

Oracle® Retail Xstore Point of Service

Manager's Guide

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Oracle® Retail Xstore Point-of-Service Manager's Guide, Release 19.0.

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Please give your name, address, electronic mail address, and telephone number (optional).

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Preface

Oracle Retail Xstore is point-of-sale (POS) software. This guide describes the activities supported by Oracle Retail Xstore.

Audience

This guide is for staff who implement, support, or use Xstore.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

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Related Documents

For more information, see the following documents in the Oracle Retail Xstore Suite Release 19.0 documentation set:

- *Oracle Retail Xstore Suite Release Notes*
- *Oracle Retail Xstore Suite 19.0/Merchandising 16.0.2 Implementation Guide*
- *Oracle Retail Xstore Suite Implementation and Security Guide*
- *Oracle Retail Xstore Point-of-Service User Guide*
- *Oracle Retail Xstore Point-of-Service Mobile User Guide*
- *Oracle Retail Xstore Point-of-Service Reports Guide*
- *Oracle Retail Xstore Point-of-Service Manager's Guide*
- *Oracle Retail Xstore Point-of-Service Shipping, Receiving, and Inventory Guide*
- *Oracle Retail Xstore Office User Guide*
- *Oracle Retail Xstore Point-of-Service Frameworks and Technologies Guide*
- *Oracle Retail Xstore Suite Deal Pricing Guide*

- *Oracle Retail Xenviroment User Guide*
- *Oracle Retail Xstore Point-of-Service Services Guide*
- *Oracle Retail Xstore Point-of-Service Technical Guide*
- *Oracle Retail Xstore Point-of-Service Host Interface Guide*
- *Oracle Retail Xstore Point-of-Service POS Log Files*
- *Oracle Retail Xstore Point-of-Service Database Dictionary Guide*
- *Oracle Retail Xstore Office Database Dictionary Guide*

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 19.0) or a later patch release (for example, 19.0.1). If you are installing the base release or additional patches, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times not be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced at the Oracle Help Center (OHC) website, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available at the Oracle Help Center at the following URL:

<https://docs.oracle.com/en/industries/retail/index.html>

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number F123456-02 is an updated version of a document with part number F123456-01.

If a more recent version of a document is available, that version supersedes all previous versions.

Oracle Retail Documentation at the Oracle Help Center

Oracle Retail product documentation is available on the following website:

<https://docs.oracle.com/en/industries/retail/index.html>

(Data Model documents are not available through Oracle Help Center. You can obtain them through My Oracle Support.)

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Documentation and Screen Conventions

This chapter describes the Oracle Retail Xstore Point-of-Service Back Office screen and documentation conventions and provides brief descriptions and examples of the methods used in Oracle Retail Xstore Point-of-Service's Back Office features.

- Refer to the [Documentation Conventions Overview](#) section for a description of the documentation conventions used throughout this Manager's Guide.
- Refer to the [Back Office Screen Conventions](#) section for a description of the Oracle Retail Xstore Point-of-Service application features.
- Refer to the Oracle Retail Xstore Point-of-Service Shipping, Receiving & Inventory Guide for step-by-step instructions on shipping and receiving functions, as well as the procedures required for counting and managing inventory through Xstore.
- Refer to the Oracle Retail Xstore Point-of-Service User Guide for Register Conventions and touch-screen navigation.

Note: The Xstore screen shots in the guide do not match the new user interface. It is now configurable to either use the new user interface or the one in this guide. The functionality of Xstore POS was not impacted by this change.

Documentation Conventions Overview

The following explains the conventions used in the Oracle Retail Xstore Point-of-Service Manager's Guide.

Table 1–1 *Documentation Conventions in the User Guide*

When you see...	Then...
Select xxxxx	This refers to a menu button or list option displayed on the Oracle Retail Xstore Point-of-Service application screen. The bold text is the button or menu option text. Since all menu text is configurable, the text you see on your screen may be different from the text used in the procedure.
Press xxx	This refers to a key on the keyboard. The text is the name of the key.
Blue, underlined text	This indicates the tagged text is a link to another area of the user document. Click on the link to jump to related information. This feature is used when viewing the document online. For printed documents, a page number has also been provided.

Information Conventions

Note: This information is provided to improve your understanding, simplify a task, or point out special circumstances.

Important: This information is important for the user to be aware of. For example, information that can help prevent the loss of data.

Tip: This information is related to the task at hand, but not required to perform the task. For example, this information may include best practices or practical information that can help the user in the performance of the task.

Where to Look for Additional Help

A variety of guides provide you with complete information about the Oracle Retail Xstore Point-of-Service POS system.

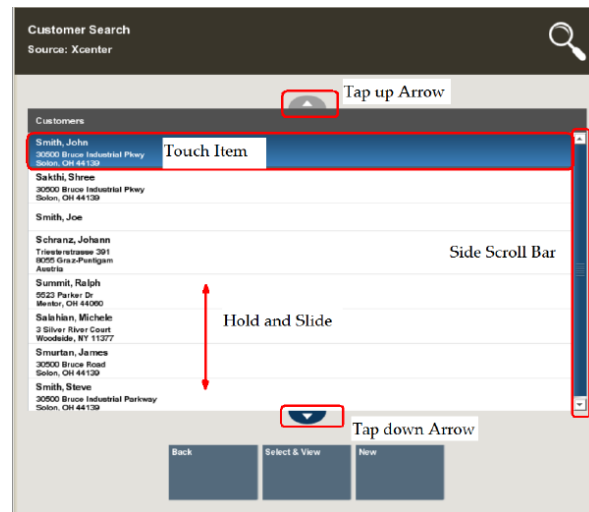
- The *Oracle Retail Xstore Point-of-Service User Guide* provides detailed information for entering sale, refund, and miscellaneous transactions, and is designed to provide training assistance for cashier-level employees. It also provides detailed basic navigation information such as touch-screen components.
- The *Oracle Retail Xstore Point-of-Service Reports Guide* contains a description of each report, step-by-step instructions on how to run each report, an explanation of the criteria selection options, and a report sample.
- The *Oracle Retail Xstore Point-of-Service Shipping, Receiving, & Inventory Guide* provides step-by-step instructions for shipping and receiving functions, as well as the procedures required for counting and managing inventory through Oracle Retail Xstore Point-of-Service.

Back Office Touch-Screen Navigation

Xstore uses multi-touch gesture navigation throughout to allow for full touch-screen transactions.

Important: Touch-screen navigation is configurable by your corporate office; all features may not be activated on your system.

The following figure illustrates list navigation options for touch-screen users. The up/down arrows and side-scroll bar will only display if there is a large list.

Figure 1–1 Touch-Screen Selection Navigation**Table 1–2 Touch-Screen Navigation**

Touch-Screen Component	Description
Touch item	Selects and enter the item. Depending on the screen, you may need to select OK to enter the item.
Hold and slide	Moves the list up or down without changing your selection.
Side scroll bar	Scrolls list up or down.
Tap up arrow	Moves the list up.
Tap down arrow	Moves the list down

Note: For more information regarding touch-screen and virtual keyboard navigation see the *Oracle Retail Xstore Point-of-Service User Guide*.

Active Keyboard Keys

Use the following guidelines to navigate through the Oracle Retail Xstore Point-of-Service system using a keyboard:

Table 1–3 Active Keyboard Keys

Key	Description
arrows	Use the up and down arrow keys to browse through list boxes.
Enter	Press Enter to select OK at any prompt that includes OK (Enter) as an option. Also, press Enter in active list boxes to select the highlighted option.
Esc	Press Esc to exit any prompt that has Back or Cancel as an option. You can also press Esc to exit the current menu and return to the previous menu. In either case, if changes were made that were not saved, you must verify that you want to exit without saving your changes.

Table 1–3 (Cont.) Active Keyboard Keys

Key	Description
Function keys	On each Oracle Retail Xstore Point-of-Service window, the F1 through F12 function keys correspond to the menu options. Press the function key that corresponds to the option to choose it. See Function Keys .
Home/End	Use these keys to jump to the top (Home) or bottom (End) of the current page of a report that you are viewing.
Plus (+)/Minus(-)	Use these two keys to increase (+) or decrease (-) the on-screen magnification level of a report that you are viewing.
Shift-Tab	Press Shift-Tab to move to the previous list box on an Oracle Retail Xstore Point-of-Service window. When the first list box is reached, press Shift-Tab to activate the last list box on the window.
Tab	Press Tab to move from the first list box to the next list box on the window. When the last list box is reached, press Tab to activate the first list box on the window.
Spacebar	Press the spacebar to select items in multiple-select lists.
Ctrl-Tab	Press Ctrl-Tab to access the Information, Task, Message, and Sales Goals tabs and move one tab forward on the Register Login screen and the Back Office Login screen.
Ctrl-Shift-Tab	Press Ctrl-Shift-Tab to access the Information, Task, Message, and Sales Goals tabs and move one tab backward on the Register Login screen and the Back Office screen.

Back Office Screen Conventions

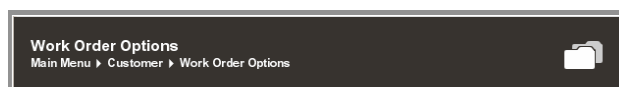
Most Manager tasks are performed using Xstore’s Back Office features. To review the screen convention for the register see the *Oracle Retail Xstore Point-of-Service User Guide*.

Note: The Register can be accessed from the Back Office by selecting the Register Menu Button.

Bread Crumbs

The bread crumbs keep track of your steps throughout the Back Office menus. When you first enter the Back Office menu, the bread crumb area contains Main Menu.

Tip: Touch-screen users, tap one of the bread crumbs in a Back Office menu header to return to the menu selected in the bread crumb.



Menu List Options

The Back Office functions are available from the Main Menu that is displayed when you log in to the Back Office. Some functions on the list may not be available to all employees. Individual access is based on menu configuration. Security may be different for each employee, employee group, or register group.

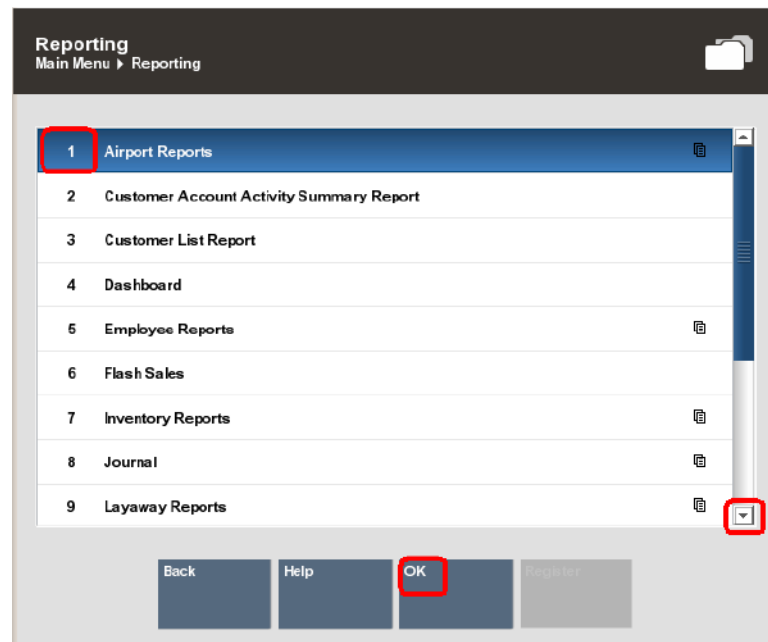
The Back Office menu has been restructured into seven options:

- Associate
- Till
- Customer
- Employee
- Hardware
- Inventory
- Reporting

There are several ways to select a menu item:

- Type the corresponding number from your keyboard or virtual keyboard.
- **TOUCH-SCREEN** Tap the menu option.
- If there is a long list of options, up and down arrow keys display. Touch-screen users press these arrows to navigate the list. Keyboard users press the keyboard arrows to move the menu list.

Figure 1–2 Back Office Reporting Menu

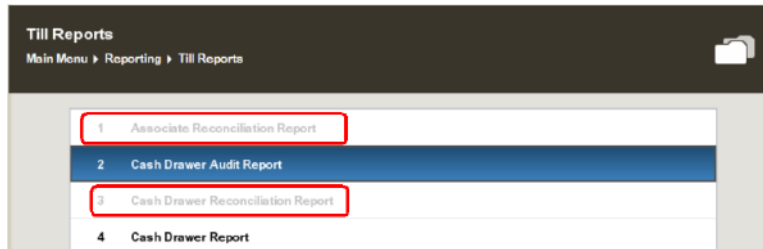


The number to the left of a menu option represents the keyboard number that executes this option. For example, pressing the number 3 on the keyboard launches the Customer List Report option as shown in [Figure 1–2](#) above.

 This symbol to the right of a menu option indicates that there are additional sub-menus for this option. If you select a menu option with submenus, Oracle Retail Xstore Point-of-Service displays additional functions that are available for that option.

If an option is grayed out, the option is not available to the current user. This is configurable by security level. Other menu options may not be available when the register or store is closed.

Figure 1–3 Option Grayed Out



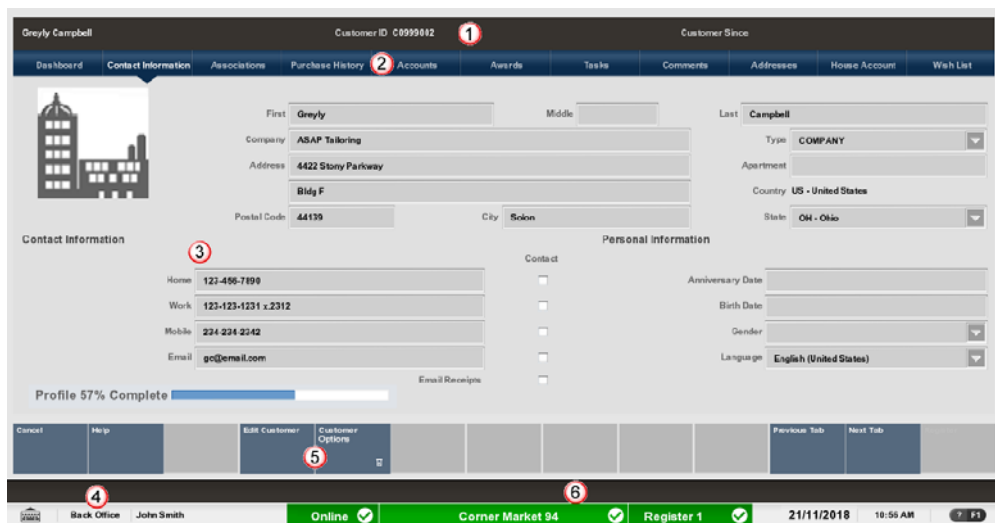
A menu option with a key icon indicates that a security ID is required.

Figure 1–4 Option with Key Icon



Screen Layout

Figure 1–5 Screen Layout Areas



For more information about these Back Office screen areas, refer to:

- [Static Information Area](#)
- [Tabs](#)
- [Information Areas](#)
- Screen Title (Changes per function)

- Menu Buttons (availability determined by function and the user's security). See [Menu Buttons](#)
- [Message Bar](#)

Tabs

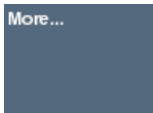
To open tab screens:

- Select the Previous tab or Next tab menu button.
- Touch-screen users, can tap the desired tab.

Menu Buttons

The menu button options can be found on the bottom of most menus and forms. If you are using a keyboard, you can press the associated function key. Menu buttons with the following icons denote additional functions:

Table 1–4 Icons

Icons	Description
	This icon indicates there are more sub-menu choices associated with this option. Selecting an option displaying this icon opens another menu with additional options.
	This icon indicates this function is not available to the user currently signed on to Oracle Retail Xstore Point-of-Service, without manager override. This function is based on security levels.
	The ellipsis (...) after the word "More" indicates that there are additional menu options available at this screen. Selecting the "More..." option displays another set of menu buttons.

Function Keys

Note: Touch-screen users do not use function keys. Instead, tap the menu option to select.

The Xstore menu buttons show the functions that are available for each Xstore window. Each menu button has a function key (**F1 - F12**) assigned to it. Because each Xstore menu is configurable, the button functions on your system may appear in a different order or have different text than shown throughout this manual.

Some of the functions on a menu may not be available to some employees. Availability of a function depends on menu security, and it may be different for each employee, employee group, or register group.

Note: Due to the flexibility of the system, menu options in this guide are not identified by a function key number **F2**, **F3**, and so on. Instead, the procedures and processes that follow use the name of the button.

Figure 1–6 Back Office Menu Buttons

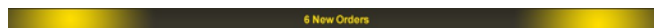
Note: Touch-screen users: When your virtual keyboard is visible, you can still access the menu buttons. Tap the desired button above the keyboard.



Message Bar

The message bar is located above the status bar and indicates if there are any new orders. The yellow portions fade in and out when messages are available.

Note: To view the message bar information here, you must have a touch-screen or a mouse. This additional information is view-only.

Figure 1–7 Message Bar

Select the message to view information.

- **Total New Orders** - The total number of new orders.

Figure 1–8 New Order Statistics

New Order Statistics	
Total New Orders	3
Items Awaiting Pick	5
Average Order Age	18 days 7 hrs
Oldest Order Age	32 days 7 hrs

- **Ship Orders** - The number of orders waiting to be shipped from this store.
- **Customer Pick Up Orders** - The number of orders for pick up in this store.
- **Items Awaiting Pick** - The number of items to set aside for the orders.
- **Average Order Age** - The average age of the orders awaiting fulfillment, in days and hours, or minutes.
- **Oldest Order Age** - The age of the oldest order awaiting fulfillment, in days and hours, or minutes.

- **Unfulfillable Orders** -The number of orders that cannot be filled. When an order is rejected and cannot be filled at another location, the status becomes unfulfillable.

Status Bar

The Status Bar is a screen component that displays several sections containing store-related information. It is located immediately below the message bar and is always visible from every Register screen and Back Office screen.

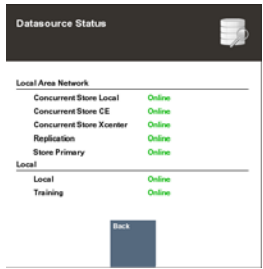
Urgency levels - Stoplight-like color indicators convey urgency:

- Red = High Urgency
- Yellow = Medium Urgency
- Green = Low Urgency (Informational conditions)

Figure 1–9 Status Bar Components



Table 1–5 Status Bar Components

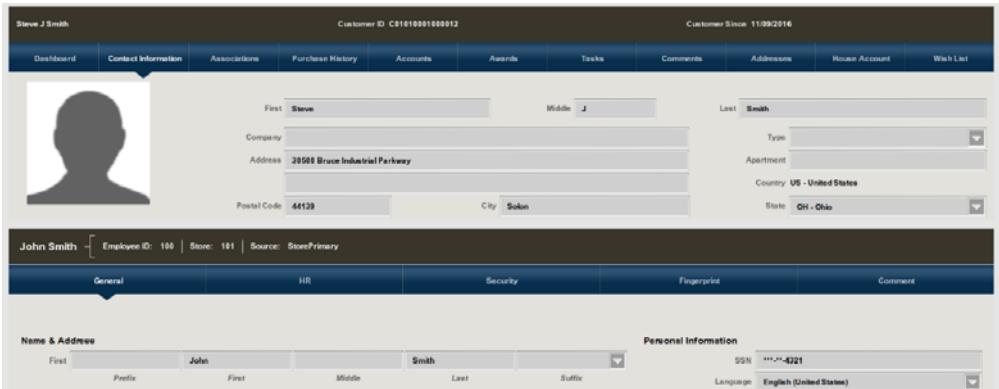
Component	Description
1. Keyboard icon	For touch screen monitors, this icon opens the keyboard.
2. Area Locator	Indicates where you are within the system (that is, Back Office).
3. Signed-In User Identifier	Identifies the user that is currently signed into Xstore.
4. Database Status Indicator	Green indicates the Datasources are online. Yellow indicates at least one WAN Datasource is offline. The system is using the local Datasource. Red indicates at least one LAN datasource is offline. Touch-screen users tap the indicator to view the Datasource Status.
	
5. Store Identifier	Identifies your store name and store number.
6. Register Identifier	Identifies the register number.
7. Date	Displays the current register date.
8. Time	Displays the current register time. Touch-screen users swipe the clock area to clock-in/clock-out.
9. F1	This icon is available from all screens. Clicking or touching this icon opens the Xstore's help feature. Note: The F1 key is a configurable key. It is not automatically assigned to the Help option. If the help option is enabled and available for the function, pressing the F1 key displays a context-sensitive HTML page.

Static Information Area

The Static Information Area of a record is located in a horizontal bar across the top of the record. The information displayed here is usually some basic identifying information about the current record such as a customer name, an employee ID, or other important information. When viewing a record, the information in the Static Information Area does not change, regardless of which tab is selected for the current record.

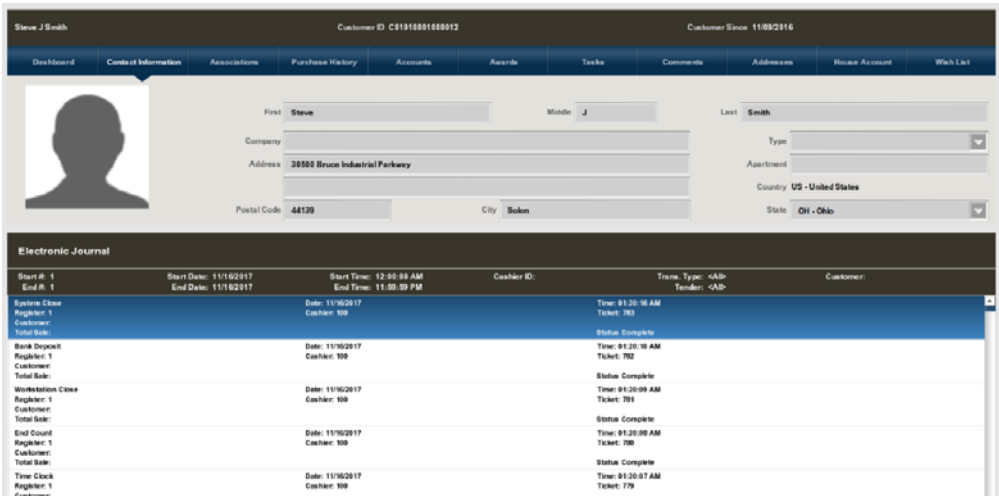
The information shown depends upon the kind of record being viewed. If the data originates from another system, the Static Information Area displays the data source where the current record is located. The source varies depending on your system’s configuration.

Figure 1–10 Static Information Area - Employee Maintenance Screen



When viewing a customer transaction in the Electronic Journal, the Static Information area displays information about a particular customer transaction.

Figure 1–11 Static Information Area - Electronic Journal



When viewing a customer record in the Customer Maintenance screen, the Static Information area displays the customer name, customer account number, enrollment date, and loyalty points (if applicable).

Figure 1–12 Static Information Area - Customer Maintenance

Information Areas

The Information Areas on the screen display information that varies depending on which tab is selected on a record. In that way, the Information Area of a screen is different from the Static Information area at the top of the screen. In the Static Information area, the same set of data displays, regardless of which tab is selected.

An information area is a way of grouping related bits of information that are pertinent to the specific tab currently being displayed.

Figure 1–13 Information Display Area - Contact Information Tab

There may be several different Information Areas on a screen, each one containing related information, and visually contained within a boxed area. For example, the customer record may show both Contact Information (such as address and phone information) and Personal information on the Contact Information tab.

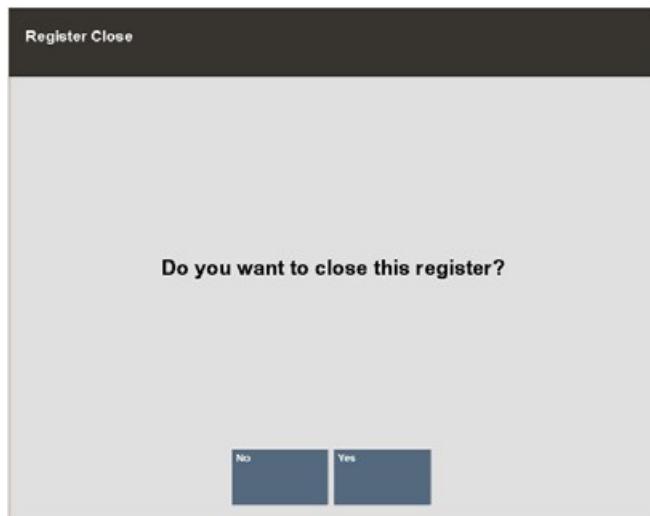
Data can usually be entered and edited in an Information Area when you are working in an Edit mode.

Prompts and Forms

During various system operations, you may be prompted to confirm that a process may continue, select from a list of options, acknowledge a system action, enter/select information, and so on. Oracle Retail Xstore Point-of-Service provides several different types of prompts and forms to help you complete a task.

Response Required Prompt During a Back Office process, you may be required to confirm an action. For example, in [Figure 1–14](#), below, press **Y** (Yes) to confirm that you want to close the register or press **N** (No) to remove the prompt and return to the transaction.

Figure 1–14 *Response Required Prompt*



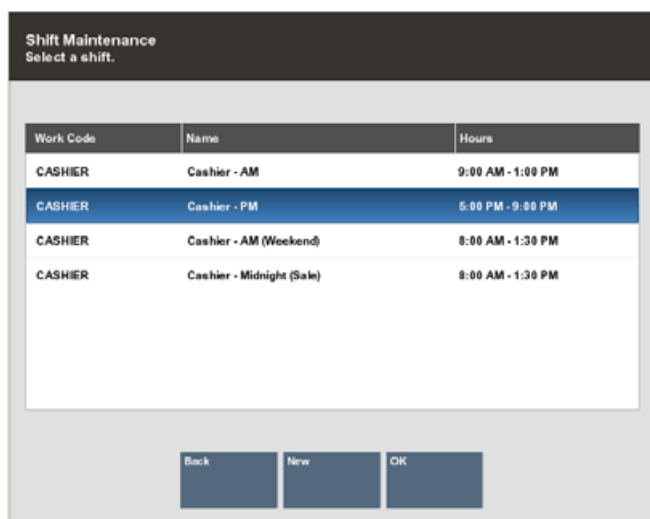
Register Close

Do you want to close this register?

No Yes

Selection Required Prompt During a Back Office process, you may be required to select from a list of options. For example, in [Figure 1–15](#) below, you would select a shift from the list. Keyboard users can use the up and down arrow keys to select from the list. To continue with the process, press **Enter** to choose OK. To exit without making a selection, press **Esc**.

Figure 1–15 *Selection Required Prompt*



Shift Maintenance
Select a shift.

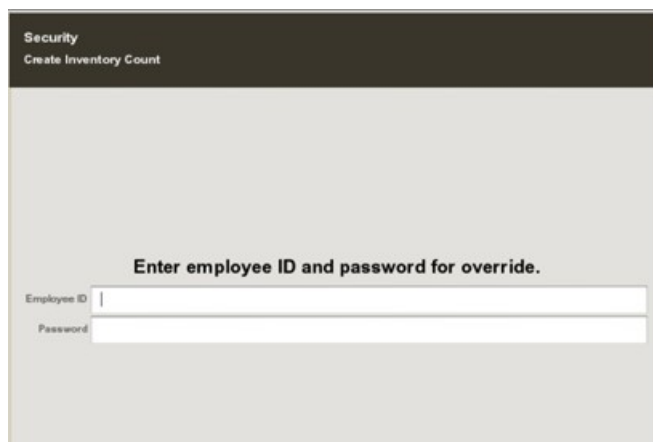
Work Code	Name	Hours
CASHIER	Cashier - AM	9:00 AM - 1:00 PM
CASHIER	Cashier - PM	5:00 PM - 9:00 PM
CASHIER	Cashier - AM (Weekend)	8:00 AM - 1:30 PM
CASHIER	Cashier - Midnight (Sale)	8:00 AM - 1:30 PM

Back New OK

Note: Touch-screen users tap to select an option and then tap OK. See [Back Office Touch-Screen Navigation](#).

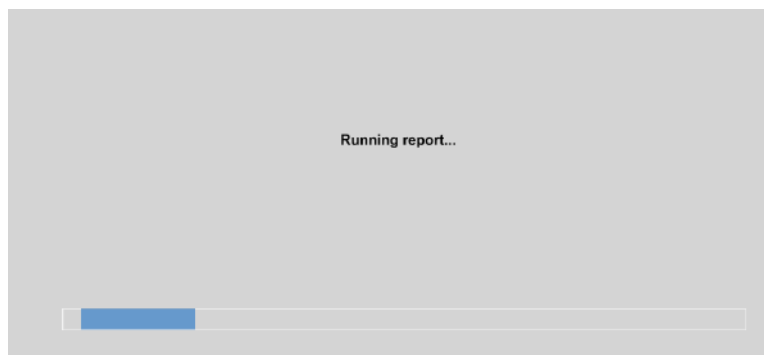
Required Prompt During a Back Office process, you may be required to enter a value before continuing. For example, in [Figure 1–16](#) below, you are prompted to enter your employee ID number and password to continue. To continue with the process, enter your employee ID number and password and select Process to continue. To return to the previous screen, press **Esc** or select **Back**.

Figure 1–16 *Entry Required Prompt*

The screenshot shows a web-based security prompt. At the top, a dark header bar contains the text "Security" and "Create Inventory Count". Below this, the main content area is light gray. In the center, the text "Enter employee ID and password for override." is displayed. Underneath, there are two input fields: "Employee ID" and "Password". The "Employee ID" field has a small cursor at the end of the line.

System Information Prompt Throughout Oracle Retail Xstore Point-of-Service, the system displays prompts and messages to indicate that it is processing a request or a transaction, or to provide additional information about a process or error. For example, the following system message displays when running a report.

Figure 1–17 *System Information Message - Running Report*

The screenshot shows a simple system message. The background is a solid light gray. In the center, the text "Running report..." is displayed. At the bottom of the screen, there is a horizontal progress bar. The bar is mostly white with a blue segment on the left side, indicating the progress of the report.

Search Forms In a search form, you enter parameters, or criteria, to initiate a database search. Oracle Retail Xstore Point-of-Service displays a search form automatically when you must retrieve specific information.

Some forms (but not all of them) require that you enter at least one letter or one number into a field, the minimum requirement to initiate a search.

Note: For example, the Employee Lookup form in the Back Office Employee Maintenance function may not require any criteria to be entered. If you select Process without entering criteria, all employee names are retrieved.

The more parameters you enter, the narrower the scope of the search becomes, and fewer records are listed. When one of the parameters is not matched, the system uses the remaining parameters to conduct a broader search. If the system cannot find any matches, Oracle Retail Xstore Point-of-Service displays a message indicating no match was found.

When applicable, the Change Country menu option provides the ability to search for customers from countries other than the country where the store is located. For example, if you change the country to Canada, the State form field lists Canadian provinces, and if Mexico is selected as the country, then the State form field lists Mexican states.

Because each Oracle Retail Xstore Point-of-Service search form is configurable, the search parameters on your system may appear in a different order or have different field names than the search forms shown in this guide.

Figure 1–18 Customer Search Form



An arrow on the right side of a field indicates the information for this field must be selected from a drop-down list of options rather than typed into a free-text field.

Data Entry Form A data entry form is used to capture information that is transferred to the database. For example, the figure below shows a Customer Maintenance form where you can enter various kinds of information about a customer. The same form may be used to display information (read-only) and to update, or edit, information. Usually, you must select an Edit option from the menu before the current information may be changed.

Figure 1–19 Data Entry Form in Edit Mode

The figure displays two screenshots of the Data Entry Form in Edit Mode. The top screenshot shows the form with a red triangle icon in the upper left corner of the First Name field, indicating that information must be entered. The bottom screenshot shows the form with a grayed-out field, indicating it is non-editable.

Form Fields and Values:

- Customer ID:** C81610001000012
- Customer Since:** 11/09/2016
- First Name:** Steve
- Middle:** J
- Last Name:** Smith
- Company:** [Empty]
- Address:** 38589 Bruce Industrial Parkway
- Postal Code:** 44139
- City:** Solon
- Type:** [Empty]
- Apartment:** [Empty]
- Country:** US - United States
- State:** OH - Ohio
- Contact Information:**
 - Home: 555-452-7896
 - Work: 448-555-8965 x.
 - Mobile: 216-555-8945
- Personal Information:**
 - Anniversary Date: 11/09/2016
 - Birth Date: 8/24/1984
 - Gender: Male

Table 1–6 Icons of the Data Entry Form

Icons	Description
	An arrow on the right side of a field indicates the information for this field must be selected from a drop-down list of options rather than typed into a free-text field.
	A red triangle in the upper left corner of a field indicates that information must be entered.
	A grayed out field indicates the field is non-editable. In some cases, select the Edit menu option to modify the field.

Enter the information into the form as required and select Save Changes to continue, or press Esc to return to the previous screen without saving the data. If you select Save Changes before completing all the required fields, Oracle Retail Xstore Point-of-Service displays a message explaining the error.

Customer Maintenance

Customer Maintenance includes activities related to entering a new customer into the customer database, updating customer information, and viewing or printing customer information. Customer Maintenance is typically initiated when an employee performs a register transaction and discovers that the customer's name is not in the database and must be entered for the first time. Customer maintenance is also required when customer information is found to be incorrect and must be changed, or when it is incomplete and additional data must be entered.

The Customer Maintenance screens are essentially the same whether accessed through the Back Office or through the register. Refer to the *Oracle Retail Xstore Point-of-Service User Guide* for detailed instructions on modifying customer records.

Note: The Customer Maintenance activities that may be accessed are controlled by each user's security level. An associate must have the proper security privileges to perform any customer maintenance.

Accessing the Back Office

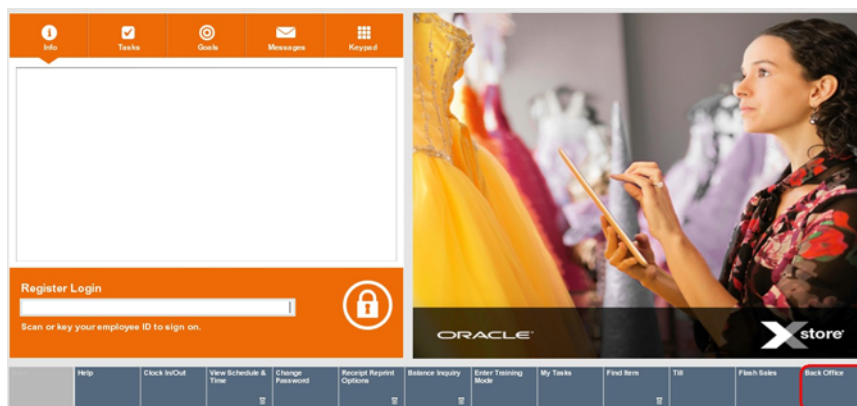
Note: Because each Oracle Retail Xstore Point-of-Service menu is configurable, the button functions and the menu options on your system may appear in a different order or have different text than the examples shown in this guide.

Associates with the correct security privileges may access Customer Maintenance from the Back Office Main Menu.

In addition to all the customer maintenance functions available from the register, the Back Office Customer Maintenance Menu also offers a Customer List Report. Refer to the *Oracle Retail Xstore Point-of-Service Reports Guide* for more information.

1. Select the **Back Office** menu button from the Register Login screen.

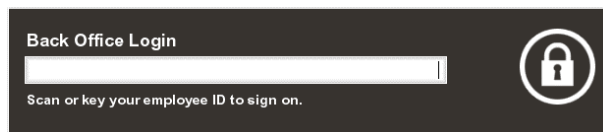
Figure 2–1 Back Office Menu Button



Note: Access to the back office functions is controlled by security levels. You must have the correct security privileges to access the Back Office.

2. When prompted, scan or enter your employee ID and press **Enter**.

Figure 2–2 Employee ID Prompt



3. Enter your password and press **Enter**.

Figure 2–3 Password Prompt

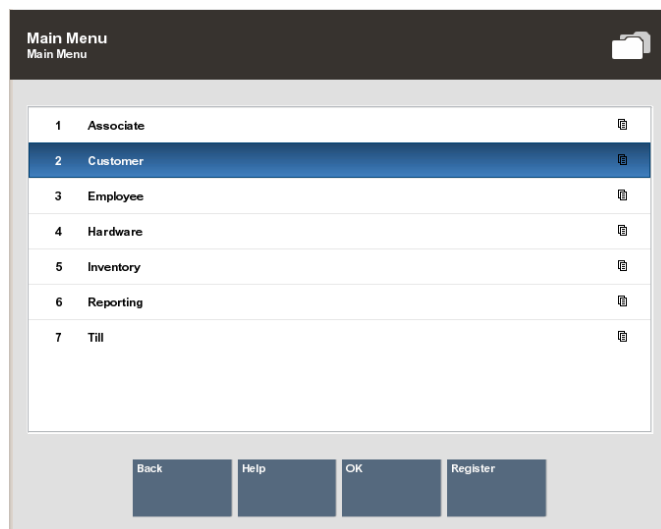


Note: If your system is set up to use a Biometric Fingerprint device, an Employee ID Login prompt displays. Use the device to scan your fingerprint rather than entering your user ID and password. Scanned and keyed entry is also supported at this prompt.

Accessing Customer Maintenance and Accounts

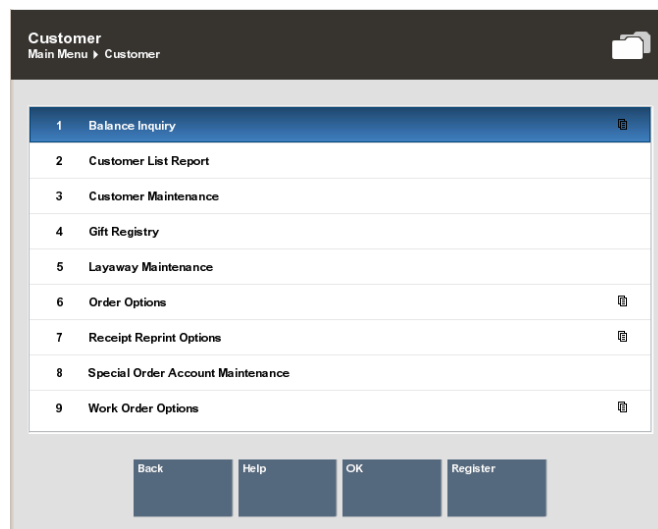
1. From the Back Office Main Menu, select the **Customer** option and press **Enter**.

Figure 2–4 Back Office Main Menu



2. Several sub-menu options appear:

Figure 2–5 Customer Options



- **Balance Inquiry** - Select this option to track the activities that are related to various customer-related transactions. Refer to [Balance Inquiry](#) for more information.
- **Customer List Report** - Select this option to run the Customer List Report. Refer to the *Oracle Retail Xstore Point-of-Service Reports Guide* for more information about this report.
- **Customer Maintenance** - Select this option to maintain customer data as explained in this chapter.

- **Gift Registry** - Select this option to maintain gift registry accounts. Refer to [Gift Registry](#) for more information.
- **Layaway Maintenance** - Select this option to maintain customer layaway accounts. Refer to [Layaway Maintenance](#) for more information.
- **Order Options** - Select this option to maintain Oracle Retail Order Broker Cloud Service (formerly Locate) order accounts. Refer to [Order Broker Maintenance](#) for more information.
- **Receipt Reprint Options**
- **Special Order Account Maintenance** - Select this option to maintain special order accounts. Refer to [Special Order Maintenance](#).
- **Work Order Options** - Select this option to maintain customer work order accounts. Refer to [Work Order Maintenance](#) for more information.

Customer Maintenance

1. From the Customer menu, select **Customer Maintenance**.
2. Enter your search criteria and then select **Process**.

Figure 2–6 Customer Search Form

Tip: Enter as much information as possible in the Customer Search form to limit the number of customer records that are returned. You may enter partial names in the Last and First name fields.

The maximum number of returned records is configurable. If your search results exceed that number, you may see a message indicating there are too many results.

If the name you want is not listed, select the Back option to return to the Customer Lookup form. Enter the customer's full name or make additional entries in the other searchable fields. Select Process to search again.

When applicable, the Change Country menu option provides the ability to search for customers from countries other than the country where the store is located. For example, if you change the country to Canada, the State form field will list Canadian provinces, and if Mexico is selected as the country, then the State form field will list Mexican states.

If more than one customer record matches your search criteria, the system displays a list of customers.

Figure 2–7 Customer Search Results

Customers	
Smith, John	30500 Bruce Industrial Pkwy Solon, OH 44139
Smith, Joe	
Smith, Steve	30500 Bruce Industrial Parkway Solon, OH 44139

Back Select & View New

Note: The Source field underneath the header Customer Search indicates the data source from which this information was retrieved.

Customer Search
Source: StorePrimary

Depending upon your system's configuration, the system may automatically display the Customer Maintenance screen when only one name matches the search criteria, rather than showing a list with only one customer name.

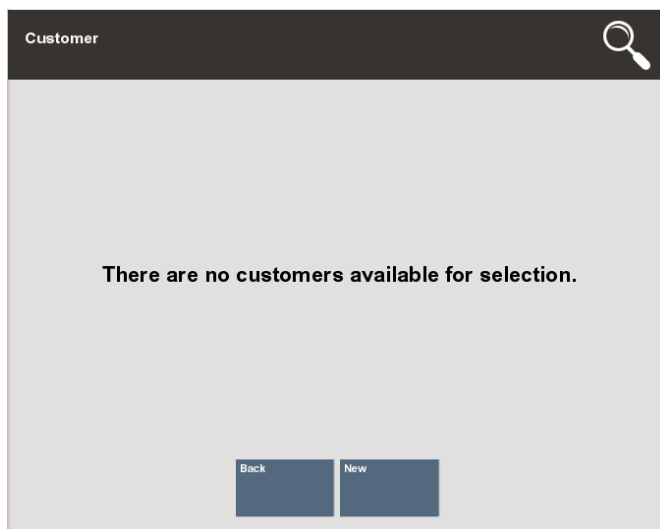
3. Choose one of these options:

- **Back** – Returns to the Customer Lookup form where you can begin a new search.
- **Select & View** – Opens the selected customer record for viewing, editing, or printing.
- **New** – Opens the Customer Maintenance screens with blank fields for adding information

Adding a New Customer Record

If you search for a customer name and it is not found in the customer database, you can create a new record for the customer. The system displays a message as shown in the [Figure 2–8](#) below if there is no current record.

Figure 2–8 Customer Not Found Message Screen



1. Select New to display the Customer Maintenance Screen in edit mode. The form consists of tabs, each containing a different type of information about the customer.

Note: The information you entered in the Customer Search form automatically populates the appropriate fields on the customer maintenance screen.

2. Enter customer contact information. Your system may be configured to capture and display the following information on the Contact Information tab. Any of the fields may be designated as a required entry (per your store policy).

Figure 2–9 Customer Maintenance Screen

- Any field that required an entry is marked with a red triangle  in the upper left corner of the field.
- Any field that has a selectable list of options displays a down arrow  on the right side of the field.

Tip: When you enter a valid postal code for the customer, the system automatically enters the city and state information.

Table 2–1 Contact Information Fields

Field Name	Description
First name, middle initial, last name	The system automatically creates an initial cap for the first letter you type here if you don't press the Shift key when entering the customer's name.
Company	If you enter a company name here, the Organization Type field becomes active.
Type	Associated with Company entries; for example, Club, Company, School, and so on. This field is only active after a Company name is entered
Address	Two address lines are provided. This is the customer's primary address.
Apartment #	Optional field.
Postal Code	The system automatically supplies the city and state if it recognizes the Zip/Postal code that you enter.
City	Automatically populated if the system recognizes the Zip/Postal code that you entered first.
State/Province	If you begin typing, the system auto-fills the field with states/provinces defined for your store.
Country	Defaults to the country in which the store is located, but can be changed using the Change Country option.
Phone Numbers	As you enter data in these fields, the associated contact permission check marks become active. Check mark whether or not it is okay to contact the customer by selecting the corresponding yes box.
Email address	Format this email address correctly so it can be used to contact the customer. If the customer would like to receive receipt copies via email, this must be a valid email address and the Email flag (Email?) must be set to "Yes".
Anniversary Date	This information can be used to display a message such as "Happy Anniversary" before or after the anniversary.
Birth Date	This information can be used to display a message such as "Happy Birthday John" before or after the customer's birthday.
Gender	The gender will determine the avatar picture in the contact information tab.
Language	The language code for the customer's preferred language.
Email Receipts	"Yes" indicates the customer would like to have email receipts automatically selected when purchasing items.

3. Select the Associations tab to make additional entries for personal information such as tax exemptions. See [Associations Tab](#).

4. Select the Addresses tab to add and manage multiple addresses for the customer. See [Addresses Tab](#).

Note: The non-editable tabs are Dashboard, Purchase History, Customer Account, and Wish List. Depending on your store policy, you may be able to create and maintain House Accounts. See the *Oracle Retail Xstore Point-of-Service User Guide* Customer Maintenance chapter to create and modify House Accounts.

The Customer Account tab contains options to Print Balance Receipt and Print Account History, see the *Oracle Retail Xstore Point-of-Service User Guide* Customer Maintenance chapter.

5. To create a comment for the new customer, see [Adding a Comment to a Customer Record](#).
6. After completing all of the data entry for the new customer, select the Save Changes option to store the new customer record in the database.
7. Select **Cancel** to return to the Customer Search list.

Associations Tab

Select the Associations tab to select a membership if applicable.

Figure 2–10 New Customer Association Tab

Table 2–2 Association Tab Fields

Field Name	Description
Group Membership	Select a membership if applicable. Your store may have badges such as silver  assigned to various group memberships. The badge appears on the header of the Customer Maintenance Screen as well as the Customer Loyalty Banner on various sales screens. A customer may be associated with one or more groups. If groups are not defined, no customer groups are listed in this section.

Table 2–2 (Cont.) Association Tab Fields

Field Name	Description
Customer Attributes NON-EDITABLE	Attribute categories are defined by the home office and provide additional information about the customer.
Customer Segments NON-EDITABLE	Segments are groupings that share common criteria. This information is provided by Oracle Retail Customer Engagement Cloud Services (formerly MICROS Retail Relate CRM). Identifying a customer with a segment may be helpful in customer analysis and in sales promotions.
Tax Exempt Information	If a customer has a tax exemption, that information is displayed in this section. A customer may have one or more exemptions, and they may be updated as required. To add tax exempt information see the <i>Oracle Retail Xstore Point-of-Service User Guide</i> .

Addresses Tab

Select the Addresses tab to add and manage multiple addresses for the customer. The Contact Information address will automatically be set as the primary. To change this see the *Oracle Retail Xstore Point-of-Service User Guide* Customer Maintenance chapter.

Figure 2–11 New Customer Address Tab

Adding a Comment to a Customer Record

To add a comment to your new customer:

1. Select the Comments tab to view or add comments for this customer.
2. Select the **Add Comment** menu button.

Note: If the **Add Comment** button is not available, you may be entering a new customer. Save Changes first and then add the comment.

3. Type a comment.

Figure 2–12 Add Comment Form

Add Comment
Enter a comment for the current customer.

Updated the home phone number.

Back OK

4. Select **OK**. The comment displays on the Comments tab.

Figure 2–13 Comments Tab

James Forst Customer ID C9999991 Customer Since

Dashboard Contact Information Associations Purchase History Accounts Tasks **Comments** Addresses House Account Wish List

Created On August 7, 2018 11:32:38 AM Created By 100
Updated the home phone number.

Undo Changes Help Save Changes Previous Tab Next Tab

Viewing a Customer Record

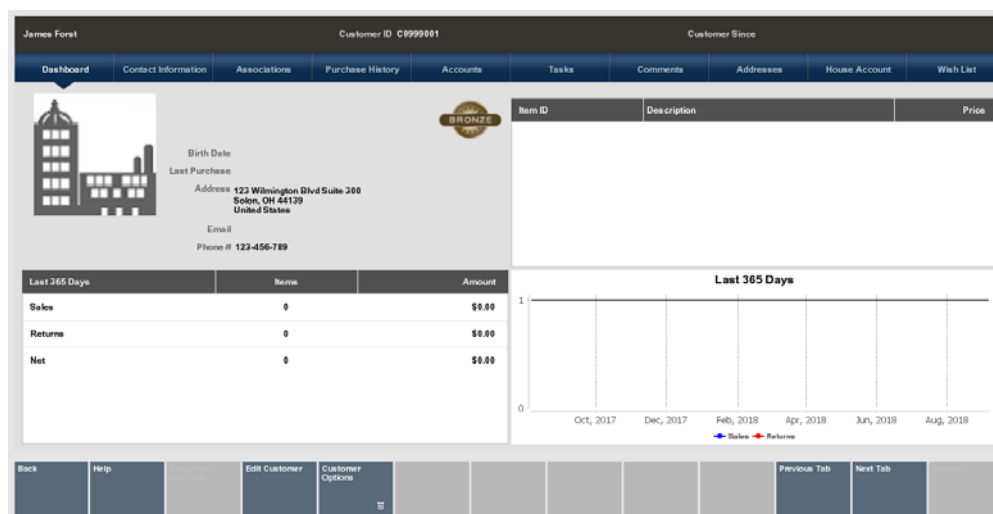
A customer record always opens in a read-only mode and cannot be edited unless you change to the editing mode. If you only need to see information or confirm that it is correct, just navigate between the tabs on the customer record.

1. At the Customer Search form, select a customer name and select the Select & View option (see [Accessing Customer Maintenance and Accounts](#)).

Note: The system may display the customer record automatically if only one record matches the search criteria you entered at the Customer Search form. The source for the customer record is also noted near the top of the results list.

The customer record opens in a read-only mode.

Figure 2–14 Customer Record in Read-Only Mode



Note: The photo area is always present. When a customer's image is not present, an avatar takes its place.

2. Choose one of these options:
 - **Back** – Returns to the Customer Search form.
 - **Edit Customer** - Allows you to change information in the customer record.
 - **Customer Options** – Displays a list of customer options. Options include:
 - Add a new customer record to the customer database
 - Print the customer record
 - Enroll the customer in the loyalty program
 - Maintain the customer's tax exemption information
 - Create a House Account for the customer

Note: Refer to the *Oracle Retail Xstore Point-of-Service User Guide*, Customer Maintenance chapter - Additional Customer Options for customer options instructions.

3. Navigate between the tabbed sections on the customer record by selecting the **Previous Tab** and **Next Tab** menu options. This section provides an overview of the information available on each tab.
 - **Dashboard Tab:** This tab shows the customer's loyalty information, and purchase information over the last 365 days.
 - **Contact Information Tab:** This tab shows the customer name, address, phone and email information, contact preferences, and profile completeness progress bar. Your store may be configured to display anniversary, birthday, and loyalty expiration messages.
 - **Associations:** Displays information about the customer group, customer attributes, segment, tax exempt record.
 - **Purchase History Tab:** Displays sales history information about the customer.
 - **Customer Account Tab:** Displays information about the customer's accounts, including loyalty, and other transaction-related accounts
 - **Tasks Tab:** Displays customer related tasks and appointments (see also [Reviewing Task Management Information](#)). You can add and edit tasks from this tab but updates to the status must be made from the My Tasks screen. See the *Xstore Point-Of-Service User Guide* for instructions on how to update status.
 - **Comments Tab:** Displays comments that have been entered about the customer.
 - **Addresses Tab:** Displays the customer's primary address and any other addresses on file.
 - **House Account Tab:** Displays information about the House Account associated with this customer. This tab is only active if the customer has a house account.
 - **Wish List Tab:** If your system is set up to use Oracle Retail Customer Engagement Cloud Services, this tab displays the customer's wish list items. Otherwise, this tab is not active.

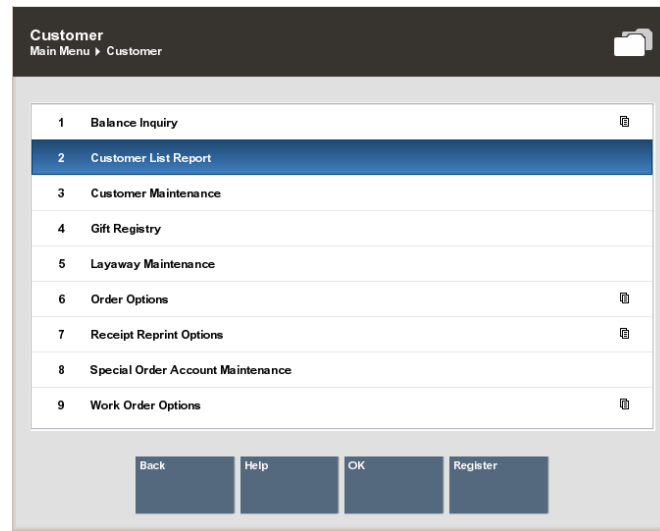
Note: Refer to the *Oracle Retail Xstore Point-of-Service User Guide*, Customer Maintenance chapter for information about each tab section and how to modify a customer. The instructions are the same.

Customer List Report

The Customer List Report is available from the Back Office Menu. It is accessed from the Customer menu as well as from the Reports Menu. The report can be viewed on the screen or printed.

The Customer List Report shows customers who fall within specified data ranges (for example, spends over \$500.00 per year) or who follow a particular pattern of shopping (for example, most purchases are from the children's department).

Figure 2-15 Customer Menu



The selection criteria allow you to include customers in the report based upon customer location, type of merchandise purchased, amount of merchandise purchased or returned, and certain demographic information.

The Customer List Report can be produced at either a summary level or a detail level.

Note: Refer to the *Oracle Retail Xstore Point-of-Service Reports Guide* for more detailed information about this report.

Figure 2-16 Customer List Report

ORACLE®

Customer List

Store: 401 - Store, 401

Date Range: Current Week (10/22/2017 - 10/28/2017)

Purchase Range: All

Returned Range: All

Show Merch Level: Yes

Merchandise Level: Department

Assigned Associate: All

City: All

State: All

Post Code: All

Sort Order: Customer Last Name

Name: Campbell, Greily

ID	Home	Work	Email	Birthdate	Mail Flag
C0999002	123-456-7890	123-123-1231 x.2312	gc@gmail.com		No

Address

Primary

Type

Address

Yes4422 Stony Parkway Bldg F, Solon OH 44139 US

Purchase History

Last Activity Date

Sale Amount

Number of Sales

Return Amount

Number of Returns

10/25/2017\$538.994\$0.000

Merchandise

Department

Description

Count

Amount

25003Jewelry1\$315.00

25099GENERAL CLOTHES3\$218.99

NP3\$5.00

Total7\$538.99

Name: Clark, Vanessa

ID	Home	Work	Email	Birthdate	Mail Flag
401001000002	216-333-3333 x.333		clark@gmail.com	1/2/70	Yes

Gift Registry

The Gift Registry feature is a tool to assist the customer in purchasing gifts for someone registered. Items in a sale transaction can be associated to a registry; additionally, gift registries can be set up and maintained in the system from the Back Office. Gift Registry is available if you are using Oracle Retail Customer Engagement Cloud Services.

You can sell, return and cancel gift registry items in the Register mode of Xstore Point-of-Service. To sell an item off of a gift registry, you must first assign the gift registry to the sale or order. Gift registry sales can be added to special orders as well as Oracle Retail Order Broker Cloud Service orders.

If an item on the registry is returned with the original receipt, the gift registry is automatically updated.

Refer to the *Xstore Point-of-Service User Guide* for more information about the point of sale functions.

To conduct the following, you must log in to the Back Office:

- [Accessing the Gift Registry](#)
- [Modifying a Gift Registry](#)
- [Print Registry](#)

Accessing the Gift Registry

1. From the Back Office Main Menu, select **Customer** and then press **Enter**.
2. Select Gift Registry and then press **Enter**.

Figure 3–1 Gift Registry

The screenshot shows a software interface titled "Customer" with a breadcrumb "Main Menu > Customer". A list of menu items is displayed in a table-like structure. Item 4, "Gift Registry", is highlighted with a blue background. At the bottom of the window are four buttons: "Back", "Help", "OK", and "Register".

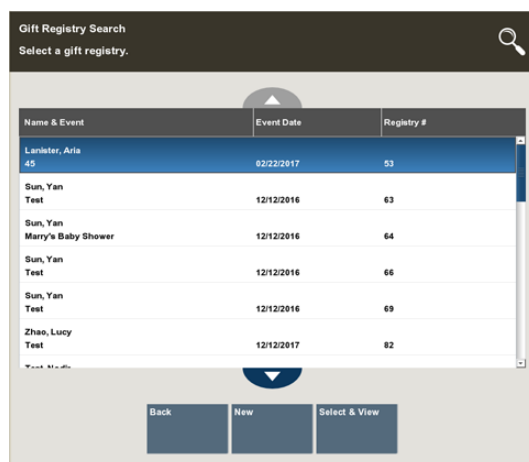
1	Balance Inquiry	
2	Customer List Report	
3	Customer Maintenance	
4	Gift Registry	
5	Layaway Maintenance	
6	Order Options	
7	Receipt Reprint Options	
8	Special Order Account Maintenance	
9	Work Order Options	

3. You have the following options at the Gift Registry Search prompt:

Figure 3–2 Gift Registry Search Prompt

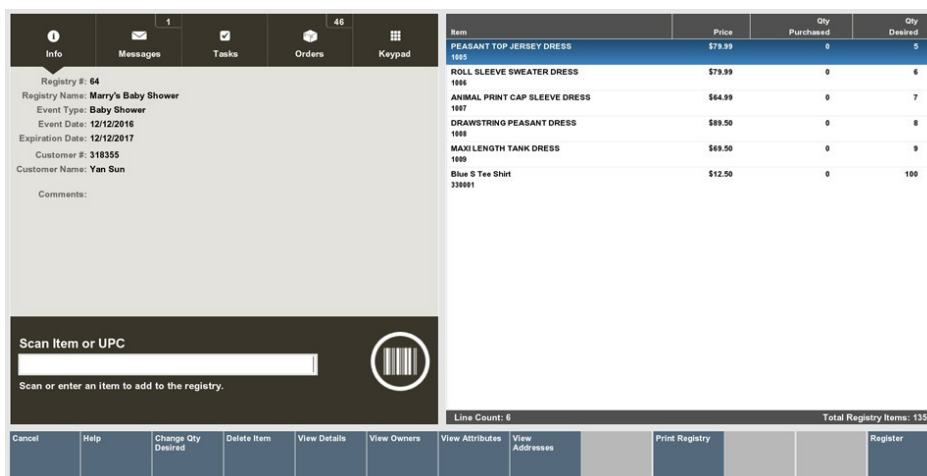
The screenshot shows a "Gift Registry Search" window with the instruction "Enter search criteria." Below this are five input fields: "Registry #", "Registry Name", "Owner Last Name", "Owner First Name", and "Event Type" (which is a dropdown menu). At the bottom are four buttons: "Back", "Help", "New", and "Process".

- To create a new registry, select **New**. Skip to [Creating a New Registry](#).
 - To search for a gift registry, enter one or more search criteria and then select **Process**. You can search by: Registry #, Registry Name, Owner First Name, Owner Last Name, Event Type, or scan a registry id with the handheld scanner. Continue with step 4.
4. If Xstore retrieves more than one registry, select the registry you wish to view.

Figure 3–3 Multiple Search Results

Note: To create a new registry, select **New**. See [Creating a New Registry](#).

5. Choose **Select & View** to view the Gift Registry options.

Figure 3–4 Gift Registry Options

You have the following options at this screen:

- Select **Change Qty Desired** to update the desired item quantity. See [Changing the Quantity](#).
- Select **Delete Item** to remove the item from the gift registry. See [Deleting an Item](#).
- Select **View Details** to review and edit the gift registry information. See [Viewing and Modifying Details](#).
- Select **View Owners** to view and edit registry owner information. See [Viewing and Modifying Owners](#).

- Select **View Attributes** to see additional attribute information such as wedding date, baby's gender, and so on. See [Viewing and Modifying Attributes](#).
- Select **View Addresses** to view any addresses associated with the registry. Addresses include before event, after event, and vendor's address. See [Viewing and Modifying Addresses](#).

Creating a New Registry

1. To create a new registry, select **New** from the Gift Registry Search prompt or the search results list. The Customer Search form displays.
2. Enter the search criteria for the person for which you wish to create a gift registry. Select **Process**.

Figure 3–5 Customer Search Form

Customer Search
Enter search criteria.

Phone #

Last Name

First Name

City

State US - United States

Postal Code

Loyalty #

Customer #

3. Select the customer from the retrieved list. If the customer is not listed, create a new customer record by selecting **New**. See the *Xstore POS User Guide* for instructions on Adding a New Customer. Once you've added a new customer, the Registry Details screen displays.
4. Complete the required fields and select **Process**:

Figure 3–6 Registry Details

Registry Details
Enter the gift registry information.

Customer #: 318355
Customer Name: Yan Sun

Registry Name: Marry's Baby Shower

Event Type: Baby Shower

Event Date: 12/12/2016

Expiration Date: 12/12/2017

Comments: Party Hosted by best friend, Holly

Back Help Process

Table 3–1 Gift Registry Fields

Field	Description
Registry Name	Describe the event.
Event Type	Select an event from the drop-down list.
Event Date	Event date must be equal to or earlier than the expiration date.
Expiration Date	Expiration date must be later than the current business date.
Comments	Optional field.

- The gift registry screen displays. The Registry information can be viewed and modified using the **View Details** menu option.

Figure 3–7 New Registry Setup

Registry # 64
Registry Name: Marry's Baby Shower
Event Type: Baby Shower
Event Date: 12/12/2016
Expiration Date: 12/12/2017
Customer #: 318355
Customer Name: Yan Sun

Comments:

Scan Item or UPC

Scan or enter an item to add to the registry.

Item	Price	Qty Purchased	Qty Desired
PEASANT TOP-JERSEY DRESS 1995	\$79.99	0	5
ROLL SLEEVE SWEATER DRESS 1996	\$79.99	0	6
ANIMAL PRINT CAP SLEEVE DRESS 1997	\$64.99	0	7
DRAWSTRING PEASANT DRESS 1998	\$89.50	0	8
MAXI LENGTH TANK DRESS 1999	\$69.50	0	9
Blue S Tee Shirt 338891	\$12.50	0	100

Line Count: 6 Total Registry Items: 135

Cancel Help Change Qty Desired Delete Item View Details View Owners View Attributes View Addresses Print Registry Register

- To add or modify registry information see [Modifying a Gift Registry](#).

Modifying a Gift Registry

1. With a gift registry displayed (Figure 3–4 and Figure 3–7), add or modify the registry information as needed.
 - to add an item, refer to [Adding Items](#)
 - to change the quantity, refer to [Changing the Quantity](#)
 - to delete an item, refer to [Deleting an Item](#)
 - to view/modify details, refer to [Viewing and Modifying Details](#)
 - to view/modify owners, refer to [Viewing and Modifying Owners](#)
 - to view/modify attributes, refer to [Viewing and Modifying Attributes](#)
 - to view/modify addresses, refer to [Viewing and Modifying Addresses](#)

Adding Items

1. From the Gift Registry screen, scan or enter the UPC to add items to the gift registry.
2. If prompted, enter the quantity in the **Enter Quantity** field and press **Enter**.

Figure 3–8 Enter Quantity

Enter Quantity

Enter the item quantity.
330001
Blue S Tee Shirt

3. As you add items to the gift registry, the line count and number of items on the registry are updated accordingly.

Figure 3–9 View Port - Line Count and Item Quantity

Item	Price	Qty Purchased	Qty Desired
PEASANT TOP JERSEY DRESS 1065	\$79.99	0	5
ROLL SLEEVE SWEATER DRESS 1066	\$79.99	0	6
ANIMAL PRINT CAP SLEEVE DRESS 1067	\$64.99	0	7
DRAWSTRING PEASANT DRESS 1068	\$89.50	0	8
MAXI LENGTH TANK DRESS 1069	\$69.50	0	9
Blue S Tee Shirt 330001	\$12.50	0	100

Line Count: 6

Total Registry Items: 135

View Attributes

View Addresses

Print Registry

Register

Changing the Quantity

1. From the Gift Registry screen, select the **Change Qty Desired** button menu option.
2. Select the item you wish to modify and press **Enter**.
3. Enter the Quantity and press **Enter**. The change displays in the View Port.

Deleting an Item

1. From the Gift Registry screen, select the **Delete Item** menu button.
2. Select the item you wish to delete and press **Enter**. The item no longer appears in the view port.

Viewing and Modifying Details

The View Details option displays the information that was initially entered when setting up the registry.

1. From the Gift Registry screen, select the **View Details** menu option.
2. Modify the information as needed and select **Process**.

Figure 3–10 *View and Modify Registry Details*

The screenshot shows a web form titled "Registry Details" with the instruction "Enter the gift registry information." The form contains the following fields and values:

- Customer #: 318355
- Customer Name: Yan Sun
- Registry Name: Marry's Baby Shower
- Event Type: Baby Shower (dropdown menu)
- Event Date: 12/12/2016
- Expiration Date: 12/12/2017
- Comments: Party Hosted by best friend, Holly

At the bottom of the form are three buttons: Back, Help, and Process.

Figure 3–12 *Gift Registry Owner Information*

The screenshot shows a web form titled "Gift Registry Owner Information" with the instruction "Enter the gift registry owner information." The form contains the following fields and controls:

- Owner:** Displayed as "Yan Sun".
- Nickname:** A text input field containing "Yan Sun".
- Address:** A multi-line text input area.
- Postal Code:** A text input field.
- State:** A dropdown menu currently showing "US - United States".
- City:** A text input field.
- Apartment:** A text input field.
- Email:** A text input field containing "yanling.sun@oracle.com".
- Phone #:** A text input field.
- Buttons:** Four buttons at the bottom: "Back", "Help", "Change Country", and "Process".

Important: The address information will be saved in the Customer Maintenance Screen Addresses Tab with the address type of Gift Registry. Any modifications you make to the address will not change the primary customer address information.

5. Repeat steps until all owners are listed.
6. To modify the primary owner, see [To Modify the Primary Owner](#).

To Edit Registry Owner Information

1. From the Registry Owners list, select the owner you wish to edit. (See [Figure 3–11](#)).
2. Select **Edit**.
3. At the Gift Registry Owner Information window, make your edits as needed.

Figure 3–13 *Gift Registry Owner Information - Edit Mode*

This screenshot is identical to the one in Figure 3–12, showing the "Gift Registry Owner Information" form. The form is in "Edit Mode" and contains the same fields and controls as described in the previous figure.

4. Select **Save Changes**.

To Delete an Owner

1. From the Registry Owners list, select the owner you wish to remove.

Important: You cannot delete a primary owner. Press **Esc** to close the prompt: the primary registry owner cannot be deleted.

Designate a different primary owner prior to deletion. See [To Modify the Primary Owner](#).

2. Select **Delete**.
3. When prompted, press **Y** to confirm the deletion.
4. The Registry owner screen displays without the deleted owner. Select **Back** to return to the gift registry. To modify the primary owner, see [To Modify the Primary Owner](#).

Viewing and Modifying Attributes

The message window of the Gift Registry screen displays only three attributes. To see additional attributes, or to modify an attribute, select **View Attributes**.

Figure 3–14 Gift Registry Screen - Attributes Area Display

Item	Price	Qty Purchased	Qty Desired
PEASANT TOP JERSEY DRESS 1005	\$79.99	0	5
ROLL SLEEVE SWEATER DRESS 1006	\$79.99	0	6
DRAWSTRING PEASANT DRESS 1008	\$89.50	0	8
MAXI LENGTH TANK DRESS 1009	\$69.50	0	9
Blue S Tee Shirt 330991	\$12.50	0	90

To Create a New Attribute

1. From the Gift Registry screen, select the **View Attributes** menu button.
2. From the Registry Attributes list, select **New**.

Figure 3–15 Registry Attributes List

Registry Attributes
The following attributes are associated with this registry.

Name	Value
FAVORITE_COLORS	RED

Back New Edit Delete

3. Select the attribute you wish to add and then select **OK**.

Figure 3–16 Select Attribute List

Select Attribute
Select the gift registry attribute.

GMG

BPG

FAVORITE_COLORS

BMG

Back OK

4. When prompted, enter the Attribute value and press **Enter**. The new attribute will be associated with this gift registry.

Figure 3–17 Select Attribute Value

Attribute Values
Select the values for FAVORITE_COLORS.

RED
ORANGE
YELLOW
GREEN
BLUE
INDIGO
VIOLET

Back OK

5. Select **Back** to return to the Gift Registry screen.

To Edit an Attribute

1. From the Gift Registry screen, select the **View Attributes** menu button.
2. From the Registry Attributes list ([Figure 3–15](#)), select the attribute you wish to edit.
3. Select **Edit**.
4. Depending on the type of attribute, you may need to add a value to the attribute value focus bar or select from a list of values then press **Enter**. The attribute value is updated accordingly.

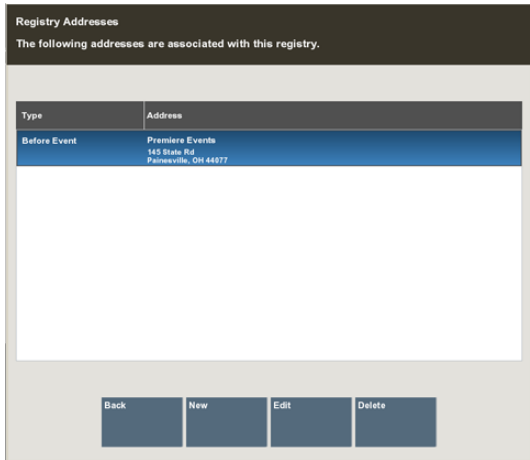
To Delete an Attribute

1. From the Gift Registry screen, select the **View Attributes** menu button.
2. From the Registry Attributes list ([Figure 3–15](#)), select the attribute you wish to delete.
3. Select **Delete**. The attribute is removed.

Viewing and Modifying Addresses

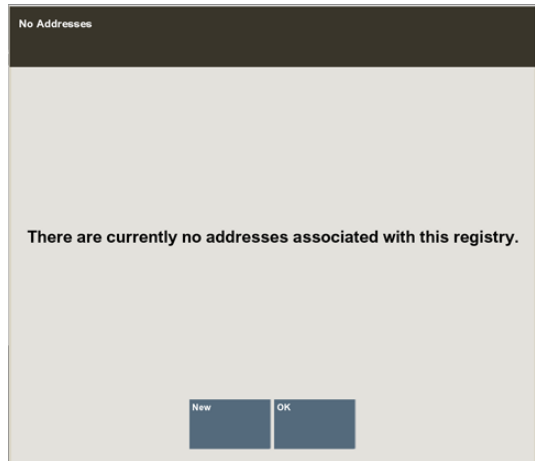
1. From the Gift Registry screen, select the **View Addresses** menu option.
2. View address information:
 - If addresses are associated with the gift registry they are displayed.

Figure 3–18 *Gift Registry Address List*



- If no addresses are associated with the gift registry, this message displays. Press Enter to close the message prompt or select **New** to add an address for this registry.

Figure 3–19 *No Address Prompt*



To Create a New Address

1. From the Gift Registry screen, select the **View Addresses** menu option.
2. From the Gift Registry address list (Figure 3–18) or the No Address on file prompt (Figure 3–19), select **New**.
3. When prompted, enter the required fields:

Figure 3–20 Address Information Form

4. Select **Save Changes**.

To Edit an Existing Address

1. From the Gift Registry screen, select the **View Addresses** menu option.
2. From the Gift Registry address list ([Figure 3–18](#)), select the address you wish to edit.
3. Select **Edit**.
4. Modify the information and then select **Save Changes**.

To Delete an Existing Address

1. From the Gift Registry screen, select the **View Addresses** menu option.
2. From the Gift Registry address list ([Figure 3–18](#)), select the address you wish to delete.
3. Select **Delete**.
4. When prompted, press **Y** to confirm that you want to delete the address.

Print Registry

1. From the Back Office Gift Registry screen, select **Print Registry**.

Figure 3–21 Gift Registry Menu Buttons Options

Item	Price	Qty Purchased	Qty Desired
PEASANT TOP JERSEY DRESS 1005	\$79.99	0	5
ROLL SLEEVE SWEATER DRESS 1006	\$79.99	0	6
ANIMAL PRINT CAP SLEEVE DRESS 1007	\$64.99	0	7
DRAWSTRING PEASANT DRESS 1008	\$89.50	0	8
MAXI LENGTH TANK DRESS 1009	\$69.50	0	9
Blue S Tee Shirt 330001	\$12.50	0	100

2. With the report displayed, select **Print Report** to print the report.

Figure 3–22 Gift Registry Report

ORACLE Gift Registry

Event Name: Marry's Baby Shower
Line Count: 6
Registry ID: 64

Event Date: 12/12/2016
Total Registry Items: 125

Item	Description	Price	Purchased	Desired
1005	PEASANT TOP JERSEY DRESS	\$79.99	0.00	5.00
1006	ROLL SLEEVE SWEATER DRESS	\$79.99	0.00	6.00
1007	ANIMAL PRINT CAP SLEEVE DRESS	\$64.99	0.00	7.00
1008	DRAWSTRING PEASANT DRESS	\$89.50	0.00	8.00
1009	MAXI LENGTH TANK DRESS	\$69.50	0.00	9.00
330001	Blue S Tee Shirt	\$12.50	0.00	90

Note: The bar code on the report allows quick access to assigning a registry to a sale.

Note: See the *Xstore Point-of-Service Reports Guide* for more information about reports.

Employee Maintenance

Oracle Retail Xstore Point-of-Service maintains various kinds of information about store associates. Associates who have the proper security privileges may add, view, update, terminate, and void an employee record. The employee maintenance screen is organized into five categories, each one accessible by selecting an on-screen tab. The tabs are named General, Human Resources (HR), Security, Fingerprint, and Comment. The Employee Maintenance Menu also provides additional functions including an Employee Productivity Report, the ability to borrow an employee from another store in the organization, and an employee payroll advance function.

Note: Because each Oracle Retail Xstore Point-of-Service menu is configurable, the button functions and the menu options on your system may appear in a different order or have different text than the examples shown in this manual.

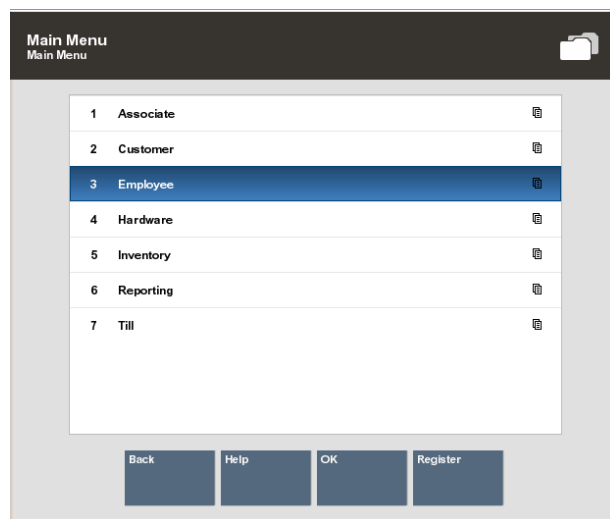
This chapter contains the following sections:

- [Accessing Back Office Employee Maintenance Functions](#)
- [Maintaining Employee Information](#)
- [Viewing an Employee Record](#)
- [Editing an Employee Record](#)
- [Employee Maintenance Tabs Overview](#)
- [Borrow Employee](#)
- [Employee Productivity Report](#)
- [Associate Advance](#)

Accessing Back Office Employee Maintenance Functions

1. After logging in to the Back Office (see [Accessing the Back Office](#)), select the **Employee Maintenance and Payroll** option and press **Enter**.

Figure 4–1 Back Office Main Menu - Employee Maintenance and Payroll Option



Tip: Access a menu option with a single keystroke. Just press the keyboard number or letter associated with any menu option to use that function.

2. At the Employee Maintenance and Payroll menu, select one of the options and press **Enter**.

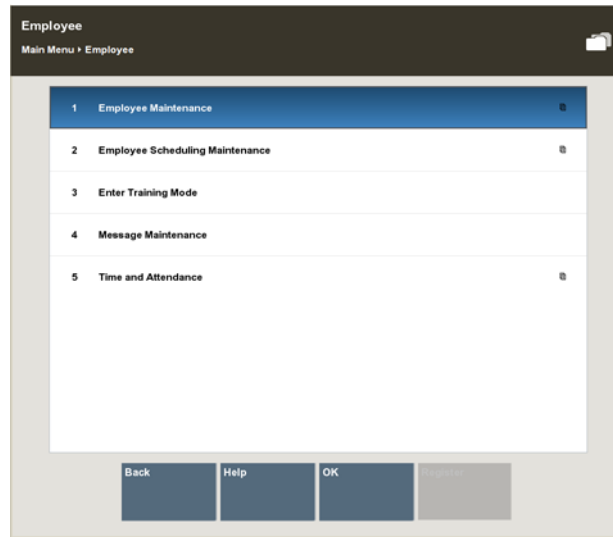
The following options are available:

- **Employee Maintenance** - Select this option to maintain employee records. Refer to [Maintaining Employee Information](#).
- **Time and Attendance** - Select this option to maintain employee timecard and payroll information. Refer to [Payroll and Timecard Maintenance](#).
- **Employee Scheduling Maintenance** - Select this option to create and edit employees' work schedules and manage employees' time off. Refer to [Employee Scheduling](#).
- **Task Maintenance** - Select this option to create and maintain employee tasks. Refer to [Message Maintenance and Task Management](#).
- **Message Maintenance** - Select this option to create and maintain employee messages. Refer to [Message Maintenance and Task Management](#).

Maintaining Employee Information

1. When the Employee Maintenance menu displays, select the **Employee Maintenance** option and press **Enter**.

Figure 4–2 *Employee Maintenance Menu*

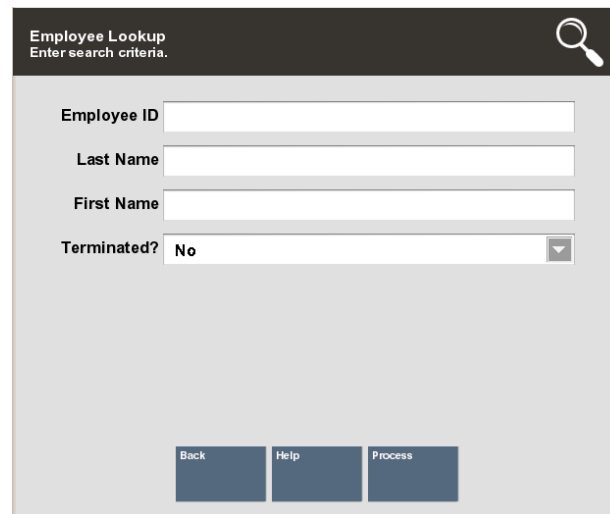


Note: You can also press the number associated with the menu option on the keyboard to access the maintenance function.

Note: The following options are also available here:

- **Employee Borrow** - Select this option to borrow an associate from another store to work in your store for a specific and limited period of time. Refer to [Borrow Employee](#).
- **Employee Productivity Report** - Select this option to run the Employee Productivity Report. Refer to [Employee Productivity Report](#) and the *Oracle Retail Xstore Point-of- Service Reports Guide* for more information.
- **Associate Advance** - Select this option to provide payment in advance of an employee's scheduled payday. Refer to [Associate Advance](#).
- Oracle Retail Xstore Point-of-Service displays the Employee Lookup form, prompting for employee information.

Figure 4–3 Employee Lookup Form



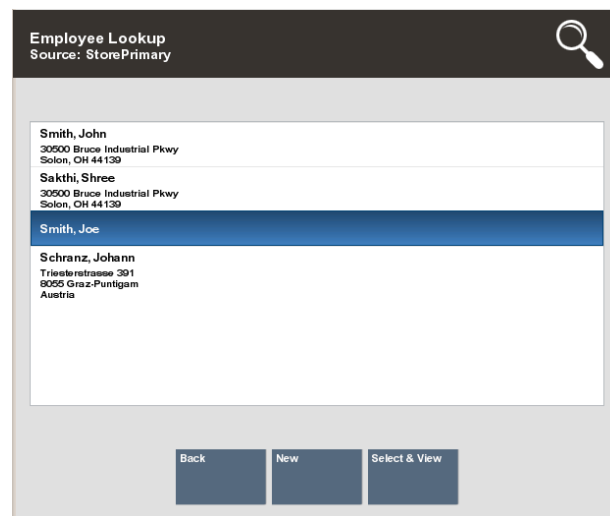
The screenshot shows the 'Employee Lookup' form. At the top, there is a dark header bar with the text 'Employee Lookup' and 'Enter search criteria.' on the left, and a magnifying glass icon on the right. Below the header, the form contains four input fields: 'Employee ID', 'Last Name', 'First Name', and 'Terminated?'. The 'Terminated?' field is a dropdown menu currently set to 'No'. At the bottom of the form, there are three buttons: 'Back', 'Help', and 'Process'.

2. Enter the criteria you want to use for finding an employee record and select **Process**.

Note: If you enter an Employee ID, Oracle Retail Xstore Point-of-Service may immediately display that employee's record if the ID exists and if it is unique.

If you enter search criteria that results in more than one record being found or your system is set up to always display a list, you must select the record you want from the list.

Figure 4–4 Employee Lookup Results List



The screenshot shows the 'Employee Lookup Results List'. At the top, there is a dark header bar with the text 'Employee Lookup' and 'Source: StorePrimary' on the left, and a magnifying glass icon on the right. Below the header, the results are displayed in a list. The first three items are: 'Smith, John' (30500 Brace Industrial Pkwy, Solon, OH 44139), 'Sakthi, Shree' (30500 Brace Industrial Pkwy, Solon, OH 44139), and 'Smith, Joe' (highlighted in blue). The fourth item is 'Schrantz, Johann' (Triebsstrasse 391, 8055 Graz-Puntigam, Austria). At the bottom of the list, there are three buttons: 'Back', 'New', and 'Select & View'.

Choose one of these options:

- **Back** – Returns to the Employee Lookup form.

- **Select & View** – Opens the selected employee record for viewing, editing, or printing.
- **New** – Displays a form for adding a new employee record to the employee database.

Viewing an Employee Record

An employee record always opens in a view-only mode and cannot be edited unless you change to the editing mode. After an employee record displays, you can navigate between the tab sections using the Previous Tab and Next Tab options to select any of them. Refer to [Employee Maintenance Tabs Overview](#) for screen images and more detail about the information found on each tab.

Note: When a screen or field is grayed out, it cannot be edited until you change to the editing mode. The edit functions are controlled by security and may not be available to all users.

Figure 4–5 Employee Record (Read-Only Mode) Showing Five Tab Sections

The screenshot shows the 'Employee Record (Read-Only Mode)' interface. At the top, a header bar displays the employee's name 'Hai Chen' and metadata: 'Employee ID: 278 | Store: 94 | Source: StorePrimary'. Below this is a tabbed interface with five tabs: 'General', 'HR', 'Security', 'Fingerprint', and 'Comment'. The 'General' tab is selected and active. The main content area is divided into three sections: 'Name & Address', 'Personal Information', and 'Emergency Contact Information'. The 'Name & Address' section includes fields for First Name (Hai), Middle Name (Chen), Last Name, Prefix, Suffix, Address (21 Jiaquomenwai Dajie), Postal Code (100020), City (BEIJING), State, Country (CN - China), Email, and Phone (Home/Other). The 'Personal Information' section includes fields for SSN (1231243278), Language (Chinese (China)), Marital Status (Single), Birth Date, Gender, and Spouse Name. The 'Emergency Contact Information' section includes fields for Name and Phone. At the bottom of the interface is a navigation bar with buttons for 'Back', 'Help', 'Edit Employee', 'Change Password', 'New Employee', 'Password Challenge Questions', 'Previous Tab', and 'Next Tab'.

Editing an Employee Record

After viewing an employee record you may decide that some of the information must be changed, or you may want to enter additional information in some fields. You must enter the editing mode to make any changes to the record.

1. With the employee record displayed, select the Edit Employee option to go into an editing mode. The fields are no longer grayed out.
2. Use the **Next Tab** and **Previous Tab** menu options to navigate to the tab you want.
3. To make changes to any of the fields, select the field you want to change, and replace the old entry by typing over it with the new information.
 - Any fields that require entries are marked with a red triangle in the upper left corner of the field.
 - Any fields that have lists attached display a down arrow on the right side of the field.

Figure 4–6 Employee Record in Edit Mode

4. Save any changes you made before exiting from the Employee Maintenance screen.

Select the **Save Changes** option to keep your changes. If you decide not to keep the changes you made, select the **Undo Changes** option.

Note: If you select **Undo Changes** you are prompted to confirm that you want to exit edit mode without saving any changes that you made. When the prompt “Are you sure you want to lose changes?” displays, and you select Yes, your changes are discarded.

Changing an Employee's Password

This option allows you to change a password for an employee. Passwords for new employees are created when a new employee's record is added to the database. You must have security privileges in the system to change a password.

Note: This option allows you to change a password for an employee. Passwords for new employees are created when a new employee's record is added to the database. You must have security privileges in the system to change a password.

1. Open the employee record for the user whose password you want to change.
2. Select the **Change Password** option.

Note: You may also change a password from both the Register Login screen and the Back Office Login screen see [Changing Your Password](#).

Figure 4–7 Change Password Menu Option

The screenshot shows the 'Edit Employee' screen for Joe Smith (Employee ID: 102, Store: 0, Source: StorePrimary). The interface includes tabs for General, HR, Security, Fingerprint, and Comment. The 'General' tab is active, displaying fields for Name & Address, Personal Information, and Emergency Contact Information. The 'Change Password' button is highlighted with a red box in the bottom navigation bar.

3. Oracle Retail Xstore Point-of-Service may prompt to verify your identity. If prompted, enter your own employee ID and password to verify that you have security privileges to change an employee's password. If you enter this information incorrectly, the system displays the message "The password entered was incorrect." Select OK to continue and reenter the information.
4. Oracle Retail Xstore Point-of-Service prompts you to enter a new password for the employee. Type the new password for the employee and retype the same new password on the line below to confirm it.

Figure 4–8 Prompt for New Employee Password and Confirmation

The screenshot shows the 'New Password' prompt screen. It has a title bar 'New Password' and a subtitle 'Enter and confirm a new password.' Below the subtitle are two input fields: 'Enter the new password.' and 'Confirm the new password.', both masked with asterisks. At the bottom are three buttons: 'Back', 'Help', and 'Process'. The 'Process' button is highlighted.

Tip: Passwords may be case sensitive, so notice whether the Caps Lock key is on or off when you enter and confirm the new password.

5. Select **Process** to verify the new password. If the system accepts the password, a confirmation message indicates that the password was changed.

Note: The system may enforce certain rules regarding passwords such as the minimum number of characters required or whether you can reuse an old password. If the new password does not meet the requirements, the system displays a message. If prompted, follow the instructions to correct any errors.

Establish Password Challenge Questions

This configurable function allows your associates to reset their own password after answering several questions. Your store may not have this option available.

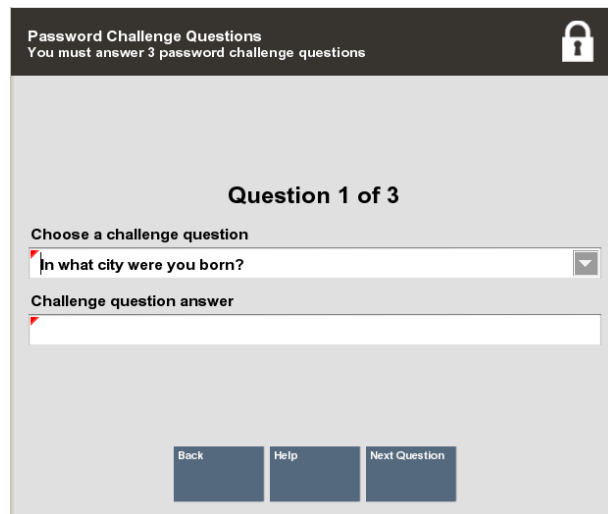
To establish password challenge questions:

1. Open the employee record for the user whose challenge questions you want to maintain.
2. Select the **Password Challenge Questions** menu option.

Figure 4–9 Password Challenge Questions Menu Option

The screenshot displays the Oracle Retail Xstore Point-of-Service Manager interface for editing an employee record for Joe Smith (Employee ID: 102). The interface includes tabs for General, HR, Security, Fingerprint, and Comment. The General tab is active, showing fields for Name & Address, Personal Information, and Emergency Contact Information. At the bottom, a row of navigation buttons is visible, with the 'Password Challenge Questions' button highlighted by a red rectangle.

3. Select a Challenge Question from the drop-down menu and type the answer in the Challenge question answer field.
4. Select **Next Question**.

Figure 4–10 Password Challenge Questions Maintenance

Password Challenge Questions
You must answer 3 password challenge questions

Question 1 of 3

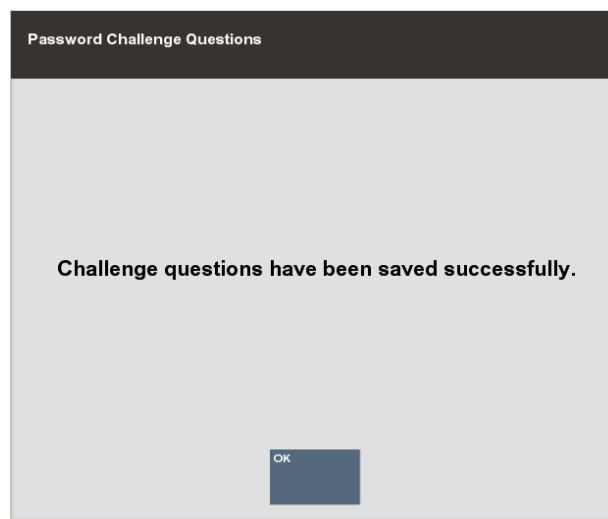
Choose a challenge question

In what city were you born?

Challenge question answer

Back Help Next Question

5. Repeat steps 3-4 until the confirmation prompt displays. Press **Enter**.

Figure 4–11 Challenge Questions Saved

Password Challenge Questions

Challenge questions have been saved successfully.

OK

Note: The number of challenge questions is configured by your store, up to ten.

Setting Up an Employee Fingerprint Record

If you use a biometric device for employee ID verification, use the Fingerprint tab to enroll the employee's fingerprints.

1. With the employee record displayed, select the Fingerprint tab. Use the **Previous Tab** and **Next Tab** menu options to navigate from one tab to another.

Note: The first screen that displays depends upon the current view mode:

- If you are in view-only mode, the Fingerprint Enrollment Status screen displays. See [Figure 4-12](#).

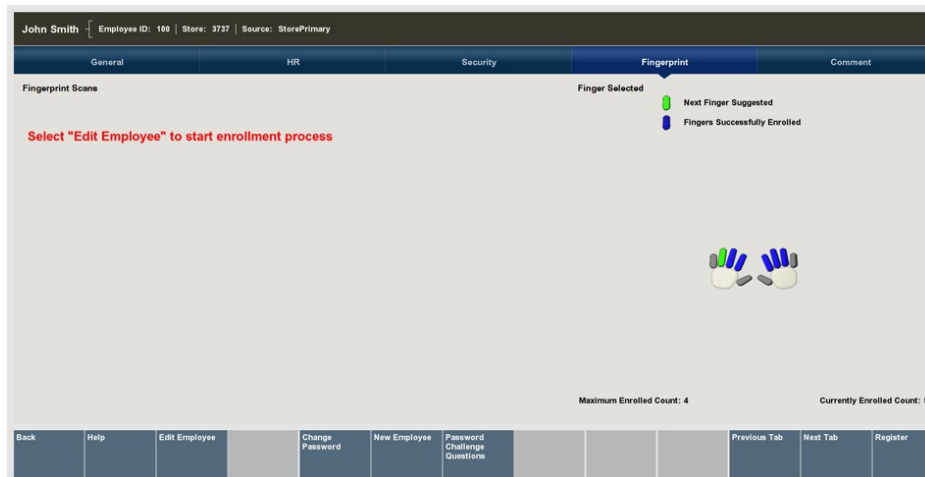
You must select Edit Employee to enter into edit mode.

- If you are already in edit mode, the Fingerprint Scans screen displays. See [Figure 4-14](#).
-

2. If you are in view-only mode, the Fingerprint Enrollment Status screen displays the employee's current fingerprint enrollment status in the Finger Selected panel of the screen.

In the following example, the employee has no fingerprint records on file (currently Enrolled Count=0).

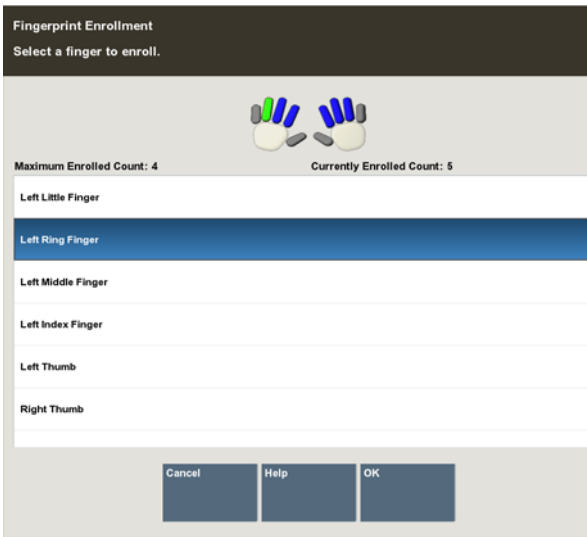
Figure 4-12 Fingerprint Enrollment Status Screen - View Only Mode



Tip: On the hand image, a green finger represents the finger selected for enrollment. A blue finger indicates the finger has already been enrolled in the system.

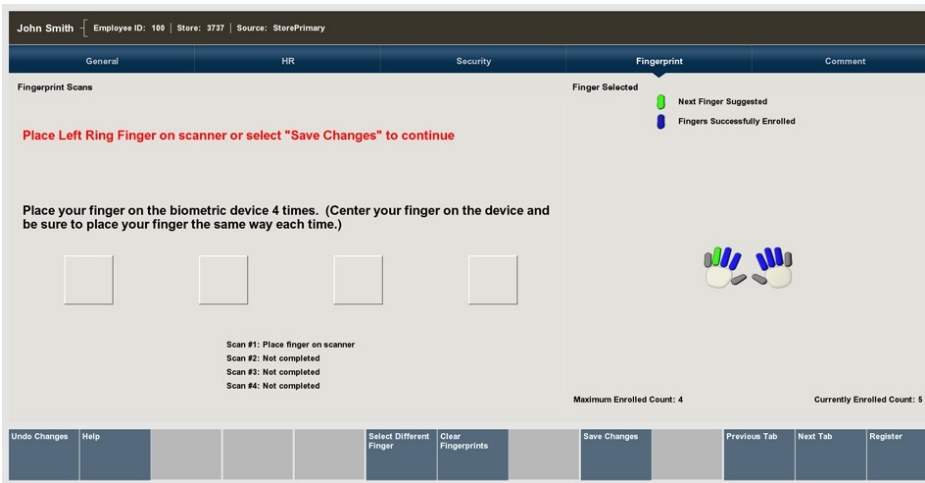
3. Select the **Edit Employee** menu option to begin the enrollment process.
4. By default, the system prompts to enroll the right index finger. To choose a different finger to enroll, select the **Select Different Finger** menu option and select a finger from the Fingerprint Enrollment list.

Figure 4–13 Fingerprint Enrollment List



5. In edit mode, begin the fingerprint scan by following the on-screen prompts.

Figure 4–14 Fingerprint Scans Screen - Edit Mode



Note: Selecting the Save Changes menu option at the Fingerprint Scans screen (Figure 4–14) returns to the Fingerprint Enrollment Status screen (Figure 4–12).

For example, if you change your mind and want to select a different finger for enrollment, select Save Changes to return to the Fingerprint Enrollment Status screen where you can select a different finger. See step 3.

6. Instruct the employee to place a finger on the biometric device. This process must be repeated 4 times to enroll the finger. An image of the fingerprint is shown in the Fingerprints Scans panel during the enrollment process.

7. When the scan is complete, the system returns to the Fingerprint Scans screen where the employee can enroll another finger or you can select **Save Changes** to complete the employee fingerprint enrollment process.

Note: To remove an employee's fingerprint record from the system, select the **Clear Fingerprints** option from the menu. When prompted for confirmation, select **Yes**. This removes the entire fingerprint record (all fingers).

To choose a different finger to enroll, select the **Select Different Finger** menu option and select a finger from the Fingerprint Enrollment list.

Adding a Comment

Oracle Retail Xstore Point-of-Service allows you to add a text comment to an employee's record. The comment can be viewed on the Comment tab window and printed.

Important: If you are creating a new employee record, select **Save Changes** first and then open the Comment Tab to create a comment.

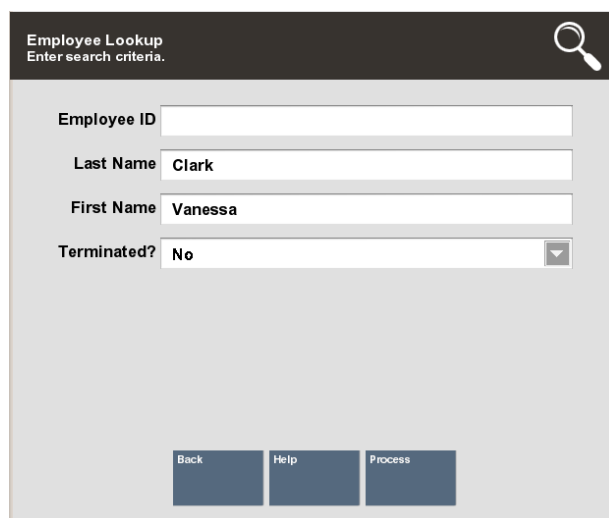
1. Select the Comment tab.
2. Select the **Add Comment** option. Oracle Retail Xstore Point-of-Service displays a text form where you can enter a comment.
3. Select **OK** to save the comment with the employee's record.

Adding a New Employee

Although some employee records may be downloaded from the home office automatically, you may need to create a new employee record at the store level.

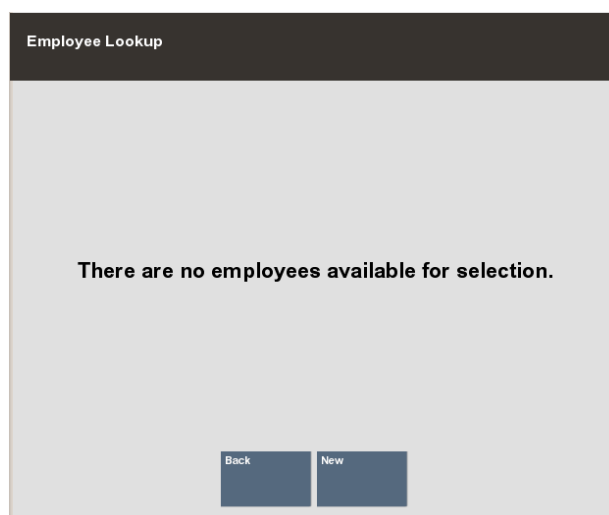
1. You must first log in to the Employee Maintenance Menu. Refer to [Accessing Back Office Employee Maintenance Functions](#).
2. Check to see if the employee record already exists by entering the new associate's name in the Employee Lookup form.

Tip: You may search by partial names if needed.

Figure 4–15 Employee Lookup Form

The Employee Lookup form has a dark header with the title "Employee Lookup" and the instruction "Enter search criteria." on the left, and a magnifying glass icon on the right. Below the header, there are four input fields: "Employee ID" (empty), "Last Name" (containing "Clark"), "First Name" (containing "Vanessa"), and "Terminated?" (a dropdown menu with "No" selected). At the bottom of the form are three buttons: "Back", "Help", and "Process".

3. Select **Process** to continue.
4. If your search for an employee name did not return a valid employee record, the system displays the message shown below. Select the **New** option to create a new employee record.

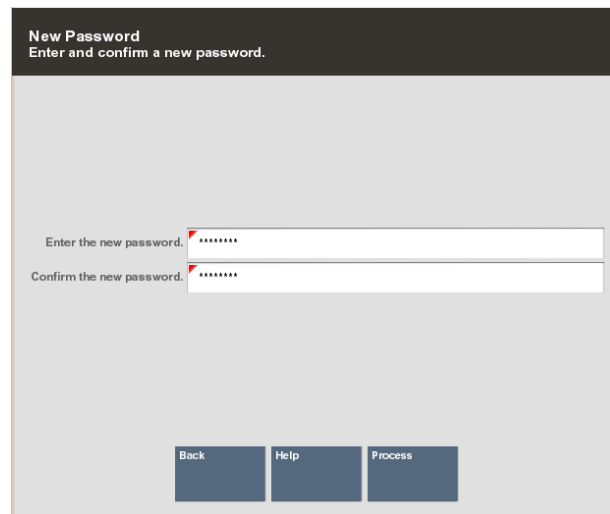
Figure 4–16 No Employee Record Found Message

The "No Employee Record Found Message" screen has a dark header with the title "Employee Lookup". The main area is light gray and contains the message "There are no employees available for selection." in bold. At the bottom are two buttons: "Back" and "New".

Note: After you finish adding the new employee and you have saved the new record, you can add an additional new employee record by selecting the **New Employee** option from the Employee Maintenance screen.

5. The system prompts you to create a password for the new associate by entering and confirming it in the New Password form.

Figure 4–17 New Password Form



New Password
Enter and confirm a new password.

Enter the new password: *****

Confirm the new password: *****

Back Help Process

Note: The system may enforce certain rules regarding passwords such as the minimum number of characters required, or whether you can reuse a previous password.

6. Select **Process** to continue. Oracle Retail Xstore Point-of-Service displays a blank form with the five tab sections.

Note: Any information you entered in the fields on the Employee Lookup form automatically populates the associated fields on the Employee Maintenance General tab.

7. Enter the new employee's information on the appropriate tabs. For more details about the type of information on each tab, refer to [Employee Maintenance Tabs Overview](#).

Figure 4–18 Employee Maintenance General Tab

Vanessa Clark Employee ID: 0401001000002 Store: 401 Source:									
General		HR		Security		Fingerprint		Comment	
Name & Address First: Vanessa Prefix: Middle: Last: Clark Suffix: Address: 12345 Chatham Circle Postal Code: 44087 City: Twinsburg State: OH - Ohio Country: US - United States Email: Phone: 216-333-3333 x.333 Home: Other:					Personal Information SSN: ***-**-2222 Language: English (United States) Marital Status: Married Birth Date: 01/02/1970 Gender: Female Spouse Name: Bob				
Emergency Contact Information Name: Phone: - - x.									
Undo Changes	Help				Change Country			Save Changes	Previous Tab
									Next Tab
									Register

8. After completing all of the data entry, select **Save Changes** to store the new employee record in the database.

Voiding (Terminating) an Employee Record

The employee Status field specifies whether an employee is considered to be actively employed or terminated. The Status field is found on the Human Resources (HR) tab of the employee record.

1. Open the record of the employee that you want to terminate.
2. Navigate to the **Human Resources (HR)** tab; the system displays the HR information.
3. Select **Edit Employee**.

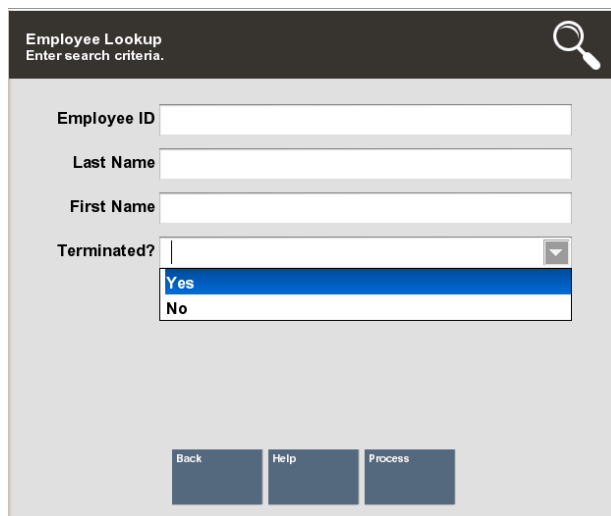
Figure 4–19 HR Tab

4. Select the drop-down arrow on the Status field to list the available options.
5. Select the **Terminated** option from the list.
6. The Termination Date field is now a required entry as indicated by the red triangle in the field. Enter the employee's termination date.

Figure 4–20 HR Tab - Changing Employee Status

7. Select the **Save Changes** option to complete the termination process. The employee's record is now marked as voided (terminated). The employee's security privileges are also terminated.

Tip: The employee record is still in the system and can be viewed by selecting **Yes** in the Terminated field on the Employee Lookup form.

A screenshot of the 'Employee Lookup' form. The form has a dark header bar with the title 'Employee Lookup' and a magnifying glass icon. Below the header, there is a prompt 'Enter search criteria.' followed by four input fields: 'Employee ID', 'Last Name', 'First Name', and 'Terminated?'. The 'Terminated?' field is a dropdown menu with 'Yes' and 'No' options, where 'Yes' is currently selected and highlighted in blue. At the bottom of the form, there are three buttons: 'Back', 'Help', and 'Process'.

Employee Maintenance Tabs Overview

There are five tabs on the Employee Maintenance window. This section shows the five tabbed sections, gives a brief description, and shows the menu options available for each tab.

Note: Because the fields on the Employee Maintenance screens are configurable, your screens may differ from the screens shown here.

- [General Tab](#)
- [Human Resources Tab](#)
- [Security Tab](#)
- [Fingerprint Tab](#)
- [Comment Tab](#)

General Tab

General Tab - Displays employee name, address, contact and personal information.

Figure 4–21 Employee Maintenance - General Tab

Vanessa Clark | Employee ID: 0401001000002 | Store: 401 | Source: StorePrimary

General | HR | Security | Fingerprint | Comment

Name & Address

First: Vanessa, Middle: Clark, Last: Clark, Suffix:
 Address: 12345 Chatham Circle
 Postal Code: 44087, City: Twinsburg, State: OH - Ohio, Country: US - United States
 Email:
 Phone: 216-333-3333 x.333 (Home), . . . x. (Other)

Personal Information

SSN: ***-**-2222
 Language: English (United States)
 Marital Status: Married
 Birth Date: 01/02/1970
 Gender: Female
 Spouse Name: Bob

Emergency Contact Information

Name:
 Phone: . . . x.

Back | Help | Edit Employee | Change Password | New Employee | Password Challenge Questions | Previous Tab | Next Tab | Register

General employee information can include any combination of the following fields, any of which can be configured to require an entry:

Table 4–1 Employee Maintenance - Fields General Tab

Section	Fields
Employee Name & Address Information	Name prefix (Mr., Ms., Dr., and so on)
	First name, Middle name/initial, Last name
	Name suffix (Jr., Sr., III, and so on)
	Address
	City
	State/Province
	Zip/Postal Code (system will populate the city and State based on the entered zip code)
	Country (defaults to the country in which the store is located, but can be changed)
	Email address
	Phone Number

Table 4–1 (Cont.) Employee Maintenance - Fields General Tab

Section	Fields
Employee Status & Personal Information	Social Security Number
	Language (the employee's language preference, French, United States English, etc.)
	Marital Status
	Birth Date
	Gender
	Spouse's Name
Emergency Contact Information	Emergency Contact Name
	Emergency Contact Phone Number

Human Resources Tab

Human Resources (HR) Tab - Displays information about hiring date, employee status, and pay status, title, salary, vacation and personal time, and discount group membership.

Figure 4–22 Employee Maintenance - Human Resources Tab

The screenshot displays the 'Human Resources' tab for an employee named Vanessa Clark. The top header shows the employee's name and ID (0401001000002), along with store information (Store: 401, Source: StorePrimary). The main content area is divided into several sections:

- Employee Profile:** Includes fields for Hire Date, Status (Active), Active Date, Term Date, Group (Closing Staff), Department, Position, Type, Job Title (Sales), Overtime Eligible? (Yes), Clock In Required? (Yes), Last Review, and Next Review.
- Time Off:** Includes fields for Sick Days (5), Vacation Days (5), Personal Days (2), Sick Used, Vacation Used, and Personal Used.
- Discount Groups:** A list of discount groups including Normal Level, Elite Program Member, Employee (selected), and Employee Family.
- Pay Status:** Includes fields for Pay Status (Hourly), Base Pay, and Extra Withheld.

The bottom of the screen features a navigation bar with buttons for Undo Changes, Help, Save Changes, Previous Tab, Next Tab, and Register.

Information on the Human Resources Tab is organized into the following sections:

Table 4–2 Employee Maintenance - Fields Human Resources Tab

Section	Fields
Employee Hire & Status Information	Hire Date
	Status (Active, Inactive, Terminated)
	Active Date
	Termination Date
	Group membership
	Department assignment
	Position
	Type (used to further define the employee's position within the organization)
Employee Pay Information	Pay Status (Salary or Hourly)
	Base Pay (Amount)
	Extra Withheld (extra amount withheld from the employee's pay check)
	Job Title
	Overtime Eligible?
	Clock In Required?
	Last Review date
	Next Review date
Employee Time Off Information	Sick Days (Allotment)
	Vacation Days (Allotment)
	Personal Days (Allotment)
	Sick Used
	Vacation Used
	Personal Used
Employee Group Information	Discount Groups

Security Tab

Security Tab - Displays information about the groups with which the employee is associated to determine system privileges.

Figure 4–23 Employee Maintenance - Security Tab

Vanessa Clark | Employee ID: 0401001000002 | Store: 401 | Source: StorePrimary

General | HR | **Security** | Fingerprint | Comment

Security Profile

Training Status: Exempt | Login ID: | Locked Out?: No

Primary Group: Everyone

Groups:

- Everyone
- Trainee
- Cashier
- Keyholder

Store Assignment:

Store Assignment	Beginning	Ending	Temporary?
401	10/23/2017		No

Undo Changes | Help | Save Changes | Previous Tab | Next Tab | Register

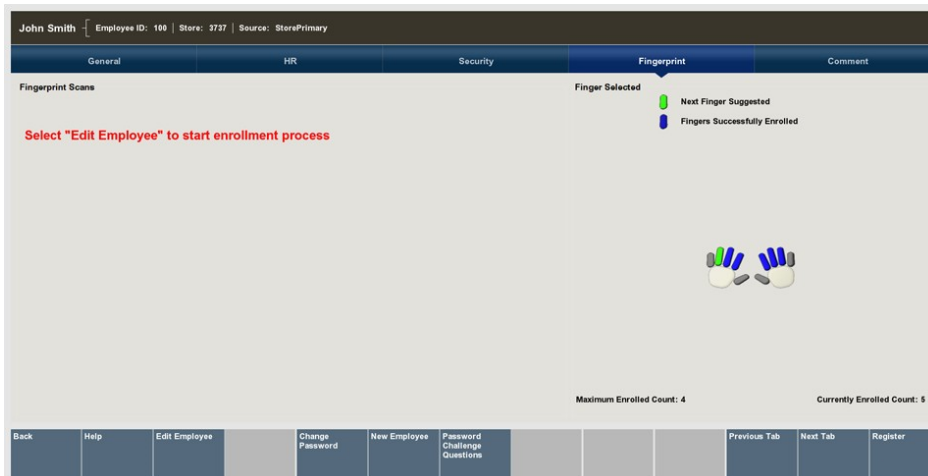
Table 4–3 Employee Maintenance - Fields Security Tab

Section	Fields
Employee Security Permission & System Access Information	Training Status (for example, Exempt, Restricted Trainee, Unrestricted Trainee)
	Primary Group (security assignment)
	Groups (lists the available security groups set up for your store)
	Login ID (may be different from the employee ID)
	Locked Out? (if Yes, the employee cannot access any area of the system)
	Store Assignment (used for borrowed employee functions)

Fingerprint Tab

Fingerprint Tab - Provides the ability to create an employee fingerprint data record in addition to the conventional user ID and password data. This tab is only active if you are using a fingerprint device.

Figure 4–24 Fingerprint Tab



Information on the Fingerprint Tab is organized into the following sections.

Fingerprint Scans Panel

To enroll an employee's fingerprint, you must select the Edit Employee menu option and follow the instructions on the screen.

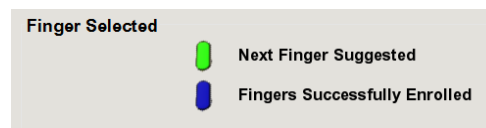
Once in editing mode, the four windows in this section display an image of the scanned fingerprint as the employee performs the enrollment process. The same finger must be scanned 4 times to create the record.

See [Setting Up an Employee Fingerprint Record](#) for more information.

Finger Selected Panel

This image defines the color- codes for the fingers on the hand images.

Figure 4–25 Finger Selected



This image shows which finger(s) on each hand are recorded in the system:

- Blue indicates this finger is successfully recorded in the system
- Green indicates the finger to scan next, but can be changed if you prefer to use a different finger

Figure 4-26 Fingerprint Scans - Fingers Recorded

John Smith | Employee ID: 100 | Store: 3737 | Source: StorePrimary

General | HR | Security | **Fingerprint** | Comment

Fingerprint Scans

Finger Selected: Next Finger Suggested (Green dot), Fingers Successfully Enrolled (Blue dot)

Place Left Ring Finger on scanner or select "Save Changes" to continue

Place your finger on the biometric device 4 times. (Center your finger on the device and be sure to place your finger the same way each time.)

Scan #1: Place finger on scanner
Scan #2: Not completed
Scan #3: Not completed
Scan #4: Not completed

Maximum Enrolled Count: 4 | Currently Enrolled Count: 5

Undo Changes | Help | Select Different Finger | Clear Fingerprints | Save Changes | Previous Tab | Next Tab | Register

- A count of the maximum number of fingers that may be enrolled and the number of enrolled fingers are also shown here.

Figure 4-27 Maximum Enrolled Fingers

Maximum Enrolled Count: 4

Currently Enrolled Count: 5

Comment Tab

Comment Tab - Displays notes and comments about the associate.

Figure 4-28 Employee Maintenance - Comment Tab

Vanessa Clark | Employee ID: 0401001000002 | Store: 401 | Source: StorePrimary

General | HR | Security | Fingerprint | **Comment**

Comments

Created On: October 23, 2017 04:32:26 PM
Created By: 100
Kathy will be in charge of the new employee training session on November 1st.

Back | Help | Edit Employee | Add Comment | Previous Tab | Next Tab | Register

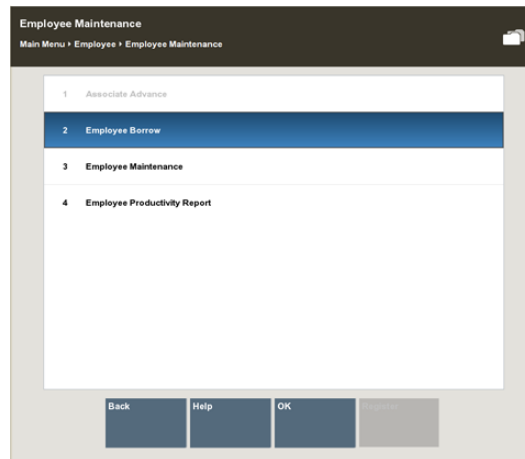
The date and time and the ID for the person who created the comment is associated with the text of the comment. The most-recent comment is listed first. An option to add a new comment for the associate's record is available here.

Borrow Employee

This function provides the capability to search the corporate database for an employee. Once the employee record is found, the employee can be assigned to work in a new location by setting up an expiration time limit for this temporary position. This functionality can be used when sharing employees between stores.

1. After logging in to the Back Office, select **Employee Maintenance** and select the **Employee Borrow** option.

Figure 4–29 Employee Maintenance Menu - Employee Borrow Option



2. At the Employee Borrow search form, enter your criteria for finding the employee you want to borrow and select **Process**.

Figure 4–30 Employee Borrow Search Form

 A screenshot of the 'Employee Borrow' search form. The title bar says 'Employee Borrow' and the subtitle is 'Enter search criteria.' with a magnifying glass icon. The form has three input fields: 'Employee ID', 'Last Name', and 'First Name'. Below the input fields is a large empty space. At the bottom, there are three buttons: 'Back', 'Help', and 'Process'.

Tip: If you know the employee's ID, you can enter it in the Employee ID field so that only that employee is listed.

3. If the results include more than one employee, choose the employee you want and select the **Select & Continue** option.

4. After you select one of the employees listed, or if only one employee is found, the **Employee Borrow Details** form displays:

Figure 4–31 Employee Borrow Detail Form

Employee Borrow
Enter employee borrow details

Name: James Jones

Start Date

End Date

Temporary Yes

Back Help Continue

- a. Enter the Start Date and End Date.
 - b. Indicate whether the employee is being borrowed temporarily by selecting **Yes** or **No** from the list in the Temporary field.
5. Select **Continue**.
6. The system displays a confirmation message when the process for borrowing an employee is complete.

Figure 4–32 Employee Borrow Completion

Employee Borrow

Employee borrow setup complete for James Jones.

OK

Select **OK** to continue. The system returns to the Main Menu.

This employee is now available for employee functions in the borrowing store.

Note: Borrowed employees may change their login password at the store where they are temporarily assigned. The password at their home store does not change.

Employee Productivity Report

This Employee Productivity Report shows employees' sales productivity and employees' sales information, including multiple sales, dollar amounts per sale, net sales, returns and markdowns, for selected date and employee ID ranges.

This report allows you to specify an employee and generate the employee's sales results. The results can be viewed on the screen and/or printed.

This report includes the following information:

- Employee Name and ID
- Tot. Trans # - Total number of transactions rung by the employee.
- Avg. Items per Sale - Average number of items per sale per employee.
- Avg. Amt per Sale - Average dollar amount per sale per employee.
- Net Sales Amount - Net sales amount per employee.
- Net Return Amount - Returns dollar amount per employee.
- Returns % to Total - Percentage of total returns per employee.
- Markdowns % to Total - Percentage of total markdowns per employee.

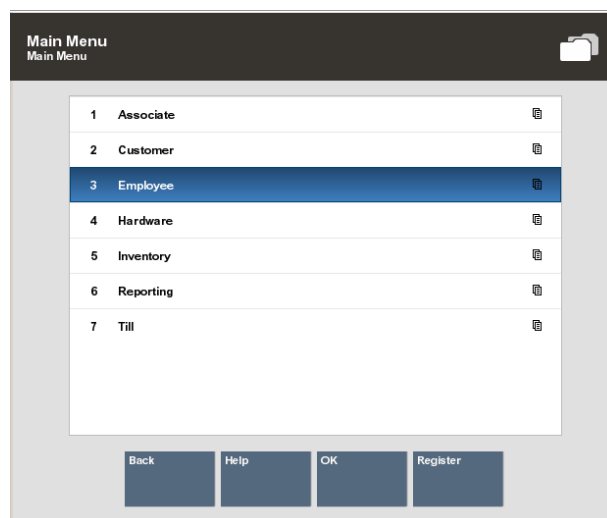
Refer to the *Oracle Retail Xstore Point-of-Service Reports Guide* for more details about the Employee Productivity Report.

Associate Advance

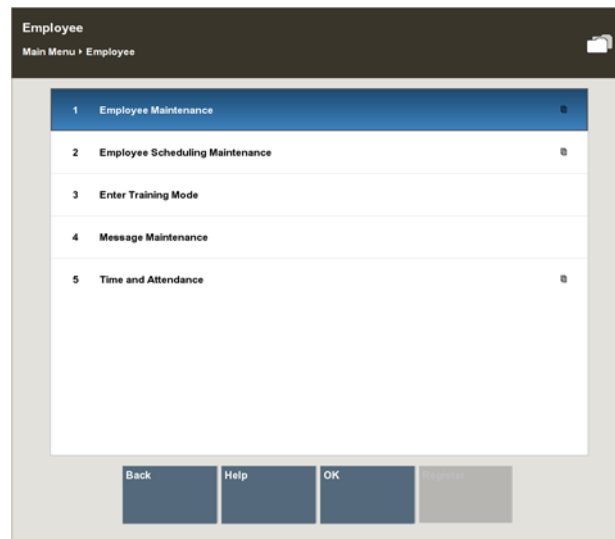
The Associate Advance function allows a payment to an associate in advance of the associate's scheduled payday. Examples of associate advances include cases of emergency or to pay a new employee in a timely manner.

1. After logging in to the Back Office, select **Employee** and press **Enter**.

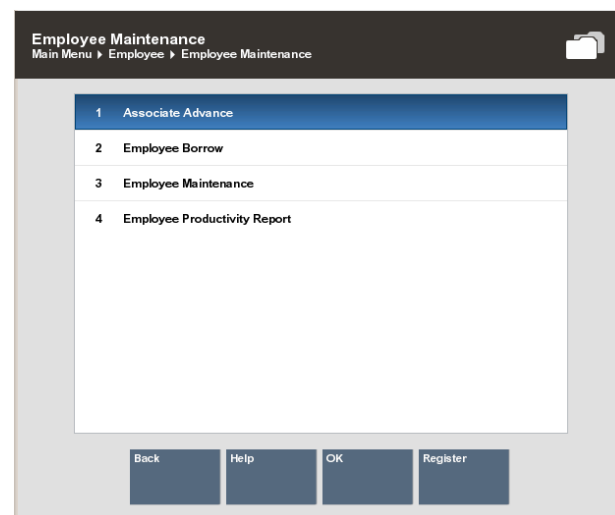
Figure 4–33 Main Menu - Employee Menu Option



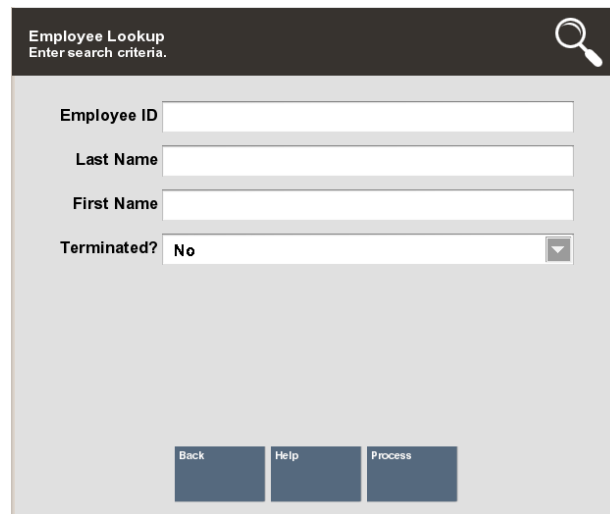
2. Select **Employee Maintenance** and press **Enter**.

Figure 4–34 Employee Maintenance Menu

3. Select **Associate Advance** and press **Enter**.

Figure 4–35 Associate Advance Menu Option

4. The system prompts you to enter the lookup criteria. Enter the criteria you want to use for finding an employee's record and select **Process**.

Figure 4–36 Employee Lookup FormThe form is titled "Employee Lookup" with the instruction "Enter search criteria." in the top left corner. A magnifying glass icon is in the top right. It contains four input fields: "Employee ID", "Last Name", "First Name", and "Terminated?". The "Terminated?" field is a dropdown menu currently showing "No". At the bottom, there are three buttons: "Back", "Help", and "Process".

- If you enter an Employee ID, Oracle Retail Xstore Point-of-Service may immediately display a prompt for the cash advance amount.
 - If you enter search criteria that results in more than one record being found, or if your system is set up to always show a list, you must select the employee you want from the list.
5. At the prompt, enter the cash advance amount and press **Enter** to continue.

Figure 4–37 Cash Advance Amount PromptThe prompt has a dark background. It features a text input field labeled "Amount" with the instruction "Enter amount." below it. To the right of the input field is a white dollar sign icon inside a circle.

The system records the transaction and returns to the Main Menu.

Oracle Retail Xstore Point-of-Service prints a receipt with the associate's advance information and an employee signature line. Both a store copy and an employee copy are printed.

Figure 4–38 Associate Advance Receipt Example

30500 Bruce Industrial Pkwy
Solon, OH 44139
(440) 459-6414

Ticket: 14 Date: 1/31/06
Store: 301 Register: 1
Cashier: 03010001000002
Session ID:

Associate Advance

Associate ID 03010001000003
Name David Ender
Amount 100.00

Associate agrees to the corporate terms for an advance.

X _____
Employee's Signature



The cash drawer opens to remove the cash advance.

6. If the system prompts you to close the cash drawer, press **Enter** to respond to the prompt.

Employee Scheduling

Employee Scheduling allows you to perform a variety of scheduling activities:

- Create and maintain employee work shifts
- Schedule and maintain employee time-off events such as vacations and other times when employees may not be available for work
- Assign employees to defined work shifts

Employees can view and print their schedules at the Register Login screen. They may also view a list of other employees who are assigned to work on a specific day. Refer to the *Oracle Retail Xstore Point-of-Service User Guide* for more information.

Work Shifts

Work shifts may be created to define a specific set of working hours or days (weekday mornings, weekend evenings, and so on), or with the intent that individuals who belong to a particular group (day managers, night managers, and so on) may be assigned to it. After a shift has been created, an individual employee may be assigned to it. See [Maintaining Employee Shifts](#).

Time Off

Use the Maintain Employee Time Off function to define times when an employee is not available to work. These times can be set up as recurring events that span several days or as single events. See [Maintaining Employee Time-Off Schedules](#).

Reports

The following scheduling reports are available:

- Employee Performance Report - This report shows the scheduled hours for an employee or all employees, the hours actually worked, and the difference between scheduled and worked hours. The employee's total sales and average sales for the period are also shown.
- Employee Schedule Detail - This report shows the employees who are scheduled for each day in the selected week. Each day of the week is listed, the employees scheduled, their individual start and end times, and the total hours for each day. This report also includes the total scheduled hours for the week.
- Employee Time Off Summary Report - This report lists all employees who have time off scheduled for the selected week, and it shows the time-off days, hours (if less than a full day), and the reason for the time-off.

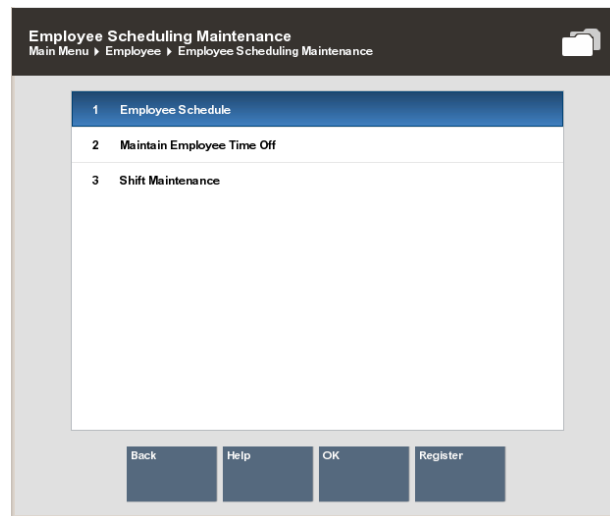
Note: Refer to the *Oracle Retail Xstore Point-of-Service Reports Guide* for detailed information about these reports.

Creating An Employee Schedule

Use this procedure to create an employee schedule for a designated week.

1. After logging in to the Back Office (see [Accessing the Back Office](#)), select **Employee** and press **Enter**.
2. At the Employee Menu, select **Employee Scheduling Maintenance** and press **Enter**.
3. Select the **Employee Schedule** option.

Figure 5–1 Employee Scheduling Maintenance Menu



4. Oracle Retail Xstore Point-of-Service prompts for the week to be scheduled. Select the week you want to schedule and press **Enter** to continue.

Figure 5–2 Schedule Weeks List

Schedule Weeks
Select a week.

Begin Date		End Date
09/10/2017	---	09/16/2017
09/17/2017	---	09/23/2017
09/24/2017	---	09/30/2017
10/01/2017	---	10/07/2017
10/08/2017	---	10/14/2017
10/15/2017	---	10/21/2017
10/22/2017	---	10/28/2017

Back OK

Note: The current week is selected by default.

- Oracle Retail Xstore Point-of-Service displays the Employee Schedule screen for the selected week. This is the view used to create an employee schedule.

Select the **Edit** option to begin creating a new employee schedule.

Figure 5–3 Employee Schedule Screen

Employee Schedule		Schedule Hours: 180.00			Schedule Amount: 0.00		From: 11/05/2017		To: 11/11/2017	
	Total Hours	Sun 11/5/17	Mon 11/6/17	Tue 11/7/17	Wed 11/8/17	Thu 11/9/17	Fri 11/10/17	Sat 11/11/17		
Alves, Tomas	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales			
Bissette, Camille	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales			
Black, Jeff	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales			
Brown, Sarah	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales			
Chen, Hai	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...			
Clark, Vanessa 2163333333333										
Dos Santos, Mar...	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales			
Dubois, Mark										
Back	Help	Edit	Schedule Dates	Previous Week	Next Week	Print Schedule			Register	

Oracle Retail Xstore Point-of-Service provides several options for creating a new schedule:

Create New Schedule Options

- Add Manual Shift - Use this option to create a shift to apply to a specific employee/day on the schedule. See [Adding a Manual Shift](#).
- Add Shift From List - Use this option to apply a pre-defined shift to a specific employee/day on the schedule. See [Adding a Pre-Defined Shift](#).

Note: To define the shifts, see [Creating a New Shift](#).

- Copy Day Schedule - Use this option to copy an existing schedule from one day to a day (or days) in this new schedule. See [Copying a Day Schedule](#).
- Copy Week Schedule - Use this option to copy an existing weekly schedule from one week to this new weekly schedule. See [Copying a Week Schedule](#).

Note: Scheduling Exceptions...

- If you schedule a shift for an employee with approved time off for the period, Oracle Retail Xstore Point-of-Service displays a prompt alerting you to the conflict.
- Select the **Add to Schedule** option to schedule the employee and override the time-off event.

<OR>

- Select the **Remove From Schedule** option to remove the conflicted shift(s) from the schedule.
 - You cannot edit records for any date that precedes the current date.
-
-

Note:

- You can assign multiple shifts to the same employee, on the same day. This is useful if you employ many part-time employees.
 - If desired, you can schedule multiple shorter shifts during the day for just one employee. For example a three-hour INVENTORY/STOCK shift in the morning and a two-hour CASHIER shift in the afternoon.
 - See [Figure 5-6](#) for an example of an employee (Frank, Fern) with 2 shifts in a single day.
-
-

Adding a Manual Shift

Use this option to create a new shift for an employee on the schedule.

...continued from step 5.

1. Select the employee and the day you want to schedule. Use the arrow keys to navigate the scheduling screen grid. The highlighted area indicates the selected cell in the grid.

Note: Touch-screen users, tap the desired cell to select the employee and the day you want to schedule.

Figure 5–4 Selecting the Cell to Schedule - Edit Menu

Employee Schedule		Schedule Hours: 180.00		Schedule Amount: 0.00		From: 11/05/2017		To: 11/11/2017	
	Total Hours	Sun 11/5/17	Mon 11/6/17	Tue 11/7/17	Wed 11/8/17	Thu 11/9/17	Fri 11/10/17	Sat 11/11/17	
Alves, Tomas	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales		
Bissette, Camille	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales		
Black, Jeff	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales		
Brown, Sarah	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales		
Chen, Hai	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...		
Clark, Vanessa 21633333333333									
Dos Santos, Mar...	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales		
Dubois, Marie									
Back	Help	Edit	Schedule Dates	Previous Week	Next Week	Print Schedule			Register

2. From the Edit Menu, select the **Add Manual Shift** option.

Tip: Make sure you have a valid shift selected, not a cell in the Total Hours column.

3. Oracle Retail Xstore Point-of-Service prompts for schedule information for the selected employee and date. Enter the information as required, then select **OK** to continue:

Figure 5–5 Employee Schedule Data Form

Employee Scheduling
Employee Schedule Data

Enter a start time and end time, and select a work code for:
Clark, Vanessa
Monday, November 6, 2017

Shift Start Time: 05:00 PM

Shift End Time: 09:00 PM

Work Code: [Dropdown Arrow]

Number of Non-Working Hrs: [List of Work Codes]

General Sales
Commission Sales
Break for Lunch
Inventory/Stock
Administrative/Back office
Product Demonstration
Event Commission
Holiday Sales

Mins

Back Help OK

- Shift Start Time - Enter the starting time for this shift.
- Shift End Time - Enter the ending time for this shift.
- Work Code - Select a work code for this shift.
- Number of Non-Working Hours - Enter the hours and/or minutes that are counted as non-working hours, such as meal breaks.

Oracle Retail Xstore Point-of-Service totals the scheduled hours for the week and calculates the scheduled budget amount (if it is configured for your store) as you build the schedule. The total scheduled hours and scheduled dollar amount is shown in the top panel of the screen. It is updated automatically each time you add or remove a shift.

Oracle Retail Xstore Point-of-Service displays the Weekly Summary Scheduling screen that shows the shift you created for the employee on the scheduled day.

Information on this screen includes the starting and ending times, the work code, break times, and the amount of working time.

Figure 5–6 Weekly Summary Scheduling Screen - Employees Scheduled Example

Employee Schedule		Schedule Hours: 184.00		Schedule Amount: 0.00		From: 11/05/2017		To: 11/11/2017			
	Total Hours	Sun 11/5/17	Mon 11/6/17	Tue 11/7/17	Wed 11/8/17	Thu 11/9/17	Fri 11/10/17	Sat 11/11/17			
Alves, Tomas	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Bissette, Camille	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales				
Black, Jeff	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Brown, Sarah	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Chen, Hai	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...				
Clark, Vanessa 21633333333333	Break: 0.00 Working: 4.00		5:00 PM 9:00 PM Inventory/Stock								
Dos Santos, Mar...	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Dubois, Marie											
Back	Help	Add Manual Shift	Add Shift From List	Change Shift	Delete Shift	Copy Day Schedule	Copy Week Schedule	Save Changes			Register

- Continue scheduling all employees for the week as needed and select the **Save Changes** option to save your schedule.

Note: Depending on your system's configuration, Oracle Retail Xstore Point-of-Service may provide a warning if you schedule an employee who has a conflict with restrictions defined by your store's policy. For example, there may be a maximum number of scheduled hours that cannot be exceeded.

Adding a Pre-Defined Shift

Use this option to apply an existing shift type to the schedule for a selected employee/day.

...continued from step 5.

Note: To create these pre-defined shifts, refer to [Creating a New Shift](#).

- Select the employee and the day you want to schedule. Use the arrow keys to navigate the scheduling screen grid. The highlighted area indicates the selected cell in the grid.

Note: Touch-screen users, tap the desired cell to select the employee and the day you want to schedule.

Figure 5–7 Selecting the Cell for a Defined Shift

Employee Schedule		Schedule Hours: 184.00			Schedule Amount: 0.00			From: 11/05/2017		To: 11/11/2017	
	Total Hours	Sun 11/5/17	Mon 11/6/17	Tue 11/7/17	Wed 11/8/17	Thu 11/9/17	Fri 11/10/17	Sat 11/11/17			
Alves, Tomas	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Bissette, Camille	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales				
Black, Jeff	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Brown, Sarah	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Chen, Hai	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...				
Clark, Vanessa 2163333333333	Break: 0.00 Working: 4.00		5:00 PM 9:00 PM Inventory/Stock								
Dos Santos, Mar...	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Dubois, Marie											
Back	Help	Add Manual Shift	Add Shift From List	Change Shift	Delete Shift	Copy Day Schedule	Copy Week Schedule	Save Changes			Register

- On the Edit Menu, select the **Add Shift From List** option.

Tip: Make sure you have a valid shift selected, not a cell in the Total Hours column.

- Oracle Retail Xstore Point-of-Service displays the list of pre-defined shifts. Select a shift from the list that you want to apply to the selected employee and day, then select **OK** to continue.

Figure 5–8 List of Pre-Defined Shifts

Shift List		
Select a shift to be applied to - Vanessa Clark		
Tuesday, November 7, 2017		
Work Code	Name	Hours
CASHIER	Cashier - AM	9:00 AM - 1:00 PM
CASHIER	Cashier - PM	5:00 PM - 9:00 PM
ADMIN	Manager - AM	9:00 AM - 5:00 PM
ADMIN	Manager - PM	5:00 PM - 9:00 PM
SALES	Sales - AM	9:00 AM - 5:00 PM
SALES	Sales - PM	5:00 PM - 9:00 PM
CASHIER	Cashier - AM (Weekend)	8:00 AM - 1:30 PM
Back OK		

Oracle Retail Xstore Point-of-Service displays the Weekly Summary Scheduling screen showing the shift you applied to the employee/day. Information shown here includes the pre-defined starting and ending times, the work code, the time allotted for breaks, and the amount of working time. Oracle Retail Xstore

Point-of-Service also totals the scheduled hours for the week as you build the schedule and the scheduled budgeted dollar amount (if configured for your store).

Figure 5–9 Pre-defined Shift Added

Employee Schedule		Schedule Hours: 192.00			Schedule Amount: 0.00		From: 11/05/2017		To: 11/11/2017	
	Total Hours	Sun 11/5/17	Mon 11/6/17	Tue 11/7/17	Wed 11/8/17	Thu 11/9/17	Fri 11/10/17	Sat 11/11/17		
Alves, Tomas	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales			
Bissette, Camille	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales			
Black, Jeff	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales			
Brown, Sarah	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales			
Chen, Hai	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...			
Clark, Vanessa 21633333333333	Break: 0.00 Working: 12.00		5:00 PM 9:00 PM Inventory/Stock	9:00 AM 5:00 PM Administrative/Back...						
Dos Santos, Mar...	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales			
Dubois, Marie										
Back	Help	Add Manual Shift	Add Shift From List	Change Shift	Delete Shift	Copy Day Schedule	Copy Week Schedule	Save Changes		Register

- Continue scheduling all employees for the week, and select the Save Changes option to save your schedule.

Copying a Day Schedule

Use this option if your daily schedules are consistent within the week you are currently scheduling. For example, if your Monday through Wednesday staffing needs are similar, use this option to simply set up one day's schedule (Monday) and copy it to the other days (Tuesday and Wednesday) in the current week.

Note: This option copies the schedule that every employee has on the selected day and duplicates it to the additional days that are selected. Therefore, any employee's cell may be selected, as long as it is in the correct day from which the schedule is copied.

For example, Bob works sales from 9:00 a.m. to noon on Monday, and Mary works inventory from 1:00 p.m. to 5:00 p.m. on Monday. If the Copy Day Schedule duplicates the Monday schedule to Tuesday and Wednesday, then Bob works from 9:00 a.m. to noon on Monday, Tuesday and Wednesday. Mary works inventory from 1:00 p.m. to 5:00

p.m. on Monday, Tuesday and Wednesday.

...continued from step 5.

- Select the day you want to copy the schedule from. Use the arrow keys to navigate among the days on the scheduling screen grid. The highlighted area indicates the selected cell and day in the grid. In [Figure 5–10](#), the Monday schedule is selected.

Note: Touch-screen users, tap the desired cell to select the day you want to copy the schedule from.

Figure 5–10 Copying the Monday Schedule

Employee Schedule		Schedule Hours: 192.00			Schedule Amount: 0.00			From: 11/05/2017		To: 11/11/2017	
	Total Hours	Sun 11/5/17	Mon 11/6/17	Tue 11/7/17	Wed 11/8/17	Thu 11/9/17	Fri 11/10/17	Sat 11/11/17			
Alves, Tomas	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Bissette, Camille	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales				
Black, Jeff	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Brown, Sarah	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Chen, Hai	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...				
Clark, Vanessa 2163333333333	Break: 0.00 Working: 12.00		5:00 PM 9:00 PM Inventory/Stock	9:00 AM 5:00 PM Administrative/Back...							
Dos Santos, Mar...	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Dubois, Marie											
Back	Help	Add Manual Shift	Add Shift From List	Change Shift	Delete Shift	Copy Day Schedule	Copy Week Schedule	Save Changes			Register

2. Select the **Copy Day Schedule** option from the Edit menu.
3. Oracle Retail Xstore Point-of-Service prompts for the day (or days) you want to copy the selected day schedule to. In this example, select the day or days you want to copy Monday's schedule to and press **Enter**.

Figure 5–11 Copy Day Schedule Form

Copy Day Schedule

Select the days of the week to populate from the Monday schedule

Sunday

Tuesday

Wednesday

Thursday

Friday

Saturday

Back

OK

Tip: To select multiple days, use the Spacebar to select each day. In this example, Monday's schedule is copied to Thursday, and Friday.

Oracle Retail Xstore Point-of-Service copies the schedule to each day you selected. Oracle Retail Xstore Point-of-Service totals the scheduled hours for the week as you build the schedule and the scheduled budgeted amount (if configured for your store).

Figure 5–12 Copied Day Schedule

Employee Schedule		Schedule Hours: 200.00		Schedule Amount: 0.00		From: 11/05/2017		To: 11/11/2017			
	Total Hours	Sun 11/5/17	Mon 11/6/17	Tue 11/7/17	Wed 11/8/17	Thu 11/9/17	Fri 11/10/17	Sat 11/11/17			
Alves, Tomas	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Bissette, Camille	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales				
Black, Jeff	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Brown, Sarah	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Chen, Hai	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...				
Clark, Vanessa 2163333333333	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM Inventory/Stock	9:00 AM 5:00 PM Administrative/Back...		5:00 PM 9:00 PM Inventory/Stock	5:00 PM 9:00 PM Inventory/Stock				
Dos Santos, Mar...	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Dufresne, Mar...											
Back	Help	Add Manual Shift	Add Shift From List	Change Shift	Delete Shift	Copy Day Schedule	Copy Week Schedule	Save Changes			Register

- Continue scheduling all employees for the week as needed. Select **Save Changes** on the Edit Menu to save your schedule.

Note: If configured, Oracle Retail Xstore Point-of-Service warns of an attempt to schedule an employee when it conflicts with your store's hourly constraints or other restrictions.

Copying a Week Schedule

Use this option if your weekly schedules are relatively consistent from week to week. For example, if your weekly summer staffing needs are similar, use this option to set up one week's schedule and copy it from week to week. Once the existing schedule is copied to the week you are scheduling, you can easily make adjustments to the schedule as needed.

- At the Employee Scheduling Maintenance Menu select **Employee Schedule**.
- At the Schedule Weeks form, select the week that you want to schedule and press **Enter**.
- At the Weekly Summary screen, select the **Edit** option.
- Select the **Copy Week Schedule** option.

Figure 5–13 Copy Week Schedule Option

The screenshot shows the 'Employee Schedule' window. At the top, it displays 'Schedule Hours: 0' and 'Schedule Amount: 0.00'. Below this is a header row with dates from 'Sun 11/12/17' to 'Sat 11/18/17'. The main area is a grid with employee names in the first column and empty cells for scheduling. The 'Copy Week Schedule' button in the bottom toolbar is highlighted with a red box.

Employee	Total Hours	Sun 11/12/17	Mon 11/13/17	Tue 11/14/17	Wed 11/15/17	Thu 11/16/17	Fri 11/17/17	Sat 11/18/17
Alves, Tomas								
Bissette, Camille								
Black, Jeff								
Brown, Sarah								
Chen, Hai								
Clark, Vanessa 216333333333								
Dos Santos, Mar...								

Bottom toolbar buttons: Back, Help, Add Manual Shift, Add Shift From List, Change Shift, Delete Shift, Copy Day Schedule, **Copy Week Schedule**, Save Changes, Register.

5. Oracle Retail Xstore Point-of-Service displays a list of weeks that have been scheduled previously. Use the up and down arrow keys to select a week from the list and press **Enter** to continue.

Figure 5–14 Copy Week Schedule

The 'Copy Week Schedule' dialog box prompts the user to 'Select the date of the schedule you want to copy.' It contains a table with 'Begin Date' and 'End Date' columns. The first row is highlighted in blue.

Begin Date	End Date
11/05/2017	11/11/2017
10/29/2017	11/04/2017
10/22/2017	10/28/2017
10/15/2017	10/21/2017
10/08/2017	10/14/2017
10/01/2017	10/07/2017

Buttons: Back, OK

Oracle Retail Xstore Point-of-Service copies the schedule from the displayed week to the selected week. Oracle Retail Xstore Point-of-Service totals the scheduled hours for the week as you build the schedule and the scheduled budgeted amount (if that is configured for your store).

Figure 5–15 Copied Week Schedule

Employee Schedule		Schedule Hours: 200.00				Schedule Amount: 0.00				From: 11/12/2017		To: 11/18/2017	
	Total Hours	Sun 11/12/17	Mon 11/13/17	Tue 11/14/17	Wed 11/15/17	Thu 11/16/17	Fri 11/17/17	Sat 11/18/17					
Alves, Tomas	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales						
Bissette, Camille	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales						
Black, Jeff	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales						
Brown, Sarah	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales						
Chen, Hai	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...						
Clark, Vanessa 2163333333333	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM Inventory/Stock	9:00 AM 5:00 PM Administrative/Back...		5:00 PM 9:00 PM Inventory/Stock	5:00 PM 9:00 PM Inventory/Stock						
Dos Santos, Mar...	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales						
Dubois, Mark													
Back	Help	Add Manual Shift	Add Shift From List	Change Shift	Delete Shift	Copy Day Schedule	Copy Week Schedule	Save Changes					Register

- Continue scheduling all employees for the week and make any edits as needed. Select the Save Changes option to save your schedule. Refer to [Editing a Schedule](#) for more information about changing schedule information.

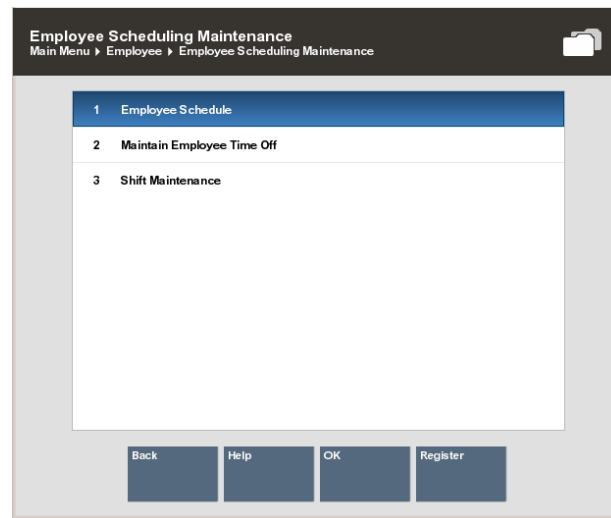
Editing a Schedule

Use this function to make changes to an existing employee schedule for a designated week.

Note: Schedule records from previous days cannot be edited.

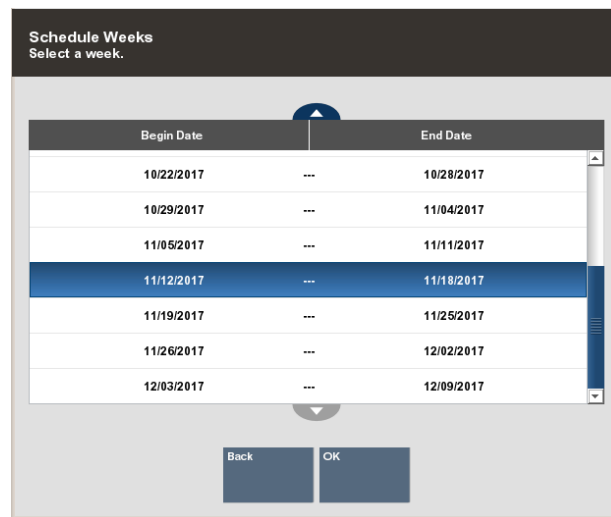
- At the Back Office Main Menu, select **Employee** and press **Enter**.
- At the Employee Menu, select **Employee Scheduling Maintenance** and press **Enter**.
- At the Employee Scheduling Maintenance Menu, select **Employee Schedule** and press **Enter**.

Figure 5–16 Employee Scheduling Maintenance Menu



4. Oracle Retail Xstore Point-of-Service prompts for a schedule week. Use the up and down arrow keys to select the week that you want to edit and press **Enter** to continue.

Figure 5–17 Schedule Weeks List



Note: The current week is selected by default. You cannot edit a record from a date that is earlier than the current date.

5. Oracle Retail Xstore Point-of-Service displays the Employee Schedule screen for the selected week. This is the view used to edit the existing employee schedule. Select the Edit option to begin editing this employee schedule.

Note: You can select the Print Schedule option to print the displayed schedule on the report printer.

9/8/13 - 9/14/13	
Sun 9/8/13 -	
Mon 9/9/13 9:00 AM - 5:00 PM	Commission Sales Id: 1000::SALES
Mon 9/9/13 9:00 AM - 5:00 PM	Administrative/Back office Id: 1000::ADMIN
Mon 9/9/13 9:00 AM - 4:00 PM	Product Demonstration Id: 1000::DEMO
Tue 9/10/13 9:00 AM - 5:00 PM	Commission Sales Id: 1000::SALES
Tue 9/10/13 9:00 AM - 5:00 PM	Administrative/Back office Id: 1000::ADMIN
Tue 9/10/13 9:00 AM - 1:00 PM	General Sales Id: 1000::CASHIER
Wed 9/11/13 9:00 AM - 5:00 PM	Commission Sales Id: 1000::SALES
Wed 9/11/13 9:00 AM - 5:00 PM	Administrative/Back office Id: 1000::ADMIN
Wed 9/11/13 9:00 AM - 1:00 PM	General Sales Id: 1000::CASHIER
Thu 9/12/13 9:00 AM - 5:00 PM	Commission Sales Id: 1000::SALES
Thu 9/12/13 9:00 AM - 5:00 PM	Administrative/Back office Id: 1000::ADMIN
Thu 9/12/13 9:00 AM - 1:00 PM	General Sales Id: 1000::CASHIER

6. Xstore provides several options for editing an existing schedule.

Figure 5-18 Weekly Summary Scheduling Screen - Edit Mode

Employee Schedule		Schedule Hours: 200.00			Schedule Amount: 0.00			From: 11/12/2017		To: 11/18/2017	
	Total Hours	Sun 11/12/17	Mon 11/13/17	Tue 11/14/17	Wed 11/15/17	Thu 11/16/17	Fri 11/17/17	Sat 11/18/17			
Alves, Tomas	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Bissette, Camille	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales				
Black, Jeff	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Brown, Sarah	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Chen, Hai	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...				
Clark, Vanessa 2163333333333	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM Inventory/Stock	9:00 AM 5:00 PM Administrative/Back...		5:00 PM 9:00 PM Inventory/Stock	5:00 PM 9:00 PM Inventory/Stock				
Dos Santos, Mar...	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Dubois, Marie											
Back	Help	Add Manual Shift	Add Shift From List	Change Shift	Delete Shift	Copy Day Schedule	Copy Week Schedule	Save Changes		Register	

Edit Existing Schedule Menu Options

- Change Shift - Use this option to edit an existing shift on the schedule. See [Changing a Shift](#).
- Delete Shift - Use this option to remove a shift from the schedule. See [Deleting a Shift](#).
- You can also add shifts to the schedule as needed. Refer to [Adding a Manual Shift](#), [Adding a Pre-Defined Shift](#), [Copying a Day Schedule](#), and [Copying a Week Schedule](#) for more information.

Changing a Shift

Use this option to edit an existing shift for an employee on the schedule.

1. In edit mode, select the shift you want to change. Use the arrow keys to navigate the scheduling screen grid. The highlighted area indicates the selected shift in the grid.

Note: Touch-screen users, tap the desired cell to select the shift you want to change.

Figure 5–19 Selected Cell Containing the Shift to be Changed

Employee Schedule		Schedule Hours: 200.00			Schedule Amount: 0.00			From: 11/12/2017		To: 11/18/2017	
	Total Hours	Sun 11/12/17	Mon 11/13/17	Tue 11/14/17	Wed 11/15/17	Thu 11/16/17	Fri 11/17/17	Sat 11/18/17			
Alves, Tomas	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Bissette, Camille	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales	5:00 PM 9:00 PM General Sales				
Black, Jeff	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Brown, Sarah	Break: 0.00 Working: 20.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales				
Chen, Hai	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...	9:00 AM 5:00 PM Administrative/Back...				
Clark, Vanessa 2163333333333	Break: 0.00 Working: 20.00		5:00 PM 9:00 PM Inventory/Stock	9:00 AM 5:00 PM Administrative/Back...		5:00 PM 9:00 PM Inventory/Stock	5:00 PM 9:00 PM Inventory/Stock				
Dos Santos, Mar...	Break: 0.00 Working: 40.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales				
Dubois, Marie											
Back	Help	Add Manual Shift	Add Shift From List	Change Shift	Delete Shift	Copy Day Schedule	Copy Week Schedule	Save Changes			Register

2. Select the **Change Shift** option.
3. Oracle Retail Xstore Point-of-Service displays the Employee Scheduling Data form that shows the current schedule information for the selected shift. Change the information as required:

Figure 5–20 Employee Scheduling Data Form

The screenshot shows the 'Employee Scheduling Data Form' with the following fields and values:

- Employee Name:** Brown, Sarah
- Date:** Monday, November 13, 2017
- Shift Start Time:** 09:00 AM
- Shift End Time:** 01:00 PM
- Work Code:** General Sales
- Number of Non-Working Hrs:** 0 Hours, 0 Mins

Buttons at the bottom: Back, Help, OK.

- Shift Start Time - Enter the starting time for this shift.
 - Shift End Time - Enter the ending time for this shift.
 - Work Code - Select a work code for this shift.
 - Number of Non-Working Hours - Enter the hours and/or minutes that are counted as non-working hours, such as meal breaks.
4. Select **Ok** to continue.

Oracle Retail Xstore Point-of-Service displays the Weekly Summary Scheduling screen showing the shift you changed for the employee/day. Information shown here includes the starting and ending times, the work code, the time allotted for breaks, and the amount of working time. Oracle Retail Xstore Point-of-Service also totals the scheduled hours for the week as you build the schedule and the scheduled budget amount (if configured for your store).

Figure 5–21 Schedule before Shift Change

Employee Schedule		Schedule Hours: 288.00		Schedule Amount: 0.00	
	Total Hours	Sun 11/12/17	Mon 11/13/17	Tue 11/14/17	Wed 11/15/17
Abova, Torrey	Break: 0.00 Working: 28.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales
Bessette, Camille	Break: 0.00 Working: 28.00		9:00 PM 5:00 PM General Sales	9:00 PM 5:00 PM General Sales	9:00 PM 5:00 PM General Sales
Black, Jeff	Break: 0.00 Working: 48.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales
Brown, Sarah	Break: 0.00 Working: 28.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales

Figure 5–22 Schedule after Shift Change

Employee Schedule		Schedule Hours: 288.00		Schedule Amount: 0.00	
	Total Hours	Sun 11/12/17	Mon 11/13/17	Tue 11/14/17	Wed 11/15/17
Abova, Torrey	Break: 0.00 Working: 28.00		9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales
Bessette, Camille	Break: 0.00 Working: 28.00		9:00 PM 5:00 PM General Sales	9:00 PM 5:00 PM General Sales	9:00 PM 5:00 PM General Sales
Black, Jeff	Break: 0.00 Working: 48.00		9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales	9:00 AM 5:00 PM Commission Sales
Brown, Sarah	Break: 0.00 Working: 28.00		9:00 AM 5:00 PM General Sales	9:00 AM 1:00 PM General Sales	9:00 AM 1:00 PM General Sales

5. Make additional schedule changes as needed and select the **Save Changes** option to save the edited schedule.

Note: If configured, Oracle Retail Xstore Point-of-Service warns you if an employee's schedule conflicts with hourly constraints or other restrictions as determined by your store.

Deleting a Shift

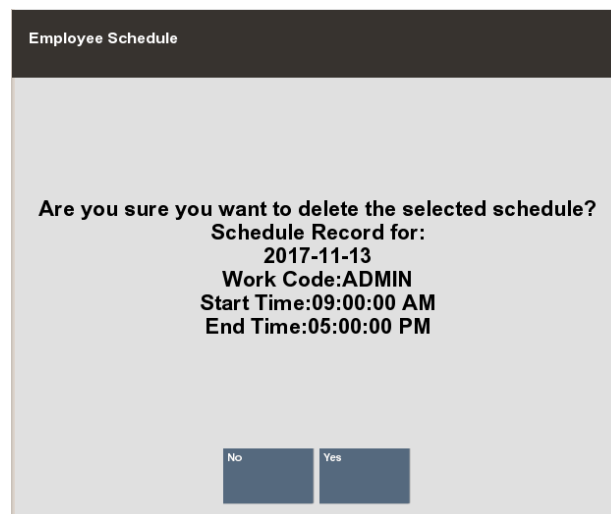
Use this option to remove a shift from the schedule for a selected employee/day.

1. Select the shift you want to remove from the schedule. Use the arrow keys to navigate the scheduling screen grid. The highlighted area indicates the selected shift in the grid.

Note: Touch-screen users, tap the desired cell to select the shift you want to remove.

2. Select the **Delete Shift** option. Oracle Retail Xstore Point-of-Service displays a prompt to verify that the selected shift is the one you want to delete.

Figure 5–23 Delete Shift Verification Prompt



3. Press **Yes** to delete the shift from the schedule.

Oracle Retail Xstore Point-of-Service displays the Weekly Summary Scheduling screen, removing the shift you deleted for the employee/day. Oracle Retail Xstore Point-of-Service also recalculates the scheduled hours for the week and the scheduled budget amount (if configured for your store) as you edit the schedule.

4. Continue making any changes to the schedule as needed and select the **Save Changes** option to save the edited schedule.

Maintaining Employee Time-Off Schedules

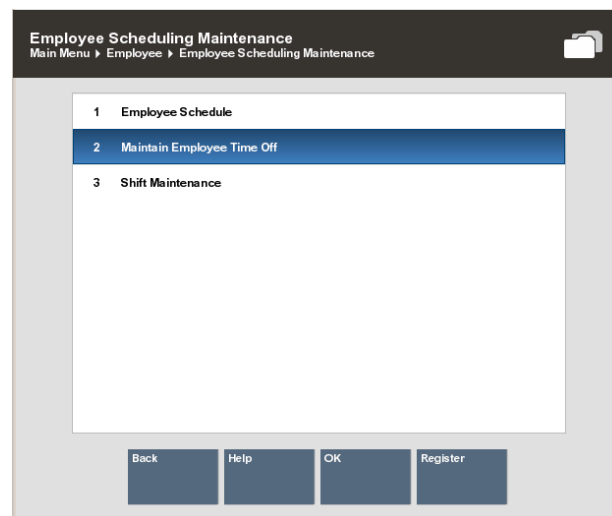
To create and edit time-off events, Oracle Retail Xstore Point-of-Service prompts you for information such as the type of time-off period (whole day, half day, partial day), whether the time-off period spans multiple days or a single day, and the dates and times of the time-off period. This information is shown during the employee scheduling process, alerting you to scheduling exceptions if you try to schedule an employee with previously-approved time off for the time period you are scheduling.

Adding Time-Off Periods

Use this function to add employees' time-off requests to the schedule.

From the Back Office Employee Scheduling Maintenance menu, select the **Maintain Employee Time Off** option and press **Enter**.

Figure 5–24 *Employee Scheduling Maintenance Menu*



1. Oracle Retail Xstore Point-of-Service prompts you to select a schedule week. Select the week for the time-off event and press **Enter** to continue.

Figure 5–25 Schedule Weeks List - Time Off

Begin Date	End Date
10/15/2017	10/21/2017
10/22/2017	10/28/2017
10/29/2017	11/04/2017
11/05/2017	11/11/2017
11/12/2017	11/18/2017
11/19/2017	11/25/2017
11/26/2017	12/02/2017

Note: The current week is selected by default.

- Oracle Retail Xstore Point-of-Service displays the Employee Time Off Scheduling screen showing any previously scheduled time-off events for this week. Select the **Add Time Off** option to create a new time-off event for an employee.

Figure 5–26 Employee Time Off Scheduling Screen

Employee	Date	Time	Reason
----------	------	------	--------

Tip: Select **Previous Week** to view time-off from the week before the week that is displayed.

Select the **Next Week** option to view time-off for the week after the week that is displayed.

To view any other time-off schedule, select the **Change Week** option to select a specific schedule date from the list of weeks.

3. Oracle Retail Xstore Point-of-Service prompts for the employee's information. Enter the employee's information and select **Process** to continue.

Figure 5–27 Employee Search Form

The screenshot shows the 'Employee Lookup' form. At the top, it says 'Employee Lookup' and 'Enter search criteria.' with a magnifying glass icon. Below this are three input fields: 'Employee ID', 'Last Name', and 'First Name'. At the bottom, there are three buttons: 'Back', 'Help', and 'Process'.

4. Oracle Retail Xstore Point-of-Service displays a list of employees who match the search criteria. Select an employee from the list and choose **Select & Continue**.

Figure 5–28 List of Matching Employees

The screenshot shows the 'Employee Lookup' screen with the source 'StorePrimary'. It displays a list of matching employees. The first three entries are: 'Smith, John' (30500 Bruce Industrial Pkwy, Solon, OH 44139), 'Sakthi, Shree' (30500 Bruce Industrial Pkwy, Solon, OH 44139), and 'Smith, Joe' (highlighted in blue). Below these is 'Schrantz, Johann' (Triesterstrasse 391, 8055 Graz-Puntigam, Austria). At the bottom, there are three buttons: 'Back', 'New', and 'Select & View'.

5. After the employee has been selected, Oracle Retail Xstore Point-of-Service prompts for the type of time-off event information. Select the time-off type to continue:

Figure 5–29 Time-off Event Type Prompt

- Select the **Full Day** option if the employee has requested time off for the entire day or days.
 - Select the **Half Day** option if the employee has requested half of the day off, such as morning or afternoon.
 - Select the **Partial Day** option if the employee has requested part of the day, such as 2 hours off.
6. Oracle Retail Xstore Point-of-Service prompts for the time-off event date. Enter the starting time-off date and select **Save Changes** to continue.

Figure 5–30 Time Off Date Prompt

- **FULL DAY** - If you chose the full day option, Oracle Retail Xstore Point-of-Service prompts for the number of days for this time-off event. Enter the

number of full days the employee has requested off and select Save Changes to continue. Go to step 7.

Figure 5–31 Number of Days Prompt

- **HALF DAY** - If you chose the half day option, Oracle Retail Xstore Point-of-Service prompts for the part of day. Select whether the time off is morning (AM) or afternoon (PM). Go to step 7.

Figure 5–32 Half Day Time-Off Prompt

Note: The number of hours allotted for the half-day time-off option is determined by your store's policy.

- **PARTIAL DAY** - If you chose the partial day option, Oracle Retail Xstore Point-of-Service prompts for the start and end times. Enter the information as required and select Save Changes. Go to step 7.

Figure 5–33 Partial Time-Off Prompt

Scheduling Time Off
Scheduling Time Off

Please enter the start and end time for time off.

Time Off Start Time

Time Off End Time

Back Help Save Changes

- Oracle Retail Xstore Point-of-Service prompts for the time-off reason. Select a reason for the time-off event from the list and press Enter to continue.

Figure 5–34 List of Time-Off Reasons

Reason Code
Select a reason code from the list.

Reasons

Medical

Jury Duty

Personal Time Off

Back OK

Oracle Retail Xstore Point-of-Service adds the employee's time-off event to the Employee Time Off Scheduling screen for the selected week.

Figure 5–35 Employee Time Off Scheduling Screen

Employee Time Off Scheduling			
Employee	Date	Time	Reason
Smith, Joe	11/8/17 - 11/8/17	10:00 AM - 3:00 PM	Medical

Back	Help	Change Week		Print Schedule	Add Time Off	Edit Time Off	Remove Time Off			Previous Week	Next Week	Register
------	------	-------------	--	----------------	--------------	---------------	-----------------	--	--	---------------	-----------	----------

Note: Time Off Exception

If the employee has already been scheduled to work on that day (or days), the system prompts you that there is a time-off exception.

- Select the **Add to Schedule** option to schedule the employee's time off as requested.
- Select **Back** to cancel the request.

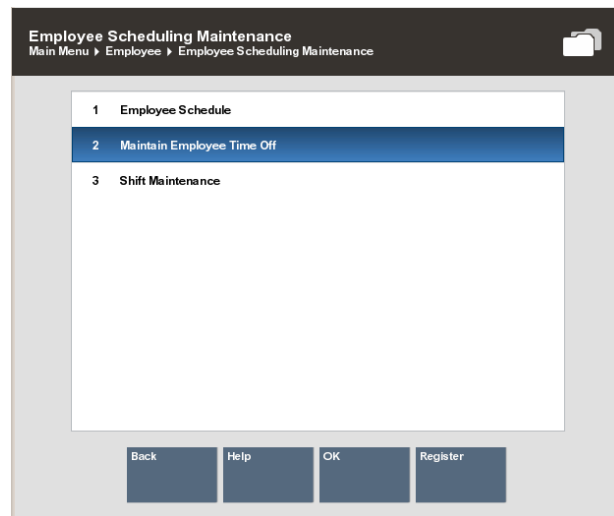
Time Off Exception
Sarah Brown has already been scheduled from Thursday, November 9, 2017 09:00:00 AM through Thursday, November 9, 2017 01:00:00 PM. Are you sure you want to continue? Back Add To Schedule

Removing an Employee Time-Off Period

Use this function when an employee wants to cancel a previously-scheduled time-off. This function removes the time-off event from the schedule.

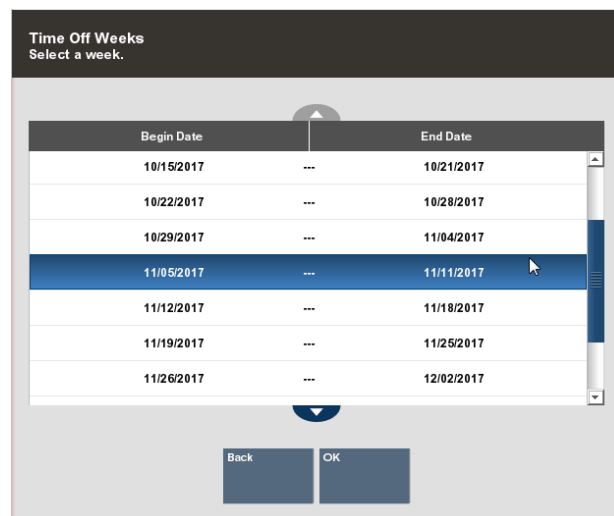
1. From the Back Office Employee Scheduling Maintenance Menu, select the **Maintain Employee Time Off** menu option and press **Enter**.

Figure 5–36 Maintain Employee Time Off Menu Option



2. Oracle Retail Xstore Point-of-Service prompts for a schedule week. Select the week for the time-off event and press **Enter** to continue.

Figure 5–37 Schedule Weeks List



Note: The current week is selected by default.

Oracle Retail Xstore Point-of-Service displays the Employee Time Off Scheduling screen showing the previously scheduled time-off events. Select the employee time-off event you want to remove from the schedule, and select the **Remove Time Off** option.

Figure 5–38 Employee Time Off Scheduling Screen - Remove Time Off Option

The screenshot shows the 'Employee Time Off Scheduling' interface. At the top, there's a header bar with the title and date range (11/05/2017 to 11/11/2017). Below this is a table with columns: Employee, Date, Time, and Reason. The first row shows 'Smith, Joe' for the date '11/8/17 - 11/8/17' at '10:00 AM - 3:00 PM' with the reason 'Medical'. Below the table is a large empty space. At the bottom, there's a navigation bar with buttons: Back, Help, Change Week, Print Schedule, Add Time Off, Edit Time Off, Remove Time Off (highlighted with a red box), Previous Week, Next Week, and Register.

Employee	Date	Time	Reason
Smith, Joe	11/8/17 - 11/8/17	10:00 AM - 3:00 PM	Medical

Tip: Select the **Previous Week** and the **Next Week** options to view the time-off schedule for the week before, or after, the current week you are viewing. To view any other time-off schedule, select the **Change Week** option to select a specific schedule date from the list of weeks displayed.

3. Oracle Retail Xstore Point-of-Service prompts you to confirm the time-off event to be removed from the schedule. Press **Yes** to remove the selected employee time-off event. Oracle Retail Xstore Point-of-Service removes the selected time-off event from the schedule.

Figure 5–39 Confirm Employee Time Off Prompt

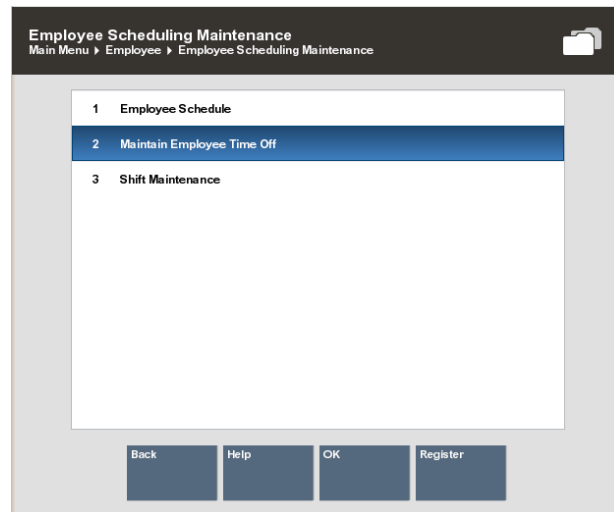
The screenshot shows a dialog box titled 'Employee Time Off'. The main text inside the dialog box asks: 'Are you sure you want to remove the selected time off request for Joe Smith?'. At the bottom of the dialog box, there are two buttons: 'No' and 'Yes'.

Editing an Employee Time-Off Period

Use this option to change an employee's previously scheduled time-off request. You can change the type of time off (full day, half day, or part of day), change the time-off date, the number of days for the time-off period, the time-off hour duration, and the time-off reason.

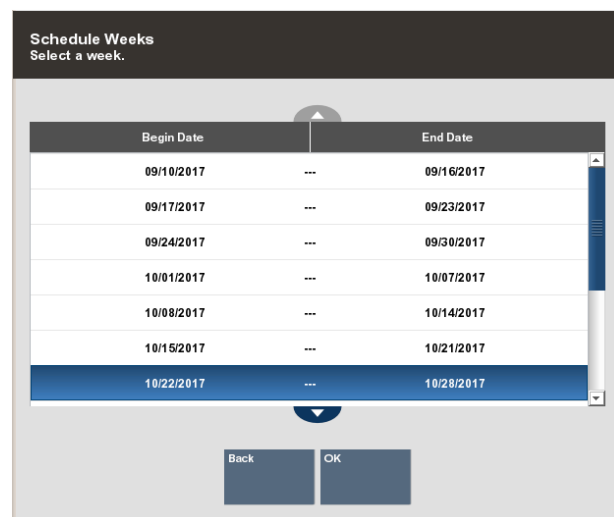
1. From the Back Office Employee Scheduling Maintenance Menu, select the **Maintain Employee Time Off** menu option and press **Enter**.

Figure 5–40 Maintain Employee Time Off



2. Oracle Retail Xstore Point-of-Service prompts for a schedule week. Select the week for the time-off event and press **Enter** to continue.

Figure 5–41 Schedule Weeks List



Note: The current week is selected by default.

3. Oracle Retail Xstore Point-of-Service displays the Employee Time Off Scheduling screen showing the previously scheduled time-off events. Select the employee time-off event you want to change and select the **Edit Time Off** option.

Figure 5-42 Employee Time Off Scheduling Screen - Edit Time Off

The screenshot shows the 'Employee Time Off Scheduling' interface. At the top, there's a header bar with the title 'Employee Time Off Scheduling' and a date range '11/05/2017' to '11/11/2017'. Below this is a table with columns: Employee, Date, Time, and Reason. The table contains one row for 'Smith, Joe' with the date '11/8/17 - 11/8/17', time '10:00 AM - 3:00 PM', and reason 'Medical'. Below the table is a large empty white space. At the bottom is a navigation bar with buttons: Back, Help, Change Week, Print Schedule, Add Time Off, Edit Time Off (highlighted with a red box), Remove Time Off, Previous Week, Next Week, and Register.

Employee	Date	Time	Reason
Smith, Joe	11/8/17 - 11/8/17	10:00 AM - 3:00 PM	Medical

Back Help Change Week Print Schedule Add Time Off **Edit Time Off** Remove Time Off Previous Week Next Week Register

Note: Select the Previous Week and the Next Week options to view the time-off schedule for the week before, or after, the current week you are viewing. To view any other time-off schedule, select the Change Week option to select a specific schedule date from the list of weeks displayed.

4. Oracle Retail Xstore Point-of-Service prompts for the type of time off (full day, half day or partial day), the time off date, and other information as required. Refer to [Adding Time-Off Periods](#) for detailed information about the time-off prompts.

Enter/select the time-off information as required. Oracle Retail Xstore Point-of-Service replaces the employee's original time-off event on the schedule with the updated request.

Printing the Time-Off Schedule

You can print the Employee Time-off Summary Report from both the Employee Time Off Scheduling screen and from the Back Office Employee Scheduling Maintenance menu.

Figure 5–43 Employee Time Off Summary Report

ORACLE®

Time Off Summary

Store: 101 - Corner Market

Date Range: 01/01/2017 - 11/28/2017

Name	ID	Date	Time	Reason
Dos Santos, Maria	321	11/28/2017	Half Day	Medical
Pereira, Alfonso	320	11/28/2017	Half Day	Medical
Weber, Stephan	220	11/28/2017	Partial Day	Medical

- Printing the schedule from the Employee Time Off Scheduling screen (**Print Schedule** button) prints the current schedule shown on the screen.
- Printing the schedule from the Back Office Employee Scheduling Maintenance menu prompts you to select a week to be printed.

Figure 5–44 Employee Schedule Report Menu Option

Employee Schedule Reports
Main Menu ▶ Reporting ▶ Employee Reports ▶ Employee Schedule Reports

- 1 Employee Performance
- 2 Employee Schedule Detail Report
- 3 Employee Time Off Summary Report**

Time Off Summary

Date Range: 10/17/2017

10/17/2017

Specific Date

Show Criteria

- Specific Date
- Today (10/17/2017 - 10/17/2017)
- Current Week (10/15/2017 - 10/21/2017)
- Current Month (10/01/2017 - 10/31/2017)
- Current Quarter (10/01/2017 - 12/31/2017)
- Current Year (01/01/2017 - 12/31/2017)
- Yesterday (10/16/2017 - 10/16/2017)
- Previous Week (10/08/2017 - 10/14/2017)

Back Help Run Report Save Print

Note: Refer to the *Oracle Retail Xstore Point-of-Service Reports Guide* for detailed information about running reports

Maintaining Employee Shifts

To make employee scheduling easier, you can create and edit pre-defined shifts that may be applied during the employee scheduling function.

Creating a New Shift

Use this procedure to create a new shift to be used during employee scheduling.

1. From the Back Office Employee Scheduling Maintenance Menu, select the **Shift Maintenance** menu option and press **Enter**.

Figure 5–45 Shift Maintenance Menu Option

2. Oracle Retail Xstore Point-of-Service prompts for the shift information. Select the **New** option to create a new shift type.

Figure 5–46 Shift Criteria Prompt

3. Oracle Retail Xstore Point-of-Service prompts for the shift detail information. Enter the information for the new shift:

Figure 5–47 Shift Detail Prompt

The image shows a web-based form titled "Shift Maintenance" with the subtitle "Enter shift details". The form contains several input fields: "Shift Name", "Shift Desc", "Start Time", "End Time", "Number of Non-Working Hrs" (with separate "Hours" and "Mins" sub-inputs), and a "Work Code" dropdown menu. Each input field has a small red arrow icon to its left. At the bottom of the form, there are four buttons: "Back", "Help", "Save Changes", and "Delete Shift".

- Shift Name - Enter a name for this shift. This is the label that is shown in the list of pre-defined shifts.
 - Shift Description - Enter a short description for this shift.
 - Start Time - Enter the starting time for this shift. If you enter the time as military time, it is converted to a.m. or p.m. For example: 16:00 is converted to 04:00 PM.
 - End Time - Enter the ending time for this shift. If you enter the time as military time, it is converted to a.m. or p.m. For example: 16:00 is converted to 04:00 PM.
 - Number of Non-Working Hours - Enter the hours and minutes that are counted as non-working hours, such as meal breaks.
 - Work Code - Select a work code for this shift.
4. Select the **Save Changes** option to create the new shift.

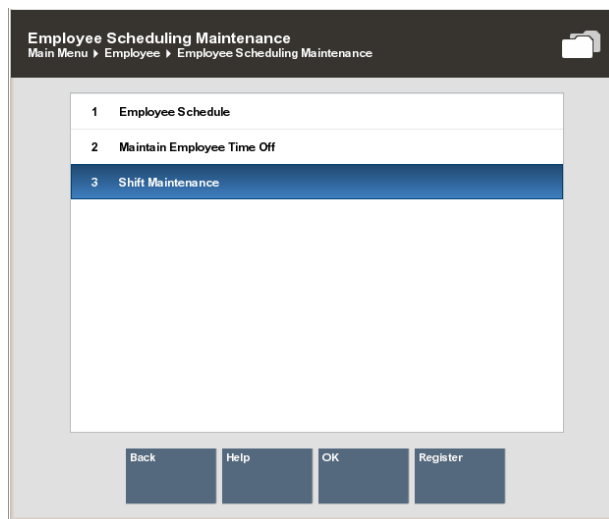
Note: During employee scheduling, this new shift is available as an option in the pre-defined list of shifts. See [Adding a Pre-Defined Shift](#) for detailed information about using the **Add Shift From List** schedule option.

Editing an Existing Shift

Use this procedure to change the information for a pre-defined shift.

1. From the Back Office Employee Scheduling Maintenance Menu, select the **Shift Maintenance** option and press **Enter**.

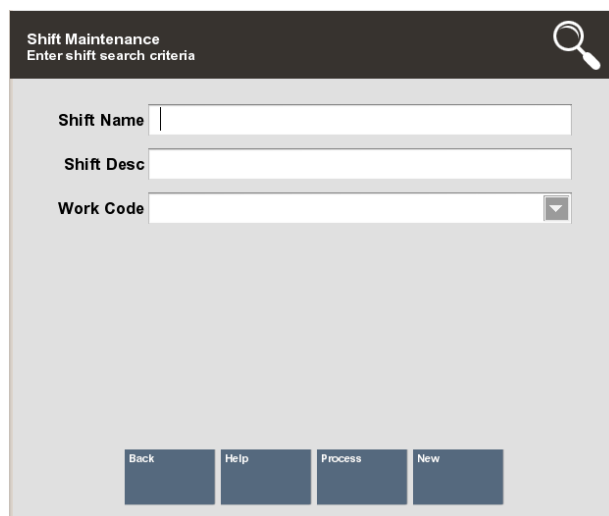
Figure 5–48 Shift Maintenance Option



The screenshot shows a web application interface titled "Employee Scheduling Maintenance". Below the title is a breadcrumb trail: "Main Menu > Employee > Employee Scheduling Maintenance". There is a list of three options: "1 Employee Schedule", "2 Maintain Employee Time Off", and "3 Shift Maintenance". The "Shift Maintenance" option is highlighted with a blue background. At the bottom of the interface are four buttons: "Back", "Help", "OK", and "Register".

2. Oracle Retail Xstore Point-of-Service prompts for the shift information. Enter the required information and select the **Process** option to continue. If you do not enter any information, Xstore displays a list of all shifts.

Figure 5–49 Shift Maintenance Form



The screenshot shows a web application interface titled "Shift Maintenance" with the subtitle "Enter shift search criteria". There is a search icon in the top right corner. Below the title are three input fields: "Shift Name", "Shift Desc", and "Work Code" (which is a dropdown menu). At the bottom of the interface are four buttons: "Back", "Help", "Process", and "New".

If more than one pre-defined shift matches the search criteria you entered, Oracle Retail Xstore Point-of-Service displays a list of shifts. Select the shift you want to change from the list and press **Enter** to continue.

Figure 5–50 Shift List

Shift Maintenance
Select a shift.

Work Code	Name	Hours
CASHIER	Cashier - AM	9:00 AM - 1:00 PM
CASHIER	Cashier - PM	5:00 PM - 9:00 PM
ADMIN	Manager - AM	9:00 AM - 5:00 PM
ADMIN	Manager - PM	5:00 PM - 9:00 PM
SALES	Sales - AM	9:00 AM - 5:00 PM
SALES	Sales - PM	5:00 PM - 9:00 PM
CASHIER	Cashier - AM (Weekend)	8:00 AM - 1:30 PM

Back New OK

- Oracle Retail Xstore Point-of-Service displays the shift's detail information.

Figure 5–51 Shift List Detail Example

Shift Maintenance
Enter shift details

Shift Name: CASHIER_AM

Shift Desc: Cashier - AM

Start Time: 09:00 AM

End Time: 01:00 PM

Number of Non-Working Hrs: 0 Hours 0 Mins

Work Code: General Sales

Back Help Save Changes Delete Shift

Note: To delete the shift entirely, select the **Delete Shift** option here. The deleted shift will no longer be available as an option when setting up employee schedules.

- Change the shift information as needed and select the **Save Changes** option to continue.

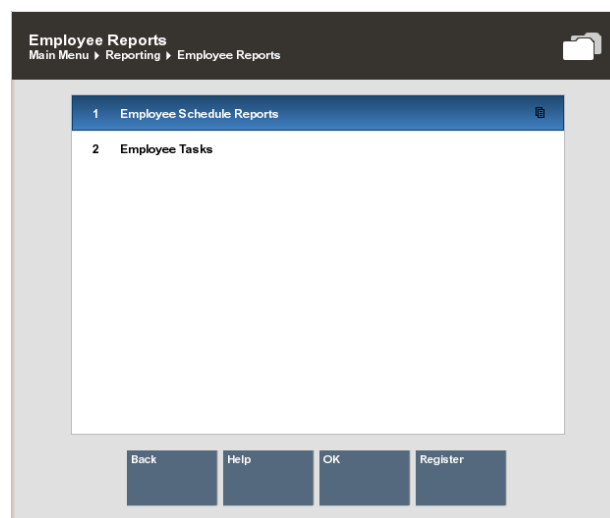
Schedule Reports

Note: Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for detailed information about creating these reports.

Schedule reports are available from the Schedule Reports menu.

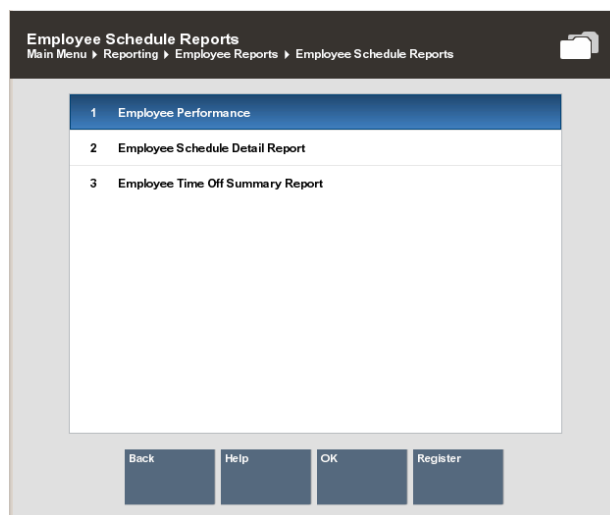
1. At the Back Office Main menu, select **Reporting** and press **Enter**.
2. At the Reporting menu, select **Employee Reports** and press **Enter**.
3. At the Employee Reports menu, select **Employee Schedule Reports**.

Figure 5–52 Employee Reports Menu



4. Select a report from the Schedule Reports list.

Figure 5–53 Schedule Reports List



Employee Time Off Summary Report

The Employee Time Off Summary Report provides a listing of employees who have scheduled time off during the weekly period selected for the report. For every employee selected, the report shows the date, amount of time off, and the reason for the time off.

Figure 5–54 Time Off Summary Report

ORACLE®

Time Off Summary

Store: 101 - Corner Market

Date Range: 01/01/2017 - 11/28/2017

Name	ID	Date	Time	Reason
Dos Santos, Maria	321	11/28/2017	Half Day	Medical
Pereira, Alfonso	320	11/28/2017	Half Day	Medical
Weber, Stephan	220	11/28/2017	Partial Day	Medical

See Printing the Time-Off Schedule for more information.

Employee Performance Report Overview

This report shows employee performance information within a selected date range for a specified work code (or all codes), for an individual employee, or for all employees.

This report includes the following employee information:

- Total scheduled hours for an employee or all employees
- The hours actually worked by the employee
- The difference between the scheduled hours and the hours worked
- The employee's total sales amount for the period
- The number of sales for the period
- The average dollar amount per sale
- The average number of sales per hours worked

Figure 5–55 Employee Performance Report

ORACLE®		Employee Performance					Store: 101 - Corner Market
Date Range: 11/28/2017 - 11/28/2017			Work Code: All			Employee: 100	
ID	Employee Name	Hours Scheduled	Hours Worked	Difference	Number of Sales	Average Sale Per Trans	Net Sales
No data to display							

Schedule Detail Report Overview

This report shows employees scheduled for each day in a selected week. It contains the following information:

- Date
- Employee name
- Work Code
- The individual start and end times and hours scheduled for sales and non-sales (work code)
- Total hours for each employee per day
- A report total for the schedule week is shown on the last page of the report

Figure 5–56 Employee Schedule Detail Report

ORACLE® Employee Schedule Detail						
Date Range: Current Quarter (10/01/2017 - 12/31/2017)						
Employee Range: All						
Date	ID	Name	Work Code	Start Time	End Time	Hours
10/24/2017	300	Alves, Tomas	General Sales	09:00:00 AM	01:00:00 PM	4.00
10/25/2017	300	Alves, Tomas	General Sales	09:00:00 AM	01:00:00 PM	4.00
10/26/2017	300	Alves, Tomas	General Sales	09:00:00 AM	01:00:00 PM	4.00
10/27/2017	300	Alves, Tomas	General Sales	09:00:00 AM	01:00:00 PM	4.00
11/06/2017	300	Alves, Tomas	General Sales	09:00:00 AM	01:00:00 PM	4.00
	260	Bissette, Camille	General Sales	05:00:00 PM	09:00:00 PM	4.00

Message Maintenance and Task Management

Messages can be viewed from both the Register Login screen and the Back Office Login screen. You may also be able to view messages from the transaction screens depending on your store configuration.

Task Management is a feature that encompasses tasks assigned to associates in a store for completion as well as tasks that are customer-focused such as appointments. Tasks have workflows associated with them so at any time a manager can easily see the current status of the task. This section also includes instructions on how to use the Black Book feature to view your associate's primary customers.

The following topics are covered:

- [Creating and Maintaining Messages](#)
 - [Creating a New Message](#)
 - [Editing a Message](#)
 - [Deleting a Message](#)
- [Reviewing Task Management Information](#)
 - [Viewing Task Progress](#)
 - [Viewing Black Book Customers](#)

Creating and Maintaining Messages

Messages are for information purposes only, and require no action by the employee. Messages may be downloaded from the corporate office, and messages can also be created and maintained at the store level using the Back Office Message Maintenance menu option.

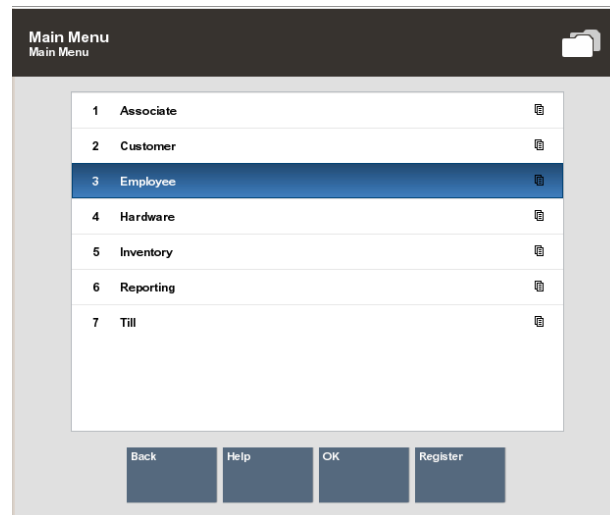
Messages can be store-based or register-based, and provide the ability for both the corporate office and the store managers to share information with all employees.

Messages can be maintained at the corporate office or using the Back Office functions. Only store-created messages can be edited at the store level. Messages from the corporate office cannot be changed or deleted.

Perform the following steps to create and maintain messages:

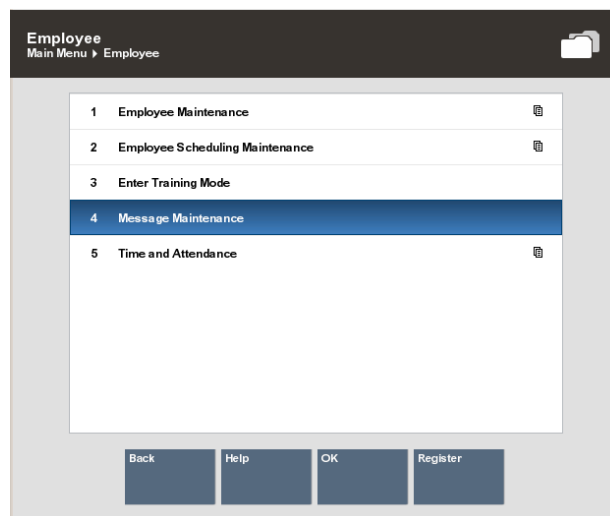
1. At the Back Office Main Menu, select the **Employee** menu option and press **Enter**.

Figure 6–1 Employee Option - Main Menu

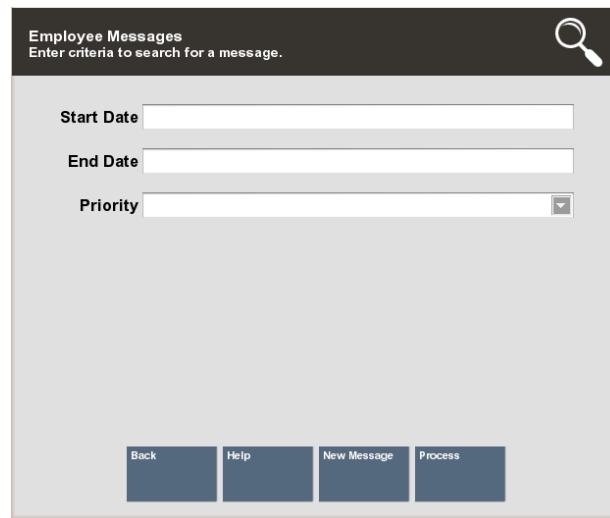


2. At the Employee menu, select the **Message Maintenance** menu option and press **Enter**.

Figure 6–2 Employee Menu



3. The Employee Messages search form displays. You have the following options on the search form:

Figure 6–3 Employee Messages Search Form


The form is titled "Employee Messages" with a subtitle "Enter criteria to search for a message." and a magnifying glass icon. It contains three input fields: "Start Date", "End Date", and "Priority" (a dropdown menu). At the bottom, there are four buttons: "Back", "Help", "New Message", and "Process".

- To create a new message, select New Message. See [Creating a New Message](#).
- To find an existing message:
 - Enter the search criteria in the search fields provided and select Process.

Search fields include:

- Start Date: The date the message is to be displayed.
- End Date: The date the message is to be removed from the message list.
- Priority: The message importance: High, Medium, Low.

<OR>

- Leave all the search fields blank and select Process to return a list of all active, store-level messages.

See [Editing a Message](#) and [Deleting a Message](#).

Creating a New Message

Messages can be displayed on all registers, or only a specific register. However, all employees have the ability to see the messages. Messages cannot be directed to specific employees or employee groups. Any messages created are automatically flagged as Store Created.

1. At the Employee Messages search form ([Figure 6–3](#)), select New Message.

Note: You can also create a new message by selecting the **New Message** option from the Employee Messages list. See [Figure 6–6](#).

2. Enter data as required to create a new message:

Figure 6–4 Employee Messages - New Message Form

Employee Messages
Message Maintenance

Store Created: **Yes**

Start Date: 10/31/2017

End Date: 11/30/2017

Priority: Medium

Register Specific: No

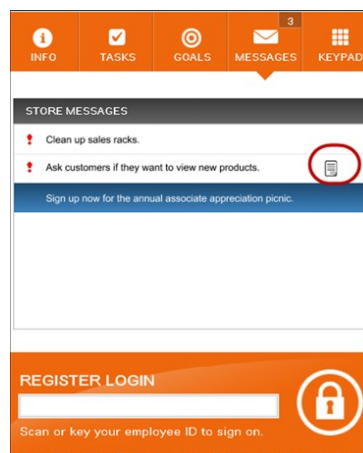
Register #:

Message URL:

Message: Sign up now for the annual associate appreciation picnic.

Back Help Save Changes

- Start Date: The date the message is to be displayed.
- End Date: The date the message is to be removed from the message list.
- Priority: The message importance: High, Medium, Low.
- Register Specific/Register #:
 - Register Specific: Yes or No - If No, the message is displayed on all registers. If Yes, the message is only displayed on a specific register.
 - Register # - If Register Specific is set to Yes, this is the register on which the message are displayed.
- Message URL: If applicable, enter a URL address. The URL will appear as an attachment to the message. See [Figure 6–5](#) below.
- Message: The message text.
- Select **Save Changes** to create the new message.

Figure 6–5 Register Store Message with URL attachment

Editing a Message

Only messages created at the store level can be edited or deleted. For this reason, any messages downloaded from the corporate office are not displayed in the list of messages returned from a message search.

Note: To find and display the list of store-created messages, refer to step 3.

1. At the Employee Messages list, use the up and down arrow keys to select and highlight a message, then press **Enter** to display the Employee Messages maintenance form.

Figure 6–6 Employee Messages List

Start Date	Message
10/17/2017	Clean up sales racks.
11/05/2017	Ask customers if they want to view new products.
10/31/2017	Sign up now for the annual associate appreciation picnic.

Back New Message OK

2. At the Employee Messages maintenance form, select **Edit Message** to make the fields active and available for editing.

Figure 6–7 Employee Messages Menu Option

Employee Messages
Message Maintenance

Store Created: **Yes**

Start Date: 10/31/2017

End Date: 11/30/2017

Priority: Medium

Register Specific: No

Register #

Message URL:

Message: Sign up now for the annual associate appreciation picnic.

Back Help Edit Message Delete Message New Message

3. At the active Employee Messages maintenance form, make your changes as needed:

Figure 6–8 Employee Messages Maintenance Form - Active View

The screenshot shows the 'Employee Messages Message Maintenance' form in its active view. The form is titled 'Employee Messages Message Maintenance' in a dark header. Below the header, the form contains several fields: 'Store Created: Yes', 'Start Date' (10/31/2017), 'End Date' (11/30/2017), 'Priority' (Medium), 'Register Specific' (No), 'Register #' (empty), 'Message URL' (empty), and 'Message' (Sign up now for the annual associate appreciation picnic.). At the bottom, there are three buttons: 'Back', 'Help', and 'Save Changes'.

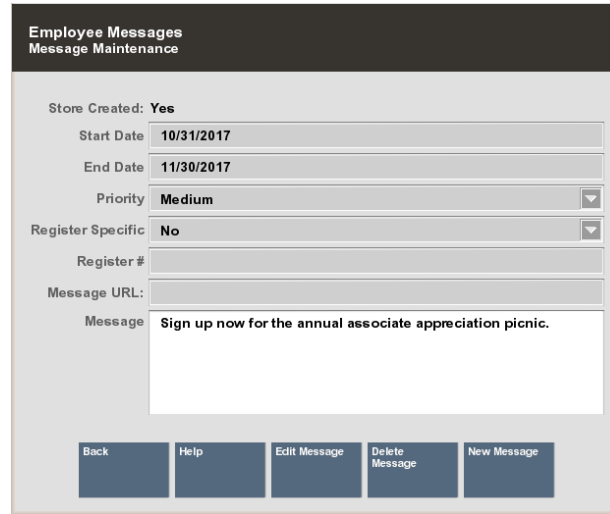
- Start Date: The date the message is to be displayed.
 - End Date: The date the message is to be removed from the message list.
 - Priority: The message importance: High, Medium, Low.
 - Register Specific/Register #:
 - Register Specific: **Yes** or **No** - If **No**, the message is displayed on all registers. If **Yes**, the message is only displayed on a specific register.
 - Register #: The register on which the message is displayed. This only applies if Register Specific is set to **Yes**.
 - Message: The message text.
4. After making your changes, select **Save Changes** to apply your edits to the message.

Deleting a Message

Only messages created at the store level can be deleted.

1. At the Employee Messages list (Figure 6–6), use the up and down arrow keys to select and highlight a message, then press **Enter** to display the Employee Messages maintenance form.

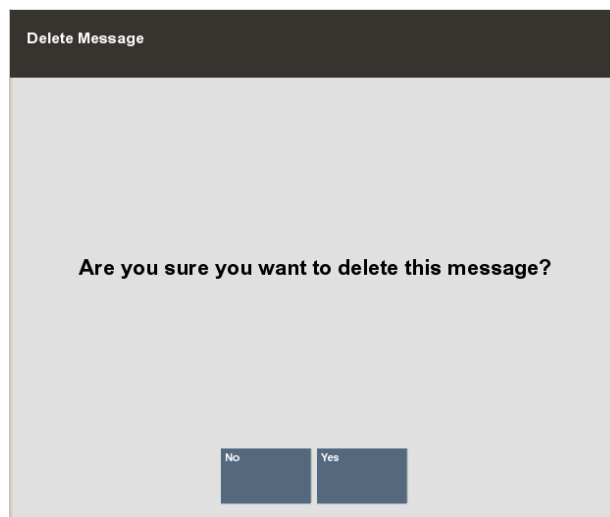
Figure 6–9 Employee Messages Maintenance Form - Delete Message



The screenshot shows the 'Employee Messages Message Maintenance' form. It contains several input fields: 'Store Created' (Yes), 'Start Date' (10/31/2017), 'End Date' (11/30/2017), 'Priority' (Medium), 'Register Specific' (No), 'Register #' (empty), 'Message URL' (empty), and 'Message' (Sign up now for the annual associate appreciation picnic.). At the bottom, there are five buttons: 'Back', 'Help', 'Edit Message', 'Delete Message', and 'New Message'.

2. At the Employee Messages maintenance form, select **Delete Message** to delete the message.
3. At the Delete Message confirmation prompt, select **Yes** to remove the message. If you do not want to delete the message, select **No** to return to the Employee Messages search form.

Figure 6–10 Delete Message Confirmation Prompt



The screenshot shows a confirmation dialog titled 'Delete Message'. It asks the question 'Are you sure you want to delete this message?'. At the bottom, there are two buttons: 'No' and 'Yes'.

Reviewing Task Management Information

Use the My Task screen to review all tasks assigned to associates (see [Viewing Task Progress](#)). Use the Black Book to view primary customer's assigned to your associates (see [Viewing Black Book Customers](#)).

Viewing Task Progress

1. From the Back Office select **Associate Tasks > My Tasks**.
2. Use the filter bar to search by Associate, Activity, Status, Start Date, or End Date.
To filter:
 - a. Select a Heading or Date field from the filter bar:

Figure 6–11 Filter Bar

Associate All		Activity All		Status All	Start Date 10/17/2017	End Date 12/16/2017
P	Date	Start Time	Duration	Activity	Status	Associate
	11/23/2017	6:00 PM	6 hours	Inventory	TODO	Open
Broom is in the hall closet						
	11/16/2017	11:00 AM	1 hour	Clean Back Room	Appointment	Closed
	11/16/2017	11:00 AM	6 hours	PreSale Setup	TODO	In Progress

Note: You can also use the following menu options to filter:

- Associate List Filter
- Activity List Filter
- Status List Filter

- b. If you selected:
 - Associate - select a value and then select **OK**.

Figure 6–12 Associate List Filtering

Filter by Associate

Select an associate to filter the results.

Name	Employee ID
All	
Tiffany Thompson	0330171
Marsha Gorski	0570001000002
Damon Wrightson	0570001000003
Olga Vyce	0570001000004
Eddie Money	0570001000005

Back

OK

- Activity - select a value and then select **OK**.

Figure 6–13 Activity Filtering

The screenshot shows a mobile application dialog titled "Filter by Activity" with the instruction "Select an activity to filter the results." Below the title is a list of activity options: "All", "ADMIN", "APPOINTMENT", "EVENT", and "TODO". The "All" option is currently selected and highlighted in blue. At the bottom of the dialog are two buttons: "Back" and "OK".

- Status- select a value and then select **OK**.

Figure 6–14 Status Filtering

The screenshot shows a mobile application dialog titled "Filter by Status" with the instruction "Select a status to filter the results." Below the title is a list of status options: "All", "Open", "In Progress", "Cancelled", and "Closed". The "All" option is currently selected and highlighted in blue. At the bottom of the dialog are two buttons: "Back" and "OK".

- Start Date - override the default value.
- End Date - override the default value.

Figure 6–15 Date Filtering

Task Details
Enter the task information.

Start Date: 10/17/2017

End Date: 12/16/2017

Back Help Save

Oracle Retail Xstore Point of Service displays tasks that meet your filter values.

Figure 6–16 Filtering Results

Associate All		Activity All		Status All	Start Date 10/17/2017	End Date 12/16/2017
P	Date	Start Time	Duration	Activity	Status	Associate
	11/16/2017	11:00 AM	1 hour	Clean Back Room	Appointment	Open
	11/16/2017	11:00 AM	8 hours	PreSale Setup	TODO	Open

Back Help Add Task Add Note View Notes Edit Task Begin Task Reopen Task Complete Task Cancel Task View Customer More... Register

Table 6–1 Task List Fields

Field	Description
Priority (P)	The Importance of the task (High (indicated by an exclamation mark), Medium (none), or Low (indicated by a down arrow)).
Date	The date the task should be started.
Start Time	The time the task should begin.
Duration	The length of time for the task.
Activity	Type of task.
Description	Detailed description the task.

Table 6–1 (Cont.) Task List Fields

Field	Description
Customer	The customer assigned to the task. Note: Select View Customer to view the Tasks tab of the Customer Maintenance screen which displays all tasks assigned to the customer. See description in the <i>Xstore Point-of-Service User Guide</i> for more information.
Status	Indicates the progress of the task: Open - The appointment is open, but not started. In Progress - The appointment has been started, but not completed. Cancelled - The appointment has been cancelled and cannot be reopened or edited. Closed - The appointment has been completed and cannot be reopened or edited.
Associate	The employee or employee group responsible for completing the task.

Note: The *Xstore Point-of-Service User Guide* for editing tasks and adding comments.

Viewing Black Book Customers

Oracle Retail Customer Engagement Cloud Services only

1. From the Back Office select **Associate Tasks > Black Book**. The Associate filter prompt displays.
2. Select an associate and press **Enter**.

Figure 6–17 Associate List Filtering

Name	Employee ID
James Jones	103
Jeff Black	104
Jean Gagnon	200
Marie Dubois	201
Simon Johnson	210
Sarah Brown	211
Stephan Weber	220

Xstore displays the primary customer's assigned to the associate you selected.

Figure 6–18 Black Book Screen

My Customers		Associate Gayle Graham
CUSTOMER NAME	EMAIL	PHONE
Levi Aaron	levifaaron@gmail.com	954-392-3344
Lise Aaron	liseraaron@yahoo.com	386-627-6129
Sabrina Aaron	sabrinaaaron@yahoo.com	918-784-7410
Steve Aaron	stevesaaron@yahoo.com	712-346-8385
Natalie Aaston	geraldclilley@gmail.com	441-231-5465
Peter Abate	peterdabate@gmail.com	360-793-0593
Peter Abate	dawnrary@gmail.com	408-526-7159
Pamela Brown	pamelabrown@gmail.com	521-225-2222 x.13212
Brenda Zanghi	michaelhpierce@yahoo.com	816-903-7827

Table 6–2 Black Book Fields

Field	Description
Customer Name	The primary customer's name.
Email	The primary customer's email address.
Phone	The primary customer's phone number.

- To view the customer information select **View Customer**. The Customer Maintenance screen displays the purchase history. Select **Back** to return to the Black Book screen.

Note: Refer to step 3 (Purchase History Tab) as well as the *Xstore Point-of-Service User Guide* Customer Maintenance chapter.

Payroll and Timecard Maintenance

Payroll Maintenance refers to the system functions that allow you to view, analyze, edit, and post weekly payroll information to the home office. Payroll information includes the daily hours-by work assignment-for each employee for a given week, including overtime hours. This payroll information for each week is derived from the timecard shift data.

Timecard Maintenance refers to system functions that allow you to view and edit timecard entries created through the clock-in/clock-out process. You may also create new timecard entries and void existing ones, whether they were created automatically or manually. For example, use Timecard Maintenance to modify an employee's timecard when the employee fails to clock-in or clock-out properly. Timecard entries also directly translate into payroll data, assuming the payroll data is not modified later.

Note: Refer to [Employee Scheduling](#) for information about scheduling and maintaining employee time-off events such as vacations and other times when employees may not be available for work, creating and maintaining employee work shifts and assigning employees to defined work shifts.

The following topics are covered:

- [Accessing Back Office Payroll & Timecard Maintenance Functions](#)
- [Payroll and Timecard Maintenance](#)
 - [Payroll Maintenance Tab](#)
 - [Payroll Comments Tab](#)
 - [Timecard Maintenance Tab](#)
 - [Timecard Comment Tab](#)
- [Reports](#)
 - [Posted Timecard Report](#)
 - [Open Timecard Report](#)
 - [Payroll Summary Report](#)
 - [Payroll Detail By Employee Report](#)

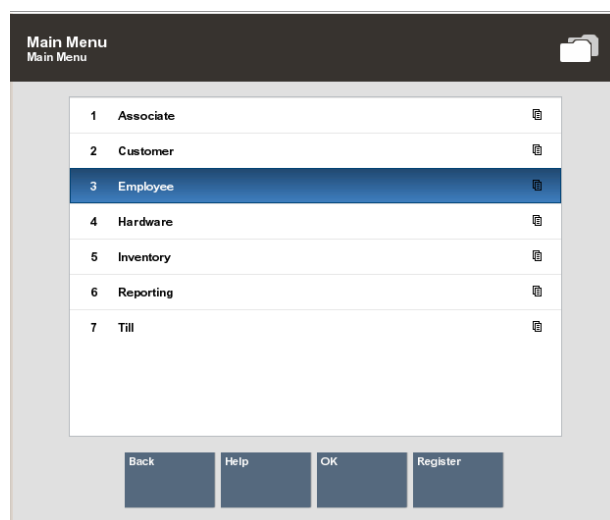
Accessing Back Office Payroll & Timecard Maintenance Functions

Associates with the proper security permissions may access Payroll Maintenance and Timecard Maintenance from the Back Office Employee Maintenance and Payroll Menu. Use these functions to maintain the timecard entries that were created through the clock-in/clock-out process and the payroll entries that were derived from the timecard entries.

In addition to the employee payroll and timecard maintenance functions, a Posted Timecard Report and a Payroll Report are also available.

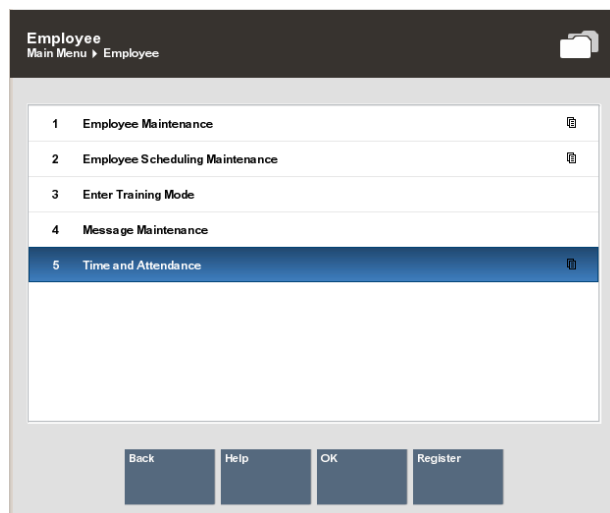
1. Select the Back Office option.
2. After logging in to the Back Office (see [Accessing the Back Office](#)), select the **Employee** option from the Main Menu.

Figure 7–1 Employee Option



3. Select the **Time and Attendance** option from the Employee Maintenance and Payroll menu.

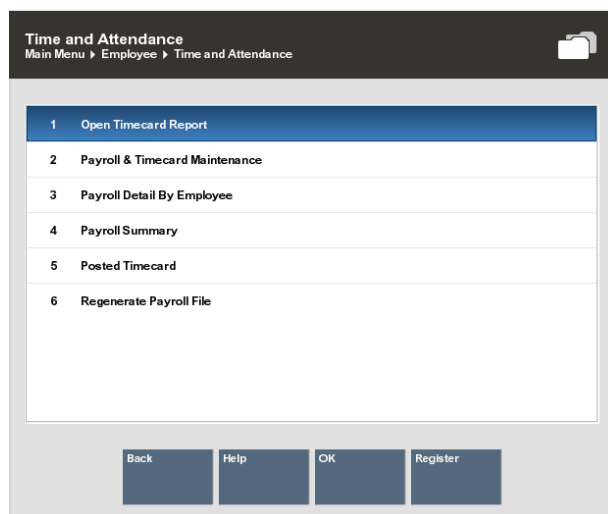
Figure 7–2 Time and Attendance Option



Note: Because each Oracle Retail Xstore Point-of-Service menu is configurable, the button functions and the menu options on your system may appear in a different order or have different text than the examples shown in this manual.

4. Select one of the options from the Time and Attendance Menu.

Figure 7–3 Time and Attendance Menu Options



The following options are available:

- Payroll & Timecard Maintenance - Select this option to maintain employee payroll records. Refer to [Payroll and Timecard Maintenance](#).
- Payroll Summary - Select this option to run the Payroll Report. Refer to [Payroll Summary Report](#).
- Payroll Detail By Employee - Select this option to run the Payroll Detail By Employee Report. Refer to [Payroll Detail By Employee Report](#).
- Posted Timecard - Select this option to run the Posted Timecard Report. Refer to [Posted Timecard Report](#).
- Open Timecard Report - Select this option to run the Open Timecard Report. Refer to [Open Timecard Report](#).
- Regenerate Payroll File - Select this option to recreate the payroll file.

Payroll and Timecard Maintenance

Use the Payroll and Timecard Maintenance menu option to maintain Payroll and Timecard information.

Note: The payroll categories are configurable, so the categories available on your system may differ from the examples shown here. The starting work day of the week display is also configurable. Your first day of the week may be different from the day shown in the example.

1. At the Time and Attendance Menu, select the **Payroll and Timecard Maintenance** option. Oracle Retail Xstore Point of Service prompts for the payroll week you want to manage. Select a payroll date from the list and select **OK** to continue.

Figure 7–4 Payroll Week List

Begin Date		End Date
11/26/2017	---	12/02/2017
11/19/2017	---	11/25/2017
11/12/2017	---	11/18/2017
11/05/2017	---	11/11/2017
10/29/2017	---	11/04/2017
10/22/2017	---	10/28/2017

2. Oracle Retail Xstore Point of Service displays the Employee Lookup form, prompting for employee information. Enter the criteria you want to use for finding the employee payroll record you want to review and select **Process**.

Figure 7–5 Employee Lookup Form

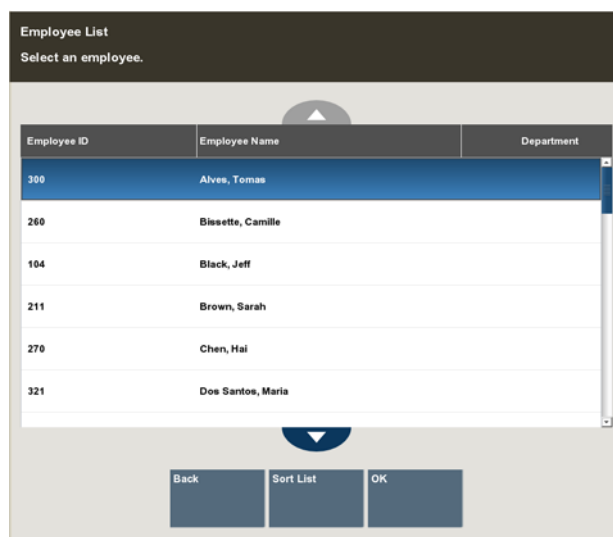
Employee ID

Last Name

First Name

Back Help Process

- If you enter an employee ID and Oracle Retail Xstore Point of Service finds it, the name is displayed in a list. Press **Enter** to continue.
- If your search criteria produces more than one record, you must select the record you want from the list and press **Enter**.

Figure 7–6 Employee Results List


Employee ID	Employee Name	Department
300	Alves, Tomas	
260	Bissette, Camille	
104	Black, Jeff	
211	Brown, Sarah	
270	Chen, Hai	
321	Dos Santos, Maria	

When you have located and selected the employee, Oracle Retail Xstore Point of Service displays the Payroll Maintenance record for the employee. The record includes the following tabs:

- [Payroll Maintenance Tab](#)
- [Payroll Comments Tab](#)
- [Timecard Maintenance Tab](#)
- [Timecard Comment Tab](#)

Payroll Maintenance Tab

Use the Payroll Maintenance tab to verify and enter payroll hours for a selected payroll period. All payroll records should be reviewed manually and saved before the payroll finish date. This includes hours automatically fed to payroll from the timecard clock in/ clock out records. Posted payroll information is uploaded to the home office at closing.

You must find and display an employee payroll record for a specific payroll week so that you may view it or change it.

Figure 7-7 Payroll Maintenance Screen

Payroll Maintenance									
Store: 401 - Store_401		Payroll Start Date: 10/22/17		Payroll Reviewed Date: 10/17/17		Payroll End Date: 10/28/17		Payroll Post Date: 10/26/17	
Payroll Maintenance		Timecard Maintenance		Payroll Comment		Timecard Comment			
Employee ID: 100		Employee Name: Smith, John				Department:			
	Sun 10/22/17	Mon 10/23/17	Tue 10/24/17	Wed 10/25/17	Thu 10/26/17	Fri 10/27/17	Sat 10/28/17	Total Hour	
Hours Worked	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Overtime Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Double Overtime	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Vacation Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Sick Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Personal Hours	10.00	0.00	0.00	0.00	0.00	0.00	0.00	10.00	
Other Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Holiday Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Bereavement	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Total	10	0	0	0	0	0	0	10	

Back	Help	Employee List	Edit Non-Working	Review Payroll	Previous Employee	Next Employee	Post Employee	Post Payroll	Previous Tab	Next Tab	Register
------	------	---------------	------------------	----------------	-------------------	---------------	---------------	--------------	--------------	----------	----------

The Payroll Maintenance tab shows the following information:

- Employee information: Employee ID, name, and department.
- The days of the week and the date for each day; for example, Sunday through Saturday.
- Regular Hours Worked - These hours are determined from the timecard records and cannot be changed here. Refer to [Editing a Timecard Record](#) for more information on changing timecard records.
- Overtime Hours - These hours are calculated automatically by the system, based on the overtime rules established by the home office. These hours cannot be changed here. Refer to [Editing a Timecard Record](#) for more information on changing timecard records.
- Double Overtime Hours - These hours are calculated automatically by the system based on the overtime rules established by the home office. These hours cannot be changed here. Refer to [Editing a Timecard Record](#) for more information on changing timecard records.
- Non-Working Hours Categories - These types of payroll hours can be edited in Payroll Maintenance using the Edit Non-Working Hours option. Examples of non-working hours include:
 - Vacation Hours
 - Sick Hours
 - Personal Hours
 - Other Hours
 - Holiday Hours
 - Bereavement Hours
 - Jury Hours
 - Funeral Hours
- Total Hours - The total working hours for each category by day and by week.
- Totals - The total hours by day and by week.

Note: Refer to [Editing a Payroll Record](#) or information about editing non- working hours.

The following options are available from the Payroll Maintenance screen:

- Select Employee List to see a list of active employees for the payroll week you are viewing.
- Select Edit Non-Working to edit the hours for the non-working categories. Non-working categories include Vacation Hours, Sick Hours, Personal Hours, and Other Hours as determined by your store policy. Hours that are calculated from the timecard records cannot be edited through Payroll Maintenance. See [Editing a Payroll Record](#).
- Select Review Payroll after you have reviewed the employee's payroll record. This function adds a timestamp to the record along with your ID and the payroll record is now ready for posting to the home office.
- Select Post Employee to post the employee's record to the home office.
- Select Post Payroll to post all employees' records to the home office.
- Select Previous Employee to move backward or Next Employee to move forward and view additional employee payroll records for the payroll week.
- Use the Previous Tab and Next Tab options to navigate between the tabs on this screen:
 - Use the Timecard Maintenance tab to review or edit the timecard records that correspond to this payroll record. Refer to Timecard Maintenance Tab for more information about editing timecard records.
 - Use the Payroll Comment tab to view and/or add a comment.
- Select Register to go to the register screens.

The following section covers these topics:

- [Editing a Payroll Record](#)
- [Reviewing a Payroll Record](#)
- [Posting the Employee's Payroll Record](#)
- [Posting all Employee Payroll Records at One Time](#)
- [Viewing and Editing Posted Payroll Records](#)
- [Payroll Posting Day](#)

Editing a Payroll Record

Note: Only non-working hours such as sick time, vacation time, personal time, and so on can be edited from Payroll Maintenance. To edit working hours (derived from the timecard records), use Timecard Maintenance.

1. To make a change to a non-working-hour payroll record select the Edit Non-Working option from the Payroll Maintenance screen ([Figure 7-7](#)).

2. Select a non-working hour payroll record and make the change by typing the number of hours in the selected field:

Figure 7-8 Payroll Maintenance - Edit Non Working Hours

Payroll Maintenance		Store: 401 - Store, ...
Payroll Maintenance		
Employee ID: 100		
	Sun 10/22/17	10/23/17
Hours Worked	0.00	
Overtime Hours	0.00	
Double Overtime	0.00	
Vacation Hours	0.00	
Sick Hours	0.00	
Personal Hours	0.00	
Other Hours	0.00	
Holiday Hours	0.00	

- You can use up to 2 decimal places when entering hours; for example, 2.75 for 2 hours and 45 minutes.
 - You cannot enter more than 24 hours or less than 15 minutes (.25 hours) in a day.
 - Depending upon your store policy, you may have additional time restrictions.
3. Select the Save option to save the edited payroll record. Oracle Retail Xstore Point of Service updates the hours for the payroll record.

Reviewing a Payroll Record

After you have verified the information for an employee's payroll record, you can mark this record as reviewed.

1. At the Payroll Maintenance screen, select the Review Payroll option to add a timestamp to the currently displayed employee record.
2. Press Enter to close the prompt: the payroll has been reviewed. The Payroll Maintenance screen displays.

Oracle Retail Xstore Point of Service marks the record as reviewed. This information is displayed in the information panel at the top of the Payroll Maintenance screen as shown below.

Figure 7–9 Payroll Reviewed Timestamp

Payroll Maintenance	Store: 401 -Store_401	Payroll Start Date: 10/22/17	Payroll Reviewed Date: 10/17/17
		Payroll End Date: 10/28/17	Payroll Post Date:
Payroll Maintenance	Timecard Maintenance	Payroll Comment	Timecard Comment

3. Continue reviewing additional employee records as needed by selecting the Previous Employee and Next Employee options. When all records have been reviewed, the payroll records are ready for posting to the home office.

Posting the Employee's Payroll Record

After you have verified the information for an employee's payroll record and marked the record as reviewed, you can post the record to the home office.

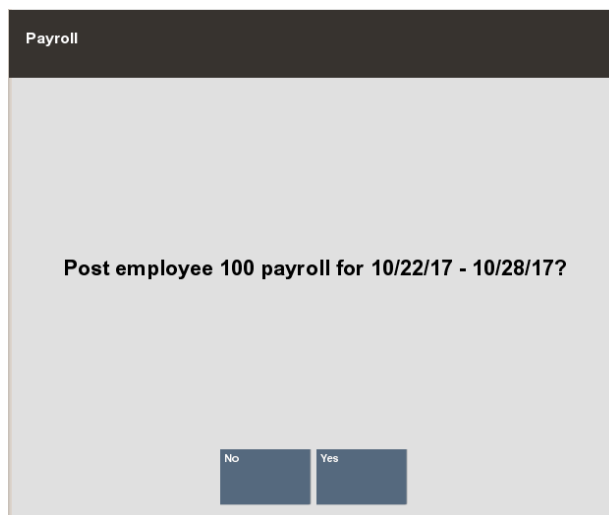
Note: You also have the option to post all employee payroll records at once. Refer to [Posting all Employee Payroll Records at One Time](#) for procedural information.

1. To post the employee's payroll record to the home office, select the Post Employee option.
2. Oracle Retail Xstore Point of Service prompts to confirm the selection. Select Yes to post the employee's payroll record and Oracle Retail Xstore Point of Service displays a message notifying you that the employee's payroll record has been posted.

Note: If you have not marked this employee payroll record as reviewed before choosing to post the record, Oracle Retail Xstore Point of Service displays a message asking if you want to post the record anyway.

Select Yes to post the record or select No to return to the Payroll Maintenance screen where you can review the payroll record.

Figure 7–10 Post Employee Payroll Record Confirmation Prompt



3. Press **Enter** to close the prompt; payroll has been posted. The Payroll Maintenance screen displays.

Oracle Retail Xstore Point of Service marks the employee's payroll record as posted. This information is displayed in the information panel at the top of the Payroll Maintenance screen as shown below.

Figure 7–11 Payroll Posted Timestamp

Payroll Maintenance		Store: 401 -Store_401	Payroll Start Date: 10/22/17 Payroll End Date: 10/28/17	Payroll Reviewed Date: 10/17/17 Payroll Post Date: 10/25/17
Payroll Maintenance	Timecard Maintenance	Payroll Comment		Timecard Comment

- Continue reviewing and posting additional employee records as needed by selecting the **Previous Employee** and **Next Employee** options.
If the system identifies a payroll exception error (as determined by your store's policy) when you post an employee's payroll record, you are notified that a payroll exception exists.
- If any payroll errors are found, select an employee from the list and press **Enter** to return to the employee's payroll record where you can review the record and make changes as required.

Figure 7–12 Payroll Errors at Posting

Payroll
Payroll Errors: Each employee record listed below contains an open timecard entry or total daily payroll hours over 24.

Employee ID:	Employee Name:	Department:
102	Smith, Joe	

Back
OK

Note: To edit an employee's regular hours, you must use the Timecard Maintenance tab.

Posting all Employee Payroll Records at One Time

You can also post all employee payroll records at the same time rather than individually.

- To post the entire payroll to the home office, select the **Post Payroll** option.

Note: If the system identifies a payroll exception error (as determined by your store policy) when you post payroll records, you are notified that a payroll exception exists. See [Figure 7–12](#)

Oracle Retail Xstore Point of Service prompts to confirm the selection.

Figure 7–13 Post Payroll Confirmation Prompt

Payroll

Post payroll for 10/22/17 - 10/28/17 ?

No Yes

2. Select Yes to post the payroll to the home office.
3. If any records have not been marked as reviewed, Oracle Retail Xstore Point of Service displays a list of employee payroll records that require review.
 - To review a record, select the name on the list and then select **OK** to display the Payroll Maintenance screen where you can review the record.

<OR>

 - To post payroll to the home office without reviewing the records, select the **Continue Post Payroll** option.

Figure 7–14 List of Non-reviewed Employee Payroll Records

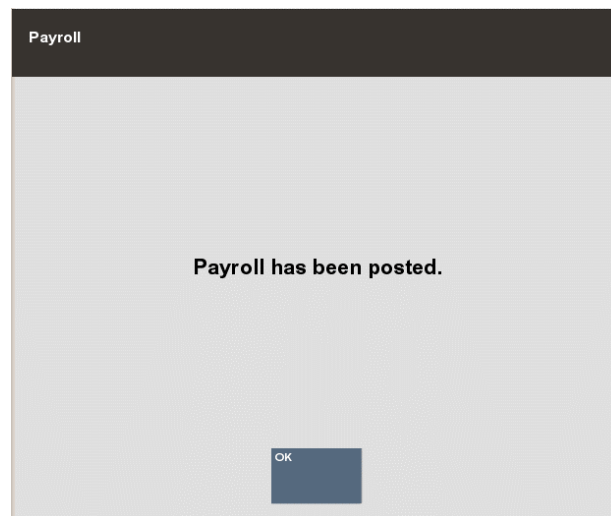
Payroll

The payroll for the following employees has not yet been reviewed. Please select an employee to review.

Employee ID:	Employee Name:	Department:
102	Smith, Joe	

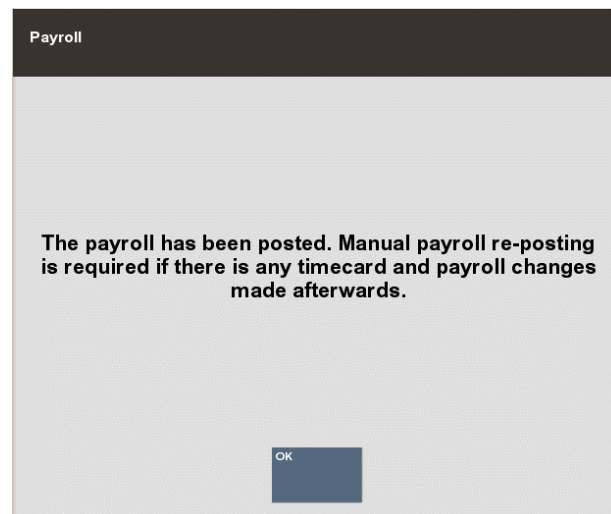
Back Continue Post Payroll OK

When payroll has been posted, Oracle Retail Xstore Point of Service displays a message indicating that the records have been posted and marks all records with a timestamp for the posted date.

Figure 7–15 Payroll Posted Message**Viewing and Editing Posted Payroll Records**

Once payroll records have been posted, you can view the information at the Payroll Maintenance screen and edit information if you have the proper security permissions.

1. When you select an option to edit timecard and/or payroll information for a posted payroll record, Oracle Retail Xstore Point of Service displays a message informing you that payroll has been posted. Any changes you make to a posted record must be re-posted to the home office manually.

Figure 7–16 Payroll Posted - Edit Message

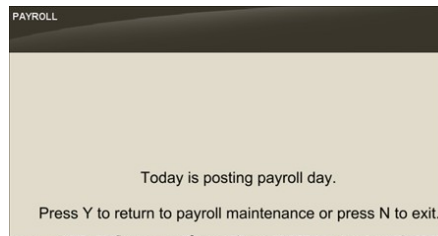
2. Select OK to acknowledge this message and make your edits as required.

Payroll Posting Day

On the day payroll must be posted to the home office, Oracle Retail Xstore Point of Service may display a message indicating that payroll records are due. This message displays when you exit the Payroll Maintenance function without posting the payroll

records. Select Yes to continue maintaining the payroll records or No to exit Payroll Maintenance.

Figure 7–17 Payroll Posting Day Prompt



Payroll Comments Tab

To view payroll record comments, use the Previous Tab and Next Tab options to navigate between the tabs on this screen and select the Payroll Comment tab.

Oracle Retail Xstore Point of Service displays any comments associated with this payroll record. In addition to the text, the date the comment was added and the ID of the person who created the comment are also included.

Figure 7–18 Payroll Comments

Adding Comments

An option to add a new comment to this payroll record is also available. You can add additional comments to a record, or add comments to a record that has no current comments associated with it.

1. To add a comment to the payroll record, select the Add Comment option (Figure 7–18 above). Oracle Retail Xstore Point of Service displays the Add Comment form.
2. Type a comment and select **OK** to add the comment to the employee's payroll record.

Figure 7–19 Add Comment Prompt

Add Comment

Enter a comment for the timecard record.

Need to review payroll with Deb.

Back

OK

Timecard Maintenance Tab

The Timecard Maintenance tab shows the following information:

Figure 7–20 Timecard Maintenance Tab

Payroll Maintenance		Store: 191 - Corner Market		Payroll Start Date: 11/26/17		Payroll Reviewed Date:				
				Payroll End Date: 12/2/17		Payroll Post Date:				
Payroll Maintenance		Timecard Maintenance				Payroll Comment		Timecard Comment		
Employee ID: 190		Employee Name: Smith, John				Department:				
Sun 11/26/17		Mon 11/27/17	Tue 11/28/17	Wed 11/29/17	Thu 11/30/17	Fri 12/1/17	Sat 12/2/17			
			Administrative/Back office 12:37 AM							
			Temporary Help 12:37 AM 12:54 AM							
Scheduled										
		0	0	0	0	0	0	0		
Actual										
		0	0	0.52	0	0	0	0		
Total Hours: 0.52										
Back	Help	Payroll Dates	Employee List	Edit Timecard	View History	Previous Employee	Next Employee	Exception List	Previous Tab	Next Tab

- The days of the week and the date for each day; for example, Sunday through Saturday.

Note: The week day order is configurable, so your beginning day of the week may differ from the first day shown here.

- The work code and the times the employee clocked in and out for each work code.
- If the employee uses multiple work codes while clocking in during the day, multiple entries display. For example, in [Figure 7–20](#), on Monday, the employee worked on the selling floor (Cashier) and then worked in the Back Office (Admin).
- An icon  associated with a timeclock record indicates that it has been entered or modified through Timecard Maintenance and it is not the original clock-in or

clock- out record, or that the record has an exception to a timecard rule. Select the record and the View History option for details about this modified record.

- The hours scheduled for each day. Available if the scheduling option is used.
- The actual hours worked each day.
- The total number of hours worked for the week.

The following menu options are available from the Timecard Maintenance screen:

- Payroll Dates - Select this option to view the list of payroll dates. Select a new date from the list to view the selected employee's timecard record for the new payroll week.
- Employee List - Select this option to view a list of active employees for the payroll week you are viewing.
- Edit Timecard - Select this option to edit the timecard record.
- View History - Select this option to view the details about a specific timeclock record.
- Previous Employee/Next Employee - Select these options to move backward/forward to view additional employee timecard records for the payroll week.
- Exception List - Select this option to view a list of employee records that have exceptions for this payroll week. Exception rules are set up by the home office.
- Use the Previous Tab and the Next Tab menu options to navigate between the Timecard Maint tab and the Timecard Comment tab.
- Timecard Comment Tab- Select this tab to view and/or add a comment.

This section covers the following topics:

- [Editing a Timecard Record](#)
- [Adding a Timecard Record](#)
- [Changing a Timecard Record](#)
- [Deleting a Timecard Record](#)
- [Viewing Timecard Exception Records](#)
- [Viewing Timecard Record History](#)

Editing a Timecard Record

1. To change a timecard record, select the record that you want to change on the Timecard Maintenance screen and select the **Edit Timecard** option.

Figure 7-21 Timecard Maintenance Screen

2. The following editing options are available:

- Add Timecard record - Use this option to add a timecard record for the selected day. Refer to [Adding a Timecard Record](#).
- Change Timecard record - Use this option to change a timecard record for the selected day. Refer to [Changing a Timecard Record](#).
- Delete Timecard record - Use this option to remove a timecard record for the selected day. Refer to [Deleting a Timecard Record](#).

Adding a Timecard Record

1. Select **Edit Timecard**.
2. Select the day to be edited and select **Add Timecard**.
3. Oracle Retail Xstore Point of Service displays the Timecard Maintenance form. You must select a work code and enter the start time and end time for the timecard record.

Figure 7-22 Timecard Maintenance Form

4. Select the **Save Changes** option to create the new timecard record.
5. Depending upon your store policy, you may be prompted to enter a comment about the change to the timecard record. Type a comment and press **Enter** to continue.

Figure 7–23 Timecard Comment Form

The system prints receipts for your records and the record is added to the selected day.

Figure 7–24 Edit Timecard Record Receipt - Forgot to Clock In and Out

On the Timecard Maintenance screen, this record is preceded by an icon indicating that it has been modified and is not an original clock in/clock out record.

The system recalculates the actual hours worked for the day, the total hours worked for the week, and updates the timecard record accordingly.

Changing a Timecard Record

1. Select **Edit Timecard**.
2. Select the day to be edited and select **Change Timecard**.

Note: If no timecard exists for the day you are editing, select **Add Timecard**.

Oracle Retail Xstore Point of Service displays the Timecard Maintenance form where you can change the work code and start time and end times for the timecard record. The data on the form defaults to the current record information for the selected day.

Figure 7–25 Timecard Maintenance Form - Timecard Record Insert

Timecard Maintenance
Timecard Data

Timecard Record for: 11/28/2017

Work Code: Administrative/Back office

Clock In Time:

Clock Out Time:

Commission Sales
Break for Lunch
Inventory/Stock
Administrative/Back office
Product Demonstration
Event Commission
Holiday Sales
Temporary Help

Back Help Save Changes

3. Make the changes as needed and then select the **Save Changes** option to replace the current timecard record with the edited timecard record.
4. Depending upon your store policy, you may be prompted to enter a comment about the change to the timecard record. Type a comment and press **Enter** to continue.

Figure 7–26 Timecard Comment Form

Timecard Maintenance
Timecard Data

Timecard Record for: 11/28/2017

Work Code: Administrative/Back office

Clock In Time:

Clock Out Time:

Commission Sales
Break for Lunch
Inventory/Stock
Administrative/Back office
Product Demonstration
Event Commission
Holiday Sales
Temporary Help

Back Help Save Changes

The system prints receipts for your records and the edited record is updated for the selected day.

Figure 7–27 Edit Timecard Record Receipt - Forgot to Clock Out

Ticket: 2132 Date: 12/12/10
Store: 110 Register: 1

Timecard Acceptance Form

Timecard Entry:
Authorizing Manager ID: 100
Employee ID: 01100001000012
Employee Name:
Mary Fields

Timecard Date: 12/16/10
Work Code: CASHIER
Clock In: 4:38 PM
Clock Out: 9:30 PM

Comments:
Forgot to clock out at end of shift.

X _____
Employee's Signature

X _____
Manager's Signature

This record is preceded by an icon indicating that it has been modified and is not an original clock in/clock out record. The system recalculates the actual hours worked for the day and the total hours worked for the week, and updates the timecard record accordingly.

Deleting a Timecard Record

1. Select **Edit Timecard**.
2. Select the day to be edited and select **Delete Timecard**.
3. Oracle Retail Xstore Point of Service prompts to confirm that you want to delete the selected record. Select Yes to delete the record.

Figure 7–28 Delete Timecard Record Confirmation Prompt

The screenshot shows a confirmation dialog titled "Timecard Maintenance". The main text asks, "Are you sure you want to delete timecard information?". Below this, it specifies the record to be deleted: "Timecard Record for: 2017-10-23", "Work Code: General Sales", "Clock In Time: 08:00:00 AM", and "Clock Out Time: 12:00:00 PM". At the bottom, there are two buttons: "No" and "Yes".

4. Depending upon your store policy, you may be prompted to enter a comment for this change to the timecard record. If prompted, type a comment and select **OK** to continue.

The system prints receipts for your records.

Figure 7–29 Delete Timecard Record Receipt

The screenshot shows a receipt titled "Xstore Timecard Acceptance Form". It contains the following information:

- Timecard Entry:
- Authorizing Manager ID: 1
- Employee ID: 03010001000002
- Employee Name: Edna Adams
- DELETED
- Timecard Date: 5/2/06
- Work Code: SALES
- Clock In: 2:00 PM
- Clock Out: 4:30 PM
- Comments: My error, entered record for the wrong associate.
- Signature lines for Employee and Manager, each preceded by an "X".

The record for the selected date is deleted as indicated on the Timecard Maintenance screen.

This record shows DELETED indicating that it has been removed. The system recalculates the actual hours worked for the day and the total hours worked for the week, and updates the timecard record accordingly.

Viewing Timecard Exception Records

Exception criteria are set up by the home office. For example, an exception may include employees who worked more than 14 hours per day or employees who worked less than 1 hour per day. Other exceptions include mismatched clock in/clock out records.

1. At the Timecard Maintenance Screen, select the **Exception List** option.
2. Oracle Retail Xstore Point of Service displays a list of employees with exceptions for the current payroll date. Select a name from the list and select **OK** to view the timecard record with the exception.

Figure 7-30 List of Employees with Timecard Exceptions

Employee ID	Employee Name	Department
100	Smith, John	

3. Oracle Retail Xstore Point of Service displays the Timecard Maintenance tab for the selected employee:
 - To view the details about the exception, select the record and then select the **View History** option. Refer to [Posted Timecard Report](#) for more information.
 - To edit the exception record, select the record and then select the **Edit Timecard** option. Refer to [Editing a Timecard Record](#) for more information.

Viewing Timecard Record History

The timecard record history shows a list of all the activities for a specific record. This information includes the clock in and clock out times, the work codes, and any edits that pertain to the record.

1. To view the timecard record history, select the timecard record and then select the **View History** option at the Timecard Maintenance screen.

Oracle Retail Xstore Point of Service displays the history for the selected timecard record.

Figure 7–31 Timecard Record History

11/28/2017 12:23:12 AM	
Action:	Create
Created/Modified By	John Smith 100
Work Code	ADMIN
Clock In Time:	12:23 AM
Clock Out Time:	12:37 AM

OK

2. Press **Esc** to return to the Timecard Maintenance screen.

Timecard Comment Tab

To view timecard record comments, use the **Previous Tab** and **Next Tab** options to navigate to the Timecard Comment tab at the Timecard Maintenance screen.

Oracle Retail Xstore Point of Service displays the comments associated with the current timecard record. In addition to the text of the comment, the comment's date and time of entry, and the ID of the person who created the comment are also shown.

Figure 7–32 Timecard Record Comments

Timecard Date:	Timecard Comment	Created On:	Created By:
10/15/2017 Sarah wa sick		10/25/2017 12:48:38 PM	100
10/16/2017 Sarah wa sick		10/25/2017 12:49:21 PM	100

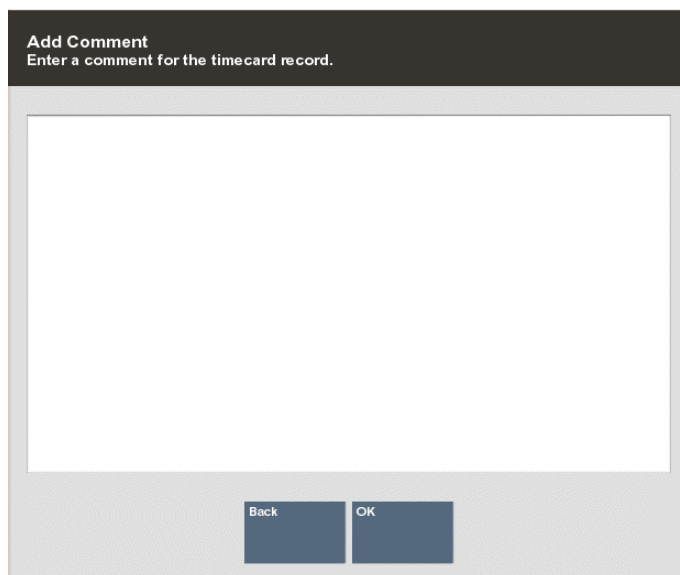
Back Help Add Comment Previous Tab Next Tab Register

Adding Comments

An option to add a new comment to this timecard record is also available at the Timecard Comment tab. You can add additional comments to a record, or add comments to a record that has no current comments associated with it.

1. To add a comment to the timecard record, use the **Previous Tab** and **Next Tab** options to navigate to the Timecard Comment tab.
2. Select the **Add Comment** option (Figure 7-32 above).
3. Oracle Retail Xstore Point of Service displays the Add Comment form. Type a comment and press **Enter** to add the comment to the timecard record.

Figure 7-33 Add Comment Form



Reports

The following Payroll and Timecard reports are available:

- [Posted Timecard Report](#)
- [Open Timecard Report](#)
- [Payroll Summary Report](#)
- [Payroll Detail By Employee Report](#)

Posted Timecard Report

This report shows a day-by-day breakdown of employee time-card records when payroll is posted. For each employee, the report includes the total hours for each day and for the week. If this report is printed, it includes signature lines for the employee and manager.

This report includes the following information:

- Date
- Time In
- Time Out

- Category
- Hours
- Day Total
- Week Total

Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for details about this report.

Open Timecard Report

The Open TimeCard Report provides a listing of employees who have time cards with Clock-In times but who have not yet clocked out from work. The report lists the employee name and ID, the clock-in time and the work code selected at clock-in time. This report includes the following information:

- Employee ID
- Name
- Clock-In Time
- Register
- Work Code

Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for details about this report.

Payroll Summary Report

The Payroll Summary Report shows all of the hours displayed on the Payroll Maintenance screen for all active employees for a pay period.

This report includes the following information:

- Employee Name/ID
- Date/Weekday
- Reg Hours - The regular hours worked, excluding overtime hours.
- Over Time Hours - The overtime hours worked.
- Double Time Hours - Overtime hours worked at a double pay rate.
- Non-Working Hours - Non-working categories include Vacation Hours, Sick Hours, Personal Hours, and Other Hours as determined by your store policy.
- Total Hours - The total hours worked for each employee and category.
- Report Total Hours - The sum of all hours for all employees on the report.

Note: Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for details about this report.

Figure 7–34 Payroll Summary Report

ORACLE® Payroll Summary					
Store: 401 - Store, 401					
Payroll Period Current Month (10/01/2017 - 10/31/2017)					
Employee: All					
100 Smith John					
Date Range:	Regular	Overtime	Double time	Non-working	Total
10/22/2017 Sunday	0.00	0.00	0.00	10.00	10.00
10/23/2017 Monday	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	10.00	10.00
102 Smith Joe					
Date Range:	Regular	Overtime	Double time	Non-working	Total
10/22/2017 Sunday	0.00	0.00	0.00	24.00	24.00
10/23/2017 Monday	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	24.00	24.00

Payroll Detail By Employee Report

The Payroll Detail By Employee Report shows a detailed breakdown for each employee's payroll record by day and payroll category. This report includes the following information:

- Payroll Period
- Regular Hours
- Overtime Hours
- Double-time Hours
- Vacation Hours
- Personal Hours
- Sick Hours
- Funeral Hours
- Other Hours
- Total Hours

The report also includes lines where employees may sign and date the printed report to indicate they reviewed the payroll information.

Note: Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for details about this report.

Figure 7–35 Payroll Detail By Employee Report

ORACLE Payroll Detail By Employee									
Date Range: Current Month (10/01/2017 - 10/31/2017)									
Employee: 102									
102 Smith, Joe									
Payroll Period	Regular	Overtime	Double time	Vacation	Personal	Sick	Funeral	Other	Total
10/22/2017 Sunday	0.00	0.00	0.00	0.00	24.00	0.00	0.00	0.00	24.00
10/23/2017 Monday	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Totals	0.00	0.00	0.00	0.00	24.00	0.00	0.00	0.00	24.00
Date: _____									
Employee Signature: _____									

Register Open and Close

Open the register to ring sales. Close the register to reconcile the cash drawer and to lock the register from further sales.

Note: Due to the numerous system configuration options available, menu options are not identified by a function key number (F2, F3, and so on). Instead, the name on the button is used throughout this guide.

Note: Refer to the chapter [24/7 Store Environment](#) for processes on 24/7 trading.

This chapter contains the following sections:

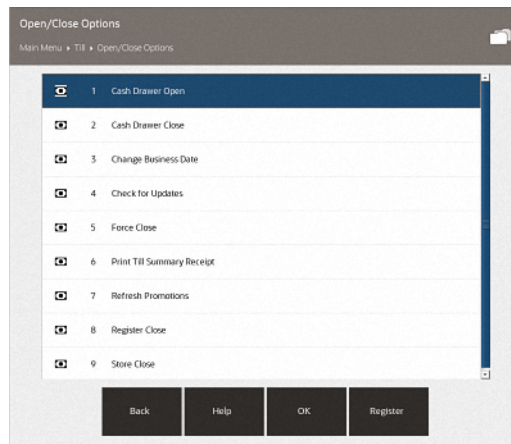
- [Accessing the Back Office Register Open/Close Functions](#)
- [Closing the Register](#)
 - [Standard Close](#)
 - [Cash Drawer Close](#)
- [Forcing a Register to Close](#)
- [Print Till Summary Receipt](#)
- [Opening the Register](#)
 - [Standard Open](#)
 - [Cash Drawer Open](#)
- [Changing Business Date](#)

Accessing the Back Office Register Open/Close Functions

1. After logging into the Back Office (see [Accessing the Back Office](#)), select the **Open/Close Options** menu option within Till and press **Enter**.

Tip: You can also press the number/letter associated with the menu option on the keyboard to access the open and close functions.

2. Select an option from the **Open/Close Options** menu and press **Enter**.

Figure 8–1 Open/Close Options Menu

Note: The **Register Close** and **Store Close** menu options toggle between open and close. In [Figure 8–1](#) above, note that the register menu option is **Register Close**. This indicates that the register is opened. The **Store Close** option tells you that the store is currently open.

- To close the register, select the Register Close option. See [Closing the Register](#).
- To open the register, select the Register Open option. See [Opening the Register](#).
- To print a till summary receipt, select the Print Till Summary Receipt option. See [Print Till Summary Receipt](#).

Closing the Register

The register close process can be performed by store managers or associates who have the proper security privileges. A register close can be completed any time during the day.

This process is highly configurable and your process may be different than the instructions below. Every effort has been made to include notes or examples of additional steps that may be configured for your store.

The procedures described in this section assume that till accountability is not being used (this is a configurable option). For more information on till accountability and its requirements see the chapter, [Till Management](#).

The register closing process depends upon whether your system is configured for standard opening and closing, or 24/7 trading:

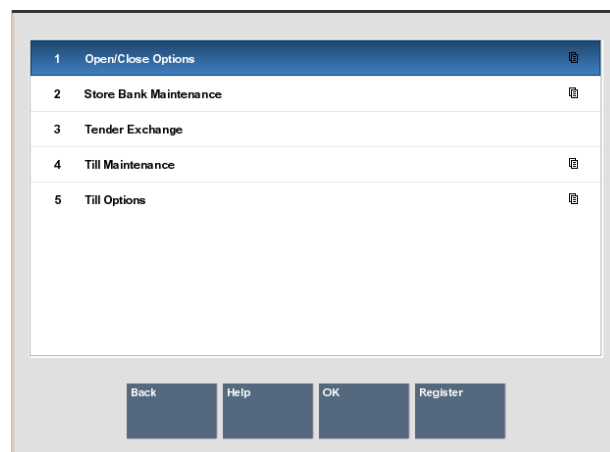
- [Standard Close](#) close process.
- [24/7 Store Environment](#) trading close process.
- [Cash Drawer Close](#) close process.

Standard Close

Note: The open/close instructions below include the counting of tills to show all steps to close the register. Refer to the Till Options chapter in the *Oracle Retail Xstore Point-of-Service User Guide* for more information.

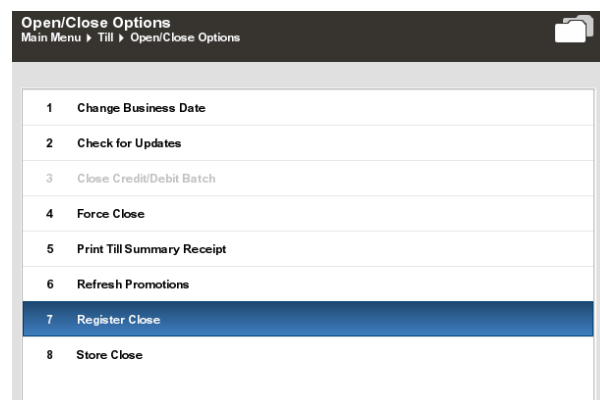
1. From the register to be closed, select the **Back Office** option on the menu. Follow any prompts to log in to the Back Office as required.
2. At the Till menu, use the up and down arrow keys to select **Open/Close Options** and press **Enter**, or press the number associated with the menu option on the keyboard.

Figure 8–2 Till Menu - Open/Close Options



3. Oracle Retail Xstore Point-of- Service displays the Open/ Close Options menu. Select the **Register Close** option and press **Enter**, or press the number associated with the menu option on the keyboard.

Figure 8–3 Register Close Option



Important: Note that the Register option toggles between open and close. If the option is **Register Close**, the register is currently open. If the option is **Register Open**, the register is currently closed.

- Oracle Retail Xstore Point-of-Service displays a confirmation prompt: Do you want to close this register? Press **Yes** to close the register.

Note: Pressing **No** at the Register Close confirmation prompt cancels the register close process and returns you to the Open/Close Options menu.

- The cash drawer opens and Oracle Retail Xstore Point-of-Service displays the Close Count Summary screen. Each count group (tender type) is counted individually. Specific groups require additional information as determined by the home office. Select the tender type to be counted and then select the Count Selected option to display the tender group's count screen.

Figure 8–4 Close Count Summary Screen

Count Summary Cashier ID: 100 Till Name: Test Till 1				Balance Summary Over/Short
Count Group	Declared Amount	System Amount	Over/Short	
Credit Card	\$0.00	\$0.00	\$0.00	
Issue Store Credit	\$0.00	\$0.00	\$0.00	
Miscellaneous	\$0.00	\$0.00	\$0.00	
Store Credit	\$0.00	\$0.00	\$0.00	
US Traveler Check	\$0.00	\$0.00	\$0.00	
Gift Card	\$0.00	\$0.00	\$0.00	
Cash	\$0.00	\$88.11	(\$88.11)	
Sweden Cash	\$0.00	\$0.00	\$0.00	
Mexico Cash	\$0.00	\$0.00	\$0.00	

Back	Help	Count Selected	Counting Complete									
------	------	----------------	-------------------	--	--	--	--	--	--	--	--	--

Note: Depending upon the configuration of your system and your store policy, the over/short amounts as shown above may not be displayed.

- Enter each value as required in the focus bar and press **Enter**. The tender type you select and your system's configuration determine the type of count you must perform. The following table shows Xstore base examples.

Table 8–1 Tender Count Screen Xstore Base Examples - Standard**Tender Count****Example**

Credit Card
(Totals Count)

The focus bar prompts to enter the Count and then the Amount.

Cash (Denomination Count)

The focus bar prompts to enter the Count for each denomination. In the example below, the Fifty dollar denomination is being counted. Once Enter is pressed, the system highlights the next denomination in the count. The amount is calculated based on the quantity entered and displays a running total at the bottom of the screen.

Check (Totals Count)

The focus bar prompts to enter the Serial # and then the Amount. The system calculates the amount based on the quantity entered and displays a running total at the bottom of the screen.

Note: A Totals Count prompts for a total number of the tender type and the total amount.

A Denomination Count requires that you specify the number of items (Count) and the value of each item in the tender group (Amount) that you selected.

Tip: The type of count is labeled on the upper left portion of the count screen view port. The tender type is identified in the upper right portion of the count screen view port.

7. Select **Next Group** to display the next count screen.

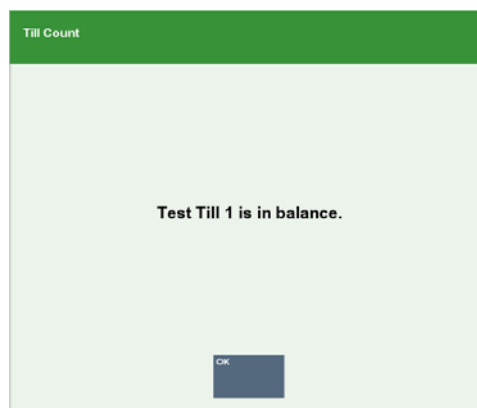
Note: Select **Prior Group** to go back to the previous count screen.

8. Repeat steps 6-7 until all tenders are counted. Select Summary to return to the Count Summary screen.
9. Review the amounts. If the totals are correct, select the **Counting Complete** button.

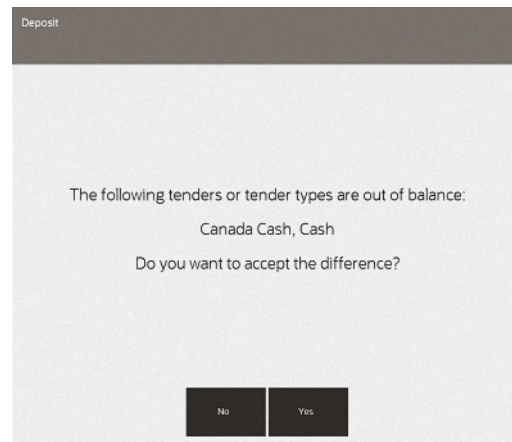
Note: Check the Over/Short column to see if your till is balanced with the system values for each tender type. To modify counts see [Editing Tender Group Counts](#).

If the till is in balance, a confirmation message displays. Press **Enter** to continue the register close.

Figure 8–5 *Till in Balance*



10. If any tenders are out of balance-your counts do not match the system expected amounts-Xstore displays a list of tenders that are out of balance.

Figure 8–6 Tenders Out of Balance Prompt

- Select **Yes** to accept your counted amounts. If prompted, select a reason for the count discrepancy and/or type a comment about the discrepancy.
<OR>
 - Select **No** to recount any tenders as needed. Oracle Retail Xstore Point-of-Service re-displays the Close Count screen where you can make your changes as needed. See [Editing Tender Group Counts](#).
11. Depending upon your system's configuration, you may be prompted with the suggested deposit amount.
- Select **Accept Deposit** to confirm the amount to be deposited and go to step 12.
 - Select **Change Deposit** to enter an amount to be deposited:
 - You are prompted to enter the amount to be deposited. Enter the amount and press **Enter** to continue the register close.

Tip: You can select the **Deposit Calculator** option to display a denomination count screen that can be used as a calculator-showing a running total at the bottom of the screen as you count the cash amount to be deposited.

12. The system may be configured to print a Closed Count receipt and a Register Closed receipt.

Close the cash drawer and the system closes the register.

Editing Tender Group Counts

If a tender group is out of balance, you can recount an individual tender group and edit the original count you entered into the system.

1. At the Count Summary screen ([Figure 8–4](#)), select the tender group that must be recounted and select the **Count Selected** option to display the tender group count screen.
2. Recount the tender and enter the new count values. Most tenders allow you to override the denomination count by selecting the row and then adding values into the focus bar prompts. When you press **Enter** the count value changes. For checks,

however, you must select the **Remove Count** button to delete the row and then re-enter the **Serial #** and **Amount**.

Figure 8–7 Remove Count Option

Serial #	Amount
12345	\$5.18
123123	\$5.08
Total	
	\$5.18

3. Select the **Summary** option to view the changes and return to the Tender Group Summary screen.
4. Repeat steps 1-3 for each tender group that is not balanced. When you have completed editing the tender groups, select the **Counting Complete** option. If there are tender groups that are still out of balance, a screen displays prompting whether you want to recount the tenders or accept the count and continue with the register close process.
5. Depending upon your system's configuration, you may be prompted with the suggested deposit amount. See step 10 to complete the register close process.

Cash Drawer Close

If your system is configured to use networked cash drawers, closing the register is done by closing the cash drawer.

You must remove the till before closing the cash drawer. See [Removing a Cash Drawer Till](#) for more information.

To close the cash drawer:

1. In the Back Office menu, select **Open/Close Options**.

Figure 8–8 Open/Close Options - Register Close

2. Select **Cash Drawer Close**. A list of open cash drawers displays.
3. Select the drawer to close.
4. Select **OK**. A confirmation prompt opens.
5. Select **Yes**.
6. The physical cash drawer opens and Oracle Retail Xstore Point-of-Service displays the Close Count Summary screen. Each count group (tender type) is counted individually. Specific groups require additional information as determined by the home office. Select the tender type to be counted and then select the Count Selected option to display the tender group's count screen.

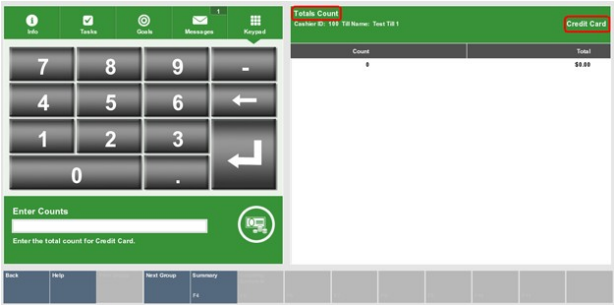
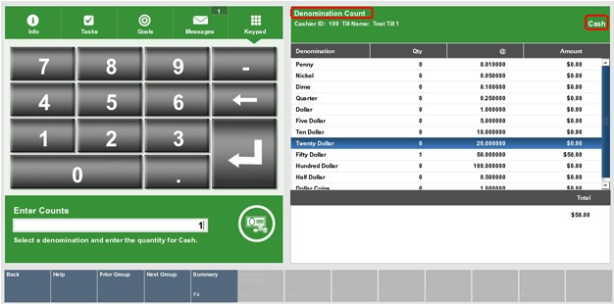
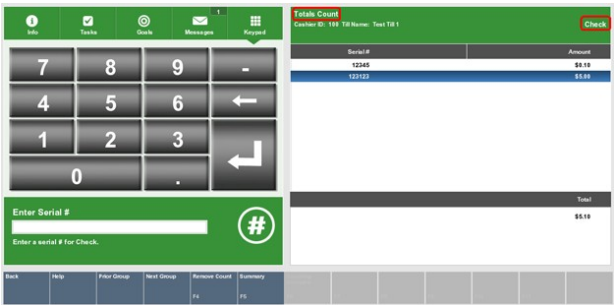
Figure 8–9 Close Count Summary Screen

Count Summary Cashier ID: 100 Till Name: Test Till 1				Balance Summary Over/Short
Count Group	Declared Amount	System Amount	Over/Short	
Credit Card	\$0.00	\$0.00	\$0.00	
Issue Store Credit	\$0.00	\$0.00	\$0.00	
Miscellaneous	\$0.00	\$0.00	\$0.00	
Store Credit	\$0.00	\$0.00	\$0.00	
US Traveler Check	\$0.00	\$0.00	\$0.00	
Gift Card	\$0.00	\$0.00	\$0.00	
Cash	\$0.00	\$88.11	(\$88.11)	
Sweden Cash	\$0.00	\$0.00	\$0.00	
Mexico Cash	\$0.00	\$0.00	\$0.00	

Note: Depending upon the configuration of your system and your store policy, the over/short amounts as shown above may not be displayed.

7. Enter each value as required in the focus bar and press **Enter**. The tender type you select and your system's configuration determine the type of count you must perform. The following table shows Xstore base examples.

Table 8–2 Tender Count Screen Xstore Base Examples - Cash Drawer

Tender Count	Example
Credit Card (Totals Count)	The focus bar prompts to enter the Count and then the Amount. 
Cash (Denomination Count)	The focus bar prompts to enter the Count for each denomination. In the example below, the Fifty dollar denomination is being counted. Once Enter is pressed, the system highlights the next denomination in the count. The amount is calculated based on the quantity entered and displays a running total at the bottom of the screen. 
Check (Totals Count)	The focus bar prompts to enter the Serial # and then the Amount. The system calculates the amount based on the quantity entered and displays a running total at the bottom of the screen. 

Note: A Totals Count prompts for a total number of the tender type and the total amount.

A Denomination Count requires that you specify the number of items (Count) and the value of each item in the tender group (Amount) that you selected.

Tip: The type of count is labeled on the upper left portion of the count screen view port. The tender type is identified in the upper right portion of the count screen view port.

8. Select **Next Group** to display the next count screen.

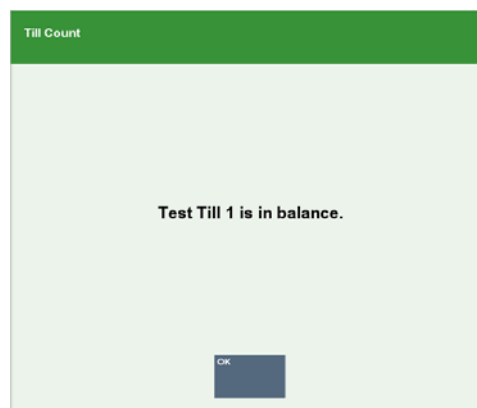
Tip: Select **Prior Group** to go back to the previous count screen.

9. Repeat steps 6-7 until all tenders are counted. Select Summary to return to the Count Summary screen.
10. Review the amounts. If the totals are correct, select the **Counting Complete** button.

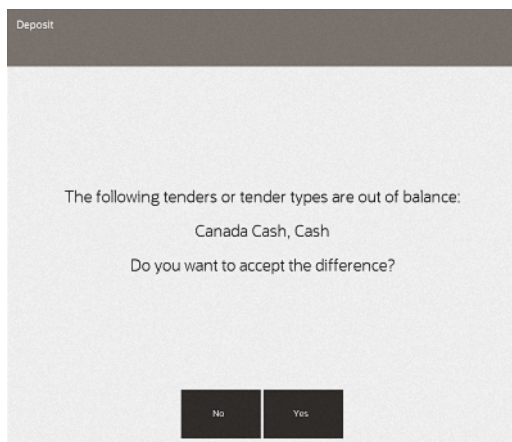
Tip: Check the Over/Short column to see if your till is balanced with the system values for each tender type. To modify counts see [Editing Tender Group Counts](#).

If the till is in balance, a confirmation message displays. Press **Enter** to continue the cash drawer close.

Figure 8–10 Till in Balance



11. If any tenders are out of balance-your counts do not match the system expected amounts-Xstore displays a list of tenders that are out of balance.

Figure 8–11 Tenders Out of Balance Prompt

- Select **Yes** to accept your counted amounts. If prompted, select a reason for the count discrepancy and/or type a comment about the discrepancy.
<OR>
 - Select **No** to recount any tenders as needed. Oracle Retail Xstore Point-of-Service re-displays the Close Count screen where you can make your changes as needed. See [Editing Tender Group Counts](#).
12. Depending upon your system's configuration, you may be prompted with the suggested deposit amount.
- Select **Accept Deposit** to confirm the amount to be deposited and go to step 12.
 - Select **Change Deposit** to enter an amount to be deposited:
 - You are prompted to enter the amount to be deposited.
 - Enter the amount and press **Enter** to continue the cash drawer close.
-
- Note:** You can select the **Deposit Calculator** option to display a denomination count screen that can be used as a calculator-showing a running total at the bottom of the screen as you count the cash amount to be deposited.
-
13. The system may be configured to print a Closed Count receipt and a Cash Drawer Closed receipt.

Figure 8–12 End Count Deposit Receipt Sample

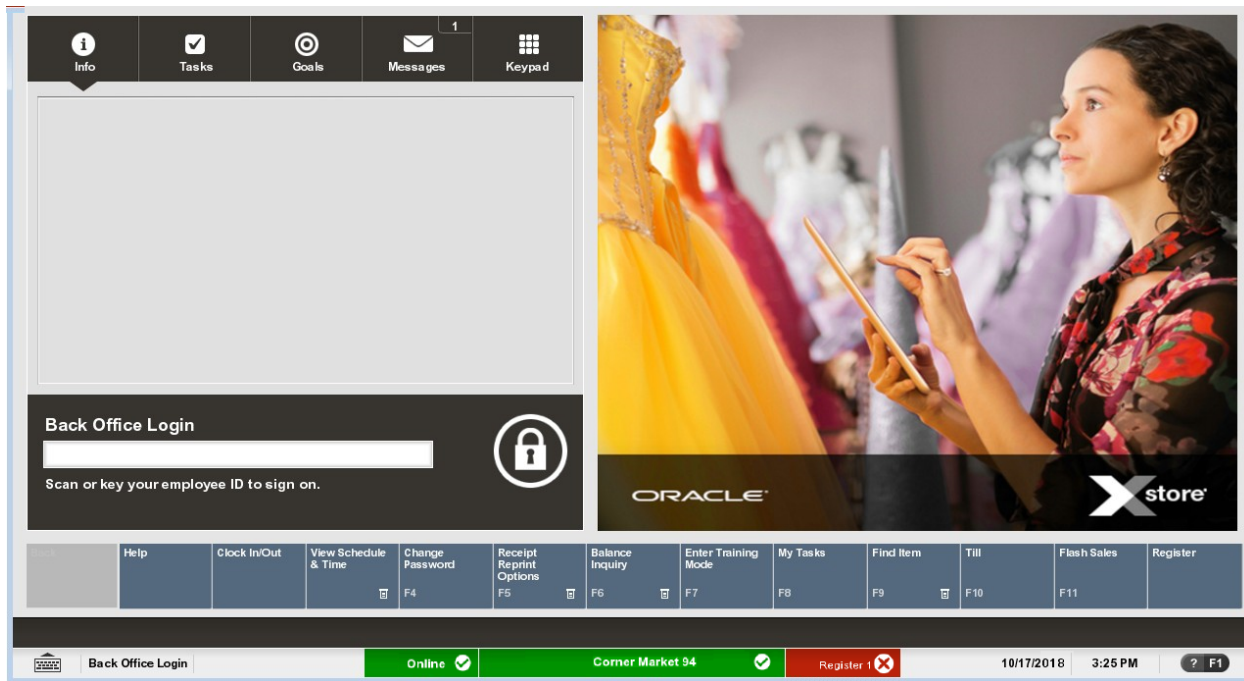
Count Type: END COUNT	
Till ID: T1111	
Tender	
Check	
Declared Amount	50.00
System Total	50.00
Difference	0.00
Cash	
Declared Amount	742.07
System Total	742.07
Difference	0.00
US Traveler's Check	
Declared Amount	0.00
System Total	0.00
Difference	0.00
Total Declared Amount	792.07
Local Currency	
Till Opening Amount	
Total Cash Amount	742.07
Total Cash Deposit	442.07
Cash Remained In Till	300.00
Total Cash Pickup	25.00
Aruban Guilder	
Exchange Rate	1.77
Foreign Amount	0.00
Converted Amount	0.00

Figure 8–13 Close Receipt Sample

Date: 3/22/06
Store: 301 Register: 1
Cashier: 1

Register Closed

14. Close the physical cash drawer to complete the close process. This register is now closed as indicated by the Register indicator color change (from green to red).

Figure 8–14 Back Office View - Register Closed

Note: If configured, you can still access functions that do not require a till such as Clock In and Clock Out, Item Lookup, and View Timecard even though the register is closed for sale transactions.

Forcing a Register to Close

If register equipment fails for any reason and a register cannot be closed using the normal procedure, the Force Close option may be used. By forcing a register to close, despite equipment failure, the store closing procedure may then be started.

1. At the Back Office Main Menu, select **Open/Close Options** press **Enter**.
2. Select **Force Close** press **Enter**.

Oracle Retail Xstore Point-of-Service displays a list of any open registers (if no registers are still open, Oracle Retail Xstore Point-of-Service displays a message).

3. Select the register that you want to close from the list. Use the up and down arrow keys to go to the register you want to close, and press **Spacebar** to select it. Press **Enter** to continue.

Oracle Retail Xstore Point-of-Service displays a message indicating that the register has been forced to close.

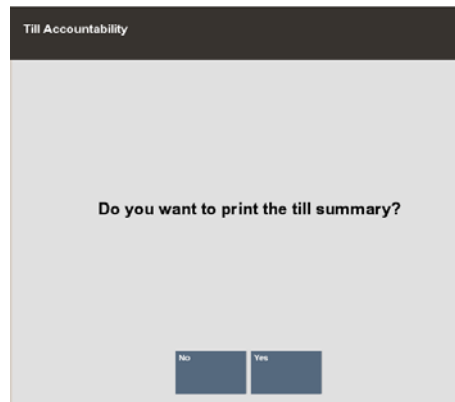
Print Till Summary Receipt

This option allows you to print a summary recorded during the last till count.

1. At the Back Office Main Menu, select **Open/Close Options** press **Enter**.
2. Select **Print Till Summary Receipt**.

- When prompted, select **Yes** to print the receipt. The system prints the till summary for the register to a receipt printer. The receipt includes a breakdown of the various tenders (quantity and amount), a configurable list of various transactions that occurred at the register (/paid out, returns, refunds, discounts, account setups, etc., and the quantity and amount for each), and taxes.

Figure 8–15 Till Summary Receipt Prompt



Opening the Register

Opening the register is a process that can be quickly completed by managers or associates who have the proper security privileges. The process is highly configurable and your process may be different from the instructions below. Every effort has been made to include notes or examples of additional steps that may be configured for your store.

The register open process depends upon whether your register is configured for a standard open and close process, or if it is configured for 24/7 processing.

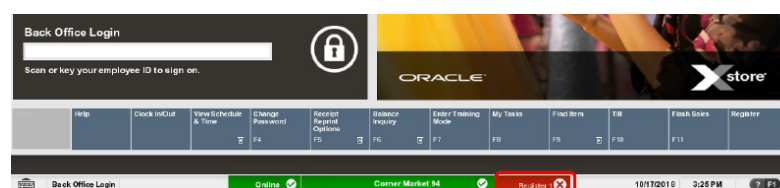
- [Standard Open](#) open process.
- [24/7 Store Environment](#) trading open process.

Standard Open

- After logging on at the Back Office (see [Accessing the Back Office](#)), select the **Open/Close Options** from the Main Menu and then press **Enter**.

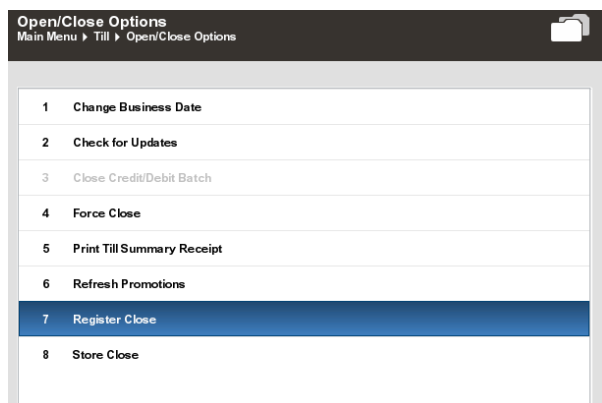
Note: Touch-screen users tap the register status bar to open the register. The focus bar prompts for your employee ID and password. Enter the information when prompted. Proceed to step 3.

Figure 8–16 Back Office - Register Closed



2. Select the **Register Open** option and press **Enter**, or press the number associated with the menu option on the keyboard.

Figure 8–17 Open/Close Options - Register Close



Note: The Register menu option toggles between open and close. If the available menu option is **Register Close**, the register is currently open. If the available menu option is **Register Open**, the register is currently closed.

3. Oracle Retail Xstore Point-of-Service prompts: Do you want to open this register? Press **Yes** to open this register.

Depending upon the configuration of your system, you may be prompted to perform an opening count. Refer to [To Perform a Begin Count](#) for procedural information.

If your register has more than one cash drawer, you are prompted to select the drawer from a list of available cash drawers and attach the till before performing an opening count. Refer to [Till Management](#) for more information.

If you are not prompted to count the till, the register is opened at this time.

To Perform a Begin Count

1. After confirming that you want to open the register, the Count Summary screen displays, select the tender type to be counted and then select the **Count Selected** button to display the tender group's count screen.

Figure 8-18 Begin Count Summary Screen

Info

Tasks

Goals

Messages

Keypad

Count Summary

Cashier ID: 100 Till Name: Test Till 1

Count Group	Declared Amount	System Amount	Over/Short
Cash	\$0.00	\$100.00	(\$100.00)
Australian Cash	\$0.00	\$100.00	(\$100.00)
Canada Cash	\$0.00	\$100.00	(\$100.00)

Count Summary
Select a tender to count or select an option from the menu.

Cancel

Help

Count Selected

Counting Complete

2. Enter each value as required in the focus bar and press **Enter**. Xstore will highlight the next denomination in the list.

Note: Depending upon the configuration of your system, you may be prompted to enter the total opening amount rather than prompted to count by denomination. See [Tender Count Screen Xstore Base Examples - Standard](#)

Figure 8-19 Denominations Count - Cash

Info

Tasks

Goals

Messages

Keypad

7

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Enter Counts

Select a denomination and enter the quantity for Cash.

Back

Help

Next Group

Summary

Denomination Count

Cashier ID: 100 Till Name: Test Till 1

Cash

Denomination	Qty	Ⓢ	Amount
Penny	0	0.010000	\$0.00
Nickel	0	0.050000	\$0.00
Dime	0	0.100000	\$0.00
Quarter	0	0.250000	\$0.00
Dollar	0	1.000000	\$0.00
Five Dollar	0	5.000000	\$0.00
Ten Dollar	0	10.000000	\$0.00
Twenty Dollar	0	20.000000	\$0.00
Fifty Dollar	0	50.000000	\$0.00
Hundred Dollar	0	100.000000	\$0.00
Half Dollar	0	0.500000	\$0.00
Dollar Coin	0	1.000000	\$0.00
Total			\$0.00

3. Select **Next Group** until all tenders are counted.

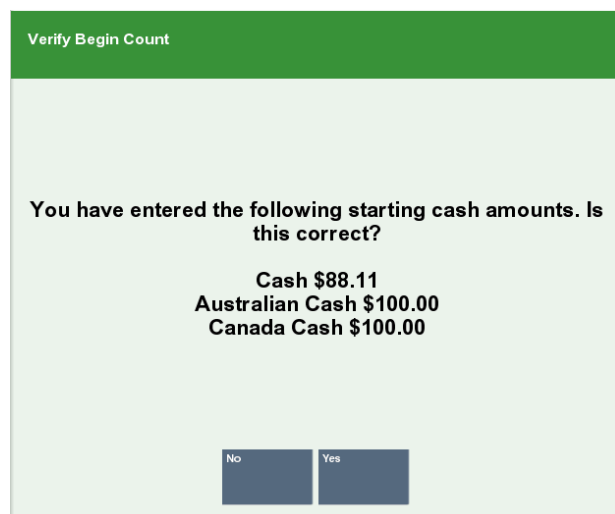
Tip: Select **Prior Group** to go back to the previous count screen.

4. Repeat steps 2-3 until all tenders are counted and then select **Summary** to return to the Count Summary screen.
5. Review the amounts. If the totals are correct, select the **Counting Complete** button.

Tip: Check the Over/Short column to see if your till is balanced with the system values for each tender type.

6. If the starting cash amount matches, the system prompts to confirm the amount for all cash currencies you entered and opens the register after you acknowledge the system amount.:

Figure 8–20 Verify Begin Count Prompt



Verify Begin Count

You have entered the following starting cash amounts. Is this correct?

Cash \$88.11
Australian Cash \$100.00
Canada Cash \$100.00

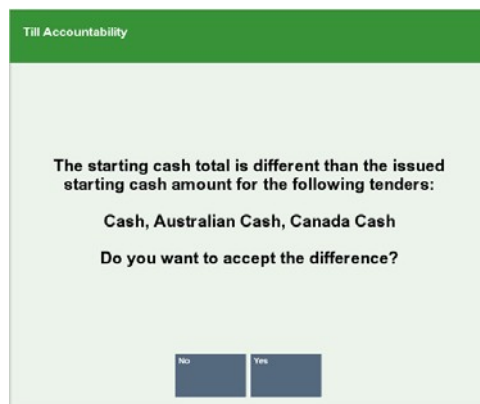
No Yes

- Select **Yes** if the amount is correct.
- Select **No** to recount the starting amount.

If configured, the system prints a Begin Count receipt showing the amount of starting cash in the till and signature lines for the cashier and manager to sign confirming this open amount.

If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference.:

Figure 8–21 Recount or Accept Difference Prompt



Till Accountability

The starting cash total is different than the issued starting cash amount for the following tenders:

Cash, Australian Cash, Canada Cash

Do you want to accept the difference?

No Yes

- Press **Y** to accept the amount you counted and continue opening the register. You are prompted to enter/select the reason for the discrepancy between the counted amount and the expected amount. You may be required to enter a comment and then press **Enter**.

<OR>

- Press **N** to recount the till.

If you counted the till from the Back Office, select the **Register** option to display the register screen. The register is now open and a till has been counted and attached to the current register. The system may print a receipt indicating the register number that is open and the cashier ID who is at the register.

Figure 8–22 Register Open Receipt

```

                                Date: 8/19/13
                                Register: 1
Store: 1973
Cashier: 100
*****
      R e g i s t e r   O p e n
*****

```

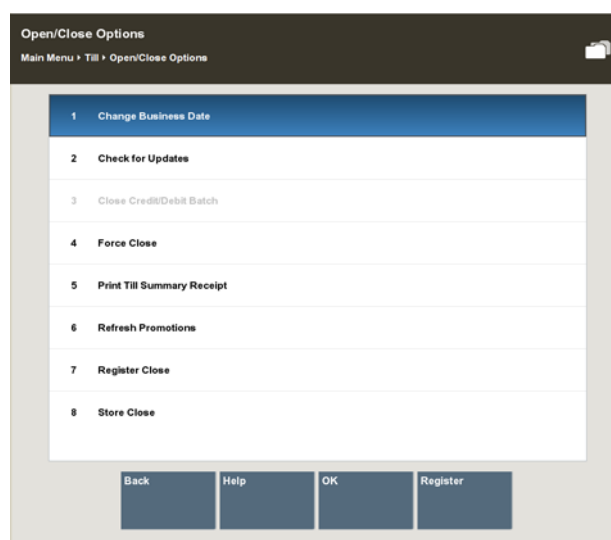
Cash Drawer Open

If your system is configured to use networked cash drawers, opening the register is done by opening the cash drawer. Any register's back office can be used to open the networked cash drawers. If there are no available networked cash drawers to open the Cash Drawer Open button is disabled.

To open the cash drawer:

1. In the Back Office menu, select **Open/Close Options**.

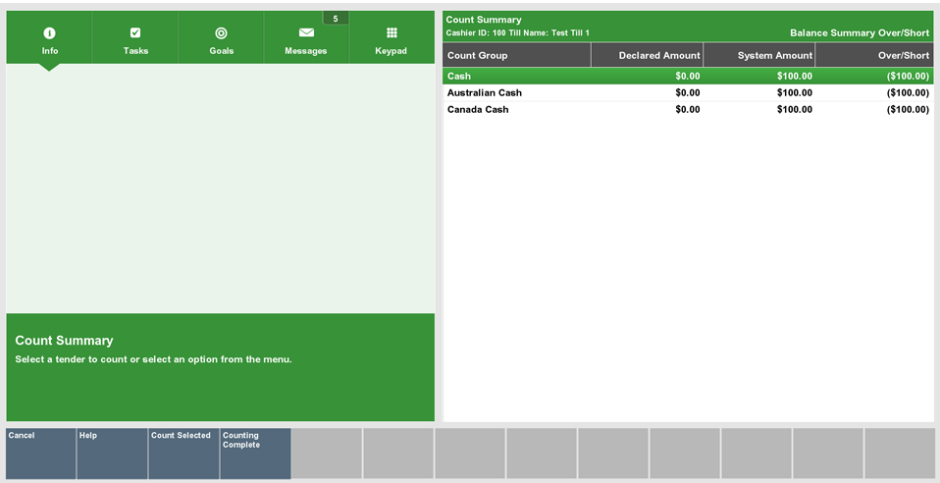
Figure 8–23 Open/Close Options Menu



2. Select **Cash Drawer Open**. A list of available networked cash drawers opens.

3. Select the drawer to open.
4. Select **OK**. A confirmation prompt opens.
5. Select **Yes**. A list of tills opens.
6. Select the till to use.
7. Select **OK**.
8. The Count Summary screen displays, select the tender type to be counted and then select the **Count Selected** button to display the tender group's count screen.

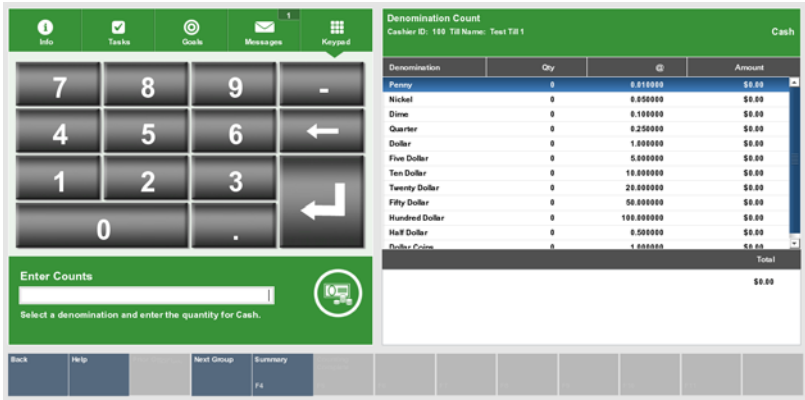
Figure 8–24 Begin Count Summary Screen



9. Enter each value as required in the focus bar of the count screen and press **Enter**. Xstore will highlight the next denomination in the list.

Note: Depending upon the configuration of your system, you may be prompted to enter the total opening amount rather than prompted to count by denomination. See [Tender Count Screen Xstore Base Examples - Cash Drawer](#).

Figure 8–25 Denomination Count - Cash



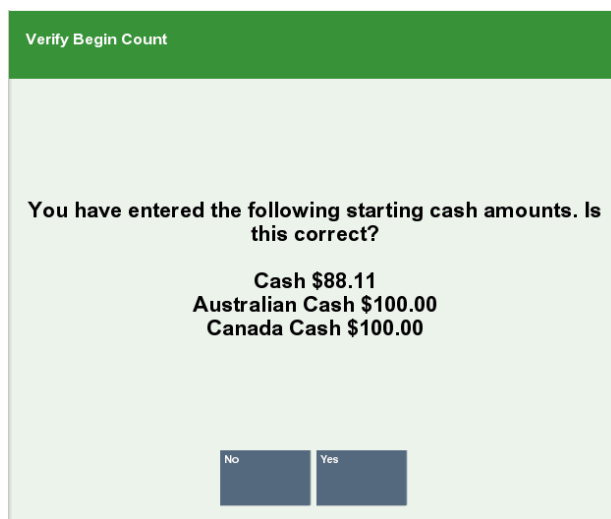
10. Select **Next Group** to display the next count screen.

11. Repeat steps 9-10 until all tenders are counted and then select Summary to return to the Count Summary screen.
12. Review the amounts. If the totals are correct, select the **Counting Complete** button.

Tip: Check the Over/Short column to see if your till is balanced with the system values for each tender type. To modify counts see [Editing Tender Group Counts](#).

13. If the starting cash amount matches, the system prompts to confirm the amount for all cash currencies you entered and opens the cash drawer after you acknowledge the system amount.

Figure 8-26 Verify Begin Count Prompt



Verify Begin Count

You have entered the following starting cash amounts. Is this correct?

Cash \$88.11
Australian Cash \$100.00
Canada Cash \$100.00

No Yes

If configured, the system prints a Begin Count receipt showing the amount of starting cash in the till and signature lines for the cashier and manager to sign confirming this open amount.

14. If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference:

Figure 8–27 Starting Cash Difference Prompt

Till Accountability

The starting cash total is different than the issued starting cash amount for the following tenders:

Cash, Australian Cash, Canada Cash

Do you want to accept the difference?

No Yes

- Press **Y** to accept the amount you counted and continue opening the cash drawer. You are prompted to enter/select the reason for the discrepancy between the counted amount and the expected amount. You may be required to enter a comment and then press **Enter**.
- <OR>
- Press **N** to recount the till.
15. Open the till to associate with the Cash Drawer. See *Open a Till- Cash Drawer* in the *Oracle Retail Xstore Point-of-Service User Guide* for more information.
 16. If you counted the till from the Back Office, select the **Register** option to display the register screen. The register is now open and a till has been counted and attached to the current register. The system may print a receipt indicating the register number that is open and the cashier ID who is at the register.

Changing Business Date

The **Change Business Date** option can be used in a non 24/7 store if the system is configured to prompt to enter the business date when opening the store. If you enter the business date, but you want to change it, prior to entering any opening counts, you can use that option to change the date.

1. At the Till menu, select **Change Business Date**, or press the number associated with the menu option on the keyboard.
2. Enter the date required.

Store Open and Close

Store Close

The store is closed to lock out certain business transaction functionality. The store close process clears daily data, accepts downloads from the home office, and prepares your store to open for a new business day. The store close is divided into multiple, individual processes. Oracle Retail Xstore Point of Service guides you through each step in the process.

Store Open

The store open process opens the store for the new business day. The store is opened to allow business transactions in the system. The store open process begins when an associate signs on for the first time after a store close is finished. Oracle Retail Xstore Point of Service guides you through each step in the process.

This chapter covers the following topics:

- [Closing the Store](#)
- [Opening the Store](#)
- [Calling the Update Service](#)
- [Manually Refresh Promotions](#)

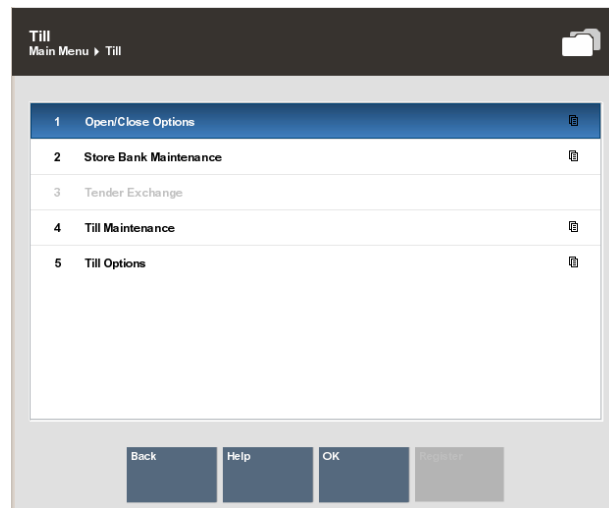
Closing the Store

Prerequisites: To begin the store close, all of the tills and registers must be closed for the business date and all associates should be signed off, except for the closing associate and the till open for that register. The store bank must be counted and reconciled.

The store close function is highly configurable and your process may be different from the instructions below. Every effort has been made to include notes or examples of additional steps that may be configured for your store.

Note: If your store has a lead register where the database is hosted, the lead register must be the last register closed. If you attempt to close the lead register before all other registers are closed, the system prompts you to close the other registers before closing the lead register.

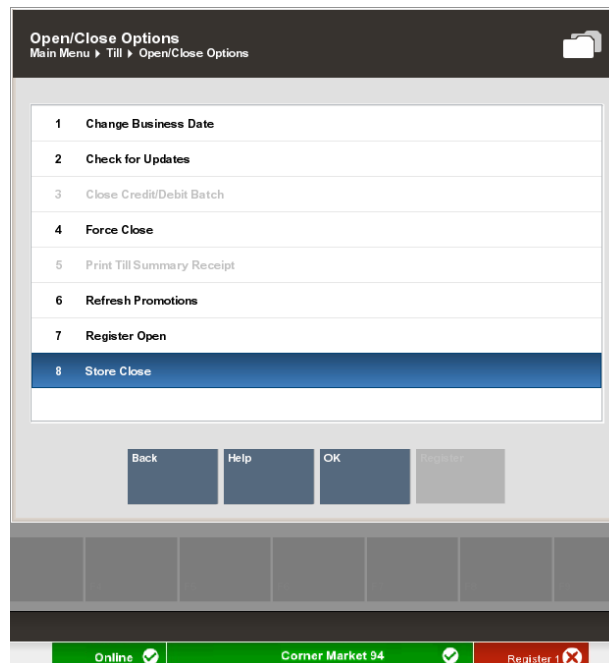
1. After logging into the Back Office, (see [Accessing the Back Office](#)), select the **Open/Close Options** menu option and press **Enter**.

Figure 9–1 Back Office Main Menu - Open/Close Options

Note: Store Open and Store Close activities are controlled by user security. An employee must have the proper security privileges to open and close the store.

Note: You can also press the number associated with the menu option on the keyboard to access the open and close functions.

- At the Open/Close Options Menu, select the **Store Close** option and select **OK**.

Figure 9–2 Open/Close Options - Store Close

Note: The **Register Close** and **Store Close** menu options toggle between open and close. In [Figure 9–2](#) above, note that the register menu option is **Register Open**. This indicates that all registers are closed and you can begin closing the store. The **Store Close** option tells you that the store is currently open.

3. The system prompts: Do you want to close this store? Select Yes to begin the store close process.
4. Oracle Retail Xstore Point of Service verifies that all registers are closed. If any registers are still open, the system displays a list of open registers and prompts you to close each register before the store close process can continue.

Refer to chapter [Register Open and Close](#), for more information about closing the register.

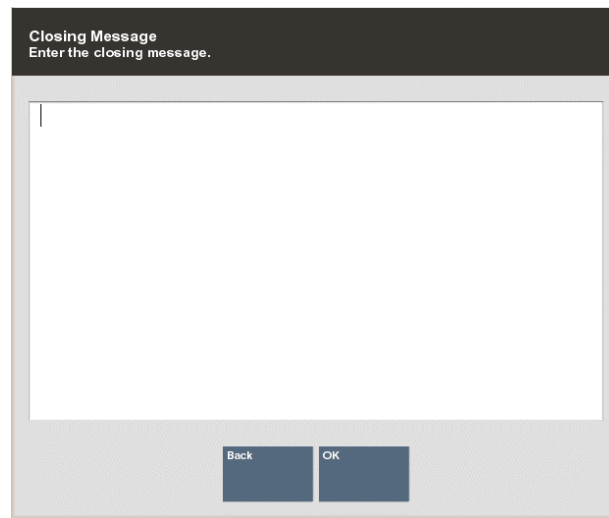
5. Oracle Retail Xstore Point of Service searches for and lists any transactions created on the current business date that were suspended and not subsequently resumed and completed or cancelled. If any suspended transactions are found, the system displays a list showing the suspended transactions.

You have the following options:

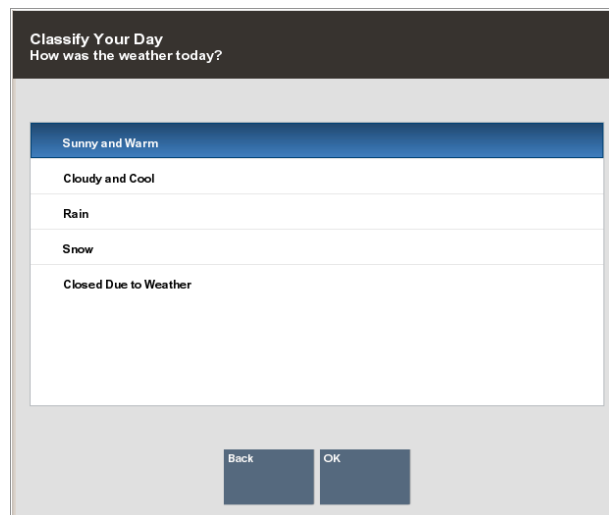
- Press **Enter** (Continue) to automatically cancel all listed transactions and continue with the store close process (step 6. below).
- <OR>
- Press **Esc** (Back) to cancel the store close process and reconcile the suspended transactions per your store policy.

In addition, the system may also list any pending orders that require attention. The associate performing the store close can either cancel the store close process, or allow Oracle Retail Xstore Point of Service to continue with the store close. The pending orders retain the same status and are not changed in any way by this notification prompt.

6. If prompted, select the bank or institution for the bank deposit and press **Enter**.
7. Depending upon the configuration of your system, you may be prompted to enter a message that displays when the store is opened for the next business day. If prompted, type a message and press **Enter**.

Figure 9–3 Closing Message PromptThe screenshot shows a screen titled "Closing Message" with the instruction "Enter the closing message." Below the title is a large, empty text input area. At the bottom of the screen are two buttons: "Back" and "OK".

8. Depending upon your system's configuration, you may be prompted to respond to a store closing question. If prompted, select an answer to the question and press **Enter**.

Figure 9–4 Store Closing Question PromptThe screenshot shows a screen titled "Classify Your Day" with the question "How was the weather today?". Below the title is a list of five options: "Sunny and Warm", "Cloudy and Cool", "Rain", "Snow", and "Closed Due to Weather". The "Sunny and Warm" option is highlighted with a blue background. At the bottom of the screen are two buttons: "Back" and "OK".

9. Depending upon your system's configuration, you may be prompted with other messages concerning the status of various functions within the store. For example, you may be notified that a cycle count for inventory is due or that items are ready to be received.

Acknowledge these messages by pressing **Enter** to continue with the store close process.

10. If configured, you may be prompted to count the amount to be deposited in the store bank (safe) at the Store Bank Deposit Count screen. If prompted, count the tenders for deposit and select the **Done Counting** option when you are finished. Follow instructions for a [Till Audit](#).

If there is a difference between your count and the amount that the system expected, a message displays. You may return to the Count Summary screen and make changes, or accept the difference.

When the counting is complete, a Confirm Bank Deposit prompt displays. Select yes, the system prints deposit receipts for your records.

11. If prompted, press **Enter** to begin the nightly close process. Some events that occur during a nightly close are configurable. For example, certain reports may be generated at every closing.

From this point on, no user intervention is required and the store closing process begins. The Message indicator on the status bar may display information about the process as it is occurring.

Note: Depending upon your store policy, you may have access to some Back Office functions while the store is closed.

The system prints receipts as required by your system configuration and store policy.

Figure 9–5 Store Bank Deposit Receipt

Count Type: BANK DEPOSIT	
Till ID: STOREBANK	
Tender	
Check	
Declared Amount	50.00
System Total	50.00
Difference	0.00
Cash	
Declared Amount	767.07
System Total	767.07
Difference	0.00
US Traveler's Check	
Declared Amount	0.00
System Total	0.00
Difference	0.00
Total Declared Amount	817.07
Local Currency	
Total Cash Amount	767.07
Total Cash Deposit	167.07
Cash Remained In Till	600.00
Total Cash Pickup	25.00
Aruban Guilder	
Exchange Rate	1.77
Foreign Amount	0.00
Converted Amount	0.00

Yes	
Exchange Rate	117.28
Foreign Amount	0.00
Converted Amount	0.00
Mexican Peso	
Exchange Rate	10.74
Foreign Amount	0.00
Converted Amount	0.00
Mexican Traveler's Check	
Exchange Rate	10.74
Foreign Amount	0.00
Converted Amount	0.00
Employee's Signature	
X	_____
Manager's Signature	
X	_____

Figure 9–6 Deposit Receipt Sample

30500 Bruce Industrial Pkwy	
Solon, OH 44139	
440-498-4414	

Ticket: 34	Date: 3/22/06
Store: 301	Register: 1
Cashier: 1	
Session ID:	
Total Cash Deposit	167.07
Aruban Guilder	0.00
Canadian Cash	0.00
Canadian Traveler's Check	0.00
Check	50.00
Yen	0.00
Mexican Peso	0.00
Mexican Traveler's Check	0.00
US Traveler's Check	0.00
Total Deposit Amount	217.07

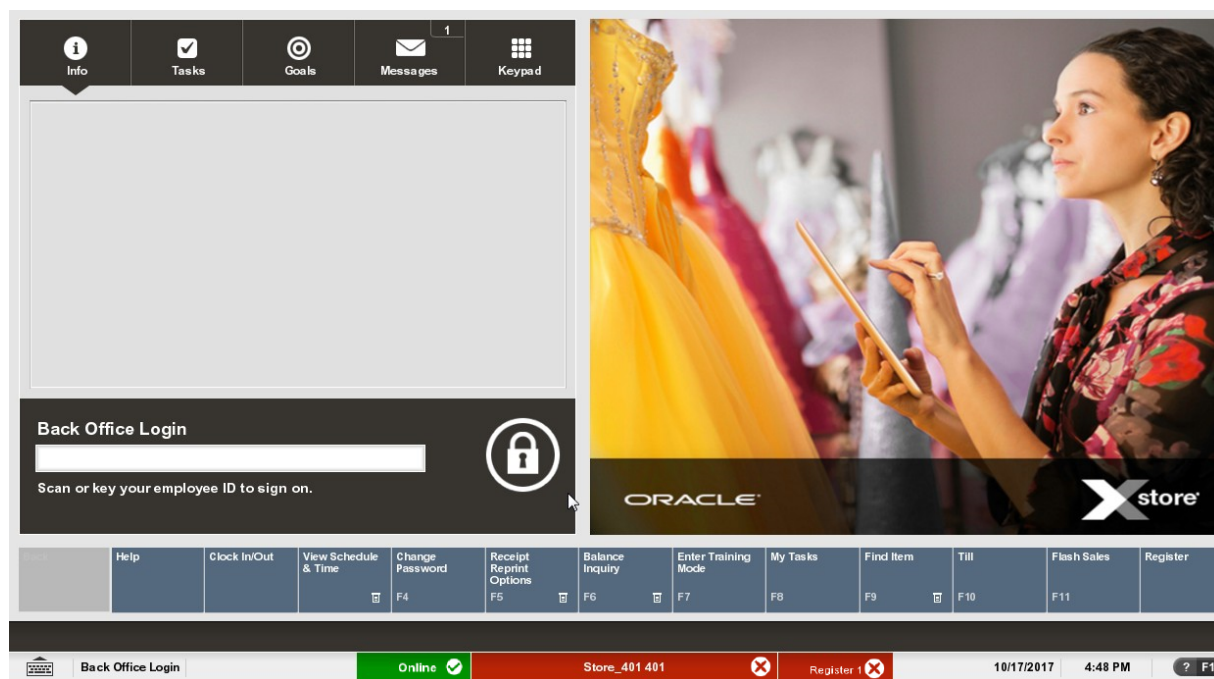
Figure 9–7 Store Close Receipt

Date: 4/18/06	
Store: 301	Register: 1
Cashier: 1	

S t o r e C l o s e d	

The closed store status is indicated by the color change in the store status area of the screen.

Figure 9–8 Back Office - Store Closed Status



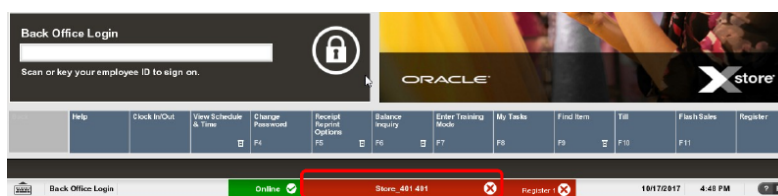
Opening the Store

The store open process is performed on only one register. The store open procedure signals that the store is open to all registers. Once the store is open, sales cannot be rung until the register is opened and a till is counted for the register.

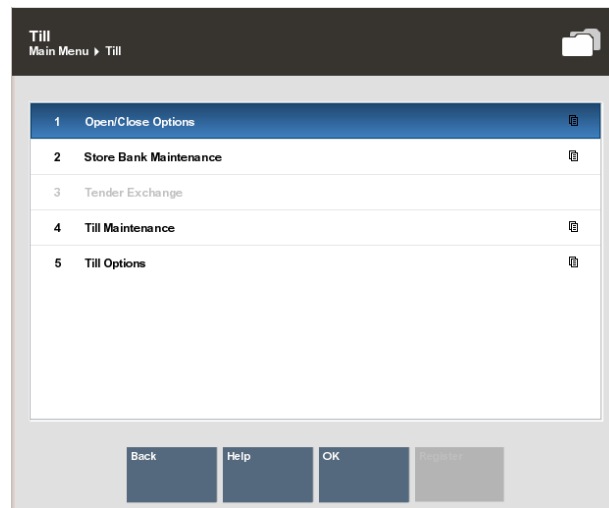
During the store open process, the system may also list any pending orders that require attention. Once the store is open, the associate can take any action as needed on the orders.

1. At the Back Office Login screen, log in with your user name and password.

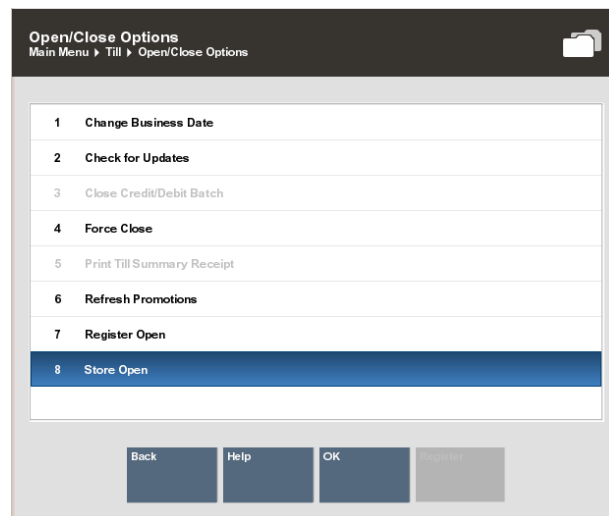
Note: Touch-screen users tap the store status bar to open the store. The focus bar prompts for your employee ID and password. Enter the information when prompted. Proceed to step 4.



2. The Back Office Main Menu displays. Select the **Open/Close Options** menu option and press **Enter**.

Figure 9–9 Back Office - Open/Close Options

- At the Open/Close Options menu, select the **Store Open** option and select **OK**.

Figure 9–10 Open/Close Options - Store Open

Tip: The **Register Open** and **Store Open** menu options toggle between open and close. The Store Open menu option indicates that this store is currently closed. The Register Open menu option indicates that this register is also closed.

- The system prompts: Do you want to open this store? Select Yes to continue with the store open process.
- If prompted to confirm the business date, verify the default date shown is correct (today's date) and press **Enter**.

Figure 9–11 Business Date Prompt

Note: If this date is incorrect, enter the new business date at the prompt. Oracle Retail Xstore Point of Service prompts you to confirm the date you entered.

This function is controlled by security.

6. Oracle Retail Xstore Point of Service displays a prompt showing the date the store has been opened for. Press **Enter** for Ok to continue the store open process.
7. Depending upon the configuration of your system, you may be prompted with other messages concerning the status of various functions within the store. If prompted, acknowledge these messages to continue with the store open process.
For example, you may be notified that a cycle count for inventory is due or that items are ready to be received.
8. A message that was entered during the store close may be displayed. If displayed, press **Enter** to acknowledge this message and continue with the store open process.
9. If prompted, enter the starting cash amount for the store bank. Refer to [Store Safe Maintenance](#) for more information about opening the store bank.
10. The system may print a store open receipt for your records.

Figure 9–12 Store Open Receipt

Note: Note that the store status indicator

Store_401 401 Register 1 has changed to green indicating the store is now open. However, the Register status indicator is red with a cross mark indicating that this register is still closed.

11. The system prompts: Do you want to open this register? Select **Yes** to open the register. Refer to [Register Open and Close](#) for more information about opening the register.

The store and register are opened for the new business day.

Note: If you select **No** at the Open Register prompt, the system returns to the Open/Close Options menu.

Once the store is open, sales cannot be rung until the register is opened and a till is counted for the register.

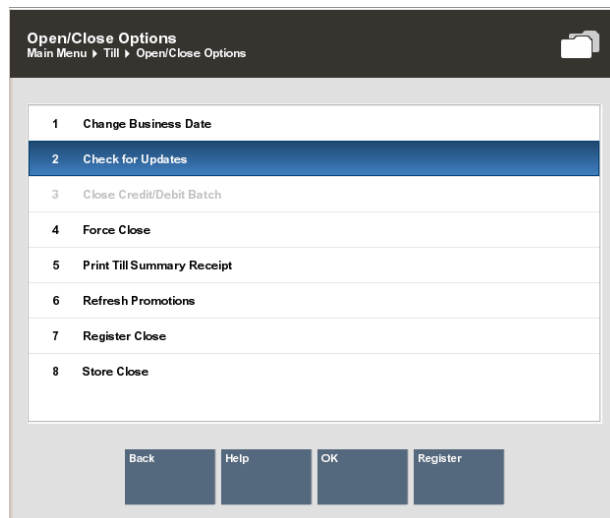
Calling the Update Service

Note: This process is controlled by user security and is only available for authorized users.

The Check for Updates process allows Oracle Retail Xstore Point of Service to request the download manifest on demand. This option provides the ability to bypass the scheduler normally run during the store close, and to initiate the download manifest when called.

1. Select the Back Office option and log in with your user name and password.
2. The Back Office Main Menu displays. Select the **Check for Updates** menu option and press **Enter**.

Figure 9–13 *Check for Updates Menu Option*



3. The system prompts: Xstore has requested updates. Press **Enter** to confirm.

Note: Some system updates may not take immediate effect in Oracle Retail Xstore Point of Service.

Manually Refresh Promotions

Typically a promotion is updated with new information during a register restart. Use this process to update new promotions that are cached without having to restart that register, such as in the middle of the day.

Note: Applies to registers only and you would need to perform this action on each register to update its cache for promotions.

To refresh the promotion cache for a register:

1. In the Back Office menu, select **Open/Close Options**.
2. Select **Refresh Promotions**.
3. Oracle Retail Xstore Point of Service displays a confirmation prompt: Are you sure you want to refresh promotions? This may take several minutes.
4. Press **Y** to continue. A progress bar is displayed until the update is complete.

Note: Pressing **N** at the Refresh Promotions confirmation prompt cancels the refresh process and returns you to the Open/Close Options menu.

5. When the update is complete, a prompt is displayed: "Promotions have been refreshed as of (time and day)." Select **OK** to exit.

24/7 Store Environment

A store can function 24 hours a day and seven days a week.

If your system is configured to support a 24 hour store environment, the store will perform a rolling close on registers. Each register will be rolled over to the next retail period (business day) one by one; always keeping at least one register available for use.

A retail period is the period in which the retailer defines as their store hours (for example, 12:00 am - 11:59 pm).

A retail session is defined as the time in which a register is opened until it's closed. Multiple retail sessions can occur within a retail period.

The 24 hour store environment is supported for both register accountability and till accountability. Register accountability is where a till is assigned to a register and can be used by any cashier that uses the register. Till accountability is where a till is assigned to a specific cashier. The assigned till can be attached to any register the cashier may work on during the day.

Deferred cash management allows the retailer to open a store on the next business day without reconciling, closing the store, or ending the retail period. These processes have been separated so they can be completed at a later date.

This chapter covers the following topics:

- [Store Opening](#)
- [Daily 24/7 Flows](#)
- [Rolling Close](#)
- [Store Closure](#)
- [System Updates](#)

Store Opening

Full store opening is usually only done with the first initial opening of the store. It is performed on only one register. The store open procedure signals that the store is open to all registers. See [Opening the Store](#) for more information.

Once the store is open, sales cannot be rung until the register is opened and a till is counted for the register.

Daily 24/7 Flows

For systems using 24/7 trading, the register open process must be performed on each register every day. Depending upon the configuration of your system and the time that the register is opened, the system may prompt you to open the register for the previous day or the next day.

You have different options to configure the system about the desired process in the 24 hour environment. During the 24 hour flow, the system may ask the cashier to re-open the register during the close register process automatically. Alternatively, the register is not opened automatically, which would require the cashier to log in to open the register.

Depending on your system's configuration, the float can be configured so:

- the cashier is prompted to enter the float amount
- the cashier starts with the pre-defined float
- the remaining cash balance on the register being carried over as the new float amount
- the remaining cash currencies being adjusted to the approximate default, known as the Float Balance

Once the float has been defined, the register is open and the new retail session has begun.

After an open register is approaching the end of a retail period, [Warning Messages](#) are displayed to encourage the closing of the register and to move to the next retail period. You can continue to perform transactions on the register until the end of a configurable grace period. At the end of the grace period, you must close the register. This ensures that all the registers are moved forward to the next retail period.

The rolling close process is separated from the register reconciliation process in a register accountability configuration. This means that register reconciliation is not required before closing a register or retail period.

If the register is configured to open automatically after the [Register/Till Close](#) process without user interaction, you may be prompted to enter a new amount or a new till is inserted into the drawer with a pre-determined float amount.

Use the following steps to complete a full daily cycle:

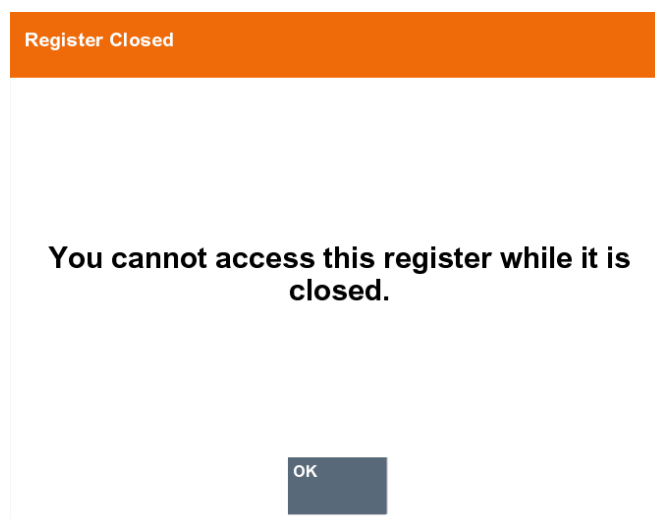
- [Register/Till Open](#)
- [Reconcile Register/Till](#)
- [Warning Messages](#)
- [Register/Till Close](#)
- [New Business Period](#)
- [Define Float](#)

Register/Till Open

To open a register that is configured for 24/7 trading, follow these steps:

1. When you attempt to log in to the system, Oracle Retail Xstore Point-of-Service determines the status of the register and store. If the register status is closed, a Register Closed message displays if configured to do so. Press **OK** to close the message.

Figure 10–1 No Access - Register Closed

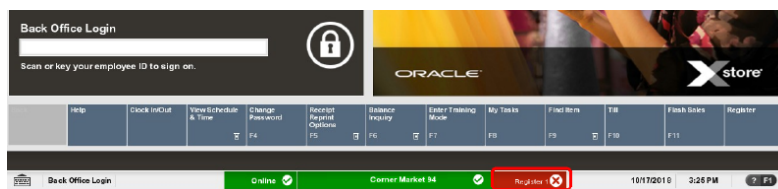


The red register indicator on the status bar also shows that the register is closed.

Figure 10–2 Status Bar - Register Closed



Note: If you are using a touch-screen, tap the red register status bar to open the register. The focus bar prompts for your employee ID and password. Enter the information when prompted. Proceed to step 7.



2. Select the **Back Office** option on the Register menu to open the register from the Back Office Main Menu.

Note: Access to the back office functions is controlled by security levels. You must have the correct security privileges to access the Back Office.

- Oracle Retail Xstore Point-of-Service prompts for your employee ID to log in to the back office. Enter your employee ID and then press **Enter**.

Figure 10–3 Back Office Login

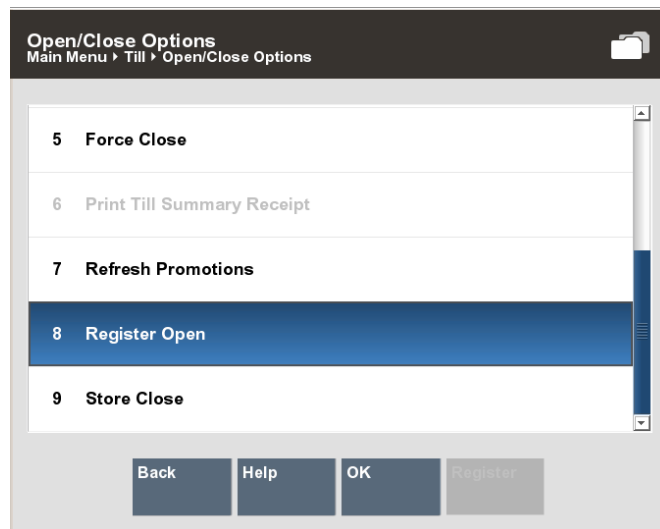
Note: If your system is set up to use a Biometric Fingerprint device, an Employee ID Login prompt displays. Use the device to scan your fingerprint rather than entering your user ID and password.

Scanned and keyed entry is also supported at this prompt.

- Oracle Retail Xstore Point-of-Service prompts for your employee password to complete the login process. Enter your employee password and then press **Enter**.
- At the Back Office Main Menu, select **Till** and then the **Open/Close Options** option and press **Enter**, or press the number associated with the menu option on the keyboard to display the Open/Close Options menu.

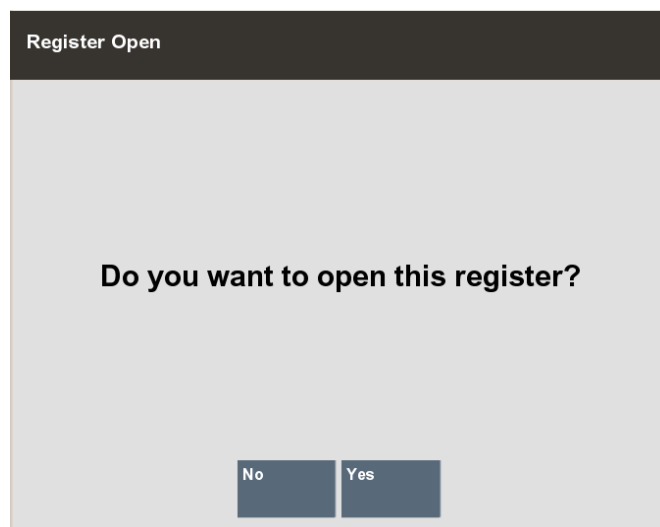
Figure 10–4 Till Menu - Open/Close Options

- At the Open/Close Options menu, select the **Register Open** option and press **Enter**, or press the number associated with the menu option on the keyboard.

Figure 10–5 Open/Close Options - Register Open

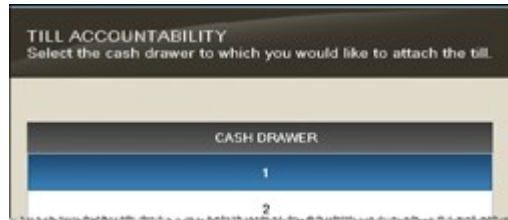
Note: The Register menu option toggles between Open and Close. If the available menu option is **Register Close**, the register is currently open. If the available menu option is **Register Open**, the register is currently closed.

7. Xstore prompts: Do you want to open this register? Press **Yes** to confirm that you want to open this register.

Figure 10–6 Register Open Prompt

Note: The following prompts are optional depending on your configuration:

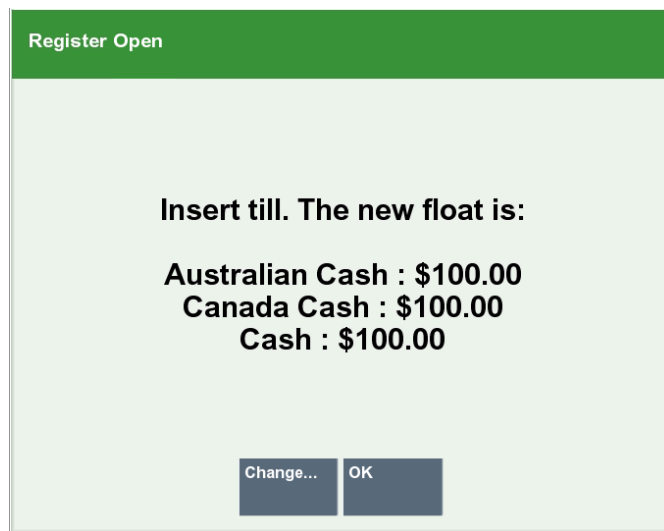
- If your register has more than one cash drawer, you are prompted to select the drawer from a list of available cash drawers.



- The system may be configured to print a Register Open receipt.
-

- Depending upon your system configuration, there are different float options when opening the till:
 - For example, if **Prompt for Float** is configured, all money is removed during close. A new till is inserted and counted during open. You are required to enter the float value.
 - If **Pre-defined Float** is configured, all money is removed during close. A new till is inserted during open but not counted. You are prompted to insert the till. The float amount of the till is displayed.

Figure 10–7 Pre-defined Float Amount



- Press **OK** to confirm the float amount.
- Press **Change Float** to enter a new float amount for the till.
You are prompted for a reason.

Figure 10–8 Change Float

The screen has a green header bar with the text "Change Float" and "Select a reason code from the list." Below the header is a list of reasons. The first reason, "Register Down 1", is highlighted in blue. The second reason, "Holiday Adjustment", is in white. At the bottom of the screen are two buttons: "Back" and "OK".

Reasons
Register Down 1
Holiday Adjustment

Back OK

Select the reason and press **OK**.
You are prompted to enter a comment.

Figure 10–9 Add Comment

The screen has a green header bar with the text "Add Comment". Below the header is a large text input field with the placeholder text "Enter comment.". At the bottom of the screen are two buttons: "Back" and "OK".

Enter comment.

Back OK

If necessary, enter additional comments and press **OK**.
Select a currency to change.

Figure 10–10 Change Float Select Currency

Change Float
Select currency to change.

Currency

Australian Cash

Canada Cash

Cash

Back OK

Enter the new amount in the **Change Float Amount** field.

Figure 10–11 Change Float Amount

Change Float Amount

Enter the new float amount for Australian Cash.

Press the **Enter** button.

Click **Yes** to confirm the new amount. Return to the Insert Till screen.

If necessary, click **Change** to repeat these steps for a different currency.

- If the **Carried Over Float Amount** is configured, all cash is left in the drawer and you are prompted to remove all non-cash tenders (that is, checks, traveler's checks and so on). During the register open process, the end balance of the register during the register close process is carried over to the next retail period as the new float amount. You are not prompted to count the drawer at register open.
- If **Float Balance** is configured, during the register close process, you are prompted to perform a cash pickup to skim the till to match the approximate float amount. You are also prompted to remove all non-cash tenders (that is, checks, traveler's checks and so on).

If there are suspended transactions from the previous retail period, the transactions are displayed. Press **OK** to cancel these transactions.

Note: You can configure the time period to look back when searching for suspended transactions. By default all suspended transactions older than 12 hours are cancelled.

You can start your sales transactions as the new retail session has begun.

Reconcile Register/Till

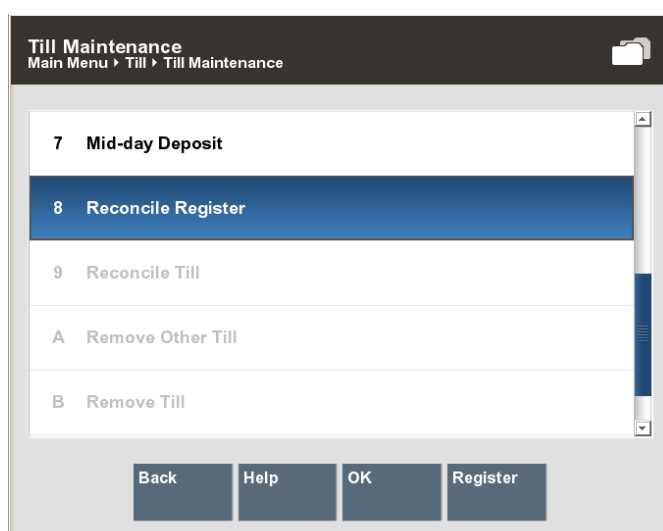
Register/Till reconciliation is performed separately from the [Register/Till Close](#) process and is used to count drawers after the register is closed. It is not necessary to reconcile before the register is opened again and can be performed at a later date.

Reconcile Register is used when in Register Accountability mode and Reconcile Till when in Till Accountability mode.

In a register accountability configuration, it is not mandatory to complete register reconciliation before closing a register or business period. To begin the register reconciliation process, at least one register must be closed.

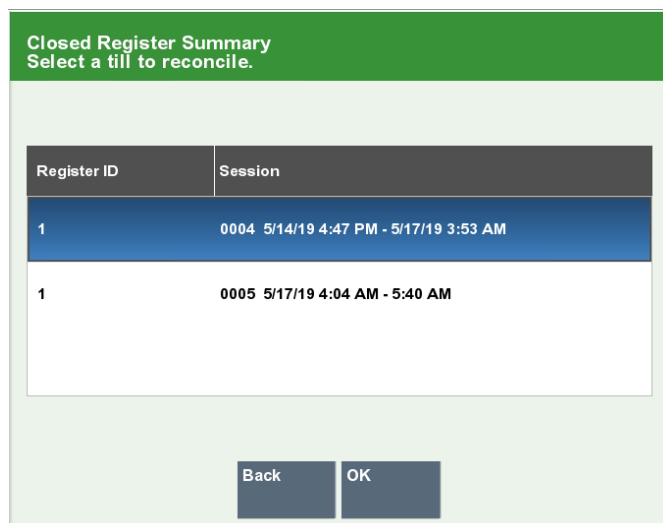
1. At the Back Office Main Menu, select **Till Maintenance** and press **Reconcile Register/Till**.

Figure 10–12 Till Maintenance Options



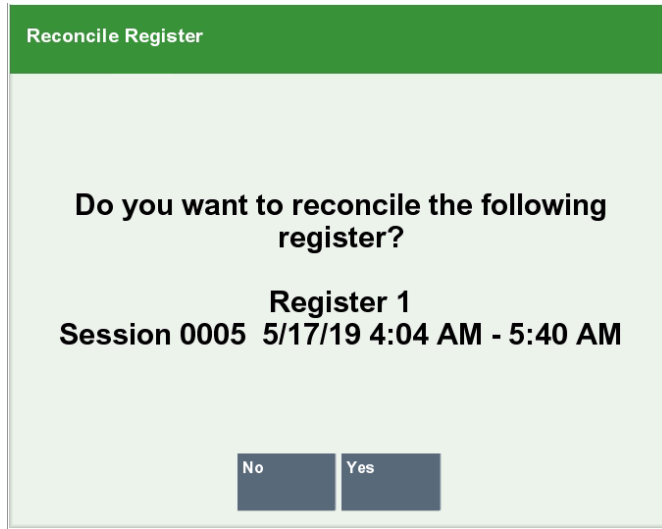
The Closed Register Summary list displays.

Figure 10–13 Closed Register Summary



2. Select a till to reconcile. Each one is counted individually.

Figure 10–14 Reconcile Register



Reconcile Register

Do you want to reconcile the following register?

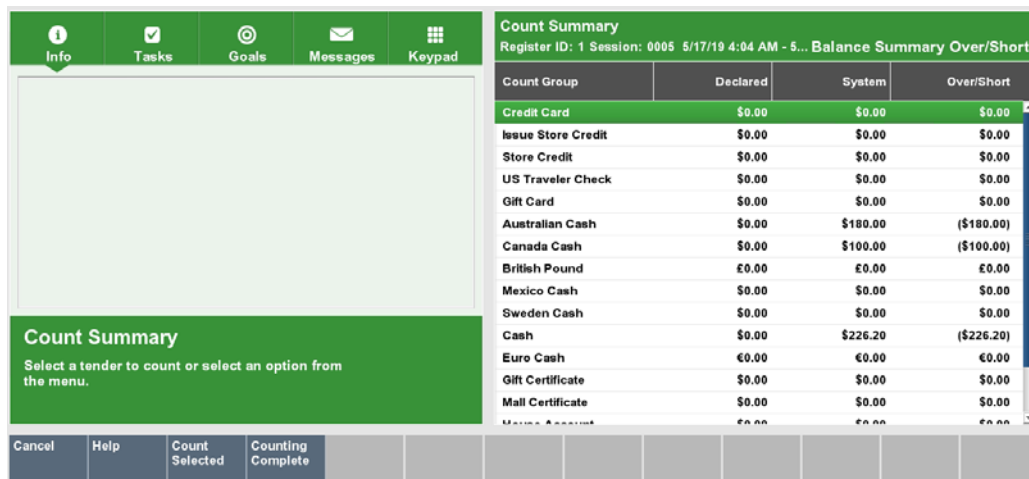
Register 1
Session 0005 5/17/19 4:04 AM - 5:40 AM

No Yes

Select **Yes** to confirm the correct register is selected.

3. All available tender types are displayed in the Count Summary screen, with the following amounts.
 - **Declared Amount:** The declared amount is the amount you enter in the Denomination Count screen.
 - **System Amount:** The system amount is the expected amount from the system.
 - **Over/Short Amount:** The over/short amount shows the difference between system and declared amount.

Figure 10–15 Count Summary



Count Summary
 Register ID: 1 Session: 0005 5/17/19 4:04 AM - 5:40 AM Balance Summary Over/Short

Count Group	Declared	System	Over/Short
Credit Card	\$0.00	\$0.00	\$0.00
Issue Store Credit	\$0.00	\$0.00	\$0.00
Store Credit	\$0.00	\$0.00	\$0.00
US Traveler Check	\$0.00	\$0.00	\$0.00
Gift Card	\$0.00	\$0.00	\$0.00
Australian Cash	\$0.00	\$180.00	(\$180.00)
Canada Cash	\$0.00	\$100.00	(\$100.00)
British Pound	£0.00	£0.00	£0.00
Mexico Cash	\$0.00	\$0.00	\$0.00
Sweden Cash	\$0.00	\$0.00	\$0.00
Cash	\$0.00	\$226.20	(\$226.20)
Euro Cash	€0.00	€0.00	€0.00
Gift Certificate	\$0.00	\$0.00	\$0.00
Mall Certificate	\$0.00	\$0.00	\$0.00
Money Account	€0.00	€0.00	€0.00

Count Summary
 Select a tender to count or select an option from the menu.

Cancel Help Count Selected Counting Complete

4. You are prompted to select a tender type for the till reconcile.
5. Select a tender type and press **Select Count**.

6. Depending on the configuration of the selected tender type, the displayed screens vary.
 - a. The Denomination Count screen appears.

Figure 10–16 Denomination Count

Denomination	Qty	@	Amount
Five Cent	0	0.05	\$0.00
Ten Cent	0	0.1	\$0.00
Twenty Cent	0	0.2	\$0.00
Fifty Cent	0	0.5	\$0.00
Dollar	0	1	\$0.00
Two Dollar	0	2	\$0.00
Five Dollar	0	5	\$0.00
Ten Dollar	0	10	\$0.00
Total			\$0.00

- You are prompted to select a denomination and enter the quantity.
- Select a denomination. Enter the quantity and press **Confirm Entry**. The amount for the denomination and the total amount are displayed on the Sales Display Panel.

Figure 10–17 Denomination Count After Entry

Denomination	Qty	@	Amount
Fifty Cent	0	0.5	\$0.00
Dollar	0	1	\$0.00
Two Dollar	0	2	\$0.00
Five Dollar	0	5	\$0.00
Ten Dollar	0	10	\$0.00
Twenty Dollar	4	20	\$80.00
Fifty Dollar	0	50	\$0.00
Hundred Dollar	1	100	\$100.00
Total			\$180.00

- Repeat this process for all available denominations.
 - After you have entered all denominations for the tender type, press **Complete**. The system returns to the Count Summary.
- b. If no denominations are configured, the Total Count screen appears.

Figure 10–18 Totals Count Screen

The screenshot shows the 'Totals Count' screen for a Credit Card tender type. The top navigation bar includes 'Info', 'Tasks', 'Goals', 'Messages', and 'Keypad'. The main area is divided into two sections. On the left, there is a keypad with numbers 0-9, a decimal point, and navigation arrows. Below the keypad is a green box labeled 'Enter Counts' with a text input field and a 'Confirm Entry' button (a circle with a checkmark). The text below the input field says 'Enter the total count for Credit Card.' On the right, there is a table with two columns: 'Count' and 'Total'. The 'Count' column shows '0' and the 'Total' column shows '\$0.00'. The bottom navigation bar includes 'Cancel', 'Help', 'Prior Group', 'Next Group', 'Summary', and 'Keypad'.

Totals Count	
Register ID: 1	Credit Card
Session: 0007 5/17/19 9:07 AM - 10:00 AM	
Count	Total
0	\$0.00

- You are prompted to enter the total count for the selected tender type.
 - Enter the total count and press **Confirm Entry**. The count is displayed on the Sales Display Panel.
 - You are prompted for the total amount of the selected tender type.
 - Enter the total amount and press **Confirm Amount**. The total amount is displayed on the Sales Display Panel.
 - Then select **Complete**. The system returns to the Count Summary.
- c. If the Check tender type is selected to count, the Totals Count screen is displayed.

Figure 10–19 Check Tender Type

The screenshot shows the 'Totals Count' screen for a Check tender type. The top navigation bar includes 'Info', 'Tasks', 'Goals', 'Messages', and 'Keypad'. The main area is divided into two sections. On the left, there is a keypad with numbers 0-9, a decimal point, and navigation arrows. Below the keypad is a green box labeled 'Enter Serial #' with a text input field and a 'Confirm Entry' button (a circle with a checkmark). The text below the input field says 'Enter a serial # for Check.' On the right, there is a table with two columns: 'Serial #' and 'Amount'. The 'Serial #' column is empty and the 'Amount' column shows '\$0.00'. The bottom navigation bar includes 'Cancel', 'Help', 'Prior Group', 'Next Group', 'Summary', and 'Keypad'.

Totals Count	
Register ID: 1	Check
Session: 0007 5/17/19 9:07 AM - 10:00 AM	
Serial #	Amount
	\$0.00

- You are prompted to enter the serial number for the tender type.
- Enter the serial number and press **Confirm Entry**.
- You are prompted for the amount of the selected tender type.
- Enter the amount and press **Confirm Amount**. The serial number and the entered amount are displayed on the Sales Display Panel.

- Then press **Complete**. The system returns to the Count Summary.

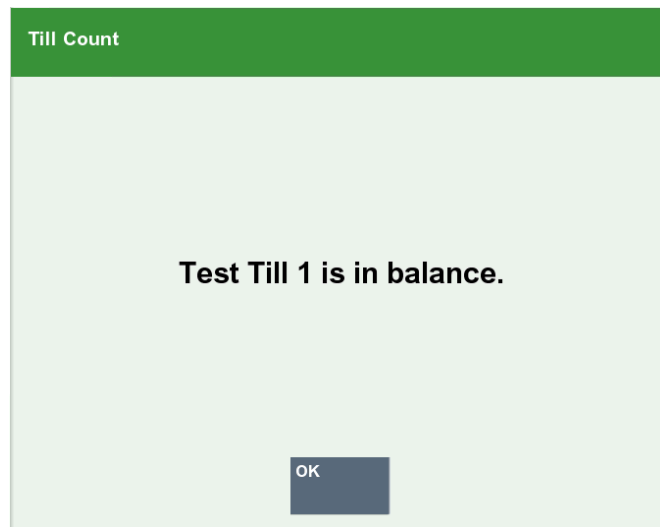
Note: Use the **Remove Count** button to remove an entered count from the Sales Display Panel.

7. Depending whether or not your till is out of balance the displayed message varies.
 - a. **Out of balance:** If tender types are out of balance, you are prompted to accept the difference.

Figure 10–20 Out of Balance Example

The screenshot shows a green header bar with the word "Deposit" in white. Below the header, the screen has a light green background. The text on the screen reads: "The following tenders or tender types are out of balance:" followed by "Canada Cash, Cash" in bold. Below that, it asks "Do you want to accept the difference?". At the bottom, there are two buttons: "No" and "Yes", both in white text on a dark blue background.

- **Yes** - accept the difference and close register.
You are prompted for the reason. Select the reason and press **OK**.
You can also add additional comments. Enter a comment and press **OK**.
 - **No** - repeat till count again.
- b. **In balance:** If all entered tender types are in balance, an Information prompt "Till is in balance" is shown.

Figure 10–21 Till in Balance

Press **OK** to close the Information prompt.

8. The register/till is reconciled.

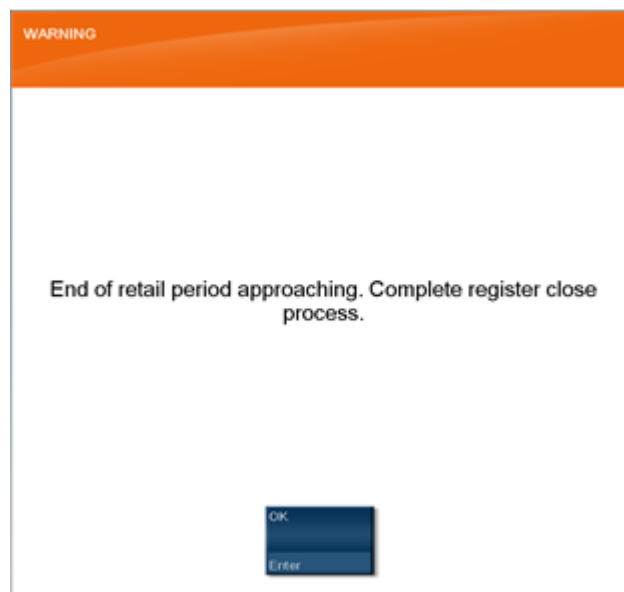
Once all the registers are reconciled within a retail period, you can perform [End Retail Period](#).

Warning Messages

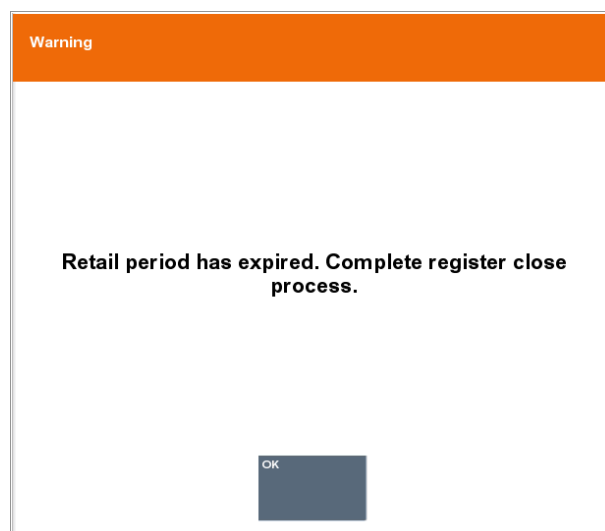
Warning messages inform you that the end of retail period is approaching and you should start the [Register/Till Close](#) process. The default time frame for the 24/7 rolling close functionality is 24 hours (but this can be configured). A grace period allows you to close the register within a configurable gap. Once the grace period has ended, you must close the register and move to the next retail period. The following messages are displayed.

1. By default, a warning message is displayed one hour before the end of the retail period. This message appears at the beginning of a transaction, every 10 minutes until the register close process has been started.

Note: The time frame for the warning messages is configurable.

Figure 10–22 End of Retail Period Approaching Warning

2. When the configured end of retail period time has passed, another message is displayed on each register. The message informs you that the retail period has expired and that you have to close the register.

Figure 10–23 Retail Period Expired

3. If you try to open a register within the warning or grace period (two hours by default), you are prompted if you want to change to the next retail period, or if you want to open the register within the current retail period.

- Select **Next** to open the register in the next available retail period.

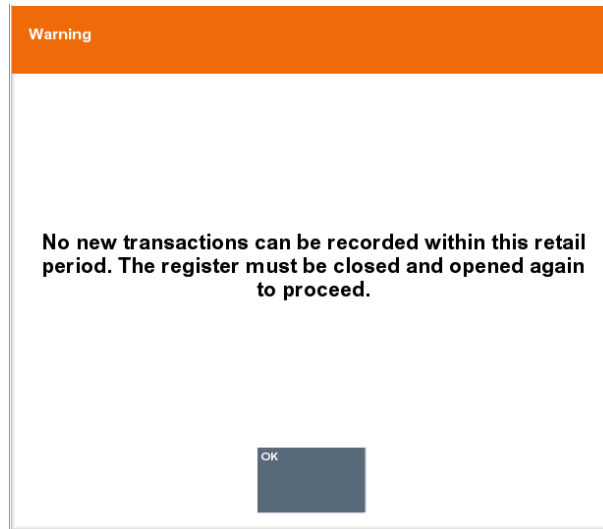
Note: The register is closed and moved to the next retail period. You cannot re-open the previous retail period.

- Select **Current** to open the register within the current retail period.

4. After the configured store hours time frame and the grace period have passed, all registers that have not been moved to the next retail period are locked. You cannot start new transactions.

You receive a warning message that you cannot start new transactions within the current retail period. You have to close and open the register again to start a new transaction.

Figure 10–24 No New Transactions



Register/Till Close

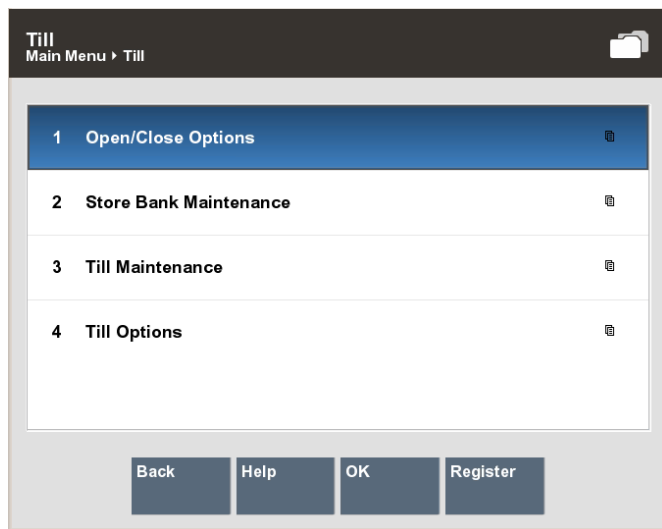
Rolling Close must be configured in order to remove the Count Process from the Register Close. Close each individual register one at a time manually without the need for till reconciliation. Count the drawer, denominations, and if required open the register again.

The register close process must be performed on each opened register for it to be rolled over into the next day.

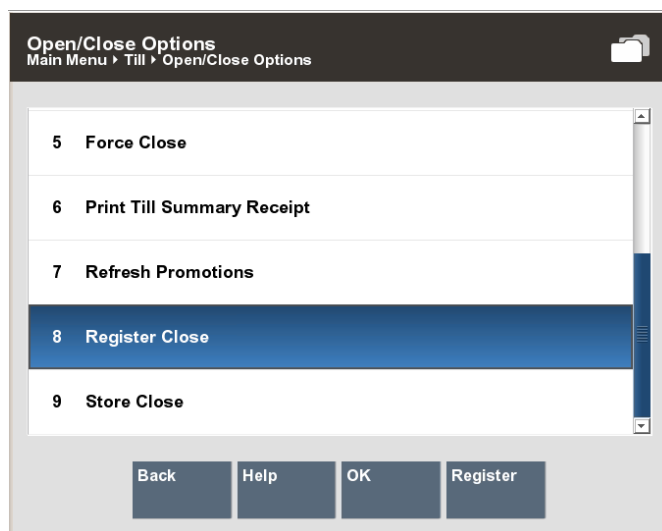
Note: Near the end of day, (that is, close to or after the required close time), warning messages will appear on remaining open registers. If a register continues to stay open past the required close time, the register will eventually prevent the user from utilizing the register until it is closed and reopened for the next day. See [Warning Messages](#).

To close a register for the retail session:

1. From the register to be closed, select the **Back Office** option on the menu. Follow any prompts to log in to the Back Office as required.
2. At the Till menu, use the up and down arrow keys to select **Open/ Close Options** and press **Enter**, or press the number associated with the menu option on the keyboard.

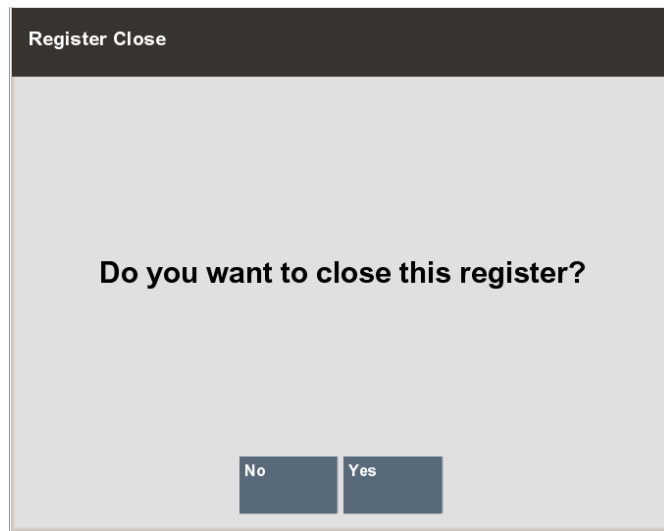
Figure 10–25 Till - Open/Close Options

3. Oracle Retail Xstore Point-of-Service displays the Open/Close Options menu. Select the **Register Close** option and press **Enter**, or press the number associated with the menu option on the keyboard.

Figure 10–26 Open/Close Options - Register Close

Important: Note that the Register option toggles between Open and Close. If the option is **Register Close**, the register is currently open. If the option is **Register Open**, the register is currently closed.

4. Oracle Retail Xstore Point-of-Service displays a confirmation prompt: Do you want to close this register? Press **Yes** to close the register. If the message is not configured, continue with step 5.

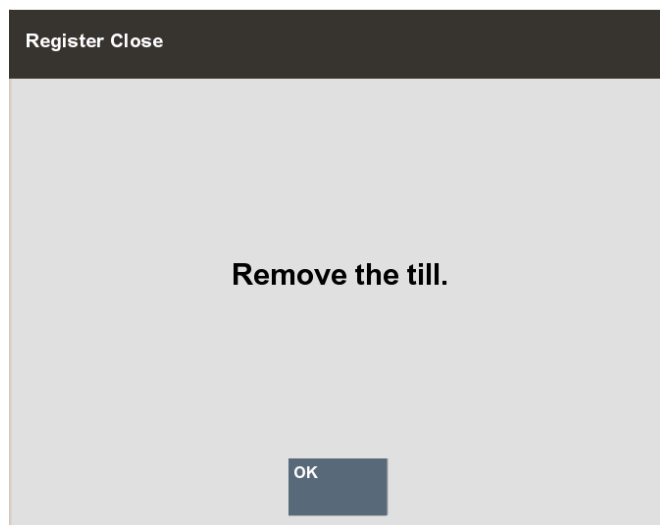
Figure 10–27 Close Register

Note: You will need sufficient security privileges to close the register.

Note: Pressing **No** at the Register Close confirmation prompt cancels the register close process and returns you to the Open/Close Options menu.

The cash drawer opens.

5. Depending upon the configuration of your system, you may be prompted to either remove all non-cash tenders from the till, or remove all the till contents. Follow the instructions on the screen, then click **OK** to continue.
 - For example, if [Prompt for Float](#) or [Pre-defined Float](#) is configured, all money is removed during close.

Figure 10–28 Remove Till Prompt

- If **Carried Over Float Amount** is configured, all cash is left in the drawer. You are prompted to remove all tenders, except for the default cash tenders (that is, checks, traveler's checks and so on). You are informed that the remaining balance will be the new float amount for the next retail period. You are not prompted to count the drawer.

Remove the corresponding tenders. Press **OK** to close the message.

- If **Float Balance** is configured, during the register close process, you are prompted to perform a cash pickup to bring the float down to match the approximate default float amount.

You are prompted to remove all non-cash tenders from the cash drawer (that is, checks, traveler's checks, and so on), and the excess amount above the configured threshold float. You are informed that the remaining tenders are adjusted to the approximate default float amount.

Remove all necessary tenders. Press **OK** to close the message.

- Change the suggested amount or confirm the suggested amount with **Enter**.
- Move the money to the cash deposit bag or safe.

Note: If the till amount needed to be picked up, is less than or equal to the configured float amount, no cash pickup is needed and this step is omitted.

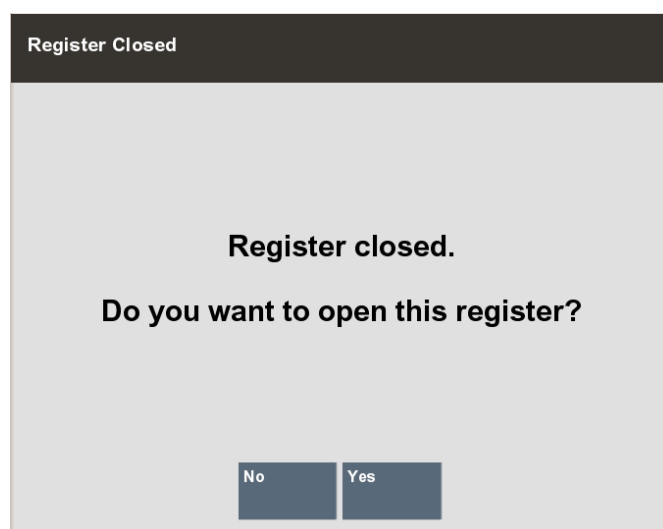
If multiple currencies are configured, this step is repeated until all float currencies have been completed.

6. The system may be configured to print a Closed Count receipt and a Register Closed receipt.

Close the cash drawer and the system closes the register.

7. After the register close is complete, you may be prompted whether to re-open the register.

Figure 10–29 Register Open Prompt



- Click **No** to keep the register closed.
- Click **Yes** to re-open the register.

New Business Period

The processes that typically happen behind the scenes during a traditional store close process happens when the first register is opened in a new retail period.

Define Float

How the float is handled when opening/closing a register can be configured in one of the following ways:

- [Prompt for Float](#)
- [Pre-defined Float](#)
- [Carried Over Float Amount](#)
- [Float Balance](#)

Prompt for Float

If the function Prompt for Float is enabled, all money is removed during close. A new till is inserted and counted during the register open process. The value of the float is entered.

At the register close you are prompted to remove the till but no counting of the drawer is done at this time.

Pre-defined Float

All money is removed during close but you are not prompted to count the drawer. A new till is inserted during open, but not counted.

During the register open process, you are prompted to insert a new till into the drawer which includes a pre-configured till amount. There is the option to Change Float if required.

Carried Over Float Amount

All cash is left in the drawer but you are prompted to remove all non-cash tenders such as checks. The balance of the register amount during register close will carry over to the next business period as the new float amount.

During the register open process, the end balance of the register during the register close process is carried over to the next retail period as the new float amount. You are not prompted to count the drawer.

Float Balance

During the register close process, you are prompted to perform a pickup of the excess money above the configured float amount. During close, enough money is removed to bring the float down to the approximate default float. The prompt 'Remaining currencies will be adjusted to the approximate default float' is shown.

You are not prompted to count the drawer at register open.

Rolling Close

The register close process must be performed on each opened register for it to be rolled over into the next day.

Close each individual register one at a time manually without the need for till reconciliation. See [Register/Till Close](#).

All registers and tills have to be closed for the business period(s) in order to complete [End Retail Period](#) process.

End Retail Period

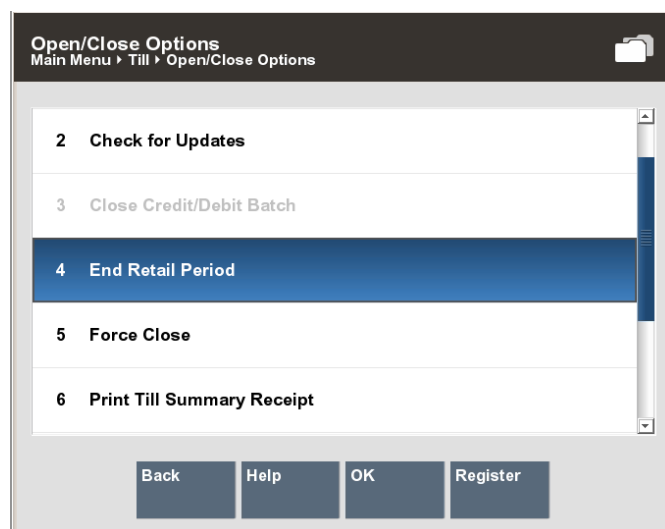
End Retail Period is a Back Office menu option that is required for 24 hour trading. It is initiated after all of the tills have been counted using the Reconcile Register or Reconcile Till menu options. See [Reconcile Register/Till](#). The store bank is counted during this process and the deposits confirmed. The End of Retail Period can be deferred to a later date.

The end of retail period process is needed to close a business date after the business period has closed and till reconciliation has completed. The End Retail Period process closes the books on the business date.

To end a retail period:

1. Select **End Retail Period** from the Open/Close Options Back Office screen.

Figure 10–30 End Retail Period



The business periods are listed in chronological order by date.

2. Select the business period from a list of reconciled business periods and click **OK**.
3. The prompt "Do you want to close the following retail period?" is displayed.

Figure 10–31 Close Retail Period

End Retail Period

Do you want to close the following retail period?
5/14/19 12:00 AM - 5/14/19 11:59 PM

No Yes

Select **Yes**.

- The Store Bank Deposit Count Summary and Count Denomination screens follow. Select a tender and enter the amount by denomination.

Figure 10–32 Bank Deposit Summary

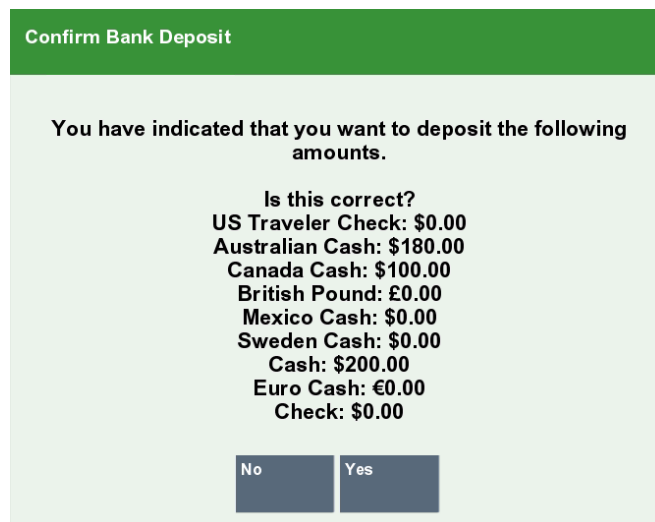
Count Summary
Register ID: 1 Session: Store Bank

Count Group	Declared	System	Over/Short
US Traveler Check	\$0.00	\$0.00	\$0.00
Australian Cash	\$180.00	\$0.00	\$180.00
Canada Cash	\$100.00	\$0.00	\$100.00
British Pound	£0.00	£0.00	£0.00
Mexico Cash	\$0.00	\$0.00	\$0.00
Sweden Cash	\$0.00	\$0.00	\$0.00
Cash	\$200.00	\$0.00	\$200.00
Euro Cash	€0.00	€0.00	€0.00
Check	\$0.00	\$0.00	\$0.00

Count Summary
Select a tender to count or select an option from the menu.

Cancel Help Count Selected Counting Complete

- When all amounts have been entered for the required tenders, select **Counting Complete**. The Confirm Bank Deposit screen confirms the bank deposit amounts.

Figure 10–33 Confirm Bank Deposit

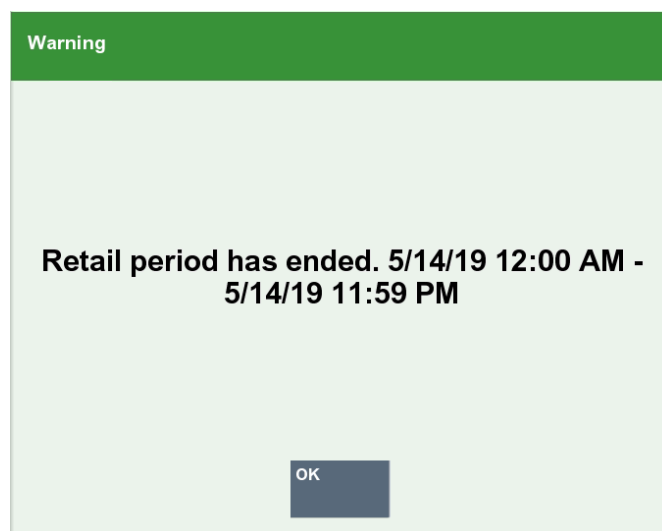
Confirm Bank Deposit

You have indicated that you want to deposit the following amounts.

Is this correct?

US Traveler Check: \$0.00
Australian Cash: \$180.00
Canada Cash: \$100.00
British Pound: £0.00
Mexico Cash: \$0.00
Sweden Cash: \$0.00
Cash: \$200.00
Euro Cash: €0.00
Check: \$0.00

No Yes

Figure 10–34 Retail Period Ended Prompt

Warning

Retail period has ended. 5/14/19 12:00 AM - 5/14/19 11:59 PM

OK

6. An End Retail Period message is displayed: "Retail period has ended. <date/time> - <date/time>". Select **OK** to continue.
 7. Once the business period is closed, the user is returned to the Xstore Home screen.
- Once the end of retail period has been processed, the period cannot be re-opened, and no further action can be performed.

Store Closure

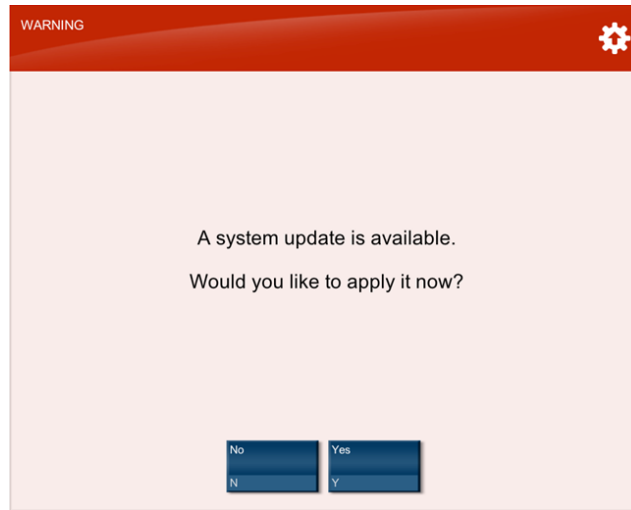
Full store closure is usually only done when closing/shutting down a store.

See [Closing the Store](#) for more information.

System Updates

Data updates are run automatically in the background while the system is running. When system updates require the application to be temporarily shut down, you are prompted when entering the Back Office at the end of a transaction.

Figure 10–35 *System Update Warning*



You can delay the system updates for a configurable grace period so you are not forced to perform the updates immediately if you need time to prepare for them.

At the end of the grace period, there is a configurable time frame in which no new transactions can be started, but existing transactions will be completed. Then, the system updates are applied automatically.

Till Management

There are two types of till management: Register Accountability and Till Accountability. Register Accountability is the default system mode and is used unless the system is configured to use Till Accountability.

Register Accountability: A till is assigned to a register and can be used by any cashier that uses the register. The first associate who signs on to the register is responsible for opening the till. The associate is then required to count the drawer. This process assigns the drawer to the current register.

Alternatively, the till can be assigned to networked cash drawers.

Depending upon your store policy, the cashier enters the total amount of cash in the till, or enters the quantity of each cash denomination. If a float amount (a configurable value) has been left in the till, the system calculates the difference between the float amount and the actual opening amount entered, and if there is a difference, allows the cashier to recount the till or accept the new amount.

Till Accountability: A till is assigned to a specific cashier. The assigned till can be attached to any register the cashier may work on during the day. The cashier must count the assigned till and then attach the till to a cash drawer/register before ringing transactions. The system can be configured to allow the cashier to enter a total amount counted, or to count by denomination. For denomination counts, the cashier counts and enters each denomination separately and each count is saved into the system.

At the end of the cashier's shift, the cashier must count and return the assigned till to the cash management office for reconciliation. This process transfers responsibility for the assigned till back to the cash manager.

Till Accountability also allows Dual Cash Drawer functionality, in which one register can use two separate cash drawers. This allows two cashiers to share a single POS register while keeping their tills separate.

Note: Refer to the *Oracle Retail Xstore Point-of-Service User Guide* for detailed information about counting tills.

This chapter contains the following sections:

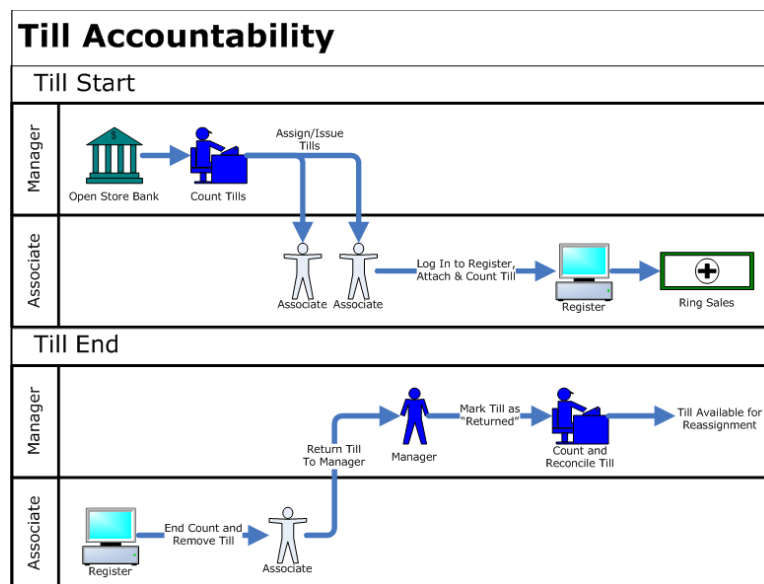
- [Till Accountability Process](#)
- [Accessing Back Office Till Management Functions](#)
- [About Till Options](#)
- [About Till Maintenance](#)
- [Register Accountability Mode Functions](#)

- [Till Accountability Mode Only Functions](#)

Till Accountability Process

The till accountability process follows a sequence of steps that require till counts whenever the till is moved or given to another person. These steps provide additional checks and balances each time the status of any till changes.

Figure 11–1 Till Accountability Process



Till Start

1. Manager opens and counts the store bank (safe).
2. Manager assigns/ issues tills to associates and confirms the starting cash amount in each till.
3. Associate picks up the assigned till and goes to a register.
4. Associate logs in to a register.
5. Associate is prompted to attach the till to the register. If multiple cash drawers are available, the associate is prompted to select a cash drawer.
6. Associate attaches the till to the cash drawer in the register.
7. Associate counts the beginning amount of cash in the till.
8. Associate is ready to ring sales.

Till End

1. Associate can either end count the till at the register (Count Till) or remove the till to count it in the Back Office (Remove Till). The counting process is the same in either location.
2. Associate counts the till.
3. Associate removes the till and returns the till to the manager.

4. Manager marks the till as Returned in the system. The manager has now accepted responsibility for the till.
5. Manager performs the reconciliation count on the returned till.
6. The till is now available and can be issued to another employee, starting the process over again.

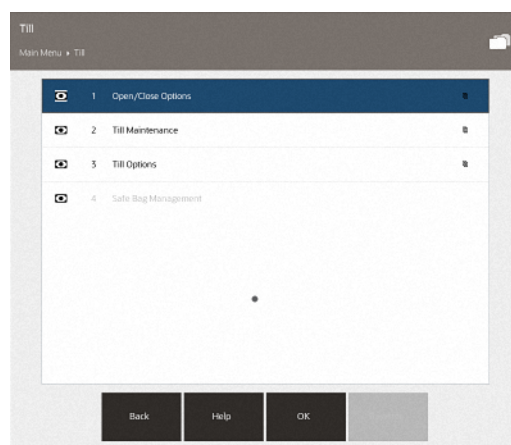
Accessing Back Office Till Management Functions

Associates with the proper security permissions may access Till Management from the Back Office Main Menu. The Back Office Till menu offers till management functions such as assigning and reconciling tills, till audit functions, changing the float amount, and making bank deposits.

1. After logging in to the Back Office, select the **Till** option from the Main Menu and press **Enter** for OK.

Depending on the configuration of your system, the Till Options may also be available from the employee login screen and the Register screen.

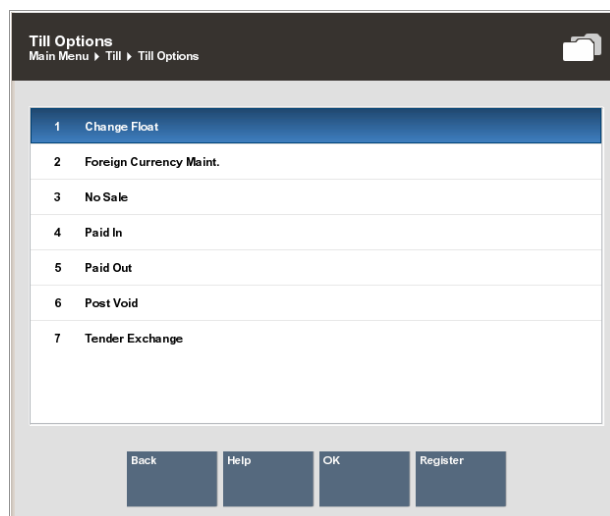
Figure 11–2 Till Menu



Tip: You can also type the number associated with the menu option to access the function.

About Till Options

Select this option for all functions that apply to a till in use by the register.

Figure 11–3 Till Options Menu

The Till Options menu has the following options:

- Change Float - Select this option to change the amount of cash that remains in each till after the end count is performed. See [Register Accountability Mode Functions](#).
- Foreign Currency Maint. - Select this option to update the exchange rate between the local currency and foreign currencies that are acceptable tenders. See [Foreign Currency Maintenance](#).
- No Sale - Select this option to perform a no sale transaction to open the cash drawer.

Note: Refer to the *Oracle Retail Xstore Point-of-Service User Guide* for a step-by- step procedure describing the no sale transaction.

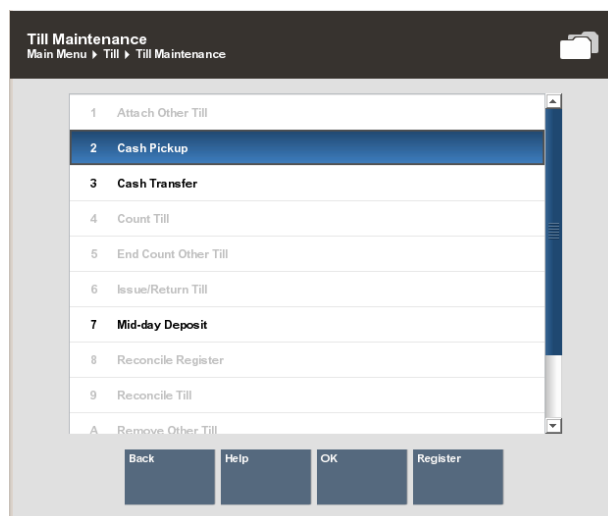
- Paid In - Select this option to perform a paid in transaction. This option requires an attached till. See [Performing Paid In/Paid Out Transactions](#).
- Paid Out - Select this option to perform a paid out transaction. This option requires an attached till. See [Performing Paid In/Paid Out Transactions](#).
- Post Void - Select this option to perform a post void transaction. See [Attaching a Cash Drawer Till](#) for more information.
- Tender Exchange - Select this option to perform a tender exchange transaction, which allows you to exchange one form of tender for another. For example, accept a customer's check for some amount and give them the same amount as cash.

Note: Refer to the *Oracle Retail Xstore Point-of-Service User Guide* for a step-by- step procedure describing the tender exchange process.

About Till Maintenance

Select this option for all manager-level till functions, including the opening, issuing, attaching, removing, and closing of a till. Some options may also be available to non-managers, depending on your store policy.

Figure 11–4 Till Maintenance Menu



The following section is divided into two:

- [Register Accountability Mode Options](#)
- [Till Accountability Mode Only Options](#)

Register Accountability Mode Options

- Cash Pickup - Select this option to perform a cash pickup transaction. See [Cash Pickup](#).
- Cash Transfer - Select this option to transfer cash to a till. See [Cash Transfer](#).
- Till Audit - Select this option to perform a till audit (a count performed on an active till).

Note: Till audit does not adjust the till counts; it is used only to count the till while it is attached to a register. See [Till Audit](#).

- Mid-day Deposit - Select this option to perform a mid-day deposit transaction, which allows a manager to place funds into a store bank (safe) during the course of a working session. See [Attaching a Cash Drawer Till](#).
- Attach Cash Drawer Till - Only used when networked cash drawers are configured. See [Attaching a Cash Drawer Till](#).
- Remove Cash Drawer Till - Only used when networked cash drawers are configured. See [Removing a Cash Drawer Till](#).
- Reconcile Cash Drawer - Only used when networked cash drawers and 24/7 trading is configured. See [Reconciling a Networked Cash Drawer Till](#).

Till Accountability Mode Only Options

When using till accountability, the following options are available, in addition to the options listed above for register accountability.

- **Issue/Return Till (Till Accountability Mode Only)** - Select this option to assign a till to a cashier and to enter the starting cash amount, or return an issued till. See [Issuing a Till \(Till Accountability Mode Only\)](#).
- **Count Till (Till Accountability Mode Only)** - Select this option to perform a begin count or close count on a till. If a begin count was not performed on the till, this option starts a begin count. If a begin count was performed on the till, this option starts a close count.
 - See [To Perform a Begin Count](#) for a description of the begin count procedure.
 - See [Closing the Register](#) for a description of the close count procedure.
- **Attach Other Till (Till Accountability Mode Only)** - Select this option to attach a till to the register. This option can attach a till that is assigned to you or to another associate. See [Attaching Other Till \(Till Accountability Mode Only\)](#).
- **Remove Till (Till Accountability Mode Only)** - Select this option to remove a till that is assigned to you and attached to the register. See [Removing a Till \(Till Accountability Mode Only\)](#).
- **Remove Other Till (Till Accountability Mode Only)** - Select this option to remove any employee's till that is attached to the register. See [Removing a Till \(Till Accountability Mode Only\)](#).
- **End Count Other Till (Till Accountability Mode Only)** - Select this option to end count a till assigned to any employee. See [End Count Other Till \(Till Accountability Mode Only\)](#).
- **Reconcile Till (Till Accountability Mode Only)** - Select this option to count a returned till and compare your counts with the cashier's counts. See [Reconciling a Till \(Till Accountability Mode Only\)](#).
- **Store Safe Maintenance** - Select this option for all functions related to the store safe. This submenu contains the following functions:
 - **Open Store Safe (Till Accountability Mode Only)** - Select this option to open the store safe. See [Store Safe Opening with Safe Bag \(Till Accountability Mode Only\)](#).
 - **Reconcile Store Safe (Till Accountability Mode Only)** - Select this option to reconcile the store safe. See [Reconciling the Store Safe with a Safe Bag \(Till Accountability Mode Only\)](#).
 - **Safe Deposit** - Select this option to remove money from the store bank so that it can be deposited into a bank. See [Preparing the Bank Deposit using a Safe Bag](#).
 - **Store Safe Audit** - Select this option to perform an audit count of the store bank (store safe). See [Store Safe Auditing with a Safe Bag](#).
 - **Store Bank Cash Deposit** - Select this option to make a cash deposit into the store bank. See [Store Safe Cash Deposit using a Safe Bag](#).

Till Options

This section describes the available till options:

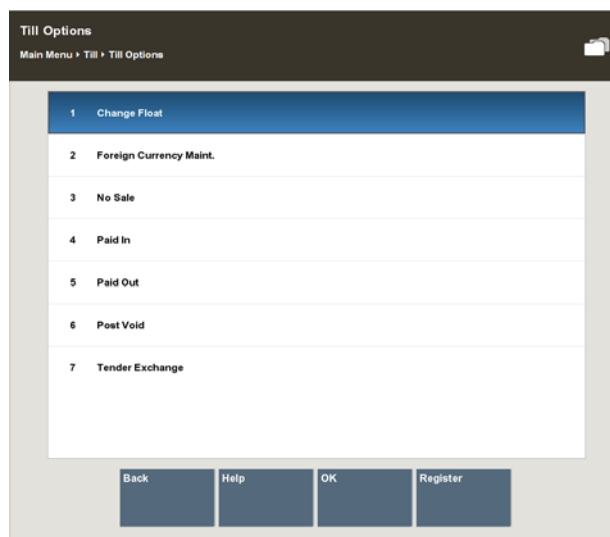
- [Changing the Float Amount](#)
- [Foreign Currency Maintenance](#)
- [Performing Paid In/Paid Out Transactions](#)
- [Post Voiding Transactions](#)

Changing the Float Amount

The Float is the total value of cash counted and removed from the till, but not included in the bank deposit. This cash remains in circulation to be used the next time the till is opened. This option can be used whenever you need to change the amount withheld from the bank deposit, and can be adjusted per till. For example, you may want to change the float amount during the December holiday shopping season to plan for increased sale activity.

1. At the Till menu, select **Till Options**.
2. At the Till Options menu, select the **Change Float** option.

Figure 11–5 Till Options Menu - Change Float



3. The system prompts for the reason you are changing the float amount. Select a reason from the list and press **Enter** for OK to continue.

Figure 11–6 Change Float Reason List

The screenshot shows a screen titled "Change Float" with the instruction "Select a reason code from the list." Below this is a list box labeled "Reasons". The list contains two items: "Holiday Adjustment" and "Register Down 1". "Holiday Adjustment" is highlighted in blue. At the bottom of the screen are two buttons: "Back" and "OK".

4. Depending upon the reason you selected, you may be prompted for additional information/comments. If prompted, enter the information as required and press **Enter** for OK.

If your store is configured for foreign cash currency tenders to be given as change, select the type of float tender from the list.

Figure 11–7 Change Float - Currency List

The screenshot shows a screen titled "Change Float" with the instruction "Select currency to change." Below this is a list box labeled "Currency". The list contains three items: "Cash", "Australian Cash", and "Canada Cash". "Canada Cash" is highlighted in blue. At the bottom of the screen are two buttons: "Back" and "OK".

5. The system displays a list of tills. Use the up and down arrow keys to select the till(s) you want to change (press the Spacebar to select multiple tills). After you select all of the tills you want to change, press **Enter** for OK.

Figure 11–8 Till List - Two Tills Are Selected

Change Float
Select tills to change for Canada Cash.

Register	Till ID	Float Amount
1	TILL1	\$100.00
2	TILL2	\$100.00
3	TILL3	\$100.00
4	TILL4	\$100.00
5	TILL5	\$100.00
6	TILL6	\$100.00

Back OK

- The system prompts for the new float amount for the selected tills. Enter the new float amount for the tills in the list and press **Enter**.

Figure 11–9 New Float Amount Prompt

Info Tasks Goals Messages Keypad

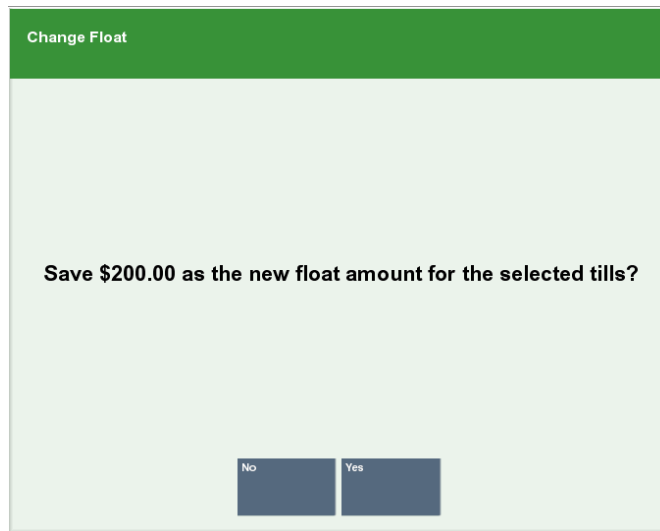
Register	Till ID	Float Amount
1	TILL1	\$100.00

7 8 9 -
4 5 6 ←
1 2 3 ↵
0 . ↵

Change Float Amount
Enter the new float amount for Cash.

Back Help Register

- The system prompts to confirm the new float amount for the selected tills. Press **Y** for Yes to accept the new float amount. The system updates the float amount to the new value for the selected tills and returns to the Main Menu.

Figure 11–10 Confirm New Float Amount PromptA screenshot of a software dialog box titled "Change Float" in a green header bar. The main area is light green and contains the text "Save \$200.00 as the new float amount for the selected tills?". At the bottom, there are two dark blue buttons labeled "No" and "Yes".

Change Float

Save \$200.00 as the new float amount for the selected tills?

No Yes

Foreign Currency Maintenance

You can edit the currency exchange rate for the foreign currencies that are accepted as tenders for sale transactions, if your store policy allows it. Some currency rates fluctuate frequently, so you can edit the exchange rate as often as necessary.

Note: Your system's configuration may make Foreign Currency Maintenance available from the Register Till Options menu as well as from the Back Office Till menu.

1. At the Till menu, select the **Till Options** option.
2. From the Till Options menu ([Figure 11–3](#)), select the Foreign Currency Maint. option.
3. If the system prompts for a security login, enter your employee ID and password and select Process.
4. Oracle Retail Xstore Point-of-Service displays a list of currencies. Select the currency whose exchange rate you are changing, then press **Enter** for OK.

Figure 11–11 Foreign Currency List

Tender
Select the foreign currency.

Currency	Description	Exchange Rate
SEK	Sweden Cash	8.56
BRL	Brazilian Cash	3.3
AUD	Australian Cash	1.12
EUR	Euro Cash	0.85
MXN	Mexico Cash	18.8
CAD	Canada Cash	1.45
GBP	British Pound	0.75

Back OK

- The system displays the current information for the currency you selected. Enter the new exchange rate and a comment, then select **Save New Rate**.

Figure 11–12 New Exchange Rate

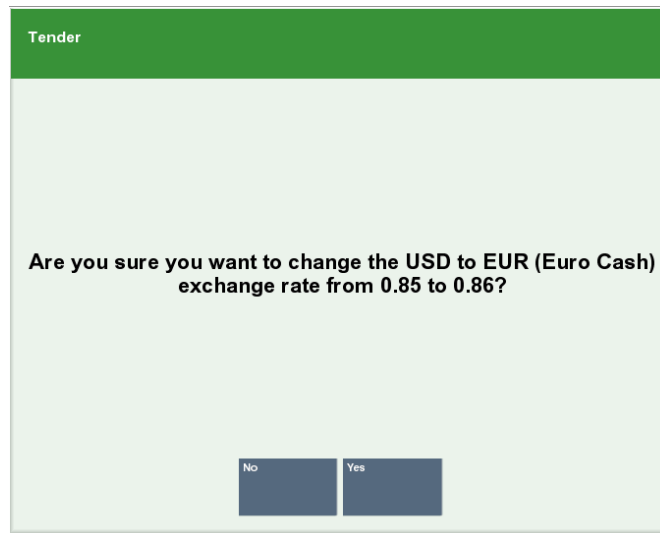
Currency Exchange
Enter the new exchange rate

Base Currency: USD Cash
Target Currency: EUR Euro Cash
Current Exchange Rate: 0.85
New Exchange Rate:

Comments:

Cancel Help Save New Rate

- Oracle Retail Xstore Point-of-Service prompts whether to change the exchange rate. Select **Yes** to continue.

Figure 11–13 Confirmation Prompt

The image shows a confirmation prompt screen. At the top, there is a green header bar with the word "Tender" in white. Below the header, the main area is light green. In the center, the text reads: "Are you sure you want to change the USD to EUR (Euro Cash) exchange rate from 0.85 to 0.86?". At the bottom, there are two dark blue buttons labeled "No" and "Yes".

7. The new currency exchange rate is now effective and the system prints a receipt with the new exchange rate. Oracle Retail Xstore Point-of-Service returns to the Main Menu.

Note: About exchange rate calculations in currency conversions:

- The exchange rate with the base currency ID of the local currency ID is the value that is used to calculate a converted currency amount. The exchange rate is stored as a factor of the local exchange rate.
 - The conversion is calculated by multiplying the local currency by the exchange rate.
-
-

Performing Paid In/Paid Out Transactions

A Paid In transaction allows you to move funds into a till from non-sale sources such as returned check charges, found money, and change from a Paid Out transaction.

A Paid Out transaction moves funds out of a till for non-refund purposes such as business expenses and office supply purchases.

Store policy controls the list of valid reasons that you can select for performing a Paid In or Paid Out transaction. In addition, store policy controls whether or not receipts are produced by these two transactions.

The Paid In and Paid Out transactions may also be available on the Till Options Menu at the register.

Note: A till must be attached to the register to perform Paid In/Paid Out transactions. If a till is not attached and one of those options is selected, a message is displayed indicating that a till must be attached for the transaction to be performed.

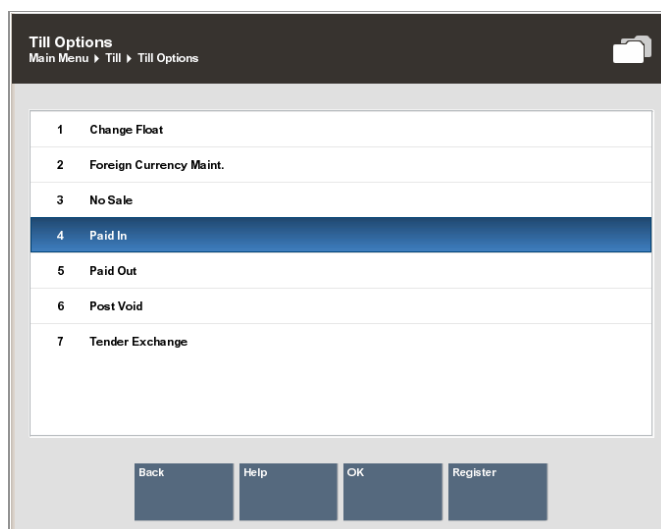
In an only networked cash drawer environment you are required to scan the cash drawer barcode to link it to the transaction before the drawer pops.

In a mixed network/local cash drawer environment, select whether to use a network cash drawer.

Paid In Transaction

1. From the Till Menu, select the **Till Options** option.
2. From the Till Options menu, select the **Paid In** option.

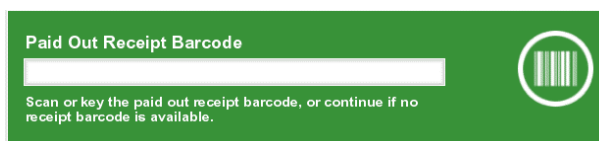
Figure 11–14 Till Menu - Paid In Option



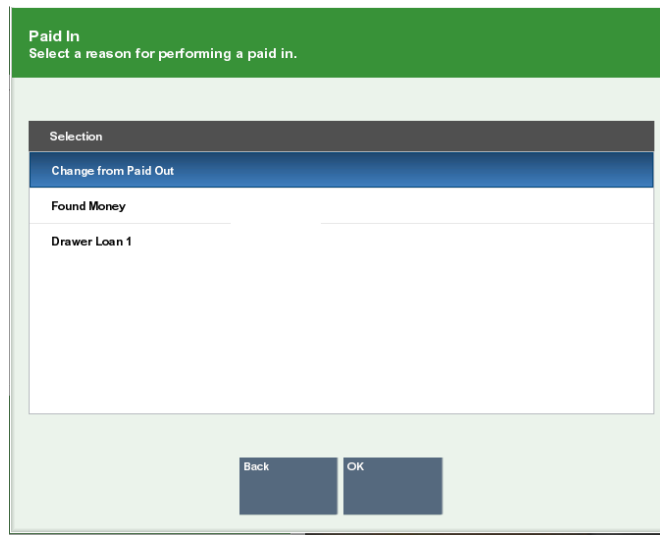
Note: If the register has more than one cash drawer, you may be prompted to select the till to be used for this process.

3. The system prompts you to enter a paid out receipt barcode. If you are now placing funds back into the till from a previous paid out transaction and you have the receipt, scan or enter the barcode and press **Enter**. Otherwise, just press **Enter** to bypass this prompt.

Figure 11–15 Paid Out Receipt Barcode Prompt



4. Select a reason for this Paid In transaction and press **Enter** for OK.

Figure 11–16 List of Paid In Reasons

The screenshot shows a green header bar with the text "Paid In" and "Select a reason for performing a paid in." Below this is a white box containing a list of reasons. The first reason is "Change from Paid Out" in blue. The second reason is "Found Money" in black. The third reason is "Drawer Loan 1" in black. At the bottom of the screen are two blue buttons labeled "Back" and "OK".

Note: There may be additional prompts for information (such as a comment) depending upon the specific reason code that you select.

5. At the Amount prompt, enter the cash amount you are adding to the till and press **Enter**.

Figure 11–17 Enter Amount Prompt

The screenshot shows a green screen with a white input field labeled "Amount". Below the input field is the text "Enter amount." To the right of the input field is a white circle containing a dollar sign (\$).

6. Oracle Retail Xstore Point-of-Service prompts you to close the cash drawer (if configured to do so), prints a receipt, and returns to the Main Menu.

Figure 11–18 Paid In Receipt

Xstore
6573 Cochran Rd
Suite A
Solon, Oh 44139
330-655-1212

Ticket: 13 Date: 9/24/05
Store: 301 Register: 1
Cashier: 1
Session ID:

PAID IN
Till ID: Till1
Code: PcTransRC-3
Change from Paid Out

Transaction Ref #: T1131GK1131111H4AFYER

Paid In Amount: 7.26

X
Employee's Signature

Barcode: 1131111H4AFYER

Note: Note the reference to the original paid out transaction number shown in this example. This information associates the original paid out transaction with the current paid in transaction for accounting purposes.

Paid Out Transaction

1. From the Till Menu, select **Till Options**.
2. From the Till Options menu, select the **Paid Out** option.

Figure 11–19 Till Menu - Paid Out Option

Till Options
Main Menu > Till > Till Options

1	Change Float
2	Foreign Currency Maint.
3	No Sale
4	Paid In
5	Paid Out
6	Post Void
7	Tender Exchange

Back Help OK Register

Note: If the register has more than one cash drawer, you may be prompted to select the till to be used for this process.

3. Select a reason for this Paid Out transaction and press **Enter** for OK.

Figure 11–20 List of Paid Out Reasons

The screenshot shows a green header bar with the text "Paid Out" and "Select a reason for performing a paid out." Below this is a list of reasons: "Stocks", "Contractor Services", "Store Incentives", "Postage", and "Delivery". The "Stocks" option is highlighted in blue. At the bottom of the screen are two buttons: "Back" and "OK".

Note: There may be additional prompts for information (such as a comment) depending upon the specific reason code that you select.

4. At the Amount prompt, enter the cash amount you are removing from the till and press **Enter**.

Figure 11–21 Enter Amount Prompt

The screenshot shows a green background with the text "Amount" at the top. Below it is a white input field with a cursor. Under the input field is the text "Enter amount." To the right of the input field is a white circle containing a dollar sign (\$).

5. Oracle Retail Xstore Point-of-Service prompts you to close the cash drawer (if configured to do so), prints a receipt, and returns to the Main Menu.

Figure 11–22 Paid Out Receipt Sample

4673 Cochran Rd
Suite A
Solon, OH 44139
330-666-1212

Ticket: 12 Date: 9/24/06
Store: 301 Register: 1
Cashier: 1
Session ID:

PAID OUT
Till ID: T1111
Code: TcTransPO-1
Supplies

Comments:
Need to purchase printer paper.

Paid Out Amount: 15.00

Employee's Signature

Manager's Signature

Barcode

Post Voiding Transactions

Performing a Post Void transaction changes the status of a sales transaction to Void. Only transactions for the current business date can be post voided.

All records in the system are reset, almost as if they had never occurred during the original transaction, and the transaction record is retained in a voided state.

Certain kinds of sale transactions may involve extended transactions — activities related to the transaction that occur outside of the system. For example, special orders, work orders, and layaways are extended transactions.

Figure 11–23 Post Void - Extended Transaction Prompt

POST VOID

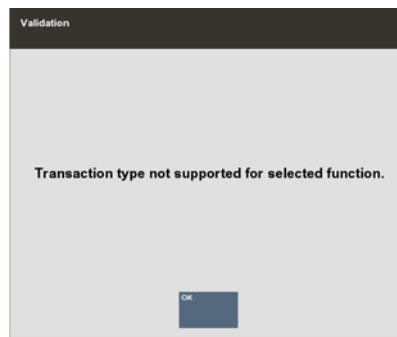
The selected transaction is an extended transaction.

Would you like to continue?

Although the system checks for such conditions when a post void is executed, some aspects of the transaction may need to be reversed by an additional transaction such as a return. If the system detects an extended transaction, a prompt to continue or discontinue the post void process displays.

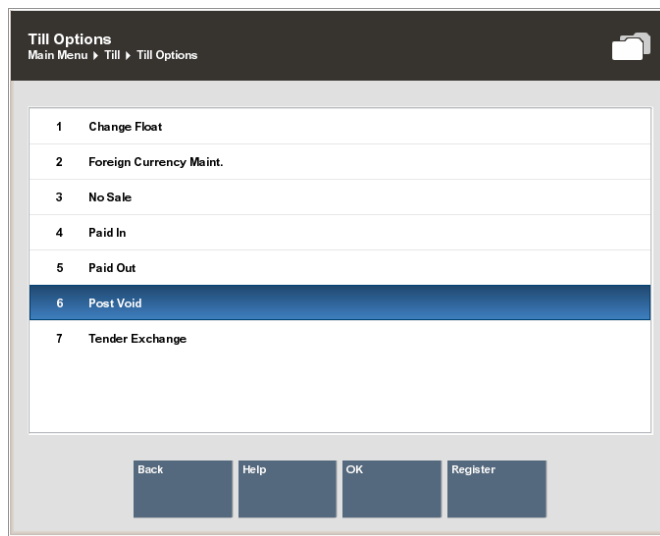
The types of transactions that may be post voided are determined by the home office.

If you scan or enter a barcode for a transaction type that cannot be post voided (such as a timecard transaction), the system displays a message indicating that the transaction type cannot be post voided. Press **Enter** for OK to acknowledge the message and the system returns to the Till menu.

Figure 11–24 Post Void - Transaction Type Not Supported

You can post void transactions from the register (see the *Oracle Retail Xstore Point-of-Service User Guide*), from the Electric Journal (see [Post Voiding a Transaction](#)), or from the Till menu.

1. At the Till menu, select **Till Options**.
2. From the Till Options menu, select the **Post Void** option.

Figure 11–25 Till Options Menu - Post Void Option

Note: A till must be attached to the register to perform a transaction void. If a till is not attached, this option may be grayed out on the menu (Register Accountability mode), or a message may be displayed if the Post Void menu option is selected (Till Accountability mode). If the register has more than one cash drawer, you may be prompted to select the till to be used for this process.

In an only networked cash drawer environment you are required to scan the cash drawer barcode to link it to the transaction before the drawer pops.

In a mixed network/local cash drawer environment, select whether to use a network cash drawer.

3. At the Post Void prompt, scan or enter the transaction information and select Process to continue.

Figure 11–26 Post Void Prompt

Post Void
Scan a document barcode or enter search criteria.

Trans Barcode

Or

Orig Ticket ID

Orig Trans Date

Orig Store ID

Orig Register ID

Orig Trans Amount

Back Help Process

4. Oracle Retail Xstore Point-of-Service prompts: Are you sure you want to post void the selected transaction? Select **Yes** to continue with the post void transaction.
5. The system prompts for the reason you are performing the post void. Select a reason from the list and press **Enter** for OK.

Figure 11–27 Post Void Reasons

Reason Code
Select a reason code from the list.

Reasons

Cashier Error

Supervisors Discretion

Customer Satisfaction

Back OK

6. The system may prompt for a comment about the post void. If prompted, type a comment and press **Enter** for OK to continue.
7. Oracle Retail Xstore Point-of-Service post voids the transaction, prints receipts, and returns to the Main Menu.

Figure 11–28 Post Void Receipt

Ticket: 11 Date: 9/24/05
Store: 301 Register: 1

Cashier: 1

DEFAULT SYSTEM USER
VOID TRANSACTION
Code:MGR_DISCRETION
Manager's Discretion

Item	Qty	Price	Amount
Navy Dress Leather Loafers			
1004	1	\$9.00	\$9.00
		Subtotal	\$9.00
		Tax 3.00%	5.94
		Total	104.94
Cash			105.00
Change			
Cash			(0.06)

Original Tran ID:10
Original Cashier ID:1
Original Register ID:1
* * V O I D * * V O I D * * V O I D * *

Register Accountability Mode Functions

This section describes the register accountability functions:

- [Cash Pickup](#)
- [Cash Transfer](#)
- [Till Audit](#)
- [Mid-day Deposit](#)
- [Cash Drawers](#)

Cash Pickup

Cash Pickup moves cash from the till to the store bank. It is a cash drawer feature that allows an operator to take cash from a till so that the amount does not exceed a specified threshold amount. Each tender type that is physically in the till can be picked up, for example, cash, foreign currencies, or coupons. The register shows a prompt, if the cash in the till is over the set maximum amount. See [Cash Pickup using a Safe Bag](#) if using a safe bag to collect the cash.

Note: This procedure may differ from the cash pickup transaction performed by a cashier. See the *Oracle Retail Xstore Point-of-Service User Guide* for more information about this transaction type.

To perform a Cash Pickup:

1. From the Till menu, select the **Till Maintenance** option.
2. From the Till Maintenance menu ([Figure 11-4](#)), select the Cash Pickup option.
3. If your store is configured for foreign cash currency tenders to be given as change, select the type of tender from the list.

Figure 11-29 Cash Pickup Currency List

The screenshot shows a software interface for selecting a currency for a cash pickup transaction. The title bar is green and contains the text 'Cash Pickup' and 'Select currency to pickup.' Below this is a list of currency options. The options are 'Cash', 'Australian Cash', and 'Canada Cash'. The 'Canada Cash' option is currently selected, indicated by a blue highlight. At the bottom of the screen, there are two buttons: 'Back' and 'OK'.

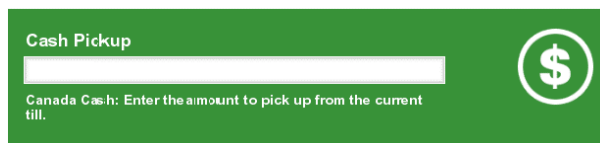
4. If the register has more than one cash drawer, you are prompted to select a till for the pickup. Select the till and press **Enter** for OK.

Note: In an only networked cash drawer environment you are required to scan the cash drawer barcode to link it to the transaction before the drawer pops.

In a mixed network/local cash drawer environment, select whether to use a network cash drawer.

5. You are prompted to enter the amount of the pickup. Enter the amount and press **Enter**.

Figure 11–30 Cash Pickup Amount



6. A receipt prints for the Cash Pickup. Oracle Retail Xstore Point-of-Service returns to the Main Menu.

Cash Transfer

Cash Transfer moves cash from the store bank to a till.

To perform a Cash Transfer, do the following steps:

1. From the Till menu, select the **Till Maintenance** option.
2. From the Till Maintenance menu ([Figure 11–4](#)), select the Cash Transfer option.

Note: If the register has more than one cash drawer, you may be prompted to select the till to be used for this process.

In an only networked cash drawer environment you are required to scan the cash drawer barcode to link it to the transaction before the drawer pops.

In a mixed network/local cash drawer environment, select whether to use a network cash drawer.

3. If your store is configured for foreign cash currency tenders to be given as change, select the type of tender from the list.

Figure 11–31 Cash Transfer Currency List

4. You are prompted to enter the amount of the Cash Transfer. Enter the amount, then press **Enter**.

Figure 11–32 Cash Transfer Amount Prompt

5. A receipt prints for the Cash Transfer and Oracle Retail Xstore Point-of-Service returns to the Main Menu.

Till Audit

Till Audit provides the capability to select a tender type, record its total current value, and see if that value balances with the amount that the system shows for the same tender. The system calculates and displays any difference (over/short) between the two amounts.

A Till Audit may be performed any time after the Beginning Count and before the Ending Count. The till does not need to be removed after the audit is completed.

1. From the Till menu, select the **Till Maintenance** option.
2. From the Till Maintenance menu ([Figure 11–4](#)), select the **Till Audit** option.

Note: If the register has more than one cash drawer, you may be prompted to select the till to be used for this process.

In an only networked cash drawer environment you are required to scan the cash drawer barcode to link it to the transaction before the drawer pops.

In a mixed network/local cash drawer environment, select whether to use a network cash drawer.

- At the Count Summary screen, select the tender type you want to count and select the **Count Selected** option. Use the up and down arrow keys to scroll through the list if necessary.

Figure 11–33 Audit Count - Count Summary Screen

Count Summary			
Cashier ID: 100 Till Name: Till 12		Balance Summary Over/Short	
Count Group	Declared Amo...	System Amount	Over/Short
Credit Card	\$0.00	\$0.00	\$0.00
Issue Store Credit	\$0.00	\$0.00	\$0.00
Miscellaneous	\$0.00	\$0.00	\$0.00
Store Credit	\$0.00	\$0.00	\$0.00
US Traveler Check	\$0.00	\$0.00	\$0.00
Gift Card	\$0.00	\$0.00	\$0.00
Cash	\$0.00	\$336.53	(\$336.53)
Sweden Cash	\$0.00	\$0.00	\$0.00
Mexico Cash	\$0.00	\$0.00	\$0.00
British Pound	£0.00	£0.00	£0.00
Australian Cash	\$0.00	\$0.00	\$0.00
Brazilian Cash	\$0.00	\$0.00	\$0.00
Canada Cash	\$0.00	\$0.00	\$0.00
Euro Cash	€0.00	€0.00	€0.00
Gift Certificate	\$0.00	\$0.00	\$0.00
Mall Certificate	\$0.00	\$0.00	\$0.00
House Account	\$0.00	\$0.00	\$0.00
Check	\$0.00	\$0.00	\$0.00
Group Master Cou...	\$0.00	\$0.00	\$0.00

Count Summary
Select a tender to count or select an option from the menu.

Cancel Help Count Selected Counting Complete

- Enter each value as required in the focus bar and press **Enter**. The tender type you select and your system's configuration determine the type of count you must perform. For examples of count screens, see [Tender Count Screen Xstore Base Examples - Standard](#).
- After you complete the count for the selected group, select the **Next Group** option, and repeat this step for additional groups that you want to count.
- After you count all groups that you want to audit, select the **Summary** option to return to the Count Summary screen. Check the Over/Short column to see if your till is now balanced with the system values for each tender type.

Figure 11-34 Count Summary Screen - Audit Complete

Info

Tasks

Goals

Messages

Keypad

789-

456←

123↵

0.↵

Count Summary

Select a tender to count or select an option from the menu.

Cancel

Help

Count Selected

Counting Complete

Count Summary

Cashier ID: 100 Till Name: Till 12

Balance Summary Over/Short

Count Group	Declared Amo...	System Amount	Over/Short
Credit Card	\$0.00	\$0.00	\$0.00
Issue Store Credit	\$0.00	\$0.00	\$0.00
Miscellaneous	\$0.00	\$0.00	\$0.00
Store Credit	\$0.00	\$0.00	\$0.00
US Traveler Check	\$0.00	\$0.00	\$0.00
Gift Card	\$0.00	\$0.00	\$0.00
Cash	\$336.53	\$336.53	\$0.00
Sweden Cash	\$0.00	\$0.00	\$0.00
Mexico Cash	\$0.00	\$0.00	\$0.00
British Pound	£0.00	£0.00	£0.00
Australian Cash	\$0.00	\$0.00	\$0.00
Brazilian Cash	\$0.00	\$0.00	\$0.00
Canada Cash	\$0.00	\$0.00	\$0.00
Euro Cash	€0.00	€0.00	€0.00
Gift Certificate	\$0.00	\$0.00	\$0.00
Mall Certificate	\$0.00	\$0.00	\$0.00
House Account	\$0.00	\$0.00	\$0.00
Check	\$0.00	\$0.00	\$0.00
Group Master Cou...	\$0.00	\$0.00	\$0.00

7. Select the **Done Counting** option when you complete your audit of the till.
8. The system prints a Till Audit receipt for your records.

Figure 11-35 Till Audit Receipt (selection only)

Session ID:

Count Type: TILL AUDIT

Till ID: Till1

Tender

Check	
Declared Amount	0.00
System Total	0.00
Difference	0.00
Cash	
Declared Amount	403.00
System Total	413.43
Difference	(10.43)
US Traveler's Check	
Declared Amount	0.00
System Total	0.00
Difference	0.00
Total Declared Amount	403.00

Local Currency

Till Opening Amount	
Total Cash Amount	403.00
Total Cash Deposit	0.00
Cash Remained In Till	403.00
Total Cash Pickup	\$50.00

Aruban Guilder

Exchange Rate	1.77
Foreign Amount	0.00
Converted Amount	0.00

9. Close the cash drawer. The system returns to the Till Options menu.

Mid-day Deposit

Mid-day Deposit allows you to place funds from a register into the store bank (safe) during the course of a working session. This activity is not necessarily restricted to a specific time, and may be used as often as necessary.

1. From the Main Menu, select **Till** to display the Tills menu.

2. Select **Till Maintenance** from the Till menu.
3. At the Till Maintenance menu (Figure 11–4), select the **Mid-day Deposit** option. The system opens the cash drawer when you select this option.

Note: If the register has more than one cash drawer, you may be prompted to select the till to be used for this process.

In an only networked cash drawer environment you are required to scan the cash drawer barcode to link it to the transaction before the drawer pops.

In a mixed network/local cash drawer environment, select whether to use a network cash drawer.

4. The Count Summary screen displays a list of tender groups that may be removed from the till and deposited in the store bank. Select the tender type you want to count and select the **Count Selected** option.

Figure 11–36 Count Summary Screen - Mid-day Count

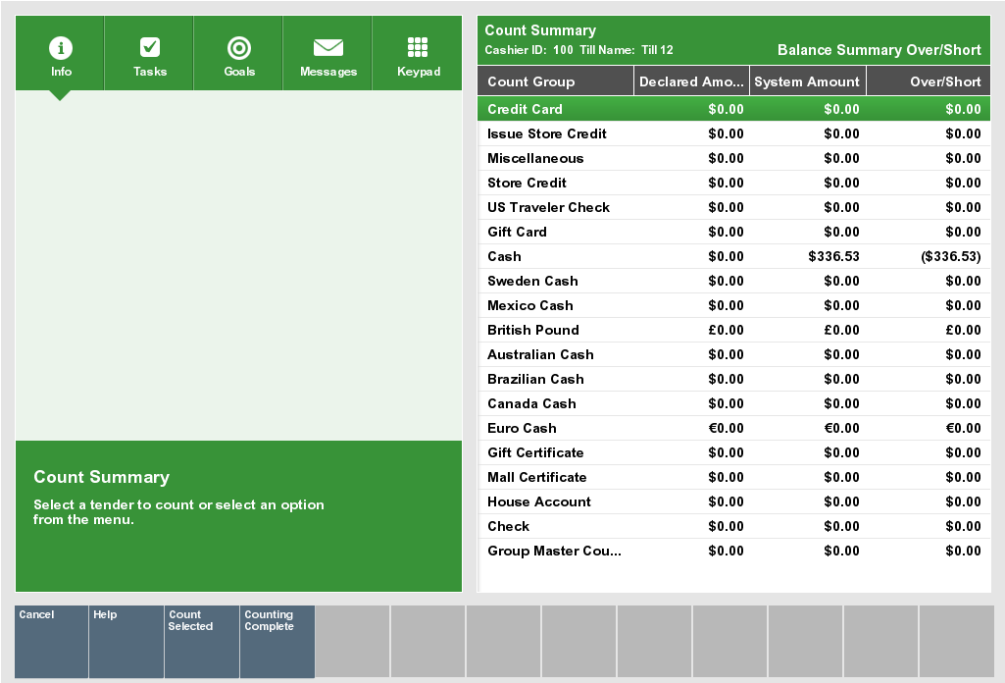
Count Summary		Balance Summary Over/Short	
Cashier ID: 100 Till Name: Till 12			
Count Group	Declared Amo...	System Amount	Over/Short
Credit Card	\$0.00	\$0.00	\$0.00
Issue Store Credit	\$0.00	\$0.00	\$0.00
Miscellaneous	\$0.00	\$0.00	\$0.00
Store Credit	\$0.00	\$0.00	\$0.00
US Traveler Check	\$0.00	\$0.00	\$0.00
Gift Card	\$0.00	\$0.00	\$0.00
Cash	\$0.00	\$336.53	(\$336.53)
Sweden Cash	\$0.00	\$0.00	\$0.00
Mexico Cash	\$0.00	\$0.00	\$0.00
British Pound	£0.00	£0.00	£0.00
Australian Cash	\$0.00	\$0.00	\$0.00
Brazilian Cash	\$0.00	\$0.00	\$0.00
Canada Cash	\$0.00	\$0.00	\$0.00
Euro Cash	€0.00	€0.00	€0.00
Gift Certificate	\$0.00	\$0.00	\$0.00
Mall Certificate	\$0.00	\$0.00	\$0.00
House Account	\$0.00	\$0.00	\$0.00
Check	\$0.00	\$0.00	\$0.00
Group Master Cou...	\$0.00	\$0.00	\$0.00

5. Enter each value as required in the focus bar and press **Enter**. The tender type you select and your system's configuration determine the type of count you must perform. For examples of count screens, see [Tender Count Screen Xstore Base Examples - Standard](#).
6. If additional funds are to be placed into the store bank, select the **Next Group** option to display the input screen for the next tender type.
 - a. Enter the count and amount values for the next tender group that you selected.

Tip: You may select **Prior Group** to return to the previous tender group in the list.

- b. Select the **Summary** option to return to the list of all tender groups.
7. At the Count Summary screen, select the **Done Counting** option.

Figure 11–37 Mid-day Count Summary Screen - Done Counting



Note: The difference between the Declared Amount (your count) and the System Amount is the amount remaining in the till.

8. The system prints a receipt for the Mid-day deposit.

Figure 11–38 Mid-Day Deposit Receipt

Counts Type: MID COUNT	
Till ID: Till1	
Tender	
Check	
Declared Amount	0.00
System Total	0.00
Difference	0.00
Cash	
Declared Amount	1500.00
System Total	2125.49
Difference	(625.49)
US Traveler's Check	
Declared Amount	0.00
System Total	0.00
Difference	0.00
Total Declared Amount	1500.00
Local Currency	
Till Opening Amount	
Total Cash Amount	1500.00
Total Cash Deposit	0.00
Cash Remained In Till	1500.00
Total Cash Pickup	550.00
Amban Guilder	
Exchange Rate	1.77
Foreign Amount	0.00
Converted Amount	0.00
Canadian Cash	
Exchange Rate	1.19
Foreign Amount	0.00
Converted Amount	0.00

9. Close the cash drawer. The system returns to the Main Menu.

Cash Drawers

This section describes the Cash Drawer options:

- [Attaching a Cash Drawer Till](#)
- [Removing a Cash Drawer Till](#)
- [Reconciling a Networked Cash Drawer Till](#)

Attaching a Cash Drawer Till

Use this procedure to attach a till into the networked cash drawers in order to track money in the cash drawer.

1. From the Till menu, select the **Till Maintenance** option and press **Enter** for OK.
2. From the Till Maintenance menu, select the **Attach Cash Drawer Till** option and press **Enter** for OK.
3. The system displays a list of tills available to be attached.

Figure 11–39 Select Cash Drawer Till to Attach

Cash Drawer Accountability
Select cash drawer till to attach.

Till ID	Cash Drawer Id	Description
TILL12	8S7MV	Rack11

Back OK

Select a till from the list and press **Enter** for OK.

4. Scan the cash drawer. The cash drawer ID is verified to determine it is in the correct state.

If the scanned drawer is not in the correct state, an error message is displayed. "Cash drawer is currently unavailable." Press **Enter** for OK.

If the scanned cash drawer barcode does not match to the selected cash drawer, an error message is displayed "The scanned cash drawer does not match the selected cash drawer." Press **Enter** for OK.

5. Confirm you want to attach the till to the cash drawer: "Are you sure you want to attach till to cash drawer <cash drawer id and name>?" Select **Yes** on this prompt, to continue.

The cash drawer is opened and the till is attached to the cash drawer.

A confirmation message is displayed: "Till <insert till name> has been attached to cash drawer <Cash Drawer ID and name>."

Press **Enter** for OK and close the drawer. You are returned to the Xstore Home screen.

6. Repeat this procedure for further cash drawers.

Removing a Cash Drawer Till

Oracle Retail Xstore Point-of-Service gives managers and associates the option to remove their own till from a register or remove a till assigned to someone else, depending on the option chosen in the Manage Tills menu. The ability to combine the cash drawer close and reconcile processes together is configurable.

To remove a till from a networked enabled cash drawer, do the following:

1. From the Till menu, select the **Till Maintenance** option.
2. From the Till Maintenance menu, select **Remove Cash Drawer Till**.
3. Oracle Retail Xstore Point-of-Service displays a list of tills attached to the cash drawer.

Figure 11–40 Select Cash Drawer Till to Remove

Cash Drawer Accountability
Select cash drawer till to remove.

Till ID	Cash Drawer Id	Description
TILL12	8S7MV	Rack11

Back OK

Select the till you are removing, then press **Enter** for OK.

4. Scan the cash drawer. The cash drawer ID is verified to determine it is in the correct state.

If the scanned drawer is not in the correct state, an error message is displayed. "Cash drawer is currently unavailable." Press **Enter** for OK.

If the scanned cash drawer barcode doesn't match to the selected cash drawer, an error message is displayed "The scanned cash drawer does not match the selected cash drawer." Press **Enter** for OK.

5. Confirm you want to remove the till from the cash drawer: "Are you sure you want to remove till from cash drawer <cash drawer id and name>?" Select **Yes** on this prompt, to continue.

The cash drawer is opened and the till is removed from the cash drawer.

A confirmation message is displayed: "Till <insert till name> has been removed from cash drawer <Cash Drawer ID and name>."

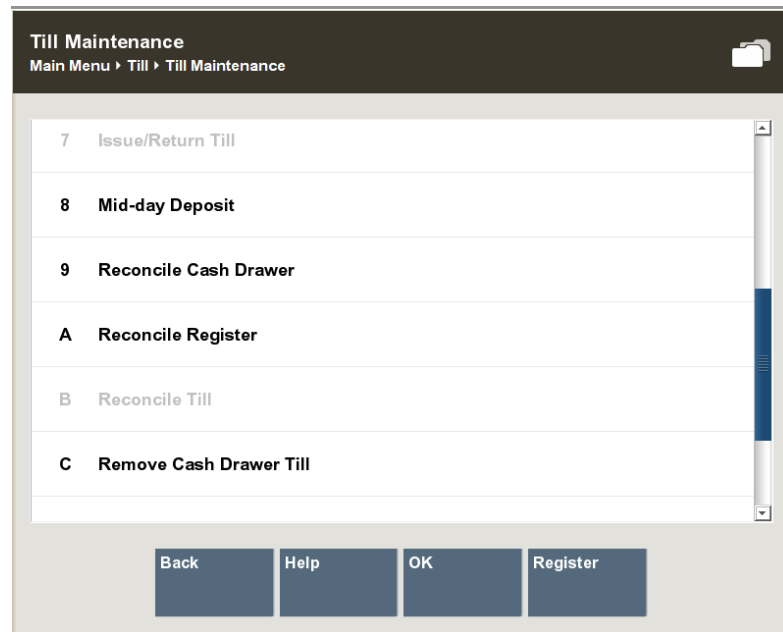
Press **Enter** for OK and close the drawer. You are returned to the Xstore Home screen.

6. Repeat this procedure for further cash drawers.

Reconciling a Networked Cash Drawer Till

This procedure allows a you to reconcile the transactions associated to a cash drawer. It does not reconcile the register. You need to close the cash drawer first (at any time) and then reconcile the cash drawer (at any time). The cash drawer does not have to be closed before the End of Day Process. This is particularly applicable for 24/7 trading to minimize downtime.

1. From the Till menu, select the **Till Maintenance** option.
2. From the Till Maintenance menu, select the **Reconcile Cash Drawer** option.

Figure 11-41 Till Maintenance - Reconcile Cash Drawer

The ability to combine the Cash Drawer Close and Reconciliation Processes is configurable (for register accountability in a normal store environment). Therefore, if configured, the reconciliation process would begin directly after the Cash Drawer Close flow. In 24/7 trading the cash drawer and reconciliation processes is separate.

3. Any register's back office can be used to reconcile networked cash drawers.

The **Networked Cash Drawer Reconciliation** button is always available. If you attempt to access it and no cash drawers are available to reconcile, an error message "All closed cash drawers have been reconciled." is displayed.

4. Select the cash drawer to reconcile from a list of cash drawers available to reconcile.

Figure 11–42 Cash Drawer Selection

Cash Drawer	Session
8C8WE IP drawer1	0032 12/5/17 1:09 PM-1:52 PM
9N8KA IP Drawer2	0033 12/5/17 1:09 PM-1:58 PM

Back OK

Once a cash drawer has been reconciled, it is no longer displayed on the list of available cash drawers to reconcile.

The cash drawers do not have to be reconciled in a specific order. The cash drawers' name, description and Session ID are listed.

5. Select the Cash Drawer and press the **OK** button.

The system prompts you with the question: "Do you want to reconcile the following cash drawer? <Insert Cash Drawer Device Name>".

Figure 11–43 Confirm Cash Drawer Reconciliation

Cash Drawer Reconcile

Do you want to reconcile the following cash drawer?

Cash Drawer 8C8WE - IP drawer1
Session 0032 12/5/17 1:09 PM - 1:52 PM

No Yes

Select **Yes** on this prompt, to continue.

6. The existing Xstore reconcile flow is followed for the limited tenders accepted on the networked cash drawer. Any transaction from any register completed on the cash drawer and has the selected networked cash drawer's ID saved with the transaction should be reconciled at this time.

The cash drawer has been reconciled and the user is returned to the Xstore Home screen.

Till Accountability Mode Only Functions

This section describes the till accountability functions:

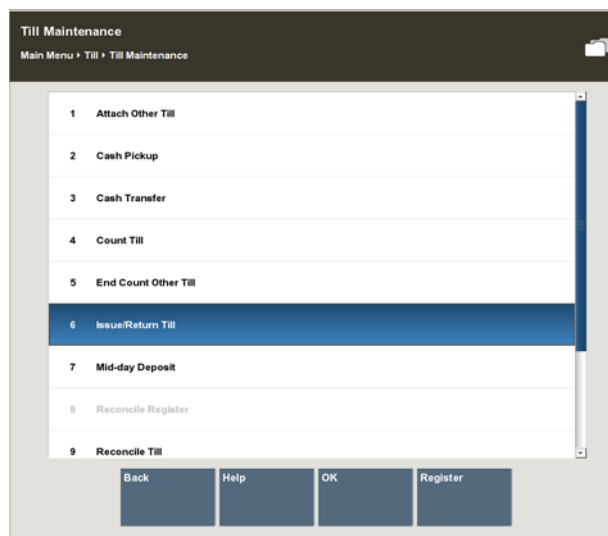
- [Issuing a Till \(Till Accountability Mode Only\)](#)
- [Attaching Other Till \(Till Accountability Mode Only\)](#)
- [Removing a Till \(Till Accountability Mode Only\)](#)
- [End Count Other Till \(Till Accountability Mode Only\)](#)
- [Returning a Till \(Till Accountability Mode Only\)](#)
- [Reconciling a Till \(Till Accountability Mode Only\)](#)

Issuing a Till (Till Accountability Mode Only)

Note: Prerequisites: No tills can be issued until the store bank is open. See [Store Safe Maintenance](#) for more information.

1. From the Till Menu, select the **Till Maintenance** option and press **Enter** for OK.
2. From the Till Maintenance menu, select the **Issue/Return Till** option and press **Enter** for OK.

Figure 11-44 Till Maintenance Menu - Issue/Return Till Option



3. The system displays the Till Details screen, showing the current status of the tills.

Figure 11–45 Till Details Screen

Till Details							
The details of each till are shown. Select an option from the menu below.							
Till ID	Issued	Employee ID	Employee Name	Attached	Cash Drawer	Register	Count Status
TILL2	✓	101	Shree Sakthi	✓		2	BEGINCOUNT
TILL1	✗			✗			
TILL3	✗			✗			
TILL4	✗			✗			
TILL5	✗			✗			
TILL6	✗			✗			
TILL7	✗			✗			

Back Help Issue Till Return Till Register

About this screen:

A red X (✗) in the Issued column indicates that the till has been returned to the cash office and is available for assignment.

A green check mark (✓) in the Issued column indicates that the till has already been issued to an associate and is not available.

Note: All the tills listed in this example are available for assignment.

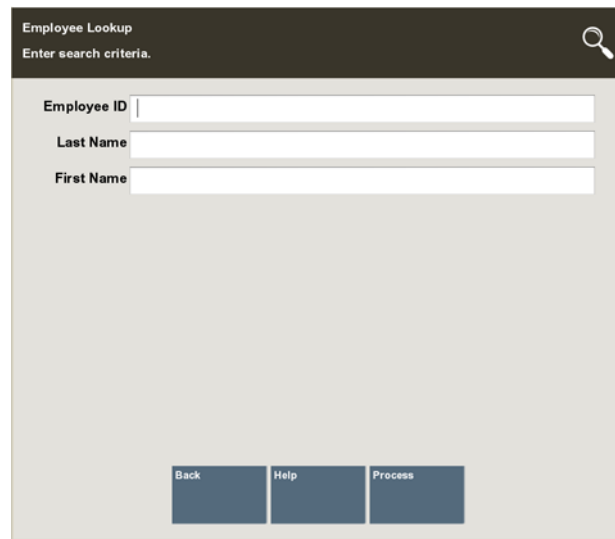
- Select the **Issue Till** button. The system displays a list of available tills. Select a till from the list and press **Enter** for OK.

Figure 11–46 Available Till List

Till Accountability	
Select an available till to be issued.	
Till ID:	Till Name
TILL1	Test Till 1
TILL3	Test Till 3
TILL4	Test Till 4
TILL5	Test Till 5
TILL6	Test Till 6
TILL7	Till 7

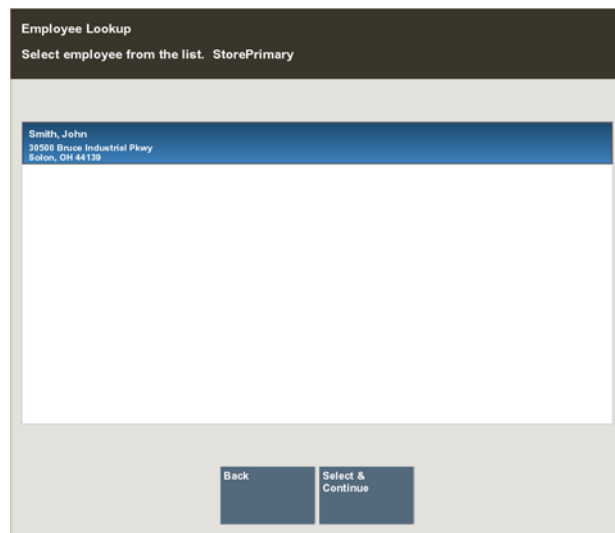
Back OK

- An Employee Lookup prompt opens. Enter the search criteria (Employee ID, First Name and/or Last Name) for the employee to be assigned to the till and select Process.

Figure 11–47 Employee Lookup Prompt


The screenshot shows the 'Employee Lookup' screen. At the top, there is a dark header bar with the title 'Employee Lookup' and a magnifying glass icon. Below the header, the text 'Enter search criteria.' is displayed. The main area contains three input fields: 'Employee ID', 'Last Name', and 'First Name'. At the bottom, there are three buttons: 'Back', 'Help', and 'Process'.

6. The system displays a list of employees matching the entered search criteria. Select the employee's name that is being issued the till and press **Enter** to continue.

Figure 11–48 Employee Selection List


The screenshot shows the 'Employee Selection List' screen. At the top, there is a dark header bar with the title 'Employee Lookup' and the text 'Select employee from the list. StorePrimary'. Below the header, there is a list of employees. The first employee listed is 'Smith, John' with the address '30500 Bruce Industrial Pkwy, Solon, OH 44139'. At the bottom, there are two buttons: 'Back' and 'Select & Continue'.

7. Oracle Retail Xstore Point-of-Service prompts for the amount of starting cash in the till, and may show the default starting cash amount set up for this till. Accept the default cash amount or enter the starting cash amount and press **Enter**.

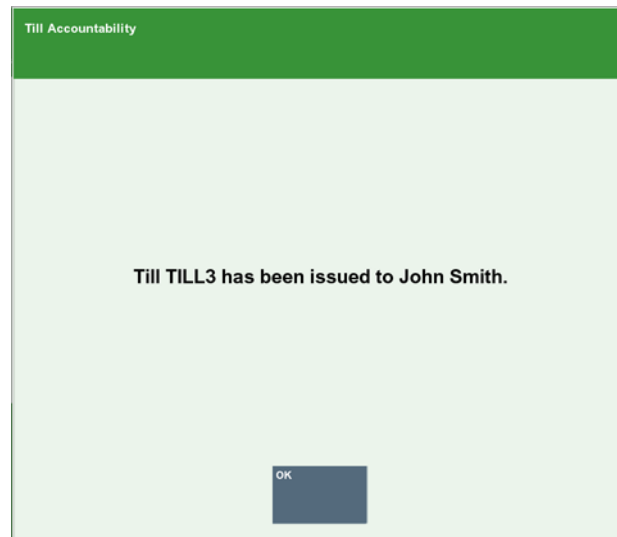
Figure 11–49 Starting Cash Prompt


The screenshot shows the 'Starting Cash Prompt' screen. It has a green background. At the top, the text 'Till Accountability' is displayed. Below it, there is a text input field with the value '100.00'. To the right of the input field is a circular icon containing a dollar sign. Below the input field, the text 'Enter total starting Australian Cash amount.' is displayed.

Note: If your store allows foreign cash to be given as change, additional prompts may display in the focus bar for each denomination. Continue to enter the amount and press **Enter** for each prompt until the confirmation prompt displays.

The system displays a message confirming that the till is now issued to a specific employee.

Figure 11–50 Issued Till Confirmation



8. Press **Enter** for OK to close the confirmation prompt. A receipt is also printed for your records.

Figure 11–51 Till Assigned Receipt

Ticket: 500683	Date: 6/25/XX
Store: 301	Register: 1
Cashier: 100	
Issued Till ID: Till2	
Cashier ID: 100	
Starting Amount: 350.00	
Employee's Signature	
x _____	
Manager's Signature	
x _____	

9. Oracle Retail Xstore Point-of-Service assigns the till to the cashier and returns to the Till Details screen. The till is now listed as Issued.

Figure 11–52 Till Details - Issued Till

Till Details						
The details of each till are shown. Select an option from the menu below.						
Till ID	Issued	Employee ID	Employee Name	Attached	Cash Drawer	Register
TLL2	✓	101	Shree Sakthi	✓		2
TLL1	✗			✗		
TLL3	✗			✗		
TLL4	✗			✗		
TLL5	✗			✗		
TLL6	✗			✗		
TLL7	✗			✗		

About this screen:

- A green check mark (✓) in the Issued column indicates that the till has been issued to the employee.
- A red X (✗) in the Attached column indicates that the till has not yet been attached to a cash drawer and register.

Oracle Retail Xstore Point-of-Service generates a new session ID to identify the session that was started by assigning a till to a cashier.

Note: A cashiering session begins when the till is withdrawn from the cash management office and assigned to a cashier. The session ends when the till is reconciled.

The till is now assigned to a specific cashier. When the cashier logs in to the register, Oracle Retail Xstore Point-of-Service prompts the cashier to verify the starting amount in the till and to attach the till to the register before ringing sales.

Note: Refer to the *Oracle Retail Xstore Point-of-Service User Guide* for more information about using till accountability at the cash register.

Attaching Other Till (Till Accountability Mode Only)

After a till has been issued to a cashier, the till must be attached to a register for it to be used for transactions.

Normally, an associate has the ability to attach a till assigned to them after logging in to the system where the till is located. However, if a manager is attaching another employee's till to a register, this must be done through the **Attach Other Till** option.

1. From the Till menu, select the **Till Maintenance** option and press **Enter** for OK.
2. From the Till Maintenance menu, select the **Attach Other Till** option and press **Enter** for OK.
3. The system displays a list of tills available to be attached. Select a till from the list and press **Enter** for OK.

4. If your system is configured to allow two (2) tills on the register and both cash drawers are still available, the system prompts for the cash drawer to use for the till. Select the cash drawer to be used, then press **Enter** for OK.
5. Perform the Begin Count on the till.
See [To Perform a Begin Count](#) for the Begin Count procedure.
At the confirmation prompt, select **OK**.

Removing a Till (Till Accountability Mode Only)

Oracle Retail Xstore Point-of-Service gives managers and associates the option to remove their own till from a register or remove a till assigned to someone else, depending on the option chosen in the Manage Tills menu.

To remove a till, do the following:

1. From the Manage Till menu, select the **Till Maintenance** option, then press **Enter** for OK.
2. From the Till Maintenance menu, select **Remove Till** or **Remove Other Till** option, then press **Enter** for OK.
 - If you selected **Remove Other Till**, continue with step 3.
 - If you selected **Remove Other Till**, Oracle Retail Xstore Point-of-Service displays a list of tills attached to the register. Select the till you are removing, then press **Enter** for OK. Skip to step 5.
3. The system prompts whether to remove the till from the register.
 - Press **Y** or select Yes to remove the till.
 - Press **N** or select No to keep the till attached to the register and return to the Manage Tills menu.
4. Oracle Retail Xstore Point-of-Service displays a message confirming that the till has been removed from the register. Press **Enter** for Ok to close the prompt.
5. A receipt prints for the till removal and Oracle Retail Xstore Point-of-Service returns to the Till Maintenance menu.

End Count Other Till (Till Accountability Mode Only)

To end count a till assigned to any employee, do the following:

1. From the Till menu, select the **Till Maintenance** option, then press **Enter**.
2. From the **Till Maintenance** menu, select the **End Count Other Till** option, then press **Enter** for OK.
3. The system prompts you to select the till that is being end counted. Select the till, then press **Enter** for OK.
4. Continue the end count process as with a normal closing count.
5. See [Closing the Register](#) for a description of the closing count procedure.

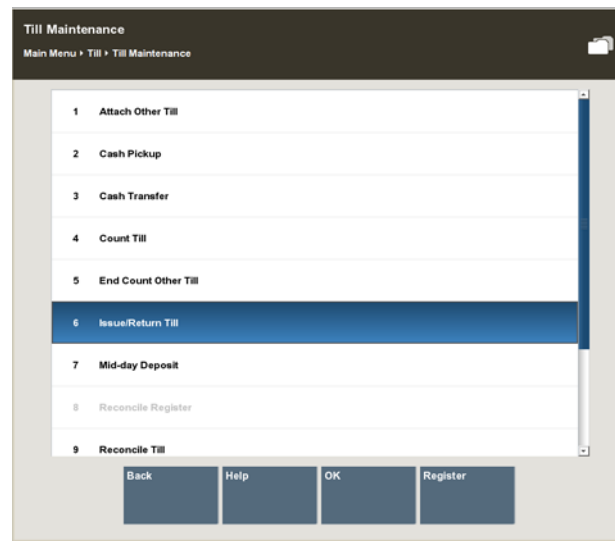
Returning a Till (Till Accountability Mode Only)

Before a till can be reconciled, the till must be marked as Returned. This indicates that the till has been transferred from the control of the associate/cashier to the manager.

Prerequisites: The following steps must be completed before you can return a till.

1. The till must be end counted
<AND>
2. The till must be removed
See [End Count Other Till \(Till Accountability Mode Only\)](#) and [Removing a Till \(Till Accountability Mode Only\)](#).
1. From the Till Menu, select the **Till Maintenance** option and press **Enter** for OK.
2. From the Till Maintenance menu, select the **Issue/Return Till** option and press **Enter** for OK.

Figure 11–53 Till Maintenance - Issue/Return Till



3. The system displays the Till Details screen, showing the current status of the tills. Select the Return Till menu option.
About this screen:
 - Count Status: A Count Status of ENDCOUNT indicates that the till has been end counted by the associate.
 - Attached: A red x (✗) in the Attached column indicates that the till has been removed from the register.
 - Issued: A green check mark (✓) in the Issued column indicates that the till has not yet been returned to the manager.
4. The system displays a list of tills that can be returned. Select the till from the list and press **Enter** for OK.
5. Oracle Retail Xstore Point-of-Service displays a message confirming that the till has been returned. Press **Enter** for OK to acknowledge the message.
6. The system returns to the Till Details screen, with a red x next to the Till showing it as Returned. Select the **Back** option to return to the Back Office.

About this screen

A red x in the Issued column indicates that the till is Returned. The till can now be reconciled.

Reconciling a Till (Till Accountability Mode Only)

The final check of a till is performed at till reconciliation, when the till is counted and checked against the amount the cashier counted for the till. Following till reconciliation, the till is closed.

Important:

Prerequisites: The following steps must be completed before you can reconcile a till:

1. The till must have an ENDCOUNT status. Activity: The associate has performed a close count on the till.
 2. The till has been removed from the register. Activity: The associate has performed the Remove Till function at the register.
 3. The till has been returned, indicating the till has been transferred from the control of the associate to the cash manager. Activity: The cash manager has marked the till as returned using the Issue/Return function.
-

See also: [End Count Other Till \(Till Accountability Mode Only\)](#), [Removing a Till \(Till Accountability Mode Only\)](#), and [Returning a Till \(Till Accountability Mode Only\)](#).

1. From the Till menu, select the **Till Maintenance** option and press **Enter** for OK.
2. From the Till Maintenance menu, select the **Reconcile Till** option and press **Enter** for OK.
3. Select a till to reconcile from the list of tills and press **Enter** for OK.
4. At the Count Summary screen, select the tender type you want to count and then select the **Count Selected** option.

Note: Depending upon the configuration of your system, the over/short amounts as shown above may not be displayed.

Select the **View Over/Short Reasons** button to review comments regarding the end count.

5. Enter each value as required in the focus bar and press **Enter**. The tender type you select and your system's configuration determine the type of count you must perform. For examples of count screens, see [Tender Count Screen Xstore Base Examples - Standard](#).
6. After you complete the count for the selected group, select the **Next Group** option, and repeat this step for additional groups that you want to count.
7. After you count all groups that you want to audit, select the **Summary** option to return to the Count Summary screen.
8. The system records the information, prints a reconcile receipt for your records, and returns to the Till Management menu.

Figure 11–54 Reconcile Receipt

XSTORE

6573 Cochran Rd
Suite A
Solon, Oh 44139
330-665-1212

Ticket: 250

Date: 9/24/

Store: 301

Register: 1

Cashier: 1

Session ID:

Count Type: RECONCILE

Till ID: StoreBank

Tender

Store Credit	
Declared Amount	0.00
System Total	0.00
Difference	0.00
Private Label Credit Card	
Declared Amount	0.00
System Total	0.00
Difference	0.00
Merchandise Credit Card	
Declared Amount	0.00
System Total	0.00
Difference	0.00
US Traveler Check	
Declared Amount	0.00
System Total	0.00
Difference	0.00
Credit Card	
Declared Amount	183.37
System Total	183.37
Difference	0.00

Note: Deposits from the reconciled till are made to the store bank (safe).

Store Safe Maintenance

Safe bags are used by retailers that deal with a large volume of cash. Using safe bags allows retailers to move money quickly and safely from safe bags into cash drawers or from cash drawers into safe bags. Safe bags can come in many styles - they can be a plastic tube that is used or a large zippered pouch.

Every safe bag has a unique number and can be used in the Pickup, Add Float and Store Safe process. When configured to use safe bags, all cash processes will prompt you to scan (or manually enter), the safe bag first before processing.

In the Cash Pick Up process the safe bag will be filled with money and closed.

In the store safe processes, a list of safe bag ID's with amount should be displayed.

Every safe bag in the store safe can be used in the Add Float process or in the Bank Deposit process.

Configurations

There are two configurations in Xadmin for retailers.

The first one determines if a store will use safe bags. When configured this means that during till functions (bank deposits, opening the store safe, safe audits, reconciling safes, cash transfer and cash pick ups - anything that involves cash) the system prompts you to scan the safe bag or enter the safe bag id.

The second configuration set depends on whether or not the retailer will count the money during a cash pick up or not. Most retailers want the process to be fast so the default is NO/false. If they set the value to true then the retailer is prompted for the amount of cash that is being picked up and this will require the manager to count the cash before putting it into the safe bag.

Retailers should not mix these settings up in a store because that will cause confusion - all registers should either be configured to count money at cash pickup or all registers should be configured not to count money during a cash pickup.

- Safe Bags Used in Store - default false
- Safe Bag Money is Counted During Cash Pick Up - default false

It is recommended not to mix register settings within a store.

Safe Bag Management

The safe bag management screen (available only on tablet/thin and desktop) is where safe bags are created and managed. A store first needs to create/add safe bags for use in their store. They will select **Create safe bag** and scan the safe bag - they can do this for all the safe bags they want to use. They will do this any time they also need to add more safe bags for use in their store. If they scan a safe bag that is already in use in their store they will be prompted the bag is already in use. Once a safe bag is created the user can add money into the safe bag to be used in a bank deposit that will be created later or for cash transfers. They would select the function for Add Funds. By putting money in safe bags using the Add Funds function these bags can be used during the bank deposit or cash transfer process. During a cash transfer the process remains as it does today but at the start of the function the user is asked to scan the safe bag that the money is coming from. All of the money that is in a safe bag is used in the function - for example if the safe bag has \$200 in it (determined during the Add Funds process) all of the funds will be used during the process, for example cash transfer. If a cash transfer is done all \$200 will be transferred. There is no option to use only half the money. That applies any time money is used in a safe bag. Also, safe bags do not allow users to mix currency types. One currency per bag. For example, if US Cash is selected as the currency type during the **Add Funds** process that is the only currency type that is allowed in that bag. Other currency types can be used in other safe bags - but one currency type per bag. When a safe bag is used in a cash transfer the safe bag is now empty and in "available" status that allows it to be used again.

There are 4 statuses a safe bag can be in:

- **Available** - the status for a newly created bag ready to be used in a function. Example - In a Cash pick up or to add funds into it using **Add Funds** function. Bags in available status can be used for Cash Pickups. These bags could not be used in a cash transfer as there is no money in them yet - Xstore would display an error.
- **Counted** - the status for a safe bag that was used during the Add Funds process and can now be used for cash transfer or bank deposit whenever the retailer is ready. Bags in **Counted** status cannot be used for a cash pickup process as this bag is not empty - Xstore would display an error.
- **Deposited** - the status for a bag that was used during the bank deposit process. This safe bag is sitting in the safe until someone takes it to the bank for deposit. This bag could not be used in a cash transfer, a cash pickup or any other process - the user would get an error if they tried. Bags in **Deposited** status cannot be used for cash transfers as the money has been assigned for a bank deposit - Xstore would display an error. Also, these bags could not be used in a cash pick up process as the bag is not in **Available** status - Xstore would display an error.
- **Undeclared** - the status for a safe bag that was used during a cash pick up. The money in the bag must be declared by using the **Declare into Safe** process from the management screen. All safe bags used during a cash pick up (whether it was counted at the cash drawer or not counted) must be declared and counted because until it is declared the cash drawer doesn't know how much money was taken - that cash is still a part of the drawer until it is declared. If the store was configured to count the money at the cash pickup and the money counted during the declaration process did not match, the standard Xstore discrepancy process would be done. Also, during the register close process any safe bags that are **Undeclared** must be counted first - Xstore would display an error that there are safe bags that need declared first. For example, if a store was in till accountability mode and the user was going to count the till, any safe bags that had been used in cash pickups must be counted because that money is still, technically, in the drawer until it is

declared into the safe from the safe bag. Also, during a till audit - all safe bags must be declared that had been used for cash pickups from that till. The cash drawer does not know how much money was pulled during cash pickups until the safe bags are declared.

Remove Safe Bag is used when a safe bag is no longer going to be used in the store. For example, the plastic tube cracked or the zipper on a safe bag broke - the store can remove these bags from use using this function. Any safe bag that is removed can be created again if desired. For example a safe bag with a broken zipper has been fixed - the store can use the **Create Safe Bag** function and put the safe bag back into use in the store.

The function **Return Safe Bag** is used when a safe bag that was used in a bank deposit physically comes back to the store. A good example, is that during a bank deposit the safe bag was dropped into the store's bank (the brick and mortar bank down the street) and since the bag was dropped into the overnight drop box it may not come back to the store until a manager goes to the physical bank and picks it up. Until they come back with the safe bag it will remain in **Deposited** status. By using Return Safe Bag function the bag will now be put into Available status and can be used again in the store.

The safe bag management screen lists all safe bags in use and their status.

- Create a safe bag - add safe bags to be used in the store.
- Remove safe bag - bag doesn't come back from bank or has hole in it.
- Declare into Safe - for counted and uncounted cash pickups. During this process the money in the safe bag is counted. Xstore will handle discrepancies in the standard way.
- Add Funds from safe - normal till count - no partial moving of money.
- Return Safe Bag - it's back from bank and ready for use.

Note: Assumption - A safe bag can only contain one currency.

Safe Bag Management Screen

Table 12-1 Safe Bag Status

Safe Bag ID	Status	Source of Funds	Amount	Currency	Comments
1A	Undeclared	Register 1	\$250.00	Canadian	Money was counted at the floor during cash pickup
2B	Undeclared	John Smith		US	Money collected at the till was not counted during cash pickup.
3C	Available				This is what a newly created safe bag would look like. The currency type is selected during cash pick up.
4D	Deposited	Store Safe			Amount and currency are blank because this money is not in the store any longer.

Table 12–1 (Cont.) Safe Bag Status

Safe Bag ID	Status	Source of Funds	Amount	Currency	Comments
5E	Counted	Store Safe	\$50.00	US	When Add Funds From Safe has been done. Only safe bags that are in Counted status can be used in the bank deposit or cash transfer.

Below are the next steps for the above bags and what their status would look like after a particular action has been performed.

Table 12–2 Safe Bag Status After Action Performed

Safe Bag ID	Status	Source of Funds	Amount	Currency	Comments
1A	Available				After Cash Pickup - money is Declared into Safe . The safe bag is now empty and available for use.
2B	Available				After Cash Pickup - money is Declared into Safe . The safe bag is now empty and available for use.
3C	Counted	Store Safe	\$200	US	When Add Funds From Safe has been done on available bag.
4D	Available				Status info after user selects Return Safe Bag .
5E	Available				The bag had \$50 from store safe in it and was used in a Cash Transfer.

Safe Bag Use

Safe bags should work whether in till accountability mode or register accountability mode, on desktop and tablet, thin client and for fixed and networked cash drawers.

Safe Bag Processes

- [Store Safe Opening with Safe Bag \(Till Accountability Mode Only\)](#)
- [Store Safe Auditing with a Safe Bag](#)
- [Reconciling the Store Safe with a Safe Bag \(Till Accountability Mode Only\)](#)
- [Preparing the Bank Deposit using a Safe Bag](#)
- [Store Safe Cash Deposit using a Safe Bag](#)
- [Cash Pickup using a Safe Bag](#)

Store Safe Opening with Safe Bag (Till Accountability Mode Only)

Note: This function may be part of the store open process.

To open the store safe, do the following:

1. From the **Till** menu, select the **Store Safe Maintenance** option.
2. From the Store Safe Maintenance menu, select the **Open Store Safe** option.
3. At the Count Summary screen, select the tender type you want to count and then select the **Count Selected** option.
4. If Safe Bag functionality is activated, the system displays a list of safe bags that are in the store safe at the prior store safe close. This list of safe bags cannot be changed, added or adjusted here.
5. Enter each value as required.
6. After you complete the count for the selected group, select the **Next Group** option, and repeat this step for additional groups that you want to count.
7. After you count all groups that you want to audit, select **Back** to return to the Count Summary screen.
8. When all denomination quantities have been entered, select **Counting Complete**.
 - If the opening amount in the store safe does not equal the amount that was in the store safe at the prior store safe close, the system prompts whether to accept or reject the discrepancy.
 - Select **Yes** to accept the discrepancy. You may be prompted to enter a comment and then press **OK**.
 - Select **No** to reject the discrepancy and return to the denomination counts.
 - If the opening amount in the store safe equals the amount that was in the store safe at the prior store safe close, the system displays a message confirming that the store safe is in balance. Acknowledge the message to continue.
9. Oracle Retail Xstore Point-of-Service opens the store safe, prints a receipt for the opening of the store safe with the denomination count, and returns to the Main Menu.

Store Safe Auditing with a Safe Bag

The store safe audit function is used to count the tenders in your store safe. This audit function provides the capability to select a tender type, record its total current value, and compare that value with the system-recorded amount for the same tender.

The system calculates and displays any difference (over/short) between the expected amount and the actual amount.

Note: An audit does not change the expected amount in the store safe.

1. From the **Till** menu, select the **Store Bank Maintenance** option.
2. From the Store Bank Maintenance menu, select the **Store Bank Audit** option.

3. At the Count Summary screen, select the tender type you want to count and then select the **Count Selected** option to start the store bank audit process.

Note: Depending upon the configuration of your system, the over/short amounts as shown above may not be displayed.

4. If Safe Bag functionality is activated the system displays a list of Safe Bags that are in the store safe at the prior store bank close.
5. Enter each value as required. The tender type you select and your system's configuration determine the type of count you must perform.
6. After you complete the count for the selected group, select the **Next Group** option, and repeat this step for additional groups that you want to count.
7. After you count all groups that you want to audit, select the **Back** option to return to the Count Summary screen.
8. When you have counted all the tenders in the store bank, select **Counting Complete** to complete the audit and return to the Main Menu.

Reconciling the Store Safe with a Safe Bag (Till Accountability Mode Only)

Note: Before you can close the store safe, all tills must be reconciled.

To close the store safe, the store safe must also be reconciled. In Oracle Retail Xstore Point-of-Service, the store safe is automatically closed once it is reconciled. To reconcile and close the store safe, do the following:

1. From the **Till** menu, select the **Store Safe Maintenance** option.
2. From the **Store Safe Maintenance** menu, select the **Reconcile Store Safe** option.
3. The Reconcile Store Safe screen opens. Select each count group and count the tenders in the store safe.

Note: Depending upon the configuration of your system, the over/short amounts may not be displayed.

4. If Safe Bag functionality is activated the system displays a list of safe bags that are in the store safe at the prior store safe close.
5. When you have counted all the tenders in the store bank, select **Counting Complete** to complete the reconciliation and return to the **Till** menu.
6. Oracle Retail Xstore Point-of-Service prints a receipt for the store bank reconciliation and closes the store bank. The system returns to the Main Menu.

Preparing the Bank Deposit using a Safe Bag

1. From the **Till** menu, select the **Store Safe Maintenance** option.
2. From the **Store Safe Maintenance** menu select, the **Bank Deposit** option.
3. Depending upon your store policy, you may be prompted to select the bank where the money should be deposited. If prompted, select a bank from the list and press **OK**.
4. At the Count Summary screen, select the tender type you want to count and then select the **Counting Complete** button.

Note: Depending upon the configuration of your system, the over/short amounts as shown above may not be displayed.

5. If Safe Bag functionality is activated the system displays a list of safe bags that are in the store bank at the prior store bank close.
6. Enter each value as required.
7. After you complete the count for the selected group, select the **Next Group** option, and repeat this step for additional groups that you want to count.
8. After you count all groups that you want to audit, select **Back** to return to the Count Summary screen.
9. Select **Counting Complete** when you have finished counting.
10. The system displays a confirmation prompt showing the bank deposit tenders and amounts you counted. Select **Yes** to accept the bank deposit amounts as shown or select **No** to return to the Count Summary screen to make any adjustments as needed.

When the bank deposit count is complete, the system prints a deposit slip showing all tenders to be deposited and returns to the Store Bank Maintenance menu.

Store Safe Cash Deposit using a Safe Bag

Note: Once the Store Safe has been reconciled, you cannot make cash deposits into it.

During the day, there may be times when you must deposit cash into the store bank. Use this procedure when a cash deposit is to be made into the store bank.

1. From the **Till** menu, select the **Store Safe Maintenance** option.
2. From the **Store Safe Maintenance** menu, select the **Store Safe Cash Deposit** option
3. If your store is configured for foreign cash currency tenders to be given as change, select the type of currency you are depositing.
4. At the Count Summary screen, select the tender type you want to count and then select the **Counting Complete** button.
5. Scan or manually enter the Safe Bag ID.
6. Enter the amount and select **OK** to confirm the amount.

7. Oracle Retail Xstore Point-of-Service prints a receipt for the deposit and returns to the Store Bank Maintenance menu.

Cash Pickup using a Safe Bag

You can scan or manually enter an identification number for a safe bag during the Cash Pickup process, if configured. This function allows you to monitor the safe bag ID and the amount transferred from the till to the safe.

To pick up cash from the till and enter a safe bag ID, follow the steps below:

1. You are prompted to select the corresponding currency. Select for example, USD and press **OK**.
2. Select **Cash Pickup**. You are prompted to scan or manually enter the safe bag ID.
3. Scan, or enter the safe bag ID and press **OK**.

Note: The Safe Bag ID process is disabled by default.

4. If you are prompted for the cash pickup amount. Enter the cash pickup amount and select **OK** to confirm the amount.
5. The cash drawer opens, remove the money for the cash pickup. The system prints a receipt for the cash pickup.

Note: You can perform Cash Pickups multiple times per day. Every time the cash in the till exceeds a specific threshold amount, the amount can be reduced using this functionality.

Networked Cash Drawers

This chapter describes the process of integrating networked cash drawers into the store.

1. Manage Networked Cash Drawer (only for new networked cash drawers that have not been configured yet).
 - a. Configure cash drawer
 - b. Activate cash drawer
2. Open Cash Drawer
 - a. Assign and count till
3. Attach Cash Drawer Till
 - a. Scan cash drawer
 - b. Put physical till in cash drawer
4. Networked Cash Drawer is ready for use in Xstore Sales
5. Remove Cash Drawer Till
 - a. Scan cash drawer
 - b. Remove physical till from cash drawer
6. Close Cash Drawer
 - a. Count till

Discover and Activate a New Networked Cash Drawer

Discover new networked cash drawers using the **Manage Networked Cash Drawer** menu option. These steps are only required for new networked cash drawers.

1. From the Main menu, select **Till** then **Manage Networked Cash Drawers**. The list of networked cash drawers displays. If this is the first time drawers are being discovered the list may be empty.

Note: If a networked cash drawer has a status of **Reset** extra steps are required. This is the status that is shown when Xstore does not recognize the configurations found upon discovery of the cash drawer. A hard reset is required. Refer to your IP Cash drawer device documentation for instructions on resetting the networked cash drawer.

Figure 13–1 Manage Networked Cash Drawers

Device Name	Device Description	Barcode	Status
APG Atwood	Drawer40	4035H	Active
APG Atwood	Bz7mv cash drawer	Bz7MV	Active

Back Help Discover Devices Activate Device Deactivate Device Configure Device Delete Device Release Device Get Log Get New Log

- If your cash drawer is not listed and you need to find/discover your networked cash drawer, select **Discover Devices**.
Your drawer will be listed now with a status of **New**.
- Select your networked cash drawer. An option menu opens.
- Select **Configure Device**. The Configuration Information window displays:

Figure 13–2 Manage Networked Cash Drawers - Configure

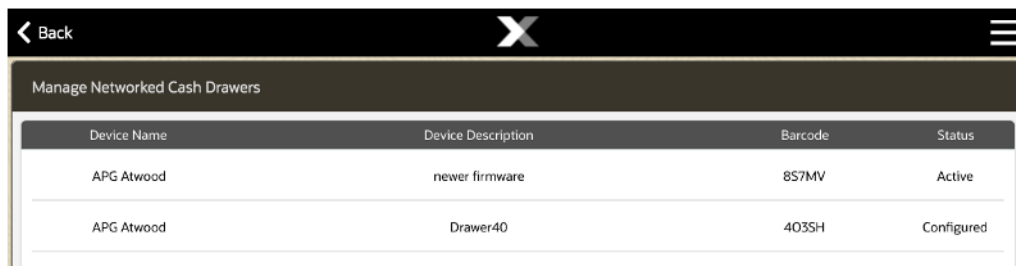
CONFIGURE
Enter Configuration Information

IP Address: 10.145.55.97
 Netmask: 255.255.255.0
 Gateway: 10.145.55.1
 TCP Port: 30998
 Description: Drawer40

Beep On Open ☐
 Beep On Extended Open ☐

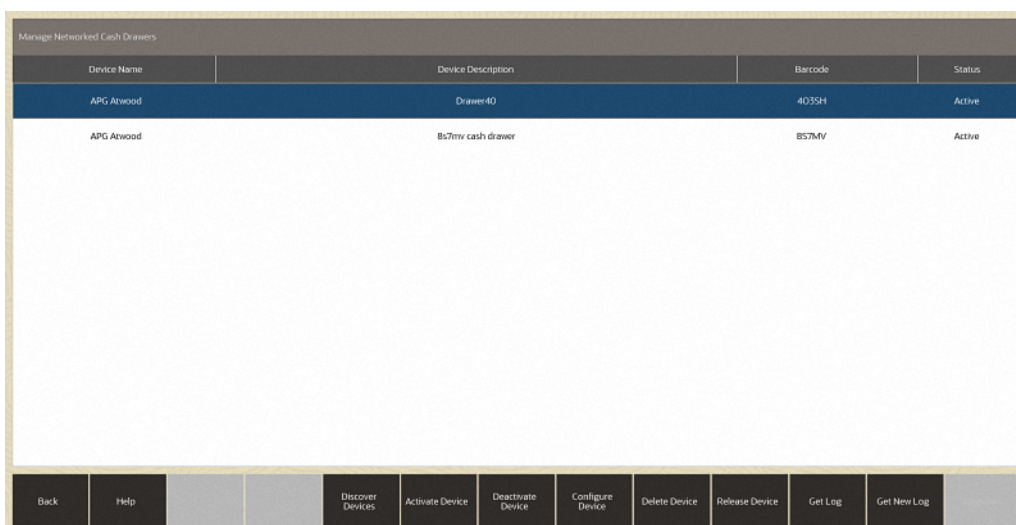
Cancel Help Clear Configs Save Configs

- Enter the required fields: **IP Address**, **Netmask**, **Gateway**, **TCP Port** and a description.
- Select **Save Configs**. The system will take a couple minutes to save your configurations. Your drawer will be listed in **Configured** status.

Figure 13–3 Manage Networked Cash Drawers - Configured Status


Device Name	Device Description	Barcode	Status
APG Atwood	newer firmware	857MV	Active
APG Atwood	Drawer40	4035H	Configured

7. Select your drawer and select **Activate Device**. The status of your networked cash drawer updates to **Active**.

Figure 13–4 Manage Networked Cash Drawers - Active Status


Device Name	Device Description	Barcode	Status
APG Atwood	Drawer40	4035H	Active
APG Atwood	857mv cash drawer	857MV	Active

Your networked cash drawer is now available to be set up for use in your store. Prior to moving on to the next steps you need to open the store and open the register. See [Opening the Store](#) and [Opening the Register](#) for more information.

Open Cash Drawer

To use the networked cash drawer that has been activated, you need to open the cash drawer. This must be done prior to **Attach Cash Drawer**.

Note: : If you try to attach the cash drawer till first, you get an error message that there are no cash drawers available to attach till.

To open the networked cash drawer

1. Select **Till** from the **Main Menu**.
2. Select **Open/Close Options** from the **Till** menu.
3. Select **Cash Drawer Open** from the **Open/Close Options** menu. The system displays a list of networked cash drawers that are available.

Figure 13–5 Cash Drawer Open

Cash Drawer Open
Select the cash drawer that you want to open

Cash Drawer id	Description
403SH	Drawer40
857MY	857my cash drawer

Back OK

4. Select the networked cash drawer to open from the list. The system prompts 'Do you want to open this cash drawer?'

Figure 13–6 Cash Drawer Open Prompt

Cash Drawer Open

Do you want to open this cash drawer?

No Yes

5. Select **Yes**.
6. A cash drawer needs a till (insert that holds the money inside the cash drawer) so the system prompts for the till that will be issued for this cash drawer and go through the process of counting the till.
 - a. Select the till ID/Name that is located inside their cash drawer or associated to the cash drawer.

Figure 13–7 Select Available Till

Till Accountability
Select an available till to be issued.

Till ID	Till Name
TILL29	Till 29
TILL24	Till 24
TILL25	Till 25
TILL26	Till 26
TILL27	Till 27
TILL20	Till 20

Back OK

- b. Count the till contents.

Figure 13–8 Till Accountability Begin Count

Till Count
Detailed Count Summary
Count Type **Begin Count**
Till Name **Till 25**
Till Owner **403SH - Drawer40**

Count Summary
Select a tender to count or select an option from the menu.

Count Summary		Balance Summary Over/Short	
Count Group	Declared	System	Over/Short
Australian Cash	\$0.00	\$100.00	(\$100.00)
Canada Cash	\$0.00	\$100.00	(\$100.00)
Cash	\$0.00	\$100.00	(\$100.00)

Cancel Help Count Selected Counting Complete

Begin Count John Smith Online Corner Market RFD Register 1 12/04/2019 2:50 PM

Select the **Count Group** to count first such as Australian Cash, Canada Cash, or Cash. The following example shows a denomination count for Australian cash first.

Figure 13–9 Till Accountability Denomination Count

Denomination Count
Cashier ID 100 Till Name Till 25

Denomination	Qty	@	Amount
Five Cent	0	0.05	\$0.00
Ten Cent	0	0.1	\$0.00
Twenty Cent	0	0.2	\$0.00
Fifty Cent	0	0.5	\$0.00
Dollar	0	1	\$0.00
Two Dollar	0	2	\$0.00
Five Dollar	0	5	\$0.00
Ten Dollar	0	10	\$0.00
Twenty Dollar	0	20	\$0.00
Fifty Dollar	0	50	\$0.00
Hundred Dollar	0	100	\$0.00
Total			\$0.00

Australian Cash

Enter Counts
Select a denomination and enter the quantity for Australian Cash.

Back Help Next Group

Begin Count John Smith Online Corner Market ITD Register 1 12/04/2019 2:51 PM

- c. Select **Next Group** to perform the denomination count for the next currency, in this example, Canada Cash.
- d. Select **Next Group** to complete the last denomination count, Cash.
- e. Now the counting is done, select **Back** to exit the counting function and to select **Counting Complete**.

Figure 13–10 Till Accountability Counting Complete

Count Summary
Cashier ID 100 Till Name Till 25

Count Group	Declared	System	Over/Short
Australian Cash	\$100.00	\$100.00	\$0.00
Canada Cash	\$100.00	\$100.00	\$0.00
Cash	\$100.00	\$100.00	\$0.00

Till Count
Detailed Count Summary
Count Type **Begin Count**
Till Name **Till 25**
Till Owner **403SH - Drawer40**

Count Summary
Select a tender to count or select an option from the menu.

Cancel Help Count Selected Counting Complete

Begin Count John Smith Online Corner Market ITD Register 1 12/04/2019 2:52 PM

- f. The prompt displays to verify the counts.

Figure 13–11 Till Accountability Verify Begin Count

Verify Begin Count

You have entered the following starting cash amounts. Is this correct?

Australian Cash \$100.00
Canada Cash \$100.00
Cash \$100.00

No Yes

Select **Yes** if the amounts are correct.

Continue with attaching the cash drawer till.

Attach Cash Drawer

To attach a cash drawer till:

1. Select **Till** from the **Main Menu**.
2. Select **Till Maintenance** from the **Till** menu.
3. Select **Attach Cash Drawer Till** from the **Till Maintenance** menu. A list of cash drawer tills is shown.

Figure 13–12 Cash Drawer Accountability

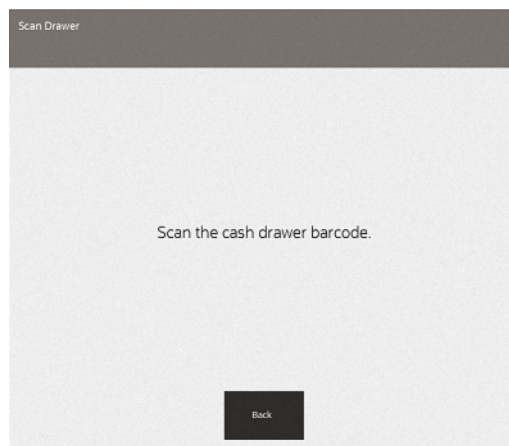
Cash Drawer Accountability

Select cash drawer till to attach.

Till ID	Cash Drawer Id	Description
TILL25	401591	Drawer40

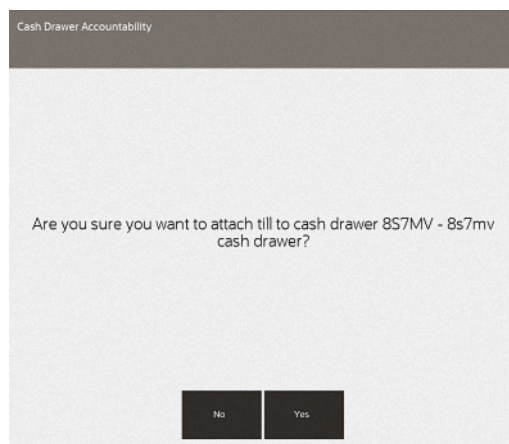
Back OK

4. Select the till you had selected during the open cash drawer process. The system prompts you to scan the cash drawer barcode. This is the cash drawer the till will be placed inside.

Figure 13–13 Scan Cash Drawer Barcode

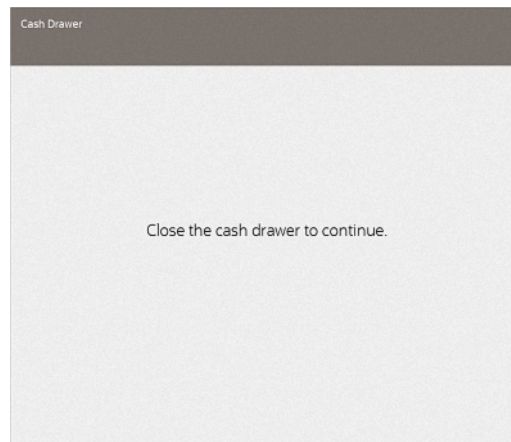
Using the scanner, scan the barcode on the cash drawer.

After you scan the barcode the system prompts, "Are you sure you want to attach till to cash drawer ### (listing the specific cash drawer)."

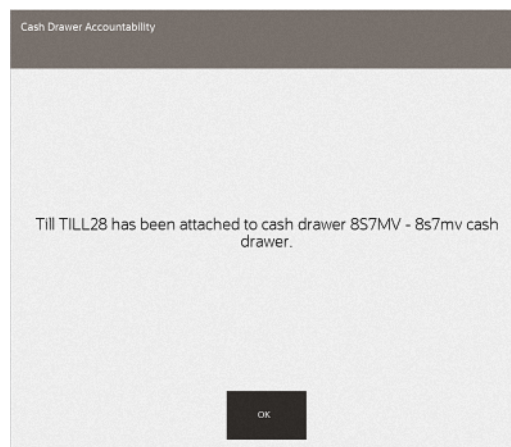
Figure 13–14 Attach Till Prompt

5. Select **Yes** to attach the till to that networked cash drawer.

The networked cash drawer will open. Insert the till into the networked cash drawer. The system prompts to close the cash drawer.

Figure 13–15 Close Cash Drawer Prompt

6. Close the cash drawer. A final prompt displays stating which till has been attached to which networked cash drawer.

Figure 13–16 Till Attached Message

You can now perform sales. At the end of the day/shift remove the cash drawer till, followed by closing the cash drawer (which includes the counting of the till contents).

Remove Cash Drawer

To remove a cash drawer till:

1. Select **Till** from the **Main Menu**.
2. Select **Open/Close Options** from the **Till** menu.
3. Select **Remove Cash Drawer Till** from the **Open/Close Options** menu. The system displays a list of networked cash drawers that are available to remove.

Figure 13–17 Cash Drawer Remove List

Cash Drawer Accountability
Select cash drawer till to remove.

Till ID	Cash Drawer Id	Description
TLL28	8S7MV	8s7mv cash drawer

Back OK

4. Scan the cash drawer barcode.

Figure 13–18 Scan Cash Drawer Barcode

Scan Drawer

Scan the cash drawer barcode.

Back

The system prompts to confirm you want to remove the till from this specific cash drawer (listing the name/description of the cash drawer).

Figure 13–19 Remove Till Prompt

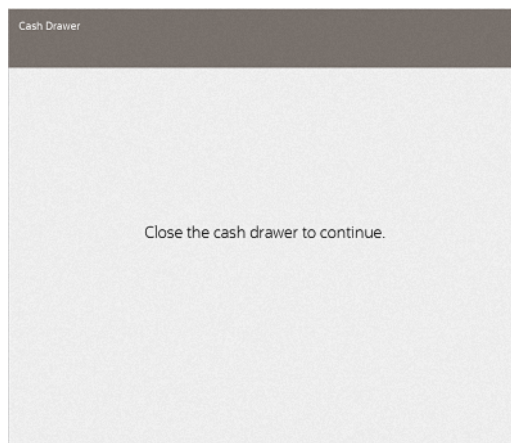
Cash Drawer Accountability

Are you sure you want to remove till from cash drawer 8S7MV - 8s7mv cash drawer?

No Yes

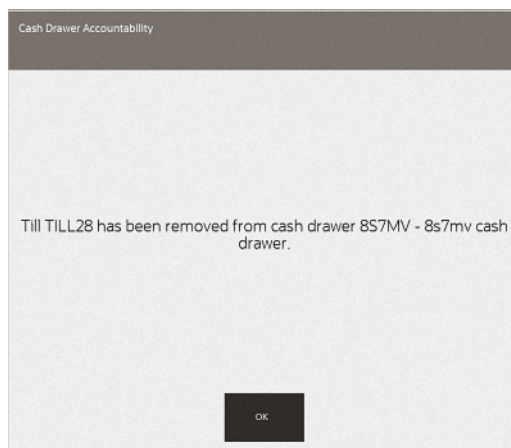
The cash drawer will pop open to take out the cash drawer till. The system will prompt to close the drawer once the till is removed.

Figure 13–20 Close Cash Drawer Prompt



5. Close the cash drawer. A final prompt displays stating which till has been attached to which networked cash drawer.

Figure 13–21 Till Removed Message



6. The last step will be to close the cash drawer.

Close Cash Drawer

To close the cash drawer:

1. Select **Till** from the **Main Menu**.
2. Select **Open/Close Options** from the **Till** menu.
3. Select **Cash Drawer Close** from the **Open/Close Options** menu. The system displays a list of networked cash drawers to select from.

Figure 13–22 Cash Drawer Close List

The screenshot shows a screen titled "Cash Drawer Close" with the instruction "Select the cash drawer that you want to close". Below this is a table with two columns: "Cash Drawer Id" and "Description". The first row is highlighted in blue and contains "4035H" and "Drawer40". The second row contains "857MV" and "857mv cash drawer". At the bottom of the screen are two buttons: "Back" and "OK".

Cash Drawer Id	Description
4035H	Drawer40
857MV	857mv cash drawer

4. Select the cash drawer to close. The system prompts to confirm that you want to close the cash drawer.

Figure 13–23 Cash Drawer Close Prompt

The screenshot shows a screen titled "Cash Drawer Close" with the question "Do you want to close this cash drawer?". At the bottom of the screen are two buttons: "No" and "Yes".

5. Select **Yes** and the process for counting the till will begin.

Figure 13–24 End Count

Count Summary
Cashier ID 100 Till Name Till 28

Count Group

Count Group	Declared	System	Over/Short
Credit Card	\$0.00	\$0.00	\$0.00
Issue Store Credit	\$0.00	\$0.00	\$0.00
Miscellaneous	\$0.00	\$0.00	\$0.00
Store Credit	\$0.00	\$0.00	\$0.00
US Traveler Check	\$0.00	\$0.00	\$0.00
Gift Card	\$0.00	\$0.00	\$0.00
Australian Cash	\$0.00	\$100.00	(\$100.00)
Brazilian Cash	R\$0.00	R\$0.00	R\$0.00
Canadian Cash	\$0.00	\$0.00	\$0.00
Swiss Cash	CHF0.00	CHF0.00	CHF0.00
Chinese Cash	¥0.00	¥0.00	¥0.00
British Pound	£0.00	£0.00	£0.00
Japanese Cash	¥0	¥0	¥0
Mexico Cash	\$0.00	\$0.00	\$0.00
Polish Cash	zł0.00	zł0.00	zł0.00
Swedish Cash	kr0.00	kr0.00	kr0.00
Cash	\$0.00	\$76.00	(\$76.00)
South African Cash	R\$0.00	R\$0.00	R\$0.00
Euro Cash	€0.00	€0.00	€0.00
Electronic Wallet	\$0.00	\$0.00	\$0.00
Gift Certificate	\$0.00	\$0.00	\$0.00
Issue Gift Certificate	\$0.00	\$0.00	\$0.00
Mail Certificate	\$0.00	\$0.00	\$0.00
House Account	\$0.00	\$0.00	\$0.00
Check	\$0.00	\$0.00	\$0.00
Coupon	\$0.00	\$0.00	\$0.00

Count Summary
Select a tender to count or select an option from the menu.

Cancel Help Count Selected Counting Complete

Close Count John Smith Online Corner Market 110 Register 1 12/04/2019 9:54 AM

- Count each of the count groups that are in the drawer. Select **Next Group** or **Prior Group** to count each group.

Figure 13–25 Denomination Count

Denomination Count
Cashier ID 100 Till Name Till 28

Denomination

Denomination	Qty	@	Amount
Five Cent	0	0.05	\$0.00
Ten Cent	0	0.1	\$0.00
Twenty Cent	0	0.2	\$0.00
Fifty Cent	0	0.5	\$0.00
Dollar	0	1	\$0.00
Two Dollar	0	2	\$0.00
Five Dollar	0	5	\$0.00
Ten Dollar	0	10	\$0.00
Twenty Dollar	0	20	\$0.00
Fifty Dollar	0	50	\$0.00
Hundred Dollar	0	100	\$0.00

Enter Counts
Select a denomination and enter the quantity for Australian Cash.

Back Help Prior Group Next Group

Close Count John Smith Online Corner Market 110 Register 1 12/04/2019 9:55 AM

- When done counting, select **Back**, then select **Counting Complete**.

Figure 13–26 End Count Counting Complete

Count Group	Declared	System	Over/Short
Credit Card	\$0.00	\$0.00	\$0.00
Issue Store Credit	\$0.00	\$0.00	\$0.00
Miscellaneous	\$0.00	\$0.00	\$0.00
Store Credit	\$0.00	\$0.00	\$0.00
US Traveler Check	\$0.00	\$0.00	\$0.00
Gift Card	\$0.00	\$0.00	\$0.00
Australian Cash	\$100.00	\$100.00	\$0.00
Brazilian Cash	R\$0.00	R\$0.00	R\$0.00
Canada Cash	\$5.00	\$0.00	\$5.00
Swiss Cash	CHF0.00	CHF0.00	CHF0.00
Chinese Cash	¥0.00	¥0.00	¥0.00
British Pound	£0.00	£0.00	£0.00
Japanese Cash	¥0	¥0	¥0
Mexico Cash	\$0.00	\$0.00	\$0.00
Polish Cash	zł0.00	zł0.00	zł0.00
Sweden Cash	kr0.00	kr0.00	kr0.00
Cash	\$176.00	\$76.00	\$100.00
South African Cash	R\$0.00	R\$0.00	R\$0.00
Euro Cash	€0.00	€0.00	€0.00
Electronic Wallet	\$0.00	\$0.00	\$0.00
Gift Certificate	\$0.00	\$0.00	\$0.00
Issue Gift Certificate	\$0.00	\$0.00	\$0.00
Mail Certificate	\$0.00	\$0.00	\$0.00
House Account	\$0.00	\$0.00	\$0.00
Check	\$0.00	\$0.00	\$0.00
Coupon	\$0.00	\$0.00	\$0.00

8. If there are any discrepancies in the count, the system will prompt you to confirm the count.

Figure 13–27 Till Discrepancy

Deposit

The following tenders or tender types are out of balance:

Canada Cash, Cash

Do you want to accept the difference?

No Yes

Select **Yes** to accept the count.

9. Enter a reason code for the discrepancy and select **OK**.

Figure 13–28 Discrepancy Reason

The screenshot shows a screen titled "Reason Code" with the instruction "Select a reason code from the list." Below this is a list of reasons. The first item, "Till Audit Discrepancy Reason 1", is highlighted in green. The other items are "Till Audit Discrepancy Reason 2", "Till Audit Discrepancy Reason 3", and "Till Audit Discrepancy Reason 4". At the bottom of the screen are two buttons: "Back" and "OK".

Reasons
Till Audit Discrepancy Reason 1
Till Audit Discrepancy Reason 2
Till Audit Discrepancy Reason 3
Till Audit Discrepancy Reason 4

10. Enter a comment for the discrepancy and select **OK**.

Figure 13–29 Discrepancy Comment

The screenshot shows a screen titled "Till Audit Discrepancy Comment" with the instruction "Enter a comment describing any special circumstances." Below this is a large text input area. At the bottom of the screen are two buttons: "Back" and "OK".

A receipt will print for the end count.

This concludes the process for closing the cash drawer.

Flash Sales Reports

The Flash Sales Reports include four different reports, each of which may be displayed on the screen or printed:

- [Flash Sales Summary Report](#)
- [Flash Sales By Department Report](#)
- [Flash Sales By Hour Report](#)
- [Flash Sales By Employee Report](#)

The Flash Sales reports provide an instant snapshot of sales at the moment that you select one of the reports. Three of the four reports display data in a column format and also in graphic format as bar charts and pie charts. The exception is the Flash Sales By Employee Report, which does not include graphs.

Each of the reports provides a criteria selection screen where you may set the parameters that are used to select the data included in the report.

All of the reports may be viewed online and printed immediately, or saved so that they may be viewed later. Saved reports may be preserved with the original selection parameters or with the original data.

All of the Flash Sales reports are also accessible from the Back Office Reporting Menu.

Note: Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for details about the Flash Sales Reports.

Flash Sales Summary Report

The Flash Sales Summary Report provides current sales results for the entire store. It includes looks at sales results from two perspectives:

Sales - The count of transactions and the dollar amount of the transactions in the following categories: gross sales, net sales, returns, discounts and total tax.

Tenders - The count of transactions and the dollar amount for each tender type that was used, such as cash, various credit cards, store credit, gift certificates, and so on.

The last page of the Flash Sales Summary report includes a pie chart of the tenders used and a bar chart of the sales results.

Flash Sales By Department Report

The Flash Sales By Department Report provides current sales results for the entire store for each department. It includes the department name and number, count of transactions in each department and the dollar amount of the sales per department.

The last page of the Flash Sales By Department Report includes a vertical bar graph showing dollar values per department.

Flash Sales By Hour Report

The Flash Sales By Hour Report provides current sales results for the entire store in hourly increments. It includes an hour by hour breakdown of sales and shows the transaction count per hour, item count per hour and net sales per hour.

The last page of the Flash Sales By Hour Report includes a horizontal bar graph showing sales dollars, item count, and transaction count per hour.

Flash Sales By Employee Report

The Flash Sales By Employee Report provides up-to-the-moment sales results on a specified date for every employee. It includes the employee name and ID, number of transactions and the total dollar value of those transactions.

Electronic Journal

The electronic journal is an electronically-captured record of all transactions. The search capabilities allow you to quickly locate any transaction and to view the detailed information on the receipt associated with a specific transaction. You may also print gift receipts, reprint receipts, tax free invoices and post void transactions from the Electronic Journal if you have the proper security permissions. A Journal Report showing detailed transaction information is also available.

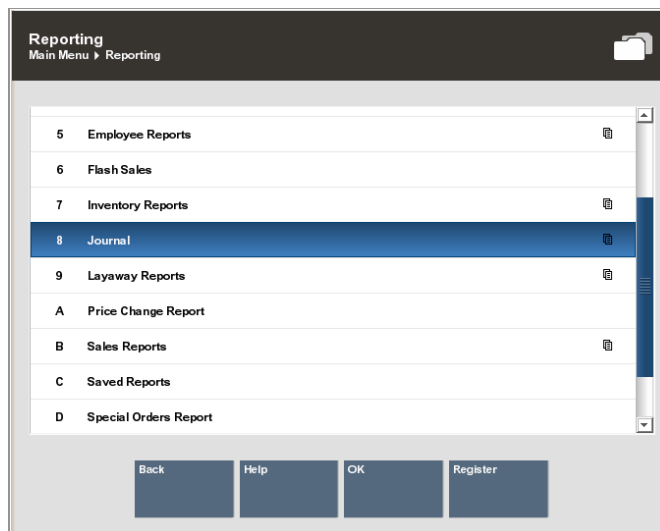
The following topics are described in this chapter:

- [Accessing Back Office Journal Functions](#)
- [Viewing the Electronic Journal](#)
- [Viewing Transaction Detail](#)
- [Reprinting a Receipt](#)
- [Printing a Gift Receipt](#)
- [Printing a Rebate Receipt](#)
- [Post Voiding a Transaction](#)
- [Journal Report](#)

Accessing Back Office Journal Functions

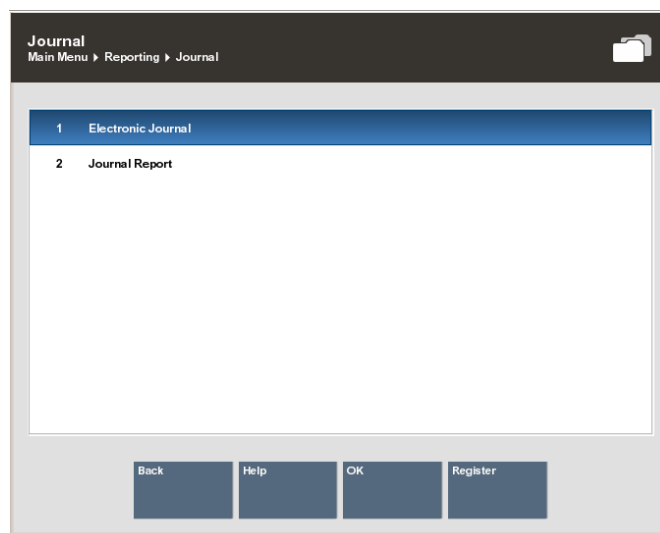
Employees with the proper security permissions may access the Electronic Journal from the Back Office Menu. The Journal menu provides options to view the Electronic Journal and to run the Journal Report.

1. After logging in to the Back Office (see [Accessing the Back Office](#)), select the **Journal** option from the Reporting menu and press **Enter**.

Figure 15–1 Back Office Main Menu - Journal Option

Tip: You can also press the number or letter on the keyboard associated with a menu option to access the Journal functions. Touch-screen users can tap to select from the list.

2. At the Journal menu, select one of the options and press **Enter**.

Figure 15–2 Journal Menu

The Journal menu has the following options:

- Electronic Journal - Select this option to view the Electronic Journal records.
- Journal Report - Select this option to run the Journal report. Refer to [Journal Report](#) for more information.

Viewing the Electronic Journal

1. At the Journal menu, select the **Electronic Journal** option and press **Enter**.
2. The system displays the Transaction Search form. Enter your search criteria and select **Process**.

Note: Depending on your store's configuration, a Check Account Number search field displays as well as a Read Check from MICR button.

Figure 15-3 Transaction Search Form

The screenshot shows the 'Transaction Search' form. The title bar is dark grey with the text 'Transaction Search' and 'Enter search criteria or scan the receipt barcode' below it. The form is divided into several sections. The first section contains 'Register #' with 'Start' and 'End' fields, both containing the number '1'. The second section contains 'Ticket #' with 'Start' and 'End' fields, both empty. The third section contains 'Date/Time' with 'Start Date' (10/24/2017), 'End Date' (10/25/2017), 'Start Time' (12:00:00 AM), and 'End Time' (11:59:59 PM). The fourth section contains 'Cashier ID' with 'Start Range' and 'End Range' fields, both empty. The fifth section contains 'Customer # or Last Name' with a single input field. The sixth section contains 'Trans. Type' and 'Tender' with dropdown menus, both showing '<All>'. The seventh section contains 'Credit Card #' with a single input field. At the bottom of the form are three buttons: 'Back', 'Help', and 'Process'.

The following search parameters are available:

- Register Number - Enter the identifier for a specific register, a range of registers, or leave these fields blank to view information for all registers.
- Ticket Number - Enter a transaction identifier for a specific transaction, a range of transactions, or leave these fields blank to view information for all transactions.
- Date/Time - Enter a start date and time, an end date and time, or accept the default for today.
- Cashier ID - Enter the identifier for a specific associate, a range of associates, or leave these fields blank to view information for all associates.
- Customer - Enter a customer name or number to view information about a specific customer.
- Transaction Type - Select a transaction type from the list or select ALL to view all transaction types. Transaction types include options such as TIME CLOCK, NO SALE, RETAIL SALE, POST VOID, and so on.
- Tender - Select a tender type from the list or select ALL to view all tender types. Tender types include options such as Store Credit, Cash, Check, and so on.
- Credit Card # - Enter the credit card number used for a transaction.

Oracle Retail Xstore Point of Service displays the Electronic Journal screen.

Figure 15–4 Electronic Journal Screen

Electronic Journal					
Start #: 1 End #: 1	Start Date: 10/24/2017 End Date: 10/25/2017	Start Time: 12:00:00 AM End Time: 11:59:59 PM	Cashier ID:	Trans. Type: <All> Tender: <All>	Customer:
Retail Sale Register: 1 Customer: Vanessa Clark Total Sale:		Date: 10/25/2017 Cashier: 100	Time: 11:50:47 AM Ticket: 119 Status: Cancel		
Retail Sale Register: 1 Customer: Vanessa Clark Total Sale: \$9.94		Date: 10/25/2017 Cashier: 100	Time: 11:43:50 AM Ticket: 118 Status: Complete		
Retail Sale Register: 1 Customer: Vanessa Clark Total Sale: \$8.95		Date: 10/25/2017 Cashier: 100	Time: 11:06:08 AM Ticket: 117 Status: Complete		
Retail Sale Register: 1 Customer: Greyly Campbell Total Sale: \$263.53		Date: 10/25/2017 Cashier: 100	Time: 11:02:38 AM Ticket: 116 Status: Complete		
Retail Sale Register: 1 Customer: Total Sale:		Date: 10/25/2017 Cashier: 100	Time: 10:55:56 AM Ticket: 115 Status: Complete		
Retail Sale Register: 1 Customer: Total Sale:		Date: 10/25/2017 Cashier: 100	Time: 10:53:45 AM Ticket: 113 Status: Complete		
Inventory Control Register: 1 Customer: Total Sale:		Date: 10/25/2017 Cashier: 100	Time: 04:16:27 PM Ticket: 111 Status: Complete		

Back	Help		View Detail	Reprint Receipt	Gift Receipt	Rebate Receipt		Post Void			Register
------	------	--	-------------	-----------------	--------------	----------------	--	-----------	--	--	----------

The following options are available at this screen:

- Invoice Functions - Select this option to issue or reprint a tax free invoice. Refer to [Issuing a Tax Free Invoice from the Electronic Journal](#) and [Reprinting a Tax Free Invoice from the Electronic Journal](#) for more information.
- View Detail - Select this option to view additional information about the selected transaction. Refer to [Viewing Transaction Detail](#) for more information.
- Reprint Receipt - Select this option to reprint a receipt for the selected transaction. The receipt is clearly labeled as a reprint. Refer to [Reprinting a Receipt](#) for more information.
- Gift Receipt - Select this option to print a gift receipt for the selected transaction. Refer to [Printing a Gift Receipt](#) for more information.
- Rebate Receipt - Select this option to print a Rebate Authorization receipt. Refer to [Printing a Rebate Receipt](#) for more information.
- Post Void - Select this option to post void the selected transaction. Refer to [Post Voiding a Transaction](#) for more information.

Reprinting a Receipt

This function may also be available from the Register Login screen.

1. With the transaction record selected, select the **Reprint Receipt** option.
2. Oracle Retail Xstore Point of Service prompts to confirm: Do you want to reprint the receipts associated with the transaction? Select **Yes** to reprint the receipts.

The printed receipts are clearly identified as reprints.

Figure 15–6 Reprint Receipt

Item	Qty	Price	Amount
BLK DRESS W/SCALLOP NECK	1	\$9.98	\$9.98
		Subtotal	\$9.98
		Tax 6.00%	3.00
		Total	62.98
Cash			62.00
Change			(0.02)
SOLD ITEM COUNT = 1			

Note: If reprints of the receipts are not permitted for the transaction type you selected, Oracle Retail Xstore Point of Service displays a message indicating that reprints are not allowed. You must acknowledge the message to return to the Electronic Journal screen.

Printing a Gift Receipt

This function may also be available at the Register Login screen.

1. With the transaction record selected, select the Gift Receipt option.

Oracle Retail Xstore Point of Service displays a list of items in the transaction that are eligible for a gift receipt. Use the up and down arrow keys to select an item and then press the **Spacebar** to mark it for a gift receipt. You may use the **Select All** option to print gift receipts for all of the listed items.

Note: If there are multiple items that have been labeled as requiring a gift receipt, you may be prompted whether or not the items should be grouped on separate gift receipts. For example, 2 items on one receipt, and 3 items on another receipt.

See [Multiple Gift Items - Grouping Items for Gift Receipts](#).

2. Press **Enter** to continue. Oracle Retail Xstore Point of Service prints the gift receipt(s) for the selected item(s).

Figure 15–7 Gift Receipt

The items that you issued a gift receipt for are now labeled with the Gift icon.

Note: If gift receipts are not permitted for the transaction type you selected, Oracle Retail Xstore Point of Service prompts with a message indicating that gift receipts are not allowed. You must press **Enter** to acknowledge the message to return to the Electronic Journal screen.

Multiple Gift Items - Grouping Items for Gift Receipts

If prompted whether or not you want to group the gift receipt items, you have the following options:

- To group the items, select **Yes**, and continue with [To Group Gift Items](#) below.
- If you do not want to group the items, select **No** and continue with [To Continue without Grouping Gift Items](#).

To Group Gift Items

After selecting **Yes** at the Multiple Gift Receipts prompt, the system displays the list of items requiring gift receipts. Press the **Spacebar** to highlight and select the gift items for the first gift receipt, then select one of the following options:

Finish and Print Option

- Select **Finish and Print** to print a gift receipt with the grouped items you selected.
- If there are at least two or more gift items still available after setting up the grouping, you are prompted whether or not you want to print a separate gift receipt for each remaining gift item:
 - When prompted, select **Yes** to print a separate gift receipt for each remaining gift item.
 - <OR>
 - Select **No** to print the remaining gift items on a single gift receipt.
 - If only one gift item is still available after setting up the grouping, the system automatically prints that gift item on a separate gift receipt.

Add Grouping Option

- Select **Add Grouping** to create multiple grouped gift receipts, beginning with the first group of gift items you selected.

- The system then displays the gift item list again showing only the items that are still available for grouping. Select the next gift receipt items.
- You can continue grouping the items using the **Add Grouping** option as long as there are at least 2 remaining items in the list.
- When only 1 item remains in the list, the **Add Grouping** option no longer is available. Select **Finish and Print** to create a gift receipt for the remaining gift item.

To Continue without Grouping Gift Items

- After selecting **No** at the Multiple Gift Receipts prompt, the system prompts whether or not you want to print a separate gift receipt for each gift item. Select one the following options:
 - Select **Yes** to print one gift receipt per gift item.
 - Select **No** to print a single gift receipt with all gift items.

Printing a Rebate Receipt

Rebate receipts may be offered to customers so they can retain the original receipt for a purchase, and use this Rebate Authorization receipt to mail in as proof of purchase.

With the transaction record selected, select the Rebate Receipt option. Oracle Retail Xstore Point of Service prints the rebate authorization receipt if an item is eligible for a rebate.

Figure 15–8 Rebate Authorization Receipt

```

00000 Bruce Industrial Hwy
Salem, OR 97303
402-597-8614

Ticket: 642      Date: 7/18/09
Store: 101       Register: 1
Salesperson:
101 (John Matheson)
Cashier: 101
Customer: Moody Ellen

=====
***      Rebate Authorization      **
=====

Item      Qty      Price      Amount
-----
B&B DRESS W/SCALLOP NECK      1      49.99      49.99
1002

Subtotal:      49.99
Tax      3%      1.49
Total      51.48

Cash      75.00
Change      23.52

=====
You have saved 0 dollars.
=====

SOLD ITEM COUNT = 1
=====
***      Rebate Authorization      **
=====

[Barcode]

Not valid for merchandise return.
Customer Copy
  
```

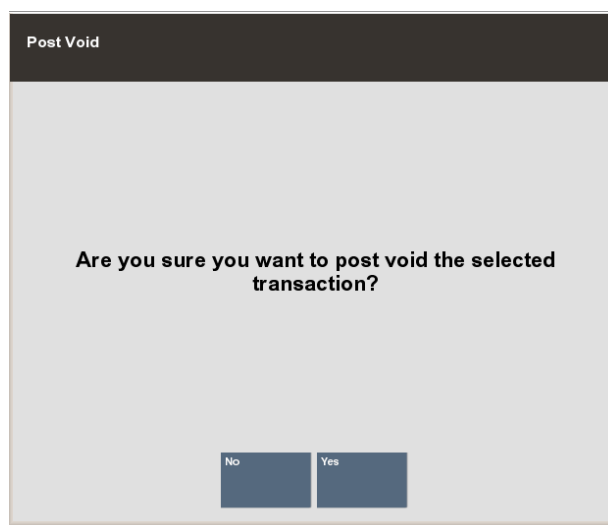
Post Voiding a Transaction

Important: Only transactions for the current date can be post voided. If you try to post void a transaction from a previous day, the system displays a message and you are not permitted to post void the transaction.

This function may also be available at the Register Login screen.

1. With the transaction record selected, select the **Post Void** option.
2. Oracle Retail Xstore Point of Service prompts to confirm that you want to post void this transaction. Select **Yes** to post void the transaction.

Figure 15–9 Confirm Post Void Prompt



3. Oracle Retail Xstore Point of Service prompts for the reason you are post voiding this transaction, if required by your store policy. Select a reason from the list and press **Enter**.

Figure 15–10 Post Void Reasons

Reason Code
Select a reason code from the list.

Reasons

Cashier Error

Supervisors Discretion

Customer Satisfaction

Back

OK

4. Oracle Retail Xstore Point of Service may prompt for a comment for this post void transaction. If prompted, type a comment and press **Enter**.

Oracle Retail Xstore Point of Service post voids the transaction and prints a post void receipt. The printed receipts are clearly identified as voided.

Figure 15–11 Post Void Receipt

30500 Bruce Industrial Pkwy
Solon, OH 44139
440-495-4414

Ticket: 49

Date: 3/22/04

Store: 301

Register: 1

Cashier: 1

Penny Daily

VOID TRANSACTION

Code:DISCOUNT_NOT_GIVEN

Discount Not Given

Item	Qty	Price	Amount
BLK DRESS W/SCALLAP NECK			
1002	1	\$9.98	\$9.98
		Subtotal	\$9.98
		Tax 8.00%	3.00
		Total	62.98
Cash			62.00
Change			
Cash			(0.02)

Original Tran ID:48

Original Cashier ID:1

Original Register ID:1

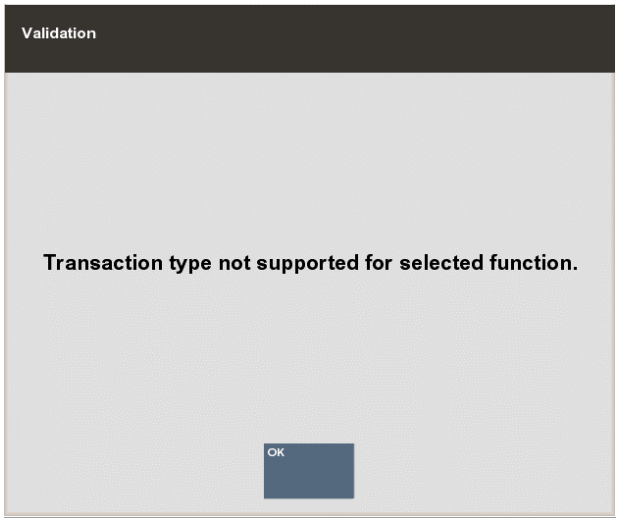
VOIDVOID***VOID***

The journal record status is updated to Void.

Figure 15–12 Updated Record Status after Post Void

Electronic Journal					
Start #: 1	Start Date: 10/25/2017	Start Time: 12:00:00 AM	Cashier ID:	Trans. Type: <All>	Customer:
End #: 1	End Date: 10/25/2017	End Time: 11:59:59 PM		Tender: <All>	
Customer: Vanessa Clark					
Total Sale:			Status Cancel		
Retail Sale		Date: 10/25/2017	Time: 03:48:25 PM		
Register: 1		Cashier: 100	Ticket: 120		
Customer: Vanessa Clark					
Total Sale:			Status Cancel		
Retail Sale		Date: 10/25/2017	Time: 11:50:47 AM		
Register: 1		Cashier: 100	Ticket: 119		
Customer: Vanessa Clark					
Total Sale:			Status Cancel		
Retail Sale		Date: 10/25/2017	Time: 11:43:50 AM		
Register: 1		Cashier: 100	Ticket: 118		
Customer: Vanessa Clark					
Total Sale: \$0.94			Status Void		
Retail Sale		Date: 10/25/2017	Time: 11:06:08 AM		
Register: 1		Cashier: 100	Ticket: 117		
Customer: Vanessa Clark					
Total Sale: \$8.95			Status Void		
Retail Sale		Date: 10/25/2017	Time: 11:02:38 AM		
Register: 1		Cashier: 100	Ticket: 116		
Customer: Greyly Campbell					
Total Sale: \$263.53			Status Complete		
Retail Sale		Date: 10/25/2017	Time: 10:55:56 AM		
Register: 1		Cashier: 100	Ticket: 115		
Customer:					
Total Sale:			Status Complete		
Back	Help		View Detail	Reprint Receipt	Gift Receipt
				Rebate Receipt	
					Post Void
					Register

Note: If post voids are not supported for the transaction type you selected, Oracle Retail Xstore Point of Service prompts with a message indicating that it is not allowed. You must press **Enter** to acknowledge the message to return to the Electronic Journal screen.



If the transaction is an extended transaction type such as a layaway or a work order, Oracle Retail Xstore Point of Service displays a message and prompts you to respond.

An extended transaction includes other activities after the initial transaction is completed. Post voiding an extended transaction impacts the other activities that follow the initial transaction.

If you want to continue with the post void, select **Yes** to void the transaction; otherwise, select **No**.

Order Broker Maintenance

An Oracle Retail Order Broker Cloud Service (formerly Locate) transaction allows a store to sell an item that is not in stock and to direct another location to fulfill and ship the customer's order to a specified location. The menu options described here allow you to manage these orders.

After Order Broker is configured for your store, use the Order options to maintain the order. A store can only see orders initiated in the store and orders downloaded to the store for sourcing or pick up.

Note: Refer to the chapter Order Broker Transactions in the *Oracle Retail Xstore Point-of-Service User Guide* for more information about Order setup.

If your store has been assigned as the source to fulfill an Order Broker order, you need, to ship the items to the customer. If the Order Broker order was created in your store, you can use these options to track the progress of the order as it is processed.

Use the Order Status Report to view detailed information about orders based on user-selected criteria. This report includes details about the Order Broker order themselves (ORDER section), the purchasing customer information (CUSTOMER section), as well as details about the items that are on the order (ITEMS section).

Use the Unfulfillable Items Report and Order Status Report to track orders and follow up with customers.

Note: Refer to the *Oracle Retail Xstore Point-of-Service Reports Guide* for details about these reports.

This chapter contains the following sections:

- [Order Status](#)
- [Order Status Values](#)
- [Order Item Status](#)
- [Fulfilling an Order](#)
- [View Selected Order](#)
- [Maintaining/Viewing an Order](#)
- [Allocating an Item](#)

Order Status

Note: To view status information about new orders you must have a touch-screen or a mouse. The additional information, as shown below, is view-only.

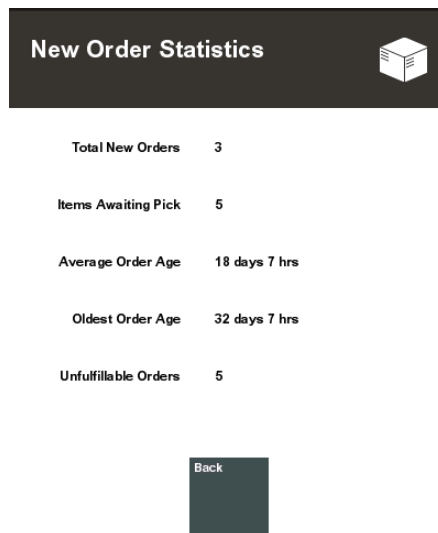
Oracle Retail Xstore Point-of-Service periodically checks for orders to be fulfilled. If there are orders to be fulfilled by this location, you will see a message in the message bar indicating the number of new orders pending fulfillment by this store.

Figure 16–1 Message Bar Showing Three New Orders



Click/select the message bar to view the New Order Statistics window:

Figure 16–2 New Order Statistics



- **Unfulfillable Orders:** The total number of new orders based on the order line statuses of Accepted, Polled, or Reserved. See [Order Status Values](#). The following statistics are subsets of Total New Orders:
- **Ship Orders:** The number of orders waiting to be shipped from this store.
- **Customer Pick Up Orders:** The number of orders to be picked up in this store.
- **Items Awaiting Pick:** The number of items that must be set aside for the orders.
- **Average Order Age:** The average age of the orders awaiting fulfillment, in days and hours, or minutes.
- **Oldest Order Age:** The age of the oldest order awaiting fulfillment, in days and hours, or minutes.
- **Unfulfillable Orders:** The number of orders that cannot be filled. When an order is rejected and cannot be filled at another location, the status becomes unfulfillable.

Order Status Values

Orders can have the following status values:

- **Open:** At least one item in the order has a status of: New, Polled, Accepted, or In Transit.
- **Ready for Pick Up:** All items are in reserved or received status (can also include canceled item).
- **Ready to Ship:** This is applicable only for customer delivery, transfer pickup, or delayed pickup (pickup from this store). All items must be reserved, or some items are reserved and some canceled.
- **Complete:** The order has been completed and the customer is in possession of their items.
- **Canceled:** All items are canceled.
- **Unfulfillable:** All items are unfulfillable or a mix of unfulfillable and canceled. Unfulfillable items are those that have been rejected by the store assigned as the source for the item and Order Broker cannot find another source store.

Order Item Status

Order items can have the following statuses:

- **New:** Indicates the item has been added to the order.
- **Polled:** Indicates the source/fulfilling location got the item request.
- **Accepted:** Indicates the source location has confirmed it can satisfy the order request.
- **Reserved:** Indicates the item has been put aside for the customer at the source/fulfilling location.
- **In Transit:** Indicates the item has been shipped.
- **In Transit Polled:** Indicates the store in which the customer is to pick up the product has acknowledged that the items are in transit and is expecting the order.
- **Received:** Indicates the item has been received in the store.
- **Fulfilled:** Indicates the item has been picked up/delivered.
- **Canceled:** Indicates the item has been canceled.
- **Rejected:** Indicates the source location has rejected the order and the item is sourced from another location. The status of the order becomes unfulfillable.
- **Unfulfillable:** Indicates the item has been rejected and an alternative location could not be determined.

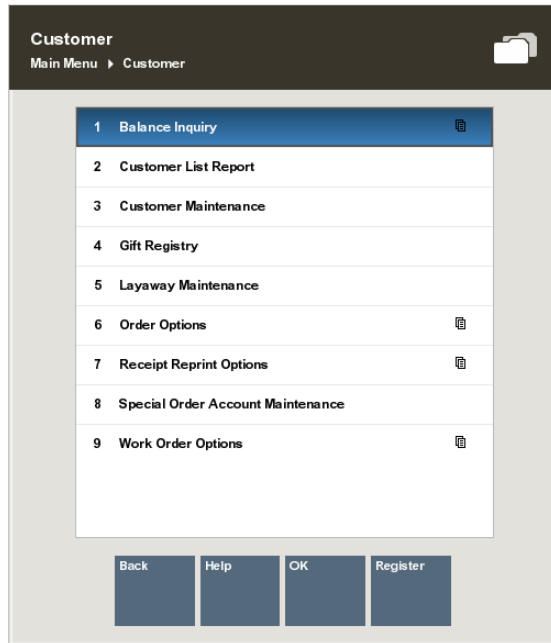
Fulfilling an Order

Store fulfillment can:

- be done at the order level whereby the store accepts or rejects the whole order
- be done at the item level whereby a store can accept or reject specific items from an Order Broker order to fulfill
- accept a quantity of an item from an Order Broker order to fulfill so the order is partially fulfilled.

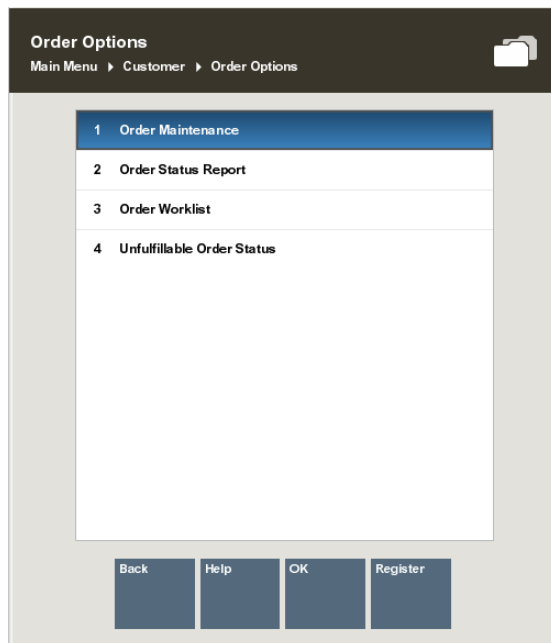
1. To fulfill an order or specific items of an order, select **Customer** from the Back Office Main Menu.
2. Select **Order Options** from the Customer menu.

Figure 16–3 Customer Menu



3. At the Order Options menu, select **Order Worklist**, then press **Enter** to display a list of orders to be fulfilled by this store.

Figure 16–4 Order Options Menu - Order Worklist Option



Depending on your store configuration (set in `SystemConfig.xml`), delivery orders may be listed before customer pickup orders.

- Table 16–1 Order Worklist Options**

Important: The Action column may indicate "Under Review." When the order is under review, you cannot accept or reject items. The customer can, however, cancel the order.

If you select **Accept All Orders** a prompt displays indicating orders under review will not be changed. If you select **Accept Order** a prompt displays indicating the order is under review.

Figure 16–5 Order Worklist



Figure 16–6 Order Worklist with Scan Pick List Items Enabled

Order Worklist			
Select an order.			
Order	Customer	Date	Action
2324001000005 Transfer Pickup	Melanie Solon 497-319-2603	08/29/2017 419 days 21 ...	Accept/Reject
0570002000142 Transfer Pickup	Barbara James 803-358-8542	09/20/2018 32 days 19 hrs	Ship
1516001000023 Transfer Pickup	Noreen Braun 440-256-3971	09/24/2018 28 days 19 hrs	Pick/Reserve
2324001000006 Pickup	Melanie Solon 497-319-2603	08/29/2017 419 days 20 ...	Accept/Reject
0570054000005 Pickup	Adrianna Ward 448-723-5724	09/13/2018 39 days 20 hrs	Pick/Reserve
0570054000006 Pickup	Megan Sanders 632-552-1111	09/13/2018 39 days 20 hrs	Pick/Reserve
0570054000007 Pickup	Margaret Dolan 865-680-0516	09/13/2018 39 days 19 hrs	Pick/Reserve
2324001000022 Pickup	Bob Rushmore 222-222-2222	09/19/2018 34 days 1 hrs	Pick/Reserve
0570001000217	Megan Sanders	09/24/2018	Pick/Reserve
Back Accept Order Accept All Orders Print Pick List Scan Pick List Items View Selected Order			

Note: Orders that are still pending beyond a specified age threshold are shown in red text in the list. In the examples shown above, any orders that have been pending for 4 days or more are flagged.

View Selected Order

View Selected Order displays the Order maintenance screen.

Figure 16–7 Order Maintenance Screen

The screenshot displays the 'View Selected Order' screen. At the top, it shows 'Delivery Order' with order number '0999001001821' and 'Age 0 days, 0 hrs, 2 mins'. The user 'Sandy Gu' is logged in. The screen is divided into three main sections: Order Info (2), Customer Info (3), and Order Totals (4). The Order Info section shows 'Order Date 09/28/2017', 'Order Origin 999', 'Under Review No', and 'Comments'. The Customer Info section shows 'Address 12345 Scofield Farms, Solon, OH 44139', 'Company', 'Email', and 'Phone 353432432432432'. The Order Totals section shows 'Subtotal \$547.96', 'Freight \$55.60', 'Tax Amount \$43.84', 'Total \$647.40', and 'Balance Due \$0.00'. Below these sections is a table of items (5) with columns: Item, Item Status, Qty, Source Location, Order Destination, and Ext Price. The table lists three items: 1003 THE WAIST SHIRT DRESS, 1004 BLK WHITE CAP SLEEVE DRESS, and 1005 PEASANT TOP JERSEY DRESS. At the bottom, there is a navigation bar with buttons: Back, Help, Accept Order, Reject Order, Pick/Reserve Order, Un-reserve Order, Check Inventory, Ship Order, Print Shipping Label, and Register.

Item	Item Status	Qty	Source Location	Order Destination	Ext Price
1003 THE WAIST SHIRT DRESS	Accepted	1	201 Welos Furs	Delivery: USPS Parcel Post Sandy Gu 12345 Scofield Farms Solon, OH 44139	\$63.69
1004 BLK WHITE CAP SLEEVE DRESS	Accepted	3	201 Welos Furs	Delivery: USPS Parcel Post Sandy Gu 12345 Scofield Farms Solon, OH 44139	\$191.06
1005 PEASANT TOP JERSEY DRESS	Accepted	4	201 Welos Furs	Delivery: USPS Parcel Post Sandy Gu 12345 Scofield Farms Solon, OH 44139	\$293.21

The following information is displayed on this screen:

Table 16–2 Order Maintenance Screen Components

Component	Description
1. Static Area	Contains the type of order, Customer Name, order number, age information, and reference number. The order number is the number provided by the system that requested/originated the order. The reference number is an optional value that identifies the order. It is the order ID appended with last order line sequence number. The status displays on the far right. See Order Status Values for status definitions. Order Type values include the following: - Transfer Pickup Order (Pickup This Store) - Pickup Order (Pickup Other Store) - Delivery Order (Customer Delivery)
2. Order Information	- Order Date - The date and time the order was created. - Order Origin - The location in which the order was created. - Under Review - Yes or No. - Comments - Any notes associated with the order.
3. Customer Information	- Sold To - The purchasing customer's name and address information. - Company - The purchasing customer's company, if applicable. - Email - The purchasing customer's email address. - Phone - The purchasing customer's telephone number(s).

Table 16–2 (Cont.) Order Maintenance Screen Components

Component	Description
4. Order Totals	■ Subtotal - The order subtotal (the shipping fee amount is not included in the subtotal). ■ Freight - The freight cost associated with the order. ■ Tax - The tax on the order. ■ Total - The total for the order (the shipping fee amount is included in the total). ■ Balance due - The amount due for the order.
5. Item Information	■ Status - The item status. See Order Status Values. ■ Source Location - The location name and ID that sourced the order request. ■ Order Destination - The delivery method and delivery address, or pickup location for the order. ■ Item - The item identifier and description. ■ Qty - The item quantity. ■ Ext Price - The item's extended price (the item quantity x the item unit price - discounts).

Select an option from the menu to process the order: [Check Inventory](#), [Accept Order](#), [Pick/Reserve Order](#), [Un-reserve Order](#), or [Reject Order](#).

Check Inventory

To verify you have enough stock on hand to fulfill an order:

1. Select **Check Inventory** menu option. The Order Inventory Levels form shows the item quantity ordered and the current quantity on hand.
2. Press **Enter** to close the form.

Figure 16–8 Order Inventory Levels Form

Item ID	Description	Qty Ordered	Qty On Hand
1885	PEASANT TOP JERSEY DRESS	1	919

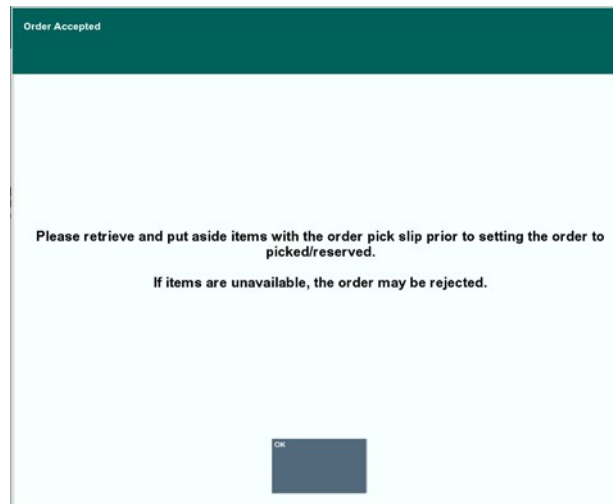
OK

Accept Order

To Accept an order or specific items on an order:

1. At the Order Maintenance screen, select the specific items or for the entire order, select **Accept Order**.
2. At the confirmation prompt, select **Yes** to accept the order.
3. At the Order Accepted prompt, press **Enter** to continue.

Figure 16–9 Order Accept Prompt



Pick/Reserve Order

After accepting an order, the items need to be retrieved and put aside. When picking items for an order, the screens shown are dependant on your stores configuration.

To display a scannable pick list rather than printing a paper pick slip, **Enable Pick Slip Scanning** must be enabled and the Scan Pick List Items option is shown at the bottom of the Order Worklist screen. Continue with [Scan Pick Slip Items](#).

If the **Enable Pick Slip Scanning** setting is not enabled, the pick slip is printable from the Order Worklist screen or automatically printed when the order is accepted.

Continue with [Picking/Reserving an Order](#).

Scan Pick Slip Items

Using the virtual pick list, items to pick are scanned from a list on a mobile device. If needed, the items can be entered manually if the barcode is unreadable. Scanning items ensures the items being set aside, for order fulfillment, are the exact items required. This functionality replaces the printed pick list from automatically printing upon Order Acceptance. The option to print a pick list is still available if desired by selecting the **Print Pick List** option from the Order Worklist.

1. At the Order Worklist, select the order and select **Scan Pick List Items**.

Figure 16–10 Order Worklist - Scan Item

Order Worklist
Select an order.

Order	Customer	Date	Action
2324001000005 Transfer Pickup	Melanie Solon 497-319-2603	08/29/2017 419 days 21 ...	Accept/Reject
0570002000142 Transfer Pickup	Barbara James 803-358-8542	09/20/2018 32 days 19 hrs	Ship
1516001000023 Transfer Pickup	Noreen Braun 440-256-3971	09/24/2018 28 days 19 hrs	Pick/Reserve
2324001000006 Pickup	Melanie Solon 497-319-2603	08/29/2017 419 days 20 ...	Accept/Reject
0570054000005 Pickup	Adrianna Ward 448-723-5724	09/13/2018 39 days 20 hrs	Pick/Reserve
0570054000006 Pickup	Megan Sanders 632-552-1111	09/13/2018 39 days 20 hrs	Pick/Reserve
0570054000007 Pickup	Margaret Dolan 865-680-0516	09/13/2018 39 days 19 hrs	Pick/Reserve
2324001000022 Pickup	Bob Rushmore 222-222-2222	09/19/2018 34 days 1 hrs	Pick/Reserve
0570001000217	Megan Sanders	09/24/2018	Pick/Reserve

Back Accept Order Accept All Orders Print Pick List Scan Pick List Items View Selected Order

2. If your store is configured to disallow the splitting of an order line where there are multiple quantities into multiple order lines, a warning message that their store does not allow fulfilment of partial line orders. Confirm you have the quantities required for line items before scanning.

Figure 16–11 Scan Items to Pick for Orders

Scan Items to Pick for Orders
As items are entered, they will be removed from the list.

Item ID	Description	Quantity
1002	COTTON JERSEY TIERED DRESS	98
1004	BLK WHITE CAP SLEEVE DRESS	5
1005	PEASANT TOP JERSEY DRESS	6
1006	ROLL SLEEVE SWEATER DRESS	3
1011	CHOCOLATE SCHNAPPS	1
1013	Carrier Bag	1
1234567890...	Signature Green Jersey	1

Manual Entry Done

3. On the mobile device scan each item as it is picked. As items are scanned, the Quantity of that item goes down.

Figure 16-12 Scan Items to Pick for Orders - After Scan

Scan Items to Pick for Orders
As items are entered, they will be removed from the list.

Item ID	Description	Quantity
1002	COTTON JERSEY TIERED DRESS	97
1004	BLK WHITE CAP SLEEVE DRESS	5
1005	PEASANT TOP JERSEY DRESS	6
1006	ROLL SLEEVE SWEATER DRESS	3
1011	CHOCOLATE SCHNAPPS	1
1013	Carrier Bag	1
1234567890...	Signature Green Jersey	1

Manual Entry Done

Continue scanning each item until all items have been scanned. When the required quantity of the item has been scanned, the item is removed from the list.

If the item does not scan, select **Manual Entry** and enter the ID of the item.

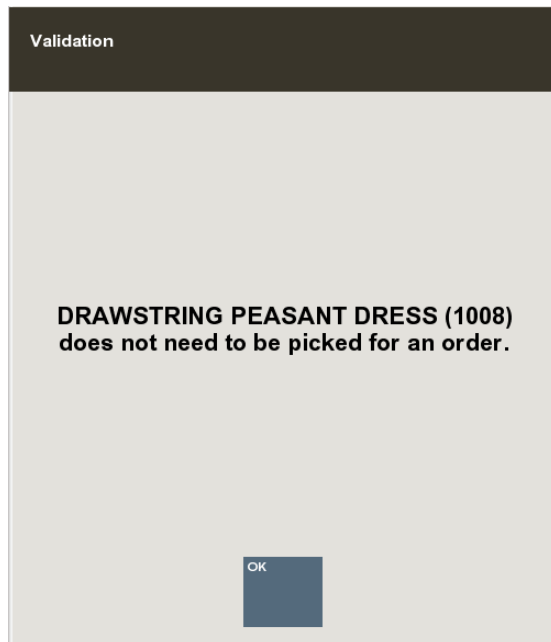
Figure 16-13 Scan Pick List Manually

Order Pick List Manual Entry

Manually key the ID of the item that is being picked for an order.

Cancel Help Process

If an item is scanned or entered that does not belong to an order, a warning message is shown. Select **OK** to continue.

Figure 16–14 Wrong Item Scanned**Print Pick List**

The pick slip is printable from the Order Worklist screen (see [Figure 16–5](#) and [Figure 16–6](#)) or automatically printed when the order is accepted.

Figure 16–15 Pick Slip

Picking/Reserving an Order

To Pick/Reserve items on an order

1. At the Order Worklist screen, select the order to pick/reserve.

Figure 16–16 Order Worklist - Pick/Reserve

Order Worklist			
Select an order.			
Order	Customer	Date	Action
1516001000023 Transfer Pickup	Noreen Braun 440-256-3971	09/24/2018 28 days 19 hrs	Pick/Reserve
2324001000006 Pickup	Melanie Solon 497-319-2603	08/29/2017 419 days 21 ...	Accept/Reject
0570054000005 Pickup	Adrianna Ward 448-723-5724	09/13/2018 39 days 20 hrs	Pick/Reserve
0570054000006 Pickup	Megan Sanders 632-552-1111	09/13/2018 39 days 20 hrs	Pick/Reserve
0570054000007 Pickup	Margaret Dolan 865-680-0516	09/13/2018 39 days 20 hrs	Pick/Reserve
2324001000022 Pickup	Bob Rushmore 222-222-2222	09/19/2018 34 days 1 hrs	Pick/Reserve
0570001000217 Pickup	Megan Sanders 632-552-1111	09/24/2018 28 days 17 hrs	Pick/Reserve
0570001000224 Pickup	Mary Poppins 216-555-5555	09/28/2018 24 days 23 hrs	Pick/Reserve
0570001000225 Pickup	Amy Rush	09/28/2018	Pick/Reserve
Back Accept Order Accept All Orders Print Pick List Scan Pick List Items View Selected Order			

2. At the Order Maintenance screen, select the specific items or for the entire order, select **Pick/Reserve Order**. If you cannot fulfill the order for some reason, you can reject the order at this point. See [Reject Order](#) for more information about rejecting an order.

Note: The **Pick/Reserve Order** menu option is only available after you accept the order.

If the Under Review field indicates yes, the **Accept Order**, **Reject Order** and **Pick/Reserve Order** buttons are grayed out.

Figure 16–17 Order Maintenance Screen - Pick/Reserve Order

Pickup Order 0570054000006		Age 39 days, 20 hrs, 10 mins Reference # 0570054000006-1		Megan Sanders Open	
Order Info Order Date: 09/13/2018 Order Origin: 570 Corner Market Under Review: No Comments:		Customer Info Address: 807 OAKPARK CLEVELAND, OH 44125 United States Company: Email: adrienne.ward@oracle.com Phone: 6325621111		Order Totals Subtotal: \$96.20 Freight: \$0.00 Tax Amount: \$7.70 Total: \$103.90 Balance Due: \$93.51	
Item	Item Status	Qty	Source Location	Order Destination	Ext Price
1002 COTTON JERSEY TIERED DRESS	Accepted	1	7 Corner Market	Pickup: 7 Corner Market 30500 Bruce Industrial Pkwy Solon, OH 44139 United States Phone: 440-498-4414	\$96.20

Back
Help
Accept Order
Reject Order
Pick/ Reserve Order
Un-reserve Order
Check Inventory
Ship Order
Register

If your system has the **Scan Items Prior to Adding to Transaction** setting configured, the items display in a list to scan from to confirm they are the correct items.

If your system does not have the **Scan Items Prior to Adding to Transaction** setting configured, collect the items and continue at step 5.

Figure 16–18 Scan Items to Reserve

Pickup Order 0570054000006		Scan Items to Reserve As items are scanned the status will be updated to Reserved and they will be removed from this list		Megan Sanders Open							
Order Info Order Date: 09/13/2018 Order Origin: 570 Corner Market Under Review: No Comments:		<table border="1"> <thead> <tr> <th>Item ID</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>1002</td> <td>COTTON JERSEY TIERED DRESS</td> <td>1</td> </tr> </tbody> </table>		Item ID	Description	Quantity	1002	COTTON JERSEY TIERED DRESS	1	Order Totals Subtotal: \$96.20 Freight: \$0.00 Tax Amount: \$7.70 Total: \$103.90 Balance Due: \$93.51	
Item ID	Description	Quantity									
1002	COTTON JERSEY TIERED DRESS	1									
Item 1002 COTTON JERSEY TIERED DRESS				Ext Price \$96.20							

Exit
Manual Entry

- Scan the items from the list. The items will be marked Reserved and can be shipped or ready for customer pickup.

If the item does not scan, select **Manual Entry** and enter the ID of the item.

Figure 16–19 Manual Entry

The screenshot shows a software interface with three main panels. The left panel, titled 'Pickup Order 0570054000006', contains 'Order Info' (Order Date: 09/13/2018, Order Origin: 570 Corner Market, Under Review: No, Comments) and an 'Item' list with '1002 COTTON JERSEY TIERED DRESS'. The center panel, titled 'Manual Entry', has a large text input field with the prompt 'Manually enter an item ID' and three buttons at the bottom: 'Cancel', 'Help', and 'Process'. The right panel, titled 'Megan Sanders Open', shows 'Order Totals' (Subtotal: \$96.20, Freight: \$0.00, Tax Amount: \$7.70, Total: \$103.90, Balance Due: \$93.51) and a table with 'Ext Price' \$96.20.

If an item is scanned or entered that does not belong to an order, a warning message is shown. Select **OK** to continue.

Figure 16–20 Pickup Wrong Item Scanned

The screenshot shows the same software interface as Figure 16–19, but the center panel is now titled 'Error'. It displays the message: 'The item does not match any items selected from the order list and will not be picked/reserved at this time.' with an 'OK' button at the bottom. The left and right panels remain unchanged.

4. After all items for the order have been scanned or manually entered, select **OK** at the prompt.

Figure 16–21 Order Picked/Reserved

Pickup Order 0570054000006 Order Info Order Date: 09/13/2018 Order Origin: 570 Corner Market Under Review: No Comments	Order Picked/Reserved Items for this order are now reserved. Place items with pick tickets in the customer pickup area. The customer will be notified via email that the order is ready to be picked up. OK	Megan Sanders Open Order Totals Subtotal: \$96.20 Freight: \$0.00 Tax Amount: \$7.70 Total: \$103.90 Balance Due: \$93.51 <table border="1"> <thead> <tr> <th></th> <th>Ext Price</th> </tr> </thead> <tbody> <tr> <td>1002 COTTON JERSEY TIERED DRESS</td> <td>\$96.20</td> </tr> </tbody> </table>		Ext Price	1002 COTTON JERSEY TIERED DRESS	\$96.20
	Ext Price					
1002 COTTON JERSEY TIERED DRESS	\$96.20					

5. The items will be marked Reserved and can be shipped or ready for customer pickup.
 - For Delivery type orders, use the Ship Order function to complete the order delivery process. See [Shipping an Order](#).
 - For other Order types, the Order status is updated to Ready for Pickup.

Figure 16–22 Order Reserved

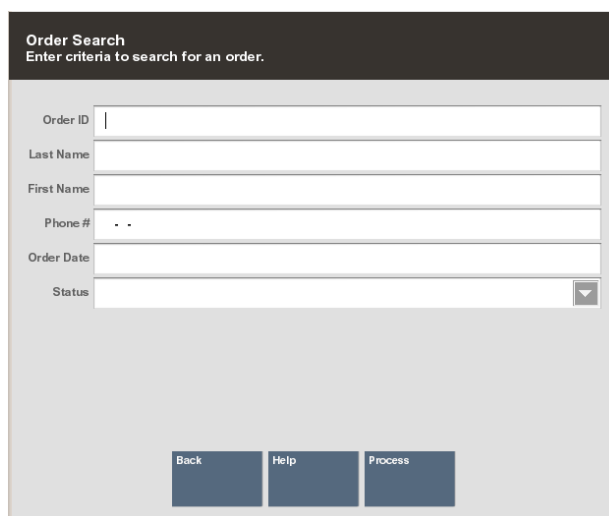
Pickup Order 0570054000006 Order Info Order Date: 09/13/2018 Order Origin: 570 Corner Market Under Review: No Comments	Age: 39 days, 20 hrs, 13 mins Reference #: 0570054000006-1 Customer Info Address: 807 OAKPARK CLEVELAND, OH 44125 United States Company: Email: adrianne.ward@oracle.com Phone: 6325521111	Megan Sanders Ready for Pickup Order Totals Subtotal: \$96.20 Freight: \$0.00 Tax Amount: \$7.70 Total: \$103.90 Balance Due: \$93.51												
<table border="1"> <thead> <tr> <th>Item</th> <th>Item Status</th> <th>Qty</th> <th>Source Location</th> <th>Order Destination</th> <th>Ext Price</th> </tr> </thead> <tbody> <tr> <td>1002 COTTON JERSEY TIERED DRESS</td> <td>Reserved</td> <td>1</td> <td>7 Corner Market</td> <td> Pickup: 7 Corner Market 30500 Bruce Industrial Pkwy Solon, OH 44139 United States Phone: 440-498-4414 </td> <td>\$96.20</td> </tr> </tbody> </table>			Item	Item Status	Qty	Source Location	Order Destination	Ext Price	1002 COTTON JERSEY TIERED DRESS	Reserved	1	7 Corner Market	Pickup: 7 Corner Market 30500 Bruce Industrial Pkwy Solon, OH 44139 United States Phone: 440-498-4414	\$96.20
Item	Item Status	Qty	Source Location	Order Destination	Ext Price									
1002 COTTON JERSEY TIERED DRESS	Reserved	1	7 Corner Market	Pickup: 7 Corner Market 30500 Bruce Industrial Pkwy Solon, OH 44139 United States Phone: 440-498-4414	\$96.20									
Back Help Accept Order Reject Order Pick/ Reserve Order Un-reserve Order Check Inventory Ship Order Cancel Order Cancel Item Cancel Line Register														

Un-reserve Order

To un-reserve an order:

1. Since the order has been accepted it will no longer appear in the Order Worklist. From the Back Office main menu, select **Customer \ Order Options \ Order Maintenance**.
2. Enter the search criteria and select **Process**.

Figure 16–23 Order Search Screen



Order Search
Enter criteria to search for an order.

Order ID

Last Name

First Name

Phone #

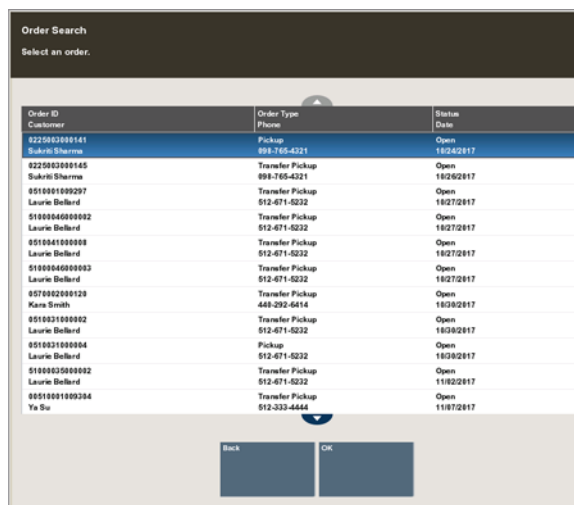
Order Date

Status

Back Help Process

3. If more than one order is returned, select the order you wish to modify and press **Enter**.

Figure 16–24 Order Search Results



Order Search
Select an order.

Order ID	Customer	Order Type	Phone	Status	Date
0225040300141	Sukrit Sharma	Pickup	998-765-4321	Open	16/24/2017
0225040300145	Sukrit Sharma	Transfer Pickup	998-765-4321	Open	16/26/2017
051001090297	Laurie Bellard	Transfer Pickup	512-671-5232	Open	16/27/2017
0100040000092	Laurie Bellard	Transfer Pickup	512-671-5232	Open	16/27/2017
0510041000008	Laurie Bellard	Transfer Pickup	512-671-5232	Open	16/27/2017
0100040000093	Laurie Bellard	Transfer Pickup	512-671-5232	Open	16/27/2017
0570020000120	Kara Smith	Transfer Pickup	448-292-6414	Open	16/30/2017
0510031000002	Laurie Bellard	Transfer Pickup	512-671-5232	Open	16/30/2017
0510031000004	Laurie Bellard	Pickup	512-671-5232	Open	16/30/2017
0100030500002	Laurie Bellard	Transfer Pickup	512-671-5232	Open	11/02/2017
0051001009304	Ye Su	Transfer Pickup	512-333-4444	Open	11/07/2017

Back OK

4. Select **Un-reserve Order**.

Figure 16–25 Un-reserve Order Menu Option

Delivery Order 099001001821		Age 0 days, 0 hrs, 15 mins Reference # 099001001821-3		Sandy Gu Open	
Order Info Order Date 09/28/2017 Order Origin 999 Under Review No Comments		Customer Info Address 12345 Scofield Farms Solon, OH 44139 Company Email Phone 353432432432432		Order Totals Subtotal \$547.96 Freight \$55.60 Tax Amount \$43.84 Total \$647.40 Balance Due \$0.00	
Item	Item Status	Qty	Source Location	Order Destination	Ext Price
1003 TIE WAIST SHIRT DRESS	Accepted	1	201 Weiss Furs	Delivery: USPS Parcel Post Sandy Gu 12345 Scofield Farms Solon, OH 44139	\$63.69
1004 BLK WHITE CAP SLEEVE DRESS	Accepted	3	201 Weiss Furs	Delivery: USPS Parcel Post Sandy Gu 12345 Scofield Farms Solon, OH 44139	\$101.06
1005 PEASANT TOP JERSEY DRESS	Accepted	1	201 Weiss Furs	Delivery: USPS Parcel Post Sandy Gu 12345 Scofield Farms Solon, OH 44139	\$73.30
	Reserved	3	201 Weiss Furs	Delivery: USPS Parcel Post Sandy Gu 12345 Scofield Farms Solon, OH 44139	\$219.91

Back

Help

Accept Order

Reject Order

Pick/ Reserve Order

Un-reserve Order

Check Inventory

Ship Order

Print Shipping Label

Register

The order status changes to Open and the Item Status changes to Accepted.

Reject Order

When you reject an order or specific item in the order, it changes the order status to open sends it back to the Order Broker where another source/fulfillment location is determined.

- 1. At the Order Maintenance screen, select specific items or for the entire order, select the **Reject Order** menu option.
- 2. At the Reject Order confirmation prompt, select **Yes** to reject the order.

Figure 16–26 Reject Order Confirmation Prompt

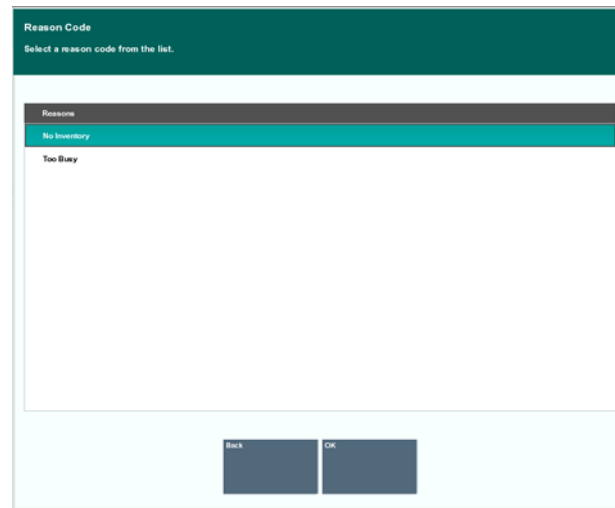
Reject Order

Are you sure you want to reject this order?

No

Yes

- 3. If prompted, select a reject reason code.

Figure 16-27 Reject Oder - Reason Code Prompt


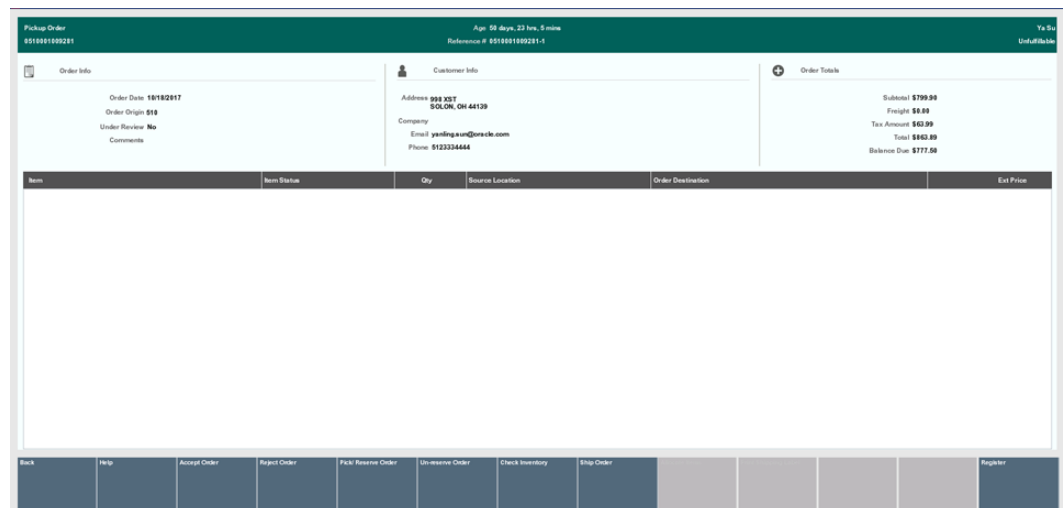
Reason Code
Select a reason code from the list.

Reasons
No Inventory
Too Busy

Back OK

Note: This order is sent back to the Order Broker where another source/fulfillment location is determined. If a source location is not found, the order status becomes unfulfillable. It may take a few minutes for the status to change from Open to Unfulfillable.

If the order is unfulfillable, you will want to cancel it and refund the customer. Orders are cancelled through the Register, see the *Oracle Retail Xstore Point-of-Service User Guide*.

Figure 16-28 Rejected Order - Unfulfillable


Pickup Order: 6512611001211 Apr 18 Mon, 2:31 pm, 8 mins Reference #: 6512611001211-1 To Do: Unfulfillable

Order Info	Customer Info	Order Totals
Order Date: 10/10/2017 Order Origin: 010 Under Review: No Comments:	Address: 999 357 SOLON, OH 44129 Company: Email: yendigaun@oracle.com Phone: 5123334444	Subtotal: \$799.99 Freight: \$8.88 Tax Amount: \$62.99 Total: \$871.86 Balance Due: \$777.88

Item	Item Status	Qty	Source Location	Order Description	Ext Price

Back Help Accept Order Reject Order Pick/ Reserve Order Un-reserve Order Check Inventory Ship Order Register

Shipping an Order

For Delivery type orders, select the Ship Order menu option to ship the items. Oracle Retail Xstore Point-of-Service creates the Shipping Document for this order. This option is only available at the order sourcing location when the status of the items on the order is Reserved.

1. At the Order Maintenance screen, select the **Ship Order** menu option.

Figure 16–29 Order Maintenance Screen - Ship Order Menu Option

The screenshot displays the Order Maintenance screen for a Transfer Pickup Order. The top header shows the order number 0010001000204, the date and time (Apr 42 days, 22 hrs, 49 mins), and the user name (Laura Ballard). The screen is divided into several sections: Order Info, Customer Info, Order Totals, and a main table for items. The Order Info section shows Order Date 18020217, Order Origin 008, Order Review No, and Comments. The Customer Info section shows Address 0000 Kays Park, Subst, OH 44139, Company, Email, and Phone 0120710202. The Order Totals section shows Subtotal \$07.00, Freight \$0.00, Tax Amount \$0.00, Total \$70.00, and Balance Due \$00.00. The main table has columns for Item, Item Status, Qty, Source Location, Order Destination, and Ext Price. The first row shows Item 1000, Item Status Reserved (highlighted with a red box), Qty 1, Source Location Corner Market, Order Destination 0000 Corner Market, and Ext Price \$07.00. The bottom navigation bar includes buttons for Back, Help, Accept Order, Reject Order, Pick Reserve Order, Unreserve Order, Check Inventory, Ship Order (highlighted with a red box), and Register.

2. When prompted, select **Yes** to confirm you want to ship the order.
3. When prompted, select **Yes** to print a shipping label.
4. If prompted, enter the total weight for the shipment and select **Process**.
5. When prompted whether to accept the shipping method chosen when the order was set up, perform one of the following steps:

Figure 16–30 Shipping Label - Original Shipping Method Prompt

The screenshot displays the Shipping Label screen. The top header shows the title 'Shipping Label'. The main area contains the text 'Continue with originally selected shipping method of 'USPS Parcel Post''. At the bottom, there are two buttons: 'Override Shipping Method' and 'OK'.

- To accept the shipping method selected during order setup, press **Enter** and go to step 6.

- To change the shipping method selected during order setup, select **Override Shipping Method**, select a shipping method from the list and press **Enter**.

Note: The **Override Shipping Method** option is controlled by security. You are prompted for Manager override if you do not have the required level of security to perform this function as indicated by the Security Override icon shown here.

6. Print the shipping label. If the shipping carrier's label cannot be printed for any reason, you can print a label manually by following the prompts for label location selection and printing.
7. If prompted, enter the tracking number for the shipment and select **Process**.
8. If prompted, to print a packing slip for the shipment, select **Yes** to print the packing slip.

Oracle Retail Xstore Point-of-Service returns to the Order maintenance screen. The status for each item is updated to either In Transit if the order is being shipped to another store or Fulfilled if the order is being shipped directly to the customer.

Figure 16–31 Updated Item and Order Status - In Transit

Transfer Pickup Order

010001100002

Apr 29 Mon, 20 10: 7 a.m.

Reference # 010001100002-0

Order Info

Order Date: 11/09/2017

Order Origin: 0100

Under Review: No

Comments

Customer Info

Address: 999 XST
SOLON, OH 44129

Company: yendigaw@oracle.com

Phone: 512334444

Order Totals

Subtotal: \$1,894.95

Freight: \$8.88

Tax Amount: \$67.50

Total: \$1,972.55

Balance Due: \$1,864.29

Item	Item Status	Qty	Source Location	Order Destination	Est Price
1895 PEASANT TOP JERSEY DRESS	In Transit USPS Parcel Post Tracking #: 123123123123123	5	01000 Corner Market	Pickup: 0100 Corner Market 3500 Brown Industrial Pkwy Solon, OH 44139	\$399.95
1896 BLK WHITE CAP SLEEVE DRESS	In Transit USPS Parcel Post Tracking #: 123123123123123	5	01000 Corner Market	Pickup: 0100 Corner Market 3500 Brown Industrial Pkwy Solon, OH 44139	\$347.00
1897 TIE WAIST SHIRT DRESS	In Transit USPS Parcel Post Tracking #: 123123123123123	5	01000 Corner Market	Pickup: 0100 Corner Market 3500 Brown Industrial Pkwy Solon, OH 44139	\$347.00

Back

Help

Accept Order

Reject Order

Pick/ Reserve Order

Unreserve Order

Check Inventory

Ship Order

Register

Maintaining/Viewing an Order

If an Order Broker order was created in your store, you can use the following steps to track the progress of the order as it is processed.

1. To maintain/view an order, select the **Customer** option from the Back Office Main Menu.
2. Select the **Order Options** option from the Customer menu, then select the **Order Maintenance** option from the Order Options menu. See [Figure 16–4](#).
3. At the Order Search form, enter the search criteria needed to find an order:

Tip: To find all pending orders for fulfillment, select the Open Order Status value as the search criterion.

- Order ID - The order identifier number.
- Last Name - The customer's last name.
- First Name - The customer's first name.
- Phone - The customer's phone number.
- Order Date - The date the order was set up.
- Order Status - See [Order Status Values](#).

Figure 16–32 Order Search Form

Order Search
Enter criteria to search for an order.

Order ID

Last Name

First Name

Phone #

Order Date

Status

Back Help Process

4. At the Order Search results list, select an order and press **Enter**.

Figure 16-33 Order Search Results List

Order Search		
Select an order.		
Order ID Customer	Order Type Phone	Status Date
0225003000141 Sukriti Sharma	Pickup 898-765-4321	Open 10/24/2017
0225003000145 Sukriti Sharma	Transfer Pickup 898-765-4321	Open 10/26/2017
0510001000297 Laurie Bellard	Transfer Pickup 512-671-5232	Open 10/27/2017
5100004000002 Laurie Bellard	Transfer Pickup 512-671-5232	Open 10/27/2017
0510041000008 Laurie Bellard	Transfer Pickup 512-671-5232	Open 10/27/2017
5100004000003 Laurie Bellard	Transfer Pickup 512-671-5232	Open 10/27/2017
0570002000120 Kane Smith	Transfer Pickup 440-292-6414	Open 10/30/2017
0510031000002 Laurie Bellard	Transfer Pickup 512-671-5232	Open 10/30/2017
0510031000004 Laurie Bellard	Pickup 512-671-5232	Open 10/30/2017
5100003000002 Laurie Bellard	Transfer Pickup 512-671-5232	Open 11/02/2017
00510001000304 Ya Su	Transfer Pickup 512-333-4444	Open 11/07/2017

The system displays the Order maintenance screen. See [Order Maintenance Screen](#) for details.

Allocating an Item

If you do not use the Oracle Retail Xstore Point-of-Service Back Office receiving module to receive items, select the **Allocate Items** menu option at the Order maintenance screen to automatically mark the item as received and ready for pickup. This allocation process performs all the Order Broker updates, local status updates, and customer e-mailing rules typically performed by the Oracle Retail Xstore Point-of-Service receiving module, and moves ON_HAND inventory to the ORDER bucket for allocation purposes.

The Allocate Items menu option is only be available when the following conditions are true:

- Your system is not set up to auto-generate receiving documents
 - The order type is either Transfer Pickup or Web Pickup
 - This is the store where the order is to be picked up
 - The items on the order have a status of In Transit
1. To allocate items, select the **Allocate Items** menu option at the Order maintenance screen.
 2. When prompted, select **Yes** to confirm you want to receive the item(s). The system updates the item status to Received and the order status is updated to Ready for Pick Up.

Balance Inquiry

The system creates accounts to track the activities that are related to various customer-related transactions. The status of an account may change from time to time as different events occur that affect the account. An individual customer may have several different kinds of accounts open at the same time. The Balance Inquiry process is associated with customer accounts and is used to check the amount remaining on a customer's store credit voucher, gift card, or gift certificate.

Note: Other customer account types such as Work Orders, Special Orders, Layaways, and Orders are documented in separate chapters in this book.

House Account information can be found in [Customer Maintenance](#).

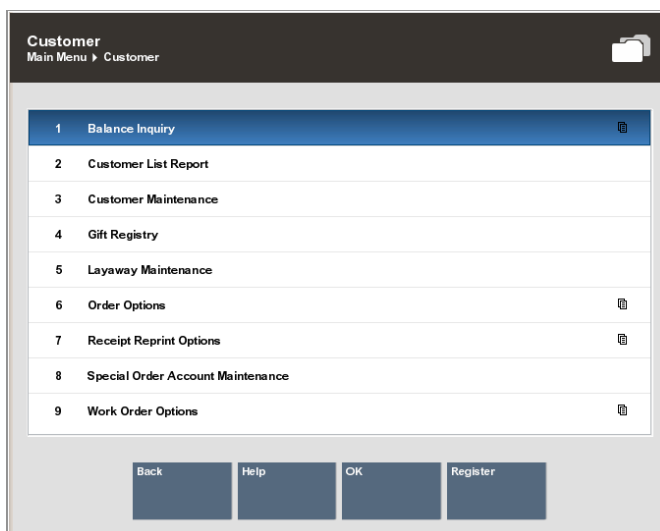
About Store Credit and Gift Certificate Balance Inquiry

When a balance inquiry for a store credit or gift certificate is performed, Oracle Retail Xstore Point of Service first determines which currency the store credit or gift certificate is in. If this currency is different than your store's local currency, then the foreign tender amount of the store credit or gift certificate is automatically converted to the local tender and amount using the current exchange rate on file. This localization is shown on the screen and on the receipt, if printed.

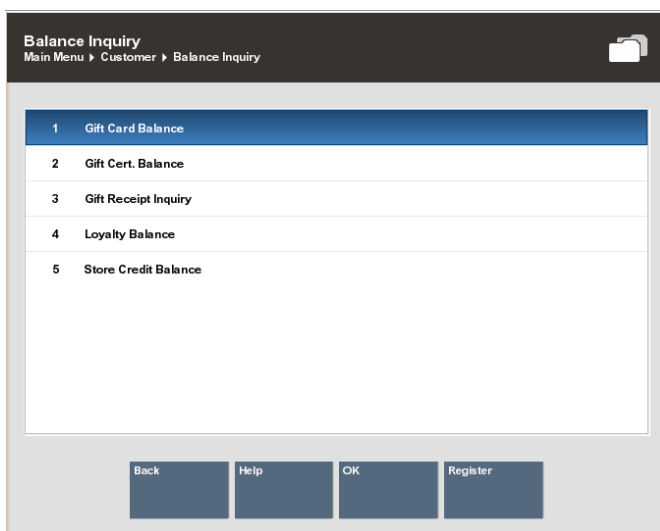
Balance Information

The Balance Inquiry function allows you to see the current balance on various types of accounts that a customer may have. The types of inquiries available depend upon the types of accounts that are offered by a store. For example, balance inquiries may be performed for:

- Gift Cards
 - Gift Certificates
 - Store Credit accounts
 - Loyalty accounts
 - Gift Receipts
1. After logging in to the Back Office (see [Accessing the Back Office](#)), select the **Balance Inquiry** option from the Customer menu to view the inquiry functions available in your store.

Figure 17–1 Back Office Customer Menu - Balance Inquiry

2. Select the type of inquiry you want to perform by selecting the appropriate option from the Balance Inquiry menu.

Figure 17–2 Balance Inquiry Menu

3. Oracle Retail Xstore Point of Service prompts for a card or account number. The information required here varies with the type of balance inquiry you are performing. Enter the information or scan it from a card and press **Enter** to continue.

Figure 17–3 Store Credit Account Number Prompt

4. Please wait while the system queries the centralized database for the balance information.

Note: The system displays a message if the account is closed or cannot be located.

If a deal or discount was applied to the gift item at the time of purchase, you cannot use Balance Inquiry to look up the price. No item price barcode is printed on the receipt.

5. Oracle Retail Xstore Point of Service retrieves the account balance information and displays the information on the screen.
 - Press **Y** to print a receipt for this balance information.
 - Press **N** if you do not need a printed receipt for this balance information.
 - If the option to print a receipt is not available, press **Enter** to close the prompt.

If you chose to print a receipt, the information shown on the receipt includes the date of this inquiry, the card or account information (masked), and the available balance on the card or account.

Figure 17-4 Sample Balance Inquiry Receipts

BALANCE INQUIRY

Date: 6/6/11
Account Number: *****0030
Remaining Balance: 106.31

BALANCE INQUIRY

Date: 6/12/11
Card # *****1678
Program Name: XST Loyalty
Program Level: XST Loyalty 1
Loyalty Pts.: 2328
Awards: 79.02

Layaway Maintenance

Layaways are similar to special orders and work orders because they are persistent sales. Generally, this indicates that the sale transaction in which the layaway is created is not the end of the transaction's life-cycle. Persistent sales can have an arbitrary number of transactions in their life-cycles, but non-persistent sales consist of a single transaction (and a possible void of that transaction).

The operational rules for layaways may also differ from those for non-persistent sales or even other types of persistent sales. For example, a layaway does not require the customer to pay for the items in full when purchased. Also, layaway items may not be reflected in the store's sales figures until the customer takes the item into possession (at pickup).

After a layaway account has been created, the account information is available from the Back Office. Use the Back Office Layaway Maintenance functions to track, update, and maintain layaway accounts

Note: Refer to the *Oracle Retail Xstore Point-of-Service User Guide* for information about setting up layaway accounts.

The following sections are contained in this chapter:

- [Layaway Reports](#)
- [Accessing Back Office Layaway Maintenance](#)
- [To Cancel a Layaway Account](#)
- [Cancel Layaway - When the Customer Is Present](#)

Layaway Reports

The following reports are available from the Reports menu to help maintain layaway accounts:

- Layaway Aging Summary Report
- Layaway Aging Detail Report
- Layaway Account Activity Summary Report
- Layaway Account Activity Detail Report

The Layaway Aging reports show layaway accounts based on a specified aging period. Select the Summary report option to print a condensed version of the Layaway Aging Report and select the Detail report option to print an itemized version of the Layaway Aging Report.

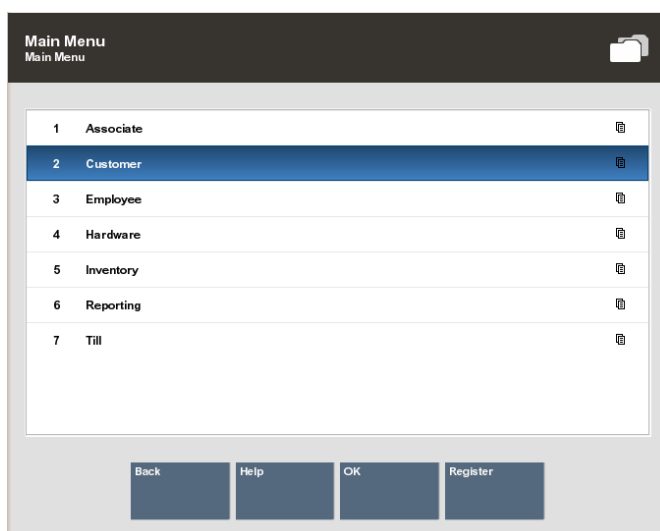
The Layaway Account Activity reports show layaway accounts based on status such as Inactive, Overdue, Delinquent, and so on. Select the Summary report option to print a condensed version of the Layaway Account Activity Report and select the Detail report option to print an itemized version of the Layaway Account Activity Report.

Note: Refer to the Oracle Retail Xstore Point-of-Service Reports Guide for more information about setting up and running these reports.

Accessing Back Office Layaway Maintenance

1. Select the Back Office option.
2. After logging in to the Back Office, select the **Customer** option from the Back Office Main Menu.

Figure 18–1 Back Office Main Menu - Customer Option



Note: You can also press the number or letter associated with the menu option on the keyboard to access the function.

3. Select the **Layaway Maintenance** option and **OK**.

Figure 18–2 Customer Menu - Layaway Maintenance

Customer
Main Menu ▶ Customer

1	Balance Inquiry	
2	Customer List Report	
3	Customer Maintenance	
4	Gift Registry	
5	Layaway Maintenance	
6	Order Options	
7	Receipt Reprint Options	
8	Special Order Account Maintenance	
9	Work Order Options	

Back Help OK Register

Tip: You can also press the number associated with the menu option on the keyboard to access the function.

- Oracle Retail Xstore Point of Service displays the Layaway Search form, prompting for search criteria. Enter the criteria you want to use for finding a layaway record and select **Process**:

Figure 18–3 Layaway Search Form

Layaway Search
Enter search criteria.

Layaway ID

Last Name

First Name

Layaway Status

Setup Date From To

Last Activity Date From To

Back Help Process

- If you enter a specific layaway ID and Oracle Retail Xstore Point of Service finds it, Oracle Retail Xstore Point of Service displays the layaway record in a list. Press **Enter** to continue and the record is displayed.
- If you enter search criteria that results in more than one record being found, or your system is set up to display the accounts list, you must select the record you want from the list and then press **Enter**.

Figure 18–4 Layaway Search Results List

Layaway Search
Select one of the following layaway accounts.

Name Account ID	Setup Date Status	Balance
Clark, Vanessa L0401001000003	10/25/2017 Open	\$250.40

Back Select & Continue

Oracle Retail Xstore Point of Service displays the Layaway screen for the selected record.

Figure 18–5 Layaway Screen

Layaway | Vanessa Clark | L0401001000003 | Setup Date: 10/25/2017 | Last Activity Date: 10/25/2017 | **Open**

Items	Activity	Comments
-------	----------	----------

Customer Info

Sold To: Vanessa Clark
12345 Chatham Circle
Twinsburg, OH 44087

Company:
Email: clark@email.com
Phone: 216-333-3333 x.333

Layaway Totals

Subtotal: \$234.19
Fees: \$25.29
Tax: \$18.74
Total: \$278.22
Balance Due: \$250.40

Status	Item ID	Description	Qty	Ext Price
Open	9999999	Pine Table	1	\$234.19

Back Help Cancel Layaway Previous Tab Next Tab Register

The Layaway screen provides the following information:

- [Static Information Area](#)
- [Customer Information](#)
- [Order Totals](#)
- [Layaway Tab Information](#)

Static Information Area

The upper panel on the screen shows the summary information for the Layaway account, including its status and customer contact information. This panel is always displayed when viewing any of the tabs on this screen.

Customer Information

The customer information area displays:

- Sold To - The purchasing customer's name and address information.
- Company - The purchasing customer's company, if applicable.
- Email - The purchasing customer's email address.
- Phone - The purchasing customer's telephone number(s).

Order Totals

The order totals information displays:

- Subtotal - The Layaway subtotal (the shipping fee amount is not included in the subtotal).
- Fees - Additional cost associated with the Layaway.
- Tax - The tax on the Layaway.
- Total - The total for the Layaway (the shipping fee amount is included in the total).
- Balance Due - The amount due for the Layaway.

Layaway Tab Information

Detailed Layaway information is presented on three tabs; Items, Activity, and Comments. You can navigate between the tab sections by using the Previous Tab and Next Tab menu options. Each tab contains specific information about the customer's Layaway account.

- [Items Tab](#): Shows the item information for the Layaway account.
- [Activity Tab](#): Shows the activity information for the Layaway account.
- [Comments Tab](#): Shows any comments associated with the Layaway account.

Items Tab

The Items tab contains the following information:

Figure 18–6 Items Tab

Layaway Vanessa Clark L0401001000003 Setup Date: 10/25/2017 Last Activity Date: 10/25/2017 **Open**

Items Activity Comments

Customer Info

Sold To: Vanessa Clark
12345 Chatham Circle
Twinsburg, OH 44087

Company: clark@email.com
Phone: 216-333-3333 x.333

Layaway Totals

Subtotal: \$234.19
Fees: \$25.29
Tax: \$18.74
Total: \$278.22
Balance Due: \$250.40

Status	Item ID	Description	Qty	Ext Price
Open	9999999	Pine Table	1	\$234.19

Back Help Cancel Layaway Previous Tab Next Tab Register

- Status: The status of the item (Open, Picked Up, Cancelled).
- Item ID: The item identifier.
- Item Description: The item description.
- Quantity: The item quantity.
- Ext. Price: The extended price for the item (price x quantity).

Activity Tab

The Activity tab contains the following information:

Figure 18–7 Activity Tab

Layaway	Vanessa Clark	L0401001000003	Setup Date: 10/25/2017 Last Activity Date: 10/25/2017	Open				
Items			Activity		Comments			
Date	Type	Activity		Item ID	Amount	Store	Reg	Tran ID
10/25/2017	Item	Added		9999999	\$234.19	401	1	98
10/25/2017	Setup Fee	Added			\$25.29	401	1	98
10/25/2017	Deposit	Added			(\$27.82)	401	1	98

- **Date:** The date the layaway activity took place.
- **Type:** The layaway activity type associated with the amount of the activity.
- **Activity:** The action performed.
- **Item ID:** The item identifier.
- **Amount:** The amount for the associated type of activity on the account.
- **Store:** The identifier of the store where the layaway activity took place.
- **Reg:** The identifier of the register where the layaway activity took place.
- **Tran ID:** The transaction identifier for the layaway activity.

Comments Tab

The Comments tab contains the following information:

Figure 18–8 Comments Tab

The screenshot shows the 'Comments Tab' within a software interface. At the top, a purple header bar contains the text 'Layaway' followed by a dropdown menu showing 'Vanessa Clark', an ID 'L0401001000003', and dates 'Setup Date: 10/25/2017' and 'Last Activity Date: 10/25/2017'. An 'Open' button is on the right. Below this is a dark blue navigation bar with three tabs: 'Items', 'Activity', and 'Comments'. The 'Comments' tab is selected. The main area is a table with three columns: 'Created Date', 'Created By', and 'Comment'. The first row shows 'October 30, 2017', '100', and 'Customer has requested price list.'. Below the table is a large empty white box. At the bottom is a dark blue footer bar with buttons: 'Back', 'Help', 'Add Comment', 'Cancel Layaway', 'Previous Tab', 'Next Tab', and 'Register'.

Created Date	Created By	Comment
October 30, 2017	100	Customer has requested price list.

- Created Time: The date this comment was added to this layaway account record.
- Comment Created By: The identifier for the employee who created the comment.
- Comment: The text that was entered.

Note: Use the Add Comment option to add a comment to the layaway account record.

To Cancel a Layaway Account

The option to cancel a layaway account is available on all three tabs (Item, Activity, and Comments) while you are viewing the account you want to cancel.

1. Search for the layaway account that you want to cancel. Refer to step 4.
2. When Oracle Retail Xstore Point of Service displays the account, select the Cancel Layaway option.
3. Oracle Retail Xstore Point of Service displays a message asking if the customer is present during the cancellation of the layaway account. Select **Yes** or **No**.

Figure 18–9 Prompt to Check for Presence of Customer During Cancellation

- **Customer not present**

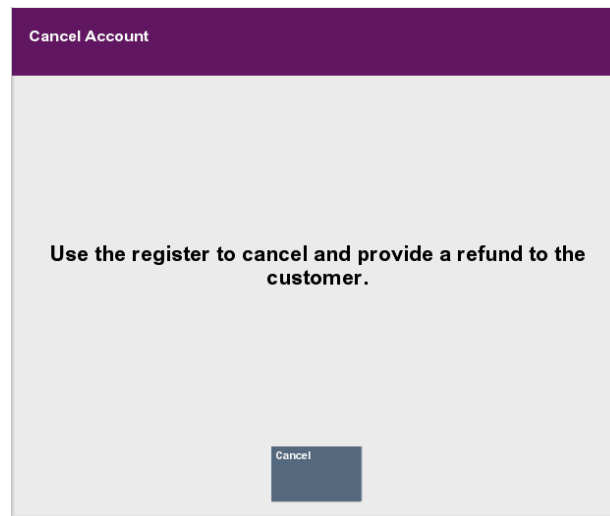
If you select No, indicating the customer is not present:

- a. The system displays a prompt asking if you are sure you want to cancel the layaway account. Select **Yes** (responding No returns to the Layaway screen).
- b. The system displays a prompt indicating that the balance amount due to the customer will be transferred to an escrow account. Press **Enter** to respond to the prompt and continue.
- c. The system returns to the Layaway Search form. You may select Back to return to the Customer Maintenance and Accounts Menu and perform other functions (see [Layaway Search Form](#)).

- **Customer present**

If you select Yes, indicating the customer is present, Oracle Retail Xstore Point of Service displays the following prompt. Press **Enter** and continue with the procedure [Cancel Layaway - When the Customer Is Present](#) below.

Figure 18–10 Prompt if Customer is Present



Cancel Layaway - When the Customer Is Present

1. Select the Register option from the menu.

Figure 18–11 Register Option

The screenshot displays the Layaway system interface. At the top, a purple header bar contains the text 'Layaway' followed by a dropdown menu showing 'Vanessa Clark | L0401001000003 | Setup Date: 10/25/2017 | Last Activity Date: 10/25/2017' and an 'Open' button. Below the header, there are three tabs: 'Items', 'Activity', and 'Comments'. The 'Items' tab is selected, showing a 'Customer Info' section on the left and a 'Layaway Totals' section on the right. The 'Customer Info' section includes fields for 'Sold To' (Vanessa Clark, 12345 Chatham Circle, Twinsburg, OH 44087), 'Company' (clark@email.com, 216-333-3333 x.333), and 'Email' (clark@email.com). The 'Layaway Totals' section shows: Subtotal: \$234.19, Fees: \$25.29, Tax: \$18.74, Total: \$278.22, and Balance Due: \$250.40. Below these sections is a table with columns: Status, Item ID, Description, Qty, and Ext Price. The table contains one row: Open, 9999999, Pine Table, 1, \$234.19. At the bottom, there is a navigation bar with buttons: Back, Help, Cancel Layaway, Previous Tab, Next Tab, and Register. The 'Register' button is highlighted with a red box.

2. At the Register Pre-Sale screen, assign an associate to the transaction, if your system's configuration requires an associate, and press Enter.
3. The Customer Lookup form displays. Enter search criteria in the form for the customer whose layaway account must be canceled and select Process.
4. Select the correct customer from the list and choose Select & Continue.
5. The Register Sale screen displays and the customer who owns the layaway account is associated with it. Select the Extended Transaction option from the menu.
6. Select Layaway from the Extended Transaction menu.
7. Xstore displays a list of Layaway accounts for the selected customer. Select the Layaway account to be canceled and press Enter to continue.

Figure 18–12 List of Customer's Layaway Accounts

Layaway Search
Select one of the following layaway accounts.

Name Account ID	Setup Date Status	Balance
Clark, Vanessa L0401001000003	10/25/2017 Open	\$250.40

Back Set Up New Make Payment Select & Continue

8. Select the Cancel Layaway option.

Figure 18–13 Layaway Screen - Cancel Layaway Option

Vanessa Clark

Trans #99	Unit Price	Qty	Ext Price
Pine Table Open 9999999		1	\$234.19
Spend >=\$500 Get \$50 Off			(\$24.48)
Employee/Family 15% Discount			(\$41.33)
Layaway Setup Fee Open 560		1	\$25.29
Layaway Deposit Open 561		1	\$27.82

Items 0 Tax \$0.00 Fees \$0.00 Subtotal \$0.00

Associate: Amount Due \$0.00 >

Layaway
Select an option from the menu.

Account ID: L0401001000003
Layaway Status: Open
Setup Date: 10/25/17
Customer #:
Customer: Vanessa Clark
Address: 12345 Chatham Circle
Twinsburg, OH 44087

Phone: 216-333-3333 x.333
Account Total: \$278.22
Payment Total: \$27.82
Balance Due: \$250.40
Open Items: 1

Cancel Help Exit Layaway Make Payment Layaway Details Edit Account Pick Up Item Cancel Layaway More...

Note: See the *Oracle Retail Xstore Point-of-Service User Guide* for further instructions on cancelling the layaway.

Work Order Maintenance

A Work Order is a request to take some action (perform a task) on an item. The item may be on the current sale transaction at the register, or it may be a previously-purchased item.

Work Order tasks may be organized into logically related categories. For example, some tasks may be related to jewelry, while others are related to automotive parts. Vendors who perform the work must be defined and associated with a store location because it's possible that a vendor may offer service only within a restricted geographic area.

After a Work Order has been created, the information in the Work Order account is accessible from the Back Office. Use the Back Office Work Order Maintenance functions to track, update, and maintain Work Order accounts.

Note: Refer to the *Oracle Retail Xstore Point-of-Service User Guide* for information about setting up Work Orders.

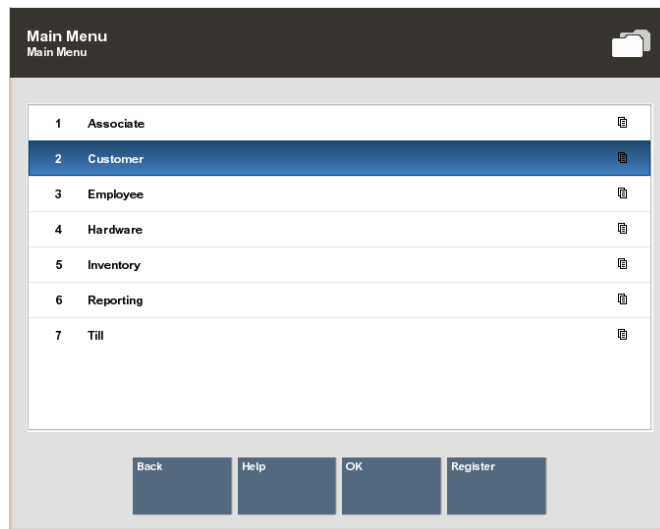
This chapter contains the following sections:

- [Accessing Work Order Maintenance Functions](#)
- [Maintaining Work Orders](#)
- [To View and Add a Work Order Comment](#)
- [To View Work Order History](#)
- [To View and Edit a Work Order Item Record](#)
- [Shipping Work Orders](#)
- [Receiving Work Orders](#)
- [Work Order Invoices](#)

Accessing Work Order Maintenance Functions

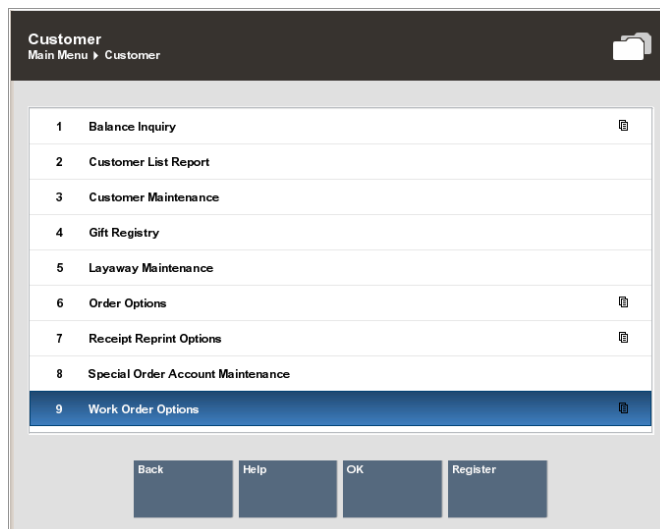
1. Select the **Back Office** option.
2. After logging in to the Back Office, select the **Customer** option from the Main Menu and press **Enter**.

Figure 19–1 Back Office Main Menu - Customer Option

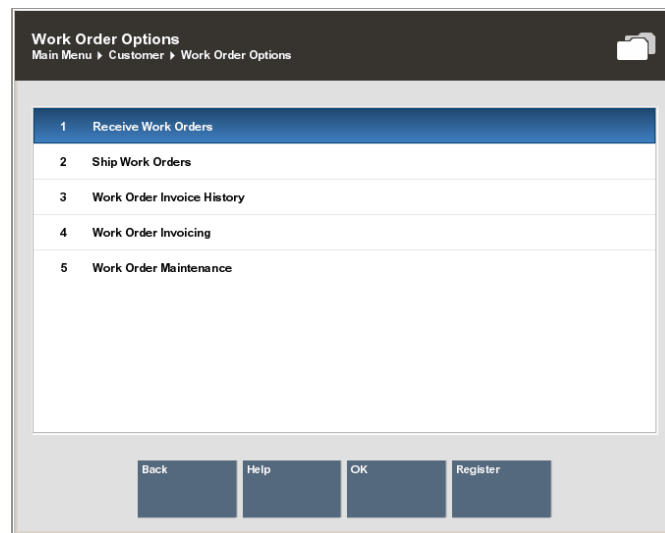


3. Select the **Work Order Options** option from the Customer menu and press **Enter**.

Figure 19–2 Customer Menu - Work Order Options



4. Oracle Retail Xstore Point of Service displays the Work Order Options menu. The following work order options are available:

Figure 19-3 Work Order Options Menu

- Work Order Maintenance - Select this option to maintain Work Order information. Refer to [Maintaining Work Orders](#).
- Ship Work Orders - Select this option to ship Work Order items to the repair vendor. Refer to [Shipping Work Orders](#).
- Receive Work Orders - Select this option to receive completed Work Order items from the repair vendor. Refer to [Receiving Work Orders](#).
- Work Order Invoicing - Select this option to perform invoicing functions for Work Orders. Refer to [Work Order Invoices](#).
- Work Order Invoice History - Select this option to view existing Work Order invoice information. Refer to [Viewing Work Order Invoice History](#).

Maintaining Work Orders

1. After selecting the **Work Order Maintenance** option at the Work Order Options menu, the system prompts for Work Order search information. Enter the criteria you want to use for finding a Work Order record and select **Process**.

Figure 19–4 Work Order Search Form

- If Oracle Retail Xstore Point of Service finds the Work Order, it is displayed in a list. Press **Enter** to continue.
 - The search criteria you entered may result in more than one record being found. Select the record you want from the list and press **Enter**.
2. Select a Work Order record and Oracle Retail Xstore Point of Service displays the Work Order screen as shown here.

Figure 19–5 Work Order Screen - View Only Mode

Note: When a screen or field is grayed out, the record can be seen, but not changed until you choose the **Edit** option.

Maintaining Work Order Records

A Work Order record always opens in a read-only mode and cannot be edited unless you change to the editing mode. You can navigate between the five tab sections by selecting the **Previous Tab** and **Next Tab** menu options. Each tab contains information that is related to a particular aspect of the Work Order.

After viewing a Work Order record you may decide that some of the information must be changed, or you may want to enter additional information in some fields. You must transition to an editing mode to make any changes to the record.

- Work Order Summary Tab: Shows the summary information for the Work Order, including its status, and customer contact information.
- Work Order Items Tab: Shows the item task-related information for the Work Order, including any instructions and comments for performing the task.
- Work Order Comments Tab: Shows any comments that have been entered for the Work Order.
- Work Order History Tab: Shows any status changes for the Work Order (view-only).
- Work Order Work Item Tab: Shows the item ID and description for the item being repaired/altered, and the dollar value of the item.

To View and Edit a Work Order Record

1. With the Work Order record displayed, select the **Edit** option to go into an editing mode. The fields are no longer grayed out.

Figure 19–6 Work Order Summary Tab in Edit Mode

Work Order		Setup Date 10/25/2017		Greyly Campbell	
W0401001000004		Service Location Express Repair		OPEN	
Summary Items Comments History Work Item					
Customer Info Name: Greyly Campbell Address: 4422 Stony Parkway Bldg F Solon, OH 44139 Email: gc@email.com Home: 123-456-7890 Work: 123-123-1231 x.2312 Mobile: 234-234-2342 Fax:					
Work Order Info Alteration Type: Watch Repair Account Total: \$7.50 Total Payments: \$0.00 Status: Open Priority: Expected Finish Date: 11/04/2017 Date Cust Approved Work: Customer Approved Amt: 7.500000 Last Cust Notify Date: Contact Method:					
Undo Changes	Help	Change Price Type	Edit Service Location	Save Changes	Previous Tab Next Tab Register

2. Make changes to any of the fields:

- Select the field you want to change and replace the old entry by typing over it with the new information.
- Any fields that require entries are marked with a red triangle in the upper left corner of the field.
- Any fields that have lists attached display a down arrow on the right side of the field.

The Work Order screen provides the following information:

- [Static Information Area](#)
- [Summary Tab Information](#)

Static Information Area

See [Figure 19–6](#)

- Work Order Id: A unique identifying number assigned to the Work Order. This number cannot be changed.
- Service Location: The actual location where Work Order services are performed. To edit the service location:
 - a. Select the **Edit Service Location** option.
 - b. Enter a new Work Order location or select a Service Location from the list and press **OK** to change the Service Location for this Work Order.

Summary Tab Information

See [Figure 19–6](#)

- Customer Information: The customer's name, street address, Email address and phone number information is shown here.
- Contact Information: The customer's name, street address, Email address and phone number information is shown here.
- Alteration Type: These categories are defined by the home office and assigned to the Work Order when it is created. The Alteration Type cannot be changed for this account.
- Account Total: The total for the Work Order account. This amount cannot be changed.
- Total Payments: The total amount the customer has paid on this account. This amount cannot be changed.
- Status: The status for the Work Order account:
 - The Status may be changed as the Work Order moves through the Alteration/Repair process. For example, each new Work Order has a status of Open when it is created. If work is performed at the store, the in-store service provider may change the status to In Progress when work is begun on the item.

Figure 19–7 Status for the Work Order Account

A screenshot of a software interface showing a dropdown menu for 'Status'. The menu is open, displaying a list of status options: Open, Pending, In Progress, Ready To Pickup, Closed, Refundable, Overdue, and Delinquent. The 'Open' option is currently selected and highlighted in blue. To the left of the dropdown, several labels are visible: Status, Priority, Expected Finish Date, Date Cust Approved Work, Customer Approved Amt, and Last Cust Notify Date.

- **Priority:** The priority of the Work Order account. The default is set to Normal, but may be changed to Urgent or Priority if the customer needs the item immediately.

Figure 19–8 Priority of the Work Order Account

A screenshot of a software interface showing a dropdown menu for 'Priority'. The menu is open, displaying a list of priority options: Normal, Priority, and Urgent. The 'Normal' option is currently selected and highlighted in blue. Above the dropdown, the text 'Total Payments: \$0.00' is displayed. To the left of the dropdown, labels for Status, Priority, and Contact Method are visible.

- **Expected Finish Date:** This is the date the item should be ready for customer pickup. Depending upon your store policy, this date may be calculated automatically based on certain Work Order parameters entered during setup.
- **Date Customer Approved Work:** The date that the customer reviewed and approved the work to be performed on the item(s) and the amount that will be charged.
- **Customer Approved Amount:** This is the maximum dollar amount the customer has agreed to pay for the work to be performed on the item, without requiring additional notification.
- **Last Customer Notify Date:** The date the customer was last contacted about the Work Order account. For example, if the service provider notifies you that the repair is running behind schedule, you may need to inform the customer about the delay. You would update this field to track the date the customer was contacted.
- **Contact Method:** The customer's preferred mode of contact.

Menu Options

- **Change Price Type:** Select this menu option to edit the price type of this Work Order account:
 - Select the **Change Price Type** option. Oracle Retail Xstore Point of Service displays a list of price codes.
 - Select a price code from the list and **OK** to change the price type for this Work Order.

For example, if the customer did not have proof that this item was covered by a warranty when the Work Order was originally set up, you may need to change a Chargeable price type to a Warranty price type if the customer returns to the store with proof that the item is covered under a warranty.

- **Edit Service Loc:** Select this menu option to edit the service location. See Service Location.

Select the **Save Changes** option to save any changes you made to the Work Order summary record.

To View and Edit Work Order Items

The Items tab shows the item task information for the Work Order, including instructions and comments for the task. In addition, you can add a new task, edit an existing task, and add parts. You must transition to an editing mode to make any changes to the record.

1. With the Work Order record displayed, select the Item tab.
2. Select the **Edit** option.

Figure 19–9 Work Order Items Tab - Edit Mode

Qty	Task	Price Type	Status	Charge
1	Repair Clasp	ACTUAL	OPEN	\$7.50

Information on the Items tab includes these columns:

- **Quantity:** If a part is needed to perform a task, this entry indicates how many parts are needed.
- **Task:** A brief description of the work that will be performed on the item.
- **Price Type:** Prices may be categorized; for example, an Actual price or Estimated price.
- **Status:** The current state of the task.
- **Charge:** The dollar amount that will be charged to the customer for performing the task.

The following menu options are available:

- **Add Task:** Select this option to add a new task to this Work Order. Refer to [Adding a Task](#) for procedural information.
- **Delete Task:** Select this option to delete a task from the Work Order. Refer to [Deleting a Task](#) for procedural information.
- **Convert Estimate:** Select this option to convert an estimated task amount to the actual cost of the task. This option is only available when there are estimated tasks on this Work Order account. You must convert all estimated tasks to actual task amounts before the account can be set to Ready For Pickup status. Refer to [Converting an Estimate](#) for procedural information.

- **Add Instruction:** Select this option to add, view, and edit task instructions. Refer to [Viewing/Adding Task Instructions](#) for procedural information.
- **Add Parts:** Select this option to add parts to the Work Order. Refer to [Adding Parts](#) for procedural information.
- **Delete Parts:** Select this option to remove parts from the Work Order. This option is only available when there are parts on this Work Order. Refer to [Deleting Parts](#) for procedural information.
- **Change Quantity:** Select this option to change the task quantity. Refer to [Changing the Quantity](#) for procedural information.
- **Change Price:** Select this option to change the task price. Refer to [Changing the Price](#) for procedural information.
- **Change Tax Location:** Select this option to change the tax location. Refer to [Changing the Tax Location](#) for procedural information.
- **Tax Exempt:** Select this option to change the tax to tax exempt. Refer to [Changing the Tax to Tax Exempt](#) for procedural information.
- **Change Tax Amount:** Select this option to change the tax amount. Refer to [Changing the Tax Amount](#) for procedural information.
- **Change Tax Percent:** Select this option to change the tax percentage. Refer to [Changing the Tax Percentage](#) for procedural information.

Note: Select the **More...** option as needed to access the menu options available at the Items tab.

3. Select the **Save Changes** option to save any changes you made to the Work Order items record.

Adding a Task

1. With the Work Order record displayed in edit mode, select the **Add Task** option.
2. Oracle Retail Xstore Point of Service displays a list of tasks available for this Work Order category. Use the up and down arrow keys to go to a task(s) and press **Spacebar** to select it. After marking all required tasks, press **Enter** to add them to the Work Order.

Figure 19–10 Work Order Task List

Task	Price Type	Charge
Repair Clasp	ACTUAL	\$7.50
Replace Clasp	ESTIMATE	\$11.00

3. Oracle Retail Xstore Point of Service adds the new task and its associated price type and charge to the Work Order. Select the **Save Changes** option to save any changes you made to the Work Order detail record.

Note: Oracle Retail Xstore Point of Service adjusts any charges as required. If a change to the Work Order causes the charge to exceed the customer authorization limit, you may be prompted to confirm the changes with the customer. This information can be edited at the Summary tab.

Deleting a Task

Note: Select the **More...** option as needed to access the menu options available at the Items tab.

1. With the Work Order record displayed in edit mode, select the **Delete Task** option.
2. Oracle Retail Xstore Point of Service displays the tasks currently on this Work Order. Select the task from the list and press **Enter** to remove this task from this Work Order.

Figure 19-11 Current Work Order Task List

Task Status	Charge Price Type	Qty
Repair Clasp OPEN	\$7.50 ACTUAL	1
Repair Clasp CREATED	\$7.50 ACTUAL	1

Back OK

3. Oracle Retail Xstore Point of Service removes the task from the Work Order. Select the **Save Changes** option to save any changes you made to the Work Order detail record. Oracle Retail Xstore Point of Service adjusts any charges as required.

Converting an Estimate

You must convert all of the estimated task amounts to actual task amounts before the Work Order account can be changed to Ready For Pickup status.

1. With the Work Order record displayed in edit mode, select the **Convert Estimate** option.
2. Oracle Retail Xstore Point of Service displays the estimated tasks currently on this Work Order. Select the task from the list and press **Enter** to convert this task from an estimated task amount to an actual task amount.
3. Oracle Retail Xstore Point of Service displays a list of tasks with actual charges associated with the task. Use the up and down arrow keys to go to a task in the list and press **Spacebar**.
4. Press **Enter** to update the Estimated task to an Actual amount task. Oracle Retail Xstore Point of Service updates the task on the Work Order.
5. Select the **Save Changes** option to save any changes you made to the Work Order detail record.

Oracle Retail Xstore Point of Service adjusts any charges as required.

Note: If a change to the Work Order causes the charge to exceed the customer authorization limit, you are prompted to confirm the changes with the customer. This information can be edited at the Summary Tab.

Viewing/Adding Task Instructions

1. With the Work Order record displayed in edit mode, select the **Add Instruction** option.
2. Oracle Retail Xstore Point of Service displays the tasks currently on this Work Order. Select a task from the list and press **Enter** to view, edit, or add instructions.

Figure 19–12 *Current Work Order Task List*

Task Status	Charge Price Type	Qty
Repair Clasp OPEN	\$7.50 ACTUAL	1
Repair Clasp CREATED	\$7.50 ACTUAL	1

3. Oracle Retail Xstore Point of Service displays the Work Order Task Instruction form. You can add, delete, or modify instructions on this form and then press **Enter** to add (or remove) these instructions to (from) the task.

Figure 19–13 *Work Order Task Instruction Form*

4. Select the **Save Changes** option to save any changes you made to the Work Order record. The instruction is now associated with this task and is shown on the screen.

Figure 19–14 Work Order Instructions

Work Order W0401001000004		Setup Date 10/25/2017 Service Location Express Repair
Summary		Items
Qty	Task	Price Type
1	Repair Clasp Old parts to be returned to customer.	ACTUAL

Adding Parts

You can add an item ID for a part that is needed to complete the Work Order task.

1. With the Work Order record displayed in edit mode, select the **Add Parts** option.
2. Oracle Retail Xstore Point of Service prompts for an item ID for the part to be added to this Work Order. Scan or key the item ID and press **Enter**.

Figure 19–15 Part Item ID Prompt

Work Order

Scan or key an item ID or UPC.



3. Oracle Retail Xstore Point of Service adds the part and the associated price to the Work Order. Select the **Save Changes** option to save any changes you made to the Work Order detail record.
4. If you need to adjust the quantity required for any part that you added, use the **Change Qty** option to enter the number of parts needed. If you change any item's quantity, be sure to Save Changes.

Oracle Retail Xstore Point of Service adjusts any charges as required.

Note: If a change to the Work Order causes the charge to exceed the customer authorization limit, you may be prompted to confirm the changes with the customer. This information can be edited at the Summary Tab.

Deleting Parts

You can remove a part that was added to a Work Order but was not used to complete the Work Order task.

1. With the Work Order record displayed in edit mode, select the **Delete Parts** option.
2. Oracle Retail Xstore Point of Service displays a list of parts currently on this Work Order. Select a part from the list and press **Enter** to remove the part and its associated price from the Work Order.
3. Select the **Save Changes** option to save any changes you made to the Work Order detail record.

Oracle Retail Xstore Point of Service adjusts any charges as required.

Changing the Quantity

Note: Select the **More...** option as needed to access the menu options available at the Items tab.

1. With the Work Order record displayed in edit mode, select the **Change Quantity** option.
2. Oracle Retail Xstore Point of Service displays a list of line items currently on this Work Order. Select an item from the list and press **Enter**.

Note: If the item you selected is not eligible for a quantity change, Oracle Retail Xstore Point of Service displays a message informing you that the item quantity cannot be changed.

3. Oracle Retail Xstore Point of Service prompts for the item quantity to be added to this Work Order. Enter the quantity and press **Enter**. Oracle Retail Xstore Point of Service adds the new quantity and the associated price to the Work Order.

Figure 19–16 *Item Quantity Prompt*



4. Select the **Save Changes** option to save any changes you made to the Work Order record.

Oracle Retail Xstore Point of Service adjusts any charges as required.

Note: If a change to the Work Order causes the charge to exceed the customer authorization limit, you may be prompted to confirm the changes with the customer. This information can be edited at the Summary Tab.

Changing the Price

Note: Select the **More...** option as needed to access the menu options available at the Items tab.

1. With the Work Order record displayed in edit mode, select the **Change Price** option.
2. Oracle Retail Xstore Point of Service displays a list of line items currently on this Work Order. Select an item from the list and press **Enter**.

Note: If the item you selected is not eligible for a price change, Oracle Retail Xstore Point of Service displays a message informing you that the item price cannot be changed.

3. Oracle Retail Xstore Point of Service prompts for the item price to be added to this Work Order. The item you selected is displayed in the price change prompt. Enter the new price and press **Enter**.

Figure 19–17 Item Price Prompt

4. Oracle Retail Xstore Point of Service updates the new price for the Work Order line item. Select the **Save Changes** option to save any changes you made to the Work Order detail record.

Oracle Retail Xstore Point of Service adjusts any charges as required.

Changing the Tax Location

Note: Select the **More...** option as needed to access the menu options available at the Items tab.

1. With the Work Order record displayed in edit mode, select the **Change Tax Loc** option.
2. Oracle Retail Xstore Point of Service displays a list of line items currently on this Work Order. Select an item from the list and press **Enter**.

Note: If the item you selected is not eligible for a tax location change, Oracle Retail Xstore Point of Service displays a message informing you that the item tax location cannot be changed.

3. Oracle Retail Xstore Point of Service prompts for the postal code for the new tax location. Enter the postal code and press **Enter**.

Figure 19–18 Postal Code Prompt

Oracle Retail Xstore Point of Service changes the tax on the item based on the new postal code.

Note: If the postal code you entered is not recognized as a valid tax location, the current store's tax rate is used.

4. If you are prompted for a tax change reason, select a reason from the list and press **Enter**.

5. Select the **Save Changes** option to save any changes you made to the Work Order detail record.

Oracle Retail Xstore Point of Service adjusts any charges as required.

Note: If a change to the Work Order causes the charge to exceed the customer authorization limit, you may be prompted to confirm the changes with the customer. This information can be edited at the Summary tab.

Changing the Tax to Tax Exempt

Note: Select the **More...** option as needed to access the menu options available at the Items tab.

1. With the Work Order record displayed in edit mode, select the **Tax Exempt** option.
2. Oracle Retail Xstore Point of Service displays a list of line items currently on this Work Order. Select an item from the list and press **Enter**.

Note: If the item you selected is not eligible for a tax exemption, Oracle Retail Xstore Point of Service displays a message informing you that the item tax cannot be changed.

3. If prompted with a list of the current taxes on the item, select the tax to change. Use the up and down arrow keys to select a tax to change and then press **Enter**.
4. Depending upon the customer's tax status, you have the following options:
 - If the customer associated with the Work Order has a current tax exemption on file, you are prompted to select the tax exempt identifier from the list of exemptions on file for this customer. Select the tax exemption to apply to the item.

<OR>
 - If the customer associated with the Work Order does not have a current tax exemption on file, you are prompted to enter the tax exempt information. Enter the tax exempt information and save your entries.

Figure 19–19 Customer Tax Exempt Information Screen

Oracle Retail Xstore Point of Service applies the tax exemption to the Work Order item.

5. Select the **Save Changes** option to save any changes you made to the Work Order detail record.

Oracle Retail Xstore Point of Service adjusts any charges as required.

Note: To add tax exempt information see the *Oracle Retail Xstore Point-of-Service User Guide*.

Changing the Tax Amount

Note: Select the **More...** option as needed to access the menu options available at the Items tab.

1. With the Work Order record displayed in edit mode, select the **Change Tax Amt** option.
2. Oracle Retail Xstore Point of Service displays a list of line items currently on this Work Order. Select an item from the list and press **Enter**.

Note: If the item you selected is not eligible for a tax change, Oracle Retail Xstore Point of Service displays a message informing you that the item tax cannot be changed.

3. Oracle Retail Xstore Point of Service may display a list of the current taxes on the item and prompt you to select the tax to change. If prompted, use the up and down arrow keys to select a tax to change and then press **Enter**.

Oracle Retail Xstore Point of Service prompts for the new tax amount. Enter the new tax amount and press **Enter**.

4. If you are prompted for a tax change reason, select a reason from the list and press **Enter**.

5. Select the **Save Changes** option to save any changes you made to the Work Order detail record.

Oracle Retail Xstore Point of Service adjusts any charges as required.

Note: If a change to the Work Order causes the charge to exceed the customer's authorization limit, you may be prompted to confirm the changes with the customer. This information can be edited at the Summary tab.

Changing the Tax Percentage

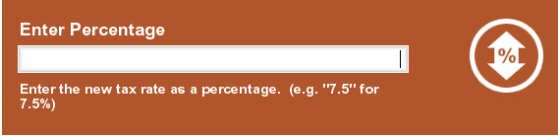
Note: Select the **More...** option as needed to access the menu options available at the Items tab.

1. With the Work Order record displayed in edit mode, select the **Change Tax Percent** option.
2. Oracle Retail Xstore Point of Service displays a list of line items currently on this Work Order. Select an item from the list and press **Enter**.

Note: If the item you selected is not eligible for a tax change, Oracle Retail Xstore Point of Service displays a message informing you that the item tax cannot be changed.

3. Oracle Retail Xstore Point of Service may display a list of the current taxes on the item and prompt you to select the tax to change. If prompted, use the up and down arrow keys to select a tax to change and press **Enter**.
4. Oracle Retail Xstore Point of Service prompts for the new tax percentage. Enter the new tax percentage and press **Enter**.

Figure 19–20 New Tax Amount Prompt



Enter Percentage

Enter the new tax rate as a percentage. (e.g. "7.5" for 7.5%)

Oracle Retail Xstore Point of Service changes the tax percentage on the item.

5. If you are prompted for a tax change reason, select a reason from the list and press **Enter**.
6. Select the **Save Changes** option to save any changes to the Work Order detail record.

Oracle Retail Xstore Point of Service adjusts any charges as required.

Note: If a change to the Work Order causes the charge to exceed the customer authorization limit, you may be prompted to confirm the changes with the customer. This information can be edited at the Summary tab.

To View and Add a Work Order Comment

Any comments associated with the Work Order are shown on the Comments tab. You can also add a new comment for a Work Order record.

Figure 19–21 Work Order Comment Tab

Work Order		Setup Date 10/25/2017		Vanessa Clark	
W0401001000003		Service Location Westfield Jewelry Repair		OPEN	
Summary	Items	Comments	History	Work Item	

Created Date	Created By	Comment

Undo Changes	Help	Add Comment								Previous Tab	Next Tab	Register
--------------	------	-------------	--	--	--	--	--	--	--	--------------	----------	----------

Comments Tab Information

- Created Date: The date the comment was added to the Work Order record.
- Created By: An identifier for the associate who created the comment.
- Comment: The text of the comment.

Adding a Comment to the Work Order Record

1. Select the Add Comment option. Oracle Retail Xstore Point of Service displays the comment form.
2. Type a comment and press **Enter**.

Oracle Retail Xstore Point of Service adds the new comment to the Work Order record.

Editing Item Information

With the Work Order item record displayed in edit mode, the following options are available:

Figure 19–23 Work Order Item Record - Edit Mode

- **Edit Item Value:** Select this option to change the valuation of the Work Order item. This is the value placed on the merchandise being serviced. This value is typically used for shipping insurance and store liability purposes.
 - a. When you select this option, Oracle Retail Xstore Point of Service prompts you to choose the item from a list of items on this Work Order account. Select the item and press **Enter**.
 - b. At the Work Order item value prompt, type a new value for this item and press **Enter**.

Figure 19–24 Work Order Item Value Prompt

Oracle Retail Xstore Point of Service updates the Work Order item valuation with this information.

- c. Select the **Save Changes** option to save any changes you made to the Work Order item record.
- **Edit Item Description:** Select this option to change the description of the Work Order item.
 - a. When you select this option, Oracle Retail Xstore Point of Service prompts you to choose the item from a list of items on this Work Order account. Select the item and press **Enter**.

- b. At the Work Order item description prompt, type a new description for this item and press **Enter**. Oracle Retail Xstore Point of Service updates the Work Order item description with this information

Figure 19–25 Work Order Item Description Prompt

- c. Select the **Save Changes** option to save any changes you made to the Work Order item record.

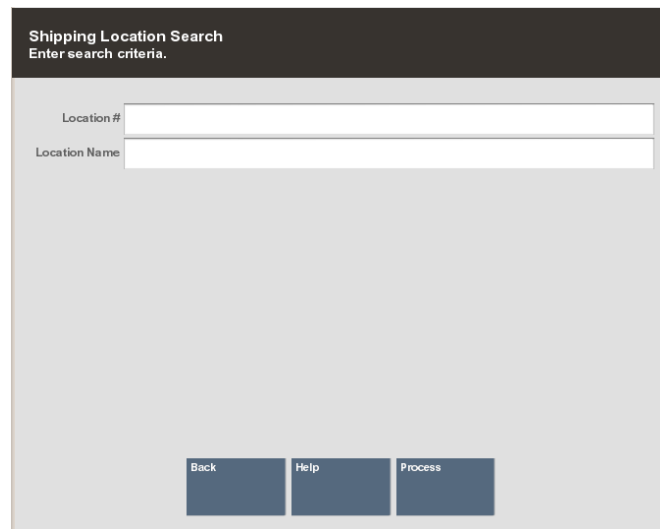
Shipping Work Orders

Use the shipping function to ship Work Order items to the repair vendor.

1. To ship a Work Order item to a repair vendor, select the **Ship Work Orders** option from the Work Order Options menu.

Figure 19–26 Work Order Options - Ship Work Order

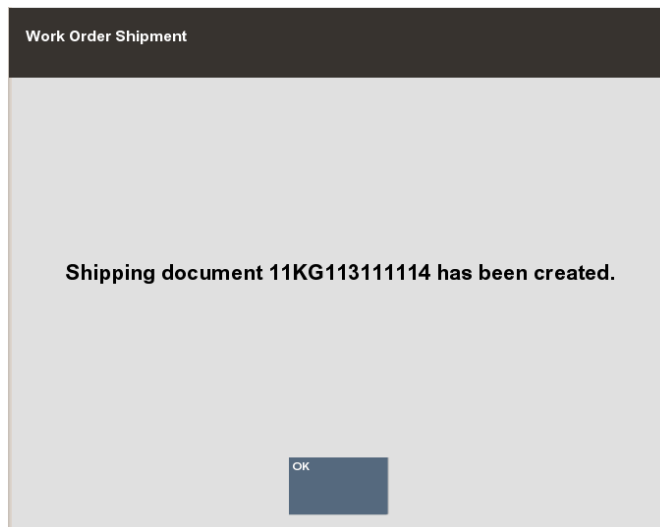
2. The system prompts for the shipping location (repair vendor) search information. Enter the information as required to find the service location for the Work Order and select **Process** to continue.

Figure 19–27 Shipping Location Search Form

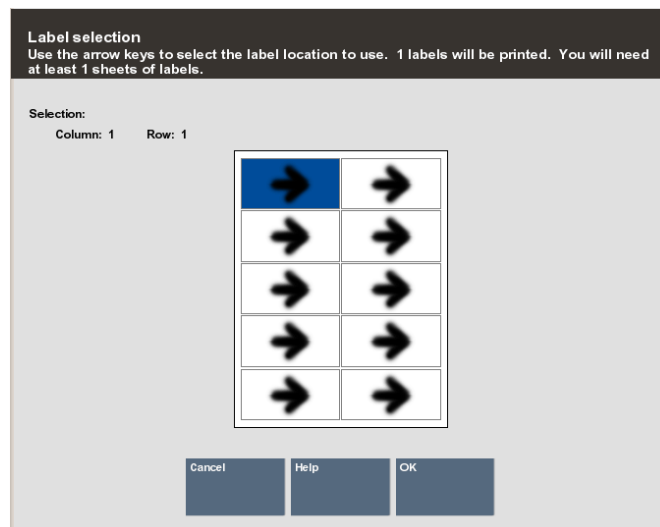
The form is titled "Shipping Location Search" with the instruction "Enter search criteria." It features two input fields: "Location #" and "Location Name". At the bottom, there are three buttons: "Back", "Help", and "Process".

Note: To see a list of all service locations, leave the fields blank and press **Enter**.

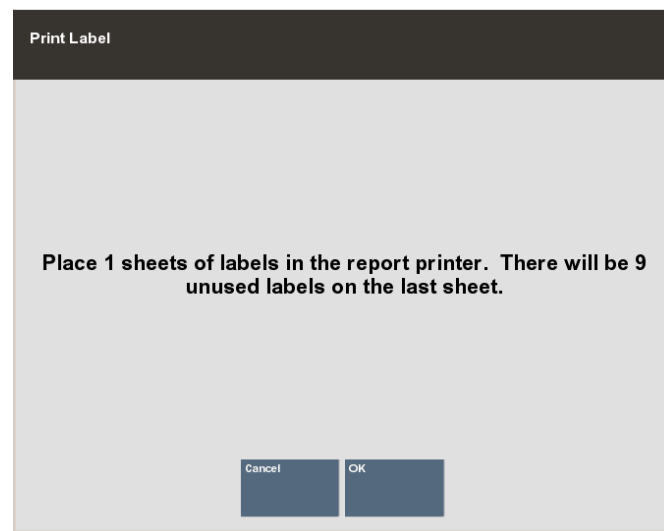
- If more than one service location matches the search criteria you entered, the system displays a list of service locations. Select a service location from the list and select **Process** to continue.
 - If only one location matches the search criteria, the system displays the Work Order accounts that are pending shipment to that service location.
3. Select a Work Order account from the list of Work Order accounts to be sent to this service location. Use the up and down arrow keys to go to an account in the list and press **Spacebar** to select it. Press **Enter** to continue.
 4. The system creates a shipping document for the Work Order and displays the shipping document information. Press **Enter** to continue with the shipping process.

Figure 19–28 Shipping Document Created Prompt

5. The system prompts: Do you want to print a shipping label? Select **Yes** to print a shipping label.
6. The system prompts for the label location on the label sheet. Use the arrow keys to select where the first label should be printed on the label sheet and press **Enter**. This allows you to use partial sheets to avoid wasting labels.

Figure 19–29 Shipping Label Selection Prompt

The system calculates the number of label sheets you need, the number of unused labels that will remain on the label sheet, and prompts you to load the label stock in the printer.

Figure 19–30 Print Label Prompt

7. Press **Enter** when you are ready to print the shipping label.

The system prints the labels and returns to the Shipping Location Search form where you can continue shipping Work Orders to service locations.

Figure 19–31 Shipping Label Sample

8. The system prompts: Do you want to print a packing slip?
- Select **No** if you do not want to print a packing slip. The system skips printing a packing slip.
- <OR>
- Select **Yes** to print a packing slip on the report printer. Xstore returns to the Shipping Location Search Form ([Figure 19–27](#)).

Figure 19–32 Packing Slip Sample

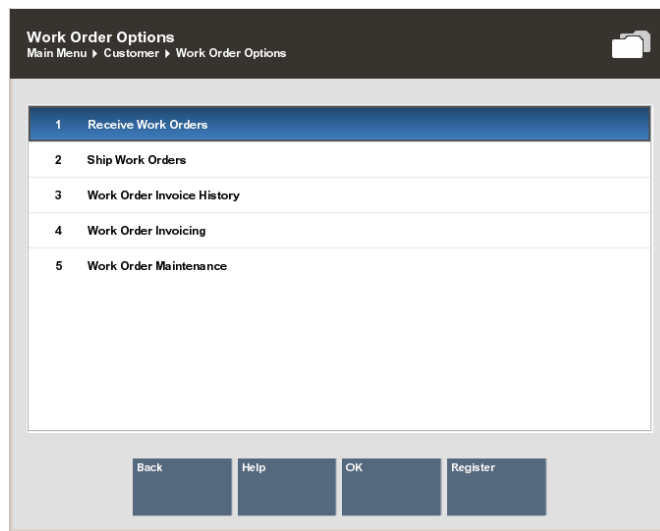
ORACLE®		Packing Slip		Store: 401 - Store_401
Ship From:	Store: 401	 11KG113111114		
Ship To:	Express Repair 123 Wilmington Blvd Suite 300 Solon, OH 44139	Date:	10/30/17	
		Order Date:	10/30/17	
		Order Number:	11KG113111114	
Part Number	Description	Order Quantity	Ship Quantity	
6011	Timeless Black Leather Watch	1	1	

Receiving Work Orders

Use the receiving function to receive completed Work Order items from the repair vendor.

1. To receive a Work Order item from a repair vendor, select the **Receive Work Orders** option from the Work Order Options menu.

Figure 19–33 Work Order Options Menu - Receive Work Orders



2. The system prompts for the receiving location (repair vendor) search information. Enter the information as required to find the service location for the Work Order and select **Process** to continue.

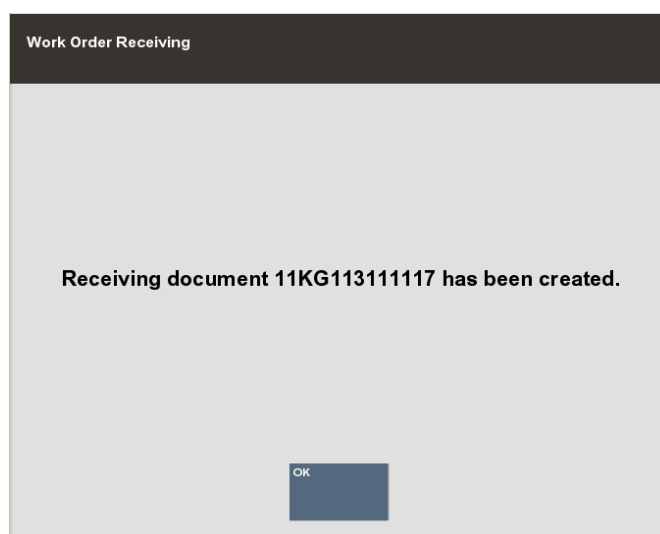
Figure 19–34 Receiving Location Search From

A screenshot of a software interface titled "Receiving Location Search". Below the title is the instruction "Enter search criteria.". There are two input fields: "Location #" and "Location Name". At the bottom of the screen are three buttons: "Back", "Help", and "Process".

Tip: To see a list of all service locations, leave the fields blank and press **Enter**.

- If more than one service location matches the search criteria you entered, the system displays a list of service locations. Select a service location from the list and select **Process** to continue.
 - If only one location matches the search criteria, the system displays the Work Order accounts pending receipt from this service location.
3. Select a Work Order account from the list of Work Order accounts to be received from this service location. Use the up and down arrow keys to go to an account and press **Spacebar** to select it. Press **Enter** to continue.
 4. The system creates a receiving document for the Work Order and displays the receiving document information. Press **Enter** to continue with the receiving process.

Figure 19–35 Receiving Document Created Prompt



The system prints a packing list for this receiving document, any receipts as configured for your store, and returns to the Receiving Location prompt where you can continue receiving Work Orders from service locations.

Once the work order is received, the system marks the Work Order item as Ready To Pick Up.

Work Order Invoices

Use this function to maintain your Work Order invoice information from the repair vendors.

1. To maintain a Work Order invoice from a repair vendor, select the **Work Order Invoicing** option from the Work Order Options menu.

Figure 19–36 Work Order Options Menu - Work Order Receiving

Work Order Options
Main Menu > Customer > Work Order Options

1	Receive Work Orders
2	Ship Work Orders
3	Work Order Invoice History
4	Work Order Invoicing
5	Work Order Maintenance

Back Help OK Register

2. The system prompts for the invoicing location. Enter the search criteria to find the location and select **Process** to continue.

Figure 19–37 Invoicing Location Search Form

Invoicing Location Search
Enter search criteria.

Location #

Location Name

Back Help Process

Tip: To see a list of all service locations, leave the fields blank and press **Enter**.

3. If more than one service location matches the search criteria you entered, the system displays a list of service locations. Use the up and down arrow keys to select a service location from the list and select **Process** to continue.
4. Enter the required information as found on the invoice from the service vendor and select **Process** to continue.

Figure 19–38 Invoice Information Entry Form

Invoice Entry
Enter Invoice Details

Vendor **Westfield Jewelry Repair**

Invoice #

Invoice Date

Invoice Amount Due

Comments

Back Help Process

5. The system prompts you to select Work Order accounts for this invoice. Select the account(s) from the list and press **Enter** to continue.

Figure 19–39 Work Order Accounts

Work Order Search
Select one or more of the following accounts.

Name	Setup Date	Account ID
Campbell, Greyly	10/25/2017	W0401001000002
Campbell, Greyly	10/25/2017	W0401001000004

Back Select & Continue

Note: You may select multiple accounts. Use the up and down arrow keys to navigate through the list and press the spacebar on each account you want to select.

6. The system prompts for the cost of each Work Order on this invoice. Enter the information for each General Ledger # (or other information determined by your store's policy) and select Save Invoice to save the data.

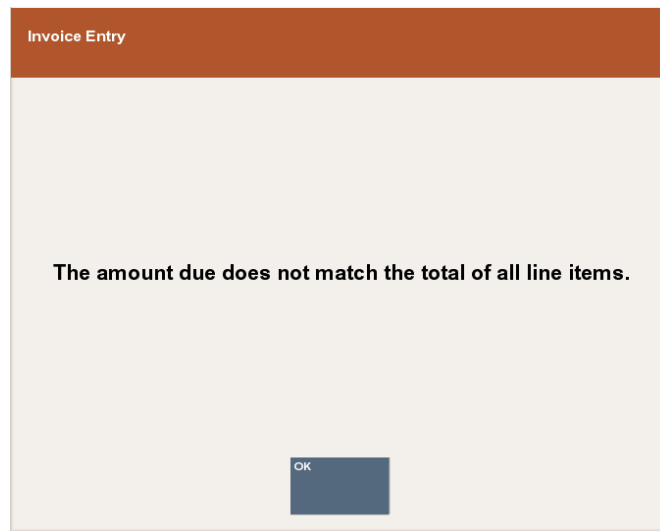
Figure 19–40 Work Order Cost Screen

1 Info Offers Messages Keypad Customer					Account	Cost
Service # SERVICE1 Service Location Express Repair Invoice # wo401001000004 Invoice Date 10/25/2017 Invoice Amount Due \$315.00 Work Order ID W0401001000002 Work Order Total Cost \$7.50					6200	\$5.00
					7868	\$2.50
					7870	\$0.00
Invoice Detail Cost Select one of the accounts to enter a cost.						
Back	Help	Enter Cost				
						Register

The system displays a running total at the bottom of the screen as you enter the costs for each Work Order.

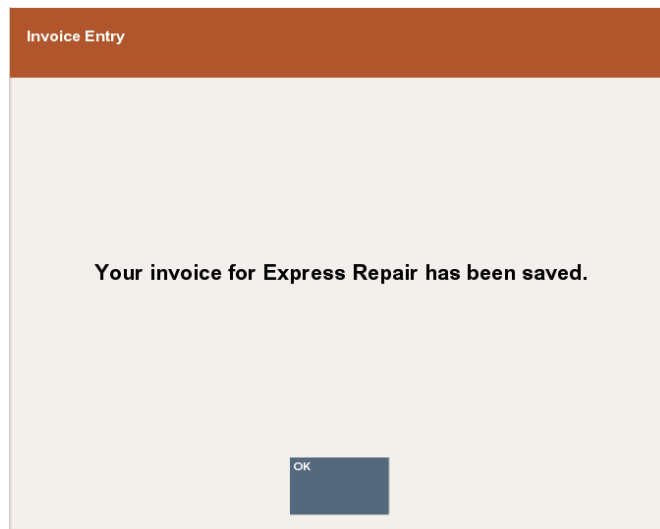
7. To add a fee, select **Add Misc Fee**.
8. The system verifies that the amounts you entered match the amount due for this invoice:
 - If the amounts do not match, the system displays a message indicating the amounts do not balance and you must reenter the invoice Work Order costs. Press **Enter** to acknowledge the prompt.

Figure 19-41 Amount Due Out of Balance Message



- When the Work Order account amounts you entered match the invoice amount, the system displays a prompt indicating the invoice data has been saved. Press **Enter** to acknowledge the prompt.

Figure 19-42 Invoice Information Saved Prompt



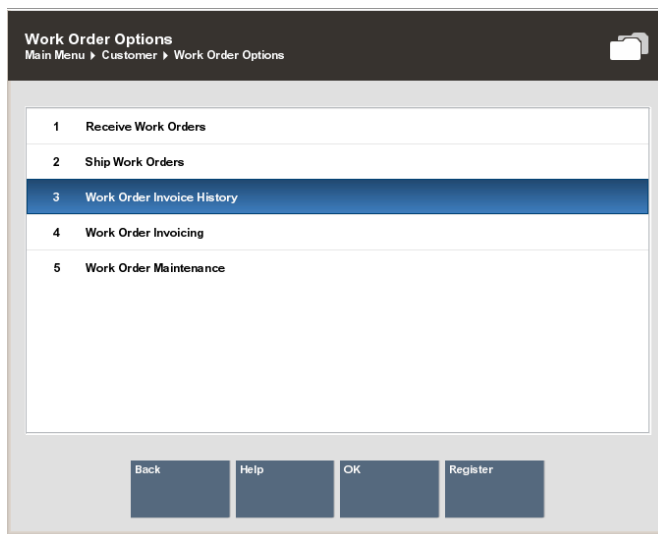
The system prints an invoice report for your records.

Viewing Work Order Invoice History

Use this function to view information about completed Work Order invoices.

1. To view Work Order invoice history, select the **Work Order Invoice History** option from the Work Order Options menu.

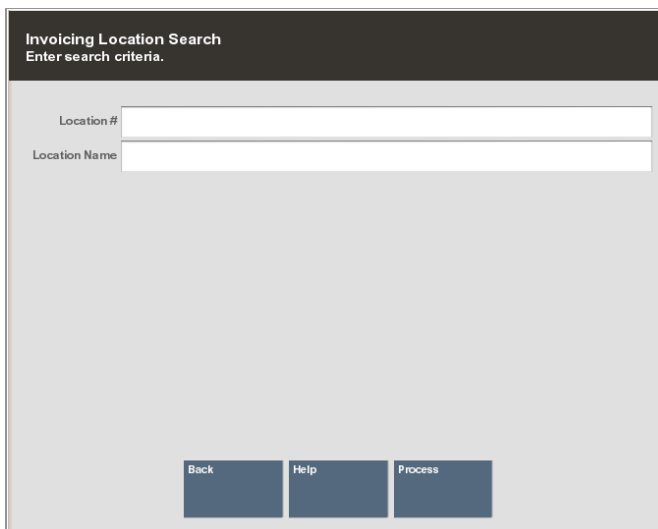
Figure 19–43 Work Order Options Menu - Work Order Invoice History Option



The screenshot shows a software interface titled "Work Order Options" with a breadcrumb trail "Main Menu > Customer > Work Order Options". A list of five options is displayed: "1 Receive Work Orders", "2 Ship Work Orders", "3 Work Order Invoice History" (which is highlighted with a blue background), "4 Work Order Invoicing", and "5 Work Order Maintenance". At the bottom of the window are four buttons: "Back", "Help", "OK", and "Register".

2. The system prompts for the invoicing location. Enter the search criteria to find the location and select **Process** to continue.

Figure 19–44 Invoicing Location Search Form



The screenshot shows a software interface titled "Invoicing Location Search" with the instruction "Enter search criteria." Below this, there are two input fields: "Location #" and "Location Name". At the bottom of the window are three buttons: "Back", "Help", and "Process".

Tip: To see a list of all service locations, leave the fields blank and press **Enter**.

3. If more than one service location matches the search criteria you entered, the system displays a list of service locations. Use the up and down arrow keys to select a service location from the list and select **Process** to continue.
4. Select the invoice you want to view for the selected service location and press **Enter** to continue.

Figure 19–45 Service Location Invoices

Invoice Lookup Select one of the following invoices.		
Invoice Number	Invoice Date	Invoice Amount
wo401001000004	10/25/2017	\$315.00

5. The system displays the invoice detail:

Figure 19–46 Invoice Line Detail

Invoice Lookup Invoice #wo401001000004 for Express Repair on 10/25/2017.			
Line #	GL #	Amount	Work Order #
1	6200	\$5.00	W0401001000002
2	7868	\$3.00	W0401001000002
3	7870	\$7.00	W0401001000002
4	6200	\$100.00	W0401001000004
5	7868	\$100.00	W0401001000004
6	7870	\$100.00	W0401001000004

- Press **Enter** to close the invoice detail form and return to the Work Order Options Menu.
- Select Print Invoice to print the invoice on the report printer.

Figure 19-47 Printed Invoice Example

ORACLE Invoice Summary Store: 401 - Store_401

Invoice Number: wo401001000004 Date: 10/25/2017
 Vendor ID: Express Repair Tax ID:
 Address: 123 Wilmington Blvd
 Solon OH, 44139

Work Order	Description	Account Number	Code	Charged Amt	Retail Price
W0401001000002	2 Initial	6200		\$5.00	\$2.00
W0401001000004	Repair Clasp	6200		\$100.00	\$7.50
W0401001000002	2 Initial	7868		\$3.00	\$2.00
W0401001000004	Repair Clasp	7868		\$100.00	\$7.50
W0401001000002	2 Initial	7870		\$7.00	\$2.00
W0401001000004	Repair Clasp	7870		\$100.00	\$7.50

Account Let	Account Number	Description	Quantity	Total Cost	Retail Price
6200	6200	6200	2	\$105.00	
	7868		2	\$103.00	
			2	\$107.00	
7870	7870				
			Total	\$315.00	\$9.50

Special Order Maintenance

After a Special Order account has been created, the account information is available from the Back Office. Use the Back Office Special Order Account Maintenance functions to track, update, and maintain Special Order accounts.

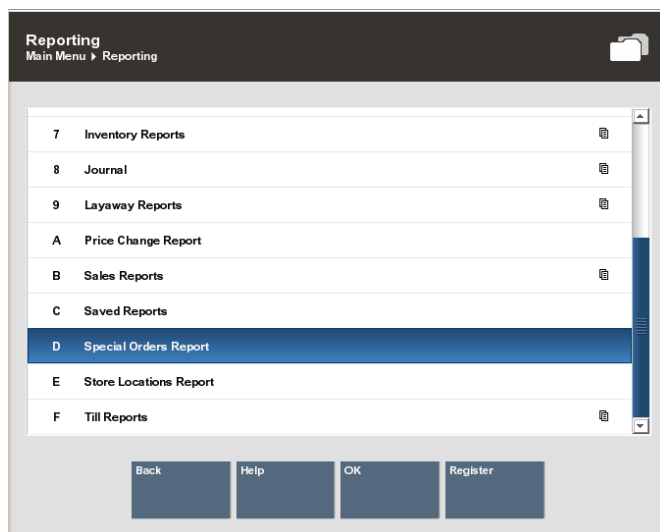
Note: Refer to the *Oracle Retail Xstore Point-of-Service User Guide* for information about setting up Special Order accounts.

Special Orders Report:

A Special Orders Report is available from the Back Office Reports Menu. This report shows when the account was created, the owner's name, the account's status, and the item amount.

Note: Refer to the *Oracle Retail Xstore Point-of-Service User Guide* for information about this report.

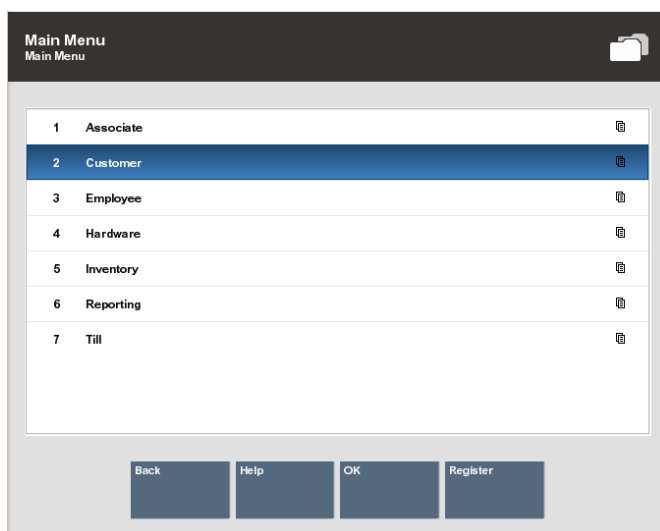
Figure 20–1 Reporting Menu - Special Orders Report



Accessing Back Office Special Order Maintenance

1. Select the **Back Office** option.
2. After logging in to the Back Office, select the **Customer** option from the Back Office Main Menu and press **Enter**.

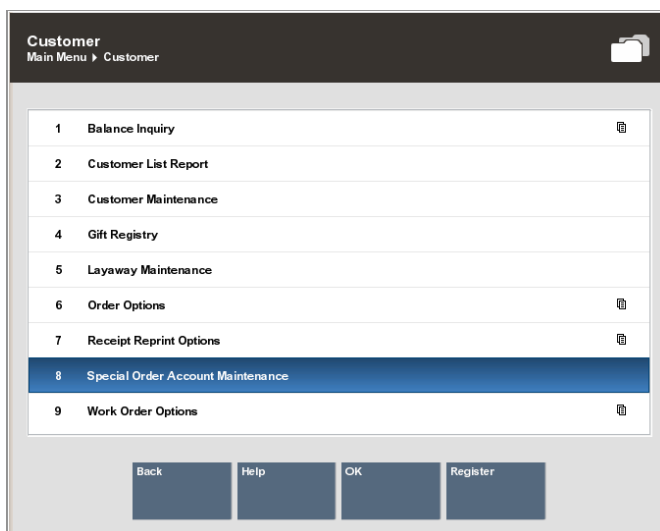
Figure 20–2 Back Office Main Menu - Customer Option



Tip: You can also press the number or letter associated with the menu option on the keyboard to access the function.

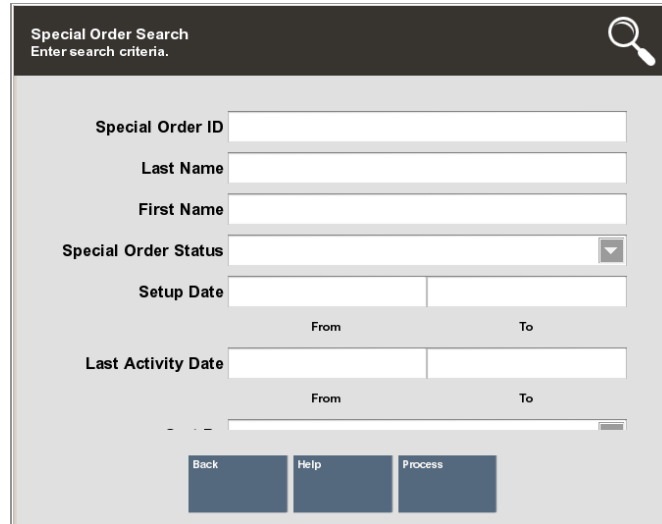
3. Select the **Special Order Account Maintenance** option and press **Enter**.

Figure 20–3 Customer Menu - Special Order Account Maintenance



4. Oracle Retail Xstore Point-of-Service displays the Special Order Search form, prompting for search criteria. Enter the criteria you want to use for finding a Special Order record and select **Process**.

Figure 20–4 Special Order Search Form

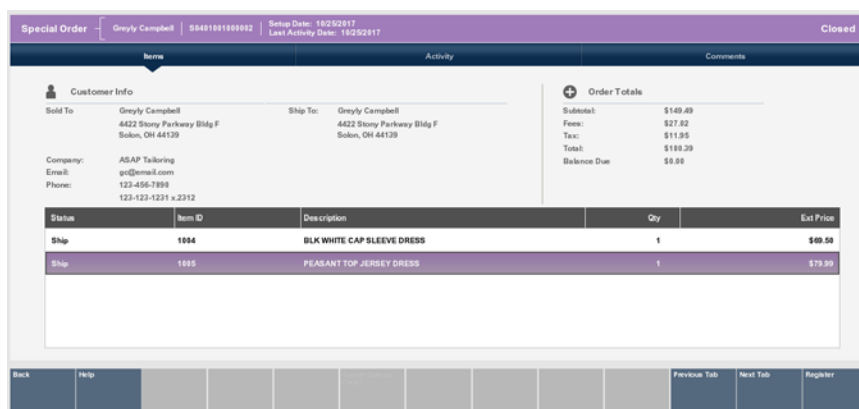


The Special Order Search form is a web-based interface for finding special orders. It features a dark header bar with the title 'Special Order Search' and a magnifying glass icon. Below the header, there are several input fields for search criteria: 'Special Order ID', 'Last Name', 'First Name', 'Special Order Status' (a dropdown menu), 'Setup Date' (a date range with 'From' and 'To' fields), and 'Last Activity Date' (a date range with 'From' and 'To' fields). At the bottom of the form, there are three buttons: 'Back', 'Help', and 'Process'.

- If you enter a Special Order ID, Oracle Retail Xstore Point-of-Service displays that Special Order record if the ID exists and if it is unique.
- Your search criteria may result in multiple records being found. Your system may also be set up to display the accounts list even when only one record is found. You must select the record you want from the list and then press **Enter**.

Oracle Retail Xstore Point-of-Service displays the Special Order screen for the selected record.

Figure 20–5 Special Order Screen



The Special Order screen displays detailed information for a selected special order. It has a purple header bar with the title 'Special Order' and a 'Closed' button. Below the header, there are three tabs: 'Items', 'Activity', and 'Comments'. The 'Items' tab is selected, showing a table of items. The table has columns for 'Status', 'Item ID', 'Description', 'Qty', and 'Ext Price'. Below the table, there are buttons for 'Back', 'Help', 'Previous Tab', 'Next Tab', and 'Register'. The screen also displays customer information and order totals.

Status	Item ID	Description	Qty	Ext Price
Ship	1004	BLK WHITE CAP SLEEVE DRESS	1	\$69.55
Ship	1005	PEASANT TOP JERSEY DRESS	1	\$79.99

The Special Orders screen contains the following information:

- [Static Information Area](#)
- [Customer Information](#)
- [Order Totals](#)
- [Special Order Tab Information](#)

Static Information Area

The upper portion of the screen shows the summary information for the Special Order account, including its status and customer contact information. This panel is always displayed when viewing any of the tabs on this screen.

Customer Information

The customer information area displays:

- Sold To - The purchasing customer's name and address information.
- Company - The purchasing customer's company, if applicable.
- Email - The purchasing customer's email address.
- Phone - The purchasing customer's telephone number(s).
- Ship To - The name and address information to ship to.

Order Totals

The order totals information displays:

- Subtotal - The order subtotal (the shipping fee amount is not included in the subtotal).
- Fees - Additional cost associated with the order.
- Tax - The tax on the order.
- Total - The total for the order (the shipping fee amount is included in the total).
- Balance Due - The amount due for the order.

Special Order Tab Information

Detailed Special Order information is presented on three tabs; Items, Activity, and Comments. You can navigate between the tab sections by using the **Previous Tab** and **Next Tab** menu options. Each tab contains specific information about the customer's Special Order account.

- **Items Tab**: Shows the item information for the Special Order account.
- **Activity Tab**: Shows the activity information for the Special Order account.
- **Comments Tab**: Shows any comments associated with the Special Order account.

Items Tab

The Items tab contains the following information:

Figure 20–6 Items Tab Information

Special Order | Greyly Campbell | 00401001000002 | Setup Date: 10/25/2017 | Last Activity Date: 10/25/2017 | **Closed**

Items | Activity | Comments

Customer Info

Sold To: Greyly Campbell
4422 Stony Parkway Bldg F
Solon, OH 44139

Ship To: Greyly Campbell
4422 Stony Parkway Bldg F
Solon, OH 44139

Company: ASAP Tailoring
Email: go@email.com
Phone: 123-456-7890
123-123-1231 x.2312

Order Totals

Subtotal: \$149.49
Fees: \$27.82
Tax: \$11.95
Total: \$189.26
Balance Due: \$0.00

Status	Item ID	Description	Qty	Ext Price
Ship	1004	BLK WHITE CAP SLEEVE DRESS	1	\$49.50
Ship	1005	PEASANT TOP JERSEY DRESS	1	\$79.99

Back | Help | Previous Tab | Next Tab | Register

- Status: The status of the item (Open, Received, Ship, Picked Up, Cancelled, Cancelled to Escrow).
- Item ID: The item identifier.
- Item Description: The item description.
- Quantity: The item quantity.
- Ext. Price: The extended price for the item (price x quantity).

Activity Tab

The Activity tab contains the following information:

Figure 20–7 Activity Tab Information

Special Order | Greyly Campbell | 00401001000002 | Setup Date: 10/25/2017 | Last Activity Date: 10/25/2017 | **Closed**

Items | **Activity** | Comments

Date	Type	Activity	Item ID	Amount	Store	Reg	Tran ID
10/25/2017	Item	Added	1004	\$49.50	401	1	116
10/25/2017	Item	Added	1005	\$79.99	401	1	116
10/25/2017	Setup Fee	Added		\$8.07	401	1	116
10/25/2017	Shipping Fee	Added		\$18.95	401	1	116

Back | Help | Previous Tab | Next Tab | Register

- Date: The date the Special Order activity took place.
- Type: The Special Order activity type associated with the amount of the activity.
- Activity: The action performed.
- Item ID: The item identifier.
- Amount: The amount for the associated type of activity on the account.

- Store: The store identifier where the Special Order activity took place.
- Reg: The register identifier where the Special Order activity took place.
- Tran ID: The transaction identifier for the Special Order activity.

Comments Tab

The Comments tab contains the following information:

Figure 20–8 Comments Tab Information

Special Order

Gregory Campbell

00401001000002

Setup Date: 10/25/2017

Last Activity Date: 10/25/2017

Closed

Items

Activity

Comments

Created Date

Created By

Comment

October 31, 2017

100

Customer called to check on order status.

Back

Help

Add Comment

- Created Date: The date this comment was added to this Special Order account record.
- Created By: The identifier for the employee who created the comment.
- Comment: The text that was entered.

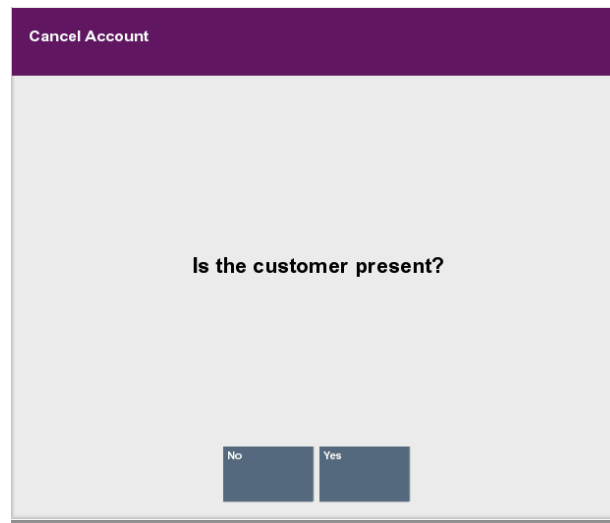
Note: You can also add a new comment for this Special Order account record when viewing this tab. Select the **Add Comment** option, type a comment, then press **Enter**. Xstore adds the new comment to the Special Order account record.

To Cancel a Special Order Account

The option to cancel a special order account is available on all three tabs: Items, Activity, and Comments while you are viewing the account you want to cancel. Closed accounts cannot be canceled.

1. Search for the special order account that you want to cancel.
2. When Oracle Retail Xstore Point-of-Service displays the account, select the **Cancel Special Order** option.
3. Oracle Retail Xstore Point-of-Service displays a message asking if the customer is present during the cancellation of the special order account. Select **Yes** or **No**.

Figure 20–9 *Checking for Presence of Customer*



- If you select **No**, continue with Customer Not Present.
- If you select **Yes**, continue with Customer Present.

Customer Not Present:

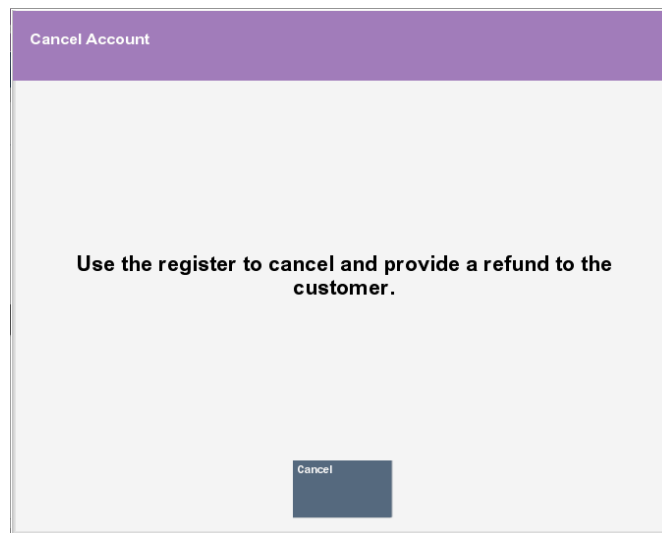
If you select **No**, indicating the customer is not present:

- a. The system displays a prompt asking if you are sure you want to cancel the special order account. Select **Yes**.
- b. The system displays a prompt indicating that the balance amount due to the customer has been transferred to an escrow account. Press **Enter** to respond to the prompt and continue.
- c. The system returns to the Special Order Search form. You may select **Back** to return to the Customer Maintenance and Accounts Menu and perform other options. See [Special Order Search Form](#).

The order status and item status are updated to Cancelled to Escrow.

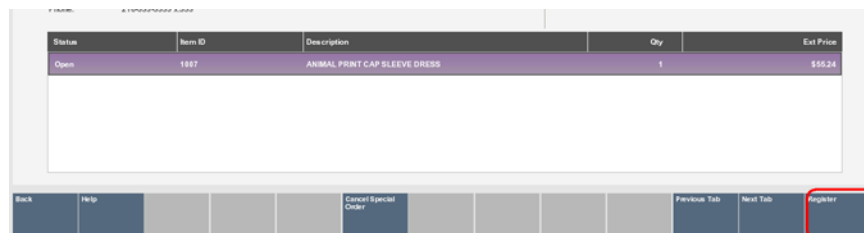
Customer Present:

If you select **Yes**, indicating the customer is present, Oracle Retail Xstore Point-of-Service displays the following prompt. Press **Enter** to continue.

Figure 20–10 Prompt if Customer is Present

Note: Refer to the *Oracle Retail Xstore Point-of-Service User Guide* for more information about Special Order accounts at the POS.

1. Select the **Register** option from the menu.

Figure 20–11 Register Menu Option

2. At the Register Pre-Sale screen, assign an associate to the transaction if your system's configuration requires an associate and press **Enter**.
3. The Customer Lookup form displays. Enter search criteria in the form for the customer whose special order account must be canceled and select **Process**.
4. If more than one customer name matches your criteria, select the correct customer from the list and choose **Select & Continue**.
5. The Register Sale screen displays and the customer who owns the special order account is associated with it. Select **Extended Transaction** from the menu.
6. Select **Special Order** from the Extended Transaction menu.
7. Oracle Retail Xstore Point-of-Service displays a list of special order accounts for the selected customer. Select the special order account to be canceled and press **Enter** to continue.

Figure 20–12 Special Order Results - Cancellation

Special Order Search
Select one of the following special order accounts.

Name	Account ID	Setup Date	Status	Balance
Clark, Vanessa	55401001000002	10/25/17	Open	\$53.69

Back Set Up New Select & Continue

- The system displays the details of the special order account you selected in the Special Order Mode. Select the **Cancel Special Order** options on the menu.

Figure 20–13 Special Order Screen

Vanessa Clark

Trans # 118

	Unit Price	Qty	Ext Price
ANIMAL PRINT CAP SLEEVE DRESS 997		1	\$65.24
Open			
Employee/Family 15% Discount			(\$9.75)
Special Order Service Fee 994		1	\$2.98
Open			
Special Order Deposit 995		1	\$5.97
Open			

Items: 0 Tax: \$0.00 Fees: \$0.00 Subtotal: \$0.00

Associate: Amount Due: \$0.00 >

Cancel Help Exit Special Order **Cancel Special Order** View History View Customer

Note: For more information on cancelling special orders, see the *Oracle Retail Xstore Point-of-Service User Guide*.

Shelf Labels

You can print shelf labels for any item in the current item file. Shelf labels can be printed to a laser report printer if the report printer supports printing multiple labels per page, or to a label printer if using ZPL II communication.

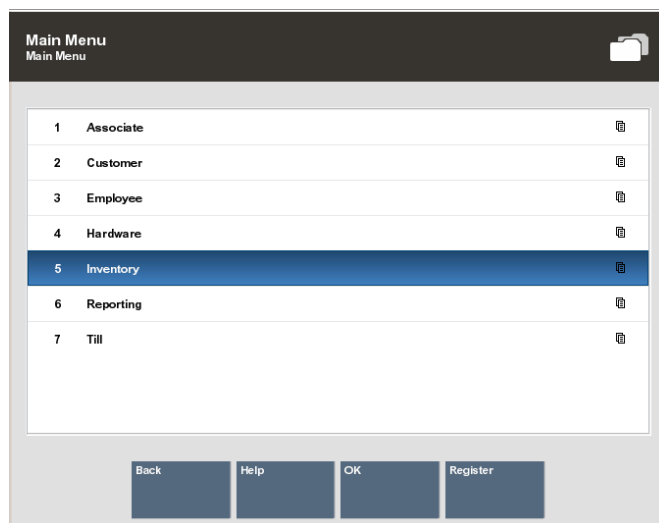
In addition to scanning/entering items in order to print labels, the system also provides an option to print shelf labels for all of the items on an entire receiving document at once, and from previously saved batches if using ZPL II communication.

Note: You must load the appropriate label stock into the printer for each label printing job. The system does not perform a check for the correct stock before printing.

Printing Shelf Labels

1. After logging in to the Back Office (see [Accessing the Back Office](#)), select the Inventory option from the Main Menu and press **Enter**.

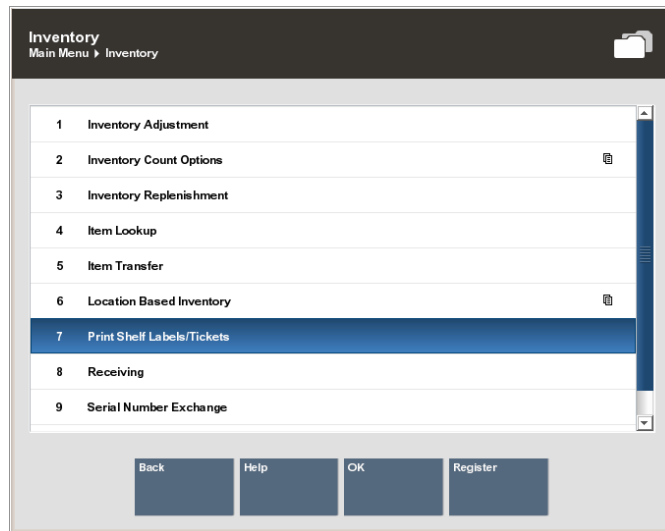
Figure 21-1 Back Office Main Menu - Inventory Option



Note: Instead of scrolling up or down the menu list to select an option, you can immediately access any option on the menu by pressing the number or letter associated with it on the keyboard (3=Employee, 5=Inventory, C= Customer, and so on).

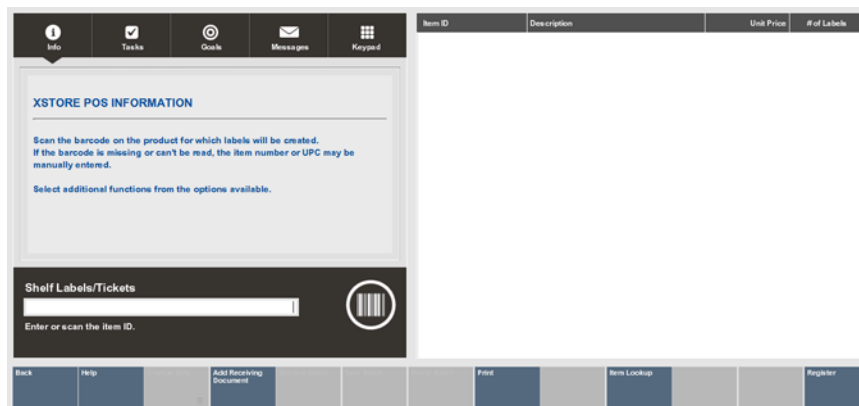
2. At the Inventory menu, select the Print Shelf Labels/Tickets option and press **Enter**.

Figure 21–2 Inventory Menu



3. When prompted scan the barcode or manually enter the item Id and press **Enter**.

Figure 21–3 Item ID Prompt



Note: If you are using ZPL II communication with a label printer, the Retrieve Batch option is available if you previously defined and saved a named print batch. See [To Retrieve a Batch - ZPL II Only](#).

When prompted for the number of labels you want to print for this item, type the quantity and press **Enter**.

Figure 21–4 Label Quantity Prompt

Enter Quantity

1000

Enter the label quantity.

Note: By default, the system displays the number of items in your on hand inventory.

4. The next steps depend upon your label printer setup:
 - If you are not using ZPL II communication with a label printer, continue with step 5 below.
 - If you are using ZPL II communication with a label printer, skip to [ZPL II Label Printers](#).
5. Oracle Retail Xstore Point of Service adds each Item Id and number of labels to the View Port area of the screen. The item description and unit price are also shown.

Figure 21–5 View Port Displays Items Added for Labels

Enter Quantity

1000

Enter the label quantity.

Additional Options:

Note:

- Change Item - To remove an item from the list, change the label quantity, or change the item label price, see [To Change an Item](#).
 - Item lookup - To search for an item to add to the list, see [To Look Up an Item](#).
 - Add Receiving Document - To add items from a receiving document, see [To Add a Receiving Document](#).
-

6. When you have entered and/or edited all the items and label quantities, select the **Process** option to continue with label setup.

Oracle Retail Xstore Point of Service prompts you to select the type of label from the list. Select the label type and press **Enter** to continue.

Figure 21–6 Item/Shelf Labels - Select Type

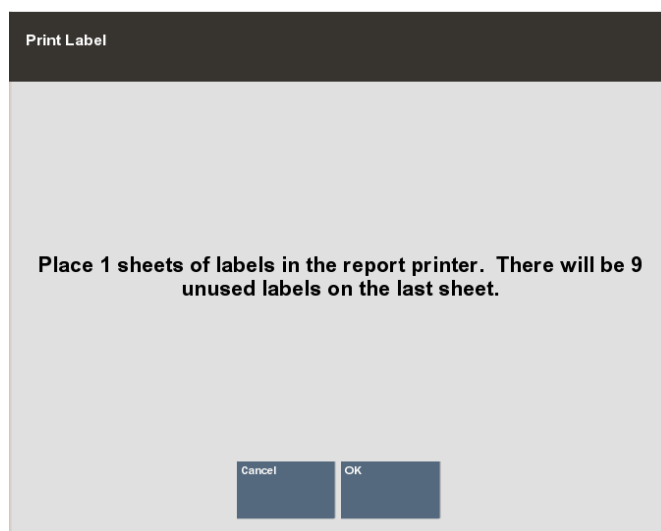
7. Oracle Retail Xstore Point of Service shows the number of label sheets you need and prompts you to select the location for the first printed label. Select the location for the first label and press **Enter**.

Note: The column/row you selected is shown in the Selection area on the form. In [Figure 21–7](#), Column: 1, Row: 1:

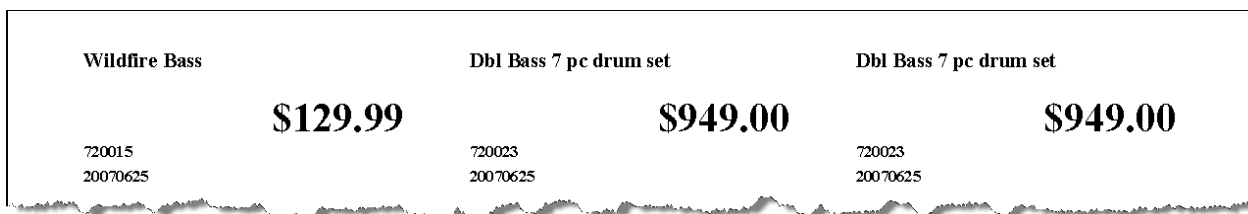
Figure 21–7 Label Location Prompt

Note: Label location selection allows you to use partial sheets of labels to ensure that expensive labels are not wasted.

8. When prompted, press **Enter** to acknowledge the message informing you of the number of label sheets required.

Figure 21–8 Print Label Prompt

9. Oracle Retail Xstore Point of Service flashes a message Calculating label layout and prints the labels.

Figure 21–9 Sample Labels

Note: If you exit from the Item/Shelf Labels screen without printing the labels, Oracle Retail Xstore Point of Service displays a warning message that all current label settings will be lost. Select **Yes** to return to return to the Inventory Menu or select **No** to continue working with labels.

ZPL II Label Printers

...continued from step 4.

Note: If you previously defined and saved a Named Batch, you can retrieve the batch by selecting Retrieve Batch from the Item/Shelf Labels menu. See [To Retrieve a Batch - ZPL II Only](#).

1. After entering the item Id and label quantity:
 - If the item you entered is associated with a pre-defined stock label type, the item is automatically added to the view port with this icon Go to step 2.

- If the item you entered is not associated with a pre-defined stock label type, you are prompted to select a label type from the list. This assigns the selected label type to the item for this instance only not for future label printing, and does not affect future label printing.
- Select the stock label type.
- Select a processing option:
 - Select **Process** to associate the stock label type to the item.

<OR>

 - Select **Assign To All** to assign the selected Stock type to all items in the current list.

Note: All items in the list will print on the same label stock type. However, this selection will not update the pre-defined stock type of the items and will not apply to items that are added after the **Assign To All** option is selected.

- Xstore returns to the Enter/Scan Item Id prompt screen.
2. The following options are available before printing the labels:
 - Change Item - To remove an item from the list, change the label quantity, change the item label price, or change an item's stock label type, see [To Change an Item](#).
 - Item lookup - To search for an item to add to the list, see [To Look Up an Item](#).
 - Add Receiving Document - To add items from a receiving document, see [To Add a Receiving Document](#).
 - Retrieve Batch - To print a previously saved batch, see [To Retrieve a Batch - ZPL II Only](#).
 - Save Batch - To save this label printing instance as a batch, see [To Retrieve a Batch - ZPL II Only](#).
 3. When you have entered and/or edited all the items and label quantities, select the Process option to continue with label printing.

Note: Before printing, Oracle Retail Xstore Point of Service automatically groups the items by stock type and verifies all items are associated with a label stock type. If Oracle Retail Xstore Point of Service detects that any of the items do not have an assigned label stock, you are prompted to select a label stock.

4. Xstore displays the Load Label Type message.
 - Select **Print** to print the labels in this stock group. Continue printing all stock groups, making sure you have loaded the appropriate label stock for each. Go to step 5.

<OR>

 - Select **Skip Group** if you do not want to print these labels at this time. If there is another stock group, the Load Label Type message displays for the next

group. Make sure you have loaded the appropriate label stock for each group. Continue printing all stock groups.

Go to step 5 below.

Note: You can select **Back** to return to the item entry screen.

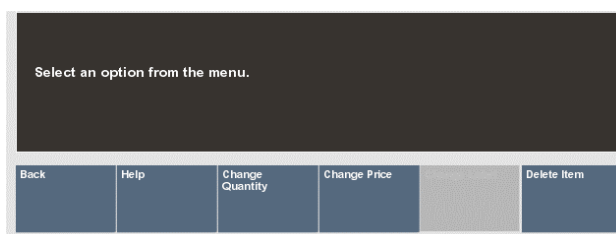
5. If prompted, select **Yes** to save and name this batch so it can be printed in the future, or select **No** if you do not want to print this batch again.

If you are not prompted, you can save the batch by selecting the **Save Batch** option. For more information see [To Save a Batch - ZPL II Only](#) and [To Retrieve a Batch - ZPL II Only](#).

To Change an Item

Select **Change Item** to edit an item. The following options are available from the Change Item menu before you print labels for the items.

Figure 21–10 Change Item Options



Change Quantity: Select **Change Quantity** to change the number of labels to be printed.

- Use the arrow keys to select the item and press **Enter**.
- At the Enter Quantity prompt (see [Figure 21–4](#)), enter the number of labels you want to print for the item and press **Enter**.

Oracle Retail Xstore Point of Service updates the label quantity on the View Port for the item.

Change Price: Select **Change Price** to change the price that is printed on the label.

- Use the arrow keys to select the item and press **Enter**.
- At the Enter Price prompt, enter the price of the item to be printed on the label and press **Enter**.

Figure 21–11 Enter Price Prompt



Oracle Retail Xstore Point of Service updates the label unit price on the View Port for the item.

Change Label - ZPL II ONLY Select Change Label to specify a different stock label type for the item.

- Use the arrow keys to select the item and press **Enter**.
 - Select the stock label type.
 - Select a processing option:
 - Select **Process** to associate the Stock Label type to the item.
- <OR>
- Select **Assign To All** to assign the selected Stock Label type to all items in the current list.

Note: All items in the list print on the same label stock type. This selection does not update the pre-defined stock type of the items and does not apply to items that are added after the **Assign To All** option is selected.

Delete Item: Select **Delete Item** to remove an item from the list of item labels to be printed.

- Use the arrow keys to select the item and press **Enter**.

Note: There is no confirmation prompt before deleting the item. Be sure you are highlighting the correct item in the View Port display area.

Oracle Retail Xstore Point of Service removes the item from the list of item labels to be printed.

To Look Up an Item

Item Lookup: Select Item Lookup to find an item using the item lookup search criteria form. The item can be added to the list of item labels to be printed.

At the Item Lookup form, enter the search criteria and select **Process**.

Figure 21–12 Item Lookup Form

Tip: Your store may be configured with advanced lookup options, which provide the ability to add Custom Groups and Details to further define your search criteria. Select the exclude box to not include an item in your search.

- If more than one item matched the search criteria you entered, select the item from the list and **OK**. Oracle Retail Xstore Point of Service displays the item information.
- Select the **Add Item** option to include the item on the list of item labels to be printed.

Figure 21–13 Item Lookup Results - Add Item Option

Red M Tee Shirt Item ID: 339182 Current Price: \$12.58 0 In Stock

Product Information	Inventory Stock	Related Items	Style Grid	Price History	Sales History
Merchandise Hierarchy Department: Men's Apparel - 738 Style ID: 339080 Subdepartment: Men's Shirts - 738180 Color: Red Class: Men's Tees - 738180180 Size: Medium Subclass:					
Vendor Information Vendor: Part #: Orderable: Yes Order Lead Days: 0					
Product Attributes Item Type: STANDARD Unit of Measure: Season: Restocking Fee: Stock Status: Tax Group: State/Country Tax Returnable: Yes Tax Amount: \$1.00					
Today's Sales Net Sales: Qty:					

Back Help Add Item Inventory Locator Previous Tab Next Tab Register

- Enter the number of labels to be printed for the item and press **Enter** to add the item to the list of item labels to be printed. By default, the on hand quantity for the item is shown in the Label Quantity focus bar prompt (Figure 21–4).

To Add a Receiving Document

Add Receiving Document: Select this option to print labels for all of the items on a receiving document.

- At the Document Search form, scan the barcode for the Receiving Document or enter search criteria to locate the Receiving Document.

Figure 21–14 Document Search Form

Receiving Document Search
Scan a document barcode or enter search criteria.

Document ID:

Customer Acct. ID:

Document Type: ▼

Document Status:

- Closed
- In Process
- Open

Back Help Process

Oracle Retail Xstore Point of Service displays a list of receiving documents that match the criteria you entered. You may need to scroll through the list if multiple documents are displayed.

Figure 21–15 List of Receiving Documents

Receiving Documents
Select a receiving document to add to labels/tags selection.

Status	Document Number	Exp Rcpt Date	Store Created?
Special Order	ASN11KG113111119		Y
Open			
ASN	ASN11KG113111114		Y
In Process			
Store Transfer	TF11KG113111114		Y
Closed			

Back OK

- Select the receiving document that has the items that need labels and choose **OK**. Oracle Retail Xstore Point of Service adds all of the items on the Receiving Document to the list of item labels to be printed, and displays them in the View Port area of the screen.

Note: By default, a label will be printed for each item/quantity in the shipment. Use the **Change Quantity** option to edit the number of labels to be printed.

To Save a Batch - ZPL II Only

Batch options are only available when using ZPL II. Use this option to assign a name to the current list of items so it can be used again in the future. See [To Retrieve a Batch - ZPL II Only](#) below for information about reusing the batch to print labels.

1. Select **Save Batch** from the Item/Shelf Labels screen.
2. When prompted, enter a name for the batch and press **Enter**.
3. Xstore saves the batch information and it can be retrieved for printing later.

To Retrieve a Batch - ZPL II Only

Use this option to retrieve a list of previously save batches. See [To Save a Batch - ZPL II Only](#) above for more information about saving a batch for reuse.

1. Select **Retrieve Batch** from the Item/Shelf Labels screen.
2. When prompted, select a Batch from the list and press **Enter**.
3. The items in the batch are shown on the View Port.
4. Continue with step 2.

To Delete a Batch - ZPL II Only

Use this option to delete a previously saved batch.

1. Select **Retrieve Batch** from the Item/Shelf Labels screen.
2. When prompted, select a Batch from the saved Batch List and select **Delete Batch**.
3. At the confirmation prompt, select **Yes** to delete the batch. Selecting **No** returns to the saved Batch List and the selected batch is not deleted.
4. Xstore returns to the Saved Batch list and the selected batch is removed from the list.

Training Mode

Training Mode allows you to train new employees on the system-at both the POS Register and in the Back Office-without being concerned that any live data may be impacted.

In Training Mode, store employees can simulate most of the functions provided by Oracle Retail Xstore Point of Service in normal operating mode. Any transactions performed in Training Mode are distinguished from transactions conducted in operating mode in several ways. First, the data elements associated with live and training transactions are separated from each other. In addition, any artifacts related to them, such as receipts, reports, and so on, are also kept separately.

Your system's configuration applies to both the live and training modes. For example, if you are using Till Accountability in the live mode, the rules for Till Accountability also apply in training mode. Even though a till may be attached to the register in live mode, the first time that you log into the training mode you must assign a till to an employee and attach a till to the register from the Back Office.

You can exit training mode at any time and return to live operating mode.

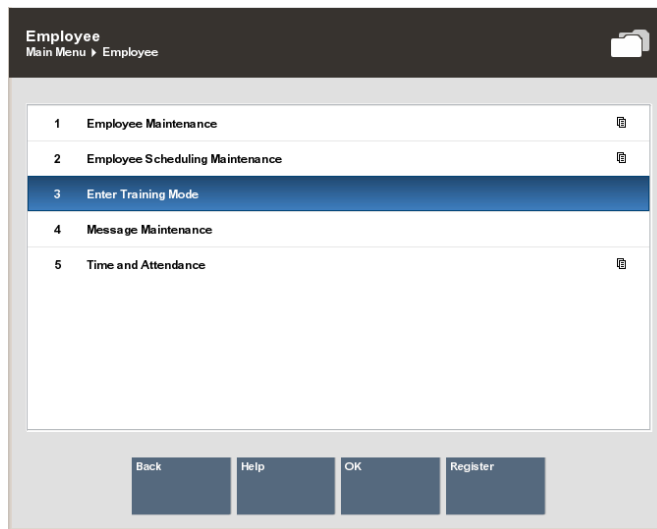
Accessing Training Mode

Tip: Training Mode can be accessed from both the Register Login screen and the Back Office Login screen.

You can log into the training mode using the same password that you use in the live, production mode. In Training Mode, Oracle Retail Xstore Point of Service shows only the functions and menu options that are permitted by your security level in production mode.

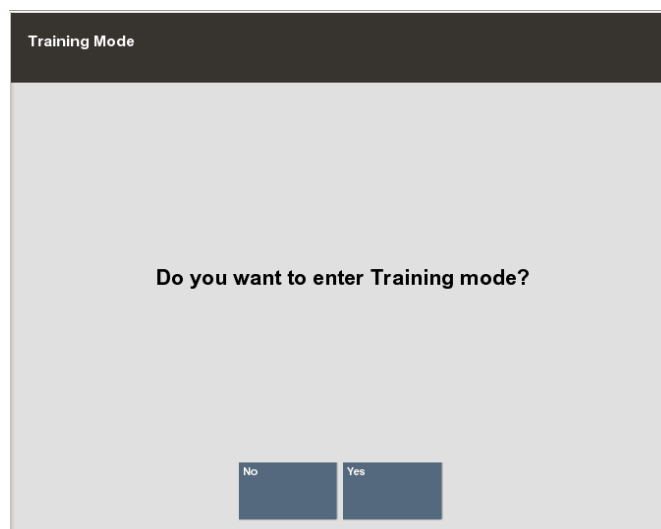
Starting Training Mode

1. To log in to Training Mode from the Back Office:
 - Log in to the Back Office using your employee ID and password.
 - Select the **Enter Training Mode** option at the Employee Menu.

Figure 22–1 Employee Menu - Enter Training Mode Option

Note: If you select the **Enter Training Mode** menu option before logging in to the Back Office, Xstore displays the Register login screen in Training mode.

2. Oracle Retail Xstore Point of Service prompts to confirm that you want to enter Training Mode. Select **Yes** to enter Training Mode. If you select **No**, Oracle Retail Xstore Point of Service returns to the Back Office Main Menu or to the Register Login screen, depending upon the location from which you logged in.

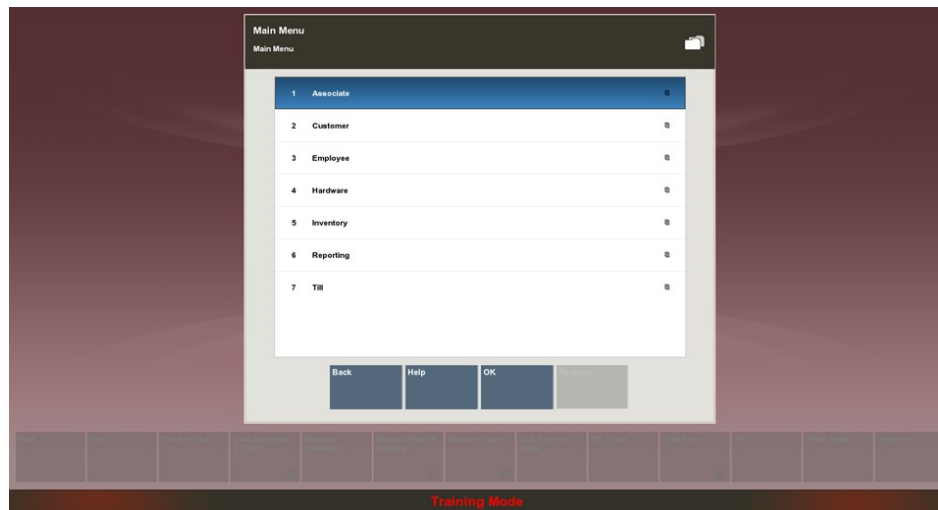
Figure 22–2 Confirm Training Mode Prompt

3. When prompted, enter your employee ID and password.
The system displays the same screen that it would in regular (non-training) mode. If the system is configured to prompt for a commissioned associate in regular

mode, that screen also appears in training mode. If your system is configured to show the Customer Lookup form, that form displays.

Note: The background color of the menu options and the screen is red. The Title Bar name in the upper right corner of the screen toggles between the words "Register" or "Back Office" and "TRAINING".

Figure 22-3 Training Mode - Back Office Screen Example



You can perform most functions exactly the same way as when the register is in normal production mode. However, the following functions cannot be performed while the register is in Training Mode:

- The cash drawer does not open.
- No authorizations or settlements can be performed.
- Oracle Retail Xstore Point of Service does not communicate with the Environment (Xenvironment is an application that interacts with Oracle Retail Xstore Point of Service and the operating system to perform some critical functions, particularly during store opening and closing). For this reason, you can simulate a store close without impacting live operations in your store.

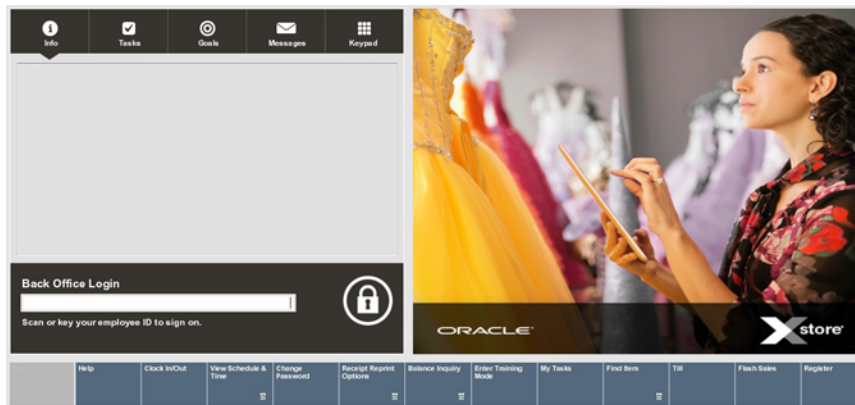
If your system is configured to print receipts while in training mode, the receipts clearly indicate that they were generated while the system was in Training Mode.

To Exit Training Mode

1. Select the **Exit Training Mode** option.
2. Oracle Retail Xstore Point of Service prompts you to confirm that you want to exit Training Mode. Select **Yes** to exit from Training Mode.

Oracle Retail Xstore Point of Service returns to normal production mode.

Figure 22–4 Back Office Login Screen - After Exiting Training Mode



Hardware Functions

This chapter includes information about the functions that can be performed in the Back Office, but are not closely associated with a specific functional task. Like other Back Office functions, these activities are logged by the system for accountability and reporting purposes.

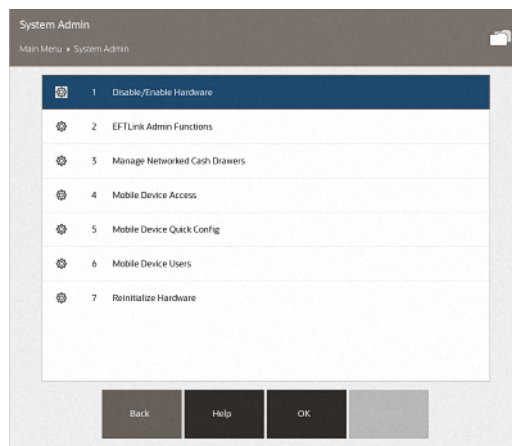
The following functions are included in this section:

- Enabling/Disabling Hardware - See [Enabling and Disabling Hardware](#).
- Reinitializing Hardware - See [Reinitialize Hardware](#).
- Managing Networked Cash Drawers - See [Managing Networked Cash Drawers](#).
- Configuring Networked Cash Drawers - See [Configuring Networked Cash Drawers](#).
- Releasing Cash Drawers - See [Releasing a Cash Drawer](#)
- Mobile Client Device Access - See [Mobile Client Device Access](#).
- Updating the PINpad key - See [Update PINpad Key \(TransArmor\)](#).

Enabling and Disabling Hardware

This option provides a way to temporarily disable and then enable hardware devices. This process writes out a hardwareconfig.xml file to a patch directory for the devices that have been disabled, reloads the hardware configurations, and then re-initializes the hardware.

To begin, select the **Enable/Disable Hardware** option from the Back Office Main Menu.

Figure 23–1 Back Office Main Menu - Enable/Disable Hardware Option

- To disable a device or devices, go to [To Disable a Hardware Device](#).
- To enable a device or devices, go to [To Enable a Hardware Device](#).

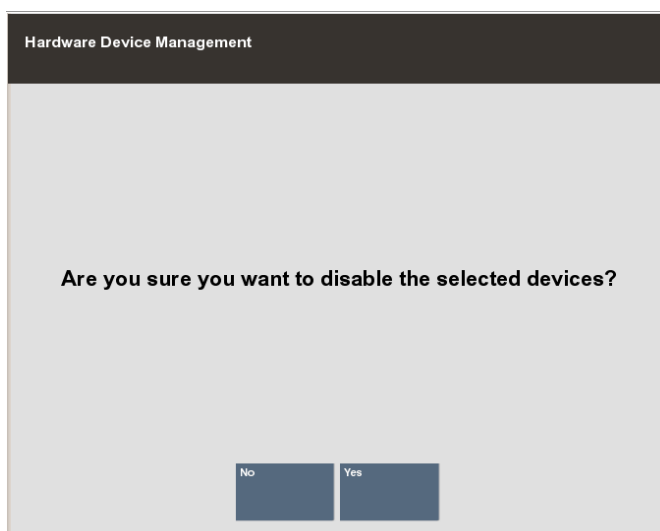
To Disable a Hardware Device

1. Press the **Spacebar** to select a hardware device-or devices-to be disabled, then select **Disable Device**.

Note: The green check mark ✓ next to the device name indicates the device is currently enabled.

The selected device(s) will be highlighted in blue.

2. When prompted, press **Y** to confirm you want to disable the selected device(s).

Figure 23–2 Confirm Disable Device

- On the Hardware Device Management screen, the red cross indicates the device is disabled. Verify this is the device or devices you want to disable and select **Apply Device Changes**.

Figure 23–3 Hardware Device Management Screen - Disabled Devices

Hardware Device Management		
Device Type	Name	Enabled/Disabled
PinPad.MAIN_PINPAD	Virtual-PINPad-Swing	✗
Scanner.BARCODE_SCANNER	Virtual-Scanner-Swing	✓
CustomerDisplay.CUST_DISPLAY	Virtual-LineDisplay-Swing	✓
SignatureCapture.SIG_CAP	Virtual-SigCap-Swing	✓
CashDrawer.CASHDRAWER	Virtual-Cashdrawer1-Swing	✓
MSR.MAIN_MSR	Virtual-MSR-Swing	✓
POSPrinter.RECEIPT_BACKUP	Generic-Printer-Laser	✓
POSPrinter.REPORT	Generic-ReportPrinter-Laser	✗
POSPrinter.RECEIPT	Generic-Printer-Laser	✓
POSPrinter.FLASH_SALES	Generic-Printer-Laser	✓

Undo Changes
Help
Apply Device Changes
Clear Hardware Configs
Enable Device
Disable Device
Register

- When prompted, press **Y** to confirm you want to disable the selected device(s). The system writes out a temporary hardwareconfig.xml file with the devices that have been disabled.

Figure 23–4 Confirm Apply Device Changes

Hardware Device Management

Are you sure you want to apply device changes?

No
Yes

To Enable a Hardware Device

Note: You have two options to enable a hardware device:

- Select **Enable Device** to enable only the selected device(s), without removing any configuration overrides (patch file entries) that may exist for other devices. For example, this option can be used when you have disabled several devices and only want to enable one device, not all of the disabled devices.
- Select **Clear Hardware Configs** to remove all overrides to the device configuration file, which will enable all disabled devices. For example, this option can be used when you want to enable all disabled devices at once. The system removes the hardware configuration overrides (patch file entries) that were created when the devices were disabled.

1. Select a hardware device, or devices, to be enabled.

The red cross next to the device name indicates the device is currently disabled.

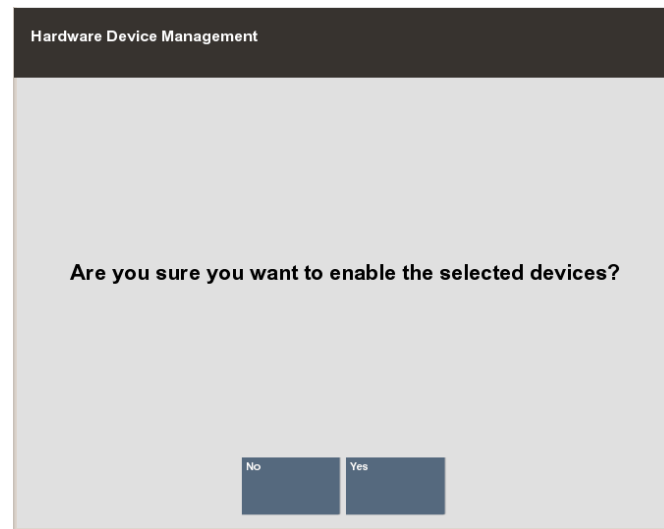
Figure 23–5 Hardware Device Management Screen - Disabled Devices

Hardware Device Management		
Device Type	Name	Enabled/Disabled
PinPad.MAIN_PINPAD	Virtual-PINPad-Swing	✗
Scanner.BARCODE_SCANNER	Virtual-Scanner-Swing	✓
CustomerDisplay.CUST_DISPLAY	Virtual-LineDisplay-Swing	✓
SignatureCapture.SIG_CAP	Virtual-SigCap-Swing	✓
CashDrawer.CASHDRAWER	Virtual-Cashdrawer1-Swing	✓
MSR.MAIN_MSR	Virtual-MSR-Swing	✓
POSPrinter.RECEIPT_BACKUP	Generic-Printer-Laser	✓
POSPrinter.REPORT	Generic-ReportPrinter-Laser	✗
POSPrinter.RECEIPT	Generic-Printer-Laser	✓
POSPrinter.FLASH_SALES	Generic-Printer-Laser	✓

Undo Changes	Help		Apply Device Changes		Clear Hardware Configs		Enable Device	Disable Device				Register
--------------	------	--	----------------------	--	------------------------	--	---------------	----------------	--	--	--	----------

2. Enable the device(s).

- To enable one or more selected devices:
 - Select the disabled device(s) in the list and select **Enable Devices**.
 - Select **Apply Device Changes**.
 - When prompted, press **Y** to confirm you want to enable the selected devices.

Figure 23–6 Confirm Device Prompt

<OR>

- To enable all disabled devices at once:
 - Select **Clear Hardware Configs**. You do not need to select a hardware device in the list when using this option. All disabled devices are enabled by default.
 - When prompted, press **Y** to confirm you want to remove all the configuration overrides in the temporary hardwareconfig.xml file.
- 3. The hardware devices are enabled.

Note: If there are any device errors detected when enabling a device, the system displays a warning message about the non- functional devices.

Reinitialize Hardware

Select the Reinitialize Hardware menu option to reset the peripheral hardware devices. The system performs the following process for the hardware devices:

close -->release-->claim-->open

When prompted, select Yes to confirm you want to re-initialize the hardware.

Note: Reinitializing hardware is also used to register a VeriFone device with TransArmor.

Networked Cash Drawers

This section describes the networked cash drawers:

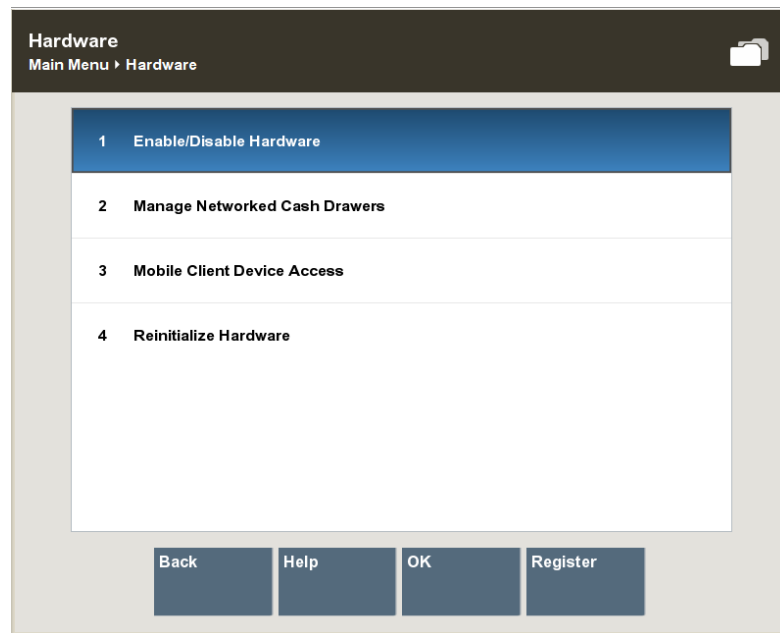
- [Managing Networked Cash Drawers](#)
- [Configuring Networked Cash Drawers](#)
- [Releasing a Cash Drawer](#)

Managing Networked Cash Drawers

When working with Xstore Mobile devices, networked cash drawers allow monies to be collected.

1. Select the **Manage Hardware** option from the Back Office Main Menu.
2. Select the **Managed Networked Cash Drawers** option from the list.

Figure 23-7 Manage Hardware Screen - Manage Networked Cash Drawers



Upon navigating to the screen, a discovery is performed to identify all networked cash drawers on the network.

3. A list of all discovered networked cash drawers are displayed.

Figure 23–8 Example List of Discovered Networked Cash Drawers

[illegible]

The status of the cash drawer may be:

- New - Configuration has not been entered.

- Active - The cash drawer is available to use.
 - Inactive - The cash drawer is not available to use.
 - Reset - Restored to factory settings and configuration needs to be entered.
4. Select a cash drawer from the list.

You can Activate and Deactivate cash drawers by selecting the correlating button. The Activate button changes the status to ACTIVE. The Deactivate changes the status to INACTIVE.

You can delete the cash drawer from the Database by selecting the **Delete Device** button. Use the Discover Devices button to find new networked cash drawers on the network.

Note: The Activate, Deactivate, Delete and Configure activities are controlled by user security. An employee must have the proper security privileges to use these buttons.

Configuring Networked Cash Drawers

1. Select the **Configure** Button on the **Manage Networked Cash Drawers** screen.

Figure 23–9 *Configure Screen*

The screenshot shows a web-based configuration interface titled "CONFIGURE" with the subtitle "Enter Configuration Information". The interface contains several input fields and two checkboxes. The fields are labeled as follows:

- IP Address:** 10.143.209.121
- Netmask:** 255.255.255.0
- Gateway:** 10.143.209.1
- DNS Host:** 9N8KA
- TCP Port:** 30998
- Description:** IP Drawer2
- Beep On Open:** Yes (checked)
- Beep On Extended Open:** No (checked)

At the bottom of the form, there are four buttons: "Back", "Help", "Clear Configs", and "Save Configs".

2. Enter the required data to configure the screen. If the drawer is an existing drawer, the configurable values will be shown with the option to change the values.
3. Select the **Save Configs** button to apply the changes to the Configure screen. You are returned to the **Manage Networked Cash Drawers** screen.

Note: You can clear all configurations by selecting the **Clear Configs** button.

Releasing a Cash Drawer

On occasions when the cash drawer cannot be opened (maybe due to a network loss), it is possible to manually release the cash drawer in-use and allow other users to use them.

Note: Ensure there is no current transaction taking place prior to using this process.

1. Navigate to the **Manage Networked Cash Drawers** screen.

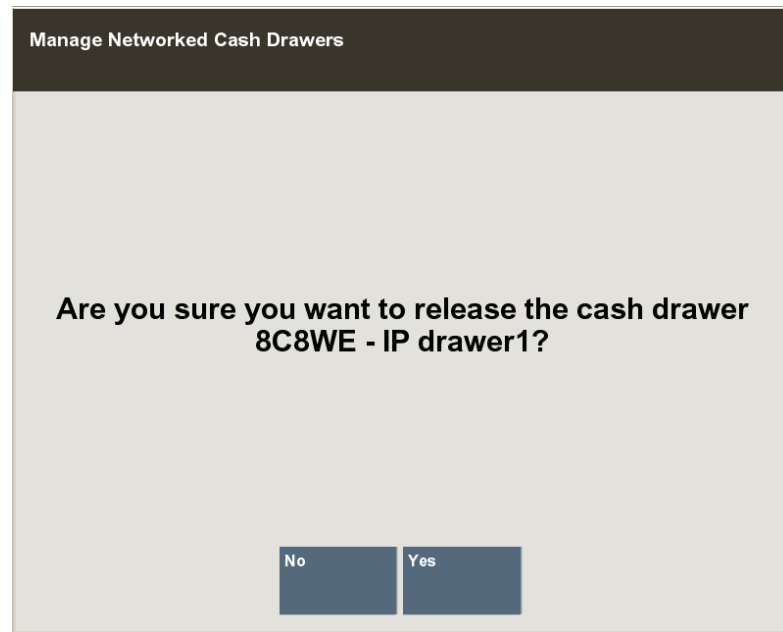
Figure 23–10 *Manage Network Cash Drawers Screen*

Device Name	Device Description	Barcode	Status
APG Atwood	B77rv cash drawer	B57MIV	Active

2. Select the in-use cash drawer from the list of cash drawers.
3. Select the **Release Device** button.

Note: The **Release Device** button is controlled by user security. An employee must have the proper security privileges to release the cash drawer.

4. Confirm you want to release the cash drawer: "Are you sure you want to release the cash drawer <cash drawer id and name>?"

Figure 23–11 Release Device Confirmation

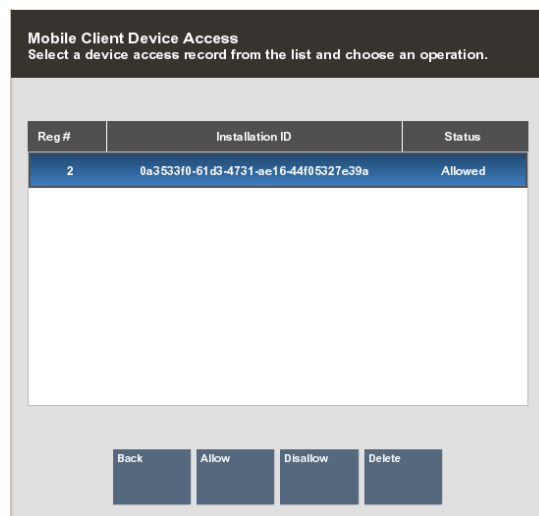
5. Select Yes on this prompt, to continue.

The cash drawer is manually released from being in-use and is available to use again.

Mobile Client Device Access

This option allows you to manage the mobile devices to function as a register in the store. When installing a new mobile device the Xstore Mobile server will initially block that device from running Xstore until an administrator goes into this function to enable the newly configured device.

From the Hardware menu, select the **Mobile Client Device Access** option.

Figure 23–12 Mobile Client Device Access Screen

To enable the mobile device to function as a register in the store select the **Allow** button or select the **Disallow** button to disable access to any currently enabled mobile device.

Select the **Delete** button to remove the device configuration from the Xstore register.

See also the *Xstore Point-of-Service Mobile User Guide* for more information about operating the mobile device.

Mobile Device Quick Config

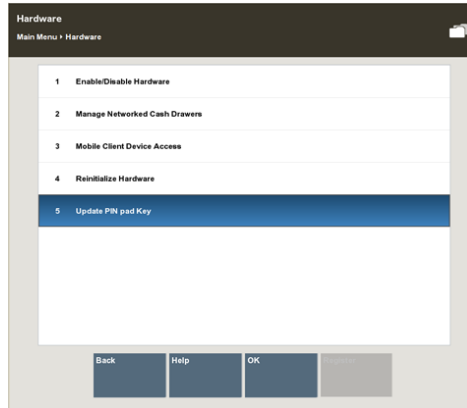
Mobile Device Quick Config allows you to generate a QR code for a mobile device to connect to the Xstore Mobile server.

1. Select **System Admin** from the Main Menu.
2. Click **Mobile Device Quick Config** in the **System Admin** menu.
3. For the mobile device you want to configure, enter the register ID it should have.
4. Xstore generates a QR code containing the configuration information.
5. On the mobile device you want to configure, go into the Configuration screen. Swiping the screen from the left to the right on the mobile device gains access to the Configuration screen. Select **Scan to Configure** to scan the generated barcode.
6. Scan the QR code. The mobile device is added.

Update PINpad Key (TransArmor)

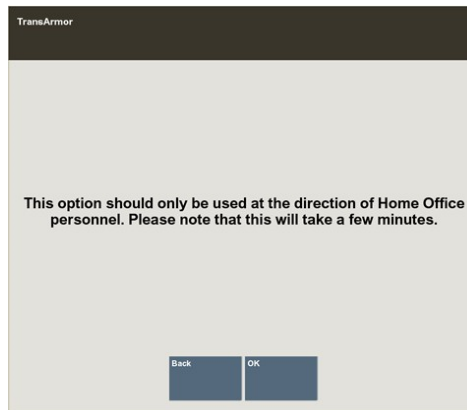
If your store is using TransArmor for credit card authorizations, use the Update PINpad Key option to advance the Device Derivation Key (DDK) when needed.

Figure 23–13 Hardware Menu



1. Select the **Update PINpad Key** option from the **System Admin** menu.

Figure 23–14 Warning Prompt



2. A warning prompt displays indicating that this option should only be used at the direction of the Home Office. Select **OK** to proceed or press **Enter** to return to the main menu.
 - If the update is successful, Xstore prompts: PINpad device key is successfully updated.
 - If the update is not successful, Xstore prompts: PINpad is no longer usable because the device key update was not successful. Call the Help Desk.

Tax Free Invoices

Some countries offer “Tax Free Shopping” to shoppers from other countries, and allow for the reclaiming of value added tax (VAT) on their purchases. The final cost for the traveler is the value of the merchandise minus the taxes and the fee of the provider.

Xstore Point of Service has been integrated with the two largest providers:

- Global Blue
Using their IC2 services and IC2 web forms embedded within Xstore
- Planet Payment (previously known as Premier Tax Free (PTF) or Fintrax(FX))
Using Xstore forms

If Oracle Retail Xstore Point of Service at the store has been configured to integrate with one of these Tax Free Providers, then eligible shoppers can request a Tax Free Invoice (TFI) during the sale, which they can later use to reclaim the VAT they have paid on their purchases. See the *Oracle Retail Xstore Point of Service User Guide* for more information.

The following functions are included in this section:

- Issuing Tax Free Invoices - See [Issuing Tax Free Invoices](#).
- Reprinting Tax Free Invoices - See [Reprinting Tax Free Invoices](#).
- Voiding Tax Free Invoices - See [Voiding a Tax Free Invoice](#).
- Tax Free Invoice Returns - See [Tax Free Invoice Returns](#).

Issuing Tax Free Invoices

Tax Free Invoices for a sale (or multiple sales) can be issued and printed in the Back Office after the sales completion in the POS, from either the:

- Journal or the,
- Invoice Menu

Note: The country where the store is located could have limitations in terms of how many days the sale can be held.

Issuing a Tax Free Invoice from the Electronic Journal

In the journal you can select a single sale for the issuing of the TFI.

Figure 24–1 Electronic Journal Screen

Start # 1 End # 1	Start Date: 22/10/2019 End Date: 22/10/2019	Start Time: 00:00:00 End Time: 23:59:59	Cashier ID	Trans. Type: All Transaction Types Tender: All Tenders Customer
Electronic Journal				
Retail Sale Register 1 Customer Total Sale \$288.99	Date: 22/10/2019 Cashier 100	Time: 15:24:15 Ticket 42		
Retail Sale Register 1 Customer: James Smartan Total Sale \$288.99	Date: 22/10/2019 Cashier 100	Status: Cancel (Orphaned) Time: 15:15:57 Ticket 43		
Retail Sale Register 1 Customer Total Sale \$288.99	Date: 22/10/2019 Cashier 100	Status: Complete Time: 15:00:27 Ticket 40		
Retail Sale Register 1 Customer Total Sale \$288.99	Date: 22/10/2019 Cashier 100	Status: Complete Time: 14:30:40 Ticket 39		
Retail Sale Register 1 Customer Total Sale \$288.99	Date: 22/10/2019 Cashier 100	Status: Complete Time: 10:20:44 Ticket 38 Tax Free Invoice: 12005019526298529806		
Retail Sale Register 1 Customer Total Sale \$288.99	Date: 22/10/2019 Cashier 100	Status: Complete Time: 15:18:40 Ticket 37 Tax Free Invoice: 12005019526298529806		
Deferred Invoice Register 1 Customer Total Sale	Date: 22/10/2019 Cashier 100	Status: Complete Time: 14:57:36 Ticket 36 Tax Free Invoice issued on 22/10/2019 733 - 1/35		
Retail Sale Register 1 Customer Total Sale \$288.99	Date: 22/10/2019 Cashier 100	Status: Complete Time: 14:55:48 Ticket 35 Tax Free Invoice: 12005019526298529806		
Deferred Invoice	Time: 14:40:40			
Refunded transaction				
Back	Help	Invoice Functions	View Detail	Reprint Receipt
			Gift Receipt	Debate Receipt
			Post Void	Register

1. Select the transaction that the invoice is required for.
2. Select the **Invoice Functions** button.

Figure 24–2 Invoice Functions Menu

Invoice functions

Select one of the options from the list below.

1 Issue Invoice

2 Reprint Invoice

3 Void Invoice

4 Retry invoice

Back

OK

3. Select **Issue Invoice**.

Figure 24–3 Issue Invoice Type

The screenshot shows a web interface titled "Issue Invoice". Below the title bar, the text "What kind of Invoice you want to issue?" is centered. At the bottom, there are three buttons: "Back", "Invoice or Credit Note", and "Tax Free".

4. Select **TaxFree** as the type of invoice to print.

The Tax Free Invoice form is displayed to capture the customers information.

Note: The connection from Xstore to the Tax Free Provider must be available, in order for a Tax Free Invoice to be issued.

With Global Blue IC2, the IC2 Webform is displayed embedded within Xstore.

- a. Enter the customers information.

The IC2 form controls which fields are displayed, which are mandatory and which refund methods are available. The cashier can lookup the customer details using the customers Global Blue Card or passport number, and if located by IC2, the customers details will be displayed into the form, saving the cashier from manually keying all of these details. If a customer is already attached to the sales transaction, then Xstore will default the customers details, which can be edited if required.

- b. When all mandatory fields have been entered, the cashier selects the required refund method.
- c. The cashier then selects **Issue**, in order to issue and print the Tax Free Invoice - the cashier will hand this over to the customer, along with the Xstore receipts, after the tendering process is completed.

Figure 24–4 Tax Free Invoice Form - Global Blue

TEST SHOP ORACLE - TEST STREET 123 - LONDON - E26 1NTD KINGDOM - 19306

TRAVELLER

PERSONAL INFO

GLOBAL BLUE IDENTIFIER

PROFESSOR IDG + X6666666

PASSEPORT COUNTRY + USA-UNITED STATES

TEST NAME + James

LAST NAME + Smuritan

DATE OF BIRTH + 27/08/1985

COUNTRY OF RESIDENCE + 840-UNITED STATES

STREET + 30500 Bruce Road

CITY + Solon

ZIP + 44139

EMAIL

MOBILE NUMBER +1

PURCHASE

SHOP REFUND NUMBER 0733191000015

VAT% 21

GROSS AMT. 218.99

PURCHASE TOTAL 218.99

VAT TOTAL 10.43

REFUND TOTAL 6.20

REFUND

SERVICE INFO

REFUND METHOD

ISSUE

Back Help Register

Figure 24–5 Sample Global Blue Tax Free Invoice

Global Blue

BRITAIN

Tax Refund Form

REFUND OF VALUE ADDED TAX

THIS TAX FREE FORM IS THE SOLE PROPERTY OF GLOBAL BLUE. REFUND ONLY BY GLOBAL BLUE OR ITS AUTHORISED REFUND PARTNERS.

Return address for stamped Tax Free Form: Global Blue, PO Box 365, 810 00 Bratislava, Slovakia. To contact Customer service visit www.globalblue.com/contact-us

C. RETAILER DECLARATION (Retailer must sign X below)

TEST Shop Oracle

TEST Street 123

54321 London

826 United Kingdom

I declare that:

- I give the goods to the customer on/...../.....

- The goods on this Form are correct

- I am satisfied that the customer is entitled to use the VAT Retail Export Scheme

- The customer has completed and signed the Form in my presence

X

RETAILER SIGNATURE

DATE (DD/M/YYYY)

A. CUSTOMER DETAILS

RESPONSE NUMBER X6666666

ISSUED BY THE GOVERNMENT OF

Smuritan James

RESIDENT ADDRESS

30500 Bruce Road

POSTCODE 44139

CITY Solon

STATE

COUNTRY 840 - UNITED STATES

DATE OF ARRIVAL

DATE OF DEPARTURE

FINAL DESTINATION COUNTRY

EMAIL

MOBILE NO (INCLUDE COUNTRY CODE)

B. DESCRIPTION OF GOODS

ITEM QUANTITY DESCRIPTION PRICE INC. VAT%

1003 1 TIE WAIST SHIRT DRESS 89.50

1004 1 BLK WHITE CAP SLEEVE DRESS 89.50

1005 1 PEASANT TOP JERSEY DRESS 79.99

NO CUSTOMS STAMP = NO REFUND

DATE OF ISSUE 10/12/2019

TOTAL NET AMOUNT 10.43

TOTAL PRICE INC. VAT% 218.99

SERVICE FEE 4.23

NET REFUND DUE 6.20

REFUND RULES

An Immediate Refund will always be paid in the currency of the country where the Refund Office is located. Alternatively, if a different currency is selected, the current "retail" rate of a designated Bureau de Change at the same location as where the refund is presented will be applied for the currency conversion. Global Blue reserves the right of choosing the appropriate refund method in exceptional cases at its reasonable discretion. For non-cash refunds in a currency different from the currency in which the goods were purchased, the current Global Blue "retail" rate based on the "retail" rate of a recognized European Retail Bank plus 3 to 5 % will be applied for the currency conversion. Credit card accounts will always be credited in the customer's local currency.

REFUND VALUE

Subject to the above Refund Rules, the amount actually refunded is equal to the amount of VAT paid in store less the service fee of Global Blue. A refund will not be made in cases where the retailer that has issued the Form has not complied with its contractual obligations towards Global Blue.

REFUND PERIODS

Immediate Refund in cash is made upon receipt of a duly filled in and validated Form. Immediate Refund to a credit card account is made within three (3) weeks of receipt of a Form by mail. Processing time for any involved credit card company is not included.

IMMEDIATE REFUND IN CASH

At some Refund Offices a cash handling fee per "Form" will be charged should you require an immediate refund in cash.

GLOBAL BLUE PRIVACY POLICY

WHAT INFORMATION WILL WE USE?

By joining, interacting or tax-free shopping with Global Blue, we will collect and use information about you. This information includes your personal details, information about the use of your Global Blue card, shipping and travel purchases and other information that we deem relevant.

HOW WILL YOUR INFORMATION BE USED?

We will use your information to provide you tax refunds and administer your participation in the Global Blue tax free shopping network.

We will also make your information to see how you use Global Blue's services, to understand your shopping and travel behaviour and to send you information and offers for the products or services which are most likely to interest you.

By providing your e-mail address, phone number or other communication contact details to us, you agree to receive these communications from Global Blue or Global Blue's partners in order to enable us to provide Global Blue's services.

WHO WILL WE SHARE YOUR INFORMATION WITH?

We will share your information within the Global Blue group of companies and with our shipping, hotel, travel and payment partners globally - further details are provided in the Tax Free Shopping FAQs section of www.globalblue.com.

We will also share your information with relevant tax authorities, customs officials, refund offices and your bank and/or credit card companies as necessary to process your tax refund.

YOUR RIGHTS

You have a right to access personal data held about you. To obtain a copy of the information we hold about you, please write to:

We are the Global Blue group. Our head office is Global Blue S.A. based in Switzerland. You can contact us at privacy@globalblue.com or Global Blue, PO Box 365, 8100 Bratislava, Slovakia

REMEMBER!

YOU MUST PRODUCE THIS FORM AND THE GOODS TO CUSTOMS AT THE LAST POINT OF DEPARTURE FROM THE EU

D. FOR OFFICIAL USE: AT EXPORT FROM THE EU

SIGNATURE

With Planet, the following Xstore forms are displayed:

Figure 24–6 Tax Free Invoice Form - Planet

Insert all required data

Customer Information

First Name Last Name

Address

City State

Postal Code Country of Residence

Tax Free Information

Document Type Document #

Document Country Tax Number

Mobile Number Birth Date

Final Destination Email

Arrival Date Departure Date

Back Help Select Tax Free Reimbursement Lookup Traveller

- a. Enter the Tax Free information for the customer or select **Lookup Traveler**.

Note: Dependent on your stores country, some fields will be pre-filled, some fields will be optional and some will be mandatory.

Customer name and address details.

Document Type: Possible values include, Passport, Driving License and Identity Card and Other.

Document #: The id of the selected document type.

Document Country: Country for the customer's document.

Note: Only countries locally eligible for a VAT refund are available in this menu.

Tax Number: Required in Portugal only, when the Document Country is also set to Portugal.

Mobile Number: Customer mobile phone number including the country prefix.

Birth Date: Customer's birth date.

Final Destination: Final travel destination for the customer.

Email: Customer email address.

Arrival Date: Date the customer arrived in the country.

Departure Date: Date the customer will leave the country.

Service: Service offered by the tax free providers for the types of refund service.

Refund Method: Method by which to provide the refund such as credit card.

Note: Important: The Refund Methods available depend upon the refund methods offered by the provider. Contact your provider for more information.

- b. Click **Select Tax Free Reimbursement** when all the mandatory information has been entered.

Lookup Traveler

Instead of manually entering the information for the customer, the Lookup Traveler option allows a traveller's details to be auto-filled in the Tax Free Invoice Form (Figure 24-6).

1. Select **Lookup Traveler** from the Tax Free Invoice Form.

Figure 24-7 Lookup Travel Form

The screenshot shows a web-based form titled 'Customer Tax Free Provider Token' with a subtitle 'Enter the Fintrax Token'. The form is divided into three main sections. The first section, 'Provider Card', contains a single input field labeled 'Token #'. The second section, 'Passport', contains two input fields: 'Passport #' and 'Passport Country', where the latter is a dropdown menu. At the bottom of the form, there are three buttons: 'Back', 'Help', and 'OK'.

2. Enter either the customers Tax Free Card (Provider Card Token#) or the customers Passport# and country:
 - Provider Card Token# - either scan or key the Card Token#
 - Passport - key the passport number and select the Country that issued the passport
3. Select **OK**.
4. If found, the traveller details (non-editable) auto-fills the Tax Free Invoice Form.

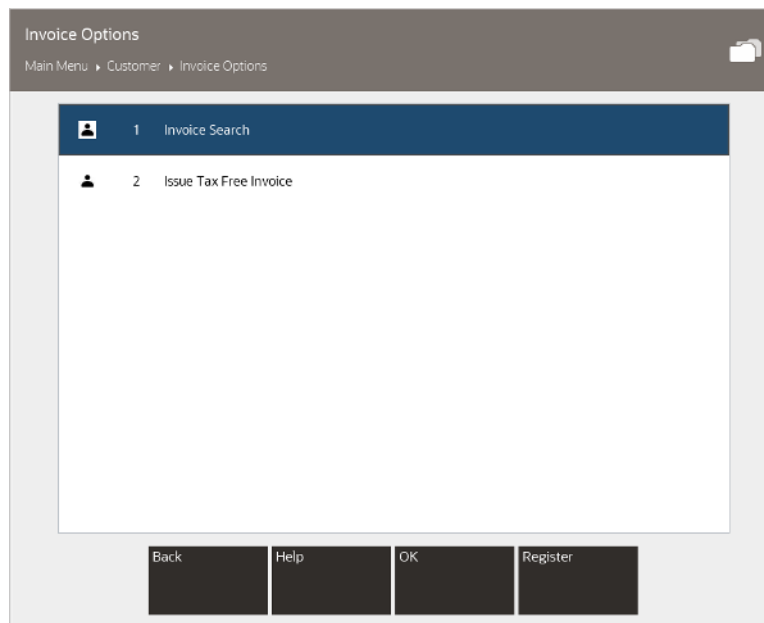
Issuing a Tax Free Invoice from the Invoice Menu

This option is similar to issuing a TFI from the Electronic Journal but it allows more than one receipt to be collected as a group and one invoice printed. This is useful when a single receipt does not reach the minimum expected value. The receipts can be

grouped disregarding any customers associated with them: the customer associated to the TFI is a separate entity, however.

- In some countries it is not allowed to group receipts into only one TFI.
- In some countries, the minimum expected value is intended to be valid for each single receipt.
- Some countries have a limitation in terms of time frame: all the receipts must be issued in the same month, or in the last 30 days and so on.

Figure 24–8 Invoice Options Menu



1. Select **Issue Tax Free Invoice** from the Invoice Options menu and select **OK**.
2. Select the **Search** button to start a transaction search.

Figure 24–9 Transaction Search

Transaction Search

Enter search criteria.

Register #

Start

End

1

Ticket #

Start

End

Date/Time

Start Date

22/10/2019

End Date

22/10/2019

Start Time

00:00:00

End Time

23:59:59

Cashier ID

Start

End

Customer # or Last Name

Orig Trans Amount

Start

0

End

999999999.99

Back

Help

Process

3. Enter the search criteria or scan the receipt barcode and press **Process**. Transactions eligible for the tax free are listed.

Figure 24–10 Transaction for Tax Free Invoice

Transaction For Tax Free Invoice				
Date	Register	Ticket	Total	Customer
22/10/2019	1	40	£285.99	
22/10/2019	1	39	£288.99	
22/10/2019	1	19	£69.50	
22/10/2019	1	18	£69.50	
22/10/2019	1	17	£69.50	
22/10/2019	1	16	£69.50	
22/10/2019	1	15	£69.50	
22/10/2019	1	14	£69.50	
22/10/2019	1	12	£69.50	
22/10/2019	1	11	£69.50	

Back

Help

Process

Register

4. Select one or more transactions. After each press of the **Process** button, the transaction is added to the list of selected receipts.

Figure 24–11 Tax Free Consolidation

Date	Register	Receipt #	Total	Customer
22/10/2019	1	40	£216.99	
22/10/2019	1	39	£258.99	
22/10/2019	1	19	£69.50	

Receipts Count	T Amount	£527.48
Back	Help	Issue Tax Free Invoice

Info
Tasks
Goals
Messages
Keypad

Tax Free Consolidation
Scan the barcode of the sale transactions to be used to issue a Tax Free voucher or use the Search function.

Scan the receipt barcode



Search
Remove Transaction
Register

The screen displays the Totals (count and value of the selected receipts). You can remove a transaction using the **Remove Transaction** button if necessary.

Note: If the customer has the Xstore sales receipts, then these can be scanned instead of searching for them.

Select Issue Tax Free Invoice. Enter the customer's data to continue the process. See the *Oracle Retail Xstore Point of Service User Guide* for more information.

Reprinting Tax Free Invoices

A Tax Free Invoice (TFI) can be reprinted after a transaction that issued a TFI completes.

Note: When integrated to Planet the reprint operation is allowed only once.

Reprinting a Tax Free Invoice from the Electronic Journal

From the journal you can select both "Retail Sale" and "Deferred Invoice" transactions. The "Deferred Invoice" transactions are created when a TFI is issued after the sale completion. In the journal you can see the reference to the invoice, for the "Retail Sale" transactions, and the reference to the sale, for the "Deferred Invoice" transactions. If the TFI was issued for more than one "Retail Sale", the "Deferred Invoice" transaction has a message with the number of the receipts included in it.

Figure 24–12 Electronic Journal Screen

Start # 1 End # 1	Start Date 22/10/2019 End Date 22/10/2019	Start Time 00:00:00 End Time 23:59:59	Cashier ID	Trans. Type All Transaction Types Tender All Tenders Customer
Electronic Journal				
Deferred Invoice Register 1 Customer Total Sale	Date 22/10/2019 Cashier 100	Time 10:53 Ticket 43 Tax Free Invoice issued on 22/10/2019 733 - 1/48 Status Complete		
Retail Sale Register 1 Customer Total Sale \$238.99	Date 22/10/2019 Cashier 100	Time 15:24:5 Ticket 42 Status Cancel (Orphaned)		
Retail Sale Register 1 Customer James Smarton Total Sale \$238.99	Date 22/10/2019 Cashier 100	Time 15:35:57 Ticket 41 Tax Free Invoice 1000309526249522030 Status Complete		
Retail Sale Register 1 Customer Total Sale \$238.99	Date 22/10/2019 Cashier 100	Time 15:00:27 Ticket 40 Status Complete		
Retail Sale Register 1 Customer Total Sale \$238.99	Date 22/10/2019 Cashier 100	Time 14:30:40 Ticket 39 Status Complete		
Retail Sale Register 1 Customer Total Sale \$229.48	Date 22/10/2019 Cashier 100	Time 10:20:44 Ticket 38 Tax Free Invoice 1000309526249528006 Status Complete		
Retail Sale Register 1 Customer Total Sale \$238.99	Date 22/10/2019 Cashier 100	Time 15:58:46 Ticket 37 Tax Free Invoice 100030952624952524 Status Complete		
Deferred Invoice Register 1 Customer Total Sale	Date 22/10/2019 Cashier 100	Time 14:57:39 Ticket 36 Tax Free Invoice issued on 22/10/2019 733 - 1/35 Status Complete		
Page: 13/10 (7/14)				
Back	Help	Invoice Functions	View Detail	Reprint Receipt
			Gift Receipt	Rebate Receipt
				Post Void
				Register

1. Select the transaction that the invoice is required for (Retail Sale or Deferred Invoice).
2. Select the **Invoice Functions** button, and then the **Reprint Invoice** option.

Figure 24–13 Confirm Tax Free Reprint/Reissue

Tax Free Reprint

Do you want to reprint the selected Tax Free invoice?

NoYes

3. Select **Yes** to continue and reprint the selected tax free invoice.

Reprinting Tax Free Invoice from the Invoice Menu

1. Select **Invoice Search** from the Invoice Options menu.

Figure 24–14 Invoice Options Menu

Invoice Options

Main Menu › Customer › Invoice Options

- 1 Invoice Search
- 2 Issue Tax Free Invoice

Back Help OK Register

2. Enter the invoice search criteria or scan the taxfree barcode.

Figure 24–15 Invoice Search

Invoice Search

Enter Invoice Search Criteria or scan the Tax Free barcode

Last Name

First Name

Company

Invoice Type

Invoice Number

Invoice Date

Back Help Process

3. Select **TaxFree** as the invoice type and press **Process** to start a transaction search. The Electronic Journal is displayed showing only the transactions with valid invoices.

Figure 24–16 Electronic Journal Screen

Start # 1 End # 1	Start Date 22/10/2019 End Date 22/10/2019	Start Time 00:00:00 End Time 23:59:59	Cashier ID	Trans. Type All Transaction Types Tender All Tenders Customer
Electronic Journal				
Retail Sale Register 1 Customer: James Smurten Total Sale £285.99	Date 22/10/2019 Cashier 100	Time 15:15:57 Ticket 41 Tax Free Invoice 120030195262952030 Status Complete		
Retail Sale Register 1 Customer Total Sale £229.48	Date 22/10/2019 Cashier 100	Time 10:30:44 Ticket 38 Tax Free Invoice 120030195262952906 Status Complete		
Retail Sale Register 1 Customer Total Sale £285.99	Date 22/10/2019 Cashier 100	Time 15:18:40 Ticket 37 Tax Free Invoice 120030195262952524 Status Complete		
Retail Sale Register 1 Customer Total Sale £235.99	Date 22/10/2019 Cashier 100	Time 14:55:48 Ticket 35 Tax Free Invoice 120030195262952498 Status Complete		
Retail Sale Register 1 Customer Total Sale £285.99	Date 22/10/2019 Cashier 100	Time 10:08:20 Ticket 33 Tax Free Invoice 120030195262952467 Status Complete		
Retail Sale Register 1 Customer Total Sale £285.99	Date 22/10/2019 Cashier 100	Time 10:27:26 Ticket 29 Tax Free Invoice 120030195262952405 Status Complete		
Retail Sale Register 1 Customer Total Sale £199.00	Date 22/10/2019 Cashier 100	Time 10:11:51 Ticket 28 Tax Free Invoice 120030195262952374 Status Complete		
Retail Sale Register 1 Customer Total Sale £229.48	Date 22/10/2019 Cashier 100	Time 10:11:43 Ticket 27 Tax Free Invoice 120030195262952357 Status Complete		
Press: F11 (F11) Time: 14:55:14				
Back	Help	Invoice Functions	View Detail	Reprint Receipt
			Gift Receipt	Rebate Receipt
			Post Void	Register

4. Select the required transaction then select **Invoice Functions** and **Reprint Invoice** option.

Voiding a Tax Free Invoice

A Tax Free Invoice (TFI) can be voided but it may no longer be available to be voided after a certain amount of time has passed.

Figure 24–17 Electronic Journal Screen

Start # 1 End # 1	Start Date 22/10/2019 End Date 22/10/2019	Start Time 00:00:00 End Time 23:59:59	Cashier ID	Trans. Type All Transaction Types Tender All Tenders Customer
Electronic Journal				
Retail Sale Register 1 Customer Total Sale £285.99	Date 22/10/2019 Cashier 100	Time 15:24:15 Ticket 42 Status Cancel (Duplicate)		
Retail Sale Register 1 Customer: James Smurten Total Sale £235.99	Date 22/10/2019 Cashier 100	Time 15:15:57 Ticket 41 Status Complete		
Retail Sale Register 1 Customer Total Sale £285.99	Date 22/10/2019 Cashier 100	Time 15:00:27 Ticket 40 Status Complete		
Retail Sale Register 1 Customer Total Sale £235.99	Date 22/10/2019 Cashier 100	Time 14:38:40 Ticket 39 Status Complete		
Retail Sale Register 1 Customer Total Sale £229.48	Date 22/10/2019 Cashier 100	Time 10:30:44 Ticket 38 Tax Free Invoice 120030195262952906 Status Complete		
Retail Sale Register 1 Customer Total Sale £285.99	Date 22/10/2019 Cashier 100	Time 15:18:40 Ticket 37 Tax Free Invoice 120030195262952524 Status Complete		
Deferred Invoice Register 1 Customer Total Sale	Date 22/10/2019 Cashier 100	Time 14:57:39 Ticket 36 Tax Free Invoice issued on 22/10/2019 735 - 1/75 Status Complete		
Retail Sale Register 1 Customer Total Sale £235.99	Date 22/10/2019 Cashier 100	Time 14:55:48 Ticket 35 Tax Free Invoice 120030195262952498 Status Complete		
Press: F11 (F11) Time: 14:55:14				
Back	Help	Invoice Functions	View Detail	Reprint Receipt
			Gift Receipt	Rebate Receipt
			Post Void	Register

1. Select the transaction that has the Tax Free Invoice that requires voiding.
2. Select the **Invoice Functions** button.
3. Select the **Void Invoice** button and press **Enter** for OK.

Figure 24–18 Invoice Functions Menu

Invoice functions

Select one of the options from the list below.

1

Issue Invoice

2

Reprint Invoice

3

Void Invoice

4

Retry invoice

Back

OK

Figure 24–19 Confirm Tax Free Invoice Void

Post Void

The Tax Free invoice 12003019326293522030 will be voided and will not be available for refund.
Do you want to continue?

No

Yes

4. Select **Yes** to continue and void the selected tax free invoice.

Tax Free Invoice Returns

If the current receipt contains both sales and returns, only the sales are used for the TFI.

If you try to return an item from a receipt that was already included in a TFI, the system informs you that the old TFI will be voided and a new one issued.

Figure 24–20 Return TFI Transaction

James Smurtan

Trans # 47

Unit Price

Qty

Ext Price

Items 0

Tax £0.00

Fees £0.00

Subtotal £0.00

Associate John Smith

£0.00 >

Validation

The transaction selected for return was used to issue the Tax Free invoice 12003019326286162524, if you continue the original invoice will be voided. You will have the option to reissue a new Tax Free invoice at the end of the transaction.

Continue with this operation?

No

Yes

The void of the old TFI is only possible if all the constraints are satisfied. For more information see Returns of Tax Free Invoice Transactions in the *Oracle Retail Xstore Point-of- Service User Guide*.

Miscellaneous Functions

This chapter includes information about the functions that can be performed in the Back Office, but are not closely associated with a specific functional task. Like other Back Office functions, these activities are logged by the system for accountability and reporting purposes.

The following functions are included in this section:

- Change your password - See [Changing Your Password](#).
- Dashboard View - See [Using the Dashboard](#).
- Oracle Retail XBRi Sales & Productivity Dashboard - See [Sales and Productivity Dashboard](#).
- Open a browser to access the World Wide Web - See [Opening a Browser](#).
- Exchange Serial Numbers - See [Exchanging Serial Numbers](#).

Changing Your Password

Note: This function is also available from the POS register and the Employee Maintenance Menu in the Back Office. Refer to [Employee Maintenance](#).

If you need to change another employee's password, not your password, use the process described in [Changing an Employee's Password](#).

If your store is configured to use password challenge questions, you can re-set your password without knowing your current password by answering questions. See [Forgot Password Challenge Questions](#) for more information.

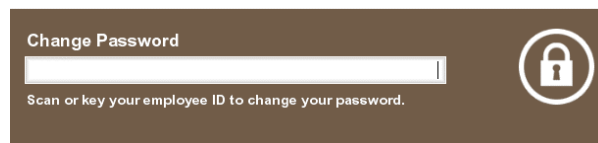
The **Change Password** option is available from the Back Office Login screen - before you log in to the system.

Figure 25–1 Back Office Login Screen



1. Select the **Change Password** option from the Back Office Login screen. Oracle Retail Xstore Point of Service prompts for your employee ID. If you are using the Fingerprint Scan, the prompt asks for your fingerprint.

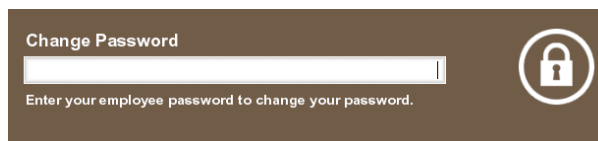
Figure 25–2 Change Password Prompt: Scan or Key Entry Accepted



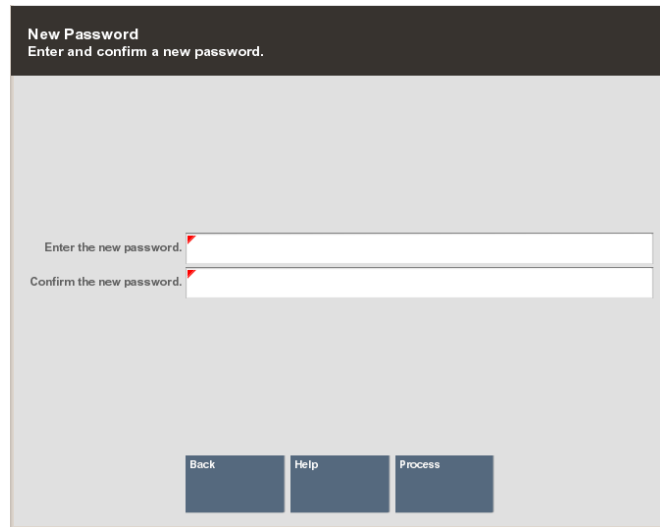
2. Type or scan your Employee ID at the Change Password prompt and press **Enter**, or scan your finger if your system is set up to use a biometric device.
3. If prompted for your password, enter your current password and press **Enter**.

Note: If you forgot your current password and your store is configured with challenge questions, see [Forgot Password Challenge Questions](#).

Figure 25–3 Change Password Login Screen



4. Oracle Retail Xstore Point of Service prompts you to enter and confirm your new password. Type your new password in the first field, and type the password again to confirm it in the field below.

Figure 25–4 New Password PromptThe image shows a 'New Password' prompt screen. At the top, a dark header bar contains the text 'New Password' and 'Enter and confirm a new password.' Below this, the main area is light gray. It contains two input fields: 'Enter the new password.' and 'Confirm the new password.' Each field has a small red icon to its right. At the bottom, there are three buttons: 'Back', 'Help', and 'Process'.

Tip: Passwords may be case sensitive, so be sure you note whether the keyboard Caps Lock key is on or off when you enter and confirm your new password.

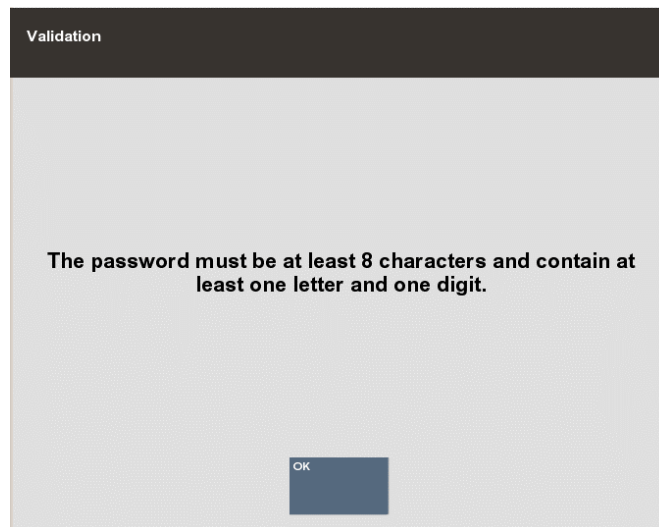
5. Select **Process** to store your new password:

- If the system accepts the password, a confirmation message is shown indicating that your password was changed. Press **Enter** to acknowledge this prompt and return to the Login screen.

Note: The system may enforce certain rules regarding passwords. For example, a minimum number of characters may be required, and there may be a restriction on how frequently you can reuse an old password.

- If the new password you entered is invalid (according to your system's password requirements), the system displays a message. You must press **Enter** to acknowledge the prompt.

Figure 25–5 Password Validation Prompt



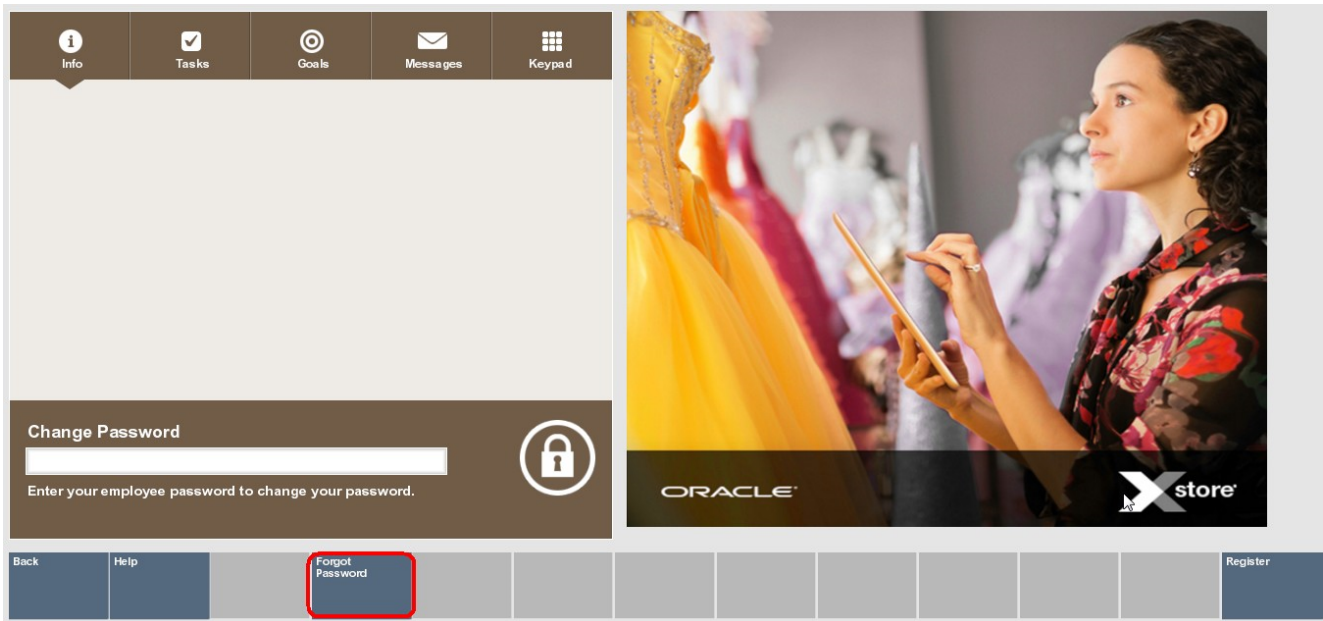
Oracle Retail Xstore Point of Service returns to the New Password prompt and you can enter a different password.

Forgot Password Challenge Questions

If your store is configured to use password challenge questions, you can re-set your password without knowing your current password by answering the questions. The answers to the questions are set up in the Back Office see the Establish Password Challenge Questions.

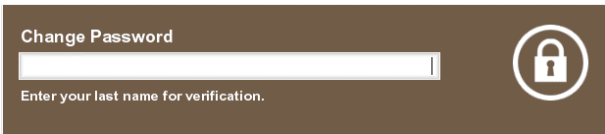
1. Select the **Change Password** option from the Register Login screen or the Back Office Login screen. Oracle Retail Xstore Point of Service prompts for your employee ID.
2. Type or scan your employee ID at the Change Password prompt and press **Enter**. If fingerprint scans are supported, scan your finger at the prompt.
3. Select the **Forgot Password** menu option.

Figure 25–6 Forgot Password Menu Options



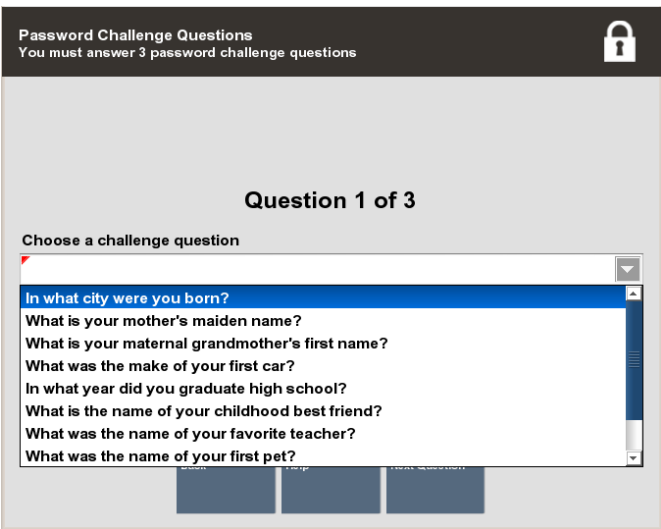
4. Enter your last name for verification.

Figure 25–7 Change Password Verification



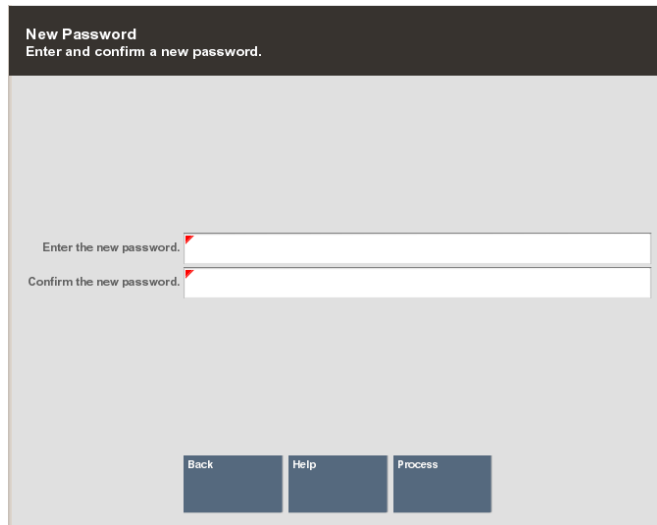
5. For each challenge question, type the answer and then select **Next Question**. For the last question, select **Process**.

Figure 25–8 Password Challenge Questions



6. Once you've answered all the questions correctly, the New Password prompt displays. Type your new password in the first field and type the password again to confirm it in the field below.

Figure 25–9 *New Password Prompt*



7. Select **Process** to store your new password. If the system accepts the password, a confirmation message is shown indicating your password has been changed.
8. Press **Enter** to acknowledge this prompt and return to the Register Login screen.

Note: The system may enforce certain rules regarding passwords, such as the minimum number of characters required or whether you can reuse an old password.

If your new password is not valid, press **Enter** to acknowledge the validation prompt and try again.

Using the Dashboard

The goal of the dashboard is to automatically show timely sales data information-collected from various areas within the organization-in one place. The data shown on the screen is an analysis as to how your business is operating; using graphics, summaries, and lists to display the information.

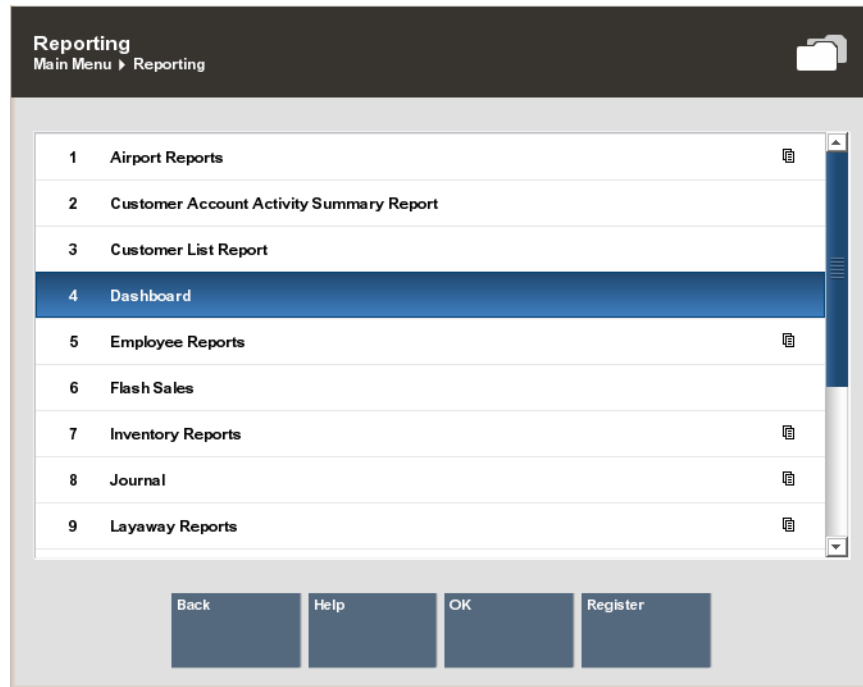
Information shown on the Dashboard includes:

- Sales Performance - WTD, MTD, and YTD values as a running totals section, up to and including the current day's sales
- Net Sales for the Top 5 Departments from today
- The top 5 best-selling items from today
- The top 5 sales associates from today
- Store Goals performance data

In addition to the information displayed on the page, menu options are provided to allow you to view and print the Flash Sales report, the Daily Sales report, the Best Sellers report, and the Employee Tasks report.

To view the Dashboard, select the Dashboard option from the Reporting menu and press **Enter**.

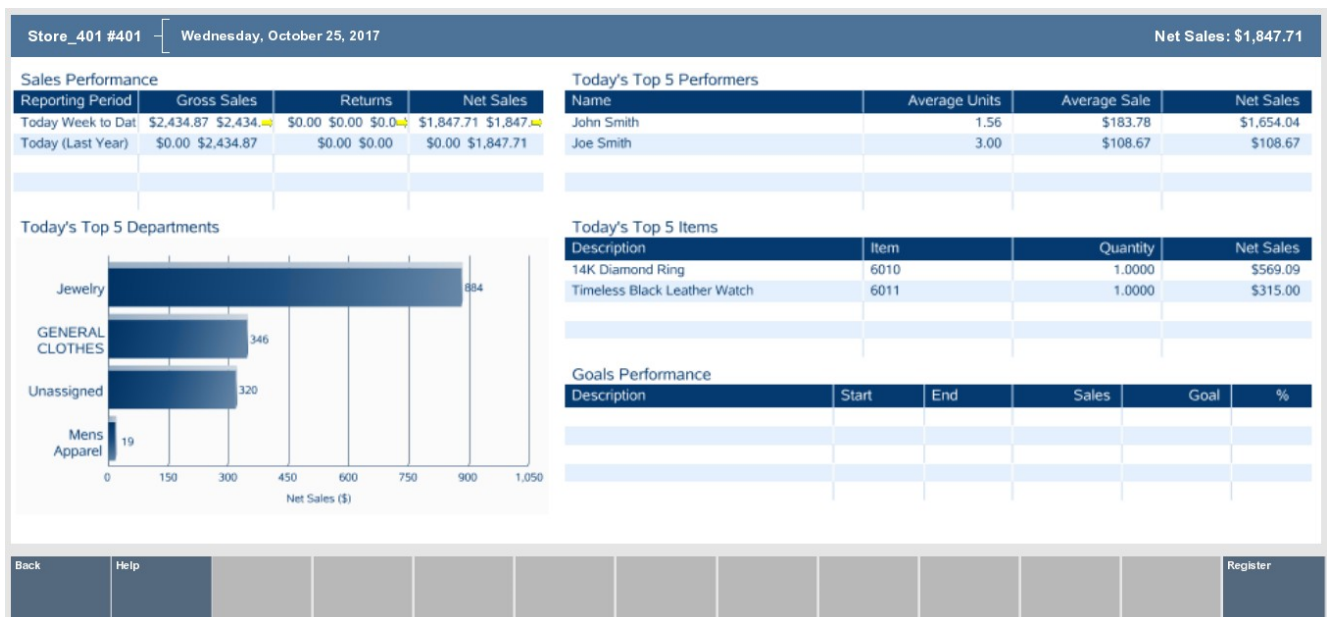
Figure 25–10 Reporting Menu



Dashboard Information

The Dashboard screen is divided into several informational areas as shown in the figure below:

Figure 25–11 Dashboard Screen



Sales Performance

This section shows the Gross Sales, Returns, and Net Sales for Today, a year ago (Today - last year), Week-to-Date, Month-to-Date, and Year-to-Date. The data displayed in this section is a running totals section. This information shows the current day's sales in near real time, so these values change depending on when the Dashboard is displayed.

Note: Additional 'sales data is available on the Flash Sales and other Sales reports.

Top 5 Departments

This section show a graph representing the top 5 department sales. One axis of the graph shows the Net Sales dollars, and the other shows the Department ID.

Top 5 Performers

This section shows the top 5 sales associates from today, listed in descending order, based on Net Sales dollars. In addition to Net Sales dollars, the Units per Transaction (UPT), and Average Sale dollars are also displayed.

Note: How the UPT and Average Sale data are calculated:

Units per transaction = total units sold/# of transactions

Average Sale = Net Sales/# of transactions

Hot 5 Items

This section shows the top 5 selling items from today. The items are ranked in descending order, based on Net Sales dollars. The item ID, description, and quantity sold are shown for each item in the list.

Note: Non-merchandise items are not included in this list.

Store Goals Performance

This section shows the currently active goals for the store. Information shown here includes the goal description, effective and ending dates, the goal, and the percent completed toward the goal.

Sales and Productivity Dashboard

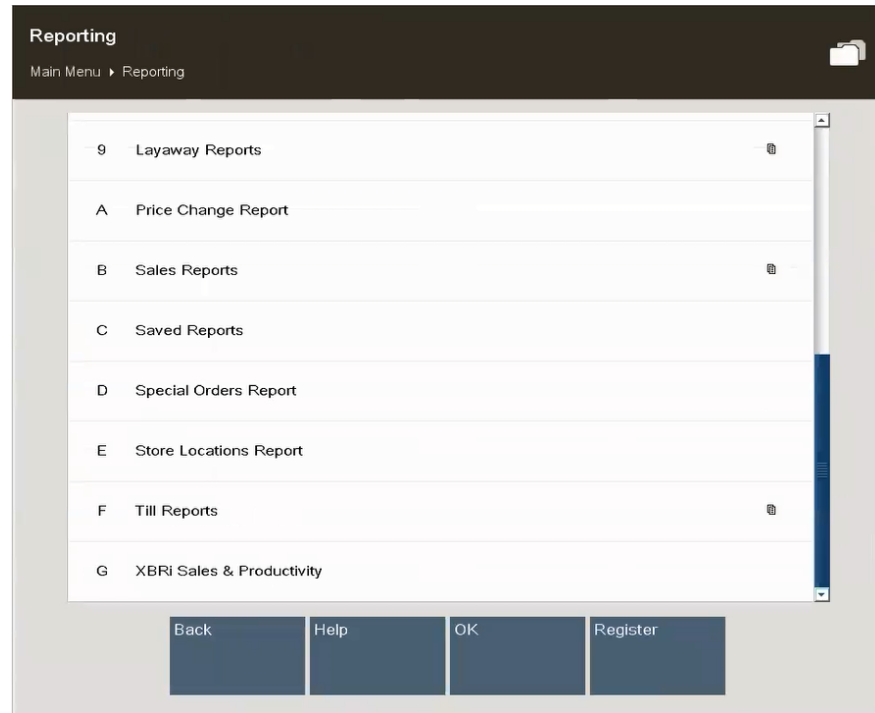
You can review the Oracle Retail XBRI Sales and Productivity dashboard from Xstore.

To view the XBRI Sales and Productivity Dashboard:

1. Select **Inventory Reports** from the Back Office Reporting Menu.
2. Select **XBRI Sales & Productivity** from the Inventory Reports menu.

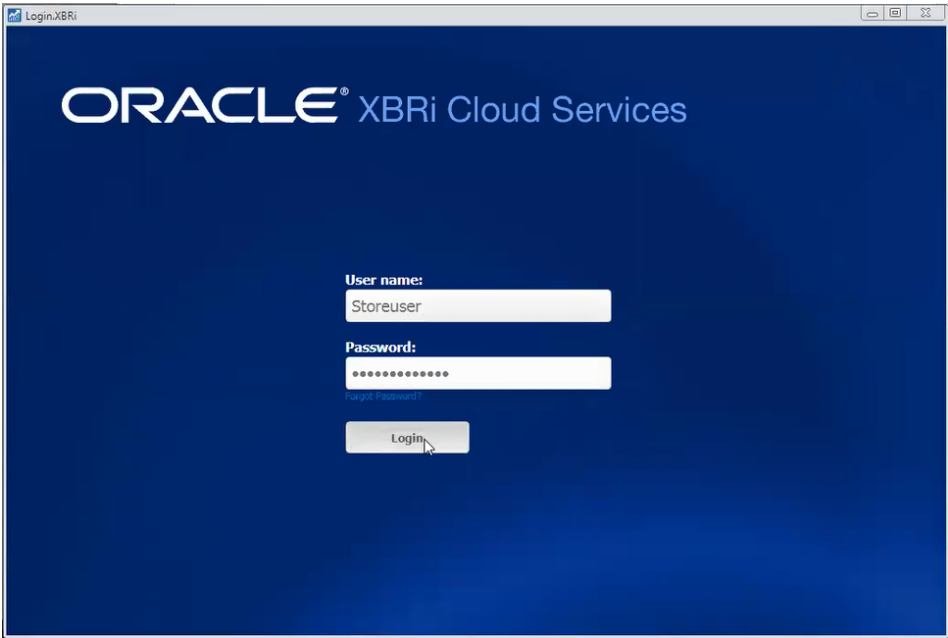
Xstore calls the URL to XBRI.

Figure 25–12 Reporting Menu



3. Login to XBRI Cloud Services using your User name and Password.

Figure 25–13 XBRi Login Screen



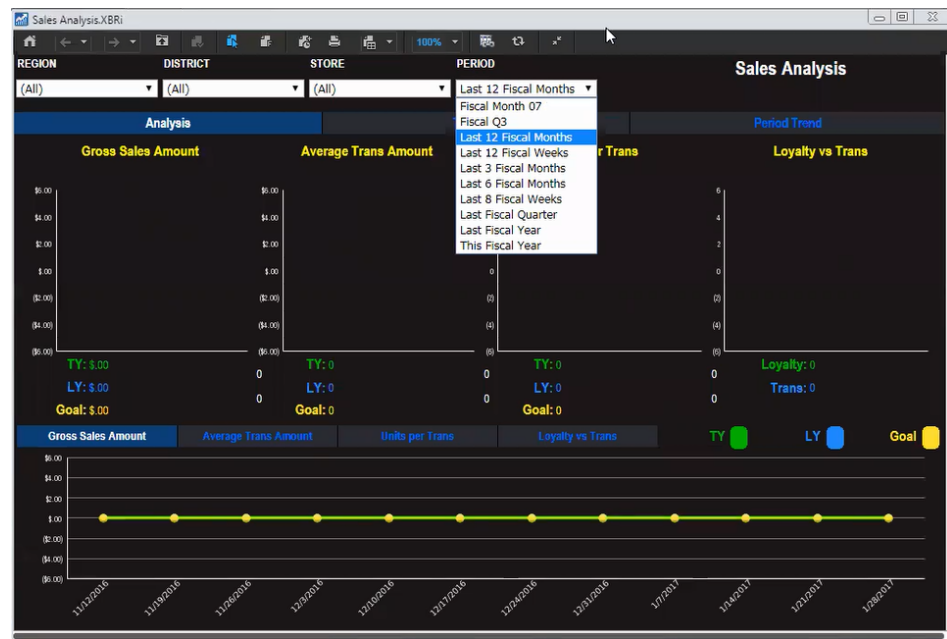
- 4. The Sales Analysis screen is displayed.

Figure 25–14 XBRi Sales Analysis Screen with Data



- 5. Select report parameters as required such as Region, District, Store and Period.

Figure 25–15 XBRi Sales Analysis Screen



6. Select Period Trend.

Figure 25–16 XBRi Sales Analysis Period Trend



Figure 25–17 XBRi Sales Analysis



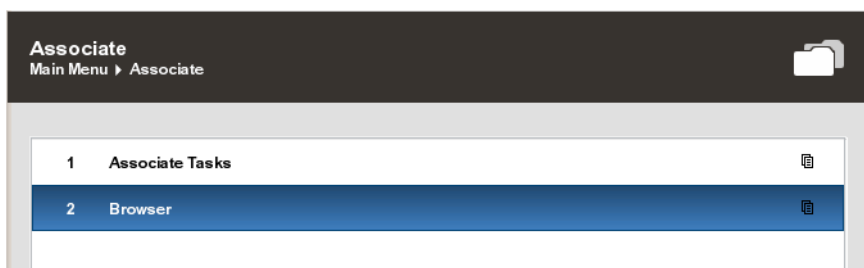
Select X to close the screen and return to Xstore.

Opening a Browser

Your system may provide an option to access a web browser for navigating Internet sites. The option is available from the Back Office Main Menu. If this option is available to you, you may have a selection of browsers from which you can choose.

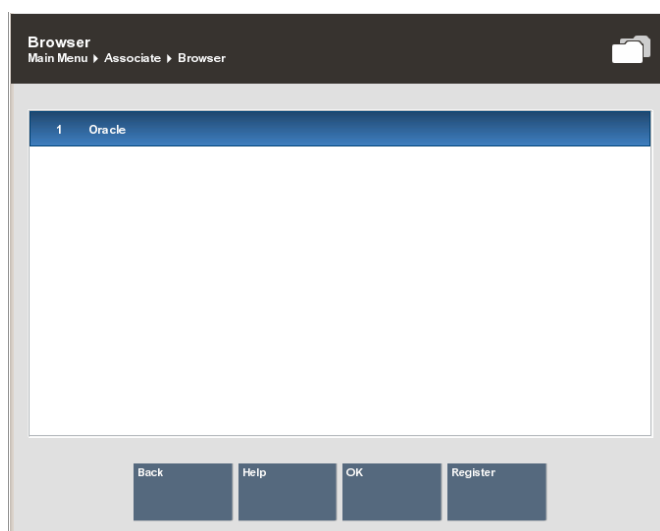
1. Select the **Browser** option from the Back Office Main Menu Associate option.

Figure 25–18 Associate Menu - Browser Option



2. Select an option from the configured websites listed on the Browser menu. Use the up and down arrow keys to navigate among the options and press **Enter**.

Figure 25–19 Browser Menu Options



The system opens the supported browser within the Oracle Retail Xstore Point of Service application and displays the website that you selected. For example, Oracle website is shown in the figure that follows. The Browser option allows you to access information without having to exit from Oracle Retail Xstore Point of Service.

Note: Certain plugins such as ActiveX and Flash are not supported, therefore specific websites may not load or display as expected.

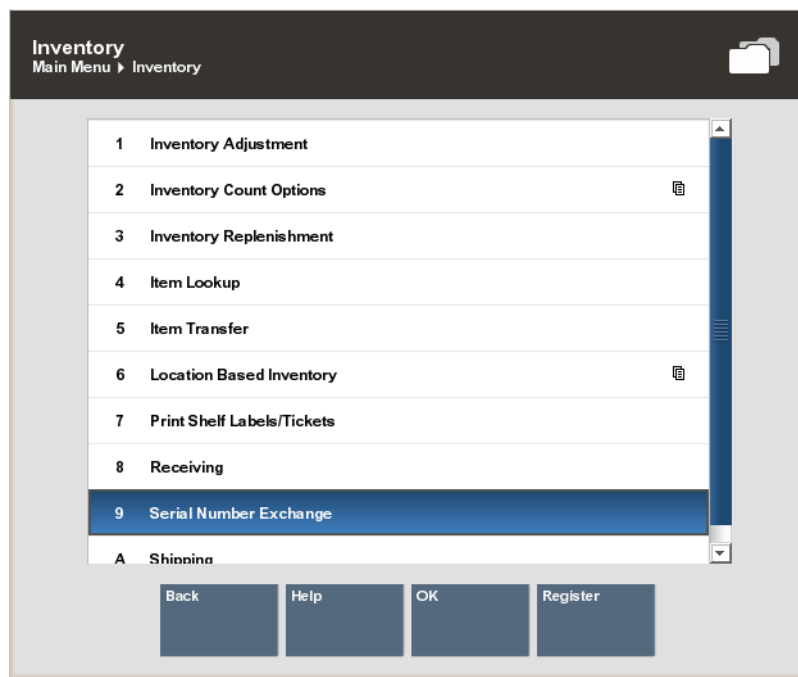
3. If you navigate to additional websites from within the browser, use the **Browser Back** or the **Browser Forward** options to navigate among other websites that you visited during a browser session.

Figure 25–20 Browser Buttons

4. After you are finished working in the web browser, select the Back option to return to the list of websites on the Browser Menu in Oracle Retail Xstore Point of Service. You may then repeatedly use Back to return to previous screens as necessary.

Exchanging Serial Numbers

This option allows a serialized item to be exchanged and the new serial number to be linked with the old transaction. Blind or unverified returns are not supported.

Figure 25–21 Inventory Menu - Serial Number Exchange

1. Select **Serial Number Exchange** from the Inventory menu.

Figure 25-22 Customer Search

Customer Search

Enter search criteria.

Phone #

| . .

Last Name

First Name

City

State

US - United States

Postal Code

Loyalty #

Customer #

Back

Help

Change Country

Process

2. Enter the criteria to search for the customer.

Figure 25-23 Transaction Search

Serial Number Exchange

Enter the transaction information for the serialized item

Trans Barcode

Or

Orig Ticket ID

Orig Trans Date

Orig Store ID

Orig Register ID

Or

Serial Number

Back

Help

Process

3. Scan the receipt or manually enter the receipt information to bring up the transaction. When the receipt has one or more serialized items in the transaction only those serialized items will display as a list.

Figure 25–24 Select Item

Exchange of Serialized Items
Select an item below to exchange the serial number listed with the new serial number.

Item ID Item Description	Original Serial Number	New Serial Number
101000018 Regular_UIN(Serial)_Item	987654321	
101000018 Regular_UIN(Serial)_Item	87654321	
1009 MAXI LENGTH TANK DRESS	76543210	

Back Process

4. Select an item from the list to exchange the serial number listed with the new serial number.

Figure 25–25 Serial Number Exchange Reason Code List

Reason Code
Select a reason code from the list.

Reasons

- Did Not Like
- Did Not Fit
- Damaged
- Open Box
- Unusable
- Repairable
- Exchange

Back OK

5. Select a reason code from the list.

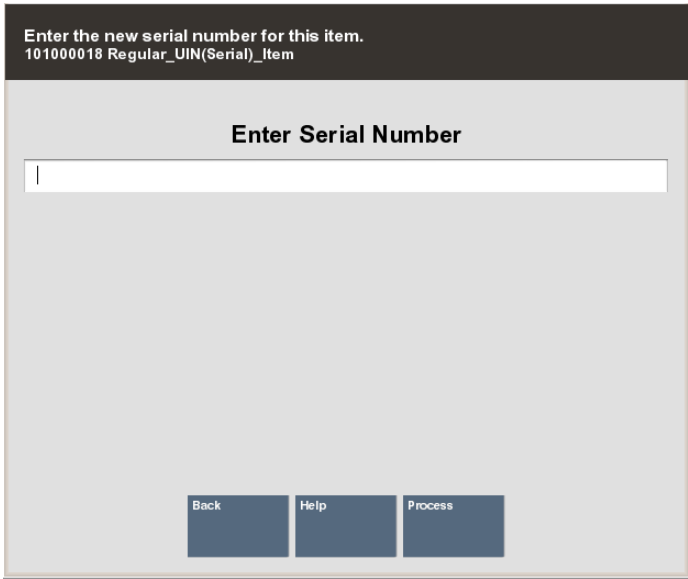
Figure 25–26 Serial Number Exchange Comment Prompt



The dialog box has a dark header bar with the text "Add Comment" and "Please enter a comment." Below this is a large white text area containing the text "Exchange of Serialized Number." At the bottom, there are two buttons: "Back" and "OK".

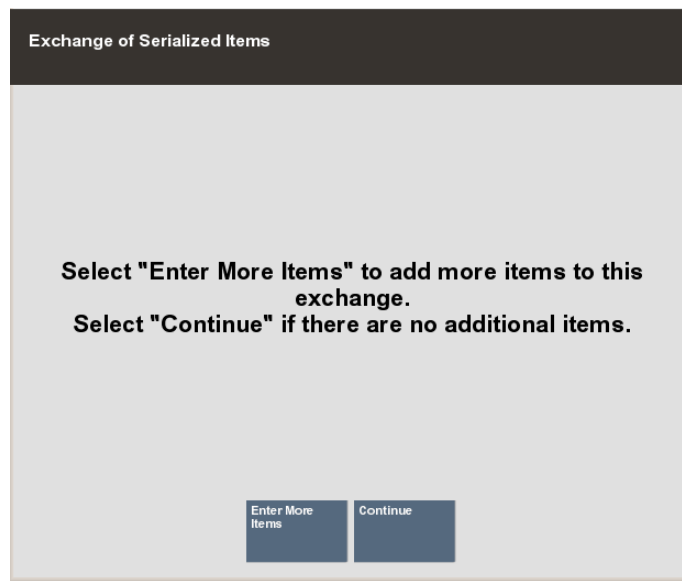
6. Enter a comment as to why the exchange is required and press **OK**.

Figure 25–27 New Serial Number Prompt

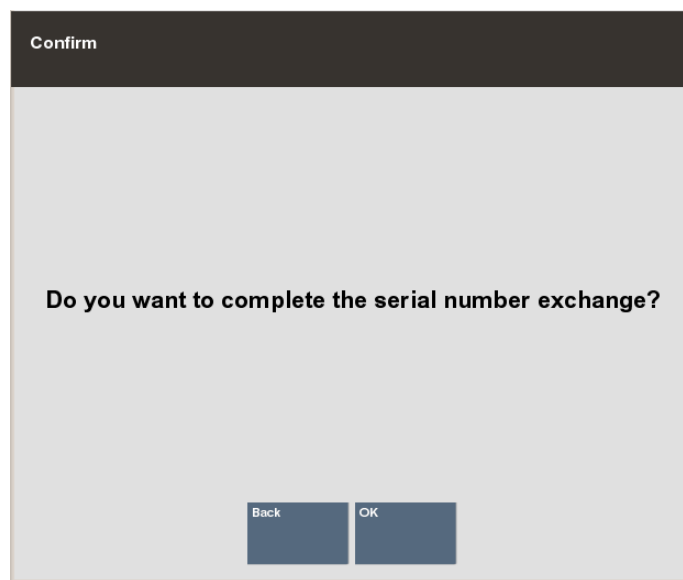


The dialog box has a dark header bar with the text "Enter the new serial number for this item." and "101000018 Regular_UIN(Serial)_Item". Below this is a light gray area with the text "Enter Serial Number" and a white text input field. At the bottom, there are three buttons: "Back", "Help", and "Process".

7. Scan or enter the new serial number.

Figure 25–28 Serial Number Exchange More Items Prompt

8. When there is more than one item to exchange, select the option **Enter More Items** and repeat steps 4 to 7, otherwise select **Continue**.

Figure 25–29 Complete Serial Number Exchange Prompt

9. Select **OK** to complete the serial number exchange.

A receipt ticket prints listing each item exchanged and the new serial number for each item. Only the items that have new serialized numbers will print on the ticket. The exchange receipt does not display the price but shows Exchange Receipt.

Note: If a customer decides to return a serialized item, that had been exchanged, the system will have the latest serial number on file for that item.
