StoreNext

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Reports User Reference

ISS45 V8 Reports User Reference

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1

Working with Reports and Graphs

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Creating Graphs, page 1-5

We recommend you read this section to familiarize yourself with the reporting structure and basic report functions.

All system reports are generated from the ISS45 SQL database by Crystal Reports, a run-time version report-writer program included and integrated with ISS45.

Every time you request a report, Crystal Report extracts and filters data from the SQL database according to criteria you enter, then displays a preview (or prints) the appropriate report.

When you request a report, the system prompts for report criteria. Usually, this is only a range of dates. Some reports offer additional criteria, like item selection.

Creating Reports

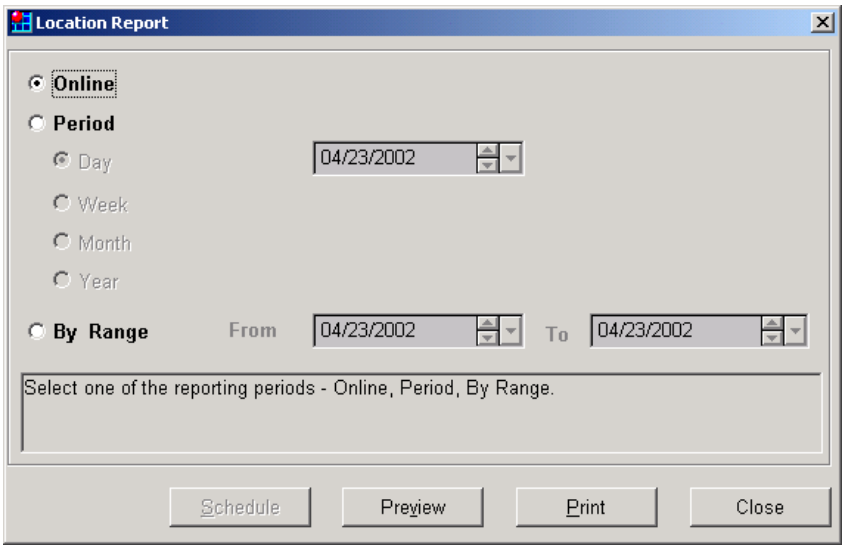
When you request a report, the system prompts for report criteria. Usually, this is only a range of dates. Some reports offer additional criteria, like item selection.

Certain reports may be selected as a generate or print option in Front Office Parameters, EOD Parameters Reports. If generate is selected, reports are created during EOD but are not printed.

Reports are categorized under different menu options; you may select to see information according to the following search criteria:

- Online (a "snapshot" of the current situation)
- By Period (From a specified period of time)
- By Range (From a date to a date)

A typical report dialog box may look similar to this:



If the Report is an online report, the “by period” and “by range” search may not be used. The online report will allow you to view information online, as it currently exists.

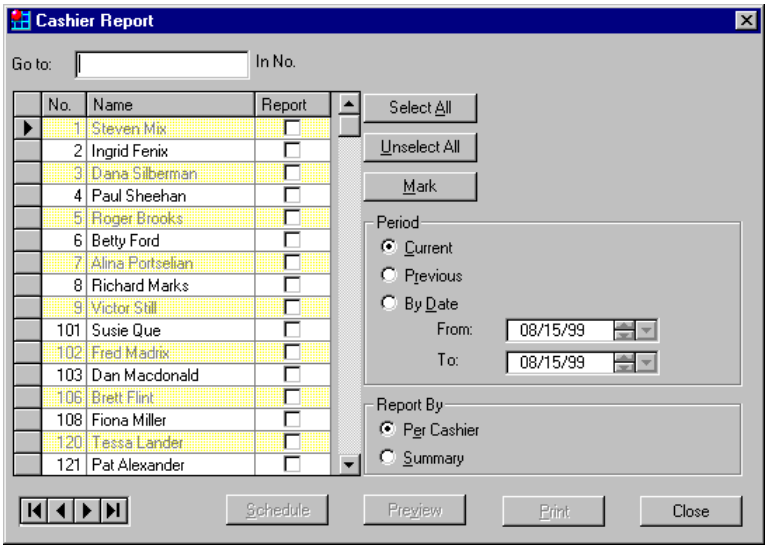
Note

Some report previews still display in the DOS format. To exit the report preview press *Esc*.

➢ **To create a report**

1 Select the required report option from the menu. A criteria dialog appears.

The criteria vary from one report to another. Complex reports may include more criteria than others, like the Cashier Report dialog, below.



2 Set the options, dates and so on, as required.

3 Click *Schedule* to activate the Report Schedule Definition option.

Report Schedule Definition

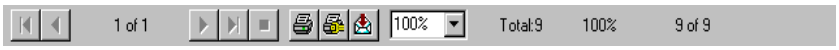
Many of the reports may be scheduled to print. The Report Schedule Definition option enables you to choose which reports you want printed and define the specific days the report will cover. Refer to Chapter 12, *Report Schedule Definition*, for details on scheduling reports.

4 Click *Preview* to display the report, or *Print* to send it directly to the printer.

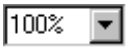
Print Preview Toolbar

Use toolbar options to zoom in, page forward or backward, and print or export reports.

- Click the *Preview* button to view the report.
- Click *Print* to send the report directly to a printer.
- Click *Close* to exit the Criteria Window.



The toolbar options available in report screens are:

Click	To
	Print the report
	Edit Print Setup
	Export to a Word for Windows document
	Zoom in and out of the report

Creating Graphs

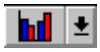
Many reports may be viewed in the form of a graph. Click the *Graph* button or tab to graphically display report details.

Note

Where the option exists for a report to be viewed graphically, a section on 'Graph Options' may be edited so that the graph is displayed according to the Graph Options chosen.

Graph Toolbar

Use the toolbar options to edit your chart and view it in different ways.

Click	To
	Copy the clipboard as a bitmap
	Print the chart
	Change Gallery Type
	Change Color
	Switch between 3D and 2D views
	Add vertical bars
	Add horizontal bars

➢ **To resize a graph**

- Place the arrow cursor on the borders of the graph. The cursor changes to a double arrow, keep the mouse button pressed while dragging. Release the mouse button at the required size.

2

Department Reports

This chapter explains how to produce various reports containing information on sales for all departments, net sales by departments and subdepartments.

The following Department Reports are available:

Department Report

Department Sales by Location Report

Department Analysis Detail Report

Expanded Department Report

Weekly Business Report

Department Summary Report

Department Sales Report

Department VAT Exclusive/Inclusive Sales Report

Net Department Sales Flash Report

Department Sales Analysis Report

Flash Sales and Sales Mix Report

Department Weekly Budget Report

Subdepartment Report

Super Groups Report

Department Report, page 2-3

Department Sales by Location Report, page 2-3

Department Analysis Detail Report, page 2-3

Expanded Department Report, page 2-4

Weekly Business Report, page 2-5

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Department VAT Sales Report, page 2-6

Net Department Sales Flash Report, page 2-8

Department Sales Analysis Report, page 2-11

Flash Sales and Sales Mix Report, page 2-15

Department Weekly Budget Report, page 2-18

Subdepartment Report, page 2-21

Super Groups Report, page 2-26

Department Report

The Department Report lists net and gross sales for all departments and net sales by department groups.

➢ **To access this report**

- From the Reports option, select Department Reports | Department Report.

Department Sales by Location Report

The Department Sales by Location Report lists the following data for selected substores, checkout banks or POS terminals.

- Department Sales Amount (and Percentage Total)
- Items Sold (and Percentage Total)
- Average Item Price

By default, the Summary section includes the Number of Transactions. If "Customer" is selected in report setup (the default), the Number of Customers, Average Items per Customer and Average Sales per Customer also display.

➢ **To access this report**

- From the Reports option, select Department Reports | Department Sales by Location Report.

Note:

Substores are groups of checkout banks configured through the POS Configuration Menu's Substore Definition program and must be marked "active" for reporting purposes.

Department Analysis Detail Report

The Department Analysis Detail Report consolidates department data from all POS terminals. It includes a breakdown of totals by department and departments within each department group. For each department, electronic coupons, voids, refunds store

coupons, competitor coupons, net sales, and customer counts are provided, as well as totals for each department group.

The Department Analysis Detail Report may be viewed online, by range of dates, or for one of the following periods:

- Daily
- Weekly
- Monthly
- Yearly

➢ **To access this report**

- From the Reports option, select Department Reports | Department Analysis Detail Report.

Expanded Department Report

The Expanded Department Report consolidates department data from all POS Terminals. The report is compiled from transaction data retained by POSware. It includes a breakdown of sales by department groups and departments within each group. For each department, net sales, discounts (netted and non-netted), returns, cancellations, and coupon totals are provided, as well as department group totals.

An Expanded Department Report can be printed to show sales for these periods:

- Daily
- Weekly
- Monthly
- Yearly

➢ **To access this report**

- From the Reports option, select Department Reports | Expanded Department Report.

Weekly Business Report

The Weekly Business Report provides sales information by departments, for the week(s) you specify when selecting the report. The week's sales and sale percentages are provided by days, including day and week totals. Net sales figures are listed by department; followed by net sales with tax. Gross sales figures are also provided which include discounts, returns, and voids. Finally, tender totals for each tender type are listed, along with:

- Number of customers
- Dollars per customer
- Number of items sold
- Average number of items per customer.

➢ **To access this report**

- From the Reports option, select Department Reports | Weekly Business Report.

Department Summary Report

The Department Summary Report provides the store with summarized information, by department, for each specified week(s).

➢ **To access this report**

- From the Reports option, select Department Reports | Department Summary Report.

Department Sales Report

The Department Sales Report provides department information per cashier, for the week(s) you specify when selecting the report.

This report shows the following details:

- Sales (amount and percent)
- Items (number and percent)
- Average item price
- Merchandise Total

➢ **To access this report**

- From the Reports option, select Department Reports | Department Sales Report.

Department VAT Exclusive/Inclusive Report

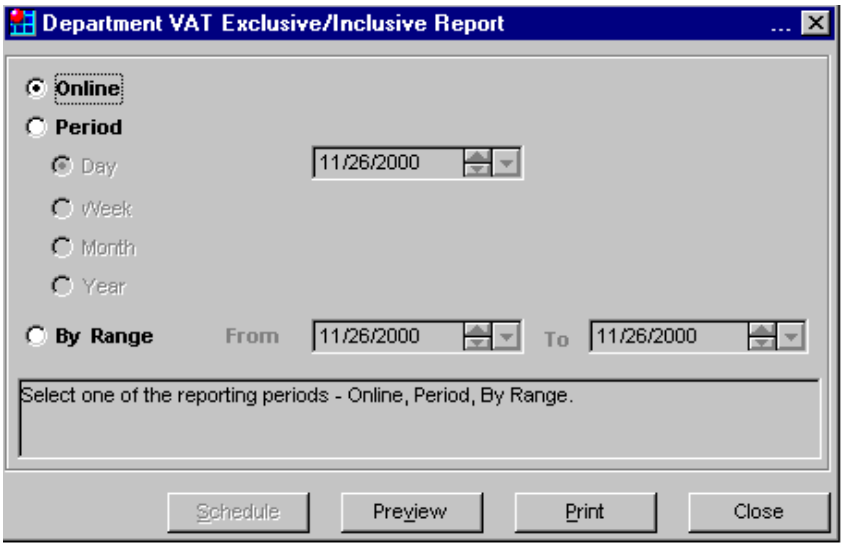
This report displays the current daily sales by department and provides figures exclusive and inclusive of VAT (value added tax), and the amount of VAT. When department groups are defined in the system, data is displayed by department within department groups, with a subtotal for each department group.

Note:

Setting up the system to be Inclusive or Exclusive of VAT is performed via Database Management\Finance\Tax Rate Maintenance. (Refer to Tax Rates, Chapter 5, *Database Management*, in the *Office User's Guide*, for details.)

➢ **To access this report**

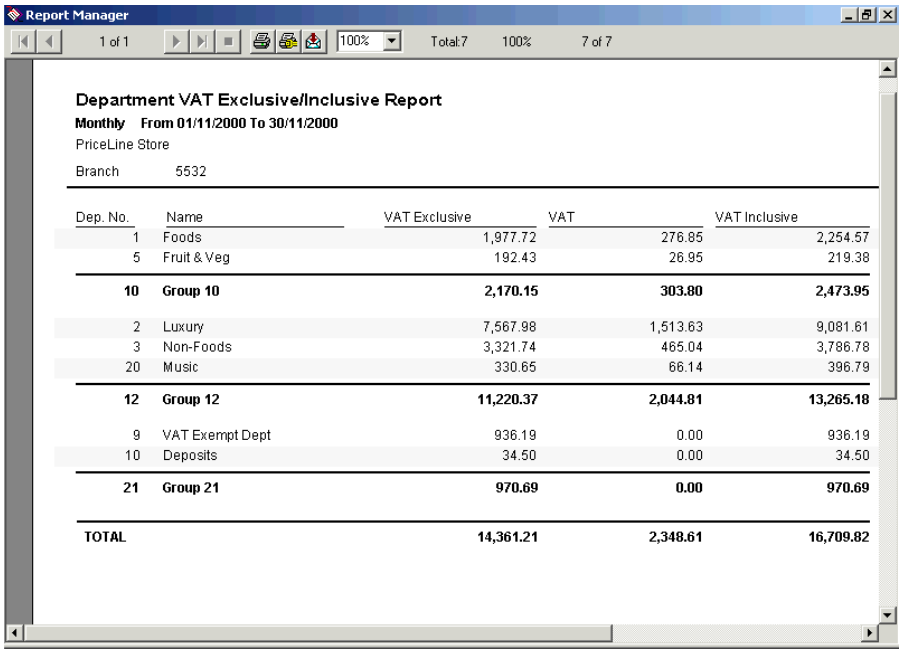
From the Reports menu, select Department Reports | Department VAT Exclusive/Inclusive Report. The Department VAT Exclusive/Inclusive Report dialog box is displayed.



Select one of the following reporting periods:

- **Online**: Enables you to generate a report based on data from when EOD was last run to the current time.
- **Period**: Enables you to generate a report for a specific time period, for example, a week or a month. This option does not include the online period.
- **By Range**: Enables you to specify the range of the required dates.

Click *Preview.* The Department VAT Exclusive/Inclusive Report is displayed.



Department VAT Exclusive/Inclusive Report

Monthly From 01/11/2000 To 30/11/2000

PriceLine Store

Branch 5532

Dep. No.	Name	VAT Exclusive	VAT	VAT Inclusive
1	Foods	1,977.72	276.85	2,254.57
5	Fruit & Veg	192.43	26.95	219.38
10	**Group 10**	**2,170.15**	**303.80**	**2,473.95**
2	Luxury	7,567.98	1,513.63	9,081.61
3	Non-Foods	3,321.74	465.04	3,786.78
20	Music	330.65	66.14	396.79
12	**Group 12**	**11,220.37**	**2,044.81**	**13,265.18**
9	VAT Exempt Dept	936.19	0.00	936.19
10	Deposits	34.50	0.00	34.50
21	**Group 21**	**970.69**	**0.00**	**970.69**
TOTAL		**14,361.21**	**2,348.61**	**16,709.82**

Click the *Print* icon to print the report.

The report preview displays the following information:

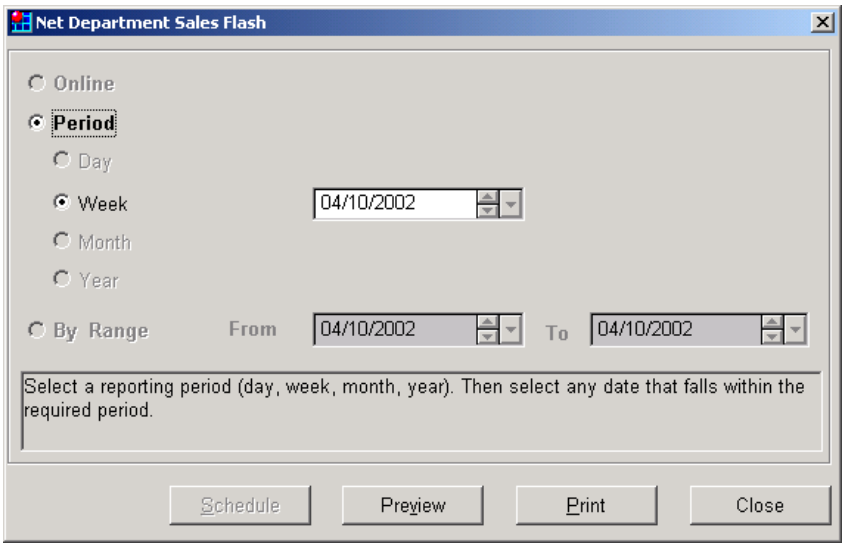
- **Dep. No**: The department identity number.
- **Name**: The department description.
- **VAT Exclusive**: The department sales, excluding VAT.
- **VAT**: The total VAT for the department sales.
- **VAT Inclusive**: The department sales, including VAT.

Net Department Sales Flash Report

The Net Department Sales Flash Report lists total sales, returns and net sales by department for the current business day and week-to-now period.

➢ **To access this report**

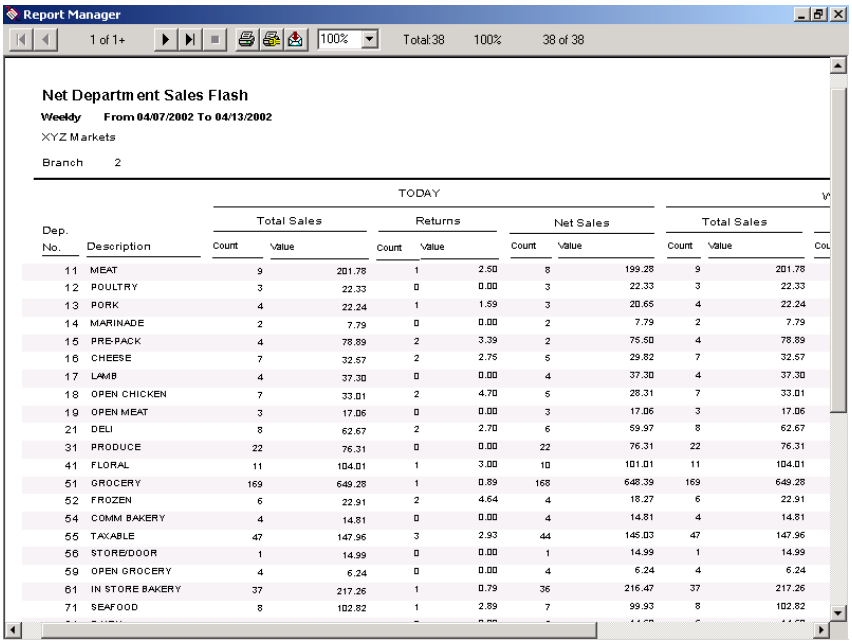
1 From the Reports menu, select Department Reports | Net Department Sales Flash. The Net Department Sales Flash dialog box is displayed.



Note:

The Weekly reporting period is automatically selected (the date of the report is set to the current day).

2 Click *Preview*. The Net Department Sales Flash Report is displayed.



Dep. No.	Description	Total Sales Count	Total Sales Value	Returns Count	Returns Value	Net Sales Count	Net Sales Value	Total Sales Count	Total Sales Value
11	MEAT	9	201.78	1	2.50	8	199.28	9	201.78
12	POULTRY	3	22.33	0	0.00	3	22.33	3	22.33
13	PORK	4	22.24	1	1.59	3	20.65	4	22.24
14	MARINADE	2	7.79	0	0.00	2	7.79	2	7.79
15	PRE-PACK	4	78.89	2	3.39	2	75.50	4	78.89
16	CHEESE	7	32.57	2	2.75	5	29.82	7	32.57
17	LAMB	4	37.30	0	0.00	4	37.30	4	37.30
18	OPEN CHICKEN	7	33.01	2	4.70	5	28.31	7	33.01
19	OPEN MEAT	3	17.06	0	0.00	3	17.06	3	17.06
21	DELI	8	62.67	2	2.70	6	59.97	8	62.67
31	PRODUCE	22	76.31	0	0.00	22	76.31	22	76.31
41	FLORAL	11	104.01	1	3.00	10	101.01	11	104.01
51	GROCERY	169	649.28	1	0.89	168	648.39	169	649.28
52	FROZEN	6	22.91	2	4.64	4	18.27	6	22.91
54	COMM BAKERY	4	14.81	0	0.00	4	14.81	4	14.81
55	TAXABLE	47	147.96	3	2.93	44	145.03	47	147.96
56	STORE/DOOR	1	14.99	0	0.00	1	14.99	1	14.99
59	OPEN GROCERY	4	6.24	0	0.00	4	6.24	4	6.24
61	IN STORE BAKERY	37	217.26	1	0.79	36	216.47	37	217.26
71	SEAFOOD	8	102.82	1	2.89	7	99.93	8	102.82

3 Click the *Print* icon to print the report.

The report preview displays the following information:

- **Today**: Displays the Total Sales, Returns and Net Sales by department for the current business day.
- **Week to Now**: Displays the Total Sales, Returns and Net Sales by department for the current business week, according to the current date displayed in the weekly reporting period. The start of the business week is controlled by a system parameter, located in the End-of-Day parameters. Refer to the chapter *Front Office Configuration*, in the *System Administrator's Reference* guide, for details.

Department Sales Analysis Report

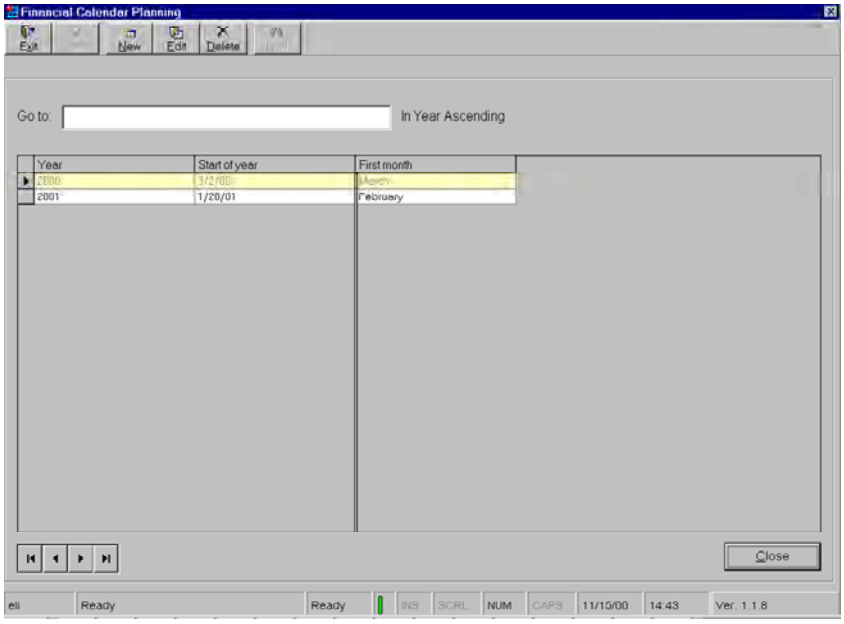
The Department Sales Analysis Report provides a detailed sales breakdown, based on your organization's Financial Calendar.

Before generating the department report, you must first define the parameters of the Financial Calendar. This calendar enables you to report according to the financial year, rather than according to the annual calendar.

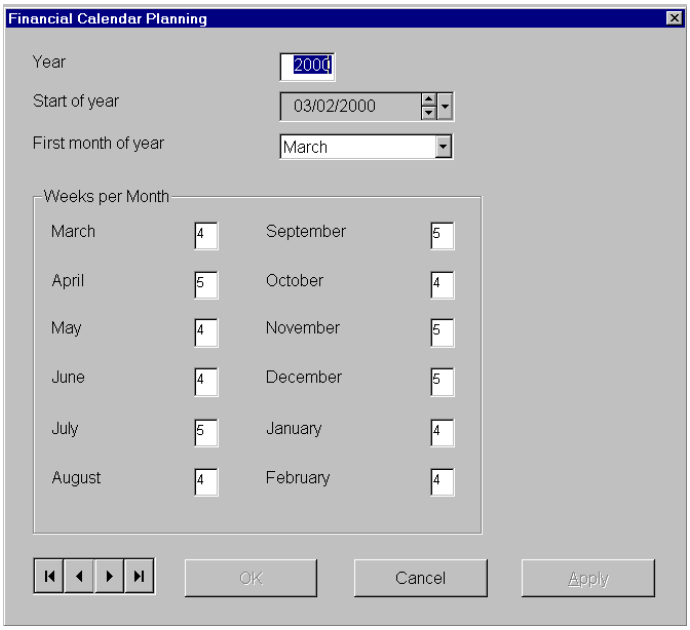
When this report is selected in the EOD Report Parameters, the report runs at the end of the week, and displays information for the last full week, as defined in the Financial Calendar.

➢ **To define the Financial Calendar**

1 From the Reports menu, select Reports Planning folder | Financial Calendar Planning. The Financial Calendar Planning dialog box is displayed.



2 Click the *New* icon to create a new financial calendar. Select the required year from the *Year* list and click the *Edit* icon to modify an existing calendar. The Financial Calendar Planning dialog box is displayed.



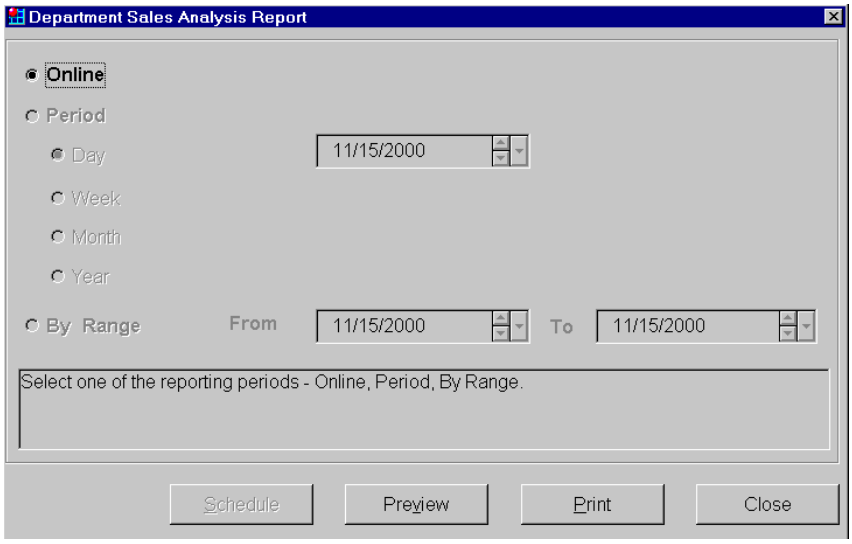
3 Enter the required data for each option, as follows:

- **Year**: The Financial Calendar year.
- **Start of year**: The start date for the financial year. Any date in the previously specified year can be defined.
- **First month of year**: The month on which the financial year is to begin. Generally this corresponds to the *Start of year* field. However, if the date in the *Start of year* field is after the 21st of the month, this field can be set to the following month.
- **Weeks per Month**: Define the number of weeks in each month, as required. Either four or five weeks should be defined for each month and the sum of weeks for the year should be 52 or 53.

After defining the Financial Calendar, you can generate the Department Sales Analysis Report, as described below.

➢ **To access this report**

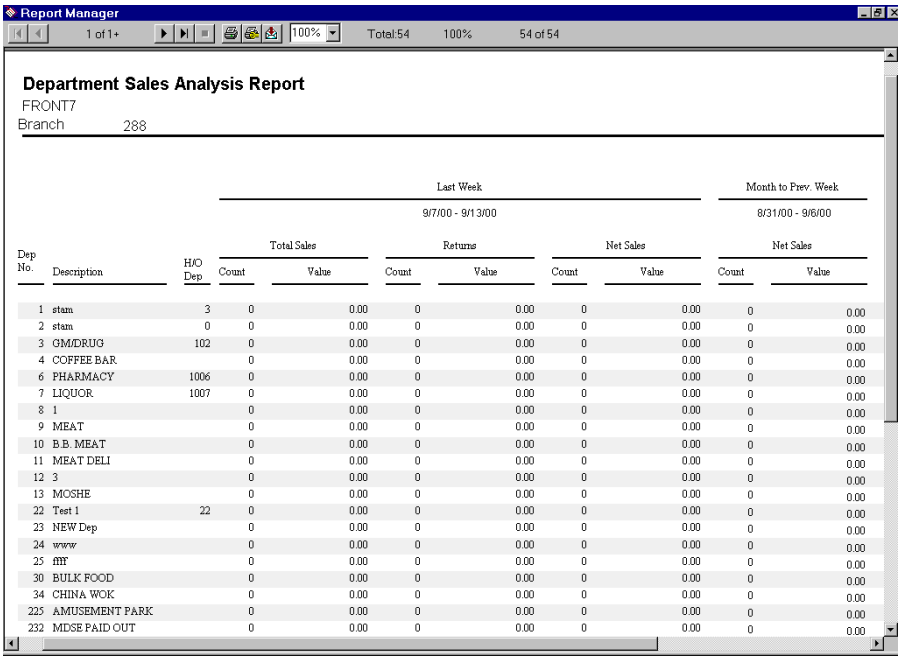
1 From the Reports menu, select Department Reports | Department Sales Analysis Report. The Department Sales Analysis Report dialog box is displayed.



Note:

The Online reporting period is automatically selected (the date of the report is set to the current day).

2 Click *Preview.* The Department Sales Analysis Report is displayed.



Department Sales Analysis Report

FRONT7

Branch 288

Dep No.	Description	H/O Dep	Last Week 9/7/00 - 9/13/00 Total Sales Count	Total Sales Value	Returns Count	Returns Value	Net Sales Count	Net Sales Value	Month to Prev. Week 8/31/00 - 9/6/00 Net Sales Count	Net Sales Value
1	stam	3	0	0.00	0	0.00	0	0.00	0	0.00
2	stam	0	0	0.00	0	0.00	0	0.00	0	0.00
3	GM/DRUG	102	0	0.00	0	0.00	0	0.00	0	0.00
4	COFFEE BAR		0	0.00	0	0.00	0	0.00	0	0.00
6	PHARMACY	1006	0	0.00	0	0.00	0	0.00	0	0.00
7	LIQUOR	1007	0	0.00	0	0.00	0	0.00	0	0.00
8	1		0	0.00	0	0.00	0	0.00	0	0.00
9	MEAT		0	0.00	0	0.00	0	0.00	0	0.00
10	B.B. MEAT		0	0.00	0	0.00	0	0.00	0	0.00
11	MEAT DELI		0	0.00	0	0.00	0	0.00	0	0.00
12	3		0	0.00	0	0.00	0	0.00	0	0.00
13	MOSHE		0	0.00	0	0.00	0	0.00	0	0.00
22	Test 1	22	0	0.00	0	0.00	0	0.00	0	0.00
23	NEW Dep		0	0.00	0	0.00	0	0.00	0	0.00
24	www		0	0.00	0	0.00	0	0.00	0	0.00
25	fffff		0	0.00	0	0.00	0	0.00	0	0.00
30	BULK FOOD		0	0.00	0	0.00	0	0.00	0	0.00
34	CHINA WOK		0	0.00	0	0.00	0	0.00	0	0.00
225	AMUSEMENT PARK		0	0.00	0	0.00	0	0.00	0	0.00
232	MDSE PAID OUT		0	0.00	0	0.00	0	0.00	0	0.00

3 Click the *Print* icon to print the report.

The report preview displays the following information:

- **Last Week**: Displays the department sales of the last full week, according to the current date of the online reporting period.
- **Month to Prev. Week**: Displays the department sales from the start of the month to the week *before* the last full week, as defined in the Financial Calendar.
- **Month to Last Week**: Displays the department sales from the start of the month to the last full week, as defined in the Financial Calendar.

For example, if the system date is set to 9/13/00:

Last week = 9/6/00 – 9/12/00

Month to Prev. Week = 8/16/00 – 9/5/00

Month to Last week = 8/16/00 – 9/12/00

Note:

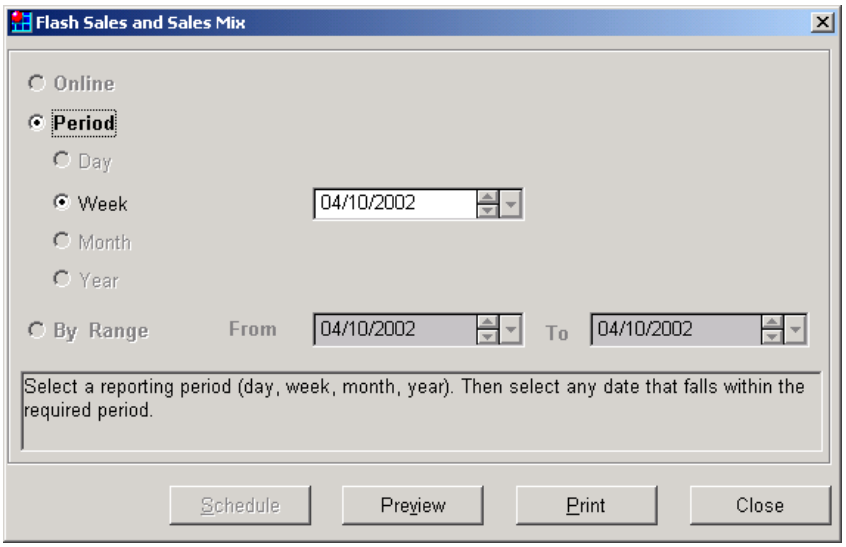
The report will display certain date ranges in a month, but not others. For example, if the current date, as shown in the example above, is between the 16th and the 23rd of August, the report will not display any data, since this is actually the 1st week of the financial month and no data has been collated for the previous week.

Flash Sales and Sales Mix Report

The Flash Sales and Sales Mix Report lists sales, item count, average item price, percent item count and percent sales contribution by department for current business day and week-to-now period. It also provides week-to-now scanning statistics per department.

➢ **To access this report**

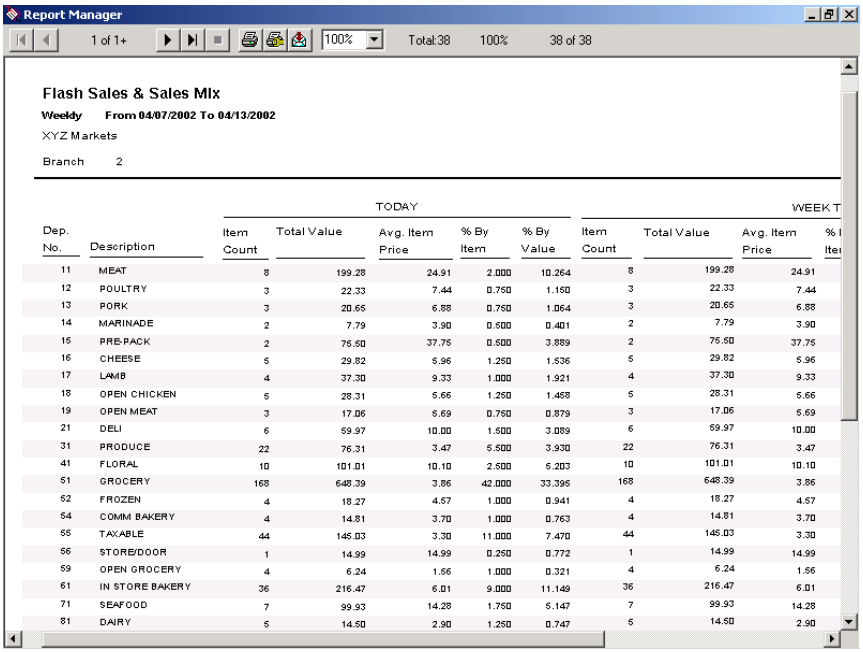
1 From the Reports menu, select Department Reports | Flash Sales and Sales Mix Report. The Flash Sales and Sales Mix Report dialog box is displayed.



Note:

The Weekly reporting period is automatically selected (the date of the report is set to the current day).

2 Click *Preview*. The Flash Sales and Sale Mix Report is displayed.



Flash Sales & Sales Mix

Weekly From 04/07/2002 To 04/13/2002

XYZ Markets

Branch 2

		TODAY					WEEK T			
Dep. No.	Description	Item Count	Total Value	Avg. Item Price	% By Item	% By Value	Item Count	Total Value	Avg. Item Price	% I Ite
11	MEAT	8	199.28	24.91	2.000	10.264	8	199.28	24.91	
12	POULTRY	3	22.33	7.44	0.750	1.150	3	22.33	7.44	
13	PORK	3	20.65	6.88	0.750	1.064	3	20.65	6.88	
14	MARINADE	2	7.79	3.90	0.500	0.401	2	7.79	3.90	
15	PRE-PACK	2	75.50	37.75	0.500	3.889	2	75.50	37.75	
16	CHEESE	5	29.82	5.96	1.250	1.536	5	29.82	5.96	
17	LAMB	4	37.30	9.33	1.000	1.921	4	37.30	9.33	
18	OPEN CHICKEN	5	28.31	5.66	1.250	1.458	5	28.31	5.66	
19	OPEN MEAT	3	17.06	5.69	0.750	0.879	3	17.06	5.69	
21	DELI	6	59.97	10.00	1.500	3.089	6	59.97	10.00	
31	PRODUCE	22	76.31	3.47	5.500	3.930	22	76.31	3.47	
41	FLORAL	10	101.01	10.10	2.500	5.203	10	101.01	10.10	
51	GROCERY	168	648.39	3.86	42.000	33.396	168	648.39	3.86	
52	FROZEN	4	18.27	4.57	1.000	0.941	4	18.27	4.57	
54	COMM BAKERY	4	14.81	3.70	1.000	0.763	4	14.81	3.70	
55	TAXABLE	44	145.03	3.30	11.000	7.470	44	145.03	3.30	
56	STORE/DOOR	1	14.99	14.99	0.250	0.772	1	14.99	14.99	
59	OPEN GROCERY	4	6.24	1.56	1.000	0.321	4	6.24	1.56	
61	IN STORE BAKERY	36	216.47	6.01	9.000	11.149	36	216.47	6.01	
71	SEAFOOD	7	99.93	14.28	1.750	5.147	7	99.93	14.28	
81	DAIRY	5	14.50	2.90	1.250	0.747	5	14.50	2.90	

3 Click the *Print* icon to print the report.

The report preview displays the following information:

- **Today**: Displays Item Count, Total Sales, Average Item Price, % by Item Count and % Value (sales) contribution by department for the current business day.
- **Week to Now**: Displays Item Count, Total Sales, Average Item Price, % by Item Count, % Value (sales) and Scanning statistics by department for the current business week, according to the current date displayed in the weekly reporting period.

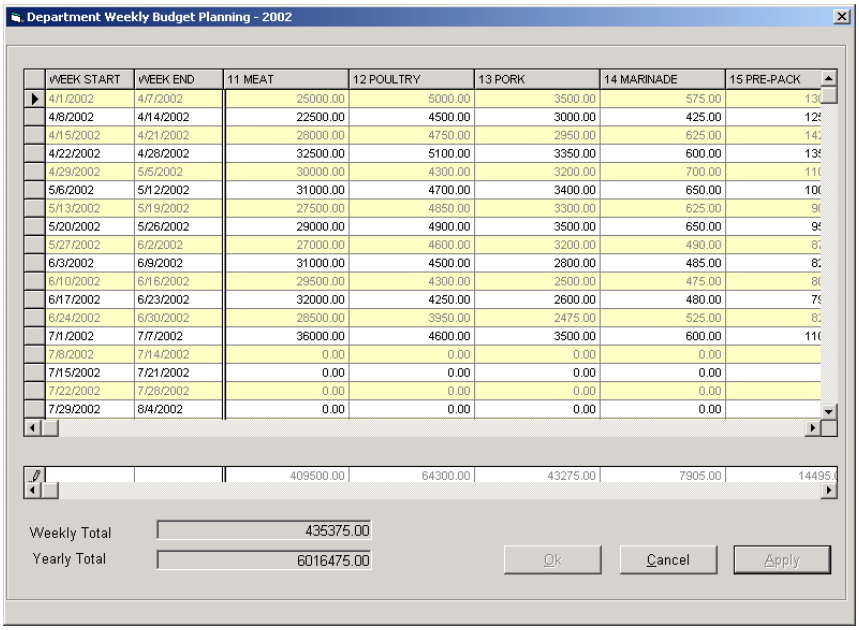
Department Weekly Budget Report

The Department Weekly Budget feature enables store management to forecast ahead how much revenue they expect in each department. Planning is done per department per week and can be projected over a 52-53 week period. The Department Weekly Budget Report displays forecasted sales, actual sales, and percent to budget.

Before generating this report, the weekly sales forecasts must be projected, using the Department Weekly Budget Planning feature.

➢ **To define a Department Weekly Budget**

1 From the Reports Planning menu, select Reports Planning folder | Department Weekly Budget Planning. The Department Weekly Budget Planning dialog box is displayed.

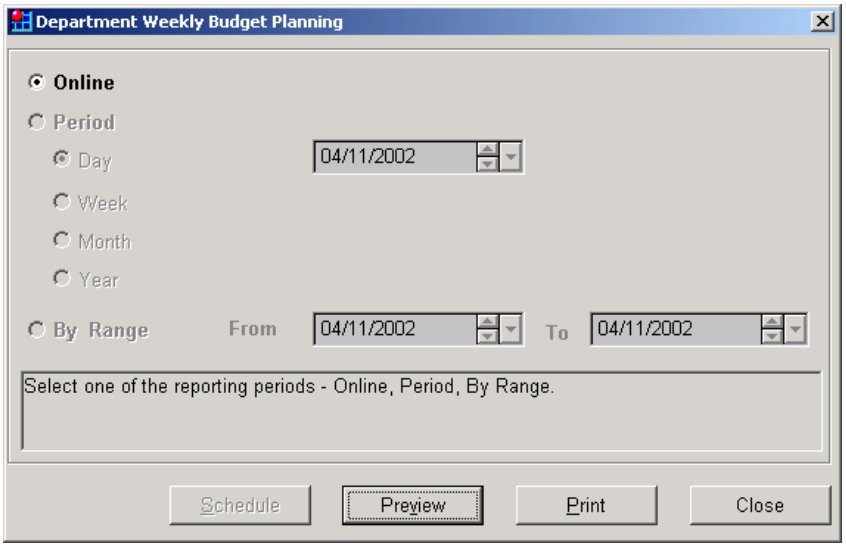


2 The weeks displayed are based on the Financial Calendar. Double-click on the requested week to budget. Enter forecast data into the appropriate departments. Click the *Apply* icon to update the record.

After forecasting a weekly budget, the Department Weekly Budget Report can be generated, as described below.

➢ **To access this report**

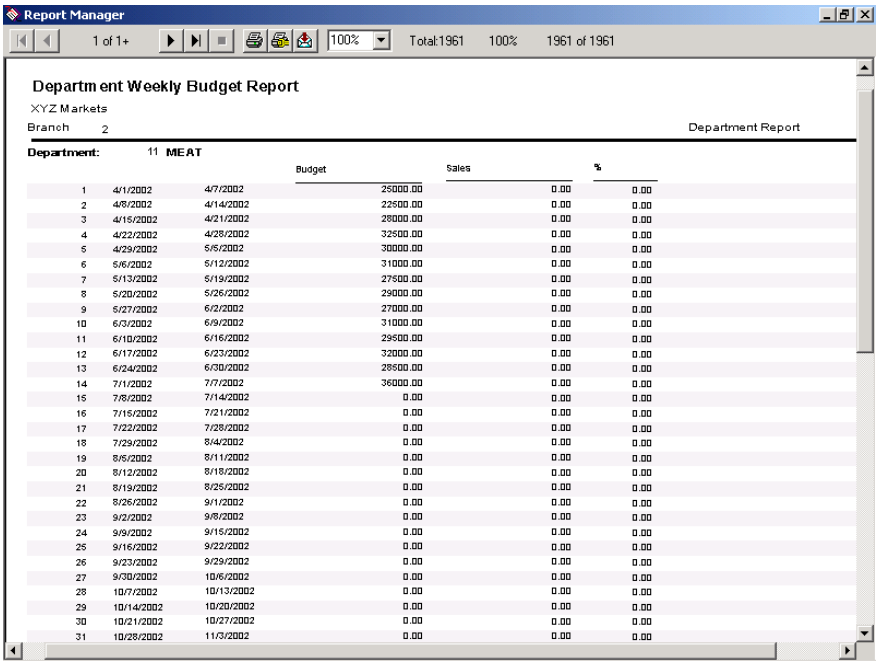
1 From the Reports menu, select Department Reports | Department Weekly Budget Report. The Department Weekly Budget Report dialog box is displayed.



Note:

The Online reporting period is automatically selected (the date of the report is set to the current day).

2 Click *Preview*. The Department Weekly Budget Report is displayed.



3 Click the *Print* icon to print the report.

The report preview displays the following information:

- **Week Start Date**: The state date for the business week, derived from the Financial Calendar.
- **Week End Date**: The end date for the business week, derived from the Financial Calendar.
- **Budget**: Forecasted revenue for the designated week.
- **Sales**: Actual sales generated for the designated week.
- **Percentage**: Actual Sales versus Forecasted Sales.

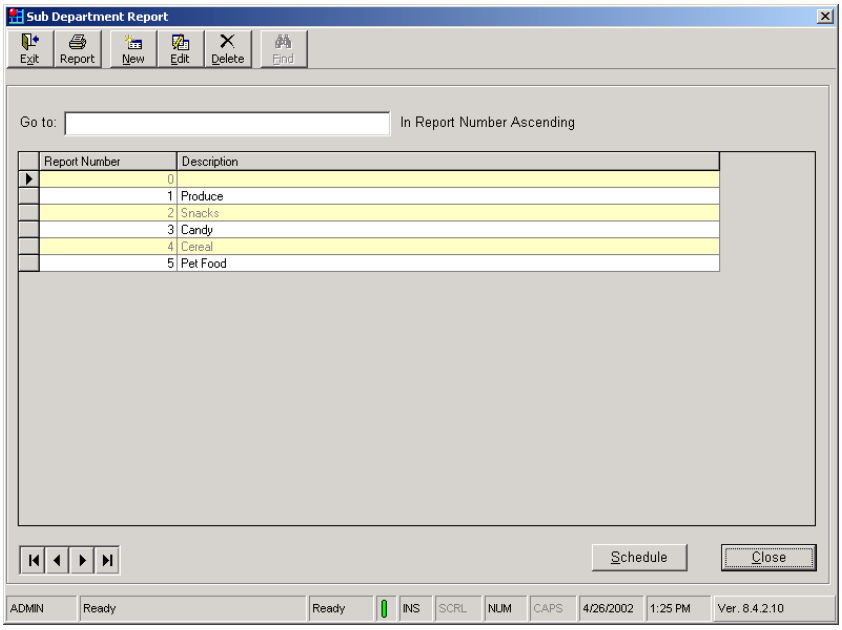
Subdepartment Report

The Subdepartment Report lists net sales and units sold by subdepartment for all subdepartments. Sales data is tracked for current/previous day, current/previous week, current/previous month and year-to-date totals.

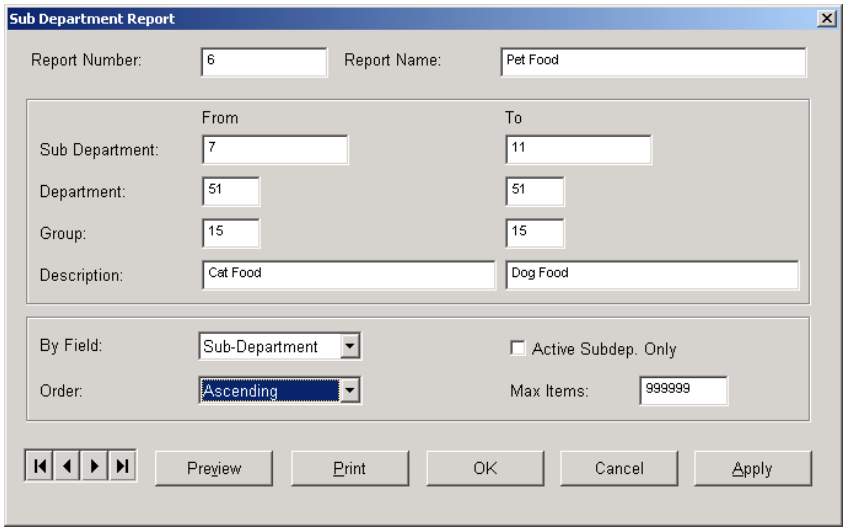
The Subdepartment Report option allows you to produce standard and user-defined subdepartment reports. Once defined, these reports can be directly executed without having to re-enter selection criteria and report parameters.

➢ **To create a subdepartment report selection**

1 From the Reports menu, select Department Reports | Subdepartment Report. The Subdepartment Report dialog box is displayed.



2 Click *New* to define and save a new subdepartment report selection. The following Subdepartment Report dialog box is displayed.



3 Enter the required data for each option, as follows:

- **Report Number**: The user-defined report number.
- **Report Name**: The user-defined report name.
- **From**:

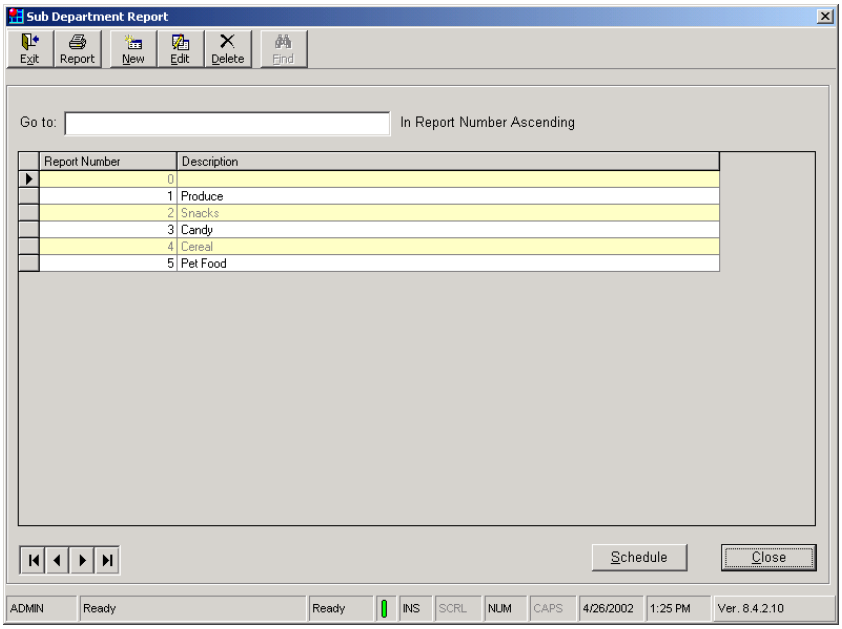
- Sub Department: The beginning subdepartment number in range.
- Department: The department number to which the subdepartment is assigned.
- Group: The group number to which the subdepartment is assigned.
- Description: The subdepartment description.

- **To**:
  - Sub Department: The ending subdepartment number in range.
  - Department: The department number to which the subdepartment number is assigned.
  - Group: The group number to which the subdepartment is assigned.
  - Description: The subdepartment description.
- **By Field:** (Report Sorting Options)
  - Subdepartment
  - Department
  - Group
  - Description
- **Order**: (Report Sorting options)
  - Ascending
  - Descending
- **Active Subd. Only**: Check to search only active subdepartments.
- **Max. Items**: Maximum number of items

4 Click *Apply* to accept and save the subdepartment report selection.

➢ **To print a Subdepartment report**

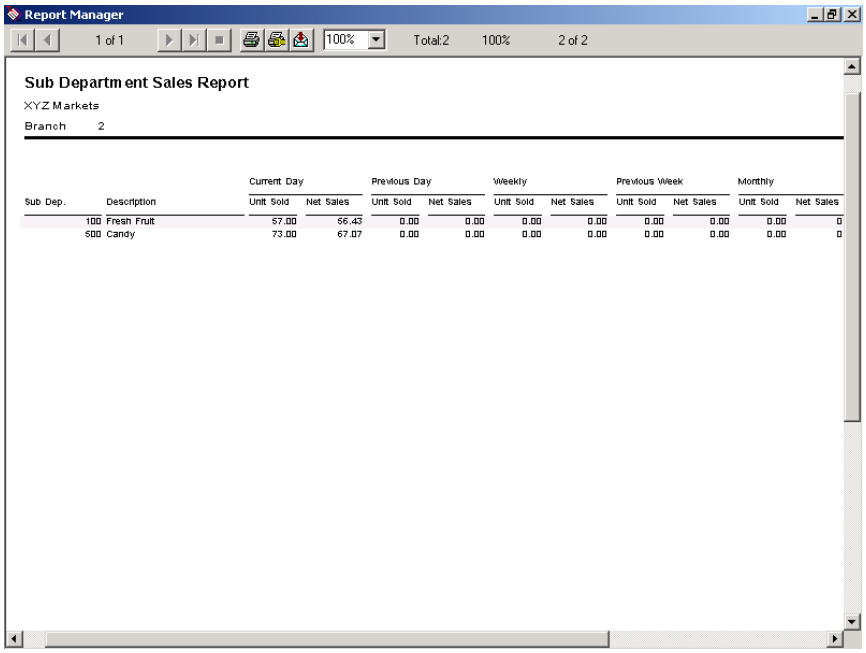
1 From the Reports menu, select Department Reports | Subdepartment Report. The Subdepartment Report dialog box is displayed.



2 Select the required Subdepartment Report Number. This option allows you to select a previously defined subdepartment report from the list.

3 Click *Schedule* to activate the Report Schedule Definition option (refer to Chapter 12, *Report Schedule Definition*, for details).

4 Click *Preview*. The Subdepartment Report is displayed.



5 Click the *Print* icon to print the report.

The report preview displays the following information:

- **Sub Dep.**: The subdepartment identity number.
- **Description**: The subdepartment description.
- **Units Sold**: Number of items sold per subdepartment.
- **Net Sales**: Net Sales per subdepartment.

The report shows Units Sold and Net Sales for the following periods:

- Current Day
- Previous Day
- Current Week
- Previous Week
- Current Month
- Previous Month
- Year

Super Groups Report

The Super Groups Report consolidates department group data from all terminals. The report is compiled from transaction data retained by ISS45. It includes a breakdown of sales by super groups and departments groups within each group. For each department group, net sales, discounts, returns, cancellations, and coupon totals are provided, as well as super group totals.

A Super Groups Report can be printed for daily sales, weekly sales, previous week sales, monthly sales, previous month sales and yearly sales.

➢ **To access this report**

- From the Reports option, select Department Reports | Super Groups Report.

Select the desired reporting period and method of output. The report is generated.

Super Groups Report For 01/04/2005

806 ongoing

Branch 40 Super Grou

Group No.	Group Description	Net Sales	Count	% Net Sales	Discount	Count	Net Of Discount	Non Net Prom Amt	Non Net Prom Qty	Return	Count	Cancel + Subtract	Count	Gross Sales	% Gross	N-Netted Coupons	Netted Coupons
Super Group:		**101**	**Food Groups**														
1	Food Groups	0.00	0	0.00	0.00	0	0.00	0.00	0	0.00	0	0.00	0	0.00	0.00	0.00	0.00
1	Food Groups	1.80	1	13.38	0.20	1	2.00	0.00	0	0.00	0	0.00	0	2.00	14.66	0.00	0.00
1	Food Groups	0.00	0	0.00	0.00	0	0.00	0.00	0	0.00	0	0.00	0	0.00	0.00	0.00	0.00
1	Food Groups	0.00	0	0.00	0.00	0	0.00	0.00	0	0.00	0	0.00	0	0.00	0.00	0.00	0.00
1	Food Groups	11.65	8	86.62	0.00	0	11.65	(0.10)	-1	0.00	0	0.00	0	11.65	85.35	0.00	0.00

The following data columns are displayed per department group in each super group.

Field	Description
Group No.	Department Group number.
Group Description	The Department Group name.
Net Sales	Total positive sales (gross sales) minus discounts, returns and coupons.
Count	Number of transactions.
% of Net Sales	Percentage of net sales that department group holds against total net sales.

Field	Description
Discount	Amount of discount.
Count	Number of discounts taken.
Net of Discount	Net Sales + Discounts.
Non Net Prom Amt	Amount of promotion discounts taken
Non Net Promo Qty	Number of promotion discounts taken
Return	Amount returned.
Count	Number of returns.
Cancel + Subtract	Amount of items canceled or subtracted.
Count	Number of items canceled or subtracted.
Gross Sales	All positive sales. No returns, discounts or coupons are included. This gross sales figure is different from the gross figures on other reports in that it includes cancels and subtracted items. It is the sum of the Net Sales + Discount + Return + Cancel + Subtract + Netted Coupons.
% of Gross	Percentage of gross sales that department group holds against all gross sales.
Non-Netted Coupons	The total dollar amount of coupons that did not reduce the total gross sales amount.
Netted Coupons	The total dollar amount of coupons that reduced the total gross sales amount.
Coupons Count	The total number of coupons accepted.

Report totals are given at the end of the report for each column.

Similar to other ISS45 reports, the Super Group Report is now available in the following applications:

- Reports Schedule Maintenance
- Reports Schedule Archive
- End of Day History Reports
- End of Day Reports Parameters

3

Store Reports

The following Store Reports are available:

Store Sales Report

Media Report

Extended Media Report

Control Report (Tax)

Miscellaneous Transaction Recap Report

Store Balance Report

Promotions Sales Report

EBT WIC Reports

Store Sales Report, page 3-2

Media Report, page 3-2

Extended Media Report, page 3-3

Control Report (Tax), page 3-3

Miscellaneous Transaction Recap Report, page 3-4

Store Balance Reports, page 3-4

Promotion Sales Report, page 3-5

EBT WIC Reports, page 3-7

Store Sales Report

This report shows figures for the following periods:

- Daily
- Weekly
- Monthly
- Yearly

The figures represent all money coming into the store and money going out of the store. The count and value is shown for all tender types, coupons, refunds, deposits, taxes plus more.

The Store Sales Report may be viewed as an online report, by period or by specific range of dates.

➢ **To access this report**

- From the Reports option, select Store Reports | Store Sales Report.

Media Report

This report shows media totals for the following periods:

- Daily
- Weekly
- Monthly
- Yearly

Each tender type used at the PoS Terminal will appear in this report, as well as the total count and value for each tender type.

➢ **To access this report**

- From the Reports option, select Store Reports | Media Report.

Extended Media Report

The Extended Media Report provides not only the daily count and value of each tender, but also the contribution percentage for each tender type.

This report shows media totals for the following periods:

- Daily
- Weekly
- Monthly
- Yearly

➢ **To access this report**

- From the Reports option, select Store Reports | Extended Media Report.

Control Report (Tax)

The Control Report lists taxable sales, tax amount, tax exempt sales and tax exempt amount by tax rate. It also displays the number of customers, the number of items sold and dollars per customer.

This report can be printed to show totals for the following periods:

- Daily
- Weekly
- Monthly
- Yearly

➢ **To access this report**

- From the Reports option, select Store Reports | Control Report.

Miscellaneous Transaction Recap Report

This report contains an entry for each sub-department. The departments listed are non-add departments used for Miscellaneous Reports. Both the department name and net sales amount are listed.

The Miscellaneous Receipts line is a total of all the departments listed. Miscellaneous Paid Out entries appear under the Miscellaneous Receipts line, as well as the total Miscellaneous Paid amount.

➢ **To access this report**

- From the Reports option, select Store Reports | Miscellaneous Transaction Recap Report.

Store Balance Report

In addition to the data displayed on the Store Sales Report (see page 3-2), the Store Balance Report contains:

- Tender Counts and Values, Declaration Totals, In Safe Totals and Over/Short Amounts.
- Department Group totals for Gross Sales, Net Sales, Percent of Gross Sales and Percent of Net Sales.

This report shows figures for the following periods:

- Daily
- Weekly
- Monthly
- Yearly

The Store Balance Report may be viewed as an online report, by period or by specific range of dates.

➢ **To access this report**

- From the Reports option, select Store Reports | Store Balance Report.

Promotion Sales Reports

The new Promotion Sales Report tracks member discounts to measure both the effectiveness and cost of issuing promotional discounts. This report may also be used for vendor bill back purposes.

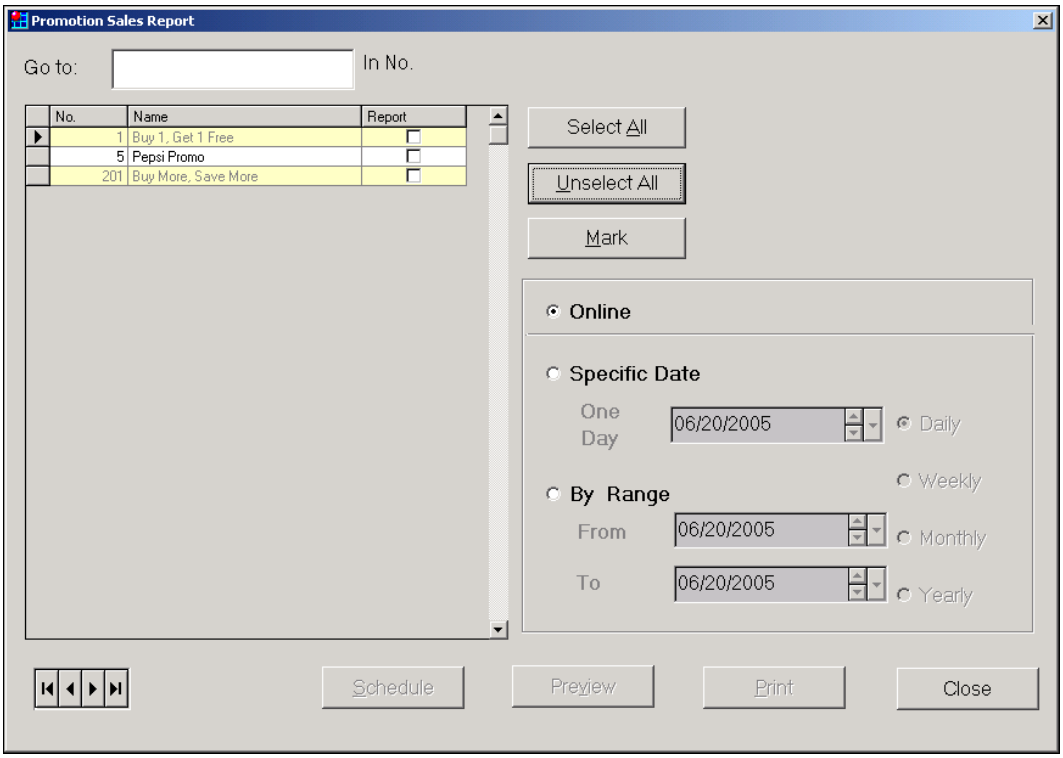
The report produced displays information:

- **Promotion No.**: The promotion's identification number.
- **Description**: The description of the promotion.
- **Promotion Quantity Given**: The quantity of promotions awarded.
- **Promotion Amount Given**: The Tender type.
- **Start Date**: The start date of the promotion.
- **End Date**: The end date of the promotion.

➢ **To generate a Promotion Sales Report:**

1 From the ISS45 Menu, choose the Promotions Sales Report from the Store Reports folder.

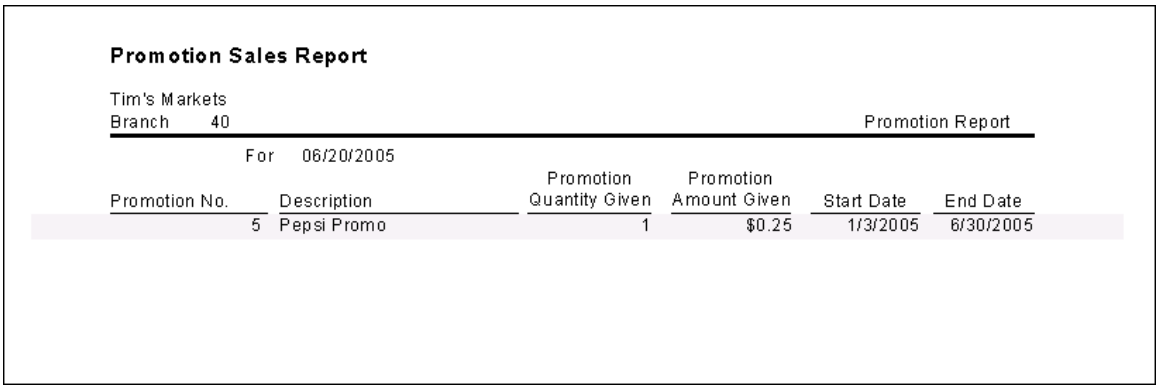
The Promotion Sales Report Screen displays:



2 Mark the promotions to report (by placing an “X” in the Report column) or choose **Select All** to include all.

3 Choose the desired time frame: Online, Specific Date or Date Range.

4 Click **Preview** to view the report prior to printing.



Promotion Sales Report

Tim's Markets
Branch 40 Promotion Report

For 06/20/2005

Promotion No.	Description	Promotion Quantity Given	Promotion Amount Given	Start Date	End Date
5	Pepsi Promo	1	$0.25	1/3/2005	6/30/2005

Electronic WIC

Online WIC EBT and Smart Card WIC EBT have replaced traditional WIC vouchers in several states. The following Electronic WIC-related reports are located in the **Electronic WIC** folder under Store Reports and may be generated during EOD or through the Report Scheduler:

- Approved Product List Report
- Claim Report
- Reconciliation Report

Approved Product List Report

The Approved Product List (APL) Report contains the following state-provided information for each item that can be purchased using EBT WIC.

- Maximum Price
- Quantity
- Price
- Category
- Subcategory
- Unit of Measure
- Effective Date
- Expiration Date

➢ **To access this report:**

- From the Reports option, select Store Reports | Electronic WIC | Approved Product List Report.

Approved Product List
Retalix Ongoing Store
6100 Tennyson Pkwy Suite 150 Plano,TX 75024
12345 EBTWIC

New Mexico Approved Product List

PLU No.	Description	Max Price	Qty	Price	Cat.	Subcat.	UOM	Effective Date	Expiration Date
1111060902	Grade A Medium Eggs	$1.57	1	$1.65 *	3	0	1.00DZ	9/29/2005	9/29/2015
1313000612	NAB CREAM OF WHEAT - QUICK	$10.36	1	$3.69	5	0	28.00OZ	6/18/2003	6/18/2013
1313000622	NAB CREAM OF WHEAT - INSTANT	$10.36	1	$3.69	5	0	28.00OZ	9/29/2005	9/29/2015
1313006025	CREAM/WHEAT MIX/EAT-ORIGINAL	$4.44	1	$3.59	5	0	12.00OZ	6/13/2007	6/13/2017
1500000701	GERBER MIXED CEREAL	$2.24	1	$1.89	9	0	8.00OZ	9/29/2005	9/29/2015
1500000702	GERBER OATMEAL CEREAL	$2.24	1	$1.89	9	0	8.00OZ	9/29/2005	9/29/2015
1500000704	GERBER RICE CEREAL	$2.24	1	$1.89	9	0	8.00OZ	9/29/2005	9/29/2015
1600017634	Dora the Explorer	$6.66	1	$2.50	5	0	18.00OZ	12/21/2006	12/21/2016
1600017682	Cherios	$13.32	1	$3.20	5	0	36.00OZ	1/5/2007	1/5/2017
1600062570	Kix	$6.66	1	$2.54	5	0	18.00OZ	12/9/2005	12/9/2015
1600066110	GENERAL MILLS WHEATIES 12 OZ.	$4.44	1	$3.19	5	0	12.00OZ	7/25/2003	7/25/2013
1600066210	G/MILLS WHEATIES 18 OZ.	$6.66	1	$3.99	5	0	18.00OZ	7/9/2003	7/9/2013
1600066310	GENERAL MILLS KIX CEREAL	$3.33	1	$2.89	5	0	9.00OZ	12/26/2006	12/26/2016
1600066370	GM KIX CEREAL	$4.81	1	$2.99	5	0	13.00OZ	10/2/2003	10/2/2013
1600066510	GENERAL MILLS CHEERIOS 10 OZ.	$3.70	1	$3.19	5	0	10.00OZ	10/2/2003	10/2/2013
1600066610	G/MILLS CHEERIOS 15 OZ.	$5.55	1	$3.89	5	0	15.00OZ	9/29/2005	9/29/2015
1600066660	GENERAL MILLS CHEERIOS 20 OZ.	$7.40	1	$4.39	5	0	20.00OZ	9/29/2005	9/29/2015
1600086040	G/MILLS WHEAT CHEX CEREAL	$5.92	1	$2.69	5	0	16.00OZ	9/29/2005	9/29/2015
1630015955	DONALD DUCK U/S ORANGE JUICE	$3.90	1	$1.99	4	0	1.00CAN	9/29/2005	9/29/2015
1630015955	DONALD DUCK U/S ORANGE JUICE	$3.90	1	$1.99	4	2	1.00CAN	9/29/2005	9/29/2015
2100062441	KRAFT MIDGET COLBY LONGHORN	$5.28	1	$4.09	2	0	16.00OZ	9/29/2005	9/29/2015
2100063381	KRAFT SEMI-ROUND MOZZARELLA	$5.28	1	$4.09	2	0	16.00OZ	9/29/2005	9/29/2015
2500002513	MIN.MAID PREMIUM OJ - COUNTRY	$3.90	2	$3.00	4	0	1.00CAN	9/29/2005	9/29/2015
2500002513	MIN.MAID PREMIUM OJ - COUNTRY	$3.90	2	$3.00	4	1	1.00CAN	9/29/2005	9/29/2015
2500002514	MIN.MAID PREMIUM OJ-PULP FREE	$3.90	2	$3.00	4	0	1.00CAN	9/29/2005	9/29/2015
2500002514	MIN.MAID PREMIUM OJ-PULP FREE	$3.90	2	$3.00	4	1	1.00CAN	9/29/2005	9/29/2015

A * after the Price designates that the selling price exceeds the WIC-allowed Max Price

Claim Report

Reconciliation files (created during EOD) contain information on which APL items were purchased, claimed and settled. The Claim Report contains the following information for each Smart Card WIC EBT claim (for the selected reporting period):

- Transaction Count
- Item Count
- Claim Amount
- Discount Amount
- Date and Time

- Trace No
- PAN (Primary Account Number)
- Claim
- Discount
- PLU No
- Category
- Subcategory
- Units
- Quantity

➢ **To access this report:**

- From the Reports option, select
  Store Reports | Electronic WIC | Claim Report.

Texas Claim Report
Retalix Ongoing Store
6100 Tennyson Pkwy Suite 150 Plano,TX 75024
12345 EBT WIC

Period From: 07/06/2006 To: 07/06/2007

Transaction Count	13
Item Count	31
Claim Amount	$66.33
Discount Amount	$5.99

Record	Date	Time	Trace No.	PAN			Claim	Discount
PLU No	Description			Price	Cat	Subcat	Units	Qty
2	06/14/2007	18:06:34	110224	05077171000801379021			$1.84	$0.25
3610000222	TEXSUN PINK GRAPEFRL			$2.09	4	3	1	1.00
16	06/14/2007	12:45:33	110215	05077171000801379021			$2.05	$0.15
2400016299	DEL MONTE SLICED CARI			$1.05	7	4	1	1.00
8000000120	STARKIST TUNA FILLET-S			$1.15	8	1	1	1.00
17	06/14/2007	12:49:01	110218	05077171000801379021			$3.09	$0.00
7273022110	PRAIRIE FARMS 2% MILK-			$3.09	1	0	1	1.00
2	06/21/2007	13:33:44	110019	05077171000801379021			$2.78	$0.46
3610000222	TEXSUN PINK GRAPEFRL			$2.09	4	3	1	1.00
8000000120	STARKIST TUNA FILLET-S			$1.15	8	1	1	1.00
3	06/21/2007	13:40:51	110020	05077171000801379021			$5.74	$0.64
2100060269	KRFT DEL. AMERICAN CH			$4.29	2	12	1	1.00
3610000222	TEXSUN PINK GRAPEFRL			$2.09	4	3	1	1.00
4	06/21/2007	14:10:06	110025	05077171000801379021			$1.05	$0.00
2400016299	DEL MONTE SLICED CARI			$1.05	7	4	1	1.00
5	06/20/2007	11:02:22	110234	05077171000801379021			$18.78	$3.74
7273021110	PRAIRIE FARMS WHOLE I			$3.09	1	1	1	1.00
2100060269	KRFT DEL. AMERICAN CH			$4.29	2	12	1	1.00
1111060902	Grade A Medium Eggs			$1.65	3	0	1	1.00
3800000120	KELLOGG'S CORN FLAKE			$2.69	5	0	1	18.00
8000000120	STARKIST TUNA FILLET-S			$1.15	8	1	1	1.00
3890000940	DOLE PINE/ORANGE JUIC			$8.76	12	1	4	4.00
4600001113	PET EVAPORATED MILK-1			$0.89	15	7	1	1.00
6	06/20/2007	11:39:10	110236	05077171000801379021			$0.89	$0.00
4600001113	PET EVAPORATED MILK-1			$0.89	15	7	1	1.00
7	06/20/2007	16:31:13	110003	05077171000801379021			$2.69	$0.00
3800000120	KELLOGG'S CORN FLAKE			$2.69	5	0	1	18.00
8	06/20/2007	17:15:30	110004	05077171000801379021			$0.69	$0.00
3940001368	BUSH BLACKEYE PEAS			$0.69	13	1	1	1.00
9	06/20/2007	17:34:21	110009	05077171000801379021			$0.69	$0.00
78162400679	VERDE VALLE LENTILS			$0.69	6	1	1	1.00
1111060902	Grade A Medium Eggs			$1.65	3	0	1	1.00
3610000222	TEXSUN PINK GRAPEFRL			$6.27	4	3	3	3.00
3400040012	REESES PEANUT BUTTEF			$1.99	6	2	1	1.00
10	06/20/2007	17:47:57	110014	05077171000801379021			$2.69	$0.00
3800000120	KELLOGG'S CORN FLAKE			$2.69	5	0	1	18.00
2100060269	KRFT DEL. AMERICAN CH			$4.29	2	12	1	1.00
8000000120	STARKIST TUNA FILLET-S			$1.15	8	1	1	1.00
3940001368	BUSH BLACKEYE PEAS			$0.69	13	1	1	1.00
4600001113	PET EVAPORATED MILK-1			$0.89	15	7	1	1.00
11	06/21/2007	15:16:02	110032	05077171000801379021			$2.09	$0.10
7273022202	PRAIRIE FARMS 2% MILK-			$2.19	1	0	1	0.50
12	06/21/2007	15:38:22	110039	05077171000801379021			$4.48	$0.50
2100060269	KRFT DEL. AMERICAN CH			$4.29	2	12	1	1.00
3940001368	BUSH BLACKEYE PEAS			$0.69	13	1	1	1.00

Reconciliation Report

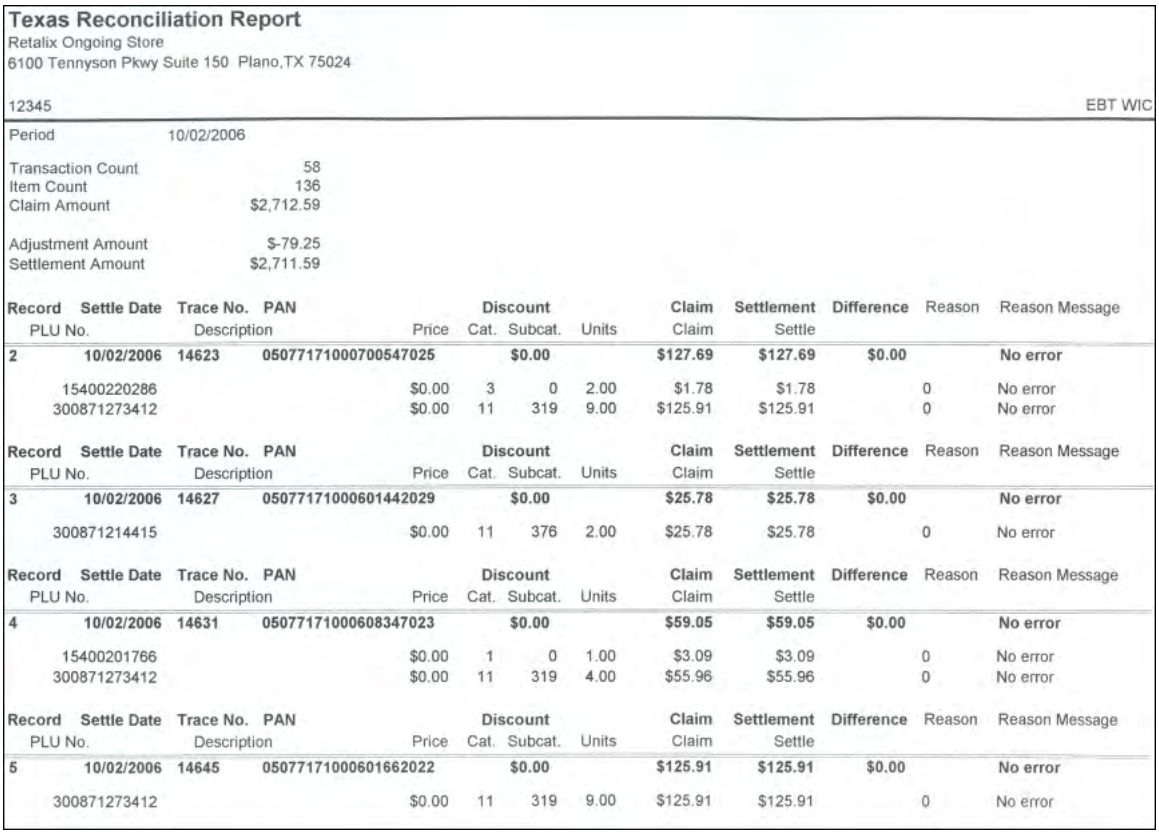
The Reconciliation Report contains the following Smart Card WIC EBT state claim reconciliation information for the selected reporting period.

- Period Date
- Transaction Count
- Item Count
- Discount Amount
- Adjustment Amount
- Settlement Amount
- Record
- Settlement Date
- Trace No
- PAN (Primary Account Number)
- Discount
- Claim
- Settlement
- Adjust (difference between Claim and Settlement Amounts)
- Reason
- Reason Message
- PLU No
- PLU Description
- Price
- Category
- Subcategory
- Units
- Claim

- Settlement
- Adjustment Record
- Date \ Time
- Trace No.
- Adjust Amt
- Reason
- Adjustment Memo

➢ **To access this report:**

- From the Reports option, select
  Store Reports | Electronic WIC | Reconciliation Report.



Texas Reconciliation Report
Retalix Ongoing Store
6100 Tennyson Pkwy Suite 150 Plano,TX 75024

12345 EBT WIC

Period 10/02/2006

Transaction Count	58
Item Count	136
Claim Amount	$2,712.59
Adjustment Amount	$-79.25
Settlement Amount	$2,711.59

Record	Settle Date	Trace No.	PAN	Price	Discount Cat.	Subcat.	Units	Claim	Settlement	Difference	Reason	Reason Message
PLU No.		Description										
2	**10/02/2006**	**14623**	**05077171000700547025**			**$0.00**		**$127.69**	**$127.69**	**$0.00**		**No error**
15400220286				$0.00	3	0	2.00	$1.78	$1.78		0	No error
300871273412				$0.00	11	319	9.00	$125.91	$125.91		0	No error
Record	**Settle Date**	**Trace No.**	**PAN**		**Discount**			**Claim**	**Settlement**	**Difference**	Reason	Reason Message
PLU No.		Description		Price	Cat.	Subcat.	Units	Claim	Settle			
3	**10/02/2006**	**14627**	**05077171000601442029**			**$0.00**		**$25.78**	**$25.78**	**$0.00**		**No error**
300871214415				$0.00	11	376	2.00	$25.78	$25.78		0	No error
Record	**Settle Date**	**Trace No.**	**PAN**		**Discount**			**Claim**	**Settlement**	**Difference**	Reason	Reason Message
PLU No.		Description		Price	Cat.	Subcat.	Units	Claim	Settle			
4	**10/02/2006**	**14631**	**05077171000608347023**			**$0.00**		**$59.05**	**$59.05**	**$0.00**		**No error**
15400201766				$0.00	1	0	1.00	$3.09	$3.09		0	No error
300871273412				$0.00	11	319	4.00	$55.96	$55.96		0	No error
Record	**Settle Date**	**Trace No.**	**PAN**		**Discount**			**Claim**	**Settlement**	**Difference**	Reason	Reason Message
PLU No.		Description		Price	Cat.	Subcat.	Units	Claim	Settle			
5	**10/02/2006**	**14645**	**05077171000601662022**			**$0.00**		**$125.91**	**$125.91**	**$0.00**		**No error**
300871273412				$0.00	11	319	9.00	$125.91	$125.91		0	No error

4

PLU Item Reports

The following PLU Item Reports are available:

PLU Sales by Location Report

PLU Sales Report

PLU Profitability Report

PLU Information Detailed Report

PLU by Hour Report

PLU Not Found Report

Scan Problem Report (Online Report)

Consolidated Add/Loss Sale Items Report

Items Marked for Deletion Report

PLU Period Sales Report

Compare Multiple EAN's Report

PLU Sales by Location Report, page 4-2

PLU Sales Report, page 4-2

PLU Profitability Report page 4-3

PLU Information Detailed Report, page 4-4

PLU by Hour Report, page 4-4

PLU Not Found Report, page 4-5

Scan Problem Report page 4-5

Consolidated Add/Loss Sales Items Report, page 4-6

Items Marked for Deletion Report, page 4-7

PLU Period Sales Report, page 4-9

Compare Multiple EAN's Report, page 4-11

PLU Sales by Location Report

The PLU Sales by Location Report provides the store with details of item sales for selected substores or checkout banks. Items sales are reported using the selected PLU Criteria Selection.

➢ **To access this report**

- From the Reports option, select PLU Item Reports | PLU Sales by Location Report.

Note:

PLU Selection Criteria are predefined groups of PLU Items for reporting and batch creation purposes.

Note:

Substores are groups of checkout banks configured through the POS Configuration Menu's Substore Definition program and must be marked "active" for reporting purposes.

Note:

The General System Parameter "PLU Sales by Location Report in System" (located in the Store \ Front Office \ Reports \ PLU Sales by Location Report folder) must be set to "Yes" in order for ISS45 to populate data for this report.

PLU Sales Report

The PLU Sales Report option enables you to produce several reports containing sales information by PLU items. The PLU Sales Report option allows you to produce standard and user-defined PLU reports, as well as daily, weekly, monthly and yearly history reports.

➢ **To access this report**

- From the Reports option, select PLU Item Reports | PLU Sales Report.

PLU Profitability Report

PLU Profitability Report option enables you to produce reports containing the following details:

- PLU Number
- Description
- Department
- Subdepartment
- Unit Price
- Unit Cost
- Sales Quantity and Amount
- Markup and Margin Percentages

The report may be sorted by some of the following field types:

- PLU Number
- Description
- Department

The report shows details for the following periods:

- Today
- Yesterday
- Week to Yesterday
- Previous Week
- Month to Yesterday
- Previous Month
- Year to Yesterday
- User Defined Period

➢ **To access this report**

- From the Reports option, select PLU Item Reports | PLU Profitability Report.

PLU Information Detailed Report

PLU Information Detailed Report option enables you to produce a report with all the basic setup details. The report produced shows information in the following areas, as appears in PLU Maintenance:

- Basic Setup
- Tax Flags
- General
- Coupon Setting
- Quantity
- Allow Payment by
- Restrictions
- Additional Links
- Price Comparison
- Frequent Shopper
- Shelf Labels

The report may be sorted by some of the following field types:

- PLU Number
- Description
- Department

Details are displayed depending on the selection made in the criteria dialog.

➢ **To access this report**

- From the Reports option, select PLU Item Reports | PLU Information Detailed Report.

PLU by Hour Report

PLU by Hour Report option enables you to produce a report showing the time, date, units sold and revenue earned for all or specific PLUs.

You can specify the start hour in which to start reporting as well as the number of hours which must be shown on the report.

➢ **To access this report**

- From the Reports option, select
  PLU Item Reports | PLU By Hour Report.

PLU Not Found Report

This report lists all items not found in the system. Items that were entered by the cashier at the PoS Terminal but were not in the system's PLU Item file.

➢ **To access this report**

- From the Reports option, select
  PLU Item Reports | PLU Not Found Report.

Scan Problem Report

Whenever scanning problems occur at the PoS Terminal, the system logs all the occurrences and produces a scan problem report. The report shows daily, weekly, monthly or yearly details, depending on the selection made on the criteria window.

Some of the details shown in the report are:

- UPC/PLU Number
- User
- Name
- Location
- Date/Time

➢ **To access this report**

- From the Reports option, select
  PLU Item Reports | Scan Problem Report.

Consolidated Add/Loss Sale Items Report

This option enables you to produce a report containing the following details:

- Item Code
- Item Description
- Sales Count
- Sales Value
- Markdown Value

The report may be sorted by some of the following field types:

- PLU Number
- Description
- Department

Depending on the selection made, the report shows details for the following periods:

- Today
- Yesterday
- Week to Yesterday
- Previous Week
- Month to Yesterday
- Previous Month
- Year to Yesterday
- User Defined Period

➢ **To access this report**

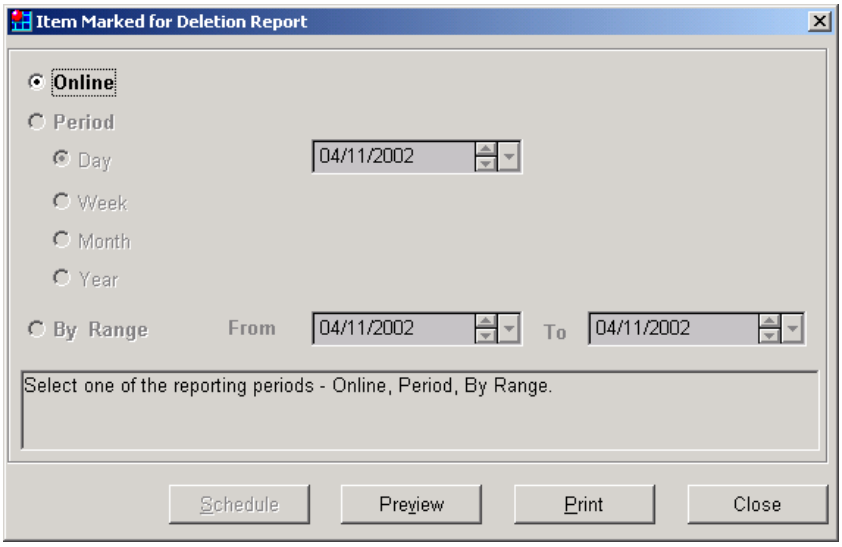
- From the Reports option, select PLU Item Reports | Consolidated Add/Loss Sale Items Report.

Items Marked for Deletion Report

The Items Marked for Deletion Report is used to track all items that were marked for deletion, the origin of deletion, and the date when they will be physically deleted from the database.

➢ **To access this report**

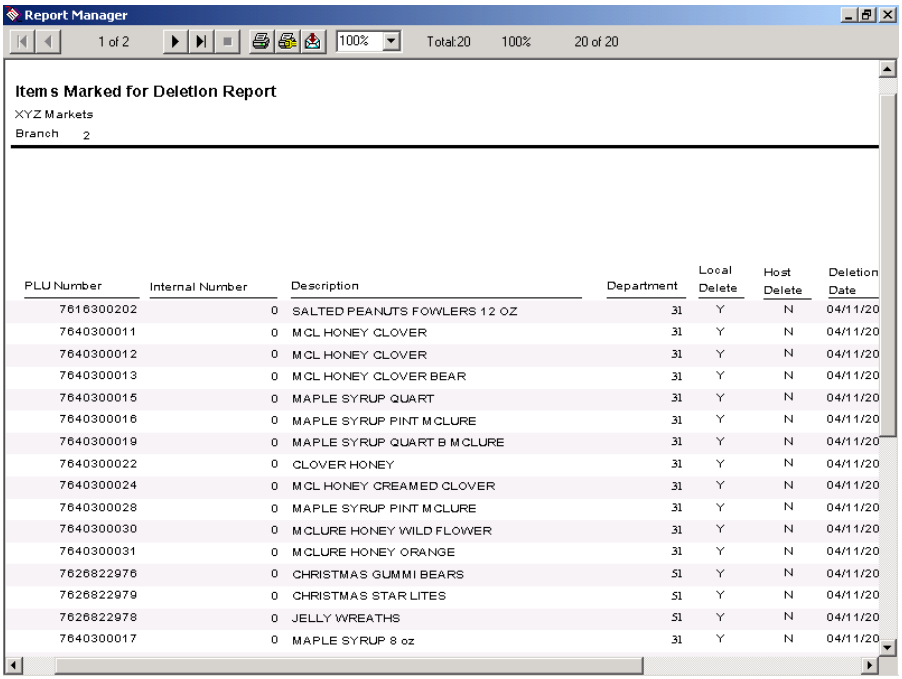
4 From the Reports menu, select PLU Item Reports | Items Marked for Deletion Report. The Items Marked for Deletion Report dialog box is displayed.



Note:

The Online reporting period is automatically selected (the date of the report is set to the current day).

5 Click *Preview*. The Items Marked for Deletion Report is displayed.



PLU Number	Internal Number	Description	Department	Local Delete	Host Delete	Deletion Date
7616300202	0	SALTED PEANUTS FOWLERS 12 OZ	31	Y	N	04/11/20
7640300011	0	MCL HONEY CLOVER	31	Y	N	04/11/20
7640300012	0	MCL HONEY CLOVER	31	Y	N	04/11/20
7640300013	0	MCL HONEY CLOVER BEAR	31	Y	N	04/11/20
7640300015	0	MAPLE SYRUP QUART	31	Y	N	04/11/20
7640300016	0	MAPLE SYRUP PINT MCLURE	31	Y	N	04/11/20
7640300019	0	MAPLE SYRUP QUART B MCLURE	31	Y	N	04/11/20
7640300022	0	CLOVER HONEY	31	Y	N	04/11/20
7640300024	0	MCL HONEY CREAMED CLOVER	31	Y	N	04/11/20
7640300028	0	MAPLE SYRUP PINT MCLURE	31	Y	N	04/11/20
7640300030	0	MCLURE HONEY WILD FLOWER	31	Y	N	04/11/20
7640300031	0	MCLURE HONEY ORANGE	31	Y	N	04/11/20
7626822976	0	CHRISTMAS GUMMI BEARS	51	Y	N	04/11/20
7626822979	0	CHRISTMAS STAR LITES	51	Y	N	04/11/20
7626822978	0	JELLY WREATHS	51	Y	N	04/11/20
7640300017	0	MAPLE SYRUP 8 oz	31	Y	N	04/11/20

Note:

The Internal Number field is only available if the “Internal number in system” parameter has been checked and UPCs are linked together.

6 Click the *Print* icon to print the report.

The report preview displays the following information:

- **PLU Number**: The PLU or UPC number identifying the item.
- **Internal Number**: The item number (PLU or UCP) that is linked to the PLU number.
- **Description**: The item description.
- **Department**: The department number to which the item has been assigned.
- **Local Delete**:

- **Yes**: Indicates that the delete was created locally via PLU Maintenance or PLU Batch.
- **No**: Indicates that the delete was not created locally.

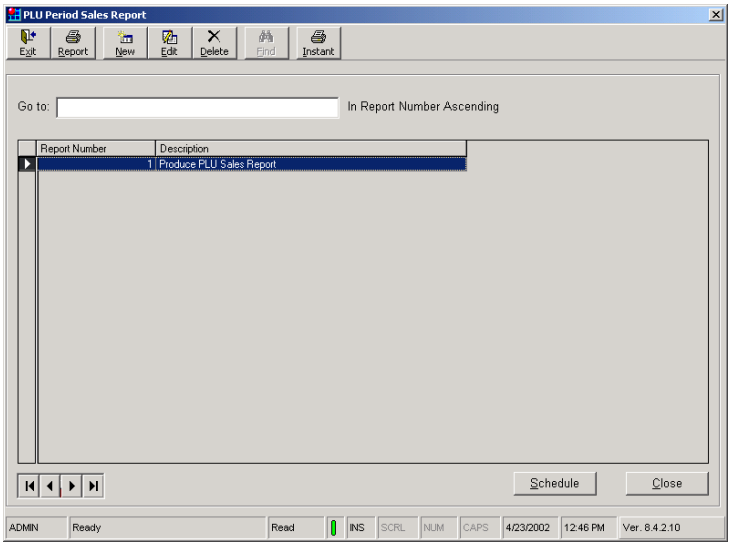
- **Host Delete**:
- **Yes**: Indicates that the host transmitted the delete via a Host PLU Batch.
- **No**: Indicates that delete was not transmitted from host.
- **Deletion Date**: Deletion date based on “X” number of days with no sales.
- **Last Sale Date**: Last date item was sold.
- **Expected Final Deletion Date**: Expected final deletion date regardless of the number of days with zero sales.

PLU Period Sales Report

The PLU Period Sales Report feature allows you to create a variety of item file reports which display a range of items with current selling price, quantity of units sold, amount of sales for today and week-to-now.

➢ **To access this report**

1 From the Reports menu, select PLU Item Reports | PLU Period Sales Report. The PLU Period Sales Report dialog box is displayed.



2 Click the *New* icon to create a new report or select an existing report from the list.

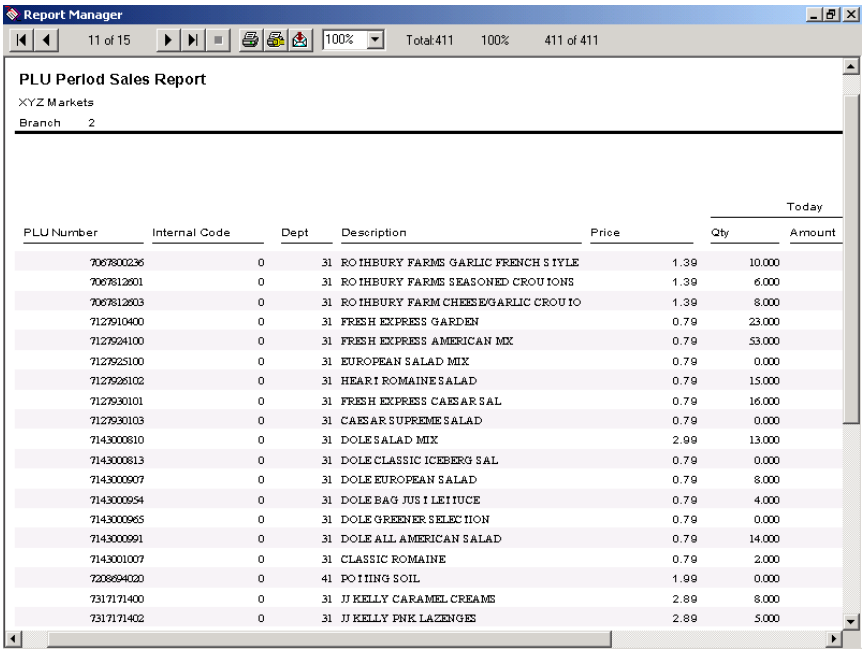
The report may be sorted by some of the following field types:

- PLU Number
- Description
- Department

Details are displayed depending on the selection made in the criteria dialog.

3 Click *Schedule* to activate the Report Schedule Definition option (refer to Chapter 12, *Report Schedule Definition*, for details).

4 Click *Preview*. The PLU Period Sales Report is displayed.



Note:

The Internal Number field is only available if the “Internal number in system” parameter has been checked and UPCs are linked together.

5 Click the *Print* icon to print the report.

The report preview displays the following information:

- **PLU Number**: The PLU or UPC number identifying the item.
- **Internal Number**: The item number (PLU or UPC) that is linked to the PLU number.
- **Department Number**: The department number to which the item has been assigned.
- **Description**: The item description.
- **Price**: The item's selling price.
- **Today**: Displays the quantity and amount of items sold since the last end-of-day (EOD).
- **Week to Now**: Displays the quantity and amount of items sold since the last end-of-week.

Compare Multiple EAN's Report

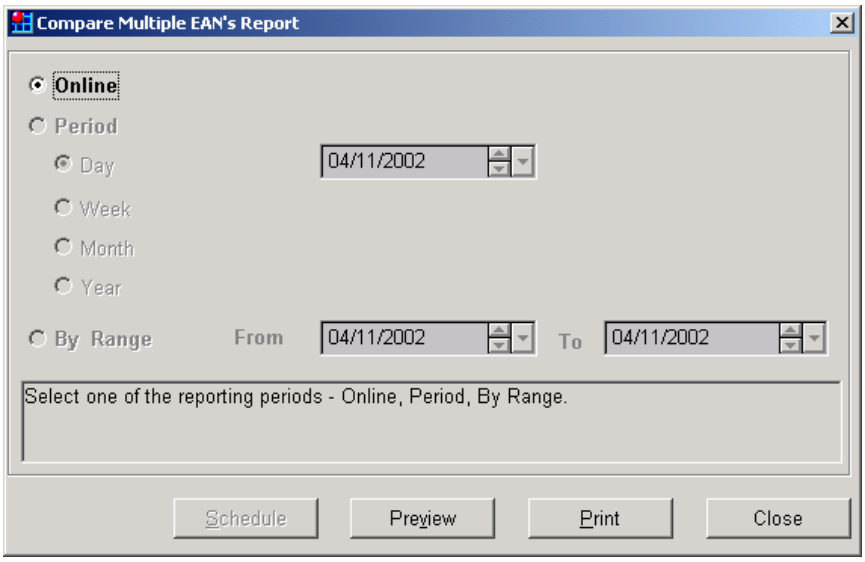
The Compare Multiple EAN's Report displays items that have been linked together through an Internal Code Number. The items in this report are grouped together by their common internal code number. For each item, the main item record attributes are listed (UPC number, department, price, tax flags, etc.,). This report collects data only if the Internal Code feature is enabled.

Note:

The system parameters to track Internal Codes are located in the chapter *Front Office Configuration*, in the *System Administrative Reference* guide.

➢ **To access this report**

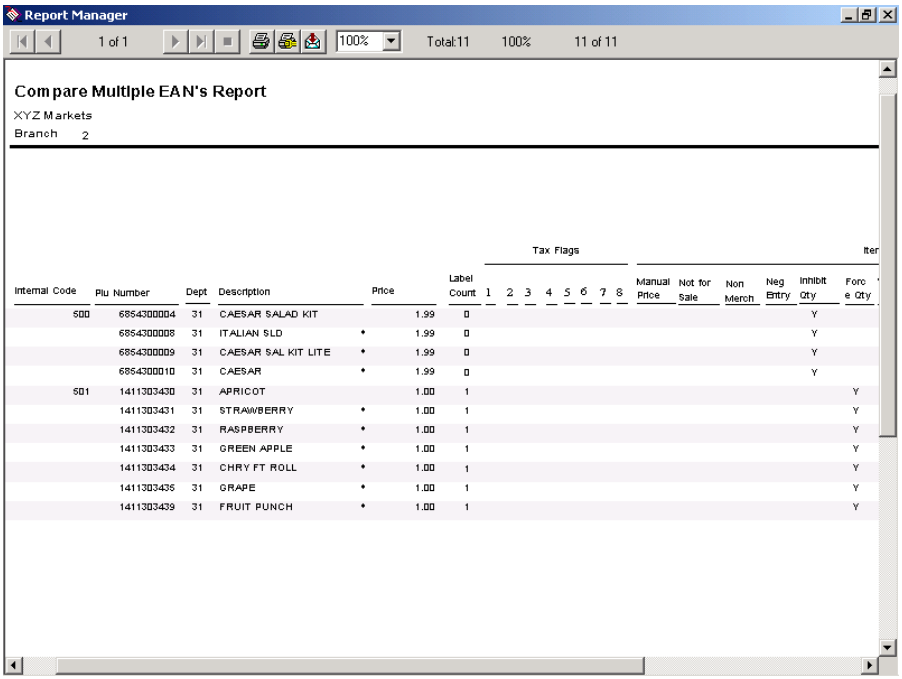
1 From the Reports menu, select PLU Item Reports | Compare Multiple EAN's Report. The Compare Multiple EAN's Report dialog box is displayed.



Note:

The Online reporting period is automatically selected (the date of the report is set to the current day).

2 Click *Preview*. The Compare Multiple EAN's Report is displayed.



Note:

The Internal Number field is only available if the "Internal number in system" parameter has been checked and UPCs are linked together.

3 Click the *Print* icon to print the report.

The report preview displays the following information:

- **Internal Number**: The internal number (EAN, UPC or PLU code) that links together a group of items (EAN, UPC or PLUs) together.
- **PLU Number**: The PLU or UPC number identifying the item.
- **Department**: The department number to which the item has been assigned.
- **Description**: The item description.
- **Price**: The item's selling price.
- **Item Record Flags**: Item attributes such as tax flags, forced quantity, weighed item, and prohibit discount.

Note:

Reference the chapter *PLU Management*, in the *Office User's Guide*, for specific item record field definitions.

5

Cashier Reports

The Cashier Reports option allows you to produce reports on recent cashier activities.

The following Reports are available:

Cashier Report

Cashier Tender Report

Cashier Tender Summary Report

Over Limit Cashier Report

Operator Trial Balance

Cashier Pickup and Loan Report

Cashier Over/Short Report

Cashier Over/Short Report by Media

Cashier Coupons Report

Cashier Returns/Refunds Report

Cashier Voids and Error Corrections Report

Itemized Check Report by Cashier

Cashier Security Report

Cashier Sales/Item Report

Cashier Performance Report

Cashier Performance Profile

Cashier Effectiveness Report

Cashier Training Mode Report

Active Cashier Report

Cashier History Sign On Report

Cashier Report, page 5-3

Cashier Tender Report, page 5-3

Cashier Tender Summary Report, page 5-4

Over Limit Cashier Report, page 5-4

Operator Trial Balance, page 5-4

Cashier Pickup and Loan Report, page 5-5

Cashier Over/Short Report, page 5-5

Cashier Over/Short Report by Media, page 5-6

Cashier Coupons Report, page 5-6

Cashier Returns/Refunds Report, page 5-7

Cashier Voids and Error Corrections Report, page 5-8

Itemized Check Report by Cashier, page 5-9

Cashier Security Report, page 5-9

Cashier Sales/Item Report, page 5-10

Cashier Performance Report, page 5-10

Cashier Performance Profile, page 5-11

Cashier Effectiveness Report, page 5-11

Cashier Training Mode Report, page 5-12

Active Cashier Report, page 5-14

Cashier Sign On History Report, page 5-15

Cashier Report

This option allows you to create a report on recent cashier activity, since last cashier lock or Z. If the system is set up to use enhanced cashier/store balancing, the cashier report can be zeroed only during the End of Day process.

➢ **To access this report**

- From the Reports option, select Cashier Reports | Cashier Report.

Cashier Tender Report

This report allows you to view the total amount of money expected by each cashier during a specified period. Other criteria shown are number of customers, number of items, number of coupons processed, the tax exempt total and sales per cashier. For each tender type the following is listed:

- Sales
- Total Loans
- Pickups
- Total
- Declared
- Over / Short
- Percentage Over / Short

➢ **To access this report**

- From the Reports option, select Cashier Reports | Cashier Tender Report.

Cashier Tender Summary Report

This report allows you to view the total amount of tender for all cashiers during a specified period. Other criteria shown are total number of customers, number of items, number of coupons processed, the tax exempt amount and sales. For each tender type the following is listed:

- Sales
- Total Loans
- Pickups
- Total
- Declared
- Over / Short
- Percentage Over /Short

➢ **To access this report**

- From the Reports option, select
  Cashier Reports | Cashier Tender Summary Report.

Over Limit Cashier Report

The Over Limit Cashier Report shows which cashiers have more cash (media) in their drawer than the amount specified in the Cash in Drawer Limit parameter. The report shows the actual amount in the cash drawer, indicates whether or not the cashier is signed-on, and the active PoS number.

➢ **To access this report**

- From the Reports option, select
  Cashier Reports | Over Limit Cashiers Report.

Operator Trial Balance

Use this option to create a report for a range of cashiers, and for the current period, previous period, or a specified range of dates. Print this report after cashier declarations to see a summary of

declared amounts and quantities versus expected amounts and quantities. In addition, the report details cashier over and short amounts and percentages. All information is displayed by tender type and total.

➢ **To access this report**

- From the Reports option, select
  Cashier Reports | Operator Trial Balance Report.

Cashier Pickup and Loan Report

This option allows you to view or print a report listing all pickup and loan transactions from the cash drawer of a specified cashier. When no pickup and loan transactions have been recorded, the report shows the message 'No Transactions for Pickup and Loan'.

➢ **To access this report**

- From the Reports option, select
  Cashier Reports | Cashier Detailed Pickup and Loan Report.

Cashier Over/Short Report

This option allows you to view cashier over and short amounts for the following periods:

- Current Day
- Previous Day
- Weekly
- Previous Week
- Monthly
- Previous Month
- Yearly

➢ **To access this report**

- From the Reports option, select
  Cashier Reports | Cashier Over/Short Report.

Note:

If the General System Parameter "Cashier / POS Over \ Short Report Type" (located in the Store \ Front Office \ Reports \ Cashier / POS Over \ Short Report folder) is set to "Day", the report will be generated on a "per day" basis (and the Cashier Over/Short by Media will be disabled). If set to "Shift", the report will be generated on a "per shift" basis (and the Cashier Over/Short by Media will be enabled.). To utilize the Shift Accountability feature, the "Keep Data After Cashier/POS Locking (do not erase)" parameter (under Store \ Cash Office \ Function Parameters \ Cashier / POS Locking Parameters folder) must be set to "Yes".

Cashier Over/Short by Media Report

ISS45 can also provide Cashier Over/Short Reports "per shift" (for each media type) for employees who have two or more shifts declared on the same business day. To implement this feature, the General System Parameter "Keep data after cashier/POS locking (do not erase)" located in the Store \ Cash Office \ Function Parameters \ Cashier/POS Locking Parameters folder must be set to "Yes".

Note:

To utilize the Shift Accountability feature Delayed Balancing must be disabled (i.e. The General System Parameter "Allow delayed cashier / POST balancing" located in the Store \ Cash Office \ Cashier Balancing Period Parameters folder must be set to "No").

The amount of historical shift data available to report on is controlled by the General System Parameter "Number of history shift for cashier/POS history tables" (located in the Store \ Front Office \ End of Day \ Archive folder).

Use this report to view declared (and locked) cashier over and short amounts, by media type and by shift, for historical reporting purposes. The report displays the Over/Short Amounts for declared and locked shifts and the Unsettled Amounts for unlocked shifts.

➢ **To access this report**

- From the Reports option, select Cashier Reports | Cashier Over/Short by Media Report.

Note:

Tenders that have been flagged to "Exclude from media reports" (under the General Parameters Tab in Tender Maintenance) will not be included in the Cashier Over/Short Reports.

Note:

If the General System Parameter "Cashier / POS Over \ Short Report Type" (located in the Store \ Front Office \ Reports \ Cashier / POS Over \ Short Report folder) is set to "Day", the Cashier Over/Short by Media will be disabled.

Cashier Coupons Report

Use this report to view the total value and number of vendor, store and bonus coupons taken during a period by each cashier. You may select to view the report by range of dates or by a specific date for the following periods:

- Daily
- Weekly
- Monthly
- Yearly

The Cashier Coupons Report is also available as an online report.

➢ **To access this report**

- From the Reports option, select Cashier Reports | Cashier Coupons Report.

Cashier Returns / Refunds Report

Use this report to view information on the total number and value of returns/refunds done by cashier for all cashiers. For each cashier the following information is provided:

- Merchandise Returns (Quantity and Amount)
- Percentage of Merchandise Returns to Sales
- Bottle Refunds (Quantity and Amount)
- Percentage of Bottle Refunds to Sales
- Audit Actions (Quantity and Amount)

- Percentage of Audit Actions to Sales
- Number of No Sale Transactions

Note:

Audit Actions are merchandise returns for a specific item – for example, an item recall.

In the report criteria window you may choose to view the report by a range of dates or by a specific date for the following periods.

- Daily
- Weekly
- Monthly
- Yearly

The Cashier Returns/Refunds Report is also available as an online report.

➢ **To access this report**

- From the reports options, select Cashier Reports | Cashier Returns/Refunds Report.

Cashier Voids and Error Corrections Report

Use this report to obtain information regarding cashier voids. The report will show you the following:

- Total of all voids done during the period
- Number of voids
- Average amount of void
- Percentage of voids to sales
- Total of line voids (“void item” or “subtract item”) done during the period
- Number of line voids
- Percentage of line voids to sales
- Total of error corrects done during the period
- Number or error corrects
- Percentage of error corrects to sales

The Error Correction calculations are made using all cancel lasts (void lasts) and voided tickets per cashier. These calculations do not include post-voided tickets.

The Cashier Voids and Error Corrections Report may be viewed as an online report or by specific range of dates.

➢ **To access this report**

- From the Reports option, select
  Cashier Reports | Cashier Voids and Error Correction Report.

Itemized Check Report by Cashier

This report prints the details of payments received by check, on a check-by-check basis. This information is reported per cashier.

The Itemized Check Report by Cashier Report may be viewed for a specific cashier or all cashiers. It can be displayed as an online report or by specific range of dates.

➢ **To access this report**

- From the Reports option, select
  Cashier Reports | Itemized Check Report By Cashier.

Cashier Security Report

This report enables you to view the time each cashier signed on, as well as the count and value for refunds, voids and coupons.

The Cashier Security Report may be viewed as an online report or by specific range of dates.

➢ **To access this report**

- From the Reports option, select
  Cashier Reports | Cashier Security Report.

Cashier Sales / Item Report

This report enables you to view item sales information for all cashiers.

You may view this report online or by specific range of dates. It also shows the following periods, depending on the selection made in the criteria window:

- Daily
- Weekly
- Monthly
- Yearly

➢ **To access this report**

- From the Reports option, select
  Cashier Reports | Cashier Sales/Item Report.

Cashier Performance Report

Use this report to monitor cashier time and performance at the terminal. It also provides information concerning the numbers of items handled per cashier. You can view this report online. It shows cashier information for today, for signed-on cashiers as well as cashiers who worked and then signed off.

You may also view this report a for specific range of dates or by the following periods:

- Daily
- Weekly
- Monthly

➢ **To access this report**

- From the Reports option, select
  Cashier Reports | Cashier Performance Report.

Cashier Performance Profile

This report allows you to monitor cashier sales as well as the number of times a cashier signs off, the total number of sign-on hours etc. Store statistics such as percentage of orders (express and regular) appear in this report.

In the Criteria section of this report, you may select to view the report online, by a range of specific dates, or for one of the following periods:

- Daily
- Weekly
- Monthly
- Yearly

➢ **To access this report**

- From the Reports option, select Cashier Reports | Cashier Performance Profile.

Cashier Effectiveness Report

This report allows you to view how effective and productive each cashier is in a trading day. The report calculates such information as the number of customers each cashier served, how many items per minute went through at the checkout, percentage of customers who paid by check and many more details.

In the Criteria section of this report, you may select to view the report online, by a specific range of dates or for one of the following periods:

- Daily
- Weekly
- Monthly
- Yearly

➢ **To access this report**

- From the Reports option, select
Cashier Reports | Cashier Effectiveness Report.

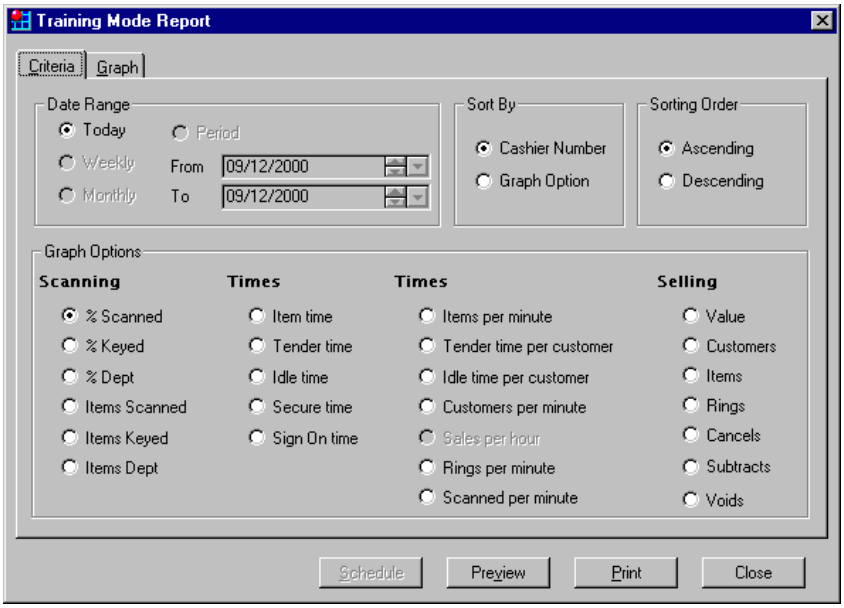
Cashier Training Mode Report

Use this report to monitor cashier time and performance in Training mode at the PoS Terminal.

This report enables a store manager to change a PoS terminal from Cashier mode to training mode. Training mode enables a manager to monitor the effectiveness and performance of a cashier. The report can also be displayed in graph form.

➢ **To access this report**

1 From the Reports menu, select Cashier Reports | Training Mode Report. The Training Mode Report dialog box is displayed.



2 In the Criteria tab, select a date range:

- Today
- Weekly

- Monthly
- Period

3 Select the Sort By option:

- Cashier Number
- Graph Option

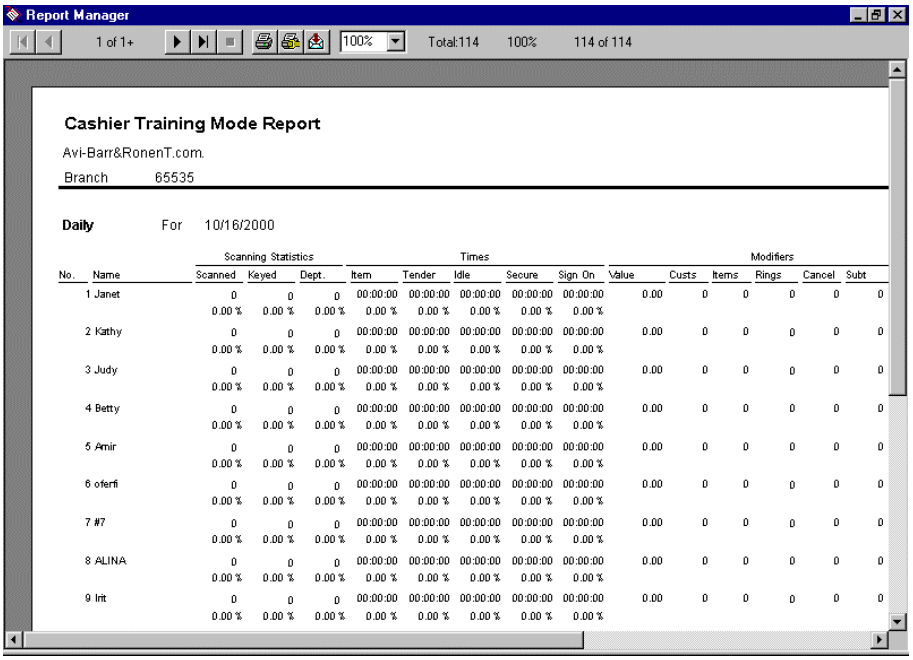
4 Select the Sorting Order option:

- Ascending
- Descending

5 Select the required Graph Options.

6 Select the *Graph* tab to display the graph.

7 Click either *Preview*. The Training Mode Report is displayed, as shown below:



8 Click the *Print* icon to print the report.

The report produced displays information on the following areas:

- **Scanning Statistics**: The percentage of items scanned and keyed per minute during the training period.

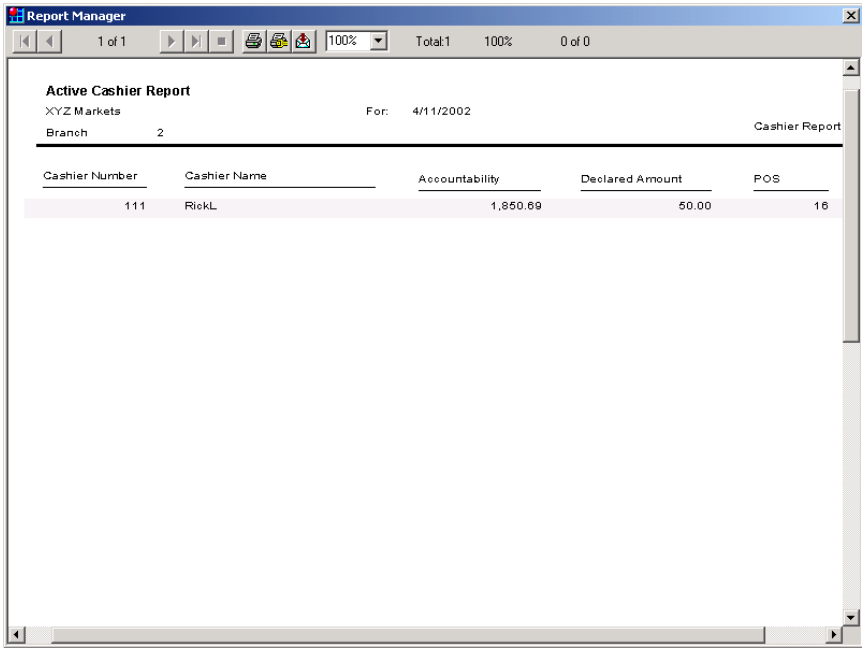
- **Times Percents**: The breakdown of tasks displayed as a percentage of the total training period.
- **Times Statistics**: Efficiency criteria for sales per minute/hour, used to monitor the processing speed of a cashier.
- **Selling Modifiers**: The total number of transactions made during the training period, for example, cancellations, voids, and so on.

Active Cashier Report

The Active Cashier Report lists all cashiers who have signed on a PoS terminal during the current day. For each cashier, the cashier number, name, total accountable amount, total declared amount and PoS terminal number is displayed.

➢ **To access this report**

1 From the Reports menu, select Cashier Reports | Active Cashier Report. The Active Cashier Report is displayed.



2 Click the *Print* icon to print the report.

The report produced displays information on the following areas:

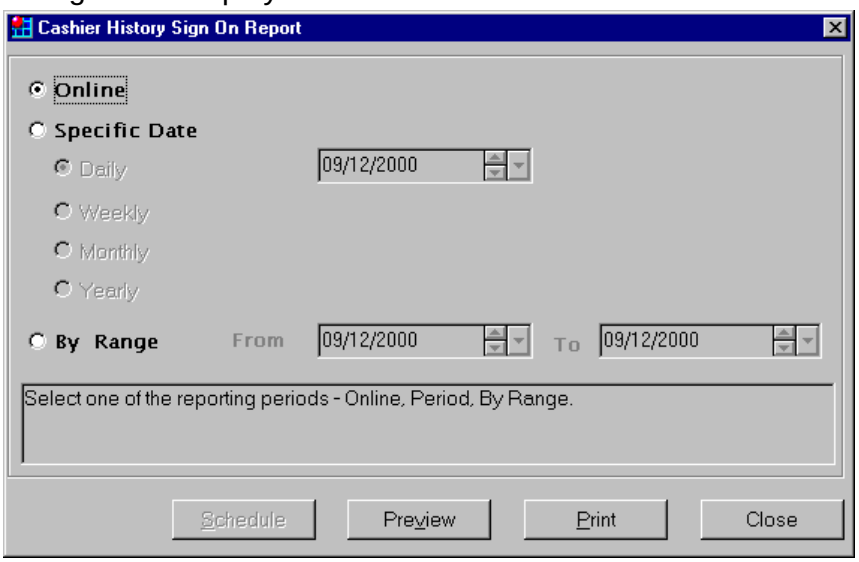
- **Cashier Number**: The unique cashier identity number.
- **Cashier Name**: The name of the cashier.
- **Accountability**: The expected accountable of media calculated by the system.
- **Declared Amount**: The total amount of declared media.
- **POS**: The PoS terminal number at which the cashier is signed on.

Cashier Sign On History Report

The information in this report includes the beginning and end dates and times that a cashier worked on a particular PoS terminal during a particular shift. The ticket number, meaning the range of transaction numbers that were performed during the shift, is also reviewed in this report.

➢ **To access this report**

1 From the Reports menu, select Cashier Reports | Cashier Sign On History Report. The Cashier History Sign On Report dialog box is displayed.

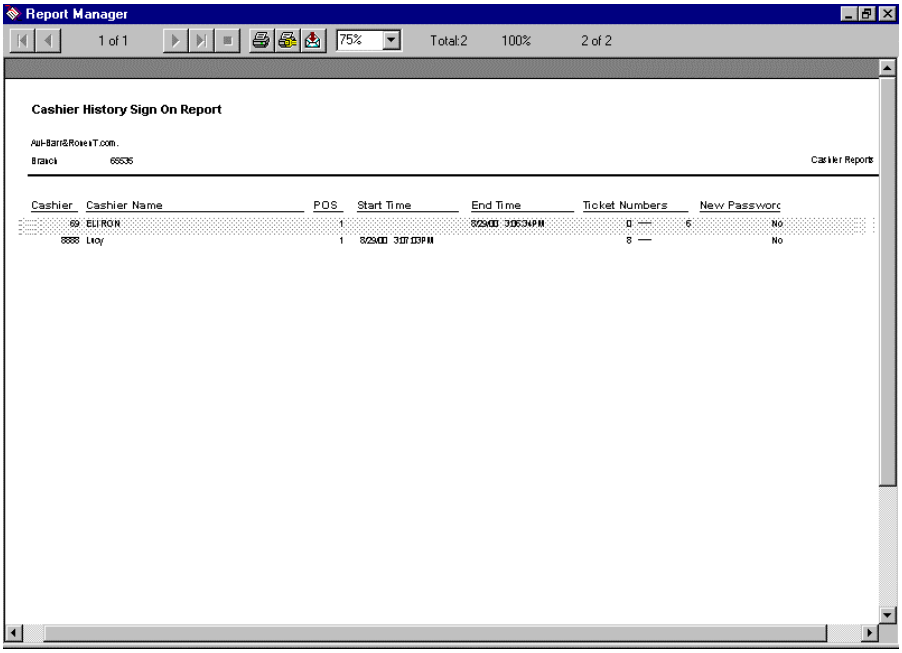


2 Select one of the following reporting periods:

- Online

- Specific Date
- By Range

3 Click *Preview.* The Cashier History Sign On report is displayed, as shown below:



4 Click the *Print* icon to print the report.

The report produced displays information on the following areas:

- **Cashier**: The unique cashier identity number.
- **Cashier Name**: The name of the cashier.
- **POS**: The PoS terminal number at which the cashier signed on.
- **Start Time**: The start time of the cashier's shift.
- **End Time**: The end time of the cashier's shift.
- **Ticket Numbers**: The range of transaction numbers that were performed during the shift.
- **New Password**:

- **Yes**: Indicates that a new password was entered.
- **No**: Indicates that no new password was entered.

6

POS Reports

The options in this menu allow you to produce reports relevant to the PoS Terminal.

Cashier specific information is not displayed on these reports.

The following POS Reports are available:

POS Report

Over Limit POS Report

POS Trial Balance

POS Pickup and Loan Report

POS Over/Short Report

POS Over/Short Report by Media

POS Performance Profile Report

POS Effectiveness Report

Itemized Check Report by POS

Customer by Location Report

Location Report

POS Tender Report

POS Tender Summary Report

POS Coupons Report

POS Returns/Refunds Report

POS Report, page 6-3

Over Limit POS Report, page 6-3

POS Trial Balance, page 6-3

POS Pickup and Loan Report, page 6-4

POS Over/Short Report, page 6-4

POS Over/Short Report by Media, page 6-5

POS Performance Profile Report, page 6-5

POS Effectiveness Report, page 6-6

Itemized Check Report by POS, page 6-7

Customer by Location Report, page 6-7

Location Report, page 6-8

POS Tender Report, page 6-10

POS Tender Summary Report, page 6-10

POS Coupons Report, page 6-11

POS Returns/Refunds Report, page 6-12

POS Voids and Error Corrections Report

POS Security Report

POS Voids and Error Corrections Report, page 6-13

POS Security Report, page 6-13

POS Report

This option allows you to view or print a report on recent PoS terminal activity, since the last PoS lock or Z. If the system is set up to use enhanced cashier/store balancing, the PoS report can be zeroed only during the End of Day process.

➢ **To access this report**

- From the Reports option, select POS Reports | POS Report.

Over Limit POS Report

This report shows which PoS terminals have more cash (media) in their drawer than the amount specified in the Cash in Drawer Limit parameter. The report shows the actual amount in the cash drawer, indicates whether or not a cashier is signed-on, and the active PoS terminal number.

➢ **To access this report**

- From the Reports option, select POS Reports | Over Limit POS Report.

POS Trial Balance

Use this option to create a report for a range of PoS terminals, and for the current period, previous period or a specified range of dates. Print this report after terminal declarations to see a summary of declared amounts and quantities versus expected amounts and quantities. In addition the report details terminal over and short amounts and percentages. All information is displayed by tender type and total.

➢ **To access this report**

- From the Reports option, select POS Reports | POS Trial Balance.

POS Pickup and Loan Report

This option allows you to view or print a report listing all pickup and loan transactions from the cash drawer of a specified PoS terminal. When no pickup and loan transactions have been recorded, the report shows the message "No Transactions for Pickup and Loan".

➢ **To access this report**

- From the Reports option, select POS Reports | POS Pickup Report.

POS Over / Short Report

This option allows you to view PoS terminal over and short amounts for the following periods:

- Current Day
- Previous Day
- Weekly
- Previous Week
- Monthly
- Previous Month
- Yearly

➢ **To access this report**

- From the Reports option, select POS Reports | POS Over/Short Report.

Note:

If the General System Parameter "Cashier / POS Over \ Short Report Type" (located in the Store \ Front Office \ Reports \ Cashier / POS Over \ Short Report folder) is set to "Day", the report will be generated on a "per day" basis (and the POS Over/Short by Media will be disabled). If set to "Shift", the report will be generated on a "per shift" basis (and the POS Over/Short by Media will be enabled). To utilize the Shift Accountability feature, the "Keep Data After Cashier/POS Locking" parameter (under Store \ Cash Office \ Function Parameters \ Cashier / POS Locking Parameters folder) must be set to "Yes".

POS Over/Short by Media Report

ISS45 can also provide POS Over/Short Reports "per shift" (for each media type) for POS terminals who have two or more shifts declared on the same business day. To implement this feature, the General System Parameter "Keep data after cashier/POS locking (do not erase)" located in the Store \ Cash Office \ Function Parameters \ Cashier/POS Locking Parameters folder must be set to "Yes".

Note:

To utilize the Shift Accountability feature Delayed Balancing must be disabled (i.e. The General System Parameter "Allow delayed cashier / POST balancing" located in the Store \ Cash Office \ Cashier Balancing Period Parameters folder must be set to "No").

The amount of historical shift data available to report on is controlled by the General System Parameter "Number of history shift for cashier/POS history tables" (located in the Store \ Front Office \ End of Day \ Archive folder).

Use this report to view declared (and locked) POS over and short amounts, by media type and by shift, for historical reporting purposes. The report displays the Over/Short Amounts for declared and locked shifts and the Unsettled Amounts for unlocked shifts.

➢ **To access this report**

- From the Reports option, select POS Reports | POS Over/Short by Media Report.

Note:

Tenders that have been flagged to “Exclude from media reports” (under the General Parameters Tab in Tender Maintenance) will not be included in the POS Over/Short Reports.

Note:

If the General System Parameter “Cashier / POS Over \ Short Report Type” (located in the Store \ Front Office \ Reports \ Cashier / POS Over \ Short Report folder) is set to “Day”, the POS Over/Short by Media will be disabled.

POS Performance Profile Report

This report allows you to monitor sales per PoS terminal as well as the number of times a cashier signs off, the total number of signed-on hours etc. Store statistics such as percentage of orders (express and regular) appear in this report. The cashier's performance at the terminal is called 'Effectiveness Rating' which is calculated by dividing the store's average number of seconds per order by the cashier's average number of seconds per order.

In the Criteria section of this report, you may select to view the report online or by specific date for one of the following periods:

- Daily
- Weekly
- Monthly
- Yearly

➢ **To access this report**

- From the Reports option, select
  POS Reports | POS Performance Profile Report.

POS Effectiveness Report

This report allows you to view how effective and productive a PoS terminal is in a trading day. The report calculates such information as the number of customers served at each PoS terminal, how many items per minute were scanned or entered at the checkout, percentage of customers who paid by check and many more details.

In the Criteria section of this report, you may select to view the report online or by specific date for one of the following periods:

- Daily
- Weekly
- Monthly
- Yearly

➢ **To access this report**

- From the Reports option, select
  POS Reports | POS Effectiveness Report.

Itemized Check Report by POS

The Itemized Check Report by POS prints the details of payments received by check, on a check-by-check basis. This information is reported per PoS terminal.

➢ **To access this report**

- From the Reports option, select
  POS Reports | Itemized Check Report By POS.

  This report is only available with PoS Terminal accountability.

Customer by Location Report

Report shows the following details:

- Location
- Merchandise Sales Customer
- Miscellaneous Income Customer
- Paid Out Customer
- Total Customers

➢ **To access this report**

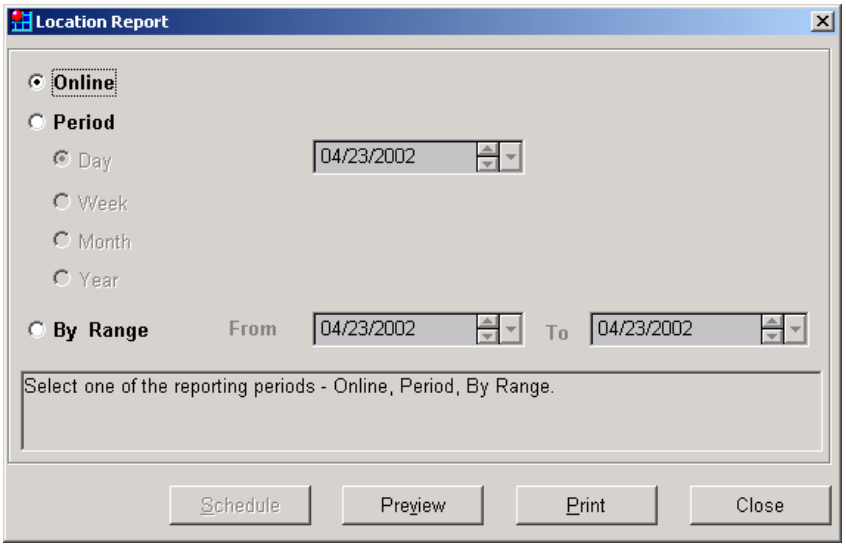
From the Reports option, select
POS Reports | Customer By Location Report.

Location Report

The Location Report lists by PoS terminal, all cashier sign-on and sign-off activity. The information in this report includes the beginning and end dates and times that a cashier worked on a particular PoS terminal during a particular shift. The ticket number, meaning the range of transaction numbers that were performed during the shift, is also reviewed in this report.

➢ **To access this report**

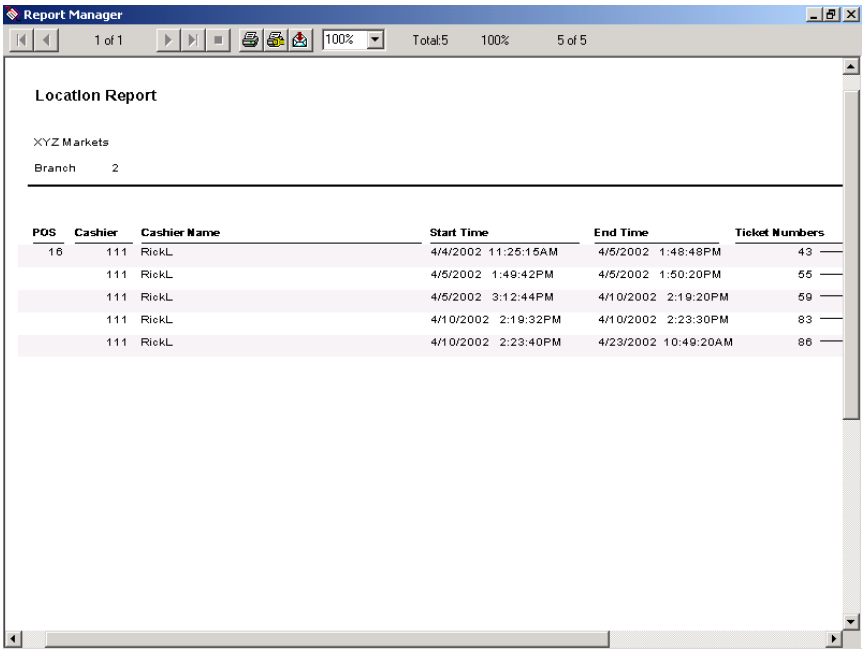
3 From the Reports menu, select POS Reports | Location Report. The Location Report dialog box is displayed.



4 Select one of the following reporting periods:

- Online
- Specific Date
- By Range

5 Click *Preview.* The Location Report is displayed, as shown below:



6 Click the Print icon to print the report.

The report produced displays information on the following areas:

- **POS**: The PoS terminal number where the cashier signed on.
- **Cashier**: The unique cashier identity number.
- **Cashier Name**: The name of the cashier.
- **Start Time**: The start time of the cashier's shift.
- **End Time**: The end time of the cashier's shift.
- **Ticket Numbers**: The range of transactions numbers (e.g., sales orders, sign-on, and sign-offs) that were performed during the shift.
- **Sign-Off type**: The type of sign-off the was performed (e.g., sign-off from sales, forced sign-off, etc.)
- **New Password**:
  - **Yes**: Indicates that a new password was entered.
  - **No**: Indicates that no new password was entered.

POS Tender Report

The POS Tender Report allows you to view the total amount of money expected by each PoS terminal during a specified period. Other criteria shown are number of customers, number of items, number of coupons processed, tax exempt total and sales per PoS terminal. For each tender type the following is listed:

- Sales
- Total Loans
- Pickups
- Total
- Declared
- Over / Short
- Percentage Over / Short

This report is available with PoS Terminal accountability.

➢ **To access this report**

- From the Reports option, select POS Reports | POS Tender Report.

POS Tender Summary Report

The POS Tender Summary Report allows you to view the total amount of tender for all PoS terminals during a specified period. Other criteria shown are total number of customers, number of items, number of coupons processed, the tax exempt amount and sales. For each tender type the following is listed:

- Sales
- Total Loans
- Pickups
- Total
- Declared
- Over / Short
- Percentage Over /Short

This report is available with PoS Terminal accountability.

➢ **To access this report**

- From the Reports option, select
  POS Reports | POS Tender Summary Report.

POS Coupons Report

The POS Coupons Report lists the total value and number of vendor, store and bonus coupons taken during a specified period at each PoS terminal for all terminals.

You may select to view the report online or by a range of dates. It also shows data for the following periods, depending on the selection make in the criteria window.

- Daily
- Weekly
- Monthly
- Yearly

This report is available with PoS Terminal accountability.

➢ **To access this report**

- From the Reports option, select
  POS Reports | POS Coupons Report.

POS Returns / Refunds Report

The POS Returns/Refunds Report lists information on the total number and value of returns/refunds done at each PoS terminal for all terminals. For each PoS terminal, the following information is provided:

- Merchandise Returns (Quantity and Amount)
- Percentage of Merchandise Returns to Sales
- Bottle Refunds (Quantity and Amount)
- Percentage of Bottle Refunds to Sales
- Audit Actions (Quantity and Amount)
- Percentage of Audit Actions to Sales
- Number of No Sale Transactions

Note:

Audit Actions are merchandise returns for a specific item – for example, an item recall.

In the report criteria window you may choose to view the report online, by a range of dates or by a specific date for the following periods.

- Daily
- Weekly
- Monthly
- Yearly

This report is available with PoS Terminal accountability.

➢ **To access this report**

- From the Reports option, select
  POS Reports | POS Returns / Refunds Report.

POS Voids and Error Corrections Report

The POS Voids and Error Corrections Report provides information regarding voids and error corrections performed at the POS terminal. The report displays the following:

- Total of all voids done during the period
- Number of voids
- Average amount of void
- Percentage of voids to sales
- Total of line voids ("void item" or "subtract item") done during the period
- Number of line voids
- Percentage of line voids to sales
- Total of error corrects done during the period
- Number or error corrects
- Percentage of error corrects to sales

The Error Correction calculations are made using all cancel lasts (void lasts) and voided tickets per terminal. These calculations do not include post-voided tickets.

The Cashier Voids and Error Correction Report may be viewed as an online report or by specific range of dates.

This report is available with PoS Terminal accountability.

➢ **To access this report**

- From the Reports option, select POS Reports | POS Voids and Error Corrections Report.

POS Security Report

The POS Security Report enables you to view the sign-on time per PoS terminal, as well as the count and value for refunds, voids and coupons.

In the report criteria window you may choose to view the report online, by a range of dates or by a specific date for the following periods.

- Daily
- Weekly
- Monthly
- Yearly

This report is available with PoS Terminal accountability.

➢ **To access this report**

- From the Reports option, select POS Reports | POS Security Report.

7

Productivity Reports

The following Reports are available:

Online Hourly Productivity

Customer Activity Report

Branch Performance

Hourly Productivity by Department Report

Scanning Reports

Cashier Scan Report

Department Scan Report

POS Scan Report

Department Scan Report by Terminal'

Cashier Scan Report by Terminal

Department Scan Report by Cashier

Online Hourly Productivity, page 7-2

Customer Activity Report, page 7-2

Branch Performance, page 7-5

Hourly Productivity by Department Report, page 7-6

Scanning Reports, page 7-10

Cashier Scan Report, page 7-10

Department Scan Report, page 7-11

POS Scan Report, page 7-11

Department Scan Report by Terminal, page 7-11

Cashier Scan Report by Terminal, page 7-12

Department Scan Report by Cashier, page 7-12

Online Hourly Productivity

This section allows you to produce a report containing online, real-time productivity data for each hour of the day and summary totals.

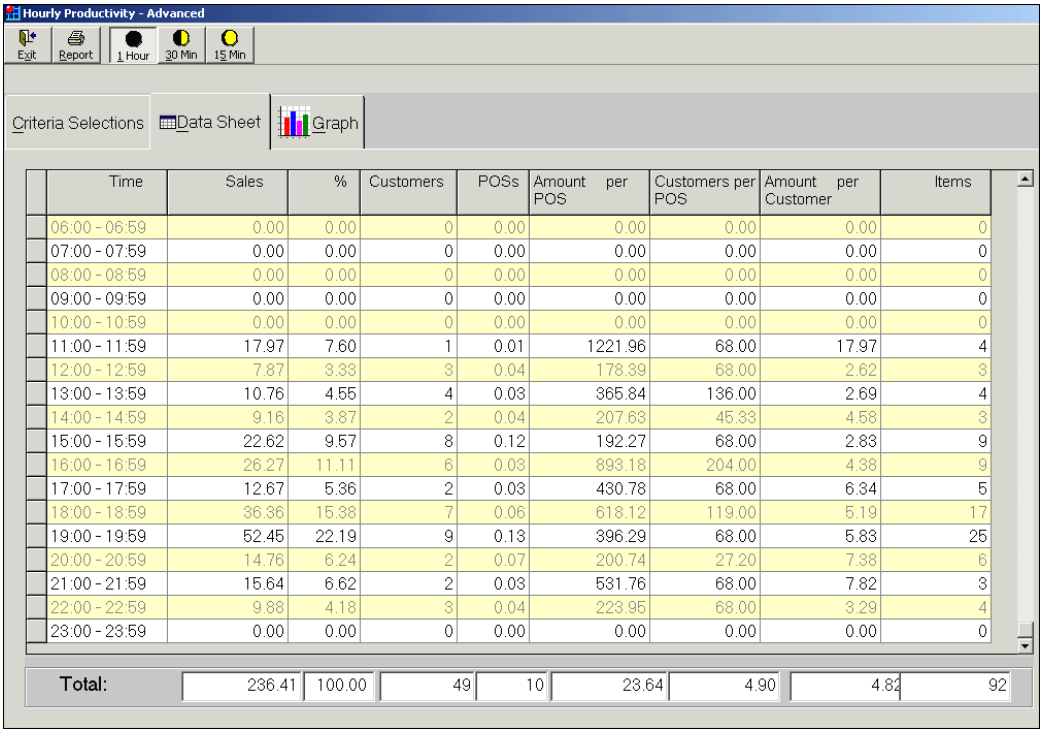
The type of information provided in this report includes:

- Sales statistics (sales/hour, percent sales, and sales per PoS)
- Customers statistics (customers/hour, customers per PoS, and average order size)
- Items sold
- Number of checkouts open at different times
- Peak sales periods

➢ **To access this report**

- From the Reports option, select Productivity Reports | Online Hourly Productivity.

  When the report screen first displays, sales and customer totals for the current day's sales (in 1 hour increments) display on the Data Tab.



Time	Sales	%	Customers	POSs	Amount per POS	Customers per POS	Amount per Customer	Items
06:00 - 06:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
07:00 - 07:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
08:00 - 08:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
09:00 - 09:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
10:00 - 10:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
11:00 - 11:59	17.97	7.60	1	0.01	1221.96	68.00	17.97	4
12:00 - 12:59	7.87	3.33	3	0.04	178.39	68.00	2.62	3
13:00 - 13:59	10.76	4.55	4	0.03	365.84	136.00	2.69	4
14:00 - 14:59	9.16	3.87	2	0.04	207.63	45.33	4.58	3
15:00 - 15:59	22.62	9.57	8	0.12	192.27	68.00	2.83	9
16:00 - 16:59	26.27	11.11	6	0.03	893.18	204.00	4.38	9
17:00 - 17:59	12.67	5.36	2	0.03	430.78	68.00	6.34	5
18:00 - 18:59	36.36	15.38	7	0.06	618.12	119.00	5.19	17
19:00 - 19:59	52.45	22.19	9	0.13	396.29	68.00	5.83	25
20:00 - 20:59	14.76	6.24	2	0.07	200.74	27.20	7.38	6
21:00 - 21:59	15.64	6.62	2	0.03	531.76	68.00	7.82	3
22:00 - 22:59	9.88	4.18	3	0.04	223.95	68.00	3.29	4
23:00 - 23:59	0.00	0.00	0	0.00	0.00	0.00	0.00	0
Total:	236.41	100.00	49	10	23.64	4.90	4.82	92

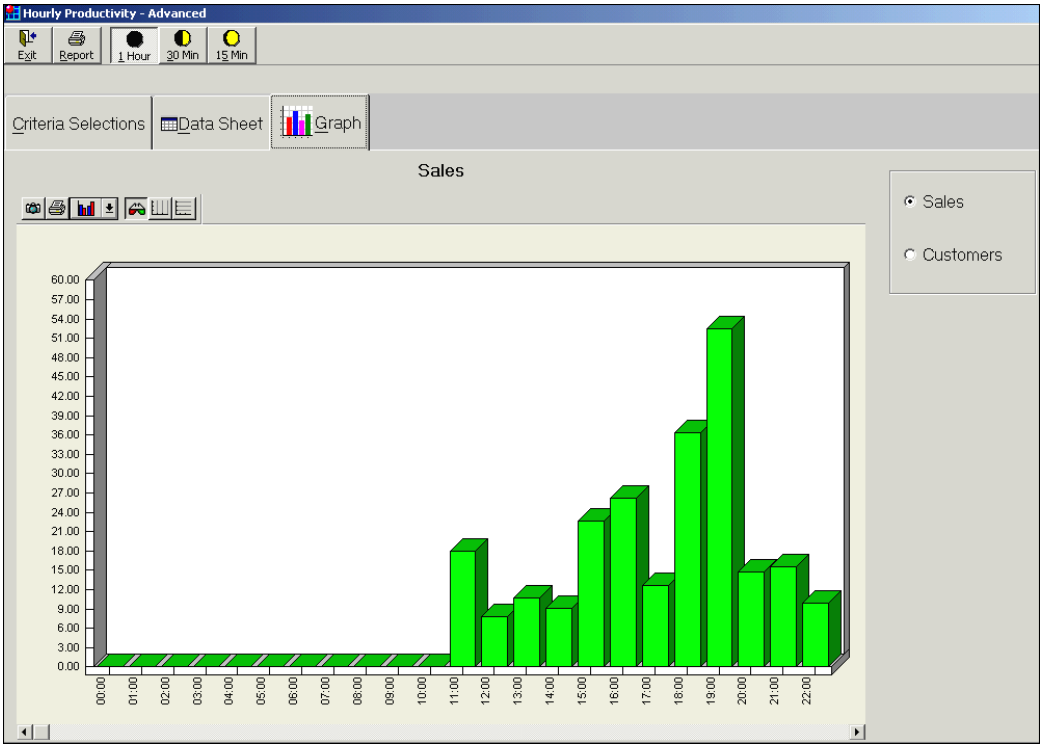
Note:

The item intervals report all events at the time the transaction started (rather then when the events occurred in the transaction) so that all of the times and amounts involved in a transaction are reported within the same Line/Row on the report.

The Hourly Productivity Report screen maintains the following display buttons:

Button	Description
Report	Click this button to generate a printed report based on the current display criteria.
1 Hour	Click this button to refresh the display with 1-hour data increments.
30 Minutes	Click this button to refresh the display with 30-minute data increments.
15 Minutes	Click this button to refresh the display with 15-minute data increments.
Daily	Click this button to filter the data displayed to a specific day or date range (see below).
Schedule	Click this button to add the report to the ISS45 Report Scheduler.

Click the **Graph** tab to view the report in terms of either **Sales** (default) or Customers (by selected the desired radio button).



Customer Activity Report

The Customer Activity Report provides percentage details on total net sales, total item count and average item count for the periods specified in the criteria dialog.

Details are shown for front end registers and non-front end registers (registers located in all other areas excluding the front end).

➢ **To access this report**

- From the Reports option, select Productivity Reports | Customer Activity Report.

Branch Performance

The Branch Performance Report shows store performance statistics in 15 minutes, half hour and hourly segments.

The type of information provided in this report included:

- Number of active PoS terminals
- Signon time
- Sales (amount and average order size)
- Performance statistics (items/min., tender time/customer, idle time/ customer, and total secure time)
- Counts (number of customers, items sold, ave. item price, and items/customer)
- Percent time (ring time, tender time, idle time, and secure time)

➢ **To access this report**

- From the Reports option, select Productivity Reports | Branch Performance.

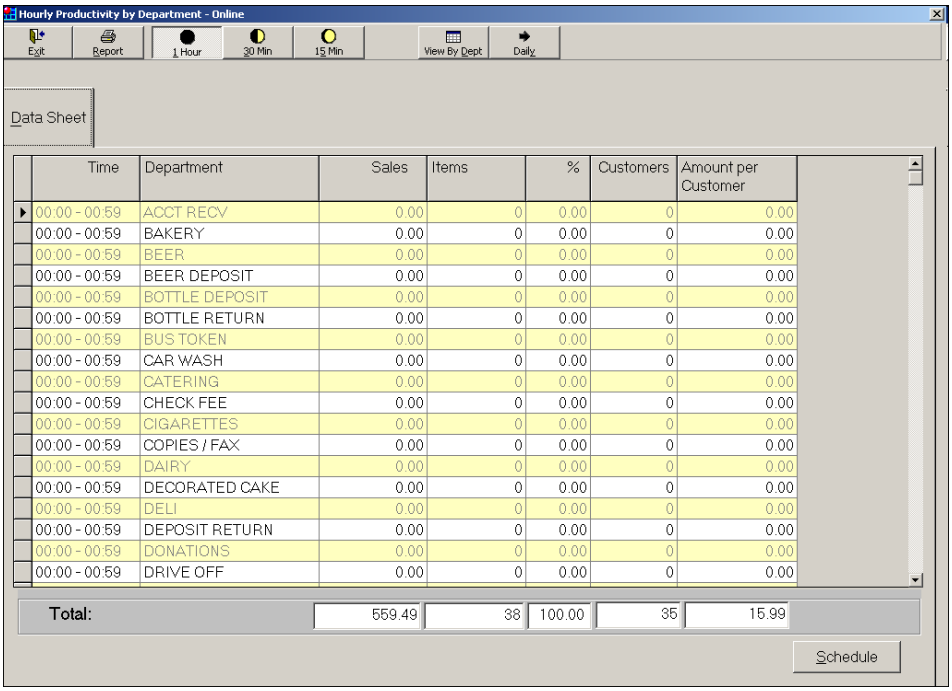
Hourly Productivity by Department Report

The Hourly Productivity by Department Report displays sales and customer data by department for selected increments of 15, 30, or 60 minutes. For each department/time interval the report displays:

- Sales Dollars
- Items Sold
- Percent of Total Sales
- Customer Count
- Average sales order per customer

This report (which can optionally be included in the End of Day Reports) can be useful for labor scheduling.

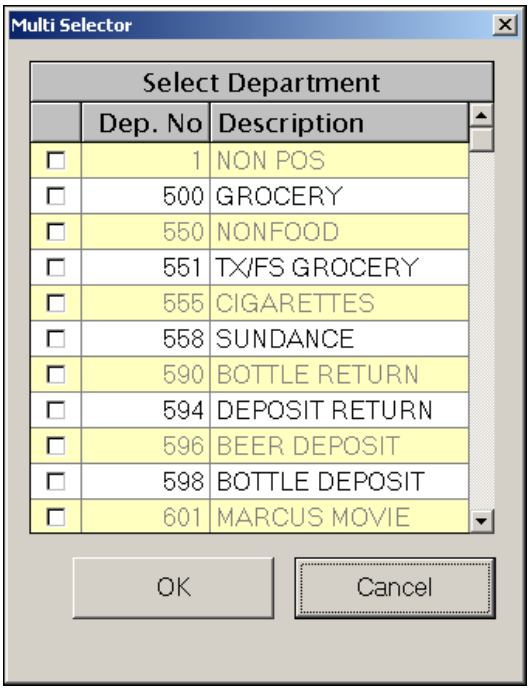
When the report screen first displays, sales and customer department totals for the current day's sales (in 1 hour increments) display on the Data Tab. The following buttons appear on the screen:



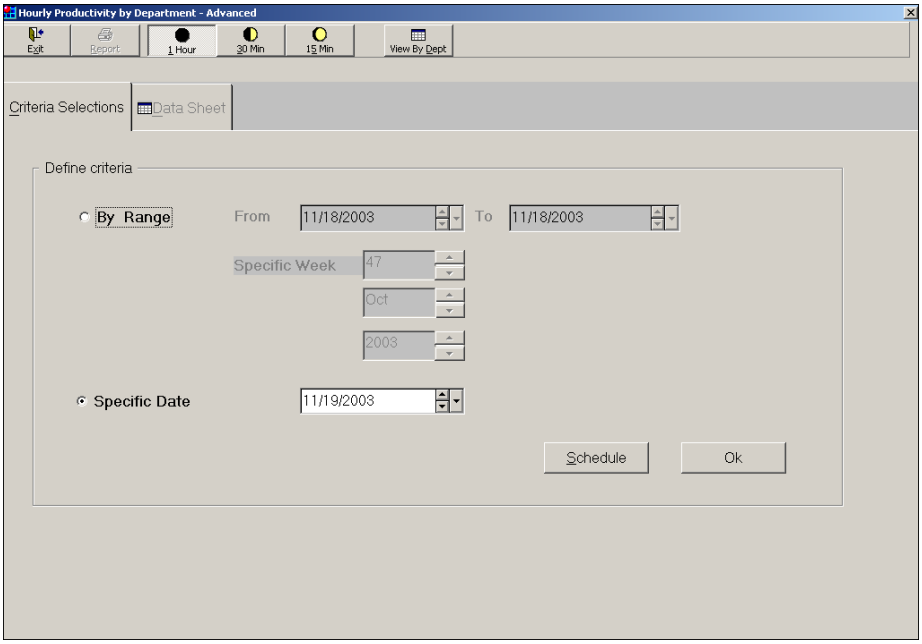
The Hourly Productivity Report by Department screen maintains the following display buttons:

Button	Description
Report	Click this button to generate a printed report based on the current display criteria.
1 Hour	Click this button to refresh the display with 1-hour data increments.
30 Minutes	Click this button to refresh the display with 30-minute data increments.
15 Minutes	Click this button to refresh the display with 15-minute data increments.
View By Dept	Click this button to filter the data displayed to only the departments selected (see below).
Daily	Click this button to filter the data displayed to a specific day or date range (see below).
Schedule	Click this button to add the report to the ISS45 Report Scheduler.

When the “View By Dept” button is selected, the department filter window is launched. Filter the report to only selected departments by choosing them here.



When the “Daily” button is selected, you can generate the report for a specific date, date range or week. This button creates a “Criteria Selections” tab on the screen. Once the data criteria are processed, the results are listed on the Data Sheet Tab.



➢ **To access this report**

- From the Reports option, select Productivity Reports | Hourly Productivity by Department Report.

Scanning Reports

The fields listed below appear in all scan reports:

- Department Keyed #
- Department Keyed %
- PLU Keyed %
- UPC Keyed %
- Scanned #
- Scanned %
- Total Items
- % Store Total

Note

Percentage values are calculated by dividing the number of department, PLU, or UPC entries by the total number of item entries, expressed as a percent - xx.x%.

Cashier Scan Report

The Cashier Scan Report provides information for cashiers with data, for the week(s) you specify when selecting the report.

➢ **To access this report**

- From the Reports option, select Productivity Reports | Scanning Reports | Cashier Scan Report.

Department Scan Report

The Department Summary Scan Report provides information for departments with activity, for the week(s) you specify when selecting the report.

➢ **To access this report**

- From the Reports option, select Productivity Reports | Scanning Reports | Department Scan Report.

POS Scan Report

The PoS Scan Report provides information for those terminals with activity, for the week(s) you specify when selecting the report.

➢ **To access this report**

- From the Reports option, select Productivity Reports | Scanning Reports | POS Scan Report.

Department Scan Report By Terminal

The Department Scan Report By PoS Terminal provides department information for each PoS terminal with activity, for the week(s) you specify when selecting the report.

➢ **To access this report**

From the Reports option, select Productivity Reports | Scanning Reports | Department Scan Report By POS Terminal.

Cashier Scan Report By Terminal

The Cashier Scan Report By Terminal provides cashier information for each PoS terminal with activity, for the week(s) you specify when selecting the report.

➢ **To access this report**

- From the Reports option, select Productivity Reports | Scanning Reports | Cashier Scan Report By Terminal.

Department Scan Report By Cashier

The Department Scan Report By Cashier provides department information for each Cashier with activity, for the week(s) you specify when selecting the report.

➢ **To access this report**

- From the Reports option, select Productivity Reports | Scanning Reports | Department Scan Report By Cashier

8

Miscellaneous Reports

The following Reports are available:

Unrecalled Saved Transactions Report

Card Daily

Voided Transactions Report

Refunds Report

Basket Analysis Report

Unrecalled Saved Transactions Report, page 8-2

Card Daily, page 8-6

Voided Transactions Report, page 8-6

Refunds Report, page 8-9

Basket Analysis Report, page 8-11

Unrecalled Saved Transactions

The Unrecalled Saved Transactions Report displays a record of unrecalled saved transactions that have occurred at the PoS terminals during the current day. For example, if a customer purchases products but is unable to pay for them immediately, the *Save Transaction* option can be used at the PoS terminal. If the transaction is not recalled by the end of the day, it is displayed in this report.

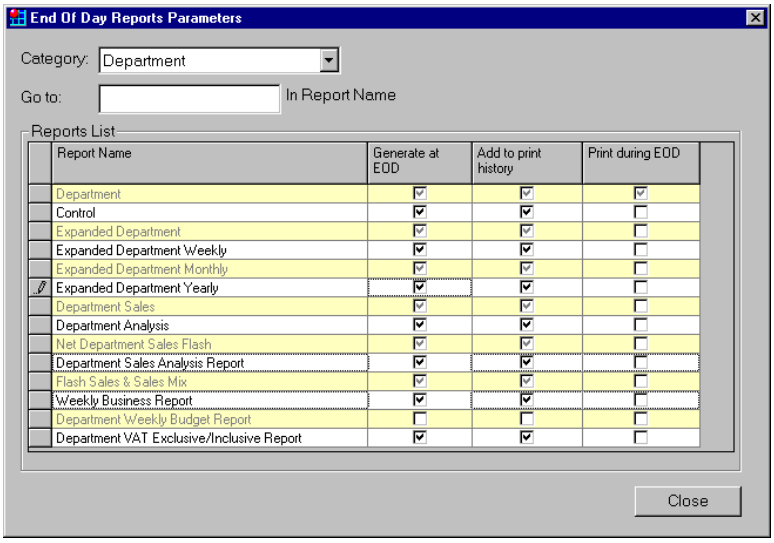
During EOD, unrecalled transactions are identified and removed automatically. The system can be configured to generate a report of unrecalled transactions before deleting them.

Note:

To stop automatic deletion of unrecalled transactions, EOD must be aborted.

➢ **To enable the system to generate an Unrecalled Saved Transaction report**

1 From the System Administration menu, select Front Office Parameters, and then select End of Day Reports Parameters. The End of Day Reports Parameters dialog box is displayed, as shown below.

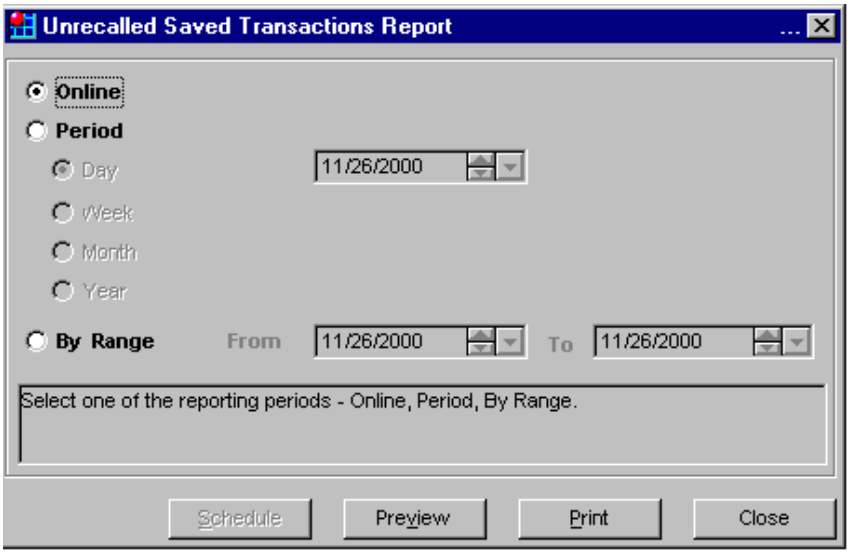


2 Browse through the list of reports to the *Unrecalled Saved Transactions Report* and select one or more of the following options:

- **Generate at EOD**: Generate the report during EOD.
- **Add to print history**: Add the report to the print history log.
- **Print during EOD**: Print the report during EOD.

➢ **To access this report before EOD is run**

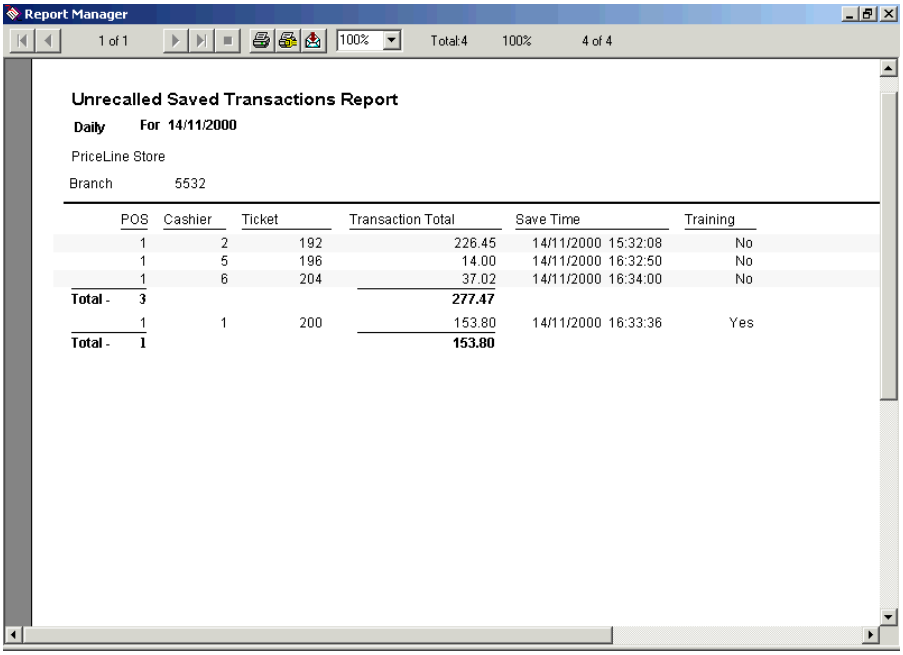
1 From the Reports menu, select Miscellaneous Reports | Unrecalled Saved Transactions Report. The Unrecalled Saved Transactions Report dialog box is displayed.



2 Select one of the following reporting periods:

- **Online**: Enables you to generate a report based on data from when EOD was last run to the current time.
- **Period**: Enables you to generate a report for a specific time period, for example, a week or a month. This option does not include the online period.
- **By Range**: Enables you to specify a range of dates that the report is to cover.

3 Click *Preview*. The Unrecalled Saved Transactions Report is displayed.



4 Click the *Print* icon to print the report.

The report preview displays the following information:

- **POS**: The number of the PoS terminal at which the transaction was saved.
- **Cashier**: The ID number of the cashier who saved the transaction.
- **Ticket**: The ticket number of the transaction.
- **Transaction Total**: The total value of the saved transaction.
- **Save Time**: The date and time when the transaction was saved.
- **Training**: Indicates whether the cashier was in training mode when the transaction was saved.

Card Daily

The Card Daily Report option allows you to produce a report comparing actual customer purchasing statistics (by account number), with the various limits set on their accounts.

➢ **To access this report**

- From the Reports option, select Miscellaneous Reports | Card Daily.

Note:

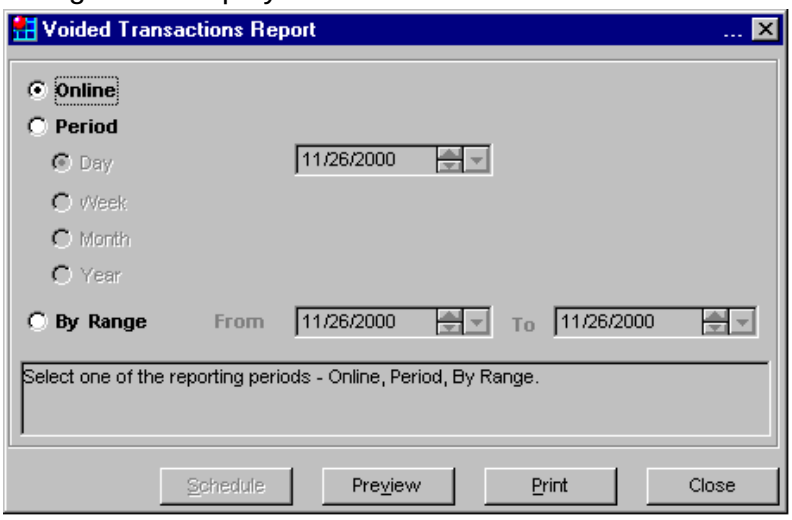
The Card Daily Report preview displays in the DOS format. To exit the report preview, press *Esc*.

Voided Transaction Report

The Voided Transactions Report displays a record of transactions that have been voided at the PoS terminals.

➢ **To access this report**

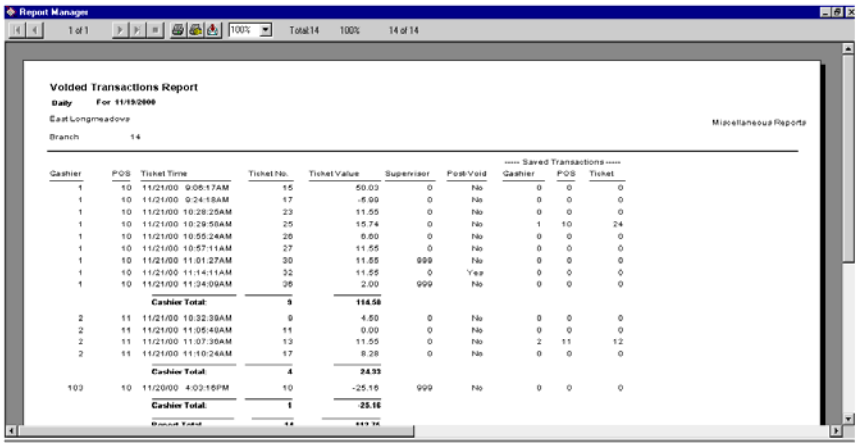
1 From the Reports menu, select Miscellaneous Reports | Voided Transactions Report. The Voided Transactions Report dialog box is displayed.



2 Select one of the following reporting periods:

- **Online**: Enables you to generate a report based on data from when EOD was last run to the current time.
- **Period**: Enables you to generate a report for a specific time period, for example, a week or a month. This option does not include the online period.
- **By Range**: Enables you to specify the range of dates that the report is to cover. This option does not include the online period.

3 Click *Preview.* The Voided Transactions Report is displayed.



4 Click the *Print* icon to print the report.

The report preview displays the following information:

- **Cashier**: The cashier's ID number.
- **POS**: The PoS terminal number at which the transaction was voided.
- **Ticket Time**: The date and time the ticket was voided.
- **Ticket No**: The ticket number that was voided.
- **Ticket Value**: The value of the ticket that was voided.
- **Supervisor**: The supervisor's ID number (if the function is supervisor controlled).

- **Post-Void**: Indicates whether the transaction was voided by using the Post-Void function:
  - **No**: The transaction was voided before it was completed.
  - **Yes**: The transaction was voided after it was completed.
- **Saved Transactions**: Indicates that the voided transaction was previously saved. For example, if a customer purchases products but is unable to pay for them immediately, the *Saved Transactions* option can be used. If the customer does not return to complete the transaction, the transaction needs to be recalled and voided.

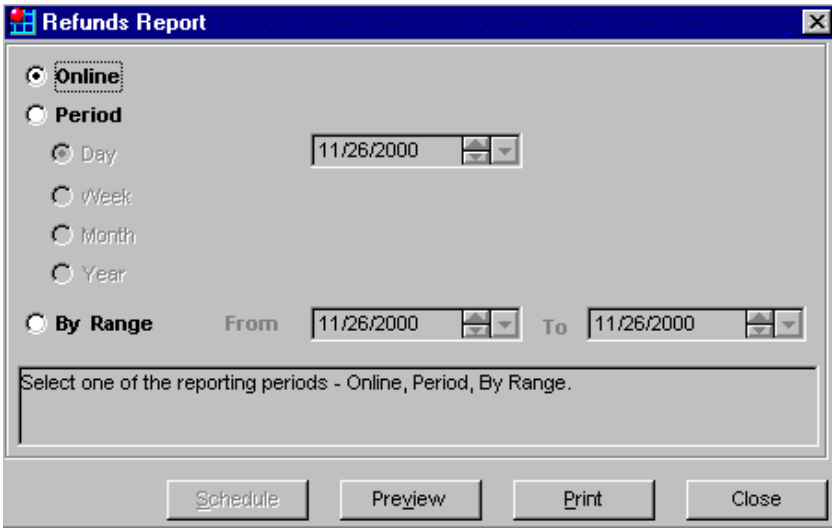
  The following information is displayed in the Saved Transactions area:
  - **Cashier**: The ID number of the cashier who saved the transaction.
  - **POS**: The PoS terminal number at which the transaction was saved.
  - **Ticket**: The ticket number of the saved transaction.
- **Cashier Total**: Subtotal for each cashier, indicating the number of voided tickets and the total value.
- **Report Total**: Final total for the report, indicating the total number of voided tickets and the value.

Refunds Report

The Refunds Report displays a record of the different types of returns that were performed at the PoS terminals.

➢ **To access this report**

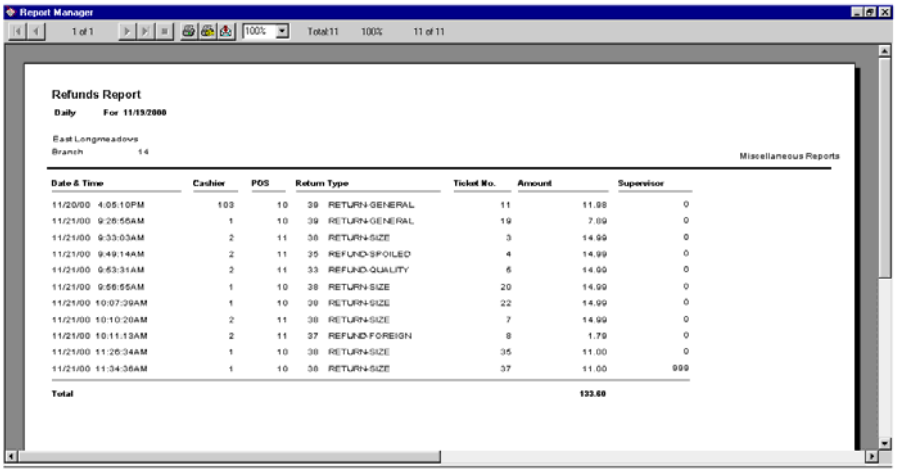
1 From the Reports menu, select Miscellaneous Reports | Refunds Report. The Refunds Report dialog box is displayed.



2 Select one of the following reporting periods:

- **Online**: Enables you to generate a report based on data from when EOD was last run to the current time.
- **Period**: Enables you to generate a report for a specific time period, for example, a week or a month. This option does not include the online period.
- **By Range**: Enables you to specify a range of dates that the report is to cover. This option does not include the online period.

3 Click *Preview*. The Refunds Report is displayed.



4 Click the *Print* icon to print the report.

The report preview displays the following information:

- **Date & Time**: The date and time that the refund was performed.
- **Cashier**: The cashier's ID number.
- **POS**: The number of the PoS terminal at which the refund was performed.
- **Return Type**: The predefined code and description for the return types. For example, a return transaction or single refund inside a ticket.
- **Ticket No**: The ticket number of the refund transaction.
- **Amount**: The value of the refunded item or items.
- **Supervisor**: The supervisor's ID number (if the function is supervisor controlled).

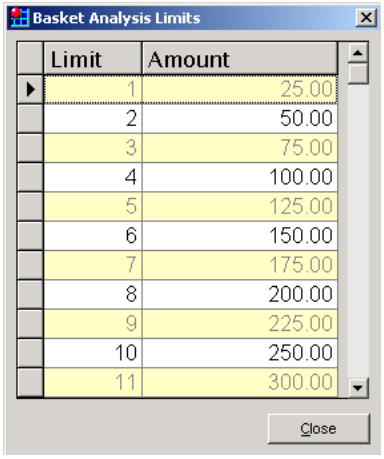
Basket Analysis Report

The Basket Analysis Report lists the number of customer sales orders that were processed at a specified sales volume range, which is user-defined.

Before generating the report for the first time, you must first define the basket limits (sales volume ranges).

➢ **To define basket limits**

1 From the Reports menu, select Report Planning folder | Basket Analysis Limits. The Basket Analysis Limits dialog box is displayed.

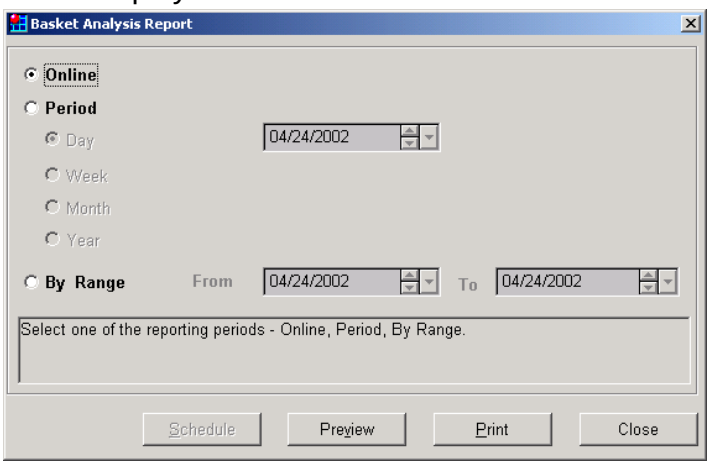


2 Enter the upper limits for the sales order range.

After defining the Basket Limits, the Basket Analysis Report can be generated as described below.

➢ **To access this report**

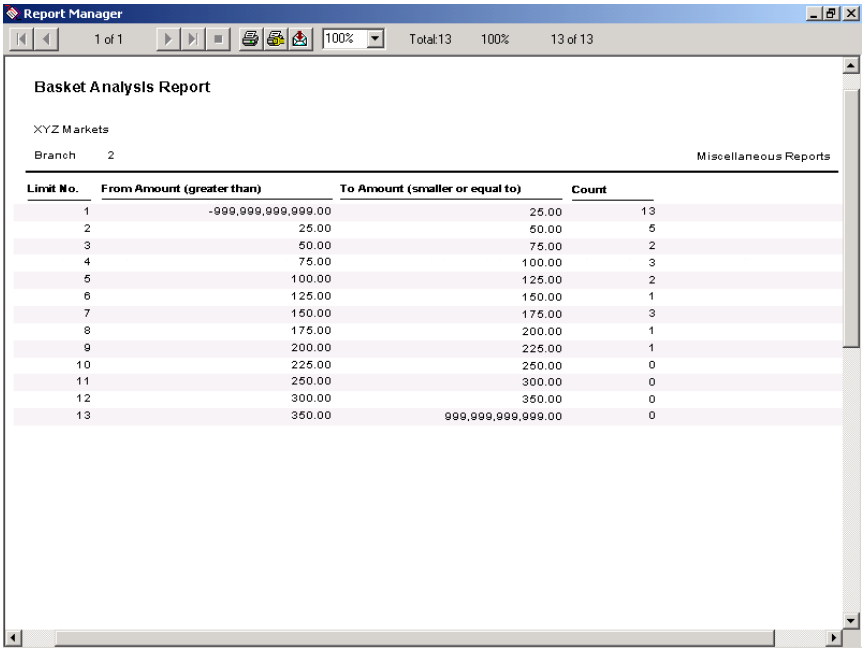
1 From the Reports menu, select Miscellaneous Reports | Basket Analysis Report. The Basket Analysis Report dialog box is displayed.



2 Select one of the following reporting periods:

- **Online**: Enables you to generate a report based on data from when EOD was last run to the current time.
- **Period**: Enables you to generate a report for a specific time period, for example, a week or a month. This option does not include the online period.
- **By Range**: Enables you to specify a range of dates that the report is to cover. This option does not include the online period.

3 Click *Preview*. The Basket Analysis Report is displayed.



Limit No.	From Amount (greater than)	To Amount (smaller or equal to)	Count
1	-999,999,999,999.00	25.00	13
2	25.00	50.00	5
3	50.00	75.00	2
4	75.00	100.00	3
5	100.00	125.00	2
6	125.00	150.00	1
7	150.00	175.00	3
8	175.00	200.00	1
9	200.00	225.00	1
10	225.00	250.00	0
11	250.00	300.00	0
12	300.00	350.00	0
13	350.00	999,999,999,999.00	0

4 Click the *Print* icon to print the report.

The report preview displays the following information:

- **Limit No.**: The Limit ID number.
- **From Amount**: The lower limit on a range of sales order value.
- **To Amount**: The upper limit on a range of sales order value.
- **Count**: The number of customer sales order processed in a certain sales volume range. For example, 5 customer orders were sold in the range of $25.00 to $ 50.00 per order total.

9

End of Day Log and History Reports

The following Reports are available:

Print History EOD Reports

End of Day Reports

Print History EOD Reports, page 9-2

End of Day Reports, page 9-2

Print History EOD Reports

Use this option to print End of Day reports for a specific date. The reports printed in this option are those selected in EOD Report Parameters in the Front Office Parameters menu.

➢ **To access this report**

- From the Reports option, select
  End of Day Log and History Reports | Print History EOD Reports.

End of Day Reports

This option allows you to view and print a selected report for a specific day.

Select which report you want to view and print by typing the report name in the 'Go To' field, select a category from the category drop down list.

Choose the trading date (working date) on which the EOD report was run.

➢ **To access this report**

- From the Reports option, select
  End of Day Log and History Reports | End of Day Reports.

10

System Logs

The system contains the following Logs:

End of Day Log

End of Day Backup Log

End of Day Error Log

RSMSRV Log

Service Log (POS)

End of Day Log, page 10-2

End of Day Backup Log, page 10-2

End of Day Error Log, page 10-2

RSMSRV Log, page 10-3

Service Log (POS), page 10-3

End of Day Log

The End of Day Log file (E-OF-DAY.LOG) contains descriptions of all the activities performed during end of day procedures. These activities are listed by date and time.

➢ **To access this report**

- From the Reports option, select System Logs | End of Day Log.

End of Day Backup Log

The end of day backup log file (EOD-BUP.LOG) contains information about all the backup activities performed from the MFS1 to the MFS2, during the end of day procedure. This information includes the path and name of the origin file, the path and name of the backup file, the date and time of the copy operation.

➢ **To access this report**

- From the Reports option, select System Logs | End of Day Backup Log.

End of Day Error Log

The end of day error log file (E-OF-DAY.ERR) contains errors that have occurred during the End of Day process.

➢ **To access this report**

- From the Reports option, select System Logs | End of Day Error Log.

RSMSRV Log

The RSMSRV log file (RSMSRV.LOG) contains information about communications services performed at and between MFS1 and MFS2. The initiation of these services, termination and any errors in processing will be recorded in this log. This information is listed by date and time.

➢ **To access this report**

- From the Reports option, select System Logs | RSMSRV Log.

Service Log (POS)

The Service log file (POS_SRV.LOG) contains activities performed during the loading and termination of services at the POS terminal. Events such as Start, Stop and other stages of progress are recorded in this log. This information is listed by date and time.

➢ **To access this report**

- From the Reports option, select System Logs | Service Log.

11

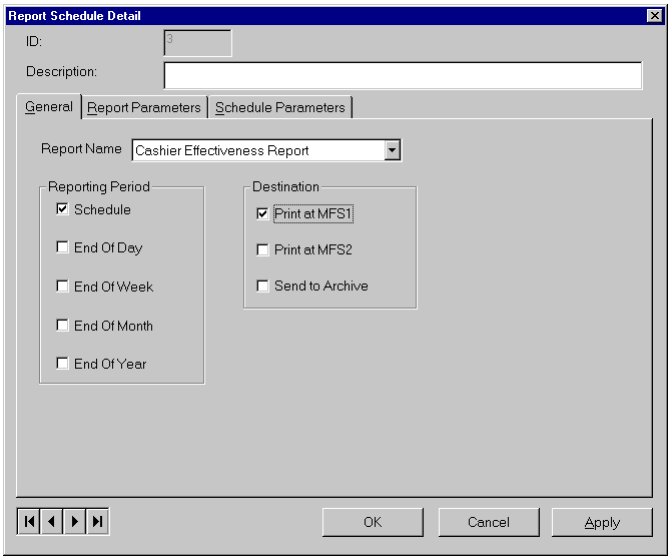
Report Schedule Definition

The Report Schedule Definition option enables you to choose which reports you want printed, and define the specific days the report will cover. You have access to almost all of the reports in the system and can define the parameters for each individual report.

➢ **To define report schedules**

1 From the Reports option, select Report Schedule Definition. The Report Schedule Maintenance Window appears.

2 Click *New* to add a new report schedule. The Report Schedule Detail dialog box is displayed.



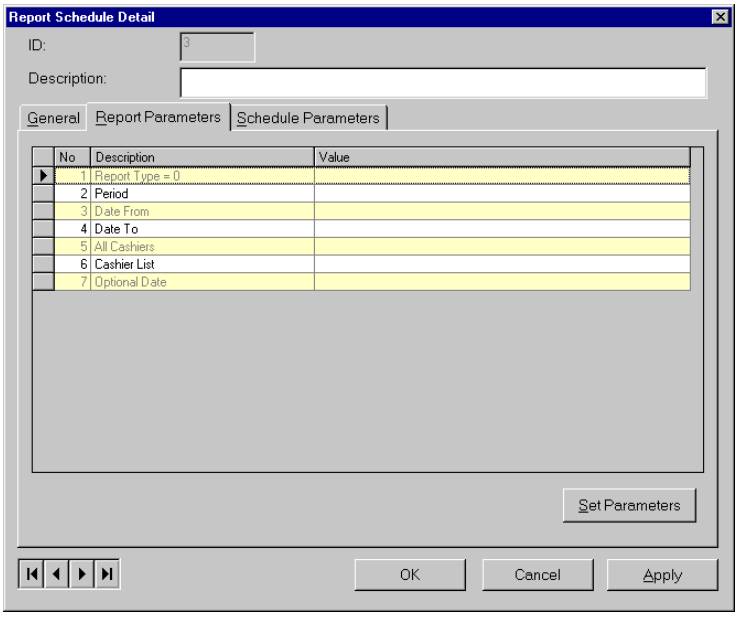
3 Enter a report schedule description.

4 From the Report Name dropdown list, choose the required report (all the system reports are available in the list).

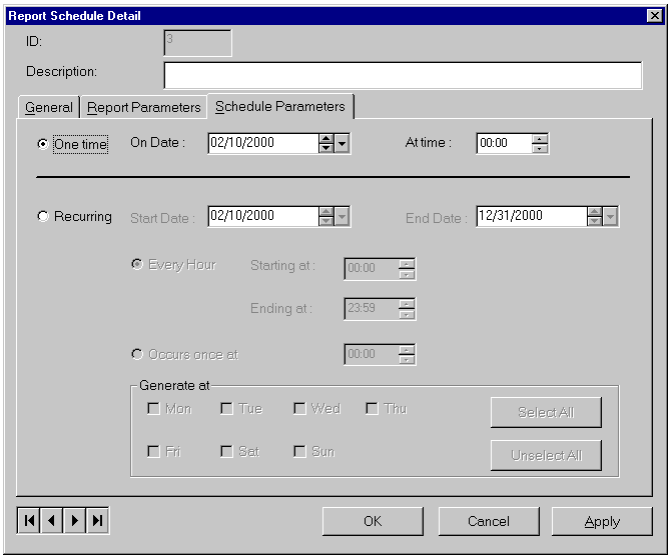
5 Choose a reporting period. If you select the schedule option, you must use the Schedule Parameters tab to set the frequency of reporting.

6 Choose a destination for the report. You can print either at MFS1, MFS2, or send the report to the archive.

7 Select the Report Parameters tab. The Report Parameter dialog box is displayed.



8 Click the *Set Parameters* button to choose a date range. The Schedule Parameters dialog box is displayed.



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

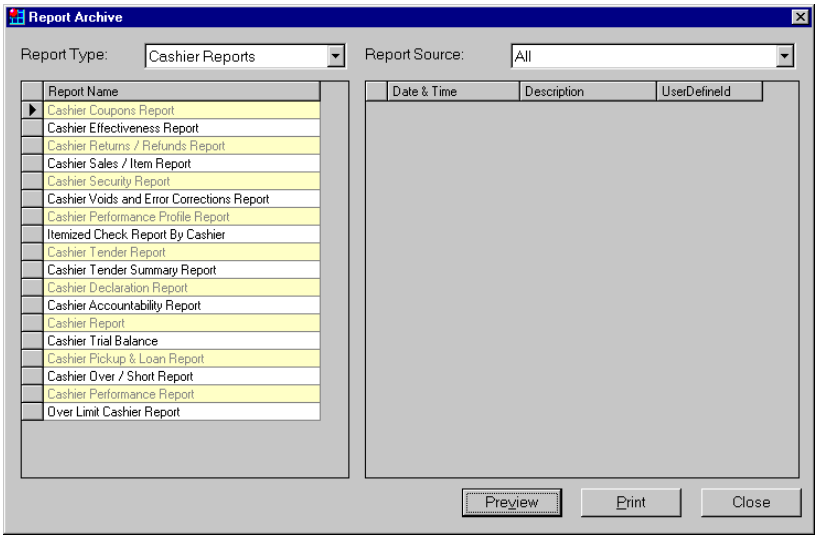
12

Report Schedule Archive

The Report Schedule Archive option enables you to preview or print any report that has been stored in the archive.

➢ **To preview or print a report from the archive**

1 From the Reports option, select Report Schedule Archive. The Report Archive Window appears.



2 From the Report Type dropdown list, select the required report.

3 From the Report Source dropdown list, select either:

- All
- End Of Day
- Cash Office
- Report Schedule

4 From the list on the left, select the required report and then click *Preview*.

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