

Technical Bulletin

ISS45 POS Messaging

ISS45-TECH-06:15

June 13, 2006

The ISS45 POS Message feature is used to send text messages from a POS terminal to another POS terminal or from a POS to the Back Office server. A message can *only* be sent at the very beginning of an order, before the first item is rung up.

In the setup example presented here you will be using the office POS terminal to tell a cashier to go on break after the clerk finishes the next customer order and - from register #1 - let the office know you need additional change.

Here are some specifics to be aware of when using this feature:

- U-Scan units do *not* receive POS Messages, they are blocked by the ISS45 application
- A minimum of two (2) registers are required for this feature to work
- If only one message is available on the system when you select POS MAIL at the register, you will only be presented with a list of other computers to send the message to. No list of available messages will be shown.
- When setting message start/end dates, select today's date and one month from today. For example:

today = 6/9/06, start on = 6/9/06, end on = 7/9/06

In this example we will assume there are 3 terminals on the front end and a 4th register in the office (#4).

SETUP

1) Go to System Administration | General System Parameters | Store | Front Office | Alerts

A) Show alerts on MFS1 = Yes

B) Alerts in system = Yes

2) Go to Utilities | System Alerts | Alerts Parameters

A) Alerts in system = Checked

B) Show alerts on MFS1 = Checked

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3) Go to Utilities | System Alerts | Alerts Recipient, and click on New

- A) Recipient Account Number = 99 (*)
- B) Name = Mgr (*)
- C) Use Email = Checked
- D) Email Address = mgr@mgr.com (*)

(*) Example data only is shown in this example, use numbers/names/valid email accounts that are appropriate for your customer!

3A) Click on the HOST tab, do not check anything

3B) Click on the PROGRAM tab, check "Use Program", click on APPLY

4) Go to Utilities | System Alerts | Alerts Maintenance, and click on New and set the following:

- A) Number = 113
- B) Message: = POS Email
- C) Severity: = Warning
- D) Pop-Up Message = Checked
- E) Add to NT Event Viewer = Checked
- F) Auto Confirm Alert After 1 Minute = Checked

G) On the RECIPIENTS tab you should see the operator set in step #3 above, ADD this operator to the right side of the screen

H) On the PROFILES tab you should see a profile on the left side of the screen, ADD this profile to the right side of the screen

5) Go to System Administration | POS Setup | POS Menus | Sales Menu

- A) Select the Sales Menu keyboard for the office register
- B) Add function 1011 (POST MAIL) to the BackOffice menu

For this example POST MAIL is in position 1 on the BackOffice menu



6) Go to Database Management | Message Center | POS Messages, click on New and set the following:

Setup Tab -

- A) Message Number = 1
- B) Message to display: = After the next customer please go on break
- C) Beep On Receive = Checked
- D) Message Type: = Send & Answer
- E) Priority: = End Of Order
- F) Message Destination: = Host Or Post
- G) Destination PC Number = 1

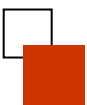
When To Display Tab -

- A) Start on: = Today's date (example 6/9/06)
- B) End on: = One (1) month from today's date (example 7/9/06)
- C) Activate on = Select All
- D) Start Time = 00:00
- E) End Time = 23:59

Apply changes

Setup Tab -

- A) Message Number = 2
- B) Message to display: = I need change!
- C) Beep On Receive = Checked
- D) Message Type: = Send & Answer
- E) Priority: = Immediate
- F) Message Destination: = Host Or Post
- G) Destination PC Number = 1



When To Display Tab –

- A) Start on: = Today's date (example 6/9/06)
- B) End on: = One (1) month from today's date (example 7/9/06)
- C) Activate on = Select All
- D) Start Time = 00:00
- E) End Time = 23:59

Apply changes

TEST #1

At the office register (#4), sign on and click on the BackOffice key before starting the order:

- A) The Back Office menu will appear, select POS MAIL
- B) A list of available messages will appear, select message #1
- C) The POST LIST will appear - This list will show the following:
 - 1. To All Pos
 - 2. To Mfs 1
 - 3. To Mfs 2
 - 4. POS # 001
 - 5. POS # 002
 - 6. POS # 003
 - 7. POS # 004
- D) Select POS # 001
- E) The message will be sent to register #1 and appear to the cashier at the end of the order in progress

TEST #2 –

At register #1 sign on and click on the BackOffice key before starting the order:

- A) The Back Office menu will appear, select POS MAIL
- B) A list of available messages will appear, select message #2
- C) The POST LIST will appear - This list will show the following:
 - 1. To All Pos



2. To Mfs 1
3. To Mfs 2
4. POS # 001
5. POS # 002
6. POS # 003
7. POS # 004

D) Select MFS1

E) The message will be sent to MFS1 and appear as an alert message

To Your Success,

