StoreNext

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1

PLU Management

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

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

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

In this chapter:

PLU Maintenance, page 1-3

Fast PLU Maintenance, page 1-26

PLU Groups, page 1-32

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PLU Maintenance

Use PLU Maintenance to view, add, edit and delete items. You can also use Fast PLU Maintenance to perform basic item maintenance tasks. For more details, see *Fast PLU Maintenance* on page 1-26.

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

Adding a New PLU

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

➢ **To add a new PLU**

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

The filter is very useful when you want to see, or edit, details of specific items.

2 To add a new item, you do not need these options, so click *Cancel*.

3 On the toolbar, select *New*.
The PLU Maintenance tabbed dialog box appears.

4 Enter the appropriate item number and press *Enter*. The following prompt appears:

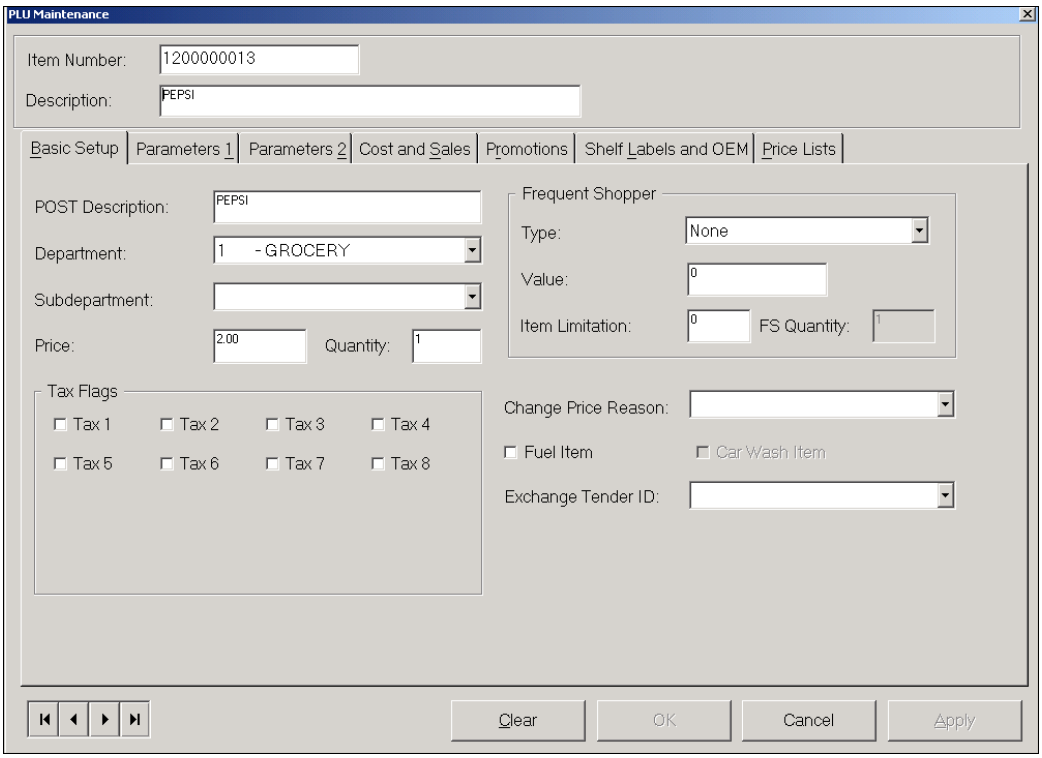
5 Click *Yes* and enter a description for the item.
6 (Optional) Enter the appropriate internal code (item number) to be linked to the Item UPC code, (also known as an EAN or barcode).

Note:

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

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

Basic Setup Tab

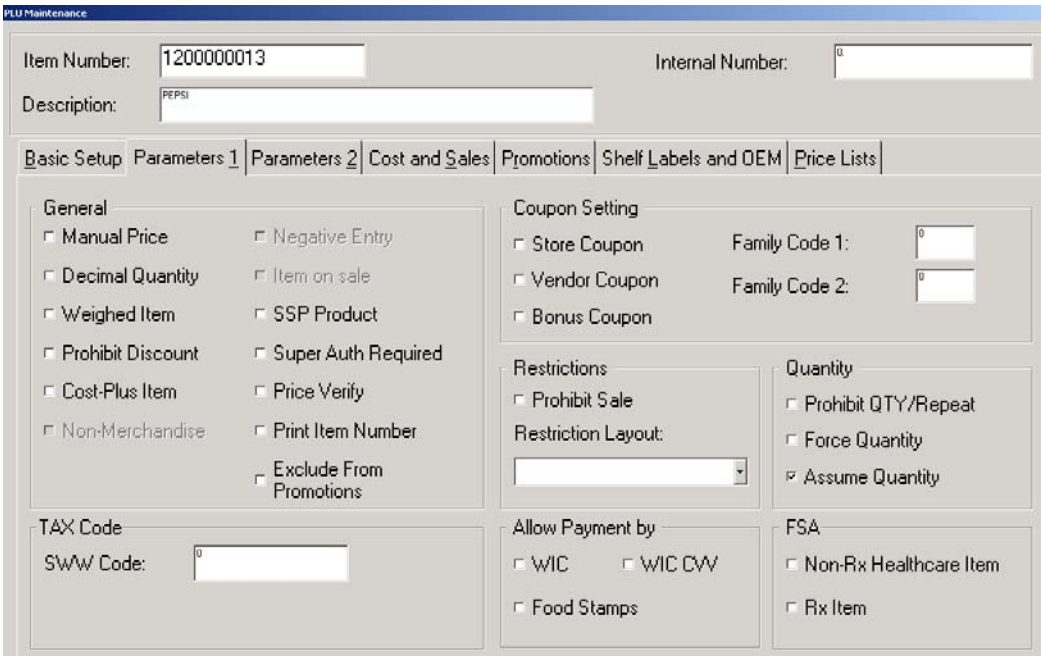


Field	Description
POST Description	Description of the item as it appears at the PoS terminal and on the customer receipt. The entry from the item's description field displays here automatically. You can change it if necessary. **Note:** If you want to ensure that the Post Description and Item Description (first 20 characters) will always match, the system parameter, *Force short and long description to match,* must be checked (see the chapter *Front Office Parameters* in the *System Administrator's Reference*). If this parameter is check, any type of maintenance to existing items, will automatically update the Item Description field with the Post 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 the chapter *Front Office Parameters* in the *System Administrator's Reference*).
Subdepartment	Specify a subdepartment if required.

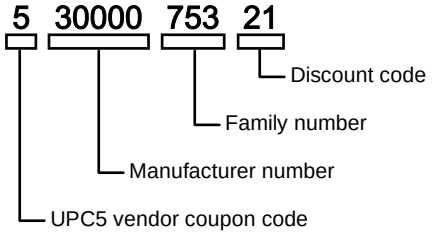
Field	Description
Price and Quantity	**Price:** The item's selling price. **Quantity:** The number of items sold jointly, at the above selling price. **Note:** The price field in PLU Batch Item Maintenance will accept three-digits after the decimal point for items flagged as a "Fuel Item".
Tax Flags (rates 1 to 8)	Enables you to assign up to eight tax rates to the item. Tax rates must be defined in the Tax Rates database (see *Database Management* chapter in the *System Administrator's Reference*).
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 doesn't 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.

Parameters 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)

Field	Description
Super Auth Required	Check this parameter to require supervisor authorization to sell this product. Supervisor number and password required for approval. (Customer specific).
Price Verify	Forces cashier to verify the price on the product.
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's/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 in your store, specify the appropriate number, if the relevant item has two UPC5-type coupons current at the same time. Each of the coupons would have a different family number, referring to different special offers. Rules are the same as for Family Code 1 above.
Prohibit Sale	Prohibits sale of this item.
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.

Field	Description
WIC CVV	Item may be purchased with WIC CVV (Cash Value Voucher). **Note:** The **WIC** and **WIC CVV** flags are mutually exclusive in Item Maintenance. If the **WIC** flag is enabled, the **WIC CVV** field is grayed out. The user must uncheck the **WIC** flag in order to enable the **WIC CVV** flag (and visa 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.
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.

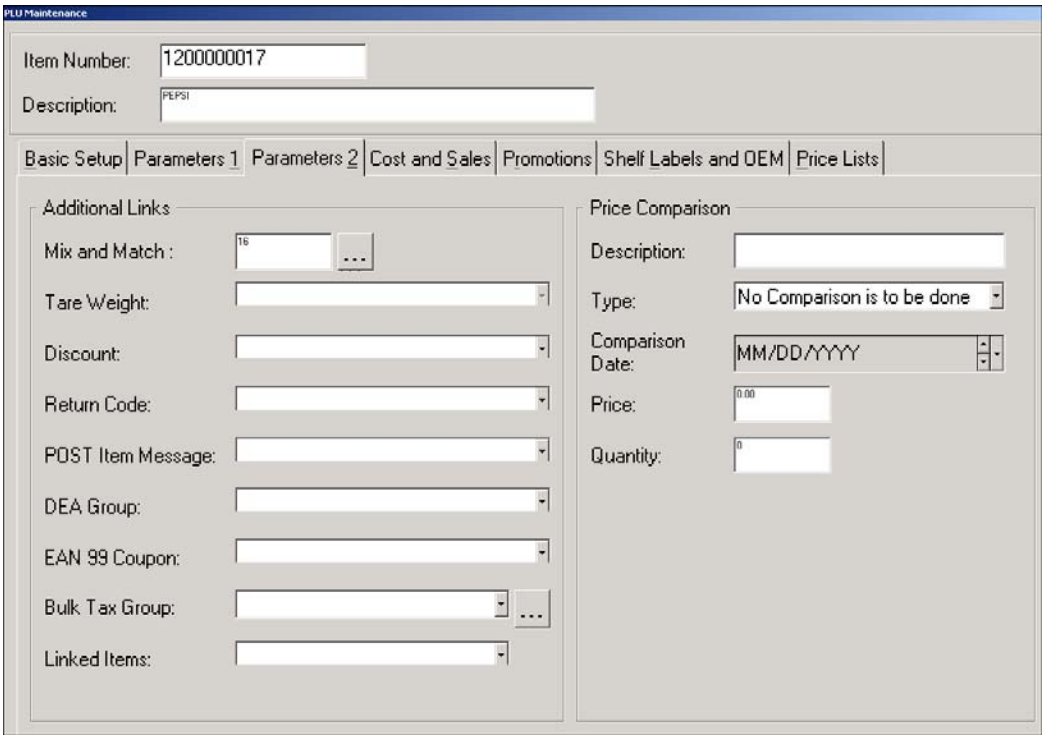
Note:

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.

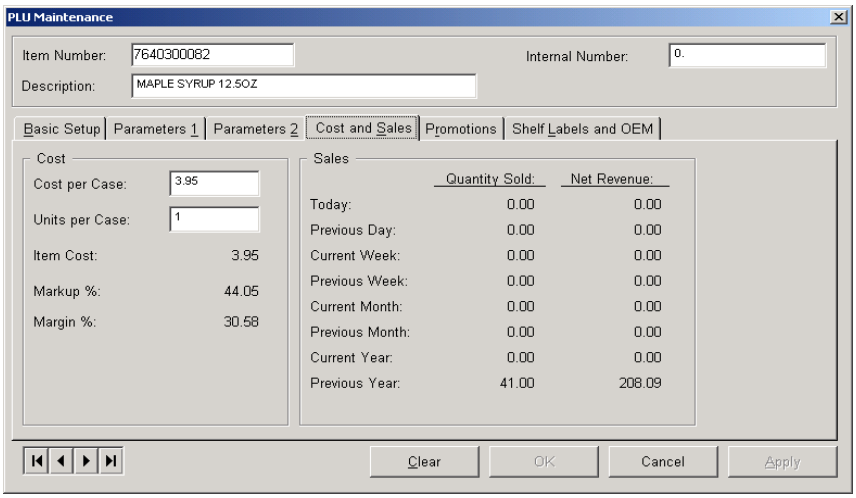
Parameters 2 Tab



Field	Description
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 with this Mix and Match code. In other words, if you change the price or quantity of an item, you can change those parameters for all items with the same code. 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.
Tare Weight	Where necessary, choose the appropriate tare weight. Tare weights are defined in the *Tare Weights* option of the *Database Management* chapter.
Discount	Choose the required discount type, if applicable.
Return Code	If this is a link item, enter a return code.
POST Item Message	Use this option to link a PoS terminal message to an item. Messages must be set up in the POS Item Messages option.
DEA Group	This is used to control the sale of pharmaceutical items. You must first create DEA Groups.
EAN 99 Coupon	(Optional) Select a coupon to attach to the PLU. These coupons are defined in EAN 99 Coupon Maintenance. For more details see *Coupons* in the *Database Management* chapter.

Field	Description
Bulk Tax Group	Click the field selection arrow and choose the bulk tax group to which the item belongs. You may 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 the Tax Rate Maintenance (found in the Database Management's Financial folder).
Linked Items	Click the field selection arrow and choose the Link Items Code to assign to the item. **Note:** Linked Items Codes are established using Linked Items Maintenance (see page 1-48).
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.

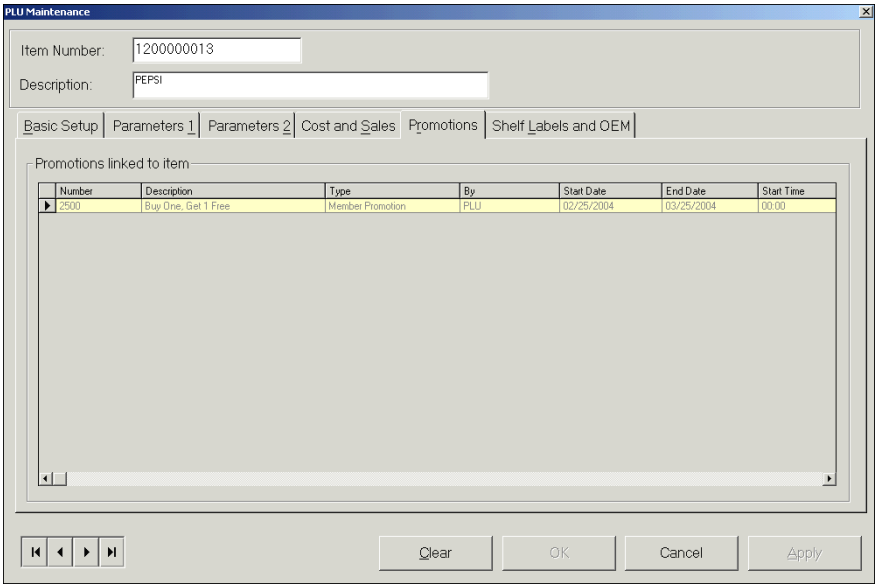
Cost and Sales Tab



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

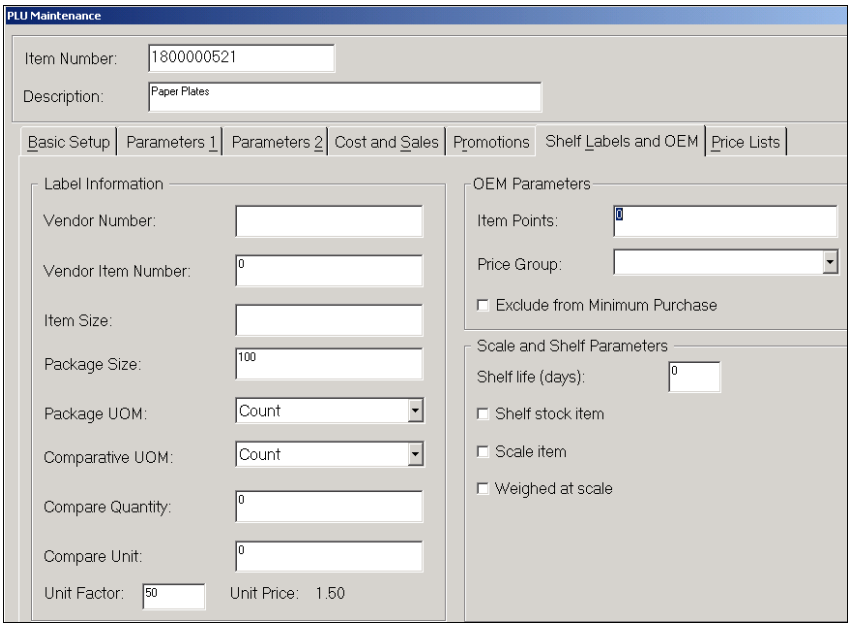
The other data on this tab are *Quantity Sold* and *Net Revenue*, for various sales periods.

Promotions Tab



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

Shelf Labels and OEM Tab



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

Field	Description
Label Information Area:	
Vendor Number	Vendor's number.
Vendor Item Number	This is the link between YOUR item's PLU number and the suppliers' item number.
Item Size	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).

Field	Description
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.
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 a number of 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 4 digits. The screen will display the calculated Unit Price to the right of the Unit Factor field.

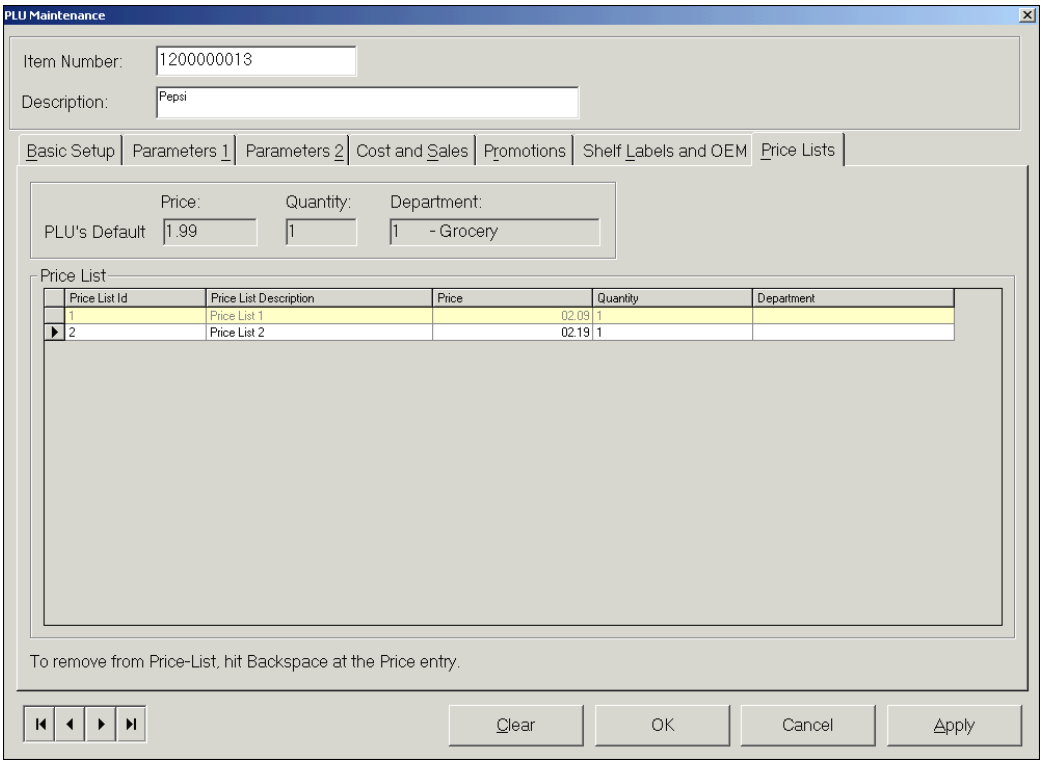
OEM is a data warehousing service. Information about member purchases, member points and so on, that are gathered at the PoS terminal are automatically transmitted through the store to the OEM server.

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

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

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

Price Lists Tab



The Price Lists Tab appears if the "Price Lists in System" General System Parameter (located in the Store \ Front Office \ PLU and Batch\ PLU Options \ Price Lists folder) is enabled. Enabling this parameter also activates the PLU Management folder's Price List Maintenance option (see page 1-40).

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 a price 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.

Editing a PLU

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

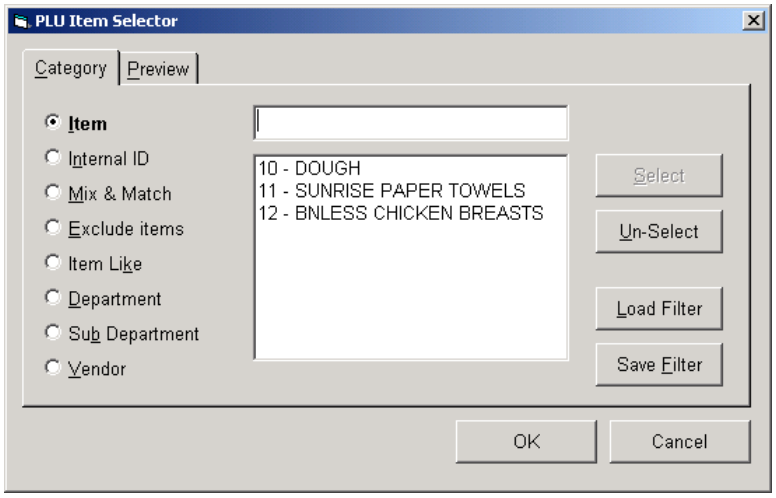
PLUs could be *mix and match* items, sharing the same prices. If you change one of the items in a mix and match group, all the other items in the group receive the same price. An example of this could be toothbrushes, where there are five different colors, but one item number.

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

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

PLU Item Selector

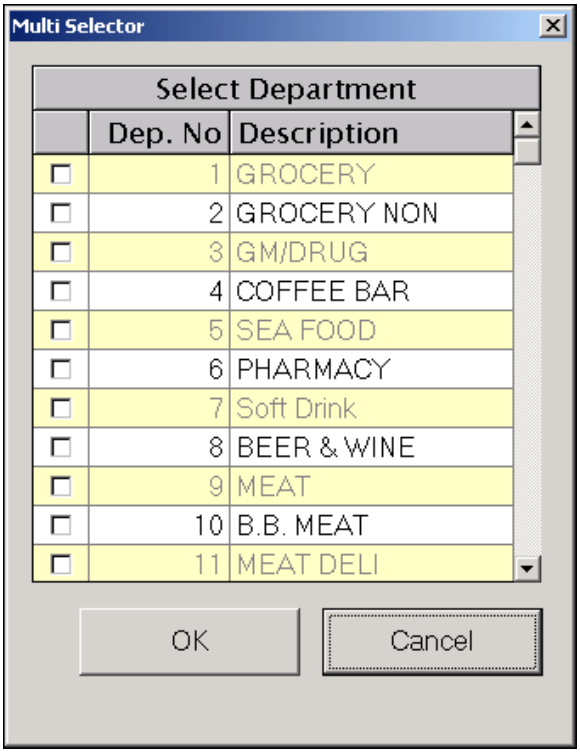
1. Select a database to work with, like PLU Maintenance. The relevant list appears.
2. Click the *Filter* toolbar button. The Item Selector dialog box appears.



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

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

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



5 Select the required departments and click *OK*.

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

Deleting a PLU

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

➢ **To delete a single PLU**

1 Assuming you already have PLUs displayed in the list, highlight the required PLU and click *Delete*.

2 At the confirmation prompt, click *Yes* to delete.

➢ **To delete multiple PLUs**

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

! **WARNING:**

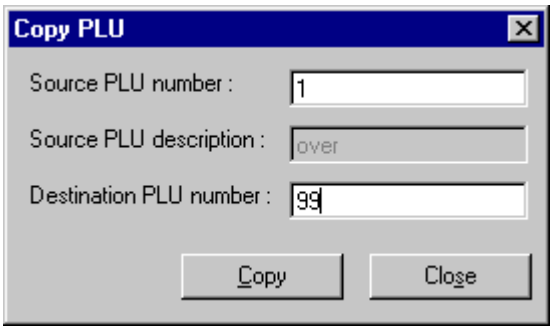
Make sure that you load only those PLUs you intend to delete, as ALL the PLUs in the list will be deleted!

2 Click the toolbar *Delete All* button. You are prompted to confirm deletion of ALL the PLUs.

3 If you are sure you want to delete, click *Yes*.

Copy PLU

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



Field	Description
Source PLU	Enter the PLU number you want to copy.
Source PLU description	The PLU's description is grayed out.

Field	Description
Destination PLU number	Enter in the new PLU number you want the source to be copied to.

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

Fast PLU Maintenance

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

Using Fast PLU Maintenance

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

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

➢ **Using Fast PLU Maintenance**

1 From the PLU Management menu, select Fast PLU Maintenance. The PLU Item Selector dialog box appears.

2 Decide whether you want to use the filter to load specific PLUs, or to add a new PLU. Click *Cancel*, then click *New*.

3 The Fast PLU Maintenance dialog box appears.

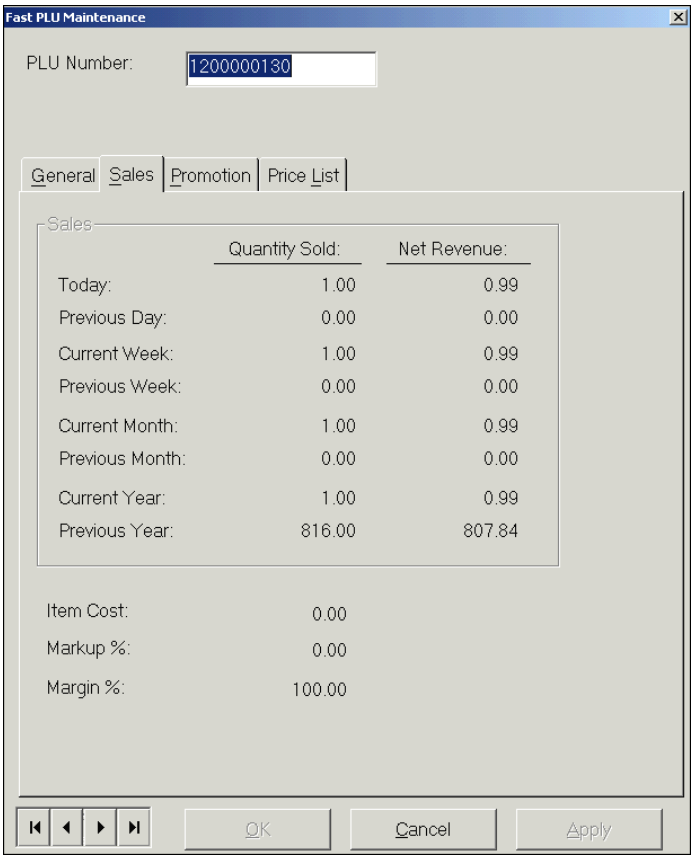
4 Enter the appropriate details, as described below.

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 Coupon. Click 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.

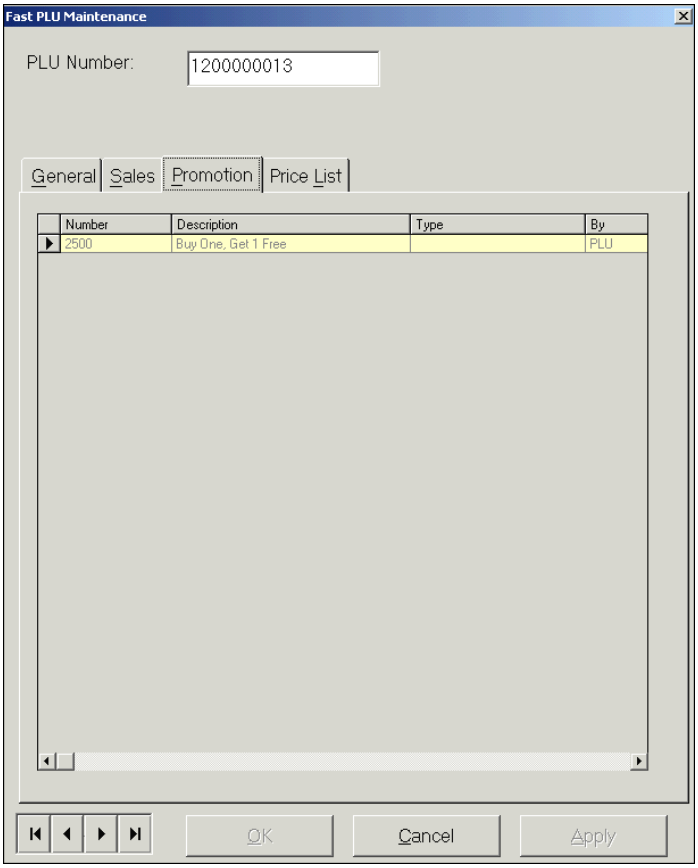
Field	Description
Mix and Match Code	The Mix and Match code indicates whether an item can be priced with other items. All items with the same Mix and Match code can be interchanged in pricing. By assigning a Mix and Match code to an item, you can change the price and quantity of all items that are associated 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.

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

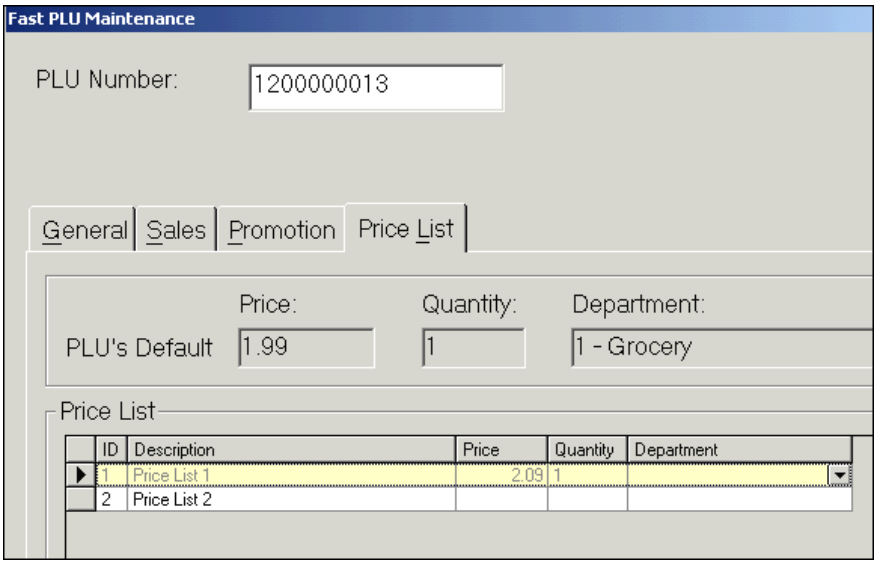
4 Click the *Sales* tab to display *Quantity Sold* and *Net Revenue* for the item.



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



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



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.

PLU Groups

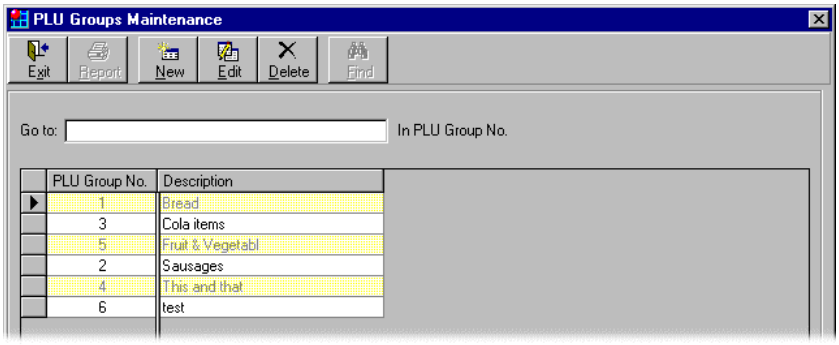
Use the PLU Groups option to build PLU groups and assign items to these groups. This enables cashiers to display items by groups (short lists), at a PoS terminal.

Adding a New PLU Group

This function enables you to define a new PLU group.

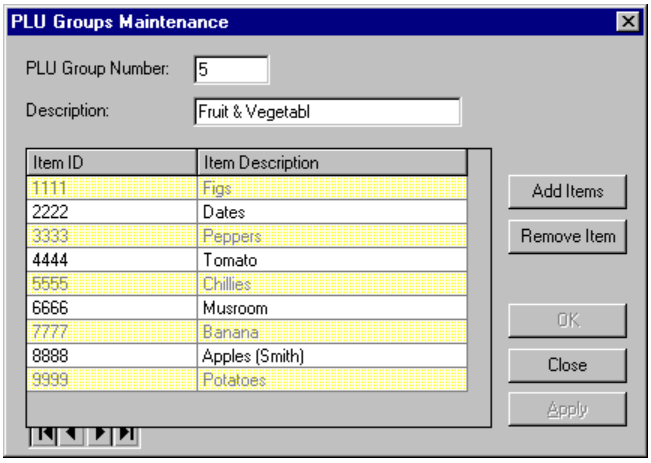
➢ **To add a new PLU Group**

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



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

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



3 Enter the Group number and a description and then click *Apply*.

4 To add items to the group, click *Add Items*. The PLU Item Selector appears.

5 Select the required items.

6 To delete an item from the group, highlight the required item and click *Remove Item*.

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

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).

DEA Groups

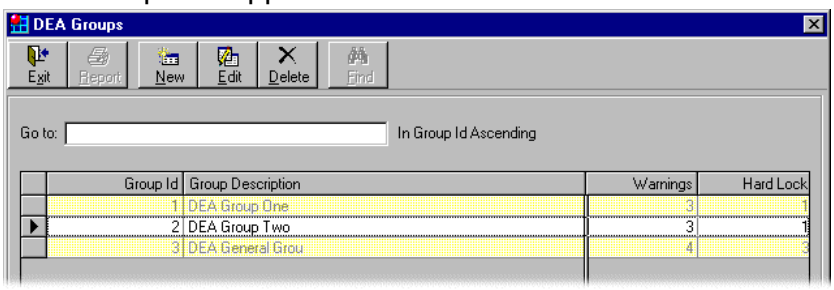
Use this option to build DEA (Drug Enforcement Administration) groups. The groups specify rules regarding quantities and limits of pharmaceutical items.

Adding DEA Groups

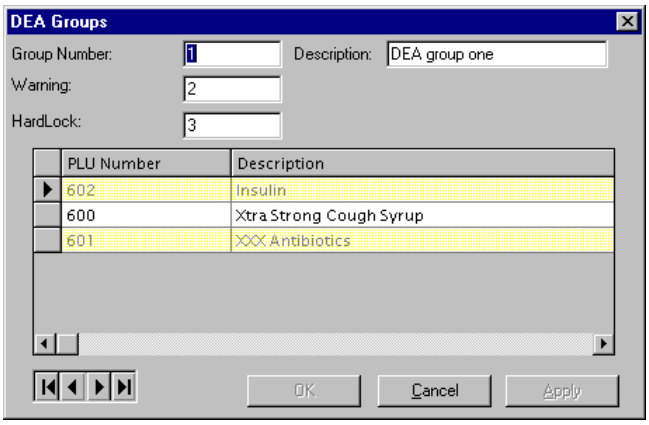
Once you have defined the DEA groups, go to PLU Maintenance to link groups to specific items. See *PLU Maintenance* earlier in this chapter.

➢ **To add a new DEA group**

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



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



3 Enter the required group number and description.

4 Specify a warning amount. When the customer buys at least this amount, a warning is printed on the receipt.

5 Specify the required hardlock. This is the maximum quantity of the item a customer may buy.

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

7 Go to PLU Maintenance to link the appropriate DEA groups to items as necessary.

PLU Change Reasons

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

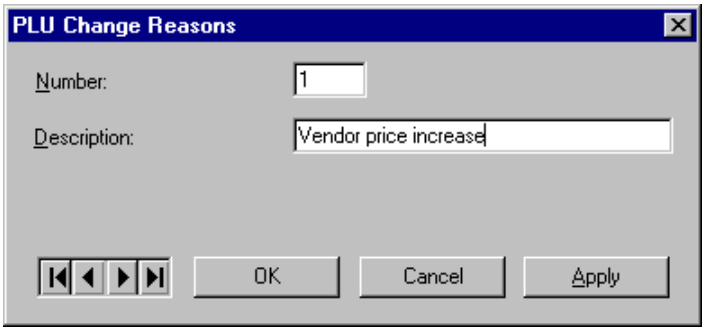
Once you build up a list of reasons, you can use them in PLU Maintenance and Fast PLU Maintenance any time you make a change to a PLU.

Adding PLU Change Reasons

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

➢ **To add PLU Change Reasons**

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



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

Price Groups

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

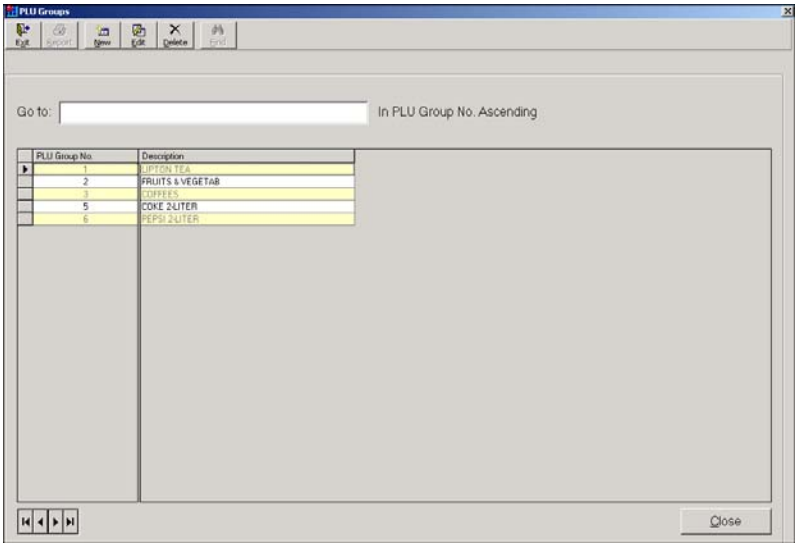
Once you build up a list of Price Groups and assign them to the appropriate items, you can quickly and easily attach promotions to these groups of items. For details on creating promotions, refer to Chapter 8, *Promotion Manage*ment, in this manual.

Adding Price Groups

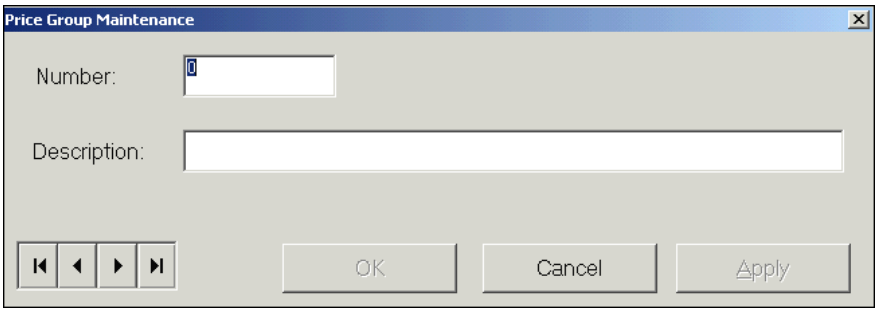
This function enables you to create a new Price Group. Once defined, go to PLU Maintenance to link the price group to the specific items.

➢ **To add new Price Groups**

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



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



3 Enter the number and description.

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

5 Go to PLU Maintenance to link the appropriate Price Groups to items as necessary.

PLU Inquiries

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

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

Using PLU Inquiries

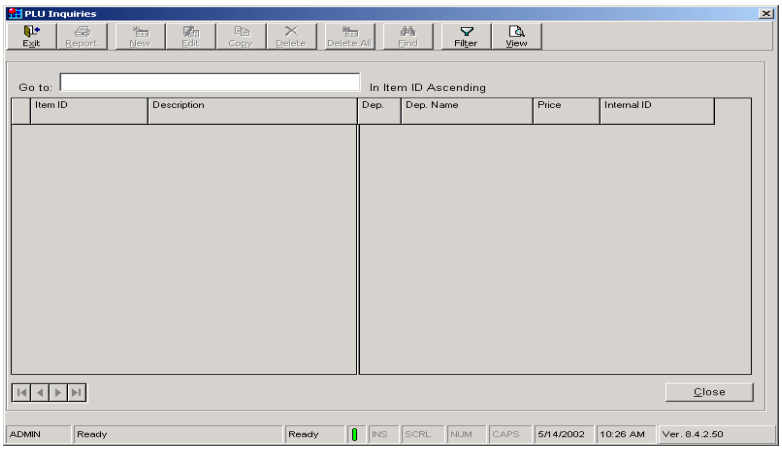
This function works similar to PLU Maintenance, except you do not have access to the standard *Edit*, *New*, *Copy* or *Delete* buttons on the toolbar. The filter utility is available to find a specific item or a range of PLUs.

➢ **To add PLU Change Reasons**

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

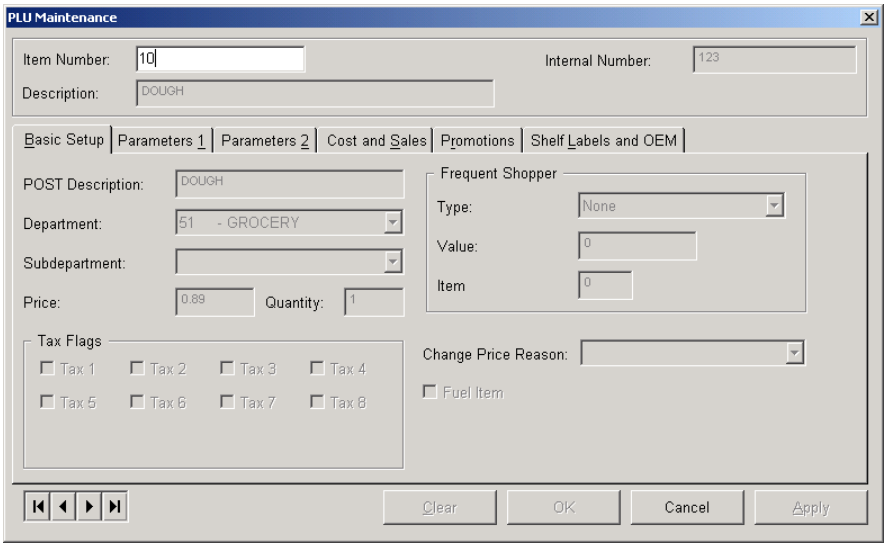
The filter is very useful when you want to view a range of specific items.

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



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

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



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.

Price List Maintenance

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 “Price Lists in System” General System Parameter (located in the Store \ Front Office \ PLU and Batch\ PLU Options \ Price Lists folder) is

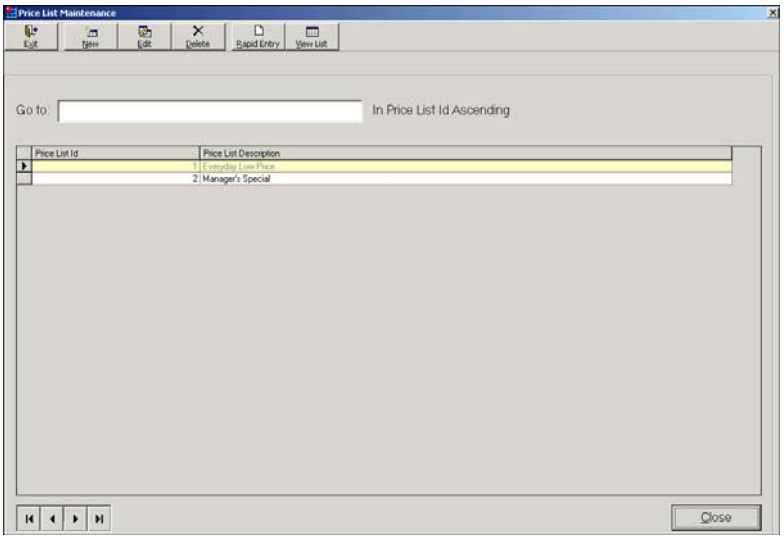
enabled. For more information about how price lists are integrated with PLU Maintenance, see page 1-20.

Adding Price Lists

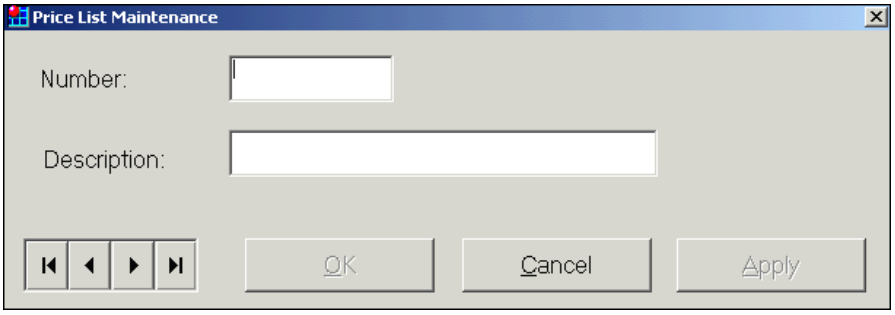
This function enables you to create a new Price List. Once defined, you may add items to the price list (either here or through PLU Maintenance).

➢ **To add a new Price List**

1 From the PLU Management menu, select Price List Maintenance. The Price List Maintenance screen appears.



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



3 Enter an identification number and description for the Price List.

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

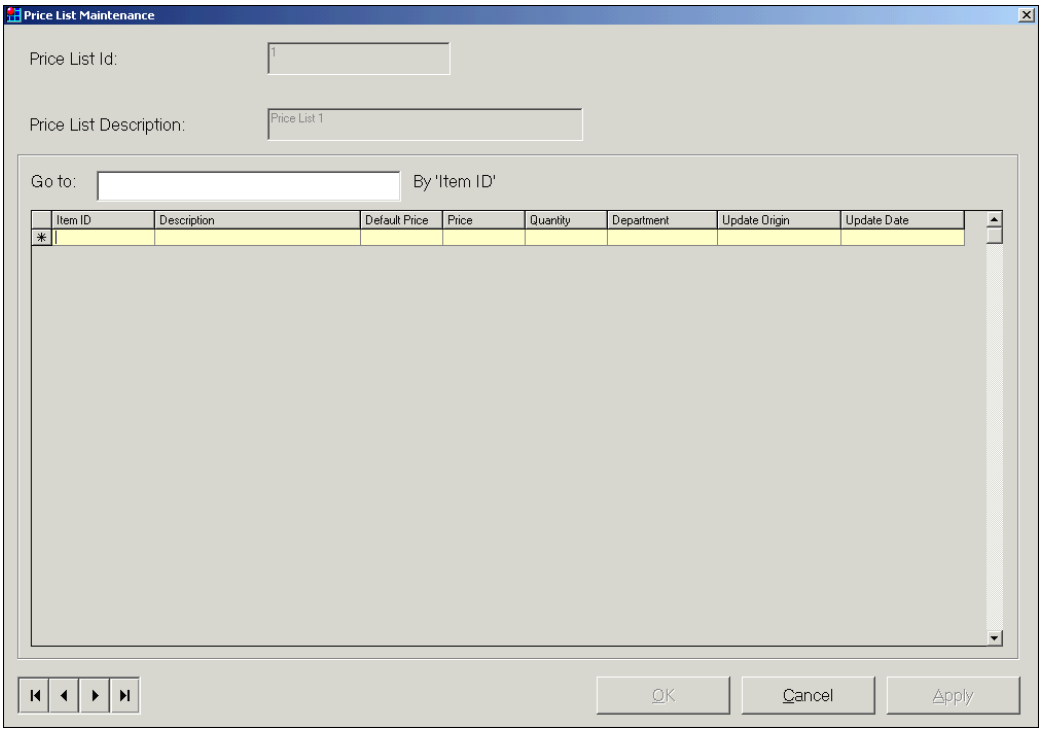
5 Go to PLU Maintenance (or see Rapid Entry Maintenance below) to add items to the price list.

Using the Rapid Entry Function

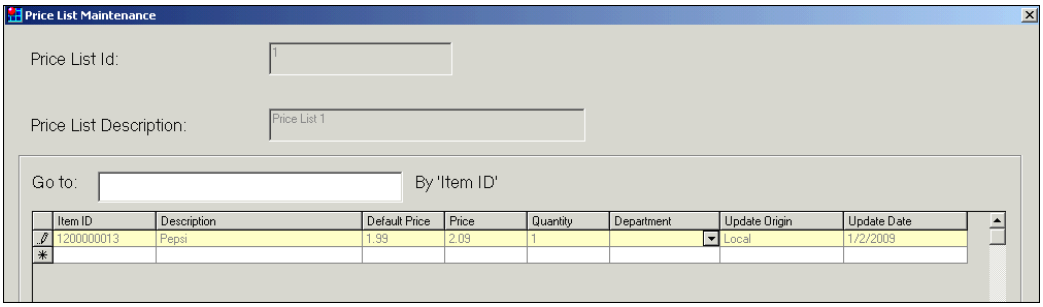
Once you have created the Price Lists, use the Rapid Entry function to quickly add items to the selected Price List.

➢ **To add items to a Price List using Rapid Entry**

1 From the Price List Maintenance menu, 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.



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.



Note:

If the item has previously existed in the Price List, the current Price-List Price will be display. 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.

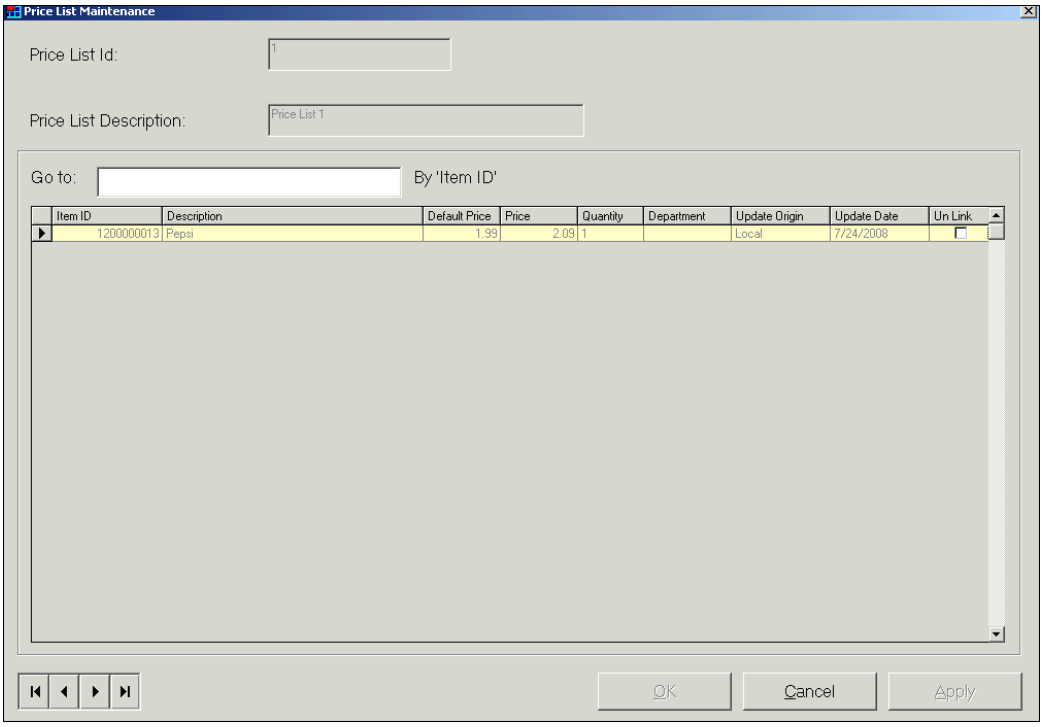
7 When finished click *OK* or *Apply* to save.

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 menu, 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.



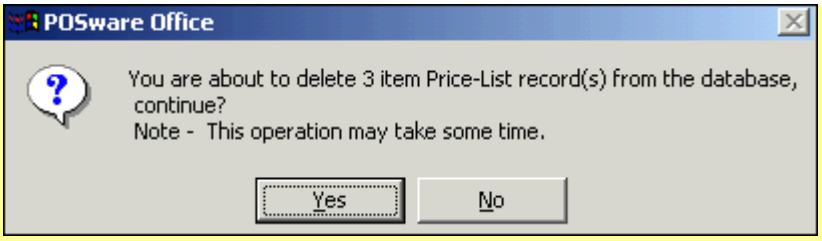
2 (Optional) To remove an item from the list, check (click) the Unlink box.

3 When finished click *OK* or *Apply* to save. The delete confirmation message appears:

4 Click Yes to remove (unlink) the item(s) 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:



Click *Yes* to remove the price list.

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 3-digit number code that associates it to a group (Motor fuels, General Merchandise, Tobacco, etc.)

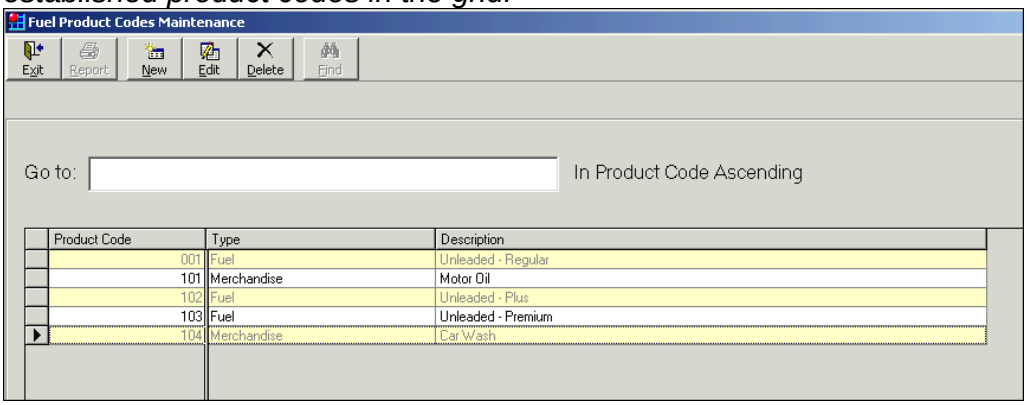
Adding a New Fuel Product Code

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

➢ **To add a new Fleet Card Product Code**

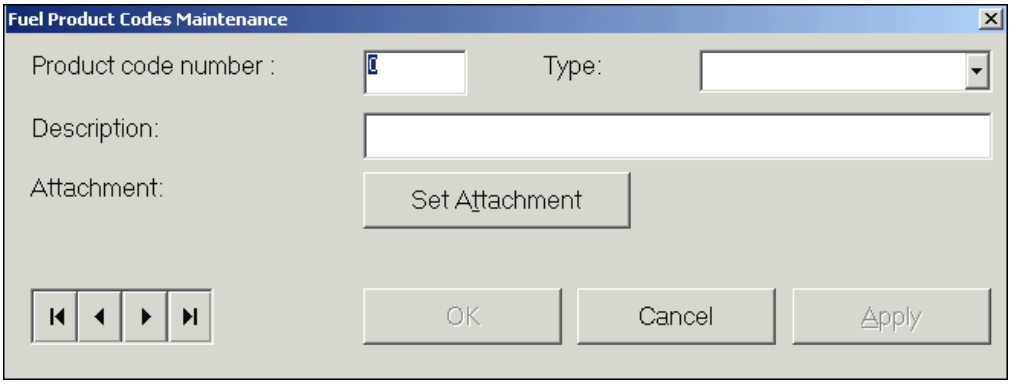
1 Select Fuel Product Codes from the ISS45 PLU Management folder.

The Fuel Product Codes Maintenance Screen displays all established product codes in the grid.



2 From the Fuel Product Codes Maintenance Screen, click *New*.

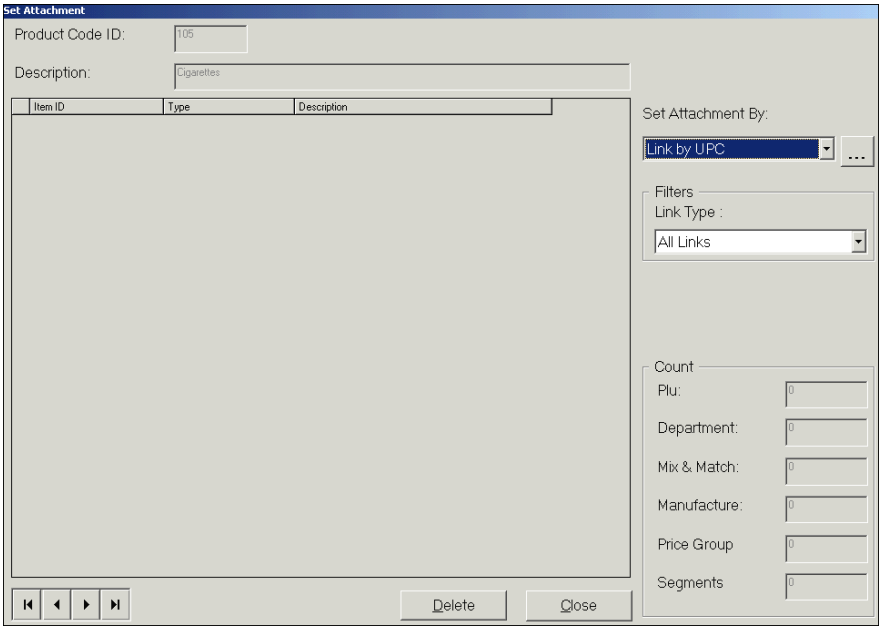
The Fuel Product Codes Maintenance screen appears:



3 Enter a product code, select a product type and enter a description. These fields are explained in the section that follows.

4 Click the *Set Attachment* button.

The Set Attachment Screen appears:



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.

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.

Linked Items

Linked Items Maintenance is used to establish groups of one or more deposits\ fees that are associated with an item's sale. When an item with an attached Link Items Code is sold or returned, all the deposits and/or fees attached to the link 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.

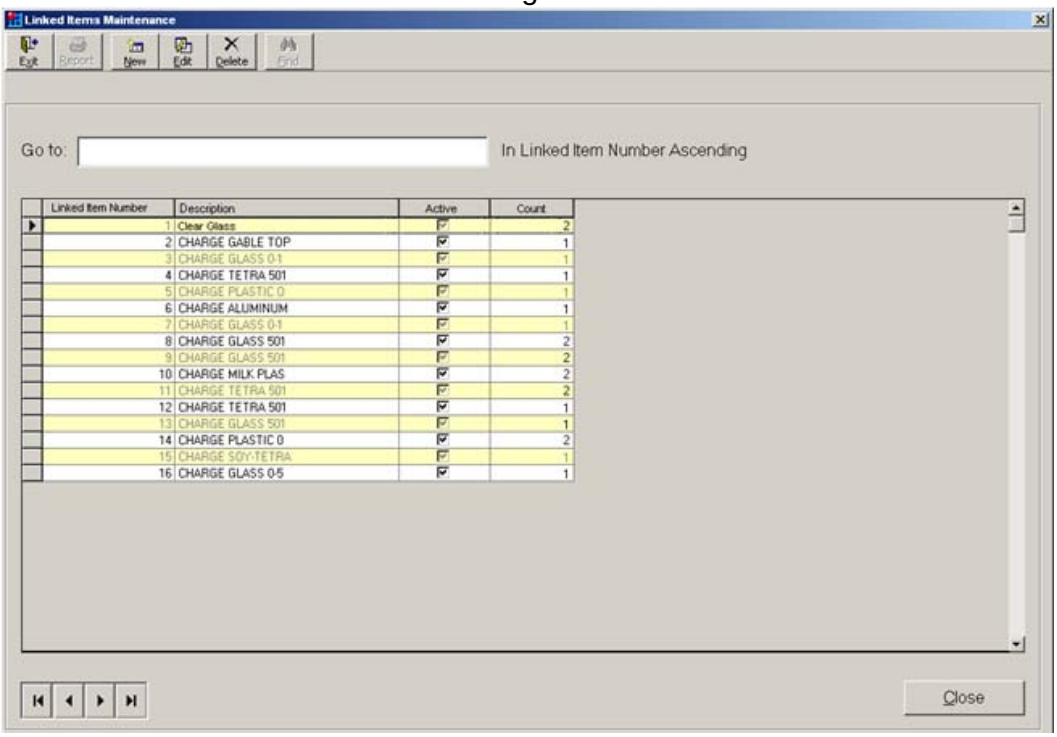
Adding a New Link Items Code

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

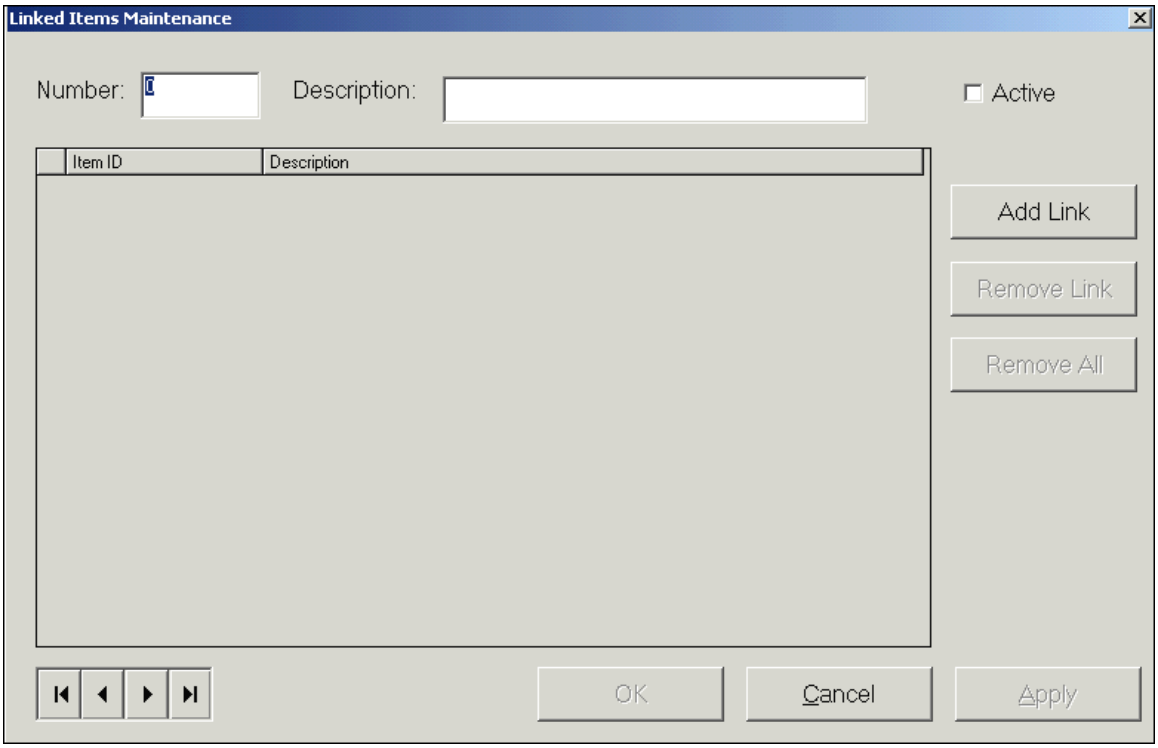
➢ **To add a new Linked Items code:**

1 Select **Linked Items** from the ISS45 PLU Management folder. The Linked Items Maintenance Screen displays all

established Linked Items codes in the grid.



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



3 Enter an unused Linked Item code in the **Number** field.

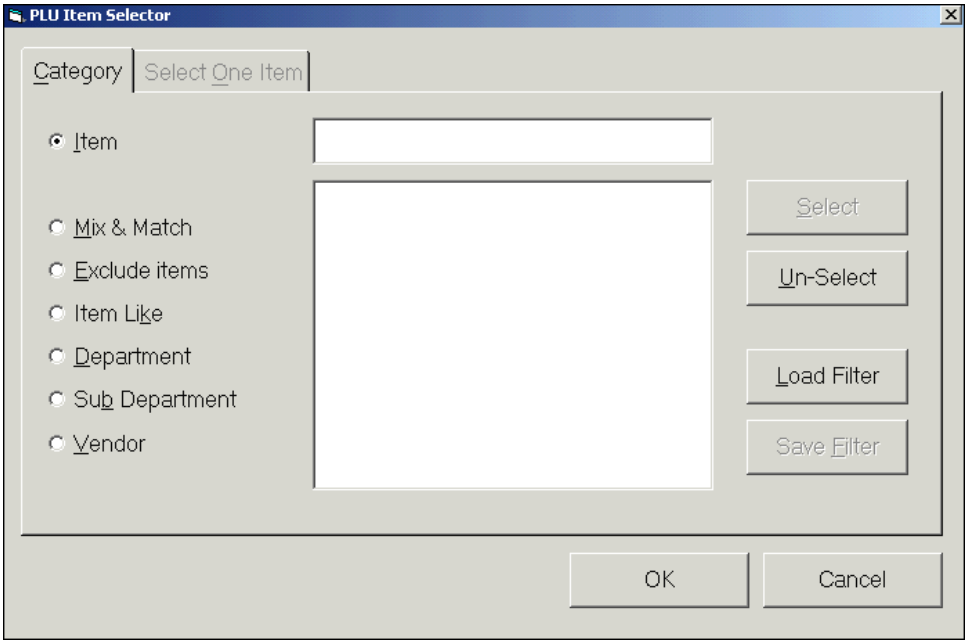
4 Enter a description code in the **Description**.

5 Click the **Active** flag to set the link active.

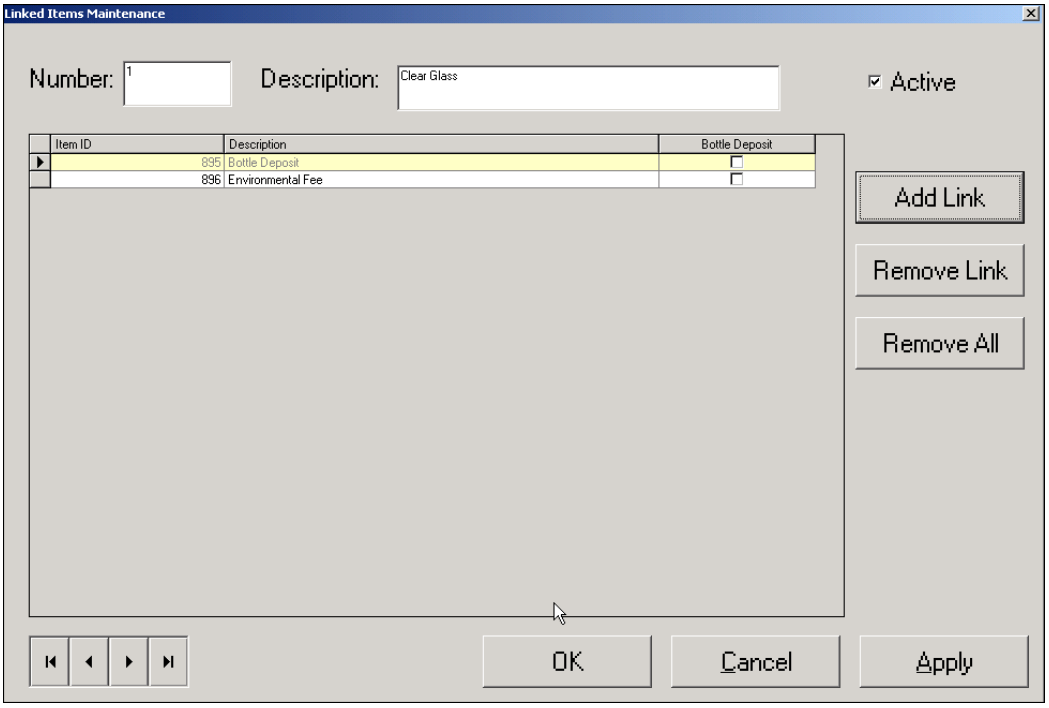
Note:

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

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

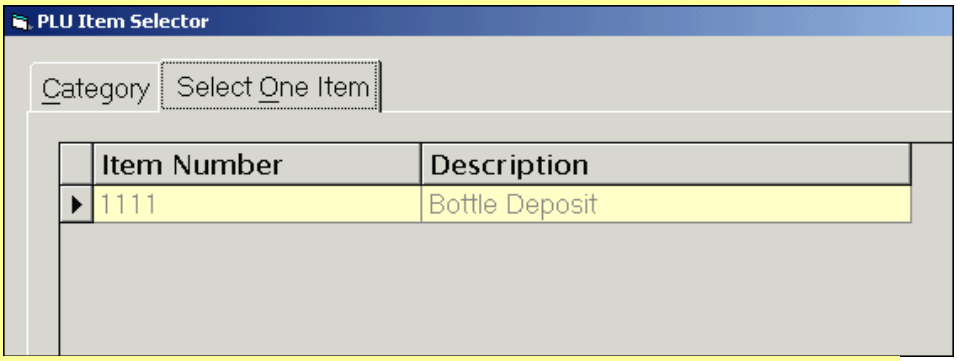


7 Enter the PLU number of the "link to" item (i.e. deposit, fee, etc.) and click **OK**. The item will be added to the Linked Items Maintenance list:



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.



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

Note:

You can remove a previously selected (highlighted) item clicking the **Remove Link** button (or remove all listed items by pressing **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 Deposits totals on the Store Sales Report. Likewise, when items are returned with linked items flagged as “Bottle Deposits”, Bottle Deposits 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 Link 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).

2

PLU Batches

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

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

In this chapter:

PLU Batch Maintenance, page 2-3

Creating a PLU Batch, page 2-9

Editing a PLU Batch, page 2-14

Importing and Exporting PLU Batches, page 2-22

Copying PLU Batches, page 2-24

PLU Selection Criteria, page 2-25

Fast PLU Batches, page 2-33

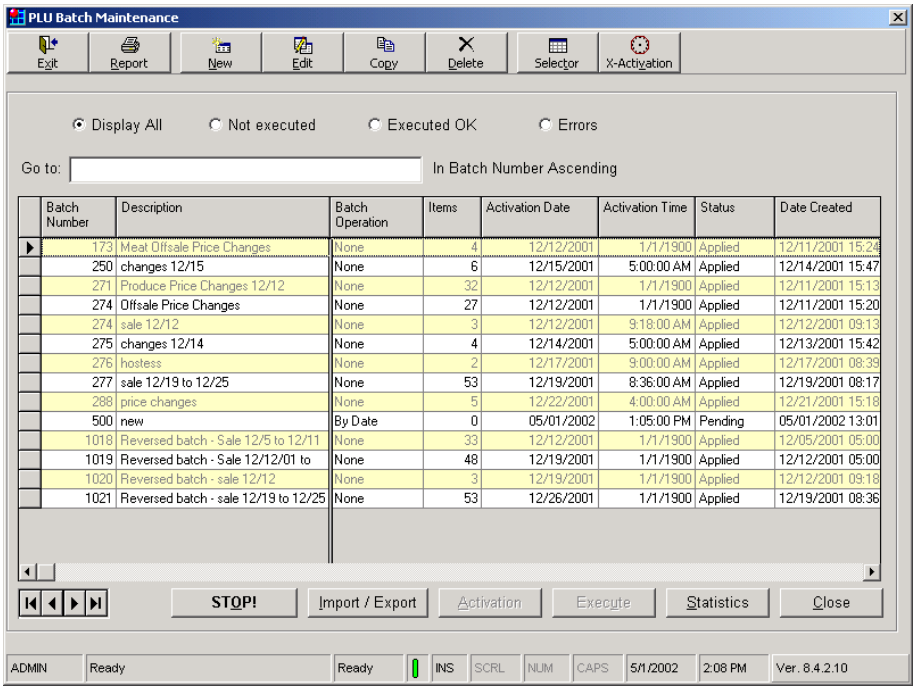
PLU Batch Maintenance

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

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

PLU Batch Maintenance Window

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



The PLU Batch Maintenance window contains the following components:

- **Toolbar**

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

Button	Description
	Exits the PLU Batch Maintenance window and returns to the Main menu.
	Displays a list of all the items in the batch, together with basic information for each item.

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

Note:

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

■ Radio Buttons

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

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

- **Go To field**

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

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

- **PLU Batches List**

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

  The fields in the table are described below.

Field	Description
Batch Number	The number of the PLU batch.
Description	Description of the PLU batch, for example, *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 you require the list to be sorted. It will be sorted in ascending order. Click a second time on the same column heading to sort the list in descending order. For example, if you click on the *Date Created* column heading once, the list will be sorted by the date the batches were created, in ascending order. If you click *Date Created* a second time, the list will be sorted by the date the batches were created, in descending order.

The following components are located below the PLU Batches list:

- **Selection Arrows**

  Enable you to scroll through the batches.

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

- **STOP Button**

  Enables you to stop the execution of a large PLU batch. 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**

  Enables you to import or export PLU batches.

- **Activation Button**

  Displays the activation dialog box for the selected PLU batch.

- **Execute Button**

  Enables you to immediately execute the selected PLU batch.

- **Statistics Button**

  Displays statistics about the selected PLU batch.

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

- **Close Button**

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

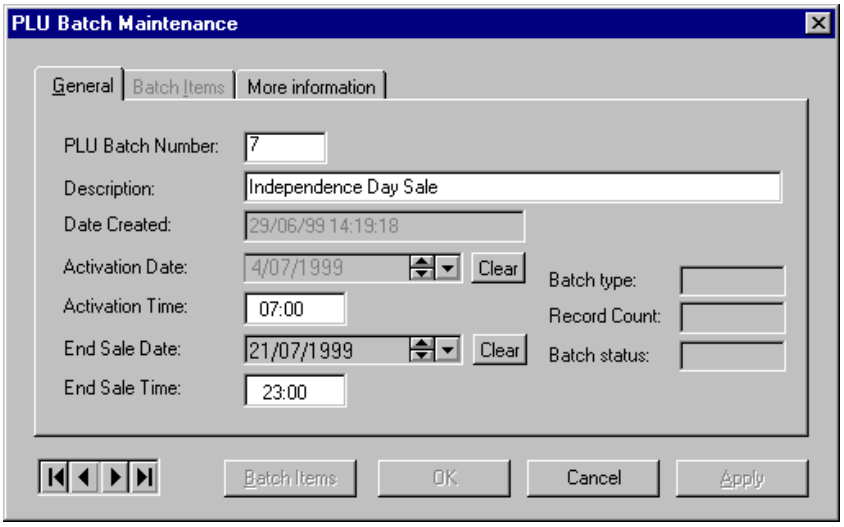
Creating a PLU Batch

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

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

➢ **To create a new PLU batch**

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



The PLU Batch Maintenance dialog box consists of three tabs:

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

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

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

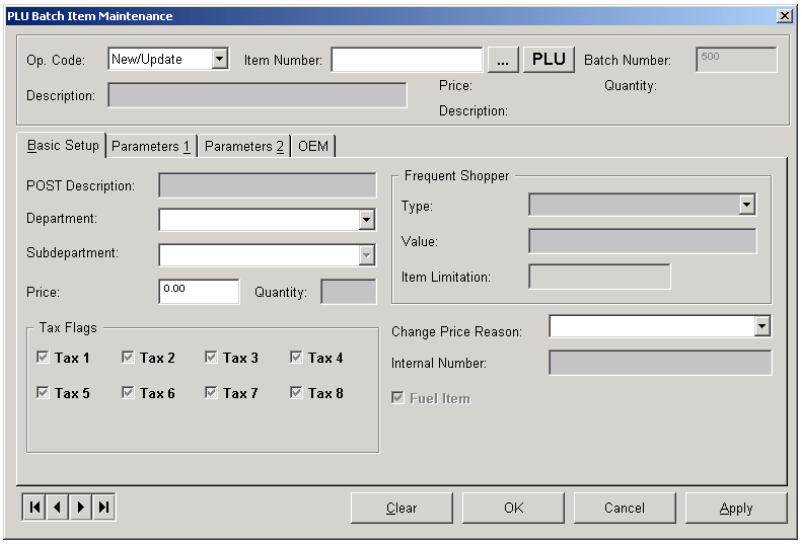
2 Enter the appropriate information in the fields in the *General* tab, as described below:

Field	Description
PLU Batch Number	The number of the PLU batch. **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.

Field	Description
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 chapter *Front Office Parameters,* in the *System Administrator's Reference*, for details on this parameter, '*Determine the Maximum Amount of Items in a Local Batch*'.)
Batch Status	The status of the batch, for example, Pending (for execution) or Edit. This information is automatically entered by the computer and cannot be edited.

3 Click *Apply* to save your information.

4 Click the *Batch Items* button at the bottom of the dialog box to add PLUs to the PLU batch. The PLU Batch Item Maintenance dialog box is displayed.



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

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

Code	Description
New Item	Adds an item that has not been previously registered in the database. **Note:** If a new item is given a PLU number that duplicates an existing PLU number in the database, an error message will be returned and no operations in the batch will be executed.
Update	Updates an existing item in the database.
Price	Updates the price.
Delete	Deletes an item from the database. Only the *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.
New/Update	Adds or updates items. If a new item is given a PLU number that duplicates an existing PLU number in the database, the existing item is automatically updated with the new information.

Note:

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

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

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

information in the fields in the PLU Batch Item Maintenance dialog box.

Note

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

8 Enter the relevant information in the fields in the dialog box. These fields are described in *PLU Maintenance*, on page 1-3.

9 Click *Apply* to save the item information and leave the PLU Batch Item Maintenance dialog box open to add further items to the batch,
or
Click *OK* to save the item information and return to the PLU Batch Maintenance window. The new batch is displayed in the list of PLU batches, together with its basic information.

Editing a PLU Batch

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

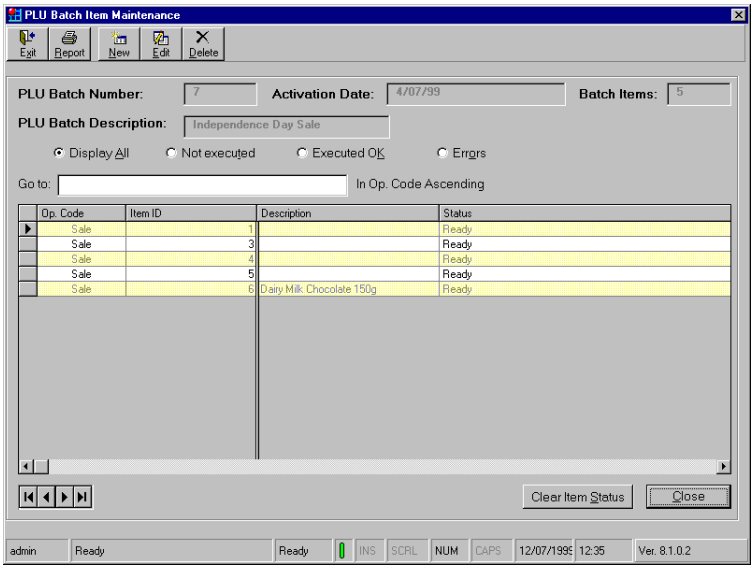
➢ **To add items to an existing PLU batch**

1 Select the relevant batch from the list in the PLU Batch Maintenance window and click *New*. The PLU Batch Item Maintenance dialog box is displayed, as shown on page 2-11.

2 Follow steps 4-8 in the procedure for creating a PLU batch, described on page 2-9.

➢ **To edit items in a PLU batch**

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



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

3 Enter the required changes in the relevant fields.

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

➢ **To delete items in a PLU batch**

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

Note

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

Executing a PLU Batch

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

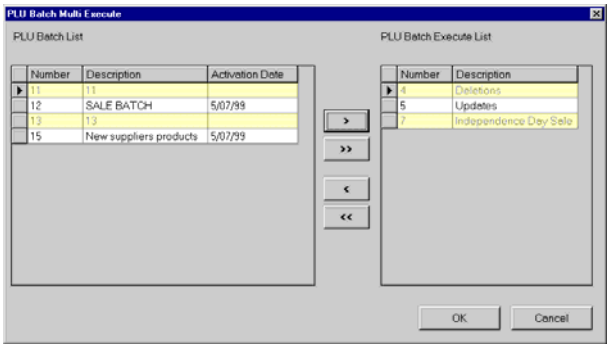
➢ **To execute a single batch immediately**

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

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

➢ **To execute multiple batches immediately**

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



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

2 Select each batch you want to immediately execute from the *PLU Batch List* on the left of the dialog box and click the [>] button to move the selected batch to the *PLU Batch Execute List* on the right of the dialog box,
or
Click the [>>] button to select all the batches.

Note:

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

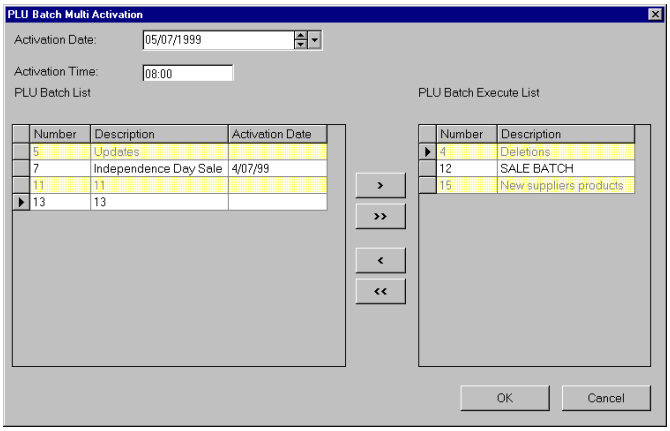
3 Click *OK*. The batches are immediately executed.

Note:

Using this procedure will override previously defined execution dates.

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

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



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

Note:

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

3 Enter the activation date and time in the appropriate fields.

4 Click *OK*. The activation date is set for the specified date.

Note:

Using this procedure will override previously defined activation dates.

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

➢ **To change the End Sale Date information**

1 Select the batch that you want to edit from the list in the PLU Batch Maintenance window and click the *X-Activation* button at

bottom of the window. The PLU Batch Maintenance dialog box, as shown on page 2-9, is displayed.

2 Enter the new *End Sale Date* and *End Sale Time* information and click *OK*.

Deleting a Batch

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

➢ **To delete a PLU batch**

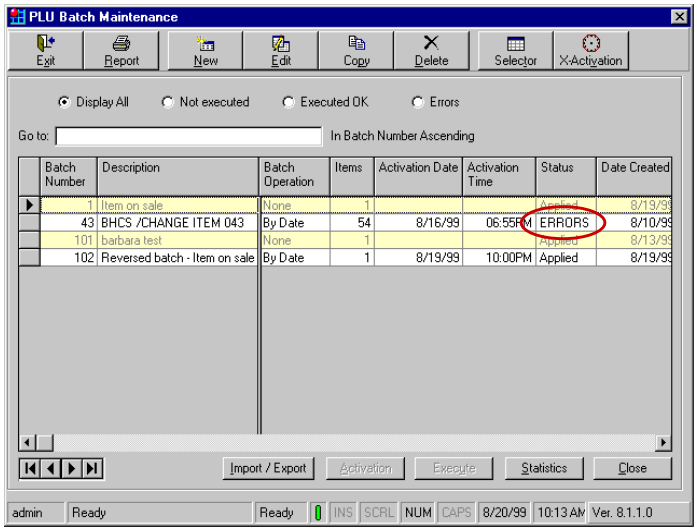
1 From the PLU Batch Maintenance window, select the batch you want to delete and click *Delete*. You are prompted to confirm the deletion.

2 Click *Yes*. The batch is deleted.

PLU Batch Errors

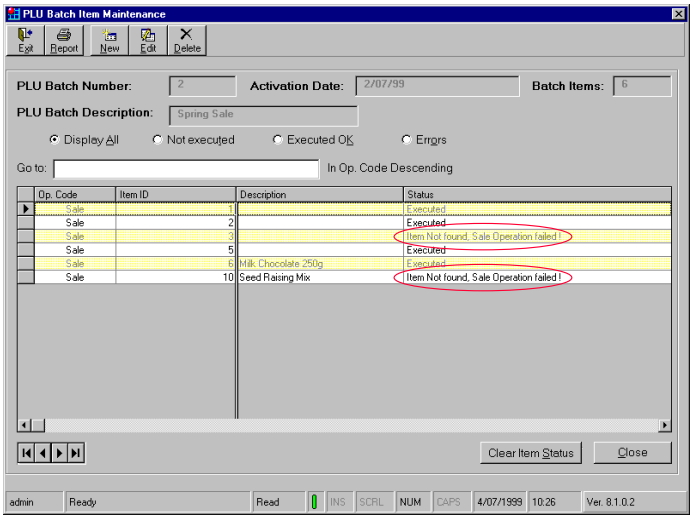
If a PLU batch that contains errors is executed, *ERRORS* will be displayed in the relevant status field in the PLU Batch Maintenance window. Depending on the operation code of the item in which the error has occurred, the execution of the entire batch may be stopped, or it may be only partially executed.

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



➢ **To correct batch item errors**

1 From the PLU Batch Maintenance window, select the batch with *ERROR* status and click *Edit*,
or
Double-click the PLU batch that contains errors. The PLU Batch Maintenance window displays the list of the items in the batch. The reason for the error is displayed in the *Status* field of the item that caused the error.



Note:

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

2 Double-click on an item to display the current item information in the PLU Batch Item Maintenance dialog box, as shown on page 2-11.

3 Enter the correct information and click *OK*.

4 Repeat steps 2-3 for each item that contains errors.

5 Click *Close* in the PLU Batch Item Maintenance window. The PLU Batch Maintenance window is displayed.

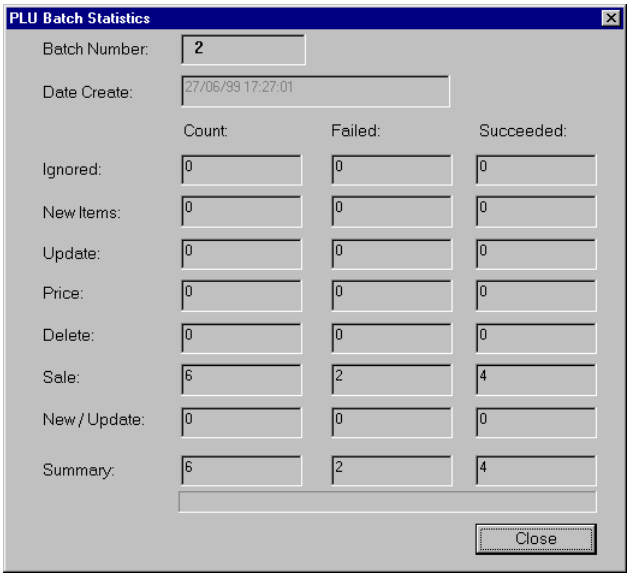
6 Select the PLU batch for which you have made amendments and click *Execute*. The amended items in the batch will be immediately executed.

Viewing Batch Execution Statistics

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

➢ **To view batch execution statistics**

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

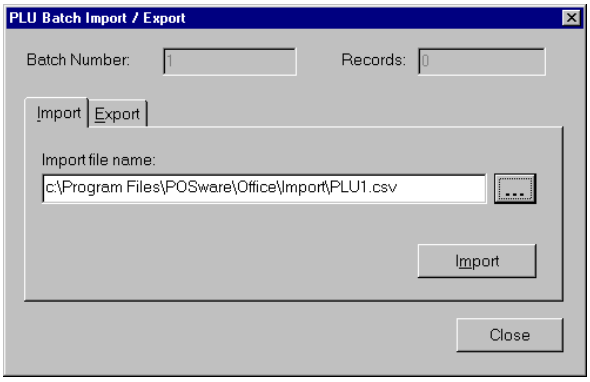


Importing and Exporting PLU Batches

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

➢ **To import PLU batches**

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



2 In the *Import* tab, enter the path to the PLU batch file that is to be imported,
or
Click the ... button to browse to the required file.

3 Click *Import*. The PLU batch is displayed in the PLU batches list in the PLU Batch Maintenance window.

➢ **To export PLU batches**

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

2 In the *Export* tab, enter the destination path and name of the PLU batch file, if a destination other than the default path is required,

or

Click the button to browse to the required destination.

3 Click *Export*. The file is exported to the specified destination.

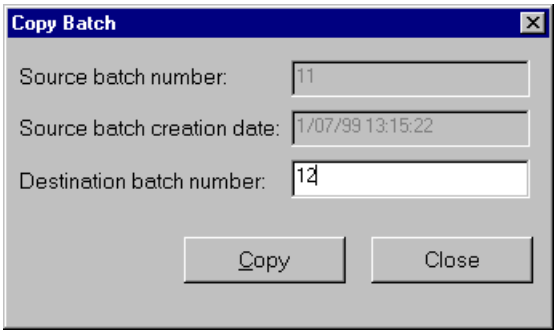
Copying PLU Batches

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

➢ **To copy PLU batches**

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

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



2 Enter a number for the destination batch in the *Destination batch number* field. Take care to avoid duplicating the number of an existing batch.

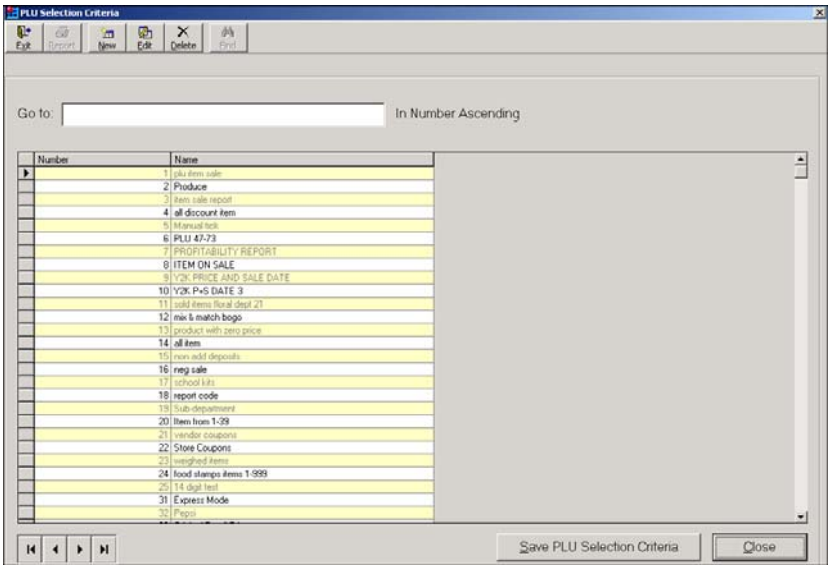
3 Click *Copy*. The PLU batch is saved as a new destination batch using the number you defined.

PLU Selection Criteria

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

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

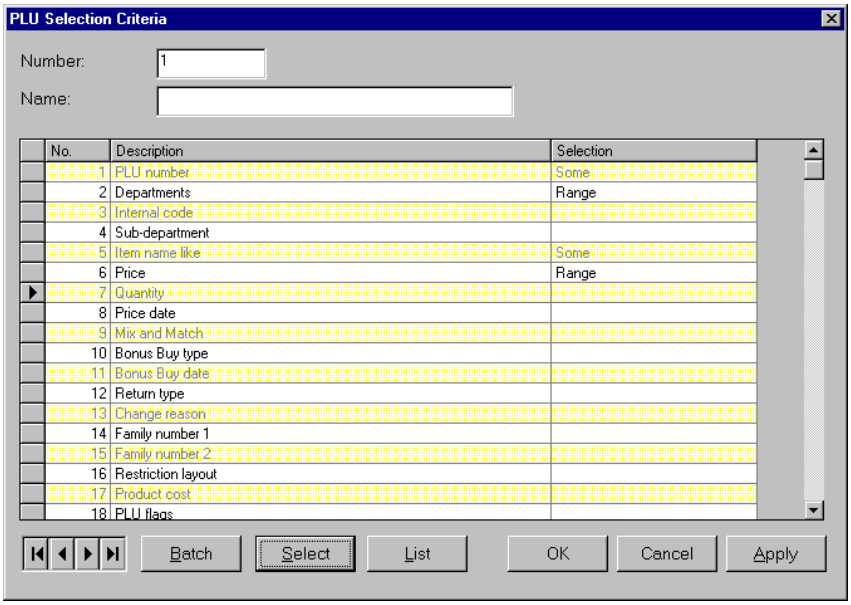
1 From the PLU Management menu in the Main Menu window, select PLU Selection Criteria. The following window is displayed.



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.



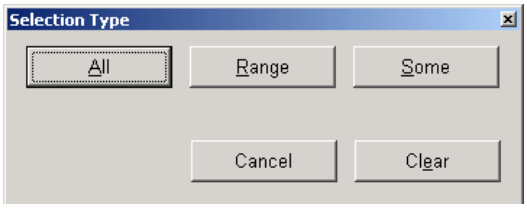
2 Type a number for the new criterion in the *Number* field.

Note:

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

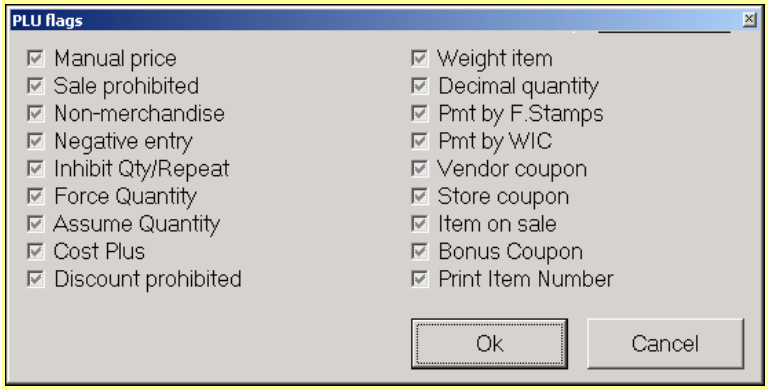
3 Type a name for the new criterion in the *Name* field.

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.



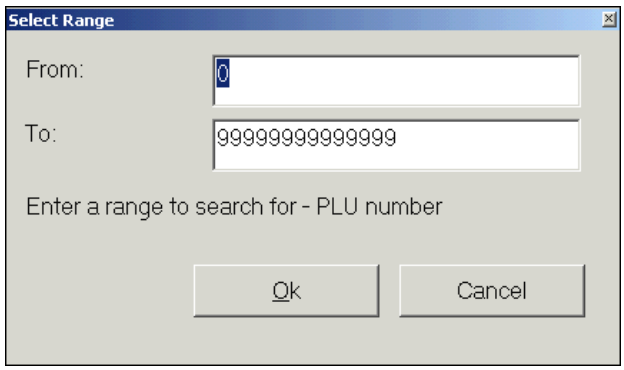
Note:

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.

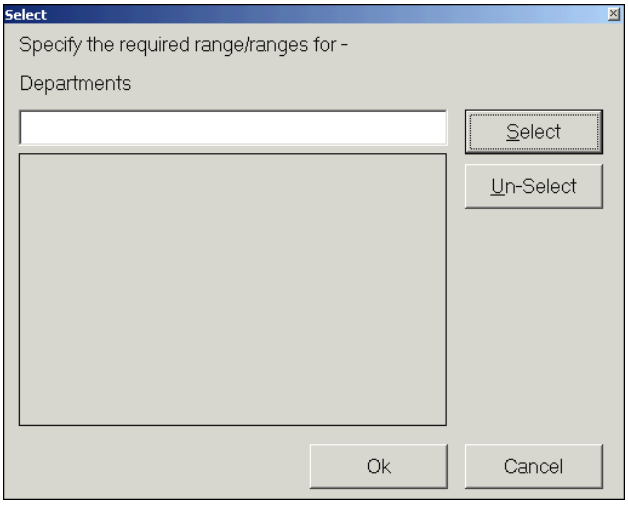


Only those PLU Flags that are not "grayed-out" are used for selection criteria. For example, to only batch items that are flagged for Manual Price, click the "Manual Price" flag so that the checkbox is checked (with a white background). Tax Flags operate in a similar fashion.

5 Click *All* to select all the criteria from the field,
or
Click *Range* (example below) to define a range of criteria,



or
Click *Some* (example below) to define specific criteria. Then click *Select* to begin the individual selection process.



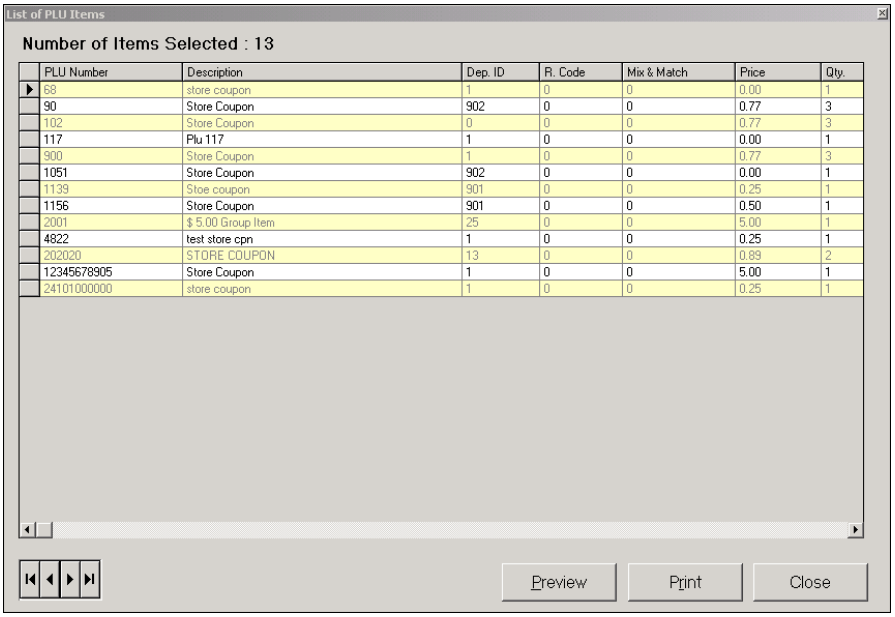
6 Repeat steps 4-5 to define other selection criteria.

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, as shown on page 2-26.

8 Click *List*. All the items that meet the defined selection criteria are displayed, together with basic information about those items.



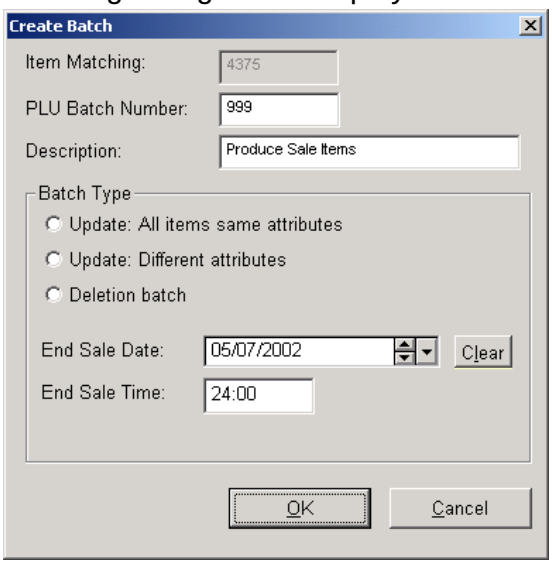
PLU Number	Description	Dep. ID	R. Code	Mix & Match	Price	Qty.
68	store coupon	1	0	0	0.00	1
90	Store Coupon	902	0	0	0.77	3
102	Store Coupon	0	0	0	0.77	3
117	Plu 117	1	0	0	0.00	1
900	Store Coupon	1	0	0	0.77	3
1051	Store Coupon	902	0	0	0.00	1
1139	Stoe coupon	901	0	0	0.25	1
1156	Store Coupon	901	0	0	0.50	1
2001	$ 5.00 Group Item	25	0	0	5.00	1
4822	test store cpn	1	0	0	0.25	1
202020	STORE COUPON	13	0	0	0.89	2
12345678905	Store Coupon	1	0	0	5.00	1
24101000000	store coupon	1	0	0	0.25	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.



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.

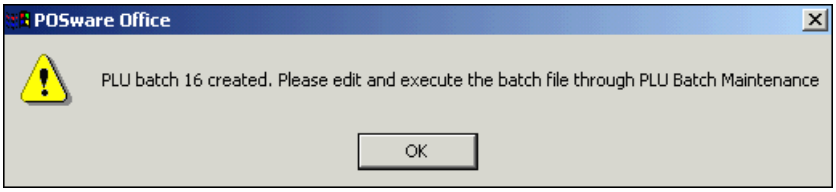
5 Click *OK*.

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:

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



8 Click *OK*.

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

Note:

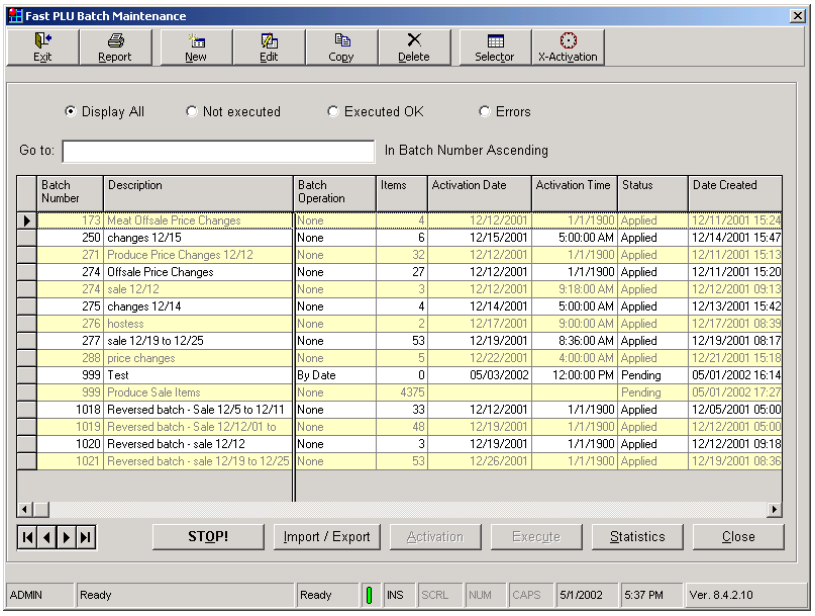
PLU Selection Criteria can also be used to define information for reports.

Fast PLU Batches

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

➢ **To access Fast PLU Batches**

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



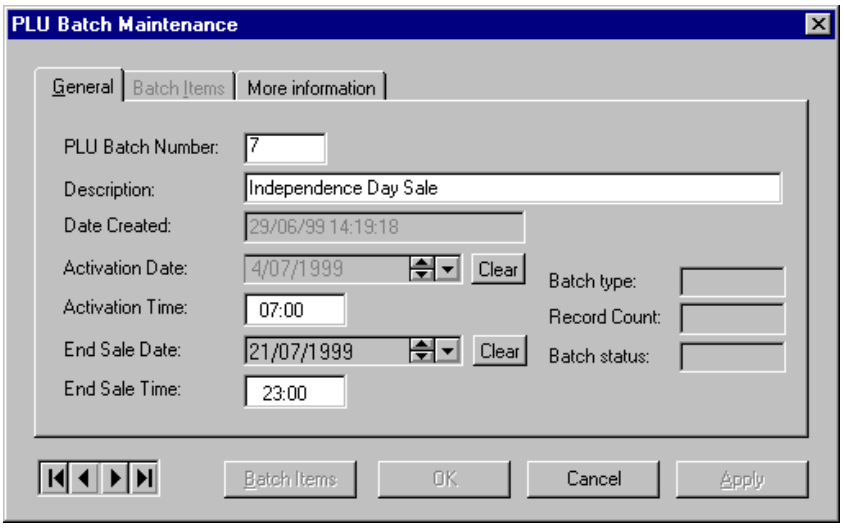
For a description of the components of this window, refer to the section *PLU Batch Maintenance Window*, on page 2-4.

Creating a New Fast PLU Batch

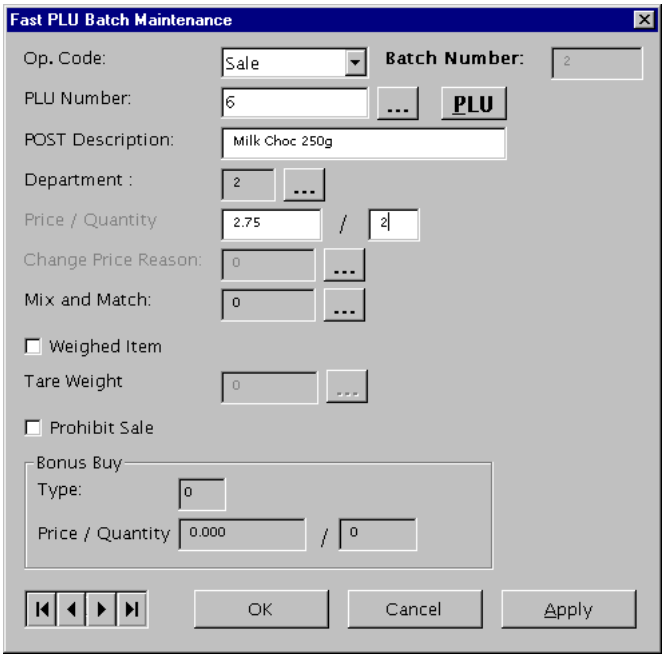
Fast PLU Batches are initially created in the same way as normal PLU batches. After the batch information has been created, the Fast PLU Batch dialog box is used for adding item information to the batch.

➢ **To create a new fast PLU batch**

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



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



3 Enter the *Op Code* and *PLU Number*, as described in the *Creating a PLU Batch* section on page 2-9.

4 Enter information into the other fields, as appropriate.

Note

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

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

Editing a Fast PLU Batch

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

➢ **To edit a PLU batch using Fast PLU**

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

   Repeat this procedure as necessary, to modify other items in the batch.

3

Cash Office

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

The main functions of the Cash Office are:

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

To manage Cashier or PoS Accountability.

To manage Store Safe Accountability.

In this chapter:

Overview, page 3-1

Cash Office Functionality, page 3-2

Cash Office System Parameters, page 3-9

Cashier Balancing, page 3-18

Cashier Accountability, page 3-25

PoS Balancing, page 3-37

Store/Safe Balancing, page 3-38

Safe Accountability, page 3-64

Custom Weekly Accounting, page 3-76

Overview

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

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

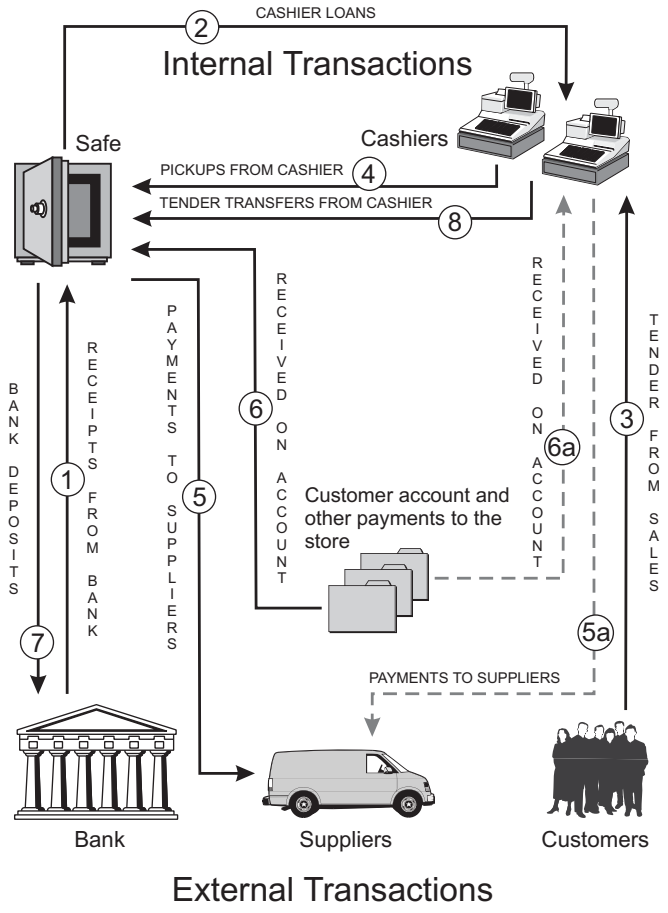
For each concept, reference is made to sections later in the chapter that describe how to enter relevant information, and where to view reports containing this information.

Note:

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

Cash Office Functionality

Illustration of Tender Flows



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

Description of Tender Flows

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

Tender flows between the Safe and the Cashier/PoS in the following ways: (The numbers correspond with the numbers in the Cash Flows diagram on page 3-2.)

2 **Cashier Loans** are Tender transferred from the Safe to the PoS terminal cash drawer. They are usually used to provide the cashier with cash for change. (Refer to page 3-19.)

4 **Cashier Pickup** is the action of removing Tender from the PoS terminal drawer and placing it in the Safe. Pickups are performed periodically by authorized personnel, to prevent excessive amounts of Tender accumulating in the cash drawer during trading. (Refer to page 3-21.)

8 **Media Transfer** is the Tender that is withdrawn from the cash drawer and placed in the Safe, after the Cashier has accounted for and balanced the Tender in their possession. (For Cashier Locking procedures, refer to page 3-28.)

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

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

Tender flows between the Safe and External entities in the following ways: (The numbers correspond with the numbers in the Tender Flows diagram on page 3-2.)

1 **Bank Receipt** is Tender received from the bank, which is then deposited in the Store's Safe. (Refer to page 3-38.)

5 **Payouts** are Tender that is withdrawn from the Store's Safe to pay suppliers for goods or services, for example, stationery supplies or temporary employees' salaries. (Refer to page 3-45.)

6 **Received on Account (ROA)** applies to all Tender receipts, other than direct sales, for which the store receives money, for example, customers paying their accounts, money paid by vendors to use Store space, and so on. (Refer page 3-48.)

7 **Bank Deposits** are Tender that is removed from the Store Safe for deposit in the bank. (Refer to page 3-38.)

Tender Flows between the Cashier Terminals and External entities in the following ways: (The numbers correspond with the numbers in the Tender Flows diagram on page 3-2.)

3 **Sales**, which are customers' purchases, are the primary reason for which Cashiers' Tender balances increase.

5a **Payouts** are Tender, other than change, which is withdrawn from the Cashier drawer for miscellaneous purposes, such as to pay for stationery supplies. (This option is not available at the PoS Terminal when Enhanced Payout/ROAs are used. For further information refer to page 3-14.)

6a Received on Account (ROA) includes all Tender receipts other than direct sales, that are placed in the Cashier drawer, for example, customer paying their accounts. (This option is not available at the PoS Terminals when Enhanced Payouts/ROAs are used - for further information refer to page 3-14).

Note:

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

- Cashier Accountability Report: Refer to page 3-31. This report can be viewed in a different format in the Operator Trial Balance Report. (Refer to Main Menu\Reports\Cashier Reports.)
- Store Safe Report: Refer to the In-Safe Report, page 3-71. This report can be viewed in a different format in the Office Cash Balance Report. (Refer to Main Menu\Cash Office\Store Safe Balancing.)

Cashier and Safe Accountability

The Cashiers are responsible for the Tender in their possession.

Note:

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

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

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

Cashier Accountability

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

This process includes the following components:

- **Accountable Tender:** The value of Tender for which the Cashier is accountable, according to all the ongoing transactions that are recorded at the PoS terminal. The system automatically adds and subtracts the Tender (from Loans, Pick-ups, Sales, ROAs and Payouts), and calculates the amount of Tender expected in the cash drawer. (Refer to page 3-31.)
- **Cashier Declaration:** The actual amount of Tender that is in the cash drawer when the Tender is counted. This amount is entered into the system, and appears in the system as Declared Tender. (Refer to pages 3-25, 3-32, 3-31.)

  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'. (Refer to page3-32.)

  The declaration process may be performed any number of times, and is only final when the Cashier Locking procedure is performed. (Refer to page 3-7.)

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

  Cashier/PoS Locking returns the Cashier/PoS record to zero and transfers the Declared (counted) Tender amount to the Safe record, thereby increasing Safe Balances. (Refer to page 3-28.)

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

Safe Accountability

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

This process includes the following components:

- **In-Safe amounts:** The total Tender amount for all the recorded transactions in a trading period, according to the system records. The system automatically adds and subtracts the Tender from Bank deposits/receipts, ROA/Payouts and/or Cashiers, and generates the amount of Tender that is expected to be found in the Safe. (Refer to page 3-64)
- **Tender Declaration:** The actual amount that is Declared as found in the Safe when the Tender is physically counted. These amounts are entered into the system as a Safe Declaration, and appear in the reports as Declared Tender. The Safe Declaration process may be performed any number of times (for re-counts, updates, and so on) and is only deemed final when the Safe locking procedure is performed.

(For Store Safe Declaration, refer to pages 3-64, 3-67, and 3-71.)

- **Over/Short:** The difference between the In Safe amount and the Declared (counted) Tender amount is referred to as an 'Over' or 'Short' amount. When Declared (counted) Tender is less than the system calculated as In-Safe Tender, it is reflected as 'Short'. Conversely, when Declared Tender is greater than the Expected Tender the calculated amount is reflected as 'Over'. (For further reference, see pages 3-67 and 3-71.)
- **Safe Locking:** The procedure whereby the Tender that has physically been counted and Declared as being in the Safe is recorded as the starting Tender balance for further trading.

  Locking the Safe transfers the Declared (counted) Tender balances to the In Safe figures in the Safe records. These figures serve as the 'opening balances' to which all further transactions to and from the Safe are added or subtracted.

  Once the procedure is complete, the amounts appearing In Safe reflect the actual Tender in the Safe. (For Safe Locking, refer to page 3-67.)

Cash Office System Parameters

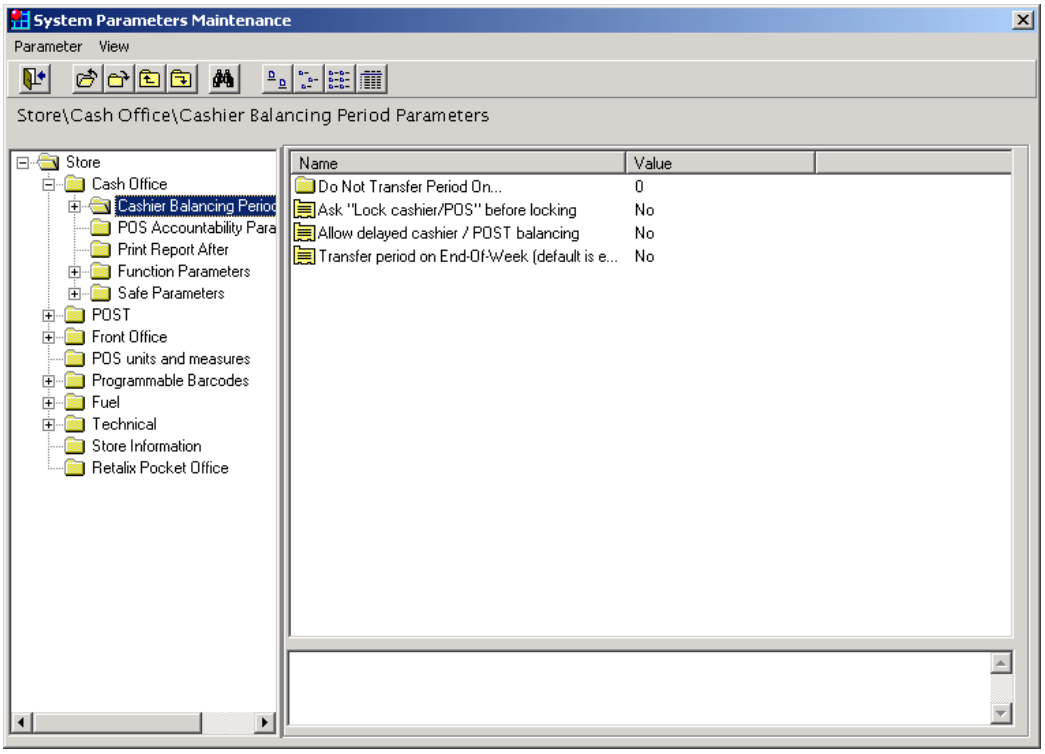
Cash Office functionality may vary from system to system depending on the different Cash Office General System Parameter settings.

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.

Cash Office Parameters

The System Parameter Maintenance Cash Office folder contains the basic setup parameters for the Cash Office:



While explanations for each setting are found in the ***Office System Administrator's Reference***, those that have a major affect on system functionality are mentioned below.

Allow Delayed Cashier/PoS Balancing

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

If more than one shift is worked during the day and the store requirement is to record the Tender for each shift separately, the total Tender amount from the first shift can be transferred manually from the Current to the Previous period by using the Cash Office Transfer Current Data to Previous option. (Refer to page 3-30.) The Cashier/PoS then accumulates Current Tender totals, while simultaneously retaining the figures from the earlier shift in the Previous period records. If the Tender totals are not transferred manually they will be transferred automatically during the system's End of Day procedure.

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

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

Note:

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

1) Setting one or more day(s) in the *Do Not Transfer Period on Particular Day* parameter (located in the Store \ Cash Office \ Cashier Balancing Period Parameters \ Do Not Transfer Period On folder) 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 the Store \ Cash Office \ Cashier Balancing Period Parameters folder), which results in the automatic transfer of Current to the Previous period being activated only when End-of-Week procedures run and not during End-of-Day.

Transfer Period on End-of-Week

With this parameter enabled (located in the Cashier Balancing Period Parameters folder), all the Delayed Balancing functions and reporting described in the previous section (for Current and Previous periods) are accumulated and transferred on a Weekly rather than Daily basis.

POS Accountability in System

POS Accountability (parameter located in the POS Accountability Parameters folder) 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 (refer 3-37).

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

Usually transactions are not possible after the Cashier/PoS has been Locked. However, under certain circumstances, for example, where certain media is discovered after the Cashier/PoS is Locked, the store may require a means of inserting media into the Cashier/PoS record. Selecting this parameter (in the Cashier/POS Pickup/ Loan Parameters folder under Cash Office Function Parameters) will allow this.

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 folder under Cash Office Function Parameters) overrides the default and allows declarations on cashier/PoS terminals not signed-on in the period.

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 folder under Cash Office Function Parameters) overrides the default and allows declarations while signed on.

Update Safe Totals Immediately After Cashier/POS Declaration

With this parameter enabled (located in the Cashier/POS Declaration Parameters folder under Cash Office Function Parameters), Cashier/PoS Declarations are only updated in the Safe when the Tender is transferred into the Safe and the Cashier/PoS is Locked. When the Store wants to transfer physical Tender to the Safe immediately after each Cashier/PoS Declaration, it is preferable that the Safe Balances are updated immediately (rather than the standard procedure of updating the Safe totals only when the Cashier/PoS Locking procedure is run).

Allow Manual Editing of Tenders Marked as 'Auto Declaration'

When the *Auto Declaration* parameter, described in Cashier Accountability is used (refer to page 3-5), 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 the Cashier/POS Declaration Parameters folder under Cash Office Function Parameters), if enabled, allows this modification.

Automatic 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 (refer to Locking Parameters page 3-15), this parameter (located in the Cashier/POS Pickup/Loan Parameters folder under Cash Office Function Parameters) will leave the Cashier's accountable balance unchanged after EOD has been completed.

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

With this parameter enabled (located in the Cashier/POS Declaration Parameters folder under Cash Office Function Parameters), Over/Short figures can be removed from the

Declaration screen by selecting this option. Management may not want personnel to view these amounts.

Enhanced ROA & Payouts

This parameter is found in the Payout/ROA Parameters folder under Cash Office Function Parameters enables Payouts and ROAs to be used in the Front Office with a variety of Receipt and Payment templates. (For further details on these templates refer to page 3-50.)

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.

Perform Locking on all Cashiers/POSTs

When there are a large number of Cashiers/PoS terminals the process of Cash Office Locking can be tedious. Enabling this parameter (located in the Cashier/POS Locking Parameters folder under Cash Office Function Parameters) allows all Cashiers/Posts to be locked simultaneously.

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

Reports to Print During Locking

These parameters (located in the Reports to Print During Locking folder, Cashier/POS Locking Parameters) allow the system administrator to set the reports to be printed when the Cashier/Posts are locked.

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

Selecting this parameter (located in the Cashier/POS Locking Parameters folder under Cash Office Function Parameters) 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.

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.

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 the Cashier/POS Locking Parameters folder under Cash Office Function Parameters) serves that purpose.

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 (refer to Cashier Locking page 3-28) will be checked when the percentage generated for individual Cashier/PoS terminals exceed the % set in the parameter.

Example: If Cashier Declared amount is **102.00** and Accountable amount is **100.00** the percentage Over is **[102.00 - 100.00]/100.00 = 2%**. If the value **set** in the parameter is 1.00**%** the checkbox will be checked,

whereas if the parameter value is **set** to **3.00%** the checkbox will not be checked because the percentage limit has not been exceeded.

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

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

Finally, when automatic EOD locking is enabled, only those Cashiers/PoS terminals within the required range, meaning those that are not over limit, will be locked.

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.

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.

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 the Safe Locking Parameters folder under Cash Office) is selected, all Cashier Balancing must be completed before the safe is locked.

Copies to Print at Safe Locking

These parameters (located in the Specify Copies to Print at Safe Locking folder under Cash Office Safe Locking Parameters) specify the number of copies of each report that are required to be printed when Safe Locking is performed.

Cashier Balancing

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

The Cashier Balancing functions are:

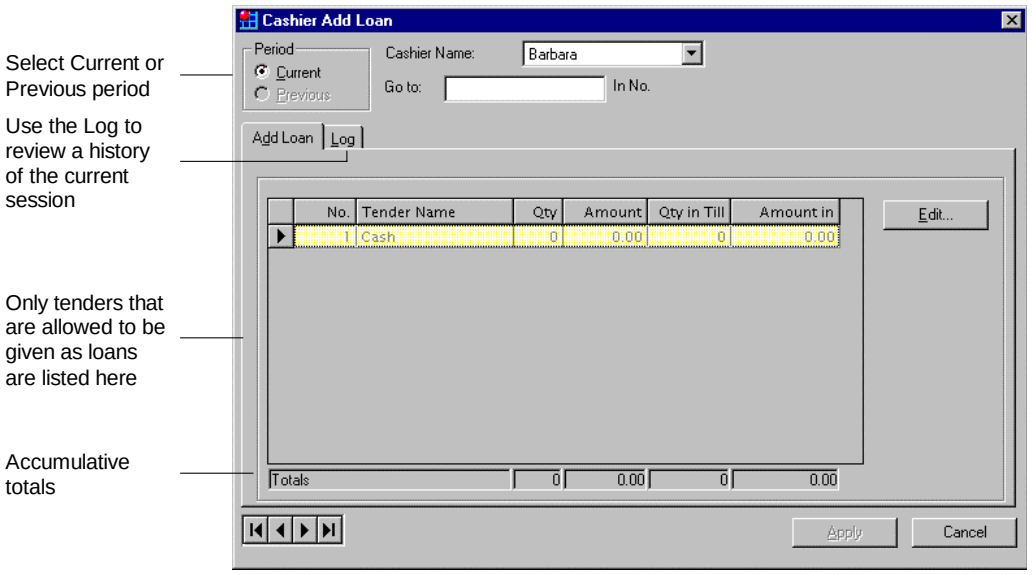
- Cashier Add Loan
- Cashier Pickup
- Cashier Declaration
- Cashier Locking
- Transfer Current Data to Previous
- Cashier Declaration Report
- Cashier Accountability Report
- Cashier History Report
- Cashier Declaration History Report

Cashier Add Loan

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

➢ **To perform a Cashier Add Loan**

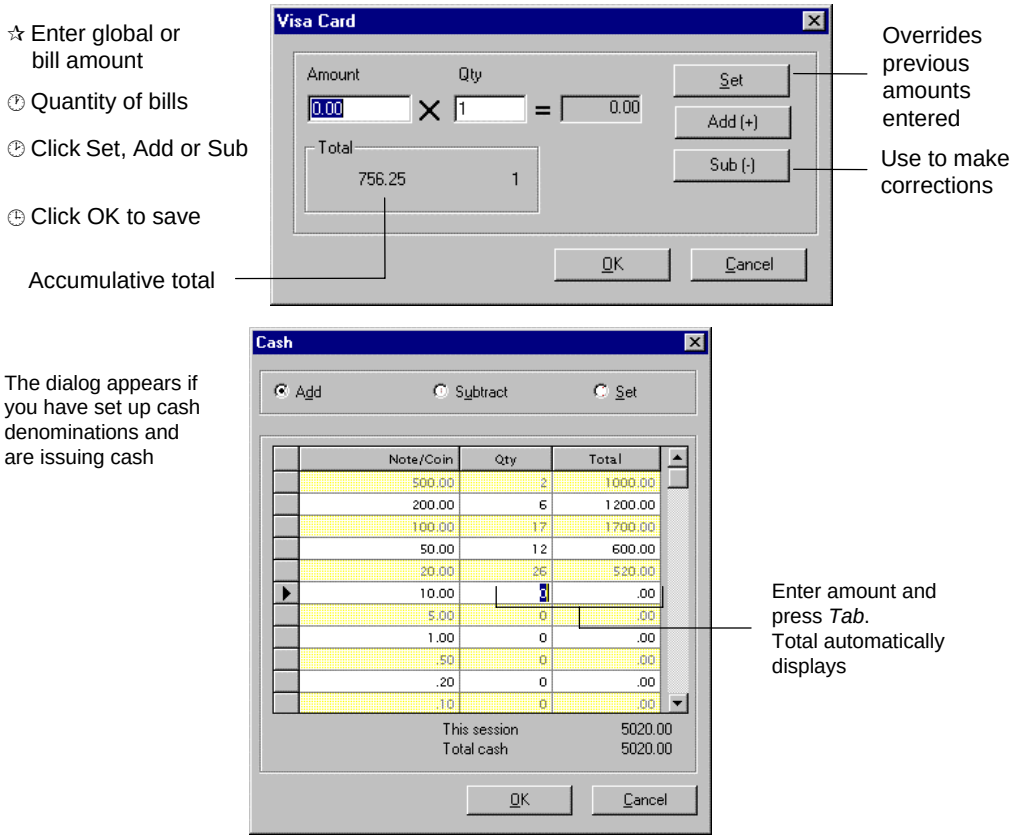
1 From the Cashier Balancing menu, select Cashier Add Loan. The Cashier Add Loan dialog box appears.



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

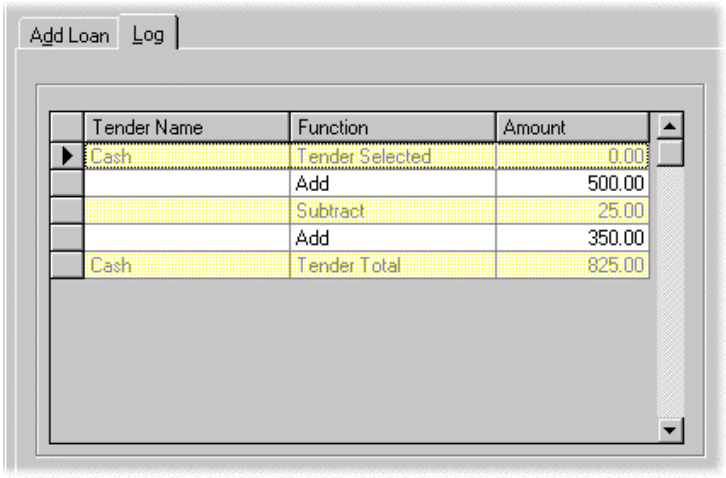


5 There are two ways you can enter loan amounts:

- Enter a global amount and click Set, OR
- Enter by each bill denomination and quantity of bills. Click *Add* after each denomination.

6 When finished, click *OK*. The Amount in Till totals are recalculated.

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



8 When ready to confirm the loan, click *Apply*. The system prompts *Are you sure?*

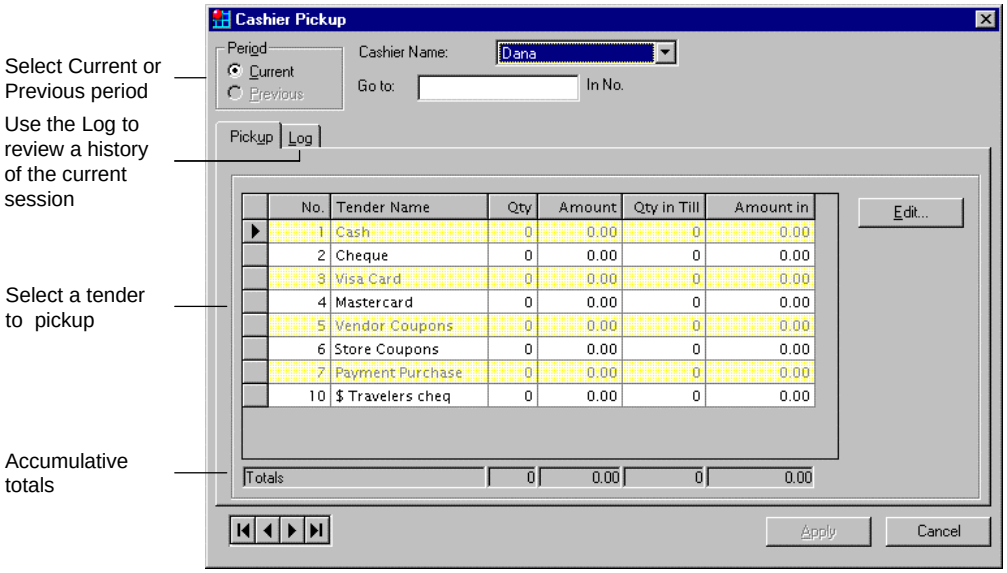
9 Click *Yes.* (You have the option to print a report).

Cashier Pickup

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

➢ **To perform a cashier pickup**

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



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.

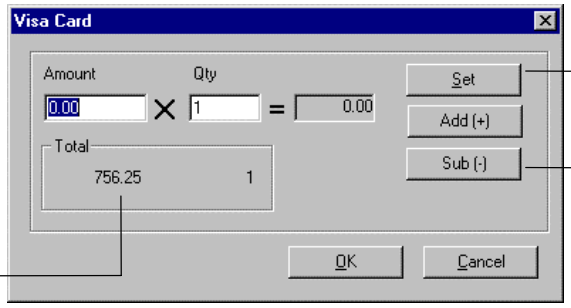
☆ Enter global or bill amount

Quantity of bills

Click Set, Add or Sub

Click OK to save

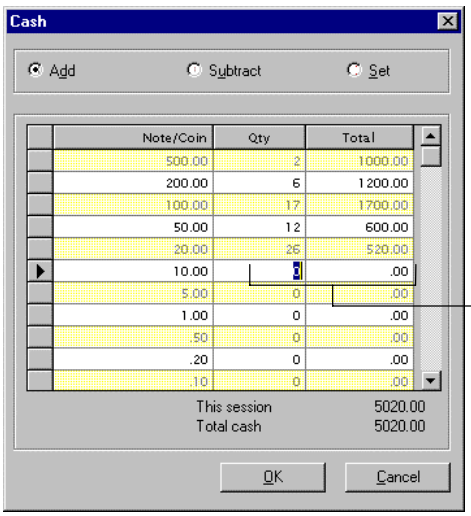
Accumulative total



Overrides previous amounts entered

Use to make corrections

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



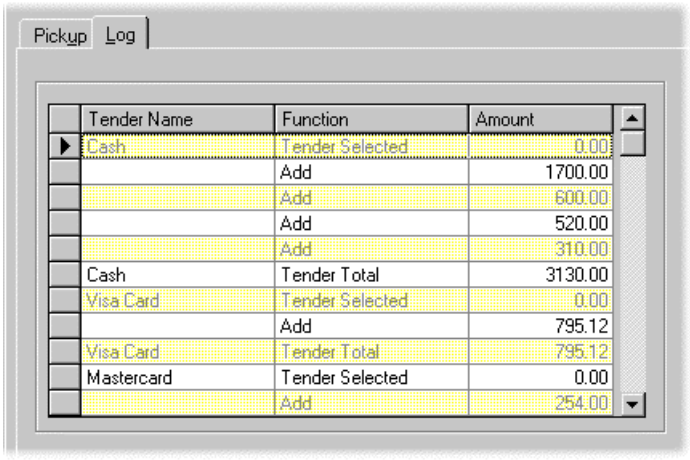
Enter amount and press *Tab*. Total automatically displays

5 There are two ways you can enter pickup amounts:

- Enter a global amount and click *Set*, OR
- Enter by each bill denomination and quantity of bills, or by Tender. Click *Add* after each denomination.

6 When finished, click *OK*. The Qty in Till and Amount in Till totals are recalculated.

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



8 When ready to confirm the pickup, click *Apply*. The system prompts *Are you sure?*

9 Click *Yes* and you have the option to print a report.

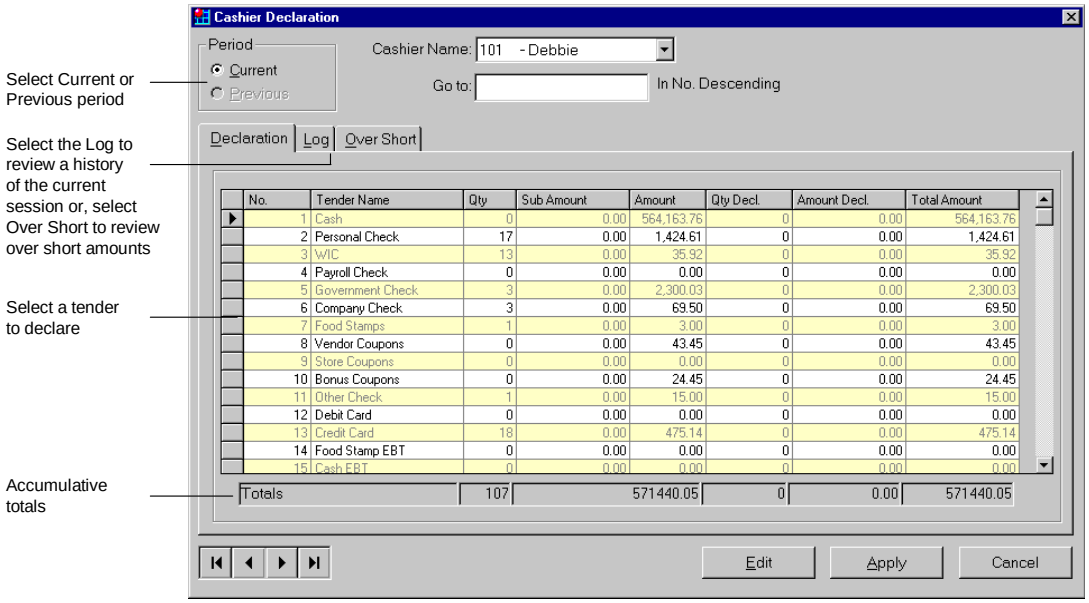
Cashier Accountability

This section explains the Cashier Accountability process. For a detailed description of these concepts, refer to page 3-5.

Cashier Declarations

➢ **To perform a cashier declaration**

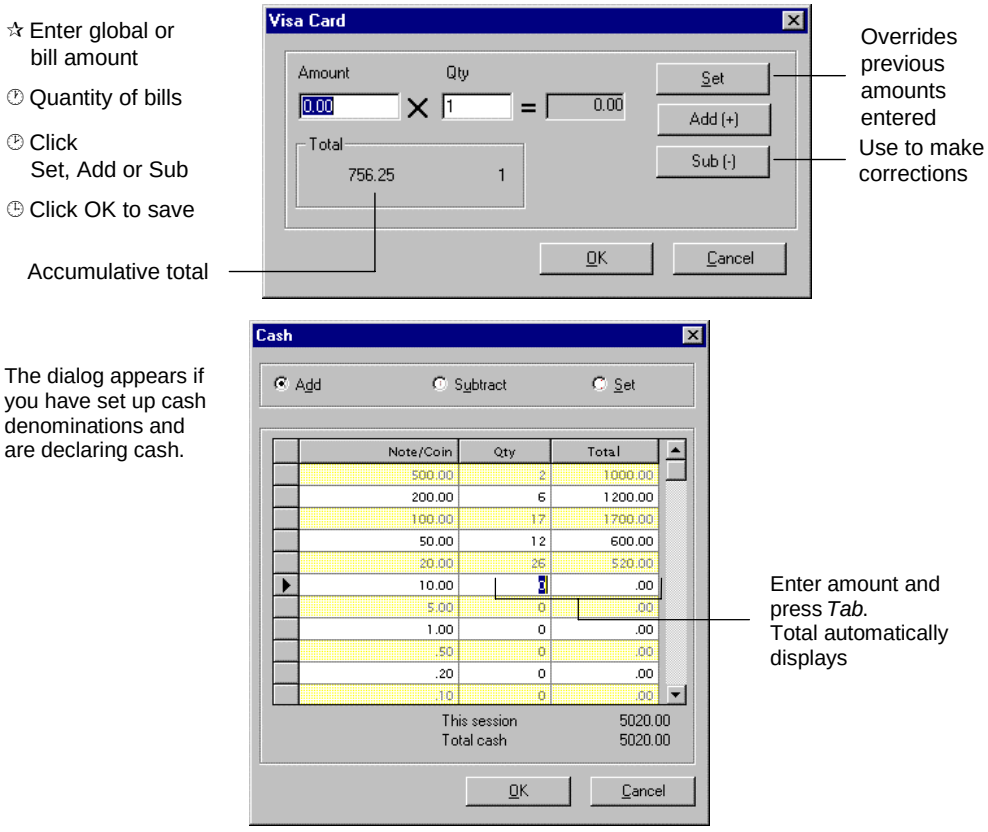
1 From the Cashier Balancing menu, select Cashier Declaration. The Cashier Declaration dialog box appears.



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.

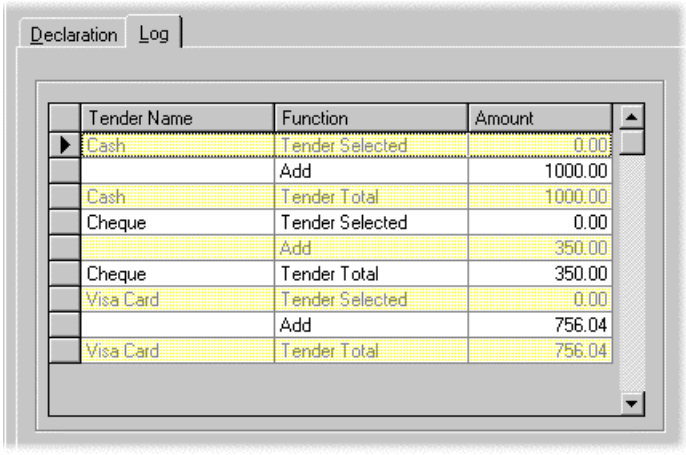


5 There are three ways you can enter declaration amounts:

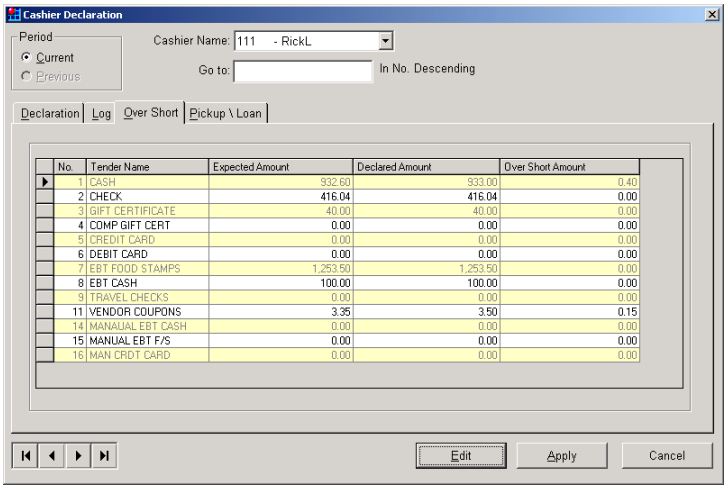
- Enter a global amount and click Set, OR
- Enter by each bill denomination and quantity of bills, OR
- Enter by Tender. Click Add after each denomination.

6 When finished, click *OK*. The Qty and Amount totals are recalculated.

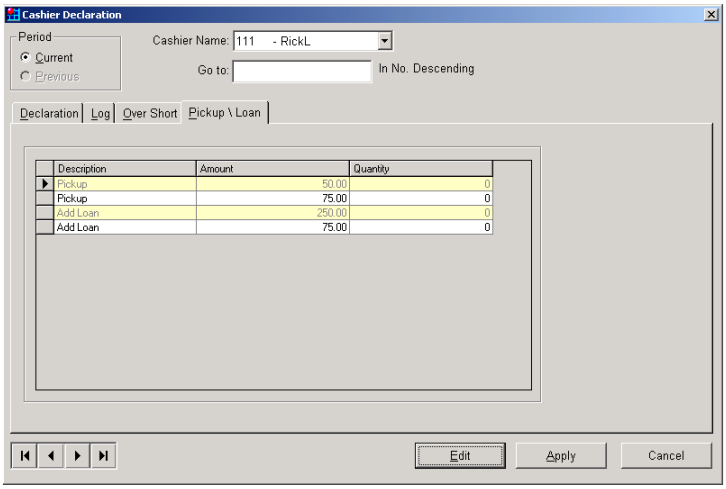
7 Before confirming the declaration, click the *Log* tab for details. (Optional)



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



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



10 When ready to confirm the declaration, click *Apply*. The system prompts *Are you sure?*

11 Click *Yes*. (You have the option to print a report).

Cashier Declaration Adjustments

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

➢ **To perform cashier declaration adjustments**

1 In Cashier Declarations, select the required cashier.

2 Use the Add and Subtract options to make any necessary changes.

3 Click *Apply* to update the declaration totals.

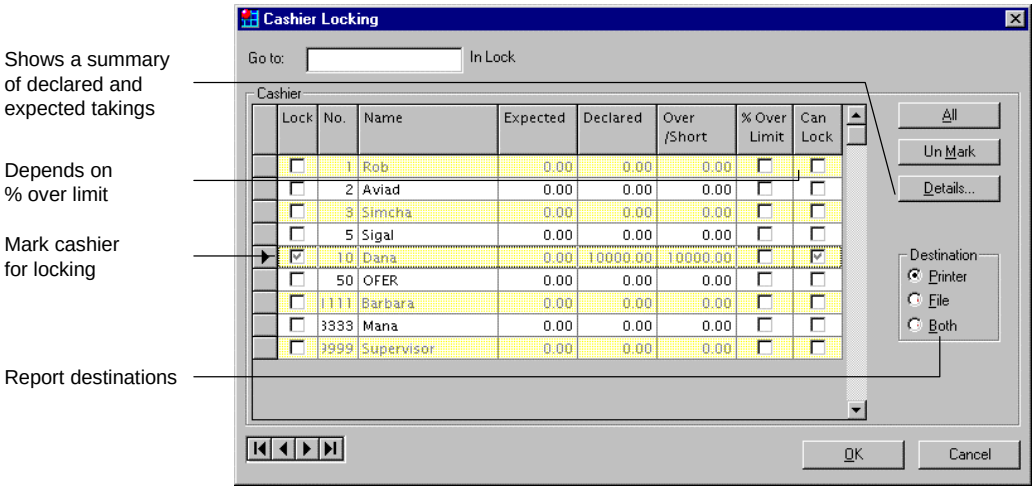
4 You may choose to print a report, if required.

Cashier Locking

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

➢ **To perform cashier locking**

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



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

Note:

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

2 Mark the names of the cashiers that you want to lock. If a cashier's over/short amount is greater than the *% over limit*, you cannot lock them.

3 Choose the destination to which the Cashier Report is to be generated. The available options are *Printer*, *File* or *Both*. If you choose *Printer* or *Both*, the report is created and sent to the printer.

4 Click *OK* to lock the cashiers. A cashier's locking message appears. The system then gives you the option of checking the printed report.

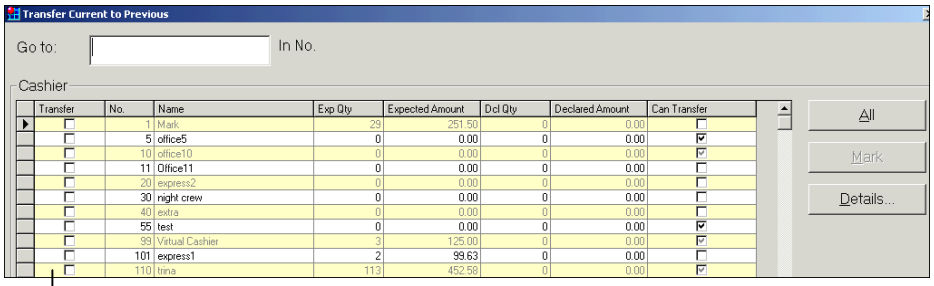
5 If the report is correct, you can confirm the locking (click *Yes*,) or choose not to lock (click *No*).

Transfer Current Data to Previous Period

This option is relevant only if the Delayed Cashier Balancing feature is being used in your store. (See *Cash Office System Parameters/Allow Delayed Cashier/Pos Balancing,* page *3-10)*.

➢ **To transfer current data to previous period**

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



Mark cashiers to transfer

Shows a summary of declared and expected takings

Transfer can be done only after a cashier has been declared

2 Select the cashiers to transfer.

Note:

Cashiers can only be transferred when they have been declared.

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

Cashier Declaration Report

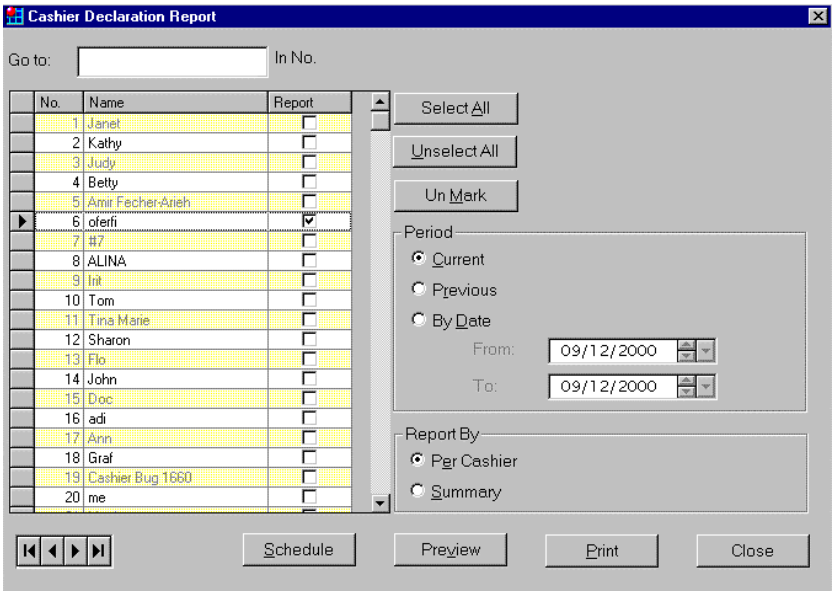
This option produces a declaration report for a specified cashier (or the entire store). The declaration report shows any discrepancies between declared media totals (actual media in the PoS terminal drawer) and the media reported by the system (for the specified time period).

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.

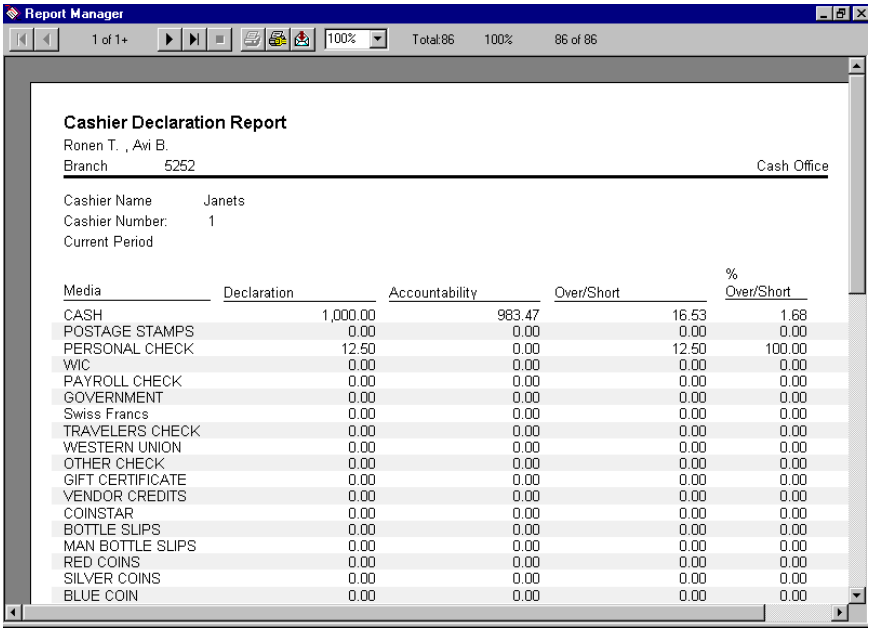
You can request a report by period, or within a range of dates.

➢ **To produce a Cashier Declaration Report**

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



2. Select the cashier to report, or choose *Select All*.
3. Click *Schedule* to activate the scheduling option (for details refer to the *Report Schedule Definition* section in the *Reports Reference* for details.
4. Select the required period, or specify a date range in the *From* and *To* fields.
5. You can report by cashier or summary (total for the store). Select the required option.
6. Click either *Preview* or *Print* to view or print the report.



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

Cashier Accountability Report

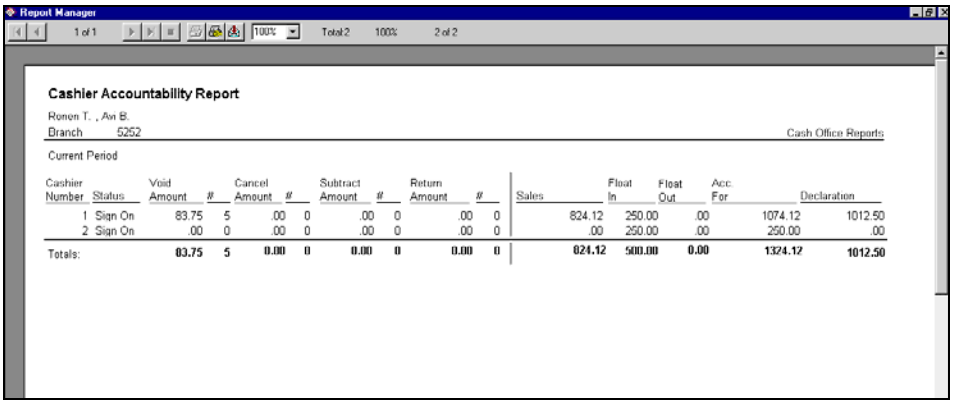
Use this option to produce a report displaying the following activity for a specific cashier or a range of cashiers.

- Voids
- Cancels
- Subtracts
- Returns
- Sales
- Float
- Declarations

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

➢ **To produce a Cashier Accountability Report**

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



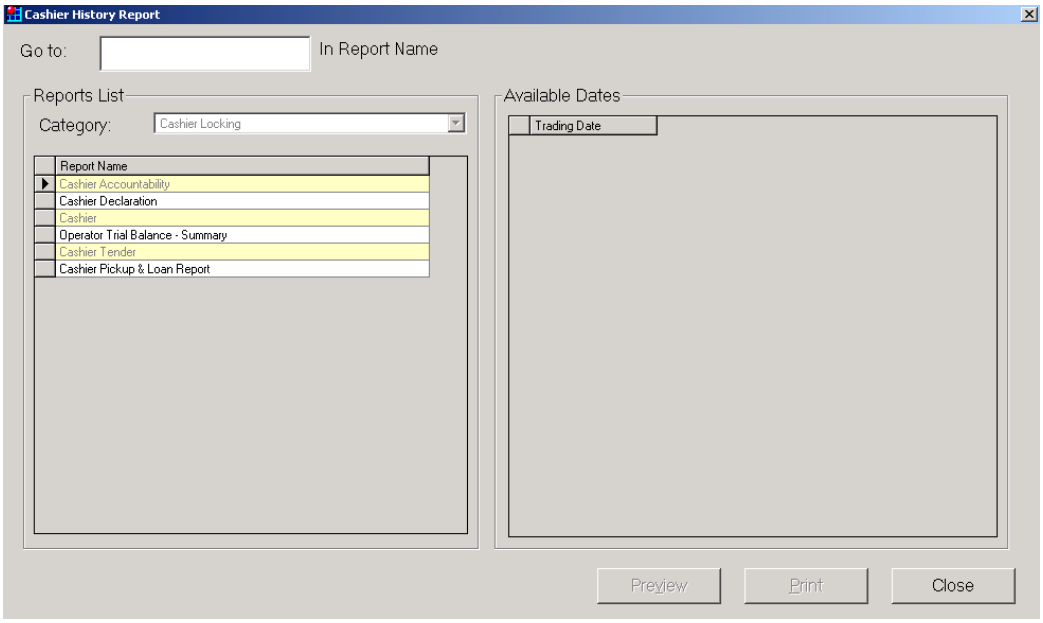
Cashier History Report

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 the Cashier Balancing menu, select Cashier History Report. The Cashier History Report dialog box appears:



2 Click (highlight) the report name you wish to generate. The available trading dates appear.

3 Click (highlight) the desired trading date to report.

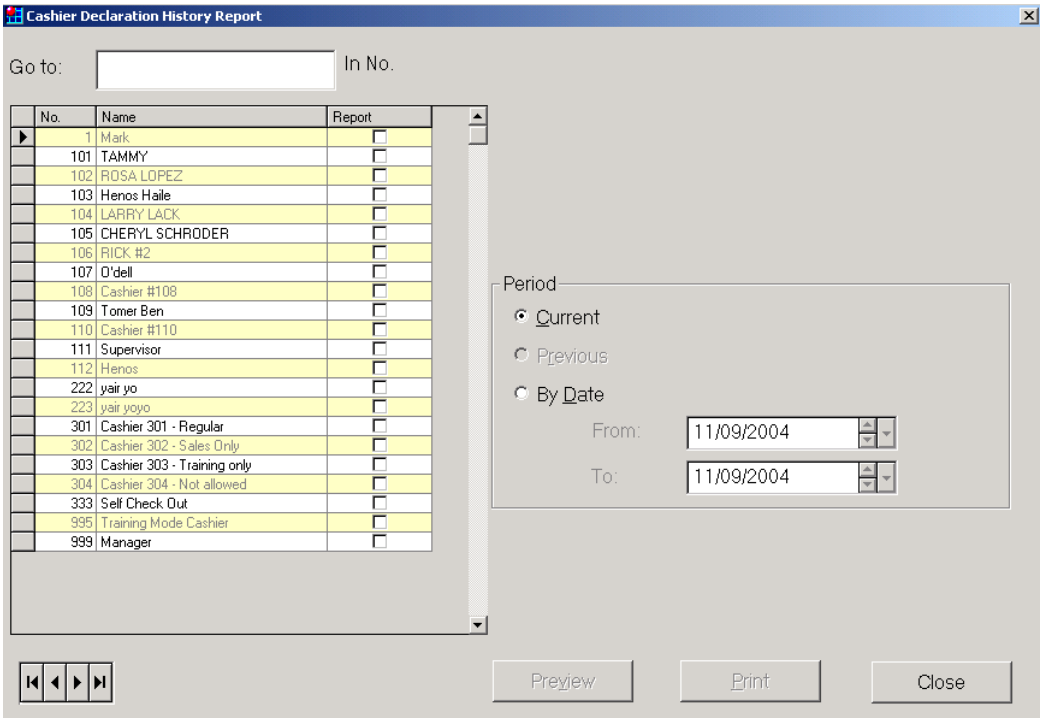
4 Click either *Preview* or *Print* to view or print the report.

Cashier 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 the Cashier Balancing menu, select Cashier Declaration History Report. The Cashier Declaration Report dialog box appears.



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.

PoS Balancing

The PoS Balancing is an alternative balancing procedure to Cashier Balancing and becomes operable when the *POS Accountability in System* parameter in Cash Office parameters is set *on*. (See *Basic Setup Parameters* on page 3-9 & 3-11).

Note:

PoS Accountability functions according to the same principles as Cashier Accountability, which is described in detail in Cashier Balancing, pages 3-18 to 3-31.

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

Store/Safe Balancing

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

These are the options covered in Store/Safe Balancing:

- Bank Deposit
  Deposit Report
  History Deposit Report
- Bank Receipt
  Receipt Report
  History Receipt Report
- ROA
  Daily ROA Report
  Weekly ROA Report
- Paid Out
  Daily Paid Out Report
  Weekly Paid Out Report
- Safe Declaration
- Safe Transfer
- Safe Locking
- Store/Safe Report
- Office Cash Balance Report
- Safe Audit Report
  History Safe Audit Report
- Branch Expenses Summary Report

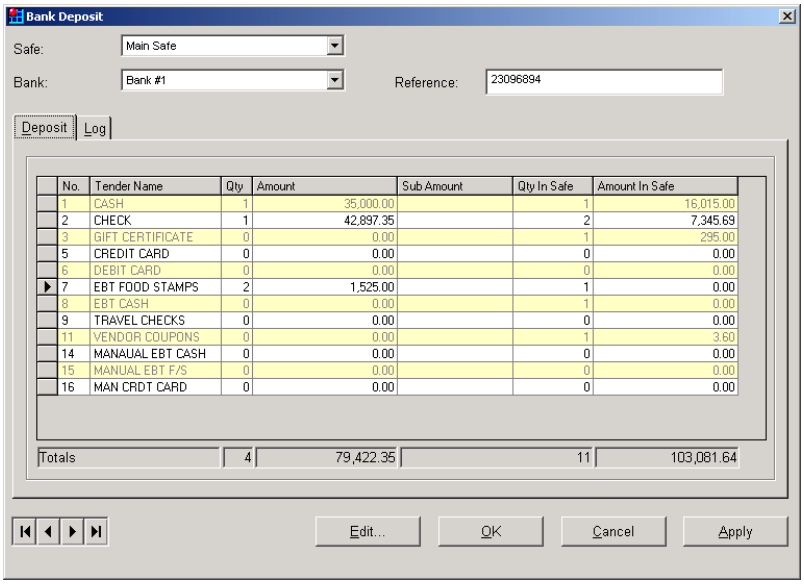
Deposits/Receipts

This option is used to record deposits made from the safe to the bank (or another destination), and receipts from the bank or another source to the safe. Recording a deposit or a receipt automatically affects the In-Safe totals on the Store/Safe Report.

Deposits and receipts are entered per media, to or from a specific destination (Bank A, Bank B, head office, and so on).

➢ **To perform a bank deposit**

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

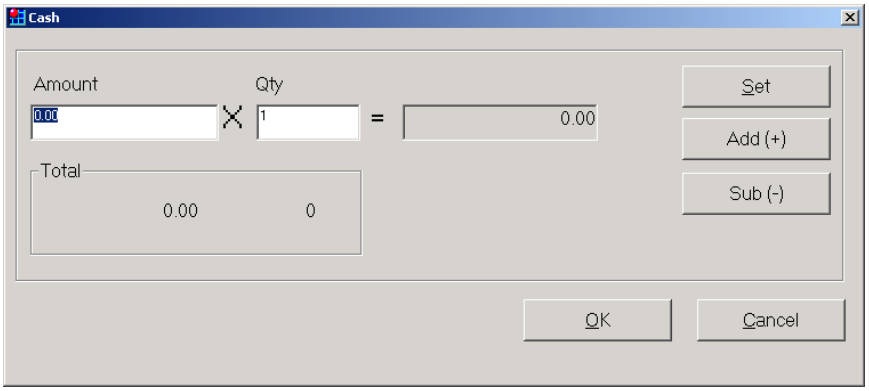


2 Select the safe where the deposit is being made.

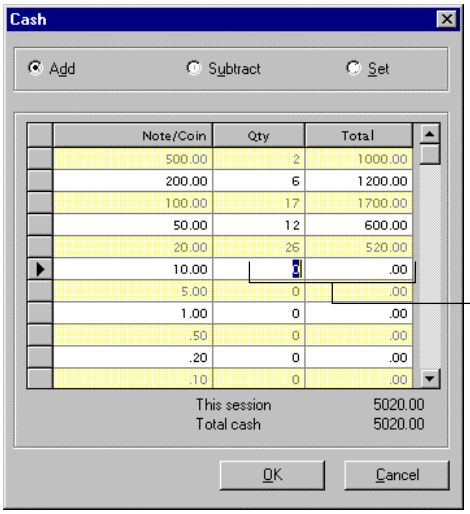
3 Enter the deposit slip (reference) number.

4 Select a bank.

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



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

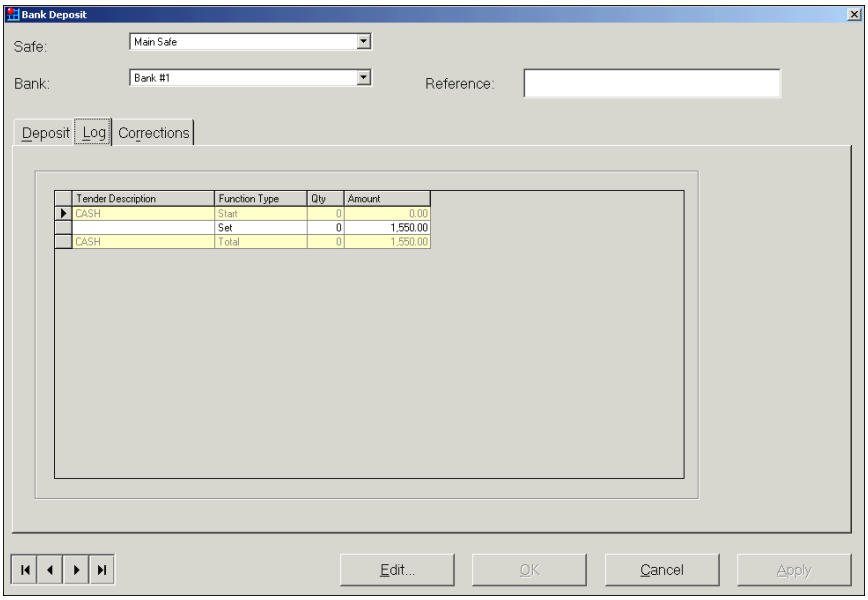


Enter amount and press *Tab*. Total automatically displays

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.

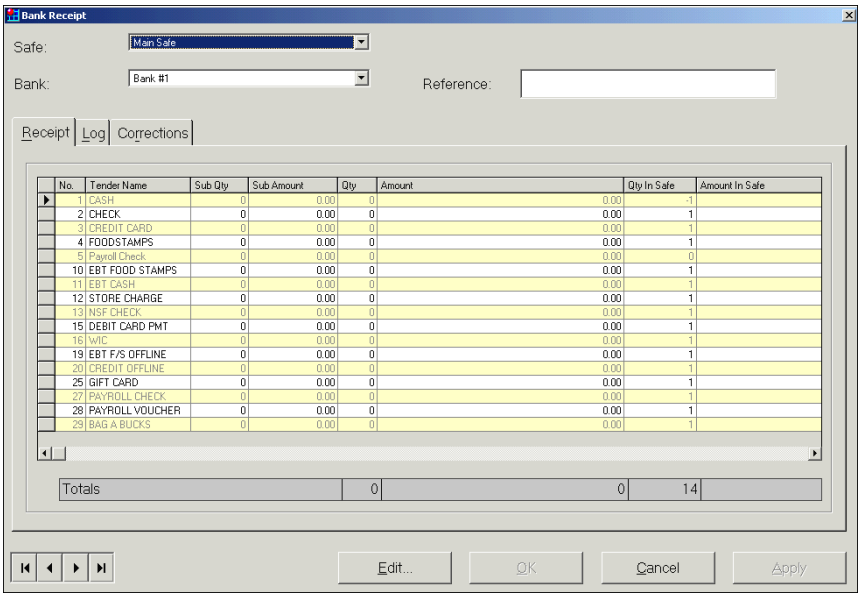


9 When ready to confirm the deposit, click *OK*. The system prompts *Are you sure?*

10 Click *Yes*. (You have the option to print a report).

➢ **To perform a bank receipt**

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

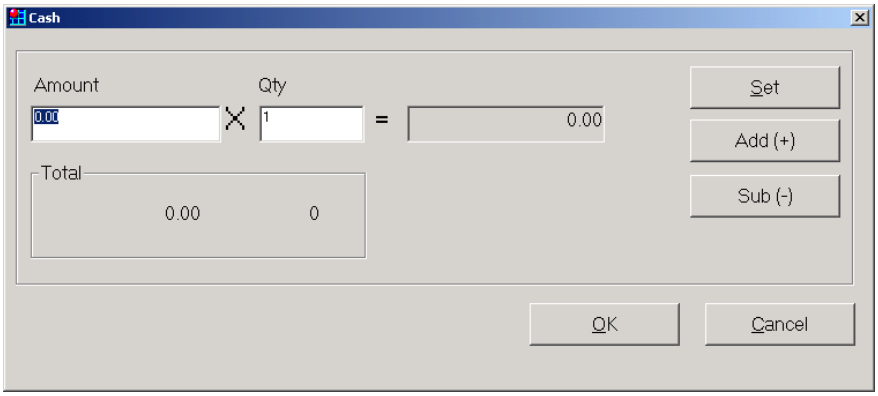


2 Select the safe where the receipt is being made.

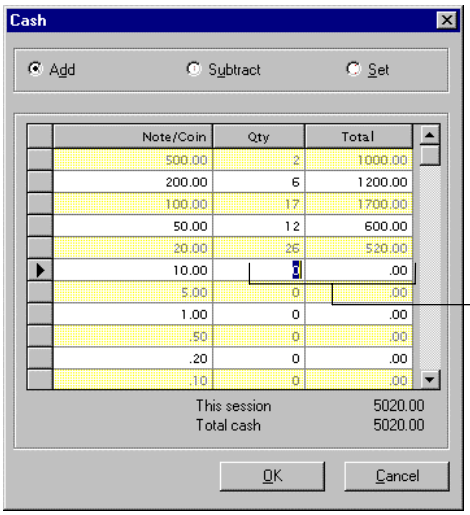
3 Enter the bank receipt (reference) number.

4 Select a bank.

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



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

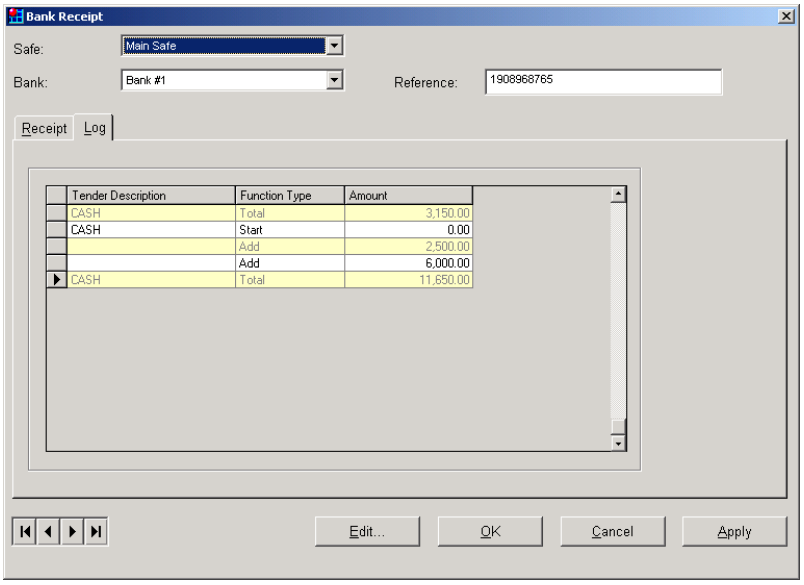


Enter amount and press *Tab*. Total automatically displays

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.



9 When ready to confirm the deposit, click *OK*. The system prompts *Are you sure?*

10 Click *Yes*. (You have the option to print a report).

Deposit Report

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

This report shows:

- Media types
- Banks
- Reference Numbers
- Amounts

➢ **To print the Deposit Report**

1 From the Store/Safe Balancing menu, select Deposit Report. The report preview appears.

2 View or print the report.

History Deposit Report

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

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

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

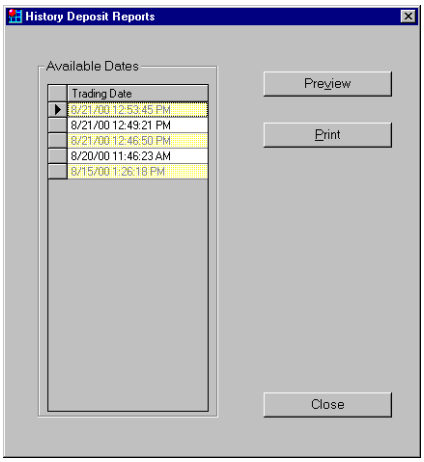
The report preview displays information on the following areas:

- **Transaction Date**: The date and time the transaction was performed.
- **Transaction ID**: The transaction identification number.
- **Transaction Reference**: The transaction reference number.
- **Safe Description**: The specific Safe from which the Tender was withdrawn. (For example: The Main Safe.)
- **Bank Description**: The specific bank where the Tender is deposited.
- **Tender Number**: The unique code for the Tender. (Example: Food Stamps = 24.)

- **Tender Description**: The description of the Tender type.
- **Quantity**: The quantity of deposits performed for the specific Tender type.
- **Amount**: The total amount of the deposits for the specific Tender type.

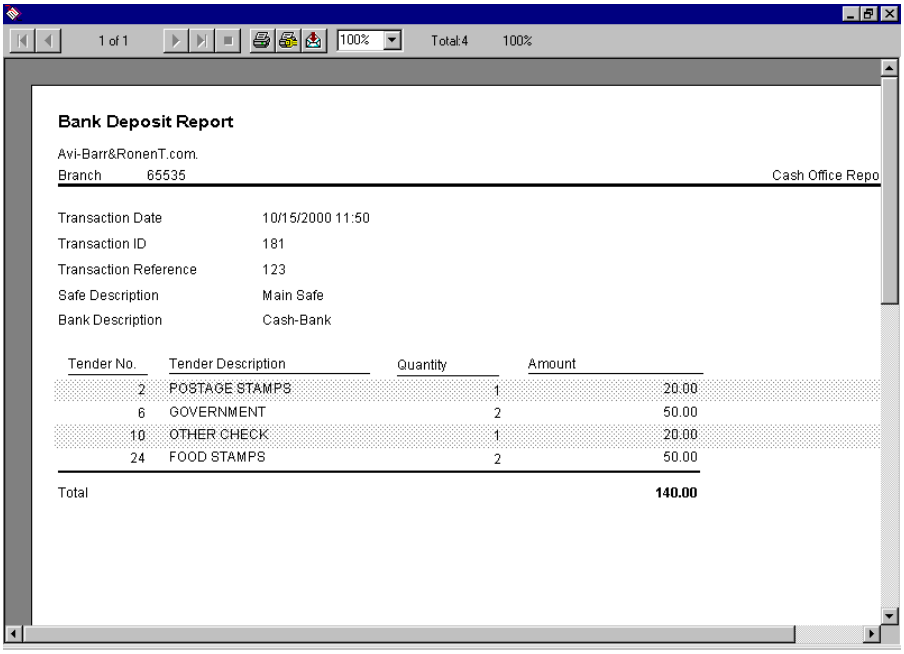
➢ **To print this report**

1 From the Store/Safe Balancing menu, select History Deposit Report. The History Deposit Reports dialog box is displayed.



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

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



Paid Out

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

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

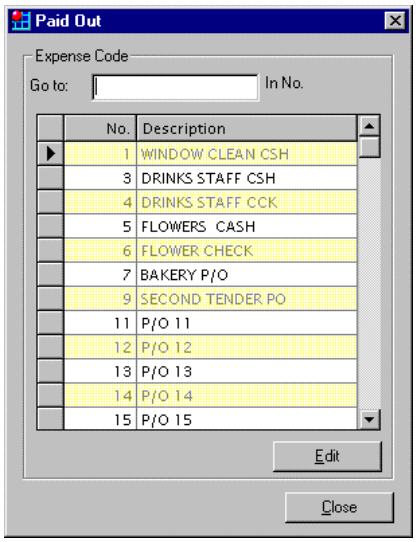
Note:

Paid Out transactions can be performed at the PoS terminal.

➢ **To perform a payout**

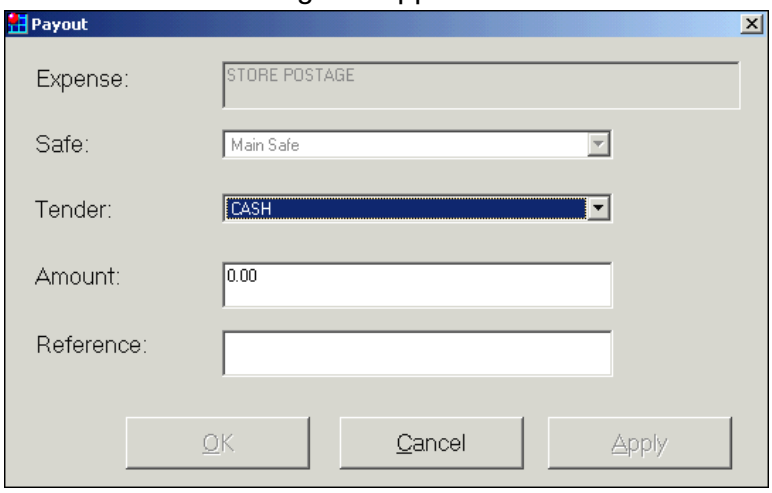
1 From the Store/Safe Balancing menu, select Paid Out. The Paid out dialog box appears.

Double-click on an expense code to enter payout details



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

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



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*. (You have the option to print a report).

Daily Paid Out Report

This report shows the day's payouts.

Details include:

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

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

1 From the Store/Safe Balancing menu, select Daily Paid Out Report. The report preview appears.

2 View or print the report.

Weekly Paid Out Report

This report shows the week-to-date payouts.

Details include:

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

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

1 From the Store/Safe Balancing menu, select Weekly Paid Out Report. The report preview appears.

2 View or print the report.

ROA (Received on Account)

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

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

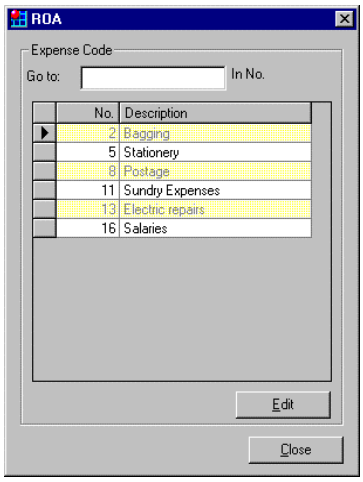
Note:

ROA transactions may be performed at the PoS terminal.

➢ **To perform an ROA**

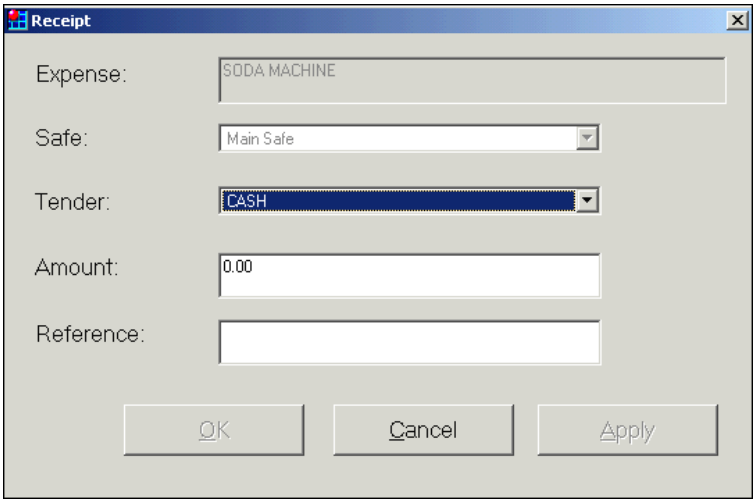
1 From the Store/Safe Balancing menu, select ROA.
The ROA dialog box appears.

Double-click on an expense code to enter ROA details



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

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



3 Select the Safe 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*. (You have the option to print a report).

Daily ROA Report

This report shows the day's ROA transactions.

Details include:

- Safe
- PoS or PC number (where ROA originated)
- Amount
- Tender
- Expense Code
- Reference

➢ **To print the Daily ROA Report**

1 From the Store/Safe Balancing menu, select Daily ROA Report. The report preview appears.

2 View or print the report.

Weekly ROA Report

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

Details include:

- Safe
- PoS or PC number (where ROA originated)
- Amount
- Tender
- Expense Code
- Reference

➢ **To print the Weekly ROA Report**

1 From the Store/Safe Balancing menu, select Weekly ROA Report. The report preview appears.

2 View or print the report.

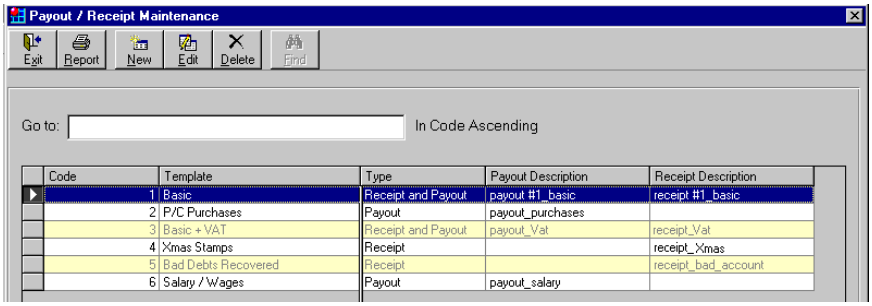
Enhanced Receipts and Payouts

This option enables you to set up Enhanced Payout and Receipt (ROA) types. It is available only when the Front Office\Cash Office parameter *Enhanced ROAs & Payouts in the system* is selected (refer to page 3-14). Enhanced Receipts and Payouts may be used only at the Front Office, not at the PoS Terminals.

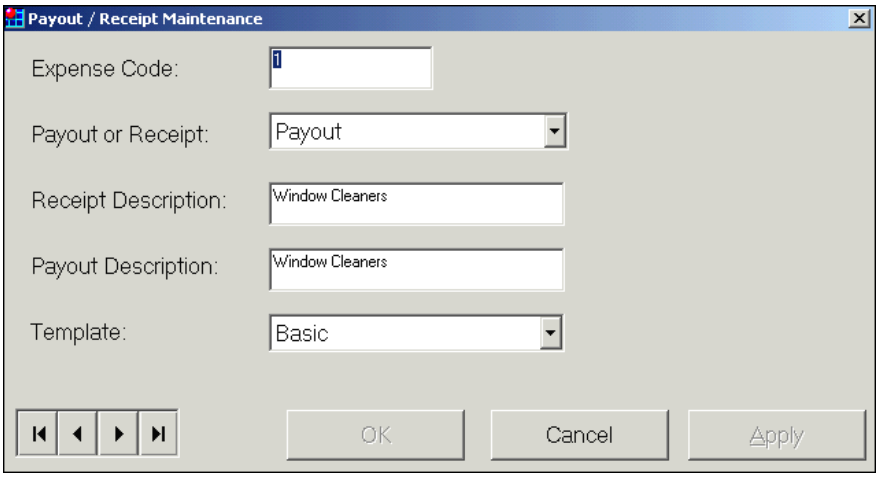
For each expense code, this option enables both payouts and receipts to be specified. Alternatively it enables only payouts or only receipts to be specified for each expense code.

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

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



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



3 From the *Payout or Receipt* drop-down list, choose the required option as follows:

- Select *Receipt and Payout*, to perform payout and create a receipt.
- Select *Receipt*, to create a receipt only.
- Select *Payout*, to perform payout only.

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

4 From the *Template* drop-down list, choose the required option, as follows:

- *Basic*
- *P/C Purchases*

- *Basic + VAT*
- *Xmas Stamps*
- *Bad Debts Recovered*
- *Salary/Wages*

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

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

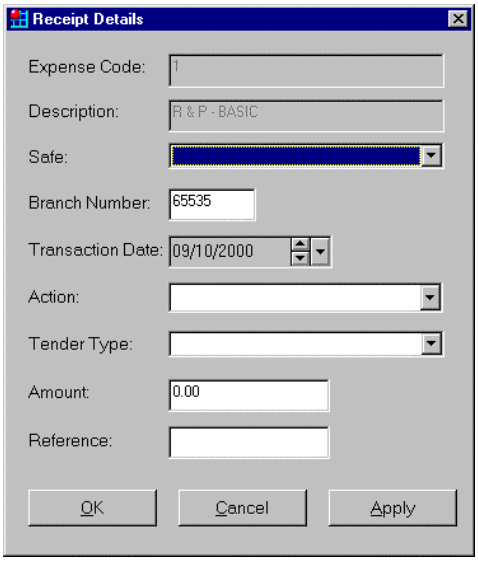
Basic Receipt and Payouts

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

➢ **To define receipt parameters for the Basic template**

1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed.

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



3 Click the arrow to the right of the *Safe* field and select the Safe with which the declaration is associated from the drop-down list.

4 Enter the branch number to which the receipt refers in the *Branch Number* field.

5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:

- Select *Insert*, to insert a new receipt.
- Select *Update*, to update a current receipt.
- Select *Delete*, to delete a receipt.

6 Click the arrow to the right of the *Tender Type* field and select the type of Tender from the drop-down list.

7 Enter the required amount in the *Amount* field.

8 Enter the reference source in the *Reference* field.

9 Click *Apply* to save the changes and keep the dialog box open,

or

Click *OK* to save the changes and return to the Receipt dialog box.

➢ **To define payout parameters for the Basic template**

1 From the Store/Safe Balancing menu, select Paid Out. The Payout dialog box is displayed.

2 Select the required expense code, which uses the Basic template. The Payout Details dialog box is displayed.

3 Enter the required information in each field, as described in steps 3 through 9 of the previous procedure.

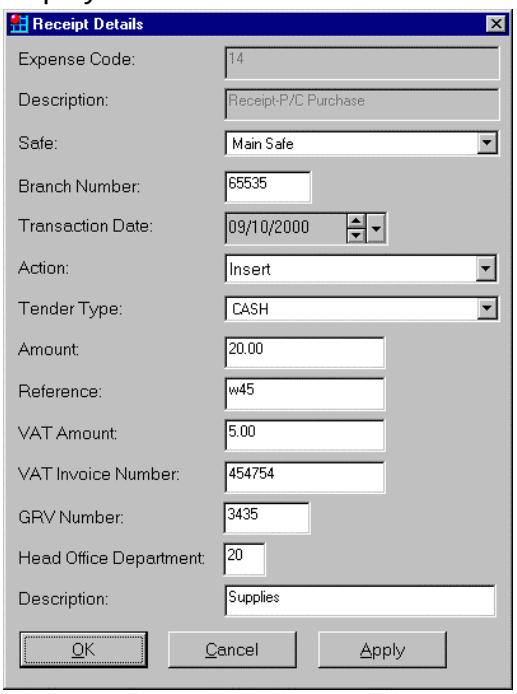
Petty Cash Purchases

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

➢ **To define receipt parameters for the Petty Cash Purchases template**

1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed (refer to *Basic Receipts and Payouts*, page 3-52).

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



3 Click the arrow to the right of the *Safe* field and select the Safe with which the declaration is associated from the drop-down list.

4 Enter the branch number to which the receipt refers in the *Branch Number* field.

5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:

- Select *Insert*, to insert a new receipt.
- Select *Update*, to update a current receipt.
- Select *Delete*, to delete a receipt.

6 Click the arrow to the right of the *Tender Type* field and select the type of Tender from the drop-down list.

7 Enter the required amount in the *Amount* field.

8 Enter the reference source in the *Reference* field.

9 Enter the required VAT in the *VAT Amount* field.

10 Enter the VAT invoice number reference in the *VAT Invoice Number* field.

11 Enter the Goods Received voucher number in the *GRV Number* field.

12 Enter the department number in the *Head Office Department* field.

13 Enter a description for the petty cash receipt in the *Description* field.

14 Click *Apply* to save the changes and keep the dialog box open,

or

Click *OK* to save the changes and return to the Receipt dialog box.

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

1 From the Store/Safe Balancing menu, select Paid Out. The Payout dialog box is displayed.

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

3 Enter the required information in each field, as described in steps 3 through 14 of the previous procedure.

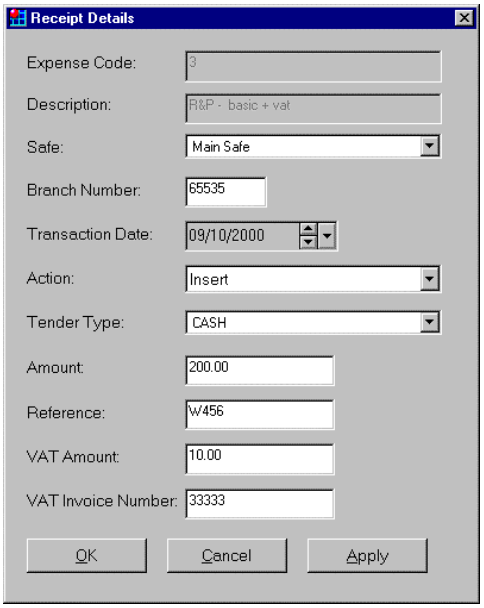
Basic Receipts and Payouts, including VAT

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

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

1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed (refer to *Basic Receipts and Payouts*, page 3-52).

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



3 Click the arrow to the right of the *Safe* field and select the Safe with which the declaration is associated from the drop-down list.

4 Enter the branch number to which the receipt refers in the *Branch Number* field.

5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:

- Select *Insert*, to insert a new receipt.
- Select *Update*, to update a current receipt.
- Select *Delete*, to delete a receipt.

6 Click the arrow to the right of the *Tender Type* field and select the type of Tender from the drop-down list.

7 Enter the required amount in the *Amount* field.

8 Enter the reference source in the *Reference* field.

9 Enter the required VAT in the *VAT Amount* field.

10 Enter the VAT invoice number reference in the *VAT Invoice Number* field.

11 Click *Apply* to save the changes and keep the dialog box open,

or

Click *OK* to save the changes and return to the Receipt dialog box.

➢ **To define payout parameters for the Basic + VAT template**

1 From the Store/Safe Balancing menu, select Paid Out, the Payout dialog box is displayed.

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

3 Enter the required information each field, as described in steps 3 through 11 of the previous procedure.

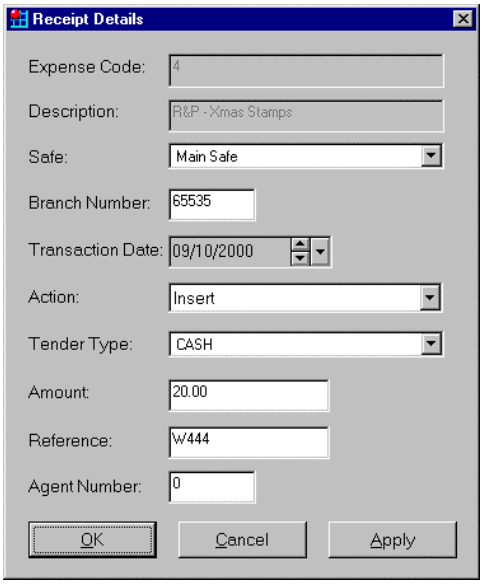
Xmas Stamps

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

➢ **To define receipt parameters for the Xmas Stamps template**

1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed (refer to *Basic Receipts and Payouts*, page 3-52).

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



3 Click the arrow to the right of the *Safe* field and select the Safe with which the declaration is associated from the drop-down list.

4 Enter the branch number to which the receipt refers in the *Branch Number* field.

5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:

- Select *Insert*, to insert a new receipt.
- Select *Update*, to update a current receipt.
- Select *Delete*, to delete a receipt.

6 Click the arrow to the right of the *Tender Type* field and select the type of Tender from the drop-down list.

7 Enter the required amount in the *Amount* field.

8 Enter the reference source in the *Reference* field.

9 Enter the agent identification number in the Agent *Number* field.

10 Click *Apply* to save the changes and keep the dialog box open,

or

Click *OK* to save the changes and return to the Receipt dialog box.

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

1 From the Store/Safe Balancing menu, select Paid Out, the Payout dialog box is displayed.

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

3 Enter the required information in each field, as described in steps 3 through 10 of the previous procedure.

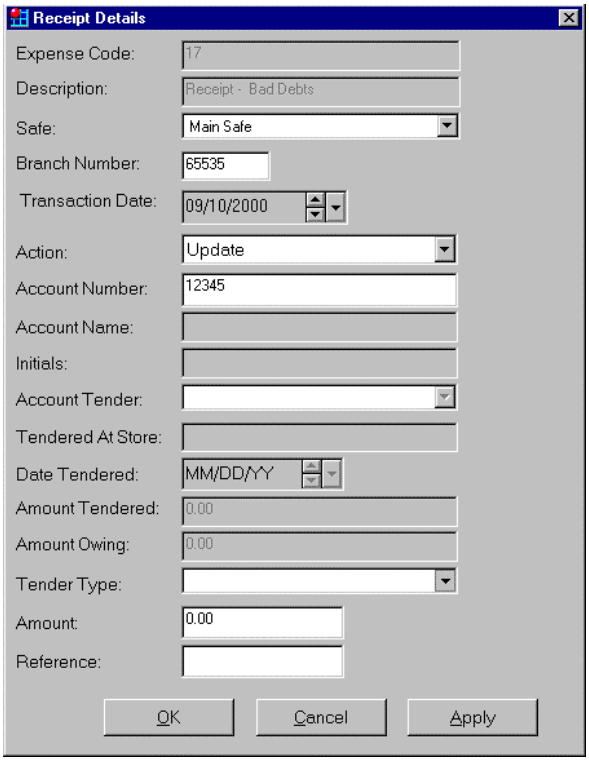
Bad Debts Recovered

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

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

1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed (refer to *Basic Receipts and Payouts*, page 3-52).

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



3 Click the arrow to the right of the *Safe* field and select the Safe with which the declaration is associated from the drop-down list.

4 Enter the branch number to which the receipt refers in the *Branch Number* field.

5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:

- Select *Insert*, to insert a new receipt.
- Select *Update*, to update a current receipt.
- Select *Delete*, to delete a receipt.

6 Enter the customer's account number, in the *Account Number* field. The customer's name, and account details are automatically displayed in the corresponding fields.

7 Click the arrow to the right of the *Tender Type* field and select the type of Tender from the drop-down list.

8 Enter the required amount in the *Amount* field.

9 Enter the reference source in the *Reference* field.

10 Click *Apply* to save the changes and keep the dialog box open,

or

Click *OK* to save the changes and return to the Receipt dialog box.

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

1 From the Store/Safe Balancing menu, select Paid Out, the Payout dialog box is displayed.

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

3 Enter the required information in each field, as described in steps 3 through 11 of the previous procedure.

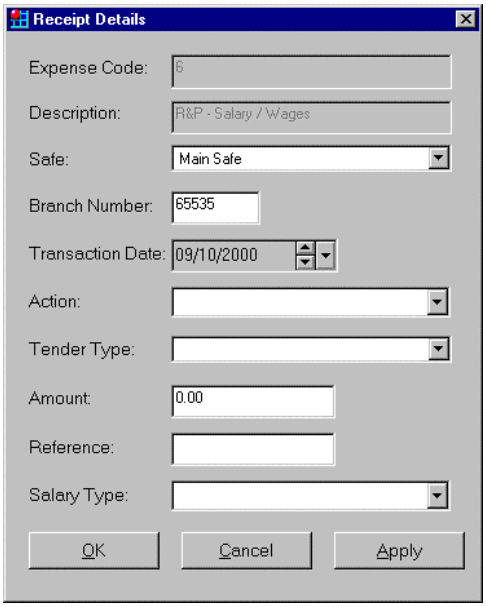
Salary/Wages

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

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

1 From the Store/Safe Balancing menu, select ROA, the Receipt dialog box is displayed (refer to *Basic Receipts and Payouts*, page 3-52).

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



3 Click the arrow to the right of the *Safe* field and select the Safe with which the declaration is associated from the drop-down list.

4 Enter the branch number to which the receipt refers in the *Branch Number* field.

5 Click the arrow to the right of the *Action* field and select one of the following options from the drop-down list:

- Select *Insert*, to insert a new receipt.
- Select *Update*, to update a current receipt.
- Select *Delete*, to delete a receipt.

6 Click the arrow to the right of the *Tender Type* field. Select the type of Tender from the drop-down list.

7 Enter the required salary in the *Amount* field.

8 Enter the reference source in the *Reference* field.

9 Click the arrow to the right of the *Salary Type* field and select the type of salary or wage from the drop-down list.

10 Click *Apply* to save the changes and keep the dialog box open,

or

Click *OK* to save the changes and return to the Receipt dialog box.

➢ **To define payout parameters for the Salary Wages template**

1 From the Store/Safe Balancing menu, select Paid Out, the Payout dialog box is displayed.

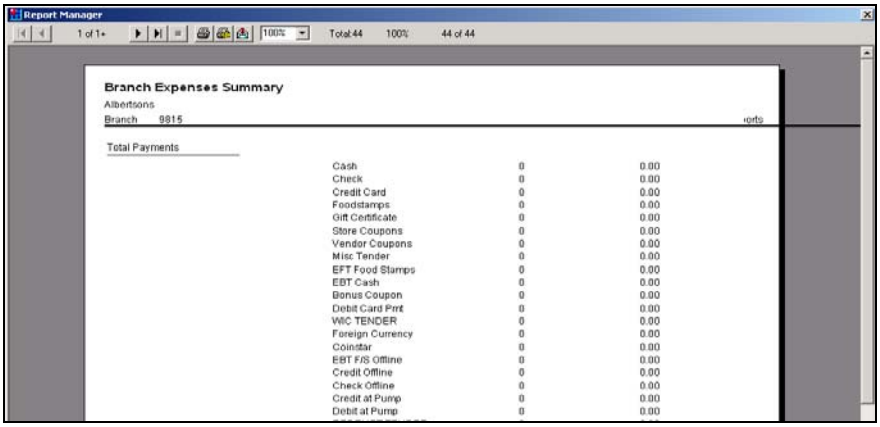
2 Select the required expense code, which uses the Salary/Wages template. The Payout Details dialog box is displayed.

3 Enter the required information in each field, as described in steps 3 through 10 of the previous procedure.

Branch Expenses Summary Report

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

Example of a Branch Expenses Summary Report:



Safe Accountability

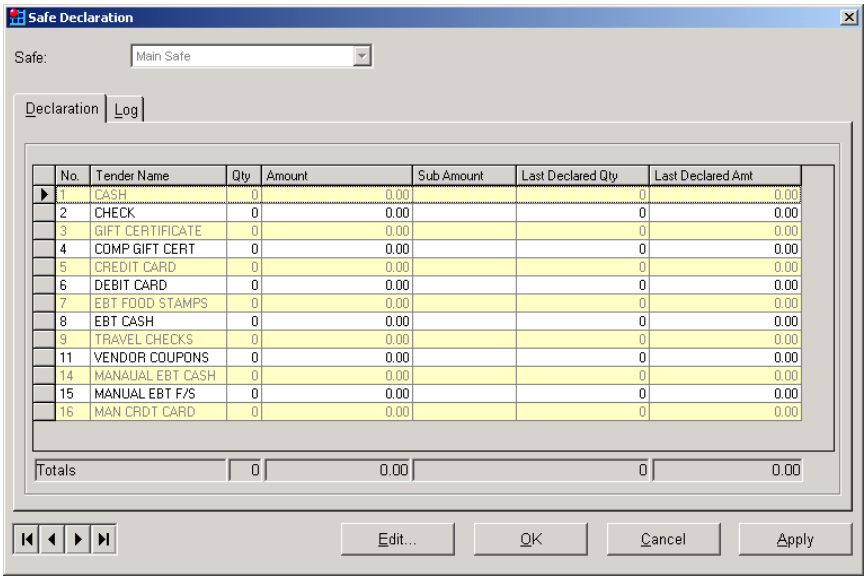
This section explains the Safe Accountability process. For a detailed description of these concepts refer to Safe Accountability, start on page 3-7.

Safe Declaration

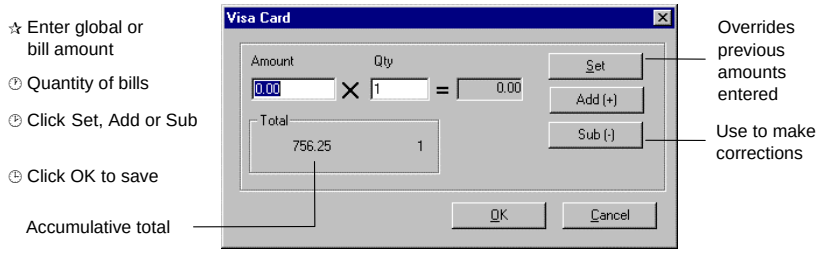
A Safe Declaration is the process of counting the Tender in the Store Safe. The report displays any discrepancies between the declared (actual) Safe Tender totals and the (expected) Safe totals in the system.

➢ **To perform a Store/Safe declaration**

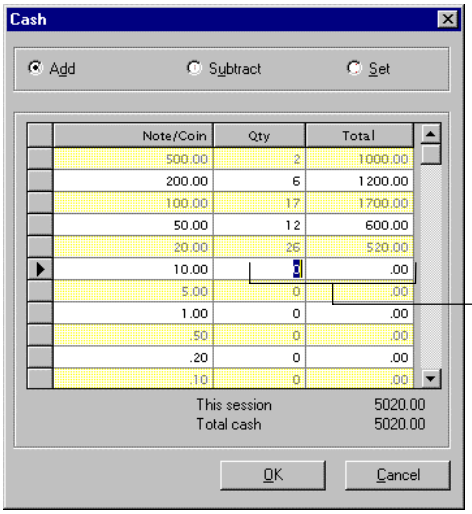
1 From the Store/Safe Balancing menu, select Safe Declaration. The Safe Declaration dialog box appears.



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.

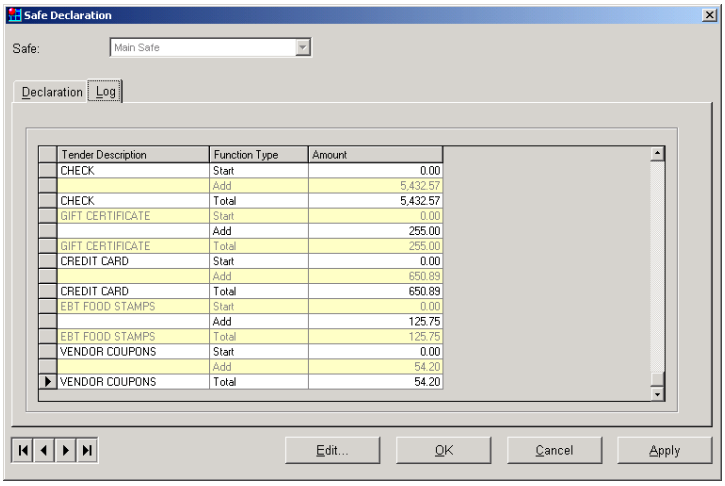


The dialog appears if you have set up cash denominations and are declaring cash.



3 Declare all Tenders as required. When finished, click *OK*.

4 Before confirming the declaration, click on the *Log* tab for details.



5 When ready to confirm the declaration, click *Apply*. The system prompts *Are you sure?*

6 Click *Yes*. (You have the option to print a report).

Store/Safe Declaration Adjustments

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

➢ **To perform declaration adjustments**

1 In Store/Safe Declarations, select and edit the required Tender.

2 Use the Add and Subtract options to make any necessary changes.

3 Click *Apply* to update the declaration totals.

4 You may choose to print a report, if required.

Safe Transfer

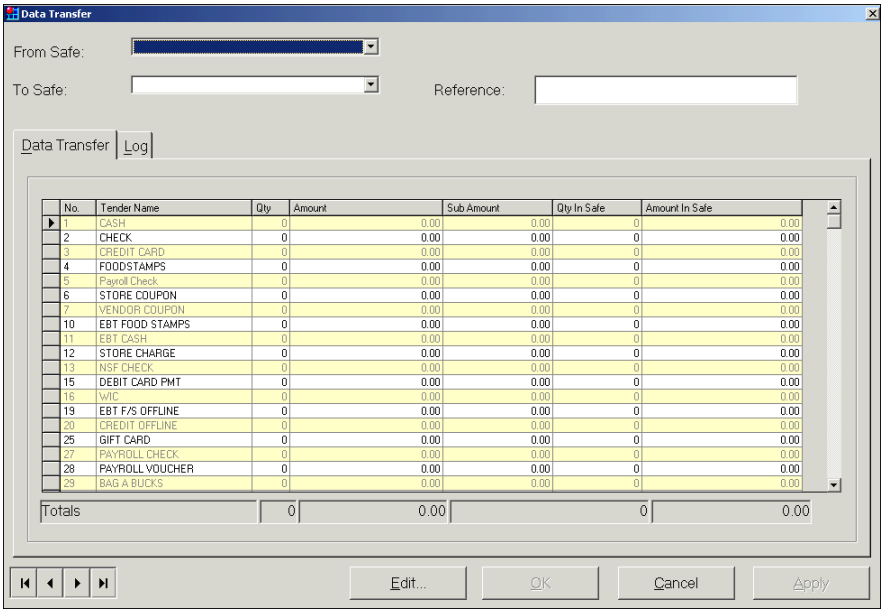
The safe transfer option enables you to transfer tender from one safe to another, if your system is configured for multiple safes. If you are operating with a single safe, the system will display "*Operating in single safe mode, option not available*", when the "*Safe Transfer*" function is selected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

Note:

The ability to support multiple safes is controlled by the system *Multi-Safe Mode* parameter (under the Store / Cash Office / Safe Parameters folder).

➢ **To perform a Safe Transfer**

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

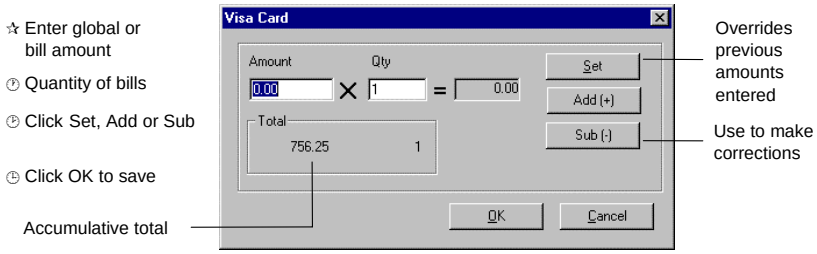


2 Click the *From Safe* transfer selection arrow and choose the safe from which the tender will be transferred.

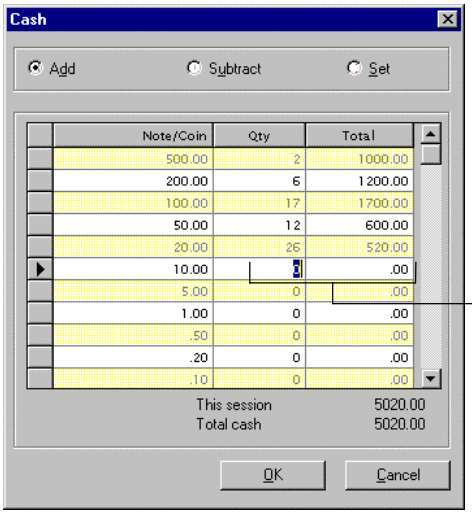
3 Click the *To Safe* transfer selection arrow and choose the safe that will receive the transfer.

4 Enter a *Reference* number for the transfer.

5 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.



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



Enter amount and press *Tab*. Total automatically displays

6 Enter the transfer amount for the tender. When finished, click OK. The quantity and amount totals are recalculated.

7 Repeat steps 5 and 6 for each tender to include in the transfer.

8 When ready to confirm the transfer, click *OK*. The system prompts *Are you sure?*

9 Click *Yes*. (You have the option to print a report).

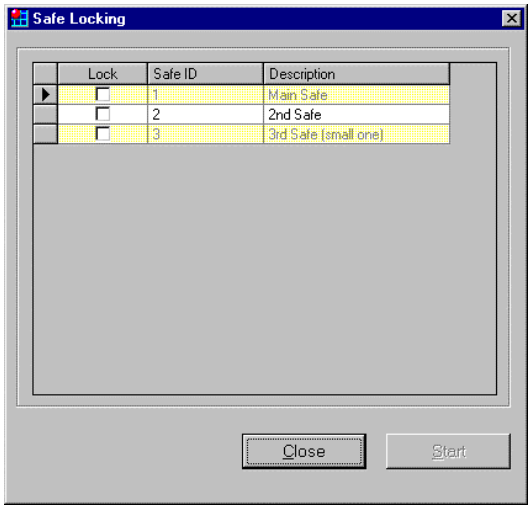
Safe Locking

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

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

➢ **To perform safe locking**

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



2 Mark the checkboxes of the Safes that you want to lock.

3 Click *Start* to lock the Safes. A confirmation message appears.

4 Click *OK* to lock the Safes. Reports are automatically printed.

5 Click *Close* to close the Safe Locking dialog box.

Store/Safe Report

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

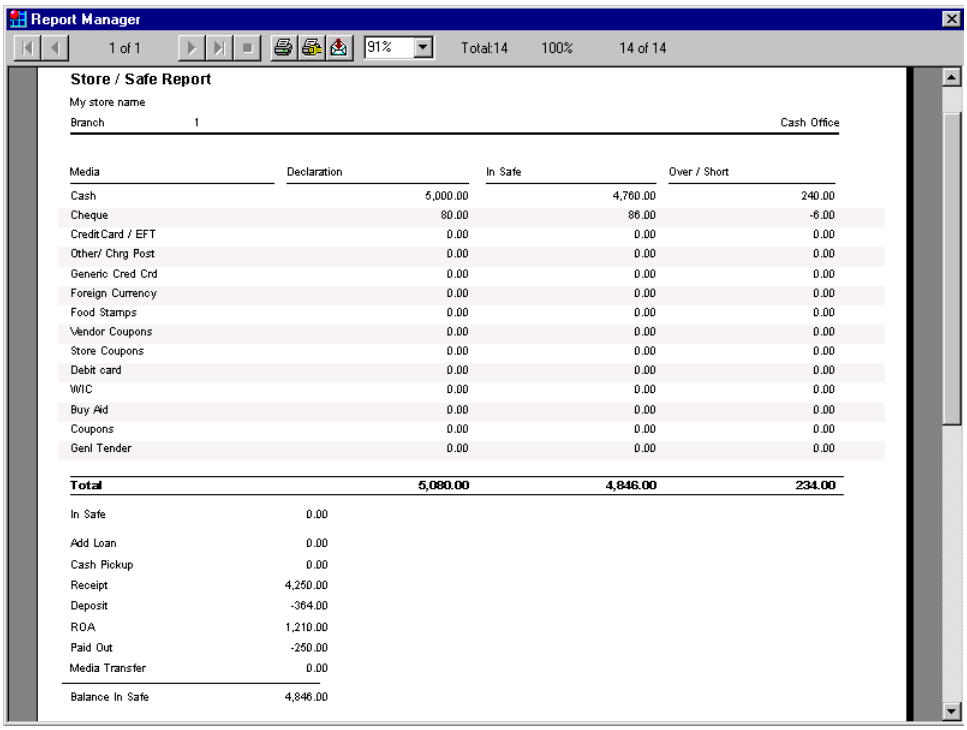
A summary also shows totals for:

- Add Loans
- Cash Pickups
- Receipts
- Deposits
- ROAs
- Paid Outs
- Media Transfers
- Balance in Safe

➢ **To print the Store/Safe Report**

1 From the Store/Safe Balancing menu, select Store/Safe Report. The report preview appears.

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



Office Cash Balance Report

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

The report produced displays information on the following areas:

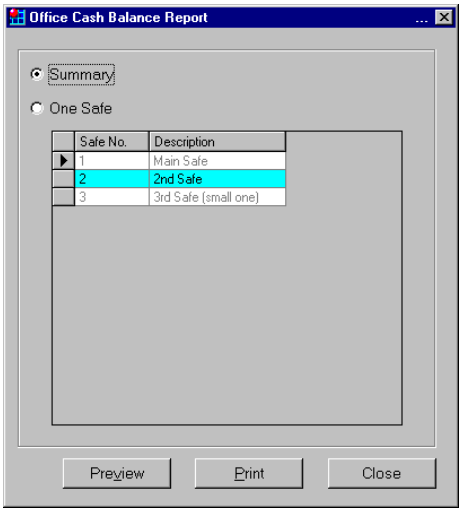
- **In**
- **Declarations** are made from the Cashier to the Safe using the *Direct to Safe Declaration* option. The actual amount of Tender that is in the cash drawer when the Tender is counted.
- **Picked Up** is the action of removing Tender from the PoS terminal drawer and placing it in the Safe.
- **Receipts** are Tender received from the Bank, which are then deposited in the Store's Safe.
- **ROA** applies to all Tender receipts, other than direct sales, for which the Store received money.
- **To Be Banked** is the Tender that will be taken from the Store's Safe and deposited in the Bank.
- **Out**
- **Add Loans** are Tender transferred from the Safe to the PoS terminal cash drawer, providing the cashier with a Tender (cash, coupons etc.) exchange.
- **Deposits** are Tender that is taken from the Store Safe and deposited in the bank.
- **Paid-Out** is Tender that that is withdrawn from the Store's Safe to pay suppliers for goods or services.
- **Safe Declaration** is the actual amount of Tender that is Declared as found in the Safe when the Tender is physically counted.

➢ **To print this report**

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

Note:

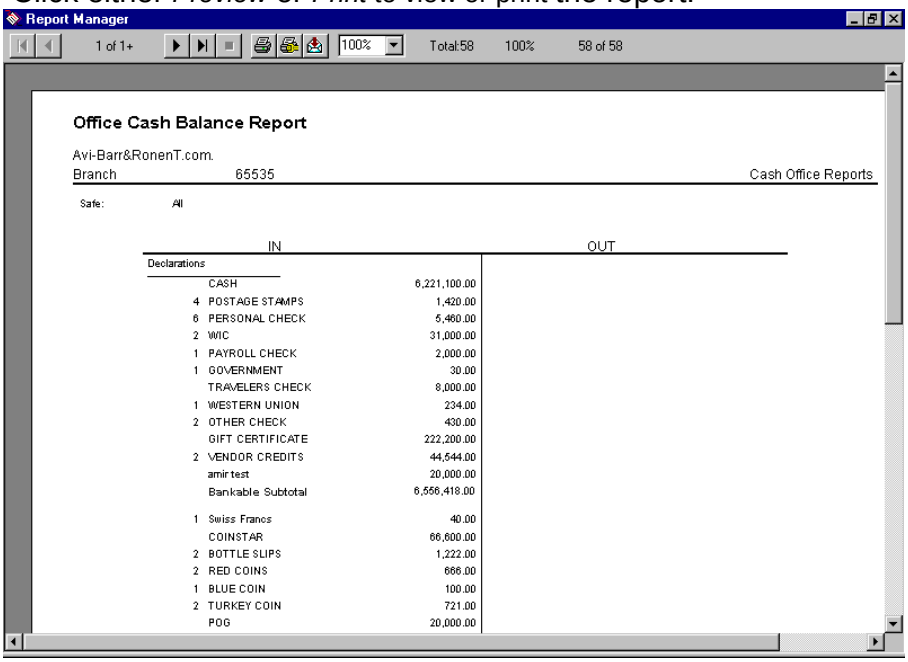
If the system is configured for only one safe, the Office Cash Balance Report will automatically display.



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.



Safe Audit Report

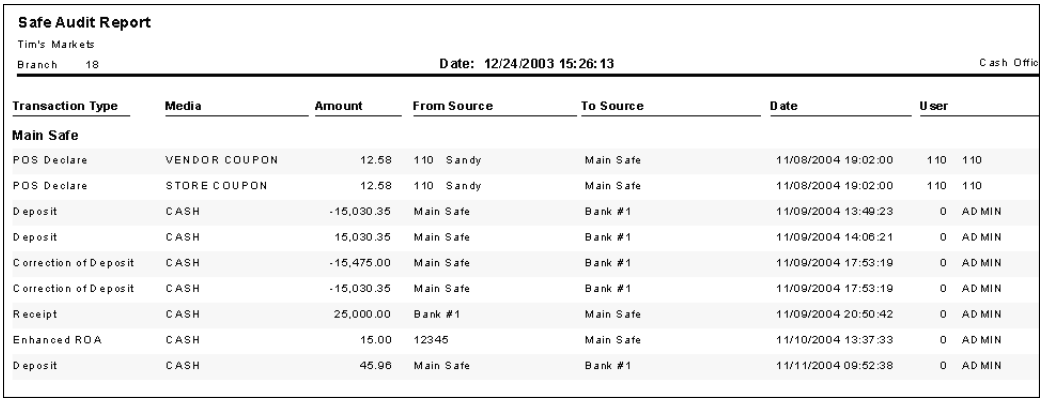
The Safe Audit Report displays the following safe activity for the current trading date:

- Declarations
- Deposits
- Receipts
- ROAs
- Paid Outs
- Corrections

➢ **To generate a Safe Audit Report**

1 From the Store/Safe Balancing menu, 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

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 the Store/Safe Balancing menu, 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.

Custom Weekly Accounting

ISS45'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 ISS45 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 ISS45 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 3-85). These changes will appear in the Override Finalized Transaction Audit Report.

Like other ISS45 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*** in Chapter 5 for more information.

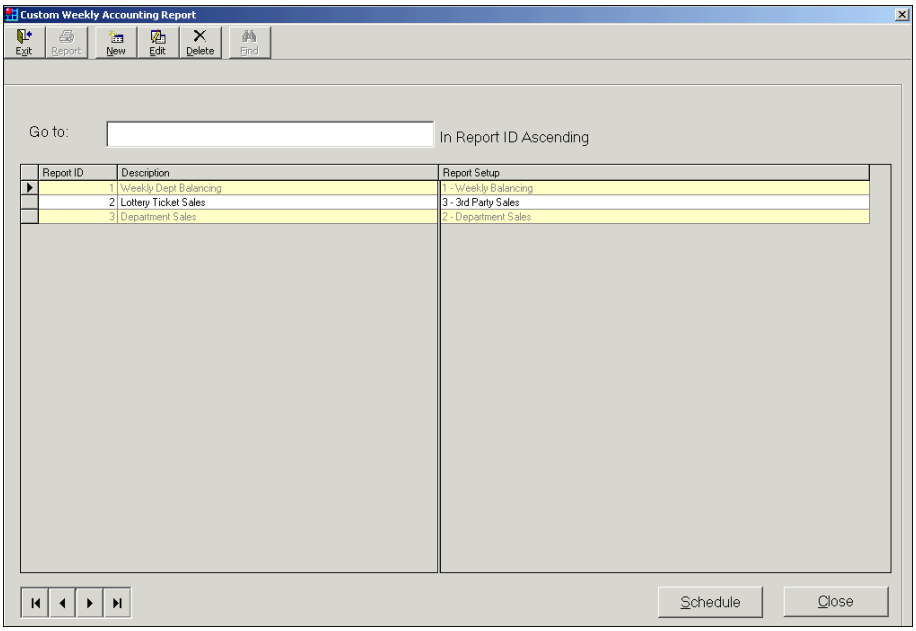
CWA Cash Office Applications Overview

With the Weekly Accounting Reports established, use the Cash Office folder's Custom Weekly Accounting applications to:

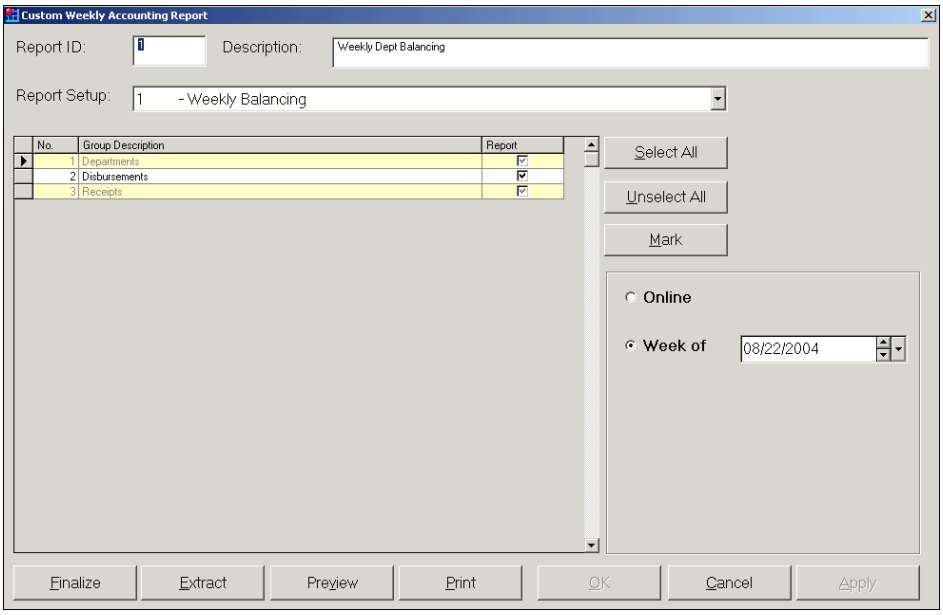
- Complete the report setup (prior to generation) by selecting which (field) groups to include and the week start date to use.
- Extract, preview or print a Custom Weekly Accounting Report
- Perform manual transaction entries
- Generate the Weekly Accounting Audit Report
- Override Finalized Transactions or the Finalized Transactions Report

Custom Weekly Accounting Reporting

Custom Weekly Accounting Reports is the first selection under the Custom Weekly Accounting folder. The Custom Weekly Accounting Reports screen displays all previously configured report generation schemas.



Similar to the ISS45 PLU Sales Report screen, here you can edit, remove, and add new report configurations. To view an existing report configuration, highlight the report and click the **Edit** button.



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.

Button	Description
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).

Button	Description
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 and return to the Main Menu.
Apply	Click this button to save changes to the report setup.

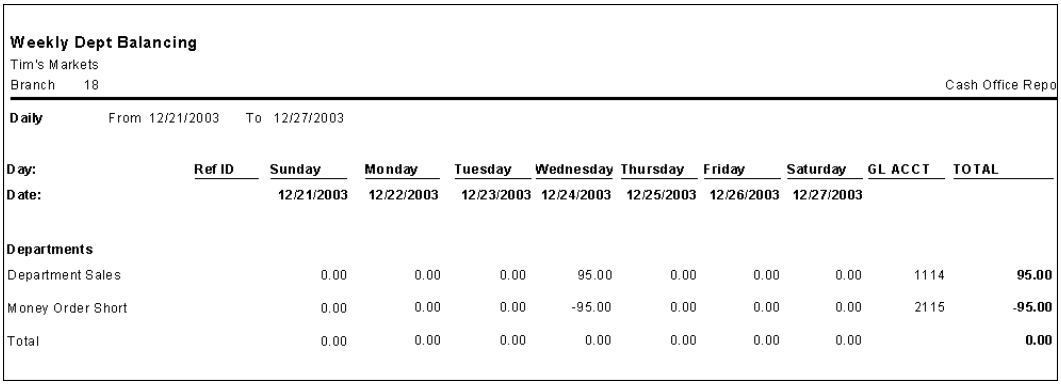
➢ **To add, configure and generate a Custom Weekly Accounting Report:**

1. From the Custom Weekly Accounting menu, select Custom Weekly Accounting Reports. The Custom Weekly Accounting Report Screen is displayed.
2. Click the **New** button.
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 the **Apply** button.
9. Select the desired report generation button: Extract, Preview or Print.

10 The report is generated.

Note:

If your system parameter **Finalizing Option for the Custom Weekly Accounting Reports** is set to "Manual", you may wish to 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

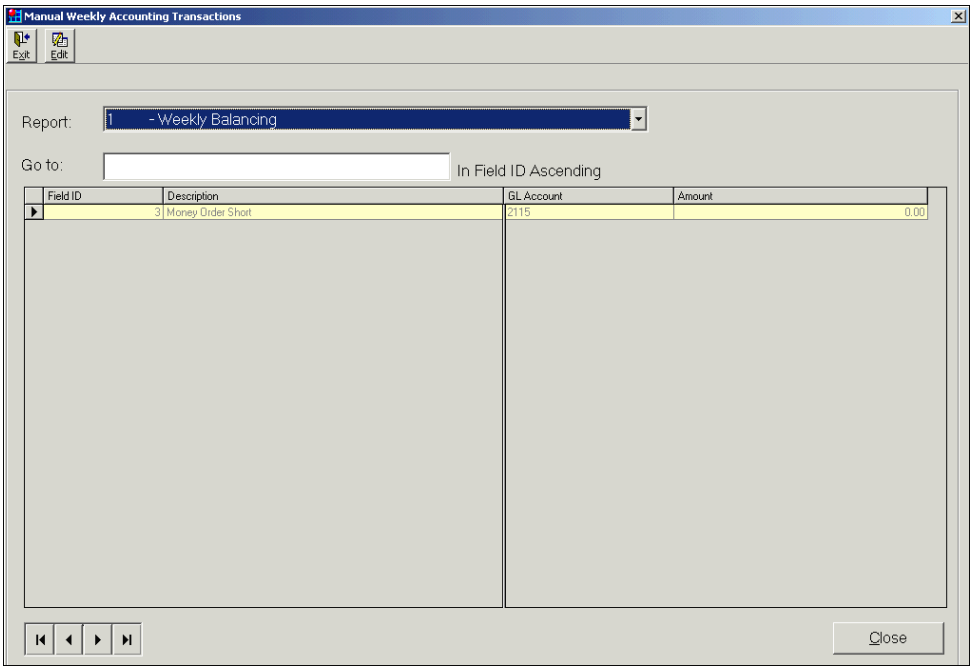
Daily From 12/21/2003 To 12/27/2003

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**

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.

Manual Custom Accounting Transactions

Manual Custom Accounting Transactions is the second selection under the Custom Weekly Accounting folder. 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.



The screen contains the following fields:

Field	Description
Report	Click the field selection arrow and choose the report containing the manual entry you wish to make (or adjust).
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

Field	Description
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:**

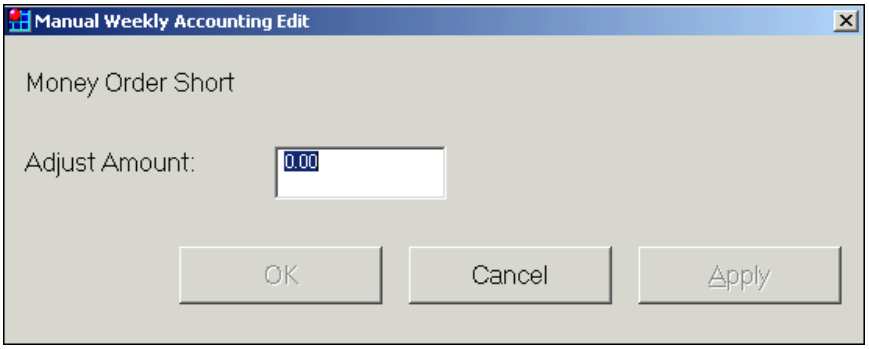
1 From the Custom Weekly Accounting menu, select Manual Custom Accounting Transactions. The Manual Weekly Accounting Transactions Screen is displayed.

2 Click the Report field's selection arrow and choose the report containing the field you wish to adjust.

3 The manual entry fields are loaded within the grid.

4 Highlight the field you wish to adjust and click the **Edit** button.

5 The Manual Weekly Accounting Edit field displays.



6 Enter the amount of the adjustment and click **OK**.

7 Repeat steps 2 and 3 for each field you wish to adjust.

8 When finished, click the **Close** button.

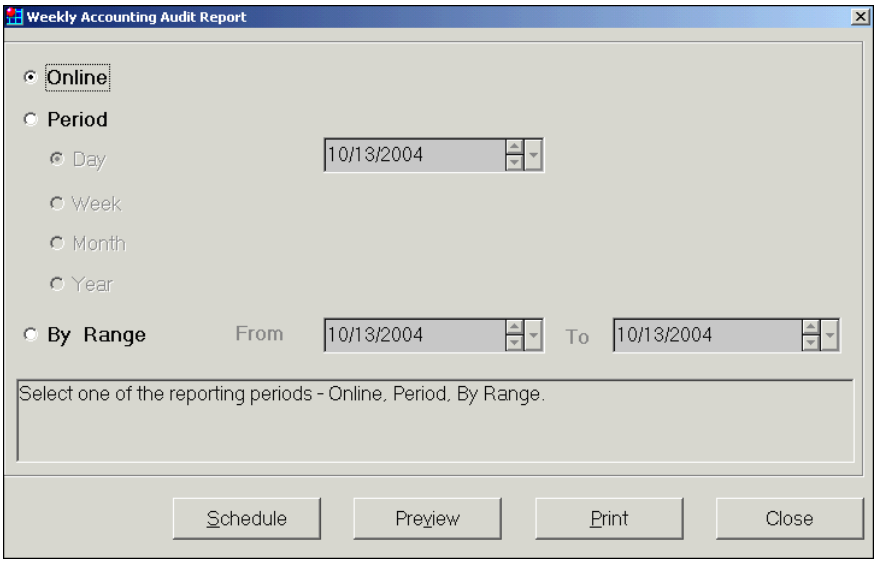
Manual Custom Accounting Transaction Audit Report

Manual Custom Accounting Transaction Audit Report is the third selection under the Custom Weekly Accounting folder. The Manual Custom Accounting Transaction 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 the Custom Weekly Accounting menu, select Manual Custom Weekly Accounting Transactions Audit Report. The Weekly Accounting Audit Report Screen is displayed.

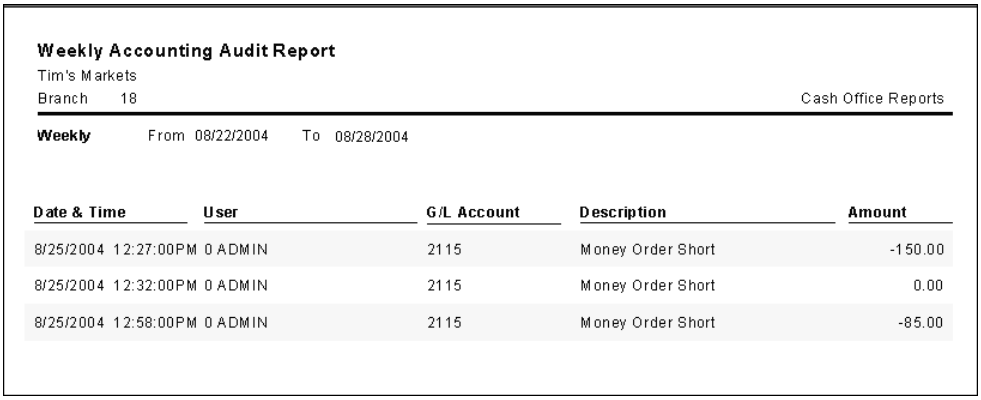
2 Click the radio button associated with the desired reporting period: Online (for the current working date), Period (specific date, week, month or year).



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.

The report is generated.



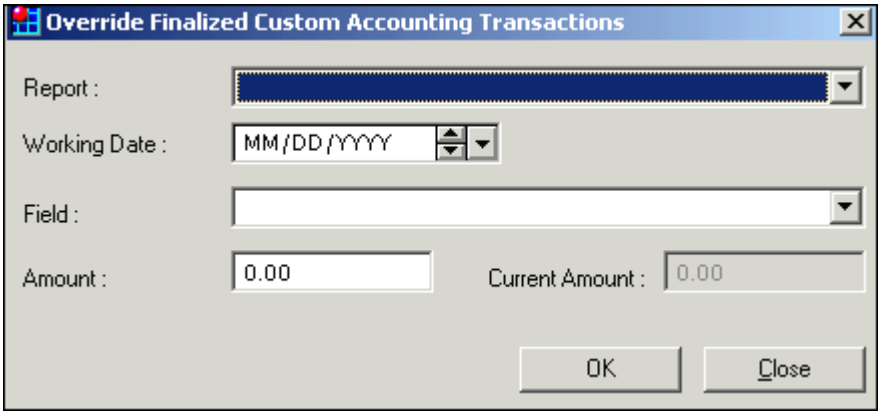
Weekly Accounting Audit Report
Tim's Markets
Branch 18 Cash Office Reports

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

Overriding Finalized Accounting Transactions

Overriding Finalized Accounting Transactions is the fourth selection under the Custom Weekly Accounting folder. Finalized Accounting Transactions that have been written to the CWA Staging Table can be overridden at a later date if they are found to be incorrect.



The screen contains the following fields:

Field	Description
Report	Click the field selection arrow and select a report that contains the finalized field you wish to correct.

Field	Description
Working Date	Select or enter the working date you wish 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 the Custom Weekly Accounting menu, 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 the **OK** button.

   The override is completed and the Total Type fields are recalculated for the report's working date.

Override Finalized Accounting Transaction Report

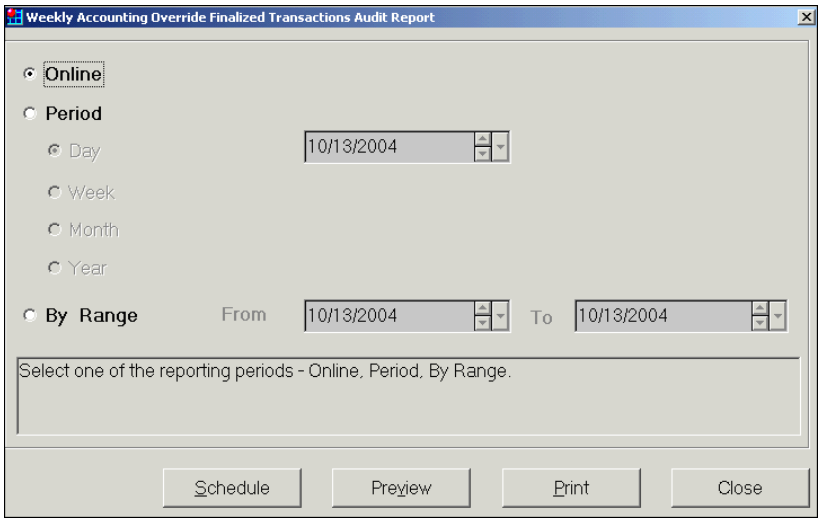
The Override Finalized Accounting Transaction Report is the fifth selection under the Custom Weekly Accounting folder. The report details transaction overrides for the period specified in the report.

Similar to other ISS45 Reports, specify the time period 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 the Custom Weekly Accounting menu, select Override Finalized Transactions Audit Report. The Weekly Accounting Override Finalized Transactions Audit Report Screen is displayed.

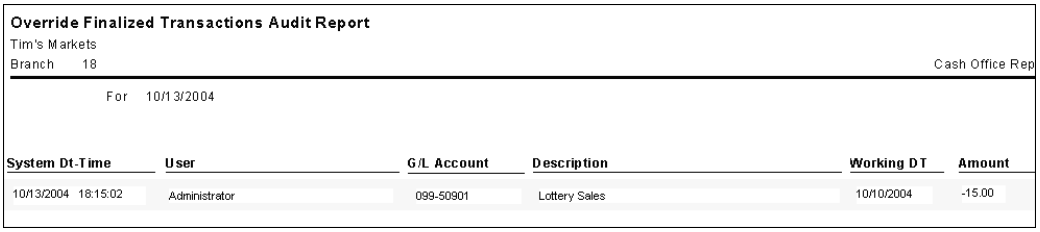
2 Click the radio button associated with the desired reporting period: Online (for the current working date), Period (specific date, week, month or year).



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.

The report is generated.



Override Finalized Transactions Audit Report
Tim's Markets
Branch 18 Cash Office Rep
For 10/13/2004

System Dt-Time	User	G/L Account	Description	Working DT	Amount
10/13/2004 18:15:02	Administrator	099-50901	Lottery Sales	10/10/2004	-15.00

4

Cashier Utilities

Options in Cashier Utilities provide access to cashier maintenance, remote logoff, cashier/POS monitoring, POS messages (mail) and resetting cashier passwords.

In this chapter:

Cashier Maintenance, page 4-3

Remote/Force Log off, page 4-8

Cashier Monitoring, page 4-4-11

POS Monitoring, page 4-10

Resetting a Cashier Password, page 4-13

Cashier Maintenance

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

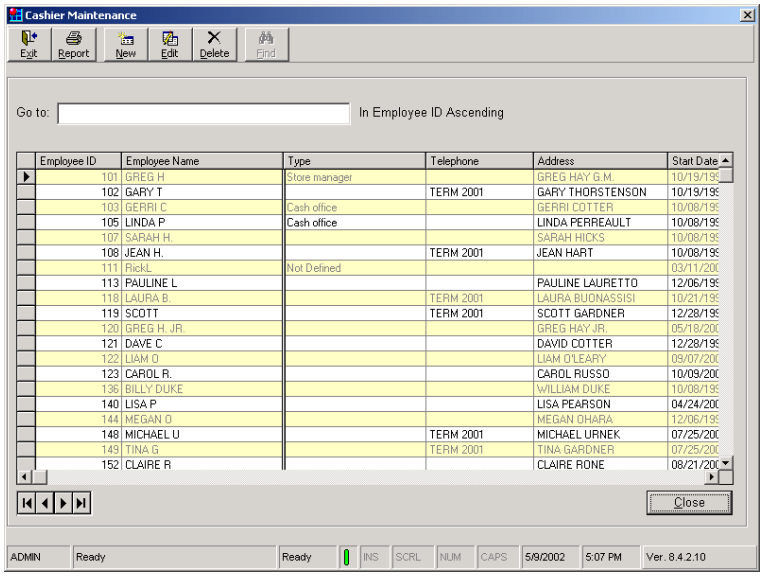
When first added, all cashiers are automatically assigned the password of four zeroes (0000). Cashiers can optionally change their password during signoff at the PoS terminal, if you set up your system to allow this.

Adding a New Cashier

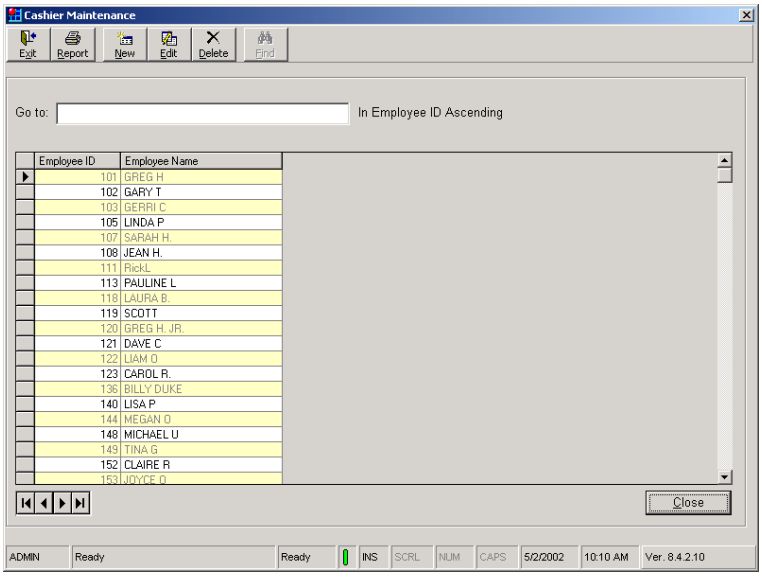
Use this option to add, edit or delete a cashier .

➢ **To add a new cashier**

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



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

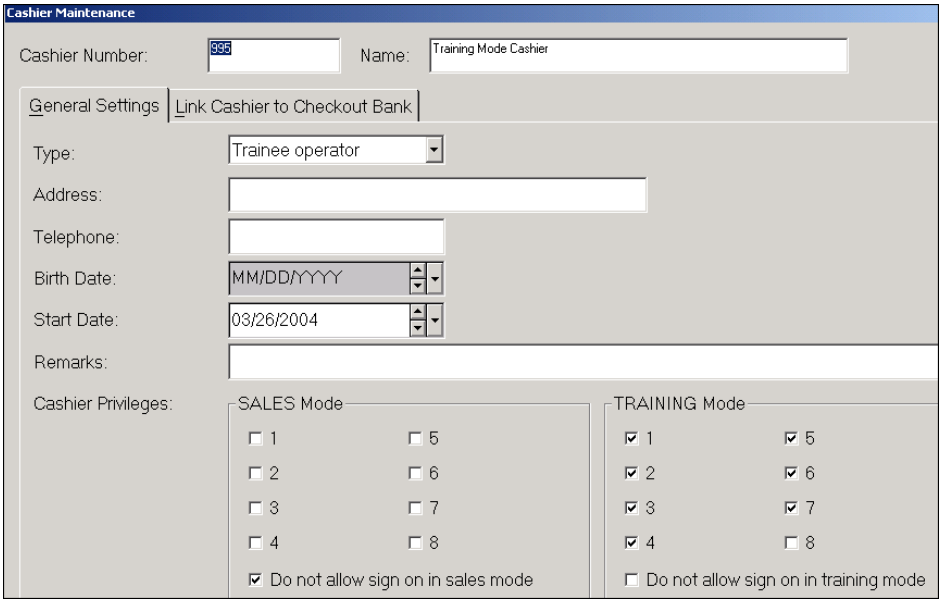


Note:

The option to display only the first two fields in the Cashier Maintenance screen is controlled by the General System Parameter, *Cashier Maintenance Screen to Exclude Personal Information* (located in the \ Store\ Front Office\ Cashier folder). Refer to the Chapter 3, *Front Office Parameters*, in the *System Administration Reference* guide for details.

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

General Settings Tab



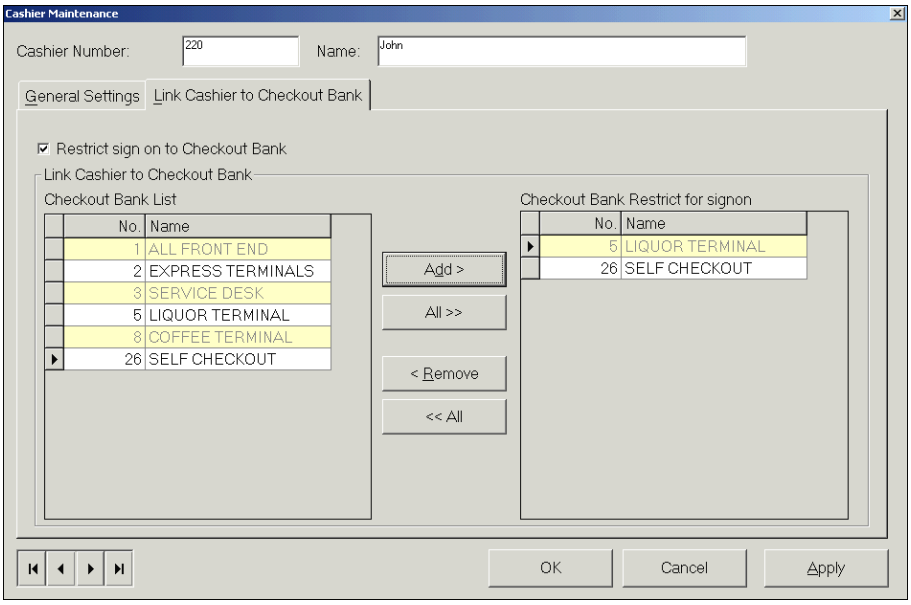
Field	Description
Type	Cashier's role. (The selections from the dropdown menu may be hard-coded in your local software). (This may not be available in your application).
Address	Cashier's address.
Telephone	Cashier's telephone number.
Birth Date	Cashier's date of birth.
Start Date	Date of employment.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

Field	Description
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 is this flag to prohibit this cashier to sign 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 is this flag to prohibit this cashier to sign on in training mode. **Note:** This option eliminates the possibility of a live cashier number signing on in Training Mode

Note:

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

Link Cashiers 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 Signon* list on the right of the dialog box. For example, in the above dialog box, the cashier may not sell liquor.

Note:

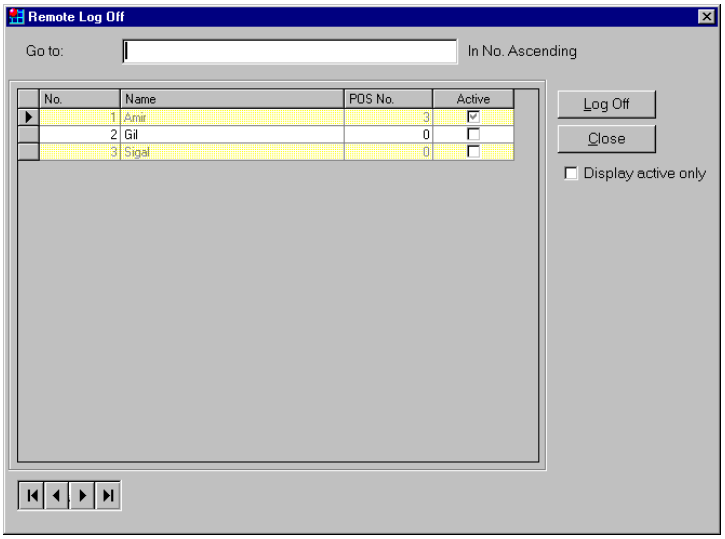
The *Restrict sign on to Checkout Bank* checkbox must be selected in order for checkout banks to be selected.

Remote/Force Log Off

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

➢ **To force a logoff**

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



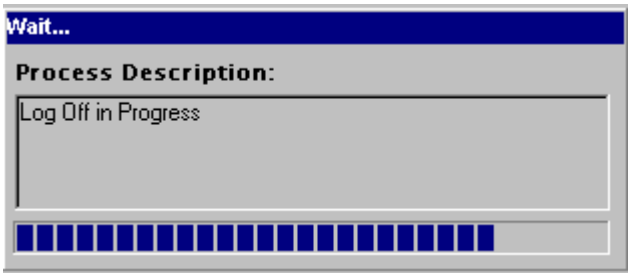
The Remote Log Off window lists the names of the cashiers, their PoS terminals and whether they are currently working on the PoS terminal.

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

Note:

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

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



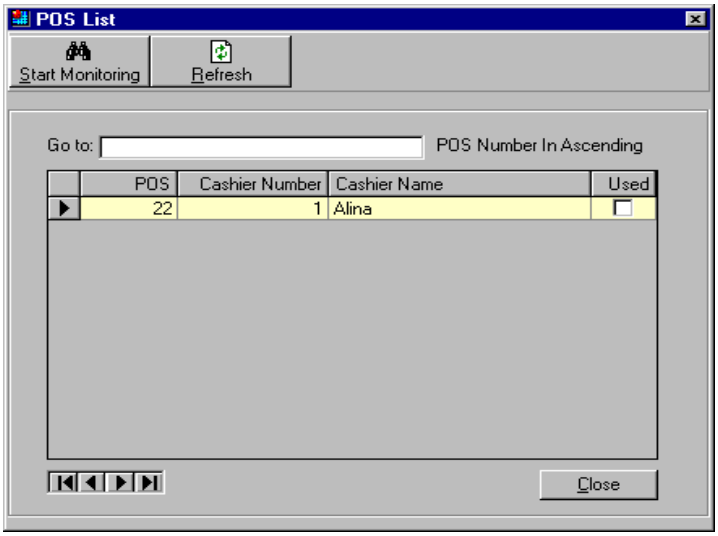
The cashier is logged off.

POS Monitoring

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

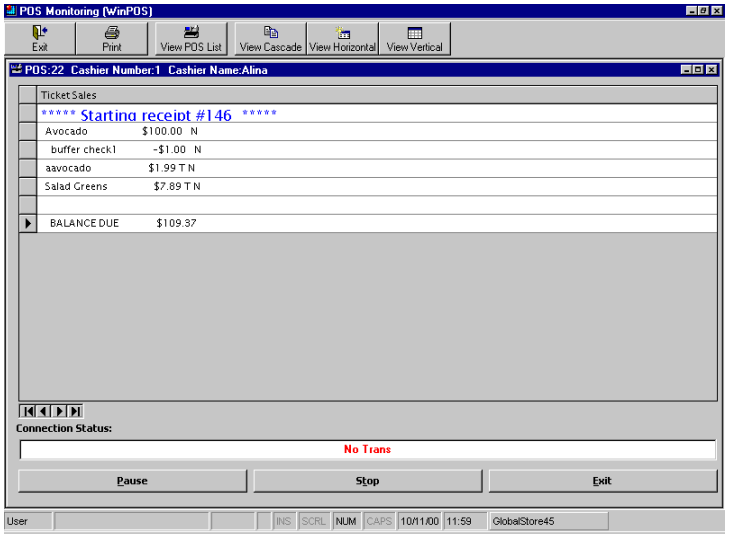
➢ **To monitor cashiers at the PoS terminal**

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



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

3 The PoS Monitoring screen appears.



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

Available options:

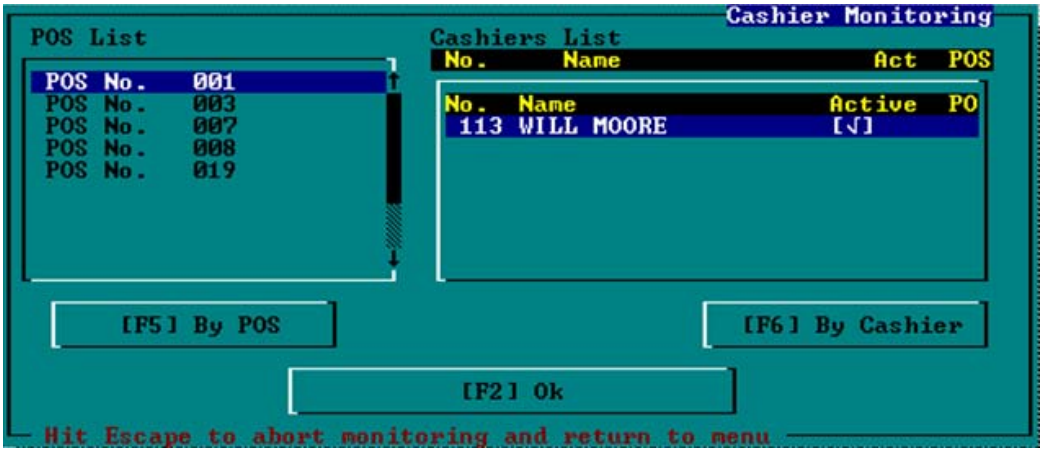
- Pause
- Stop
- Exit

Cashier Monitoring

Use Cashier Monitoring to examine the transactions currently being performed by the cashier.

➢ **To monitor cashiers**

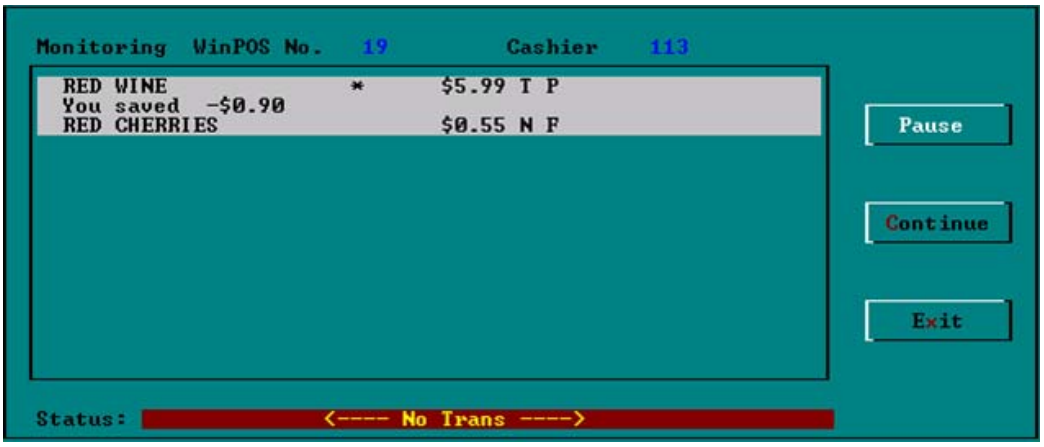
1 Select Cashier Monitoring from the Cashier Maintenance menu. The Cashier Monitoring screen displays. The left window shows the list of the active POS terminals. The right window lists the active cashiers.



2 Press **F6** to move to the Cashier List.

3 Use the Arrow Keys to highlight the desired cashier.

4 Press **F2**. All transactions made by the cashier display as they occur. (The display can be paused if desired).



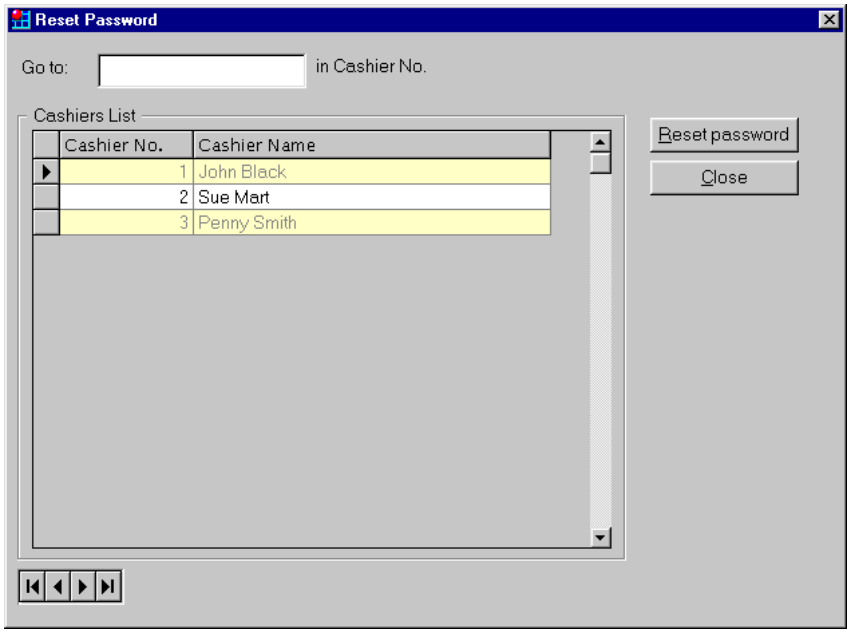
5 Press **ESC** to quit the POS terminal display and return to the Cashier Maintenance menu.

Resetting a Cashier Password

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

➢ **To reset a cashier password**

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



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

5

Database Management

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

In this chapter:

Setting up Department Databases, page 5-3

Setting up Financial Databases, page 5-14

POST Controls, page 5-90

Card Maintenance, page 5-108

Bad Accounts, page 5-121

ECCA Accounts, page 5-125

EAN 99 Coupons, page 5-141

Barcode, page 5-144

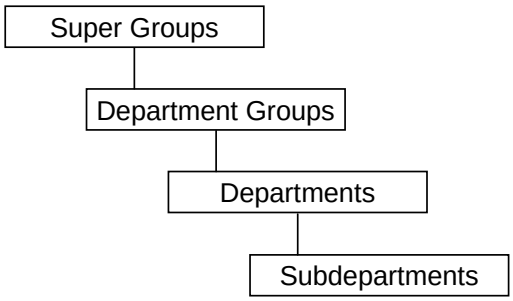
Message Center, page 5-163

Customer Survey, page 5-172

Setting up Department Databases

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

- Departments
- Sub-Departments
- Department Groups (for informative, reporting purposes)
- Super Groups
- Hierarchy Levels (if using Retalix Loyalty)



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

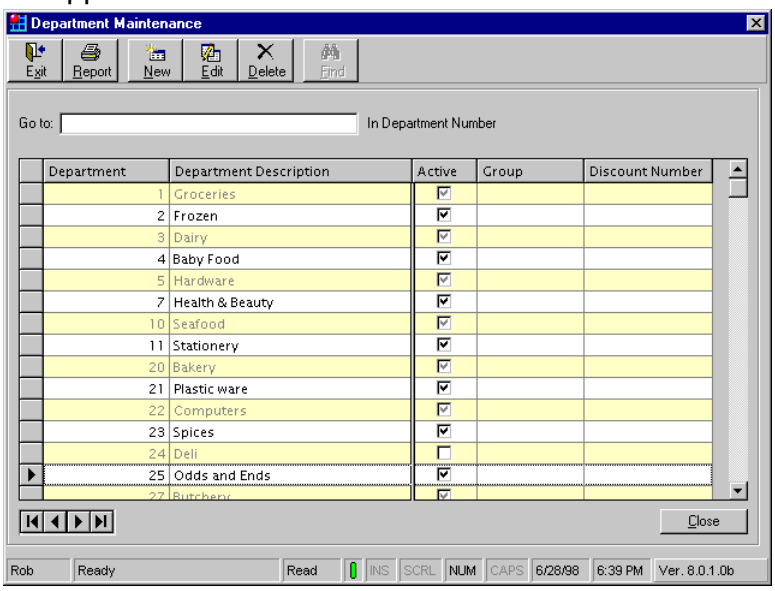
All four of the department database types are described in this chapter. Refer to the relevant sections in this Guide.

Departments

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

➢ **To set up a department:**

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



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

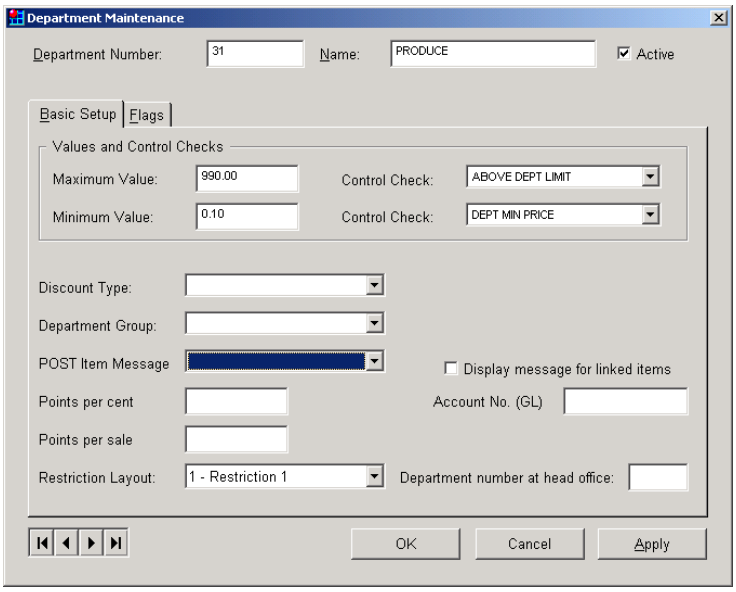
3 Enter the appropriate department number (up to 4 digits) and name.

4 To activate the department, select Active.

5 Enter all options or set parameters as required. These are explained in the sections that follow.

6 Click OK or Apply to save.

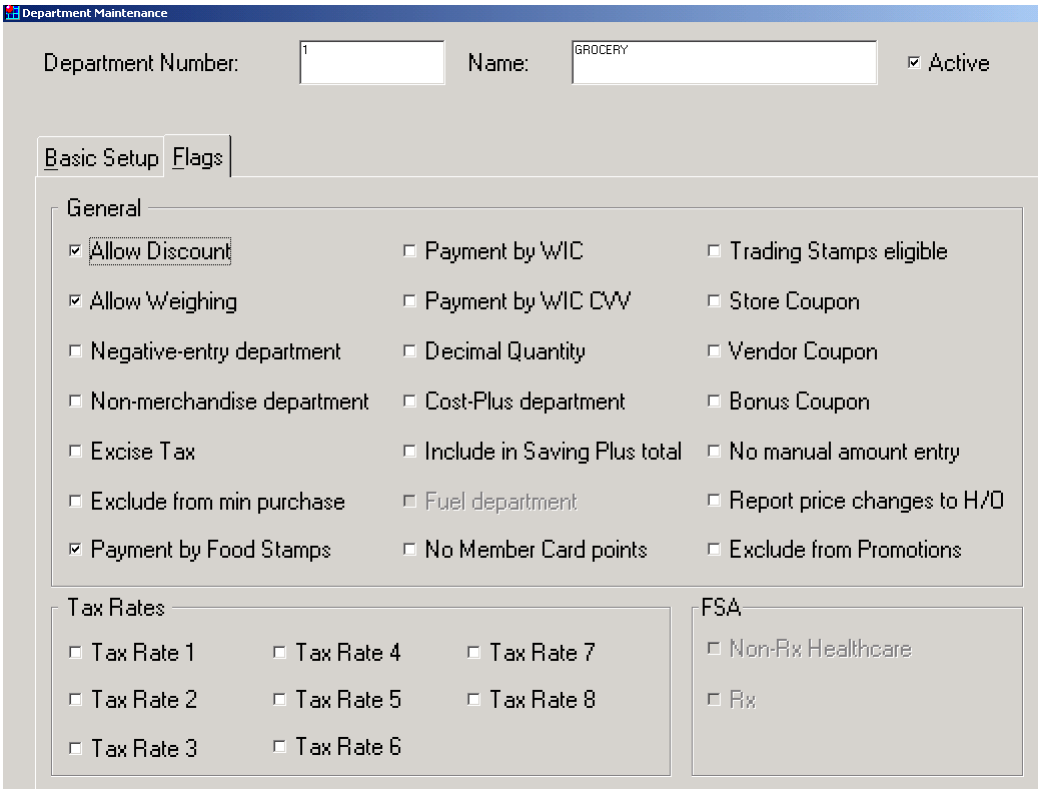
Basic Setup Tab



Field	Description
Maximum Value	Maximum value allowed for this department (up to 8 digits). Do not type in the decimal point. This value is relevant for sales made using the *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 8 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.

Field	Description
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 *Office User 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 5 points for every item purchase in the deli department.
Display Message for Linked Items	Select this parameter, if the “POST Item Message” is to display whenever an item from this department is scanned.
Account No. (GL)	Reserved for future use.
Restriction Layout Number	Restriction layouts are used to prevent (or allow) the sale of items from departments to specific days or times only.
Department Number at Head Office	For information purposes. (Optional)

Flags Tab



Field	Description
Allow Discount	If selected, system enables discounts for all items in this department, if the Discount Prohibited parameter in the PLU item record is not checked.
Allow Weighing	Weighing is allowed for items sold by this department (using the *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.

Field	Description
Non-merchandise Department	Items sold by this department (using the *Dept* key at the PoS terminal) do not belong to regular item-sales departments. **Note:** Non-merchandise items can be assigned to regular (merchandise) departments.
Excise Tax	Select if excise tax is applicable.
Exclude from min Purchase	Select this check box if you want to exclude the minimum purchase from the Department Sale.
Payment by Food Stamps	Items sold by this department (using the *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.

Field	Description
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 in order to enable the **Payment by WIC CVV** flag (and visa 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 if you want to enable the Cost Plus feature for sale by department. Cashiers are able to 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.

Field	Description
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 if you want to prohibit manual key entry into this department.
Report price changes to H/O	Reserved for future use.
Tax Rates: 1 to 8	Enables you to assign up to eight tax rates to items in this department. Tax rates must be defined in the Taxation Rates option, see *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.

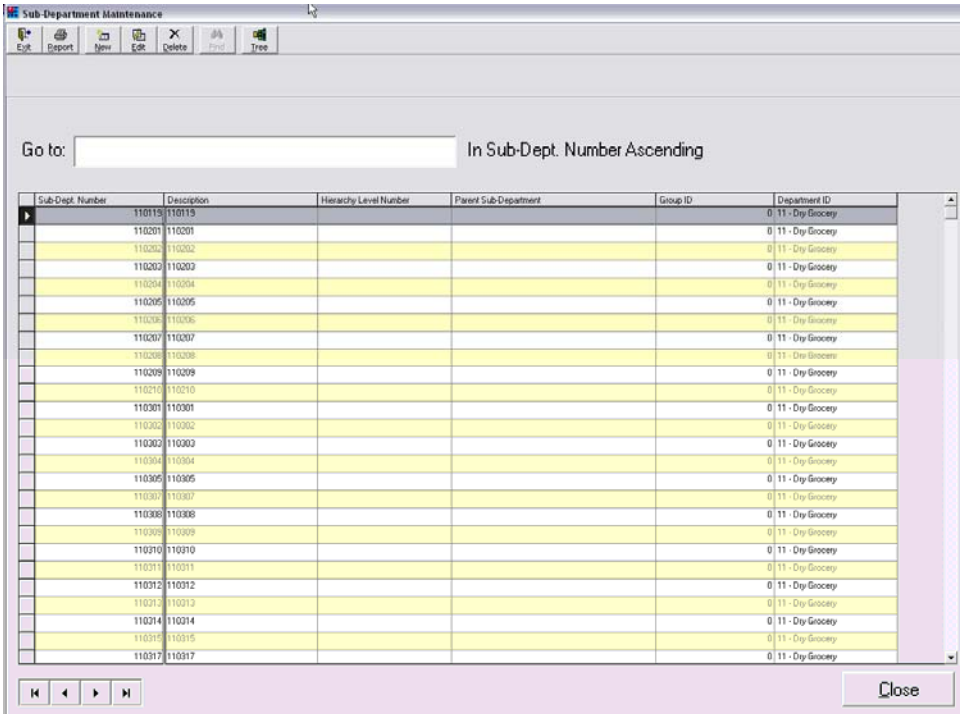
Sub-Departments

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

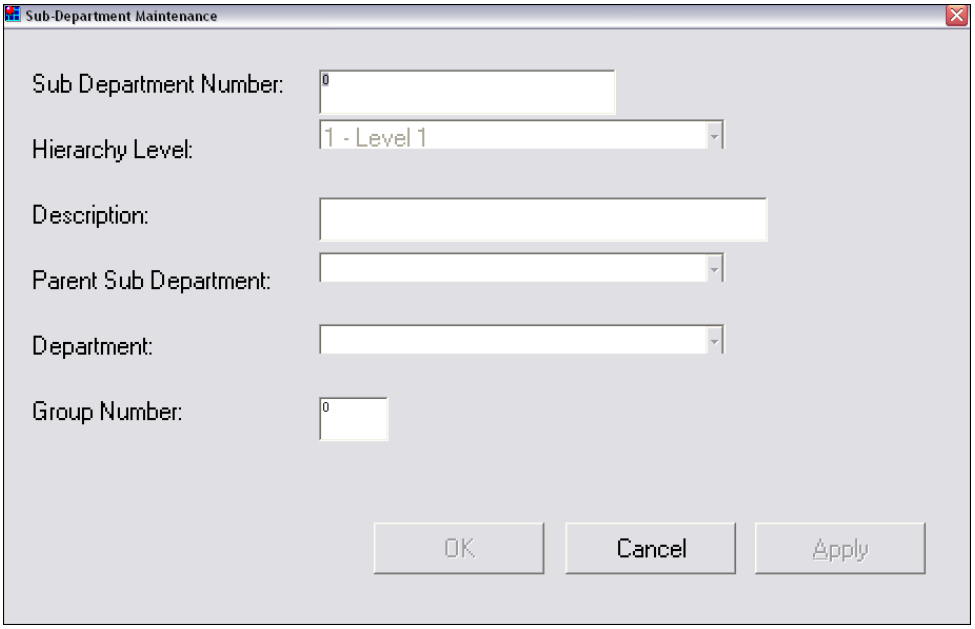
The Sub-Department Maintenance screen lists all the sub-departments defined in the system, showing the following information for each record:

➢ **To add a new sub-department**

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



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



3 Enter the new sub-department number and description.

4 If using Retalix Loyalty, 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 on page **Error! Bookmark not defined.**).

5 Enter a description for the sub-department.

6 If using Retalix Loyalty, 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 on page **Error! Bookmark not defined.**).

Note:

For Hierarchy Level of 1, a Parent Sub Department cannot be selected (since it 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) sub-department reporting purposes.

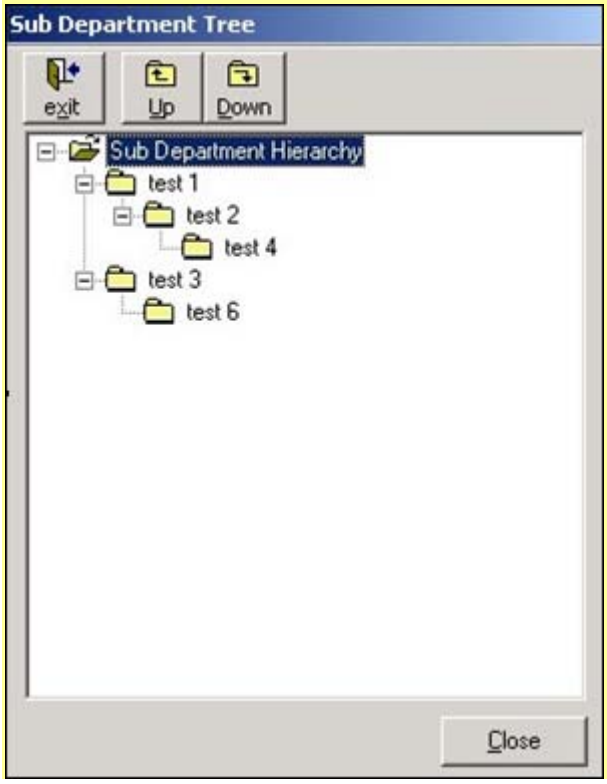
9 Click OK or Apply to save.

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, press the Tree icon from the Sub-Department Maintenance Srceen. The tree can be expanded and contracted by using the **Up** and **Down** buttons.



Department Groups

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

➢ **To add a new Department Group**

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

Super Groups

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

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

➢ **To add a super group**

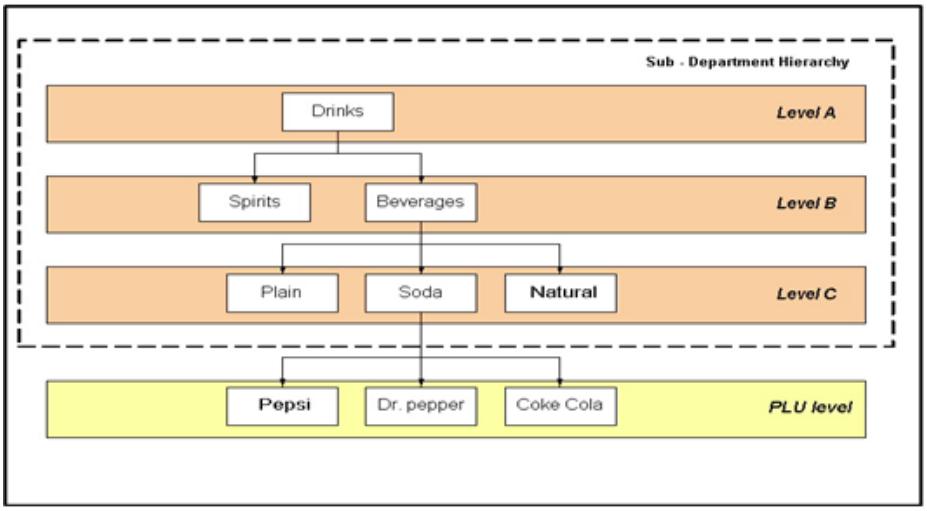
1. From the Database Management menu, select Department Setup and then Super Groups. The Super Groups Maintenance list appears.
2. On the toolbar, select New.
   The Super Group Maintenance dialog box appears.
3. Enter the required super group number and the description.
4. If required, specify the super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

Hierarchy Level Maintenance

For sites with Retalix Loyalty, Hierarchy Level Maintenance is used to establish a sub-department hierarchy in order to set sub-

departments as attachment 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 (sprits and beverages) or Hierarchy 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.



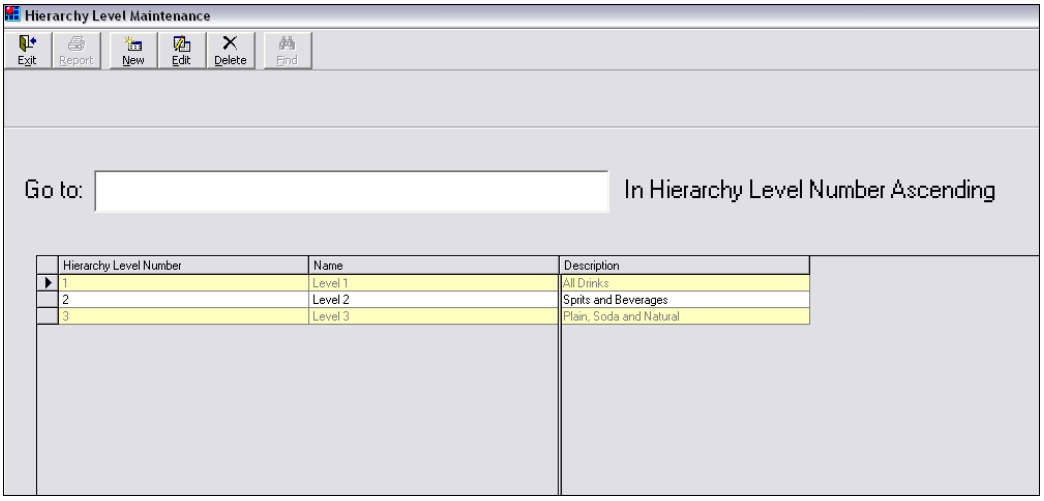
Note:

At the PLU Level, Retalix Loyalty Promotions linked to the item will appear on the Promotions Tab in PLU Maintenance.

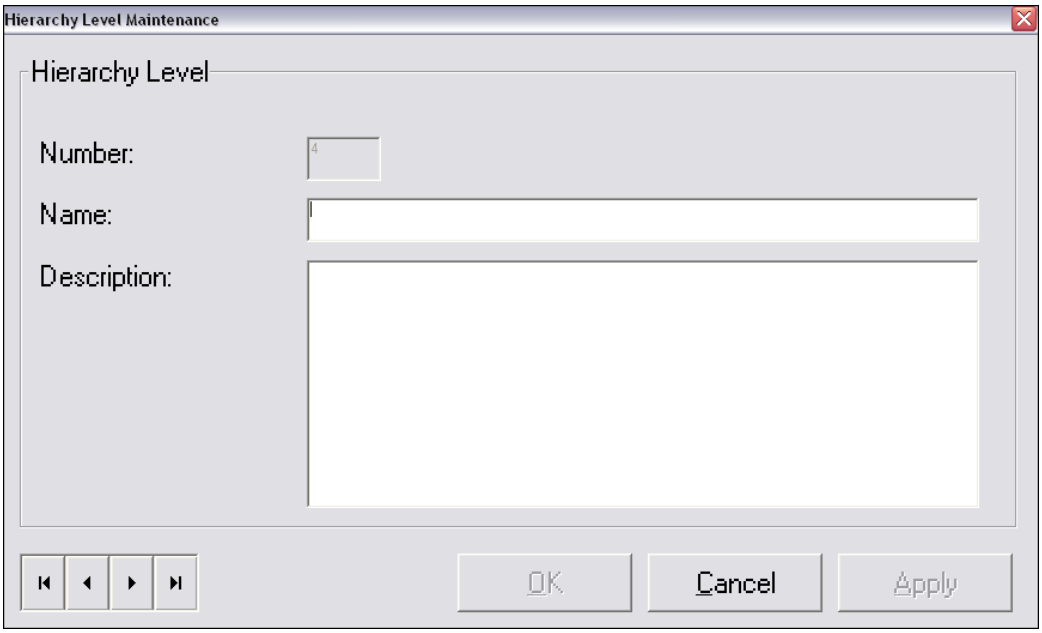
Once established here, Hierarchy Levels are attached to sub-departments in Subdepartment Maintenance (see page 5-11) where their "parent Sub Department" is identified.

➢ **To add a hierarchy level**

1 From the Database Management menu, select Department Setup and then Hierarchy Level Maintenance. The Hierarchy Level Maintenance Screen appears.



2 On the toolbar, select New.
The Hierarchy Level Maintenance dialog box appears (with the next available level number assigned).



3 Enter a Name and Description of the Level.

4 Click OK or Apply to save.

Setting up Financial Databases

Monetary-related databases are established using applications found within Database Management's Financial folder. Among the applications found here are:

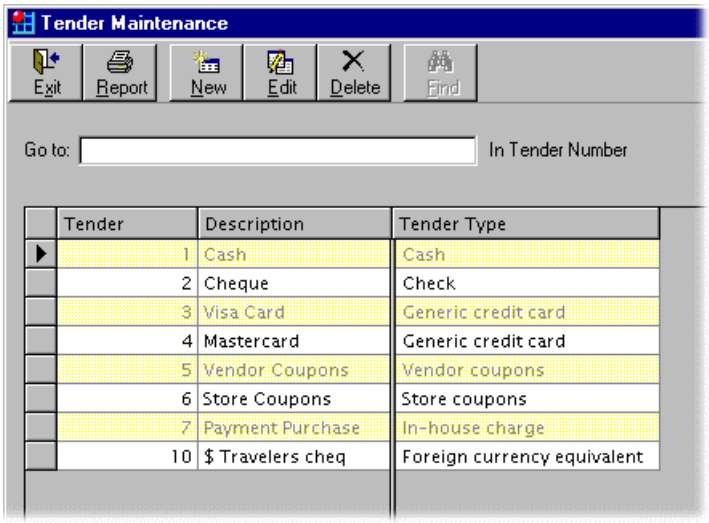
- Tender Maintenance
- Return Types
- Discounts
- Tax Rates
- Payouts/Receipts
- Banks in System
- Currency Programming
- Foreign Currency Maintenance
- Tender Opening Loan Maintenance
- Safe Definition

Tender Maintenance

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

➢ **To add a new tender type**

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



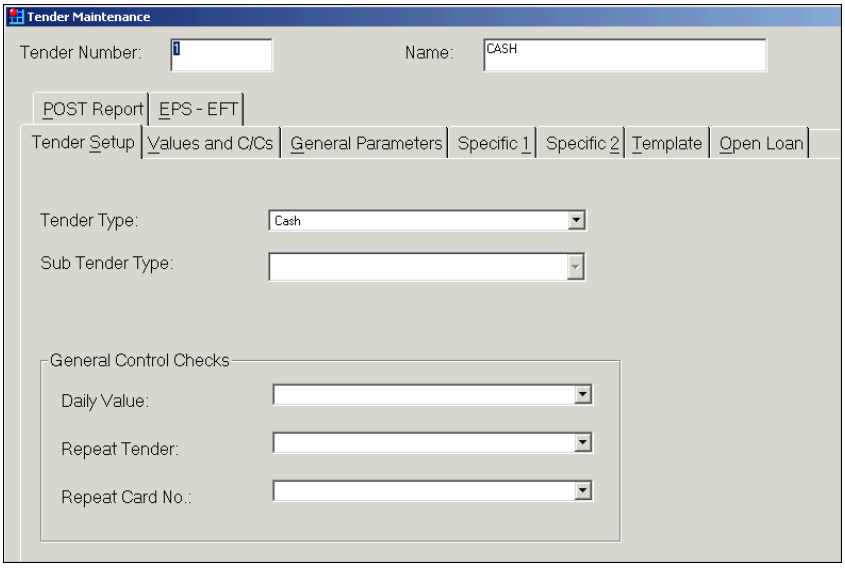
2 On the toolbar, select New.
The Tender Maintenance dialog box appears.

3 Enter the required tender number and name.

4 Enter all options or set parameters as required. (These fields are explained below).

5 Click OK or Apply to save.

Tender Setup Tab

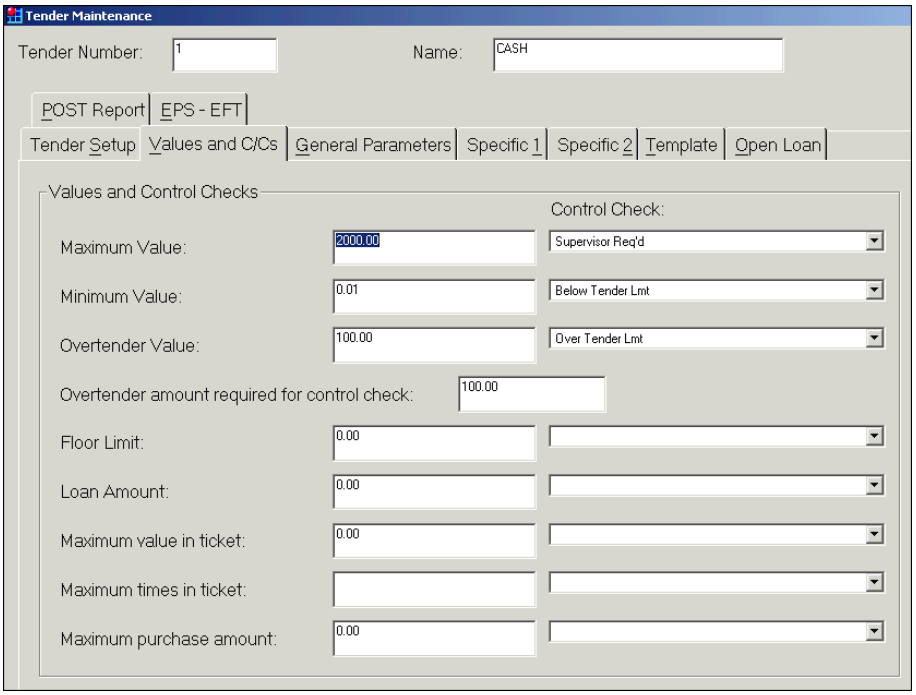


Field	Description
Tender Type	Choose the appropriate tender type from the drop down list. **Note:** ISS45 Integrated Electronic Payment System (EPS): If you are using ISS45 EPS, the tender(s) listed below must have *Tender Types* set to the following: TENDER — FIELD VALUE Debit Cards — Credit Card/EFT Credit Cards — Credit Card/EFT EBT Cash — EBT Cash EBT Food Stamps — EBT Food Stamps Check — Check Barcoded Tender: If you are using barcoded tender, the tender(s) listed below must have *Tender Types* set to the following: TENDER — FIELD VALUE Coinstar — Cash E-Ticket Tender: If you are using the E-Ticket Interface (shopping on the internet), the tender(s) 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.

Field	Description
Repeat Tender	Specify the control check to trigger when the same type of tender has been used more than once in the same transaction.
Repeat Card Number	Specify the control check to trigger when the same tender with the same card/account number is used more than once in the same transaction.

Values and Control Checks Tab

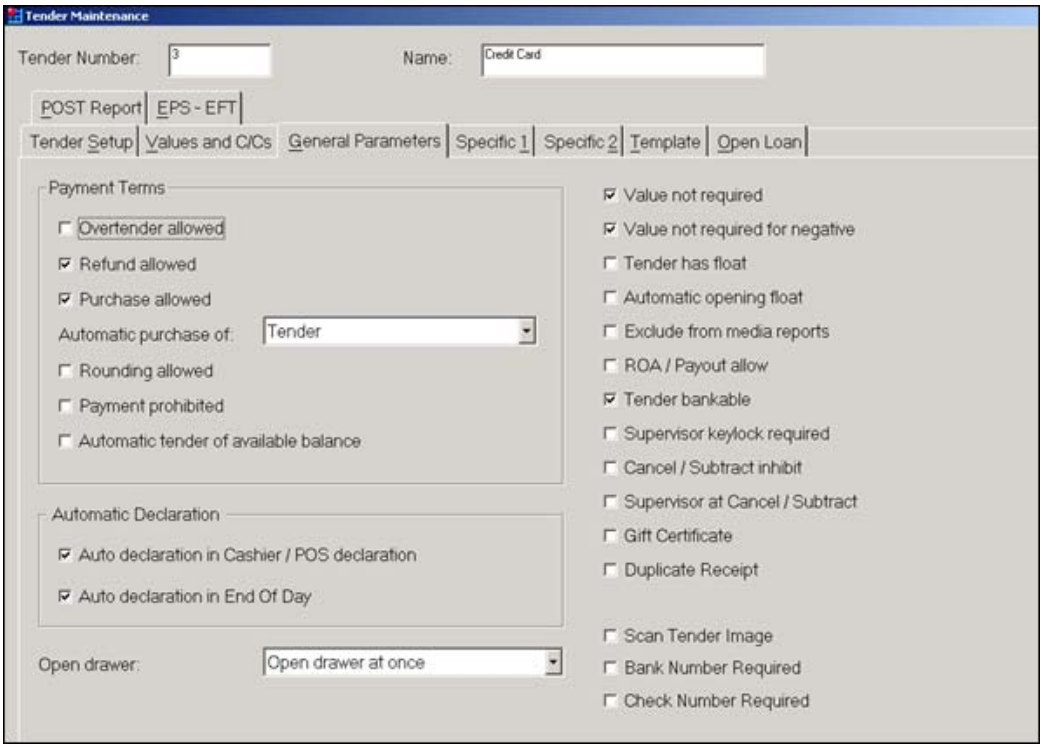
Specify values and their relevant control checks.



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.

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

General Parameters Tab



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

Field	Description
Refund allowed	Select if refunds are allowed. **Note:** ISS45 Integrated EPS: If you are using ISS45 EPS, the tender(s) listed below must have *Refund allowed* set to the following: TENDER — FIELD VALUE Check — Do not select Barcoded Tender: If you are 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 you are using the E-Ticket Interface, the tender(s) 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, then check cashing can be used with a tender purchase transaction. **Note:** Barcoded Tender: If you are using barcoded tender, the tender(s) listed below must have *Purchase allowed* set to the following: TENDER — FIELD VALUE Coinstar — Select this checkbox

Field	Description
	E-Ticket Tender: If you are using the E-Ticket Interface, the tender(s) 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 required tender key, or press Tender, 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.

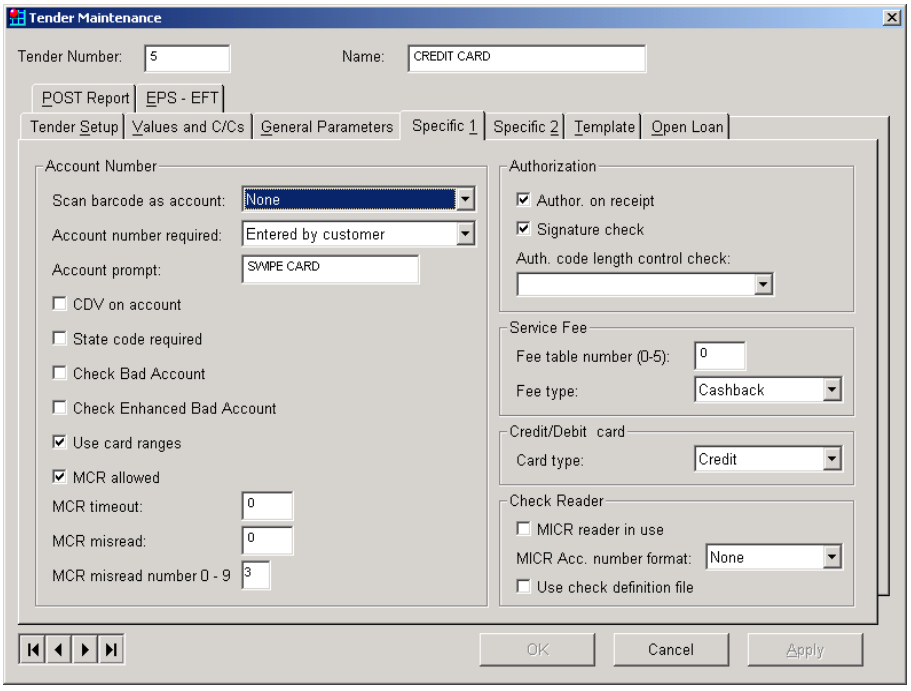
Field	Description
Automatic Tender of Available Balance	For EBT Tendered transactions where available EBT balances remaining are less than the transaction balance due, select this option to automatically apply all of the remaining balance to a portion of the balance due.
Auto declaration in Cashier/POS declaration	Select if tender is to be automatically declared (accepted) at 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 due to customer. ▪**Open drawer on change:** Drawer opens after customer receipt has printed, even if no change.
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.

Field	Description
Value not required for negative	This is the same as the option above, but for negative transactions. E-Ticket Tender: If you are using the E-Ticket Interface, the tender(s) listed below must have *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, then during cashier sign-on at a PoS terminal, the Opening Loan window does not display. An opening loan for that cashier is automatically recorded.
Exclude from media reports	If selected, this tender will be excluded from the Extended Media Report and Store Sales Report.
ROA/Payout allow	Select to allow this tender for ROA and Payouts.
Tender bankable	Tender can be banked and is accounted for at closing.
Supervisor keylock required	Select to whether a supervisor is required to authorize this tender.
Cancel/Subtract inhibit	Check to prohibit cancellations and subtractions.
Supervisor at Cancel/Subtract	Specify whether a supervisor is required to authorize cancels and subtracts.
Gift Certificate	Currently, not supported. Gift certificates are created as a separate tender.
Duplicate Receipt	If selected, a duplicate receipt will be printed when this media is tendered (e.g., credit card).
Pay at Pump	If selected, this tender may be used for fuel purchases made at the pump.

Field	Description
Scan Tender Image	Check this box to enable sending the check image to the FrontOffice 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 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:** ISS45 Integrated EPS: If you are using ISS45 EPS, the tender(s) listed below must have *Bank Number Required* set to the following: TENDER — FIELD VALUE Check — Select this checkbox

Field	Description
Check Number Required	If selected, the check number will be transmitted on Electronic Check Authorization. **Note:** ISS45 Integrated EPS: If you are using ISS45 EPS, the tender(s) listed below must have *Check Number Required* set to the following: TENDER — FIELD VALUE Check — Select this checkbox

Specific Parameters 1 Tab



Field	Description
Scan barcode as account	Choose the appropriate option: ▪None (not relevant) ▪Scan as Account ▪Without Check Digit **Note:** Barcoded Tender: If you are using barcoded tender, the tender(s) listed below must have *Scan barcode as account* set to the following: TENDER — FIELD VALUE Coinstar — Without Check Digit ▪
Account number required	Account number required for tender type acceptance. There are 2 options: ▪Entered by cashier ▪Entered by customer **Note:** ISS45 Integrated EPS: If you are using ISS45 EPS, the tender(s) 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

Field	Description
Account prompt	Text to be displayed on PoS terminal if cashier needs to be prompted for account number. **Note:** ISS45 Integrated EPS: If you are using ISS45 EPS, the tender(s) 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:** ISS45 Integrated EPS: If you are using the ISS45 EPS, the tender(s) 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 in order to use PAN Masking.)

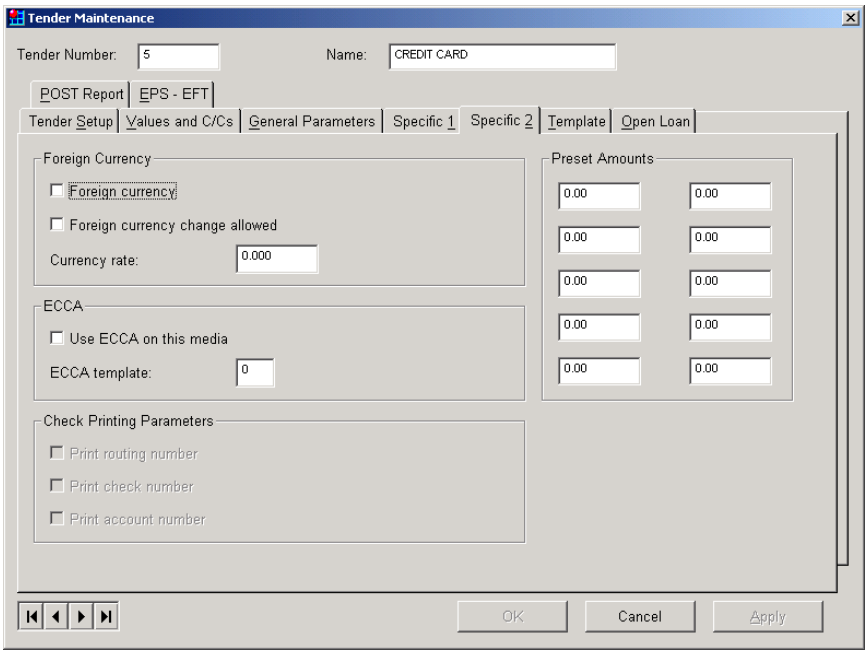
Field	Description
MCR allowed	Select whether the Magnetic Stripe Card Reader is to be used.
MCR timeout	Enter the number of seconds the magnetic card reader waits before displaying a manual entry prompt.
MCR misread	Enter the number of bad-card swipes before the magnetic card reader displays a manual 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:** ISS45 Integrated EPS: If you are using the ISS45 EPS, the tender(s) 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 in order 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.

Field	Description
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 found in the POST Controls folder under Database Management.
Fee type	Click the field's selection arrow and choose whether the fee applies to entire amount tendered (**Tender Value**) for 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. E-Ticket Tender: If you are using the E-Ticket Interface, the tender(s) listed below must have *Fee type* set to the following: TENDER — FIELD VALUE E-Ticket — Cash back

Field	Description
Card type	Choose the appropriate option: ▪Don't care (not relevant) ▪Credit ▪Debit **Note:** ISS45 Integrated EPS: If you are using the ISS45 EPS, the tender(s) 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:** ISS45 Integrated EPS: If you are using the ISS45 EPS, the tender(s) 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

Field	Description
Use check definition file	Select to print information from the check definition file on the customer receipt. **Note:** ISS45 Integrated EPS: If you are using the ISS45 EPS, the tender(s) listed below must have *Use check definition file* set to the following: TENDER — FIELD VALUE Check — Select this checkbox

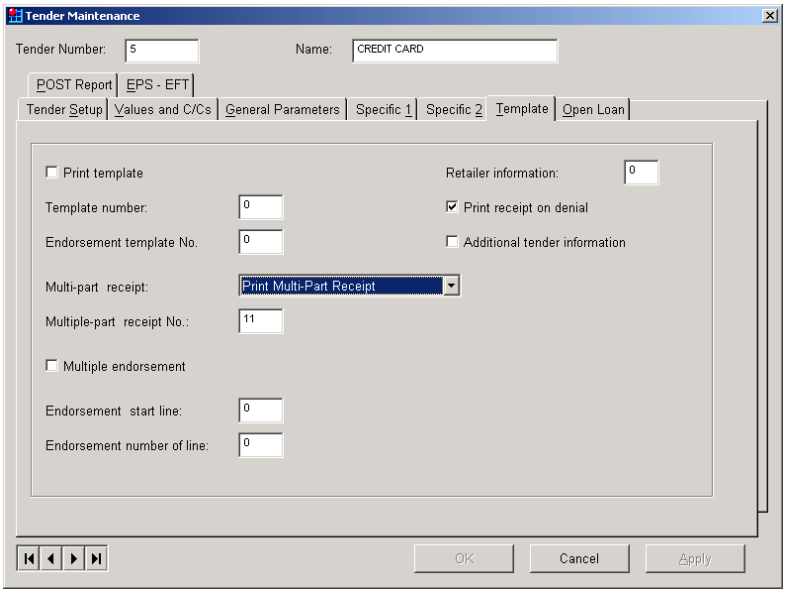
Specific Parameters 2 Tab



Field	Description
Foreign currency	Select to specify tender as a foreign currency.
Foreign currency change allowed	If selected, enables change to be given in foreign currency.
Currency rate	Enter the prevailing foreign currency exchange rate. The rate as compared to "home currency".
Use ECCA on this media	Select this parameter for the PoS terminal to check Card Daily/ECCA parameters. For example, amount limit for each week or month, for a specific account or all accounts. Also checks the number of times accounts may be tendered in specified periods. Can be used for any tender where an account number is required. General templates trigger for customers not yet on the ECCA database. For existing customers, the

Field	Description
	system checks according to individual customer account definitions already defined. **Note:** Barcoded Tender: If you are using barcoded tender, the tender(s) 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 you are using barcoded tender, the tender(s) listed below must have *ECCA template* set to the following: TENDER — FIELD VALUE Coinstar — Enter template #
Check Printing Parameters:	
Print routing number	Select to allow printing of routing number on customer receipt.
Print check number	Select to allow printing of check number on customer receipt.
Print account number	Select to allow printing of account number on customer receipt.
Preset amounts (10)	You can specify preset amounts to use for tendering of gift certificates, food stamps and so on. Amounts you enter here will display on the PoS terminal as a menu, for the cashier to choose from.

Template Tab

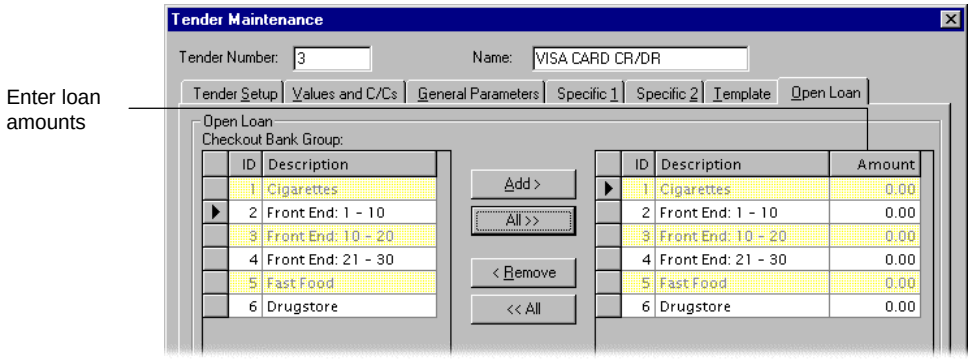


Field	Description
Print template	Select this checkbox if a template is to be printed.
Template number	Specify the appropriate number. Two-digit code indicating template to be used for check or credit card printing. (Use the last two digits of the template name). If tender is a credit card, then the template selected here prints when "Print on credit card slip" is selected in the "Multi-Part Receipt" field. If tender is check, the template prints on check front. 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.

Field	Description
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:** ISS45 Integrated EPS: If you are using the ISS45 EPS, the tender(s) 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:** ISS45 Integrated EPS: If you are using the ISS45 EPS, the tender(s) 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.

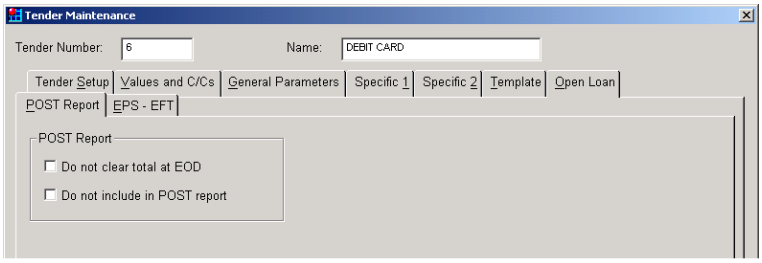
Field	Description
Retailer information	Specify which retailer information is to print on a multi-part receipt.
Print receipt on denial	If selected, card authorization message is printed on receipt. If selected in Card Range as well, parameter in Card Range may overwrite this one. If not selected in Card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

Open Loan Tab



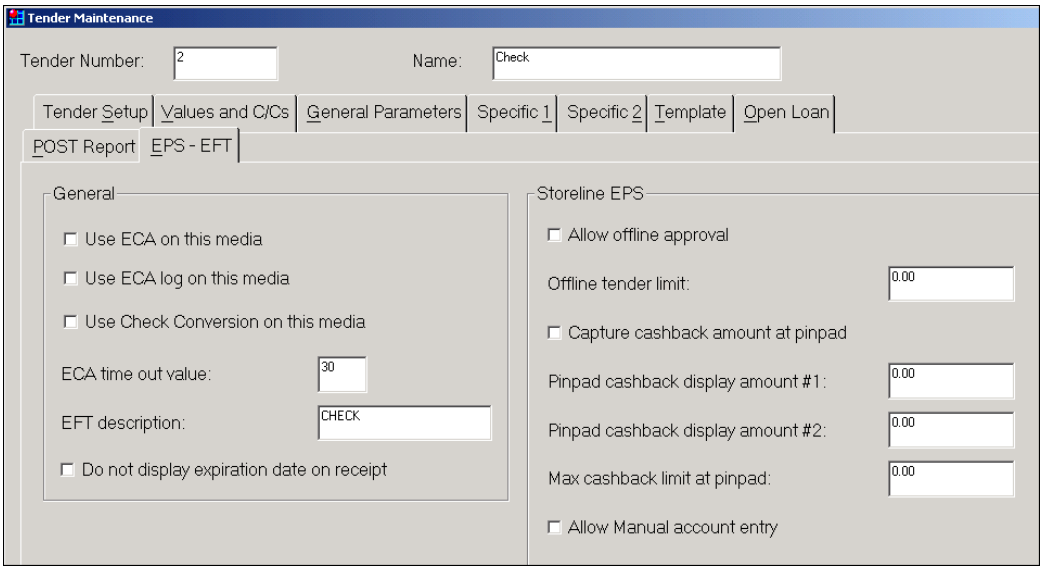
To set up opening loans when cashiers sign on to the PoS terminals, specify the required tenders and the loan amounts. You must first add the terminals from the Checkout Bank Group (to the available loan list) and then establish the loan amounts.

POST Report Tab



Field	Description
Do not clear total at EOD	Select this checkbox if you do not want this tender to clear at the End of Day on the POST report, generated at the PoS terminal.
Do not include in POST report	Select this checkbox if you do no want to report this tender on the POST report, generated at the PoS terminal.

EPS - EFT Tab



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

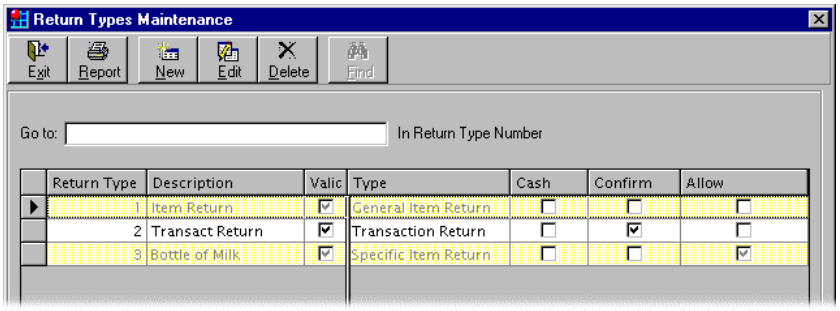
Field	Description
Allow offline approval	Select this checkbox if you want to allow EFT transactions when POS is off-line from the back office servers (MFS1 or MFS2) TENDER — FIELD VALUE Debit Cards — Optional Credit Cards — Optional EBT Cash — Optional EBT Food Stamps — Optional Check — Optional
Offline 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 if you want 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 if you want to allow manual account entry. TENDER — FIELD VALUE Credit Cards — Optional EBT Cash — Optional EBT Food Stamps — Optional Check — Optional

Return Types

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

To add a new return type

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



2 On the toolbar, select New.
The Return Types Maintenance dialog box appears.

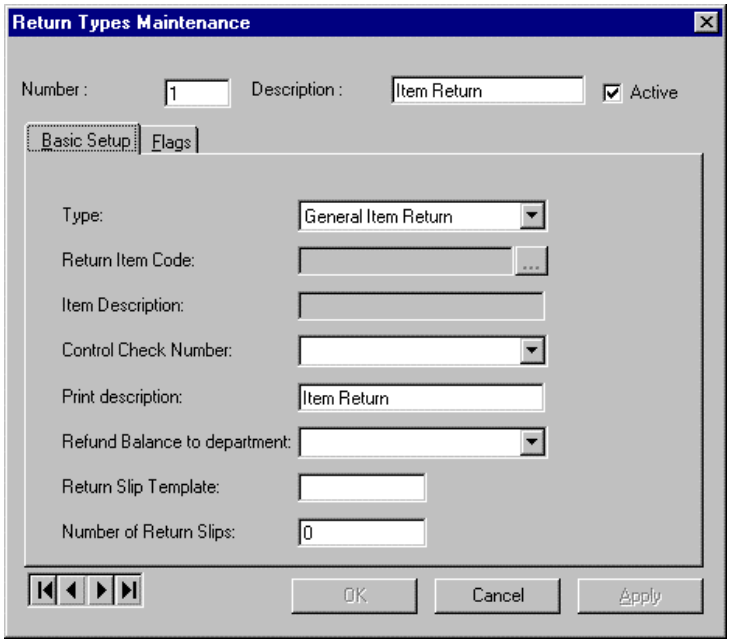
3 Enter the required return type number and description.

4 Select the Active checkbox to enable the return type.

5 Enter all options or set parameters as required. These are explained on the following page.

6 Click OK or Apply to save.

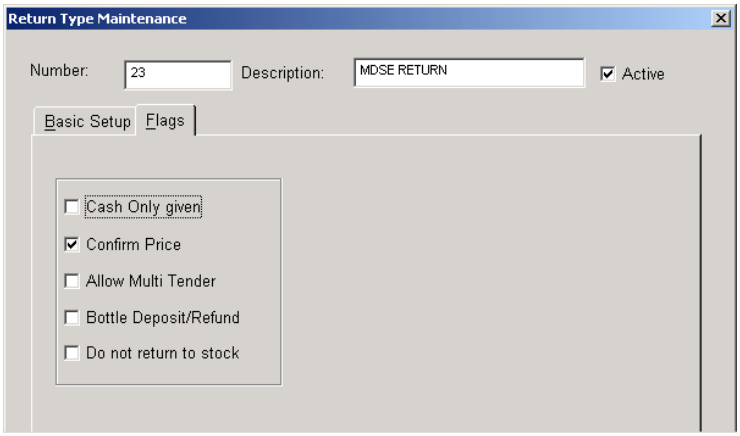
Basic Setup Tab



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

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

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 has to confirm price before accepting return.

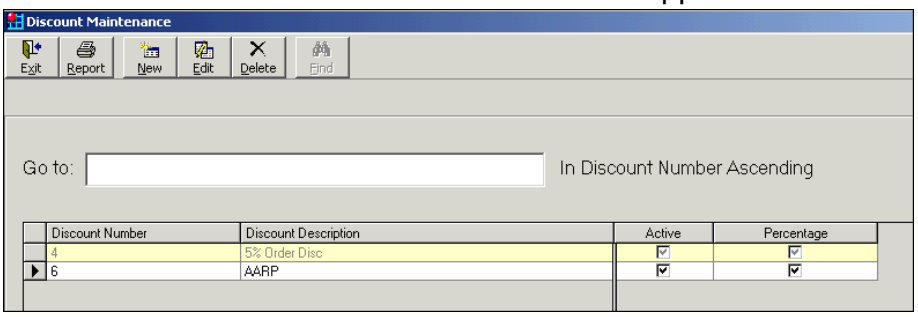
Field	Description
Allow Multi Tender	You can select this checkbox only if the Cash Only Given checkbox is not selected. Select this checkbox to allow more than one tender for each return.
Bottle Deposit/Refund	Select this checkbox if the refund is a bottle return.
Do not return to stock	Select this checkbox if the returned item is not supposed to be returned to stock (e.g., spoiled produce, deli food).

Discounts

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

➢ **To add a new discount**

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



2 On the toolbar, select New.
The Discount Maintenance dialog box appears.

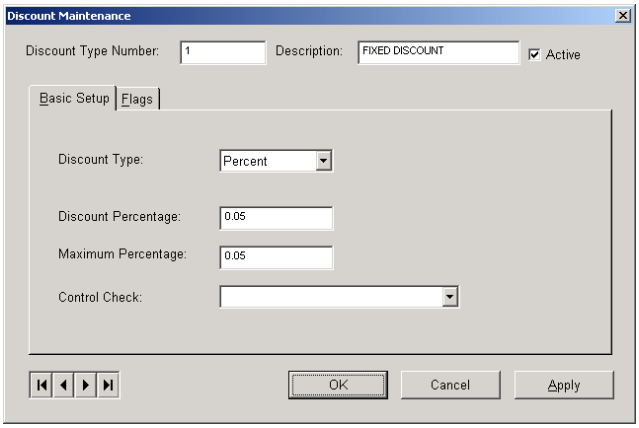
3 Enter the required discount type number and description.

4 Select the *Active* checkbox to enable the discount type.

5 Enter all options or set parameters as required. These are explained below.

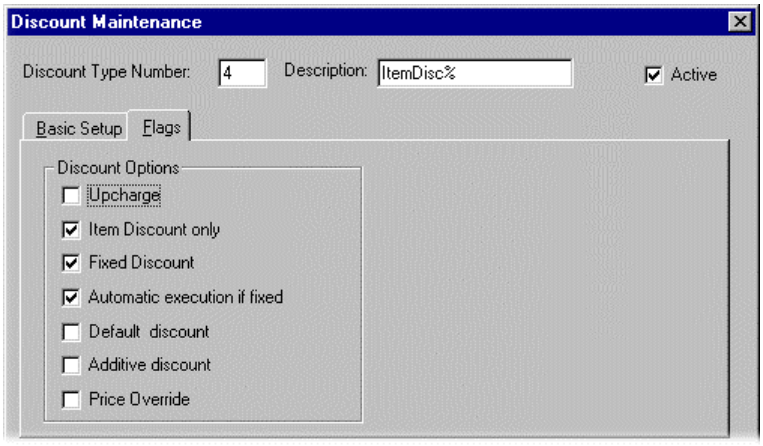
6 Click *OK* or *Apply* to save.

Basic Setup Tab



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

Flags Tab



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.

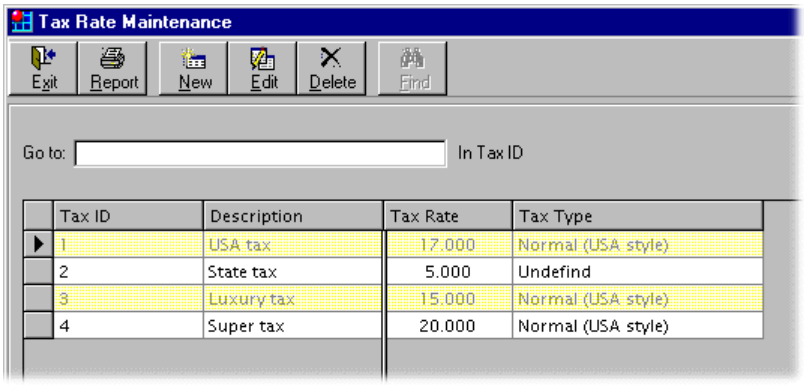
Field	Description
Price Override	You can access this checkbox if the "Item Discount Only" checkbox is checked. The price displays on the PoS terminal and cashiers are allowed to type in another price.

Tax Rates

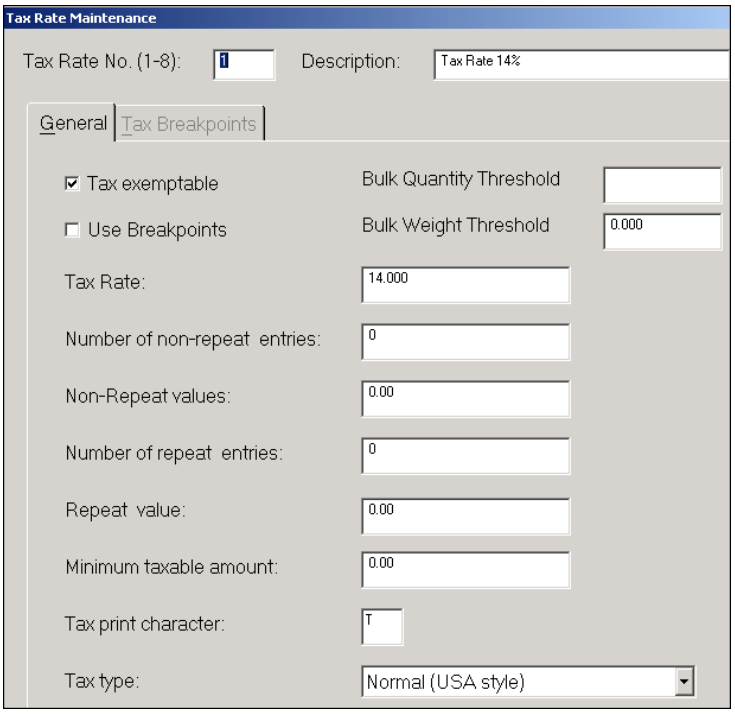
This option enables you to define and update tax rates. Tax rates are defined sequentially starting from tax rate 1, to a maximum of 8.

➢ **To add a new tax rate**

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



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



3 Enter the required tax rate number and description.

4 Enter all options or set parameters as required. These are explained on the following page.

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

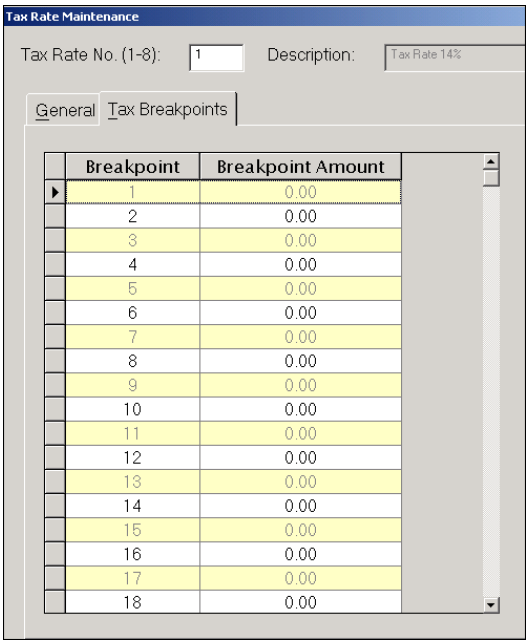
General Tab

Field	Description
Tax Exemptable	Select if tax rate may be exempted.
Use Breakpoints	Select this checkbox if breakpoints (tax brackets) are to be used. Select the *Tax Breakpoints* tab to specify breakpoints.

Field	Description
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 3 digits after the decimal point. You 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.

Field	Description
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 you are using a GST (General Sales Tax) inclusive system, or a VAT (Value Added Tax) inclusive system. ▪Price excludes tax (GST). This means that item prices do not include tax. The tax amount is calculated at the end of a transaction. ▪Tax calculated before other tax (PST). ▪Tax calculated after other tax (PST).

Tax Breakpoints Tab



If the **Use Breakpoints** checkbox is selected on the General Tab, you can specify up to 50 tax breakpoints.

To complete the Breakpoint fields you need a current tax table for the tax you are entering. This is a form available from the tax office in your tax jurisdiction, showing at what amounts of sale each additional cent of tax is charged.

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

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

Note:

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

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

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

In many tax tables, tax on small amounts does not involve calculating a percentage but tax on larger amounts does. The changeover from the irregular lower increments to the regular increments that result from the percentage calculation is called the breakpoint.

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

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

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

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

Payouts and Receipts

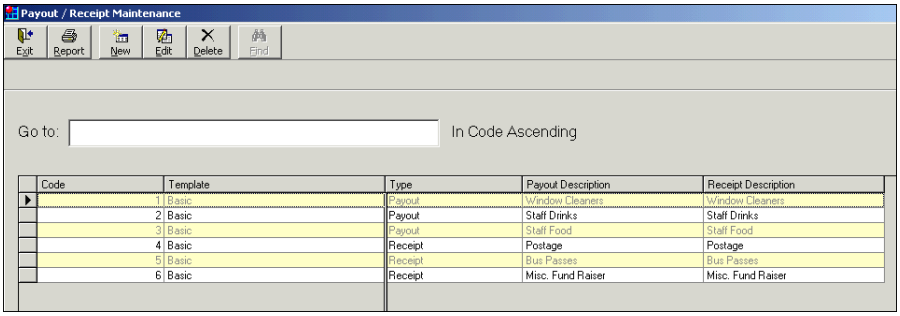
This option enables you to set up new payout and receipt (ROA) types. Payouts and Receipts may be performed at the Back Office or by cashiers at PoS terminals. When recording a receipt or payout, cashiers must enter the relevant code at the PoS terminal.

Note:

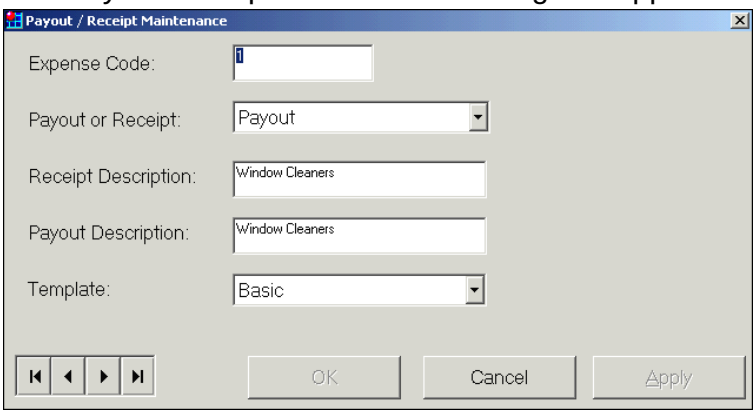
The following dialog boxes will appear slightly different if the system is configured for "*Enhanced Payouts and Receipts*". Refer to Chapter 5, *Cash Office,* in this manual, for details on creating expense codes with the Enhanced Receipts and Payouts option.

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

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



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



3 Enter the required function (expense code) number.

4 Enter a description.

5 Click 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 Click 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.

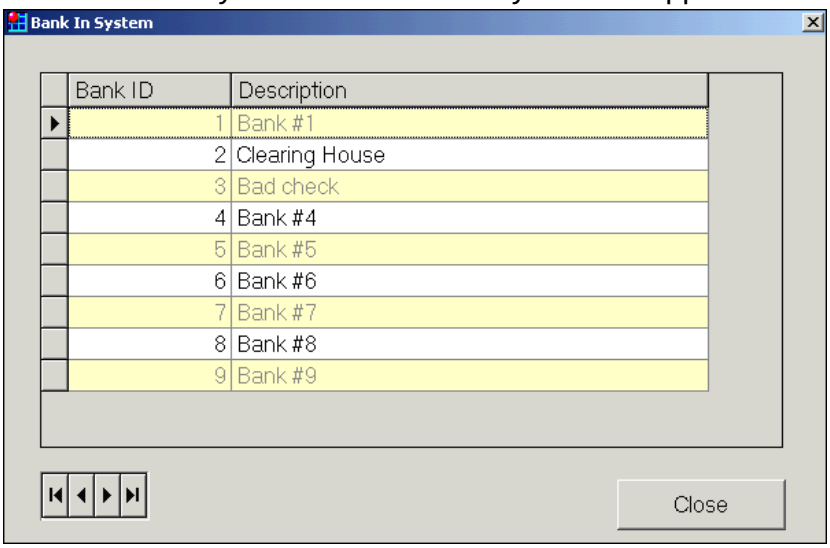
8 Click *OK* or *Apply* to save.

Banks in System

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

➢ **To define/edit a bank name**

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



2 Highlight a row and then type in the required bank name.

3 Repeat for each bank as necessary.

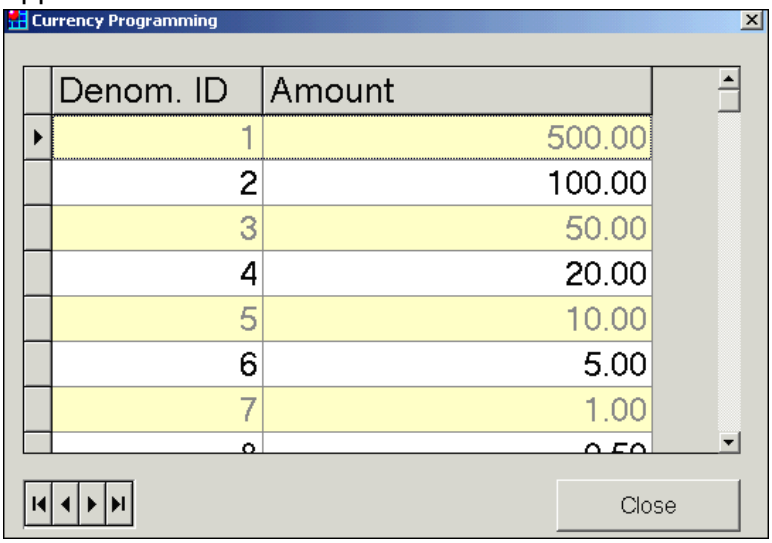
Currency Programming

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

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

➢ **To program cash denominations**

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



2 Enter each denomination, from the highest value bill to the lowest. You MUST include all bills in use.

3 Optional - enter values for all coins in use. You can choose to use them or ignore them in the cash declaration programs.

Note:

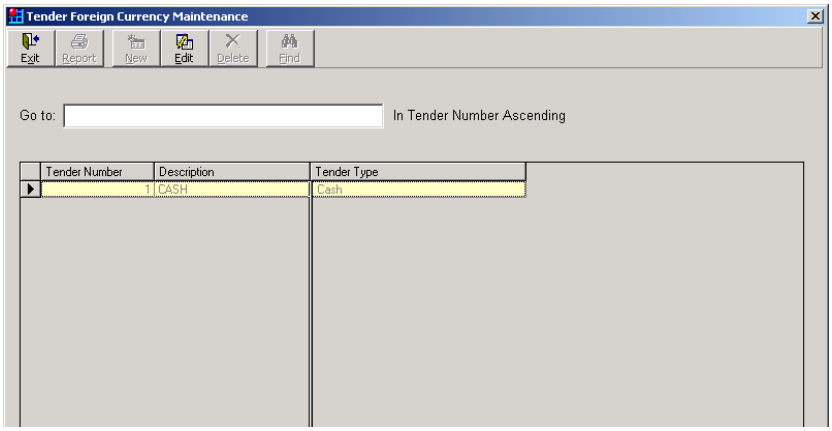
If you choose not to define coins here, you will not be able to enter amounts for coinage in the cash declaration programs. You will be able to enter only global coinage amounts.

Foreign Currency Maintenance

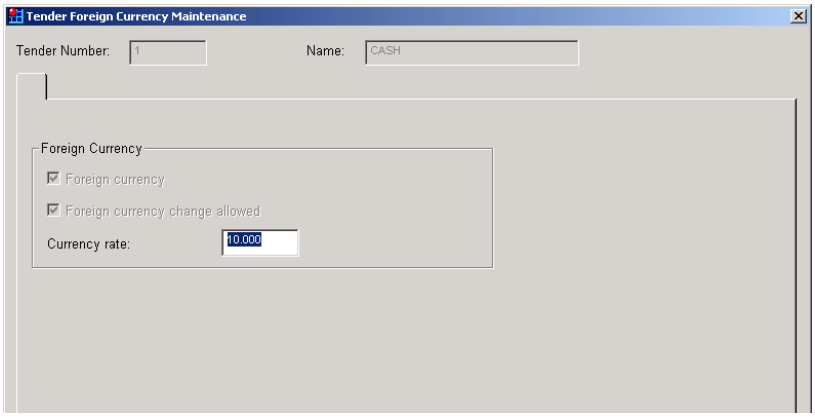
This option provides you with a quick and easy method to update the foreign currency exchange rate, without having to access the cash tender maintenance record.

➢ **To change the currency rate**

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



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



3 Click on the Currency rate field and enter the new rate (the prevailing foreign currency exchange rate).

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

Tender Opening Loan Maintenance

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

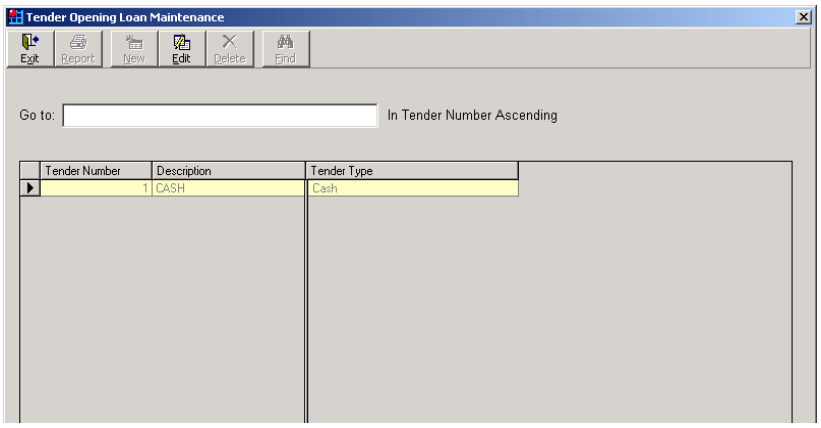
If the tender type is setup for “Automatic Opening Float”, the opening loan amount will automatically be recorded for the cashier at sign-on. If the tender type is not flagged for “Automatic Opening Loan”, the cashier will be prompted to confirm the opening loan amount at the first sign-on in the business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

Note:

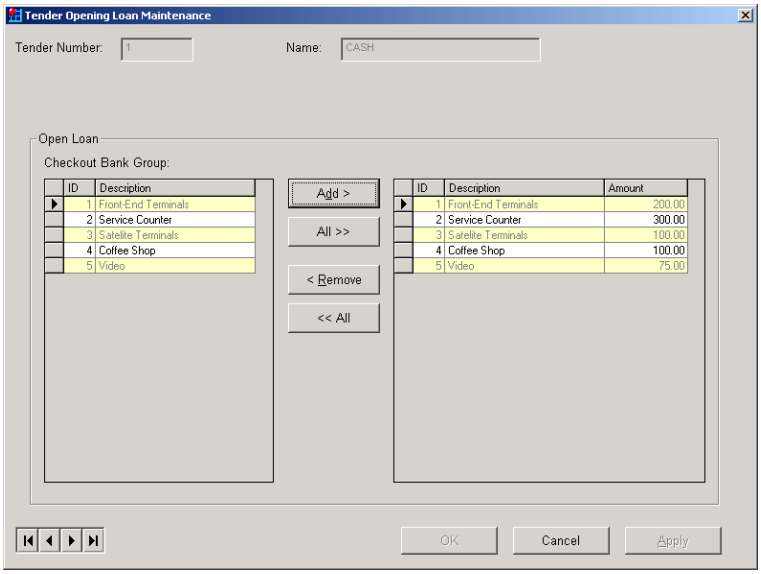
To bypass opening loan prompts at the PoS terminal for supervisors and store managers, the system parameter, *Omit add loan when logged on as a supervisor,* must be checked. Refer to *Cash Office Parameters* in the *System Administrative Reference* guide, for details.

➢ **To add a new opening loan**

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



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



3 Select the appropriate checkout bank group, highlight it and click *Add*, or to add all the checkout bank groups, click *All >>*.

4 Enter the opening loan amount for the each of the checkout bank groups.

5 To remove a checkout bank from the Opening Loan list, select the checkout bank and click *Remove*, or to remove all checkout banks, click *<<All*.

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

Note:

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

Safe Definition

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

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

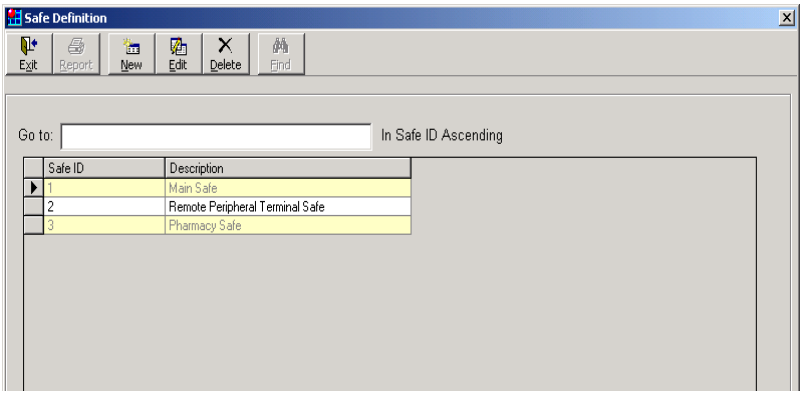
When creating multiple safes, the system automatically selects the first safe created as the primary or master safe. Although not required, this safe is usually the default safe for performing loans, pickups, and cashier declarations.

Note:

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

➢ **To add a safe**

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



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

Note:

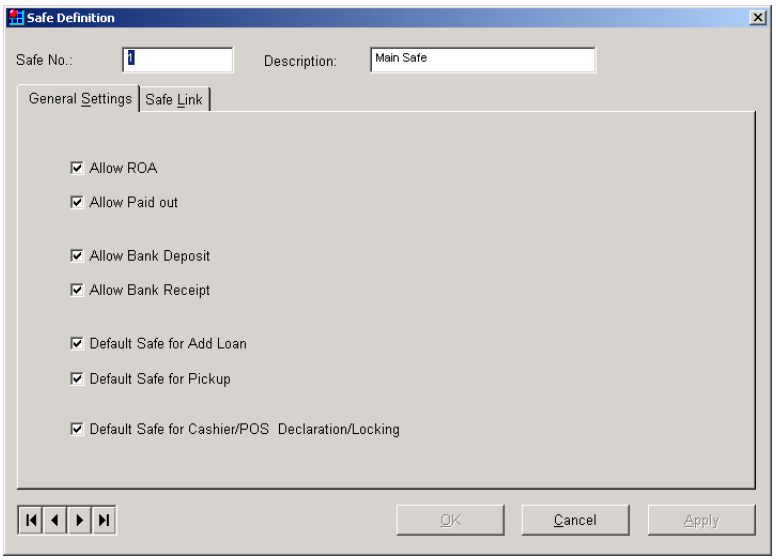
The first safe created is considered the Master or Main safe. Additional safes can be defined and linked to the Master safe.

3 Enter the required safe number and name.

4 Enter all options or set parameters as required. These are explained on the following page.

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

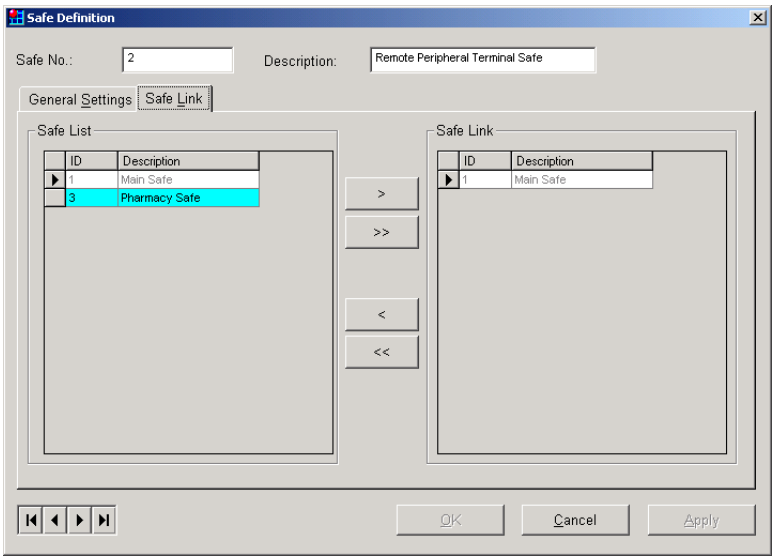
General Settings



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

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

Safe Link



Field	Description
Safe List	The list of existing safe(s) that are linked to this safe. (Tender can be transferred to and from safes that are linked together.) To link an existing safe to the current safe, highlight the safe on the "Safe List" and click >(arrow). The selected safe will appear on the "Safe Link" list. Click *OK* or *Apply* to link the safes.

Weekly Accounting Report Setup

ISS45'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 ISS45 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 ISS45 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 ISS45 Tables. Please contact your System Administrator for current ISS45 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 you have 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:

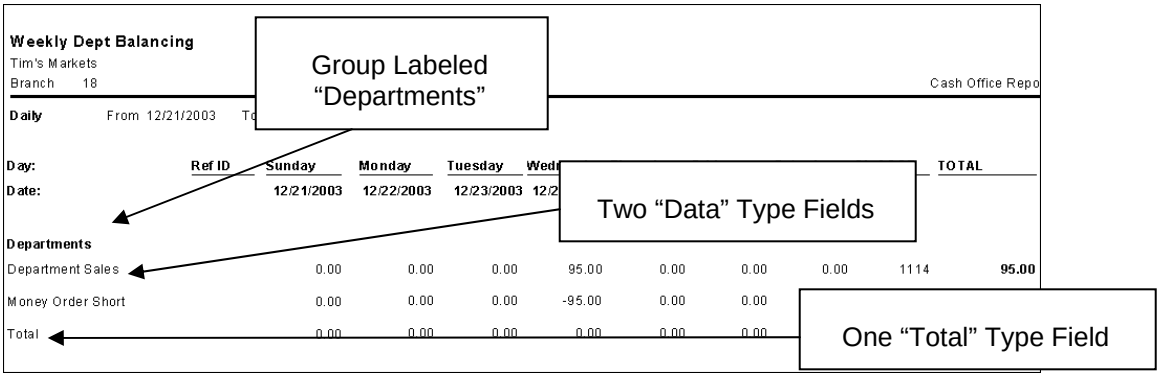
- ISS45 SQL table
- Outside database
- Mathematical Formula using established fields
- User (manual) entry
- Established memo text

Setting up a CWA report involves the following steps:

1. Creating the Report – Establishing the report and the report extract rules
2. Creating Groups – Establishing (field) groups assigned to the report
3. Creating Fields – Establishing fields and field attributes to include within the group

When designing your 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

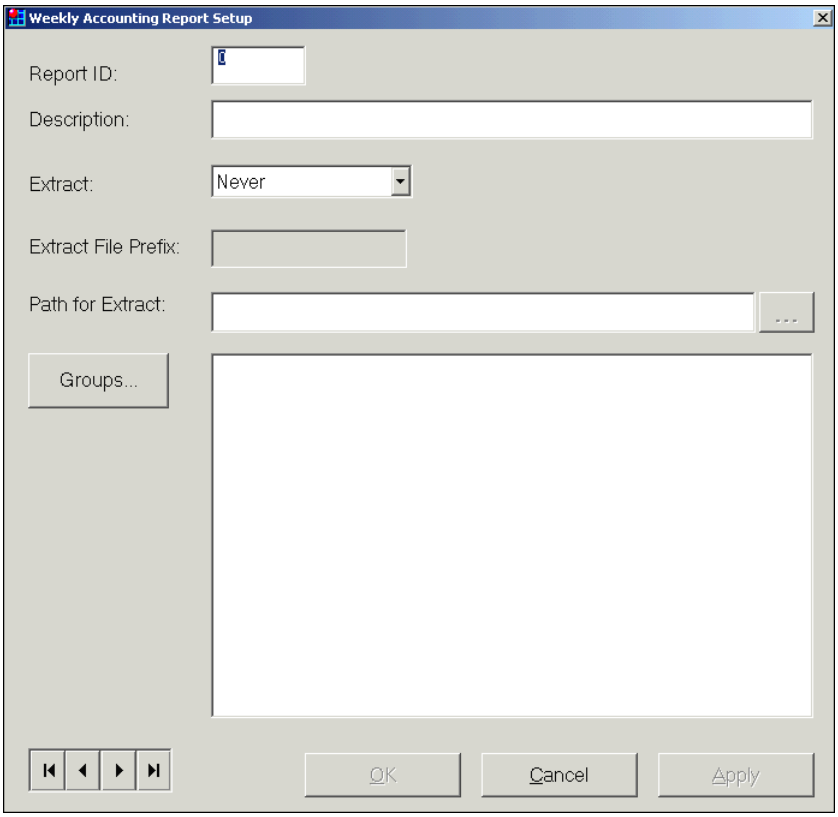
(see page 5-75). In the following example, there is 1 Group, consisting of 3 fields.



The report displays field totals for each day of the week reported.

Weekly Accounting Report Setup Fields

The first component of creating a CWA report involves establishing the report fields.

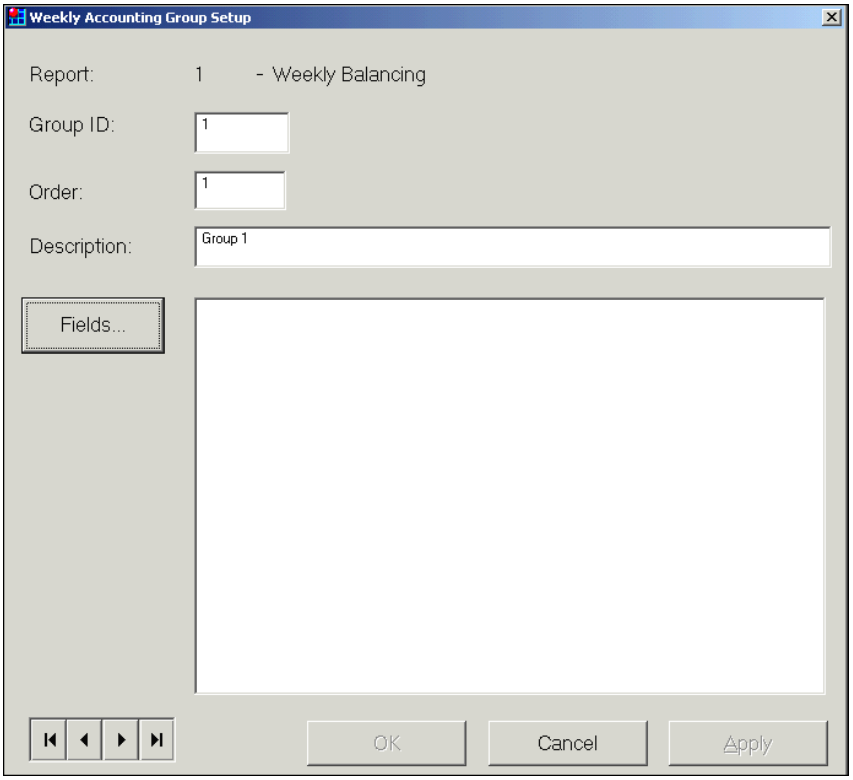


The following fields appear on the Report Setup Screen.

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 filename.
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.

Weekly Accounting Group Setup Fields

The second component of creating a CWA report involves establishing the group fields.

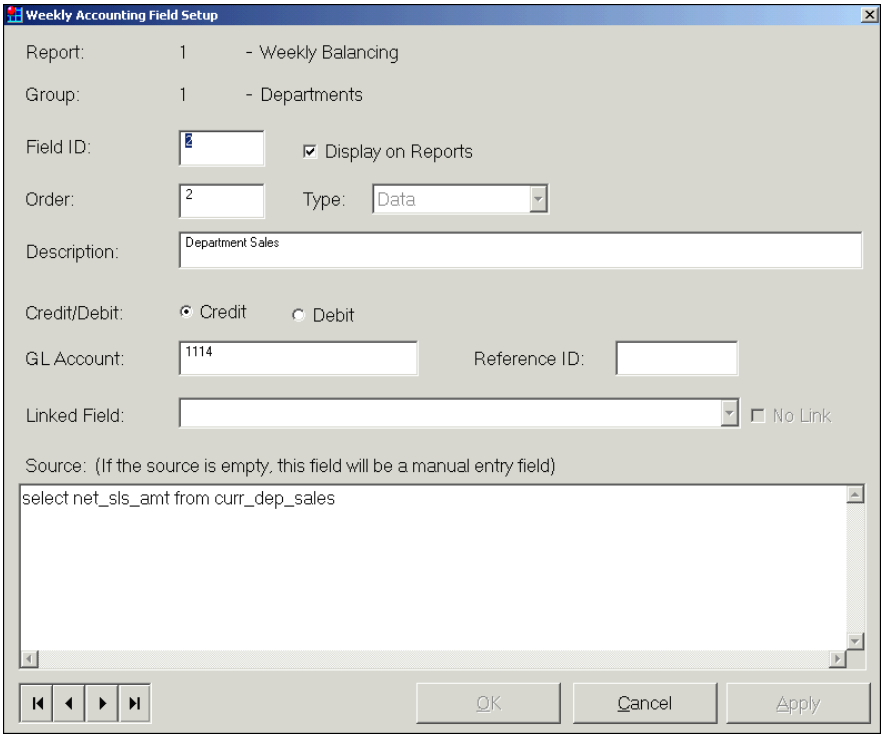


The following fields appear on the Group Setup Screen.

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.

Weekly Account Field Setup Fields

The last component of creating a CWA report involves establishing the accounting fields.



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.

Field	Description
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	The field contains the order 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 a ISS45 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).

Field	Description
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 your 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". You will need to change the Credit/Debit setting accordingly.
No Link	Check this box to indicate the field does not requires a link to another field. If checked, the "Linked Field" (above) will be disabled. You must also check this flag if you plan to leave the Source field empty to indicate a manual entry field. (See ***Manual Custom Accounting Transactions*** in Chapter 3 for more information).

Field	Description
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 the Store \ Front Office \ Reports \ Weekly Accounting Reports folder) 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 (i.e. CUR_DEP_SALES, CUR_PLU_SALES, etc). 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 (i.e. DAY_DEP_SALES, DAY_PLU_SALES, etc). If the source statement is based on user-created tables/views, it is the user responsibility to filter the dates in the statement.

"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 (with 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
- The must be a space between each field designations, operators 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"

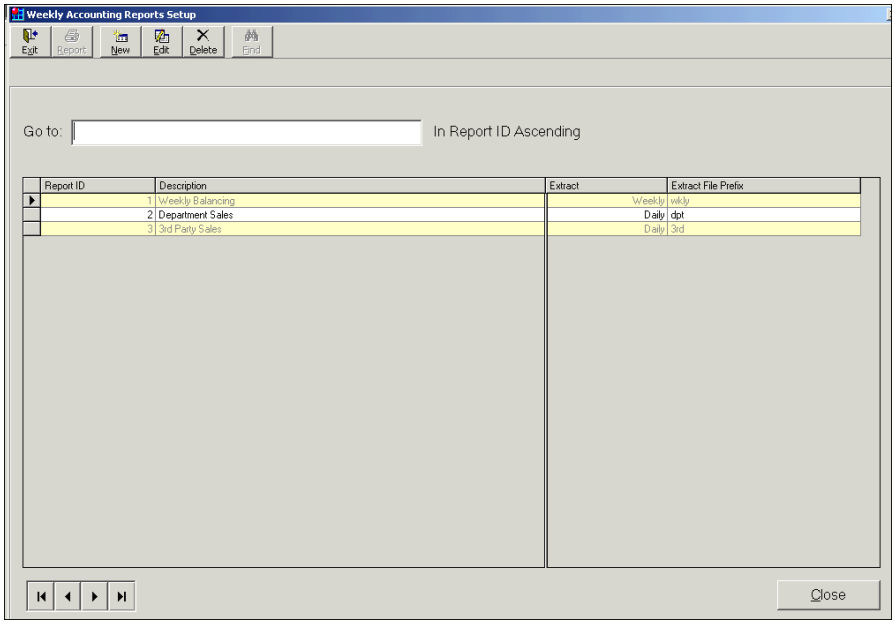
Setting up the CWA Report

With an understanding of the report components, use the following steps to establish a CWA report.

➢ **To create a new Weekly Accounting Report Setup:**

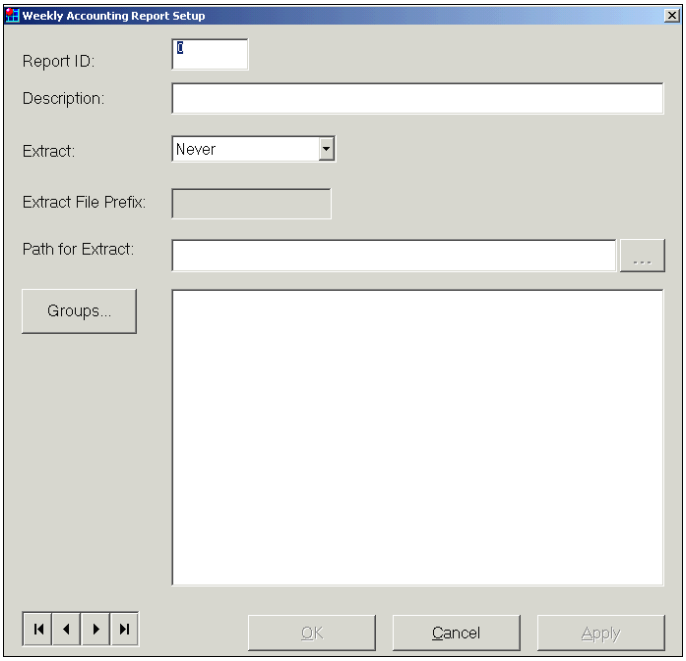
1 Launch the Weekly Accounting Report Setup application from the Database Management's Financial Folder.

The Weekly Accounting Report Setup screen displays all previously established reports.



2 From the Weekly Accounting Report Setup screen, click the **New** button.

The Weekly Accounting Report Editor Setup screen appears:



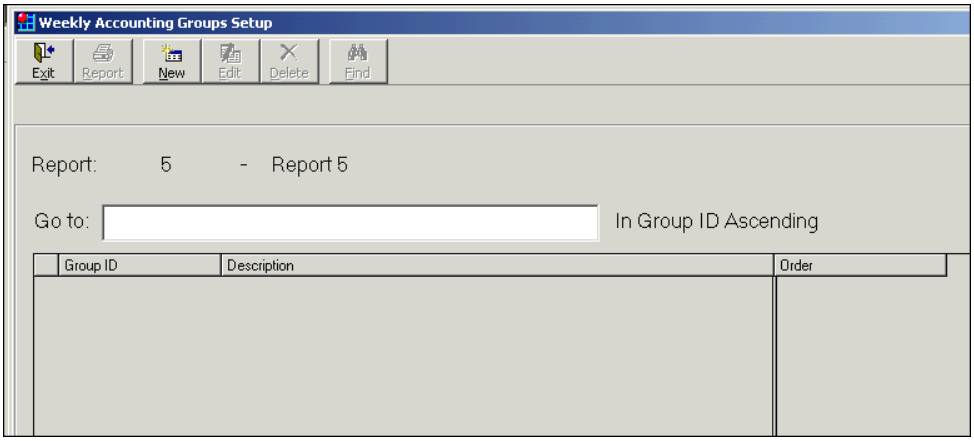
3 Enter a Report Code ID Number Code, Description, Extract Interval and Prefix Code and Extract Path. (See page 5-68 for more information).

4 Click the Path for Extract field's ellipsis [...] button and browse to the location to place the report export file.

5 When finished, click the **Apply** button.

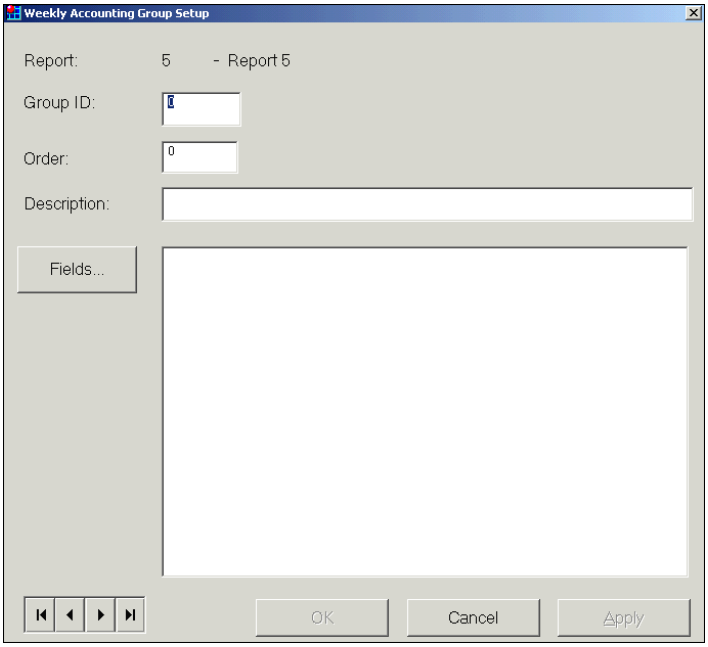
6 Click the **Groups…** button to add a field group to the report.

The Weekly Accounting Groups Setup screen appears:



7 Click the **New** button.

The Weekly Accounting Report Group Setup screen appears:

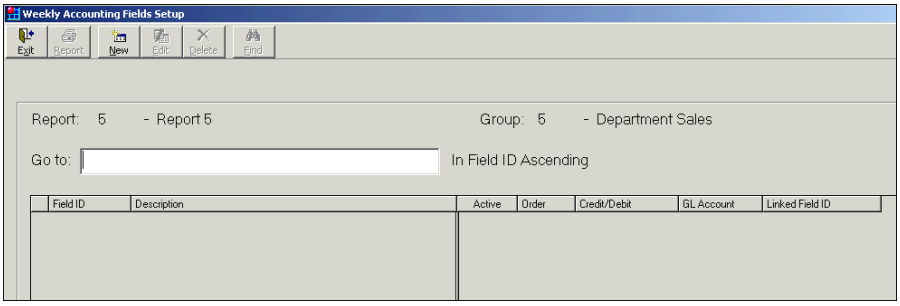


8 Enter a Group ID number, Order Number and Description. (See page 5-70 for more information).

9 Click the **Apply** button.

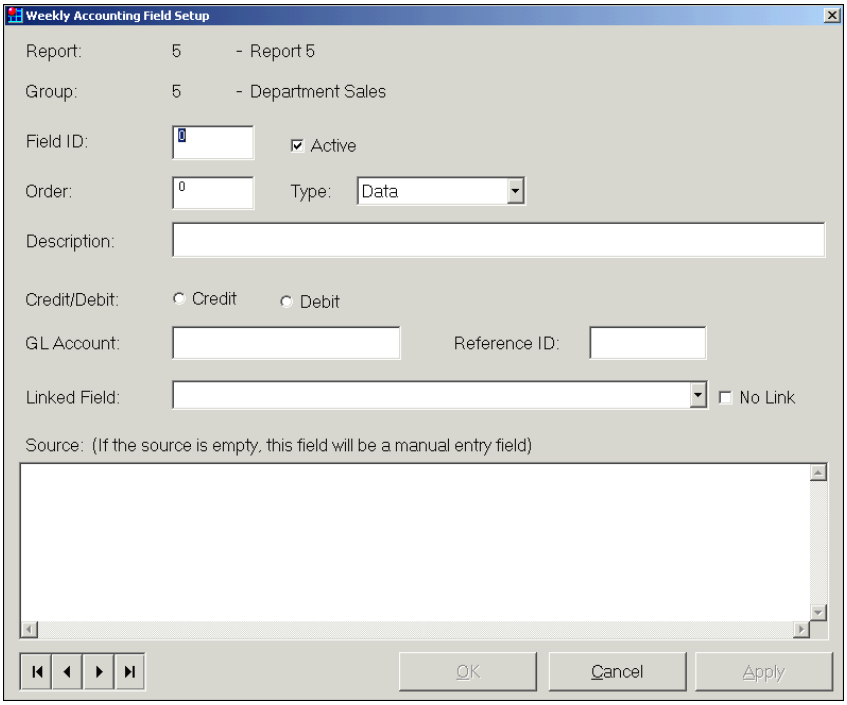
10 Click the **Fields…** button to add the first field to the group.

The Weekly Accounting Fields Setup screen displays.



11 Click the **New** button.

The Weekly Accounting Report Field Setup screen appears:



12 Enter a Field ID number, Order Number, Field Type, Description, Credit/Debit setting, GL Account Number and Reference ID. (See page 5-71 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.

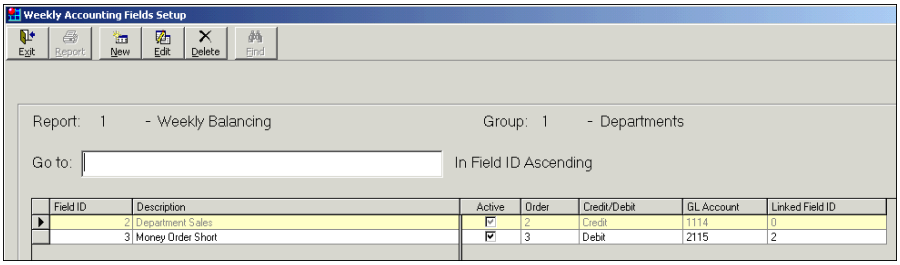
14 Depending on the field type selected, in the Source field enter the SQL statement (Data Type), formula (Total Type – see page 5-75) or text (Memo Type). If you wish to make this a manual entry field, leave the Source field blank and check the **No Link** checkbox. (See ***Manual Custom Accounting Transactions*** in Chapter 8 for more information).

15 Click the **OK** button.

16 Repeat steps 11 through 14 for each field to add to the group.

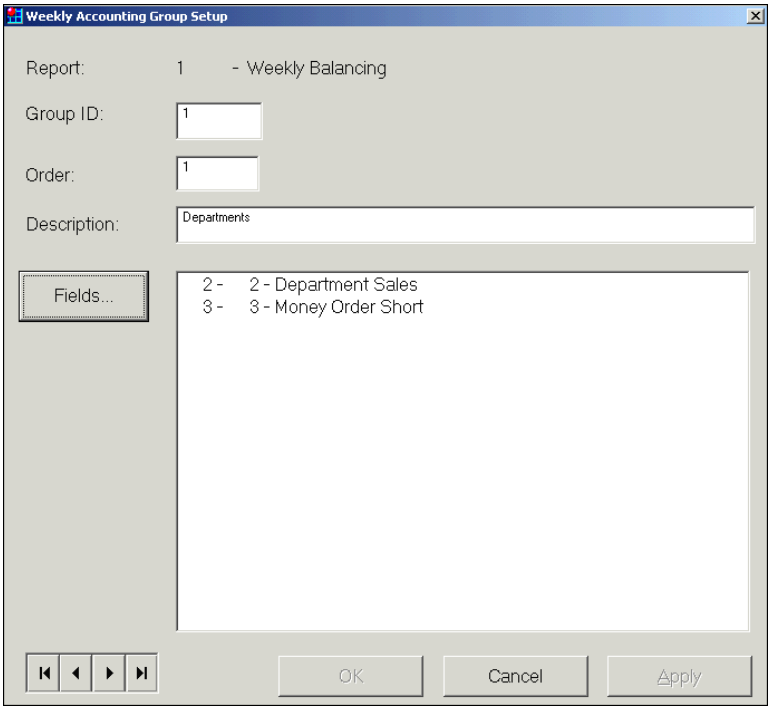
17 When finished, click the **Exit** button.

The Weekly Accounting Fields Setup screen appears, displaying the attributes for each field added to the Group.



18 Click the **Close** button.

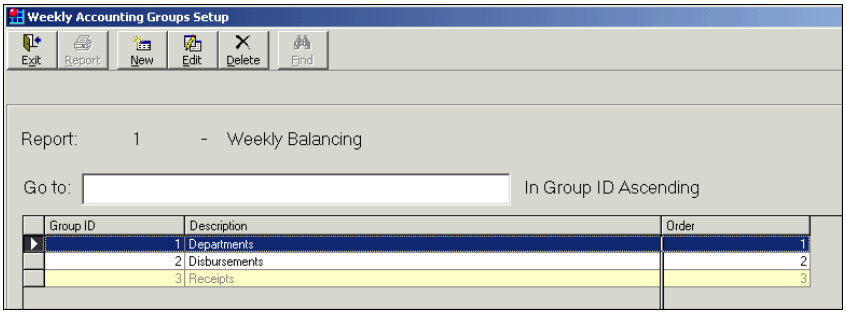
The Weekly Accounting Group Setup screen appears, displaying a list of fields added to the Group.



19 Click the **Cancel** button 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 appears, displaying the attributes for each group added:

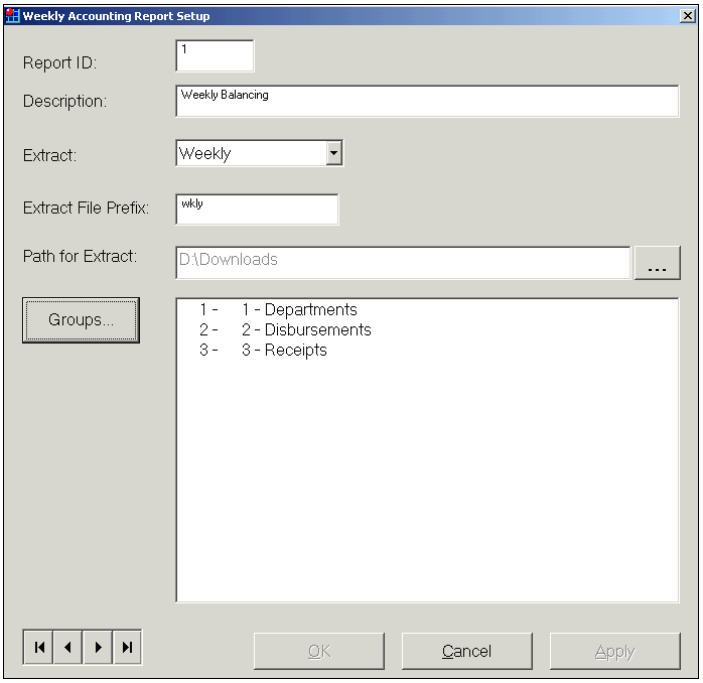


21 Click the **Close** button.

The Weekly Accounting Group Setup screen appears, displaying a list of fields added to the Group.

22 When finished, click the **Exit** button.

The Weekly Accounting Report Setup screen appears, displaying the Groups added to the Report.



23 Click the **Cancel** button 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 the **Exit** button.

You are returned to the Main Menu.

Note:

A report can only be deleted if it is not assigned to a Weekly Accounting Group. You must delete all assigned groups prior to deleting the report. Likewise, you cannot delete a group without first deleting all assigned fields prior to deleting the group.

EBT WIC State Maintenance

The Financial Folder in Database Management contains a sub-folder entitled **EBT WIC** which holds the State Maintenance

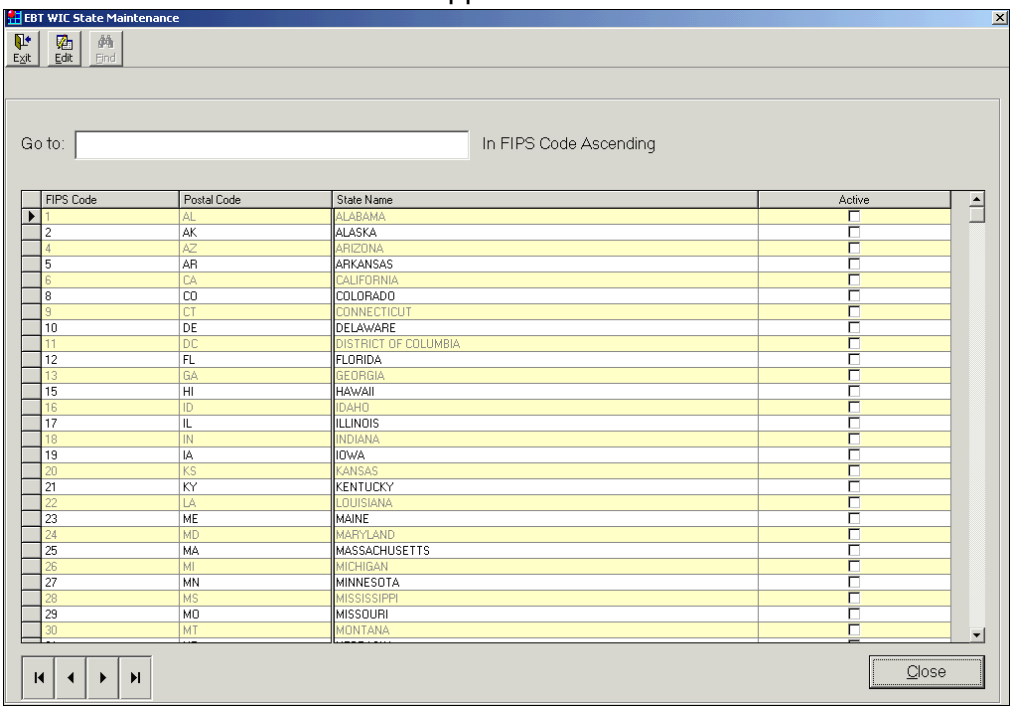
application. The **State Maintenance** application is used to configure states that support EBT WIC cards with embedded "smart-chips".

Configuring an EBT WIC State

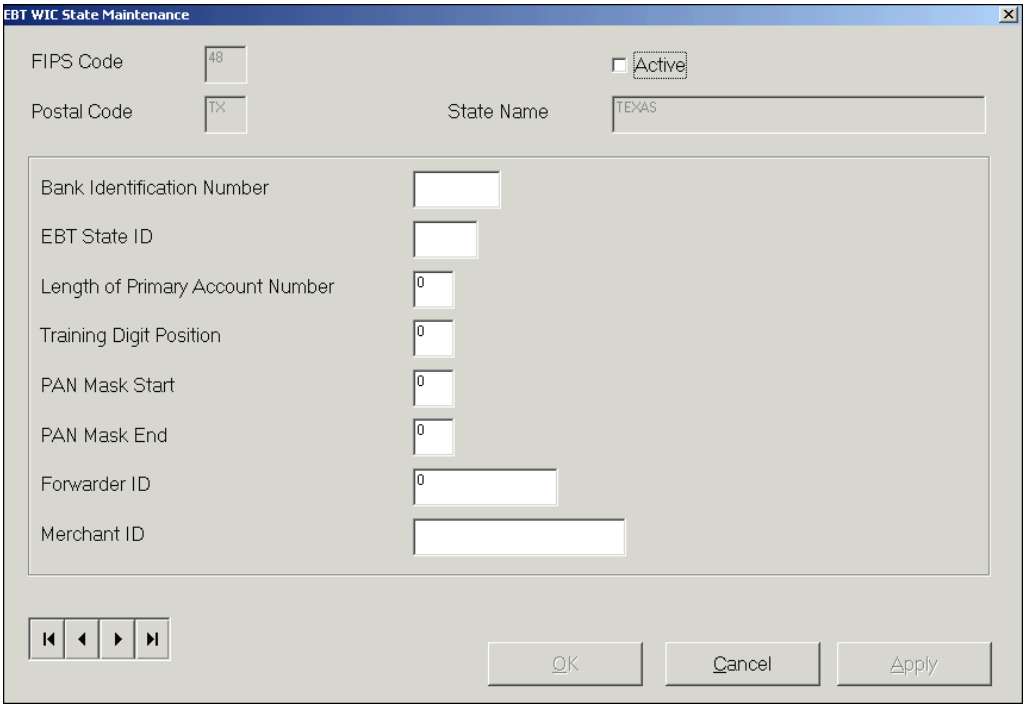
Use the following steps to configure an EBT WIC State for EBT WIC Card Support.

➢ **To configure an EBT WIC State**

3 Open the EBT WIC folder and click State Maintenance. The EBT WIC Maintenance Screen appears.



4 Scroll down, locate and double-click the state to enable. The EBT State Maintenance Window appears with FIPS Code, Postal Code and State Name (read-only) fields populated:



Note:

The FIPS Code is a two-digit numeric Federal Information Processing Standard (FIPS) code that uniquely identifies a state, territory or commonwealth.

8 Check the **Active** flag to indicate the store will support EBT WIC for this state.

Note:

A folder with the name of the state will be created in the C:\Program Files\POSware\Office\EBT_WIC*State Name* folder. This will be the import directory for state files. An APL (Approved Product List) file placed here by the store will be processed during EOD (or manually using EBTWIC_Incoming.exe application – see below) in the C:\Program Files\POSware\Office\Components\EXE\ folder.

After successful processing, the APL file will be placed in the C:\Program Files\POSware\Office\ EBT_WIC\ *State Name*\ History folder

9 In the **Bank Identification Number** field, enter the number used to identify the institution that issued the card. (For example, the Texas BIN is “507717”).

10 In the **EBT State ID** field, enter the ID (4-character alphanumeric) that identifies the grocer to the state (as assigned by the WIC Agency).

11 In the **Length of Primary Account Number** field, enter the length of PAN as determined by WIC Agency.

12 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).

13 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).

14 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**.

15 In the **Forwarder ID** field enter the assigned identifier of the entity that will send the file(s) to the state.

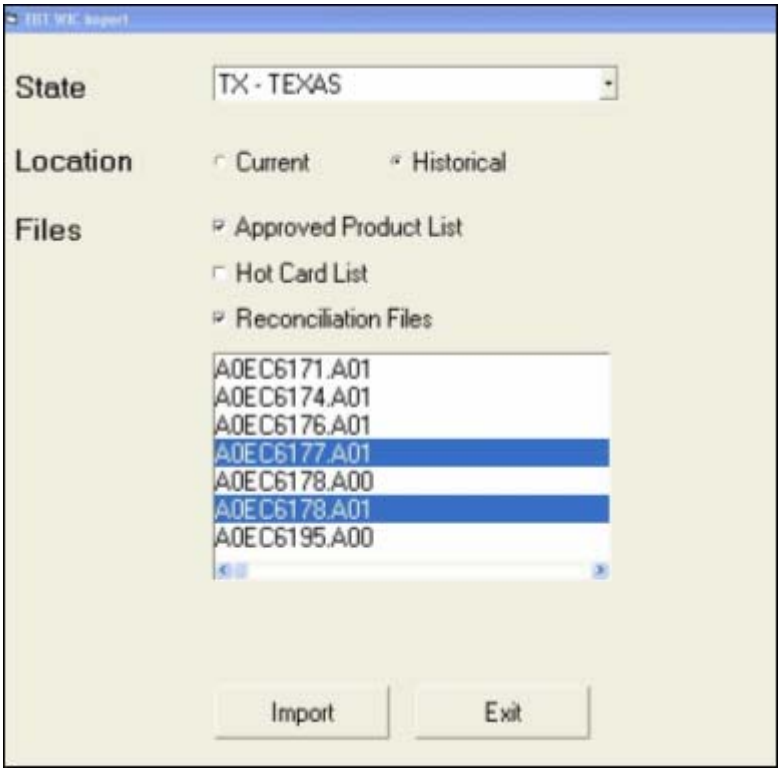
16 In the **Merchant ID** field, enter the assigned identifier that indicates the entity that accepts the EBT WIC Card used in the transaction.

17 When finished, click *OK* or *Apply* to save.

Manually Processing WIC Files

The EBTWIC_Incoming.exe application (located in the C:\Program Files\POSWare\Office\Components\EXE folder) may be run manually to process or reprocess Approved Product List (APL), Hot Card Lists and Reconciliation files.

The user selects the State, the file location to use (Current or History), the file type to reprocess and clicks the **Import** button.



The Check Box for a file type will be disabled if no file exists in a location.

Note:

Reconciliation files contain information on which items from the APL were purchased (claimed and settled). Reconciliation files are placed by the store in the C:\Program Files\POSware\Office\EBT_WIC\ *State Name* folder. At EOD or through the EBTWIC_Incoming.exe application, the Reconciliation File is processed and placed in the C:\Program Files\POSware\Office\EBT_WIC*State Name*\History folder.

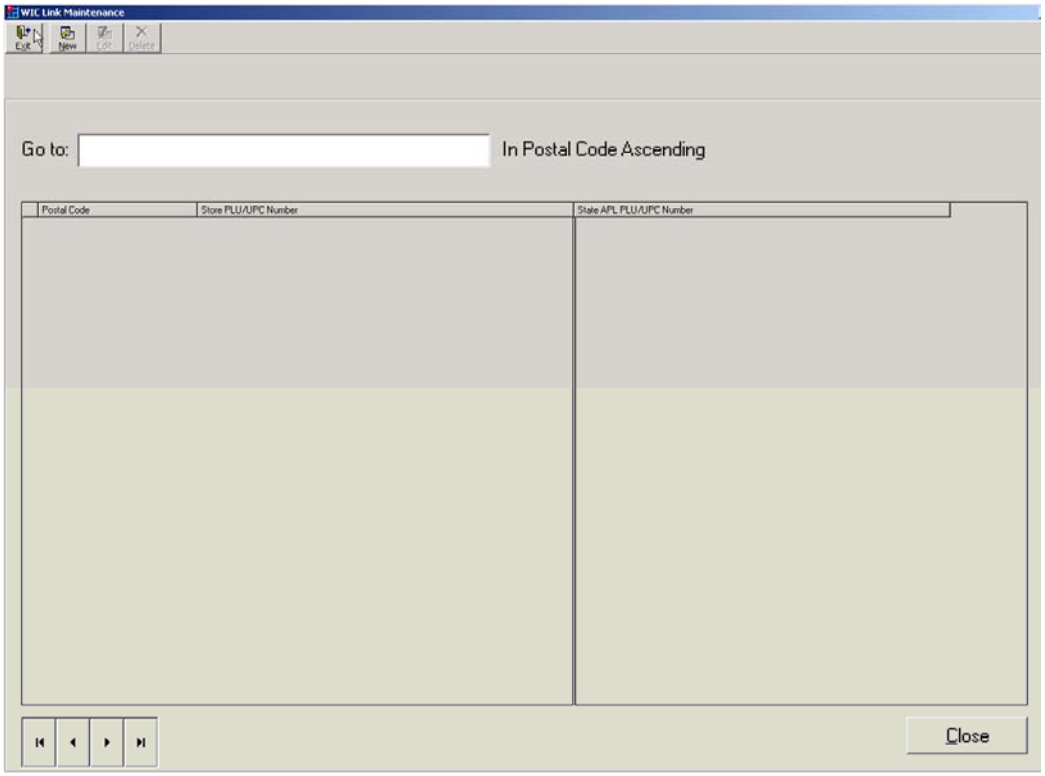
WIC Link Maintenance

EBT WIC cards with embedded “smart-chips” may carry “amount-based” WIC CVV benefits for fruits and vegetables (in addition to “Unit of Measure-based” WIC benefits). Since the state’s PLU codes for produce items included in the state APL (Authorized Produce List) file may not match the store’s item file, the WIC

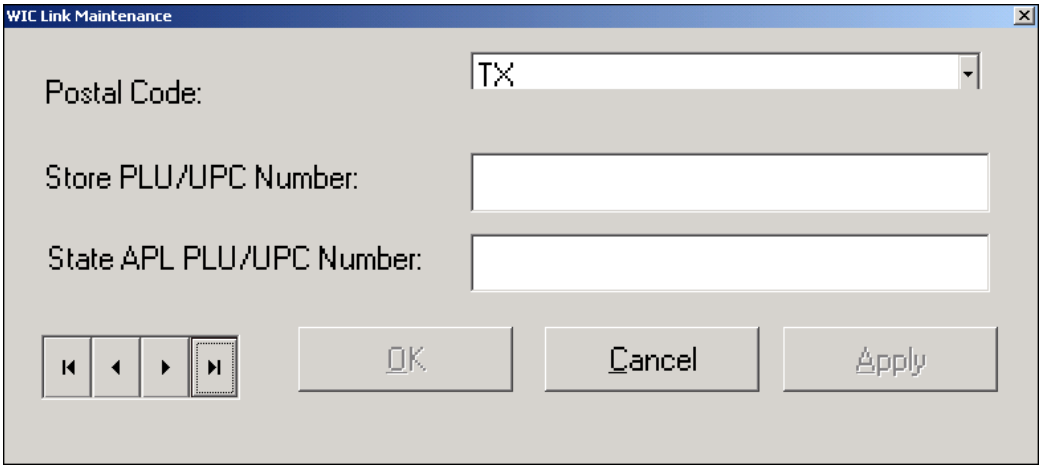
Link Maintenance program populates the WIC item file on the POS with these items.

➢ **To map a store PLU to the state APL file:**

1 Open the EBT WIC folder and click WIC Link Maintenance. The EBT Link Maintenance Screen appears:



2 Click the **New** button. The WIC Link Maintenance form displays:

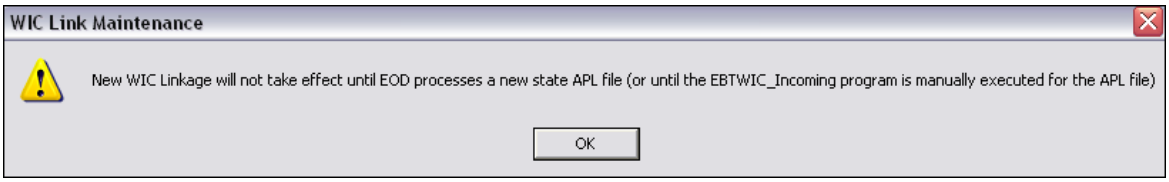


3 Select the state code associated with the item (using the field selection arrow).

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.

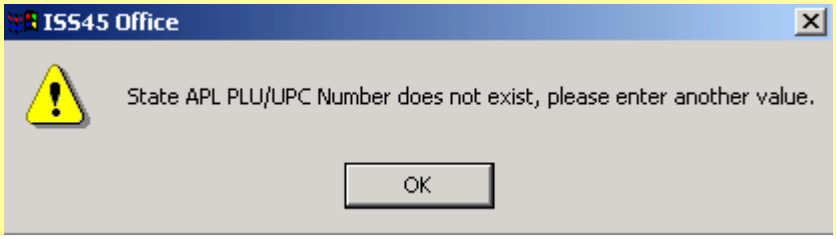
6 Click **OK** or **Apply** to link the items. The following message displays to remind the user that when the linkage will take affect after the next EOD (or until the EBTWIC_Incoming program is manually executed for the APL file).



Note:

If the entered store PLU does not exist in item file but the entered state item does exists in the APL file, the following warning message displays:

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:



POST Controls

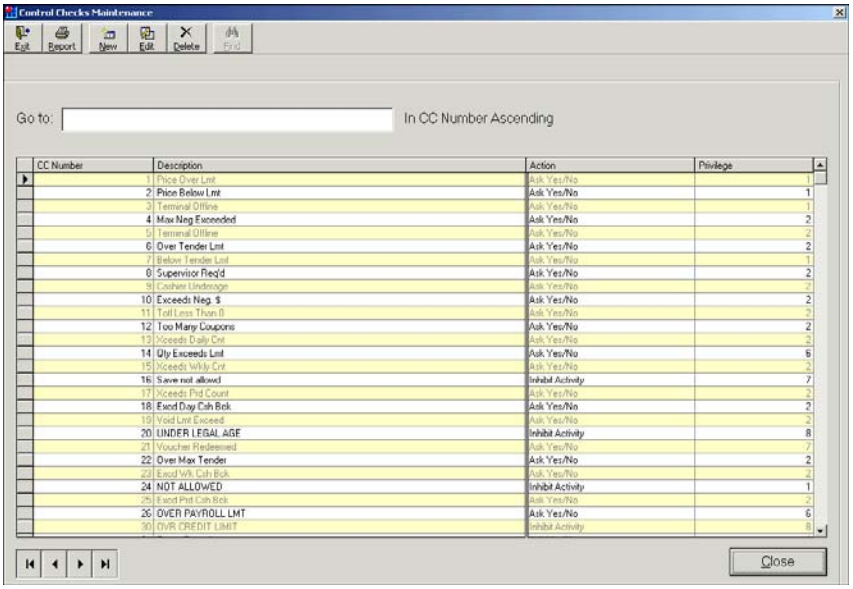
This module contains options affecting operation of the PoS terminals.

Control Checks

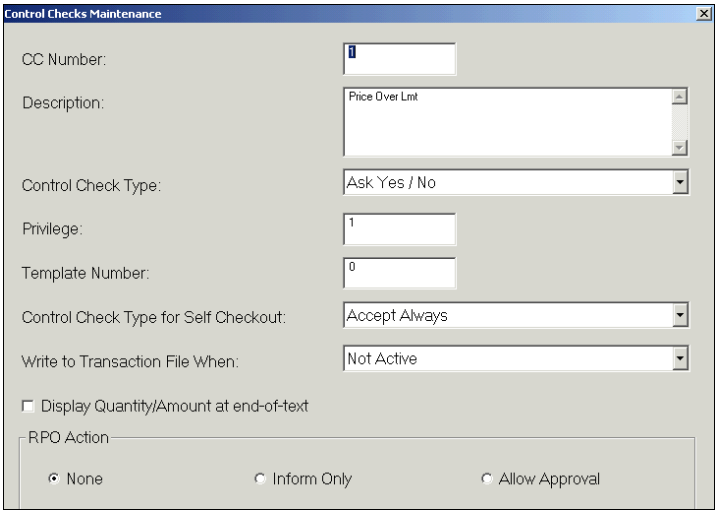
This option enables you to add, edit and delete control checks. Transactions at the PoS terminals can be monitored and controlled by assigning them customized control checks. For example, for a department sale, control checks ensure that the amounts cashiers enter are neither too low nor too high. When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

➢ **To add a new control check**

1 From the Database Management menu, select POST controls and then Control Checks. The Control Checks Maintenance list appears.



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



3 Enter the required control check number and description.

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

Control Check Type	Description
Unused	Control check number is not used.
Ask Yes/No	Displays *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.

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* chapter, to determine their authorization level for handling control checks at the PoS terminal. A cashier is required to take the appropriate action when a control check is triggered, based on the privilege assigned. For example, if a cashier is assigned privilege 1, and a control check with privilege 1 is triggered, the cashier is authorized to continue by pressing the *Clear* key. If the cashier does not have this privilege, another authorized cashier or supervisor with the correct privilege must enter their cashier number and password to continue the transaction.

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

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 you choose depends on the amount of control or security you require at a self-checkout PoS terminal.

Note:

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

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

11 To print the Quantity/Amount at the end of the ticket, select this checkbox.

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

POS Item Messages

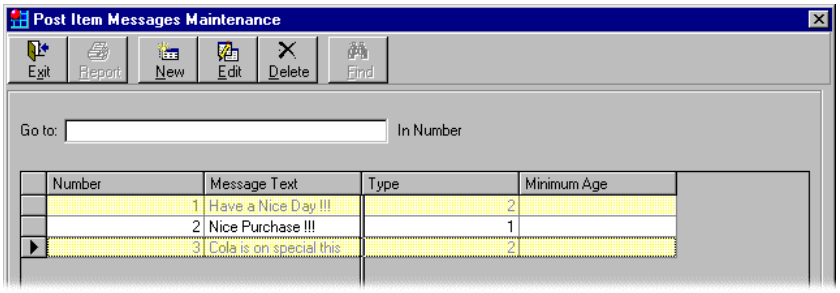
The POST Item Messages option enables you to add, edit, and delete PoS terminal item messages.

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

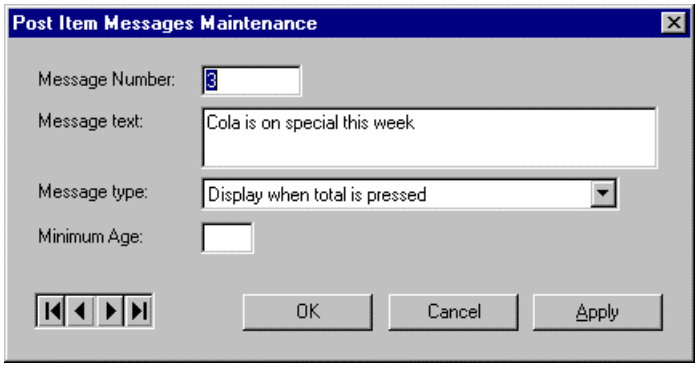
Once you have defined POST messages, you can link them to items. For more information, refer to *PLU Maintenance* in the *PLU Management* chapter.

➢ **To add a new POS item message**

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



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



3 Enter the required message number.

4 Enter up to two lines of text.

5 Select the Message Type from the drop-down list. Options are:

Non-active
Display when item is sold
Display when total is pressed
Sale not allowed
Display if double scanned
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 Click *OK* or *Apply* to save.

Tare Weights

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

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

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

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

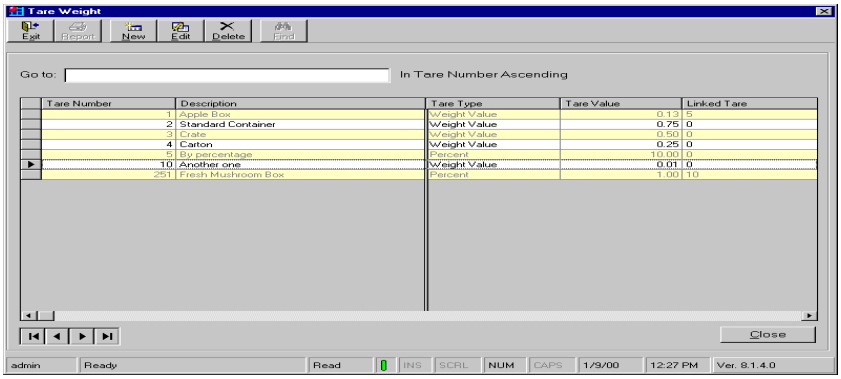
  For example, if an item is sold by weight, and its container weighs .25 pounds, then a tare weight needs to be set up at 0.25. In the PLU record, specify that this item is a weighed item. Then enter the tare code representing 0.25 in the Tare Weight field. When the item is sold, 0.25 is automatically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

Note:

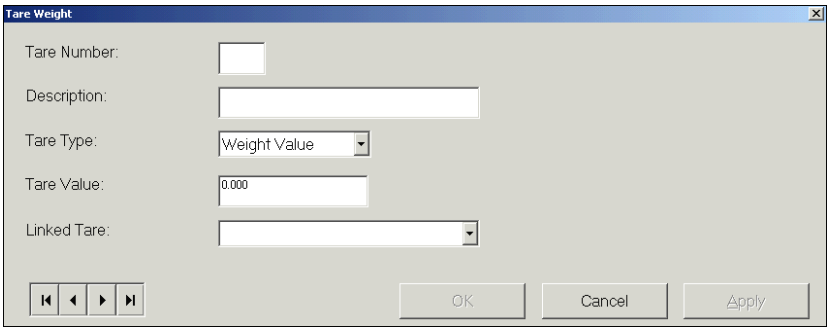
Tare codes can be defined in terms of weight or percentages. Codes 1-30 are allocated to tare weights. Codes 31-60 are allocated to tare percentages.

➢ **To set up tare weights**

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



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



3 Enter the appropriate tare weight number. 1 to 30 are reserved for tare weights, 31 to 60 are for tare percentages.

4 Type in the description.

5 Specify the tare type: weight value or percentage.

6 Enter the tare value, using the decimal point as required.

Note:

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

7 (Optional) To combine this tare with another established tare for purposes of combining weights (or percentages), click the field selection arrow select the desired tare.

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

Templates/Multi-Part Receipts

The Templates option allows you 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, etc. (for endorsement) . You may need to design different templates for specific banks.

In addition to templates, you can design multi-part receipts for the EBT tenders: EBT Cash and EBT Food Stamps.

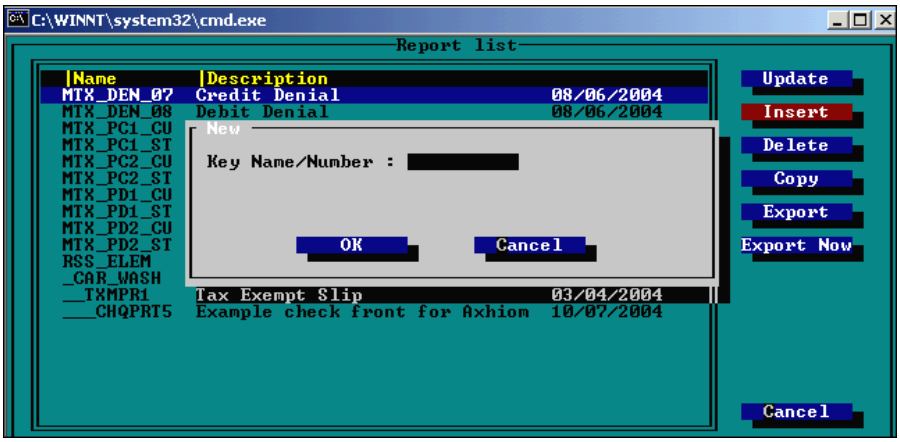
Names assigned to templates display on the POS terminal during tendering, (where endorsement printing has been set up for a tender). The cashier must choose the applicable template.

Adding a New Template

This function enables you to add new templates to the templates file.

➢ **To create a new template**

1 Select Insert (Alt+I). A window displays for entering the key name of the template.



2 Type in the code of the template you want to create. This code is the template's ID in the ISS45 system. You use it to refer to a template throughout the system. The template code must be unique, that is two templates may not have the same number. The template code is a mandatory entry.

- For *check-front* printing, template names (or key numbers), must be in the format:
  CHQ_PRT_99
  where 99 is the template number. Template number can be up to 2 digits.

- For *check endorsement* printing, template names must be in the format:
  TEMPLAT_99
  where 99 is the template number. Template number can be up to 2 digits.

  Note

  Template numbers must be specified (if required), in Tender Types Maintenance.

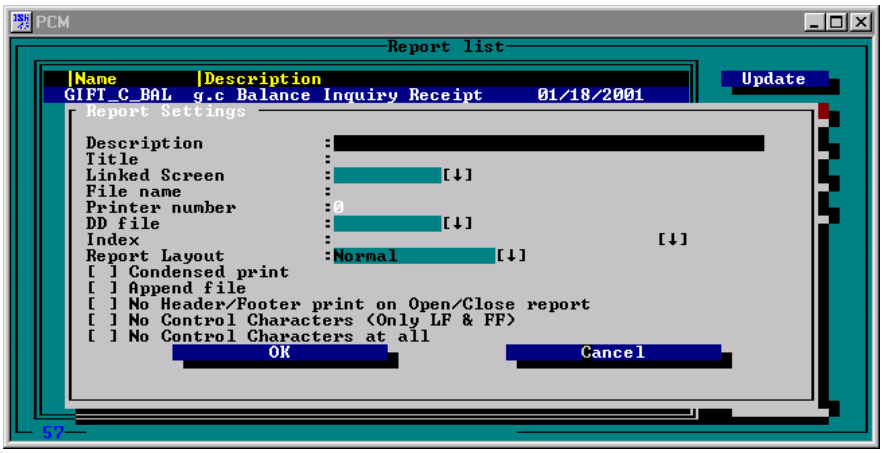
  If you enter a name that already exists, the message `Key name already exists !!! Try another` appears. Press *Enter* to continue.

- 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_99_CST
  where 99 is the receipt (template) number. Use this number in tender maintenance.

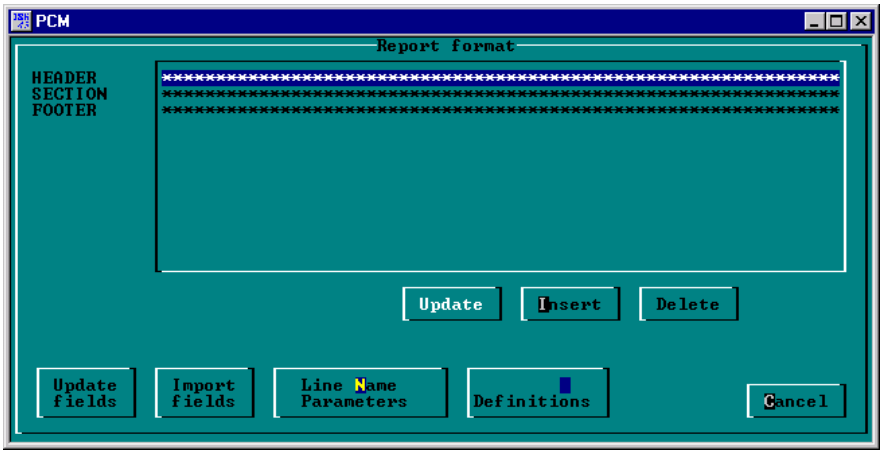
Note

To be able to print both store and customer copies, both multi-part templates must have the same receipt (template) number. For example, 99.

3 The Report Settings window displays.



4 Type in the description, for example a bank name you want to appear on the cashiers' short list. Skip the other fields and select OK. The Report format screen displays.



Designing a Template

The window in the upper part of the template design screen is the area where the template lines are entered as they should be printed on checks, slips, etc. The template contains three parts: header, section and footer.

Entering a line

To insert a line in any of a template's parts, header, section or footer, highlight that part and perform the following steps.

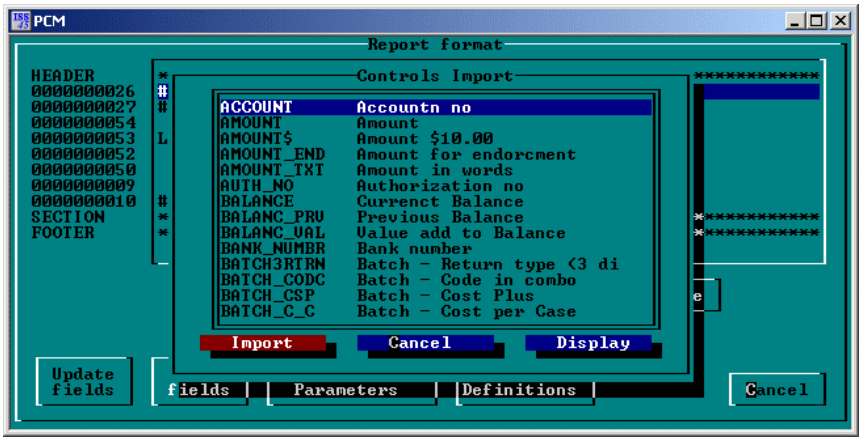
1 Select the Insert (Alt+I) function. A blank line appears under that part. This line is automatically numbered.

2 Highlight the blank line, and select *Update*. On this line you can do the following:

- Type in text as it should appear when printing the template, and press *Enter*.
- Insert a field. The system automatically inserts the value of this field while printing the template.

➢ **To insert a field**

1 Highlight the line in which you want to insert a field. Select the Import Fields function. The Controls Import window displays a list of the available fields.



2 Select a field. In the confirmation box, select OK. The field name appears on the line, within brackets, and starts blinking.

3 Use the Right Arrow and Left Arrow keys to move the field to the desired location on the line and press Enter to anchor the field.

Updating a line

To change the contents of a line, first highlight that line. Then, select *Update* and follow the instructions in 'Entering a Line', above.

Deleting a line

To delete a line, first highlight that line. Then, select *Delete*. In the confirmation box, select *OK*.

Setting line name

The *Set Line Name* function allows you to assign a name to a line.

1 Highlight the line and select Set Line Name.

2 Type in the name and press Enter.

3 Select OK to confirm.

Updating a field on a line

The *Update Fields* function allows you to:

1 Change the length of a field.

2 Delete a field.

3 Change the horizontal position of a field.

Inserting receipt printing commands

When you design multi-part receipts, you have to insert various commands into the template, apart from text and other fields.

The table below lists the available commands.

Command	Description
#LOGO	Prints the graphic logo currently in the system.
#HEADER	Prints the system's header as defined in Receipt Header/Footer Maintenance.
#TRAILER	Prints store, register, cashier and transaction numbers. In addition, prints the date and time.
#FOOTER	Prints the system's footer as defined in Receipt Header/Footer Maintenance.
#CUT	Issues a cut-paper command to the printer.

Updating a Template

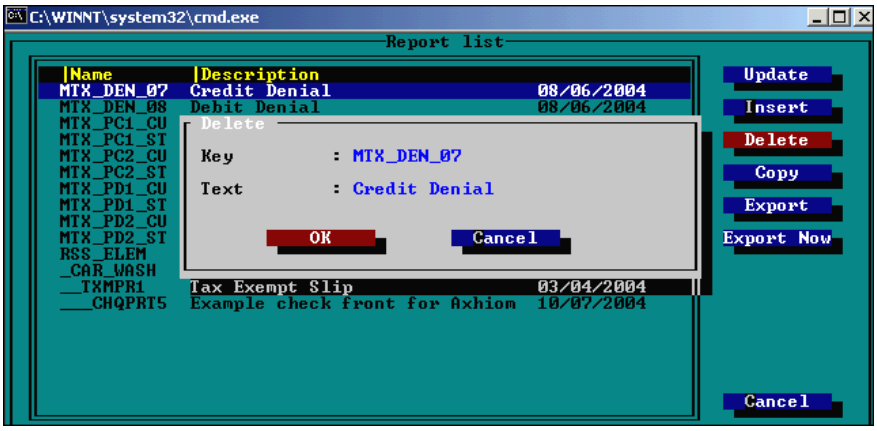
This function allows you to update the contents of a template.

1. In the Report List screen, highlight the required template and select Update.
2. Follow the instructions in 'Adding a New Template', earlier in this chapter.

Deleting a Template

This function is used to delete a template from the templates file.

1. In the Report List screen, highlight the template to be deleted and select Delete. A confirmation window displays the template key code and name.

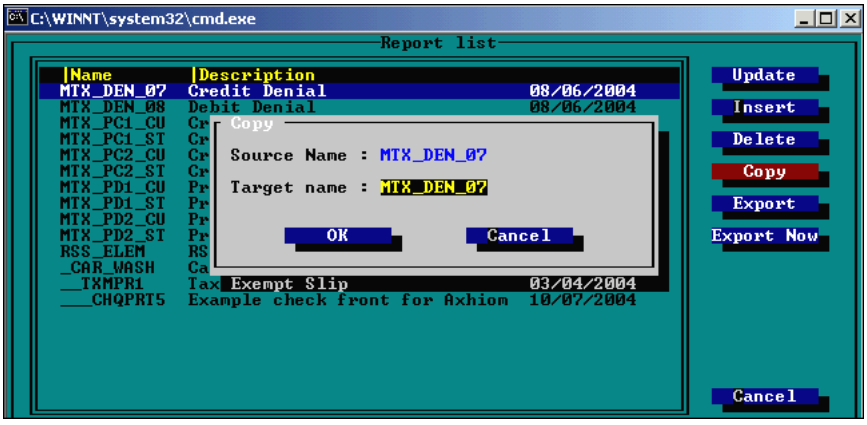


2 Select OK to delete or Cancel to retain the template.

Copying a Template

This function is used to create a new template by copying an existing template. After copying a template, use the *Update* function to make the necessary changes and change the template description (name).

1 In the Report List screen, highlight the template to copy and select Copy. The Copy window displays the name of the source template.



2 In the Target Name field, type in the name of the template you want to create. Select OK. The template is copied to the specified name.

3 Select the Update function to modify the template. Use the functions described above, to customize the template.

4 To update the template description, (the name to display on the POS terminal), press Esc from the Report format screen and then Alt+R.

5 Select Setting (F1). The Report Settings window displays.

6 Type in the required description and select OK to record the change. Press Esc twice to return to the ISS45 Office menu.

Cost Plus Programming

This option allows you to set up parameters if your 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:

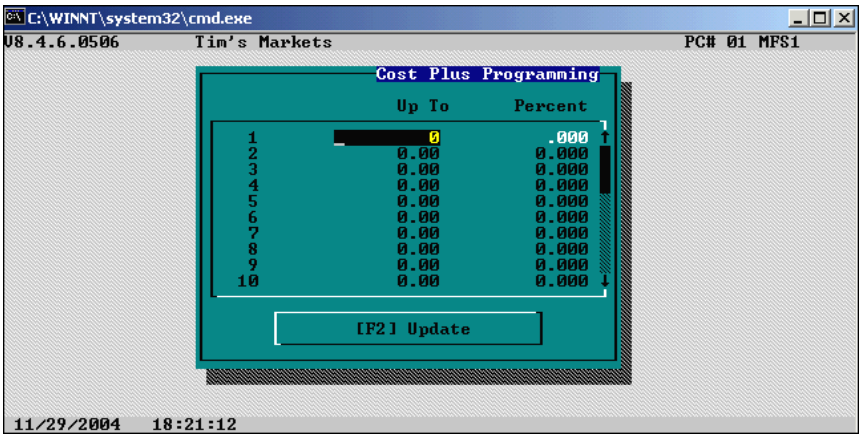
To make use of Cost Plus Programming, you must enable the “Cost Plus in System” General System Parameter (located in the \ Store \ POST \ Monetary \ Cost Plus folder).

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) for which you can define cost plus add-on percentages.

➢ **To set up Cost Plus Programming**

1 From the Database Management menu, select POST Controls, then Cost Plus Programming. The Cost Plus Programming screen displays.



2. Use the *Left arrow* and *Right arrow* keys and *Tab* to position the cursor in the first range (1), in the Up To column.
3. Type in the Up to cost amount, for example **10.00** and press *Enter*. 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. Press *F2* to record the definition.

Service Fee Programming

This option lets you charge customers a service fee (commission) for giving them cash back. Use this option to set the fee range.

Service Fee Programming lets you 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.

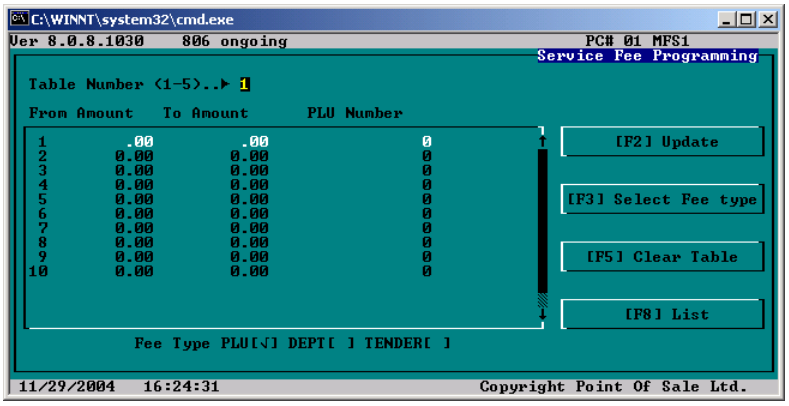
Before you define PLU-type service fee ranges, you must define PLUs with suitable descriptions, and the appropriate prices (fees)

to charge for each range. For department-type service fees, define a department where service will be allocated.

You can define up to five different tables, each containing fee schedules their required cashback or tender value ranges. You can change the default fee type (by Tender Number, by PLU Number, or by Department Number) by pressing the *F3* (Select Fee Type) key.

➢ **To define a Service Fee Table**

1 From the Database Management menu, select POST Controls, then Service Fee Programming. The Service Fee Programming screen displays.



2 Enter the required table number (1 to 5). In Tender Maintenance, you can link different tables to the required tender type.

3 If desired, change the Service Type (by pressing *F3).*

4 In each row, enter the required From and To amounts (i.e., the cash back amount for a normal sale or the purchase amount for a cash tender-purchase transaction).

5 In each row, enter the appropriate PLU number or Department number to link to each range. To see a list of PLUs or departments, press *F8.*

6 For PLU-type service fees, select the required PLU.

Note:

You must already have defined PLUs with suitable descriptions, and the appropriate “prices” (fee) to charge for each range.

7 When finished, press *F2* to save the table.

Card Maintenance

When a credit card is passed through a magnetic card reader (MCR), data encoded on the magnetic strip on the back of the card is transmitted to the computer. The data conforms to rules established by the company issuing the credit card. Once these rules are defined in the system, and a credit card is read, the system determines the type of credit card swiped and whether the card number is valid or invalid. If the card is invalid, an error message displays at the PoS terminal.

Every debit and credit card type must be individually defined, as different card types use different ranges and you can apply different rules to each card.

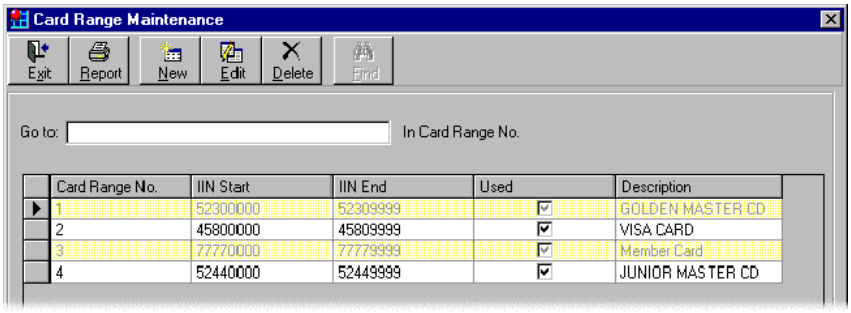
The Debit/Credit Card Maintenance option serves to define or validate debit/credit card rules according to card issuer's specifications, as well as store or company policy.

Card Range

This is where you define all card types in the system. Once card ranges are set up, use Card Validation options to specify how the cards must be validated at the PoS terminals.

➢ **To add a new card range**

1 From the Database Management menu, select Card Maintenance, then Card Range. The Card Range Maintenance list appears.



2 On the toolbar, select *New*.
The Card Range Maintenance dialog box appears.

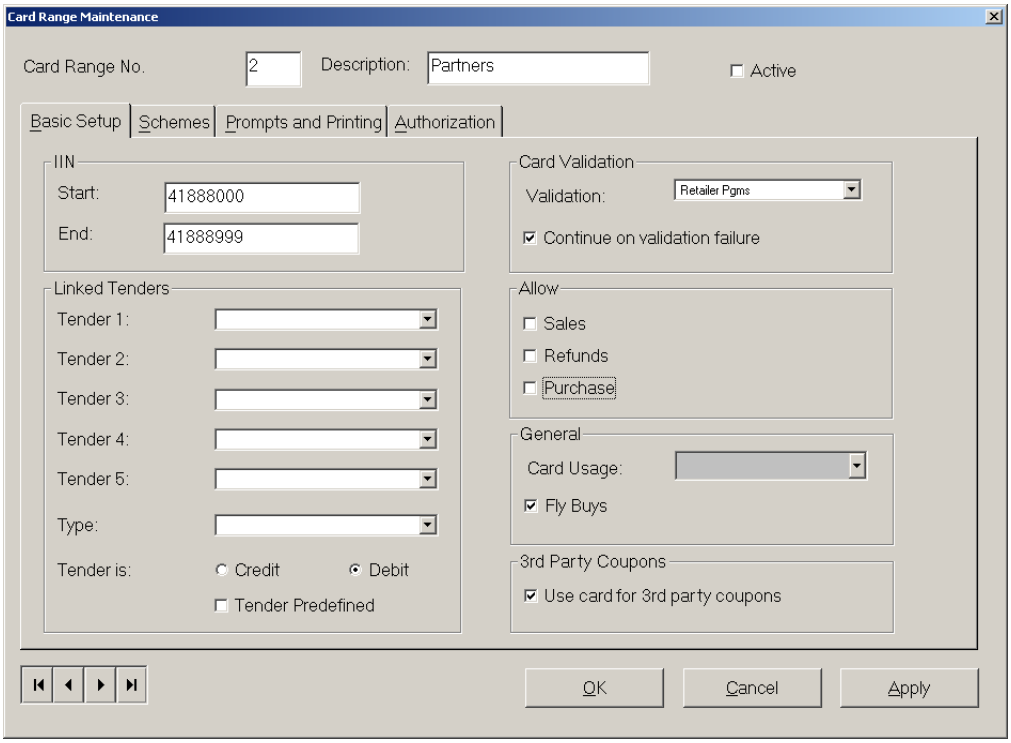
3 Enter the required card range number and description.

4 Select the Active checkbox to enable the card range.

5 Enter all options or set parameters as required. These are explained on the following page.

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

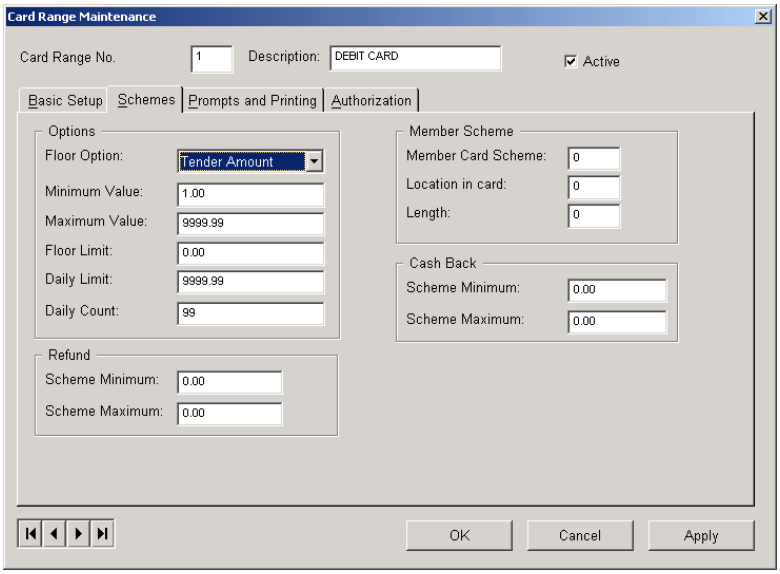
Basic Setup Tab



Field	Description
IIN Start	Lowest sequence number in card range (first 8 digits).
IIN End	Highest sequence number in card range (first 8 digits).
Linked Tenders Field:	You can specify up to five tender types that are affected by the card range. If more than one tender is linked, a list of the linked tenders will be displayed at the PoS terminal when the *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.

Field	Description
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.
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.

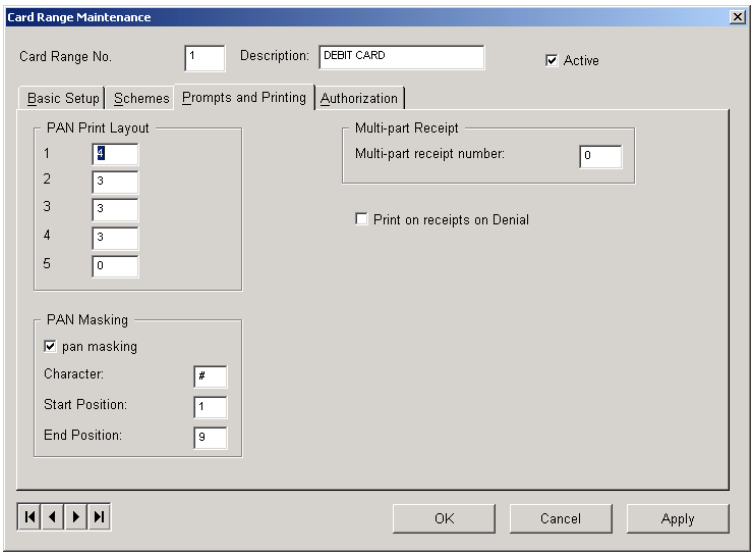
Schemes Tab



Field	Description
Floor Option	Choose: ▪**Transaction Amount** - the floor limit is checked on the balance due. ▪**Tender Amount** - the floor limit is checked on the tender amount.
Minimum Value	Absolute minimum purchase allowed (after all possible exceptions).
Maximum Value	Absolute maximum purchase allowed (after all possible exceptions).
Floor Limit	Maximum unapproved purchase amount without authorization.
Daily Limit	Maximum value allowed to be tendered on a specific card in one day.
Daily Count	Maximum number of times the card may be tendered in one day.
Refund Scheme Minimum	Minimum amount that can be refunded on the card.
Refund Scheme Maximum	Maximum amount that can be refunded on the card.

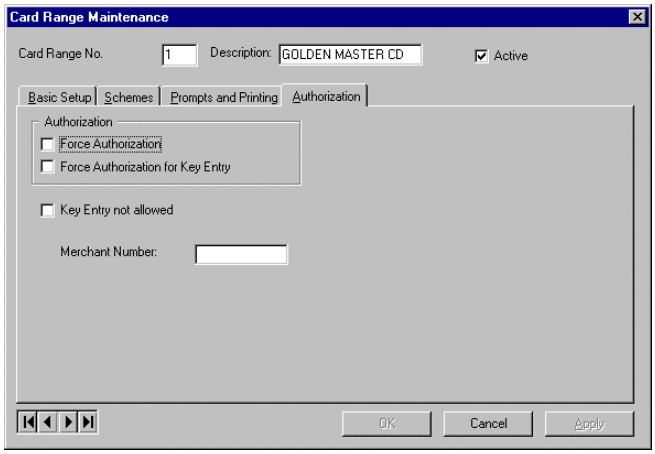
Field	Description
Member Card Scheme Number	Enter the appropriate Member Card Scheme number. Remember: a credit or debit card can be set up to behave as a Member Card as well.
Location in card	Specify the location of the Member Scheme number on track 2.
Length	Enter the length of the Member Scheme number found on track 2.
Cash Back Scheme Minimum	Minimum cash amount that can be withdrawn on the card. This comes into operation at tendering. Cash back is like over tendering.
Cash Back Scheme Maximum	Maximum amount that can be withdrawn on the card.

Prompts and Printing Tab



Field	Description
PAN Print Layout (1 to 5)	These five fields specify the way the card number prints on audit and receipt (i.e., how the numbers are grouped). Enter the number of digits in each of the groups.
PAN Masking	Select this checkbox to enable pan masking
PAN Masking Character	Type in the character you want to use to conceal the account number. For example, an asterisk (*).
Start Position	Enter the position of the account number where you want to begin masking.
End Position	Enter the position of the account number where you want to end masking.
Multi-part receipt number	Enter the appropriate multi-part receipt template numbers. Templates are defined in "Templates/Multiple Part Receipts". This is the template naming convention required: MPR_nn_CST - Customer copy MPR_nn_STR - Store copy where **nn** is the template number. The customer and store copy templates must always have the same number. These MPR (multi part receipt) templates are supplied as the system default. You can set up any templates, as long as you use the above naming conventions.
Print on receipts on Denial	If this is selected, it will override the identical parameter in Tender Types Maintenance. This option prints EFT/OLA transaction denial information on the receipt.

Authorization Tab



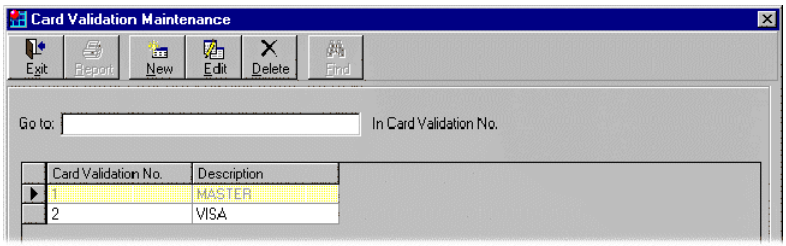
Field	Description
Force Authorization	If selected, cashiers must enter authorization code at the PoS terminal.
Force Authorization for Key Entry	If selected, then authorization (OLA or voice) will be forced if cashiers manually key in the PAN.
Key Entry not allowed	If you select this, manual entry of the PAN for this card range is not allowed. This is especially useful if extra information is held on the card itself, such as service codes or purchase limitations, and would be open to fraud if manually keyed in.
Merchant Number	Specify merchant number for EFT and OLA.

Card Validation

This is where you define what to check, and what rules to apply, in validating cards at the PoS terminal. You can use a single card validation setup for many card ranges.

➢ **To add a new card validation rule**

1 From the Database Management menu, select Card Maintenance, then Card Validation. The Card Validation Maintenance list appears.



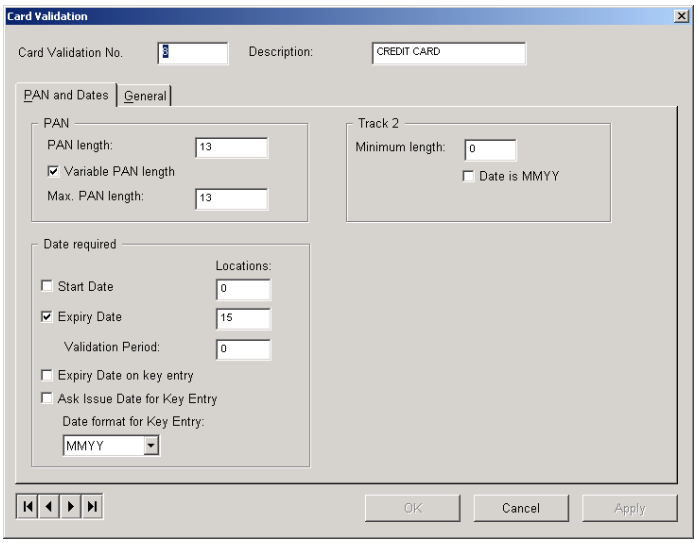
2 On the toolbar, select *New*. The Card Validation Maintenance dialog box appears.

3 Enter the required card validation number and description.

4 Enter all options or set parameters as required. These are explained on the following page.

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

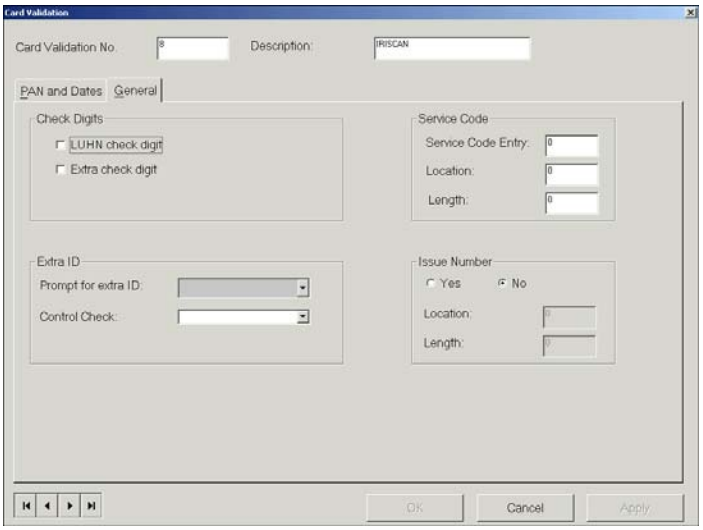
PAN and Dates Tab



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.

Field	Description
Validation Period Location	Some cards have a validation period, according to which the start date is calculated in relation to the expiry date. This field specifies the location of the validation period in track 2.
Expiry Date on Key Entry	If selected, cashiers must enter card's expiration date when card is tendered.
Ask Issue Date for Key Entry	If selected, cashiers must enter card's issue date when card is tendered.
Date format for Key Entry	MMYY or YYMM.
Track 2 Minimum length	Cashier must enter start date when card tendered.
Date is	MMYY or YYMM.

General Tab



Field	Description
LUHN check digit	Check this option if CDV checking according to the LUHN format is required.
Extra check digit	For some cards, the check digit is in a standard other than LUHN.

Field	Description
Prompt for extra ID	Choose the required option: ▪No extra ID ▪If guarantee amt < than tender amount ▪Always
Control Check	Specify the control check to trigger for extra ID.
Service Code 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.

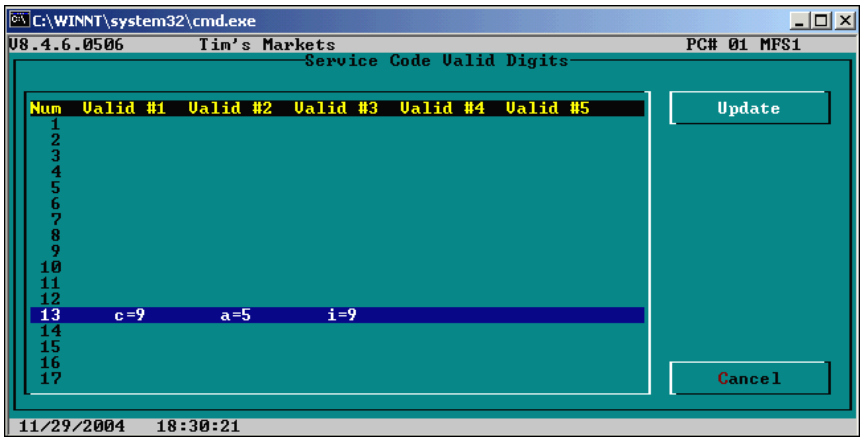
Service Code Digits

Use this option to define service code digits for the pointer ('Service Code Valid Digits' field), specified in Card Range Maintenance. You do not have to use these service codes—however, if you do, they give you greater control over the various cards and functions that you wish to allow or prevent. The service codes file is a set of schemes to validate track 2 of cards. Certain areas of track 2 can contain a string that restricts the card to certain actions. Each entry in the file can contain up to 40 validation checks.

Use the steps below to define service code digits for each digit specified in the Service Code Length. (Refer to Service Codes in under Card Validation in the previous section.)

➢ **To add a new service code digit**

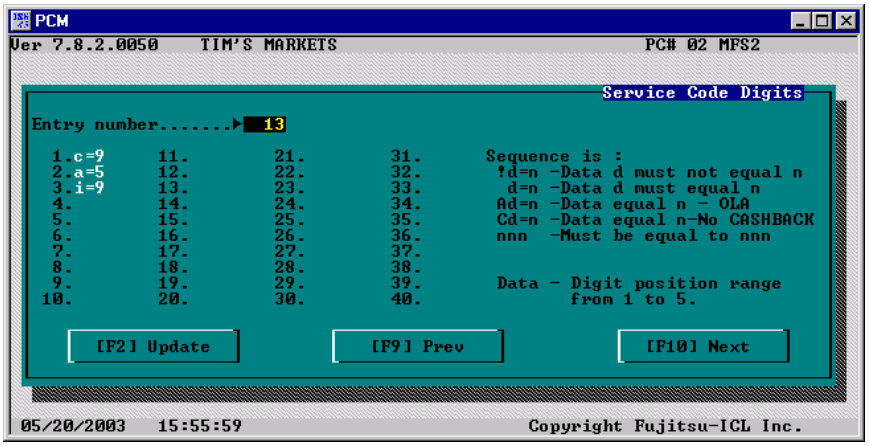
1 From the Database Management menu, select Card Maintenance, then Service Code Digits. The Card Validation Maintenance list appears.



2 Highlight the required entry number in the Service Code Valid Digits screen, and select Update (Alt+U). The Service Code Digits Update screen displays.

Note:

Entry number is the same as the 'Service Code Valid Digits' field under the Card Validation screen's General Tab.



3 The cursor appears at the entry number. If you want to define service codes for another entry number, enter that number and press Enter to continue.

4 For each service code, enter the required sequence. For example:

To	Enter Seq	Description
Prevent Cashback	C1=9	Don't allow cashback if first character = 9,
Force OLA	A1=5	Force on-line authorization if first digit = 5.
Prevent use of a specific type of card	!2=9	Decline card if second digit = 9.

5 Press F2 to record the new details.

Bad Accounts

The system enables you to maintain two options for checking bad accounts:

- Regular Bad Accounts - account number only
- Enhanced Bad Accounts - detailed historical information

Bad account files contain account numbers of checks, credit cards and so on, of the "bad" customers. Maintenance of the bad account files may be performed from a remote site, such as a head office, and then transmitted to stores, or it may be performed locally within a store.

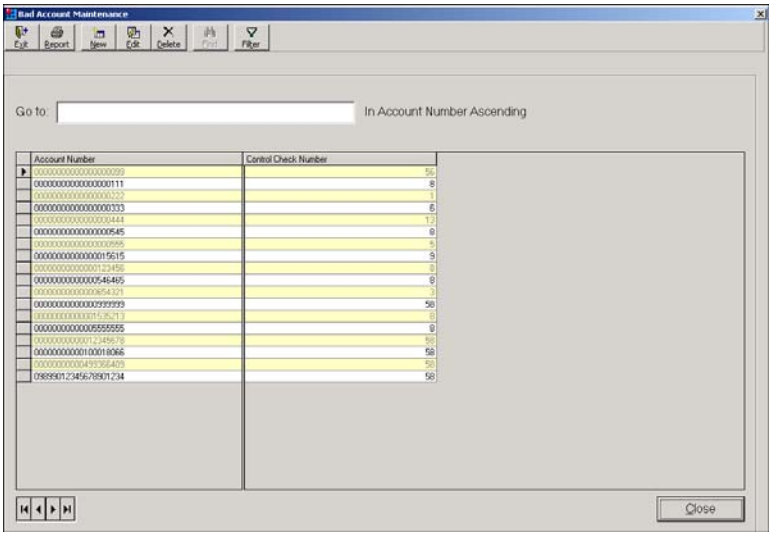
When account numbers are entered at the PoS terminal, the system checks the relevant bad accounts file. If the account is found on file, a control check message appears on the PoS cashier display. Cashiers must follow store policies regarding acceptance of the account.

Regular Bad Accounts

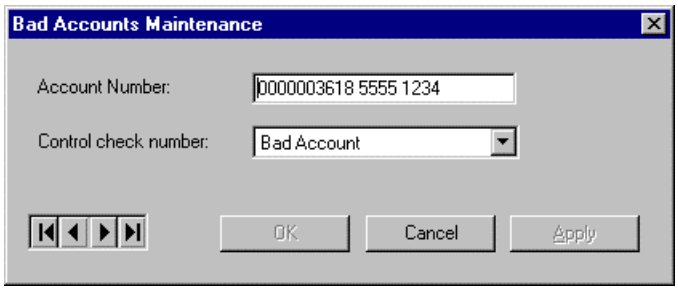
This file contains only the account number and an optional control check.

➢ **To add a new regular bad account**

1 From the Database Management menu, select Accounts, Bad Accounts, and then Regular Bad Accounts. The Bad Account Maintenance list appears.



2 On the toolbar, select *New* to enter a new account.
The Bad Accounts Maintenance dialog box appears.



3 Enter the account number.

4 Choose the appropriate control check to trigger when the account is tendered at the PoS terminal.

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

Enhanced Bad Accounts

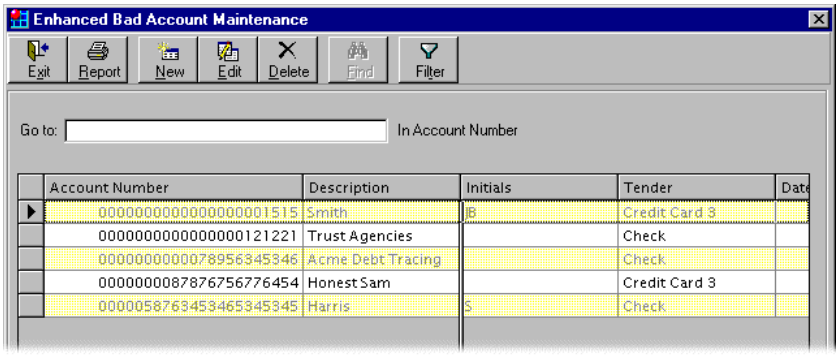
Bad account files contain account numbers of checks, credit cards and so on, of the "bad" customers. Maintenance of the bad account files may be performed from a remote site, such as a head office, and then transmitted to stores, or it may be performed locally within a store.

When account numbers are entered at the PoS terminal, the system checks the relevant bad accounts file. If the account is found on file, a control check message appears on the PoS cashier display. Cashiers must follow store policies regarding acceptance of the account.

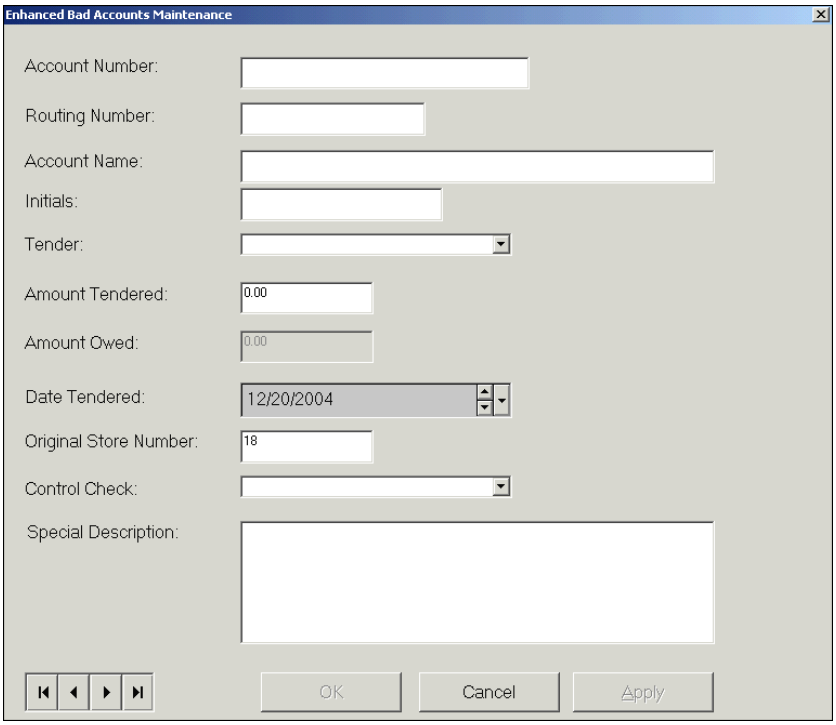
The Enhanced Bad Accounts file provides more detail for each account than the Regular Bad Accounts file. These details include the amount tendered, tender type and store number where tendered.

➢ To add a new enhanced bad account

1 From the Database Management menu, select Accounts, Bad Accounts, and then Enhanced Bad Accounts. The Enhanced Bad Account Maintenance list appears.



2 On the toolbar, select *New* to enter a new account. The Enhanced Bad Accounts Maintenance dialog box appears.



3 Enter the account number.

4 Enter all options or set parameters as required. These are explained below.

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

Field	Description
Account 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 your bad customer's buying patterns. Also, it enables a customer to pay their debt at any store in the chain and the amount could be credited to the original store.
Control Check	Specify the control check to trigger when the account is tendered at the PoS terminal.
Special Description	(Optional) Information text field available for use. You may want to log information specific to this account. For example, customer will return next Friday to sign the check.

ECCA Accounts

The Card Daily/ECCA option enables you to check and control daily limits on amounts, counts, cashback and bad accounts, during tendering at the PoS terminal. You can use this feature

with any tender type that requires an account number to be entered at the terminal.

There are two ECCA account options:

- The first option is used to set up specific parameters for individual customer accounts.
- The second option is used to set up templates with general parameters, for *new* customers.

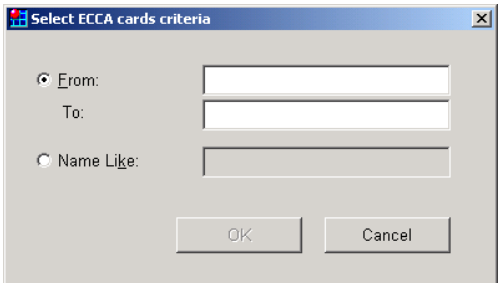
ECCA Accounts Maintenance

Use this option to insert and update account details, parameters and limits for individual customers. There are two ways to enter customer account details:

- By the ECCA Accounts option, as described on the following page.
- By cashier input at the terminal. This method prompts the cashier for only the minimum details, see *POS User's Guide*. After cashiers have entered basic customer information at the PoS terminal, full customer details are entered and parameters are set at the Back Office.

➢ **To add a new account and set parameters**

1 From the Database Management menu, select Accounts, ECCA, and then ECCA Accounts. The ECCA Accounts Maintenance list appears.



2 Type the lowest required Account Customer Number in the *From* field and the highest Account Customer Number in the *To* field,

or

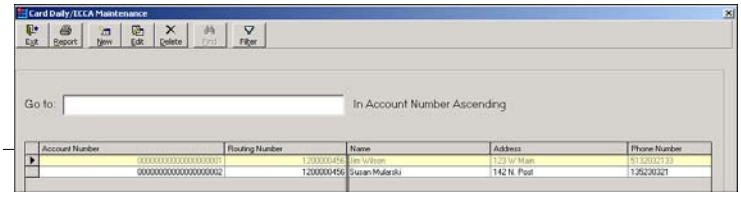
Type the same value in both fields, in order to search for a specific Member Card.

or

Type the Member Card Name using the *Name Like* radio button and click *OK*. The Account Customer Maintenance Window appears.

3 Double-click the Account Customer Number you want to edit. The tabbed Account Customer Maintenance dialog box is displayed.

Basic account details entered atPoS.
Name and parameters entered at Back Office



Some account details for new account customers are entered by cashiers at the terminals and are automatically listed in the Card Daily/ECCA Accounts list. Until you set up specific parameters for new accounts, templates control all amounts, limits, and control checks. See *General Templates Maintenance*, page 5-131, to update details of an account created at the PoS terminal.

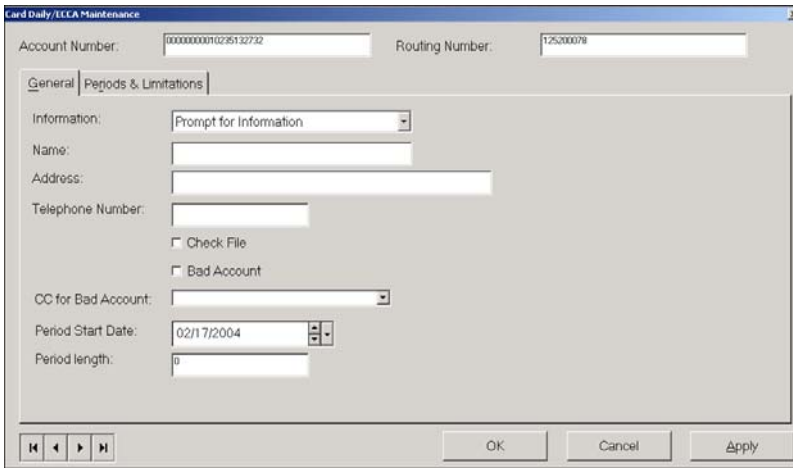
4 Enter the required account number and bank routing number, or if it already exists, move to the other details.

5 Enter all options or set parameters as required. These are explained on the following page.

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

General Tab

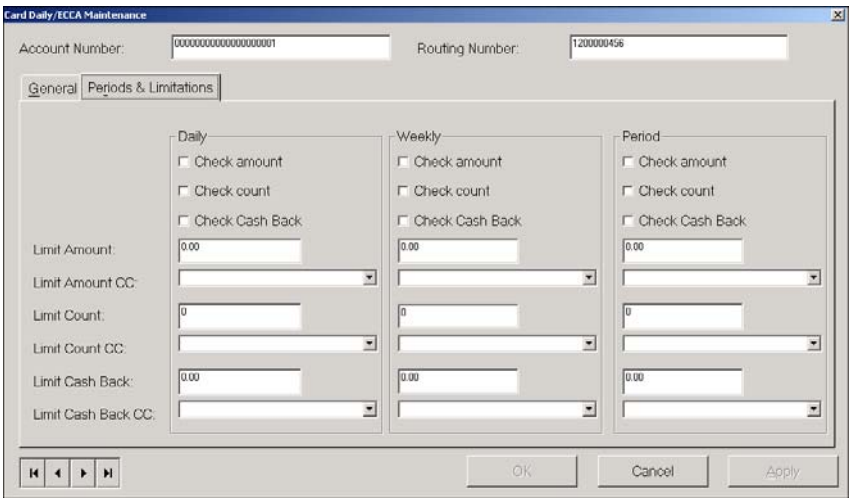
Enter all details that cashier could not enter at the PoS



Field	Description
Information	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 you don't customize limits for a customer, then *general* limits, as specified in ECCA Templates, will always be applied to the account.
Name	Customer name.
Address	Customer address.

Field	Description
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 you specify daily or weekly limits, then skip this entry. Current system date is the default.
Period Length	Number of days in the period - if you use Period Start, above.

Periods & Limitation Tab



Field	Description

Field	Description
Daily; Weekly; Period: Check amount Check count Check Cash Back	Select these three options, as necessary, for the PoS terminal to check the customer's account. When these options are selected, the PoS validates against the rules you specify below.
Limit Amount	Specify maximum amount this customer may spend, for the relevant periods.
Limit Amount control check	Choose control check to trigger when maximum amount is exceeded.
Limit Count	Specify maximum number of visits you allow this customer, for the relevant periods.
Limit Count control check	Choose control check to trigger when maximum count is exceeded.
Limit Cash Back	Specify maximum cash back amount this customer may receive, for the relevant periods.
Limit Cash Back control check	Choose control check to trigger when maximum cash back amount is exceeded.

ECCA Templates Maintenance

Templates contain general rules and are intended for customers not yet listed in your system. Each time a "new" customer pays with one of the applicable tenders, cashiers are prompted (optionally) to enter basic customer details. Control checks may be triggered, according to the limits that you specify here.

A new customer's details are saved in the ECCA database at the end of the PoS transaction. To customize these details for each customer, use the ECCA Accounts Maintenance option, as described above.

The templates contain the system defaults as you choose to set them. Once new accounts are in the system, you can modify the parameters (limits) for individual customers.

To make the templates active, you must link them to the appropriate tender types.

➢ **To add a new template**

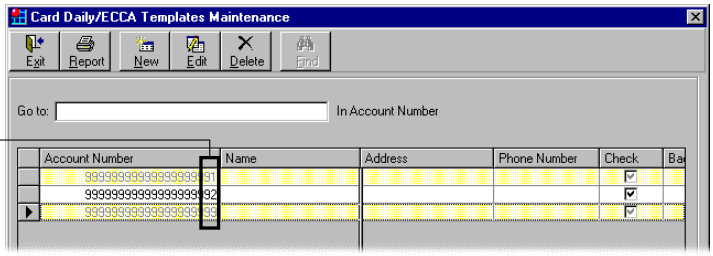
Remember that the templates you are defining contain general rules for a tender type - not an individual customer account.

Template numbers are 20 digits - The first 18 digits must always be nines. For single-digit templates, the first 19 digits must be nines.

For example: 99999999999999999910 indicates template number 10.

1 From the Database Management menu, select Accounts, ECCA, and then ECCA Templates. The Card Daily/ECCA Templates Maintenance list appears.

One (or two) digit template number to use for linking to Tender types



Until you set up specific parameters for new accounts, these templates control all amounts, limits and control checks.

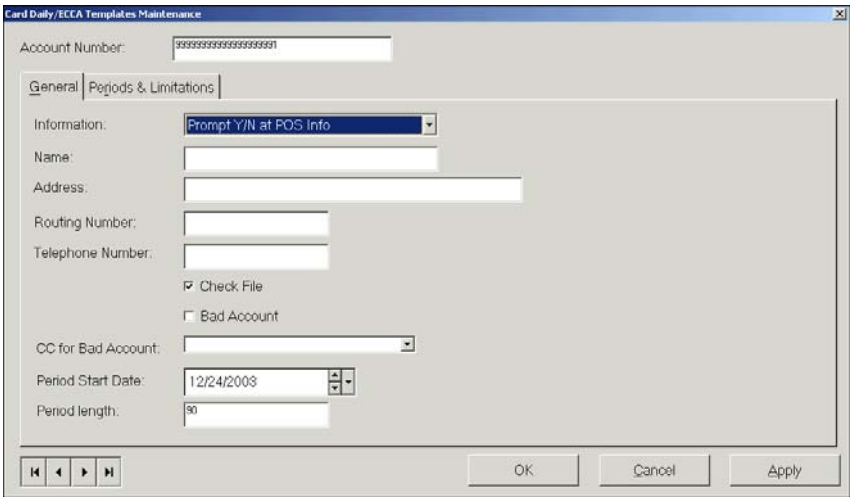
2. On the toolbar, select *New* to enter a new template, or *Edit* to update details of an existing template. The Card Validation Maintenance dialog box appears.

   Note:

   Barcoded Tender ECCA Accounts, like Coinstar, requires an ECCA template.

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

General Tab

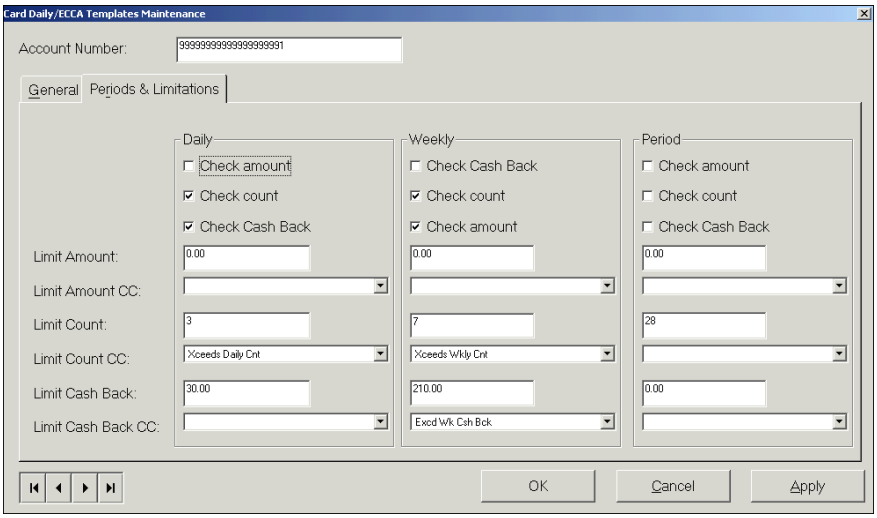


Field	Description
Information	From the drop-down list, choose the prompt (if required) to display at the PoS terminal: ▪**None** - No prompt (Account number is still recorded in the ECCA database, without customer details). ▪**Prompt y/n at PoS for info** - For accounts not on record, the terminal gives 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 you don't customize limits for a customer, then *general* limits, as specified in ECCA Templates, will always be applied to the account.
Name	Type in a suitable template name.

Field	Description
Address	To prompt cashiers to enter a customer address, you could type, "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 you specify daily or weekly limits, then skip this entry. Current system date is the default.
Period Length	Number of days in the period - if you use Period Start, above.
	Note:
	Barcoded Tender ECCA Accounts (e.g., Coinstar) – If this template is for a bar-coded tender, the system can be set to allow automatic deletion of Barcoded Tender ECCA accounts after a specified period of time (see system parameter for *Delete record from ECCA once period length*, located under General System Parameter, in the *System Administration Reference* guide). This 'Period Length' field defines the number of days before deleting the Barcoded ECCA account. The 'Period Start' date defines the first day of the period. Automatic deletion of Barcoded Tender ECCA accounts will occur during End of Day for accounts where the next business day date is greater than Period Start Date plus the Period Length defined, and no activity has occurred on the account.

Field	Description
	The Period Length and Period Start Date can also be adjusted at the individual ECCA account. See *ECCA Accounts* above.

Periods & Limitation Tab



Field	Description
Daily; Weekly; Period: Check amount Check count Check Cash Back	Select these three checkboxes, as necessary, for the PoS terminal to check the customer's account. When these options are checked, the PoS validates against the rules you specify below.
Limit Amount	Specify maximum amount this customer may spend, for the relevant periods.
Limit Amount control check	Choose control check to trigger when maximum amount is exceeded.
Limit Count	Specify maximum number of visits you allow this customer, for relevant periods.
Limit Count control check	Choose control check to trigger when maximum count is exceeded.
Limit Cash Back	Maximum cash back amount customer may receive, for the relevant periods.
Limit Cash Back control check	Choose control check to trigger when maximum cash back amount is exceeded.

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 the \ Store \ Front Office \ General folder).

➢ **To Access Customer Accounts Maintenance**

1 From the Database Management menu, select Accounts, then Customer Accounts. The Customer Accounts Maintenance screen displays.

This screen 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 PgUp, PgDn, Up Arrow and Down Arrow keys.
- For faster search, use the Go To feature: Start typing an account number. As you enter the digits, they display at the bottom left corner of the list window. The account record corresponding to the number you entered is highlighted at the top of the list. For example, as you type 123, the system first highlights account 1, then account 12 and then account 123. If the number you 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 press Enter to activate it

Adding a New Customer Account

This function allows you to define a new Customer Account.

➢ **To add a new Customer Account**

1 In the Customer Accounts Maintenance screen, select Insert. The Customer Accounts Maintenance Insert screen displays.

2 Type in the account number (including check digit) and press Enter. To view a list of the existing accounts press F8 List. A confirmation box displays the prompt: `Insert New Record?`

3 Select Yes.

4 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.

5 Press F2 to record the new customer account.

Updating a Customer Account

This function lets you 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.

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.

Printing a Customer Account Report

➢ **To print a Customer Account Report**

1. In the Customer Accounts Maintenance screen, select Print. 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 or type Alt+C. The report displays.

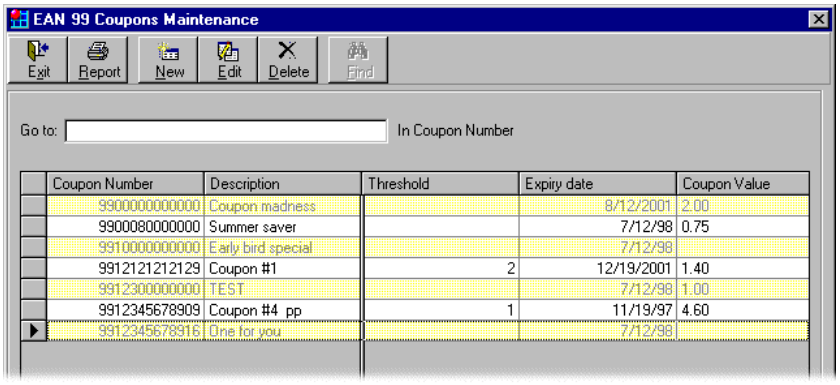
3 Press F10 to print the report.

EAN 99 Coupons

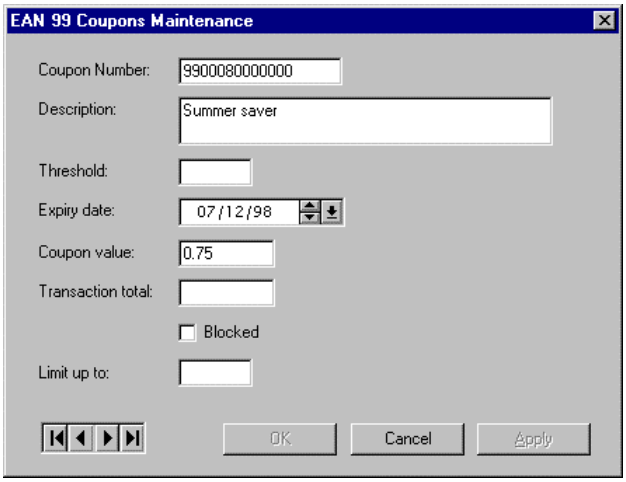
You can assign any number of items to an EAN 99 coupon. The procedure for defining these coupons is similar to promotions. (Threshold, expiry date, value, minimum purchase amount and so on.)

➢ **To add a new EAN 99 coupon**

1 From the Database Management menu, select Coupons, then EAN 99 Coupons. The EAN 99 Coupons Maintenance list appears.



2 On the toolbar, select *New* to enter a new coupon. The EAN 99 Coupons Maintenance dialog box appears.



3 Enter the required coupon number, or if it already exists, move to the other details.

Note:

Coupon numbers must begin with 99, contain 13 digits, and include a valid check digit.

4 Enter all options or set parameters as required. These are explained on the following page.

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

Field	Description
Description	This is for internal use. Description does not print on receipt.
Threshold	Specify the minimum quantity of the item that a customer must buy, to earn the coupon.
Expiry date	Last date on which the coupon is valid.
Coupon value	Specify the (reward) amount to subtract from the item or ticket.
Transaction total	Optional. Enter the minimum total purchase amount for customer to qualify.
Blocked	Select to prevent this coupon from being awarded.

Field	Description
Limit up to	Specify the maximum number of times the coupon may be redeemed within a transaction, with one scan of the coupon.

Barcode

The Barcode folder's Barcode Programming Maintenance program 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
- Retalix Loyalty barcode coupons
- Retalix Loyalty vouchers

ISS45 supports EAN 128 barcodes, a high-density alphanumeric bar code that is 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.

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

ISS45 has the ability to read third-party Rx barcodes and process them into a ticket. The customer's prescription co-pay is then added to the ticket.

Process Flow

- Customer drops off prescription

- Pharmacy creates Rx barcode
- At the checkout POS, the Rx barcode (defined in ISS45 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, setup 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.

Retalix Loyalty Coupons

ISS45 supports the following Coupon Promotion functionality with Retalix 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 ISS45.

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 the Store \ POST \ Monetary \ Member Promotion folder) must be set to "No" prior to implementing Retalix Loyalty Coupon Promotions.

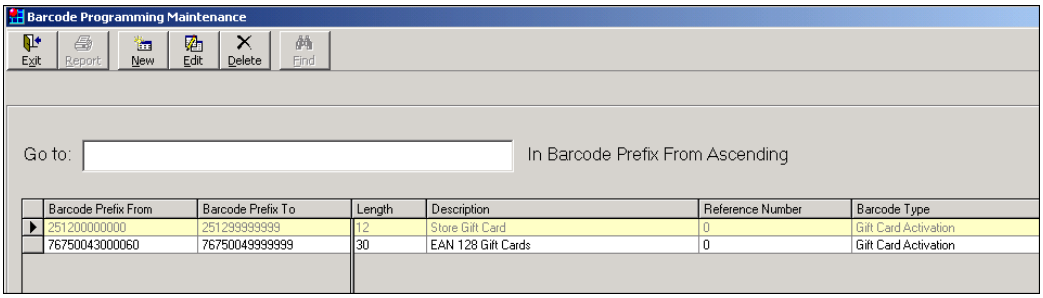
Retalix Loyalty Vouchers

A Retalix Loyalty 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 vouchers at the next visit. Vouchers are treated as a tender for redemption purposes are assigned a Barcode Type of **Tender**.

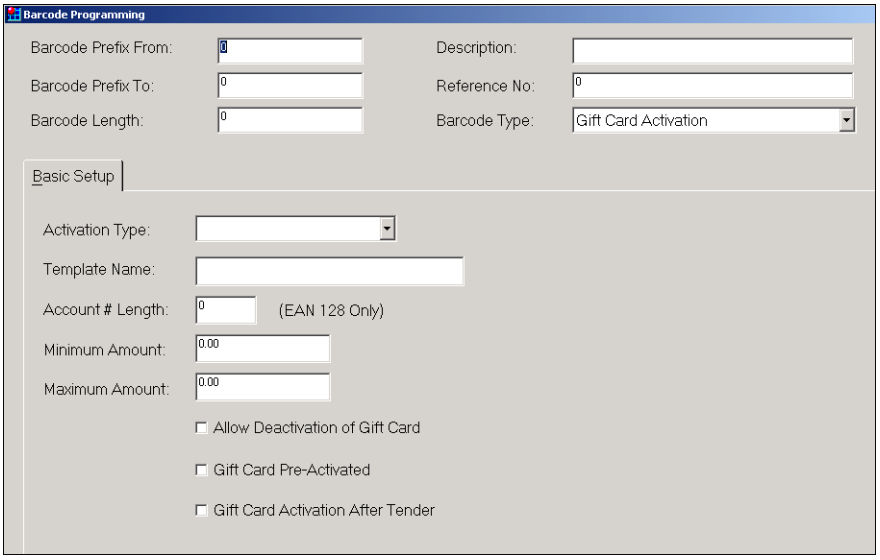
Barcode Programming Maintenance

➢ **To add a new Barcode Maintenance Range:**

1 From the Database Management menu, select Barcode and then Barcode Programming Maintenance. The Barcode Programming Maintenance screen displays all previously established ranges.



2 With the Barcode Programming Maintenance screen open, click the **New** button. The Barcode Programming window appears.



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 the **OK** button to save your changes and return to the Maintenance Screen.

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), ISS45 will assume the remaining digits are zeroes. **Note:** A barcode range within another barcode range (nesting) is acceptable. However, you cannot enter a prefix that is used by another range (overlapping). 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), ISS45 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 pointers 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: Tender, Gift Card Activation, Gift Card Recharge, Phone Card, Pharmacy Rx Sale or Loyalty Promotion Parameters.

Field	Description
Fixed Tender	For Barcode Types of **Tender**, this field indicates that the Tender ID is a 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 a Variable Tender, this field displays the starting position of the Tender number within the barcode. For example, if you enter 4, the first number within the Promotion number is the forth digit in the barcode.
Tender Length	For Barcode Types of **Tender** flagged as a 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 **Tender**, 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**.

Field	Description
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. So 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).

Field	Description
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).

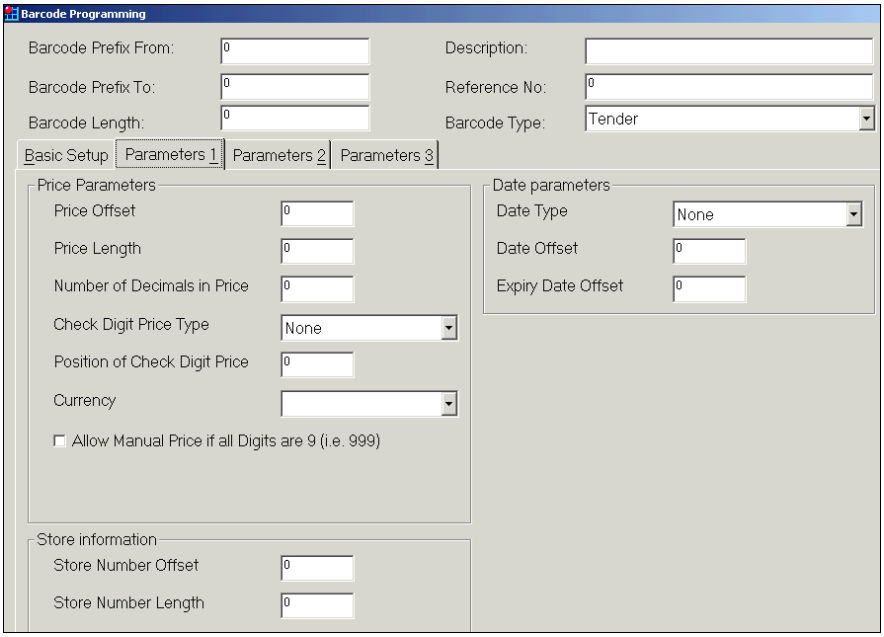
Field	Description
Field Type (1 through 6)	For Barcode Types of **Pharmacy RX Sale**, click the field's selection arrow and select one of the following eight fields to assign to a barcode field segment: PLU Number, Rx Number, Co-Pay Amount, 3rd Party Pay Amount, Bonus Points, Quantity, Fill Number or Partial Fill Number. **Notes:** 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. 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 2 of 4, "2" is used). The Partial Fill Number is used in the event of 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.

Field	Description
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.
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.

Field	Description
Variable Promotion	For Barcode Types of **Loyalty Promotion Parameters** click this radio button to field 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 you enter 24, 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**.

Field	Description
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.

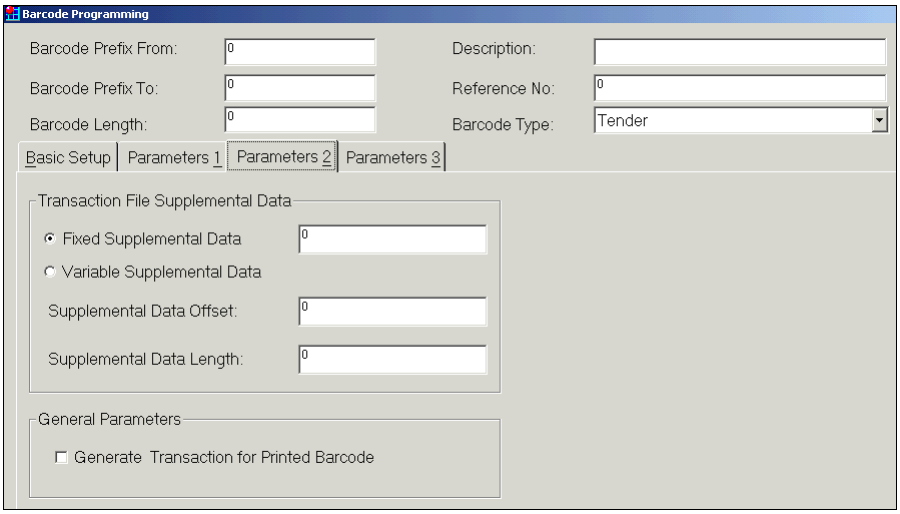
Parameters 1 Tab (Barcode Types of "Tender" Only)



Field	Description
Price Offset	This field displays the starting position of the price within the barcode. For example, if you enter 6, 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, you must enter 2 to indicate that after the first two numbers, the decimal is added to determine the price.

Field	Description
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 you enter 3, 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 you enter 8, 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 you enter 10, the first number within the expiration date is the tenth digit in the barcode

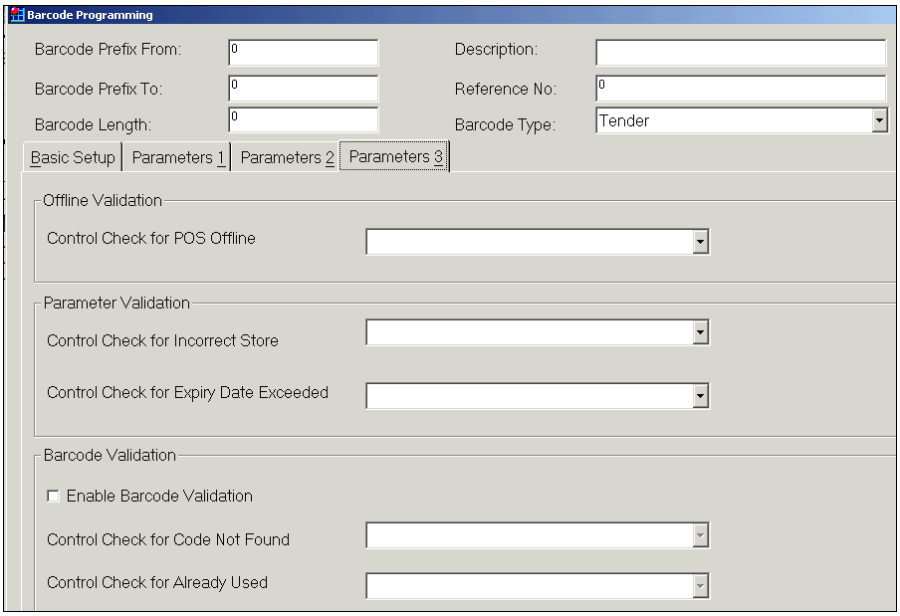
Parameters 2 Tab (Barcode Types of “Tender” Only)



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 you enter 10, 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.

Field	Description
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.

Parameters 3 Tab (Barcode Types of “Tender” Only)



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.

Field	Description
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 on 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.

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 four message types:

- Sign-on messages
- Immediate messages
- Pos Messages (Post Email)
- Send Ticket by E-Mail

You 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.

Sign-On Messages

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

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

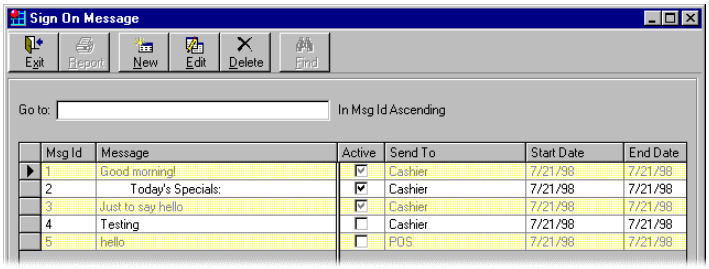
The system allows up to 64 Sign On messages.

Note:

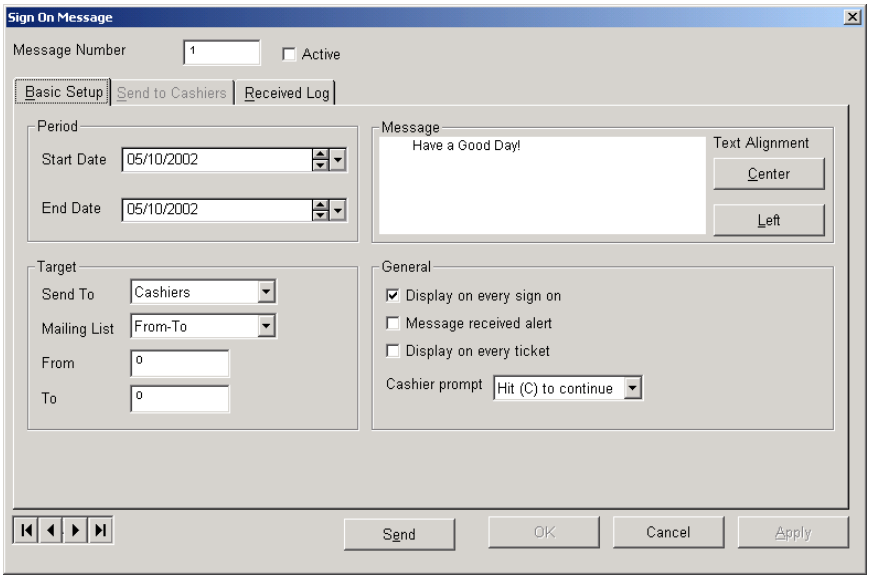
The End of Day process deletes all sign-on messages with End Date less than, or matching, the current system date.

➢ **To send a sign-on message**

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



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



3 Enter the message number. If you want to set up the message, but are not yet ready to send it, leave the *Active* option cleared.

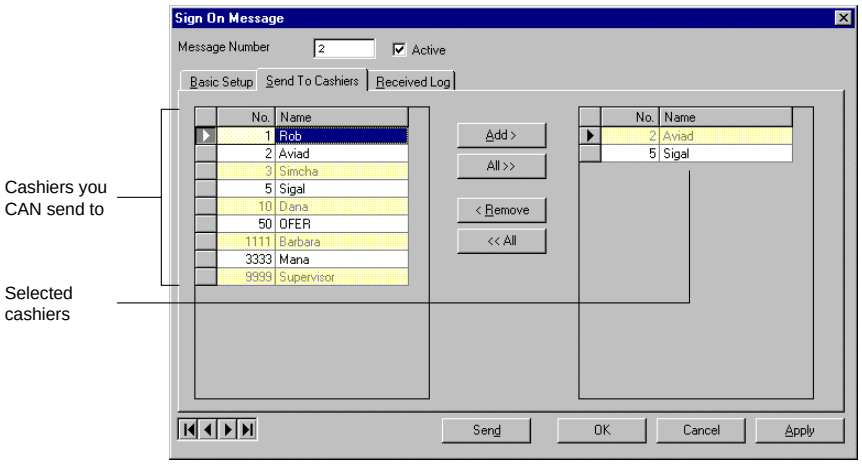
4 Enter the required Start and End dates.

5 Specify whether to send the message to *Cashiers*, *Tills* or *Checkout Banks*.

6 Choose where to send the message:

- To send to all cashiers, set the *Mailing List* option to *All*.

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



7 Add the required cashiers to the list on the right.

8 Type your message - up to five lines are available. The default text alignment is *Left*. You may choose to center the text.

Note:

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

9 To display the message at every sign-on, select the *Display on every sign on* check box in the Sign On Message dialog box. If this check box is clear, the message displays at the PoS terminal at the next sign-on only.

10 For important messages, you may want to be alerted when each cashier receives the message. Select the *Message received alert* checkbox.

11 To display the message at every ticket, check *Display on every ticket*.

12 Specify the required cashier response to the message: *Hit (C) to continue*, or *Yes/No*.

13 Click *Apply* to save the message.

14 To send the message, click *Send*.

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

Immediate Messages

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

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

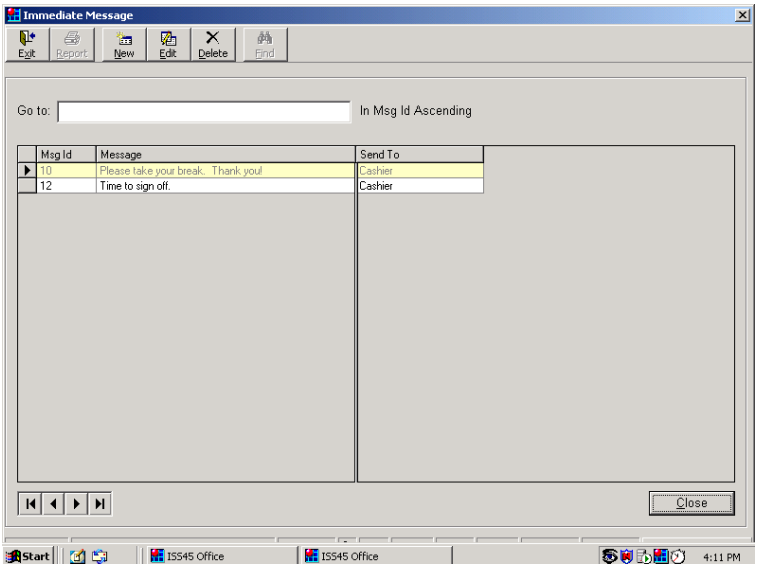
The system allows up to 86 Immediate messages.

Note:

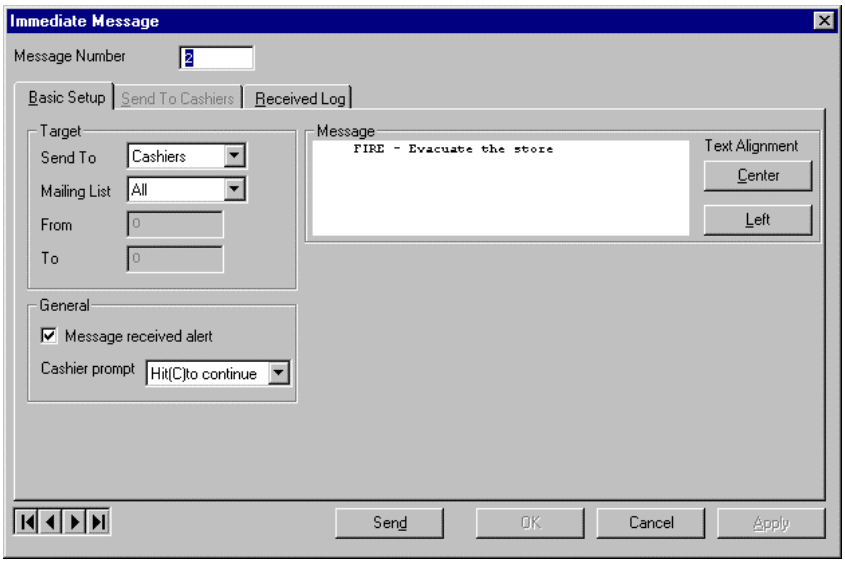
All immediate messages are valid for the current day only, and are deleted during the End of Day process.

➢ **To send an immediate message**

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



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



3 Enter the message number.

4 Specify whether to send the message to Cashiers, Tills, or Checkout Banks.

5 Choose where to send the message:

- To send to all cashiers, choose *All* from the *Mailing List* drop-down list.
- To send to a range, choose *From-To* from the *Mailing List* drop-down list, and then enter the first and last cashier numbers of the required range.
- To send to specific cashiers only, choose *Select* from the *Mailing List* drop-down list, and then click on the *Send To Cashiers* tab.

6 For important messages, you may want to be alerted when each cashier receives the message. Select the *Message received alert* check box.

7 Specify the required cashier response to the message: *Hit (C) to continue*, or *Yes/No*.

8 Type your message - up to five lines are available. The default text alignment is *Left*. You may choose to center the text.

9 Click *Apply* to save the message.

10 To send the message, click *Send*.

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

PoS Messages (Post Email)

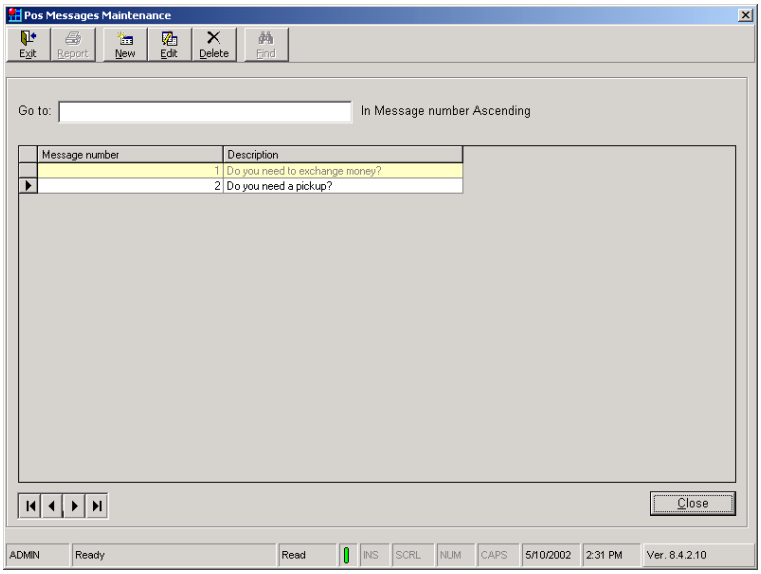
Use this option to send messages from back office servers to the PoS terminals, PoS terminals to PoS terminals, or PoS terminals to back office servers.

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

The system allows up to 9 Post email messages.

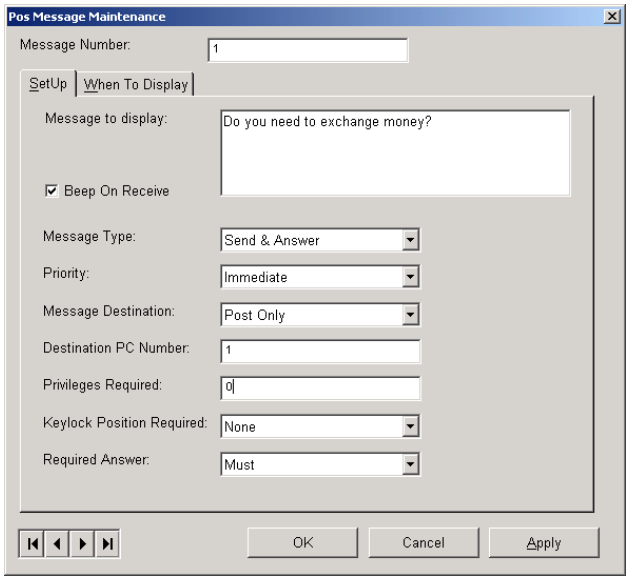
➢ **To send a Pos message**

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



The list area of the window displays existing Pos Messages.

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



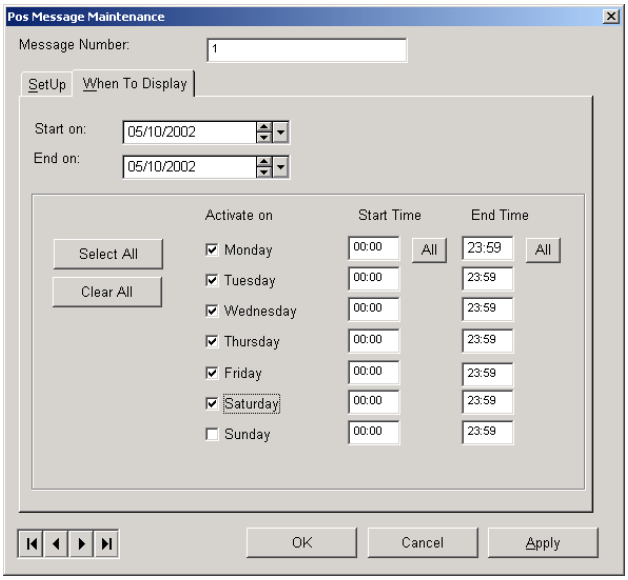
3 Enter the message number (range 1 to9).

4 On the *Setup* tab, set options and parameters as required:

Field	Description
Message to Display:	Enter message to be sent. Up to 5 lines of text are available. The default text alignment is *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 in order to send the message. If the privilege is zero, no privilege is required.
Keylock Position Required:	Specify the keylock position required for the email message to be sent: ▪ None ▪ Manager ▪ Supervisor

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

6 Select the *When to Display* tab to set Start and End dates.



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

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

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

Send Ticket by Email

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

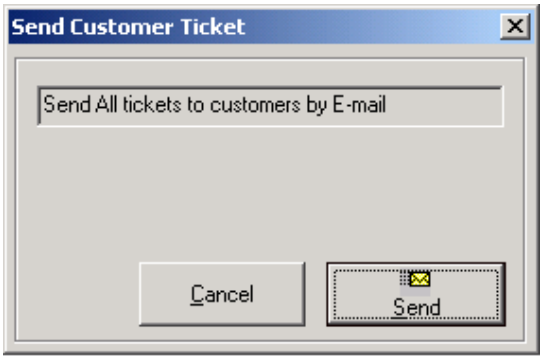
In addition, during the End of Day process, the system will automatically send any remaining email copies of receipts to member cardholders.

Note:

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

➢ **To send current email receipts to customers**

1 From the Database Management menu, select Message Center and then Send Ticket by Email. The Send Ticket by Email dialog box appears.



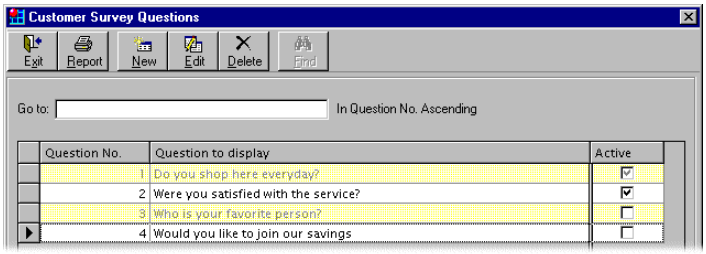
2 Click *Send* to automatically send email copies of sales receipts to customers.

Customer Survey

Use this option to display survey-type questions at the PoS terminals. You can set up questions to display on specific dates, days or at certain times. Choose whether to display the questions at the start or end of a ticket. Cashiers can be prompted to answer with Yes/No or enter numeric values.

➢ **To add a customer survey question**

1 From the Database Management menu, select Customer Survey. The Customer Survey Questions list appears.



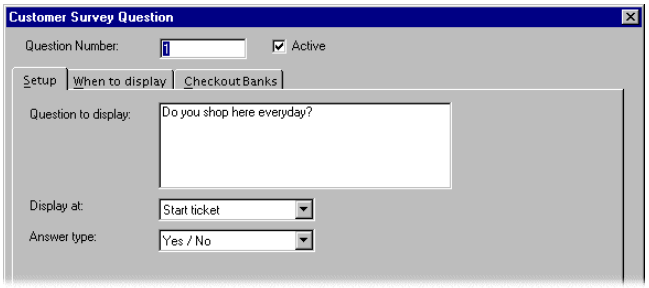
2 On the toolbar, select *New* to enter a new question. The Customer Survey Question dialog box appears.

3 Choose the question number and select the *Active* checkbox.

4 Type in the question and select options or set parameters as required. These are explained on the following page.

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

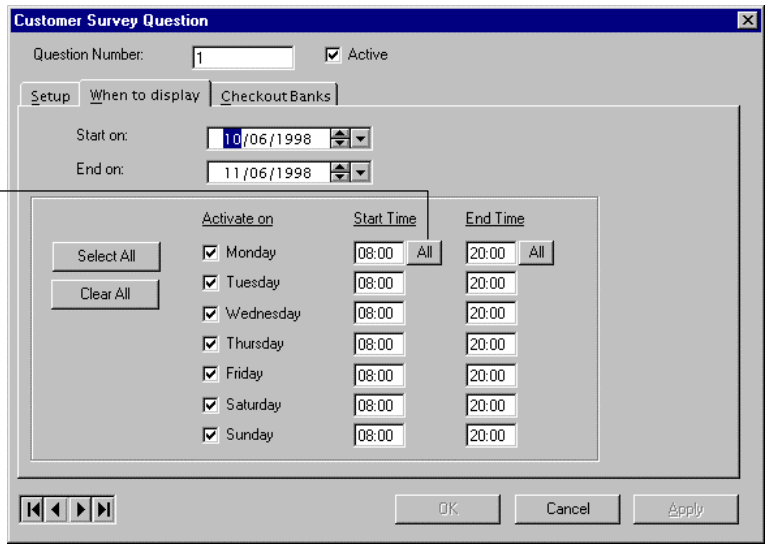
Setup Tab



Field	Description
Question to display	Type in the question to display.
Display at	Start or end of ticket.
Answer Type	Yes/No, Numeric, Zip Code or Phone Number.

When to Display Tab

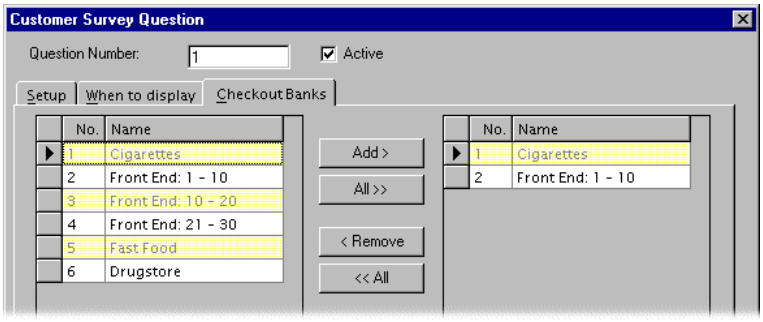
Repeats Monday's time for every day



Field	Description
Start on	Start date.
End on	End date.
Activate on (day)	Select the required days. Click *Select All* to choose every day.

Field	Description
Start and End Time	Enter the required times. If you want to make Monday's time the same for every day, click *All*.

Checkout Banks Tab



You can specify at which checkout banks questions should display.

6

Electronic Journal

The Electronic Journal is a powerful query tool that enables you to search for and display transactions from the PoS terminals. This enables you to monitor cashier performance, sales of selected items and departments, or solve customer queries or complaints.

The Electronic Journal guides you through a series of menus and options, allowing you to define search criteria and sort the results according to your requirements.

In this chapter:

Getting Started, page 6-3

Searching for Transaction Files, page 6-5

Searching for Specific Transactions, page 6-7

Search Results, page 6-35

Sorting Results, page 6-39

View Ticket Screen, page 6-40

Getting Started

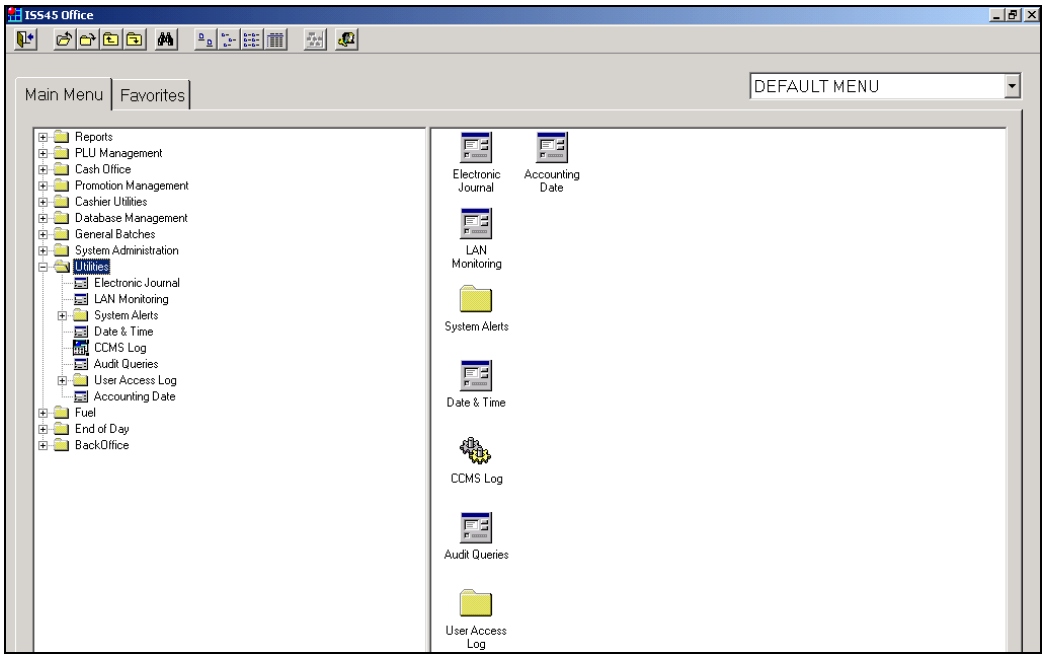
This section describes the Electronic Journal window, and provides an overview of its options and functions.

Opening the Electronic Journal

The Electronic Journal is located in the Utilities menu.

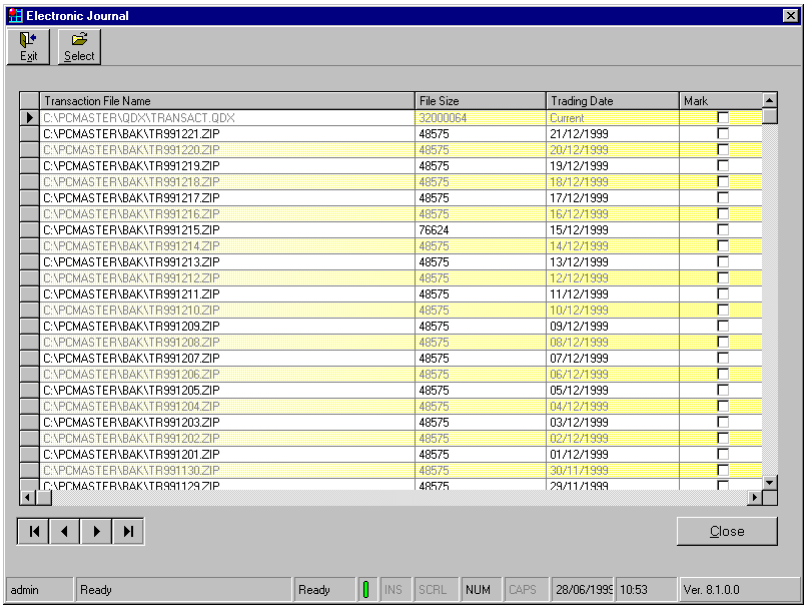
➢ **To open the Electronic Journal**

1 In the Main Menu, select Utilities.



2 From the Utilities menu, select Electronic Journal, or double-click on the *Electronic Journal* icon on the right side of the window.

The Electronic Journal window is displayed.



Searching for Transaction Files

When the Electronic Journal window is opened, it displays a list of transaction files. Transaction files are created daily and contain a record of all transactions made through the PoS terminals for that day. These are the files you will search for transaction information.

Each transaction file is listed, together with its file size and the trading date to which it relates. In addition, a field titled *Mark* is displayed on the extreme right of the window. This field enables you to check multiple files in which to search for specific transactions.

The first file in the list is always the current day's transaction file, called TRANSACT.QDX. During the End of Day process, the current transaction file is zipped and renamed with the relevant date, for example, TR011221.ZIP. The zipped files are listed in date order, with the most recent at the top of the list.

Note:

If End of Day has been completed and no sales have been made for the current day, no data will be available in the current file.

The number of files that you can select from depends on the length of time your store keeps files on the system.

Selecting Transaction Files

This section describes how to navigate through the transaction files in the list and to select a specific transaction file.

➢ **To navigate to files in the list**

Use the arrows at the bottom left of the Electronic Journal window to move up and down the list,
or
Use the *Up Arrow* and *Down Arrow* keys and/or the *Page Up* and *Page Down* keys,
or
Move your cursor up and down over the column on the extreme left of the window. A black horizontal arrow indicates the file to which your cursor is currently pointing.

➢ **To select files for a more extensive search**

1 To select a single file: Click on the file to highlight it.

Note:

You can also select a single file by double-clicking on it.

or
Click in the checkbox in the *Mark* field for the required files. A checkmark ✓ in the checkbox indicates that the file has been selected.

2 Click the Select button.

When you select a file(s), the Search Types dialog box is displayed, as shown on page 6-8. This dialog box displays the options by which you can search the transaction files, as described in the following section.

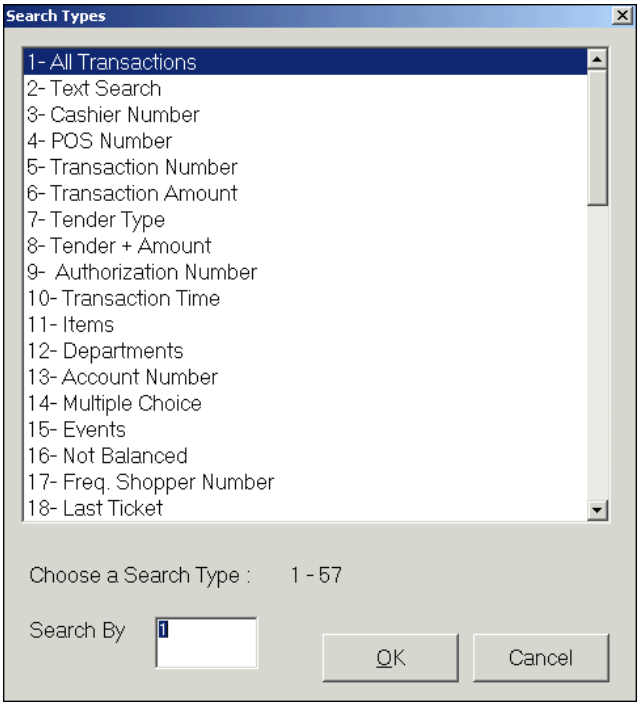
Searching for Specific Transactions

Once you select a file (or files) to search, you will want to search for some specific kind of transaction or information. There are many search options, which are described below. Multiple searches can be performed, each search being a sub-search of the previous one, filtering out unwanted transactions until you find the required information.

Keep in mind that as you progress through searches, you are most likely excluding certain information. If you find that you have excluded data you intended keeping, click *Last* to return to the previous search or searches.

Search Types Dialog Box

The Search Types dialog box lists all the criteria by which the transaction files can be searched.



➢ **To choose a search option**

1 If you are in the Search Results display, click *Search By* to display the Search Types dialog box.

Note:

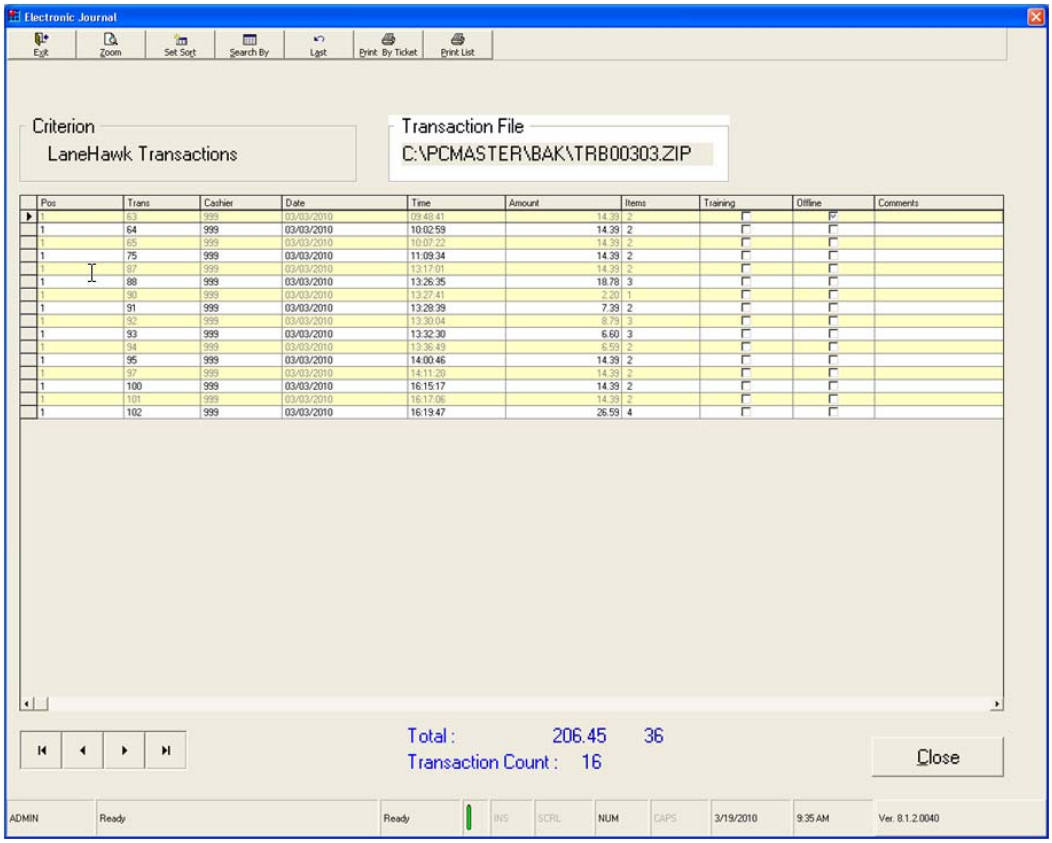
If you have just selected the transaction files you require to search, the Search Type dialog box will already be displayed.

2 Highlight the required search option using the *Up Arrow* or *Down Arrow* keys,
or
Enter the number of the Search type in the *Search By* field in the lower part of the dialog box.

Note:

You can drag the scroll bar on the right hand side of the dialog box to display further search types.

3 Click *OK*. A search will be immediately performed if further parameters are not required, for example if *All Transactions* is selected, otherwise the relevant Search Type parameters dialog box will open. The transactions that match your search query are displayed in the Electronic Journal window.



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 The *Search Results* List on page 6-35, for further information.

Search Types

There are three basic search types:

- **Single choice**, described on page 6-11.

  Use this option to request one search choice, or type of transaction, at a time.

- **Multiple choice**, described on page 6-22.

  This option enables you to search for up to five different criteria simultaneously. Multiple choice searches are useful if you want to search for the basic transaction types first, and then use single choice searches to refine the results. Similarly to the single choice searches, you can enter ranges to search, or accept the system defaults.

- **Events**, described on page 6-31.

  This option enables you to search for events recorded through the PoS terminal that do not constitute a ticket transaction.

Note:

You can choose a search option the first time the Search Options menu displays, as well as from the Search Results display in the Electronic Journal window.

The dialog boxes that are displayed when a search option is selected from the Search Types dialog box generally have a similar format. The procedures for entering search criteria into the various dialog box options are described on the following page.

Single Choice Search

The search type options described below enable you to search transaction files using a single criterion.

All Transactions

Searches for all transactions in the selected transaction file(s).

➢ **To search for all transactions**

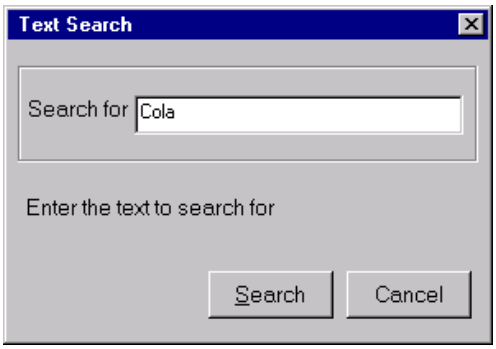
1 Select *All Transactions* from the Search Types dialog box.

2 Click *OK*. All the transactions from the selected transaction file(s) are displayed in the Electronic Journal window.

Text Search

Searches for transactions that include the specified search string. For example, the name of a specific product.

If you select *Text Search* you must define the text you require the computer to search for.



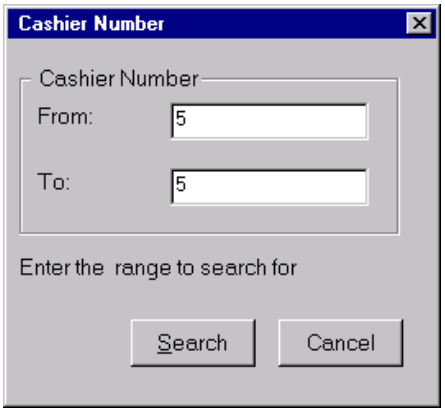
➢ **To search for transactions containing specific text**

1 Type the text that you require the computer to search for the in the *Search for* field.

2 Click *Search*. The results are displayed in the Electronic Journal window.

Cashier Number

Searches for transactions made by the specified cashier(s).



➢ **To search for transactions made by a specific cashier(s)**

1 Type the unique cashier number in both the *From* and *To* fields, in order to search for transactions made by one cashier,
or
Type the lowest required cashier number in the *From* field and the highest required cashier number in the *To* field, in order to search for transactions for a number of cashiers,
or
Leave the default numbers in the *From* and *To* fields, in order to search for transactions made by all cashiers.

2 Click *Search*. The results are displayed in the Electronic Journal window.

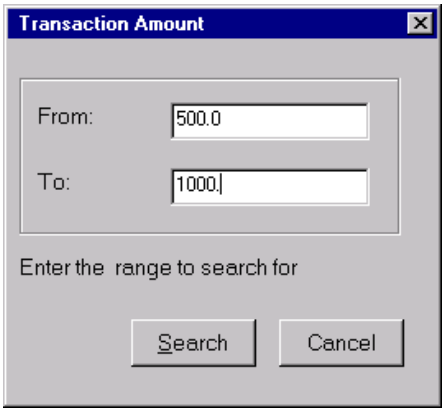
Transaction Number

Searches for the specified transaction or range of transactions, using their unique transaction numbers.

Refer to the procedure for searching by cashier number, described on the previous page.

Transaction Amount

Searches for transactions with a specified value or range of values.



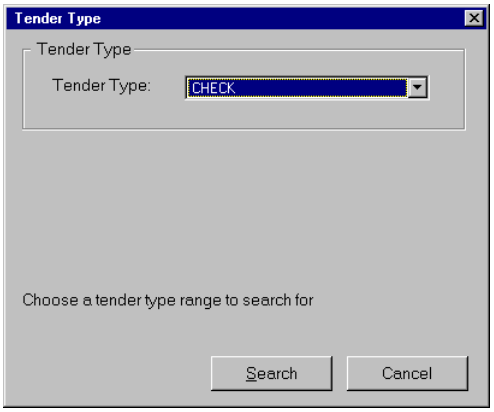
➢ **To search for transactions of a specific value**

1 Type the lowest required transaction value in the *From* field and the highest required transaction value in the *To* field,
or
Type the same value in both fields, in order to search for a transaction of a specific value.

2 Click *Search*. The results are displayed in the Electronic Journal window.

Tender Type

Searches for transactions made with the specified tender. For example, cash or check transactions.



➢ **To search for transactions made with a specific tender type**

1 Click on the arrow at the right of the *Tender Type* field. Select the required tender type from the dropdown list.

2 Click *Search*. The results are displayed in the Electronic Journal window.

Authorization Number

Searches for transactions which were manually authorized, for example, manual authorization of a credit card transaction.

Refer to the procedure for searching by cashier number, described on page 6-12.

Transaction Time

Searches for transactions made within a specified time frame. For example, between 8.00 am and 10.30 am.

Refer to the procedure for searching by cashier number, described on page 6-12.

Account Number

Searches for transactions made using a specific account number or range of numbers. For example, a credit card number.

Refer to the procedure for searching by cashier number, described on page 6-12.

Not-Balanced

Searches for transactions with totals that did not balance with the items registered. Taxes are taken into account.

Refer to the procedure for searching by transaction amount, described on page 6-12.

Note:

As there should not be unbalanced transactions, you should expect the following error message to be displayed:
`No tickets found for these conditions!!!`

Frequent Shopper Number

Searches for transactions made with a specific frequent shopper card number or range of numbers.

Refer to the procedure for searching by cashier number, described on page 6-12.

Last Ticket

Searches for the last transaction in the selected transaction file(s).

Note:

This option is not currently implemented.

Void Coupon

Searches for transactions in which coupons were tendered and were subsequently voided.

Refer to the procedure for searching for a specific transaction amount, described on page 6-12.

Void Refund

Searches for transactions in which a refund was subsequently voided. For example, if the wrong refund amount was entered.

Refer to the procedure for searching for a specific transaction amount, described on page 6-12.

Void Discount

Searches for transactions in which a discount was subsequently voided.

Refer to the procedure for searching for all transactions, described on page 6-11.

Void Bottle Deposit

Searches for transactions in which a bottle deposit was subsequently voided.

Refer to the procedure for searching for all transactions, described on page 6-11.

Void Bottle Refund

Searches for transactions in which a bottle refund was subsequently voided.

Refer to the procedure for searching for all transactions, described on page 6-11.

Item at Price 0

Searches for items priced at zero. For example, a promotional T-shirt that is given to a customer who has purchased a six-pack of cola.

Refer to the procedure for searching for all transactions, described on page 6-11.

Manual Discount

Searches for transactions in which the cashier manually entered a discount.

Refer to the procedure for searching for a specific transaction amount, described on page 6-12.

Bottle Return

Searches for transactions in which bottles were returned.

Refer to the procedure for searching for all transactions, described on page 6-11.

Enter Secure Mode

Searches for records of cashiers entering secure mode.

Refer to the procedure for searching by cashier number, described on page 6-12.

Exit Secure Mode

Searches for records of cashiers exiting secure mode.

Refer to the procedure for searching by cashier number, described on page 6-12.

Non Merchandise

Searches for transactions containing items for which the store does not directly receive income. For example, newspapers that

are sold through the store on behalf of the supplier, and for which the store is paid a commission.

Refer to the procedure for searching for all transactions, described on page 6-11.

Positive Non Merchandise

Searches for transactions in which money is paid by the store for Non Merchandise items. For example, paying the income taken from newspaper sales to the supplier.

Refer to the procedure for searching for all transactions, described on page 6-11.

Negative Non Merchandise

Searches for transactions in which money taken by the store for Non Merchandise sales is held for later payment to the supplier.

Refer to the procedure for searching for all transactions, described on page 6-11.

Password Change

Searches for records of cashiers changing their passwords.

Refer to the procedure for searching by cashier number, described on page 6-12.

Wrong Password

Searches for records of cashiers entering an incorrect password.

Refer to the procedure for searching by cashier number, described on page 6-12.

Refund Only Orders

Searches for transactions that contained only a refund.

Refer to the procedure for searching for all transactions, described on page 6-11.

Coupon Only Orders

Searches for transactions in which only a coupon was used.

Refer to the procedure for searching for all transactions, described on page 6-11.

Cash In Drawer Limit

Searches for records of cashiers exceeding the cash-in-drawer limit.

Refer to the procedure for searching by cashier number, described on page 6-12.

PLU Not on File

Searches for transactions in which a PLU that is not recorded in the database was entered.

Refer to the procedure for searching by cashier number, described on page 6-12.

Payouts and ROA

Searches for payouts and Received On Account transactions. For example, money from a vending machine that is paid in.

Refer to the procedure for searching for all transactions, described on page 6-11.

Pickup

Searches for records of tender collections from specified cashiers.

Refer to the procedure for searching by cashier number, described on page 6-12.

Add-Loan

Searches for records of loans (floats) issued to specified cashiers.

Refer to the procedure for searching by cashier number, described on page 6-12.

Bad Account

Searches for transactions in which payment was tendered by known bad accounts. For example, using a check from an account that is registered in the bad accounts database.

Refer to the procedure for searching by cashier number, described on page 6-12.

Price Inquiry

Searches for records in which a PLU was only entered in order to determine the price of the item, not as part of a transaction.

Refer to the procedure for searching for all transactions, described on page 6-11.

Override By Manager

Searches for transactions in which the cashier's input is overridden by the manager.

Refer to the procedure for searching by cashier number, described on page 6-12.

Function Not Authorized

Searches for records of the cashier attempting to perform an unauthorized transaction.

Refer to the procedure for searching by cashier number, described on page 6-12.

Age ID Bypass Accepted

Searches for transactions in which a cashier bypasses the automatic age identity check, and the bypass is accepted by the system.

Refer to the procedure for searching by cashier number, described on page 6-12.

Age ID Bypass Not Accepted

Searches for transactions in which a cashier bypasses the automatic age identity check, and the bypass is not accepted by the system because the cashier is not authorized to perform this function.

Refer to the procedure for searching by cashier number, described on page 6-12.

Age ID Check Accepted

Searches for transactions in which automatic age identity checks were accepted by the system.

Refer to the procedure for searching by cashier number, described on page 6-12.

Age ID Check Not Accepted

Searches for transactions in which automatic age identity checks were not accepted by the system, for example, if the age of the customer was lower than the minimum age allowed for purchase of a specific item.

Refer to the procedure for searching by cashier number, described on page 6-12.

Cash Deposits

Searches for cash deposit transactions to the store safe.

Refer to the procedure for searching for all transactions, described on page 6-11.

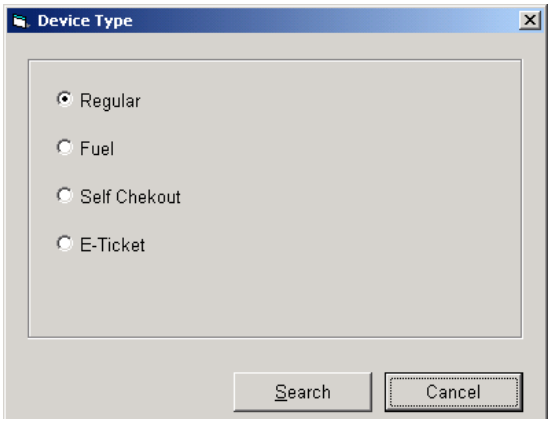
Cash Withdrawals

Searches for cash withdrawal transactions from the store safe.

Refer to the procedure for searching for all transactions, described on page 6-11.

Device Type

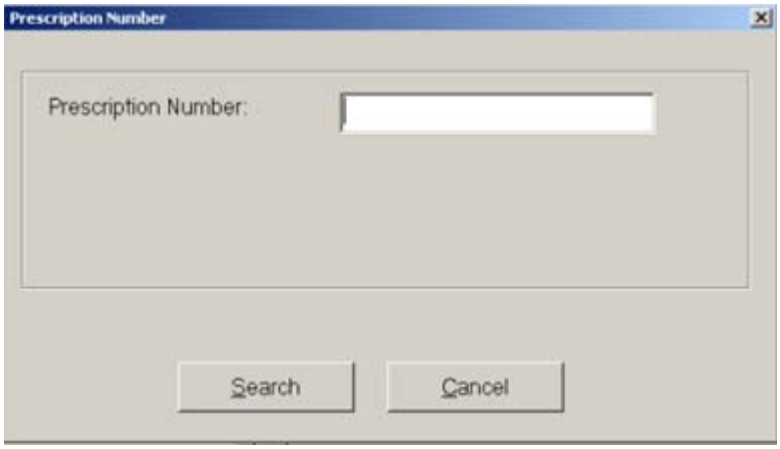
Searches for transactions by device types. The device types available are regular, fuel, self-checkout and E-ticket terminals (Virtual PoS).



Refer to the procedure for searching for all transactions, described on page 6-11.

Prescription Number

Search for EJ transactions by Prescription Number. Enter the Prescription Number (up to 10 digits) and click the **Search** button. All of the tickets that contain the Prescription Number will display.



Note:

If the Pharmacy Rx Sale Barcode is not setup in Barcode Programming Maintenance or if the Prescription Number in the search criteria has not been sold, no data will display.

Multiple Choice Search

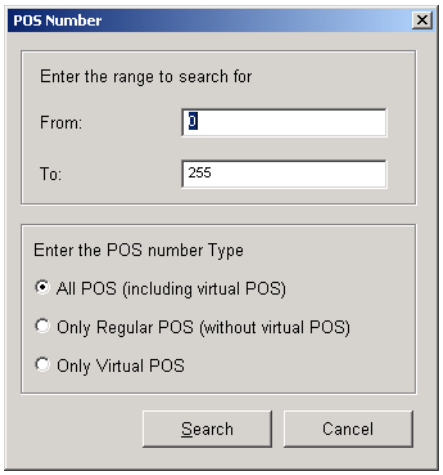
Some Search Type options enable you to define more than one criteria by which transactions are to be simultaneously searched. For example *POS Number* or *Tender + Amount*. In addition, some Search Type options enable you to specify that a transaction includes certain items or combinations of items. All of these search options are described on the following pages.

POS Number

Searches for transactions made at a range of PoS terminals(s) for a specific type of terminal. For example, search PoS terminals 1 through 10 that are regular terminals (without virtual POS).

Note:

Virtual PoS are terminals that are designated for processing E-Tickets sales orders that are generated through the Internet, for applications such as Home Shopping.



➢ **To search for transactions made a range of terminals for a specific terminal type.**

1 Type the lowest PoS terminal number in the *From* field and the highest terminal number value in the *To* field,
or
Type the same value in both fields, in order to search for transactions from a specific PoS terminal,
or

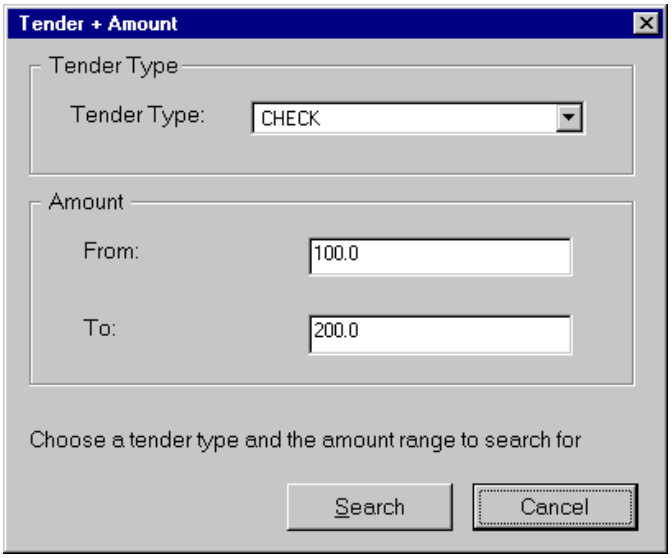
Leave the default numbers in the *From* and *To* field, in order to search for transactions processed at all PoS terminals.

2 Select the relevant radio button for the desired terminal type.

3 Click *Search*. The results are displayed in the Electronic Journal window.

Tender and Amount

Searches for transactions made with the specified tender for a specified total or range of totals. For example, check transactions between $100 and $200.



➢ **To search for transactions made with a specific tender type, for a specific amount**

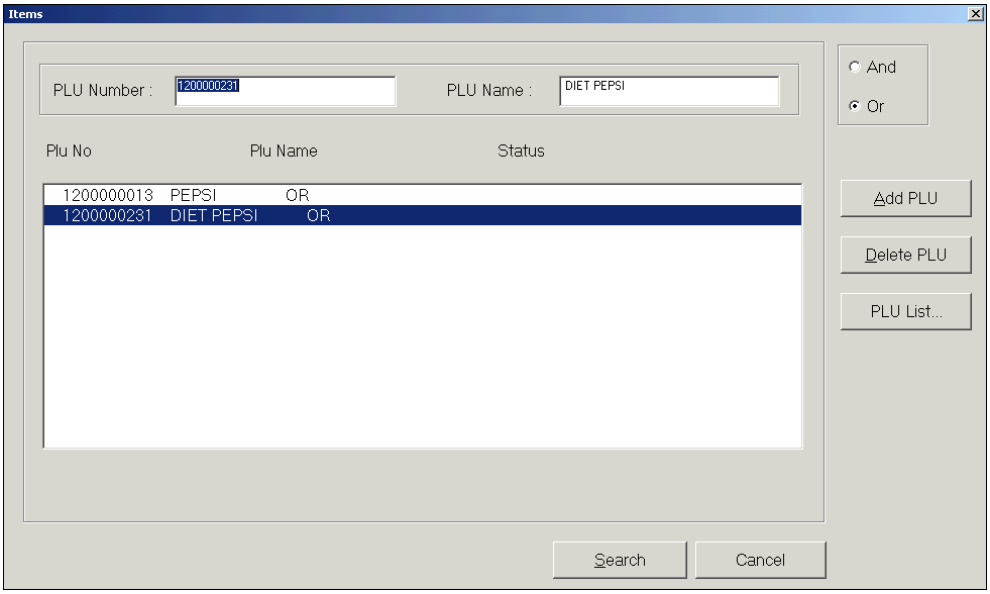
1 Click on the arrow at the right of the *Tender Type* field. Select the required tender type from the dropdown list.

2 Type the required amounts in the *From* and *To* fields, as described in the procedure for searching for a specific transaction amount on page 6-12.

3 Click *Search*. The results are displayed in the Electronic Journal window.

Items

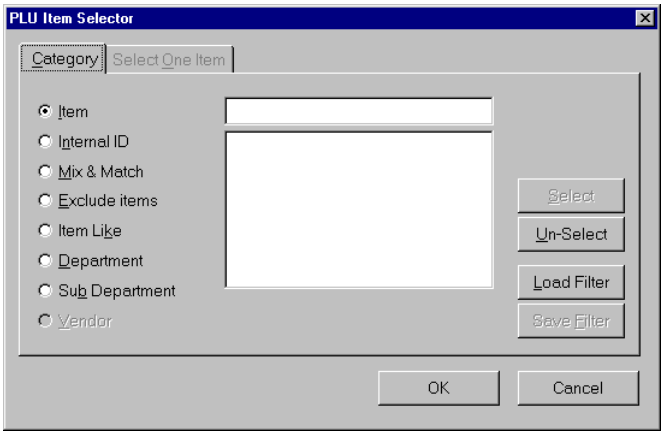
Searches for transactions that include the specific item (PLU) or range of items.



➢ **To search for specific items or a combination of items in a transaction**

1 Type the required PLU number in the *PLU Number* field, if you know it. The PLU name is automatically displayed in the *PLU Name* field.

If you need to search for a PLU number, click the **PLU List** button to display the PLU Item Selector dialog box.



2 Select the desired PLU, using the following procedure:

- Select the desired category criteria. Choose *Item*, *Internal ID*, *Mix and Match*, and so on. To be more specific, you could type in a range of items, like **1-100**, then press *Enter*. You may choose more than one criterion. Those you select are identified by bold text.
  To search for items by name, that all contain some of the same letters, select *Item Like*, and type in the letters to find. For example, type in **cola** to find all items containing "cola" in their description.
- To select the item from a list of specific department items, choose *Departments*, then click *Select*. The Department selector dialog appears. Select the department(s) and click *OK*.
- 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.

3 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).

4 Click **Add PLU**. The PLU No, PLU Name and Status fields are displayed in the selection window.

5 Repeat steps 2 through 4 for each item to add to the search criteria.

6 (Optional) You may remove any previously selected items from the list by highlighting the item and clicking the **Delete PLU** button.

7 Click Search to perform the transaction search. The transactions are displayed.

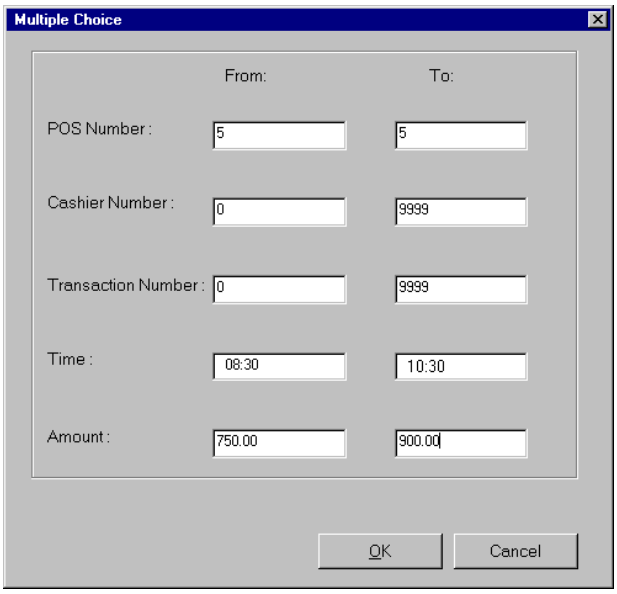
Departments

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.



Multiple choice searches can be used to first search for the basic transaction types, as listed on the following page, before using single choice searches to refine the results.

- POS number
- Cashier number
- Transaction number
- Time
- Amount

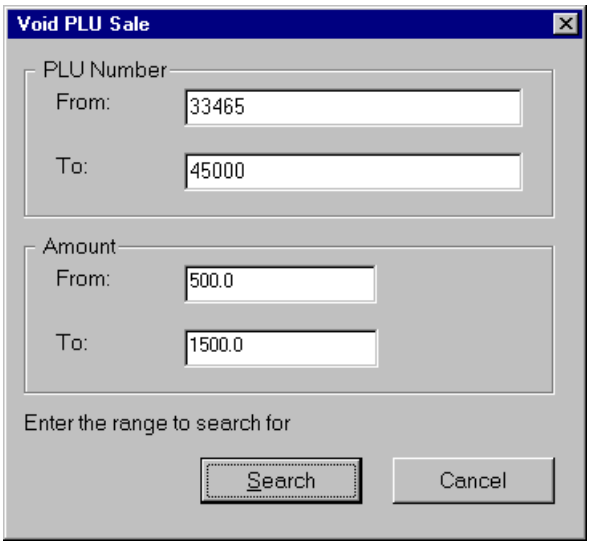
➢ **To search for transactions using multiple criteria simultaneously**

1 In the Multiple Choice option dialog box, type the required upper and lower values into the relevant *From* and *To* fields. You do not need to type specific values into all the fields.

2 Click *OK*. The results are displayed in the Electronic Journal window.

Void PLU Sale

Searches for transactions in which the sale of specified items was voided. You can search using *PLU Number* and/or the amount of the sale.



➢ **To search for void PLU transactions**

1. In the *PLU Number* area, type the lowest PLU number you require to search from in the *From* field and the highest PLU number in the *To* field.
2. In the *Amount* area, type the lowest and highest voided values you wish to search for in the *From* and *To* fields.
3. Click *Search*. The search results are displayed in the Electronic Journal window.

Note:

It is necessary to know the PLU numbers for this search type.

Void Department Sale

Searches for transactions in which the sale of items for specified departments was voided. You can search using *Department* and/or the voided amount of the sale.

Refer to the procedure for searching for void PLU transactions, described on the previous page.

Note:

It is necessary to know the department codes for this search type.

Void Tender

Searches for transactions in which a specific tender type was voided. For example, a cash tender.

Refer to the procedure for searching for void PLU transactions, described on the previous page.

Note:

It is necessary to know the tender codes for this search type.

Item Refund

Searches for transactions in which a specified item(s) was refunded. You can search using *PLU Number* and/or the amount of the refund.

Refer to the procedure for searching for void PLU transactions, described on the previous page.

Note:

It is necessary to know the PLU numbers for this search type.

Department Refund

Searches for transactions in which the sale of items for a specific department(s) was refunded. You can search using *Department* and/or the amount of the refund.

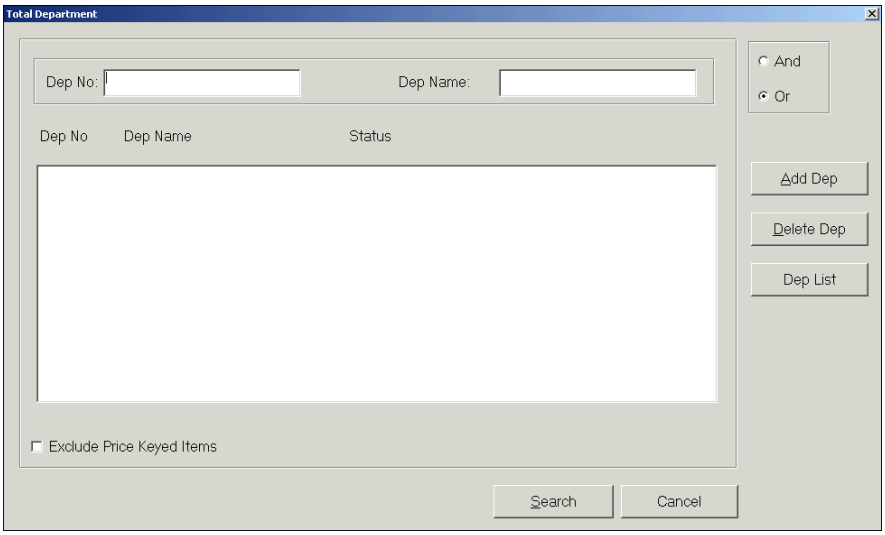
Refer to the procedure for searching for void PLU transactions, described above.

Note:

It is necessary to know the department codes for this search type.

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.



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 6-25.

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

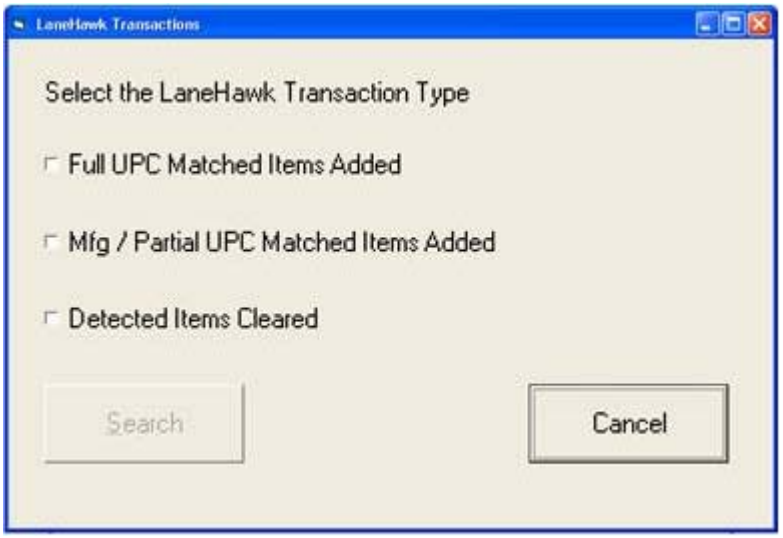
scenarios:

- 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.



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:

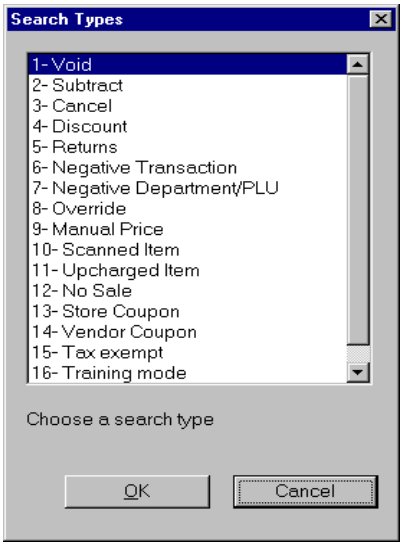
Search results only identify transactions where the selected LaneHawk events took place. The specific items detected by LaneHawk in the ticket are not identified when the ticket is viewed.

Events Search Options

Searches for specific event types, for example, situations where an entire transaction was voided. The Events *Search Types* menu includes:

- Void
- Subtract
- Cancel
- Discount
- Returns
- Negative Transaction
- Negative Department/PLU
- Override
- Manual Price
- Scanned Item
- Upcharged Item
- No Sale
- Store Coupon
- Vendor Coupon
- Tax Exempt

- Training Mode
- Offline



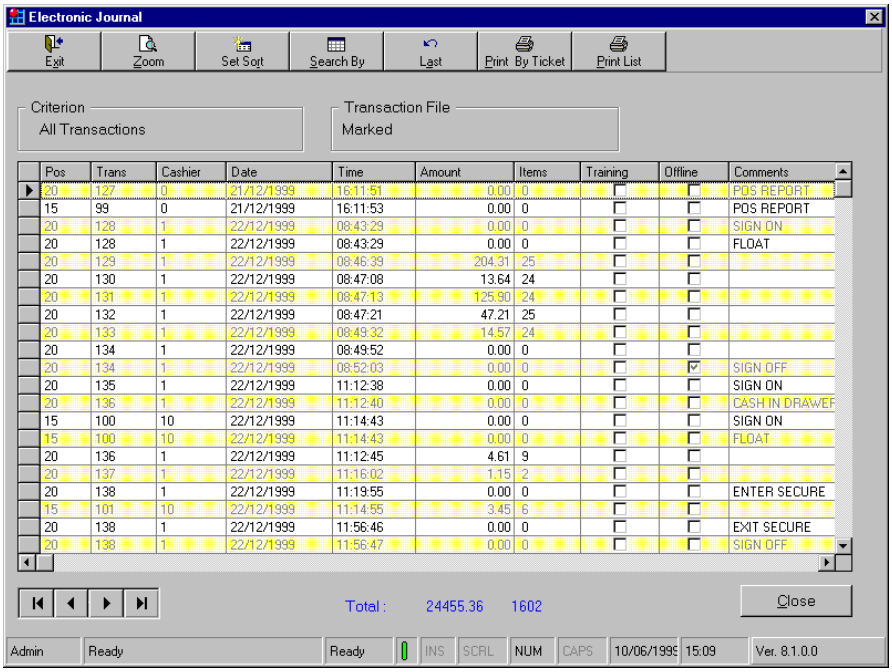
➢ **To search for events**

1. Highlight the required event using the *Up Arrow* or *Down Arrow* keys.
2. Click *OK*. A search will be immediately performed if the No Sale event is selected, otherwise the relevant Search Type parameters dialog box will open.
3. Follow the relevant search procedure, as described in the preceding sections. The search results are displayed in the Electronic Journal window.

Search Results

Search results are displayed in the Electronic Journal window after a search is performed. The display shows every PoS transaction for each daily transaction file that was selected using the search option criteria.

This section describes the Electronic Journal search results display.



The search results display in the Electronic Journal contains the following components:

- **Toolbar**

  The following buttons are provided in the toolbar at the top of the window, each of which can be used to perform a specific function related to the search results:

Button	Description
	Exits the Search Results display and returns to the File Selection display.
	Displays the ticket for a selected transaction.
	Displays the Sort Options dialog box, enabling you to sort the search results according to certain criteria. Refer to page 6-39 for further information.
	Displays the Search Types dialog box, enabling you to further refine your search. Refer to page 6-8 for further information.
	Returns to the previous display of search results. This is useful if you have refined your search too much and you want to go back to your previous list of transactions.
	Prints the ticket for a selected transaction.
	Prints the current list of transactions in the Search Results display.

- **Criterion Field**

  This field, located between the toolbar and the list of transactions, displays which search option was used to produce the current search results. For more information about search criteria, refer to the section *Searching for Specific Transactions*, on page 6-7.

- **Transaction File Field**

  This field, located next to the *Criterion* field, displays the name of the transaction file that was searched. When multiple

transaction files have been selected, the word *Marked* is displayed.

- **Search Results List**

  The central part of the Electronic Journal window displays the results of the last search performed. Each transaction that matches the specified criteria is listed, along with the following basic information:

Field	Description
Pos	PoS terminal number at which the transaction took place.
Trans	Unique transaction number.
Cashier	ID number of the cashier who performed the transaction.
Date	Date the transaction occurred.
Time	Time the transaction occurred.
Amount	Total amount of the transaction.
Items	Number of items in the transaction.
Training	If the terminal was in training mode at the time of the transaction, the checkbox is checked.
Offline	If the transaction was made while the terminal was offline, the checkbox is checked.
Comments	Information about the type of transaction.

The following components are located below the search results list:

- **Selection Arrows**

  Enable you to scroll through the transactions.

  Use the arrows at the extreme left and extreme right to navigate to the first and last transactions in the search respectively. The center arrows enable you to navigate up and down the list by single transactions.

- **Total Field**

  Displays the total value of all the transactions displayed in the search results list, together with the total number of items listed.

- **Close Button**

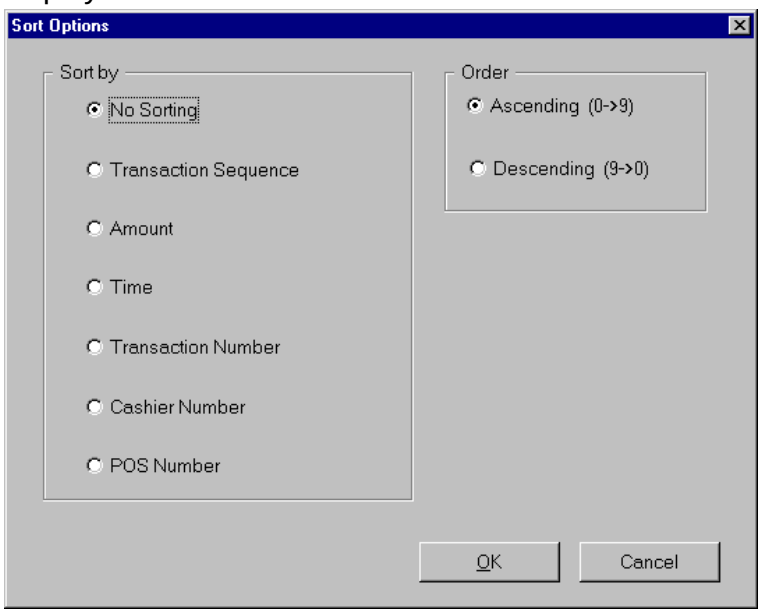
  Enables you to exit the current display in the Electronic Journal window.

Sorting Results

The transactions in the search results list can be sorted by various criteria. You can sort either by clicking the *Set Sort* tool or by clicking the relevant column heading in the search results list.

➢ **To sort using the Set Sort button**

1 Click *Set Sort* in the toolbar. The Sort Options dialog box is displayed.



2 Click the relevant radio button for the criteria you want the search results list to by sorted by.

3 Click either the *Ascending* or *Descending* radio button.

4 Click *OK*. The search results list displays the transactions sorted in the required order.

➢ **To sort in the search results display**

1 Click on the title of the column you require to sort by.

2 Click a second time on the column to reverse the order of the display. For example, if you want to sort by date of transaction, click on the *Date* column title. To change the order

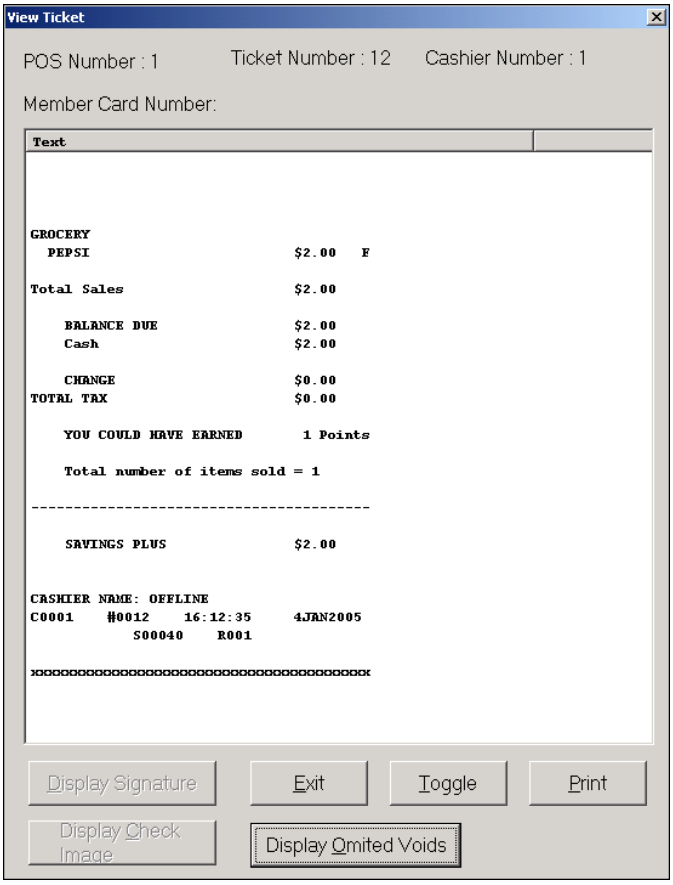
of the transaction dates from earliest to latest, or vice versa, click again on *Date*.

Note:

Double-clicking on a transaction will display the View Ticket Screen for the transaction.

View Ticket Screen

The View Ticket Screen displays the ticket for the selected transaction from the search results screen:



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 ISS45 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 they apply to the selected ticket.

7

End Of Day

The End of Day option runs the End of Day procedure. You may run End of Day manually, or let the system initiate and run the process automatically, according to parameters you set. ISS45 also manages Automatic End Day, with no interference to front-end operations.

Both Automatic End of Day and 24-Hour End of Day features can be in use simultaneously, or separately.

In this chapter:

End Of Day Procedure, page 7-3

Operations Performed by End Of Day, page 7-4

Before Running End Of Day, page 7-4

Starting the End Of Day Procedure, page 7-5

The End of Day Procedure

The End of Day procedure prepares the PoS Terminals, the system files and computers for shutdown at the end of the working day.

End of Day is a daily procedure that processes the data accumulated in the store during that day. In addition, End of Day performs end of week, end of month and end of year operations, to sum up the activities of the current week, month and year.

The day in the week for performing an end of week procedure, the day in the month for performing an end of month procedure for each month of the year, and the day and month for performing an end of year are determined via system parameters. However, you can request to run these procedures on other days. This is done while activating the End of Day option.

If your store uses the Automatic End of Day process, and the required parameters are set, you don't need to be in the store to monitor the EOD process.

Warning!

It is essential that the POS Service Monitoring window is always active. If EOD is activated from MFS2, MFS2 will first check (before running EOD) that the POS Service Monitoring window is open on MFS1. If not, an error message appears: "End of Day cannot proceed, please start POS Service Monitoring on MFS1".

Operations Performed by End of Day

The End of Day procedure performs the following operations depending on EOD parameter settings:

- Checks system integrity.
- Processes all figures and clears daily totals.
- Backs up SQL database.
- Generates (and prints) the End of Day reports as selected via the system parameters.
- Writes all End Of Day activities to log files in the order in which they occur (date and time). You can view these files and print them via the View Log and Errors options from the Reports menu.

Before Running End of Day

Before you run an End of Day procedure, both automatic and manual, you need to check certain points:

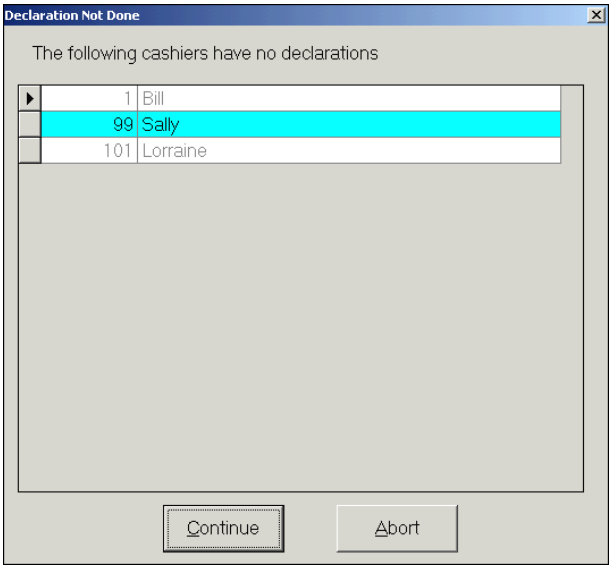
- Cashiers and POS terminals all signed off (optional with 24-hour End of Day).
- If you are running end of day from MFS1, make sure there is communication to MFS2. End of day can run without MFS2, but you will be prompted to confirm this action.

Starting the End of Day Procedure

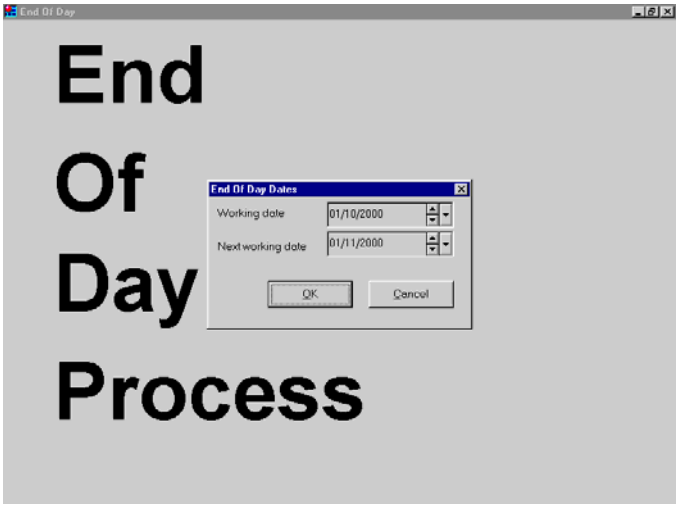
The End of Day procedure may be activated from MFS1or MFS2.

➢ **To start the End of Day procedure**

1 Select End of Day from the main menu. 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.



Click *Abort* if you wish to cancel the EOD Process and perform declarations. Otherwise, click *Continue*. The *End Of Day Dates* dialog box displays.



2 Check that the working date and next working date are correct, or if necessary, overtype the date as required and then press OK.

The system calculates these dates based on the last trading date and various system parameters. If the parameter "Allow changing of trading date" is set, you will be able to change these dates.

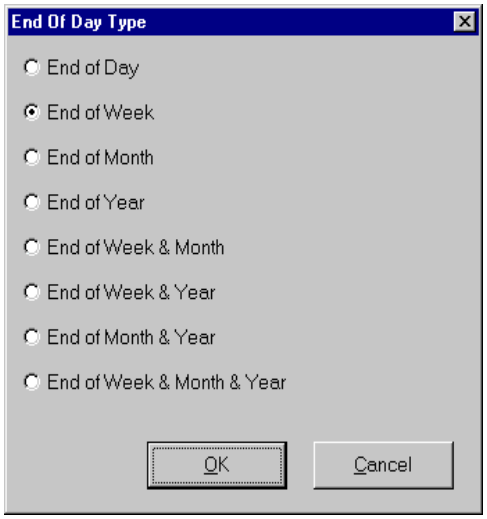
Warning**!**

It is possible that running End of Day for the same date twice, may result in unrecoverable data loss!

3 If End of Day is run from MFS1, the system checks communication to MFS2. If there is a communication problem, it displays the message: "No Communication to Remote MFS", select one of the following:

- **Retry**: To check communication again
- **Continue**: To continue the procedure without MFS2
- **Abort**: To stop the procedure

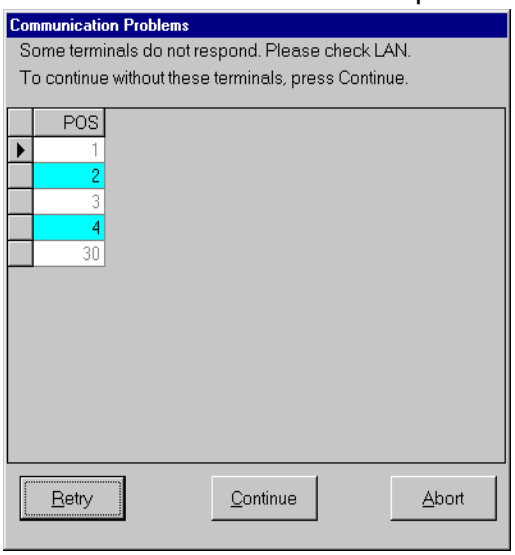
The *End Of Day Type* dialog box appears.



4 Select the End Of Day Type and press *OK*. The End Of Day Type may be changed only if the General System Parameter "*Allow Changing of Trading Date*" (located in the Store \ Front Office \ End of Day \ General folder) is set to “Yes”.

The system checks for the following:

Communication to all Terminals: A message is sent to all PoS terminals; if there are terminals that do not respond, the system displays a *Communication Problem* dialog box showing those terminals with communication problems.



Select one of the following:

- **Retry**: To check communication again.
- **Continue**: To ignore the communication problem and continue the End Of Day with these terminals.
- **Abort**: To stop the procedure.

Signed-on cashiers: If a cashier has not signed-off a POS terminal, the system detects this and displays a list of POS terminal number where the cashier is still active. You may choose to log them off remotely, unless you are operating a 24-hour store, where cashiers are allowed to be logged on during EOD.

Note:

In a 24-hour trading store, pressing *Continue* does NOT log cashiers off.

PoS Terminal Status: PoS terminals may report problems that may cause EOD to stop. You must fix them before continuing. For example:

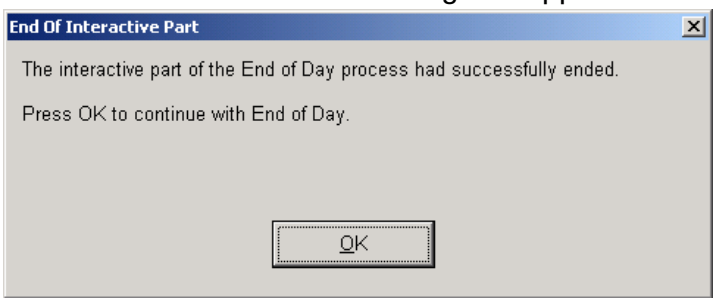
- Printer busy
- Printer error
- Paper problem on PoS
- PoS in training mode
- Cashier signed on the PoS
- PoS in no-sale mode
- PoS in idle mode

If PoS terminal statuses allow the system to continue the End of Day procedure, the End of Day message is sent to PoS terminals to begin EOD.

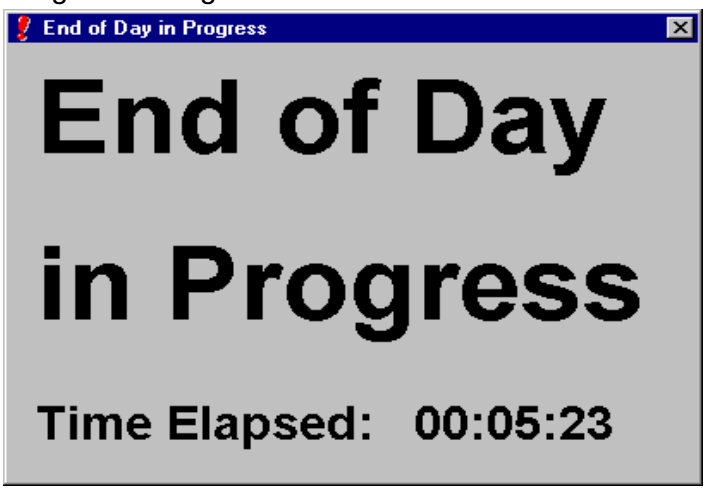
PoS Transactions: The system verifies that all transactions have been received from all tills and that all tills are up to date. If some terminals have not completed sending or receiving data, wait up to fifteen minutes before continuing End of Day.

Reports that have been selected to print at the End of Day are printed.

At this stage, End Of Day has completed the interactive part. The End of Interactive Part dialog box appears.



5 Press *OK* to continue the End of Day process. No further user interaction is needed. The system tracks the time elapsed since the start of the End of Day in the End of Day in Progress dialog box.



The time required for the End of Day to complete depends on the file sizes in your system. The End of Day is complete when the "*End of Day in Process*" screen disappears.

8

Promotion Management

The Promotion Management functions provide various promotion types. These promotions may be set up to suit various store requirements, or company policy. The promotions are flexible and can be used with or without loyalty schemes.

In this chapter:

Overview, page 8-3

Promotions, Reductions and Offers, page 8-4

Adding a Promotion, page 8-5

Member Promotions, page 8-12

Enhanced Promotions, page 8-21

Group Promotions, page 8-36

Level Promotions, page 8-49

Total Promotions, page 8-59

Credit Programs, page 8-59

Member Card Maintenance, page 8-67

Corema, page 8-75

Loyalty Member Promotions, page 8-78

Overview

The various promotion functions allow you to set up various types of promotions. These promotions may be set up to run on specific days of the week and at different times. Once you have created promotions, you can edit them.

The loyalty server handles data associated with a promotion. It can be performed locally (by ISS45) or using a centralized host system (Corema, OEM, ReMA). The loyalty server controls:

- Member Card Schemes – how points are awarded
- Card Numbers – The distributed member card numbers.
- Segments – Demographic segments assigned to the member for promotion distribution.

Note:

Member programs that issue credits (points/miles) to the customer that can be redeemed at the POS (or for catalog items) must be handled through a centralized host system.

If ISS45 is your loyalty server, you may assign up to 10 different member card schemes and maintain up to 16 segments. If you are using a centralized host system, schemes, card numbers and customer segmentation are maintained at the host and downloaded to the store. Depending on store policy, you may need to edit a promotion to:

- Correct an error
- Adjust to competitive situations that exist within your store's locality

The following options are available:

- **Promotions, Reductions and Offers** - This option enables you to link one or more items to promotions and give basic rewards.
- **Member Promotions** - This option enables you to set up more flexible and powerful member promotions.
- **Member Card Maintenance** - Use this option to set up Member Card details for customers.
- **Corema** – If Corema is your loyalty server, use this option to establish segments that can be used for promotion attachment.

Promotions, Reductions and Offers

The options here are for setting up basic promotions and rewards, or discounts. Each of these options is explained below.

Setting an item on promotion allows you to enter a specific price for an item. Setting a reduction allows you to reduce the price/percentage on an item. An offer allows you to offer an item at a discounted price if the customer buys a specified number of that item.

By setting up Promotions, Reductions and Offers, you are setting up either one of the following:

- **Single Item Promotion** - Allows you to link a single item to a promotion.
- **Multi-Item Promotion** - Allows you to link many items to a promotion.

The Promotion Management System screen lists both single and multi-item promotions, showing the following information per promotion:

- Promotion number
- Description
- Items Linked
- Start date
- End date

Buttons are provided at the top of the window to enable new promotions to be defined, and existing promotions to be edited or deleted.

Adding a Promotion, Reduction or Offer

This function enables you to add a new Promotion, Reduction or Offer. The basic options are on the left side of the dialog box; the tabbed area on the right enables you to set up Promotions, Reductions or offers.

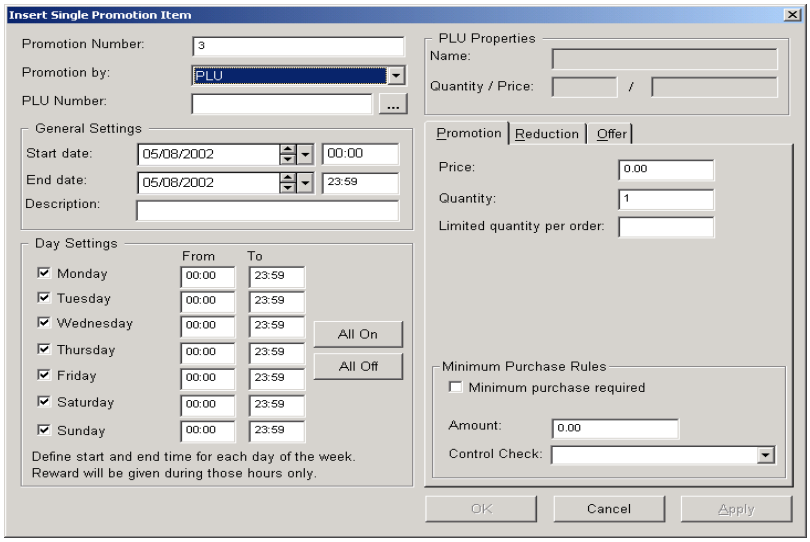
➢ **To set up single or multi-item promotions**

1 Select Promotions, Reductions and Offers from the Promotion Management menu and double-click either;

- Single Item
  or
- Multi Item Promotion

The Promotion Management System window is displayed.

2 From the Promotion Item window click *NEW*. The Promotion Item dialog box is displayed.



3 Set the following options as required.

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

Field	Description
Promotion Number	The number of the promotion automatically assigned by the system.
Promotion by	From the dropdown list select either: ▪ PLU ▪ Mix and Match Group ▪ Department
PLU Number	Enter the PLU number of the item you want to link to a promotion.
General Settings area:	
Start date	Start date of promotion.
End date	End date of promotion.
Day Settings area:	
Monday to Sunday From - To	Define start date and end time for each day of the week. Rewards will be given during those hours only.
PLU Properties area:	
Name	PLU Name
Quantity/Price	Quantity and price of the specific PLU.
Minimum Purchase Rules area:	
Minimum purchase required	Check this if there is a minimum amount the customer must purchase before being given a promotion.
Amount	Enter the minimum purchase amount.
Control Check	Select the control check to be triggered if minimum amount is not reached.

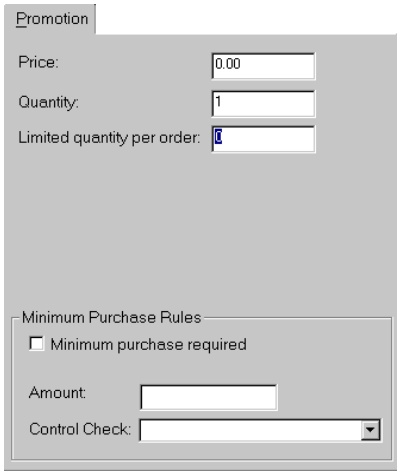
The Promotion Item dialog box contains three tabs, Promotion, Reduction and Offer.

Promotion Tab

Using the Promotion tab, you are able to enter a specific price for an item. For example, $2.89 for an item that originally costs $3.00.

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.

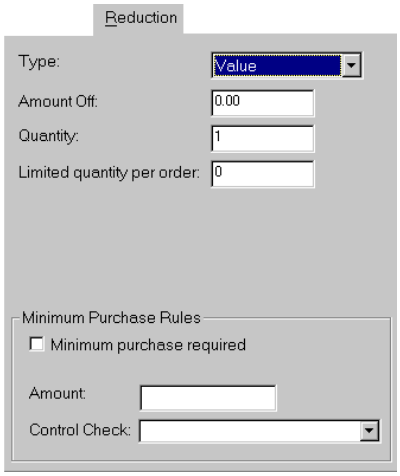


Field	Description
Price	Enter the new promotion price.
Quantity	Enter the multiple selling unit (MSU) for the reduced price. (For example, "3" if sold at a promotion price of 3 for $2.99).

Field	Description
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 you want to allow a total of 6 units sold at the discounted price).

Reduction Tab

By using the Reduction tab, you are 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.

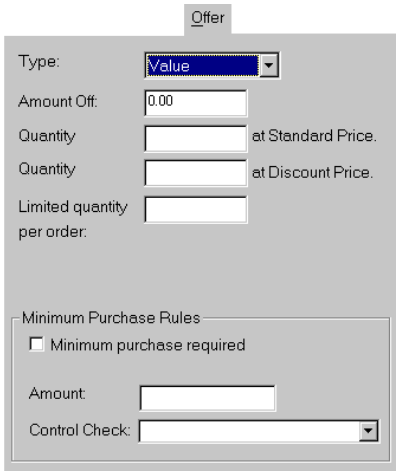


Field	Description
Type	From the dropdown list, select either value (amount), or percentage (%).
Amount Off/ Percentage Off	If the reduction is a specific amount, enter the dollar amount to be deducted from the original item price. (For example, “.25” for a reduction amount off of 25 cents).
Quantity	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).

Field	Description
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 $2.74 and you want to allow a total of 6 units sold at the discounted price).

Offer Tab

Offers allow you to sell an item at a discounted price if the customer buys a specified number of that item. For example, “Buy 2, Get 1 Free”, or “Buy 1, Get the Second 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 dropdown list, select either value (amount), or percentage (%).
Amount Off/ Percentage Off	Enter the dollar amount to be deducted from the original item price. Or, Enter the percentage to be deducted.
Quantity at Standard Price	Enter the number of items that must be bought before the discount takes effect.

Field	Description
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 6th item sold. No additional discounts will be given at this point if additional items are purchased).

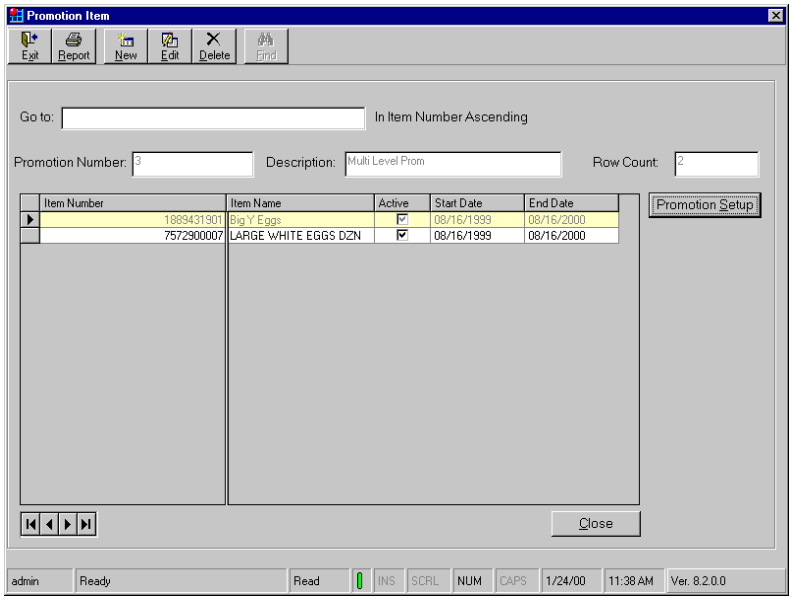
Edit/Delete Promotions

The Edit / Delete Promotion option enables you to make changes or additions to single or multi-item promotions. If the promotion is current, the change takes place immediately on the PoS terminals.

➢ **To edit/delete single and multi-item promotions**

1 Select Promotions, Reductions and Offers from the Promotion Management menu. Double-click Edit/Delete Promotion; the Promotion Management System window is displayed.

2 Highlight the necessary promotion and double-click it, or just click *Edit*. The Promotion Item window is displayed.



The list area of the window displays existing promotions.

Note

The Promotion Setup button is used to alter an item linked to a multi-item promotion.

4 Highlight the relevant item and click *Delete*, to delete it.

5 Click *Edit* to edit the item on promotion. The Promotion Header Parameters window is displayed.

6 Set the following options as required.

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

Member Promotions

The Member Promotion options provide access to various types of promotions, which are set up specifically to loyalty customers. Member promotions can be downloaded from a host or a chain's head office in batches, or created and edited in-store.

Member Promotions can be designed to reward Member Cardholders, or customers who are not loyalty members. They are very flexible and can be defined to operate on specific days or times.

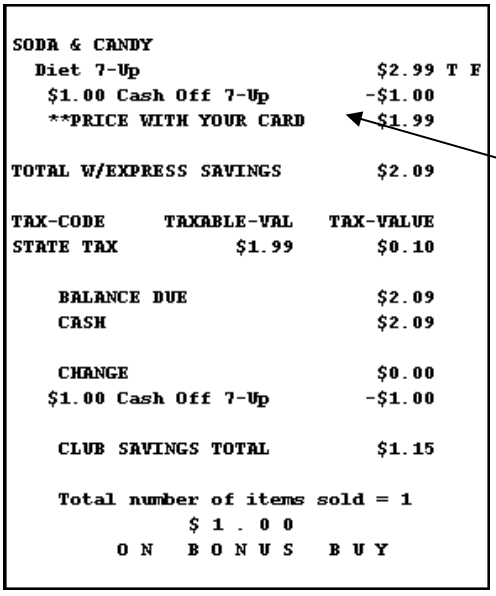
You can set up "tiered" promotions that give customers higher rewards when they buy more and more items.

Member Promotion types:

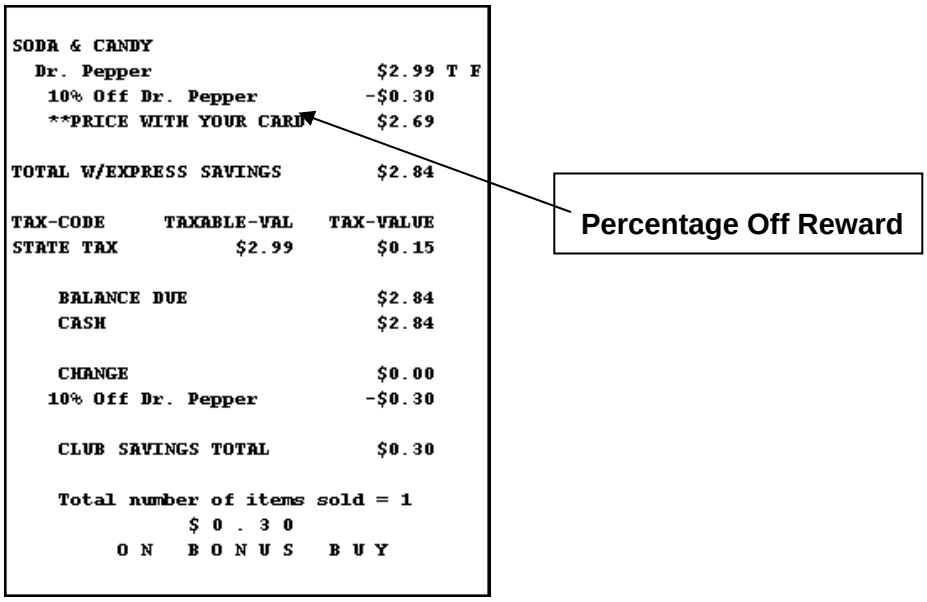
- **Enhanced Promotions** - are more flexible and powerful than Promotions, Reductions and Offers. As promotional items are scanned, rewards are applied immediately.
- **Group Promotions** - are similar to Enhanced Promotions, but include the ability to link various groups of items.
- **Level Promotions** - are similar to Enhanced Promotions, but include the ability to define up to five different levels of conditions and rewards.
- **Credit Programs** - are used to set credit reward types based on point schemes.

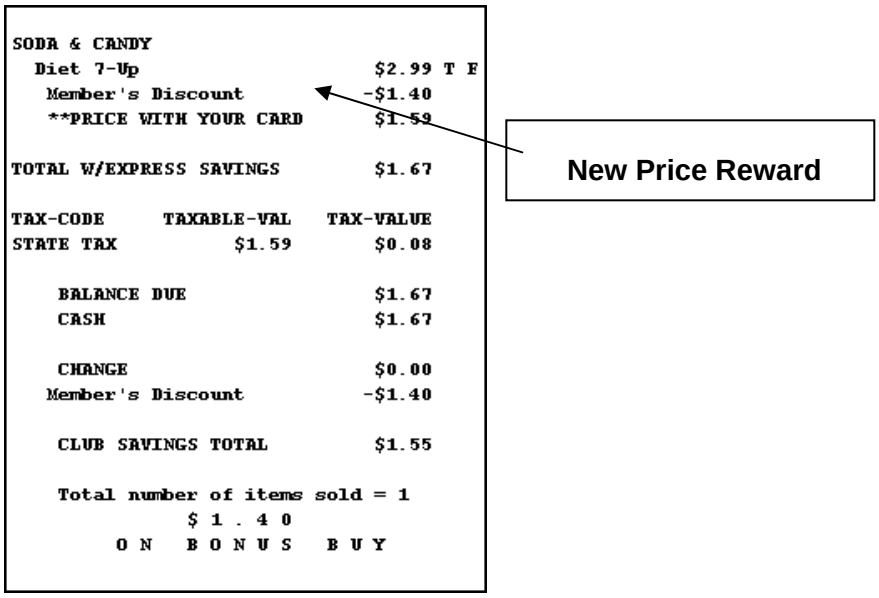
Reward Type Receipt Examples

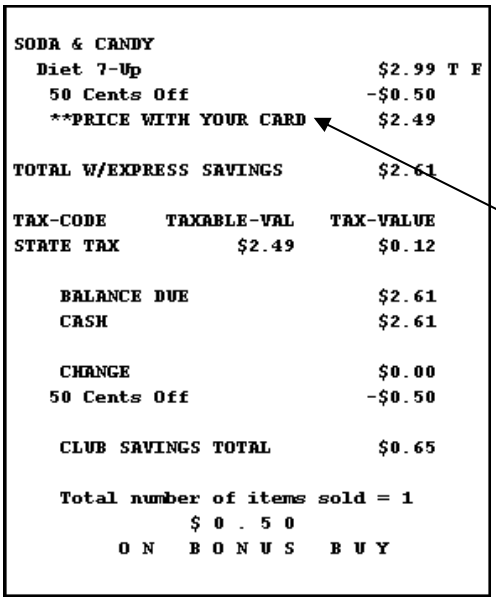
The reward type used for a promotion influences what is printed on the customer's receipt. Below are examples of what the customer may see (depending upon the store's promotion and receipt parameter settings) based on the selected reward type for the promotion.



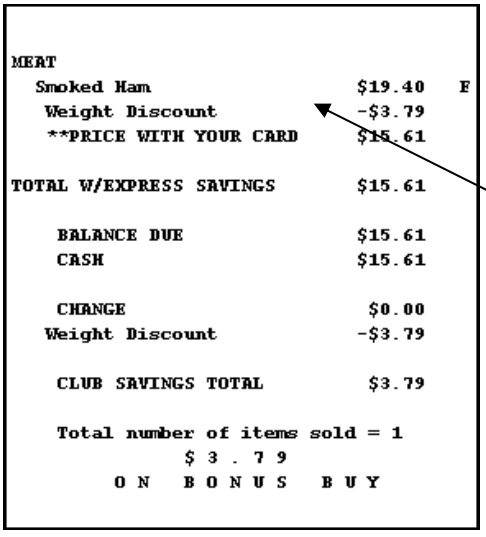
Cash Reward


SODA & CANDY
Dr. Pepper $2.99 T F
10% Off Dr. Pepper -$0.30
**PRICE WITH YOUR CARD $2.69
TOTAL W/EXPRESS SAVINGS $2.84
TAX-CODE TAXABLE-VAL TAX-VALUE
STATE TAX $2.99 $0.15
BALANCE DUE $2.84
CASH $2.84
CHANGE $0.00
10% Off Dr. Pepper -$0.30
CLUB SAVINGS TOTAL $0.30
Total number of items sold = 1
$ 0 . 3 0
O N B O N U S B U Y
Percentage Off Reward

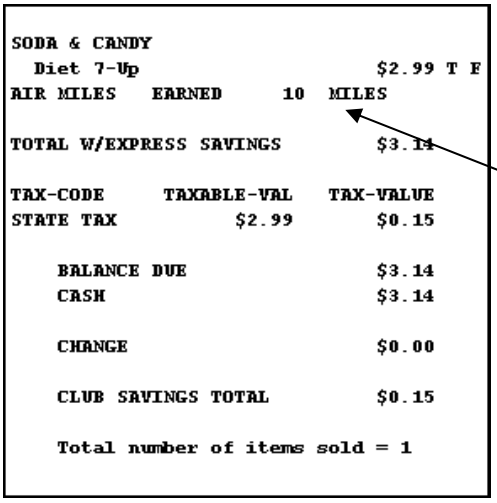

SODA & CANDY
Diet 7-Up $2.99 T F
Member's Discount -$1.40
**PRICE WITH YOUR CARD $1.59
TOTAL W/EXPRESS SAVINGS $1.67
TAX-CODE TAXABLE-VAL TAX-VALUE
STATE TAX $1.59 $0.08
BALANCE DUE $1.67
CASH $1.67
CHANGE $0.00
Member's Discount -$1.40
CLUB SAVINGS TOTAL $1.55
Total number of items sold = 1
$ 1 . 4 0
O N B O N U S B U Y
New Price Reward



```
SODA & CANDY
  Diet 7-Up                    $2.99 T F
   50 Cents Off               -$0.50
   **PRICE WITH YOUR CARD      $2.49

TOTAL W/EXPRESS SAVINGS        $2.61

TAX-CODE     TAXABLE-VAL   TAX-VALUE
STATE TAX          $2.49        $0.12

    BALANCE DUE                $2.61
    CASH                       $2.61

    CHANGE                     $0.00
   50 Cents Off               -$0.50

    CLUB SAVINGS TOTAL         $0.65

    Total number of items sold = 1
              $ 0 . 5 0
         O N   B O N U S   B U Y
```

```
MEAT
  Smoked Ham                   $19.40   F
   Weight Discount             -$3.79
   **PRICE WITH YOUR CARD      $15.61

TOTAL W/EXPRESS SAVINGS        $15.61

    BALANCE DUE                $15.61
    CASH                       $15.61

    CHANGE                      $0.00
   Weight Discount             -$3.79

    CLUB SAVINGS TOTAL          $3.79

    Total number of items sold = 1
              $ 3 . 7 9
         O N   B O N U S   B U Y
```

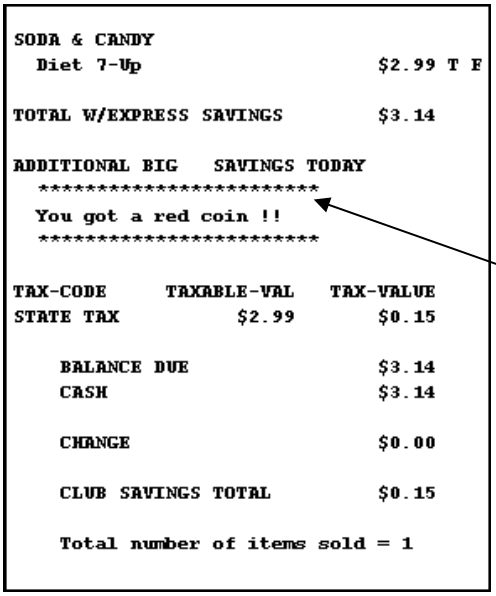


```
SODA & CANDY
  Diet 7-Up                        $2.99 T F
AIR MILES   EARNED      10  MILES

TOTAL W/EXPRESS SAVINGS            $3.14

TAX-CODE     TAXABLE-VAL   TAX-VALUE
STATE TAX          $2.99        $0.15

    BALANCE DUE                   $3.14
    CASH                          $3.14

    CHANGE                        $0.00

    CLUB SAVINGS TOTAL            $0.15

    Total number of items sold = 1
```

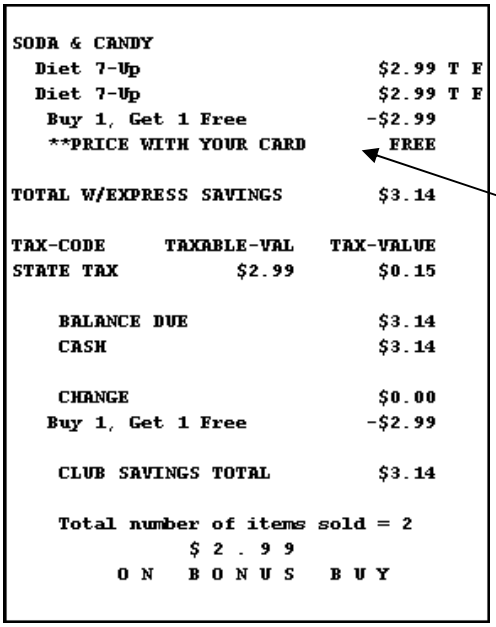
Credits Reward

```
                  *S.O.M.      REG.
                  -------    -------
  Granola            9.00      10.00
  olives                        4.55

    BALANCE DUE                 10.00
  Member card savings           -3.55
Save-On-More RDEEMED PT40


SURCHARGE  0.000%                0.00
    Cash                        10.00
    CHANGE                       0.00

    Total number of items sold = 2

----------------------------------------
  CARD NO 0912150003
  MEMBER NAME: FIRST LAST

----------------------------------------
*Save-On-More Opening Balance       1700
*Save-On-More Points Redeemed         40

Grand Total Points                  1660
----------------------------------------
```

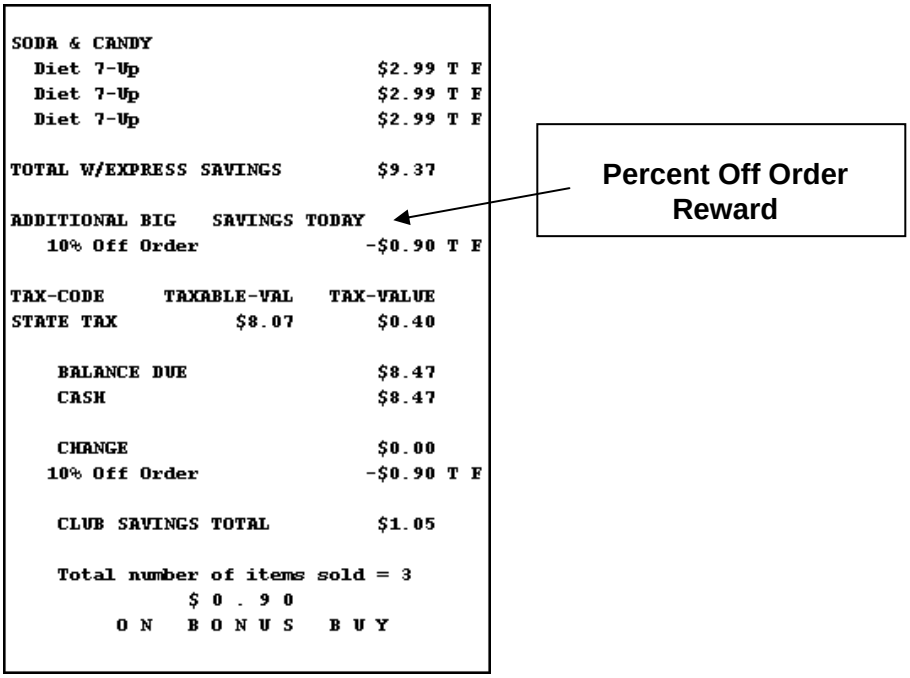
Credits Redeemed Receipt Example

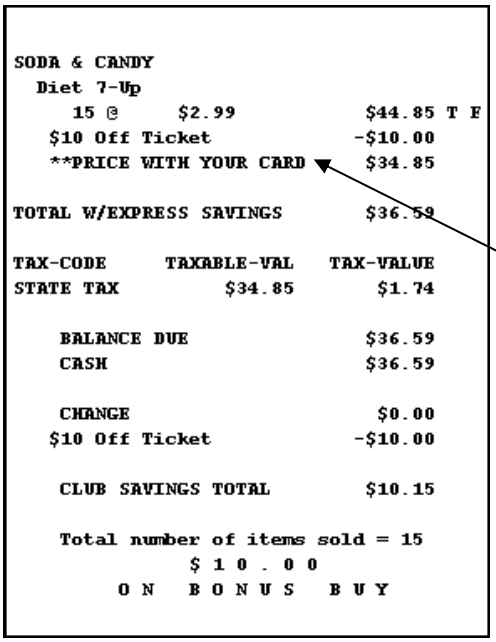


```
SODA & CANDY
  Diet 7-Up                      $2.99 T F

TOTAL W/EXPRESS SAVINGS          $3.14

ADDITIONAL BIG   SAVINGS TODAY
  ************************
  You got a red coin !!
  ************************

TAX-CODE      TAXABLE-VAL    TAX-VALUE
STATE TAX           $2.99         $0.15

    BALANCE DUE                  $3.14
    CASH                         $3.14

    CHANGE                       $0.00

    CLUB SAVINGS TOTAL           $0.15

    Total number of items sold = 1
```

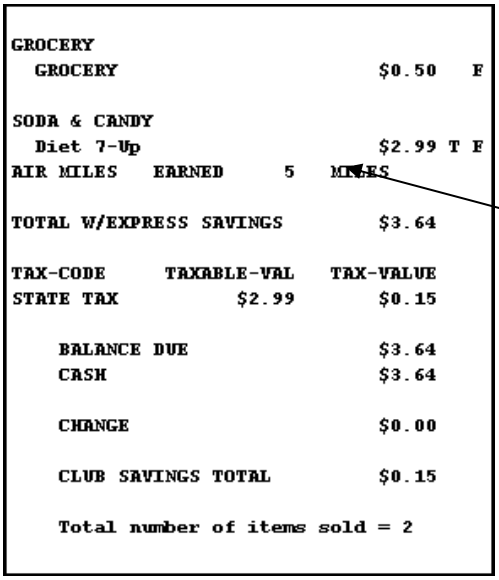



```
SODA & CANDY
  Diet 7-Up                      $2.99 T F
  Diet 7-Up                      $2.99 T F
   Buy 1, Get 1 Free            -$2.99
   **PRICE WITH YOUR CARD         FREE

TOTAL W/EXPRESS SAVINGS          $3.14

TAX-CODE      TAXABLE-VAL    TAX-VALUE
STATE TAX           $2.99         $0.15

    BALANCE DUE                  $3.14
    CASH                         $3.14

    CHANGE                       $0.00
   Buy 1, Get 1 Free            -$2.99

    CLUB SAVINGS TOTAL           $3.14

    Total number of items sold = 2
              $ 2 . 9 9
        O N   B O N U S   B U Y
```

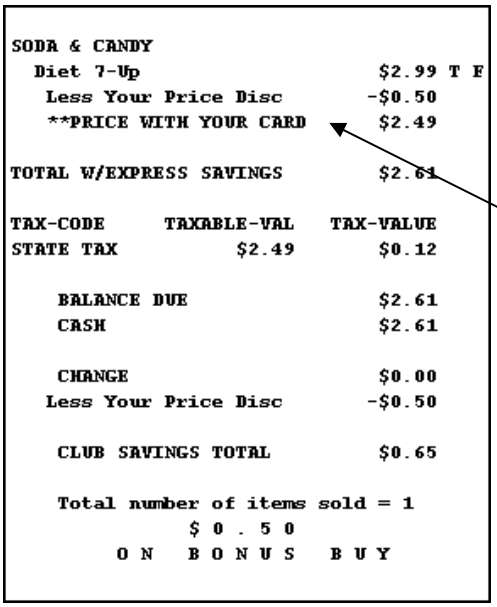

SODA & CANDY
Diet 7-Up $2.99 T F
Diet 7-Up $2.99 T F
Diet 7-Up $2.99 T F
TOTAL W/EXPRESS SAVINGS $9.37
ADDITIONAL BIG SAVINGS TODAY
10% Off Order -$0.90 T F
TAX-CODE TAXABLE-VAL TAX-VALUE
STATE TAX $8.07 $0.40
BALANCE DUE $8.47
CASH $8.47
CHANGE $0.00
10% Off Order -$0.90 T F
CLUB SAVINGS TOTAL $1.05
Total number of items sold = 3
$0.90
ON BONUS BUY
Percent Off Order Reward



```
SODA & CANDY
  Diet 7-Up
     15 @      $2.99            $44.85 T F
   $10 Off Ticket              -$10.00
   **PRICE WITH YOUR CARD        $34.85

TOTAL W/EXPRESS SAVINGS          $36.59

TAX-CODE      TAXABLE-VAL    TAX-VALUE
STATE TAX           $34.85         $1.74

    BALANCE DUE                  $36.59
    CASH                         $36.59

    CHANGE                        $0.00
   $10 Off Ticket              -$10.00

    CLUB SAVINGS TOTAL           $10.15

    Total number of items sold = 15
              $ 1 0 . 0 0
         O N   B O N U S   B U Y
```

```
GROCERY
  GROCERY                        $0.50   F

SODA & CANDY
  Diet 7-Up                      $2.99 T F
AIR MILES   EARNED      5   MILES

TOTAL W/EXPRESS SAVINGS          $3.64

TAX-CODE      TAXABLE-VAL    TAX-VALUE
STATE TAX           $2.99         $0.15

    BALANCE DUE                  $3.64
    CASH                         $3.64

    CHANGE                        $0.00

    CLUB SAVINGS TOTAL           $0.15

    Total number of items sold = 2
```



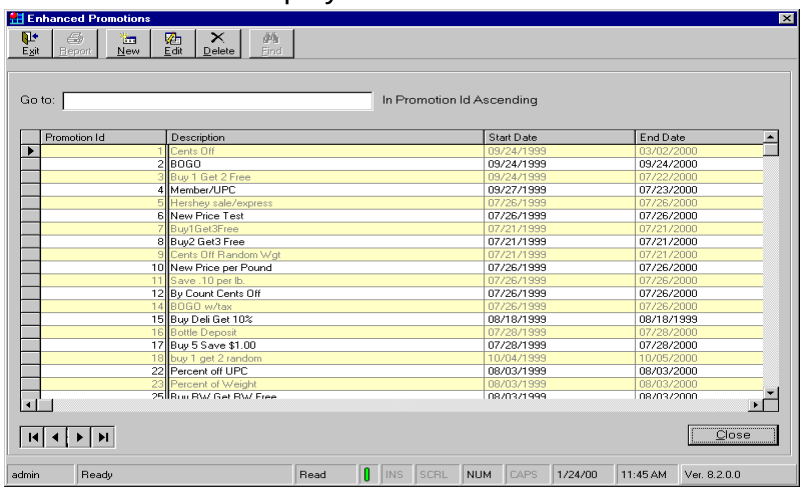
New Price Per Quantity Reward

Enhanced Promotions

Enhanced Promotions give you more flexibility than promotions, reductions and offers. You can specify promotion start and end dates, as well as a mark down department. Customer savings, or rewards, are allocated to this mark down department. As in all promotions, customers qualify for rewards (and multiple rewards) by purchasing the quantities you specify.

➢ **To Add an Enhanced Promotion**

1 From the Promotion Management menu, select Member Promotions, and then Enhanced Promotions. The Enhanced Promotions list is displayed.



The list area of the window displays existing Enhanced Promotions.

2 Click the *New* button.

3 Enter an unused Promotion ID and press Enter.

4 Enter a description for the promotion and press Enter.

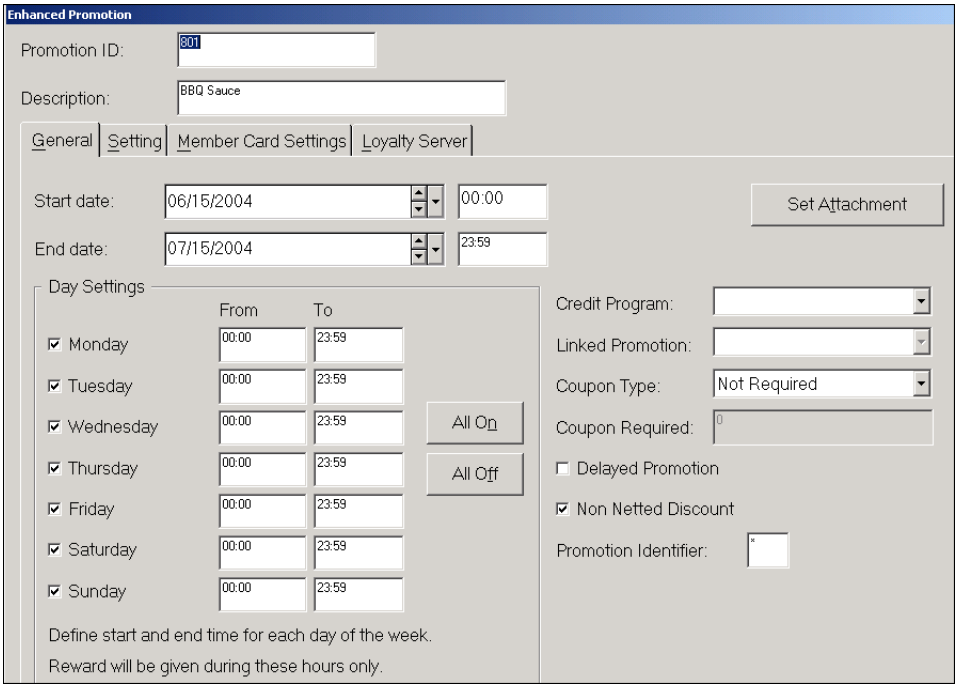
Note:

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 the Store \ POST \ Presentation \ Receipt \ Regular Printing folder).

5 On each tab, set the properties and options as required (*see below*).

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

General Tab



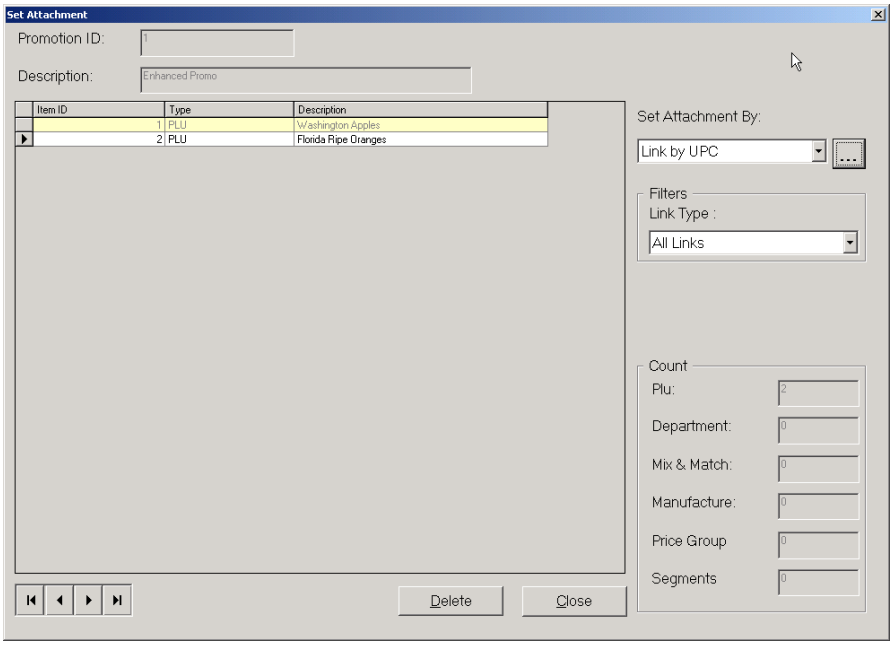
Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Set Attachment	Click *Set Attachment* to link one of the following to a promotion (see *Set Attachment Screen* on page 8-25): ▪ Link by UPC ▪ Link by Mix and Match ▪ Link by Department ▪ Link by Manufacturer ▪ Link by Price Group ▪ Link by Segments

Field	Description
Day Settings area:	
Mon - Sun 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. Or 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 if you want 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 you wish 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.***

Field	Description
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.

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 screen. The screen displays all criteria attached to the promotion.



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* on page 8-76).

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.

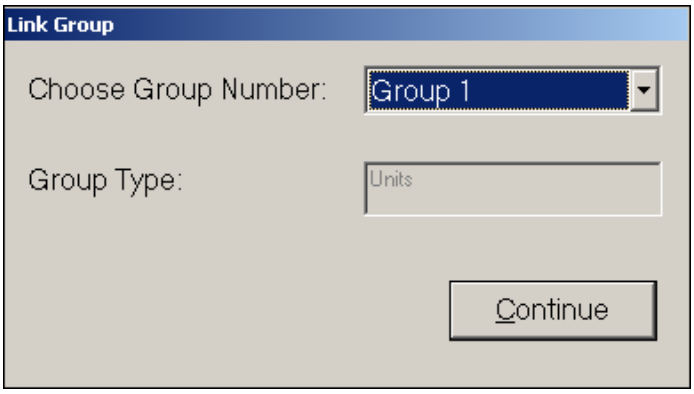
➢ **To Attach Criteria to a Promotion:**

1 From the Promotion's General Tab, click the *Set Attachment* button. *The Set Attachment screen displays*.

2 Click the *Set Attachment By* field's selection arrow and choose the criteria you wish to add to the promotion.

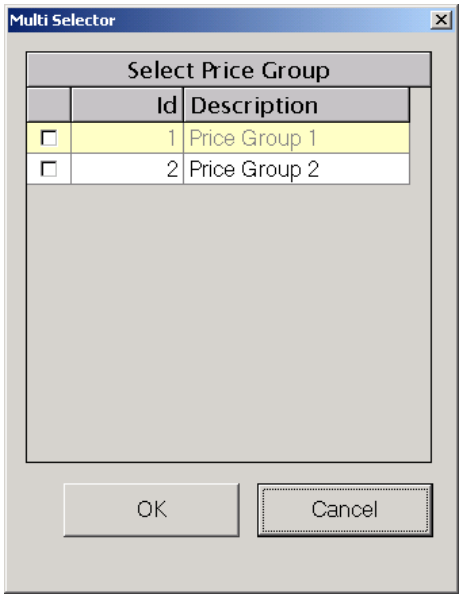
3 Click the *Ellipsis* button.

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 (see step 5) will be used to meet a threshold and/or be used to issue a reward:



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.



- For Link by Manufacture, enter the manufacturer identification number.

6 When finished attaching criteria, click the *Close* button.

➢ **To Remove Criteria from a Promotion:**

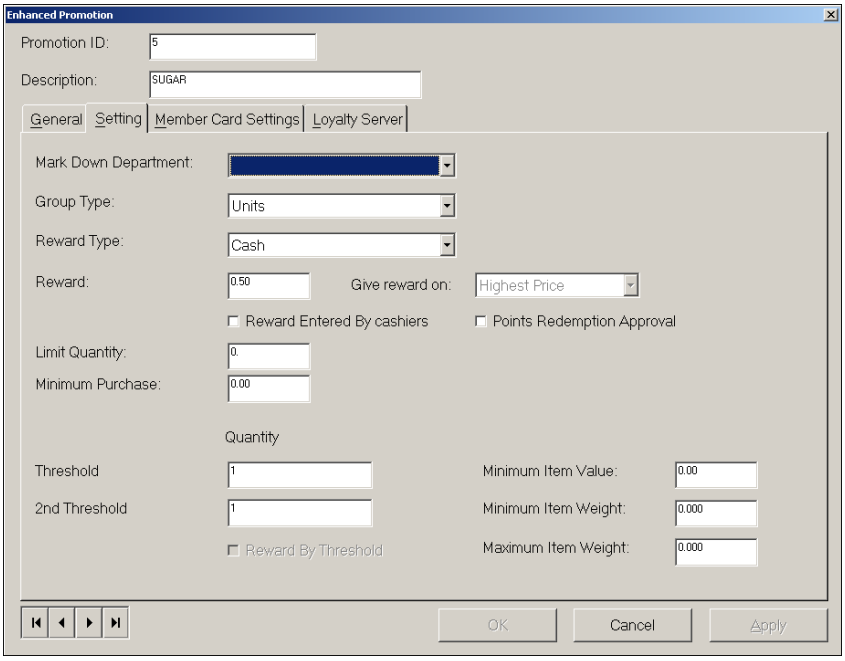
1 From the Promotion's General Tab, click the *Set Attachment* button. *The Set Attachment screen displays*.

2 Optional – Set the Link Type filter to limit the number of detail records listed.

3 Highlight the record to delete and click the *Delete* button. *A confirmation screen displays.*

4 Click the *Yes* button. *The record is removed.*

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

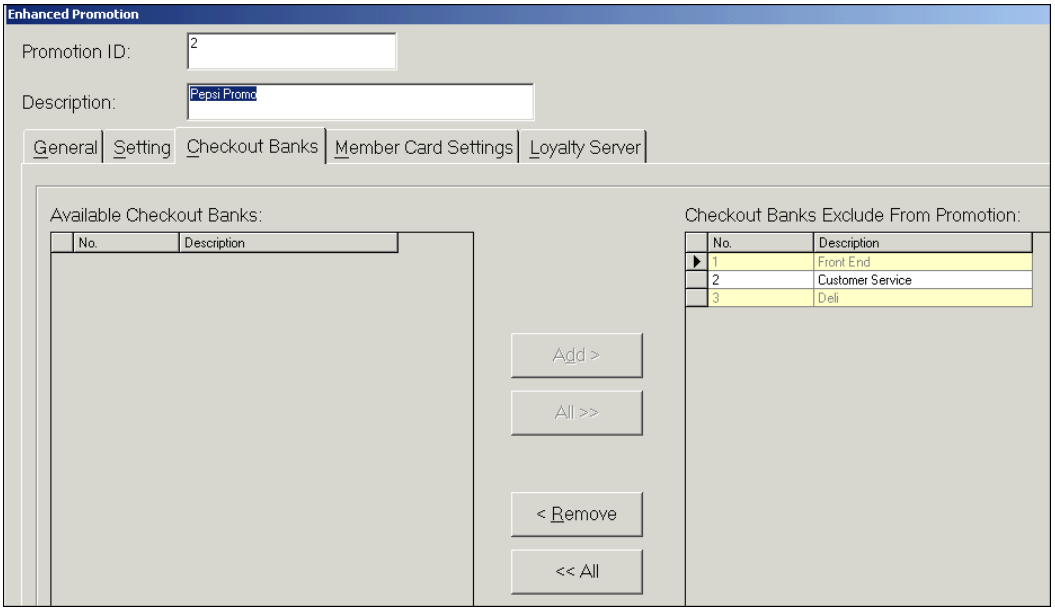
Field	Description
Reward Type	Select the type of promotion reward to award the customer: ▪ Cash – Cash off total (not per item) ▪ Percentage Off – Percent off item ▪ New Price – New price for item ▪ Amount Off Per Item – Amount off per each item ▪ Amount off Per Pound – Amount off per each pound ▪ New 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.

Field	Description
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 Example: Turkeys are on promotion at a specific price per pound. A customer has taken one that weighs 7lb and the other weighs 3lb. You must decide whether the higher priced turkey or lower priced turkey gets the reward.
Reward Entered by cashiers	Select this checkbox if you want cashiers to 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.

Field	Description
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 in order 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 in order to receive the reward again. You can 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 according to the "highest" or "lowest" setting.
Minimum Item Value	Specify the minimum item value (of the attached items) a customer must purchase in order to receive the reward.
Minimum Item Weight	Specify the minimum item weight (of the attached items) a customer must purchase in order to receive the reward.

Field	Description
Maximum Item Weight	Specify the maximum item weight (of the attached items) a customer must purchase in order to receive the reward.

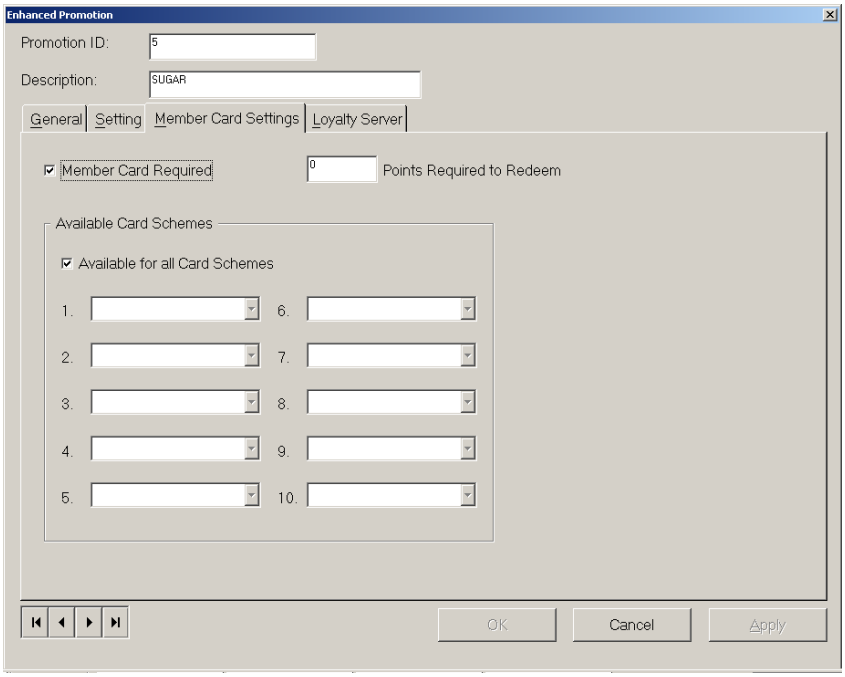
Checkout Banks Tab



Using Price Lists, ISS45 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 the Store \ POST \ Monetary \ Member Promotion folder), 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.

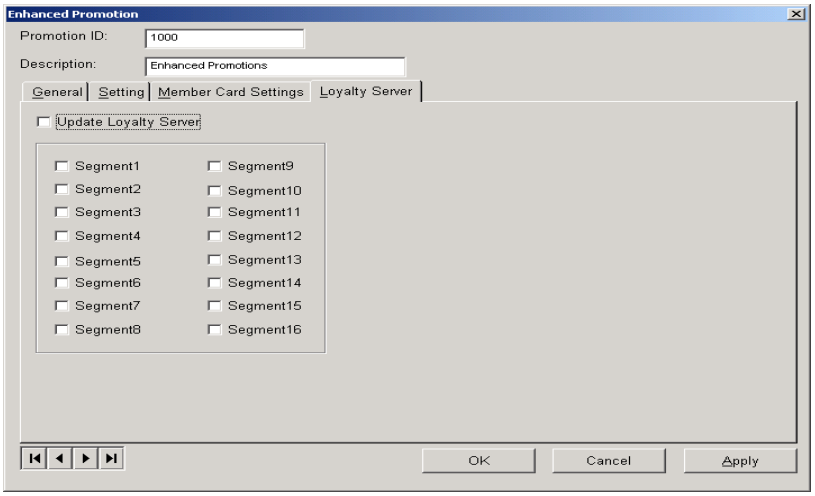
Member Card Settings Tab



Field	Description
Member Card Required	If you want this promotion to be available to member cardholders only, select this option. If selected, you must then 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, then specify which of the 10 card schemes can use the promotion.

Field	Description
Schemes 1-10	Click the selection arrow for each field and select up to 10 different Card Schemes that can access the promotion.

Loyalty Server Tab



Field	Description
Update Loyalty Server	Select this checkbox if you are 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 4-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 4-digits of the promotion number).

Field	Description
Segments 1-16	If ISS45 is your loyalty server, select which demographic segments to target for this promotion.

Group Promotions

Group Promotions have additional parameters and choices, allowing you to build promotions covering a wider selection of products. Group Promotions include a choice of ten group types. You can define each group with different purchase quantity requirements.

Customers qualify for rewards by purchasing the required quantities or minimum purchase amount you specify.

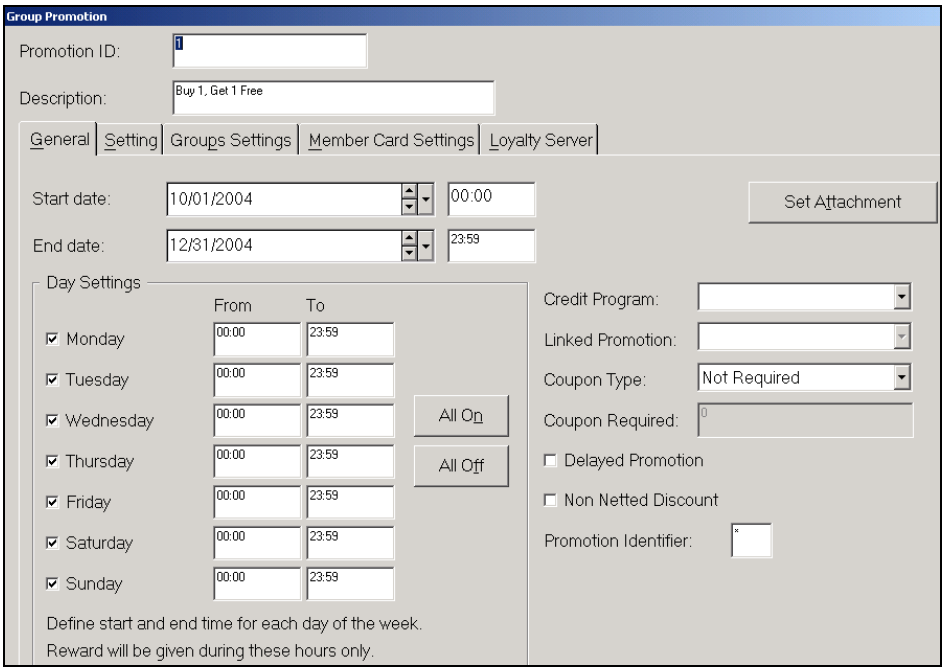
➢ **To Add a Group Promotion**

1. From the Promotion Management menu, select Member Promotions, and then Group Promotions. The Group Promotions list is displayed.
2. Click the *New* button.
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.

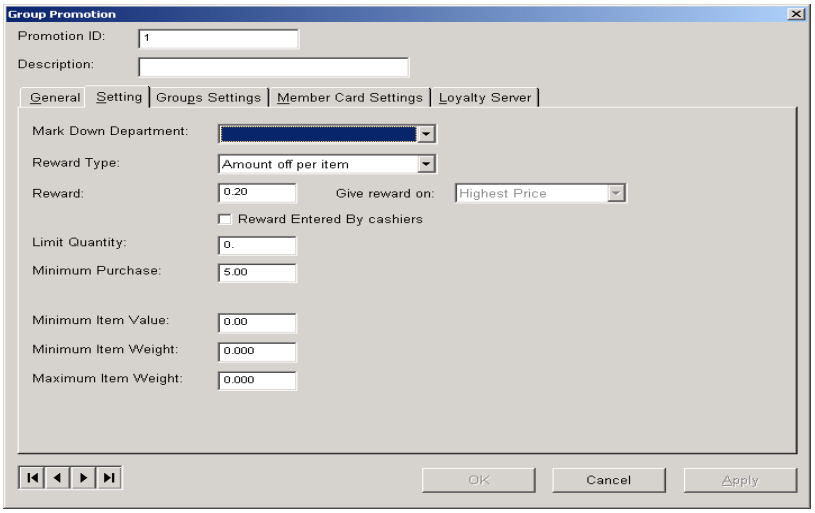
General Tab


Group Promotion
Promotion ID:
1
Description:
Buy 1, Get 1 Free
General
Setting
Groups Settings
Member Card Settings
Loyalty Server
Start date:
10/01/2004
00:00
End date:
12/31/2004
23:59
Set Attachment
Day Settings
From
To
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
00:00
23:59
All On
All Off
Define start and end time for each day of the week.
Reward will be given during these hours only.
Credit Program:
Linked Promotion:
Coupon Type:
Not Required
Coupon Required:
Delayed Promotion
Non Netted Discount
Promotion Identifier:

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 (see *Set Attachment Screen* on page 8-25): ▪ 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, you are first prompted to choose a group number.
Day Settings area:	
Mon - Sun 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.

Field	Description
Delayed Promotion	Select this checkbox if you want 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 you wish 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.

Setting Tab

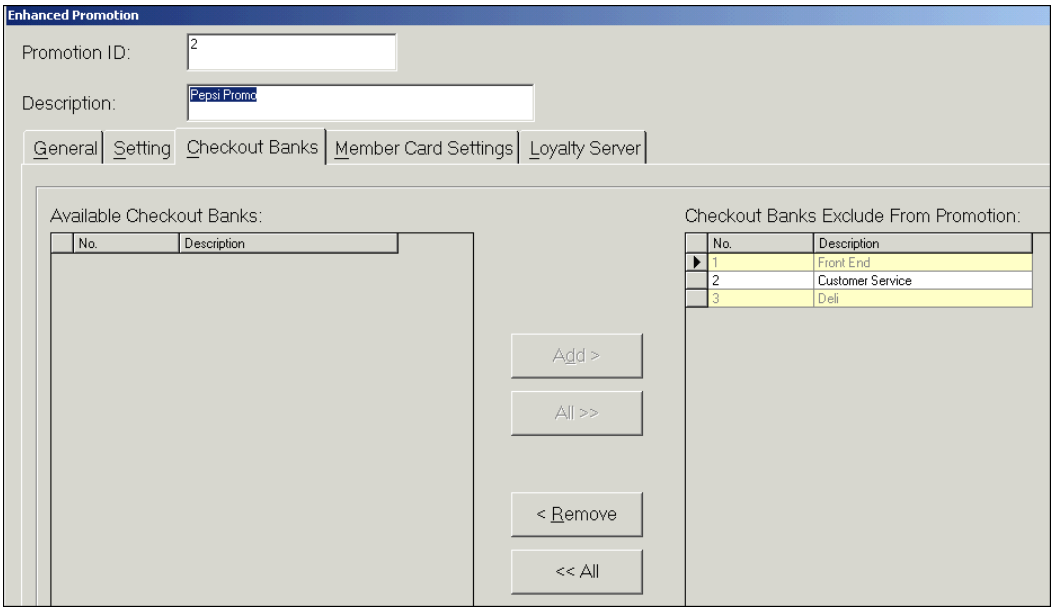


Field	Description
Mark Down Department	Select the department to be charged the promotion reward amount.

Field	Description
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 digit(s) in the template files. For example, if the template name is TARGE00002, enter a “2” in this field.

Field	Description
Give reward on	Select either: ▪ Highest Price ▪ Lowest Price Example: Turkeys are on promotion at a specific price per pound. A customer has taken one that weighs 7lb and the other weighs 3lb. You must decide whether the higher priced turkey or lower priced turkey gets the reward.
Reward entered by cashiers	Select this checkbox if you want 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 in order to receive the reward.
Minimum Item Weight	Specify the minimum item weight (of the attached items) a customer must purchase in order to receive the reward.
Maximum Item Weight	Specify the maximum item weight (of the attached items) a customer must purchase in order to receive the reward.

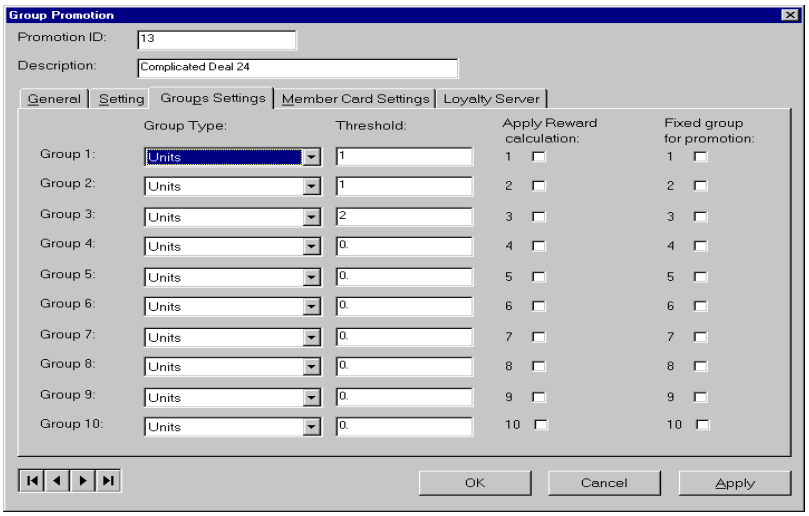
Checkout Banks Tab



Using Price Lists, ISS45 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 the Store \ POST \ Monetary \ Member Promotion folder), 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.

Group Settings Tab

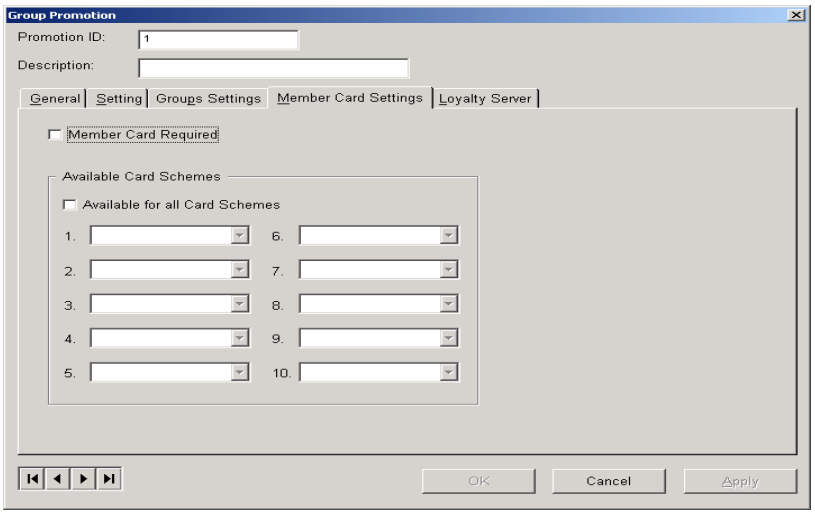


Field	Description
Group Type 1- 10	Select the appropriate Group type. Items attached to this group (through the Set Attachment screen – see page 8-25) will be used to meet a threshold and/or be used to issue a reward. ▪ Units ▪ Weighted/Decimal ▪ By Value ▪ Credits ▪ Order Value

Field	Description
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 you set Group 1 to threshold quantity 2, customers must purchase at least 2 items from that group. In addition, if you allocate quantities to groups 2 to 10, customers must buy the minimum number of items from ALL 10 groups to get the reward. The more items you allocate to a group, the easier it becomes for customers to earn rewards.
Apply Reward calculation 1-10	Select this checkbox if you want the reward to 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.

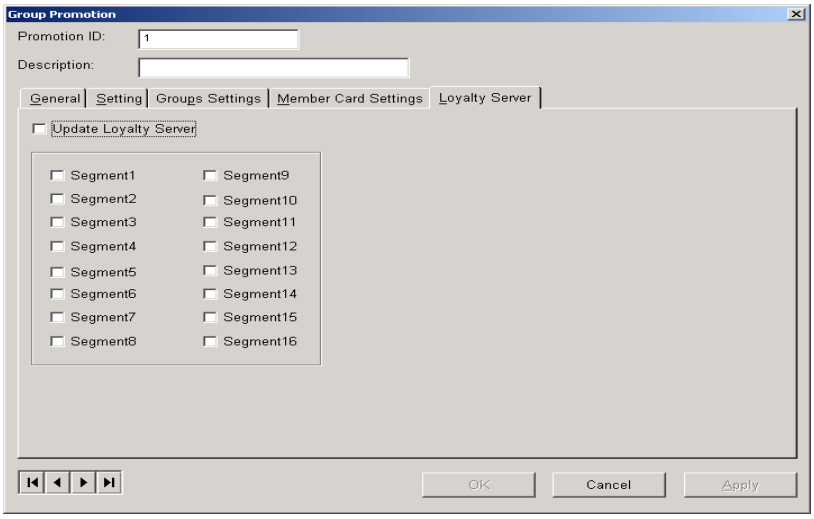
Field	Description
Fixed group for promotion 1-10	Select this checkbox if you want to mark the specific group as a fixed group promotion. This means if this option is selected and the threshold has been met from prior purchases, the item linked to the specific group does not have to be purchased again in order to get the reward. **Note:** To use the fixed group option, you must be using a centralized loyalty server for purposes of maintaining this continuity-like program (only if you have to purchase the items in a fixed group over time). If all items are purchased in one ticket, you do not need a loyalty server.

Member Card Settings Tab



Field	Description
Member Card Required	If you want this promotion to be available to member cardholders only, select this option. If selected, you must then 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, 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.

Loyalty Server Tab



Field	Description
Update Loyalty Server	Select this checkbox if you are 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 ISS45 is your loyalty server, select which demographic segments to target for this promotion.

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.

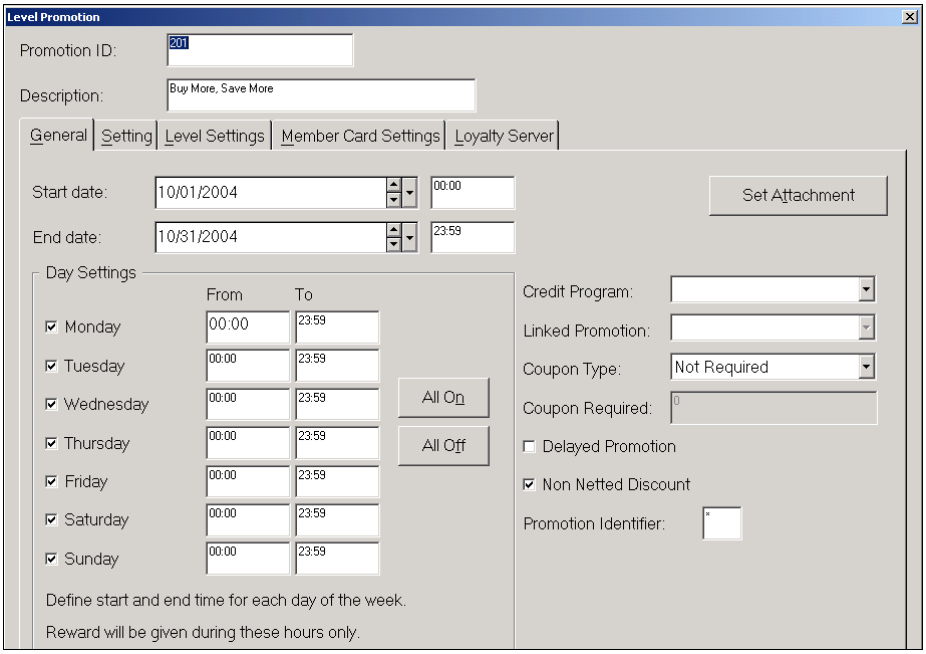
➢ **To Add a Level Promotion**

1. From the Promotion Management menu, select Member Promotions and then Level Promotions. The Level Promotions 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.

   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.

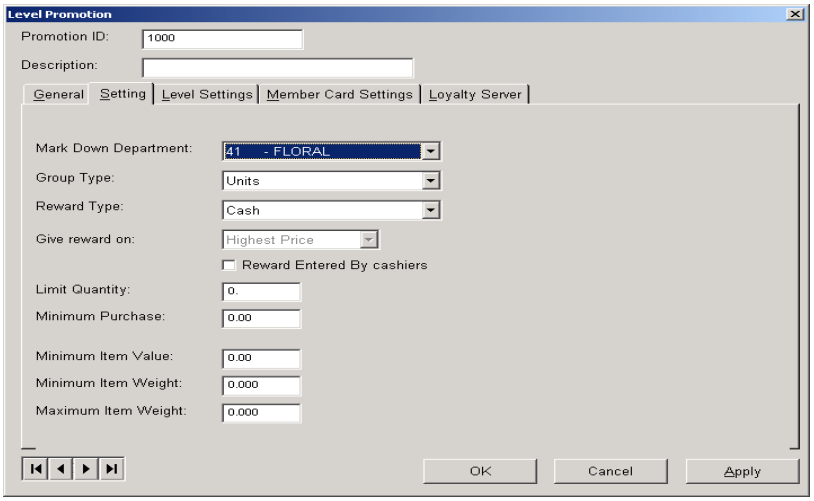
General Tab



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 (see *Set Attachment Screen* on page 8-25): ▪ 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.
Credit Program	Not Used.
Linked Promotion	Not Used.

Field	Description
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 you want 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.

Setting Tab

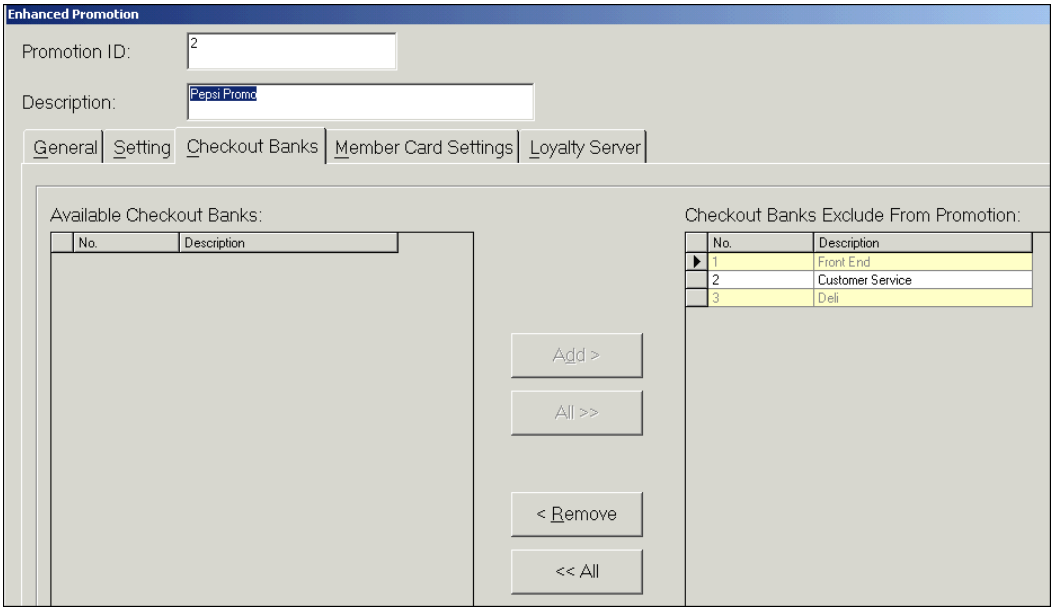


Field	Description
Mark Down Department	Select the department to be charged the promotion reward amount.
Group Type	Select the measurement type that determines whether levels have been achieved for reward purposes. When a group type is chosen the first column in the Level Settings tab (see below) will 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 amounts earned ▪ Order Value – the amount of the transaction

Field	Description
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 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 Example: Turkeys are on promotion at a specific price per pound. A customer has taken one that weighs 7lb and the other weighs 3lb. You must decide whether the higher priced turkey or lower priced turkey gets the reward.

Field	Description
Reward entered by cashiers	Select this checkbox if you want 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 in order to receive the reward.
Minimum Item Weight	Specify the minimum item weight (of the attached items) a customer must purchase in order to receive the reward.
Maximum Item Weight	Specify the maximum item weight (of the attached items) a customer must purchase in order to receive the reward.

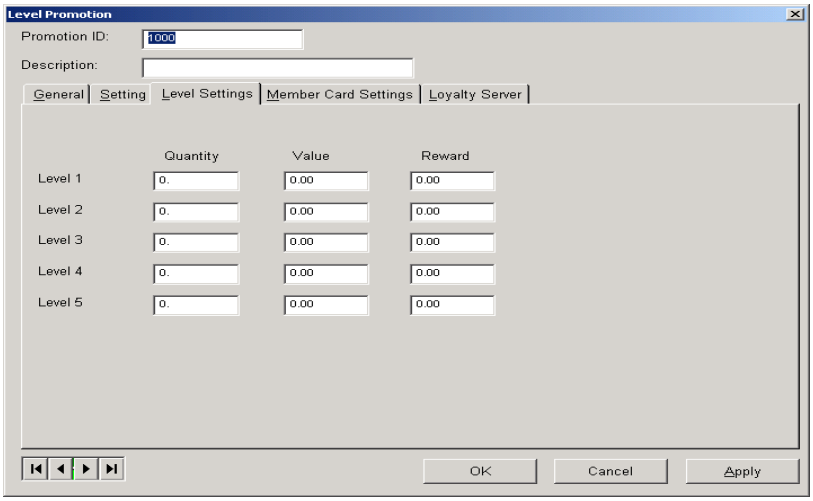
Checkout Banks Tab



Using Price Lists, ISS45 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 the Store \ POST \ Monetary \ Member Promotion folder), 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.

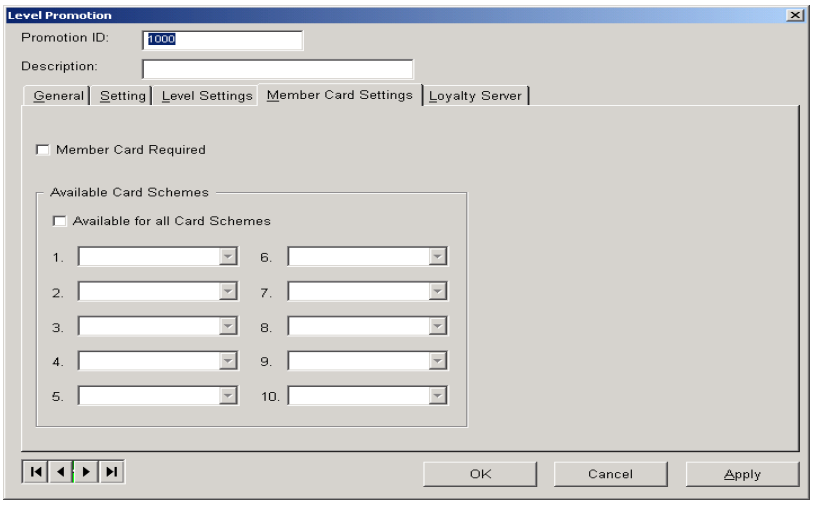
Level Settings Tab



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 in order to receive the level reward.
Value	Not Used
	Note:
	Keep this setting at .01 if the level is used.

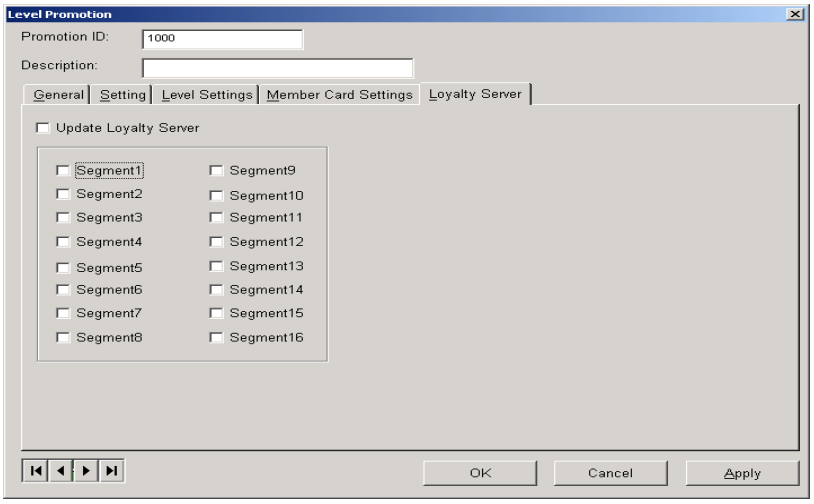
Field	Description
Reward	Enter the level reward based on the following: ▪ Cash – Cash off total purchase ▪ Percentage Off – Percent off attached item purchases ▪ New Price – New Price for quantity purchases ▪ Target Message – Message to be issued (see Note below) ▪ Free – Number of free items issued ▪ 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.

Member Card Settings Tab



Field	Description
Member Card Required	If you want this promotion to be available to member cardholders only, select this option. If selected, you must then 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, 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.

Loyalty Server Tab



Field	Description
Update Loyalty Server	Select this checkbox if you are 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 4-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 4-digits of the promotion number).
Segments 1-16	If ISS45 is your loyalty server, select which demographic segments to target for this promotion.

Credit Programs

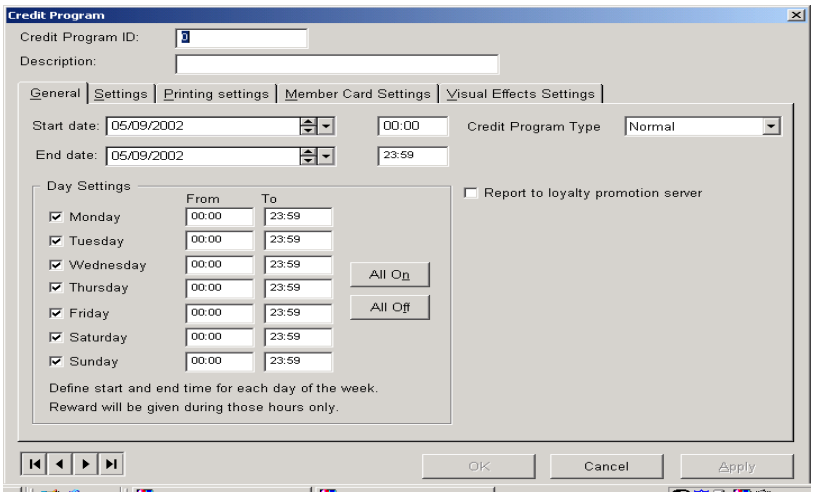
This option enables you to set "Credit" reward types. Credit reward types are based on points and may be redeemed at different locations other than the store and may be targeted for redemption on specific dates, points, miles, etc.

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 (e.g., Sound Effect) and link it to other promotions. See details below.

➢ **To Add Credit Programs**

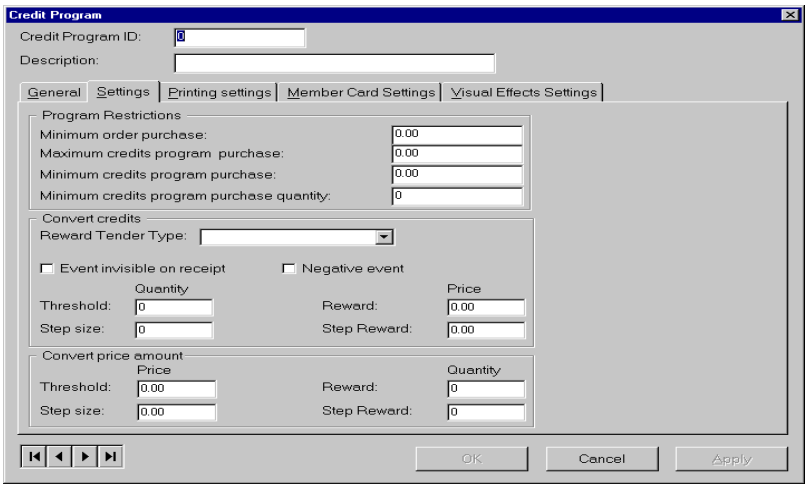
1. From the Promotion Management menu, select Member Promotions, and then Credit Programs. The Credit Programs list is displayed.
2. Click the *New* button.
3. Enter an unused Promotion ID and press Enter.
4. Enter a description for the promotion and press Enter.
5. On each tab, set the properties and options as required (*see below).*
6. Click *OK* or *Apply* to save.

General Tab



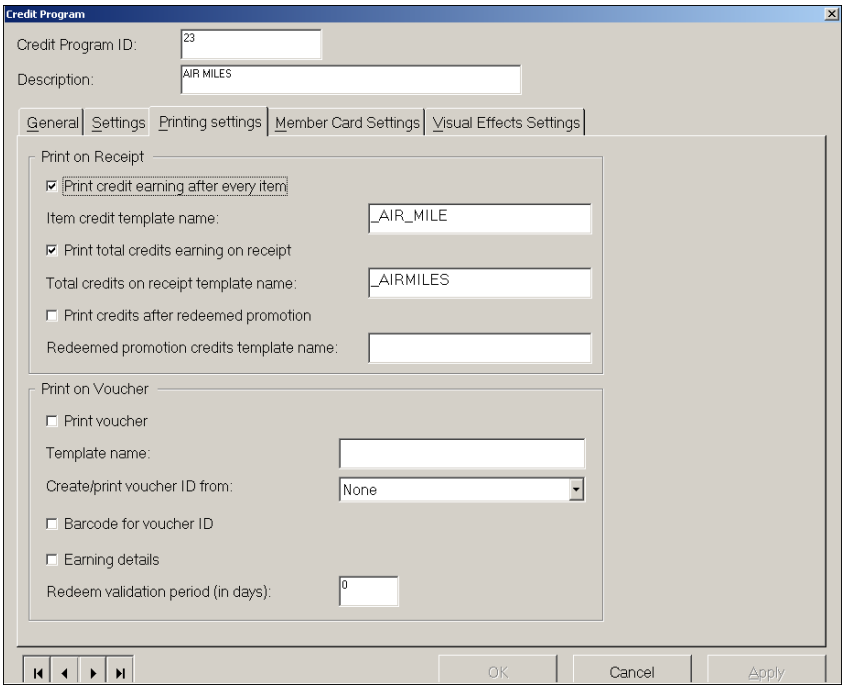
Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Day Settings area:	
Monday - Sunday From - To	Select the days and times on which the promotions are to run.
Credit Program Type	From the dropdown list, select one of the following: ▪ Normal ▪ Gas Reward (Used to issue a gas coupon for a grocery purchases)
Report to loyalty promotion server	Select this if you want the credit program details sent to the Loyalty Server. **Note:** This option must be selected if you track and accumulate points at the server. The customer can then redeem points earned within an order.

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 in order to redeem credits.
Convert credits area:	Not Used.
Convert Price amount area:	Not Used.

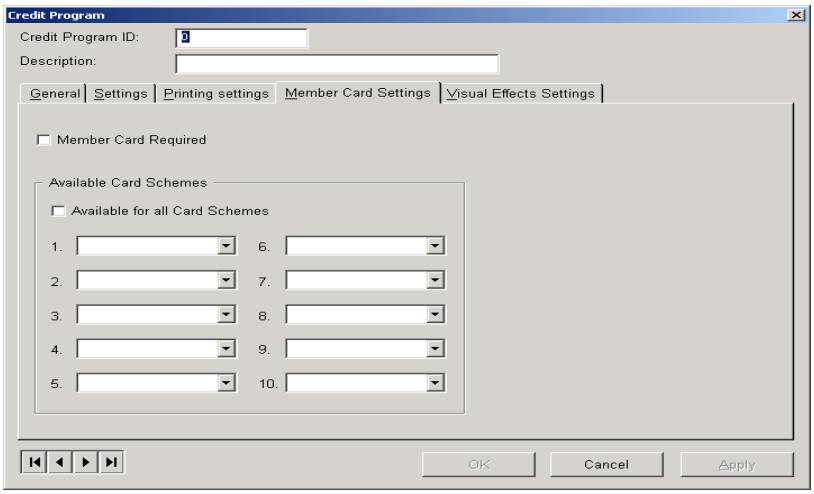
Printing Settings Tab



Field	Description
Print on Receipt area:	
Print credit earning after every time	Select this option if you want the credit earning to print every time the reward is given.
Item credit template name	Enter the appropriate credit template name 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 you want the total credit earnings per transaction to print on the receipt at the PoS terminal.
Total credits on receipt template name	Enter the appropriate total credit template name, as set up in Database Management, POST Controls, Templates/Multi part receipts).

Field	Description
Print credits after redeemed promotion	Select this option if you want 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 if you want the reward voucher printed 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 in order 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.

Member Card Settings Tab



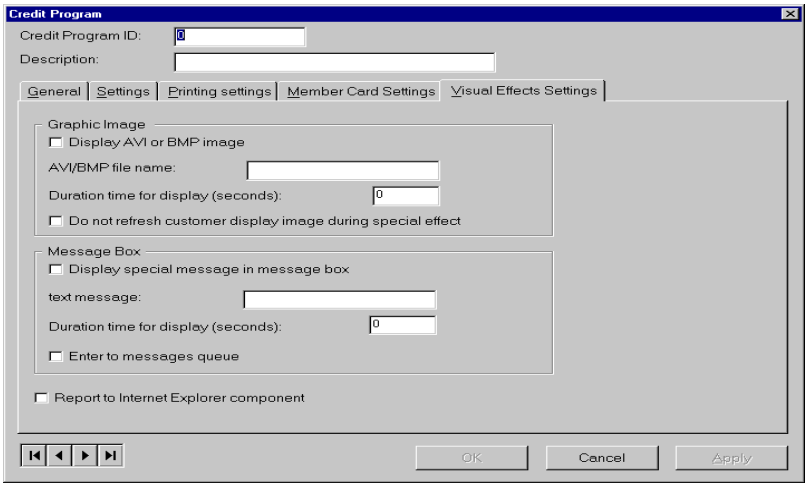
Note:

This tab is not used in Credit Program Promotions.

Field	Description
Member Card Required	If you want this promotion to be available to member cardholders only, select this option. If selected, you must then 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, 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.

Visual Effects Settings Tab

This option currently supports sound and video on selected promotions.



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.

Field	Description
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.

Member Card Maintenance

Member Card Maintenance provides access to options for setting up and maintaining Member Card schemes and monitoring Member Card customer details.

The Member Card scheme number is set up as a customer-specific member card scheme. This allows you to link a scheme different from that defined in Card Range Maintenance, for any customer, without having to re-issue them with a card.

Note

The default card scheme number and any other card schemes you require in your store are still set up as usual in Card Range Maintenance. This is in case customer details cannot be found in Member Maintenance or in the case of being offline.

Member Card Scheme Maintenance

Use the Member Card Scheme Maintenance option to add, edit or delete Member Card schemes. Member Card points are awarded to Member Card customers according to the rules you define in the schemes. Scheme number 1 is used to set the basic qualifying rules. Any other (additional) schemes you define are more customizable. At a minimum, you must established one Member Card Scheme.

Note:

If using a loyalty server, the schemes are maintained at the server and not through ISS45. You will only need to create one scheme.

Note:

If using Retalix Loyalty, all schemes maintained at the host level.

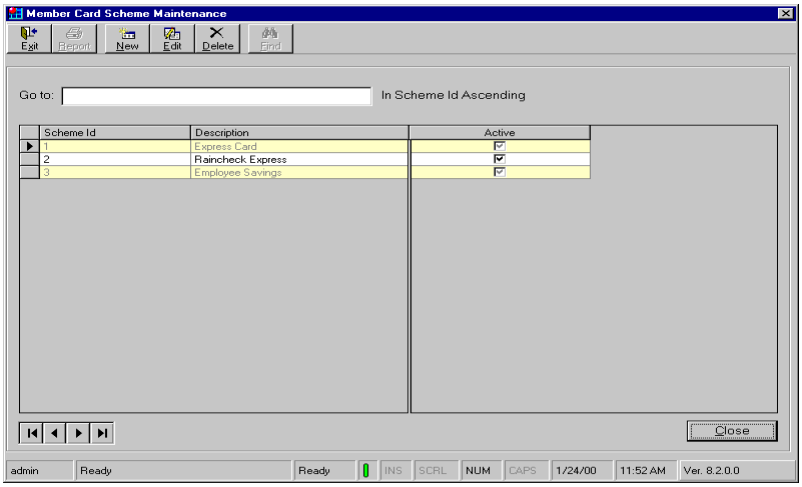
You can, if required, define schemes 2 and higher, to include points from scheme number 1. Scheme 2 and higher are more flexible than scheme one, and include various trigger types, receipt print options and points to award.

The Member Card Maintenance screen lists all the schemes defined in the system, showing the following information per scheme:

- Scheme number
- Scheme Description
- Active indicator

➢ **To Add Member Card Schemes**

1 From the Promotion Management menu, select Member Card Maintenance and then Member Card Scheme Maintenance. The Member Card Scheme Maintenance window appears.



2 Click *New* to add a new Member Card Scheme.

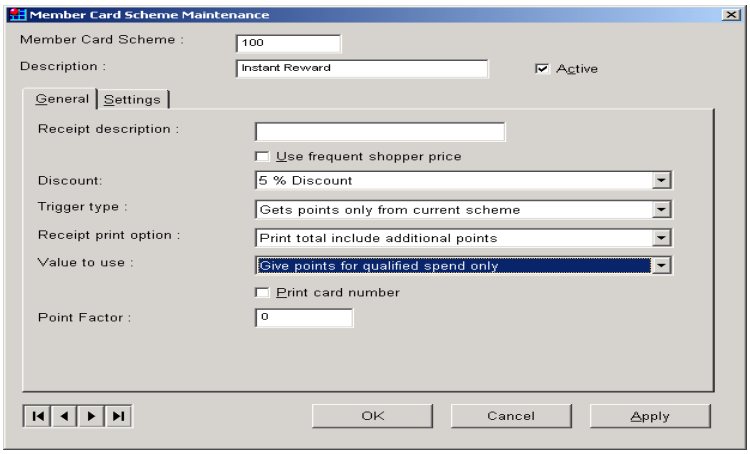
3 Enter the Member Card Scheme number and description.

4 Select the active checkbox to activate or deactivate the scheme.

5 Set the properties and options as required.

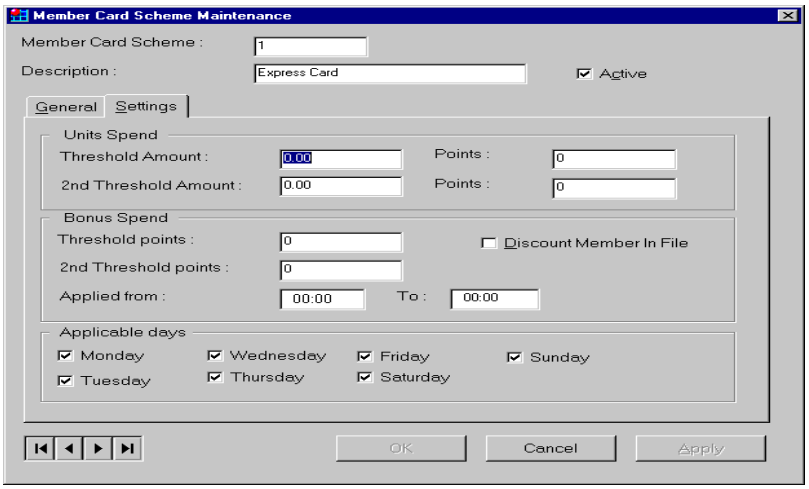
6 Click *OK* or *Apply* to save.

General Tab



Field	Description
Receipt description	Enter the schemes description to print on the receipt at the PoS terminal.
Use frequent shopper price	Select this option if you want to use frequent shopper price for the specific scheme.
Discount	Select the discount type from the dropdown list.
Trigger type	Select one of the following from the list: ▪ Gets points only from current scheme ▪ Get points from current + basic scheme
Receipt print option	Select one of the following from the list: ▪ Print total include additional points ▪ Do not print additional points ▪ Print total include additional + additional points ▪ Points for each scheme printed separately
Value to use	Select one of the following from the list: ▪ Give points for qualified spend only ▪ Points only for amount paid in this card ▪ Points for all amount including change
Print card number	To print the Member Card number on the receipt, select the checkbox.
Point Factor	Enter the value of a point.

Settings Tab



Field	Description
Units Spend area:	
Threshold amount	Enter the minimum amount a customer must purchase in order to receive the reward.
Threshold points	Enter the points a customer will receive if the field threshold amount above is met.
2nd Threshold amount	Once the threshold of 10 dollars has been reached, the customer could earn, for example, an additional 3 points for every additional cycle of 10 dollars spent. In this case, the 2nd 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.

Field	Description
Applicable days area:	
Monday - Sunday	Define the days on which rewards will be given.

Member Maintenance

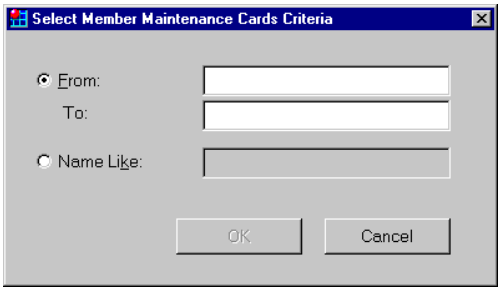
Use the Member Maintenance option to add, edit or delete Member Card customers.

Note:

If using a loyalty server, the schemes are maintained at the server and not through ISS45. You will only need to create 1 scheme.

➢ **To Add a Member Card**

1 From the Promotion Management menu, select Member Card Maintenance and then Member Maintenance. The Member Maintenance Cards Criteria dialog box is displayed.



2 Type the lowest required Member Card Number in the *From* field and the highest Member Card Number in the *To* field,

or

Type the same value in both fields, in order to search for a specific Member Card.

or

Type the Member Card Name using the *Name Like* radio button and click *OK*.

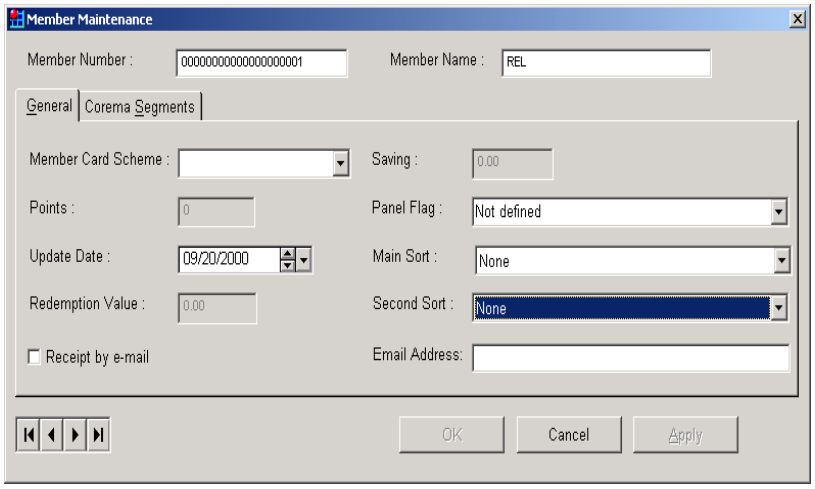
The Member Maintenance Window appears.

Double-click the Member Card you want to edit. The tabbed Member Maintenance dialog box is displayed.

4 Set the parameters and options as required.

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

General Tab



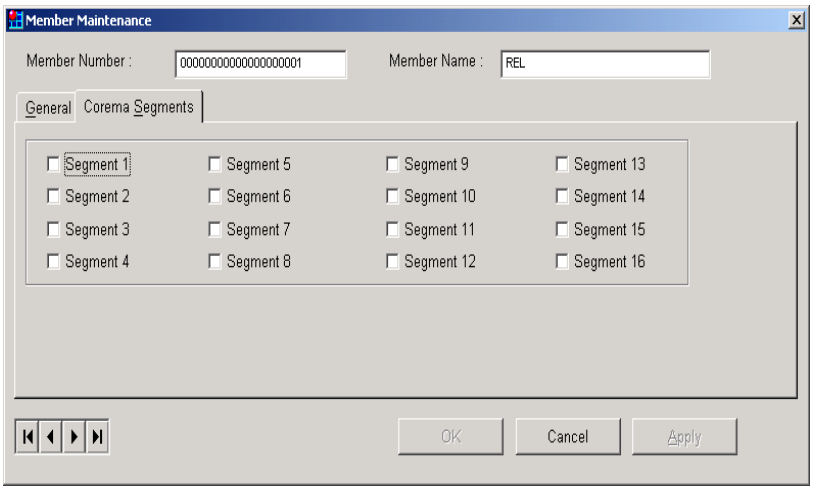
Field	Description
Member Card Scheme	Select the member card scheme from the dropdown list.
Points	This field is left blank - the number of points is updated by sales from the PoS terminal.
Update Date	Select the date on which the points will be updated.
Redemption Value	This field shows the system's points-to-money equivalent.
Receipt by e-mail	Select this checkbox if member requests a copy of their receipt by e-mail.

Note:

The system parameter, *Member Card number includes a check digit*, should be turned off. (See POS Setup \POS Parameters\Card Program\Member Cards & Promotions, located in System Administration.)

Field	Description
Saving	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
E-mail Address	The member's e-mail address. This field is required for member to receive a copy of receipt by e-mail.

Segments Tab



Field	Description
Member Number	Enter the Member Number.
Member Name	Enter the Member Name.
Segments 1- 16	If ISS45 is your loyalty server, select the appropriate segments that identify this customer for promotion targeting.

Corema

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 enables you to provide data warehousing systems that collect and maintain data on your customers and their buying patterns. It also allows you to manage loyalty programs.

The Corema database stores customer-specific details and allows you to:

- Design promotions to match customer preferences

- Manage your pricing by customer, based on volume and loyalty rather than by product category
- Track and influence customers buying patterns over time
- Track who the best customers are and what their buying preferences are
- Personalize offers to fit customer needs, so that they return for more
- Carry out basket analysis to discover what customers buy (and what they don't)
- Analyze and model customer buying patterns over time

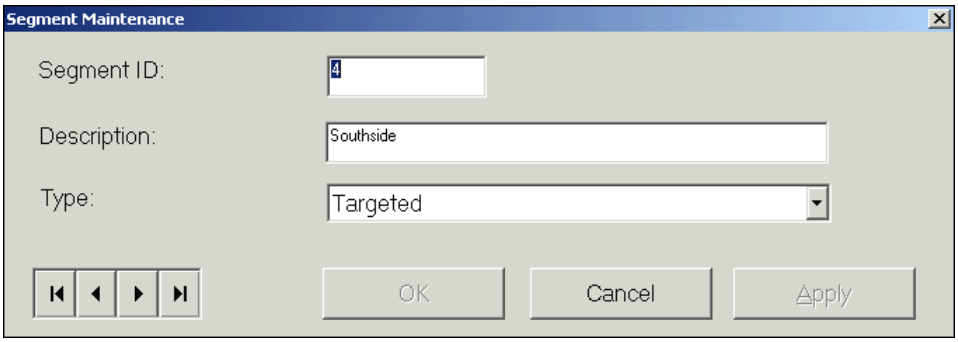
Corema Segments

If Corema is your 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 main menu, select Promotion Management.
2. Double-click Corema.
3. Double-click Corema Segments. The Segments Maintenance dialog box is displayed.



2 Enter the segment ID and Description.

3 Click the Type field and choose if a Segment type:

- Targeted – (Default) Stardard 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 Retalix Loyalty. 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 on page 8-25).

Loyalty Member Promotions

Retalix Loyalty 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 Retalix Loyalty Promotion Engine (LPE) and are visible within the ISS45 Front Office.

Note:

The Loyalty Promotion Engine (LPE) resides on each POS and is responsible for all promotion and loyalty activities.

Note:

ReMA (Retalix Enterprise Management Architecture) 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:

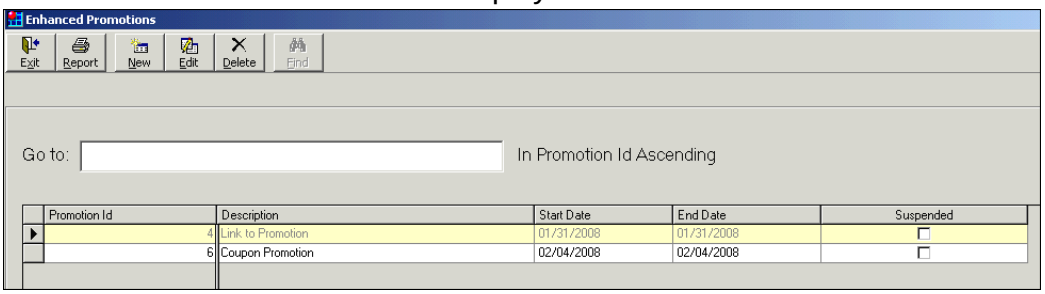
When Retalix Loyalty is enabled at the store, traditional ISS45 promotions menu options (located in the Member Promotions folder) are disabled. In addition, the Promotions Tab in PLU Maintenance is also disabled.

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 Promotion Management menu, select Loyalty Member Promotions, and then Loyalty Enhanced Promotions. The Enhanced Promotions list is displayed.



The list area of the window displays existing Enhanced Promotions.

2 Click the *New* button.

3 Enter an unused Promotion ID and press **Enter**.

4 Enter a description for the promotion and press **Enter**.

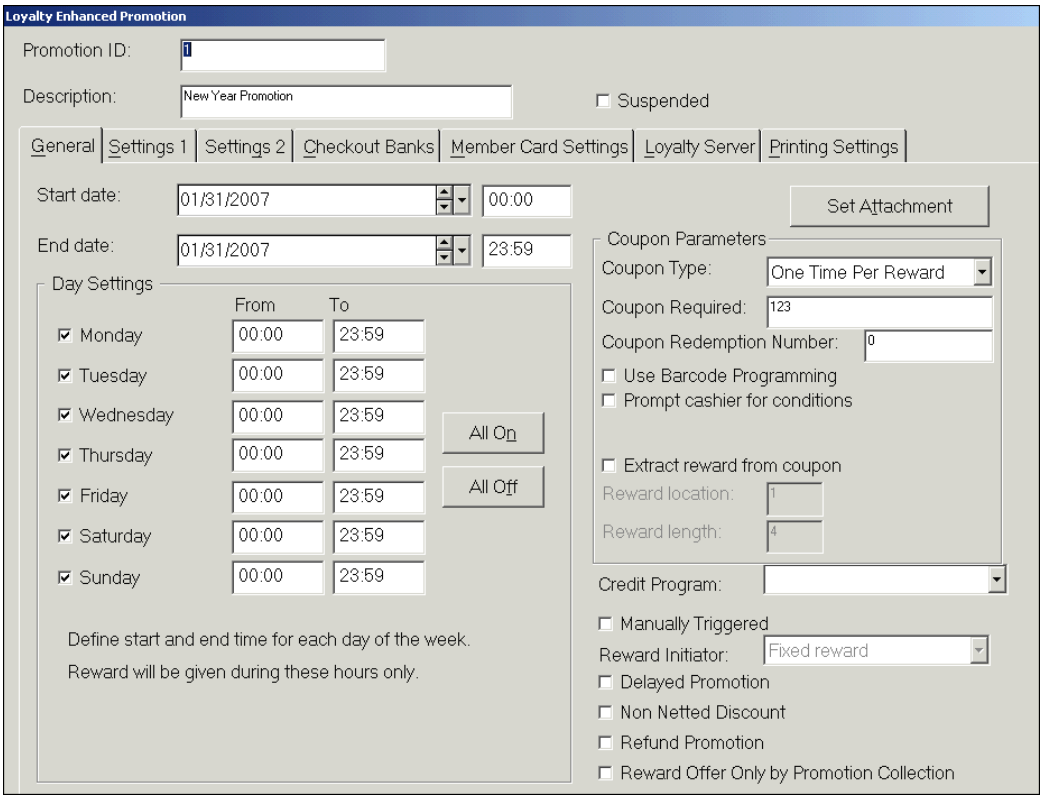
5 On each tab, set the properties and options as required (*see below*).

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

Note:

Check the **Suspended** checkbox to suspend any active Loyalty 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.

Field	Description
Set Attachment	Click *Set Attachment* to link one of the following to a promotion (see *Set Attachment Screen* on page 8-85): ▪ 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
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 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 6 digits in length) to assign to the coupon redemption.

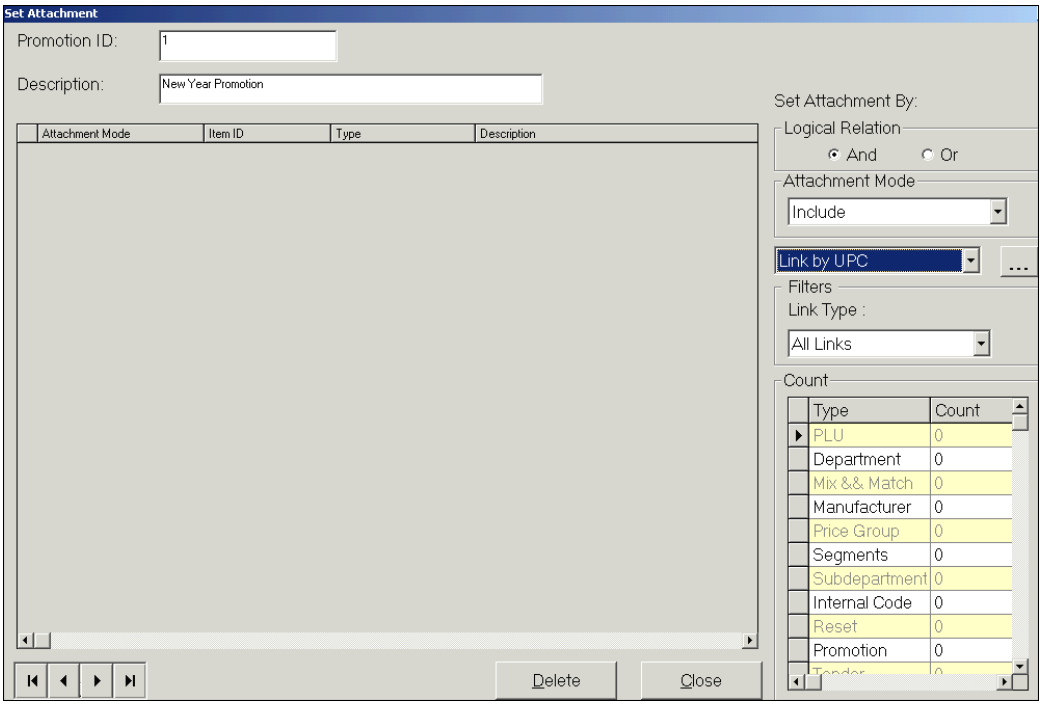
Field	Description
Use Barcode Programming	Click this field to make this promotion available to be selected within the Barcode Programming Screen's **Fixed Promotion** field when setting Loyalty Promotion Parameters for coupon promotion barcodes. (A fixed promotion indicates that the Promotion ID is fixed 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 you enter 3, 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 1T*ab 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.

Field	Description
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 if you want 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 you wish 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.

Field	Description
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 enables you to specify 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 8-85). One promotion is triggered within another promotion.

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.



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 8-76).

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.

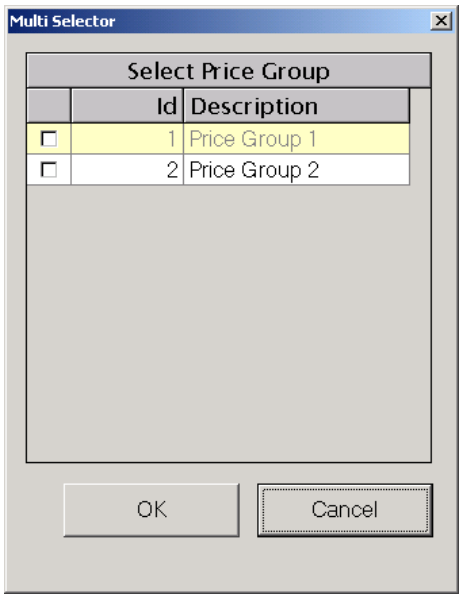
➢ **To Attach Criteria to a Promotion:**

1. From the Promotion's General Tab, click the *Set Attachment* button. *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 to 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 you wish 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, use the place a check next to the identification number in the Multi Selector window.



Note:

Segments are established in Segments Maintenance (see page **Error! Bookmark not defined.**). 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:

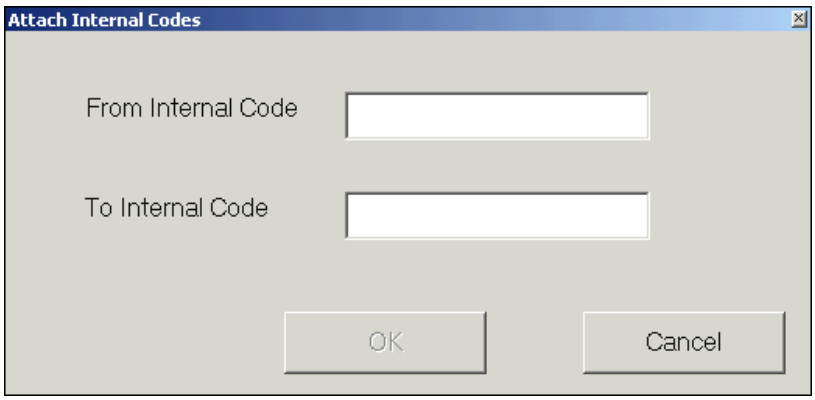
For joining two Single-Group Promotions (Parent Child promotions), or promotions that are triggered by another promotion, select Link by Promotion.

Note:

When using the **Link by Tender**, you must select a Group Type of **Tender Value** (see Settings 1 Tab below).

- For Link by Manufacture, For Link by Manufacture, expand the subdepartment tree, select the desired subdepartment folder and click OK.

- For Link by Internal Codes, enter a range of Internal Codes.



Note:

Internal Codes are only available if the General System Parameter **Internal code (item number) in system** (located in the Store \ Front Office \ PLU and Batch \ PLU Options \ Validation \ Internal Code folder) is set to "Yes".

7 When finished attaching criteria, click the *Close* button.

➢ **To Remove Criteria from a Promotion:**

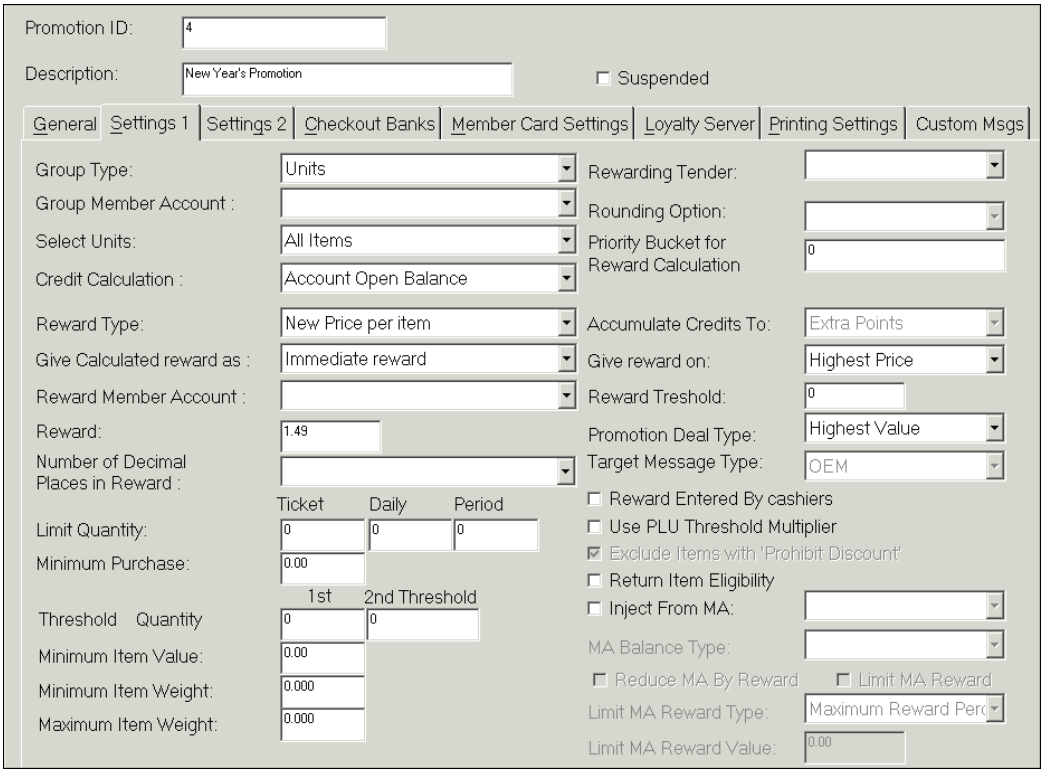
1 From the Promotion's General Tab, click the *Set Attachment* button. *The Set Attachment screen displays*.

2 Optional – Set the Link Type filter to limit the number of detail records listed.

3 Highlight the record to delete and click the *Delete* button. *A confirmation screen displays.*

4 Click the *Yes* button. *The record is removed.*

Settings 1 Tab



Field	Description
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 ▪ Order Value – The 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.

Field	Description
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, you may 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 the Member Account Maintenance menu.
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, as long as 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.

Field	Description
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.

Field	Description
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 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 the Store \ POST \ Operational \ Scanning folder) determines how the rounding price order (of 3 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

Field	Description
Reward Type (continued)	▪ 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", then 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.

Field	Description
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 digit(s) 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.

Field	Description
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 3 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 3 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 in order 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.

Field	Description
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 in order to receive the reward again. You can specify a higher quantity to induce the customer to make additionally purchases. Allow for an addition 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, if you select Cash, the POS terminal accounts for all the rewards 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 the reward amount up to $.90 or down to $.80. The rounding option is parameter driven, and only used for the reward type of *Percentage off*.

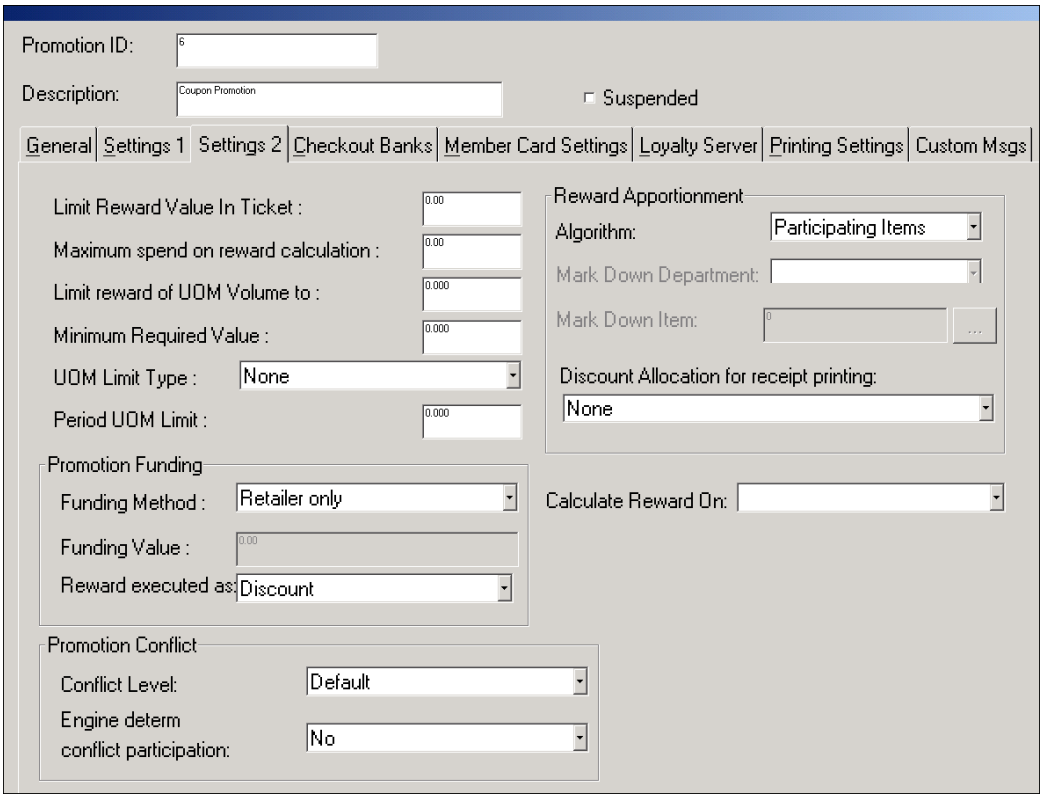
Field	Description
Priority Reward for Reward Calculation	This field displays the priority that determines the promotion priority to calculate the reward in a case where two promotions with the same item are triggered in the same ticket. A set of predefined rules determines the promotion priority based 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.
Promotion Deal Type	If two promotions are both triggered at the POS terminal, and the rule defined is "Highest Value", then the promotion with the "highest" value reward to the customer takes precedence, enabling you to give the Customer the "Best Deal". Other options available are “Lowest Value”, “Customer Choice” and “Promotion Attachment”.
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 you select this option, do not select a Reward Type.

Field	Description
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 1 item at a time. 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.

Field	Description
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.

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.



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.

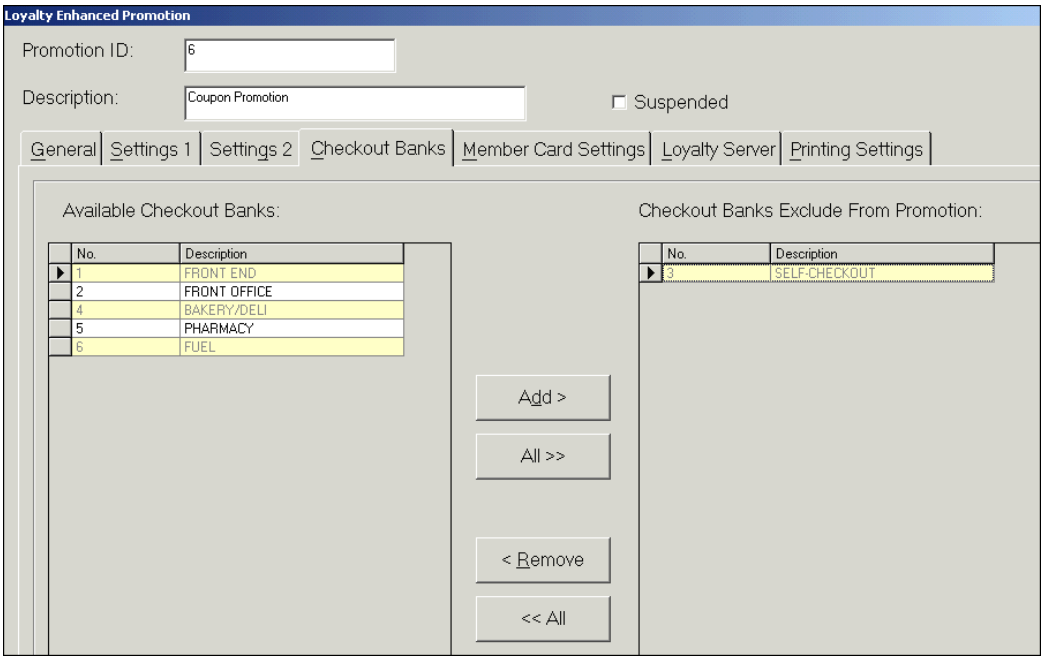
Field	Description
Period UOM Limit	This field contains the maximum UOM quantity the promotion will be limited to.
Promotion Funding area:	
Funding Method	Click the field selection arrow and specify the source of the promotion funding. For example, “Retailer only” indicates that the entire amount of the 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:	

Field	Description
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.
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:	

Field	Description
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 item in particular. ▪ **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 the Store \ Technical \ Retalix Loyalty folder) must be set to “Yes” for this feature to be enabled.

Field	Description
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 descripton.
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.

Checkout Banks Tab



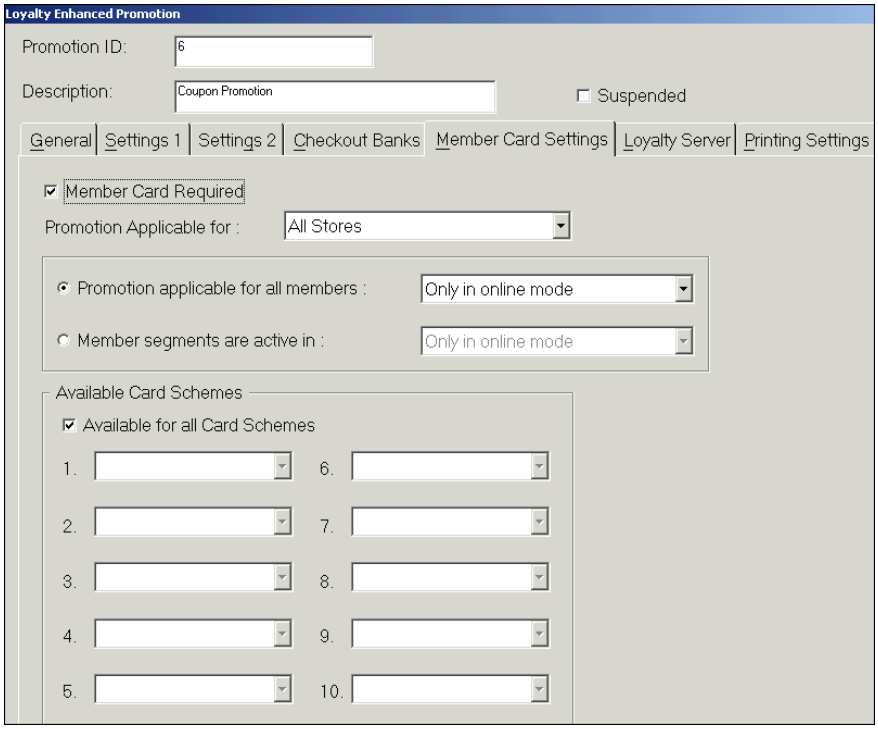
A Checkout Bank represents a group of POS terminals within the store. Within this tab, identify the groups of POS terminals where the promotion is to be disabled. For example, a promotion may run on all POS terminals except self-checkout terminals.

➢ **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*, or to remove all checkout banks, click *<<All.*

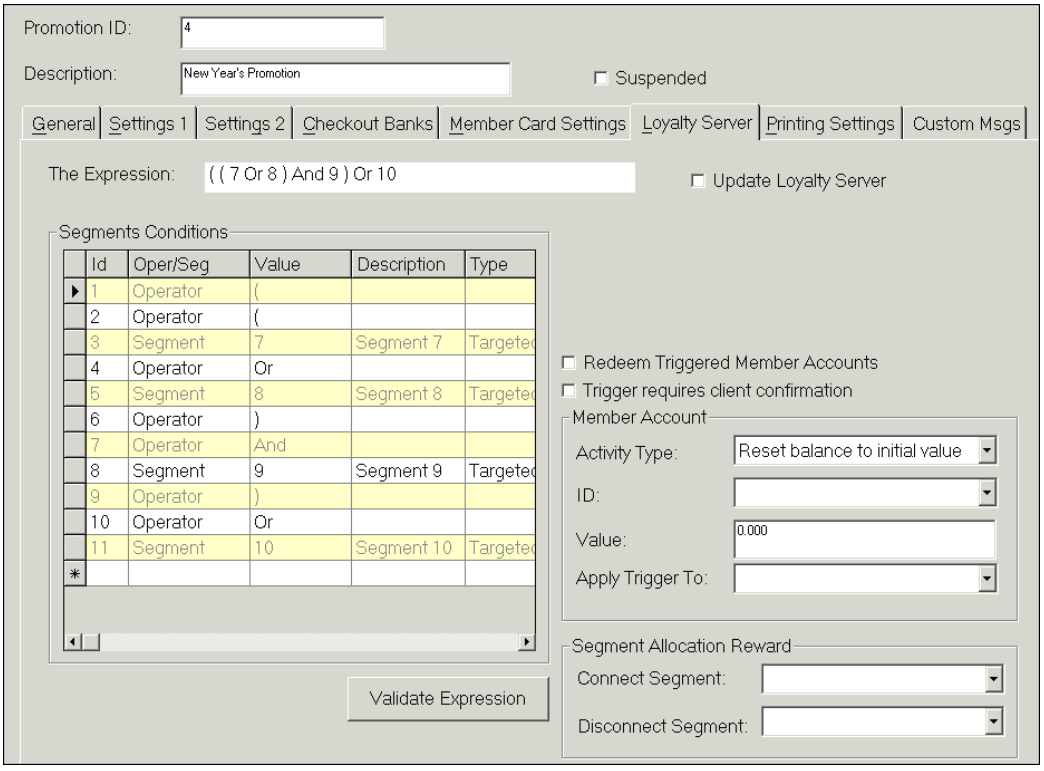
Member Card Settings Tab



Field	Description
Member Card Required	If you want this promotion to be available to member cardholders only, select this option. If selected, you must then 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.

Field	Description
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, 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.

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

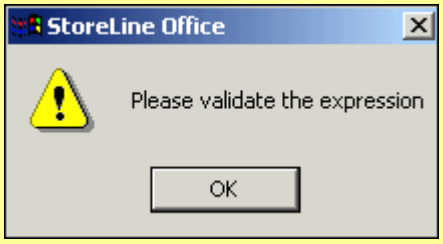
Expressions are built using the Segment Condition rows and validated using the **Validate Expression** button.

Note:

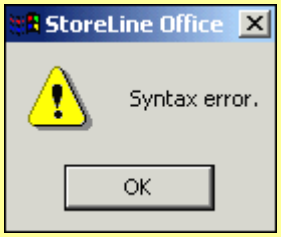
Segment Conditions also appear on the Loyalty Server Tab of both the Loyalty Group Promotions Screen and Loyalty Level Promotion Screen. However, parentheses do not appear as available operators.

Note:

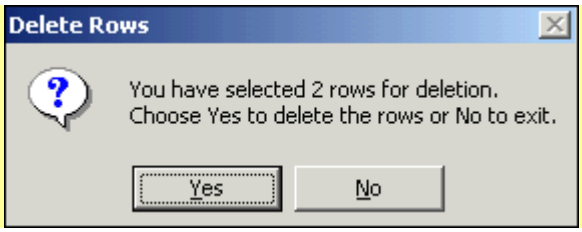
If you try to apply the expression before pressing the Validate Button, the following message displays:



If the expression fails validation, the follow error displays:



Modify the expression to comply with Boolean Operator rules. To remove one or more rows, click the row(s) and press the delete key. A confirmation message displays:

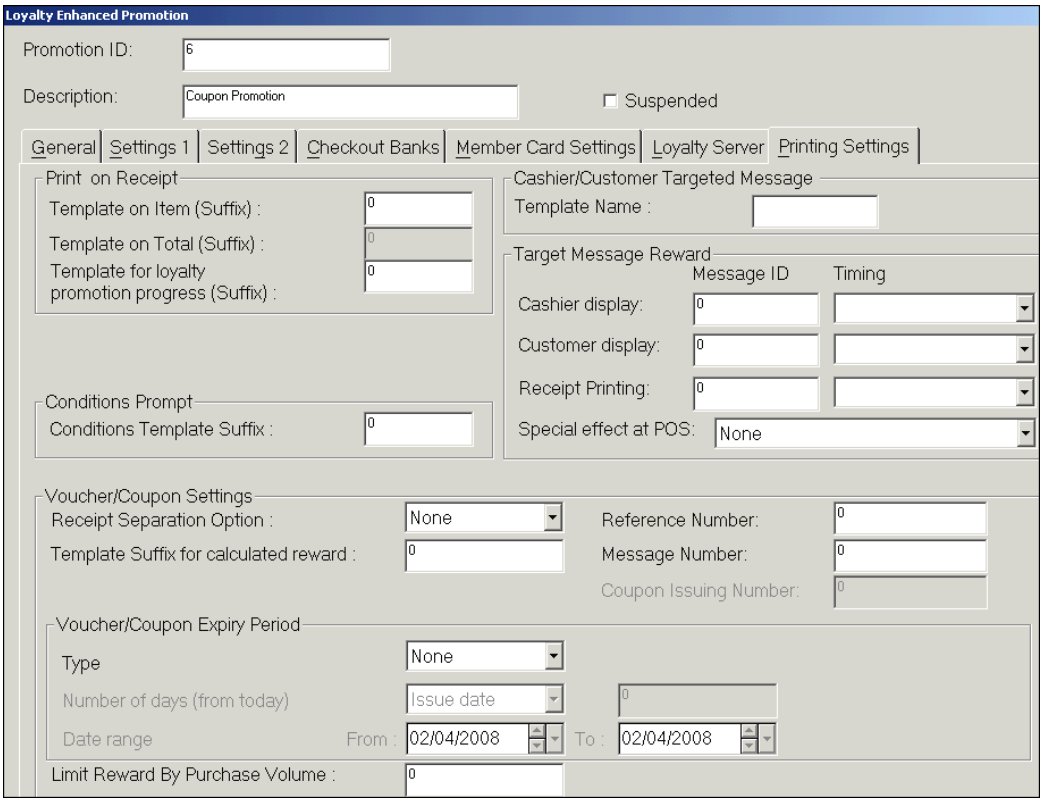


Field	Description
The Expression	(Read Only) – This field contains the results of the expression built using the Segment Condition Rows.
Update Loyalty Server	Select this checkbox to specify that the Loyalty server is in use to verify Members' account balances and activities for continuity purposes. For example, to track how many visits were recorded on a monthly basis 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 you to run a Multi-Ticket Promotion. **Note:** This is only relevant to systems that support the Retalix Loyalty 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.

Field	Description
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 the whether the promotion should be triggered by a sufficient **Current Balance**, **Opening Balance**, or in **Earnings this visit**.

Field	Description
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.

Printer Settings Tab



Field	Description
Print on Receipt area:	

Field	Description
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, in order 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* in Chapter 5 for more information).
Message Number	This field indicates the number of the Loyalty Promotion Engine (LPE) message definition linked to the promotion voucher.

Field	Description
Coupon Issuing Number	For Reference Number printing, enter a number (up to 6 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.

Field	Description
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).

Custom Messages Tab

The Tab is divided into five sections:

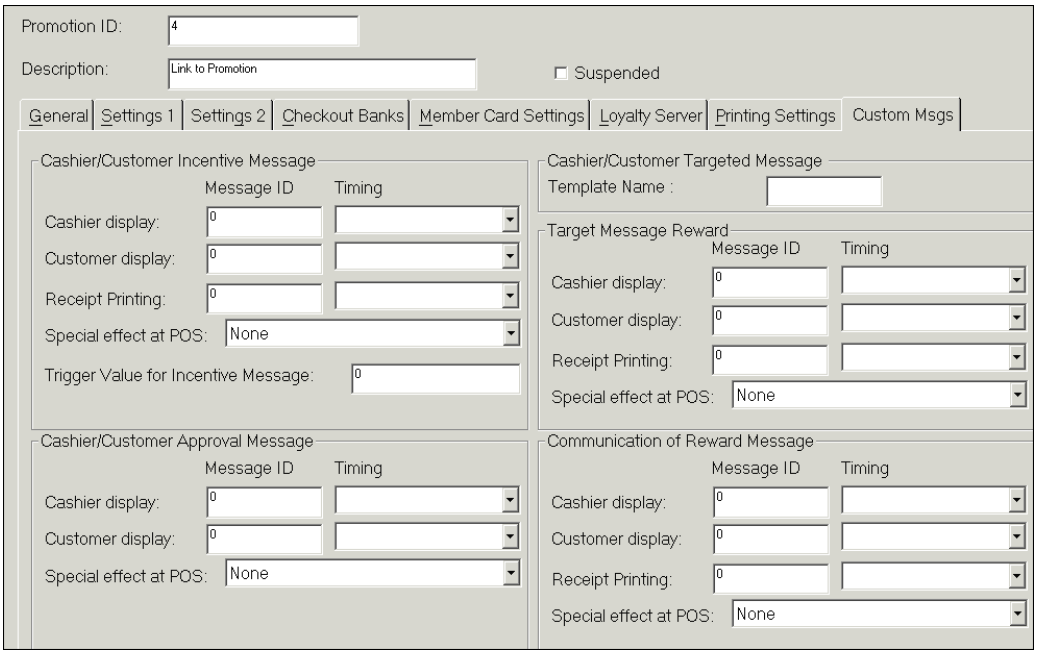
Cashier/Customer Incentive Message – Used as an incentive for receiving promotion rewards when there is partial accumulation of promotion bucket and the customer is not entitled for the reward yet. For example: Buy 3 more milks and get one for free!

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 ISS45 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!



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.

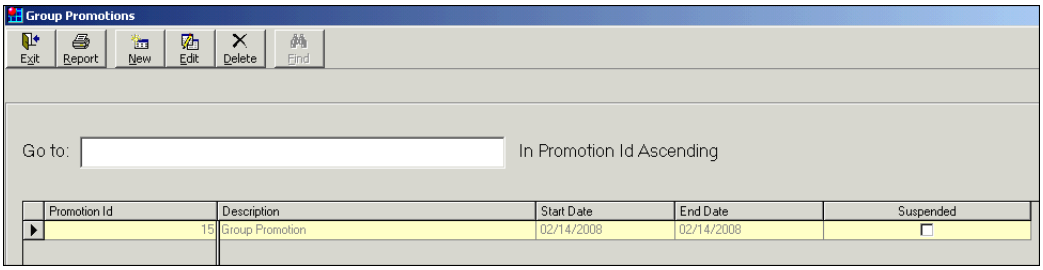
Field	Description
Template Name	This field defines the ISS45 template to use for Targeted Messages.

Loyalty Group Promotions

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 Promotion Management menu, select Loyalty Member Promotions, and then Loyalty Group Promotions. The Group Promotions list is displayed.



2 Click the *New* button.

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.

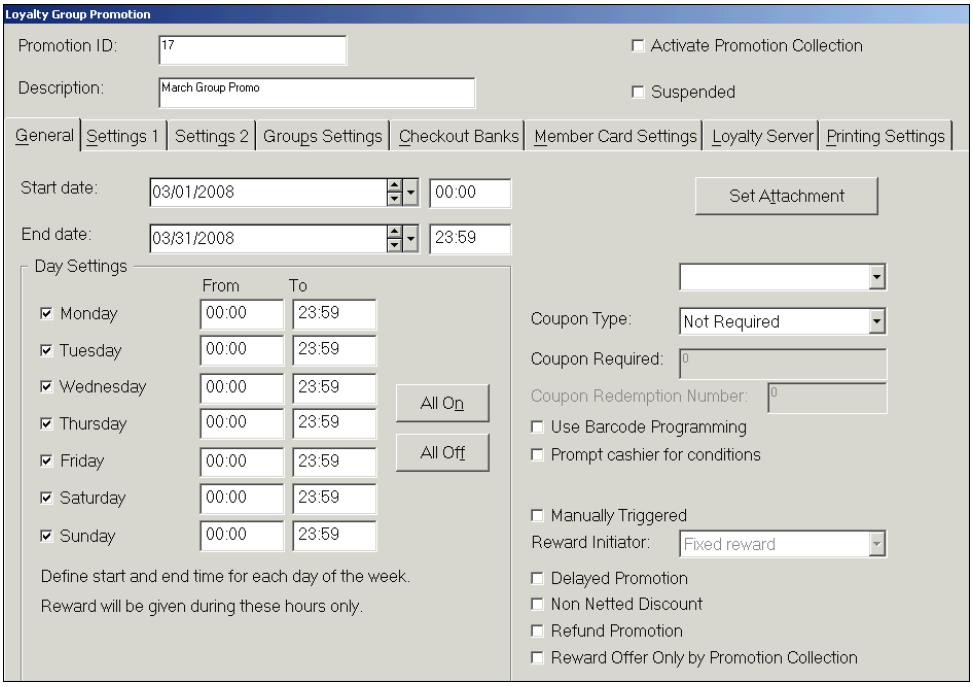
Note:

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.

General Tab



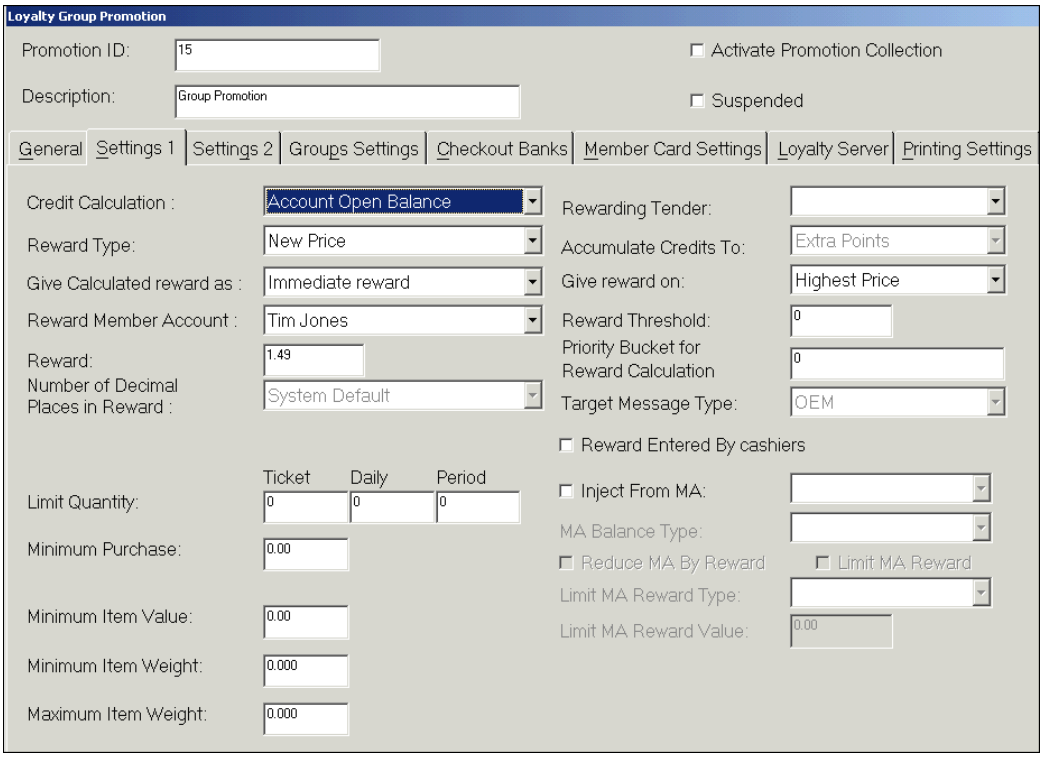
Field	Description
Start Date	Start date and time of promotion.
End Date	End date and time of promotion.
Day Settings area:	
Mon - Sun From - To	Select the days and times on which the promotions are to run.
Set Attachment	Click *Set Attachment* to link one of the following to a promotion (see *Set Attachment Screen* on page 8-85): ▪ 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
Coupon Parameters Area:	
Credit Program	For reward types of **Credits** and **Credits Per Item** (see *Settings 1T*ab 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.

Field	Description
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 6 digits in length) to assign to the coupon redemption.
Use Barcode Programming	Click this field to make this promotion available to be selected 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.

Field	Description
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 if you want 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 you wish 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.

Field	Description
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 enables you to specify 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 8-85). One promotion is triggered within another promotion.

Settings 1 Tab



Field	Description

Field	Description
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.

Field	Description
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.

Field	Description
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 digit(s) 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.

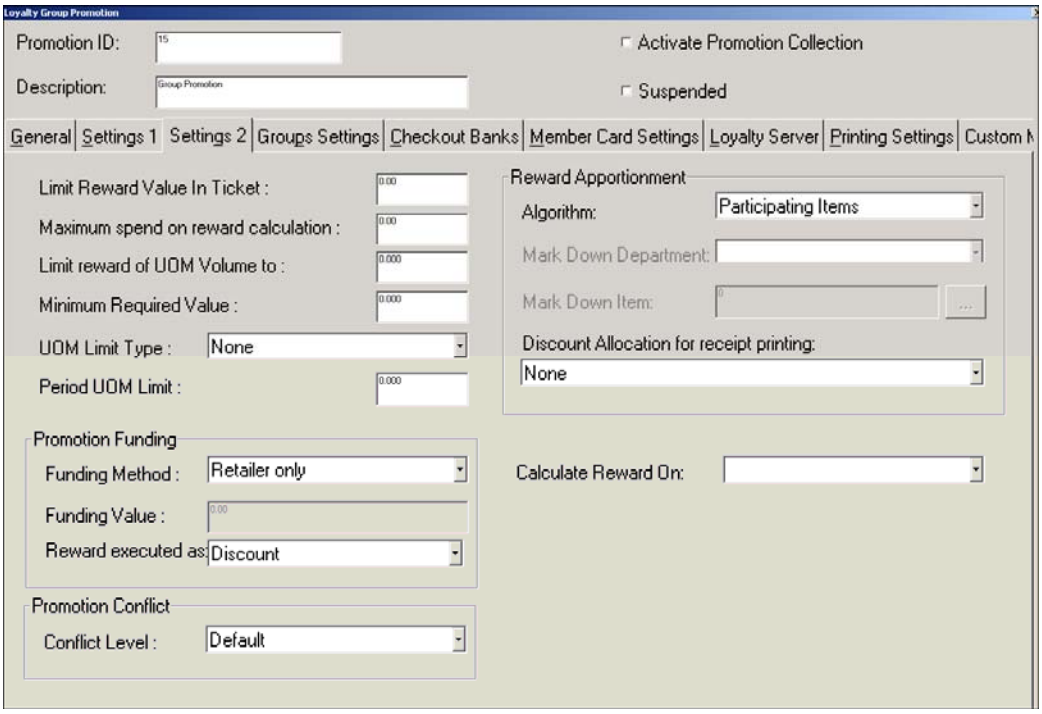
Field	Description
Limit Quantity	This field applies limitations to the reward based on the fields used. ▪ In the **Ticket** field enter an amount to specify the transaction redemption limit. For example, in one transaction the customer may be limited to redeem up to 100 points, or if the reward is a 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 3 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 3 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.

Field	Description
Rewarding Tender	Based on the selected *Reward Type*, specify the relevant tender type the POS terminal calculates the award. For example, if you select Cash, 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 a 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.

Field	Description
Reward Entered by cashiers	(Optional) Check this box if the cashier will be selecting the reward type at the POS terminal manually. If you select this option, 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.

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.



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.

Field	Description
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:	

Field	Description
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:	

Field	Description
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 item in particular. ▪ **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 the Store \ Technical \ Retalix Loyalty folder) must be set to "Yes" for this feature to be enabled.

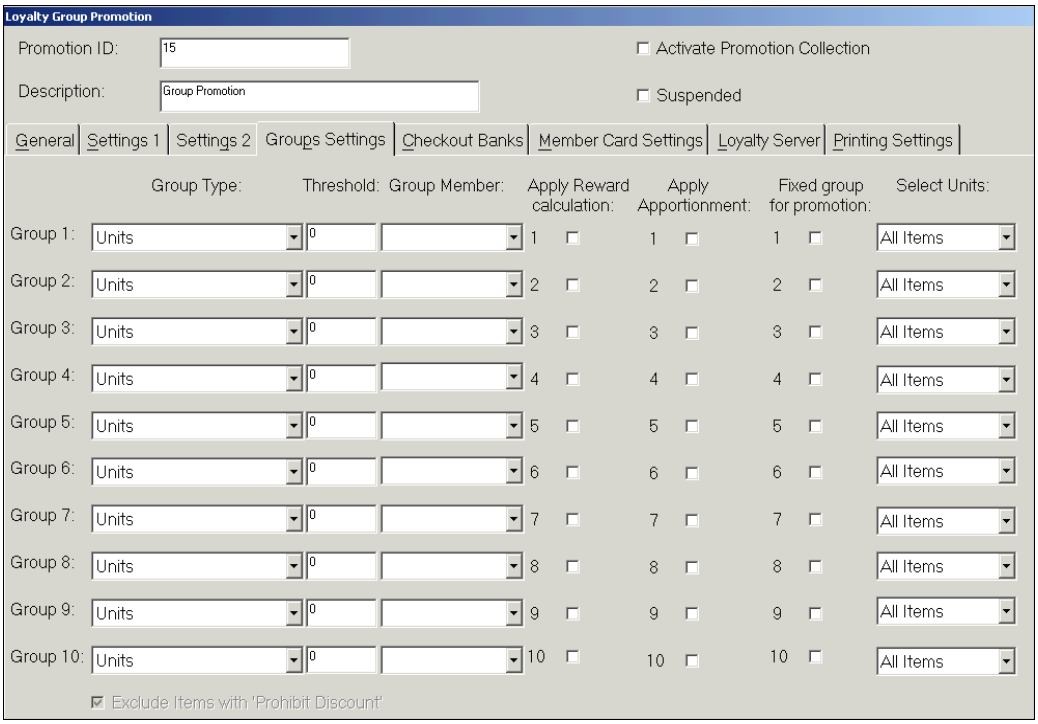
Field	Description
Mark Down Department	For Algorithm types of Mark Down Department, click the field-selection arrow and select the department against which the reward is to be apportioned.
Mark Down Item	For Algorithm types of Mark Down Item, click the ellipsis button and use the PLU Item Selection to 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 descripton.
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.

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



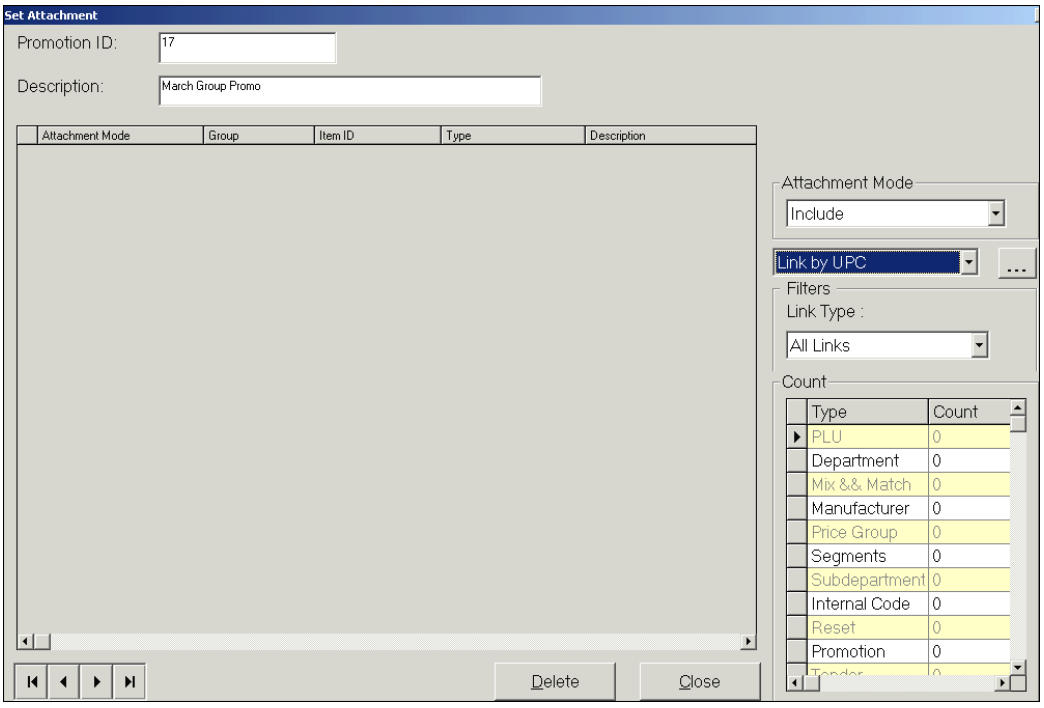
For each group to be included in the Group Promotion (up to 10 maximium), establish settings as follows:

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 you select this **Group Type**, 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 me 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 in order for the Store to track on which items or departments the discount is allocated.

Field	Description
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 Customer may purchase any one of the items from the linked items as long as the threshold Value is met. ▪ **Different Items** – Indicates that Customer must purchase the specified number of items but each item must be different. ▪ **Same Items** – Indicates that 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.

Set Attachment Screen

After establishing groups on the the Group Setting Tab, attach items to each group. The Set Attachment Screen appears when the Set Attachment button is pressed from the General tab of the Loyalty Group Promotion screen. The screen displays all criteria attached to the promotion.



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 8-76).

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 the Set Attachment button. The Set Attachment screen displays.

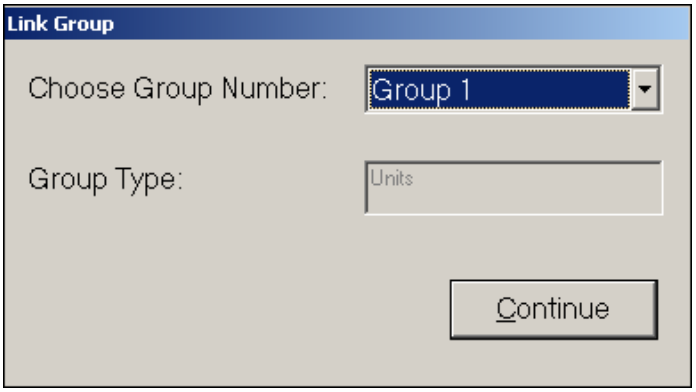
2 By default, the Attachment Mode field is set to Include, indicating that all subsequent, designated links will be attached to the promotion. Change to designation to Exclude to indicate items from the subsequent, designated links will be excluded from the promotion (if previously selected).

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 you wish to add to the promotion.

4 Click the *Ellipsis* button. The Link Group window appears:



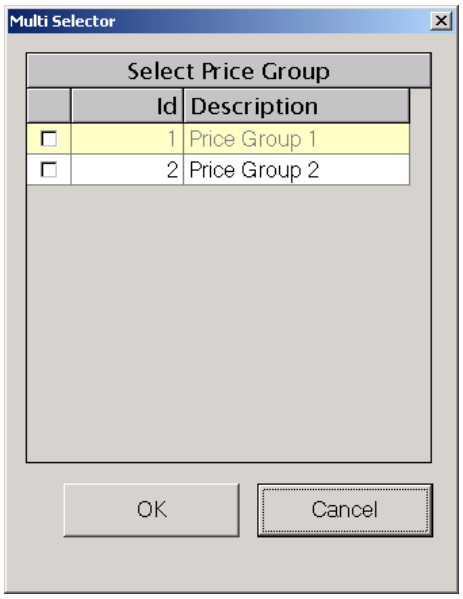
5 Click the group selection arrow and specify the group where the criteria will be attached. Items attached to this group

through specified criteria (see step 7) will be used to meet a threshold and/or be 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, use the place a check next to the identification number in the Multi Selector window.



Note:

Segments are established in Segments Maintenance (see page **Error! Bookmark not defined.**). 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:

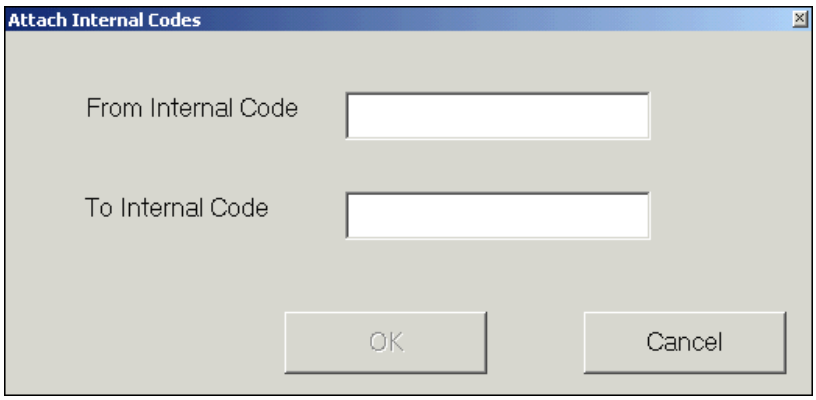
For joining two Single-Group Promotions (Parent Child promotions), or promotions that are triggered by another promotion, select Link by Promotion.

Note:

When using the **Link by Tender**, you must select a Group Type of **Tender Value** (see Settings 1 Tab below).

- For Link by Manufacture, expand the subdepartment tree, select the desired subdepartment folder and click OK.

- For Link by Internal Codes, enter a range of Internal Codes.



Note:

Internal Codes are only available if the General System Parameter **Internal code (item number) in system** (located in the Store \ Front Office \ PLU and Batch \ PLU Options \ Validation \ Internal Code folder) is set to "Yes".

8 When finished attaching criteria, click the *Close* button.

➢ **To Remove Criteria from a Promotion:**

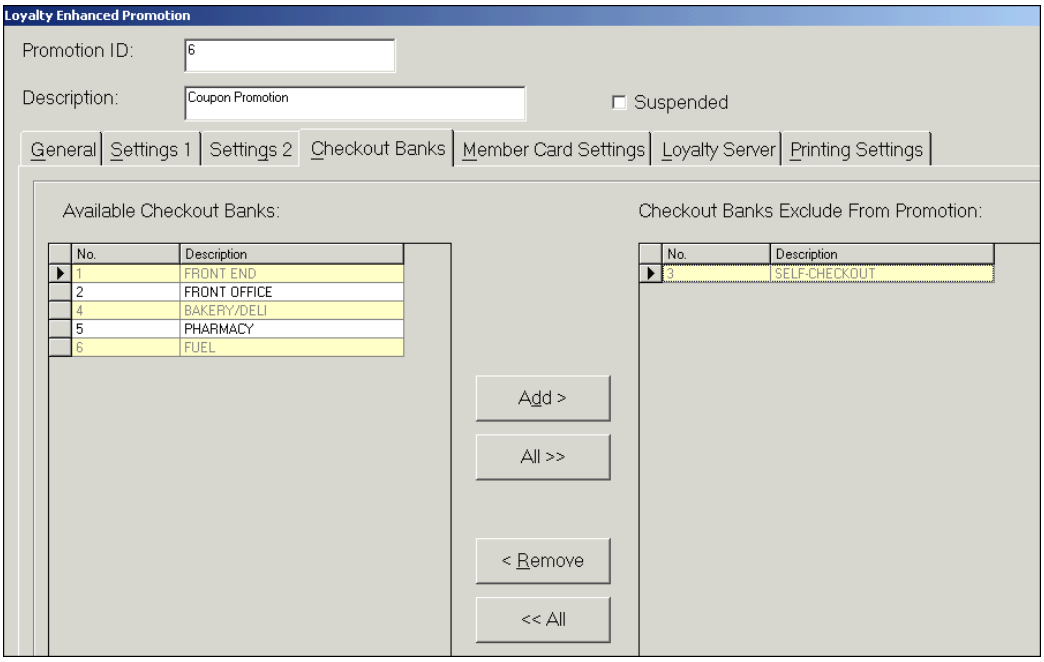
1 From the Promotion's General Tab, click the Set Attachment button. The Set Attachment screen displays.

2 Optional – Set the Link Type filter to limit the number of detail records listed.

3 Highlight the record to delete and click the Delete button. A confirmation screen displays.

4 Click the **Yes** button. The record is removed.

Checkout Banks Tab



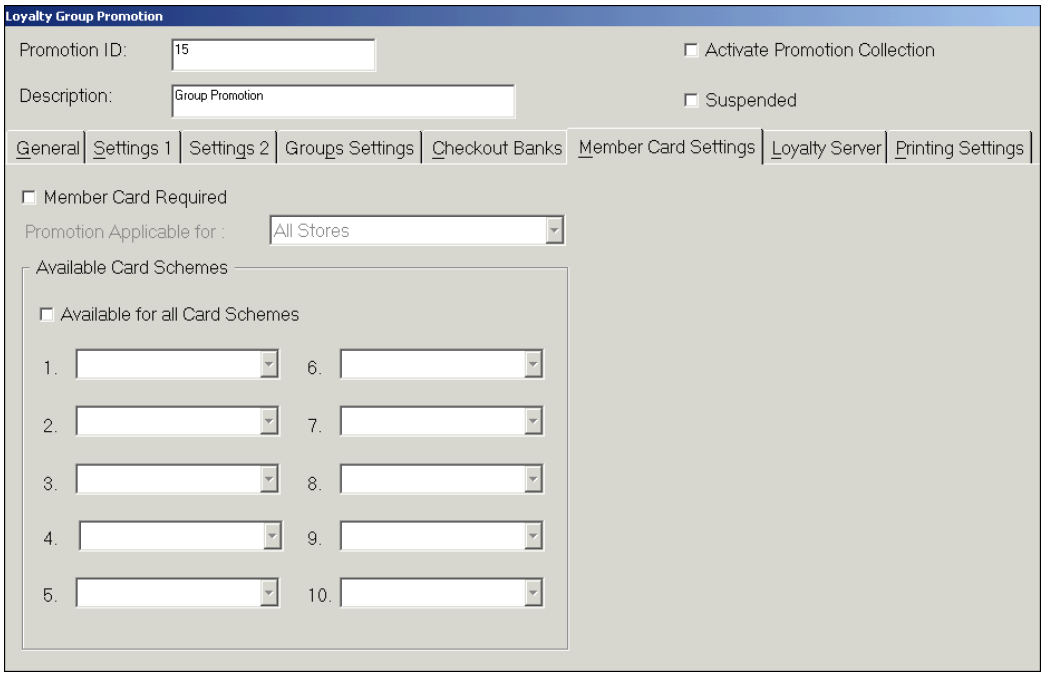
A Checkout Bank represents a group of POS terminals within the store. Within this tab, identify the groups of POS terminals where the promotion is to be disabled. For example, a promotion may run on all POS terminals except self-checkout terminals.

➢ **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*, or to remove all checkout banks, click *<<All.*

Member Card Settings Tab

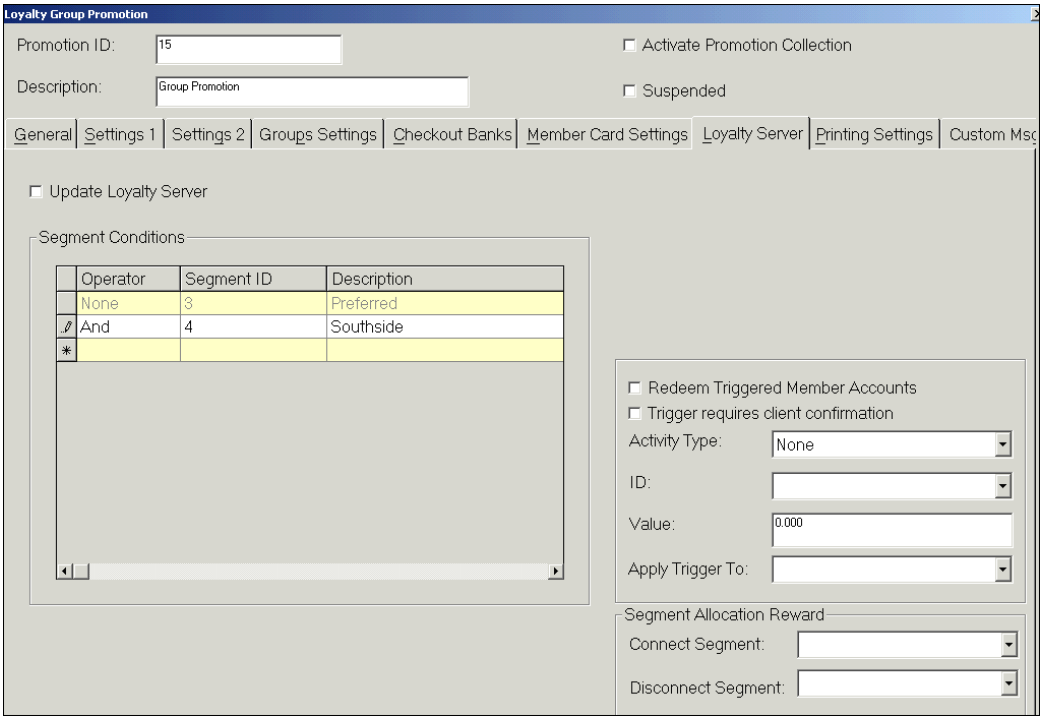


Field	Description
Member Card Required	If you want this promotion to be available to member cardholders only, select this option. If selected, you must then choose the targeted card schemes below.
Promotion Applicable for	Specify for whom the promotion is applicable: All Stores, Home Store Only, Home & Neighborhood Stores or Non Home Store Only.

Field	Description
Available Card Schemes area:	
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.

Loyalty Server Tab

The Loyalty Server Tab is used to define loyalty in promotions and link segments to promotions.



Conditions can be created with established segments using NONE/AND/OR/NOT (Boolean Operator Structure) expressions

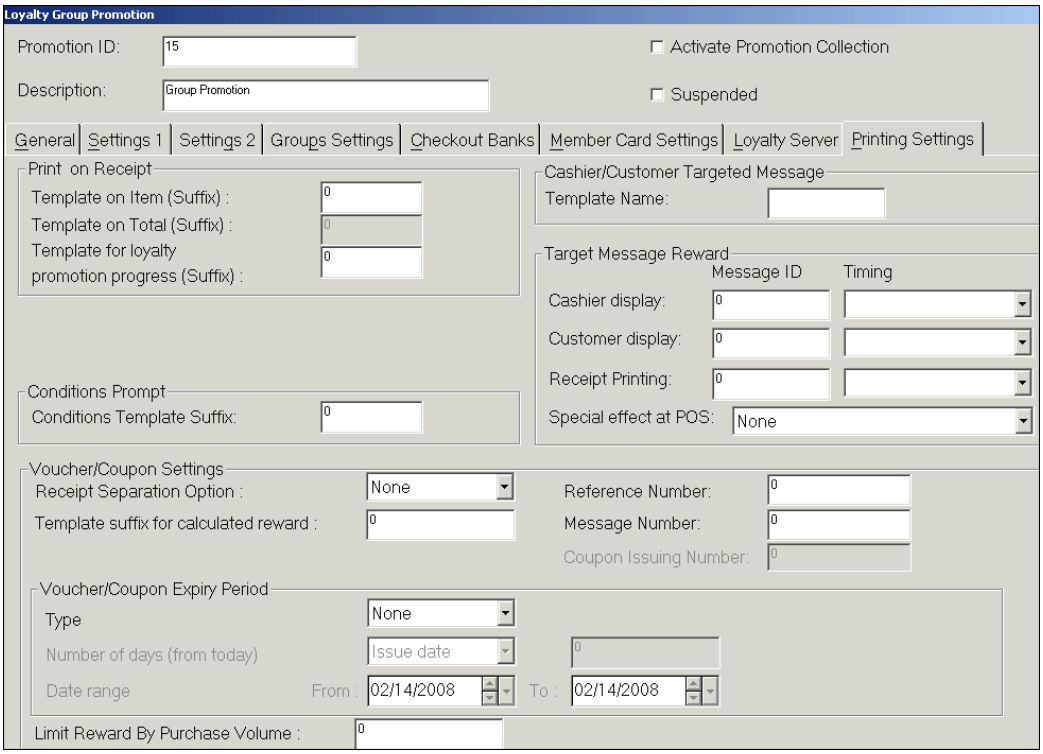
to determine the segment(s) that are to receive the promotion.
For example:

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 on a monthly basis 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 you to run a Multi-Ticket Promotion. **Note:** This is only relevant to systems that support the Retalix Loyalty 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:	

Field	Description
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.

Printer 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:	

Field	Description
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, in order 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* in Chapter 5 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 6 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.

Field	Description
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).

Custom Messages Tab

The Tab is divided into five sections:

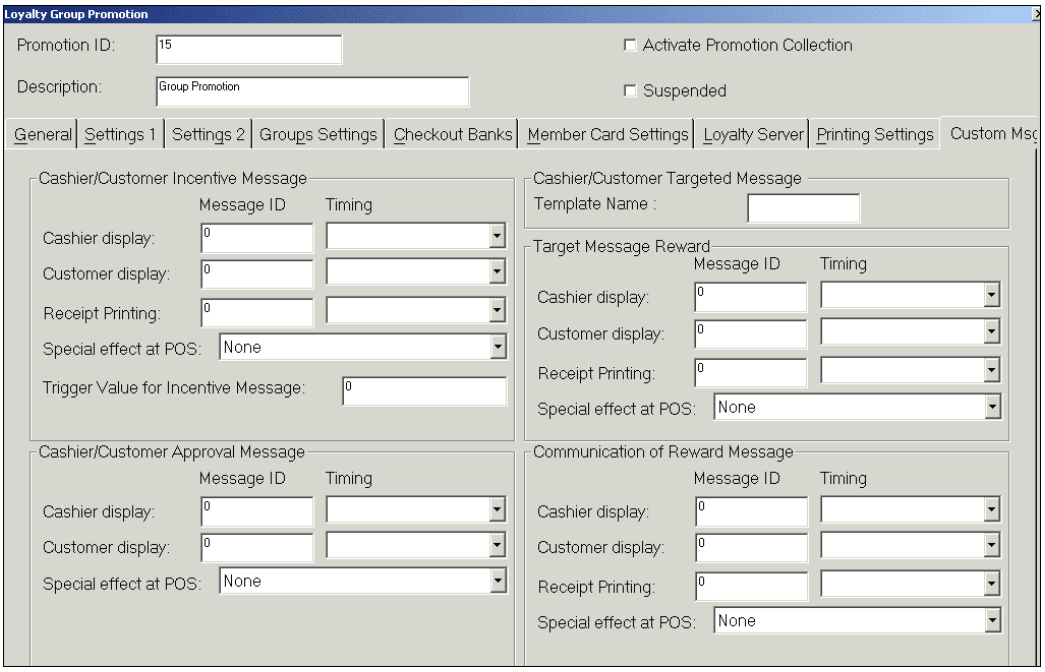
Cashier/Customer Incentive Message – Used as an incentive for receiving promotion rewards when there is partial accumulation of promotion bucket and the customer is not entitled for the reward yet. For example: Buy 3 more milks and get one for free!

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 ISS45 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!



The following fields appear on the Custom Messages Tab.

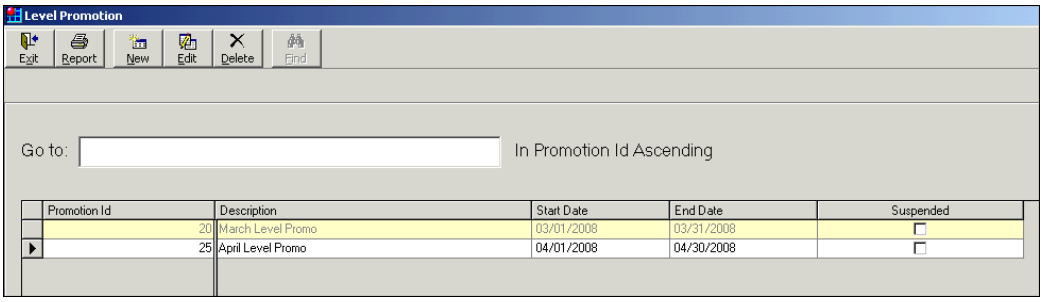
Field	Description
Message ID	This field displays the message identification number as defined in the Loyalty database.
Timing	This field defines when the message is received: Upon promotion triggered, After Total, At the end of the transaction, Prior Promotion trigger.
Special effect at POS	Not used 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 ISS45 template to use for Targeted Messages.

Loyalty Level Promotions

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 Promotion Management menu, select Loyalty Member Promotions and then Loyalty Level Promotions. The Loyalty Level Promotions 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.

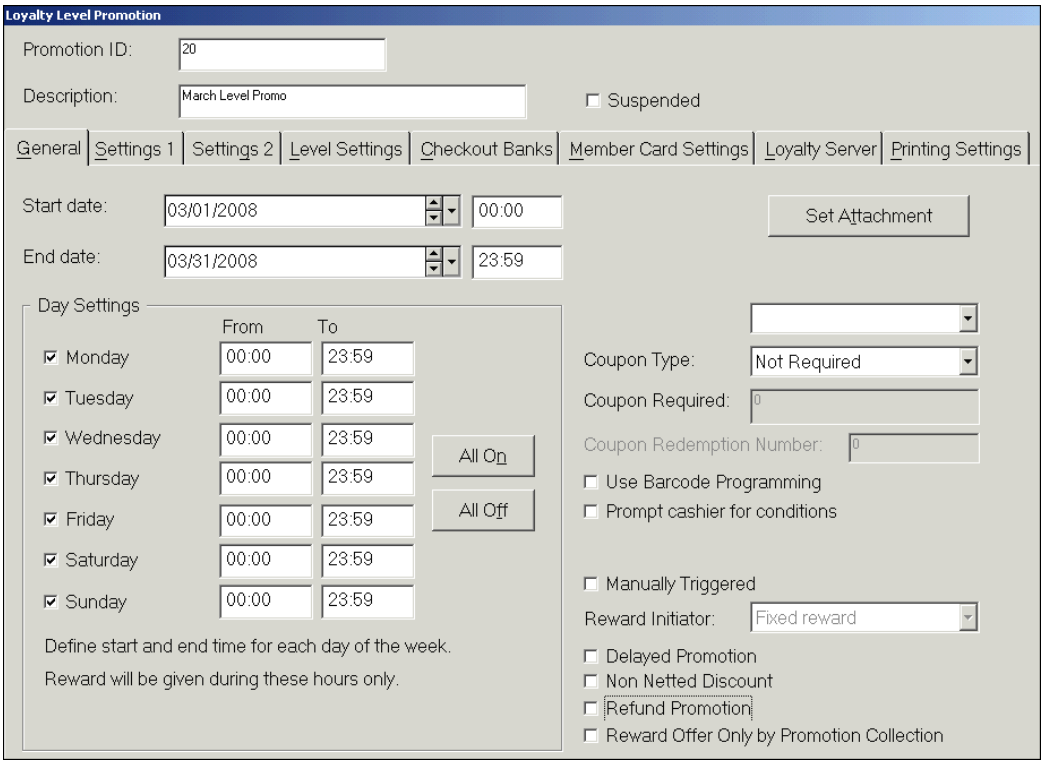
5 On each tab, set the properties and options as required (*see below*).

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

Note:

Check the **Suspended** checkbox to suspend any active Loyalty Promotion.

General Tab


Loyalty Level Promotion
Promotion ID:
20
Description:
March Level Promo
Suspended
General
Settings 1
Settings 2
Level Settings
Checkout Banks
Member Card Settings
Loyalty Server
Printing Settings
Start date:
03/01/2008
00:00
End date:
03/31/2008
23:59
Set Attachment
Day Settings
From
To
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
00:00
23:59
All On
All Off
Define start and end time for each day of the week.
Reward will be given during these hours only.
Coupon Type:
Not Required
Coupon Required:
Coupon Redemption Number:
Use Barcode Programming
Prompt cashier for conditions
Manually Triggered
Reward Initiator:
Fixed reward
Delayed Promotion
Non Netted Discount
Refund Promotion
Reward Offer Only by Promotion Collection

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.
Set Attachment	Click *Set Attachment* to link one of the following to a promotion (see *Set Attachment Screen* on page 8-85): ▪ 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
Coupon Parameters Area:	
Credit Program	For reward types of **Credits** and **Credits Per Item** (see *Settings 1T*ab 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.

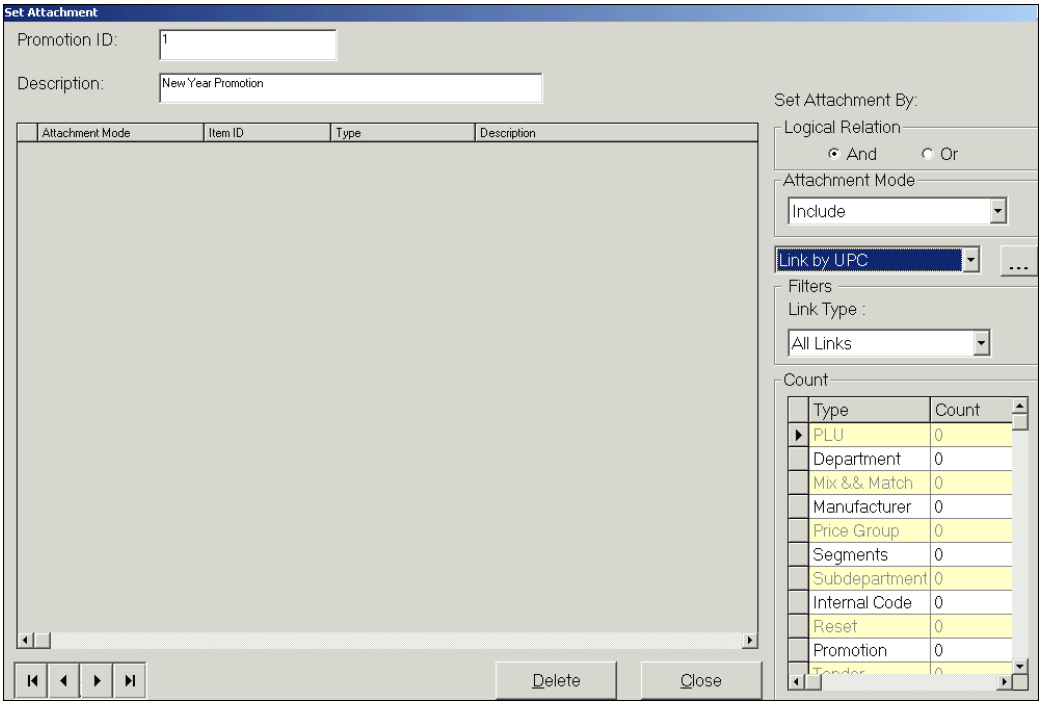
Field	Description
Coupon Required	Enter the coupon number required to be scanned to award the promotion. The coupon number is usually issued by the vendor or manufacturer. **Note:** This field is only applicable if you selected a Coupon Type of **One Time Only** or **One Time Per Reward**.
Coupon Redemption Number	For Coupon Required promotions, enter a number (up to 6 digits in length) to assign to the coupon redemption.
Use Barcode Programming	Click this field to make this promotion available to be selected 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.

Field	Description
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 if you want 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 you wish 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.

Field	Description
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 enables you to specify 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 8-85). One promotion is triggered within another promotion.

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.



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 8-76).

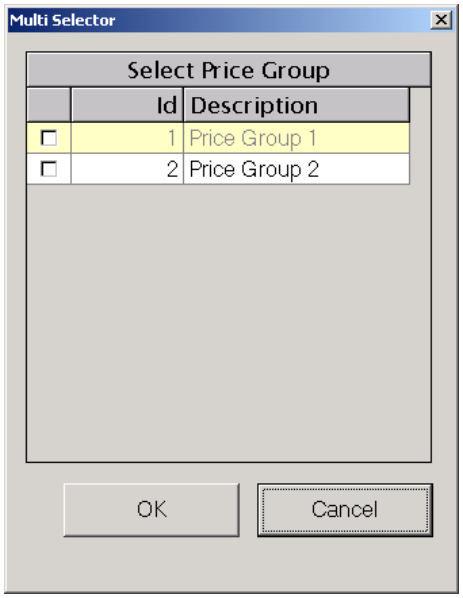
The screen displays the promotion attachment count for each criterion in the lower right-hand portion of the screen. The detail section of the screen displays the count detail based on the Link Type Filter. To set the filter to only display detail for the desired link, click the Link Type field's selection 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 the Set Attachment button. 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 to 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 you wish 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, use the place a check next to the identification number in the Multi Selector window.



Note:

Segments are established in Segments Maintenance (see page **Error! Bookmark not defined.**). 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:

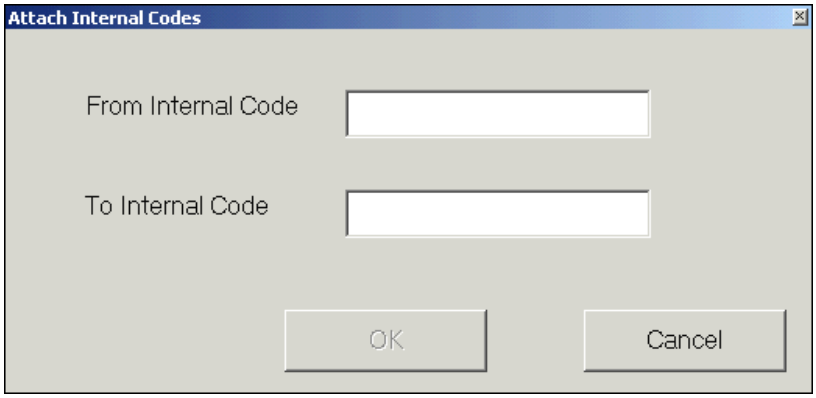
For joining two Single-Group Promotions (Parent Child promotions), or promotions that are triggered by another promotion, select Link by Promotion.

Note:

When using the **Link by Tender**, you must select a Group Type of **Tender Value** (see Settings 1 Tab below).

- For Link by Manufacture, expand the subdepartment tree, select the desired subdepartment folder and click OK.

- For Link by Internal Codes, enter a range of Internal Codes.



Note:

Internal Codes are only available if the General System Parameter **Internal code (item number) in system** (located in the Store \ Front Office \ PLU and Batch \ PLU Options \ Validation \ Internal Code folder) is set to "Yes".

7 When finished attaching criteria, click the Close button.

➢ **To Remove Criteria from a Promotion:**

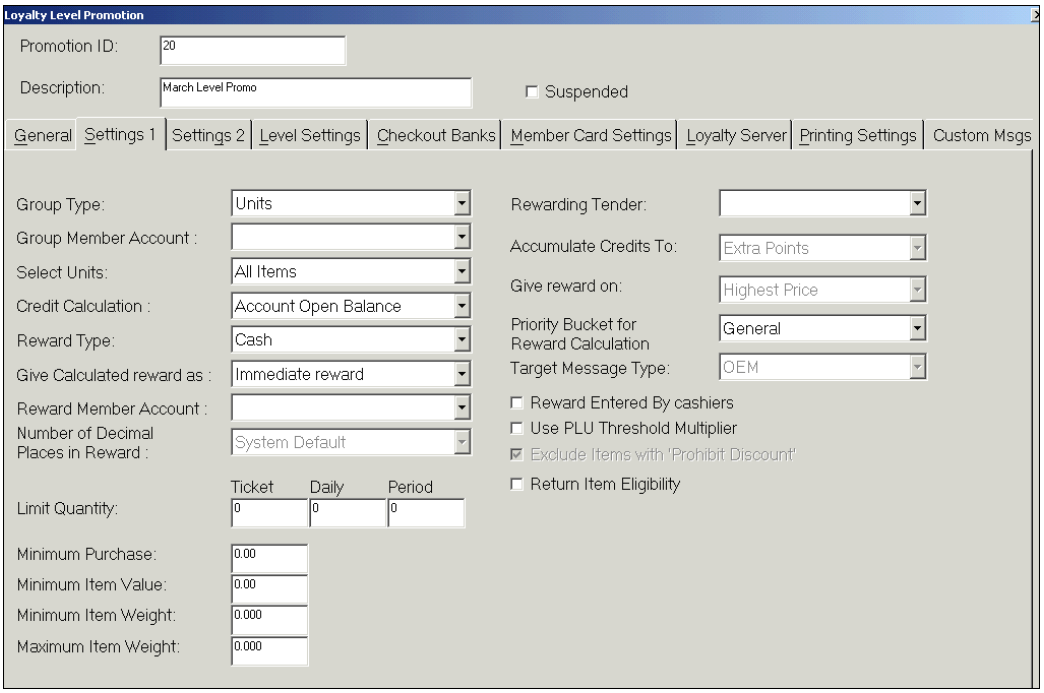
1 From the Promotion's General Tab, click the Set Attachment button. The Set Attachment screen displays.

2 Optional – Set the Link Type filter to limit the number of detail records listed.

3 Highlight the record to delete and click the Delete button. A confirmation screen displays.

4 Click the Yes button. The record is removed.

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 as long as the ticket meets the value specified. If you select this **Group Type**, 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, as long as 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.

Field	Description
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.

Field	Description
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

Field	Description
Reward Type (continued)	▪ 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.
Number of Decimal Places in Reward	Read Only.

Field	Description
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 3 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 3 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.

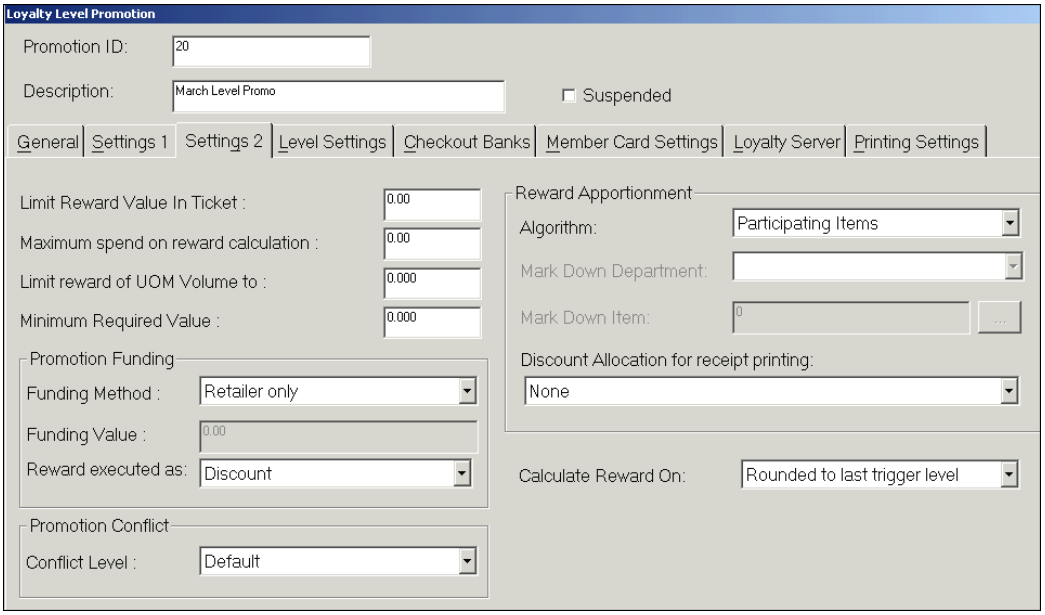
Field	Description
Rewarding Tender	Based on the selected *Reward Type*, specify the relevant tender type the POS terminal calculates the award. For example, if you select Cash, the POS terminal accounts for all the rewards allocated in cash.
Priority Reward for Reward Calculation	This field displays 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 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.

Field	Description
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, 2 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 you select this option, do not select a Reward Type.

Field	Description
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. 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.

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.



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:	

Field	Description
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:	

Field	Description
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:	

Field	Description
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 item in particular. ▪ **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 the Store \ Technical \ Retalix Loyalty folder) must be set to “Yes” for this feature to be enabled.

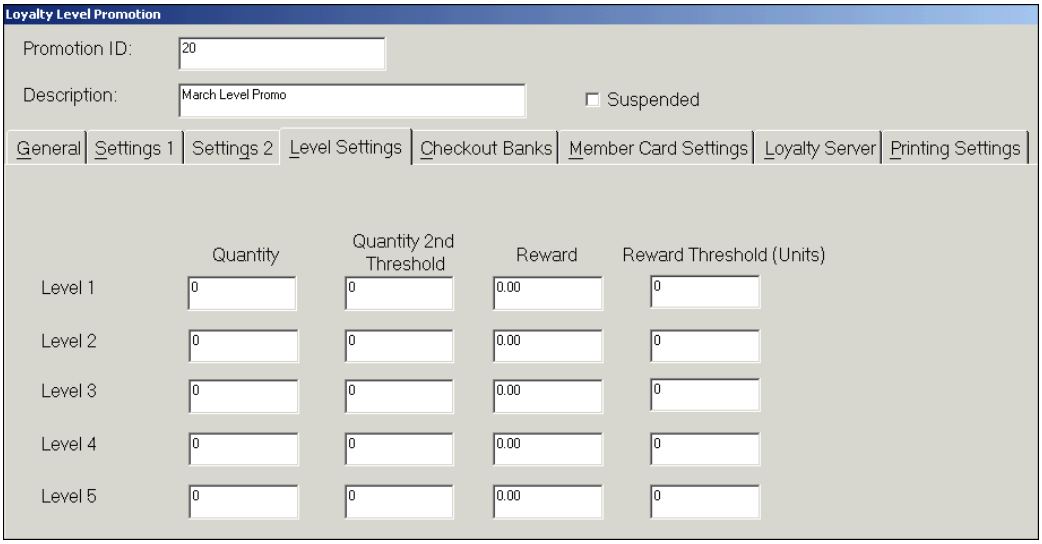
Field	Description
Mark Down Department	For Algorithm types of Mark Down Department, click the field-selection arrow and select the department against which the reward is to be apportioned.
Mark Down Item	For Algorithm types of Mark Down Item, click the ellipsis button and use the PLU Item Selection to 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 descripton.
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.

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 according to the Group Type field setting defined in the Settings 1Tab.

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.

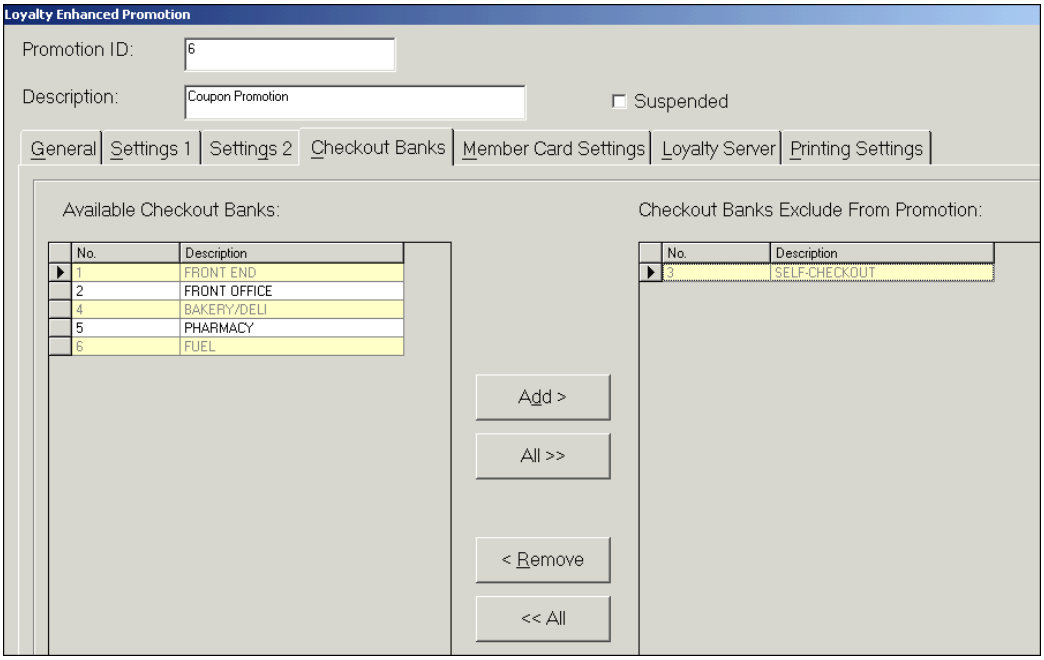


For each increasing level (up to 5 maximum), establish settings as follows:

Field	Description
Threshold	For the selected Group Type, enter 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.

Field	Description
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 digit(s) 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.

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

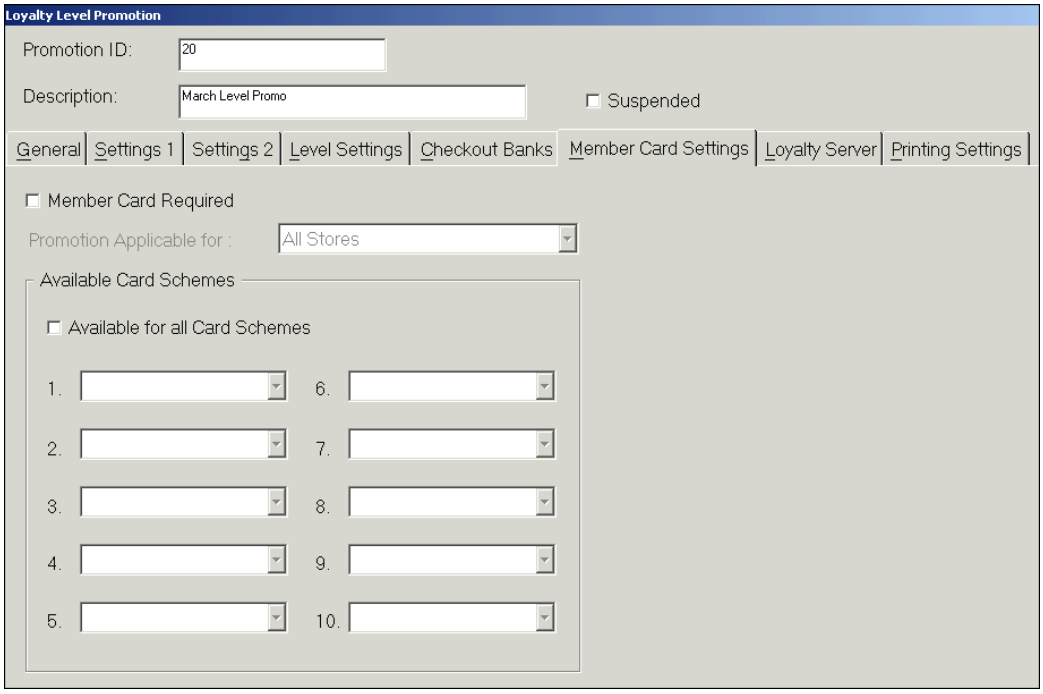
the promotion is to be disabled. For example, a promotion may run on all POS terminals except self-checkout terminals.

➢ **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*, or to remove all checkout banks, click *<<All.*

Member Card Settings Tab

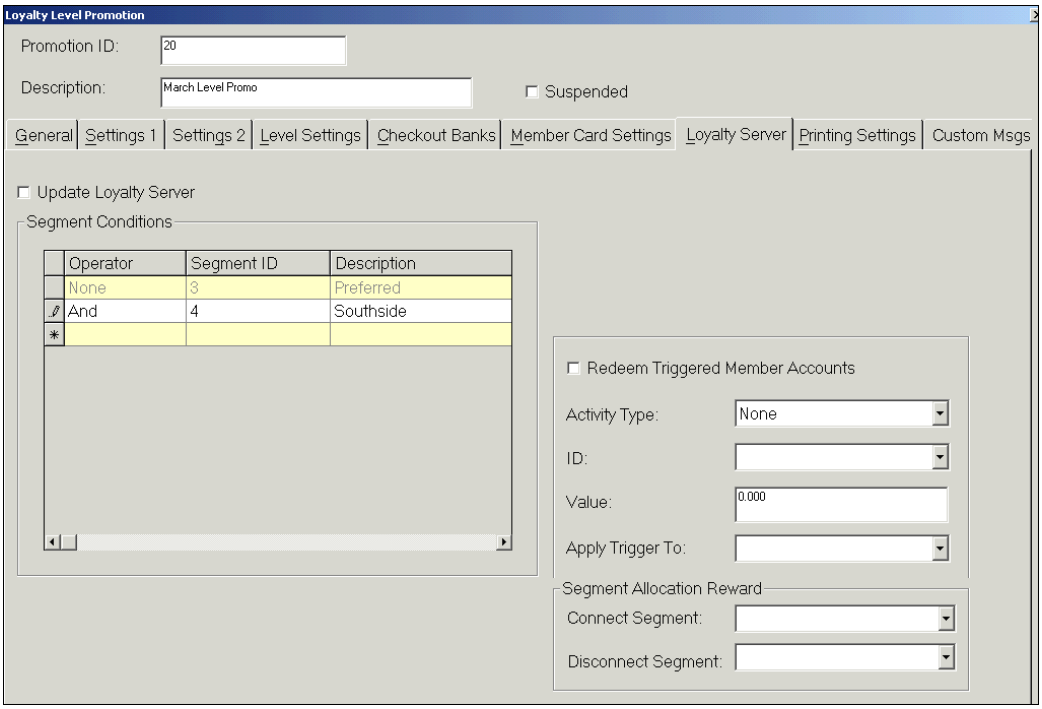


Field	Description
Member Card Required	If you want this promotion to be available to member cardholders only, select this option. If selected, you must then choose the targeted card schemes below.

Field	Description
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, 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.

Loyalty Server Tab

The Loyalty Server Tab is used to define loyalty in promotions and link segments to promotions.



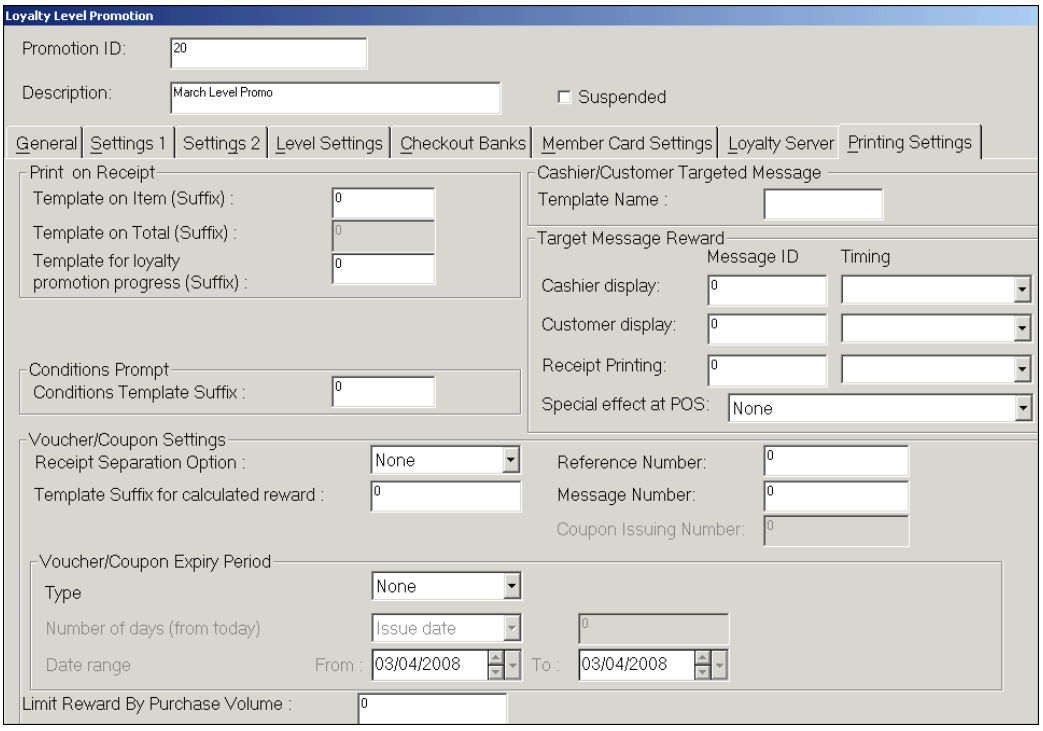
Conditions can be created with established segments using NONE/AND/OR/NOT (Boolean Operator Structure) expressions to determine the segment(s) that are to receive the promotion. For example:

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 on a monthly basis 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 you to run a Multi-Ticket Promotion. **Note:** This is only relevant to systems that support the Retalix Loyalty 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.

Field	Description
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.

Printer 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:	

Field	Description
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, in order 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* in Chapter 5 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 6 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.

Field	Description
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).

Custom Messages Tab

The Tab is divided into five sections:

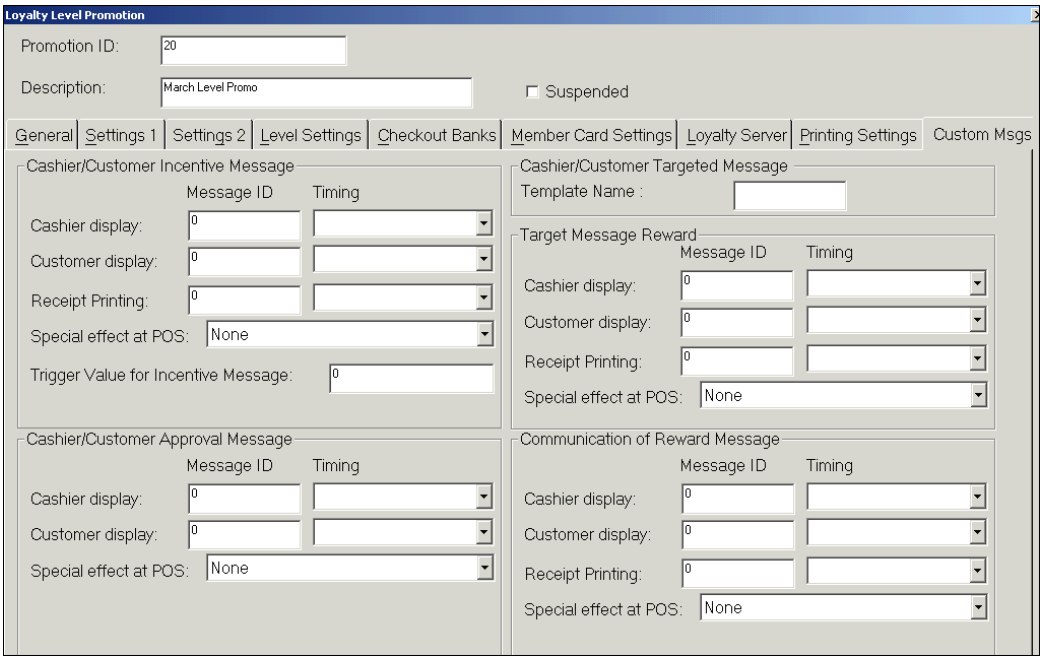
Cashier/Customer Incentive Message – Used as an incentive for receiving promotion rewards when there is partial accumulation of promotion bucket and the customer is not entitled for the reward yet. For example: Buy 3 more milks and get one for free!

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 ISS45 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!



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 ISS45 template to use for Targeted Messages.

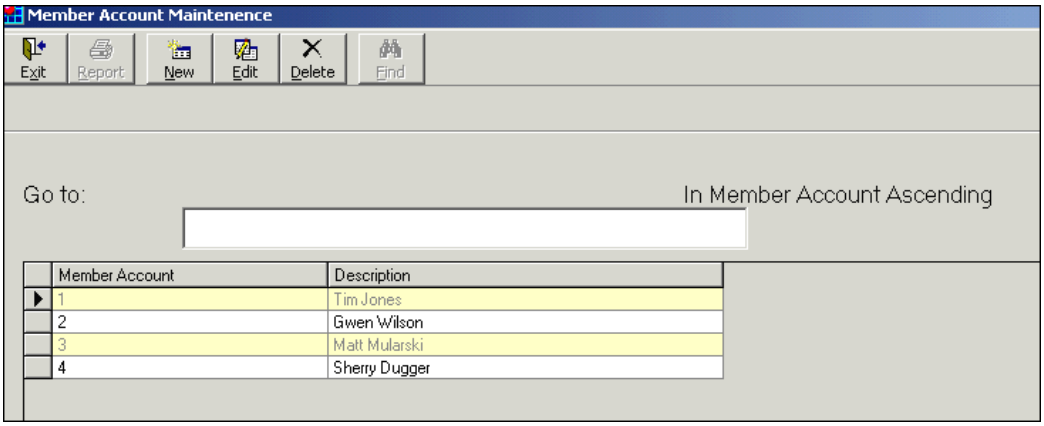
Loyalty Member Account Maintenance

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.

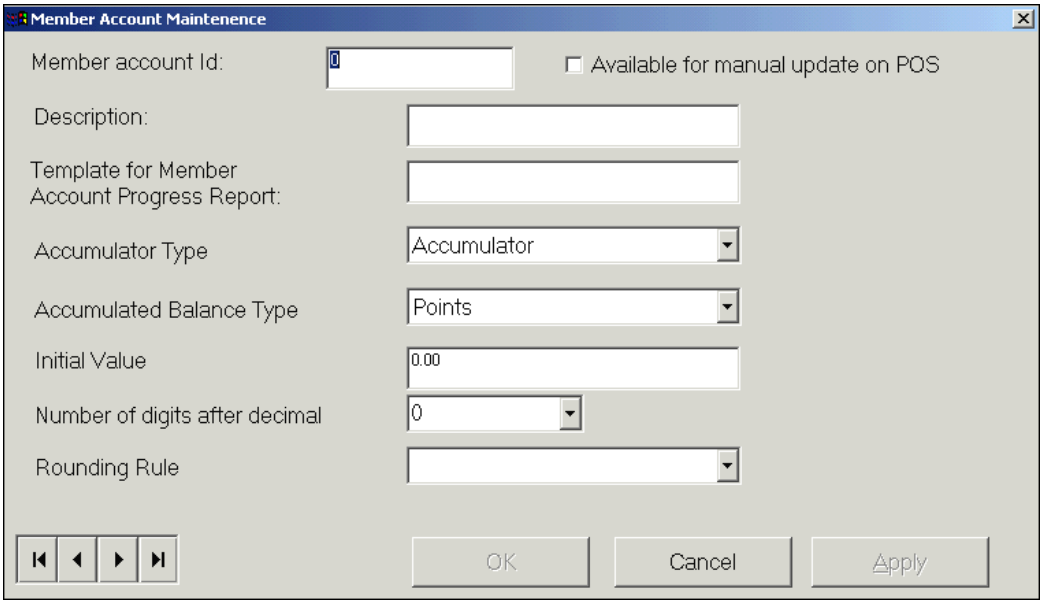
In support of the Retalix Loyalty, the Member Accounts are a loyalty solution to tracking customer history during shopping activities: For example, the average customer transaction amount per visit or the frequency of customer visits.

➢ **To Add a Loyalty Member Account**

1 From the Promotion Management menu, select Loyalty Member Promotions and then Loyalty Member Account Maintenance. The Member Account Maintenance window displays all existing Member Accounts.



2 Click *New* to add a new Member Account. *The Member Account Maintenance Screen displays:*



3 Enter a **Member Account** number and a **Description** for the account.

4 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.

5 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 4 times every month. On reaching 4, 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 4 times every month get a reward. On reaching 4, the account is automatically reset.

6 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.

7 In the **Initial Value** field, enter the member’s opening balance.

8 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).

9 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).

10 Check the **Available for Manual Update on POS** checkbox if the account can manually updated at the POS Terminal.

11 Select the active checkbox to activate or deactivate the scheme.

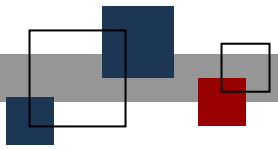
12 Set the properties and options as required.

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

Note:

To delete a customer account, highlight the account from the Member Account Maintenance Screen and click the **Delete** button. A delete confirmation window will appears:

Click **Yes** to confirm the deletion.



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