

Technical Bulletin

ScanMaster Email Receipt — Needs Customer ID Number

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QUESTION

The ScanMaster Email Receipt feature requires a customer's frequent shopper number to be entered before the total and tender. Why?

DESIGN

The Email Receipt feature is designed to work by using the ScanMaster Customer File email address. This can only work if the customer's frequent shopper number appears in a specific location of the T-Log. So, that frequent shopper number must already be provided to the transaction's T-Log record *before* the total and tender stages of the sale.

Know also that if the frequent shopper customer number is used to tender an In-Store Charge, the Email Receipt feature will not be able to locate that customer's email in the customer file. This is by design — because otherwise a different ScanMaster customer number could be used as the In-store Charge number compared to the ScanMaster customer frequent shopper number that has the email address attached to it.

SOLUTION

Enter the customer number into the transaction before the total and tender stages, and the Email Receipt feature will operate correctly.