

# U-SCAN<sup>®</sup>

-  *U-Scan Reports*
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## U-Scan Reports

<b>Date of Issue</b>	<b>Product Identification Number</b>	<b>Part Number</b>	<b>Brief Description</b>
November 2004	45001/098	89000252	Report Engine Version 2.0.13 and Later

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# Reports Feature

## Accessing the Reports

Select **Reports** from the **Manager** menu to access the **Reports** window. The figure below provides an example of the report options available:



**NOTES:** *Certain stores may not have access to all the reports listed.*

*The reports that calculate sales are not intended to replace store reports.*

---

## Cash Devices Reports

This section describes the two types of cash devices reports available.

### CASH DEV./STAT

This report provides the total amounts of cash dispensed and cash accepted at the selected lane. The report shows a breakdown of cash accepted and dispensed during three states of operation: normal operation, device testing, and Maintenance Mode.

### CASH DEVICES

This report provides the total amount of each denomination dispensed and accepted at the selected lane during all states of operation (normal operation, device testing, and Maintenance Mode).

#### Reports - 1. Cash Dev./Stat and 2. Cash Devices

```
*****
** U-Scan - Cash Dev. By Status **
*****

Generated: 2001/12/04 at 01:44 pm
Data From: 2001/11/28 at 12:00 am
Data To: 2001/11/29 at 12:00 am

Lane 254
-----

Normal Operation
-----
Total Accepted          $4.10
Total Dispensed        $1.01
-----
Difference              $3.09

Device Testing
-----
Total Accepted          $0.00
Total Dispensed        $0.00
-----
Difference              $0.00

Maintenance Mode
-----
Total Accepted          $0.00
Total Dispensed        $0.00
-----
Difference              $0.00

***** End Of Report *****
```

```
*****
** U-Scan - Cash Devices Report **
*****

Generated: 2001/12/04 at 01:47 pm
Data From: 2001/11/28 at 12:00 am
Data To: 2001/11/29 at 12:00 am

Lane 254
-----

Cash Accepted
-----
Coins Count.....
Pennies          0
Nickels          0
Dimes            1
Quarters         0
Dollars          4

Bills Count.....
Bills One        0
Bills Five       0
Bills Ten        0
Bills Twenty     0
Bills Fifty      0
Bills Hundred    0

Cash Dispensed
-----
Dispensed in Coins      $0.01

Bills Count.....
Bills One          1
Bills Five         0
Bills Ten          0
Bills Twenty       0
Bills Fifty        0
Bills Hundred      0

Balance
-----
Total Accepted      $4.10
Total Dispensed    $1.01
-----
Difference          $3.09

***** End Of Report *****
```

---

## Attendant Intervention Reports

This section outlines the types of attendant interventions provided in the Cashier Interventions report, grouped by lane or operator ID.

### General Interventions

#### Void

Count of items voided by the attendant.

#### Cancelled Ord.

Count of orders canceled by the attendant.

#### Payment Help

Count of the number of times the attendant receives a payment prompt. These prompts include **Customer has check** and **Customer has other method of payment**.

#### Help

Count of the number of times the **Customer requests help** prompt appears.

#### Large Item

Count of the number of times the **Large Item** prompt appears.

#### PLU

Count of the number of times the **Non bar-coded item** prompt appears.

#### Operator Init.

Count of attendant interventions when there are no prompts showing. For example, if an attendant voids an item for a customer without having received a prompt at the Attendant Station, it is counted in this report.

#### Other Uscan

Count of the following U-Scan specific prompts:

- Direct Intervention Required
- Scanner scale is underweight
- Scanner scale weight over zero

#### Other

Count of attendant interventions triggered by all other prompts, including the following:

- Customer must sign slip
- Customer must sign receipt
- Verify student ID
- Verify senior ID
- Age verification required
- Please sign on to this register
- Please sign off this register
- Cannot start: Order In Progress
- EFT requires intervention
- Customer must sign document
- Put in till

- 
- Customer has coupons

### **Overrides**

#### **UPC Wgt. Diff.**

Count of times the attendant pressed the **Override (Rotating Siren)** button to override the security message **UPC Itm Wgt Diff**. This allows a customer to purchase a bar-coded item even though the item's weight does not match the weight stored in the weights database.

#### **Scale Wgt. Diff.**

Count of times the attendant pressed the **Override (Rotating Siren)** button to override the security message **Scale Itm Wgt Diff**. This allows a customer to purchase a non bar-coded item even though the item's weight in the bag did not match the weight registered by the Scanner Scale.

#### **Items Added**

Count of times the attendant pressed the **Override (Rotating Siren)** button to override the security message **Items Were Added**. This allows extra weight to be added to the Bag Scale.

#### **Items Removed**

Count of times the attendant pressed the **Override (Rotating Siren)** button to override the security message **Items Were Removed**. This allows weight to be removed from the Bag Scale.

#### **Other Override**

Count of times the attendant pressed the **Override** button when none of the security messages listed above were displayed, including when there was no actual security violation to override. For example, the number of times the attendant pressed the **Override** button when the messages **Security OK**, **Security OK (New Item)**, and **Security OK (bypass)** were displayed is counted on this report.

### **CASHIER INTERV.**

This report includes a chart listing frequency counts and statistics for every type of attendant intervention. The report can list the information grouped by lane **or** by operator ID. For each intervention type, three statistics are shown:

- Total number of occurrences
- Percentage of interventions relative to the number of items processed (number of interventions divided by the number of items processed)
- Percentage of orders that had at least one intervention

This report can also be printed in full-page format on a full-page Printer.

## Reports - 1. Cashier Interv by Operator ID and 2. by Lane

\*\*\*\*\*  
 \*\* U-Scan - Cashier Intervention \*\*  
 \*\*\*\*\*

Generated: 2001/12/04 at 01:48 pm  
 Data From: 2001/11/28 at 12:00 am  
 Data To: 2001/11/29 at 12:00 am

2001/11/28 (Wednesday)

-----  
 Operator 3  
 -----

General Interventions.....			
	count	%ord.	%itm.
Void Items	0	0.0	0.0
Cancelled Ord.	1	11.1	4.3
Payment Help	1	11.1	4.3
Help	0	0.0	0.0
Large Item	1	11.1	4.3
PLU	2	22.2	8.7
Operator Init.	1	11.1	4.3
Other UScan	0	0.0	0.0
Other	6	66.7	26.1
-----			
Sub-Total	12	88.9	52.2

Overrides.....			
	count	%ord.	%itm.
UPC Wgt. Diff.	5	55.6	21.7
Scale Wgt. Diff.	0	0.0	0.0
Items Added	0	0.0	0.0
Items Removed	0	0.0	0.0
Other Override	1	11.1	4.3
-----			
Sub-Total	6	55.6	26.1

Summary.....			
	count	%ord.	%itm.
Total Int.	18	100.0	78.3
Order Count	9		
Item Count	23		

\*\*\*\*\* End Of Report \*\*\*\*\*

\*\*\*\*\*  
 \*\* U-Scan - Cashier Intervention \*\*  
 \*\*\*\*\*

Generated: 2001/12/04 at 01:49 pm  
 Data From: 2001/11/28 at 12:00 am  
 Data To: 2001/11/29 at 12:00 am

2001/11/28 (Wednesday)

-----  
 Lane 254  
 -----

General Interventions.....			
	count	%ord.	%itm.
Void Items	0	0.0	0.0
Cancelled Ord.	0	0.0	0.0
Payment Help	1	16.7	4.8
Help	0	0.0	0.0
Large Item	0	0.0	0.0
PLU	0	0.0	0.0
Operator Init.	0	0.0	0.0
Other UScan	0	0.0	0.0
Other	5	83.3	23.8
-----			
Sub-Total	6	83.3	28.6

Overrides.....			
	count	%ord.	%itm.
UPC Wgt. Diff.	5	83.3	23.8
Scale Wgt. Diff.	0	0.0	0.0
Items Added	0	0.0	0.0
Items Removed	0	0.0	0.0
Other Override	1	16.7	4.8
-----			
Sub-Total	6	83.3	28.6

Summary.....			
	count	%ord.	%itm.
Total Int.	12	100.0	57.1
Order Count	6		
Item Count	21		

\*\*\*\*\* End Of Report \*\*\*\*\*

---

## Transaction Reports

### GROSS REPORT

This report provides a summary of the U-Scan operations for the period selected. The following totals are shown:

- Total orders processed
- Total items purchased
- Total sales (amount in dollars)
- Total number of orders canceled
- Total ring time
- Total orders paid by more than one tender type (split tender)

### LANE REPORT

This report shows the gross tender per hour for a specific lane.

#### Reports - 1. Gross Report and 2. Lane Report

```
*****
**      U-Scan - Gross Report      **
*****

Generated:  2001/12/04 at 01:52 pm
Data From:  2001/11/28 at 12:00 am
Data To:    2001/11/29 at 12:00 am

Total Orders          9
Total Items           23
Total Sales           $187.53
Total Cancelled       1
Total Ringtime       00:28:27
Total Split Tender    0

***** End Of Report *****
```

```
*****
**      U-Scan - Lane Report      **
*****

Generated:  2001/12/04 at 01:53 pm
Data From:  2001/11/28 at 12:00 am
Data To:    2001/11/29 at 12:00 am

Lane 254
-----
Hour      Cust.    Items    Sales
-----
12-01am   0          0        $0.00
01-02am   0          0        $0.00
02-03am   0          0        $0.00
03-04am   0          0        $0.00
04-05am   0          0        $0.00
05-06am   0          0        $0.00
07-08am   0          0        $0.00
08-09am   0          0        $0.00
09-10am   0          0        $0.00
10-11am   0          0        $0.00
11-12pm   0          0        $0.00
12-01pm   0          0        $0.00
01-02pm   0          0        $0.00
02-03pm   0          0        $0.00
03-04pm   4          18       $173.84
04-05pm   2          3         $6.30
05-06pm   0          0        $0.00
06-07pm   0          0        $0.00
07-08pm   0          0        $0.00
08-09pm   0          0        $0.00
09-10pm   0          0        $0.00
10-11pm   0          0        $0.00
11-12am   0          0        $0.00
-----
Total      6          21       $180.14

***** End Of Report *****
```

---

## TILL REPORT

This report provides the balance amount of each tender type accepted and dispensed at the Attendant and Customer Stations. The total amount for each tender type as well as the total of all tenders are shown. The information is grouped by lane.

### Reports - Till Report

```
*****  
**          U-Scan - Till Report          **  
*****  
  
Generated:    2001/12/04 at 02:01 pm  
Data From:    2001/11/28 at 12:00 am  
Data To:      2001/11/29 at 12:00 am  
  
Lane 251  
CASH                      $5.35  
-----  
Subtotal                  $5.35  
  
Lane 254  
CASH                      $3.21  
PERSONAL CHECK            $1.72  
-----  
Subtotal                  $4.93  
  
Totals  
CASH                      $8.56  
PERSONAL CHECK            $1.72  
-----  
Grand Total               $10.28  
  
***** End Of Report *****
```

**NOTE:** *The loan made to the till is not reflected in the report because the Attendant Station is not connected to the store network.*

---

## BILL REPORT

This report is only available for stores that use the **Maintenance Mode** "Set Bill Quantities" features. It provides the following information for each cassette in the Bill Dispenser:

- Total amounts of cash loaded into the cassette
- Total amounts of cash dispensed from the cassette
- Total of rejected bills
- Total of bills left in the Bill Dispenser

For cash dispensed, the information is grouped in the following categories:

- During normal operation
- During device testing
- During Maintenance Mode

### Reports - Bill Report

```
*****  
** U-Scan - Bill Counting Report **  
*****
```

Generated: 2002/02/15 at 3:57 pm

LANE: 382

CASSETTE:\$ 1

-----

Load Time: 2002/02/07 At 5:10 pm

Loaded Bill Count 120

Bills Dispensed

Normal 4

Maintenance 0

DevTest 10

-----

Total 14

Bills Rejected 0

Bills Remaining 106

CASSETTE:\$ 10

-----

Load Time: 2002/02/08 At 9:49 am

Loaded Bill Count 500

Bills Dispensed

Normal 8

Maintenance 3

DevTest 7

-----

Total 18

Bills Rejected 0

Bills Remaining 482

---

## Item Management Reports

### NOF REPORT

This report contains a list of all items scanned that were not on file (NOF) in the item database at your store.

**NOTE:** *This report is not relevant for POS systems that process NOF items as they are encountered.*

### OVER TOP 20 (top 20 overrides)

This report provides a list of the 20 most frequent UPC codes that required a security override to clear the **UPC Weight Difference** message.

#### Reports - 1. NOF and 2. Top 20 Overrides

```
*****  
**      U-Scan - Not On File Report      **  
*****
```

```
Generated: 2001/12/04 at 01:57 pm  
Data From: 2001/11/28 at 12:00 am  
Data To:   2001/11/29 at 12:00 am
```

NOF Item UPC	Date And Time
00000000456	01/11/28 12:31
00000056789	01/11/28 12:32
23466720000	01/11/28 14:25
23466720000	01/11/28 15:07
23466720000	01/11/28 15:33
23466720000	01/11/28 15:46
23466720000	01/11/28 11:52
23466720000	01/11/28 12:10

```
***** End Of Report *****
```

```
*****  
**      U-Scan - Overrides Top 20 Report  **  
*****
```

```
Generated: 2001/12/04 at 02:00 pm  
Data From: 2001/11/28 at 12:00 am  
Data To:   2001/11/29 at 12:00 am
```

UPC or PLU	Description	Count
01800000161	Pillbury Dough	6
01600087200	GM CEREAL KR	4
01234567891	Baby Oil	2
01600064300	G M CEREAL	1

```
***** End Of Report *****
```

---

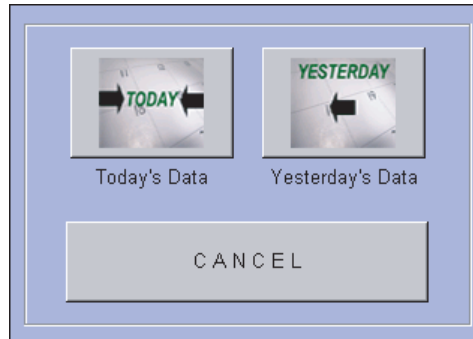
## Miscellaneous Reports

### Activity Report

This report displays the date and time at which the U-Scan software was stopped and started.

### Default Report Periods

When you touch one of the report buttons, the following window appears:



This screen allows you to print reports for either the previous day or the current day. The cutoff time is the time when the day is considered finished. For instance, if today is Tuesday, and the cutoff time is 1:00 AM, then Today means from 1:00 AM Tuesday morning to 1:00 AM Wednesday morning. Yesterday means between 1:00 AM Monday morning and 1:00 AM Tuesday morning.

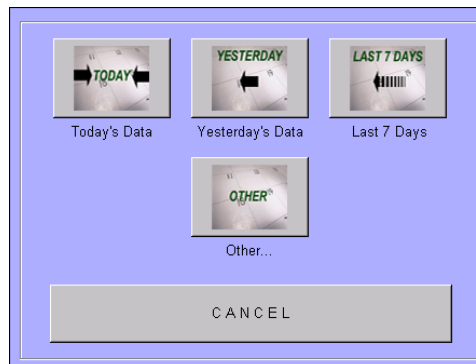
### Cleanup Delay

Reports are kept in the database for a period of two days by default.

### Additional Report Periods

Stores can choose to add two other report periods:

- Last 7 Days
- Other



This screen allows users to select **Today's Data** or **Yesterday's Data** as described above, to print reports for a period of seven days, or to specify another report period. For

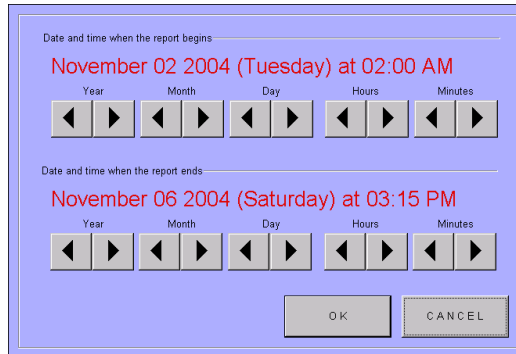
---

example, users can choose to print a report for a period of one or more hours, or for a period of several days. The start date and time (Data From) and end date and time (Data To) print at the top of the report.

**NOTE:** *This feature does not apply to the Bill Report. The data on this report is collected from the time at which the bill count is reset in **Maintenance Mode**.*

**To specify another report period:**

1. Select **Other** from the **Report Period** screen.  
The following screen appears.



2. Use the left or right arrows to specify the date and time when the report begins. All report data from this point until the “End Time” will appear on the report.  
**EXAMPLE:** To change the time in the example above from **02:00 AM** to **03:00 AM**, touch the right arrow button below **Hours** once.
3. Use the left or right arrows to specify the date and time when the report ends.
4. Click **OK**.
5. A report prints.

**Cleanup Delay**

Reports are kept in the database for a period of eight days by default.

**Recommended Report Configuration**

The following report options are recommended as a default configuration:

- Cash Devices
- Cash Dev./Stat.
- Cashier Interv.
- NOF Report
- Till Report
- Gross Report
- Lane Report

---

## Electronic Report Exporting

The U-Scan® software includes an optional automated feature that allows stores to export an electronic copy of the daily reports in text-delimited format. The reports export behavior can be customized through registry settings. The registry settings allow the store to,

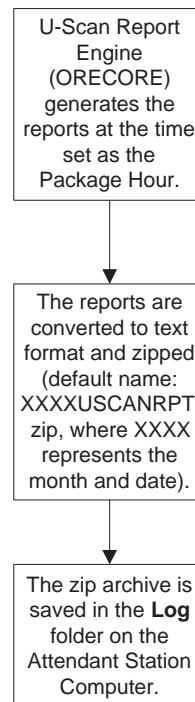
- Enable or disable electronic report exporting
- Set the time at which the reports are exported (Default: 0 - midnight)
- Specify the file name (Default: **XXXXUSCANRPT.zip**, where “XXXX” represents the month and day the logs were saved)
- Specify the number of days to keep the zip archive
- Specify if the reports are sent to an FTP site

**NOTE:** *By default, the reports are zipped and saved in C:\Cashier\Log.*

- If necessary, set the FTP address where the reports will be sent  
Default: **ftp://uscan:optimal@\*.\*.\*.3**, where the asterisks (\*) represent the IP address of the first network card at the Station that will transfer the files

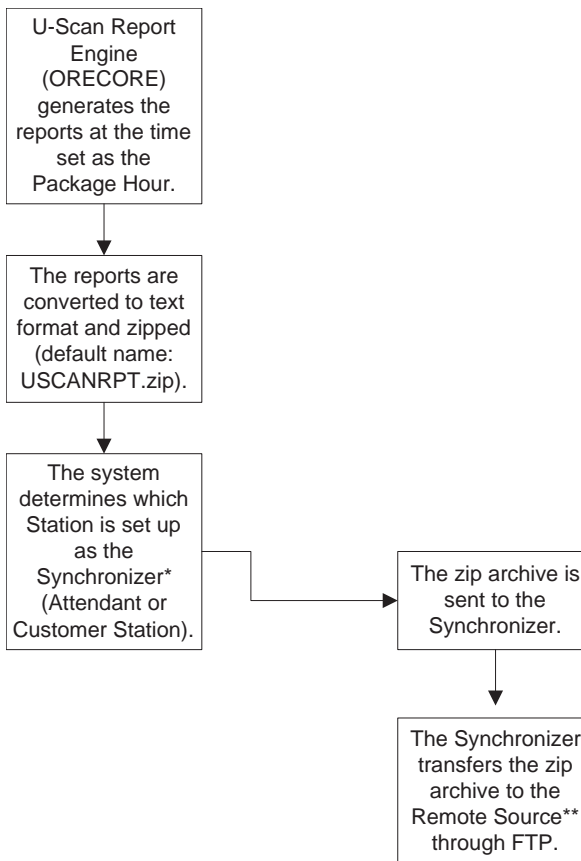
## Process

### Reports Saved in C:\Cashier\Log



---

## Reports Saved to an FTP Site



\*The Synchronizer is specified on the **ASM** tab in the **Configure Cashier** window. Either the Attendant Station or one of the Customer Stations can be set as the Synchronizer. This setting is configured when your system is imaged and the U-Scan software is installed.

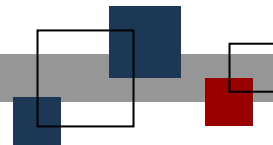
\*\*The Remote Source is the FTP address where the reports will be sent.

## Retrieving the Log Files from an FTP Site

1. Browse to the FTP address.
2. Locate the **XXXXUSCANRPT.zip** file, where “XXXX” represents the month and day the reports were saved.
3. Copy and paste the file into the desired directory.
4. Delete **XXXXUSCANRPT.zip** from the FTP server.
5. Open the zip archive.
6. Ensure that the date of creation on the reports is correct.







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