



-  *eServices Technical Reference*
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eServices Technical Reference

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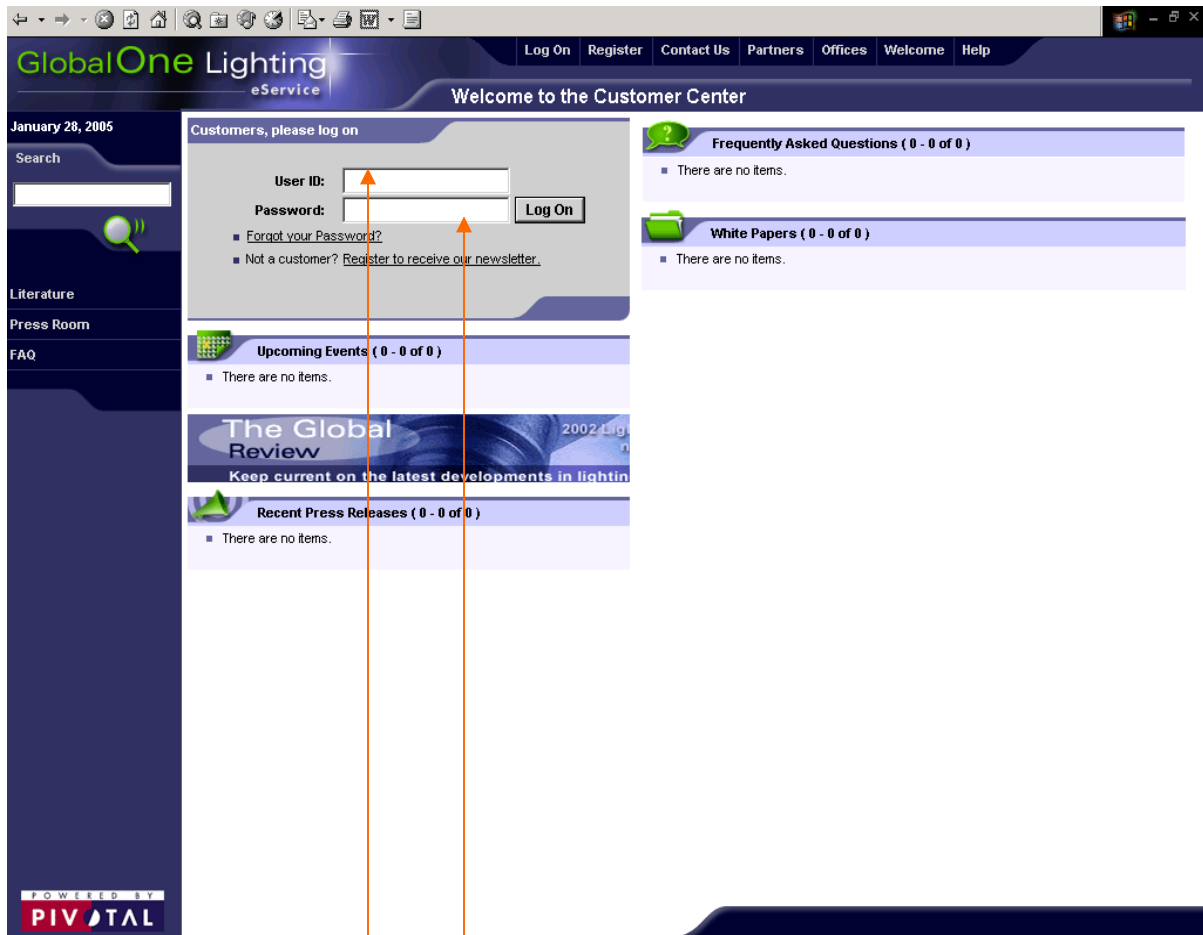
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As an alternative to creating an incident through the Retalix Call Center, Retalix provides a secure WEB site for our customers who prefer to create and review incidents through the Internet. Through the Retalix Customer eService, you can create new incidents and review the status of existing incidents. Incidents created on Retalix Customer eService are handled in the same timeframe, and follow the same response processes as those created through the Retalix Call Center.

The following screen shots and instructions are provided to help you navigate the site.

If you experience any problems using Retalix Customer eService, please contact our Retalix Call Center to place your incident and report the problem you are experiencing while trying to use Retalix Customer eService. You can log into Retalix Customer eService by going to <https://supportus.retalix.com/> and entering in the username and password that has been assigned to you. Please contact the Retalix Call Center to setup your username and password.

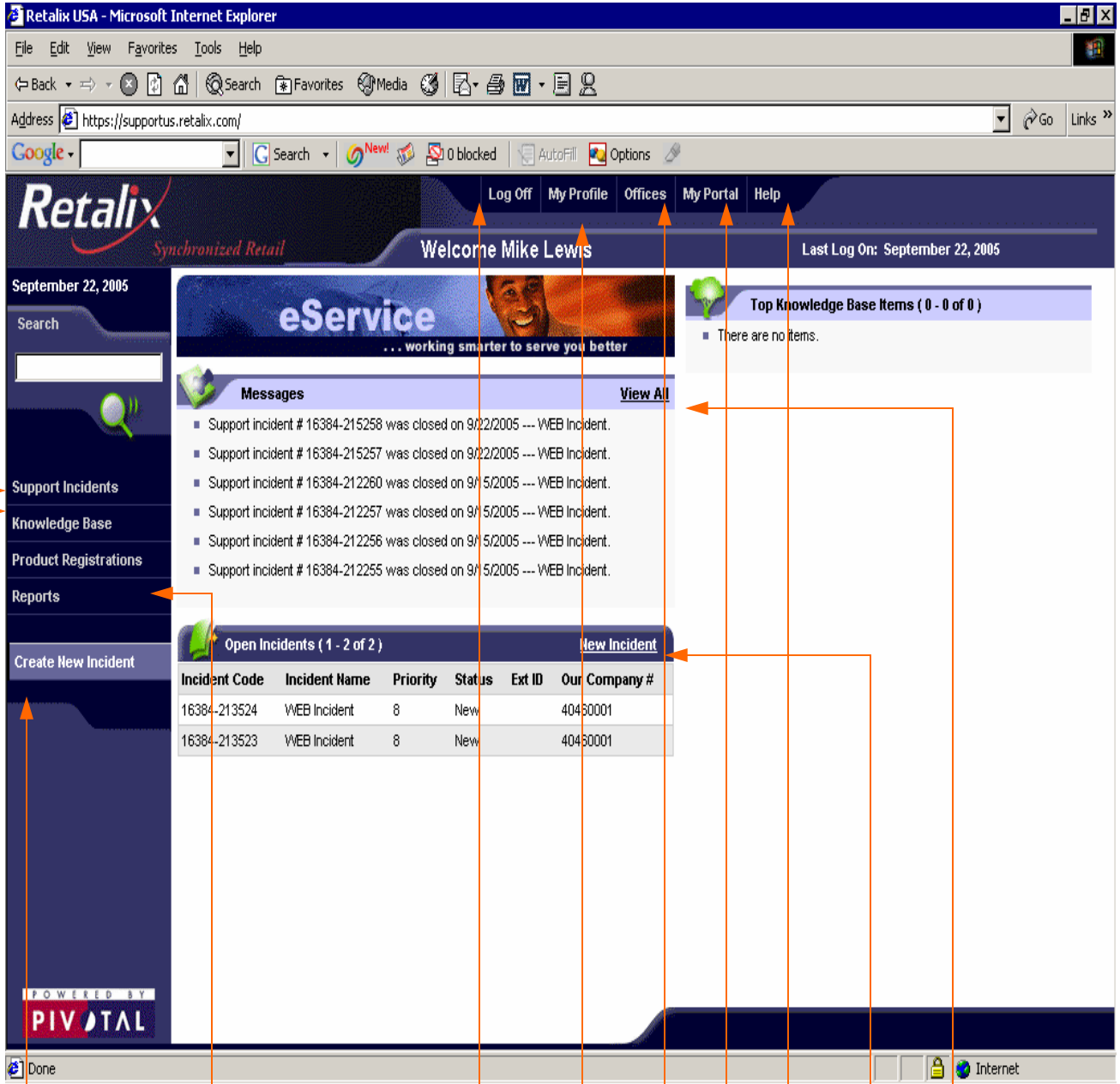
LOGIN



- 1.
- 2.

No.	Feature	Description
1.	User ID	Assigned Login
2.	Password	Assigned Password

MAIN SCREEN



1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11.

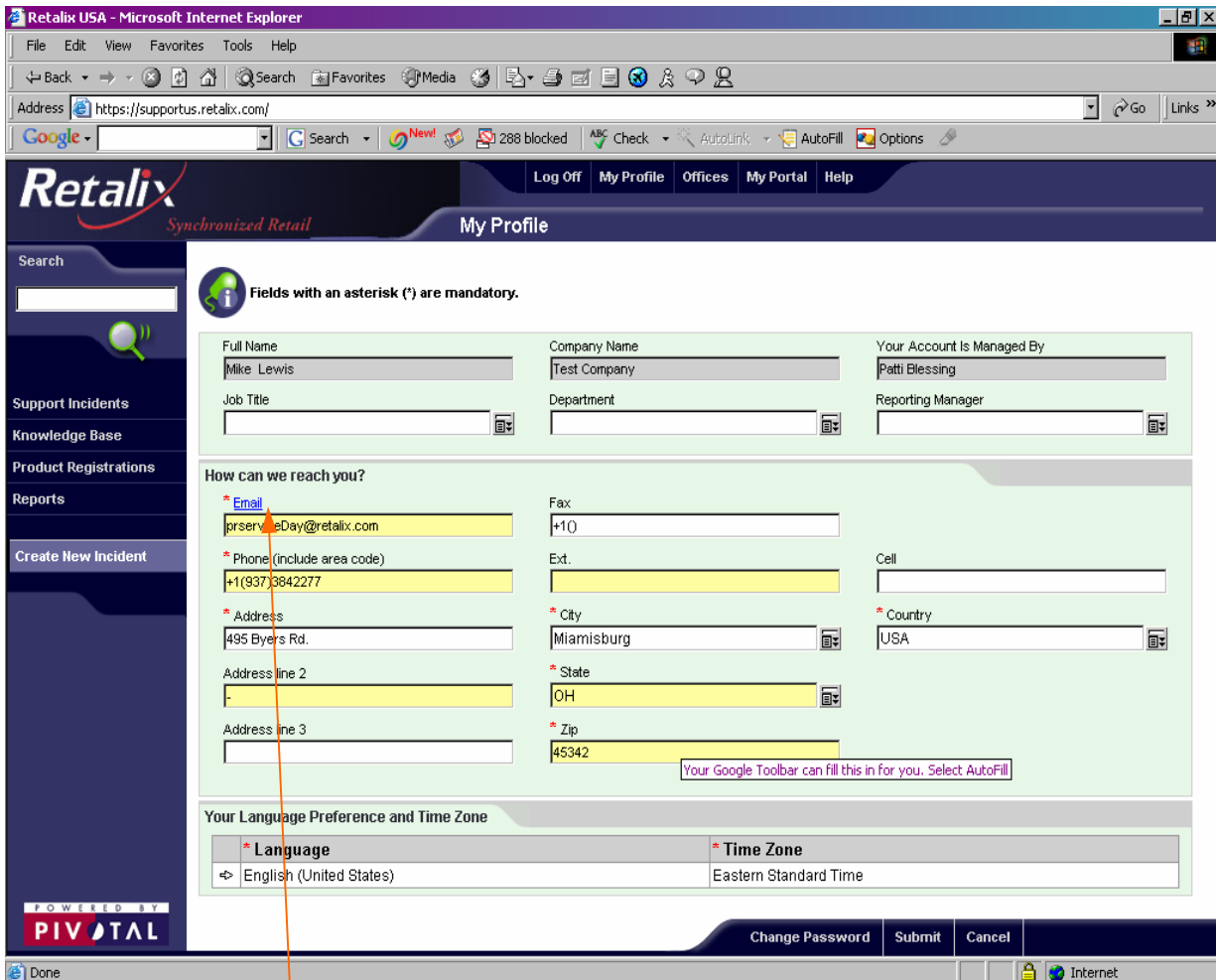
| No. | Feature | Description |
|-----|---------------------|--|
| 1. | Support Incidents | Allows you to view Incidents created for a store or if logging in as a Parent Company, multiple stores |
| 2. | Knowledge Base | Allows you to search KB articles |
| 3. | Create New Incident | Create a new incident for a specific store |
| 4. | Reports | |
| 5. | Log Off | Sign out of Pivotal Web e-Service |
| 6. | My Profile | Company & Contact information as it is assigned in the Pivotal System |

| | | |
|-----|----------------|--|
| 7. | Offices | View all Retailix Offices |
| 8. | My Portal | Displays a summary of incidents & knowledge base items |
| 9. | Help | |
| 10. | Open Incidents | |
| 11. | Messages | Closed Incidents |

My Profile

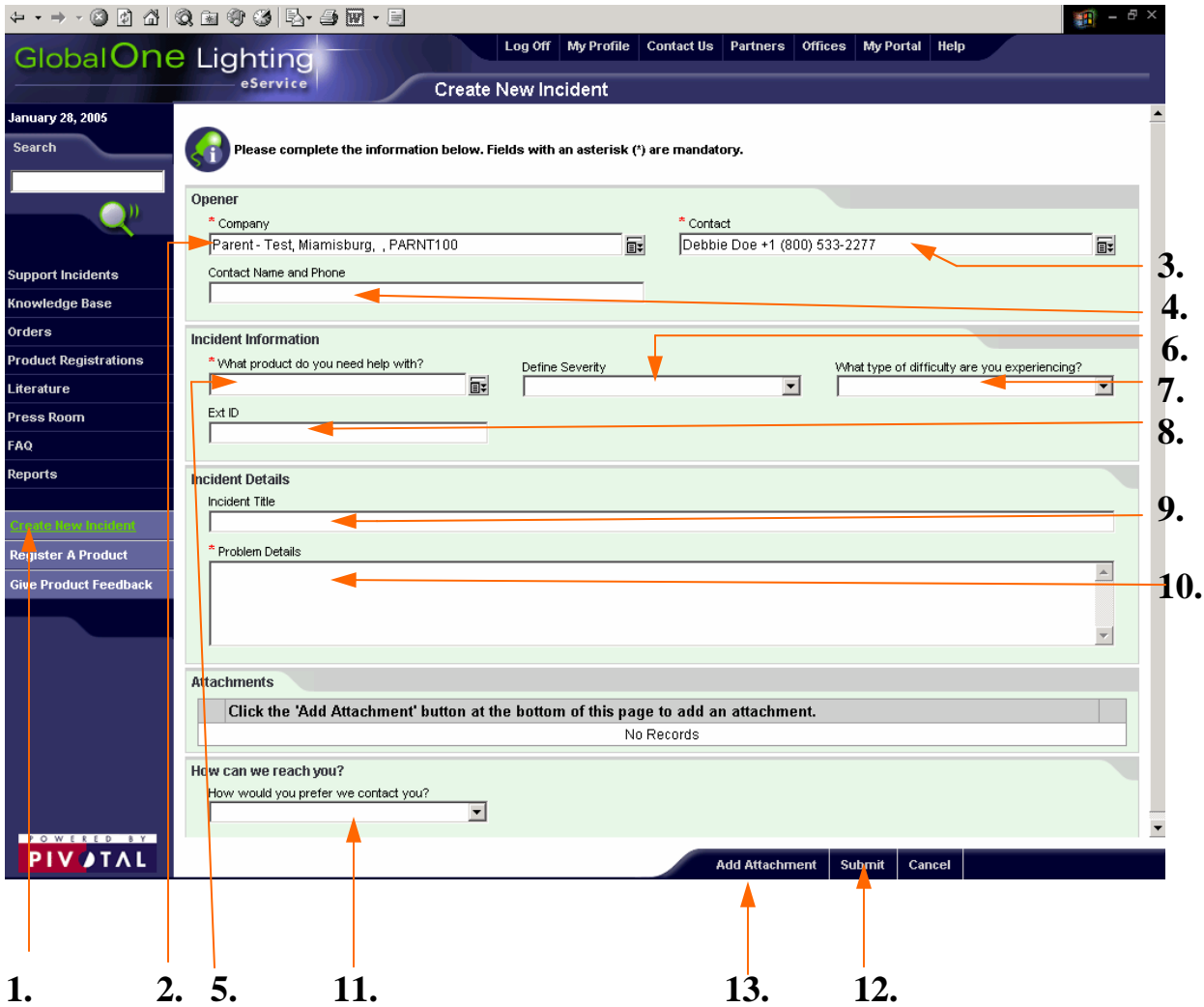
The screenshot shows the 'My Profile' page of the Global One eService. The browser window title is 'Global One - Pivotal eService - Microsoft Internet Explorer'. The address bar shows 'http://pivotalwebportal:88/'. The page header includes the Retailix logo and navigation links: 'Log Off', 'My Profile', 'Offices', 'My Portal', and 'Help'. The main content area is titled 'Welcome John Customer' and includes a 'Last Log On:' field. Below this, there are sections for 'Messages', 'Open Incidents (0 - 0 of 0)', and 'Top Knowledge Base Items (0 - 0 of 0)'. The 'Open Incidents' section has a table with columns: Incident Code, Incident Name, Priority, Status, Ext ID, and Our Company #. The 'Messages' and 'Top Knowledge Base Items' sections both indicate 'There are no items.' An orange arrow points from the 'My Profile' menu item to the 'Welcome John Customer' text.

Upon the first initial login to the eService it will be necessary to go to “My Profile” and add a valid e-mail address.



Once a valid e-mail address has been added to this field it will not be necessary to go to “My Profile” unless any changes need to be made to any of the current information that is listed.

CREATE INCIDENT



| No. | Feature | Description |
|-----|---|--|
| 1. | Create New Incident | Takes you to the Create New Incident Form |
| 2. | *Company | The specific store that the incident is to be logged against |
| 3. | *Contact | The contact name/number associated with the login |
| 4. | Contact Name & Phone | The actual individual/area code + phone that the analyst is to contact regarding the problem |
| 5. | *What Product Do You Need Help With? | Choose the appropriate product |
| 6. | Define Severity | Critical, Serious, Important, Minor, Request |
| 7. | What type of difficulty are you experiencing? | General Inquiry, Literature Fulfillment, Complaint, Defect Report, Enhancement Request |
| 8. | Ext. ID | Area for customer to enter their call tracking ID/# if applicable |
| 9. | Incident Title | Do Not enter anything in this field. This field should remain blank when creating an incident |

| | | |
|-----|-----------------------|---|
| 10. | *Problem Details | Type in specific details of the problem that is occurring |
| 11. | How Can We Reach You? | Although there are multiple options please only select Phone or E-Mail |
| 12. | Submit | When all necessary fields have been completed click on “Submit” to generate the incident |
| 13. | Add Attachment | Used to attach any supporting files/documentation in regards to the problem that is being reported. |

* Denotes a mandatory field that must be completed in order to Submit the incident.

Once you have clicked on the “SUBMIT” option at the bottom of the incident form the information will be submitted to the appropriate team and an incident number will be provided for your records.

NOTE: All incidents created through the eService are based on Eastern Standard Time.

SUPPORT INCIDENTS & SEARCH

The screenshot shows the Retalix Support Incidents search page. The interface includes a search bar at the top with a 'Search' button. Below the search bar are several filter fields: 'Support Incident Code', 'Product', 'Status', 'From Date Recorded', 'To Date Recorded', 'Ext ID', and 'Our Company #'. There are also checkboxes for 'My Incidents Only' and 'Open Incidents Only'. A table displays search results with columns for 'Support Incident Code', 'Support Incident Name', 'Status', 'Priority', 'Product', 'Contact', 'Date Recorded', 'Ext ID', and 'Our Company #'. The table contains 8 rows of incident data. Numbered callouts (1-18) point to specific elements: 1. Support Incidents link; 2. Search Incident Code field; 3. Product field; 4. Ext ID field; 5. My Incidents Only checkbox; 6. From Date Recorded field; 7. Status field; 8. Our Company # field; 9. Open Incidents Only checkbox; 10. Support Incident Code column; 11. Support Incident Name column; 12. Status column; 13. Priority column; 14. Product column; 15. Date Recorded column; 16. Ext ID column; 17. Our Company # column; 18. Print button.

| No. | Feature | Description |
|-----|-------------------------------------|--|
| 1. | Support Incidents | Takes you to incidents created for the specific store you are logged in under |
| 2. | Support Incident Code | Incident number that was assigned when logging the call |
| 3. | Product | Used to define a specific product so that the only incidents displayed are incidents that were logged for that product |
| 4. | Ext ID | Call tracking/ticket number provided by customer, if applicable |
| 5. | My Incidents Only | When checked, only incidents created by the user that is logged in will show in the results list |
| 6. | From Date Recorded/To Date Recorded | Define a specific date range you would like to search on – the search is based on the date the incident was recorded |
| 7. | Status | Search for incidents in a specific status – since there are several statuses to choose from it is only recommended that you search on New, Reque, Analyst Active, Closed Incident |
| 8. | Our Company # | Customer’s ID (Customer # / Store #) |
| 9. | Open Incidents Only | When checked, displays incidents that are not in |

| | | |
|-----|-----------------------|--|
| | | a "Closed Incident" status |
| 10. | Support Incident Code | Incident number that was assigned when logging the call |
| 11. | Support Incident Name | Web Incident |
| 12. | Status | Current status of the incident |
| 13. | Priority | |
| 14. | Product | The specific product that the call was logged for |
| 15. | Contact | The contact that was provided at the time the call was logged |
| 16. | Date Recorded | Date the incident was logged |
| 17. | Ext. ID | Call tracking/ticket number provided by customer if applicable |
| 18. | Our Company # | Customer's ID (Customer # / Store #) |

The list of incidents that are displayed may be sorted by clicking on the column. The Support Incidents option provides a list of all incidents that have been created under your account. To review the current details of a specific incident click on '▶' next to the incident number you are inquiring on.

The following will be displayed after choosing a specific incident to view:

The screenshot displays the 'Support Incident' page for an incident named 'Test'. The page includes a navigation menu on the left, a search bar, and a main content area with the following sections:

- Incident Name:** Test
- Problem:** Test inc for paging
- Resolution:** test [10/7/2004 4:55:39 PM Nicole Timberlake] [10/7/2004 5:12:20 PM Mike Lewis]
- Incident Activity:**

| Date | Status | # of Attachments |
|---------------------------------|----------------|------------------|
| October 7, 2004 | Dallas - Pager | 0 |
- Incident Info:**

| | |
|-----------------|-----------------|
| Code | 16384-122667 |
| Status | Closed Incident |
| Priority | |
| Created By | |
| Respond By Date | October 7, 2004 |
| Respond By Time | 6:54 PM |
| Registration | |
| Product | StoreLine |
| Ext ID | |
| Defect Number | |

An orange arrow points to the 'October 7, 2004' link in the Incident Activity table. The page footer includes 'POWERED BY PIVOTAL' and 'Print Cancel' buttons.

In most cases there may be multiple listings under Incident Activity. In order to view the activity please click within the area of the date and the specific activity will be displayed.

The following will be displayed after selecting a specific date under Incident Activity:

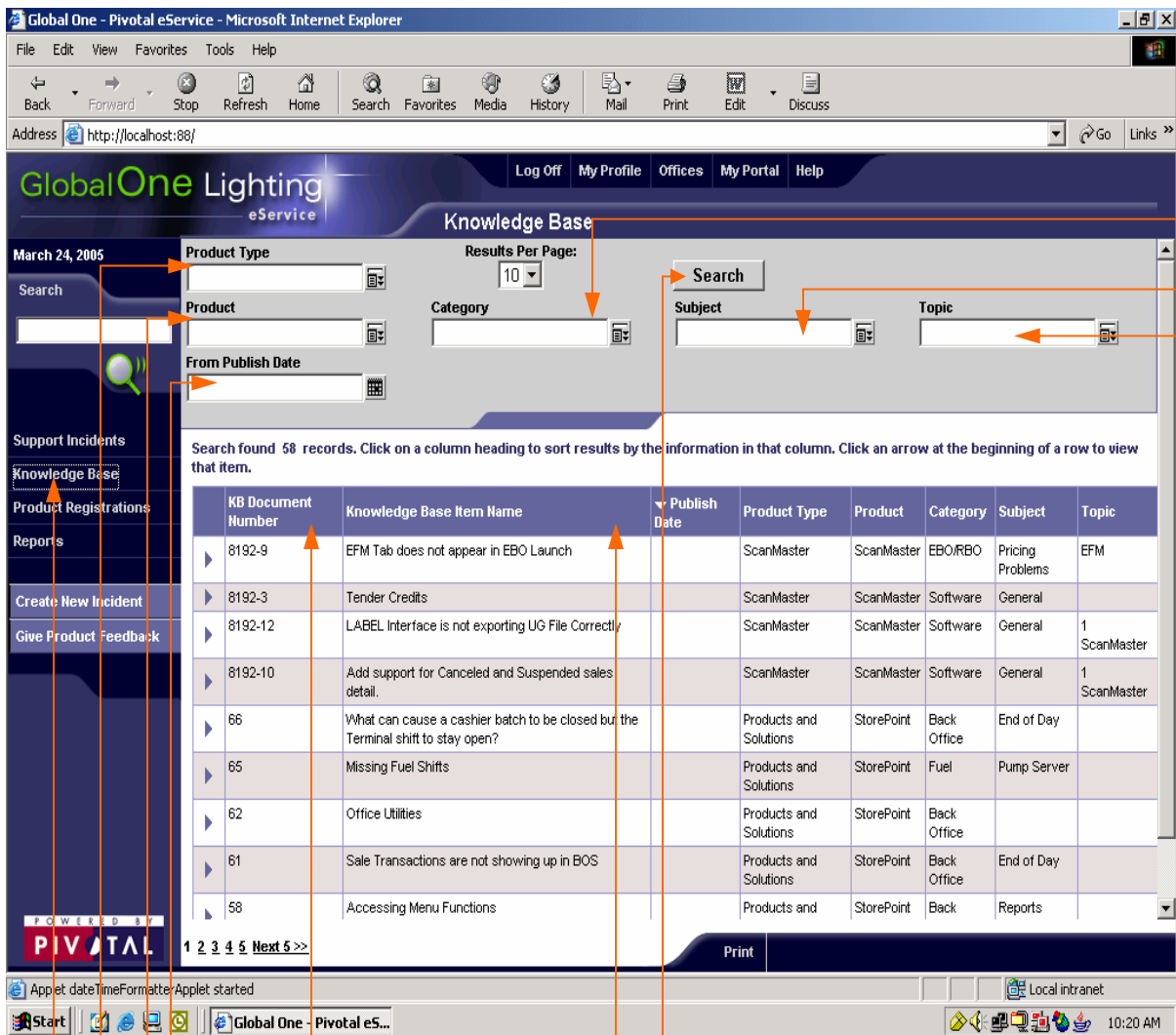
The screenshot displays the 'Support Incident Activity' page in the GlobalOne Lighting eService portal. The page is dated January 28, 2005. A search bar contains the text 'Incident 16384-122667'. Below the search bar, there is a 'Comments' section with one entry: 'Test - pager [10/7/2004 4:55:28 PM Nicole Timberlake]'. To the right, an 'Activity Info' table shows the date as 'October 7, 2004' and the status as 'Dallas - Pager'. The page includes a navigation menu on the left with options like 'Support Incidents', 'Knowledge Base', 'Orders', 'Product Registrations', 'Literature', 'Press Room', 'FAQ', and 'Reports'. At the bottom, there are buttons for 'Print' and 'Cancel', and a 'POWERED BY PIVOTAL' logo.

| Activity Info | |
|---------------|-----------------|
| Date | October 7, 2004 |
| Status | Dallas - Pager |

NOTE: Incidents may be closed through eService as long as there is no activity on the incident.

KNOWLEDGE BASE

The knowledge base is a repository that provides information about resolutions on specific issues. Items added to the Knowledge Base are associated to specific Products, Subjects, Categories and Topics, which are fields that are populated at the discretion of a Support Analyst. You can retrieve information from the knowledge base by defining the necessary fields on the Knowledge Base Form.



1. 2. 3. 4. 8. 9. 10.

| No. | Feature | Description |
|-----|----------------|--|
| 1. | Knowledge Base | Takes you to Knowledge Base items that have been published |
| 2. | Product Type | In this field you will choose the appropriate product from the dropdown. If the appropriate product is not listed in the |

| | | |
|------------|--------------------------|--|
| | | dropdown you will need to select “Products and Solutions” |
| 3. | Product | You will select the appropriate product that you would like to do the Knowledge Base search on. It will be necessary for you to make a selection in the Product Type field in order to greatly reduce the items to choose from in the Product field. If you know the Product that you would like to do the search on you can bypass entering information in the Product Type field and just type the name of the Product in the Product field. |
| 4. | From Publish Date | The date the KB item was published. |
| 5. | Category | The assigned category only relates to the KB articles that are assigned to the chosen product. |
| 6. | Subject | The assigned subject only relates to the category that has been chosen for the KB article as it relates to a specific product. |
| 7. | Topic | The assigned topic only relates to the subject that has been chosen for the KB article as it relates to a specific product. |
| 8. | KB Document Number | The number that has been system generated and assigned to the Knowledge Base item. |
| 9. | Knowledge Base Item Name | The specific/accurate name that has been assigned to the KB Item based on the problem/issue. |
| 10. | Search | Once you have completed the necessary fields click on the “Search” so that the system may perform the search based on the criteria entered in the other fields. |

Once you have defined the search fields and completed the “Search” the following will be displayed:

Global One - Pivotal eService - Microsoft Internet Explorer

Address: http://localhost:88/

GlobalOne eService Knowledge Base

Log Off My Profile Offices My Portal Help

March 24, 2005

Search

Product Type: Products and Solutions

Results Per Page: 10

Product: StoreLine

Category:

Subject:

Topic:

From Publish Date:

Search found 22 records. Click on a column heading to sort results by the information in that column. Click an arrow at the beginning of a row to view that item.

| KB Document Number | Knowledge Base Item Name | Publish Date | Product Type | Product | Category | Subject | Topic |
|--------------------|---|--------------|------------------------|-----------|--------------|-----------------|---------------------|
| ▶ 16384-19 | The procedure entry pointXXXXX could not be located in the dynamic link library | | Products and Solutions | StoreLine | SAW | Storeline | |
| ▶ 16384-21 | EOD message appears on front office screen, even though EOD has completed. | | Products and Solutions | StoreLine | SAW | | |
| ▶ 16384-22 | Communication problems MFS to MFS to POS | | Products and Solutions | StoreLine | | | |
| ▶ 16384-23 | Retailx service not starting | | Products and Solutions | StoreLine | | | |
| ▶ 16384-24 | POS reporting Unable to load font file | | Products and Solutions | StoreLine | | | |
| ▶ 16384-26 | Cashier can not log on | | Products and Solutions | StoreLine | | | |
| ▶ 16384-27 | Automatic EOD not starting | | Products and Solutions | StoreLine | Front Office | EOD Did Not Run | EOD/EOP Did Not Run |
| ▶ 16384-28 | Front Office freezes on Start up. | | Products and Solutions | StoreLine | | | |

1 2 3

Print

Applet dateTimeFormatterApplet started

Local intranet

Global One - Pivotal eS... Document1 - Microsoft W... 10:21 AM

The list of Knowledge Base Items that are displayed may be sorted by clicking any one of the column headers. To review the current details of a specific Knowledge Base Item click on ‘▶’ next to the KB Document Number you are inquiring on.

The following will be displayed after choosing a specific KB Document Number to view:

Global One - Pivotal eService - Microsoft Internet Explorer

Address: http://localhost:88/

GlobalOne Lighting eService Knowledge Base

March 24, 2005

Search

Support Incidents

Knowledge Base

Product Registrations

Reports

Create New Incident

Give Product Feedback

POWERED BY PIVOTAL

KB Item: **The procedure entry pointXXXXX could not be located in the dynamic link library**

Detail

When running a program or starting a service, an error appears: The procedure entry pointXXXXX could not be located in the dynamic link library YYYY.DLL

Resolution

This happens if the application needs a newer version of YYYY.DLL than the one installed on the system. This happens with standard DLL's (not ActiveX). It's important to search for all occurrences of YYYY.DLL on all hard drive. Sometimes there is more than one copy of the DLL, and the operating system will use the first one found by the path.

KB Info

| | |
|-------------|--------------|
| Item # | 16384-19 |
| Date | July 3, 2003 |
| Product ID | StoreLine |
| Category | SMV |
| Subject | Storeline |
| Attachments | 0 |

Print Cancel

Applet dateTimeFormatterApplet started

Global One - Pivotal eS... Document1 - Microsoft W... 10:22 AM

My Profile

Global One - Pivotal eService - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://pivotalwebportal:88/>

Global One eService

Synchronized Retail

Welcome John Customer

Last Log On:

Search

GlobalOne eService
... working smarter to serve you better

Messages

- There are no items.

Open Incidents (0 - 0 of 0) [New Incident](#)

| Incident Code | Incident Name | Priority | Status | Ext ID | Our Company # |
|---------------------|---------------|----------|--------|--------|---------------|
| There are no items. | | | | | |

Top Knowledge Base Items (0 - 0 of 0)

- There are no items.

Log Off My Profile Offices My Portal Help

POWERED BY PIVOTAL

Done Local intranet 2:51 PM

Anytime it is necessary to update or make changes to the information of the current user you will need to go to the My Profile tab. You may also update or change the user Password.

The following will be displayed after selecting My Profile:

The screenshot shows a web browser window displaying the 'My Profile' page of the Retalix system. The browser's address bar shows 'http://pivotalwebportal:88/'. The page header includes 'Log Off', 'My Profile', 'Offices', 'My Portal', and 'Help'. The main content area is titled 'My Profile' and contains a form with the following fields:

- Full Name: John Customer
- Company Name: Retalix - Test
- Your Account Is Managed By: Patti Blessing
- Job Title: [Empty]
- Department: [Empty]
- Reporting Manager: [Empty]

Under the heading 'How can we reach you?', the following fields are highlighted in yellow:

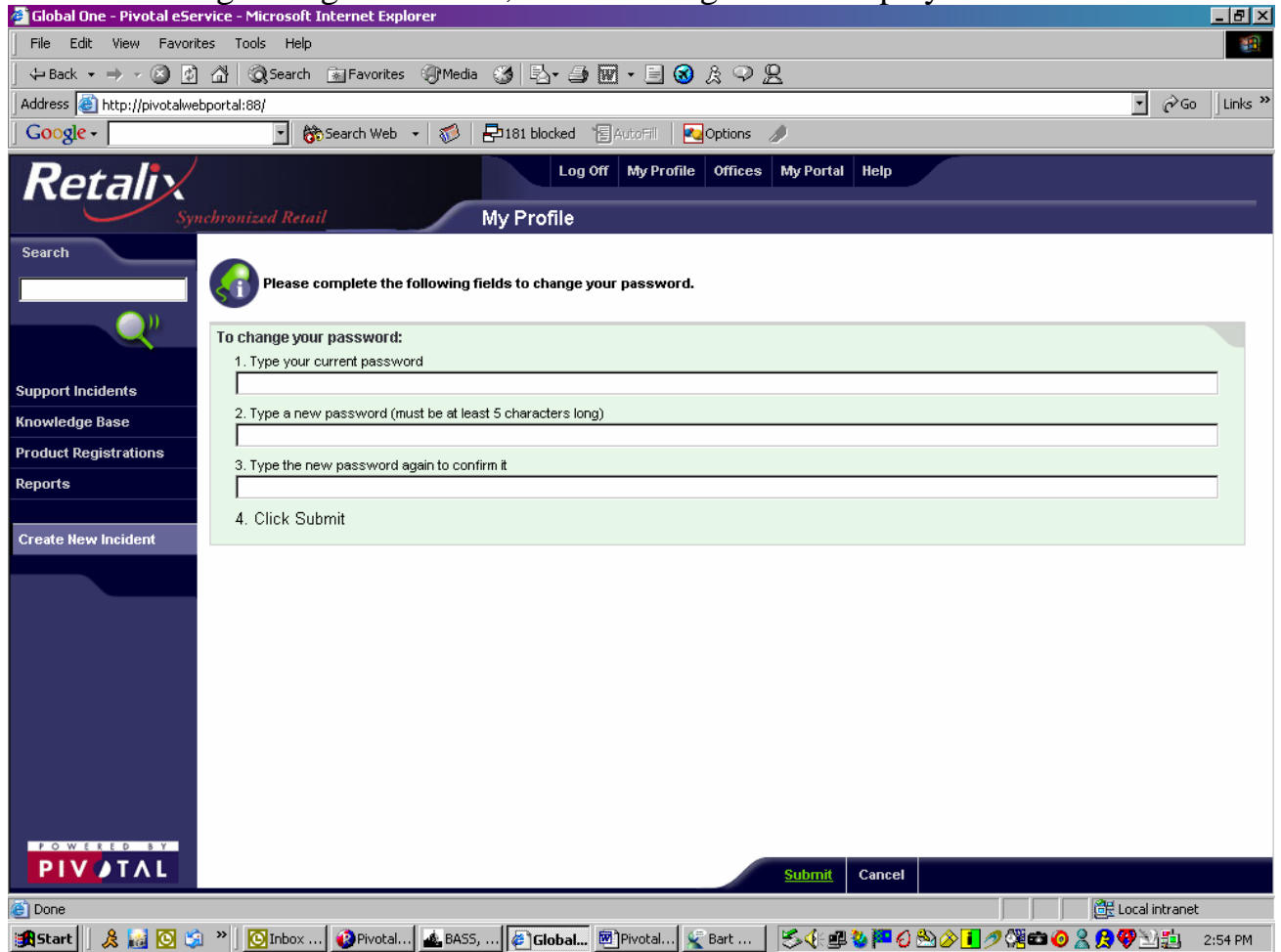
- * Email: [Empty]
- * Phone (include area code): +1 (800) 533-2277
- * Address: 2490 Technical Dr.
- Address line 2: [Empty]
- Address line 3: [Empty]
- Fax: [Empty]
- Ext.: [Empty]
- * City: Miamisburg
- * State: OH
- * Zip: 45342
- * Country: USA

At the bottom of the form, there is a section for 'Your Language Preference and Time Zone' with fields for * Language and * Time Zone. Below this section are buttons for 'Change Password', 'Submit', and 'Cancel'. An orange arrow points from the 'Change Password' button to the text below.

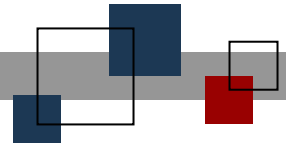
On this screen you will be able to update the current user information in any of the yellow highlighted fields.

To make a change to the user password you will need to go to the Change Password option at the bottom of the screen.

When selecting Change Password, the following will be displayed:



Update the information accordingly to make a change to the current user password.



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