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1

PLU Management

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

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

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

In this chapter:

- **PLU Maintenance, page 1-3**
- **Fast PLU Maintenance, page 1-20**
- **PLU Groups, page 1-24**
- **DEA Groups, page 1-26**
- **PLU Change Reasons, page 1-28**

PLU Maintenance

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

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

Adding a New PLU

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

➤ To add a new PLU

- 1 From the PLU Management menu, select PLU Maintenance. Depending on how your system is configured, you may see the basic PLU Item Selector, or a list of filters created previously. The filter is very useful when you want to see, or edit, details of specific items.
- 2 To add a new item, you don't need these options, so click *Cancel*.
- 3 On the toolbar, select *New*. The PLU Maintenance tabbed dialog box appears.
- 4 Enter the appropriate item number and description.

- 5 (Optional) Enter the appropriate internal code (item number) to be linked to the Item UPC code, (also known as an EAN or barcode).

Note:

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

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

Basic Setup Tab

The screenshot shows the 'PLU Maintenance' dialog box with the 'Basic Setup' tab selected. The 'Item Number' field contains '8' and the 'Description' field contains 'LOAF-WHITE SLICED'. The 'Basic Setup' tab includes the following fields and options:

- POST Description: LOAF-WHITE SLICED
- Department: 4 - GROCERY
- Subdepartment: (empty)
- Price: 2.50, Quantity: 1
- Tax Flags: Tax 1, Tax 2, Tax 3, Tax 4, Tax 5, Tax 6, Tax 7, Tax 8
- Frequent Shopper: Type: None, Value: 0, Item Limitation: 0
- Change Price Reason: (empty)
- Fuel Item

At the bottom of the dialog box are buttons for 'Clear', 'OK', 'Cancel', and 'Apply', along with navigation arrows.

| Field | Description |
|--------------------------|--|
| POST Description | Description of the item as it appears at the PoS terminal and on the customer receipt. The entry from the item's description field displays here automatically. You can change it if necessary. |
| Department | The department number is a mandatory entry. It may be 0 if the <i>Vendor Coupon</i> or <i>Store Coupon</i> fields are checked. To assign the item to a department, press the <i>Right Arrow</i> . A drop-down list displays the available departments. Highlight the relevant department and press <i>Enter</i> to select it. Note: Selecting a department may automatically check other fields, as well as those in the Tax Flags field. This happens if the system parameter <i>PLU follow department flags as a default</i> is checked (see the chapter <i>Front Office Parameters</i> in the <i>System Administrator's Reference</i>). |
| Subdepartment | Specify a subdepartment if required. |
| Price and Quantity | Price: The item's selling price. Quantity: The number of items sold jointly, at the above selling price. |
| Tax Flags (rates 1 to 8) | Enables you to assign up to eight tax rates to the item. Tax rates must be defined in the Tax Rates database (see <i>Database Management</i> chapter in the <i>System Administrator's Reference</i>). |

| Field | Description |
|-----------------------|--|
| Frequent Shopper Type | <p>Type: This is the default.</p> <p>Value: Discount used for frequent shopper. Automatically set to .00 if any of the <i>Manual Price</i>, <i>Vendor Coupon</i> or <i>Store Coupon</i> fields are checked.</p> <p>Item Limitation: Quantity limit of Frequent Shopper items.</p> |
| Change Price Reason | Where necessary, choose the appropriate reason for the price change. |
| Fuel Item | Indicates that the item is fuel. |

Parameters 1 Tab

The screenshot shows the 'PLU Maintenance' dialog box with the 'Parameters 1' tab selected. The 'Item Number' is 8 and the 'Description' is 'LOAF - WHITE SLICED'. The 'Parameters 1' tab contains the following settings:

- General:**
 - Manual Price
 - Decimal Quantity
 - Weighed Item
 - Prohibit Discount
 - Cost-Plus item
 - Non-Merchandise
 - Negative Entry
 - Item on sale
- Coupon Setting:**
 - Store Coupon Family Code 1: 0
 - Vendor Coupon Family Code 2: 0
 - Bonus Coupon
- Restrictions:**
 - Prohibit Sale
 - Restriction Layout: 0
- Allow Payment by:**
 - WIC
 - Food Stamps
- Quantity:**
 - Prohibit QTY/Repeat
 - Force Quantity
 - Assume Quantity

Navigation buttons at the bottom include back, forward, and a set of four arrows. Action buttons include Clear, OK, Cancel, and Apply.

| Field | Description |
|-------------------|---|
| Manual Price | Forces cashier to manually enter a price. |
| Decimal Quantity | The item quantity is measured in decimal units. For example; material and carpeting can be sold by the meter. |
| Weighed Item | Indicates that the item is sold by weight. |
| Prohibit Discount | Check to prohibit discount. |
| Cost-Plus Item | Check this parameter to make the item eligible for the "cost-plus" feature. |
| Non-Merchandise | Indicates a non-merchandise item. |
| Negative Entry | Indicates that the item has a negative value. |
| Item on Sale | Indicates if item is on sale. Automatically set by system. No access is allowed. |
| Store Coupon | Indicates this item is a store coupon. If the <i>Negative Entry</i> parameter or the <i>Vendor Coupon</i> parameter is checked, the <i>Store Coupon</i> parameter cannot be accessed. |
| Vendor Coupon | Indicates this item is a vendor coupon. Items 50000000000 - 50000000099 are the manufacturer's/vendor coupons. However, any item may be a vendor coupon. If the <i>Negative Entry</i> parameter or the <i>Vendor Coupon</i> parameter is checked, the <i>Store Coupon</i> parameter cannot be accessed. |
| Bonus Coupon | Indicates this item is a bonus coupon. |

| Field | Description |
|------------------------------|--|
| Family Code 1 | <p>Family code portion of UPC number. This code must match the manufacturer coupon family code, if coupon parameters have family code validation checked.</p> <p>Example of UPC5 coupon number.</p> <p>5 30000 753 21</p> |
| Family Code 2 | <p>If used in your store, specify the appropriate number, if the relevant item has two UPC5-type coupons current at the same time. Each of the coupons would have a different family number, referring to different special offers. Rules are the same as for Family Code 1 above.</p> |
| Allow Payment by WIC | <p>Item may be purchased with a WIC voucher while in a WIC transaction.</p> |
| Allow Payment by Food Stamps | <p>Item may be purchased with food stamps.</p> |
| Prohibit QTY/Repeat | <p>Prohibits the <i>Qty</i> key or <i>Repeat</i> key on the PoS terminal from being used when this item is sold.</p> |
| Force Quantity | <p>Forces cashier to enter quantity manually.</p> |

| Field | Description |
|--------------------|---|
| Assume Quantity | When multiple items are sold together for a set price, for example, three packets of soup for \$3.99, the system will assume that three items are being purchased when the item is scanned at the PoS terminal. |
| Prohibit Sale | Prohibits sale of this item. |
| Restriction Layout | Specify the required layout number. This is to confine sale of the item to specific days or times. Often used to control sale of alcoholic items. |

Parameters 2 Tab

The screenshot displays the 'Parameters 2' tab within the 'PLU Maintenance' application. At the top, the 'Item Number' is set to 8 and the 'Description' is 'LOAF - WHITE SLICED'. The interface includes several tabs: 'Basic Setup', 'Parameters 1', 'Parameters 2' (selected), 'Cost and Sales', 'Promotions', and 'Shelf Labels and OEM'. The 'Parameters 2' tab is divided into two main sections: 'Additional Links' and 'Price Comparison'. The 'Additional Links' section contains several dropdown menus and a text field: 'Mix and Match' (value: 0), 'Tare Weight', 'Discount', 'Return Code', 'POST Item Message', 'DEA Group', and 'EAN 99 Coupon'. The 'Price Comparison' section includes: 'Description', 'Type' (set to 'No Comparison is to be done'), 'Comparison Date' (set to '20/01/1999'), 'Price' (set to '0.000'), and 'Quantity' (set to '0'). At the bottom of the window, there are navigation arrows and buttons for 'Clear', 'OK', 'Cancel', and 'Apply'.

| Field | Description |
|--------------------|---|
| Mix and Match Code | <p>The Mix and Match code indicates whether an item can be priced with other items. All items with the same Mix and Match code can be interchanged in pricing. By assigning a Mix and Match code to an item, you can change the price and quantity of all items that are associated with this Mix and Match code. In other words, if you change the price or quantity of an item, you can change those parameters for all items with the same code.</p> <p>To activate this feature, check the system parameter <i>Update All Mix and Match Group if One PLU Changed</i> (see <i>System Parameters</i>). You are asked once when adding a new item or updating an existing item, whether to change all the items with the same code. You may select <i>No</i> if you choose not to do so.</p> |
| Tare Weight | <p>Where necessary, choose the appropriate tare weight. Tare weights are defined in the <i>Tare Weights</i> option of the <i>Database Management</i> chapter.</p> |
| Discount | <p>Choose the required discount type, if applicable.</p> |
| Return Code | <p>If this is a link item, enter a return code.</p> |
| POST Item Message | <p>Use this option to link a PoS terminal message to an item. Messages must be set up in the POS Item Messages option.</p> |

| Field | Description |
|------------------------------|---|
| DEA Group | This is used to control the sale of pharmaceutical items. You must first create DEA Groups. |
| EAN 99 Coupon | (Optional) Select a coupon to attach to the PLU. These coupons are defined in EAN 99 Coupon Maintenance. For more details see <i>Coupons</i> in the <i>Database Management</i> chapter. |
| Price Comparison Description | Short description of the price comparison. The description, and the details below, print on the customer's ticket. |
| Type | Choose the appropriate type from the drop-down list. |
| Comparison Date | Specify the date relevant to the price comparison. |
| Price | The comparison price. |
| Quantity | Quantity sold at the above price. |

Cost and Sales Tab

The screenshot shows the 'PLU Maintenance' dialog box with the 'Cost and Sales' tab selected. The 'Item Number' field contains '8' and the 'Description' field contains 'CABBAGE'. The 'Cost' section has 'Cost per Case' set to 0 and 'Units per Case' set to 1. The 'Sales' section shows a table of sales data for various periods, all with 0.00 values.

| | Quantity Sold: | Net Revenue: |
|-----------------|----------------|--------------|
| Today: | 0.000 | 0.00 |
| Previous Day: | 0.000 | 0.00 |
| Current Week: | 0.000 | 0.00 |
| Previous Week: | 0.000 | 0.00 |
| Current Month: | 0.000 | 0.00 |
| Previous Month: | 0.000 | 0.00 |
| Current Year: | 0.000 | 0.00 |
| Previous Year: | 0.000 | 0.00 |

The only details you can enter here are *Cost per Case* and *Units per Case*.

When you enter these details, the *Item Cost*, *Markup %* and *Margin %* figures are updated.

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

Promotions Tab

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

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

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

Shelf Labels and OEM Tab

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

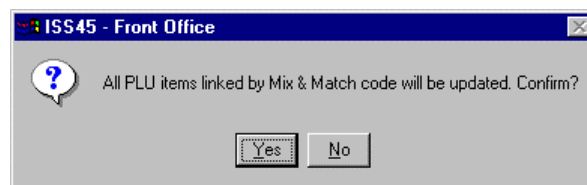
| Field | Description |
|-------------------------|---|
| Label Information Area: | |
| Vendor Number | Vendor's number. |
| Vendor Item Number | This is the link between YOUR item's PLU number and the suppliers' item number. |
| Item Size | Item size. |
| Comparative UOM | Choose the appropriate unit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

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

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

Editing a PLU

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



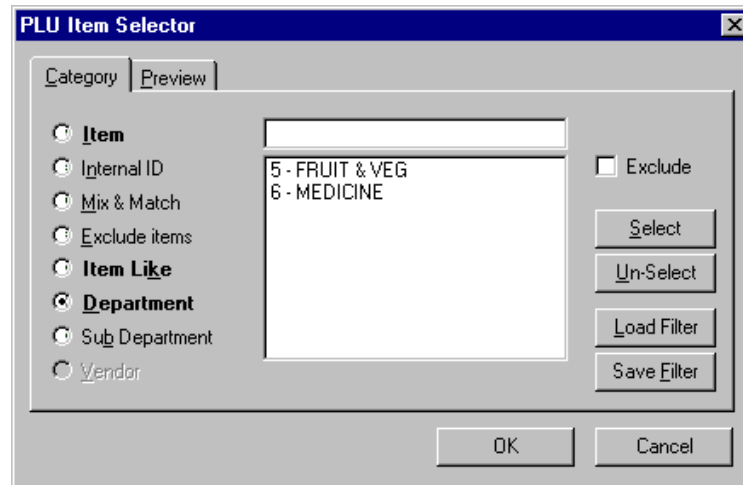
PLUs could be *mix and match* items, sharing the same prices. If you change one of the items in a mix and match group, all the other items in the group receive the same price. An example of this could be toothbrushes, where there are five different colors, but one item number.

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

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

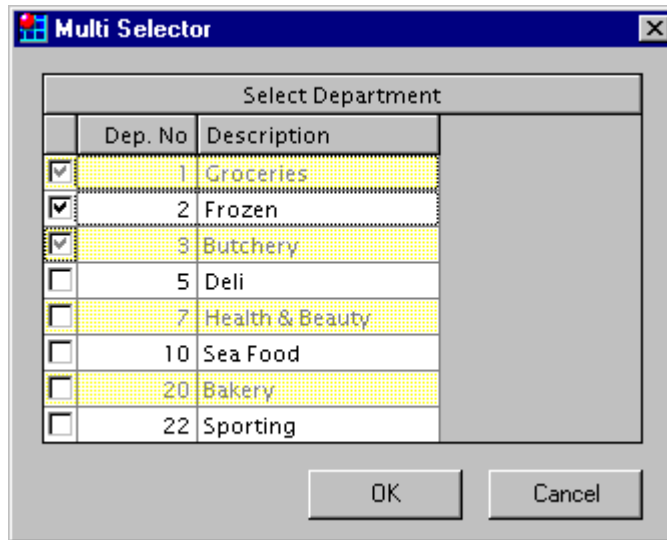
PLU Item Selector

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



- 3 Select the item criteria. Choose *Item*, *Internal ID*, *Mix and Match*, and so on. To be more specific, you could type in a range of items, like **1-100**.
To search for items by name, that all contain some of the same letters, select *Item Like*, and type in the letters to find. For example, type in **cola** to find all items containing "cola" in their description.

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



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

Deleting a PLU

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

➤ **To delete a single PLU**

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

➤ **To delete multiple PLUs**

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

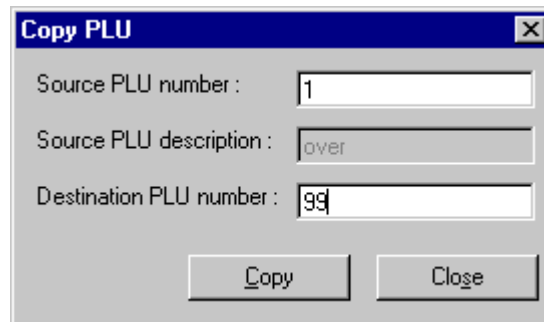
! **WARNING:**

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

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

Copy PLU

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



The screenshot shows a dialog box titled "Copy PLU". It has three input fields: "Source PLU number" containing "1", "Source PLU description" containing "over", and "Destination PLU number" containing "99". Below the fields are two buttons: "Copy" and "Close".

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

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

Fast PLU Maintenance

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

Using Fast PLU Maintenance

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

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

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

3 The Fast PLU Maintenance dialog box appears.

4 Enter the appropriate details, as described below.

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

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

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

| Field | Description |
|-----------|---|
| Bonus Buy | Type: Enter the relevant type. Price/Quantity: The bonus price and the quantity sold at the bonus price. |

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

PLU Groups

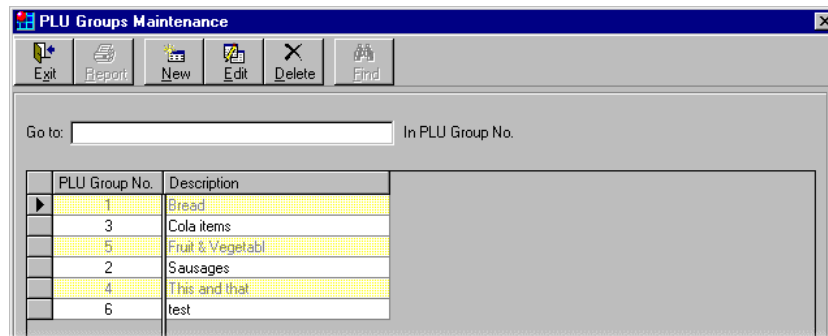
Use the PLU Groups option to build PLU groups and assign items to these groups. This enables cashiers to display items by groups (short lists), at a PoS terminal.

Adding a New PLU Group

This function enables you to define a new PLU group.

➤ To add a new PLU Group

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



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

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

| Item ID | Item Description |
|---------|------------------|
| 1111 | Figs |
| 2222 | Dates |
| 3333 | Peppers |
| 4444 | Tomato |
| 5555 | Chillies |
| 6666 | Musroom |
| 7777 | Banana |
| 8888 | Apples (Smith) |
| 9999 | Potatoes |

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

DEA Groups

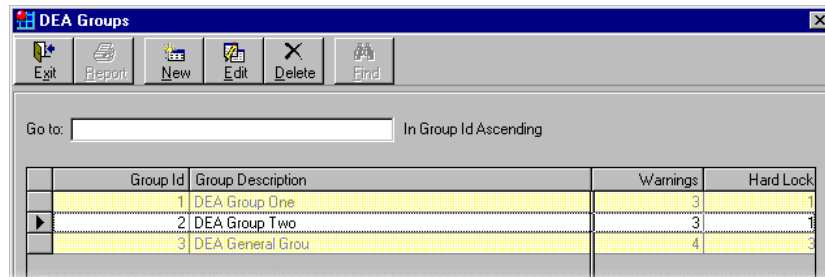
Use this option to build DEA (Drug Enforcement Administration) groups. The groups specify rules regarding quantities and limits of pharmaceutical items.

Adding DEA Groups

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

➤ **To add a new DEA group**

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



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

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

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

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

PLU Change Reasons

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

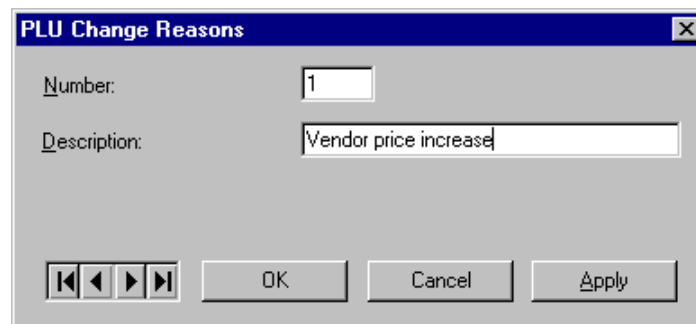
Once you build up a list of reasons, you can use them in PLU Maintenance and Fast PLU Maintenance any time you make a change to a PLU.

Adding PLU Change Reasons

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

➤ **To add PLU Change Reasons**

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



The screenshot shows a dialog box titled "PLU Change Reasons". It has a blue title bar with a close button (X) on the right. The main area is light gray and contains two input fields. The first is labeled "Number:" and contains the value "1". The second is labeled "Description:" and contains the text "Vendor price increase". At the bottom of the dialog, there is a list toolbar with four buttons: a square with a vertical line, a left arrow, a right arrow, and a square with a vertical line. To the right of the toolbar are three buttons: "OK", "Cancel", and "Apply".

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

2

PLU Batches

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

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

In this chapter:

- **PLU Batch Maintenance, page 2-3**
- **Creating a PLU Batch, page 2-10**
- **Editing a PLU Batch, page 2-15**
- **Importing and Exporting PLU Batches, page 2-25**
- **Copying PLU Batches, page 2-26**
- **PLU Selection Criteria, page 2-28**
- **Fast PLU Batches, page 2-33**

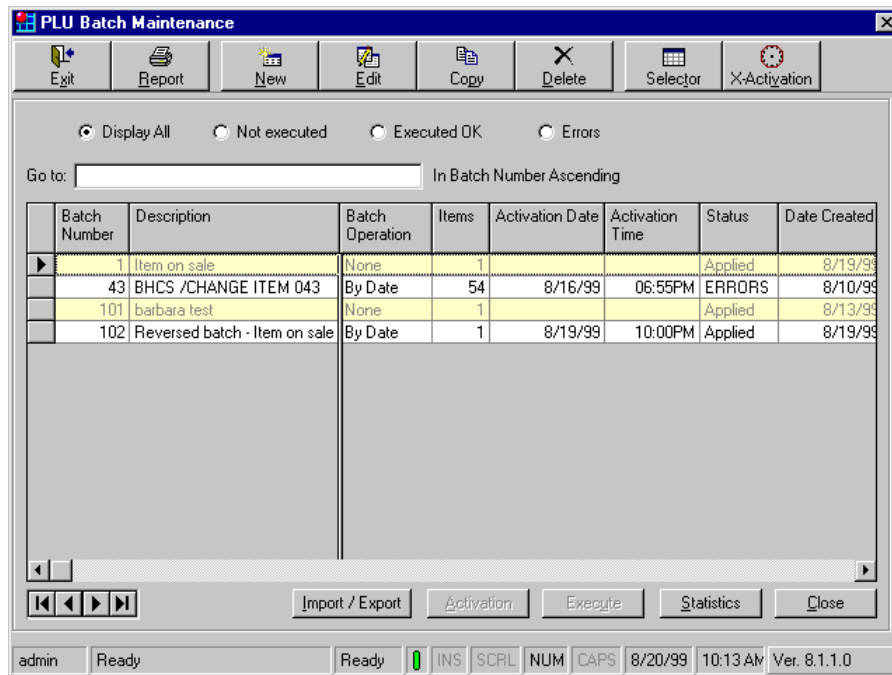
PLU Batch Maintenance

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

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

PLU Batch Maintenance Window





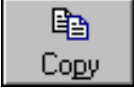

When you select *PLU Batches* from the PLU Management menu in the main ISS45 window, the PLU Batch Maintenance window is displayed.



The PLU Batch Maintenance window contains the following components:

■ **Toolbar**

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

| Button | Description |
|---|---|
|  | Exits the PLU Batch Maintenance window and returns to the Main menu. |
|  | Displays a list of all the items in the batch, together with basic information for each item. |
|  | Enables you to create a new PLU batch. |
|  | Enables you to edit an existing PLU batch. |
|  | Enables you to duplicate a PLU batch. |
|  | Enables you to delete a PLU batch. |



Selector

Enables you to select multiple PLU batches for immediate execution.



X-Activation

Enables you to select multiple PLU batches and define the date and time of their execution for automatic processing.

Note:

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

■ **Radio Buttons**

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

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

■ Go To field

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

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

■ PLU Batches List

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

| Field | Description |
|-----------------|---|
| Batch Number | The number of the PLU batch. |
| Description | Description of the PLU batch, for example, <i>Summer Sale</i> . |
| Batch Operation | The execution status of the batch, as follows: None: No execution date has been specified. By Date: An execution date has been specified. Stand By...: Execution is in progress. |
| Items | The number of items in the batch. |
| Activation Date | The date that the batch will be automatically activated, if defined. |
| Activation Time | The time that the batch will be automatically activated, if defined. |

| | |
|----------------|--|
| Status | The status of the batch, as follows: Applied: The batch has been successfully executed. Pending: The batch has not yet been executed. ERRORS: The batch has not been fully executed because it contains an error. EDIT: The batch is currently being edited. |
| Date Created | The date and time that the batch was originally created. |
| Last Execution | The date and time that the batch was last executed. |
| Type | The type of batch, for example, local or imported. |

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

The following components are located below the PLU Batches list:

- **Selection Arrows**

Enable you to scroll through the batches.



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

- **Import/Export Button**

Enables you to import or export PLU batches.

- **Activation Button**

Displays the activation dialog box for the selected PLU batch.

- **Execute Button**

Enables you to immediately execute the selected PLU batch.

- **Statistics Button**

Displays statistics about the selected PLU batch.

Note:

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

- **Close Button**

Enables you to exit the PLU Batch Maintenance window and returns you to the ISS45 main menu.

Creating a PLU Batch

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

PLU batches can be created from a local database, or imported from another source. This section relates to creating a PLU Batch from a local database. For information about importing PLU batches, refer to the section *Importing and Exporting PLU Batches*, on page 2-25.

➤ **To create a new PLU batch**

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

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

- General Tab:**
 - PLU Batch Number: 7
 - Description: Independence Day Sale
 - Date Created: 29/06/99 14:19:18
 - Activation Date: 4/07/1999 (with a 'Clear' button)
 - Activation Time: 07:00
 - End Sale Date: 21/07/1999 (with a 'Clear' button)
 - End Sale Time: 23:00
- Right Side Fields:**
 - Batch type: [Empty]
 - Record Count: [Empty]
 - Batch status: [Empty]
- Bottom Buttons:** Navigation arrows, Batch Items, OK, Cancel, Apply.

The PLU Batch Maintenance dialog box consists of three tabs:

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

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

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

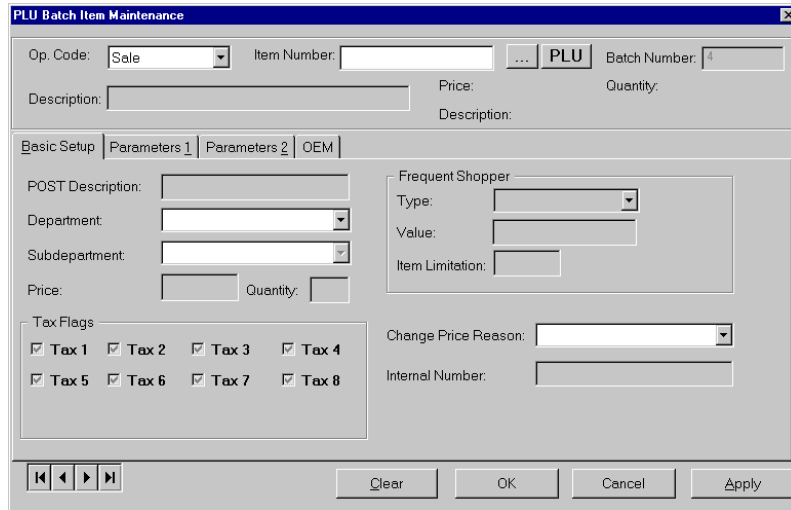
- 2 Enter the appropriate information in the fields in the *General* tab, as described below:

| Field | Description |
|------------------|---|
| PLU Batch Number | The number of the PLU batch. Note: Take care to avoid entering an existing batch number in this field. |
| Description | Description of the PLU batch, for example, <i>Independence Day Sale</i> . |
| Date Created | This information is automatically entered by the computer and cannot be edited. |
| Activation Date | Enter the date the batch is to be executed. |
| Activation Time | Enter the time the batch is to be executed. |

| Field | Description |
|---------------|---|
| End Sale Date | If the PLU Batch includes sale items, enter the date the sale is to end. This enables the system to automatically generate another batch that will reset the sale items to their pre-sale prices. The system-generated batch will be activated after the end-sale date and time. Note The system does not generate the new batch until the sale batch has been executed. |
| End Sale Time | If the PLU Batch includes sale items, enter the time the sale is to end. |
| Batch Type | Indicates whether the batch is local or imported. This information is automatically entered and cannot be edited. |
| Record Count | Displays the number of items in the batch. This information is automatically entered by the computer and cannot be edited. |
| Batch Status | The status of the batch, for example, Pending (for execution) or Edit. This information is automatically entered by the computer and cannot be edited. |

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

The PLU Batch Item Maintenance dialog box is displayed.



The information that you enter in the PLU Batch Maintenance dialog box is summarized in the *Batch Items* tab of the dialog box shown on page 2-10.

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

| Code | Description |
|----------|---|
| New Item | Adds an item that has not been previously registered in the database. |


Note

If a new item is given a PLU number which duplicates an existing PLU number in the database, an error message will be returned and no operations in the batch will be executed.

| Code | Description |
|-------------|--|
| Update | Updates an existing item in the database. |
| Price | Updates the price. |
| Delete | Deletes an item from the database. Only the <i>Item Number</i> field is enabled. |
| Sale | Defines an item with a reduced price for a limited time. When a sale batch is executed, another batch is automatically generated by the system to restore the pre-sale prices after the end-sale date. |
| New/Update | Adds or updates items. If a new item is given a PLU number which duplicates an existing PLU number in the database, the existing item is automatically updated with the new information. |

Note:

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

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

Note

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

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

Editing a PLU Batch

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

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

- 1 Select the relevant batch from the list in the PLU Batch Maintenance window and click *New*. The PLU Batch Item Maintenance dialog box is displayed, as shown on page 2-13.
- 2 Follow steps 4-8 in the procedure for creating a PLU batch, described on page 2-10.

➤ **To edit items in a PLU batch**

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

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

- 2 Select the item to be edited from the list and click *Edit*. The PLU Batch Item Maintenance dialog box, as shown on page 2-13, is displayed, showing the current information for the selected item.
- 3 Enter the required changes in the relevant fields.
- 4 Click *Apply* to save the changes and keep the dialog box open, or
Click *OK* to save the changes and return to the PLU Batch Item Maintenance window.

➤ **To delete items in a PLU batch**

- 1 Select the relevant batch from the list in the PLU Batch Maintenance window, and click *Edit*. The PLU Batch Item Maintenance dialog box is displayed, as shown on page 2-13.
- 2 Select the item that you want to delete and click *Delete*. The item is deleted from the batch.
- 3 Click *Exit* to return to the PLU Batch Maintenance window.

Note

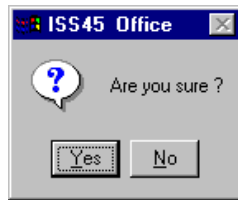
To delete a complete batch, refer to the section *Deleting a Batch*, on page 2-20.

Executing a PLU Batch

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

➤ **To execute a single batch immediately**

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

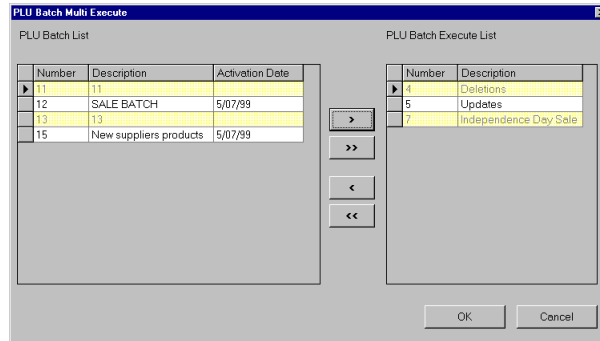


- 2 Click *Yes*. The batch is immediately executed.


➤ **To execute multiple batches immediately**


- 1 From the PLU Batch Maintenance window, click *Selector*.

The following dialog box is displayed.




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

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

Click the  button to select all the batches.

Note:

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

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

Note:



Using this procedure will override previously defined execution dates.

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


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

| Number | Description | Activation Date |
|--------|-----------------------|-----------------|
| 5 | Updates | |
| 7 | Independence Day Sale | 4/07/99 |
| 11 | 11 | |
| 13 | 13 | |

| Number | Description |
|--------|------------------------|
| 4 | Deletions |
| 12 | SALE BATCH |
| 15 | New suppliers products |

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

Note:

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

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

Note:

Using this procedure will override previously defined activation dates.

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

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

- 1 Select the batch that you want to edit from the list in the PLU Batch Maintenance window and click the *X-Activation* button at bottom of the window. The PLU Batch Maintenance dialog box, as shown on page 2-10, is displayed.
- 2 Enter the new *End Sale Date* and *End Sale Time* information and click *OK*.

Deleting a Batch

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

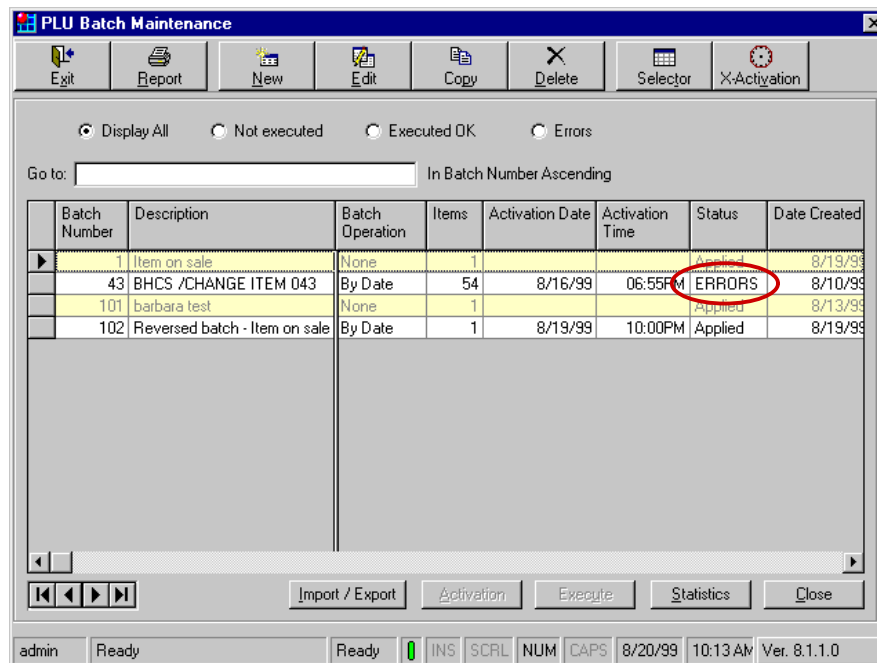
➤ **To delete a PLU batch**

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

PLU Batch Errors

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

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



➤ **To correct batch item errors**

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

The screenshot shows the 'PLU Batch Item Maintenance' window. At the top, there are buttons for 'Exit', 'Report', 'New', 'Edit', and 'Delete'. Below these, the 'PLU Batch Number' is 2, 'Activation Date' is 2/07/99, and 'Batch Items' is 6. The 'PLU Batch Description' is 'Spring Sale'. There are radio buttons for 'Display All' (selected), 'Not executed', 'Executed OK', and 'Errors'. A 'Go to:' field is empty, and 'In Op. Code Descending' is selected. The main table has columns for 'Op. Code', 'Item ID', 'Description', and 'Status'. The table contains six rows, with the third and sixth rows circled in red to highlight error messages.

| Op. Code | Item ID | Description | Status |
|----------|---------|---------------------|--|
| Sale | 1 | | Executed |
| Sale | 2 | | Executed |
| Sale | 3 | | Item Not found, Sale Operation failed! |
| Sale | 5 | | Executed |
| Sale | 6 | Milk Chocolate 250g | Executed |
| Sale | 10 | Seed Raising Mix | Item Not found, Sale Operation failed! |

At the bottom of the window, there are navigation buttons and a 'Clear Item Status' button. The status bar at the very bottom shows 'admin', 'Ready', 'Read', and system information including 'INS', 'SCRL', 'NUM', 'CAPS', '4/07/1999', '10.26', and 'Ver. 8.1.0.2'.

Note:

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

- 2 Double-click on an item to display the current item information in the PLU Batch Item Maintenance dialog box, as shown on page 2-13.
- 3 Enter the correct information and click *OK*.
- 4 Repeat steps 2-3 for each item that contains errors.
- 5 Click *Close* in the PLU Batch Item Maintenance window. The PLU Batch Maintenance window is displayed.
- 6 Select the PLU batch for which you have made amendments and click *Execute*. The amended items in the batch will be immediately executed.

Viewing Batch Execution Statistics

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

➤ **To view batch execution statistics**

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

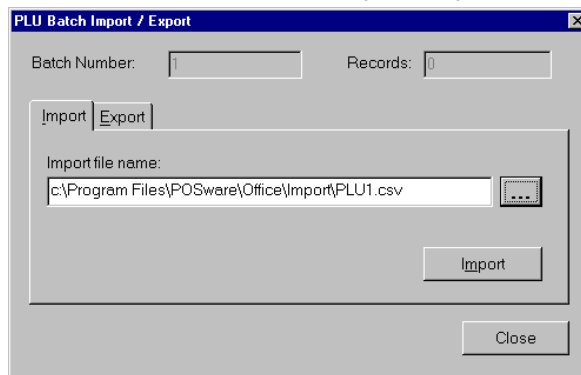
| | Count | Failed: | Succeeded: |
|---------------|-------------------|---------|------------|
| Batch Number: | 2 | | |
| Date Create: | 27/06/99 17:27:01 | | |
| Ignored: | 0 | 0 | 0 |
| New Items: | 0 | 0 | 0 |
| Update: | 0 | 0 | 0 |
| Price: | 0 | 0 | 0 |
| Delete: | 0 | 0 | 0 |
| Sale: | 6 | 2 | 4 |
| New / Update: | 0 | 0 | 0 |
| Summary: | 6 | 2 | 4 |


Importing and Exporting PLU Batches

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


➤ To import PLU batches

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



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

➤ **To export PLU batches**

- 1 From the PLU Batch Maintenance window, click *Import/Export Batches*. The PLU Batch Import/Export dialog box is displayed, as shown on the previous page.
- 2 In the *Export* tab, enter the destination path and name of the PLU batch file, if a destination other than the default path is required,
or
Click the  button to browse to the required destination.
- 3 Click *Export*. The file is exported to the specified destination.

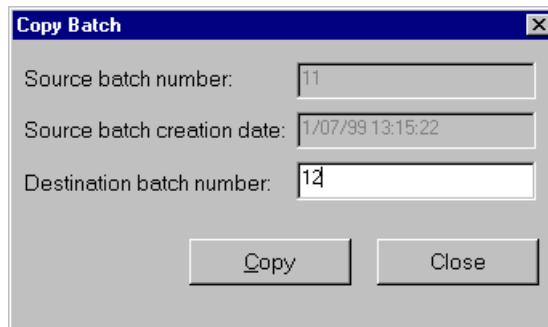
Copying PLU Batches

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

➤ **To copy PLU batches**

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

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



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

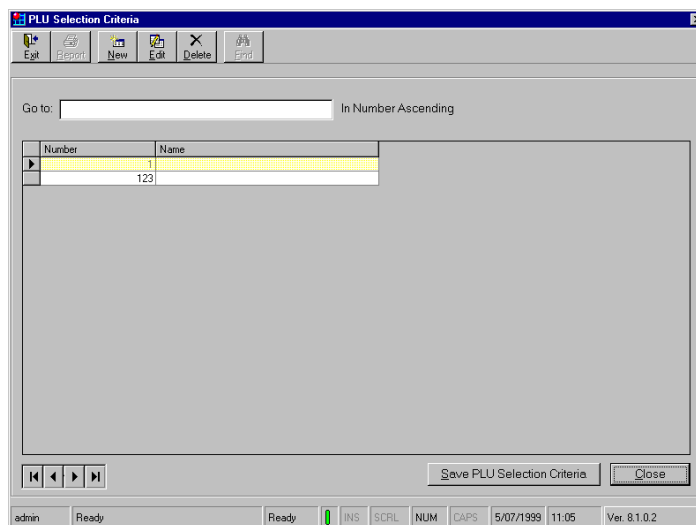
- 2 Enter a number for the destination batch in the *Destination batch number* field. Take care to avoid duplicating the number of an existing batch.
- 3 Click **Copy**. The PLU batch is saved as a new destination batch using the number you defined.

PLU Selection Criteria

The PLU Selection Criteria function enables you to easily select PLUs from predefined or customized groups in order to create batches. You can select items based on any of the fields that are enabled in the PLU Batch Item Maintenance dialog box shown on page 2-13, or you can customize your own selection criteria by refining information from these fields.

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

From the PLU Management menu in the ISS45 window, select PLU Selection Criteria. The following window is displayed.



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

➤ **To define new selection criteria**

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

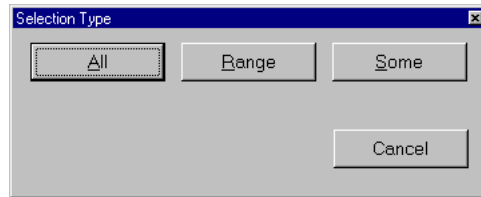
| No. | Description | Selection |
|-----|--------------------|-----------|
| 1 | PLU number | Some |
| 2 | Departments | Range |
| 3 | Internal code | |
| 4 | Sub-department | |
| 5 | Item name like | Some |
| 6 | Price | Range |
| 7 | Quantity | |
| 8 | Price date | |
| 9 | Mix and Match | |
| 10 |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

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

Note:

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

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



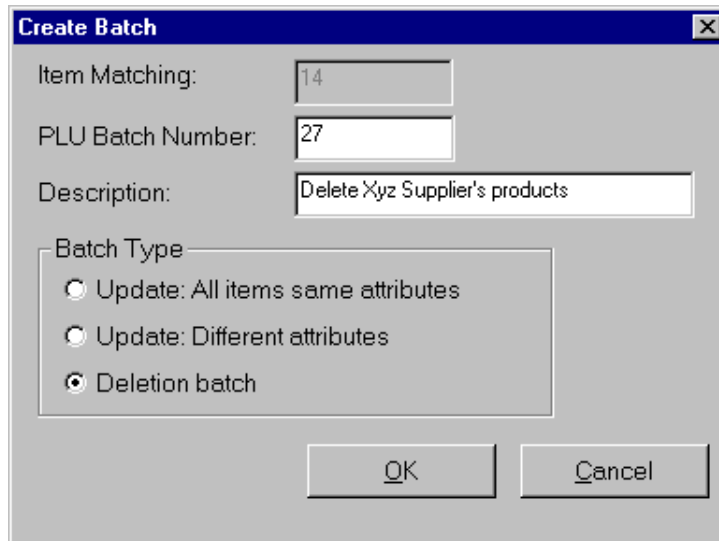
- 5 Click *All* to select all the criteria from the field,
or
Click *Range* to define a range of criteria,
or
Click *Some* to define specific criteria. Depending on which
button you click, a dialog box may be displayed for you to
enter details to refine the selection.
- 6 Repeat steps 4-5 to define other selection criteria.
- 7 The PLU Selection window displays information about the
criteria you defined in the *Selection* field, as shown on
page 2-29.
- 8 Click *List*. All the items that meet the defined selection criteria
are displayed, together with basic information about those
items.

Creating a Batch Using PLU Selection Criteria

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

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

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



The screenshot shows a dialog box titled "Create Batch". It has a title bar with a close button (X). The dialog contains the following fields and options:

- Item Matching:** A text box containing the number "14".
- PLU Batch Number:** A text box containing the number "27".
- Description:** A text box containing the text "Delete Xyz Supplier's products".
- Batch Type:** A group box containing three radio button options:
 - Update: All items same attributes
 - Update: Different attributes
 - Deletion batch
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

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

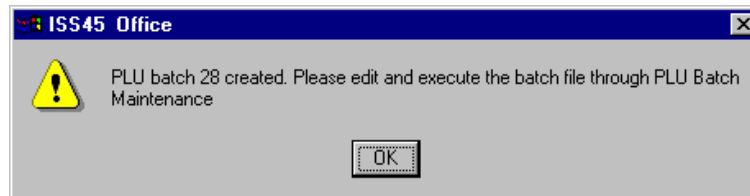
Note:

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

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

| Batch Type | Description |
|------------------------------------|--|
| Update: All items same attributes. | All items in the batch are to be updated with the same information, for example, the same price. |
| Update: Different attributes | Each item is to be updated with information specific to that item. |
| Deletion Batch | The items in the batch are to be deleted. |

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



- 5 Click *OK*.
- 6 Follow the procedures described in the section *Editing a PLU Batch*, on page 2-15, to edit and execute the batch.

Note:

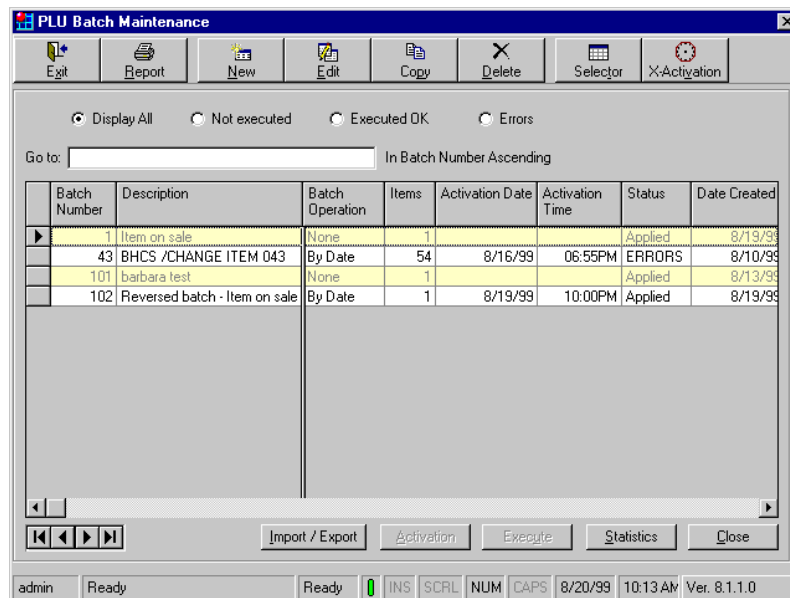
PLU Selection Criteria can also be used to define information for reports.

Fast PLU Batches

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

➤ To access Fast PLU Batches

Select *Fast PLU Batches* from the PLU Management menu in the ISS45 menu. The Fast PLU Batch Maintenance window is displayed.



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

Creating a New Fast PLU Batch

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

➤ **To create a new fast PLU batch**

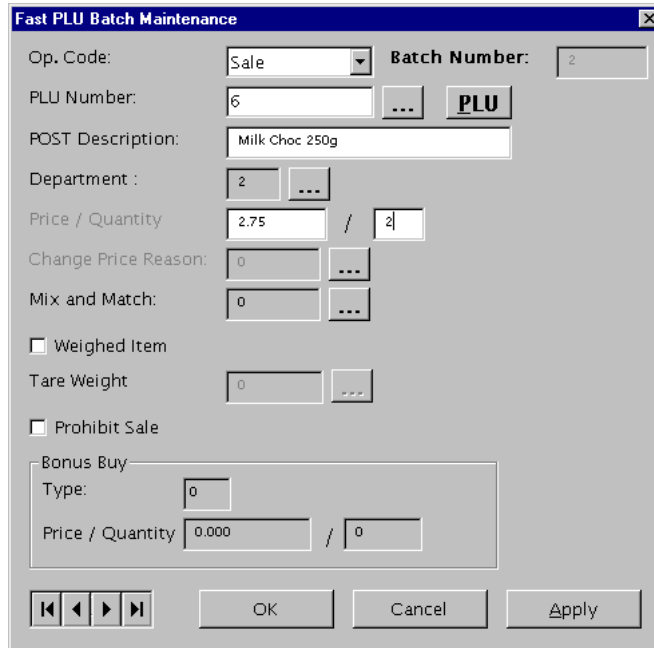
- 1 From the Fast PLU Batch Maintenance window, click *New*. The following dialog box is displayed.

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

| Field | Value |
|-------------------|-----------------------|
| PLU Batch Number: | 7 |
| Description: | Independence Day Sale |
| Date Created: | 29/06/99 14:19:18 |
| Activation Date: | 4/07/1999 |
| Activation Time: | 07:00 |
| End Sale Date: | 21/07/1999 |
| End Sale Time: | 23:00 |
| Batch type: | |
| Record Count: | |
| Batch status: | |

Buttons at the bottom: Batch Items, OK, Cancel, Apply.

- Follow steps 1-3 of the procedure for creating a PLU batch, described on page 2-10. The following dialog box is displayed.



The image shows a dialog box titled "Fast PLU Batch Maintenance". It contains the following fields and controls:

- Op. Code: A dropdown menu set to "Sale".
- Batch Number: A text box containing the number "2".
- PLU Number: A text box containing "6" and a "PLU" button.
- POST Description: A text box containing "Milk Choc 250g".
- Department: A text box containing "2" and a "..." button.
- Price / Quantity: Two text boxes containing "2.75" and "2".
- Change Price Reason: A text box containing "0" and a "..." button.
- Mix and Match: A text box containing "0" and a "..." button.
- Weighed Item
- Tare Weight: A text box containing "0" and a "..." button.
- Prohibit Sale
- Bonus Buy section:
 - Type: A text box containing "0".
 - Price / Quantity: Two text boxes containing "0.000" and "0".

At the bottom of the dialog box are navigation buttons (back, forward, etc.), and "OK", "Cancel", and "Apply" buttons.

- Enter the *Op Code* and *PLU Number*, as described in the *Creating a PLU Batch* section on page 2-10.
- Enter information into the other fields, as appropriate.

Note

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

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

Editing a Fast PLU Batch

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

➤ To edit a PLU batch using Fast PLU

- 1 From the Fast PLU Batch Maintenance window, select the batch you need to edit and click *Edit*. The dialog box, as shown on page 2-16, is displayed.
- 2 Select the item you need to modify and click *Edit*. The Fast PLU Batch Maintenance dialog box, as shown on the previous page, is displayed.
- 3 Modify the information as required and click *OK*.
Repeat this procedure as necessary, to modify other items in the batch.

3

In this chapter:

Cash Office

The Cash Office options provide access to programs for handling Cashier, PoS and Store declarations and accountability and balancing activities. Each of the main options are discussed separately.

The cash office options are universal and can be used in different ways to suit various store requirements. The behavior of many options can be changed to match your environment by setting parameters. Parameters affect both the Office functionality and the way the PoS terminals behave.

This chapter explains all the available options. How you use them depends on your company's requirements and policies.

- **Cashier Balancing, page 3-3**
- **PoS Balancing, page 3-21**
- **Store/Safe Balancing, page 3-22**

Cashier Balancing

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

These are the options covered in Cashier Balancing:

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

Cashier Add Loan

Use this option at any time to issue a loan to a cashier. Tenders must be defined in Tender Maintenance as *Tender has float*. Only those tenders defined as such can be used to issue loans.

The *Safe* automatically decreases its totals when a cashier loan is performed. A cashier's totals affect the safe totals only after the cashier is *declared* and *locked* (counted and zeroed).

➤ **To perform a cashier add loan**

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

Select Current or Previous period

Use the Log to review a history of the current session

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

Accumulative totals

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

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

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

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

Accumulative total

Overrides previous amounts entered

Use to make corrections

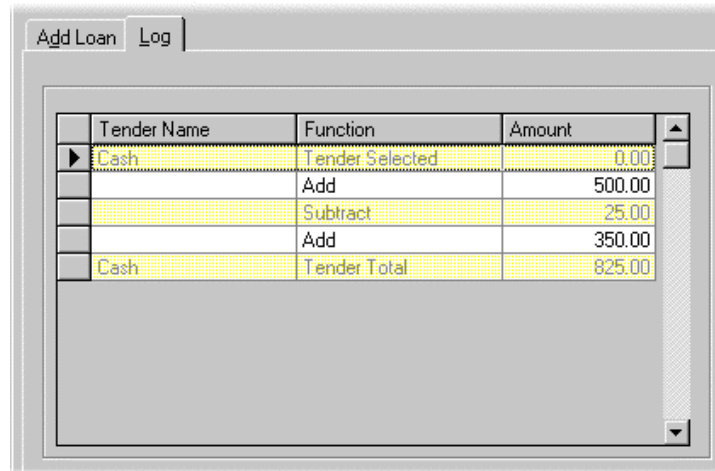
The dialog appears if you have set up cash denominations and are issuing cash

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

Enter amount and press *Tab*. Total automatically displays

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

- 6 When finished, click *OK*.
- 7 Before confirming the loan, click the *Log* tab for details.



The screenshot shows a dialog box titled 'Add Loan' with a 'Log' tab selected. Inside the dialog is a table with three columns: 'Tender Name', 'Function', and 'Amount'. The table contains the following data:

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

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

Cashier Pickup

Use this option to remove cash or other tenders from a cashier's draw. All tenders in the system are available.

The *Safe* automatically increases and decreases its totals when a cashier pickup is performed. A cashier's totals affect the safe totals only after the cashier is *declared* and *locked* (counted and zeroed).

➤ **To perform a cashier pickup**

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

Select Current or Previous period

Use the Log to review a history of the current session

Select a tender to pickup

Accumulative totals

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

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

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

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

Overrides previous amounts entered

Use to make corrections

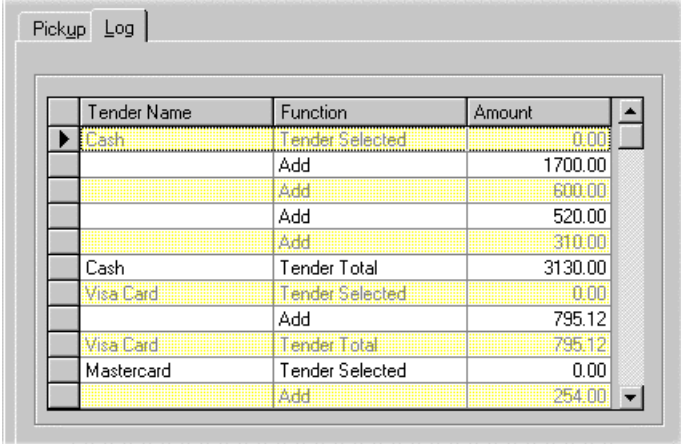
The dialog appears if you have set up cash denominations and are issuing cash

| Note/Coin | Qty | Total |
|--------------|-----|---------|
| 500.00 | 2 | 1000.00 |
| 200.00 | 6 | 1200.00 |
| 100.00 | 17 | 1700.00 |
| 50.00 | 12 | 600.00 |
| 20.00 | 25 | 520.00 |
| 10.00 | | .00 |
| 5.00 | 0 | .00 |
| 1.00 | 0 | .00 |
| .50 | 0 | .00 |
| .20 | 0 | .00 |
| .10 | 0 | .00 |
| This session | | 5020.00 |
| Total cash | | 5020.00 |

Enter amount and press Tab. Total automatically displays

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

- 6 When finished, click *OK*.
- 7 Before confirming the pickup, click the *Log* tag for details.



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

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

Cashier Balancing Procedures

Cashier balancing is performed through these options:

- **Cashier Declaration:** After signing off at the PoS terminal, all media in a cashier's cash drawer is counted and declared via the Cashier Declaration option. Following a declaration, the amounts in the system are compared with a declaration report that shows any over/short amounts.

The system does not transfer accountability for any media as a result of a cashier declaration. Each cashier maintains accountability for all sales, pickups and loans from the time assigned, until locked.

- **Cashier Locking:** After a manager has checked and finalized a cashier declaration, the cashier is locked via the Cashier Locking option. Cashier Locking prints the cashier report, moves the declared amounts to the In Safe totals, the over/short amounts to the Cashier Over/Short Report, and zeroes the cashier's totals.
- **Transfer Current Data to Previous period:** With the Delayed Cashier Balancing feature, the system enables cashiers who work different shifts on the same day to simultaneously retain the totals of both shifts (previous and current), and perform cashier balancing at the end of the second shift. In this case, current cashier totals need to be transferred to previous totals via the Transfer Current Data to Previous option.

Using the Delayed Cashier Balancing Feature

The Delayed Cashier Balancing feature enables cashiers who work different shifts on different days to simultaneously retain the totals of both shifts (*previous* and *current*), and perform cashier balancing at the end of the second shift. In this case, current cashier totals are transferred to previous totals via the Transfer Current Data to Previous option.

To use the Delayed Cashier Balancing feature, check the parameter *Allow Delayed Cashier/POST Balancing* (see the chapter *Front Office Parameters* in the System Administrator's Reference).

If the Delayed Cashier Balancing feature is being used in your store, all cashier options prompt you to specify whether the transaction or operation applies to the *current* or *previous* period.

Cashier Declarations

Use this option, usually at the end of the day, or at the end of the accounting period, to remove cash or other tenders from a cashier's drawer. Loans and pickups also affect accountability, but cashier declarations are the final transactions performed in cashier balancing.

Cashier accountability is calculated once declarations have been performed. The *expected* amounts in the PoS terminals are compared with the *actual* amounts. The Cashier Declaration Report calculates and shows the cashier's final result – short or over.

Once all cashiers have been declared, they must be *locked*. For details, see the *Cashier Locking* section later in this chapter.

➤ **To perform a cashier declaration**

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

Select Current or Previous period

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

Select a tender to declare

Accumulative totals

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

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

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

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

Accumulative total

Visa Card

Amount Qty = 0.00

Total 756.25 1

Buttons: Set, Add (+), Sub (-), OK, Cancel

Overrides previous amounts entered
Use to make corrections

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

Cash

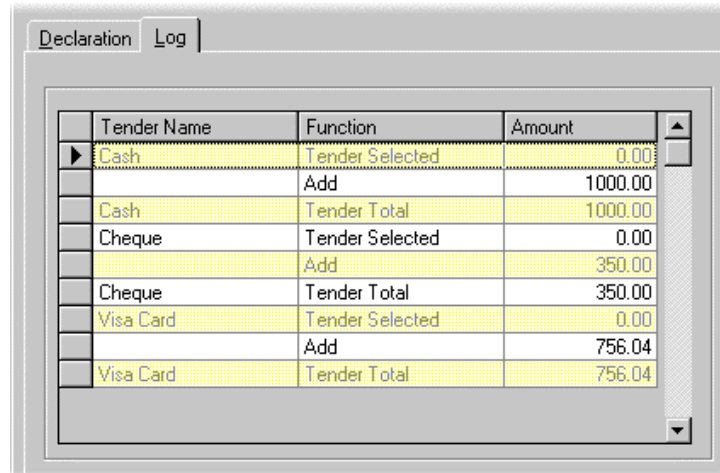
Add Subtract Set

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

Buttons: OK, Cancel

Enter amount and press *Tab*. Total automatically displays

- 5 There are three ways you can enter declaration amounts:
 - Enter a global amount and click *Set*, OR
 - Enter by each bill denomination and quantity of bills, OR
 - Enter by tender. Click *Add* after each denomination.
- 6 When finished, click *OK*.
- 7 Before confirming the declaration, click the *Log* tab for details.



The screenshot shows a window titled "Declaration" with a "Log" tab selected. The window contains a table with the following data:

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

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

Cashier Declaration Adjustments

You can make adjustments to cashier declarations, regardless of whether reports have been printed. You cannot make adjustments once cashiers have been locked.

➤ To perform cashier declaration adjustments

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

Cashier Locking

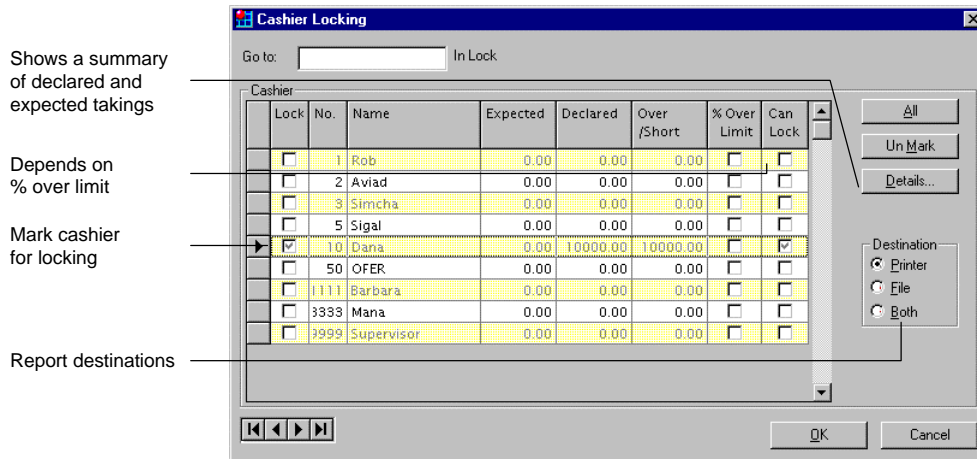
The Cashier Locking procedure zeroes all totals for the cashier, transfers the declared amounts to the In Safe totals, moves the over or short amounts to the Over/Short Report, and prints the Cashier Report. Each cashier maintains accountability for all sales, cash pickups and loans from the time assigned, until locked.

Note:

If the Delayed Cashier Balancing feature is being used in your store, cashier locking applies only to the previous period.

➤ **To perform cashier locking**

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



You can decide to lock individual cashiers separately, or *mark* them all and lock them in a single operation.

Note:

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

- 2 Mark the cashiers you want to lock. If cashiers' over/short amounts are greater than the *% over limit*, you cannot lock them.
- 3 Choose the destination for the Cashier Report. Options are *Printer*, *File* or *Both*. If you choose *Printer* or *Both*, the report is created and sent to the printer.
- 4 Click *OK* to lock the cashiers. A cashiers locking message appears. The system then gives you a chance to check the printed report.

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

Transfer Current Data to Previous Period

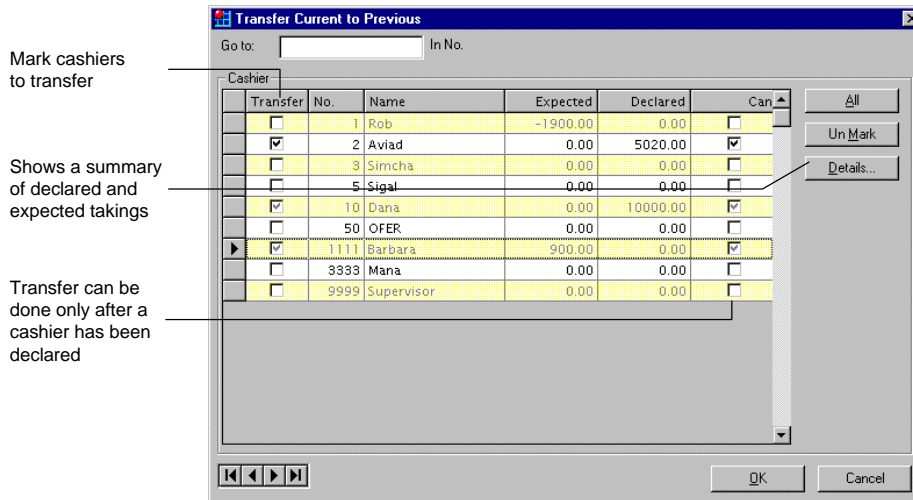
This option is relevant only if the Delayed Cashier Balancing feature is being used in your store. See *Cash Office Parameters* in the *Front Office Parameters* chapter.

With the Delayed Cashier Balancing feature, the system enables cashiers who work different shifts on the same day, to simultaneously retain the totals of both shifts (*previous* and *current*), and perform cashier balancing at the end of the second shift. In this case, current cashier totals need to be transferred to previous totals via the Transfer Current Data to Previous option.

You cannot perform Cashier locking until you have transferred the cashiers to the previous period.

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

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



- 2 Select the cashiers to transfer.

Note:

Cashiers can only be transferred when they have been declared.

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

Cashier Declaration Report

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

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

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

➤ To produce a Cashier Declaration Report

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

| No. | Name | Report |
|------|------------|-------------------------------------|
| 1 | Rob | <input type="checkbox"/> |
| 2 | Aviad | <input type="checkbox"/> |
| 3 | Simcha | <input type="checkbox"/> |
| 5 | Sigal | <input type="checkbox"/> |
| 10 | Dana | <input checked="" type="checkbox"/> |
| 50 | OFER | <input type="checkbox"/> |
| 1111 | Barbara | <input type="checkbox"/> |
| 3333 | Mana | <input type="checkbox"/> |
| 3999 | Supervisor | <input type="checkbox"/> |

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

Cashier Accountability Report

Use this option to produce a report for a specific cashier or a range of cashiers. This report shows all statistics for the cashier, including the over/short amount.

This report can be produced at any time, but is meaningful only after a cashier has declared all takings.

➤ To produce a Cashier Accountability Report

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

PoS Balancing

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

These are the options covered in PoS Balancing:

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

When setting up the Office, you have to specify whether the system is to work by Cashier Accountability or PoS Accountability.

To use the PoS Balancing options, check the *PoS Accountability in System* parameter (see the *Front Office Parameters* chapter in the *System Administrator's Reference*).

All PoS Balancing options are identical to those described in Cashier Balancing options, and are therefore not documented here. For more details see *Cashier Balancing*, on page 3-3.

Store/Safe Balancing

The Store/Safe Balancing option provides access to several programs for recording store or safe transactions, for recording deposits, ROAs (receipts) and payouts. In addition, you can use this option to create many store reports.

These are the options covered in Store/Safe Balancing:

- Bank Deposit
- Bank Receipt
- Paid Out
- ROA
- Store/Safe Declaration
- Store/Safe Locking
- Store/Safe Report
- Deposit Report
- Daily ROA Report
- Weekly ROA Report
- Daily Paid Out Report
- Weekly Paid Out Report

Store/Safe Transactions

The Store/Safe Balancing options allow you to record the following store/safe transactions:

- **Store/Safe Declaration:** After media for all cashiers (or PoS terminals) has been counted and declared, a similar process is required for the store/safe. This is done via the Store/Safe Declaration option. Following a declaration, the *expected* amounts in the system are compared to the declared (*actual*) amounts in the safe, with a declaration report which shows the over or short amount.
- **Store/Safe Locking:** After a manager has checked and finalized the Store/Safe declaration, the Store/Safe is locked via the Store/Safe Locking option. Store/Safe Locking prints the Store/Safe Report, moves the over or short amount to the Safe Over/Short Report, and zeroes the store's safe totals.

Other Store/Safe Transactions

In addition to those described above, the Store/Safe Balancing option enables you to record the following store/safe transactions:

- **Bank deposits** - media withdrawn from the store's safe and deposited in a bank (or another destination).
- **Bank receipts** - media received from a bank (or another source) and placed in the store's safe.
- **Paid Outs** - media withdrawn from the store's safe and given to a vendor or customer for goods and services.
- **ROA** - media received from a vendor or customer and placed in the store's safe.

All these safe transactions automatically update the In-Safe totals, and options are available for printing relevant reports.

The Store/Safe Balancing Procedure

Store balancing is performed through a number of Store Balancing options, as follows:

Deposits/Receipts

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

➤ **To perform a bank deposit**

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

| No. | Tender Name | Qty | Amount | Qty in Safe | Amount in Safe |
|--------|-------------------|-----|--------|-------------|----------------|
| 1 | Cash | 0 | 0.00 | 1 | 15032.00 |
| 2 | Cheque | 0 | 0.00 | 0 | 0.00 |
| 3 | Visa Card | 0 | 0.00 | 0 | 0.00 |
| 4 | Mastercard | 0 | 0.00 | 0 | 0.00 |
| 5 | Vendor Coupons | 0 | 0.00 | 0 | 0.00 |
| 6 | Store Coupons | 0 | 0.00 | 0 | 0.00 |
| 7 | Payment Purchase | 0 | 0.00 | 0 | 0.00 |
| 10 | \$ Travelers cheq | 0 | 0.00 | 0 | 0.00 |
| Totals | | 0 | 0.00 | 1 | 15032.00 |

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

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

| Note/Coin | Qty | Total |
|-----------|-----|-------|
| 500.00 | 0 | .00 |
| 200.00 | 0 | .00 |
| 100.00 | 0 | .00 |
| 50.00 | 0 | .00 |
| 20.00 | 0 | .00 |
| 10.00 | 0 | .00 |
| 5.00 | 0 | .00 |
| 1.00 | 0 | .00 |
| .50 | 0 | .00 |
| .20 | 0 | .00 |
| .10 | 0 | .00 |

This session 0.00
Total cash 0.00

- 5 Enter the deposit amounts as appropriate.
- 6 When finished, click *OK*.
- 7 Before confirming the declaration, click the *Log* tab for details.
- 8 When ready to confirm the deposit, click *OK*. The system prompts *Are you sure?*
- 9 Click *Yes*. (You have the option to print a report).

➤ **To perform a bank receipt**

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

| No. | Tender Name | Qty | Amount | Qty in Safe | Amount in Safe |
|--------|-------------------|-----|--------|-------------|----------------|
| 1 | Cash | 0 | 0.00 | 1 | 11032.00 |
| 2 | Cheque | 0 | 0.00 | 0 | 0.00 |
| 3 | Visa Card | 0 | 0.00 | 0 | 0.00 |
| 4 | Mastercard | 0 | 0.00 | 0 | 0.00 |
| 5 | Vendor Coupons | 0 | 0.00 | 0 | 0.00 |
| 6 | Store Coupons | 0 | 0.00 | 0 | 0.00 |
| 7 | Payment Purchase | 0 | 0.00 | 0 | 0.00 |
| 10 | \$ Travelers cheq | 0 | 0.00 | 0 | 0.00 |
| Totals | | 0 | 0.00 | 1 | 11032.00 |

- 2 Enter the reference number.
- 3 Select a bank.

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

| Note/Coin | Qty | Total |
|-----------|-----|-------|
| 500.00 | 0 | .00 |
| 200.00 | 0 | .00 |
| 100.00 | 0 | .00 |
| 50.00 | 0 | .00 |
| 20.00 | 0 | .00 |
| 10.00 | 0 | .00 |
| 5.00 | 0 | .00 |
| 1.00 | 0 | .00 |
| .50 | 0 | .00 |
| .20 | 0 | .00 |
| .10 | 0 | .00 |

This session 0.00
Total cash 0.00

- 5 Enter the receipt amounts as appropriate.
- 6 When finished, click *OK*.
- 7 Before confirming the declaration, click the *Log* tab for details.
- 8 When ready to confirm the deposit, click *OK*. The system prompts *Are you sure?*
- 9 Click *Yes*. (You have the option to print a report).

Paid Out

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

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

➤ **To perform a payout**

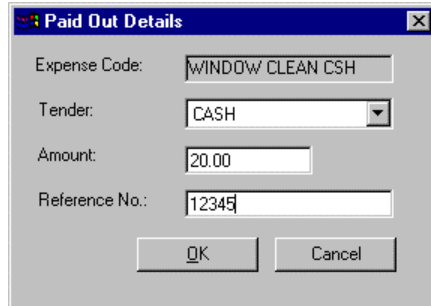
- 1 From the Store/Safe Balancing menu, select Paid out. The Paid out dialog box appears.

Double-click on an expense code to enter payout details

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

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

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



The screenshot shows a dialog box titled "Paid Out Details". It contains the following fields and values:

| Field | Value |
|----------------|------------------|
| Expense Code: | WINDOW CLEAN CSH |
| Tender: | CASH |
| Amount: | 20.00 |
| Reference No.: | 12345 |

Buttons: OK, Cancel

- 3 Choose the tender to pay out.
- 4 Enter the amount and a reference number, then click *OK* to save.

ROA

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

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

➤ **To perform an ROA**

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

Double-click on
an expense code
to enter ROA
details

| No. | Description |
|-----|------------------|
| 2 | Bagging |
| 5 | Stationery |
| 8 | Postage |
| 11 | Sundry Expenses |
| 13 | Electric repairs |
| 16 | Salaries |

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

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

Expense Code: Electric repairs
Tender: Cash
Amount: 50.00
Reference No.: B1026

- 3 Choose the tender to receipt.
- 4 Enter the amount and a reference number, then click *OK* to save.

Store/Safe Declaration

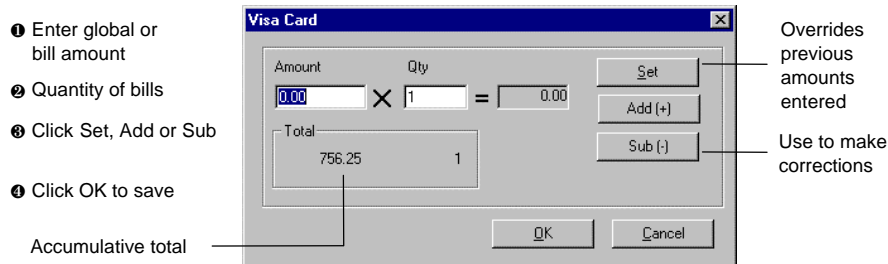
This option is used to count and declare the media in the store's safe, and to generate a safe Over/Short Report. The report shows any discrepancies between the declared (actual) safe media totals and the (expected) safe totals in the system.

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

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

| No. | Tender Name | Amount | Last Safe Declaration |
|--------|-------------------|--------|-----------------------|
| 1 | Cash | 0.00 | 0.00 |
| 2 | Cheque | 0.00 | 0.00 |
| 3 | Visa Card | 0.00 | 0.00 |
| 4 | Mastercard | 0.00 | 0.00 |
| 5 | Vendor Coupons | 0.00 | 0.00 |
| 6 | Store Coupons | 0.00 | 0.00 |
| 7 | Payment Purchase | 0.00 | 0.00 |
| 10 | \$ Travelers cheq | 0.00 | 0.00 |
| Totals | | 0.00 | 0.00 |

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



- 3 Declare all tenders as required. When finished, click *OK*.
- 4 Before confirming the declaration, click on the *Log* tab for details.
- 5 When ready to confirm the declaration, click *Apply*. The system prompts *Are you sure?*
- 6 Click *Yes*. (You have the option to print a report).

Store/Safe Declaration Adjustments

You can make adjustments to declarations, regardless of whether reports have been printed. You cannot make adjustments once store-locking has been performed.

➤ To perform declaration adjustments

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

Safe Locking

The final stage of the Store/Safe Balancing procedure is the store/safe locking process. This function can only be executed after a manager has checked and finalized all cashier and/or PoS declarations by performing Cashier and/or PoS Locking.

The Store/Safe Locking process:

- Compares net sales against actual media declared.
- Transfers all declared media to the In-Safe totals.
- Zeroes Declaration totals and store/balancing logs.

When you run the locking option, a report is printed. You can then check the report details and decide to go ahead and lock, or cancel the process. You may need to make adjustments to the store declaration, then start the locking process again.

Store/Safe Report

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

A summary also shows totals for:

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

➤ **To print the Store/Safe Report**

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

Deposit Report

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

This report shows:

- Media types
- Banks
- Reference Numbers
- Amounts

➤ **To print the Deposit Report**

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

Daily ROA Report

This report shows the day's ROA transactions.

Details include:

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

➤ **To print the Daily ROA Report**

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

Weekly ROA Report

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

Details include:

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

➤ **To print the Weekly ROA Report**

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

Daily Paid Out Report

This report shows the day's payouts.

Details include:

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

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

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

Weekly Paid Out Report

This report shows the week-to-date payouts.

Details include:

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

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

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

4

Cashier Utilities

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

In this chapter:

- **Cashier Maintenance,**
page 4-3
- **Password Inquiry,**
page 4-7
- **Remote/Force Log off,**
page 4-8
- **PoS Monitoring,**
page 4-10
- **Resetting a Cashier
Password,**
page 4-12
- **Message Center,**
page 4-13

Cashier Maintenance

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

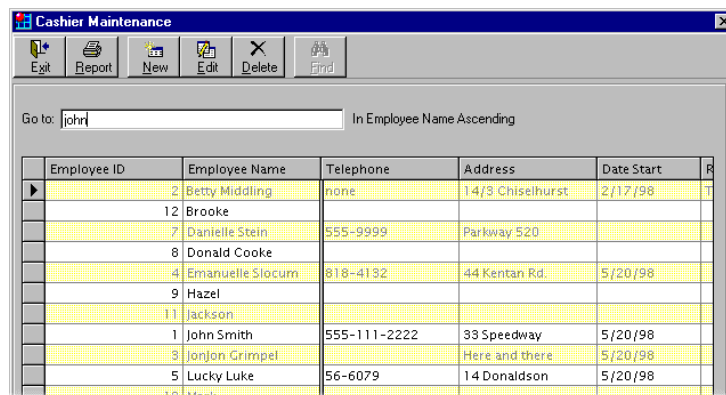
When first added, all cashiers are automatically assigned the password of four zeroes (0000). Cashiers can optionally change their password during signoff at the PoS terminal, if you set up your system to allow this.

Adding a New Cashier

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

➤ To add a new cashier

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



The screenshot shows a window titled "Cashier Maintenance" with a menu bar containing Exit, Report, New, Edit, Delete, and Find. Below the menu bar is a search field with "john" entered and a sort order dropdown set to "In Employee Name Ascending". The main area contains a table with the following data:

| Employee ID | Employee Name | Telephone | Address | Date Start | R |
|-------------|------------------|--------------|------------------|------------|---|
| 2 | Betty Middling | none | 14/3 Chiselhurst | 2/17/98 | T |
| 12 | Brooke | | | | |
| 7 | Danielle Stein | 555-9999 | Parkway 520 | | |
| 8 | Donald Cooke | | | | |
| 4 | Emanuelle Slocum | 818-4132 | 44 Kentan Rd. | 5/20/98 | |
| 9 | Hazel | | | | |
| 11 | Jackson | | | | |
| 1 | John Smith | 555-111-2222 | 33 Speedway | 5/20/98 | |
| 3 | Jonjon Grimpel | | Here and there | 5/20/98 | |
| 5 | Lucky Luke | 56-6079 | 14 Donaldson | 5/20/98 | |
| 10 | Mark | | | | |

- 2 On the toolbar, select *New*.
The Cashier Maintenance dialog box appears.
- 3 Type in the cashier number and name.
- 4 Enter the appropriate details and set options as required. These options are explained below.
- 5 Click *OK* or *Apply* to save.

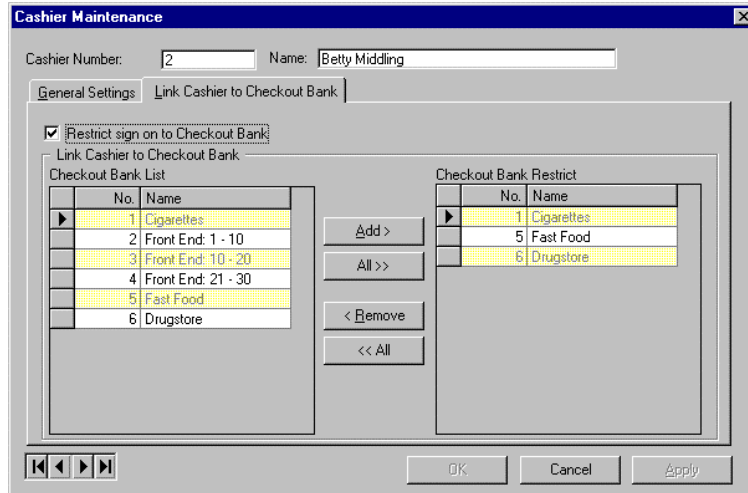
General Settings Tab

The screenshot shows the 'Cashier Maintenance' dialog box with the 'General Settings' tab selected. The 'Link Cashier to Checkout Bank' checkbox is checked. The fields are filled with: Cashier Number: 2, Name: Betty Middling, Address: 14/3 Chiselhurst, Telephone: none, Start Date: 02/17/1998, and Remarks: Transferred from Broadway. Under 'Cashier Privileges', there are two columns: 'SALES Mode' and 'TRAINING Mode'. Each column has checkboxes for numbers 1 through 8, all of which are checked. A callout box on the left points to these sections with the text 'Set privileges for Sales mode and Training mode'.

| Field | Description |
|------------|------------------------------------|
| Address | Cashier's address. |
| Telephone | Cashier's telephone number. |
| Start Date | Date of employment. |
| Remarks | Enter a short comment if required. |

| Field | Description |
|--------------------|---|
| Cashier Privileges | <p>Select the appropriate options for sales and Training modes.</p> <p>Cashiers may be assigned privileges to determine their authorization level for handling a control check triggered at the PoS terminal.</p> <p>ISS45 triggers control checks at PoS terminals according to definitions made in the Control Check Types and other database files. Each control check may have an attached privilege code. Cashiers are required to take an appropriate action when a control check is triggered, based on the privilege assigned to them. For example, if a cashier is assigned privilege 1, and a control check with privilege 1 is triggered, the cashier is authorized to continue by pressing the Clear key.</p> |

Link Cashiers to Checkout Bank Tab



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

Note:

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

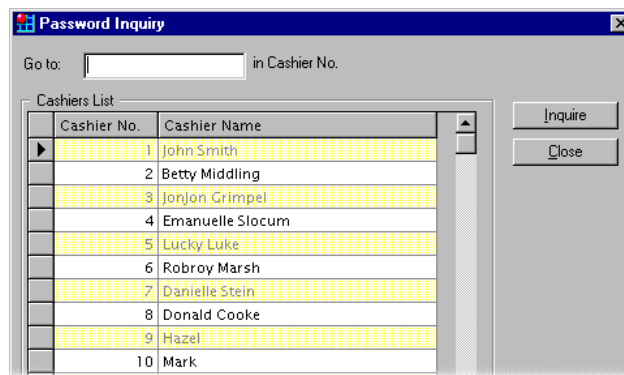
Password Inquiry

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

Checking a Cashier Password

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

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



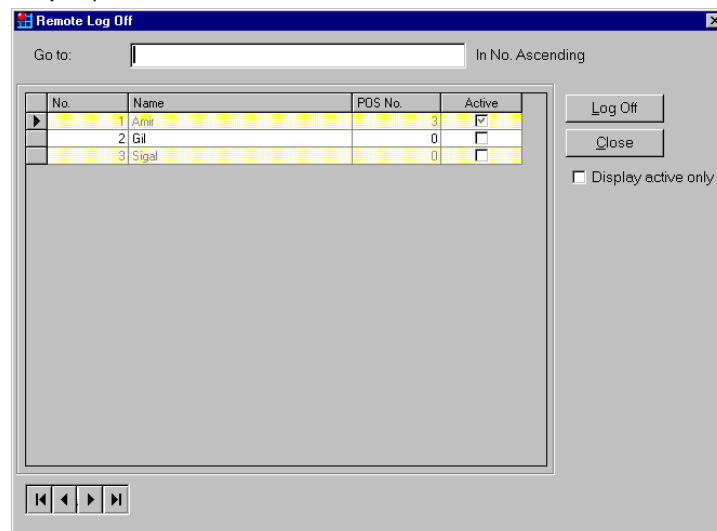
- 3 Select the required cashier and click *Inquire*. A popup dialog box displays the selected cashier's password.

Remote/Force Log Off

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

➤ **To force a logoff**

- 1 Select *Remote/Force Log off* from the *Cashier Utilities* menu in the ISS45 main menu window. The Remote Log Off window is displayed:



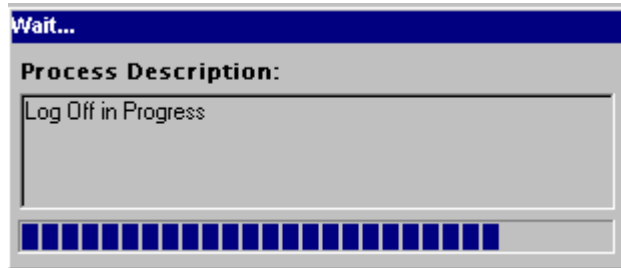
The Remote Log Off window lists the names of the cashiers, their PoS terminals and whether they are currently working on the PoS terminal.

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

Note:

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

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



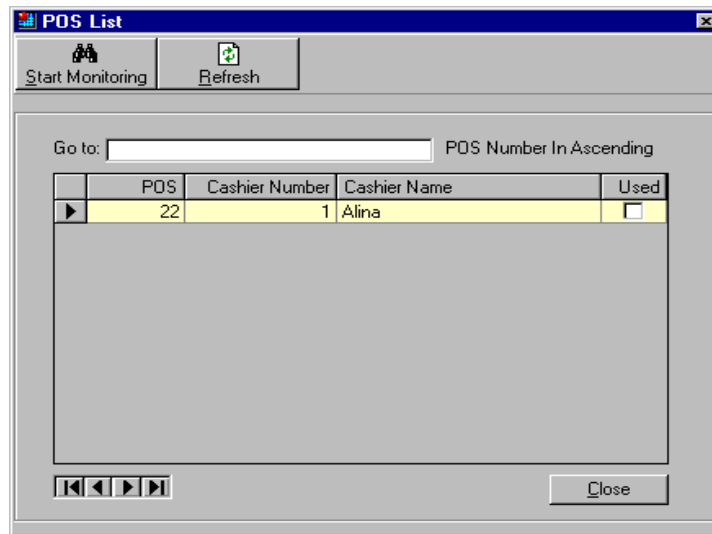
The cashier is logged off.

PoS Monitoring (WinPOS)

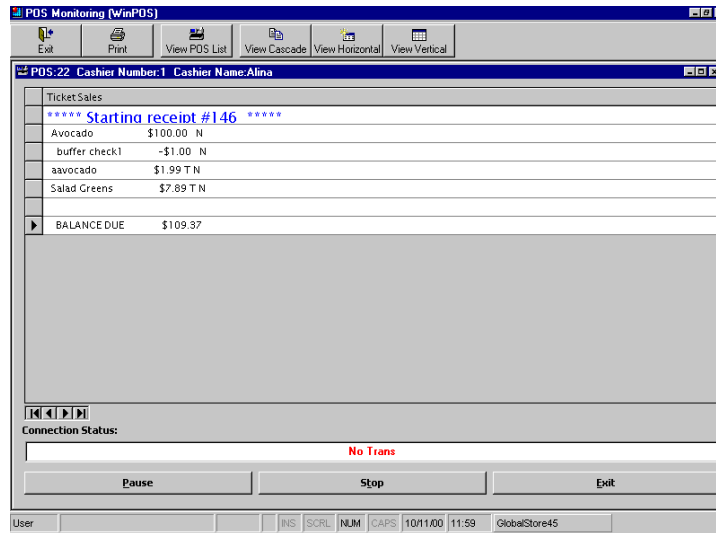
Use PoS Monitoring to link to a POS terminal and examine the transactions currently being performed by the cashier.

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

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



- 2 Specify which PoS terminal you want to monitor by highlighting it, then click *Start Monitoring*.
- 3 The PoS Monitoring screen appears.



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

Available options:

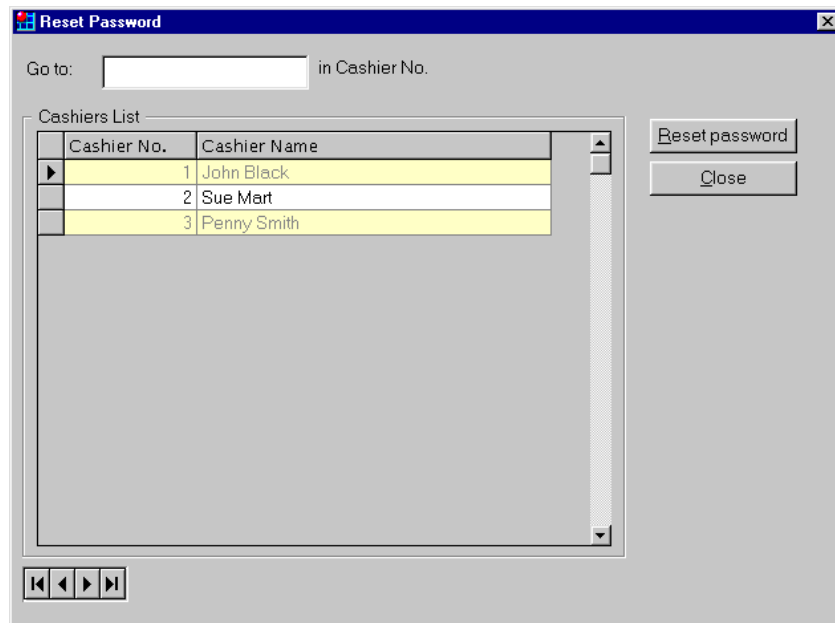
- Pause
- Stop
- Exit

Resetting a Cashier Password

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

➤ **To reset a cashier password**

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



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

Message Center

Use the Message Center to send text messages from the back office PCs to cashiers (or PoS terminals). There are two message types:

- Sign-on messages
- Immediate messages

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

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

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

All messages require a cashier response.

Sign-On Messages

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

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

The system allows up to 64 Sign On messages.

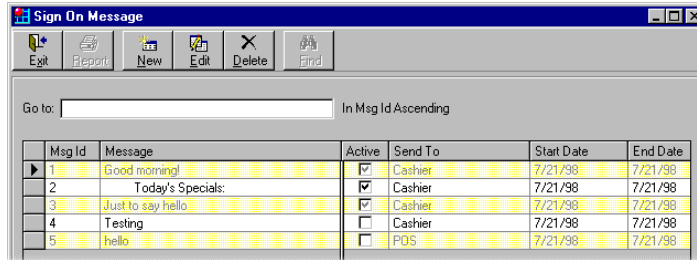
Note:

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

➤ **To send a sign-on message**

- 1 From the Cashier Utilities menu, select Message Center, then Sign On Messages.

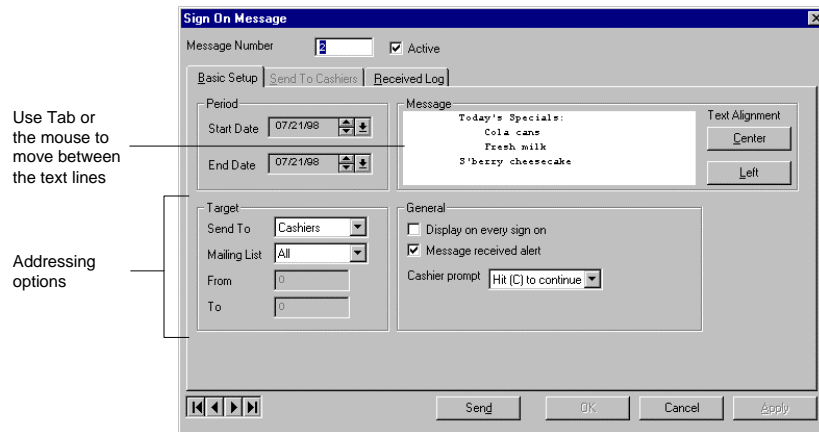
The Sign On Messages list appears.



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

- 2 On the toolbar, select *New*.

The Sign On Message tabbed dialog box appears.

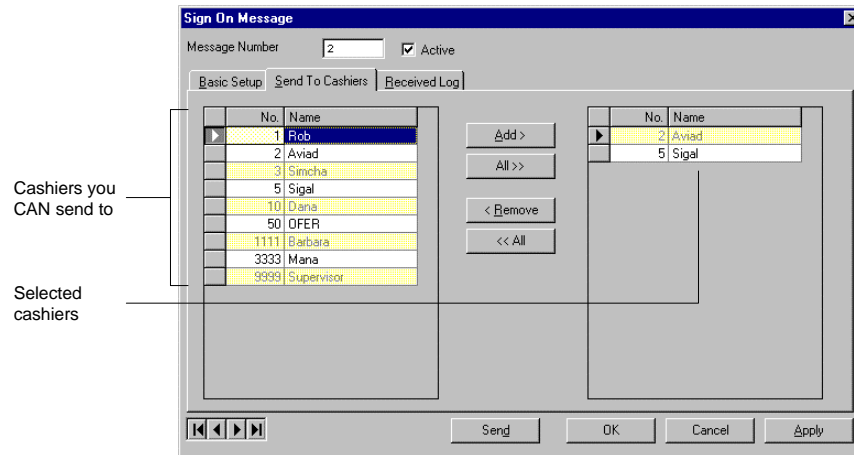


Use Tab or the mouse to move between the text lines

Addressing options

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

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



- 7 Add the required cashiers to the list on the right.
- 8 Type your message - up to five lines are available. The default text alignment is Left. You may choose to center the text.
- 9 To display the message at every sign-on, select the *Display on every sign on* check box in the Sign On Message dialog box. If this check box is clear, the message displays at the PoS terminal at the next sign-on only.

- 10** For important messages, you may want to be alerted when each cashier receives the message. Select the *Message received alert* checkbox.
- 11** To display the message at every ticket, check *Display on every ticket*.
- 12** Specify the required cashier response to the message:
Hit (C) to continue, or *Yes/No*.
- 13** Click *Apply* to save the message.
- 14** To send the message, click *Send*.

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

Immediate Messages

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

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

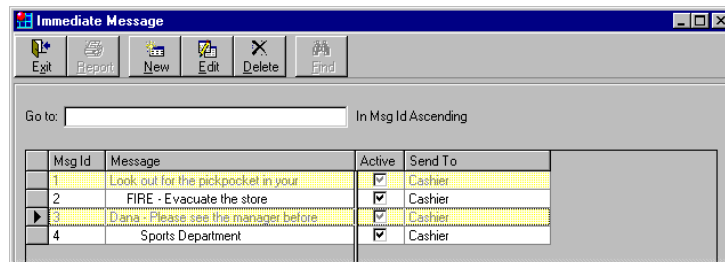
The system allows up to 86 Immediate messages.

Note:

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

➤ **To send an immediate message**

- 1 From the Cashier Utilities menu, select Message Center, then Immediate Messages. The Immediate Messages list appears.



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

The screenshot shows the 'Immediate Message' dialog box. At the top, the title bar reads 'Immediate Message' with a close button. Below the title bar is a 'Message Number' field containing the number '2'. The dialog is divided into three tabs: 'Basic Setup', 'Send To Cashiers', and 'Received Log'. The 'Basic Setup' tab is selected and contains the following fields:

- Target:**
 - 'Send To' dropdown menu set to 'Cashiers'.
 - 'Mailing List' dropdown menu set to 'All'.
 - 'From' text box containing '0'.
 - 'To' text box containing '0'.
- Message:** A large text area containing the text 'FIRE - Evacuate the store'.
- Text Alignment:** Two buttons, 'Center' and 'Left', are positioned to the right of the message text area.
- General:**
 - A checked checkbox labeled 'Message received alert'.
 - A 'Cashier prompt' dropdown menu set to 'Hit(C)to continue'.

At the bottom of the dialog, there are four buttons: 'Send', 'OK', 'Cancel', and 'Apply'. To the left of these buttons are four small navigation arrows.

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

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

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

5

Database Management

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

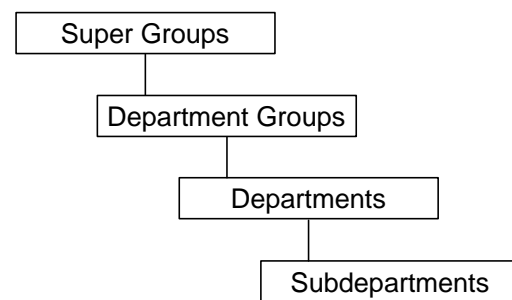
In this chapter:

- **Setting up Department Databases, page 5-3**
- **Setting up Financial Databases, page 5-15**
- **POST Controls, page 5-49**
- **Card Maintenance, page 5-56**
- **ECCA Accounts, page 5-70**
- **Bad Accounts, page 5-83**
- **Customer Survey, page 5-87**

Setting up Department Databases

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

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



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

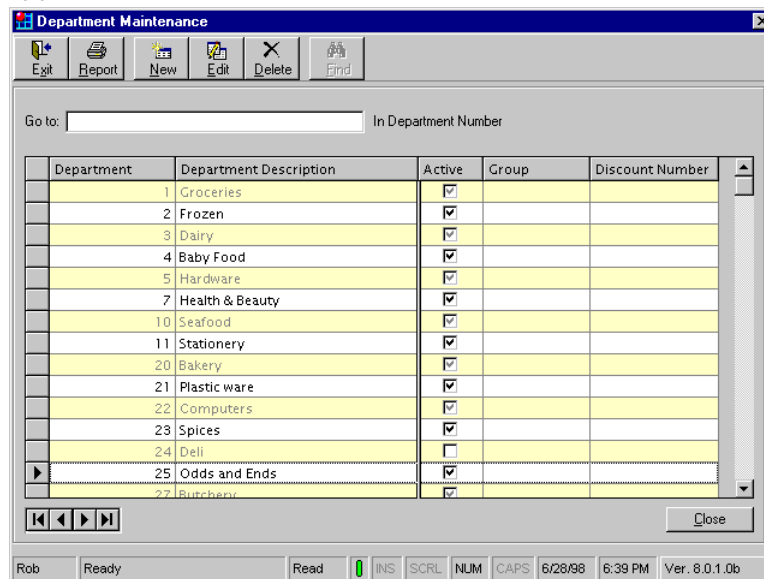
All four of the department database types are described in this chapter. Refer to the relevant sections in this Guide.

Departments

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

➤ To add a new department

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



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

- 3 Enter the appropriate department number and name.
- 4 To activate the department, select Active.
- 5 Enter all options or set parameters as required. These are explained in the sections that follow.
- 6 Click *OK* or *Apply* to save.

Basic Setup Tab

The screenshot shows the 'Department Maintenance' dialog box with the 'Basic Setup' tab selected. The 'Department Number' field contains '1' and the 'Name' field contains 'Groceries'. The 'Active' checkbox is checked. The 'Values and Control Checks' section includes 'Maximum Value' (999.99) with a 'Control Check' of 'Above Max', and 'Minimum Value' (0.10) with a 'Control Check' of 'Below Minimum'. The 'Discount Type' and 'Department Group' are set to 'Main Group'. The 'Restriction Layout No.' field is empty. Navigation buttons (back, forward, home, end) and 'OK', 'Cancel', and 'Apply' buttons are at the bottom.

| Field | Value |
|------------------------|---------------|
| Department Number | 1 |
| Name | Groceries |
| Active | Checked |
| Maximum Value | 999.99 |
| Control Check (Max) | Above Max |
| Minimum Value | 0.10 |
| Control Check (Min) | Below Minimum |
| Discount Type | |
| Department Group | Main Group |
| Restriction Layout No. | |

| Field | Description |
|---------------------------|---|
| Maximum Value | Maximum value allowed for this department. (up to 8 digits). Do not type in the decimal point. This value is relevant for sales made using the <i>Dept</i> key at the PoS terminal. |
| Control Check | Specifies the control check to trigger when the cashier exceeds the maximum value for this department. From the drop-down list, select the appropriate control check. |
| Minimum Value | Minimum value allowed for this department (up to 8 digits). Do not type in the decimal point. This value is relevant for sales made using the <i>Dept</i> key at the PoS terminal. |
| Control Check | Specifies the control check to trigger when cashier does not meet the minimum value for this department. From the drop-down list, select the appropriate control check. |
| Discount Type | Specifies the type of department discount to be applied. All items in the department will be eligible for the discount. |
| Department Group | For reporting purposes. The (optional) group number is part of the department structure. This number determines the order in which departments are printed on the Expanded Department Report. For example, all departments in group 0 are printed first with subtotal, then group 1 and so on. |
| Restriction Layout Number | Restriction layouts are used to prevent (or allow) the sale of departments to specific days or times only. |

Flags Tab

The screenshot shows a software dialog box titled "Department Maintenance" with a close button (X) in the top right corner. At the top, there are two input fields: "Department Number:" with the value "3" and "Name:" with the value "PRODUCE". To the right of these fields is a checked checkbox labeled "Active". Below the input fields are two tabs: "Basic Setup" and "Flags", with "Flags" being the active tab. The "Flags" tab contains two sections of checkboxes. The first section, titled "General", includes: "Allow Discount" (checked), "Allow Weighing" (checked), "Negative-entry department" (unchecked), "Non-merchandise department" (unchecked), "Excise Tax" (unchecked), "Exclude from min purchase" (unchecked), "Payment by Food Stamps" (checked), "Payment by WIC" (checked), "Decimal Quantity" (unchecked), "Cost-Plus department" (unchecked), "Include in Saving Plus total" (unchecked), and "Fuel department" (unchecked). The second section, titled "Tax Rates", includes: "Tax Rate 1" (unchecked), "Tax Rate 2" (unchecked), "Tax Rate 3" (unchecked), "Tax Rate 4" (unchecked), "Tax Rate 5" (unchecked), "Tax Rate 6" (unchecked), "Tax Rate 7" (unchecked), and "Tax Rate 8" (unchecked). At the bottom of the dialog box are three buttons: "OK", "Cancel", and "Apply". To the left of the "OK" button are four small navigation icons: a double left arrow, a single left arrow, a single right arrow, and a double right arrow.

Department Maintenance

Department Number: 3 Name: PRODUCE Active

Basic Setup **Flags**

General

Allow Discount Payment by Food Stamps No Member Card points
 Allow Weighing Payment by WIC Trading Stamps eligible
 Negative-entry department Decimal Quantity Store Coupon
 Non-merchandise department Cost-Plus department Vendor Coupon
 Excise Tax Include in Saving Plus total Bonus Coupon
 Exclude from min purchase Fuel department

Tax Rates

Tax Rate 1 Tax Rate 5
 Tax Rate 2 Tax Rate 6
 Tax Rate 3 Tax Rate 7
 Tax Rate 4 Tax Rate 8

Navigation icons:

| Field | Description |
|----------------------------|---|
| Allow Discount | If selected, system enables discounts for all items in this department, if the Discount Prohibited parameter in the PLU item record is not checked. |
| Allow Weighing | Weighing is allowed for items sold by this department (using the <i>Dept</i> key at the PoS terminal). |
| Negative entry Department | Items sold by this department (using the <i>Dept</i> key at the PoS terminal) have negative values. |
| Non-merchandise Department | Items sold by this department (using the <i>Dept</i> key at the PoS terminal) do not belong to regular item-sales departments. |
| | Note: |
| | Non-merchandise items can be assigned to regular (merchandise) departments. |
| Excise Tax | Select if excise tax is applicable. |
| Exclude from min Purchase | Select this checkbox if you want to exclude the minimum purchase from the Department Sale. |
| Payment by Food Stamps | Items sold by this department (using the <i>Dept</i> key at the PoS terminal) may be paid for using food stamps. |
| Payment by WIC | WIC: Women, Infants, Children. Payment by WIC voucher for items sold by this department (using the <i>Dept</i> key at the PoS terminal) is allowed in a WIC transaction. |

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

| Field | Description |
|-------------------|---|
| Tax Rates: 1 to 8 | <p>Enables you to assign up to eight tax rates to items in this department. Tax rates must be defined in the Taxation Rates option, see <i>Tax Rates Maintenance</i>, later in this chapter.</p> <p>Select the tax rates that apply to this department.</p> <p>These tax flags display by default for PLU items in the department, if the system parameter "PLU follow department flags as a default" is checked see <i>PLU and Batch Parameters</i> in the <i>Front Office Parameters</i> chapter.</p> |

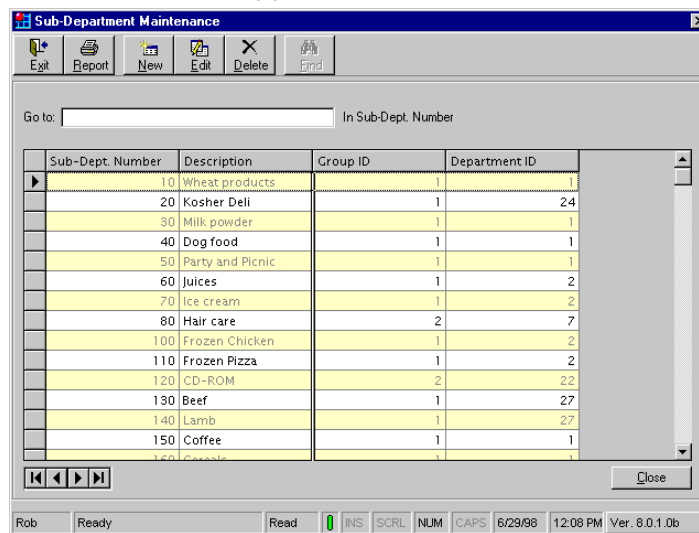
Sub-Departments

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

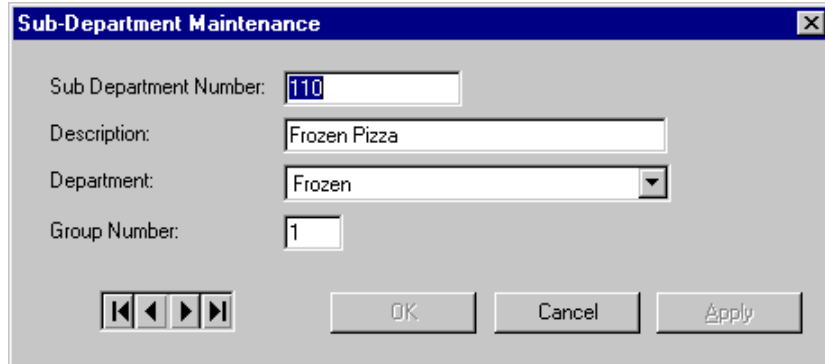
The Sub-Department Maintenance screen lists all the sub-departments defined in the system, showing the following information for each record:

➤ **To add a new sub-department**

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



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



The screenshot shows a dialog box titled "Sub-Department Maintenance". It contains the following fields and controls:

- Sub Department Number: 110
- Description: Frozen Pizza
- Department: Frozen (dropdown menu)
- Group Number: 1

At the bottom of the dialog, there are navigation buttons (back, forward, etc.) and three action buttons: OK, Cancel, and Apply.

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

Department Groups

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

➤ To add a new Department Group

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

Super Groups

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

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

➤ To add a super group

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

Setting up Financial Databases

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

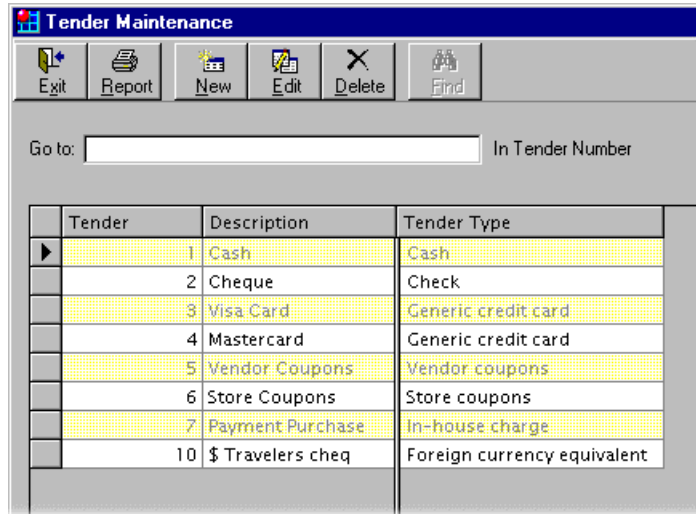
- Tender Types
- Return types
- Discounts
- Tax Rates
- Payouts/Receipts
- Banks in System
- Currency Programming

Tender Types

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

➤ **To add a new tender type**

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



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

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

Tender Setup Tab

| Field | Description |
|--------------------|--|
| Tender Type | Choose the appropriate tender type from the drop down list. |
| Daily Value | Specify the control check to trigger when the dollar amount for the tender (specific card/account number) is reached. This is the daily value specified in the Debit/Credit Card file for that tender. |
| Repeat Tender | Specify the control check to trigger when the same type of tender has been used more than once in the same transaction. |
| Repeat Card Number | Specify the control check to trigger when the same tender with the same card/account number is used more than once in the same transaction. |

Values and Control Checks Tab

Specify values and their relevant control checks.

The screenshot shows the 'Tender Maintenance' dialog box with the 'Values and C/Cs' tab selected. The dialog has a title bar with a close button. Below the title bar, there are two input fields: 'Tender Number:' with the value '8' and 'Name:' with the value 'VISA CARD CR/DR'. Below these are several tabs: 'Tender Setup', 'Values and C/Cs', 'General Parameters', 'Specific 1', 'Specific 2', 'Template', and 'Open Loan'. The main area of the dialog is titled 'Values and Control Checks' and contains a table of parameters. Each parameter has a text input field and a dropdown menu for 'Control Check'. The parameters and their values are: Maximum Value (400), Minimum Value (0), Overtender Value (100), Overtender amount required for control check (0), Floor Limit (0), Loan Amount (0), Maximum value in ticket (0), Maximum times in ticket (0), and Maximum purchase amount (0). At the bottom of the dialog, there are navigation arrows and three buttons: 'OK', 'Cancel', and 'Apply'.

| Parameter | Value | Control Check |
|---|-------|---------------|
| Maximum Value: | 400 | |
| Minimum Value: | 0 | |
| Overtender Value: | 100 | |
| Overtender amount required for control check: | 0 | |
| Floor Limit: | 0 | |
| Loan Amount: | 0 | |
| Maximum value in ticket: | 0 | |
| Maximum times in ticket: | 0 | |
| Maximum purchase amount: | 0 | |

| Field | Description |
|--|--|
| Maximum Value | Maximum purchase amount allowed for this tender type. |
| Minimum Value | Minimum purchase amount allowed for this tender type. |
| Overtender Value | The maximum overtender amount allowed (if any). |
| Overtender amount required for control check | Specify the amount required to activate the "Overtender Control Check". It cannot exceed the overtender value. |
| Floor Limit | Maximum unapproved value allowed for this tender. Values higher than the specified amount require authorization. |
| Loan Amount | Additional loan amount allowed for this tender. |
| Maximum value in ticket | Maximum amount allowed within this tender. |
| Maximum times in ticket | Specify a limit on how many times the same tender may be used within a sale. |
| Maximum purchase amount | Highest amount allowed to customer for tender purchase. |

General Parameters Tab

Tender Maintenance

Tender Number: Name:

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

Payment Terms

Overtender allowed

Refund allowed

Purchase allowed

Automatic purchase of:

Rounding allowed

Payment prohibited

Value not required

Value not required for negative

Tender has float

Automatic opening float

ROA / Payout allow

Tender bankable

Supervisor keylock required

Cancel / Subtract inhibit

Supervisor at Cancel / Subtract

Gift Certificate

Open drawer:

Navigation: [Back] [Forward] [Home] [End]

Buttons: [OK] [Cancel] [Apply]

| Field | Description |
|--------------------|---|
| Overtender allowed | Select whether overtendering is allowed. |
| Refund allowed | Select whether refunds are allowed. |
| Purchase allowed | Select whether this tender can be purchased. For example; if tender type is check and purchase is allowed, then check cashing can be used with a tender purchase transaction. |

| Field | Description |
|--------------------------------|--|
| Automatic purchase of (tender) | <p>This parameter must be set, where required, by tender. With this option enabled, cashiers can ring up a tender purchase, for any tender type defined, without using the <i>Tender Purchase</i> key. (The cashier simply enters the amount required and presses the relevant tender key, or presses the <i>Tender</i> key for a list of tenders.)</p> <p>There are three choices:</p> <ul style="list-style-type: none">■ None: No automatic tender purchase allowed.■ Tender: Cashier can choose which tender to pay out (by customer request and store policy). Cashier must press the required tender key, or press <i>Tender</i>, for a list of tenders.■ Cash: System defaults to payout of cash only. |
| Rounding allowed | <p>Select to allow rounding of change, up or down. This normally, but not necessarily, applies to cash. Define the rounding rules in the Rounding Parameters option.</p> <p>Example: If only one cent is due in change, the system can round this down to zero, or if four cents, round up to five.</p> |
| Payment prohibited | <p>Select whether use of this tender should be prohibited at tender time.</p> |

| Field | Description |
|---------------------------------|--|
| Open drawer | Choose the required option: <ul style="list-style-type: none">■ None: Drawer does not open.■ Open drawer at once: Drawer opens immediately on tendering, whether there is change or not.■ Open drawer if change: Drawer opens only if change due to customer.■ Open drawer on change: Drawer opens after customer receipt has printed, even if no change. |
| Value not required | If selected, cashiers can press the relevant tender button (for example, Cash), to ring up the amount tendered. If this checkbox is not selected, cashiers must enter the amount tendered and then press the relevant tender button. |
| Value not required for negative | This is the same as the option above, but for negative transactions. |
| Tender has float | Allow opening loan or additional loan. |
| Automatic opening float | If selected, then during cashier sign-on at a PoS terminal, the Opening Loan window does not display. An opening loan for that cashier is automatically recorded. |
| ROA/Payout allow | Select to allow this tender for ROA and Payouts. |
| Tender bankable | Tender can be banked and is accounted for at closing. |
| Supervisor keylock required | Select to whether a supervisor is required to authorize this tender. |

| Field | Description |
|-------------------------------|--|
| Cancel/Subtract inhibit | Check to prohibit cancellations and subtractions. |
| Supervisor at Cancel/Subtract | Specify whether a supervisor is required to authorize cancels and subtracts. |

Specific Parameters 1 Tab

The screenshot shows the 'Tender Maintenance' dialog box with the 'Specific 1' tab selected. The dialog is titled 'Tender Maintenance' and has a close button (X) in the top right corner. At the top, there are two text boxes: 'Tender Number:' containing '8' and 'Name:' containing 'VISA CARD CR/DR'. Below these are several tabs: 'Tender Setup', 'Values and C/Cs', 'General Parameters', 'Specific 1' (selected), 'Specific 2', 'Template', and 'Open Loan'. The main area is divided into several sections:

- Account Number:**
 - Scan barcode as account: None (dropdown)
 - Account number required: Entered by cashier (dropdown)
 - Account prompt: SWIPE CARD (text box)
- Authorization:**
 - Author. on receipt
 - Signature check
 - Auth. code length control check: (dropdown)
- Service Fee:**
 - Fee table number (0-5): 0 (text box)
 - Fee type: Cashback (dropdown)
- Credit/Debit card:**
 - Card type: Don't care (dropdown)
- Check Reader:**
 - MICR reader in use
 - MICR Acc. number format: None (dropdown)
- General Parameters (left side):**
 - CDV on account
 - State code required
 - Check Bad Account
 - Check Enhanced Bad Account
 - Use card ranges
 - MCR allowed
 - MCR timeout: 15 (text box)
 - MCR misread: 3 (text box)
 - MCR misread number 0 - 9: 0 (text box)

At the bottom of the dialog, there are navigation arrows (back, forward, home, end) and three buttons: 'OK', 'Cancel', and 'Apply'.

| Field | Description |
|----------------------------|---|
| Account number required | Account number required for tender type acceptance. There are 2 options: <ul style="list-style-type: none">■ Entered by cashier■ Entered by customer |
| Account prompt | Text to be displayed on PoS terminal if cashier needs to be prompted for account number. |
| CDV on account | Select whether to perform account number check digit validation. |
| State code required | Select whether a state code is required. |
| Check Bad Account | Select whether to validate card or check account number against the Bad Accounts file. |
| Check Enhanced Bad Account | Select whether to validate card or check account number against the Enhanced Bad Accounts file. |
| Use card ranges | Select to force the system to use card range parameters. |
| MCR allowed | Select whether the Magnetic Stripe Card Reader is to be used. |
| MCR timeout | Enter the number of seconds the magnetic card reader waits before displaying a manual entry prompt. |
| MCR misread | Enter the number of bad-card swipes before the magnetic card reader displays a manual entry prompt. |
| MCR misread number (0-9) | Enter the number of bad-card swipes allowed before manual entry is required. |

| Field | Description |
|---|---|
| Authorization on receipt | Select to print authorization code on sales slips and audit tape. |
| Signature check | Select to display a <i>CHECK SIGNATURE</i> message at the PoS. |
| Authorization code length control check | Enter the control check to trigger when the authorization code entered has more or fewer digits than is specified in the Debit/Credit Card file for the tender. |
| Service Fee table number (0-5) | Enter the appropriate service fee. Use this option to charge a fee (commission) for giving customers cash back on a check sale. |
| Fee type | Choose the appropriate option from the drop-down list: <ul style="list-style-type: none">■ Cash back■ Tender value |
| Card type | Choose the appropriate option: <ul style="list-style-type: none">■ Don't care (not relevant)■ Credit■ Debit |
| MICR in use | Select whether a check reader is to be used. |
| MICR account number format | Choose the appropriate option: <ul style="list-style-type: none">■ None■ New Zealand |

Specific Parameters 2 Tab

Tender Maintenance

Tender Number: Name:

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

Foreign Currency:

Foreign currency

Foreign currency change allowed

Currency rate:

ECCA:

Use ECCA on this media

ECCA template:

ECA:

Use ECA on this media

Use ECA log on this media

ECA time out value:

EFT description:

Preset Amounts:

| | |
|--------------------------------|--------------------------------|
| <input type="text" value="0"/> | <input type="text" value="0"/> |
| <input type="text" value="0"/> | <input type="text" value="0"/> |
| <input type="text" value="0"/> | <input type="text" value="0"/> |
| <input type="text" value="0"/> | <input type="text" value="0"/> |
| <input type="text" value="0"/> | <input type="text" value="0"/> |

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

| Field | Description |
|---------------------------------|---|
| Foreign currency | Select to specify tender as a foreign currency. |
| Foreign currency change allowed | If selected, enables change to be given in foreign currency. |
| Currency rate | Enter the prevailing foreign currency exchange rate. The rate as compared to "home currency". |

| Field | Description |
|---------------------------|---|
| Use ECCA on this media | Select this parameter for the PoS terminal to check Card Daily/ECCA parameters. For example; amount limit for each week or month, for a specific account or all accounts. Also checks the number of times accounts may be tendered in specified periods. Can be used for any tender where an account number is required. General templates trigger for customers not yet on the ECCA database. For existing customers, the system checks according to individual customer account definitions already defined. |
| ECCA template | Type in the appropriate General Template number defined for the tender. |
| Use ECA on this media | Select to use Electronic Card Authorization for this tender. |
| Use ECA log on this media | Select to register ECA authorizations performed, in the log file. |
| ECA timeout value | Enter the time that should elapse from credit card reading until confirmation is received. |
| EFT description | Enter a brief description for Electronic Funds Transfers. Valid for EFT tenders only. |

| Field | Description |
|---------------------|--|
| Preset amounts (10) | You can specify amounts to use for tendering of gift certificates, food stamps and so on. Amounts you enter here will display on the PoS terminal as a menu, for the cashier to choose from. |

Template Tab

The screenshot shows the 'Tender Maintenance' dialog box with the 'Template' tab selected. The dialog has a title bar with a close button. Below the title bar, there are two input fields: 'Tender Number' with a value of '8' and 'Name' with a value of 'VISA CARD CR/DR'. Below these are several tabs: 'Tender Setup', 'Values and C/Cs', 'General Parameters', 'Specific 1', 'Specific 2', 'Template' (which is active), and 'Open Loan'. The main area of the dialog contains several controls:

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

At the bottom of the dialog, there are navigation arrows (back, forward, home, end) and three buttons: 'OK', 'Cancel', and 'Apply'.

| Field | Description |
|------------------------------|---|
| Print template | Select this checkbox if a template is to be printed. |
| Template number | <p>Specify the appropriate number.</p> <p>Two digit code indicating template to be used for check or credit card printing. (Use the last two digits of the template name). If tender is a credit card, then the template selected here prints when "Print on credit card slip" is selected in the "Multi-Part Receipt" field. If tender is check, the template prints on check front.</p> <p>One template for each tender type. For checks, more than one template is possible. For example, different layouts will probably be required for different banks.</p> |
| Endorsement template number | Specify the number of the endorsement template. |
| Multi-part receipt | <p>Choose the appropriate option from the drop-down list:</p> <ul style="list-style-type: none">■ No receipt■ Print on credit card (template selected in "Template Number" prints)■ Print on multi-part receipt |
| Multiple part receipt number | Select the appropriate number, as defined in "Templates/Multiple Part Receipts"). |

| Field | Description |
|-------------------------------|--|
| Multiple endorsement | Check to permit more than one endorsement for the tender. |
| Endorsement start line | Start line for endorsement printing. |
| Endorsement number of line | Number of lines in endorsement. |
| Retailer information | Specify which retailer information is to print on a multi-part receipt. |
| Print receipt on denial | If selected, card authorization message is printed on receipt. If selected in Card Range as well, parameter in Card Range may overwrite this one. If not selected in Card Range, the parameter in Tender Maintenance will be followed. |
| Additional tender information | Enables manually balanced tenders (subtenders). |

Open Loan Tab

Enter loan amounts

The screenshot shows the 'Tender Maintenance' window with the 'Open Loan' tab selected. The 'Tender Number' is 3 and the 'Name' is 'VISA CARD CR/DR'. Below these are tabs for 'Tender Setup', 'Values and C/Cs', 'General Parameters', 'Specific 1', 'Specific 2', 'Template', and 'Open Loan'. The 'Open Loan' section is titled 'Checkout Bank Group:' and contains two tables. The left table lists items with their IDs and descriptions, and the right table lists the same items with their loan amounts, all set to 0.00. Navigation buttons include 'Add >', 'All >>', '< Remove', and '<< All'.

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

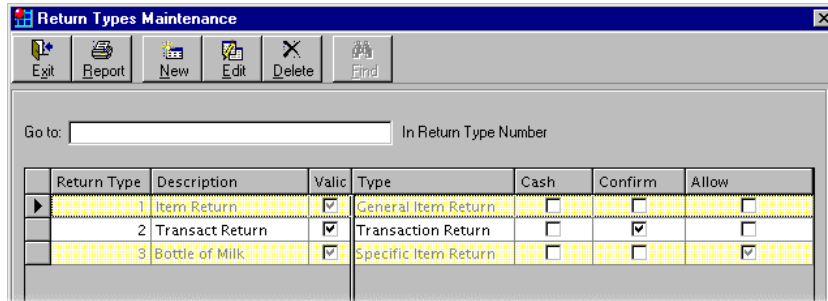
To set up opening loans when cashiers sign on to the PoS terminals, specify the required tenders and the loan amount.

Return Types

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

➤ **To add a new return type**

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



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

Basic Setup Tab

The screenshot shows the 'Return Types Maintenance' dialog box with the 'Basic Setup' tab selected. The 'Number' field contains '1', the 'Description' field contains 'Item Return', and the 'Active' checkbox is checked. The 'Basic Setup' tab contains the following fields:

- Type: General Item Return (dropdown)
- Return Item Code: (empty text box with a browse button)
- Item Description: (empty text box)
- Control Check Number: (empty text box with a dropdown arrow)
- Print description: Item Return (text box)
- Refund Balance to department: (empty text box with a dropdown arrow)
- Return Slip Template: (empty text box)
- Number of Return Slips: 0 (text box)

Navigation buttons (back, forward, home, end) and 'OK', 'Cancel', and 'Apply' buttons are located at the bottom of the dialog.

| Field | Description |
|------------------|---|
| Return Item Code | <p>You can access this field only if the type of return is "Specific Item" or "Linked Item". When this return code is entered at the PoS terminal, the system subtracts the item indicated in this field.</p> <p>For "Linked Item", enter the PLU number of the linked item.</p> <p>For "Specific Item", enter the PLU number of the specific item.</p> |

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

Flags Tab

The screenshot shows a window titled "Return Types Maintenance" with a close button in the top right corner. The window contains the following fields and controls:

- Number :
- Description :
- Active
- Basic Setup
- Cash Only given
- Confirm Price
- Allow Multi Tender

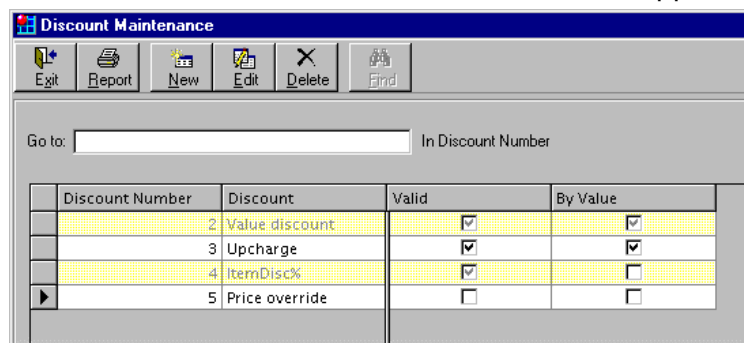
| Field | Description |
|--------------------|--|
| Cash Only Given | Select this checkbox if only cash is to be given to customer upon return. |
| Confirm Price | Select this checkbox if cashier has to confirm price before accepting return. |
| Allow Multi Tender | You can select this checkbox only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

Discounts

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

➤ To add a new discount

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



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

Discount Maintenance

Discount Type Number: 5 Description: FIXED DISCOUNT Active

Basic Setup | Eligibility

Percentage/Value: Percent

Discount Percentage: 0.05

Maximum Percentage: 0.05

Control Check:

<< >> OK Cancel Apply

- 3 Enter the required discount type number and description.
- 4 Select the *Active* checkbox to enable the discount type.
- 5 Enter all options or set parameters as required. These are explained below.
- 6 Click *OK* or *Apply* to save.

Basic Setup Tab

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

Flags Tab

The screenshot shows the 'Discount Maintenance' application window. At the top, there are two input fields: 'Discount Type Number' with the value '4' and 'Description' with the value 'ItemDisc%'. To the right of these fields is a checked checkbox labeled 'Active'. Below the input fields are two tabs: 'Basic Setup' and 'Flags'. The 'Flags' tab is currently selected. Under the 'Flags' tab, there is a section titled 'Discount Options' containing a list of checkboxes:

- Upcharge
- Item Discount only
- Fixed Discount
- Automatic execution if fixed
- Default discount
- Additive discount
- Price Override

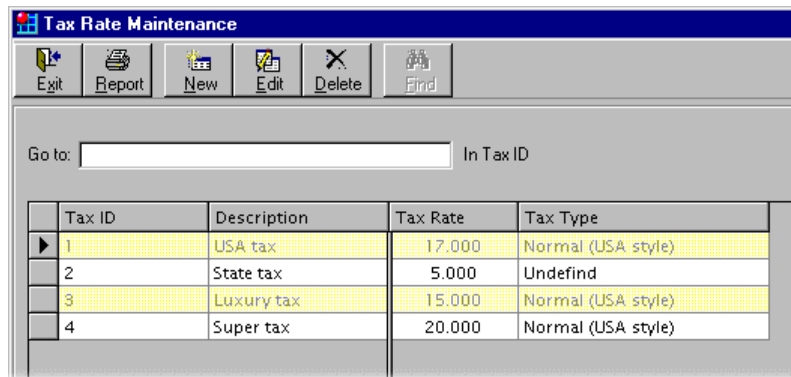
| Field | Description |
|------------------------------|--|
| Upcharge | Select this checkbox if charge posting software is being used (adds a surcharge to specific customers). |
| Item Discount only | Select to specify that the discount applies to items only. If not selected, this is a <i>transaction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

Tax Rates

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

➤ **To add a new tax rate**

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



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

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

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

Tax Rate Maintenance

Tax Rate No. (1-8): Description:

General | Tax Breakpoints

Tax exemptable
 Use Breakpoints

Tax Rate:

Number of non-repeat entries:

Non-Repeat values:

Number of repeat entries:

Repeat value:

Minimum taxable amount:

Tax print character:

Tax type:

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

General Tab

| Field | Description |
|-----------------------------------|--|
| Tax Exemptable | Select if tax rate may be exempted. |
| Use Breakpoints (For USA only) | Select this checkbox if breakpoints (tax brackets) are to be used. Select the Tax Breakpoints tab to specify breakpoints. |
| Tax Rate | Rate of tax (percent). Values are displayed with 3 digits after the decimal point. You must type in the decimal point. |
| Number of non-repeat entries | Related to U.S. tax tables. |
| Non-repeat values | Related to U.S. tax tables. |
| Number of repeat entries | Related to U.S. tax tables. |
| Repeat value | Related to U.S. tax tables. |
| Minimum taxable amount | Specify the minimum amount which can be taxed. |
| Tax print character | Enter one character to represent the tax rate. This character is printed on sales receipts, to the right of the price. |

| Field | Description |
|----------|--|
| Tax type | <p>Choose the appropriate type:</p> <ul style="list-style-type: none">■ Normal (USA style).■ Price includes tax (GST). This option means that item prices already include tax. Use this option if you are using a GST (General Sales Tax) inclusive system, or a VAT (Value Added Tax) inclusive system.■ Price excludes tax (GST). This means that item prices do not include tax. The tax amount is calculated at the end of a transaction.■ Tax calculated before other tax (PST).■ Tax calculated after other tax (PST). |

Tax Breakpoints Tab

The screenshot shows the 'Tax Rate Maintenance' dialog box with the 'Tax Breakpoints' tab selected. The dialog has a title bar with a close button. Below the title bar, there are two input fields: 'Tax Rate No. (1-8):' with the value '1' and 'Description:' with the value 'USA tax'. Below these fields are two tabs: 'General' and 'Tax Breakpoints'. The 'Tax Breakpoints' tab is active and contains a table with 16 rows. The table has two columns: 'Breakpoint' and 'Breakpoint Amount'. The 'Breakpoint' column contains numbers from 1 to 16, and the 'Breakpoint Amount' column contains the value '0.00' for each row. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Apply'.

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

You can specify up to 50 tax breakpoints.

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

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

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

Note:

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

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

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

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

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

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

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

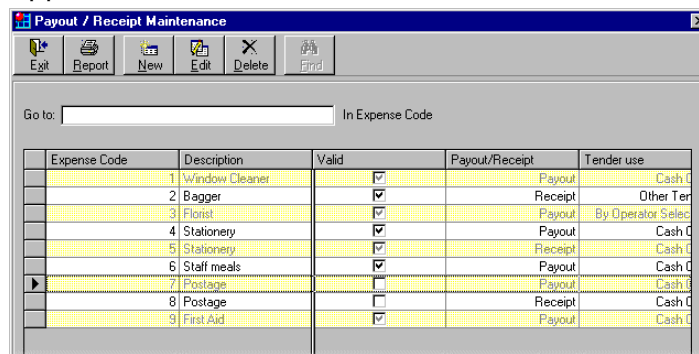
The number of increments above the breakpoint that you should enter is determined by the number of complete cycles of repeats it takes to arrive at a whole dollar amount. In the example shown above, the pattern spans 50 cents: "16, 17, 17". In this case, the pattern must be entered twice, so that it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

Payouts and Receipts

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

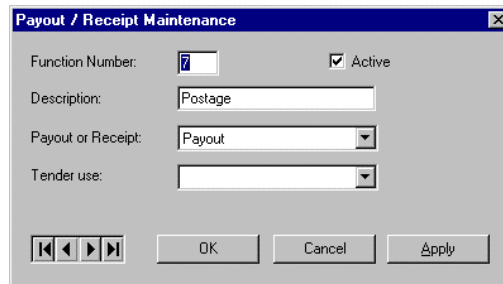
➤ To add a new payout/receipt type

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



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

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



Payout / Receipt Maintenance

Function Number: Active

Description:

Payout or Receipt:

Tender use:

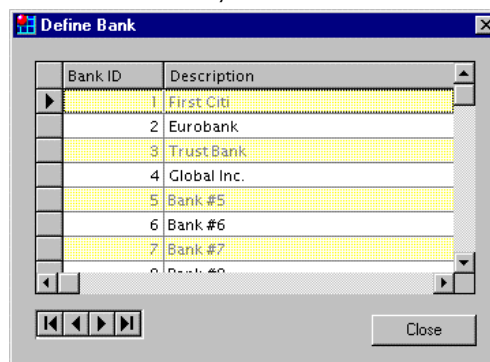
- 3 Enter the required function (expense code) number.
- 4 Select the Active checkbox to enable the payout or receipt.
- 5 Enter a description.
- 6 Choose Payout or Receipt, as appropriate.
- 7 Optional. Select the tender to use, if required. This option enables you to choose a second tender, other than cash. Specify the second tender in General POST Parameters.
- 8 Click *OK* or *Apply* to save.

Banks in System

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

➤ To define/edit a bank name

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



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

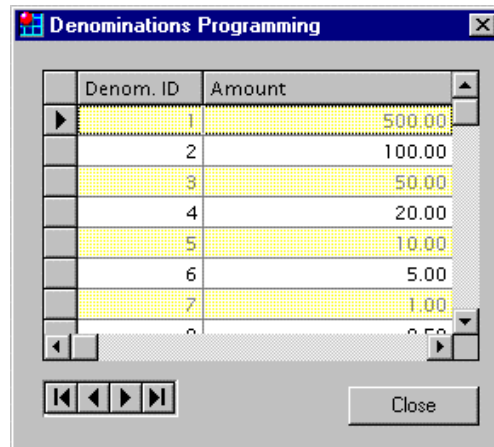
Currency Programming

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

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

➤ To program cash denominations

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



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

Note:

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

POST Controls

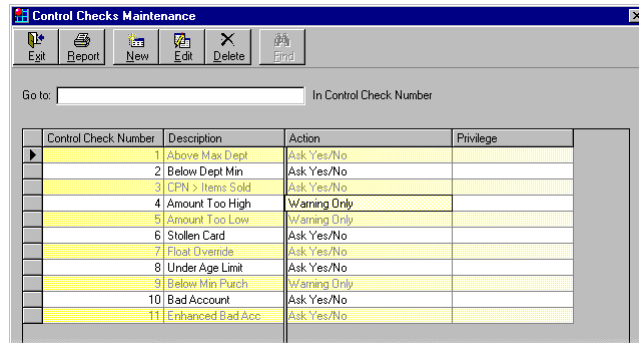
This module contains options affecting operation of the PoS terminals.

Control Checks

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

➤ **To add a new control check**

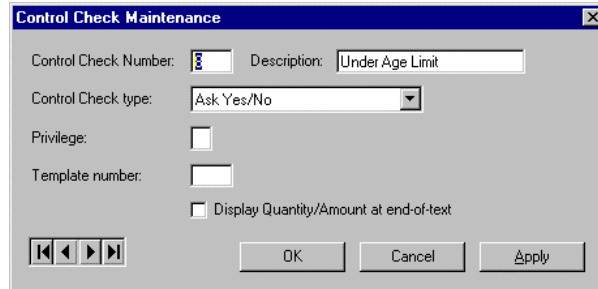
- 1 From the Database Management menu, select POST controls and then Control Checks. The Control Checks Maintenance list appears.



The screenshot shows the 'Control Checks Maintenance' dialog box. It has a toolbar with buttons for Exit, Report, New, Edit, Delete, and Find. Below the toolbar is a 'Go to:' field and an 'In Control Check Number' field. The main area contains a table with the following data:

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

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



The screenshot shows the 'Control Check Maintenance' dialog box with the following fields and options:

- Control Check Number:
- Description:
- Control Check type:
- Privilege:
- Template number:
- Display Quantity/Amount at end-of-text

Buttons:

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

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

5 If required, enter the appropriate privilege number.

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

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

- 6 (Optional) Specify a template number. You can design templates to print whatever detail is required when control checks are triggered.
If the template number is **0**, the system does not look for a template. If a number is specified, cashiers are prompted to insert a slip in the printer for slip validation.
- 7 To print the Quantity/Amount at the end of the ticket, select this checkbox.
- 8 Click *OK* or *Apply* to save.

POS Item Messages

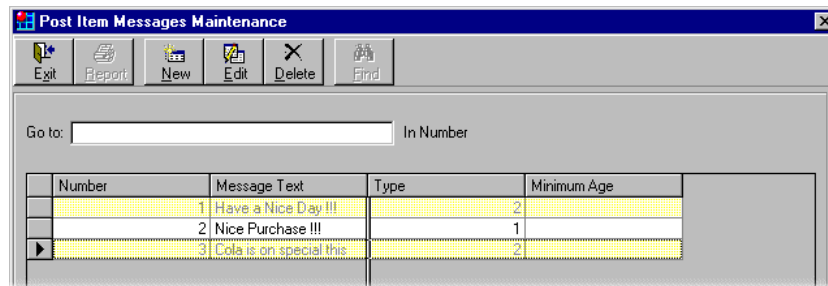
The POST Item Messages option enables you to add, edit, and delete PoS terminal item messages.

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

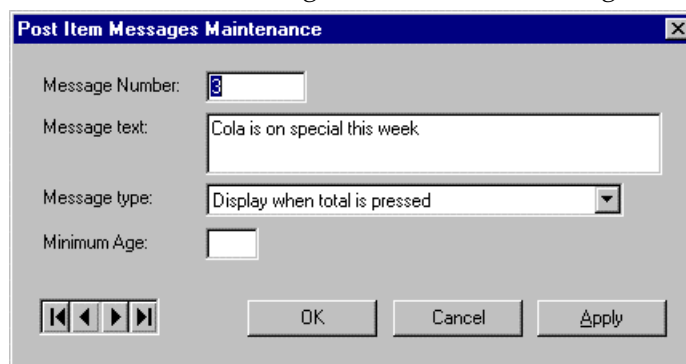
Once you have defined POST messages, you can link them to items. For more information, refer to *PLU Maintenance* in the *PLU Management* chapter.

➤ To add a new POS item message

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



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



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

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

Tare Weights

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

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

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

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

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

Note:

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

➤ **To set up tare weights**

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

| Tare Number | Description | Tare Type | Tare Value | Linked Tare |
|-------------|--------------------|--------------|------------|-------------|
| 1 | Apple Box | Weight Value | 0.13 | 5 |
| 2 | Standard Container | Weight Value | 0.25 | 0 |
| 3 | Crate | Weight Value | 0.50 | 0 |
| 4 | Carton | Weight Value | 0.25 | 0 |
| 5 | By Percentage | Percent | 10.00 | 0 |
| 10 | Another one | Weight Value | 0.01 | 0 |
| 251 | Fresh Mushroom Box | Percent | 1.00 | 10 |

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

- 3 Enter the appropriate tare weight number. 1 to 30 are reserved for tare *weights*, 31 to 60 are for tare *percentages*.
- 4 Type in the description.

- 5 Specify the tare type: weight value or percentage.
- 6 Enter the tare value, using the decimal point as required.
- 7 From the dropdown list, select the appropriate tare number.
- 8 Click *OK* or *Apply* to save.

Card Maintenance

When a credit card is passed through a magnetic card reader (MCR), data encoded on the magnetic strip on the back of the card is transmitted to the computer. The data conforms to rules established by the company issuing the credit card. Once these rules are defined in the system, and a credit card is read, ISS45 determines the type of credit card swiped and whether the card number is valid or invalid. If the card is invalid, an error message displays at the PoS terminal.

Every debit and credit card type must be individually defined, as different card types use different ranges and you can apply different rules to each card.

The Debit/Credit Card Maintenance option serves to define or validate debit/credit card rules according to card issuer's specifications, as well as store or company policy.

Card Range

This is where you define all card types in the system. Once card ranges are set up, use Card Validation options to specify how the cards must be validated at the PoS terminals.

➤ **To add a new card range**

- 1 From the Database Management menu, select Card Maintenance, then Card Range. The Card Range Maintenance list appears.

| Card Range No. | IIN Start | IIN End | Used | Description |
|----------------|-----------|----------|-------------------------------------|------------------|
| 1 | 52300000 | 52309999 | <input checked="" type="checkbox"/> | GOLDEN MASTER CD |
| 2 | 45800000 | 45809999 | <input checked="" type="checkbox"/> | VISA CARD |
| 3 | 77770000 | 77779999 | <input checked="" type="checkbox"/> | Member Card |
| 4 | 52440000 | 52449999 | <input checked="" type="checkbox"/> | JUNIOR MASTER CD |

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

Basic Setup Tab

Card Range Maintenance

Card Range No. Description: Active

Basic Setup | Schemes | Prompts and Printing | Authorization

IIN
 Start:
 End:

Card Validation
 Validation:
 Continue on validation failure

Linked Tenders
 Tender 1:
 Tender 2:
 Tender 3:
 Tender 4:
 Tender 5:
 Type:
 Tender is: Credit Debit
 Tender Predefined

Allow
 Sales
 Refunds
 Purchase

General
 Card Usage:
 Fly Buys

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

| Field | Description |
|-----------------------|---|
| IIN Start | Lowest sequence number in card range (first 8 digits). |
| IIN End | Highest sequence number in card range (first 8 digits). |
| Linked Tenders Field: | You can specify up to five tender types that are affected by the card range. If more than one tender is linked, a list of the linked tenders will be displayed at the PoS terminal when the Tender key is pressed. The cashier then selects the tender type. |

| Field | Description |
|--------------------------------|---|
| Tender Description (1-5) | Description of the tender, selected from the drop-down list. |
| Tender Type | Type of card tender, selected from the drop-down list. |
| Tender is | Select Credit or Debit. This MUST be the same as specified in Tender Maintenance. |
| Tender Predefined | If this is selected, cashiers must specify which tender is being used, either with a predefined tender key or the tender list (Tender key). If the checkbox is clear, card information can be obtained automatically by swiping the card. |
| Validation | Choose the applicable Card Validation type from the drop-down list, (as defined in Card Validation). |
| Continue on Validation Failure | If selected, and the card number is invalid, the PoS terminal checks the next card range for validation. If not selected, and the card number is found invalid, an "invalid card" message displays. |
| Allow Sales | Tender may be used for a sale. |
| Allow Refund | Tender may be used for a refund. |
| Allow Purchase | Tender may be purchased. |
| Card Usage | This option enables different card validations to be used on card swipe or manual entry. |
| Fly Buys | Identifies the card as a Fly Buys card. |

| Field | Description |
|---------------------------|---|
| Floor Option | Choose: <ul style="list-style-type: none"> ■ Transaction Amount - the floor limit is checked on the balance due. ■ Tender Amount - the floor limit is checked on the tender amount. |
| Minimum Value | Absolute minimum purchase allowed (after all possible exceptions). |
| Maximum Value | Absolute maximum purchase allowed (after all possible exceptions). |
| Floor Limit | Maximum unapproved purchase amount without authorization. |
| Daily Limit | Maximum value allowed to be tendered on a specific card in one day. |
| Daily Count | Maximum number of times the card may be tendered in one day. |
| Refund Scheme Minimum | Minimum amount which can be refunded on the card. |
| Refund Scheme Maximum | Maximum amount which can be refunded on the card. |
| Member Card Scheme Number | Enter the appropriate Member Card Scheme number. Remember: a credit or debit card can be set up to behave as a Member Card as well. |
| Location in card | Specify the location of the Member Scheme number on track 2. |
| Length | Enter the length of the Member Scheme number found on track 2. |

| Field | Description |
|--------------------------|---|
| Cash Back Scheme Minimum | Minimum cash amount which can be withdrawn on the card. This comes into operation at tendering. Cash back is like over tendering. |
| Cash Back Scheme Maximum | Maximum amount which can be withdrawn on the card. |

Prompts and Printing Tab

The screenshot shows the 'Card Range Maintenance' dialog box with the 'Prompts and Printing' tab selected. The dialog has a title bar with a close button. At the top, there are fields for 'Card Range No.' (value: 1), 'Description:' (value: GOLDEN MASTER CD), and a checked 'Active' checkbox. Below this are four tabs: 'Basic Setup', 'Schemes', 'Prompts and Printing', and 'Authorization'. The 'Prompts and Printing' tab is active and contains several sections:

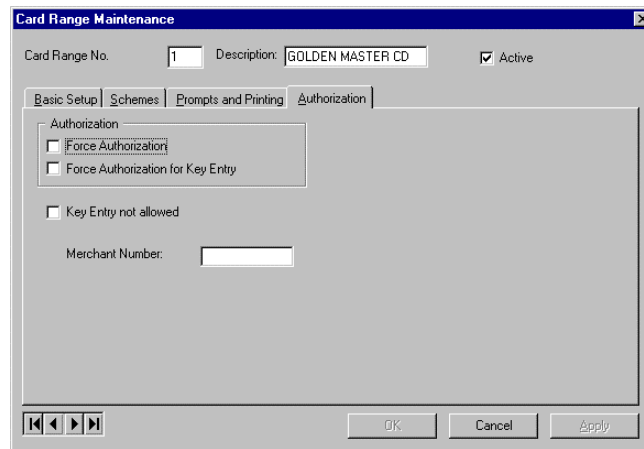
- PAN Print Layout:** A list of five rows with input boxes containing the values 4, 4, 4, 4, and 2.
- Multi-part Receipt:** A section with a 'Multi-part receipt number:' field containing the value 13 and an unchecked checkbox labeled 'Print on receipts on Denial'.
- PAN Masking:** A section with three fields: 'Character:' (empty), 'Start Position:' (value: 0), and 'End Position:' (value: 0).

At the bottom of the dialog, there are navigation arrows on the left and three buttons: 'OK', 'Cancel', and 'Apply'.

| Field | Description |
|------------------------------|---|
| PAN Print Layout (1 to 5) | These five fields specify the way the card number prints on audit and receipt (i.e., how the numbers are grouped). Enter the number of digits in each of the groups. |
| PAN Masking Character | Type in the character you want to use to conceal the account number. For example, an asterisk (*). |
| Start Position | Enter the position of the account number where you want to begin masking. |
| End Position | Enter the position of the account number where you want to end masking. |
| Multi-part receipt number | Enter the appropriate multi-part receipt template numbers. Templates are defined in "Templates/Multiple Part Receipts". This is the template naming convention required: MPR_nn_CST - Customer copy MPR_nn_STR - Store copy where nn is the template number. The customer and store copy templates must always have the same number. These MPR (multi part receipt) templates are supplied as the system default. You can set up any templates, as long as you use the above naming conventions. |

| Field | Description |
|-----------------------------|--|
| Print on receipts on Denial | If this is selected, it will override the identical parameter in Tender Types Maintenance. This option prints EFT/OLA transaction denial information on the receipt. |

Authorization Tab



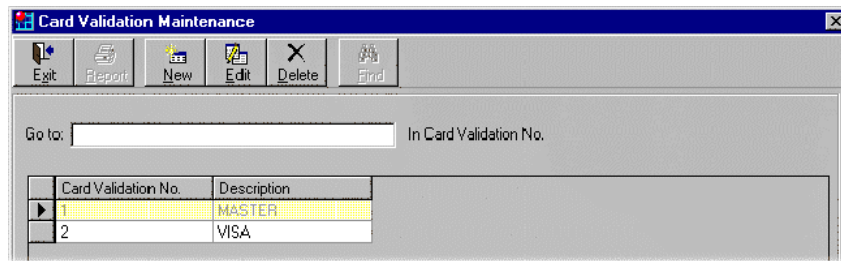
| Field | Description |
|-----------------------------------|---|
| Force Authorization | If selected, cashiers must enter authorization code at the PoS terminal. |
| Force Authorization for Key Entry | If selected, then authorization (OLA or voice), will be forced if cashiers manually key in the PAN. |
| Key Entry not allowed | If you select this, manual entry of the PAN for this card range is not allowed. This is especially useful if extra information is held on the card itself, such as service codes or purchase limitations, and would be open to fraud if manually keyed in. |
| Merchant Number | Specify merchant number for EFT and OLA. |

Card Validation

This is where you define what to check, and what rules to apply, in validating cards at the PoS terminal. You can use a single card validation setup for many card ranges.

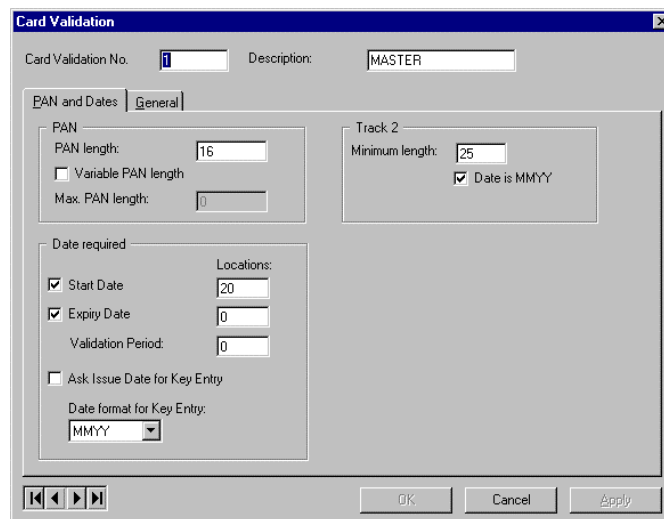
➤ **To add a new card validation rule**

- 1 From the Database Management menu, select Card Maintenance, then Card Validation. The Card Validation Maintenance list appears.



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

PAN and Dates Tab



| Field | Description |
|------------------------------|--|
| PAN Length | Total number of digits in card number. PAN - Primary Account Number. |
| Variable PAN length | This is for the new VISA standard. This number can be variable in length for the same range of cards. (From 13 to 19 digits.) If selected, "PAN Length" is the minimum length, and Max PAN Length is the maximum. If not selected, the PAN Length is <i>absolute</i> (fixed length). |
| Max PAN length | Maximum digits in the card number. |
| Start Date and Location | Optional. Select to specify that the card's start date is validated at the PoS, and specify the date's location in track 2. |
| Expiry date and Location | Optional. Select to specify that the card's expiry date is validated at the PoS, and specify the date's location in track 2. The system will prompt for manual entry if location not specified. |
| Validation Period Location | Some cards have a validation period, according to which the start date is calculated in relation to the expiry date. This field specifies the location of the validation period in track 2. |
| Ask Issue Date for Key Entry | If selected, cashiers must enter card's issue date when card is tendered. |
| Date format for Key Entry | MMYY or YYMM. |

| Field | Description |
|------------------------|---|
| Track 2 Minimum length | Cashier must enter start date when card tendered. |
| Date is | MMYY or YYMM. |

General Tab

The screenshot shows a 'Card Validation' dialog box with the following fields and options:

- Card Validation No.:** 1
- Description:** MASTER
- PAN and Dates:** General
- Check Digits:**
 - LUHN check digit
 - Extra check digit
- Service Code:**
 - Valid digits: 0
 - Location: 0
 - Length: 0
- Extra ID:**
 - Prompt for extra ID: No extra id
 - Control Check: [dropdown]
- Sequence Number:**
 - Yes No
 - Location: 0
 - Length: 0

Buttons at the bottom: OK, Cancel, Apply.

| Field | Description |
|---------------------------|--|
| LUHN check digit | Check this option if CDV checking according to the LUHN format is required. |
| Extra check digit | For some cards, the check digit is in a standard other than LUHN. |
| Prompt for extra ID | Choose the required option: <ul style="list-style-type: none">■ No extra ID■ If guarantee amt < than tender amount■ Always |
| Control Check | Specify the control check to trigger for extra ID. |
| Service Code valid digits | <p>A pointer to the Service Codes valid digits. Refer to the Service Code Digits option for available entries.</p> <p>Service codes are used to validate a card according to track 2 information, in the following categories:</p> <ul style="list-style-type: none">■ Accepting or rejecting a card■ Perform online authorization (OLA)■ Requesting a PIN number■ Enabling or disabling cashback |
| Location | Service code location in track 2. The position number in the card range defining the start of the service code. |
| Length | Service code length in track 2. Up to five digits. |

| Field | Description |
|-------------------------|--|
| Sequence (issue) Number | Specify whether this is used. The same card number can be issued more than once. For example, a husband and wife sharing the same account would each have a card with a different issue number. In addition, if a card is stolen and a new card is re-issued, it would have another issue number. |
| Location | Location of the issue number in track 2. |
| Length | Length of the issue number in track 2. |

ECCA Accounts

The Card Daily/ECCA option enables you to check and control daily limits on amounts, counts, cashback and bad accounts, during tendering at the PoS terminal. You can use this feature with any tender type that requires an account number to be entered at the terminal.

There are two ECCA account options:

- The first option is used to set up specific parameters for individual customer accounts.
- The second option is used to set up templates with general parameters, for *new* customers.

ECCA Accounts Maintenance

Use this option to insert and update account details, parameters and limits for individual customers.

There are two ways to enter customer account details:

- By the ECCA Accounts option, as described on the following page.
- By cashier input at the terminal. This method prompts the cashier for only the minimum details, see *PoS Terminal User's Guide*. After cashiers have entered basic customer information at the PoS terminal, full customer details are entered, and parameters are set, at the Back Office.

General Tab

Enter all details that cashier could not enter at the PoS

The screenshot shows a dialog box titled "Card Daily/ECCA Maintenance" with a close button (X) in the top right corner. The "Account Number" field is pre-filled with "00000000000000007772". Below this are two tabs: "General" (selected) and "Periods & Limitations". The "General" tab contains the following fields and controls:

- Information:** A dropdown menu with "Prompt Y/N at POS Info" selected.
- Name:** An empty text input field.
- Address:** An empty text input field.
- Telephone Number:** A text input field containing "04-8187456".
- Check File:** A checked checkbox.
- Bad Account:** A checked checkbox.
- CC for Bad Account:** A dropdown menu.
- Period Start:** A date spinner set to "01/07/98".
- Period length:** A text input field containing "0".

On the right side of the dialog, there are three buttons: "OK", "Cancel", and "Apply". At the bottom left, there are four navigation icons: a double left arrow, a single left arrow, a single right arrow, and a double right arrow.

| Field | Description |
|--------------------|---|
| Information | <p>Choose the prompt (if required) to display at the PoS terminal:</p> <ul style="list-style-type: none">■ None - No prompt (Account number is still recorded in the ECCA database, without customer details).■ Prompt y/n at PoS for info - For accounts not on record, the terminal gives the option to enter customer details.■ Prompt for info - For accounts not on record, the terminal forces the cashier to enter account details. <p>Once a customer account is in the system, the PoS terminal will not prompt for the customer's details on later visits.</p> <p>If you don't customize limits for a customer, then <i>general</i> limits, as specified in ECCA Templates, will always be applied to the account.</p> |
| Name | Customer name. |
| Address | Customer address. |
| Telephone Number | Customer telephone number. |
| Check File | For the PoS to check the parameters on this account, select this option. |
| Bad Account | If selected, the PoS checks for the account number in the Bad Accounts file. |
| CC for Bad Account | Choose from the drop-down list, the control check to trigger if the account is |

| Field | Description |
|---------------|--|
| Period Start | found in the Bad Accounts file. Enter a specific start date if required, instead of Daily or Weekly. If you specify daily or weekly limits, then skip this entry. Current system date is the default. |
| Period Length | Number of days in the period - if you use Period Start, above. |

Periods & Limitation Tab

The screenshot shows the 'Card Daily/ECCA Maintenance' dialog box with the 'Periods & Limitations' tab selected. The 'Account Number' field contains '00000000000000007772'. The dialog is divided into three columns: 'Daily', 'Weekly', and 'Period'. Each column has a 'Check amount', 'Check count', and 'Check Cash Back' checkbox, followed by input fields for 'Limit Amount', 'Limit Amount CC', 'Limit Count', 'Limit Count CC', 'Limit Cash Back', and 'Limit Cash Back CC'. The 'Daily' column has 'Check amount' checked, 'Limit Amount' set to 200, 'Limit Amount CC' set to 'Amount Too High', 'Limit Count' set to 3, and 'Limit Cash Back' set to 50. The 'Weekly' and 'Period' columns have all checkboxes unchecked and their respective 'Limit Amount' and 'Limit Cash Back' fields set to 0. The 'Limit Amount CC' and 'Limit Cash Back CC' fields for all columns are set to 'Amount Too High'. 'OK', 'Cancel', and 'Apply' buttons are located on the right side of the dialog.

| Field | Daily | Weekly | Period |
|--------------------|-------------------------------------|--------------------------|--------------------------|
| Check amount | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Check count | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Check Cash Back | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Limit Amount | 200 | 0 | 0 |
| Limit Amount CC | Amount Too High | | |
| Limit Count | 3 | 0 | 0 |
| Limit Count CC | | | |
| Limit Cash Back | 50 | 0 | 0 |
| Limit Cash Back CC | Amount Too High | | |

| Field | Description |
|--|---|
| Daily; Weekly; Period: Check amount Check count Check Cash Back | Select these three options, as necessary, for the PoS terminal to check the customer's account. When these options are selected, the PoS validates against the rules you specify below. |
| Limit Amount | Specify maximum amount this customer may spend, for the relevant periods. |
| Limit Amount control check | Choose control check to trigger when maximum amount is exceeded. |
| Limit Count | Specify maximum number of visits you allow this customer, for the relevant periods. |
| Limit Count control check | Choose control check to trigger when maximum count is exceeded. |
| Limit Cash Back | Specify maximum cash back amount this customer may receive, for the relevant periods. |
| Limit Cash Back control check | Choose control check to trigger when maximum cash back amount is exceeded. |

General Templates Maintenance

Templates contain general rules and are intended for customers not yet listed in your system. Each time a "new" customer pays with one of the applicable tenders, cashiers are prompted (optionally) to enter basic customer details. Control checks may be triggered, according to the limits which you specify here.

A new customer's details are saved in the ECCA database at the end of the PoS transaction. To customize these details for each customer, use the ECCA Accounts Maintenance option, as described above.

The templates contain the system defaults as you choose to set them. Once new accounts are in the system, you can modify the parameters (limits) for individual customers.

To make the templates active, you must link them to the appropriate tender types.

➤ To add a new template

Remember that the templates you are defining contain general rules for a *tender type* - not an individual customer account.

Template numbers are 20 digits - The first 18 digits must always be nines. For single-digit templates, the first 19 digits must be nines.

For example: 99999999999999999910 indicates template number 10.

- 1 From the Database Management menu, select ECCA, then ECCA Templates. The Card Daily/ECCA Templates Maintenance list appears.

One (or two) digit template number to use for linking to Tender types

| Account Number | Name | Address | Phone Number | Check | Ba |
|------------------------|------|---------|--------------|-------------------------------------|----|
| 99999999999999999999 | | | | <input type="checkbox"/> | |
| 9999999999999999999992 | | | | <input checked="" type="checkbox"/> | |
| 9999999999999999999999 | | | | <input checked="" type="checkbox"/> | |

| Field | Description |
|------------------|--|
| Information | <p>From the drop-down list, choose the prompt (if required) to display at the PoS terminal:</p> <ul style="list-style-type: none">■ None - No prompt (Account number is still recorded in the ECCA database, without customer details).■ Prompt y/n at PoS for info - For accounts not on record, the terminal gives the option to enter customer details.■ Prompt for info - For accounts not on record, the terminal forces the cashier to enter account details. <p>Once a customer account is in the system, the PoS terminal will not prompt for the customer's details on later visits.</p> <p>If you don't customize limits for a customer, then <i>general</i> limits, as specified in ECCA Templates, will always be applied to the account.</p> |
| Name | Type in a suitable template name. |
| Address | To prompt cashiers to enter a customer address, you could type "Enter address". |
| Telephone Number | Enter a cashier prompt, for example "999999999". |
| Check File | For the PoS to check the parameters on this account, select this option. |
| Bad Account | If selected, the PoS checks for the account number in the Bad Accounts file. |

| Field | Description |
|--------------------|---|
| CC for Bad Account | From the drop-down list, choose the control check to trigger if the account is found in the Bad Accounts file. |
| Period Start | Enter a specific start date if required, instead of Daily or Weekly. If you specify daily or weekly limits, then skip this entry. Current system date is the default. |
| Period Length | Number of days in the period - if you use Period Start, above. |

Periods & Limitation Tab

Card Daily/ECCA Templates Maintenance

Account Number: 99999999999999999992

General | Periods & Limitations

| | Daily | Weekly | Period |
|---------------------|-------------------------------------|--------------------------|--------------------------|
| Check amount | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Check count | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Check Cash Back | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Limit Amount: | 1000.00 | 0 | 0 |
| Limit Amount CC: | Amount Too High | | |
| Limit Count: | 0 | 0 | 0 |
| Limit Count CC: | | | |
| Limit Cash Back: | 200.00 | 0 | 0 |
| Limit Cash Back CC: | Amount Too High | | |

OK Cancel Apply

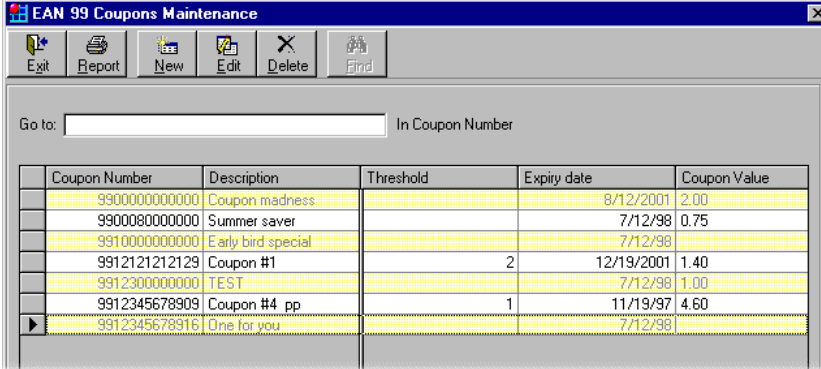
| Field | Description |
|--|---|
| Daily; Weekly; Period: Check amount Check count Check Cash Back | Select these three checkboxes, as necessary, for the PoS terminal to check the customer's account. When these options are checked, the PoS validates against the rules you specify below. |
| Limit Amount | Specify maximum amount this customer may spend, for the relevant periods. |
| Limit Amount control check | Choose control check to trigger when maximum amount is exceeded. |
| Limit Count | Specify maximum number of visits you allow this customer, for relevant periods. |
| Limit Count control check | Choose control check to trigger when maximum count is exceeded. |
| Limit Cash Back | Maximum cash back amount customer may receive, for the relevant periods. |
| Limit Cash Back control check | Choose control check to trigger when maximum cash back amount is exceeded. |

EAN 99 Coupons

You can assign any number of items to an EAN 99 coupon. The procedure for defining these coupons is similar to promotions. (Threshold, expiry date, value, minimum purchase amount and so on.)

➤ **To add a new EAN 99 coupon**

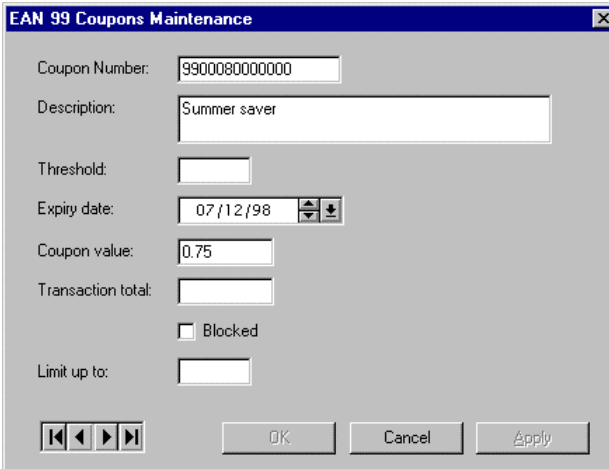
- 1 From the Database Management menu, select Coupons, then EAN 99 Coupons. The EAN 99 Coupons Maintenance list appears.



The screenshot shows the 'EAN 99 Coupons Maintenance' window. It features a toolbar with 'Exit', 'Report', 'New', 'Edit', 'Delete', and 'Find' buttons. Below the toolbar is a 'Go to:' field with a text input and the label 'In Coupon Number'. The main area contains a table with the following data:

| Coupon Number | Description | Threshold | Expiry date | Coupon Value |
|---------------|--------------------|-----------|-------------|--------------|
| 9900000000000 | Coupon madness | | 8/12/2001 | 2.00 |
| 9900080000000 | Summer saver | | 7/12/98 | 0.75 |
| 9910000000000 | Early bird special | | 7/12/98 | |
| 9912121212129 | Coupon #1 | 2 | 12/19/2001 | 1.40 |
| 9912300000000 | TEST | | 7/12/98 | 1.00 |
| 9912345678909 | Coupon #4 pp | 1 | 11/19/97 | 4.60 |
| 9912345678916 | One for you | | 7/12/98 | |

- 2 On the toolbar, select *New* to enter a new coupon. The EAN 99 Coupons Maintenance dialog box appears.



The screenshot shows the 'EAN 99 Coupons Maintenance' dialog box. It contains the following fields and controls:

- Coupon Number: 9900080000000
- Description: Summer saver
- Threshold: (empty)
- Expiry date: 07/12/98
- Coupon value: 0.75
- Transaction total: (empty)
- Blocked
- Limit up to: (empty)
- Navigation buttons: (back, forward, search)
- OK, Cancel, and Apply buttons.

- 3 Enter the required coupon number, or if it already exists, move to the other details.

Note:

Coupon numbers must begin with 99, contain 13 digits, and include a valid check digit.

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

| Field | Description |
|-------------------|---|
| Description | This is for internal use. Description does not print on receipt. |
| Threshold | Specify the minimum quantity of the item which a customer must buy, to earn the coupon. |
| Expiry date | Last date on which the coupon is valid. |
| Coupon value | Specify the (reward) amount to subtract from the item or ticket. |
| Transaction total | Optional. Enter the minimum total purchase amount for customer to qualify. |
| Blocked | Select to prevent this coupon from being awarded. |
| Limit up to | Specify the maximum number of times the coupon may be redeemed within a transaction, with one scan of the coupon. |

Bad Accounts

ISS45 enables you to maintain two options for checking bad accounts:

- Regular Bad Accounts - account number only
- Enhanced Bad Accounts - detailed historical information

Bad account files contain account numbers of checks, credit cards and so on, of the "bad" customers. Maintenance of the bad account files may be performed from a remote site, such as a head office, and then transmitted to stores, or it may be performed locally within a store.

When account numbers are entered at the PoS terminal, the system checks the relevant bad accounts file. If the account is found on file, a control check message appears on the PoS cashier display. Cashiers must follow store policies regarding acceptance of the account.

- 4 Choose the appropriate control check to trigger when the account is tendered at the PoS terminal.
- 5 Click *OK* or *Apply* to save.

Enhanced Bad Accounts

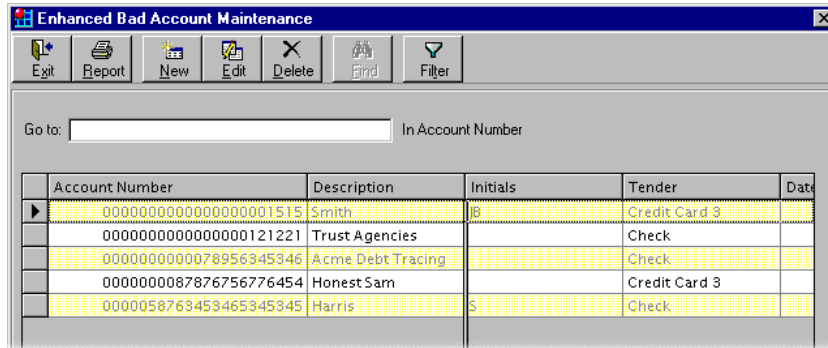
Bad account files contain account numbers of checks, credit cards and so on, of the "bad" customers. Maintenance of the bad account files may be performed from a remote site, such as a head office, and then transmitted to stores, or it may be performed locally within a store.

When account numbers are entered at the PoS terminal, the system checks the relevant bad accounts file. If the account is found on file, a control check message appears on the PoS cashier display. Cashiers must follow store policies regarding acceptance of the account.

The Enhanced Bad Accounts file provides more detail for each account than the Regular Bad Accounts file. These details include the amount tendered, tender type and store number where tendered.

➤ **To add a new enhanced bad account**

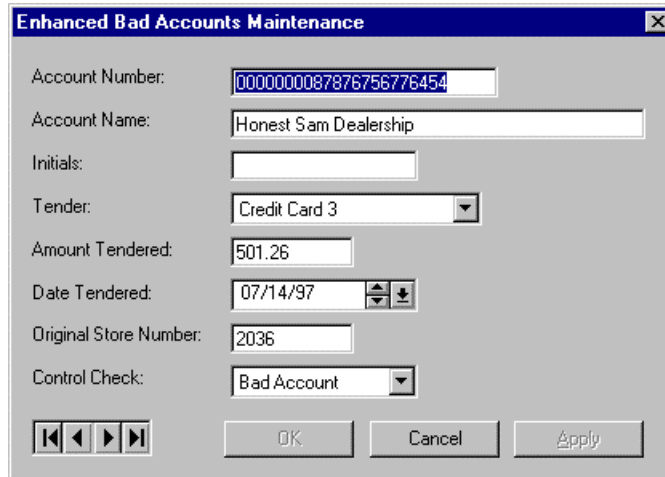
- 1 From the Database Management menu, select Accounts, Bad Accounts, then Enhanced Bad Accounts. The Enhanced Bad Account Maintenance list appears.



The screenshot shows the 'Enhanced Bad Account Maintenance' window. It has a toolbar with buttons for Exit, Report, New, Edit, Delete, Find, and Filter. Below the toolbar is a search field labeled 'Go to: In Account Number'. The main area contains a table with the following data:

| Account Number | Description | Initials | Tender | Date |
|--------------------------|-------------------|----------|---------------|------|
| 000000000000000000001515 | Smith | B | Credit Card 3 | |
| 000000000000000000121221 | Trust Agencies | | Check | |
| 0000000000078956345346 | Acme Debt Tracing | | Check | |
| 0000000087876756776454 | Honest Sam | | Credit Card 3 | |
| 0000058763453465345345 | Harris | S | Check | |

- 2 On the toolbar, select *New* to enter a new account. The Enhanced Bad Accounts Maintenance dialog box appears.



The screenshot shows the 'Enhanced Bad Accounts Maintenance' dialog box. It contains the following fields and controls:

- Account Number: 0000000087876756776454
- Account Name: Honest Sam Dealership
- Initials: (empty field)
- Tender: Credit Card 3 (dropdown menu)
- Amount Tendered: 501.26
- Date Tendered: 07/14/97 (calendar icon)
- Original Store Number: 2036
- Control Check: Bad Account (dropdown menu)
- Navigation buttons: First, Previous, Next, Last
- Buttons: OK, Cancel, Apply

- 3 Enter the account number.

- 4 Enter all options or set parameters as required. These are explained below.
- 5 Click *OK* or *Apply* to save.

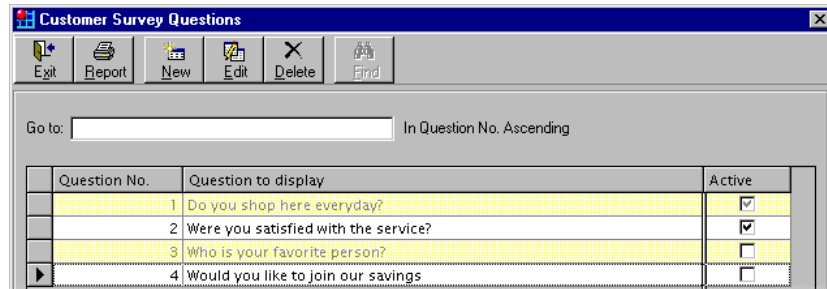
| Field | Description |
|-----------------------|--|
| Account Name | Enter the relevant name. |
| Initials | Customer initials. |
| Tender | Choose the tender type. |
| Amount Tendered | Specify the amount. |
| Date Tendered | Enter the date when the check (or card) was tendered. |
| Original Store Number | Enter the store number. This is useful for tracking your bad customer's buying patterns. Also, it enables a customer to pay their debt at any store in the chain and the amount could be credited to the original store. |
| Control Check | Specify the control check to trigger when the account is tendered at the PoS terminal. |

Customer Survey

Use this option to display survey-type questions at the PoS terminals. You can set up questions to display on specific dates, days or at certain times. Choose whether to display the questions at the start or end of a ticket. Cashiers can be prompted to answer with Yes/No or enter numeric values.

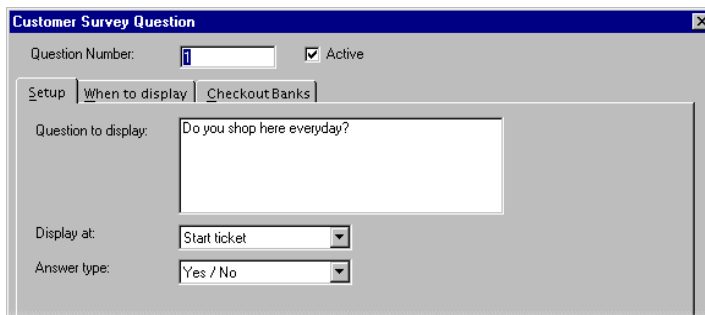
➤ **To add a customer survey question**

- 1 From the Database Management menu, select Customer Survey. The Customer Survey Questions list appears.



- 2 On the toolbar, select *New* to enter a new question. The Customer Survey Question dialog box appears.
- 3 Choose the question number and select the *Active* checkbox.
- 4 Type in the question and select options or set parameters as required. These are explained on the following page.
- 5 Click *OK* or *Apply* to save.

Setup Tab



| Field | Description |
|---------------------|----------------------------------|
| Question to display | Type in the question to display. |
| Display at | Start or end of ticket. |
| Answer Type | Yes/No or Numeric. |

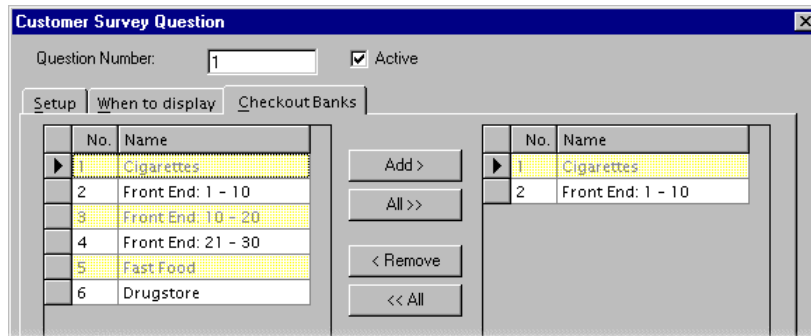
When to Display Tab

Repeats Monday's time for every day

| Activate on | Start Time | End Time |
|---|------------|-----------|
| <input checked="" type="checkbox"/> Monday | 08:00 All | 20:00 All |
| <input checked="" type="checkbox"/> Tuesday | 08:00 | 20:00 |
| <input checked="" type="checkbox"/> Wednesday | 08:00 | 20:00 |
| <input checked="" type="checkbox"/> Thursday | 08:00 | 20:00 |
| <input checked="" type="checkbox"/> Friday | 08:00 | 20:00 |
| <input checked="" type="checkbox"/> Saturday | 08:00 | 20:00 |
| <input checked="" type="checkbox"/> Sunday | 08:00 | 20:00 |

| Field | Description |
|--------------------|--|
| Start on | Start date. |
| End on | End date. |
| Activate on (day) | Select the required days. Click <i>Select All</i> to choose every day. |
| Start and End Time | Enter the required times. If you want to make Monday's time the same for every day, click <i>All</i> . |

Checkout Banks Tab



You can specify at which checkout banks questions should display.

6

Electronic Journal

The Electronic Journal is a powerful query tool that enables you to search for and display transactions from the PoS terminals. This enables you to monitor cashier performance, sales of selected items and departments, or solve customer queries or complaints.

The Electronic Journal guides you through a series of menus and options, allowing you to define search criteria and sort the results according to your requirements.

In this chapter:

- **Getting Started,**
page 6-3
- **Searching for Transaction Files,**
page 6-4
- **Searching for Specific Transactions,** page 6-6
- **Search Results,**
page 6-32
- **Sorting Results,**
page 6-36

Getting Started

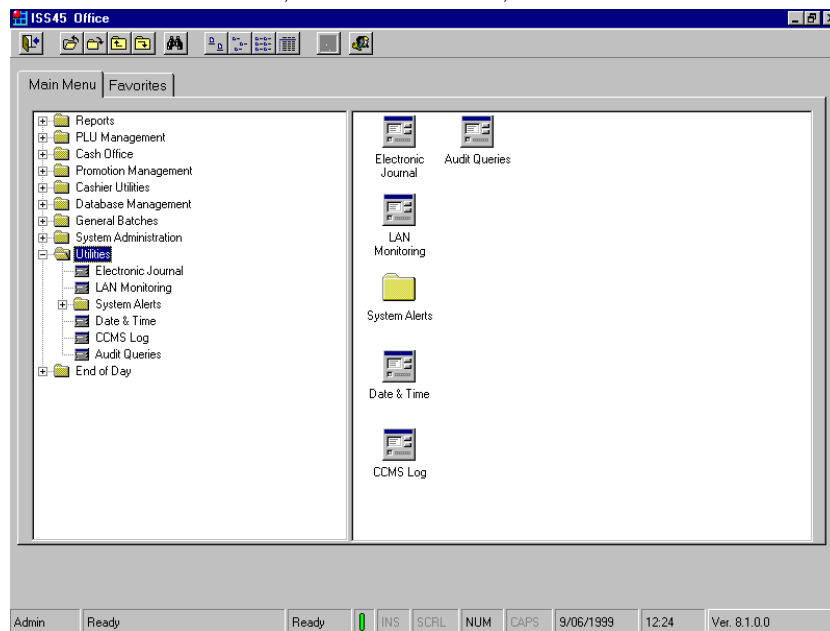
This section describes the Electronic Journal window, and provides an overview of its options and functions.

Opening the Electronic Journal

The Electronic Journal is located in the Utilities menu.

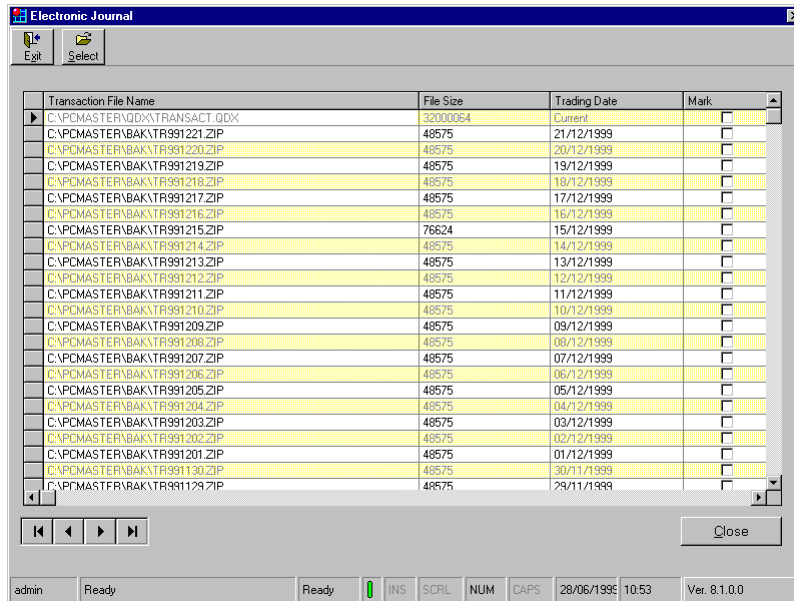
➤ To open the Electronic Journal

- 1 In the ISS45 window, click *Main Menu*, then select Utilities.



- 2 From the Utilities menu, select Electronic Journal, or double-click on the *Electronic Journal* icon on the right side of the window.

The Electronic Journal window is displayed.



Searching for Transaction Files

When the Electronic Journal window is opened, it displays a list of transaction files. Transaction files are created daily and contain a record of all transactions made through the PoS terminals for that day. These are the files you will search for transaction information.

Each transaction file is listed, together with its file size and the trading date to which it relates. In addition, a field titled *Mark* is displayed on the extreme right of the window. This field enables you to check multiple files in which to search for specific transactions.

The first file in the list is always the current day's transaction file, called TRANSACT.QDX. During the End of Day process, the current transaction file is zipped and renamed with the relevant date, for example, TR991221.ZIP. The zipped files are listed in date order, with the most recent at the top of the list.

Note:

If End of Day has been completed and no sales have been made for the current day, no data will be available in the current file.

The number of files that you can select from depends on the length of time your store keeps files on the system.

Selecting Transaction Files

This section describes how to navigate through the transaction files in the list and to select a specific transaction file.

➤ **To navigate to files in the list**

Use the arrows at the bottom left of the Electronic Journal window to move up and down the list,

or

Use the *Up Arrow* and *Down Arrow* keys and/or the *Page Up* and *Page Down* keys,

or

Move your cursor up and down over the column on the extreme left of the window. A black horizontal arrow indicates the file to which your cursor is currently pointing.

➤ **To select files for a more extensive search**

- 1 To select a single file: Click on the file to highlight it.

Note:

You can also select a single file by double-clicking on it.

or

Click in the checkbox in the *Mark* field for the required files. A checkmark in the checkbox indicates that the file has been selected.

- 2 Click the *Select* button.

When you select a file(s), the Search Types dialog box is displayed, as shown on page 6-7. This dialog box displays the options by which you can search the transaction files, as described in the following section.

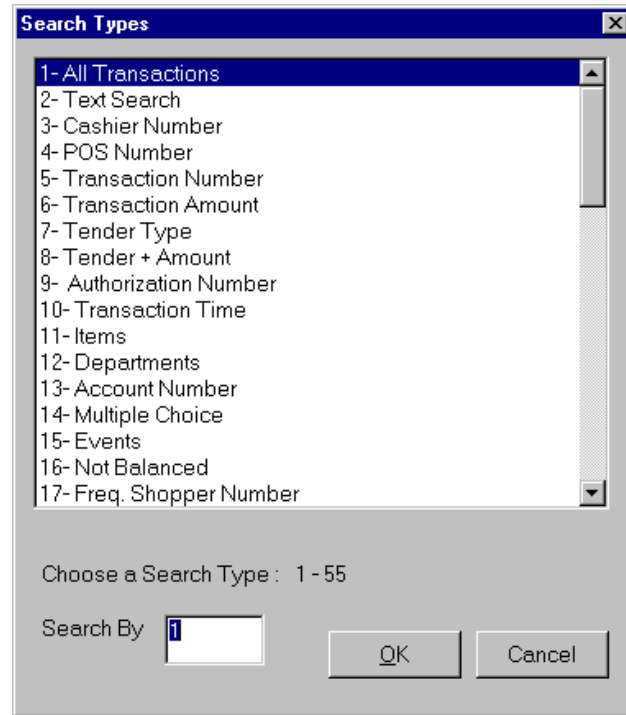
Searching for Specific Transactions

Once you select a file (or files) to search, you will want to search for some specific kind of transaction or information. There are many search options, which are described below. Multiple searches can be performed, each search being a sub-search of the previous one, filtering out unwanted transactions until you find the required information.

Keep in mind that as you progress through searches, you are most likely excluding certain information. If you find that you have excluded data you intended keeping, click *Last* to return to the previous search or searches.

Search Types Dialog Box

The Search Types dialog box lists all the criteria by which the transaction files can be searched.



➤ To choose a search option

- 1 If you are in the Search Results display, click *Search By* to display the Search Types dialog box.

Note:

If you have just selected the transaction files you require to search, the Search Type dialog box will already be displayed.

- 2 Highlight the required search option using the *Up Arrow* or *Down Arrow* keys,
or
Enter the number of the Search type in the *Search By* field in the lower part of the dialog box.

Note:

You can drag the scroll bar on the right hand side of the dialog box to display further search types.

- 3 Click *OK*. A search will be immediately performed if further parameters are not required, for example if *All Transactions* is selected, otherwise the relevant Search Type parameters dialog box will open. The transactions that match your search query are displayed in the Electronic Journal window.

| Pos | Trans | Cashier | Date | Time | Amount | Items | Training | Offline | Comments |
|-----|-------|---------|------------|----------|--------|-------|----------|---------|----------------|
| 20 | 127 | 0 | 21/12/1999 | 16:11:51 | 0.00 | 0 | | | POS REPORT |
| 15 | 99 | 0 | 21/12/1999 | 16:11:53 | 0.00 | 0 | | | POS REPORT |
| 20 | 128 | 1 | 22/12/1999 | 08:43:29 | 0.00 | 0 | | | SIGN ON |
| 20 | 128 | 1 | 22/12/1999 | 08:43:29 | 0.00 | 0 | | | FLOAT |
| 20 | 129 | 1 | 22/12/1999 | 08:46:39 | 204.31 | 25 | | | |
| 20 | 130 | 1 | 22/12/1999 | 08:47:08 | 13.64 | 24 | | | |
| 20 | 131 | 1 | 22/12/1999 | 08:47:13 | 125.90 | 24 | | | |
| 20 | 132 | 1 | 22/12/1999 | 08:47:21 | 47.21 | 25 | | | |
| 20 | 133 | 1 | 22/12/1999 | 08:49:32 | 14.57 | 24 | | | |
| 20 | 134 | 1 | 22/12/1999 | 08:49:52 | 0.00 | 0 | | | |
| 20 | 134 | 1 | 22/12/1999 | 08:52:03 | 0.00 | 0 | | | SIGN OFF |
| 20 | 135 | 1 | 22/12/1999 | 11:12:38 | 0.00 | 0 | | | SIGN ON |
| 20 | 136 | 1 | 22/12/1999 | 11:12:40 | 0.00 | 0 | | | CASH IN DRAWEE |
| 15 | 100 | 10 | 22/12/1999 | 11:14:43 | 0.00 | 0 | | | SIGN ON |
| 15 | 100 | 10 | 22/12/1999 | 11:14:43 | 0.00 | 0 | | | FLOAT |
| 20 | 136 | 1 | 22/12/1999 | 11:12:45 | 4.61 | 9 | | | |
| 20 | 137 | 1 | 22/12/1999 | 11:16:02 | 1.15 | 2 | | | |
| 20 | 138 | 1 | 22/12/1999 | 11:19:55 | 0.00 | 0 | | | ENTER SECURE |
| 15 | 101 | 10 | 22/12/1999 | 11:14:56 | 3.45 | 5 | | | |
| 20 | 138 | 1 | 22/12/1999 | 11:56:46 | 0.00 | 0 | | | EXIT SECURE |
| 20 | 138 | 1 | 22/12/1999 | 11:56:47 | 0.00 | 0 | | | SIGN OFF |

Total: 24455.36 1602

Refer to The *Search Results* List on page 6-32, for further information.

Search Types

There are three basic search types:

- **Single choice**, described on page 6-10.

Use this option to request one search choice, or type of transaction, at a time.

- **Multiple choice**, described on page 6-22.

This option enables you to search for up to five different criteria simultaneously. Multiple choice searches are useful if you want to search for the basic transaction types first, and then use single choice searches to refine the results. Similarly to the single choice searches, you can enter ranges to search, or accept the system defaults.

- **Events**, described on page 6-30.

This option enables you to search for events recorded through the PoS terminal that do not constitute a ticket transaction.

Note:

You can choose a search option the first time the Search Options menu displays, as well as from the Search Results display in the Electronic Journal window.

The dialog boxes that are displayed when a search option is selected from the Search Types dialog box generally have a similar format. The procedures for entering search criteria into the various dialog box options are described on the following page.

Single Choice Search

The search type options described below enable you to search transaction files using a single criterion.

All Transactions

Searches for all transactions in the selected transaction file(s).

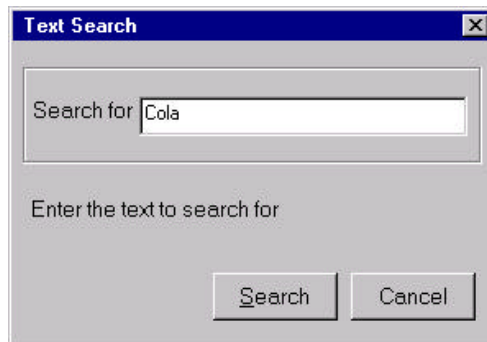
➤ **To search for all transactions**

- 1 Select *All Transactions* from the Search Types dialog box.
- 2 Click *OK*. All the transactions from the selected transaction file(s) are displayed in the Electronic Journal window.

Text Search

Searches for transactions that include the specified search string. For example, the name of a specific product.

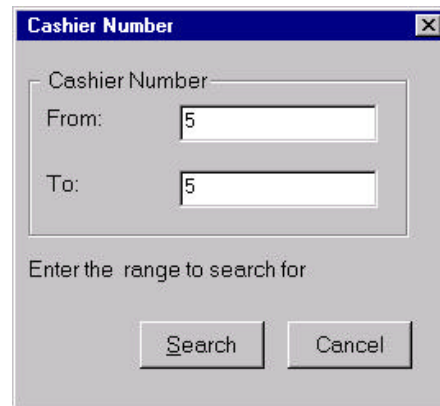
If you select *Text Search* you must define the text you require the computer to search for.



- **To search for transactions containing specific text**
- 1 Type the text that you require the computer to search for the in the *Search for* field.
 - 2 Click *Search*. The results are displayed in the Electronic Journal window.

Cashier Number

Searches for transactions made by the specified cashier(s).



Cashier Number

Cashier Number

From: 5

To: 5

Enter the range to search for

Search Cancel

- **To search for transactions made by a specific cashier(s)**
- 1 Type the unique cashier number in both the *From* and *To* fields, in order to search for transactions made by one cashier,
or
Type the lowest required cashier number in the *From* field and the highest required cashier number in the *To* field, in order to search for transactions for a number of cashiers,
or
Leave the default numbers in the *From* and *To* fields, in order to search for transactions made by all cashiers.

- 2 Click **Search**. The results are displayed in the Electronic Journal window.

POS Number

Searches for transactions made at the specified PoS terminal(s).

Refer to the procedure for searching by cashier number, described above.

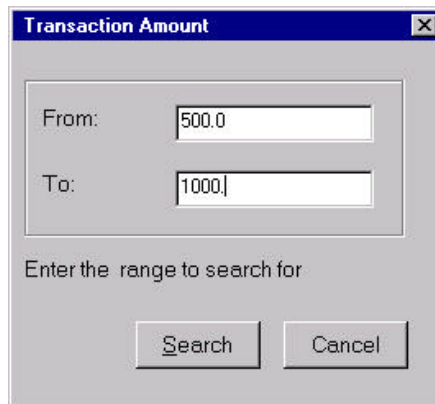
Transaction Number

Searches for the specified transaction or range of transactions, using their unique transaction numbers.

Refer to the procedure for searching by cashier number, described on the previous page.

Transaction Amount

Searches for transactions with a specified value or range of values.



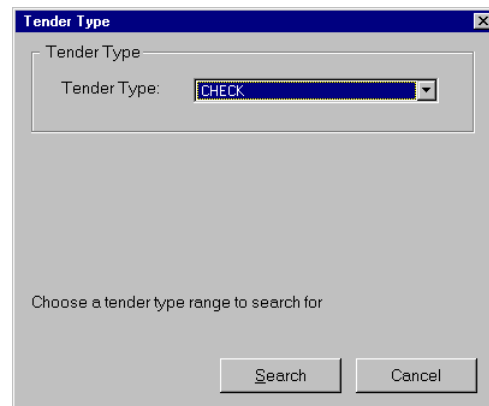
The screenshot shows a dialog box titled "Transaction Amount" with a close button (X) in the top right corner. Inside the dialog, there are two input fields: "From:" with the value "500.0" and "To:" with the value "1000.". Below these fields is the text "Enter the range to search for". At the bottom of the dialog are two buttons: "Search" and "Cancel".

➤ **To search for transactions of a specific value**

- 1 Type the lowest required transaction value in the *From* field and the highest required transaction value in the *To* field,
or
Type the same value in both fields, in order to search for a transaction of a specific value.
- 2 Click *Search*. The results are displayed in the Electronic Journal window.

Tender Type

Searches for transactions made with the specified tender. For example, cash or check transactions.



➤ **To search for transactions made with a specific tender type**

- 1 Click on the arrow at the right of the *Tender Type* field. Select the required tender type from the dropdown list.
- 2 Click *Search*. The results are displayed in the Electronic Journal window.

Authorization Number

Searches for transactions which were manually authorized, for example, manual authorization of a credit card transaction.

Refer to the procedure for searching by cashier number, described on page 6-11.

Transaction Time

Searches for transactions made within a specified time frame. For example, between 8.00 am and 10.30 am.

Refer to the procedure for searching by cashier number, described on page 6-11.

Account Number

Searches for transactions made using a specific account number or range of numbers. For example, a credit card number.

Refer to the procedure for searching by cashier number, described on page 6-11.

Not-Balanced

Searches for transactions with totals that did not balance with the items registered. Taxes are taken into account.

Refer to the procedure for searching by transaction amount, described on page 6-12.

Note:

As there should not be unbalanced transactions, you should expect the following error message to be displayed:
No tickets found for these conditions!!!

Frequent Shopper Number

Searches for transactions made with a specific frequent shopper card number or range of numbers.

Refer to the procedure for searching by cashier number, described on page 6-11.

Last Ticket

Searches for the last transaction in the selected transaction file(s).

This option is not currently implemented.

Void Coupon

Searches for transactions in which coupons were tendered and were subsequently voided.

Refer to the procedure for searching for a specific transaction amount, described on page 6-12.

Void Refund

Searches for transactions in which a refund was subsequently voided. For example, if the wrong refund amount was entered.

Refer to the procedure for searching for a specific transaction amount, described on page 6-12.

Void Discount

Searches for transactions in which a discount was subsequently voided.

Refer to the procedure for searching for all transactions, described on page 6-10.

Void Bottle Deposit

Searches for transactions in which a bottle deposit was subsequently voided.

Refer to the procedure for searching for all transactions, described on page 6-10.

Void Bottle Refund

Searches for transactions in which a bottle refund was subsequently voided.

Refer to the procedure for searching for all transactions, described on page 6-10.

Item at Price 0

Searches for items priced at zero. For example, a promotional T-shirt which is given to a customer who has purchased a six-pack of cola.

Refer to the procedure for searching for all transactions, described on page 6-10.

Manual Discount

Searches for transactions in which the cashier manually entered a discount.

Refer to the procedure for searching for a specific transaction amount, described on page 6-12.

Bottle Return

Searches for transactions in which bottles were returned.

Refer to the procedure for searching for all transactions, described on page 6-10.

Enter Secure Mode

Searches for records of cashiers entering secure mode.

Refer to the procedure for searching by cashier number, described on page 6-11.

Exit Secure Mode

Searches for records of cashiers exiting secure mode.

Refer to the procedure for searching by cashier number, described on page 6-11.

Non Merchandise

Searches for transactions containing items for which the store does not directly receive income. For example, newspapers that are sold through the store on behalf of the supplier, and for which the store is paid a commission.

Refer to the procedure for searching for all transactions, described on page 6-10.

Positive Non Merchandise

Searches for transactions in which money is paid by the store for Non Merchandise items. For example, paying the income taken from newspaper sales to the supplier.

Refer to the procedure for searching for all transactions, described on page 6-10.

Negative Non Merchandise

Searches for transactions in which money taken by the store for Non Merchandise sales is held for later payment to the supplier.

Refer to the procedure for searching for all transactions, described on page 6-10.

Password Change

Searches for records of cashiers changing their passwords.

Refer to the procedure for searching by cashier number, described on page 6-11.

Wrong Password

Searches for records of cashiers entering an incorrect password.

Refer to the procedure for searching by cashier number, described on page 6-11.

Refund Only Orders

Searches for transactions that contained only a refund.

Refer to the procedure for searching for all transactions, described on page 6-10.

Coupon Only Orders

Searches for transactions in which only a coupon was used.

Refer to the procedure for searching for all transactions, described on page 6-10.

Cash In Drawer Limit

Searches for records of cashiers exceeding the cash in drawer limit.

Refer to the procedure for searching by cashier number, described on page 6-11.

PLU Not On File

Searches for transactions in which a PLU that is not recorded in the database was entered.

Refer to the procedure for searching by cashier number, described on page 6-11.

Payouts and ROA

Searches for payouts and Received On Account transactions. For example, money from a vending machine that is paid in.

Refer to the procedure for searching for all transactions, described on page 6-10.

Pickup

Searches for records of tender collections from specified cashiers.

Refer to the procedure for searching by cashier number, described on page 6-11.

Add-Loan

Searches for records of loans (floats) issued to specified cashiers.

Refer to the procedure for searching by cashier number, described on page 6-11.

Bad Account

Searches for transactions in which payment was tendered by known bad accounts. For example, using a check from an account that is registered in the bad accounts database.

Refer to the procedure for searching by cashier number, described on page 6-11.

Price Inquiry

Searches for records in which a PLU was only entered in order to determine the price of the item, not as part of a transaction.

Refer to the procedure for searching for all transactions, described on page 6-10.

Override By Manager

Searches for transactions in which the cashier's input is overridden by the manager.

Refer to the procedure for searching by cashier number, described on page 6-11.

Function Not Authorized

Searches for records of the cashier attempting to perform an unauthorized transaction.

Refer to the procedure for searching by cashier number, described on page 6-11.

Age Id By Pass Accepted

Searches for transactions in which a cashier bypasses the automatic age identity check, and the bypass is accepted by the system.

Refer to the procedure for searching by cashier number, described on page 6-11.

Age Id By Pass Not Accepted

Searches for transactions in which a cashier bypasses the automatic age identity check, and the bypass is not accepted by the system because the cashier is not authorized to perform this function.

Refer to the procedure for searching by cashier number, described on page 6-11.

Age Id check Accepted

Searches for transactions in which automatic age identity checks were accepted by the system.

Refer to the procedure for searching by cashier number, described on page 6-11.

Age Id check Not Accepted

Searches for transactions in which automatic age identity checks were not accepted by the system, for example, if the age of the customer was lower than the minimum age allowed for purchase of a specific item.

Refer to the procedure for searching by cashier number, described on page 6-11.

Cash Deposits

Searches for cash deposit transactions to the store safe.

Refer to the procedure for searching for all transactions, described on page 6-10.

Cash Withdrawals

Searches for cash withdrawal transactions from the store safe.

Refer to the procedure for searching for all transactions, described on page 6-10.

Multiple Choice Search

Some Search Type options enable you to define more than one criteria by which transactions are to be simultaneously searched. For example *Tender + Amount* or *Multiple Choice*. In addition, some Search Type options enable you to specify that a transaction includes certain items or combinations of items. All of these search options are described on the following pages.

Tender and Amount

Searches for transactions made with the specified tender for a specified total or range of totals. For example, check transactions between \$100 and \$200.

The screenshot shows a dialog box titled "Tender + Amount". It contains two main sections. The first section, "Tender Type", has a label "Tender Type:" and a dropdown menu currently set to "CHECK". The second section, "Amount", has two input fields: "From:" with the value "100.0" and "To:" with the value "200.0". Below the input fields is the instruction "Choose a tender type and the amount range to search for". At the bottom of the dialog are two buttons: "Search" and "Cancel".

- **To search for transactions made with a specific tender type, for a specific amount**
- 1 Click on the arrow at the right of the *Tender Type* field. Select the required tender type from the dropdown list.
 - 2 Type the required amounts in the *From* and *To* fields, as described in the procedure for searching for a specific transaction amount on page 6-12.
 - 3 Click *Search*. The results are displayed in the Electronic Journal window.

Items

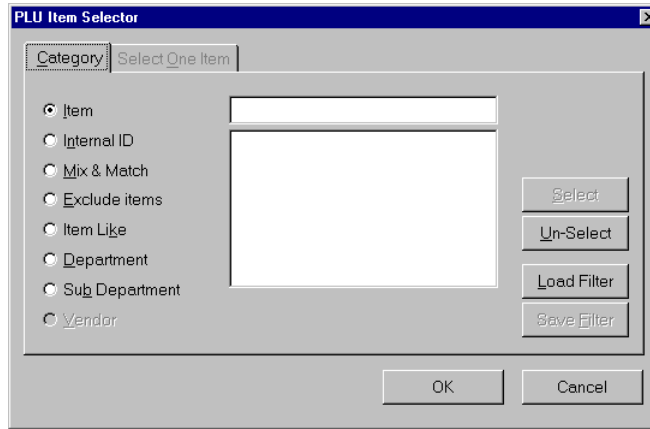
Searches for transactions that include the specific item (PLU) or range of items.

| Plu No | Plu Name | Status |
|--------|-----------|--------|
| 1 | PLU NO #1 | OR |
| 2 | PLU NO #2 | AND |
| 3 | PLU NO #3 | AND |

➤ **To search for specific items or a combination of items in a transaction**

- 1 Type the required PLU number in the *PLU Number* field, if you know it. The PLU name is automatically displayed in the *PLU Name* field.

If you need to search for a PLU number, click the *PLU List* button to display the PLU Item Selector dialog box.



- 2 Select the required PLU, using the following procedure:
 - Select the desired criteria. Choose *Item*, *Internal ID*, *Mix and Match*, and so on. To be more specific, you could type in a range of items, like **1-100**, then press *Enter*. You may choose more than one criterion. Those you select are identified by bold text.

To search for items by name, that all contain some of the same letters, select *Item Like*, and type in the letters to find. For example, type in **cola** to find all items containing "cola" in their description.
 - To select specific departments, choose *Departments*, then click *Select*. The Department selector dialog appears.
 - Select the required departments and click *OK*.
 - Select or exclude other items then, on the PLU Item Selector dialog, then click *OK* to load the selection into the item list.

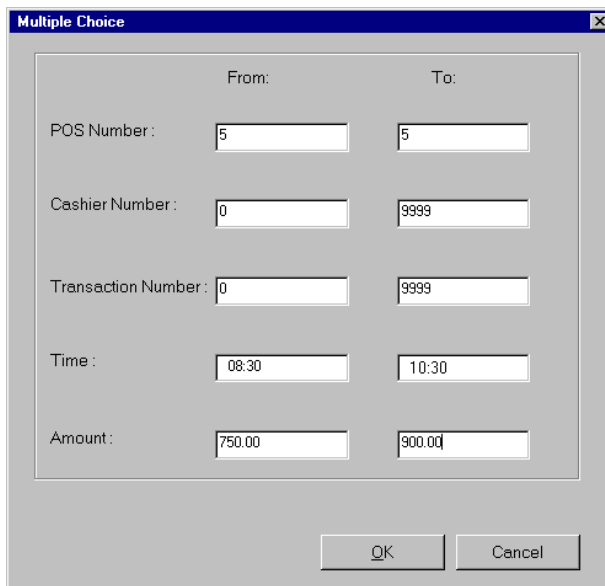
Departments

Searches for transactions that include items from a specific department or group of departments.

Refer to the procedure for searching for specific item transactions, described above.

Multiple Choice

Searches for transactions filtered simultaneously by up to five criteria.



The screenshot shows a dialog box titled "Multiple Choice" with a close button (X) in the top right corner. The dialog box contains two columns of input fields, labeled "From:" and "To:". The "From:" column has five input fields with the following values: "5", "0", "0", "08:30", and "750.00". The "To:" column has five input fields with the following values: "5", "9999", "9999", "10:30", and "900.00". At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

| | From: | To: |
|----------------------|--------|--------|
| POS Number : | 5 | 5 |
| Cashier Number : | 0 | 9999 |
| Transaction Number : | 0 | 9999 |
| Time : | 08:30 | 10:30 |
| Amount : | 750.00 | 900.00 |

Multiple choice searches can be used to first search for the basic transaction types, as listed on the following page, before using single choice searches to refine the results.

- POS number
 - Cashier number
 - Transaction number
 - Time
 - Amount
- **To search for transactions using multiple criteria simultaneously**
- 1 In the Multiple Choice option dialog box, type the required upper and lower values into the relevant *From* and *To* fields. You do not need to type specific values into all the fields.
 - 2 Click *OK*. The results are displayed in the Electronic Journal window.

Void PLU Sale

Searches for transactions in which the sale of specified items was voided. You can search using *PLU Number* and/or the amount of the sale.

The screenshot shows a dialog box titled "Void PLU Sale". It has a blue title bar with a close button. The dialog is divided into two main sections. The first section is labeled "PLU Number" and contains two input fields: "From:" with the value "33465" and "To:" with the value "45000". The second section is labeled "Amount" and contains two input fields: "From:" with the value "500.0" and "To:" with the value "1500.0". Below these sections is the text "Enter the range to search for". At the bottom of the dialog are two buttons: "Search" and "Cancel".

➤ To search for void PLU transactions

- 1 In the *PLU Number* area, type the lowest PLU number you require to search from in the *From* field and the highest PLU number in the *To* field.
- 2 In the *Amount* area, type the lowest and highest voided values you wish to search for in the *From* and *To* fields.
- 3 Click *Search*. The search results are displayed in the Electronic Journal window.

Note:

It is necessary to know the PLU numbers for this search type.

Void Department Sale

Searches for transactions in which the sale of items for specified departments was voided. You can search using *Department* and/or the voided amount of the sale.

Refer to the procedure for searching for void PLU transactions, described on the previous page.

Note:

It is necessary to know the department codes for this search type.

Void Tender

Searches for transactions in which a specific tender type was voided. For example, a cash tender.

Refer to the procedure for searching for void PLU transactions, described on the previous page.

Note:

It is necessary to know the tender codes for this search type.

Item Refund

Searches for transactions in which a specified item(s) was refunded. You can search using *PLU Number* and/or the amount of the refund.

Refer to the procedure for searching for void PLU transactions, described on the previous page.

Note:

It is necessary to know the PLU numbers for this search type.

Department Refund

Searches for transactions in which the sale of items for a specific department(s) was refunded. You can search using *Department* and/or the amount of the refund.

Refer to the procedure for searching for void PLU transactions, described above.

Note:

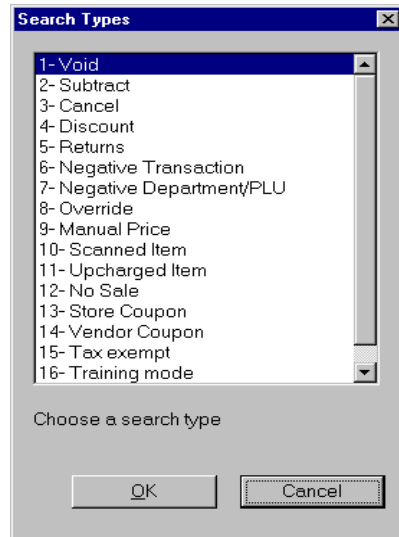
It is necessary to know the department codes for this search type.

Events Search Options

Searches for specific event types, for example, situations where an entire transaction was voided. The Events *Search Types* menu includes:

- Void
- Subtract
- Cancel
- Discount
- Returns
- Negative Transaction
- Negative Department/PLU
- Override
- Manual Price
- Scanned Item
- Upcharged Item
- No Sale
- Store Coupon
- Vendor Coupon

- Tax Exempt
- Training Mode
- Offline



➤ **To search for events**

- 1 Highlight the required event using the *Up Arrow* or *Down Arrow* keys.
- 2 Click *OK*. A search will be immediately performed if the No Sale event is selected, otherwise the relevant Search Type parameters dialog box will open.
- 3 Follow the relevant search procedure, as described in the preceding sections. The search results are displayed in the Electronic Journal window.

Search Results

Search results are displayed in the Electronic Journal window after a search is performed. The display shows every PoS transaction for each daily transaction file that was selected using the search option criteria.

This section describes the Electronic Journal search results display.


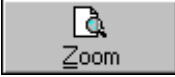





| Pos | Trans | Cashier | Date | Time | Amount | Items | Training | Offline | Comments |
|-----|-------|---------|------------|----------|--------|-------|----------|-------------------------------------|----------------|
| 20 | 127 | 0 | 21/12/1999 | 16:11:51 | 0.00 | 0 | | | POS REPORT |
| 15 | 99 | 0 | 21/12/1999 | 16:11:53 | 0.00 | 0 | | | POS REPORT |
| 20 | 128 | 1 | 22/12/1999 | 08:43:29 | 0.00 | 0 | | | SIGN ON |
| 20 | 128 | 1 | 22/12/1999 | 08:43:29 | 0.00 | 0 | | | FLOAT |
| 20 | 129 | 1 | 22/12/1999 | 08:46:39 | 204.31 | 25 | | | |
| 20 | 130 | 1 | 22/12/1999 | 08:47:08 | 13.64 | 24 | | | |
| 20 | 131 | 1 | 22/12/1999 | 08:47:13 | 125.90 | 24 | | | |
| 20 | 132 | 1 | 22/12/1999 | 08:47:21 | 47.21 | 25 | | | |
| 20 | 133 | 1 | 22/12/1999 | 08:49:32 | 14.57 | 24 | | | |
| 20 | 134 | 1 | 22/12/1999 | 08:49:52 | 0.00 | 0 | | | |
| 20 | 134 | 1 | 22/12/1999 | 08:52:03 | 0.00 | 0 | | <input checked="" type="checkbox"/> | SIGN OFF |
| 20 | 135 | 1 | 22/12/1999 | 11:12:38 | 0.00 | 0 | | | SIGN ON |
| 20 | 136 | 1 | 22/12/1999 | 11:12:40 | 0.00 | 0 | | | SIGN ON |
| 15 | 100 | 10 | 22/12/1999 | 11:14:43 | 0.00 | 0 | | | CASH IN DRAWEE |
| 15 | 100 | 10 | 22/12/1999 | 11:14:43 | 0.00 | 0 | | | SIGN ON |
| 20 | 136 | 1 | 22/12/1999 | 11:12:45 | 4.61 | 9 | | | FLOAT |
| 20 | 137 | 1 | 22/12/1999 | 11:16:02 | 1.15 | 2 | | | |
| 20 | 138 | 1 | 22/12/1999 | 11:19:55 | 0.00 | 0 | | | ENTER SECURE |
| 15 | 101 | 10 | 22/12/1999 | 11:14:55 | 3.45 | 6 | | | |
| 20 | 138 | 1 | 22/12/1999 | 11:56:46 | 0.00 | 0 | | | EXIT SECURE |
| 20 | 138 | 1 | 22/12/1999 | 11:56:47 | 0.00 | 0 | | | SIGN OFF |

Total: 24455.36 1602

The search results display in the Electronic Journal contains the following components:

■ **Toolbar**

The following buttons are provided in the toolbar at the top of the window, each of which can be used to perform a specific function related to the search results:

| Button | Description |
|--|---|
|  Exit | Exits the Search Results display and returns to the File Selection display. |
|  Zoom | Displays the ticket for a selected transaction. |
|  Set Sort | Displays the Sort Options dialog box, enabling you to sort the search results according to certain criteria. Refer to page 6-36 for further information. |
|  Search By | Displays the Search Types dialog box, enabling you to further refine your search. Refer to page 6-7 for further information. |
|  Last | Returns to the previous display of search results. This is useful if you have refined your search too much and you want to go back to your previous list of transactions. |
|  Print By Ticket | Prints the ticket for a selected transaction. |
|  Print List | Prints the current list of transactions in the Search Results display. |

■ Criterion Field

This field, located between the toolbar and the list of transactions, displays which search option was used to produce the current search results. For more information about search criteria, refer to the section *Searching for Specific Transactions*, on page 6-6.

■ Transaction File Field

This field, located next to the *Criterion* field, displays the name of the transaction file which was searched. When multiple transaction files have been selected, the word *Marked* is displayed.

■ Search Results List

The central part of the Electronic Journal window displays the results of the last search performed. Each transaction that matches the specified criteria is listed, along with the following basic information:

| Field | Description |
|--------------|--|
| Pos | PoS terminal number at which the transaction took place. |
| Trans | Unique transaction number. |
| Cashier | ID number of the cashier who performed the transaction. |
| Date | Date the transaction occurred. |
| Time | Time the transaction occurred. |
| Amount | Total amount of the transaction. |
| Items | Number of items in the transaction. |

| Field | Description |
|--------------|---|
| Training | If the terminal was in training mode at the time of the transaction, the checkbox is checked. |
| Offline | If the transaction was made while the terminal was offline, the checkbox is checked. |
| Comments | Information about the type of transaction. |

The following components are located below the search results list:

- **Selection Arrows**

Enable you to scroll through the transactions.



Use the arrows at the extreme left and extreme right to navigate to the first and last transactions in the search respectively. The center arrows enable you to navigate up and down the list by single transactions.

- **Total Field**

Displays the total value of all the transactions displayed in the search results list, together with the total number of items listed.

- **Close Button**

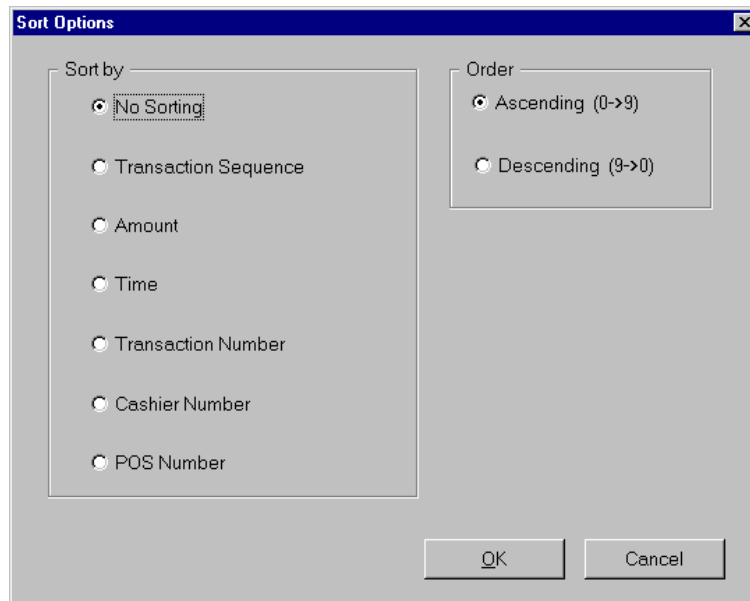
Enables you to exit the current display in the Electronic Journal window.

Sorting Results

The transactions in the search results list can be sorted by various criteria. You can sort either by clicking the *Set Sort* tool or by clicking the relevant column heading in the search results list.

➤ **To sort using the Set Sort button**

- 1 Click *Set Sort* in the toolbar. The Sort Options dialog box is displayed.



- 2 Click the relevant radio button for the criteria you want the search results list to be sorted by.
- 3 Click either the *Ascending* or *Descending* radio button.

- 4 Click *OK*. The search results list displays the transactions sorted in the required order.

➤ **To sort in the search results display**

- 1 Click on the title of the column you require to sort by.
- 2 Click a second time on the column to reverse the order of the display. For example, if you want to sort by date of transaction, click on the *Date* column title. To change the order of the transaction dates from earliest to latest, or vice versa, click again on *Date*.

Note:

Double-clicking on a transaction will display the ticket for the transaction.

7

End Of Day

The End of Day option runs the End of Day procedure. You may run End of Day manually, or let the system initiate and run the process automatically, according to parameters you set. ISS45 also manages Automatic End Day, with no interference to front-end operations.

Both Automatic End of Day and 24-Hour End of Day features can be in use simultaneously, or separately.

In this chapter:

- **End Of Day Procedure, page 7-1**
- **Operations Performed by End Of Day, page 7-4**
- **Before Running End Of Day, page 7-4**
- **Starting the End Of Day Procedure, page 7-5**

The End of Day Procedure

The End of Day procedure prepares the PoS Terminals, the system files and computers for shutdown at the end of the working day.

End of Day is a daily procedure that processes the data accumulated in the store during that day. In addition, End of Day performs end of week, end of month and end of year operations, to sum up the activities of the current week, month and year.

The day in the week for performing an end of week procedure, the day in the month for performing an end of month procedure for each month of the year, and the day and month for performing an end of year are determined via system parameters. However, you can request to run these procedures on other days. This is done while activating the End of Day option.

If your store uses the Automatic End of Day process, and the required parameters are set, you don't need to be in the store to monitor the EOD process.

Warning!

It is essential that the POS Service Monitoring window is always active. If EOD is activated from MFS2, MFS2 will first check (before running EOD) that the POS Service Monitoring window is open on MFS1. If not, an error message appears: "End of Day cannot proceed, please start POS Service Monitoring on MFS1".

Operations Performed by End of Day

The End of Day procedure performs the following operations depending on EOD parameter settings:

- Checks system integrity.
- Processes all figures and clears daily totals.
- Backs up SQL database.
- Generates (and prints) the End of Day reports as selected via the system parameters.
- Writes all End Of Day activities to log files in the order in which they occur (date and time). You can view these files and print them via the View Log and Errors options from the Reports menu.

Before Running End of Day

Before you run an End of Day procedure, both automatic and manual, you need to check certain points:

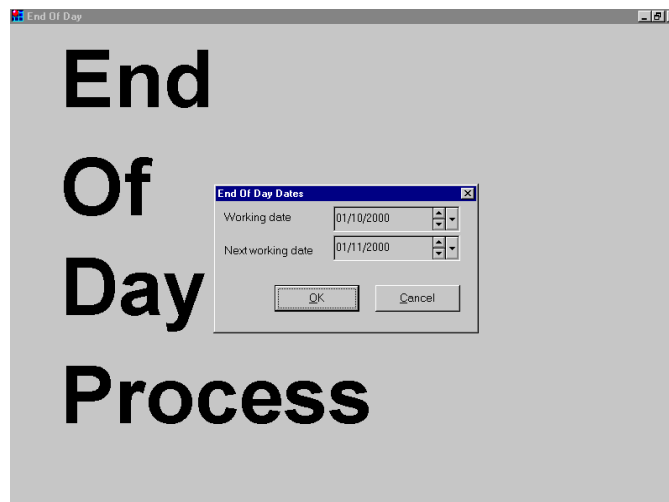
- Cashiers and POS terminals all signed off (optional with 24-hour End of Day).
- If you are running end of day from MFS1, make sure there is communication to MFS2. End of day can run without MFS2, but you will be prompted to confirm this action.

Starting the End of Day Procedure

The End of Day procedure may be activated from MFS1 or MFS2.

To start the End of Day procedure

- 1 Select End of Day from the main menu. The *End Of Day Dates* dialog box displays.



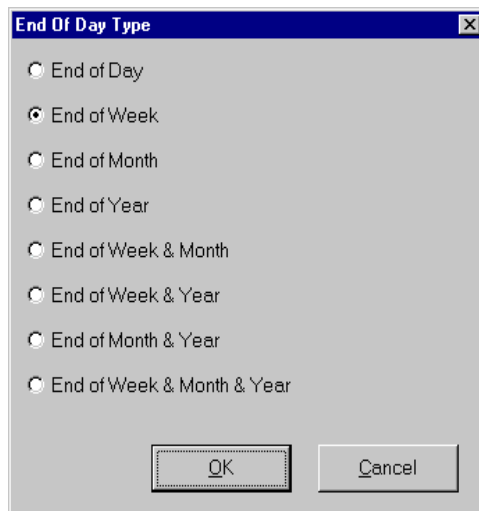
- 2 Check that the working date and next working date are correct, or if necessary, overwrite the date as required, then press **OK**.

The system calculates these dates based on the last trading date and various system parameters. If the parameter "Allow changing of trading date" is set, you will be able to change these dates.

Warning!

It is possible that running End of Day for the same date twice, may result in unrecoverable data loss!

- 3 If End of Day is run from MFS1, the system checks communication to MFS2. If there is a communication problem, it displays the message: "No Communication to Remote MFS", select one of the following:
 - **Abort** to stop the procedure
 - **Retry** to check communication again
 - **Continue** to continue the procedure without MFS2
- 4 If no cashier/POS declarations were performed, and the EOD parameter "Warning message if declaration not done" is set, the system displays a list of all Cashiers/POS terminals still to be declared. The *End Of Day Type* dialog box appears.



- 5 Select the End Of Day Type and press **OK**. The End Of Day Type may be changed only if the parameter "Allow changing of trading date" is set.

The system checks for the following:

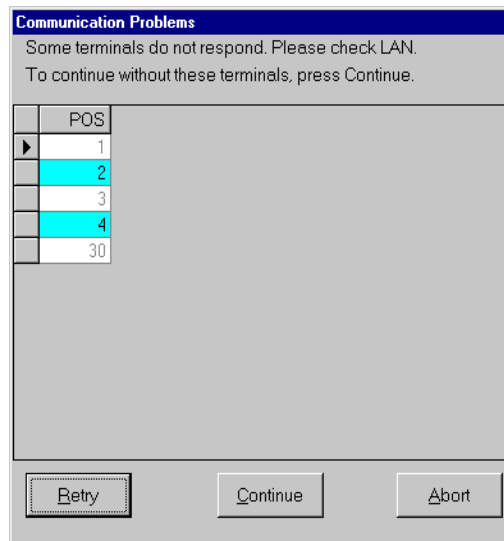
- Communication to all Terminals - A message is sent to all PoS terminals; if there are terminals which do not respond, the system displays a *Communication Problem* dialog box showing those terminals with communication problems.

Select one of the following:

Retry To check communication again.

Continue To ignore the communication problem and continue the End Of Day with these terminals.

Abort To stop the procedure.



- Signed-on cashiers (If a cashier has not signed-off a POS terminal, the system detects this and displays a list of POS terminal number where the cashier is still active). You may choose to log them off remotely, unless you are operating a 24 hour store, where cashiers are allowed to be logged on during EOD.

Note:

In a 24-hour trading store, pressing *Continue* does NOT log cashiers off.

- Check PoS terminal status. PoS terminals may report problems which may cause EOD to stop. You must fix them before continuing. For example:
 - Printer busy
 - Printer error
 - Paper problem on PoS
 - PoS in training mode
 - Cashier signed on the PoS
 - PoS in no-sale mode
 - PoS in idle mode

If PoS terminal statuses allow the system to continue the End of Day procedure, the End of Day message is sent to POS terminals to begin EOD. Reports that have been selected to print at End of Day are printed.

At this stage, End Of Day goes into a "State of No Return".

No further user interaction is needed. The time taken for the EOD process to complete depends on file sizes in your system.

- Checks that all transactions have been received from all tills and that all tills are up to date. If some terminals have not completed sending or receiving data, wait up to fifteen minutes before continuing EOD.

Note:

EOD is complete only once the "End of Day in Process" screen disappears.

8

Promotion Management

The Promotion Management functions provide various promotion types. These promotions may be set up to suit various store requirements, or company policy. The promotions are flexible and can be used with or without loyalty schemes.

In this chapter:

- Promotions, Reductions and Offers, page 3
- Setting up Promotions, Reductions and Offers, page 4
- Adding a Promotion, page 5
- Member Promotions, page 12
- Enhanced Promotions, page 13
- Group Promotions, page 21
- Level Promotions, page 30
- Credit Programs, page 39
- Corema, page 55

Overview

The various promotion functions allow you to set up various types of promotions. These promotions may be set up to run on specific days of the week and at different times. Once you have created promotions, you can edit them.

The following options are available:

- **Promotions, Reductions and Offers** - This option enables you to link one or more items to promotions and give basic rewards.
- **Member Promotions** - This option enables you to set up more flexible and powerful member promotions.
- **Member Card Maintenance** - Use this option to set up Member Card details for customers.
- **Corema** - Use this option to send customer loyalty details to a third party server.

Promotions, Reductions and Offers

The options here are for setting up basic promotions and rewards, or discounts. Each of these options are explained below

Setting an item on promotion allows you to enter a specific price for an item. Setting a reduction allows you to reduce the price/percentage on an item, and setting an offer allows you to offer an item at a discounted price.

By setting up Promotions, Reductions and Offers, you are setting up either one of the following:

- **Single Item Promotion** - Allows you to link a single item to a promotion.
- **Multi-Item Promotion** - Allows you to link many items to a promotion.

The Promotion Management System screen lists both single and multi-item promotions, showing the following information per promotion:

- Promotion number
- Description
- Items Linked
- Start date
- End date

Buttons are provided at the top of the window to enable new promotions to be defined, and existing promotions to be edited or deleted.

Adding a Promotion, Reduction or Offer

This function enables you to add a new Promotion, Reduction or Offer. The basic options are on the left of the dialog box, the tabbed area on the right enables you to set up either Promotions, Reductions or offers.

➤ To set up single or multi-item promotions

1 Select Promotions, Reductions and Offers from the Promotion Management menu and double-click either;

- Single Item
or
- Multi Item Promotion

The Promotion Management System window is displayed.

2 From the Promotion Item window click **New**. The Promotion Item dialog box is displayed.

The screenshot shows the 'Promotion Item' dialog box with the following details:

- Basic Options area:**
 - Promotion by: PLU
 - PLU Number: [Empty]
- General Settings:**
 - Start date: 01/24/2000 00:00
 - End date: 01/24/2000 23:59
- Day Settings:**

| Day | From | To |
|---|-------|-------|
| <input checked="" type="checkbox"/> Monday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Tuesday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Wednesday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Thursday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Friday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Saturday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Sunday | 00:00 | 23:59 |
- Promotion, Reduction, Offer area:**
 - Promotion | Reduction | Offer (Selected)
 - Price: 0.00
 - Quantity: 1
 - Limited quantity per order: [Empty]
 - Minimum Purchase Rules:
 - Minimum purchase required
 - Amount: 0.00
 - Control Check: [Empty]

3 Set the following options as required.

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

| Field | Description |
|-------------------------------|--|
| Promotion by | From the dropdown list select either: <ul style="list-style-type: none"> ■ PLU ■ Mix and Match Group ■ Department |
| PLU Number | Enter the PLU number of the item you want to link to a promotion. |
| General Settings area: | |
| Start date | Start date of promotion. |
| End date | End date of promotion. |
| Day Settings area: | |
| Monday to Sunday From - To | Define start date and end time for each day of the week. Rewards will be given during those hours only. |
| PLU Properties area: | |
| Name | PLU Name |
| Quantity/Price | Quantity and price of the specific PLU. |
| Minimum Purchase Rules area: | |
| Minimum purchase required | Check this if there is a minimum amount the customer must purchase before being given a promotion. |
| Amount | Enter the minimum purchase amount. |
| Control Check | Select the control check to be triggered if minimum amount is not reached. |

The Promotion Item dialog box contains three tabs, Promotion, Reduction and Offer.

Promotion Tab

Using the Promotion tab, you are able to enter a specific price for an item. For example, 2.89 for an item which originally costs 3.00. Promotion prices are limited by start and end dates and quantities. *Nested* promotions (*a promotion within a promotion*) are also possible. A nested promotion is one which starts and ends between the start and end dates of another promotion, for the *same* item. For example: Tea is on promotion from January 1 to March 31 for \$2.99 and on a different promotion from January 15 to March 15, for \$1.99.

The screenshot shows a software interface for configuring a promotion. It features a tab labeled 'Promotion' and several input fields:

- Price:** A text box containing '0.00'.
- Quantity:** A text box containing '1'.
- Limited quantity per order:** A text box containing '1'.
- Minimum Purchase Rules:** A section with a checkbox labeled 'Minimum purchase required' which is currently unchecked.
- Amount:** An empty text box.
- Control Check:** A dropdown menu.

| Field | Description |
|----------|--|
| Price | Enter the new promotion price. |
| Quantity | Enter the quantity that may be bought in order to receive the promotion. |

| Field | Description |
|----------------------------|---|
| Limited quantity per order | The number entered here limits the customer to buy only up to that quantity of items. |

Reduction Tab

By using the Reduction tab, you can reduce the price of an item by a specific dollar amount or percentage. For example, a \$3.00 item may be reduced by 10% or .30 cents.

| Field | Description |
|-------------------------------|---|
| Type | From the dropdown list, select either value (amount), or percentage (%). |
| Amount Off/ Percentage Off | If the reduction is a specific amount, enter the dollar amount to be deducted from the original item price. |

| Field | Description |
|----------------------------|---|
| Quantity | Enter the maximum multiple selling unit (MSU) for the reduced price. |
| Limited quantity per order | Enter the number of items which may be purchased with this promotion. |

Offer Tab

Offers allow you to sell an item at a discounted price if the customer buys a specified number of that item. For example, Buy 2, get 1 free, or Buy 1, get the second one half price. Offers also allow an item's discounted price to be limited. For example, Item is 20% off, limit 3; or Buy 2, get 1 at discount, limit only 1 at discount. In addition, two or more items can be linked to the same offer.

Offer

Type:

Amount Off:

Quantity at Standard Price.

Quantity at Discount Price.

Limited quantity per order:

Minimum Purchase Rules

Minimum purchase required

Amount:

Control Check:

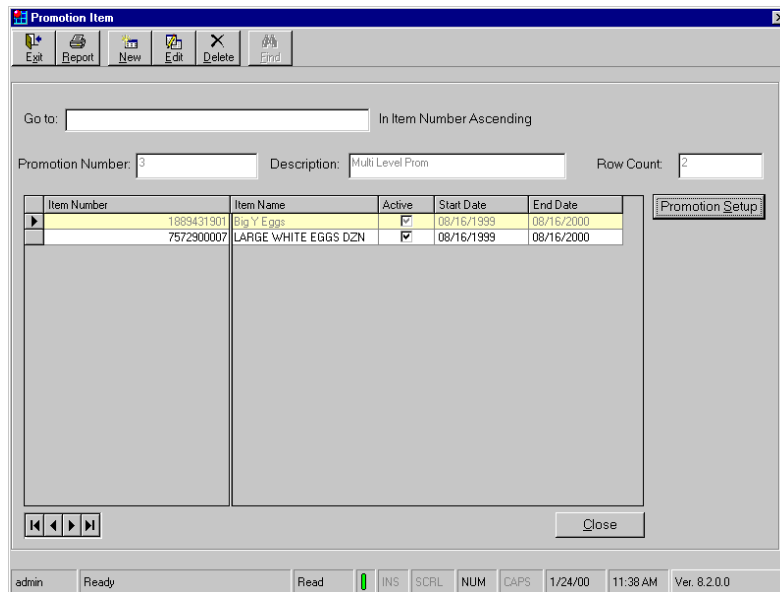
| Field | Description |
|-------------------------------|--|
| Type | From the dropdown list, select either value (amount), or percentage (%). |
| Amount Off/ Percentage Off | Enter the dollar amount to be deducted from the original item price. Or, Enter the percentage to be deducted. |
| Quantity at Standard Price | Enter the number of items that must be bought before the discount takes effect. |
| Quantity at Discount Price | Enter the number of items that must be sold at the discounted price. |
| Limited quantity per order | Enter the maximum number of items which may be purchased with this promotion. |

Edit/Delete Promotions

The Edit / Delete Promotion option enables you to make changes or additions to single or multi-item promotions. If the promotion is current, the change takes place immediately on the PoS terminals.

➤ **To edit/delete single and multi-item promotions**

- 1** Select Promotions, Reductions and Offers from the Promotion Management menu. Double-click Edit/Delete Promotion, the Promotion Management System window is displayed.
- 2** Highlight the necessary promotion and double-click it, or just click **Edit**. The Promotion Item window is displayed.



The list area of the window displays existing promotions.

Note

The Promotion Setup button is used to alter an item linked to a multi-item promotion.

- 4 Highlight the relevant item and click **Delete**, to delete it.
- 5 Click **Edit** to edit the item on promotion. The Promotion Header Parameters window is displayed.
- 6 Set the following options as required.
- 7 Click *OK* or *Apply* to save.

Member Promotions

The Member Promotion options provide access to various types of promotions which are set up specifically to loyalty customers. Member promotions can be downloaded from a host or a chain's head office in batches, or created and edited in-store.

Member Promotions can be designed to reward Member Card holders, or customers who are not loyalty members. They are very flexible and can be defined to operate on specific days or times.

You can set up "tiered" promotions that give customers higher rewards when they buy more and more items.

Member Promotion types:

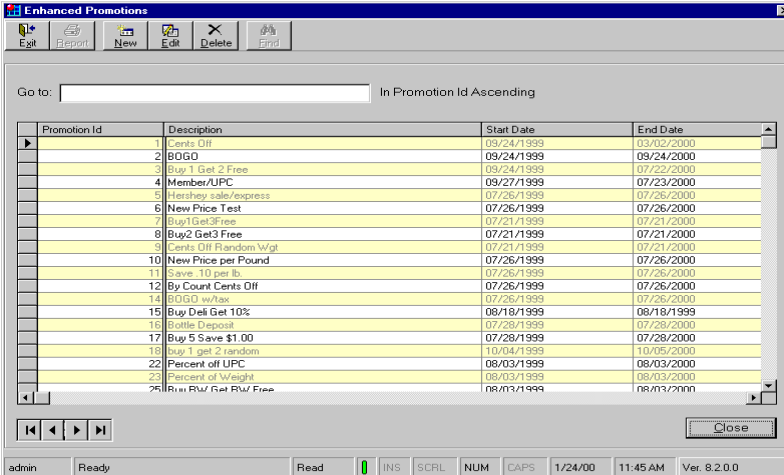
- **Enhanced Promotions** - are more flexible and powerful than Promotions, Reductions and Offers. As promotional items are scanned, rewards are applied immediately.
- **Group Promotions** - are similar to Enhanced Promotions, but include the ability to link various groups of items.
- **Level Promotions** - are similar to Enhanced Promotions, but include the ability to define up to five different levels of conditions and rewards.
- **Credit Programs** - are used to set credit reward types based on point schemes.

Enhanced Promotions

Enhanced Promotions give you more flexibility in setting up promotions, that promotions, reductions and offers. You can specify promotion start and end dates, as well as a mark down department. Customer savings, or rewards, are allocated to this mark down department. As in all promotions, customers qualify for rewards (and multiple rewards) by purchasing the quantities you specify.

➤ To Add an Enhanced Promotion

- 1 From the Promotion Management menu, select Promotion Management, and then Member Promotions. The Enhanced Promotions list is displayed.



The screenshot shows a window titled "Enhanced Promotions" with a menu bar (Exit, Report, New, Edit, Delete, Find) and a search field. Below the search field is a table listing various promotions. The table has four columns: Promotion Id, Description, Start Date, and End Date. The data is sorted by Promotion Id in ascending order.

| Promotion Id | Description | Start Date | End Date |
|--------------|----------------------|------------|------------|
| 1 | Cents Off | 09/24/1999 | 03/02/2000 |
| 2 | BOGO | 09/24/1999 | 09/24/2000 |
| 3 | Buy 1 Get 2 Free | 09/24/1999 | 07/22/2000 |
| 4 | Member UPC | 09/27/1999 | 07/23/2000 |
| 5 | Hershey solo/express | 07/26/1999 | 07/26/2000 |
| 6 | New Price Test | 07/26/1999 | 07/26/2000 |
| 7 | Buy 1 Get 3 Free | 07/21/1999 | 07/21/2000 |
| 8 | Buy 2 Get 3 Free | 07/21/1999 | 07/21/2000 |
| 9 | Cents Off Random Wgt | 07/21/1999 | 07/21/2000 |
| 10 | New Price per Pound | 07/26/1999 | 07/26/2000 |
| 11 | Save .10 per lb. | 07/26/1999 | 07/26/2000 |
| 12 | By Count Cents Off | 07/26/1999 | 07/26/2000 |
| 14 | BOGO w/tax | 07/26/1999 | 07/26/2000 |
| 15 | Buy Deli Get 10% | 08/18/1999 | 08/18/1999 |
| 16 | Bottle Deposit | 07/28/1999 | 07/28/2000 |
| 17 | Buy 5 Save \$1.00 | 07/28/1999 | 07/28/2000 |
| 18 | buy 1 get 2 random | 10/04/1999 | 10/05/2000 |
| 22 | Percent off UPC | 08/03/1999 | 08/03/2000 |
| 23 | Percent off No Appl | 08/03/1999 | 08/03/2000 |
| 25 | Buy RM Get RM Free | 08/03/1999 | 08/03/2000 |

The list area of the window displays existing Enhanced Promotions.

- 2 Double-click the required Promotion ID, or highlight it and select **Edit**. The Enhanced Promotion tabbed dialog box is displayed.
- 3 On each tab, set the properties and options as required.
- 4 Click *OK* or *Apply* to save.

General Tab

The screenshot shows the 'Enhanced Promotion' dialog box with the 'General' tab selected. The 'Promotion ID' field is empty. The 'Description' field contains 'Cents Off'. The 'Start date' is '09/24/1999' and the 'End date' is '03/02/2000'. The 'Day Settings' section has checkboxes for all days of the week (Monday through Sunday), all of which are checked. The 'From' and 'To' time fields for each day are set to '00:00' and '23:59' respectively. There are 'All On' and 'All Off' buttons. The 'Credit Program' and 'Linked Promotion' fields are empty. The 'Coupon Type' is set to 'Not Required'. The 'Coupon Required' field is '0'. The 'Delayed Promotion' checkbox is unchecked. At the bottom, there are 'OK', 'Cancel', and 'Apply' buttons.

| Day | From | To |
|---|-------|-------|
| <input checked="" type="checkbox"/> Monday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Tuesday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Wednesday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Thursday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Friday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Saturday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Sunday | 00:00 | 23:59 |

| Field | Description |
|--------------------|---|
| Start Date | Start date and time of promotion. |
| End Date | End date and time of promotion. |
| Set Attachment | Click Set Attachment to link one of the following to a promotion: <ul style="list-style-type: none">■ Link by UPC■ Link by Mix and Match■ Link by Department■ Link by Manufacture■ Link by Price Group■ Link by Segments |
| Day Settings area: | |
| Mon - Sun | Select the days on which the promotions are to run and specify the times. |
| From - To | |
| Credit Program | From the dropdown list, select the relevant Credit Program. |
| Linked Promotion | From the dropdown list, select the relevant Linked Promotion. |
| Coupon Type | From the dropdown list, select either: <ul style="list-style-type: none">■ Not Required■ One Time Only■ One time Per Reward |
| Coupon Required | Enter the coupon number required to activate the enhanced promotion. |
| Delayed Promotion | Select this checkbox if you want to delay the promotion until the Total key is pressed at the PoS. |

Setting Tab

The screenshot shows the 'Enhanced Promotion' dialog box with the 'Setting' tab selected. The fields are as follows:

- Promotion ID: 1
- Description: Cents Off
- Mark Down Department: 954 - DAIRY
- Group Type: Units
- Reward Type: Cash
- Reward: 0.50
- Give reward on: Highest Price
- Reward Entered By cashiers
- Limit Quantity: 5
- Minimum Purchase: 0.00
- Threshold: 1
- 2nd Threshold: 1
- Minimum Item Value: 0.00
- Minimum Item Weight: 0.000
- Maximum Item Weight: 0.000

| Field | Description |
|----------------------|--|
| Mark Down Department | Select the department to be marked down. The reward value is assigned to that department. |
| Group Type | Select either: <ul style="list-style-type: none"> ■ Units ■ Weighted/Decimal ■ By Value ■ Credits ■ Order Value |

| Field | Description |
|----------------------------|--|
| Reward Type | <p>Select one of the following as the reward type:</p> <ul style="list-style-type: none"> ■ Cash ■ Percentage Off ■ New Price ■ Amount Off Per Item ■ Amount off Per Pound ■ Credits ■ Target Message ■ Free Item ■ Percent Of Order ■ Amount Of Order ■ Credits Per Order |
| Reward Give reward on | <p>Enter the reward (savings) amount.</p> <p>Select either:</p> <ul style="list-style-type: none"> ■ Highest Price ■ Lowest Price <p>Example: Turkeys are on promotion at a specific price per pound. A customer has taken one which weighs 7lb and the other weighs 3lb. You must decide whether the high priced turkey or low priced turkey gets the reward.</p> |
| Reward entered by cashiers | <p>Select this checkbox if you want cashiers to be able to enter rewards on PoS terminals.</p> |
| Limit Quantity | <p>Number of times that this promotion can be given within the ticket.</p> |
| Minimum Purchase | <p>Specify the minimum qualifying amount to be purchased, to allow the reward.</p> |

| Field | Description |
|------------------------|---|
| Threshold Quantity | Enter the quantity a customer must purchase in order to receive the reward. |
| 2nd Threshold Quantity | To allow the reward to be given for each additional identical item bought, the 2 nd threshold must be 1. If you want, you can specify a higher quantity: this means the customer must buy the specified quantity before qualifying for an additional reward. |
| Minimum Item Value | Specify the minimum item value a customer must purchase in order to receive the reward. |
| Minimum Item Weight | Specify the minimum item weight a customer must purchase in order to receive the reward. |
| Maximum Item Weight | Specify the maximum item weight a customer must purchase in order to receive the reward. |

Member Card Settings Tab

The screenshot shows the 'Member Card Settings' tab in the 'Enhanced Promotion' dialog. The 'Promotion ID' is 1 and the 'Description' is 'Cents Off'. The 'Member Card Required' checkbox is checked. Under the 'Available Card Schemes' section, the 'Available for all Card Schemes' checkbox is also checked. There are 10 numbered dropdown menus for selecting specific card schemes. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

| Field | Description |
|--------------------------------|--|
| Member Card Required | If you want this promotion to be available to member card holder only, select this option. If selected, you must then choose the required schemes below. Or make the promotion available to ALL schemes. |
| Available Card Schemes area: | |
| Available for all Card Schemes | You can make this promotion available for all card schemes in the system. If not <i>selected</i> , then specify the specific card required. Or make the promotion available to ALL schemes. |

| Field | Description |
|--------------|---|
| Schemes 1-10 | Define the quantity value and reward for each band as appropriate. You must use at least one band, and up to ten. |

Loyalty Server Tab

The screenshot shows a dialog box titled "Enhanced Promotion" with a close button in the top right corner. It contains the following fields and controls:

- Promotion ID: 1
- Description: Cents Off
- General | Setting | Member Card Settings | Loyalty Server (selected tab)
- Update Loyalty Server
- Navigation buttons: Home, Left Arrow, Right Arrow, End
- Buttons: OK, Cancel, Apply

Select the Update Loyalty Server field if you want the CCMS promotion to update the Loyalty Server.

Group Promotions

Group Promotions have additional parameters and choices, allowing you to build promotions covering a wider selection of products. Group Promotions include a choice of ten group types. You can define each group with different purchase quantity requirements.

Customers qualify for rewards by purchasing the required quantities or minimum purchase amount you specify.

➤ To Add a Group Promotion

- 1 From the Promotion Management menu, select Member Promotions, then Group Promotions, the Group Promotions list appears.
- 2 Double-click the required Promotion ID, or highlight it and click **Edit**. The Group Promotion tabbed dialog box appears.
- 3 On each tab, set the properties and options as required for Enhanced Promotions.
- 4 Click *OK* or *Apply* to save.

General Tab

The screenshot shows the 'Enhanced Promotion' dialog box with the 'General' tab selected. The 'Promotion ID' field is empty. The 'Description' field contains 'Cents Off'. The 'Start date' is set to 09/24/1999 at 00:00, and the 'End date' is set to 03/02/2000 at 23:59. The 'Day Settings' section has checkboxes for Monday through Sunday, all of which are checked. The 'From' and 'To' time fields for each day are set to 00:00 and 23:59 respectively. There are 'All On' and 'All Off' buttons. The 'Credit Program', 'Linked Promotion', and 'Coupon Type' fields are dropdown menus. 'Coupon Type' is set to 'Not Required'. 'Coupon Required' is set to 0. There is a 'Delayed Promotion' checkbox which is unchecked. A 'Set Attachment' button is located to the right of the date fields. At the bottom, there are navigation buttons (Back, Forward, OK, Cancel, Apply).

| Field | Description |
|--------------------|--|
| Start Date | Start date and time of promotion. |
| End Date | End date and time of promotion. |
| Set Attachment | Click Set Attachment to link one of the following to a promotion: <ul style="list-style-type: none"> ■ Link by UPC ■ Link by Mix and Match ■ Link by Department ■ Link by Manufacture ■ Link by Price Group ■ Link by Segments |
| Day Settings area: | |
| Mon - Sun | Set the days on which the promotions are to run and at which times. |
| From - To | |

| Field | Description |
|-------------------|---|
| Credit Program | From the dropdown list, select the relevant Credit Program. |
| Linked Promotion | From the dropdown list, select the relevant Linked Promotion. |
| Coupon Type | From the dropdown list, select one of the following: <ul style="list-style-type: none"> ■ Not Required ■ One Time Only ■ One time Per Reward |
| Coupon Required | Enter the coupon number required to activate the enhanced promotion. |
| Delayed Promotion | Select this checkbox if you want to delay the promotion until the Total key is pressed. |

Setting Tab

Enhanced Promotion

Promotion ID: 1
Description: Cents Off

General | **Setting** | Member Card Settings | Loyalty Server

Mark Down Department: 954 - DAIRY
Group Type: Units
Reward Type: Cash
Reward: 0.50 Give reward on: Highest Price
 Reward Entered By cashiers

Limit Quantity: 5
Minimum Purchase: 0.00

Quantity
Threshold: 1 Minimum Item Value: 0.00
2nd Threshold: 1 Minimum Item Weight: 0.000
Maximum Item Weight: 0.000

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

| Field | Description |
|-------------------------|--|
| Mark Down Department | Select the department to be marked down. |
| Group Type | Select either: <ul style="list-style-type: none">■ Units■ Weighted/Decimal■ By Value■ Credits■ Order Value |
| Reward Type | Select one of the following as the reward type: <ul style="list-style-type: none">■ Cash■ Percentage Off■ New Price■ Amount Off Per Item■ Amount off Per Pound■ Credits■ Target Message■ Free Item■ Percent Of Order■ Amount Of Order■ Credits Per Order |
| Reward | Enter the reward (savings) amount. |

| Field | Description |
|----------------------------|---|
| Give reward on | Select either: <ul style="list-style-type: none">■ Highest Price■ Lowest Price Example: Turkeys are on promotion at a specific price per pound. A customer has taken one which weighs 7lb and the other weighs 3lb. You must decide whether the high priced turkey or low priced turkey gets the reward. |
| Reward entered by cashiers | Select this checkbox if you want cashiers to be able to enter rewards on PoS terminals. |
| Limit Quantity | Number of times that this promotion can be given within the ticket. |
| Minimum Purchase | Specify the minimum qualifying quantity of the item to be purchased, to allow the reward. |
| Threshold Quantity | Enter the minimum quantity a customer must purchase in order to receive the reward. |
| 2nd Threshold Quantity | To allow the reward to be given for each additional identical item bought, the 2 nd threshold must be 1. If you want, you can specify a higher quantity: this means the customer must buy the specified quantity before qualifying for an additional reward. |
| Minimum Item Value | Specify the minimum item value. Any item or department purchased below this value, does not qualify for the reward, regardless of quantities bought. |

| Field | Description |
|---------------------|--|
| Minimum Item Weight | Specify the minimum item weight. Any item or department purchased below this weight, does not qualify for the reward, regardless of quantities bought. |
| Maximum Item Weight | Specify the maximum item weight. Any item or department purchased above this value, does not qualify for the reward, regardless of quantities bought. |

Group Settings Tab

Group Promotion

Promotion ID: 13

Description: Complicated Deal 24

General | Setting | **Groups Settings** | Member Card Settings | Loyalty Server

| | Group Type: | Threshold: | Apply Reward calculation: | Fixed group for promotion: |
|-----------|-------------|------------|-----------------------------|-----------------------------|
| Group 1: | Units | 1 | 1 <input type="checkbox"/> | 1 <input type="checkbox"/> |
| Group 2: | Units | 1 | 2 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| Group 3: | Units | 2 | 3 <input type="checkbox"/> | 3 <input type="checkbox"/> |
| Group 4: | Units | 0. | 4 <input type="checkbox"/> | 4 <input type="checkbox"/> |
| Group 5: | Units | 0. | 5 <input type="checkbox"/> | 5 <input type="checkbox"/> |
| Group 6: | Units | 0. | 6 <input type="checkbox"/> | 6 <input type="checkbox"/> |
| Group 7: | Units | 0. | 7 <input type="checkbox"/> | 7 <input type="checkbox"/> |
| Group 8: | Units | 0. | 8 <input type="checkbox"/> | 8 <input type="checkbox"/> |
| Group 9: | Units | 0. | 9 <input type="checkbox"/> | 9 <input type="checkbox"/> |
| Group 10: | Units | 0. | 10 <input type="checkbox"/> | 10 <input type="checkbox"/> |

OK Cancel Apply

| Field | Description |
|--------------------------------|--|
| Group Type 1- 10 | Select the appropriate Group type: <ul style="list-style-type: none"> ■ Units ■ Weighted/Decimal ■ By Value ■ Credits ■ Order Value |
| Threshold | Enter minimum purchase quantities required for each group, to qualify for the reward. Example: If you set Group 1 to threshold quantity 2, customers must purchase at least 2 items from that group. In addition, if you allocate quantities to groups 2 to 10, customers must buy the minimum number of items from ALL 10 groups to get the reward. The more items you allocate to a group, the easier it becomes for customers to earn rewards. |
| Apply Reward calculation 1-10 | Select this checkbox if you want to apply the reward calculation to a specific group. |
| Fixed group for promotion 1-10 | Select this checkbox if you want to mark the specific group as a fixed group promotion. This means if this option is selected and the threshold has been met, the item linked to the specific group does not have to be purchased in order to get the reward. |

Member Card Settings Tab

The screenshot shows the 'Enhanced Promotion' dialog box with the 'Member Card Settings' tab selected. The 'Member Card Required' checkbox is checked. Under the 'Available Card Schemes' section, the 'Available for all Card Schemes' checkbox is also checked. There are ten numbered dropdown menus (1-10) for selecting specific card schemes. The dialog also includes a 'Promotion ID' field with the value '1', a 'Description' field with the value 'Cents Off', and navigation arrows and 'OK', 'Cancel', and 'Apply' buttons at the bottom.

| Field | Description |
|--------------------------------|--|
| Member Card Required | If you want this promotion to be available to member card holder only, select this option. If selected, you must then choose the required schemes below, or make the promotion available to ALL schemes. |
| Available Card Schemes area: | |
| Available for all Card Schemes | You can make this promotion available for all card schemes in the system. If not <i>selected</i> , then specify the specific card schemes in the next field. |

| Field | Description |
|--------------|---|
| Schemes 1-10 | Define the quantity value and reward for each band as appropriate. You must use at least one band, and up to ten. |

Loyalty Server Tab

The screenshot shows a dialog box titled "Enhanced Promotion" with a close button (X) in the top right corner. The dialog has two input fields: "Promotion ID:" with the value "1" and "Description:" with the value "Cents Off". Below these fields are four tabs: "General", "Setting", "Member Card Settings", and "Loyalty Server". The "Loyalty Server" tab is selected and active. Inside this tab, there is a checkbox labeled "Update Loyalty Server" which is checked. At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Apply". On the far left of the bottom bar, there are four small navigation icons: a square, a left arrow, a right arrow, and a square.

Select the Update Loyalty Server field if you want the CCMS promotion to update the Loyalty Server.

Level Promotions

Level Promotions calculate and apply the reward at the end of the transaction. The rules you apply here encourage customers to purchase greater quantities to earn bigger rewards. Use the five different levels to define progressively larger rewards.

➤ To Add a Level Promotion

- 1 From the Promotion Management menu, select Promotion Management, then Member Promotions.
- 2 Select Level Promotions, The Level Promotions list appears.
- 3 Double-click the required Promotion ID, or highlight it and select **Edit**. The Level Promotion tabbed dialog box appears. On each tab, set the properties and options as required.
- 4 Click *OK* or *Apply* to save.

General Tab

Enhanced Promotion

Promotion ID:

Description:

General | Setting | Member Card Settings | Loyalty Server

Start date:

End date:

Day Settings

| | From | To |
|---|-------|-------|
| <input checked="" type="checkbox"/> Monday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Tuesday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Wednesday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Thursday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Friday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Saturday | 00:00 | 23:59 |
| <input checked="" type="checkbox"/> Sunday | 00:00 | 23:59 |

Credit Program:

Linked Promotion:

Coupon Type:

Coupon Required:

Delayed Promotion

Define start and end time for each day of the week.
Reward will be given during this hours only.

| Field | Description |
|--------------------|--|
| Start Date | Start date and time of promotion. |
| End Date | End date and time of promotion. |
| Set Attachment | Click Set Attachment to link one of the following to a promotion: <ul style="list-style-type: none"> ■ Link by UPC ■ Link by Mix and Match ■ Link by Department ■ Link by Manufacture ■ Link by Price Group ■ Link by Segments |
| Day Settings area: | |
| Mon - Sun | Set the days in the week on which the promotions are to run and at which times. |
| From - To | |

| Field | Description |
|-------------------|---|
| Credit Program | From the dropdown list, select the relevant Credit Program. |
| Linked Promotion | From the dropdown list, select the relevant Linked Promotion. |
| Coupon Type | From the dropdown list, select one of the following: <ul style="list-style-type: none">■ Not Required■ One Time Only■ One time Per Reward |
| Coupon Required | Enter the coupon number required to activate the promotion. |
| Delayed Promotion | Select this checkbox if you want to delay the promotion until the Total key is pressed. |

Setting Tab

The screenshot shows the 'Enhanced Promotion' dialog box with the 'Setting' tab selected. The fields are as follows:

- Promotion ID: 1
- Description: Cents Off
- Mark Down Department: 954 - DAIRY
- Group Type: Units
- Reward Type: Cash
- Reward: 0.50
- Give reward on: Highest Price
- Reward Entered By cashiers
- Limit Quantity: 5
- Minimum Purchase: 0.00
- Threshold: 1
- 2nd Threshold: 1
- Minimum Item Value: 0.00
- Minimum Item Weight: 0.000
- Maximum Item Weight: 0.000

| Field | Description |
|----------------------|--|
| Mark Down Department | Select the department to be marked down from the dropdown list. |
| Group Type | Select either: <ul style="list-style-type: none"> ■ Units ■ Weighted/Decimal ■ By Value ■ Credits ■ Order Value |

| Field | Description |
|----------------------------|--|
| Reward Type | Select one of the following as the reward type: <ul style="list-style-type: none">■ Cash■ Percentage Off■ New Price■ Amount Off Per Item■ Amount off Per Pound■ Credits■ Target Message■ Free Item■ Percent Of Order■ Amount Of Order■ Credits Per Order |
| Reward | Enter the reward (savings) amount. |
| Give reward on | Select either: <ul style="list-style-type: none">■ Highest Price■ Lowest Price Example: Turkeys are on promotion at a specific price per pound. A customer has taken one which weighs 7lb and the other weighs 3lb. You must decide whether the high priced turkey or low priced turkey gets the reward. |
| Reward entered by cashiers | Select this checkbox if you want cashiers to be able to enter rewards on PoS terminals. |
| Limit Quantity | Number of times that this promotion can be given within the ticket. |

| Field | Description |
|------------------------|---|
| Minimum Purchase | Specify the minimum qualifying quantity of the item to be purchased, to allow the reward. |
| Threshold Quantity | Enter the minimum quantity a customer must purchase in order to receive the reward. |
| 2nd Threshold Quantity | To allow the reward to be given for each additional identical item bought, the 2 nd threshold must be 1. If you want, you can specify a higher quantity: this means the customer must buy the specified quantity before qualifying for an additional reward. |
| Minimum Item Value | Specify the minimum item value. Any item or department purchased below this value, does not qualify for the reward, regardless of quantities bought. |
| Minimum Item Weight | Specify the minimum item weight. Any item or department purchased below this weight, does not qualify for the reward, regardless of quantities bought. |
| Maximum Item Weight | Specify the maximum item weight. Any item or department purchased above this value, does not qualify for the reward, regardless of quantities bought. |

Level Settings Tab

| | Quantity | Value | Reward |
|---------|----------|-------|--------|
| Level 1 | 0 | 0.000 | 0.00 |
| Level 2 | 0 | 0.000 | 0.00 |
| Level 3 | 0 | 0.000 | 0.00 |
| Level 4 | 0 | 0.000 | 0.00 |
| Level 5 | 0 | 0.000 | 0.00 |

Field

Description

Level 1 - 5:

Quantity

For each level, enter the quantity which must be purchased in order to receive the reward.

Value

Specify the item value . Any item or department purchased below this value, does not qualify for the reward, regardless of quantities bought.

Reward

Enter the reward amount.

Member Card Settings Tab

The screenshot shows a software window titled "Enhanced Promotion" with a close button in the top right. It contains the following elements:

- Promotion ID: 1
- Description: Cents Off
- Navigation tabs: General, Setting, Member Card Settings (selected), Loyalty Server
- Member Card Required:
- Available Card Schemes:
 - Available for all Card Schemes:
 - Fields 1-10: Ten dropdown menus for selecting specific card schemes.
- Buttons: OK, Cancel, Apply
- Navigation arrows: Home, Previous, Next, End

| Field | Description |
|--------------------------------|--|
| Member Card Required | If you want this promotion to be available to member card holder only, check this option. |
| Available Card Schemes area: | |
| Available for all Card Schemes | You can make this promotion available for all card schemes in the system. If not <i>selected</i> , then specify the specific card schemes in the next field. |
| Schemes 1-10 | Define the quantity value and reward for each band as appropriate. You must use at least one band, and up to ten. |

Loyalty Server Tab

The screenshot shows a dialog box titled "Enhanced Promotion" with a close button (X) in the top right corner. The dialog has two input fields: "Promotion ID:" with the value "1" and "Description:" with the value "Cents Off". Below these fields is a tabbed interface with four tabs: "General", "Setting", "Member Card Settings", and "Loyalty Server". The "Loyalty Server" tab is selected and contains a single checked checkbox labeled "Update Loyalty Server". At the bottom of the dialog, there are four navigation buttons (Home, Previous, Next, End) and three action buttons: "OK", "Cancel", and "Apply".

Select the Update Loyalty Server field if you want the CCMS promotion to update the Loyalty Server.

Credit Programs

This option enables you to set "Credit" reward types. Credit reward types are based on points and may only be redeemed at different locations other than the store, and on specified dates.

➤ To Add Credit Programs

- 1 From the Promotion Management menu, select Member Promotions, the Credit Programs, the Credit Programs list appears.
- 2 Double-click the required Credit Program, or highlight it and select **Edit**. The Credit Program tabbed dialog box appears. On each tab, set the properties and options as required.
- 3 Click *OK* or *Apply* to save.

General Tab

| Field | Description |
|------------------------------------|---|
| Start Date | Start date and time of promotion. |
| End Date | End date and time of promotion. |
| Day Settings area: | |
| Monday - Sunday From - To | Define start and end times for each day of the week. Rewards are given during those hours only. |
| Report to loyalty promotion server | Select this if you want the Credit Voucher details sent to the Loyalty Server (CCMS). |

Note: This option must be selected in order to use Credit Programs.

Settings Tab

Credit Program

Credit Program ID:

Description:

General | **Settings** | Printing settings | Member Card Settings | Visual Effects Settings

Program Restrictions

Minimum order purchase:

Maximum credits program purchase:

Minimum credits program purchase:

Minimum credits program purchase quantity:

Convert credits

Reward Tender Type:

Event invisible on receipt Negative event

Threshold: Reward:

Step size: Step Reward:

Convert price amount

Threshold: Reward:

Step size: Step Reward:

| Field | Description |
|---|--|
| Program Restrictions area: | |
| Minimum order purchase | Enter the minimum value of the ticket total (before tax) which enables the customer to receive a reward |
| Maximum credits program purchase | Enter the maximum Credit Program amount in order to receive the reward. |
| Minimum credits program purchase | Enter the minimum Credit Program amount which must be purchased in order to receive the reward. |
| Minimum credits program purchase quantity | Enter the minimum Credit Program purchase quantity which must be purchased in order to receive the reward. |

| Field | Description |
|----------------------------|--------------------|
| Convert credits area: | Under development |
| Reward Tender Type | |
| Event invisible on receipt | |
| Negative event | |
| Threshold Quantity | |
| Step size Quantity | |
| Reward Price | |
| Step Reward Price | |
| Convert Price amount area: | Under development |
| Threshold Price | |
| Step size Price | |
| Reward Quantity | |
| Step Reward Quantity | |

Printing Settings Tab

| Field | Description |
|--|---|
| Print on Receipt area: | |
| Print credit earning after every time | Select this option if you want the credit earning to print every time the reward is given. |
| Item credit template name | Enter the appropriate credit template name, as set up in Database Management, POS Controls. |
| Print total credits earning on receipt | Select this option if you want the total credit earnings to print on the receipt at the PoS terminal. |
| Total credits on receipt template name | Enter the appropriate total credit template name, as set up in Database Management, POS Controls. |

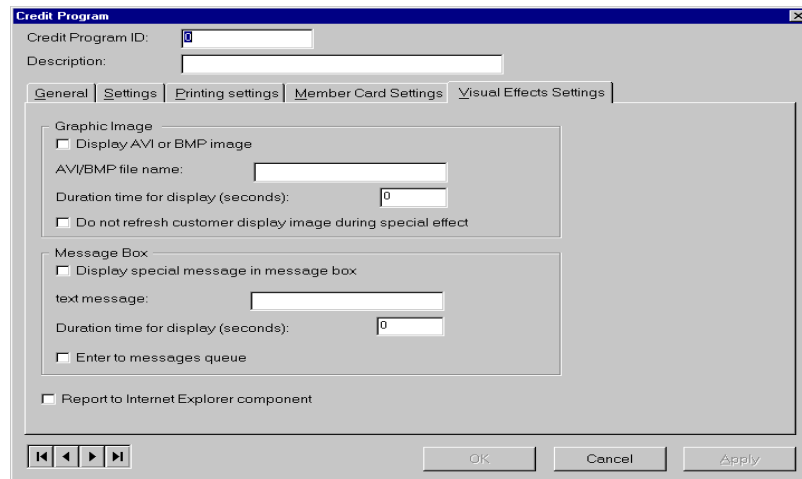
| Field | Description |
|------------------------------------|--|
| Print on Voucher area: | |
| Print Voucher | Select this option if you want the voucher printed at the PoS terminal. |
| Template name | Enter the 8 digit Fuel Reward template name. The name is alphanumeric and only capital letters are accepted. |
| Create/print voucher ID from | Under development. |
| Barcode for voucher ID | Select this option in order to print a voucher ID barcode on the receipt. |
| Earning details | Select this option if you want additional voucher details on the receipt. |
| Redeem validation period (in days) | Enter the validation period in days. |

Member Card Settings Tab

This tab is not used in Credit Program Promotions.

Visual Effects Settings Tab

These options are currently under development.



Member Card Maintenance

Member Card Maintenance provides access to options for setting up and maintaining Member Card schemes and monitoring Member Card customer details.

The Member Card scheme number is set up as a customer-specific member card scheme. This allows you to link a scheme different from that defined in Card Range Maintenance, for any customer, without having to re-issue them with a card.

Note

The default card scheme number and any other card schemes you require in your store are still set up as usual in Card Range Maintenance. This is in case customer details cannot be found in Member Maintenance or in the case of being offline.

Member Card Scheme Maintenance

Use the Member Card Scheme Maintenance option to add, edit or delete Member Card schemes. Member Card points are awarded to Member Card customers according to the rules you define in the schemes. Scheme number 1 is used to set the basic qualifying rules. Any other (additional) schemes you define are more customizable.

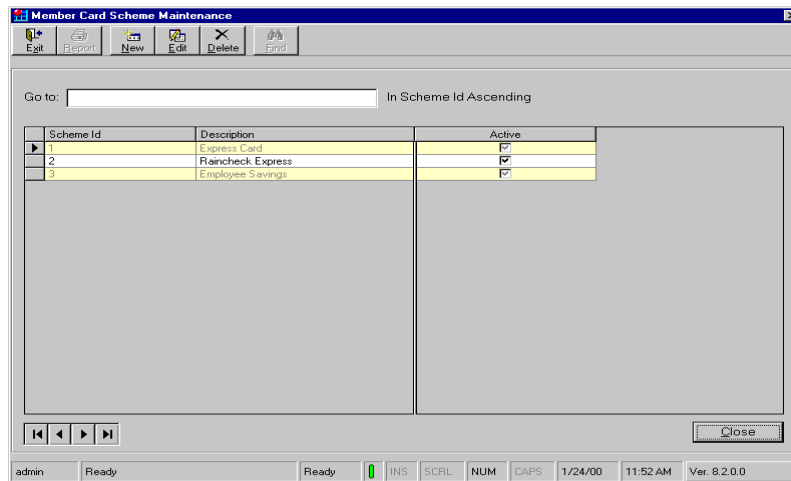
You can, if required, define schemes 2 and higher, to include points from scheme number 1. Scheme 2 and higher are more flexible than scheme one, and include various trigger types, receipt print options and points to award.

The Member Card Maintenance screen lists all the schemes defined in the system, showing the following information per scheme:

- Scheme number
- Scheme Description
- Active indicator

➤ To Add Member Card Schemes

- 1 From the Promotion Management menu, select Member Card Maintenance, then Member Card Scheme Maintenance. The Member Card Scheme Maintenance window appears.



- 2 Click New to add a new Member Card Scheme.
- 3 Enter the Member Card Scheme number and description.
- 4 Select the active checkbox to activate or deactivate the scheme.
- 5 Set the properties and options as required.
- 6 Click *OK* or *Apply* to save.

| Field | Description |
|----------------------|---|
| Receipt print option | Select one of the following from the list: <ul style="list-style-type: none"> ■ Print total include additional points ■ Do not print additional points ■ Print total include additional + additional points ■ Points for each scheme printed separately |
| Value to use | Select one of the following from the list: <ul style="list-style-type: none"> ■ Give points for qualified spend only ■ Points only for amount paid in this card ■ Points for all amount including change |
| Print card number | To print the Member Card number on the receipt, select the checkbox. |
| Point Factor | Insert a 6 digit Point Factor. |

Settings Tab

The screenshot shows the 'Member Card Scheme Maintenance' dialog box with the 'Settings' tab selected. The dialog box contains the following fields and options:

- Member Card Scheme :** 1
- Description :** Express Card Active
- General Settings:**
 - Units Spend:**
 - Threshold Amount : 0.00 Points : 0
 - 2nd Threshold Amount : 0.00 Points : 0
 - Bonus Spend:**
 - Threshold points : 0 Discount Member In File
 - 2nd Threshold points : 0
 - Applied from : 00:00 To : 00:00
 - Applicable days:**
 - Monday Wednesday Friday Sunday
 - Tuesday Thursday Saturday
- Navigation:** Previous, Next, OK, Cancel, Apply

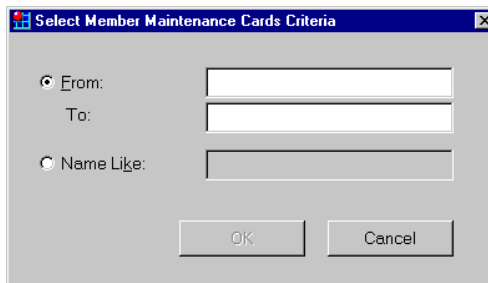
| Field | Description |
|----------------------------------|---|
| Units Spend area: | |
| Threshold amount | Enter the minimum amount a customer must purchase in order to receive the reward. |
| Threshold points | Enter the points a customer will receive if the field threshold amount above is met. |
| 2 nd Threshold amount | Once the threshold of 10 dollars has been reached, the customer could earn, for example, an additional 3 points for every additional cycle of 10 dollars spent. In this case, the 2 nd threshold in dollars is 10. |
| 2 nd Threshold points | Defines the cycle after the threshold is reached. |
| Bonus Spend area: | |
| Threshold points | Enter additional threshold points. |
| Discount Member in File | For this member to receive a reward, the member's details must be in the member file. |
| 2 nd Threshold points | Specify the cycle after the threshold is reached. |
| Applied from - to | Specify start and end time. Rewards are given during those hours only. |
| Applicable days area: | |
| Monday - Sunday | Define the days on which rewards will be given. |

Member Maintenance

Use the Member Maintenance option to add, edit or delete Member Card customers.

➤ To Add a Member Card

- 1 From the main menu, select Promotion Management. Select Member Card Maintenance and then Member Maintenance. The Member Maintenance Cards Criteria dialog box is displayed.



The screenshot shows a dialog box titled "Select Member Maintenance Cards Criteria". It has a standard Windows-style title bar with a close button. The dialog contains three radio buttons: "From:" (which is selected), "To:", and "Name Like:". Each radio button is followed by a text input field. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

- 2 Type the lowest required Member Card Number in the *From* field and the highest Member Card Number in the *To* field,
or
Type the same value in both fields, in order to search for a specific Member Card.
or
Type the Member Card Name using the *Name Like* radio button and click **OK**.
The Member Maintenance Window appears.

- 3 Double-click the Member Card you want to edit. The tabbed Member Maintenance dialog box is displayed.

- 4 Set the parameters and options as required.
- 5 Click *OK* or *Apply* to save.

General Tab

| Field | Description |
|--------------------|---|
| Member Card Scheme | Select the member card scheme from the dropdown list. |
| Points | If this is left blank - the number of points is updated by sales from the PoS terminal. |
| Update Date | Select the date on which the points will be updated. |
| Redemption Value | This field shows the system's points-to-money equivalent. |

| Field | Description |
|--------------|---|
| Saving | <p>Select this so that the field will be updated with the Frequent Shoppers total savings amount. Only if the Frequent Shopper number is recognized as a Member Card number, will the savings be updated.</p> <p>If the parameter "Use Frequent Shopper number a member card number" is <i>selected</i> and Frequent Shopper is recognized as a member at the PoS terminal, the Frequent Shopper Savings amount will be recorded.</p> <p>The Frequent Shopper Savings amount is printed on the receipt. The savings amount in Member Maintenance, is updated only at End of Day and not online.</p> |
| Panel Flag | <p>Select the appropriate option:</p> <ul style="list-style-type: none">■ Homestore Customer, Non-Panel■ Homestore Customer■ Panel Customer |
| Main Sort | <p>Select the appropriate option:</p> <ul style="list-style-type: none">■ None■ Department name■ Department name + total■ Item name■ Price ascending■ Price descending■ Department number |

| Field | Description |
|-------------|---|
| Second Sort | Select the appropriate option: <ul style="list-style-type: none"> ■ None ■ Alpha ■ Price ascending ■ Price descending |

Segments Tab

The screenshot shows a dialog box titled "Member Maintenance" with a "Segments" tab selected. At the top, there are two text input fields: "Member Number:" containing the value "0" and "Member Name:". Below these are two tabs: "General" and "Segments". The "Segments" tab contains a grid of 16 checkboxes, labeled "Segment 1" through "Segment 16". At the bottom of the dialog, there are four navigation buttons (Home, Left, Right, End) and three action buttons: "OK", "Cancel", and "Apply".

| Field | Description |
|----------------|----------------------------------|
| Member Number | Enter the Member Number. |
| Member Name | Enter the Member Name. |
| Segments 1- 16 | Select the appropriate segments. |

Corema

Corema is an external database which is maintained by the Head Office marketing personnel.

Customers belonging to specific segments may be rewarded with member promotions.

Corema enables you to provide data warehousing systems which collect and maintain data on your customers and their buying patterns. It also allows you to manage loyalty programs.

The Corema database stores customer-specific details and allows you to:

- Design promotions to match customer preferences
- Manage your pricing by customer, based on volume and loyalty rather than by product category
- Track and influence customers buying patterns over time
- Track who the best customers are and what their buying preferences are
- Personalize offers to fit customer needs, so that they return for more
- Carry out basket analysis to discover what customers buy (and what they don't)
- Analyze and model customer buying patterns over time

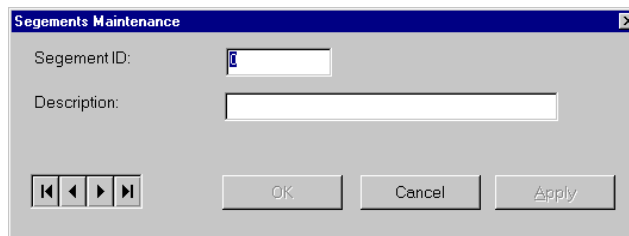
Corema Segments

Segments are used to identify specific cross-sections of the population. Each segment contains customer-specific details such as :

- Age
- Sex
- Income Group
- Geographical Areas

➤ To set up segments

- 1 From the main menu, select Promotion Management. Double-click Corema and then Corema Segments. The Segments Maintenance dialog box is displayed.



- 2 Enter the segment ID and Description.
- 3 Click *OK* or *Apply* to save.

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