No. of Minutes to Wait for MFS's Synchronization before Starting Upgrade	This parameter specifies the number of minutes to wait for MFS1 and MFS2 to become synchronized before starting a high-sensitivity package upgrade.
Max No. of Minutes to Wait for MFS's Synchronization before Starting Boot	This parameter specifies the number of minutes to wait for MFS1 and MFS2 to become synchronized before starting a reboot after a high-sensitivity package upgrade.
Max No. of Minutes to Wait for MFS's Synchronization before Ending Upgrade	This parameter specifies the number of minutes to wait for MFS1 and MFS2 to become synchronized before ending a high-sensitivity package upgrade.

10.6.13.2 POS Tab

Parameter	Description
No. of Tickets Between Retries of Upgrade	This parameter specifies the number of sale tickets that can be processed, after which a cashier prompt message will reappear and Code Distribution will retry the POS terminal software upgrade in Sign-on mode.
Max No. of Seconds Between Retries of Upgrade	This parameter specifies the interval (in seconds) after which a cashier prompt message will reappear, and Code Distribution will retry the software upgrade.
Max No. of Seconds to Wait for User Confirmation	This parameter specifies the interval (in seconds) that Code Distribution will wait for cashier confirmation before it automatically starts the upgrade.

10.6.13.3 Restricted Times Tab

Parameter	Description
Start	Enter the beginning time (i.e. 23:00 = 11:00 PM) of the range to exclude Code Distribution operations (for the designated day or day range).
End	Enter the ending time of the range to exclude CDS operations (for the designated day or day range). After this time Code Distribution can run.
Select Days	Place a check mark next to the days where the Code Distribution restrictions should apply.

Note:

If a Code Distribution begins on MFS1 before a Restricted Time, the store will continue the upgrade process. If the package cannot run because of a Restricted Time, it will be retried after the next EOD and Alert 2975 (Blackout Period) will be issued.

10.6.14 Package Maintenance

For information on activating and monitoring upgrades via Package Maintenance, please see the *Code Distribution Administrator's Guide*.

10.6.15 ENCOR Agent

In sites running SQL Server Express, the **ENCOR** Agent performs the following **ENCOR** functions previously performed by the SQL Server Agent:

- Report Scheduling

- Automatic EOD
- SQL Transaction Log Backups.

When launched, the new Job Activity Monitor screen displays all jobs created through Report Scheduling, Automatic EOD, or SQL Transaction Log Backup Maintenance.

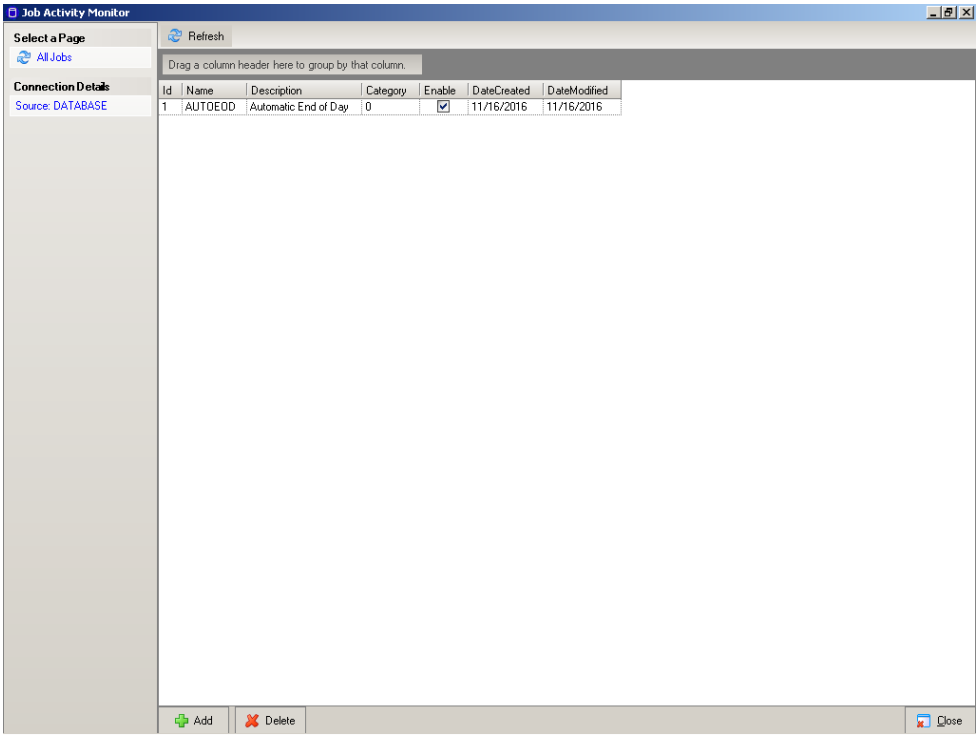


Figure 10-149. Job Activity Monitor

Note:

The “Enable” flag can be unchecked from this screen to disable a pending job. A job can be deleted from this screen by highlighting the job and pressing the **Delete** button. A delete confirmation prompt will display:

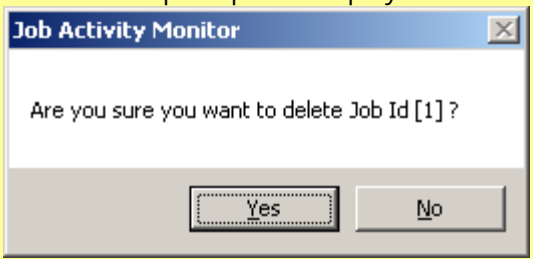


Figure 10-150. Job Activity Monitor - Delete Confirmation

Users can manually add jobs (as they did previously with the SQL Server Agent) by pressing the **Add** button.

Note:

The registry setting Computer \ HKEY_LOCAL_MACHINE \ SOFTWARE \ Retalix \ Jobs “UseRetalixJobs” Data value must be set to 1 to enable the Retalix Agent.

The details of each job can be displayed by double-clicking a row. The General page displays the job's name, description, enable flag, category (report, automatic EOD, or backup SQL log), job creation date, and job modification date).

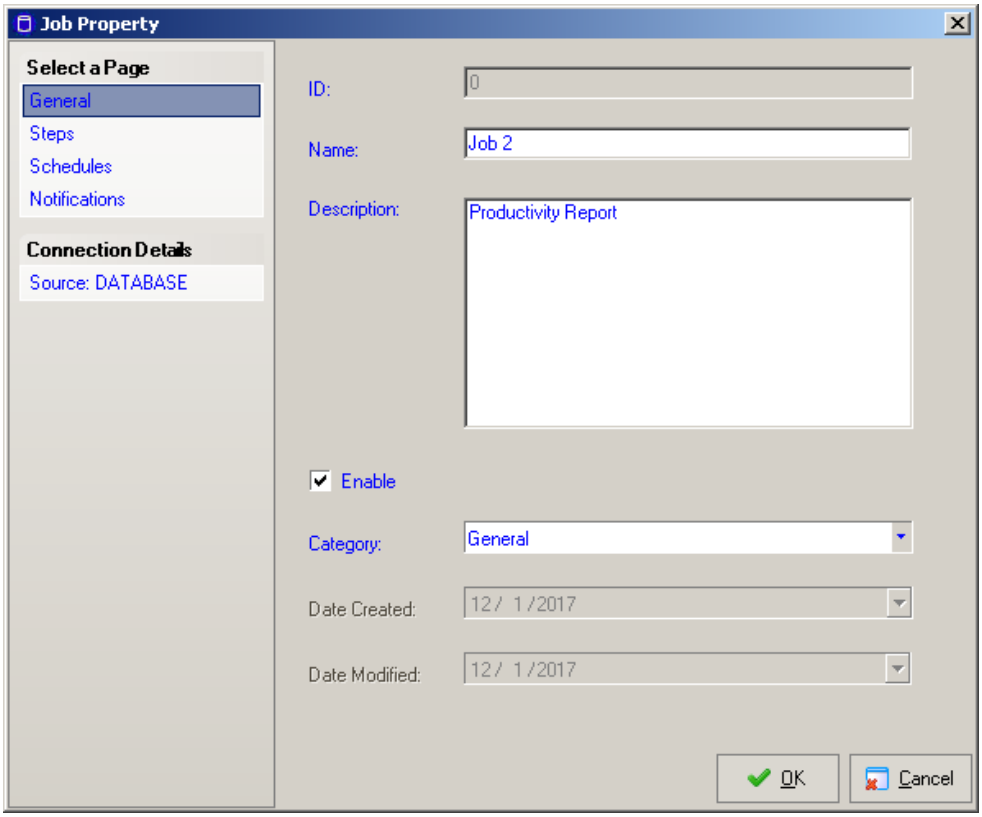


Figure 10-151. Job Property - General Page

When selected from the Job Property screen's form view, the Steps page displays the steps and commands involved with the hob. The Schedules page displays the timing details of the job and the Notifications page determines how job notifications are handled (e.g. Event Viewer).

When **ENCOR** reports are scheduled from Reports Schedule Maintenance, jobs are automatically created using the Retalix Job Agent (and the job is created in the Job Activity Monitor). Likewise, when a report is deleted from Reports Schedule Maintenance, the report job is automatically removed from the Job Activity Monitor.

When the Backup Transaction Log option is selected in the Front Office, the job is automatically created using the Retalix Job Agent. If the Truncate Transaction Log option is alternatively selected, the backup job is removed from the Job Activity Monitor.

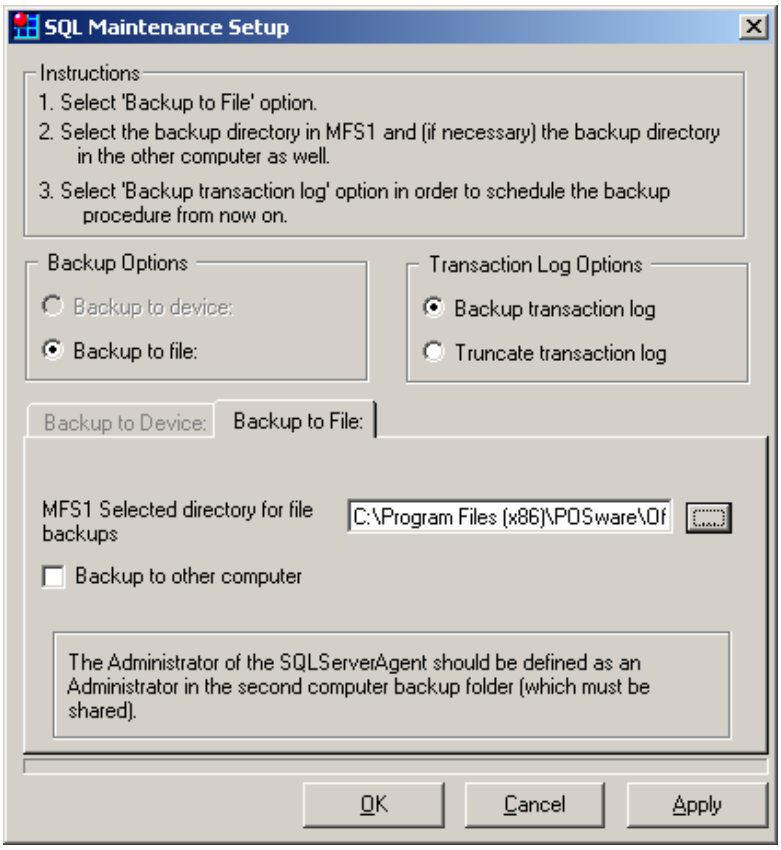


Figure 10-152. SQL Maintenance Setup

When the General System Parameter “Automatic End of Day” parameter (located in Store > Front Office > End of Day > General) is set to **Yes**, the EOD job is automatically created using the Retalix Job Agent. If parameter is later set to **No**, the job is automatically removed from the Job Activity Monitor.

The new Job Agent runs as a background service with a dependency on POS_SRV_MANAGER. Job activity is sent to either the Event Viewer or Log File (based on job settings).

Note:

The Retalix Agent logs to the `C:\ PCMASTER \ LOG \ RetalixAgentStep.log` file by default.

Note:

The “UseRetalixJobs” registry entry controls whether the SQL Server Agent or the Retalix Agent is used. The registry location is HKEY_LOCAL_MACHINE \ SOFTWARE \ Retalix \ JOBS. A setting of 0 = SQL Agent Mode and 1 = Retalix Job Agent.

10.7 General System Parameters

The System Parameter Tree comprises most of the system parameters of the **ENCOR** Front Office and POS applications. The parameters are categorized in such a way that provides easy access to each parameter.

The various parameter types are described in this chapter, and illustrated by examples. Additionally, a description of the Enable feature is provided.

For explanations on the remaining parameters that are *not* included in the System Parameter Tree, refer to the "POS Setup" and "Front Office Setup" sections in this chapter or the *System Parameter Guide*.

10.7.1 General System Parameters

The toolbar functionality is the same across all the **ENCOR** Front Office applications.

To access the System Parameter Tree

1. From the **ENCOR** Application Menu Bar, select **System > General System Parameters > General System Parameters**. The *General System Parameters* window is displayed.

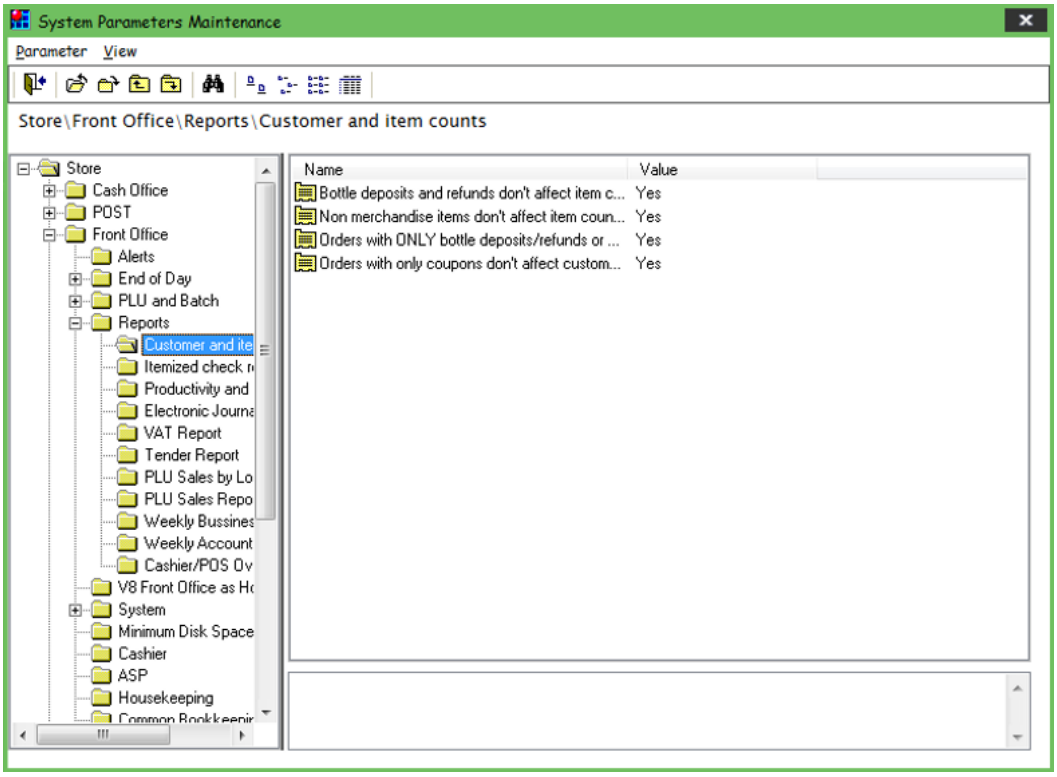


Figure 10-153. System Parameters Maintenance - General

2. Double-click **General System Parameters** to display the System Parameter Maintenance window.

Note:

Wait for the system parameters to load; this may take a few moments.

3. Double-click the **Store** folder. The various categories in the System Parameter Tree are displayed as follows:

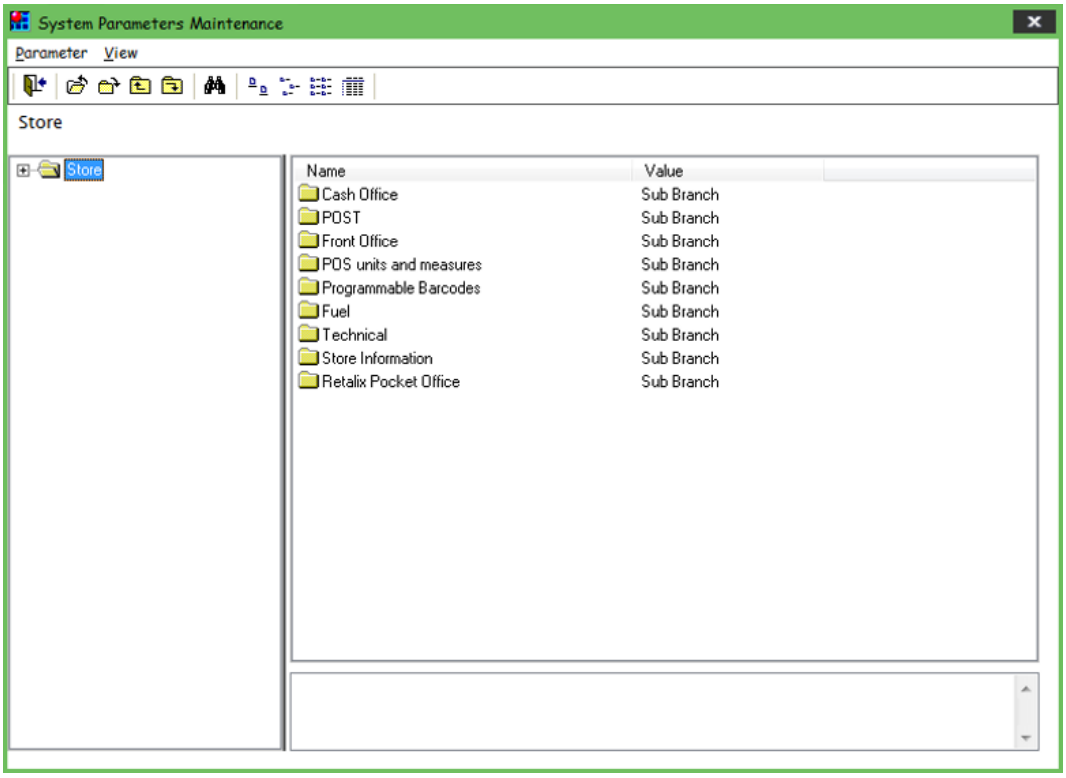


Figure 10-154. System Parameters Maintenance - Store

Locating a parameter can be performed either by using the Search tool or by using the Tree Hierarchy, as explained below.

10.7.1.1 Locating Parameters

Locating a parameter in the System Parameter Tree can be done by searching for the name of the required parameter or its approximate location. Opening the relevant folders and sub-folders will eventually lead the user to the required parameter.

At any level in the System Parameter Tree, the user may search using the Search button and entering the full parameter's name (or one or more words included in the name).

To search for a parameter

1. From the Toolbar, click to display the Lookup dialog.
2. Enter the name of the required parameter or one word of it.
3. Click Find Next to display the required parameter.
4. Click **Cancel** if the required parameter has been located.

OR

5. Click Find Next to resume the search.

10.7.1.2 Setting and Updating Parameters

Once the required parameter has been located, proceed with the update.

To access a parameter

Double-click the relevant line of the parameter.

OR

Highlight the relevant line and select **Enter**. The System Parameter Maintenance window is displayed (See screen above).

10.7.1.3 The Enable Feature

The objective of the Enable feature is to control authorization of users to change parameter settings. Only a system administrator can define a user as authorized to revise a specific parameter. This is done by activating the Enable feature.

An administrator can use one of the following two ways to define a parameter as Enabled or Disabled for a user.

To define a parameter as Enabled

Note:

This can be performed only by administrative personnel.

Once the required parameter's screen is displayed, select the **Enable** checkbox, and then click **Apply**.

OR

Right-click the parameter's icon in the tree and then select **Enable** from the pop-up menu, as follows:

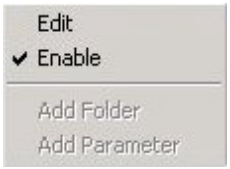


Figure 10-155. System Parameter Tree - Enable

When the Enable feature is switched on for a parameter for a specific user, the user who is logged-on can see the parameter in the System Parameter Tree, and can display the parameter's dialog. In this case the Enable checkbox is checked, though appears gray, as displayed below, and the user may revise the settings for this parameter.

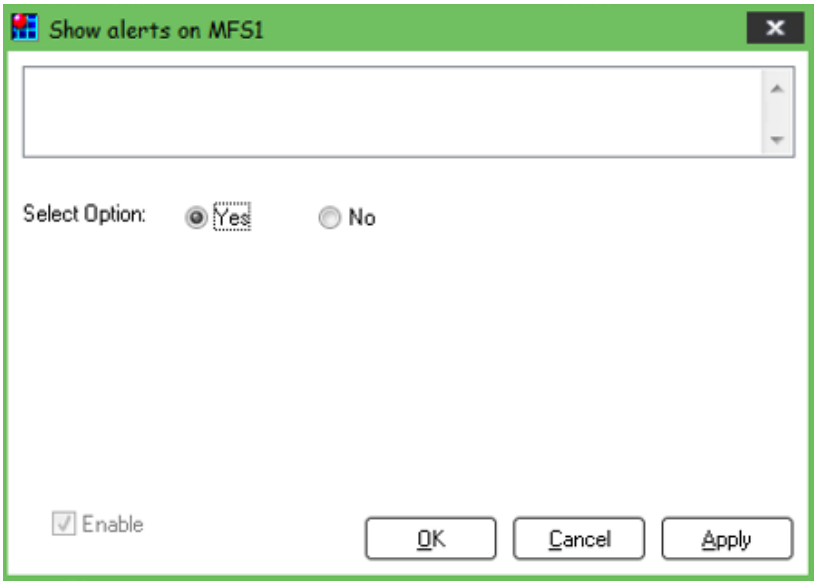


Figure 10-156. Show alerts on MFS1 - Parameter Enabled

When the Enable feature is disabled for a parameter, this means that the user is not authorized to change this parameter, thus it cannot be viewed by this user in the System Parameter Tree.

10.7.1.4 Parameter Types

There are several categories of parameters, each of which require different types of data to be entered or selected. The following are examples of all the parameter types in the system:

- Yes/No parameters
- Tiny integer parameters
- Small integer parameters
- Long integer parameters (Integer)
- Float parameters
- Free-text (string) parameters
- Range for single value parameters
- Single date parameters
- Single time parameters
- Tax reversal parameters
- Path string parameters
- Rounding parameters
- End of month parameters
- Points redemption parameters
- IP address parameters
- Currency parameters
- Checkbox options parameters
- List parameters
- Multi-line parameters

10.7.1.4.1 Yes/No parameters

This parameter type presents the user with a Yes/No option.

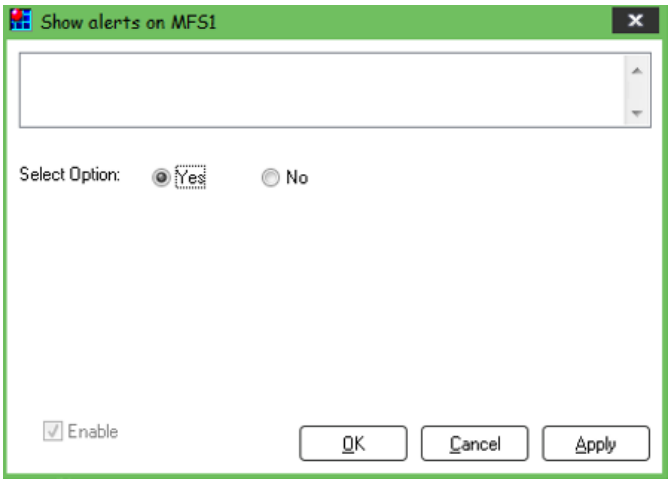


Figure 10-157. Show alerts on MFS1 - Yes/No Parameter

10.7.1.4.2 Tiny Integer Parameters

This parameter type comprises a range of numeric values between 0 – 255. Entering a value outside of the given range will display an error message.

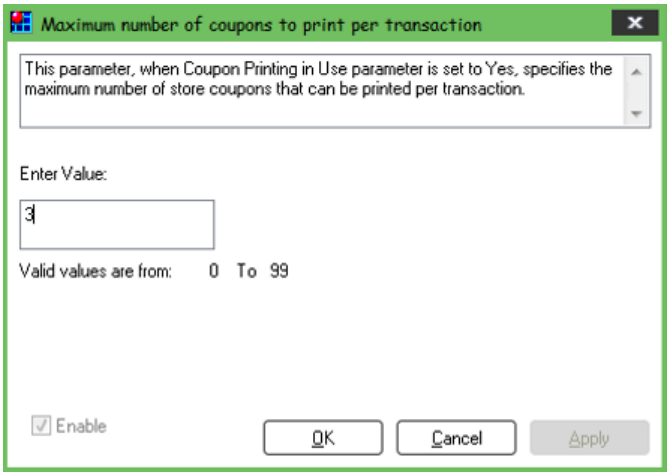


Figure 10-158. Max # of Coupons - Tiny Integer Parameter

10.7.1.4.3 Small Integer Parameters

This parameter type comprises a range of numeric values between 0 – 32,767. Entering a value outside of the given range will display an error message.

10.7.1.4.4 Long Integer Parameters (Integer)

This parameter type comprises a wide range of numeric values between 0 – 2,147,483,641. Entering a value outside of the given range will display an error message.

10.7.1.4.5 Float Parameters

This parameter type is like the integer parameter type but comprises a range of numeric values that have decimals points.

10.7.1.4.6 Free-Text (String) Parameters

This parameter type includes a field for entering free-text, enabling the user to enter up to 255 characters.

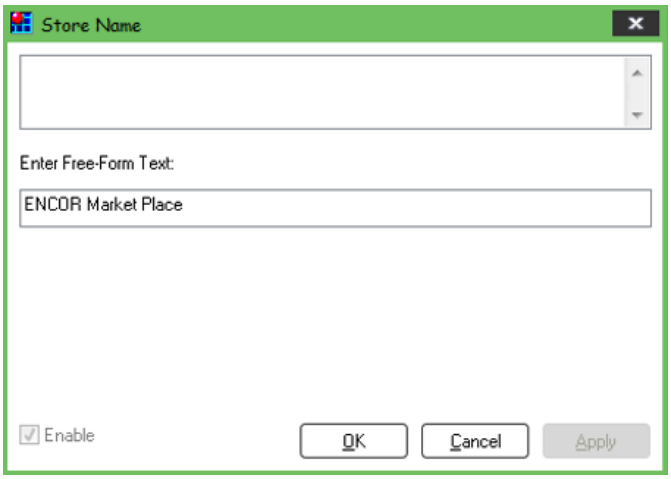


Figure 10-159. Store Name - Free-Text (String) Parameter

10.7.1.4.7 Range for Single Value Parameters

This parameter type comprises a range of a low and a high value, each of which is selected from a separate range.

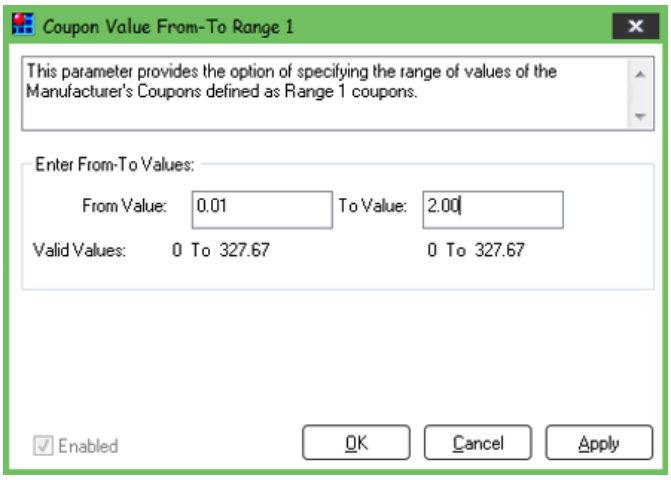


Figure 10-160. Coupon Value - Range for Single Value Parameter

10.7.1.4.8 Single Date Parameters

This parameter type presents the user with the option of selecting a date from the calendar.

This can be done by clicking the arrow button to display a drop-down calendar and then selecting the required day.

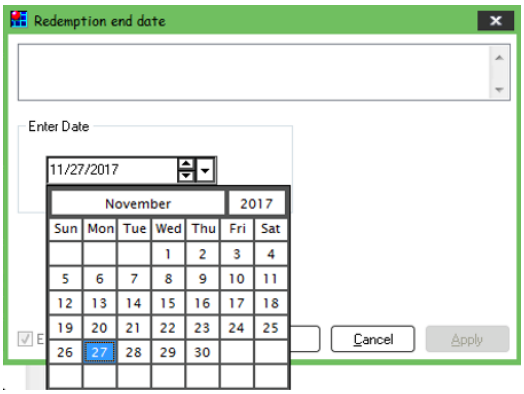


Figure 10-161. Redemption end date – Single Date Parameter 1

Alternatively, place the curser on the month, day, or year in the Enter Date field and then use the up/down arrows to display the required date.

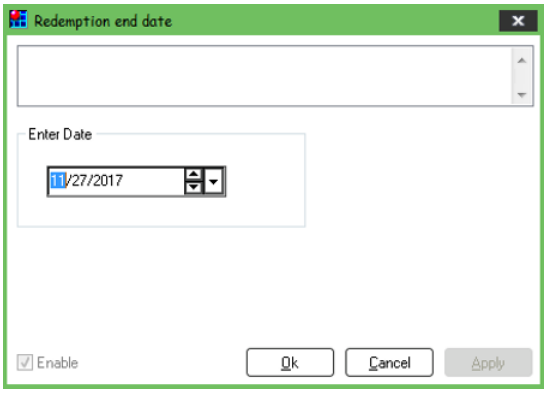


Figure 10-162. Redemption end date - Single Date Parameter 2

10.7.1.4.9 Single Time Parameters

This parameter type enables the user to enter a single time.

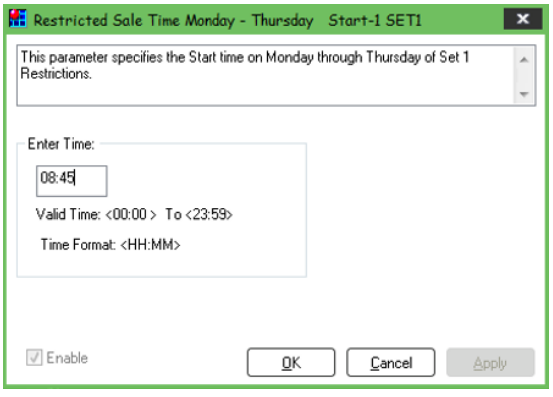


Figure 10-163. Restricted Sale Time - Single Time Parameter

10.7.1.4.10 Tax Reversal Parameters

This is a multi-parameter in which the user can select one, some, all, or none of the relevant tax types.

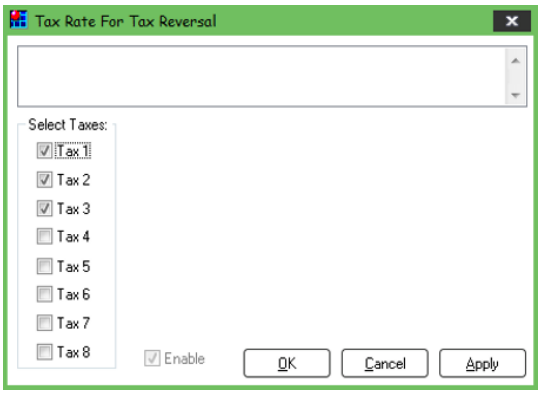


Figure 10-164. Tax Rate - Tax Reversal Parameter

10.7.1.4.11 Path String Parameters

This parameter type enables the user to enter a path to an existing location.

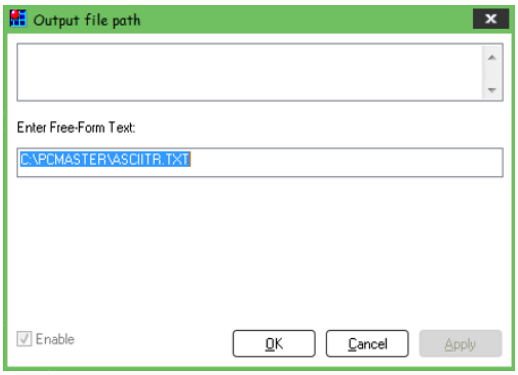


Figure 10-165. Output file path - Path String Parameter

10.7.1.4.12 Rounding Parameters

This is a multi-parameter in which the user can specify the value to which each of the 10 suffixes will be rounded.

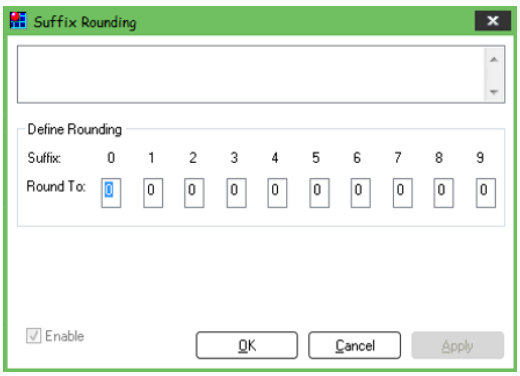


Figure 10-166. Suffix Rounding - Rounding Parameters

10.7.1.4.13 End of Month Parameters

This is a multi-parameter in which the user specifies the day in each month on which the End of Month procedure will be performed. The default date is the last calendar date of each month.

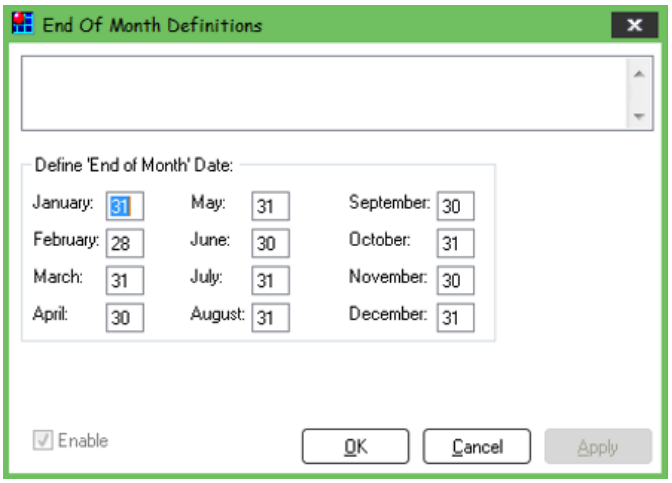


Figure 10-167. End of Month Definitions - End of Month Parameters

10.7.1.4.14 Points Redemption Parameters

This parameter type enables the user to enter the conversion rate from points into local currency.

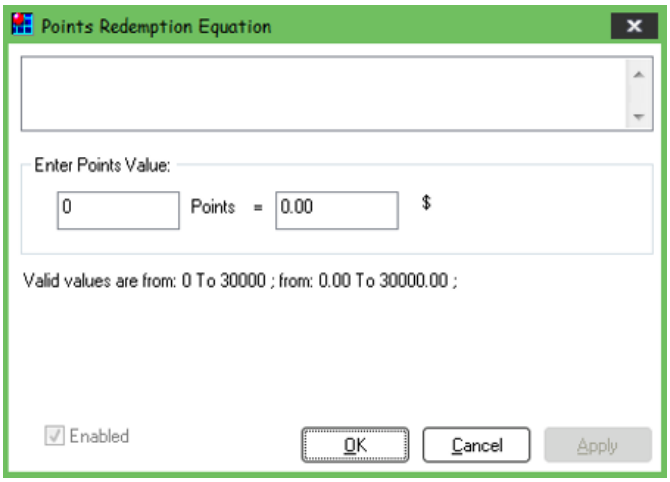


Figure 10-168. Points Redemption Equation - Points Redemption Parameter

10.7.1.4.15 IP Address Parameters

This parameter type comprises four separate fields, each of which may be defined between 0-255.

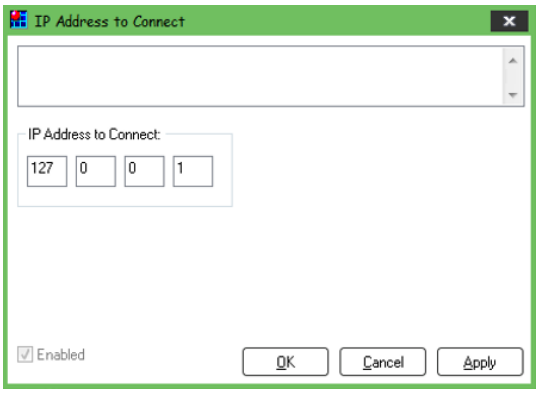


Figure 10-169. IP Address to Connect - IP Address Parameters

10.7.1.4.16 Currency Parameters

This parameter type enables a user to enter the conversion rate between the Euro and local currency.

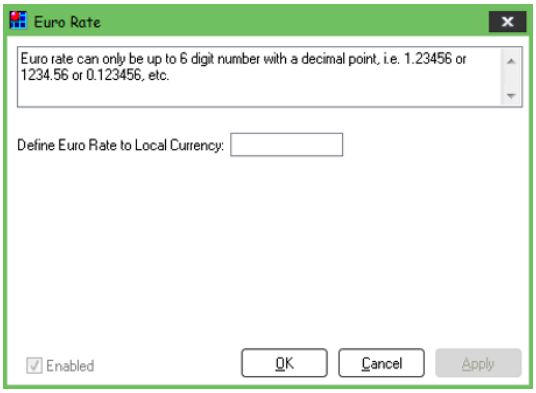


Figure 10-170. Euro Rate - Currency Parameters

10.7.1.4.17 Checkbox Options Parameters

This is a multi-parameter enabling the user to select several checkboxes. This parameter is used for selecting Tax Types, Supervisor Privileges, Days of the Week, etc.

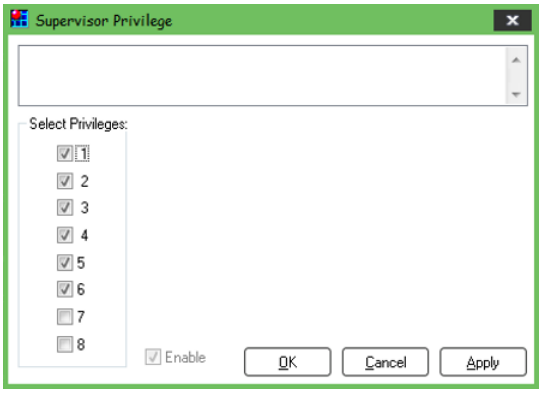


Figure 10-171. Supervisor Privilege - Checkbox Options Parameters

10.7.1.4.18 List Parameters

This parameter type comprises a drop-down list of which the user may select one of the options, such as Tenders, Control Checks, Departments, or Club-Cards.

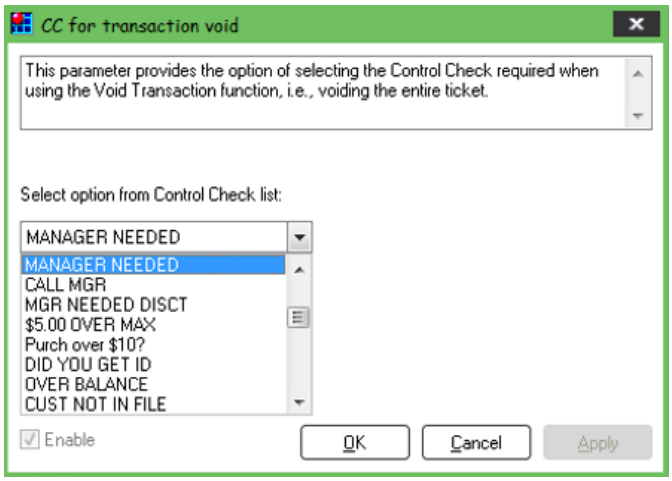


Figure 10-172. CC for transaction void - List Parameters

10.7.1.4.19 Multi-Line Parameters

This parameter type comprises several lines, enabling the user to enter specific text in each line.

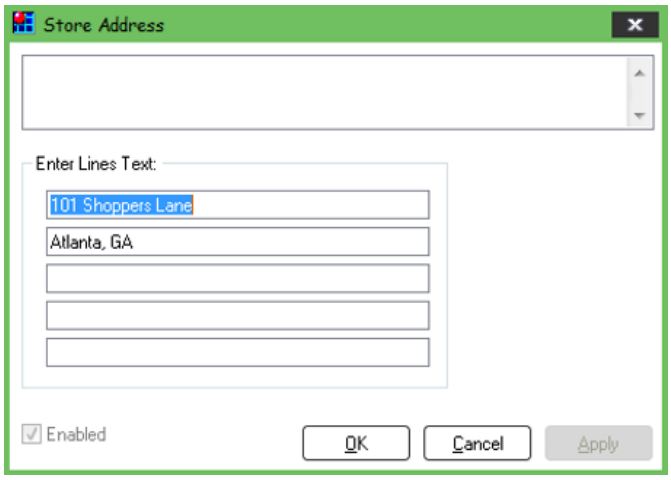


Figure 10-173. Store Address - Multi-Line Parameters

10.7.2 Cash Office Parameters

10.7.2.1 Cashier Balancing Period Parameters

- **Ask Lock Cashier/POS Before Locking**: This parameter provides the option of displaying a message before Cashier/POS Locking, confirming that this POST will be locked. The message will be displayed at the Office computer.

- **Allow Delayed Cashier/POST Balancing**: This parameter provides the option of allowing the system to operate using Delayed Cashier/POST Balancing. The Delayed Cashier /POST Balancing option enables cashiers/POSs to retain balances for two shifts (current and previous).
- **Transfer Period on End of Week (Default is every day)**: This parameter indicates when to transfer a period. Selecting No transfers the period every day. This selection is overridden by the day/s specified in the Do Not Transfer Period on Particular Day parameter. Selecting Yes transfers the period at EOW.

10.7.2.1.1 Do Not Transfer Period (sub-folder)

- **Do not Transfer Period on Particular Day**: This parameter provides the option to select the days on which the transferring of a period will not occur. It is optional to select more than one day. Using this parameter is possible only when the Transfer Period on End of Week parameter is set on No.

10.7.2.2 POS Accountability Parameters

- **POS Accountability in System**: Selecting Yes will set the system to operate on POS Accountability. Selecting No will set the system to operate on Cashier Accountability.

10.7.2.3 Print Report After

- **Cashier/POS Add Loan**: This parameter defines the printing options for the Cashier/POS Add/Loan Report, after performing Cashier/POS Add/Loan.
- **Cashier/POS Pickup**: This parameter defines the printing options for the Cashier/POS Pickup Report, after performing Cashier/POS Pickup.
- **Cashier/POS Declaration**: This parameter defines the printing options for the Cashier/POS Declaration Report, after performing Cashier/POS Declaration.
- **Bank Deposit**: This parameter defines the printing options for the Bank Deposit Report, after performing a Bank Deposit.
- **Bank Receipt**: This parameter defines the printing options for the Bank Receipt Report, after performing a Bank Receipt.
- **Payout**: This parameter defines the printing options for the Payout Report, after performing a Payout.
- **ROA (Received on Account)**: This parameter defines the printing options for the ROA Report, after performing an ROA.
- **Safe Declaration**: This parameter defines the printing options for the Safe Declaration Report, after performing a Safe Declaration.
- **Safe Locking:** This parameter defines the printing options for the Safe Report, after performing a Safe Lock.

10.7.2.4 Function Parameters

10.7.2.4.1 Cashier/POS Locking Parameters

- **Print Reports for all Cashiers/POSTS, Active and Non-Active**: This parameter enables the user to print reports for all Cashiers/POSTs (active and non-active), rather than the default of print only those that were active during the locking period.
- **Perform Locking on all Cashiers/POSTs**: This parameter allows all Cashiers/POSTs to be locked simultaneously. This option may be useful in stores where there are many Cashiers or POSTs.
- **Maximum Over/Short Percentage to Allow Locking**: This parameter indicates the maximum Over/Short percentage of the Cashier's Declaration allowed to perform Cashier/POS Locking.
- **Auto Cashier Lock at End of Day**: This parameter provides the option of automatically locking cashiers during the End of Day process.
- **Automatic Locking for Cashier on POS Accountability System**: Set this parameter if POS Accountability is in use and Cashier Locking should be performed at EOD.
- **Keep Data After Cashier/POS Locking (Do not Erase)**: This parameter provides the option of keeping the cashier/POS data after their till has been locked. When set to Yes, the SHIFT_EMP_MEDIA and SHIFT_EMP_MEDIA tables will not be erased.

10.7.2.4.2 Reports to Print During Locking (sub-folder)

- **Cashier/POS Locking: Print Cashier/POS Declaration Report**: This parameter provides the option of automatically printing the Cashier/POS Declaration Report after performing Cashier/POS Locking.
- **Cashier/POS Locking: Print Operator/POS Trial Balance Report**: This parameter provides the option of automatically printing the Operator/POS Trial Balance Report after performing Cashier/POS Locking.
- **Cashier/POS Locking: Print Operator/POS Summary Balance Report**: This parameter provides the option of automatically printing the Operator/POS Summary Balance Report after performing Cashier/POS Locking.
- **Cashier/POS Locking: Print Cashier/POS Report**: This parameter provides the option of automatically printing the Cashier/POS Report after performing Cashier/POS Locking.
- **Cashier/POS Locking: Print Cashier/POS Accountability Report**: This parameter provides the option of automatically printing the Cashier/POS Accountability Report, after performing Cashier/POS Locking.
- **Cashier/POS Locking: Print Pickup & Loan Report**: This parameter provides the option of automatically printing the Pickup & Loan Report after performing Cashier/POS Locking.

- **Cashier/POS Locking: Print Cashier Cash Report**: This parameter provides the option of automatically printing the Cashier/POS Tender Report after performing Cashier/POS Locking.

10.7.2.4.3 Cashier/POS Declaration Parameters

- **Update Safe Totals Immediately After Cashier/POS Declaration**: This parameter specifies that once Cashier/POS Declaration is performed, the amount will be immediately reflected in the Safe Totals. When selecting No, the Declaration amount will only be reflected after Locking.
- **Allow Cashier/POST Declaration in Current Period While Signed-On**: This parameter provides the option to perform Declarations while the Cashiers/POSTs are Signed-on.
- **Allow Declarations for Cashiers/POSTs not Signed-On In Period**: This parameter provides the option to allow Cashiers/POSTs who are not Signed-on to perform a Declaration.
- **Allow Manual Editing of Tenders Marked as Auto Declaration**: This parameter provides the option to allow performing Manual Editing of Tenders defined as 'Auto-Declaration', as these are entered automatically.
- **Do Not Show Over/Short Tab at Cashier/POS Declaration**: This parameter provides the option of not displaying the Over/Short tab at Cashier Declaration. The objective is to prevent cashiers from viewing the expected Declaration amount.
- **Enhanced Reports on POS /Cashier Declaration**: This parameter provides the option of automatically printing the following reports upon Cashier Declaration: Itemized Check Report by Cashier, Detailed Pickup & Loan Report, Cashier Tender Report and Declaration Report.

10.7.2.4.4 Cashier/POS Pickup/Loan Parameters

- **Allow Transactions (Pickups & Loans) After Cashier/POSTs Locked**: This parameter provides the option of modifying a Pickup or Loan, after the Cashier/POS has been locked, to adjust the Cashier's Balancing. This would be used, for example, when Tender is found in the Cash Drawer after Cashier/POS Locking.
- **Update Safe Totals Immediately After Cashier Function in POST**: This parameter provides the option that when Cashier pickup and loan functions are performed at the POST, they will be reflected immediately in the Safe Totals.
- **Automatic Pickup/Loan of Over/Short**: This parameter, used in 24-hour trading stores, enables Cashiers to remain Signed-on during EOD, thus their Accountable Balance is unchanged after EOD is completed. This parameter is enabled when the Automatic Locking During EOD parameter is selected.

- **Omit Add Loan screen when Log-On as Supervisor/Store Manager**: This parameter provides the option of specifying that the Add Loan pop-up screen will not be displayed when a Supervisor or Store manager has Signed-on at the POS terminal.

10.7.2.4.5 Payout/ROA Parameters

- **Enhanced Payout and Receipt**: This parameter provides the option of using multi-detailed templates for the various Payouts and Receipts, enabling you to work with the Enhanced Receipt and Payout Report. When set to Yes, Payouts and Receipts may only be performed at the Front Office, not at the POS terminal.
- **Store Number CDV Scheme**: Setting this parameter to a value of "1" will invoke branch number validation when performing enhanced Payout and ROA transactions.

10.7.2.5 Safe Parameters

Safe data can be linked to a user-specified accounting date rather than a current working date. This feature allows the store to perform cash office accounting procedures for the prior day (after the EOD *and* after the working date has been incremented).

- **Multi Safe Mode**: This parameter enables multiple safes to be used in Safe functions and balancing.
- **Allow Manually Changing the Accounting Date**: This parameter controls whether the Accounting Date can be manually updated. This is only allowed when the parameter "Finalizing Option for Custom Weekly Accounting Report" is set to "Manual" (see page 10-1130).
- **Accounting Date in System**: This parameter controls whether the Accounting Date is used in the system. If it is set to "Yes," safe locking occurs after the Custom Weekly Accounting Report is finalized.

10.7.2.5.1 Safe Locking Parameters

- **Do Not Allow Locking if Unlocked Cashiers/POSTs Found**: This parameter provides the option to disallow Safe Locking, if there are still unlocked Cashiers or POSTs.

10.7.2.5.2 Specify Copies to Print at Safe Locking (sub-folder)

- **Copies to Print at Safe Locking: Safe Report**: This parameter specifies the number of copies of the Safe Report that will be printed automatically at Safe Locking.
- **Copies to Print at Safe Locking: Weekly Payouts Report**: This parameter specifies the number of copies of the Weekly Payouts Report that will be printed automatically at Safe Locking.

- **Copies to Print at Safe Locking: Weekly ROA Report**: This parameter specifies the number of copies of the Weekly ROA Report that will be printed automatically at Safe Locking.
- **Copies to Print at Safe Locking: Department Sales Analysis for Last Week**: This parameter specifies the number of copies of the Department Sales Analysis for Last Week that will be printed automatically at Safe Locking.
- **Copies to Print at Safe Locking: Branch Expenses Summary Report**: This parameter specifies the number of copies of the Branch Expenses Summary Report that will be printed automatically at Safe Locking.
- **Copies to Print at Safe Locking: Office Cash Balance Report**: This parameter specifies the number of copies of the Office Cash Balance Report that will be printed automatically at Safe Locking.
- **Copies to Print at Safe Locking: Receipt Report:** This parameter specifies the number of copies of the Receipt Report that will be printed automatically at Safe Locking.
- **Copies to Print at Safe Locking: Audit Report:** This parameter specifies the number of copies of the Audit Report that will be printed automatically at Safe Locking.

10.7.3 POST Parameters

10.7.3.1 Operational

These operational parameters relate to the POST.

- **Enable Scroll Bar on POS:** This parameter helps simplify performing line item voids by enabling the Page Up and Page Down soft-key buttons (when the transaction includes more items than can be displayed on the cashier display). Set this parameter to Yes to enable the use of the Scroll Bar on the POS.

10.7.3.1.1 Code Distribution & R Session

Code Distribution is a software application that automatically distributes and performs software upgrades to the POS terminals. Code Distribution enables POS terminals to upgrade automatically when in Sign-off mode. In Sign-on mode, system parameters provide options to enable seamless software upgrades without interfering with normal sales transactions.

An Rsession is a communication channel that supports communication between the MFS1 server, the MFS2, and each POS terminal. Defining Rsession parameters enables Code Distribution software upgrades and prevents overloads in MFS1.

- **Max. No. of Tills to Upgrade Simultaneously**: This parameter specifies the maximum number of POS terminals to upgrade simultaneously. For example, if the store has 20 POS terminals, they may elect to upgrade only

10 POS terminals simultaneously. A maximum of 30 POS terminals can be upgrades simultaneously.

- **Rsession Active Flag**: The Rsession Active Flag indicates whether an Rsession is being used on the system, controlling staggered upgrading of PoS Terminal.
- **Rsession Communication Timeout**: Enter the number of seconds to indicate after how long the Rsession Communication will timeout.
- **No. of Tickets Between Retries of Upgrade**: This parameter specifies the number of sales/transaction that can be concluded before Code Deploy tries to Upgrade the PoS terminal when in Sign-On mode.
- **Max. No. of Seconds Between Retries of Upgrade**: This parameter specifies the interval (in seconds) after which a cashier prompt message "Proceed with the software upgrade? Yes/No" will reappear and Code Deploy will retry the software upgrade.
- **Max. No. of Seconds to Wait for User Confirmation**: This parameter specifies the interval (in seconds) that Code Distribution will wait for cashier confirmation before it automatically starts the upgrade.
- **Activation Date:** This parameter provides the option of scheduling the date on which a package will be registered and administered in the store (Trading Date, System Date or Next Working Date). The options have different implications. For further details, refer to the Code Distribution Administration System guide.
- **POS Operation System Configuration:** This parameter specifies the type of operating system of the POS terminals within the store configuration. CDS will validate packages content according to this parameter. Options include Only WinPOS, Only LinPOS or WinPOS or LinPOS.

10.7.3.1.2 Control Checks

Control Checks alert authorized store personnel to various conditions or events that may occur at the POS terminal. When control checks are triggered, they display a message at the POS terminal and require a form of response. Various response types can be set up which may allow cashiers to continue or force them to call a supervisor (for example, Ask Yes/No, Continue, Warning, Supervisor Key-lock, or Inhibit Action).

These Control Check parameters allow the user to select which POS conditions or events need to be monitored and controlled.

- **Bypass Control Check if Conditions Met**: This parameter provides the option for a cashier to bypass the Control Check, thus it will not be displayed if all necessary conditions are met. These conditions include cashier's privilege and key-lock position.

10.7.3.1.3 Sale (sub-folder)

- **CC for Prohibits Quantity Items:** Enter the Control Check to issue when the Prohibit Quantity\Repeat setting has been violated in sales mode for an item.
- **CC when Price verify amount is below retail price:** When "Price Verify" flag is set to "On" for the item, setting this control check will determine if the checker will receive a control check when changing the price of the item to a lower price.
- **CC when Price verify amount is above retail price:** When "Price Verify" flag is set to "On" for the item, setting this control check will determine if the checker will receive a control check when changing the price of the item to a higher price.
- **Scanning Quantity Limit**: This parameter specifies the maximum number of times an item may be scanned before prompting a Control Check.
- **CC for Offline Supervisor Request**: This parameter provides the option of selecting the Control Check to display if the POS terminal is off-line, and a supervisor is required to authorize some kind of transaction.
- **CC for Exceeding Qty Limit at Scanning**: This parameter monitors authorized personnel to exceed maximum quantity of one type of item allowed to be scanned. This is performed by pressing the Multiply function #42, then indicating the required amount, and then scanning the item once.
- **CC for Keying Weighed Items (No Scale)**: This parameter monitors authorized personnel to key-in weighed items, to sell an item when the scale is out of order.
- **CC for No-Sale Within a Transaction**: This parameter monitors authorized personnel to perform a No-Sale within a Transaction, i.e., opening the Cash Drawer using the No-Sale function #908.
- **CC for No-Sale Outside a Transaction**: This parameter monitors authorized personnel to perform a No-Sale, i.e., opening the Cash Drawer outside a Transaction.
- **CC for Price Override**: This parameter monitors authorized personnel to sell an item at a different price than what appears in the PLU file. This is performed using the Price Override function #930.

10.7.3.1.4 Cancel/Void/Return (sub-folder)

"Cancel" removes the last item before completing the ticket. "Void Transaction" removes a transaction. "Subtract" removes an item before completing the ticket.

- **CC for Exceeding Cancel/Subtract Limit**: This parameter provides the option of selecting the Control Check required when exceeding the maximum voided sum allowed for one ticket. The Control Check will be displayed when pressing the Total key.

- **Cancel/Subtract Limit Amount**: This parameter specifies the maximum sum that can be voided from a ticket, before prompting a Control Check.
- **CC for Transaction Void**: This parameter provides the option of selecting the Control Check required when using the Void Transaction function, i.e., voiding the entire ticket.
- **CC for Subtract Next During Item Registration**: This parameter provides the option of selecting the Control Check required when performing Subtract Next, i.e., voiding an item, during a transaction. The Control Check will be displayed immediately when attempting to use the Subtract function #902.
- **CC for Item Cancel During Item Registration**: This parameter provides the option of selecting the Control Check required when performing Item Cancel during a transaction.
- **CC for Subtract Next/Item Cancel After Completion**: This parameter provides the option of selecting the Control Check required when performing Subtract Next, i.e., voiding an item after a transaction. This Control Check will be displayed after the Subtract Next function has been performed.
- **CC for Return Transactions, After Completion**: This parameter provides the option to select the Control Check required when performing a Return Transaction #905, i.e., refunding a transaction. The Control Check will be displayed once the Cash Drawer is opened in a Return Transaction.
- **CC for Points Adjustment:** Enter the Control Check to issue when a customer point accumulation adjustment is made.
- **Max Amount of a Single Item Void:** Enter the currency amount of a single item void that, if exceeded, will generate a control check.
- **Max Amount of Total Item Voids:** Enter the currency amount of all item voids within a transaction that, if exceeded, will generate a control check.
- **Max Amount of Single Item Cancel:** Enter the currency amount of a single item cancel that, if exceeded, will generate a control check.
- **Max Amount of Total Item Cancels:** Enter the currency amount of all item cancels within a transaction that, if exceeded, will generate a control check.
- **Max Amount of a Single Item Return:** Enter the currency amount of a single item return that, if exceeded, will generate a control check.
- **Max Amount of Total Item Returns:** Enter the currency amount of all item returns within a transaction that, if exceeded, will generate a control check.
- **Max Amount of Single Bottle Return:** Enter the currency amount of a single bottle return that, if exceeded, will generate a control check.
- **Max Amount of Total Bottle Returns:** Enter the currency amount of all bottle returns within a transaction that, if exceeded, will generate a control check.

- **CC for Limit of a Single Item Void:** Select the Control Check to issue when the limit of a single item void has been exceeded.
- **CC for Limit of Total Item Voids:** Select the Control Check to issue when the limit of all item voids within a transaction has been exceeded.
- **CC for Limit of Single Item Cancel:** Select the Control Check to issue when the limit of a single item cancel has been exceeded.
- **CC for Limit of Total Item Cancels:** Select the Control Check to issue when the limit of all item cancels within a transaction has been exceeded.
- **CC for Limit of a Single Item Return:** Select the Control Check to issue when the limit of a single item return has been exceeded.
- **CC for Limit of Total Item Returns:** Select the Control Check to issue when the limit of all item returns within a transaction has been exceeded.
- **CC for Limit of a Single Bottle Returns:** Select the Control Check to issue when the limit of a single bottle return has been exceeded.
- **CC for Limit of a Total Bottle Returns:** Select the Control Check to issue when the limit of all bottle returns within a transaction has been exceeded.

10.7.3.1.5 Order (sub-folder)

- **Max Total of Negative in Order**: This parameter specifies the Maximum Negative amount allowed in a ticket.
- **CC for Max Total of Negative in Order**: This parameter provides the option of selecting the Control Check required when exceeding the Maximum Negative amount allowed in a ticket. This Control Check is displayed after pressing the Total key.
- **Max Negative Percent of the Order**: This parameter specifies the Maximum Percentage of a Negative sum in the total ticket allowed in a transaction.
- **CC for Max Negative Percent of the Order**: This parameter provides the option of selecting the Control Check required when exceeding the Maximum Negative Total Percentage allowed per ticket.
- **CC for Exceeding Max Amount in Negative Transactions**: This parameter provides the option of selecting the Control Check required when exceeding the Maximum Amount of Negative Transactions, i.e., the amount owed to the customer.
- **Max Amount for Negative Transactions**: This parameter specifies the Maximum Amount allowed for Negative Transactions in a ticket, i.e., the amount owed to the customer.

10.7.3.1.6 Save/Recall (sub-folder)

These parameters relate to three separate functions: Save, Recall (can be performed from any POST), and Save/Recall.

- **CC for Saving Transactions with Partial Tender**: This parameter monitors authorized personnel to perform Save Transaction on a transaction for which some payment was accepted.
- **CC for Save/Recall Ticket in Off-Line Mode**: This parameter provides the option of selecting the Control Check required when performing a Save/Recall transaction.
- **CC for Save Ticket**: This parameter provides the option of selecting the Control Check required when performing Save on a ticket.
- **CC for Recall Ticket**: This parameter provides the option of selecting the Control Check required when performing Recall on a ticket.
- **CC for Log-Off When Un-Recalled Tickets Found**: This parameter provides the option of selecting the Control Check required when performing Log-Off when Un-Recalled ticket is found.

10.7.3.1.7 Tender (sub-folder)

- **CC for Credit Card Tender that Exceeds Eligible Amount**: This parameter provides the option of selecting the Control Check required when exceeding the maximum charge amount allowed in Credit Card Tender.
- **CC for Off-Line Bad Account Request**: This Control Check monitors authorized personnel to accept tender when POST is in Off-line without performing a Bad-Account Check. This Control Check is related to the flag 'Check Bad Account' in Tender Maintenance.
- **CC for Off-Line ECCA Request**: This parameter monitors authorized personnel to accept ECCA-regulated tender when in Off-line, thus impossible to perform an ECCA Check. The ECCA utility stores customer account data and monitors the use of these accounts.
- **CC for Offline Voice Authorization:** This parameter provides the option of selecting the Control Check required when choosing the voice authorization option.

10.7.3.1.8 Printing (sub-folder)

- **CC for Printer Paper Low: Receipt**: This parameter provides the option of selecting the Control Check required when a message is displayed at the POST notifying of low paper in the receipt printer. This parameter is relevant only to printers with this capability.
- **CC for Pressing Item Cancel During Template/Slip Print**: This parameter provides the option of selecting the Control Check required when Item Cancel is pressed while a check or receipt is being printed.
- **CC for Bypass Check Printing**: This Control Check monitors authorized personnel to cancel printing on the front of the check. When paying with a check the system is set to print on the front and back of the check.

- **CC for Bypass Check Endorsement**: This Control Check monitors authorized personnel to cancel the printing of the check endorsement in the back of the check, i.e., store details.
- **CC for Bypass Tender Template Printing**: This Control Check monitors authorized personnel to bypass Tender Template printing.
- **CC for Printer Paper Low: Audit**: This parameter provides the option of selecting the Control Check required when printer paper for audit (receipt copies) is low; relevant only in POSTs with Audit-Printing capability.
- **CC to Print Voucher on Duplicate Receipt**: This Control Check monitors authorized personnel to reprint a voucher that results from a credit program. This parameter relates to the function Print Last Transaction, e.g., if slip was ripped, jammed or additional copy is requested.

10.7.3.1.9 Customer (sub-folder)

- **CC for Customer Account Off-Line**: This Control Check monitors authorized personnel to authorize a transaction when in Off-line mode, i.e., Cashier is unable to check Customer Account.
- **CC for Customer Account Not On File**: This Control Check monitors authorized personnel to allow a transaction in which the Customer Account was not found, e.g., when customer is a new customer and their account does not exist.
- **CC for Customer Account Insufficient Funds**: This Control Check monitors authorized personnel to allow a transaction in which the Customer has exceeded their Customer Account limit.
- **CC to Restrict Redemption of Customer Accounts Out of Sale**: This Control Check monitors authorized personnel to allow a customer to withdraw funds from their Customer Account outside of a sale.

10.7.3.1.10 Cashier (sub-folder)

- **CC to Bypass Cashier Not Found During Off-Line Sign-On**: This Control Check monitors authorized personnel to bypass the message displayed when a cashier Signs-on in Off-line mode; this message indicates the Cashier name is not found on POST Cashier file.
- **CC for Offline Notification on Sign Off:** This Control Check helps prevent situations where a POS is left in off-line mode when EOD runs (so the terminal doesn't hold transactions that should be posted for the current EOD). Select the control check to issue to notify the cashier if the POS is offline during the sign off process.

10.7.3.1.11Restricted Sale

- **CC for Aborting Birthday Validation:** If this Control Check is set and the cashier selects "No" or "Clear" when prompted for Age verification, the Control Check will display and its assigned action must be performed. This

new feature will discourage the cashier from aborting the "Please Enter Customer Birthday" prompt and giving the restricted item away.

10.7.3.1.12 Drawer

- **Cash in Drawer Limit for "Over Limit Cashier's Report"**: This parameter indicates the maximum amount allowed in the Cash Drawer. Once exceeded, the Dollar icon is displayed on the Cashier's Display. A list of Cashiers who have exceeded this amount appears in the Over Limit Cashier's Report.
- **Open Drawer on Tender Purchase**: This parameter provides the option to prompt the opening of the Cash Drawer when performing a Tender Purchase, i.e., giving cash in exchange for a Paycheck or when swiping a Debit card.
- **Open Drawer in Training Mode**: This parameter provides the option to prompt the opening of the Cash Drawer when in Training Mode.
- **Open Drawer on End of Day**: This parameter provides the option to open all Cash Drawers at EOD.
- **Open Drawer Timeout**: This parameter specifies the number of seconds that the Cash Drawer has been open and no key has been pressed, after which a beeping sound is prompted. Pressing any key before the timeout will prompt a beeping sound and display a 'Close Drawer' message.
- **Food Stamps in Drawer Limit**: This parameter indicates the maximum total sum of Food Stamps allowed in the Cash Drawer, which once exceeded the Food Stamps icon is displayed on the Cashier's Display.
- **Beep for Cash in Drawer Limit**: This parameter provides the option to allow the POST to beep 10 times when the predefined cash in drawer limit has been exceeded. This audible beep will be in addition to the Dollar icon that is displayed on the Cashier's Display.
- **Open Drawer following a Transfer:** This parameter will enable the cash drawer to open after a media "transfer in" has been accepted.

10.7.3.1.13 Keyboard

- **Enter Key as UPC Key**: This parameter provides the option of using the Enter key to perform the UPC function (UPC=Universal Price Code), i.e., searching for a PLU number including the check digit.
- **Use Enter Key as Total**: This parameter provides the option of using the Enter key to perform the Total function.
- **PLU/UPC/Enter Repeat Key in Use**: This parameter provides the option of automatically adding the last item that was rung up again by using the PLU/UPC/Enter function. This function is used at POSTs with a minimal number of keys on the keyboard.

- **Department Repeat Key in Use**: This parameter provides the option of automatically adding the last Department Sale that was entered. This function is used at POSTs with a minimal number of keys on the keyboard.

10.7.3.1.14 Scanning

- **Force Department Price Entry of Unknown Items**: When selecting Yes, the cashier is prompted to enter Department Name and Price. When selecting No, the message "Item Not Found" is displayed along with the scanned item number. This parameter relates to a separate parameter Print PLU Not Found Slip.
- **Do not Allow Sales in Tender Mode**: This parameter provides the option of disallowing a cashier to perform a sale in Tender mode (i.e., prohibit sales once a tender key is pressed).
- **Disallow Quantity with Scanning**: Selecting Yes entails that when scanning several items of the same type a cashier must scan each item individually. Selecting No enables the cashier to use the Multiply function, then enter the required number of items, and then scan the item.
- **Maximum Number of Digits for Department Value**: This parameter specifies the maximum number of digits including decimal places for a Department Value price (also called Department Sale.), i.e., a price determined at the time of sale.
- **Maximum Number of Digits for Media Value**: This parameter specifies the maximum number of digits including decimal places that can be entered as Tender Value.
- **MSU Rounding Option:** This parameter indicates the rounding method of Multi Sale Units when items are sold separately. Selecting 34 33 33 defines that if three items are sold for $1.00, the first item is sold for 34¢, and the second and third items are each sold for 33¢.
- **PLU Includes Check Digits (for POS)**: This parameter provides the option of specifying that when an item's PLU number is keyed-in manually, a Check Digit will be added to it by the POST, thus the lookup in the Item file will include the Check Digit.
- **Maximum digits allowed at manual price prompt:** This parameter provides the option of specifying the maximum number of digits that can be keyed at a manual price prompt.

10.7.3.2 Member Card

10.7.3.2.1 Member Card (sub-folder)

- **Prompt for member card at start of ticket:** This parameter enables the card member request at the beginning of a transaction.
- **Mask Member Card:** This parameter provides the option of masking the member card on the receipt, customer and cashier display, following the rules set in Card Maintenance.

- **Member Card in System**: This parameter enables the member card feature in the system.

10.7.3.2.2 Check Digit (sub-folder)

- **Member Card Number Includes Check Digit**: This parameter provides the option of including a Check Digit in the Member Card number.
- **Key-in Member Card Number Without Check Digit**: If the parameter, Member Card Number includes Check Digit (above) is selected, this parameter provides the option of specifying that a Check Digit is automatically added when Keying-in a Member Card number. When set to Yes, the cashier can key-in member card numbers without check digits.
- **Member Card Check Digit Formula**: This parameter enables the user to select the formula by which the Check Digit will be determined. Options are Account or UPC.
- **Member Card Used at POS Must Have a Valid EAN Check Digit**: This parameter provides the option of validating the EAN (European Article Numbering) Check Digit on member cards.
- **Member card number from pump includes check digit**: This parameter provides the option of defining if the member card number accepted from fuel contains a check digit or not. (The default is “No”).

10.7.3.2.3 Operation (sub-folder)

- **Allow Scanning of Member Card During a Transaction**: This parameter provides the option of allowing cashiers to scan a member card during a transaction without having to first press the preset Member Card key. To enable this feature, the Member Card range must be defined in Card Range Maintenance, as one of the first five ranges. (Refer to “POS Setup” earlier in this chapter for details).
- **Automatically Accept Combined Card as Tender**: This parameter provides the option of specifying that once a Member Card is swiped at the beginning of the ticket, a message will be displayed at the end of the ticket, asking whether the customer wishes to use this card as Tender.
- **Prompt for Member Card When Total Key is Pressed**: This parameter prompts a cashier to request a member card when Total key is pressed.
- **Member Card Prompt**: This parameter provides the option to define the text that appears on the cashier’s screen, prompting the cashier to request a loyalty card. The prompt may include up to 20 alphanumeric characters.
- **Search Member Card Locally**: This parameter provides the option to check the local file for member card information before checking loyalty host.
- **Reprocess Ticket at Late Swipe:** This parameter applies to tickets where the member card is swiped in the middle of the ticket. If set to 'Yes',

promotions for all the items are recalculated as if the member card was swiped at the beginning of the order.

- **Non-delayed member card entry:** Enable this parameter to prohibit the member card to be entered after the start of the transaction.

Note:

For store using Loyalty Pro, when this parameter is set to "Yes" the POS will not wait for the Host response to display a member name. 'Express' indication will be displayed immediately and then changed to member name seamlessly once a response from Host is received in the background.

- **Exclude Members from Minimum Purchase:** If set to "Yes" and the promotion flag "Member Card Required" is false (unchecked), the minimum purchase amount will not be enforced if the order qualifies for the promotion.

10.7.3.2.4 Corema (sub-folder)

These parameters relate to Corema, a Data-Warehouse application that stores Loyalty Cards data and with which POSTs communicate regarding Loyalty accounts. The objectives of Loyalty programs are to increase sales and maintain data on consumer purchases.

- **Length of Secondary ID Number (CCMS only)**: This parameter specifies the maximum number of digits (0 to 99) allowed for a secondary ID number, an additional unique ID number required, for example, when a customer misplaces their Member Card. The Secondary ID number may be a telephone number or date of birth.
- **Display Member Name from Corema**: This parameter specifies that after a PAN (PAN=Personal Account Number) is sent to Corema and data is received for the specified customer, the customer's name will be displayed.
- **Corema for Message 3 Not Only for Member Card**: This parameter specifies that Message 3 data is sent even when member card was not presented. Message 3 comprises a summary of actions sent by the POST to Corema regarding the customer.

10.7.3.2.5 Member Card Name (sub-folder)

- **Member Card Name in System**: This parameter provides the option to enter the name of the member card as it appears in the system. The card name may include up to 12 alphanumeric characters.
- **Display Member Description on Customer Display**: This parameter provides the option to display the member card name on the customer display once the card is swiped or scanned.

- **Display Member Description on Cashier Display**: This parameter provides the option to display the member card name on the cashier display, once the card is swiped or scanned; it will then be printed on the customer receipt.

10.7.3.2.6 Member Name (sub-folder)

- **Display Member Name on Customer Display**: This parameter provides the option to display the name of the member card holder on the customer display once the card has been swiped and the member name is retrieved either from the loyalty host or a local loyalty file.
- **Display Member Name on Cashier Display**: This parameter will allow the member name to be displayed on the cashier display once the member card has been swiped and the member name is retrieved either from the loyalty host or a local loyalty file.
- **Print Member Name on Receipt**: This parameter provides the option to print the name of the member card holder on the customer receipt.

10.7.3.2.7 Redemption (sub-folder)

- **Redemption End Date**: The parameter defines the redemption end date. This is the last date on which the customer can redeem the award. (Reserved for future development.)
- **Pending Redemption Start Date**: This parameter defines the pending redemption start date. This is the next (pending) redemption start date. (Reserved for future development.)
- **Redemption Tender**: This parameter specifies the tender for loyalty card point redemption discounts dollar amounts.
- **Redemption Option**: This parameter displays the options for customer point redemption. When redeeming customer points, the system can be configured to either redeem *all* points or a partial amount.
- **Qualified Spend Option**: This parameter defines the customer receipt print option for point redemption. Options are:
  - None
  - Print QF for Member Card Customer Only,
  - Print QF on all Receipts
  - As Option 1 + Member Card Points Message
  - As Option 2 + Member Card Points Message
  - Print only TOTAL POINTS (TFS)
- **Point Redemption Equation**: The parameter determines the points redemption value, based on the formula, XX Points = Y.YY Value ($). Points (XX) must be less than or equal to 30,000 and Value ($Y.YY) must be less than or equal to $30,000.

10.7.3.3 POST User Hooks

User Hooks, also called Custom Links, are user-definable applications that can be activated by the POST before or after certain POST functions. Selecting Yes for a particular Hook specifies that the POST can activate this Hook.

- **User Hooks in System**: This parameter specifies that one or more User Hooks are enabled at the POST.
- **Debug Mode While in User Hooks**: This parameter provides the option of entering Debug Mode when User Hooks are enabled.
- **Initialization Hook**: This parameter specifies that this Hook will be activated during the Initialization of the POST.
- **Before No-Sale Operation**: This parameter specifies that the Hook is activated just before the start of the next transaction, i.e., after the drawer is closed following the previous operation, for example, Sale Transaction, Pickup, Sign-on, etc.
- **At End of Transaction**: This parameter specifies that the Hook is activated at the end of each Sales Transaction, before printing the Trailer message and before sending the Transaction to the Host.
- **Before Sign-On, Sign-Off, Secure or Wait Mode**: This parameter specifies that the Hook is executed before Sign-on, Sign-off, Secure mode and Start/Start Wait mode.
- **After Total Key is Pressed**: This parameter specifies that the Hook is activated immediately after the Subtotal key is pressed but before any operation is executed.
- **After Total Key and Order Promotion Calculation**: This parameter specifies that the Hook is activated after pressing the Total key and the balance due is adjusted according to Order Promotion.
- **Before PLU Read**: This parameter specifies that the Hook is executed after entering or scanning an item but before the item information is read from the item file.
- **After PLU Read**: This parameter specifies that the Hook is executed after the item information is read but before the information is processed in any way.
- **After PLU Sale Completed**: This parameter specifies that the Hook is executed after the Item Transaction is completed.
- **Before Department Read**: This parameter specifies that the Hook is executed after entering a department but before the department information is read from the Item file. The return from the Hook will determine if the Department Sale execution is continued or terminated.
- **After Department Read**: This parameter specifies that the Hook is executed after the item information is read but before the information is processed in any way. The return from the Hook will determine if the Department Sale execution is continued or terminated.

- **After Department Completion**: This parameter specifies that the Hook is executed after the Department Sale is completed.
- **Before Discount Read**: This parameter specifies that the Hook is executed after selecting the discount but before the discount information is read from the discount file. The return from the Hook will determine if the Discount execution is continued or terminated.
- **After Discount Read**: This parameter specifies that the Hook is executed after the discount information is read but before the information is processed in any way. The return from the Hook will determine if the Discount execution is continued or terminated.
- **After Discount Completion**: This parameter specifies that the Hook is executed after the Discount is completed.
- **Before Return Read Hook**: This parameter specifies that the Hook is executed after selecting the return but before the return information is read from the returned file. The return from the Hook will determine if the Return execution is continued or terminated.
- **After Return Read Hook**: This parameter specifies that the Hook is executed after the return information is read but before the information is processed in any way. The return from the Hook will determine if the Return execution is continued or terminated.
- **Before Tender Read Hook**: This parameter specifies that the Hook is executed after selecting the tender but before the tender information is read from the Tender file. The return from the Hook will determine if the Tender execution is continued or terminated.
- **After Tender Read Hook**: This parameter specifies that the Hook is executed after the Tender information is read but before the information is processed in any way. The return from the Hook will determine if the Tender execution is continued or terminated.
- **After Tender Completion Hook**: This parameter specifies that the Hook is executed after tendering is completed.
- **After Frequent Shopper Entry Hook**: This parameter specifies that the Hook is executed after the Frequent Shopper entry but before it is validated. The return from the Hook will determine whether to continue or re-enter the Frequent Shopper entry.
- **Before "Check Signature" Prompt Hook**: This parameter specifies that the Hook is executed just before the Check Signature prompt. The return from the Hook will determine whether to continue or terminate the Tender execution.
- **User Hook Functions Hook**: This parameter enables the Hook that executes the various User Hook functions. The Hook function must first be added into the keyboard layout or into the POST menu. Using a Hook function will result in execution of this Hook with the Hook function number.

- **Before BROM Read**: This parameter specifies that the Hook is executed just before promotion information is read from the database.
- **After BROM Read**: This parameter specifies that the Hook is executed just after promotion information is read from the database.
- **After BROM Reduction Completion**: This parameter specifies that the Hook is executed after Reduction is completed. Only Reductions have an after Completion Hook because Promotions and Offers are executed as a special PLU sale, therefore, the PLU After Completion Hook covers this purpose.
- **Before Maintenance Execution**: This parameter specifies that the Hook is executed just before every maintenance execution. The return from the Hook will determine whether to continue execution of this maintenance (OK/BAD).
- **After Maintenance Execution**: This parameter specifies that the Hook is executed just after every maintenance execution.

10.7.3.4 Restricted Sale\Birthday Sale\Time Restriction

These parameters define restrictions on sales of items or on sales encompassing entire departments. The restrictions may apply to customer age, day of week, or time of day.

- **Validate Cashier Age for Age Restricted Items:** This parameter provides the option of validating the cashier's age prior to selling age restricted items.
- **Allow Delayed Age Verification in System:** This parameter provides the option of delaying cashier age verification to tender time, rather than at restricted item scan time.
- **Restricted Sale/Birthday Feature in Use**: This parameter provides the option to activate the Restricted Sale/Birthday feature in the store. A restricted sale item means the item can only be purchased at a particular time of day (e.g., beer, wine). A birthday validation means the item can only be purchased by an individual who meets the minimum age requirement.
- **Prompt to Accept Birthday**: This parameter provides the option to prompt the cashier to enter the customer's birthday on restricted sales items. When set to Yes, the cashier will be prompted to enter the customer's birth date (mmddyy) on the first item purchased from the associated Restriction Layout. The system will automatically calculate the date to determine if it satisfies the minimum age requirement. If the birth date was retrieved through Biometric Identification, this parameter will be ignored and the cashier will not be prompted to accept the birth date.
- **CC for Bypassing Birthday Prompt**: This parameter specifies the Control Check to display if the cashier does not enter a birth date for birthday validation.

- **Birthday Validation Print Option**: This parameter specifies whether the birth date is printed on the customer receipt, or audit tape or both.

10.7.3.4.1 Restriction Layout 1 (sub-folder)

These parameters define restriction for Layout 1, and include minimum age requirement, days of week, time of day and Control Checks for these restrictions. This layout may be linked to items or departments. (The system supports up to 10 Restriction Layouts with Layout 1 explained below.)

- **Department Number 1**: This parameter specifies the department to which restrictions apply, as defined in Layout 1.
- **Set Number 1-3**: This parameter defines a set of Day and Time restrictions that apply to this layout.
- **CC Restricted Sale 1**: This parameter specifies the Control Check that is prompted when a Cashier attempts to sell an item from the specified department and within the restricted days and times defined for this layout.
- **Age Required 1**: This parameter specifies the minimum age requirement for purchasing items defined in Layout 1.
- **CC Birthday Val 1**: This parameter specifies the Control Check that is displayed when the birth date that is entered shows an age below the minimum age requirement.
- **Description 1**: This parameter provides the option to define the name of the Restriction Layout. This description appears on the Restriction Layout dropdown list in PLU Maintenance.
- **Cashier Age Validation 1**: This parameter defines the age requirement for the cashier to sale items or departments linked to Restricted Sale Layout 1.
- **CC Cashier Age Validation 1**: This parameter defines the control check issued when a cashier is under the age required to sale items/department.

10.7.3.4.2 Restricted Sale – Time Set 1 (sub-folder)

These parameters define the day(s) of the week and the start/stop times to apply the restricted sale layouts (parameters), defined above. The times entered should reflect the actual timeframes that the purchases are allowed. The times must be entered in a 24-hour format (i.e., noon = 12:00 and midnight = 24:00). The system will support up to three Restricted Sale Time Sets (Day and Time restrictions) with Time Set 1 explained below.

- **Restricted Sale Time Monday – Thursday Start - 1 Set 1**: This parameter specifies the first Start time on Monday through Thursday of Set 1 Restrictions.
- **Restricted Sale Time Monday – Thursday Stop - 1 Set 1**: This parameter specifies the first End time on Monday through Thursday of Set 1 Restrictions.

- **Restricted Sale Time Monday – Thursday Start - 2 Set 1**: This parameter specifies the optional second Start time on Monday through Thursday of Set 1 Restrictions.
- **Restricted Sale Time Monday – Thursday Stop - 2 Set 1**: This parameter specifies the optional second End time on Monday through Thursday of Set 1 Restrictions.
- **Restricted Sale Time Friday Start - 1 Set 1**: This parameter specifies the first Start time on Friday of Set 1 Restrictions.
- **Restricted Sale Time Friday Stop - 1 Set 1**: This parameter specifies the first End time on Friday of Set 1 Restrictions.
- **Restricted Sale Time Friday Start - 2 Set 1**: This parameter specifies the optional second Start time on Friday of Set 1 Restrictions.
- **Restricted Sale Time Friday Stop - 2 Set 1**: This parameter specifies the optional second End time on Friday of Set 1 Restrictions.
- **Restricted Sale Time Saturday Start - 1 Set 1**: This parameter specifies the first Start time on Saturday of Set 1 Restrictions.
- **Restricted Sale Time Saturday Stop - 1 Set 1**: This parameter specifies the first End time on Saturday of Set 1 Restrictions.
- **Restricted Sale Time Saturday - Start - 2 Set 1**: This parameter specifies the optional second Start time on Saturday of Set 1 Restrictions.
- **Restricted Sale Time Saturday Stop - 2 Set 1**: This parameter specifies the optional second End time on Saturday of Set 1 Restrictions.
- **Restricted Sale Time Sunday Start - 1 Set 1**: This parameter specifies the first Start time on Sunday of Set 1 Restrictions.
- **Restricted Sale Time Sunday Stop - 1 Set 1**: This parameter specifies the first End time on Sunday of Set 1 Restrictions.
- **Restricted Sale Time Sunday Start - 2 Set 1**: This parameter specifies the optional second Start time on Sunday of Set 1 Restrictions.
- **Restricted Sale Time Sunday Stop - 2 Set 1**: This parameter specifies the optional second End time on Sunday of Set 1 Restrictions.
- **Restricted Sale Time Set Days Set 1**: This parameter specifies the days of the week for which Restricted Sales Time Set 1 is in effect.

10.7.3.5 Secure\Sign-Off\Sign-On

These parameters are related to various requirements and actions at the POST when Signing-on and Signing-off.

The Sign On/Off parameters enable the user to define the functions related to cashier sign on or sign off, for example, whether the cashier must enter a password when they sign on. The Secure parameters enable the user to define the period of time during which the cashier has not used the keyboard which may elapse before secure mode will be automatically activated. In addition, the user can define other functions that will occur when secure mode is entered automatically.

- **Password Required at Sign-On**: This parameter provides the option of requiring the entering of a password when Signing-on at the POST.
- **Change Password Allowed at Sign-On**: This parameter provides the option of prompting the cashier at Sign-on to change password. \The Cashier can bypass the password change by pressing **Enter**.
- **Automatic Open Drawer at Sign-On**: This parameter provides the option of automatic opening of the Cash Drawer when Signing-On.
- **Password Allowed at Sign-Off**: This parameter provides the option of prompting the cashier at Sign-off to change password. The cashier can bypass the password change by pressing **Enter**.
- **Automatic Open Drawer at Sign-Off**: This parameter provides the option of automatically opening the Cash Drawer when Signing-Off.
- **Password Required at Sign-Off**: This parameter provides the option of requiring the entering of a password when signing-off.
- **Delay (In Seconds) For Open Drawer Alarm After Sign-Off**: This parameter indicates how long, in seconds, after the cash drawer has been open that an alarm will go off.
- **Report Required At Sign-Off**: This parameter specifies what is printed on the receipt when a cashier is signing-off. Options are:
  - **No report printed:** No report is generated.
  - **Print X-Read on receipt:** A Cashier X-Read receipt will print as part of the sign-off process. An X-Read receipt details the types, number, total values, and the tender types of transactions the cashier performed. It also displays the number and total values of transactions made by each tender.
  - **Print Name & Number of Receipt:** The receipt prints only the cashier's name and number.
  - **X-Read on Audit:** A Cashier X-Read receipt (described above) will print on the audit receipt as part of the sign-off process (if Audit printer exists).
  - **Print Name & Number of Audit:** The audit receipt displays only the cashier's name and number.
- **Number of Minutes Before Automatic Secure Mode**: This parameter indicates the number of minutes when no key was pressed, after which the POST will be locked. The type of locking method is defined in the Automatic Secure Mode/Automatic Sign-Off parameter, listed below.
- **Automatic Secure Mode/Automatic Sign-Off**: This parameter provides the option of changing the POST to Secure mode or to Sign-off when no key is pressed for a predefined number of minutes as defined in Number of Minutes Before Automatic Secure Mode parameter.
- **Password Required With Cashier Bar-Code**: This parameter provides the option for a cashier when signing-on to scan a cashier's card with a unique barcode.

- **Number of Days for Password Change**: This parameter provides the option of indicating the number of days since the last POST Sign-on password was changed, after which a message will be displayed prompting for password change. When selecting Yes, the new password must differ from the old password. (**Note:** The parameter Change password allowed at Sign-on must be set to Yes.)
- **Omit Manual Secure Mode Prompt**: This parameter provides the option to omit the Secure Mode Yes/No prompt when manually securing the POS terminal.
- **Enable the Scanner in Sign-Off Mode**: This parameter provides the option to enable the scanner to read a bar-code label in sign-off mode. It is recommended to select this parameter in stores that use scannable cashier/manager cards for signing-on/off POS terminals.
- **Password required at No Sale:** This parameter provides the option of requiring the entering of a password when a No Sale function is performed.

10.7.3.6 System Integrity

This is the procedure of comparing total EOD sums in the Office QDX files with EOD sums in the POST QDX files. When discrepancies are located the POST refreshes, i.e., reloads from the server, and POST files are adjusted. These parameters define how the System Integrity option must perform.

- **Number of Days to Prompt before Checksum**: This parameter is reserved for future development.
- **System Integrity in System**: This parameter provides the option to enable the System Integrity feature (during EOD) in the system.
- **Delay after File Load (Other than PLU) was Suspended (Seconds)**: This parameter specifies the number of seconds of delay after the file load (for files other than PLU) has been suspended before it will try to continue its load.

10.7.3.7 Data Refresh – Foreground Fast PLU Load (sub-folder)

- **Data Refresh – PLU FAST Foreground Load Prompt Required**: This parameter provides the option to issue a cashier prompt prior to initiating a PLU Fast Foreground Load. A foreground load will automatically occur if the Keyboard is not touched for 'n' seconds. A foreground load is fast, background is slow.
- **Data Refresh – PLU FAST Foreground Load Protection (Zip)**: This parameter provides the option to zip the POS terminal's PLU file prior to starting a fast block load. This could take fifteen minutes on 130,000 active PLUs. If loading fails, the zipped file will be reused again.
- **Data Refresh – PLU FAST Foreground Load Prompt Frequency (Tickets)**: This parameter specifies how often the cashier prompt (for Data

Refresh – PLU Fast Foreground load) should display, in tickets (sales transactions). The available range is 0 to 99.

- **Data Refresh – PLU FAST Foreground Load Prompt Frequency (Seconds)**: This parameter specifies how often the cashier prompt (for Data Refresh – PLU Fast Foreground load) should display, in *seconds*.

10.7.3.7.1 Slow \ Fast PLU Load (sub-folder)

- **Data FAST/SLOW Foreground PLU Load Threshold Percentage %**: This parameter specifies a required percentage threshold, that if exceeded, a fast block load is initiated. The POS terminal checks active records and compares with the MFS. If a difference of 'n' percentage is found, the PLU file is zipped and a fast block load starts.
  If a cashier is logged on, a prompt (see parameter, Data Refresh-PLU FAST Foreground load prompt, above) recommends to the cashier to perform a fast block load. You can allow the cashier to override this prompt.
  If the checksum fails, and the difference is less than the percentage you specify, the system will use the slow (foreground) load, and then switch between foreground and background depending on keyboard activity. If the difference is greater than the specified percentage, the fast load will be used
- **Data SLOW – PLU Foreground/Background Switch Delay (Seconds)**: Enter the number of seconds of keyboard activity and inactivity, before a file load switches from foreground to background (and vice versa).
- **Bypass PLU FAST Foreground Message – if Keyboard not Touched (Seconds)**: This parameter specifies the number of seconds of keyboard inactivity, after which the prompt begins to display again.

10.7.3.8 WIC

These parameters relate to WIC (Women, Infants, Children). WIC checks can be used only by women with children and are considered a type of Tender. A customer must declare their intention to pay with WIC checks before the first item is entered.

Note:

These parameters do not apply to EBT WIC processing. (See EBT WIC below).

- **Control Check to allow WIC eligibility for items or department sale:** This Control Check is prompted when a non-WIC item is scanned during a WIC order or if a department sale is attempted during a WIC order.
- **Maximum Number of WIC Items to Print on Back of Check**: This parameter specifies the maximum number of purchased WIC items to print on the back of a WIC check.
- **WIC Date Type:** This parameter specifies the WIC Check dates required to be entered by the cashier: Issue Date, Expiry Date, or Both.

- **WIC Prompt Options**: This parameter provides the option of selecting additional data that the cashier will be prompted to enter when starting a WIC transaction.
- **WIC Print Options**: This parameter provides the option of specifying which WIC-related data will be printed on the receipt.
- **CC for Exceeding WIC Check Amount**: This Control Check is prompted at the time of sale when the total transaction amount is higher than the WIC check amount declared at the beginning of the transaction.
- **CC for Exceeding WIC Expiry Date**: This Control Check is prompted when the date of the WIC check has expired.
- **CC for Bypassing WIC Check Amount**: This Control Check enables authorized personnel to bypass the message that is displayed indicating that the WIC check amount must be entered.
- **CC for Bypassing WIC Expiry Date**: This Control Check enables authorized personnel to bypass the message that is displayed indicating that the WIC Check date must be entered.
- **WIC Issue Date**: This parameter specifies the method of validating a WIC check, either by Issue Date or Expiry Date. When selecting Issue Date, the Validity period must be specified in WIC Validity Period parameter.
- **WIC Validity Period (In Days)**: This parameter specifies the number of days for which the WIC check is valid. This parameter takes effect only when selecting Issue Date in the WIC Issue Date parameter.
- **Allow WIC Tender Without Validation**: This parameter enables authorized personnel to accept WIC Checks as ordinary Tender without any validation procedures. When Yes is selected, all the above WIC-related parameters are nullified.

10.7.3.8.1 EBT WIC (sub-folder)

ENCOR now supports EBT WIC cards with embedded smart-chips. More states are moving toward this solution to replace traditional WIC vouchers. The EFT Pin Pad reads benefit information from the card and updates (writes) data to the card as to which WIC items have purchased. If an EBT WIC card is on a state "hot list" (i.e. card lost, stolen, counterfeited, etc.), the card can be locked by the Pin Pad device.

Mixed-basket transactions (that include EBT WIC and non-EBT WIC items) are also supported in this release.

Note:

As of this release, EBT WIC Cards are not supported on self-checkout lanes (or in any **non**-NCR Connected Payments interface environment).

- **Store Address Line 1**: This parameter defines the first line of address information for the store.

- **Store Address Line 2**: This parameter defines the second line of address information for the store.
- **Store City:** This parameter defines the city where the store is located.
- **Store State**: This parameter defines the state where the store is located. The FIPS Code for the state will be stored.

Note:

The FIPS Code is a two-digit numeric Federal Information Processing Standard (FIPS) code that uniquely identifies a state, territory or commonwealth.

- **Store ZIP**: This parameter defines the zip code for the store address. ##### or #####-#### are acceptable entries.
- **EBT WIC in System**: When this parameter is set to Yes, EBT WIC functionality will be enabled in the system. This is used in conjunction with HASP programming.
- **EBT WIC Tender Number**: When EBT WIC in System is set to Yes and this parameter is set to a valid tender, the selected tender will be used as the EBT WIC tender.
- **CC for Allowing Mixed Basket**: Based on the settings of the Control Check in this parameter, when EBT WIC tender is selected to tender a mixed basket the Control Check will restrict updating the benefits on the EBT WIC card before additional tender has been verified.

10.7.3.9 Card Program

Card programs are community fundraising projects in which the store participates. The customer selects a preferred fundraising project, to which, for each transaction the store may donate a certain amount/percentage of the purchase sum.

The card program numbering sequence that appears on the card has a format that enables the system to determine the type of card, the specific program (that is, the particular charity the card is for) and the customer number.

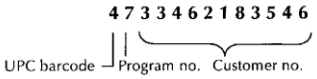


Figure 10-174. Card Program - Numbering Sequence

The UPC barcode is always 4, which denotes that it is a card, not a PLU item. The total number of digits comprising the card number is always 12 or 13.

- **Card Program (Community Partner) Y/N**: This parameter provides the option to activate the card program feature in the store.
- **UPC Barcode**: This parameter specifies the first two digits in a UPC of a Community Partner program barcode.
- **Location of Program in Card**: This parameter specifies the location of the selected program's code within the code that appears on the card.

10.7.3.10 FSA

The following parameters are related to Flexible Spending Account (FSA) cards. The POS is able to accept these health-care debit account cards as a tender, separate prescription co-pay amounts from the other health-care qualified purchases and report them as separate totals to the EFT payment system.

- **Enable Healthcare Item Substantiation**: When this parameter is set to Yes, FSA card processing is enabled.
- **Template name for FSA Totals**: This parameter defines the template used to print Non-Rx, Rx and FSA totals on the receipt. If blank, these totals will not be printed.
- **Template name for FSA Disclaimer**: This parameter defines the template used to print an FSA disclaimer (on a separate slip) when an FSA tender is used in the ticket. If blank, this additional slip will not print.

10.7.3.11 WIC CVV

While traditional WIC checks are item-based, dollar-based WIC CVVs facilitate the purchase of fruits and vegetables since few fresh fruits and vegetables are sold in standard weight units (with uniform bar codes) and their prices may vary considerably (between seasons, regions, and stores). When using WIC CVV Sale Mode at the POS:

- Voucher amounts, issue, and\or expiration dates are optionally entered at the beginning of a transaction.
- WIC CVV flagged fruits and vegetable items (or WIC CVV flagged department sales) are entered into the ticket.
- The transaction is tendered with the vouchers declared at the beginning of the transaction.
- Tendered vouchers are endorsed.

In a mixed-basket transaction, both non-WIC CVV and WIC CVV items are included in the ticket. In a split-tender transaction, additional tenders in addition to WIC CVV are allowed in the same ticket (both inside and outside of WIC CVV Sale Mode).

- **Allow WIC CVV voucher in a mixed basket transaction:** This parameter defines if a WIC CVV voucher may be used as tender outside of a WIC CVV mode sale.

Note:

When this parameter is set to “Yes”, the system will enable split-tendering regardless of the setting of the “Allow split tendering in a WIC CVV transaction” parameter (below).

- **Allow split tendering in a WIC CVV transaction:** This parameter defines if a consumer will be allowed to pay for part of a WIC CVV transaction with a WIC CVV voucher, and part with a different tender.
- **WIC CVV Prompt Options:** This field determines whether the system prompts for WIC CVV amount and expiration date. Select one of the

following: No extra prompt, Prompt for Amount, Prompt for Expiration Date or Prompt for Amount and Expiration Date,

- **WIC CVV Print Options:** This field determines whether the WIC CVV amount and expiration date prints on the receipt. Select one of the following: No extra print, Print CVV Amount, Print Expiry Date, or Print Amount and Expiry Date.
- **CC for Exceeding WIC CVV Voucher Amount:** Specify the control check to be triggered if the ticket subtotal is greater than the total amount of the declared WIC CVV vouchers.
- **CC for Exceeding WIC CVV Expiry Date:** Specify the control check to be triggered if the WIC CVV date has expired.
- **CC for Bypassing WIC Voucher Amount:** Specify the control check to be triggered if no WIC CVV amount is entered. This Control Check enables authorized personnel to bypass the message that is displayed indicating that the WIC CVV voucher amount must be entered.
- **CC for Bypassing WIC CVV Expiry Date:** Specify the control check to be triggered if no WIC CVV expiration date is entered. This Control Check enables authorized personnel to bypass the message that is displayed indicating that the WIC CVV voucher date must be entered.
- **WIC CVV Validity Period (in Days):** Use this parameter together with the WIC CVV Date Type (below). Enter the number of days for which the voucher is valid, taken from the voucher's date of issue. If the validity period is exceeded, the POS terminal triggers the control check for exceeding WIC CVV expiry date.

Note:

This parameter takes effect only when selecting Issue Date in the WIC CVV Issue Date Parameter.

- **WIC CVV Date Type:** Select if you want the system to check the WIC CVV issue date, expiration date (or both issue and expiration date) when the WIC CVV Transaction begins.

Note:

If this parameter is not set to "Both", it is possible to enter an expiration date at the POS that is before the voucher issue date.

- **Control Check to allow WIC Eligibility for Item or Department Sale:** Specify the control check to be triggered if a non-WIC CVV item or department is attempted to be added in WIC CVV Sale Mode.
- **WIC CVV Date Format mm/yy:** This parameter allows for the date format of mm/yy to be used on both the WIC CVV Issue and Expiry dates. If set to No, the date format of mm/dd/yy will be used.
- **WIC validity period (in months) for date format mm/yy:** This parameter specifies the number of months for which the WIC CVV Voucher is valid. This parameter takes effect only when using a WIC CVV Date Format of

mm/yy (see above) and selecting Issue Date in the WIC CVV Date Type parameter.

10.7.3.12 Monetary

10.7.3.12.1 Charge Posting

These parameters relate to charging, i.e., when the store allows a customer to defer payment.

10.7.3.12.2 General (sub-folder)

- **In House Account Type**: This parameter specifies the store's charging method. Charge Posting specifies a beginning sum from which customer purchases are deducted (i.e., a credit account in which the shopper establishes a credit balance). Customer Account defines customer purchases as cumulative, from 0 until the maximum predefined sum (i.e., a debit account, the outstanding balance of which is paid by the customer monthly).
- **Number of Digits for Account Number**: This parameter enables the specifying of the maximum number of digits defined for an Account Number. Upon validation, any different number of digits will prompt an error message.
- **Check Tender Daily Limits on Amount**: This parameter provides the option of specifying the maximum amount allowed for a customer to charge per day.
- **Check Tender Daily Limits on Account**: This parameter provides the option of specifying the maximum number of charges allowed for a customer per day.
- **No Check Digit on Account Number**: This parameter provides the option of specifying that the Customer Account does not include a Check Digit.
- **Check for Secondary ID Number in Bad Accounts:** Set this parameter to "Yes" to prompt the cashier at the POS to enter a Secondary ID number for Bad Accounts.

10.7.3.12.3 Related Account Number (sub-folder)

- **Log Related Account in Transaction File**: This parameter provides the option of specifying that in transactions that include a customer charge, the POST automatically logs the account number into the Transaction file.
- **Print Related Account on Receipt**: This parameter specifies that in transactions that include a customer charge, the customer account number will be printed on the receipt.
- **Related Account Template**: This parameter defines the name of the template that will be printed when selecting Yes in the Print Related Account on Receipt parameter. (**Note**: The print template name must be written in capital letters and must be identical to the name on the

template file, to ensure that the text is displayed on the POS terminal and printed on the receipt.)

10.7.3.12.4 Tender (sub-folder)

- **Charge Payment Tender**: This parameter provides the option of selecting the Tender Type for Customer Charge accounts as it will appear on the receipt and track in the reports.
- **Reversal Charge Payment Tender**: This parameter provides the option of selecting the Tender Type for reversing transactions that have been processed on Customer Charge accounts.

10.7.3.13 Coupons

UPC5 coupons are manufacturer's coupons in which the first five digits are the manufacturer's number, the following three digits comprise the family code, and the last digits are the price code.

- **Level of Smart TV Coupon**: This parameter defines the necessary Validation level when purchasing item with a Smart TV coupon. Validation levels include: None; Validating the 5-digit Manufacturer number; Validating the 3-digit family number, or the first digit of the family number.
- **Level of UPC5 Validation**: This parameter defines the necessary Validation level when an item is purchased with a UPC5 coupon. Validation types include: None; Validating the 5-digit Manufacturer number; Validating the 3-digit family number, or the first digit of the family number.

10.7.3.13.1 Bonus Coupon (sub-folder)

An extra value coupon offered by a store. The calculation of a bonus coupon is based on a manufacturer's coupon (vendor coupon) that receives an extra added value. The combined value of a manufacturer's coupon with the bonus coupon may not exceed the value of the item.

10.7.3.13.2 Range 1 (sub-folder):

The system supports up to four different ranges for bonus coupons (Range 1-4). Each range supports the following parameters (with Range 1 explained below).

- **Coupon Multiplier Range1**: This parameter specifies the number by which the vendor coupon is multiplied. For example, if vendor coupons should be doubled, enter **2**.
- **Add Amount Range 1**: This parameter provides the option of adding an additional bonus amount, above and beyond the 'ceiling amount'.
- **Minimum Order Range 1**: This parameter specifies the minimum purchase required (Order Total) for a Bonus Value to apply.

- **Tender Range 1**: This parameter provides the option of selecting the Tender type defined for this coupon, as it will appear on the receipt and in the reports.
- **Ceiling Amount Range 1**: This parameter specifies the maximum value allowed when combining the value of the manufacturer's coupon with the value of the bonus coupon.
- **Days of Week Range 1**: This parameter provides the option of selecting the day(s) of the week on which the bonus coupon range will apply.
- **Coupon Value From-To Range 1**: This parameter provides the option of specifying the range of the minimum and maximum manufacturer's coupon values, defined as Range 1 coupons.

10.7.3.13.3 General (sub-folder)

- **Give Bonus Coupon on Discountable items only**: This parameter provides the option of issuing bonus coupons only on items that are defined as discountable in the PLU Maintenance parameters. This is possible only when the Prohibit Discount flag in the PLU record is not checked. (**Note:** If this parameter is set to No, bonus coupons apply to any item.)
- **Allow Coupons in Departments With No Sales In Order**: This parameter provides the option of accepting vendor coupons in a specific department even though no items from that department were purchased in the order. The first department credited with the coupon will be the default department for additional vendor coupons processed with no associated items purchased.
- **No Keyboard Sound for Coupons Without Department or Price**: This parameter specifies that when processing a coupon, for which no price or department are defined, a message is displayed informing that a price or department must be entered. This message will not be accompanied by a keyboard sound (beep). When this parameter is set to No, the message displayed will be accompanied by a beeping sound from the keyboard.
- **Force Zeros on Coupon Number**: This parameter provides the option to force zeros on the coupon number. If you want to force zeros on coupons, specify the number of digits in this parameter. (This parameter is currently not supported)
- **CC To Allow Coupons To Bring Subtotal < 0**: This parameter monitors authorized personnel to allow a negative subtotal of a ticket when the value of coupons tendered exceeds the total of the balance due.
- **CC To Allow More Coupons Than Item**: This parameter monitors authorized personnel to allow a transaction, in which the number of coupons tendered exceeds the total number of items in the ticket.

- **CC To Restrict Redemption of EAN 99 Coupons Out of Sale**: This parameter monitors authorized personnel to redeem an EAN 99 coupon outside of an order, i.e., give customer cash in return for a coupon.
- **CC To Allow Coupons as First Item In Order**: This parameter monitors authorized personnel to give a customer money from the Cash Drawer in a Coupon Only Order, i.e., a ticket in which the first item is a coupon. (**Note:** If the first item in the ticket is coupon, only coupon entries are allowed in a transaction.)
- **Maximum Coupon Face Value**: This parameter provides the option of specifying the maximum value allowed for a coupon.
- **Markdown Department for UPC5 Coupon**: This parameter specifies the department in which any differences between the coupon value and the scanned item's sum will be registered. (This parameter is relevant when the Level of UPC5 Validation parameter is set to None, i.e., UPC5 is not tender, but rather Order Promotion).
- **No CDV Check on Item Scan/Enter Key**: This parameter provides the option of specifying that the POST will not perform Check Digit Validation on scanned or keyed-in items.
- **No UPC5 in System**: This parameter enables the option of defining UPC5 coupons in the system. Selecting No will define a UPC5 coupon as a regular item.
- **Enable Double (Bonus) Coupon To**: This parameter provides the option of specifying who is eligible for Double Bonus Coupons. Options are:
  - All
  - Members
  - Non-Members
  - Disable All
- **Enable Triple Coupon To:** This parameter provides the option of selecting who is eligible for triple bonus coupons. Options are:
  - All
  - Members
  - Non-Members
  - Disable All
- **Use UPC5 Coupon Attached Item Description**: This parameter provides the option of specifying that a description of the item that was purchased with a coupon will be printed on the receipt, when the coupon is processed. Selecting No will print only the tender type.
- **Maximum of Triple Coupons Per Ticket**: This parameter provides the option of specifying the maximum number of triple coupons allowed per ticket.
- **Minimum Amount for Minimum Purchase Control Check**: This parameter provides the option of specifying the minimum purchase

amount required when using UPC5 coupons, below which the Control Check for Minimum Purchase is prompted.

- **Smart Card Coupon In System**: This parameter provides the options of prompting for Smart Card Coupons: None, No Prompt Screen, or Display Prompt Screen.
- **PLU for Special PLU-Coupon Discount**: This parameter provides the option of allowing a percentage off the sales order total, via a PLU entry, using the vendor coupon logic, which does not reduce sales and tax. This parameter specifies the PLU number which will trigger the order discount. (**Note**: When creating the PLU number for this option, the PLU record should be set up as a vendor coupon.)
- **Percentage for Special PLU Coupon Discount**: This parameter, in association with the parameter, Percentage for Special Coupon Discount, defines the percentage for the total order discount.
- **EAN99 Coupon or UPC99 Vender Coupon in System**: This parameter provides the option of defining the type of coupons in the system. UPC99 is the same as UPC5 but without bonus coupon capability.
- **Disable Promotion Best Deal**: This parameter disables the recalculation of promotion discounts for UPC2 variable weight promotions.
- **Maximum Coupons in Ticket**: This parameter defines the maximum number total combined coupon types that are allowed in a single order.
- **CC for Maximum Coupons in Ticket**: This parameter specifies the Control Check to display when the maximum number of coupons in the sales order has been exceeded.
- **Price Embedded Coupons in System:** This parameter enables "Price Embedded Coupon" functionality within the system. These are store coupons that can be redeemed against UPC2 items only.
- **Prefix for Price Embedded Coupon:** This parameter identifies the unique prefix associated with price embedded coupon numbers.
- **Price Embedded Coupon Display:** Enter the name to display when price embedded coupons are used.
- **Coupon Required Number to Trigger After Total (1-3)**: This parameter provides the option to specify a coupon number (for example, coupon 9999999901171) in this field that will trigger a member promotion after the Total key is pressed. The coupon number can be linked to individual promotions (refer to "Promotion Maintenance" in chapter 3 for details).
- **Do not display additional coupon info:** This parameter affects the information displayed when the parameter Use Items Description for UPC5 Coupon Attachment (above) is set to No. When this parameter is set to Yes the additional coupon information is not displayed.

10.7.3.13.4 Printing (sub-folder)

- **Print Coupons Report on Ticket**: This parameter provides the option of printing a coupon summary on the ticket that includes all coupons (store, vendor, and bonus) that were printed for this ticket.
- **Coupon Printing in Use**: This parameter enables the Coupon Printing feature. This option enables user to define and design store coupons to be printed for each customer transaction based on items in the order.
- **Maximum Number of Coupons to Print Per Transaction**: When Coupon Printing in Use parameter is set to Yes, this parameter specifies the maximum number of coupons to print per sales transaction.
- **Minimum Purchase Amount Required**: This parameter specifies the minimum transaction total required to initiate coupon printing.
- **Control Check for Minimum Purchase**: This parameter specifies the Control Check to display when the transaction total is less than the predefined minimum purchase amount for generating a printed coupon.
- **Fuel Coupon Barcode Prefix:** This parameter will set digits two and three of the system generated fuel barcode. The system algorithm will use this prefix with additional calculations to create a unique barcode printed in a target message (e.g., 0XX12345678 where XX = prefix).

10.7.3.13.5 Accountability (sub-folder)

These parameters specify the tender type of each coupon type as defined in Tender Maintenance.

- **Tenders: Price Embedded Coupon:** This parameter provides the option of specifying the tender type that is defined for price embedded coupons.
- **Tenders: Digital Coupons**: This parameter provides the option of specifying the tender type that is defined for digital coupons.

Note:

The tender set in the Tenders: Digital Coupons parameter must be defined in Tender Maintenance with a Tender Type of **Vendor Coupons**.

Note:

If the Tenders: Digital Coupons parameter is not defined, the system will default to the setting in the General System Parameter “Tenders: Vendor Coupon” (located in the same folder).

- **Tenders: Smart Card**: This parameter provides the option of specifying the Tender type that is defined for smart card coupons.
- **Tenders: EAN99 Coupon**: This parameter provides the option of specifying the tender type that is defined for EAN99 coupons.
- **Triple Tender**: This parameter provides the option of specifying the Tender type that is defined for triple coupons.

- **Tenders: Vendor Coupon**: This parameter provides the option of specifying the tender type that is defined for vendor coupons.
- **Tenders: Store Coupon**: This parameter provides the option of specifying the tender type that is defined for store coupons.
- **Tenders: Bonus Coupon**: This parameter provides the option of specifying the tender type that is defined for bonus coupons.
- **Tenders: UPC5 Coupon**: This parameter provides the option of specifying the tender type that is defined for UPC5 coupons.

10.7.3.13.6 Department Netted (sub-folder):

These parameters specify whether the coupon sum is deducted from the total Department sales amount.

- **Department Netted on Vendor Coupon**: This parameter provides the option of specifying that the vendor coupon sum be deducted from the total sales amount of the relevant department.
- **Department Netted on Store Coupon**: This parameter provides the option of specifying that the store coupon sum be deducted when calculating the total sales amount of the relevant department.
- **Department Netted on Bonus Coupon**: This parameter provides the option of specifying that the bonus coupon sum be deducted when calculating the total sales amount of the relevant department.

10.7.3.13.7 Tax Forgive (sub-folder)

These parameters define whether taxes are charged on the entire sum of an item including on the coupon sum.

- **Forgive Tax on Vendor Coupon**: This parameter enables to select the tax type that the customer will not be charged on the coupon sum when paying with a vendor coupon. If no taxes are selected the customer will be charged the usual tax.
- **Forgive Tax on Store Coupon**: This parameter enables to select the type of tax that the customer will not be charged on the coupon sum, when paying with a store coupon. If no taxes are selected, the customer will be charged the usual tax.
- **Forgive Tax on Bonus Coupon**: This parameter enables to select the type of tax that the customer will not be charged, when paying with a bonus coupon. If no taxes are selected, the customer will be charged the usual tax.

10.7.3.13.8 Databar (sub-folder)

These parameters specify how databar coupons are configured in the system. Databar barcodes using the new Databar Application Identifier (AI) 8110 format for coupons will begin replacing traditional UPC5 barcodes on manufacturer

coupons starting January 1, 2010 (and many coupons already include the Databar barcode next to the UPC 5 barcode).

Note:

Databar is the name for the barcodes formerly called "RSS" or "Reduced Space Symbology". GTIN, or Global Trade Identification Number, is the name given to the new 14-digit numbers that GS1 (the governing body for the various barcodes used in the grocery industry) manages for global product identification.

- **Level of Databar coupon validation:** This parameter defines the necessary validation level when an item is purchased with a Databar coupon. Options include None (no validation), Company prefix (validating the 5-digit company prefix), and Family Code.

Note:

If set to No, the descriptions specified in the General System Parameters "Vendor coupon description" and "Store coupon description" (located in the Store > POST > Presentation > Receipt > Regular printing > Coupons folder) will be used (for the respective coupon type).

- **Markdown department for Databar coupons:** This parameter specifies the department for reporting Databar coupon sales totals. This parameter is relevant when the Level of Databar Coupon validation parameter is set to None (i.e. Databar is not reported as tender).
- **Prompt Cashier for FS eligibility of Databar coupon:** If set to Yes and company prefix validation is used, the cashier will be prompted for FS eligibility of Databar coupon when the same Company prefix exists in a transaction for both FS eligible and non-FS eligible items. If No, cashier will not be prompted.
- **Databar coupon in System:** This parameter enables the option of defining Databar coupons in the System. If set to No, Databar coupons will not be recognized.
- **Use Databar coupon attached item description:** If this parameter is set to Yes, the description of the item that was purchased with a coupon will be printed on the receipt for the coupon.

Note:

If set to No, the descriptions specified in the General System Parameters "Vendor coupon description" and "Store coupon description" (located in the Store > POST > Presentation > Receipt > Regular printing > Coupons folder) will be used (for the respective coupon type).

- **Validate Retailer Company Prefix for Databar Store coupons:** If this parameter is set to Yes, any Databar Store Coupon that does not include a Global Location Number (GLN) that begins with the proper Retailer GS1 Company Prefix will be rejected. If set to No, any Databar Store Coupon that is scanned will be considered a valid store coupon.

Note:

This parameter is not used for Vendor Coupon validation.

- **Retailer GS1 Company prefix:** When this parameter is defined, any Databar store coupon with a Global Location Number (GLN) that does not begin with the value will be rejected.

Note:

This parameter is not used for Vendor Coupon validation.

10.7.3.13.9 Discount

These parameters relate to minimum purchase amount for receiving a discount. Discount is a function defined as a percentage of the price.

- **Minimum Purchase Amount for Transaction Discount**: This parameter provides the option of specifying the minimum purchase amount that entitles a customer to a discount.
- **Control Check for Not Meeting Minimum Purchase for Discount**: This parameter monitors authorized personnel to give a discount when the predefined minimum purchase amount is not met.

10.7.3.13.10 Member Promotion

These Member Promotion Parameters enable the user to define various requirements and descriptions for Member Promotions.

- **Enhanced Promotion Description**: This parameter defines the enhanced promotion description, for example, Express Savings. The description can be up to 20 alphanumeric characters and will be printed on the customer receipt.
- **Total Enhanced Promotion Description**: This parameter is used to provide a description for the total enhanced promotion savings in a ticket. The description can be up to 20 alphanumeric characters and will be printed on the customer receipt at the end of the transaction.
- **Total for Member Promotion Description**: This parameter is used to provide a description total savings the customer has received from member promotions. For example, the total of all promotions will be described as "Total Member Savings." The description can be up to 20 alphanumeric characters and will be printed on the customer receipt at the end of the transaction.
- **Report Member Promotions as Tender**: This parameter provides the option to track and report Member Promotions as a tender.

Note:

The General System Parameter “Report Member Promotions as Tender” must be set to “No” prior to implementing Loyalty Pro Coupon Promotions.

- **Tender for Member Promotions**: This parameter provides the option to select the Tender Type for netted Member Promotions. If parameter *Report Member Promotions as Tender* is set to Yes, select the appropriate tender from the dropdown list.
- **Member Promotion Affects Department Promotions**: This parameter provides the option to have member promotion discounts reduce department sales.
- **Default Promotion on System Non-Netted Discount**: This parameter defines the default behavior of non-netted promotions. When set to Yes, promotional discounts will not reduce department sales. When set to No, promotional discounts will be subtracted from department sales. This default value will display on the screen when creating new promotions. When creating promotions, the user can override the default value.
- **Default Frequent Shopper on System Non-Netted Discount**: This parameter defines how frequent shopper discounts will be reported. When set to Yes, frequent shopper discounts will not reduce department sales. When set to No, frequent shopper discounts will be subtracted from department sales. The Non-netted amount will be tracked in the Department Report and the Expanded Department Report.
- **Allow Zero Price Item to Trigger a Promotion**: This parameter provides the option to allow a zero-priced PLU item to trigger a customer promotion.
- **Give only highest target message in target message level promotion:** For Level Promotion reward types of "Target Message", this parameter provides the option of issuing only the one message associated with the highest attained level.
- **Tender for non-netted member promotions:** This parameter provides the option of choosing the tender type that will used when deducting the promotion discount from net sales.
- **Exclude all Checkout Banks by default when creating a new promotion:** When this option is set to Yes, items linked to Checkout Banks (through Price Lists) will be excluded from new Member Promotions. When this option is set to No (Default) all Checkout Banks will be included in new promotions. (This setting also applies to promotions created through General Batches).

Note:

The Checkout Banks tab in Member Promotion maintenance (for Enhanced, Group and Level Promotions) can used to change the default setting so items attached to Checkout Banks can either be "included" or "excluded" from discount pricing on a promotion-by-promotion basis.

10.7.3.14 Food Stamps

Food Stamps are considered a tender type. Depending on state regulations, food stamps may have tax-exempt status. In addition, it may be against regulations to

give change when payment is made with Food Stamps. These parameters define the functions that can be performed when Food Stamps are tendered.

- **Food Stamps Tender**: This parameter provides the option of defining the Tender type linked with Food Stamps.
- **Any Food Stamps Eligible Items Paid With Food Stamps is Tax Forgiven**: This Parameter provides the option of specifying that when purchasing items defined as Food Stamps Eligible Items (a PLU parameter) and when paying with Food Stamps, a customer will not be charged tax on the items.
- **Any Food Stamps Tender Forgive Tax on All Food Stamps Eligible Items (NJ)**: This parameter provides the option of specifying that no tax will be charged for Food Stamp Eligible Items when any portion of the transaction is tendered with Food Stamps. (This law was first implemented in the state of New Jersey).
- **Allow Non Whole-Dollar Food Stamps**: This parameter provides the option of accepting Food Stamps that have a non whole-dollar value, for example $ 5.79.
- **Allow Non Whole Dollar EBT Food Stamps**: This parameter provides the option of accepting Food Stamps in the form of EBT, a type of debit card used for Food Stamps that may have a non whole-dollar value, for example $ 25.97. No change is issued on these transactions.
- **Print Food Stamps Subtotal on Receipt if Food Stamps Tendered**: This parameter provides the option of specifying that the Food Stamp Subtotal will print on the Receipt if Food Stamps are tendered.
- **Limit Food Stamps Eligible to Balance Due**: This parameter provides the option of specifying that the total value of Food Stamps that a customer uses in a ticket cannot exceed the total ticket balance.
- **Forgive Tax on Vender Coupons if Food Stamps Tendered**: This parameter provides the option of specifying that a customer will not be charged tax on vendor coupons for items purchased with Food Stamps.
- **Display Food Stamps Total After Food Stamps Tender**: This parameter provides the option of displaying the amount tendered in Food Stamps on the customer display. When set to Yes, a food stamp sub-total (instead of the amount of Food Stamps tendered) will display on the customer display, when Food Stamps are tendered. When set to No, the amount paid in Food Stamps will display on the customer display, when Food Stamps are tendered.
- **Limit Food Stamp Eligible to Balance Due**: This parameter provides the option of specifying that the total value of Food Stamps that a customer uses in a ticket cannot exceed the total ticket balance.
- **Forgive Tax on F/S Partial Tenders by Highest Tax Rate**: When this parameter is set to Yes and the customer purchases items defined as Food Stamp Eligible and partial pays with Food Stamps, tax will be forgiven by

the highest rate. Example: Item 100 and Item 200 both sell for $10.00 and are food-stampable. Item 100 has a combined tax rate of 10%. Item 200 has a combined tax rate of 8%. If this new parameter is set to Yes and the transaction is partially tendered with $10.00 of food stamps, tax will be forgiven on $1.00 (10% of $10.00) of the $20.00 total.

Note:

To prevent cash change for purchases tendered with Food Stamps, both the "Limit Food Stamps Eligible to Balance Due" and "Forgive Tax on F/S Partial Tenders by Highest Tax Rate" parameters must be set to "Yes".

10.7.3.15 Frequent Shopper

A Frequent Shopper program is a basic form of Loyalty Program comprising a limited number of options. The program operates by simply validating the number on the card and accordingly generating a reduced price.

- **Frequent Shopper Description**: This parameter defines the name of the Frequent Shopper program.
- **Do Not Prompt for Frequent Shopper at the Beginning of a Ticket**: This parameter provides the option to specify not to prompt for a Frequent Shopper card at the beginning of a ticket, thus the transaction will be registered as a normal transaction.
- **Apply Frequent Shopper Discount Also With Any Manual Price Entries**: This parameter provides the option to specify that when manually entering item prices the Frequent Shopper Discount will be entered as well.
- **Frequent Shopper Range: From To**: This parameter enables you to define the range of Frequent Shopper card numbers. Each card number can include up to 13 digits. Only card numbers within the specified range will be recognized as Frequent Shopper cards by the system.
- **Freq. Shopper Merchandising Template to Print at End of Transaction**: This parameter identifies the merchandising template to print at the end of the sales transaction on the customer receipt.
- **Use Frequent Shopper dummy card:** Enable this option if you would like to use a default frequent shopper card number for every order.
- **Frequent Shopper dummy card number:** Enter the frequent shopper card number to insert into the ticket of all transactions.
- **Allow Frequent Shopper Discount Higher than Item Price**: This parameter provides the option of allowing Frequent Shoppers to receive a Discount value that is higher than the price of the item. If set to Yes, the shopper would get 'cash back', in addition to receiving the item for which they would not be charged. Usually this offer would be dependent on the shopper meeting a minimum purchase requirement.
- **Use Frequent Shopper Number for Check Tender Account Number**: This parameter specifies that the Customer's Frequent Shopper number will be used as the account number for processing checks. If a customer

elects to pay by check, the account number does not have to be re-entered. If this parameter is set to No, the POS terminal will prompt for an account number when a check is tendered.

- **Frequent Shopper Merchandising Feature**: This parameter defines the display format of Frequent Shopper discounted items on the printed receipt. Options are:
  - **None:** No information will appear on the ticket next to each discounted item. The discounts will only be displayed as a subtotal at the end of the receipt.
  - **Character:** A character, for example, an asterisk (*), will appear next to each discounted item.
  - **Text Line:** A text line will appear next to each discounted item.
  - **Text Line & Savings:** A text line and the value of the discount will appear next to each discounted item, for example, 'You saved $ 1.00'.
- **Frequent Shopper Minimum Purchase Amount**: This parameter provides the option of specifying a minimum purchase amount required for Frequent Shoppers, to be eligible for Frequent Shopper discounts.
- **Control Check for Not Meeting Minimum Purchase for Frequent Shopper**: This parameter enables an authorized person, for example, a supervisor, to give Frequent Shopper discounts, without the shopper having fulfilled the minimum purchase requirements.
- **Control Check to Bypass Frequent Shopper**: This parameter enables authorized personnel to give Frequent Shopper discounts without a Frequent Shopper card number having been entered.
- **Frequent Shopper Discount to Be Applied Per Item Price (MSU)**: This parameter provides the option of specifying the method of calculating discounted Multiple Selling Unit (MSU) items if sold separately. When this parameter is set to Yes, the Frequent Shopper discount is applied per item, for MSU items. For example, if an MSU consists of two items for $10, the single item price would be $5. The Frequent Shopper discount is applied to the single item. Therefore, if the Frequent Shopper discount is $2, the single item price is $3.
  When set to No, the Frequent Shopper discount is applied to the total MSU price of the combined items and then divided by the number of items to calculate the individual item's price. For example, if an MSU consist of two items for $10, and the Frequent Shopper discount is $2, the MSU would then be two items for $8 and the single item price would be $4.
- **Use Frequent Shopper Number as Member Card Number**: This parameter provides the option of combining the features of a Frequent Shopper card with a Member card.
- **Print Regular and Frequent Shopper Price:** This parameter provides the option of printing both the retail price and the frequent shopper (sale) price on the receipt.

- **Automatic Insert in All Tickets:** This parameter provides the option to automatically insert the frequent shopper dummy card into every ticket.
- **Prompt for Frequent Shopper on U-Scan:** This parameter causes the Frequent Shopper prompt at the start of a ticket to function on a U-Scan terminal.

10.7.3.15.1 Frequent Shopper Mode (sub-folder)

- **Frequent Shopper Type**: This parameter defines the type of Frequent Shopper program that is active in the system. Options are:
  - **None:** No Frequent Shopper features are available.
  - **Regular:** The Frequent Shopper card number must be entered (by swiping, scanning, or keying) at the start of the ticket for Frequent Shopper discounts to be given.
  - **Enhanced Type 1:** The discount for eligible items is displayed only at the end of the ticket.
  - **Enhanced Type 2:** The Frequent Shopper card number can be entered at any time during the order. However, the discount will only display at the end of the ticket. If the card is number is entered at the beginning of the ticket, the ticket displays the discount for each eligible item.

10.7.3.16 Cards

- **Times to Swipe Card Before Manual Entry**: This parameter specifies the number of times a credit card is swiped but the POST fails to read the card number, after which the Cashier can enter the number manually.

Note:

This parameter is no longer used for credit card and debit card tenders. Repeated bad card swipes will require another tender to be used.

- **Seconds Before Credit Card Number Can Be Entered**: This parameter specifies the number of seconds once a credit card is swiped several times but the POST fails to read the card number, after which a message is displayed prompting the Cashier to enter the number manually.

Note:

This parameter is no longer used for Credit Card and Debit Card tenders. Repeated bad card swipes will require another tender to be used.

- **Suppress Fly Buys Check Digit on Receipt and Transaction**: Fly-Buy is a card that enables the customer to accrue flying mileage with each purchase. Mileage is earned based on purchase amount. This parameter provides the option to suppress printing of Check Digit on receipt and transaction.
- **Key-In Fly Buys Number Without Check Digit**: This parameter provides the option of defining that the Fly-Buy card is keyed-in without a Check Digit.

- **Offline credit tender:** This parameter provides the option of specifying the Tender type for offline credit tendering.
- **Offline EBT tender:** This parameter provides the option of specifying the Tender type for offline EBT tendering.

10.7.3.17 Cost Plus

Cost Plus is a method for determining the price of an item as a function of the cost and a predefined percentage of profit for the store.

- **Cost Plus in System**: This parameter provides the option to specify that Cost Plus is defined in the system.
- **Cost Plus Taxable Surcharge Department**: This parameter provides the option to specify the department to which a taxable surcharge will be added.
- **Cost Plus Non-Taxable Surcharge Department**: This parameter provides the option to specify the department to which a non-taxable surcharge will be added.

10.7.3.18 Tender

- **Allow Courtesy Card for Secondary ID without member card:** This parameter provides the option of allowing a secondary card type to be used when loyalty is not enabled in the system.
- **Display EFT Payment Icon on Cashier Display:** When set to Yes, an EFT icon will be displayed on the cashier display when the customer has initiated any payment type on the EFT Pin Pad.
- **ACH Tender:** Select the tender to be used for ACH (Automated Clearing House) transactions: Check or Payroll Check.
- **Private Debit Tender:** This parameter provides the option of specifying the Tender type for a private debit card.
- **Private Credit Tender:** This parameter provides the option of specifying the Tender type for a private credit card.
- **Second Tender for Payouts Receipts**: This parameter specifies an (optional) second tender for receipts and payouts (other than cash).
- **Allow Foreign Currency Change**: This parameter provides the option to allow foreign currency change to be given to a customer. For a transaction that has been over-tendered or partially tendered with one or more foreign currency tenders, the cashier has the option to give change in host currency (cash) or as any foreign currency in the transaction.
- **Void Tender at Check Signature Allowed**: This parameter provides the option to void a tender during tendering with 'check signature'. When set to Yes, a tender can be voided when the 'check signature' prompt displays on the POS terminal. 'Check Signature' displays if the appropriate parameter in the tender record is checked.) When parameter is set to No, the cashier is not allowed to void a tender during tendering with 'check signature'.

10.7.3.18.1 Barcode Tender (sub-folder)

These parameters relate to Coinstar machines that take customers' coins and generate a bar-coded voucher for that amount, which can be used as tender.

- **Barcode Tender Active**: This parameter provides the option of specifying that the Coinstar barcoded tender is an active tender in the system. The Coinstar barcode is IAN2 code '29' and takes the shape of 29-XXXXX-00000-C, where 'XXXXX' represents a transaction number assigned by the Coinstar system and '00000' is the value of the tender.
- **Barcoded Tender Value Length**: This parameter specifies the number of digits that reflect the amount of a Coinstar voucher. The location of the first digit is determined in the parameter Barcoded Tender Value Location. (Coinstar Value Length = 5)
- **Barcoded Tender Value Location**: This parameter specifies the location of the first digit of the tender amount, within the barcode of a Coinstar voucher. (Coinstar Value Location = 8)
- **Barcoded Tender Number**: This parameter specifies the tender type defined in the system (under Tender Maintenance) for Coinstar vouchers.
- **Barcoded Tender Prefix**: This parameter specifies the prefix code number for the tender type defined in the system for Coinstar vouchers. (Coinstar Tender Prefix = 29)
- **Delete Record from ECCA Once Period Length has Expired**: This parameter provides the option of automatically deleting the barcoded tender record from the ECCA file once the period length has expired. The ECCA utility retains the Coinstar voucher number (XXXXX) for at least 30 days and when a new Coinstar voucher is processed, it is validated against the file to determine if it has previously been 'cashed', similar to a bad check file. Automatic deletion of Barcoded Tender ECCA accounts will occur during the End of Day process.

10.7.3.18.2 Miscellaneous (sub-folder)

- **POS tender number to accumulate tenders out of range:** Use this parameter to define the tender number that will accumulate values for tender #26 or higher for reports printed at the POS.
- **Tenders for bookkeeping items sold as normal items:** Use this parameter to define a default tender that Sellable Media functionality will use for items that are not tender swap media. This is only used if Sellable Media is host supported. When a bookkeeping item is sold, an item transaction (0x01) will be sent instead of media transaction (0x04).

10.7.3.18.3 Refunds Tender (sub-folder)

- **Refund Tender:** This parameter indicates the tender to which all refunds performed will be applied.

- **Refund dummy tender:** When the system is working with Refund Tender, this parameter indicates the contra tender that is used to balance the accountability.

10.7.3.18.4 Signature Capture Tenders (sub-folder)

- **Signature Capture Tender Number 1:** This parameter enables the option of selecting a tender that will require the customer to sign at the payments terminal so the signature can be captured locally and be displayed within the Electronic Journal.
- **Signature Capture Tender Number 2:** This parameter enables the option of selecting a second tender that will require the customer to sign at the payments terminal so the signature can be captured locally and be displayed within the Electronic Journal.
- **Signature Capture Tender Number 3:** This parameter enables the option of selecting a third tender that will require the customer to sign at the payments terminal so the signature can be captured locally and be displayed within the Electronic Journal.

10.7.3.19 Rounding

This option is used to define the rules for rounding up or down, the balance due by the customer. This influences the change amount due to the customer. Rounding is normally, but not necessarily, applied to cash tenders.

- **Rounding on Total**: This parameter enables the Rounding on Total option in the store based on the individual tender rounding parameter within Tender Maintenance.
- **Tender for Rounding**: This parameter to define the tender used for tracking the amount of the rounded tender.
- **Item Line and Ticket Total Rounding Method**: This parameter specifies the rounding method per item and ticket total. Rounding options are 'no rounding', 'to the unit' or 'to the tenth'.
- **Suffix Rounding**: This is a multi-parameter that specifies the rounding value for each cent value. For example, for one cent, the user may decide to round *down* to zero. In this case, enter 0 under suffix 1. To round *up* from 4 cents to 5 cents, enter 5 under suffix 4.
- **Rounding Rounds Off:** This parameter causes the suffix rounding feature to round up to the nearest .10 for values ending with 5 or greater and a round-to value of 0.

10.7.3.20 Tax

- **Don't Print Tax Report if Tax is Zero**: This parameter provides the option of not printing the tax report (e.g., 'SUB-TOTAL', 'TOTAL TAX', and 'TOTAL') on the customer receipt if tax is zero.
- **Omit Tax ID Number Prompt for Tax Exempt**: This parameter provides the option to omit the 'Enter Tax Exempt No.' cashier prompt on a tax-

exempt order. When set to Yes, the prompt will not display. When set to No, the 'Enter Tax Exempt No.' prompt will display and the customer tax-exempt number entered will print on the customer receipt.

- **Enable Scanner at Tax Exempt Prompt:** This parameter enables the scanner at the Tax Exempt prompt. When this parameter is set to Yes, the scanner will be enabled when the Tax Exempt prompt is displayed on the POS. The Tax ID number will be taken from the scanned barcode.

Note:

A user hook entry (hook_after_tax_exempt_scan) exists at this point for additional functionality to be developed – namely the validation of the store-maintained Tax IDs. If a barcode was scanned at the Tax Exempt Prompt and the General System Parameter "Hooks in system" (found in the Store > POST > Operational > POST User Hooks folder) is set to Yes, the new user hook will be called.

- **Number of Tax Rates to Accumulate Amounts**: This parameter specifies the number of tax rates (up to 8) to be tracked in the system. If 0, no tax rates are accumulated, except for tax rate 1. If 8, all taxes with a tax rate are accumulated. If 1-7, the first 7 rates will be used to accumulate taxable amounts.
- **Display Individual Tax on Receipt**: This parameter provides the options to print tax, by individual rate, on the customer receipt. When set to Yes, the total taxable amount and total tax due, by individual rate, will print on the customer receipt. When set to No, the 'Total Tax' amount will print on the customer receipt.
- **Allow Cashier to Select Specific Tax for Tax Exempt**: This parameter provides the option to allow the cashier to select the specific tax rate to be exempted.
- **Allow Cashier to Select Specific Tax for Tax Reversal**: This parameter provides the option to allow the cashier to select the specific tax rate that is to be reversed.

10.7.3.20.1 Tax Reversal (sub-folder)

- **Tax Rates for Tax Reversal**: This parameter provides the option to specify the individual tax rates (rates 1 to 8) eligible for tax reversal.

10.7.3.21 Trading Stamps

- **Trading Stamps in System**: This parameter provides the option to activate the Trading Stamp feature in the system.
- **Purchase Amount Required for One Stamp**: This parameter specifies the purchase amount necessary to award one stamp. If this specified amount is reached, a stamp will be awarded to the customer. (The amount must be equal to or less than 999.99). For example, if $ 5.00 is specified and a customer's purchase total is $10.00, the system awards two stamps.

- **Multiple Calculation Method**: This parameter provides the option to specify the appropriate method to award multiples of trading stamps. Options are None, Department Eligible Total, or By Stamps Earned. The POS terminal multiplies the stamps already awarded by the multiplication factor according to the method selected here.
- **Before Vendor Coupons**: This parameter provides the option to award trading stamps based on the purchase total, before or after vendor coupons.
- **Before Bonus Coupons**: This parameter provides the option to award trading stamps based on the purchase total, before or after bonus coupons.
- **Before Store Coupons**: This parameter provides the option to award trading stamps based on the purchase total, before or after store coupons.
- **Template Name (Text) to Print on Receipt**: This parameter specifies the name of the template (previously defined) to print the required 'stamps earned' message on the customer receipt.
- **Display/Print Points with Decimal Point**: This parameter provides the option to display and print points with a decimal point. When set to Yes, the trading stamps will display and print with a decimal point.
- **Do not Display Message on Operator Screen**: This parameter provides the option to avoid displaying the Trading Stamp message on the cashier display. When set to Yes, the Trading Stamp message will not display on the cashier screen.

10.7.3.22 Report

- **Subtract Cashier Declarations from POS Reports**: The parameter provides the option to deduct cashier declarations from media totals on the Over Limit Cashier/POS Report. This report shows which cashiers/POS have more cash (media) in their drawer than the amount specified in the Cash in Drawer Limit parameter.
  When the Subtract Cashier Declarations *for POS Reports* parameter is set to Yes, cashier declarations are subtracted from the media totals, when calculating the actual amount in the cash drawer for this report.
- **Number of Decimal Places to Show**: This parameter indicates the number of decimal places to be shown on POS reports.

10.7.3.23 Gift Certificates

10.7.3.23.1 Voucher (sub-folder)

The Gift Vouchers option enables the shopper to purchase gift vouchers at the POS terminal, assign them a redemption quantity, and then use them as a normal tender at POS terminal. Gift vouchers will be printed with their amount at purchase time and then at redemption time will be printed again for cancellation.

- **Gift Voucher Template Number**: This parameter specifies the template number for generating and printing the gift voucher at the POS terminal. Valid template range is 0 to 99.
- **Gift Voucher Tender Number for Club Card**: This parameter specifies the tender type for gift voucher redemption.
- **Gift Voucher in System**: This parameter provides the option to enable electronic gift card functionality in the system. This functionality precedes the use of Bar Code Programming for the selling of gift cards.
- **Gift Voucher Range: From/To**: This parameter enables the user to define the range of valid gift voucher numbers. Each voucher can include up to 13 digits (EAN code starting with 24 and module 10 check digit).

10.7.3.23.2 Gift Certificate Change (sub-folder)

- **Gift Certificate Change:** This parameter provides the option of selecting the gift certificate tender. Click the field's selection arrow and choose the tender used for gift certificates.
- **Gift Certificate Change Tender:** This parameter provides the option of selecting the gift certificate change tender. Click the field's selection arrow and choose the tender used for gift certificate change.
- **Gift Certificate Change Amount:** This parameter provides the option of selecting the gift certificate change threshold amount. If the change due is greater than the amount set here, a gift certificate slip will be printed for the change amount and no cash change will be given.

10.7.3.24 Phone Card

- **CC for post void transaction with phone card items:** This parameter defines the control check to be called when voiding transactions that include phone cards.

10.7.3.25 Electronic Check

- **Prompt Cashier to Return Check to Customer:** Set this parameter to Yes to prompt the cashier to return the check to the customer at the end.
- **Duration of Return Check to Customer prompt:** This parameter enables setting the duration in seconds of the Return Check to Customer prompt. If set to '0', the cashier must clear the prompt manually (C).
- **Electronic Check Message Template:** This parameter provides the option of selecting a template that will be printed at the end of the ticket.
- **Electronic Check Message:** Click the field's selection arrow and choose when to print the Electronic Check Message: Not to print, always print or only print if a check has been tendered.
- **CC for Check Image Bypass:** Click the field's selection arrow and choose the Control Check to issue when Check Imaging is bypassed.
- **Manual Check Tender:** Click the field's selection arrow and choose the check tender to be used in the event the Check Conversion fails.

10.7.3.26 CCTV

ENCOR interfaces with third-party closed-circuit TV (CCTV) applications that monitor cashier credibility and helps reduce theft by cashiers in the lanes. WinPOS gathers specific transaction data, converts it to an XML format and transfers it to a third-party database via TCP/IP.

Note:

This feature is controlled a bit on the HASP plug.

- **Use TCP/IP to a 3rd Party CCTV Provider:** When this parameter is set to Yes, POS transaction data will be sent to a closed-circuit TV provider.
- **TCP/IP Address of CCTV Host Server:** This parameter defines the IP address of the closed-circuit TV host.
- **Port Number of the CCTV Host Server:** This parameter defines the port number for the closed-circuit TV host connection.

10.7.3.27 Presentation

10.7.3.27.1 Poll Customer Display (sub-folder)

These parameters are used to customize the messages appearing on the two-line customer display. Different messages can be programmed to display on the POS terminal when in a 'Closed' state as well as a 'Next Customer' (sales) state.

There are four lines available for messages, however if using a two-line display, only two messages can be displayed. Messages may consist of any alphanumeric character, and can be in upper or lower case.

- **Customer Display Sign-Off Lane Message Line 1**: This parameter defines the message that will appear on the top line (Line 1) of the customer display in a 'Closed' state. Maximum number of characters is 49.
- **Customer Display Sign-Off Lane Message Line 2**: This parameter defines the message that will appear on the bottom line (Line 2) of the customer display in a 'Closed' state. Maximum number of characters is 49.
- **Customer Display Sign-Off Lane Message Line 3**: If the customer display supports more than two message lines, this parameter defines the message that will appear on the third line (Line 3) of the customer display in a 'Closed' state. Maximum number of characters is 49.
- **Customer Display Sign-Off Lane Message Line 4**: If the customer display supports more than two message lines, this parameter defines the message that will appear on the fourth line (Line 4) of the customer display in a 'Closed' state. Maximum number of characters is 49.
- **Customer Display Sign-On Lane Message Length**: This parameter specifies the maximum length (number of characters) of the message per line for the 'Next Customer' (sales) state. If the width entered is greater than the customer display width, the message scrolls. The width entered must be at least the width of the message entered or it does not display

correctly. If 0 is entered, the display will default to Next Customer Please or Secure Mode, if the terminal is in a secure state. Valid range is 0 to 49.

- **Customer Display Sign-On Lane Message Line 1**: This parameter defines the message that will appear on the top line (Line 1) of the customer display in a 'Next Customer' state. Maximum number of characters is 49.
- **Customer Display Sign-On Lane Message Line 2**: This parameter defines the message that will appear on the bottom line (Line 2) of the customer display in a 'Next Customer' state. Maximum number of characters is 49.
- **Customer Display Sign-On Lane Message Line 3**: If the customer display supports more than two message lines, this parameter defines the message that will appear on the third line (Line 3) of the customer display in a 'Next Customer' state. Maximum number of characters is 49.
- **Customer Display Sign-On Lane Message Line 4**: If the customer display supports more than two message lines, this parameter defines the message that will appear on the fourth line (Line 4) of the customer display in a 'Next Customer' state. Maximum number of characters is 49.
- **Customer Display Sign-Off Lane Message Length**: This parameter specifies the maximum length (number of characters) of the message per line for the 'POS Closed' state. If the Width entered is greater than the customer display width, the message scrolls. The Width entered must be at least the width of the message entered or it does not display correctly. If 0 is entered, the customer display will default to 'This Lane is Closed'. The valid range is 0 to 49.

10.7.3.27.2 Retailer Information (sub-folder)

These parameters allow the user to enter retailer information to be printed on multi-part receipts when tendering with a credit card.

10.7.3.27.3 Retailer Information (sub-folder 1-5)

Retailer information details may be added for up to five credit cards. Each credit card multi-part receipts supports up to five lines of retailer information. These lines are printed on the multi-part receipt below the header, during a transaction with a credit card. After entering retailer information, link it to the corresponding tender type.

Note:

In sites using the Dynamic Receipt Engine (DRE), the XML text sent includes data from Retailer Information 2 folder for printing the IVR (Interactive Voice Response) survey. In sites not using DRE, these fields can be included in the _IVR_SRVY template for printing the survey on the receipt. The XML data sent to DRE can be seen in C:\ Program Files \ Retalix \ Dynamic Receipt \ Log \ posTransaction.xml file.

- **Retailer Information (1-5) Line 1**: Line 1 is a free-form text field, supporting up to 40 alphanumeric characters.

- **Retailer Information (1-5) Line 2**: Line 2 is a free-form text field, supporting up to 40 alphanumeric characters.
- **Retailer Information (1-5) Line 3**: Line 3 is a free-form text field, supporting up to 40 alphanumeric characters.
- **Retailer Information (1-5) Line 4**: Line 4 is a free-form text field, supporting up to 40 alphanumeric characters.
- **Retailer Information (1-5) Line 5**: Line 5 is a free-form text field, supporting up to 40 alphanumeric characters.

10.7.3.28 Receipt

10.7.3.28.1 Regular Printing (sub-folder)

10.7.3.28.2 GENERAL (sub-folder)

- **Print Currency Symbol on Receipt**: This parameter provides the option of printing the currency symbol (e.g., $) on the customer receipt. (Yes/No)
- **Print Duplicate Receipt on Loans & Pickups**: This parameter provides the option of printing a duplicate receipt on loans and pickups at the POS terminals. (Yes/No)
- **Print Separate Receipts for Each Tender on Pickups**: This parameter provides the option of printing individual receipts for each tender type picked up. (Yes/No)
- **Print "PLU not Found" Slip**: This parameter specifies that when an item is entered but not found in the PLU file, a slip will be printed, on which the cashier can manually enter the details of the unfound item, that can be used later to update the item file. (Yes/No)
- **Print "PLU not Found on Inquiry" Slip**: This parameter specifies that when a price query is entered on an item not found in the PLU file, a slip will be printed, on which the cashier can manually enter details of the unfound item; that can later be entered into the system. (Yes/No)
- **Print Total Number of Items on Receipt**: This parameter provides the option to print the total number of items purchased on the customer receipt. Options are None, On Balance Due Line, or On Separate Line.
- **Customer Currency Code on Right of Value**: This parameter provides the option to print the currency symbol to the right of the value on the customer receipt.
- **Merge Bonus Coupon into Store Coupon**: This parameter provides the option to merge the bonus coupon total with store coupon total on the customer receipt.
- **Omit Non-Member Card Promotion in Savings Report**: This parameter provides the option to omit printing non-member promotions in the 'Your Savings Today' summary report on the customer receipt. (**Note:** Non-member promotions are promotions that are rewarded to every customer meeting the necessary purchase requirements.)

- **Omit Printing of Total**: Set this parameter to 'Yes' to omit the 'Total' line printed after the 'Total Tax' line. When the parameter is set to Yes, only the Balance Due will be printed at the end of the ticket.
- **Detailed Tail Format**: Set this parameter to Yes to print a more detailed tail on the receipt. The tail will show the full word for Store, Cashier, Register, and Ticket, instead of S, C, R, and #.
- **Receipt Line Spacing**: The parameter provides the option of modifying line spacing to reduce the length of the receipt. For an identical transaction, “Reduced” spacing is approximately ½ inch shorter than a “Normal” receipt. “Compact” spacing is approximately ½ inch shorter than a “Reduced” receipt.
- **Print Tare Weight on Receipt:** This parameter provides the option of printing the tare weight on the receipt. Click on the field’s selection arrow and choose: No, Print All Tares, or Print Manual Tares.
- **Omit receipt details of UPC2 embedded price weighted items:** This parameter controls whether price-per-weight details for UPC2 weighted items are displayed on the receipt. If set to Yes, the detail line will not display.

Note:

This feature is only supported for price embedded UPC2 barcodes. The second receipt line for these items contains the item’s weight and price per pound (taken from the PLU file). This feature will prevent customer confusion if there is a difference between the item’s scale price and the item’s price in the PLU file. The General System Parameter “Price [] or Weight (x)” located in the Store > Programmable Barcodes > Starting Digit 02 folder must be set to “No” to use this feature.

- **Savings Report Minimum Amount**: Enter the minimum dollar amount of savings that must exist in a ticket to print the total savings report on the customer’s receipt.

10.7.3.28.3 End Ticket (sub-folder)

- **Print Cashier Name on Receipt**: This parameter provides the option of printing the Cashier’s name on the customer receipt. The cashier name will print at the bottom of the receipt, before the trailer.
- **Suppress Printing Points on Receipt**: This parameter provides the option of not printing member card points on the receipt. (Yes/No)
- **Print Change at the End of Receipt**: This parameter specifies the location of printing the customer’s change on the receipt. When Yes is selected, the customer’s change will print at the end of the customer receipt, after the tax report. When No is selected, the customer’s change will print after ‘Balance Due’ and the tendered amount.

- **Additional Template Name to Print on Receipt Bottom**: This selection provides the name of the template for printing a message at the end of the receipt (on a separate perforation.
- **Print Customer Slip:** This parameter controls when a slip is printed at the end of the order. Click the field's selection arrow and choose "Members Only" (to print a slip when a member card is entered during the sale) or "All Customers" (to print a slip for all transactions). The default setting is "No Slip".
- **Customer Slip Template:** This parameter provides the option of selecting the template for the customer slip. Enter the name of the template defined within the Templates/Multi-part Receipt program. (The template name must have 10 characters and match the name of the template in the template database).
- **CC for Printing Customer Slip for Non-Member:** This parameter provides the option of selecting the control check required when choosing the "Prompt for non-members" option.
- **Payout/ROA Slip Template:** This parameter provides the option of selecting the template for the Payout/ROA slip.
- **Template Name for Return Totals Slip:** This parameter provides the option of selecting the template for return totals slip. Enter the name of the template defined within the Templates/Multi-part Receipt program.
- **Number of Slips to Print for Return Totals:** This parameter specifies how many copies of return totals slip will be printed.
- **Print Customer Slip After:** This parameter enables the option to print a template on a customer receipt every X customers. Enter the number of positive tickets (up to 9999) to print before printing the Customer Slip Template. If set to 0, the feature is disabled.
- **Template to Print Customer Slip After Every X Customers:** Enter the name of the defined template (under Templates/Multiple Part Receipts) to print at the bottom of the customer receipt after specified slip print interval (above) has been met. (**Note:** The template entered must be defined within Templates/Multi Part Receipts or no template will be printed. The sample CUST_TPL template may be used and modified to meet the store's purposes).

10.7.3.28.4 Balance Due (sub-folder)

- **Print "Bal. Due" Each Time Subtotal Pressed**: The parameter provides the option to print 'balance due' on the customer receipt each time the subtotal key is pressed.
- **Print "Bal. Due" After Each Tender**: The parameter provides the option to print 'Balance Due' on the customer receipt each time a tender is processed.

- **Tax Report Before Balance Due**: The parameter provides the option to print the tax report before 'Balance Due' on the customer receipt. If No is selected, the tax report will print after 'Balance Due' on the customer receipt.
- **Print Balance Due in Large Font**: This parameter provides the option of printing 'Balance Due' in a large font on the customer receipt.

10.7.3.28.5 Coupons (sub-folder)

- **Print Coupons in Special Format**: This parameter provides the option to print coupons in a special format on the customer receipt. Options are None, Bold, Italic, Bold Italic, or Color.
- **Omit Coupon Total in "YOUR savings" Group**: This parameter provides the option to print a coupon total line (text line 'TOTAL CPNS' with count and amount) in the 'Your Savings Today' summary report on the customer receipt.
- **Vendor Coupon Description**: This parameter provides the option to print a user-defined vendor coupon description on the customer receipt. This description only appears on the customer receipt and does not change the vendor coupon tender description in reports.
- **Store Coupon Description**: This parameter provides the option to print a user-defined store coupon description on the customer receipt. This description only appears on the customer receipt and does not change the store coupon tender description in reports.
- **Bonus Coupon Description**: This parameter provides the option to print a user-defined bonus coupon description on the customer receipt. This description only appears on the customer receipt and does not change the bonus coupon tender description in reports.
- **Triple Coupon Description**: This parameter provides the option to print a user-defined triple coupon description on the customer receipt. This description only appears on the customer receipt and does not change the triple coupon tender description in reports.
- **Suppress Coupon Required Print**: This parameter provides the option of suppresses the coupon-scanned notification (line of text) on the receipt when a coupon required promotion is triggered.

10.7.3.28.6 Savings (sub-folder)

- **Print Saving Plus Total on Receipt**: This parameter provides the option to print a 'Savings Plus Total' on the customer receipt. The 'Savings Plus Total' is the sales total of items purchased in departments that have the attribute, 'Include in Savings Plus Total', set (refer to "Departments" in chapter 5 for details).
- **Savings Group Total Text**: This parameter defines the text to print for the 'Additional Savings Group' total line on the customer receipt. This is a free-

form text field and the description can be up to 30 alphanumeric characters.

- **Print Savings in Special Format**: This parameter provides the option to print additional savings total in a special format on the customer receipt. Options are None, Bold, Italic, Bold Italic, or Color.
- **Omit Your Savings Summary Report**: This parameter provides the option to omit printing the 'Your Savings Today' summary report on the customer receipt. When set to Yes, the savings summary report will not print on the customer receipt. When set to No, the 'Your Savings Today' text line, with the relevant savings description and amount, will print on the receipt.
- **Detailed Item Savings**: This parameter provides the option to print savings, by item, in the 'Your Savings Today' summary report on the customer receipt.
- **Omit Item Savings Total**: This parameter provides the option to omit printing an Item Savings Total line (with count and amount) in the 'Your Savings Today' summary report on the customer receipt.
- **Omit Savings Total**: This parameter provides the option to print savings total line (text line 'TOTAL SAVINGS', with count and amount) in the 'Your Savings Today' summary report on the customer receipt.
- **Present All Total Savings as Negative Values**: This parameter provided the option to print all savings totals in the 'Your Savings Today' summary report, as negative values on the customer receipt (i.e., a minus sign to the left of the value).
- **Print Savings Marketing Message**: This parameter provides the option to print a Savings Marketing Message, highlighting the dollar amount and percent savings, on the customer receipt, for qualifying customers. When this parameter is set to Yes, the Saving Marketing Percent % parameter, below, determines what marketing savings message will print on the customer receipt. If this parameter, Print Savings Marketing Message, is set to No, a 'You Could Have Saved' message will print on the customer receipt.
- **Your Savings Today Text**: This parameter provides the option to define the header to print on the summary savings report (refer to parameter 'Your Savings Today') on the bottom of the customer receipt. The field is a free-form text parameter and the description can be up to 30 alphanumeric characters. If this field is left blank, the default header ('Your Savings Today') will print.
- **Savings Marketing Percent**: This parameter specifies the savings marketing percent. If this saving percent is matched or exceeded in the sales order, the Marketing Message with Percent template, below, will print on the customer. If the savings in the sales transaction does not reach this percent, the Marketing Message without Percent template, below, will print on the customer receipt.

- **Template for Savings Marketing Message with Percent**: This parameter defines the name of the template for the Savings Marketing Message with Percent as it appears in Database Management\POST Controls\Templates\Multi-Part Receipts. This 'Savings Message' will print on the customer receipt when the percent savings in the order exceeds the value in the Saving Marketing Percent parameter above.
- **Template for Savings Marketing Message without Percent**: This parameter defines the name of the template for the Savings Marketing Message without Percent as it appears in Database Management\POST Controls\Templates\Multi-Part Receipts. This message will print on the customer receipt when the percent savings in the order does not exceed the value in the Saving Marketing Percent parameter above.
- **Template for Member Card/Frequent Shopper Print**: This parameter defines the name of the template for the Member Card/Frequent Shopper as it appears in Database Management\POST Controls\Templates\Multi-Part Receipts.
- **Member Card Saving Message**: This parameter provides the option to define a member card saving message (for example, 'Club Royal Savings') that will print for member promotions in the 'Your Savings Today' summary report on the bottom of the customer receipt. If this field is left blank, the description from the promotion record (for example, '10% Bakery Discount') will print.
- **Suppress Signs from Promotions Printing**: This parameter provides the option to suppress signs from promotion printing.
- **Member Card Promotion Only Text for "Your Savings Today" Report**: If parameter *Omit Non-member Card Promotion in Savings Report* is set to Yes, this parameter provides the option to print a member card promotion only total (count and amount) in the 'Your Savings Today' summary. This parameter is a free-form text field, supporting up to 20 alphanumeric characters.
- **Your Savings Summary Report Template:** This parameter provides the option of selecting the template for the Your Savings Summary Report. If no template is provided, the default report will be printed.
- **Exclude Member Promotions from Bonus Buy:** This parameter provides the option of excluding the Member Promotion savings from the Bonus Buy Totals.
- **Individual Member Promotion:** This parameter provides the option of selecting one member promotion that will be printed on a separate field in the Your Savings Summary Report.
- **Print Linked Promotion Summary:** This parameter allows/disallows a summary line to print on the receipt for multiple promotions linked to a Credit Program for a single item.

- **Linked Promotion Summary Text:** This parameter holds the description that displays next to the combined (linked) promotion discount amount on the customer receipt. For example, Promo Savings.

10.7.3.28.7 Signature (sub-folder)

- **Suppress Signature Receipt on Credit Transactions**: This parameter provides the option of suppressing the printing of the credit card signature slip for selected customers. Options are Never, Member (member card holders), or Always (all customers). This feature requires buffer printing.
- **Minimum Amount for Printing Signature Receipt**: This parameter provides the option of suppressing the printing of the credit card signature slip when the credit card value is below a minimum dollar amount. Valid range is 0.00 to – 999999999.99.
- **Prompt Cashier for Signature Required**: This parameter provides the option to prompt the cashier for a customer signature on credit card transaction when the signature slip is not suppressed.
- **Suppress Signature Capture on Customer Receipt**: This parameter enables the ability to print the signature on the customer credit card receipt. This feature requires signature capture support on the Electronic Payment System. Click the selection arrow and choose Always, Never, Member, or Handled by Hook.

Note:

NCR Connected Payments versions containing signature capture on the Pin Pad are required for printing the signature on the receipt. In addition, the store must have Signature Capture set up in NCR Connected Payments for each tender that will utilize this feature (i.e. “O - Signature Capture" in the TAC Sequence). Please consult the NCR Connected Payments User Guide for these settings.

10.7.3.28.8 Bonus Buy (sub-folder)

- **PLU Comparison Printing Type**: This parameter specifies the options for printing PLU Price Comparison items on the customer receipt. Options are:
  - **None:** No printing on the receipt.
  - **Summary:** Print summary of PLU Price Comparison savings on the bottom of customer receipt.
  - **Line:** Print PLU Price Comparison savings per item on the customer receipt.
  - **Summary & Line:** Print PLU Price Comparison savings at item level and at the end of the order on the customer receipt.
- **Print Summary Report Header:** This parameter provides the option to print a header on the PLU Price Comparison summary at the bottom of the customer receipt (for example $$$$$$$$$).

- **Print Summary Report for Type 1**: This parameter provides the option to print PLU Price Comparison Type 1 (e.g., Bonus Buy) items in the PLU Price Comparison Summary Report on the bottom of the customer receipt.
- **Print Summary Report for Type 2**: This parameter provides the option to print PLU Price Comparison Type 2 (e.g., Advertised Savings) items in the PLU Price Comparison Summary Report on the bottom of the customer receipt.
- **Print Summary Report for Type 3**: This parameter provides the option to print PLU Price Comparison Type 3 (e.g., Matched Advertised Savings) items in the PLU Price Comparison Summary Report on the bottom of the customer receipt.
- **Print Summary Report for Type 4**: This parameter provides the option to print PLU Price Comparison Type 4 (e.g., Private Label Savings) items in the PLU Price Comparison Summary Report on the bottom of the customer receipt.
- **Print Summary Report for Type 5**: This parameter provides the option to print PLU Price Comparison Type 5 (e.g., Competitor Compare Label Savings) items in the PLU Price Comparison Summary Report on the bottom of the customer receipt.
- **Print Summary Report for Total**: The parameter provides the option to print a Total Price Comparison Savings in the Summary Report.
- **Print Summary Report Footer**: This parameter provides the option to print a footer on the Price Comparison summary on the bottom of the customer receipt (for example, $$$$$$$$).
- **Bonus Buy Savings Text for "Your Savings Today" Report**: This selection provides the option to define the text that displays next to Bonus Buy (price comparison) savings.

10.7.3.28.9 Tax (sub-folder)

- **Omit Tax Report Total**: If parameter Display Individual Tax on Receipt is selected, a tax report will print on the customer receipt which lists taxable amount and tax due, by individual tax rate. The Omit Tax Report Total parameter provides the option to print an additional Total Tax summary line for the Tax Report on the customer receipt. When this parameter is set to No, this Total Tax summary line will print on the receipt.
- **Order Tax Report Header**: This parameter provides the option to define the header to print on the Tax Report (refer to parameter Display Individual Tax on Receipt). The description can be up to 30 alphanumeric characters and will print as the first line in the Tax Report on the customer receipt. If this field is left blank, the default header (TAX-CODE, TAXABLE-VAL and TAX-VALUE) will print.

- **Bulk Tax Message Template Name**: This selection provides the name of the template for printing item bulk tax information (as it appears in Database Management\POST Controls\Templates\Multi-Part Receipts) on the receipt. If the transaction includes an item subject to bulk tax, information from this template will appear on the receipt.

10.7.3.28.10 Buffer Printing (sub-folder)

- **Print Linked Items Directly Under the Items They Are Linked To**: This parameter provides the option of placing linked items (i.e. bottle deposits) next to the item that triggered their insertion into the receipt. If set to No, the linked item will appear based on other established sort criteria.
- **Bonus Buy Savings Text for Enhanced Net Price Printing:** Enter the text that will print on the receipt for Bonus Buy savings if the parameter Enhanced Net Price Printing is set to Yes.
- **Buffer Printing**: This parameter provides the option to store the sales transaction information in the printer buffer (memory) until completion of the transaction. When buffered printing is enabled, the printer beeps each time an item is entered. Select this option to enable sorting of items on the receipt (Organized Receipt).
- **Combine Same Items**: If Buffer Printing is selected, this parameter provides the option to allow 'like' items to print as one entry on the customer receipt. When set to Yes, multiples of an item print as one entry on the receipt, regardless of the order in when they are rung up.
- **Omit Voided and Cancelled Items**: If Buffer Printing is selected, this parameter provides the options to omit printing voided or cancelled items on the customer receipt. (Yes/No)
- **Total Sales Text**: If Buffer Printing and Sort Receipt are selected, this parameter provides a text description for the Total Sales line on the customer receipt. The description can be up to 30 alphanumeric characters and will print as a 'Total Sales' summary, after all the sorted item and department sales entries, on the customer receipt.
- **Total Coupons Text**: If Buffer Printing and Sort Receipt are selected, this parameter provides a text description for the Total Coupon line on the customer receipt. The description can be up to 30 alphanumeric characters and will print after the 'sorted' coupons, on the customer receipt.
- **Group All Coupons**: If Buffer Printing and Sort Receipt are selected, this parameter provides the option to group all coupons together on the customer receipt.
- **Group Complex Promotions in Additional Savings Section**: This parameter provides the option to include complex promotions in the Additional Savings section on the customer receipt. Examples of complex promotions include:

- Enhanced promotions with the following attributes set:
  - Reward types other than credits or credits per item
  - Give reward on the highest/lowest
  - Minimum purchase
  - 2nd Thresholds
  - Minimum Item weight
  - Maximum Item weight
  - Coupon Type of one time only or one time per reward
- Enhanced promotions that require a member card
- Group promotions that require a member card
- Level promotions that require a member card

- **Print Voids, Refunds Special Format**: This parameter provides the option to print voids and refunds in a special format on the customer receipt. Options are None, Bold, Italic, Bold Italic, or Color.

10.7.3.28.11 Sort Receipt (sub-folder)

- **Sort Receipt**: This parameter enables the Reorganized Receipt feature which provides various combinations for printing of the sales receipt for the benefit of the customer. To sort customer receipts, the Buffer Printing parameter must be selected.
- **Main Sort**: This parameter enables the user to define how the ticket is sorted and printed on the customer receipt. Options are:
  - None
  - Department Name
  - Department Name plus Total
  - Item Name
  - Price Ascending
  - Price Descending
  - Department Number
- **Second Sort**: This parameter provides an optional second sort of items on the customer receipt. Options are:
  - None
  - Alpha (Sort items alphabetically)
  - Price Ascending
  - Price Descending

10.7.3.28.12 Net Price (sub-folder)

- **Net Price Text Message**: If the Net Price Printing parameter is enabled, this parameter defines the text to print on the net price line. This is a free-form text field and the net price description can be up to 30 alphanumeric characters.

- **Net Price Free Text Message**: If the Net Price Printing parameter is enabled, this parameter defines the text to print on the net price line when an item is free (i.e., net price is zero). This is a free-form text field and the net price free description can be up to 40 alphanumeric characters.
- **Net Price Printing**: This parameter enables the Net Price Printing option, which prints a net price line for items on promotion. When set to Yes, items on promotion will print regular price, promotion amount and net price on the customer receipt (per item). This feature requires that Buffer Printing be turned on.
- **Print Net Price in Special Format**: This parameter provides the option to print Net Price items in a special format on the customer receipt. Options are None, Bold, Italic, Bold Italic, or Color.
- **Enhanced Net Price Printing:** Set this parameter to Yes to print the item price on the receipt reduced by the amount of supported promotion savings. Also, set this parameter to Yes when using parameters Print Regular Price Line or Print Promotion Savings Line.
- **Print Promotions Savings Line:** Set this parameter to Yes to print the promotion savings line below the item when a promotion is awarded. The Enhanced Net Price Printing parameter must be set to Yes for this parameter to function properly.
- **Print Regular Price Line:** Set this parameter to Yes to print the regular price below the item when a promotion is awarded or a bonus buy savings is due to print. The Enhanced Net Price Printing parameter must be set to Yes for this parameter to function properly.

10.7.3.28.13 Saving (sub-folder)

- **Your Savings Today**: If Buffer Printing is selected, this parameter provides the option to print this text line with relevant savings description and amount on the bottom of the customer receipt. For example, if items on promotion, reduction, offer, or discount have been rung up, this savings summary will print on the customer receipt.
- **Savings Group Header Text**: This parameter defines the header to print for 'Additional Savings Group' promotions on the customer receipt. This is a free-form text field and the description can be up to 30 alphanumeric characters.
- **Print Additional Savings in Special Format**: This parameter provides the option to print 'Additional Savings' promotion in a special format on the customer receipt. Options are None, Bold, Italic, Bold Italic, or Color.
- **Print Saving Totals on Receipt When Buffered Printing is Off**: This parameter provides the option of printing a discounts quantity and savings total line on the receipt when buffered printing turned off. If set to No, the line will be omitted.

10.7.3.28.14 Signs (sub-folder)

- **Currency**: This parameter specifies the currency sign (e.g., $) to print on the customer receipt.
- **Minus**: This parameter specifies the minus sign (e.g., -) to print on the customer receipt.
- **Decimal**: This parameter specifies the sign be used for decimal quantity input (usually a point).
- **Format**: This parameter specifies the format sign (,) to be used.
- **Non Taxable Print Character**: This parameter provides the option of specifying the character to print by non-taxable items on the customer receipt (usually blank).
- **Multiple Tax Print Character**: This parameter provides the option of specifying the sign to print on the receipt when two or more taxes are applicable.
- **Food Stamp Print Character**: This parameter provides the option of specifying the character to print by Food Stamp eligible items on the customer receipt.
- **Non Food Stamp Print Character**: This parameter provides the option of specifying the character to print by Non-Food Stamp eligible items on the customer receipt.
- **Cost Plus Print Character**: This parameter provides the option of specifying the character to be printed next to a Cost Plus item or department on the customer receipt.
- **Non Cost Plus Print Character**: This parameter provides the option of specifying the character to be printed when a sale is a not a Cost Plus item or department.
- **Frequent Shopper Print Character**: This parameter provides the option of specifying the character to print next to an item that has a Frequent Shopper discount.
- **Non Frequent Shopper Print Character**: This parameter the option of specifying the character to print next to an item that does not have a Frequent Shopper discount.
- **Print Currency on Check (Dollar)**: This parameter specifies the text to print on the check, with check printing. For example, 'Dollars'.
- **Print Currency on Check (Cents)**: This parameter specifies the text to print on the check, with check printing. For example, 'Cents'.
- **WIC Sale Sign**: This parameter provides the option of specifying the character to print next to WIC (Women, Infants, & Children) items on the customer receipt.
- **DEA Sale Sign**: This parameter provides the option of specifying the character to print next to DEA items (items controlled by Drug Enforcement Administration) on the customer receipt.

- **Multiple Tax Sign If More Than One Tax Active**: This parameter provides the option of printing the multiple tax print character (defined using the Multiple Tax Print Character setting) for items subject to more than one tax. (The tax signs print to the right of the price on the receipt). If set to No each individual tax sign will print.
- **Non-Rx Healthcare print character**: This parameter defines the character to print when an item has the Non-Rx Healthcare Item flag set in PLU Maintenance.
- **Rx print character**: This parameter defines the character to print when an item has the Rx Item flag set in PLU Maintenance.
- **WIC CVV sale sign:** This parameter defines the character to print on a customer receipt to indicate that an item is a WIC CVV eligible item.

10.7.3.28.15 Audit Printer (sub-folder)

- **Level of Detail on Audit Printer**: This parameter specifies the level of ticket detail to log to the in-lane POS audit printer or Electronic Journal. Options are:
  - Minimum – Nothing prints
  - Medium - No item details print
  - Full – All details print

10.7.3.28.16 GENERAL (sub-folder)

- **Use Messages for Printing:** Set this parameter to Yes if receipt messages printing require the messages mechanism that bypasses templates.
- **Prohibit Front Office users from Modifying Promotions:** This parameter prevents all Front Office users from any promotion modification (new, edit, delete). This parameter affects all promotion maintenance screens (Enhanced, Group, Level).
- **New Item Heir in System:** Not Used.

10.7.3.28.17 Dynamic Receipt (sub-folder)

The Dynamic Receipt Engine is a dedicated receipt printing mechanism that resides on the POS. Receipt design is completed centrally (through templates). Ticket data from the POS is fed into the engine along with promotion data from LPE (Loyalty Promotion Engine) to produce a customer-friendly receipt.

- **Use Dynamic Receipt:** When this parameter is Yes, the Dynamic Receipt mechanism will be used to control the receipt printing. If set to No, the current receipt functionality will be used.
- **Amount of time before going to regular receipt function:** This parameter defines the number of seconds to wait before going back to traditional receipt printing if there is no response from the server.
- **Dynamic Receipt Port Number:** This parameter defines the Dynamic Receipt Port number.

- **Dynamic Receipt Server Address:** This parameter defines the Dynamic Receipt server address. If left blank, the local host default address is used.
- **Dynamic Receipt Configuration Path:** This parameter defines the path to the Dynamic Receipt Configuration Files on the POS.
- **Dynamic Receipt Import Configuration File Path:** This parameter defines the import location of the Dynamic Receipt configuration files on the Front Office.

10.7.3.29 Additional Tender Information

This feature is currently not supported.

10.7.3.30 Full Screen Customer Display

- **Include Bonus Buy Savings in Total Savings Box:** This parameter provides the option of including the Bonus Buy Savings in the Total Savings Box on the customer display.

10.7.3.31 General

- **Default Minimum Purchase Amount for Promotions**: This parameter specifies the minimum purchase amount required before a promotion offer can be given. Valid range 0.00 to 9999999.99.
- **Type of Extended Balance Due to Display**: This parameter provides the option to select the type of Balance Due, to display on the customer display. Options are None and Food Stamp. If None is selected, only 'Balance Due' will display on the customer display. If Food Stamp is selected, 'Balance Due' will display on the top line of the display and 'F/S Subtotal' will display on the bottom line of the display.

Note:

Set this parameter to "Food Stamp" if the WinPOS.INI file has been modified to display the food stamp eligible balance in the lower left hand corner of the customer display.

- **Multiple Languages in System**: This parameter allows multiple languages to be support on the POS terminal.
- **Always Read PLUs from PC**: This parameter provides the option to always read the PLU from only the MFS1 PLU file. When set to Yes, the POS terminals ignore their own PLU files and read only from the MFS1 PLU file.
- **Check Guarantee Functionality**: This functionality is currently not implemented.
- **Sales Printer Sound**: This parameter specifies the printer sound at the POS terminal. Options are:
  - None - No beep
  - Buffer Printing - Beeps with every item
  - Always - Allows buffer printing without the beeps
- **Cashier File is Resident on Post**: This parameter provides the option to load the Cashier file onto the POS terminals. When selected, this option

provides better control of off-line cashier sign-on. If the POS terminals are off-line, cashier passwords are validated against the cashier file that is resident on the POS Terminal. Notes:

- If you do not select this option, POS terminals receive cashier data when cashiers sign on or when supervisor authorization is required.
- If your store works with the parameter, System Integrity in System, add the `EMPL.QDX` file to the QDX Files Checksum Table in Field Engineer's Utilities.
- Loading a large Cashier File onto the POS terminal takes up memory and can affect performance.

- **Bad Account File is Resident on POST**: This parameter provides the option to load the Bad Accounts file onto the POS terminals. To load the file onto the POS terminal for the first time, you must either perform a Cold Start or run a general batch file that will insert all bad account records.
  Maintenance is sent to the POS terminal any time a change is make to the bad accounts file in the Back Office via Bad Account Maintenance. Any changes made to Bad Accounts through General Batches, generates maintenance to POS terminals.
  While in off-line mode, bad accounts are validated against the Bad Accounts file, which is resident on the POS terminal. Notes:

  - If your store works with the parameter, System Integrity in System, add the `ACCT.QDX` file to the QDX Files Checksum Table in Field Engineer's Utilities.
  - Loading a large Bad Accounts File onto the POS terminal takes up memory and can affect performance.

- **Euro Rate**: This parameter defines the conversion rate (numeric value) between the Euro and local currency.
- **Prompt for Customers ID on Save Transaction**: Select this checkbox to enable cashier to enter the customer's ID before saving a transaction. Recalling a transaction can be done by entering the customer's ID. The customer ID prints on the saved ticket.
  If cashier does not want to enter the customer's ID or if the customer does not have ID available, the cashier may select **No** when prompted.
  The transaction can be recalled in three ways:

  - Entering the terminal and ticket numbers
  - Entering the customer's ID
  - Scanning the barcode

- **Prompt Large Total on Cashier Display**: This parameter provides the option to display a large Balance Due message on the cashier display, after the Total key is pressed, providing for easy viewing by the cashier.

- **Consecutive Scan Count Display**: This parameter provides the option to display a 'Consecutive Scan/Item Count' field on the cashier display, showing the number of times the same product has been sold consecutively by scanning or manual entry. (Yes/No)
- **Number of Minutes to Prompt Before EOW Start**: Prior to the start of the End-of-Week process, a message is displayed on the screen, indicating that the End-of-Week is ready to start. This parameter specifies the number of minutes prior to the start of the EOW to display the message. This message requests confirmation to begin the EOW process. Valid range is 0 to 99 minutes. (This parameter is reserved for future development.)
- **Number of Minutes to Prompt (After Warning) to Confirmation**: This parameter specifies the number of minutes following the EOW prompt, after which the End-of-Week will automatically start. Valid range is 0 to 99 minutes. (This parameter is reserved for future development.)
- **POS Date Format**: This parameter provides the option to select the date format used on the POS terminal display. The American date format is MM/DD/YYYY. The European date format is DD/MM/YYYY.
- **Supervisor Privileges**: This parameter is a multi-parameter, which allows up to 8 supervisor privilege levels in order to establish proper authorization for handling events, such as Control Checks, at the POS terminal.
- **Megabytes Remaining on POS Disk to Initiate a Warning Message**: This parameter specifies the minimum amount of free space (in megabytes) required on a POS terminal. When the disk space on this drive is less than this amount, a warning message displays.
- **Deliver Survey Messages on Receipt Every XX Transactions**: This parameter specifies the interval between each survey message print. Enter the number to transactions between random survey printing on the customer's receipt.
- **Enhanced Large Total Prompt on Cashier Display Sub Total, Tax and FS Eligible Amount:** This parameter specifies whether to increase the size of the total prompts on the cashier display.
- **Verify Weight Changes at Last Keystroke:** This parameter will verify the weight from the scale on a manual price weighted item on the last keystroke of the transaction. This eliminates the possibility the weight on the scale could change between the time the department and price is requested and the time the cashier hits the Enter key after price entry.
- **Display Customer Name From EFT Card on Cashier Display:** This parameter controls the display the customer's name from the magnetic strip on the cashier screen once an EFT transaction has been approved until the cash drawer is closed.
- **Enhanced PLU Group Display:** This parameter enables selecting the enhanced mode for the PLU Groups screen. The enhanced screen also displays the Qty and whether an item is weighed or not.

- **Default Item/Department Product Code:** This parameter specifies the Product Code to be used by POS when Item/Department sold doesn't have a linked product code. (**Note:** This parameter must be set to use Fleet Cards at the POS).
- **Display Captured Signature on Cashier Display with Accept or Reject:** The parameter controls whether the signature capture is displayed on the cashier display. When set to Yes, the captured signature from the EFT terminal will be displayed on the cashier's screen. The cashier will either accept or reject the signature. When set to No, the captured signature will not display.

Note:

NCR Connected Payments versions containing signature capture on the Pin Pad are required to utilize this feature. In addition, the store must have Signature Capture set up in NCR Connected Payments for each tender that will utilize this feature (i.e. "O - Signature Capture" in the TAC Sequence). Please consult the NCR Connected Payments User Guide for these settings.

- **Transfer Saved Transactions to Finalizing Cashier:** For recalled transactions, set this parameter to Yes to report the sale transaction to the "finalizing" cashier. If set to No, the sale will report to the "saving" cashier.
- **Compressed PLU Group Screen:** This parameter enables selecting the compressed mode for the PLU Groups screen. This will assist the cashier in selecting the correct item from a group list by presenting a longer item description.
- **Retry Message if Scale is Not Stable:** This parameter allows the option of displaying a special message that allows polling the scale again without re-entering the PLU (if the scale is not ready or WinPOS has not received the weight from the scale).
- **CC for Clearing Retry Scale Message:** Click the field selection arrow and choose the Control Check to display after clearing the Retry Scale Message. The default is None.
- **Pharmacy Barcode Behavior**: If this parameter is set to Default, the POS will use barcode offsets as defined in Barcode Programming Maintenance for Pharmacy Rx Sale barcodes. If set to 3rd Party Host, the POS will use the 3rd Party Interface to retrieve certain item details.

Note:

Set this parameter to "3rd Party Host" for the PDX Rx Interface.

- **Automatic prompt for manual segments:** This parameter relates to Loyalty Pro and defines if a cashier's local manual segments prompt will be activated automatically or manually through a keyboard soft key.

Note:

ENCOR Loyalty Segments identify groups of customers who will be targeted for specific promotions. Local Segments are segments assigned to customers during the sale at the POS if specific events occur. The customer does not have to be a Loyalty Member to be assigned to a Local Segment.

- **Audio signal (beep) when scale weight is accepted for NCR 78xx scanner/scale:** If set to Yes, an audio signal will be emitted from the scanner when the scale weight is accepted on a NCR 78xx scanner/scale. This beep will be similar to the "item accepted" beep from the scanner.

Note:

This feature will allow the cashier to recognize the beep as an accepted item (rather than having to confirm by viewing the cashier display). As of this release, this feature is specific to the NCR 78xx family of Scanner/Scales.

- **Enable Capture of Customer Phone Number at POS**: This parameter enables prompting for the customer phone number on the PIN Pad and/or Cashier Display. This can be triggered manually by a key function or automatically at the beginning or end of a sale.
- **Enable Capture of Customer Phone Number at POS at end of ticket**: This parameter enables automatic prompting for customer phone number at the end of a sale (after total key is pressed), if the "Enable Capture of Customer Phone Number at POS" option is also turned on.
- **Enable Capture of Customer Phone Number on PIN Pad**: This enables the customer to enter their phone number at the PIN Pad for the purposes of the Phone Number Capture feature, if the "Enable Capture of Customer Phone Number at POS" option is on.
- **Custom Description for Phone Number Capture**: This parameter specifies the description used for prompting for a Phone Number.

Note:

If left blank, the default description "Enter 10 Digit Phone Number" will be used.

- **Enable Capture of Customer Phone Number at POS at Beginning of Ticket**: This parameter enables automatic prompting for customer phone number at the beginning of a sale, if the "Enable Capture of Customer Phone Number at POS" option is also turned on.
- **Enable Prompt for Round-Up of Ticket Total**: This parameter enables the POS to prompt the customer if they wish to round up their ticket total to the next highest whole-dollar amount for donation purposes.
- **Specify Round-Up Department**: This parameter designates a department as the system "Round-Up" Department that is used to track ticket round-up total.

- **Specify Template to Print when Round-Up is Sold**: This parameter designates a receipt template that prints at the end of the receipt when a round-up is applied to a ticket.
- **Specify Line 1 of Prompt for Round-Up**: This parameter specifies line 1 of the text that is presented to the customer (on the PIN Pad) and on the cashier display when prompting for ticket round-up.
- **Specify Line 2 of Prompt for Round-Up**: This parameter specifies line 2 of the text that is presented to the customer and on the cashier display when prompting for ticket round-up.
- **Enable Custom Loyalty Card Feature**: When set to Yes, loyalty member cards scanned at the POS (but not in the member database) will be flagged and written as a new customer in the TLOG.
- **Enable Serialized Coupon**: When set to Yes, the POS can accept serialized coupons as a tender in Tender Mode.
- **Serialized Coupon Tender Number**: Select the tender to use for reporting serialized coupons that are redeemed at the POS. (Note: In Tender Maintenance, the Tender Number must be between 1 and 25 and the Tender Type must be set to "Cash").

10.7.3.32 E_Ticket

The E_Ticket feature is used for processing internet sales.

- **E_Ticket in System**: This parameter provides the option to activate the E_Ticket in the system. (**Note:** To send member holders an E_Ticket receipt, the parameter Member Card Number Includes Check Digit must not be selected.)
- **E_Ticket Web Incoming/Outgoing Directory**: This field provides the path to the E_Ticket Web Incoming/Out Directory (C:\E_Ticket\...).
- **E_Ticket Tender Number**: This parameter indicates the Tender Type for tracking E_Ticket transactions. Valid range is 0-9999.
- **E_Ticket Master POS Number**: This parameter identifies the virtual POS terminal designated for processing E_Ticket transactions.

10.7.3.33 Q-Buster

PocketOffice Q-Buster turns your hand-held computers into portable checkout lane scanners. At a convenient location in the store, shopping basket items are scanned into a suspended POS transaction under a temporarily issued Q-Buster card number or (if a loyalty program exists) the customer's loyalty card number. When the customer reaches the POS, the card is re-scanned to resume the transaction where it can be immediately totaled and tendered. With Q-Buster, a customer transaction can be initiated from either the hand-held computer or a department POS.

- **Q-Buster in System**: This parameter enables Q-Buster. If set to Yes, Q-Buster can be implemented.

- **Use Member Card as Q-Buster Card**: This parameter enables the member cards to be used as a Q-Buster card. If set to No, a separate Q-Buster card is required to be scanned to initiate a Q-Buster transaction.
- **Allow Q-Buster Transaction at POS**: This parameter controls whether Q-Buster transactions can be initiated from the POS terminal (in addition to the hand-held computer). If set to Yes, purchases at different department POS terminals can be placed in a Q-Buster transaction so store purchases only need to be tendered once.
- **CC for Max Q-Buster Amount**: When this parameter is set to a valid control check, the control check will be applied when a transaction amount reaches the maximum allowed to be saved to Q-Buster.
- **Max Q-Buster Transaction Amount at POS**: This parameter defines the maximum amount of a single transaction that can be saved to Q-Buster.

10.7.3.34 MTX EFT

The following parameters relate to the NCR Connected Payments EFT interface and customer Pin Pad.

- **Apply Idle-Locking Mode for Pin Pad**: If set to Yes, the POS application will instruct the Pin Pad to lock itself at any end of ticket and unlock itself only when a new ticket starts. This setting prevents a situation where a customer might leave their payment information on the Pin Pad by accident and it is used to tender the subsequent transaction.
- **Customized EFT Message on Cashier Display**: This parameter controls whether the customer decline message for delayed card activation will display on the cashier display as well as the pin pad display. If this parameter is set to Yes, the POS application will echo customer pin pad messages to the cashier display in a high granularity level.
- **Alternate ID Prompt on PIN Pad**: When set to None, the PIN Pad will have the first payment sequence as the first screen. Otherwise, the first screen will prompt for the chosen option to be entered on the PIN Pad. Valid Values are None, Member Card or Secondary ID, Consumer ID, Secondary ID or Payment Swipe or Secondary ID only.
- **First Text Line on EFT Prompt (Prompt 1)**: When the parameter 'Alternate ID Prompt on PIN Pad' is set to a value other than None, this parameter will determine what text will be displayed on the Pin Pad's first line of text. The parameter is limited to 20 characters.

Note:

If left blank and the "Second RETRY Text Line on EFT Prompt" parameter is blank, the text will display "Entry Unsuccessful" by default.

- **Second Text Line on EFT Prompt (Prompt 2)**: When the parameter 'Alternate ID Prompt on PIN Pad' is set to a value other than None, this parameter will determine what text will be displayed on the Pin Pad's second line of text. The parameter is limited to 20 characters.

Note:

If left blank and the "First RETRY Text Line on EFT Prompt" parameter is blank, the text will display "Try Again" by default.

- **Allow Member Card Swipe/Secondary ID Entry at Pin Pad during Sales Mode**: This parameter controls secondary ID prompting. When set to Yes, the Pin Pad will prompt for Secondary ID/Member Card Swipe during Sales mode. If set to No, the prompt must be initiated by the cashier pressing the supported member card, frequent shopper, or secondary ID keyboard functions.
- **First RETRY Text Line for EFT Prompt (Re-Prompt 1)**: When the Alternate ID Prompt on PIN Pad parameter is set to Member Card or Secondary ID or Consumer ID, this parameter will determine what text will be displayed on the Pin Pad's first line of text (in POS Sales Mode) after swipe/entry failed validation and the customer can retry.

Note:

If left blank and the "First Text Line on EFT Prompt" parameter is also blank, the text will display "Enter Phone #" by default.

- **Second RETRY Text Line for EFT Prompt (Re-Prompt 2)**: When the "Alternate ID Prompt on PIN Pad" parameter is set to Member Card or Secondary ID or Consumer ID, this parameter will determine what text will be displayed on the Pin Pad's second line of text (in POS Sales Mode) after swipe/entry failed validation and the customer can retry.

Note:

If left blank and the "First RETRY Text Line on EFT Prompt" parameter is blank, the text will display "Try Again" by default.

- **Use MTX Receipt Data**: When this parameter is set to Yes, the system will use MTX receipts for EFT approvals, balance inquiries, card activations (deactivations and recharges) and declines (and **ENCOR** templates will not be used). NCR Connected Payments receipt data will be written to the Electronic Journal file so that it will be displayed as a text transaction.

Note:

NCR Connected Payments WinEPS must be setup to require a receipt for the tender. EFT receipts (including decline receipts) will print only if the tender has the ("Z") TAC setup in WinEPS under Terminal Configuration.

Note:

Buffered printing must be enabled for this functionality to work correctly. The General System Parameter "Buffer Printing" is located in the Store \ POST \ Presentation \ Receipt \ Buffer Printing folder.

- **Initialize MTX Payment System following an EOD**: When this parameter is set to Yes, the MTX Payment System is initialized following end-of-day

processing (saving time when the cashier signs on the POS the next morning if MTX terminal updates are performed).

- **Suppress Store Copy Receipt for Non-Signature MTX**: When this parameter is set to Yes, the system will suppress printing MTX receipts on EFT transactions where no customer signature is required.
- **Suppress All EBT Receipt/Display Balances**: When set to Yes, this parameter prevents EBT Cash and EBT Foodstamp balances from displaying on the cashier/customer display and printed denial slip.
- **Force Store Copy Receipt for ECC MTX Transactions**: This parameter is set to Yes, the system will force the store copy receipt for ECC tenders to print (overriding the "Suppress Store Copy Receipt for Non-Signature MTX Transactions" parameter).

10.7.4 Front Office Parameters

10.7.4.1 Alerts

System alerts notify office staff or management of technical problems, security violations, and other irregular or exceptional events on the POS terminals or Back Office servers. These parameters enable tracking of system alerts and define locations for displaying alerts.

- **Show Alerts on MFS1**: The parameter provides the option of displaying alerts on MFS1 server.
- **Show Alerts on MFS2**: The parameter provides the option of displaying alerts on MFS2 server.
- **Show Alerts on LFS3**: The parameter provides the option of displaying alerts on LFS3 workstation.
- **Show Alerts on LFS4**: The parameter provides the option of displaying alerts on LFS4 workstation.
- **Show Alerts on LFS5**: The parameter provides the option of displaying alerts on LFS5 workstation.
- **Show Alerts on LFS6**: The parameter provides the option of displaying alerts on LFS6 workstation.
- **Show Alerts on LFS7**: The parameter provides the option of displaying alerts on LFS7 workstation.
- **Show Alerts on LFS8**: The parameter provides the option of displaying alerts on LFS8 workstation.
- **Show Alerts on LFS9**: The parameter provides the option of displaying alerts on LFS9 workstation.
- **Show Alerts on LFS10**: The parameter provides the option of displaying alerts on LFS10 workstation.
- **Alerts in System**: This parameter enables the tracking of alerts on the system. If this parameter is not selected, no alerts will be created.

- **Time Interval for Background Alert Service:** This parameter defines the time interval for the background alert service to check alerts. The interval is in milliseconds.
- **Time Interval for Interactive Alert Service:** This parameter defines the time interval for the interactive alert service to check alerts. The interval is in milliseconds.
- **Time Interval for Scheduled Reports:** This parameter defines the time interval for the background alert service to run scheduled reports. The interval is in milliseconds.

10.7.4.2 End of Day

10.7.4.2.1 General (sub-folder)

- **Compare SQL to QDX During EOD**: This parameter provides the option during End of Day to check for errors in the databases, by comparing SQL to QDX tables. Options are None, Check Only, or Full. When set to None, no checking will be performed during the EOD. When set to Check Only, the QDX tables will be compared to the SQL tables and any differences will be reported. When set to Full, the tales will be compared and rebuilt if any differences are found.
- **Auto Declaration in End of Day**: This parameter provides the options to update Cashiers/POS declarations values for Auto Declaration tenders during End of Day.
- **24-Hours Store**: This parameter provides the option of specifying the store is a 24-hour store.
- **Allow Changing of Trading Date, Next Trading Date, EOD Type**: This parameter provides the option of allowing authorized users to change trading date, next trading date, and EOD type.
- **Pause EOD at the End of Critical Part**: This parameter provides the option of pausing the End of Day after the completion of the critical part. When set to Yes, the user will be prompted to press **Continue** once the critical part of the End of Day has completed. The pause allows the user to monitor the End of Day during the critical phase.
- **Automatic End of Day**: This parameter provides the option for the system to automatically run the End of Day procedure.
- **Warning Message if Declarations not done**: This parameter provides the option to issue a warning message that declarations have not been done when running the End of Day. Parameter options are None, Warning Only, or Error: Stop End of Day.
- **Reset POS Counter During End-of-Day**: This parameter provides the option to reset transaction numbers on the POS terminals to zero with every End of Day. (Yes/No)
- **Perform Checksum During End-of-Day**: This parameter provides the option to compare the PLU files in the POS terminals to the PLU file on

MFS1, during the End of Day process. If differences are found, the POS terminals are updated after the End of Day has completed. This process is done in the background and does not interfere with the operation of the POSTs.

- **Tax Report to Follow POS Report**: This parameter provides the option to print the Tax Report immediately after the POS Report (at the POS terminal) during the End of Day procedure. Reference parameter, Don't Print POS Reports During End-of-Day, below.
- **Don't Print POS Reports During End-of-Day**: The parameter provides the option to not print POS Reports at the POS terminals, during the End of Day procedure. (Yes/No)
- **Disallow Automatic End-of-Day Between (Start Time - 24 Hour Clock)**: This parameter specifies the 'Start Time' (e.g., 8) to prohibit running an Automatic End of Day.
- **Disallow Automatic End-of-Day Between (End Time - 24 Hour Clock)**: This parameter specifies the 'End Time' (e.g., 20) to prohibit running an Automatic End of Day.
- **Warning Message if Saved Tickets Found**: This parameter provides the option of issuing a warning message if saved tickets (suspended sales transactions) are found during the End-of-Day. Options are None, Warning Only, or Error: Stop End-of-Day.
- **Send Ticket by Email at End-of-Day**: This parameter provides the option of automatically emailing Loyalty customers (member card holders) a copy of their sales receipt during the End of Day process.
- **Time Out for Interactive Part Message**: At the end of the interactive part of the End-of-Day, a message is displayed on the screen, indicating that this phase of the End-of-Day is complete. This parameter specifies the number of minutes after which the critical part of the End-of-Day will automatically start, when the referenced message is posted, but not acknowledged. Valid range is 0 to 999.
- **End-of-Day Time Restriction (in Hours)**: This parameter represents the number of hours since the last End-of-Day was performed. If another End-of-Day is attempted before this number of hours has passed since the last End-of-Day, a message will display, giving the user the opportunity to continue or abort the EOD request. Valid range is 0 to 24 hours.
- **Allow Printed Report Copies at EOD (End-of-Day)**: This parameter provides the option to allow printing of reports during the EOD (End-of-Day) process.
- **Backup PLU and Promotion Tables before EOD Process**: This parameter provides the option to backup PLU and Promotion data as part of the End-of-Day process. When set to Yes, immediately following the critical part of the End-of-Day, an automatic procedure is invoked which writes the database backup.

- **Build credit ASCII file during EOD:** This parameter specifies that a frequent shopper or member card ASCII transaction file should be created during EOD. This feature is used when a loyalty host data warehousing database is in use that is updated only by EOD and is not interactive to the store.
- **Credit ASCII file name:** This parameter provides the option of setting the path and the name for the Credit ASCII file created during EOD. The path selected is added to the base path `C:\PCMASTER\`. (For example: `SEQ\CREDIT.SEQ`).
- **Run Automatic EOD Immediately if Windows Logged Off:** This parameter determines if the EOD may initiate without a user logged in. If set to Yes, the End-of-Day process will start immediately (without waiting for `V8TaskExe.exe`) when Windows is logged off.
- **Number of minutes before EOD continues in 24-hour store:** This parameter defines the number of minutes EOD will wait in a 24-hour store before continuing if a POS is not ready for EOD. Changing to below 15 minutes may cause sales to be accounted for on the next day if a POS has not sent all sales in the allotted time.

10.7.4.2.2 Archive (sub-folder)

- **Number of History Days for Daily PLU Sales**: This parameter specifies the number of days to store daily PLU Sales in SQL tables. For example, a value of 300 represents 300 days. The valid range is 0 to 999.
- **Number of History Weeks for Week PLU Sales**: This parameter specifies the number of weeks to store weekly PLU Sales in SQL tables. For example, a value of 50 represents 50 weeks. The valid range is 0 to 999.
- **Number of History Months for Month PLU Sales**: This parameter specifies the number of months to store monthly PLU Sales in SQL tables. For example, a value or 12 represents 12 months. The valid range is 0 to 999.
- **Number of History Years for Year PLU Sales**: This parameter specifies the number of years to store yearly PLU Sales in SQL tables. For example, a value of 3 represents three years. The valid range is 0 to 999.
- **Number of History Shifts for Cashier/POS History Tables**: This parameter specifies the number of shifts to store for Cashier/POS History tables. For example, a value of 500 represents 500 Cashier/POS shifts. The valid range is 0 to 999.
- **Number of History Days for All Other History Tables**: This parameter specifies the number of days to store All Other History Tables in SQL tables. For example, a value of 300 represents 300 days of history. The valid range is 0 to 999.
- **Number of History Days for User Access Log**: This parameter specifies the number of days to store the User Access Log in SQL tables. For

example, a value of 250 represents 250 days of history. The valid range is 0 to 999.

- **Number of History Days for PLU Batch Table (Execute)**: This parameter specifies the number of days to store the history for the PLU Batch Table (Execute). For example, a value of 350 represents 350 days of history. The valid range is 0 to 999.
- **Number of History Days for EJ (Electronic Journal)**: This parameter specifies the number of days to store the Electronic Journal. For example, a value of 350 represents 350 days. The valid range is 0 to 9999.
- **Number of History Days for PLU Batch Table (Error)**: This parameter specifies the number of days to store the history for the PLU Batch Table (Error). For example, a value of 350 represents 350 days. The valid range is 0 to 999.
- **Days for Rep Archive**: This parameter specifies the number of days to store the Report Archive. For example, a value of 350 represents 350 days. The valid range is 0 to 999.
- **MFS1 Backup Directory**: This field provides the path to the MFS1 Backup Directory (e.g., `D:\MSSQL7\BACKUP`).
- **MFS2 Backup Directory**: This field provides the path to the MFS2 Backup Directory (e.g., `D:\Backup`).
- **Number of History Days for Basket Analysis History Tables**: This parameter specifies the number of days to store the Basket Analysis History Table. This table is used to generate the Basket Analysis Report, which lists the number of customer sales orders that were processed at a user-defined specified sales volume range. Valid number of days to store this information is 0 to 999.
- **Number of History Days for Alert Table**: This parameter specifies the number of days to store the System Alert Table. For example, a value of 350 represents 350 days. The valid range is 0 to 999.
- **Number of History Days of Audit Query:** This parameter specifies the number of days to keep Audit Query detail in the database. The valid range is 1 to 30 (with a default of seven days).
- **Number of History Weeks for Custom Weekly Accounting Tables:** This parameter controls the number of history weeks to keep for the Staging and Manual Entry tables associated with the Custom Weekly Accounting report. Weeks will be deleted in their entirety. Tables are cleared on the day specified in the store's "End of Week's Day" parameter.
- **Number of History Days for EBT WIC Files and Data**: This parameter defines the number of history days to be retained in SQL for EBT WIC transactions and the number of days to retain files in the POSWare\Office\EBT_WIC subdirectories. For optimal SQL performance, 90 days or less is recommended.

10.7.4.2.3 Period (sub-folder)

- **End of Week's Day**: This parameter specifies the day of the week to perform the End of Week process. The default day is Sunday.
- **End of Year's Month**: This parameter specifies the month of the year to process the End of Year totals. The default date is December 31.
- **End of Year's Day**: This parameter specifies the day of the month to process the End of Year totals. The range is 1 to 31.
- **End of Month Definitions**: The multi-parameter specifies the day in each month on which End of Month totals will be processed. The default date is the last calendar date of each month.
- **Path for PLU movement extract:** This parameter defines the path for the PLU Extract data to be stored for host retrieval.

10.7.4.2.4 ASCII Transaction File (sub-folder)

- **Convert Transaction File to ASCII during EOD**: The parameter provides the option of converting the Transaction File (Electronic Journal) to an ASCII file during the End-of-Day procedure. This file is created in addition to the regular transaction file.
- **Output File Path**: This field provides the path to the Output ASCII file (e.g., `C:\PCMASTER\TMP\ASCIITR.TXT`).
- **Sort by POS Number**: This parameter provides the option to sort the output ASCII file by POS number.
- **Field Delimiter**: This parameter specifies the field delimiter of the output ASCII file. Options are None, Comma, or Tab.
- **Include Blank Lines for Un-Supported OPCODES**: This parameter provides the option including blank lines for un-supported OPCODES in the ASCII file.

10.7.4.3 PLU and Batch

10.7.4.3.1 PLU Options

10.7.4.3.1.1 Validation (sub-folder)

- **Ignore the validation of Link PLU to Attribute:** When this parameter is set to Yes, the General Batch mechanism will not validate that linked items already exist in the Item File.

Note:

When processing a Dynamic Attributes Maintenance General Batch, if this parameter is set to "No" (default) and an item in the batch does not exist in the store item file, the record will not be processed and an error message will be sent to the log file. If the parameter is set to "Yes", maintenance will be added to the LNKD_DYNAMIC_ATTRIB table without verifying whether the item exists.

- **Force Short and Long Description to Match**: The parameter provides the option to force the POST Description (short) and Item Description (Long) fields in the PLU record to always match. If this parameter is set to Yes, any type of maintenance to existing items, will automatically update the Item Description with the POST Description. (Yes/No)
- **Ignore the validation of PLU Price Lists:** This parameter monitors the option to substitute a Price List for a PLU. When this parameter is set to No, the PLU must be validated within the PLU file before the Price List is used. If this parameter is set to Yes, no validation occurs.
- **Remove Validation of Existence for Unchanged Properties:** If this parameter is set to Yes, existence of the following linked objects will be verified only if the link is changed on the PLU Item: Department, Coupon, Subdepartment, Tare Weight, Discount, Return Code, POS Item Message, DEA Group, and Price Change Reason.
- **Allow return of zero price PLU:** When the Loyalty Pro in System parameter is set to Yes, this parameter will allow a zero price to be entered at the Return Price Confirm prompt.
- **Prohibit Manual Changes to Non-Merchandise Flag**: This parameter provides the option to prohibit manual changes to the Non-Merchandise flag in PLU Maintenance and PLU Batch Maintenance at the store. When set to Yes, the Non-merchandise flag will be allowed to be change only from host batches.
- **Set "Manual Price" on if Item Price is 0**: If the parameter, Zero Price PLU Allowed, is selected, this parameter provides the option to allow cashiers to manually enter a price. When this parameter is set to Yes, the cashier will be prompted to enter the item's price when a zero-priced item is scanned or key-entered.
- **Prohibit Manual Changes to "Negative Entry" flag in PLU Maintenance**: This parameter provides the option to prohibit manual changes to the Negative Entry flag in PLU Maintenance.

Note:

If the Negative Entry flag is checked, you may not set a coupon flag (store, bonus, or vendor) at the store. The system displays an error message 'Not allowed, negative entry flag set'. If a coupon flag is already checked, you may not set the negative entry parameters. The system displays an error message 'Not allowed, coupon flag set'.

- **PLU Follow Department Flags as Default**: This parameter provides the option to assign to a new PLU the default flags of the selected department.
- **PLU must have a Valid Check Digit**: This parameter provides the option to require the PLU numbers must have a valid check digit.
- **Zero Price PLU Allowed**: This parameter provides the option to allow zero-priced items in PLU Maintenance (i.e., users can enter items with no price). UPC2 items can be zero-priced regardless of this parameter.

- **Update All Mix and Match Groups if One PLU Changed**: This parameter provides the option of updating the price and quantity of all items with similar Mix and Match codes, if changing the price and quantity of one of the items. When set to Yes, all items with similar Mix and Match codes will be updated when changing the price or quantity of one of the items. When set to No, each price must be individually changed.

10.7.4.3.1.2 Internal Code (sub-folder)

- **Internal Number must have a Valid Check Digit**: This parameter provides the option of validating the check digit on Internal Code (item number).
- **Update ALL Items Linked to Internal Code if One PLU Changed**: If the parameter Internal Code in System (see below) is selected, this parameter provides the option of updating *all* PLU items linked with the same internal code, when one PLU is changed. Details that are affected are department, price and frequent shopper discount amount.
- **Internal Code (Item Number) in System**: This parameter provides the option to enable the Internal Code feature in the system. Internal codes are linked to the PLU number. When set to Yes, users can link multiple PLU items to the same internal code. For example, different flavors of Jell-O can be linked to the same internal code. If selected, any type of maintenance to existing items will require the internal code number to be added to the PLU record.
- **CDV Scheme for PLU Internal Number**: If the parameter Internal Number must have a Valid Check Digit is selected, this parameter specifies the check digit scheme for the internal code. The range is 0 to 10.

10.7.4.3.1.3 Subdepartment (sub-folder)

- **PLU must be Linked to Subdepartment**: This parameter provides the option to require that all PLU items be linked to a sub-department, as well as a department. When set to Yes, any type of maintenance to existing items will require the sub-department number to be added to the PLU record.
- **Subdepartment in the System**: This parameter provides the option to enable the Sub-department feature in the system.
- **Department Hierarchy Level:** This parameter specifies which Sub-Department hierarchy level should be linked to the Department.

10.7.4.3.1.4 Change Price Reason (sub-folder)

- **Restrict Maintenance for Change Price Reason Codes Range**: The PLU reason codes feature enables you create a list of codes that allow you to state the reason for making a change to a PLU (e.g., item on sale, vendor price increase, discontinue item, etc.,). Once you build up a list of reasons,

you can use them in PLU Maintenance any time you make a change to a PLU. This parameter allows you to restrict in-store maintenance to a specified range price change reason codes. These price change reason codes can be used but will be 'read-only' and can only be modified by authorized personnel. This is a multiple parameter with a valid range of 0 to 9999.

10.7.4.3.1.5 Discount Prohibit (sub-folder)

- **Set Discount Prohibit Flag to {V} if Item is on Sale**: This parameter provides the option to prohibit linking discounts to items that are on sale. If this parameter is set to Yes, when a sales is defined for an item, the Discount Prohibit flag in the PLU record is automatically checked. When the item returns to its original status, the Discount Prohibit flag is set back to its original setting.
- **Set Discount Prohibit Flag to {V} if Item is on Promotion**: This parameter provides the option to prohibit linking discounts to items that are on promotion. If this parameter is set to Yes, when a promotion is defined for an item, the Discount Prohibit flag in the PLU record is automatically checked. When the item returns to its original status, the Discount Prohibit flag is set back to its original setting.
- **Set Discount Prohibit Flag to {V} if Item is on Reduction**: This parameter provides the option to prohibit linking discounts to items that are on Reduction. If this parameter is set to Yes, when a reduction is defined for an item, the Discount Prohibit flag in the PLU record is automatically checked. When the item returns to its original status, the Discount Prohibit flag is set back to its original setting.
- **Set Discount Prohibit Flag to {V} if Item is on Offer**: This parameter provides the option to prohibit linking discounts to items that are on Offer. If this parameter is set to Yes, when an offer is defined for an item, the Discount Prohibit flag in the PLU record is automatically checked. When the item returns to its original status, the Discount Prohibit flag is set back to its original setting.

10.7.4.3.1.6 Auditing (sub-folder)

- **Audit Levels**: This parameter provides the option to track and log changes made to PLU details. Options are:
  - No Audit
  - Full Audit – All details logged
  - Only Headers – Only basic details logged
- **PLU Items Data Tracking**: This parameter provides the option to track items when they are updated or modified.

10.7.4.3.1.7 PLU Deletion (sub-folder)

These parameters relate to the Delayed PLU Deletion feature that enables users to flag PLU items for deletion and retain them on the PLU file for several days before they are deleted.

- **Delete PLU by Local and Host**: This parameter provides the option to enable the Delayed PLU Deletion feature in the system.
- **Zero Sales Days Before Actual PLU Local Deletion**: This parameter specifies the number of days with no sales that must pass, before a locally created PLU deletion (through PLU Maintenance or Local PLU Batch File) will actually be deleted. (Range 0 to 999)
- **Zero Sales Days Before Actual PLU Host Deletion**: This parameter specifies the number of days with no sales that must pass before a host initiated PLU deletion (PLU Batch) will actually be deleted. (Range 0 to 999)
- **Number of Days After Deletion Before Actual Deletion, Regardless of Sales**: This parameter specifies the number of days that must pass before deleting the PLU item, regardless of the number of zero sales days. (Range 0 to 999)

10.7.4.3.1.8 PLU Sales Log (sub-folder)

- **PLU Sales Log Flag**: If this parameter is set to Yes, when a PLU is sold (when the TreatPluSales stored procedure is called), ENCOR will also call the TreatPluSalesLog stored procedure, which updates the PLU_SALES_LOG table.
- **PLU Sales Log Clean**: This parameter holds the number of sales to hold Sales Log data before clearing the table.

10.7.4.3.1.9 Price Lists (sub-folder)

- **PLU Price Lists in System:** This parameter enables the ENCOR PLU Price Lists in the system. This feature enables the user to maintain more than one price per item. The items prices are saved per Price List.

10.7.4.3.2 Batch Options

- **PC Number to Activate Batch Files by Date/Time**: The parameter specifies the PC number, which should trigger date and time-activated batches. The range is 0 to 999.
- **Use OPCODE #1 (New) as INSERT/UPDATE Code (Host Files)**: This parameter refers to the Batch Code field in the Host Batch file. If this parameter is set to Yes, when processing a record with Code #1 (New) in a batch file, the system will insert this record as a new PLU, or update an existing PLU if the PLU number exists. When this parameter is set to No, and the PLU exists, an error message will be generated.
- **Use OPCODE #2 (Update) as INSERT/UPDATE Code (Host Files)**: This parameter refers to the Batch Code field in the Host Batch. If this parameter is set to Yes, when processing a record with Code #2 (Update)

in a batch file, the system will insert as a new PLU if the item does not exist, or update an existing PLU if the PLU number exists. When this parameter is set to No, and the PLU does not exist, an error message will be generated.

- **Auto Execute Full Item Load**: This parameter refers to loading a full item file. When set to Yes, a full item load executes automatically. When set to No, the item file load must be executed manually.
- **Determine the Maximum Amount of Items in a Local Batch**: This parameter specifies the maximum number of items in a local batch (in-store batch). When creating a local batch and if the number of items in a batch exceeds this parameter, a warning message will appear, indicating that the maximum number of items allowed in a local batch has been reached. No additional items will be added to the batch. The range is 0 to 99999999.
- **Go to Price Field After Item Number In PLU Batches**: This parameter provides the option to access the price field in the Item record, immediately after entering the PLU number in PLU Batch Maintenance. When set to yes, the user will access the price field immediately after keying in the PLU number, versus having to tab through other fields in the item record to get to the price field.
- **Compare PLU Batch Name to Batch Header**: This parameter provides the option of validating the PLU Batch Name to the Batch Header. When set to Yes and if the PLU Batch Name and Batch Header do not match, the batch will be rejected and moved to a folder for rejected batches. An event will also be written to the Event Viewer Application Log.
- **Compare General Batch Name to Batch Header**: This parameter provides the option of validating the General Batch Name to the Batch Header. When set to Yes and if the General Batch Name and Batch Header do not match, the batch will be rejected and moved to a folder for rejected batches (\Program Files\POSware\Office\Import rejected folder). An event will also be written to the Event Viewer Application Log.
- **Use Fast PLU Batch execution:** This parameter enables the ability to ignore the many PLU validation processes that are run against an item when a batch is executed in order to speed processing time.

10.7.4.4 Operation

- **Erase Criteria when Returning from PLU Form to PLU Grid**: This parameter provides the option to clear PLUs previously loaded by the filter, after inserting a new PLU. When set to Yes, after inserting a new PLU, any PLUs previously loaded into the PLU by the filter option will be cleared. Only the new PLU will appear on the list.
- **Do not Prompt for Filter**: This parameter provides the option to launch the PLU Item Selector load filter utility when PLU Maintenance is selected. The PLU Item Selector allows the user to search and find PLU items based

on selected item criteria (e.g., department number or mix & match code), for quick and easy access to ranges of PLU items for file maintenance. When this parameter is set to Yes, the PLU Item Selector filter is called manually.

- **Allow Ordering of PLU Selection Criteria**: The PLU Selection Criteria function enables you to easily select PLUs from predefined groups to create batches. You can select items based on any of the fields that are enabled in the PLU Batch Item Maintenance function. When set to Yes, the Allow Ordering of PLU Selection Criteria parameter enables the button option to customize the order in which these fields display.
- **Perform Expansion of PLU Input of 6 or 7 Digits**: This parameter provides the option of automatically expanding zero-suppressed PLU items (PLU items with 6 or 7 digits). When set to Yes, the system will automatically expand the zero-suppressed PLU number to a standard 10 or 11 digit UPC number, when creating and storing the item in the Item File. Items (with 6 or 7 digits) key-entered at the POS terminal will automatically expanded to the standard 10 or 11 digit UPC number.

10.7.4.5 Reports

10.7.4.5.1 Customer and Item Counts

- **Bottle Deposits and Refunds do not Affect Item Count Statistics**: This parameter provides the option for not including bottle deposits and refunds in Item Count statistics. (Yes/No)
- **Non-Merchandise Items do not Affect Item Count Statistics**: This parameter provides the option for not including non-merchandise items in Item Count statistics. (Yes/No)
- **Orders with ONLY Bottle Deposits/Refunds or Non-Merchandise Departments do not Affect Customer Count**: This parameter provide the option for not including 'Bottle Refunds' and 'Non-Merchandising' ONLY orders in Customer Count. (Yes/No)
- **Orders with only Coupons do not Affect Customer Count**: This parameter provides the option of not including 'Coupon Only' orders in customer count. (Yes/No)
- **EJ (Electronic Journal) Header Text**: This parameter provides the option to define a header (free-form text field) that displays and prints on sales transactions log in the Electronic Journal.

10.7.4.5.2 Itemized Check Report

- **Check Total by Group**: The Itemized Check Report by Cashier/POS prints details of payments received by check, on a check-by-check basis. This parameter allows you to optionally print a Check Batch Total after every 'X' number of checks on the report. If this parameter is set to No, the report

will list checks sequentially for each Cashier/POS, with a report total at the end of all the checks (per Cashier/POS).
If this parameter is set to Yes, in addition to the above totals, you will get a Check Batch Total, every 'X' checks (Group 1) and then a Final Batch Total at the end, for the last 'Y' number of checks (Group 2).

- **Group 1: Number of Checks in Total**: If the Check Total by Group parameter is selected, this parameter specifies the number of checks ('X') for the Check Batch Totals on the Itemized Check Report.
- **Group 2: Number of Checks in Total**: If the Check Total by Group parameter is selected, this parameter specifies the number of checks for the number of checks ('Y") for the Final Batch Total on the Itemized Check Report.

10.7.4.5.3 Productivity and Performance

- **Maximum Idle Time Multiplier**: The idle time used in calculating cashier effectiveness can be multiplied by the number specified in this parameter.
- **Express Orders Size (Number of Items)**: This parameter provides the option to specify the size of Express Orders (number of items) for productivity and performance reporting. The range of Express Order size is 0 to 99.
- **Checker Number Range to be Used for Checker Effectiveness Report**: This parameter provides the option to specify a range (From – To Values) of checker numbers to be tracked in the Checker Effectiveness Report. Checker numbers outside of the range will not appear on this report.
- **Display Parameter Option to Hide Checker Names On Checker Effectiveness Report from On-Line Reports Screen**: This parameter provides the option to hide checker names on the Checker Effective Report. When set to Yes, the user will have option to hide checker names when displaying and printing the report.

10.7.4.5.4 Electronic Journal

- **Font Size for EJ Printer**: The parameter specifies the font size for printing the Electronic Journal. The font size range is from 4 to 15.
- **Set Printer for EJ**: This parameter defines the printer for the Electronic Journal. The choices are either Default Printer or Second Printer.

10.7.4.5.5 VAT Report

- **Department Weekly Budget is VAT Exclusive**: This parameter provides the option to exclude VAT (value added tax) taxes from department sales totals on the Department Weekly Budget Report. (VAT taxes are not used in United States.)

10.7.4.5.6 Tender Report

- **Separate Charge from Tenders List at Reports**: This parameter provides the option to separate charges from other tenders listed on reports.

10.7.4.5.7 PLU Sales by Location Report

- **PLU Sales by Location in System:** Set this parameter to Yes to enable the PLU Sales by Location Report on the system.

10.7.4.5.8 PLU Sales Report

- **Allow Printing Only Active Items**: This parameter provides the option of printing only active items on the PLU Sales Report. When set to Yes, a 'Print Only Active Items' check box will display on the PLU Report screen, providing the option to print only active items or all items on the PLU Sales Report. (**Note**: An active item is any item that has a sales value greater that zero for the selected reporting period on the PLU Sales Report.)

10.7.4.5.9 Weekly Business Report

- **During EOD Report, Use the First and Last Day of the Week from System Parameter:** This parameter determines the range of dates to include in the Weekly Business Report (when the full week report is requested). If this parameter is set to Yes, the End of Week's Day parameter will be used when generating the Weekly Business Report. If disabled, the end of week will be the End of Day processing date.

10.7.4.5.10 Weekly Accounting Report

- **Finalizing Option for the Custom Weekly Accounting Reports:** This parameter sets the finalizing option for the working day's report totals (for purposes of CWA Reporting). If set to Manual, the user may finalize the CWA daily tables at any time using the Finalize button, or if the previous working date's tables have not been finalized, they will be finalized automatically at the next EOD. If set to "EOD", ENCOR will finalize the current working date's daily tables during end-of-day processing.

10.7.4.5.11 Cashier/POS Over\Short Report

- **Cashier / POS Over \ Short Report Type:** This parameter controls whether the Cashier/POS Over\Short Report will be by SHIFT or by DAY.

10.7.4.6 V8 Front Office as Host

- **This Computer is a General Batches Host**: This parameter enables the system to allow creating general promotion batches, which can be distributed to other stores within the chain.

- **Promotions are not Allowed to be Created in Range From To**: To prevent creating duplicate promotions numbers, this parameter specifies the range (From Value and To Value) of promotion numbers reserved for Host.

10.7.4.7 System

- **AR in System**: This parameter enables the **ENCOR Accounts Receivable** application in the system. This application makes available customer account charges or payments at the terminal and credit limit control at the account level. The AR application must be installed for this feature to work.
- **SysFont**: This parameter (if set to Yes) is used to set the font on the Language Utilities forms to Arial if the country selected is Czech, Slovakia, Poland, or Hungary. If the country selected is Other, the font should be MS Sans Serif. (Not for use in the United States).
- **Disable/Enable Mode in System**: This parameter provides the option to disable certain fields from being viewed by non-administrator users. When this parameter is set to Yes, enable/disable functionality is enabled in the system.
- **Log Detail Level:** This parameter controls the level of detail (normal, medium or high) in log files produced by the Front Office system.
- **Number of Working Days Before Reassignment of User Name Allowed:** This parameter will define the time period in working days that must pass prior to allowing the reassignment of a previously used User Name. (The range of days is from 0 to 999. Setting this parameter to 0 will prohibit using the name again). After the period of time specified here, a new Front Office User can be added with an identical name as previously used.
- **Number of Working Days Before Deleting a User that is Flagged for Deletion:** This parameter will define the time period in working days that must pass prior to the deletion of a user that has been flagged for deletion from the Application User Table. (The range of days is from 0 to 999. Setting this parameter to 0 will keep the flagged for deletion users indefinitely). Once the period of time specified here has elapsed, the original user record is physically deleted from the database.

10.7.4.8 Central Data Management

- **CDM Mode**: This parameter is reserved for future use.
- **Enable "Charge Only" During Export**: This parameter is reserved for future use.

10.7.4.9 Security

- **Password Change Every ... Days**: This parameter provides the option to require the Front Office user to change the password after the number of

days specified. The new password must differ from the previous four passwords used. The valid range of days is 1 to 90.

- **Minimum Number of Characters for Front Office Password:** This parameter provides the minimum number of characters the Front Office application will require the user to enter when setting the password. Valid values are between 7 and 30.
- **Disable Password Lockout / Expiration**: When this parameter is set to Yes, the system will allow users to login if their password has been locked or expired.

Note:

The password requirements regarding length, upper case/lower case and special characters (a.k.a. Strong Passwords) remain in effect regardless of this setting.

10.7.4.10 Object Security

- **Enable PLU Object Security**: This parameter controls whether to enable the capability to block PLU operations (update / insert / delete) of items through object security functionality. (See page **Error! Bookmark not defined.**).

10.7.4.11 Minimum Disk Space Drive

- **MFS1, Drive C (Megabytes**): This parameter specifies the minimum amount of free space required on MFS1, Drive C, in megabytes. When the disk space on this drive is less than this amount, a warning message displays.
- **MFS1, Drive D (Megabytes**): This parameter specifies the minimum amount of free space required on MFS1, Drive D, in megabytes. When the disk space on this drive is less than this amount, a warning message displays.
- **MFS2, Drive C (Megabytes**): This parameter specifies the minimum amount of free space required on MFS2, Drive C, in megabytes. When the disk space on this drive is less than this amount, a warning message displays.
- **MFS2, Drive D (Megabytes**): This parameter specifies the minimum amount of free space required on MFS2, Drive D, in megabytes. When the disk space on this drive is less than this amount, a warning message displays.

10.7.4.12 Cashier

- **Cashier Maintenance Screen to Exclude Personal Information**: This parameter provides the option to exclude personal information from displaying on the Cashier Maintenance screens. When set to Yes, only the Employee ID and Employee Name will be displayed.

10.7.4.13 ASP

These parameters pertain to the **ENCOR** reporting module, which allows retailers to view reports containing sale data collected from their stores over the web, through a secure Internet connection.

Sales data is transmitted and stored on the Connected Services server farm in Dallas. Retailers can view their reports at any time from any place that has an Internet connection.

- **ASP in System**: This parameter enables the execution of the appropriate software programs during the End-of-Day process, which creates the data and reports export, for transmission to the server farm.
- **ASP Reports Directory**: This field provides the path to the directory where the export files are stored on MFS1. The location for these files is `C:\Program Files\Posware\Office\Export\ASP\directory`.
- **ASP Flag File**: This parameter defines the name of the ASP Flag File. Once the export files have been created, the application creates a flag file, which servers as an indicator that all the files are ready to be exported to the server farm. (ASP Flag File name should be `ASPflg.$$$`.)

10.7.4.14 Housekeeping

- **Number of Days to Wait Before Deleting Member Promotions:** This parameter provides the option of indicating the number of days to wait before deleting expired Member Promotions.
- **Number of Days to Wait Before Deleting General Batches:** This parameter provides the option of indicating the number of days to wait before deleting expired (applied) general batches.
- **Number of Days to Wait Before Deleting Single Promotions:** This parameter provides the option of indicating the number of days to wait before deleting expired single promotions.

10.7.4.15 Common Bookkeeping

- **Bookkeeping in System:** This parameter enables the option of using functionality around Sellable Media.
- **Bookkeeping File Path:** This parameter contains the file path used for Sellable media maintenance files if supported by host.
- **Bookkeeping File Name:** This parameter specifies the file name used for Sellable media maintenance files if supported by host.
- **Bookkeeping Minimum Tender ID:** This parameter specifies the minimum tender ID allowed for Sellable Media tenders.
- **Bookkeeping Error Path:** This parameter provides the option of setting the path for storing error files when hosting Sellable Media via host.

10.7.4.16 Electronic Journal

- **Access MFS1 transaction files when using EJ on LFS:** This parameter enables the Electronic Journal (when running on a workstation) to access transaction data on the master file server.

10.7.4.17 Promotions

10.7.4.17.1 Single\Multi Promotions (sub-folder)

- **Flag to Find First Available ID for Single Item Promotion:** This parameter enables the option of having the next available promotion ID automatically assigned when creating new single-item promotions.

10.7.4.17.2 General

- **Allow Customer Accounts Maintenance:** This parameter enables Customer Accounts Maintenance within **ENCOR**.

10.7.4.17.3 Table Extracts

- **Path for Table Extracts:** This parameter enables the option of selecting the path for the table extracts. If no value is set for this parameter, the extracts will be created in the default Office\Export directory.

10.7.4.17.4 Member Promotions

The following parameters are related to Loyalty Pro Promotions.

- **Exclude Prohibit Discount Items from Promotion:** This parameter checks the Exclude Items with Prohibit Discount flag for all new Loyalty Pro promotions.

10.7.4.17.4.1 Reward Apportionment (sub-folder)

- **Default Apportionment Algorithm for Creating New Promotions:** This parameter indicates which reward apportionment algorithm should be set by default when a new Loyalty Pro promotion is created and no specific algorithm has been defined for it. Options include None, All Linked Items, Participating Items, According to Range, Mark Down Department, and Mark Down Item.
- **Enable the Reward Apportionment Algorithm Control at Promotion Maintenance Screen:** This parameter defines whether the Front Office user is allowed to override the default reward apportionment algorithm.

10.7.4.17.5 General Batch

The following parameters are related to Loyalty Pro related General Batches.

- **Option to Override the Validation of Member Promotion Links:** When set to Yes, this parameter allows the linking of the promotion even though the linked hierarchy does not exist.
- **Delete Member Promotion and Level Data before Insert and Delete:** Set this parameter to Yes to delete all conditions and reward levels of a member promotion before it is to be inserted or updated from a batch file.

10.7.4.18 POS Units and Measures

- **Decimal Point Position (0-2)**: This parameter defines the position of the decimal point (0-2) when weight is calculated on the scale. This number indicates the number of digits to the right of the decimal point.
- **Pounds or Kilograms Weight**: This parameter specifies the unit of measure to be used by the POS scale: pounds or kilograms.

10.7.4.19 Programmable Barcodes

The Programmable Barcode Option enables the user to define an item code (UPC Number System) for variable price or variable weight items. The first two digits of the PLU item number may be used to represent an item price or a weight.

For example, PLU items whose numbers begin with the digits 02 are sold for $ 2.99 (e.g., pre-packaged hot dogs); items whose numbers begin with 04 weigh 1 pound (e.g., pre-packaged tomatoes). This is called a 'variable price/weight' code. The price/weight codes are fixed by the system, and they can be used as required.

The codes 02, 04, 99, 20 through 29, and 971 are available for variable price or weight items. In order to use any of these codes for PLU items, the parameters listed below have to be defined.

- **Omit Qty Use for Non Weighted UPC2 Items:** This parameter controls whether the QTY key can be used on non-weighted UPC2-type items.

10.7.4.19.1 Starting Digit XX (sub-folder):

These parameters apply to Item Codes 02, 04, 99, 20 through 29, and 971.

- **Code in Use**: Select (Yes or No) whether to enable the parameter settings for items containing these starting digits.
- **PCDV Required**: This parameter provides the option of specifying that a price check digit is required. When set to Yes, price check digit verification is required.
- **Price [ ] or Weight [x]**: This parameter defines the embedded amount in the barcode as weight or price. When set to Yes, the amount is weight. When set to No, the amount is price.
- **Digits in Price**: This parameter specifies the greatest number of digits in the UPC price or weight.
- **Decimal Places**: This parameter specifies the number of decimal places in the price or weight.

10.7.4.20 Fuel Parameters

- **Stand-Alone Fuel Front Office**: This parameter specifies that the fuel system is a stand-alone system versus a fuel system integrated with a MFS.
- **Grade and PLU pricing link rules:** This parameter establishes the rule for updating grade and PLU information. Select **Grade Updates PLU** to perform fuel price maintenance through the Grades Maintenance function. Select **PLU Updates Grade** to update fuel prices through PLU Maintenance.
- **Fuel Measurement Print Characters**: This parameter defines the text that will print next to the volume on the customer receipt for fuel transactions. When this parameter is blank, "gal" will print on the receipt.
- **Use Pre-Authorization for Credit on Pre-Pay ticket**: This parameter allows the POS to issue a pre-authorization for a credit card payment on a pre-pay fuel ticket. The POS will then complete the pre-authorization when the pre-pay ticket is recalled for finalization. (**Note**: This feature requires proper configuration within Connected Payments).
- **Pre-Pay Receipts at Pump**: This parameter instructs the pump to print a final fuel receipt for a pre-paid transaction after fueling is complete.
- **Fuel in the System**: This parameter provides the option to enable fuel in the system. (Yes/No)
- **Maximum Dollar for Pre-Pay**: This parameter specifies the maximum dollar amount acceptable for pre-pay fuel transactions.
- **PFS Number**: This parameter specifies the Petrol File Server number. The range is 0 to 999.
- **Pump Test Tank Number Flag**: This parameter identifies the POS number of the Fuel Pump File Server.
- **Pre-Pay Department Code**: This parameter identifies the appropriate department to assign Pre-pay transactions.
- **External Device Number**: Currently, this parameter is used to indicate that system (pump) transactions are actually generated by PumpSrv, and *not* a POS terminal. This option must have an entry other than 0 (zero). In the future, there will be options to have more than one external device connected. Valid range 0 to 999.
- **Uncollected Change Department**: This parameter identifies the department number that should be used to track change due to a customer from a prepay transaction but the customer did not retrieve the change after pumping.
- **Use DCOM to Connect to PumSRV (Default is to use TCPCOM)**: This parameter is used to define the protocol used to communicate with PumpSrv.

10.7.4.21 Drive Off

- **Drive Off Car Make Flag**: This parameter provides the option to display an 'Enter Make' prompt on the POS terminal when a drive-off has occurred. (Yes/No)
- **Drive Off Car Color Flag**: This parameter provides the option to display an 'Enter Color' prompt on the POS terminal when a drive-off has occurred. (Yes/No)
- **Drive Off Plate Number Flag**: This parameter provides the option to display an 'Enter Plate' prompt on the POS terminal when a drive-off has occurred. (Yes/No)
- **Drive Off Year Flag**: This parameter provides the option to display an 'Enter Model' prompt on the POS terminal when a drive-off has occurred. (Yes/No)

10.7.4.22 Technical Parameters

- **Number of Months to Keep Packages History**: This parameter is related to Code Distribution, the application that automatically distributes and performs software upgrades to the POS terminals. This parameter specifies the number of months after which a software upgrade package will be deleted from the 'Done' or 'Rejected' folder on the system. (A Software Upgrade Package is moved to 'Done' after upgrade is completed.) Valid range is 3 to 36 months. The default is three months.
- **OTP Timeout:** Use this parameter to define the maximum amount of time (in seconds) the POS will wait for a response from the OTP loyalty server.
- **Display OTP Cust Message:** Use this parameter to allow messages to be displayed when a loyalty server sends the applicable message number.
- **ESL Extract File Name:** This parameter enables the option to define the name of the file to be extracted for the Unit Price ESL application. The root folder for this file is `C:\PCMaster\SEQ`.
- **V7 API Calls Update SQL**: This parameter provides the option of updating both QDX and SQL databases when third party applications are used. When set to Yes, both databases will be updated.
- **PC to Use as PCCS Server**: This parameter specifies the PC (for example, MFS1, MFS2, or LFS3) to be used as the PCCS communication server.
- **ESL on System**: This parameter should be set to Yes to perform internal Unit Pricing calculations for Electronic Shelf Labels.

10.7.4.23 Loyalty

- **Host CCMS (Club Card Maintenance Server) Type**: This parameter specifies the host data warehousing service. Functional options are None, Corema, Frys VIP Club, OEM, or OTP.
- **Local CCMS (Club Card Maintenance Server) Type**: This parameter specifies the local Club Card Maintenance Server type. Functional options are None, Corema, Frys VIP Club, OEM, or OTP.

- **PC to Use as CCMS Server**: This parameter specifies the primary PC (for example, MFS1, MFS2, or LFS3) through which the two-way information between the store and data warehousing service is to be channeled.
- **2nd PC to use as CCMS Server**: This parameter specifies the PC (for example, MFS1, MFS2, or LFS3) through which the two-way information between the store and data warehousing service is to be channeled if the primary server is busy or unavailable.
- **Port Number**: This parameter specifies the logical port number that opens the communications socket with the CCMS server.
- **CCMS Alias in HOSTS File**: This parameter specifies a text description of the PC server. This alias can be retrieved from the HOST file. The alias, together with the PC's IP address, are stored in the HOST file.

10.7.4.24 Third Party Rx Host

These parameters relate to third-party enterprise pharmacy software applications.

- **Third Party Rx Host Type:** Use this parameter to define the appropriate Third Party Rx Host provider: None or PDX.
- **PC to use as Third Party Rx Host Server:** Use this parameter to define the primary server used to communicate with the Third Party Rx Host server.
- **Second PC to use as Third Party Rx Host Server:** Use this parameter to define the secondary server used to communicate with the Third Party Rx Host server in the event the primary server is busy or not available.
- **Port Number:** Use this parameter to define the TCP\IP port number for the Third Party Rx Host server connection.
- **Third Party Rx Host alias in HOSTS file:** Use this parameter to define the 3rd Party Rx Host server alias that will match the host file definition for IP resolution.
- **Host server timeout:** This parameter specifies how long (in seconds) ENCOR should wait for a response from the host server before using offline logic.
- **Rx PLU to use for online sales:** This parameter defines the PLU number that is used to track sales for Rx items sold online.
- **Rx PLU to use for offline sales:** This parameter defines the PLU number that is used to track sales for Rx items sold offline.
- **Template name for Rx pickup acknowledgment:** This parameter defines the template used to print the Rx pickup acknowledgment (on a separate slip) for POS terminals without PIN Pad electronic signature support. If blank, this additional slip will not print.
- **Template name for HIPAA acknowledgment:** This parameter defines the template used to print the HIPAA acknowledgement (on a separate slip) for POS terminals without PIN Pad electronic signature support. If blank, this additional slip will not print.

- **TFPDX export directory:** This parameter defines the directory used by the TFPDX to temporarily store POS Sold Request XML messages for forwarding to the PDX server.
- **Chain NHIN ID:** This parameter specifies the unique ID for the pharmacy chain.
- **Store NHIN ID:** This parameter specifies the unique ID for the store within the pharmacy chain.
- **HIPAA document group:** This parameter defines the document group text to use for the HIPAA document group within the POS Sold Request message.
- **HIPAA document ID:** This parameter defines the document identification text to use for the HIPAA signature group within the POS Sold Request message.
- **Pickup document group:** This parameter defines the document group text to use for the pickup document group within the POS Sold Request message.
- **Pickup document ID:** This parameter defines the document identification text to use for the pickup signature group within the POS Sold Request message.

10.7.4.25 Master Provider

The Master Provider, Online Inquiry Services and Loyalty Pro folders hold parameters associated with Loyalty Pro. Loyalty Pro is a real-time, online, centralized system that manages the Loyalty and Promotional activities for grocery and convenience store retailers. Loyalty Promotions can be created and hosted solely by ReMA or can also be created and maintained by the store if the advanced user option is enabled.

- **PC for OLA Services:** This parameter defines the primary computer to which the OLA (Online Authorization) services are linked. Click the field-selection arrow and select the designated computer.
- **2nd PC for OLA Services:** This parameter defines the secondary computer to which the OLA services are linked. Click the field-selection arrow and select the designated computer.
- **Master Provider:** This parameter defines the master OLA service. All other OLA services need to run from the same MFS and are available as long as the master provider is online. (As of this release the available options are None, Loyalty Pro, or PDX).

10.7.4.26 Online Inquiry Services

10.7.4.26.1 HQS (sub-folder)

- **Loyalty Card Inquiry in System:** This parameter defines whether the Loyalty Card Inquiry Service is used in the system.

10.7.4.27 Loyalty Pro

- **Loyalty Pro in System:** This parameter defines if RTAPS is used. If the parameter is set to No, the promotion engine is addressed directly from the POS. If the parameter is set to Yes, RTAPS is responsible for communication with the promotion engine.
- **RTAPS Server Address:** This parameter defines the RTAPS server address. If the parameter is not populated, the local host is used as the default address.
- **Timeout for RTAPS EOD Process:** This parameter defines the time (in seconds) for the POS to wait for completion of RTAPS EOD processes. Once the timeout is reached, the POS will indicate an error in RTAPS EOD processes.
- **RTAPS Port Number:** This parameter defines Port Number used to communicate to the RTAPS server.
- **Reward Apportionment Active:** When this parameter is set to Yes, Loyalty Pro Promotions will create apportionment data (for prorating discounts rewarded from promotional items).
- **Reporting Method for Apportionment Data:** Select the required reporting method for apportionment data: Complete discount transaction report or Report only information on item-promotion links. If set to None, then no apportionment data will be logged to transactions. Apportionment calculations will be processed with no reflection of this parameter.
- **Allow Tendering in Sale Mode:** When this parameter is set to Yes, the POS will allow tendering during sale mode.
- **Allow Loyalty Voucher Tender in Sale Mode:** When this parameter is set to Yes, the POS will allow loyalty vouchers to be tendered during sale mode.
- **Path to download file from ReMA to ENCOR:** This parameter defines the where the ReMA download file is to be placed.
- **Promotion Reward Rounding Option:** This parameter defines the type of rounding option to use for Percentage Off and Amount Off per Weight (Decimal or Volume). Options include: Round to two decimals, Always round up, or Truncate to two decimals.
- **Accept Promotion Coupons at any time during Itemization**: When set to No, the promotion coupon is accepted only if other promotion terms are met or after Total is pressed. When set to Yes, the promotion coupon is accepted any time during prior to total.
- **Loyalty Pro dynamic attribute to use for Mix & Match Code:** This parameter defines the dynamic attribute to use for attaching items to Loyalty Pro Promotions using Mix & Match Codes. The dynamic attribute is dynamically generated by the LPE.
- **Loyalty Pro dynamic attribute to use for Price Group:** This parameter defines the dynamic attribute to use for attaching items to Loyalty Pro

Promotions using Price Groups. The dynamic attribute is dynamically generated by the LPE.

- **Loyalty Pro dynamic attribute to use for Manufacturer Code:** This parameter defines the dynamic attribute to use for attaching items to Loyalty Pro Promotions using Manufacturer Codes. The dynamic attribute is dynamically generated by the LPE.
- **Support Manual Discount for Quantity Sale of Unit-Priced Items**: This parameter allows a Loyalty Pro Manual Discount (Keyboard Function 1412) to be applied to all non-MSU items sold using the QTY key. For example, if set to Yes and Keyboard Function 1412 is used on a line item sale "3 Qty", PLU "123" ($2.00 price), and a discount of 10% is used, a $0.60 discount will be applied. If the parameter is set to No, $0.20 would be discounted (applying the discount to the last of the three items).
- **Loyalty Pro Chain ID**: The parameter establishes the Chain ID of the store for Connected Loyalty Reporting purposes. If left blank, the Chain ID will be set to 1 in the configuration file.
- **Auto Accept Member ID When Only One Lookup Result is Returned**: This parameter will cause the POS to automatically accept the Member ID when only one matching result is returned from Loyalty in response to a secondary ID entry.

10.7.4.28 LaneHawk

LaneHawk is a solution from Evolution Robotics that uses digital video cameras and software to identify "when" and "what" items are on the bottom of a customer's cart. Using "visual pattern recognition" for object recognition, Lane Hawk automatically detects and identifies "below the basket" items.

- **LaneHawk in system**: This parameter specifies whether LaneHawk is enabled at the POS.
- **Port Number**: Use this parameter to define the TCP\IP port number for the LaneHawk server connection.
- **Heartbeat interval**: This parameter specifies how often (in seconds) heartbeat messages should be sent to the POS by the LaneHawk application. The default is 15. A setting of 0 indicates heartbeat messages should not be sent.
- **LaneHawk Server Timeout Parameter**: This parameter specifies how long (in seconds) the LaneHawk application should wait for a heartbeat reply before dropping the connection and retrying.
- **LaneHawk alias in HOSTS file**: This parameter defines the LaneHawk server alias that will match the host file definition for IP resolution.

10.7.4.29 Third Party Coupon Providers

- **Third Party Network Offline Template**: This parameter defines the name of the template to display that the third party network is off-line on the receipt. (Template supports only text entry).

- **Third Party Network Consumer ID Template**: This parameter defines the name of the template to use to display the consumer's network account ID number on the receipt. (Template supports only text, CARD_FULL and CARD_MASK fields).

10.7.4.29.1 M-Dot Network (sub-folder)

ENCOR supports digit coupons issued through M-Dot Network, a third-party company that provides retailers with digital coupon solutions. M-Dot Network enables retailers to redeem coupons from multiple coupon issuers in real-time. Shoppers receive digital coupons on their mobile phone via the retailer's web site (or a micro-web site). Offers are sent to shoppers from multiple third party coupon issuers as well as the retailer based on their preferences. Shoppers redeem coupons by simply swiping their frequent shopper's card and providing their mobile number (or some other form of identification).

- **M-Dot Network in system**: This parameter defines if M-Dot Network coupons are to be supported.
- **M-Dot Network Retailer ID**: This parameter defines the Retailer ID assigned to the retailer by M-Dot Network.
- **M-Dot Network Account Number**: This parameter defines the account number assigned to the retailer by M-Dot Network.
- **M-Dot Network Key**: This parameter defines the key assigned to the retailer by M-Dot Network.
- **M-Dot Network POS Timeout**: This parameter specifies how long (in seconds) that the POS application will wait for a response from the M-Dot Network. If no response is received, the POS will continue with the ticket.
- **Send Ticket Details to M-Dot Network**: This parameter defines when the POS will communicate with the M-Dot Network. When sent to "Always", the POS will communicate with M-Dot regardless if an ID was entered in the transaction. When sent to "When Consumer/Loyalty Card in ticket", the POS will communicate only if a Consumer ID or Loyalty Card is entered into the ticket.
- **Prompt for PIN when M-Dot Network Consumer ID is entered**: This parameter defines if a PIN is required when a consumer ID has been entered into the transaction. The PIN prompt will be on the PIN Pad.
- **Use M-Dot Network Bad Coupon List**: This parameter defines if the POS will use the M-Dot Network bad coupon list to validate coupons entered to the ticket by the cashier.
- **PIN entry first text line on EFT prompt (Prompt 1)**: When the parameter "Prompt for PIN when M-Dot Network Consumer ID is entered" is set to "Yes", this parameter will determine what text will be displayed on the PIN Pad's first line of text.
- **PIN entry second text line on EFT prompt (Prompt 2)**: When the parameter "Prompt for PIN when M-Dot Network Consumer ID is entered"

is set to “Yes”, this parameter will determine what text will be displayed on the PIN Pad’s second line of text.

10.7.4.30 You Technology

For retailers with an existing S&H Greenpoints TCP/IP interface, ENCOR supports printing coupons and issuing promotions sent from YOU Technology, a third-party vendor offering benefits and promotions to customers during an order.

Note:

In the event that the retailer is using multiple third-party coupon providers and both provide coupons for the same item, the discount will be applied on a “first received, first applied” basis. There is no best deal logic for determination.

- **YOU Tech Server IP Address**: This parameter defines an IP address of a YOU Tech server in the store.
- **YOU Tech server Port**: This parameter defines a connection Port for a YOU Tech server.
- **YOU Tech Port for Promotional Message Printing**: This parameter defines a connection port for the You Tech server to send Promotional Messages to be printed at the end of the order. (A promotional message will be printed at the end of the ticket whenever it is received from the YOU tech server.)
- **YOU Tech Retailer ID**: The value defined in this parameter will be sent to YOU Tech server as a Retailer ID when requested.
- **YOU Tech Store ID**: The value defined in this parameter will be sent to YOU Tech server as a Store ID when requested.

10.7.4.31 Electronic Payments

- **Response Code (1-9):** These parameters hold the control checks to issue for Electronic Payment response codes (1 through 9).

10.7.4.31.1 StoreLine EPS (sub-folder)

- **CC for Overrideable Decline**: This parameter provides the option of selecting the Control Check required when overriding a StoreLine EPS payment decline (e.g., Exceeds Limit).
- **StoreLine EPS Payment Provider**: The parameter defines the StoreLine EPS Payment Provider. Payment provider options are None, PLD for Ingenico, MTX for Hypercom, KC for Kincaid or EPS for Concord.
- **Auth File Directory on the Server**: This field provides the path to the directory where the authorization files (`xxx.Auth.dat` and `xxxSNF.dat` files) are stored. The recommended location for these files is `C:\PaymentMaster\`.
- **Capture EBT GEN Number for Manual Account Entry**: This parameter provides the option to capture EBT GEN Number for manual account entry. This parameter must be set to Yes.

- **Allow Off-line Gift Card Activation**: Use this parameter if Gift Card Activation is allowed when offline with to EFT Host.
- **Gift Card Activation Tender**: Use this field to define the tender to be use for Gift Card Activation for tracking purposes.
- **POS timeout for ENCOR integrated payments:** This parameter provides the option of setting a timeout (5 to 90 seconds) for the POS when working with ENCOR Integrated Payments.

10.7.4.31.2 General Parameters (sub-folder)

- **IP Address to Connect**: This parameter specifies the IP address of the EFT Controller. (Reserved for Finland use only.)
- **Port Number to Use**: This parameter specifies the TCP/IP port of the EFT Controller. Valid range 0 to 9999. (Reserved for Finland use only.)
- **Timeout (Mili Seconds)**: This parameter specifies the timeout in mili-seconds for the communication link between the EFT controller and MFS1. The recommended value is 60 mili-seconds. Valid range is 0 to 9999. (Reserved for Finland use only.)

10.7.4.32 Store Information

- **Store Name**: This parameter specifies the Store Name (up to 28 characters). This name displays on all screens and reports.
- **Store Number**: This parameter specifies the Store Number (range 0 to 60000). This number displays on screens and reports.
- **Division Number**: This parameter provides the option to specify a Division Number (range 0 to 9999), for informational purposes.
- **Store Address**: This parameter provides the option to enter the store address (up to 5 line of text), for informational purposes.
- **Store VAT Number**: This parameter provides the option to specify a Store VAT Number for informational purposes.
- **Manager Name**: This parameter provides the option to enter a manager's name for informational purposes.
- **Store Telephone**: This parameter provides the option to enter a store telephone number for informational purposes.
- **Country**: This parameter provides the option to select the country from a drop-down list for informational purposes.

10.7.4.33 RPO

Remote HHC's (Hand-Held Computers) running RPO may receive the following control check requests and alerts from the POS:

- Control Checks (Ask Yes/No, Manager\Supervisor Key Lock Required, Warnings)
- Alerts (i.e. Cash Limit Exceeded, Printer Error, OLA Offline, etc.)
- Manual Cashier Requests (from pre-defined keys at the POS)

Manager authorization and selected control checks action responses can be set to:

- Inform the RPO User Only — display on the HCC but do not allow approval from the HHC. Resolution must occur at the POS.
- Allow Approval — display on the HCC *and* allow approval from the HHC. Resolution may occur either from the HHC or the POS.
- Not appear on the HHC

    - **Action for Keyboard Functions:** This parameter defines how Manager \ Supervisor Authorization requests triggered by keyboard functions are handled from RPO. Click the field's selection arrow and choose: None, Info Only or Allow Approval.
    - **Show Only Alerts From the Last ...Hours:** The RMA (Remote Manager Authorization) module will display only unresolved alerts that were generated in the last X hours that are defined in this parameter.
    - **RMA Cashier Notification in System:** This parameter defines whether the POS is to display icons indicating the status of the messages sent to RPO.
    - **Cashier Notification Icon Time Limit:** This parameter defines the number of minutes before removing a User Request Cashier Notification Icon from the POS display.

10.7.5 Object Security Maintenance

Object Security Maintenance provides the ability to have certain PLUs protected from being deleted or modified at the local level through **ENCOR's PLU Maintenance**, **Fast PLU Maintenance**, **PLU Batches**, or **Fast PLU Batches** functionality.

Note:

Host batches will still allow these selected PLUs to be modified.

Note:

The General System Parameter Enable PLU Object in System (located in the Store > Front Office > System > Object Security folder) must be set to **Yes** to use this feature.

To protect a range of PLUs from being deleted or modified

1. From the **ENCOR** Application Menu Bar, select **System > General System Parameters > Object Security Maintenance**. The Object Security Maintenance window appears.

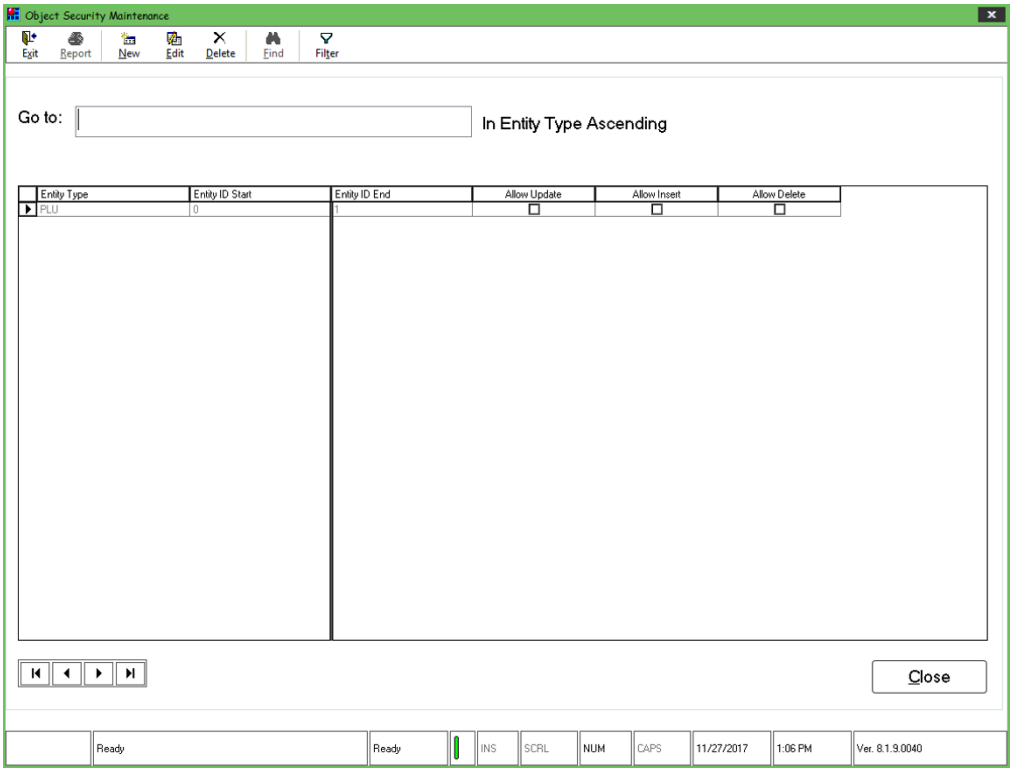


Figure 10-175. Object Security Maintenance Application

2. Click **New**. The Object Security – Add or Update Items screen appears.

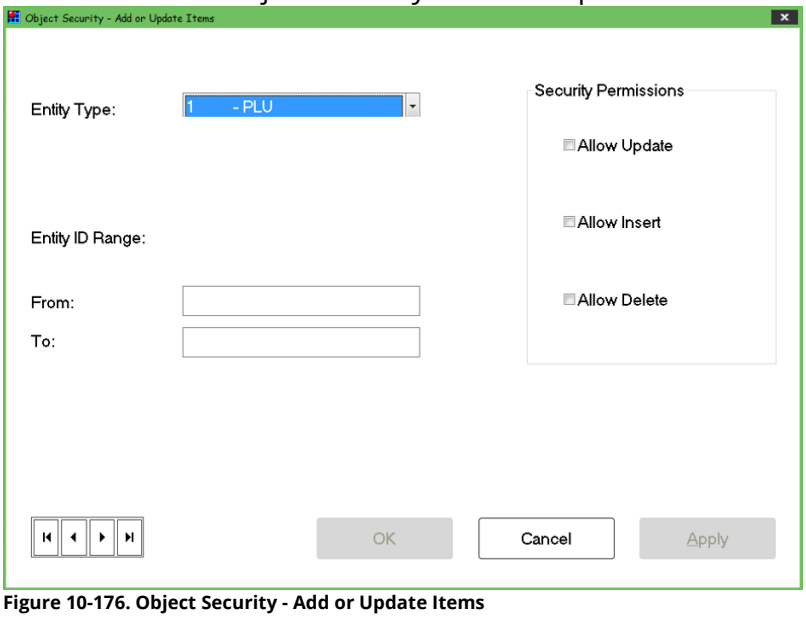


Figure 10-176. Object Security - Add or Update Items

3. In the Entity ID Range From and Start fields, enter the beginning and ending range of the PLUs to protect.
4. If desired, check the security permissions to allow for this range (Update, Insert, and/or Delete).
5. When finished, click **OK** or **Apply**.

10.8 Utilities

ENCOR Utility functions included in this chapter include Date & Time, Audit Queries, and Accounting Date.

System alerts notify office staff or management of technical problem, security violations, and other irregular or exceptional situations on the POS terminals or Back Office computers.

Alert messages are displayed on a Back Office workstation, recorded in a log, added to the Event Viewer, and/or sent to defined recipients, depending on the specified parameters.

Systems alerts are messages that are automatically generated when certain predefined events or transactions occur. They may appear as a pop-up message that is displayed on a server in the Back Office or on a workstation. In addition, the system can be programmed to record alerts in a log or to send a message to designated recipients using several methods, for example, email or fax.

System Alerts are accessible from the **ENCOR** Application Menu Bar under System > Utilities.

This chapter contains the following sections:

- Alerts Log, page 10-1147, displays a record of the alerts that the system has generated, together with the time of the alert and when it was acknowledged.
- Alerts Maintenance, page 10-1151, enables the user to add and/or edit alerts, to define their importance and who should receive them.
- Alerts Parameters, page 10-1160, enables the user to define which servers and/or workstations should receive alerts.
- Alerts Recipient, page 10-1163, enables the user to define recipients of system alerts and their contact information.

10.8.1 Alerts Log

The Alerts Log provides management with a record of all alerts generated in the ENCOR system. The user can access this log and display all the alerts, or the user can search for and display specific alerts.

To access the Alerts log

1. From the **ENCOR** Application Menu Bar, select **System > Utilities > Alerts Log**. The Alerts Log dialog box displays.

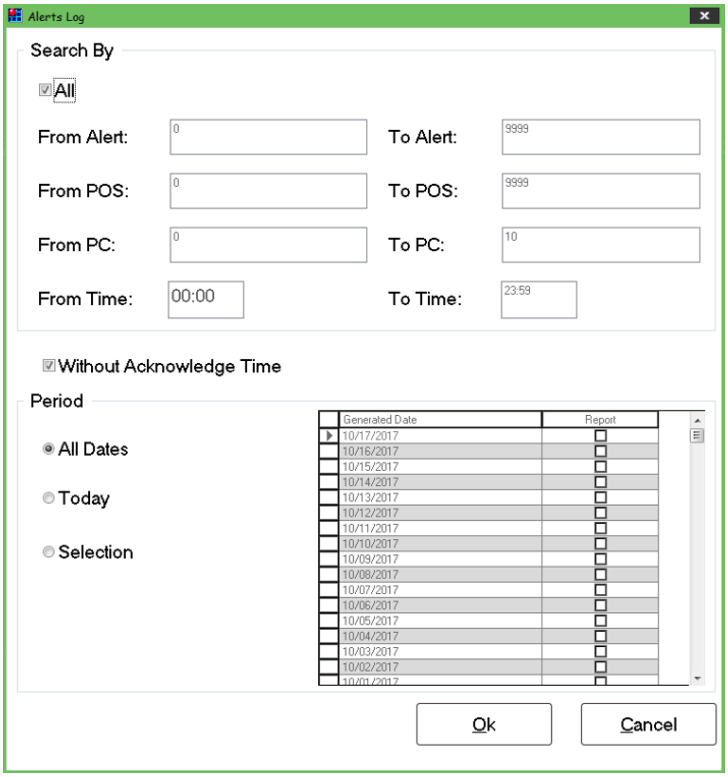


Figure 10-177. Alerts Log Application

2. Select the **All** checkbox to display all alerts in the log or clear the **All** checkbox and search for specific alerts, as described in the following section.
3. Click **OK**.
4. The Alerts Log window is displayed showing all the alerts in the log.

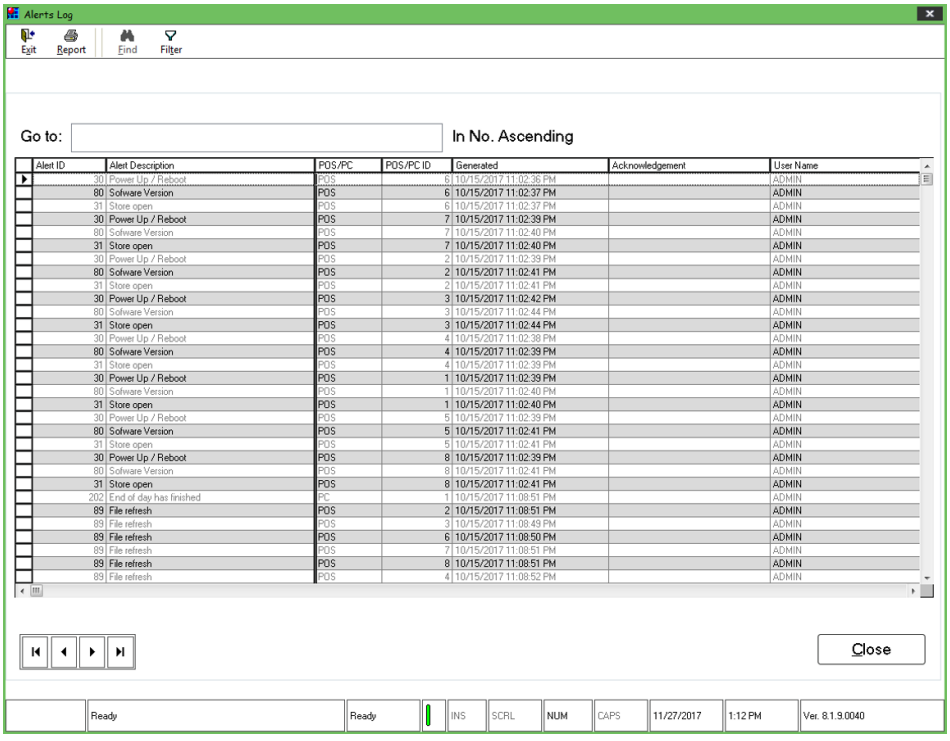


Figure 10-178. Alerts Log

Note:

Click Filter to access the Alerts Log dialog box to search for further alerts.

10.8.1.1 Searching for Specific Alerts

Use the Alerts Log dialog box, described on the previous page, to search for specific alerts, for example, alerts generated at a certain POS terminal or at a specific time.

To search for specific alerts

1. From the **ENCOR** Application Menu Bar, select **System > Utilities > Alerts Log**. The Alerts Log dialog box is displayed, as shown above.
2. Clear the **All** checkbox and enter information in the other fields, as described below.

Field	Description
From Alert / To Alert	Enter the range of alerts you want the log to display.
From POS / To POS	Enter the range of POS terminal ID numbers, to see alerts for those terminals only.
From PC / To PC	Enter the range of PC ID numbers, to see alerts for those PCs only.
From Time / To Time	Enter the time range during which the alerts should have been generated.

Note:

Enter information into more than one of these fields at the same time to make the search more specific.

3. Click the **Without Acknowledge Time** checkbox if you do not require the log to display information about when the alerts were acknowledged by the recipients.
4. Click the relevant radio button in the Period area of the dialog box to specify that you want to see alerts from a specific period.

Field	Description
All Dates	Searches for alerts generated on all dates.
Today	Searches for alerts generated on the current day.
Selection	Enables you to find alerts from specific dates.

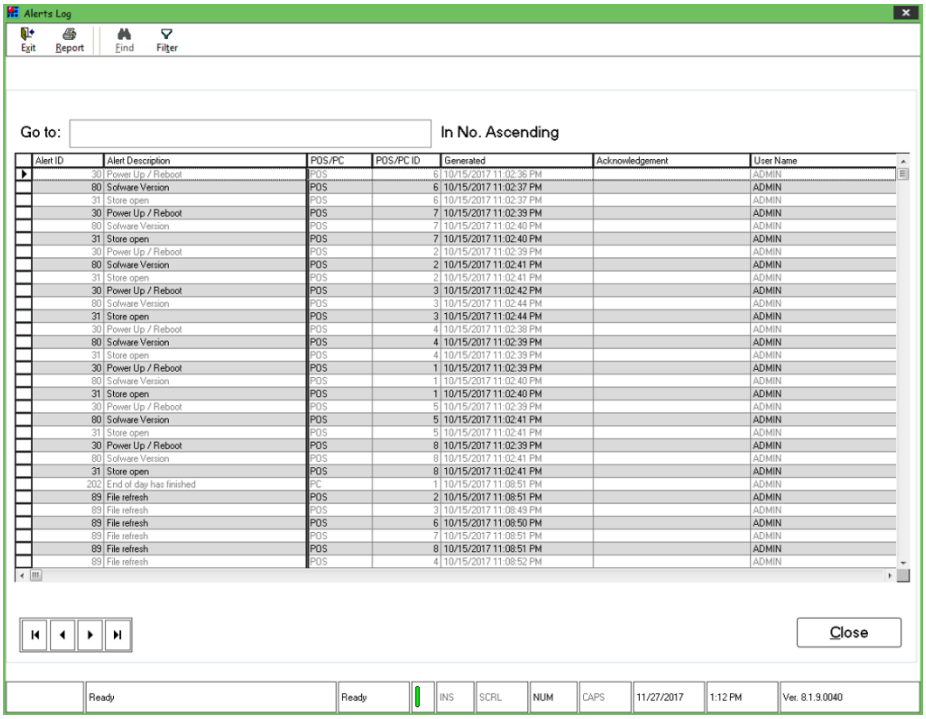
5. If you click the **Selection** radio button, select the appropriate checkboxes in the report field in the Period area to select specific daily alert logs.
6. Click **OK**. The Alerts Log window displays the selected alerts that were found per your search.

Note:

If the *Ignore This Alert* checkbox was checked when the Alert was defined, the alert will not be displayed in the Alerts Log.

10.8.1.2 Alerts Log Window

The Alerts Log window displays the alerts in the Alerts Log. The specific alerts displayed in the window depend on the search, as described on page 10-1148.



The Alerts Log window contains the following:

- **Toolbar:** The following buttons are displayed in the toolbar at the top of the window:

Button	Description
Exit	Exits the Alerts Transaction window.
Report	Opens a Report Manager window that displays a preview of the report to be printed. For more information about the Report Manager window, refer to the *Reports Reference Manual*.
Find	The *Find* tool is not enabled in this version.
Filter	Displays the Alerts Log dialog box, enabling you to search for a different set of alerts. Refer to *Searching for Specific Alerts*, on page **Error! Bookmark not defined.**, for further information.

- **Go To Field:** The Go To field specifies the alert ID code to select in the list of alerts.

Note:

This function is currently unavailable.

- Alerts Log List: Alerts are listed, together with their basic information. Each column heading represents a different field of information.

Field	Description
Alert ID	The code number for the specific alert.

Alert Description	The description for the alert.
POS/PC	Whether the alert was generated from a POS terminal (POS) or the Back Office (PC).
POS/PC ID	ID number of the POS terminal or PC.
Generated	Date and time the alert was generated.
Acknowledgement	Date and Time that the recipient acknowledged the alert. (If the Without Acknowledge Time checkbox was checked in the Alerts Log dialog box, shown on page 10-1148, this field will be empty.)
User Name	Name of the user who acknowledged the alert.

- Search Arrows: Enable scrolling through the alerts list.

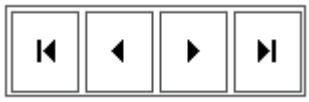


Figure 10-179. Search Arrows

Use the arrows at the extreme left and right to navigate to the first and last alerts in the list. The center arrows enable navigation up and down the list by single alerts.

10.8.1.3 Sorting the Alerts Log List

The list of alerts in the Alerts Log window can be sorted by any of the displayed information fields.

To sort the Alerts Log

1. Click on the column heading representing the information by which you require the log to be sorted. It will be sorted in ascending order.
2. Click a second time on the same column heading to sort the log in descending order. For example, if you click on the **Alerts ID** title once, the log will be sorted by Alerts ID code in ascending order. If you click **Alerts ID** a second time, the log will be sorted by Alerts ID code in descending order.

10.8.2 Alerts Maintenance

The Alerts Maintenance function enables definition of alerts and their behavior. **ENCOR** is already configured with numerous alerts, which the user can view in the Alerts Maintenance window. New alerts may be defined if required.

To access the Alerts Maintenance window

1. From the **ENCOR** Application Menu Bar, select **System > Utilities > Alerts Maintenance**. The Alerts Maintenance window is displayed.

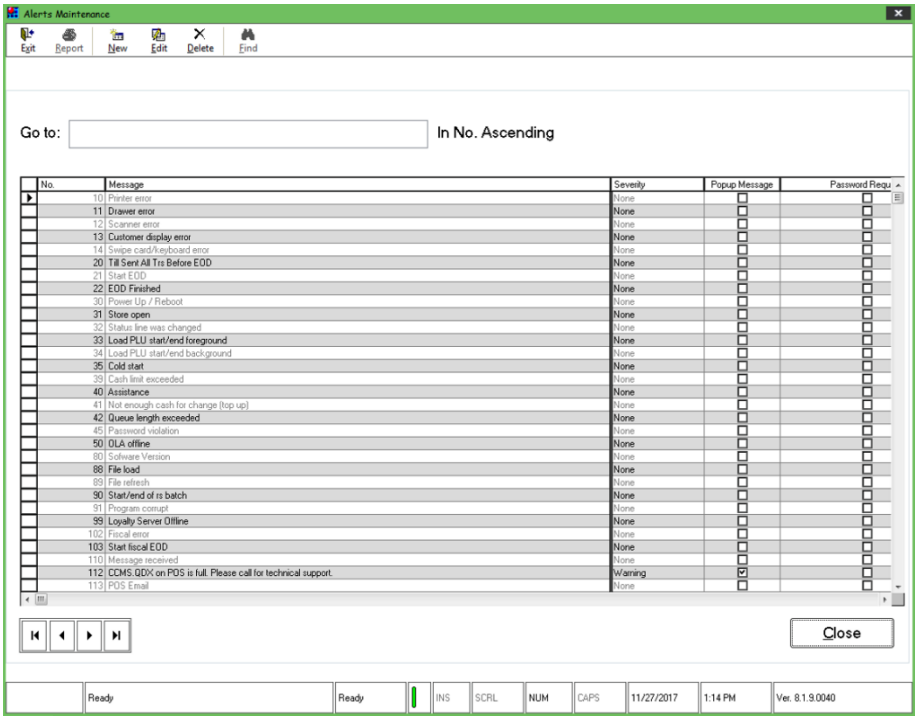


Figure 10-180. Alerts Maintenance Application

The Alerts Maintenance window is comprised of the following components:

- **Toolbar:** The following buttons are displayed in the toolbar at the top of the window:

Button	Description
Exit	Exits the Alerts Maintenance window.
Report	The *Report* tool is unavailable for this function.
New	Enables you to add new alerts.
Edit	Enables you to edit an existing alert.
Delete	Enables you to delete an existing alert.
Find	The *Find* tool is not enabled in this version.

- **Go To Field:** The Go To field enables the user to specify the alert ID code to select in the list of alerts. After you have selected the field by clicking on the column heading, enter a number or letter, as appropriate, to specify to which alert you require the arrow to point.

- **The Alerts List:** System alerts are listed in a table in the center of the Alerts Maintenance window. The following information fields are provided for each alert:

Field	Description
No.	The unique alert code.
Message	The message that will be displayed when the alert is generated.
Severity	The severity level that has been attached to the alert.
Popup	Checked to indicate that the alert will generate a popup message.
Password	Selected to indicate that a password must be entered in order to acknowledge the alert. This prevents unauthorized personnel from acknowledging alerts.
Ignore	Selected to indicate that alert is deactivated.

- **Selection Arrows:** Enable you to scroll through the alerts list.

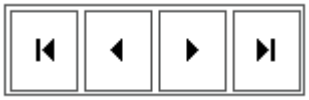


Figure 10-181. Selection Arrows

Use the arrows at the extreme left and extreme right to navigate to the first and last alerts in the list. The center arrows enable you to navigate up and down the list by single alerts.

10.8.2.1 Predefined Alerts

The following alerts have been predefined in the system.

Alert Code	Alert	Description
10	Printer Error	Displays at the POS terminal when there is an error with in-lane printer, for example, 'Paper Low' or 'Printer Busy'.
11	Drawer Error	Displays at the POS terminal when there is an error with the cash, for example, 'Unauthorized opening of a cash drawer'.
12	Scanner Error	Displays at the POS terminal when there is a problem with the scanner.
13	Customer Display Error	Displays at the POS terminal when there is a problem with the customer display.
14	Swipe Card/Keyboard Error	Displays at the POS terminal when there is an error with the magnetic card reader.
20	Till Sent All Trs Before EOD	POS sent all Transaction data before EOD started
21	Start EOD	EOD has started on a specific POS terminal.
22	EOD Finished	EOD has finished on a specific POS terminal.
30	Power Up / Reboot	A specific POS terminal was powered up or rebooted.
31	Store Open	The Store Open process, which is generated from the Back Office, generated a transaction from the POS terminal. (Only once a day.)

Alert Code	Alert	Description
32	Status line was changed	This alert is not currently available.
33	Load PLU Start/End Foreground	This alert displays at the POS terminal, when a Data Refresh of the PLU file will take place in the foreground.
34	Load PLU Start/End Background	This alert displays at the POS terminal, when a Data Refresh of the PLU file will take place in the background.
35	Cold Start	The memory of a POS terminal was cleared of all information. This function is generally performed by a manager or technical support person, in order to clear a problem in the POS terminal.
39	Cash Limit Exceeded	Displays when the cash in the drawer exceeds the maximum amount set in the system.
40	Assistance	Assistance of a supervisor required (generally in order to remove excess cash from the cash drawer).
41	Not enough cash for change (top up)	The level of cash in the cash drawer is insufficient to provide change.
42	Queue length exceeded	The number of customers in the queue entered, exceeds the maximum number set in the system. (The number of customers in the queue is entered by the cashier, who is prompted by the system to enter the information into the terminal.)
45	Password violation	A password has been incorrectly entered.
50	OLA Offline	Displays when communications is lost to the Pay-at-the-Pump Payment System. (Used only with Fuel.)
80	Software version	Displays which software version is running on a specific POS terminal.
88	File Load	A file load from the Back Office was received by the POS terminal.
89	File Refresh	A maintenance update from the Back Office was received by the POS terminal.
90	Start/End of RS Batch	Displays at the start/end of a Rsession at the POS terminal.
91	Program Corrupt	This alert is currently not supported.
99	Loyalty Server Offline	Displays at the POS terminal when the Customer Loyalty Server is offline.
102	Fiscal Error	This alert is supported in Europe and currently not required in North America.
103	Start Fiscal EOD	This alert is supported in Europe and currently not required in North America.
110	Message Received	A message sent from the Message Center has been received.
112	CCMS.QDX on POS is full. Please call for technical support	This alert is use d for Corema and OEM. It is Posted when the loyalty QDX file is full and requires manual intervention to clear it. (Note: The Loyalty QDX file name is CCMS.QDX.)

Alert Code	Alert	Description
113	POS Email	This alert is sent by the POS terminal to MFS1 or MFS2 when using the internal email functionality (between the POS terminal and MFS).
114	POS not Sign as Active in "POS Configuration". Call Support!	This alert displays when the POS terminal is not flagged as an active till in the Post Configuration parameters. (Refer to "POS Setup" earlier in this chapter.)
115	POS Disk Size Limit	Insufficient disk space is detected at the POS terminal.
172	Maintenance Problem	Problems applying maintenance from the MFS to the POS. **Note:** Maintenance events are written to either the RSMSrv.log or WinPOS.log files. Upon failure, Alert 172 is generated. Log entries are created to record the following steps of each maintenance package: Data change is made in the Front Office and sent to MFS SQL. Data change is sent to the MFS QDX. Large maintenance is created. Small maintenance is created. The POS checks for maintenance at the MFS. The POS distributes the changes to the POS QDX.
201	End of day has started	EOD for the Back Office has begun.
202	End of day has finished	EOD for the Back Office has been completed.
203	POS offline during EOD	A POS terminal was offline when EOD was started in the Back Office.
206	Not all transactions sent by POS before EOD	Some of the transactions sent from the POS terminals were not received in the Back Office prior to EOD being run.
207	Not all maintenance received by POS before EOD	Some of the maintenance updates sent from the Back Office to the POS terminals were not received by the terminals before EOD was started.
222	Package	This alert is reserved for future development.
232	No COMM to POS. POS offline?	A POS terminal may be offline.
233	3 Password Violations in Secure Mode	Displays at the Back Office when there is a 3 password violation in Secure Mode at a POS terminal.
236	Error while executing PLU batch	One of the daily PLU batches was not created successfully.
239	MFS2 did not receive QDX and SQL. See End of Day Logs	Displays when MFS2 does not receive complete QDX and SQL updates from MF1, during the EOD.

Alert Code	Alert	Description
299	Unauthorized drawer opening	The specified cash drawer was opened without authorization.
300	General text transaction	An alert generated by a third party transaction or 'hook', together with 'free' text.
301	CRC error: difference between QDX and SQL. See End of Day logs.	When the QDX data and the SQL data were compared, inconsistencies were found.
601	Disk Space Below Limit	Insufficient disk space is detected on the MFS or workstation.
602	CDM	This alert is reserved for future development.
1000	Grade Price changes pending. View General Batches for details.	Displays when there are pending fuel price changes. (Used only with Fuel.)
17001	Printer unable to scan the check	Indicates the printer could not perform an ECC (Electronic Check Conversion) scan of the check
17009	EBT WIC Error File Found	Indicates EBT WIC Error files have been detected. **Note:** Error files are placed in the `C:\Program Files\POSware\Office\EBT_WIC\State Name` folder. At EOD an Alert is generated and the error file is placed in the `C:\Program Files\POSware\Office\EBT_WIC\State Name\ History` folder.

Note:

Alert code numbers 21 - 115 relate to alerts generated by POS terminals. Numbers 201 - 1000 are for alerts generated by the Back Office Servers. Numbers 1001 - 2000 are user-programmable. Alerts numbered 20000 (and greater) are available to be added to the POS Menu (through the Keyboard Macro Tool's "Services" function).

10.8.2.2 Defining Alert Specifications

The user can set parameters to define if/when alerts should be displayed, what the severity level should be and how predefined recipients should be notified. In addition, specify which recipients will receive the alert. For further information about alerts recipients, refer to "Alerts Targets" on page 10-1163.

These parameters are defined when a new alert is added. In addition, modify the parameters of an existing alert, as described below.

To modify an alert

1. In the Alerts Maintenance window, highlight the alert that requires modification and click **Edit** or double-click on the alert that requires modification. The Alert Maintenance tabbed dialog box is displayed, showing all the current parameters for the selected alert.

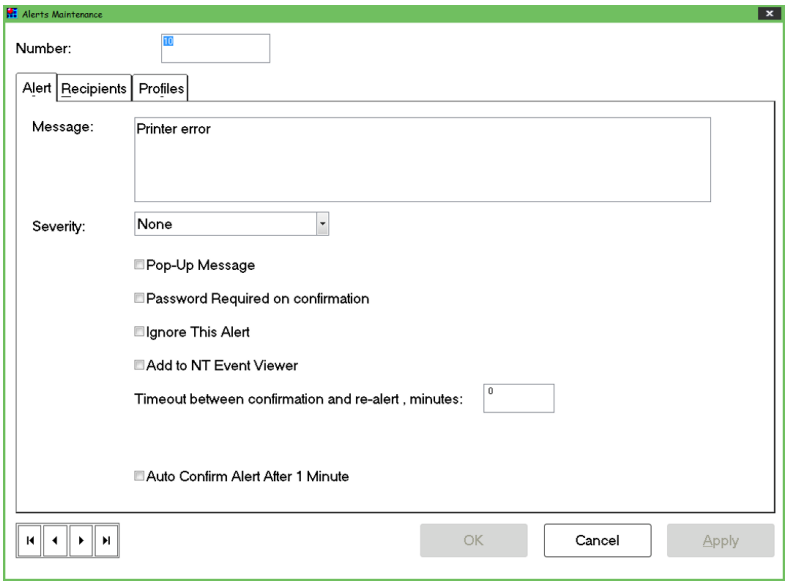


Figure 10-182. Alerts Maintenance - Alert Tab

2. In the Alert tab of the dialog box, enter the required information and select checkboxes to generate the relevant activity. The following fields are available:

Field	Description
Message	Type the alert message that is to be displayed when the specific event occurs.
Severity	Select a severity level for the alert from the dropdown list. Severity levels are described on page 10-1158.
Pop-Up Message	Select this box if you want the alert to pop-up on the defined workstations, as described in the section, Defining Which PCs Receive Alerts, on page 10-1163. If Pop-Up Message is not selected, and the Ignore this Alert checkbox is unchecked, the alert will still be displayed in the Alerts log if the relevant event occurs.
Password Required on confirmation	Select this box if you want the user to enter a user name and password in order to acknowledge receipt of the alert. This prevents unauthorized personnel from acknowledging alerts.
Ignore This Alert	The alert remains in the system's memory but does not generate any alerts or appear in the Alerts Log.
Add to NT Event Viewer	Sends the alert to NT Event Viewer to be displayed in the system log.
Timeout between confirmation and re-alert, minutes	Type in a number representing the number of minutes before the system checks for the alert again. Set this parameter to a high value in order to avoid having the same type of alert pop up too frequently. For a critical type alert, set the value to 1 minute.
Auto Confirm Alert After 1 Minute	Select this checkbox to automatically confirm the alert after one minute.

3. Click **Apply** to save the changes and leave the dialog box open or click **OK** to save the modifications and exit the dialog box.

Note:

The Recipients tab enables the user to specify who will receive the alert. Refer to Alerts Target on page 10-1163, for more information.

10.8.2.3 Adding a New Alert

If necessary, create new system alerts. A new alert needs to be defined, for example, when a new event on the POS terminal is created and you need to report on all occurrences of the event.

To add a new alert

1. In the Alerts Maintenance window, click **New**. The Alerts Maintenance parameters dialog box is displayed.
2. Enter a new number for the alert in the Number field. Remember that user-programmed alerts can only have numbers from 1001 - 2000.
3. Follow steps 2-3 in the procedure for defining alert specifications on page 10-1157.

10.8.2.4 Deleting an Alert

This function is used to delete an alert from the alert list.

To delete an alert

1. In the Alert Maintenance window, highlight the alert to be deleted and click **Delete**. A message box pops up requesting confirmation that the alert is to be deleted.
2. Click **Yes** to delete the alert or **No** to retain the alert.

Note:

Deactivate an alert by checking the **Ignore this Alert** checkbox in the appropriate Alert Maintenance parameters dialog box without needing to actually delete it.

10.8.2.5 Alert Severity Levels

Each alert has an associated severity level. The severity level of alerts is selected from a drop-down list in the Alerts Maintenance parameters dialog box for the relevant alert.

The alert messages that pop up on the server/workstation screen reflect the severity of the alert by means of an icon, as shown in the pictures below. Note that the alert pop-ups display information about the specific alert, together with details of when the alert was generated and from which POS terminal or workstation it was generated.

- Severity: None

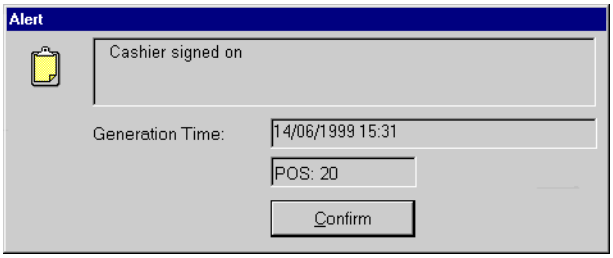


Figure 10-183. Alert - Severity: None

The None severity level can be used when you wish to be alerted about general functions, for example, a cashier signing on at the start of their shift. This alert level is interchangeable with the Information alert, described below.

- Severity: Information

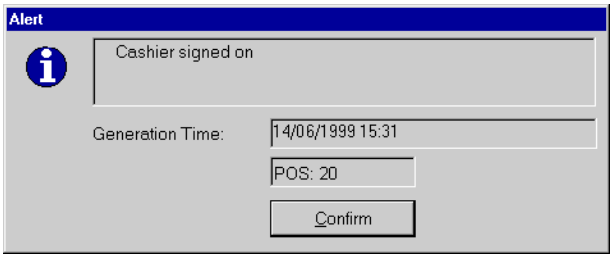


Figure 10-184. Alert - Severity: Information

The Information severity level can be used when you wish to be alerted about general functions, for example, a cashier signing on at the start of a shift. This alert level is interchangeable with the None alert, described above.

- Severity: Warning

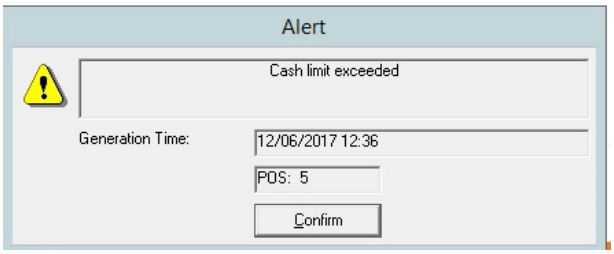


Figure 10-185. Alert - Severity: Warning

The Warning severity level can be used for events that could become emergencies if not dealt with quickly, for example, a cashier having too much cash in the cash drawer.

- Severity: Emergency

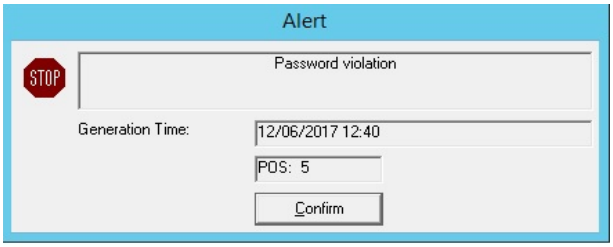


Figure 10-186. Alert - Severity: Emergency

The Emergency severity level can be used for events that need immediate attention. For example, password violations or unauthorized opening of a cash drawer.

10.8.3 Alerts Parameters

After defining alerts, the user needs to specify to which servers or workstations the alerts should be sent. This can be done by accessing the Alerts Parameters option.

To specify PCs to receive alerts

1. From the **ENCOR** Application Menu Bar, select **System > Utilities > Alerts Parameters**. The Alerts Parameters dialog box is displayed.

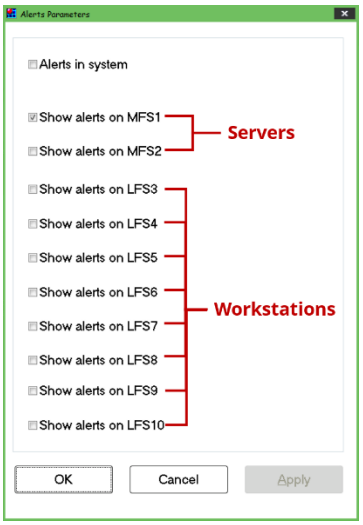


Figure 10-187. Alerts Parameters

2. Select the checkboxes next to the servers and workstations on which the alerts should be displayed.
3. Click the **Alerts in system** checkbox. If this checkbox is not checked, no alerts will be created.

Note:

Alerts in System must be checked if you are using the Pocket Office RMA (Remote Manager Authorization) Module.

4. Click **OK** to register the selection and exit the dialog box.

10.8.4 Audit Queries

The Audit Queries option provides the ability the view PLU and Promotion additions, changes and deletions logged through **ENCOR's** auditing feature.

Note:

The General System Parameter "PLU Items Data Tracking" (located in the Store > Front Office > PLU and Batch > PLU Options > Auditing folder) must be enabled to log PLU modifications. The parameter Audit Levels (found in the same folder) determines the detail being logged. The amount of history available for querying is set in the General System Parameter Number of History Days of Audit Query (located in the Store > Front Office > End of Day > Archive) folder.

To query the PLU and Promotion Audit Log

1. From the **ENCOR** Application Menu Bar, select **System > Utilities > Audit Queries**. The Audit Selector window appears, defaulting the query date range to today's date.

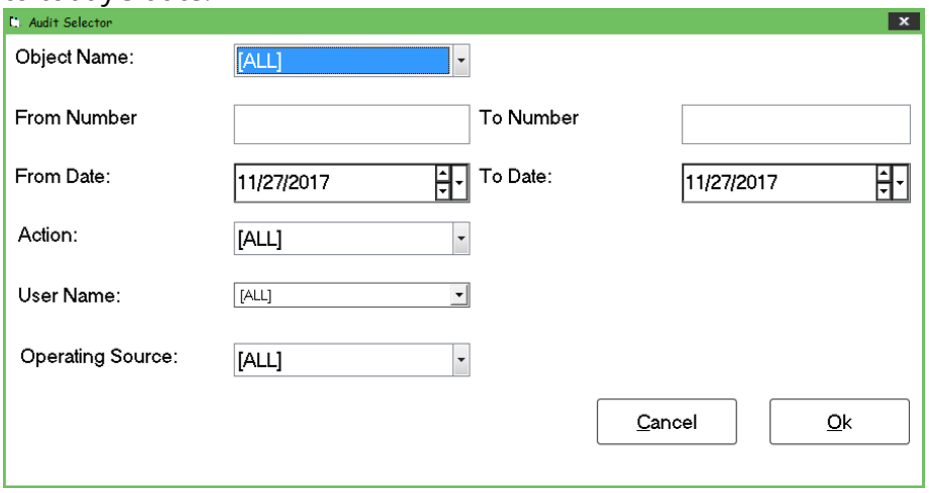


Figure 10-188. Audit Selector

2. Complete the fields as follows to narrow your log search:

Field	Description
Object Name	Click the field section arrow and choose one of the following: • **ALL** – Display all PLU, Member Promotion, Link Member Promotion and Grade modifications • **Promotions** – Display all non-Member Promotion modifications • **Member Promotions** – Display all Member Promotion modifications • **Link Member Promotions** – Display all modifications to promotion attachments • **Grade** – Display all Fuel Grade Modifications (using Fuel Office)
From Number	Based on the Object Name selection (above), enter the beginning PLU, Promotion or Grade search range number

To Number	Enter the ending PLU, Promotion or Grade search range number
From Date	Enter the beginning modification date for the search range
To Date	Enter the ending modification date for the search range
Action	Click the field selection arrow and choose the following modification filter: • **ALL** – Include all modification types • **Deletion** – Include only those (PLU, Promotions or Grades) that have been deleted. • **Edit** – Include only those (PLU, Promotions or Grades) that have been edited. • **New** – Include only those (PLU, Promotions or Grades) that have been added.
User Name	Click the field selection arrow and choose a Front Office user (to search on modifications by that user only).
Operating Source	Click the field selection arrow and choose the source of the modification: • **ALL** – Include all sources • **Local** – Include only made within the store. • **Host** – Include only made from the Host. • **External Device** – Include only made using an external connection.

3. When finished, click **OK**. The filtered results are displayed:

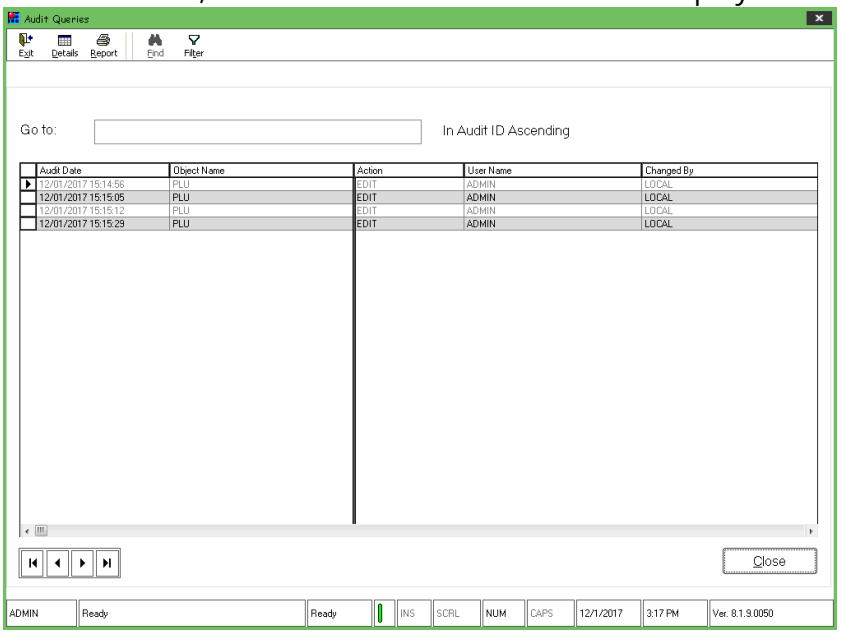


Figure 10-189. Audit Queries - Filtered Results

4. To see the details of modification, highlight the record and click the **Details** button. The Field Name, New Value, and Previous Value are displayed.

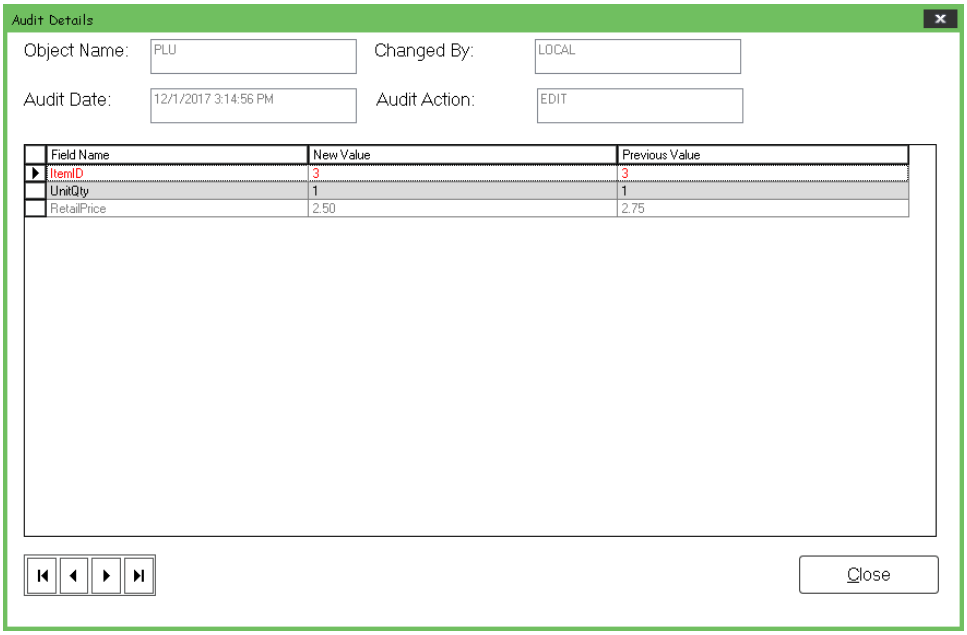


Figure 10-190. Audit Details

5. Click **Close** to return to the filtered results list.

10.8.5 Alerts Targets

Alerts can be sent to specific recipients in the following ways:

- By email
- By fax
- To a pager
- To a host computer

An alerts recipient can be any of the following:

- **A person:** An alert can be sent to a person by email, fax, or a pager.

Note:

The alert will not be flagged as treated until it has been successfully sent.

- **A host computer:** An alert can be sent to a specific computer, for example, Head Office.
- **A program:** An alert can be sent to a specific program, for example, data from an alert can be written to a text file in a text editor such as Notepad.

10.8.5.1 Adding a New Alerts Recipient

Multiple alerts recipients may be defined in the system. The user can then specify which alerts should be sent to which recipients, as described on page 10-1167.

To define a new alerts recipient

1. From the **ENCOR** Application Menu Bar, select **System > Utilities > Alerts Targets**. The Alerts Recipients dialog box is displayed.

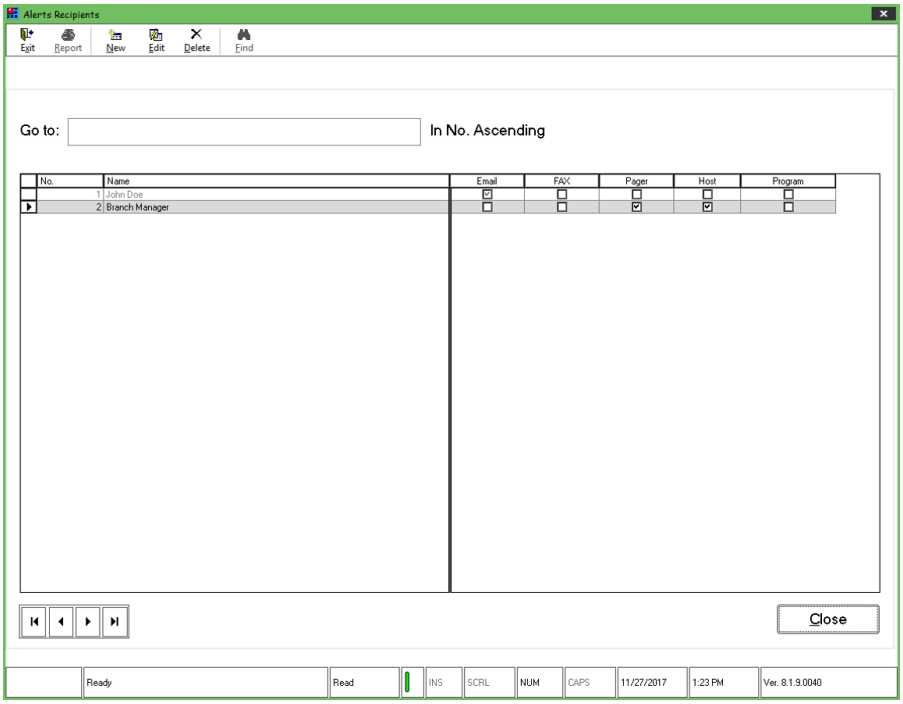


Figure 10-191. Alerts Recipients Dialog

The Alerts Recipients dialog box displays a list of alerts recipients that have already been defined. The notification method that is active for each recipient is also displayed.

2. Click **New**. The Recipient Address dialog box is displayed.

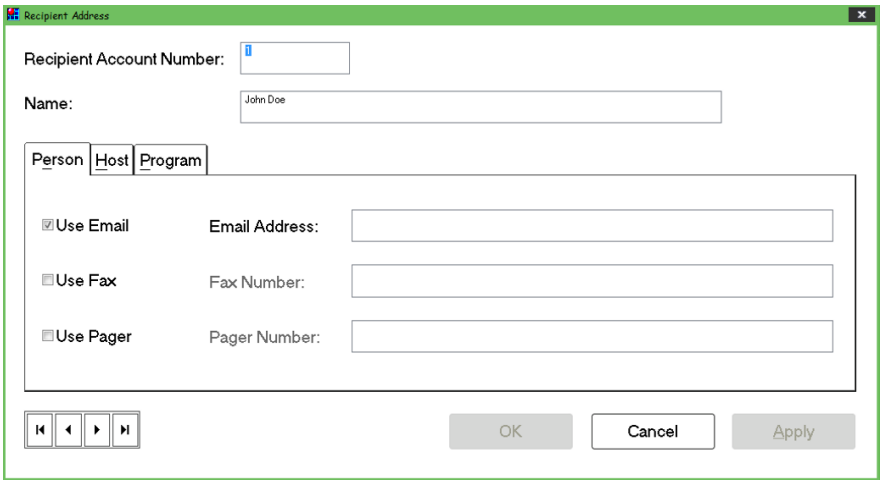


Figure 10-192. Recipient Address

The recipient is automatically given the next sequential number in the Recipient Account Number field.

3. Type the name of the recipient in the Name field.
4. Specify the required recipient destinations in the appropriate fields in the Person, Host and Program tabs, as described in the following section.
5. Click **Apply** to save the information and keep the dialog box open, or click **OK** to save the information and return to the Alerts Recipients dialog box.

10.8.5.1.1 Recipient Address Dialog Box

The Recipient Address dialog box contains three tabs, Person, Host and Program, each of which enables the user to specify different recipient destinations. If an alert is sent to this recipient, it will reach all the recipient destinations specified in these tabs.

Person Tab

The Person tab enables the user to specify, in the fields provided, how the alerts should be sent to the recipient.

Field	Description
Use Email	Select the checkbox if the recipient is to be advised of alerts by email.
Email Address	Enter the recipient's email address.
Use Fax	Select the checkbox if the recipient is to be advised of alerts by fax.
Fax Number	Enter the recipient's fax number.
Use Pager	Select the checkbox if the recipient is to be advised of alerts by pager.
Pager Number	Enter the recipient's pager number.

Tip:

You can specify more than one method by which an alert will be sent to a recipient, for example, by both fax and email. If you clear one of the checkboxes, the alert will not be sent by that method. However, the specific address or number will be retained in memory for use at a later time, if required.

Host Tab

The Host tab enables the user to specify a computer to which an alert will be sent.

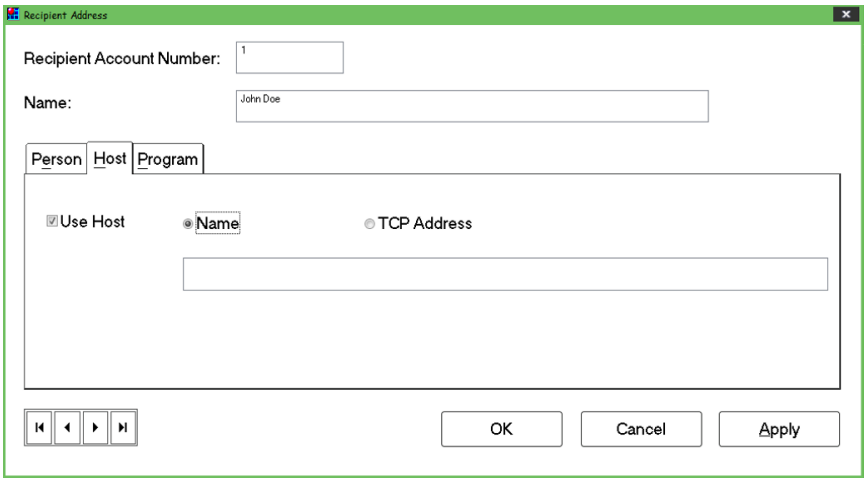


Figure 10-193. Recipient Address - Host Tab

The Host tab contains the following fields:

Field	Description
Use Host	Select this checkbox if you want alerts to be sent to a specific computer.
Name	Click this radio button and enter the name of the computer in the field below.
TCP Address	Click this radio button and enter the TCP/IP address of the computer below.

Program Tab

The Program tab enables the user to define an application to which data from an alert can be sent.

Figure 10-194. Recipient Address - Program Tab

The Program tab contains the following fields:

Field	Description
Use Program	Select this checkbox if you want alerts to be sent to a specific program. **Note:** The Browse button allows you to find the path to the program. Selecting the location of the program using the Browse button will automatically enter the directory, path and name of the program in the Program Command field, below.
Program Command	Enter the directory, path and name of the program.
Program Parameter	You can specify the program switches or parameters, in order to define how the program should run or what functions it should perform.

10.8.5.2 Editing Alerts Recipients

Information that has been entered into the Recipient Address dialog box can be modified, if required.

To edit alerts recipient information

1. In the Alerts Recipients dialog box, highlight the recipient that requires modification and click **Edit** or double-click on the recipient which requires modification. The Recipient Address dialog box is displayed, showing all the current parameters for the selected recipient.
2. Change the information as required. Refer to the section Adding a New Alerts Recipient, on page 10-1163, for further information.

10.8.5.3 Specifying Which Recipients Receive an Alert

For each alert, the user can specify the recipients to which the alert will be sent.

To specify the recipients that will receive an alert

1. Double-click on an alert in the list in the Alerts Maintenance window, as shown on page 10-1151. The Alerts Maintenance tabbed dialog box is displayed. Select the **Recipients** tab.

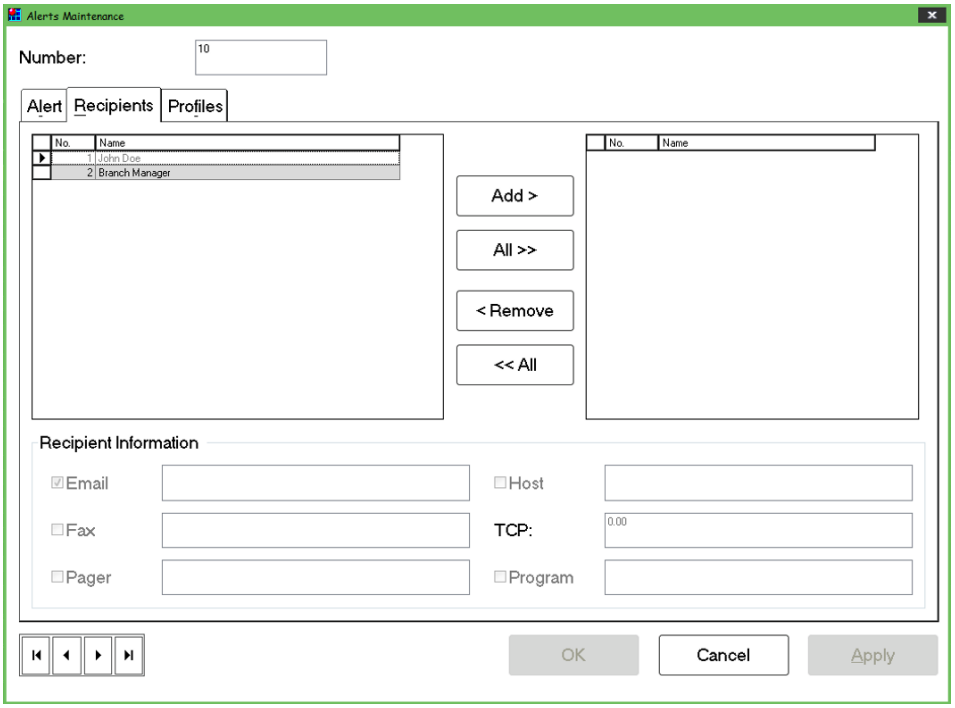


Figure 10-195. Alerts Maintenance Application

2. In the Recipients tab, select a recipient from the list on the left and click Add >. The recipient's name and number are displayed on the right.

   Repeat this procedure to select other recipients for the alert or click All >> to add all the recipients.

Note:

To remove a recipient after it has been selected, select the recipient in the list on the right and click < Remove, or click << All to remove all selected recipients.

3. When finished, click **OK** or **Apply**.

10.8.5.4 Linking Profiles to Alerts

Front Office Users Profiles that have been previously established (see "Profile Maintenance," Menu Builder, and Menu Editor) may be linked to specific alerts. For sites implementing Pocket Office's Remote Authorization (RMA) Module, all Front Office Users using RMA that are within a profile linked to a specific alert will be notified when that alert is generated. RMA Users can then be either "Approve" (respond) to the alert or "Ignore" it (bypass taking action).

To link user profiles to a chosen Alert

1. Double-click on an alert in the list in the Alerts Maintenance window, as shown on page 10-1151. The Alerts Maintenance tabbed dialog box is displayed. Select the **Profiles** tab.

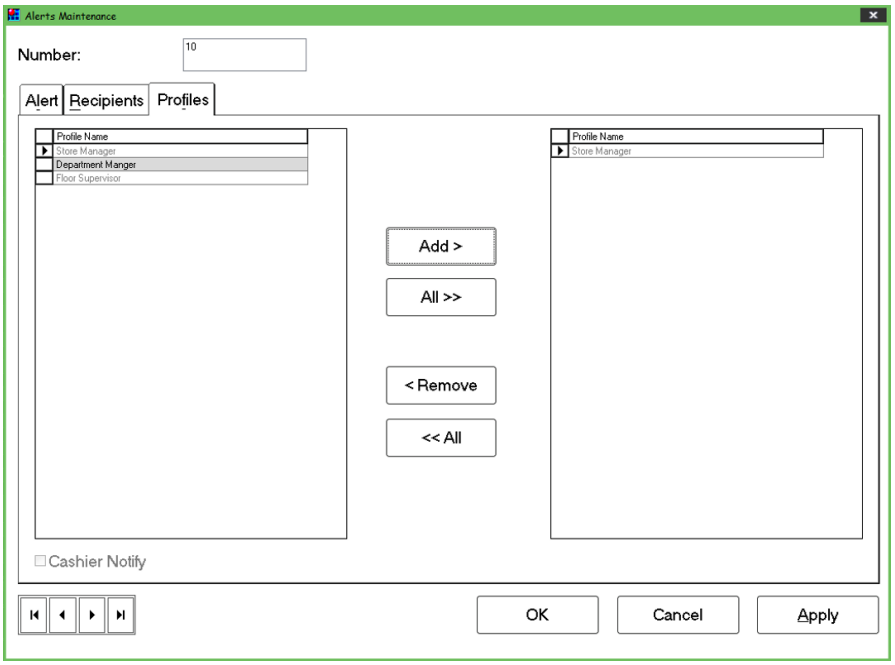


Figure 10-196. Alerts Maintenance - Profiles Tab

2. In the Profiles tab, select a profile from the list on the left and click Add >. The profile's name and number are displayed on the right. Repeat this procedure to select other profiles for the alert, or click All >> to add all the recipients.
3. When finished, click **OK** or **Apply**.

10.8.6 Date & Time

The Date and Time option is used to change the date and time in POS terminals and the computers (MFSs). Use this option to also change the current working date when Automatic End of Day is active.

Note

The first time you set up Automatic End of Day, you have to reset the current working date. The next working date is automatically calculated (and cannot be changed). After you've set the End of Day parameters, check the date here and change it if required.

When you change the date and time through this function, the system automatically changes the date and time in all POS terminals and other PCs in the back office. To access this option from the **ENCOR** Application Menu Bar, select **System > Utilities > Date & Time**.

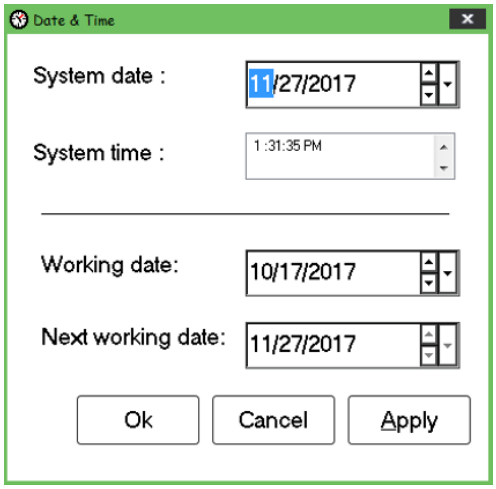


Figure 10-197. Date & Time Application

The current system date displays in the System Date field. Accept this date, enter a new date or click the field selection arrow and select a new date from the calendar. The System Time field displays the system time. Accept this time or enter in the correct time. If you run Automatic End of Day in your store, reset the current working date as required. The Next Working Date field cannot be accessed. When you reset the Current Working Date, the Next Working Date is automatically incremented by 1.

10.8.7 Accounting Date

ENCOR safe data can be linked to a user-specified accounting date rather than a current working date. This feature will allow the store to perform cash office accounting procedures for the prior day (after the EOD *and* after the working date has been incremented).

Note:

The General System Parameter Accounting Date in System (located in the Store > Cash Office > Safe Parameters folder) must be enabled. The related parameter Allow Manually Changing the Accounting Date (in the same folder) determines whether the accounting date can be changed.

To access this option from the **ENCOR** Application Menu Bar, select **System > Utilities > Accounting Date**.

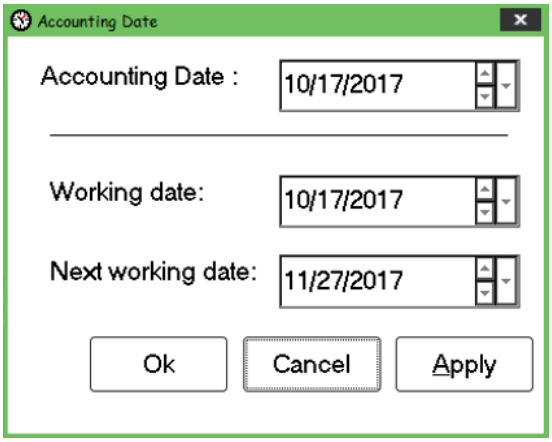


Figure 10-198. Accounting Date Application

You may change the date by entering a date directly into the Accounting Date field, highlighting the date, month, year, and clicking the increment/decrement buttons or by clicking the calendar selection arrow and selecting the date from a pop-up calendar.

When the Custom Weekly Accounting report is finalized, all Cash Office functions for the Working Date will be recorded as part of the Accounting Date. The safe will be locked (if not locked manually before finalization) and the Accounting Date will be rolled forward to match the current Working Date.

Note:

The Accounting Date will not be displayed on any of the **ENCOR** reports. It is used for accounting purposes relating to the CWA report.

10.8.8 Table Extracts Maintenance

The Table Extract Maintenance function allows you to define customized field extracts from the ENCOR database tables. Extracts can either be performed manually (through this function) or automatically during EOD. Exports can be performed in any of the following three formats:

- Text (`.txt` file extension)
- Excel (`.xls` file extension)
- XML (`.xml` file extension)

The Table Extract feature is controlled by flag 26 of the HASP Plug.

Note:

The General System Parameter Path for Table Extracts (located in the Store > Front Office > Table Extracts folder) determines where the extracts are placed. The extracts at EOD will be always created on MFS1 even in the case the EOD was initiated from MFS2.

Manual Extracts are given file names based on the following format:

`< Description>_YYYYMMDDhhmmss.<file extension>`

For example: `Departments_20151227121556.xls`

The name given to extract description “Departments” extracted in Excel format on December 27th, 2015 at 12:15:56 PM.

EOD Extracts are given file names based on the following format:

`EOD_< Description>YYYYMMDDhhmmss.<file extension>`

For example: `EOD_ PLUS_20151017102513.xml`

The name given to extract description “PLUs” extracted in XML format on October 17th, 2015 at 10:25:13 AM.

Note:

No housekeeping tasks are performed on extract files. It is the store’s responsibility to remove unneeded files.

To access the Table Extract Maintenance window

1. From the **ENCOR** Application Menu Bar, select **System > Utilities > Table Extracts Maintenance**. The Table Extracts Maintenance window is displayed.

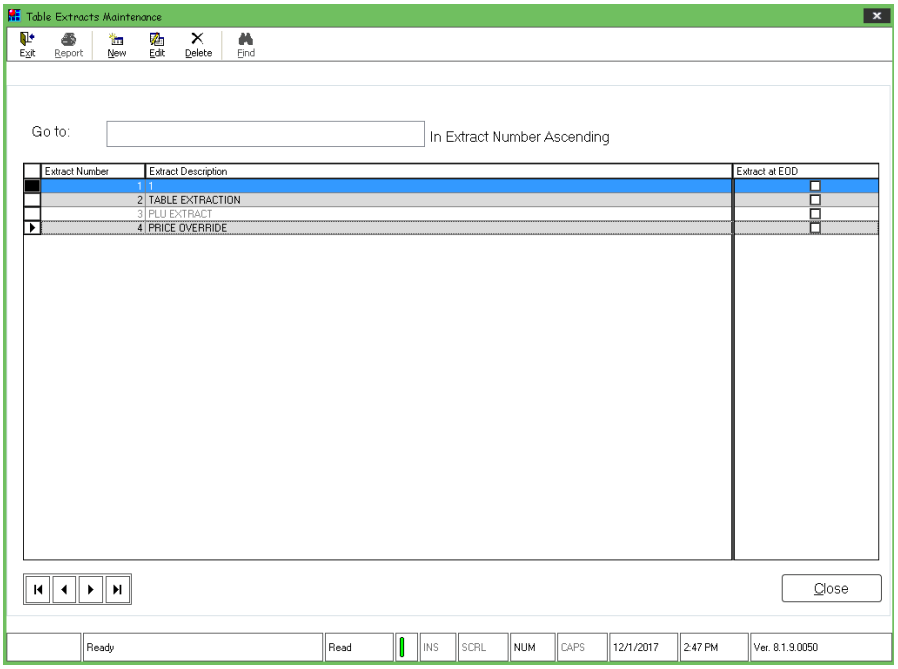


Figure 10-199. Table Extracts Maintenance Application

The Table Extracts Maintenance window comprises the following components:

- **Toolbar:** The following buttons are displayed in the toolbar at the top of the window:

Button	Description
Exit	Exits the Table Extracts Maintenance window.

Button	Description
Report	The *Report* tool is unavailable for this function.
New	Enables you to add new extracts.
Edit	Enables you to edit an existing extract.
Delete	Enables you to delete an existing extract.
Find	The *Find* tool is not enabled in this version.

- **Go To Field:** The Go To field enables you to specify the Extract Number that you want to select in the list of extracts. After you have selected the field by clicking on the column heading, enter a number or description, as appropriate, to specify to which extract you require the arrow to point.
- **The Extracts List:** Extracts are listed in a table in the center of the Table Extracts Maintenance window. The following information fields are provided for each alert:

Field	Description
Extract Number	The extract code.
Extract Description	The description for the extract.
Extract at EOD	Checked to indicate that the extract will be performed during EOD.

- **Selection Arrows:** Enable you to scroll through the extracts list.

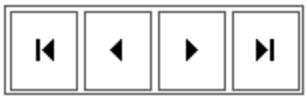


Figure 10-200. Selection Arrows

Use the arrows at the extreme left and extreme right to navigate to the first and last extracts in the list. The center arrows enable you to navigate up and down the list by one extract at a time.

10.8.8.1 Adding a New Table Extract

To add a new table extract

1. In the Table Extract Window, click **New**. The Table Extracts Maintenance dialog box is displayed.

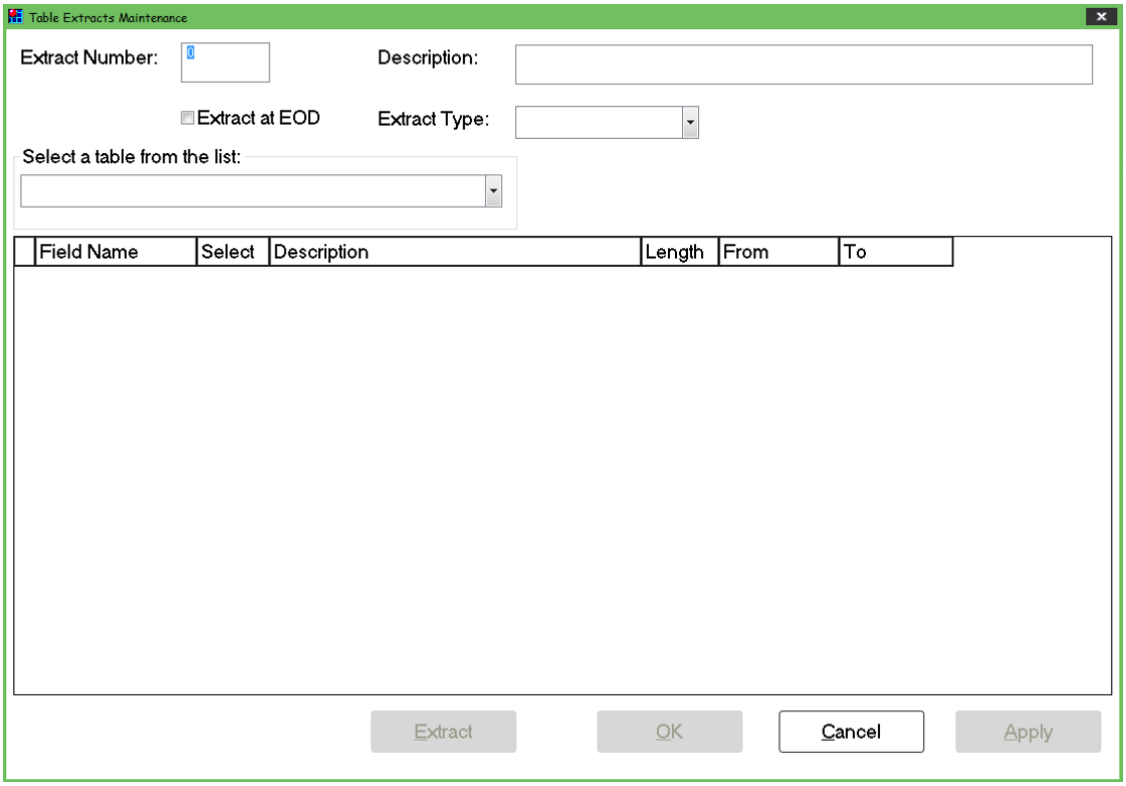


Figure 10-201. Table Extracts Maintenance Application

2. Enter the required information and/or select the checkboxes to design the customized extract. The following fields are available:

Field	Description
Extract Number	Enter a unique extract number.
Description	Enter a description for the table extract.
Extract at EOD	Check this box to automatically perform the extract during EOD.
Extract Type	Click the field selection arrow and choose the desired extract format: Text, Excel or XML. **Note:** If an extract is set to an Excel type and Microsoft Excel is not installed in the computer, the extract will not be performed and an error message will be sent to the event viewer and the log.
Select a table from the list:	Click the field selection arrow and choose the table from which to extract. The table fields will display in grid rows.
Select	Check this box for each field to extract.
Description	The description will automatically populate with the actual field name from the database but may be overwritten.
Length	Designate the length for the field in the extract file. If left blank, the maximum length of the field will be used as defined in the database.

From	(Optional) Enter the lower limit for the range when filtering records based on a specific field. **Note:** The From/To values entered for a specific field must be in the same format as in the relevant field in the table in the database. If the format of the value entered in the field doesn't match the actual format, the range will not give the correct results.
To	(Optional) Enter lower limit for the upper limit when filtering records based on a specific field.

Note:

The From and To fields will support only numeric fields. In the case of date fields, the only options **ENCOR** will recognize are the current working date (CUR_WRK_DT) and the last working date (LAST_WRK_DT). The strings will be converted to the actual date and only the records that fall into the specific dates will be extracted. The options are:

From LAST_WRK_DT To LAST_WRK_DT: this option will enable selecting the records from only the last working date from tables where this information is available.

From LAST_WRK_DT To CUR_WRK_DT: this option will enable selecting the records from the last working date and the current working date from tables where this information is available [the DAY (history) tables don't include current day's info].

From CUR_WRK_DT To CUR_WKR_DT: this option will enable selecting the records from only the current working date from tables where this information is available [the DAY (history) tables don't include current day's info].

3. Click **Apply** to save the changes and leave the dialog box open.
4. (Optional) Click **Extract** to generate the extract immediately. The extract will be displayed on the screen and placed in the designated folder.
5. Click **OK** to save the modifications and exit the dialog box.

10.8.8.2 Deleting a Table Extract

This function is used to delete a table extract from the extracts list.

To delete an extract

1. In the Table Extracts Maintenance window, highlight the extract to be deleted and click **Delete**. A message box pops up requesting confirmation that the extract is to be deleted.
2. Click **Yes** to delete the extract or **No** to retain the extract.

Chapter 11: **Reports**

11.1 Department Reports

This section explains how to produce various reports containing information on sales for all departments, net sales by departments and subdepartments.

The following Department Reports are available:

- Department Report
- Department Sales by Location Report
- Department Analysis Detail Report
- Expanded Department Report
- Weekly Business Report
- Department Summary Report
- Department Sales Report
- Department VAT Exclusive/Inclusive Sales Report
- Net Department Sales Flash Report
- Department Sales Analysis Report
- Flash Sales and Sales Mix Report
- Department Weekly Budget Report
- Subdepartment Report
- Super Groups Report

11.1.1 Department Reports

The Department Report lists net and gross sales for all departments and net sales by department groups.

To access this report

From the Application Menu Bar, select **Reports > Department Reports > Department Report**.

11.1.2 Department Sales by Location Report

The Department Sales by Location Report lists the following data for selected substores, checkout banks or POS terminals.

- Department Sales Amount (and Percentage Total)
- Items Sold (and Percentage Total)
- Average Item Price

By default, the Summary section includes the Number of Transactions. If "Customer" is selected in report setup (the default), the Number of Customers, Average Items per Customer and Average Sales per Customer also display.

To access this report

From Application Menu Bar, select **Reports > Department Reports > Department Sales by Location Report**.

Note:

Substores are groups of checkout banks configured through the POS Configuration Menu's Substore Definition program and must be marked "active" for reporting purposes.

11.1.3 Department Analysis Detail Report

The Department Analysis Detail Report consolidates department data from all POS terminals. It includes a breakdown of totals by department and departments within each department group. For each department, electronic coupons, voids, refunds store coupons, competitor coupons, net sales, and customer counts are provided, as well as totals for each department group.

The Department Analysis Detail Report may be viewed online, by range of dates, or for one of the following periods:

- Daily
- Weekly
- Monthly
- Yearly

To access this report

From the Application Menu Bar, select **Reports > Department Reports > Department Analysis Detail Report**.

11.1.4 Expanded Department Report

The Expanded Department Report consolidates department data from all POS Terminals. The report is compiled from transaction data retained by POSware. It includes a breakdown of sales by department groups and departments within each group. For each department, net sales, discounts (netted and non-netted), returns, cancellations, and coupon totals are provided, as well as department group totals.

An Expanded Department Report can be printed to show sales for these periods:

- Daily
- Weekly
- Monthly
- Yearly

To access this report

From the Application Menu Bar, select **Reports > Department Reports > Expanded Department Report**.

11.1.5 Weekly Business Report

The Weekly Business Report provides sales information by departments, for the week(s) specified when selecting the report. The week's sales and sale percentages are provided by days, including day and week totals. Net sales figures are listed by department; followed by net sales with tax. Gross sales figures are also provided which include discounts, returns, and voids. Finally, tender totals for each tender type are listed, along with:

- Number of customers
- Dollars per customer
- Number of items sold
- Average number of items per customer.

To access this report

From the Application Menu Bar, select **Reports > Department Reports > Weekly Business Report**.

By default, the Criteria Tab is selected. To produce a graph, click the desired Graph Option and click the Graph Tab to generate the graph.

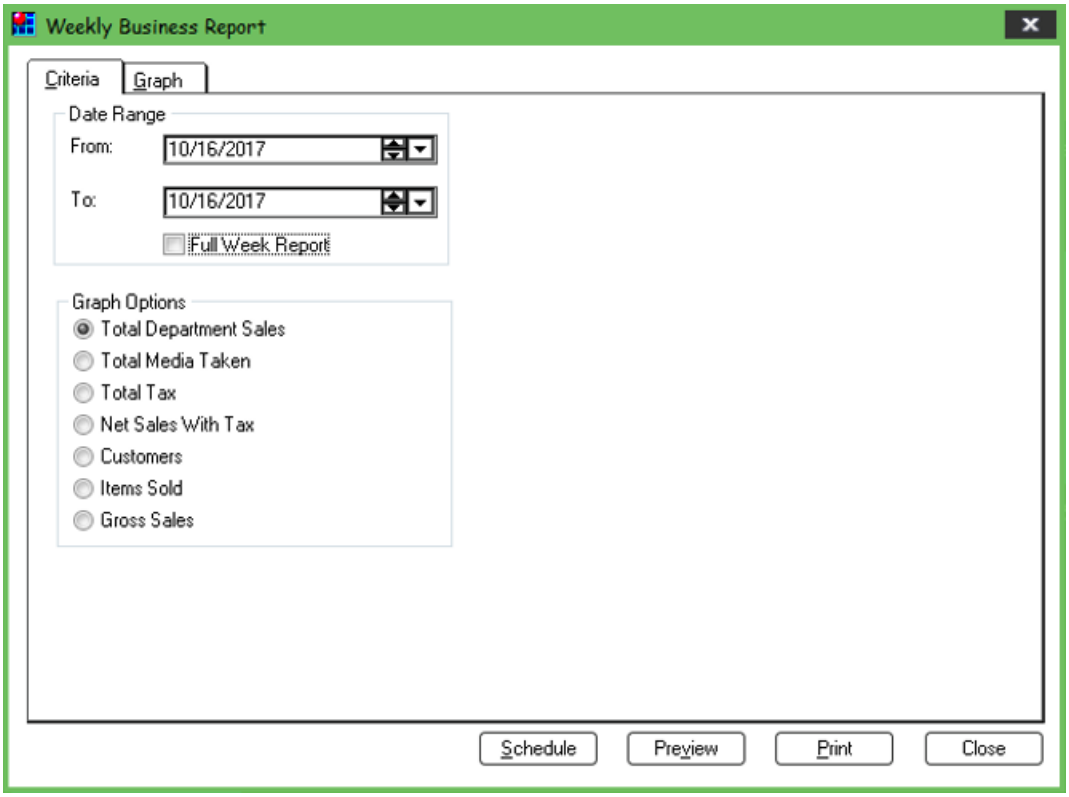


Figure 11-1. Weekly Business Report

Note:
By default, the date range specified will be used. If the Full Week Report checkbox is selected, the report will use the General System Parameter "End of Week's Day" (located in the Store \ Front Office \ End of Day \ Period folder) and report the full weeks that include the date range specified.

Note:
The Cash Withdrawal Totals displayed on the report are affected by the following POS Keyboard Functions: 812 - Tender Purchase, 817 - Cash Tender Purchase, 989 - Cash Deposit, 990 - Cash Withdrawal and 992 - Cash Check Purchase.

11.1.6 Department Summary Report

The Department Summary Report provides the store with summarized information, by department, for each specified week(s).

To access this report

From the Application Menu Bar, select **Reports > Department Reports > Department Summary Report**.

11.1.7 Department Sales Report

The Department Sales Report provides department information per cashier, for the week(s) specified when selecting the report.

This report shows the following details:

- Sales (amount and percent)
- Items (number and percent)
- Average item price
- Merchandise Total

To access this report

From the Application Menu Bar, choose **Reports > Department Reports > Department Sales Report**.

11.1.8 VAT Exclusive/Inclusive Sales Report

This report displays the current daily sales by department and provides figures exclusive and inclusive of VAT (value added tax), and the amount of VAT. When department groups are defined in the system, data is displayed by department within department groups, with a subtotal for each department group.

Note:
Setting up the system to be Inclusive or Exclusive of VAT is performed via the **Tax Rate Maintenance** application. (Refer to "Tax Rates" in chapter 5 for details.)

To access this report

1. From the Application Menu Bar, select **Reports > Department Reports > VAT Exclusive/Inclusive Report**. The Department VAT Exclusive/Inclusive Report dialog box is displayed.

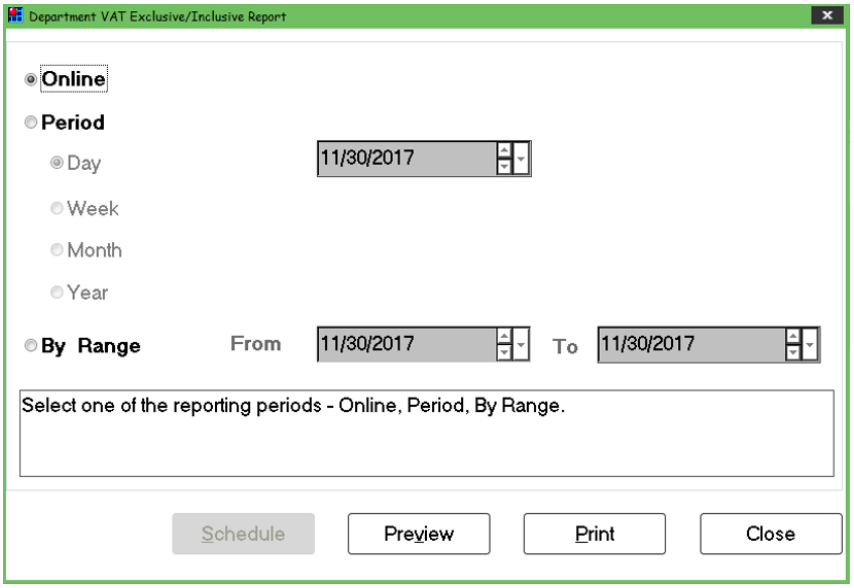
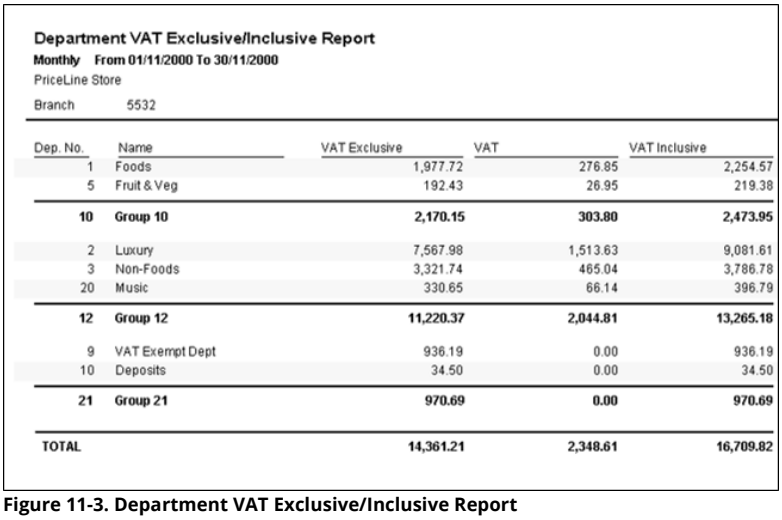


Figure 11-2. Department VAT Exclusive/Inclusive Report Application

2. Select one of the following reporting periods:
   - **Online**: Enables generation of a report based on data from when EOD was last run to the current time.
   - **Period**: Enables generation of a report for a specific time period, for example, a week or a month. This option does not include the online period.
   - **By Range**: Enables specification of the range of the required dates.
3. Click **Preview**. The Department VAT Exclusive/Inclusive Report is displayed.



Department VAT Exclusive/Inclusive Report

Monthly From 01/11/2000 To 30/11/2000

PriceLine Store

Branch 5532

Dep. No.	Name	VAT Exclusive	VAT	VAT Inclusive
1	Foods	1,977.72	276.85	2,254.57
5	Fruit & Veg	192.43	26.95	219.38
10	**Group 10**	**2,170.15**	**303.80**	**2,473.95**
2	Luxury	7,567.98	1,513.63	9,081.61
3	Non-Foods	3,321.74	465.04	3,786.78
20	Music	330.65	66.14	396.79
12	**Group 12**	**11,220.37**	**2,044.81**	**13,265.18**
9	VAT Exempt Dept	936.19	0.00	936.19
10	Deposits	34.50	0.00	34.50
21	**Group 21**	**970.69**	**0.00**	**970.69**
TOTAL		**14,361.21**	**2,348.61**	**16,709.82**

Figure 11-3. Department VAT Exclusive/Inclusive Report

4. Click the **Print** icon to print the report.

The report preview displays the following information:

- **Dep. No**: The department identity number.
- **Name**: The department description.
- **VAT Exclusive**: The department sales, excluding VAT.
- **VAT**: The total VAT for the department sales.
- **VAT Inclusive**: The department sales, including VAT.

11.1.9 Net Department Sales Flash Report

The Net Department Sales Flash Report lists total sales, returns and net sales by department for the current business day and week-to-now period.

To access this report

1. From the Application Menu Bar, select **Reports > Department Reports > Net Department Sales Flash**. The Net Department Sales Flash dialog box is displayed.

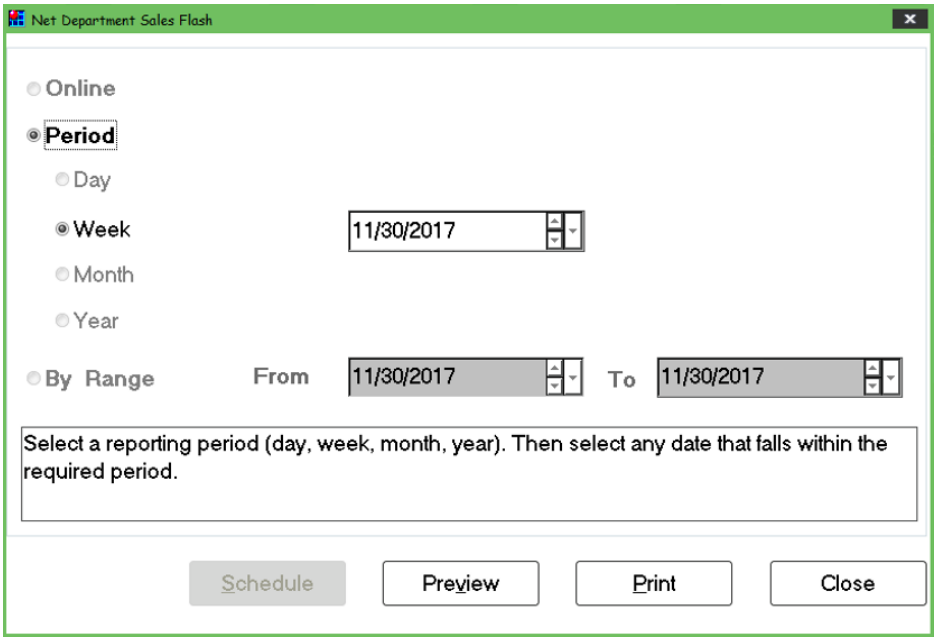
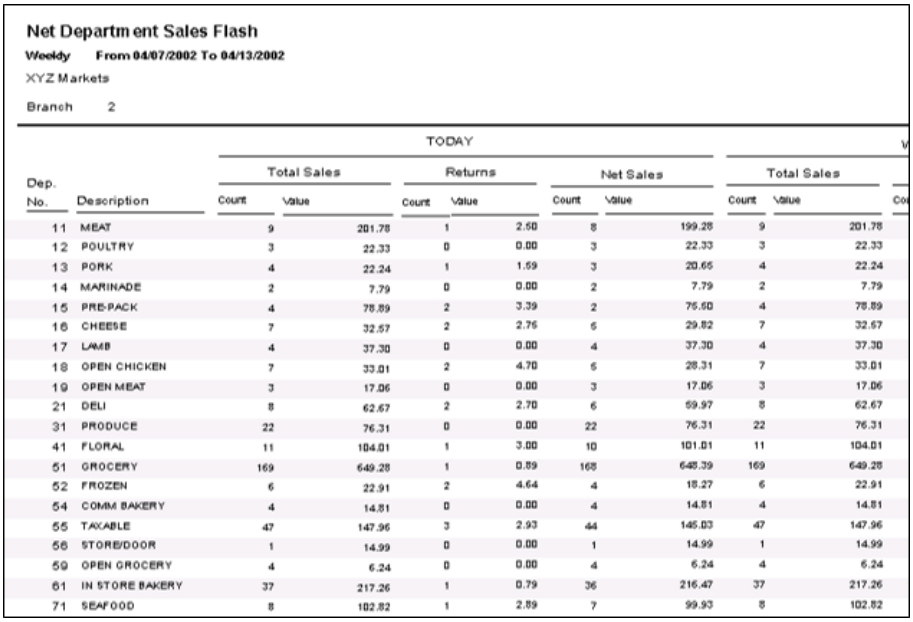


Figure 11-4. Net Department Sales Flash Application

Note:
The Weekly reporting period is automatically selected (the date of the report is set to the current day).

2. Click **Preview**. The Net Department Sales Flash Report is displayed.



Net Department Sales Flash

Weekly From 04/07/2002 To 04/13/2002

XYZ Markets

Branch 2

		TODAY								
		Total Sales		Returns		Net Sales		Total Sales		
Dep. No.	Description	Count	Value	Count	Value	Count	Value	Count	Value	Co
11	MEAT	9	201.78	1	2.50	8	199.28	9	201.78	
12	POULTRY	3	22.33	0	0.00	3	22.33	3	22.33	
13	PORK	4	22.24	1	1.59	3	20.65	4	22.24	
14	MARINADE	2	7.79	0	0.00	2	7.79	2	7.79	
15	PRE-PACK	4	78.89	2	3.39	2	75.50	4	78.89	
16	CHEESE	7	32.57	2	2.75	6	29.82	7	32.57	
17	LAMB	4	37.30	0	0.00	4	37.30	4	37.30	
18	OPEN CHICKEN	7	33.01	2	4.70	6	28.31	7	33.01	
19	OPEN MEAT	3	17.06	0	0.00	3	17.06	3	17.06	
21	DELI	8	62.67	2	2.70	6	59.97	8	62.67	
31	PRODUCE	22	76.31	0	0.00	22	76.31	22	76.31	
41	FLORAL	11	104.01	1	3.00	10	101.01	11	104.01	
51	GROCERY	169	649.28	1	0.89	168	648.39	169	649.28	
52	FROZEN	6	22.91	2	4.64	4	18.27	6	22.91	
54	COMM BAKERY	4	14.81	0	0.00	4	14.81	4	14.81	
55	TAXABLE	47	147.96	3	2.93	44	145.03	47	147.96	
56	STORE/DOOR	1	14.99	0	0.00	1	14.99	1	14.99	
59	OPEN GROCERY	4	6.24	0	0.00	4	6.24	4	6.24	
61	IN STORE BAKERY	37	217.26	1	0.79	36	216.47	37	217.26	
71	SEAFOOD	8	102.82	1	2.89	7	99.93	8	102.82	

Figure 11-5. Net Department Sales Flash Report

3. Click the **Print** icon to print the report.
   The report preview displays the following information:
   - **Today**: Displays the Total Sales, Returns and Net Sales by department for the current business day.
   - **Week to Now**: Displays the Total Sales, Returns and Net Sales by department for the current business week, according to the current date displayed in the weekly reporting period. The start of the business week is controlled by a system parameter, located in the End-of-Day parameters. Refer to “General System Parameters” > “Front Office Parameters” > “End of Day” > Period” in chapter 10 of this guide for details.

11.1.10 Department Sales Analysis Report

The Department Sales Analysis Report provides a detailed sales breakdown, based on the organization's Financial Calendar.

Before generating the department report, first define the parameters of the Financial Calendar. This calendar enables reporting per the financial year, rather than per the annual calendar.

When this report is selected in the EOD Report Parameters, the report runs at the end of the week, and displays information for the last full week, as defined in the Financial Calendar.

To access this report

1. From the Application Menu Bar, select **Reports > Department Reports > Department Sales Analysis Report**. The Department Sales Analysis Report dialog box is displayed.

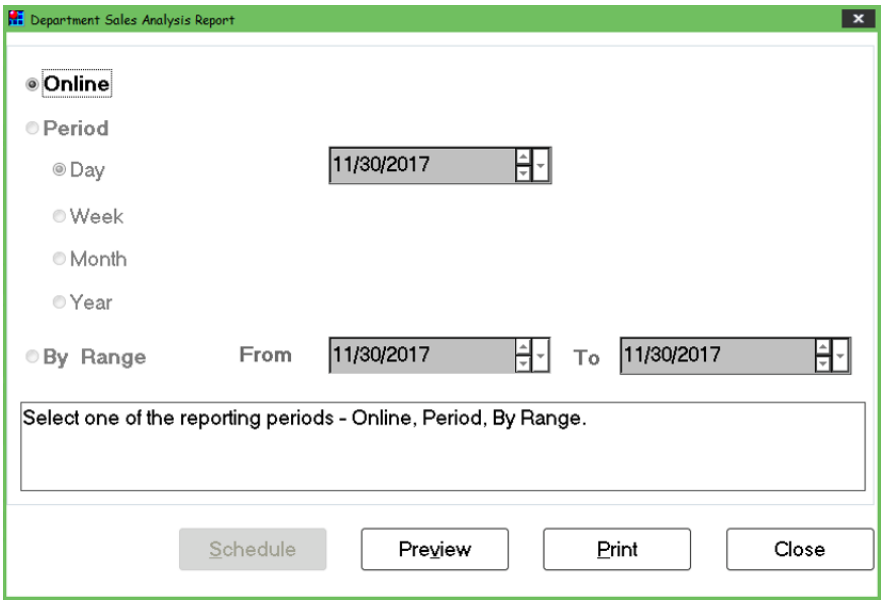
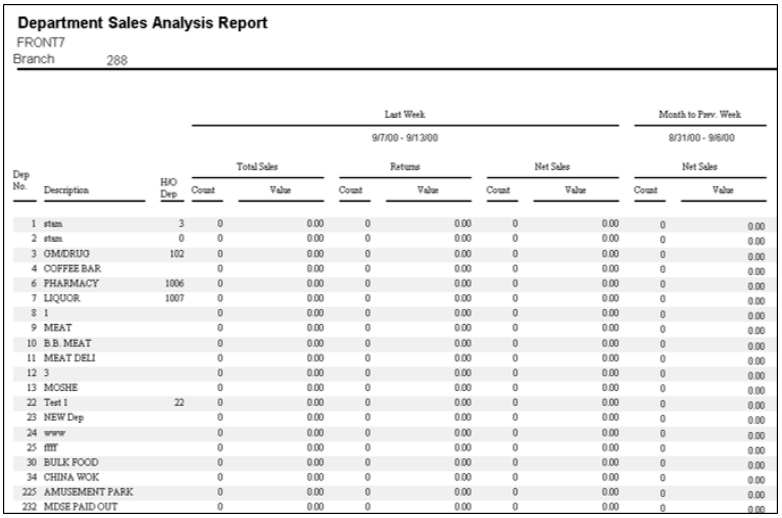


Figure 11-6. Department Sales Analysis Report Application

Note:

The Online reporting period is automatically selected (the date of the report is set to the current day).

2. Click **Preview**. The Department Sales Analysis Report is displayed.



Department Sales Analysis Report

FRONT7

Branch 288

Dep No.	Description	H/O Dep.	Last Week 9/7/00 - 9/13/00						Month to Prev. Week 8/31/00 - 9/6/00	
			Total Sales		Returns		Net Sales		Net Sales	
			Count	Value	Count	Value	Count	Value	Count	Value
1	stan	3	0	0.00	0	0.00	0	0.00	0	0.00
2	stan	0	0	0.00	0	0.00	0	0.00	0	0.00
3	GM/DRUG	102	0	0.00	0	0.00	0	0.00	0	0.00
4	COFFEE BAR		0	0.00	0	0.00	0	0.00	0	0.00
6	PHARMACY	1006	0	0.00	0	0.00	0	0.00	0	0.00
7	LIQUOR	1007	0	0.00	0	0.00	0	0.00	0	0.00
8	1		0	0.00	0	0.00	0	0.00	0	0.00
9	MEAT		0	0.00	0	0.00	0	0.00	0	0.00
10	B.B. MEAT		0	0.00	0	0.00	0	0.00	0	0.00
11	MEAT DELI		0	0.00	0	0.00	0	0.00	0	0.00
12	3		0	0.00	0	0.00	0	0.00	0	0.00
13	MOSHE		0	0.00	0	0.00	0	0.00	0	0.00
22	Test 1	22	0	0.00	0	0.00	0	0.00	0	0.00
23	NEW Dep		0	0.00	0	0.00	0	0.00	0	0.00
24	www		0	0.00	0	0.00	0	0.00	0	0.00
25	fff		0	0.00	0	0.00	0	0.00	0	0.00
30	BULK FOOD		0	0.00	0	0.00	0	0.00	0	0.00
34	CHINA WOK		0	0.00	0	0.00	0	0.00	0	0.00
225	AMUSEMENT PARK		0	0.00	0	0.00	0	0.00	0	0.00
232	MDSE PAID OUT		0	0.00	0	0.00	0	0.00	0	0.00

Figure 11-7. Department Sales Analysis Report

3. Click the **Print** icon to print the report.
   The report preview displays the following information:

   - **Last Week**: Displays the department sales of the last full week per the current date of the online reporting period.
   - **Month to Prev. Week**: Displays the department sales from the start of the month to the week *before* the last full week, as defined in the Financial Calendar.

- **Month to Last Week**: Displays the department sales from the start of the month to the last full week, as defined in the Financial Calendar.
  - For example, if the system date is set to 9/13/00:
  - Last week = 9/6/00 – 9/12/00
  - Month to Prev. Week = 8/16/00 – 9/5/00
  - Month to Last week = 8/16/00 – 9/12/00

Note:

The report will display certain date ranges in a month, but not others. For example, if the current date, as shown in the example above, is between the 16th and the 23rd of August, the report will not display any data, since this is actually the 1st week of the financial month and no data has been collated for the previous week.

11.1.11 Flash Sales and Sales Mix Report

The Flash Sales and Sales Mix Report lists sales, item count, average item price, percent item count and percent sales contribution by department for current business day and week-to-now period. It also provides week-to-now scanning statistics per department.

To access this report

1. From the Application Menu Bar, select Reports > Department Reports > Flash Sales and Sales Mix Report. The Flash Sales and Sales Mix Report dialog box is displayed.

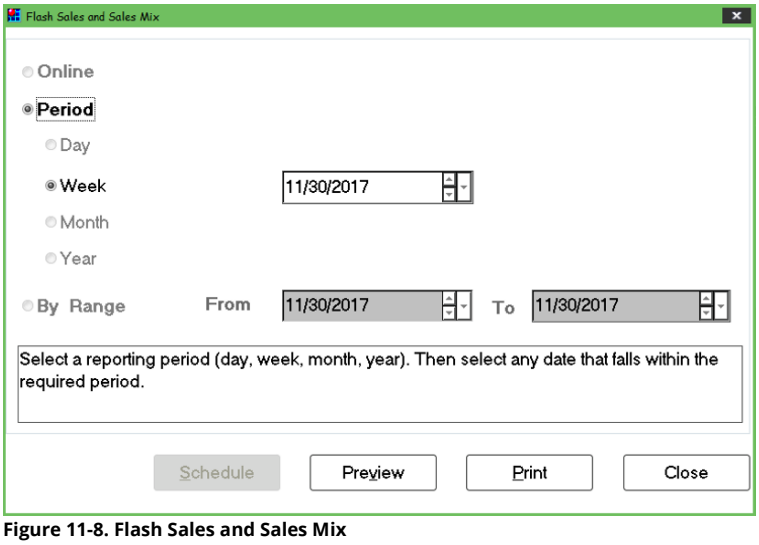
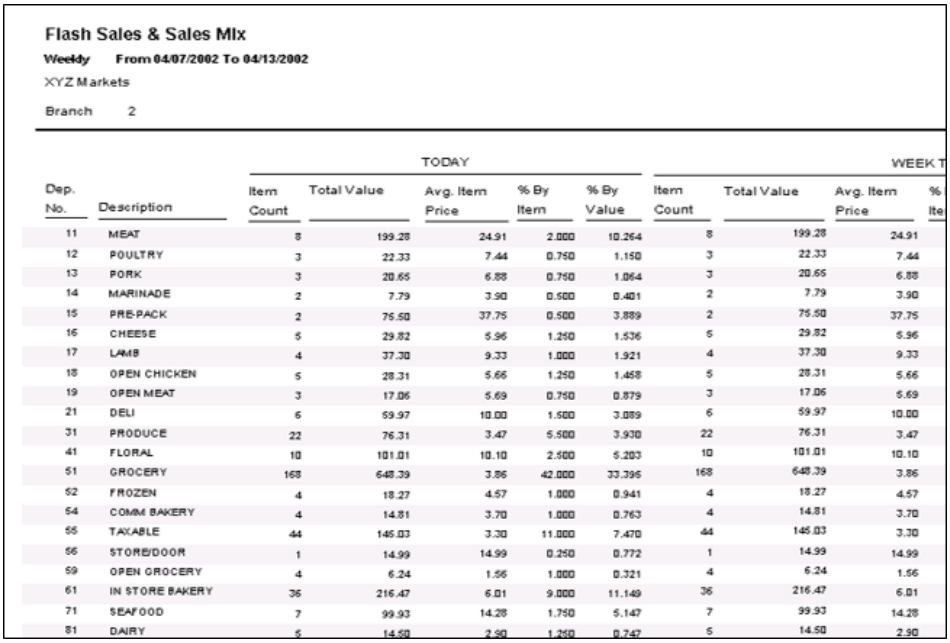


Figure 11-8. Flash Sales and Sales Mix

Note:

The Weekly reporting period is automatically selected (the date of the report is set to the current day).

2. Click **Preview**. The Flash Sales and Sale Mix Report is displayed.



Flash Sales & Sales Mix

Weekly From 04/07/2002 To 04/13/2002

XYZ Markets

Branch 2

Dep. No.	Description	TODAY Item Count	TODAY Total Value	TODAY Avg. Item Price	TODAY % By Item	TODAY % By Value	WEEK T Item Count	WEEK T Total Value	WEEK T Avg. Item Price	WEEK T % Ite
11	MEAT	8	199.28	24.91	2.000	10.264	8	199.28	24.91	
12	POULTRY	3	22.33	7.44	0.750	1.150	3	22.33	7.44	
13	PORK	3	20.65	6.88	0.750	1.064	3	20.65	6.88	
14	MARINADE	2	7.79	3.90	0.500	0.401	2	7.79	3.90	
15	PRE-PACK	2	75.50	37.75	0.500	3.889	2	75.50	37.75	
16	CHEESE	5	29.82	5.96	1.250	1.536	5	29.82	5.96	
17	LAMB	4	37.30	9.33	1.000	1.921	4	37.30	9.33	
18	OPEN CHICKEN	5	28.31	5.66	1.250	1.458	5	28.31	5.66	
19	OPEN MEAT	3	17.06	5.69	0.750	0.879	3	17.06	5.69	
21	DELI	6	59.97	10.00	1.500	3.089	6	59.97	10.00	
31	PRODUCE	22	76.31	3.47	5.500	3.930	22	76.31	3.47	
41	FLORAL	10	101.01	10.10	2.500	5.203	10	101.01	10.10	
51	GROCERY	168	648.39	3.86	42.000	33.396	168	648.39	3.86	
52	FROZEN	4	18.27	4.57	1.000	0.941	4	18.27	4.57	
54	COMM BAKERY	4	14.81	3.70	1.000	0.763	4	14.81	3.70	
55	TAXABLE	44	145.03	3.30	11.000	7.470	44	145.03	3.30	
56	STORE/DOOR	1	14.99	14.99	0.250	0.772	1	14.99	14.99	
59	OPEN GROCERY	4	6.24	1.56	1.000	0.321	4	6.24	1.56	
61	IN STORE BAKERY	36	216.47	6.01	9.000	11.149	36	216.47	6.01	
71	SEAFOOD	7	99.93	14.28	1.750	5.147	7	99.93	14.28	
81	DAIRY	5	14.50	2.90	1.250	0.747	5	14.50	2.90	

Figure 11-9. Flash Sales & Sales Mix Report

3. Click the **Print** icon to print the report.

   The report preview displays the following information:

   - **Today**: Displays Item Count, Total Sales, Average Item Price, % by Item Count and % Value (sales) contribution by department for the current business day.
   - **Week to Now**: Displays Item Count, Total Sales, Average Item Price, % by Item Count, % Value (sales) and Scanning statistics by department for the current business week, according to the current date displayed in the weekly reporting period.

11.1.12 Department Weekly Budget Report

The Department Weekly Budget feature enables store management to forecast ahead how much revenue they expect in each department. Planning is done per department per week and can be projected over a 52-53 week period. The Department Weekly Budget Report displays forecasted sales, actual sales, and percent to budget.

Before generating this report, the weekly sales forecasts must be projected, using the Department Weekly Budget Planning feature.

To access this report

1. From the Application Menu Bar, select **Reports > Department Reports > Department Weekly Budget Report**. The Department Weekly Budget Report dialog box is displayed.

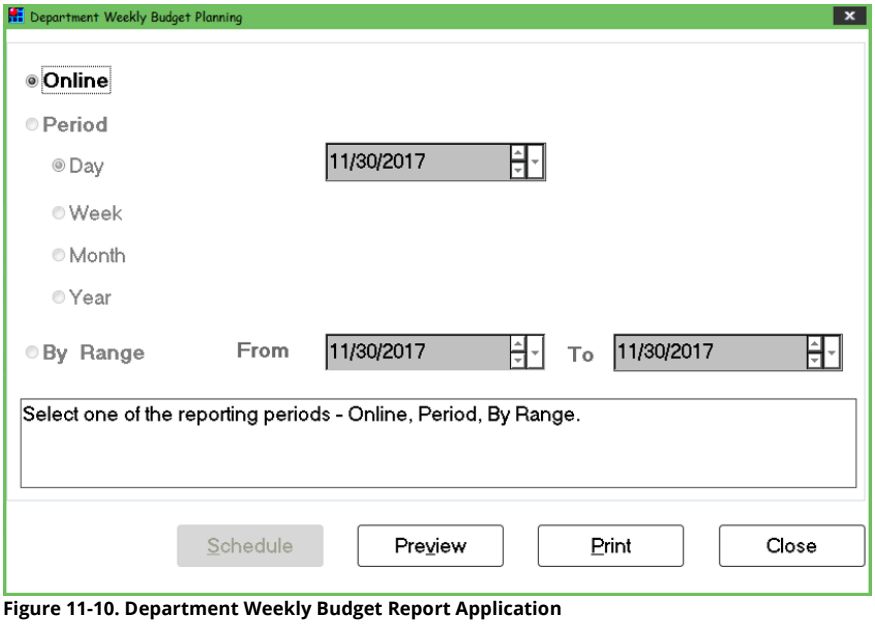


Figure 11-10. Department Weekly Budget Report Application

Note:

The Online reporting period is automatically selected (the date of the report is set to the current day).

2. Click **Preview**. The Department Weekly Budget Report is displayed.

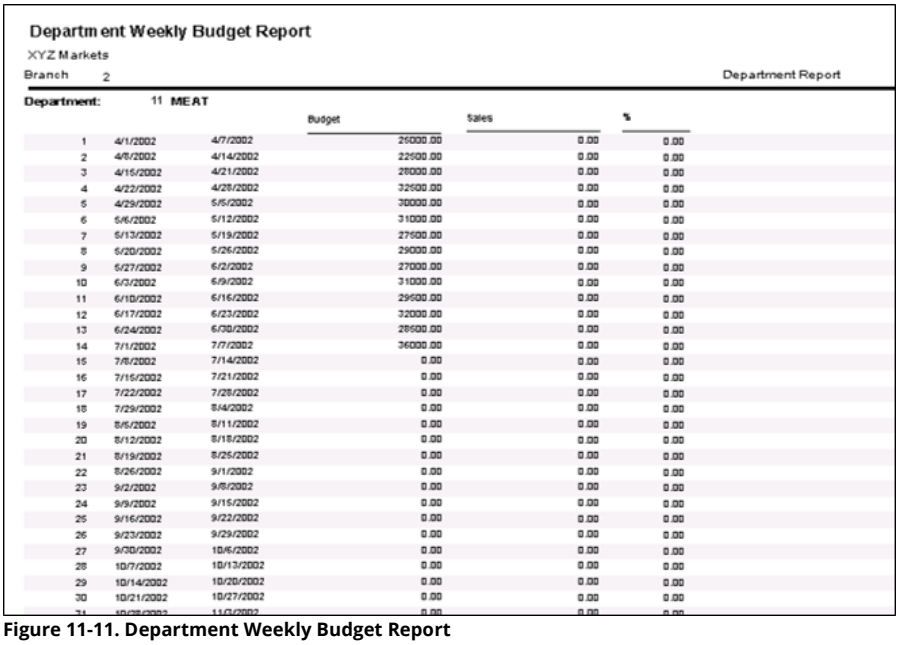


Figure 11-11. Department Weekly Budget Report

3. Click the **Print** icon to print the report.
   The report preview displays the following information:

   - **Week Start Date**: The state date for the business week, derived from the Financial Calendar.
   - **Week End Date**: The end date for the business week, derived from the Financial Calendar.

- **Budget**: Forecasted revenue for the designated week.
- **Sales**: Actual sales generated for the designated week.
- **Percentage**: Actual Sales versus Forecasted Sales.

11.1.13 Subdepartment Report

The Subdepartment Report lists net sales and units sold by subdepartment for all subdepartments. Sales data is tracked for current/previous day, current/previous week, current/previous month and year-to-date totals.

The Subdepartment Report option allows production of standard and user-defined subdepartment reports. Once defined, these reports can be directly executed without having to re-enter selection criteria and report parameters.

To create a subdepartment report selection

1. From the Application Menu Bar, select **Reports > Department Reports > Subdepartment Report**. The Subdepartment Report dialog box is displayed.

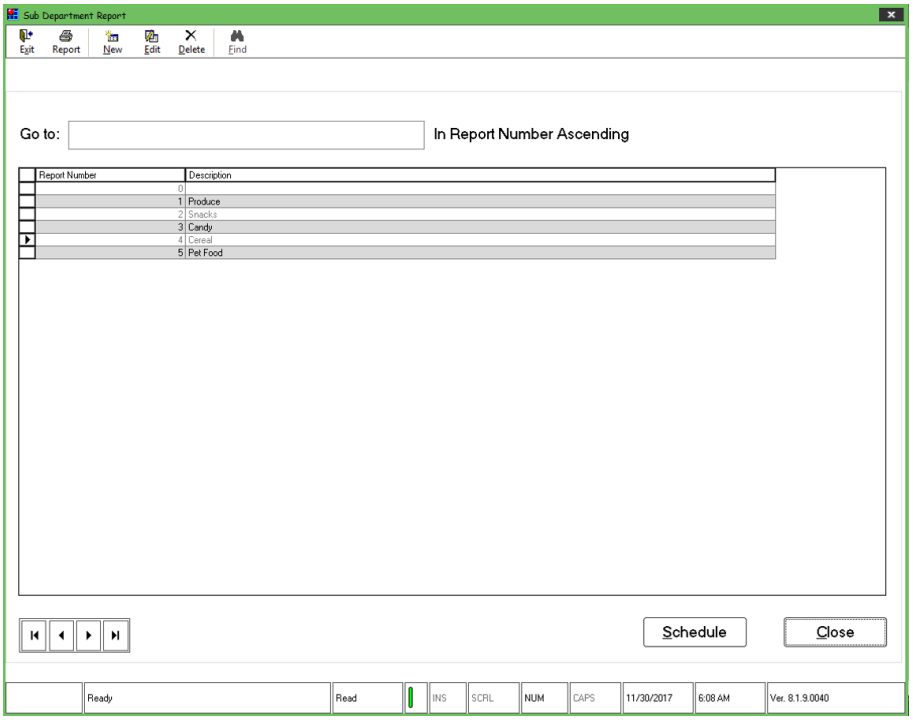


Figure 11-12. Sub Department Report Application

2. Click **New** to define and save a new subdepartment report selection. The following Subdepartment Report dialog box is displayed.

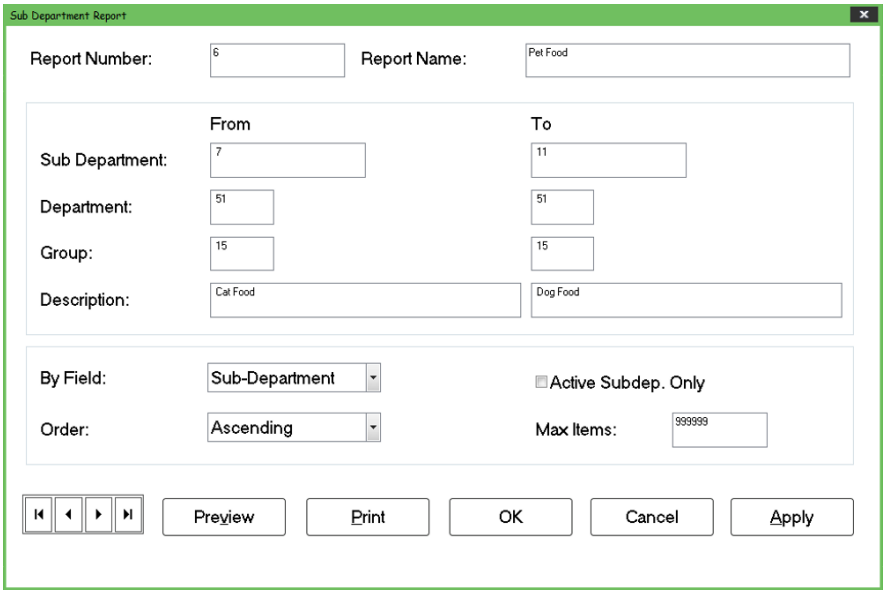


Figure 11-13. New Subdepartment Report Screen

3. Enter the required data for each option, as follows:
   - **Report Number**: The user-defined report number.
   - **Report Name**: The user-defined report name.
   - **From**:
     - Sub Department: The beginning subdepartment number in range.
     - Department: The department number to which the subdepartment is assigned.
     - Group: The group number to which the subdepartment is assigned.
     - Description: The subdepartment description.
   - **To:**
     - Sub Department: The ending subdepartment number in range.
     - Department: The department number to which the subdepartment number is assigned.
     - Group: The group number to which the subdepartment is assigned.
     - Description: The subdepartment description.
   - **By Field:** (Report Sorting Options)
     - Subdepartment
     - Department
     - Group
     - Description
   - **Order**: (Report Sorting options)
     - Ascending
     - Descending
   - **Active Subd. Only**: Check to search only active subdepartments.
   - **Max. Items**: Maximum number of items
4. Click **Apply** to accept and save the subdepartment report selection.

To print a Subdepartment report

1. From the Application Menu Bar, select **Reports > Department Reports > Subdepartment Report**. The Subdepartment Report dialog box is displayed.

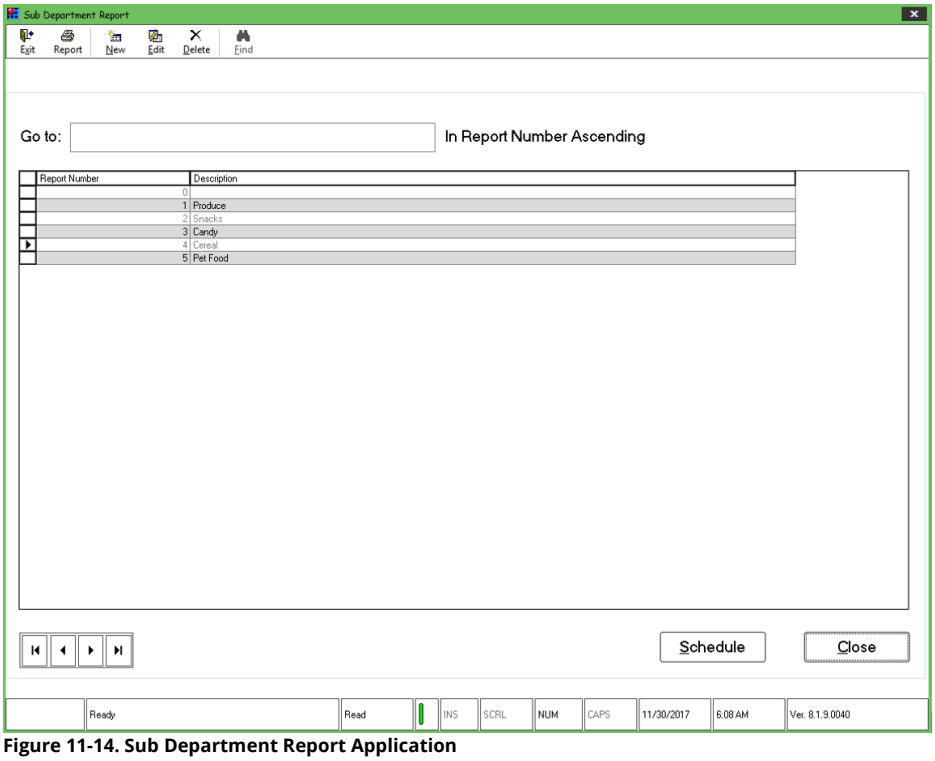


Figure 11-14. Sub Department Report Application

2. Select the required Subdepartment Report Number. This option allows selection of a previously defined subdepartment report from the list.
3. Click **Schedule** to activate the Report Schedule Definition option (refer to Chapter 10, “System,”, for details).
4. Click **Preview**. The Subdepartment Report is displayed.

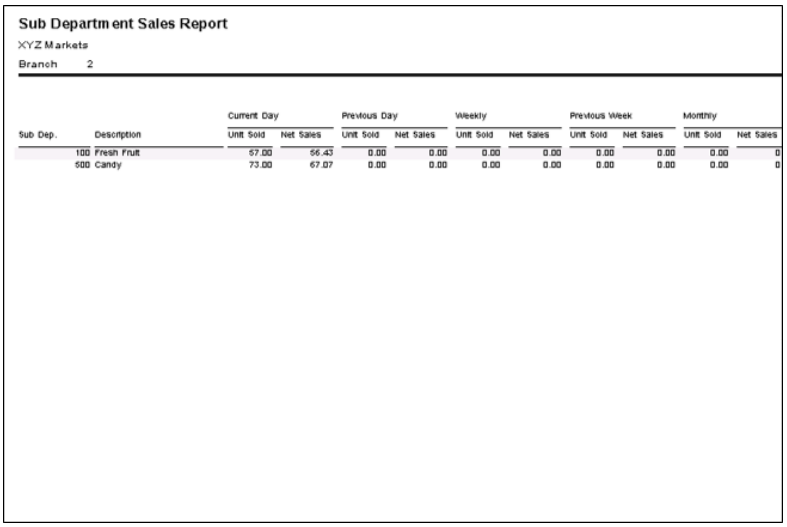


Figure 11-15. Sub Department Sales Report

5. Click the **Print** icon to print the report.

The report preview displays the following information:

- **Sub Dep.**: The subdepartment identity number.
- **Description**: The subdepartment description.
- **Units Sold**: Number of items sold per subdepartment.
- **Net Sales**: Net Sales per subdepartment.

The report shows Units Sold and Net Sales for the following periods:

- Current Day
- Previous Day
- Current Week
- Previous Week
- Current Month
- Previous Month
- Year

11.1.14 Super Groups Report

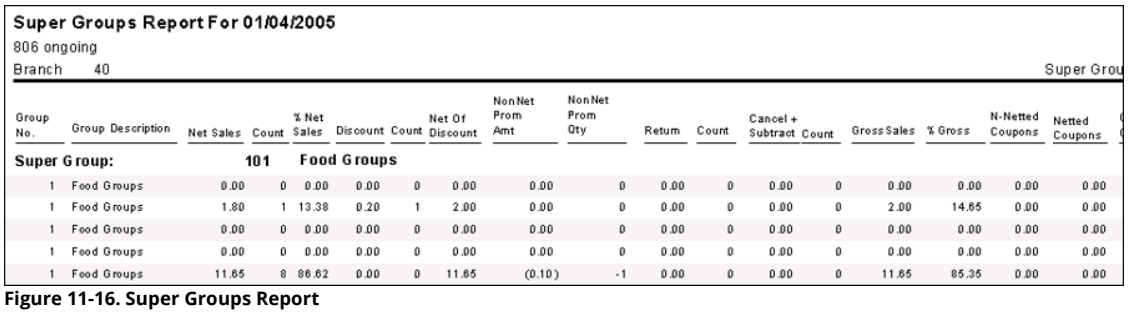
The Super Groups Report consolidates department group data from all terminals. The report is compiled from transaction data retained by **ENCOR**. It includes a breakdown of sales by super groups and departments groups within each group. For each department group, net sales, discounts, returns, cancellations, and coupon totals are provided, as well as super group totals.

A Super Groups Report can be printed for daily sales, weekly sales, previous week sales, monthly sales, previous month sales and yearly sales.

To access this report

From the Application Menu Bar, select **Reports > Department Reports > Super Groups Report**.

Select the desired reporting period and method of output. The report is generated.



Super Groups Report For 01/04/2005
806 ongoing
Branch 40 Super Grou

Group No.	Group Description	Net Sales	Count	% Net Sales	Discount	Count	Net Of Discount	NonNet Prom Amt	NonNet Prom Qty	Return	Count	Cancel + Subtract	Count	Gross Sales	% Gross	N-Netted Coupons	Netted Coupons
Super Group:		**101**	**Food Groups**														
1	Food Groups	0.00	0	0.00	0.00	0	0.00	0.00	0	0.00	0	0.00	0	0.00	0.00	0.00	0.00
1	Food Groups	1.80	1	13.38	0.20	1	2.00	0.00	0	0.00	0	0.00	0	2.00	14.65	0.00	0.00
1	Food Groups	0.00	0	0.00	0.00	0	0.00	0.00	0	0.00	0	0.00	0	0.00	0.00	0.00	0.00
1	Food Groups	0.00	0	0.00	0.00	0	0.00	0.00	0	0.00	0	0.00	0	0.00	0.00	0.00	0.00
1	Food Groups	11.65	8	86.62	0.00	0	11.65	(0.10)	-1	0.00	0	0.00	0	11.65	85.35	0.00	0.00

Figure 11-16. Super Groups Report

The following data columns are displayed per department group in each super group.

Field	Description
Group No.	Department Group number.
Group Description	The Department Group name.
Net Sales	Total positive sales (gross sales) minus discounts, returns and coupons.
Count	Number of transactions.
% of Net Sales	Percentage of net sales that department group holds against total net sales.
Discount	Amount of discount.
Count	Number of discounts taken.
Net of Discount	Net Sales + Discounts.
Non Net Prom Amt	Amount of promotion discounts taken
Non Net Promo Qty	Number of promotion discounts taken
Return	Amount returned.
Count	Number of returns.
Cancel + Subtract	Amount of items canceled or subtracted.
Count	Number of items canceled or subtracted.
Gross Sales	All positive sales. No returns, discounts or coupons are included. This gross sales figure is different from the gross figures on other reports in that it includes cancels and subtracted items. It is the sum of the Net Sales + Discount + Return + Cancel + Subtract + Netted Coupons.
% of Gross	Percentage of gross sales that department group holds against all gross sales.
Non-Netted Coupons	The total dollar amount of coupons that did not reduce the total gross sales amount.
Netted Coupons	The total dollar amount of coupons that reduced the total gross sales amount.
Coupons Count	The total number of coupons accepted.

Report totals are given at the end of the report for each column.

Similar to other **ENCOR** reports, the Super Group Report is now available in the following applications:

- Reports Schedule Maintenance
- Reports Schedule Archive
- End of Day History Reports
- End of Day Reports Parameters

11.2 Store Reports

The following Store Reports are available:

- Store Sales Report
- Media Report
- Extended Media Report
- Control Report (Tax)
- Miscellaneous Transaction Recap Report
- Store Balance Report
- Promotions Sales Report
- EBT WIC Reports

11.2.1 Store Sales Reports

This report shows figures for the following periods:

- Daily
- Weekly
- Monthly
- Yearly

The figures represent all money coming into the store and money going out of the store. The count and value is shown for all tender types, coupons, refunds, deposits, taxes plus more.

The Store Sales Report may be viewed as an online report, by period or by specific range of dates.

To access this report

From the Application Menu Bar, choose **Reports > Store Reports > Store Sales Report**.

11.2.2 Media Report

This report shows media totals for the following periods:

- Daily
- Weekly
- Monthly
- Yearly

Each tender type used at the PoS Terminal will appear in this report, as well as the total count and value for each tender type.

To access this report

From the Application Menu Bar, choose **Reports > Store Reports > Media Report**.

11.2.3 Extended Media Report

The Extended Media Report provides not only the daily count and value of each tender, but also the contribution percentage for each tender type.

This report shows media totals for the following periods:

- Daily
- Weekly
- Monthly
- Yearly

To access this report

From the Application Menu Bar, choose **Reports > Store Reports > Extended Media Report**.

11.2.4 Control Report

The Control Report lists taxable sales, tax amount, tax exempt sales and tax exempt amount by tax rate. It also displays the number of customers, the number of items sold and dollars per customer.

The "Summary" report option allows the date range Control Report to generate a summary line that sub-totals each tax rate in the range.

This report can be printed to show totals for the following periods:

- Daily
- Weekly
- Monthly
- Yearly

To access this report

From the Application Menu Bar, choose **Reports > Store Reports > Control Report**.

11.2.5 Miscellaneous Transaction Recap Report

This report contains an entry for each sub-department. The departments listed are non-add departments used for Miscellaneous Reports. Both the department name and net sales amount are listed.

The Miscellaneous Receipts line is a total of all the departments listed. Miscellaneous Paid Out entries appear under the Miscellaneous Receipts line, as well as the total Miscellaneous Paid amount.

To access this report

From the Application Menu Bar, choose **Reports > Store Reports > Miscellaneous Transaction Recap Report**.

11.2.6 Store Balance Report

In addition to the data displayed on the Store Sales Report, the Store Balance Report contains:

- Tender Counts and Values, Declaration Totals, In Safe Totals and Over/Short Amounts.
- Department Group totals for Gross Sales, Net Sales, Percent of Gross Sales and Percent of Net Sales.
- This report shows figures for the following periods:
- Daily
- Weekly
- Monthly
- Yearly

The Store Balance Report may be viewed as an online report, by period or by specific range of dates.

To access this report

From the Application Menu Bar, choose **Reports > Store Reports > Store Balance Report**.

11.2.7 Promotion Sales Report

The new Promotion Sales Report tracks member discounts to measure both the effectiveness and cost of issuing promotional discounts. This report may also be used for vendor bill back purposes.

The report produced displays information:

- **Promotion No.**: The promotion's identification number.
- **Description**: The description of the promotion.
- **Promotion Quantity Given**: The quantity of promotions awarded.
- **Promotion Amount Given**: The Tender type.
- **Start Date**: The start date of the promotion.
- **End Date**: The end date of the promotion.

To generate a Promotion Sales Report:

6. From the Application Menu Bar, choose **Reports > Store Reports > Promotions Sales Report**.
   The Promotion Sales Report Screen displays:

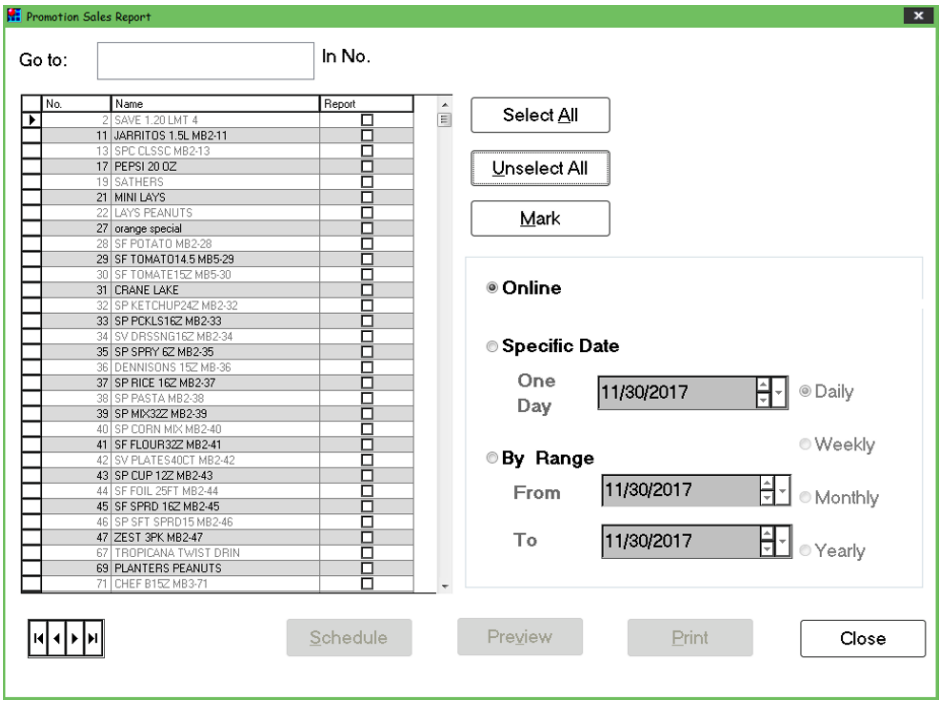


Figure 11-17. Promotion Sales Report Application

7. Mark the promotions to report (by placing an “X” in the Report column) or choose **Select All** to include all.
8. Choose the desired time frame: Online, Specific Date or Date Range.
9. Click **Preview** to view the report prior to printing.

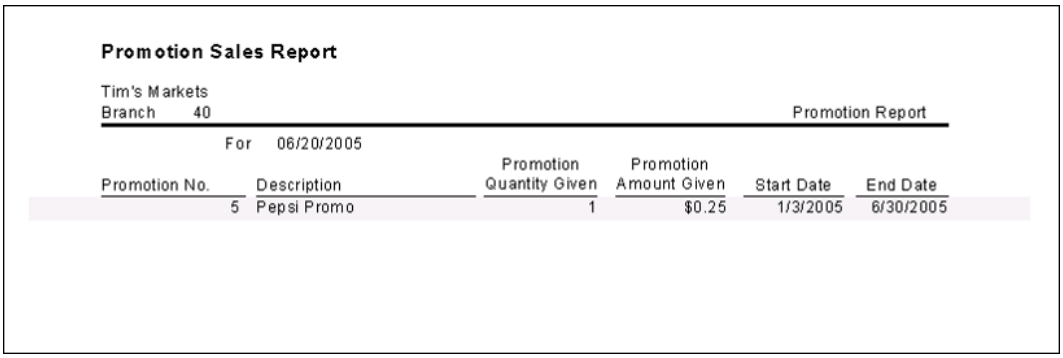


Figure 11-18. Promotion Sales Report

11.2.8 WIC Approved Product List Report

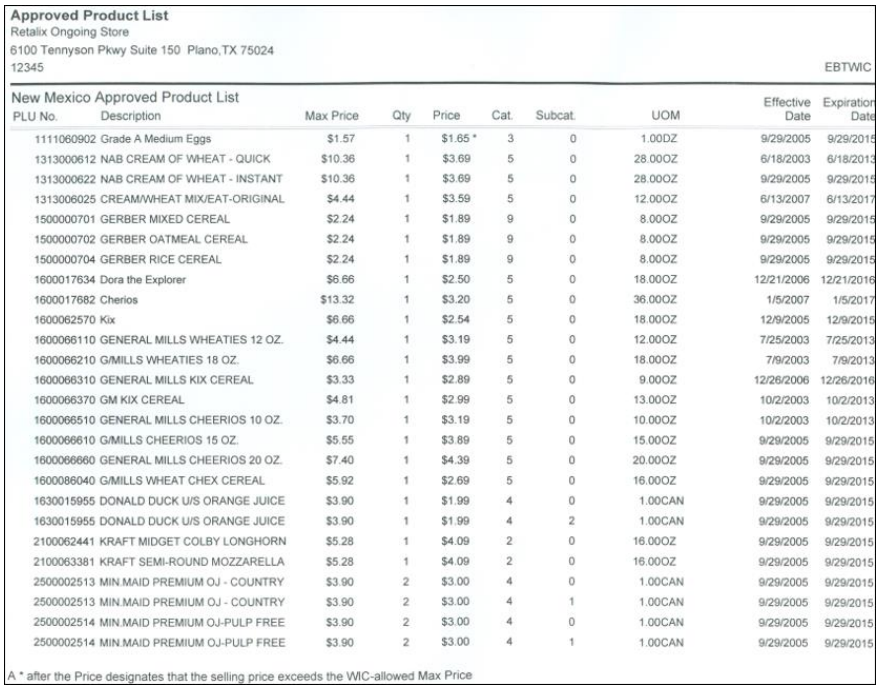
The Approved Product List (APL) Report contains the following state-provided information for each item that can be purchased using EBT WIC.

- Maximum Price
- Quantity
- Price
- Category
- Subcategory
- Unit of Measure
- Effective Date

- Expiration Date

To access this report:

From the Application Menu Bar, choose **Reports > Store Reports > WIC Approved Product List Report**.



Approved Product List
Retalix Ongoing Store
6100 Tennyson Pkwy Suite 150 Plano,TX 75024
12345

EBTWIC

New Mexico Approved Product List

PLU No.	Description	Max Price	Qty	Price	Cat.	Subcat.	UOM	Effective Date	Expiration Date
1111060902	Grade A Medium Eggs	$1.57	1	$1.65 *	3	0	1.00DZ	9/29/2005	9/29/2015
1313000612	NAB CREAM OF WHEAT - QUICK	$10.36	1	$3.69	5	0	28.00OZ	6/18/2003	6/18/2013
1313000622	NAB CREAM OF WHEAT - INSTANT	$10.36	1	$3.69	5	0	28.00OZ	9/29/2005	9/29/2015
1313006025	CREAM/WHEAT MIX/EAT-ORIGINAL	$4.44	1	$3.59	5	0	12.00OZ	6/13/2007	6/13/2017
1500000701	GERBER MIXED CEREAL	$2.24	1	$1.89	9	0	8.00OZ	9/29/2005	9/29/2015
1500000702	GERBER OATMEAL CEREAL	$2.24	1	$1.89	9	0	8.00OZ	9/29/2005	9/29/2015
1500000704	GERBER RICE CEREAL	$2.24	1	$1.89	9	0	8.00OZ	9/29/2005	9/29/2015
1600017634	Dora the Explorer	$6.66	1	$2.50	5	0	18.00OZ	12/21/2006	12/21/2016
1600017682	Cherios	$13.32	1	$3.20	5	0	36.00OZ	1/5/2007	1/5/2017
1600062570	Kix	$6.66	1	$2.54	5	0	18.00OZ	12/9/2005	12/9/2015
1600066110	GENERAL MILLS WHEATIES 12 OZ.	$4.44	1	$3.19	5	0	12.00OZ	7/25/2003	7/25/2013
1600066210	G/MILLS WHEATIES 18 OZ.	$6.66	1	$3.99	5	0	18.00OZ	7/9/2003	7/9/2013
1600066310	GENERAL MILLS KIX CEREAL	$3.33	1	$2.89	5	0	9.00OZ	12/26/2006	12/26/2016
1600066370	GM KIX CEREAL	$4.81	1	$2.99	5	0	13.00OZ	10/2/2003	10/2/2013
1600066510	GENERAL MILLS CHEERIOS 10 OZ.	$3.70	1	$3.19	5	0	10.00OZ	10/2/2003	10/2/2013
1600066610	G/MILLS CHEERIOS 15 OZ.	$5.55	1	$3.89	5	0	15.00OZ	9/29/2005	9/29/2015
1600066660	GENERAL MILLS CHEERIOS 20 OZ.	$7.40	1	$4.39	5	0	20.00OZ	9/29/2005	9/29/2015
1600086040	G/MILLS WHEAT CHEX CEREAL	$5.92	1	$2.69	5	0	16.00OZ	9/29/2005	9/29/2015
1630015955	DONALD DUCK U/S ORANGE JUICE	$3.90	1	$1.99	4	0	1.00CAN	9/29/2005	9/29/2015
1630015955	DONALD DUCK U/S ORANGE JUICE	$3.90	1	$1.99	4	2	1.00CAN	9/29/2005	9/29/2015
2100062441	KRAFT MIDGET COLBY LONGHORN	$5.28	1	$4.09	2	0	16.00OZ	9/29/2005	9/29/2015
2100063381	KRAFT SEMI-ROUND MOZZARELLA	$5.28	1	$4.09	2	0	16.00OZ	9/29/2005	9/29/2015
2500002513	MIN.MAID PREMIUM OJ - COUNTRY	$3.90	2	$3.00	4	0	1.00CAN	9/29/2005	9/29/2015
2500002513	MIN.MAID PREMIUM OJ - COUNTRY	$3.90	2	$3.00	4	1	1.00CAN	9/29/2005	9/29/2015
2500002514	MIN.MAID PREMIUM OJ-PULP FREE	$3.90	2	$3.00	4	0	1.00CAN	9/29/2005	9/29/2015
2500002514	MIN.MAID PREMIUM OJ-PULP FREE	$3.90	2	$3.00	4	1	1.00CAN	9/29/2005	9/29/2015

A * after the Price designates that the selling price exceeds the WIC-allowed Max Price

Figure 11-19. Approved Product List Report

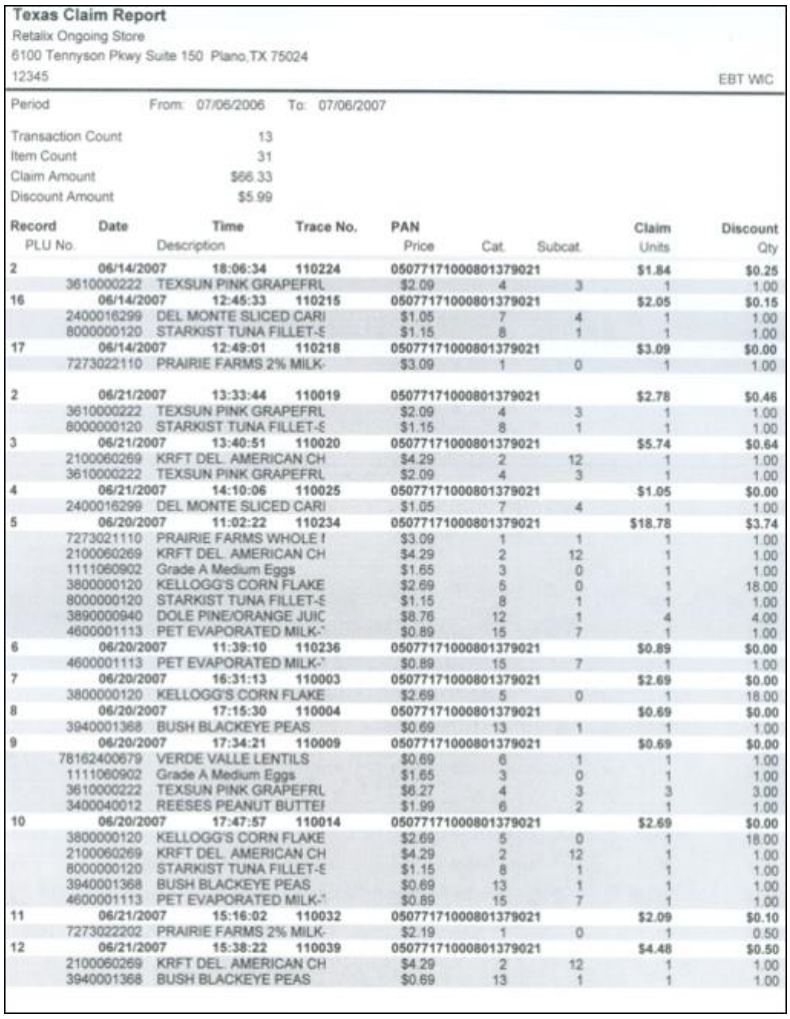
11.2.9 WIC Claim Report

Reconciliation files (created during EOD) contain information on which APL items were purchased, claimed and settled. The Claim Report contains the following information for each Smart Card WIC EBT claim (for the selected reporting period):

- Transaction Count
- Item Count
- Claim Amount
- Discount Amount
- Date and Time
- Trace No
- PAN (Primary Account Number)
- Claim
- Discount
- PLU No
- Category
- Subcategory
- Units
- Quantity

To access this report:

From the Application Menu Bar, choose **Reports > Store Reports > WIC Claim Report**.



Texas Claim Report

Retailx Ongoing Store
6100 Tennyson Pkwy Suite 150 Plano,TX 75024
12345

EBT WIC

Period From: 07/06/2006 To: 07/06/2007

Transaction Count	13
Item Count	31
Claim Amount	$66.33
Discount Amount	$5.99

Record	Date	Time	Trace No.	PAN			Claim	Discount
PLU No.		Description		Price	Cat.	Subcat.	Units	Qty
2	06/14/2007	18:06:34	110224	05077171000801379021			$1.84	$0.25
3610000222		TEXSUN PINK GRAPEFRL		$2.09	4	3	1	1.00
16	06/14/2007	12:45:33	110215	05077171000801379021			$2.05	$0.15
2400016299		DEL MONTE SLICED CARI		$1.05	7	4	1	1.00
8000000120		STARKIST TUNA FILLET-S		$1.15	8	1	1	1.00
17	06/14/2007	12:49:01	110218	05077171000801379021			$3.09	$0.00
7273022110		PRAIRIE FARMS 2% MILK-		$3.09	1	0	1	1.00
2	06/21/2007	13:33:44	110019	05077171000801379021			$2.78	$0.46
3610000222		TEXSUN PINK GRAPEFRL		$2.09	4	3	1	1.00
8000000120		STARKIST TUNA FILLET-S		$1.15	8	1	1	1.00
3	06/21/2007	13:40:51	110020	05077171000801379021			$5.74	$0.64
2100060269		KRFT DEL AMERICAN CH		$4.29	2	12	1	1.00
3610000222		TEXSUN PINK GRAPEFRL		$2.09	4	3	1	1.00
4	06/21/2007	14:10:06	110025	05077171000801379021			$1.05	$0.00
2400016299		DEL MONTE SLICED CARI		$1.05	7	4	1	1.00
5	06/20/2007	11:02:22	110234	05077171000801379021			$18.78	$3.74
7273021110		PRAIRIE FARMS WHOLE I		$3.09	1	1	1	1.00
2100060269		KRFT DEL AMERICAN CH		$4.29	2	12	1	1.00
1111060902		Grade A Medium Eggs		$1.65	3	0	1	1.00
3800000120		KELLOGG'S CORN FLAKE		$2.69	5	0	1	18.00
8000000120		STARKIST TUNA FILLET-S		$1.15	8	1	1	1.00
3890000940		DOLE PINE/ORANGE JUIC		$8.76	12	1	4	4.00
4600001113		PET EVAPORATED MILK-'		$0.89	15	7	1	1.00
6	06/20/2007	11:39:10	110236	05077171000801379021			$0.89	$0.00
4600001113		PET EVAPORATED MILK-'		$0.89	15	7	1	1.00
7	06/20/2007	16:31:13	110003	05077171000801379021			$2.69	$0.00
3800000120		KELLOGG'S CORN FLAKE		$2.69	5	0	1	18.00
8	06/20/2007	17:15:30	110004	05077171000801379021			$0.69	$0.00
3940001368		BUSH BLACKEYE PEAS		$0.69	13	1	1	1.00
9	06/20/2007	17:34:21	110009	05077171000801379021			$0.69	$0.00
78162400679		VERDE VALLE LENTILS		$0.69	6	1	1	1.00
1111060902		Grade A Medium Eggs		$1.65	3	0	1	1.00
3610000222		TEXSUN PINK GRAPEFRL		$6.27	4	3	3	3.00
3400040012		REESES PEANUT BUTTEI		$1.99	6	2	1	1.00
10	06/20/2007	17:47:57	110014	05077171000801379021			$2.69	$0.00
3800000120		KELLOGG'S CORN FLAKE		$2.69	5	0	1	18.00
2100060269		KRFT DEL AMERICAN CH		$4.29	2	12	1	1.00
8000000120		STARKIST TUNA FILLET-S		$1.15	8	1	1	1.00
3940001368		BUSH BLACKEYE PEAS		$0.69	13	1	1	1.00
4600001113		PET EVAPORATED MILK-'		$0.89	15	7	1	1.00
11	06/21/2007	15:16:02	110032	05077171000801379021			$2.09	$0.10
7273022202		PRAIRIE FARMS 2% MILK-		$2.19	1	0	1	0.50
12	06/21/2007	15:38:22	110039	05077171000801379021			$4.48	$0.50
2100060269		KRFT DEL AMERICAN CH		$4.29	2	12	1	1.00
3940001368		BUSH BLACKEYE PEAS		$0.69	13	1	1	1.00

Figure 11-20. WIC Claim Report

11.2.10 WIC Reconciliation Report

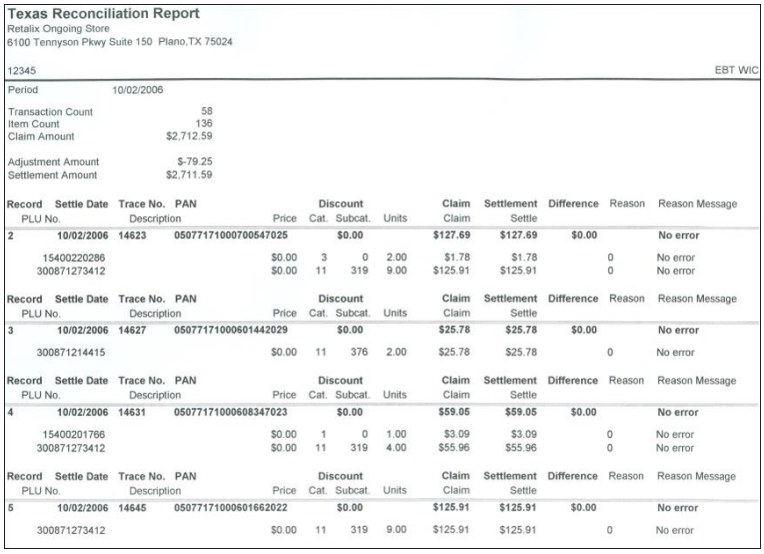
The Reconciliation Report contains the following Smart Card WIC EBT state claim reconciliation information for the selected reporting period.

- Period Date
- Transaction Count
- Item Count
- Discount Amount
- Adjustment Amount
- Settlement Amount
- Record
- Settlement Date
- Trace No

- PAN (Primary Account Number)
- Discount
- Claim
- Settlement
- Adjust (difference between Claim and Settlement Amounts)
- Reason
- Reason Message
- PLU No
- PLU Description
- Price
- Category
- Subcategory
- Units
- Claim
- Settlement
- Adjustment Record
- Date \ Time
- Trace No.
- Adjust Amt
- Reason
- Adjustment Memo

To access this report:

From the Application Menu Bar, choose **Reports > Store Reports >WIC Reconciliation Report**.



Texas Reconciliation Report
Retalix Ongoing Store
6100 Tennyson Pkwy Suite 150 Plano,TX 75024

12345 EBT WIC

Period 10/02/2006

Transaction Count	58
Item Count	136
Claim Amount	$2,712.59
Adjustment Amount	$-79.25
Settlement Amount	$2,711.59

Record	Settle Date	Trace No.	PAN		Discount			Claim	Settlement	Difference	Reason	Reason Message
PLU No.		Description		Price	Cat.	Subcat.	Units	Claim	Settle			
2	**10/02/2006**	**14623**	**05077171000700547025**			**$0.00**		**$127.69**	**$127.69**	**$0.00**		**No error**
15400220286				$0.00	3	0	2.00	$1.78	$1.78		0	No error
300871273412				$0.00	11	319	9.00	$125.91	$125.91		0	No error
Record	**Settle Date**	**Trace No.**	**PAN**		**Discount**			**Claim**	**Settlement**	**Difference**	Reason	Reason Message
PLU No.		Description		Price	Cat.	Subcat.	Units	Claim	Settle			
3	**10/02/2006**	**14627**	**05077171000601442029**			**$0.00**		**$25.78**	**$25.78**	**$0.00**		**No error**
300871214415				$0.00	11	376	2.00	$25.78	$25.78		0	No error
Record	**Settle Date**	**Trace No.**	**PAN**		**Discount**			**Claim**	**Settlement**	**Difference**	Reason	Reason Message
PLU No.		Description		Price	Cat.	Subcat.	Units	Claim	Settle			
4	**10/02/2006**	**14631**	**05077171000608347023**			**$0.00**		**$59.05**	**$59.05**	**$0.00**		**No error**
15400201766				$0.00	1	0	1.00	$3.09	$3.09		0	No error
300871273412				$0.00	11	319	4.00	$55.96	$55.96		0	No error
Record	**Settle Date**	**Trace No.**	**PAN**		**Discount**			**Claim**	**Settlement**	**Difference**	Reason	Reason Message
PLU No.		Description		Price	Cat.	Subcat.	Units	Claim	Settle			
5	**10/02/2006**	**14645**	**05077171000601662022**			**$0.00**		**$125.91**	**$125.91**	**$0.00**		**No error**
300871273412				$0.00	11	319	9.00	$125.91	$125.91		0	No error

Figure 11-21. WIC Reconciliation Report

11.3 Item Reports

The following PLU Item Reports are available:

- PLU Sales by Location Report
- PLU Sales Report
- PLU Profitability Report
- PLU Information Detailed Report
- PLU by Hour Report
- PLU Not Found Report
- Scan Problem Report (Online Report)
- Consolidated Add/Loss Sale Items Report
- Items Marked for Deletion Report
- PLU Period Sales Report
- Compare Multiple EAN's Report

11.3.1 PLU Sales by Location Report

The PLU Sales by Location Report provides the store with details of item sales for selected substores or checkout banks. Items sales are reported using the selected PLU Criteria Selection.

To access this report

From the Application Menu Bar, select **Reports > Item Reports > PLU Sales by Location Report**.

Note:

PLU Selection Criteria are predefined groups of PLU Items for reporting and batch creation purposes.

Note:

Substores are groups of checkout banks configured through the POS Configuration Menu's Substore Definition program and must be marked "active" for reporting purposes.

Note:

The General System Parameter "PLU Sales by Location Report in System" (located in the Store \ Front Office \ Reports \ PLU Sales by Location Report folder) must be set to "Yes" for **ENCOR** to populate data for this report.

11.3.2 PLU Sales Report

The PLU Sales Report option enables production of several reports containing sales information by PLU items. The PLU Sales Report option allows production of standard and user-defined PLU reports, as well as daily, weekly, monthly and yearly history reports.

To access this report

From the Application Menu Bar, select **Reports > Item Reports > PLU Sales Report**.

11.3.3 PLU Profitability Report

PLU Profitability Report option enables production of reports containing the following details:

- PLU Number
- Description
- Department
- Subdepartment
- Unit Price
- Unit Cost
- Sales Quantity and Amount
- Markup and Margin Percentages

The report may be sorted by some of the following field types:

- PLU Number
- Description
- Department

The report shows details for the following periods:

- Today
- Yesterday
- Week to Yesterday
- Previous Week
- Month to Yesterday
- Previous Month
- Year to Yesterday
- User Defined Period

To access this report

From the Application Menu Bar, select **Reports > Item Reports > PLU Profitability Report**.

11.3.4 PLU Information Detailed Report

PLU Information Detailed Report option enables production of a report with all the basic setup details. The report produced shows information in the following areas, as appears in PLU Maintenance:

- Basic Setup
- Tax Flags

- General
- Coupon Setting
- Quantity
- Allow Payment by
- Restrictions
- Additional Links
- Price Comparison
- Frequent Shopper
- Shelf Labels

The report may be sorted by some of the following field types:

- PLU Number
- Description
- Department

Details are displayed depending on the selection made in the criteria dialog.

To access this report

From the Application Menu Bar, select **Reports > Item Reports > PLU Information Detailed Report**.

11.3.5 PLU by Hour Report

PLU by Hour Report option enables production of a report showing the time, date, units sold and revenue earned for all or specific PLUs.

The start hour in which to start reporting can be specified as well as the number of hours which must be shown on the report.

To access this report

From the Application Menu Bar, select **Reports > Item Reports > PLU By Hour Report**.

11.3.6 PLU Not Found Report

This report lists all items not found in the system. Items that were entered by the cashier at the PoS Terminal but were not in the system's PLU Item file.

To access this report

From the Application Menu Bar, select **Reports > Item Reports > PLU Not Found Report**.

11.3.7 Scan Problem Report

Whenever scanning problems occur at the PoS Terminal, the system logs all the occurrences and produces a scan problem report. The report shows daily, weekly,

monthly or yearly details, depending on the selection made on the criteria window.

Some of the details shown in the report are:

- UPC/PLU Number
- User
- Name
- Location
- Date/Time

To access this report

From the Application Menu Bar, select **Reports > Item Reports > Scan Problem Report**.

11.3.8 Consolidated Add/Loss Sales Items Report

This option enables production of a report containing the following details:

- Item Code
- Item Description
- Sales Count
- Sales Value
- Markdown Value

The report may be sorted by some of the following field types:

- PLU Number
- Description
- Department

Depending on the selection made, the report shows details for the following periods:

- Today
- Yesterday
- Week to Yesterday
- Previous Week
- Month to Yesterday
- Previous Month
- Year to Yesterday
- User Defined Period

To access this report

From the Application Menu Bar, select **Reports > Item Reports > Consolidated Add/Loss Sale Items Report**.

11.3.9 Items Marked for Deleted Report

The Items Marked for Deletion Report is used to track all items that were marked for deletion, the origin of deletion, and the date when they will be physically deleted from the database.

To access this report

1. From the Application Menu Bar, select **Reports > Item Reports > Items Marked for Deletion Report**. The Items Marked for Deletion Report dialog box is displayed.

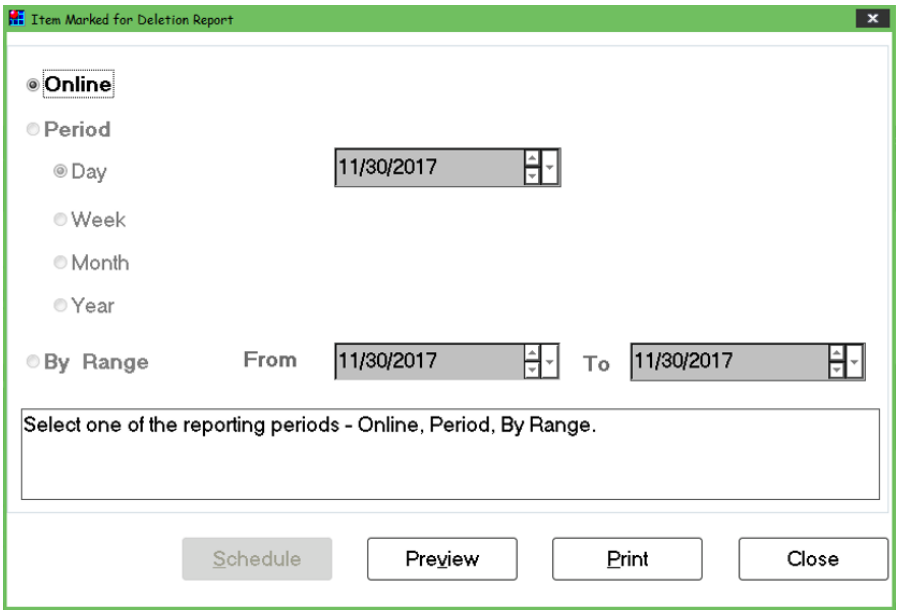
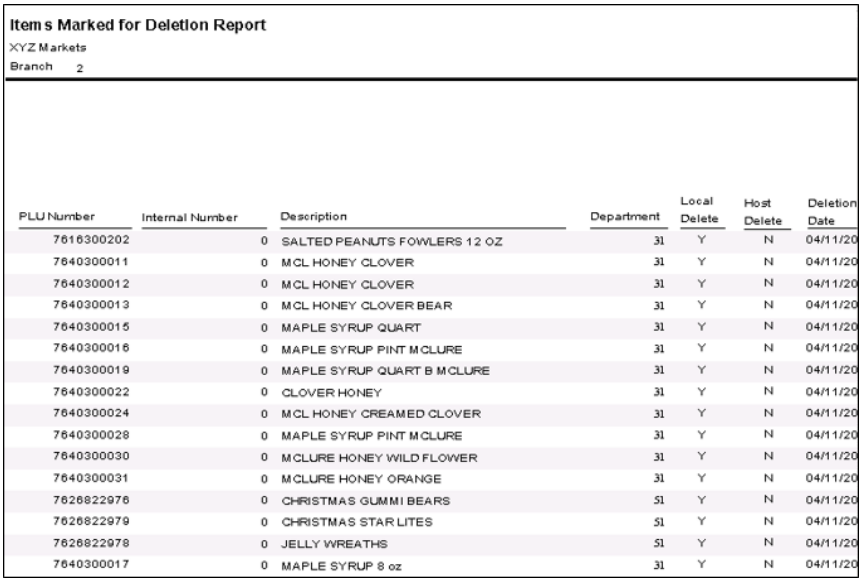


Figure 11-22. Items Marked for Deletion Report Application

Note:

The Online reporting period is automatically selected (the date of the report is set to the current day).

2. Click **Preview**. The Items Marked for Deletion Report is displayed.



Items Marked for Deletion Report

XYZ Markets

Branch 2

PLU Number	Internal Number	Description	Department	Local Delete	Host Delete	Deletion Date
7616300202	0	SALTED PEANUTS FOWLERS 12 OZ	31	Y	N	04/11/20
7640300011	0	MCL HONEY CLOVER	31	Y	N	04/11/20
7640300012	0	MCL HONEY CLOVER	31	Y	N	04/11/20
7640300013	0	MCL HONEY CLOVER BEAR	31	Y	N	04/11/20
7640300015	0	MAPLE SYRUP QUART	31	Y	N	04/11/20
7640300016	0	MAPLE SYRUP PINT MCLURE	31	Y	N	04/11/20
7640300019	0	MAPLE SYRUP QUART B MCLURE	31	Y	N	04/11/20
7640300022	0	CLOVER HONEY	31	Y	N	04/11/20
7640300024	0	MCL HONEY CREAMED CLOVER	31	Y	N	04/11/20
7640300028	0	MAPLE SYRUP PINT MCLURE	31	Y	N	04/11/20
7640300030	0	MCLURE HONEY WILD FLOWER	31	Y	N	04/11/20
7640300031	0	MCLURE HONEY ORANGE	31	Y	N	04/11/20
7626822976	0	CHRISTMAS GUMMI BEARS	51	Y	N	04/11/20
7626822979	0	CHRISTMAS STAR LITES	51	Y	N	04/11/20
7626822978	0	JELLY WREATHS	51	Y	N	04/11/20
7640300017	0	MAPLE SYRUP 8 oz	31	Y	N	04/11/20

Figure 11-23. Items Marked for Deletion Report

Note:

The Internal Number field is only available if the “Internal number in system” parameter has been checked and UPCs are linked together.

3. Click the **Print** icon to print the report.
   The report preview displays the following information:

   - **PLU Number**: The PLU or UPC number identifying the item.
   - **Internal Number**: The item number (PLU or UCP) that is linked to the PLU number.
   - **Description**: The item description.
   - **Department**: The department number to which the item has been assigned.
   - **Local Delete**:
     - **Yes**: Indicates that the delete was created locally via PLU Maintenance or PLU Batch.
     - **No**: Indicates that the delete was not created locally.
   - Host Delete:
     - **Yes**: Indicates that the host transmitted the delete via a Host PLU Batch.
     - **No**: Indicates that delete was not transmitted from host.
   - **Deletion Date**: Deletion date based on “X” number of days with no sales.
   - **Last Sale Date**: Last date item was sold.
   - **Expected Final Deletion Date**: Expected final deletion date regardless of the number of days with zero sales.

11.3.10 PLU Period Sales Report

The PLU Period Sales Report feature allows creation of a variety of item file reports which display a range of items with current selling price, quantity of units sold, amount of sales for today and week-to-now.

To access this report

1. From the Application Menu Bar, select **Reports > Item Reports > PLU Period Sales Report**. The PLU Period Sales Report dialog box is displayed.

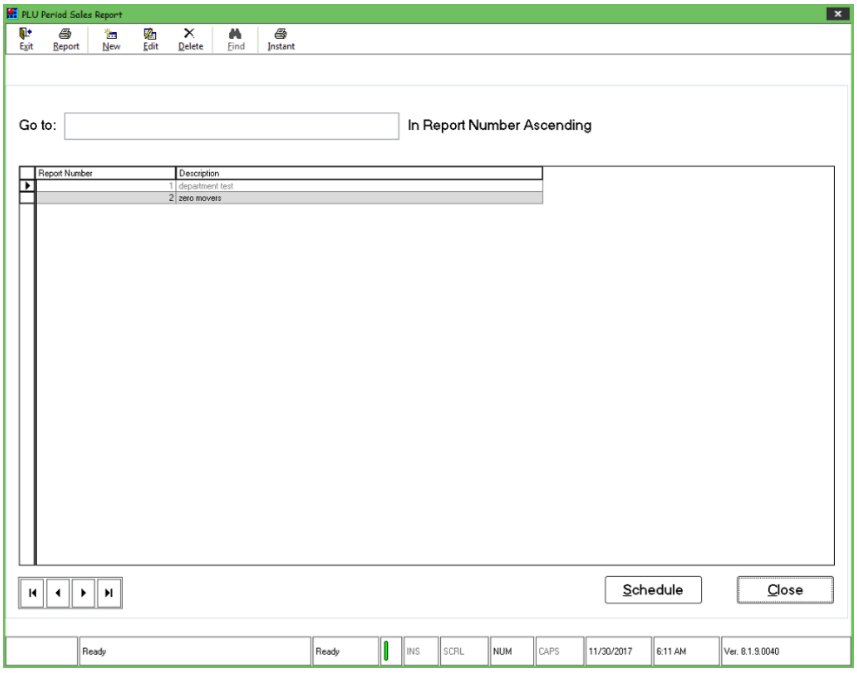
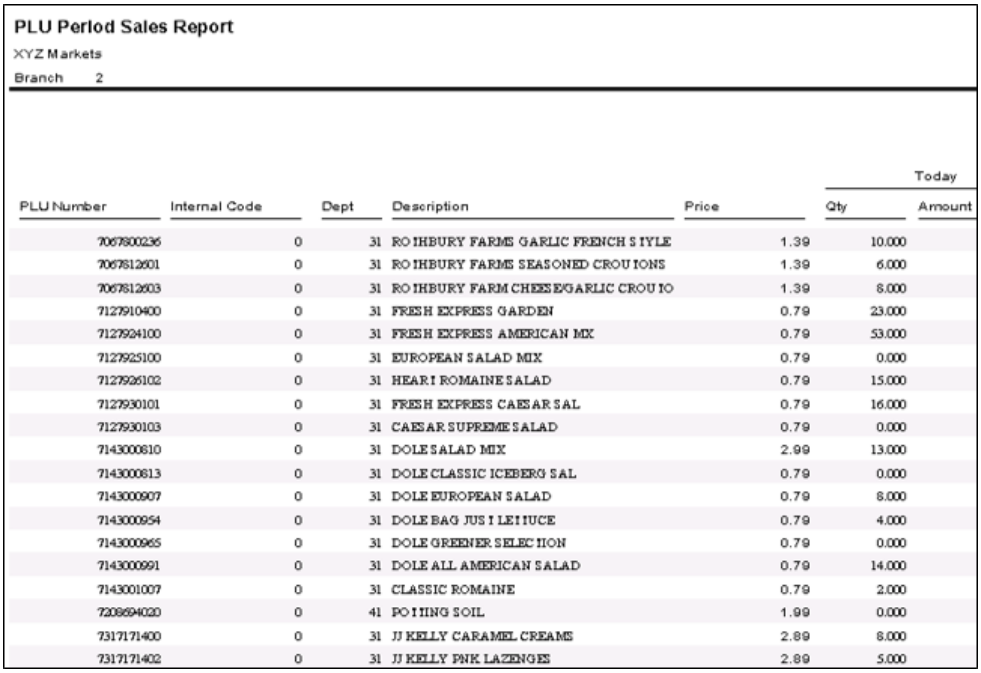


Figure 11-24. PLU Period Sales Report Application

2. Click the **New** icon to create a new report or select an existing report from the list.
   The report may be sorted by some of the following field types:
   - PLU Number
   - Description
   - Department

   Details are displayed depending on the selection made in the criteria dialog.
3. Click **Schedule** to activate the Report Schedule Definition option (refer to Chapter 10, “System,” for details).
4. Click **Preview**. The PLU Period Sales Report is displayed.



PLU Period Sales Report

XYZ Markets

Branch 2

PLU Number	Internal Code	Dept	Description	Price	Today Qty	Today Amount
7067800236	0	31	ROTHBURY FARMS GARLIC FRENCH STYLE	1.39	10.000	
7067812601	0	31	ROTHBURY FARMS SEASONED CROUTONS	1.39	6.000	
7067812603	0	31	ROTHBURY FARM CHEESE/GARLIC CROUTO	1.39	8.000	
7127910400	0	31	FRESH EXPRESS GARDEN	0.79	23.000	
7127924100	0	31	FRESH EXPRESS AMERICAN MX	0.79	53.000	
7127925100	0	31	EUROPEAN SALAD MIX	0.79	0.000	
7127926102	0	31	HEART ROMAINE SALAD	0.79	15.000	
7127930101	0	31	FRESH EXPRESS CAESAR SAL	0.79	16.000	
7127930103	0	31	CAESAR SUPREME SALAD	0.79	0.000	
7143000810	0	31	DOLE SALAD MIX	2.99	13.000	
7143000813	0	31	DOLE CLASSIC ICEBERG SAL	0.79	0.000	
7143000907	0	31	DOLE EUROPEAN SALAD	0.79	8.000	
7143000954	0	31	DOLE BAG JUST LETTUCE	0.79	4.000	
7143000965	0	31	DOLE GREENER SELECTION	0.79	0.000	
7143000991	0	31	DOLE ALL AMERICAN SALAD	0.79	14.000	
7143001007	0	31	CLASSIC ROMAINE	0.79	2.000	
7208694020	0	41	POTTING SOIL	1.99	0.000	
7317171400	0	31	JJ KELLY CARAMEL CREAMS	2.89	8.000	
7317171402	0	31	JJ KELLY PNK LAZENGES	2.89	5.000	

Figure 11-25. PLU Period Sales Report

Note:

The Internal Number field is only available if the "Internal number in system" parameter has been checked and UPCs are linked together.

5. Click the **Print** icon to print the report.
   The report preview displays the following information:

   - **PLU Number**: The PLU or UPC number identifying the item.
   - **Internal Number**: The item number (PLU or UPC) that is linked to the PLU number.
   - **Department Number**: The department number to which the item has been assigned.
   - **Description**: The item description.
   - **Price**: The item's selling price.
   - **Today**: Displays the quantity and amount of items sold since the last end-of-day (EOD).
   - **Week to Now**: Displays the quantity and amount of items sold since the last end-of-week.

11.3.11 Compare Multiple EAN's Report

The Compare Multiple EAN's Report displays items that have been linked together through an Internal Code Number. The items in this report are grouped together by their common internal code number. For each item, the main item record attributes are listed (UPC number, department, price, tax flags, etc.,). This report collects data only if the Internal Code feature is enabled.

Note:

The system parameters to track Internal Codes are in Chapter 10, "System".

To access this report

1. From the Application Menu Bar, select **Reports > Item Reports > Compare Multiple EAN's Report**. The Compare Multiple EAN's Report dialog box is displayed.

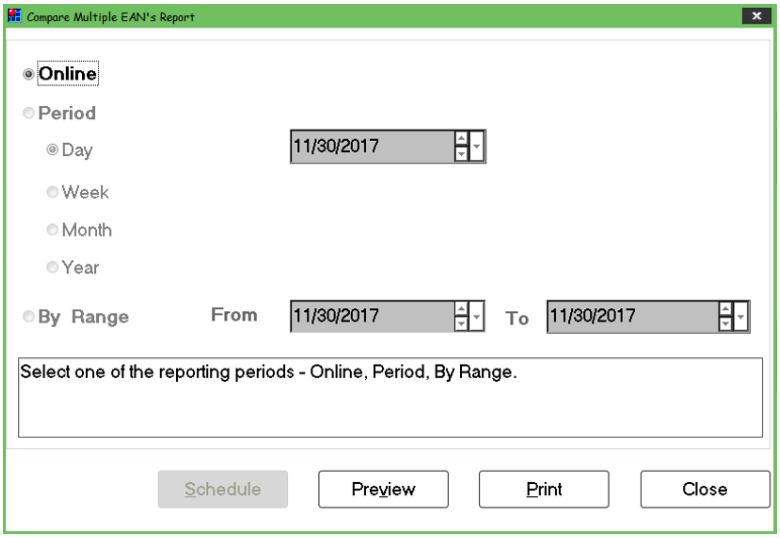


Figure 11-26. Compare Multiple EAN's Report Application

Note:

The Online reporting period is automatically selected (the date of the report is set to the current day).

2. Click **Preview**. The Compare Multiple EAN's Report is displayed.

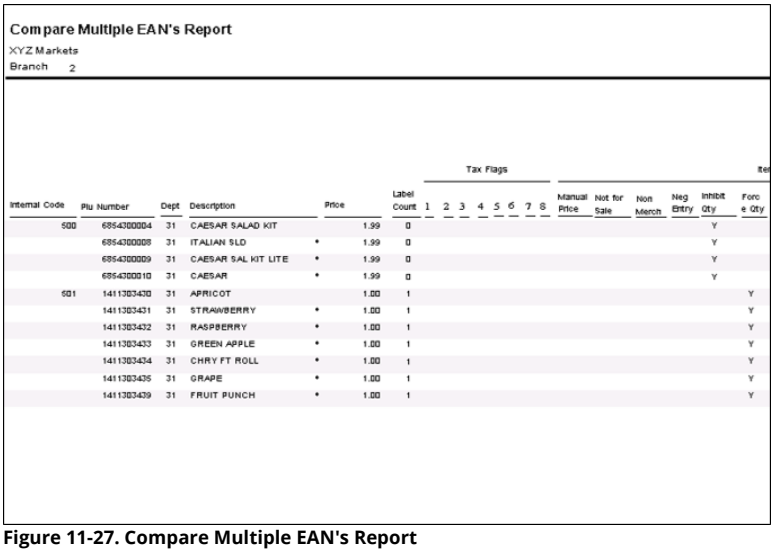


Figure 11-27. Compare Multiple EAN's Report

Note:

The Internal Number field is only available if the "Internal number in system" parameter has been checked and UPCs are linked together.

3. Click the **Print** icon to print the report.
   The report preview displays the following information:

- **Internal Number**: The internal number (EAN, UPC or PLU code) that links together a group of items (EAN, UPC or PLUs) together.
- **PLU Number**: The PLU or UPC number identifying the item.
- **Department**: The department number to which the item has been assigned.
- **Description**: The item description.
- **Price**: The item's selling price.
- **Item Record Flags**: Item attributes such as tax flags, forced quantity, weighed item, and prohibit discount.

Note:

Reference Chapter 3, "Item Maintenance" > "Field Definitions" for specific item record field definitions.

11.3.12 TPR On/Off Report

The **TPR On/Off Report** application is used to generate a Temporary Price Reduction (TPR) report that shows when items are coming on or off TPR. The application provides controls to filter the report's items over a date range and whether the TPR items are currently scheduled to come on or off TPR. The application also provides controls to set the sort order of the items in the report.

To access the **TPR On/Off Report** application , from the Application Menu Bar, select **Reports > Item Reports > TPR On/Off Report**.

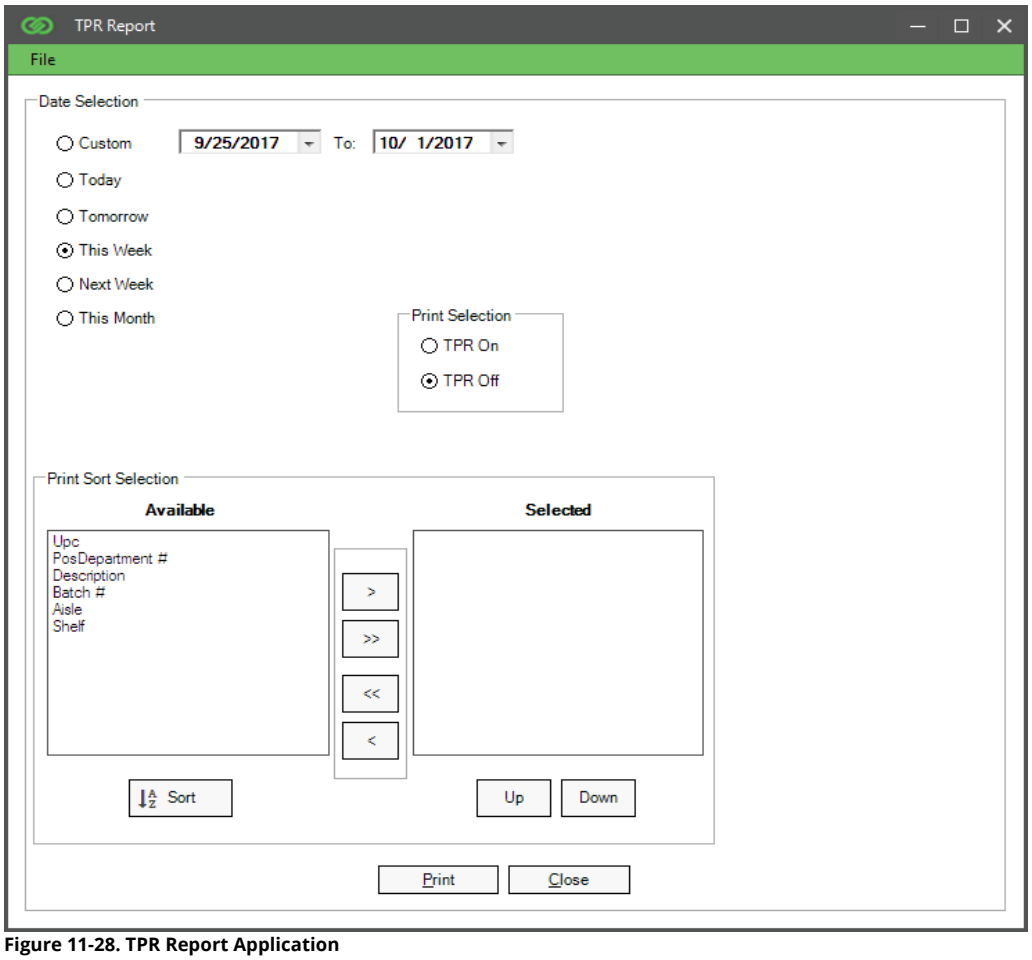


Figure 11-28. TPR Report Application

11.3.12.1 Screen Fields

The table below provides a description of the fields used to configure the TPR report.

Field	Description
Date Selection	Radio buttons to set the report's date range. A custom date range can be set by selecting the **Custom** radio button and using the two date fields; or a specific date range can be selected by selecting the **Today**, **Tomorrow**, **This Week**, **Next Week**, or **This Month** radio button.
Print Selection	Radio buttons used to determine if the report item's will be on TPR or off TPR over the selected date range. • TPR On – Return items on TPR over the selected date range. • TPR Off – Return items no longer on TPR over the selected date range.
Print Sort Selection	Fields to set the sort order of the items in the report. These fields are discussed below.

11.3.12.1.1 Print Sort Selection

The print sort selection controls provide the functionality to set the report's sort order based on the report's column data. The image below shows the TPR Report's column data is UPC, Description, Department, Batch #, Regular Price, Batch Price, Mix Match, Aisle, and Shelf.

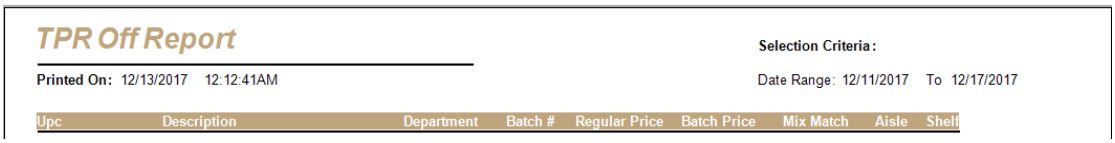


Figure 11-29. TPR Report Headings

The image below shows the available column names (in the **Available** list) to sort on are a subset of the report column names shown in the image above.

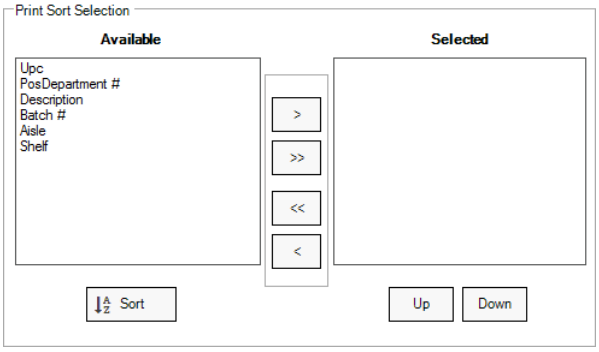


Figure 11-30. Print Sort Selection - Available

To select sort criteria, move the report column names to the Selected list; and to unselect sort criteria, move the report column names to the Available list. To select all of the criteria, click the double arrows (**>>**) that point to the Selected list. This moves all report column names to the Selected list.

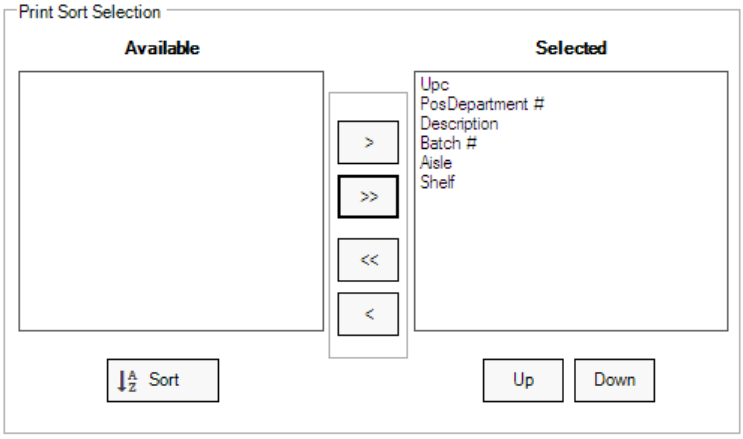


Figure 11-31. Print Sort Selection - Selected

To deselect all items, click the double arrows (**<<**) that point to the Available list. This moves all report column names to the Available list.

To select a single criteria from the Available list, click an Available criteria to highlight and click the single arrow (**>**) that points to the Selected list. The report column name will move from the Available list to the Selected list.

To select more than one criteria

1. While holding down the **CTRL** key, click each Available item to be selected.
2. Click the single arrow (**>**) that points to the Selected list. The sort criteria will move to the Selected list.

Items in the Selected list can be moved up or down within the list, to set the sort order. To move sort selections highlight the sort attribute and click **Up** or **Down** until the attribute is in the desired sort order location.

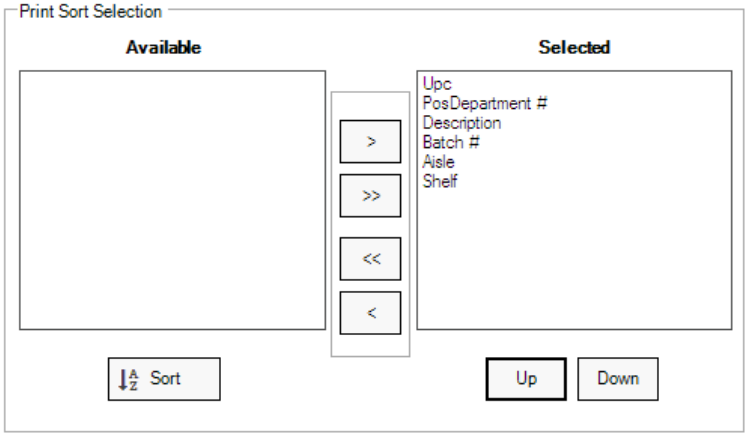


Figure 11-32. Print Sort Selection - Order Attributes

To deselect sort selections, click the item to highlight, or hold the **CTRL** key and continue to highlight if more than one item is being selected. Click on the single arrow button (**<**) pointing to the Available list. The highlighted items are moved to the Available list.

11.3.12.2 Viewing Results

To view the TPR Report, click **Print**.

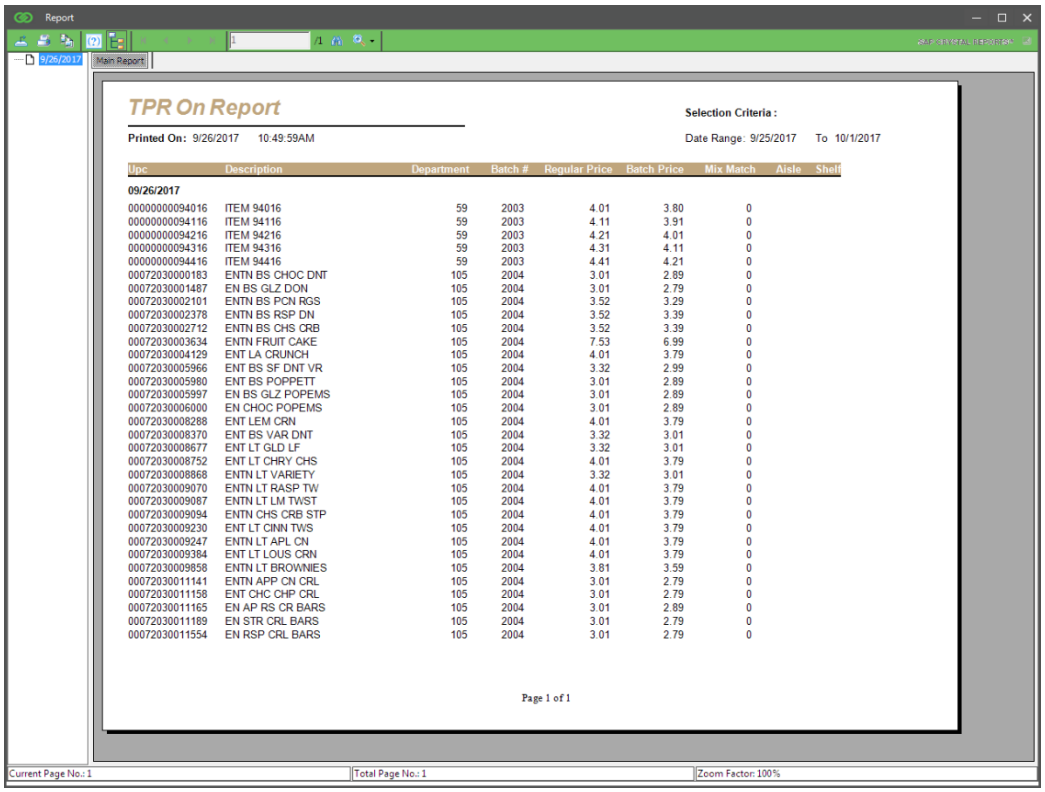


Figure 11-33. Report Print Preview

Once processing is complete, the report's data appears in a table format. The table format is organized according to the chosen print sort criteria. At the top of the Report Screen there are options to export the data, print, toggle, page through, search, and zoom.

11.3.12.3 Export

To export the data

1. Click the **Export** icon.
2. Name the file in the Windows pop-up screen.
3. Choose a location for the report.
4. Click **Save.**

11.3.12.4 Print

To print the report

1. Click **Print**.
2. Select a printer (choose preferences, if necessary).
3. Click **Print.**

11.3.12.5 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. Select a group by clicking on it. The user is directed to the specific information chosen.

11.3.12.6 Page Selection

Navigate through the report by using the page navigation toolbar.

Figure 11-34. Page Selection Text Box

Move to first page by clicking on the arrow pointing to the left with a line in front of it. Go to the previous page by selecting the arrow pointing to the left. Move to the next page by clicking on the arrow pointing to the right. Go to the last page by clicking on the arrow pointing to the right with the line in front of it. Clicking **Go To Page** generates a pop-up box to input a specific page number.

11.3.12.7 Report Search

To search for specific information within the report

1. Click the **Search** icon.
2. Type the key word for which to search.
3. Click **Find Next**.
4. Click **Cancel** to end search.

11.3.12.8 Zoom

To zoom in

1. Click the **Zoom** icon.
2. Select a zoom percentage.

11.3.12.9 Close

To close the report, click the **X** in the upper right corner.

Note:

Closing the report is necessary to return to the application's main screen.

11.3.13 Advanced Item Review

The **Advanced Item Review** application is a powerful search tool to find and print items. Search criteria can be entered for one or more item fields, and many of the fields support a list of values to find items across multiple Departments, Report Codes, etc.

To access the **Advanced Item Review** application, from the **Application Menu Bar, select Reports > Item Reports > Advanced Item Review**.

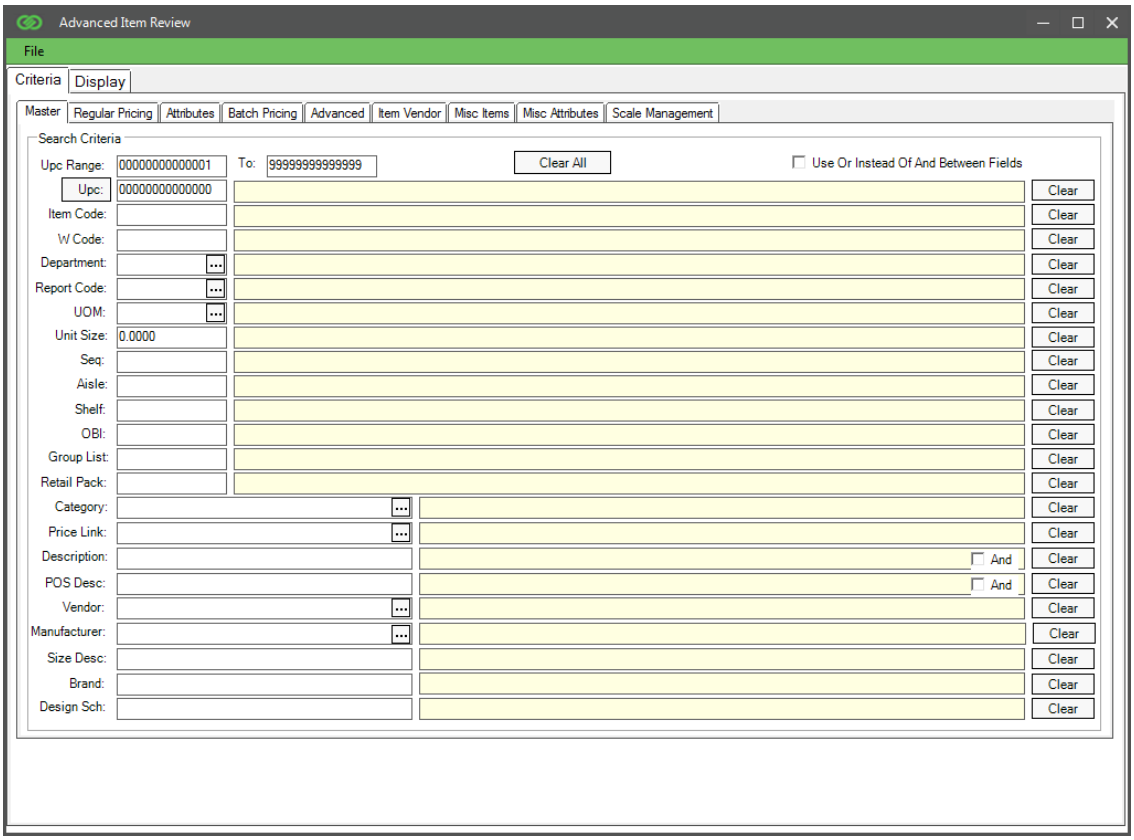


Figure 11-35. Advanced Item Review Application

The Item Search window has two main tabs accessed in the upper left part of the window:

- Criteria - to enter the search criteria.
- Display - to display the items found that match the search criteria.

11.3.13.1 Criteria Tab

The Criteria tab contains several sub-tabs to support the entry of search criteria into one or more item fields to be used in the search. By default, entering criteria into multiple fields narrows the scope of the search because the returned items must match the criteria in each field. However, this default behavior can be changed in the Master tab by checking the Use Or Instead Of And Between Fields box described in the “Master Tab” section below.

The Criteria sub-tabs are described individually next.

11.3.13.1.1 Master Tab

On the Master tab, use ellipses (...) boxes to quickly select multiple departments, report codes, UOMs, categories, price links, vendors, or manufacturers.

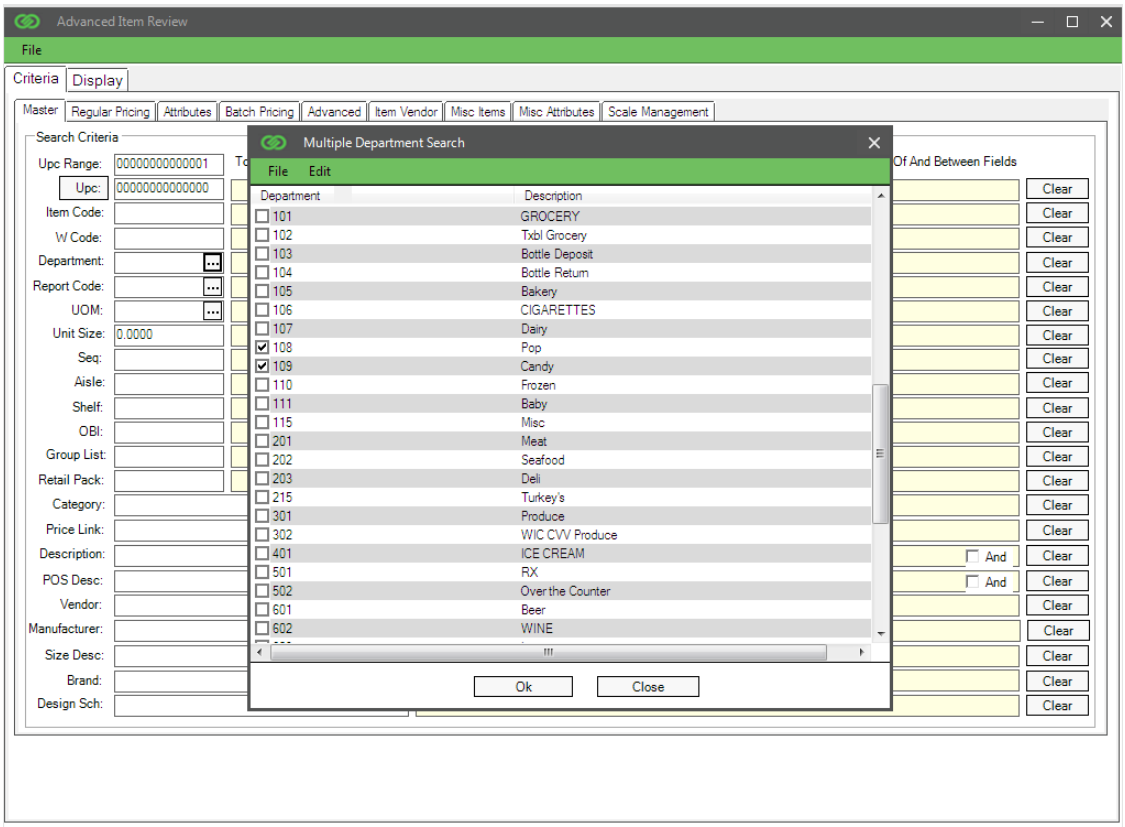


Figure 11-36. Master Tab - Multiple Department Search

- Click **Clear** at the right of a line to clear that line's search criteria.
- Click **Clear All** at the top Center of screen to clear all search criteria on the Master Tab.
- Check the **Use Or Instead Of And Between Fields** box at the top right of the tab page to widen the scope of the search. When this box is checked and two or more criteria fields are entered, only one of the fields is required to match in the item search. This overrides the default behavior which requires all criteria fields to match in the search

To further refine search options, click the **Regular Pricing** tab. To view results, click the **Display** tab.

11.3.13.1.2 Regular Pricing Tab

On the Regular Pricing tab, select regular pricing criteria such as Mix Match Code, Tare, Item Link, or Scale. Use the Regular Price Expressions box to search for items that have a specific regular or regular alternate price.

Note:

The scale checkbox is a three-stage box. The gray checkmark default appearance means the Scale attribute is ignored altogether, an empty box searches for items that are NOT scaled, and a check searches for items that *are* scaled.

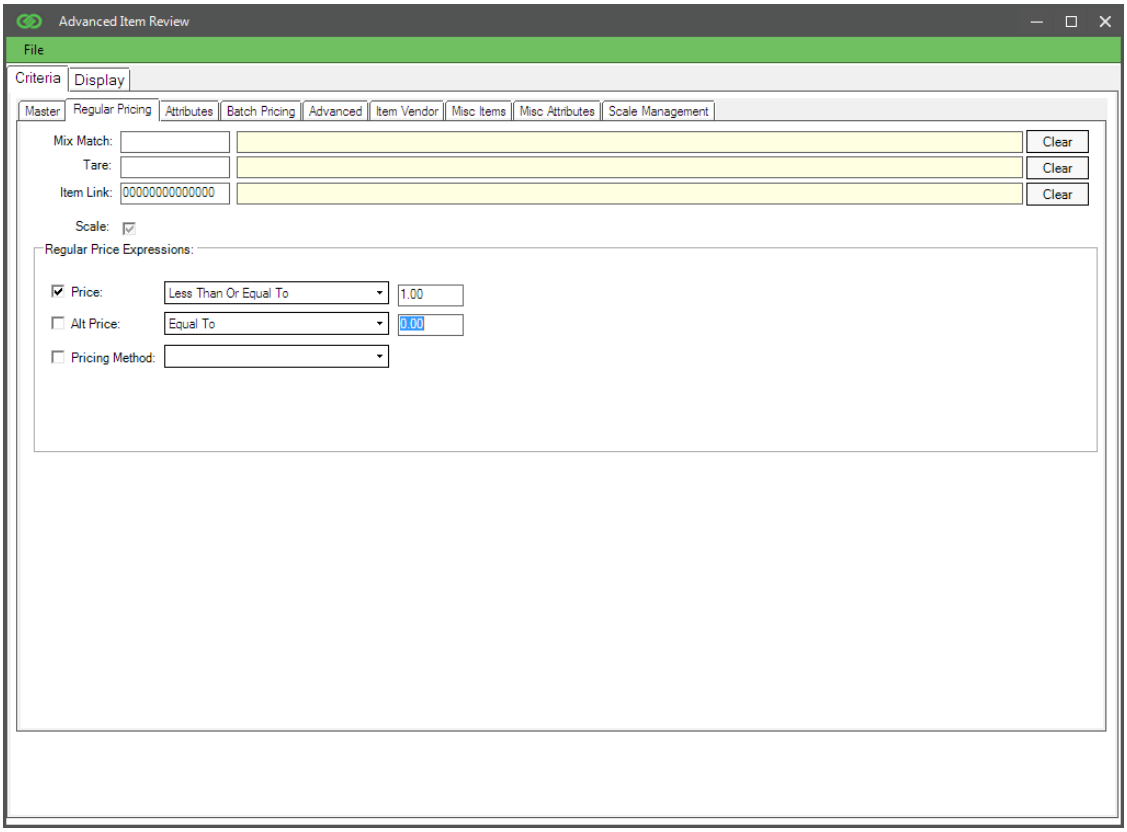


Figure 11-37. Regular Pricing Tab

To further refine search options, click the **Attributes** tab. To view results, click the **Display** tab.

11.3.13.1.3 Attributes Tab

On the Attributes tab, select POS attribute criteria such as tax codes, food stamps, itemizers, and discounts. This tab also contains Restriction Code, Item Restriction, Coupon Code, Message ID, DEA Group, Bulk Tax, and EAN Coupon Code fields.

Attribute checkboxes are three-stage boxes. The gray checkmark default appearance means the attribute is ignored altogether, an empty box searches for items that do NOT have that attribute, and a check searches for items that *do* have that attribute.

For example, in the search below, **ENCOR** will return active items that *do not* have Tax 3 or Tax 4 flags. Any other criteria will be ignored

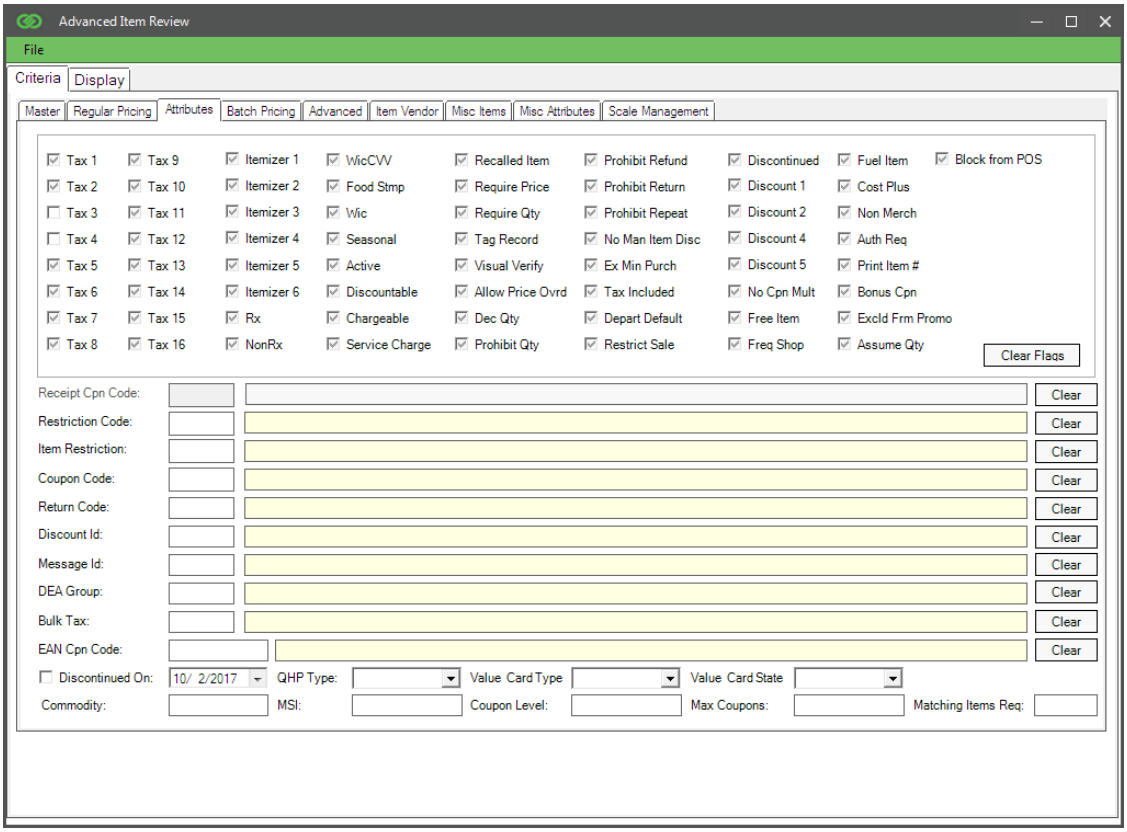


Figure 11-38. Attributes Tab

To further refine search options, click the **Batch Pricing** tab. To view results, click the **Display** tab.

11.3.13.1.4 Batch Pricing Tab

On the Batch Pricing tab, select batch pricing criteria such as batch number, mix match code, tare, item link, report code, or scale. Use Price fields to search for items with batch prices meeting certain criteria. Use Miscellaneous fields to search for items meeting certain criteria.

Note:

The Scale checkbox is a three-stage box. The gray checkmark default appearance means the Scale attribute is ignored altogether, an empty box searches for items that are *not* scaled, and a check searches for items that *are* scaled.

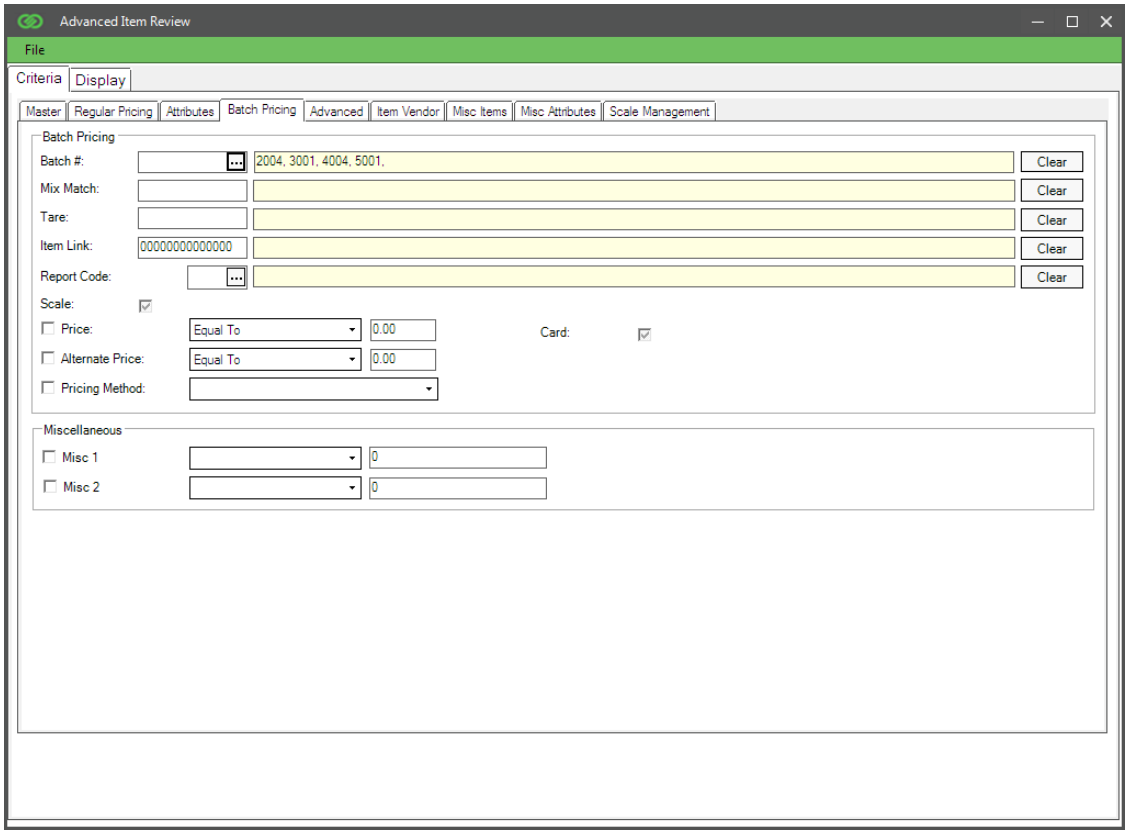


Figure 11-39. Batch Pricing Tab

To further refine search options, click the **Item Vendor** tab. To view results, click the **Display** tab.

11.3.13.1.5 Item Vendor tab

On the Item Vendor tab, select Cost, Deal, or Gross Margin data to identify items. Use drop-down boxes to refine less than or greater than specific targets.

Note:

Base GM% calculates off unit cost (no deals) and regular price. Net GM% calculates off Net Cost (including deals) and Current Price.

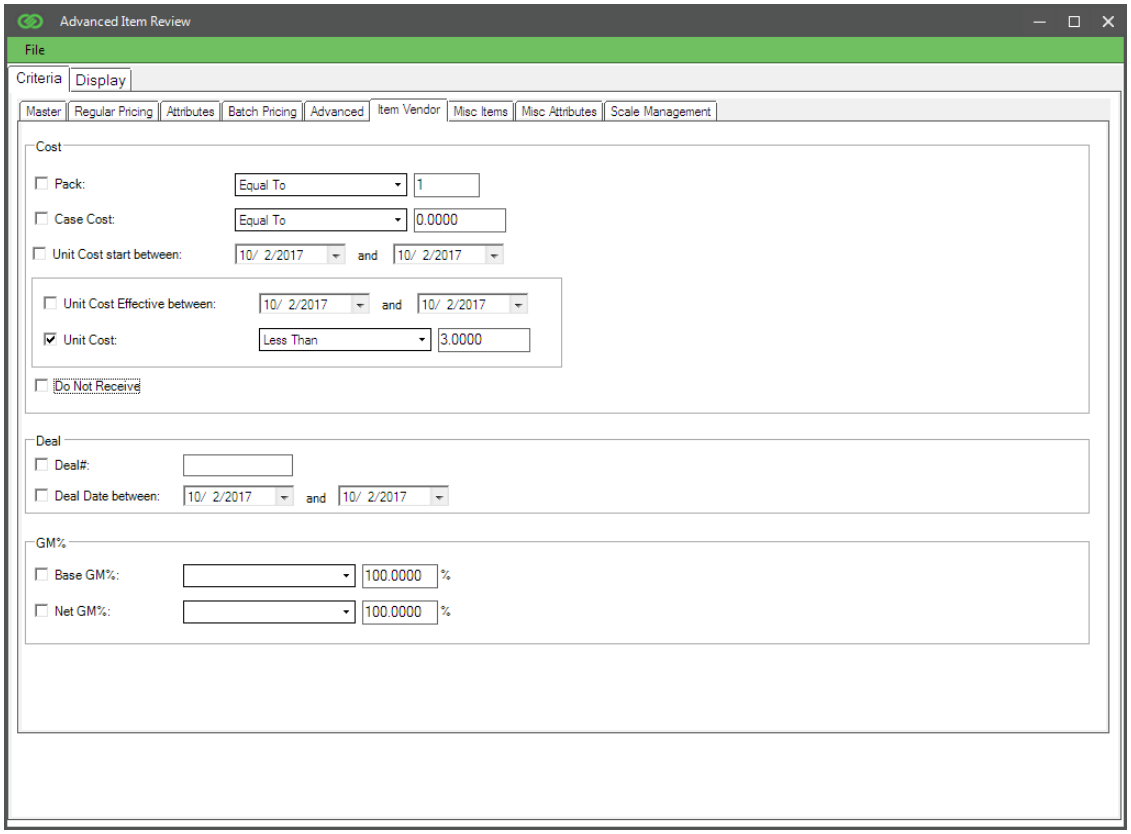


Figure 11-40. Item Vendor Tab

To further refine search options, click the **Misc Items** tab. To view results, click the **Display** tab.

11.3.13.1.6 Misc Items Tab

On the Misc Items tab, **ENCOR** searches the user-defined miscellaneous item attributes. The Misc Item field in Item Search reflects the Misc Items fields defined in **System > Back Office Setup > Site Setup** (Misc Field Setup tab).

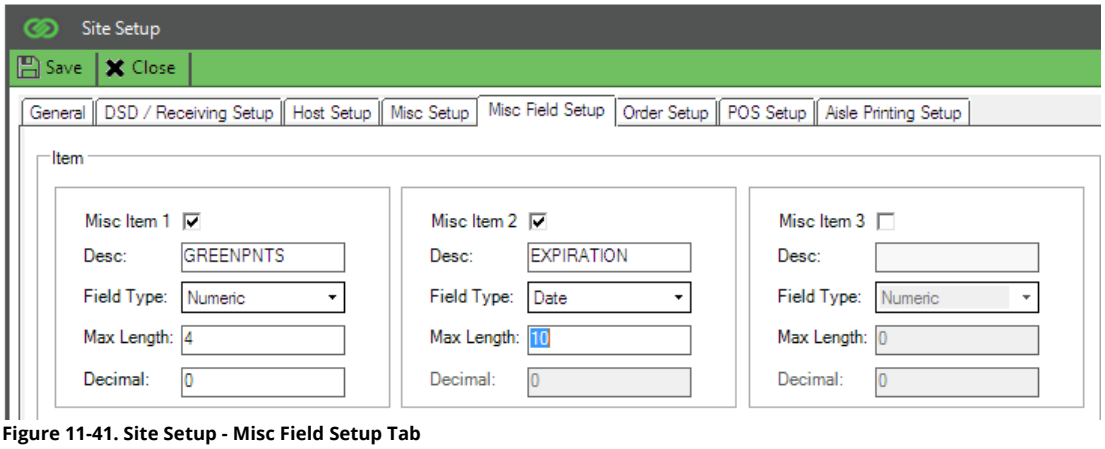


Figure 11-41. Site Setup - Misc Field Setup Tab

For more information on configuring Miscellaneous fields, see “Misc Field Setup Tab” in chapter 10.

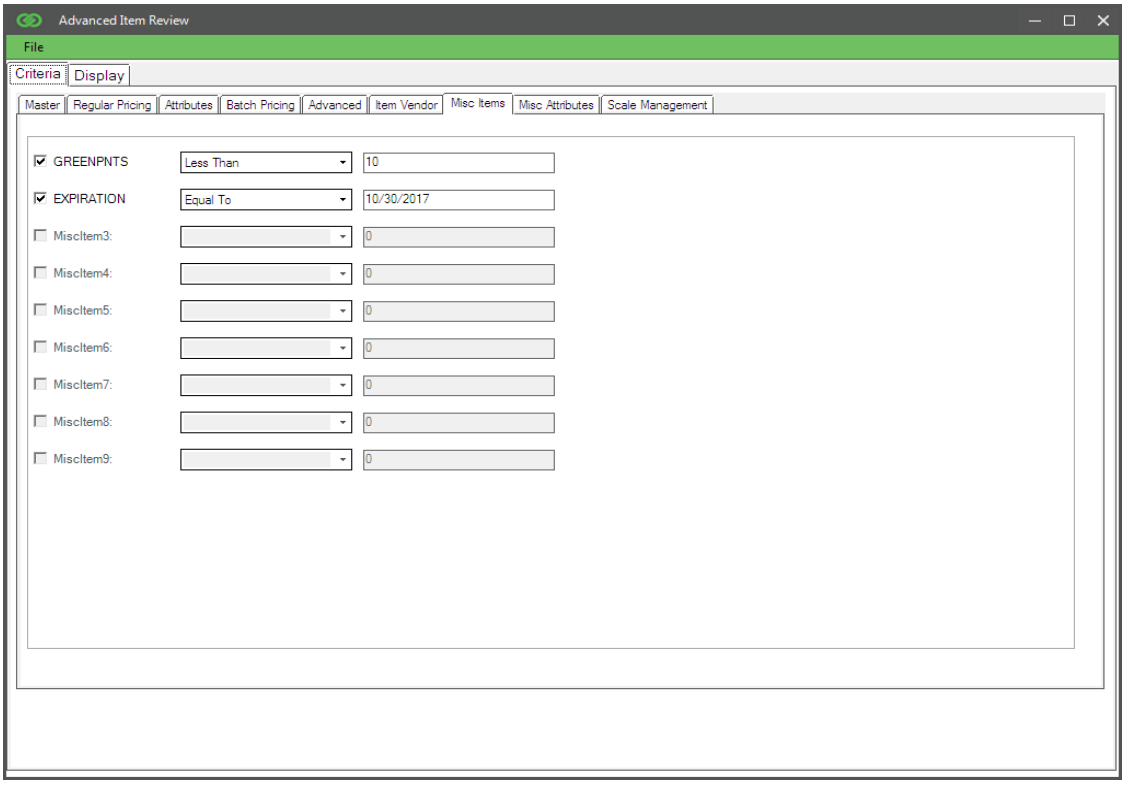


Figure 11-42. Misc Items Tab

To further refine search options, click the **Misc Attributes** tab. To view results, click the **Display** tab.

11.3.13.1.7 Misc Attributes Tab

On the Misc Attributes tab, select Country of Origin, Target GM%, MSRP, Comp Price, or Fuel Discount data to identify items.

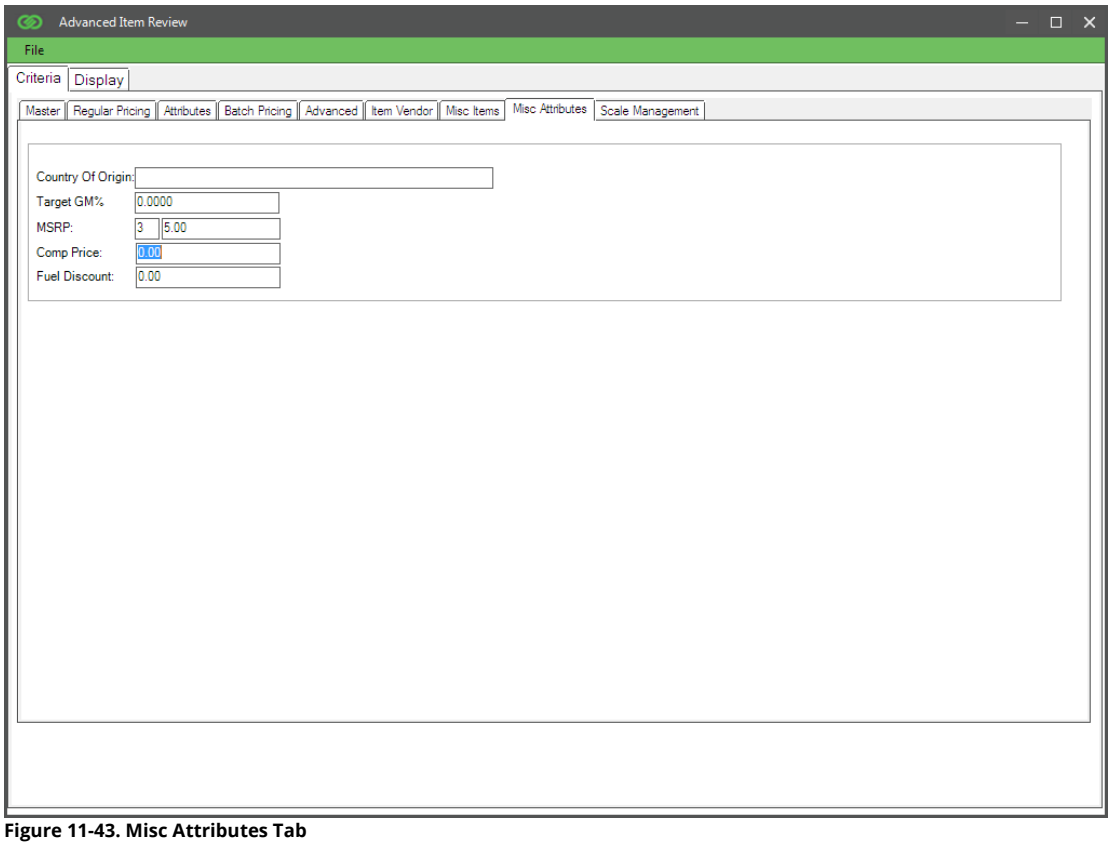


Figure 11-43. Misc Attributes Tab

To further refine search options, click the **Scale Management** tab. To view results, click the **Display Tab**.

11.3.13.1.8 Scale Management Tab

On the Scale Management tab, select Scale Area; Wrapped Tare; Unwrapped Tare; Percentage Tare; Fixed Weight; Ingredient No.; Nutrifact No.; Nutrition Rating; Tray Size; Shelf Life; Use By, Grade; Portion, Action No.; Message No.; COOL No.; Short List No.; COOL Description 1, 2, 3, 4; Force Tare Entry; or Force COOL flag data to identify items.

Note:

The checkbox for Force Tare Entry and Force Cool is a three-stage box. The gray checkmark default appearance means the attribute is ignored altogether, an empty box searches for items that do not have that attribute, and a check searches for items that do have that attribute.

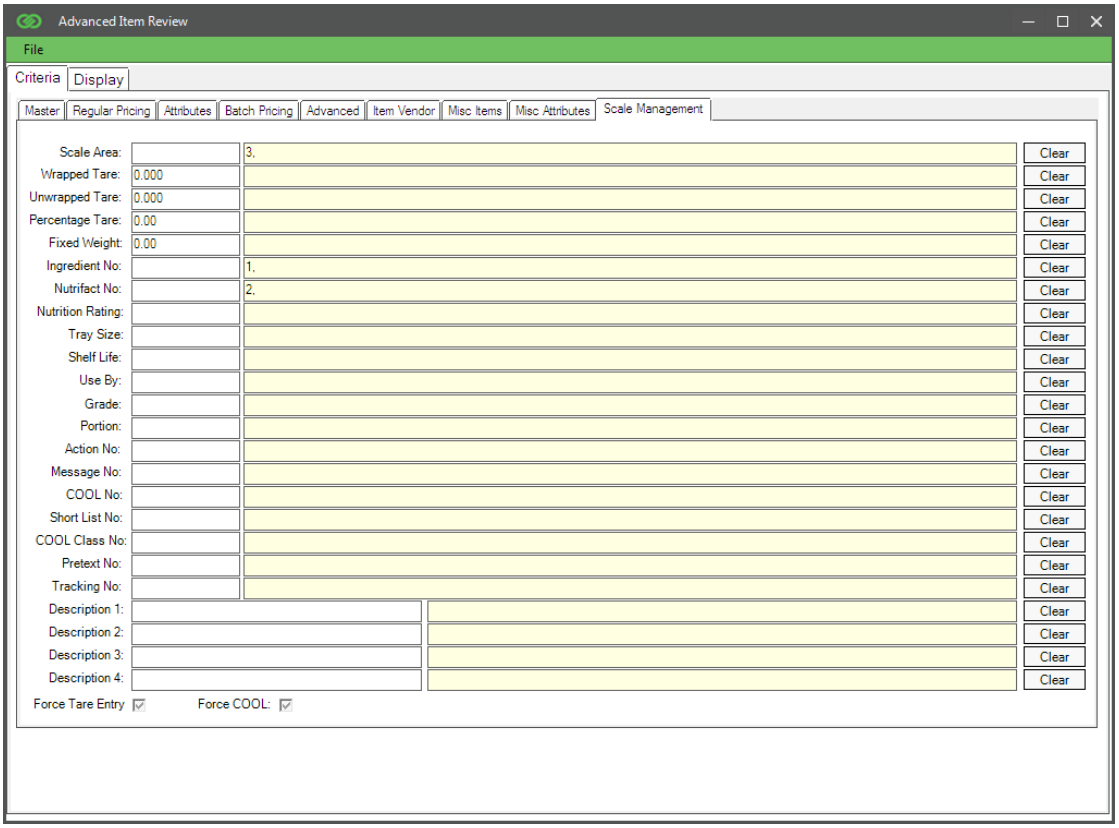
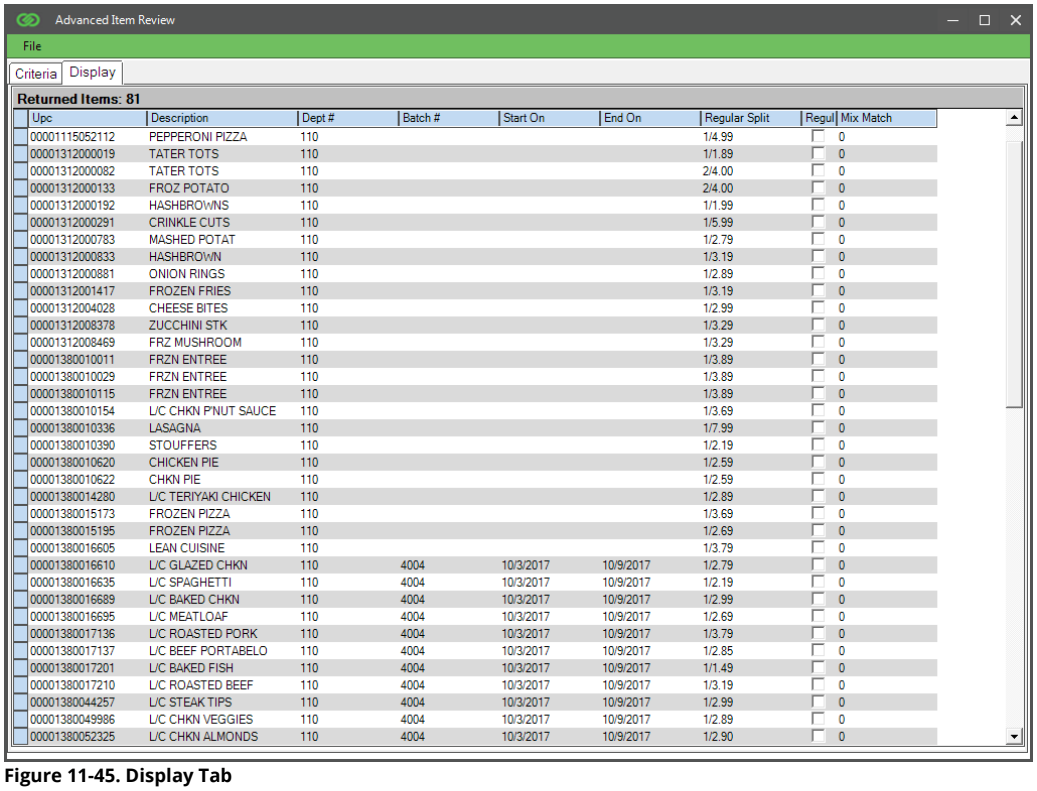


Figure 11-44. Scale Management Tab

To view results, click the **Display Tab**.

11.3.13.2 Display tab

Use the Display Tab to view and print the results of the selected criteria. Click **File** on the tool bar and select **Print** or **Print Preview** to print or preview data to create ad hoc reports.



Upc	Description	Dept #	Batch #	Start On	End On	Regular Split	Regul	Mix Match
00001115052112	PEPPERONI PIZZA	110				1/4.99		0
00001312000019	TATER TOTS	110				1/1.89		0
00001312000082	TATER TOTS	110				2/4.00		0
00001312000133	FROZ POTATO	110				2/4.00		0
00001312000192	HASHBROWNS	110				1/1.99		0
00001312000291	CRINKLE CUTS	110				1/5.99		0
00001312000783	MASHED POTAT	110				1/2.79		0
00001312000833	HASHBROWN	110				1/3.19		0
00001312000881	ONION RINGS	110				1/2.89		0
00001312001417	FROZEN FRIES	110				1/3.19		0
00001312004028	CHEESE BITES	110				1/2.99		0
00001312008378	ZUCCHINI STK	110				1/3.29		0
00001312008469	FRZ MUSHROOM	110				1/3.29		0
00001380010011	FRZN ENTREE	110				1/3.89		0
00001380010029	FRZN ENTREE	110				1/3.89		0
00001380010115	FRZN ENTREE	110				1/3.89		0
00001380010154	L/C CHKN P'NUT SAUCE	110				1/3.69		0
00001380010336	LASAGNA	110				1/7.99		0
00001380010390	STOUFFERS	110				1/2.19		0
00001380010620	CHICKEN PIE	110				1/2.59		0
00001380010622	CHKN PIE	110				1/2.59		0
00001380014280	L/C TERIYAKI CHICKEN	110				1/2.89		0
00001380015173	FROZEN PIZZA	110				1/3.69		0
00001380015195	FROZEN PIZZA	110				1/2.69		0
00001380016605	LEAN CUISINE	110				1/3.79		0
00001380016610	L/C GLAZED CHKN	110	4004	10/3/2017	10/9/2017	1/2.79		0
00001380016635	L/C SPAGHETTI	110	4004	10/3/2017	10/9/2017	1/2.19		0
00001380016689	L/C BAKED CHKN	110	4004	10/3/2017	10/9/2017	1/2.99		0
00001380016695	L/C MEATLOAF	110	4004	10/3/2017	10/9/2017	1/2.69		0
00001380017136	L/C ROASTED PORK	110	4004	10/3/2017	10/9/2017	1/3.79		0
00001380017137	L/C BEEF PORTABELO	110	4004	10/3/2017	10/9/2017	1/2.85		0
00001380017201	L/C BAKED FISH	110	4004	10/3/2017	10/9/2017	1/1.49		0
00001380017210	L/C ROASTED BEEF	110	4004	10/3/2017	10/9/2017	1/3.19		0
00001380044257	L/C STEAK TIPS	110	4004	10/3/2017	10/9/2017	1/2.99		0
00001380049986	L/C CHKN VEGGIES	110	4004	10/3/2017	10/9/2017	1/2.89		0
00001380052325	L/C CHKN ALMONDS	110	4004	10/3/2017	10/9/2017	1/2.90		0

Figure 11-45. Display Tab

11.3.14 Special Price On/Off Report

The **Special Price On/Off Report** application is used to generate a Special Price report that shows when items are coming on or off a special price. The application provides controls to filter the report's items over a date range, by batch type, and whether the Special Price items are currently scheduled to come on or off the Special Price. The application also provides controls to set the sort order of the items in the report.

To access the **Special Price On/Off Report** application, from the Application Main Bar, select **Reports > Item Reports > Special Price On/Off Report**.

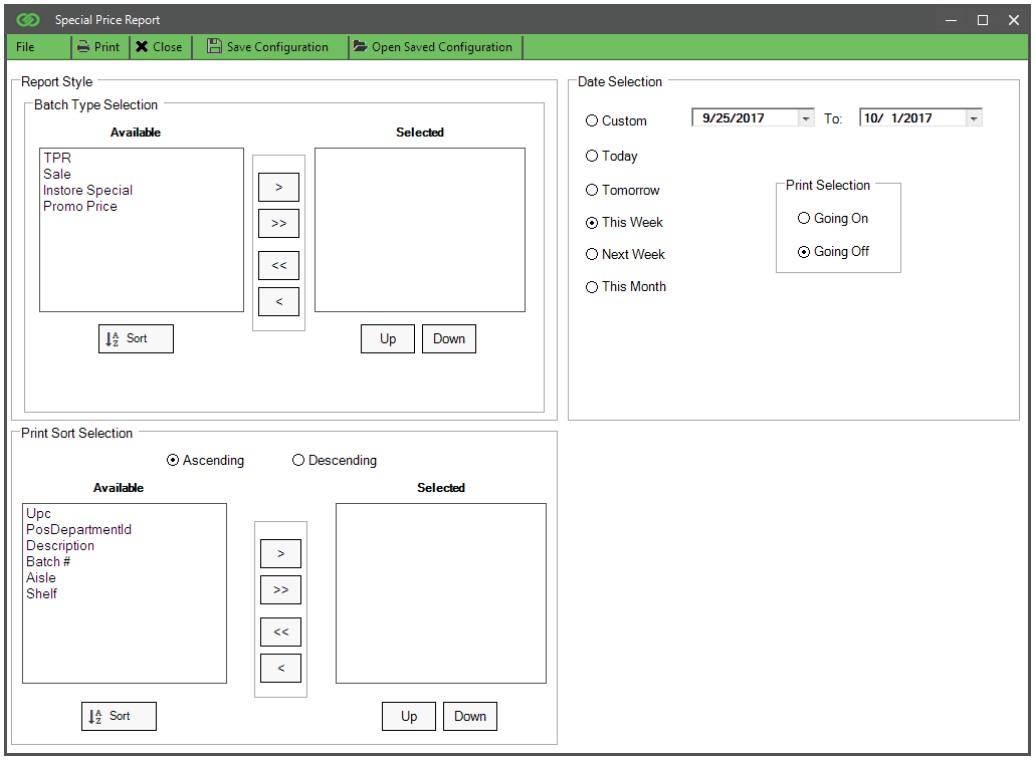


Figure 11-46. Special Price On/Off Report Application

11.3.14.1 Screen Fields

The table below provides a description for each of the field groups used to configure the Special Price report.

Field Group	Description
Batch Type Selection	A group of fields used to select one or more batch types to filter the report items by the selected batch type(s).
Date Selection	Radio buttons to set the report's date range. A custom date range can be set by selecting the **Custom** radio button and using the two date fields, or a predefined date range can be selected by selecting one of radio button: Today, Tomorrow, This Week, Next Week, or This Month.
Print Selection	Radio buttons used to determine if the report item's (that are in a batch) will be on or off special pricing over the selected date range. • Going On – Return items going on a Special Price over the selected date range. • Going Off – Return items going off a Special Price over the selected date range.
Print Sort Selection	Fields to set the sort order of the items in the report. These fields are discussed below.

11.3.14.1.1 Batch Type Selection

The **Special Price Report** application provides the ability to filter items based on batch type. The Batch Type Selection fields are used to configure the batch filtering. The image below shows the available batch types in the Available batch list.

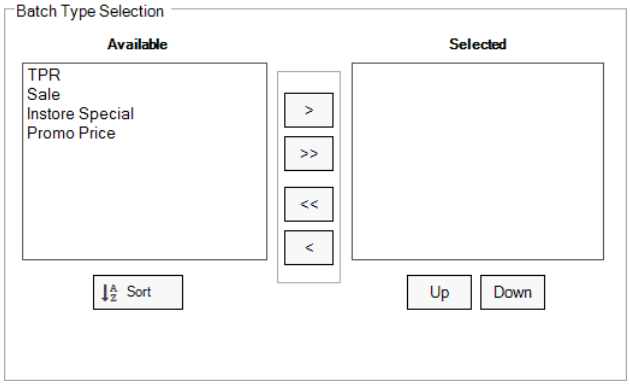


Figure 11-47. Batch Type Selection

11.3.14.1.1.1 Selecting and Deselecting Batch Types for Filtering

To filter by a batch type, the type must be moved to the Selected list; to remove a batch type filter, the type must be removed from the Selected list. This section details moving the batch types between the Selected and Available list to select and deselect the types used for filtering.

To select one or more batch types for filtering

1. Highlight the batch type(s) in the Available list.

Note:
To highlight one batch type, click the item in the list. To highlight more than one item, hold down the **CTRL** key while clicking each batch type.

2. Click [>]. Highlighted items are moved to the Selected list.

To select all batch types for filtering

1. Click [>>]. All the batch types are moved to the Selected list.

To deselect one or more batch types for filtering

1. Highlight the batch type(s) in the Selected list.

Note:
To highlight one batch type, click the item in the list. To highlight more than one item, hold down the **CTRL** key while clicking each batch type.

2. Click [<]. Highlighted items are moved to the Available list.

To deselect all batch types for filtering

1. Click [<<]. All the batch types are moved to the Available list.

11.3.14.1.2 Date Selection

The Special Price On/Off Report is filtered by a date range. When the application is initially launched, the date range is set to This Week. The Date Selection fields are used to modify the report's date range.

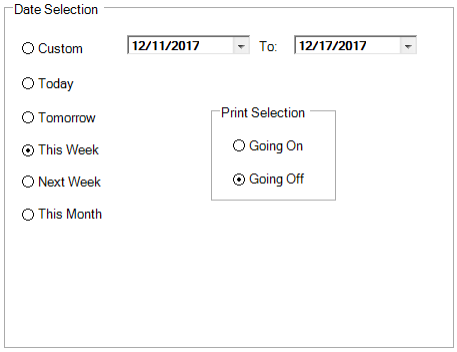


Figure 11-48. Date Selection

A custom date range can be set by selecting the **Custom** radio button and using the two date fields; or a predefined date range can be selected by selecting one of the radio buttons: Today, Tomorrow, This Week, Next Week, or This Month.

11.3.14.1.3 Print Sort Selection

The Print Sort Selection fields provide the functionality to set the report's sort order based on the report's column data. The image below shows that the Special Price Off Report's column names are Upc, Description, Department, Batch#, Regular Price, Batch Price, Mix Match, Aisle, and Shelf.

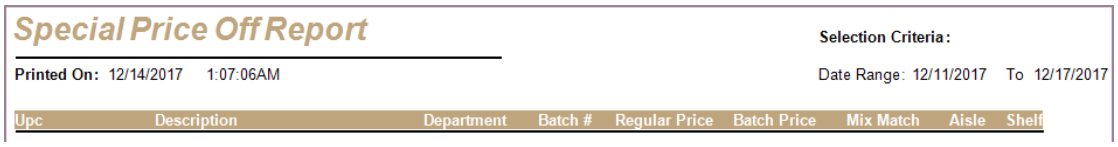


Figure 11-49. Special Price Off Report Column Names

The image below shows the available column names (in the Available list) to sort by are a subset of the report column names shown in the image above.

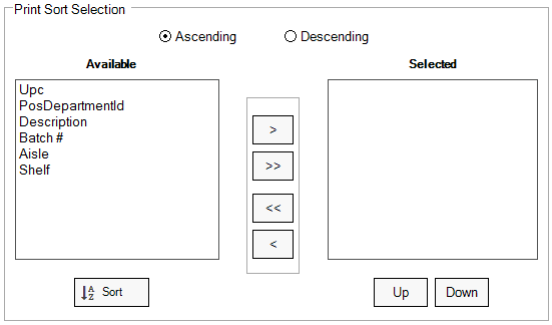


Figure 11-50. Print Sort Selection

11.3.14.1.3.1 Selecting and Deselecting Report Column Names for Sorting

To sort by a report column name, the column name must be moved to the **Selected** list; and to remove a report column name for sorting, the column name

must be removed from the Selected list. This section details moving the report column names between the Selected and Available list to select and deselect the column names used for sorting.

To select one or more report column for sorting

1. Highlight the column name(s) in the Available list.

Note:
To highlight one column name, click the item in the list. To highlight more than one item, hold down the **CTRL** key while clicking each batch type.

2. Click [>]. Highlighted items are moved to the Selected list.

To select all report column names for sorting

1. Click [>>]. All the report column names are moved to the Selected list.

To deselect one or more report column names for sorting

1. Highlight the column name(s) in the Selected list.

Note:
To highlight one column name, click the item in the list. To highlight more than one item, hold down the **CTRL** key while clicking each column name.

2. Click [<]. Highlighted items are moved to the Available list.

To deselect all report column names for sorting

1. Click [<<]. All the column names are moved to the Available list.

11.3.14.1.4 Setting the Sort Order

Once the selected report column names are moved to Selected list, the selections can be moved up and down within the list, to prioritize the sorting order. The items at the top of the list have the highest sorting priority.

To set the sort order

1. Click to highlight a sort attribute within the Selected list.
2. Click the **Up** or **Down** button until the sort selection is in the desired location.

11.3.14.2 Report Configurations

Once the screen fields have been set, these settings can be saved to a report configuration. A report configuration can be reopened resulting in the application's fields being set to the values saved to the configuration. Using report configurations saves time by preventing the user from having to re-enter report settings that are used on a regular basis.

11.3.14.2.1 Create a Report Configuration

To create a report configuration by clicking

1. Click **Save Configuration** at the top of screen. The Report Configurator screen appears.
2. Type a report configuration name in the Report field.
3. Click **Enter**. A New Report message is displayed.

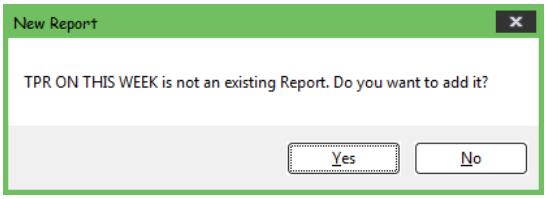


Figure 11-51. New Report

4. Click **Yes**. The new report configuration name displays in the grid.

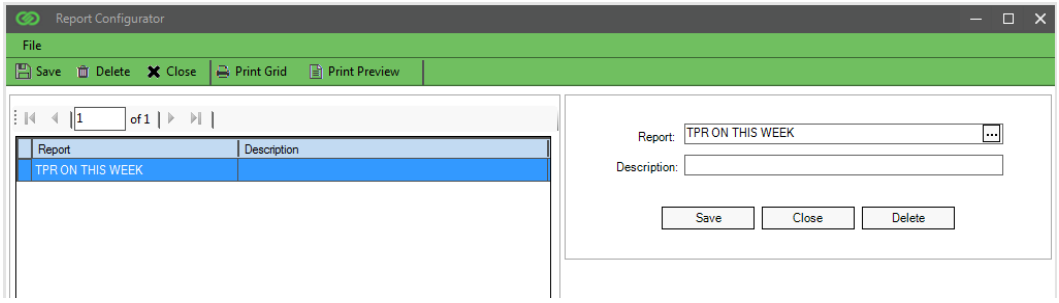


Figure 11-52. Report Configuration Display Information

5. Type a description, if desired. The grid is updated with the description.

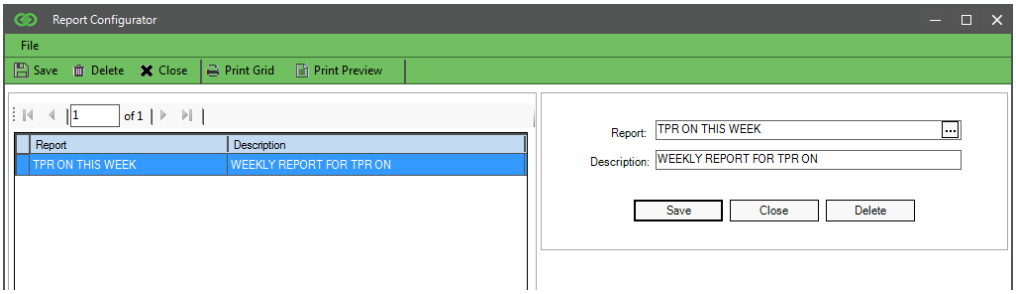


Figure 11-53. Updated Description

Note:
Reports require a name to save properly, but Description is not required.

6. Click **Save.**
7. Click **Close.** The Report Configurator screen is closed.

11.3.14.2.2 Open Saved Configuration

To open a saved configuration

1. Click **Open Saved Configuration**. The Report Configurator Search screen is displayed.

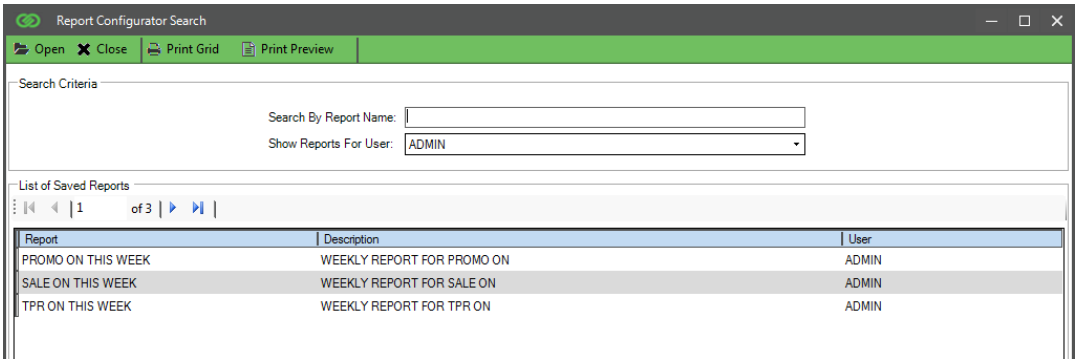


Figure 11-54. Report Configurator Search Screen

2. Click a report configuration in the List of Saved Reports grid.
3. Click **Open**. The Report Configurator Search screen closes and the **Special Price On/Off Report** application's fields are set to the report configuration's saved values. Also, the application screen title contains the name of the report reconfiguration that was selected.

Note:

Double-clicking a report configuration in the List of Saved Reports grid will also result in opening the report configurations without having to perform step 3.

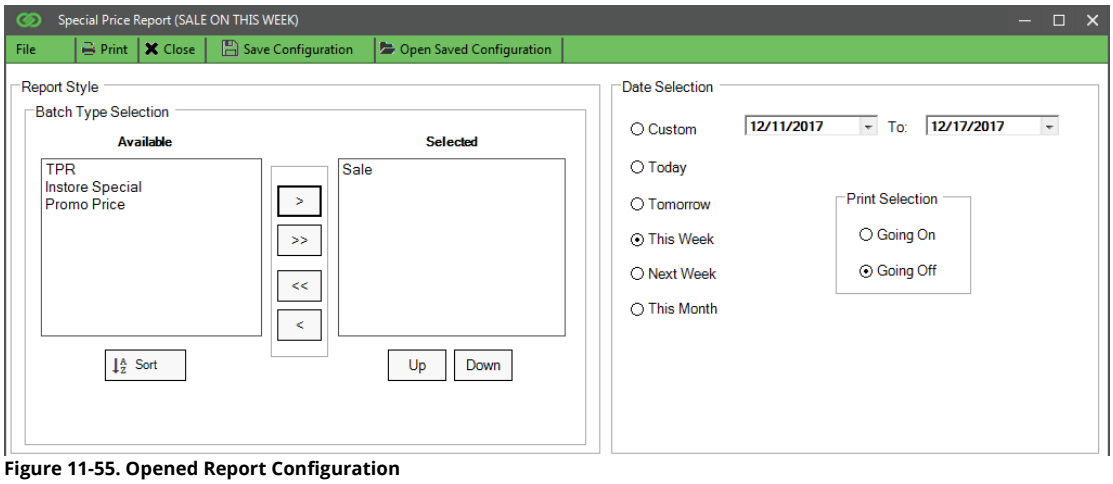


Figure 11-55. Opened Report Configuration

11.3.14.2.3 Search for Configuration

A report configuration can be searched by typing its name in the Search By Report Name field. As a report name is typed into the field, the List of Saved Reports grid is automatically filtered by its Report column. In the image below, only the SALE ON THIS WEEK report configuration is listed in the grid since it is the only configuration whose name contains **SALE** which was entered into the Search By Report Name field.

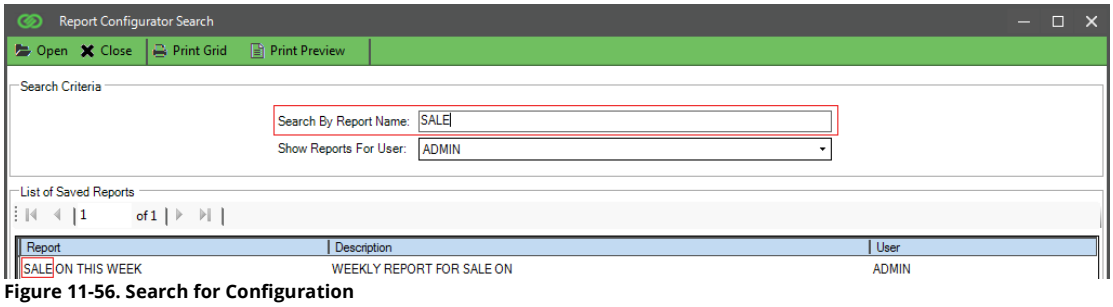


Figure 11-56. Search for Configuration

11.3.14.2.4 Delete Configuration

To delete a saved report

1. Click **Save Configuration**. The Report Configurator screen is displayed.
2. Highlight the report configuration (in the grid) to be deleted.
3. Click **Delete**. The report configuration is removed from the grid.

11.3.14.2.5Print Configurations

To print a list of the saved report configurations from the Report Configurator screen

1. Click **Save Configuration**. The Report Configuration screen is displayed.
2. Click **Print Grid**. The grid's list of report configurations is sent to the host machines default printer.

11.3.14.2.6 Print Preview Configurations

To print preview a list of the saved report configurations from the Report Configurator screen

1. Click **Save Configuration**. The Report Configuration screen is displayed.
2. Click **Print Preview**. The grid's list of report configurations is displayed in the Print Preview screen.

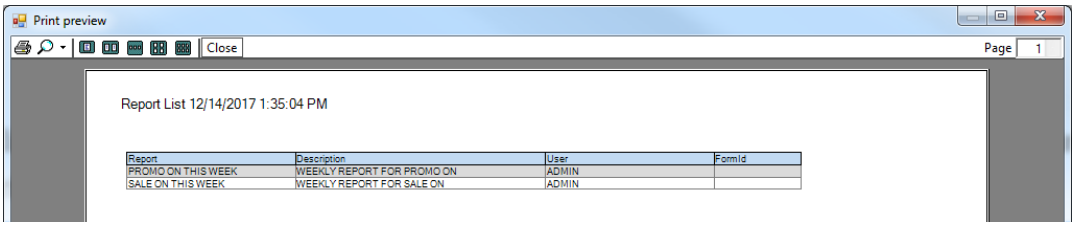


Figure 11-57. Print Preview

11.3.14.3 View Report

Once the application's fields have been set, the report is ready to be generated and viewed.

11.3.14.3.1Generate Report

To generated the Special Price On/Off Report based on the application field settings, click **Print**.

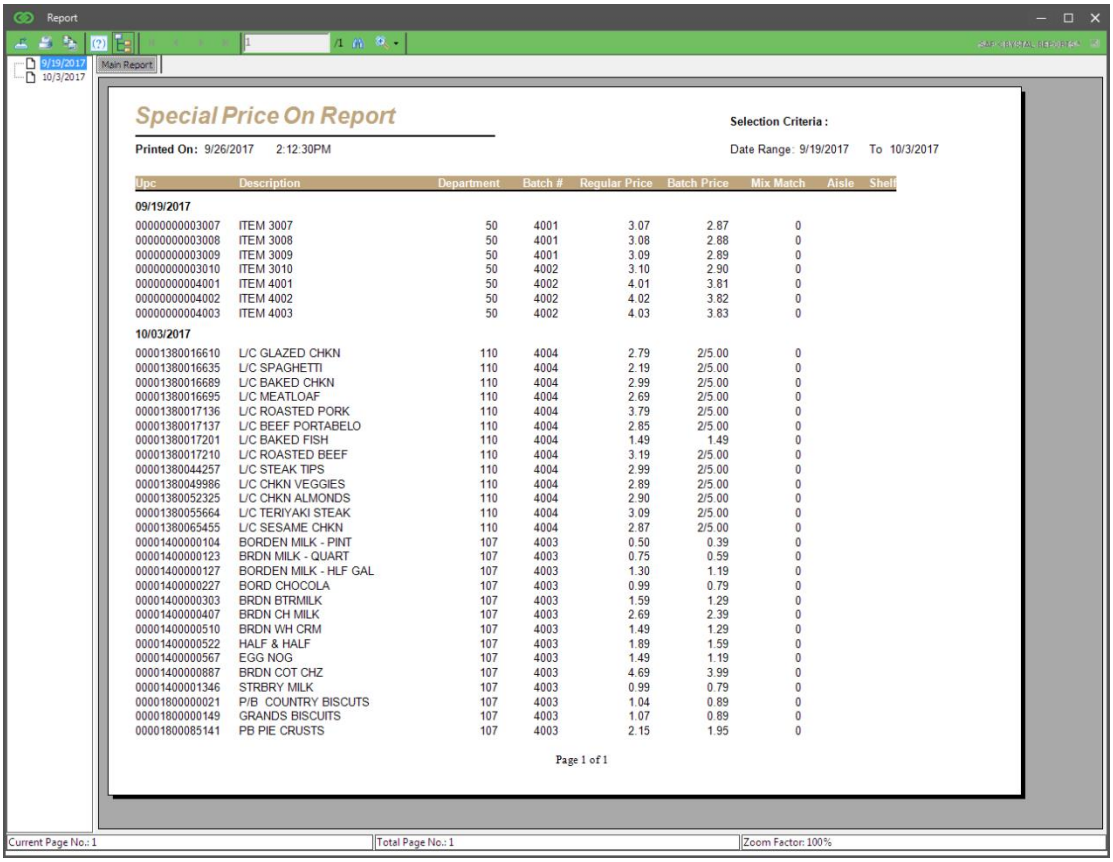


Figure 11-58. Special Price On Report

Once processing is complete, the report's data appears in the Report screen. The report's data is grouped by date and presented in a tabular format that has been sorted based on the selected sort order.

11.3.14.3.2 Report Screen Functionality

The Report screen provides the functionality export the data, print the report, toggle the group tree, page through the report, search the report, and zoom. The following sections detail this functionality.

11.3.14.3.2.1 Export Report Data

To export the report's data

1. Click the **Export** icon. The Export Report dialog is displayed
2. In the Export Report dialog.
   a. Enter a File name.
   b. Select file type in the Save as type drop-down.
   c. Use dialog to navigate to the located the export file will be saved.
3. Click **Save**. The data should be exported to the file, and the Export Report dialog closes.

In the image below, the report will be exported to `C:\temp\DecemberSpecialPriceOff.pdf` file.

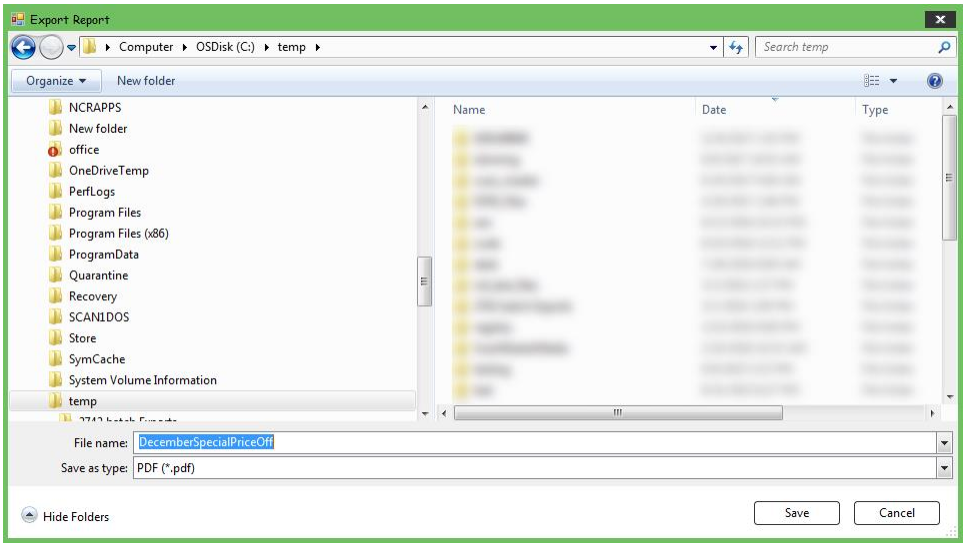


Figure 11-59. Export Report Data

11.3.14.3.3Print Report

To print the report

1. Click **Print**. The Print dialog is displayed.
2. Select a printer (choose preferences, if necessary).
3. Click **Print.**

11.3.14.3.4 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. To select a group, click the group name. The Report screen jumps to the group's location in the report.

11.3.14.3.5Page Selection

Navigate through the report by using the page navigation toolbar.

Figure 11-60. Page Navigation Toolbar

Move to first page by clicking .

Move to the previous page by clicking .

Move to the next page by clicking .

Move to the last page by clicking .

Entering a page number in the navigation's page text box and hitting enter will jump to that page in the report.

11.3.14.3.6 Search Report

To search for specific information within the report

1. Click the **Search** icon. The Find Text dialog is displayed.
2. Type the search string in the Find what field.
3. Click **Find Next**. If the search string exist in the report, the report will jump to the search string in the report.
4. Click **Cancel** to end search. The Find Text dialog is closed.

11.3.14.3.7 Zoom

To zoom in

1. Click the **Zoom** icon. The icon's drop-down is displayed.

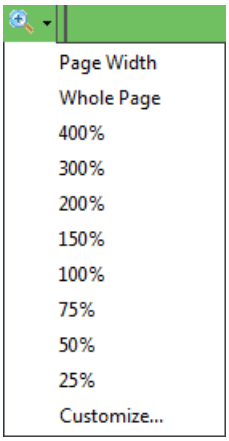


Figure 11-61. Zoom Drop-Down

2. Select a zoom percentage from the drop-down. The report will zoom in or out based on the percentage selected from the drop-down.

11.3.14.3.8 Close Report

To close the report, click the in the upper right corner.

Note:
Closing the report is necessary to return to the application.

11.3.15 Extended Item Report

The **Extended Item Report** application is used to execute ad hoc SQL queries for ad hoc reporting. The application provides the functionality to sort, export, print, search, and generate labels for the ad hoc report. The ad hoc SQL queries are written and deployed to the tblExtendedItemReport table in **ENCOR's** back office database. The tblExtendedItemReport database table contains two columns (Name and Command) used by the **Extended Item Report**. The Name column is

used to identify the ad hoc report and is displayed in the application's Report List that is located on the left side of the screen (shown below), and the Command column is used to store the ad hoc SQL query. Clicking a report name in the Report List executes the report's ad hoc SQL query whose results are displayed in the application's grid.

To access the **Extended Item Report** application, from the **Application Menu Bar**, select **Reports > Item Reports > Extended Item Report**.

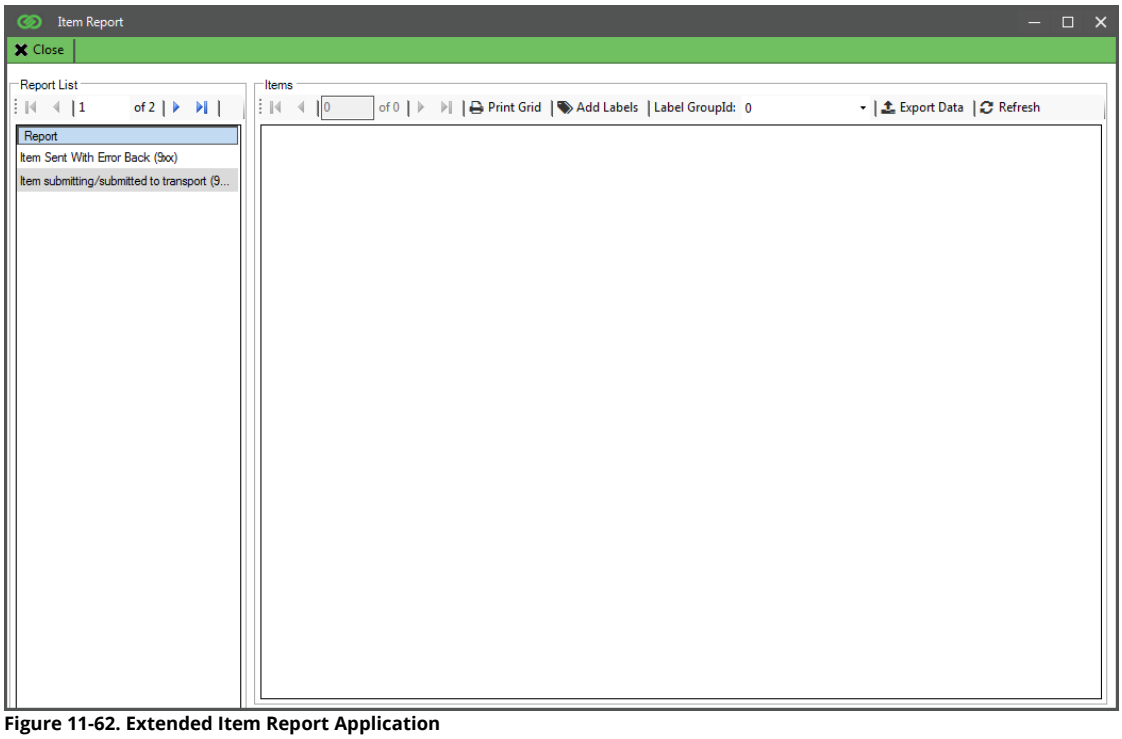


Figure 11-62. Extended Item Report Application

11.3.15.1 Ad Hoc Report Data

When an Ad Hoc report is executed (by clicking the report's name from the Report List) the results are listed in the application's grid. The report's data that is listed in the grid can be sorted, exported, printed, or added to the Tag Request que for label printing.

11.3.15.1.1 Viewing Report Data

After an ad hoc report name has been clicked in the Report List, the ad hoc SQL is executed and the report data is listed in the application's grid. The grid's columns are automatically generated and based on the ad hoc SQL query stored in tblExtendedItemReport's Command column. If the SELECT of ad hoc SQL command is *Select Upc, Description, RegularPrice* then the grid's columns will be Upc, Description, and RegularPrice. The image below shows the report's data listed in the grid after the ad hoc Get UPC Items report has been executed.

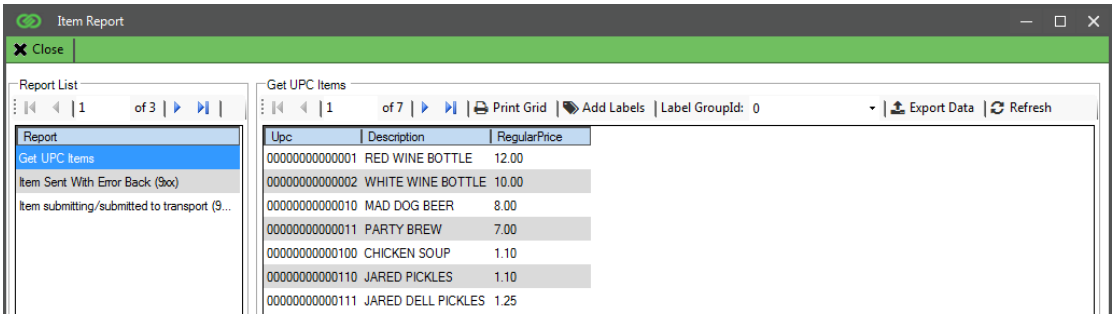


Figure 11-63. Report List Name Selected

11.3.15.1.2 Sorting Report Data

The report data can be sorted by clicking the grid's column headers or by using the grid's multi-sort feature.

11.3.15.1.2.1 Sorting by Header

If sorting by the grid's header, the sort is based on the grid header that is clicked. In the image below after clicking the grid's RegularPrice column header, the report's data was sorted in ascending order by the regular price.

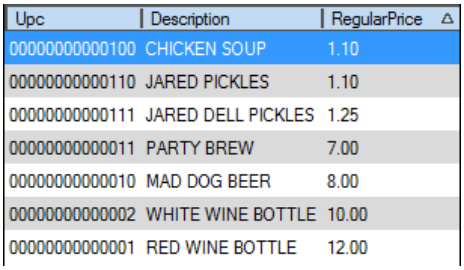


Figure 11-64. Sort by Header

11.3.15.1.2.2 Grid Multi Sort

1. Click report name in Report List. The report's data list is listed in the application's grid.
2. Right click a grid header. Menu pops up.

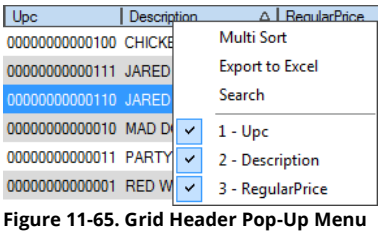


Figure 11-65. Grid Header Pop-Up Menu

3. Select **Multi Sort**. Multi Sort control is displayed to the right of the grid.

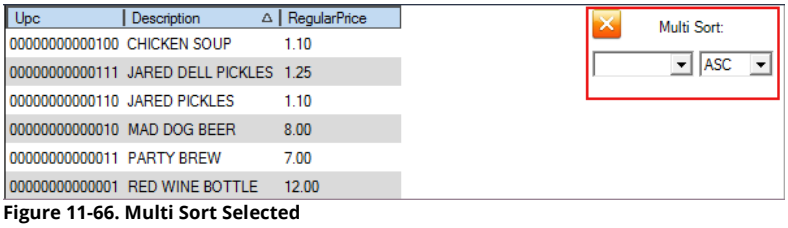


Figure 11-66. Multi Sort Selected

4. Select a column name from the Multi Sort drop-down. The grid is automatically sorted by the selected column, and another pair of drop-downs are added to the Multi Sort Control.

Figure 11-67. Multi Sort Item Selected

5. Repeat step 4 until all desired columns have been selected for sorting.

11.3.15.1.3 Exporting Report Data

The ad hoc report data (listed in the application's grid) can be exported directly to a .csv file or to Microsoft Excel.

11.3.15.1.3.1 Export Directly to CSV File

To export to a CSV file

1. Click report name in Report List. The report's data list is listed in the application's grid.
2. Click **Export Data**. Export message is displayed providing the name of the file where the report data was exported.

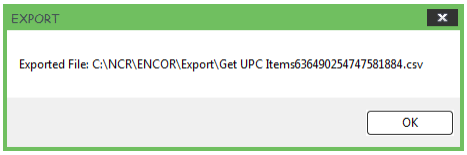


Figure 11-68. Export Message

3. Click **OK**.

11.3.15.1.3.2 Export to EXCEL

1. Click report name in Report List. The report's data list is listed in the application's grid.
2. Right click a grid header. Menu pops up.

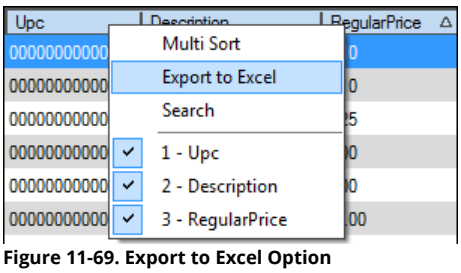


Figure 11-69. Export to Excel Option

3. Click **Export to Excel**. Excel is launched with the report data listed in the spreadsheet.

Note:
Excel must be installed.

11.3.15.1.4 To Print Report Data

To print the ad hoc report data

1. Click **Print Grid**. The report data listed in the application's grid is printed to the host machine's default printer.

11.3.15.1.5 Add Labels

The report data can be used to create tag labels. The ad hoc query used must contain a UPC column which is required to create a label.

To create a lable(s)

1. Highlight items in the application's grid. For one item, click the item; and for more than one item, hold down the **CTRL** key while clicking each item.
2. Click **Add Labels**. Items are added to the Tag Request queue.

11.3.15.1.6 Refreshing Report Data

While a report's data is displayed in the application's grid, **ENCOR's** data can change. To get the latest data from the database, click **Refresh**. This results in the report's SQL query being executed and the report's data being refreshed.

11.3.15.1.7 Report Data Columns

Report columns can be rearranged or added/removed within the grid. To rearrange a column, click on the grid column and drag it to its new location.

To remove a column from the grid

1. Right click a grid header. Menu pops up.

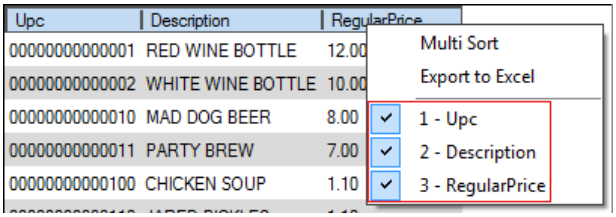


Figure 11-70. Grid Header Pop-up Menu – Checked Headers

2. Click the checkbox next to the column's name. The column is removed from the grid.

To add a column for viewing

1. Right click a grid header. Menu pops up.
2. Click next to the column without a check. The column is added to the grid.

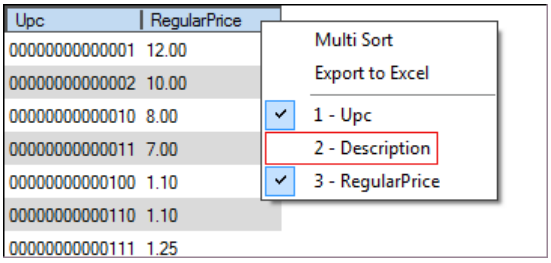


Figure 11-71. Grid Header Pop-up Menu - Unchecked Header

11.3.16 File Compare Utility

The **File Compare Utility** application reports differences between a flat file and the existing **ENCOR** database. By giving each job a unique name, saved configurations are run easily once the Record and Field Properties of the file are identified. This application reports on a selected range of UPC's, batches, categories, price links, departments, report codes, mix match codes, and vendors. Items that are or are not in file can be logged, as well as items with movement on a specific date.

To access the **File Compare Utility** application from the Application Menu Bar, select **Reports > Item Reports > File Compare Utility**.

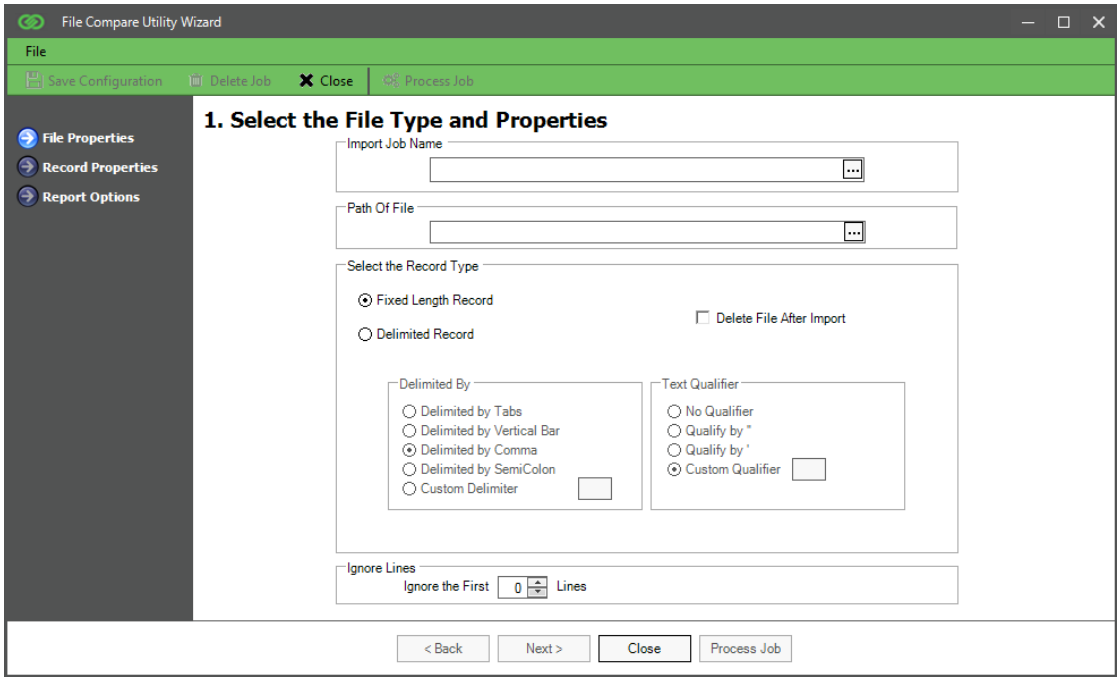


Figure 11-72. File Compare Utility Application

The **File Compare Utility** application is similar to the **Flat File Import Utility** application in the steps for defining the file and record properties of the import.

To import data for comparison

1. For a new job configuration, type an unused job name in the Import Job Name text box; but for an existing import job, type the name of a previously saved

job or click the Import Job Name ellipsis button to select the job from the Import Job List pop-up.

Note:
The comparison must have an Import Job Name. Next and Process Job buttons do not become active until Import Job Name field has a value.

2. Type path of file to be imported in Path of File, or click the ellipsis button to navigate to the source data file location.
3. Select the **Delete File After Import** checkbox, if desired.
4. Select either the **Fixed Length Record** or **Delimited Record** type radio button.
5. If the Delimited Record radio button was selected, select the delimiter character and text qualifier radio buttons.
6. Use up or down arrows to select number of first lines to ignore, if any.
7. If data file type is already mapped to the **ENCOR** database and previously saved by the Job Name selected in Step 1, click the **Process Job** button. A progress screen displays as data is importing. Import is complete.
8. If the data file requires mapping to the **ENCOR** database, or if data manipulation is required, click the **Next** button (bottom of screen).
9. On Record and Field Properties screen, select the **Price Mult And Price Are In Same Column** checkbox if the multiple and price are in same column.

Note:
Price Mult And Price Are In The Same Column – Some files separate out the price multiple and others define field with multiple and price. Examples of the price multiple being in the same column would be 3/100, 3 1.00, and 3-1.00.

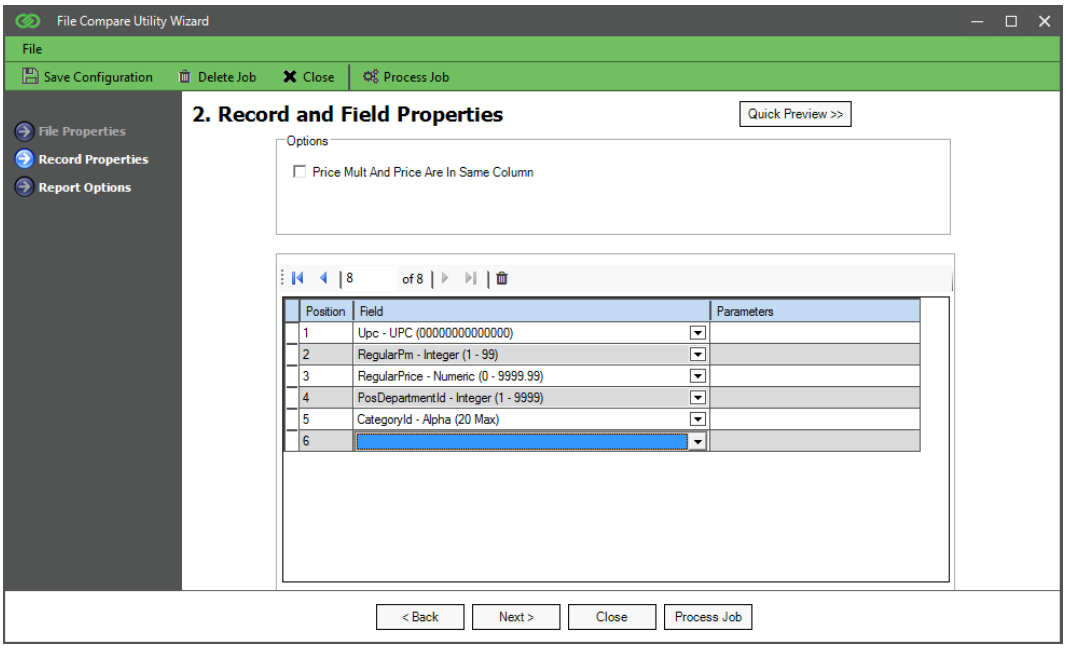


Figure 11-73. Data Mapping

10. **ENCOR** prefills field positions in sequential order.

11. Use the file dictionary to identify field numbers. Select the description of the field position from drop-down list of available **ENCOR** item attributes. Select **Ignore Field** to ignore designated field.

Note:
Each position must be defined. If field is not desired for comparison, choose **Ignore Field**. The next position becomes available once the field is defined.

12. Set parameters to manipulate the data, if desired.
13. Repeat Steps 10 through 12 until all fields in the import file are defined for the **ENCOR** system.

Note:
At any time, click **Save Configuration** to save field definitions and preferences. Configuration is saved as the Import Job Name specified in Step 1.

14. Click the **Next** button.
15. On the Report Options screen, select the **Compare Only Items With Movement Within This Date** checkbox, and input date, if desired. Enable this option to compare only among items sold on a particular date.

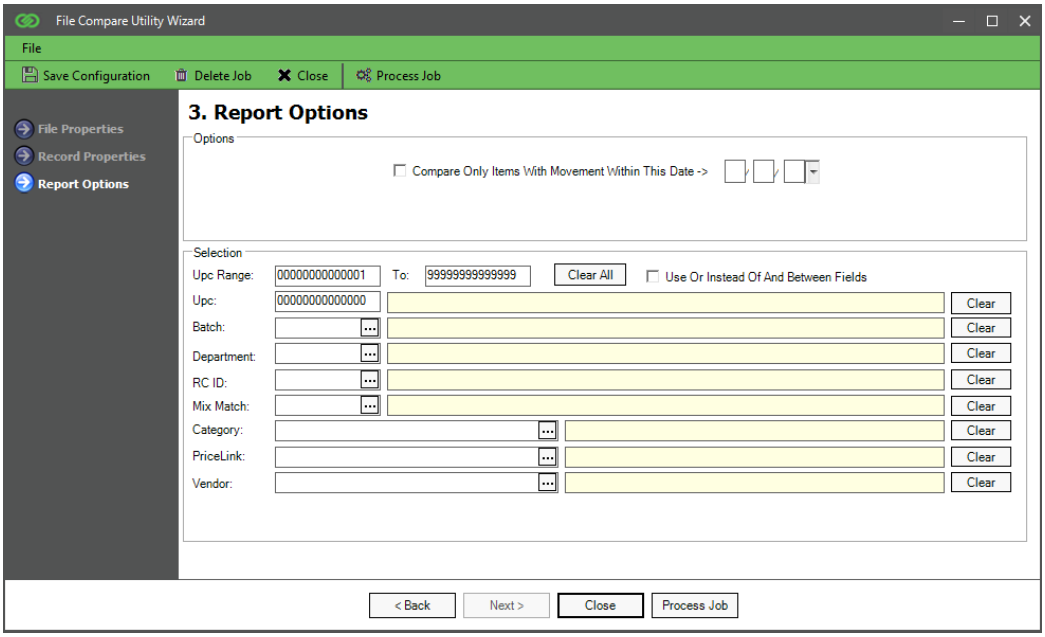


Figure 11-74. Report Options

16. The report fields in the lower box allow for search criteria to be narrowed by a specified range. The same report can be run multiple times with different search criteria. This allows the user to define each report with specific information.

Note:
Select the **Use Or Instead Of And Between Fields** checkbox to return results on any search criteria, rather than all.

17. Once all desired criteria are entered, click the **Process Job** button. The report displays on the screen and is placed in the `C:/NCR/ENCOR/Export/CompareUtility` directory in a CSV format.

11.3.17 Zero Movement Report

The **Zero Movement Report** application is used to set movement criteria (date range or created date) and to generate the Zero Movement Report that list items not sold over a date range or list items based on when they were created in the system. The report is useful for locating item data to purge from the system.

To access the **Zero Move Report** application, from Application Menu Bar, select **Reports > Item Reports > Zero Movement Report**.

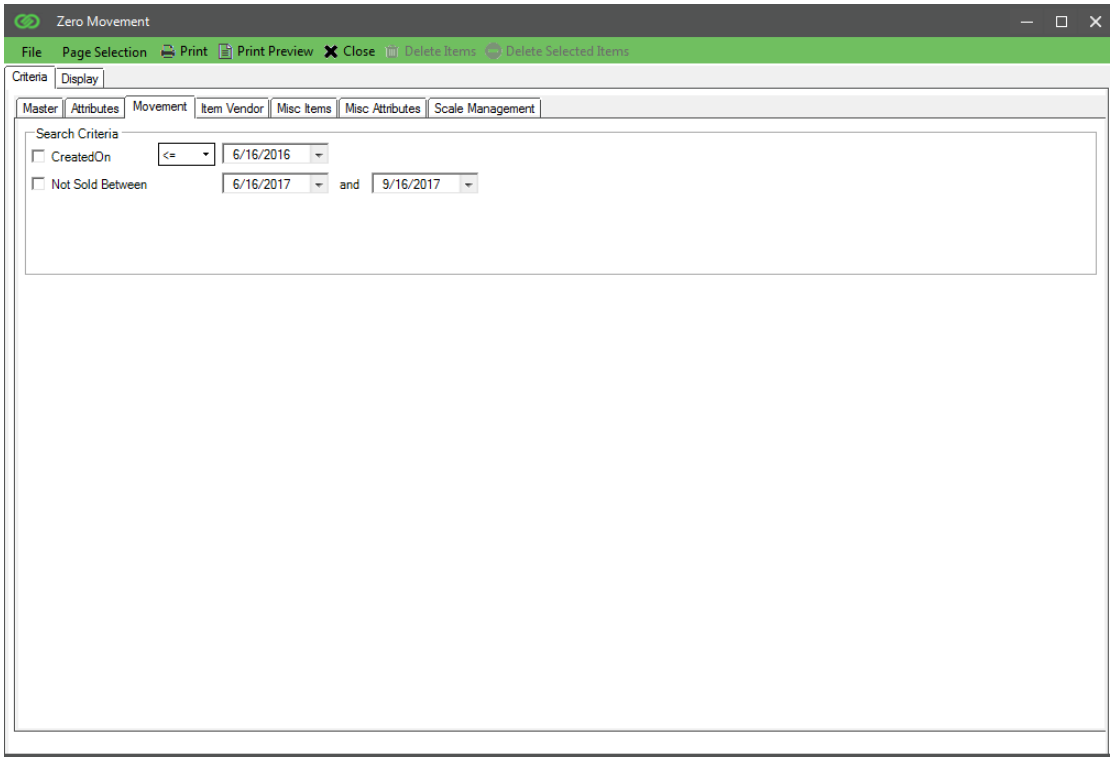


Figure 11-75. Zero Movement Report Application

11.3.17.1 Movement Criteria

To set the movement Criteria

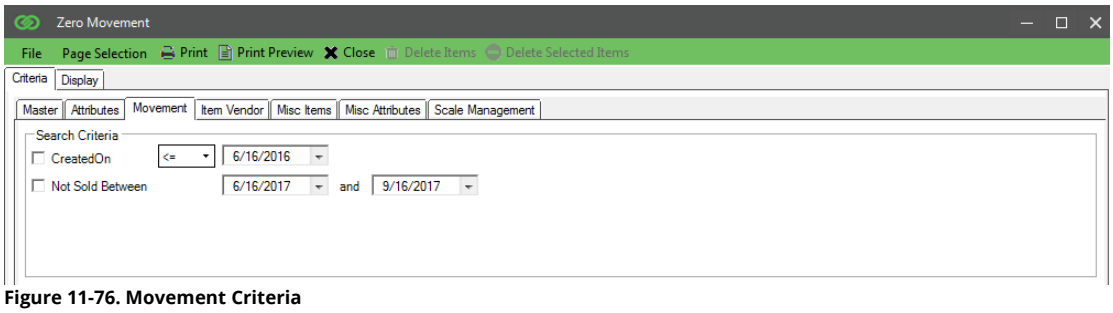
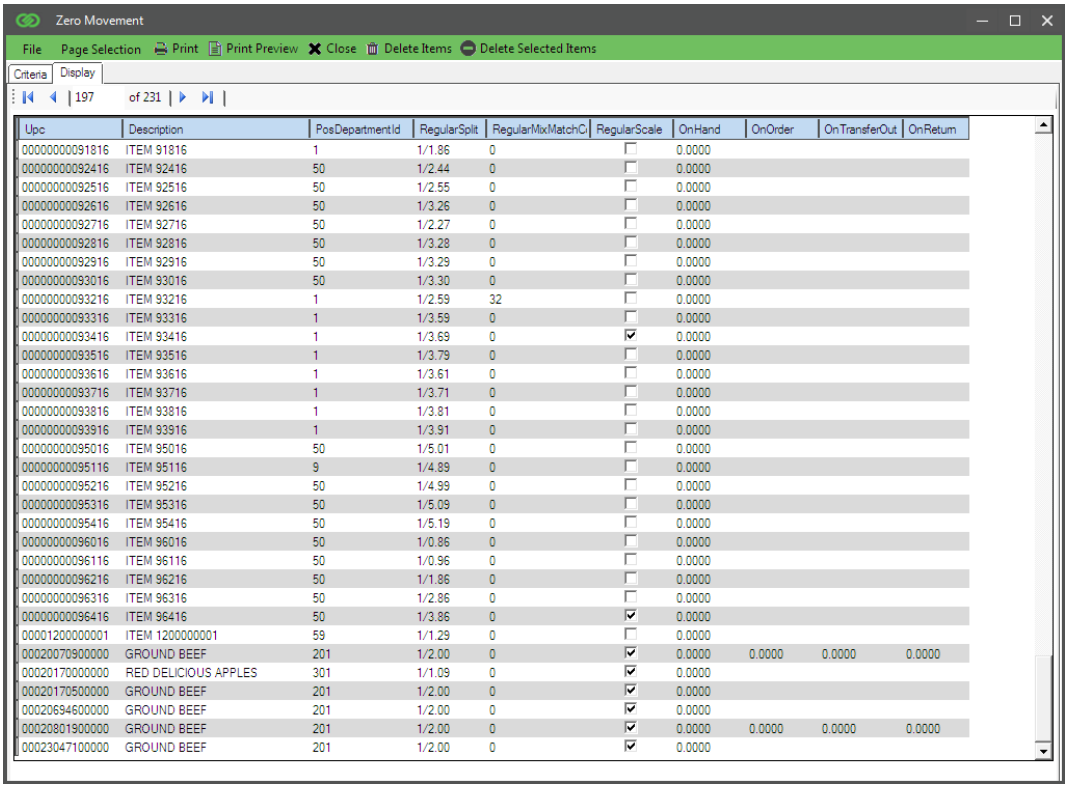


Figure 11-76. Movement Criteria

1. Check the **CreatedOn** box and/or the **Not Sold Between** box.

Note:
< and **<=** Created On date refer to items created BEFORE or ON the Created On date. **>** and **>=** Created On refer to items created SINCE or ON the Created On date.

2. Type beginning date(s) and ending date(s), or click down arrow for calendar view.
3. Click **Display** tab at top left. Zero Movement data is displayed in the grid if the items meet the search criteria set in steps one and two.



Upc	Description	PosDepartmentId	RegularSplit	RegularMixMatchCl	RegularScale	OnHand	OnOrder	OnTransferOut	OnRetum
00000000091816	ITEM 91816	1	1/1.86	0	☐	0.0000			
00000000092416	ITEM 92416	50	1/2.44	0	☐	0.0000			
00000000092516	ITEM 92516	50	1/2.55	0	☐	0.0000			
00000000092616	ITEM 92616	50	1/3.26	0	☐	0.0000			
00000000092716	ITEM 92716	50	1/2.27	0	☐	0.0000			
00000000092816	ITEM 92816	50	1/3.28	0	☐	0.0000			
00000000092916	ITEM 92916	50	1/3.29	0	☐	0.0000			
00000000093016	ITEM 93016	50	1/3.30	0	☐	0.0000			
00000000093216	ITEM 93216	1	1/2.59	32	☐	0.0000			
00000000093316	ITEM 93316	1	1/3.59	0	☐	0.0000			
00000000093416	ITEM 93416	1	1/3.69	0	☑	0.0000			
00000000093516	ITEM 93516	1	1/3.79	0	☐	0.0000			
00000000093616	ITEM 93616	1	1/3.61	0	☐	0.0000			
00000000093716	ITEM 93716	1	1/3.71	0	☐	0.0000			
00000000093816	ITEM 93816	1	1/3.81	0	☐	0.0000			
00000000093916	ITEM 93916	1	1/3.91	0	☐	0.0000			
00000000095016	ITEM 95016	50	1/5.01	0	☐	0.0000			
00000000095116	ITEM 95116	9	1/4.89	0	☐	0.0000			
00000000095216	ITEM 95216	50	1/4.99	0	☐	0.0000			
00000000095316	ITEM 95316	50	1/5.09	0	☐	0.0000			
00000000095416	ITEM 95416	50	1/5.19	0	☐	0.0000			
00000000096016	ITEM 96016	50	1/0.86	0	☐	0.0000			
00000000096116	ITEM 96116	50	1/0.96	0	☐	0.0000			
00000000096216	ITEM 96216	50	1/1.86	0	☐	0.0000			
00000000096316	ITEM 96316	50	1/2.86	0	☐	0.0000			
00000000096416	ITEM 96416	50	1/3.86	0	☑	0.0000			
00001200000001	ITEM 1200000001	59	1/1.29	0	☐	0.0000			
00020070900000	GROUND BEEF	201	1/2.00	0	☑	0.0000	0.0000	0.0000	0.0000
00020170000000	RED DELICIOUS APPLES	301	1/1.09	0	☑	0.0000			
00020170500000	GROUND BEEF	201	1/2.00	0	☑	0.0000			
00020694600000	GROUND BEEF	201	1/2.00	0	☑	0.0000			
00020801900000	GROUND BEEF	201	1/2.00	0	☑	0.0000	0.0000	0.0000	0.0000
00023047100000	GROUND BEEF	201	1/2.00	0	☑	0.0000			

Figure 11-77. Display Tab

11.3.17.2 Delete

Note:
Removing item records from the Display Tab grid removes the item record completely from the **ENCOR** database.

To delete selected items with zero movement

1. Click row to highlight, or hold control key and click multiple rows.
2. Click **Delete Selected Items**. Delete Items message is displayed.

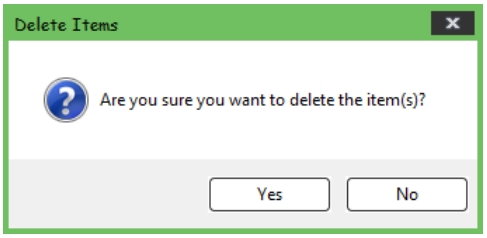


Figure 11-78. Delete Items Message

3. Click **Yes** to confirm.

To delete all displayed items

1. Click **Delete Items**. Delete Items message is displayed.

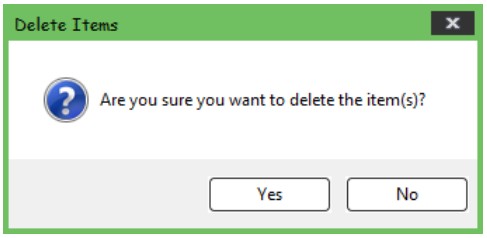


Figure 11-79. Delete Items Message

2. Click **Yes** to confirm.

11.3.17.3 Print

Print the list of results by clicking on **Print** at the top of the screen. Clicking the print button sends the Display tab's grid contents to the host computer's default printer.

View the list of items before printing by clicking the **Print Preview** at the top of the screen.

11.3.17.4 Close

Close by clicking **Close** at the top of the screen or by clicking **Close** on the right.

11.3.18 Sell Thru Report

The **Sell Thru Report** application generates the Sell Thru Report that shows items that have met a threshold set for monitoring sales at a certain Price. The report includes the items which have exceeded the movement threshold set by the user but have not yet been processed. See "Batch Maintenance" in Chapter 3 for setting up Thresholds. See "Item Review Dashboard" in Chapter 3 for monitoring items that have Sold Thru.

To access the **Sell Thru Report** application, from the Application Menu Bar, select **Reports > Item Reports > Sell Thru Report**.

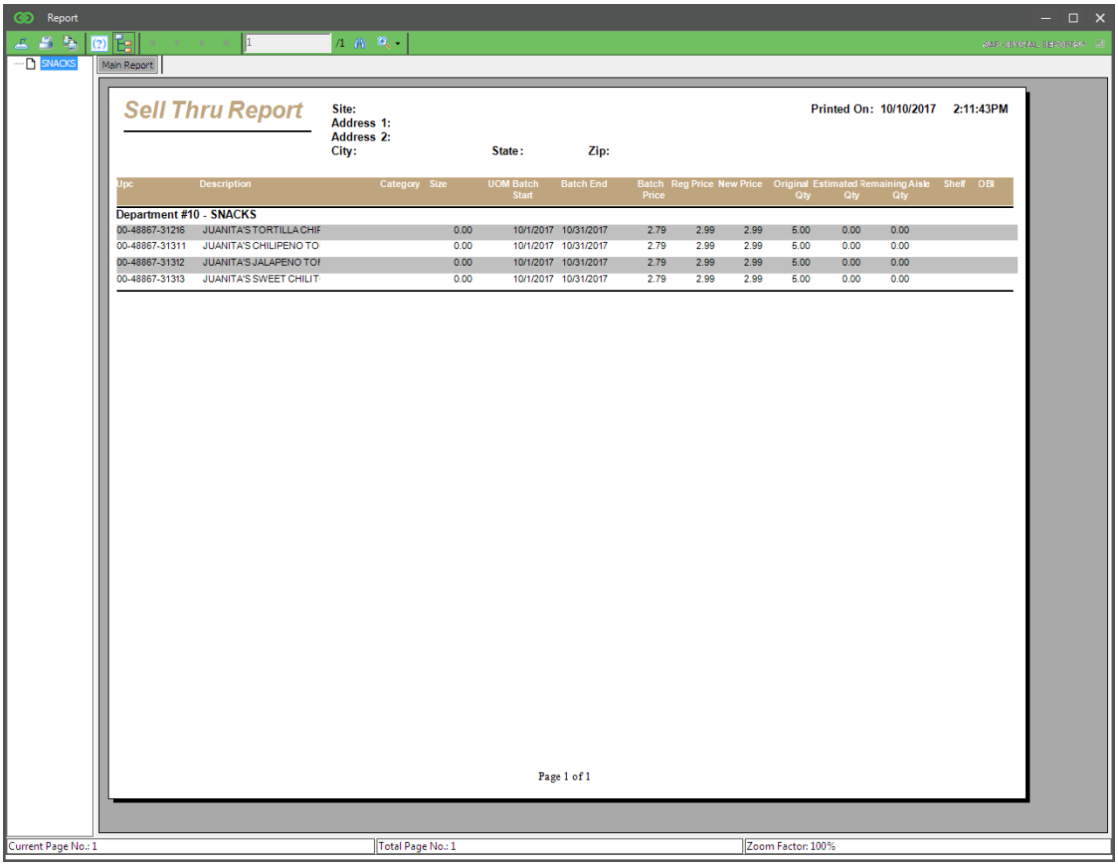


Figure 11-80. Sell Thru Report

11.4 Cashier Reports

The Cashier Reports option allows production of reports on recent cashier activities.

The following Reports are available:

- Cashier Report
- Cashier Tender Report
- Cashier Tender Summary Report
- Over Limit Cashier Report
- Operator Trial Balance
- Cashier Pickup and Loan Report
- Cashier Over/Short Report
- Cashier Over/Short Report by Media
- Cashier Coupons Report
- Cashier Returns/Refunds Report
- Cashier Voids and Error Corrections Report
- Itemized Check Report by Cashier
- Cashier Security Report
- Cashier Sales/Item Report
- Cashier Performance Report
- Cashier Performance Profile
- Cashier Effectiveness Report
- Cashier Training Mode Report
- Active Cashier Report
- Cashier History Sign On Report

11.4.1 Cashier Report

This option allows creation of a report on recent cashier activity, since last cashier lock or Z. If the system is set up to use enhanced cashier/store balancing, the cashier report can be zeroed only during the End of Day process.

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Report**.

11.4.2 Cashier Tender Report

This report allows viewing of the total amount of money expected by each cashier during a specified period. Other criteria shown are number of customers, number of items, number of coupons processed, the tax-exempt total and sales per cashier. For each tender type the following is listed:

- Sales
- Total Loans

- Pickups
- Total
- Declared
- Over / Short
- Percentage Over / Short

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Tender Report**.

11.4.3 Cashier Tender Summary Report

This report allows viewing of the total amount of tender for all cashiers during a specified period. Other criteria shown are total number of customers, number of items, number of coupons processed, the tax-exempt amount and sales. For each tender type the following is listed:

- Sales
- Total Loans
- Pickups
- Total
- Declared
- Over / Short
- Percentage Over /Short

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Tender Summary Report**.

11.4.4 Over Limit Cashier Report

The Over Limit Cashier Report shows which cashiers have more cash (media) in their drawer than the amount specified in the Cash in Drawer Limit parameter. The report shows the actual amount in the cash drawer, indicates whether or not the cashier is signed-on, and the active PoS number.

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Over Limit Cashiers Report**.

11.4.5 Operator Trial Balance Report

Use this option to create a report for a range of cashiers, and for the current period, previous period, or a specified range of dates. Print this report after cashier declarations to see a summary of declared amounts and quantities versus expected amounts and quantities. In addition, the report details cashier over and

short amounts and percentages. All information is displayed by tender type and total.

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Operator Trial Balance Report**.

11.4.6 Cashier Pickup & Loan Report

This option allows viewing or printing of a report listing all pickup and loan transactions from the cash drawer of a specified cashier. When no pickup and loan transactions have been recorded, the report shows the message 'No Transactions for Pickup and Loan'.

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Pickup and Loan Report**.

11.4.7 Cashier Over/Short Report

This option allows viewing of cashier over and short amounts for the following periods:

- Current Day
- Previous Day
- Weekly
- Previous Week
- Monthly
- Previous Month
- Yearly

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Over/Short Report**.

Note:

If the General System Parameter “Cashier / POS Over \ Short Report Type” (located in the Store \ Front Office \ Reports \ Cashier / POS Over \ Short Report folder) is set to “Day”, the report will be generated on a “per day” basis (and the Cashier Over/Short by Media will be disabled). If set to “Shift”, the report will be generated on a “per shift” basis (and the Cashier Over/Short by Media will be enabled.). To utilize the Shift Accountability feature, the “Keep Data After Cashier/POS Locking (do not erase)” parameter (under Store \ Cash Office \ Function Parameters \ Cashier / POS Locking Parameters folder) must be set to “Yes”.

11.4.8 Cashier Over/Short by Media Report

ENCOR can also provide Cashier Over/Short Reports "per shift" (for each media type) for employees who have two or more shifts declared on the same business day. To implement this feature, the General System Parameter "Keep data after cashier/POS locking (do not erase)" located in the Store \ Cash Office \ Function Parameters \ Cashier/POS Locking Parameters folder must be set to "Yes".

Note:

To utilize the Shift Accountability feature Delayed Balancing must be disabled (i.e. The General System Parameter "Allow delayed cashier / POST balancing" located in the Store \ Cash Office \ Cashier Balancing Period Parameters folder must be set to "No").

The amount of historical shift data available to report on is controlled by the General System Parameter "Number of history shift for cashier/POS history tables" (located in the Store \ Front Office \ End of Day \ Archive folder).

Use this report to view declared (and locked) cashier over and short amounts, by media type and by shift, for historical reporting purposes. The report displays the Over/Short Amounts for declared and locked shifts and the Unsettled Amounts for unlocked shifts.

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Over/Short by Media Report**.

Note:

Tenders that have been flagged to "Exclude from media reports" (under the General Parameters Tab in Tender Maintenance) will not be included in the Cashier Over/Short Reports.

Note:

If the General System Parameter "Cashier / POS Over \ Short Report Type" (located in the Store \ Front Office \ Reports \ Cashier / POS Over \ Short Report folder) is set to "Day", the Cashier Over/Short by Media will be disabled.

11.4.9 Cashier Coupons Report

Use this report to view the total value and number of vendor, store and bonus coupons taken during a period by each cashier. Select to view the report by range of dates or by a specific date for the following periods:

- Daily
- Weekly
- Monthly
- Yearly

The Cashier Coupons Report is also available as an online report.

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Coupons Report**.

11.4.10 Cashier Returns/Refunds Report

Use this report to view information on the total number and value of returns/refunds done by cashier for all cashiers. For each cashier the following information is provided:

- Merchandise Returns (Quantity and Amount)
- Percentage of Merchandise Returns to Sales
- Bottle Refunds (Quantity and Amount)
- Percentage of Bottle Refunds to Sales
- Audit Actions (Quantity and Amount)
- Percentage of Audit Actions to Sales
- Number of No Sale Transactions

Note:

Audit Actions are merchandise returns for a specific item – for example, an item recall.

In the report criteria window, choose to view the report by a range of dates or by a specific date for the following periods.

- Daily
- Weekly
- Monthly
- Yearly

The Cashier Returns/Refunds Report is also available as an online report.

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Returns/Refunds Report**.

11.4.11 Cashier Voids and Error Correction Report

Use this report to obtain information regarding cashier voids. The report will show the following:

- Total of all voids done during the period
- Number of voids
- Average amount of void
- Percentage of voids to sales
- Total of line voids (“void item” or “subtract item”) done during the period
- Number of line voids
- Percentage of line voids to sales

- Total of error corrects done during the period
- Number or error corrects
- Percentage of error corrects to sales

The Error Correction calculations are made using all cancel lasts (void lasts) and voided tickets per cashier. These calculations do not include post-voided tickets.

The Cashier Voids and Error Corrections Report may be viewed as an online report or by specific range of dates.

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Voids and Error Correction Report**.

11.4.12 Itemized Check Report by Cashier

This report prints the details of payments received by check, on a check-by-check basis. This information is reported per cashier.

The Itemized Check Report by Cashier Report may be viewed for a specific cashier or all cashiers. It can be displayed as an online report or by specific range of dates.

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Itemized Check Report By Cashier**.

11.4.13 Cashier Security Report

This report enables viewing of the time each cashier signed on, as well as the count and value for refunds, voids and coupons.

The Cashier Security Report may be viewed as an online report or by specific range of dates.

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Security Report**.

11.4.14 Cashier Sales/Items Report

This report enables viewing of item sales information for all cashiers.

This report can be viewed online or by specific range of dates. It also shows the following periods, depending on the selection made in the criteria window:

- Daily
- Weekly
- Monthly

- Yearly

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Sales/Item Report**.

11.4.15 Cashier Performance Report

Use this report to monitor cashier time and performance at the terminal. It also provides information concerning the numbers of items handled per cashier. This report can be viewed online. It shows cashier information for today, for signed-on cashiers as well as cashiers who worked and then signed off.

This report can be viewed for specific range of dates or by the following periods:

- Daily
- Weekly
- Monthly

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Performance Report**.

11.4.16 Cashier Performance Profile

This report allows monitoring of cashier sales as well as the number of times a cashier signs off, the total number of sign-on hours etc. Store statistics such as percentage of orders (express and regular) appear in this report.

In the Criteria section of this report, select to view the report online, by a range of specific dates, or for one of the following periods:

- Daily
- Weekly
- Monthly
- Yearly

To access this report

From the Application Menu Bar, select **Reports > Cashier Reports > Cashier Performance Profile**.

11.4.17 Cashier Effectiveness Report

This report allows viewing of how effective and productive each cashier is in a trading day. The report calculates such information as the number of customers each cashier served, how many items per minute went through at the checkout, percentage of customers who paid by check and many more details.

In the Criteria section of this report, select to view the report online, by a specific range of dates or for one of the following periods:

- Daily
- Weekly
- Monthly
- Yearly

To access this report

From the Application Menu Bar, select Reports > Cashier Reports > Cashier Effectiveness Report.

11.4.18 Training Mode Report

Use this report to monitor cashier time and performance in Training mode at the PoS Terminal.

This report enables a store manager to change a PoS terminal from Cashier mode to training mode. Training mode enables a manager to monitor the effectiveness and performance of a cashier. The report can also be displayed in graph form.

To access this report

1. From the Application Menu Bar, select **Reports > Cashier Reports > Training Mode Report**. The Training Mode Report dialog box is displayed.

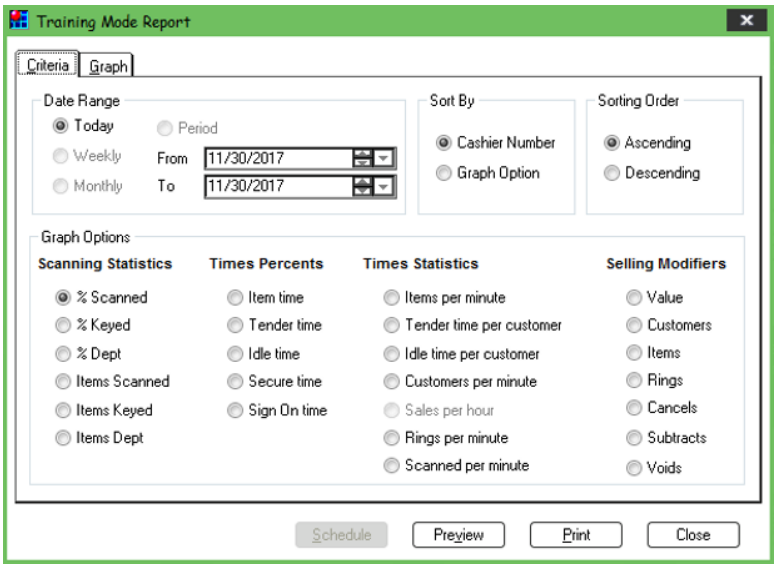
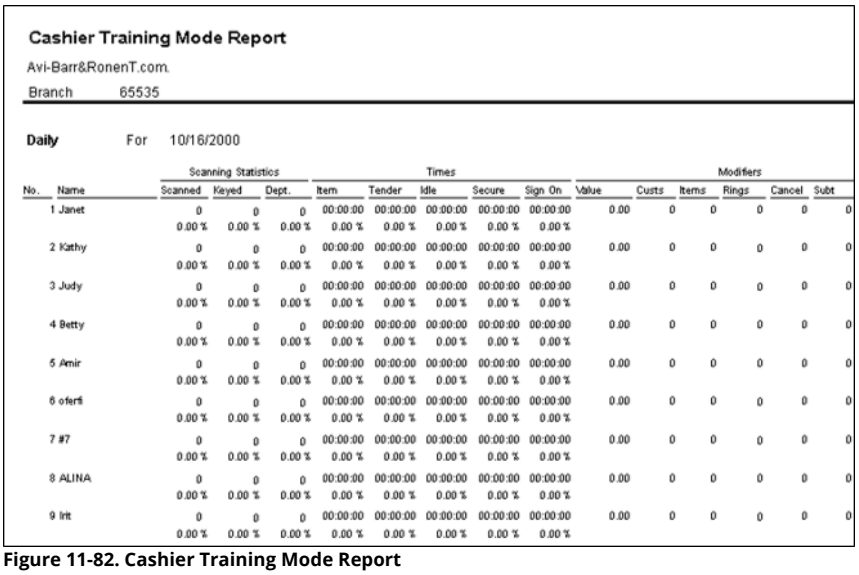


Figure 11-81. Training Mode Report Application

2. In the Criteria tab, select a date range:
   - Today
   - Weekly
   - Monthly
   - Period
3. Select the Sort By option:

- Cashier Number
- Graph Option

4. Select the Sorting Order option:
   - Ascending
   - Descending
5. Select the required Graph Options.
6. Select the **Graph** tab to display the graph.
7. Click either **Preview**. The Training Mode Report is displayed, as shown below:



Cashier Training Mode Report

Avi-Barr&RonenT.com

Branch 65535

Daily For 10/16/2000

		Scanning Statistics			Times					Modifiers					
No.	Name	Scanned	Keyed	Dept.	Item	Tender	Idle	Secure	Sign On	Value	Custs	Items	Rings	Cancel	Subt
1	Janet	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0	0	0	0	0
		0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %						
2	Kathy	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0	0	0	0	0
		0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %						
3	Judy	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0	0	0	0	0
		0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %						
4	Betty	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0	0	0	0	0
		0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %						
5	Amir	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0	0	0	0	0
		0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %						
6	oferli	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0	0	0	0	0
		0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %						
7	#7	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0	0	0	0	0
		0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %						
8	ALINA	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0	0	0	0	0
		0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %						
9	Irit	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0	0	0	0	0
		0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %						

Figure 11-82. Cashier Training Mode Report

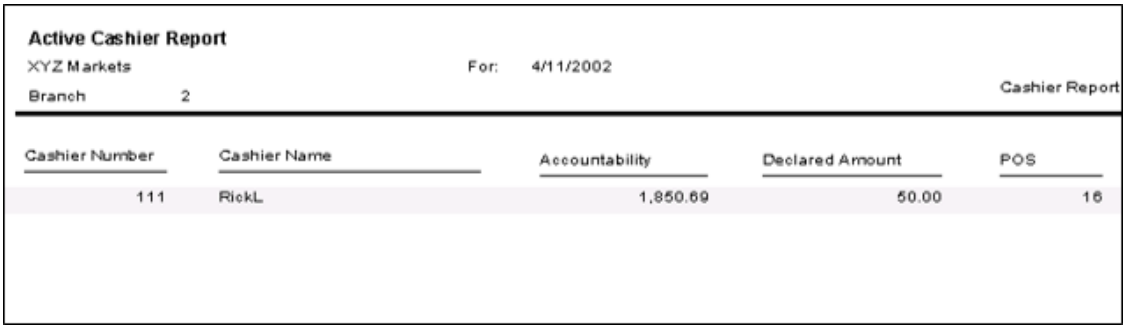
8. Click the **Print** icon to print the report. The report produced displays information on the following areas:
   - **Scanning Statistics**: The percentage of items scanned and keyed per minute during the training period.
   - **Times Percents**: The breakdown of tasks displayed as a percentage of the total training period.
   - **Times Statistics**: Efficiency criteria for sales per minute/hour, used to monitor the processing speed of a cashier.
   - **Selling Modifiers**: The total number of transactions made during the training period, for example, cancellations, voids, and so on.

11.4.19 Active Cashier Report

The Active Cashier Report lists all cashiers who have signed on a PoS terminal during the current day. For each cashier, the cashier number, name, total accountable amount, total declared amount and PoS terminal number is displayed.

To access this report

1. From the Application Menu Bar, select **Reports > Cashier Reports > Active Cashier Report**. The Active Cashier Report is displayed.


Active Cashier Report
XYZ Markets For: 4/11/2002
Branch 2 Cashier Report

Cashier Number	Cashier Name	Accountability	Declared Amount	POS
111	RickL	1,850.69	50.00	16

Figure 11-83. Active Cashier Report

2. Click the **Print** icon to print the report.
   The report produced displays information on the following areas:
   - **Cashier Number**: The unique cashier identity number.
   - **Cashier Name**: The name of the cashier.
   - **Accountability**: The expected accountable of media calculated by the system.
   - **Declared Amount**: The total amount of declared media.
   - **POS**: The PoS terminal number at which the cashier is signed on.

11.4.20 Cashier Sign On History Report

The information in this report includes the beginning and end dates and times that a cashier worked on a PoS terminal during a particular shift. The ticket number, meaning the range of transaction numbers that were performed during the shift, is also reviewed in this report.

To access this report

1. From the Application Menu Bar, choose **Reports > Cashier Reports > Cashier Sign On History Report**. The Cashier History Sign On Report dialog box is displayed.

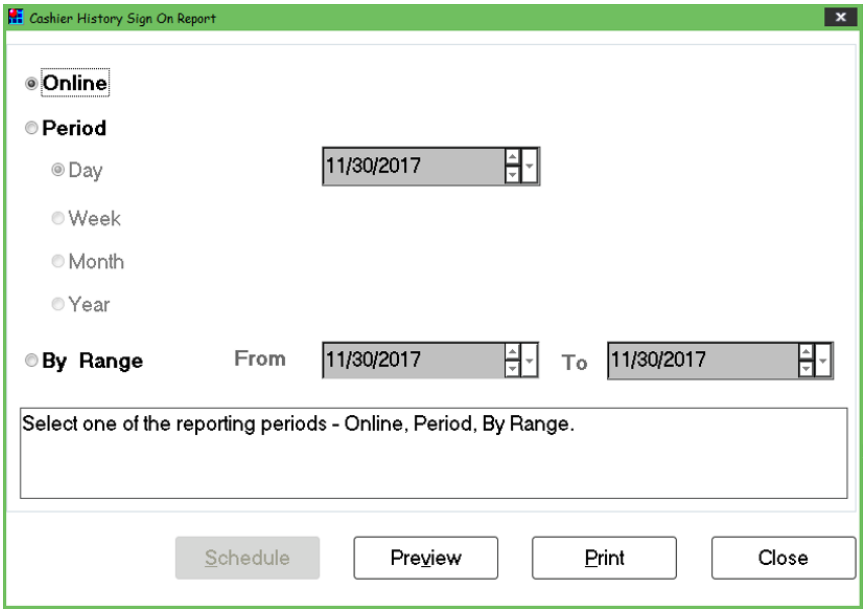


Figure 11-84. Cashier History Sign On Report Application

2. Select one of the following reporting periods:
   - Online
   - Specific Date
   - By Range
3. Click **Preview**. The Cashier History Sign On report is displayed, as shown below:

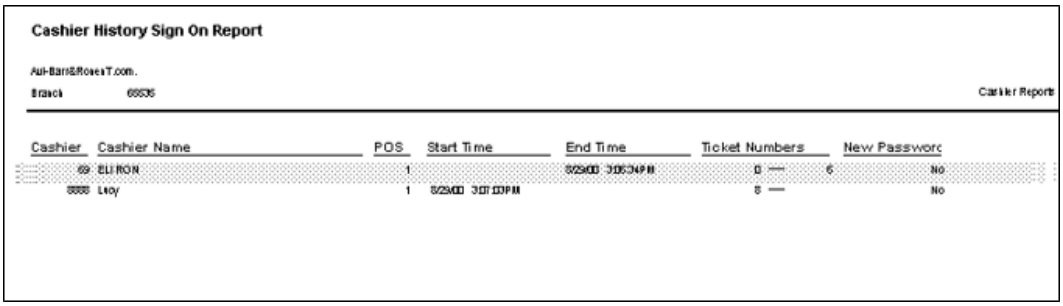


Figure 11-85. Cashier History Sign On Report

4. Click the **Print** icon to print the report.
   The report produced displays information on the following areas:

   - **Cashier**: The unique cashier identity number.
   - **Cashier Name**: The name of the cashier.
   - **POS**: The PoS terminal number at which the cashier signed on.
   - **Start Time**: The start time of the cashier's shift.
   - **End Time**: The end time of the cashier's shift.
   - **Ticket Numbers**: The range of transaction numbers that were performed during the shift.
   - **New Password**:
     - **Yes**: Indicates that a new password was entered.
     - **No**: Indicates that no new password was entered.

11.5 POS Reports

The POS reports are a group of reports relevant to the PoS Terminal.

Cashier specific information is not displayed on these reports.

The following POS Reports are available:

- POS Report
- Over Limit POS Report
- POS Trial Balance
- POS Pickup and Loan Report
- POS Over/Short Report
- POS Over/Short Report by Media
- POS Performance Profile Report
- POS Effectiveness Report
- Itemized Check Report by POS
- Customer by Location Report
- Location Report
- POS Tender Report
- POS Tender Summary Report
- POS Coupons Report
- POS Returns/Refunds Report
- POS Voids and Error Corrections Report
- POS Security Report

11.5.1 POS Report

This option allows viewing or print a report on recent PoS terminal activity, since the last PoS lock or Z. If the system is set up to use enhanced cashier/store balancing, the PoS report can be zeroed only during the End of Day process.

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Report**.

11.5.2 Over Limit POS Report

This report shows which PoS terminals have more cash (media) in their drawer than the amount specified in the Cash in Drawer Limit parameter. The report shows the actual amount in the cash drawer, indicates whether or not a cashier is signed-on, and the active PoS terminal number.

To access this report

From the Application Menu Bar, select **Reports > POS Reports > Over Limit POS Report**.

11.5.3 POS Trial Balance

Use this option to create a report for a range of PoS terminals, and for the current period, previous period or a specified range of dates. Print this report after terminal declarations to see a summary of declared amounts and quantities versus expected amounts and quantities. In addition the report details terminal over and short amounts and percentages. All information is displayed by tender type and total.

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Trial Balance**.

11.5.4 POS Pickup Report

This option allows viewing or printing of a report listing all pickup and loan transactions from the cash drawer of a specified PoS terminal. When no pickup and loan transactions have been recorded, the report shows the message "No Transactions for Pickup and Loan".

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Pickup Report**.

11.5.5 POS Over/Short Report

This option allows viewing of PoS terminal over and short amounts for the following periods:

- Current Day
- Previous Day
- Weekly
- Previous Week
- Monthly
- Previous Month
- Yearly

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Over/Short Report**.

11.5.6 POS Over/Short by Media Report

ENCOR can also provide POS Over/Short Reports “per shift” (for each media type) for POS terminals who have two or more shifts declared on the same business day. To implement this feature, the General System Parameter “Keep data after

cashier/POS locking (do not erase)" located in the Store \ Cash Office \ Function Parameters \ Cashier/POS Locking Parameters folder must be set to "Yes".

Note:

To utilize the Shift Accountability feature Delayed Balancing must be disabled (i.e. The General System Parameter "Allow delayed cashier / POST balancing" located in the Store \ Cash Office \ Cashier Balancing Period Parameters folder must be set to "No").

The amount of historical shift data available to report on is controlled by the General System Parameter "Number of history shift for cashier/POS history tables" (located in the Store \ Front Office \ End of Day \ Archive folder).

Use this report to view declared (and locked) POS over and short amounts, by media type and by shift, for historical reporting purposes. The report displays the Over/Short Amounts for declared and locked shifts and the Unsettled Amounts for unlocked shifts.

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Over/Short by Media Report**.

Note:

Tenders that have been flagged to "Exclude from media reports" (under the General Parameters Tab in Tender Maintenance) will not be included in the POS Over/Short Reports.

Note:

If the General System Parameter "Cashier / POS Over \ Short Report Type" (located in the Store \ Front Office \ Reports \ Cashier / POS Over \ Short Report folder) is set to "Day", the POS Over/Short by Media will be disabled.

11.5.7 POS Performance Profile

This report allows monitoring of sales per PoS terminal as well as the number of times a cashier signs off, the total number of signed-on hours etc. Store statistics such as percentage of orders (express and regular) appear in this report. The cashier's performance at the terminal is called 'Effectiveness Rating' which is calculated by dividing the store's average number of seconds per order by the cashier's average number of seconds per order.

In the Criteria section of this report, select to view the report online or by specific date for one of the following periods:

- Daily
- Weekly
- Monthly
- Yearly

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Performance Profile Report**.

11.5.8 POS Effectiveness Report

This report allows viewing of how effective and productive a PoS terminal is in a trading day. The report calculates such information as the number of customers served at each PoS terminal, how many items per minute were scanned or entered at the checkout, percentage of customers who paid by check and many more details.

In the Criteria section of this report, select to view the report online or by specific date for one of the following periods:

- Daily
- Weekly
- Monthly
- Yearly

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Effectiveness Report**.

11.5.9 Itemized Check Report by POS

The Itemized Check Report by POS prints the details of payments received by check, on a check-by-check basis. This information is reported per PoS terminal.

To access this report

From the Application Menu Bar, select **Reports > POS Reports > Itemized Check Report By POS**.

This report is only available with PoS Terminal accountability.

11.5.10 Customer by Location Report

Report shows the following details:

- Location
- Merchandise Sales Customer
- Miscellaneous Income Customer
- Paid Out Customer
- Total Customers

To access this report

From the Application Menu Bar, select **Reports > POS Reports > Customer By Location Report**.

11.5.11 Location Report

The Location Report lists by PoS terminal, all cashier sign-on and sign-off activity. The information in this report includes the beginning and end dates and times that a cashier worked on a particular PoS terminal during a particular shift. The ticket number, meaning the range of transaction numbers that were performed during the shift, is also reviewed in this report.

To access this report

1. From the Application Menu Bar, select **Reports > POS Reports > Location Report**. The Location Report dialog box is displayed.

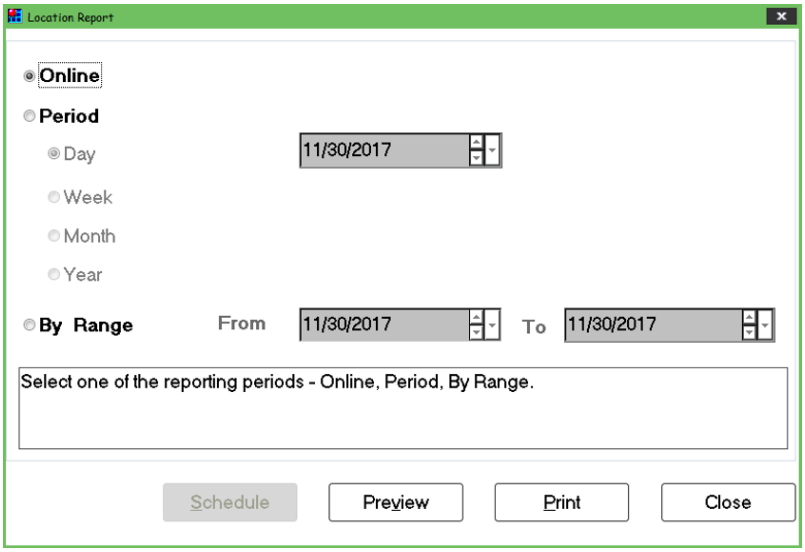


Figure 11-86. Location Report Application

2. Select one of the following reporting periods:
   - Online
   - Specific Date
   - By Range
3. Click **Preview**. The Location Report is displayed, as shown below:

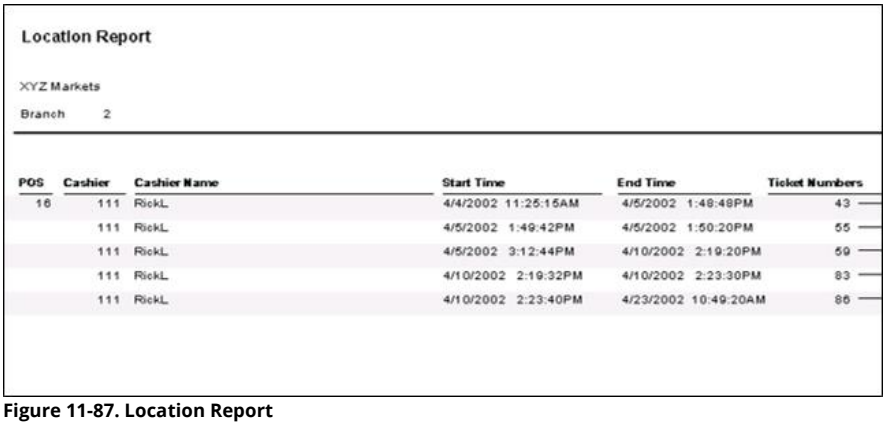


Figure 11-87. Location Report

4. Click the **Print** icon to print the report.

The report produced displays information on the following areas:

- **POS**: The PoS terminal number where the cashier signed on.
- **Cashier**: The unique cashier identity number.
- **Cashier Name**: The name of the cashier.
- **Start Time**: The start time of the cashier's shift.
- **End Time**: The end time of the cashier's shift.
- **Ticket Numbers**: The range of transactions numbers (e.g., sales orders, sign-on, and sign-offs) that were performed during the shift.
- **Sign-Off type**: The type of sign-off the was performed (e.g., sign-off from sales, forced sign-off, etc.)
- **New Password**:
- **Yes**: Indicates that a new password was entered.
- **No**: Indicates that no new password was entered.

11.5.12 POS Tender Report

The POS Tender Report allows viewing of the total amount of money expected by each PoS terminal during a specified period. Other criteria shown are number of customers, number of items, number of coupons processed, tax exempt total and sales per PoS terminal. For each tender type the following is listed:

- Sales
- Total Loans
- Pickups
- Total
- Declared
- Over / Short
- Percentage Over / Short

This report is available with PoS Terminal accountability.

To access this report

From Application Menu Bar, select **Reports > POS Reports > POS Tender Report**.

11.5.13 POS Tender Summary Report

The POS Tender Summary Report allows viewing of the total amount of tender for all PoS terminals during a specified period. Other criteria shown are total number of customers, number of items, number of coupons processed, the tax-exempt amount and sales. For each tender type the following is listed:

- Sales
- Total Loans
- Pickups
- Total
- Declared
- Over / Short

- Percentage Over /Short

This report is available with PoS Terminal accountability.

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Tender Summary Report**.

11.5.14 POS Coupons Report

The POS Coupons Report lists the total value and number of vendor, store and bonus coupons taken during a specified period at each PoS terminal for all terminals. Select to view the report online or by a range of dates. It also shows data for the following periods, depending on the selection make in the criteria window.

- Daily
- Weekly
- Monthly
- Yearly

This report is available with PoS Terminal accountability.

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Coupons Report**.

11.5.15 POS Returns/Refunds Report

The POS Returns/Refunds Report lists information on the total number and value of returns/refunds done at each PoS terminal for all terminals. For each PoS terminal, the following information is provided:

- Merchandise Returns (Quantity and Amount)
- Percentage of Merchandise Returns to Sales
- Bottle Refunds (Quantity and Amount)
- Percentage of Bottle Refunds to Sales
- Audit Actions (Quantity and Amount)
- Percentage of Audit Actions to Sales
- Number of No Sale Transactions

Note:

Audit Actions are merchandise returns for a specific item – for example, an item recall.

In the report criteria window, choose to view the report online, by a range of dates or by a specific date for the following periods.

- Daily
- Weekly
- Monthly

- Yearly

This report is available with PoS Terminal accountability.

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Returns / Refunds Report**.

11.5.16 POS Voids and Error Correction Report

The POS Voids and Error Corrections Report provides information regarding voids and error corrections performed at the POS terminal. The report displays the following:

- Total of all voids done during the period
- Number of voids
- Average amount of void
- Percentage of voids to sales
- Total of line voids (“void item” or “subtract item”) done during the period
- Number of line voids
- Percentage of line voids to sales
- Total of error corrects done during the period
- Number or error corrects
- Percentage of error corrects to sales

The Error Correction calculations are made using all cancel lasts (void lasts) and voided tickets per terminal. These calculations do not include post-voided tickets.

The Cashier Voids and Error Correction Report may be viewed as an online report or by specific range of dates. This report is available with PoS Terminal accountability.

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Voids and Error Corrections Report**.

11.5.17 POS Security Report

The POS Security Report enables viewing of the sign-on time per PoS terminal, as well as the count and value for refunds, voids and coupons.

In the report criteria window, choose to view the report online, by a range of dates or by a specific date for the following periods.

- Daily
- Weekly
- Monthly
- Yearly

This report is available with PoS Terminal accountability.

To access this report

From the Application Menu Bar, select **Reports > POS Reports > POS Security Report**.

11.6 Productivity Reports

The following Reports are available:

- Online Hourly Productivity
- Customer Activity Report
- Branch Performance
- Hourly Productivity by Department Report
- Scanning Reports
- Cashier Scan Report
- Department Scan Report
- POS Scan Report
- Department Scan Report by Terminal'
- Cashier Scan Report by Terminal
- Department Scan Report by Cashier

11.6.1 Online Hourly Productivity

This section allows production of a report containing online, real-time productivity data for each hour of the day and summary totals.

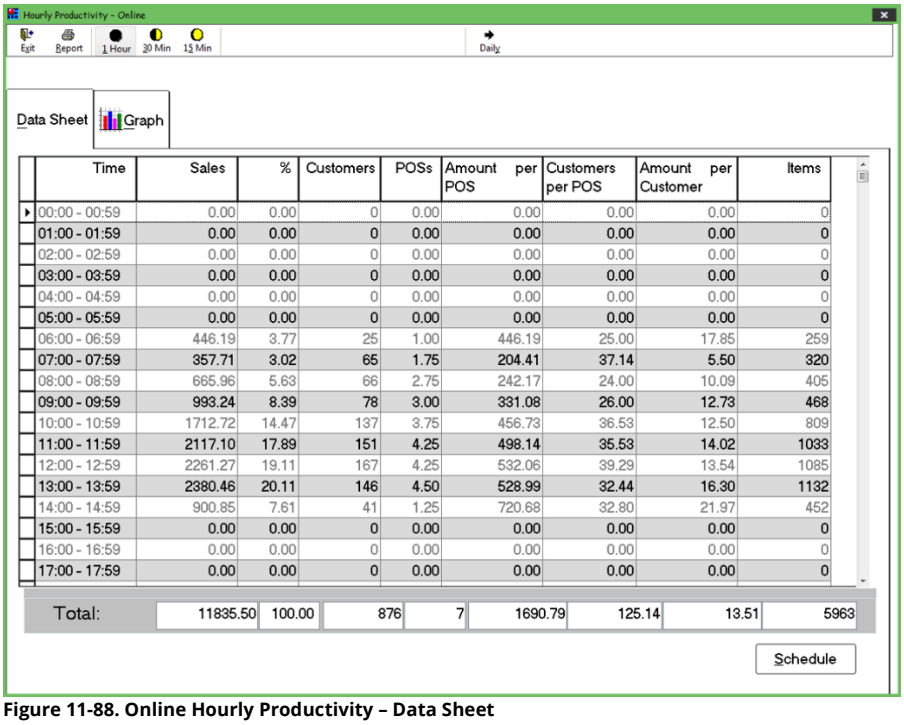
The type of information provided in this report includes:

- Sales statistics (sales/hour, percent sales, and sales per PoS)
- Customers statistics (customers/hour, customers per PoS, and average order size)
- Items sold
- Number of checkouts open at different times
- Peak sales periods

To access this report

From the Application Menu Bar, select **Reports > Productivity Reports > Online Hourly Productivity**.

When the report screen first displays, sales and customer totals for the current day's sales (in 1 hour increments) display on the Data Tab.



Time	Sales	%	Customers	POSs	Amount per POS	Customers per POS	Amount per Customer	Items
00:00 - 00:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
01:00 - 01:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
02:00 - 02:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
03:00 - 03:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
04:00 - 04:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
05:00 - 05:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
06:00 - 06:59	446.19	3.77	25	1.00	446.19	25.00	17.85	259
07:00 - 07:59	357.71	3.02	65	1.75	204.41	37.14	5.50	320
08:00 - 08:59	665.96	5.63	66	2.75	242.17	24.00	10.09	405
09:00 - 09:59	993.24	8.39	78	3.00	331.08	26.00	12.73	468
10:00 - 10:59	1712.72	14.47	137	3.75	456.73	36.53	12.50	809
11:00 - 11:59	2117.10	17.89	151	4.25	498.14	35.53	14.02	1033
12:00 - 12:59	2261.27	19.11	167	4.25	532.06	39.29	13.54	1085
13:00 - 13:59	2380.46	20.11	146	4.50	528.99	32.44	16.30	1132
14:00 - 14:59	900.85	7.61	41	1.25	720.68	32.80	21.97	452
15:00 - 15:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
16:00 - 16:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
17:00 - 17:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
Total:	11835.50	100.00	876	7	1690.79	125.14	13.51	5963

Figure 11-88. Online Hourly Productivity – Data Sheet

Note:

The item intervals report all events at the time the transaction started (rather than when the events occurred in the transaction) so that all times and amounts involved in a transaction are reported within the same Line/Row on the report.

The Hourly Productivity Report screen maintains the following display buttons:

Button	Description
Report	Click this button to generate a printed report based on the current display criteria.
1 Hour	Click this button to refresh the display with 1-hour data increments.
30 Minutes	Click this button to refresh the display with 30-minute data increments.
15 Minutes	Click this button to refresh the display with 15-minute data increments.
Daily	Click this button to filter the data displayed to a specific day or date range (see below).
Schedule	Click this button to add the report to the **ENCOR** Report Scheduler.

Click the **Graph** tab to view the report in terms of either Sales (default) or Customers (by selected the desired radio button).

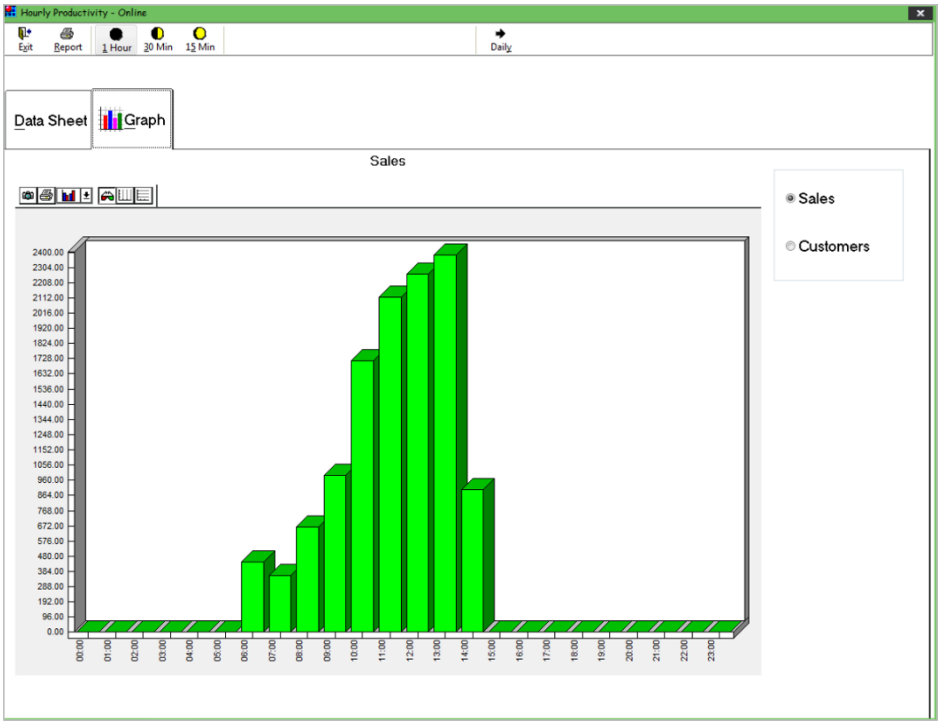


Figure 11-89. Online Hourly Productivity - Graph

11.6.2 Customer Activity Report

The Customer Activity Report provides percentage details on total net sales, total item count and average item count for the periods specified in the criteria dialog.

Details are shown for front end registers and non-front end registers (registers located in all other areas excluding the front end).

To access this report

From the Application Menu Bar, select **Reports > Productivity Reports > Customer Activity Report**.

11.6.3 Branch Performance

The Branch Performance Report shows store performance statistics in 15 minutes, half hour and hourly segments.

The type of information provided in this report included:

- Number of active PoS terminals
- Signon time
- Sales (amount and average order size)
- Performance statistics (items/min., tender time/customer, idle time/ customer, and total secure time)
- Counts (number of customers, items sold, ave. item price, and items/customer)
- Percent time (ring time, tender time, idle time, and secure time)

To access this report

From the Application Menu Bar, select **Reports > Productivity Reports > Branch Performance**.

11.6.4 Hourly Productivity by Department Report

The Hourly Productivity by Department Report displays sales and customer data by department for selected increments of 15, 30, or 60 minutes. For each department/time interval the report displays:

- Sales Dollars
- Items Sold
- Percent of Total Sales
- Customer Count
- Average sales order per customer

This report (which can optionally be included in the End of Day Reports) can be useful for labor scheduling.

When the report screen first displays, sales and customer department totals for the current day's sales (in 1 hour increments) display on the Data Tab. The following buttons appear on the screen:

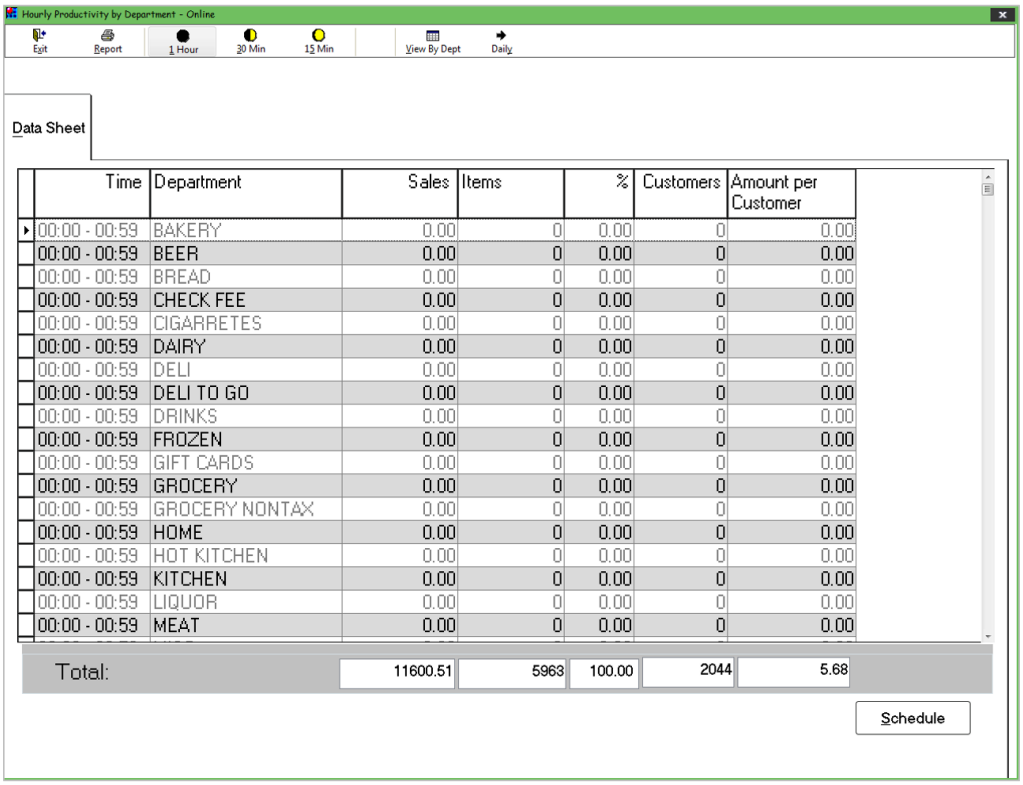


Figure 11-90. Online Hourly Productivity by Department

The Hourly Productivity Report by Department screen maintains the following display buttons:

Button	Description
Report	Click this button to generate a printed report based on the current display criteria.
1 Hour	Click this button to refresh the display with 1-hour data increments.
30 Minutes	Click this button to refresh the display with 30-minute data increments.
15 Minutes	Click this button to refresh the display with 15-minute data increments.
View By Dept	Click this button to filter the data displayed to only the departments selected (see below).
Daily	Click this button to filter the data displayed to a specific day or date range (see below).
Schedule	Click this button to add the report to the **ENCOR** Report Scheduler.

When **View By Dept** is selected, the department filter window is launched. Filter the report to only selected departments by choosing them here.

Figure 11-91. Multi-Selector - Department

When **Daily** is selected, the report is generated for a specific date, date range, or week. This button creates a Criteria Selections tab on the screen. Once the data criteria are processed, the results are listed on the Data Sheet Tab.

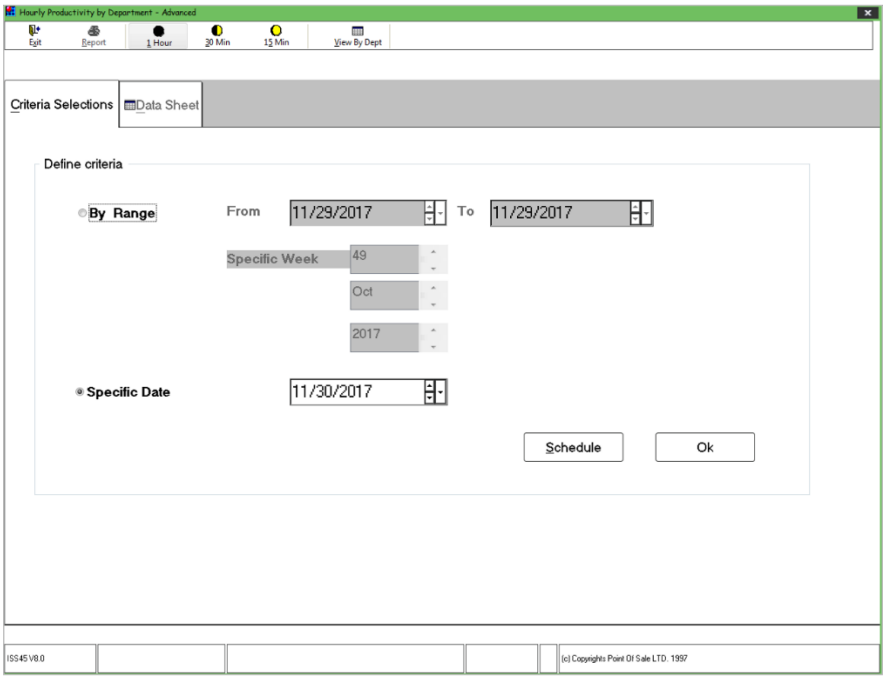


Figure 11-92. Hourly Productivity by Department – Criteria Selection

To access this report

From the Application Menu Bar, select **Reports > Productivity Reports > Hourly Productivity by Department Report**.

11.6.5 Cashier Scan Report

The Cashier Scan Report provides information for cashiers with data, for the week(s) specified when selecting the report.

To access this report

From the Application Menu Bar, select **Reports > Productivity Reports > Cashier Scan Report**.

11.6.6 Department Scan Report

The Department Summary Scan Report provides information for departments with activity, for the week(s) specified when selecting the report.

To access this report

From the Application Menu Bar, select **Reports > Productivity Reports > Department Scan Report**.

11.6.7 POS Scan Report

The PoS Scan Report provides information for those terminals with activity, for the week(s) specified when selecting the report.

To access this report

From the Application Menu Bar, select **Reports > Productivity Reports > POS Scan Report**.

11.6.8 Department Scan Report by Terminal

The Department Scan Report By PoS Terminal provides department information for each PoS terminal with activity, for the week(s) specified when selecting the report.

To access this report

From the Application Menu Bar, select **Reports > Productivity Reports > Department Scan Report By Terminal**.

11.6.9 Cashier Scan Report by Terminal

The Cashier Scan Report By Terminal provides cashier information for each PoS terminal with activity, for the week(s) specified when selecting the report.

To access this report

From the Application Menu Bar, select **Reports > Productivity Reports > Cashier Scan Report By Terminal**.

11.6.10 Department Scan Report by Cashier

The Department Scan Report By Cashier provides department information for each Cashier with activity, for the week(s) specified when selecting the report.

To access this report

From the Application Menu Bar, select **Reports > Productivity Reports > Department Scan Report By Cashier**.

11.7 Movement Reports

11.7.1 Movement Report

The **Movement Report** application is used to configure and generate the Movement Report that displays movement that has been pulled from the point-of-sale using either the **Pull Movement From Base** application (found in Communication > Synchronize from Base) or the DAILY MOVEMENT task (which can be setup to run at a scheduled time using the **Task** application).

To access the **Movement Report** application from the **Application Menu Bar**, select **Reports > Movement Reports > Movement Report**.

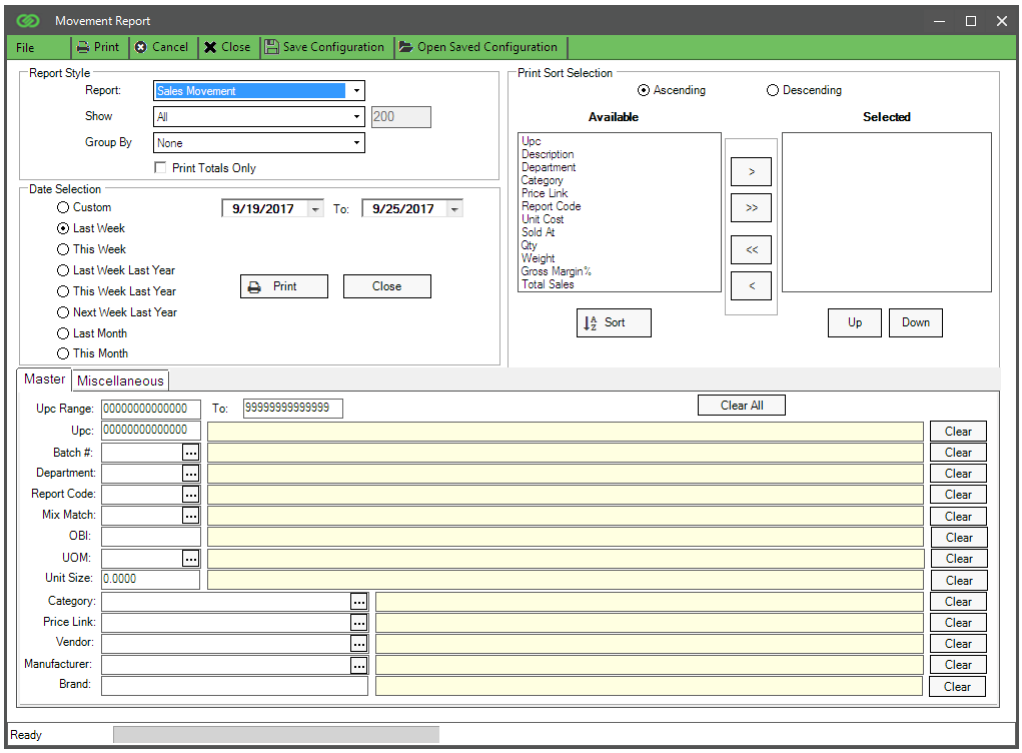


Figure 11-93. Movement Report Application

Note:

For information on importing movement from the point-of-sale, refer to Chapter 6, “Import.”

11.7.1.1 Movement Report Style

The Report Style group box provides controls to set the report type, set filtering options, set item grouping, and set if only the totals will be displayed in the report.

11.7.1.1.1 Report

The movement report type is set by selecting the type from the Report combo box.

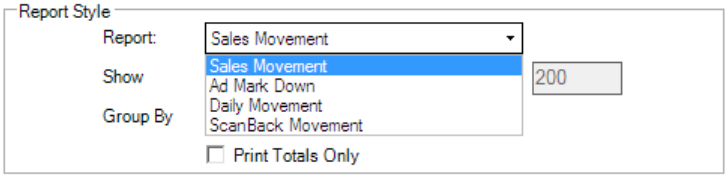


Figure 11-94. Report Drop-Down Menu

The table below, details the report types options in the Report combo box.

Report Option	Description
Sales Movement	Sales vs Cost Report. Fields included in the Sales Movement Report are: UPC, UPC Description, Department, Size, UOM, Unit Cost, Regular Price, Sold At, Qty Sold, Weight Sold, Total Sales, Total Cost, Gross Margin Dollars (GM$), Gross Margin Percent (GM%)
Ad Mark Down	Ad based report - focused on unit and total markdowns. Fields included in the Ad Mark Down Report are: UPC, Description, Size, UOM, Unit Cost, Regular Price, Sold At, Qty Sold, Weight Sold, Total Sales, Unit Markdown, Total Markdown, Gross Margin Dollars (GM$), Gross Margin Percent (GM%)
Daily Movement	Movement and inventory information. Fields included in the Daily Movement Report are: Upc, Description, Department, Size, UOM, Unit Cost, Regular Price, Sold At, Qty Sold, Weight Sold, Total Sales, Ordered, Received
ScanBack Movement	Calculates the Scan Back value for each item as well as a Total Scan Back for all items included in the search criteria. Fields included in the Scan Back Movement Report are: Upc, Description, Dept, UOM, Size, Unit Cost, Regular Price, Sold At, Scan Back, Qty Sold, Weight Sold, Total Sales, Gross Margin Dollars (GM$), Gross Margin Percent (GM%)

11.7.1.1.2 Show

The Show combo box provides options that filter the movement report items by: movement activity, batch type, or limit the number (specified by the user) of items returned.

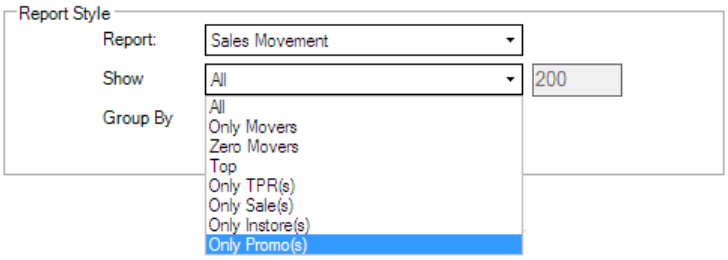


Figure 11-95. Show Drop-Down Menu

The table below details the Show filter options.

Option	Description
All	Display all movements records returned over the selected date range.
Only Movers	Only display items that had movement over the selected date range.
Zero Movers	Only display items that had no movement over the selected date range.
Top	Display only the first N records returned, over the selected date range; where N is a numeric value set in the text box to the right of the **Show** combo box. The text box becomes enabled when Top is selected.
Only TPR(s)	Only display TPR batch movement records over the selected date range.
Only Sale(s)	Only display Sale batch movement records over the selected date range.
Only Instore(s)	Only display Instore Special batch movement records over the selected date range.
Only Promo(s)	Only display Promo Price movement records over the selected date range.

11.7.1.1.3 Group By

The Group By combo box is used to set how the movement records are grouped within the report.

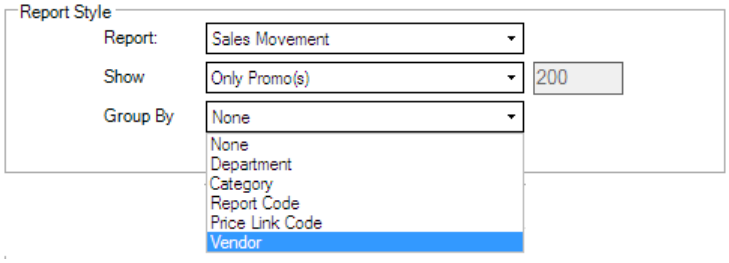


Figure 11-96. Group By Drop-Down Menu

The image below shows the Movement Report grouped by Department.

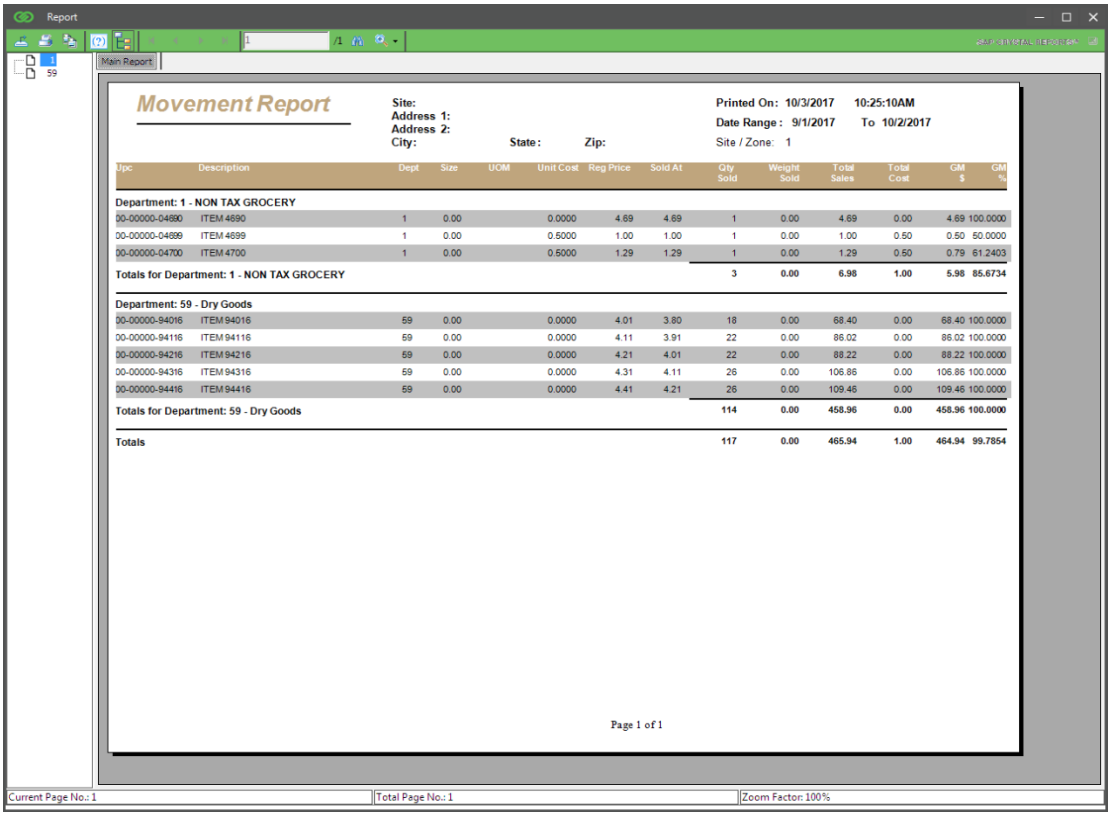


Figure 11-97. Group By Department Movement Report

11.7.1.1.4 Print Totals Only

If the Print Totals Only checkbox is not checked (the default) the movement items and totals are displayed in the report (shown in the image above - Movement Report grouped by Department with the Print Totals Only checkbox unchecked).

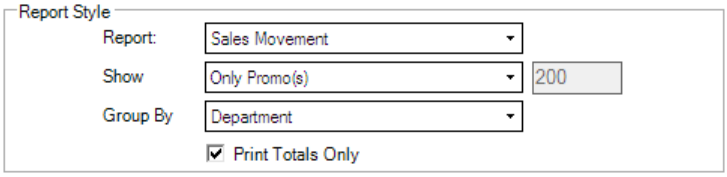


Figure 11-98. Print Totals Only Checkbox

If the Print Totals Only checkbox is checked, then only the totals are displayed in the report.

The image below shows the Movement Report grouped by Department, when the Print Totals Only checkbox had been checked.

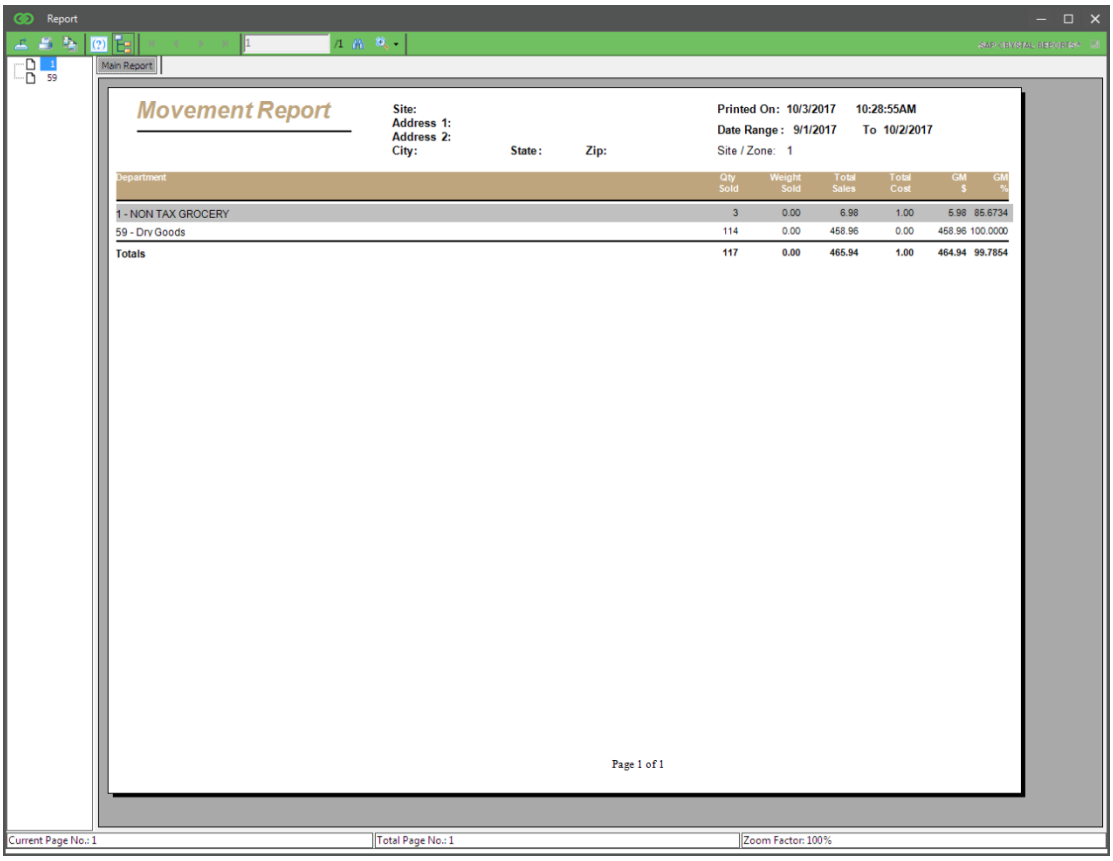


Figure 11-99. Print Totals Only Checkbox Selected

11.7.1.2 Date Selection

The Date Selection group box provides controls to set the date range for the movement report. The user can either create a custom date range or select a fixed date range relative to today's date.

Figure 11-100. Date Selection

To create a custom date, select the Custom radio button and use the date controls to set the begin and end dates of the custom date range.

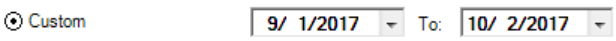


Figure 11-101. Date Selection - Custom Radio Button

To select a fixed date range - relative to the current date - select one of the following radio buttons: Last Week, This Week, Last Week Last Year, This Week Last Year, Next Week Last Year, Last Month, or This Month.

11.7.1.3 Print Sort Selection

The print sort selection allows the data to be sorted by specific criteria, such as Weight, Gross Margin%, or Department. The sort options appear in the left column, Available. To select all of the available criteria, click the double arrows pointing to the right (**>>**).

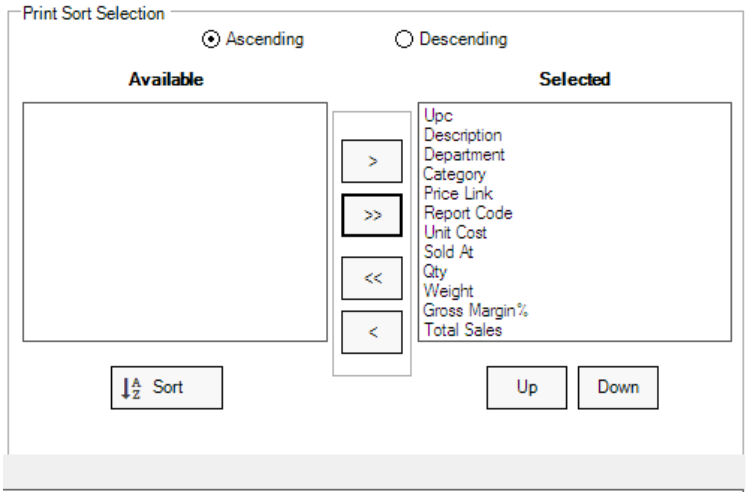


Figure 11-102. Print Sort Selection

To deselect or move all selected items to available or left column, click the double arrows to the left (**<<**).

To select a single criteria, click an item to highlight. Click single arrow button to the right (**>**)**.**

To select more than one criteria

1. Click an item to highlight.
2. Hold the **CTRL** key.
3. Click the next item(s) to be selected.
4. Click single arrow to the right (**>**).

Once the attributes are on the right side or in the Selected column, the attributes can be moved up and down within the list, to prioritize the sort order. To move sort selections, highlight the sort attribute. Click on the **Up** or **Down** button until item is in the desired location.

To deselect sort choices, click the attribute to highlight. Hold the **CTRL** key and continue to highlight if more than one item is being selected. Click on the single arrow button pointing to the left (**<**). This action moves Selected criteria back to Available.

11.7.1.4 Selection

The Selection section has two Tabs. The Master Tab allows the report to be tailored by Department, Batch, Report Code, Mix Match, and so forth. The Miscellaneous Tab allows the report to be tailored by MiscItem 1 – 9 as defined in **Site Setup**.

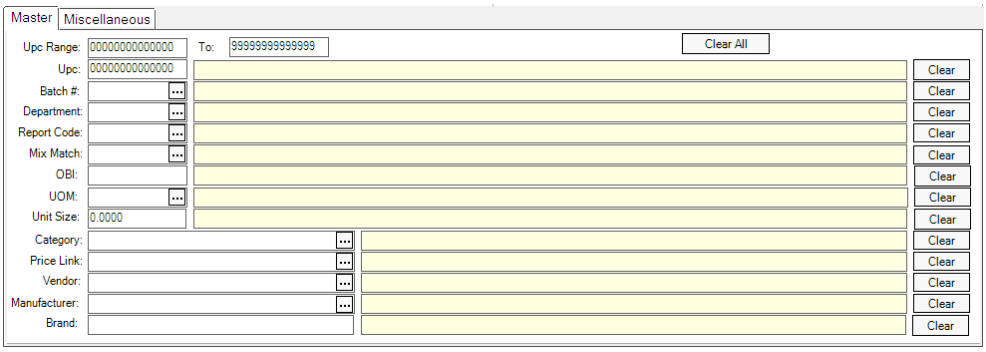


Figure 11-103. Selection - Master Tab

This section permits information to be typed in or to be chosen from a list. This feature is especially useful for searching multiple values in a single field, like movement within particular departments or movement on mix match or price link codes. Type values directly into attribute fields. Separate multiple values by commas when more than one selection is made in a single criteria.

To browse for selection attributes

1. Click on the ellipsis button behind an entry field.

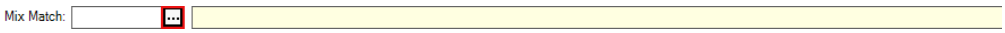


Figure 11-104. Ellipsis Button

2. On the Multiple Search pop-up box, select value(s) by selecting (checking) the checkbox next to desired item.

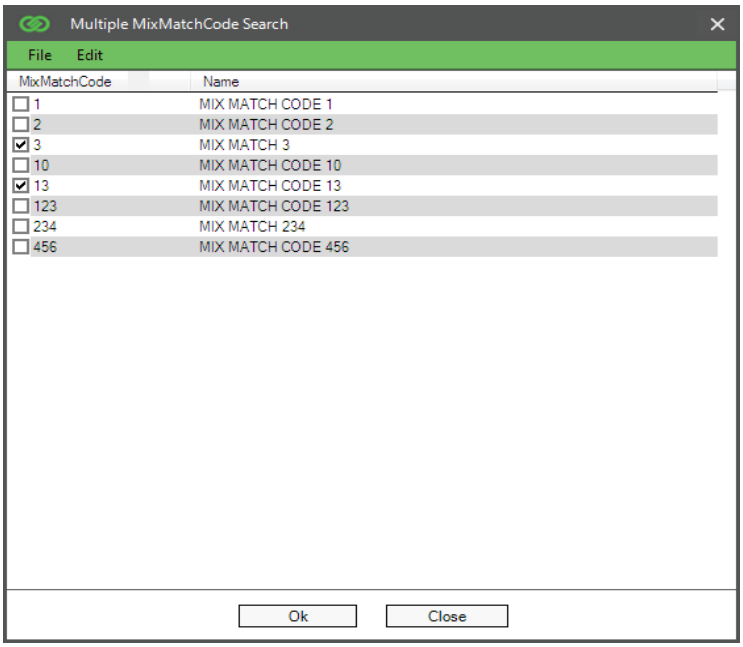


Figure 11-105. Multiple Search Pop-up

3. Click **Ok**.
4. Pop-up closes and focus returns to the Movement Report screen. Repeat steps 1 through 3 if more criteria are desired for reporting.

5. Click **Print** to generate the Movement Report.

At the end of each row there is a Clear button.

Figure 11-106. Clear Button

Clicking this button clears information in that row.

The Master Tab's Clear All button clears every field on the **Master** and **Miscellaneous** tabs.

Figure 11-107. Clear All Button

11.7.1.5 Save Configurations

Once the **Movement Report's** fields have been set, the application provides the functionality to save these settings to a report configuration which, when re-opened, will reset the controls to the values saved in the report configuration. If the Movement Report is being generated on a regular basis using the same field values each time, using a report configuration will save time and prevent key stroke errors.

To create a report configuration

1. Click **Save Configuration** at the top of the screen. The Movement Report screen appears.

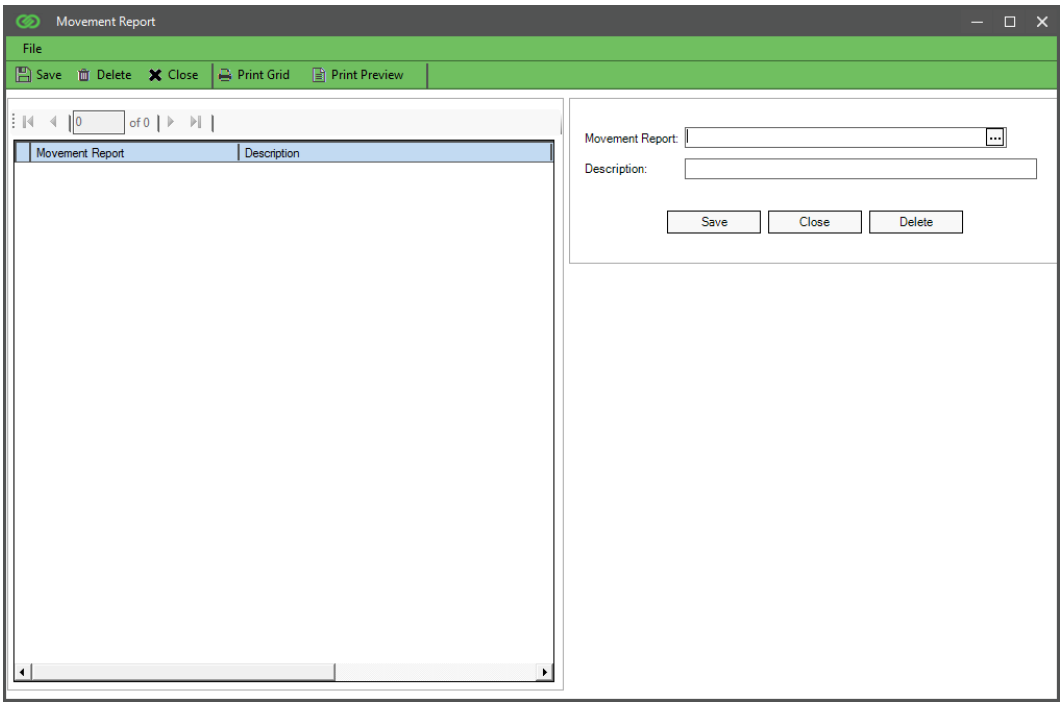


Figure 11-108. Movement Report Screen

2. Type a name in the **Movement Report** field and press **ENTER**. A New Movement Report message is displayed.

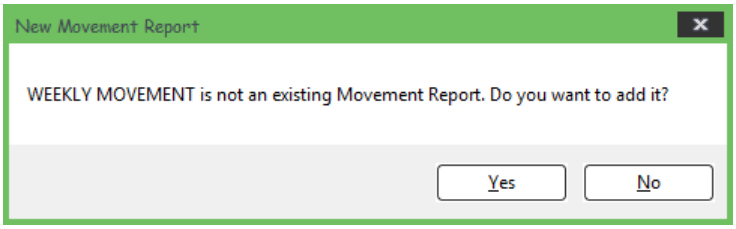


Figure 11-109. New Movement Report Message

3. Click **Yes**.
4. Type a description, if desired.

Note:
Reports require a name to save properly, but Description is not required.

5. Click **Save.** The Save Configuration screen closes, and **ENCOR** returns to the Movement Report screen whose window title now contains the name of the report configuration.

11.7.1.6 Delete Configuration

To delete a saved configuration

1. Click **Save Configuration**. The Movement Report screen is displayed.

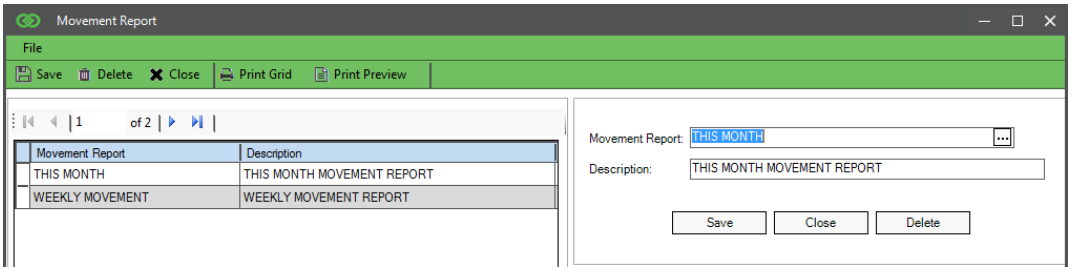


Figure 11-110. Movement Report Screen

2. Click the report configuration (from the grid) that is to be deleted. In the image below, the WEEKLY MOVEMENT report configuration has been selected.

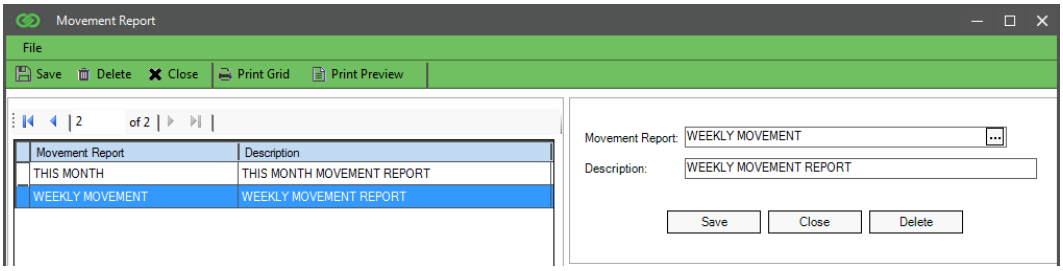


Figure 11-111. Report Configuration Selected

3. Click **Delete**. The report configuration is deleted from the grid.

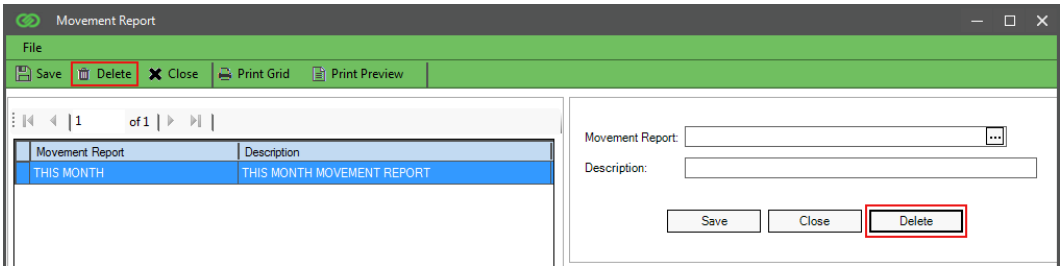


Figure 11-112. Delete Button

11.7.1.7 Print Configuration Grid

To print the list of saved configurations

1. Click **Save Configuration**. The Movement Report screen is displayed.
2. Click **Print Grid**. The grid's list of saved configurations is sent to the host machine's default printer.

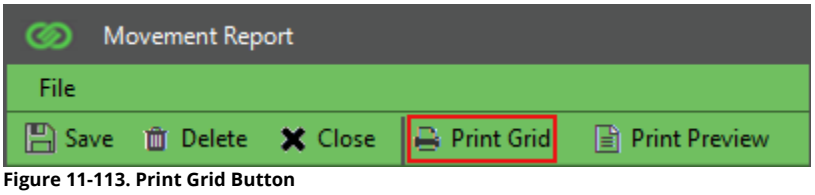


Figure 11-113. Print Grid Button

11.7.1.8 Print Preview

To view the list of saved configurations before printing

1. Click **Save Configuration**. The Movement Report screen is displayed.
2. Click **Print Preview**. The grid's list of saved configurations is displayed in the Print Preview screen.

Figure 11-114. Print Preview Button

11.7.1.9 Open Saved Configurations

To open a saved configuration, click **Open Saved Configuration**. The Movement Report Configuration screen opens and provides different options: Search by Report ID and Show Reports For User. To find a configuration by name, type in the report ID. To choose configuration from a list of reports created by a specific user, select user name from drop-down. A list of previously saved reports is shown. Highlight the report name. Click **Open.**

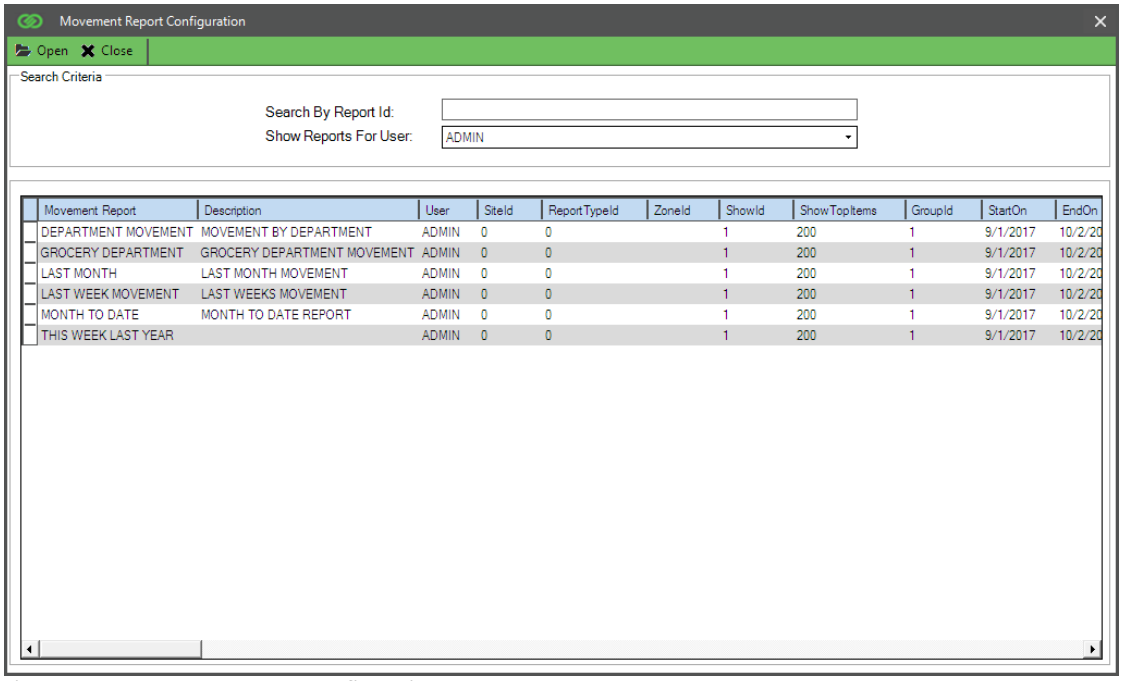


Figure 11-115. Movement Report Configuration Screen

The Movement Report main screen opens with the name of the report in parentheses. To close the report, click **Close** at the top of the screen.

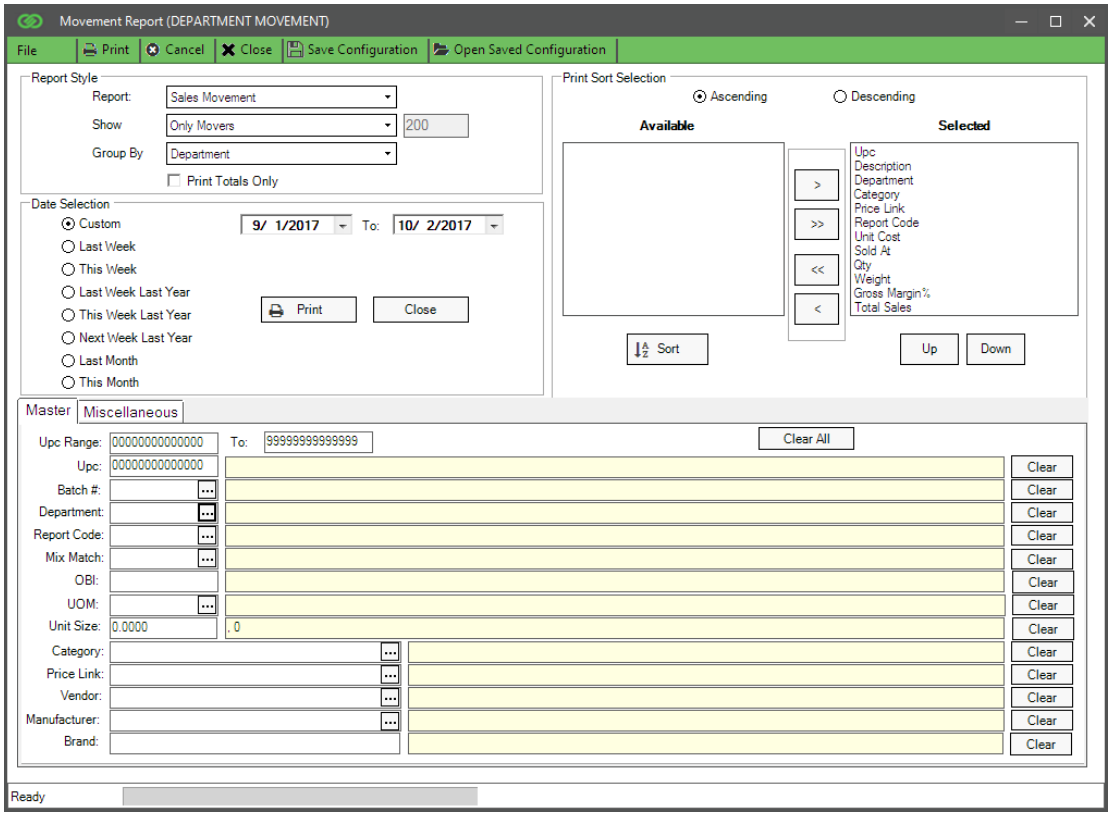


Figure 11-116. Opened Report Configuration

Note:
The Open Saved Configuration screen is closed without selecting a report by clicking **Close** at the top of the screen.

11.7.1.10 Generating the Movement Report

To generate the movement report from the application, click **Print**. Clicking **Print** retrieves the report's item data based on the application's field settings. A progress bar appears at the bottom of the screen. Report generation can be canceled by clicking on the **Cancel** button at the top of the screen.

Once processing is complete, the report appears in a **Report** screen. The report's data appears in a tabular format that is filtered and organized based on the chosen criteria. At the top of the Report screen there are options to export the data, print, toggle, page through, search, and zoom.

11.7.1.10.1 Export

To export the data

1. Click the **Export** icon.
2. Name the file in the Windows pop-up screen.
3. Choose a location for the report.
4. Click **Save.**

11.7.1.10.2 Print

To print the report

1. Click **Print**.
2. Select a printer (choose preferences, if necessary).
3. Click **Print.**

11.7.1.10.3 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. Select a group by clicking on it. The user is directed to the specific information chosen.

11.7.1.10.4 Page Selection

Navigate through the report by using the page navigation toolbar.

Figure 11-117. Page Navigation Toolbar

Move to first page by clicking .

Move to the previous page by clicking .

Move to the next page by clicking .

Move to the last page by clicking .

Entering a page number in the navigation's page text box and hitting enter will jump to that page in the report.

11.7.1.10.5Report Search

To search for specific information within the report

1. Click the **Search** icon. The Find Text dialog is displayed.
2. Type the search string in the Find what field.
3. Click **Find Next**. If the search string exists in the report, the report will jump to the search string in the report.
4. Click **Cancel** to end search. The Find Text dialog is closed.

11.7.1.10.6 Zoom

To zoom in

1. Click the **Zoom** icon. The icon's drop-down is displayed.

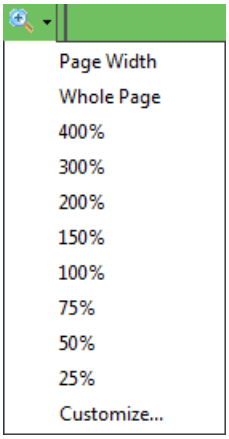


Figure 11-118. Zoom Drop-Down

2. Select a zoom percentage from the drop-down. The report will zoom in or out based on the percentage selected from the drop-down.

11.7.1.10.7Close

To close the report, click the in the upper right corner.

Note:
Closing the report is necessary to return to the **Movement Report** application.

11.8 Inventory Reports

11.8.1 Inventory Report

The **Inventory Report** application is used to configure and generate the Inventory Report. The Inventory Report provides the number of available inventory items based on the **Inventory Report** application user settings. The **Inventory Report** application's Report type can be set to Current Balance, which shows the inventory level of items relative to any saved minimums, maximums, or reorder levels set on Immediate Maintenance. For example, select to view only items Below Level, Above Level, Below Reorder Point, or Top items. Selecting Top allows the option to select the number of top items on hand to view, such as the top 30 items, with the default number of items being 200. The application can be used to configure the inventory report to group items by department, category, or vendor.

For more information on performing inventory counts, refer to Chapter 9, "Inventory."

To access the **Inventory Report** application from the **Application Menu Bar**, select **Reports > Inventory Reports > Inventory Report**.

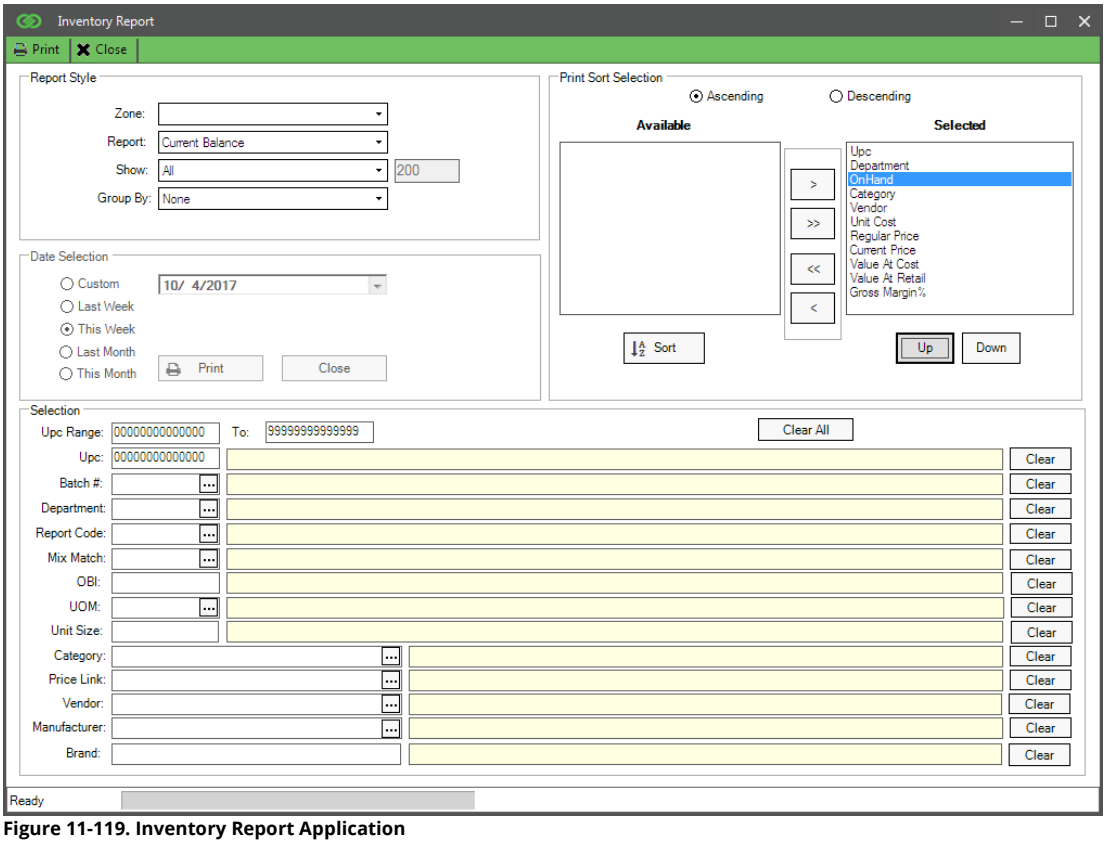


Figure 11-119. Inventory Report Application

11.8.1.1 Configuring the Inventory Report

The following section's detail the screen fields used to configure the Inventory Report.

11.8.1.1.1 Print Sort Selection

The Print Sort Selection allows the data to be sorted by specific criteria, such as On Hand, Gross Margin%, Value at Retail, or Department. The sort options appear in the left column, Available. To select all of the available criteria, click the double arrows pointing to the right (**>>**).

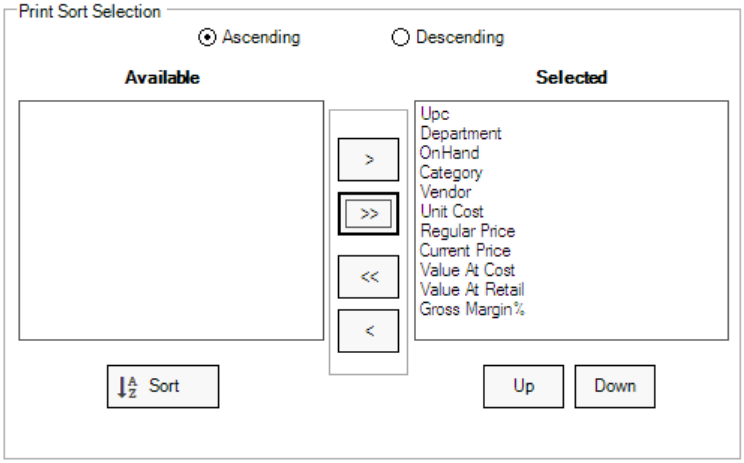


Figure 11-120. Print Sort Selection

To deselect or move all selected items to available or left column, click the double arrows to the left (**<<**).

To select a single criteria, click an item to highlight. Click the single arrow button to the right (**>**)**.**

To select more than one criteria

1. Click an item to highlight.
2. Hold the **CTRL** key.
3. Click the next item(s) to be selected.
4. Click single arrow to the right (**>**).

Once the items are on the right side or in the Selected column, the attributes are moved up and down within the list, to prioritize. To move sort selections, highlight the sort attribute. Click on the **Up** or **Down** button until item is in the desired location.

To deselect sort selections, click the item to highlight. Hold the **CTRL** key and continue to highlight if more than one item is being selected. Click on the single arrow button pointing to the left (**<**). This action moves Selected criteria back to Available.

11.8.1.1.2 Selection

The Selection section allows the report to be tailored by Department, Batch, Report Code, Mix Match, and so forth.

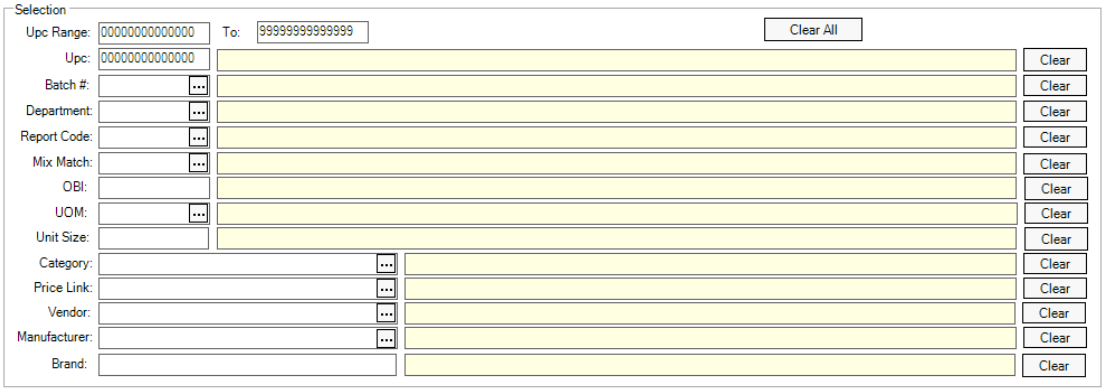


Figure 11-121. Selection

This section permits information to be typed in or to be chosen from a list. This feature is useful for searching multiple values in a single field, like inventory within particular departments or inventory on mix match or price link codes. Type values directly into attribute fields. Separate multiple values by commas when more than one selection is made in a single criteria.

To browse for selection attributes

1. Clicking on the ellipsis button behind an entry field.

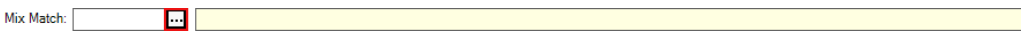


Figure 11-122. Ellipsis Button

2. On the Multiple Search pop-up box, select value(s) by selecting (checking) the checkbox next to the desired item.

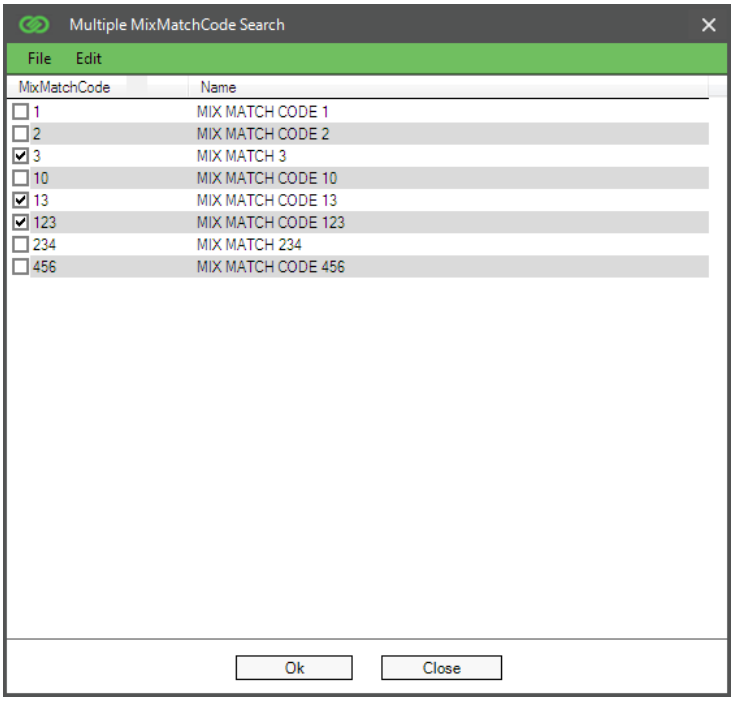


Figure 11-123. Multiple Search Pop-Up

3. Click **Ok**.
4. Pop-up closes and focus returns to the Inventory Report screen. Repeat steps 1 through 3 if more criteria are desired for reporting.
5. Click **Print** to generate the Inventory Report.

At the end of each row in the Selection section there is a Clear button. Clicking this button clears information in that row.

Figure 11-124. Clear Button

The Clear All button at the top of the section clears every field.

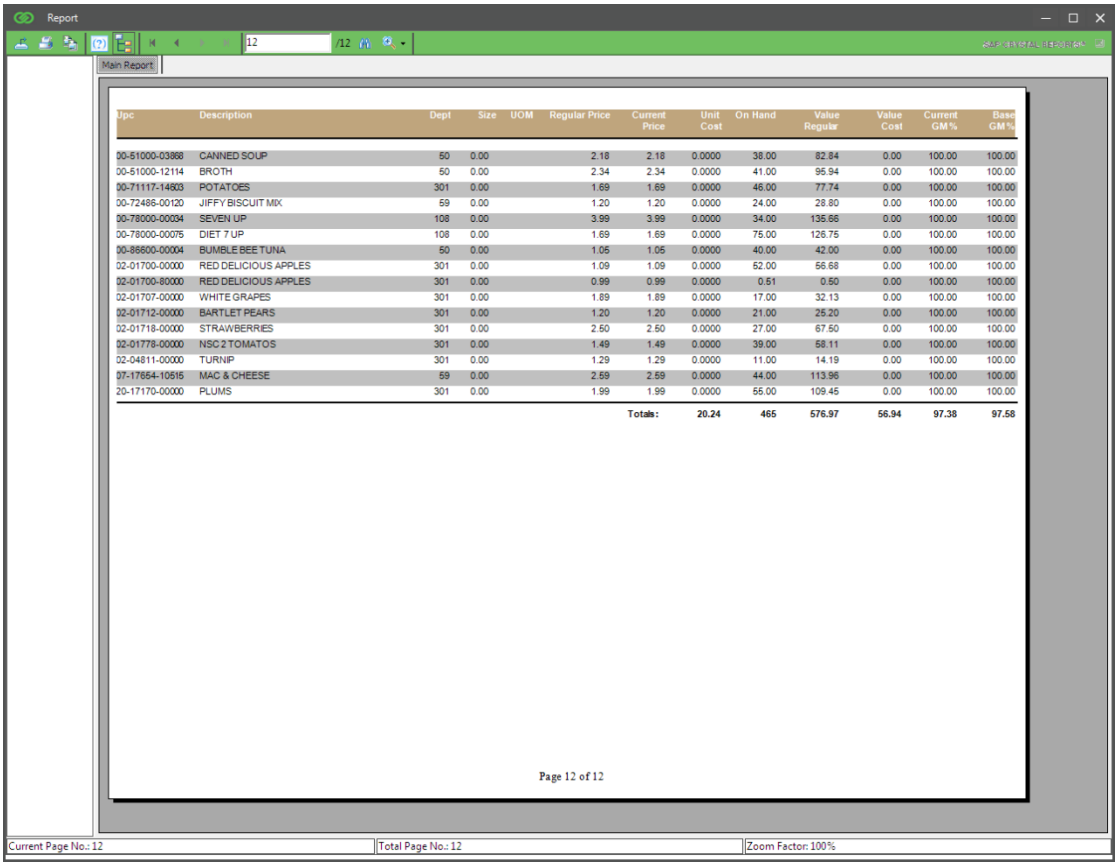
Figure 11-125. Clear All Button

11.8.1.1.3 Close

The screen is closed by clicking **Close** at the top of the screen or by clicking the red **X** box in the upper right corner.

11.8.1.2 Generating the Inventory Report

To generate the Inventory Report from the application, click **Print**. Clicking **Print** retrieves the report's item data based on the application's field settings. A Progress bar appears at the bottom of the screen. Report generation can be canceled by clicking the **Cancel** button at the top of the screen.



Upc	Description	Dept	Size	UOM	Regular Price	Current Price	Unit Cost	On Hand	Value Regular	Value Cost	Current GM%	Base GM%
00-51000-03868	CANNED SOUP	50	0.00		2.18	2.18	0.0000	38.00	82.84	0.00	100.00	100.00
00-51000-12114	BROTH	50	0.00		2.34	2.34	0.0000	41.00	95.94	0.00	100.00	100.00
00-71117-14803	POTATOES	301	0.00		1.69	1.69	0.0000	46.00	77.74	0.00	100.00	100.00
00-72486-00120	JIFFY BISCUIT MIX	59	0.00		1.20	1.20	0.0000	24.00	28.80	0.00	100.00	100.00
00-78000-00034	SEVEN UP	108	0.00		3.99	3.99	0.0000	34.00	135.66	0.00	100.00	100.00
00-78000-00075	DIET 7 UP	108	0.00		1.69	1.69	0.0000	75.00	126.75	0.00	100.00	100.00
00-88600-00004	BUMBLE BEE TUNA	50	0.00		1.05	1.05	0.0000	40.00	42.00	0.00	100.00	100.00
02-01700-00000	RED DELICIOUS APPLES	301	0.00		1.09	1.09	0.0000	52.00	56.68	0.00	100.00	100.00
02-01700-80000	RED DELICIOUS APPLES	301	0.00		0.99	0.99	0.0000	0.51	0.50	0.00	100.00	100.00
02-01707-00000	WHITE GRAPES	301	0.00		1.89	1.89	0.0000	17.00	32.13	0.00	100.00	100.00
02-01712-00000	BARTLET PEARS	301	0.00		1.20	1.20	0.0000	21.00	25.20	0.00	100.00	100.00
02-01718-00000	STRAWBERRIES	301	0.00		2.50	2.50	0.0000	27.00	67.50	0.00	100.00	100.00
02-01778-00000	NSC 2 TOMATOS	301	0.00		1.49	1.49	0.0000	39.00	58.11	0.00	100.00	100.00
02-04811-00000	TURNIP	301	0.00		1.29	1.29	0.0000	11.00	14.19	0.00	100.00	100.00
07-17654-10515	MAC & CHEESE	59	0.00		2.59	2.59	0.0000	44.00	113.96	0.00	100.00	100.00
20-17170-00000	PLUMS	301	0.00		1.99	1.99	0.0000	55.00	109.45	0.00	100.00	100.00
						Totals:		20.24	465	576.97	56.94	97.38	97.58

Figure 11-126. Inventory Report

Once processing is complete, the report appears in a Report screen. The report's data appears in a tabular format that is filtered and organized based on the application user settings. At the top of the **Report** screen there are options to export the data, print, toggle, page through, search, and zoom.

11.8.1.2.1 Export

To export the data

1. Click the **Export** icon.
2. Name the file in the Windows pop-up screen.
3. Choose a location for the report.
4. Click **Save.**

11.8.1.2.2 Print

To print the report

1. Click **Print**.
2. Select a printer (choose preferences, if necessary).
3. Click **Print.**

11.8.1.2.3 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. Select a group by clicking on it. The user is directed to the specific information chosen.

11.8.1.2.4 Page Selection

Navigate through the report by using the page navigation toolbar.

Figure 11-127. Page Navigation Toolbar

Move to first page by clicking .

Move to the previous page by clicking .

Move to the next page by clicking .

Move to the last page by clicking .

Entering a page number in the navigation's page text box and hitting enter will jump to that page in the report.

11.8.1.2.5 Report Search

To search for specific information within the report

1. Click the **Search** icon. The Find Text dialog is displayed.
2. Type the search string in the Find what field.
3. Click **Find Next**. If the search string exists in the report, the report will jump to the search string in the report.
4. Click **Cancel** to end search. The Find Text dialog is closed.

11.8.1.2.6 Zoom

To zoom in

1. Click the **Zoom** icon. The icon's drop-down is displayed.

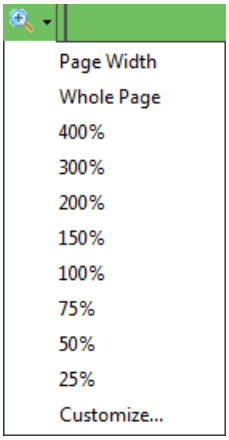


Figure 11-128. Zoom Drop-Down

2. Select a zoom percentage from the drop-down. The report will zoom in or out based on the percentage selected from the drop-down.

11.8.1.2.7 Close

To close the report, click the in the upper right corner.

Note:
Closing the report is necessary to return to the **Inventory Report** application.

11.8.2 Data Collect Report

The **Data Collect Report** application is used to configure and generate the Data Collect Report. The Data Collect Report displays item data collected using the Handheld device. Once the handheld item data has been stored to the **ENCOR** database, the Data Collection Report can be generated to view the collected data.

For more information on performing Data Collection, refer to Chapter 12, “Handheld.”

To access the **Data Collect Report** application from the Application Menu Bar, select **Reports > Inventory Reports > Data Collect Report.**

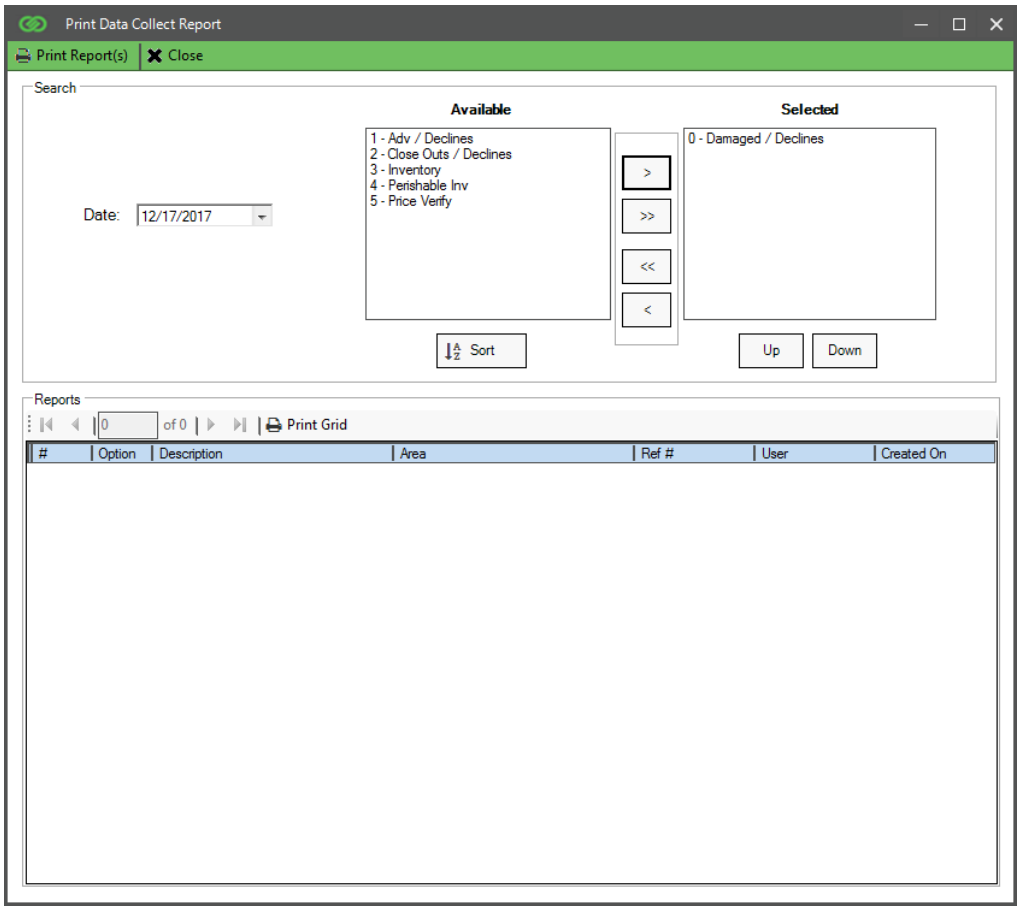


Figure 11-129. Data Collect Report Application

11.8.2.1 Configuring and Generating the Data Collect Report

From the Data Collect Report screen, move the desired report from the Available column to the Selected column. For example, to view/print the data that was collected for Damaged/Declines:

1. Highlight by clicking on **0 – Damaged/Declines** from the Available column and click the single arrow button to move it to the Selected column.
2. Select the Date the data was created on the handheld. The data collected will show on the grid of the 'Reports' section of the screen.
3. Highlight the report.

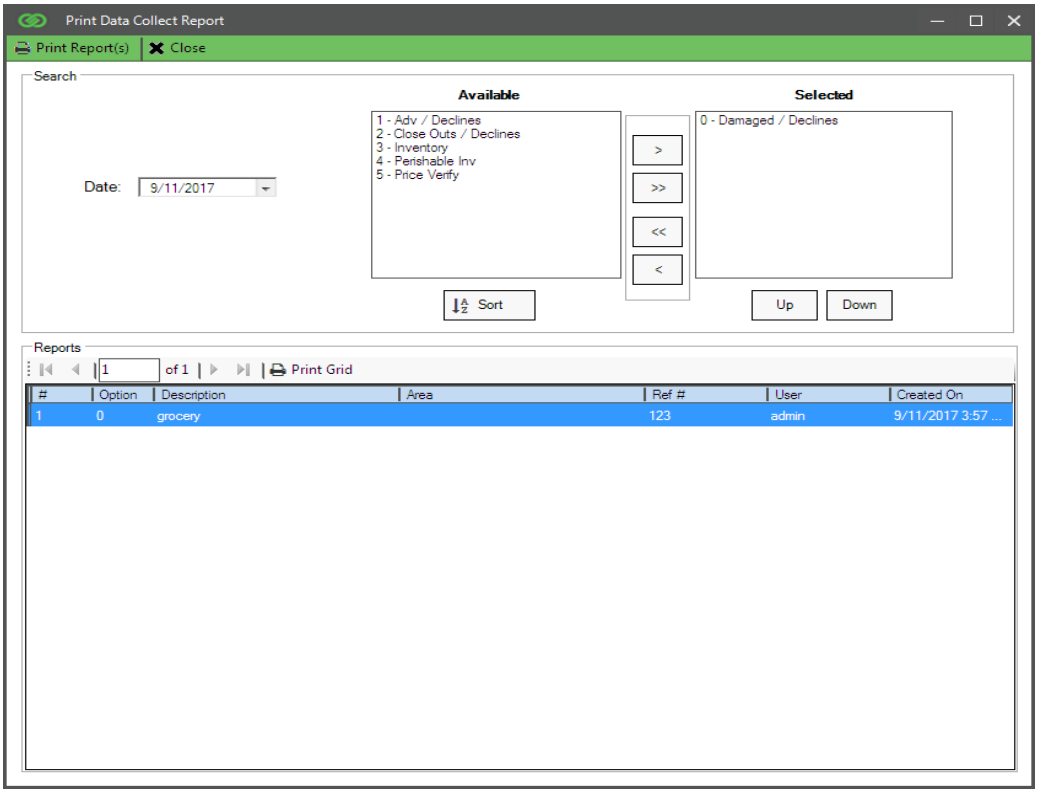


Figure 11-130. Reports Grid - Report Highlighted

4. Click **Print Report(s)** to generate the Data Collect Report.

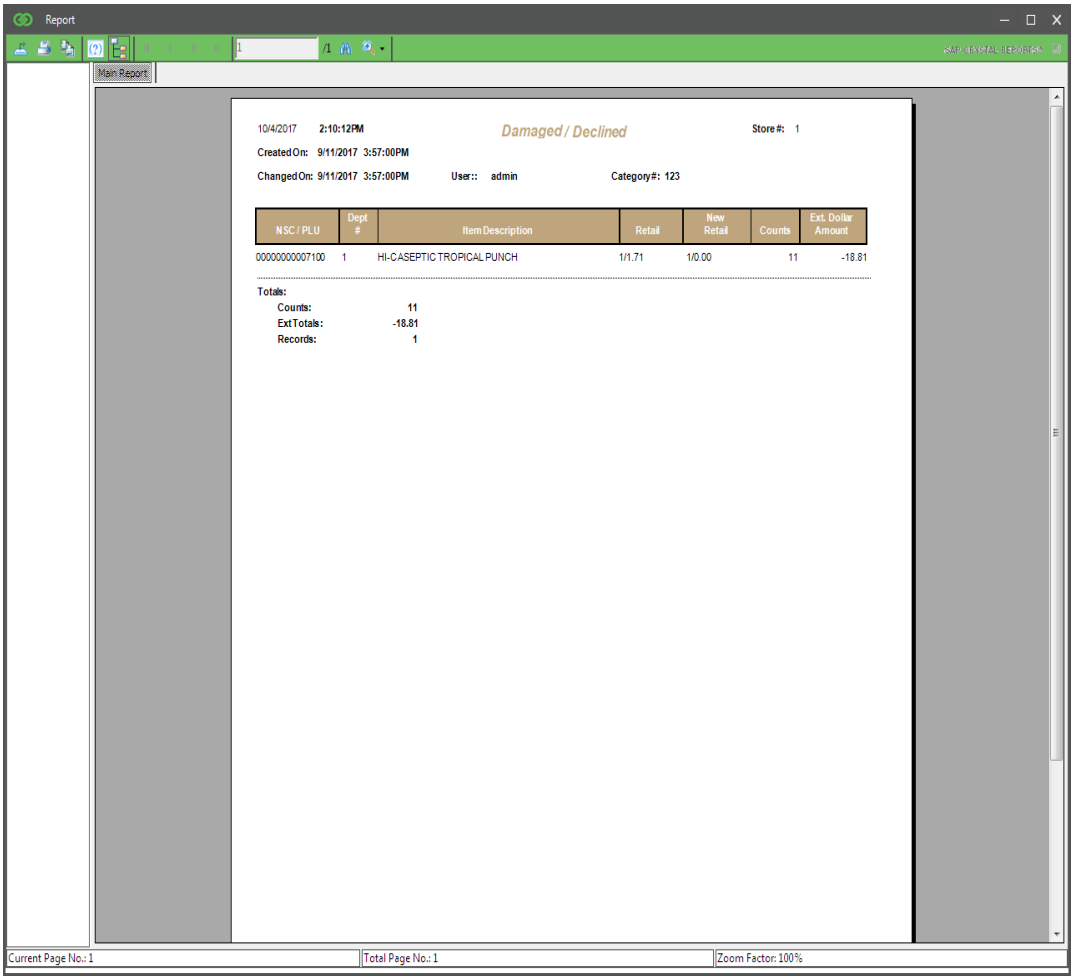


Figure 11-131. Data Collect Report

Once processing is complete, the report appears in a **Report** screen. The report's data appears in a tabular format that is filtered and organized based on the application user settings. At the top of the **Report** screen there are options to export the data, print, toggle, page through, search, and zoom.

11.8.2.2 Export

To export the data

1. Click the **Export** icon.
2. Name the file in the Windows pop-up screen.
3. Choose a location for the report.
4. Click **Save.**

11.8.2.3 Print

To print the report

1. Click **Print**.
2. Select a printer (choose preferences, if necessary).
3. Click **Print.**

11.8.2.4 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. Select a group by clicking on it. The user is directed to the specific information chosen.

11.8.2.5 Page Selection

Navigate through the report by using the page navigation toolbar.

Figure 11-132. Page Navigation Toolbar

Move to first page by clicking .

Move to the previous page by clicking .

Move to the next page by clicking .

Move to the last page by clicking .

Entering a page number in the navigation's page text box and hitting enter will jump to that page in the report.

11.8.2.6 Report Search

To search for specific information within the report

1. Click the **Search** icon. The Find Text dialog is displayed.
2. Type the search string in the Find what field.
3. Click **Find Next**. If the search string exists in the report, the report will jump to the search string in the report.
4. Click **Cancel** to end search. The Find Text dialog is closed.

11.8.2.7 Zoom

To zoom in

1. Click the **Zoom** icon. The icon's drop-down is displayed.

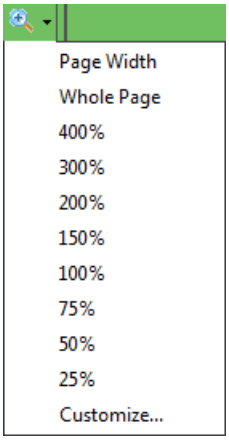


Figure 11-133. Zoom Drop-Down

2. Select a zoom percentage from the drop-down. The report will zoom in or out based on the percentage selected from the drop-down.

11.8.2.8 Close

To close the report, click the in the upper right corner.

Note:
Closing the report is necessary to return to the **Inventory Report** application.

11.9 Receiving/Ordering Reports

11.9.1 Receiving Recap Report

The **Receiver Recap** application is used to configure and generate the Receiver Recap Report that gives an overview of the items that were received. There are three report style options to view the Receiver Recap Report: Summary, Detail, and Custom. The receiver recap report organizes the items into groups by department and vendor.

To access the Receiver from the **Application Menu Bar**, select **Reports > Receiving/Ordering Reports > Receiver Recap Report**.

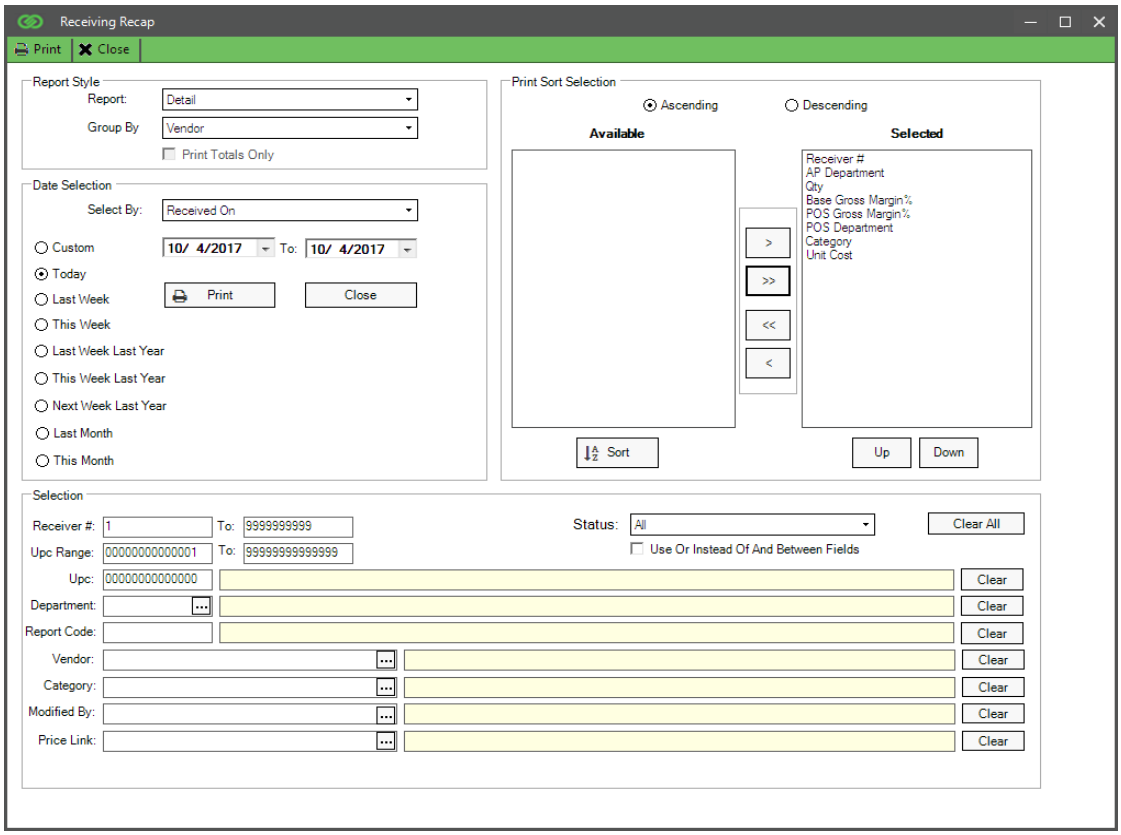


Figure 11-134. Receiver Recap Report Application

11.9.1.1 Configuring the Receiver Recap Report

The following section's detail the screen fields used to configure the Receiver Recap Report.

11.9.1.1.1 Date Selection

The date selection provides information for a specific time frame that items were Received On or Created On. Create a customized time-period by entering a specific date range and selecting the **Custom** radio button. There is also the option of choosing dates from a list of time frames, such as Last Week, This Week,

or This Month or Last month. This provides quick generation of historical sales data for the target report.

11.9.1.1.2 Print Sort Selection

The Print Sort selection allows the data to be sorted by specific criteria, such as Receiver #, Category, Base Gross Margin%, POS Gross Margin %, Unit Cost, Qty, or Department. The sort options appears in the left column, Available. To select all of the available criteria, click the double arrows pointing to the right (**>>**).

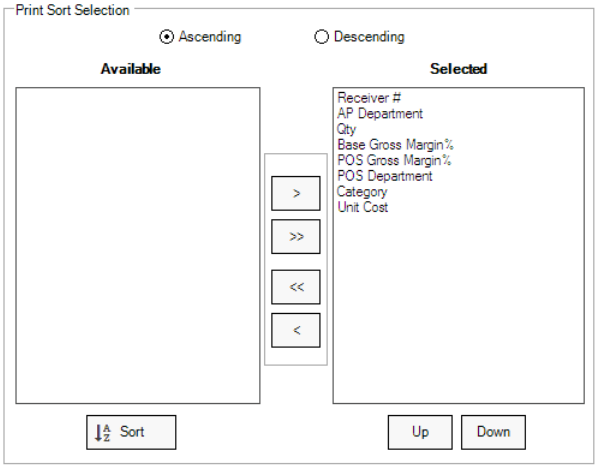


Figure 11-135. Print Sort Selection

To deselect or move all selected items to available or left column, click the double arrows to the left (**<<**).

To select a single criteria, click an item to highlight. Click single arrow button to the right (**>**)**.**

To select more than one criteria

1. Click an item to highlight.
2. Hold the **CTRL** key.
3. Click the next item(s) to be selected.
4. Click single arrow to the right (**>**).

Once the items are on the right side or in the selected column, the items are moved up and down within the list, to prioritize the attributes. To move sort sections, highlight the sort attribute. Click on the **Up** or **Down** button until item is in the desired location.

To deselect sort selections, click the item to highlight (hold the control key and continue to highlight if more than one item is being selected). Click on the single arrow button pointing to the left (**<**). This action moves Selected criteria back to Available.

11.9.1.1.3 Selection

The **Selection** section allows the report to be tailored by Department, Receiver #, Report Code, Price Link etc.

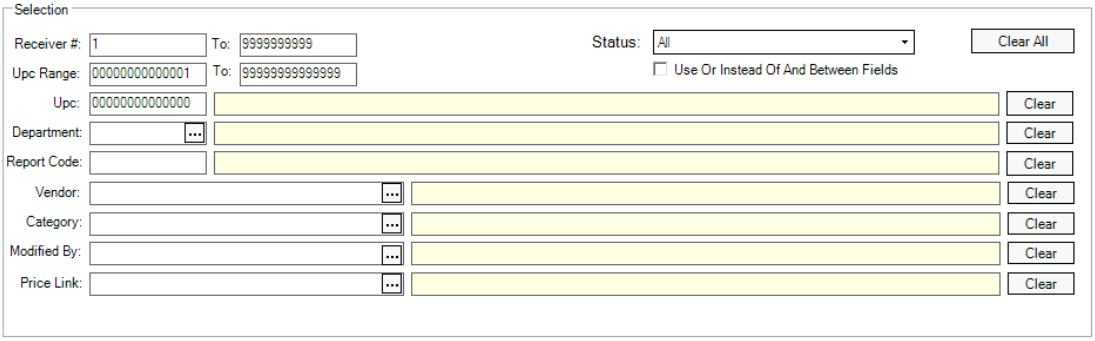


Figure 11-136. Selection

This section permits information to be typed in or to be chosen from a list. This feature is useful for searching multiple values in a single field, like inventory within particular departments or inventory on mix match or price link codes. Type values directly into attribute fields. Separate multiple values by commas when more than one selection is made in a single criteria or check the box that states "Use Or instead of And Between Fields."

To browse for selection attributes

1. Click on the ellipsis button behind an entry field.

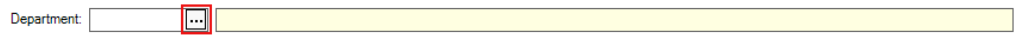


Figure 11-137. Ellipsis Button

2. On the Multiple Search pop-up box, select value(s) by selecting (checking) the checkbox next to the desired item.

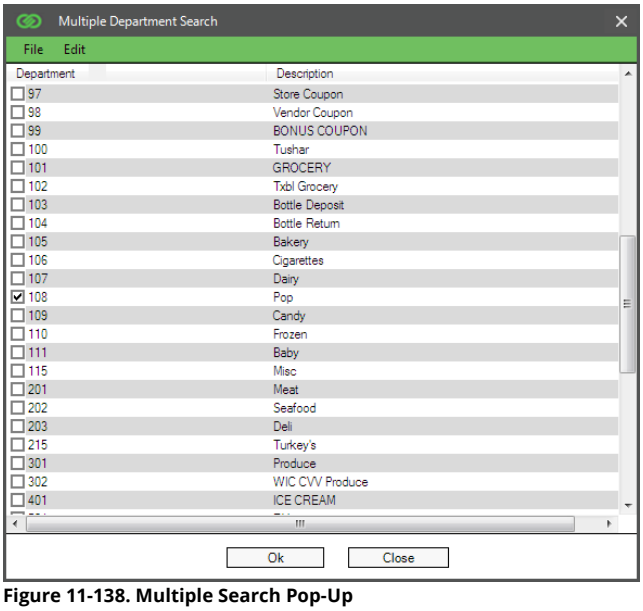


Figure 11-138. Multiple Search Pop-Up

3. Click **Ok**.
4. Pop-up closes and focus returns to the Receiving Recap screen. Repeat steps 1 through 3 if more criteria are desired for reporting.
5. Click **Print** to generate the Receiving Recap Report.

At the end of each row in the Selection section there is a Clear button. Clicking this button clears information in that row.

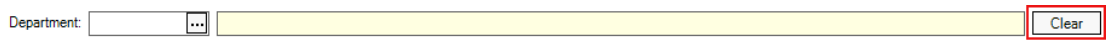


Figure 11-139. Clear Button

The Clear All button at the top of the section clears every field.

Figure 11-140. Clear All Button

The Selection section of the Receiving Recap screen sorts information by status. The drop-down menu gives the options of printing in variance or out of variance.

11.9.1.1.4 Close

The screen is closed by clicking **Close** at the top of the screen or by clicking the in the upper right corner.

11.9.1.2 Generating the Receiver Recap Report

To generate the Receiving Recap Report from the application, click **Print**. Clicking **Print** retrieves the report's item data based on the application's field settings. A progress bar appears at the bottom of the screen. Report generation can be canceled by clicking on the **Cancel** button at the top of the screen.

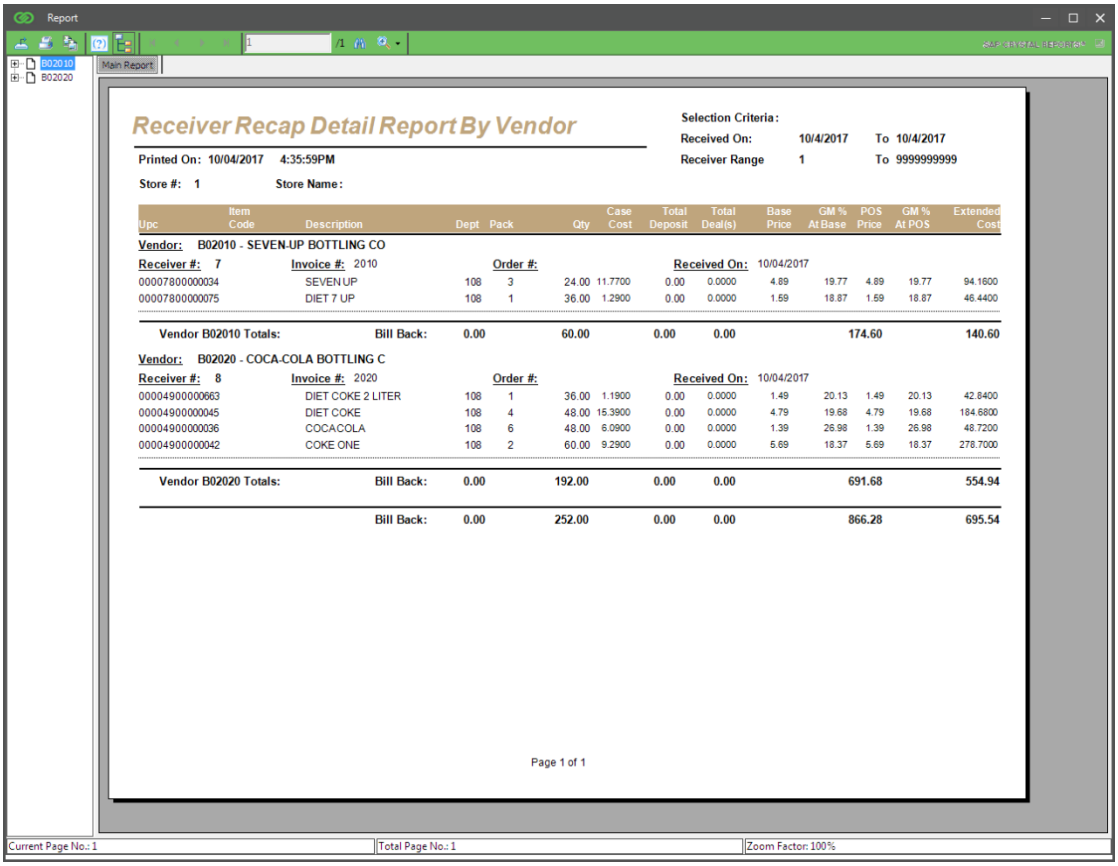


Figure 11-141. Receiver Recap Detail Report By Vendor

Once processing is complete, the report appears in a Report screen. The report's data appears in a tabular format this is filtered and organized based on the application's user settings. At the top of the Report screen there are options to export the data, print, toggle, page through, search, and zoom.

11.9.1.2.1 Export

To export the data

1. Click the **Export** icon.
2. Name the file in the Windows pop-up screen.
3. Choose a location for the report.
4. Click **Save.**

11.9.1.2.2 Print

To print the report

1. Click **Print**.
2. Select a printer (choose preferences, if necessary).
3. Click **Print.**

11.9.1.2.3 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. Select a group by clicking on it. The user is directed to the specific information chosen.

11.9.1.2.4 Page Selection

Navigate through the report by using the page navigation toolbar.

Figure 11-142. Page Navigation Toolbar

Move to first page by clicking .

Move to the previous page by clicking .

Move to the next page by clicking .

Move to the last page by clicking .

Entering a page number in the navigation's page text box and hitting enter will jump to that page in the report.

11.9.1.2.5 Report Search

To search for specific information within the report

1. Click the **Search** icon. The Find Text dialog is displayed.
2. Type the search string in the Find what field.
3. Click **Find Next**. If the search string exists in the report, the report will jump to the search string in the report.
4. Click **Cancel** to end search. The Find Text dialog is closed.

11.9.1.2.6 Zoom

To zoom in

1. Click the **Zoom** icon. The icon's drop-down is displayed.

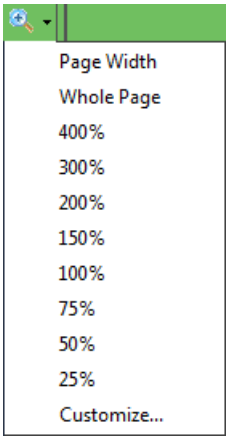


Figure 11-143. Zoom Drop-Down

2. Select a zoom percentage from the drop-down. The report will zoom in or out based on the percentage selected from the drop-down.

11.9.1.2.7 Close

To close the report, click the in the upper right corner.

Note:
Closing the report is necessary to return to the **Receiver Recap** application.

11.9.2 Purchase Order Print

The **Purchase Order Print** application is used to configure and generate the Purchase Order Print Report. The Purchase Order Print Report gives an overview of items that have been ordered over the data range set in the application. The Purchase Order Print Report can be viewed in Summary or Detail style. The Summary Report can also be grouped by Vendor or Expected Date. The order status (open, suspended, or closed) can be selected for both the Summary and Detail Reports.

To access the **Purchase Order Print** application from the Application Menu Bar, select **Reports > Receiving/Ordering Reports > Purchase Order Print Report**.

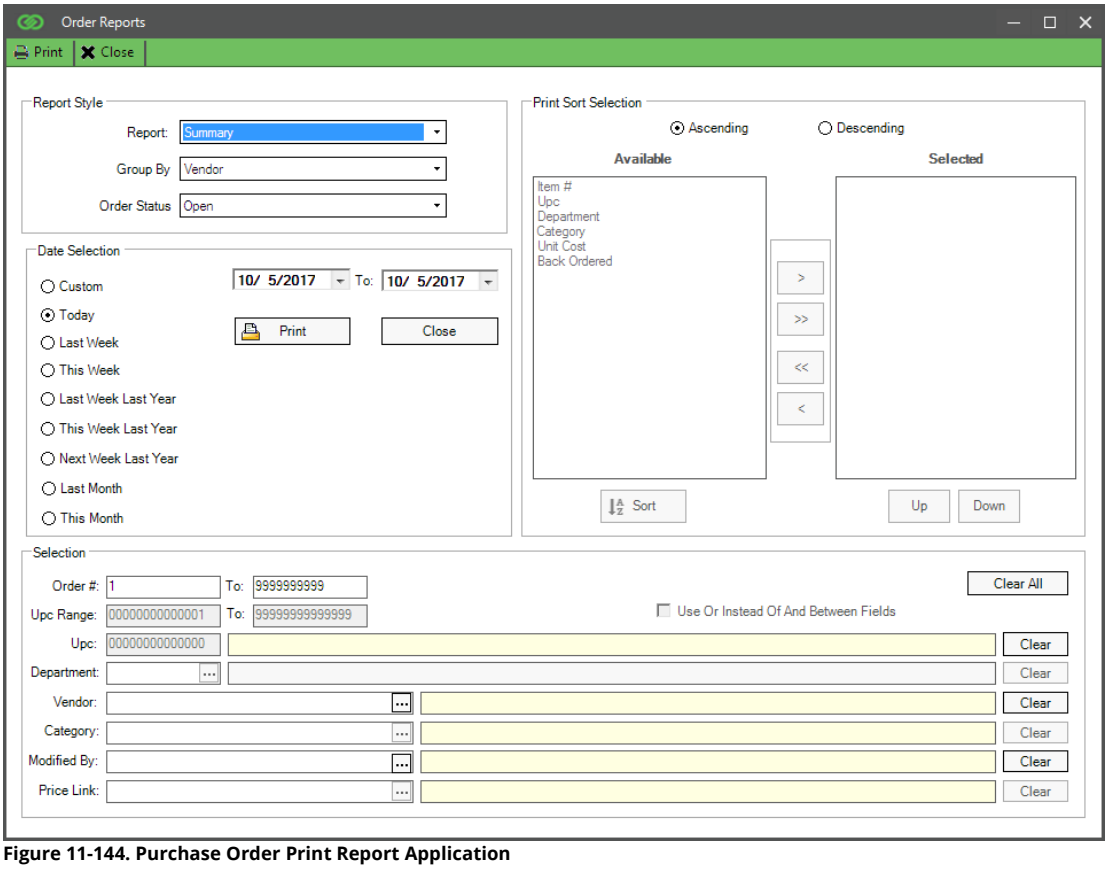


Figure 11-144. Purchase Order Print Report Application

11.9.2.1 Configuring the Purchase Order Print Report

The following section's detail the screen fields used to configure the Purchase Order Print Report.

11.9.2.1.1 Date Selection

The date selection provides information for a specific time frame for the report. Create a customized time-period by entering a specific date range and selecting the **Custom** radio button. There is also the option of choosing dates from a list of time frames, such as Last Week, This Week, or This Month or Last month. This provides quick generation of historical sales data for the target report.

11.9.2.1.2 Print Sort Selection

The Print Sort Selection allows the data for the Detail Report to be sorted by specific criteria, such as Item #, UPC, Department, Category, Unit Cost, or Back Ordered. The sort options appear in the left column, Available. To select all of the available criteria, click the double arrows pointing to the right (**>>**).

Figure 11-145. Print Sort Selection

To deselect or move all selected items to available or left column, click the double arrows to the left (**<<**).

To select a single criteria, click an item to highlight. Click single arrow button to the right (**>**)**.**

To select more than one criteria

1. Click an item to highlight.
2. Hold the **CTRL** key.
3. Click the next item(s) to be selected.
4. Click single arrow to the right (**>**).

Once the items are on the right side or in the selected column, the items are moved up and down within the list, to prioritize the attributes. To move sort sections, highlight the sort attribute. Click on the **Up** or **Down** button until item is in the desired location.

To deselect sort selections, click the item to highlight (hold the control key and continue to highlight if more than one item is being selected). Click on the single arrow button pointing to the left (**<**). This action moves Selected criteria back to Available.

11.9.2.1.3 Selection

The Selection section allows the report to be tailored by Department, Vendor, Category, Price Link etc.

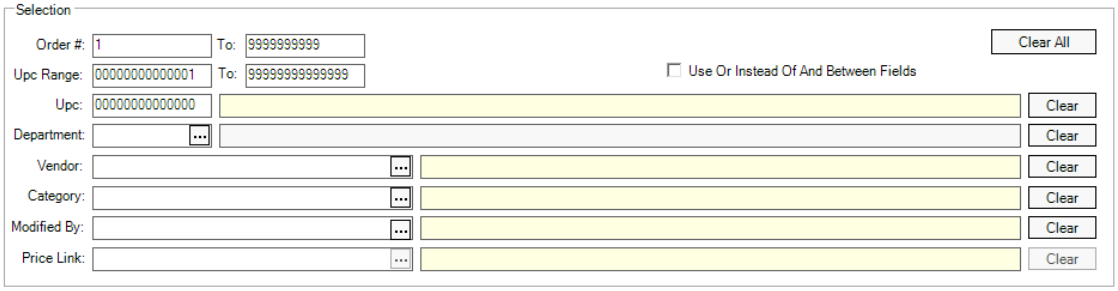


Figure 11-146. Selection

This section permits information to be typed in or to be chosen from a list. This feature is useful for searching multiple values in a single field, like within particular departments or price link codes. Type values directly into attribute fields. Separate multiple values by commas when more than one selection is made in a single criteria or check the box that states “Use Or instead of And Between Fields.”

To browse for selection attributes

1. Click on the ellipsis button behind an entry field.

Figure 11-147. Ellipsis Button

2. On the Multiple Search pop-up box, select value(s) by selecting (checking) the checkbox next to the desired item.

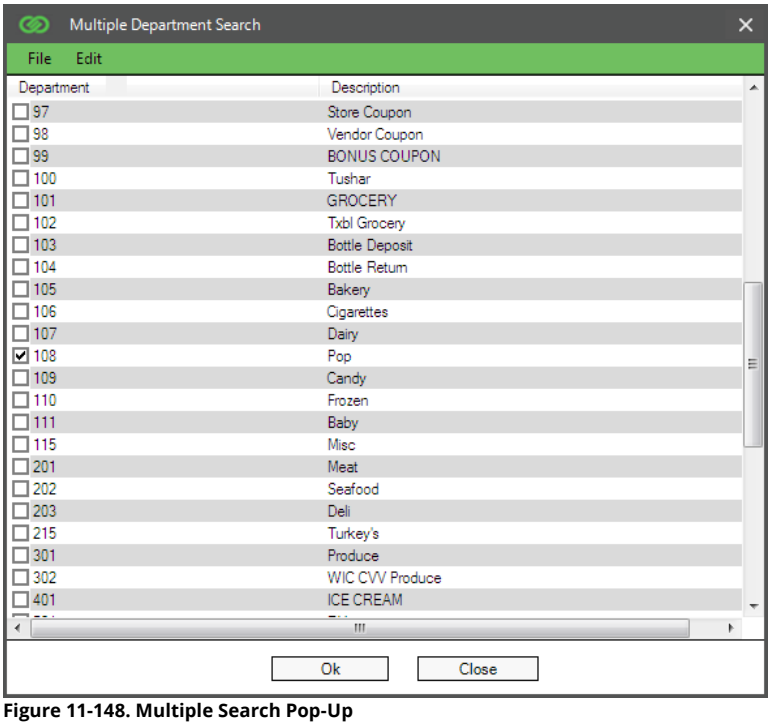


Figure 11-148. Multiple Search Pop-Up

3. Click **Ok**.

4. Pop-up closes and focus returns to the Purchase Order Print screen. Repeat steps 1 through 3 if more criteria are desired for reporting.
5. Click Print to generate the Purchase Order Print report.

At the end of each row in the Selection section there is a Clear button. Clicking this button clears information in that row.

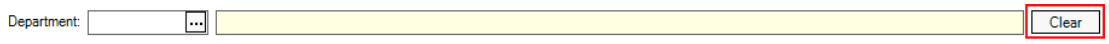


Figure 11-149. Clear Button

The Clear All button at the top of the section clears every field.

Figure 11-150. Clear All Button

11.9.2.1.4 Close

The screen is closed by clicking **Close** at the top of the screen or by clicking the ✕ in the upper right corner.

11.9.2.2 Generating the Purchase Order Print Report

To generate the Purchase Order Print Report from the application, click **Print**. Clicking **Print** retrieves the report's item data based on the application's field setting. A progress bar appears at the bottom of the screen. Report generation can be canceled by clicking on the **Cancel** button at the top of the screen.

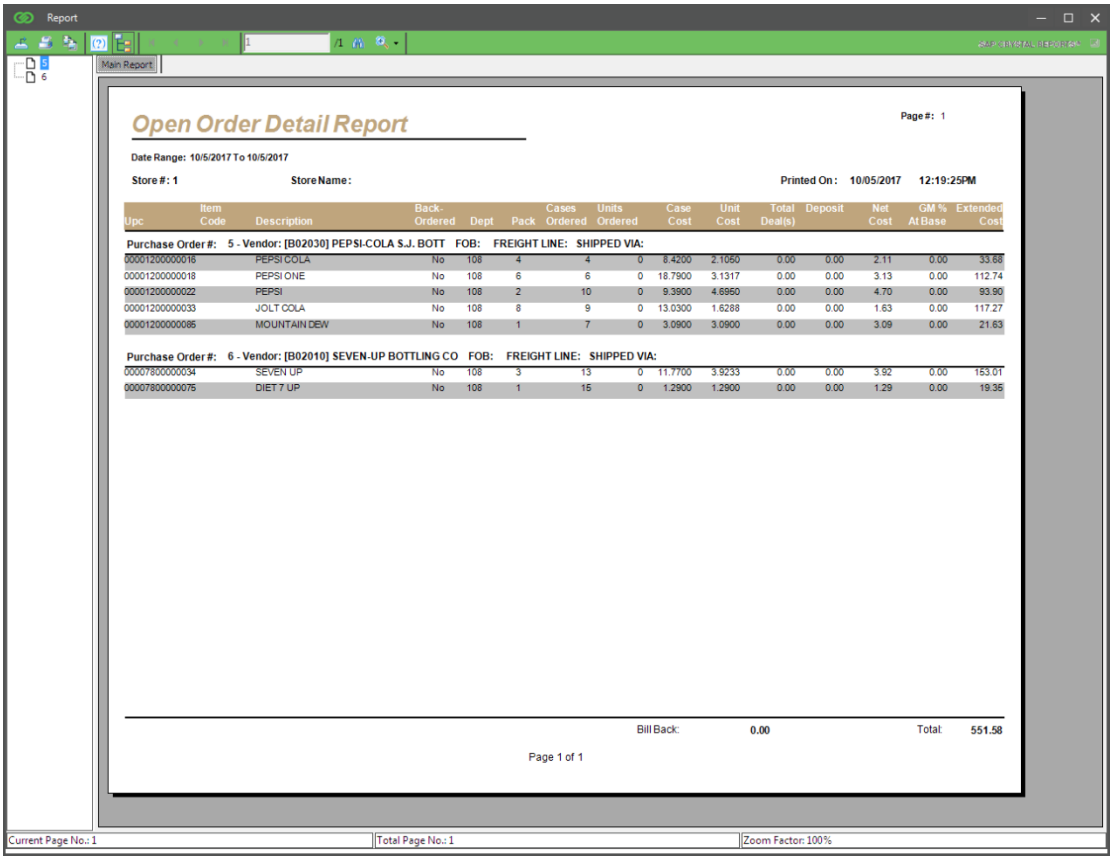


Figure 11-151. Purchase Order Detail Report

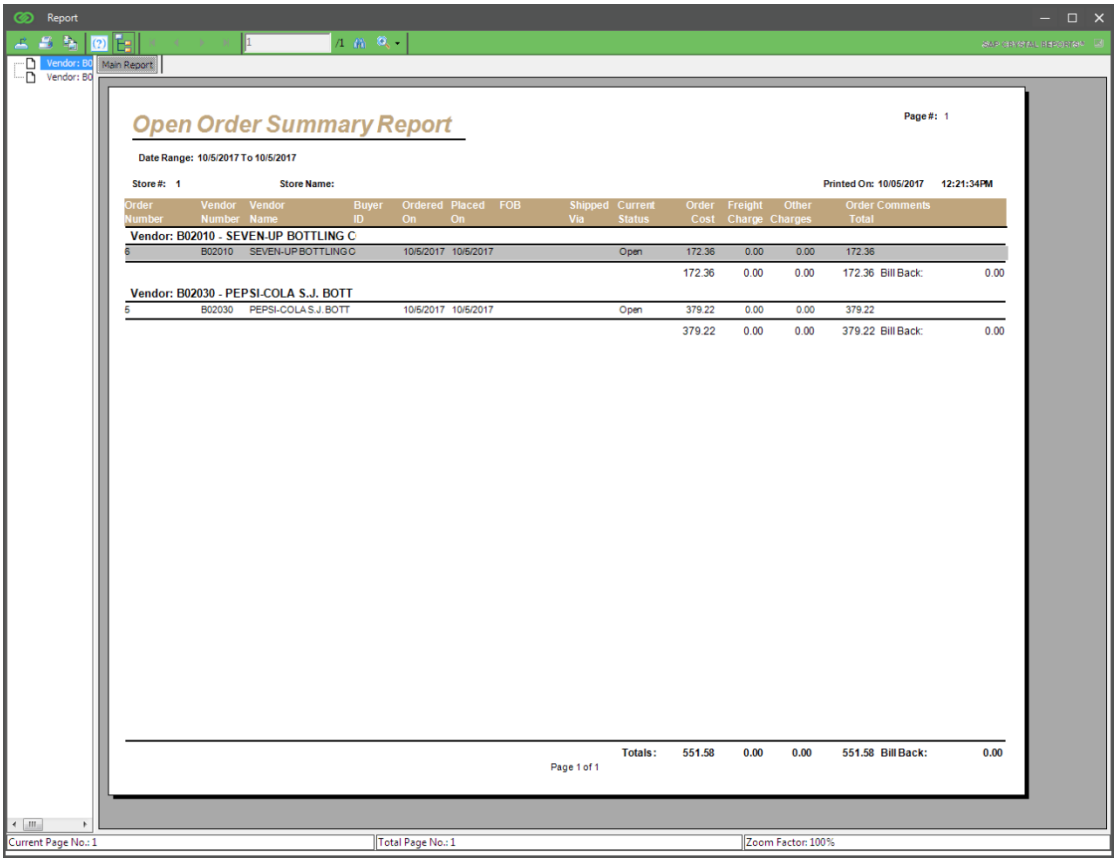


Figure 11-152. Purchase Order Summary Report

Once processing is complete, the report appears in a Report screen. The report's data appears in a tabular format that is filtered and organized based on the application's user settings. At the top of the Report screen there are options to export the data, print, toggle, page through, search, and zoom.

11.9.2.2.1 Export

To export the data

1. Click the **Export** icon.
2. Name the file in the Windows pop-up screen.
3. Choose a location for the report.
4. Click **Save.**

11.9.2.2.2 Print

To print the report

1. Click **Print**.
2. Select a printer (choose preferences, if necessary).
3. Click **Print.**

11.9.2.2.3 Toggle Group Tree

The Toggle Group Tree button allows information to be viewed in groups in the left navigation bar. Select a group by clicking on it. The user is directed to the specific information chosen.

11.9.2.2.4 Page Selection

Navigate through the report by using the page navigation toolbar.

Figure 11-153. Page Navigation Toolbar

Move to first page by clicking .

Move to the previous page by clicking .

Move to the next page by clicking .

Move to the last page by clicking .

Entering a page number in the navigation's page text box and pressing **ENTER** will jump to that page in the report.

11.9.2.2.5 Report Search

To search for specific information within the report

1. Click the **Search** icon. The Find Text dialog is displayed.
2. Type the search string in the Find what field.
3. Click **Find Next**. If the search string exists in the report, the report will jump to the search string in the report.
4. Click **Cancel** to end search. The Find Text dialog is closed.

11.9.2.2.6 Zoom

To zoom in

1. Click the **Zoom** icon. The icon's drop-down is displayed.

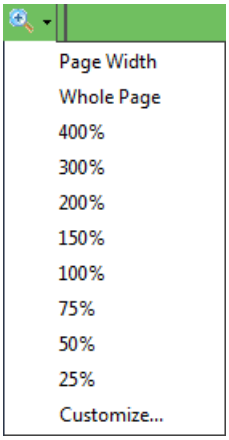


Figure 11-154. Zoom Drop-Down

2. Select a zoom percentage from the drop-down. The report will zoom in or out based on the percentage selected from the drop-down.

11.9.2.2.7 Close

To close the report, click the in the upper right corner.

Note:
Closing the report is necessary to return to the **Purchase Order Print** application.

11.10 Miscellaneous Reports

The following Reports are available:

- Unrecalled Saved Transactions Report
- Voided Transactions Report
- Refunds Report
- Basket Analysis Report

11.10.1 Unrecalled Saved Transaction Report

The Unrecalled Saved Transactions Report displays a record of unrecalled saved transactions that have occurred at the PoS terminals during the current day. For example, if a customer purchases products but is unable to pay for them immediately, the Save Transaction option can be used at the PoS terminal. If the transaction is not recalled by the end of the day, it is displayed in this report.

During EOD, unrecalled transactions are identified and removed automatically. The system can be configured to generate a report of unrecalled transactions before deleting them.

Note:

To stop automatic deletion of unrecalled transactions, EOD must be aborted.

To enable the system to generate an Unrecalled Saved Transaction report

1. From the Application Menu Bar, select **System > Front Office Setup > End of Day Reports Parameters**. The End of Day Reports Parameters dialog box is displayed, as shown below.

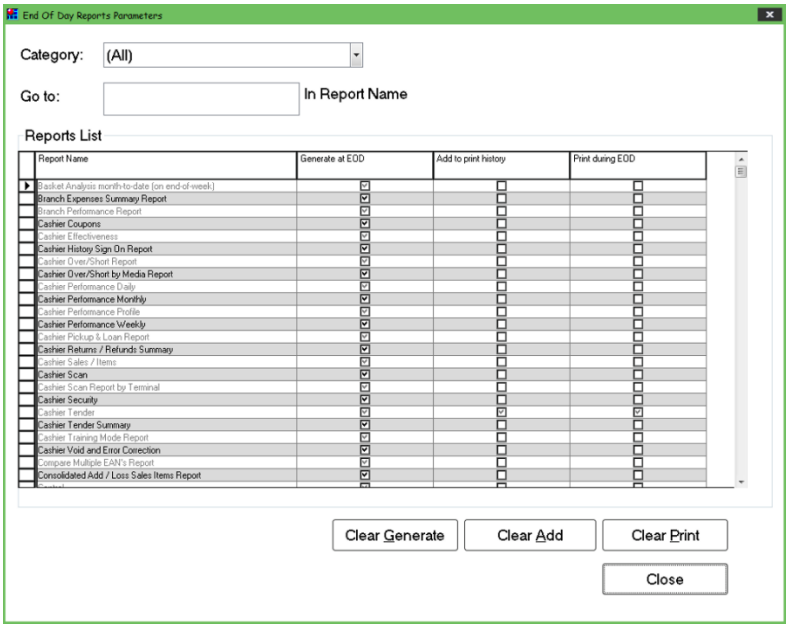


Figure 11-155. End of Day Reports Parameters Application

2. Browse through the list of reports to the Unrecalled Saved Transactions Report and select one or more of the following options:
   - **Generate at EOD**: Generate the report during EOD.
   - **Add to print history**: Add the report to the print history log.
   - **Print during EOD**: Print the report during EOD.

To access this report before EOD is run

1. From the Application Menu Bar, select **Reports > Miscellaneous Reports > Unrecalled Saved Transactions Report**. The Unrecalled Saved Transactions Report dialog box is displayed.

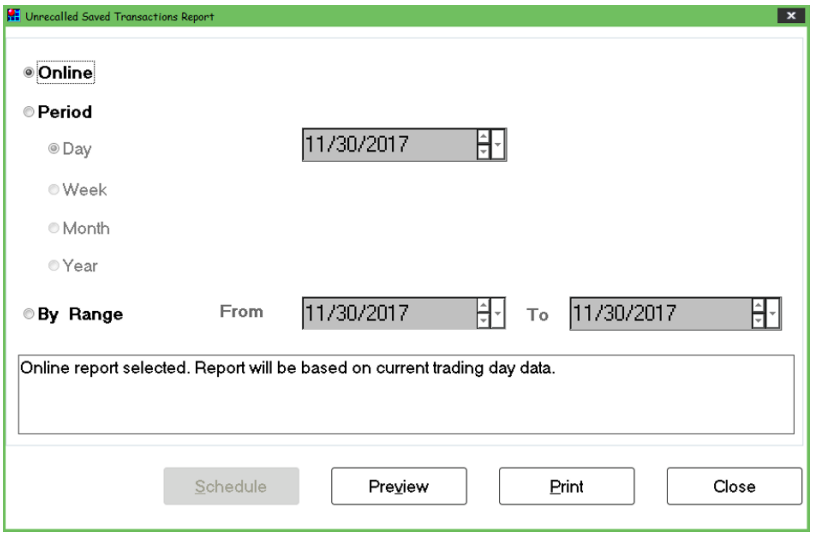
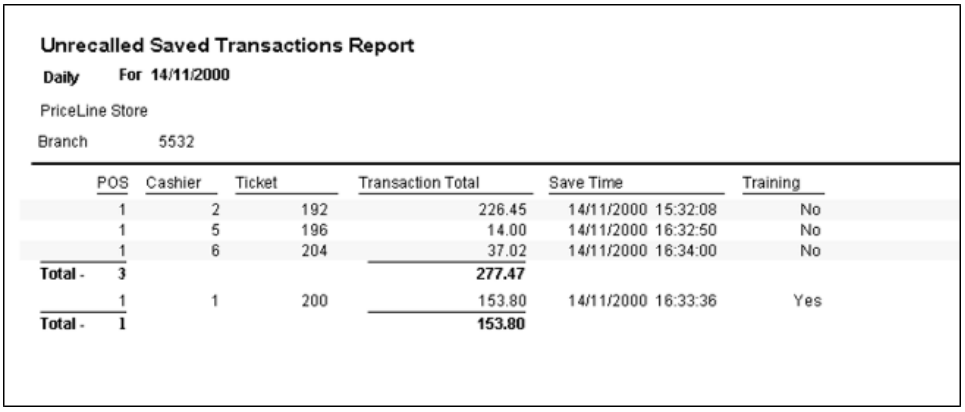


Figure 11-156. Unrecalled Saved Transactions Report Application

2. Select one of the following reporting periods:
   - **Online**: Enables generation of a report based on data from when EOD was last run to the current time.
   - **Period**: Enables generation of a report for a specific time period, for example, a week or a month. This option does not include the online period.
   - **By Range**: Enables specification of a range of dates that the report is to cover.
3. Click **Preview**. The Unrecalled Saved Transactions Report is displayed.



Unrecalled Saved Transactions Report

Daily **For 14/11/2000**

PriceLine Store

Branch 5532

POS	Cashier	Ticket	Transaction Total	Save Time	Training
1	2	192	226.45	14/11/2000 15:32:08	No
1	5	196	14.00	14/11/2000 16:32:50	No
1	6	204	37.02	14/11/2000 16:34:00	No
Total - 3			**277.47**		
1	1	200	153.80	14/11/2000 16:33:36	Yes
Total - 1			**153.80**		

Figure 11-157. Unrecalled Saved Transactions Report

4. Click the **Print** icon to print the report.

   The report preview displays the following information:

   - **POS**: The number of the PoS terminal at which the transaction was saved.
   - **Cashier**: The ID number of the cashier who saved the transaction.
   - **Ticket**: The ticket number of the transaction.
   - **Transaction Total**: The total value of the saved transaction.
   - **Save Time**: The date and time when the transaction was saved.
   - **Training**: Indicates whether the cashier was in training mode when the transaction was saved.

11.10.2 Voided Transaction Report

The Voided Transactions Report displays a record of transactions that have been voided at the PoS terminals.

To access this report

1. From the Application Menu Bar, select **Reports > Miscellaneous Reports > Voided Transactions Report**. The Voided Transactions Report dialog box is displayed.

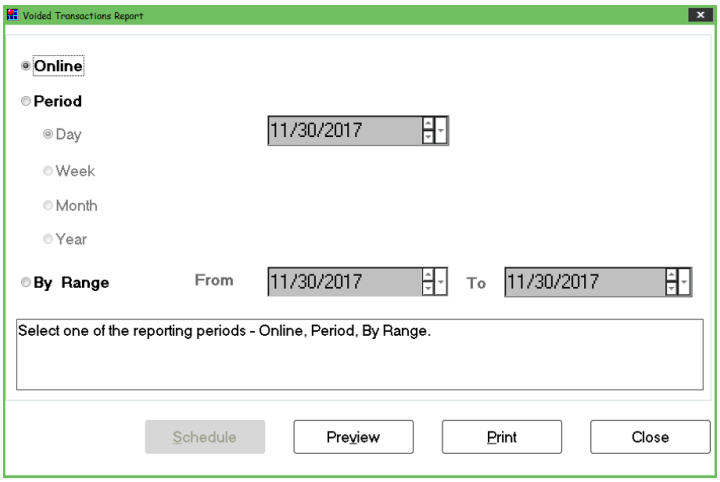
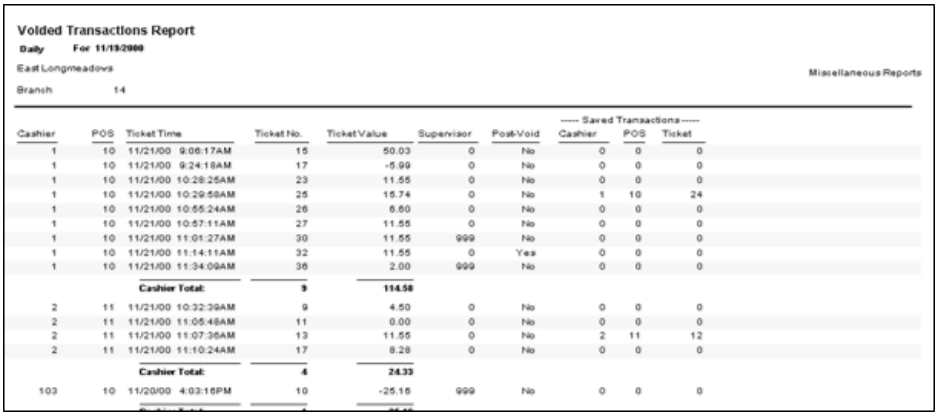


Figure 11-158. Voided Transactions Report Application

2. Select one of the following reporting periods:
   - **Online**: Enables generation of a report based on data from when EOD was last run to the current time.
   - **Period**: Enables generation of a report for a specific time period, for example, a week or a month. This option does not include the online period.
   - **By Range**: Enables specification of the range of dates that the report is to cover. This option does not include the online period.
3. Click **Preview**. The Voided Transactions Report is displayed.



Voided Transactions Report

Daily For 11/19/2000

East Longmeadows

Miscellaneous Reports

Branch 14

Cashier	POS	Ticket Time	Ticket No.	Ticket Value	Supervisor	Post-Void	----- Saved Transactions ----- Cashier	POS	Ticket
1	10	11/21/00 9:06:17AM	15	50.03	0	No	0	0	0
1	10	11/21/00 9:24:18AM	17	-5.99	0	No	0	0	0
1	10	11/21/00 10:28:25AM	23	11.55	0	No	0	0	0
1	10	11/21/00 10:29:58AM	25	15.74	0	No	1	10	24
1	10	11/21/00 10:55:24AM	26	6.60	0	No	0	0	0
1	10	11/21/00 10:57:11AM	27	11.55	0	No	0	0	0
1	10	11/21/00 11:01:27AM	30	11.55	999	No	0	0	0
1	10	11/21/00 11:14:11AM	32	11.55	0	Yes	0	0	0
1	10	11/21/00 11:34:09AM	36	2.00	999	No	0	0	0
		Cashier Total:	9	114.58					
2	11	11/21/00 10:32:39AM	9	4.50	0	No	0	0	0
2	11	11/21/00 11:05:48AM	11	0.00	0	No	0	0	0
2	11	11/21/00 11:07:36AM	13	11.55	0	No	2	11	12
2	11	11/21/00 11:10:24AM	17	8.28	0	No	0	0	0
		Cashier Total:	4	24.33					
103	10	11/20/00 4:03:16PM	10	-25.16	999	No	0	0	0

Figure 11-159. Voided Transactions Report

4. Click the **Print** icon to print the report.
   The report preview displays the following information:

   - **Cashier**: The cashier's ID number.
   - **POS**: The PoS terminal number at which the transaction was voided.
   - **Ticket Time**: The date and time the ticket was voided.
   - **Ticket No**: The ticket number that was voided.
   - **Ticket Value**: The value of the ticket that was voided.
   - **Supervisor**: The supervisor's ID number (if the function is supervisor controlled).
   - **Post-Void**: Indicates whether the transaction was voided by using the Post-Void function:
     - **No**: The transaction was voided before it was completed.
     - **Yes**: The transaction was voided after it was completed.
   - **Saved Transactions**: Indicates that the voided transaction was previously saved. For example, if a customer purchases products but is unable to pay for them immediately, the Saved Transactions option can be used. If the customer does not return to complete the transaction, the transaction needs to be recalled and voided.

   The following information is displayed in the Saved Transactions area:

   - **Cashier**: The ID number of the cashier who saved the transaction.
   - **POS**: The PoS terminal number at which the transaction was saved.
   - **Ticket**: The ticket number of the saved transaction.
   - **Cashier Total**: Subtotal for each cashier, indicating the number of voided tickets and the total value.
   - **Report Total**: Final total for the report, indicating the total number of voided tickets and the value.

11.10.3 Refunds Report

The Refunds Report displays a record of the different types of returns that were performed at the PoS terminals.

To access this report

1. From the Application Menu Bar, select **Reports > Miscellaneous Reports > Refunds Report**. The Refunds Report dialog box is displayed.

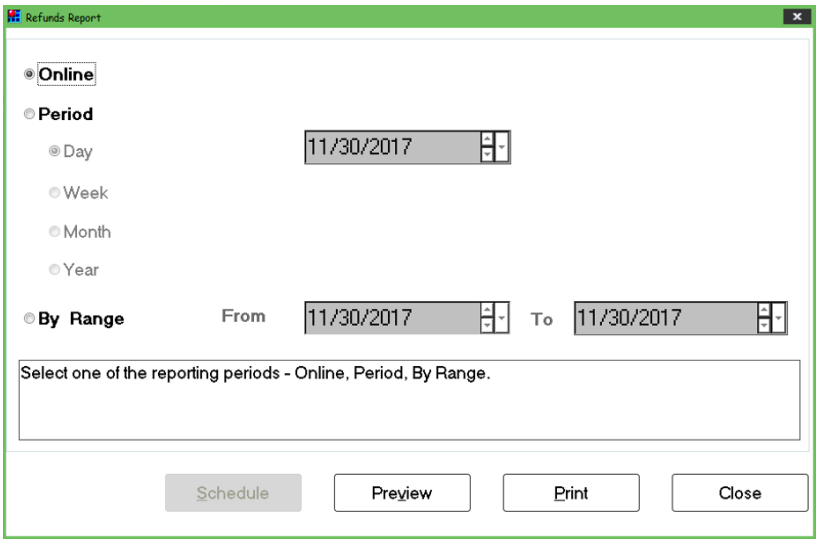
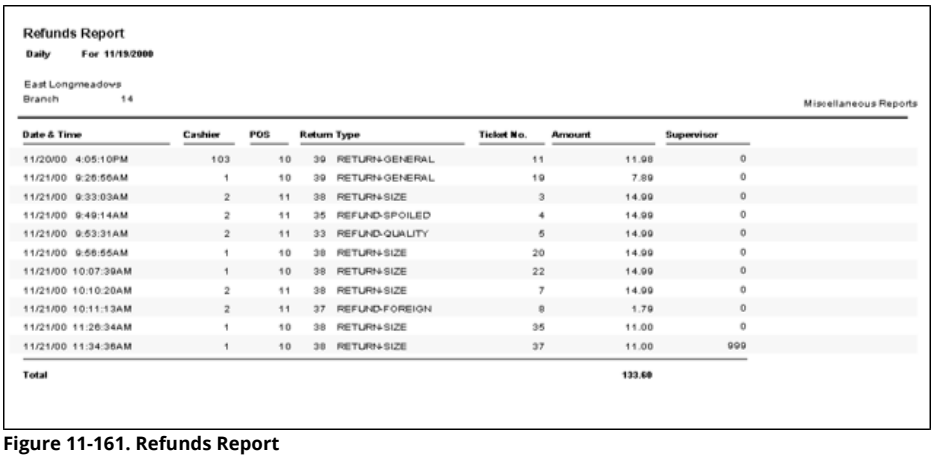


Figure 11-160. Refunds Report Application

2. Select one of the following reporting periods:
   - **Online**: Enables generation of a report based on data from when EOD was last run to the current time.
   - **Period**: Enables generation of a report for a specific time period, for example, a week or a month. This option does not include the online period.
   - **By Range**: Enables specification a range of dates that the report is to cover. This option does not include the online period.
3. Click **Preview**. The Refunds Report is displayed.



Refunds Report

Daily For 11/19/2000

East Longmeadows
Branch 14

Miscellaneous Reports

Date & Time	Cashier	POS	Return Type	Ticket No.	Amount	Supervisor
11/20/00 4:05:10PM	103	10	39 RETURN-GENERAL	11	11.98	0
11/21/00 9:26:56AM	1	10	39 RETURN-GENERAL	19	7.89	0
11/21/00 9:33:03AM	2	11	38 RETURN-SIZE	3	14.99	0
11/21/00 9:49:14AM	2	11	35 REFUND-SPOILED	4	14.99	0
11/21/00 9:53:31AM	2	11	33 REFUND-QUALITY	5	14.99	0
11/21/00 9:56:55AM	1	10	38 RETURN-SIZE	20	14.99	0
11/21/00 10:07:39AM	1	10	38 RETURN-SIZE	22	14.99	0
11/21/00 10:10:20AM	2	11	38 RETURN-SIZE	7	14.99	0
11/21/00 10:11:13AM	2	11	37 REFUND-FOREIGN	8	1.79	0
11/21/00 11:26:34AM	1	10	38 RETURN-SIZE	35	11.00	0
11/21/00 11:34:36AM	1	10	38 RETURN-SIZE	37	11.00	999
Total					133.60	

Figure 11-161. Refunds Report

4. Click the **Print** icon to print the report. The report preview displays the following information:
   - **Date & Time**: The date and time that the refund was performed.

- **Cashier**: The cashier's ID number.
- **POS**: The number of the PoS terminal at which the refund was performed.
- **Return Type**: The predefined code and description for the return types. For example, a return transaction or single refund inside a ticket.
- **Ticket No**: The ticket number of the refund transaction.
- **Amount**: The value of the refunded item or items.
- **Supervisor**: The supervisor's ID number (if the function is supervisor controlled).

11.10.4 Basket Analysis Report

The Basket Analysis Report lists the number of customer sales orders that were processed at a specified sales volume range, which is user-defined. Before generating the report for the first time, the basket limits must first be defined (sales volume ranges).

To access this report

1. From the Reports menu, select **Miscellaneous Reports > Basket Analysis Report**. The Basket Analysis Report dialog box is displayed.

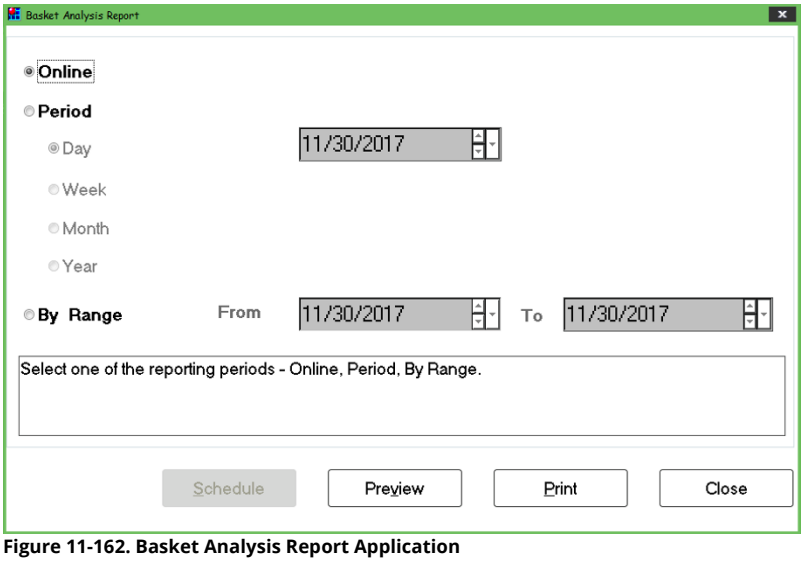
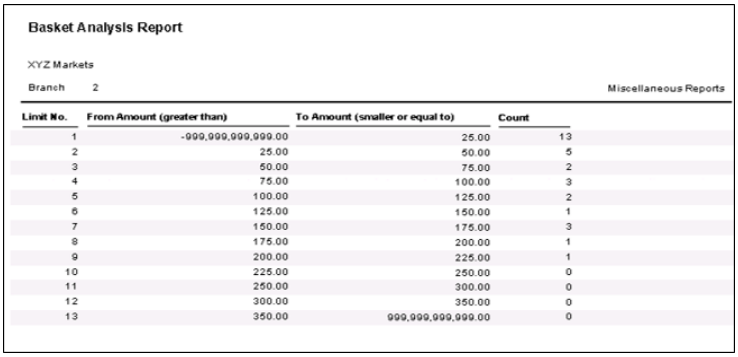


Figure 11-162. Basket Analysis Report Application

2. Select one of the following reporting periods:
   - **Online**: Enables generation of a report based on data from when EOD was last run to the current time.
   - **Period**: Enables generation of a report for a specific time period, for example, a week or a month. This option does not include the online period.
   - **By Range**: Enables specification of a range of dates that the report is to cover. This option does not include the online period.
3. Click **Preview**. The Basket Analysis Report is displayed.



Basket Analysis Report

XYZ Markets

Branch 2 Miscellaneous Reports

Limit No.	From Amount (greater than)	To Amount (smaller or equal to)	Count
1	-999,999,999,999.00	25.00	13
2	25.00	50.00	5
3	50.00	75.00	2
4	75.00	100.00	3
5	100.00	125.00	2
6	125.00	150.00	1
7	150.00	175.00	3
8	175.00	200.00	1
9	200.00	225.00	1
10	225.00	250.00	0
11	250.00	300.00	0
12	300.00	350.00	0
13	350.00	999,999,999,999.00	0

Figure 11-163. Basket Analysis Report

4. Click the **Print** icon to print the report.

   The report preview displays the following information:

   - **Limit No.**: The Limit ID number.
   - **From Amount**: The lower limit on a range of sales order value.
   - **To Amount**: The upper limit on a range of sales order value.
   - **Count**: The number of customer sales order processed in a certain sales volume range. For example, 5 customer orders were sold in the range of $25.00 to $ 50.00 per order total.

11.11 EOD Log and History Reports

The following Reports are available:

- Print History EOD Reports
- End of Day Reports

11.11.1 Print History EOD Reports

Use this option to print End of Day reports for a specific date. The reports printed in this option are those selected in EOD Report Parameters in the Front Office Parameters menu.

To access this report

From Application Menu Bar, select **Reports > EOD Log and History Reports > Print History EOD Reports**.

11.11.2 End of Day Reports

This option allows viewing and printing of a selected report for a specific day. Select which report to be viewed and print by typing the report name in the 'Go To' field, select a category from the category drop down list. Choose the trading date (working date) on which the EOD report was run.

To access this report

From Application Menu Bar, select **Reports > EOD Log and History Reports > End of Day Reports**.

11.12 System Logs

The system contains the following Logs:

- End of Day Log
- End of Day Backup Log
- End of Day Error Log
- RSMSRV Log
- Service Log (POS)

11.12.1 End of Day Log

The End of Day Log file (`E-OF-DAY.LOG`) contains descriptions of all the activities performed during end of day procedures. These activities are listed by date and time.

To access this report

From the Application Menu Bar, choose **Reports > System Logs >End of Day Log**.

11.12.2 End of Day Backup Log

The end of day backup log file (EOD-BUP.LOG) contains information about all the backup activities performed from the MFS1 to the MFS2, during the end of day procedure. This information includes the path and name of the origin file, the path and name of the backup file, the date and time of the copy operation.

To access this report

From the Application Menu Bar, choose **Reports > System Logs > End of Day Backup Log**.

11.12.3 End of Day Error

The end of day error log file (E-OF-DAY.ERR) contains errors that have occurred during the End of Day process.

To access this report

From the Application Menu Bar, select **Reports > System Logs > End of Day Error Log**.

11.12.4 RSMSRV Log

The RSMSRV log file (RSMSRV.LOG) contains information about communications services performed at and between MFS1 and MFS2. The initiation of these services, termination and any errors in processing will be recorded in this log. This information is listed by date and time.

To access this report

From the Application Menu Bar, select **Reports > System Logs > RSMSRV Log**.

11.12.5 Service Log

The Service log file (POS_SRV.LOG) contains activities performed during the loading and termination of services at the POS terminal. Events such as Start, Stop and other stages of progress are recorded in this log. This information is listed by date and time.

To access this report

From the Application Menu Bar, select **Reports > System Logs > Service Log**.

11.13 Reports Planning

11.13.1 Basket Analysis Limits

To define basket limits

1. From the Application Menu Bar, select **Reports > Reports Planning > Basket Analysis Limits**. The Basket Analysis Limits dialog box is displayed.

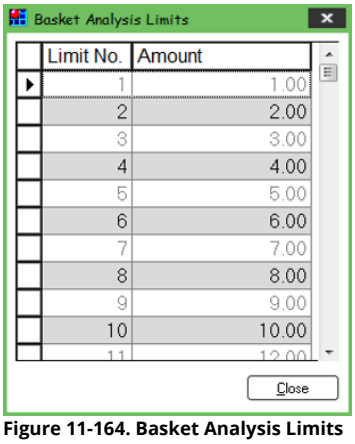


Figure 11-164. Basket Analysis Limits

2. Enter the upper limits for the sales order range.
   After defining the Basket Limits, the Basket Analysis Report can be generated as described below.

11.13.2 Financial Calendar Planning

To define the Financial Calendar

3. From the Application Menu Bar, select **Reports > Reports Planning > Financial Calendar Planning**. The Financial Calendar Planning dialog box is displayed.

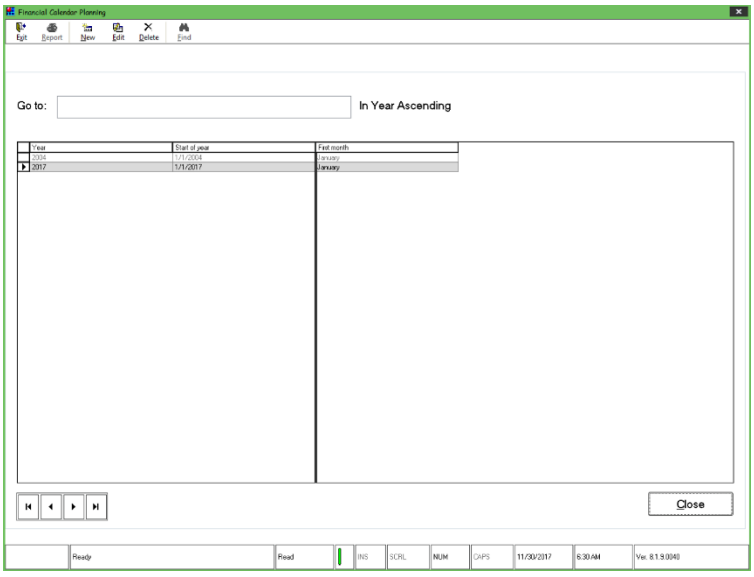


Figure 11-165. Financial Calendar Planning Application

4. Click the **New** icon to create a new financial calendar. Select the required year from the Year list, and click the **Edit** icon to modify an existing calendar. The Financial Calendar Planning dialog box is displayed.

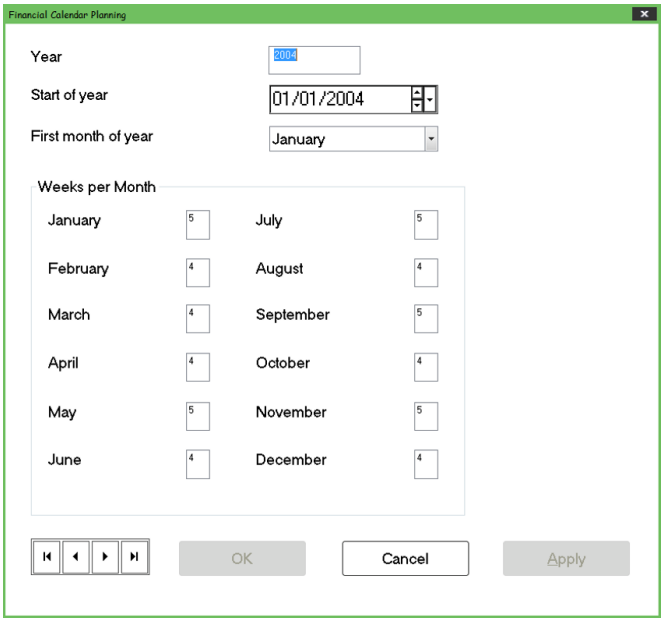


Figure 11-166. New Financial Calendar Plan

5. Enter the required data for each option, as follows:
   - **Year**: The Financial Calendar year.
   - **Start of year**: The start date for the financial year. Any date in the previously specified year can be defined.
   - **First month of year**: The month on which the financial year is to begin. Generally, this corresponds to the Start of year field. However, if the date in the Start of year field is after the 21st of the month, this field can be set to the following month.
   - **Weeks per Month**: Define the number of weeks in each month, as required. Either four or five weeks should be defined for each month and the sum of weeks for the year should be 52 or 53.

   After defining the Financial Calendar, the Department Sales Analysis Report can be generated as described below.

11.13.3 Department Weekly Budget Planning

To define a Department Weekly Budget

1. From the Application Menu Bar, select **Reports > Reports Planning > Department Weekly Budget Planning**. The Department Weekly Budget Planning dialog box is displayed.

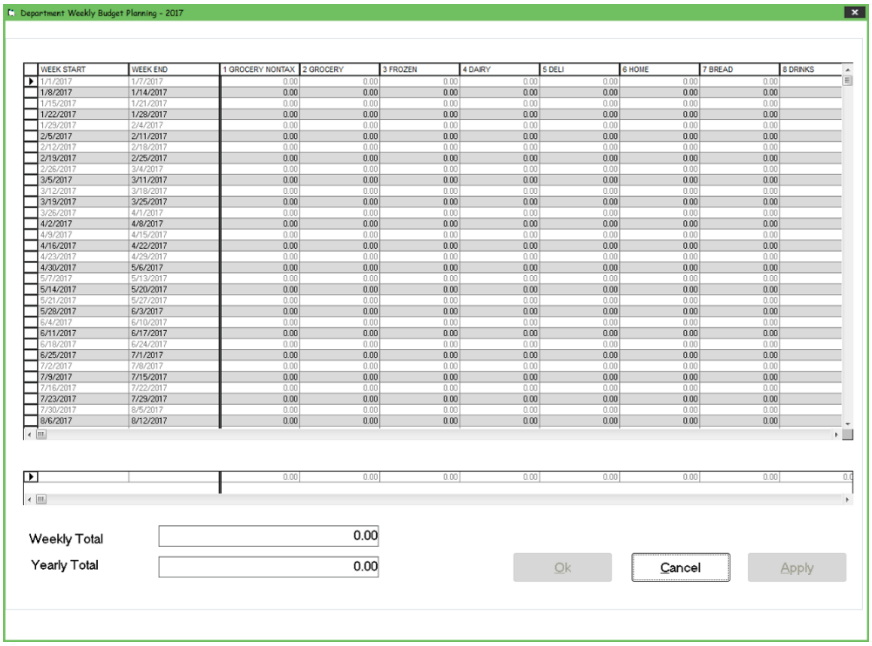


Figure 11-167. Department Weekly Budget Planning

2. The weeks displayed are based on the Financial Calendar. Double-click on the requested week to budget. Enter forecast data into the appropriate departments. Click the **Apply** icon to update the record.
   After forecasting a weekly budget, the Department Weekly Budget Report can be generated, as described below.

11.14 Application Access Report

ENCOR provides the embedded **Application Access Log** embedded application to track user access to **ENCOR** applications. Each time an application is opened, **ENCOR** creates an application log entry that contains the following information:

- Name of the application that was opened
- User who opened the application
- Date and time the application was opened
- Workstation on which the application was opened
- Date and time the application was closed

Application Access Log can filter, sort, and display the application log entries to track user access to **ENCOR** applications.

To access the **Application Access Log** application from the Application Menu Bar, select **Reports > Application Access Report > Application Access Log**.

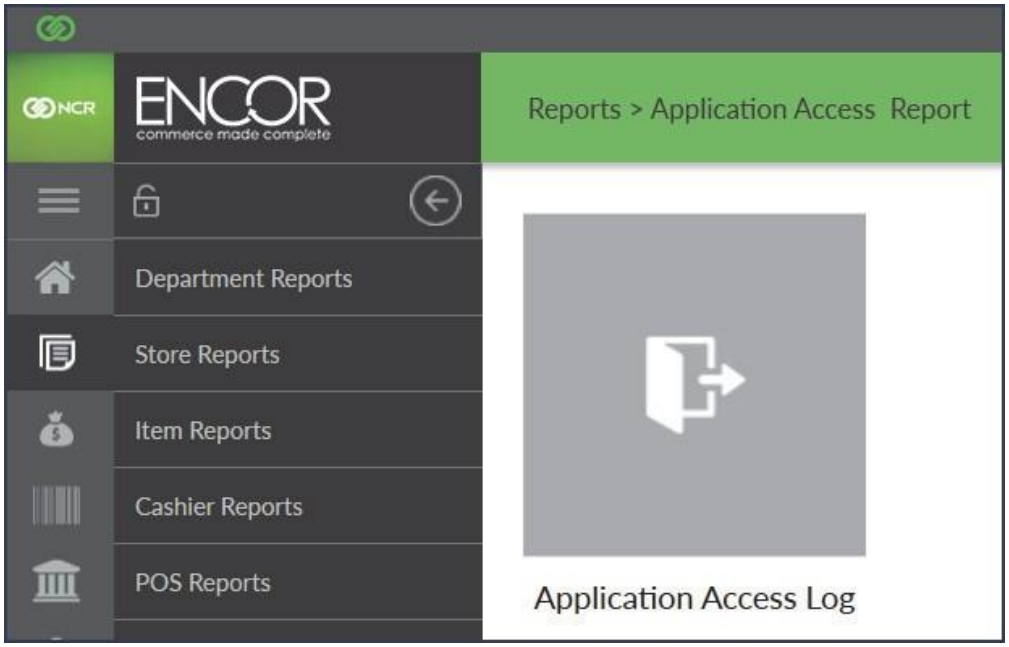


Figure 11-168. Application Access Log

11.14.1 Application Access Log

When the **Application Access Log** application is launched, it is added to the Opened applications icon in the Menu Tool Bar. At any time after the application has been launched, the user can navigate back to the **Application Access Log** application by clicking the Opened applications icon and then clicking the **Application Access Log** icon from the All Opened Applications drop-down menu.

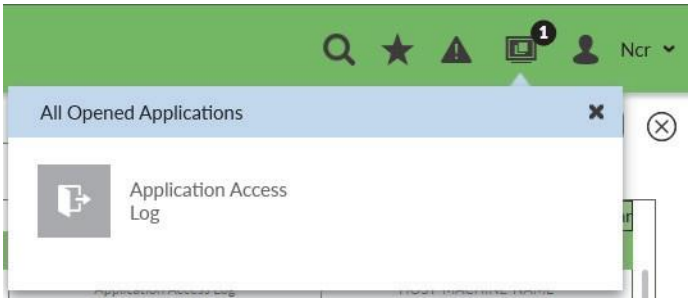


Figure 11-169. All Opened Applications - Application Access Log

To close the **Application Access Log** application and remove it from Opened applications, click the application's close button.

Figure 11-170. Close Application Access Log

Clicking the **Application Access Log** tile displays the Application Access Log screen.

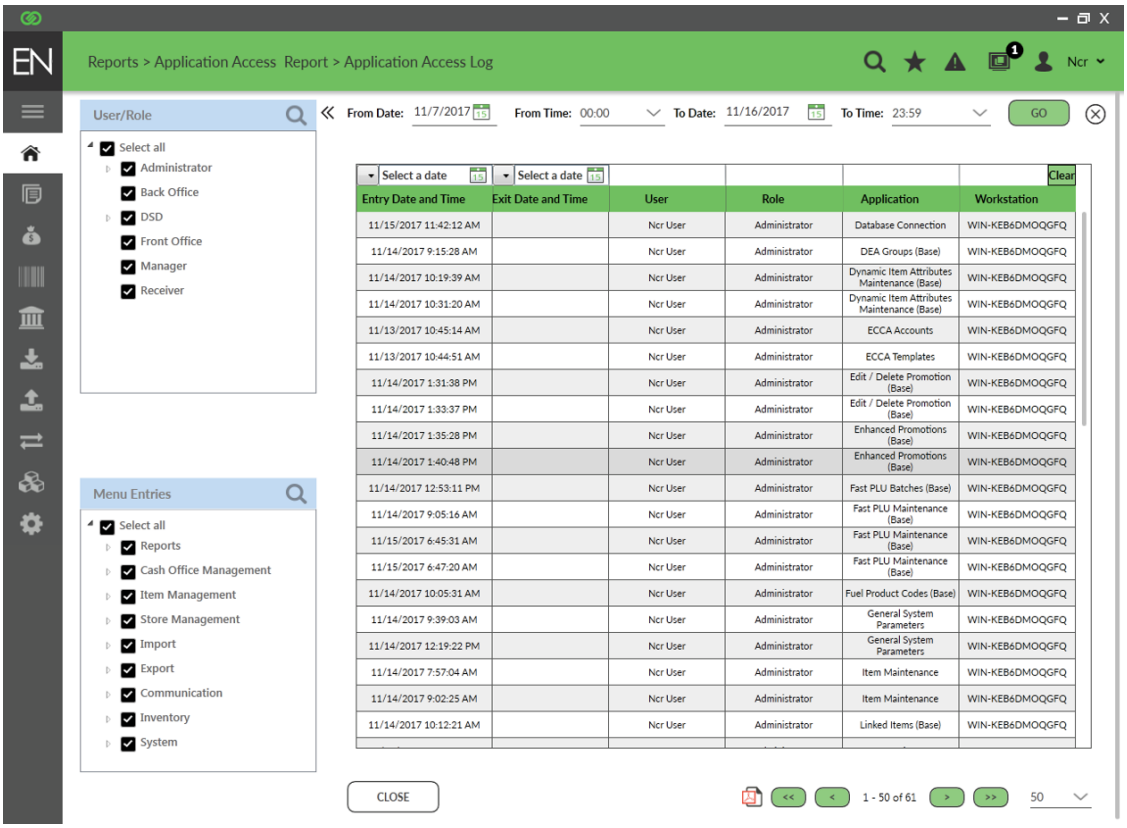


Figure 11-171. Application Access Log Screen

The application provides controls to filter application log entries by users, roles, applications, and menus over a date range. The filtered-out log entries are

displayed in the application's grid (shown in image above) that can be sorted by clicking the grid column headers.

11.14.1.1 Filtering

The **Application Access Log** application can filter application log entries by date, users, roles, applications, and menus. Filtering is always performed over a date range but can be combined with user(s), role(s), application(s), and menu(s).

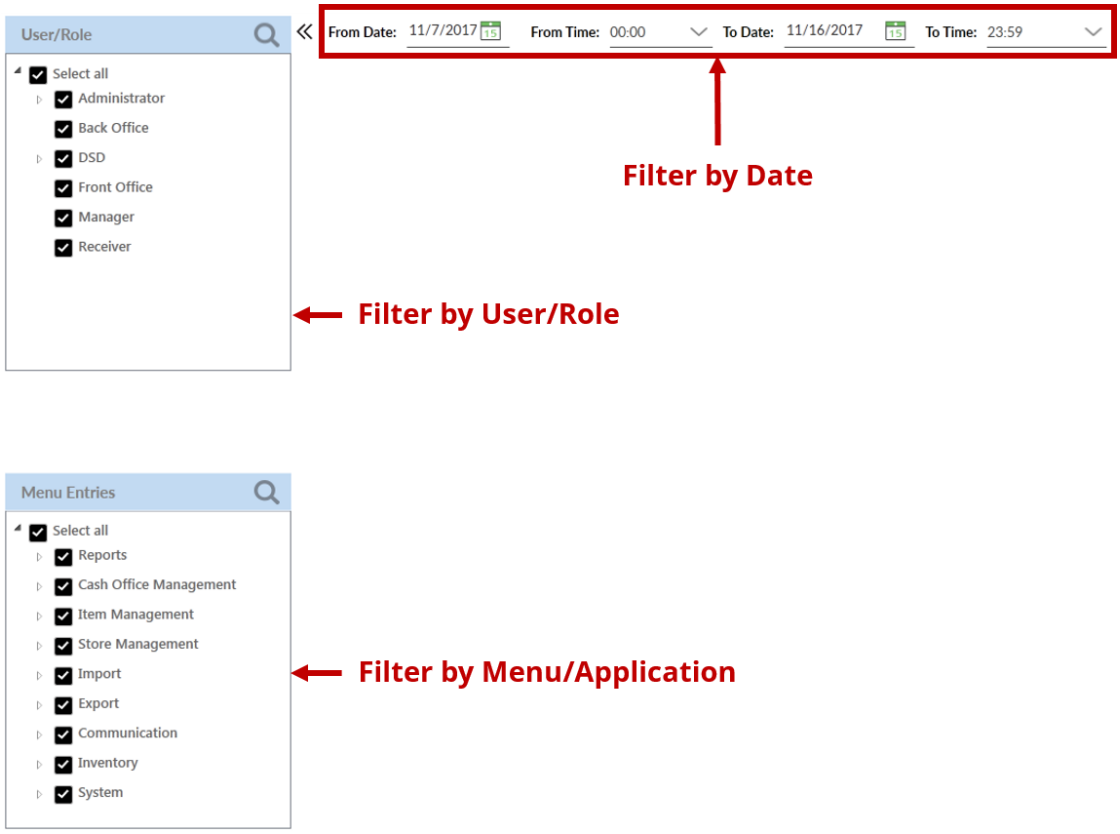


Figure 11-172. Application Access Log Filters

11.14.1.1.1 Filter By Date

Filtering of the application log entries is always performed over a date range. The starting date of the range is set using the From Date and From Time controls located at the top of the screen, and the ending date of the range is set using the To Date and To Time controls also located at the top of the screen. In the image below, after clicking the **GO** button, all application log entries that were logged between 10/ 30/2017 at 00:00 hours and 11/16/2017 at 23:59 hours will be returned and displayed in the application's grid (filtering is being performed in combination with all users, all roles, all applications, and all menus).

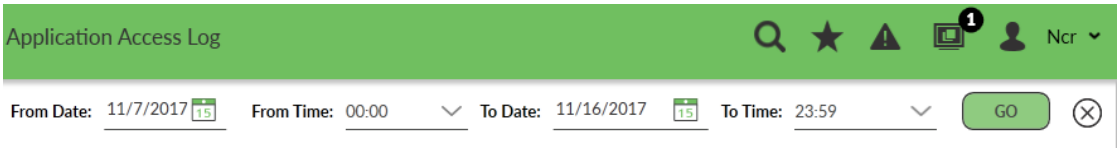


Figure 11-173. Application Access Log - Date and Time Filter

When the **Application Access Log** application is initially displayed, the To Date is defaulted to today's date, the From Date is defaulted to seven days in the past, and all application log entries logged between these default dates are displayed in the application's grid.

To change the From Date or To Date, click the control's calendar icon and select a date from the calendar drop-down.

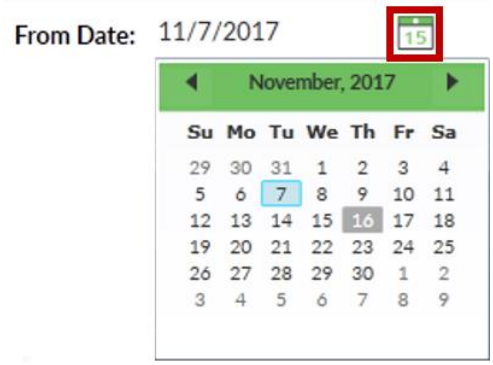


Figure 11-174. Calendar Drop-Down

The From Date or To Date can also be changed by typing the date within the control's text box in the MM/DD/YYYY date format.

To change the From Time or To Time, click the down arrow next to the control and select the time from the control's drop-down menu.

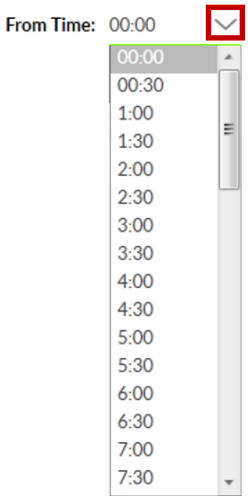


Figure 11-175. Time Drop-Down

11.14.1.1.2 Filter by User/Role

The **Application Access Log** application allows log entry filtering by user, role, or both. The application provides user and role filtering via the User/Role control located at the top left corner of the screen.

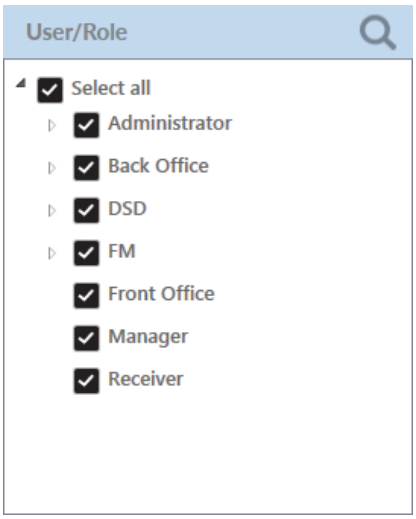


Figure 11-176. User/Role Filter

When the Application Access Log screen is initially displayed, all users and roles are selected which is represented by the Select all checkbox being checked (shown in the image above).

To filter by user

1. Uncheck the **Select all** checkbox.

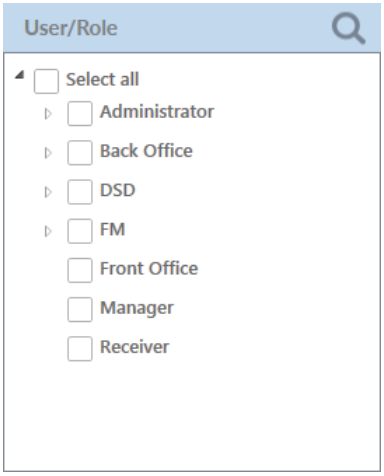


Figure 11-177. User/Role Filter - Unchecked Select all

2. Locate user(s) to filter. To locate users in the User/Role control, expand the roles to display the user(s) or type the user's name in the User/Role search text box.
   a. To locate users by expanding roles:
      1. Expand the role the user is assigned. The user should display under its expanded role. In the image below after expanding the Administrator role, all users assigned the Administrator role are listed.

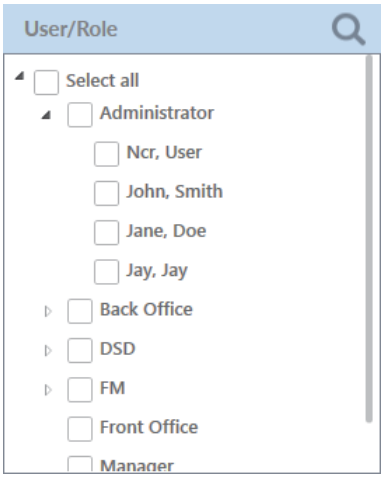


Figure 11-178. User/Role Filter - Expanded Roles

b. To locate users by typing the user's name in the User/Role search text box.
   1. Click the User/Role magnifying glass button. The top of the control becomes a search text box.

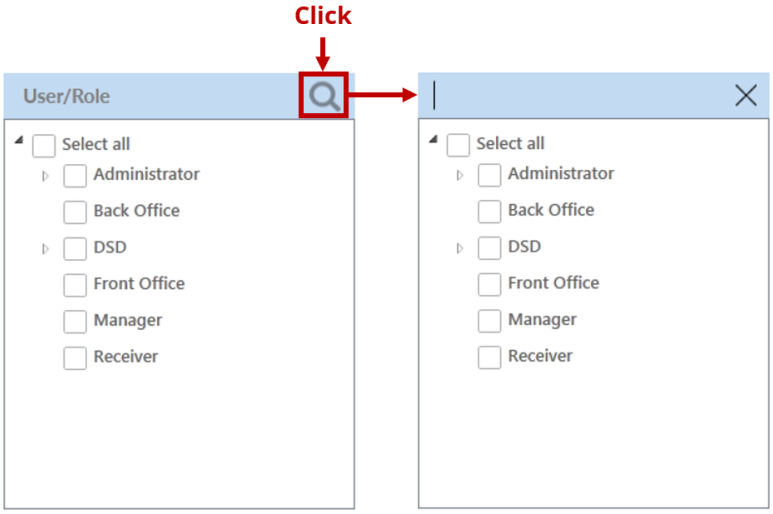


Figure 11-179. User/Role Filter - Search Text Box

   2. Type name of user into the search text box. As the name is entered into the search text box, only the roles whose assigned users match the entered search name will display in the control. In the image below, only the **Administrator** role is assigned a user whose name contains the **jay** search string.

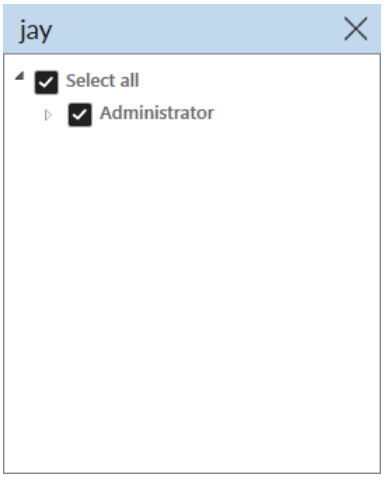


Figure 11-180. Search String: jay

3. Expand the role to list user's containing the search string. User's containing the entered search string will display under the expanded role.

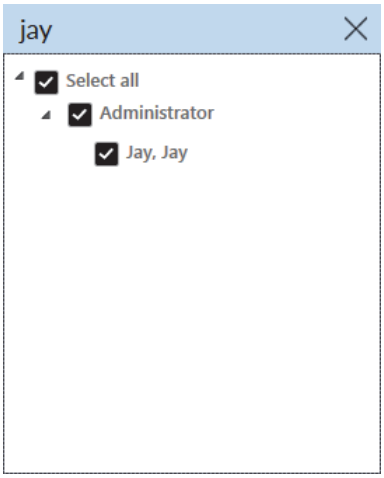


Figure 11-181. Search String: jay - Expanded

3. Select the user(s) by clicking the checkbox next to the user's name. In the above image, **Jay, Jay** has been selected.
4. Click the **GO** button on the top right of screen. Only the application log entries logged for the selected user(s) will display in the application's grid. In the image below, only the application log entries logged for Jay Jay are listed since he was the only user selected.

Entry Date and Time	Exit Date and Time	User	Role	Application	Workstation
11/5/2017 5:49:18 PM		Jay Jay	Administrator	Vendor Maintenance	HOST-MACHINE-NAME
11/5/2017 5:49:25 PM		Jay Jay	Administrator	Item Maintenance	HOST-MACHINE-NAME
11/5/2017 5:50:35 PM		Jay Jay	Administrator	Site Setup	HOST-MACHINE-NAME
11/5/2017 5:50:43 PM		Jay Jay	Administrator	Import Utility	HOST-MACHINE-NAME
11/5/2017 5:50:50 PM		Jay Jay	Administrator	End of Day	HOST-MACHINE-NAME
11/5/2017 5:50:59 PM		Jay Jay	Administrator	Price Link Maintenance	HOST-MACHINE-NAME
11/5/2017 5:51:01 PM		Jay Jay	Administrator	Price Link Import Wizard	HOST-MACHINE-NAME
11/5/2017 5:51:03 PM		Jay Jay	Administrator	Linked Items (Base)	HOST-MACHINE-NAME
11/5/2017 5:51:26 PM		Jay Jay	Administrator	Tender Maintenance	HOST-MACHINE-NAME
11/5/2017 5:51:30 PM		Jay Jay	Administrator	Import Utility	HOST-MACHINE-NAME
11/5/2017 5:51:37 PM		Jay Jay	Administrator	SIFT Import Utility	HOST-MACHINE-NAME
11/5/2017 5:51:41 PM		Jay Jay	Administrator	FX Import Utility	HOST-MACHINE-NAME
11/5/2017 5:51:43 PM		Jay Jay	Administrator	Item HST Import Utility	HOST-MACHINE-NAME
11/5/2017 5:51:46 PM		Jay Jay	Administrator	Import Utility	HOST-MACHINE-NAME
11/5/2017 5:58:00 PM	11/5/2017 5:58:03 PM	Jay Jay	Administrator	User Maintenance	HOST-MACHINE-NAME
11/6/2017 10:48:57 AM		Jay Jay	Administrator	Application Access Log	HOST-MACHINE-NAME

Figure 11-182. Search Results Grid

To filter by role

1. Uncheck the **Select all** checkbox.

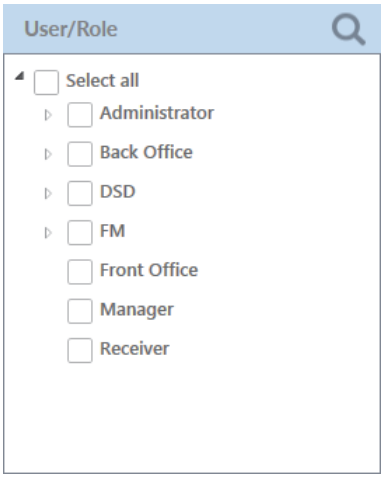


Figure 11-183. User/Role Filter - Unchecked Select all

2. Locate role(s) to filter in the User/Role control. If the role is not visible in the User/Role control, the role can be located by performing a text search. To perform a text search:
   a. Click the User/Role magnifying glass button. The top of the control becomes a search text box.

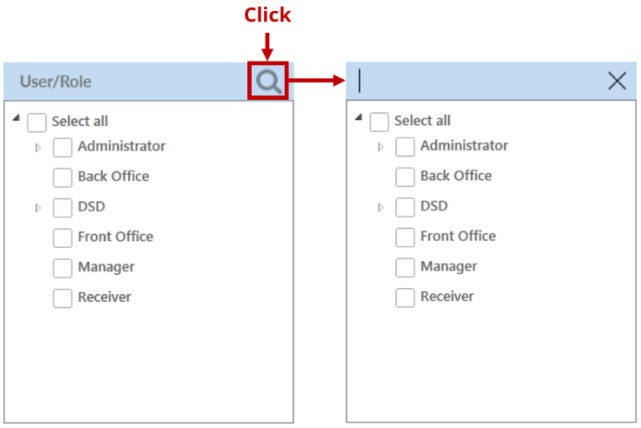


Figure 11-184. User/Role Filter - Search Text Box

b. Type name of role into the search text box. As the role name is entered into the search text box, only the roles that match the entered search text will display in the control. In the image below, only the Back Office role contains the **back** search text.

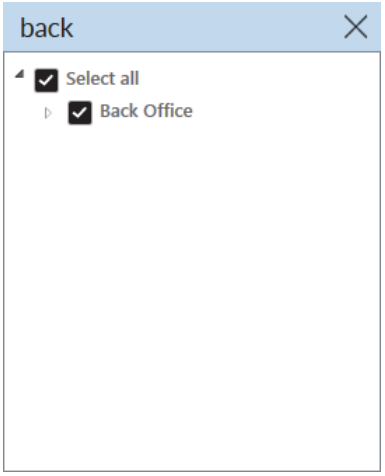


Figure 11-185. Search String: back

3. Select role(s) by single clicking the checkbox next to the role's name.
4. Click the **GO** button on the top right of screen. Only the application log entries logged for users assigned to the selected roles will display in the application's grid.

11.14.1.1.3 Filter by Menu

The **Application Access Log** application allows log entry filtering by menu, application, or both. To filter by a menu option means to return all log entries logged for all applications under the selected menu(s). To filter by an application means to return all log entries logged for the selected application(s). The **Application Access Log** provides menu and application filtering via the Menu Entries control located at the left side of the screen.

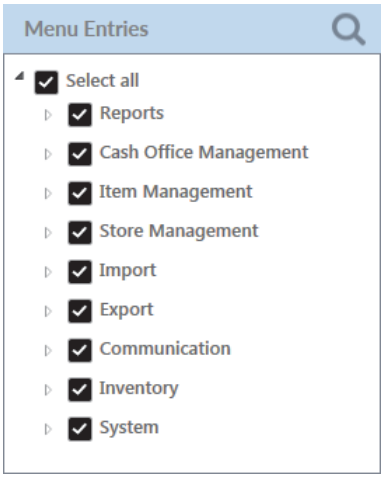


Figure 11-186. Application Access Log - Menu Entries Filter

When the **Application Access Log** is initially displayed, all menus and applications are selected which is represented by the **Select all** checkbox being checked (shown in the image above).

1. Uncheck the **Select all** checkbox.

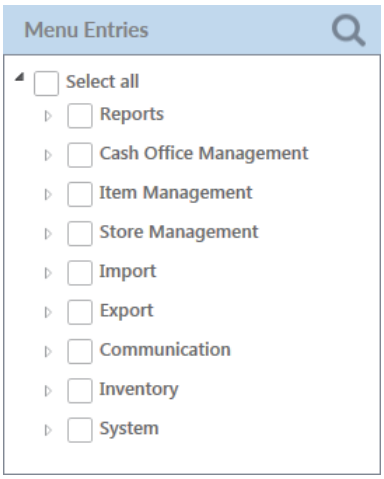


Figure 11-187. Menu Entries Filter - Unchecked Select all

2. Locate menu(s) and application(s) to filter. To locate menu(s) and application(s) in the Menu Entries control, manually search for the menu's or application's name within the control or type the menu's or application's name in the Menu Entries search text box.
   a. To locate a menu's or application's name manually:
      1. Expand the upper level menu that the submenu or application belongs. Expanding the upper level menus will display the submenu names, and expanding a menu with applications results in the display of the application's names. In the image below, clicking the **Cash Office Management** menu results in its submenus being displayed, and clicking the **Cashier Balancing** submenu resulted in its applications being displayed.

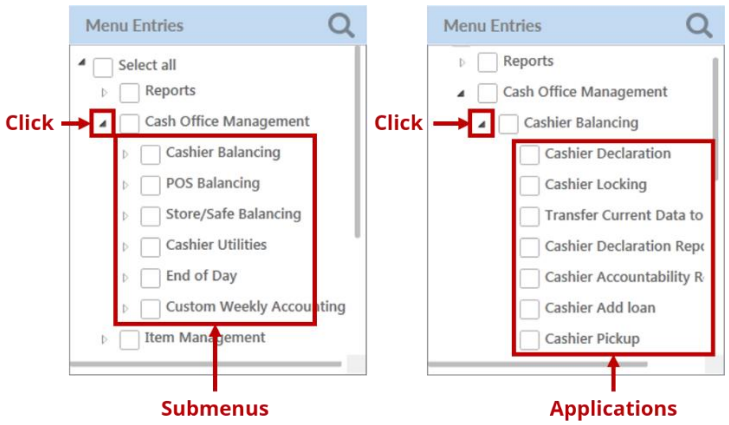


Figure 11-188. Menus and Submenus Expanded

b. To locate menu or application names using the Menu Entries search text box:

   1. Click the Menu Entries control's magnifying glass button. The top of the control becomes a search text box.

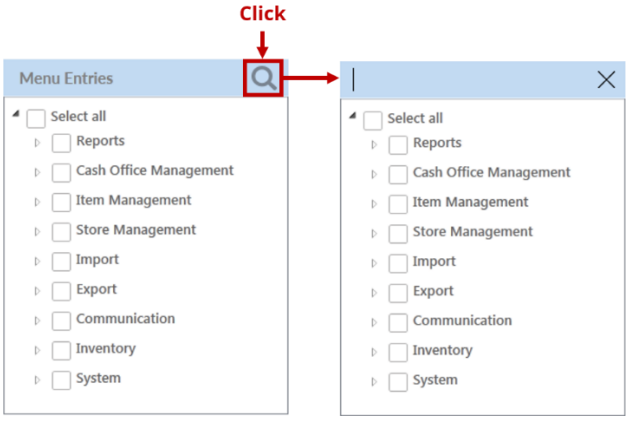


Figure 11-189. Menu Entries - Search Text Box

   2. Type name of menu or application into the search text box. As the name is entered into the search text box, only menu names or menus whose applications names match the entered search text will display in the control. In the image below, the **Item Management** and **Price Link Maintenance** menu names are displayed since the **Price Link Maintenance** submenu contains the **Price Link Import Wizard** application whose name contains the **import** search string; and the Import menu is displayed since the menu and its applications contains the **import** search string within their names.

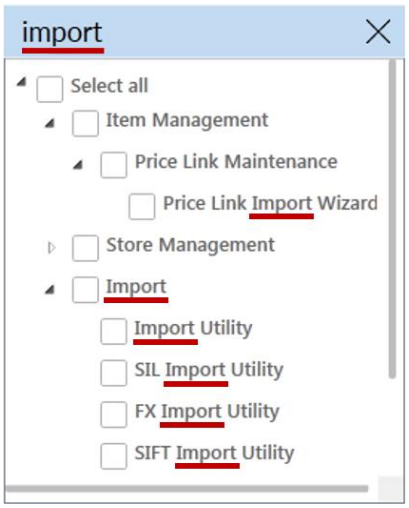


Figure 11-190. Search String: import

c. Select the menu(s) and application(s) by clicking the checkbox next to the menu's or application's names. Selecting a menu selects all its submenus and all applications that fall under the menu and submenus.

3. Click the application's **GO** button. Only the application log entries whose applications are contained within the selected menu(s) or selected applications will display in the application's grid

Chapter 12: Using Handheld Devices

12.1 Introduction

ENCOR is compatible with various handheld scanning mobile computers. Before using **ENCOR** on a mobile computer, software must be installed on individual units. Please refer to *NCR ENCOR Installation Guide* for installation instructions.

12.1.1 Main Menu

To navigate **ENCOR** on a mobile computer, select menu options by clicking on icons or by typing the number of the menu function.

Figure 12-1. Handheld Main Menu

12.2 Item Maintenance

Item Maintenance functionality allows mobile users to verify and to update item information. This functionality includes the ability to modify pricing, to set price links, and to request tags.

Note:

To add or to update item information on a handheld device, the Item Maintenance screen must be visible.

To change item information

1. From Main Menu, select **Item Maintenance**.

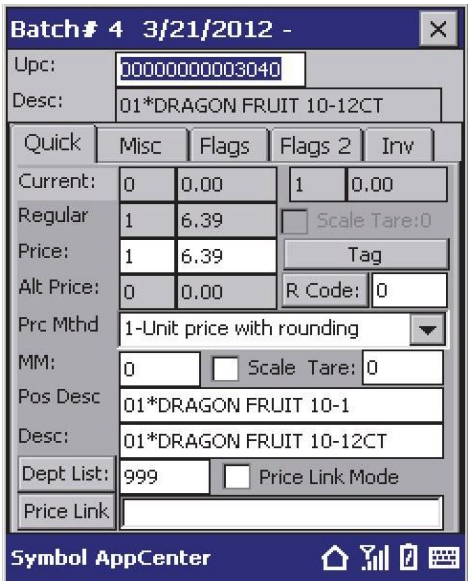


Figure 12-2. Item Maintenance – Quick Tab

2. Input UPC information manually or scan the item barcode. The item record Quick tab displays for viewing or updating information.
3. Modify Price, Price Method, Report Code, Mix Match, Description, Department, or Price Link.
4. To save changes, scan a new item, close the batch screen, or press the ***** on the mobile unit keypad.

5. To modify additional information, select the **Misc** tab.

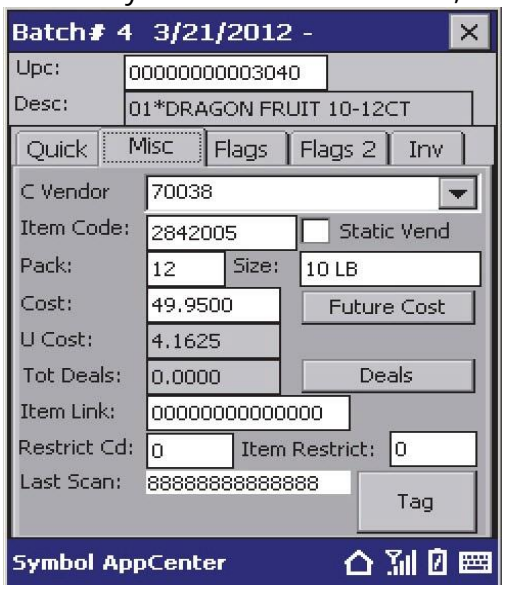


Figure 12-3. Item Maintenance - Misc Tab

6. Modify Vendor, Item Code, Pack, Size, Cost, Item Link, Restrict Code, Item Restriction, or select **Tag**.
7. To save changes, scan a new item, close the batch screen, or press the ***** on the mobile unit keypad.
8. To modify additional information, select the **Flags** tab.

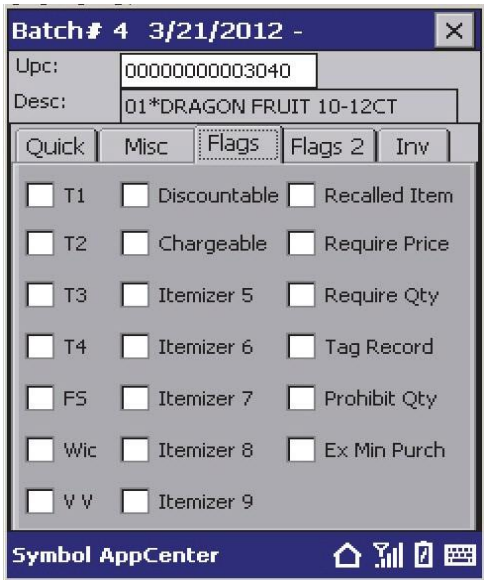


Figure 12-4. Item Maintenance - Flags Tab

9. Modify any POS Flag data.
10. To save changes, scan a new item, close the batch screen, or press the ***** on the mobile unit keypad.

11. To modify additional information, select the **Flags 2** tab.

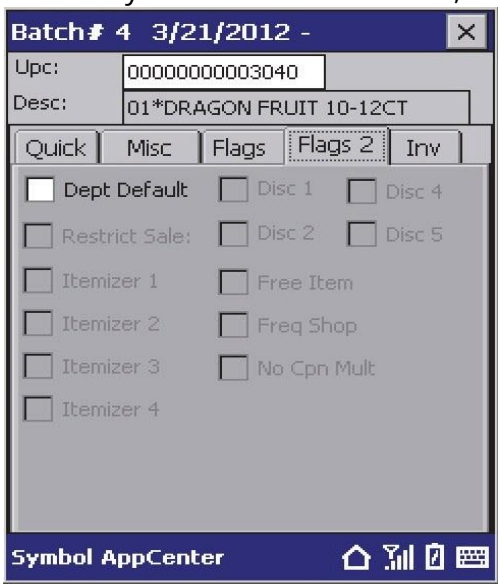


Figure 12-5. Item Maintenance - Flags 2 Tab

12. Modify any additional POS Flag data.
13. To save changes, scan a new item, close the batch screen, or press the ***** on the mobile unit.
14. To modify additional information, select the **Inv** tab.

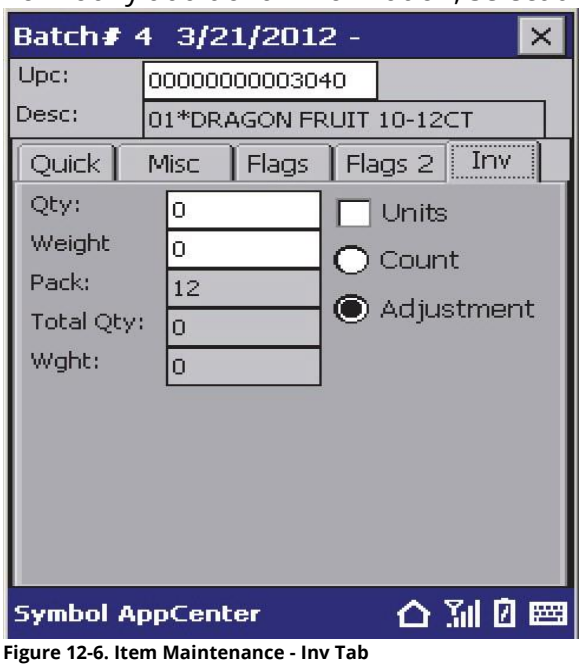


Figure 12-6. Item Maintenance - Inv Tab

15. Modify or adjust any inventory data.
16. To save changes, scan a new item, close the batch screen, or press the ***** on the mobile unit keypad.
17. Select **X** to return to the Main Menu.

12.3 Receiving

Received items from vendors can be documented using the **ENCOR** Handheld application. Receiving documentation is used to record the actual items received from vendors.

To access receiving functionality from the handheld's Main Menu, select the **Receiving/Ordering** button.

12.3.1 Create New Receiving Document

Use the Create New Receiving Document feature to record incoming merchandise.

To create a new receiving document

1. Select the **Create New Receiving Doc** button.

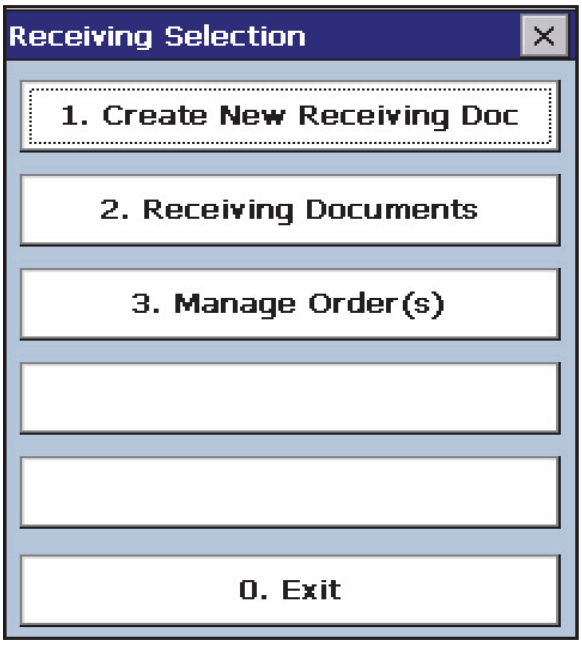


Figure 12-7. Receiving Selection

2. From the Create New Receiver screen, scan the item that is being received. This should set the vendor text box with the scanned item's vendor. The user can also set the vendor manually by pressing the **Vendor:** button and selecting a vendor from the Vendor List screen that is displayed when the **Vendor** button is pressed.

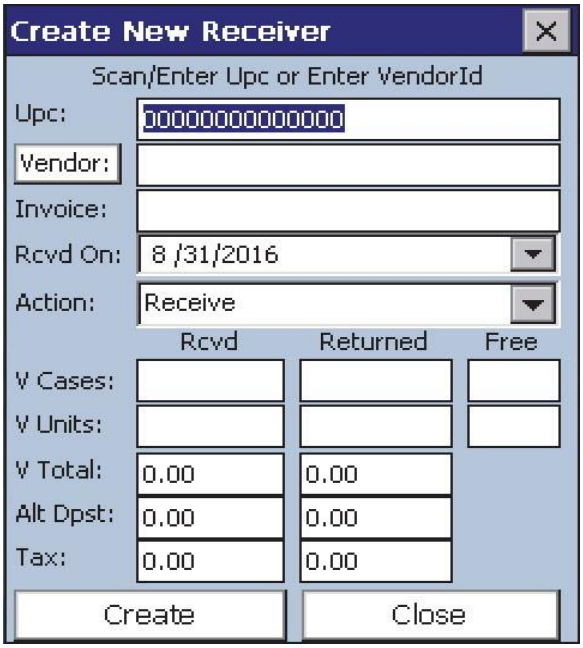


Figure 12-8. Create New Receiver

The vendor text box should be set with the scanned item's vendor.
In the screen shot below, scanning the NSC2 item (00020000100000) resulted in its vendor (99999) being set in the vendor text box.

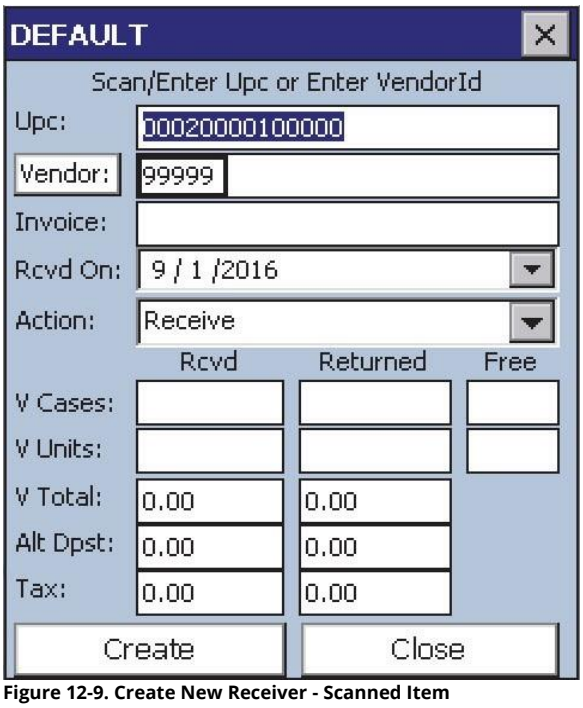


Figure 12-9. Create New Receiver - Scanned Item

3. Enter invoice number.
4. Set the received-on date.
5. Select an action from the Action drop-down (should be defaulted to Receive).
6. Enter vendor information (optional).
7. Press the **Create** button.

12.3.1.1 Receiver # Screen

The Receiver # screen appears (after clicking the **Create** button on the Create New Receiver screen - step 7 above) with the receiving document's invoice number on the top next to the vendor's ID. In the image below, the title of the screen is #6 - 99999 where #6 is the receiver's invoice number and 99999 is the vendor's ID.

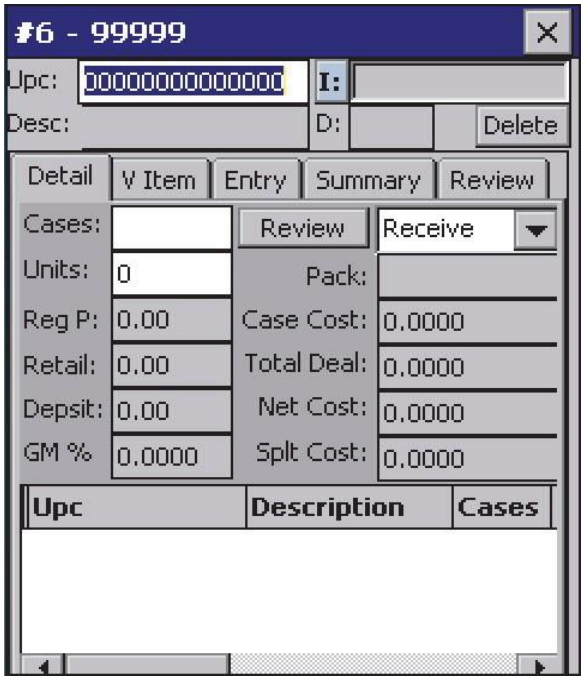


Figure 12-10. Receiver # Screen

8. The user can either scan or type a UPC, or type or scan an item code.
   a. Scan or type UPC (the Upc field should be enabled - the default).
      1. If the Upc field is not enabled, press the **Item Code** button.

Figure 12-11. Item Code Button

Note:

To return to receiving by item code, press the **Item Code** button.

      2. Once the Upc field is enabled, scan the item.

Note:

Scanning an NSC2 Upc results in the Cases and Units fields allowing decimal inputs.

      3. After scanning an existing **ENCOR** Store item, the item's information is added to the screen. In the screen shot below, the scanned item's Upc (00020000100000), Desc (NSC2 ITEM 1), Regular Price (1.00), Retail (1.00), GM% (25.0000), Case Cost (7.5000), etc. are automatically inserted into the screen.

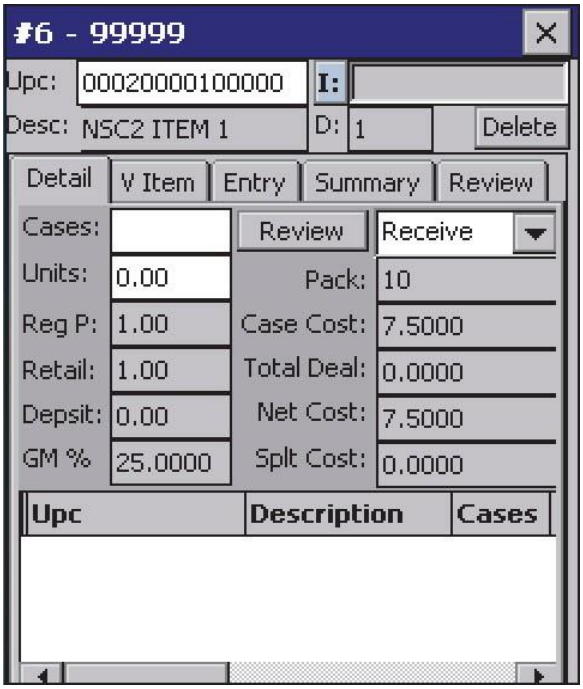


Figure 12-12. Receiver # Screen - Entered UPC

b. Type or scan the item code.

1. If the Item Code field is not enabled, press the **Item Code** button.

Figure 12-13. Item Code Button

Note:

To return to receiving by Upc, press the **Item Code** button.

2. Once the Item Code field is enabled, enter the item code and move to another field on the screen; or scan the item code (instead of entering the code manually).

Note:

The handheld can only scan the item code if the handheld's SDK provides the support; but currently, the generic version of **ENCOR's** handheld software does not support item code scanning.

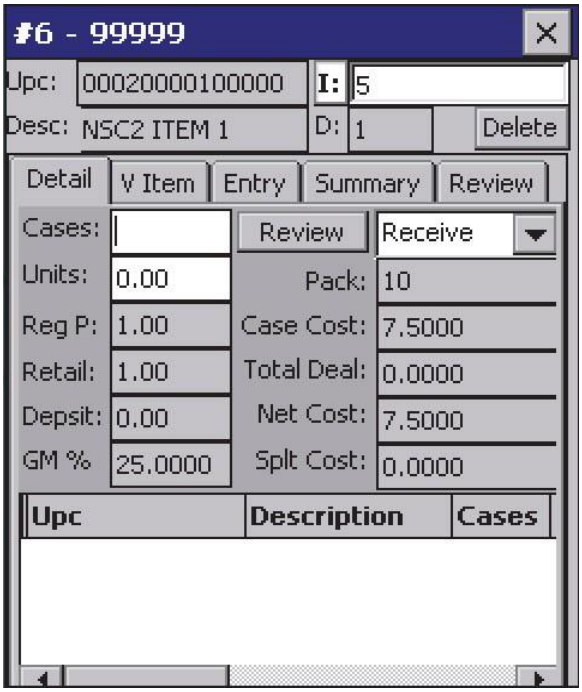


Figure 12-14. Receiver # Screen - Entered Item Code

3. After scanning an existing **ENCOR** store item code, the item's information is added to the screen.

9. Type in any necessary data changes in the fields.
10. Scanning the next item or entering/scanning a new item code will add the UPC to the receiver and display the UPC in the receiver grid located at the bottom of the screen. The grid will display all UPC(s) that have been added to the receiver.

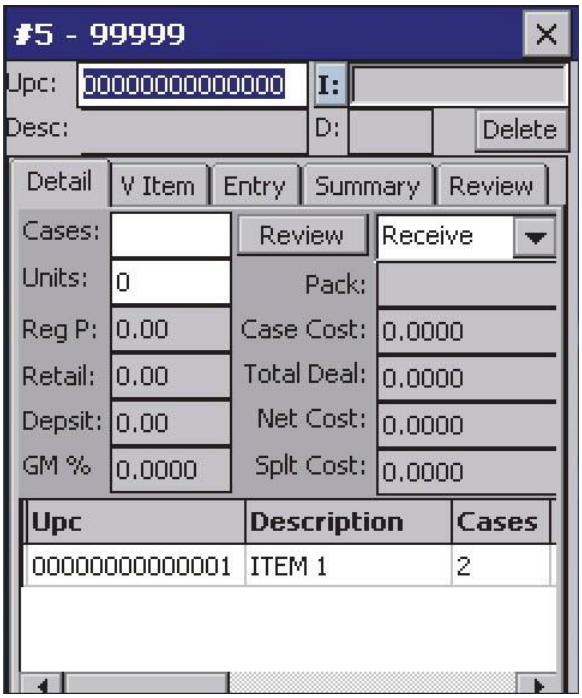


Figure 12-15. Receiver # Screen Grid

11. When finished adding items to the receiver, press the screen's exit button (which is the "X" button on the top right of the screen) or the Esc key.

Figure 12-16. "X" Button

12. When the receiver screen closes, the receiver Summary screen is displayed.

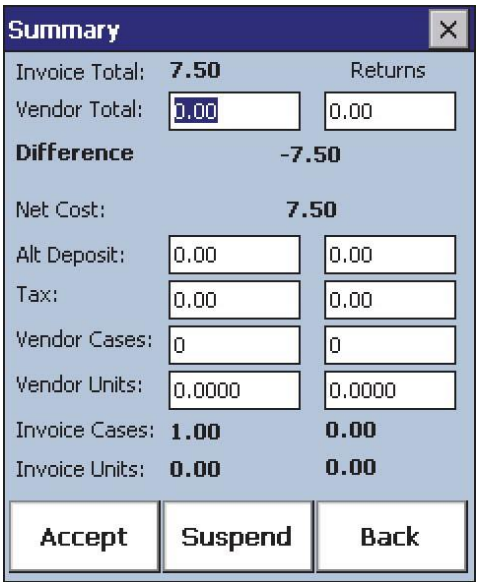


Figure 12-17. Summary Screen

13. From the receiver Summary screen, the user can press the appropriate button to accept, suspend, or go back to the receiver to add, remove, or edit items.

12.3.2 Review or Modify Receiving Document

To modify existing receiving documents, press the **Receiving/Ordering** button from the Main menu. From the Receiving Selection screen, press the **Receiving Documents** button.

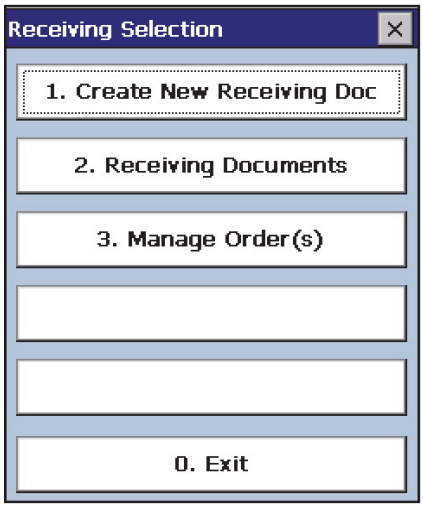


Figure 12-18. Receiving Selection

12.3.2.1 Searching For Receiving Documents

After pressing the **Receiving Documents** button, the Enter or Select Invoice screen is displayed.

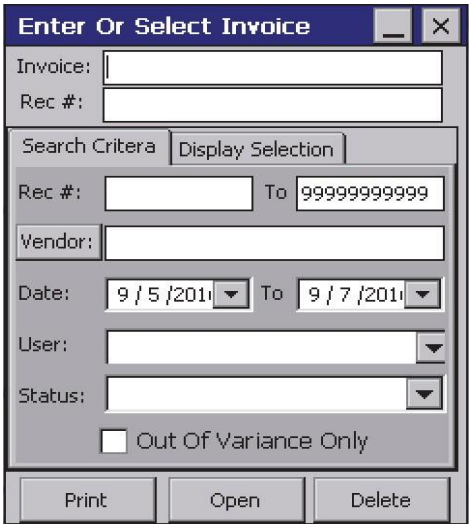


Figure 12-19. Enter or Select Invoice Screen

The Enter or Select Invoice screen allows the user to enter receiving document search criteria to retrieve the desired receiver documents.

12.3.2.1.1 Search for Single Receiver Document

If the exact invoice number or receiver number is known for a receiver, the values can be entered into their respective Invoice (Invoice) or Receiver Number (Rec#) text box field after pressing the **Open** button.

12.3.2.1.2 Search by Invoice

In the example below, "10" was entered into the invoice text box (Invoice), and the **Open** button was pressed.

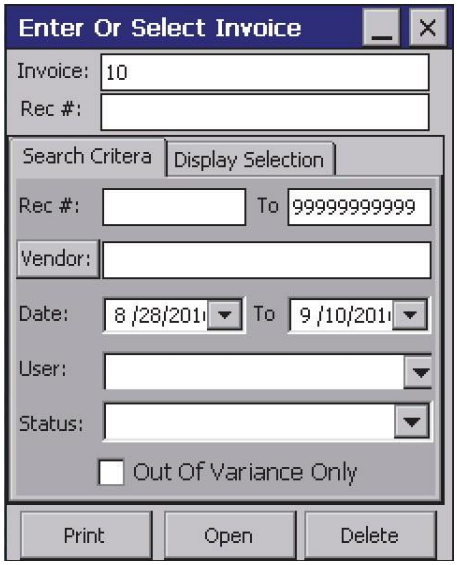


Figure 12-20. Invoice Number Entered

After pressing the **Open** button, and if a receiver is associated with the invoice ID, the receiver is displayed in the Receiver # screen (shown below).

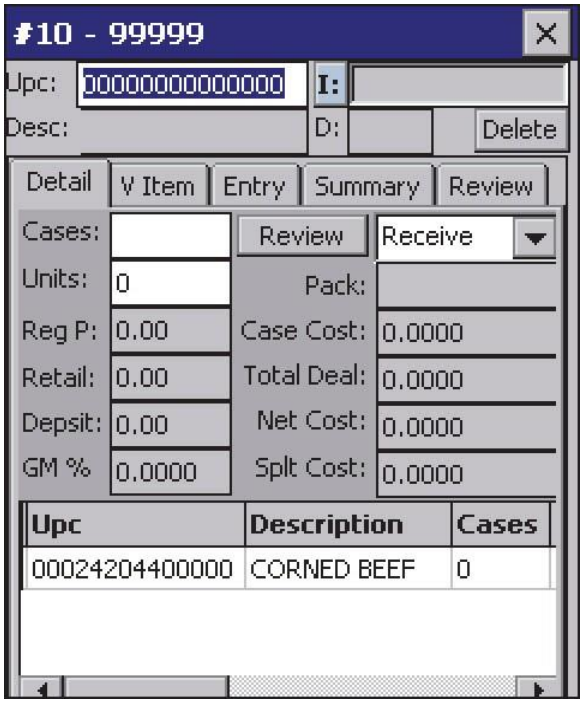


Figure 12-21. Open Button Pressed

12.3.2.1.3 Search by Receiver Number

In the example below, "6" was entered into the receiver number text box (Rec#), and the **Open** button was pressed.

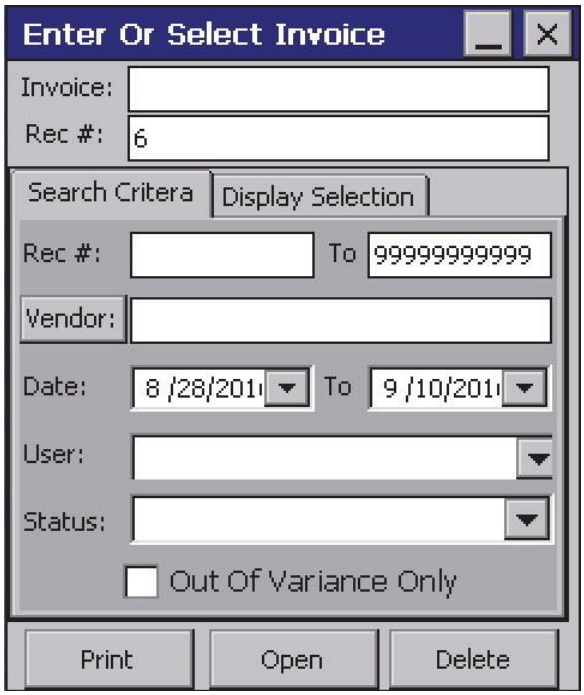


Figure 12-22. Rec # Entered

After pressing the **Open** button, and if the receiver exists, the receiver will be displayed in the Receiver # screen.

12.3.2.1.4 Search for Multiple Receiver Documents

When the invoice or receiver number is not known, a range of receiver documents can be searched using the controls on the Search Criteria tab.

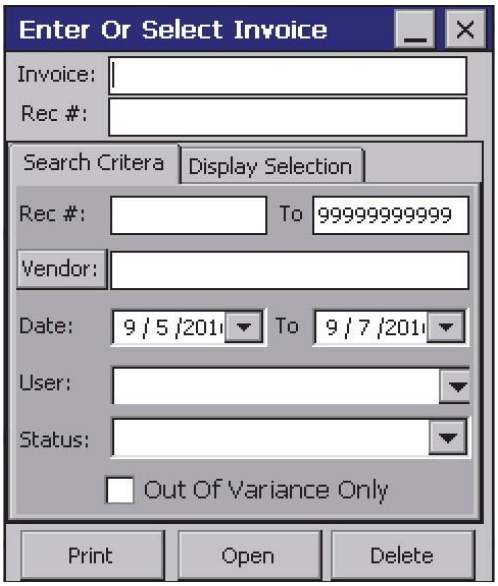


Figure 12-23. Search Criteria Tab

The table below lists the Search Criteria tab's controls and the type of search that occurs when setting these controls.

Search Criteria Tab Control	Search Description
Rec#/To	Returns all receivers whose receiver number falls in the receiver number range set in the controls.
Vendor	Returns all receivers whose receiver is associated with the vendor entered into the Vendor control.
Date/To	Returns all receivers created in the date range set in the date controls.
User	Returns all receivers created by the user whom is selected in the user combo box.
Status	Returns all receivers whose status matches the selected status in the Status combo box.

After setting the Search Criteria tab controls, the **Display Selection** tab is pressed to display the search results.

In the example below, the date range was set (on the Search Criteria tab) and the **Display Selection** tab was selected. The receivers created within the selected date range are listed in the Display Selection's grid.

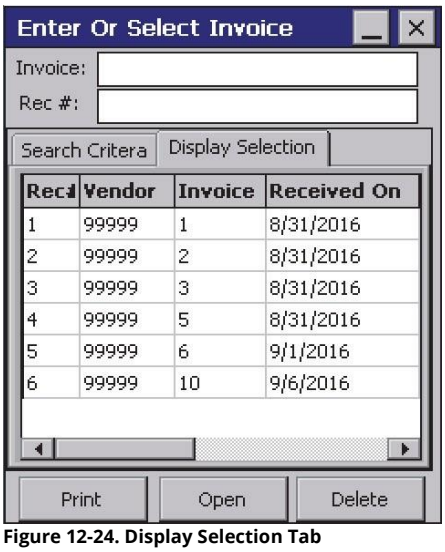


Figure 12-24. Display Selection Tab

12.3.2.2 Modifying Existing Receiver Documents

Once the receiver documents have been found and listed in the Display Selection tab's grid (shown above), the user selects the receiver from the grid and presses the **Open** button. After pressing the **Open** button, the receiver document is displayed in the Receiver # screen.

In the example below, receiver #10 was selected from the Display Selection's grid and the **Open** button was pressed.

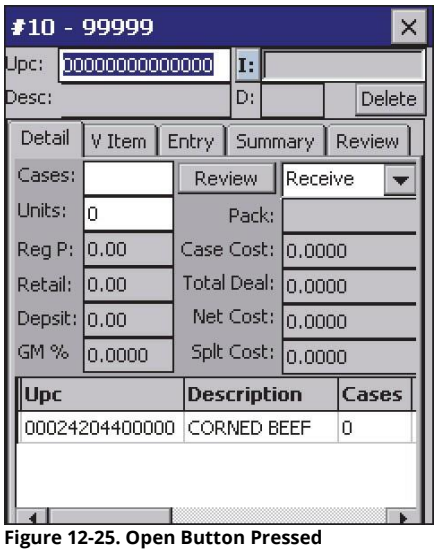


Figure 12-25. Open Button Pressed

Once the receiver document is displayed in the Receiver # screen, the receiver document can be modified.

12.4 Ordering

The **ENCOR** Handheld application provides the functionality to create and modify sessions which are used to generate purchase orders (PO) from the items added to the session.

12.4.1 Overview

The **ENCOR** handheld application creates purchase orders from a session. A session is first created and items are then scanned or entered to the session using the handheld. When an item (that is to be ordered) is added to the session, the current vendor for the item is automatically assigned as the vendor who will receive the order for the item.

When a session is closed, the user is given the options to Place Order, Suspend the session, or go Back to the session. If the user selects the **Place Order** option, a PO is created for each vendor (that was assigned to one or more session items), and each session item is assigned to its vendor's PO.

12.4.2 Navigating to Handheld Ordering

To access the **ENCOR** Handheld ordering functionality, select **Receiving/Ordering** from the handheld's Main Menu and then select **Manage Order(s)** from the Receiving Selection screen.

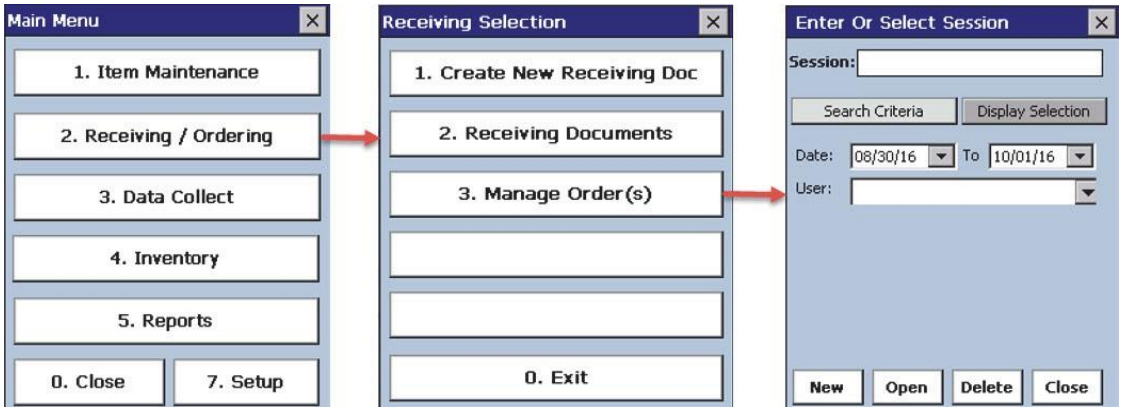


Figure 12-26. Navigating to Handheld Ordering

12.4.3 Create Purchase Orders

To Create Orders

1. Navigate (shown in image above) to the Enter Or Select Session screen.
2. In the Session text box, enter an unused/unique session ID.

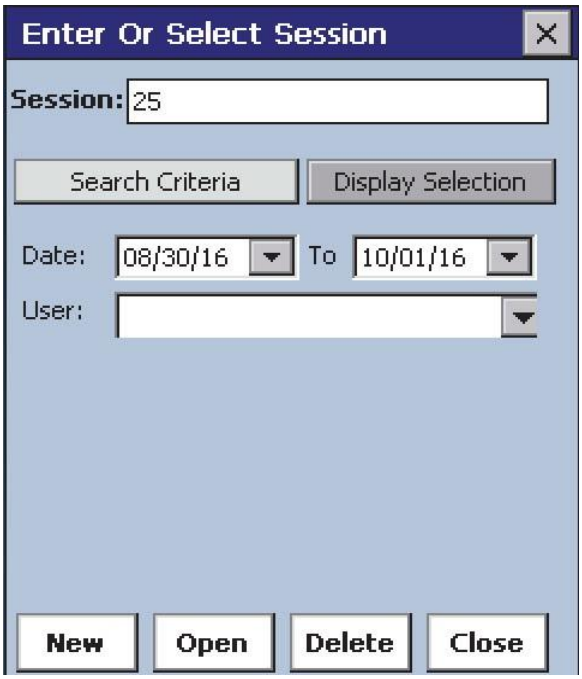


Figure 12-27. Enter or Select Session Screen

3. Click the **New** button. The Session # screen will display with the focus in the UPC field.

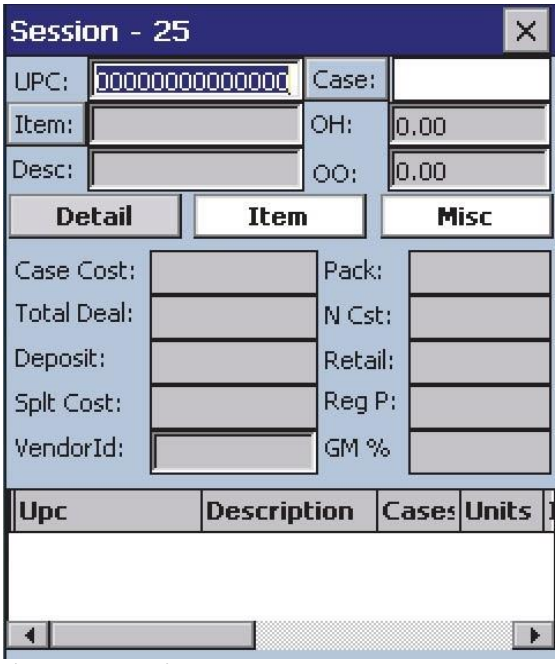


Figure 12-28. Session # Screen

4. The user can either scan or type a UPC; or the user can either scan or type an Item Code.
   a. Scan or type a UPC.
      1. Set focus to the UPC text box field (image in previous step).
      2. Scan or type UPC into the UPC text box.

3. If the UPC exists in the database, the item's data is set to the Session # screen's controls (shown in the image below).

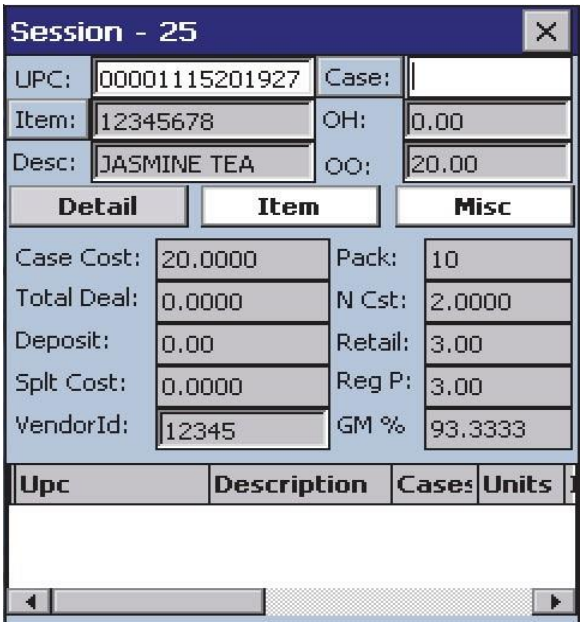


Figure 12-29. Session # Screen - UPC Entered

b. Scan or type an item code.
   1. Set focus to the Item text box.
   2. Scan or type the item code into the Item text box.
   3. If more than one item is associated with the scanned item code, the Select One Of The Items To Edit screen (shown below) will display.

Note:

If the scanned item code is associated to only one item, the item's information is set to the Session # screen's controls and the Select One Of The Items To Edit screen will not be displayed.

Figure 12-30. Loading Please Wait Screen

4. From the Loading Please Wait screen's grid, select the desired UPC.
5. Click the **Ok** button
6. After selecting the item from the Select One Of The Items To Edit screen, or if only one item was associated with the scanned item code, the item's information is set to the screen's controls.

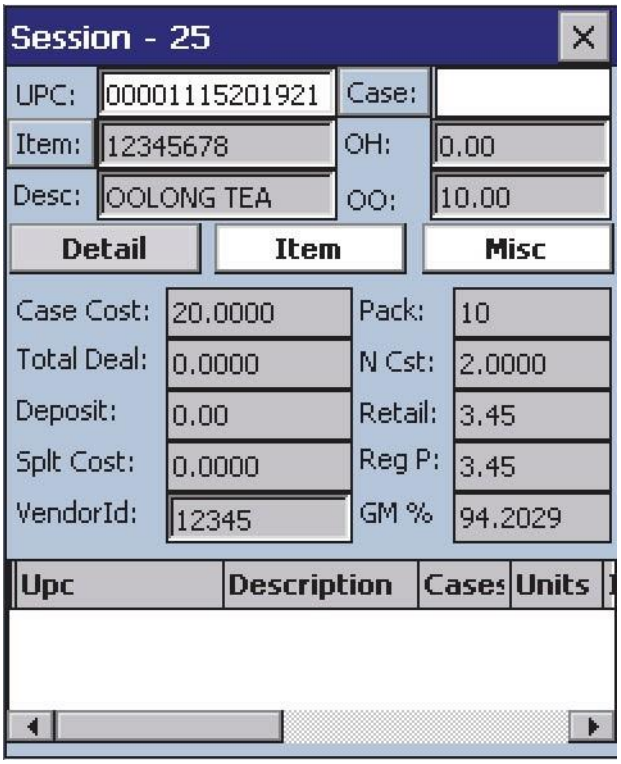


Figure 12-31. Session # Screen - Item Code Entered

5. Enter the quantity to be ordered. The quantity to be ordered can be entered as a case or unit. By default, the Case text box is displayed (upper right of Session # screen). To the left of the Case text box is a Case button. Press the **Case** button to convert the Case button to the Unit button and the Case text box to the Unit text box; press the **Unit** button to convert the Unit button to the Case button and the Unit text box to the Case text box (shown in image below). Once Case or Unit has been selected, the quantity to be ordered should be entered.

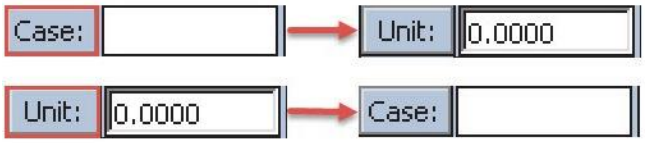


Figure 12-32. Case and Unit Text Boxes

Note:

If the UPC is an NSC2, the Units field will allow decimal inputs.

6. After entering the quantity (step 5), leaving the Case/Unit text box, and setting focus to the UPC text box, the item is saved and displayed in the Session # screen's grid. In the image below, the grid entry shows that five cases of oolong tea will be ordered.

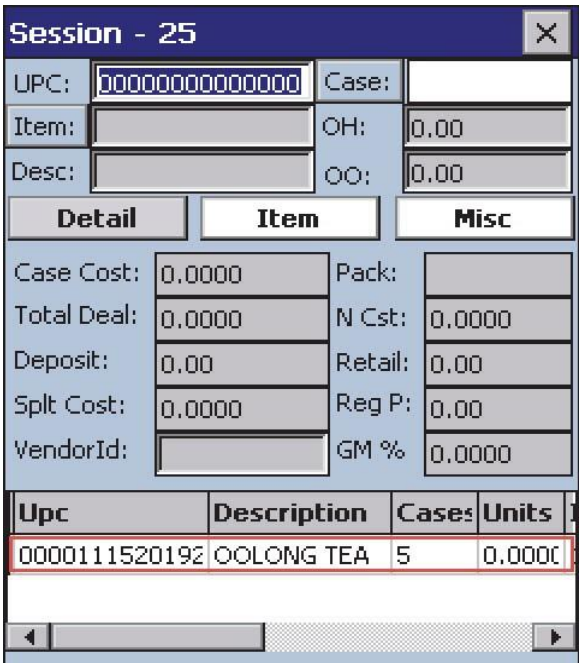


Figure 12-33. Session # Screen Grid

7. Repeat steps 4,5, and 6 until all items have been added to the session.
8. Close the session. To close the session, press the "X" button (upper right of screen) or go to the Misc tab (by pressing the **Misc** button) and clicking the **Close** button.

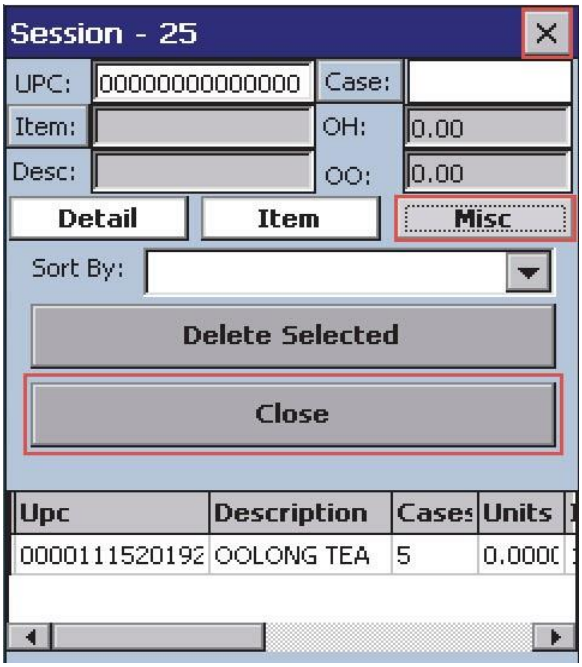


Figure 12-34. Session # Screen - Misc Tab

Note:

From the Misc tab (image above) the user can delete an item from the session by selecting the item from the grid and clicking the **Delete Selected** button.

9. Closing the Session # screen results in the Totals screen being displayed. The Totals screen gives an overview of the Total Unit(s) and Total Case(s) of all the items to be ordered. The Total screen also provides the Place Order, Suspend, or Back buttons which determine the next action taken.

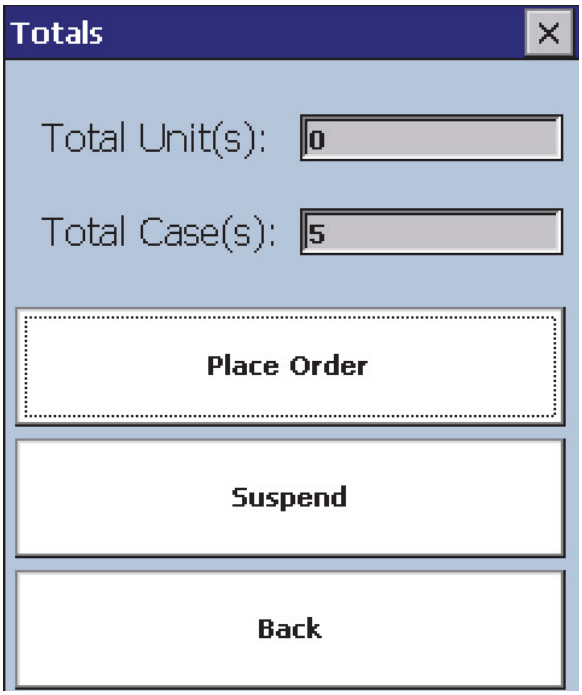


Figure 12-35. Totals Screen

10. Click any of the buttons to determine the next action to be taken. The table below details the action taken when clicking the buttons.

Button	Action Taken
Place Order	PO(s) will be generated from the session. Once the **Place Order** button has been clicked, the session will no longer be able to be searched, opened, or modified.
Suspend	The session will be left in its current state so that the session can be searched, opened/viewed, or modified.
Back	The session will be re-opened in the Session# screen.

12.4.4 Search for Session

If a session has been suspended and the user needs to go back to the session to view or modify the session, the user can use the handheld's Enter Or Select Session screen to search and open the session.

To Search for a Session

1. Navigate to the Enter Or Select Session screen (shown in the image below).

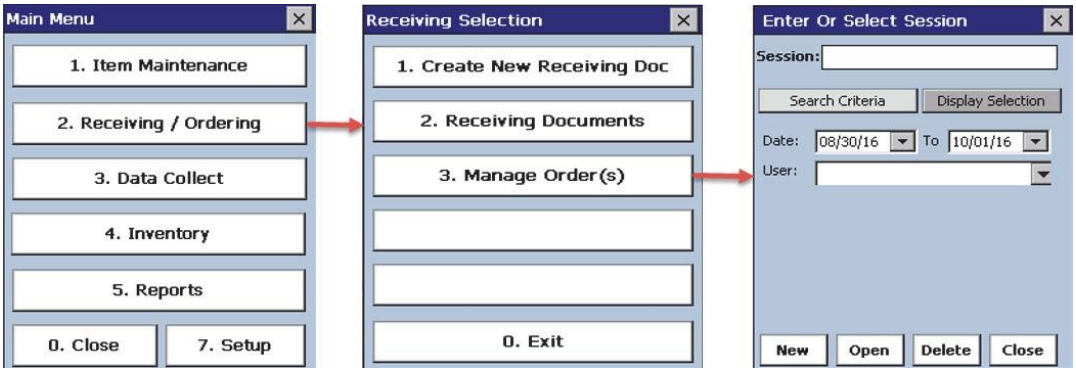


Figure 12-36. Navigate to Enter Or Select Session

2. On the Enter Or Select Session screen, use the date controls to set the date range - which is the range of the session's creation date. If the session being searched was created in October of 2016, the date controls could be set as shown in the image below.

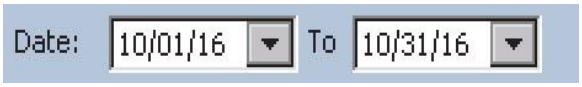


Figure 12-37. Date Range

3. Click the **Display Selection** button.

Figure 12-38. Display Section Button

4. Select a session from the grid and press the **Open** button.

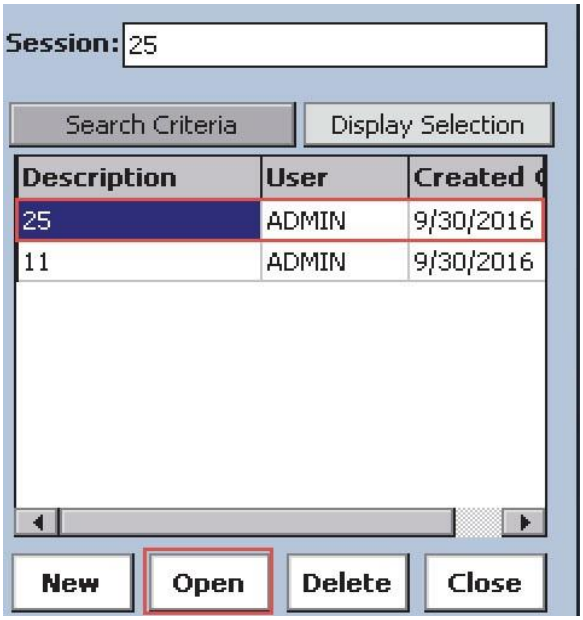


Figure 12-39. Session Selection

5. After pressing the **Open** button, the session should display in the Session # screen.

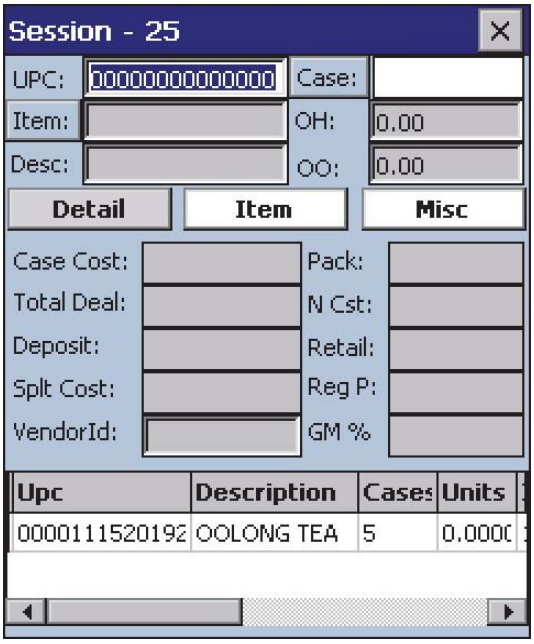


Figure 12-40. Session # Screen

12.4.5 Modify Session

12.4.5.1 Modify Session Items

1. From the Session # screen (reference the "Search For Session" section above on how to select and display a session in the Session # screen), select an item from the grid (at the bottom of the Detail tab - which is displayed by clicking the **Detail** button). Selecting an item from the grid automatically sets the

screen's controls with the item's data. In the image below, Item 2 was selected and its data was set to the screen's controls.

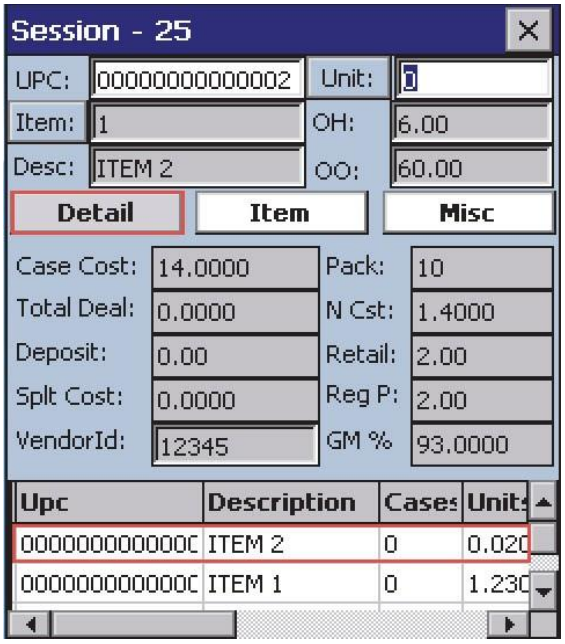


Figure 12-41. Session # Screen - Detail Tab

2. Once the item has been selected and its contents loaded in the Session # screen controls, the item can be modified using the enabled screen controls (many of the controls are read-only). Once modifications have been made, set focus to the UPC field, and the edit will be applied/saved. In the image below, Item 2 was selected; its number of cases was modified from 1 to 2. After focus was set to the UPC field, the new value (2) for cases can be seen in the grid (highlighted in yellow).

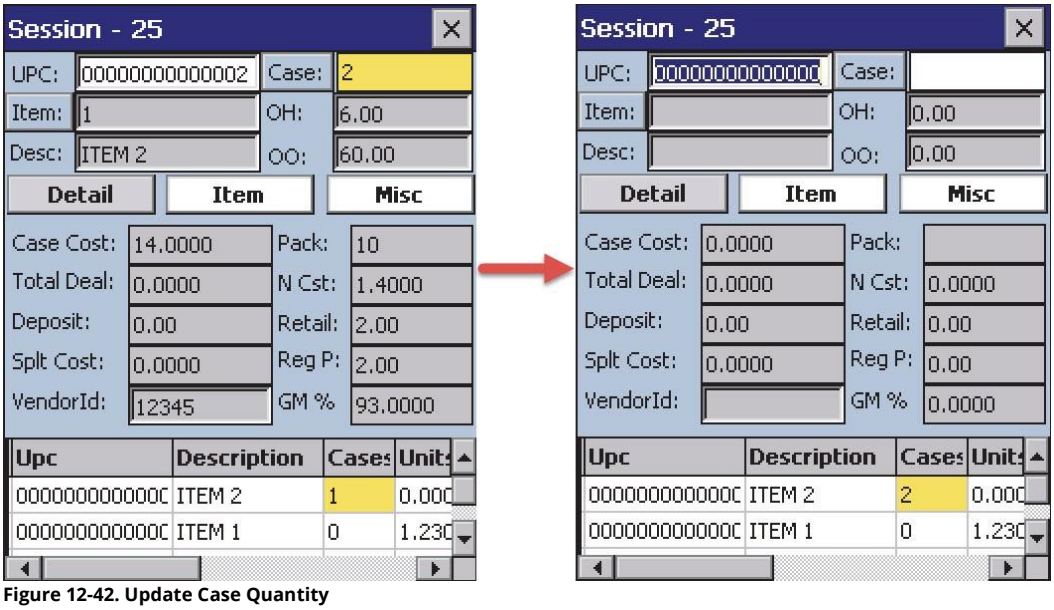


Figure 12-42. Update Case Quantity

12.4.5.2 Delete Session Item

1. From the Session # screen (reference the “Search For Session” section above on how to select and display a session in the Session # screen) select an item from the grid. Selecting an item from the grid automatically sets the screen’s controls with the item’s data. In the image below, Item 2 was selected and its data was set to the screen’s controls.

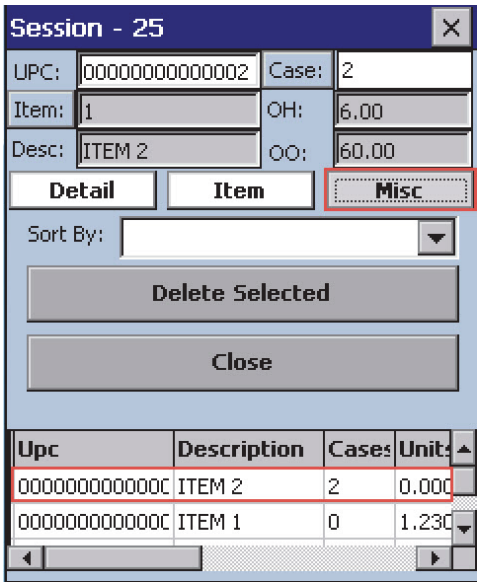


Figure 12-43. Session # Screen - Misc Tab

2. Click the **Misc** button.
3. Click the **Delete Selected** button.
4. When the Delete dialog appears, click the **Yes** button. After clicking **Yes**, the item is deleted and removed from the grid.

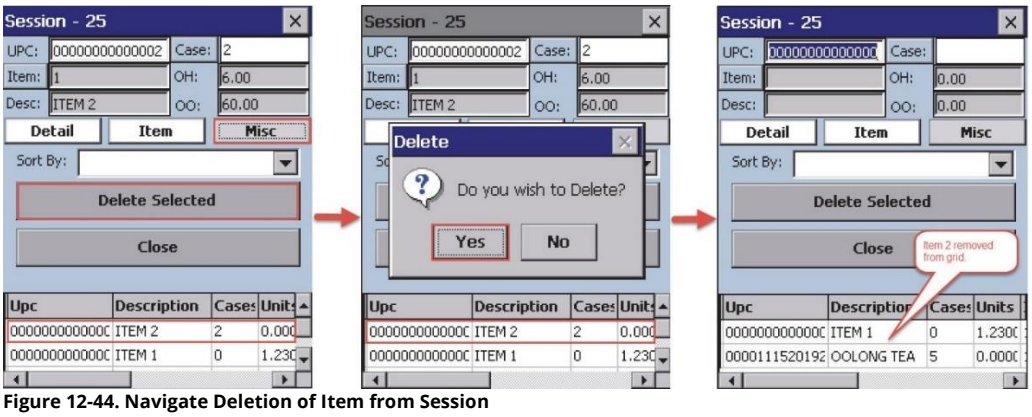


Figure 12-44. Navigate Deletion of Item from Session

Note:

The image above shows the progression of deleting Item 2 from Session 25. In the first image, Item 2 has been selected; after pressing the **Delete Selected** button, the user is asked if they wish to delete (image 2); clicking **Yes** then results in Item 2 being deleted and removed from the grid (image 3).

12.4.6 Delete Session

1. Select the session that will be deleted (reference the “Search For Session” section above on how to find and select a session). In the image below, session 11 has been selected for deletion.

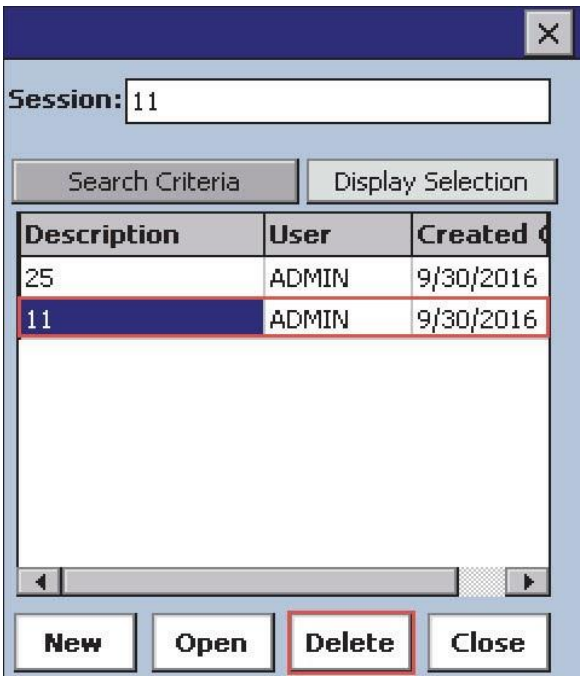


Figure 12-45. Delete Session

2. Click the **Delete** button (shown in image above).
3. Click the **Yes** button when prompted “Do you wish to Delete Session? #”. After clicking the **Yes** button, the session will be deleted and removed from the grid.

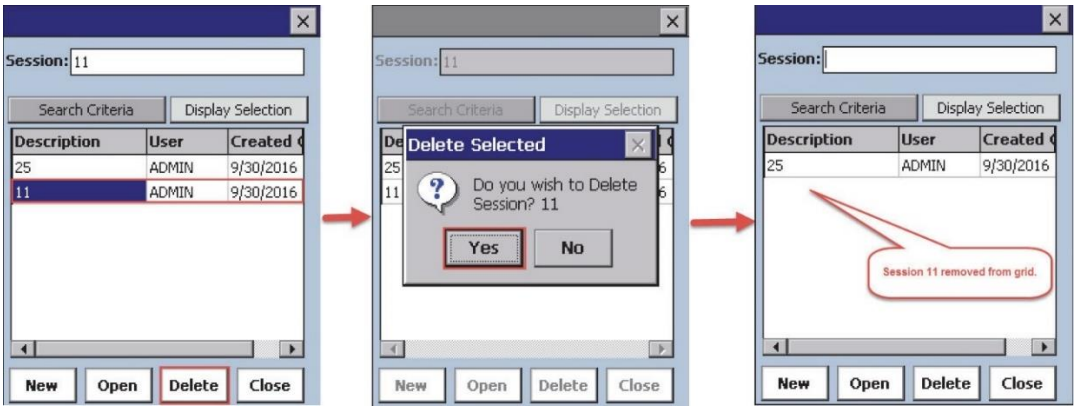


Figure 12-46. Navigate Deletion of Session

Note:

The image above shows the progression of deleting session 11. Session 11 is selected in the first image, the Delete Selected dialog is displayed after the **Delete** button was pressed (second image), and the grid is updated after Session 11 is deleted (third image).

12.5 Data Collect

The Data Collect module of the handheld device is used to gather financial data. This information is only gathered using the handheld; this cannot be done on the PC or client workstation. Information is input in two different ways:

- Scanned
- Typed

This module contains the following sections:

Figure 12-47. Data Collect Selection Menu

12.5.1 Report Damaged or Declined Items

The first section of this module is Damage/Decline. This section allows merchandise to be marked damaged and declined.

To report damaged or declined items

1. Select **Data Collect** from the main menu.
2. Select **Damaged/Declined**.

Note:

The first screen is the Reference ID screen. This is the screen that determines the way the merchandise is categorized. The reference ID is user-defined. See “Data Collect Reference” in chapter 10 for details on defining reference IDs.

3. Select **Reference ID** from the drop-down menu.

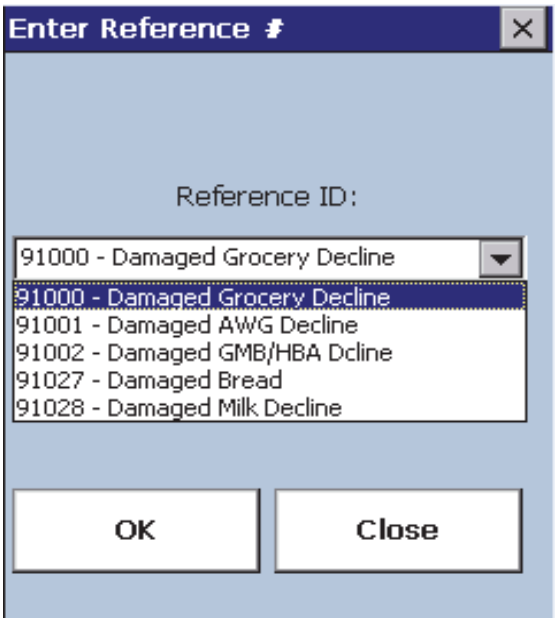


Figure 12-48. Enter Reference #

To mark an item damaged grocery decline

1. Enter the UPC.
2. Enter quantity in the Declined To field.
3. Enter the Quantity.
4. Select **Review**, if desired.

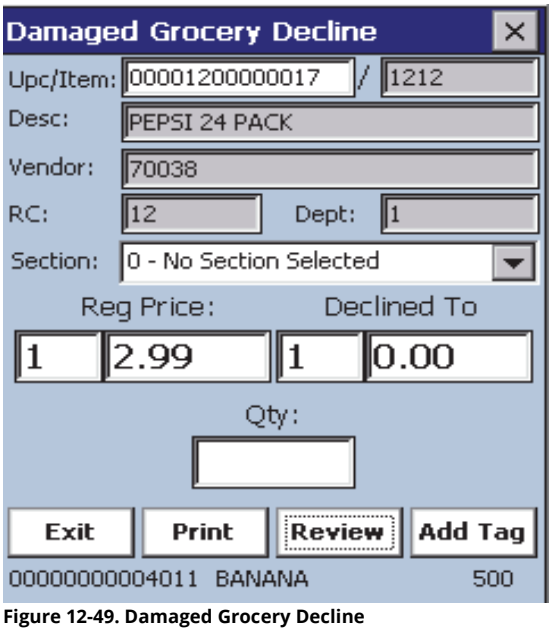


Figure 12-49. Damaged Grocery Decline

At the bottom of each screen, the last item scanned or entered appears. After an item is entered or scanned, the Session appears on the left of the Qty field and the Section appears on the right of the Qty field. The Session portion of the screen shows how many items are changed while the Section area of the screen shows the number of items changed in that section of the store.

The items entered are viewed in the Review mode or the Normal mode. If the item is in review mode, as shown above, the option to view in Normal mode is made available by selecting **Normal**. Each item entered is saved either by scanning the next item or selecting **Exit**. However, if the quantity is not entered, the information is not saved. Selecting the Asterisk (*) from the keypad or returning to the UPC field also saves the data. When an item gets scanned multiple times, the handheld device alerts by making an indication noise.

5. Select **Print**, if desired. The data prints directly from the handheld device to the default printer.

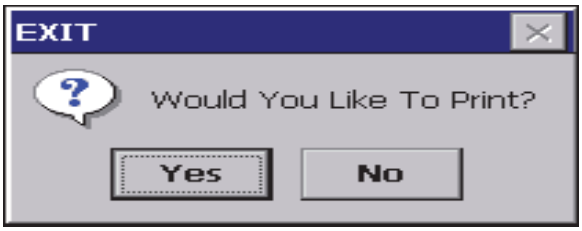


Figure 12-50. Print Dialog

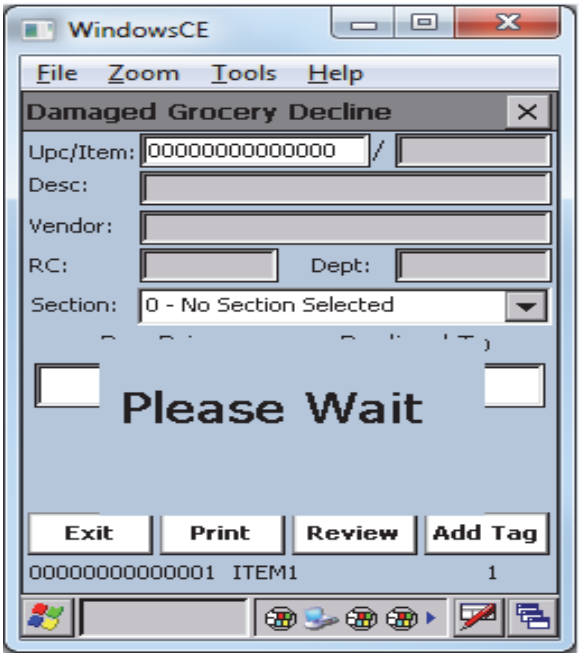


Figure 12-51. Print Loading Screen

6. Select **Add Tag**, if desired.
7. Select **Exit**.

Figure 12-52. Exit Dialog

12.5.2 Report Price Change

The Price Change Adv/Declines section is for retail accounting. This section of the Data Collect module efficiently reduces inventory. The retail price and the price for which merchandise is sold is retained for future reference.

To report a price change

1. Enter the UPC. Some of the fields populate.
2. Select a section from the Section drop-down menu to indicate the location the item appears in the store.
3. Enter a quantity in the Last Price field.
4. Enter Qty.
5. Select **Review**, if desired.
6. Select **Add Tag**, if desired.
7. Select **Print**, if desired.
8. Select **Exit**.

Figure 12-53. Report Price Change

At the bottom of each screen, the last item scanned or entered appears. After an item is entered or scanned, the Session appears on the left of the Qty field and the Section appears on the right of the Qty field. The Session portion of the screen shows how many items have been changed while the Section area of the screen shows the number of items changed in that section of the store.

The items entered are viewed in Review mode or Normal mode. If the item is in review mode, as shown above, the option to view in Normal mode is made available by selecting **Normal**. Each item entered is saved either by scanning the next item or selecting **Exit**. However, if the quantity is not entered, the information is not saved. Selecting the Asterisk (*) from the keypad or returning to the UPC field also saves the data. When an item is scanned multiple times, the handheld device alerts by making an indication noise.

12.5.3 Report Inventory

Inventory shows the merchandise available within the store. Inventory gives information regarding the number of items, location of items in the store, and their cost, current and past.

12.5.4 Perishable Inventory

Perishable inventory gives the ability to scan random weight perishable items by price.

To perform perishable inventory

1. Enter UPC.
2. Select a section from the Section drop-down menu to indicate the location where the item appears in the store.

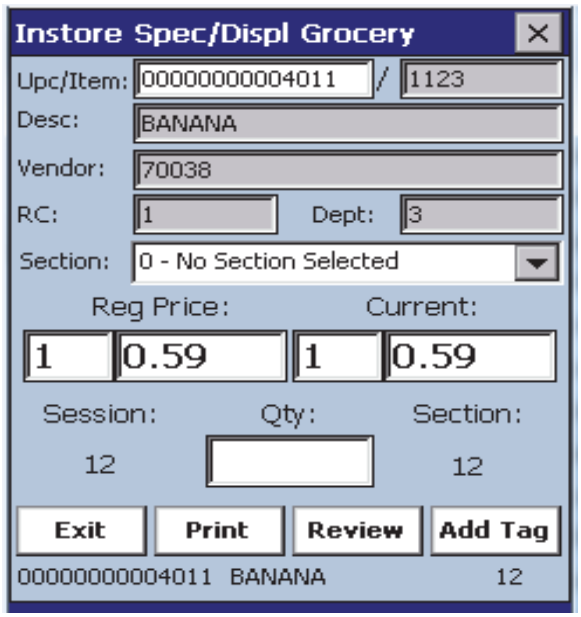


Figure 12-54. Perishable Inventory

3. Enter a quantity in the Current Price field.
4. Enter an amount in the Qty field.
5. Select **Review**, if desired.
6. Select **Add Tag**, if desired.
7. Select **Print**, if desired.
8. Select **Exit**.

Note:

When scanning more than one of the same item, there is no indicating noise. Perishable inventory is likely to have different weights and different prices even though the item is the same.

12.5.5 Verify Item Price

Verifying the price keeps track of the current price and accumulates the information. To perform this function:

1. Enter the UPC.
2. Select a T-mode from the drop-down menu.
3. Enter the quantity in the Qty field.
4. Enter Reg. Price, if necessary.
5. Enter current price.
6. Select **Add Tag**, if desired.
7. Select **Print**, if desired.
8. Select **Exit**.

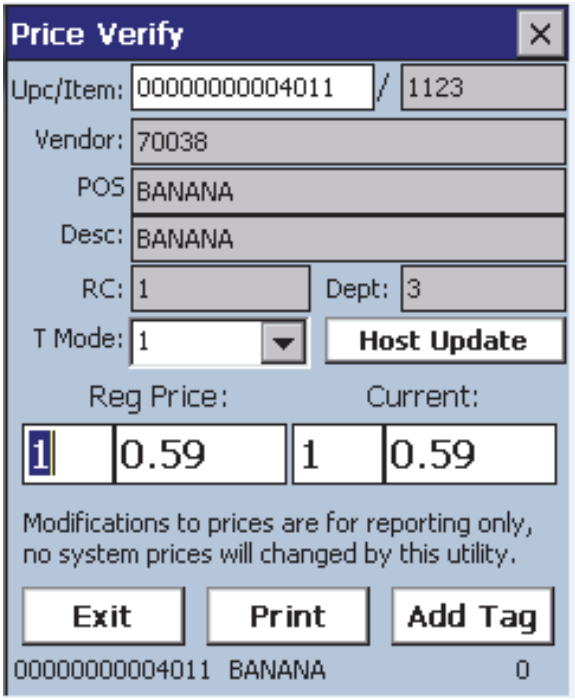


Figure 12-55. Price Verification

The Host Update button displays current host pricing and updates the POS with the current host price.

12.6 Inventory

The handheld's Inventory Selection screen (from the Main menu, click **Inventory**) offers the Counts and Adjustments menu options that are used to launch the inventory Counts and inventory Adjustments screens.

The inventory Counts screen allows the user to create, modify, or delete counts that are used to set an item's inventory count, and the inventory Adjustments screen allows the user to create or view adjustments that are used to add and subtract from an item's inventory count.

The inventory screens are accessed by clicking the menu options or typing the corresponding number, 1 or 2.

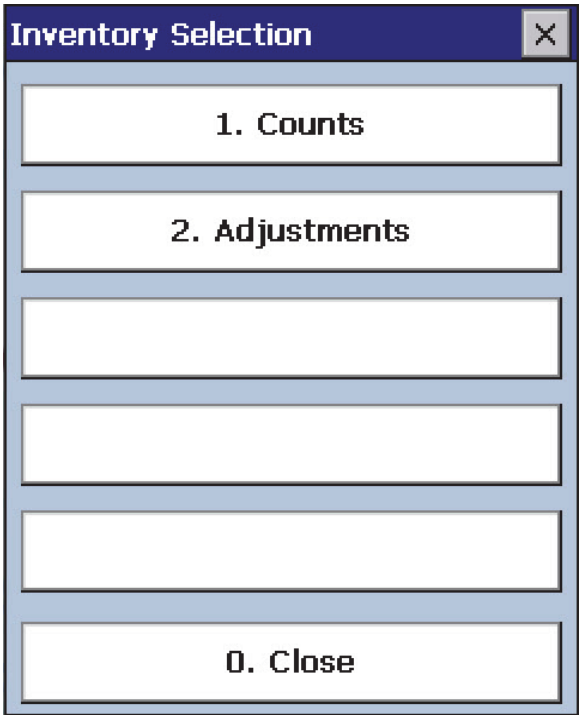


Figure 12-56. Inventory Selection Menu

12.6.1 Counts

Selecting **Counts** from the Inventory Selection screen (shown above) displays the Select Inventory Counts inventory screen.

The Select Inventory Counts screen allows the user to open or delete an existing count displayed in the grid or allows the user to create a new count that will set one or more item's inventory count.

Figure 12-57. Select Inventory Counts Screen

12.6.1.1 Create New Count

To create a new count

1. Select **New**. The Create New Count screen is displayed.

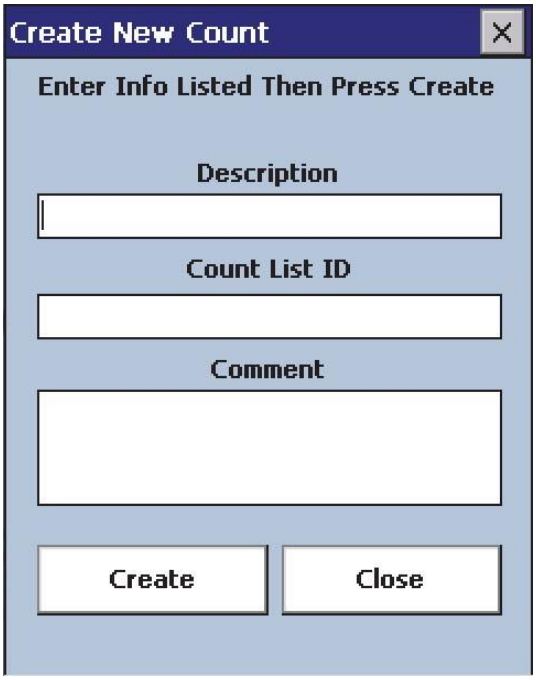


Figure 12-58. Create New Count Screen

2. From the Create New Count Screen enter the following:
   - Description
   - Count List ID
   - Comments, if desired

Figure 12-59. Create New Count Screen - Populated

3. Select **Create**. After the new count is created, the Inventory Count Screen appears. Refer to the Inventory Count Screen section below.

12.6.1.2 Open Existing Count

1. From the Select Inventory Counts screen highlight a count. The counts ID# will be set in the Enter ID or Select from List text box (shown below).

Figure 12-60. Select Inventory Counts Screen

2. Select the **Open** button. The Inventory Count screen opens.

12.6.1.3 Delete Count

1. From the Select Inventory Counts screen highlight a count. The counts ID# will be set in the Enter ID or Select from List text box (shown above)
2. Select the **Delete** button. A confirmation box appears.
3. Select the **Yes** button to delete. The count is removed from the grid.

12.6.2 Inventory Count Screen

The Inventory Count screen allows the user to add, modify, and delete one or more inventory item counts within the created Count (see "Create New Count" section above). All inventory item counts that have been added to the Count, are displayed at the bottom of the Inventory Count screen.

12.6.2.1 Create an Item Inventory Count

1. Scan the item whose inventory count will be modified.

Note:

To toggle between scanning by UPC or item code, press the **Item Code** button. The field that is currently enabled determines the scan type.

Figure 12-61. Item Code Button

2. In the Count text field, enter the new inventory count for the item scanned in step 1.

Note:

If the item scanned in step 1 was of type NSC2, the Count field will allow decimal inputs for weight.

3. Select Location.

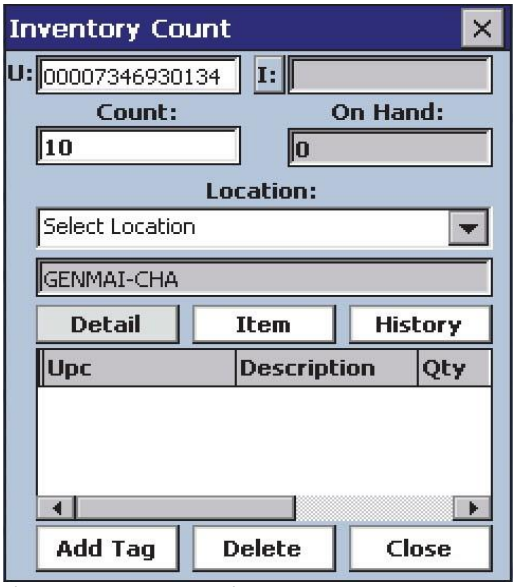


Figure 12-62. Input Location

Note:

After performing steps 1 thru 3, the user can view an item's inventory count details using the controls on the Inventory Count screen. The table below lists the controls with a description of the inventory count details that each control presents to the user.

Control Name	Description
Detail Button	When selected, a grid is displayed listing details for each of the inventory item counts (shown in the image below).
Item Button	When selected, the following fields are displayed: brand, color, size, and style.
History Button	When selected, displays a grid that lists the history of changes to the item's inventory count - if ever changed using the Inventory Count Screen.

4. Scanning the next item (or placing focus in the U: or I: fields), will save the item's inventory count and display it in the grid at the bottom of the Inventory Count screen. In the image below, the inventory count of 10 is saved for the item - that was scanned in step 1 (UPC: 00007346930134) - and is displayed in the grid after the NSC2 item (00029046800000) was scanned.

Figure 12-63. Inventory Count Grid

12.6.2.1.1 Count Automatically Set for NSC2 Item

If the item scanned is an NSC2 item, and if the Calculate Random Weight check box has been checked on the Site Setup screen's Misc Setup tab, the item's weight is automatically calculated and inserted into the Count text box. The item's weight is calculated by dividing the scanned price (which is part of the NSC2 bar code) by

the price per pound (which is set for the item in **ENCOR's Item Maintenance** application).

In the image above (step 4), an NSC2 item bar code of 29046811133 was scanned. The price in the bar code is $11.33 and the item's price per pound is $10.98. The Count text box was set to 1.04 which was calculated by dividing the price by the price per pound.

12.6.2.2 Adding Inventory Count Items to a Tag Request Group

To add an Inventory Count item to a Tag Request group

1. Make sure that the item grid is listed at the bottom of the screen.
   a. If the grid is not listed at the bottom of the screen, press the **Detail** button.
2. Select the item (that is to be added to the Tag Request Group) from the grid. The item's details should be loaded into the Inventory Count screen's controls (i.e. U:, I:, Count:, etc.)
3. Press the **Add Tag** button. The Group Tags screen will display.

Figure 12-64. Group Tags

4. After selecting the appropriate Tag Request Group, the Group Tags screen closes and the user is returned to the Inventory Count screen.

12.6.2.3 Delete an Item Inventory Count

1. Make sure that the item grid is listed at the bottom of the screen.
   a. If the grid is not listed at the bottom of the screen, press the **Detail** button.
2. Select the item (that is to be deleted) from the grid. The item's details should be loaded into the Inventory Count screen's controls (i.e. U:, I:, Count:, etc.).
3. Select **Delete**. A Delete confirmation dialog appears.
4. Press the **Yes** button on the Delete confirmation dialog.

5. The item is removed from the grid and the deleted item's details are cleared from the Inventory Count controls.

12.6.3 Adjustments

The handheld can be used to adjust inventory item counts that are affected when items are stolen, lost, or damaged. Inventory adjustments are performed from the Inventory Adjustment screen (shown below) which is accessed by selecting **Adjustments** from the handheld's Inventory Selection screen. From the Inventory Adjustment screen the user can create or view inventory adjustment maintenance that are used to add and subtract from an item's inventory quantity.

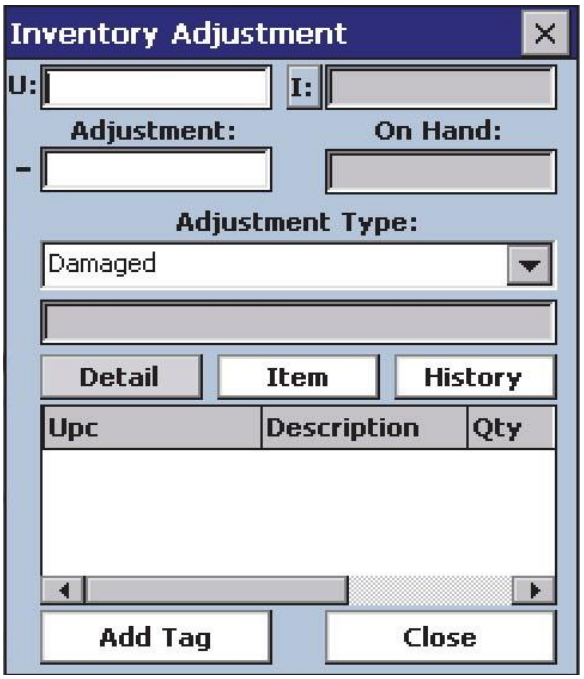


Figure 12-65. Inventory Adjustment

12.6.3.1 Create New Adjustment

1. From the Inventory Adjustment screen, scan the item whose inventory count will be adjusted.

Note:

To toggle between scanning by UPC or item code, press the **Item Code** button. The field that is currently enabled determines the scan type.

Figure 12-66. Item Code Button

2. Enter the amount that the item's inventory will be adjusted into the Adjustment text box.

Note:

If the item scanned in step 1 was of type NSC2, the Adjustment field will allow decimal inputs for weight.

3. Select Adjustment Type:

   - Damage
   - Stolen
   - Give Away
   - Shrinkage
   - Free

Figure 12-67. Inventory Adjustment Type Selection

Note:

After performing steps 1 thru 3, the user can view an item's adjustment count details using the controls on the Inventory Adjustment screen. The table below list the controls with a description of the inventory adjustment details that each control presents to the user.

Field Name	Description
Detail	When selected, a grid is displayed listing details for each of the inventory adjustments (shown in image above).
Item	When selected, the following fields are displayed: brand, color, size, and style.
History	When selected, displays a grid listing the inventory adjustments performed on the item.

4. Scanning the next item (or placing focus in the U: or I: fields) will save the item's adjustment and display it in the grid at the bottom of the Inventory

Adjustment screen. In the image below, the inventory adjustment of -1 is saved for the item - scanned in step 1 (UPC: 00007346930134) - and is displayed in the grid after the U: field received focus.

Figure 12-68. Inventory Adjustment Grid

12.6.3.1.1 Count Automatically Set for NSC2 Item

If the item scanned is an NSC2 item, and if the Calculate Random Weight check box has been checked on the Site Setup screen's Misc Setup tab, the item's weight is automatically calculated and inserted into the Adjustment text box. The item's weight is calculated by dividing the scanned price (which is part of the NSC2 bar code) by the price per pound (which is set for the item in **ENCOR's Item Maintenance** application). In the image below, an NSC2 item bar code of 29046811133 was scanned. The price in the bar code is $11.33 and the item's price per pound is $10.98. The Adjustment text box was set to 1.04 which was calculated by dividing the price by the price per pound.

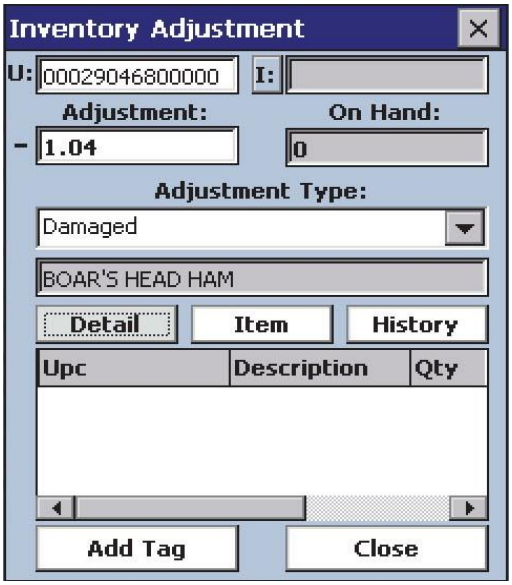


Figure 12-69. Inventory Adjustment - NSC2 Item

12.6.3.2 Adding Inventory Adjustment Items to a Tag Request Group

To add an Inventory Adjustment item to a Tag Request group

1. Scan or enter an Item into the U: (if scanning by UPC) or I: (if scanning by item code) text box field.

Note:

To toggle between scanning by UPC or item code, press the **Item Code** button. The field that is currently enabled determines the scan type.

Figure 12-70. Item Code Button

2. Press the **Add Tag** button. The Group Tags screen will display.

Figure 12-71. Group Tags

3. After selecting the appropriate Tag Request Group, the Group Tags screen closes and the user is returned to the Inventory Adjustment screen.

12.7 Reports

The Receiver Recap Report compiles receiver documentation.

To print the report

1. Select a Start On date. Select the Report Type.
2. Click **Print**.
3. Click **Close**.

Appendix A: **Release Notes**

The enhancements explained in the following pages are not included in this Users Guide or the WinPOS User Guide. For any questions regarding this release, please contact NCR Support.

A.1 NCR 5954 Touch Dynakey Support

Modifications have been made to align the descriptions on the NCR 5954 Touch Dynakey bitmap.

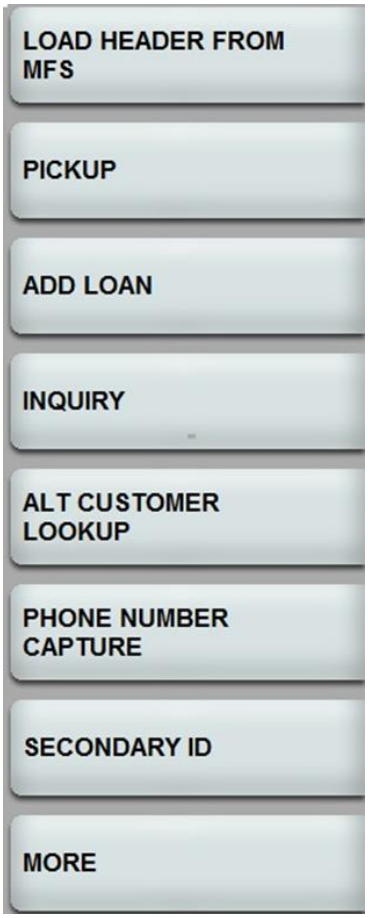


Figure A-1. NCR 5954 Touch Dynakey

For the changes to occur, the following `WINPOS.ini` option needs to be manually modified. The default value is set to old and the new value should be set to equal 5954.

`C:\Program Files\POSWare\WINPOS\WINPOS.ini`

Dynakey=5954

A.2 DRE Support with ENCOR and Loyalty on the NCR SSCO

This enhancement provides DRE support with **ENCOR** and Loyalty on NCR SSCO. DRE XML configuration files must be modified by the DRE team to support the printer type for the SSCO.

- `Layout.xml`
- `OR-DD.xml`
- `TemplateDB.xml`

DRE `layout.xml` file should be configured so that the header, body, footer and cut print in logical order, rather than the normal order where the header for the next ticket prints last.

"Printer Type" in POS Configuration should be selected to match an available DRE `OR-DD.xml` Configuration.

Note:
Tested with using the EpsonH6000 template

"Checkout Bank" in the POS Configuration should match an available Checkout Bank in the DRE `TemplateDB.xml` Configuration.

NCR Development made no code changes to support DRE with **ENCOR** on the NCR SSCO. Only DRE configuration files were modified to support DRE receipt printing. Print messages are passed to DRE using the same opcode 194 messages via the `WPSCO.dll` as non-DRE receipts.

Note:
Printing of bitmap images, other than the receipt logo, will not be supported on SSCO.

A.3 Expose Alt-ID Entry at the PIN Pad to the ENCOR SDK for Loyalty Lane

This enhancement provides a hook function that third-party development can use to capture the secondary ID entered at the PIN Pad. This hook is to be used solely with third-party Loyalty programs to look up customer information and instruct the POS as to whether the secondary ID is valid.

The following General System Parameter is located in the Store\POST\Operational\POS User Hooks.

Parameter	Explanation
After Secondary ID Entry at Pinpad	This hook is executed after a Secondary ID (phone number) is entered at the pinpad but before it is evaluated. It determines if the POS should continue or if it should re-prompt the customer for the secondary ID.

Valid values:

Yes = Hook is enabled
No = Hook is not enabled

A.4 Single Manager Override at End of Transaction

This enhancement provides the ability to permit specified control checks to be delayed until the end of the current ticket and combined into one single supervisor approval after the total key is selected.

A.4.1 Front Office

A selection is available in the drop-down box for Control Check Type.

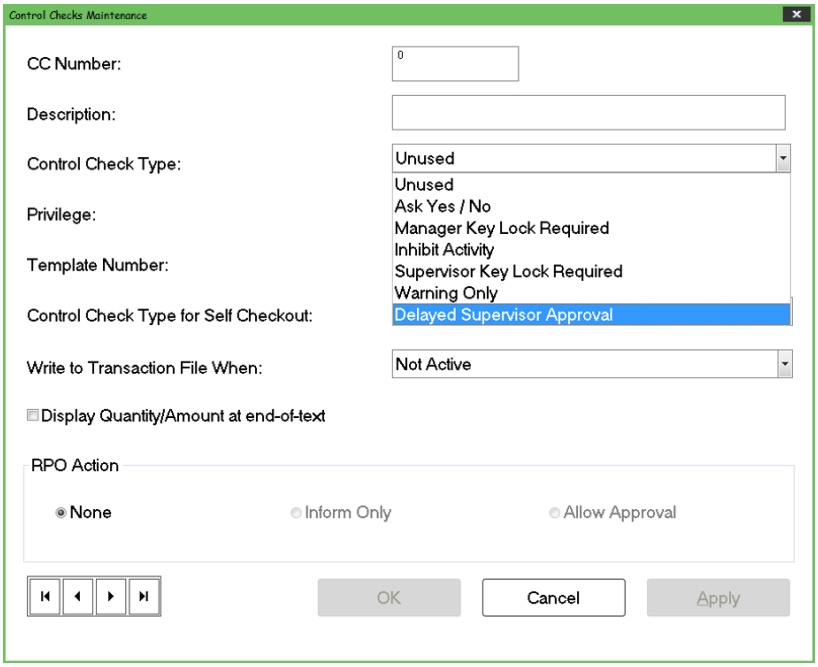


Figure A-2. Delayed Supervisor Approval

A flag field has been added to CNTRL_CHK SQL table: DELAY_SUP_FG (bit).

The maintenance record(s) for the flag field: update QDX file #19 (CHCK.QDX) Byte #20, bit #0 with the flag value.

A.4.2 POS

Support for the functionality for “Delayed Supervisor Approval” control check type has been added to the POS. When using this functionality, a Supervisor entry screen for delayed control checks will display when total key is pressed.

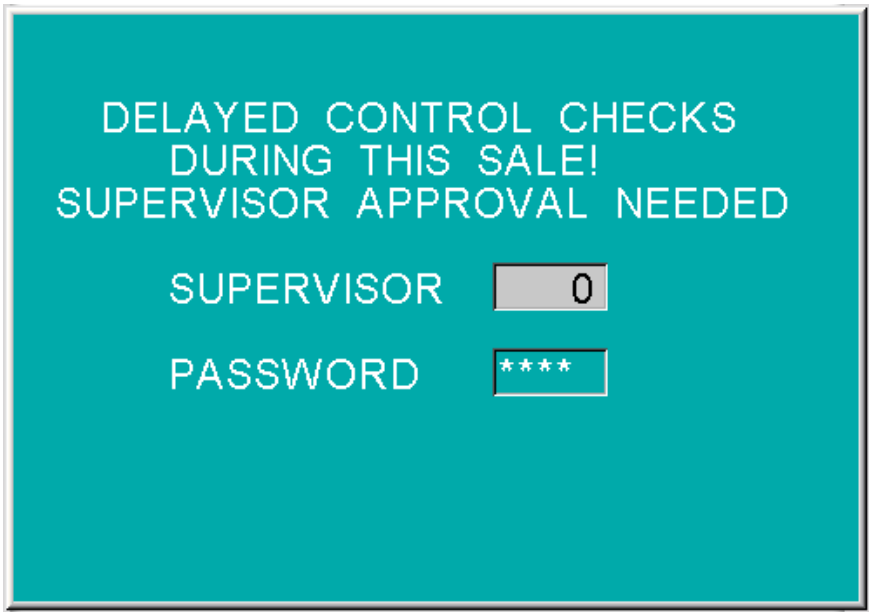


Figure A-3. Supervisor Entry Screen

This functionality requires support of a field in EJ_Info_Control_Check (0x60, 0xA2) Transaction Log record:

- consolidated_auth byte #4, bit offset 7

A.5 Add Option to WIC CVV Program to Allow Non-Whole Dollar Vouchers

This enhancement adds an option to the Front Office General System Parameters to instruct the POS to execute a control check in the case where a non-whole dollar amount was entered in the WIC CVV Amount dialog.

With this option in the WIC CVV paper program whole-dollar amounts can now be entered for a WIC CVV voucher amount.

However, a store may still choose to prevent non-whole dollar amounts if they wish by creating a control check and assigning the control check in the Front Office parameter.

A.5.1 Front Office

The following General System Parameter is located in the Store\POST\Operational\WIC CVV.

Parameter	Explanation
Control Check to allow non-whole dollar amount vouchers	This control check is prompted when an entered WIC CVV voucher amount is not a whole-dollar amount.

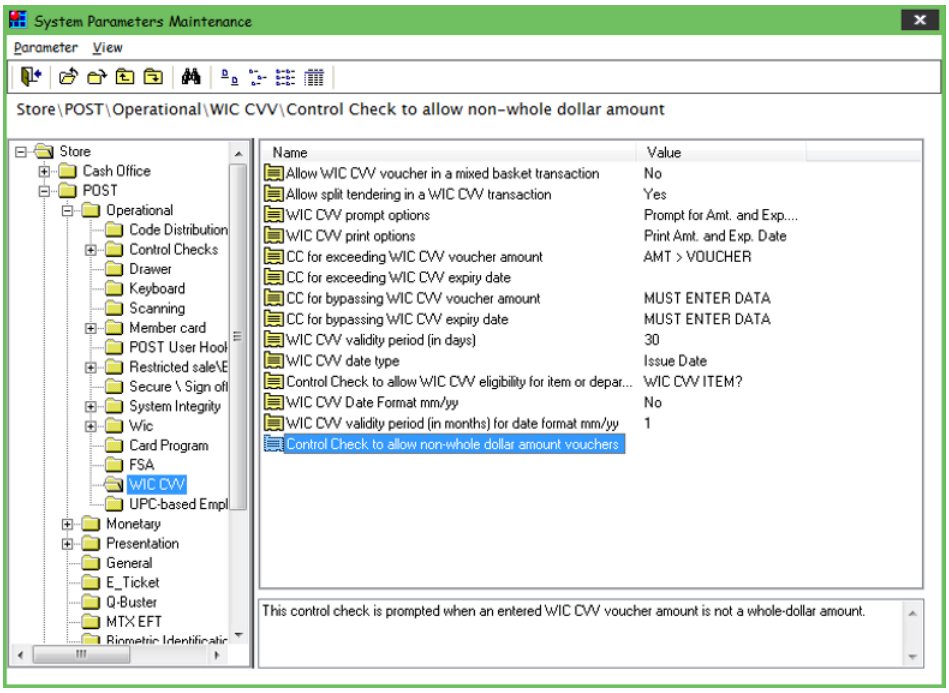


Figure A-4. WIC CVV Parameters

Note:

When a user selects the WIC CVV folder, it displays the existing list of WIC CVV control check folders. Selecting the "Control Check to allow non-whole dollar amount vouchers" folder displays its control check list window.

Click on the drop-down box to select from the options displayed in the Control Check list.

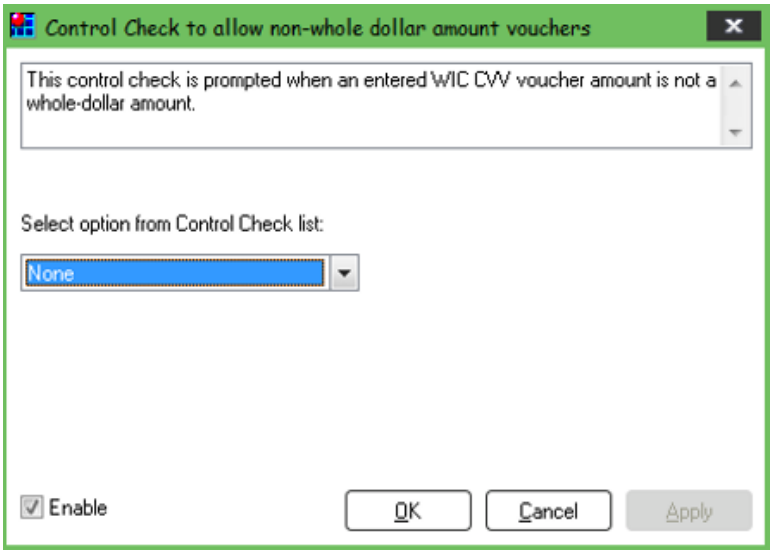


Figure A-5. Control Check Drop-Down

The following Point of Sale screens display the WIC Voucher amount prompt and Control Check configuration.

When the WIC Voucher amount is prompted, the screen displays the following transaction details.

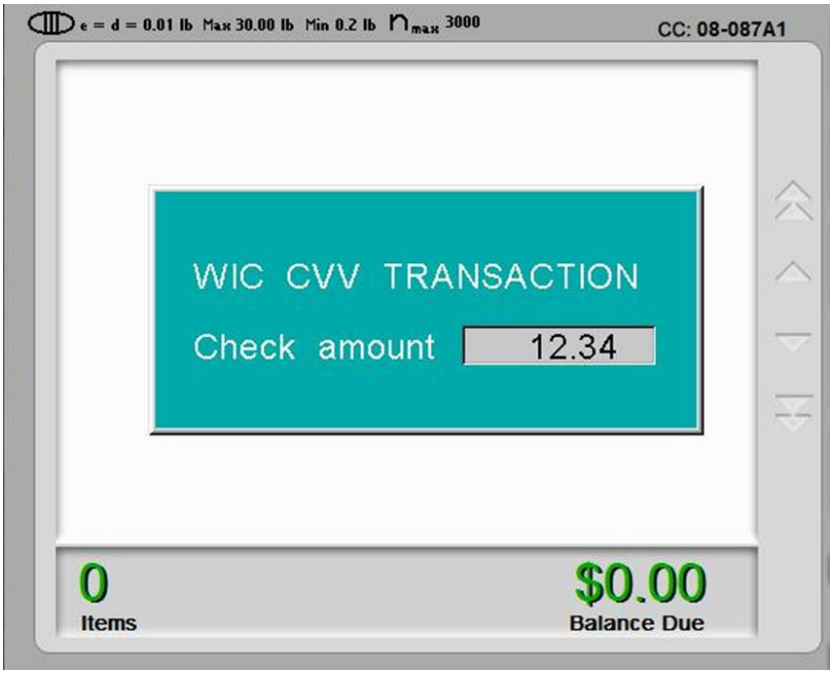


Figure A-6. WIC CVV Transaction Check Amount

The following screen displays the results when the Control Check is configured to prohibit non-whole dollar amount.

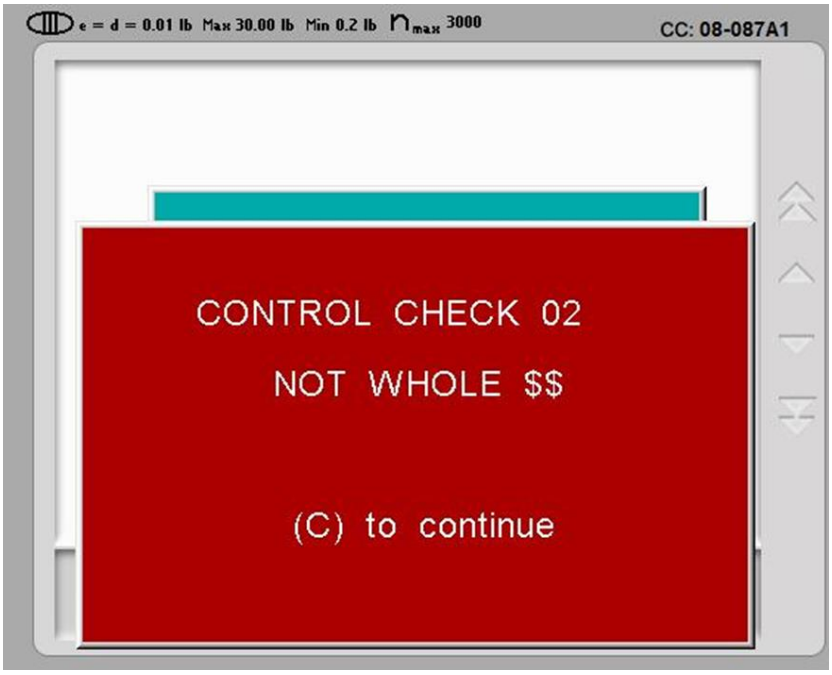


Figure A-7. Control Check - Error Message

A.6 Integrate Email Engine

ENCOR supports emailing POS receipts to customers instead of printing them at store level.

A.6.1 Front Office

The following General System Parameter is located in the Store\Front Office\General.

Parameters	Explanation
Send Customer Receipts by Email at EOD	**Values:** Yes/No When enabled, this parameter will cause receipts to be mailed to Customers that are set to receive receipts by mail during the EOD.

If 'Send Customer Receipt by Email at EOD is enabled', and receipt is emailed from the Email Viewer, the customer will receive multiple emailed receipts.

12.6.1.1 V8Email.exe

The V8Email.exe program can be run as command line or as part of the EOD. It is designed to process `transact.qdx`. The EOD will call this program if the option is turned on. If the Send Receipt Email at EOD is on, it will also call the email sending program after it builds the email .pdf files.

If a store wants a logo embedded in the email pdf file, the installing dealer or store personnel will need to edit their logo file or other graphic with Paint or other similar editor and make the file sized in the 3 - 30 KB range and be saved in `C:\PROGRAM FILES\POSWARE\OFFICE\Email` as `maillogo.jpg`.

To assist in setting up this embedded logo, the /C parameter will process a `Calibrat.asc` file which is included in the install/upgrade of **ENCOR**. Running V8Email /C will create a `Calibrate.pdf` file (located in `C:\PROGRAM FILES\POSWARE\OFFICE\Email`) which the user can view to see how the logo and text will look in the production email .pdf files.

In `C:\PROGRAM FILES\POSWARE\OFFICE\Email` there is a `V8EMAIL.INI` file which looks like this:

```
[Email Settings]
LOGOSTARTCOLUMN=85
RECEIPTSTARTROW=80
LINESPERPAGE=79
LINESPAGEONE=70
```

- The LOGOSTARTCOLUMN parameter is used to center the embedded logo.
- The RECEIPTSTARTROW parameter is used to set where the receipt text starts after the logo.
- The LINESPAGEONE sets how many receipt lines are printed on page one.

- The LINESPERPAGE sets how many receipt lines are printed on any additional pages.

To adjust the look of the email, just edit the `V8Email.ini` file and run V8Email /C. Adjusting these parameters will allow a user to setup how the receipt will look with their logo.

Note:
If the maillogo.jpg is too large it can cause issues with the .pdf file creation and if so will need resized to a smaller size.

If the email option is on, it will process TLOG records. Any group of records that has a member number in a specific opcode line will cause the program to look up the member number in the member database. The user should verify that the Email field contains an address and if the flag is a 1 or 1 2, create a pdf file for that receipt.

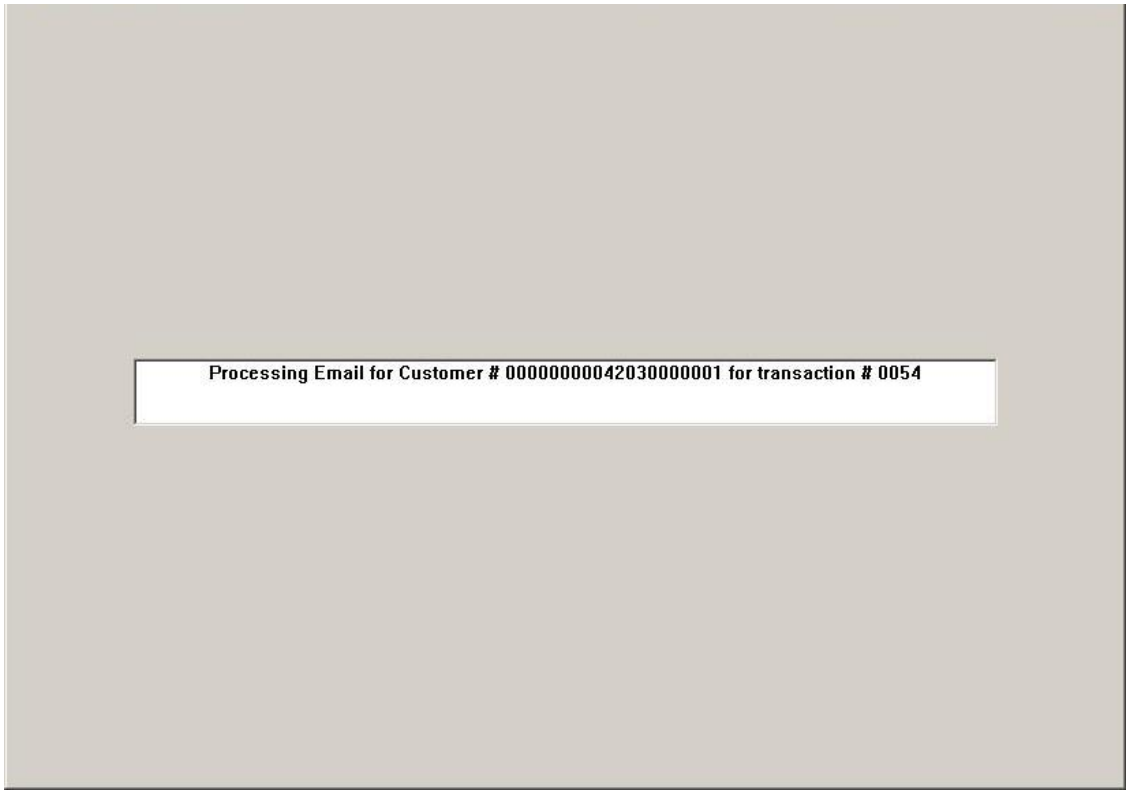


Figure A-8. Tlog Email Processors

12.6.1.2 V8emtst.exe

The V8emtst.exe can only run Command line. It is for setup purposes only and as such, is not included on any menus. The instructions on how to use the program are displayed on screen.

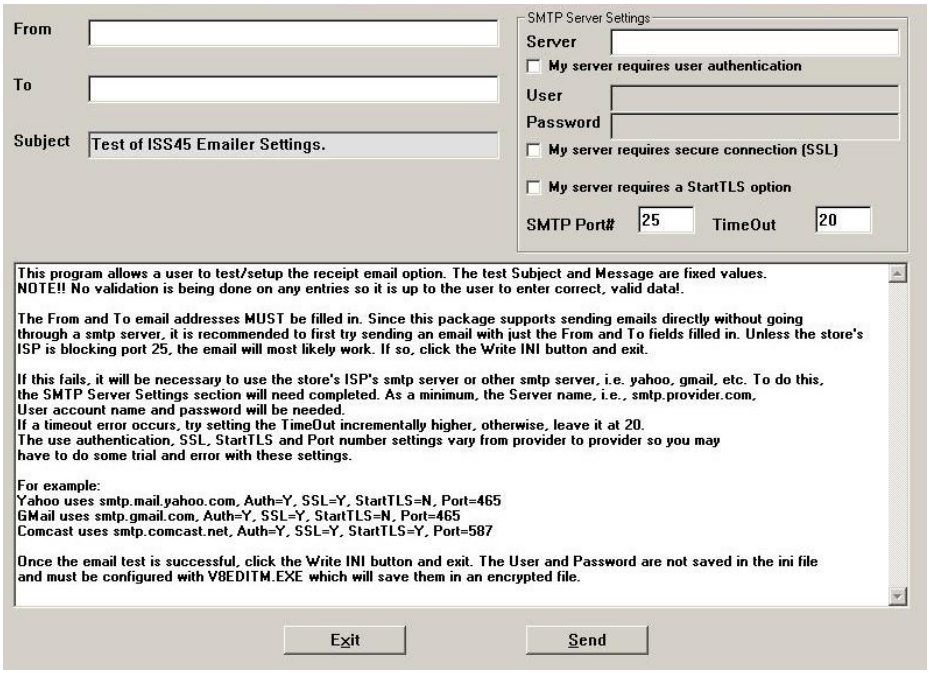


Figure A-9. Email Tester

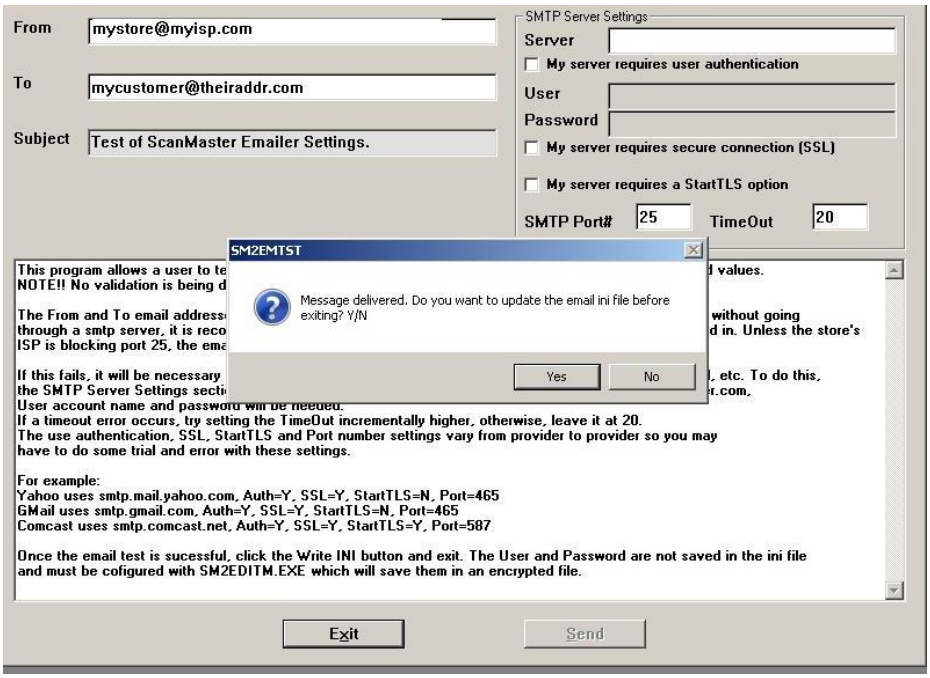


Figure A-10. SMZEMIST Message

If the send is successful, the user is prompted to save the settings to the email .ini file (`C:\PROGRAM FILES\POSWARE\OFFICE\V8sendm.ini`).

12.6.1.3 V8cust.exe

The V8cust.exe program's Member Maintenance has been modified to account for the receipt delivery field.

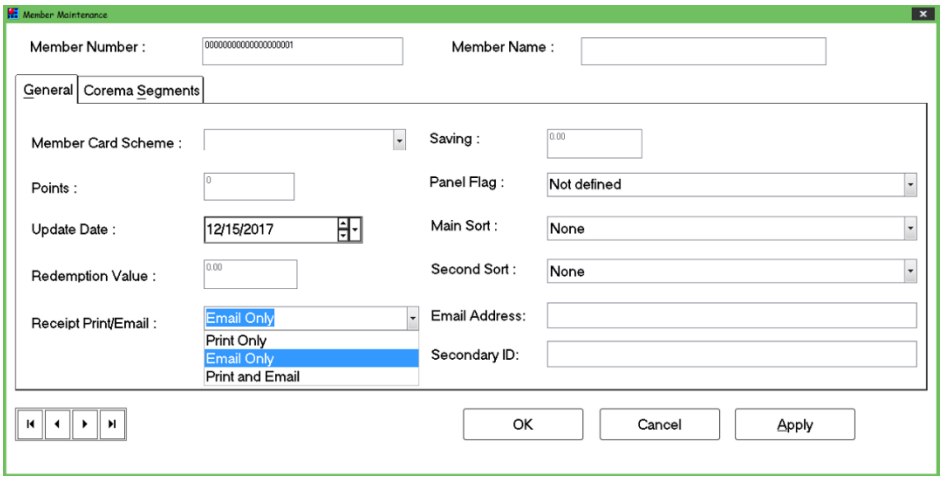


Figure A-11. Member Maintenance

A.6.2 POS

12.6.2.1 Read and React Settings for "Enable Receipt Sent as Email"

The POS has been modified to indicate to third party email processors in the TLOG, whether or not a receipt is to be emailed based on the setting of the System Configuration option "Enable Receipt Sent as Email" and the indication from the customer file. However, the **ENCOR** email program will not use that field

Instead, the **ENCOR** emailing program will determine the need for an email from the settings and customer fields at the time of the emailing. This is to support mid-day changes in status.

12.6.2.2 Customer File Field

The POS will look at the Member Record and assess a field which will be set indicating whether the receipt should be emailed.

4. 0 – Print (Default)
5. 1 – Email Only
6. 2 – Print and Email

12.6.2.3 Self-Checkout Special Considerations

If the POS determines that the receipt will be emailed by assessing settings in the Customer Record, the POS will additionally determine if it should run on a Self-Checkout system. If so, the receipt will still print regardless of the Customer setting of email only. This will functionally consider any setting of the new customer record field of "1" as a "2".

A.7 OPOS Common Controls v1.13

The OPOS Common Controls v1.13 and associated manufacturer OPOS have been certified on specific models, i.e. HP5800, IBM350 using the POSReady 7. This feature provides support for the 1.13 Common Controls with the POSReady 7 embedded OS for the POS.

However, normal certifications have been provided for newer OS and POS that were running the 1.13 OPOS. Both the support labs and QA labs have successfully run the 1.12.00.84 Datalogic OPOS on the POSReady 7 Embedded OS on the POS. There have been no issues reported with this combination thus far.

A.8 SSCO Product Launch

The NCR Self-Serve Checkout is now a fully released and supported product. When purchasing the SSCO, the SSCO will be accompanied by a CD labeled “NCR 7350 FastLane Application for NCR ScanMaster and ISS45”.

The Transaction Broker content will be found on the CD in the folder structure - `ISS45_TB_Integration\SSCO_V8`. Please reference the “ISS45 SSCO Installation Guide.pdf” on the CD for full instructions of installing the SSCO.

A.9 Hidden System Parameters

The following General System Parameters are hidden parameters. They are modified by the running of kbd2sql and qdx2sql. Once those utilities have been run on the system, the flags are set so that they will not run a second time. It's a safeguard to making sure the settings are not accidentally overwritten to SQL a second time.

Parameters	Explanation
KBD_QDX_SQL	POS Keyboard data loaded to SQL Control = Y/N QDX = No Default Value = 0
MENU_QDX_SQL	POS Menu data loaded to SQL Control = Yes/No QDX = No Default Value = 0
ARACCT_QDX_PRM	When false, qdx2sql will import the Customer Account data from QDX to SQL. If true, qdx2sql skips the import. Control = Yes/No QDX = No Default Value = 0
COSTPLUS_QDX_PRM	When false, qdx2sql will import the Cost Plus data from QDX to SQL. If true, qdx2sql skips the import. Control = Yes/No QDX = No Default Value = 0

A.9.1 QDX to SQL Utilities

Template to SQL (`tmpl2sql.exe`) – This application is used to populate the sql table from the existing QDX tables.

Keyboard to SQL (`kbd2sql.exe`) – This application is used to populate the menu and keyboard sql tables from the existing QDX tables. Once successful, the system parameters KBD_QDX_SQL and MENU_QDX_SQL are set to avoid the accidental overwriting of the SQL tables. Command line to run this application.

QDX to SQL (`qdx2sql.exe`) – This application is used to populate the cost plus and customer account sql tables from the existing QDX tables. Once successful, the general system parameters ARACCT_QDX_PRM and COSTPLUS_QDX_PRM are set to avoid the accidental overwriting of the SQL tables. Command line to run this application is qdx2sql /default.

A.10 Barcode Programming Markdown Option

This feature provides a barcode type that can be scanned at the POS to sell an item at a reduced price, overriding the price on file for that item. The PLU and new price for the item can be embedded in the barcode. The POS will then parse the barcode and sell the item as it would normally do for an item which has been manually overridden with a new price.

A.10.1 Front Office

A Markdown barcode type has been added to the list of types in the drop-down selection of the Barcode types in the Barcode Programming Maintenance screen. This Barcode Type will be saved as “34” in the BARCOD_DEF.BAR_TYP field.

- This allows the user to select the Markdown type as the barcode programming type.
- Once the user selects the new barcode type, new corresponding fields will be displayed for the user to fill out to setup the markdown barcode.

There are three sets of fields to the Basic Setup tab.

- The Field Type fields 1-3 will contain a drop-down box populated with the following selection:
  - PLU Number (Type = 1)
  - Check Digit (Type = 2)
  - Item Unit Price (Type = 3)
- The Offset field for Field Types 1 - 3 will contain text boxes to populate with the offset values corresponding with the drop-down box selection.
- The Length Field for Field Types 1-3 will contain text boxes to populate with the length values corresponding with the drop-down box and offset value selection.
- Standard validation of existing fields will be performed as done in today’s Barcode programming logic.

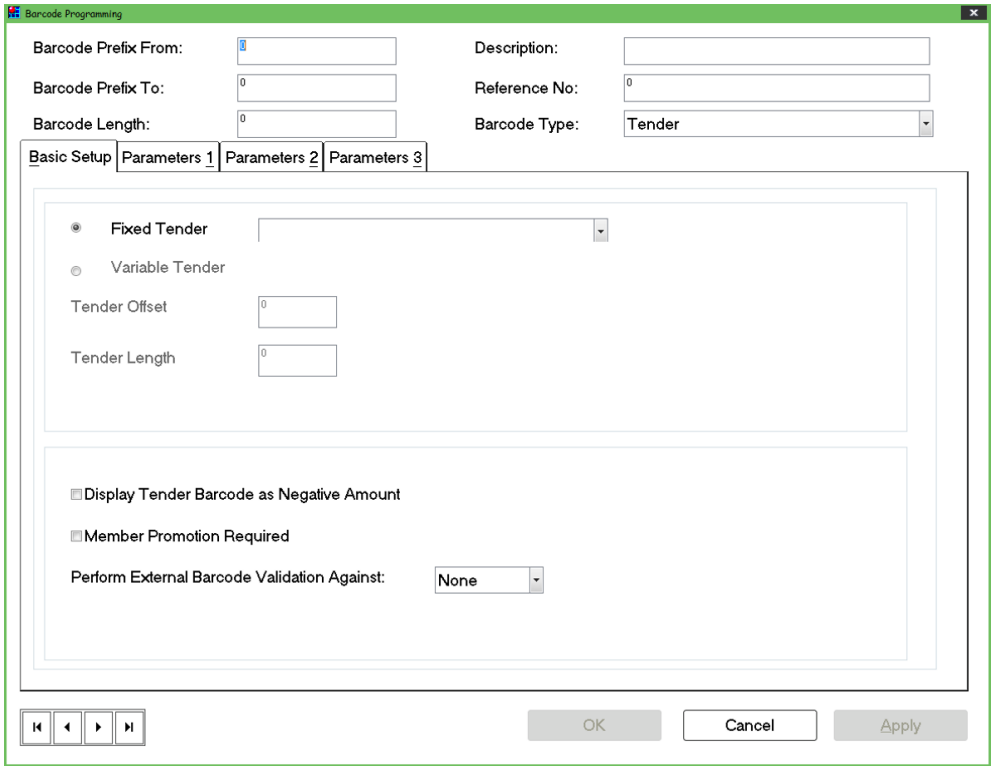


Figure A-12. Barcode Programming

12.10.1.1 Field Specifications

A.10.1.1.1 Field Type 1-3 fields

The Field Type fields have been added to the Basic Setup tab on the Barcode Programming form. These fields will be populated with one of the new requested values mentioned above.

Note:
The selected value for Field 1 should be the first field that appears in the barcode; the selected value for Field 2 should be the second field that appears in the barcode; and so on.

Type: Combo box
Default: Null (Blank)
Valid values: Populate with any of the new requested values (If left blank, the value saved to the database is 0)
Send to QDX: Yes (QDX 135)

- When the record is saved, the selected value in this field will be saved to the corresponding Type field in the BARCOD_DEF table: RX_FLD1_TYP, RX_FLD2_TYP, and RX_FLD3_TYP.

When the user clicks OK/Apply, the following validation will be performed on the Field Type fields:

- The value in any one Field Type field cannot appear in another Field Type field. If the same value appears in more than one Field Type field, the

following error message will be displayed, “A particular Field Type value may only be used once within the Barcode.”

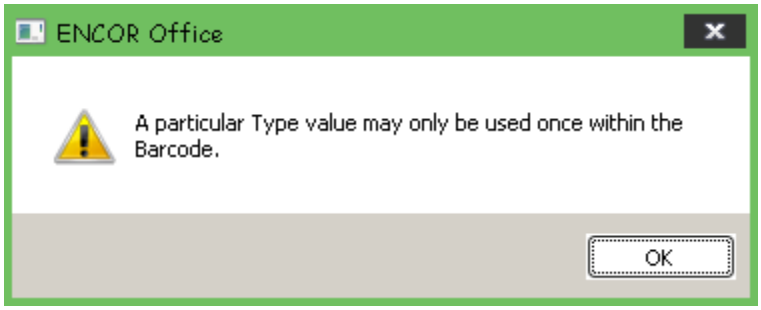


Figure A-13. Single Type Value Error Message

- There may only be a blank Field Type after all fields in the barcode are populated. This means that there cannot be a blank Field Type followed by a Field Type with a value. For instance, if Field Type 3 is populated with a value, then Field Type 2 cannot be blank. If this situation occurs, the following error message will be displayed: “Field Type %1 cannot be blank because Field Type %2, which has a value, follows it.” %1 and %2 will be replaced with the actual Field Type numbers.

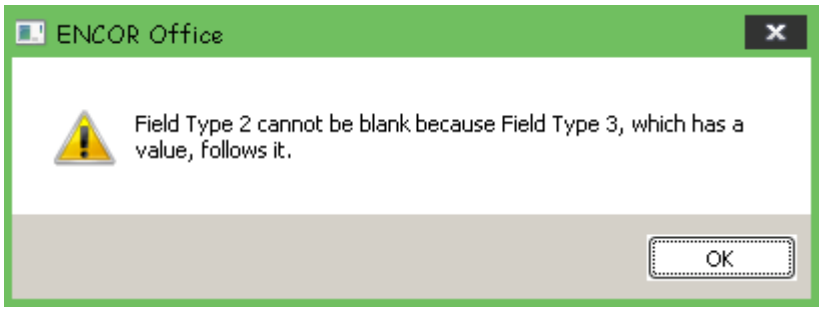


Figure A-14. Field Type 2 Blank Error Message

A.10.1.1.2 Offset Fields

The Offset fields will be added to the Basic Setup tab on the Barcode Programming form. These fields will be populated with numeric values indicating at which position in the barcode each field starts. The first position in the barcode has a value of 1. An offset value of zero or blank will mean that this Field Type is not being used.

Type: Numeric
Default: Zero (0)
Valid values: 0 – 50
Send to QDX: Yes (QDX 135)

When the user clicks OK/Apply, the following validation will be performed on the Offset fields:

- The Field Types must be setup in the order in which they appear in the barcode, which will be validated by ensuring the Offsets are in the proper order. This means that the Offset for Field Type 3 (if greater than zero) must

be greater than the Offset for Field Type 2, which must be greater than the Offset for Field Type 1. If any of the Offsets are out of order, the following error message will be displayed: “Field Types must be setup in the order in which they appear in the barcode.”

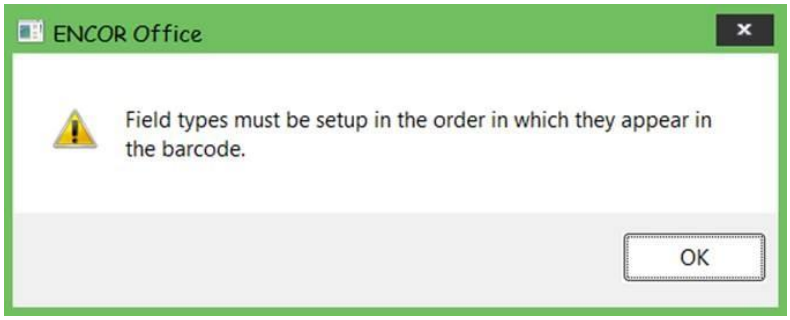


Figure A-15. Setup Field Types Error Message

A.10.1.1.3 Length Fields

The length fields have been added to the Basic Setup tab on the Barcode Programming form, which will be populated with numeric values indicating the length of each field within the barcode.

Type: Numeric
Default: Zero (0)
Valid values: 0 - 50
Send to QDX: Yes (QDX 135)

- When the record is saved, the value in this field will be saved to the corresponding Length field in the BARCOD_DEF table: RX_FLD1_LEN, RX_FLD2_LEN, and RX_FLD3_LEN.

When the user clicks OK/Apply, the following validations will be performed on the Length fields:

- If a particular Field Type is blank, the Offset and Length fields for that Field Type cannot have values. If the Offset or Length field is populated for a Field Type that is blank, the following error message will be displayed; “Offset and Length values cannot be populated for a blank Field Type.”

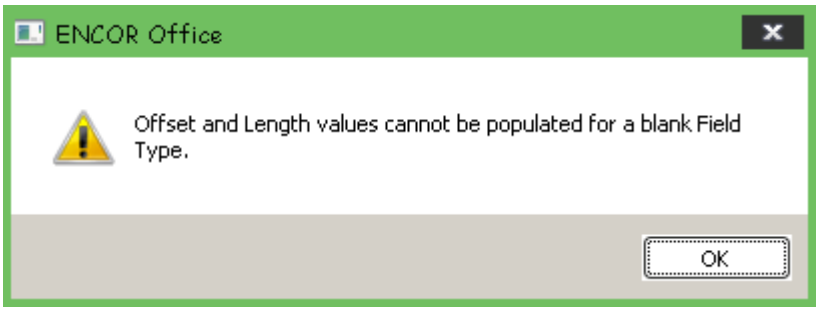


Figure A-16. Offset and Length Values Error Message

- If the Field Type is populated, the Offset and Length fields must also be populated. If the Offset or Length value is zero for a Field Type that is

populated, the following error message will be displayed; “Offset and Length must be greater than zero if the Field Type is populated.”

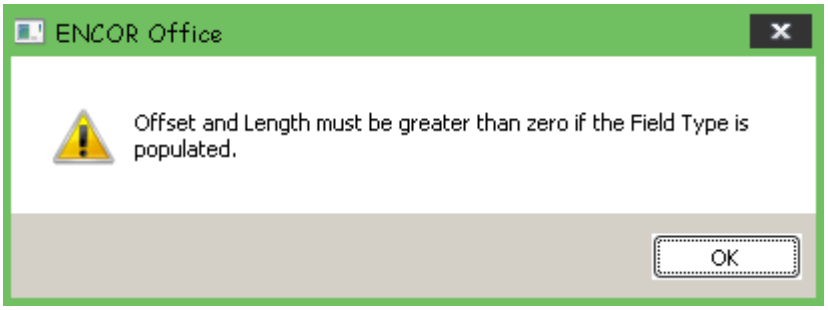


Figure A-17. Offset and Length Greater Than Zero Error Message

- Since the barcode fields must be setup in the order in which they appear in the barcode and there must be at least one field in the barcode, Field Type 1 must have a value and the Offset and Length for Field Type 1 must have values greater than zero. If Field Type 1 does not have a value or the Offset value or Length value for Field Type 1 is not greater than zero, the following error message will be displayed; “Field Type 1 must have a value and Offset and Length values for Field Type 1 must be greater than zero.”

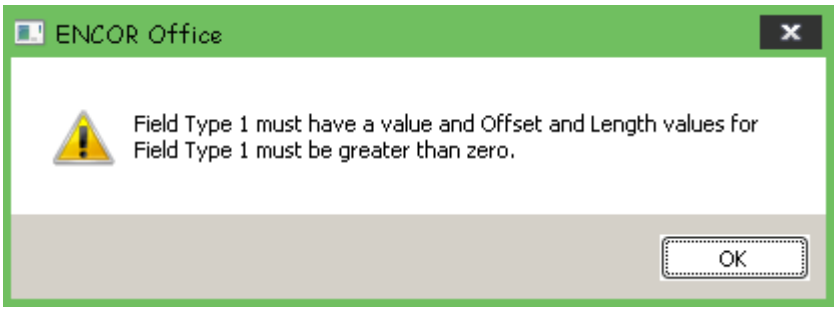


Figure A-18. Field Type 1 Greater Than Zero Error Message

- The value of all Length fields added together cannot be greater than the value in the Barcode Length field. If the value of this calculation is greater than the value in the Barcode Length field, the following error message will be displayed; “Cumulative value of Length fields must be less than Barcode Length.”

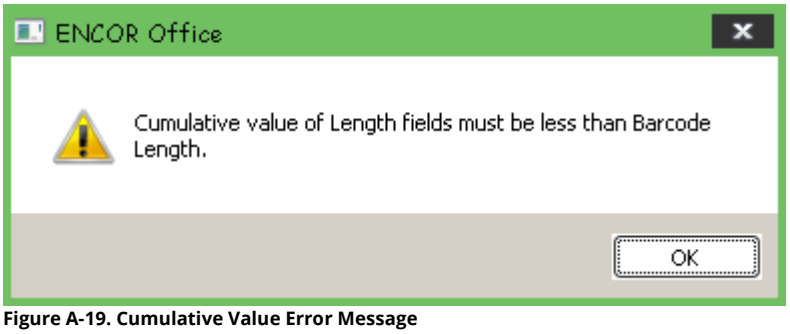


Figure A-19. Cumulative Value Error Message

- The Offset/Length values for one Field Type cannot overlap with the Offset/Length values for another Field Type. This means that the value of

Offset + Length for Field Type 1 must be less than the Offset for Field Type 2; the value of Offset + Length for Field Type 2 must be less than the Offset for Field Type 3.

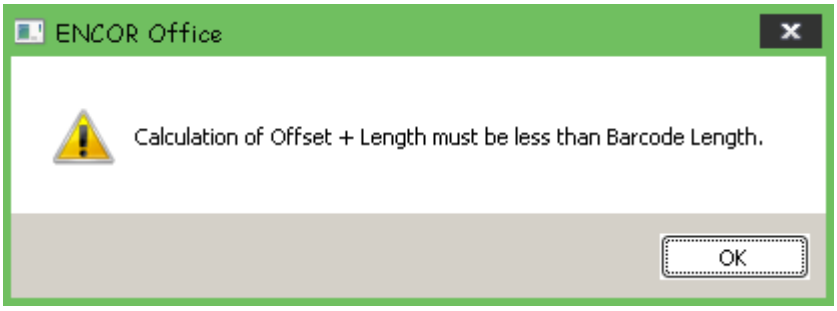


Figure A-20. Calculation of Offset Error Message

- The Offset/Length values for one Field Type cannot overlap with the Offset/Length values for another Field Type. This means that the value of Offset + Length for Field Type 1 must be less than the Offset for Field Type 2; the value of Offset + Length for Field Type 2 must be less than the Offset for Field Type 3. If any of the Field Type Offset/Length values overlap with the Offset/Length values for another Field Type, the following error message will be displayed; "The Offset and Length values for Field Type %1 overlap with the Offset value for Field Type %2." %1 and %2 will be replaced with the actual Field Type numbers that overlap.

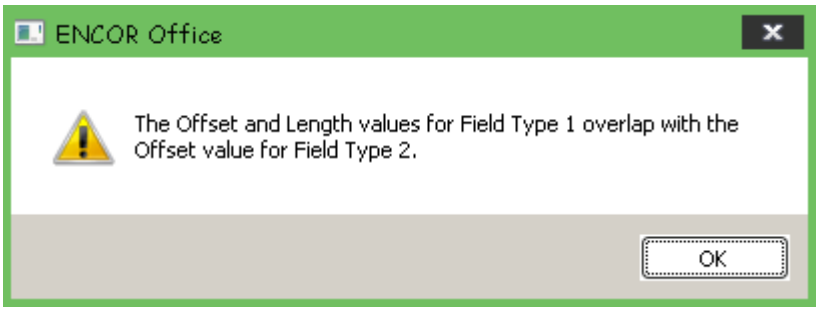


Figure A-21. Field Type 1 Overlap Error Message

A.10.2 POS

The POS is designed to do the following when Cashier scans EAN128 barcode with the appropriate prefix that identifies it as a Markdown-type barcode.

- Recognize and parse Markdown Barcode type.
- Sell item with new price embedded in barcode.
- Write correct Transaction Log information for the overridden price.
  - PLU (0x01)Transaction
  - Price Override (0x60, 0x14)
    - Barcode override flag
    - Byte Offset 29, bit #2 (from zero)
- Print on receipt

- Create and use new appropriate POS formats depending on normal/weight/msu item.
- Existing POS formats used:
  - POVR_NRM (Normal Price Override)
- POS Formats
  - POVRB_ MSU (Split-Quantity Item)
  - POVRB_LB (Weighted item, System configured for LB)
  - POVRB_M_LB (Weighted, Split-Quantity Item, System configured for LB)
  - POVRB_KG (Weighted item, System configured for KG)
  - POVRB_M_KG (Weighted, Split-Quantity Item, System configured for KG)

Figure A-22. Receipt Print – Normal Item

Figure A-23. Receipt Print – Split-Quantity Item

Figure A-24. Receipt Print – Normal Weighted Item

Figure A-25. Receipt Print – Split-Quantity, Weighted Item

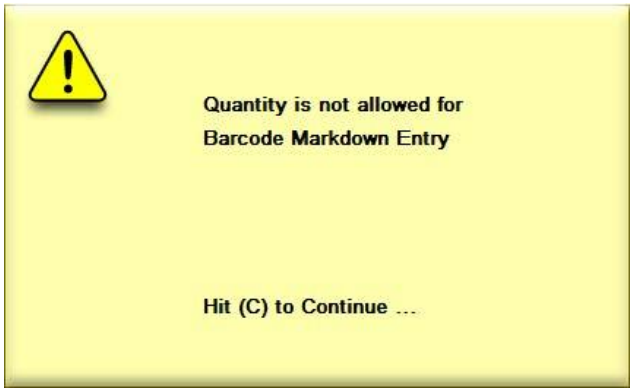


Figure A-26. Error – Quantity Not Supported with Markdown Barcode

A.11 SSCO Assist Mode for Manual Coupons and Discounts

A FastLane SSCO Transaction Broker was added to support Assist Mode functionality for Manual Store Coupon Entry and Total Sale Discounts at tender time. Coupon, $Trans Discount and %Trans Discount buttons are only available in Assist Mode when SSCO is in tender mode.

This Transaction Broker install is version ENCOR 1.0.0.0. Please reference the release notes that accompany the SSCO TB install.

SCOTOPTS.000 option

A Manual Percent Discount limit was added to the SCOTOPTS.000 to all the Percent entered not to exceed a determined amount. The default is 99

[ManualDiscount]

PercentageLimit=99

A.11.1 Tender Assist Mode

The following buttons are only available when the SSCO is in tender mode.

Figure A-27. SSCO Tender Mode

A.11.2 Manual Store Coupon Entry

When pressing the Coupon button, the attendant has the opportunity to enter the dollar amount of the Store Coupon

Figure A-28. Manual Store Coupon Entry

Then selects the department the coupon will apply.

Figure A-29. Department Selection

The % Trans Discount will display on the e-receipt and customer receipt.

Figure A-30. E-receipt

A.11.3 Transaction Discount

When pressing $ Trans Discount Button, the attendant has the opportunity to enter the dollar amount of a discount.

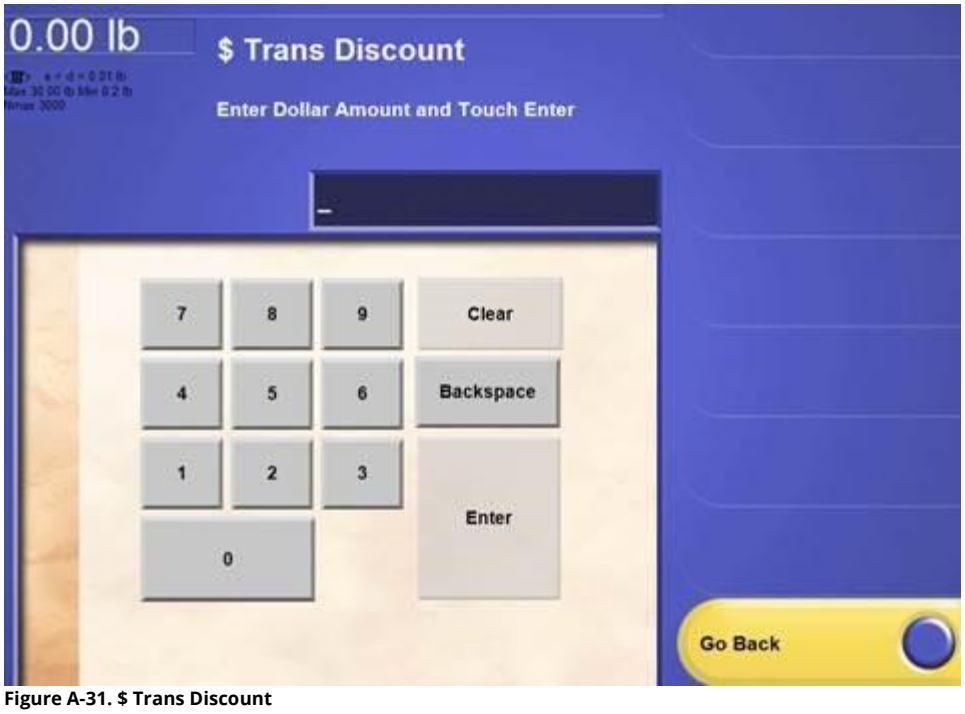


Figure A-31. $ Trans Discount

The $ Trans Discount will display on the e-receipt and customer receipt.

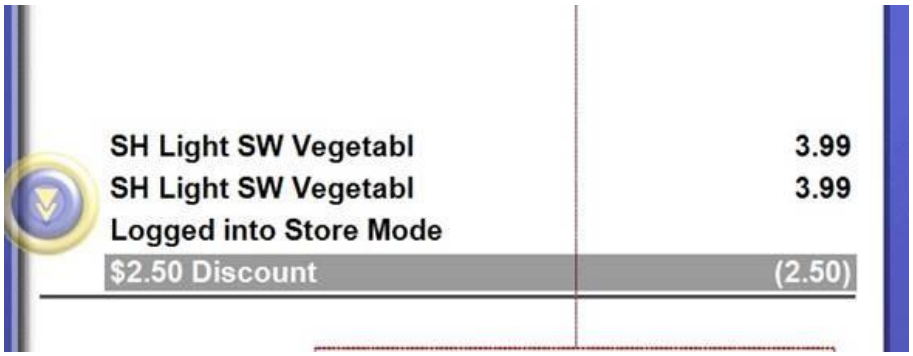


Figure A-32. E-receipt

A.11.4 % Trans Discount

When pressing % Trans Discount Button, the attendant has the opportunity to enter the percent amount of a discount

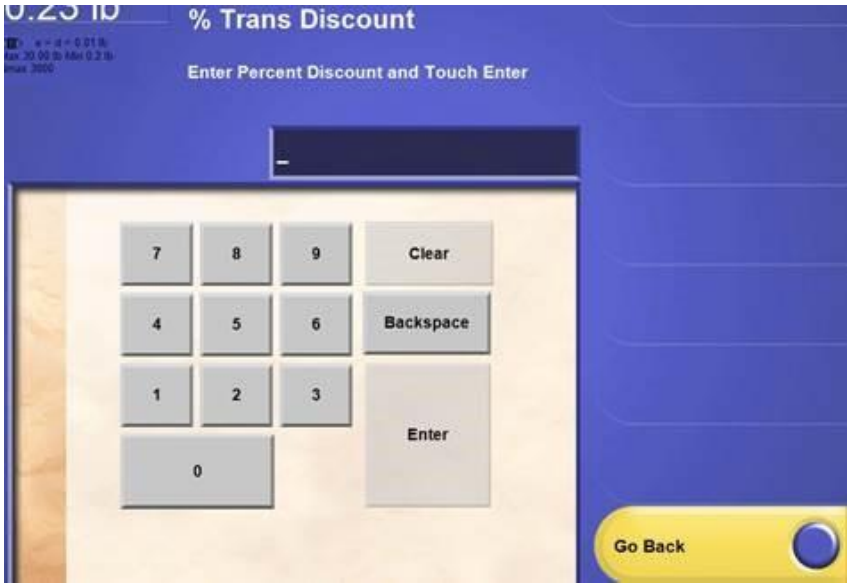


Figure A-33. % Trans Discount

The % Trans Discount will display on the e-receipt and customer receipt

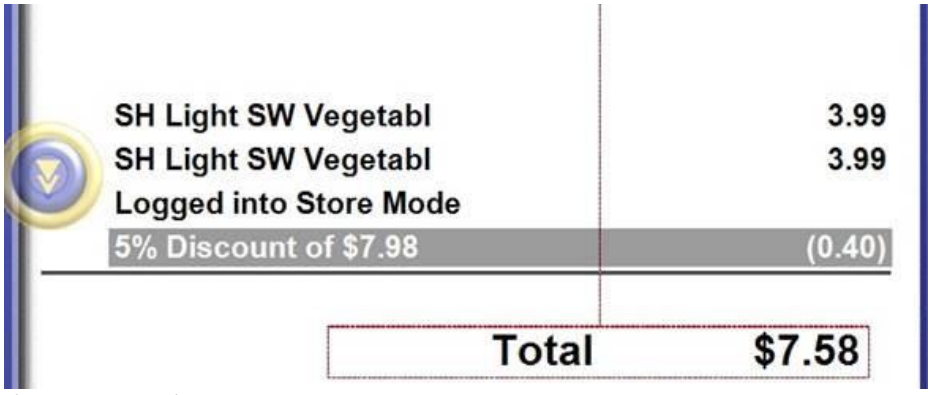


Figure A-34. E-receipt

A.12 Alternate Loyalty ID with Encore 700 Fuel

Enter a phone number for a loyalty customer on the Encore 700 series pump as it does with Encore 500 series pump. The NCR Fuel application will use the secure prompting mechanism required by the Gilbarco 700.

A.12.1 Configuration/Parameters

Registry

Need to change the following registry keys to point to a message in the MsgFile XML file:

HKLM\SOFTWARE\Pointofsale\PumpSrv\FuelLoyalty\SysParam\PhoneNotFound

HKLM\SOFTWARE\Pointofsale\PumpSrv\FuelLoyalty\SysParam\LoyaltyDeclineMsg

HKLM\SOFTWARE\Pointofsale\PumpSrv\FuelLoyalty\SysParam\ServerDeclineMsg

HKLM\SOFTWARE\Pointofsale\PumpSrv\FuelLoyalty\SysParam\MutipleMemberFound

HKLM\SOFTWARE\Pointofsale\PumpSrv\FuelLoyalty\SysParam\ServerDown

HKLM\SOFTWARE\Pointofsale\PumpSrv\Languages\LanguageXX\EnterPhoneNumber

HKLM\SOFTWARE\Pointofsale\PumpSrv\Languages\LanguageXX\EnterRewardCardNumber

Note:
Function key 1441 – Alt Customer Lookup should be used for entering Alternate Loyalty ID with Fuel for Pay-At-Kiosk and Pre-Pay.

A.13 Driver License Recording from 2-D Image

This feature provides the ability when selling age restricted items to retrieve and record the Driver's License #, DL expiration date and Birth Date using the 2D barcode on Driver's Licenses which do not have a mag stripe. Previous to this enhancement, the 2-D imaging feature was limited to only the retrieval of the birth date.

There is a function exposed to `wphook.dll` that will prompt the cashier to scan the DL barcode.

```
short get_dob_from_scanner(struct ScannedDOBInfo_* dobinfo);
```

Upon a successful scan, this function returns OK and fills the ScannedDOBInfo_ structure:

```
struct ScannedDOBInfo_
{
unsigned char szExpDate[9]; // Expiration Date (YYYYMMDD)
unsigned char szDOB[9]; // Date of Birth (YYYYMMDD)
unsigned char szDLNum[21]; // License Number
unsigned char szDLState[3]; // License State
};
```

When a third-party developer makes use of the function, `WPFUNC_get_2d_info_from_scanner ()`, from within a hook function in a customized `wphook.dll`, the POS will prompt the cashier to scan the barcode on a driver's license with the following message:

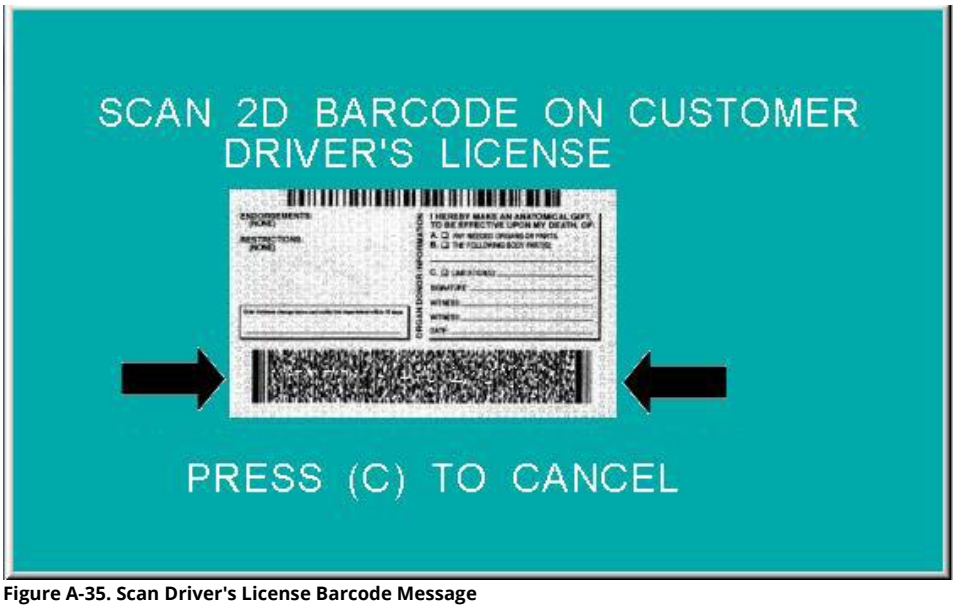


Figure A-35. Scan Driver's License Barcode Message

The parsed barcode information, which includes the expiration date, DOB, DL# and DL State, will be returned to the calling wphook function.

The `wphook.dll` is installed to `C:\Program Files\POSWare\Winpos\DRV32`.

The following GSPs needs turned on for this enhancement:

Store\POST\Operational\POS User Hooks\User Hooks in System
Store\POST\Operational\POS User Hooks\User Hook Functions hook

Customer should setup a User Hook Key (Keyboard Programming 701-750) that can be used to alert the cashier to scan a 2D barcode on a customer's driver's license. This User Hook Key can be pressed at any time during Sale, or Tender Mode.

A.14 Expose Alt-ID Entry at the PIN Pad to the ENCOR SDK for Loyalty Lane

This feature provides a hook function that a third-party development can use to capture the secondary ID entered at the PIN Pad. This hook is to be used solely with third-party Loyalty programs to look up customer information and instruct the POS as to whether the secondary ID is valid.

The following General System Parameter is located in the Store\POST\Operational\POS User Hooks

Parameter	Explanation
After Secondary ID Entry at PIN Pad	This hook is executed after a Secondary ID (phone number) is entered at the PIN Pad but before it is evaluated. It determines if the POS should continue or if it should re-prompt the customer for the secondary ID.

Valid values

Yes = Hook is enabled
No = Hook is not enabled

A.15 S&H/ProLogic Coupons Display Immediately

The S&H/ProLogic coupons will display immediately when triggered on the Customer Display as the item is rung as it does on the Cashier Display.

A.16 Survey Template Enhancement

This enhancement adds 2 options to the Front Office General System Parameters to allow an alternate Survey format.

The following format is supported:

Voucher # format
MMDDSSSSCPPPTTTT

MM – Month 2 digit
DD – Day 2 digit
SSSS – store #
C – check digit
PPP – POS #
TTTT – Ticket #

This format can be used when following the 16th digit code that is used by loyalty.

The alternate Survey format is as follows:

Voucher # format encoded:
T3 H2 Y1 T2 S2 M2 T1 S1 P2 M1 D2 S3 D1 H1 P1 C

MM – Month 2 digit
DD – Day 2 digit
Y – Last digit of year
HH – Military Hour
SSS – AWG #
PP – POS #
TTT – Ticket #
C – check digit

Following the Voucher # format: the first digit is the 3rd digit of Ticket #, second digit is 2nd digit of Military Hour, third digit is the last digit of year, etc….

The Check Digit is calculated using Standard Mod10method.

- From the right to left, start with odd position, assign the odd/even position to each digit
- Sum all digits in odd position and multiply the result by 3
- Sum all digits in even position
- Sum the results of steps 3 & 4
- Divide the result of Step 4 by 10

The check digit is the number which adds the remainder to 10

A.16.1 Front Office

The following General System Parameter is located in the Store\POST\General.

Parameter	Explanation
Enable Alternate Survey Format **Value:** Y/N	This option prints survey voucher numbers in the following format: T3 H2 Y1 T2 S2 M2 T1 S1 P2 M1 D2 S3 D1 H1 P1 C
Alternate Survey AWG Number **Value:** 3-digit short integer, range: 0-999	The AWG number is used in the alternate survey number when “Enable Alternate Survey Format" is enabled.

A.17 WIC FTP Changes for Wyoming and Cherokee Nation

Wyoming and Cherokee Nation have changed the directory structure of the WIC FTP path to get the APL, HCL and Reconciliation files as well as passing the Claim file to the state. The `SWFTP.dat` file has been change to accommodate the FTP structure.

Wyoming is now Template 03
Cherokee Nation is now Template 04

**EXCEPTION=WY03
**EXCEPTION=C204

TEMPLATE03
:: COMMON folder is located inside the CUSTOMER's root folder for APL and HCL Files

```
[FTP_USERNAME]
[FTP_PASSWORD]
hash on
lcd c:\pcmaster\flag
put FTP_WAIT.FLG
cd in
put FTP_WAIT.FLG
cd ..
::cd ..
::cd com04plu
cd out
lcd "c:\progra~1\posware\office\ebt_wic\[STATE_NAME]"
binary
mget *.HCL
mget *.hcl
binary
mget *.APL
mget *.apl
::cd ..
::cd [FTP_USERNAME]
::cd out
binary
:: Begin - DR #410077, Mark Secrest, 08/12/2014 - Added to
handle the deletion of old recon and error files at host after
we have pulled them.
[TIDY_UP]
:: End - DR #410077, Mark Secrest, 08/12/2014
mget [EBT_ID]????.E??
mget [EBT_ID]????.e??
binary
mget [EBT_ID]????.A??
mget [EBT_ID]????.a??
cd ..
cd in
```

```
binary
mput [EBT_ID]????.S??
mput [EBT_ID]????.s??
lcd c:\pcmaster\tmp
binary
mget [EBT_ID]????.S??
mget [EBT_ID]????.s??
get FTP_WAIT.FLG
del FTP_WAIT.FLG
del FTP_WAIT.FLG
cd ..
binary
! if exist c:\pcmaster\tmp\FTP_WAIT.FLG attrib +r
c:\pcmaster\tmp\FTP_WAIT.FLG
get FTP_WAIT.FLG
del FTP_WAIT.FLG
del FTP_WAIT.FLG
! if exist c:\pcmaster\tmp\FTP_WAIT.FLG attrib -r
c:\pcmaster\tmp\FTP_WAIT.FLG
close
quit
```

****TEMPLATE04****

:: COMMON folder is located inside the CUSTOMER's root folder for APL and HCL Files

```
[FTP_USERNAME]
[FTP_PASSWORD]
hash on
lcd c:\pcmaster\flag
put FTP_WAIT.FLG
cd in
put FTP_WAIT.FLG
cd ..
cd common08
lcd "c:\progra~1\posware\office\ebt_wic\[STATE_NAME]"
binary
mget *.HCL
mget *.hcl
binary
mget *.APL
mget *.apl
cd ..
cd out
binary
mget [EBT_ID]????.E??
mget [EBT_ID]????.e??
binary
mget [EBT_ID]????.A??
mget [EBT_ID]????.a??
cd ..
cd in
binary
mput [EBT_ID]????.S??
mput [EBT_ID]????.s??
lcd c:\pcmaster\tmp
binary
mget [EBT_ID]????.S??
```

```
mget [EBT_ID]????.s??
get FTP_WAIT.FLG
del FTP_WAIT.FLG
del FTP_WAIT.FLG
cd ..
binary
! if exist c:\pcmaster\tmp\FTP_WAIT.FLG attrib +r
c:\pcmaster\tmp\FTP_WAIT.FLG
get FTP_WAIT.FLG
del FTP_WAIT.FLG
del FTP_WAIT.FLG
! if exist c:\pcmaster\tmp\FTP_WAIT.FLG attrib -r
c:\pcmaster\tmp\FTP_WAIT.FLG
close
quit
```

A.18 Receipt prints the ProLogic Coupon with the PLU Description of Item that Triggered the Coupon.

The POS prints and displays the description of the coupons that are sent from ProLogic. ProLogic sends messages with the POS Description of the PLU that issues the ProLogic coupon. If the coupon description sent by ProLogic is blank, the coupon description will default to the PLU Description.

The ProLogic coupon will print under the item that triggers the discount:

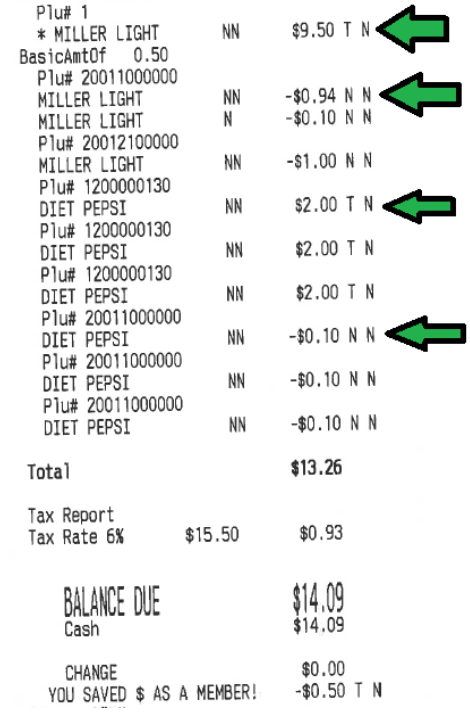


Figure A-36. ProLogic Coupon Receipt

A.19 EMV - Option for Speeding up Sign On and Sign Off to use SetCashierID MTX function rather than the normal MTX Sign ON / Off

This feature improves the Sign On / Off performance of the POS with Connected Payments especially when using EMV. The SetCashierID function is now supported with **ENCOR** and the EMV version of Connected Payments.

This function allows the POS to keep a "dummy" cashier ID in memory for the use of the PIN Pad during sign on and sign off operations. The PIN Pad will always be signed on and displaying the Interval Message whether the POS is signed on, signed off or in secure mode.

The following General System Parameter is located in the General System Parameters: Store\POST\MTX EFT.

Parameter	Explanation
EMV Terminal Signon Option	When this option is set to yes, the POS will sign on to the payment terminal only at POS start-up. This will improve the speed of cashier sign-on and sign-off when using an EMV payment terminal. This feature requires the use of the Connected Payments interval message setting

Value: Yes/No
Default Value: Yes

For this feature to fully work, the following set up must be followed:

- General System Parameter EMV Terminal Signon Option in Store\POST\MTX EFT must be set to **YES**
- Connected Payments Use Interval Message at End of Order must be checked.
  - Use Interval Message at End of Order
- General System Parameter Apply Idle – Locking mode for Pin Pad must be set to **NO**

Note:
PIN Pad updates made in Connected Payments application may only take affect once the POS is rebooted.

A.20 Improvements to Disable / Enable Mode in ENCOR for PLU Maintenance

Improvements to the Disable / Enable Mode in **ENCOR PLU Maintenance** are based on an existing GSP, **Disable / Enable mode in system**, found in the Store\Front Office\System folder. This option allows the Administrator to Enable and Disable options for non-administrators use.

The Print Item Number flag on the Param 1 tab can now be disabled or enabled.

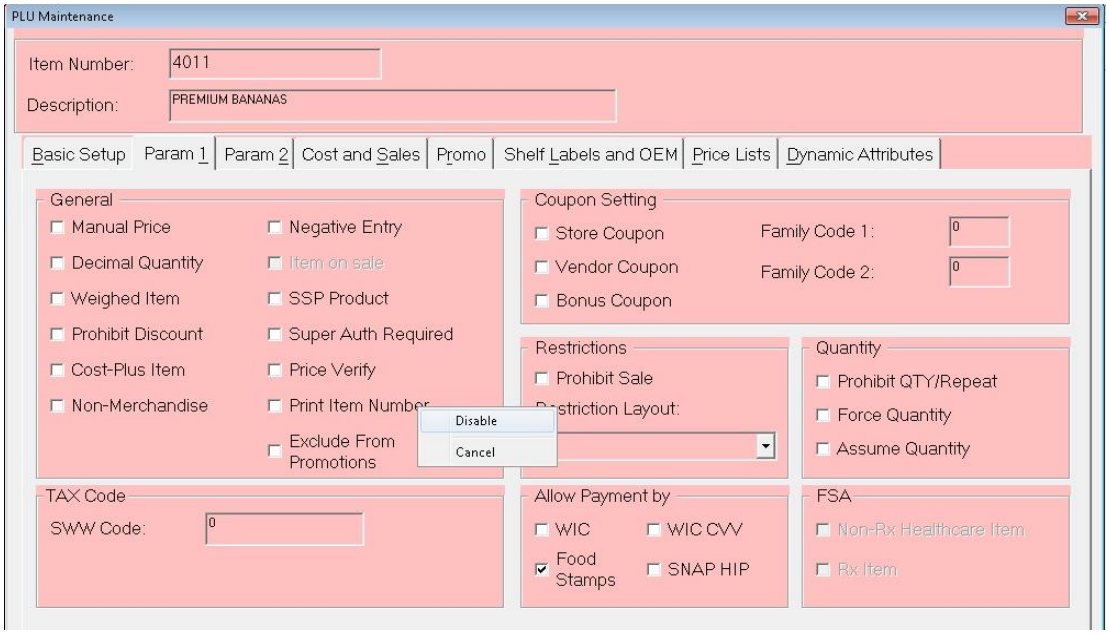


Figure A-37. Print Item Number Flag - Enabled

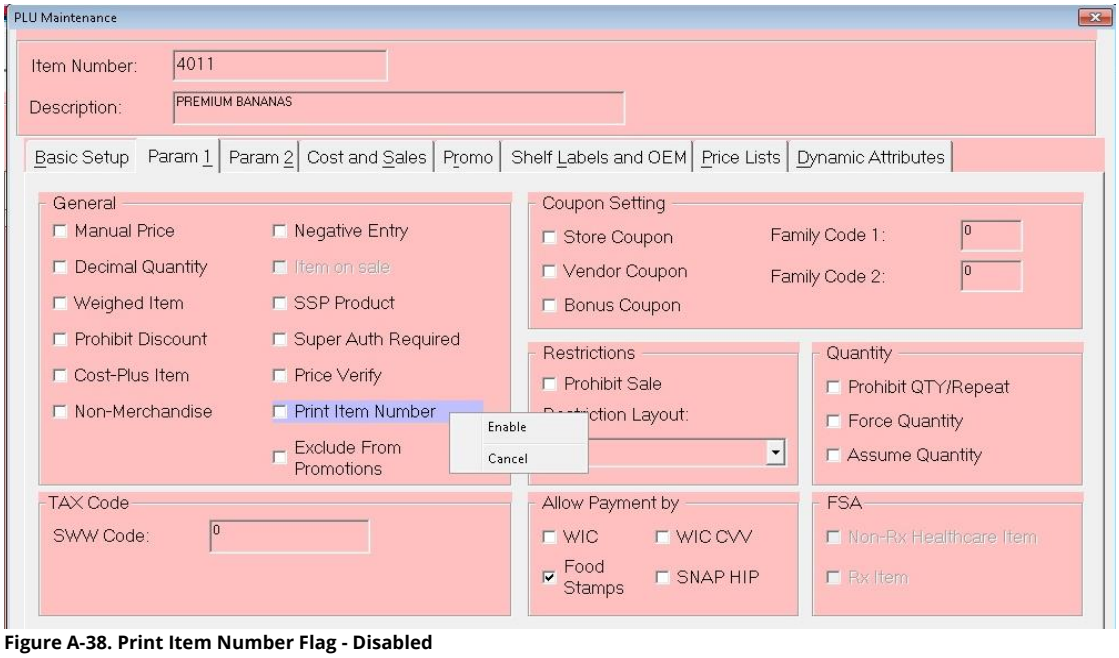


Figure A-38. Print Item Number Flag - Disabled

A.21 Ability to Export/Import Templates from Office

Using the **Templates/Multi Part Receipts** application, the user can Export/Import Templates.

Note:

When Exporting and Importing templates it is important that the system is at a version where the templates have been converted to SQL.

A checkbox column has been added to select the template(s) that would like to be exported. A user can select as many template(s) as needed at one time to export.

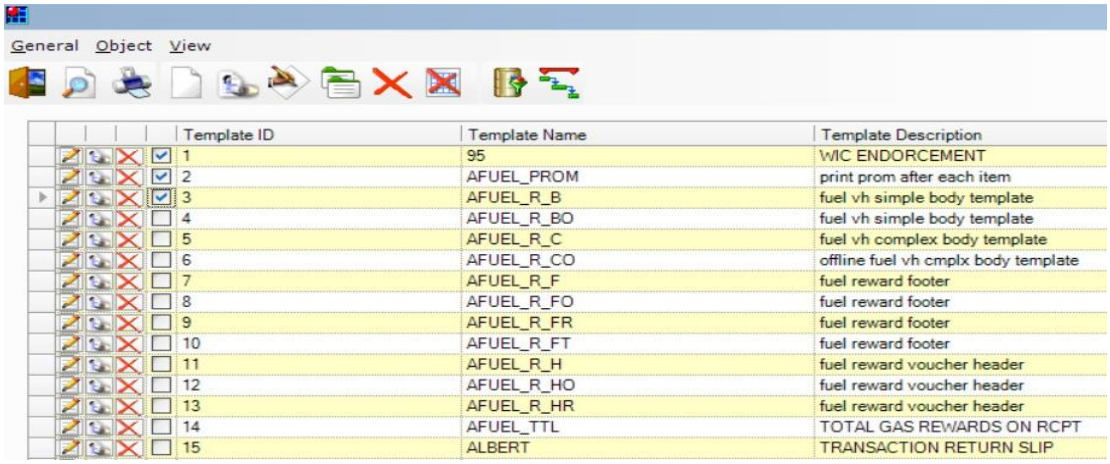


Figure A-39. Select Checkbox

The option to export the template(s) is found under the Object drop-down menu as **Export Selection**:

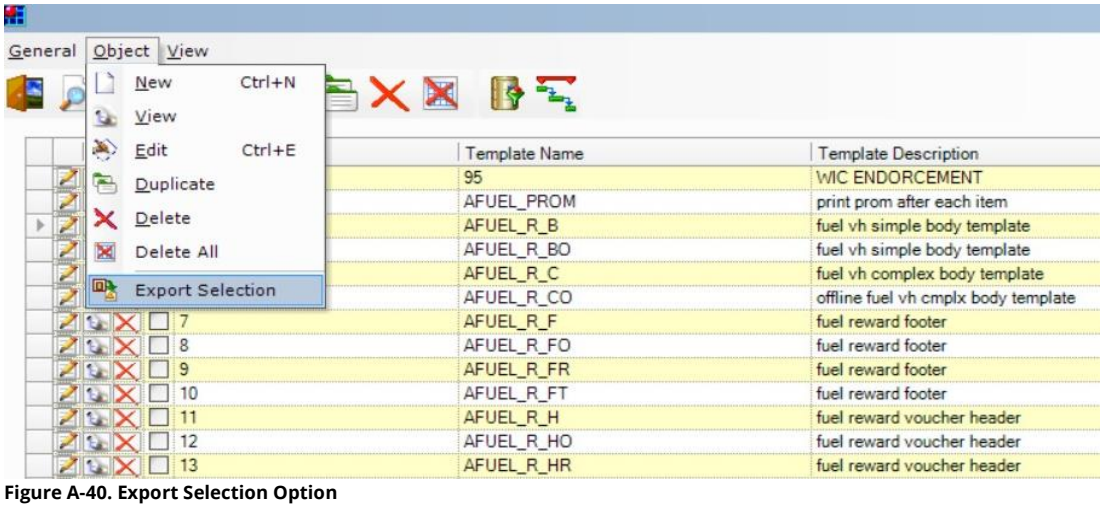


Figure A-40. Export Selection Option

Selected template(s) will export to the directory assigned when prompted to save the file. The default directory is `C:\Program Files\POSware\Office\Export`. The file will save as an XML format.

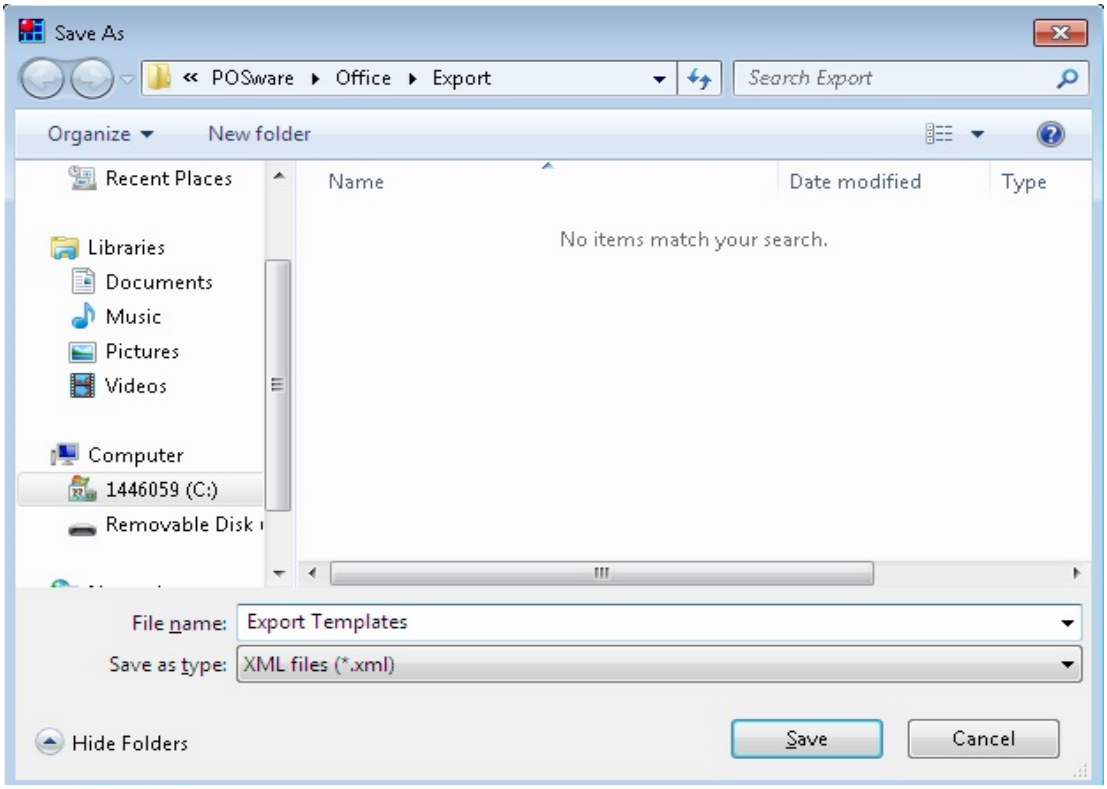


Figure A-41. Export Selection Location

A message of the number of template(s) exported will display.

Figure A-42. Export Complete Message

Template(s) can be exported as needed. Once a file is created, the file can be Appended or Overwritten when Export Selection is selected. There is also an option to cancel the export if needed.

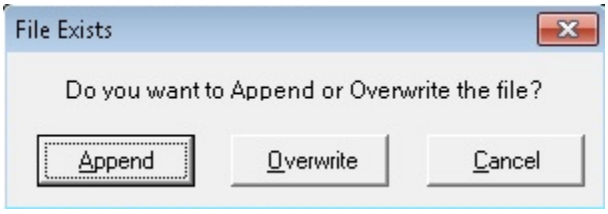


Figure A-43. File Exists Dialog

If the file is Appended, the new selected template(s) will add to the original selected template(s). The template(s) will display in the `C:\Program`

`Files\POSware\Office\Export` file and will be assigned a unique sequential Template_ID.

If the file is Overwritten, the new selected template(s) are the only template(s) that will export to the `C:\Program Files\POSware\Office\Export` file.

The TemplateEditor.log located in `C:\PCMaser\Log` directory is written to each time template(s) are exported. The `C:\Program Files\POSware\Office\Compontents\DotNet\TemplateEditor.exe` creates and writes to the log.

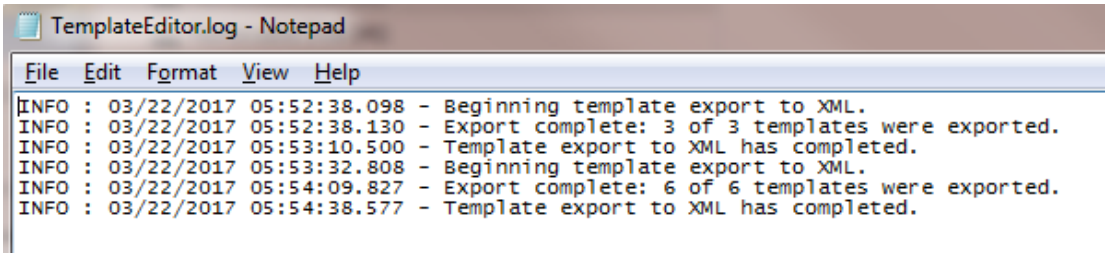


Figure A-44. TemplateEditor.log

The `TemplateIO.log` is also located in `C:\PCMaster\Log` directory and is logging the communication from the `C:\PCMaster\Drv32\TemplateIO.dll` and `TemplateImport.dll`.

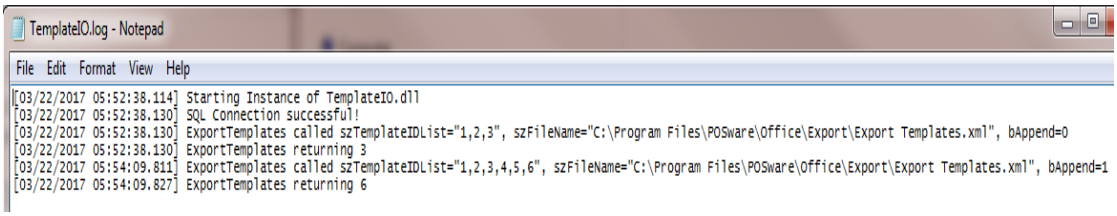


Figure A-45. TemplateIO.log

When Template(s) are exported, the Template_Headers SQL table is written in the Microsoft SQL Server Manager Studio:

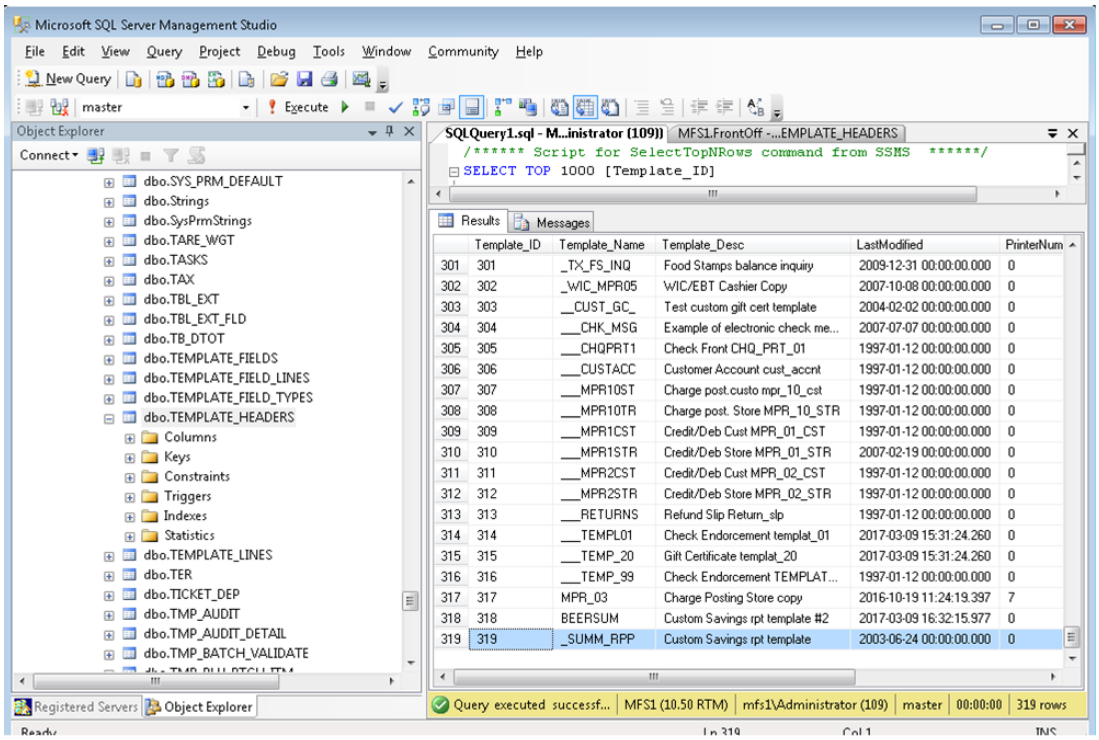


Figure A-46. Template_Headers SQL Table

A.21.1 Importing Templates

The import process is called from a Command Prompt using the acceptable parameters using the **POSIMPORTX.EXE** application.

The accepted parameters are:

/f=ImportFileName - This the full path to the XML file to be imported.

/? or /h *(or no parameter)* - Displays this usage message
Usage: PosImportX [options]
---
options:
/? | /h Show this help screen.
/f=importfilename Name of XML file to be imported.

Error Importing Templates! [ERROR_INVALID_CMDLINE]

Example:

The xml file that is in this example is the `SumImp.xml`. This file can be placed in any folder on the system. In this example the `SumIMp.xml` resides in `C:\Program Files\POSWare\Office\Import`.

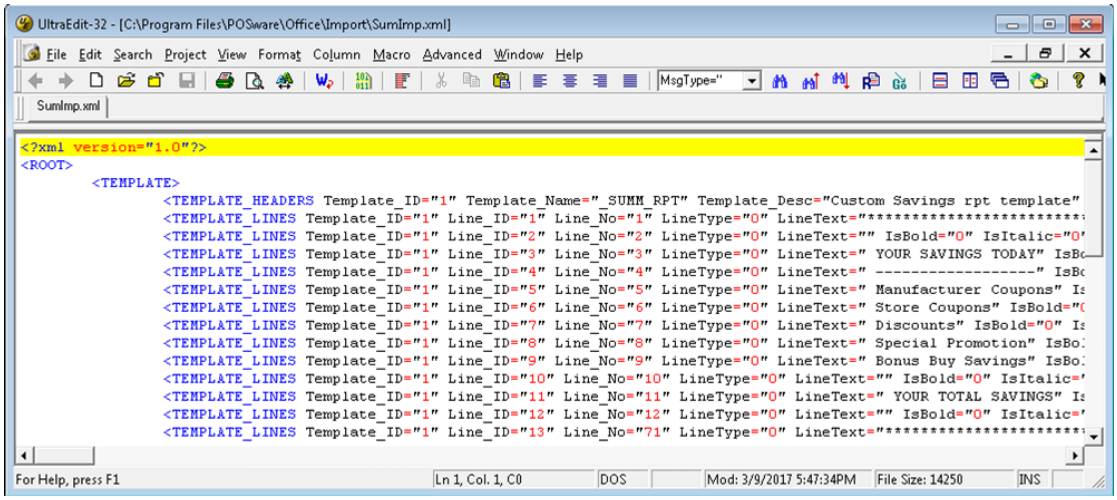


Figure A-47. SumImp.xml

From a command prompt – **`C:\PCMASTER\DRV32>POSIMPORTX.EXE /f="C:\Program Files\POSWare\Office\Import\SumImp.xml"`**. One template will indicate it was imported.

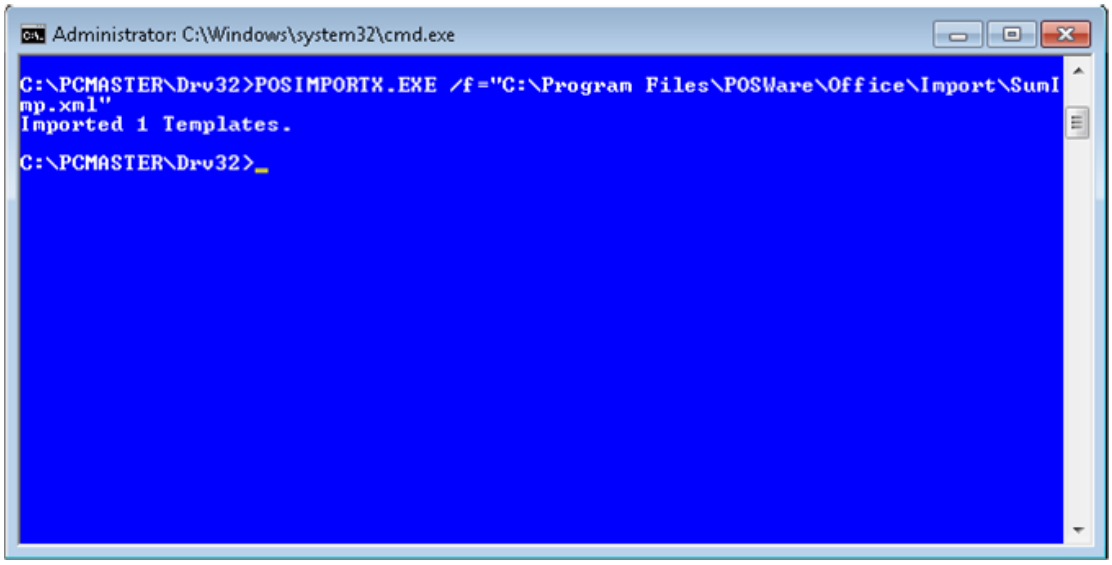


Figure A-48. Comand Prompt

If an error occurred during the IMPORT, the return value will be logged defined by the TemplateImport DLL or a new "Invalid Command Line" error.

A list of errors (and their numeric values) for the import process:

OK = 0,
ERROR_UNKNOWN = -1,
ERROR_NO_SQL_CONNECTION = -2,
ERROR_FILE_OPEN_FAIL = -3,
ERROR_XML_READ_FAIL = -4,
ERROR_GET_TEMPID_FAIL = -5,
ERROR_UPDATE_QDX_FAIL = -6,
ERROR_INVALID_CMDLINE = -7,

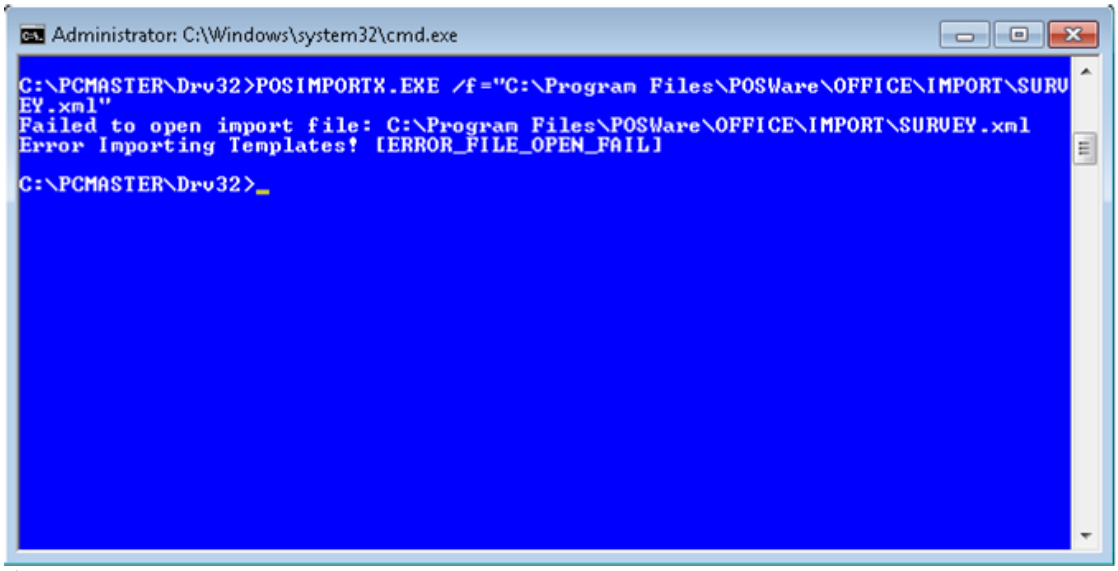


Figure A-49. Import Error

This logging uses the `C:\PCMASTER\DRV32\TemplateImport.dll` and writes to the `C:\PCMASTER\log\TemplateImport.log`.

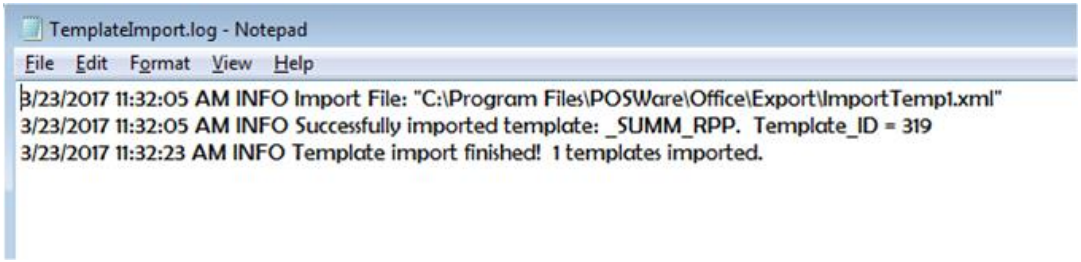


Figure A-50. TemplateImport.log

When template(s) are imported, the template will be assigned to the first available Template ID. This may not be the original Template ID when created unless no previous Template ID's are available.

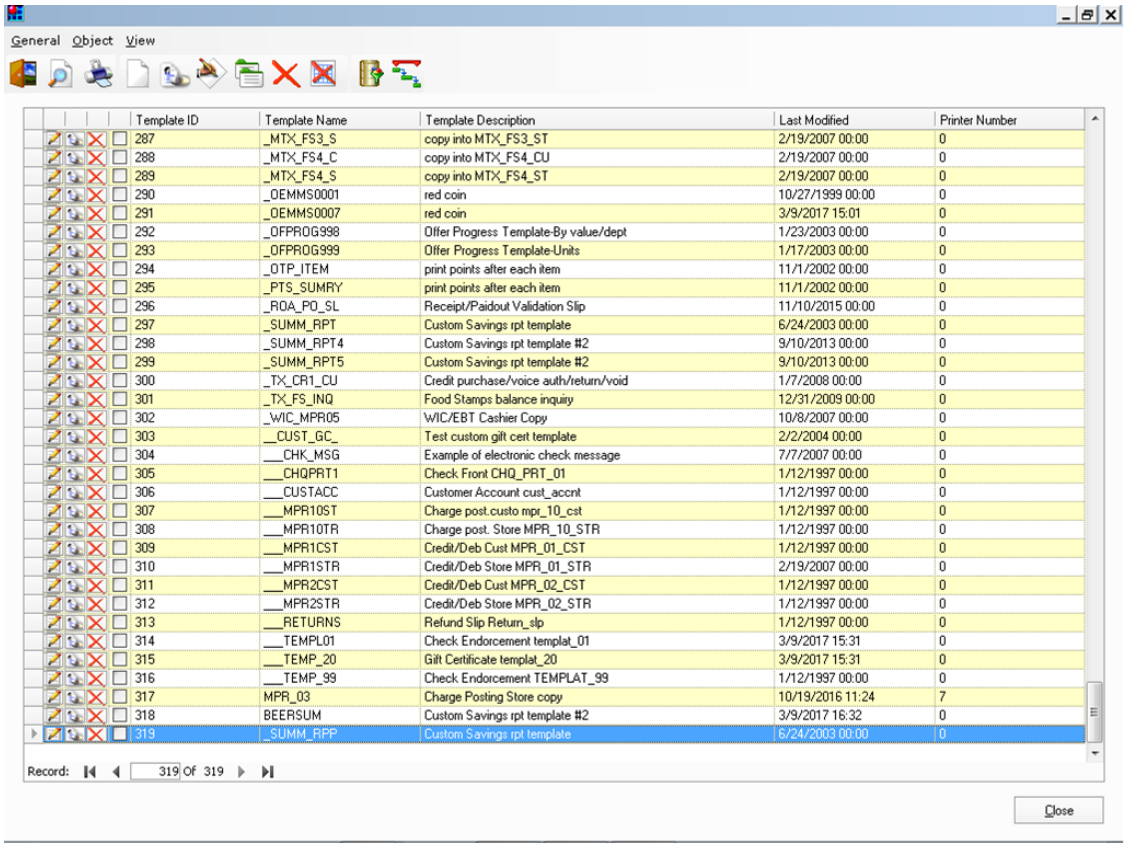


Figure A-51. Imported Template

A.22 Add option to Remove the “Save” Button from PLU Selection Criteria

The true functionality of the Copy PLU Selection Criteria button is actually copying one criteria selection to another. This was done to represent the function that is occurring.

The option added to the GSP adds the ability to Remove the “Copy PLU Selection Criteria”. The option can make this button visible or invisible to the user.

The following General System Parameter is located in the General System Parameters: Store\Front Office\PLU and Batch\Operation

Parameter	Explanation
Enable copy PLU Criteria	When set to Yes, this parameter will enable the copy button in PLU Selection Criteria. If set to No the button is disabled.

Value: Yes/No
Default Value: Yes

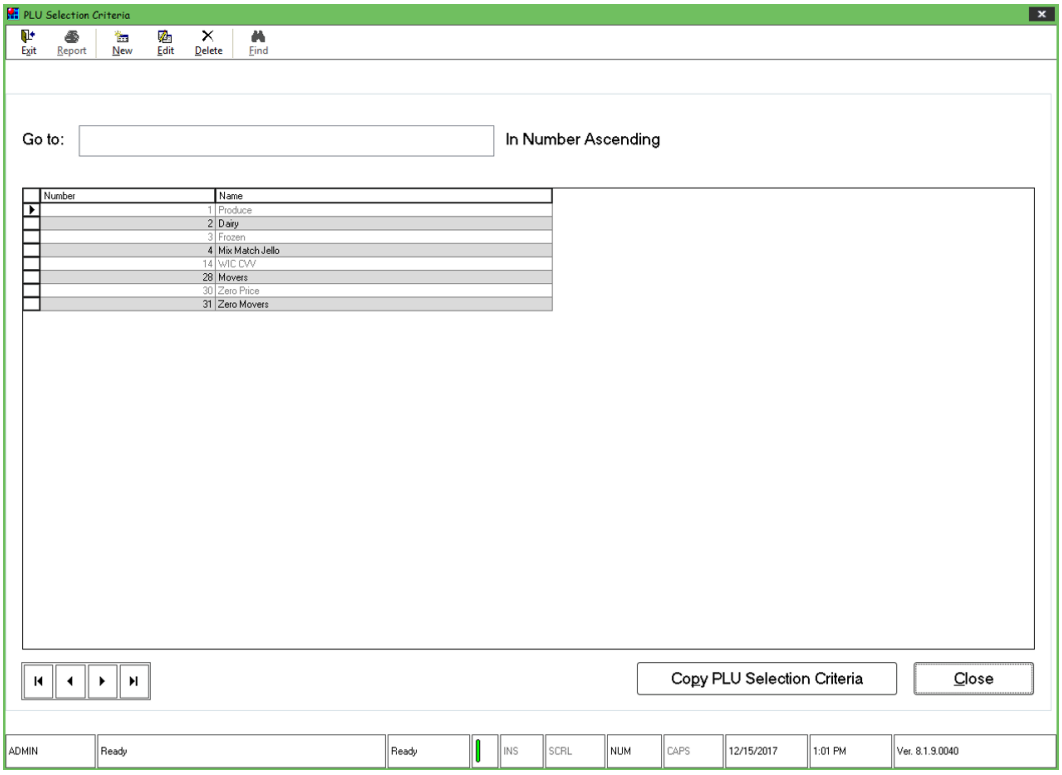


Figure A-52. PLU Selection Criteria

A.23 System Connectivity Behavior

The following General System Parameter is located in the General System Parameters: Store\POST\Operational\System Integrity

Parameter	Explanation
System connectivity behavior	Controls the behavior of the POS polling when dual servers are in use. When set to single, each POS connects to MFS1 only. When set to dual, each POS attempts to connect to MFS2 if MFS1 is offline and returns to MFS1 when available. Zero-MFS1 default always.

Options for "System connectivity behavior" GSP are:

- **Zero – Auto Polling** (default): The Primary\Secondary Poll values are set to 0\0 for all POS's, both inactive and active.
- **Single – MFS1 Polling**: Each POS connects to MFS1 only. The Primary\Secondary values for all "Active Till" POS systems are set to 1\0.
- **Dual – MFS1/MFS2 Polling**: Each POS attempts to connect to MFS1, if the MFS1 is offline each POS will attempt to connect to the MFS2. When the MFS1 comes back online, each POS will connect to it. The Primary\Secondary values, for all Active Till POS systems, are set to 1\2.

When changing the value of the GSP, the Poll List values for POS's set as "Active Till" are updated accordingly.

A.24 Supervisor Barcode Security

This development utilizes the current Supervisor ID barcode scheme in **ENCOR** and adds a second factor of security by requiring a barcode scan for Supervisor intervention and access to the Supervisor Menu.

Parameter	Explanation
Force Supervisor ID barcode when supervisor intervention is required	If set to yes, then a barcode scan for Supervisor intervention is requested for access to the Supervisor Menu.

For control check resolution and Supervisor Mode access (through Keyboard Function 829), if the GSP "Force Supervisor ID barcode when supervisor intervention is required" is set to "Yes":

- When prompting for Supervisor ID entry, the POS enables the scanner to accept a EAN 13 format barcode scan in the 8888nnnncccc(c) format. The POS parses the barcode and validates the barcode using check digit.
- If the barcode fails validation, the POS issues the warning message "Invalid Barcode". When cleared, the POS re-prompts for Supervisor ID.
- If the barcode passes validation, the POS passes the Cashier ID as a masked entry into the Supervisor ID field.
- If the GSP "Password required with cashier barcode" is set to "Yes", the POS prompts for a password.
- If the GSP "Password required with cashier barcode" is set to "No", the POS bypasses password validation logic and execute existing logic to allow \ deny Control Check resolution or Supervisor Menu access based on privilege levels.
- If resolution \ access is granted, the POS writes the Supervisor ID to the 60x0D in the TLOG. The POS masks the Supervisor ID on the Cashier EJ, in the Electronic Journal, and on any generated receipts.
- If a key-entry of the Supervisor ID is attempted, the POS issues the warning message "Scan Required". When cleared, the POS re-prompts for Supervisor ID.

A.25 Support Safe Interface for Cash Office Transactions

This MFS must have the Telnet messaging component and the updated API (`VBtoQDX.DLL`) loaded.

- Continue to validate XML strings passed safe drop messages.
- If string contains an error, respond with the non-zero error code and error string message and do not perform the pickup.
- If the string is valid but the pickup is unsuccessful, respond with a non-zero error code and error string message.
- If the pickup is performed and **ENCOR** tables files are updated, return the existing success, zero value message.

Tranrule\Transcli writes pickups performed using `VBtoQDX.DLL` to SQL Tables.

A.26 SmartCard WIC Split CVB Tender and Benefit Reversal

Starting October 1st, 2017 a mandate was issued where SmartCard WIC must support CVB Split tender and Benefit Reversals. The mandate states "All WIC Vendors accepting WIC SmartCard EBT cards shall implement split tender to allow WIC Participants to pay the balance of a Cash Value Benefit food item purchase with another tender (SNAP, cash, etc.) or if the WIC Participant declines or is unable to use an alternate tender, to correct the WIC EBT purchase."

Connected Payments

Connected Payment along with VeriFone and Equinox provided new code to account for the correct benefits restored back to the SmartCard.

The following version of Connected Payments and PIN Pad code was used to certify this feature:

- **Verifone:** Gold 30 or higher
- Verifone MX200001 RFS30250600 GUI3.23
- Verifone Form Agent 4.7.3 WICIF 4.0.0.4 GUI 3.23

- **Equinox:** Gold 7 or higher
- FPE version: 7.U.559
- OS version: L5x-OS-V07.01-20150904-3

A.26.1 POS

POS changes consisted of having the ability to partially pay for a CVB item to make sure the Participant can maximize the CVB benefit amount. The POS will apply the full amount of the CVB benefit available and the remainder must be paid for by the participant.

Another POS change, along with Connected Payments change was made to accommodate the ability to reversal of the partially paid benefits. This change was needed so that if the participant could not fulfill the remaining balance the benefits can be reversed and added back to the SmartCard. Once the benefits are reversed, the cashier can void item not capable of being paid with SmartCard WIC.

Suspending or Voiding the transaction will initiate a Benefit Reversal. A manual Benefit Reversal can be initiated by the cashier. After a partial tender of SmartCard WIC, if the participant would like to like to remove items, the cashier can return to the sale. The general void button will automatically display the **VOID WIC EBT** selection only if a partial tender of the SmartCard WIC occurred.

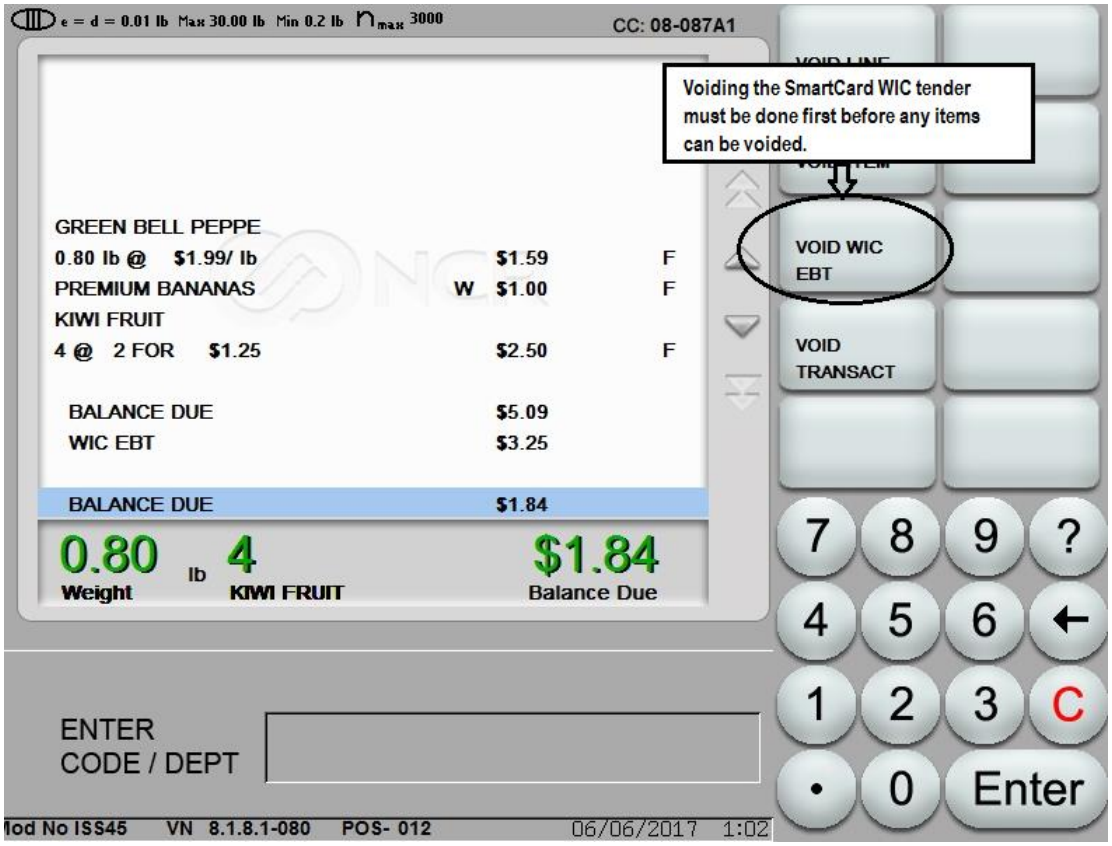


Figure A-53. Void WIC EBT Selection

The POS keeps track of the SmartCard WIC transaction that was reversed and is written to the TLOG. In the TLOG record, the reversed WIC items are indicated with the 'br' set to a 1. This is done so the Benefit Reversal can be written to the Claim file. It is a requirement that the Benefit Reversal record is written to the claim file. It will be sent to the state with a code of 15 to indicate a Benefit Reversal.

A.26.2 Front Office

Since the claim file must include the Benefit Reversal with a code of 15 to the WIC agency, development was done for the claim report to ignore records sent with a code of 15. Benefit Reversal sales will never display on the claim report.

Note:

If the Cancel / Subtract inhibit flag is set on the SmartCard WIC tender, it will need removed. This feature will not work with that flag set.

A.27 Speed up the APL updates to POS when doing WIC Link Maintenance

An enhancement was done to WIC Link Maintenance to update the POS immediately instead of having to import the whole APL.

When creating a new WIC link or deleting a WIC link and it is saved, the POS will automatically 'Maint' so the WIC link is available upon creation.

A.28 SmartCard WIC BOGOR Promotions Apply to WIC Total

Promotions will apply the entire discount to the WIC total so the WIC participant benefits from the whole Buy One Get One Free discount.

If promotions are created by using the Enhanced Promotion engine, the discounts for the item will apportion over the WIC and non-WIC total.

A.29 Online WIC in Nevada Added New State Codes, I9 and NZ

Nevada needed the addition of 2 new state codes added to the WIC State Maintenance to support new BIN ranges, I9 for ITCN territory and NZ for Nevada. ITCN and Nevada started piloting the new state codes June 2017. The current 2 state codes, I5 and NV, will be phased out by March 2018.

Note:

New APL will also be supplied by the state to support the new state codes.

A.30 Add Support to Existing “You Saved” on Receipt to include ProLogic Discounts

The receipt combines the POS “You Saved” discounts and the ProLogic “You Saved” discounts in one total “You Saved” discount line.

This will eliminate the need to have the ProLogic “You Saved” receipt print from the ProLogic printer.

The “You Saved” total will include Vendor Coupons, Store Coupons, Discounts, Promotions and ProLogic Coupons.

A.31 Conoco Zip Code Feature at Fuel Pump

The solution for the zip code prompting on PAP is to use the existing card resolution functionality in the `Retalix.CardServices.dll`. The solution replaces the current use of the “PromptForZipCode” Registry flag for all card types. In order for Zip Code to prompt with the Conoco fuel pump, the new XML configuration file will have the card ranges defined. Cards whose range is found in this file will be prompted for Zip Code at the pump. Cards whose range is not found in the file will not be prompted for Zip Code.

The following registry key must be set to “No” so that by default, cards are not prompted for Zip Code:

HKEY_LOCAL_MACHINE\SOFTWARE\PointOfSale\PayPointLinkServer\GeneralParameters\PromptForZipCode

The CardRanges.XML file should be edited to add the following:

<CardDefinition> section for each range that requires a Zip Code prompt, as in the below example:

<CardDefinition Type="5" Description="FLEET VS">

<Range Length="4" End="4807" Start="4800" ZipRequired="1"/>

</CardDefinition>

(Card Type should always = 5. ZipRequired should always = 1.)

A.32 Employee Discount Program with Employee ID Validation via Item Number

An Employee Discount program automatically applies a discount to the transaction total if the Employee ID is linked to the UPC free item in the PLU Maintenance.

Each Employee ID is associated with a free UPC item created in the item file. These UPC items are assigned to the Employee Department in the item file. The Employee Department is created in the Department Maintenance program.

When an employee UPC item is scanned or key-entered, the discount defined as the Employee Discount Percentage will apply to the transaction when the total key is selected.

Note:
If the employee UPC item is voided before the total key is selected, the employee discount will not be applied to the transaction. If the employee UPC item is voided after the total key is selected, the employee discount will need to be voided manually.

Note:
If the sale is saved and recalled, the Employee discount will retain in the sale.

Note:
If an open department item is entered to the Employee Department defined in the General System Parameters, the amount will not include in the discount amount.

There are four General System Parameters that need to be properly configured for this feature to function correctly.

A.32.1 Front Office

The General System Parameters below are located in the Store \ POST\Operational\UPC-based Employee Discount.

Parameter	Explanation
Enable UPC-Based Employee Discount	The option enables the use of the UPC-based employee discount Program. **Value:** Y/N **Default Value:** N
Employee Department	This parameter specifies the department which will designate employee numbers in the PLU database for use with the UPC-base Employee Discount Program. **Values:** Department Number (Select Department list) **Default Value:** blank

Parameter	Explanation
Employee Discount Percentage	This parameter specifies the percentage of a UPC-based Employee Discount. **Values:** 0.00 to 100.00 **Default Value:** 0
Employee Discount Description	This parameter specifies the text to display and print when a UPC-based employee discount is sold. If no description is provided, the default text is "TICKET DISCOUNT" **Values:** Alpha-numeric – 15 characters max **Default Value:** blank

A.33 Support for SSCO Alt-ID Capture with ProLogic

ENCOR supports entering an Alternate ID on the SSCO with using the ProLogic interface. The option **AllowAltIDEntry=Y** needs enabled for the feature to work. To add this option to the SCOTOPTS.000, the following entry needs added including the header:

[Operations]

AllowAltIDEntry=Y

When this option set to Yes, a button will appear on the Start screen to allow the customer to enter the alternate ID.

Figure A-54. Alternate ID / Phone Number Entry Selection

If the customer presses the Alternate ID / Phone Number Entry button the screen will allow the customer to enter the Alternate ID / Phone Number:

Figure A-55. Alternate ID / Phone Number Entry

With the support of the ProLogic, the alternate ID will look up the customer number from the ProLogic customer file and communicate the customer number to the SSCO.

If there are multiple customers for the same alternate ID, the SSCO will accept the first customer on the list.

A.34 Restrict Return to Sale Unless Partial Food Stamp Tender was voided

This enhancement restricts the cashier from modifying the food stamp total once food stamps has been tendered unless the tender was voided. With the General System Parameter enabled, the cashier will need to void the partial food stamp tender to return to sale to make any changes to the sale.

A.34.1 Front Office

The following General System Parameter has been established in the Store \ POST\Monetary \ Food Stamps:

Parameter	Explanation
Prohibit Sale Mode after Foodstamp Tender	The option enables/prevents the POS from entering SALE mode when ticket has been partially tendered with Foodstamp tender. **Value:** Y/N **Default Value:** N

A.34.2 POS

With the General System Parameter option enabled and the transaction needs modified after Foodstamps have been tendered, the cashier will see this message:

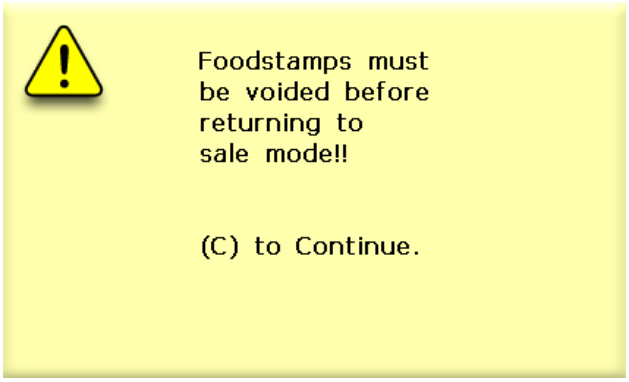


Figure A+-56. Foodstamps Voided Error Message

Note:
The ability to Void the tender must be available to the cashier without returning to sale. This can be done by configuring the General Void function in Tender Mode.

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