Oracle® Retail Xstore Point of Service

Manager's Guide

Release 7.0

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Oracle® Retail Xstore Point of Service, Manager's Guide, Release 7.0

CONTENTS

CHAPTER 1

Documentation and Screen Conventions

The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names may exist throughout this existing documentation set.

This chapter describes the Xstore® Back Office screen and documentation conventions and provides brief descriptions and examples of the methods used in Xstore'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 Xstore application features.
- Refer to the Xstore 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 *Xstore User Guide* for Register Conventions and touch-screen navigation.

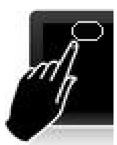
Documentation Conventions Overview

The following explains the conventions used in the *Xstore 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 Xstore 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 inside the brackets 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



This information is provided to assist touch-screen users.

Touch-screen features are configurable by your corporate office and may differ from the base features documented in this manual.

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

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

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 reference books provide you with complete information about the Xstore POS system.

- The *Xstore 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 *Xstore 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 *Xstore 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 Xstore.

Back Office Touch-Screen Navigation

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.

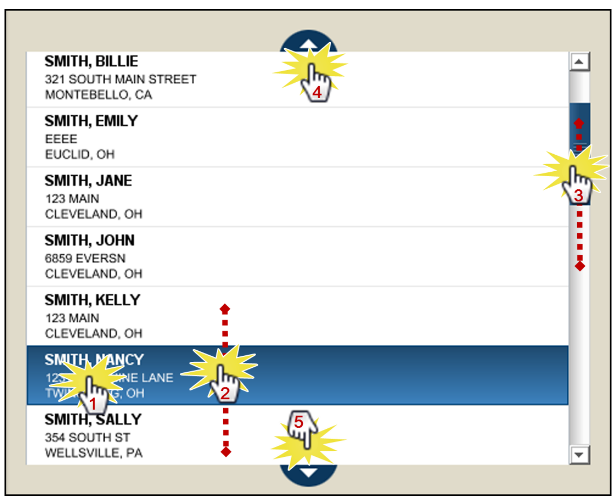


Figure 1-1: Touch-Screen Selection Navigation

Table 1-2: *Touch-Screen Navigation*

Touch-Screen Component	Description
1. Touch item	Selects and enter the item. Depending on the screen, you may need to select **Ok** to enter the item.
2. Hold and slide	Moves the list up or down without changing your selection.

Table 1-2: *Touch-Screen Navigation*

Touch-Screen Component	Description
3. Side scroll bar	Scrolls list up or down.
4. Tap up arrow	Moves the list up.
5. Tap down arrow	Moves the list down.

See also: For more information regarding touch-screen and virtual keyboard navigation see the *Xstore User Guide*.

Active Keyboard Keys

Use the following guidelines to navigate through the Xstore® 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.
Function keys	On each Xstore 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" on page 8.
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 Xstore window. When the first list box is reached, press [Shift]-[Tab] to activate the last list box on the window.

Table 1-3: *Active Keyboard Keys*

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.

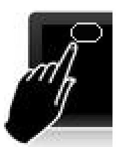
Back Office Screen Conventions

Most Manager tasks are performed using Xstore's Back Office features. To review the screen convention for the register see the *Xstore User Guide.*

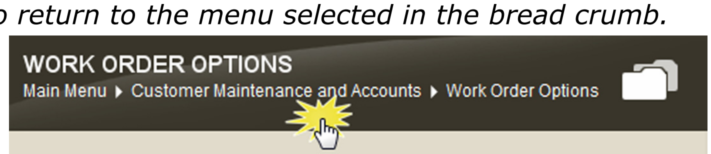
The Register can be accessed from the Back Office by selecting the Register Menu Button.

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.



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.

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.

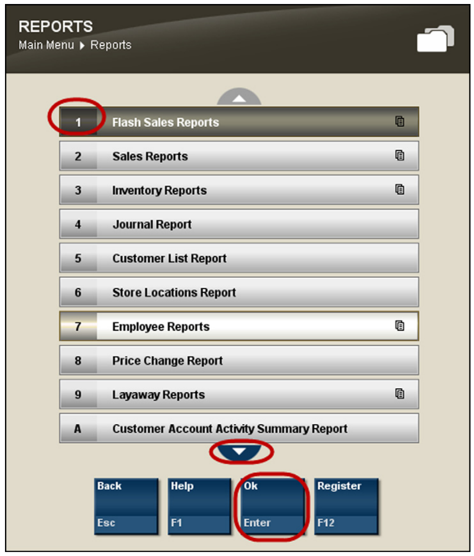
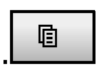


Figure 1-2: Back Office Main Menu

The number to the left of a menu option represents the keyboard number that executes this option. For example, pressing the number **8** on the keyboard launches the **Price Change 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, Xstore 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.	
A menu option with a key icon indicates that a security ID is required.	

Screen Layout

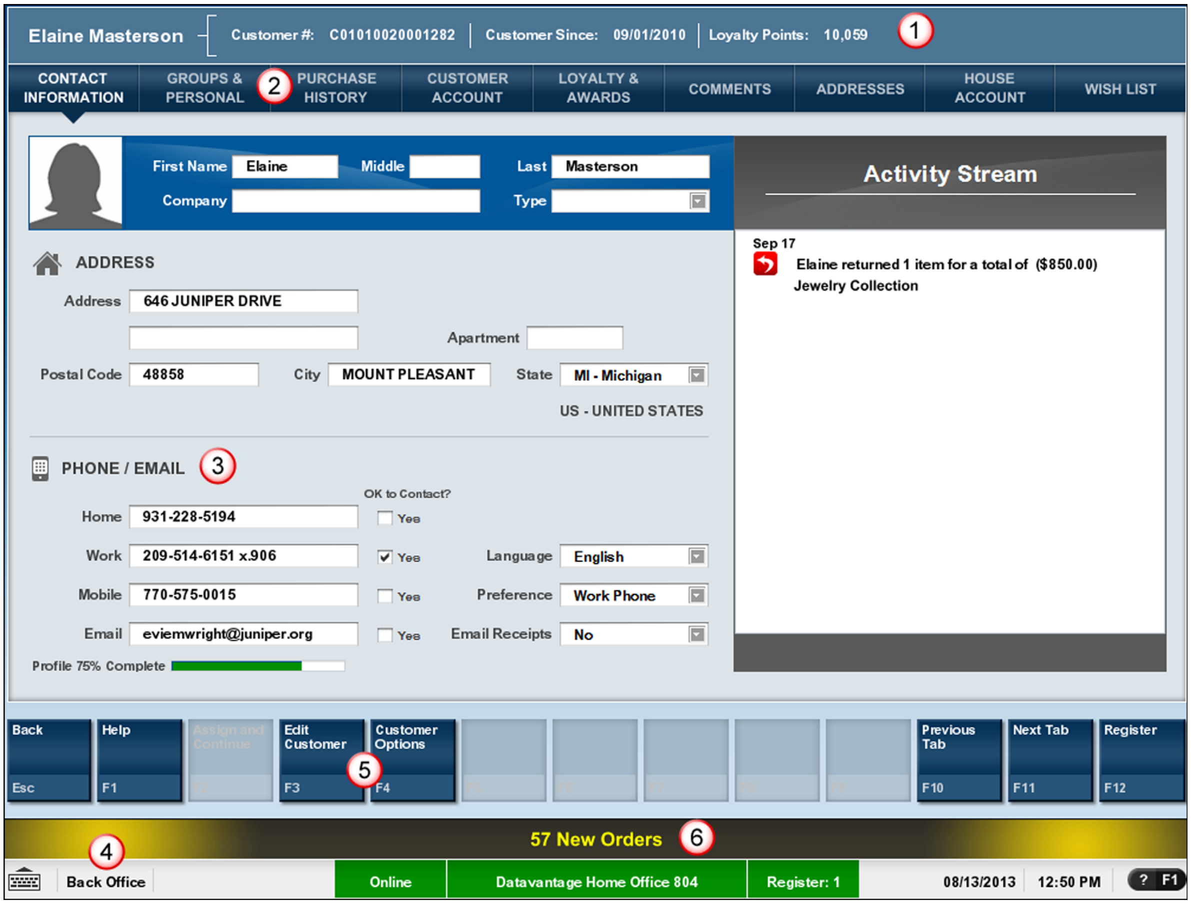


Figure 1-3: Screen Layout Areas

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

1. “Static Information Area” on page 11
2. “Tabs” on page 8
3. “Information Areas” on page 12
4. Screen Title (Changes per function)
5. Menu Buttons (availability determined by function and the user’s security). See “Menu Buttons” on page 8.
6. Message Bar see “Message Bar” on page 9

Tabs

To open tab screens:

- Select the **Previous tab** or **Next tab** menu button. Keyboard users can press the associated function key.
- Touch-screen users, can tap the desired tab.

Menu Buttons

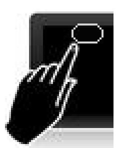
The menu button options can be found on the bottom of most menus and forms. If you are using a keyboard, you can press the associated function key. Menu buttons with the following icons denote additional functions:

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 Xstore, 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



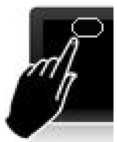
Touch-screen users do not use function keys. Instead, tap the menu option to select.

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.

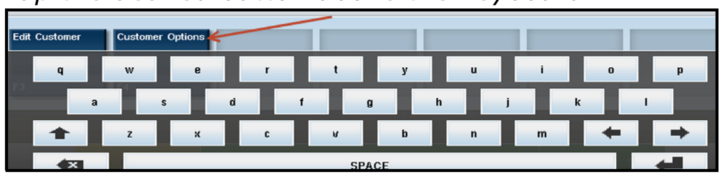
Some of the functions on a menu may not be available to some employees. Availability of a function depends on menu security, and it may be different for each employee, employee group, or register group.

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

Figure 1-4: Back Office Menu Buttons



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.

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

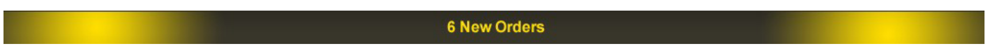
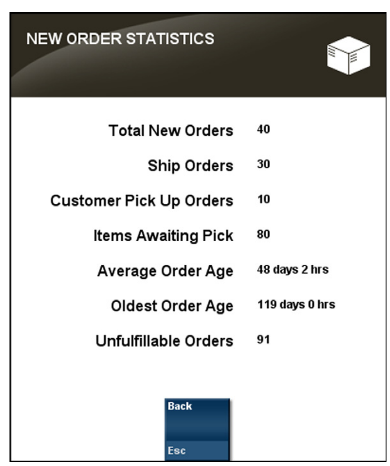


Figure 1-5: Message Bar

Select the message to view information.



- **Total New Orders** - The total number of new orders.
- **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 1-6: Status Bar

Table 1-4: *Status Bar Components*

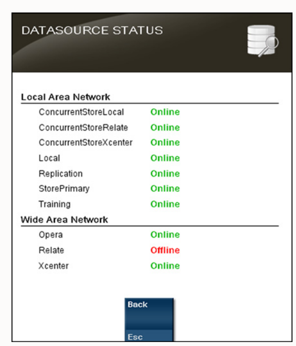
Component #	Description
1. Keyboard icon	For touch screen monitors, this icon opens the keyboard.
2. Area Locator	Indicates where you are within the system (i.e., Back Office).
3. Signed-In User Identifier	Identifies the user that is currently signed into Xstore.
4. Database Status Indicator	**Green** 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.

Table 1-4: *Status Bar Components*

Component #	Description
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[1]	This icon is available from all screens. Clicking or touching this icon opens the Xstore's help feature.

1.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.

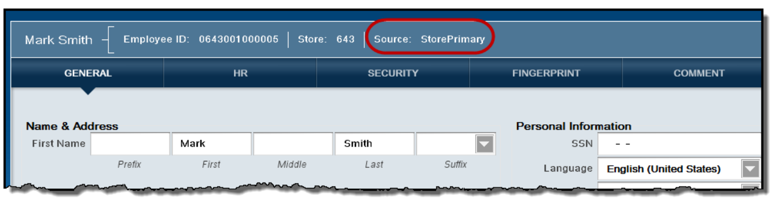


Figure 1-7: Static Information Area - Employee Maintenance Screen

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

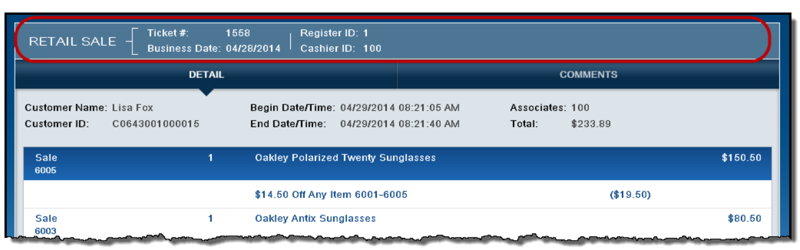


Figure 1-8: Static Information Area - Electronic Journal

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).

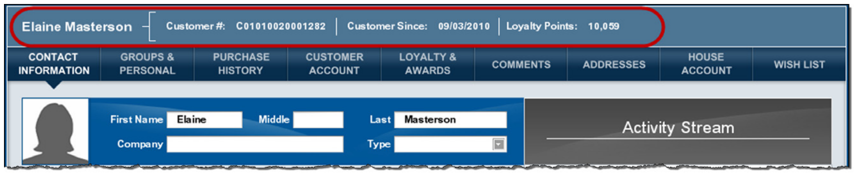


Figure 1-9: Static Information Area - Customer Maintenance

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.

For example, when viewing the **Contact Information** tab on a customer record, the system displays an Activity Stream section. However, when viewing the **Groups & Personal** tab, the system displays a Personal Information section. An information area is a way of grouping related bits of information that are pertinent to the specific tab currently being displayed.

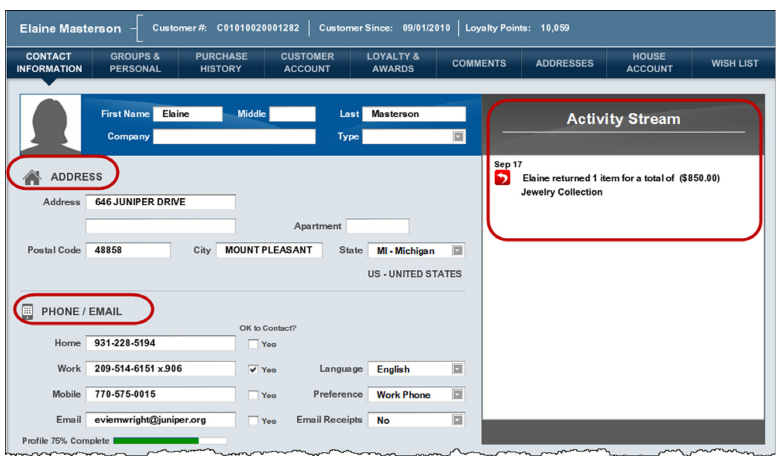


Figure 1-10: Information Display Areas: Contact Information Tab

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 Activity Stream 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. Xstore 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 1-11, 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.

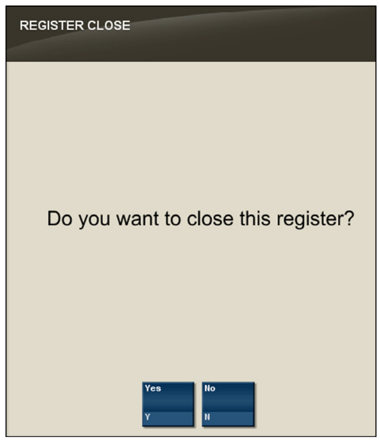


Figure 1-11: Response Required Prompt Example

Selection Required Prompt

During a Back Office process, you may be required to select from a list of options. For example, in Figure 1-12 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].

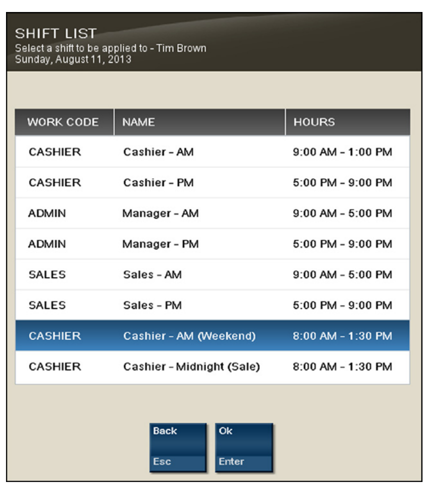


Figure 1-12: Selection Required Prompt Example

Touch-screen users tap to select an option and then tap **Ok**. *See* *“Back Office Touch-Screen Navigation” on page 3*.

Required Prompt

During a Back Office process, you may be required to enter a value before continuing. For example, in Figure 1-13 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**.

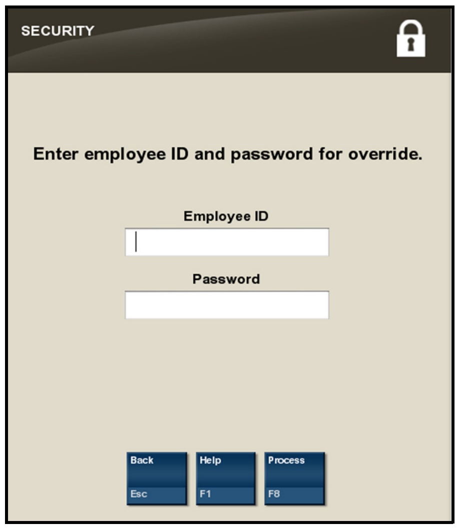


Figure 1-13: Entry Required Prompt Example

System Information Prompts

Throughout Xstore, 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.

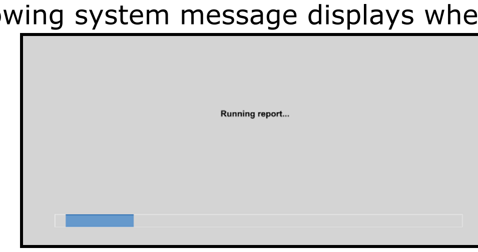


Figure 1-14: System Information Message: Running Report

Search Form

In a search form you enter parameters, or criteria, to initiate a database search. Xstore displays a search form automatically when you must retrieve specific information.

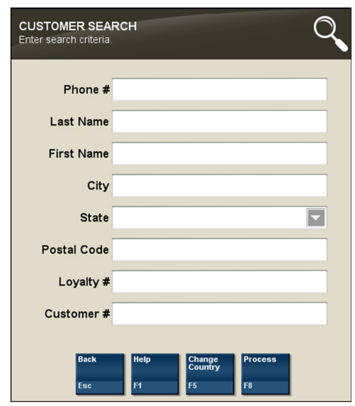
Some forms (but not all of them) require that you enter at least one letter or one number into a field, the minimum requirement to initiate a search.

> *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, Xstore 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 Xstore 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.



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.

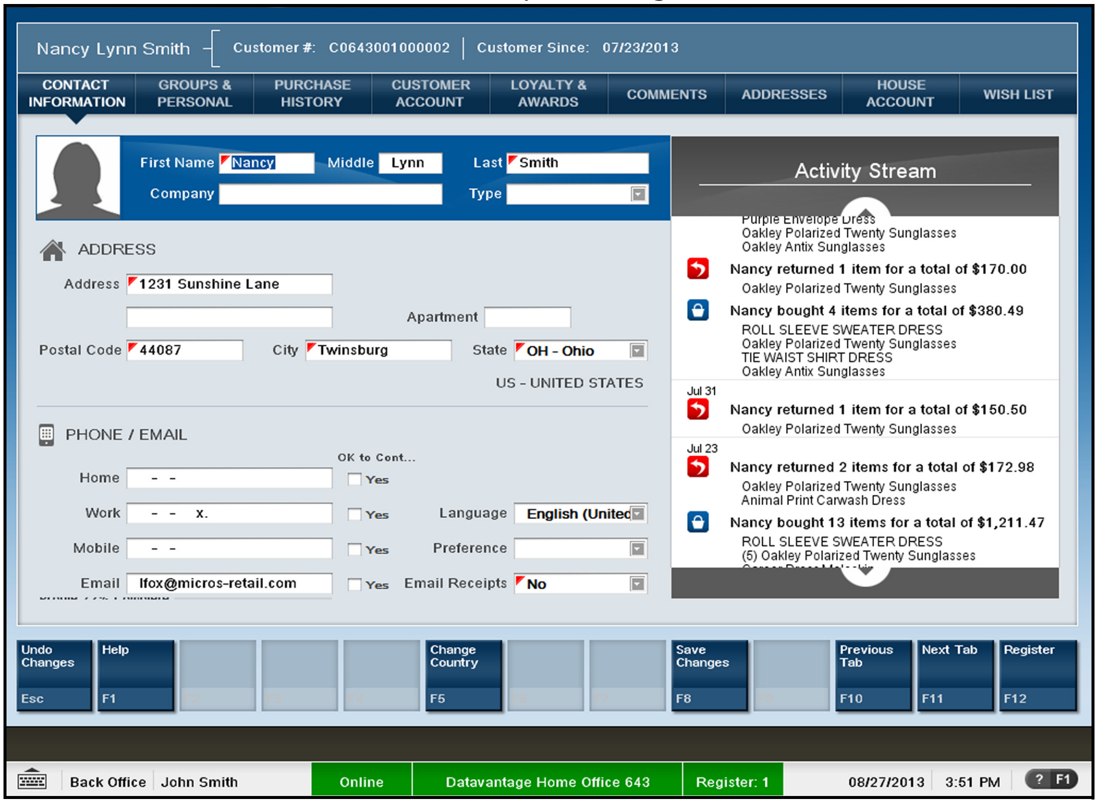


Figure 1-15: Data Entry Form in Edit Mode (Back Office Example)

	A red triangle in the upper left corner of a field indicates the information is required.
	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.

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, Xstore displays a message explaining the error.

CHAPTER 2

Customer Maintenance

Customer Maintenance Overview

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 *Xstore® User Guide* for detailed instructions on modifying customer records.

> *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

> *Because each Xstore 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 *Xstore Reports Guide* for more information.

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

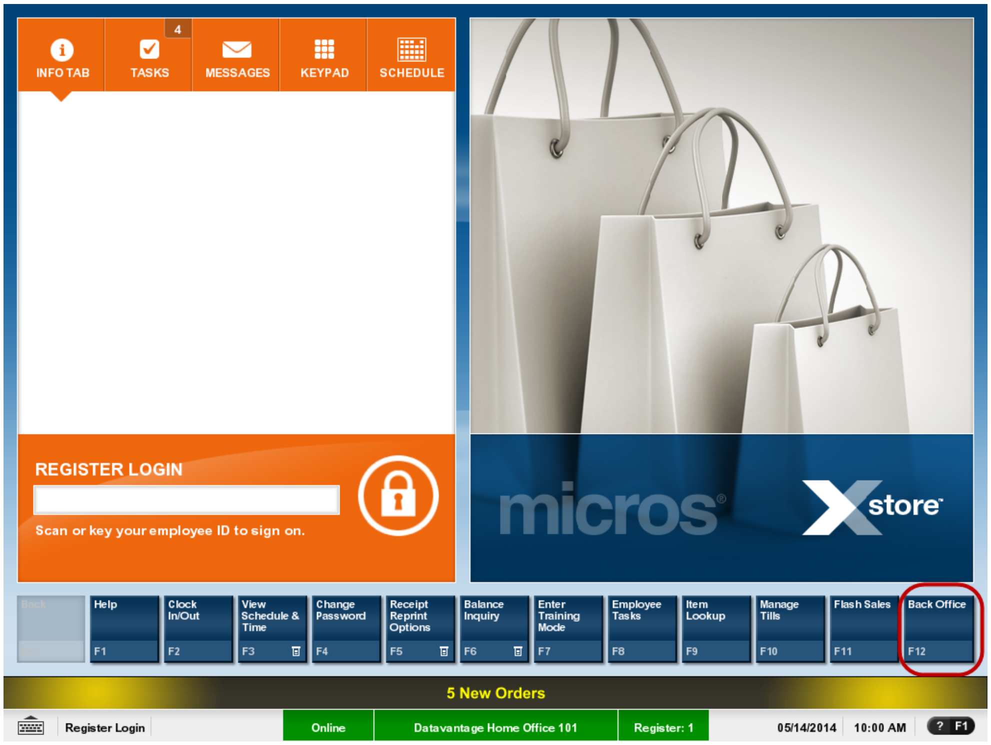


Figure 2-1: Back Office Menu Button

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

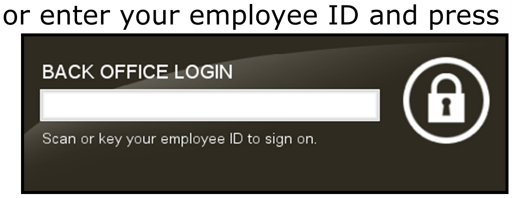


Figure 2-2: Employee ID Prompt

3. Enter your password and press [Enter].[1]

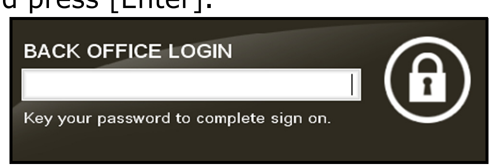


Figure 2-3: Password Prompt

1. 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. Typing your user ID and password is also supported at this prompt.

Accessing Customer Maintenance and Accounts

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

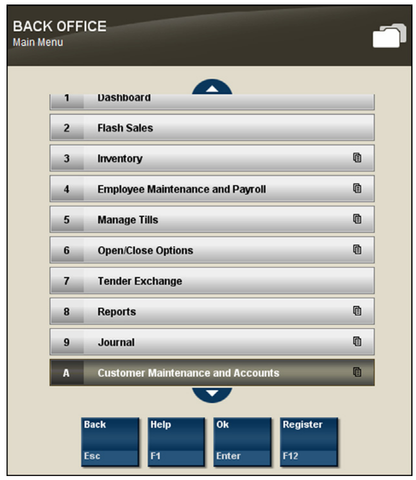


Figure 2-4: Back Office Main Menu

2. Several sub-menu options appear:

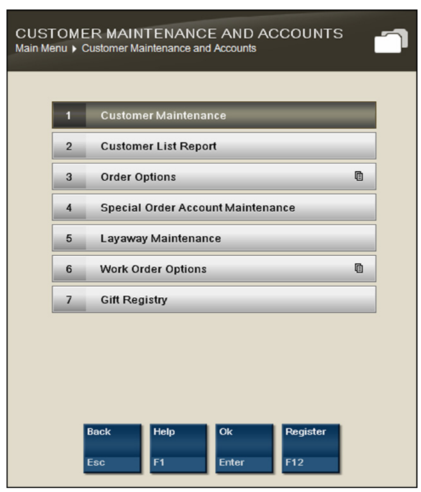


Figure 2-5: Customer Maintenance and Accounts Options

- **Customer Maintenance** - Select this option to maintain customer data as explained in this chapter.
- **Customer List Report** - Select this option to run the Customer List Report. Refer to the *Xstore Reports Guide* for more information about this report.
- **Order Options** - Select this option to maintain Locate™ order accounts. Refer to Chapter 13, "Locate™ Order Maintenance" on page 257 for more information.

- **Special Order Account Maintenance** - Select this option to maintain special order accounts. Refer to Chapter 17, "Special Order Maintenance" on page 327.
- **Layaway Maintenance** - Select this option to maintain customer layaway accounts. Refer to Chapter 15,"Layaway Maintenance" on page 281 for more information.
- **Work Order Options** - Select this option to maintain customer work order accounts. Refer to Chapter 16, "Work Order Maintenance" on page 293 for more information.
- **Gift Registry** - Select this option to maintain gift registry accounts. Refer to the *Xstore User Guide* Gift Registry chapter.

Customer Maintenance

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

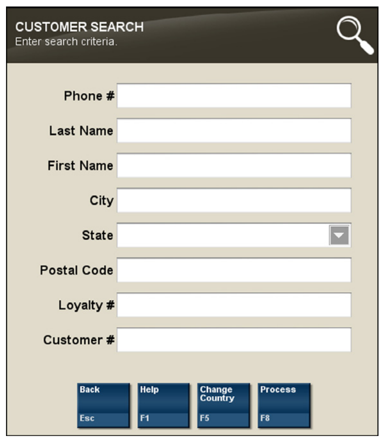


Figure 2-6: Customer Search Form

> *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.

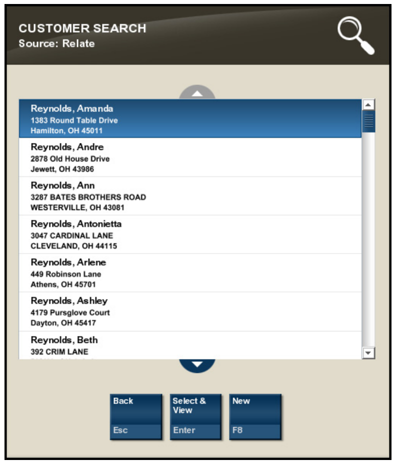
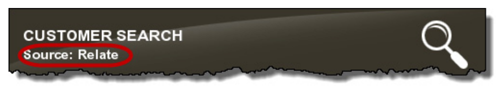


Figure 2-7: Customer Search Results

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



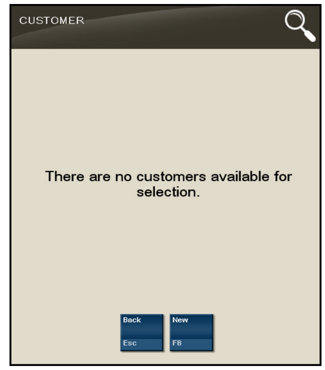
Depending upon your system's configuration, the system may automatically display the Customer Maintenance screen when only one name matches the search criteria, rather than showing a list with only one customer name.

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 indicating there are no customers available.



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.

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

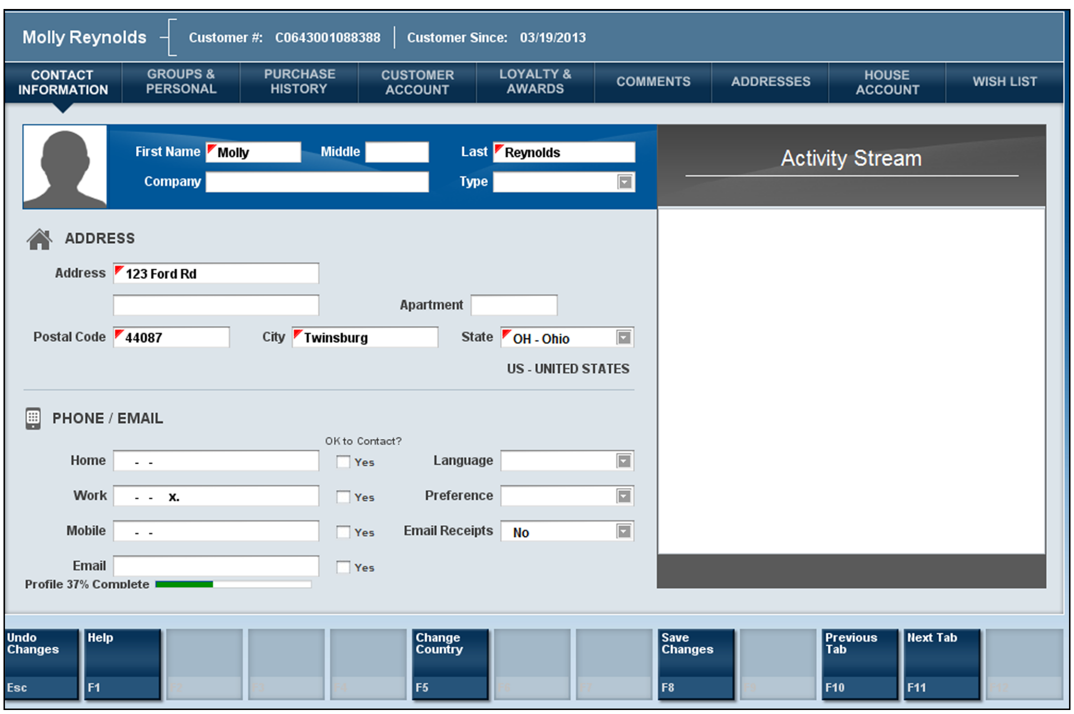


Figure 2-8: Customer Maintenance Screen

2. Enter the customer information.

Select a field, such as the Postal Code (Zip) field or the Prefix field, where you want to make an entry:

Any field that requires 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.

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
Customer Number	May be manually entered or automatically assigned, per your store policy.
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, etc. 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.

Table 2-1: *Contact Information Fields (continued)*

Field Name	Description
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”.
Language	The language code for the customer's preferred language.
Preference	The customer’s preferred method of contact.
Email receipts	“Yes” indicates the customer would like to have email receipts automatically selected when purchasing items.

3. Select the **Groups & Personal** tab to make additional entries for personal information such as birth date, anniversary date, gender, tax exemptions. See “Groups & Personal Tab” on page 25.
4. Select the **Addresses** tab to add and manage multiple addresses for the customer. See “Addresses Tab” on page 26.

> *The non-editable tabs are* ***Purchase History****,* ***Customer Account****, and* ***Wish List****. Depending on your store policy, you may be able to create and maintain House Accounts. See the Xstore User Guide Customer Maintenance chapter to create and modify House Accounts.*
>
> *When you save the data, a prompt may display asking if the customer would like to join the loyalty program so you do not need to go the* ***Loyalty & Rewards*** *tab.*
>
> *The Customer Account tab contains options to Print Balance Receipt and Print Account History, see the Xstore User Guide* Customer Maintenance chapter.

5. To create a comment for the new customer, see “Adding a Comment to a Customer Record” on page 27.
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.

Groups & Personal Tab

To add Groups & Personal information to a new members account:

1. In the Group membership section, select group(s) from the list.
2. Add **Personal Information**. The anniversary date displays as today's date.

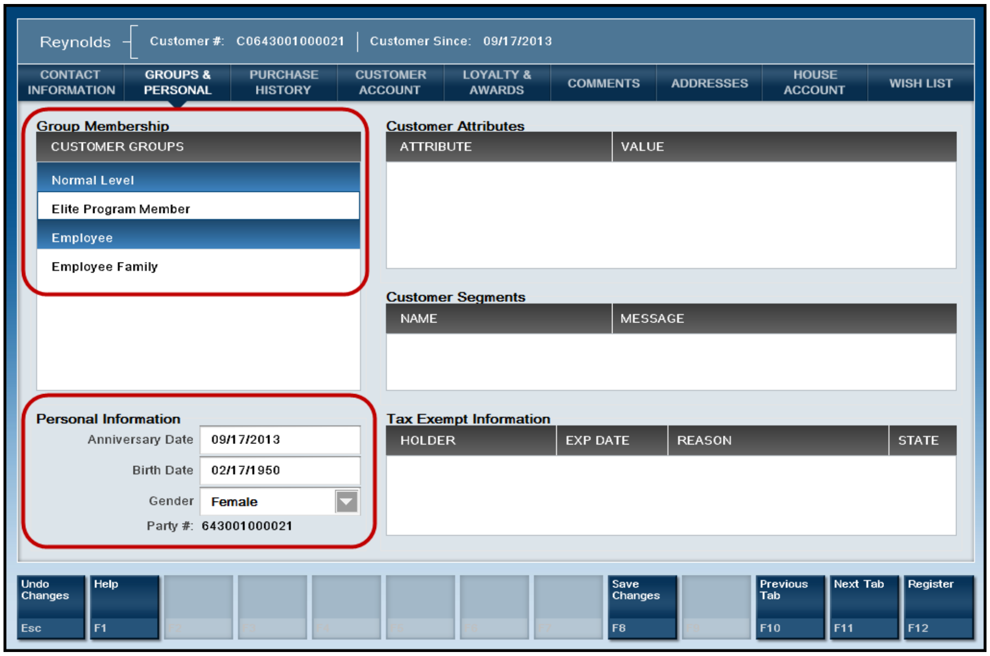


Figure 2-9: New Customer Groups & Personal Tab

Table 2-2: *Groups & Personal 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.
Personal Information	Anniversary date, birth date, and Gender. The gender will determine the avatar picture in the contact information tab.
Customer Attributes **[NON-EDITABLE]**	Attribute categories are defined by the home office and provide additional information about the customer.

Table 2-2: *Groups & Personal Tab Fields (continued)*

Field Name	Description
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 *Xstore User Guide*.
Customer Segments **[NON-EDITABLE]**	Segments are groupings that share common criteria. This information is provided by Relate CRM. Identifying a customer with a segment may be helpful in customer analysis and in sales promotions.

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 *Xstore User Guide* Customer Maintenance chapter.

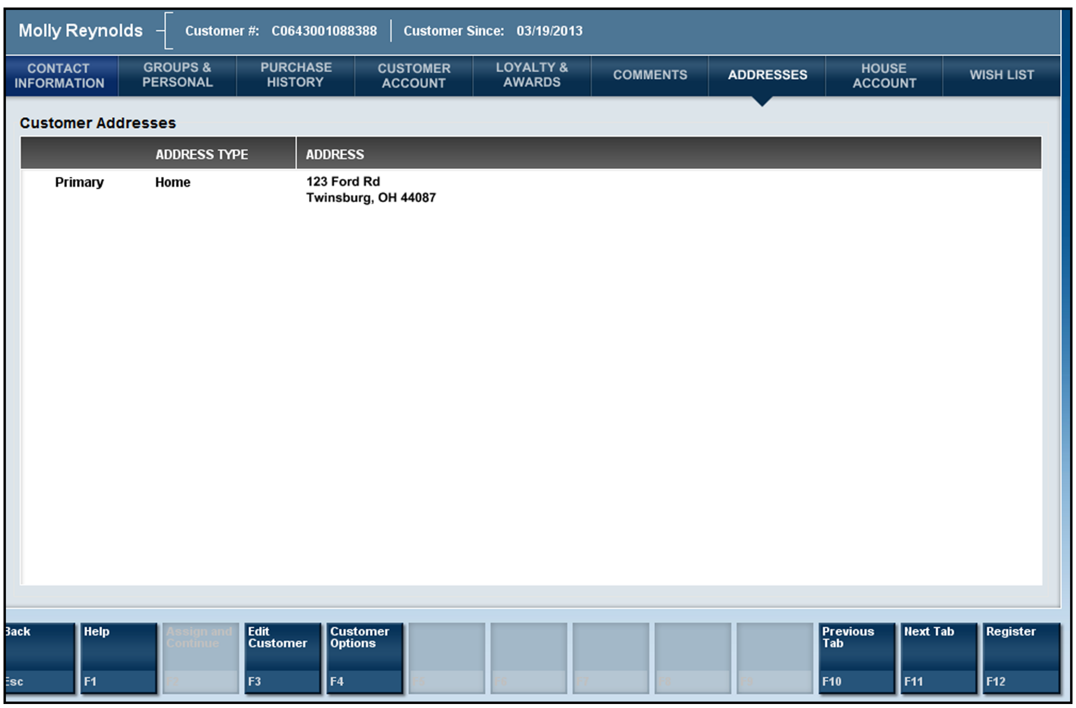


Figure 2-10: New Customer Address Tab

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.

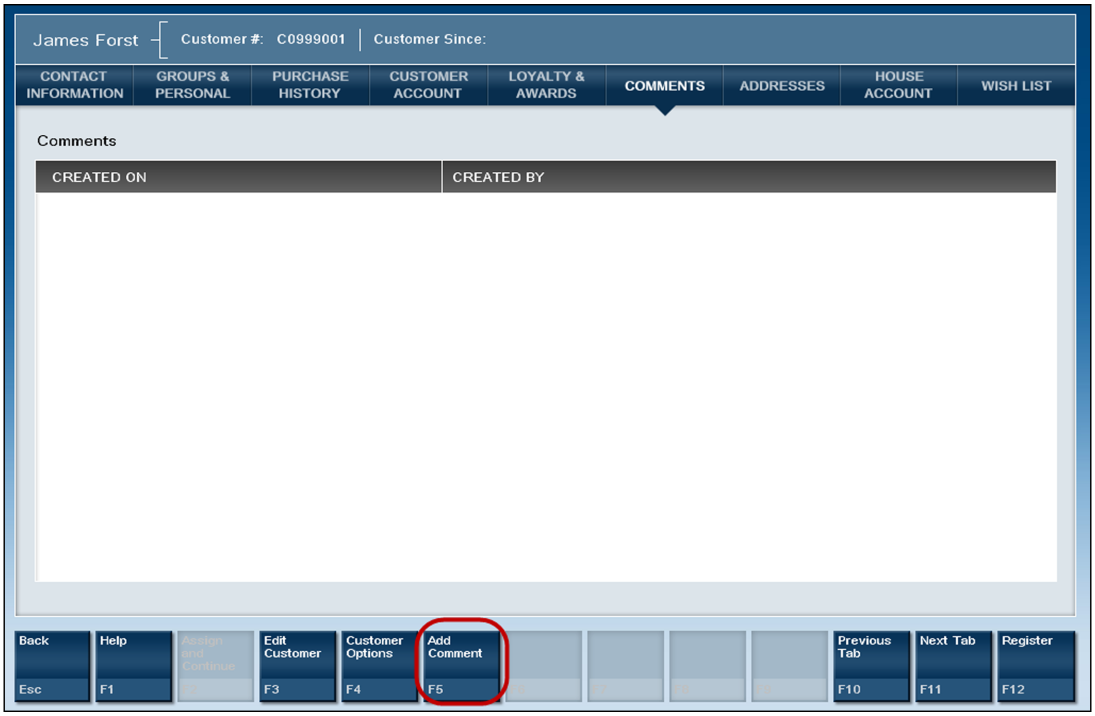


Figure 2-11: Comments Tab - Add Comment Menu Option

3. Type a comment.

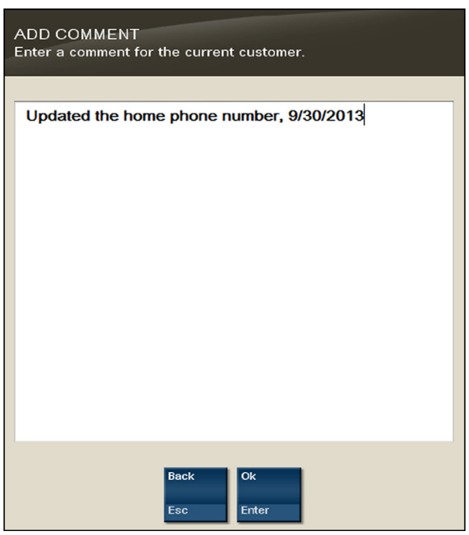


Figure 2-12: Add Comment Form

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

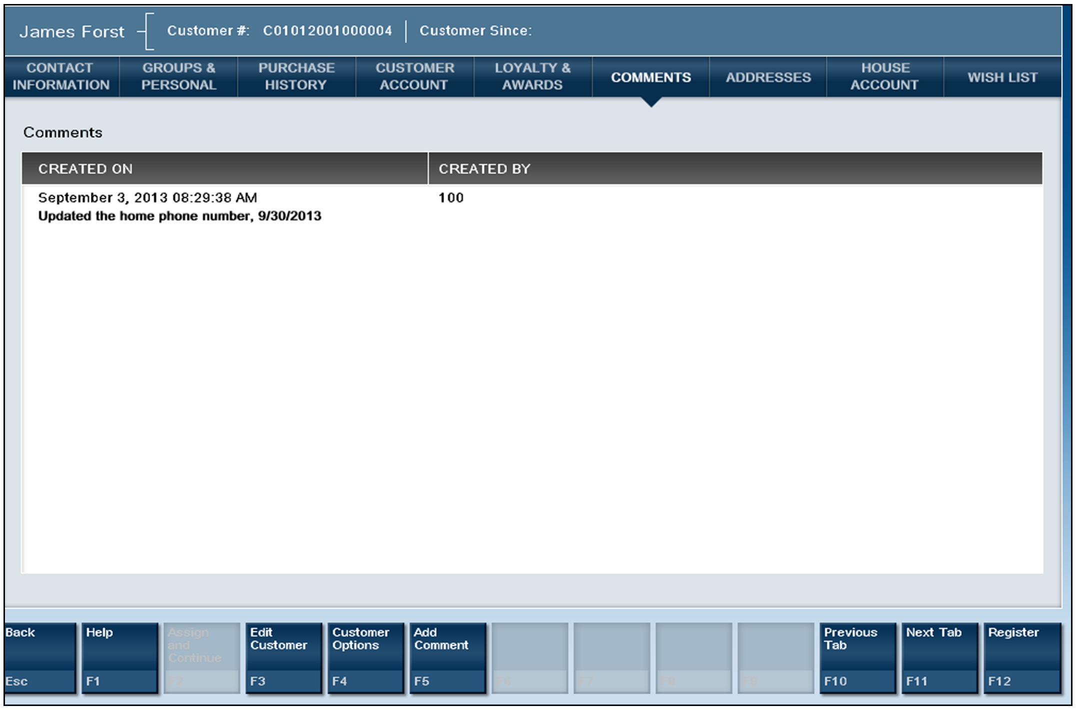


Figure 2-13: Comments Tab

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" on page 19).

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.

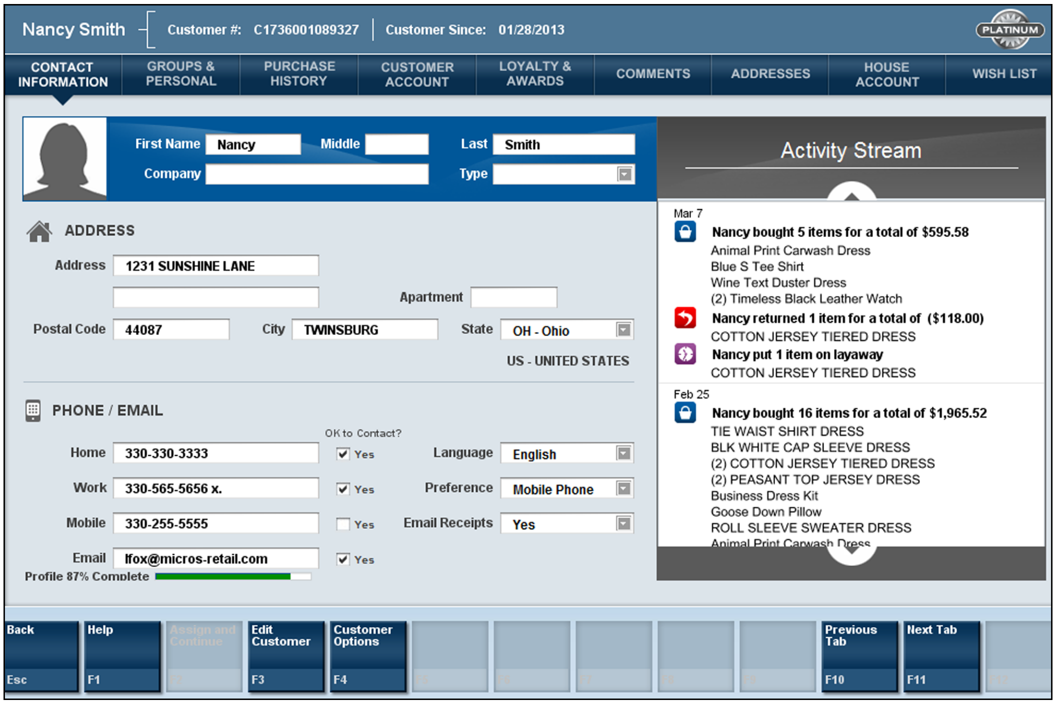


Figure 2-14: Customer Record in Read-Only Mode

> *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

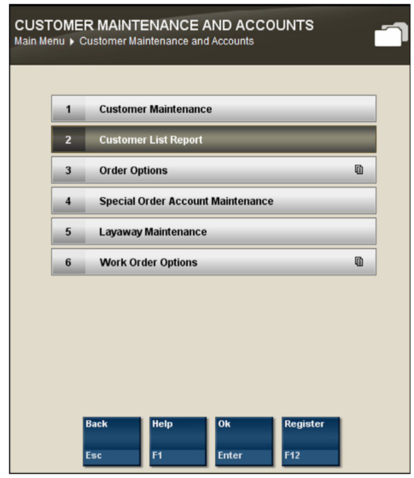
See also: Refer to the Xstore User Guide, Customer Maintenance chapter - Additional Customer Options for customer options instructions.

3. Navigate between the tabbed sections on the customer record by selecting the **Previous Tab** and **Next Tab** menu options.

   - **Contact Information Tab**: Displays the customer's address, contact, and loyalty card information. It also contains an activity stream of recent transactions.
   - **Groups & Personal Tab**: Displays information about the customer group, customer attributes, segment, tax exempt record, and personal data such as gender, anniversary date, etc.
   - **Customer 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
   - **Appointments Tab:** If your system is set up to use Relate™ CRM, this tab displays appointment information.
   - **Loyalty & Awards:** If your system is set up to use Relate™ CRM, this tab displays loyalty award information.
   - **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 Relate™ CRM, this tab displays the customer's wish list items. Otherwise, this tab is not active.

See also: Refer to the *Xstore 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 Maintenance and Accounts 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).

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.

See also: Refer to the *Xstore Reports Guide* for more detailed information about this report.

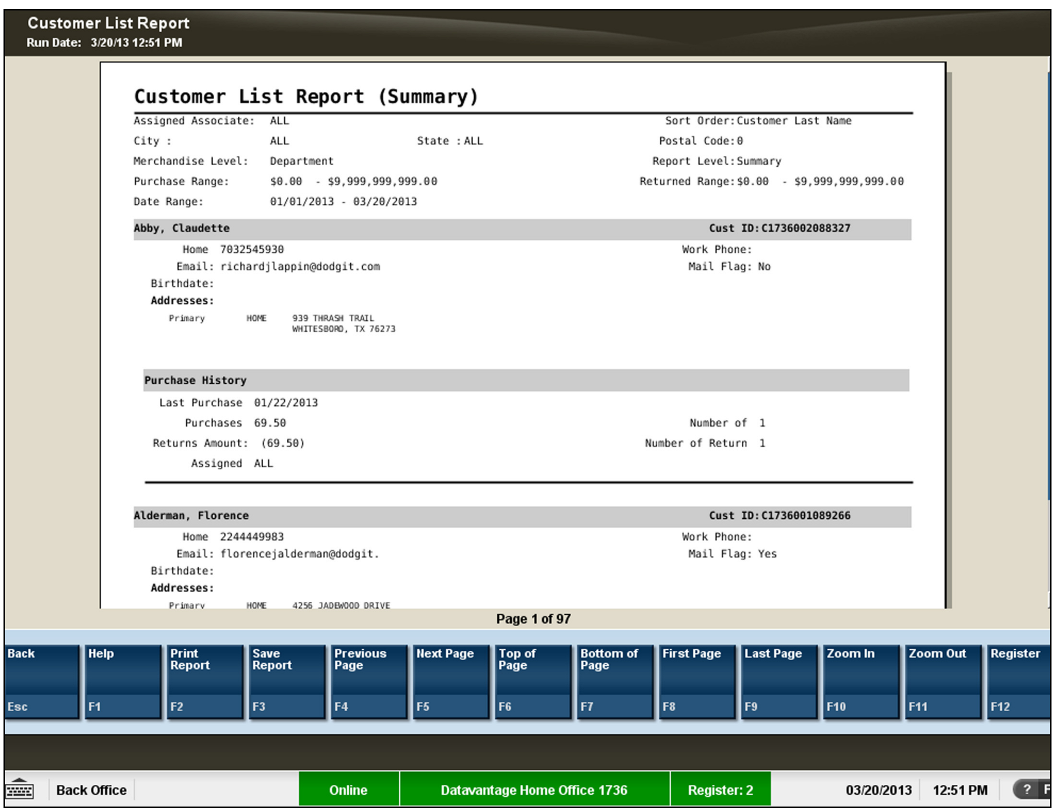


Figure 2-15: Customer List Report

CHAPTER 3

Gift Registry

Overview

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 Relate™ CRM.

You can sell, return and cancel gift registry items in the Register mode of Xstore®. 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 Locate Orders.

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

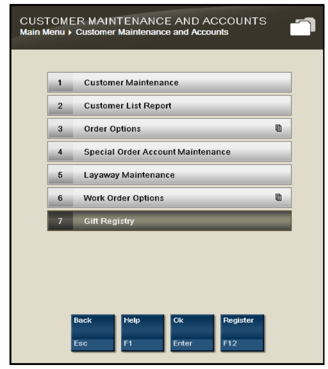
Refer to the *Xstore User Guide* for more information about the point of sale functions.

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

- "Accessing the Gift Registry" on page 34
- "Modifying a Gift Registry" on page 38
- "Print Registry" on page 48

Accessing the Gift Registry

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



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

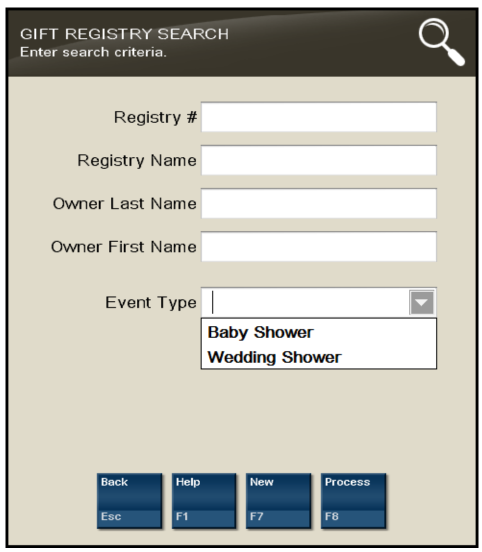


Figure 3-1: Gift Registry Search Prompt

- ❑ To create a new registry, select **New**. Skip to "Creating a New Registry" on page 36.
- ❑ To search for a gift registry, enter one or more search criteria and the 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.

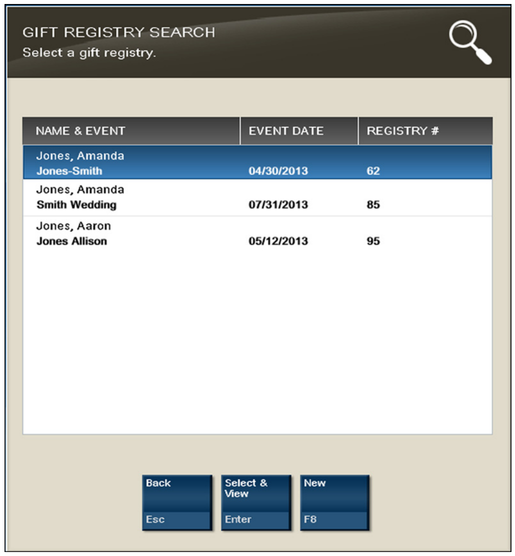


Figure 3-2: Multiple Search Results

To create a new registry, select ***New****. See* *"Creating a New Registry" on page 36**.*

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

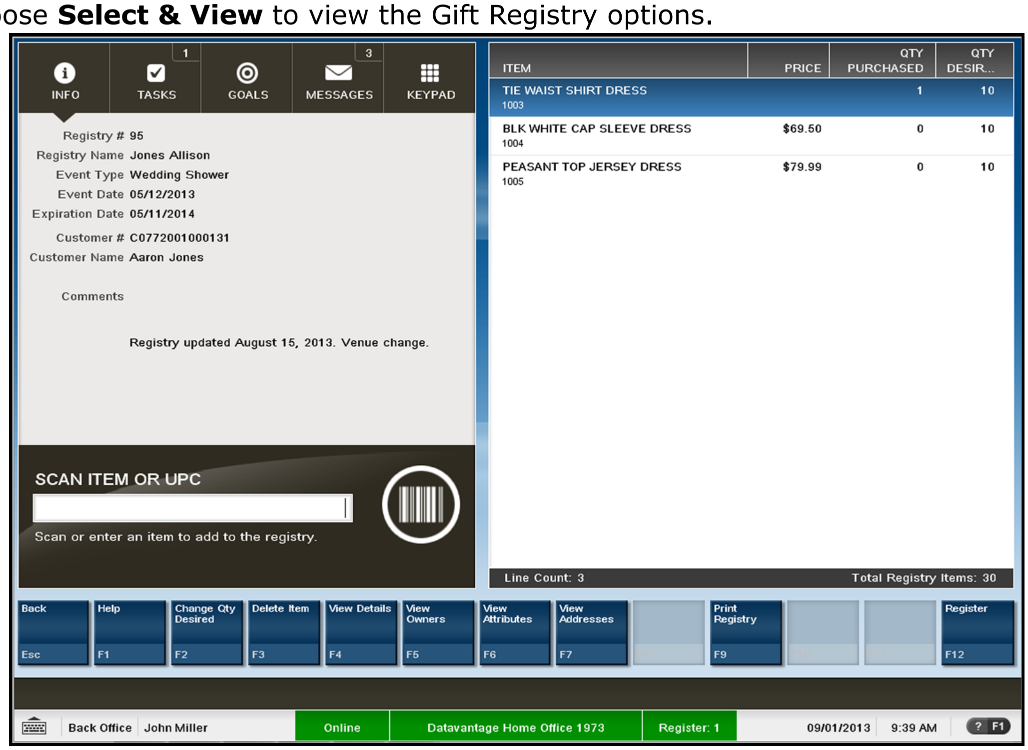


Figure 3-3: Gift Registry Options

You have the following options at this screen:

- Select **Change Quantity Desired** to update the desired item quantity. See "Changing the Quantity" on page 39.
- Select **Delete Item** to remove the item from the gift registry. See "Deleting an Item" on page 40.
- Select **View Details** to review and edit the gift registry information. See "Viewing and Modifying Details" on page 40.
- Select **View Owners** to view and edit registry owner information. See "Viewing and Modifying Owners" on page 41.
- Select **View Attributes** to see additional attribute information such as wedding date, baby's gender, etc. See "Viewing and Modifying Attributes" on page 44.
- 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" on page 46.

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**.

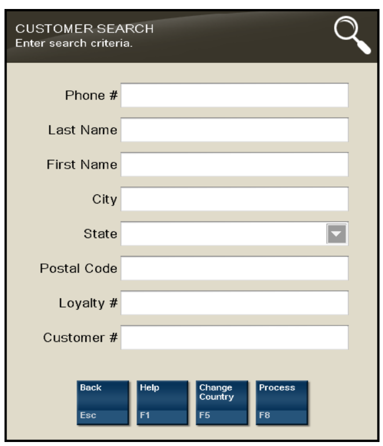


Figure 3-4: Customer Search Form

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 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**:

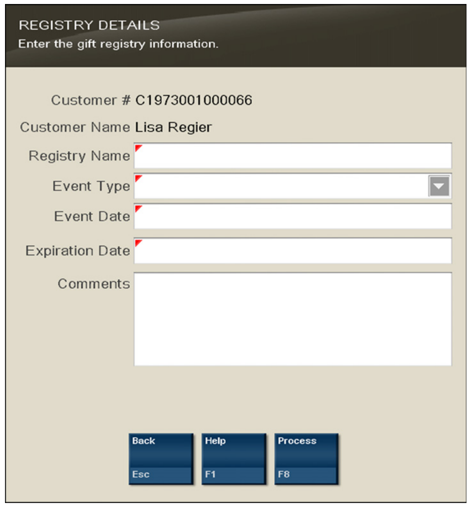


Figure 3-5: Registry Details

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.

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

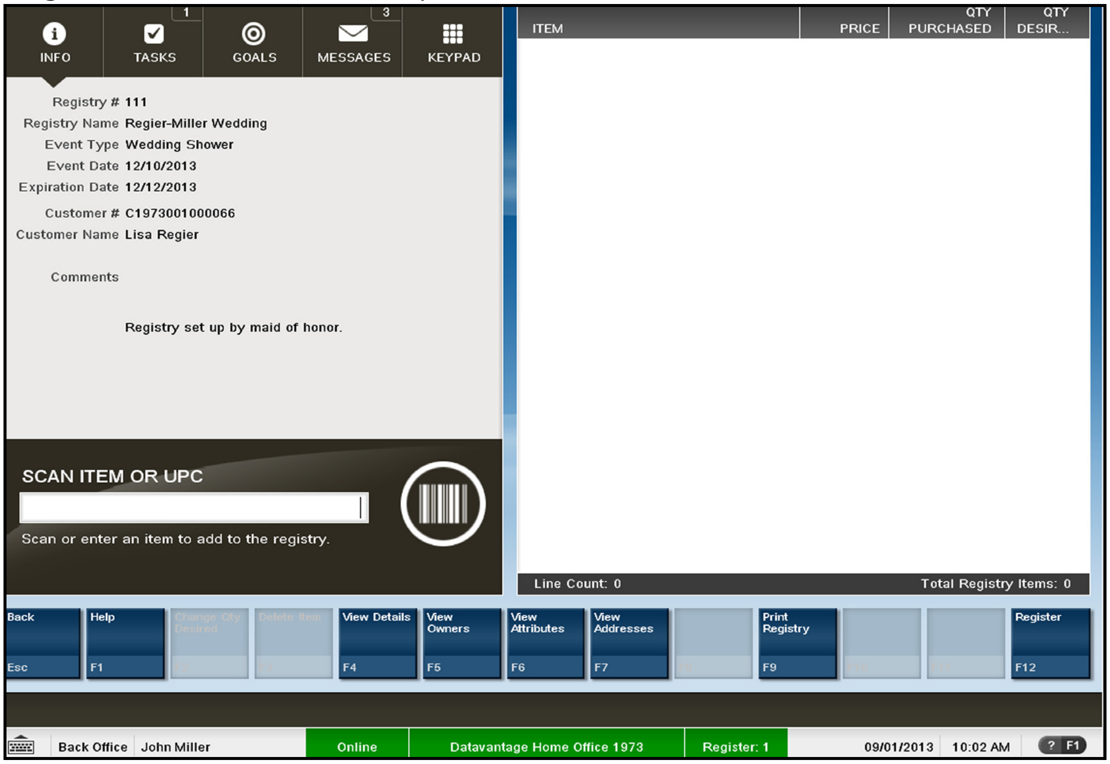


Figure 3-6: New Registry Setup

6. To add or modify registry information see "Modifying a Gift Registry" on page 38.

Modifying a Gift Registry

1. With a gift registry displayed (Figure 3-3 on page 35 and Figure 3-6 on page 38), add or modify the registry information as needed.

Table 3-2: *Add or Modify Gift Registry*

To	Refer To
Add an item	"Adding Items" on page 39
Change the quantity	"Changing the Quantity" on page 39
Delete an item	"Deleting an Item" on page 40
View/Modify Details	"Viewing and Modifying Details" on page 40
View/Modify Owners	"Viewing and Modifying Owners" on page 41
View/Modify Attributes	"Viewing and Modifying Attributes" on page 44

Table 3-2: *Add or Modify Gift Registry*

To	Refer To
View/Modify Addresses	"Viewing and Modifying Addresses" on page 46

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**].

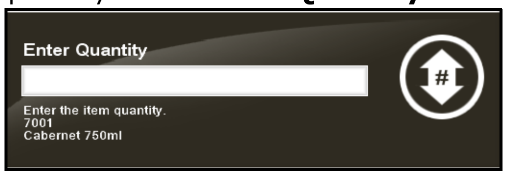


Figure 3-7: Enter Quantity

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

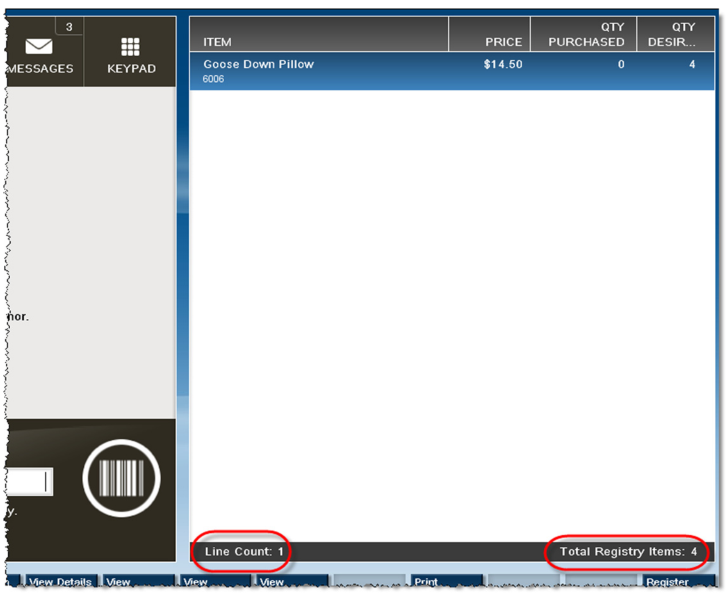


Figure 3-8: View Port - Line Count and Item Quantity

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.

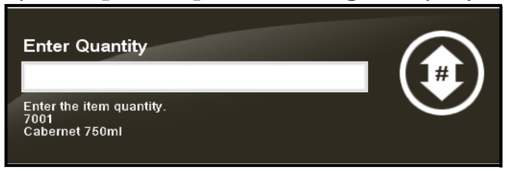


Figure 3-9: Enter New Quantity

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**.

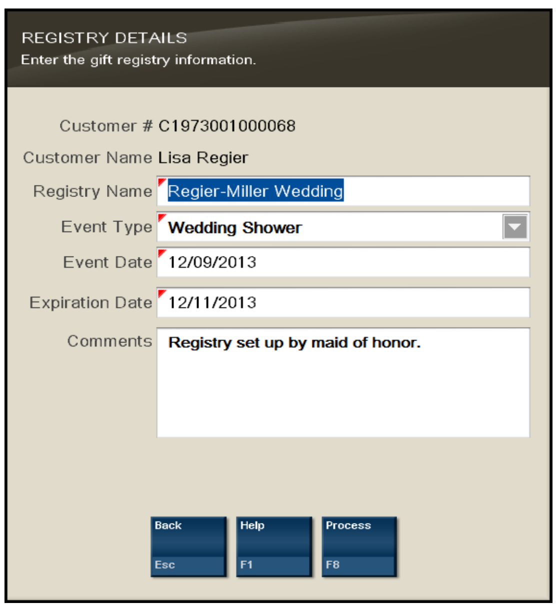


Figure 3-10: View and Modify Registry Details

Viewing and Modifying Owners

1. From the Back Office Gift Registry screen, select the **View Owners** menu option.
2. The Registry Owners list displays. The check mark next to the Customer # indicates the primary owner.

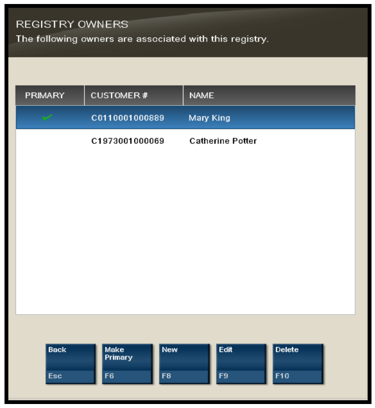


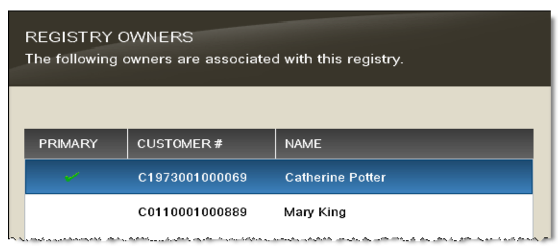
Figure 3-11: Registry Owners List

To modify the primary owner

If the registry has more than one owner, perform the following steps to change the primary owner.

1. From the Registry Owners list, select the owner you wish to change to the primary.
2. Select the **Make Primary** button.
3. When prompted, press [Y] to confirm the change.

   The new primary owner is moved to the top of the list and has a green check mark by the name.



To create a new owner

Perform the following steps to create a new owner.

1. From the Registry Owners list, select **New** (see Figure 3-11, "Registry Owners List," on page 41).
2. The customer search screen displays. Enter your search criteria for the person you wish to add as an owner. Select **Process**.

If the customer is not listed, create a new customer record by selecting New. See step 3 on page 36 for more information.

3. If more than one customer matches your search criteria, select the customer from the retrieved list.

4. Verify the address, modify if needed, and select **Save Changes.**

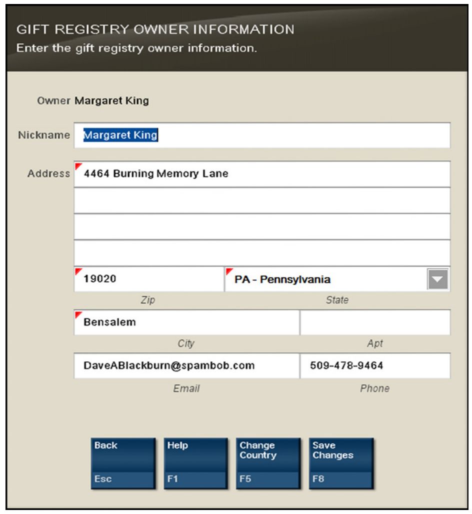


Figure 3-12: Gift Registry Owner Information

> *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" on page 41.

To edit registry owner information

1. From the Registry Owners list, select the owner you wish to edit. (See Figure 3-11, "Registry Owners List," on page 41).
2. Select **Edit**.

3. At the Gift Registry Owner Information window, make your edits as needed.

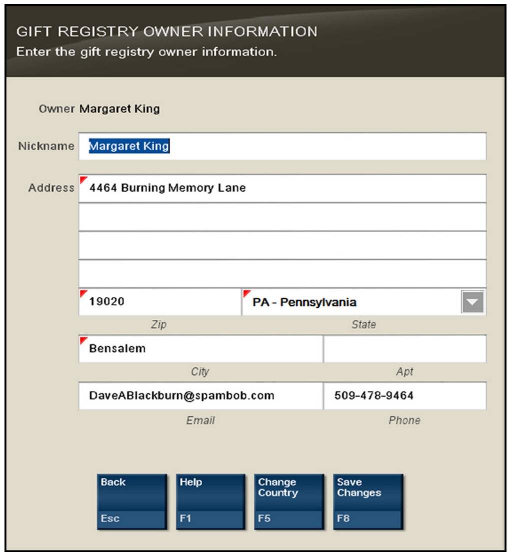


Figure 3-13: Gift Registry Owner Information

4. Select **Save Changes.**

<u>**To delete an owner**</u>

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

> *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" on page 41.

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" on page 41.

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**.

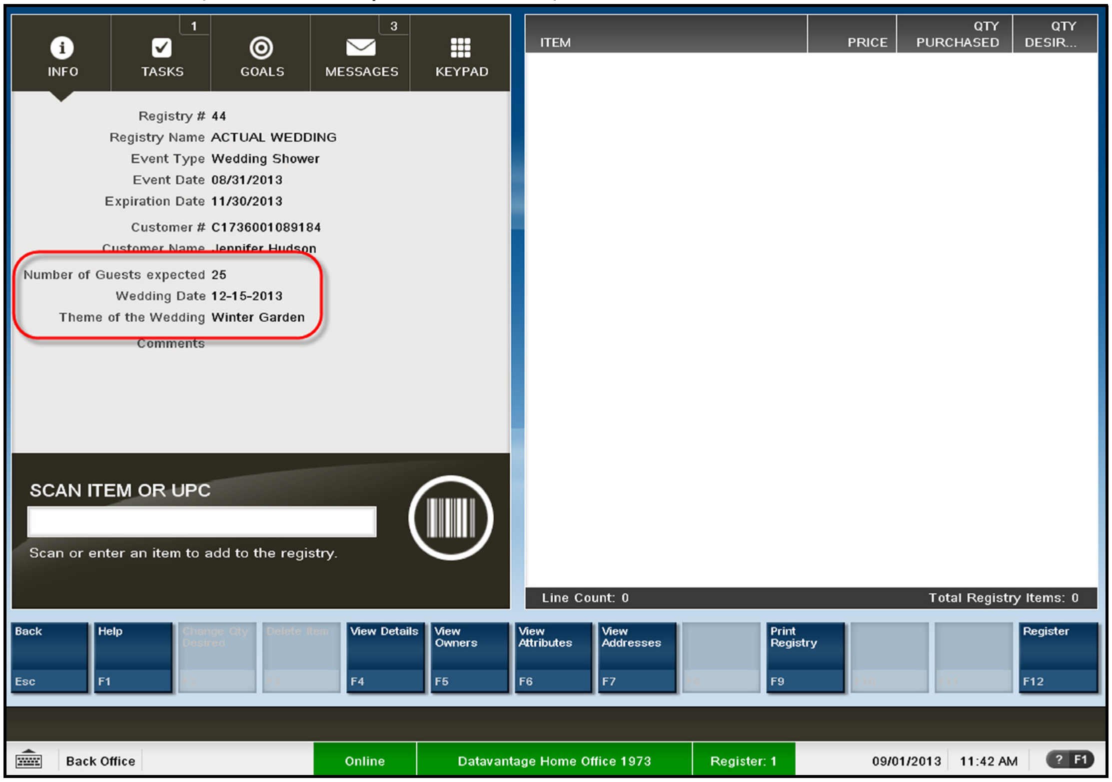


Figure 3-14: Gift Registry Screen - Attributes Area Display

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**.

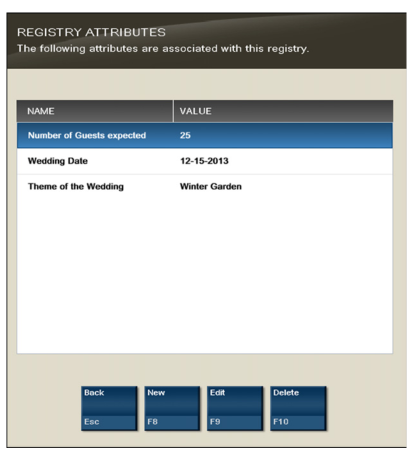


Figure 3-15: Registry Attributes List

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

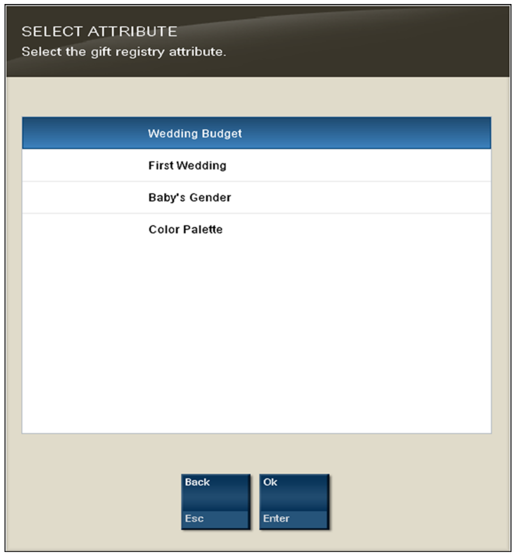


Figure 3-16: Select Attribute List

4. When prompted, enter the Attribute value and press [Enter]. The new attribute will be associated with this gift registry.
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 on page 44), 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 on page 44), 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.

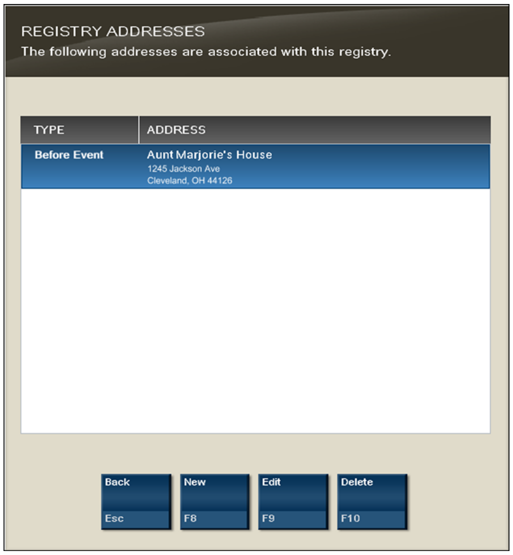


Figure 3-17: Gift Registry Address List

   - ❑ 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.

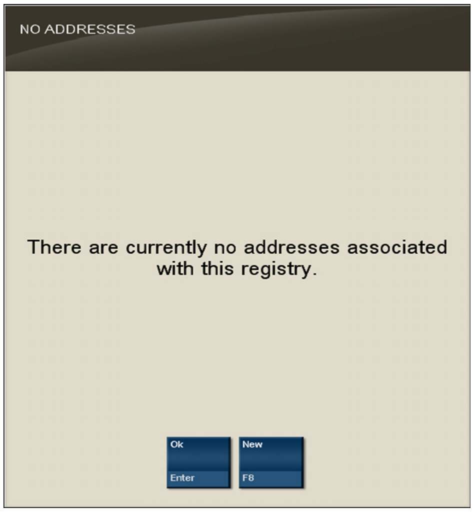


Figure 3-18: No Addresses Prompt

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 3-17 on page 46) or the No Address on file prompt (Figure 3-18 on page 46), select **New**.
3. When prompted, enter the required fields:

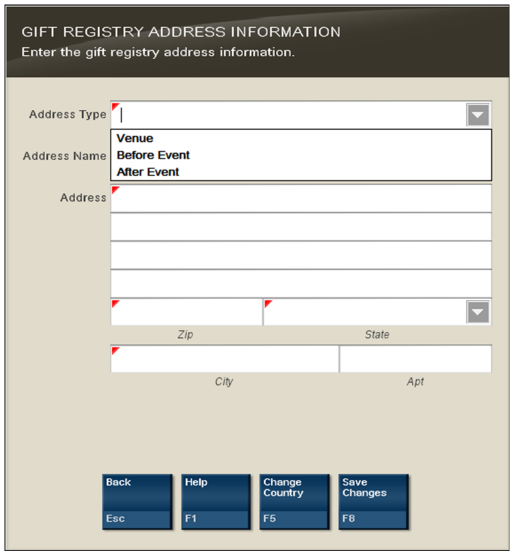


Figure 3-19: Address Information Form

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 3-17 on page 46), 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 3-17 on page 46), 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**.

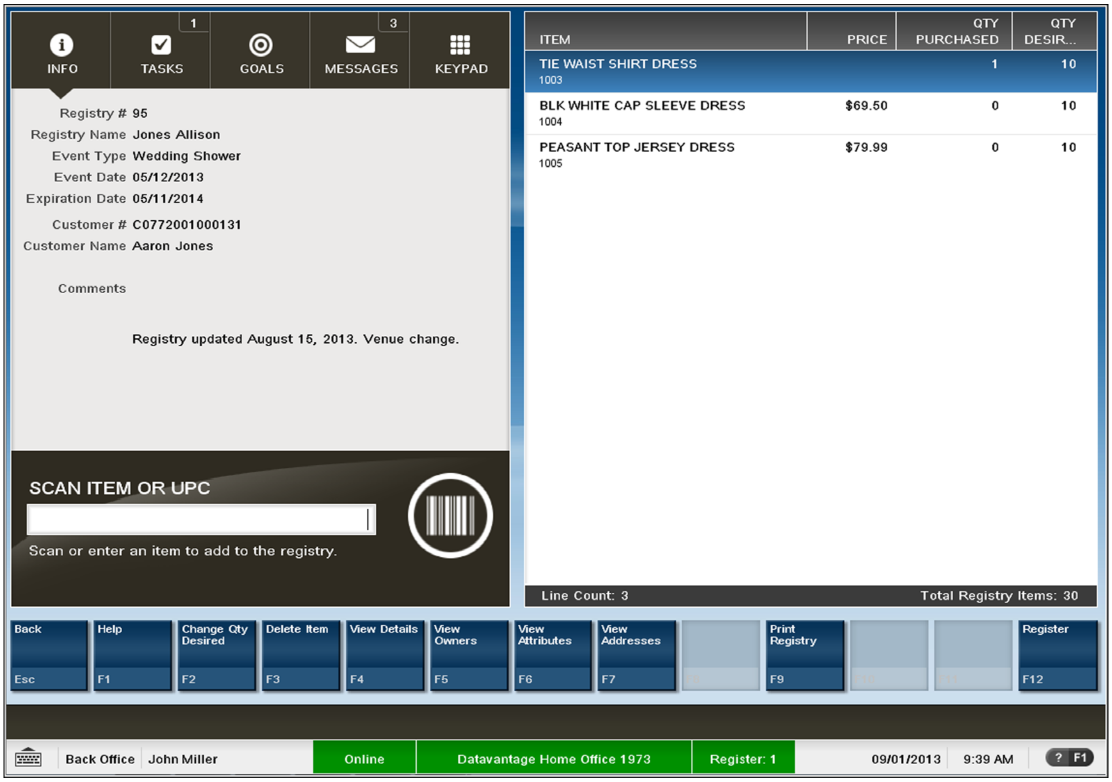
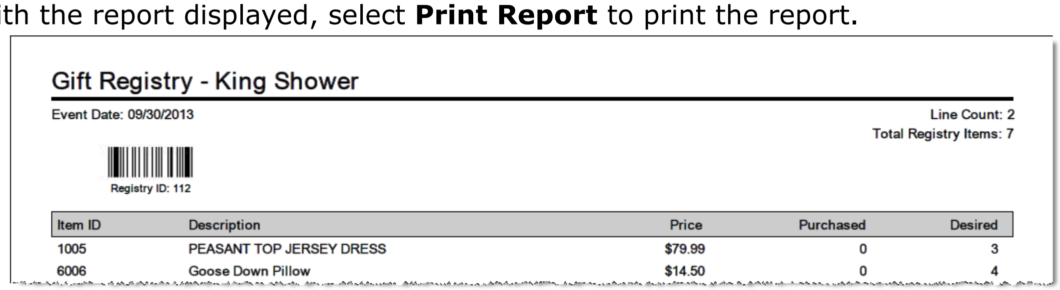


Figure 3-20: Gift Registry Menu Button Options

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



Gift Registry - King Shower

Event Date: 09/30/2013

Line Count: 2
Total Registry Items: 7

Registry ID: 112

Item ID	Description	Price	Purchased	Desired
1005	PEASANT TOP JERSEY DRESS	$79.99	0	3
6006	Goose Down Pillow	$14.50	0	4

Figure 3-21: Gift Registry Report

> *The bar code on the report allows quick access to assigning a registry to a sale.*
>
> *See the Xstore Reports Guide more information about reports.*

CHAPTER 4

Employee Maintenance

Employee Maintenance Overview

Xstore® 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.

> *Because each Xstore 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.*

Accessing Back Office Employee Maintenance Functions

1. After logging in to the Back Office (see "Accessing the Back Office" on page 17), select the **Employee Maintenance and Payroll** option and press [Enter].

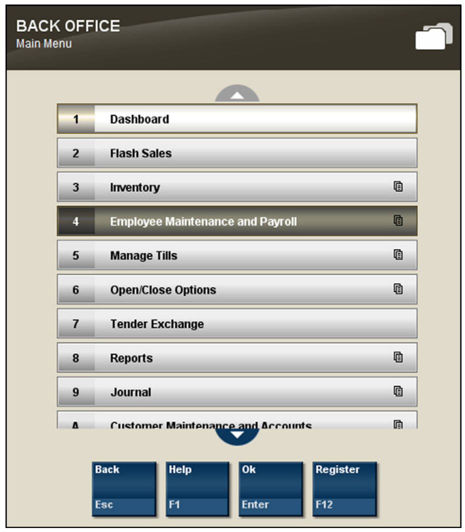


Figure 4-1: Back Office Main Menu

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" on page 51.
- **Time and Attendance** - Select this option to maintain employee timecard and payroll information. Refer to Chapter 7, "Timecard and Payroll Maintenance" on page 137.
- **Employee Scheduling Maintenance** - Select this option to create and edit employees' work schedules and manage employees' time off. Refer to Chapter 6, "Employee Scheduling" on page 97.
- **Task Maintenance** - Select this option to create and maintain employee tasks. Refer to Chapter 5, "Message and Task Maintenance" on page 81.
- **Message Maintenance** - Select this option to create and maintain employee messages. Refer to Chapter 5, "Message and Task Maintenance" on page 81.

Maintaining Employee Information

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

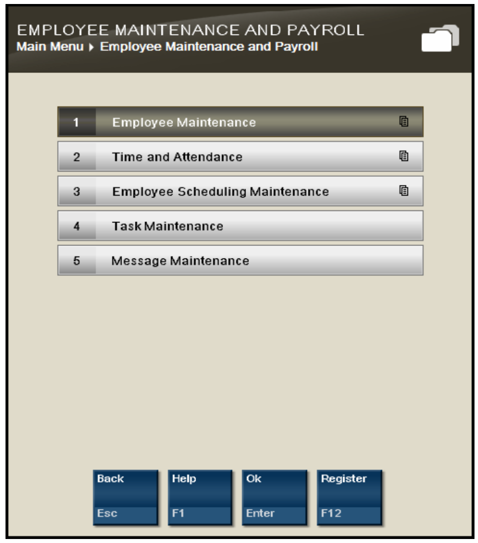


Figure 4-2: Employee Maintenance Menu

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

Notes: 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" on page 74.
- **Employee Productivity Report** - Select this option to run the Employee Productivity Report. Refer to "Employee Productivity Report" on page 77 and the *Xstore 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" on page 77.

Xstore displays the Employee Lookup form, prompting for employee information.

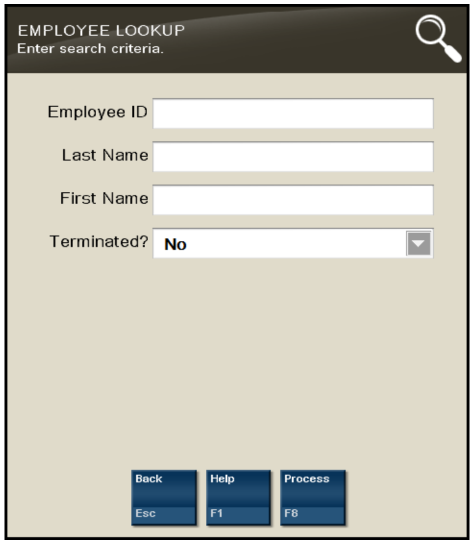


Figure 4-3: Employee Lookup Form

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

If you enter an Employee ID, Xstore 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.

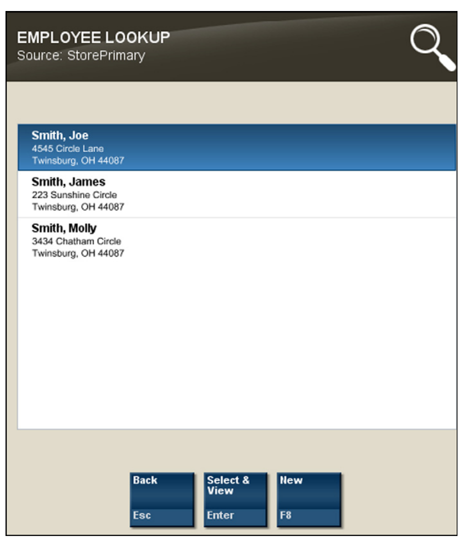


Figure 4-4: Employee Lookup Results List

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" on page 68 for screen images and more detail about the information found on each tab.

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.

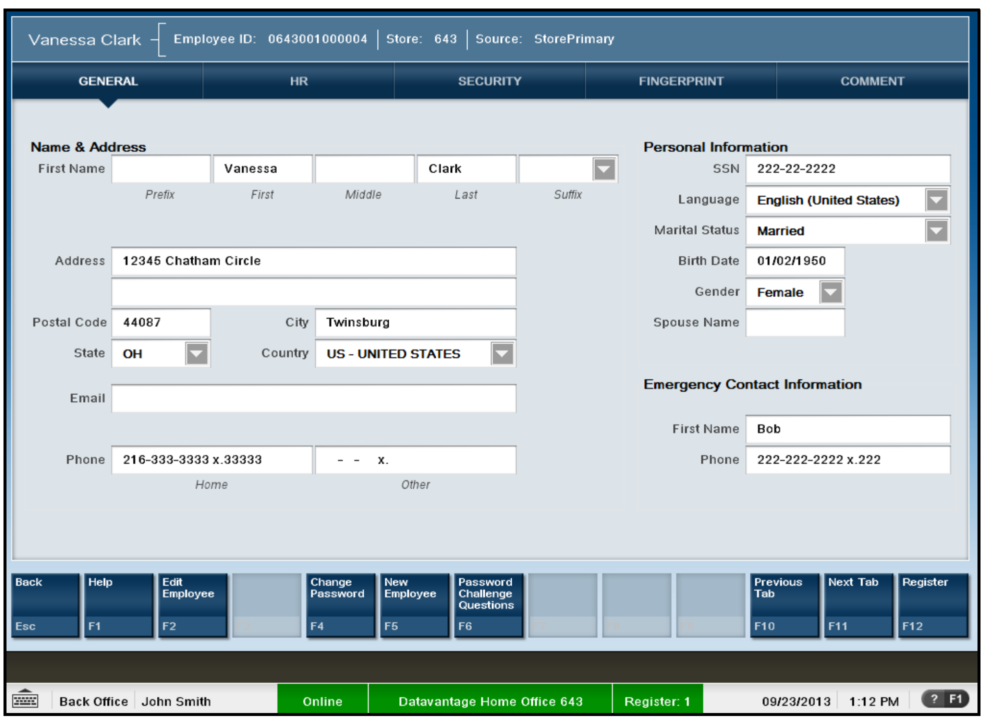


Figure 4-5: Employee Record (Read-Only Mode) Showing Five Tab Sections

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.

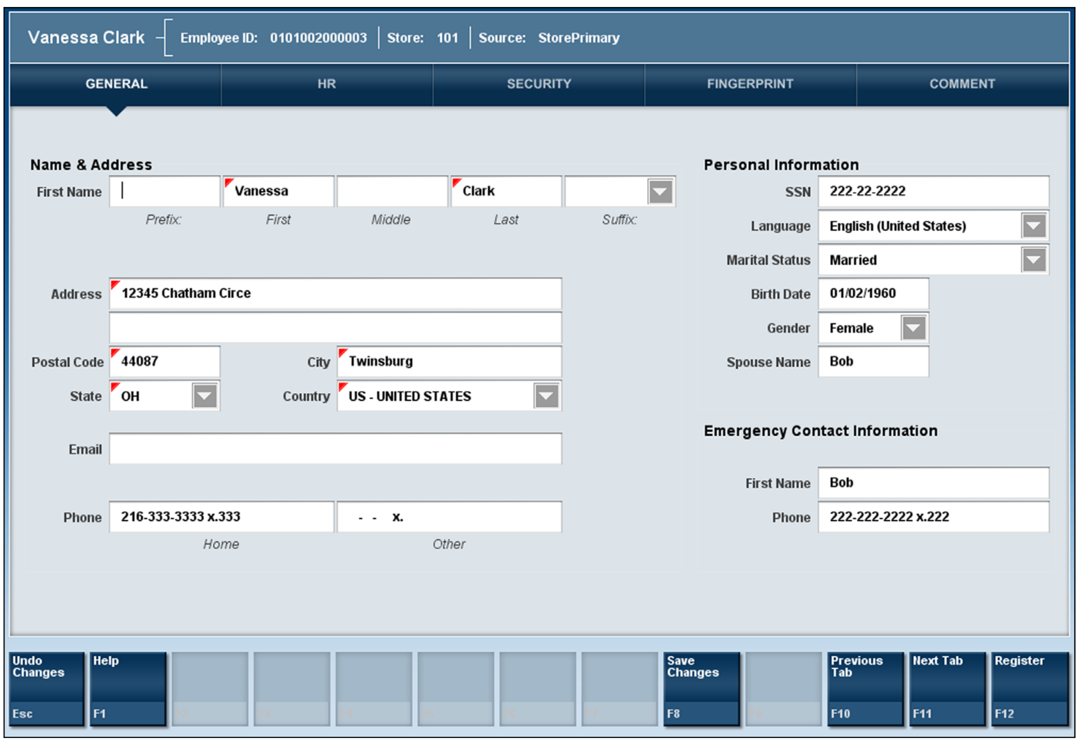


Figure 4-6: Employee Record in Edit Mode

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.

*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.

> *You must have the employee's record open to change the password and not be in edit employee mode.*

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

> *You may also change a password from both the Register Login screen and the Back Office Login screen see "Changing Your Password" on page 357.*

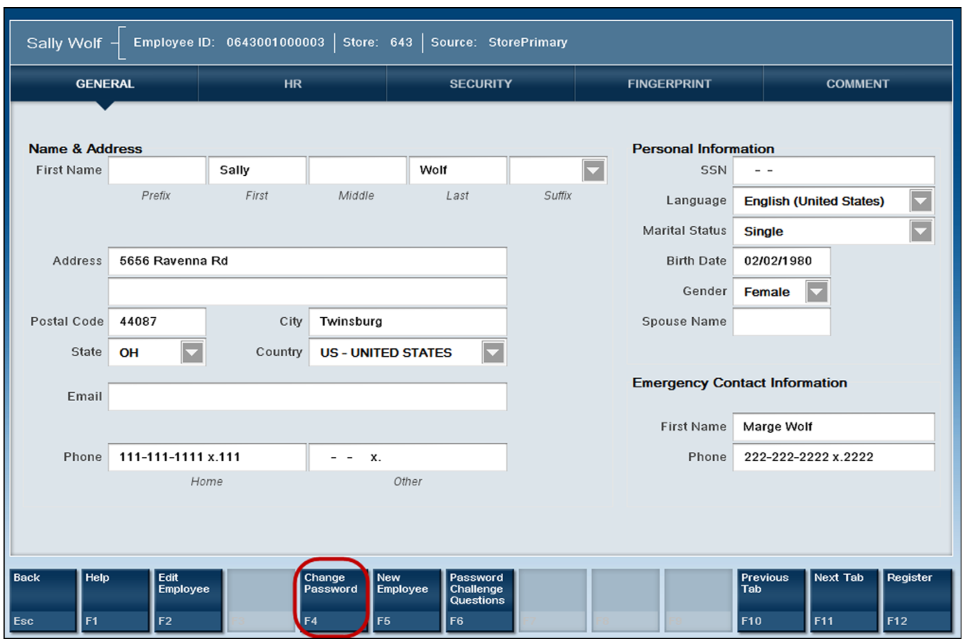


Figure 4-7: Change Password Menu Option

3. Xstore 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. Xstore 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.

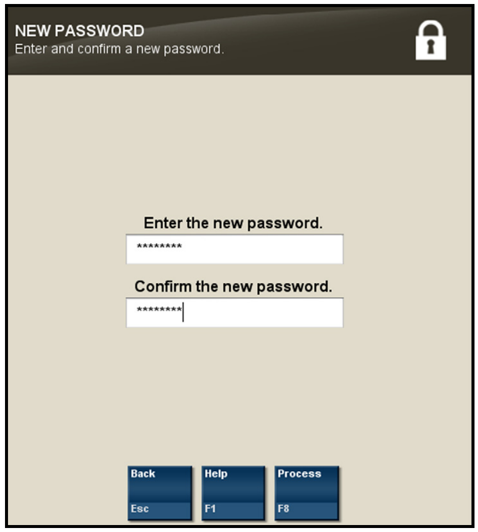


Figure 4-8: Prompt for New Employee Password and Confirmation

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.

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.

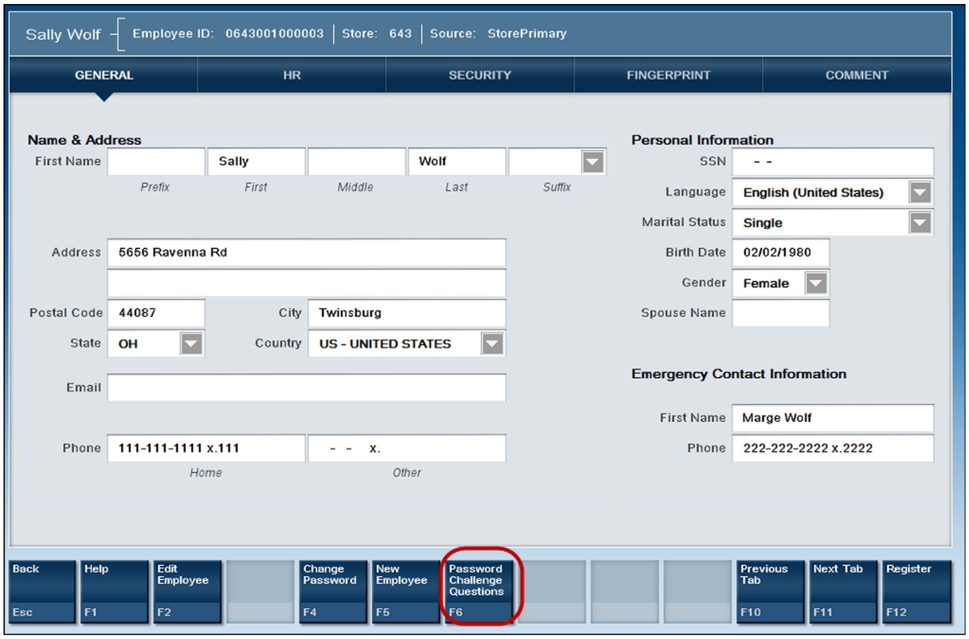


Figure 4-9: Password Challenge Questions Menu Option

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

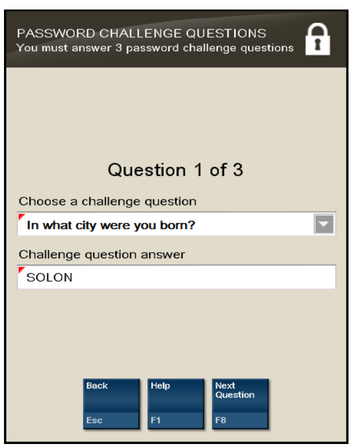


Figure 4-10: Password Challenge Questions Maintenance

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

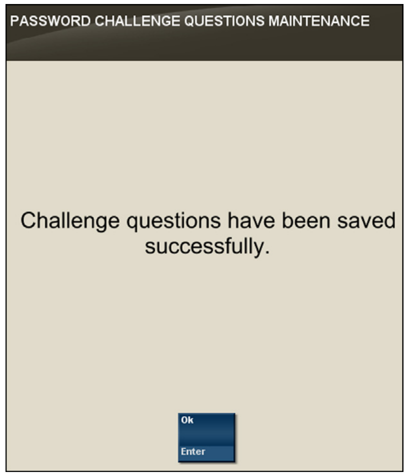


Figure 4-11: Challenge Questions Saved

> *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.

> *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 on page 59.
>
>   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 on page 60.

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*).

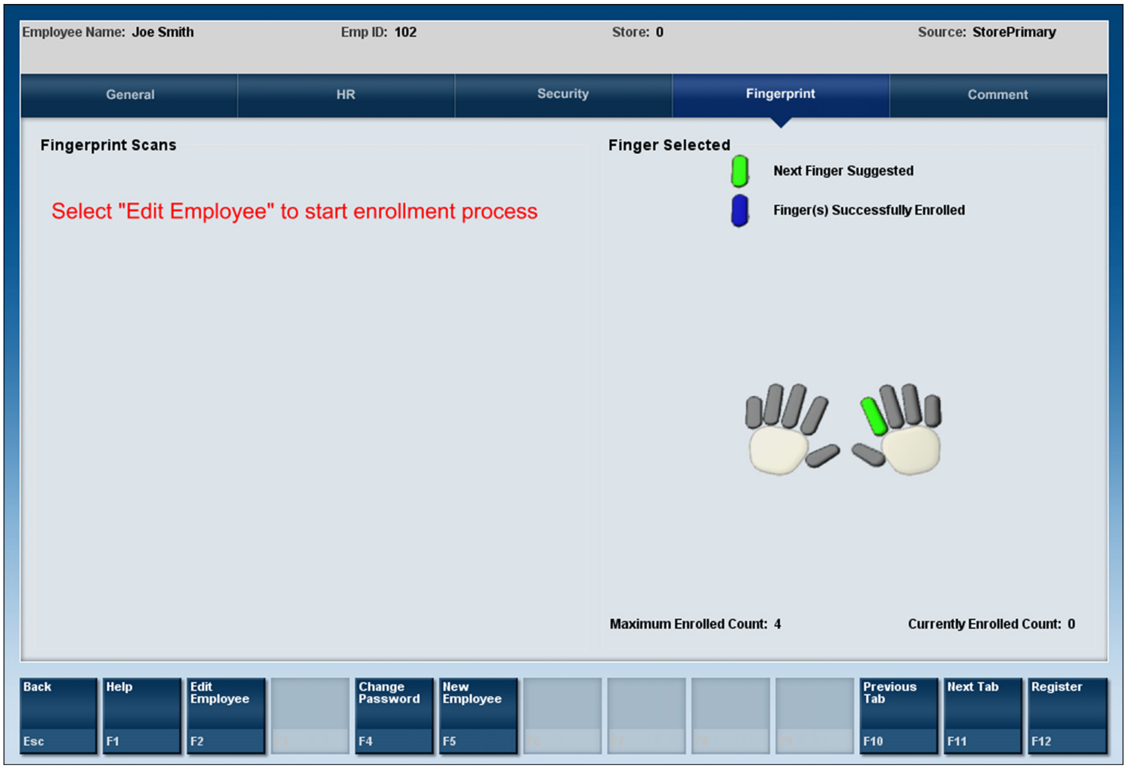


Figure 4-12: Fingerprint Enrollment Status Screen - View Only Mode

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.

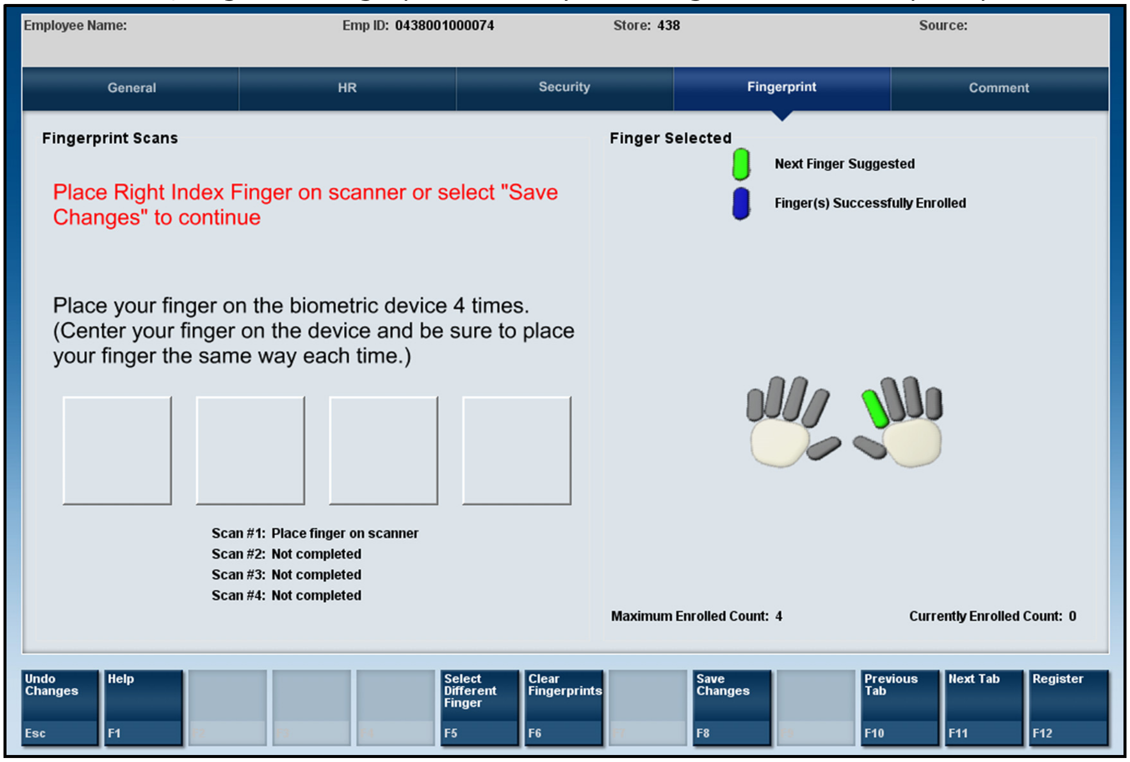


Figure 4-14: Fingerprint Scans Screen - Edit Mode

Selecting the ***Save Changes*** *menu option at the Fingerprint Scans screen (*[*Figure 4-14, "Fingerprint Scans Screen - Edit Mode," on page 60*]*) returns to the Fingerprint Enrollment Status screen (*[*Figure 4-12, "Fingerprint Enrollment Status Screen - View Only Mode," on page 59*]*).*

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 on page 59*]*.*

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.

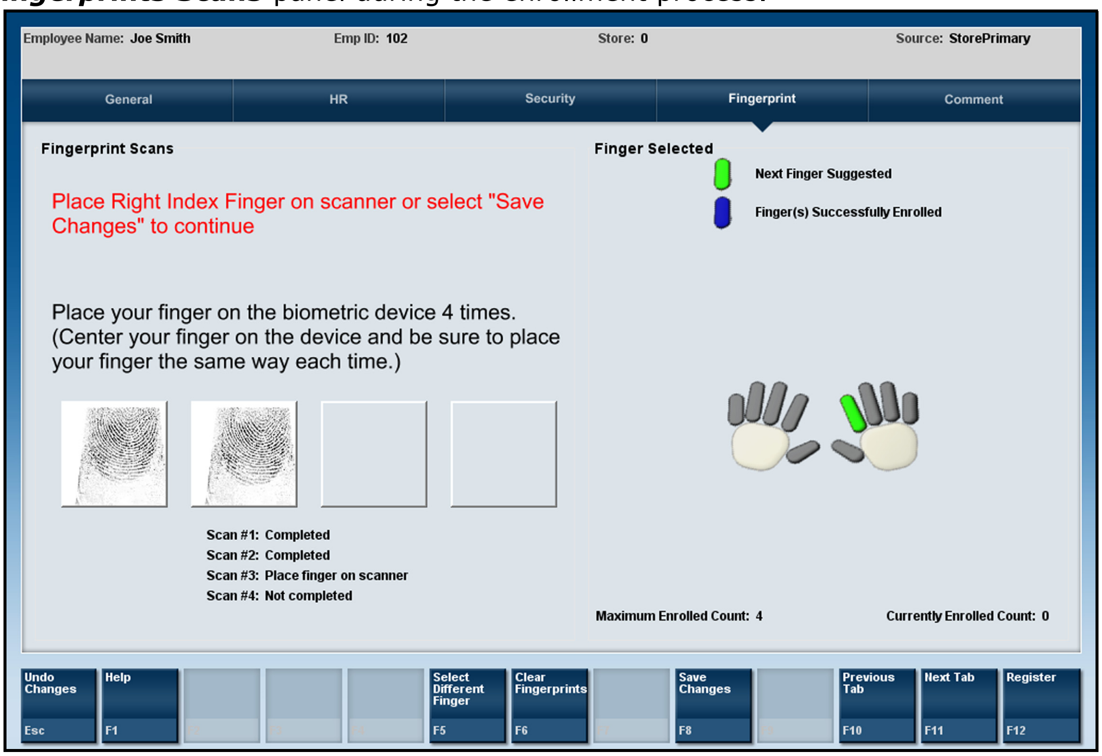


Figure 4-15: Fingerprint Scan In Process - 2 Scans Complete

About this screen:

- **Fingerprint Scans** panel - Shows an image of the fingerprint for each scan and the process steps and status.
- **Finger Selected** panel - Shows the right index finger is being enrolled (**GREEN**).

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.

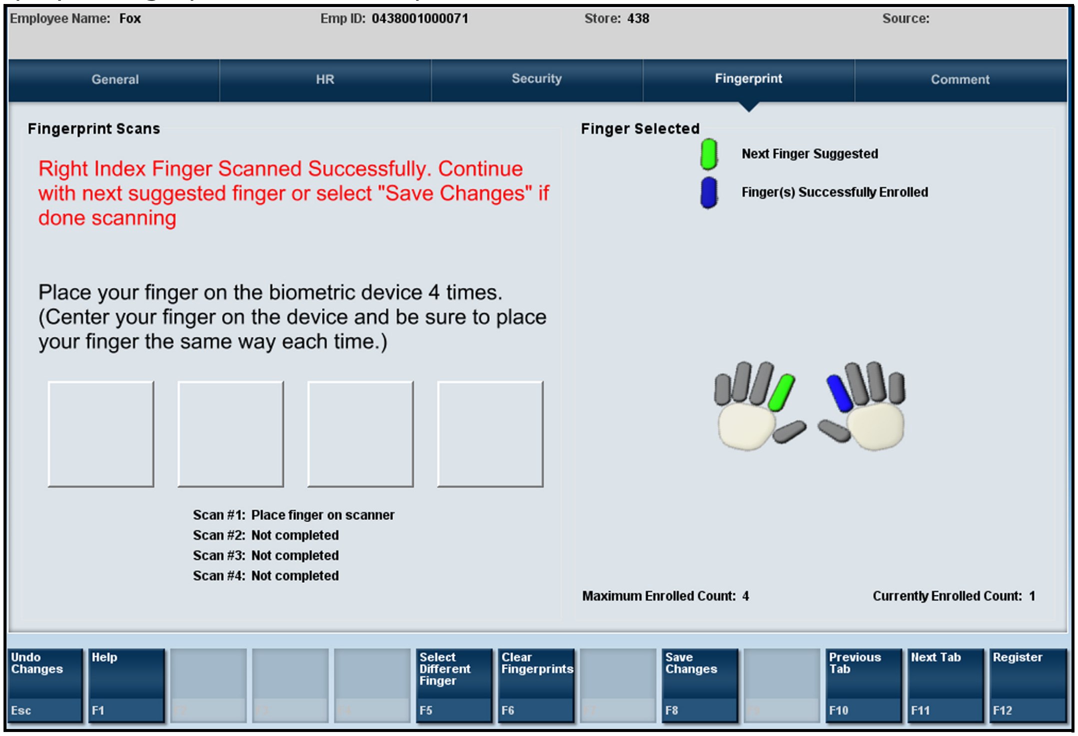


Figure 4-16: Fingerprint Scan Complete

About this screen:

- **Fingerprint Scans** panel - Shows the enrollment process steps for the next finger.
- **Finger Selected** panel - Shows the right index finger has been enrolled (**BLUE**) and suggests the next finger for enrollment (**GREEN**).

*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

Xstore allows you to add a text comment to an employee’s record. The comment can be viewed on the Comment tab window and printed.

*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. Xstore 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” on page 50.
2. Check to see if the employee record already exists by entering the new associate’s name in the Employee Lookup form.

You may search by partial names if needed.

Figure 4-17: Employee Lookup Form

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.

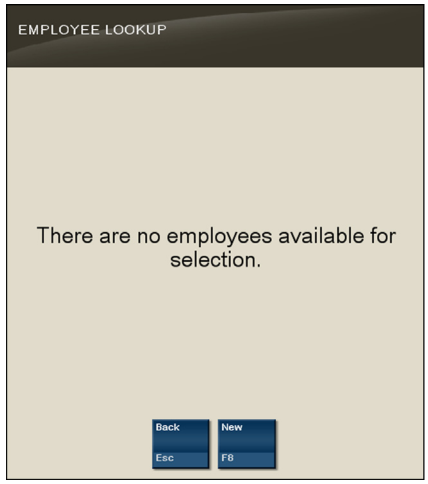


Figure 4-18: No Employee Record Found Message

> *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.

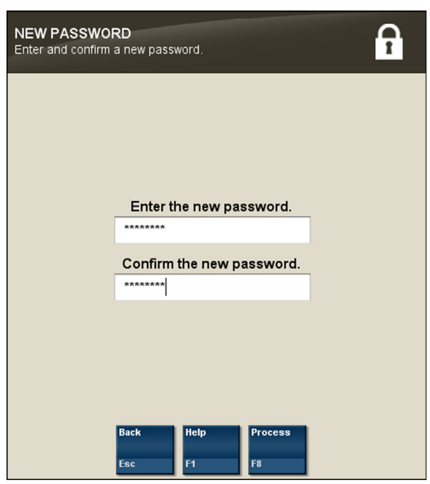


Figure 4-19: New Password Form

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. Xstore displays a blank form with the five tab sections.

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" on page 68.

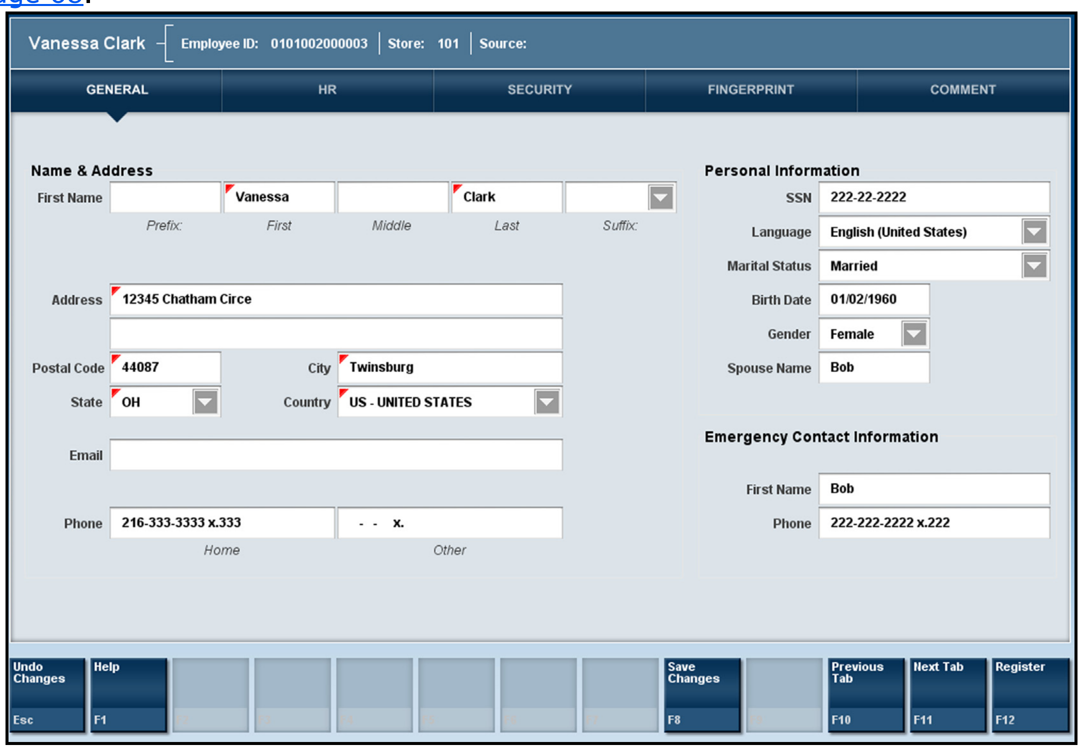


Figure 4-20: Employee Maintenance General Tab

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**.

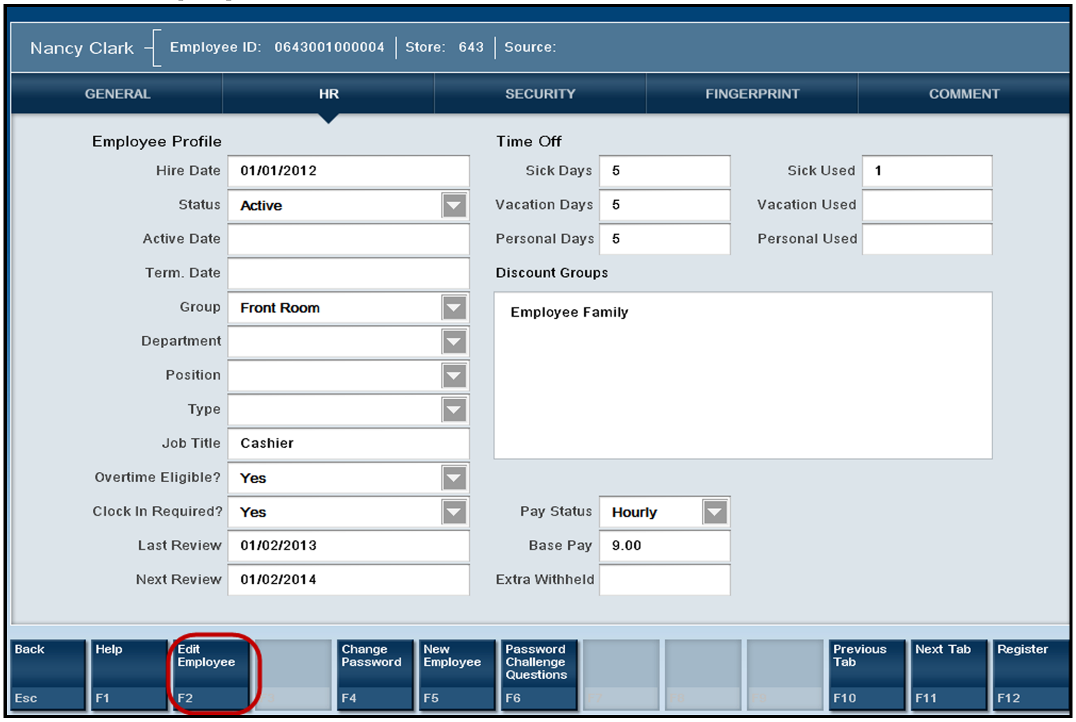


Figure 4-21: HR Tab

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.

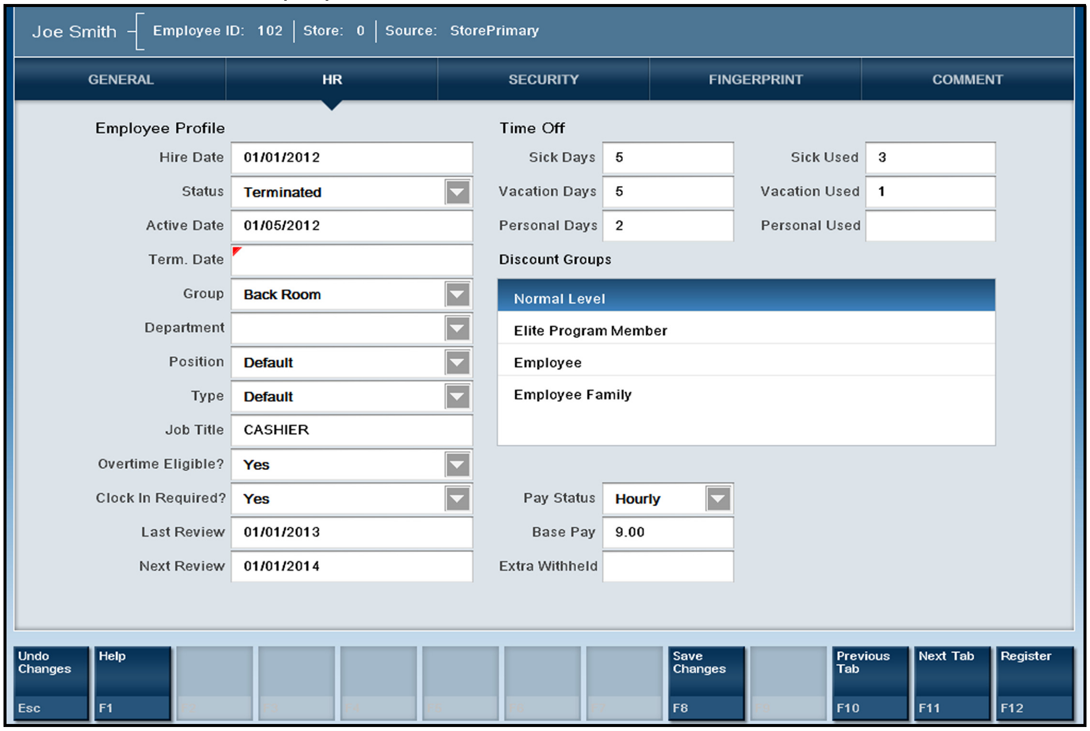
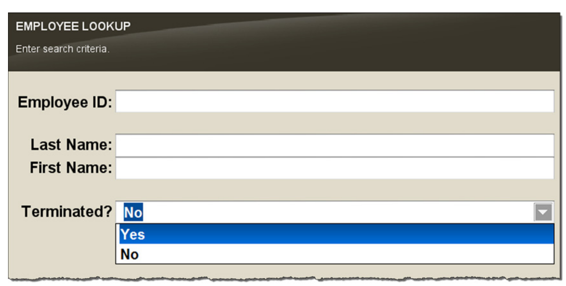


Figure 4-22: HR Tab - Changing Employee Status

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.

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



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.

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

- **GENERAL TAB**- Displays employee name, address, contact and personal information.

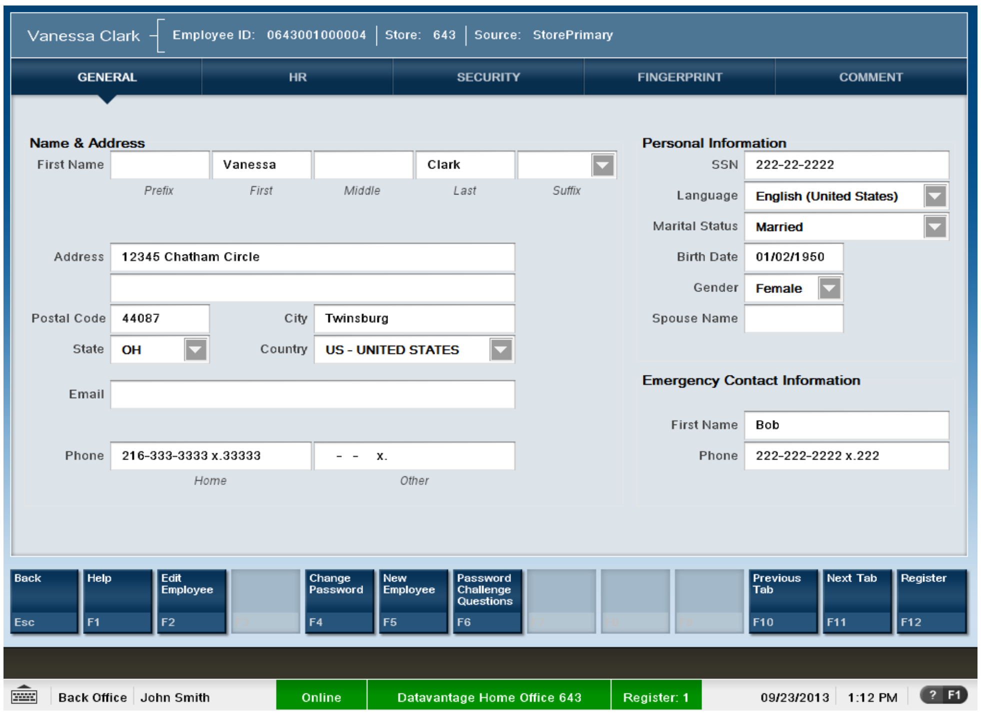


Figure 4-23: General Tab

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

Employee Name & Address Information	
❑ Name prefix (Mr., Ms., Dr., and so on)	❑ State/Province
❑ First name, Middle name/initial, Last name	❑ Zip/Postal Code (system will populate the city and State based on the entered zip code)
❑ Name suffix (Jr., Sr., III, etc.)	❑ Country (defaults to the country in which the store is located, but can be changed)
❑ Address	❑ Email address
❑ City	❑ Phone Numbers
Employee Status & Personal Information	
❑ Social Security Number	❑ Birth Date
❑ Language (the employee's language preference, French, United States English, etc.)	❑ Gender
❑ Marital Status	❑ Spouse's Name
Emergency Contact Information	
❑ Emergency Contact Name	❑ Emergency Contact Phone Number

- **HUMAN RESOURCES (HR) TAB** - Displays information about hiring date, employee status, and pay status, title, salary, vacation and personal time, and discount group membership.

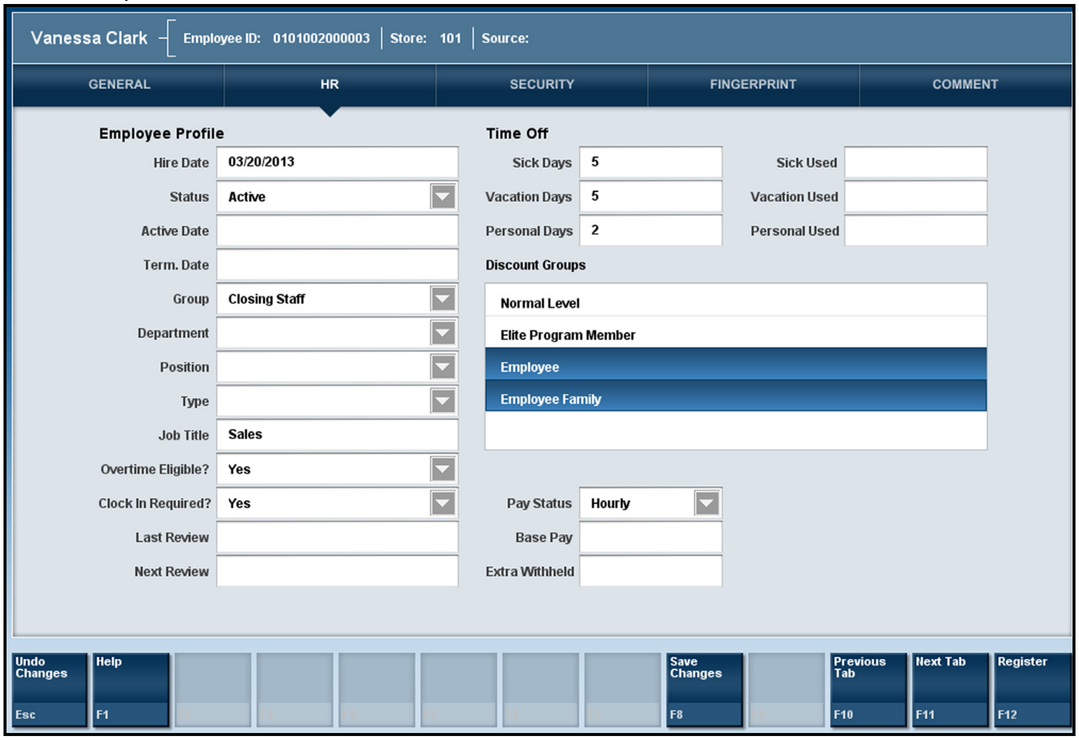


Figure 4-24: Human Resources Tab

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

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)	❑ Clock In Required?
❑ Base Pay (Amount)	❑ Last Review date
❑ Extra Withheld (extra amount withheld from the employee's pay check)	❑ Next Review date
❑ Job Title	
❑ Overtime Eligible?	
Employee Time Off Information	
❑ Sick Days (Allotment)	❑ Sick Used
❑ Vacation Days (Allotment)	❑ Vacation Used
❑ Personal Days (Allotment)	❑ Personal Used
Employee Group Information	
❑ Discount Groups	

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

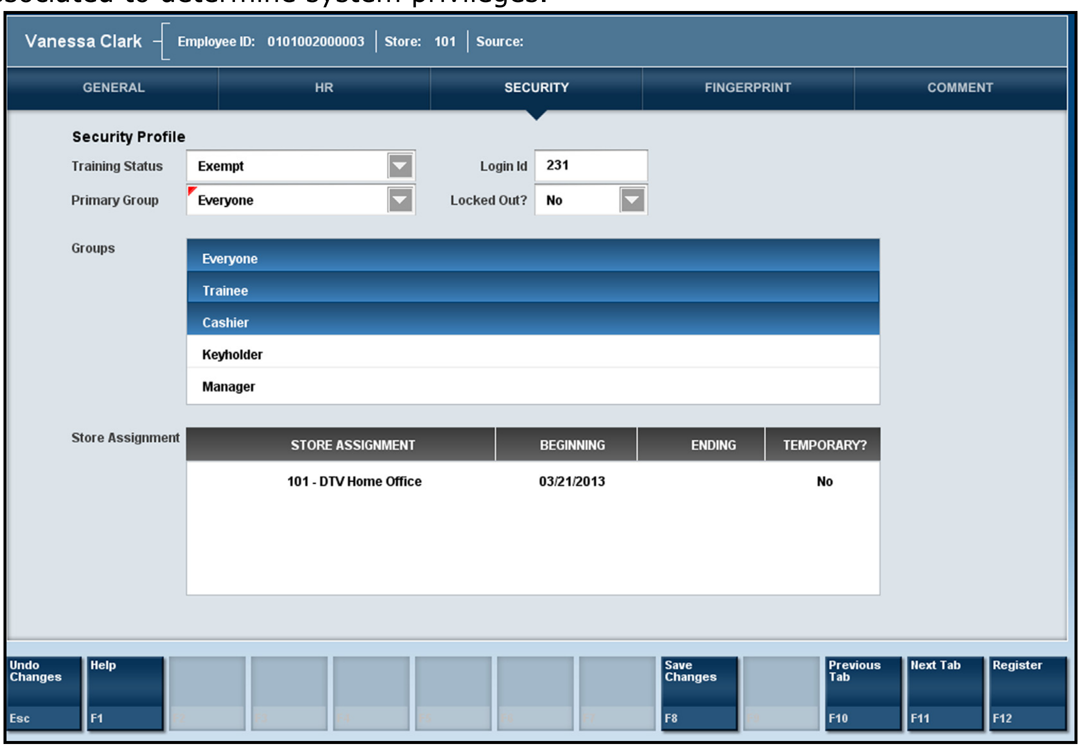


Figure 4-25: Security Tab

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

- **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.

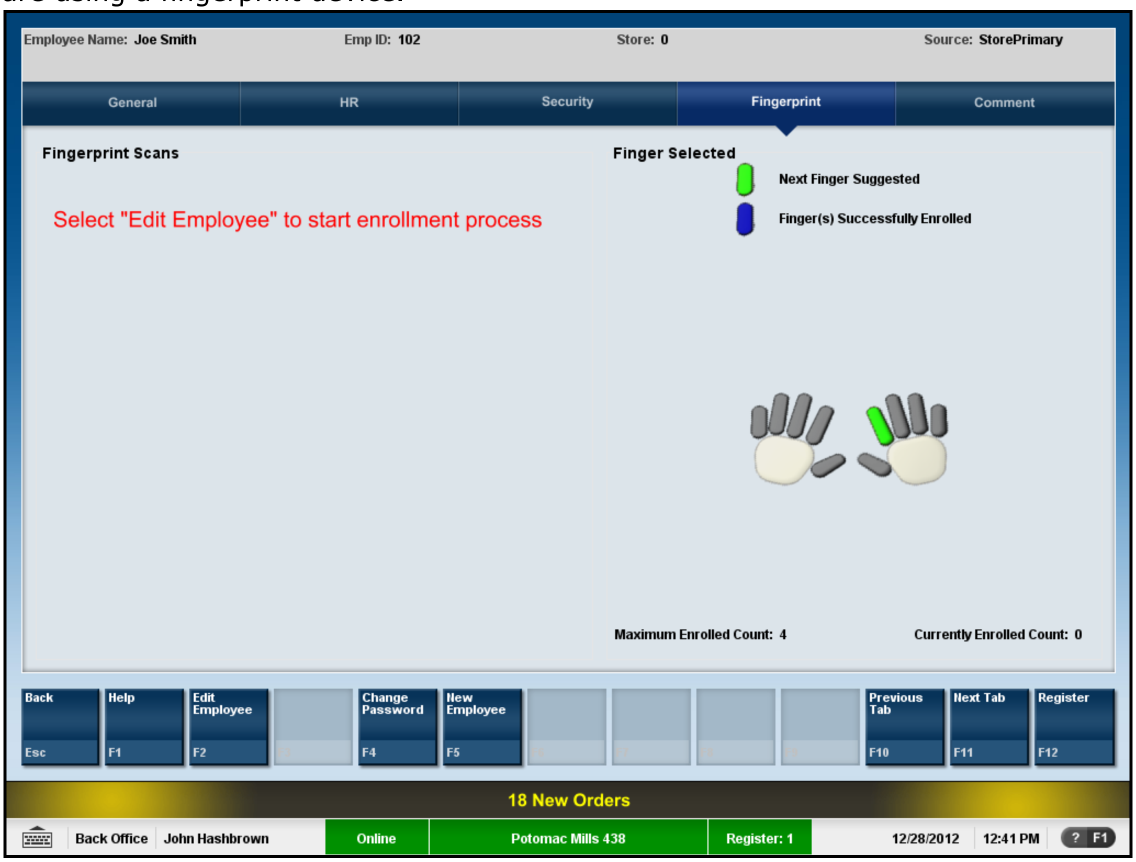


Figure 4-26: Fingerprint Tab

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

Fingerprint Scans Panel

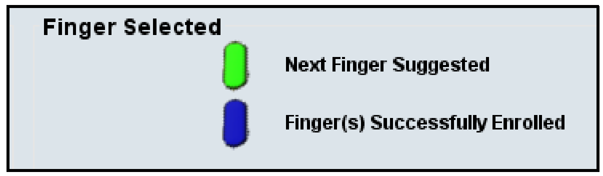
- To enroll an employee's fingerprint, you must select the **Edit Employee** menu option and follow the instructions on the screen.

  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" on page 58 for more information.

Finger Selected Panel

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



- 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

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

- **COMMENT TAB** - Displays notes and comments about the associate.

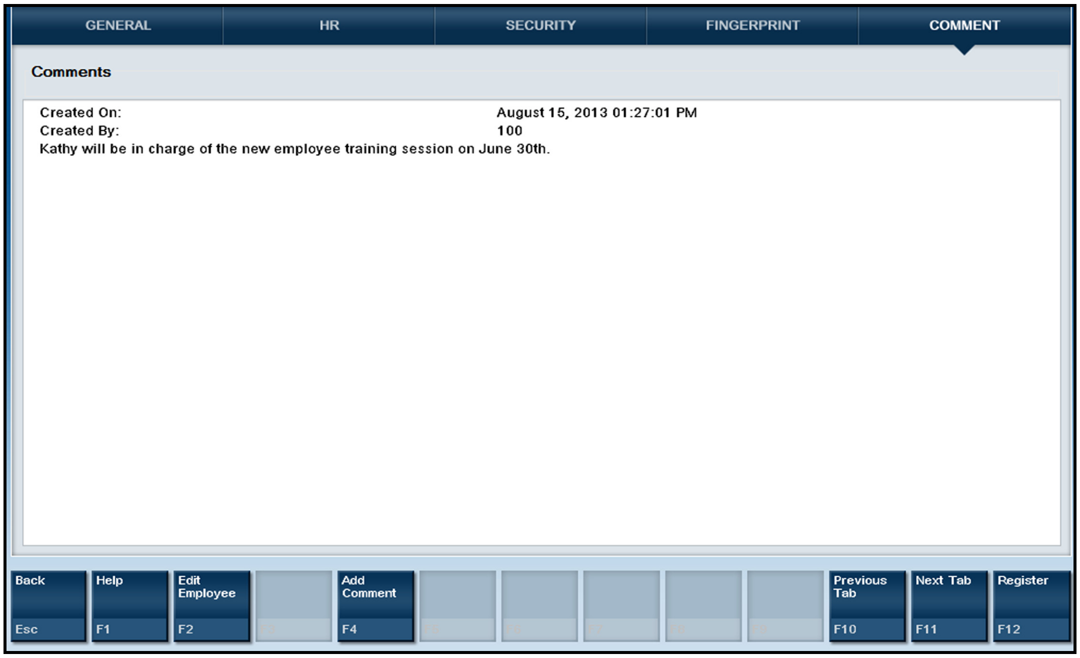


Figure 4-27: Comment Tab

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.

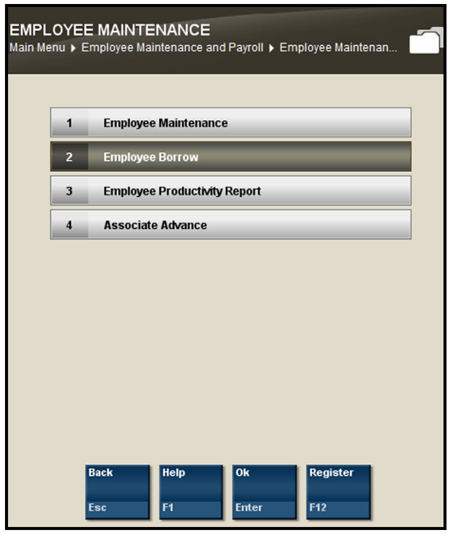


Figure 4-28: Employee Maintenance Menu, Employee Borrow Option

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

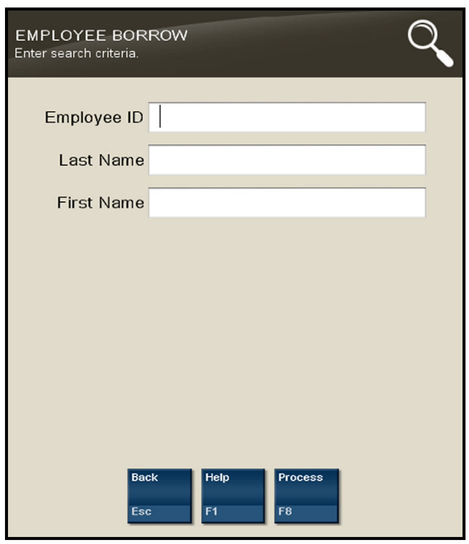


Figure 4-29: Employee Borrow Search Form

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.

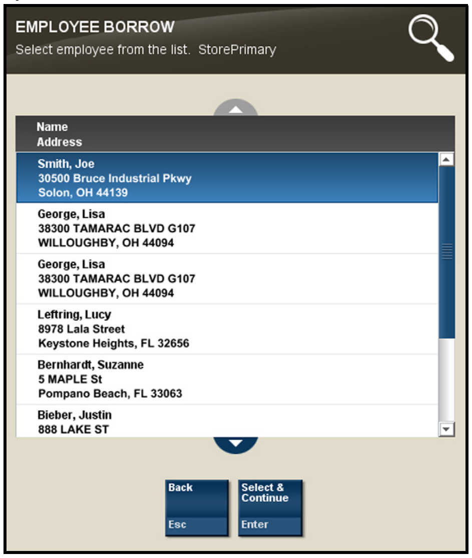


Figure 4-30: List of Employees Available for the Borrow Function

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

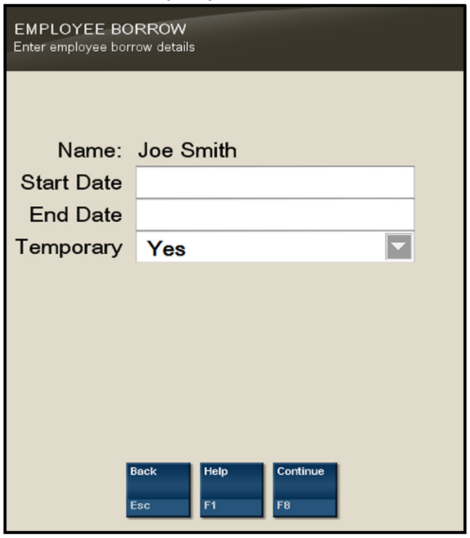


Figure 4-31: Employee Borrow Details Form

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

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

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 *Xstore 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 Maintenance and Payroll** and press [Enter].

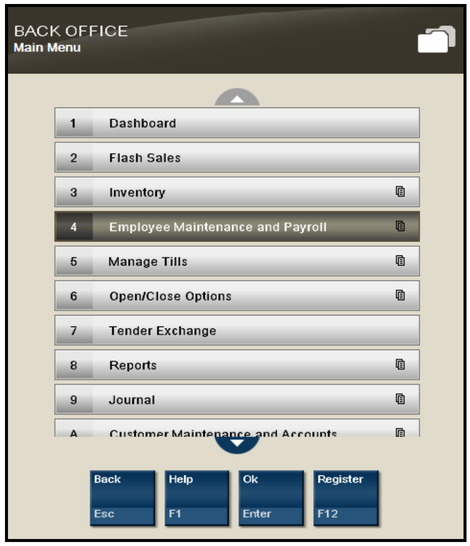


Figure 4-32: Main Menu - Employee Maintenance and Payroll

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

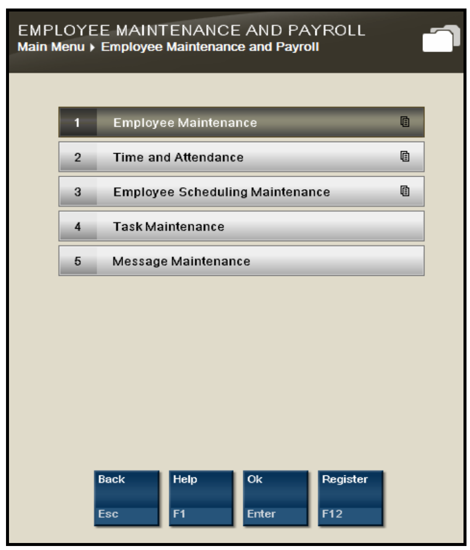


Figure 4-33: Employee Maintenance Option

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

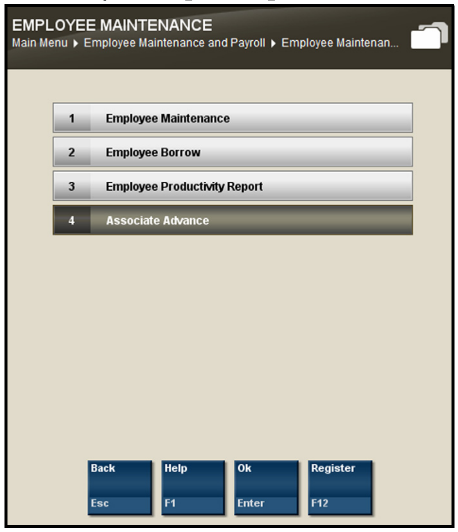


Figure 4-34: Associate Advance Option

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**.

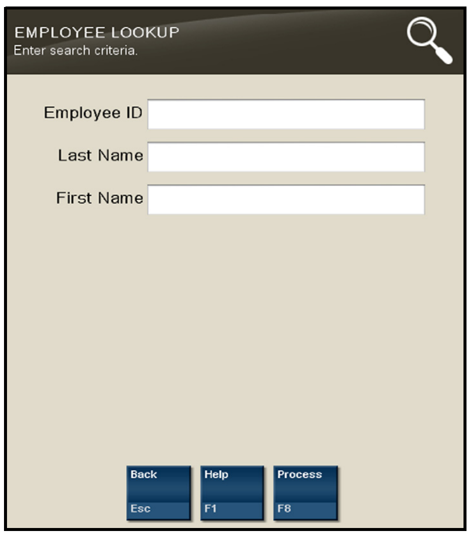


Figure 4-35: Employee Lookup Form

- ❑ If you enter an Employee ID, Xstore 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.

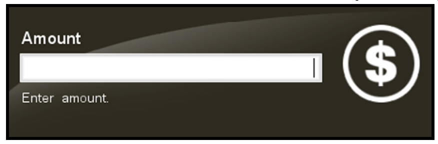


Figure 4-36: Cash Advance Amount Prompt

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

Xstore prints a receipt with the associate's advance information and an employee signature line. Both a store copy and an employee copy are printed.

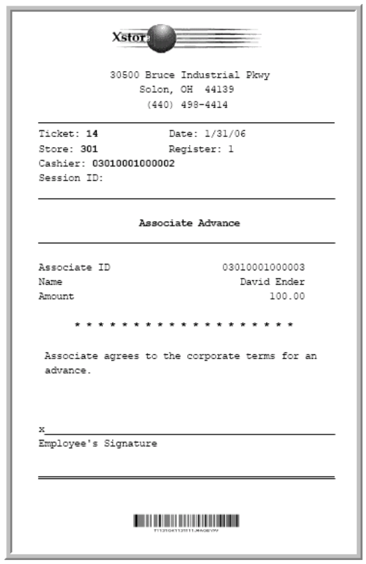


Figure 4-37: Associate Advance Receipt Example

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.

CHAPTER 5

Message and Task Maintenance

Overview

Messages and tasks can be viewed from both the Register Login screen and the Back Office Login screen. You may also be able to view messages and tasks from the transaction screens depending on your store configuration. The message window indicates the number of tasks and messages. See the *Xstore® User Guide* for information about viewing tasks and messages.

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. See “Creating and Maintaining Messages” on page 82.

Tasks provide the ability for both the corporate office and the store managers to assign tasks to be completed by a specific employee, a group of employees, or all store employees. See “Creating and Maintaining Tasks” on page 89.

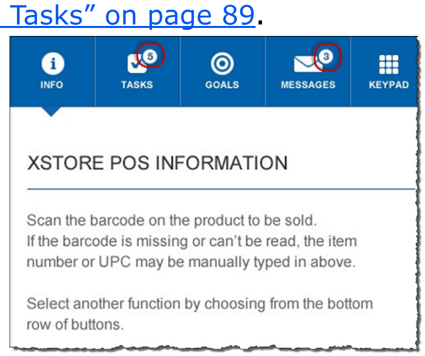


Figure 5-1: Register Message Window

An additional tab, Store Goals, is also available here. However, Store Goals are not managed at the store level and are sent down from the Home Office. Refer to the Xstore User Guide and “Using the Dashboard” on page 363 for more information about Store Goals.

Messages and tasks use the following icons to indicate priority:

Table 5-1: *Messages and Tasks priority level/icon*

Priority Level	Icon
High	!
Medium	None
Low	⇩

Messages and tasks 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 and tasks from the corporate office cannot be changed or deleted.

See the *Xstore User Guide* for more information about viewing the messages and tasks at the Register Login screen. See the *Xstore Reports Guide* for more information about the Employee Tasks Report.

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.

Perform the following steps to create and maintain messages.

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

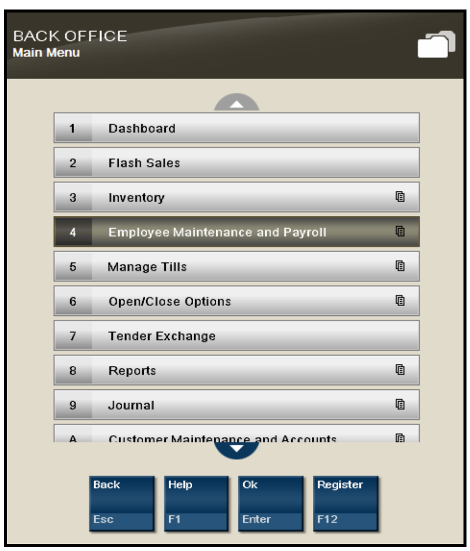


Figure 5-2: Main Menu - Employee Maintenance and Payroll

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

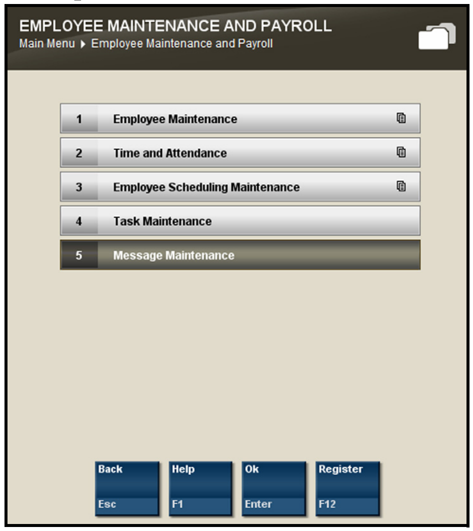


Figure 5-3: Employee Maintenance and Payroll Menu

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

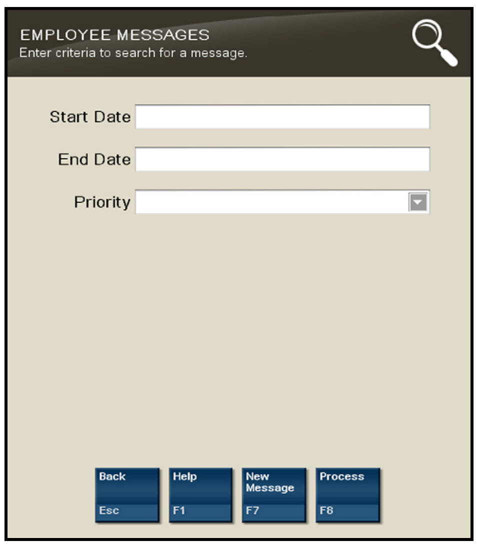


Figure 5-4: Employee Messages Search Form

- To create a new message, select **New Message**. See "Creating a New Message" on page 84.
- 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” on page 85 and “Deleting a Message” on page 88.

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 5-4 on page 83), select **New Message**.

> *You can also create a new message by selecting the **New Message** option from the Employee Messages list. See Figure 5-7 on page 86.*

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

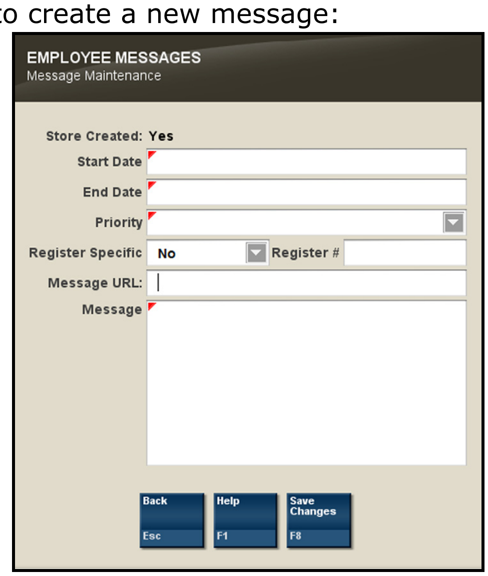


Figure 5-5: Employee Messages - New Message Form

- **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 5-6 below.
- **Message**: The message text.
- Select **Save Changes** to create the new message.

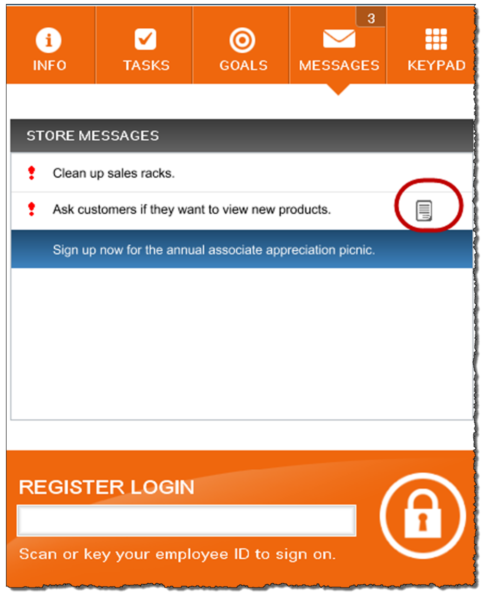


Figure 5-6: Register Store Message with URL attachment.

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.

To find and display the list of store-created messages, refer to *step 3 on page 83**.*

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.

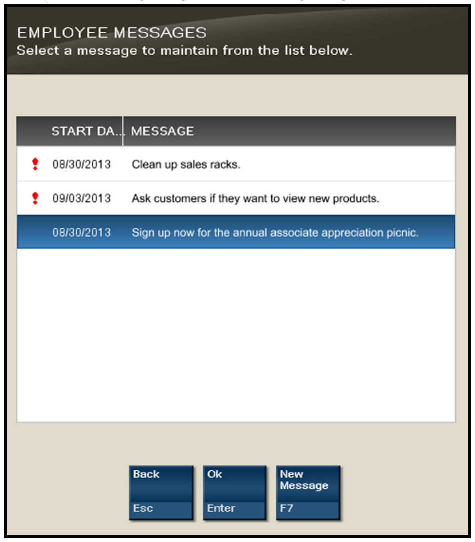


Figure 5-7: Employee Messages List

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

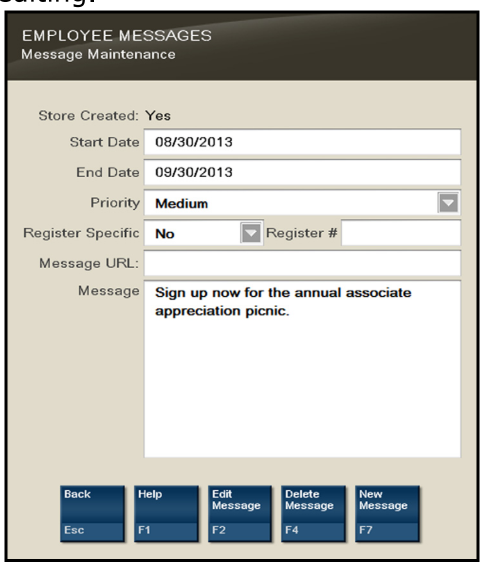


Figure 5-8: Employee Messages Menu Options

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

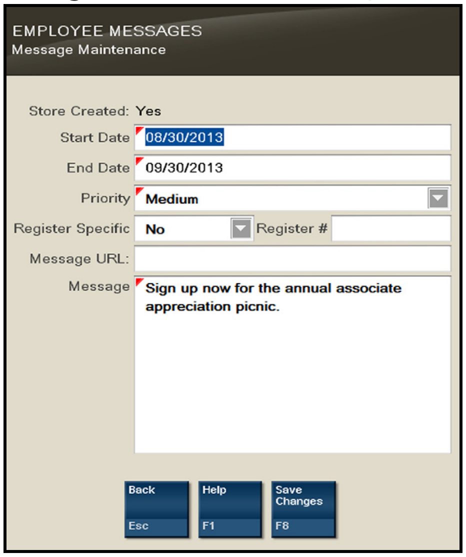


Figure 5-9: Employee Messages Maintenance Form - Active View

- **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 5-7 on page 86), use the up and down arrow keys to select and highlight a message, then press [Enter] to display the Employee Messages maintenance form.

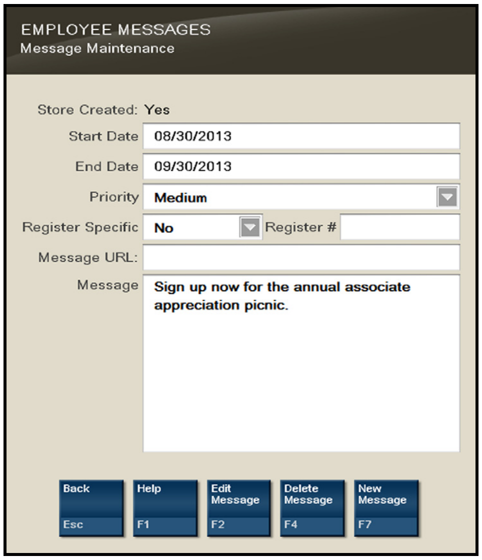


Figure 5-10: Employee Messages Maintenance Form

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.

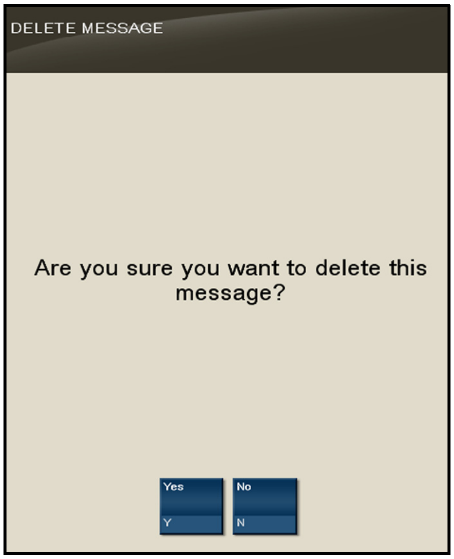


Figure 5-11: Delete Message Confirmation Prompt

Creating and Maintaining Tasks

Tasks may be downloaded from the corporate office, and tasks can also be created and maintained at the store level using the Back Office Task Maintenance menu option.

Task Maintenance provides the ability to maintain tasks such as: adding new tasks, editing existing tasks, marking tasks as completed, and deleting tasks.

Viewing Task Lists

- Associates with a Manager security level or higher can see the list of tasks for all employees, as well as the store tasks.
- Associates with any security level below the Manager level can only view store tasks, and tasks assigned specifically to them.

Perform the following steps to create and maintain employee tasks.

1. At the Back Office Main Menu, select the **Employee Maintenance and Payroll** menu option and press [Enter].
2. At the Employee Maintenance and Payroll menu, select the **Task Maintenance** menu option and press [Enter].

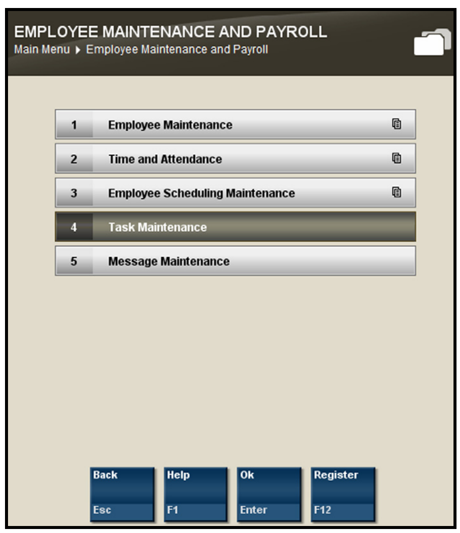


Figure 5-12: Employee Maintenance and Payroll Menu

3. The Task Maintenance search form displays. You have the following options on the search form:

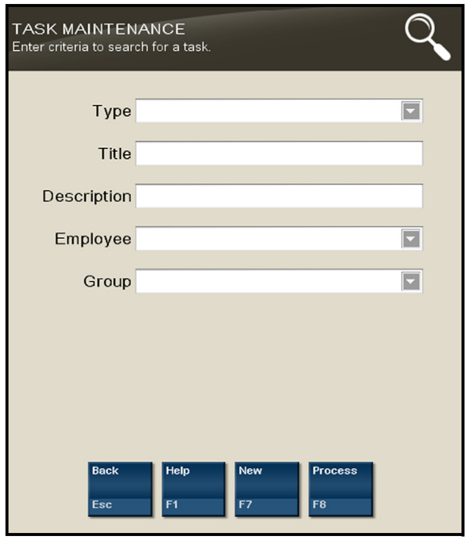


Figure 5-13: Task Maintenance Search Form

- To create a new task, select **New**. See "Creating a New Task" on page 91.
- To find an existing task:
  - ❑ Enter the search criteria in the search fields provided and select **Process**.

    Search fields include:

    - ❍ **Type**: The pre-defined task categories. Select the type of task from the list.
    - ❍ **Title**: The name of the task as displayed on the Task tab.
    - ❍ **Description**: The detailed description of the task. You can type a word, or words, that are part of the description in this field.
    - ❍ **Employee**: A drop-down selection list of employees in your store.
    - ❍ **Employee Group**: A drop-down selection list of employee groups in your store.

  <OR>

  - ❑ Leave all the fields blank and select **Process** to return a list of all active tasks.

    See "Editing a Task" on page 92, "Marking a Task as Completed" on page 94 and "Deleting a Task" on page 95 for the options available for existing tasks.

About the list of tasks:

Your security level determines whether or not you can view tasks for other associates. Only manager-level associates (and higher) can see tasks assigned to others.

The search criteria you enter determines the tasks shown in the list. Use the search criteria to return a specific subset of tasks.

Creating a New Task

Tasks can be assigned to an individual employee, an employee group, or to all employees. These tasks can be viewed at both the Register Login screen and at the Back Office Login screen. Any tasks you create are automatically flagged as Store Created.

See the *Xstore User Guide* for more information about viewing the tasks at the Register Login screen.

1. At the Task Maintenance search form (Figure 5-13 on page 90), select **New**.

> *You can also create a new task by selecting the **New Task** option from the Employee Tasks list. See Figure 5-15 on page 92.*

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

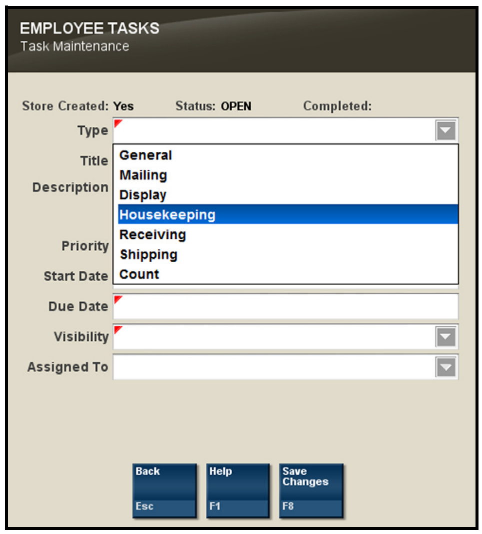


Figure 5-14: Employee Tasks Maintenance - New Task

- ❑ **Type**: Select the pre-defined task category from the list. This entry is used to look up the task on the Task Maintenance Search form.
- ❑ **Title**: Enter a short description for the task. This title is displayed on the Task tab.
- ❑ **Description**: Enter a detailed description for the task. This description is displayed on the Task list.
- ❑ **Priority**: Select a priority for the task: High, Medium, or Low. On the Task tab, tasks are sorted by Priority and Due Date, in descending order.
- ❑ **Start Date**: Enter the date the task is scheduled to begin.
- ❑ **Due Date**: Enter the date the task should be completed.
- ❑ **Visibility**: Select the target for the task: Store, Employee Group, or Employee.
- ❑ **Assigned To**: Choose an employee group or an employee name from the drop-down list.

The Assigned To list varies, depending on the Visibility target. If the target is all store employees, this field is not active.

3. Select the **Save Changes** menu option to save the new task.

Editing a Task

Only tasks created at the store level can be edited or deleted. For this reason, when viewing any tasks downloaded from the corporate office, the **Edit Task** and **Delete Task** menu options are disabled.

Perform the following steps to edit an existing task.

To find and display the task list, refer to step 3, "To find an existing task:" on page 90.

1. At the list of active employee tasks, use the up and down arrow keys to select and highlight a task, then press [Enter] to display the Employee Tasks maintenance form.

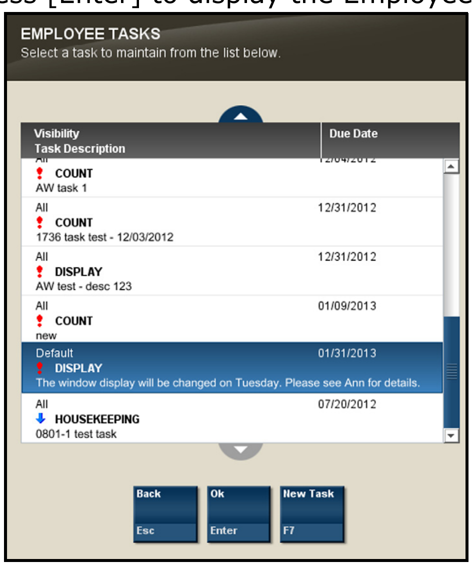


Figure 5-15: Employee Task List

2. At the Employee Tasks maintenance form, select **Edit Task** to make the fields active and available for editing. Only store-created tasks can be edited.

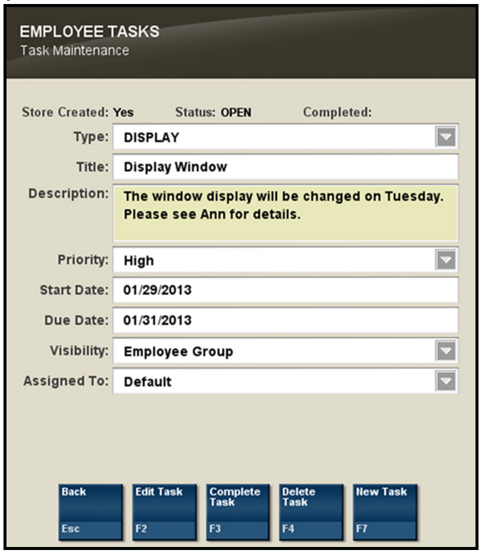


Figure 5-16: Employee Tasks Maintenance Form

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

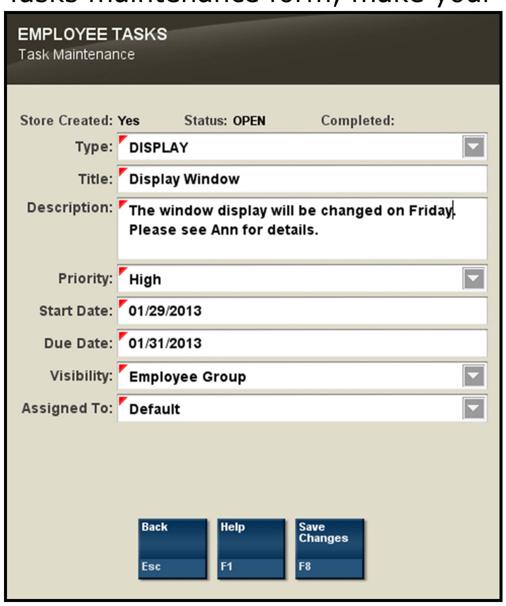


Figure 5-17: Employee Tasks Maintenance Form - Active View

- **Type**: Select the pre-defined task category from the list. This entry is used to look up the task on the Task Maintenance search form.
- **Title**: Enter a short description for the task. This title is displayed on the Task tab.
- **Description**: Enter a detailed description for the task. This description is displayed on the Task list.
- **Priority**: Select a priority for the task: High, Medium, or Low. On the Task tab, tasks are sorted by Priority and Due Date, in descending order.

- **Start Date**: Enter the date the task is scheduled to begin.
- **Due Date**: Enter the date the task should be completed.
- **Visibility**: Select the target for the task: Store, Employee Group, or Employee.
- **Assigned To**: Choose an employee group or an employee name from the drop-down list.

> *The **Assigned To** list varies, depending on the Visibility target. If the target is all store employees, this field is not active.*

4. After making your changes, select **Save Changes** to apply your edits to the task.

Marking a Task as Completed

Associates with a Manager security level or higher can see the list of tasks for all employees, in addition to the store tasks.

Perform the following steps to mark a task as completed.

> *To find and display the task list, refer to step 3, "To find an existing task:" on page 90.*

1. At the list of active employee tasks, use the up and down arrow keys to select and highlight a task, then press [Enter] to display the Employee Tasks maintenance form.

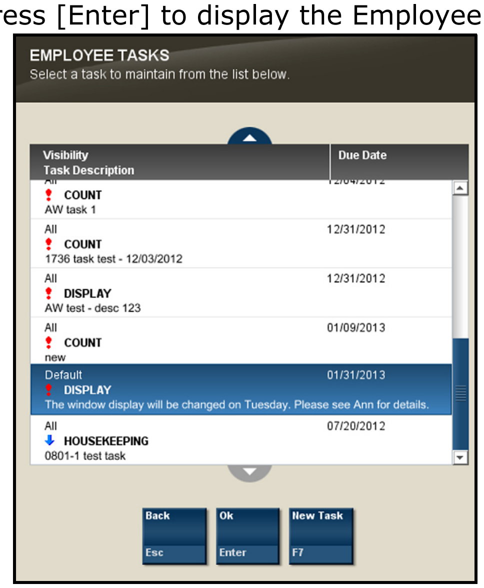


Figure 5-18: Employee Task List

2. At the Employee Tasks maintenance form, select **Complete Task**.

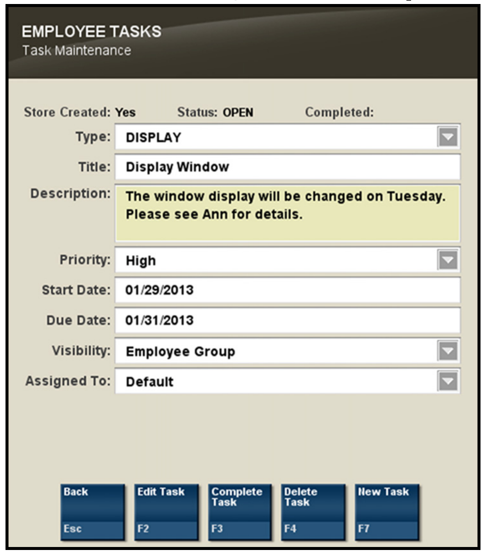
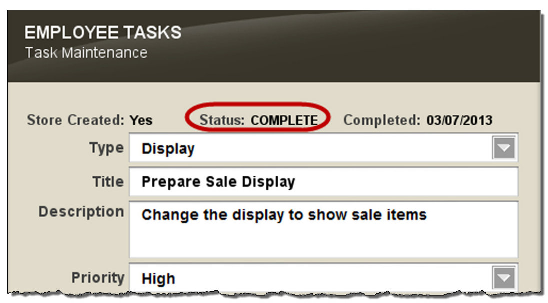


Figure 5-19: Employee Tasks Maintenance Form

3. At the Complete Task confirmation prompt, select **Yes** to mark the task as completed.

> *Completed tasks continue to appear in the task list Figure 5-18 on page 94 with a status of **Complete** until the due date has passed. Select the task to view the status.*
>
> 
>

If you select **No** at the Complete Task confirmation prompt, the system returns to the Task Maintenance search form (Figure 5-13 on page 90), and the task status is not updated.

Deleting a Task

Associates with a Manager security level or higher can see the list of tasks for all employees, in addition to the store tasks. Only tasks created at the store level can be deleted.

Perform the following steps to delete an existing task.

> *To find and display the task list, refer to step 3, "To find an existing task:" on page 90.*

1. At the list of active employee tasks, use the up and down arrow keys to select and highlight a task, then press [Enter] to display the Employee Tasks maintenance form.

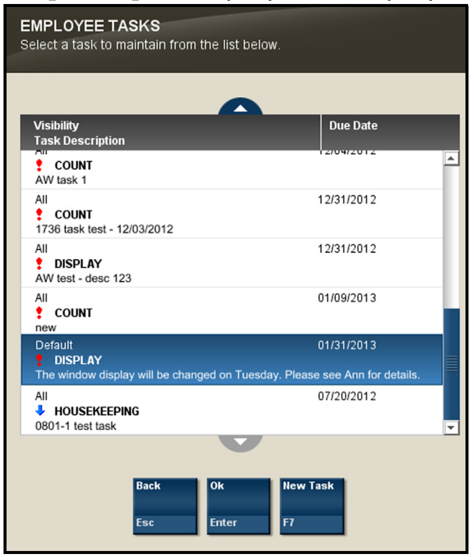


Figure 5-20: Employee Task List

2. At the Employee Tasks maintenance form, select **Delete Task**.

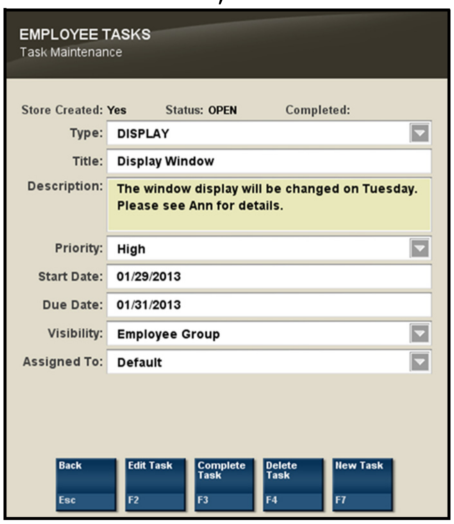


Figure 5-21: Employee Tasks Maintenance Form

3. At the Delete Task confirmation prompt, select **Yes** to delete the task. The task status is updated to **Voided** and this task no longer displays on the list of tasks. If you select **No** at the Delete Task confirmation prompt, the system returns to the Task Maintenance search form (Figure 5-13 on page 90), and the task is not deleted.

CHAPTER 6

Employee Scheduling

Overview

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 *Xstore® 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, etc.), or with the intent that individuals who belong to a particular group (day managers, night managers, etc.) may be assigned to it. After a shift has been created, an individual employee may be assigned to it. See "Maintaining Employee Shifts" on page 130.

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" on page 119.

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.

See also: Refer to the *Xstore Reports Guide* for detailed information about these reports.

Overview - Weekly Summary Screen

The Schedule Maintenance Weekly Summary view (see "Editing a Schedule" on page 111) displays the selected week in a grid format and it is used to perform scheduling functions. Each employee's name is associated with a contact phone number that you may use to confirm a schedule when you set up and review employee schedules.

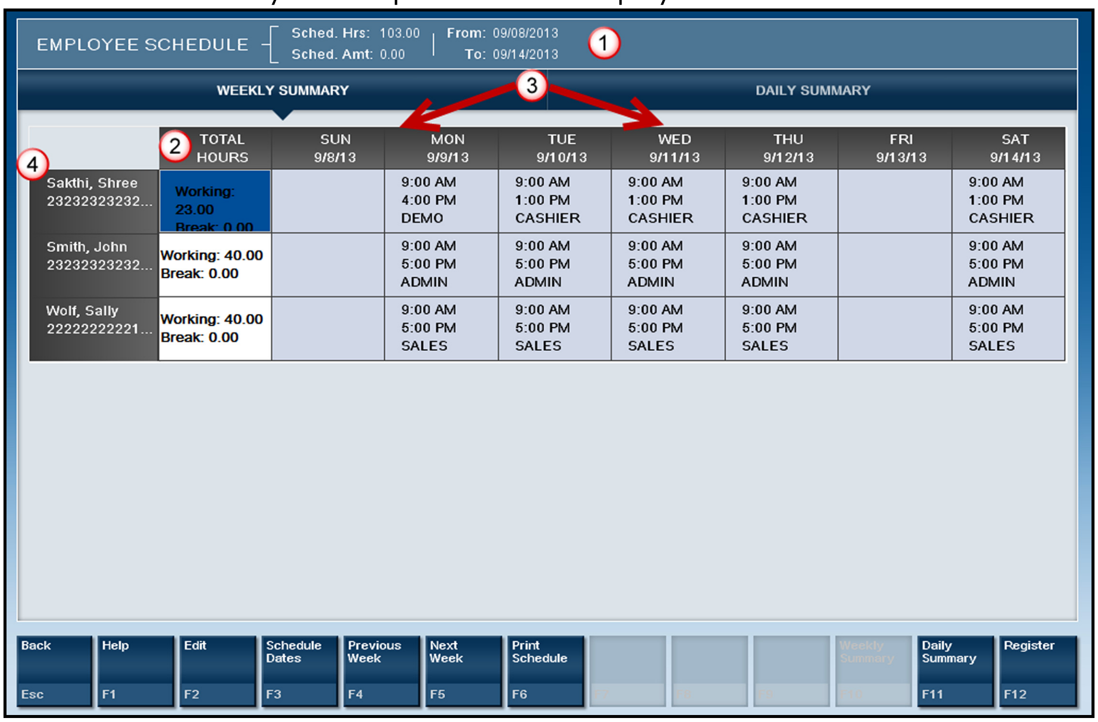


Figure 6-1: Weekly Summary Screen View

1) This area shows the store's scheduled hours and dollar amount for the week.

2) Each employee's weekly hours (working and break hours) are totaled in this column.

3) Each column represents one day of the week with one shift per cell.

> *An employee may have more than one shift in a day. For example, if an employee is scheduled for two shifts in one day there are two cells associated with an employee name, one for each shift.*

4) The employee's name and phone number are shown in this column.

Overview - Daily Summary Screen

The Daily Summary menu button displays the schedule in a line-graph format for the day that was selected on the Weekly Summary view. This view provides an hourly breakdown for each employee, per day. This screen is view-only and is designed to provide you with a quick glimpse of the schedule for a single day, ensuring that you have adequate coverage and avoid staffing overlaps. Each employee’s name may be associated with a contact phone number that you may use to confirm a schedule when you set up and review employee schedules.

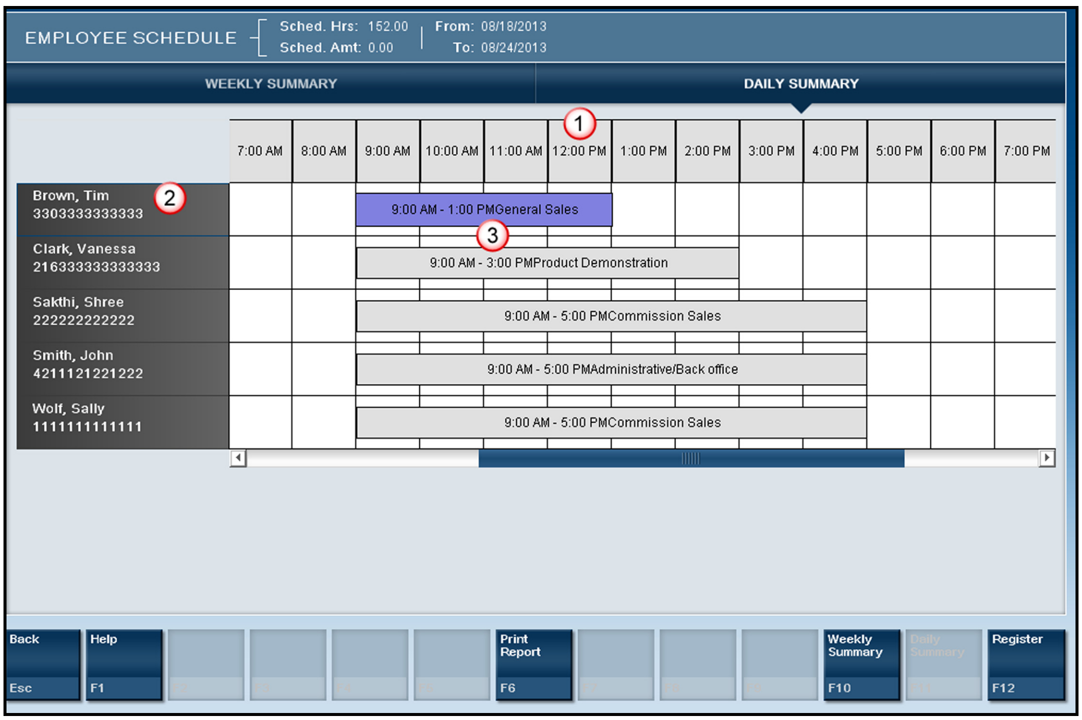


Figure 6-2: Daily Summary Screen View

1) Each column represents one hour for the day.

2) Employees are listed alphabetically, along with a contact phone number if your system is set up to include the phone number here.

3) This area shows the employee’s scheduled hours and task assignment for the scheduled hours.

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” on page 17), select **Employee Maintenance and Payroll** and press [Enter].
2. At the Employee Maintenance and Payroll Menu, select **Employee Scheduling Maintenance** and press [Enter].
3. Select the **Employee Schedule** option.

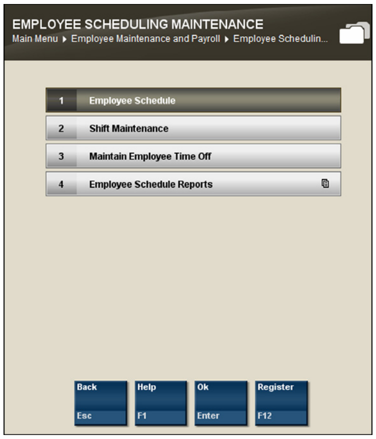


Figure 6-3: Employee Schedule Menu Option

4. Xstore prompts for the week to be scheduled. Select the week you want to schedule and press [Enter] to continue.

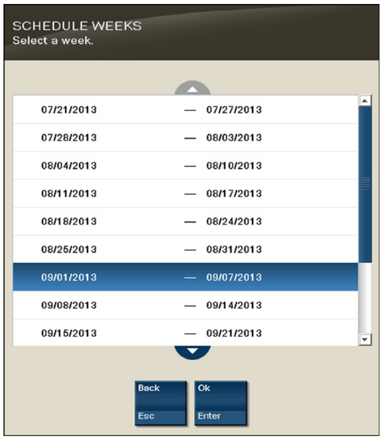


Figure 6-4: Schedule Weeks List

The current week is selected by default.

5. Xstore displays the Weekly Summary 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.

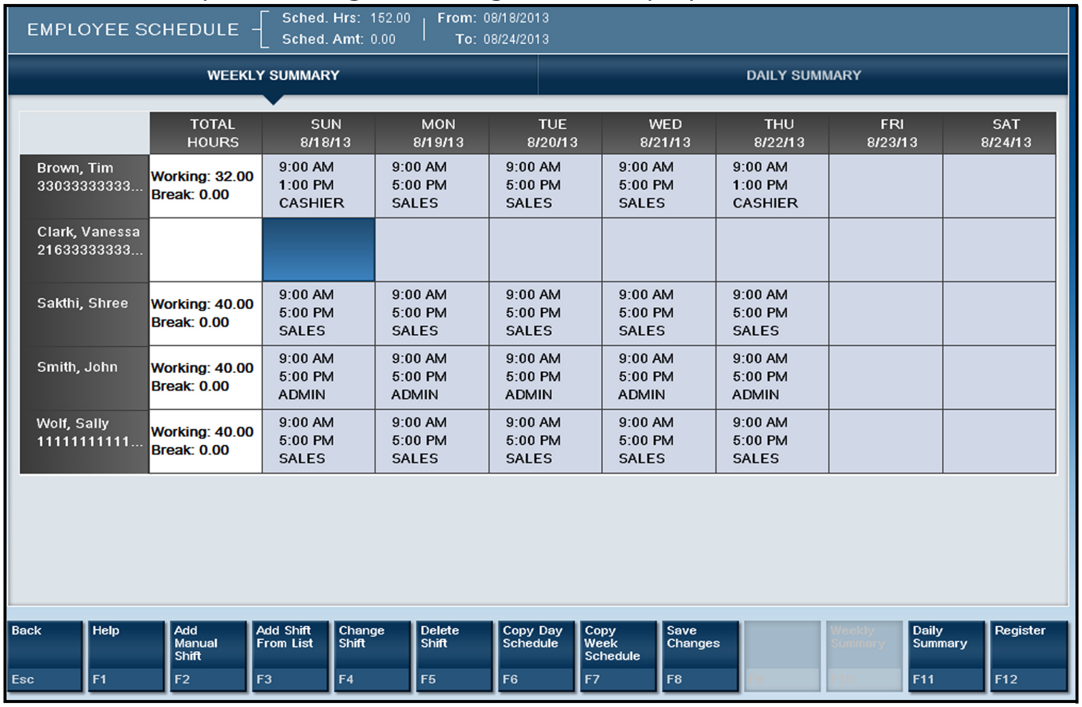


Figure 6-5: Weekly Summary Schedule Screen

Xstore 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" on page 102.
- **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" on page 105.

To define the shifts, see "Creating a New Shift" on page 131.

- **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" on page 107.
- **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" on page 109.

Scheduling Exceptions...

If you schedule a shift for an employee with approved time off for the period, Xstore 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.

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 6-8, "Weekly Summary Scheduling Screen, Employees Scheduled Example," on page 104 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.

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.

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

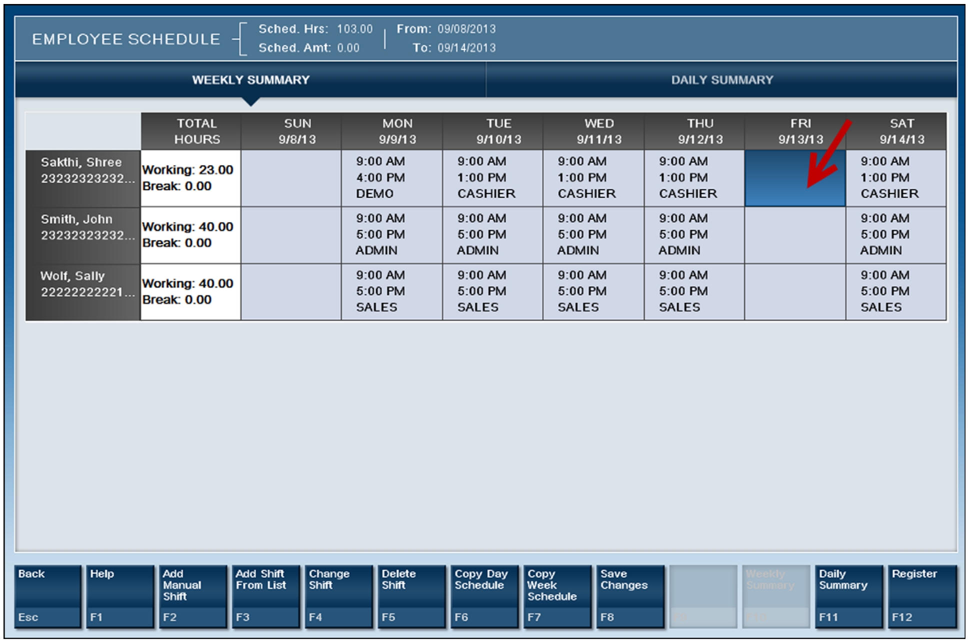


Figure 6-6: Selecting the Cell to Schedule - Edit Menu

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

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

3. Xstore prompts for schedule information for the selected employee and date. Enter the information as required, then select **Ok** to continue:

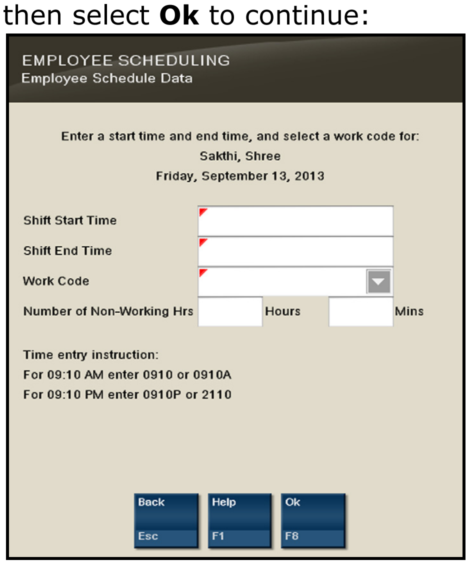


Figure 6-7: Employee Schedule Data Form

- ❑ **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.

1 Xstore 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.

2 Xstore 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.

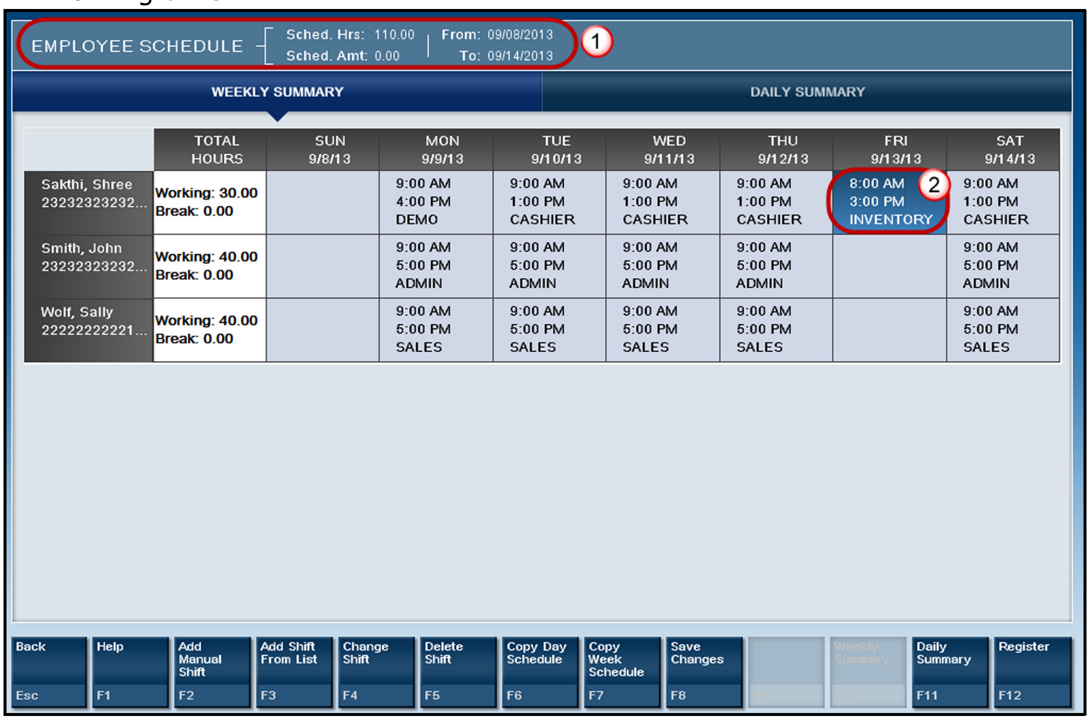


Figure 6-8: Weekly Summary Scheduling Screen, Employees Scheduled Example

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

> *Depending on your system's configuration, Xstore 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 on page 101

To create these pre-defined shifts, refer to “Creating a New Shift” on page 131.

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.

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

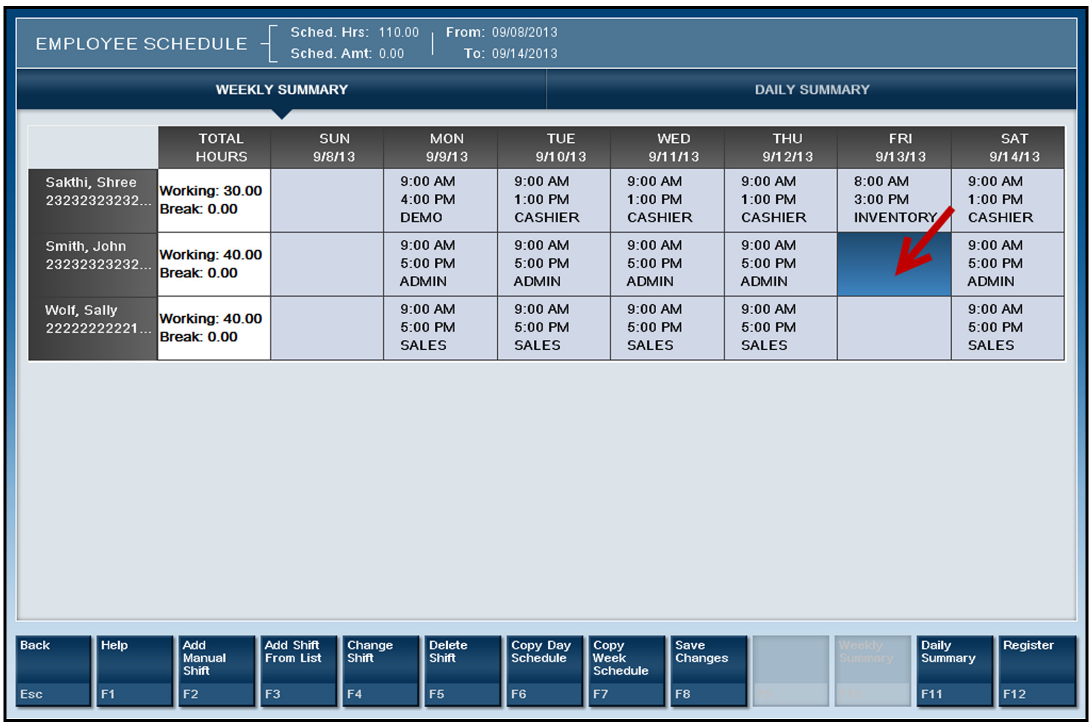


Figure 6-9: Selecting the Cell for a Defined Shift

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

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

3. Xstore 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.

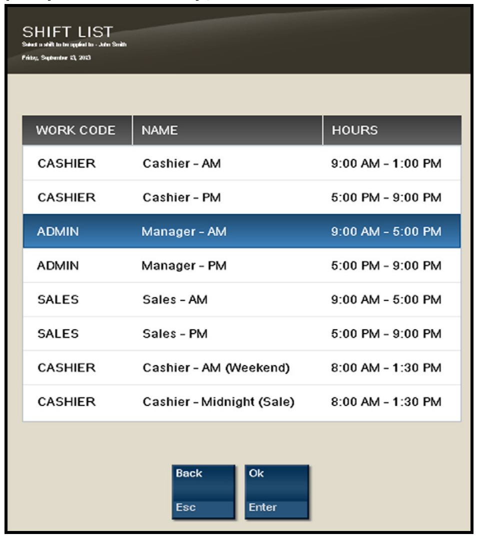


Figure 6-10: List of Pre-Defined Shifts

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

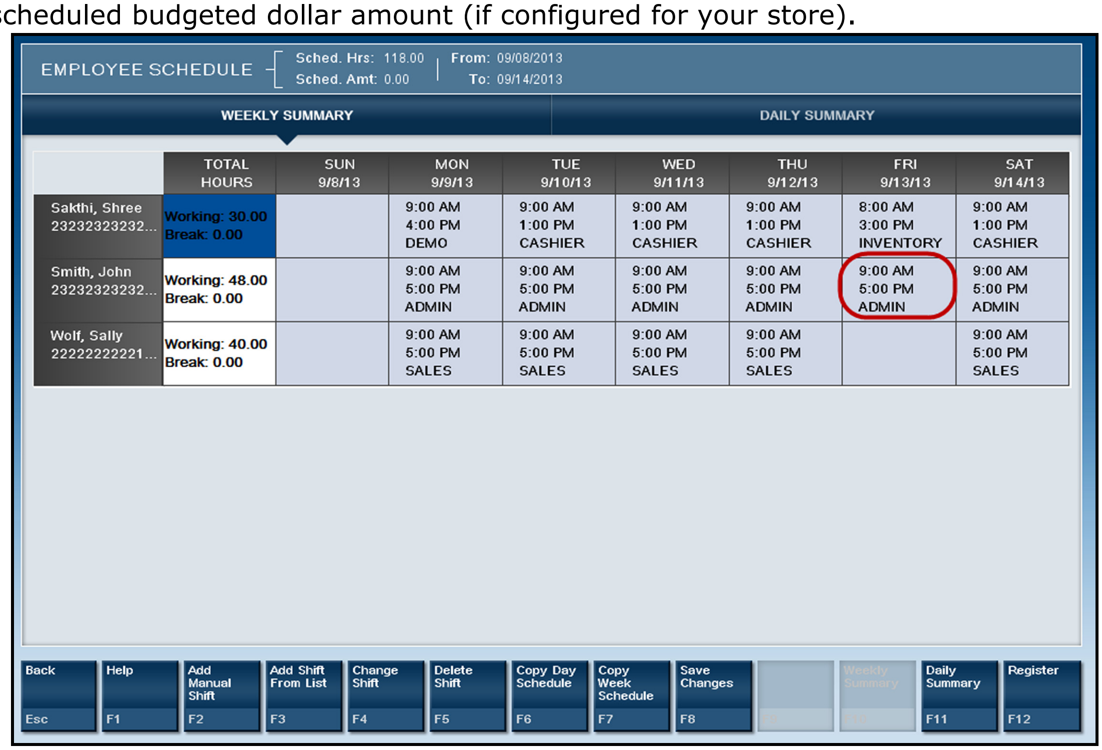


Figure 6-11: Pre-defined Shift Added

4. 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.

> *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 on page 101

1. 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 this example, the ***Monday*** schedule is selected.

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

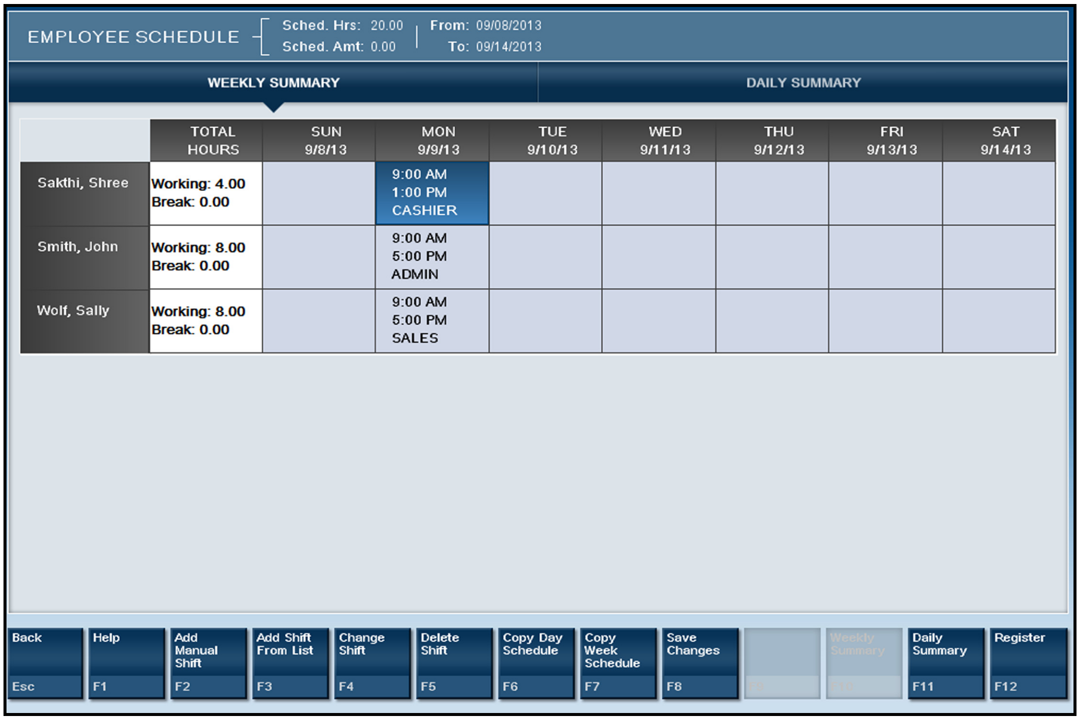


Figure 6-12: Copying the Monday Schedule

2. Select the **Copy Day Schedule** option from the Edit menu.
3. Xstore 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].

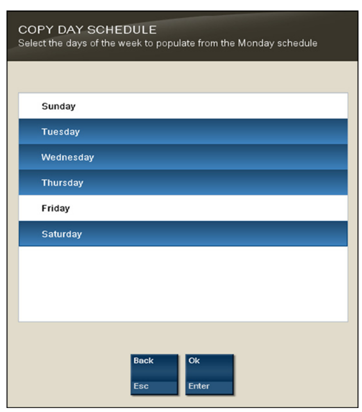


Figure 6-13: Copy Day Schedule Form

> *To select multiple days, use the [Spacebar] to select each day. In this example, Monday's schedule is copied to Tuesday, Wednesday, Thursday, and Saturday.*

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

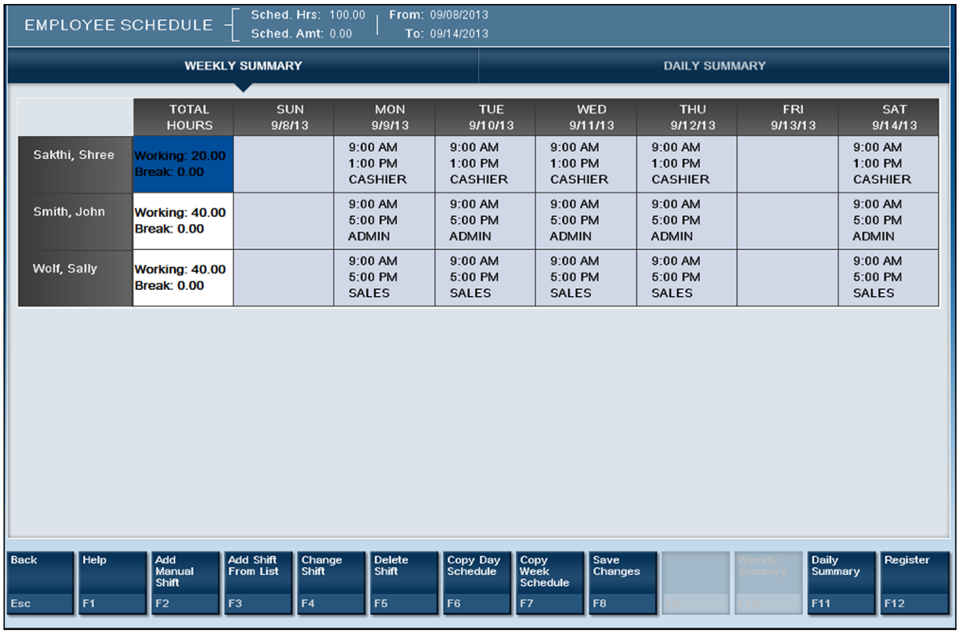


Figure 6-14: Copied Day Schedule

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

> *If configured, Xstore 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.

1. At the Employee Scheduling Maintenance Menu select **Employee Schedule**.
2. At the **Schedule Weeks** form, select the week that you want to schedule and press [Enter].
3. At the Weekly Summary screen, select the **Edit** option.

4. Select the **Copy Week Schedule** option.

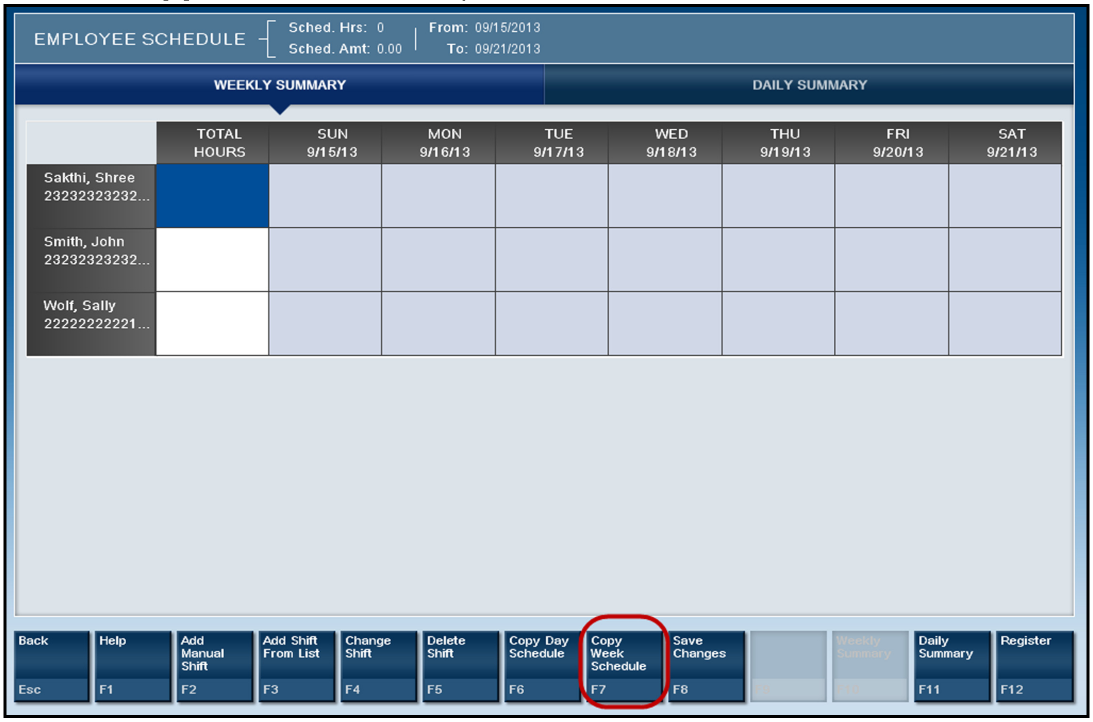


Figure 6-15: Copy Week Schedule Option

5. Xstore 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.

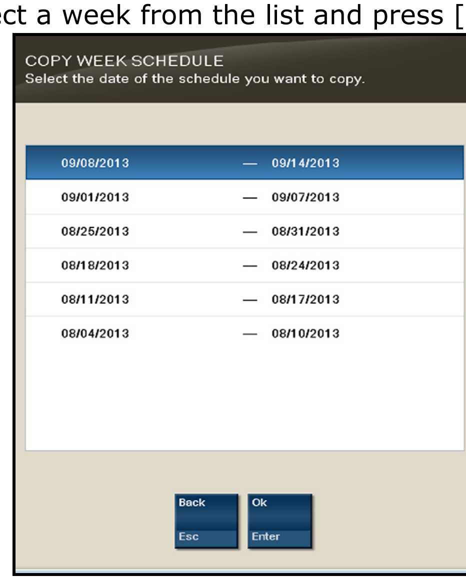


Figure 6-16: Copy Week Schedule

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

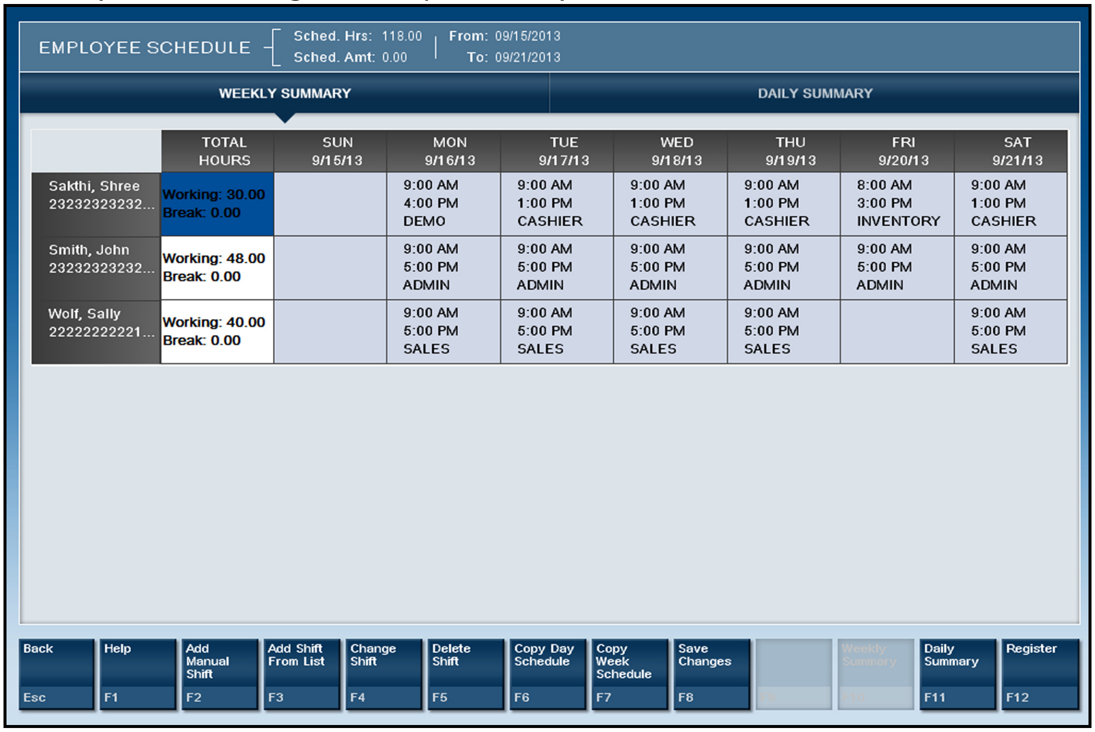


Figure 6-17: Copied Week Schedule

6. 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” on page 111 for more information about changing schedule information.

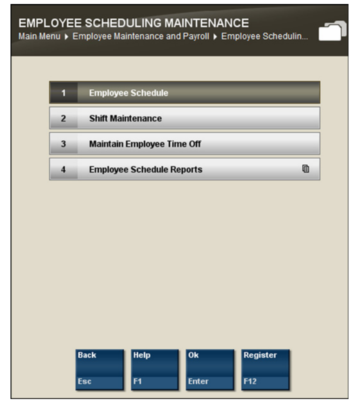
Editing a Schedule

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

Schedule records from previous days cannot be edited.

1. At the Back Office Main Menu, select **Employee Maintenance and Payroll** and press [Enter].
2. At the Employee Maintenance and Payroll Menu, select **Employee Scheduling Maintenance** and press [Enter].

3. At the Employee Scheduling Maintenance Menu, select **Employee Schedule** and press [Enter].



4. Xstore 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.

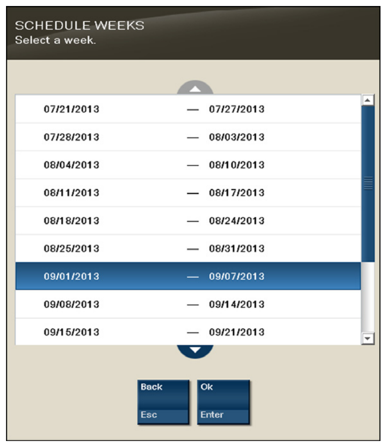


Figure 6-18: Schedule Weeks List

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

5. Xstore displays the Weekly Summary 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.

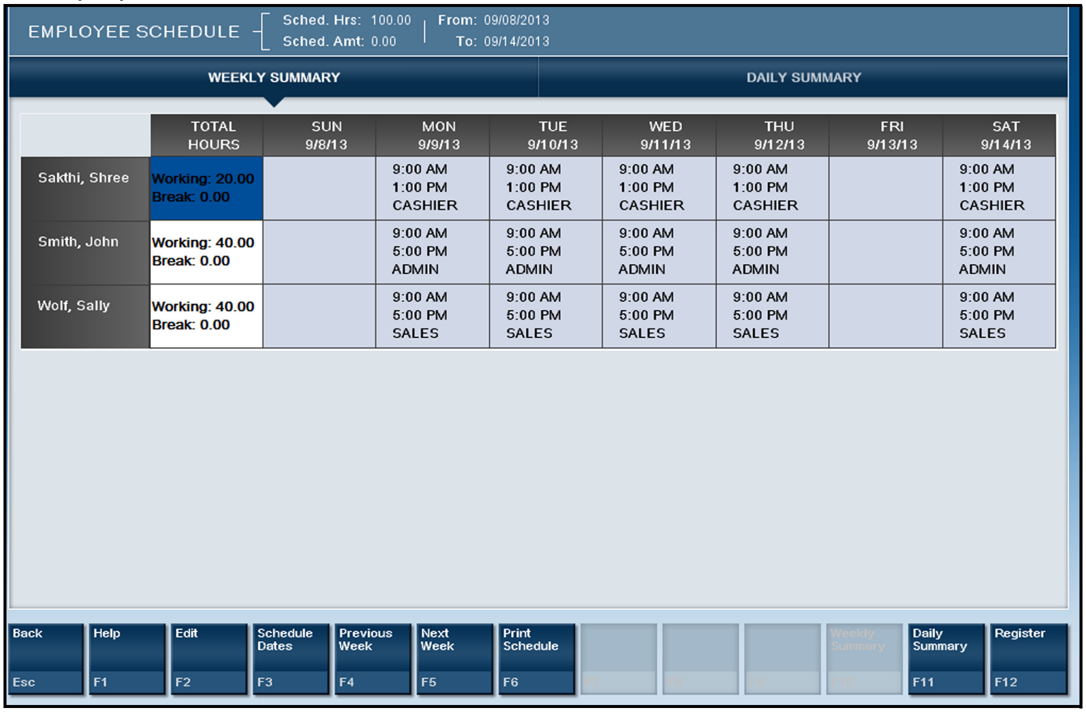
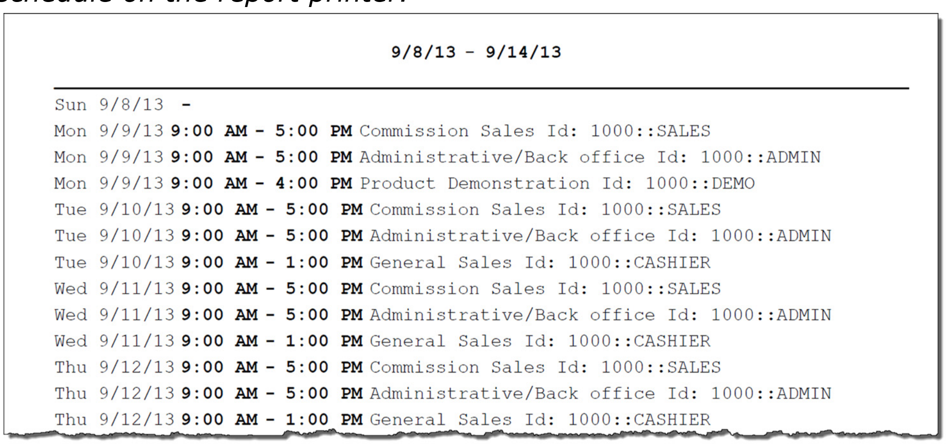


Figure 6-19: Weekly Summary Scheduling Screen

*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.

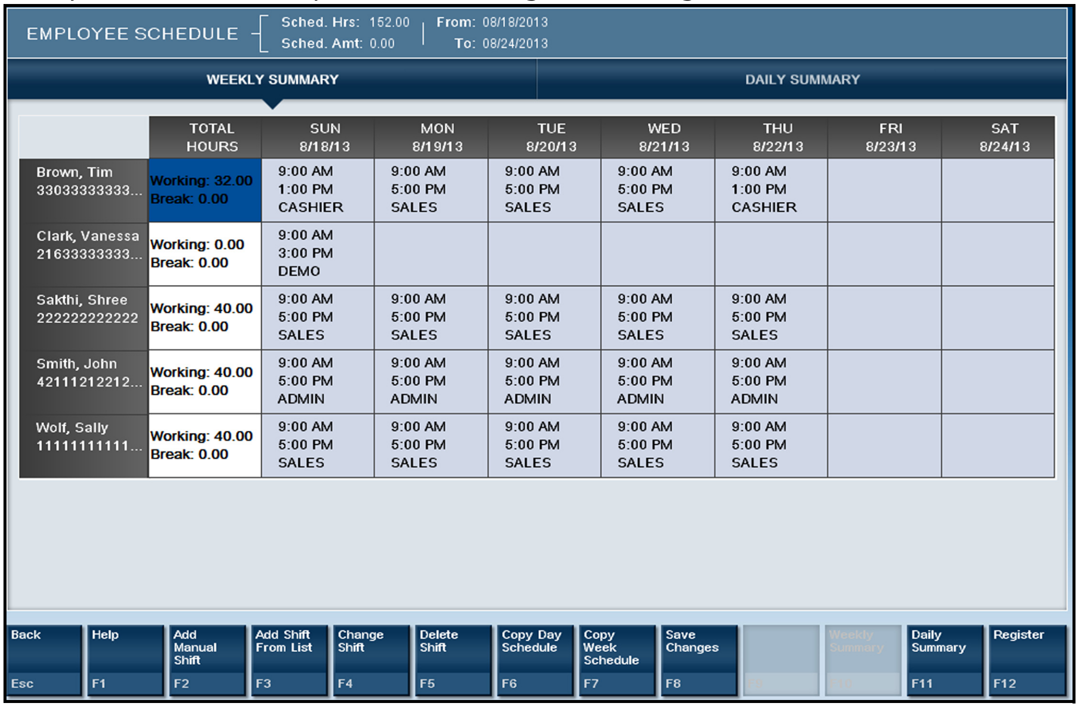


Figure 6-20: Weekly Summary Scheduling Screen - Edit Mode

Edit Existing Schedule Menu Options

- ❑ **Change Shift** - Use this option to edit an existing shift on the schedule. See "Changing a Shift" on page 114.
- ❑ **Delete Shift** - Use this option to remove a shift from the schedule. See "Deleting a Shift" on page 116.
- ❑ You can also add shifts to the schedule as needed. Refer to "Adding a Manual Shift" on page 102, "Adding a Pre-Defined Shift" on page 105, "Copying a Day Schedule" on page 107, and "Copying a Week Schedule" on page 109 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.

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

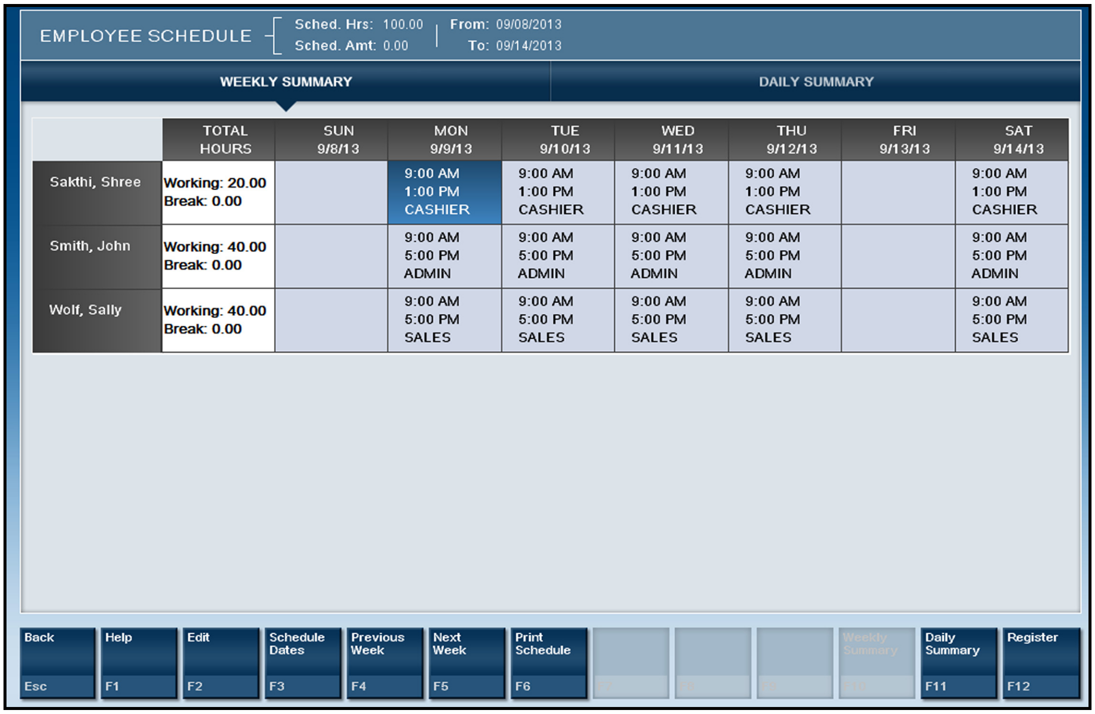


Figure 6-21: Selected Cell Containing the Shift to be Changed

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

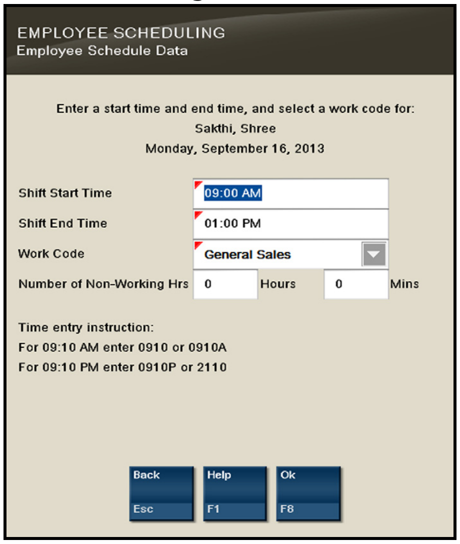


Figure 6-22: Employee Scheduling Data Form

- ❑ **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.

Xstore 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. Xstore also totals the scheduled hours for the week as you build the schedule and the scheduled budget amount (if configured for your store).

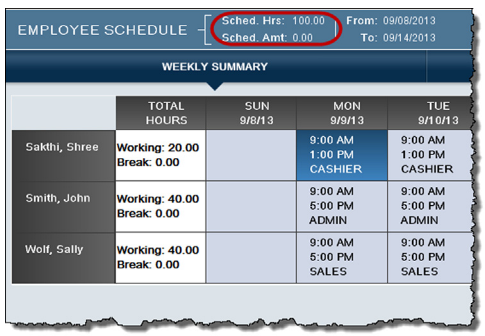


Figure 6-23: Schedule before Shift Change

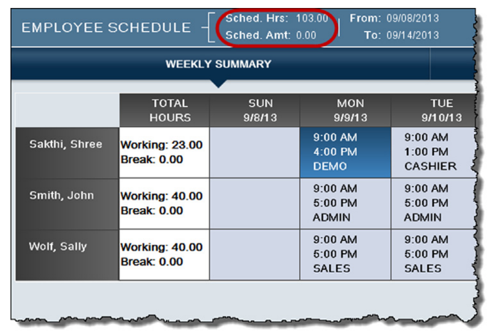


Figure 6-24: Schedule after shift change

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

> *If configured, Xstore 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.

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

2. Select the **Delete Shift** option. Xstore displays a prompt to verify that the selected shift is the one you want to delete.

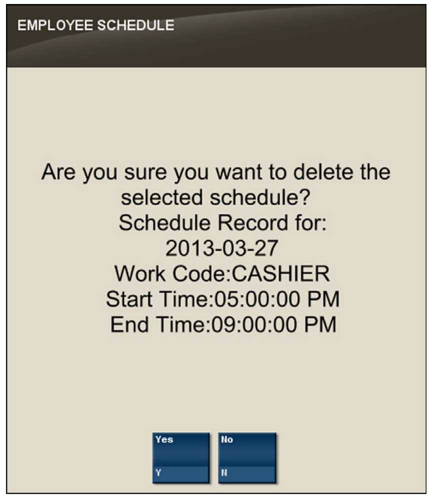


Figure 6-25: Delete Shift Verification Prompt

3. Press [Y] for Yes to delete the shift from the schedule.

   Xstore displays the Weekly Summary Scheduling screen, removing the shift you deleted for the employee/day. Xstore 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.

Viewing the Daily Summary Schedule

This view for a single day provides a quick look at the employee times and work codes as they overlap in the schedule. This screen shows the employees' scheduled times and work codes as a bar spanning the scheduled hours. This allows you to see any gaps in the schedule quickly.

1. Select the day you wish to view a summary for.

2. Select the **Daily Summary** option. Xstore displays the schedule for the day in a bar format. See "Overview - Daily Summary Screen" on page 99.

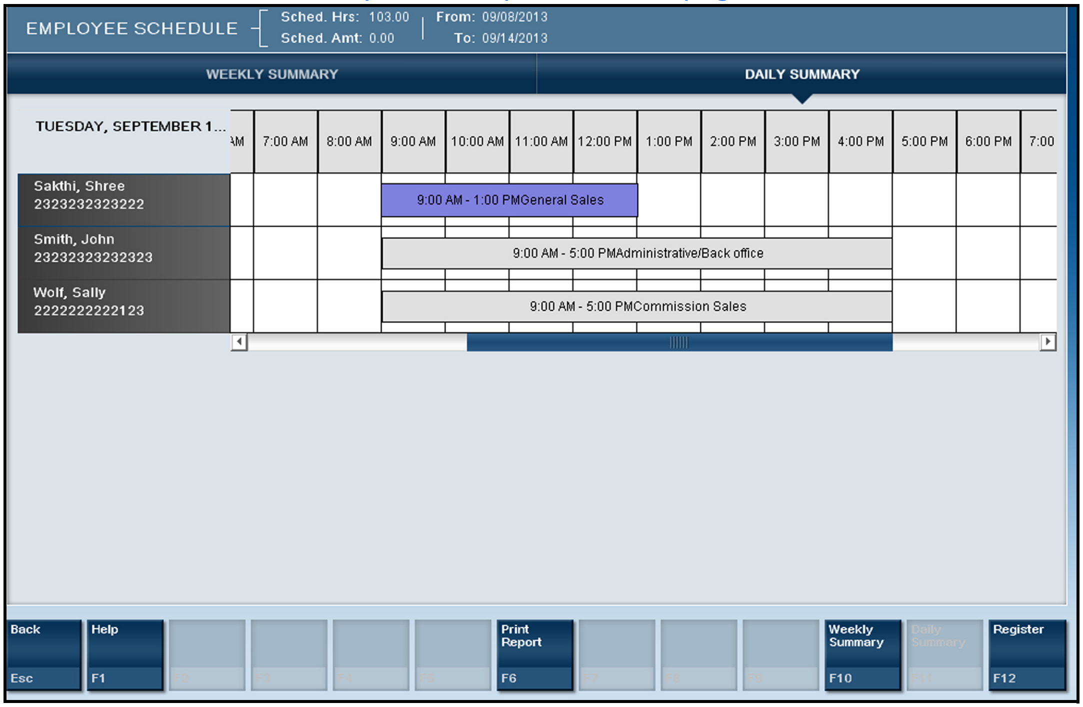
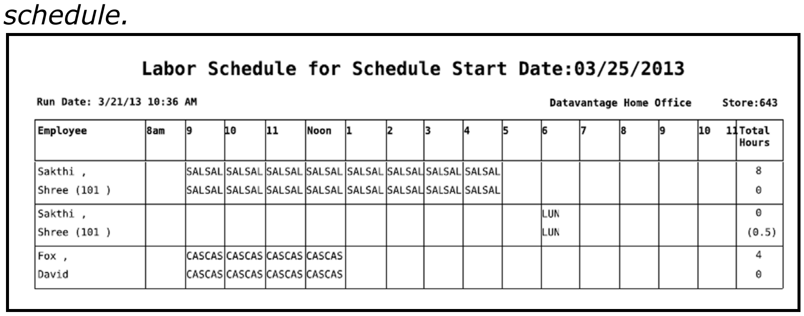


Figure 6-26: Daily Scheduling Screen

*You can select the **Print Report** option to print a report showing the day's schedule.*



Labor Schedule for Schedule Start Date:03/25/2013

Run Date: 3/21/13 10:36 AM   Datavantage Home Office   Store:643

Employee	8am	9	10	11	Noon	1	2	3	4	5	6	7	8	9	10 11	Total Hours
Sakthi , Shree (101)		SALSAL SALSAL	SALSAL SALSAL	SALSAL SALSAL	SALSAL SALSAL	SALSAL SALSAL	SALSAL SALSAL	SALSAL SALSAL	SALSAL SALSAL							8 0
Sakthi , Shree (101)											LUN LUN					0 (0.5)
Fox , David		CASCAS CASCAS	CASCAS CASCAS	CASCAS CASCAS	CASCAS CASCAS											4 0

The daily Summary screen is view only. To make modifications, select Weekly Summary.

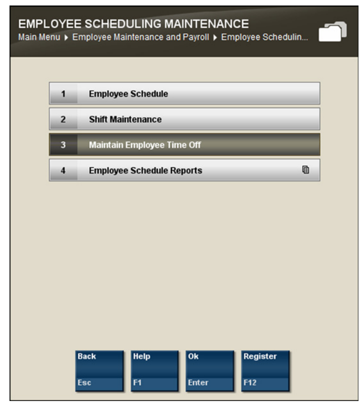
Maintaining Employee Time-Off Schedules

To create and edit time-off events, Xstore 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.

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



2. Xstore prompts you to select a schedule week. Select the week for the time-off event and press [Enter] to continue.

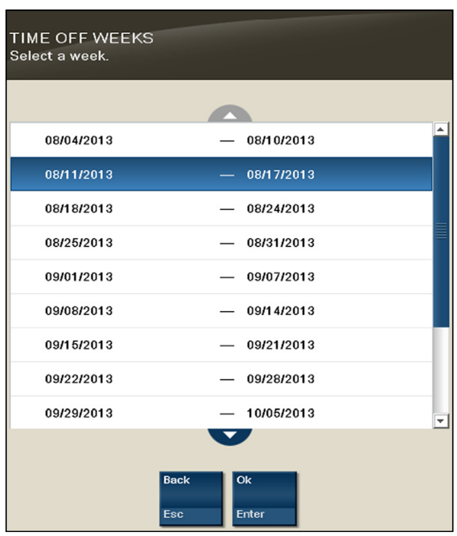


Figure 6-27: Schedule Weeks List

The current week is selected by default.

3. Xstore 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.

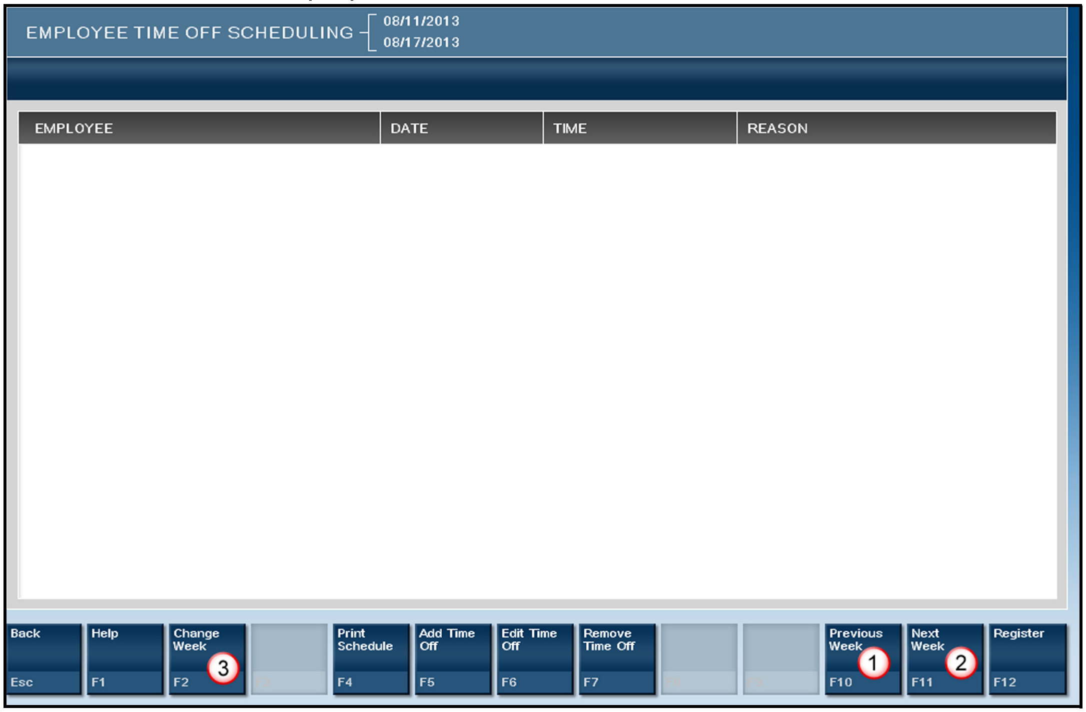


Figure 6-28: Employee Time Off Scheduling Screen

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

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

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

4. Xstore prompts for the employee's information. Enter the employee's information and select **Process** to continue.

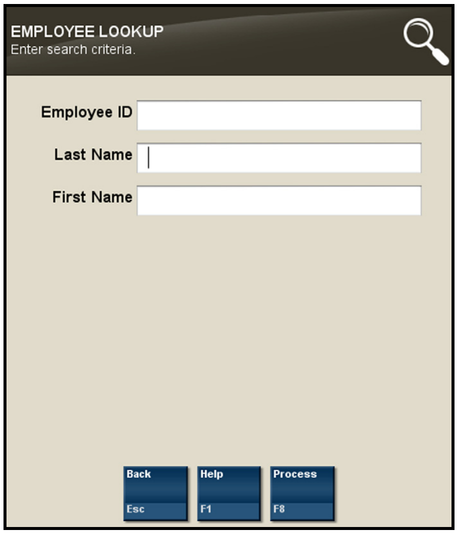


Figure 6-29: Employee Search Form

5. Xstore displays a list of employees who match the search criteria. Select an employee from the list and choose **Select & Continue**.

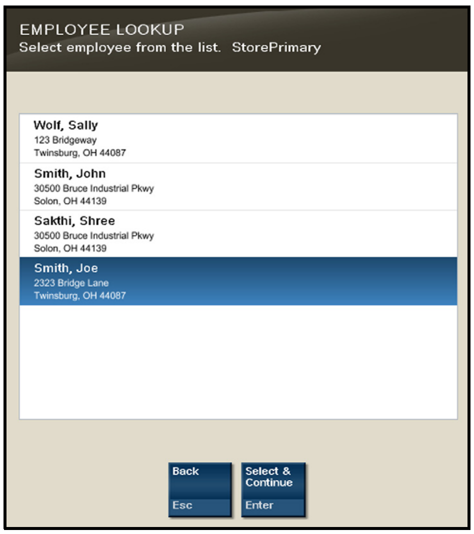


Figure 6-30: List of Matching Employees

6. After the employee has been selected, Xstore prompts for the type of time-off event information. Select the time-off type to continue:

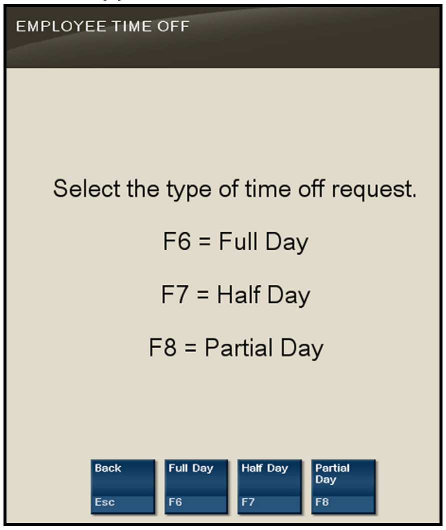


Figure 6-31: Time-off Event Type Prompt

- ❑ Select the **Full Da**y 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.

7. Xstore prompts for the time-off event date. Enter the starting time-off date and select **Save Changes** to continue.

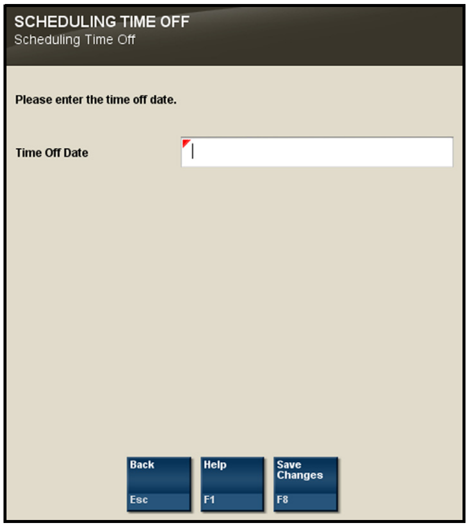


Figure 6-32: Time Off Date Prompt

- ❑ **FULL DAY** - If you chose the full day option, Xstore 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 8 on page 124.

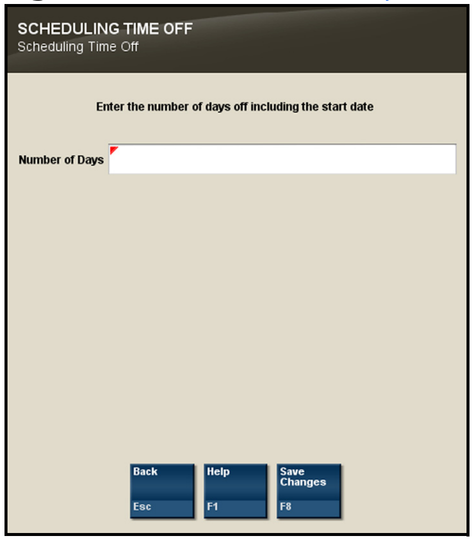


Figure 6-33: Number of Days Prompt

- **HALF DAY** - If you chose the half day option, Xstore prompts for the part of day. Select whether the time off is morning (AM) or afternoon (PM). Go to step 8 on page 124.

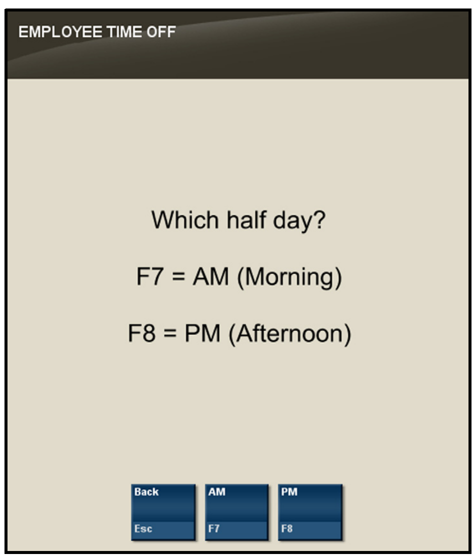


Figure 6-34: Half Day Time-Off Prompt

> *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, Xstore prompts for the start and end times. Enter the information as required and select **Save Changes**. Go to step 8.

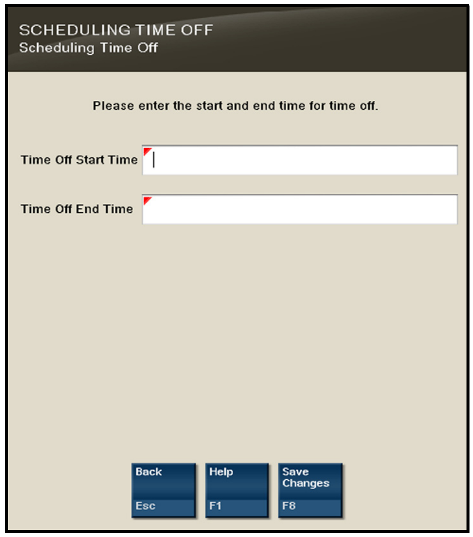


Figure 6-35: Partial Time-Off Prompt

8. Xstore prompts for the time-off reason. Select a reason for the time-off event from the list and press [Enter] to continue.

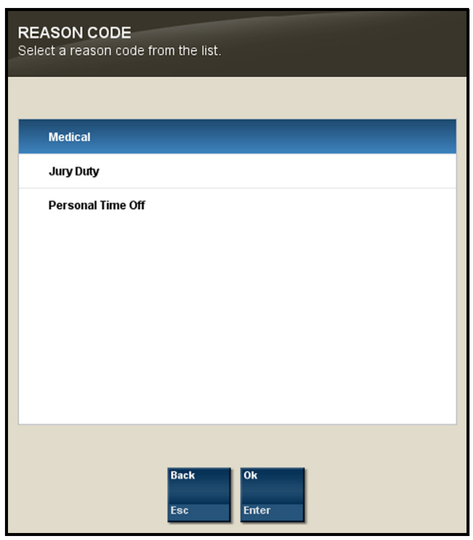


Figure 6-36: List of Time-Off Reasons

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

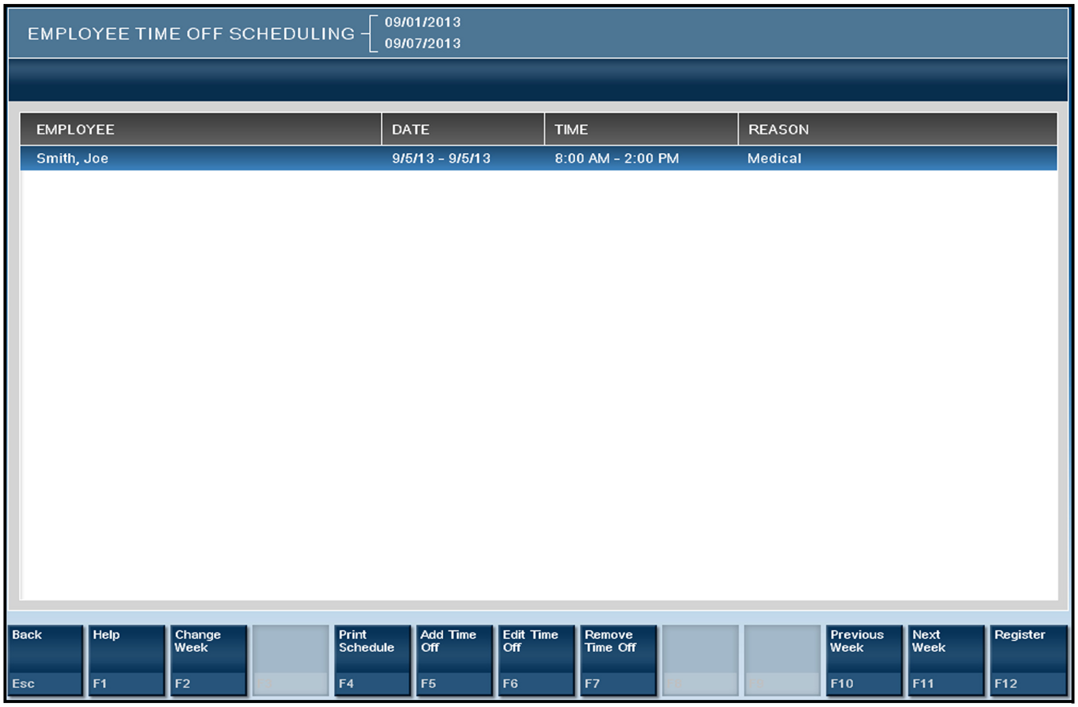
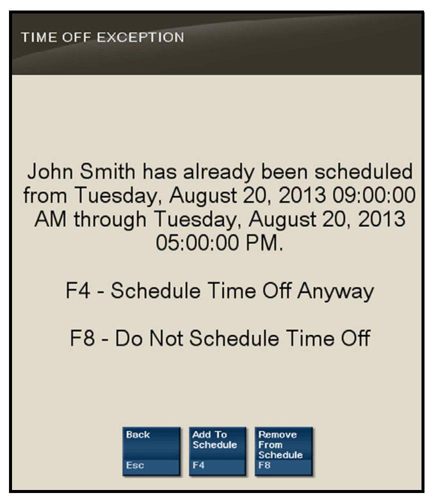


Figure 6-37: Employee Time Off Scheduling Screen

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 ***Schedule Time Off Anyway*** [F4] option to schedule the employee's time off as requested.
- Select the ***Do Not Schedule Time Off*** [F8] option to deny the employee's time off request.



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].

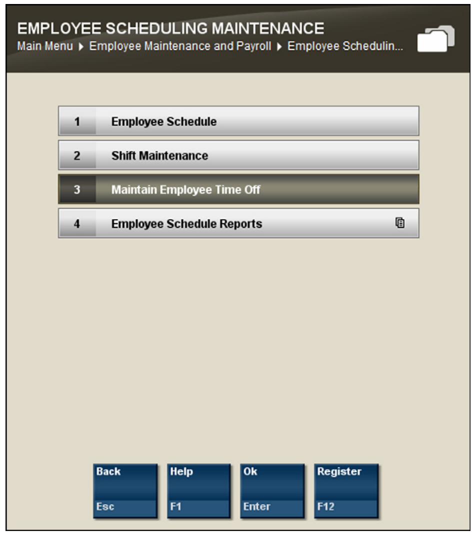


Figure 6-38: Maintain Employee Time Off Menu Option

2. Xstore prompts for a schedule week. Select the week for the time-off event and press [Enter] to continue.

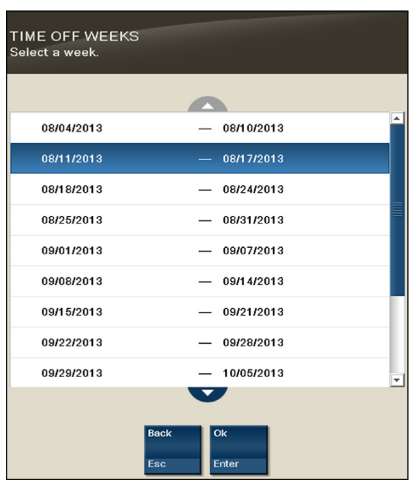


Figure 6-39: Schedule Weeks List

The current week is selected by default.

Xstore 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.

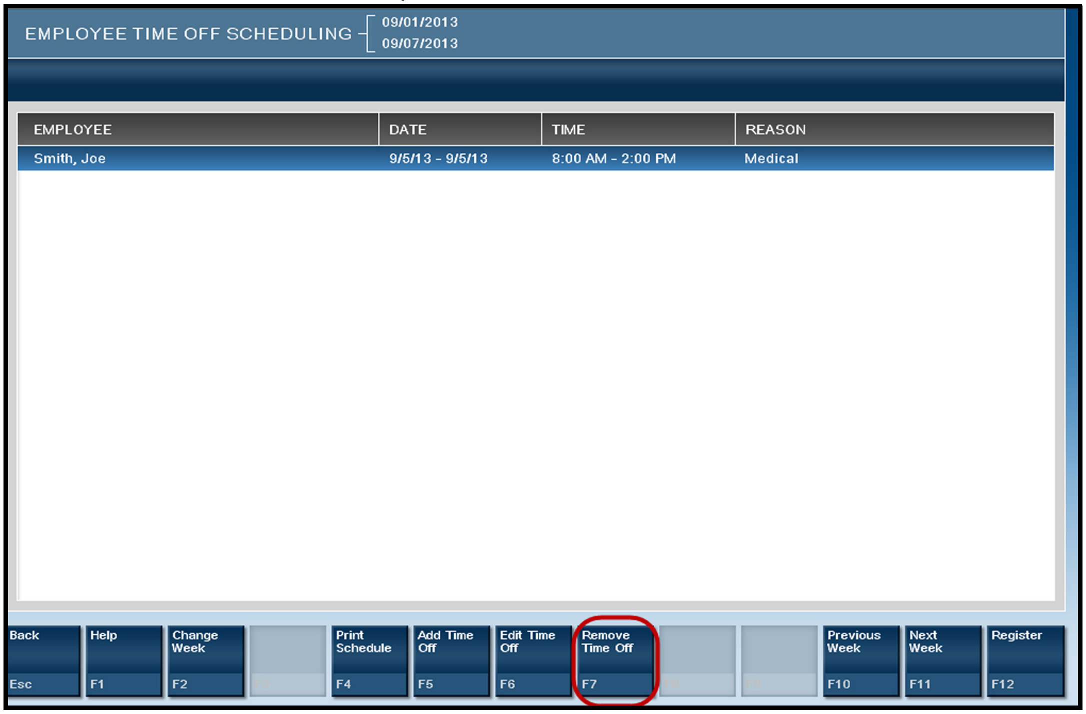
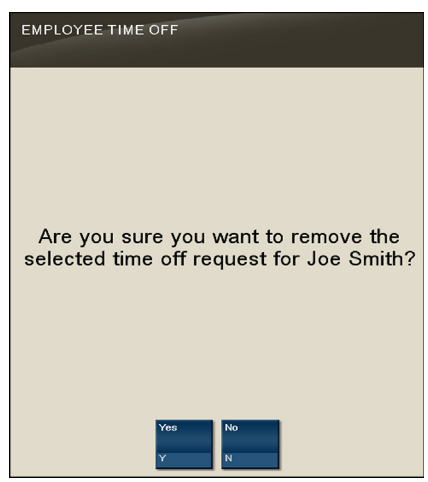


Figure 6-40: Employee Time Off Scheduling Screen

> *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. Xstore prompts you to confirm the time-off event to be removed from the schedule. Press [Y] for **Yes** to remove the selected employee time-off event. Xstore removes the selected time-off event from the schedule.



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].

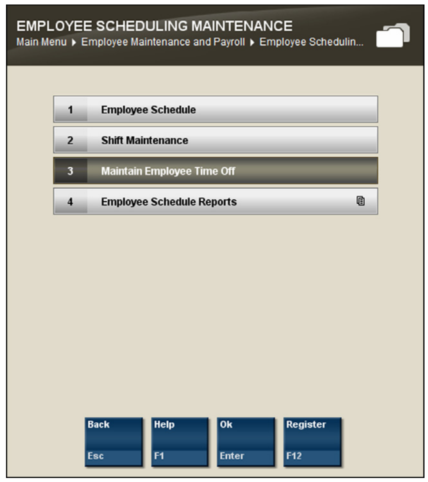


Figure 6-41: Maintain Employee Time-Off Menu Option

Xstore prompts for a schedule week. Select the week for the time-off event and press [Enter] to continue.

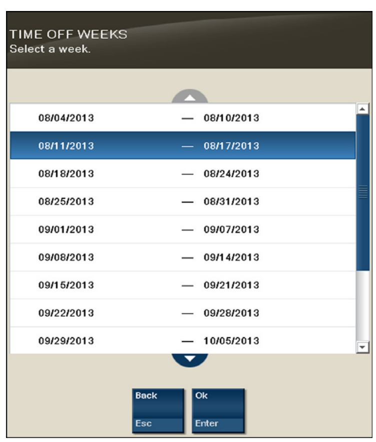


Figure 6-42: Schedule Weeks List

The current week is selected by default.

2. Xstore 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.

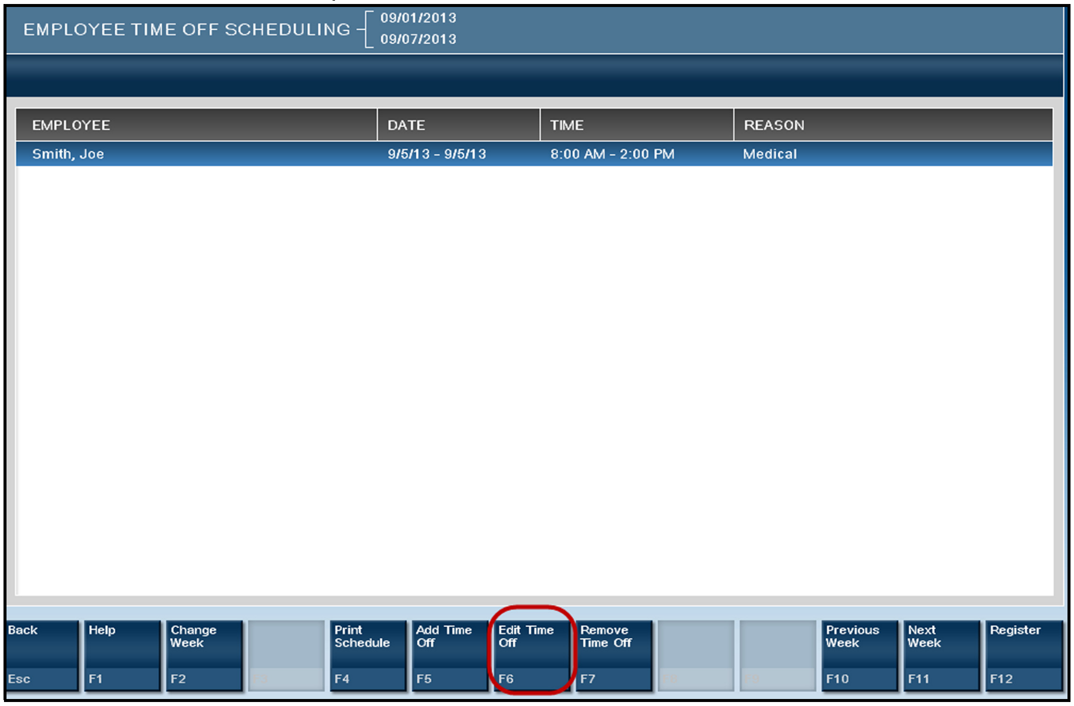


Figure 6-43: Employee Time Off Scheduling Screen

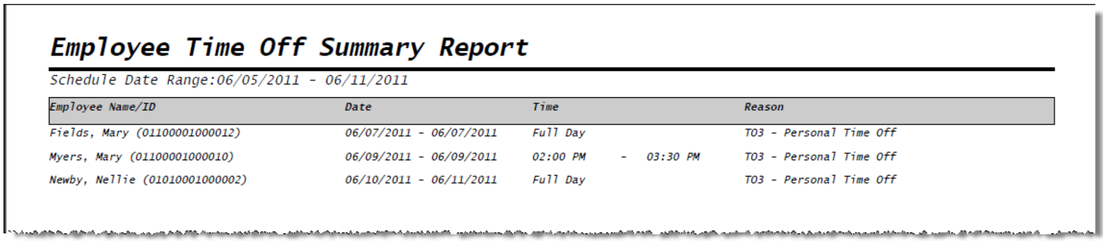
*Select the **Previous Week** and the **Next Week** options to view the time-off schedule for the week before, or after, the current week you are viewing. To view any other time-off schedule, select the **Change Week** option to select a specific schedule date from the list of weeks displayed.*

3. Xstore 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” on page 119 for detailed information about the time-off prompts.

   Enter/select the time-off information as required. Xstore 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.



Employee Time Off Summary Report

Schedule Date Range:06/05/2011 - 06/11/2011

Employee Name/ID	Date	Time	Reason
Fields, Mary (01100001000012)	06/07/2011 - 06/07/2011	Full Day	T03 - Personal Time Off
Myers, Mary (01100001000010)	06/09/2011 - 06/09/2011	02:00 PM - 03:30 PM	T03 - Personal Time Off
Newby, Nellie (01010001000002)	06/10/2011 - 06/11/2011	Full Day	T03 - Personal Time Off

Figure 6-44: Employee Time Off Summary Report

- ❑ 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.

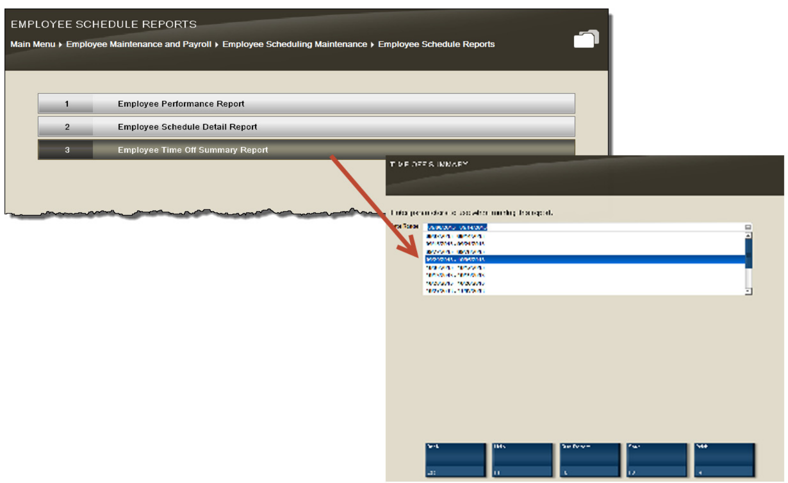


Figure 6-45: Back Office Employee Scheduling Maintenance Menu

See also: Refer to the *Xstore 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].

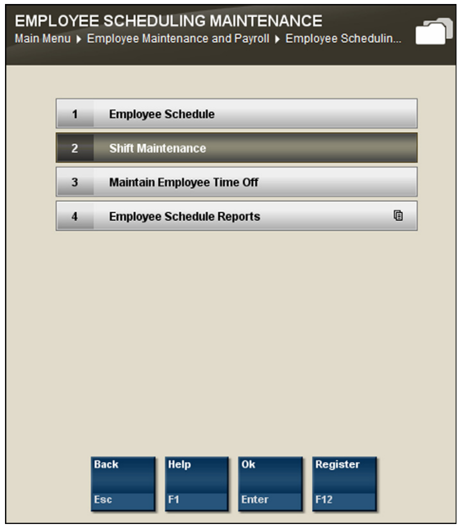


Figure 6-46: Shift Maintenance Menu Option

2. Xstore prompts for the shift information. Select the **New** option to create a new shift type.

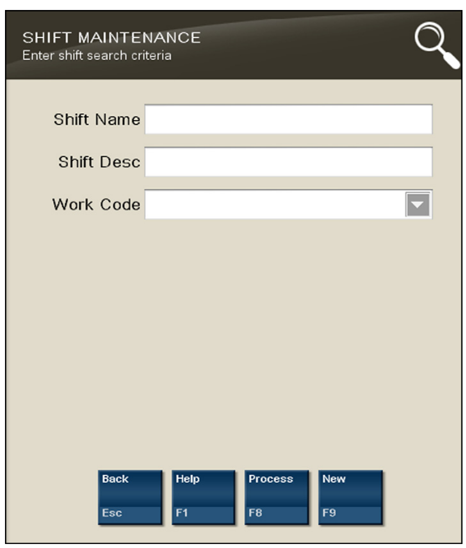


Figure 6-47: Shift Criteria Prompt

3. Xstore prompts for the shift detail information. Enter the information for the new shift:

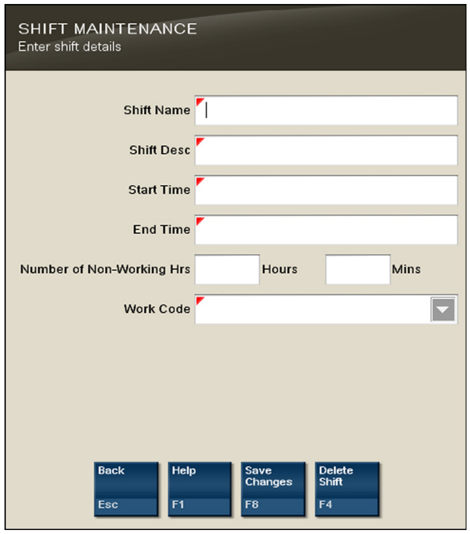


Figure 6-48: Shift Detail Prompt

- **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.

During employee scheduling, this new shift is available as an option in the pre-defined list of shifts. See "Adding a Pre-Defined Shift" on page 105 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].

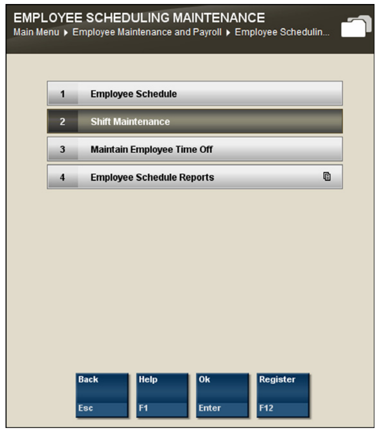
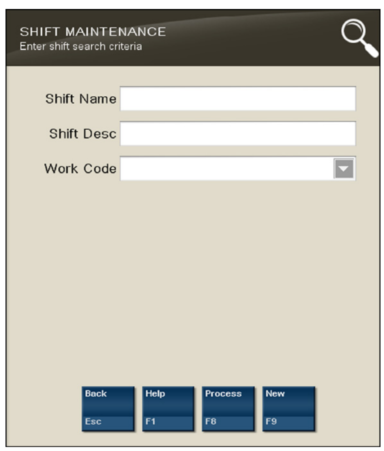
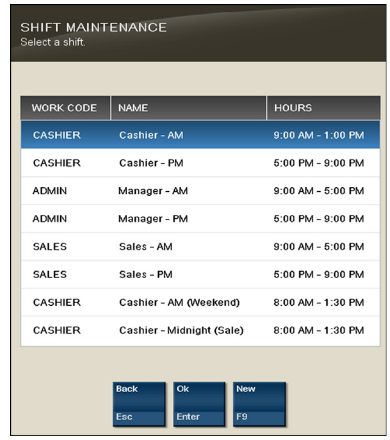


Figure 6-49: Shift Maintenance Option

2. Xstore 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.



3. If more than one pre-defined shift matches the search criteria you entered, Xstore displays a list of shifts. Select the shift you want to change from the list and press [Enter] to continue.



4. Xstore displays the shift's detail information.

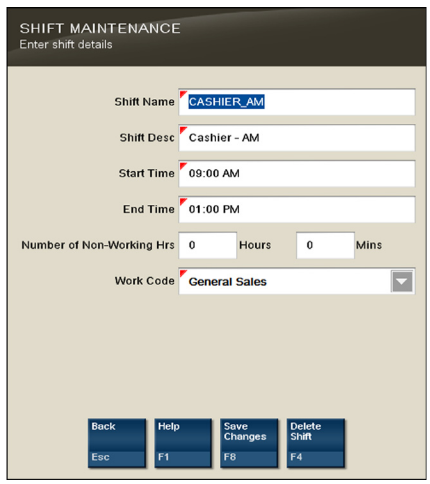


Figure 6-50: Shift Detail Example

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

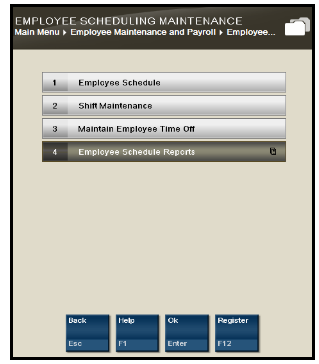
5. Change the shift information as needed and select the **Save Changes** option to continue.

Schedule Reports

Refer to the Xstore 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 **Employee Maintenance and Payroll** and press [Enter].
2. At the Employee Maintenance and Payroll menu, select **Employee Scheduling Maintenance** and press [Enter].
3. At the Employee Scheduling Maintenance menu, select **Employee Schedule Reports**.



4. Select a report from the Schedule Reports list.

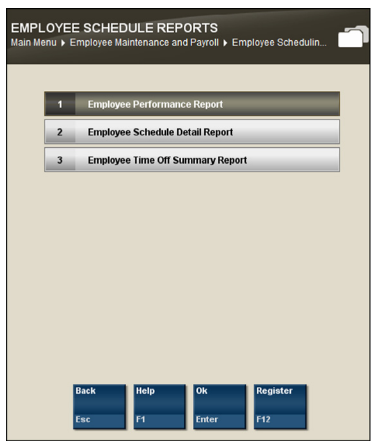
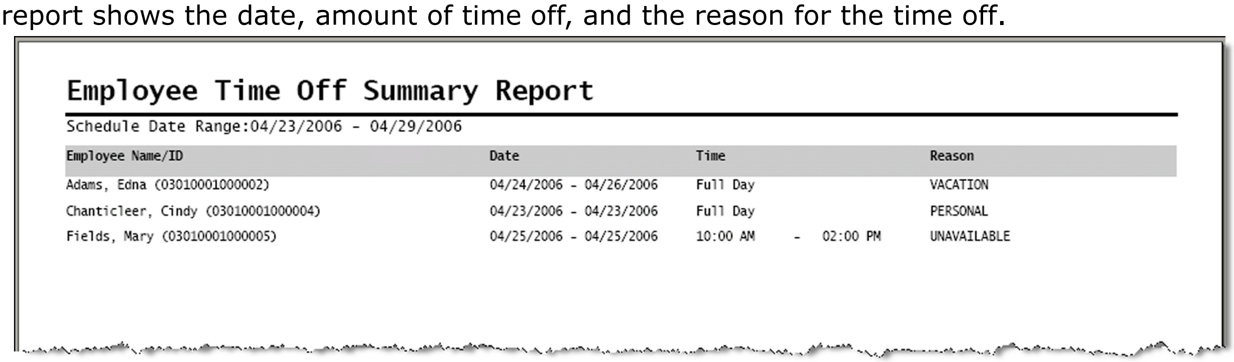


Figure 6-51: Schedule Reports List

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.



Employee Time Off Summary Report

Schedule Date Range:04/23/2006 - 04/29/2006

Employee Name/ID	Date	Time	Reason
Adams, Edna (03010001000002)	04/24/2006 - 04/26/2006	Full Day	VACATION
Chanticleer, Cindy (03010001000004)	04/23/2006 - 04/23/2006	Full Day	PERSONAL
Fields, Mary (03010001000005)	04/25/2006 - 04/25/2006	10:00 AM - 02:00 PM	UNAVAILABLE

See "Printing the Time-Off Schedule" on page 130 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

Employee Performance Report

Date Range: 04/01/2006 - 04/30/2006 Work Code: ALL Employee: ALL

Employee Name/ID	Total Hours Scheduled	Actual Hours Worked	Difference	Total Sales	# of Sales	Average Sale	Average Per Hour
Adams, Edna 03010001000002	42.00	42.00	0	$469.70	16	$29.36	$0.00
Ashcroft, Amanda 03010001000003	36.00	36.00	0	$29.36	6	$4.89	$0.00

Figure 6-52: Employee Performance Report

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

Employee Schedule Detail Report

Schedule Date Range: 06/05/2011 - 06/11/2011

Date	Employee	Work Code	Start Time	End Time	Hours
06/06/2011	Fields, Mary 01100001000012	CASHIER	09:00:AM	04:30:PM	7.50
	Finley, Greg 01100001000015	CASHIER	07:00:AM	03:30:PM	8.50
	Frank, Fern 01100001000017	INVENTORY	09:00:AM	11:30:AM	2.50
	Frank, Fern 01100001000017	CASHIER	11:30:AM	04:30:PM	5.00
	French, Pierre 01100001000011	CASHIER	03:00:PM	10:00:PM	7.00

Figure 6-53: Employee Schedule Detail Report

CHAPTER 7

Timecard and Payroll Maintenance

Overview

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.

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.

Refer to Chapter 6, "Employee Scheduling" on page 97 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.

Accessing Back Office Timecard & Payroll Maintenance Functions

Associates with the proper security permissions may access Timecard Maintenance and Payroll 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 timecard and payroll 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" on page 17), select the **Employee Maintenance and Payroll** option from the Main Menu.

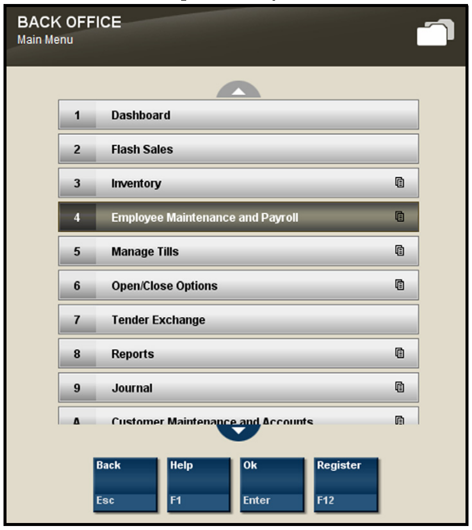


Figure 7-1: Employee Maintenance and Payroll Option

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

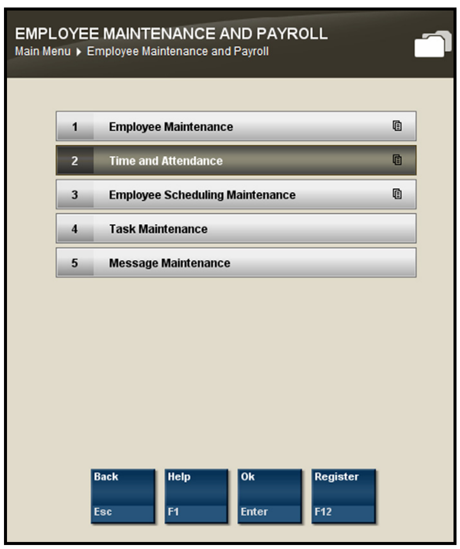


Figure 7-2: Time and Attendance Option

Because each Xstore 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.

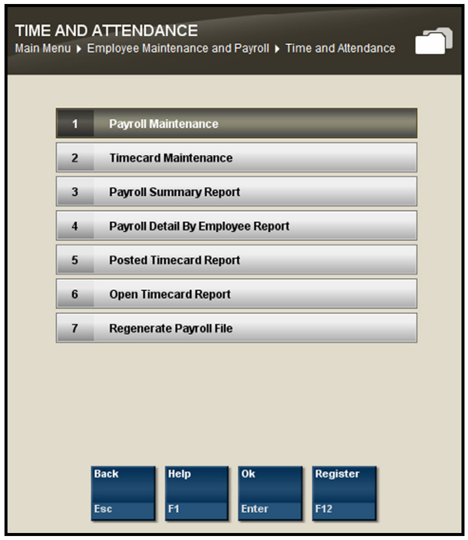


Figure 7-3: Time and Attendance Menu Options

The following options are available:

- **Payroll Maintenance** - Select this option to maintain employee payroll records. Refer to "Maintaining Payroll Records" on page 154.
- **Timecard Maintenance** - Select this option to maintain employee timecard records. Refer to "Maintaining Timecard Records" on page 140.
- **Payroll Summary Report** - Select this option to run the Payroll Report. Refer to "Payroll Summary Report" on page 165.
- **Payroll Detail By Employee Report** - Select this option to run the Payroll Detail By Employee Report. Refer to "Payroll Detail By Employee Report" on page 166.
- **Posted Timecard Report** - Select this option to run the Posted Timecard Report. Refer to "Posted Timecard Report" on page 154.
- **Open Timecard Report** - Select this option to run the Open Timecard Report. Refer to "Open Timecard Report" on page 154.
- **Regenerate Payroll File** - Select this option to recreate the payroll file.

Maintaining Timecard Records

...continued from step 4 on page 139

You must find and display an employee timecard record for a specific payroll week before you can view or change it.

1. When you select the **Timecard Maintenance** menu option, Xstore prompts for the payroll week you want to manage. Select a payroll date from the list and press [Enter] to continue.

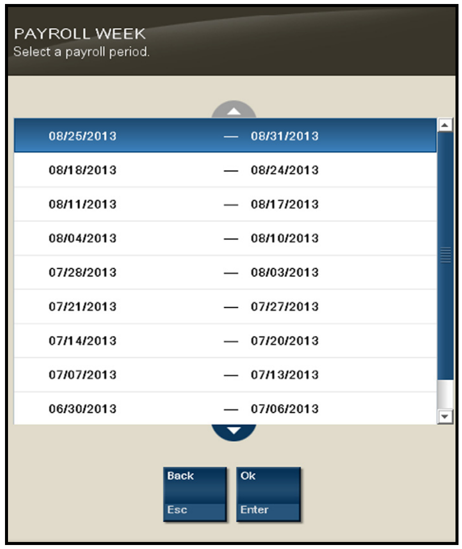


Figure 7-4: Payroll Week List

2. Xstore displays the Employee Lookup form, prompting for employee information. Enter the lookup criteria to find the employee timecard record you want to review and select **Process**:

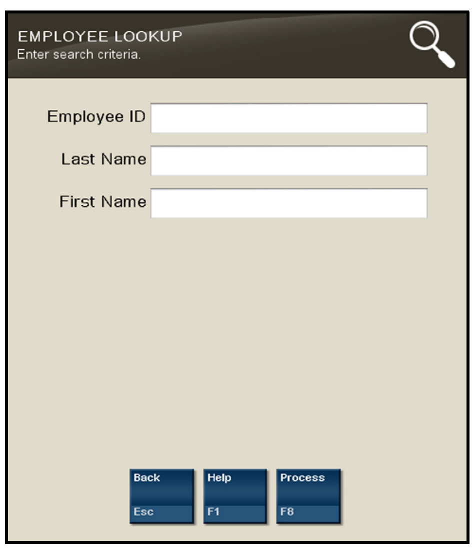


Figure 7-5: Employee Lookup Form

- ❑ If you enter an Employee ID that Xstore finds, the employee’s name is displayed in the list. Press [Enter] to continue.
- ❑ If your search criteria produces more than one name, you must select the name you want from a list, and press [Enter].

> *If you enter no search criteria, the system displays all employees after you select **Process**.*

When you have located and selected the employee, Xstore displays the timecard record for the employee.

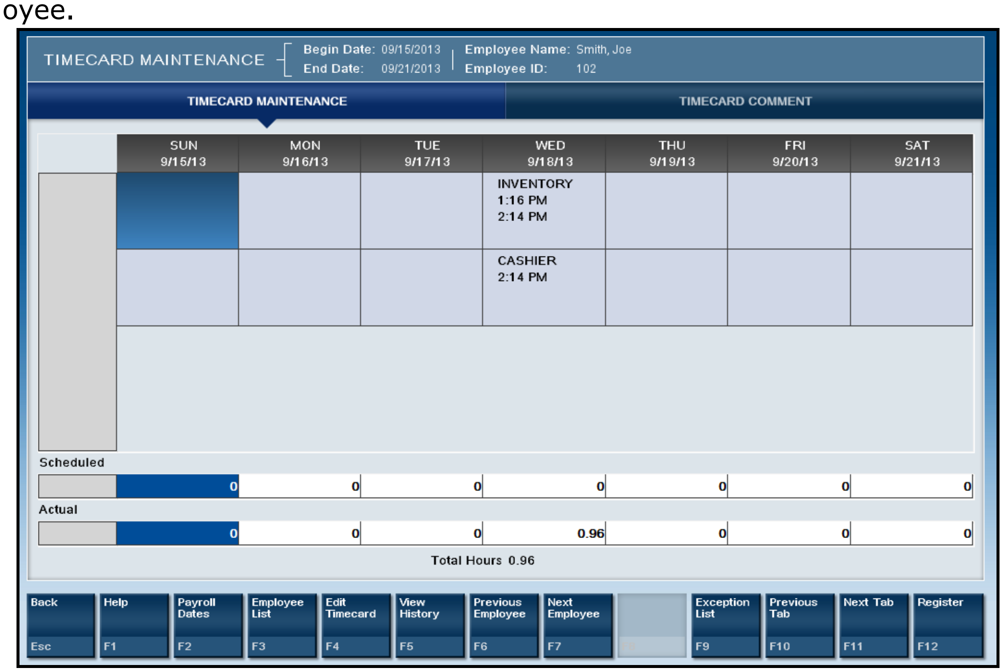


Figure 7-6: Timecard Maintenance Screen - Multiple Work Code Example

The Timecard Maintenance screen shows the following information:

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

> *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 clocked in using multiple work codes, multiple entries for the day display. For example, if an employee worked in the warehouse (INVENTORY) and then worked on the selling floor (SALES), you would see two entries for the day as shown in Figure 7-6 above.
- 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.
- A **See Comment** indicator in the lower left corner of the screen if a comment is associated with this record.

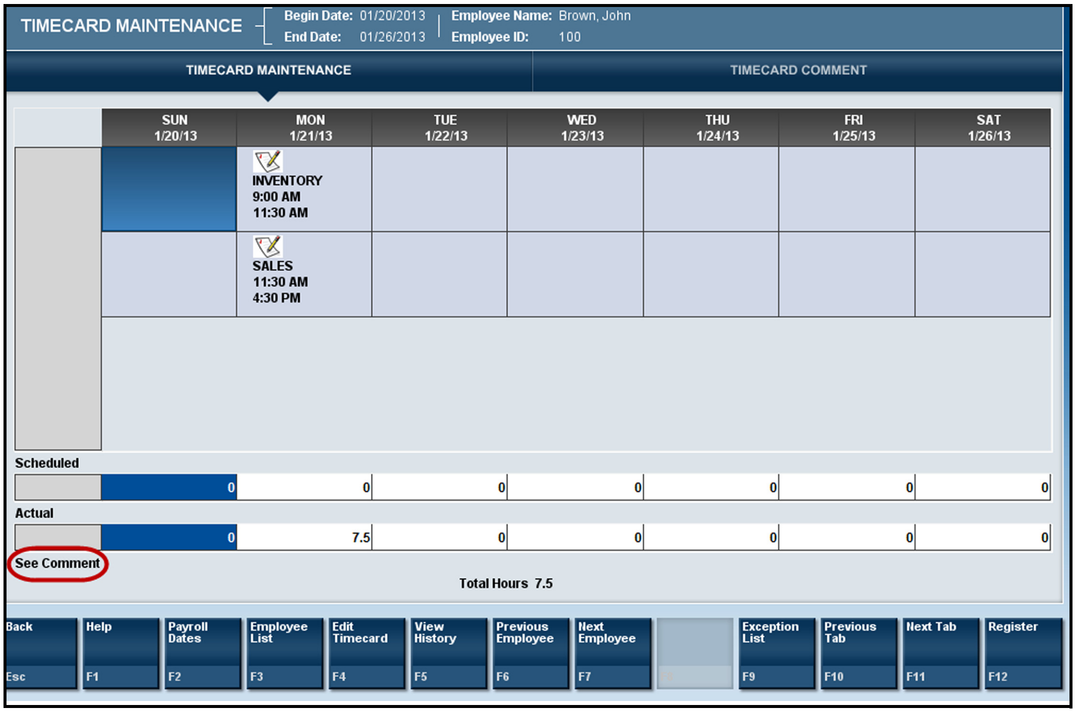


Figure 7-7: Time Card Maintenance - See Comment and Options

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. If a comment is associated with this timecard record, a See Comment message displays on the screen.

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.

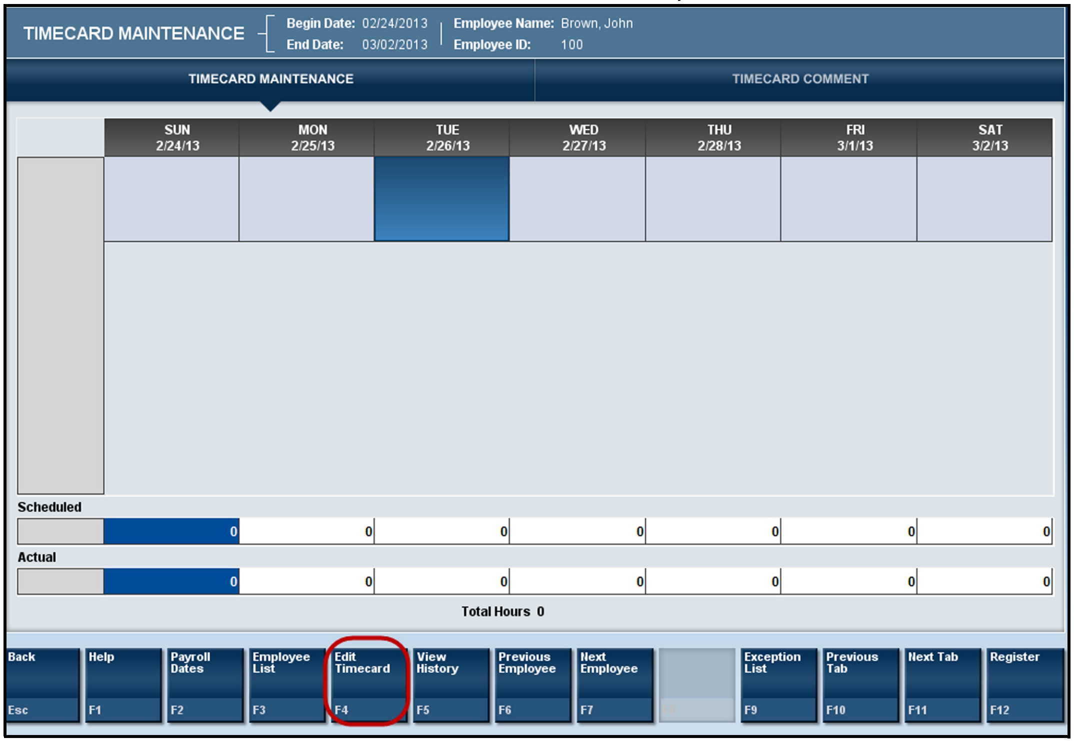


Figure 7-8: Timecard Maintenance Screen

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" on page 143.
   - **Change Timecard record** - Use this option to change a timecard record for the selected day. Refer to "Changing a Timecard Record" on page 146.
   - **Delete Timecard record** - Use this option to remove a timecard record for the selected day. Refer to "Deleting a Timecard Record" on page 148.

Adding a Timecard Record

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

3. Xstore displays the Timecard Maintenance form. You must select a work code and enter the start time and end time for the timecard record.

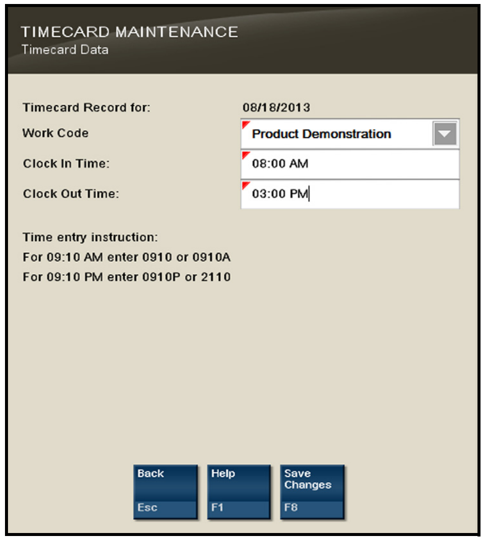


Figure 7-9: Timecard Maintenance Form

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.

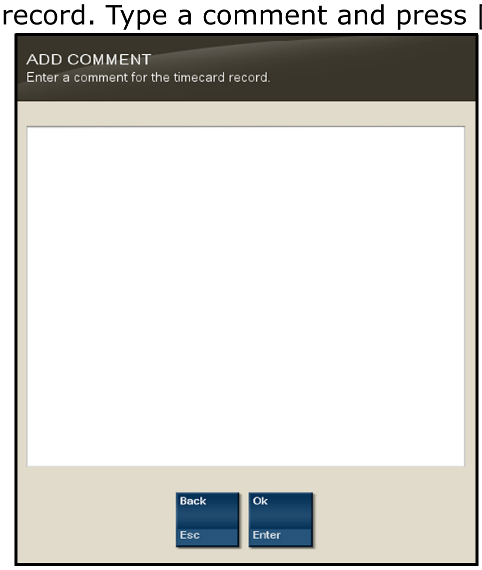
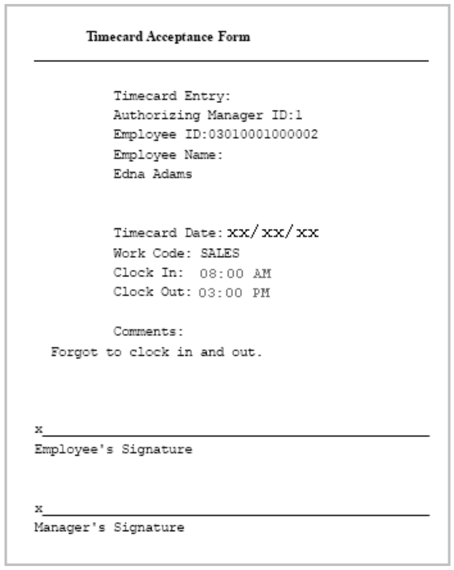


Figure 7-10: Timecard Comment Form

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



Timecard Acceptance Form

Timecard Entry:
Authorizing Manager ID:1
Employee ID:03010001000002
Employee Name:
Edna Adams

Timecard Date: xx/xx/xx
Work Code: SALES
Clock In: 08:00 AM
Clock Out: 03:00 PM

Comments:
Forgot to clock in and out.

x________________________________
Employee's Signature

x________________________________
Manager's Signature

Figure 7-11: Edit Timecard Record Receipt Example - 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.

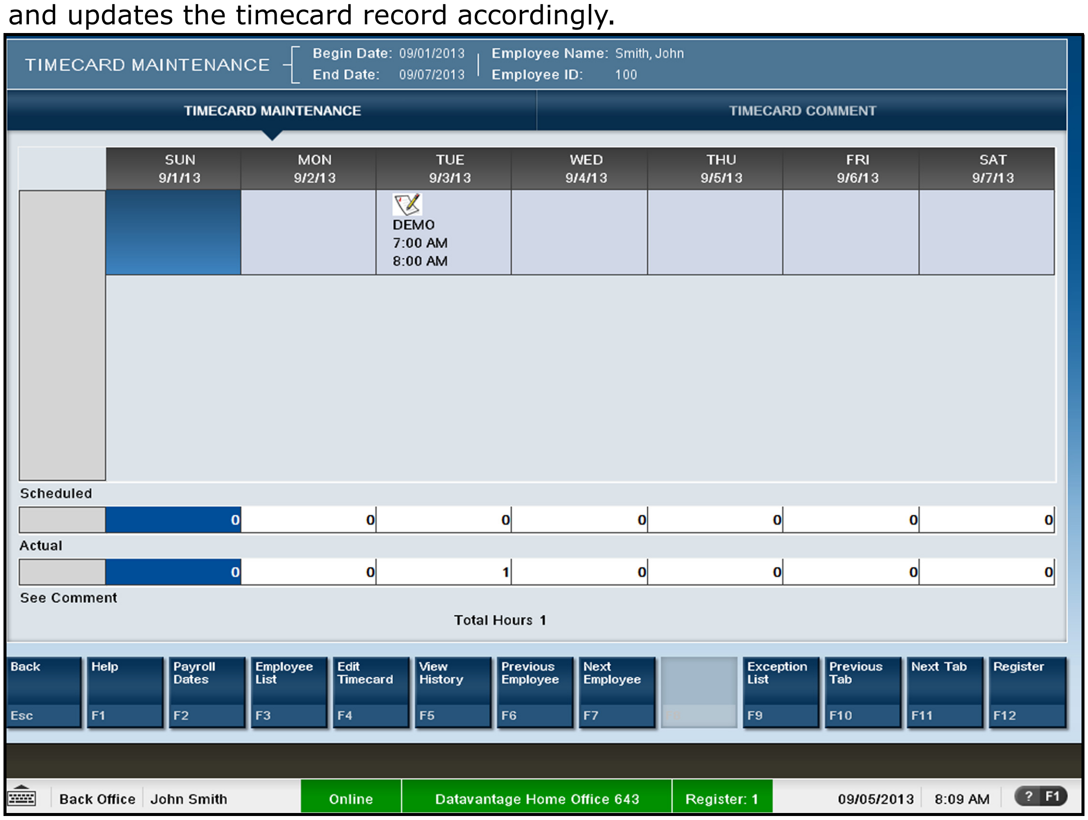


Figure 7-12: Timecard Maintenance Screen - Timecard Record Added

Changing a Timecard Record

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

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

Xstore 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.

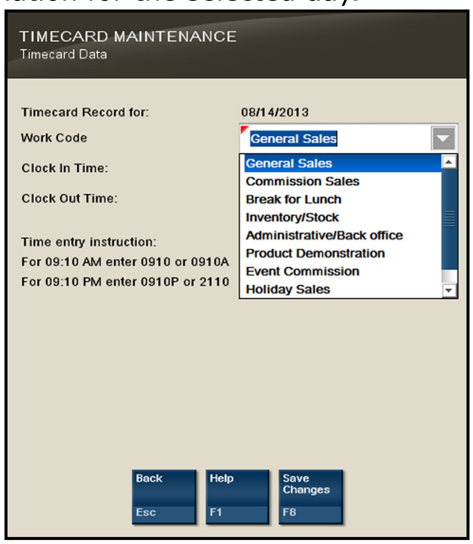


Figure 7-13: Timecard Maintenance Form - Timecard Record Inset

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.

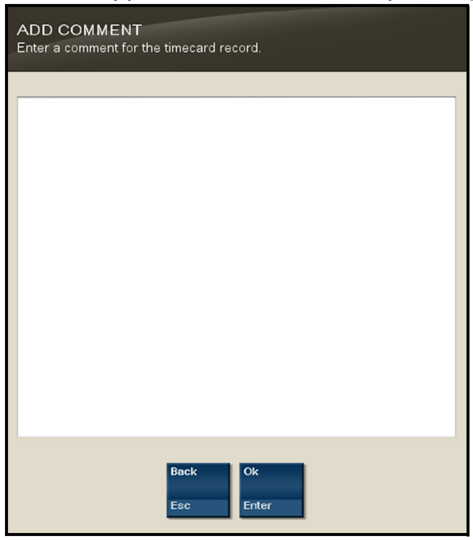
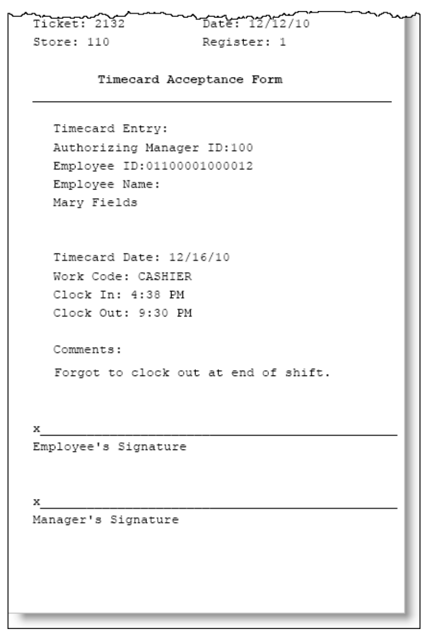


Figure 7-14: Timecard Comment Form

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



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

Figure 7-15: Edit Timecard Record Receipt Example - Forgot to Clock Out

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. Xstore prompts to confirm that you want to delete the selected record. Select **Yes** to delete the record.

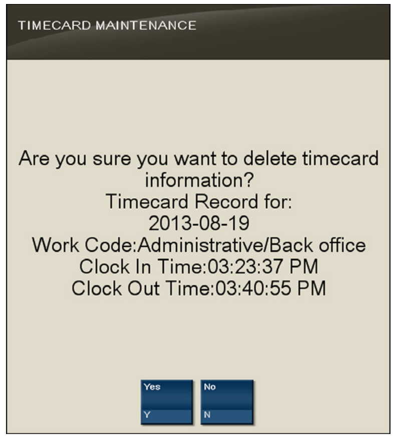
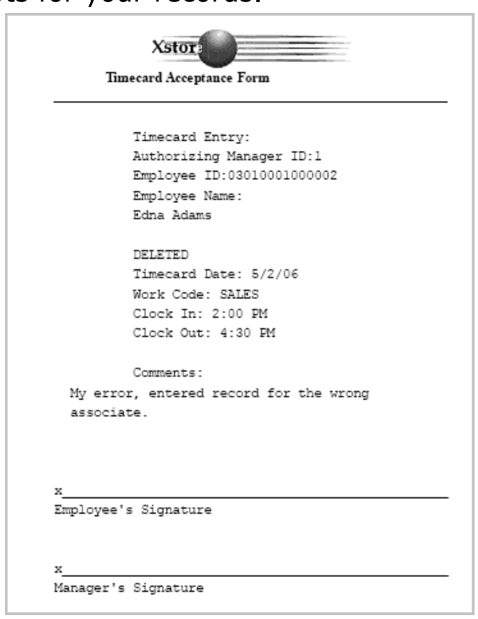


Figure 7-16: Delete Timecard Record Confirmation Prompt

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.



Xstore

Timecard Acceptance Form

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.

x_______________
Employee's Signature

x_______________
Manager's Signature

Figure 7-17: Delete Timecard Record Receipt Example

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

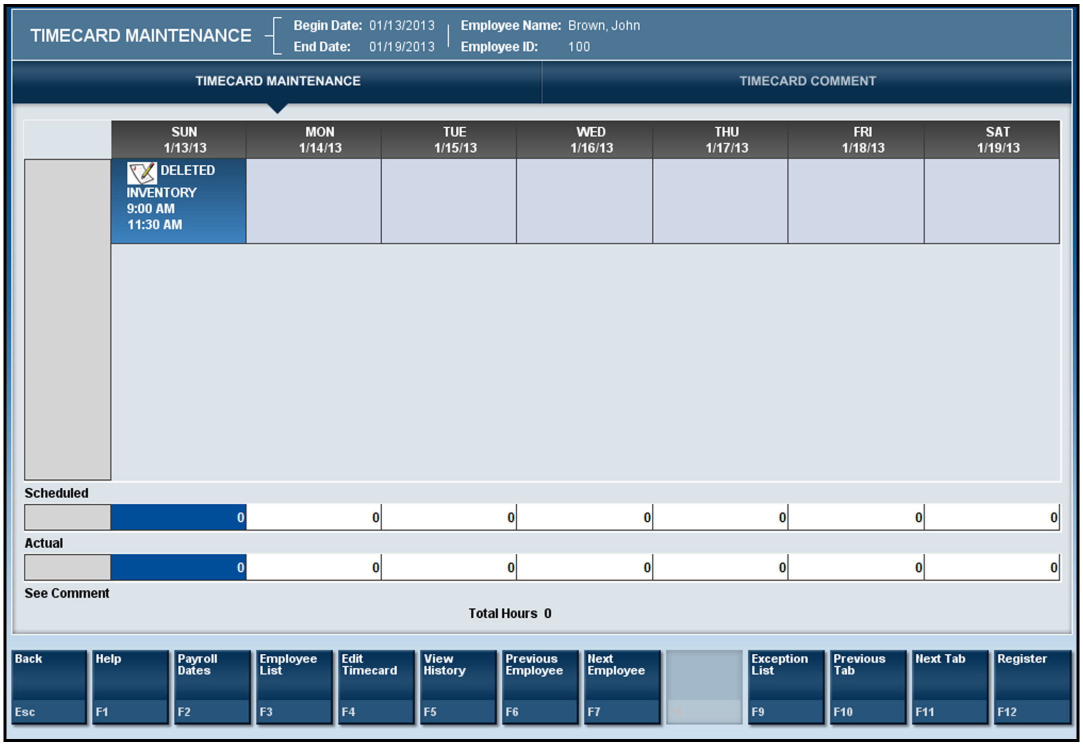


Figure 7-18: Timecard Maintenance Screen, Timecard Record Deleted Example

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. Xstore 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.

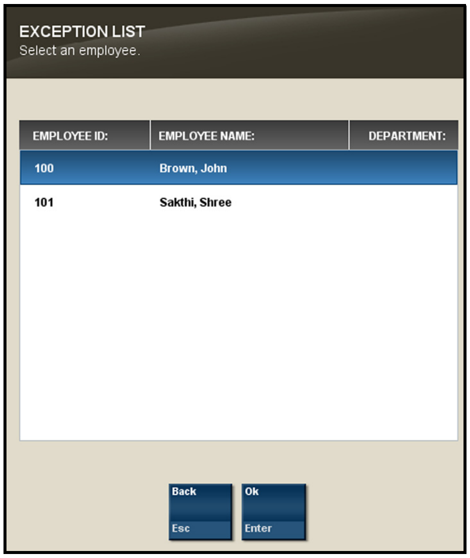


Figure 7-19: List of Employees with Timecard Exceptions

3. Xstore displays the Timecard Maintenance screen for the selected employee:

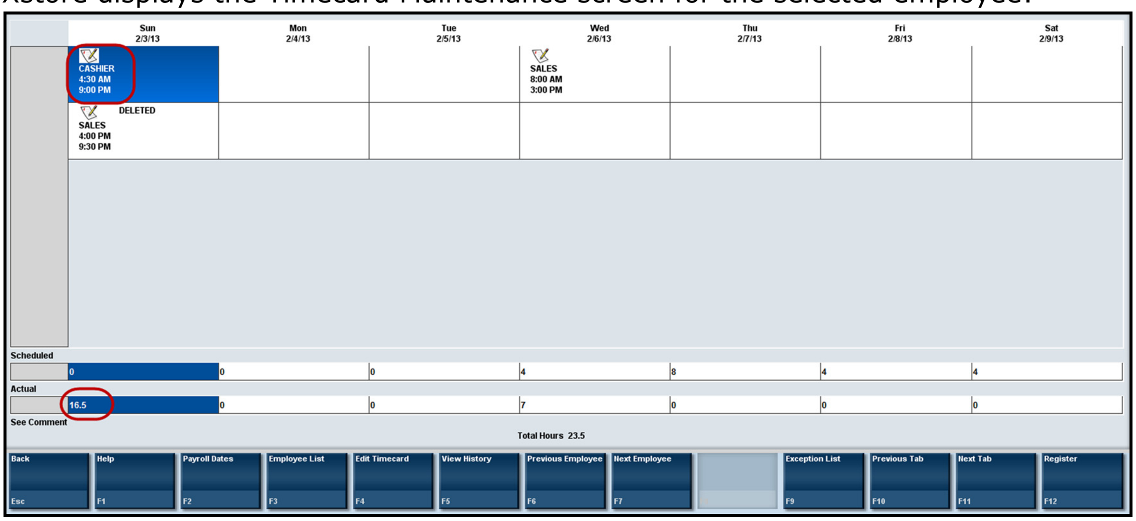


Figure 7-20: Timecard Maintenance Screen, Timecard Record Exception

- To view the details about the exception, select the record and then select the **View History** option. Refer to "Viewing Timecard Record History" on page 153 for more information.
- To edit the exception record, select the record and then select the **Edit Timecard** option. Refer to "Editing a Timecard Record" on page 143 for more information.

Viewing and Adding Timecard Record Comments

The See Comment text on the lower left side of the Timecard Maintenance screen indicates that a comment is associated with the timecard record.

Viewing Comments

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.

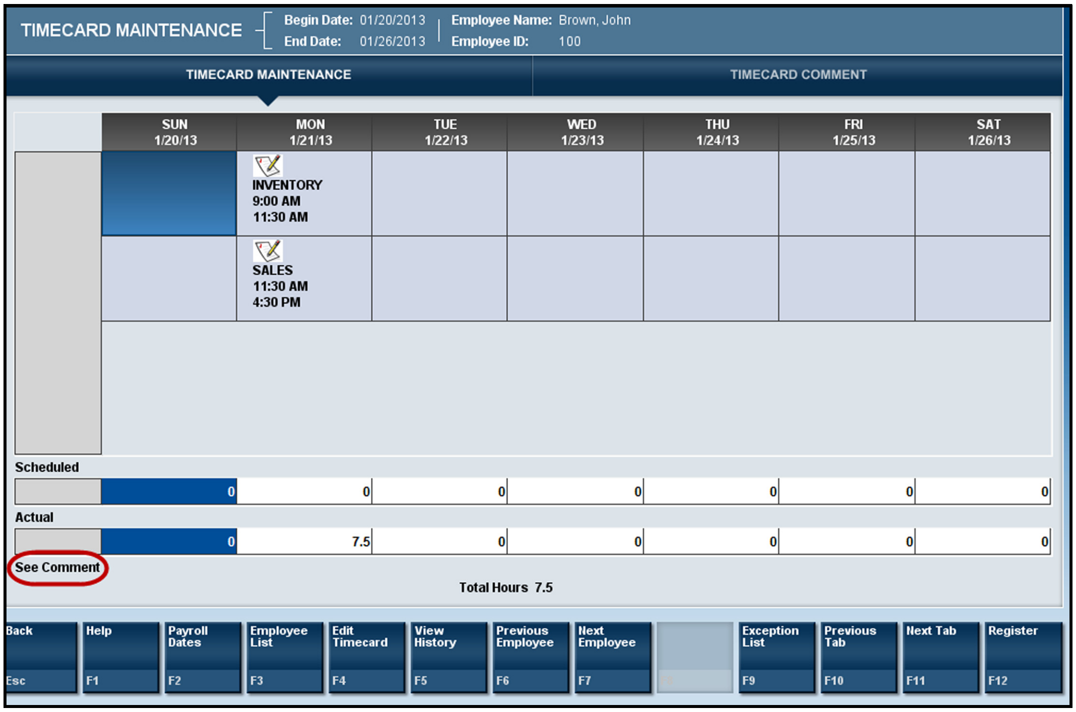


Figure 7-21: Timecard Maintenance Screen, See Comment Indicator

Xstore 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.

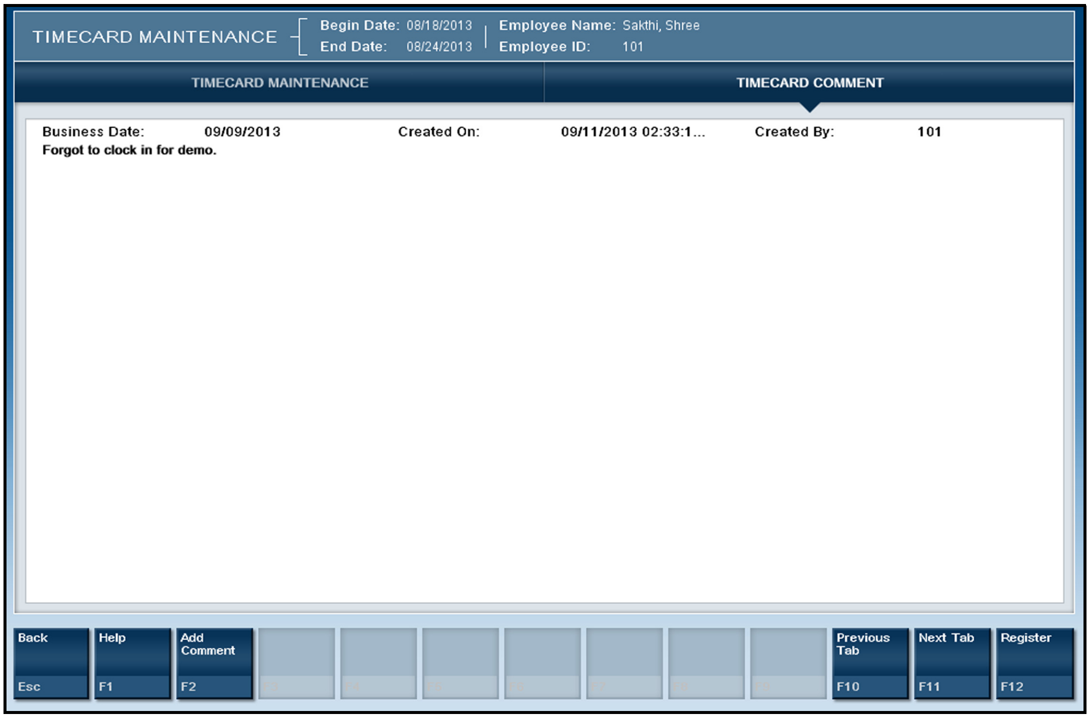


Figure 7-22: Timecard Record Comments

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 7-22 above).

3. Xstore displays the Add Comment form. Type a comment and press [Enter] to add the comment to the timecard record.

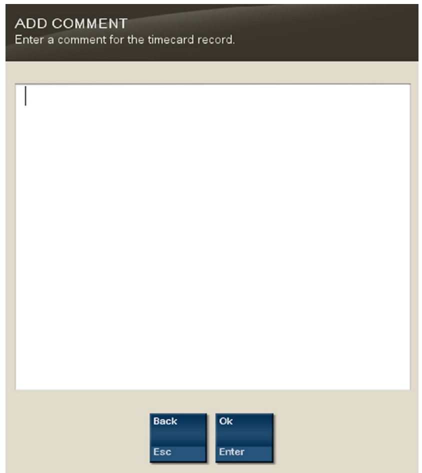


Figure 7-23: Add Comment Form

The See Comment indicator is now shown on the Timecard Maintenance screen for this timecard record.

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.

Xstore displays the history for the selected timecard record.

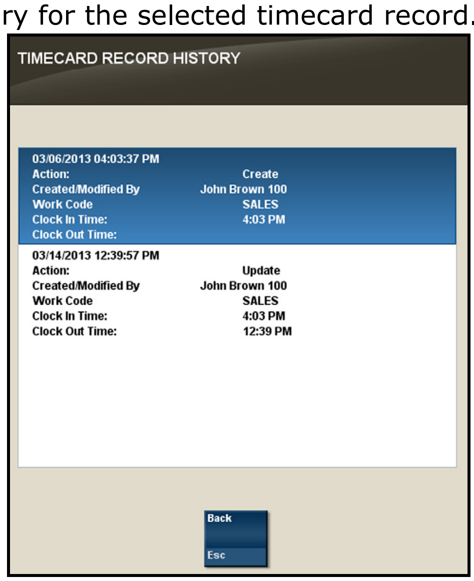


Figure 7-24: Timecard Record History

2. Press [Esc] to return to the Timecard Maintenance screen.

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 *Xstore 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 *Xstore Reports Guide* for details about this report.

Maintaining Payroll Records

Use the Payroll Maintenance function 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.

1. At the Time and Attendance Menu, select the **Payroll Maintenance** option. Xstore prompts for the payroll week you want to manage. Select a payroll date from the list and select **Ok** to continue.

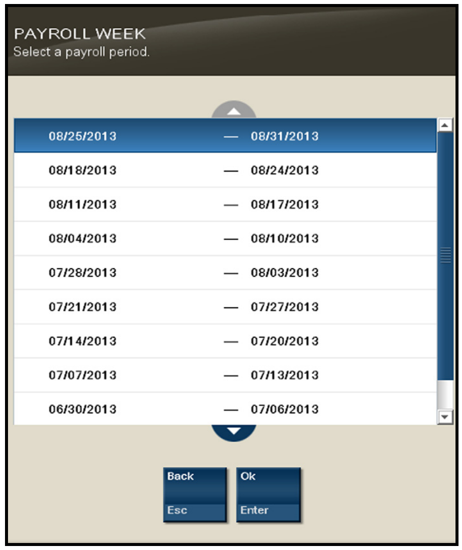


Figure 7-25: Payroll Week List

2. Xstore 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**:

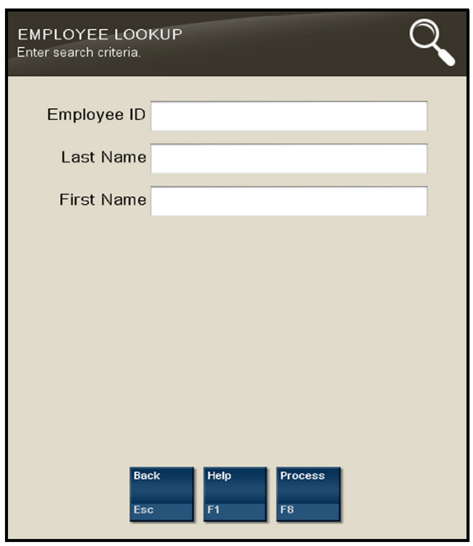


Figure 7-26: Employee Lookup Form

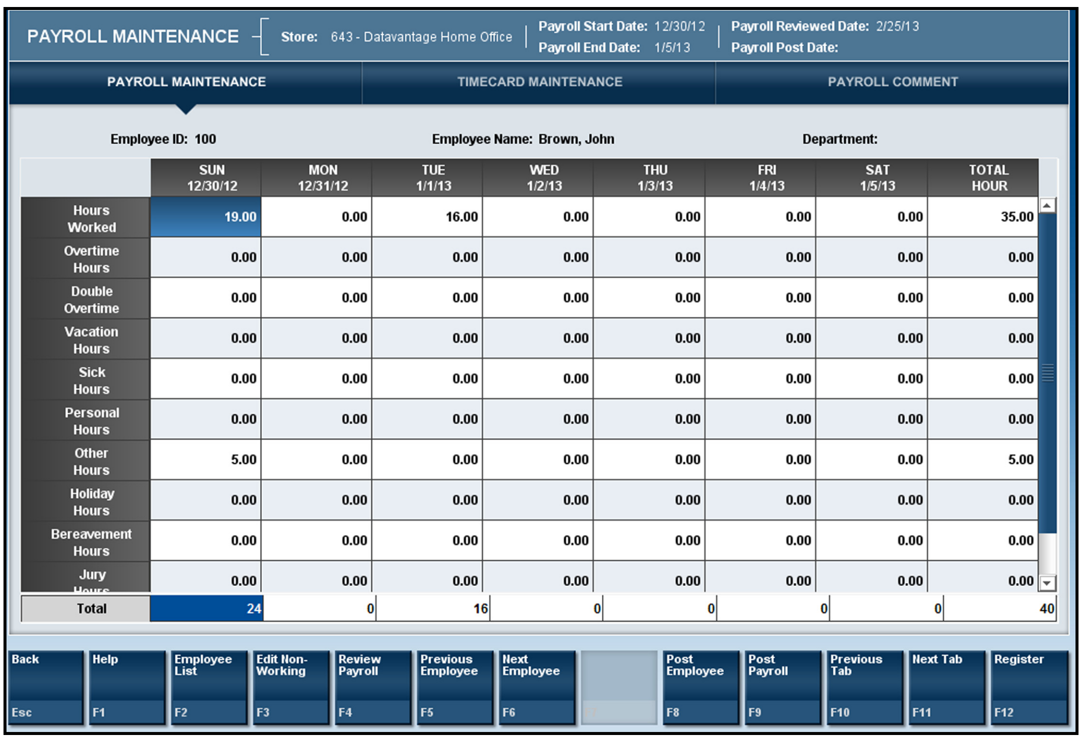
- If you enter an employee ID and Xstore finds it, the name is displayed in a list. Press [Enter] to continue.

- ❑ If your search criteria produces more than one record, you must select the record you want from the list and press [Enter].

> *If you enter no criteria in the form, all employees are listed after you select **Process**.*

When you have located and selected the employee, Xstore displays the payroll record for the employee.

> *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.*



	SUN 12/30/12	MON 12/31/12	TUE 1/1/13	WED 1/2/13	THU 1/3/13	FRI 1/4/13	SAT 1/5/13	TOTAL HOUR
Hours Worked	19.00	0.00	16.00	0.00	0.00	0.00	0.00	35.00
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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Hours	5.00	0.00	0.00	0.00	0.00	0.00	0.00	5.00
Holiday Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Bereavement Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Jury Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total	24	0	16	0	0	0	0	40

Figure 7-27: Payroll Maintenance Screen

The Payroll Maintenance screen 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" on page 143 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" on page 143 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" on page 143 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.

Refer to "Editing a Payroll Record" on page 158 for 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" on page 158.
- 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 "Maintaining Timecard Records" on page 140 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.

Editing a Payroll Record

Only non-working hours such as sick time, vacation time, personal time, etc. 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 7-27 on page 156).
2. Select a non-working hour payroll record and make the change by typing the number of hours in the selected field:

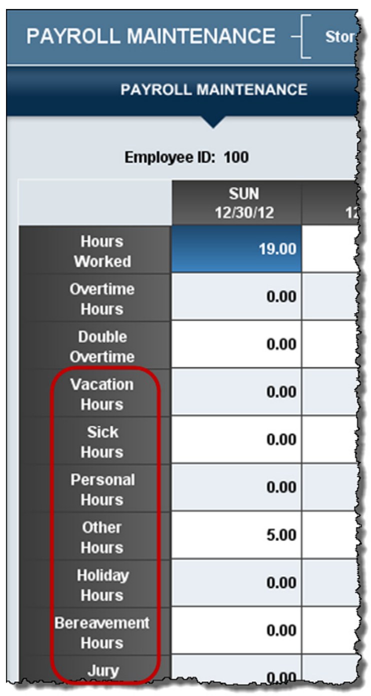


Figure 7-28: Payroll Maintenance Screen, Edit Non-Working Hours

- 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. Xstore updates the hours for the payroll record.

Viewing and Adding Payroll Record Comments

Viewing Comments

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.

Xstore 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.

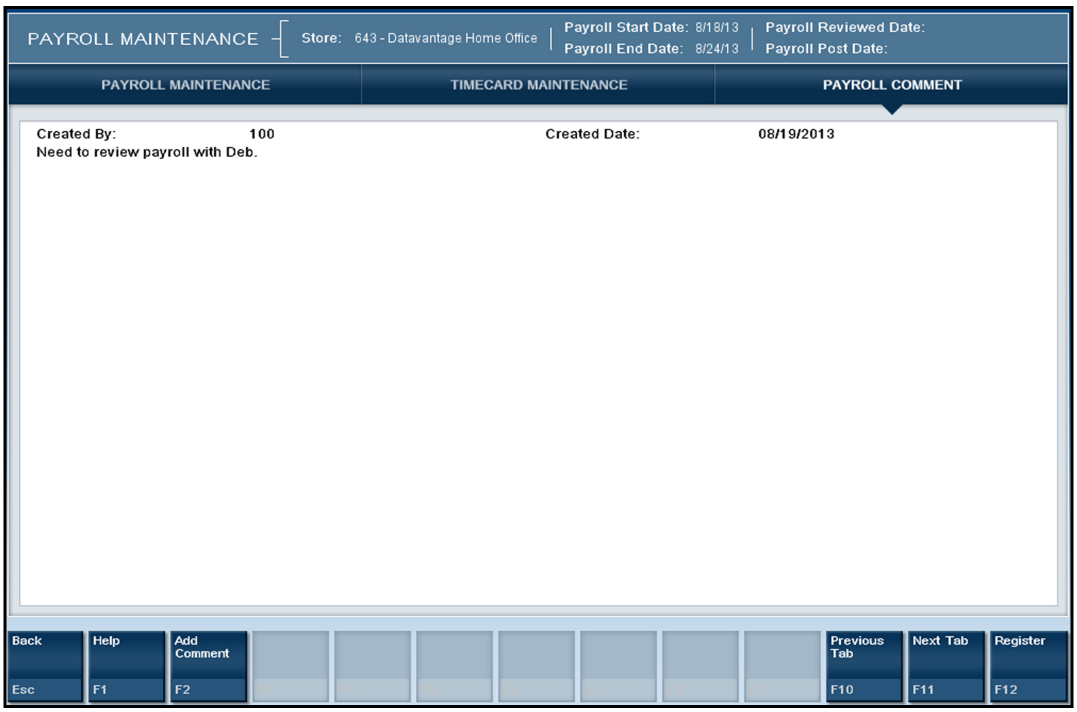


Figure 7-29: Payroll Comments

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 7-29 above). Xstore displays the Add Comment form.

2. Type a comment and select **Ok** to add the comment to the employee's payroll record.

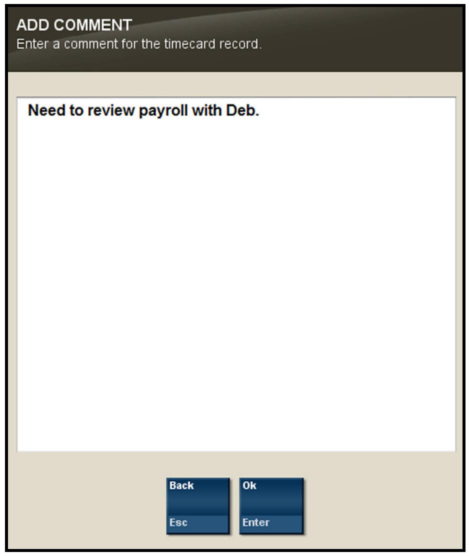


Figure 7-30: Add Comment Prompt

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.

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

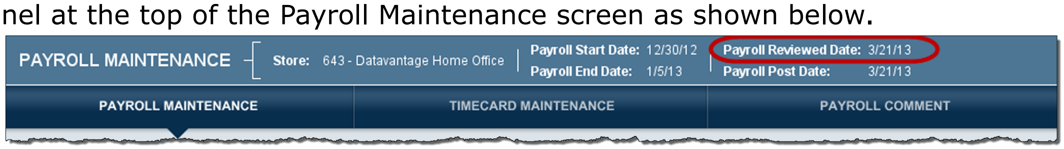


Figure 7-31: Payroll Reviewed Timestamp

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.

You also have the option to post all employee payroll records at once. Refer to *"Posting all Employee Payroll Records at One Time" on page 163* *for procedural information.*

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

If you have not marked this employee payroll record as reviewed before choosing to post the record, Xstore 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.*

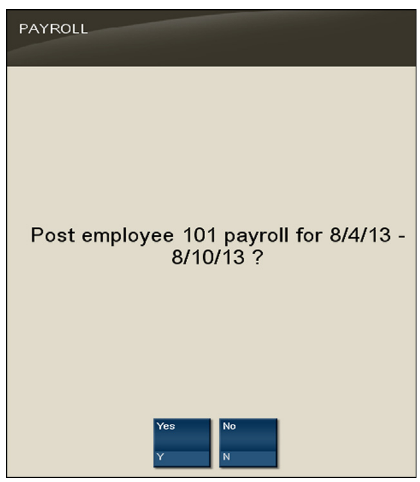


Figure 7-32: Post Employee Payroll Record Confirmation Prompt

3. Press [Enter] to close the prompt: payroll has been posted. The Payroll Maintenance screen displays.

Xstore 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.

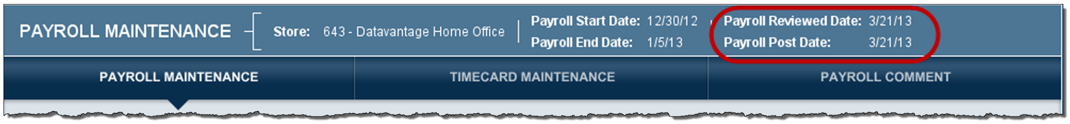


Figure 7-33: Payroll Posted Timestamp

4. 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.

5. 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 7-34: Payroll Errors at Posting

*To edit an employee's regular hours, you must use the **Timecard Maintenance** option.*

Posting all Employee Payroll Records at One Time

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

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

> *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 7-34 on page 162*

Xstore prompts to confirm the selection.

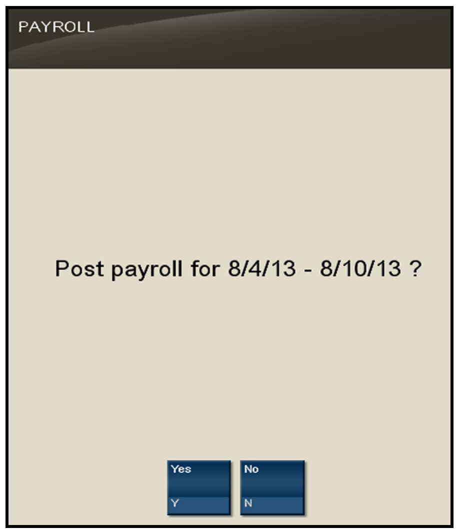


Figure 7-35: Post Payroll Confirmation Prompt

2. Select **Yes** to post the payroll to the home office.

3. If any records have not been marked as reviewed, Xstore 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.

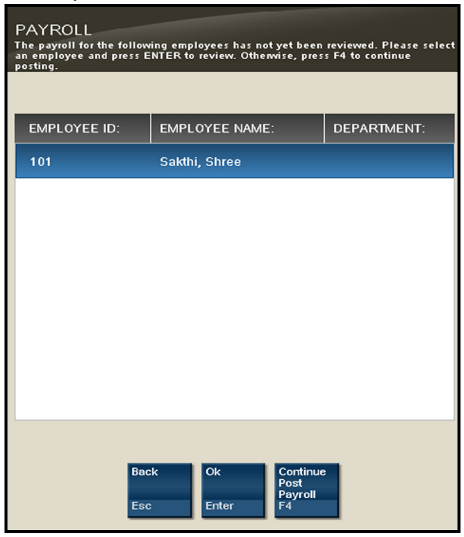


Figure 7-36: List of Non-reviewed Employee Payroll Records

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

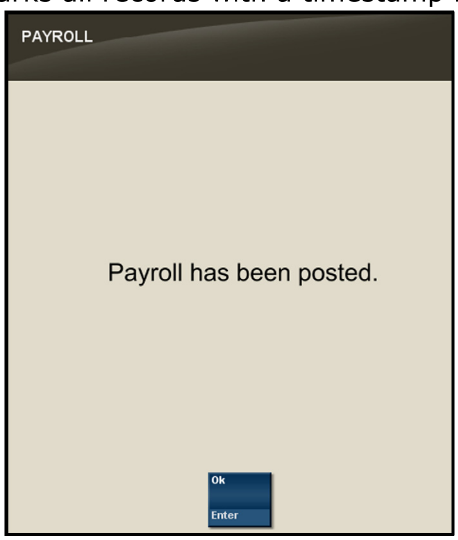


Figure 7-37: Payroll Posted Message

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, Xstore 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.

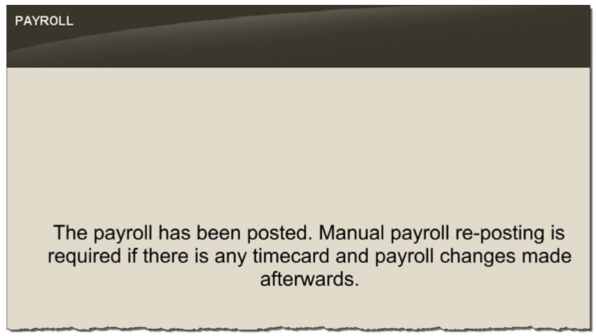


Figure 7-38: Payroll Posted, Edit Message

2. Press [Enter] to acknowledge this message and make your edits as required.

Payroll Posting Day

On the day payroll must be posted to the home office, Xstore 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.

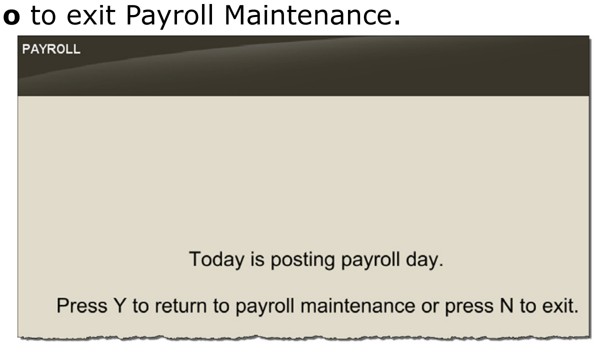


Figure 7-39: Payroll Posting Day Prompt

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.

See also: Refer to the Xstore Reports Guide for details about this report.

Payroll Summary Report

Date Range: 03/03/2013 - 03/09/2013

Date	Regular	OverTime	DoubleTime	Non-Working	Total
(100) Brown, John					
March 6, 2013 (Wednesday)	24	0	0	0	24
Total	**24**	**0**	**0**	**0**	**24**
(101) Sakthi, Shree					
March 6, 2013 (Wednesday)	24	0	0	0	24
Total	**24**	**0**	**0**	**0**	**24**
REPORT TOTAL:	**48**	**0**	**0**	**0**	**48**

Figure 7-40: Payroll Summary Report

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.

See also: Refer to the *Xstore Reports Guide* for details about this report.

Payroll Detail By Employee Report

Date Range: 01/01/2013 - 03/08/2013 **(100) Brown, John**

Payroll Period:	Regular Hours	OverTime Hours	DoubleTime Hours	Vacation Hours	Personal Hours	Sick Hours	Funeral Hours	Other Hours	Total Hours
January 1, 2013 (Tuesday)	16	0	0	0	0	0	0	0	16
February 3, 2013 (Sunday)	16.5	0	0	0	0	0	0	0	16.5
February 3, 2013 (Sunday)	0	0	0	0	0	0	0	3	3
February 6, 2013 (Wednesday)	7	0	0	0	0	0	0	0	7
February 6, 2013 (Wednesday)	0	0	0	0	0	1	0	0	1
March 6, 2013 (Wednesday)	24	0	0	0	0	0	0	0	24
EMPLOYEE STORE	**63.5**	**0**	**0**	**0**	**0**	**1**	**0**	**3**	**67.5**

Date: ____________________

Employee Signature: ____________________

Figure 7-41: Payroll Detail By Employee Report

CHAPTER 8

Register Open and Close

Overview

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

Accessing the Back Office Register Open/ Close Functions

1. After logging into the Back Office (see “Accessing the Back Office” on page 17), select the **Open/Close Options** menu option and press [Enter].

> *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].

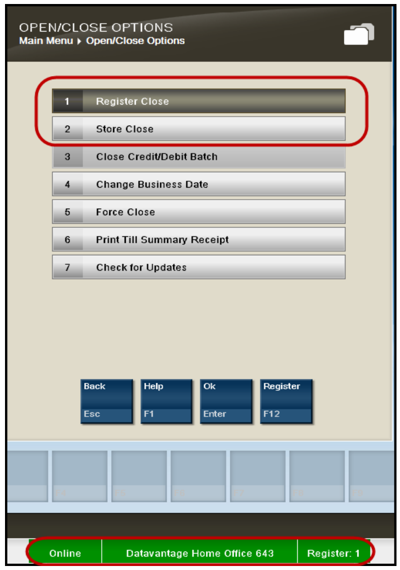


Figure 8-1: Open/Close Options Menu

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" on page 170.
- ❑ To open the register, select the **Register Open** option. See "Opening the Register" on page 177.
- ❑ To print a till summary receipt, select the **Print Till Summary Receipt** option. See "Print Till Summary Receipt" on page 177.

Closing the Register

1. At the **Open/Close** Options menu, select the **Register Close** option and press [Enter].

2. The system prompts to confirm that you want to close the register. Select **Yes** to close the register.

Depending upon the configuration of your system, you may be prompted to perform a close count. Refer to "To Perform a Close Count" on page 171 for procedural information.

If you are not prompted to count the till, the register is closed at this point.

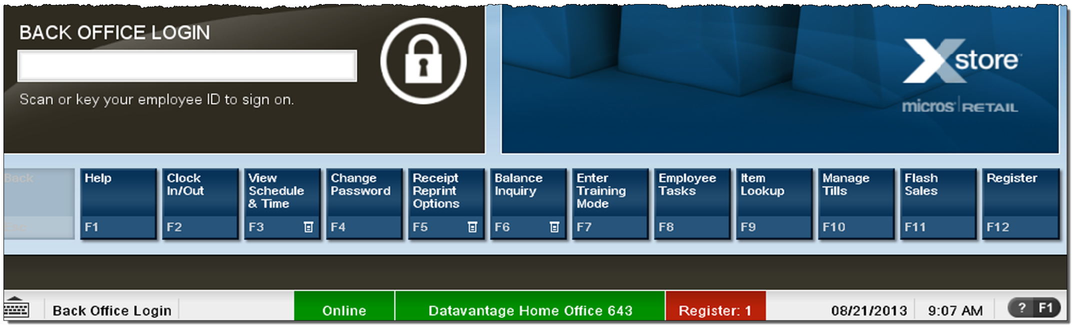


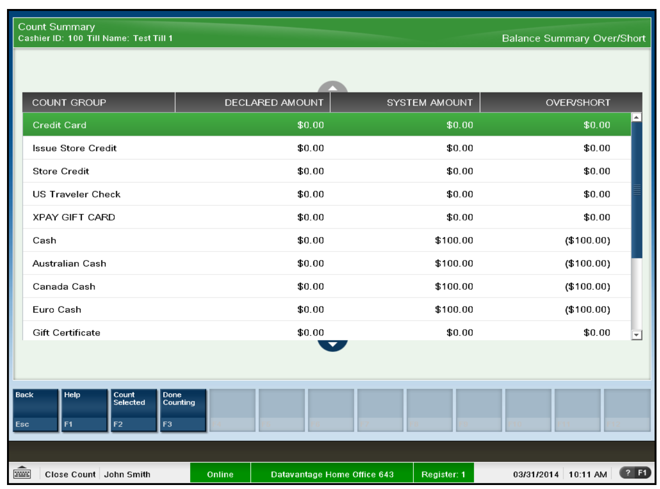
Figure 8-2: Register Closed Status Indicator

> *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.*

To Perform a Close Count

After confirming that you want to close the register, Xstore displays the Close Count screen where you can count the tenders in your till and enter the amounts into the system.

1. Select the tender group you want to count and then select the **Count Selected** option.

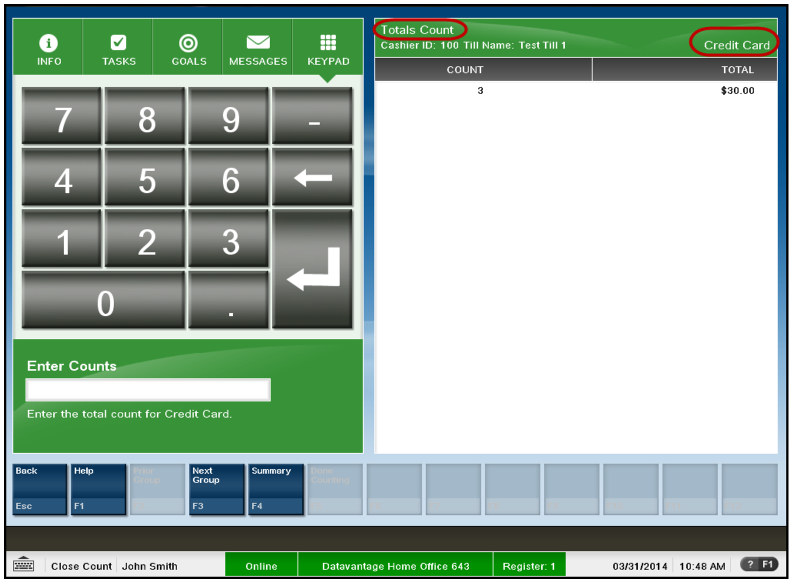


> *Depending upon the configuration of your system and your store policy, the over/short amounts as shown above may not be displayed.*

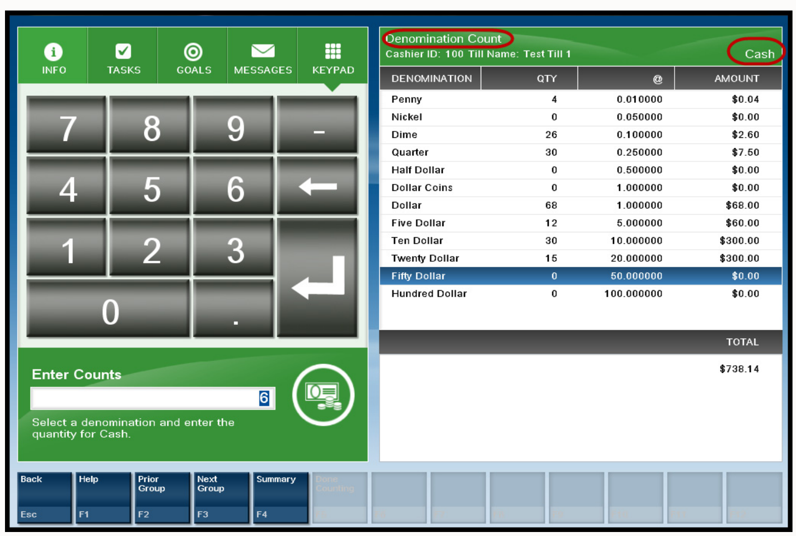
2. Enter each value as required in the focus bar and press [Enter]. The tender type you select and your system's configuration determine the type of count you must perform. The following are Xstore base examples.

Table 8-1: *Tender Count Screen Xstore Base Examples*

<table>
<tr><th>Tender Count</th><th>Example</th></tr>
<tr><td>Credit Card
(Totals[1] Count)</td><td>The focus bar prompts to enter the Count and then the Amount.

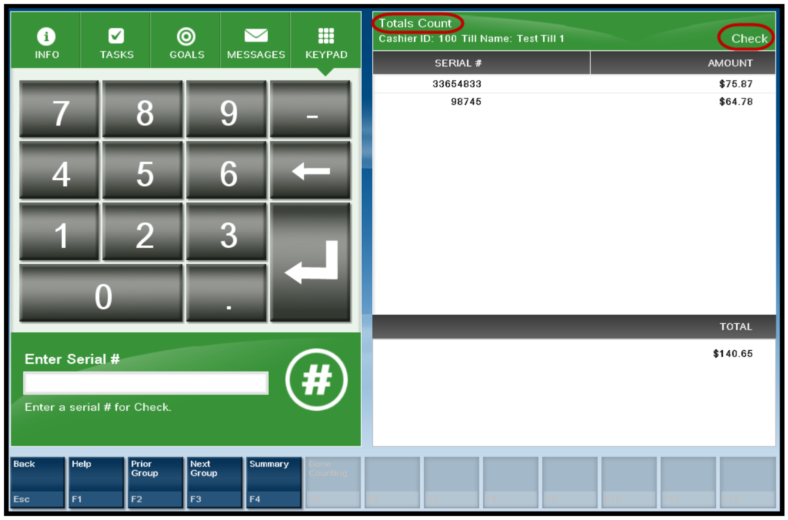


</td></tr>
<tr><td>Cash
(Denomination[2] Count)</td><td>The focus bar prompts to enter the Count for each denomination. In the example below, the Fifty dollar denomination is being counted. Once [Enter] is pressed, the hundred dollar denomination will be highlighted. The system calculates the amount based on the quantity entered and displays a running total at the bottom of the screen.



</td></tr>
</table>

Table 8-1: *Tender Count Screen Xstore Base Examples*

<table>
<tr><th>Tender Count</th><th>Example</th></tr>
<tr><td>Checks
(Totals[1] Count)</td><td>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.

</td></tr>
</table>

1.A Totals Count prompts for a total number of the tender type and the total amount.
2.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.

> *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.*

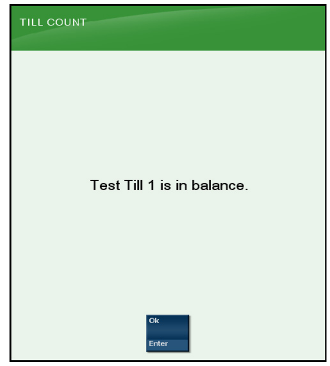
3. Continue counting all the tender types in your till.

> *Use the **Prior Group** and **Next Group** menu options to move up and down in the tender type list without returning to the Summary screen.*

4. When counting is complete, select the **Done Counting** option at the Count Summary screen.

- ❑ If all tenders are in balance—your counts match the system expected amounts—Xstore displays a message indicating that the till is in balance.

  Press [Enter] to acknowledge this message and continue with step 5 on page 175.



- ❑ 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:

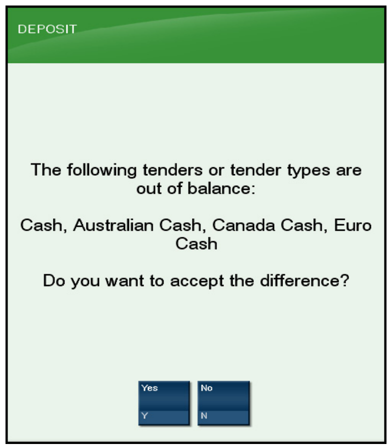


Figure 8-3: Tenders Out of Balance Prompt

- ❍ 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. Xstore re-displays the Close Count screen where you can make your changes as needed. When finished, select the **Done Counting** option.

5. Xstore displays the suggested amount to be deposited in the store bank, if your store is set up for this function. Choose one of the following options:

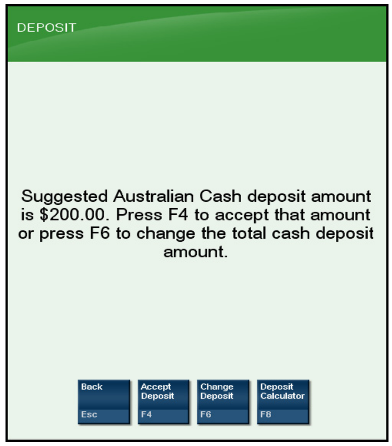


Figure 8-4: Suggested Cash Deposit Amount

> *The amount suggested here takes the float amount to be left in the cash drawer into account if float amounts are used in your store.*

- ❑ Select the **Accept Deposit** option to deposit the amount shown on the prompt.

  <OR>

- ❑ Select the **Change Deposit** option to enter a different amount. If you select this option, Xstore prompts for the amount you want to deposit. Enter the amount and press [Enter].

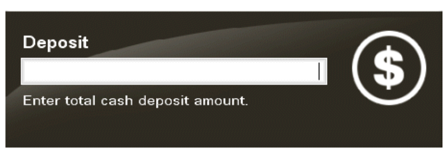


Figure 8-5: Deposit Amount Prompt

<OR>

- ❑ Select the **Deposit Calculator** option to display a till audit count screen where you can recount the deposit amount. Select **Done Counting** when you have completed your audit count for the deposit.

> *The Deposit Calculator function allows you to recount denominations and see a running total of the deposit amount to assist you in counting out the correct deposit amount. After recounting the deposit amount, the system prompts you to decide if you want to accept the amount shown on the Deposit prompt or enter a new amount. See step 5 on page 175.*

6. Xstore prints a deposit receipt for your records and may print a close receipt.

End Count Deposit Receipt Sample

```
Count Type: END COUNT
Till ID: Till1

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
```

Close Receipt Sample

```
                        Date: 3/22/06
Store: 301              Register: 1

Cashier: 1

    * * * * * * * * * * * * * * * * * *
      R e g i s t e r   C l o s e d
    * * * * * * * * * * * * * * * * * *
```

This register is now closed as indicated by the Register indicator color change (from green to red).

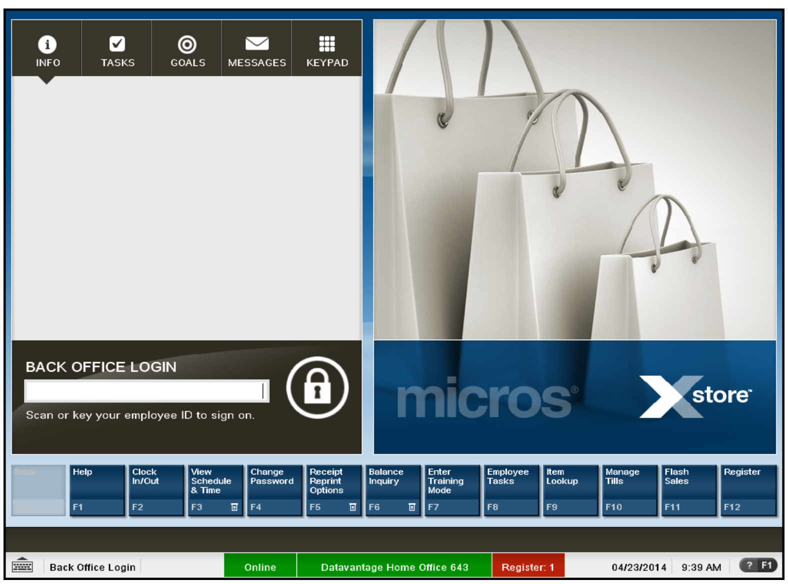


Figure 8-6: Back Office View, Register Closed

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].

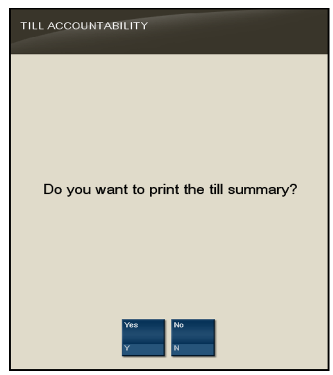
   Xstore displays a list of any open registers (if no registers are still open, Xstore displays a message).
3. Select the register that you want to close from the list. Use the up and down arrow keys to go to the register you want to close, and press [Spacebar] to select it. Press [Enter] to continue.

   Xstore 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.

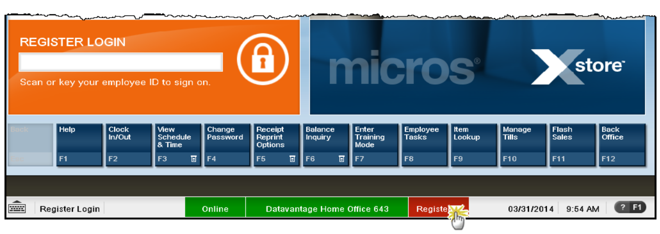
1. At the Back Office Main Menu, select **Open/Close Options** press [Enter].
2. Select **Print Till Summary Receipt**.
3. When prompted, select **Yes** to print the receipt. The system prints the till summary for the register to a receipt printer. The receipt includes a breakdown of the various tenders (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.



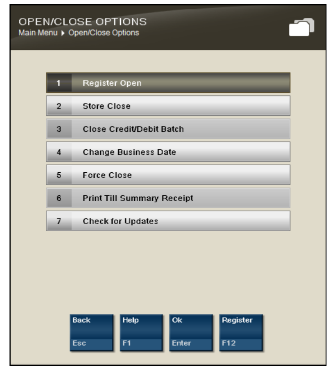
Opening the Register

1. After logging on at the Back Office (see "Accessing the Back Office" on page 17), select the **Open/Close Options** from the Main Menu and then press [Enter].

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 on page 178.



2. Select the **Register Open** option and press [Enter].



3. Xstore prompts: Do you want to open this register? Select **Yes** to open the register.

Depending upon the configuration of your system, you may be prompted to perform an opening count. Refer to "To Perform a Begin Count" on page 178 for procedural information.

If using dual cash drawers, you may be prompted to select a cash drawer and attach the till before performing an opening count. Refer to Chapter 10, "Till Management" on page 193.

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.

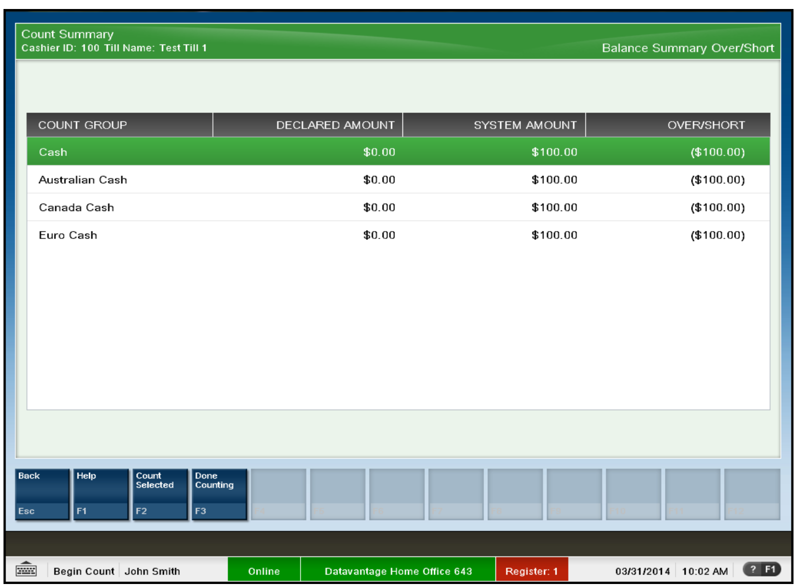


Figure 8-7: Begin Count Summary Screen

2. *Enter each value as required in the focus bar and press [Enter]. Xstore will highlight the next denomination in the list.*

> *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" on page 172*

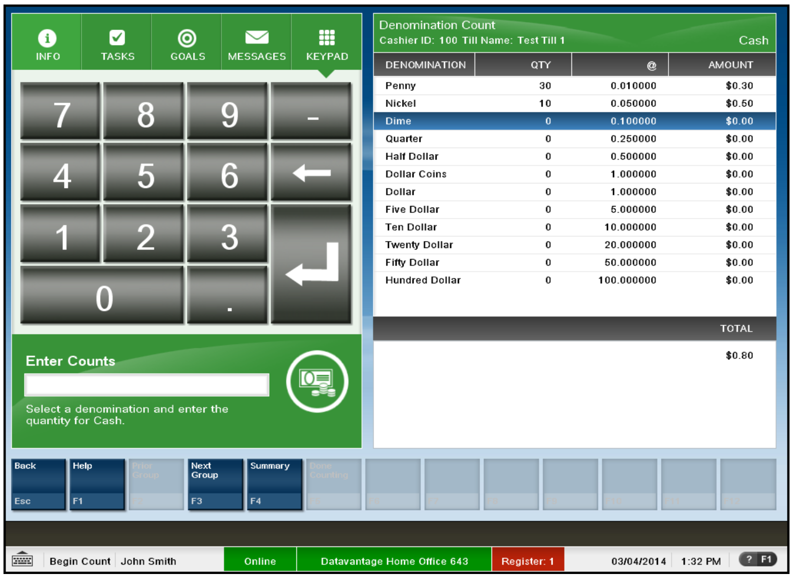


Figure 8-8: Denomination Count - Cash

3. Select Next Group until all tenders are counted.

> *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 **Done Counting** button.

6. If the starting cash amount for all currencies matches the system expected amount, Xstore may prompt to verify the starting amount you entered:

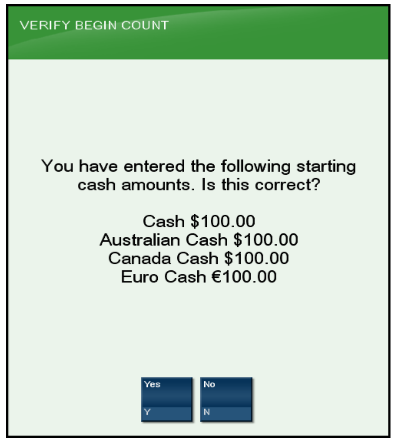
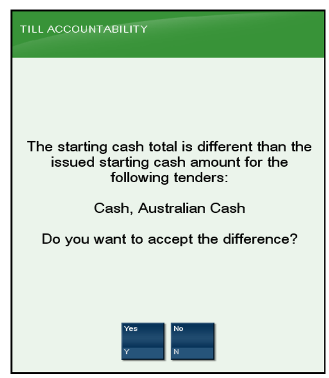


Figure 8-9: Verify Starting Amount Prompt

- Select **Yes** if the amount is correct.
- Select **No** to recount the starting amount.

After the opening amount has been verified, Xstore opens the register.

7. If the starting cash amount does not match the system expected amount, Xstore displays a prompt indicating which tenders are different.

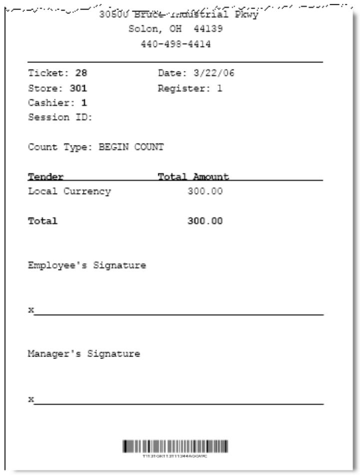


- Select **Yes** to accept the amount you entered as the starting cash amount in the till. You may be required to enter a comment and then press [Enter].
- Select **No** to recount the starting cash amount.

After the opening amount has been entered, Xstore opens the register.

Xstore prints a beginning count receipt for your records and, if configured, an open receipt.

Begin Count Receipt Sample



30500 Bruce Industrial Pkwy
Solon, OH 44139
440-498-4414

Ticket: **28** Date: 3/22/06
Store: **301** Register: 1
Cashier: **1**
Session ID:

Count Type: BEGIN COUNT

Tender	Total Amount
Local Currency	300.00
Total	**300.00**

Employee's Signature

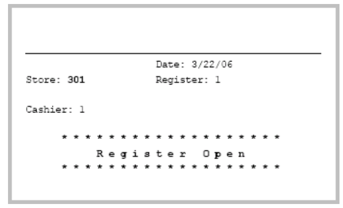
x________________________

Manager's Signature

x________________________

Figure 8-10: Begin Count Receipt

Register Open Receipt Sample



Date: 3/22/06
Store: **301** Register: 1

Cashier: 1

* * * * * * * * * * * * * * * * * * *
R e g i s t e r   O p e n
* * * * * * * * * * * * * * * * * * *

Figure 8-11: Register Open Receipt

CHAPTER 9

Store Open/Close

Overview

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. Xstore® 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. Xstore guides you through each step in the process.

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.

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" on page 17, select the **Open/Close Options** menu option and press [Enter].

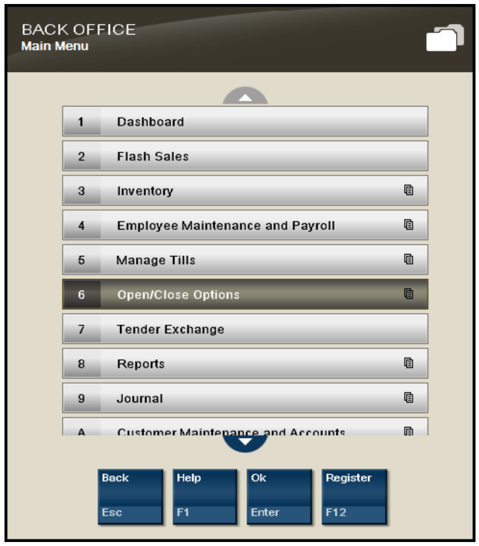


Figure 9-1: Back Office Main Menu

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.

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

2. At the Open/Close Options Menu, select the **Store Close** option and select **Ok**.

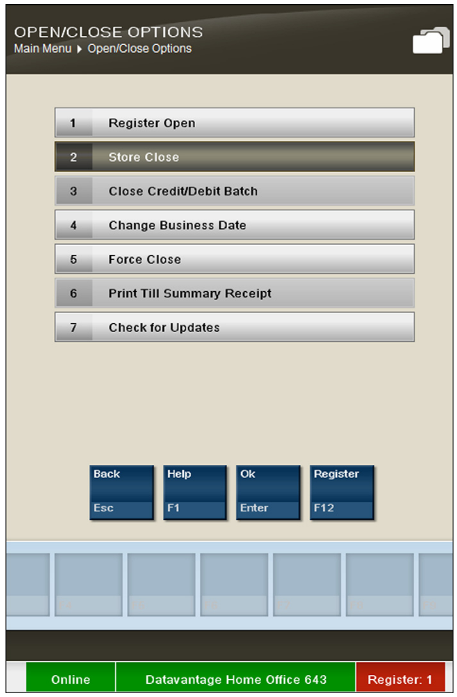


Figure 9-2: Open/Close Options Menu

> *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. Xstore 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 8, "Register Open and Close" on page 169, for more information about closing the register.

5. Xstore 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 on page 186 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 Xstore 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].

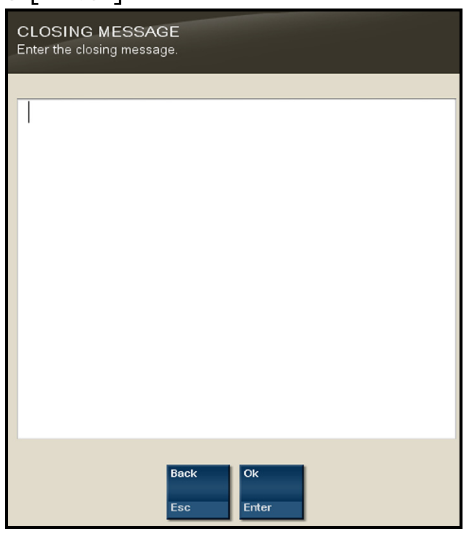


Figure 9-3: Closing Message Prompt

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].

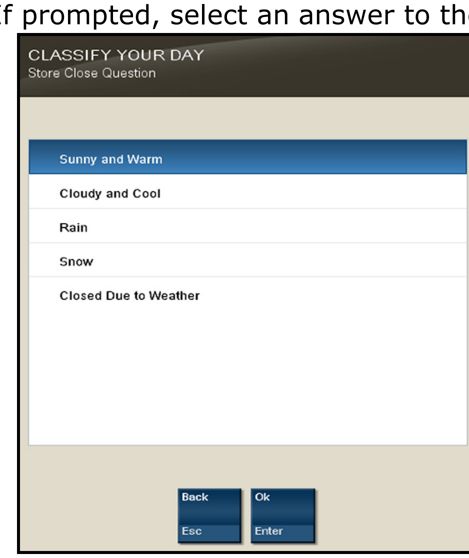


Figure 9-4: Store Closing Question Prompt

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" on page 226.

    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.

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.

Store Bank Deposit Receipt Sample

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

Yen	
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: Store Bank Deposit Receipt

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 9-5: Deposit Receipt

Store Closed Receipt

Date: 4/18/06
Store: **301** Register: 1

Cashier: 1

* * * * * * * * * * * * * * * * * * *
S t o r e C l o s e d
* * * * * * * * * * * * * * * * * * *

Figure 9-7: Store Closed Receipt

The closed store status is indicated by the color change in the store status area of the screen.

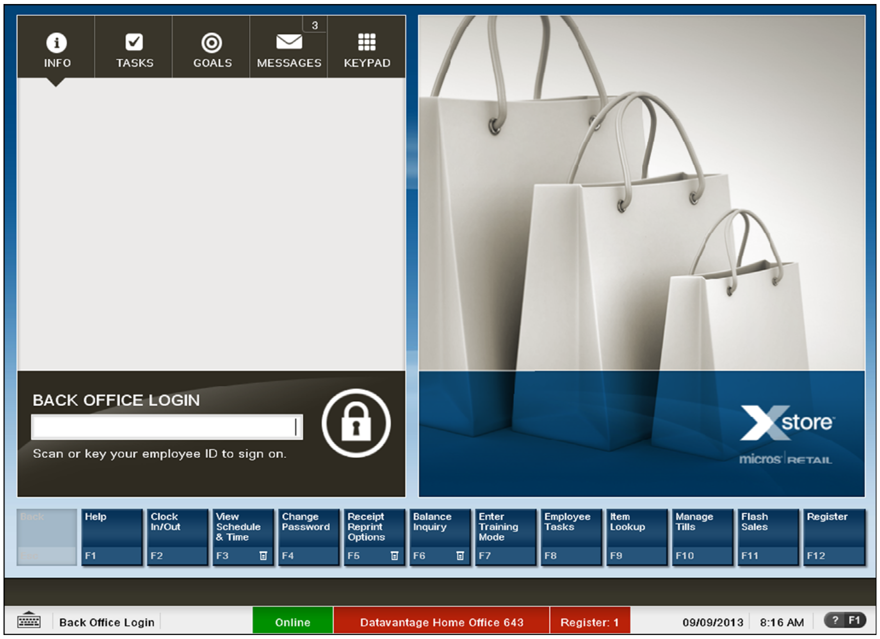


Figure 9-8: Back Office View - Store Closed Status

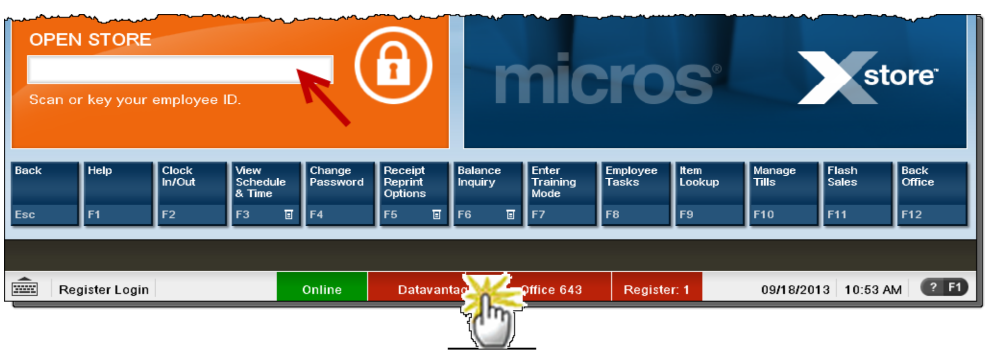
Opening the Store

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.

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 on page 190*



2. The Back Office Main Menu displays. Select the **Open/Close Options** menu option and press [Enter].

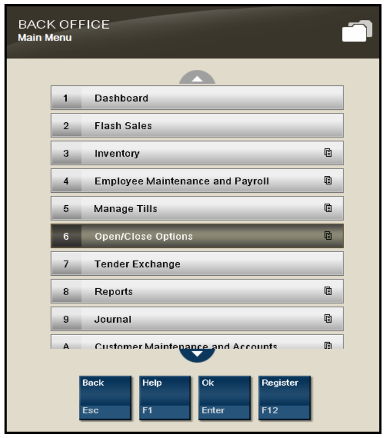


Figure 9-9: Back Office Main Menu

3. At the Open/Close Options menu, select the **Store Open** option and select **Ok**.

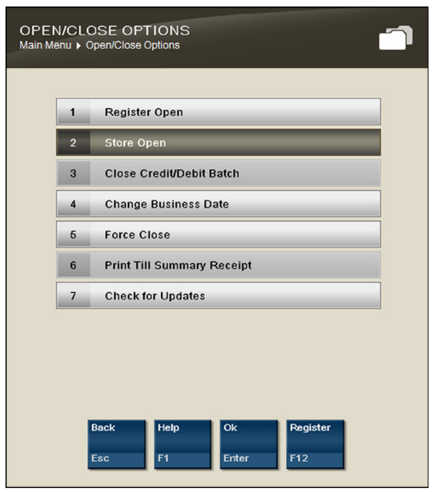


Figure 9-10: Open/Close Options Menu

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.

4. The system prompts: Do you want to open this store? Select **Yes** to continue with the store open process.

5. If prompted to confirm the business date, verify the default date shown is correct (today's date) and press [Enter].

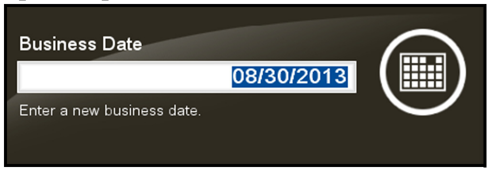
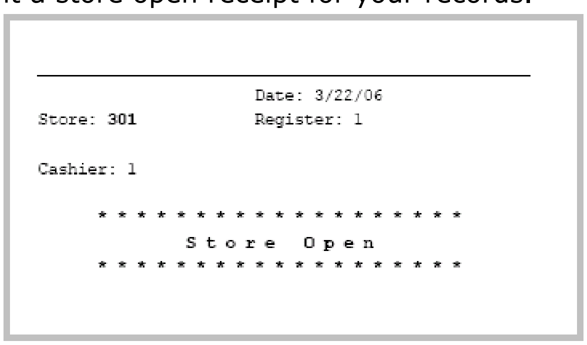


Figure 9-11: Business Date Prompt

If this date is incorrect, enter the new business date at the prompt. Xstore prompts you to confirm the date you entered. This function is controlled by security.

6. Xstore 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 "Open the Store Bank" on page 212 for more information about opening the store bank.
10. The system may print a store open receipt for your records.



```
                        Date: 3/22/06
Store: 301              Register: 1

Cashier: 1

      * * * * * * * * * * * * * * * * * * *
              S t o r e   O p e n
      * * * * * * * * * * * * * * * * * * *
```

Figure 9-12: Store Open Receipt

Note that the store status indicator has changed to green

indicating the store is now open. However, the Register status indicator is red 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 Chapter 8, "Register Open and Close" on page 169 for more information about opening the register.

The store and register are opened for the new business day.

> *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

> *This process is controlled by user security and is only available for authorized users.*

The Check for Updates process allows Xstore 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].

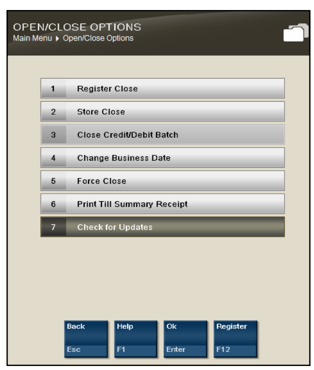


Figure 9-13: Check for Updates Menu Option

3. The system prompts: Xstore has requested updates. Press [Enter] to confirm.

> *Some system updates may not take immediate effect in Xstore.*

CHAPTER 10

Till Management

Overview

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.

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.

See also: Refer to the *Xstore® User Guide* for detailed information about counting tills.

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.

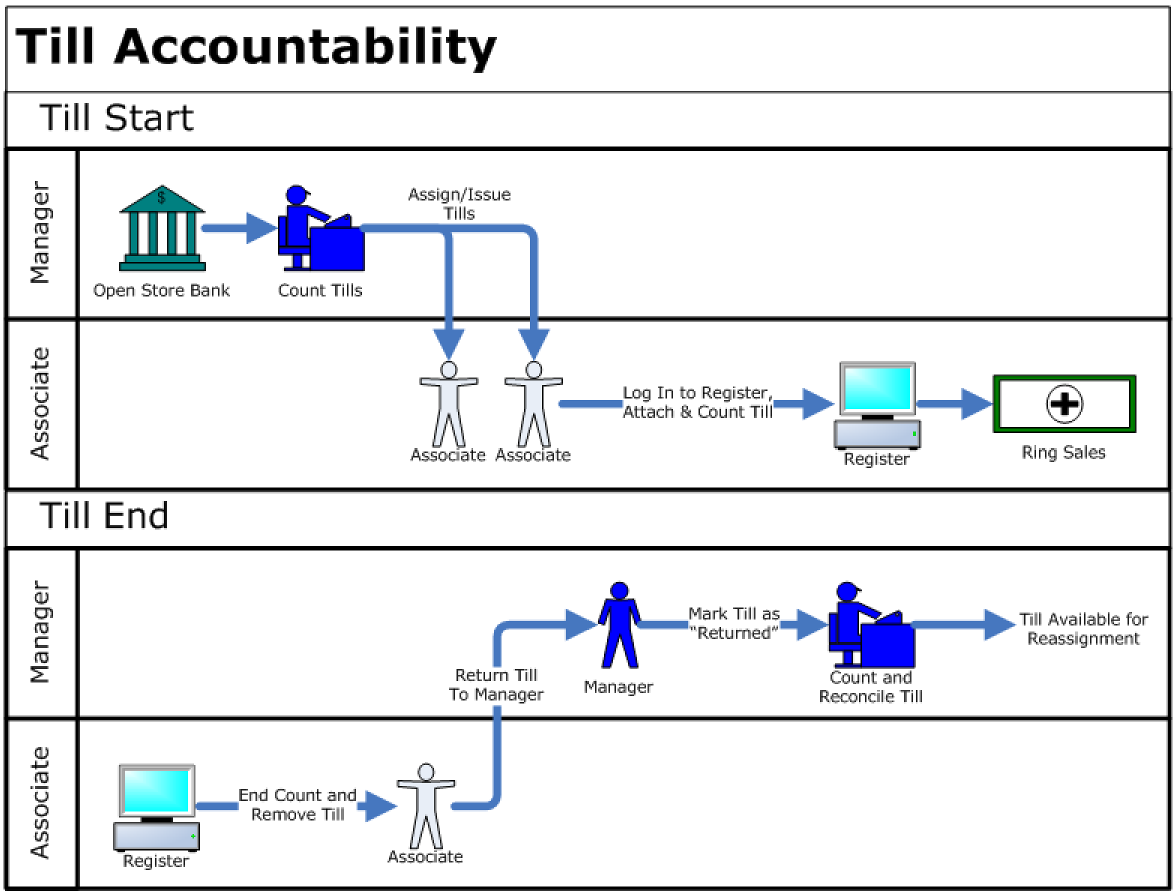


Figure 10-1: Till Accountability Process Flow

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 Manage Tills 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 (see "Accessing the Back Office" on page 17), select the Manage **Tills** option from the Main Menu and press [Enter] for **Ok**.

   Depending on the configuration of your system, the **Manage Tills** option may also be available from the employee login screen and the Register screen.

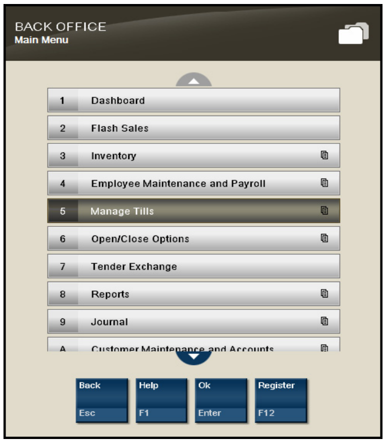
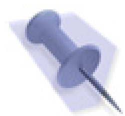


Figure 10-2: Back Office Main Menu



You can also type the number associated with the menu option to access the function.

2. At the Manage Tills menu, select one of the menu options and press [Enter] for **Ok**.

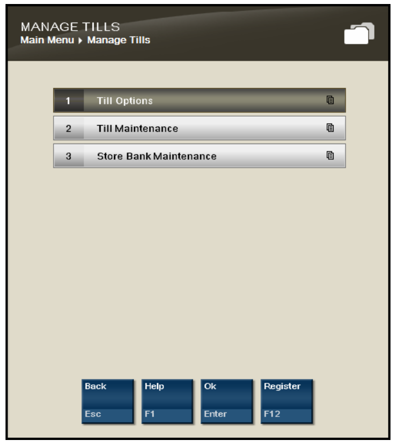


Figure 10-3: Manage Tills Menu

The Manage Tills menu has the following options:

- **Till Options** - Select this option for all functions that apply to a till in use by the register. This submenu contains the following functions:
  - **Post Void** - Select this option to perform a post void transaction. See "Post Voiding Transactions" on page 231 for more information.
  - **No Sale** - Select this option to perform a no sale transaction to open the cash drawer.

See also: Refer to the *Xstore 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" on page 220.
  - **Paid Out** - Select this option to perform a paid out transaction. This option requires an attached till. See "Performing Paid In/Paid Out Transactions" on page 220.
  - **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" on page 237".
  - **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.

See also: Refer to the *Xstore User Guide* for a step-by-step procedure describing the tender exchange process.

- ❑ **Change Float** - Select this option to change the amount of cash that remains in each till after the end count is performed. See "Changing the Float Amount" on page 234.

- **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. This submenu contains the following functions:

Register Accountability Mode Options

- ❑ **Cash Pickup** - Select this option to perform a cash pickup transaction. See "Cash Pickup" on page 224.
- ❑ **Cash Transfer** - Select this option to transfer cash to a till. See "Cash Transfer" on page 225.
- ❑ **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" on page 226.

- ❑ **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 "Mid-Day Deposit" on page 229.

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 "Issue a Till (Till Accountability Mode Only)" on page 198.
- ❑ **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" on page 178 for a description of the begin count procedure.
  - ❍ See "To Perform a Close Count" on page 171 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 a Till (Till Accountability Mode Only)" on page 203.
- ❑ **Remove Till (Till Accountability Mode Only)** - Select this option to remove a till that is assigned to you and attached to the register. See "Remove a Till (Till Accountability Mode Only)" on page 205.

- ❑ **Remove Other Till (Till Accountability Mode Only)** - Select this option to remove any employee's till that is attached to the register. See "Remove a Till (Till Accountability Mode Only)" on page 205.
- ❑ **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)" on page 206.
- ❑ **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)" on page 209.

■ **Store Bank Maintenance** - Select this option for all functions related to the store bank. This submenu contains the following functions:

Register Accountability Mode Options

- ❑ **Store Bank Audit** - Select this option to perform an audit count of the store bank (store safe). See "Auditing the Store Bank" on page 214.
- ❑ **Store Bank Cash Deposit** - Select this option to make a cash deposit into the store bank. See "Store Bank Cash Deposit" on page 218.
- ❑ **Bank 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" on page 216.

Till Accountability Mode Options

When using till accountability, the following options are available, in addition to the options listed for register accountability.

- ❑ **Open Store Bank (Till Accountability Mode Only)** - Select this option to open the store bank. See "Open the Store Bank" on page 212.
- ❑ **Reconcile Store Bank (Till Accountability Mode Only)** - Select this option to reconcile the store bank. See "Reconcile the Store Bank" on page 215.

Issue a Till (Till Accountability Mode Only)

Associates can only be assigned to one till at a time.

***Prerequisites**: No tills can be issued until the store bank is open. See "Open the Store Bank" on page 212 for more information.*

1. From the Manage Tills 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**.

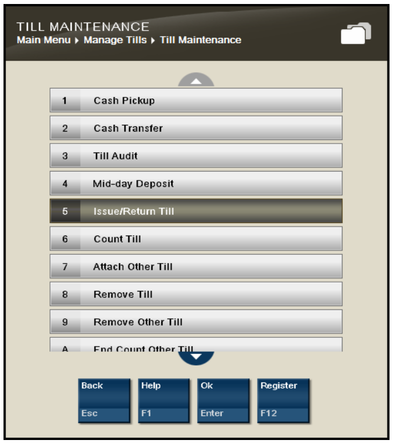


Figure 10-4: Till Maintenance Menu - Issue/Return Till Option

3. The system displays the Till Details screen, showing the current status of the tills. Select the **Issue Till** option from the menu.

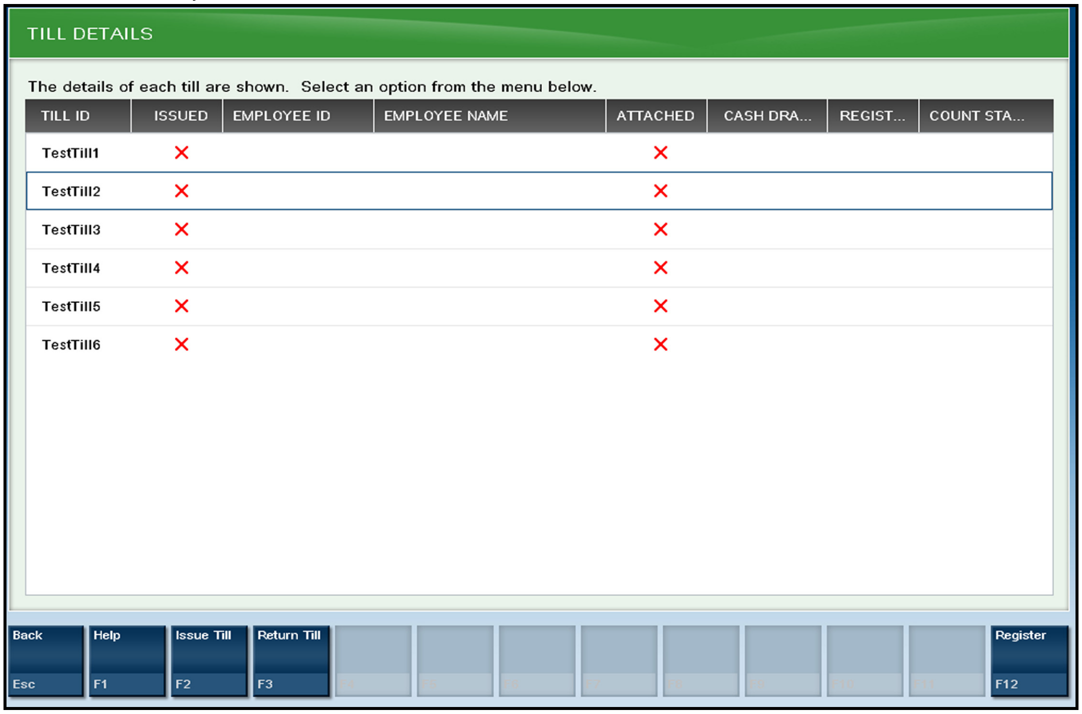


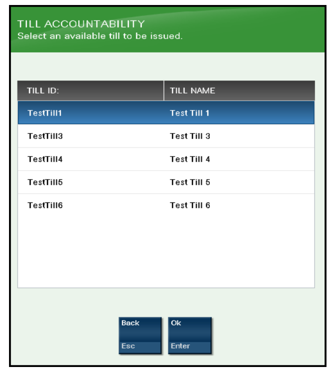
Figure 10-5: Till Details Screen

About this screen - Figure 10-5

- 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.

All the tills listed in this example are available for assignment.

4. The system displays a list of available tills. Select a till from the list and press [Enter] for **Ok**.



5. 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**.

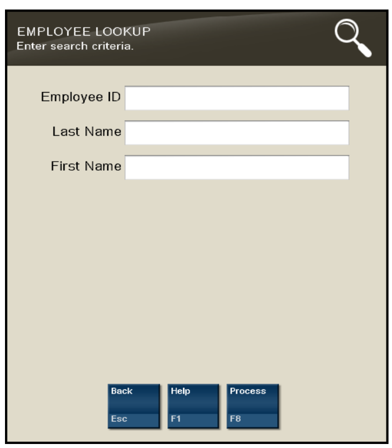


Figure 10-6: Employee Lookup Prompt

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.

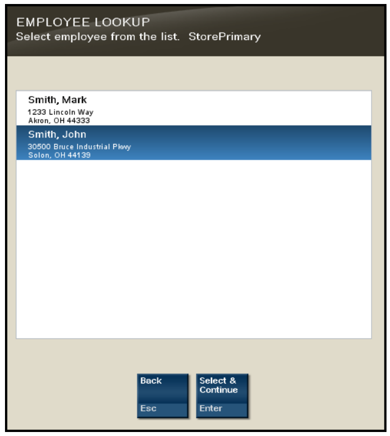


Figure 10-7: Employee Selection List

7. Xstore 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].

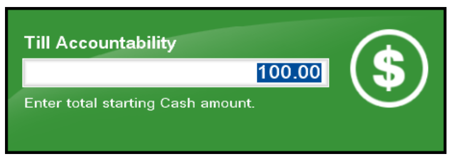
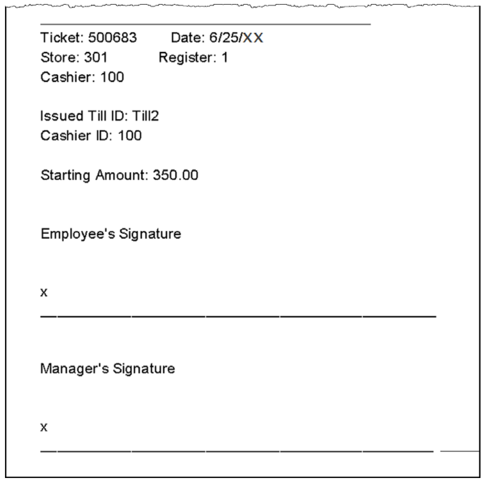


Figure 10-8: Starting Cash Prompt

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.

8. The system displays a message confirming that the till is now issued to a specific employee. Press [Enter] for **Ok** to close the confirmation prompt. A receipt is also printed for your records.


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

Figure 10-9: Till Assigned Receipt

9. Xstore assigns the till to the cashier and returns to the Till Details screen. The till is now listed as Issued.

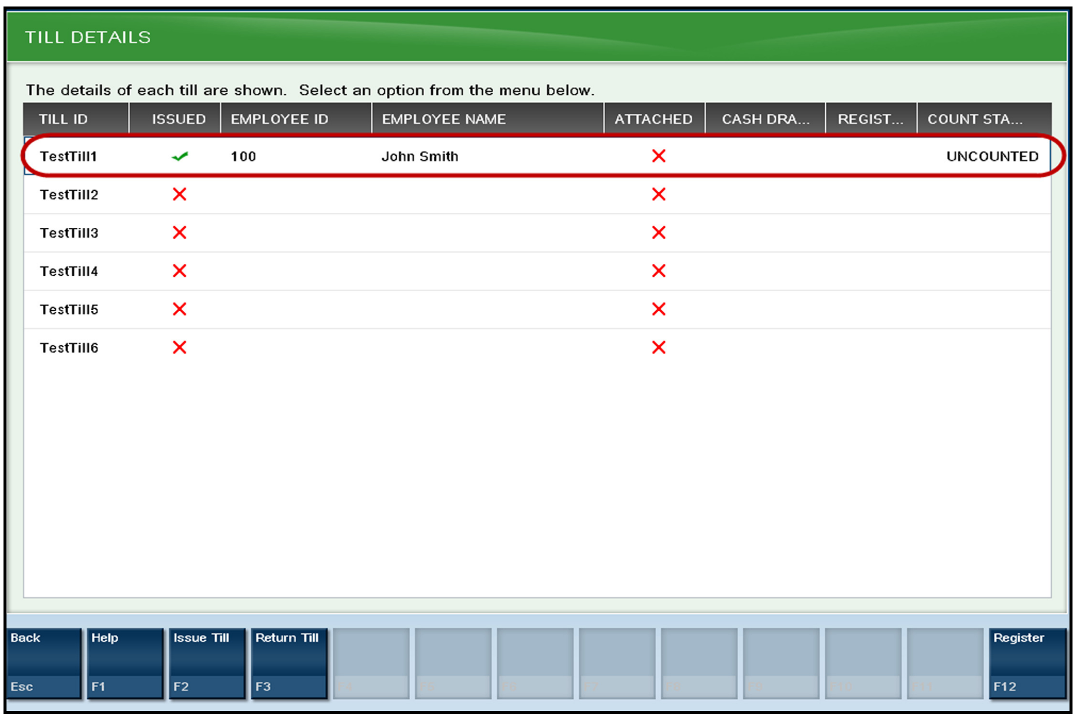


Figure 10-10: Till Details - Issued Till

About this screen - Figure 10-10

- 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.

  Xstore generates a new session ID to identify the session that was started by assigning a till to a cashier.

  > *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, Xstore prompts the cashier to verify the starting amount in the till and to attach the till to the register before ringing sales.

See also: Refer to the *Xstore User Guide* for more information about using till accountability at the cash register.

Attaching a Till (Till Accountability Mode Only)

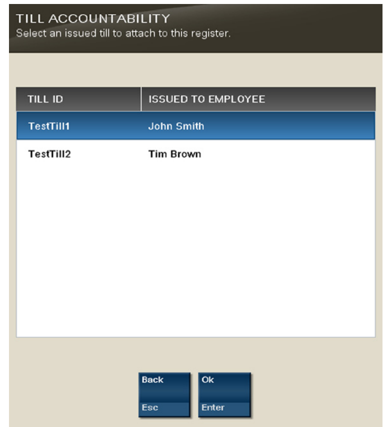
Attach Other Till Option

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 Manage Tills 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**.

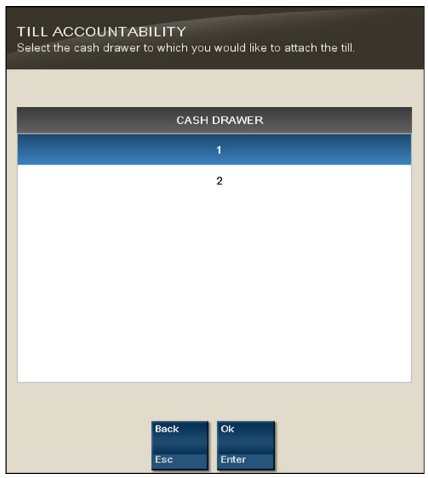
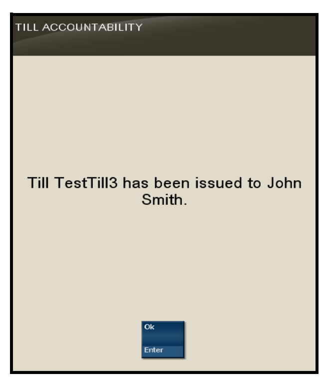


Figure 10-11: Cash Drawer

5. Perform the Begin Count on the till.

   See "To Perform a Begin Count" on page 178 for the Begin Count procedure.

6. At the confirmation prompt, select **Ok**.



Remove a Till (Till Accountability Mode Only)

Xstore 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 Till**, skip to step 4.
   - ❑ If you selected **Remove Other Till**, continue with step 3.
3. If you selected **Remove Other Till**, Xstore displays a list of tills attached to the register. Select the till you are removing, then press [Enter] for **Ok**. Skip to step 5.

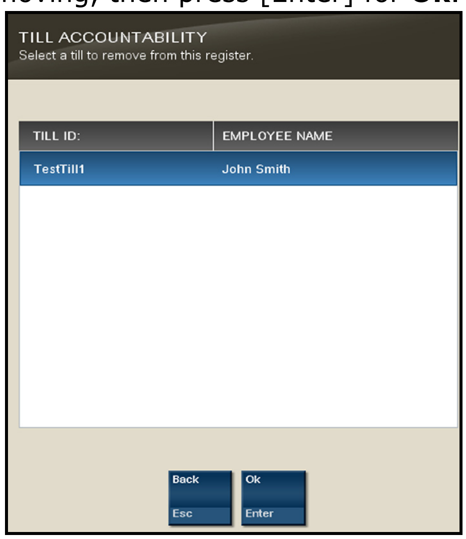


Figure 10-12: Till to Remove Selection List

4. 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.
5. Xstore displays a message confirming that the till has been removed from the register. Press [Enter] for **Ok** to close the prompt.

   A receipt prints for the till removal and Xstore 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 Manage Tills 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**.

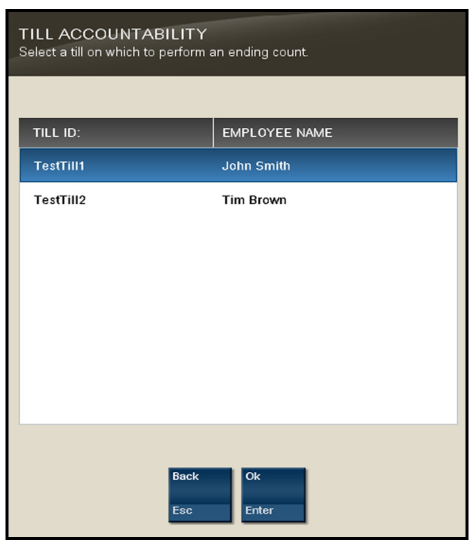


Figure 10-13: Till Selection for End Count

4. Continue the end count process as with a normal closing count.

   See "To Perform a Close Count" on page 171 for a description of the closing count procedure.

Return 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.*

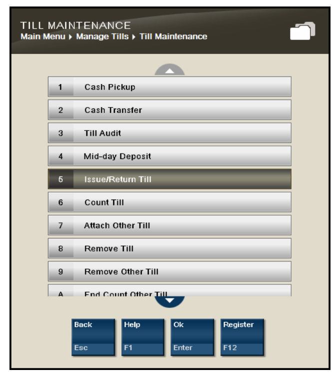
1) The till must be end counted

<AND>

2) The till must be removed

See “End Count Other Till (Till Accountability Mode Only)” on page 206 and “Remove a Till (Till Accountability Mode Only)” on page 205.

1. From the Manage Tills 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**.



3. The system displays the Till Details screen, showing the current status of the tills.

   Select the **Return Till** menu option.

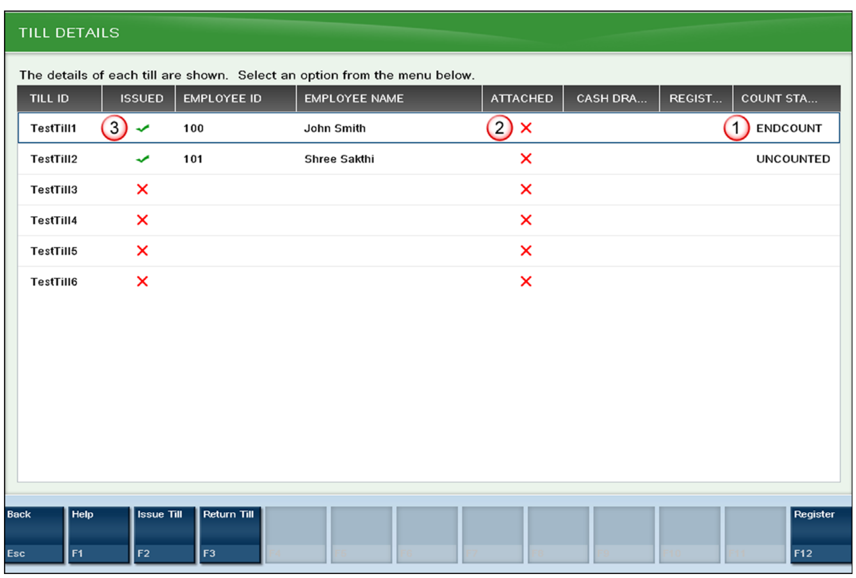
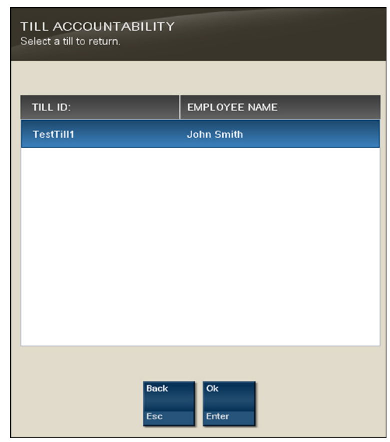


Figure 10-14: Return Till

About this screen - Figure 10-14

Component #	Description
1. Count Status	A Count Status of ENDCOUNT indicates that the till has been end counted by the associate.
2. Attached	A red in the Attached column indicates that the till has been removed from the register.
3. 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. Xstore displays a message confirming that the till has been returned. Press [Enter] for **Ok** to acknowledge the message.

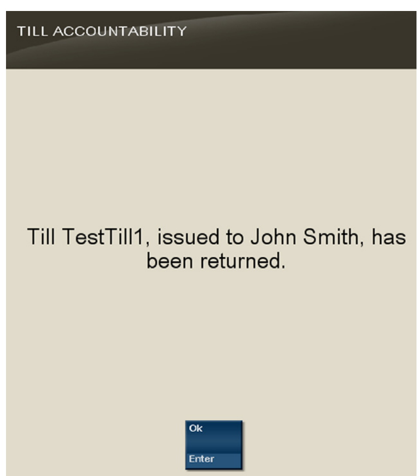


Figure 10-15: Till Accountability Returned Till

6. The system returns to the Till Details screen, with A red next to the Till showing it as **Returned**. Select the **Back** option to return to the Back Office.

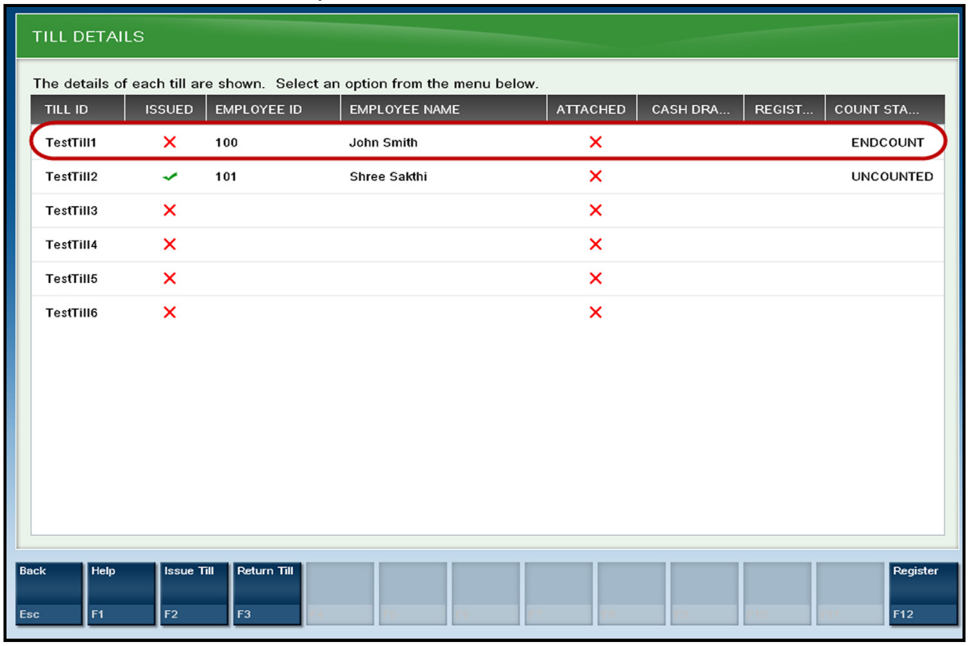


Figure 10-16: Till Details - Returned Till

About this screen - Figure 10-16

A red 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.

> ***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)" on page 206*, *"Remove a Till (Till Accountability Mode Only)" on page 205*, and *"Return a Till (Till Accountability Mode Only)" on page 207*.

7. From the Manage Tills menu, select the **Till Maintenance** option and press [Enter] for **Ok**.
8. From the Till Maintenance menu, select the **Reconcile Till** option and press [Enter] for **Ok**.

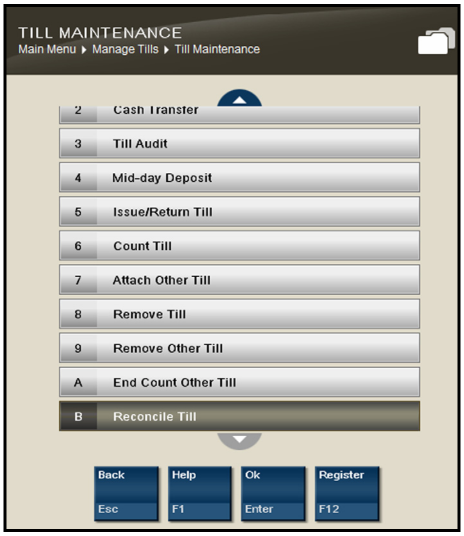


Figure 10-17: Till Maintenance Menu - Reconcile Till Option

9. Select a till to reconcile from the list of tills and press [Enter] for **Ok**.

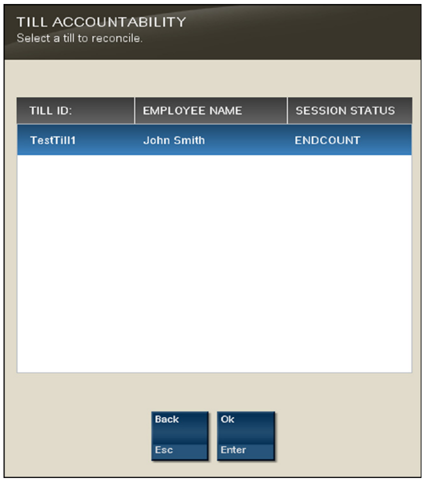


Figure 10-18: List of Tills for Reconciliation

10. At the Count Summary screen, select the tender type you want to count and then select the **Count Selected** option.

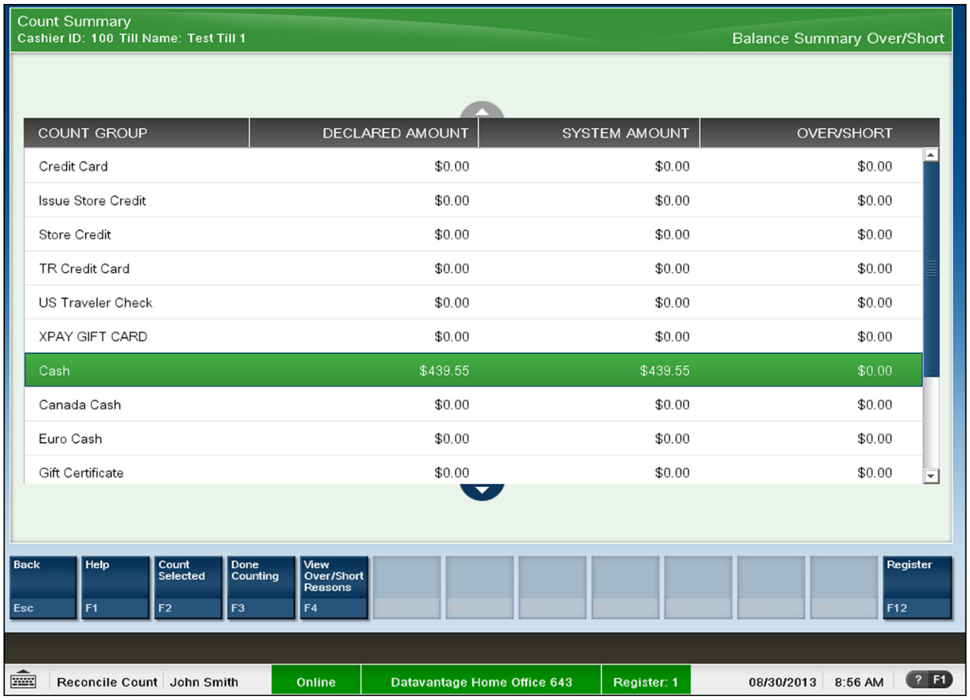


Figure 10-19: Reconcile Count Screen

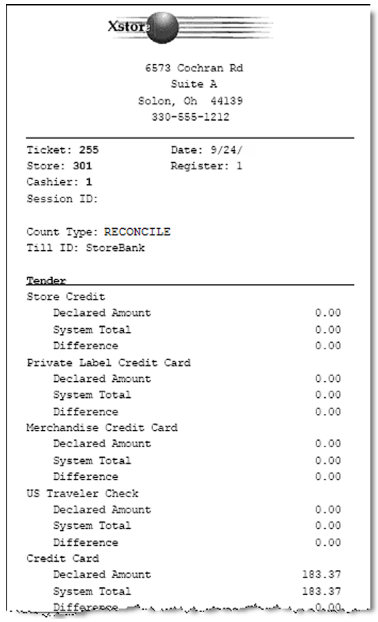
> *Depending upon the configuration of your system, the over/short amounts as shown above may not be displayed.*
>
> *Select the **View Over/Short Reasons** button to review comments regarding the end count.*

11. 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" on page 172.

12. 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.

13. After you count all groups that you want to audit, select the **Summary** option to return to the Count Summary screen.

14. The system records the information, prints a reconcile receipt for your records, and returns to the Till Management menu.



6573 Cochran Rd
Suite A
Solon, Oh 44139
330-555-1212

Ticket: **255** 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

Figure 10-20: Reconcile Receipt Sample

> *Deposits from the reconciled till are made to the store bank (safe).*

Open the Store Bank

> *This function may be part of the store open process.*

To open the store bank, do the following:

1. From the Manage Tills menu, select the **Store Bank Maintenance** option, then press [Enter] for **Ok**.

2. From the Store Bank Maintenance menu, select the **Open Store Bank** option, then press [Enter] for **Ok**.

3. Select each count group and count the tenders in the store bank.

In the Denomination Count screen, count the quantity of each currency denomination and enter the count in the Quantity field.

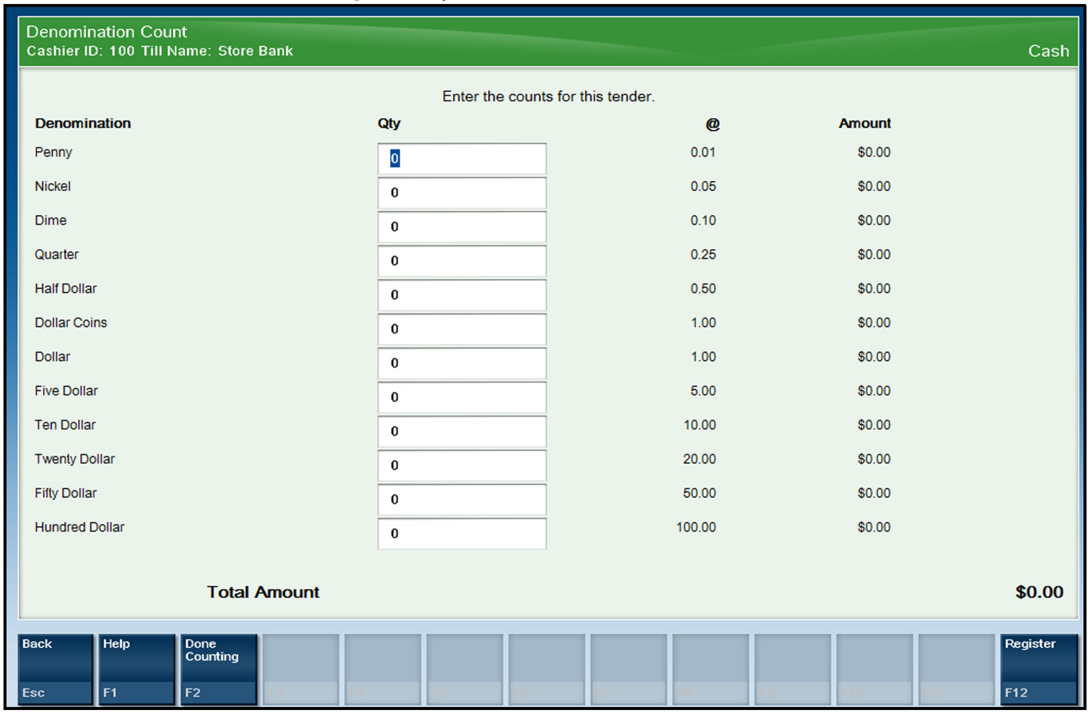


Figure 10-21: Store Bank Denomination Count Screen

4. When all denomination quantities have been entered, select the **Done Counting** option.

- ❑ If the opening amount in the store bank does not equal the amount that was in the store bank at the prior store bank 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.

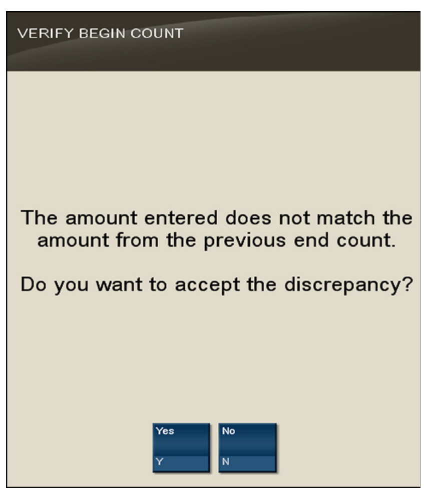


Figure 10-22: Store Bank Discrepancy Prompt

- ❑ If the opening amount in the store bank equals the amount that was in the store bank at the prior store bank close, the system displays a message confirming that the store bank is in balance. Acknowledge the message to continue.

5. Xstore opens the store bank, prints a receipt for the opening of the store bank with the denomination count, and returns to the Main Menu.

Auditing the Store Bank

The store bank audit function is used to count the tenders in your store bank (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.

An audit does not change the expected amount in the store bank.

1. From the Manage Tills Menu, select the **Store Bank Maintenance** option and press [Enter] for **Ok**.

2. From the Store Bank Maintenance menu, select the **Store Bank Audit** option and press [Enter] for **Ok**.

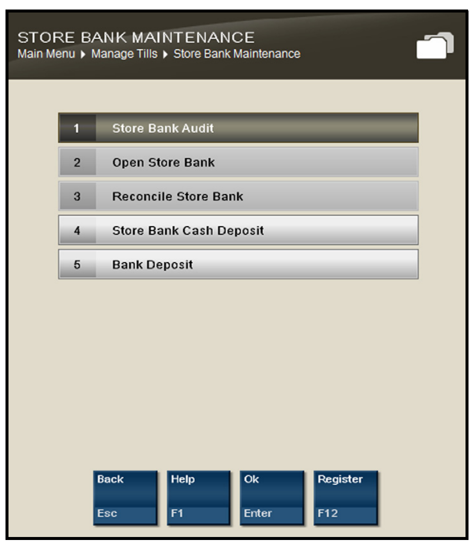


Figure 10-23: Manage Tills Menu - Store Bank Audit Option

You can also type the number associated with the menu option to access the function.

3. At the Store Bank Audit screen, select each count group and count the tenders in the store bank.

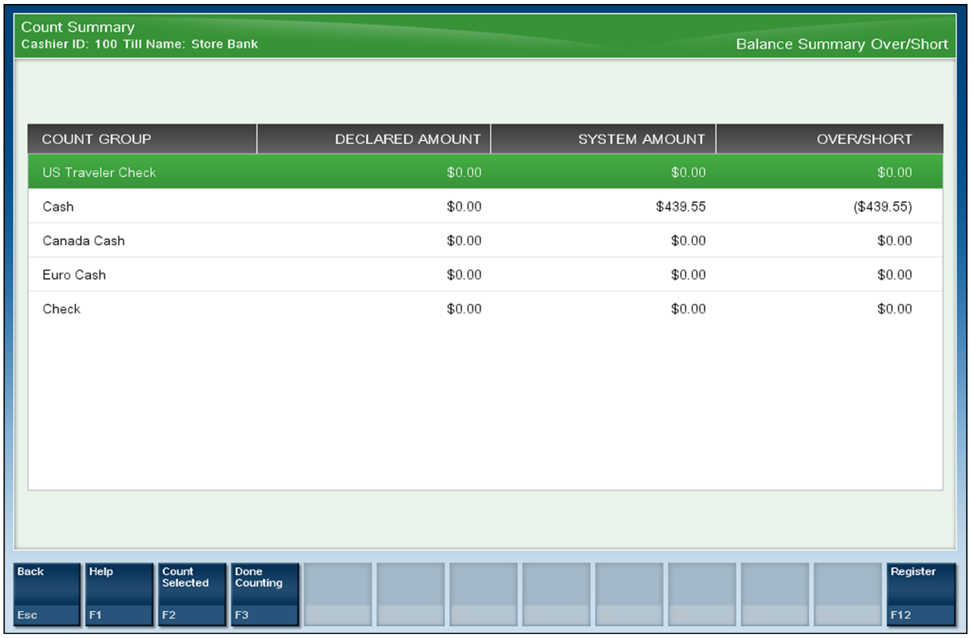


Figure 10-24: Store Bank Audit Screen

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

4. When you have counted all the tenders in the store bank, select the **Done Counting** option to complete the audit and return to the Main Menu.

Reconcile the Store Bank

Before you can close the store bank, all tills must be reconciled. See *"Reconciling a Till (Till Accountability Mode Only)" on page 209**.*

To close the store bank, the store bank must also be reconciled. In Xstore, the store bank is automatically closed once it is reconciled. To reconcile and close the store bank, do the following:

1. From the Manage Tills menu, select the **Store Bank Maintenance** option, then press [Enter] for **Ok**.
2. From the Store Bank Maintenance menu, select the **Reconcile Store Bank** option, then press [Enter] for **Ok**.

3. The Reconcile Store Bank screen opens. Select each count group and count the tenders in the store bank.

Depending upon the configuration of your system, the over/short amounts may not be displayed.

4. When you have counted all the tenders in the store bank, select the **Done Counting** option to complete the reconciliation and return to the Manage Tills Menu.
5. Xstore prints a receipt for the store bank reconciliation and closes the store bank. The system returns to the Main Menu.

Preparing the Bank Deposit

1. From the Manage Tills Menu, select the **Store Bank Maintenance** option and press [Enter] for **Ok**.
2. From the Store Bank Maintenance menu select, the **Bank Deposit** option and press [Enter] for **Ok**.

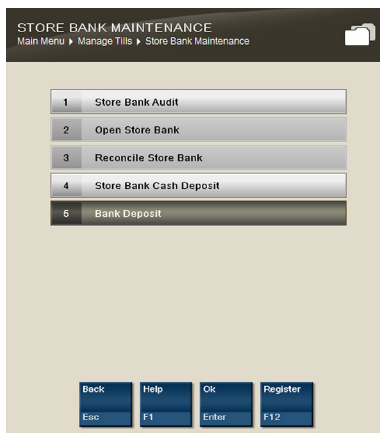


Figure 10-25: Store Bank Maintenance Menu - Bank Deposit Option

You can also type the number associated with the menu option to access the function.

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 [Enter] for **Ok**.

4. At the Count Summary screen, select the tender type you want to count and then select the Count Selected option.

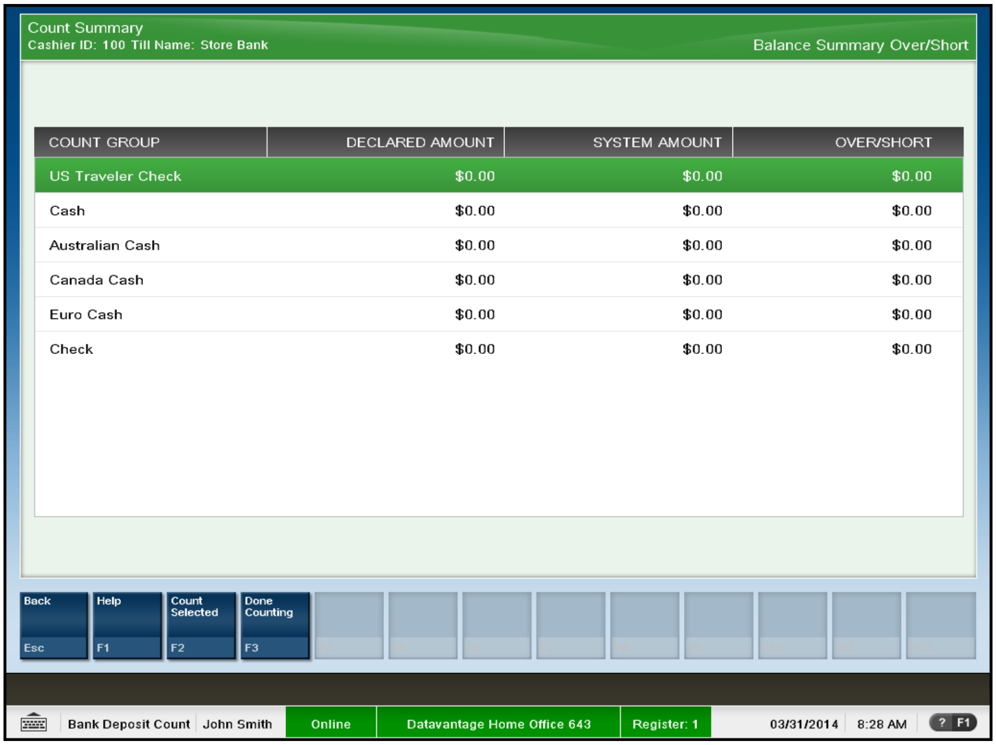


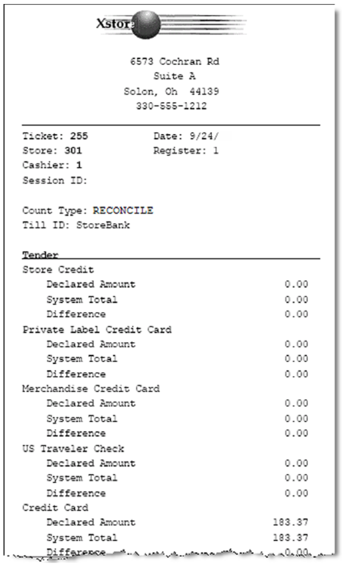
Figure 10-26: Bank Deposit Count Screen

> *Depending upon the configuration of your system, the over/short amounts as shown above may not be displayed.*

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" on page 172.
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. Select the **Done Counting** option when you have finished counting.
9. 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.

Bank Deposit Receipt Sample - Detail



Xstore

6573 Cochran Rd
Suite A
Solon, Oh 44139
330-555-1212

Ticket: 255 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

Figure 10-27: Bank Deposit Receipt - Detail

Bank Deposit Receipt Sample - Summary

Xstore

6573 Cochran Rd
Suite A
Solon, Oh 44139
330-555-1212

Ticket: 255 Date: 9/24/05
Store: 301 Register: 1
Cashier: 1
Session ID:

Total Cash Deposit	0.00
US Traveler Check	0.00
Canada Cash	0.00
Canadian Traveler Check	0.00
Currency	0.00
Euro Cash	0.00
Check	411.54
Total Deposit Amount	411.54

Figure 10-28: Bank Deposit Receipt - Summary

Store Bank Cash Deposit

Once the Store Bank 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 Manage Tills menu, select the **Store Bank Maintenance** option, then press [Enter] for **Ok**.
2. From the Store Bank Maintenance menu, select the **Store Bank Cash Deposit** option, then press [Enter] for **Ok**.

3. If your store is configured for foreign cash currency tenders to be given as change, select the type of currency you are depositing and press [Enter].

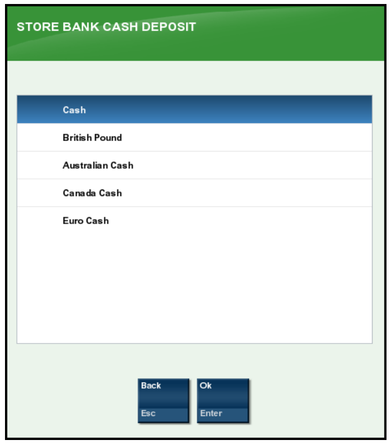


Figure 10-29: Store Bank Cash Deposit List

4. The system prompts for the cash amount you are depositing into the store bank. Enter the amount, then press [Enter].

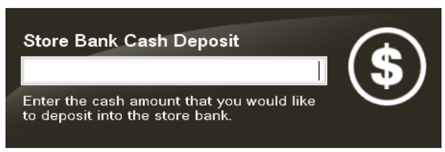


Figure 10-30: Store Bank Cash Deposit Amount Prompt

5. Xstore prints a receipt for the deposit and returns to the Store Bank Maintenance menu.

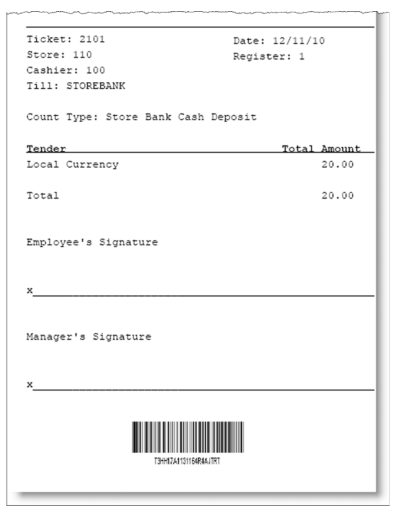


Figure 10-31: Store Bank Cash Deposit Receipt

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.

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.

Paid In Transaction

1. From the Manage Tills Menu, select the **Till Options** option, then press [Enter] for **Ok**.

2. From the Till Options menu, select the **Paid In** option and press [Enter] for **Ok**.

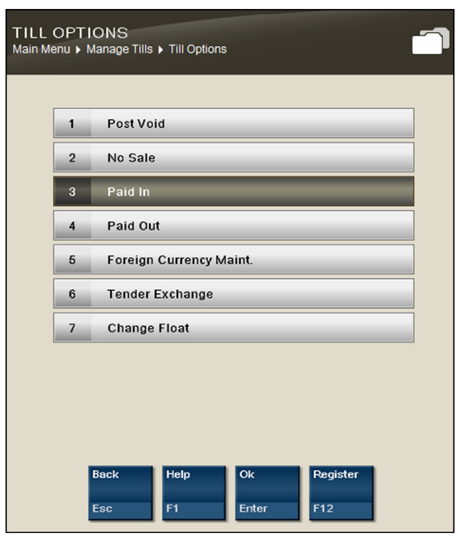


Figure 10-32: Manage Tills Menu, Paid In Option

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.

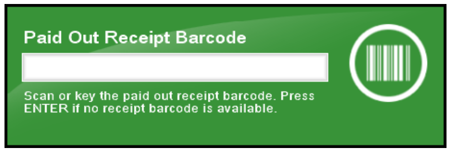


Figure 10-33: Paid Out Receipt Barcode Prompt

4. Select a reason for this Paid In transaction and press [Enter] for **Ok**.

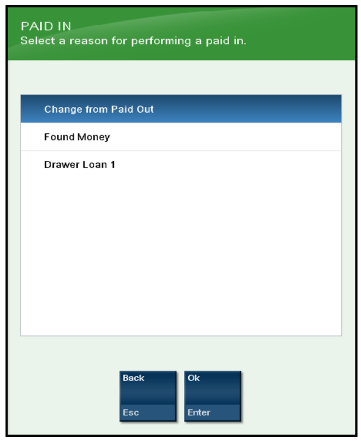


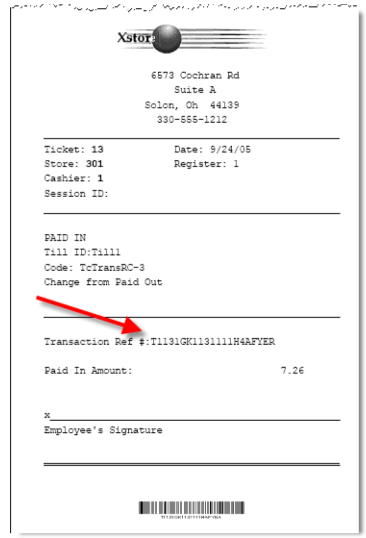
Figure 10-34: List of Paid In Reasons

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 10-35: Enter Amount Prompt

6. Xstore prompts you to close the cash drawer (if configured to do so), prints a receipt, and returns to the Main Menu.


Xstore
6573 Cochran Rd
Suite A
Solon, Oh 44139
330-555-1212

Ticket: 13 Date: 9/24/05
Store: 301 Register: 1
Cashier: 1
Session ID:

PAID IN
Till ID:Till1
Code: TcTransRC-3
Change from Paid Out

Transaction Ref #:T1131GK1131111H4AFYER

Paid In Amount: 7.26

x
Employee's Signature

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 Manage Tills Menu, select **Till Options** and press [Enter] for **Ok**.
2. From the Till Options menu, select the **Paid Out** option and press [Enter] for **Ok**.

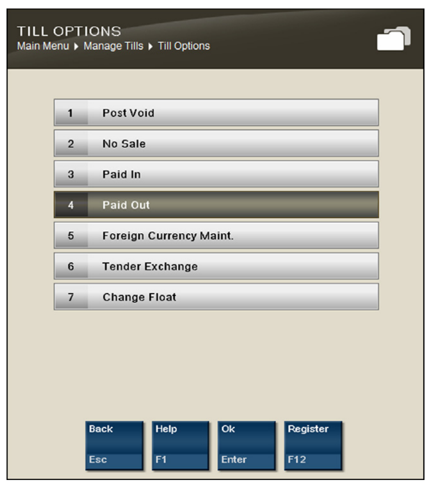


Figure 10-36: Manage Tills Menu - Paid Out Option

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**.

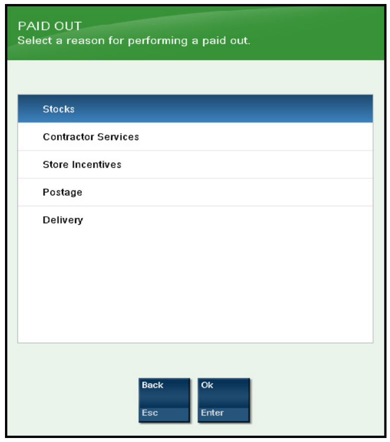


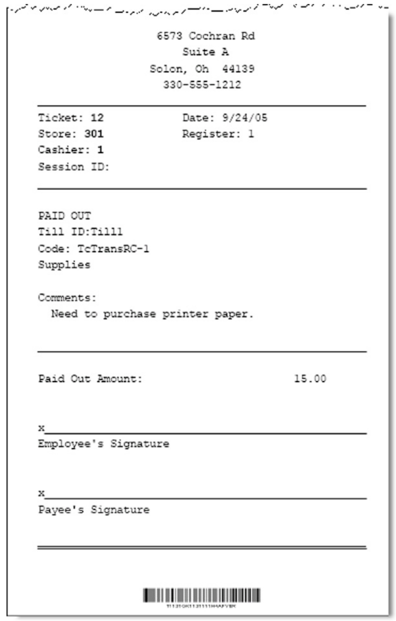
Figure 10-37: List of Paid Out Reasons

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 10-38: Enter Amount Prompt

5. Xstore prompts you to close the cash drawer (if configured to do so), prints a receipt, and returns to the Main Menu.


6573 Cochran Rd
Suite A
Solon, Oh 44139
330-555-1212

Ticket: 12 Date: 9/24/05
Store: 301 Register: 1
Cashier: 1
Session ID:

PAID OUT
Till ID:Till1
Code: TcTransRC-1
Supplies

Comments:
Need to purchase printer paper.

Paid Out Amount: 15.00

x
Employee's Signature

x
Payee's Signature

Figure 10-39: Paid Out Receipt Sample

Cash Pickup

A Cash Pickup moves cash from the till to the store bank.

> *This procedure may differ from the cash pickup transaction performed by a cashier. See the Xstore User Guide for more information about this transaction type.*

To perform a Cash Pickup:

1. From the Manage Tills menu, select the **Till Maintenance** option, then press [Enter] for **Ok**.
2. From the Till Maintenance menu, select the **Cash Pickup** option, then press [Enter] for **Ok**.

3. If your store is configured for foreign cash currency tenders to be given as change, select the type of tender from the list.

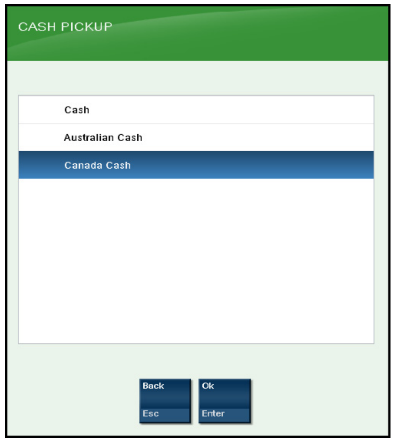


Figure 10-40: Cash Pickup Currency List

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**.
5. You are prompted to enter the amount of the pickup. Enter the amount and press [Enter].

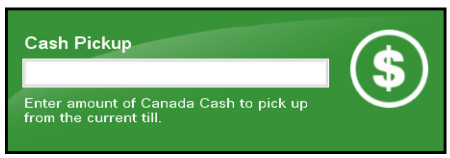


Figure 10-41: Cash Pickup Amount

6. A receipt prints for the Cash Pickup. Xstore returns to the Main Menu.

Cash Transfer

A Cash Transfer moves cash from the store bank to a till. To perform a Cash Transfer, do the following:

1. From the Manage Tills menu, select the **Till Maintenance** option and then press [Enter] for Ok.
2. From the Till Maintenance menu, select the **Cash Transfer** option and then press [Enter] for Ok.

If the register has more than one cash drawer, you may be prompted to select the till to be used for this process.

3. If your store is configured for foreign cash currency tenders to be given as change, select the type of tender from the list.

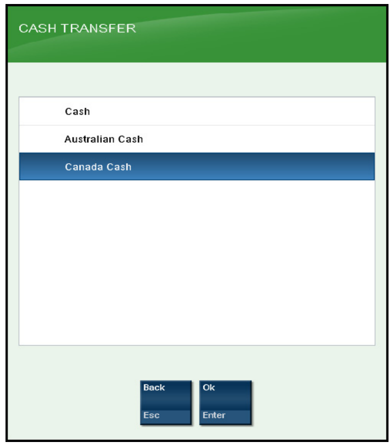


Figure 10-42: Cash Transfer Currency List

4. You are prompted to enter the amount of the Cash Transfer. Enter the amount, then press [Enter].

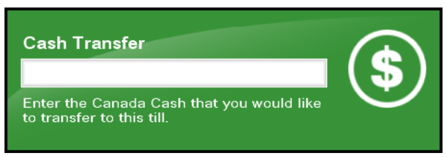


Figure 10-43: Cash Transfer Amount Prompt

5. A receipt prints for the Cash Transfer and Xstore 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 **Manage Tills** menu, select the **Till Maintenance** option and press [Enter] for Ok.
2. From the Till Maintenance menu, select the **Till Audit** option.

If the register has more than one cash drawer, you may be prompted to select the till to be used for this process.

3. 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.

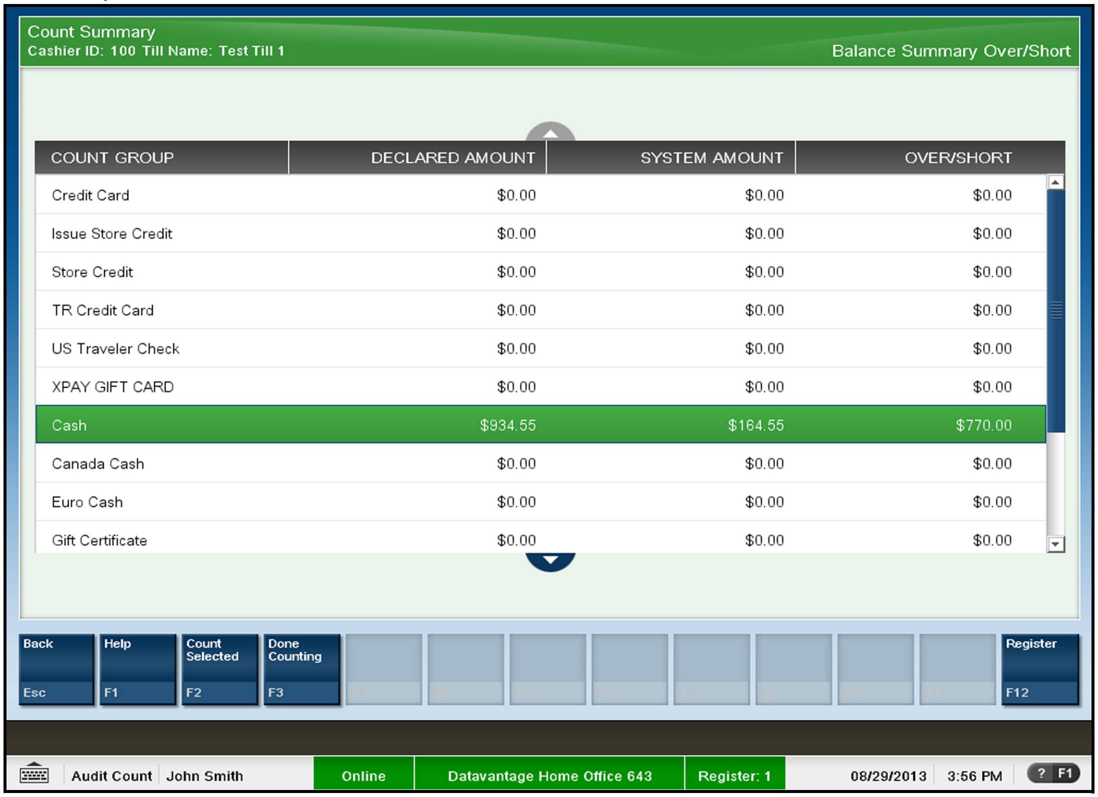


Figure 10-44: Audit Count - Count Summary Screen

4. 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" on page 172.

5. 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.

6. 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.

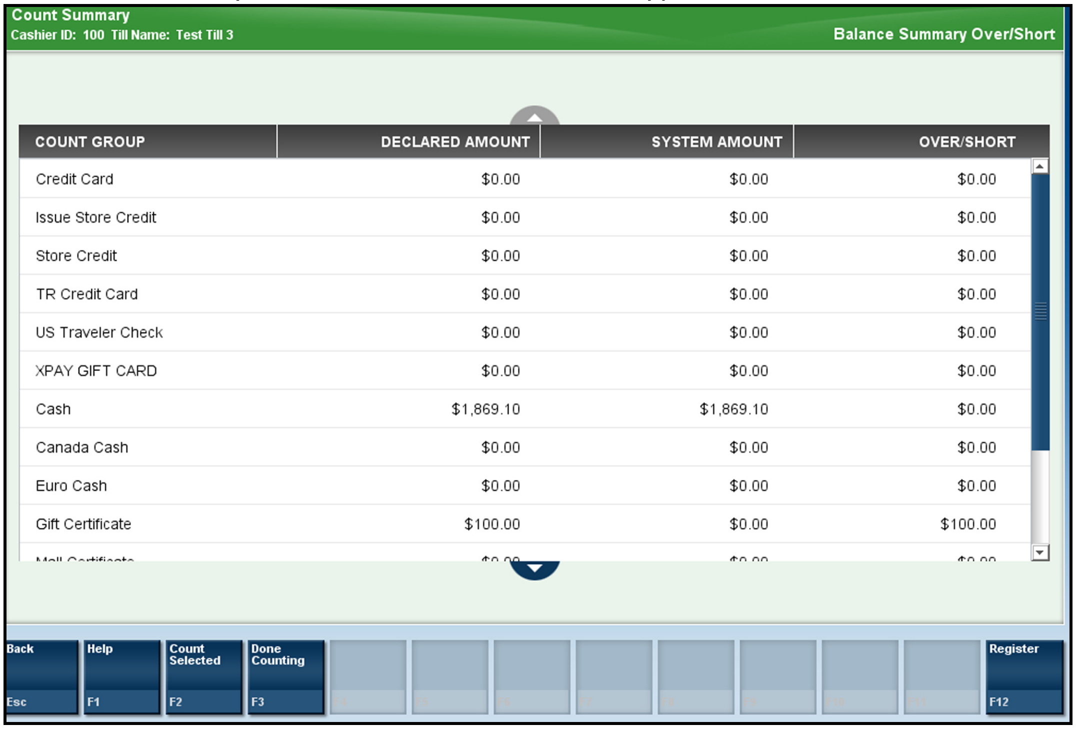
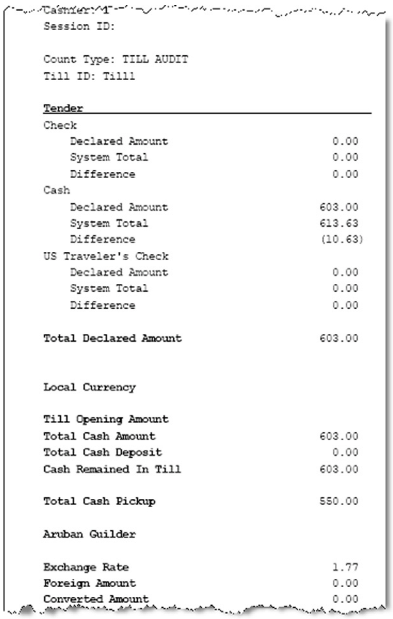


Figure 10-45: Count Summary Screen - Audit Complete

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.



Cashier: 1
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	603.00
System Total	613.63
Difference	(10.63)
US Traveler's Check	
Declared Amount	0.00
System Total	0.00
Difference	0.00
Total Declared Amount	603.00
Local Currency	
Till Opening Amount	
Total Cash Amount	603.00
Total Cash Deposit	0.00
Cash Remained In Till	603.00
Total Cash Pickup	550.00
Aruban Guilder	
Exchange Rate	1.77
Foreign Amount	0.00
Converted Amount	0.00

Figure 10-46: Till Audit Receipt Sample (section only)

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 **Manage Tills Menu**, select **Manage Tills** to display the Manage Tills menu.
2. Select **Till Maintenance** from the Manage Tills menu.
3. At the Till Maintenance menu, select the **Mid-Day Deposit** option. The system opens the cash drawer when you select this option.

If the register has more than one cash drawer, you may be prompted to select the till to be used for this process.

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.

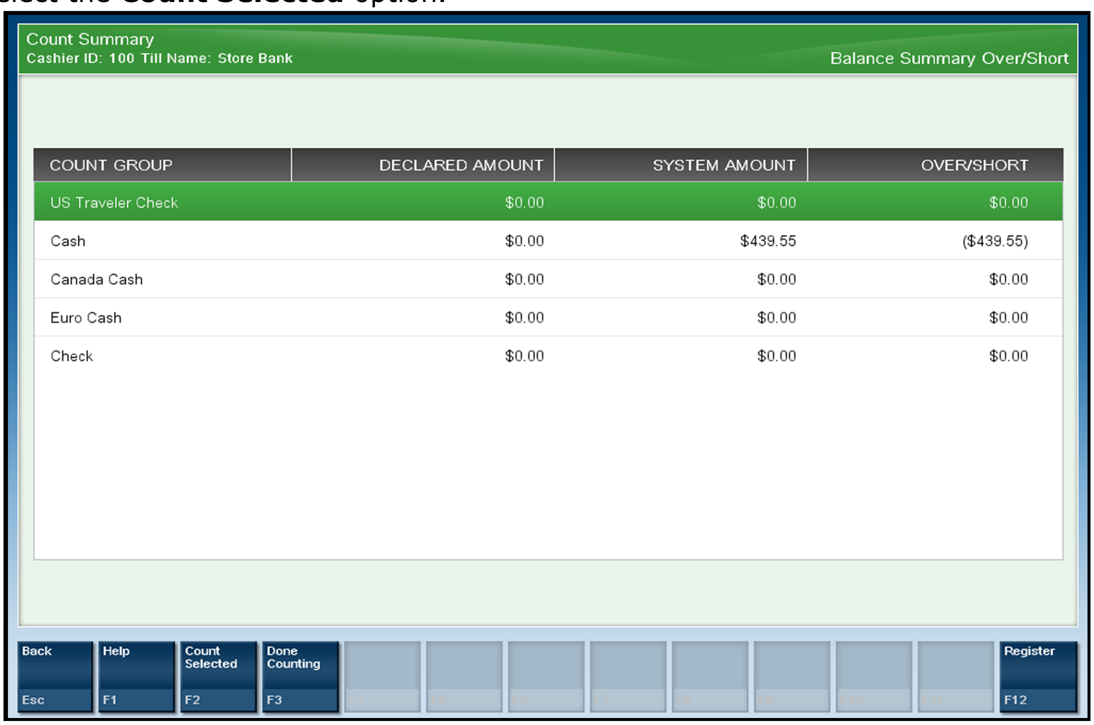


Figure 10-47: Count Summary Screen - Mid Day Count

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" on page 172.

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.

> *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.

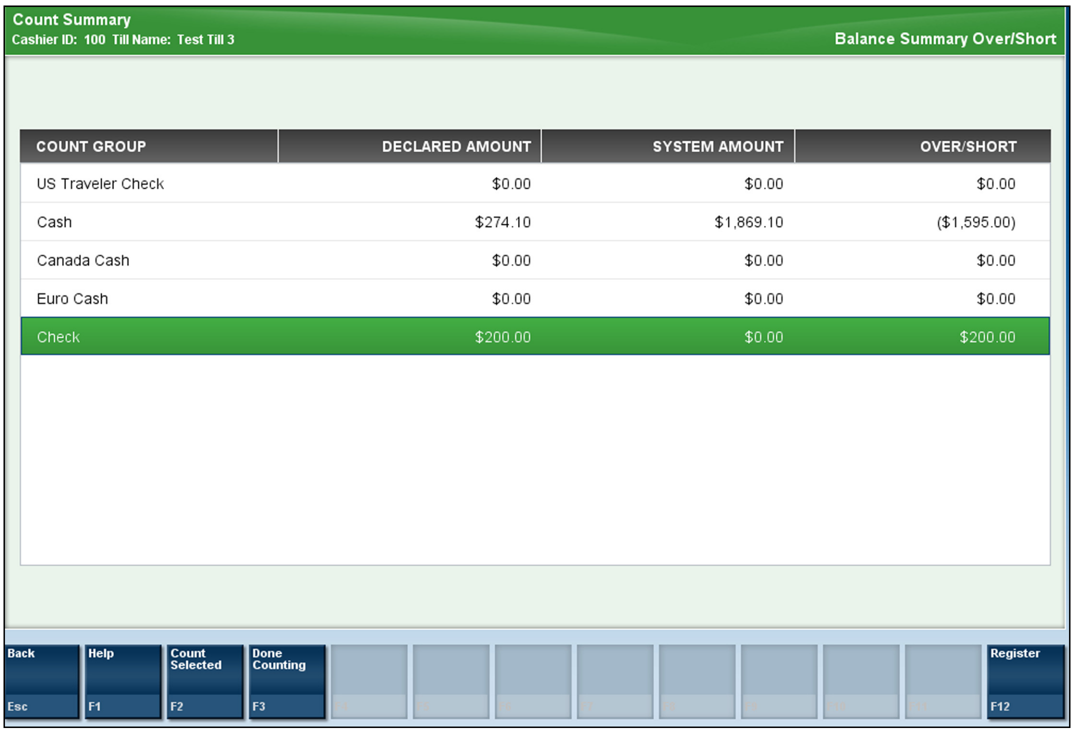
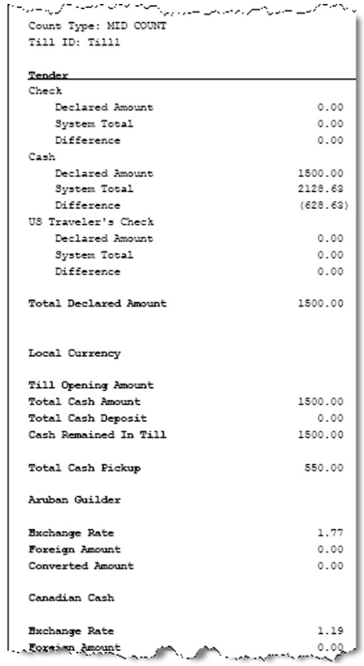


Figure 10-48: Mid-day Count Summary Screen - Done Counting

> *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.



Count 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	2128.68
Difference	(628.68)
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
Aruban Guilder	
Exchange Rate	1.77
Foreign Amount	0.00
Converted Amount	0.00
Canadian Cash	
Exchange Rate	1.19
Foreign Amount	0.00

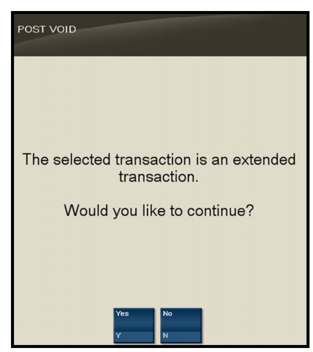
Figure 10-49: Mid-Day Deposit Receipt Sample

9. Close the cash drawer. The system returns to the Main Menu.

Post Voiding Transactions

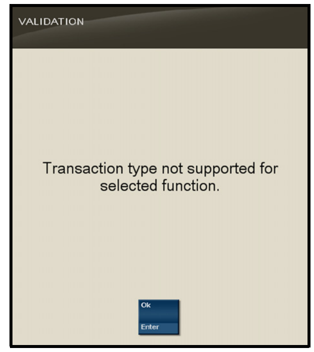
Performing a Post Void transaction changes the status of a sales transaction to Void. Only transactions for the current business date can be post voided.

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.

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 Manage Tills menu.

You can post void transactions from the register (see the Xstore User Guide), from the Electric Journal (see "Post Voiding a Transaction" on page 251), or from the Manage Tills menu:

1. At the **Manage Tills** menu, select **Till Options**, then press [Enter] for **Ok**.

2. From the Till Options menu, select the **Post Void** option, then press [Enter] for **Ok**.

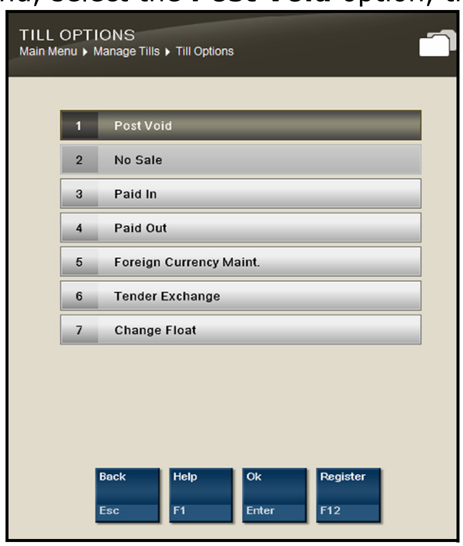


Figure 10-50: Till Options Menu, Post Void Option

*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.*

3. At the Post Void prompt, scan or enter the transaction information and select **Process** to continue.

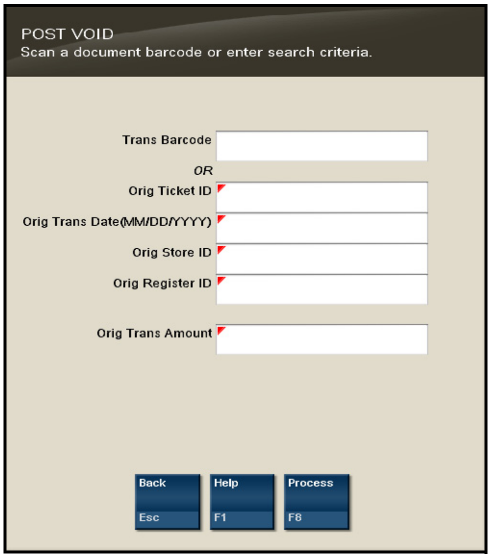


Figure 10-51: Post Void Prompt

4. Xstore 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**.

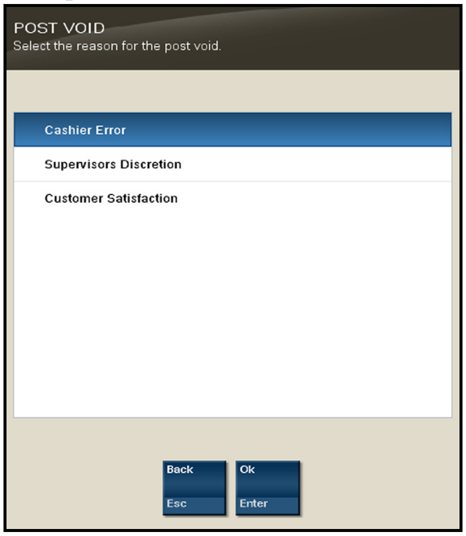
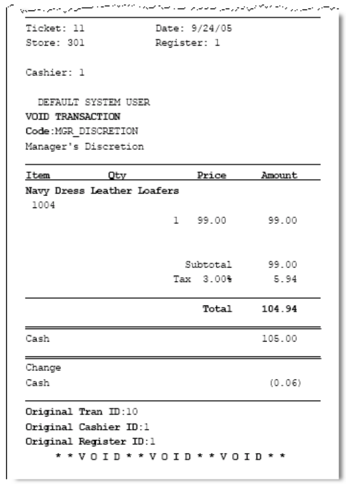


Figure 10-52: Post Void Reasons

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. Xstore post voids the transaction, prints receipts, and returns to the Main Menu.



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	99.00	99.00
		Subtotal	99.00
		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 * *

Figure 10-53: Post Void Receipt Sample

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 Manage Tills menu, select **Till Options**, then press [Enter] for **Ok**.
2. At the Till Options menu, select the **Change Float** option, then press [Enter] for **Ok**.

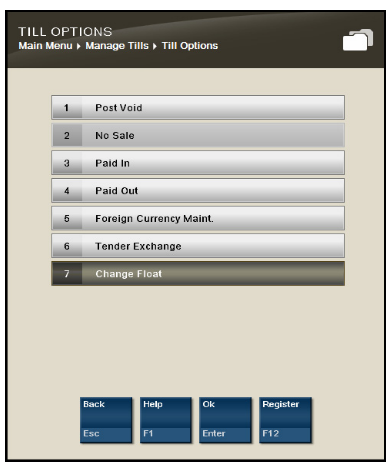
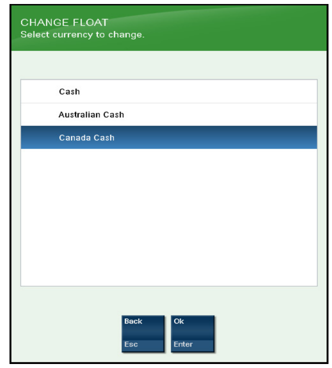


Figure 10-54: Till Options Menu - Change Float

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.

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**.

5. If your store is configured for foreign cash currency tenders to be given as change, select the type of float tender from the list.



6. 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**.

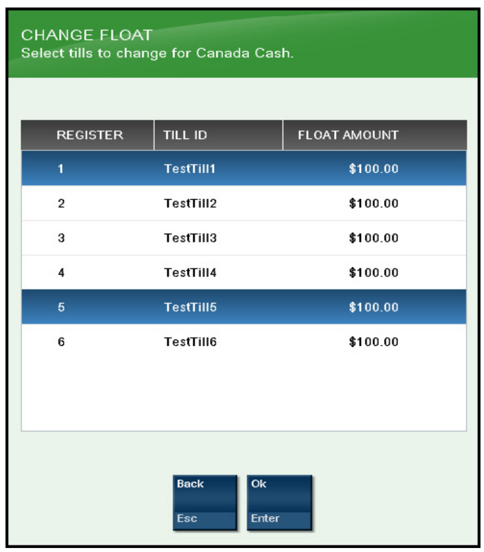


Figure 10-55: Till List - Two Tills Are Selected

7. 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].

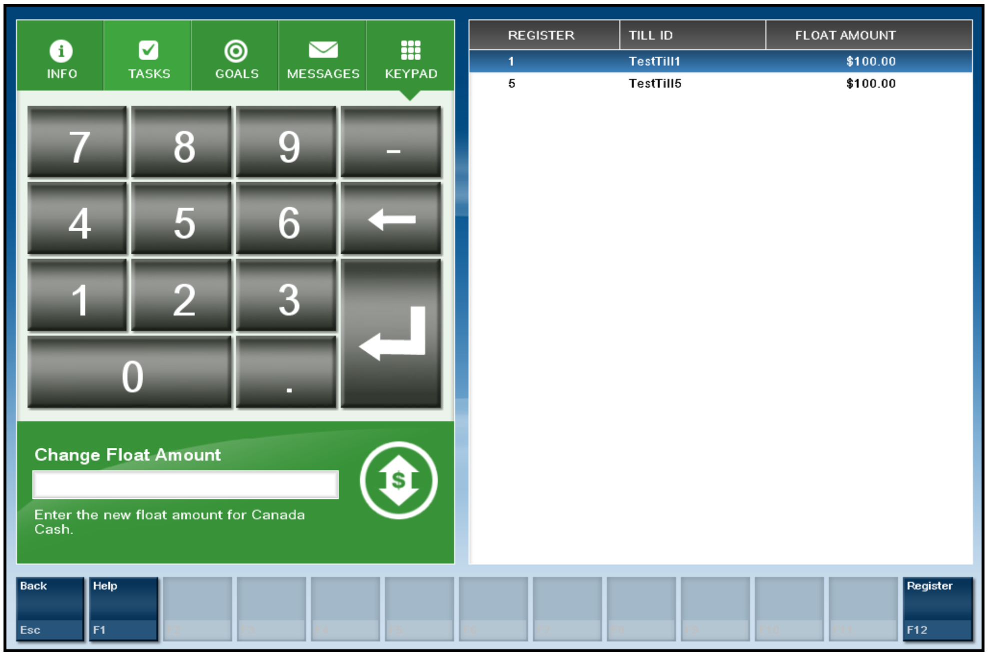


Figure 10-56: New Float Amount Prompt

8. 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.

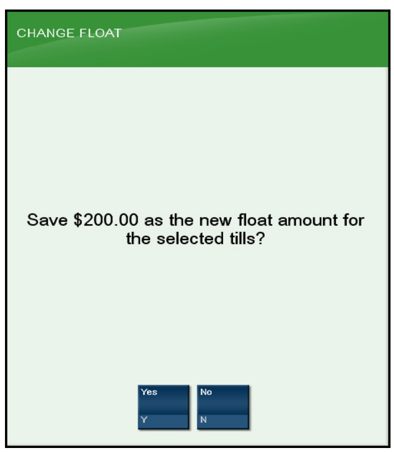


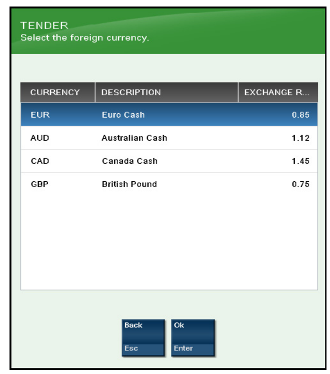
Figure 10-57: Confirm New Float Amount Prompt

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.

> *Your system’s configuration may make Foreign Currency Maintenance available from the Register Till Options menu as well as from the Back Office Manage Tills menu.*

1. At the Manage Tills menu, select the **Till Options** option, then press [Enter] for **Ok**.
2. From the Till Options menu, select the **Foreign Currency Maint**. option, then press [Enter] for **Ok**.
3. If the system prompts for a security login, enter your employee ID and password and select **Process**.
4. Xstore displays a list of currencies. Select the currency whose exchange rate you are changing, then press [Enter] for **Ok**.



5. The system displays the current information for the currency you selected. Enter the new exchange rate and a comment, then select **Save New Rate**.

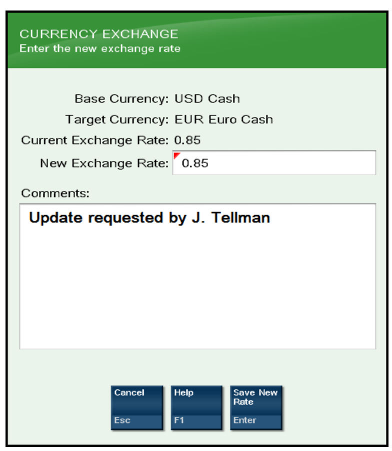


Figure 10-58: New Exchange Rate

6. Xstore prompts whether to change the exchange rate. Select **Yes** to continue.

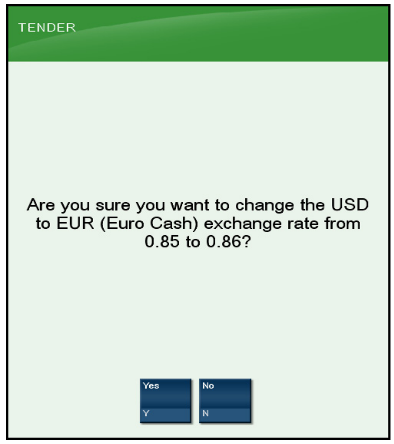


Figure 10-59: Confirmation Prompt

7. The new currency exchange rate is now effective and the system prints a receipt with the new exchange rate. Xstore returns to the Main Menu.

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.

CHAPTER 11

Flash Sales Reports

Overview

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
- Flash Sales By Hour
- Flash Sales By Employee

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 **Reports Menu**.

See also: Refer to the *Xstore 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, etc.

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.

CHAPTER 12

Electronic Journal

Overview

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, 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.

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" on page 17), select the **Journal** option from the Main Menu and press [Enter].

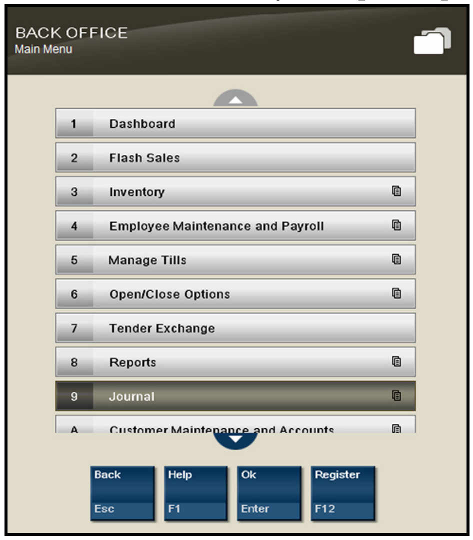


Figure 12-1: Back Office Main Menu - Journal Option

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 12-2: 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" on page 255 for more information.

Viewing the Electronic Journal

1. At the Journal menu, select the **Electronic Journal** option and press [Enter].

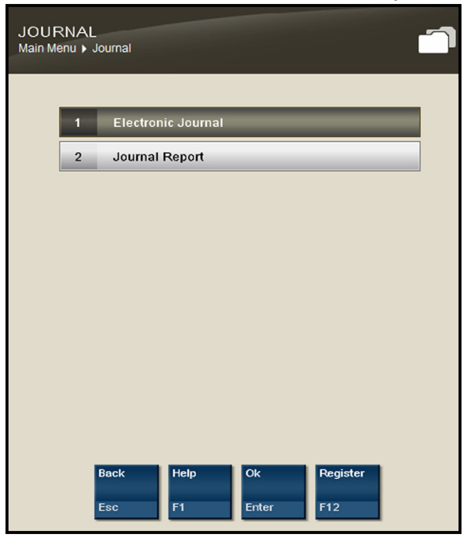


Figure 12-3: Journal Menu - Electronic Journal Option

2. The system displays the Transaction Search form. Enter your search criteria and select **Process**. You may also have the checking account information read directly from a check by inserting it in the MICR and selecting the **Read Check from MICR** option.

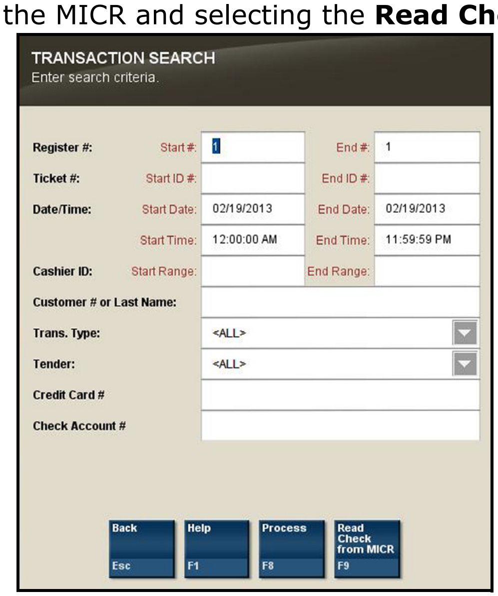


Figure 12-4: Transaction Search Form

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, etc.
- ❑ **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, etc.
- ❑ **Credit Card #** - Enter the credit card number used for a transaction.
- ❑ **Check Account #** - Enter the checking account number from a check.

Xstore displays the Electronic Journal screen.

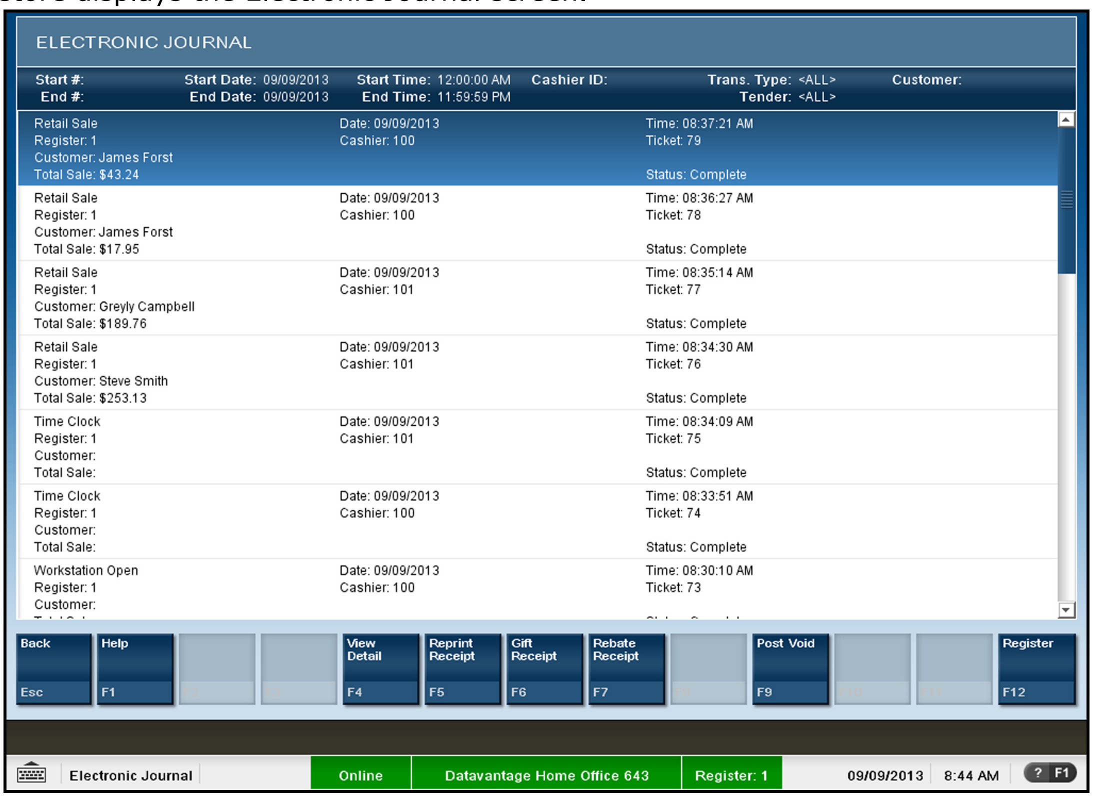


Figure 12-5: Electronic Journal Screen

The following options are available at this screen:

- **View Detail** - Select this option to view additional information about the selected transaction. Refer to "Viewing Transaction Detail" on page 245 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" on page 246 for more information.

- **Gift Receipt** - Select this option to print a gift receipt for the selected transaction. Refer to "Printing a Gift Receipt" on page 247 for more information.
- **Rebate Receipt** - Select this option to print a Rebate Authorization receipt. Refer to "Printing a Rebate Receipt" on page 251 for more information.
- **Post Void** - Select this option to post void the selected transaction. Refer to "Post Voiding a Transaction" on page 251 for more information.

Viewing Transaction Detail

> *The detail information shown is specific to each transaction type. For example a Time Clock journal includes the Employee number and name, Clock In or Clock Out, and the time. A Post Void Journal includes the Original Transaction Location ID, Register ID, and Business Date.*

With the transaction record selected, select the **View Detail** option.

Xstore displays the Electronic Journal transaction detail screen for the selected record.

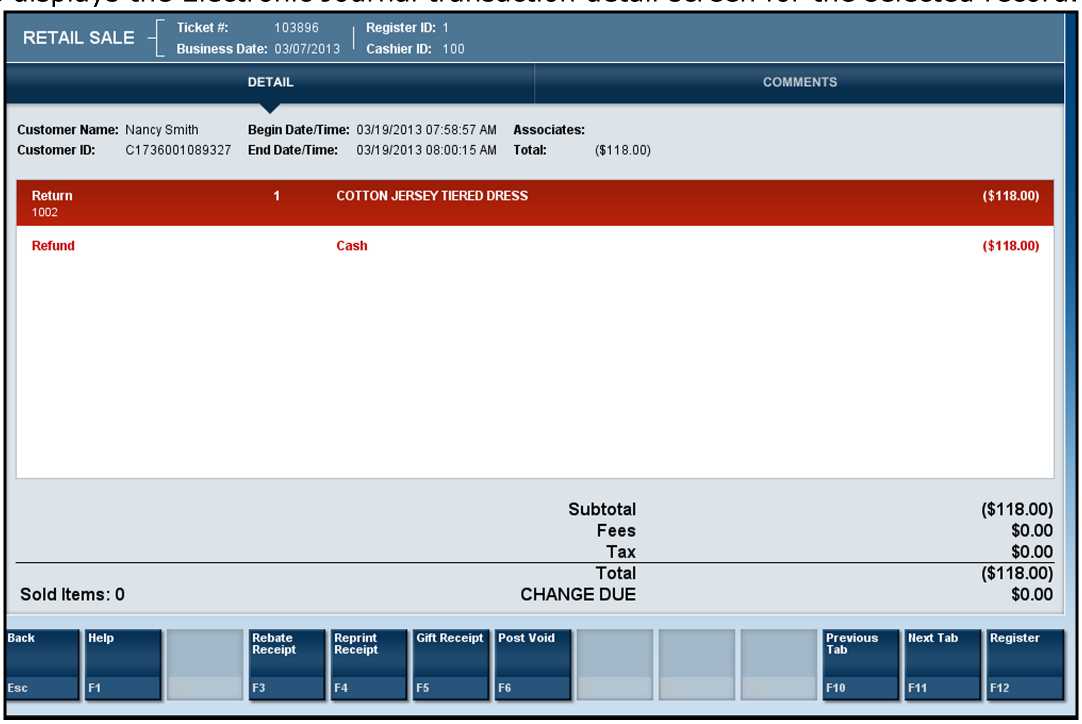


Figure 12-6: Electronic Journal Transaction Detail Screen - Sale Transaction Type

The detail information for a RETAIL SALE transaction, (sale, return, send sale, special order, layaway, order, etc.) includes the following data:

- ❑ **Item Detail:** Quantity, item ID, description, discounts, price, and the extended price for each item
- ❑ **Tender Detail:** Tender types and amount of each type

- **Totals:** Subtotal, fees, tax, and totals as shown on the original receipt

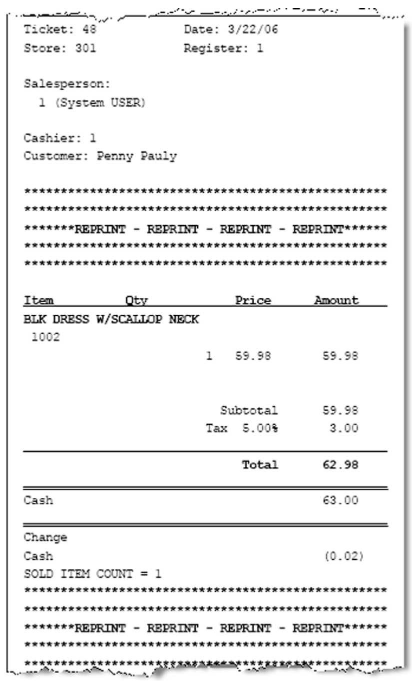
> *Some transaction types, such as Assign Till transaction type and Workstation Open transaction type, do not show any detailed information.*

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. Xstore 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.



```
Ticket: 48              Date: 3/22/06
Store: 301              Register: 1

Salesperson:
  1 (System USER)

Cashier: 1
Customer: Penny Pauly

**************************************************
**************************************************
*******REPRINT - REPRINT - REPRINT - REPRINT******
**************************************************
**************************************************

Item          Qty              Price      Amount
BLK DRESS W/SCALLOP NECK
 1002
                         1   59.98       59.98


                           Subtotal      59.98
                         Tax  5.00%       3.00

                              Total      62.98

Cash                                     63.00

Change
Cash                                     (0.02)
SOLD ITEM COUNT = 1
**************************************************
**************************************************
*******REPRINT - REPRINT - REPRINT - REPRINT******
**************************************************
**************************************************
```

Figure 12-7: Reprint Receipt Example

> *If reprints of the receipts are not permitted for the transaction type you selected, Xstore 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.

Xstore displays a list of items in the transaction that are eligible for a gift receipt.

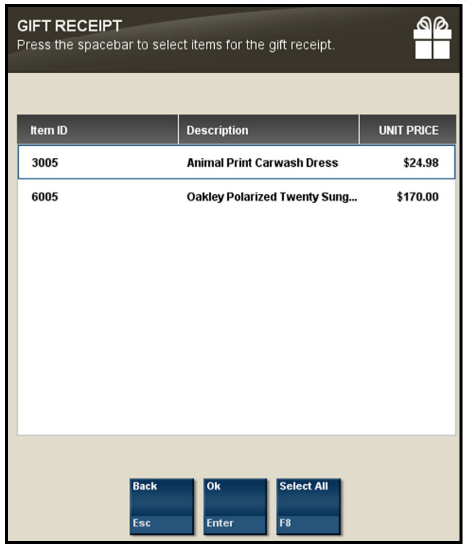


Figure 12-8: List of Items Eligible for a Gift Receipt

2. 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.

> *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" on page 249*.

3. Press [Enter] to continue. Xstore prints the gift receipt(s) for the selected item(s).

Figure 12-9: Gift Receipt Example

The items that you issued a gift receipt for are now labeled with the Gift icon.

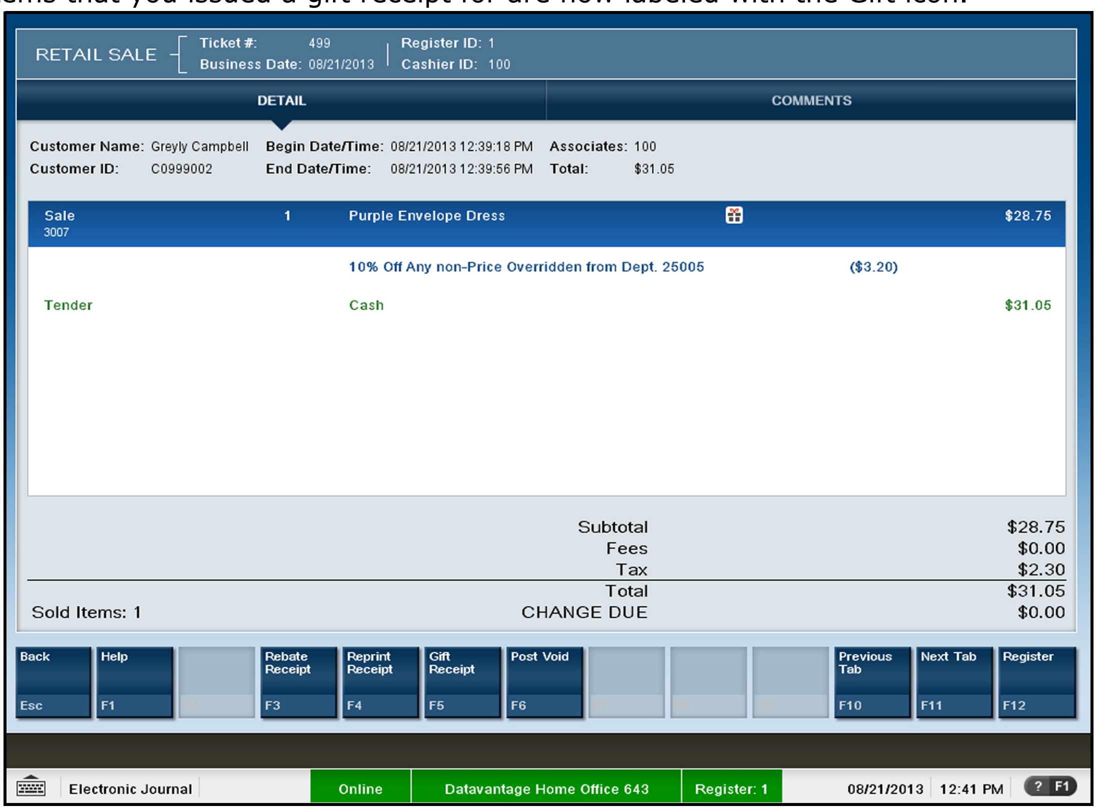


Figure 12-10: Electronic Journal - Transaction Detail

If gift receipts are not permitted for the transaction type you selected, Xstore 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

...continued from step 2 on page 247

If prompted whether or not you want to group the gift receipt items, you have the following options:

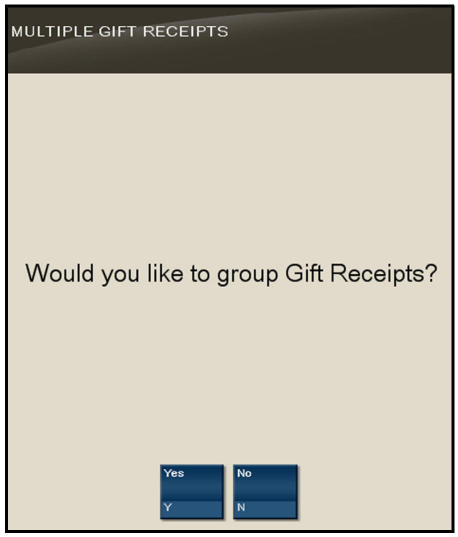


Figure 12-11: Multiple Gift Items - Group Receipts Prompt

- 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" on page 250.

To Group Gift Items

After selecting **Yes** at the Multiple Gift Receipts prompt (Figure 12-11), 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

1. After selecting **No** at the Multiple Gift Receipts prompt (Figure 12-11 on page 249), the system prompts whether or not you want to print a separate gift receipt for each gift item.

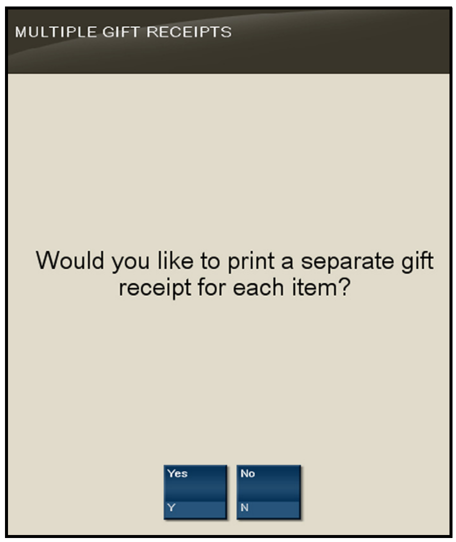


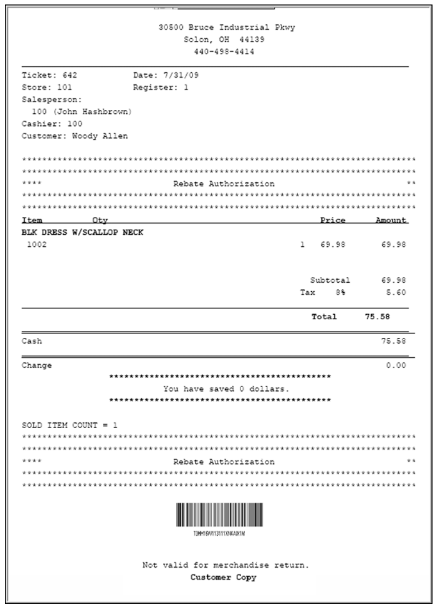
Figure 12-12: Multiple Gift Receipts - Print Separate Receipts Prompt

2. 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. Xstore prints the rebate authorization receipt if an item is eligible for a rebate.



30500 Bruce Industrial Pkwy
Solon, OH 44139
440-498-4414

Ticket: 642 Date: 7/31/09
Store: 101 Register: 1
Salesperson:
100 (John Hashbrown)
Cashier: 100
Customer: Woody Allen

**** Rebate Authorization **

Item	Qty	Price	Amount
BLK DRESS W/SCALLOP NECK			
1002	1	69.98	69.98

Subtotal 69.98
Tax 8% 5.60

Total 75.58

Cash 75.58

Change 0.00

You have saved 0 dollars.

SOLD ITEM COUNT = 1

**** Rebate Authorization **

Not valid for merchandise return.
Customer Copy

Figure 12-13: Rebate Authorization Receipt

Post Voiding a Transaction

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. Xstore prompts to confirm that you want to post void this transaction. Select **Yes** to post void the transaction.

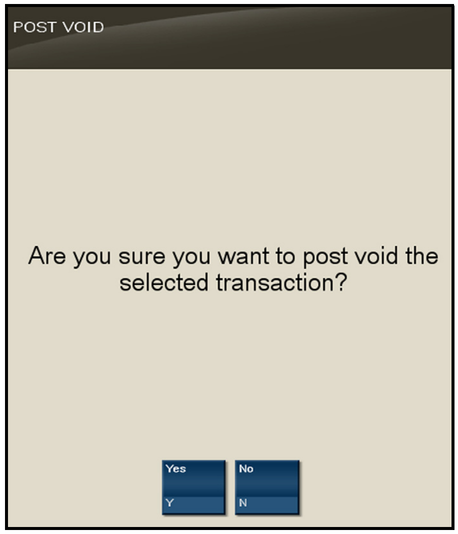


Figure 12-14: Confirm Post Void

3. Xstore 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].

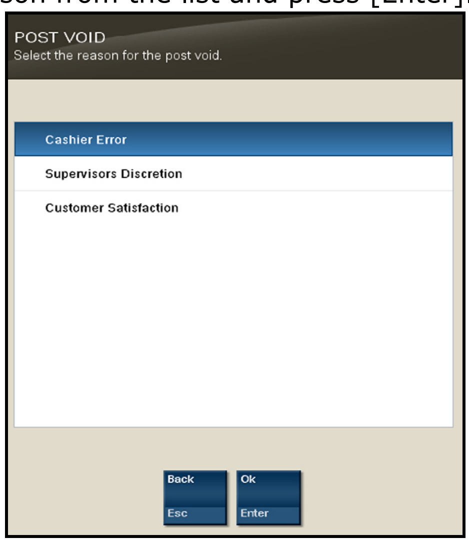


Figure 12-15: Post Void Reasons

4. Xstore may prompt for a comment for this post void transaction. If prompted, type a comment and press [Enter].

Xstore post voids the transaction and prints a post void receipt. The printed receipts are clearly identified as voided.

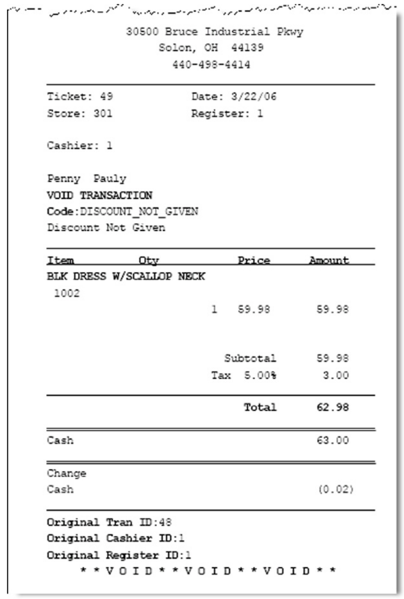


Figure 12-16: Post Void Receipt Example

The journal record status is updated to Void.

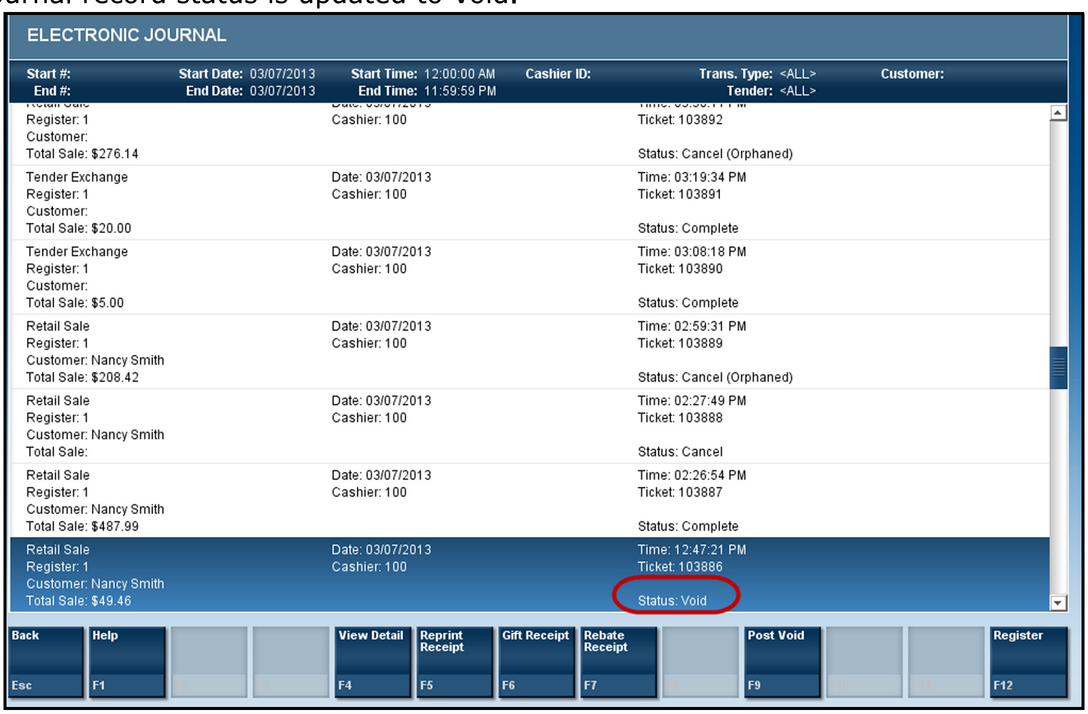
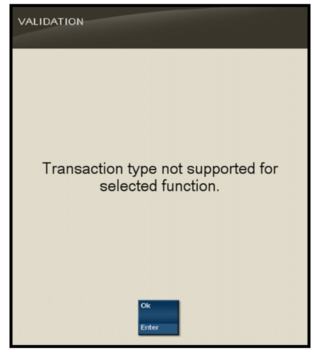


Figure 12-17: Updated Record Status After Post Void

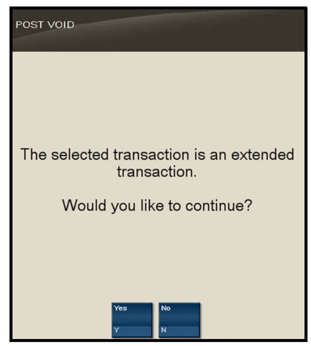
If post voids are not supported for the transaction type you selected, Xstore prompts with a message indicating that it is not allowed. You must press [Enter] to acknowledge the message to return to the Electronic Journal screen.



If the transaction is an extended transaction type such as a layaway or a work order, Xstore 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****.*



Journal Report

The Journal Report shows detailed transaction information exactly as it was rung. Data can be displayed for an individual employee or for all employees, or for transaction codes, transaction line codes, and tender codes. Transactions are sorted by date, register number, and transaction number.

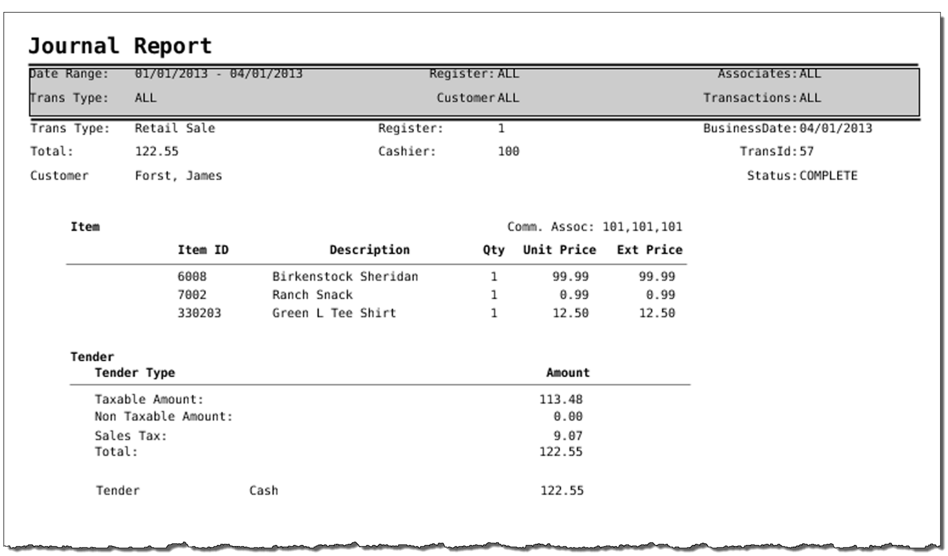
This report includes the following information:

- Transaction Type
- Register ID
- Business Date
- Total
- Cashier
- Transaction ID
- Customer Name
- Status

Item section: Commissioned Emp ID, Item ID, Description, Quantity, Unit Price, and Ext Price

Tender section: Taxable Amount, Non Taxable Amount, Sales Tax, Total, and Tender Type

See also: Refer to the *Xstore Reports Guide* for more details about this report.



Journal Report

Date Range: 01/01/2013 - 04/01/2013 Register: ALL Associates: ALL
Trans Type: ALL Customer ALL Transactions: ALL

Trans Type: Retail Sale Register: 1 BusinessDate: 04/01/2013
Total: 122.55 Cashier: 100 TransId: 57
Customer Forst, James Status: COMPLETE

Item Comm. Assoc: 101,101,101

Item ID	Description	Qty	Unit Price	Ext Price
6008	Birkenstock Sheridan	1	99.99	99.99
7002	Ranch Snack	1	0.99	0.99
330203	Green L Tee Shirt	1	12.50	12.50

Tender

Tender Type		Amount
Taxable Amount:		113.48
Non Taxable Amount:		0.00
Sales Tax:		9.07
Total:		122.55
Tender	Cash	122.55

Figure 12-18: Journal Report Example

CHAPTER 13

Locate™ Order Maintenance

Overview

A Locate™ Order 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 accounts.

After a Locate Order account is set up at the POS, use the Order options to maintain the account.

See also: Refer to the chapter Locate Order Transactions in the *Xstore User Guide* for more information about Order setup.

If your store has been assigned as the source to fulfill a Locate Order, you can use the options here to fulfill the request, and if needed, to ship the items to the customer. If the Locate Order was set up 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 Locate Order accounts based on user-selected criteria. This report includes details about the Locate Order account itself (ORDER section), the purchasing customer information (CUSTOMER section), as well as details about the items that are on the order (ITEMS section).

See also: Refer to the *Xstore Reports Guide* for details about this report.

Use the **Unfulfillable Items Report** and **Order Status Report** to track orders and follow up with customers.

See also: Refer to the *Xstore Reports Guide* for details about these reports.

Order Status

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.

Xstore 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.

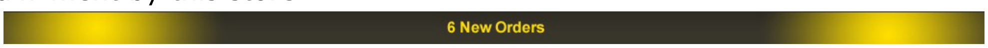
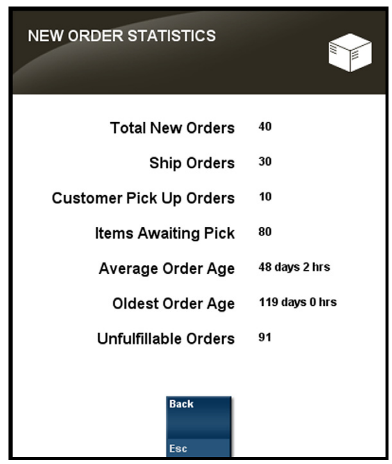


Figure 13-1: Message Bar, showing 6 New Orders

Click/select the message bar to view the New Order Statistics window:



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

The following table describes order and item status values:

Table 13-1: *Order and Item Status Values*

Order Status Value	Item Status Value
Open[1] - If one of the items is in the following status: New Order, Polled, Accepted, or In Transit. **Ready for Pick Up** - All items are in Reserved or Received status (can also include cancelled item). **Ready to Ship** - This is applicable only for customer delivery or delayed pickup (aka pickup from this store). All items must be Reserved. Can also include cancelled items. **Complete** - The order has been completed. **Cancelled** - All items are cancelled. **Unfulfillable** – All items are unfulfillable or a mix of unfulfillable and cancelled. Unfulfillable items are those that have been rejected either manually by the receiving store or automatically by Locate™.	**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. **Received** - Indicates the item has been received in the store. **Fulfilled** - Indicates the item has been picked up/delivered. **Cancelled** - Indicates the item has been cancelled. **Rejected** - Indicates the source location has rejected the order and the item is sourced from another location. **Unfulfillable** -Indicates the item has been rejected and an alternative location could not be determined.

1.It is possible for an open order to be under review and unable to be processed during this time.

Fulfilling an Order

1. To fulfill an order, select the **Customer Maintenance and Accounts** option from the Back Office Main Menu.
2. Select the **Order Options** option from the Customer Maintenance and Accounts menu.

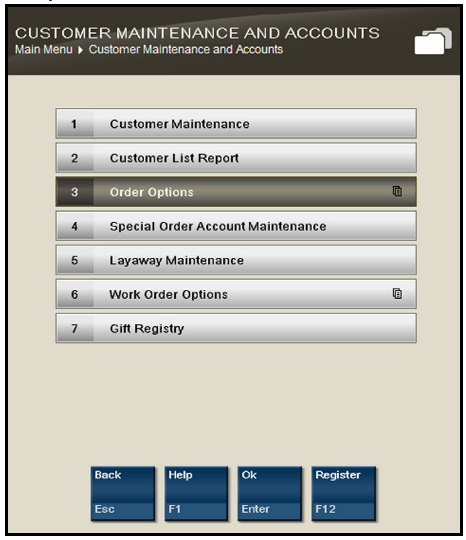


Figure 13-2: Customer Maintenance and Accounts Menu

3. At the Order Options menu, select the **Order Worklist** option, then press [Enter] to display a list of orders to be fulfilled by this store.

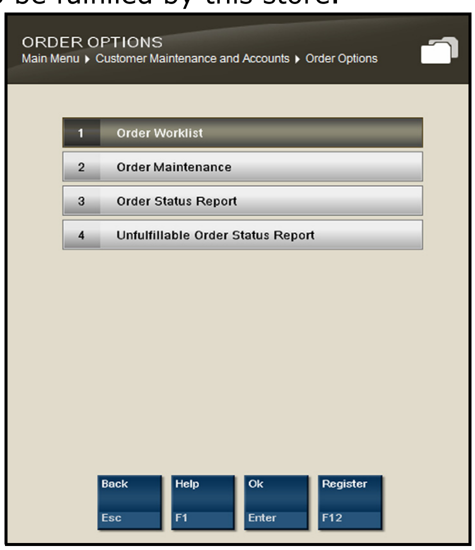


Figure 13-3: Order Options Menu - Order Worklist Option

The orders shown in the Order Worklist are the orders that require action: either fulfillment, or rejection if you cannot fulfill the request.

Depending on your store configuration, delivery orders may be listed before customer pickup orders.

4. Select an order from the Order Worklist and then select one of the following:

Table 13-2: *Order Worklist Options*

Option	Description
View	View additional information (see "View Order" on page 262).
Accept Order	Accept the order and go to the **Accept Order** step on page 264.
Accept All	Accept all orders.
Print Pick List	Prints a single pick list for all accepted orders

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 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.

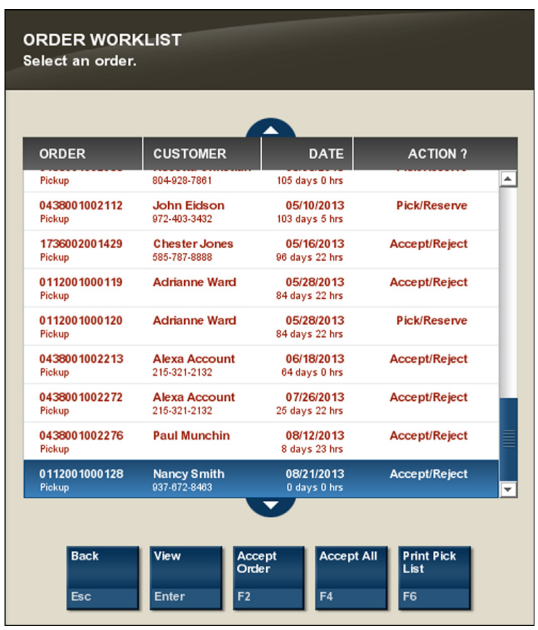


Figure 13-4: Order Worklist

Orders that are still pending beyond a specified age threshold are shown in red text in the list. In the example shown above, any orders that have been pending for 4 days or more are flagged.

View Order

View Order displays the Order maintenance screen.

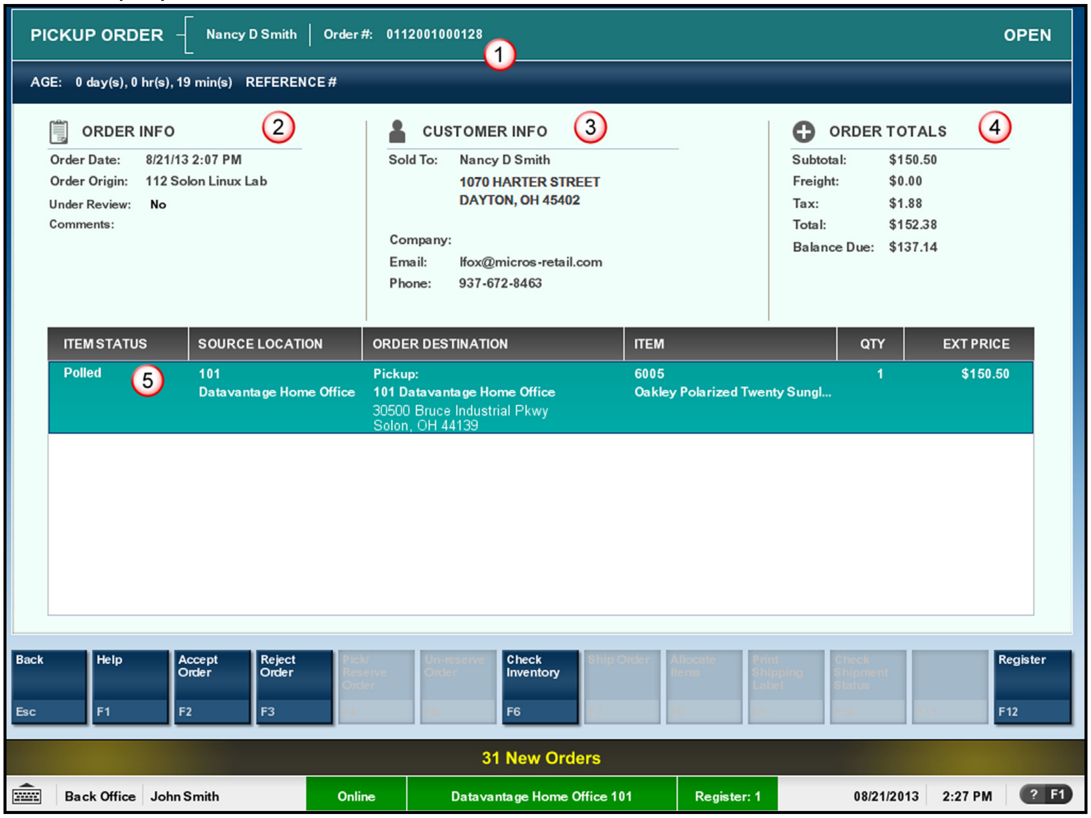


Figure 13-5: Order Maintenance Screen

The following information is displayed on this screen:

Table 13-3: *Order Maintenance Screen Components*

Component	Description
1. Static Area	Contains the type of order, Customer Name, order number, age information, and reference number. The reference number is an optional value that identifies the order. The status displays on the far right. See "Order and Item Status Values" on page 259 for status definitions. Order Type values include the following: ❑ ***Transfer Pickup Order*** (Pickup This Store) ❑ ***Pickup Order*** (Pickup Other Store) ❑ ***Delivery Order*** (Customer Delivery) ❑ ***Web Pickup Order*** (Ordered Online, Pick Up In Store)

Table 13-3: *Order Maintenance Screen Components*

Component	Description
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).
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 and Item Status Values" on page 259. ❑ **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).

6. Select an option from the menu to process the order: *Check Inventory (page 264)*, *Accept Order (page 264)*, or *Reject Order (page 269)*

Check Inventory

1. To verify you have enough stock on hand to fulfill an order, select the **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.

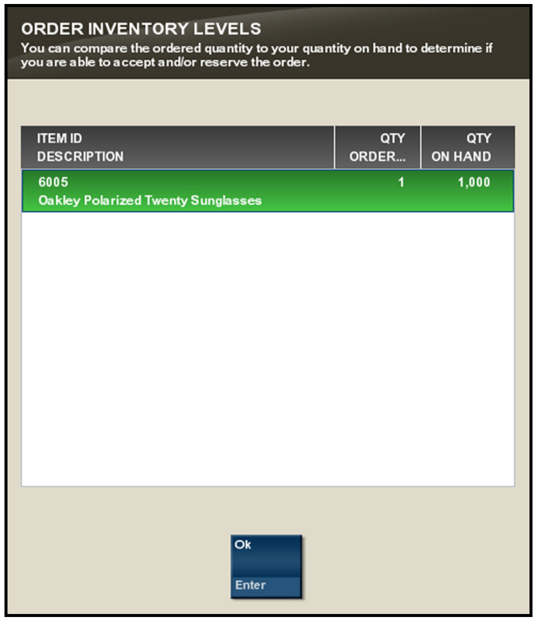


Figure 13-6: Order Inventory Levels Form

Accept and Reserve Order

To Accept an order:

1. At the Order Maintenance screen, select the **Accept Order** menu option.

2. At the confirmation prompt, select **Yes** to accept the order.

Xstore automatically prints a pick slip.

Figure 13-7: Pick Slip

3. At the Order Accepted prompt, press [Enter] to continue.

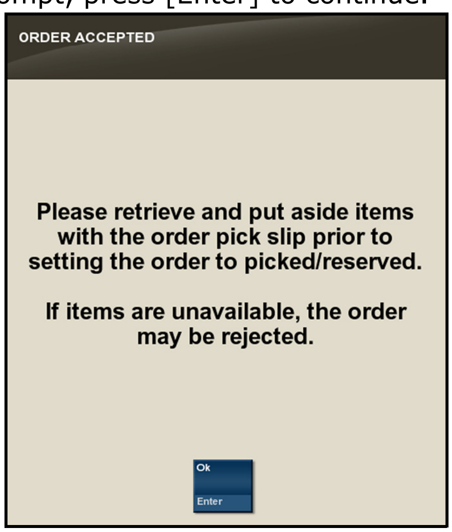


Figure 13-8: Order Accepted Prompt

4. Once you have retrieved the items for the order, select the **Pick/Reserve Order** menu option. If you cannot fulfill the order for some reason, you can reject the order at this point. See “Reject Order” on page 269 for more information about rejecting an order.

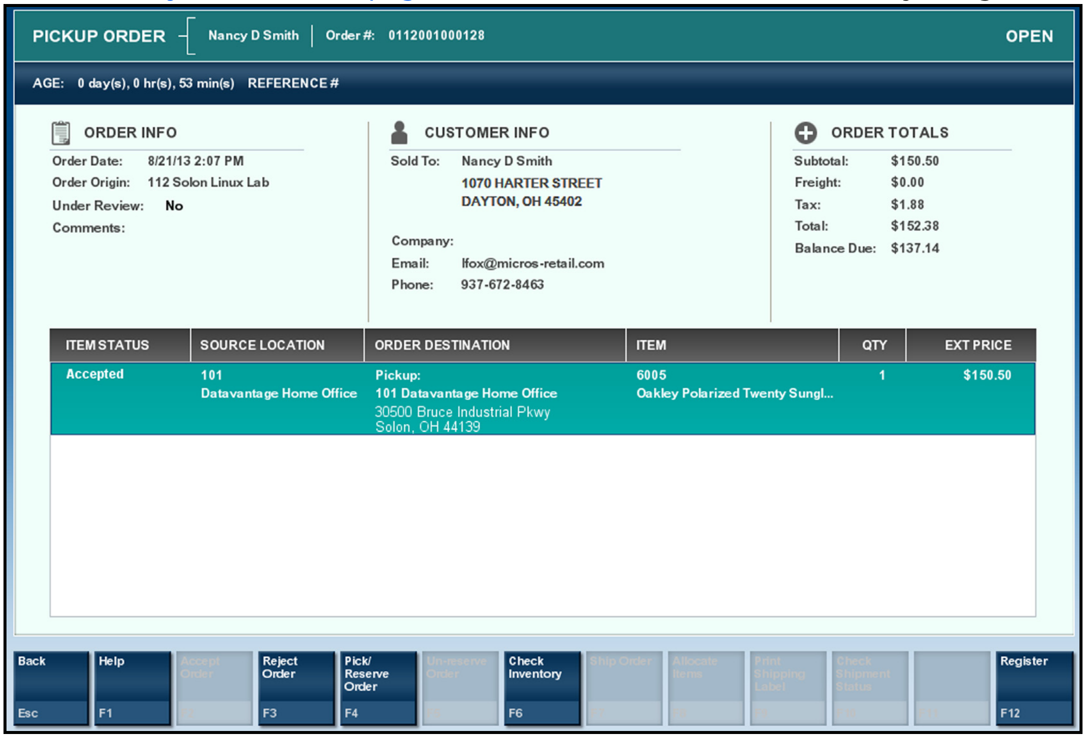


Figure 13-9: Order Maintenance Screen - Pick/Reserve Order - Delivery Order Example

> *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.*

5. Select **Yes** to reserve the order.

6. Xstore displays a prompt confirming the items for the order have been reserved and provides additional instructions needed to fulfill the order. The message displayed here varies with the order type. Press [Enter] to close the prompt.

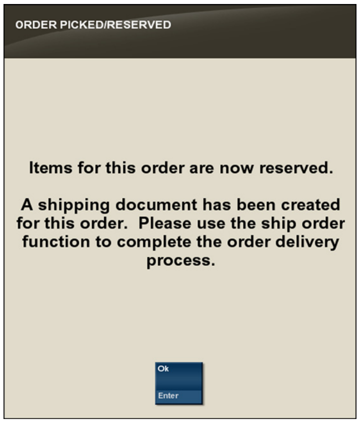


Figure 13-10: For Delivery Prompt

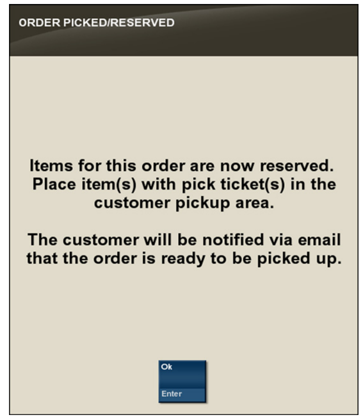


Figure 13-11: For Pickup Prompt

Notes:

- For Delivery type orders, use the Ship Order function to complete the order delivery process. See "Shipping an Order" on page 271.
- For other Order types, the status for each item is updated to Reserved, and the Order status is updated to **Ready for Pickup**.

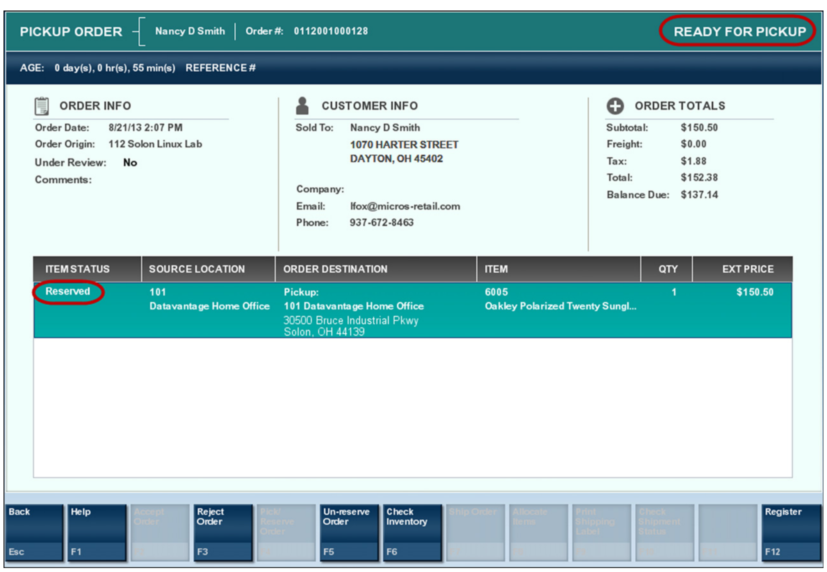


Figure 13-12: Reserved Ready for Pickup

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 Maintenance and Accounts** --> **Order Options** -->**Order Maintenance**.
2. Enter the search criteria and select **Process**.

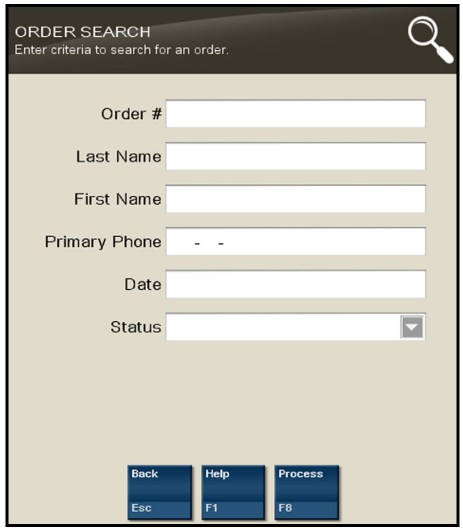


Figure 13-13: Order Search

3. If more than one order is returned, select the order you wish to modify and press [Enter].

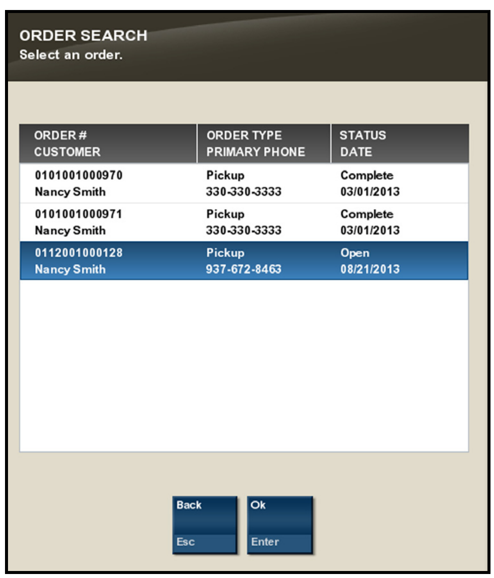


Figure 13-14: Order Search Results

4. Select Un-reserve Order.

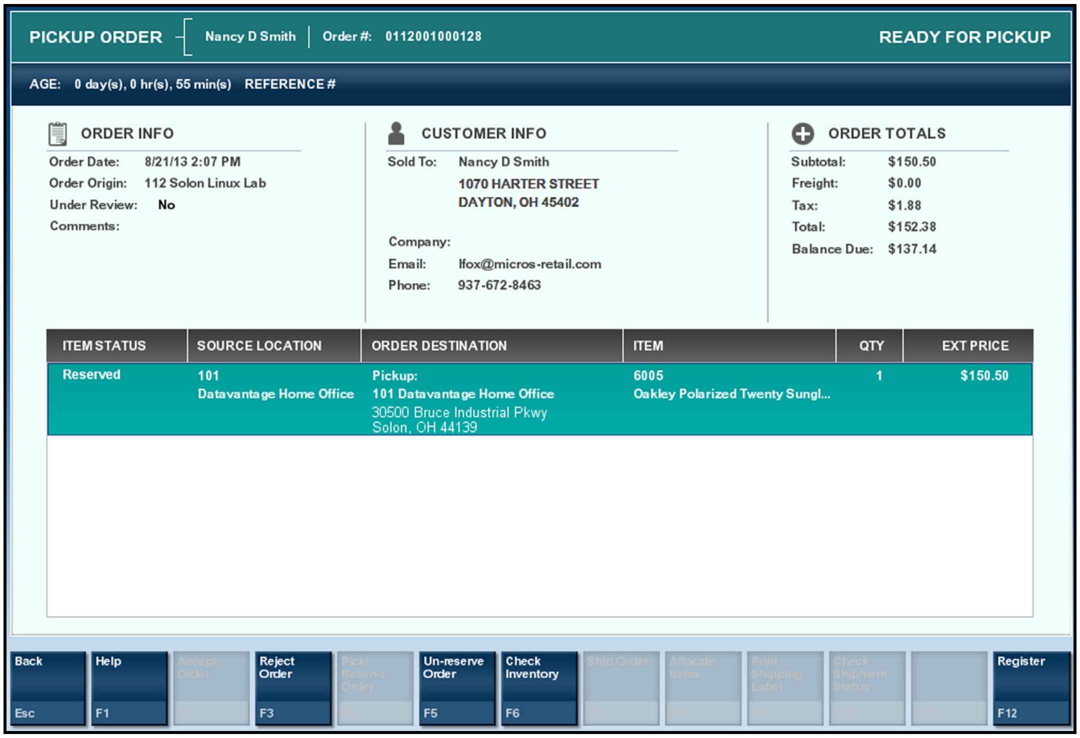


Figure 13-15: Un-reserve Order Menu Option

The order status changes to **Open** and the Item Status changes to **Accepted**.

Reject Order

When you reject an order it changes the order status to open sends it back to Locate™ where another source/fulfillment location is determined.

1. At the Order Maintenance screen, select the **Reject Order** menu option.
2. At the Reject Order confirmation prompt, select **Yes** to reject the order.

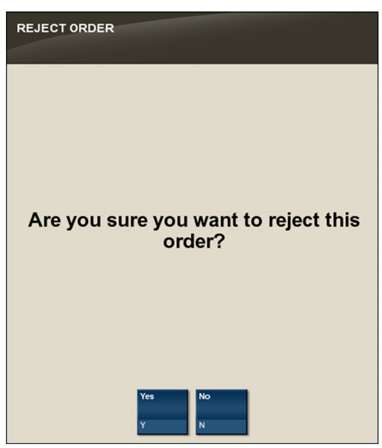


Figure 13-16: Reject Order Confirmation Prompt

3. If prompted, select a reject reason code.

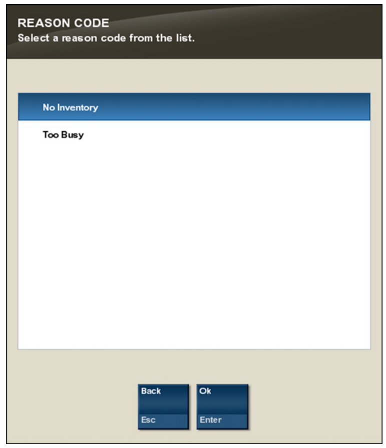


Figure 13-17: Reason Code Prompt

> *This order is sent back to Locate™ 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 Xstore User Guide.*

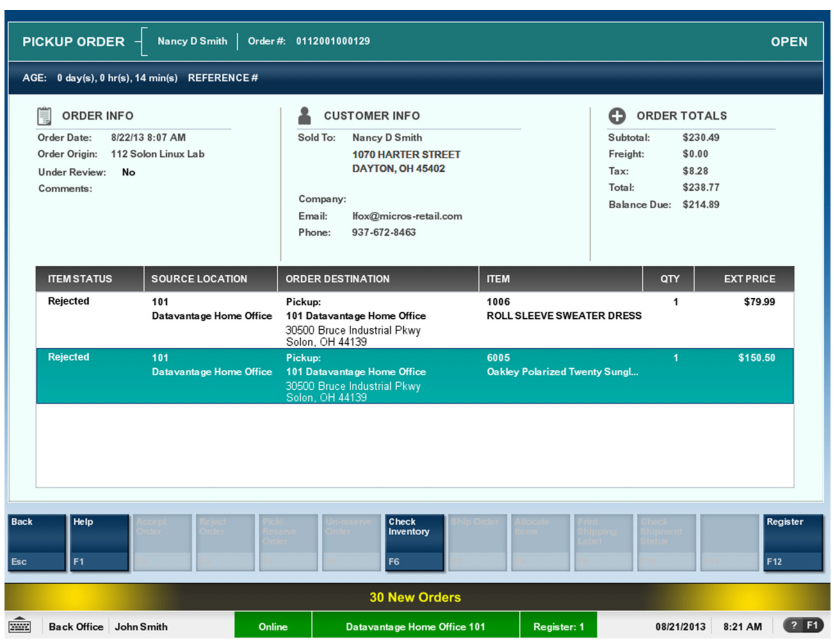


Figure 13-18: Rejected Order - Unfulfillable Example

Shipping an Order

For Delivery type orders, select the **Ship Order** menu option to ship the items. Xstore 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.

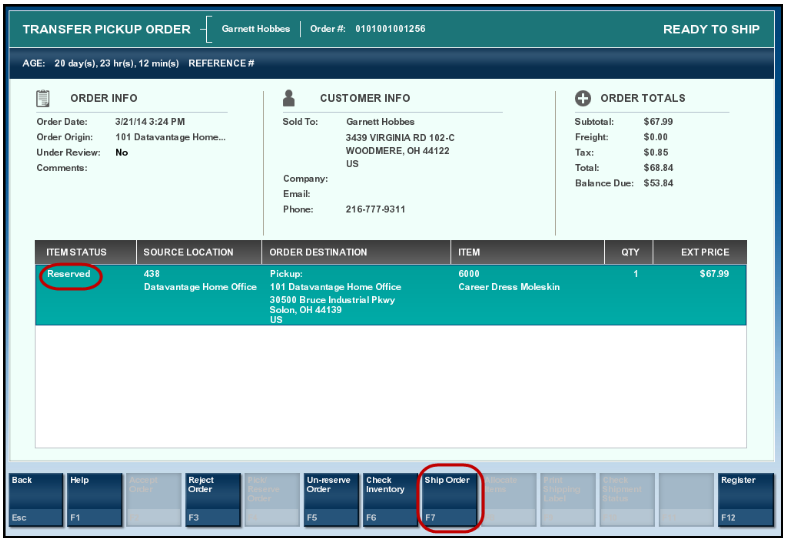


Figure 13-19: Order Maintenance Screen - Ship Order Menu Option

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:

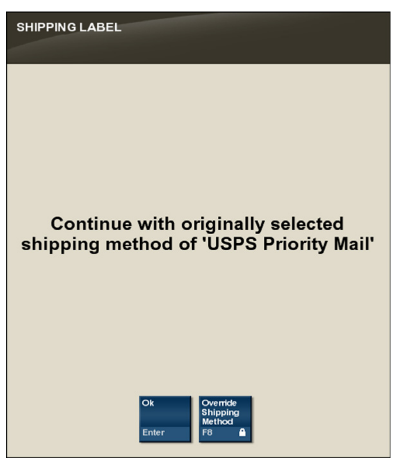
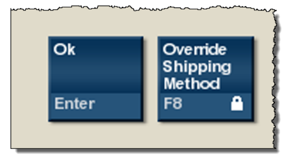


Figure 13-20: Shipping Label - Original Shipping Method Prompt

- ❑ To ***accept*** the shipping method selected during order setup, press [Enter] and go to step 6 on page 272.
- ❑ To ***change*** the shipping method selected during order setup, select **Override Shipping Method**, select a shipping method from the list and press [Enter].

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.

   Xstore returns to the Order maintenance screen. The status for each item is updated to In Transit.

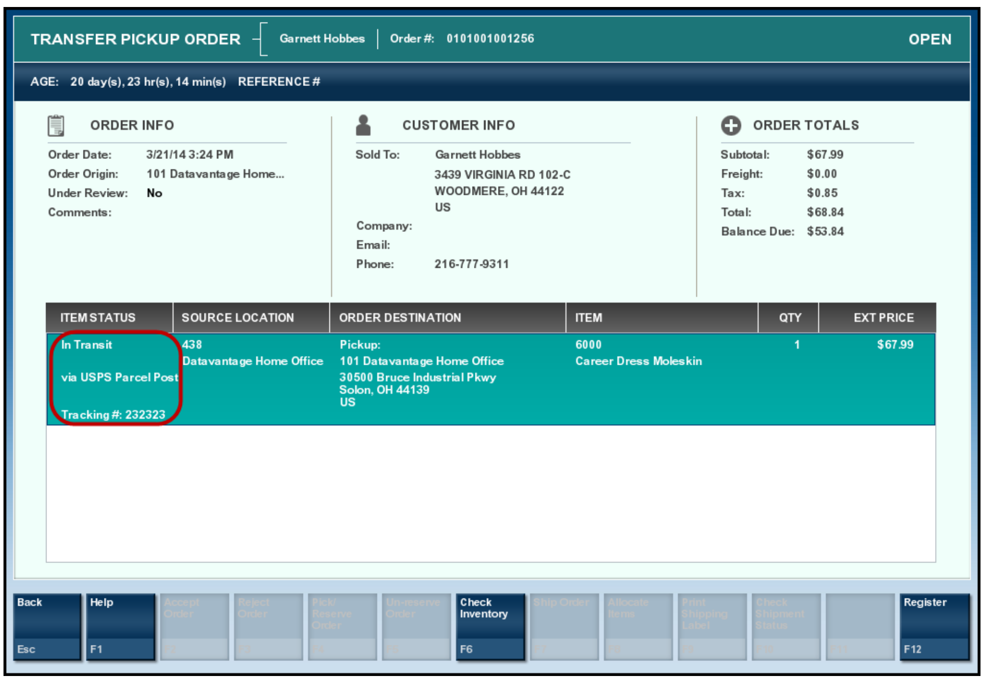


Figure 13-21: Updated Item and Order Status - In Transit

Maintaining/Viewing an Order

If a Locate Order was set up 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 Maintenance and Accounts** option from the Back Office Main Menu.
2. Select the **Order Options** option from the Customer Maintenance and Accounts menu, then select the **Order Maintenance** option from the Order Options menu. See Figure 13-3 on page 260.
3. At the Order Search form, enter the search criteria needed to find an order:

> *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 and Item Status Values" on page 259.

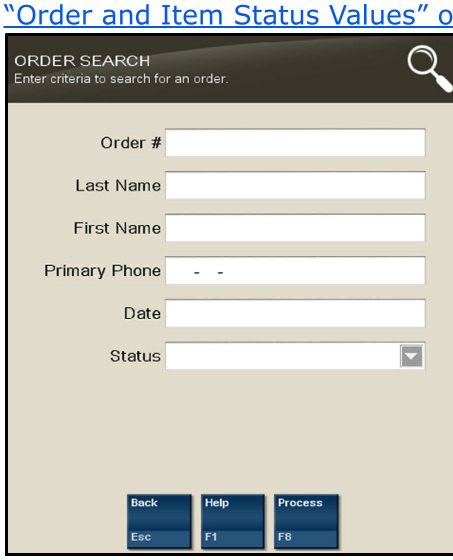


Figure 13-22: Order Search Form

4. At the Order Search results list, select an order and press [Enter].

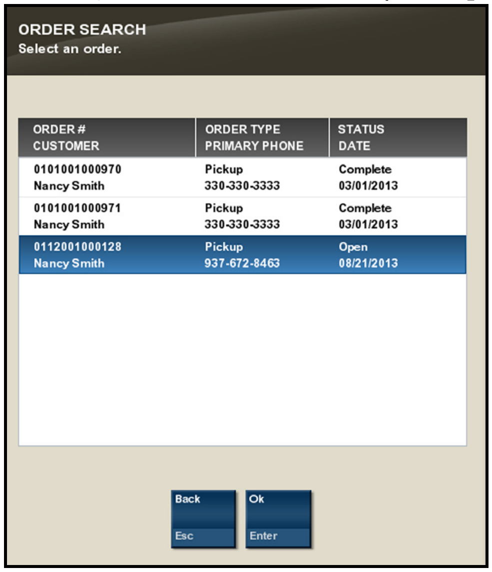


Figure 13-23: Order Search Results List

The system displays the Order maintenance screen. See “Order Maintenance Screen” on page 262 for details.

Allocating an Item

If you do not use the Xstore 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 Locate updates, local status updates, and customer e-mailing rules typically performed by the Xstore 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.

CHAPTER 14

Balance Inquiry

Overview

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.

> *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 Chapter 2, "Customer Maintenance" on page 17.*

About Store Credit and Gift Certificate Balance Inquiry

When a balance inquiry for a store credit or gift certificate is performed, Xstore 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" on page 17), select the **Balance Inquiry** option to view the inquiry functions available in your store.

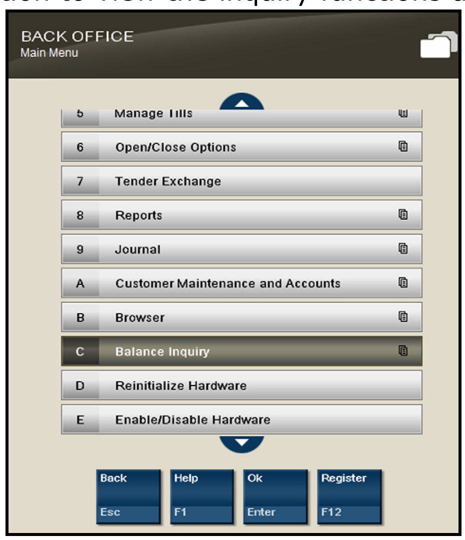


Figure 14-1: Back Office Main Menu

2. Select the type of inquiry you want to perform by selecting the appropriate option from the Balance Inquiry menu.

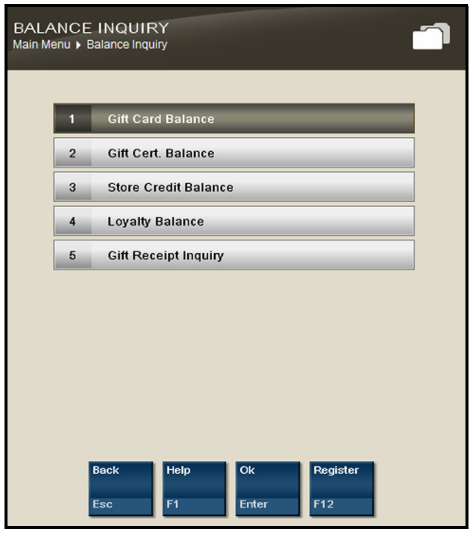


Figure 14-2: Balance Inquiry Menu

3. Xstore 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.

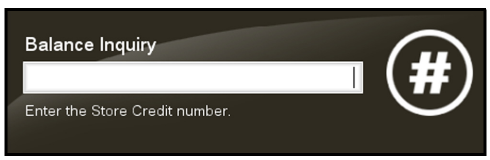


Figure 14-3: Store Credit Account Number Prompt

4. Please wait while the system queries the centralized database for the balance information.

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. Xstore retrieves the account balance information and displays the information on the screen.

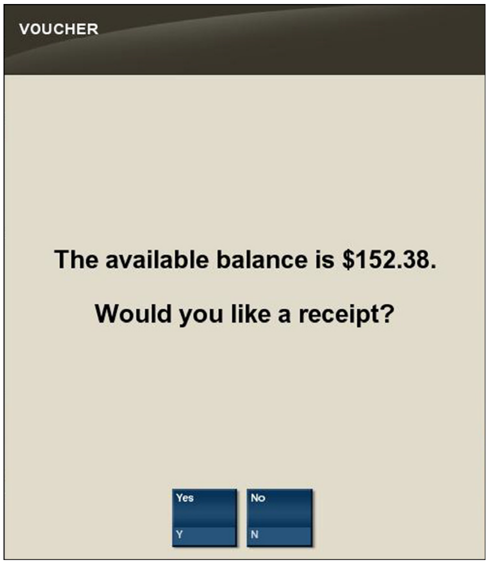


Figure 14-4: Available Account Balance

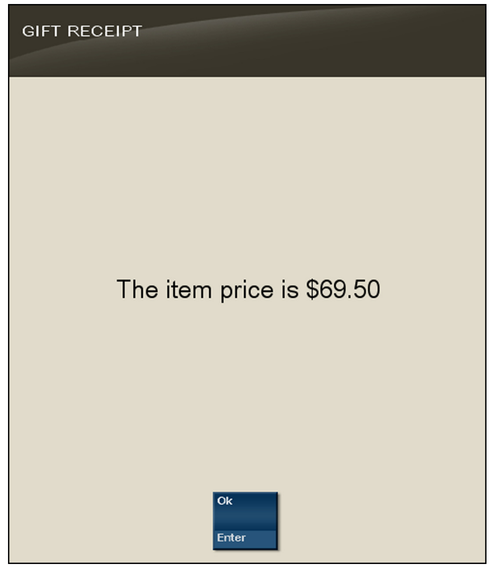
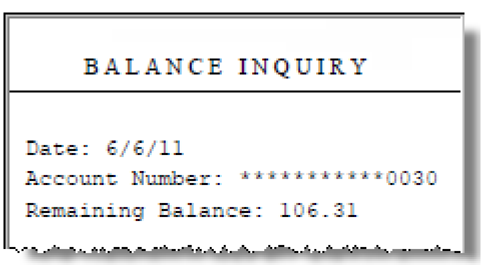


Figure 14-5: Item Price From Gift Receipt

- ❑ 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.

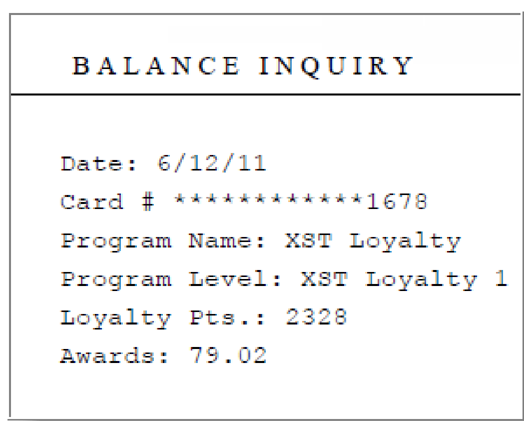
If you chose to print a receipt, the information shown on the receipt includes the date of this inquiry, the card or account information (masked), and the available balance on the card or account.

Store Credit Example


BALANCE INQUIRY

Date: 6/6/11
Account Number: ***********0030
Remaining Balance: 106.31

Loyalty Card Example


BALANCE INQUIRY

Date: 6/12/11
Card # ************1678
Program Name: XST Loyalty
Program Level: XST Loyalty 1
Loyalty Pts.: 2328
Awards: 79.02

Figure 14-6: Sample Balance Inquiry Receipts

CHAPTER 15

Layaway Maintenance

Overview

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.

See also: Refer to the *Xstore User Guide* for information about setting up layaway accounts.

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, etc. 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.

> *Refer to the Xstore 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 Maintenance and Accounts** option from the Back Office Main Menu.

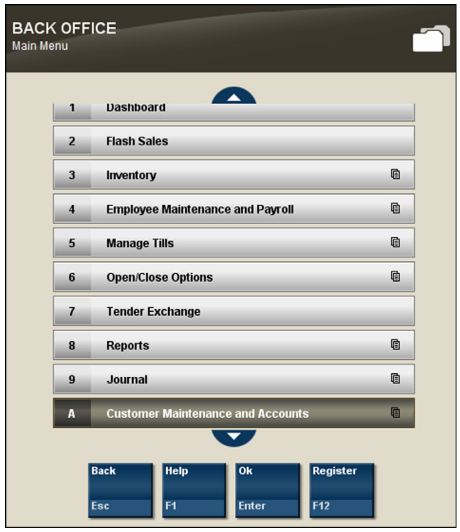


Figure 15-1: Back Office Main Menu

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**.

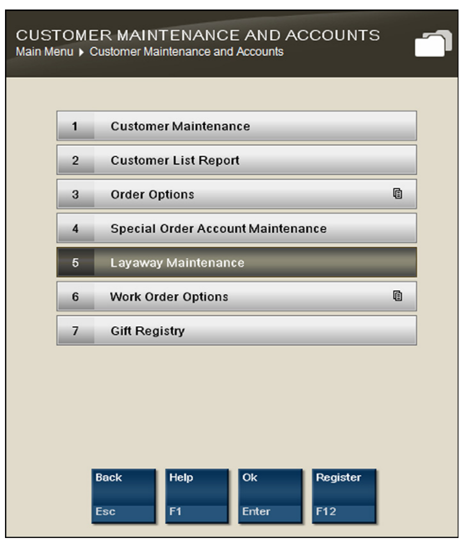


Figure 15-2: Customer Maintenance and Accounts Menu

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

4. Xstore displays the Layaway Search form, prompting for search criteria. Enter the criteria you want to use for finding a layaway record and select **Process**:

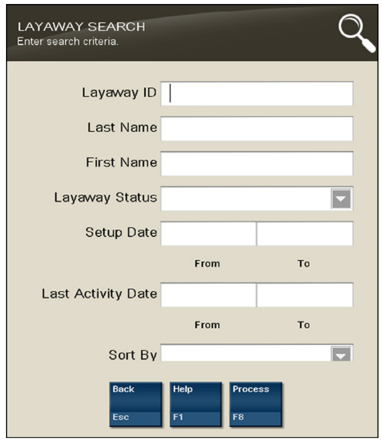


Figure 15-3: Layaway Search Form

- ❑ If you enter a specific layaway ID and Xstore finds it, Xstore 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].

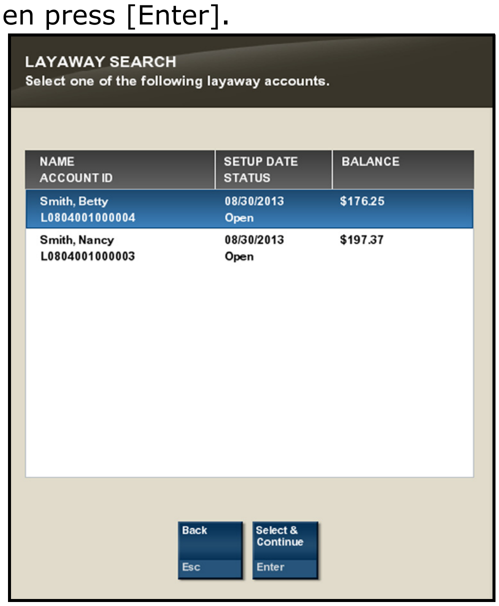


Figure 15-4: Layaway Search Results List

Xstore displays the Layaway screen for the selected record.

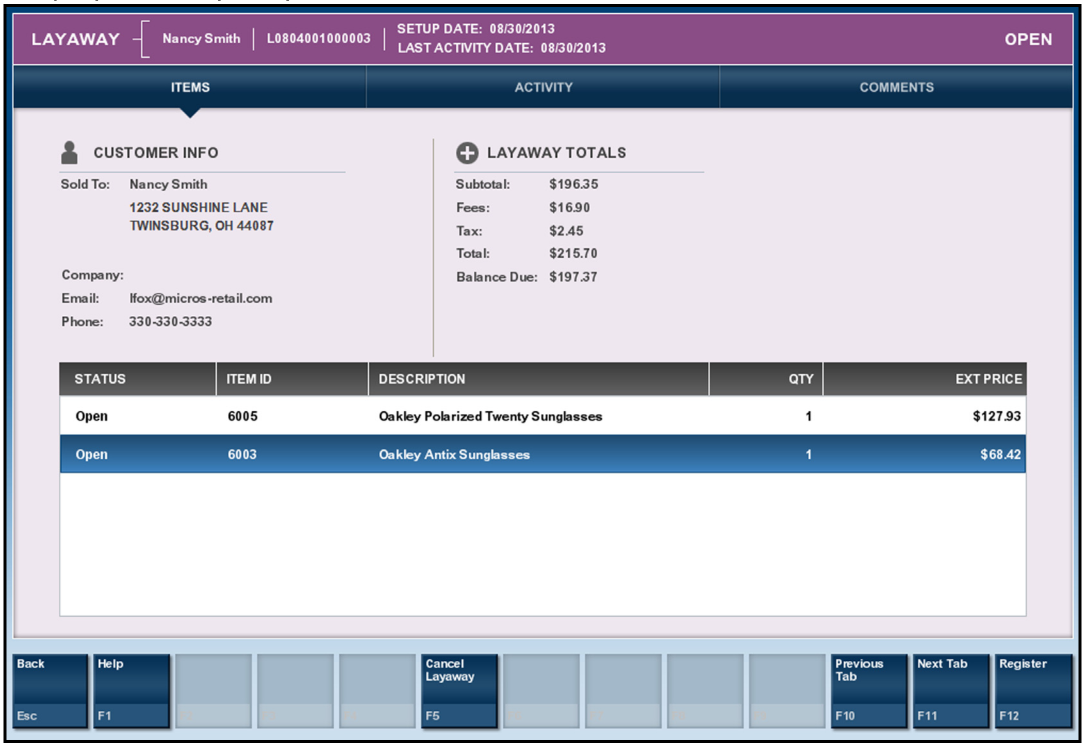


Figure 15-5: Layaway Screen

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.
- **Layaway Activity Tab**: Shows the activity information for the Layaway account.
- **Layaway Comments Tab**: Shows any comments associated with the Layaway account.

Items Tab Information

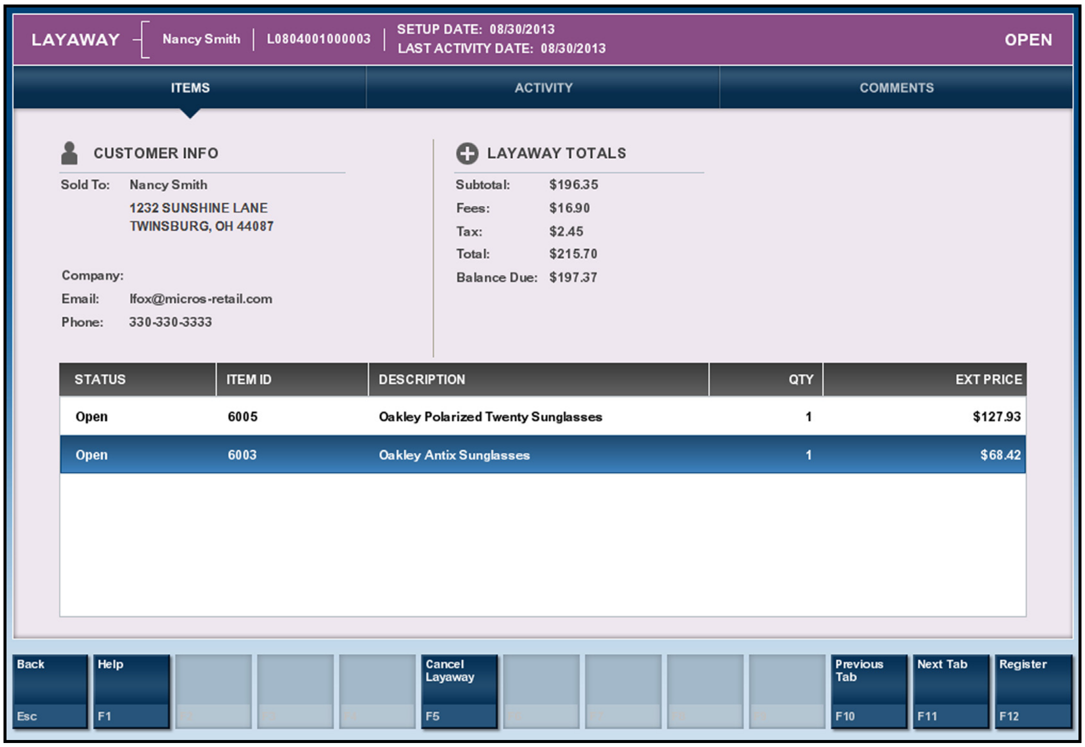


Figure 15-6: Items Tab

- **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 Information

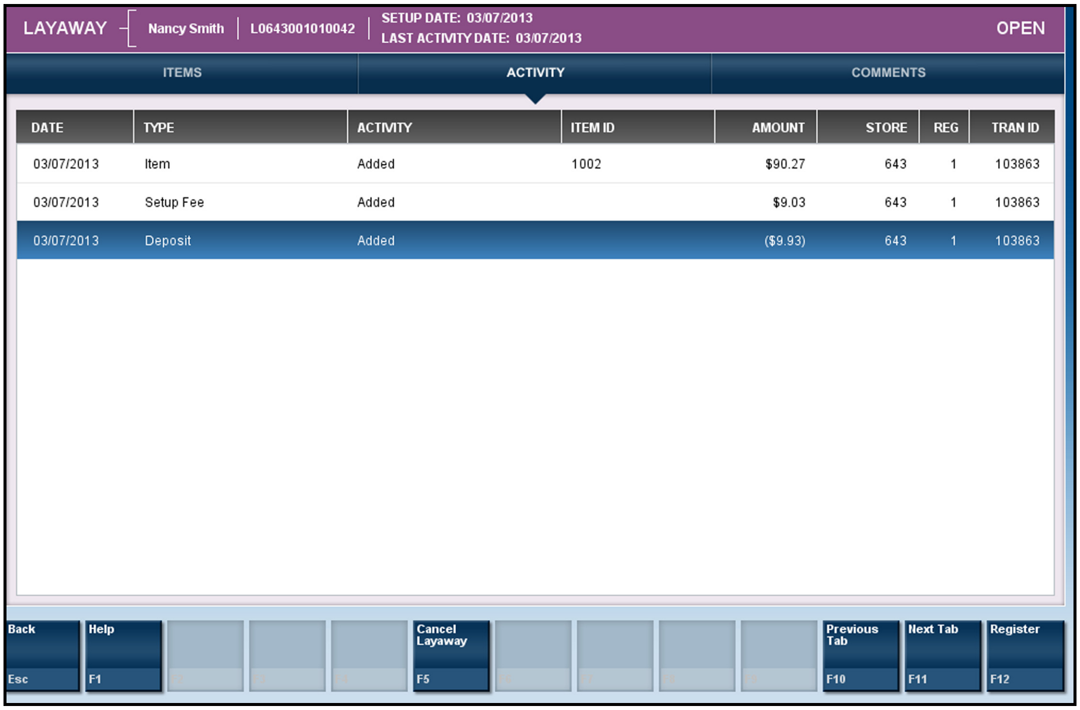


Figure 15-7: Activity Tab

- **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 Information

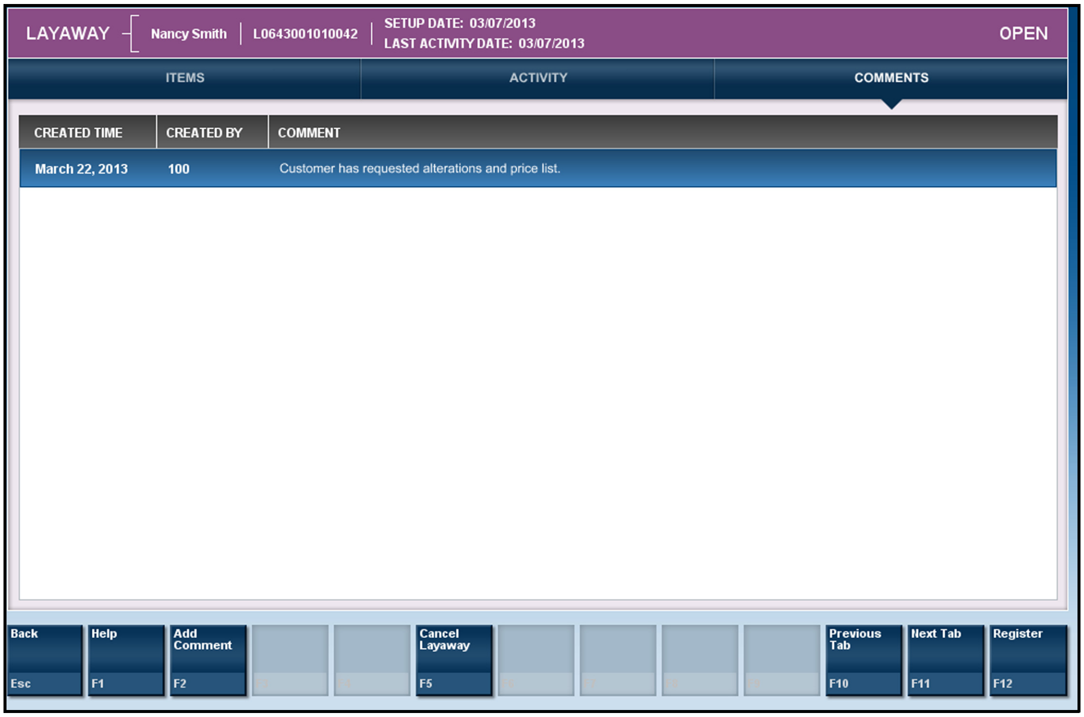


Figure 15-8: Comments Tab

- **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.

> *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 on page 284.
2. When Xstore displays the account, select the **Cancel Layaway** option.

3. Xstore displays a message asking if the customer is present during the cancellation of the layaway account. Select **Yes** or **No**.

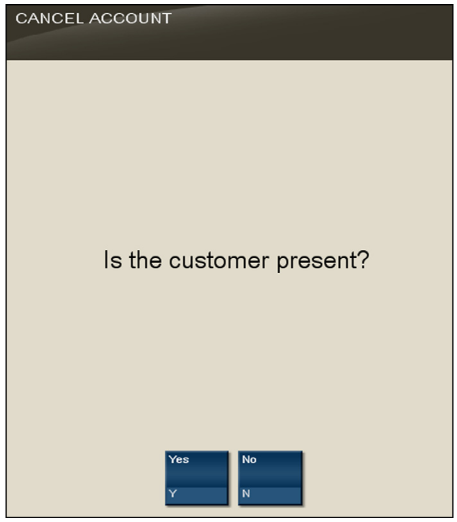


Figure 15-9: Prompt to Check for Presence of Customer During Cancellation

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.

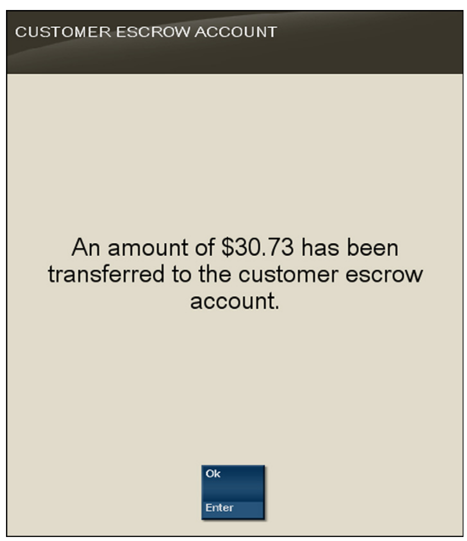


Figure 15-10: Balance Transferred To Escrow Account

  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" on page 284).

Customer is present

- If you select **Yes**, indicating the customer is present, Xstore displays the following prompt. Press [Enter] and continue with the procedure "Cancel Layaway - When the Customer Is Present" below.

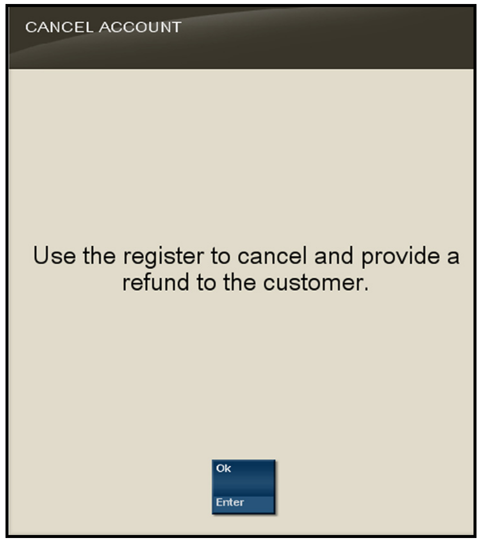


Figure 15-11: Prompt if Customer Is Present

Cancel Layaway - When the Customer Is Present

1. Select the **Register** option from the menu.

Figure 15-12: Register 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 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.

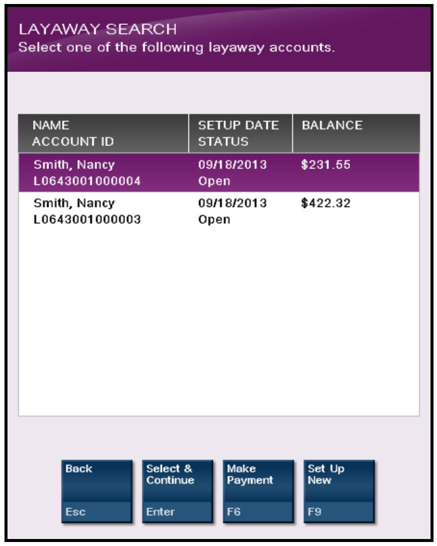


Figure 15-13: List of Customer's Layaway Accounts

8. Select the **Cancel Layaway** option.

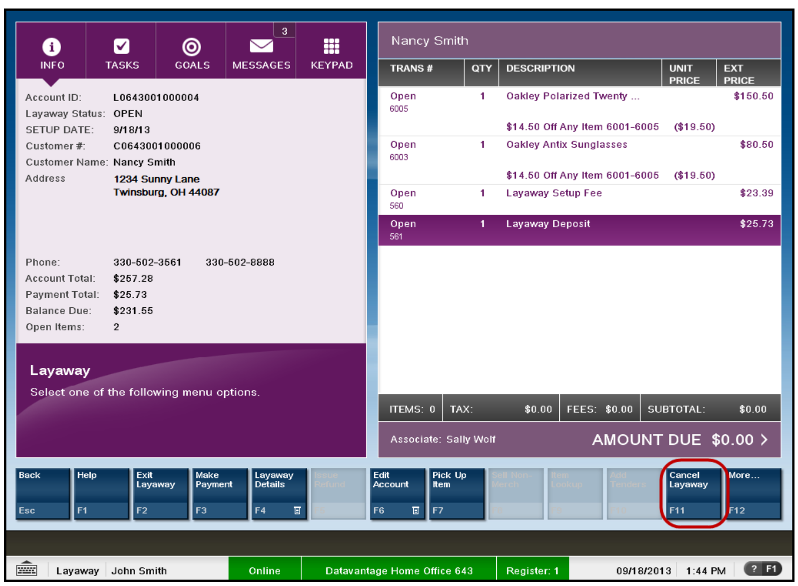


Figure 15-14: Layaway Screen

See also: See the *Xstore User Guide* for further instructions on cancelling the layaway.

CHAPTER 16

Work Order Maintenance

Work Order Overview

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.

See also: Refer to the *Xstore User's Guide* for information about setting up Work Orders.

Accessing Work Order Maintenance Functions

1. Select the **Back Office** option.
2. After logging in to the Back Office, select the **Customer Maintenance and Accounts** option from the Main Menu and press [Enter].

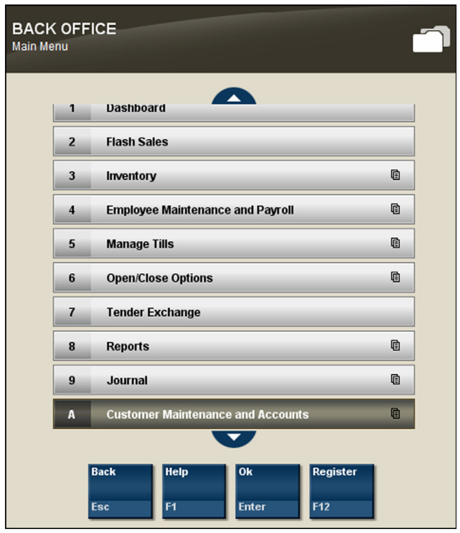


Figure 16-1: Main Menu - Customer Maintenance and Accounts Option

3. Select the **Work Order Options** option from the Customer Maintenance and Accounts menu and press [Enter].

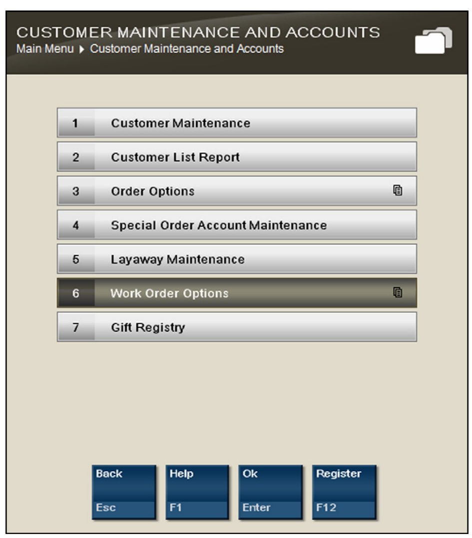


Figure 16-2: Customer Maintenance and Accounts Menu - Work Order Options

4. Xstore displays the Work Order Options menu. The following work order options are available:

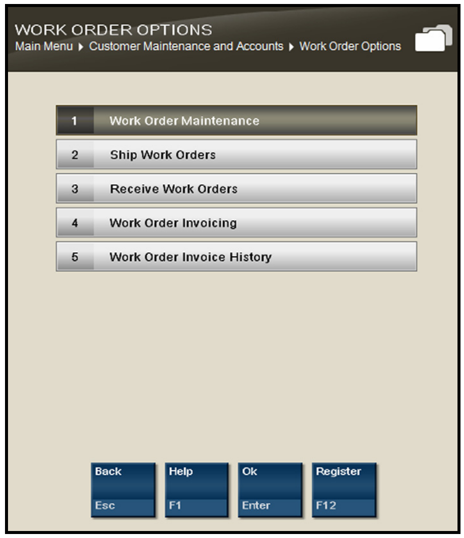


Figure 16-3: Work Order Options Menu

- **Work Order Maintenance** - Select this option to maintain Work Order information. Refer to "Maintaining Work Orders" on page 296.
- **Ship Work Orders** - Select this option to ship Work Order items to the repair vendor. Refer to "Shipping Work Orders" on page 315.
- **Receive Work Orders** - Select this option to receive completed Work Order items from the repair vendor. Refer to "Receiving Work Orders" on page 319.
- **Work Order Invoicing** - Select this option to perform invoicing functions for Work Orders. Refer to "Work Order Invoices" on page 321.
- **Work Order Invoice History** - Select this option to view existing Work Order invoice information. Refer to "Viewing Work Order Invoice History" on page 325.

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**.

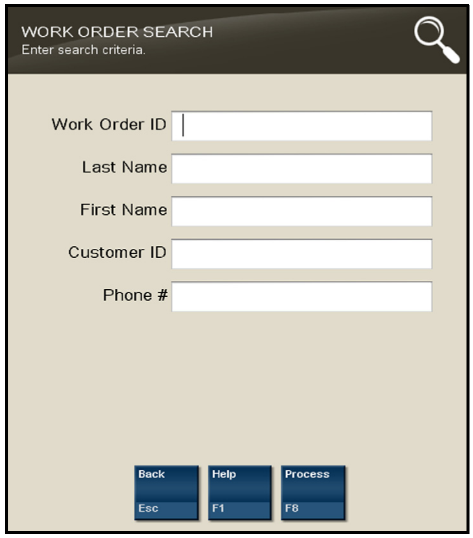


Figure 16-4: Work Order Search Form

- ❑ If Xstore 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 Xstore displays the Work Order screen as shown here.

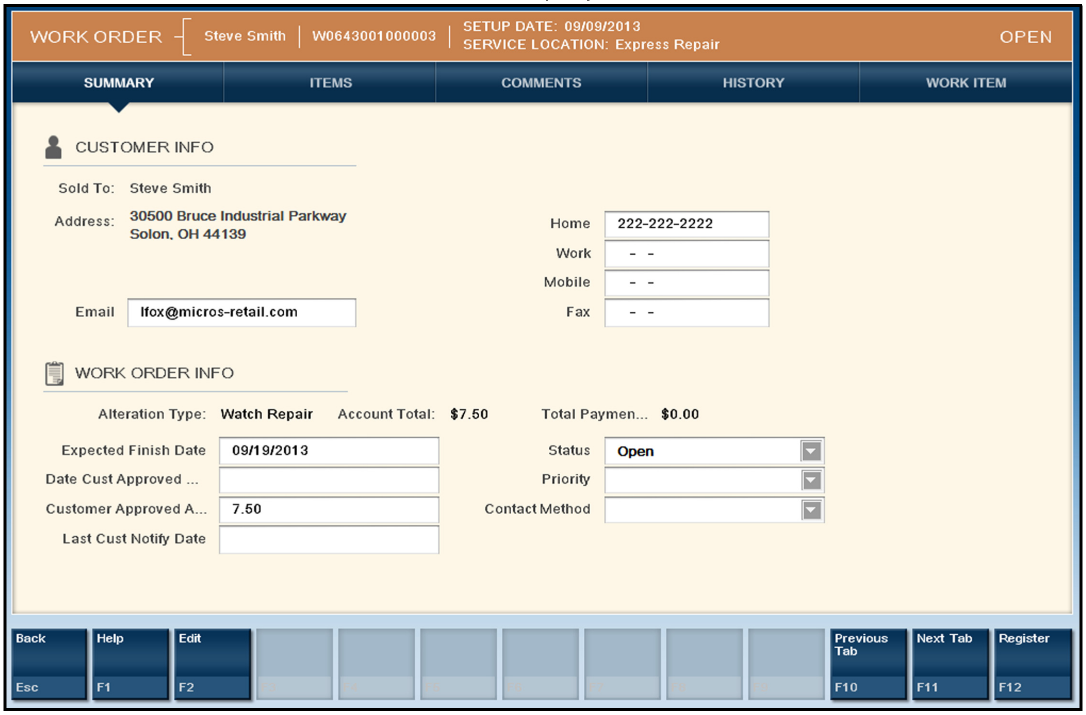


Figure 16-5: Work Order Screen, View-Only Mode

*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.

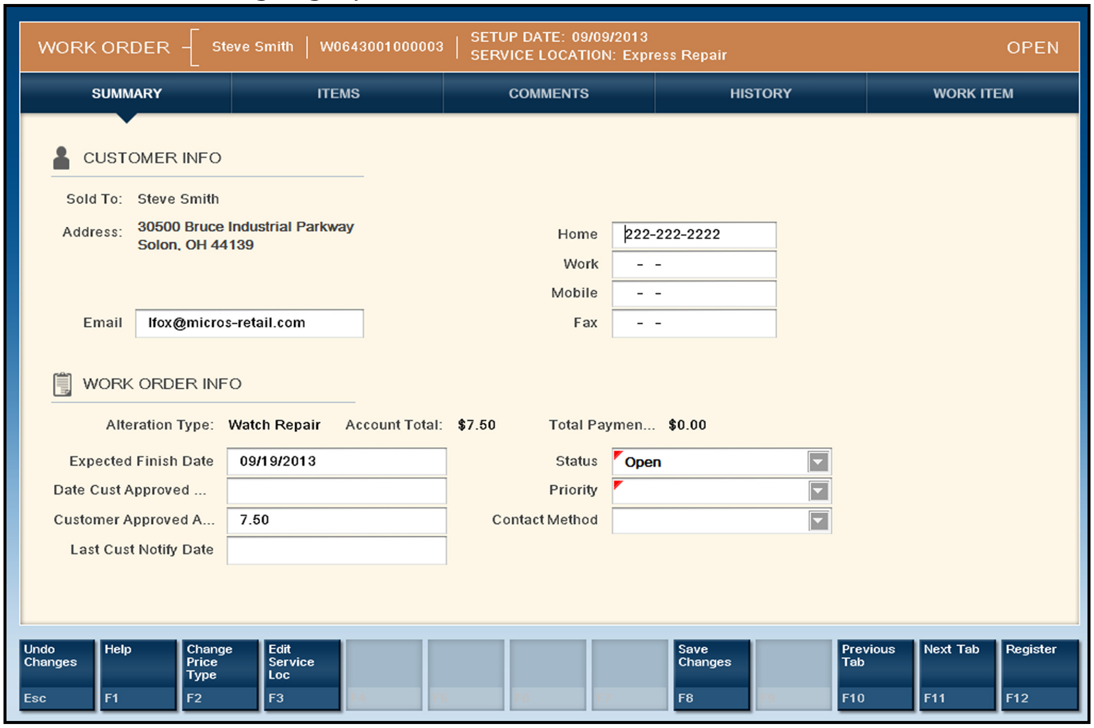


Figure 16-6: Work Order Summary Tab in Edit Mode

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.

Static Information Area

See Figure 16-6 on page 298

- **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:

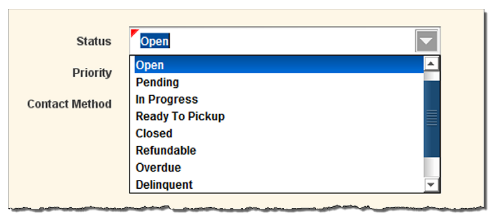
  a. Select the **Edit Service Location** option.

  b. Enter a new Work Order location or select a Service Location from the list and **Ok** to change the Service Location for this Work Order.

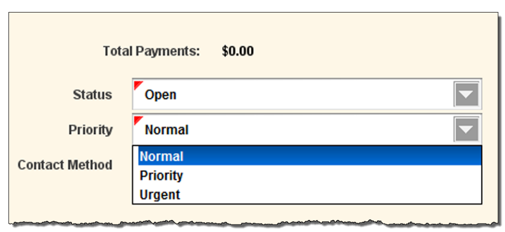
Summary Tab Information

See Figure 16-6 on page 298

- **Customer 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.
- **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.
- **Account Total**: The total for the Work Order account. This amount cannot be changed.
- **Last Activity Date**: This date is automatically calculated by the system for the most recent activity on this account. This date cannot be changed.
- **Total Payments**: The total amount the customer has paid on this account. This amount cannot be changed.
- **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.
- **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.
- **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.
- **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.



- **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.
- **Contact Information**: The customer's name, street address, Email address and phone number information is shown here.

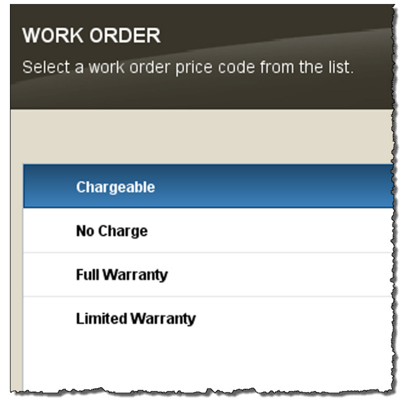
Menu Options

- **Change Price Type**: Select this menu option to edit the price type of this Work Order account:

  a. Select the **Change Price Type** option. Xstore displays a list of price codes.

  b. 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** on page 298.

3. 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.

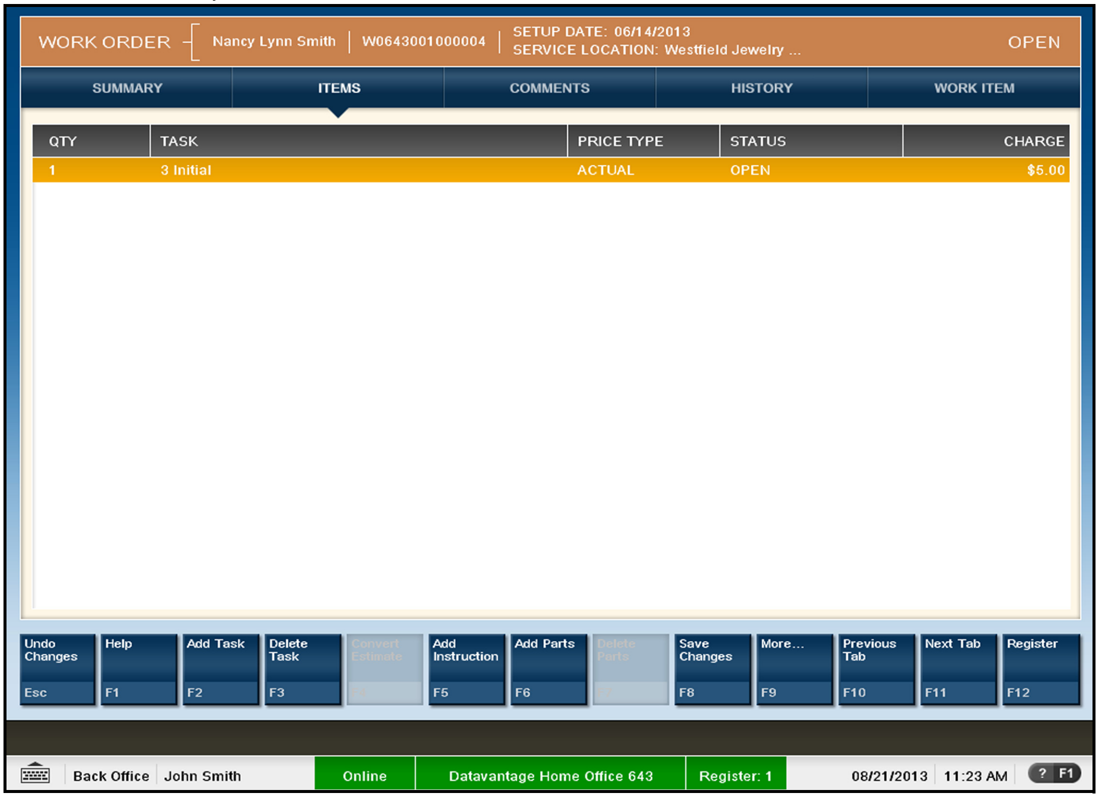


Figure 16-7: Work Order Items Tab, Edit Mode

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" on page 303 for procedural information.
- **Delete Task**: Select this option to delete a task from the Work Order. Refer to "Deleting a Task" on page 304 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" on page 304 for procedural information.

- **Add Instruction**: Select this option to add, view, and edit task instructions. Refer to "Viewing/Adding Task Instructions" on page 305 for procedural information.
- **Add Parts**: Select this option to add parts to the Work Order. Refer to "Adding Parts" on page 306 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" on page 306 for procedural information.
- **Change Quantity**: Select this option to change the task quantity. Refer to "Changing the Quantity" on page 307 for procedural information.
- **Change Price:** Select this option to change the task price. Refer to "Changing the Price" on page 307 for procedural information.
- **Change Tax Location**: Select this option to change the tax location. Refer to "Changing the Tax Location" on page 308 for procedural information.
- **Tax Exempt**: Select this option to change the tax to tax exempt. Refer to "Changing the Tax to Tax Exempt" on page 309 for procedural information.
- **Change Tax Amount**: Select this option to change the tax amount. Refer to "Changing the Tax Amount" on page 310 for procedural information.
- **Change Tax Percent**: Select this option to change the tax percentage. Refer to "Changing the Tax Percentage" on page 311 for procedural information.

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. Xstore 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.

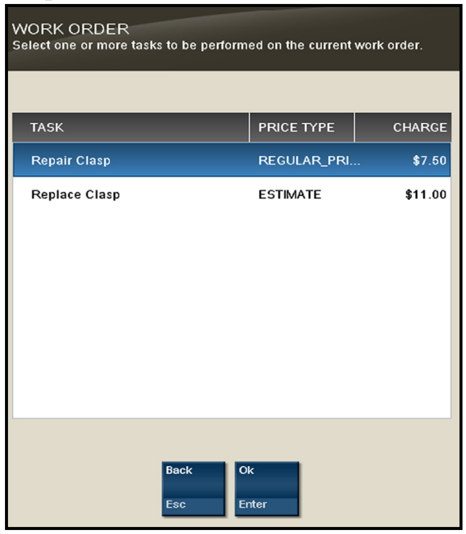


Figure 16-8: Work Order Task List

3. Xstore 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.

Xstore 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

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. Xstore 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.

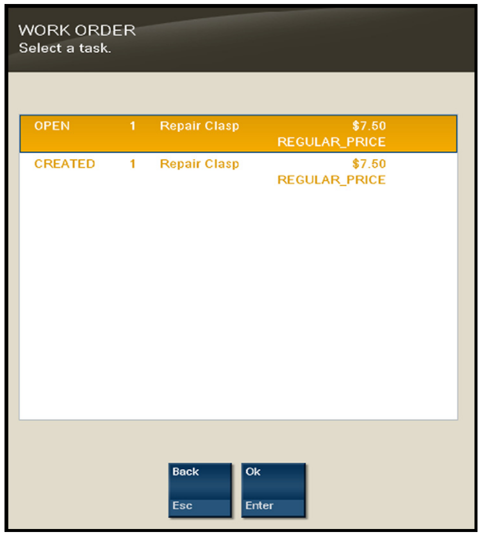


Figure 16-9: Current Work Order Task List

3. Xstore removes the task from the Work Order. Select the **Save Changes** option to save any changes you made to the Work Order detail record.

   Xstore 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. Xstore 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. Xstore 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.

   Xstore 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.

Xstore adjusts any charges as required.

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. Xstore displays the tasks currently on this Work Order. Select a task from the list and press [Enter] to view, edit, or add instructions.

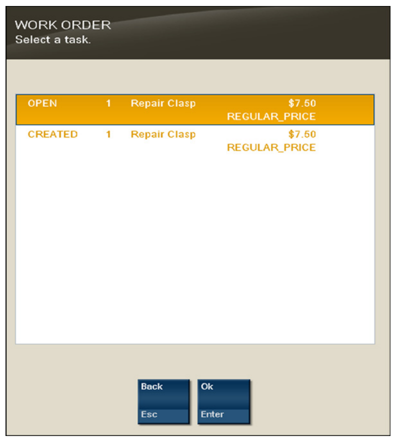


Figure 16-10: Current Work Order Task List

3. Xstore 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.

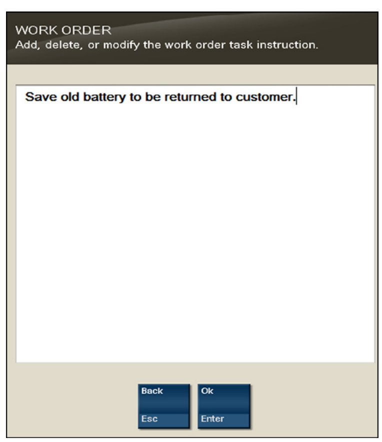


Figure 16-11: Work Order Task Instruction Form

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.

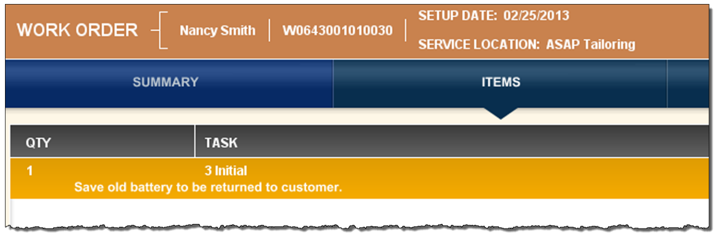


Figure 16-12: Work Order Instructions

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. Xstore prompts for an item ID for the part to be added to this Work Order. Scan or key the item ID and press [Enter].

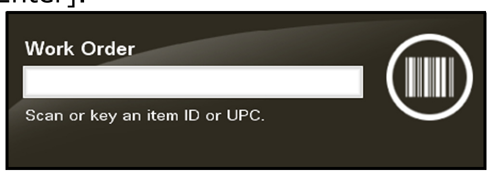


Figure 16-13: Part Item ID Prompt

3. Xstore 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**.

Xstore 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 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. Xstore 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.

Xstore adjusts any charges as required.

Changing the Quantity

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. Xstore displays a list of line items currently on this Work Order. Select an item from the list and press [Enter].

If the item you selected is not eligible for a quantity change, Xstore displays a message informing you that the item quantity cannot be changed.

3. Xstore prompts for the item quantity to be added to this Work Order. Enter the quantity and press [Enter]. Xstore adds the new quantity and the associated price to the Work Order.

Figure 16-14: Item Quantity Prompt

4. Select the **Save Changes** option to save any changes you made to the Work Order record.

   Xstore 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.

Changing the Price

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. Xstore displays a list of line items currently on this Work Order. Select an item from the list and press [Enter].

If the item you selected is not eligible for a price change, Xstore displays a message informing you that the item price cannot be changed.

3. Xstore 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].

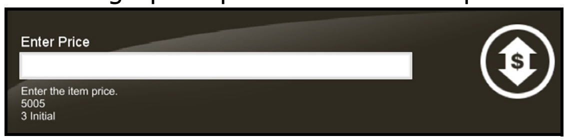


Figure 16-15: Item Price Prompt

4. Xstore 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.

   Xstore adjusts any charges as required.

Changing the Tax Location

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. Xstore displays a list of line items currently on this Work Order. Select an item from the list and press [Enter].

If the item you selected is not eligible for a tax location change, Xstore displays a message informing you that the item tax location cannot be changed.

3. Xstore prompts for the postal code for the new tax location. Enter the postal code and press [Enter].

Figure 16-16: Postal Code Prompt

Xstore changes the tax on the item based on the new postal code.

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.

   Xstore 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.

Changing the Tax to Tax Exempt

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. Xstore displays a list of line items currently on this Work Order. Select an item from the list and press [Enter].

If the item you selected is not eligible for a tax exemption, Xstore 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.

   Xstore 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.

   Xstore adjusts any charges as required.

See also: To add tax exempt information see the Xstore User Guide.

Changing the Tax Amount

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. Xstore displays a list of line items currently on this Work Order. Select an item from the list and press [Enter].

If the item you selected is not eligible for a tax change, Xstore displays a message informing you that the item tax cannot be changed.

3. Xstore 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].

   Xstore prompts for the new tax amount. Enter the new tax amount and press [Enter].

Figure 16-17: New Tax Amount Prompt

   Xstore changes the tax on the item to this new amount.

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.

   Xstore adjusts any charges as required.

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

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. Xstore displays a list of line items currently on this Work Order. Select an item from the list and press [Enter].

If the item you selected is not eligible for a tax change, Xstore displays a message informing you that the item tax cannot be changed.

3. Xstore 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. Xstore prompts for the new tax percentage. Enter the new tax percentage and press [Enter].

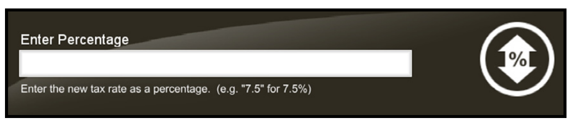


Figure 16-18: New Tax Amount Prompt

Xstore 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.

Xstore 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.

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.

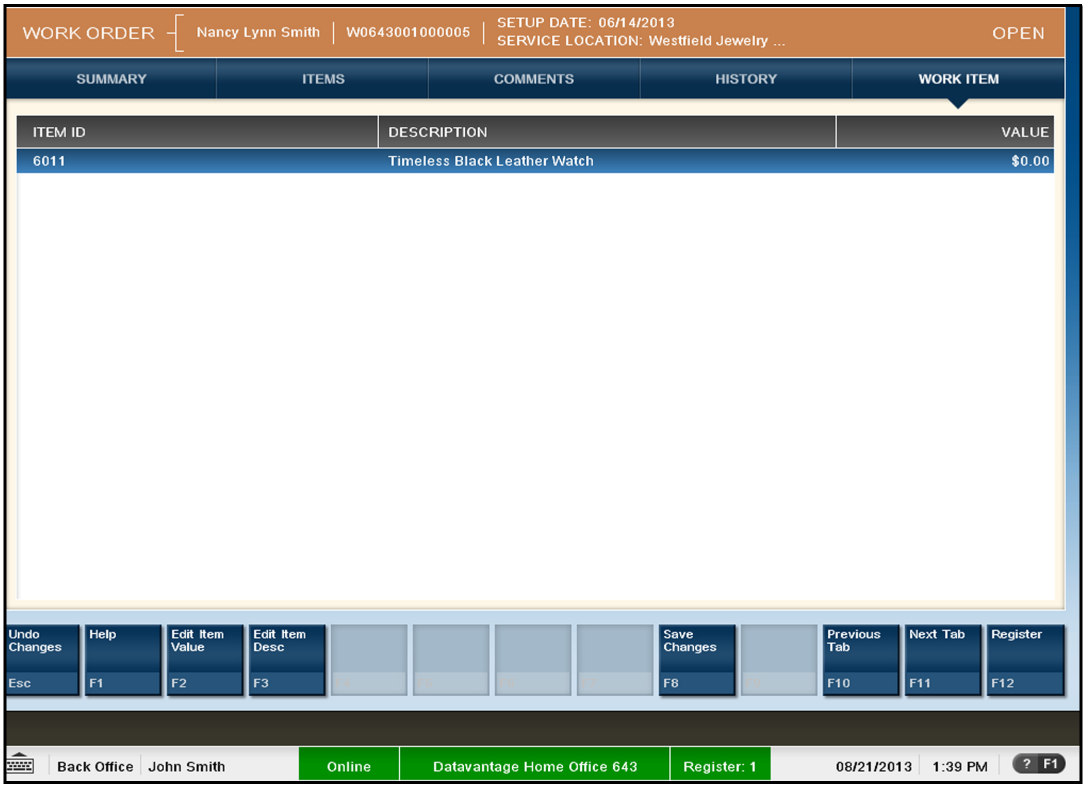


Figure 16-19: Work Order Comment Tab

Comments Tab Information

- **Created Time**: 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. Xstore displays the comment form.
2. Type a comment and press [Enter].

   Xstore adds the new comment to the Work Order record.

To View Work Order History

The information shown on the History tab provides a look at the actions taken on this Work Order as it moved through the repair/alteration process. The information here is read-only and cannot be edited.

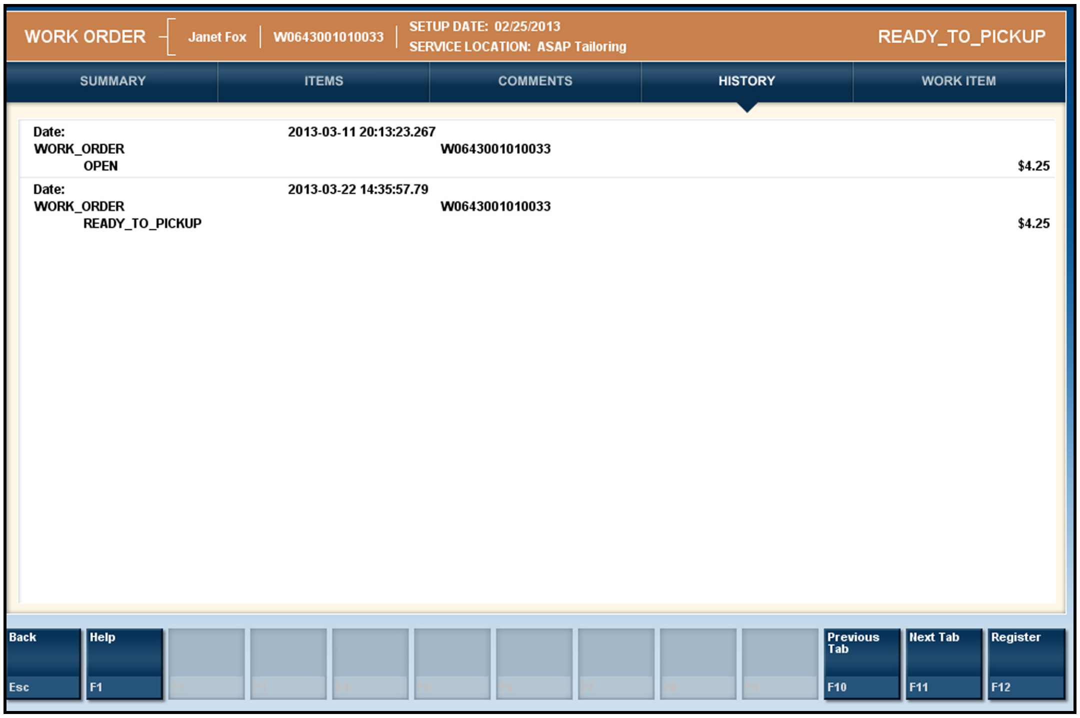


Figure 16-20: History Tab

History Tab Information

- **Date**: The date and time of each Work Order activity.
- **Work Order**: The Work Order Identifier, and the status and price for the activity.

To View and Edit a Work Order Item Record

After viewing a Work Order item record you may decide that some of the information must be changed. You can change the item description and the item valuation. You must transition to an editing mode to make any changes to the record.

Work Item Tab Information

- **Item ID**: The item identifier.
- **Item Description**: A brief description of the item.
- **Value**: The dollar value of the item. This value is typically used for shipping insurance and store liability purposes.

Editing Item Information

With the Work Order item record displayed in edit mode, the following options are available:

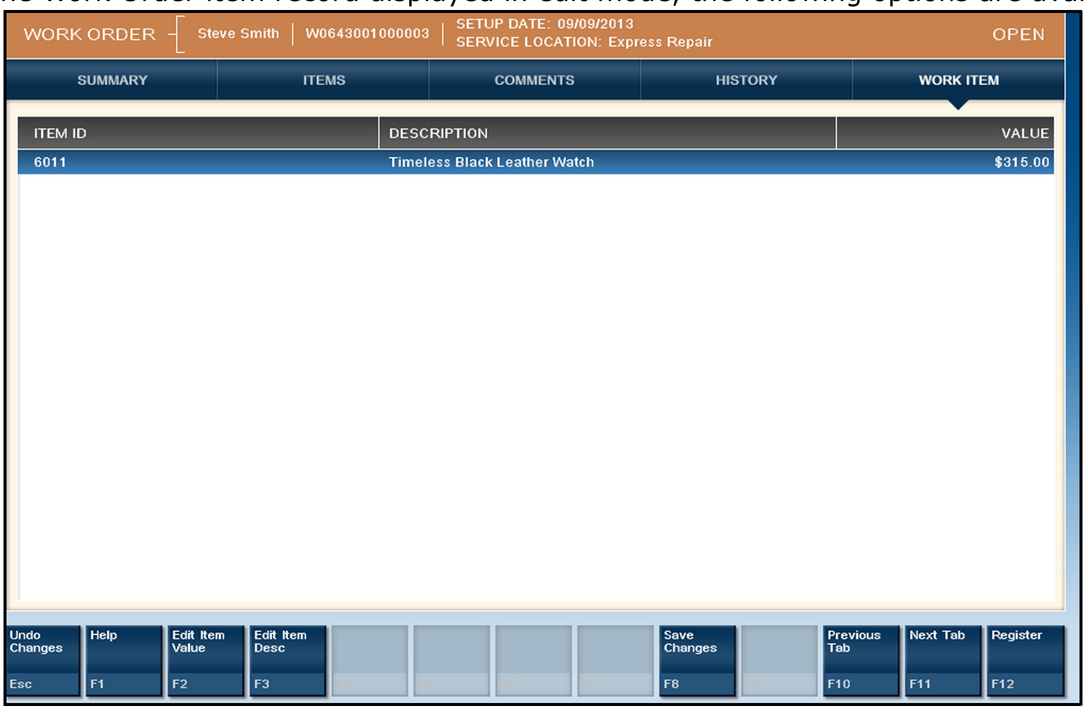


Figure 16-21: Work Order Item Record - Edit Mode

- **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, Xstore 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].

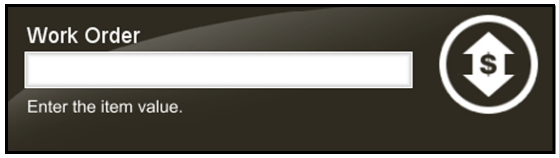


Figure 16-22: Work Order Item Value Prompt

Xstore 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, Xstore 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]. Xstore updates the Work Order item description with this information.

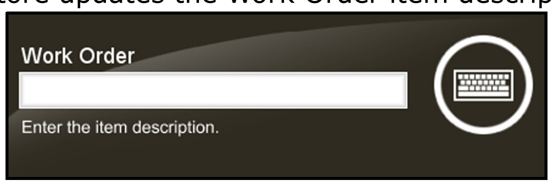


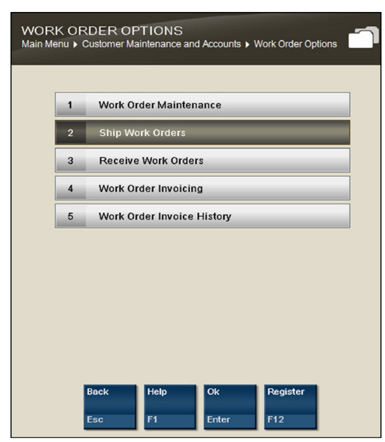
Figure 16-23: Work Order Item Description Prompt

  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.



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.

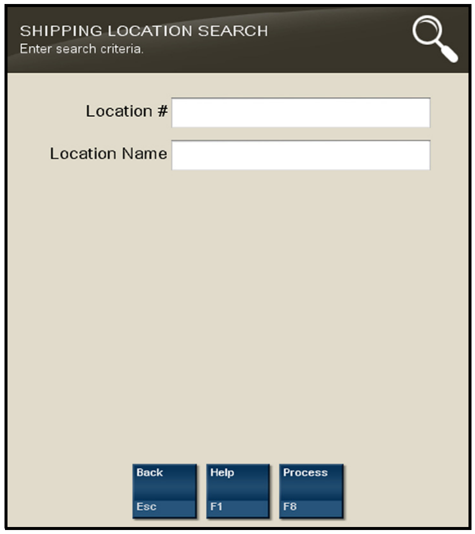


Figure 16-24: Shipping Location Search Form

> *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.

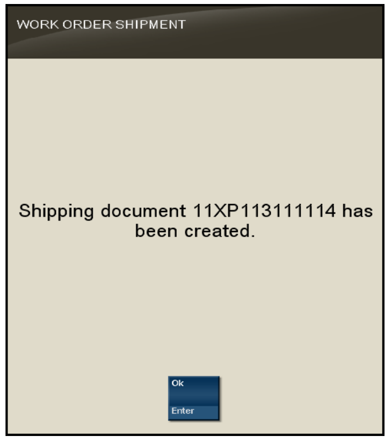


Figure 16-25: Shipping Document Created Prompt

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.

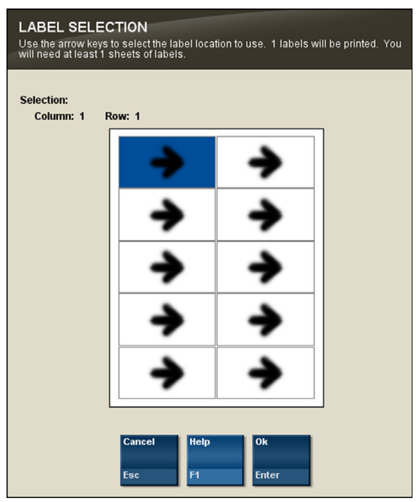


Figure 16-26: Shipping Label Selection Prompt

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.

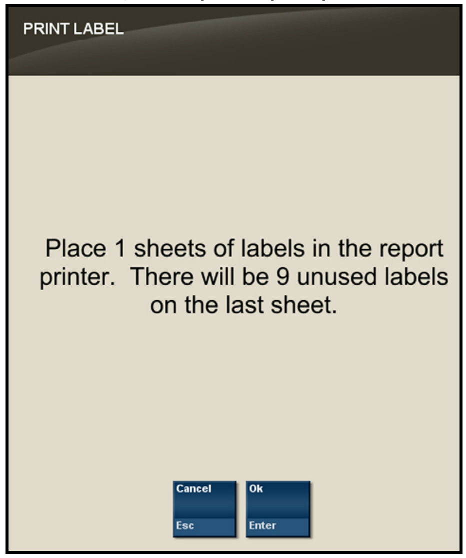


Figure 16-27: Print Label Prompt

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.

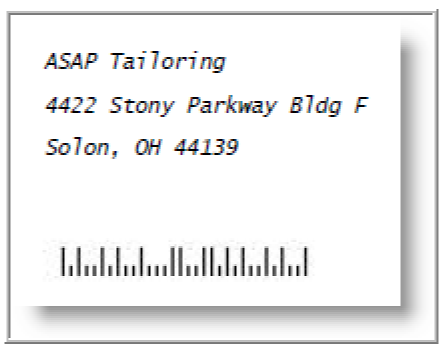


Figure 16-28: Shipping Label Sample

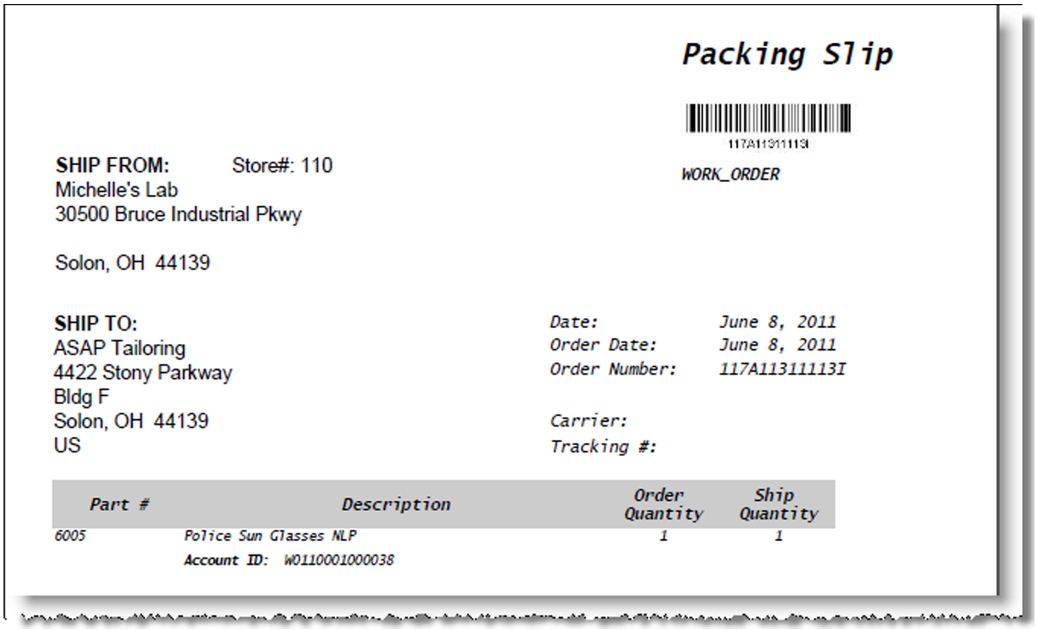
8. The system prompts: Do you want to print a packing slip?

- ❑ 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 16-24).


Packing Slip

117A113111131

WORK_ORDER

SHIP FROM: Store#: 110
Michelle's Lab
30500 Bruce Industrial Pkwy

Solon, OH 44139

SHIP TO:
ASAP Tailoring
4422 Stony Parkway
Bldg F
Solon, OH 44139
US

Date: June 8, 2011
Order Date: June 8, 2011
Order Number: 117A113111131

Carrier:
Tracking #:

Part #	Description	Order Quantity	Ship Quantity
6005	Police Sun Glasses NLP Account ID: W0110001000038	1	1

Figure 16-29: Packing Slip Sample

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.

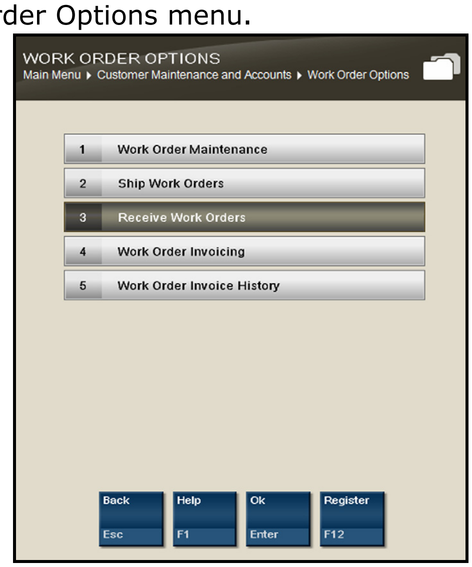


Figure 16-30: Work Order Options Menu - Receive Work Orders

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.

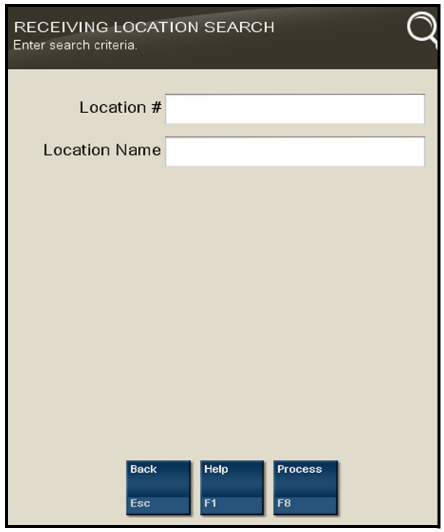


Figure 16-31: Receiving Location Search Form

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.

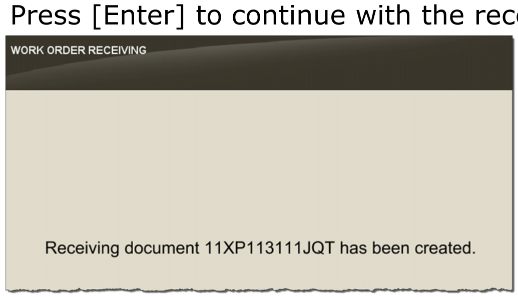


Figure 16-32: Receiving Document Created Prompt

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.

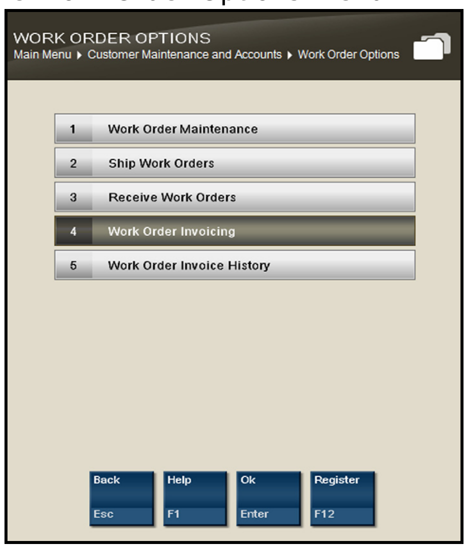


Figure 16-33: Work Order Options Menu - Work Order Invoicing Option

2. The system prompts for the invoicing location. Enter the search criteria to find the location and select **Process** to continue.

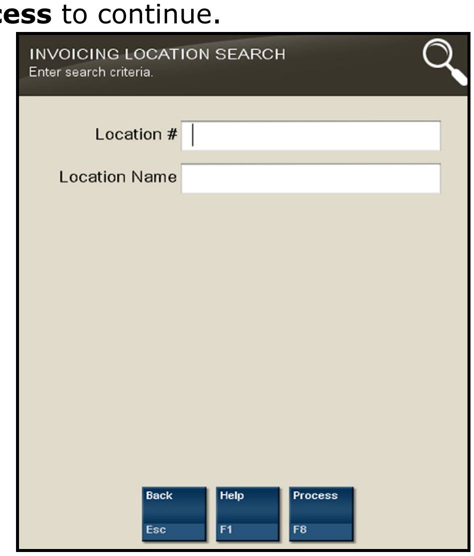


Figure 16-34: Invoicing Location Search Form

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 ser1vice vendor and select **Process** to continue.

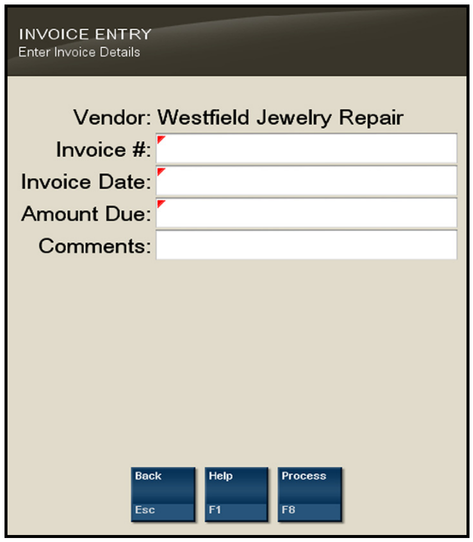


Figure 16-35: Invoice Information Entry Form

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.

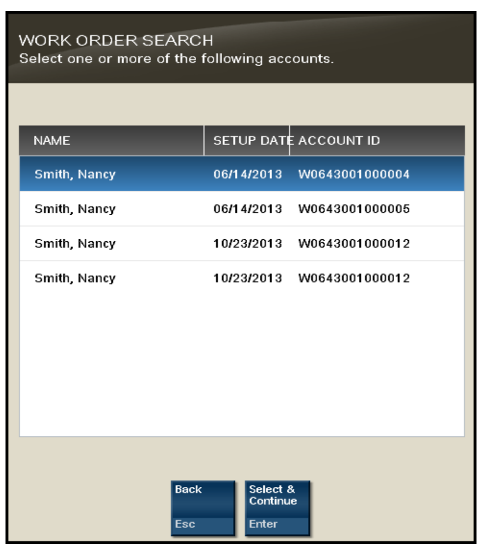


Figure 16-36: Work Order Accounts

> *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.

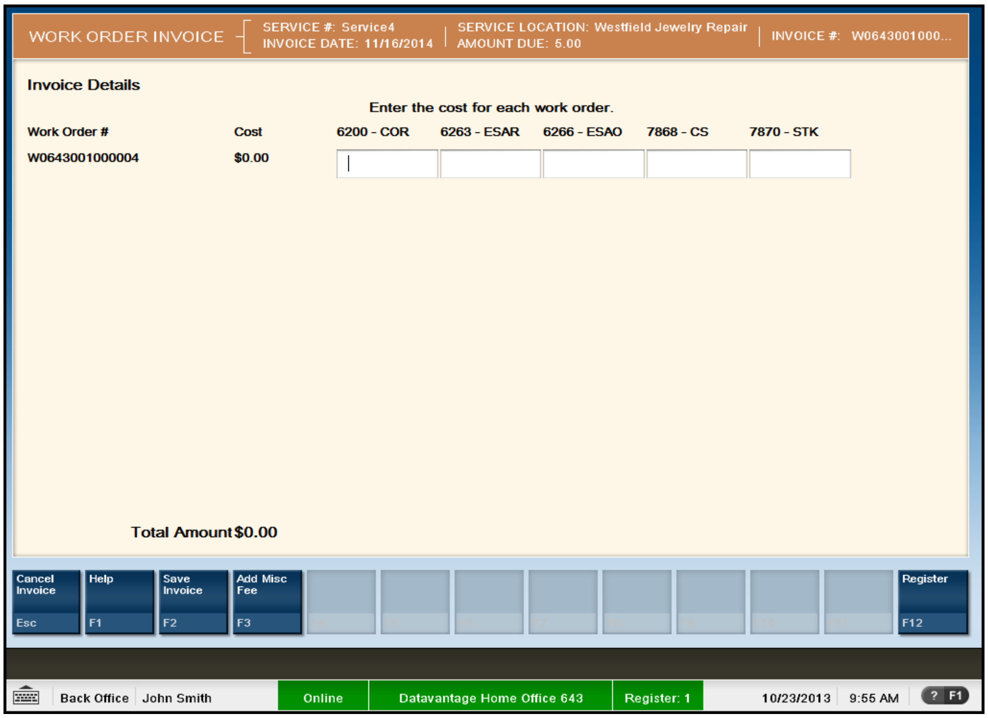


Figure 16-37: Work Order Cost Screen

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.

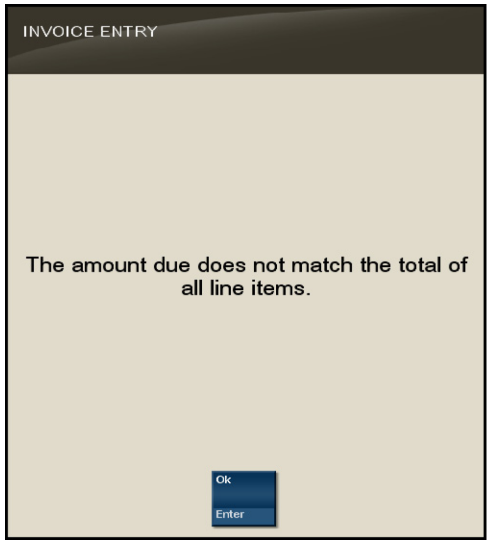


Figure 16-38: Amount Due Out of Balance Message

- ❑ 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.

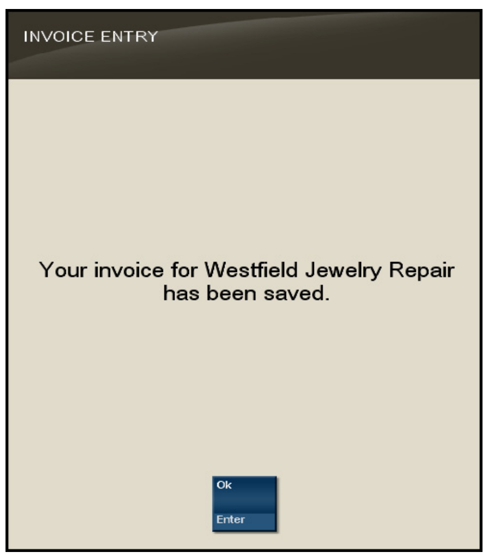


Figure 16-39: Invoice Information Saved Prompt

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.

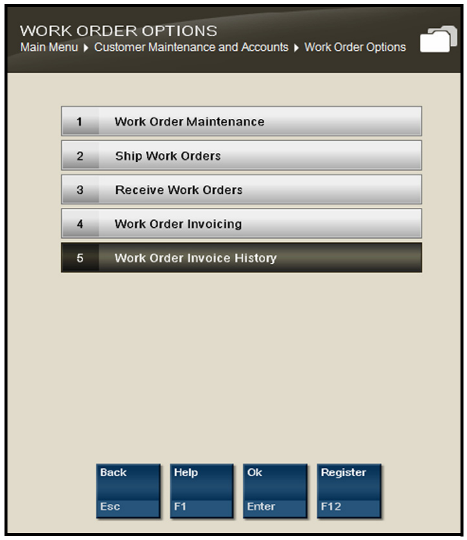


Figure 16-40: Work Order Options Menu - Work Order Invoice History Option

2. The system prompts for the invoicing location. Enter the search criteria to find the location and select **Process** to continue.

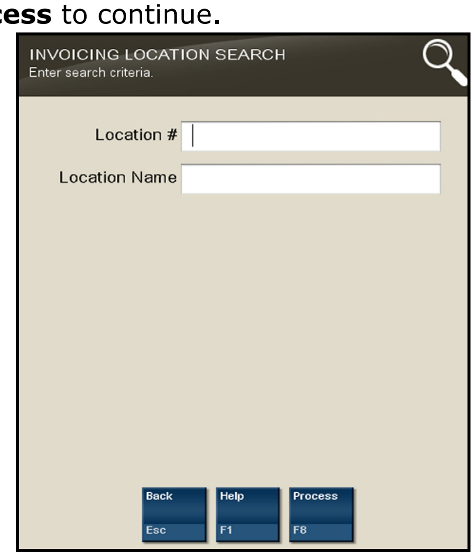


Figure 16-41: Invoicing Location Search Form

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.

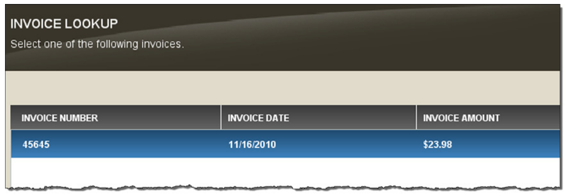


Figure 16-42: Service Location Invoices

5. The system displays the invoice detail:

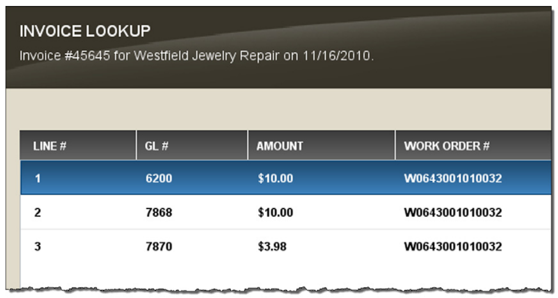
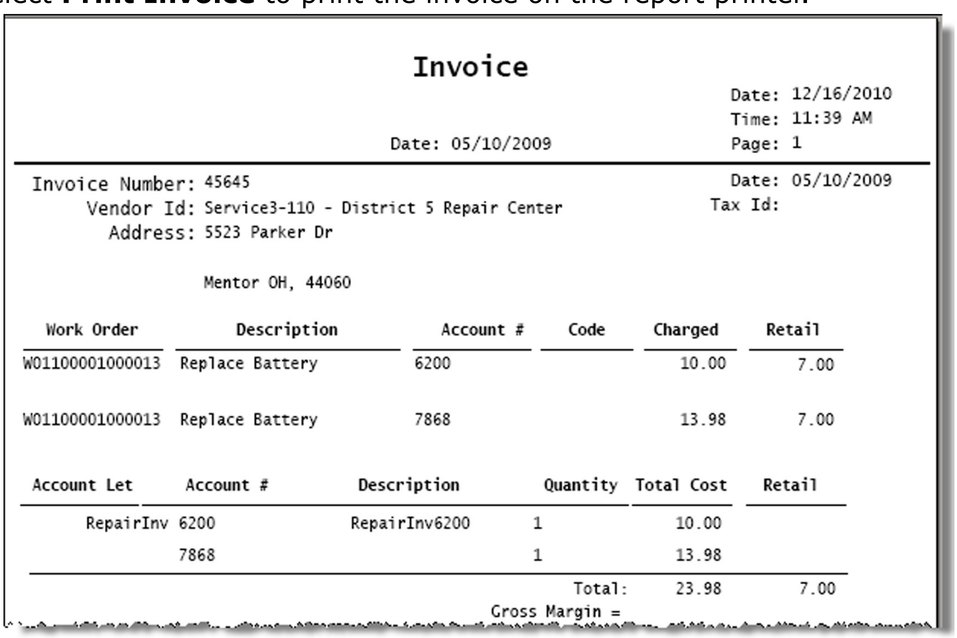


Figure 16-43: Invoice Line Detail

- ❑ 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.



Invoice

Date: 05/10/2009

Date: 12/16/2010
Time: 11:39 AM
Page: 1

Invoice Number: 45645
Vendor Id: Service3-110 - District 5 Repair Center
Address: 5523 Parker Dr

Mentor OH, 44060

Date: 05/10/2009
Tax Id:

Work Order	Description	Account #	Code	Charged	Retail
W01100001000013	Replace Battery	6200		10.00	7.00
W01100001000013	Replace Battery	7868		13.98	7.00

Account Let	Account #	Description	Quantity	Total Cost	Retail
RepairInv	6200	RepairInv6200	1	10.00	
	7868		1	13.98	
			Total:	23.98	7.00
		Gross Margin =			

Figure 16-44: Printed Invoice Example

CHAPTER 17

Special Order Maintenance

Overview

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.

See also: Refer to the *Xstore 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.

See also: Refer to the *Xstore Reports Guide* for more information about this report.

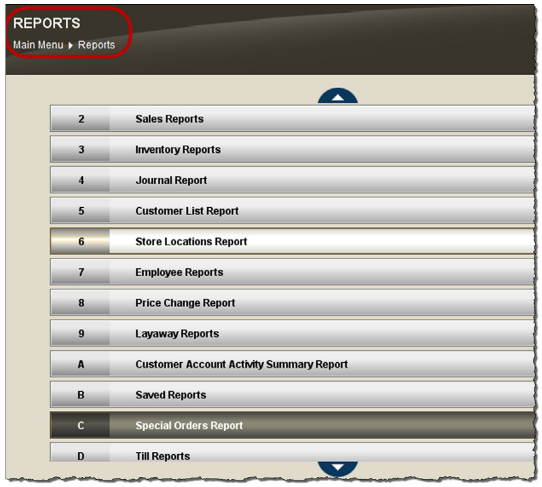


Figure 17-1: Reports Menu - Special Orders Report

Accessing Back Office Special Order Maintenance

1. Select the **Back Office** option.
2. After logging in to the Back Office, select the **Customer Maintenance and Accounts** option from the Back Office Main Menu and press [Enter].

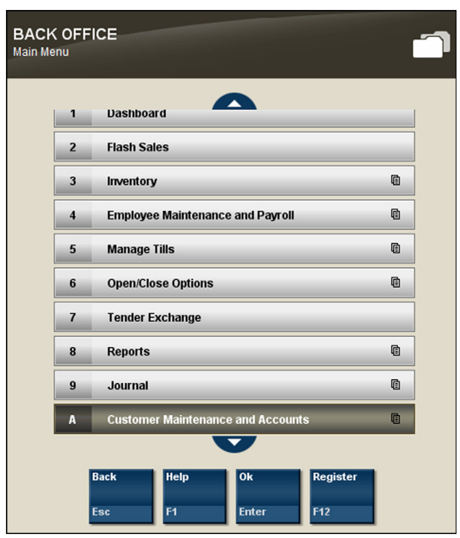


Figure 17-2: Back Office Main Menu

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].

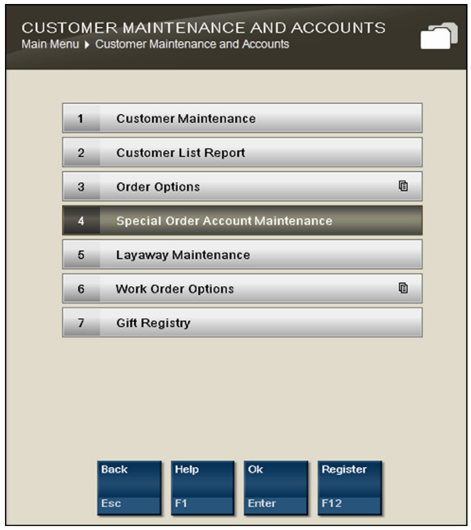


Figure 17-3: Customer Maintenance and Accounts Menu

4. Xstore 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**:

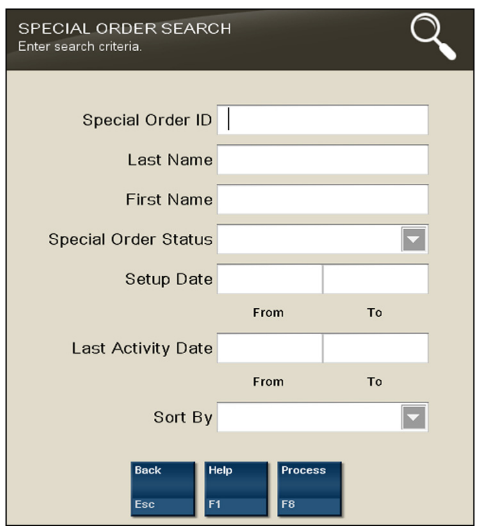


Figure 17-4: Special Order Search Form

- If you enter a Special Order ID, Xstore 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].

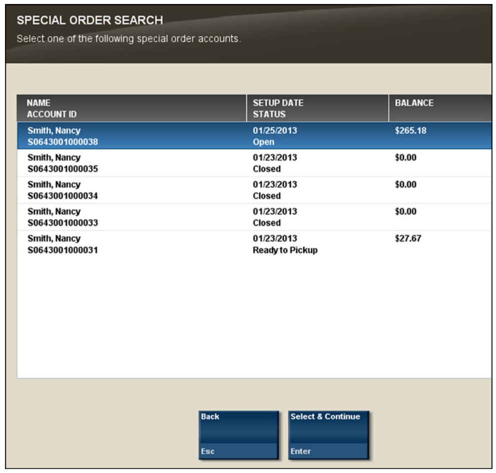


Figure 17-5: Special Orders Search Results List

Xstore displays the Special Order screen for the selected record.

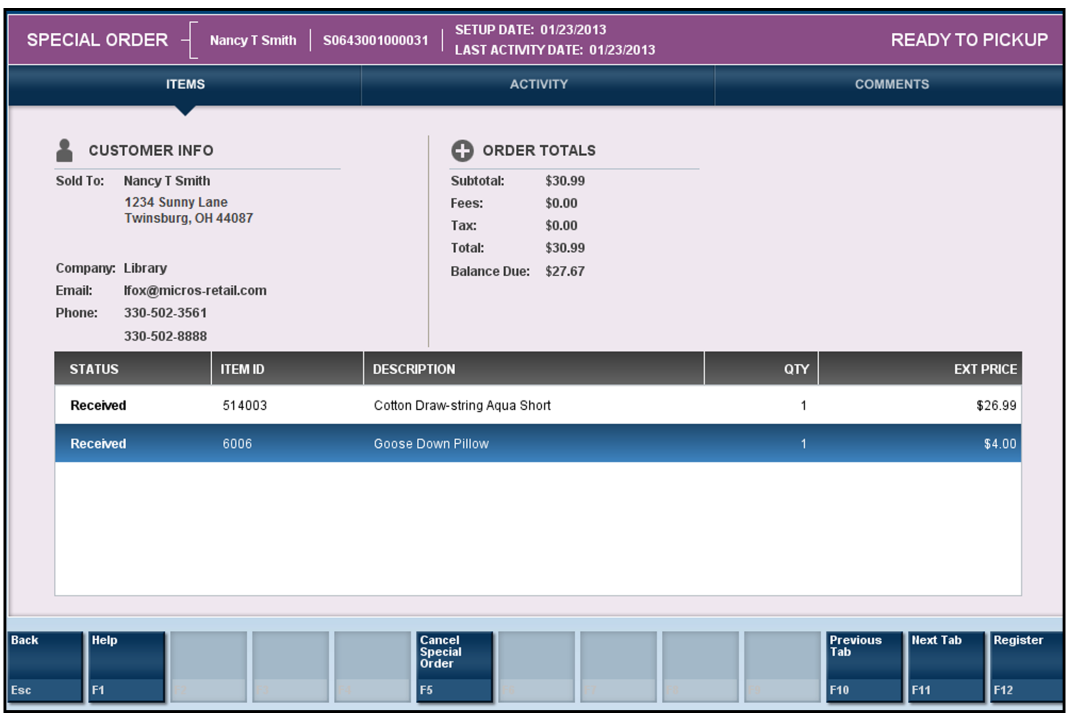


Figure 17-6: Special Order Screen

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).

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 Information

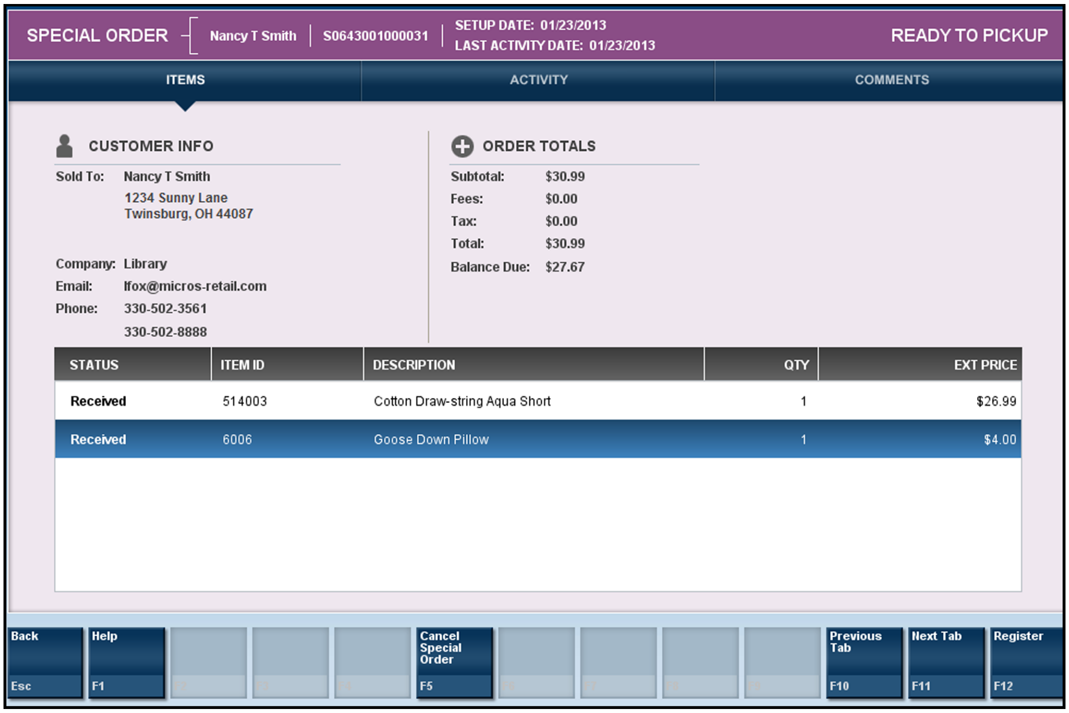


Figure 17-7: Items Tab Information

- **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 Information

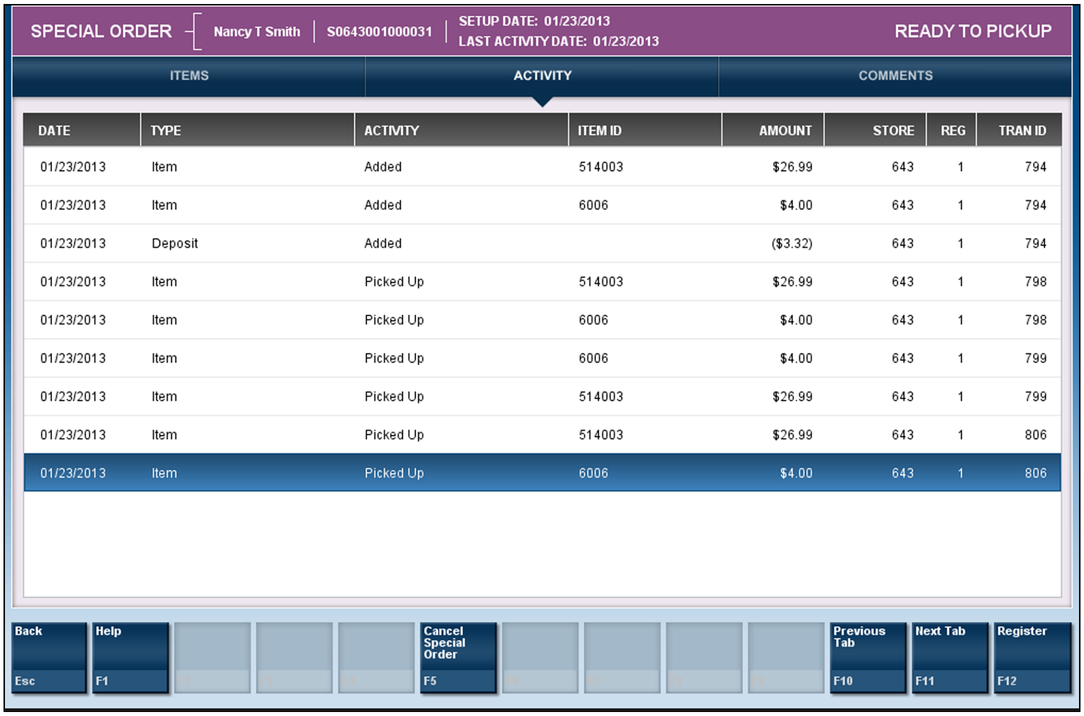


Figure 17-8: Activity Tab Information

- **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 Information

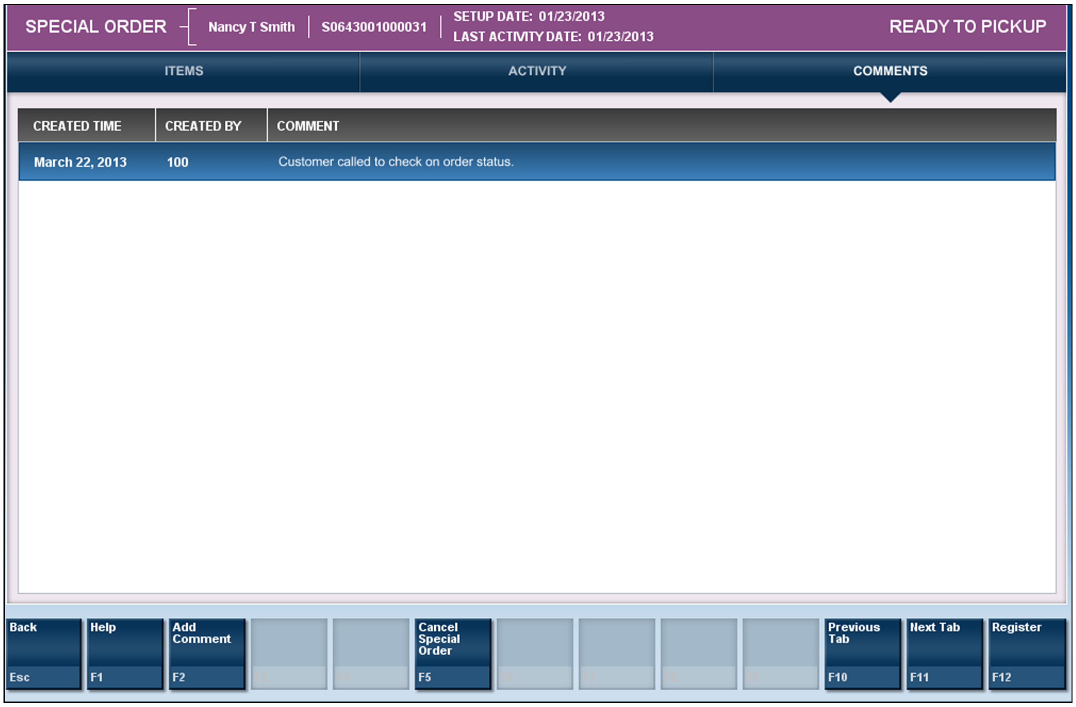


Figure 17-9: Comments Tab

- **Created Time**: 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.

*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 Xstore displays the account, select the **Cancel Special Order** option.

3. Xstore displays a message asking if the customer is present during the cancellation of the special order account. Select **Yes** or **No**.

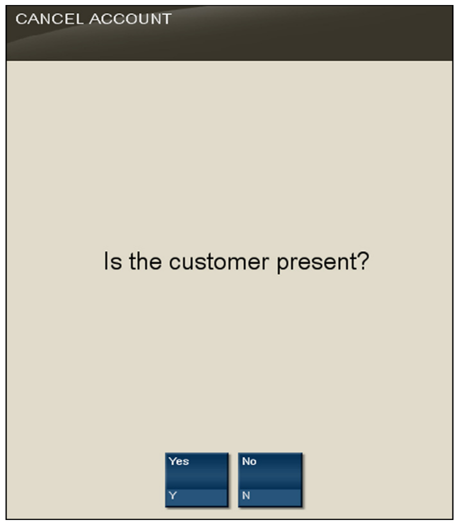


Figure 17-10: Checking for Presence of Customer

- ❑ If you select **No**, continue with "Customer Not Present" on page 335.
- ❑ If you select **Yes**, continue with "Customer Present" on page 337.

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.

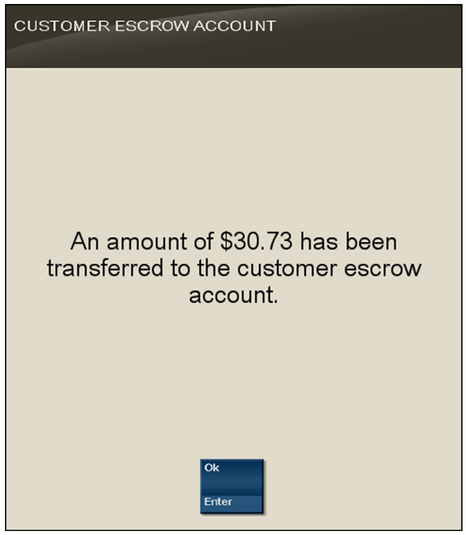


Figure 17-11: Customer Escrow Account Amount

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" on page 329".

The order status and item status are updated to **Cancelled to Escrow**.

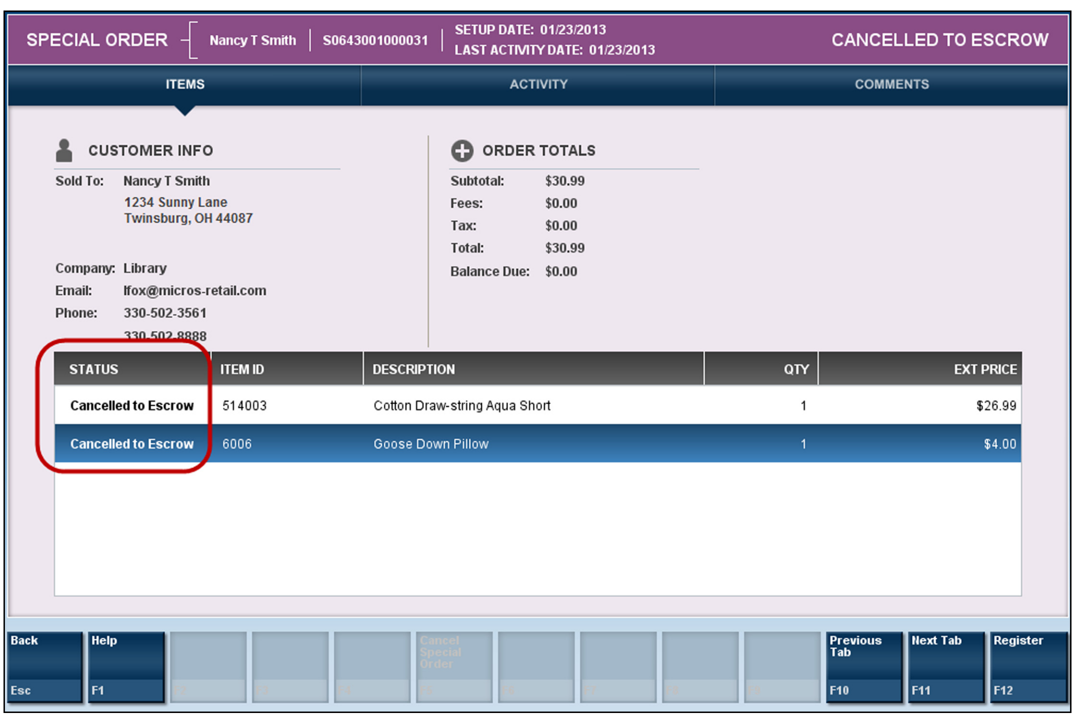


Figure 17-12: Cancelled to Escrow Status

Customer Present

- If you select **Yes**, indicating the customer is present, Xstore displays the following prompt. Press [Enter] to continue.

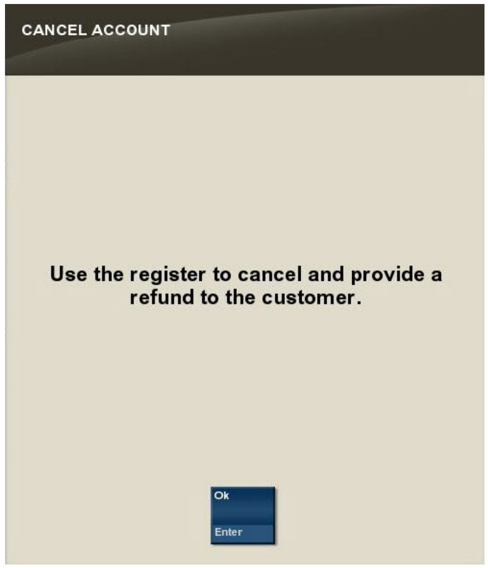


Figure 17-13: Prompt if Customer Is Present

	Refer to the Xstore User Guide for more information about Special Order accounts at the POS.

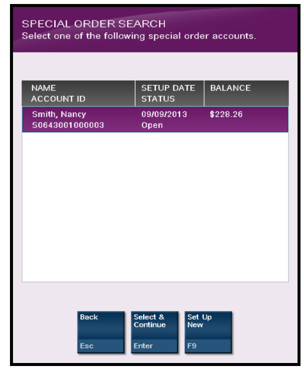
1. Select the **Register** option from the menu.

Figure 17-14: 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. Xstore displays a list of special order accounts for the selected customer. Select the special order account to be canceled and press [Enter] to continue.



8. The system displays the details of the special order account you selected in the **Special Order Mode**. Select the **Cancel Special Order** option on the menu.

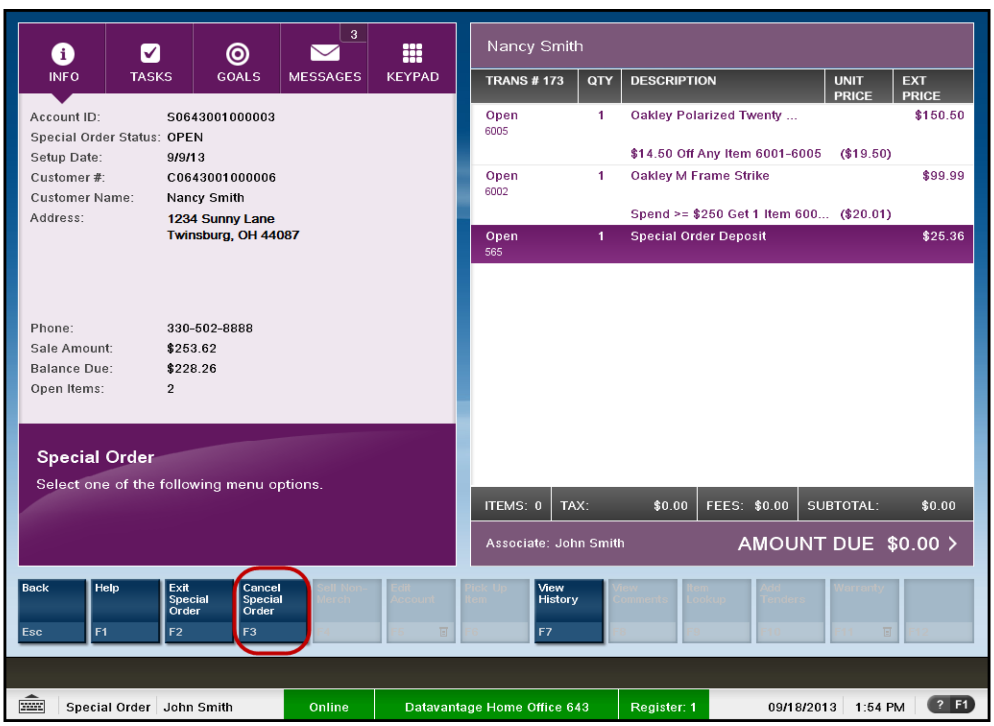


Figure 17-15: Special Order Screen

See also: For more information on cancelling special orders, see the *Xstore User Guide*.

CHAPTER 18

Shelf Labels

Overview

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.

> *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" on page 17), select the **Inventory** option from the Main Menu and press [Enter].

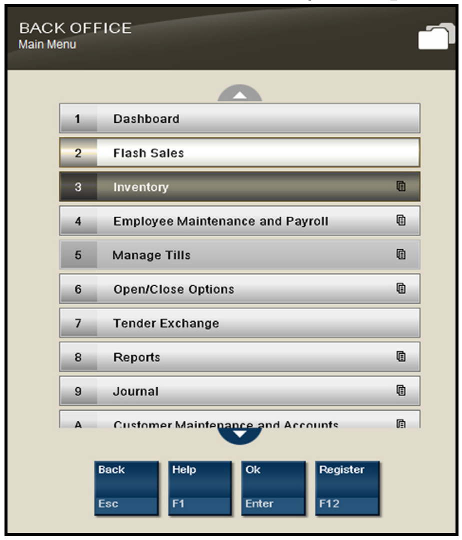


Figure 18-1: Back Office Main Menu

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 (2=Flash Sales, 3=Inventory, C= Customer Maintenance and Accounts, etc.).

2. At the Inventory menu, select the **Print Shelf Labels/Tickets** option and press [Enter].

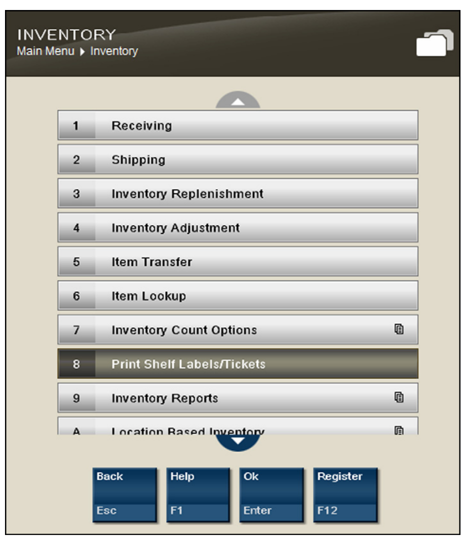


Figure 18-2: Inventory Menu

3. When prompted scan the barcode or manually enter the item Id and press [Enter].

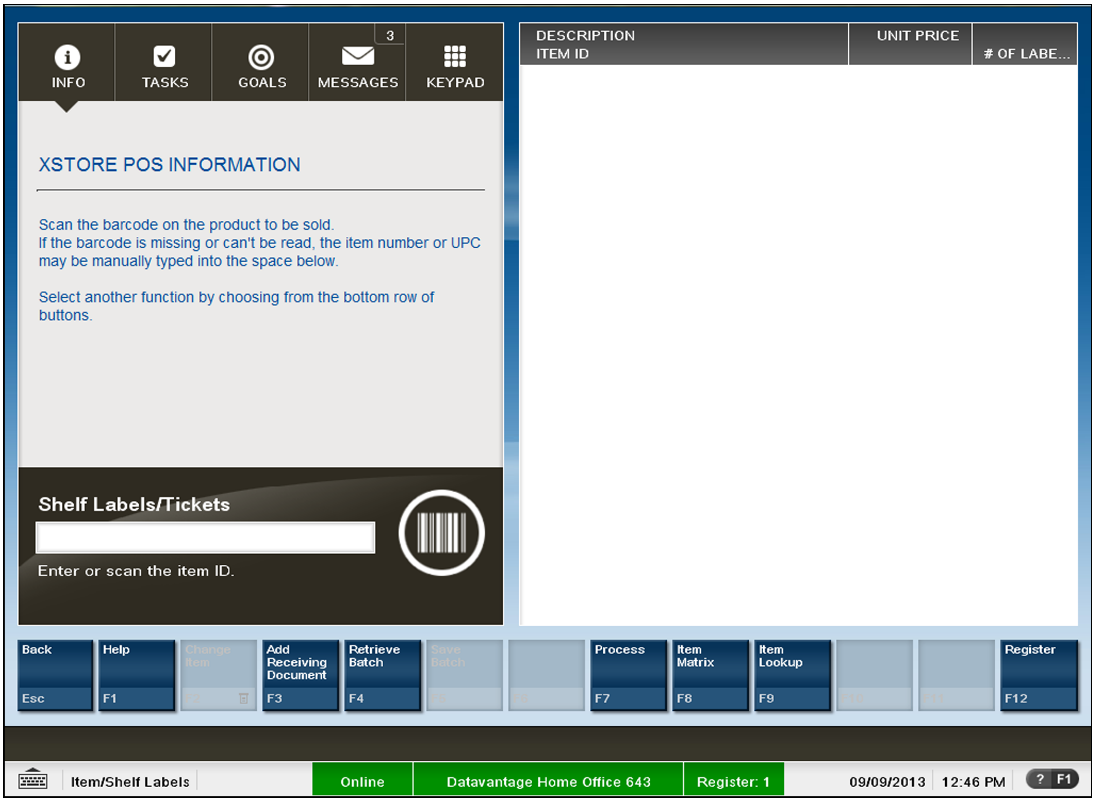


Figure 18-3: Item Id Prompt

*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" on page 352.*

4. When prompted for the number of labels you want to print for this item, type the quantity and press [Enter].

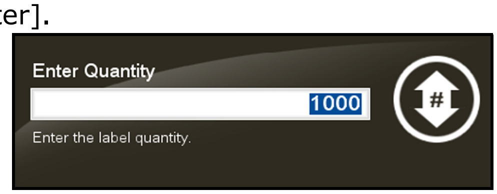


Figure 18-4: Label Quantity Prompt

By default, the system displays the number of items in your on hand inventory.

5. The next steps depend upon your label printer setup:

- ❑ If you ***are not*** using ZPL II communication with a label printer, continue with step 6 below.
- ❑ If you ***are*** using ZPL II communication with a label printer, skip to "ZPL II Label Printers" on page 344.

6. Xstore 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.

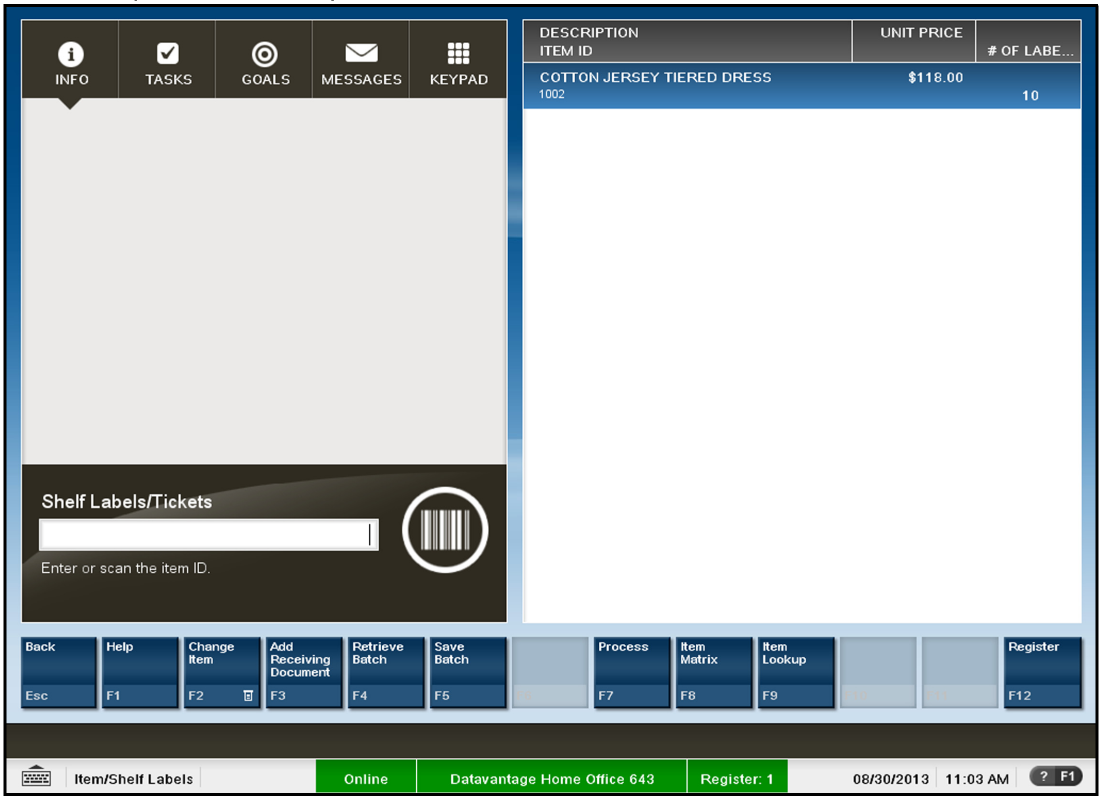


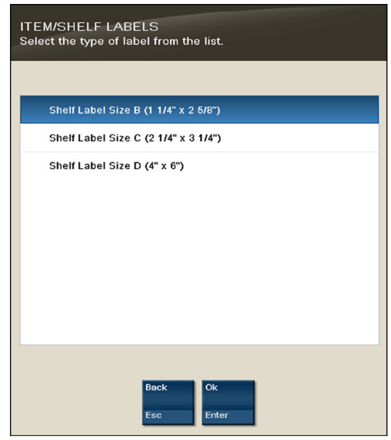
Figure 18-5: View Port Displays Items Added for Labels

Additional Options

- **Change Item** - To remove an item from the list, change the label quantity, or change the item label price, see "To Change an Item" on page 347.
- **Item lookup** - To search for an item to add to the list, see "To Look Up an Item" on page 348.
- **Add Receiving Document** - To add items from a receiving document, see "To Add a Receiving Document" on page 350

7. When you have entered and/or edited all the items and label quantities, select the ***Process*** option to continue with label setup.

8. Xstore prompts you to select the type of label from the list. Select the label type and press [Enter] to continue.



9. Xstore 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].

The column/row you selected is shown in the Selection area on the form. In Figure 18-6, Column: 1, Row: 1:

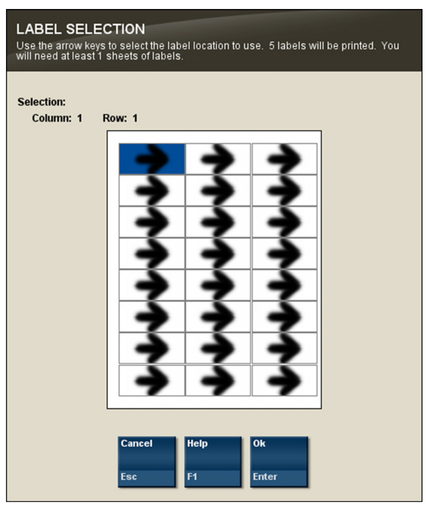


Figure 18-6: Label Location Prompt

Label location selection allows you to use partial sheets of labels to ensure that expensive labels are not wasted.

10. When prompted, press [Enter] to acknowledge the message informing you of the number of label sheets required.

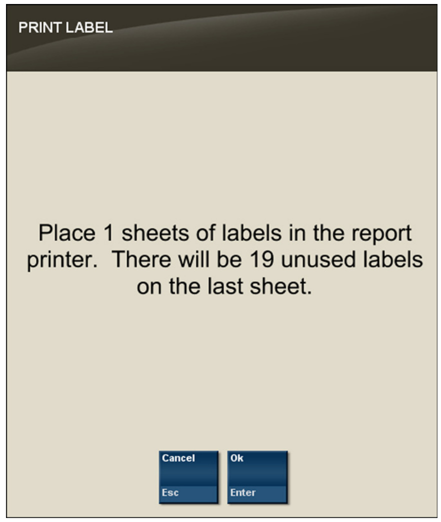


Figure 18-7: Print Label Prompt

11. Xstore flashes a message **Calculating label layout** and prints the labels.

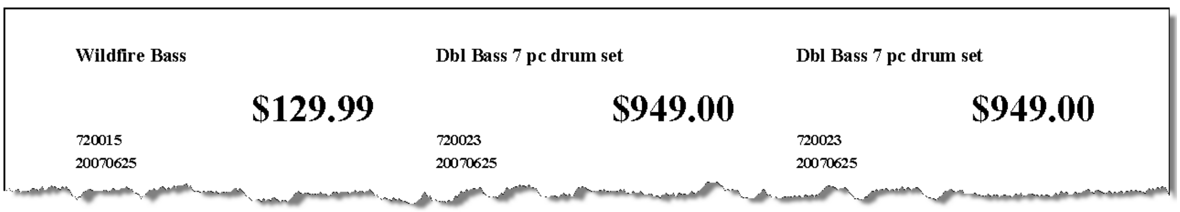


Figure 18-8: Sample Labels

*If you exit from the Item/Shelf Labels screen without printing the labels, Xstore 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 5 on page 342

*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” on page 352.*

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 on page 345.

- ❑ 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.

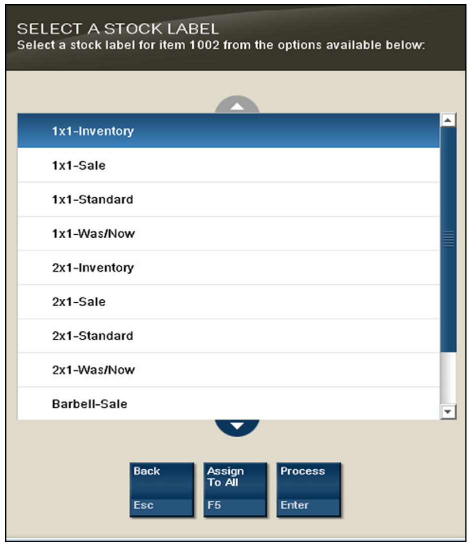


Figure 18-9: Stock Label Types

1) Select the stock label type.

2) 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.

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.

3) 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" on page 347.
- ❑ **Item lookup** - To search for an item to add to the list, see "To Look Up an Item" on page 348.
- ❑ **Add Receiving Document** - To add items from a receiving document, see "To Add a Receiving Document" on page 350.

- ❑ **Retrieve Batch** - To print a previously saved batch, see "To Retrieve a Batch - ZPL II Only" on page 352.
- ❑ **Save Batch** - To save this label printing instance as a batch, see "To Save a Batch - ZPL II Only" on page 352

3. When you have entered and/or edited all the items and label quantities, select the **Process** option to continue with label printing.

Before printing, Xstore automatically groups the items by stock type and verifies all items are associated with a label stock type. If Xstore 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.

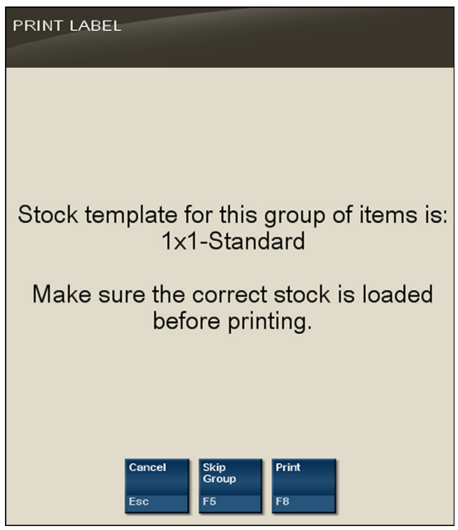


Figure 18-10: Load Label Stock Message

- ❑ 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 on page 347.

  <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.

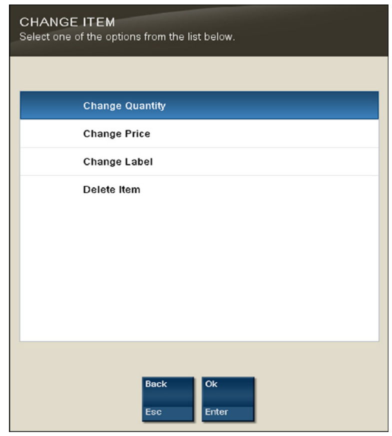
*You can select **Back** to return to the item entry screen.*

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" on page 352 and "To Retrieve a Batch - ZPL II Only" on page 352.

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.



- **Change Quantity**: Select **Change Quantity** to change the number of labels to be printed.
  - **1)** Use the arrow keys to select the item and press [Enter].
  - **2)** At the Enter Quantity prompt (see Figure 18-4 on page 341), enter the number of labels you want to print for the item and press [Enter].

  Xstore 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.
  - **1)** Use the arrow keys to select the item and press [Enter].
  - **2)** At the Enter Price prompt, enter the price of the item to be printed on the label and press [Enter].

Figure 18-11: Enter Price Prompt

  Xstore 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.
  - **1)** Use the arrow keys to select the item and press [Enter].

2) Select the stock label type.

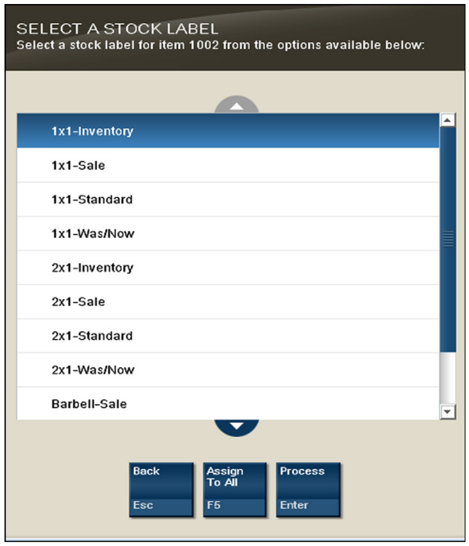


Figure 18-12: Stock Label Types

3) 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.

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.

1) Use the arrow keys to select the item and press [Enter].

There is no confirmation prompt before deleting the item. Be sure you are highlighting the correct item in the View Port display area.

Xstore 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.

1) At the Item Lookup form, enter the search criteria and select **Process**.

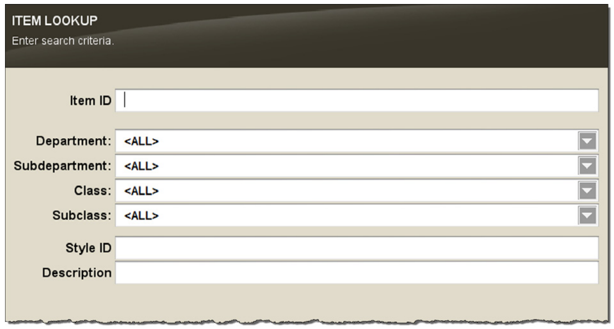
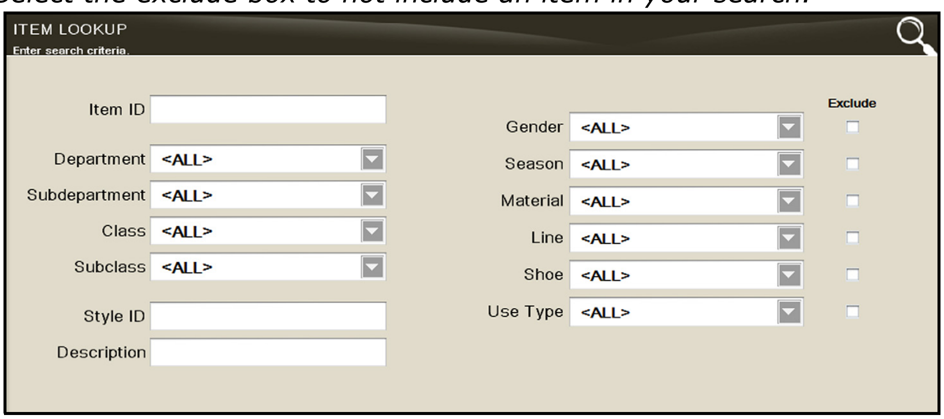


Figure 18-13: Item Lookup Form

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.



2) If more than one item matched the search criteria you entered, select the item from the list and **Ok**. Xstore displays the item information.

3) Select the **Add Item** option to include the item on the list of item labels to be printed.

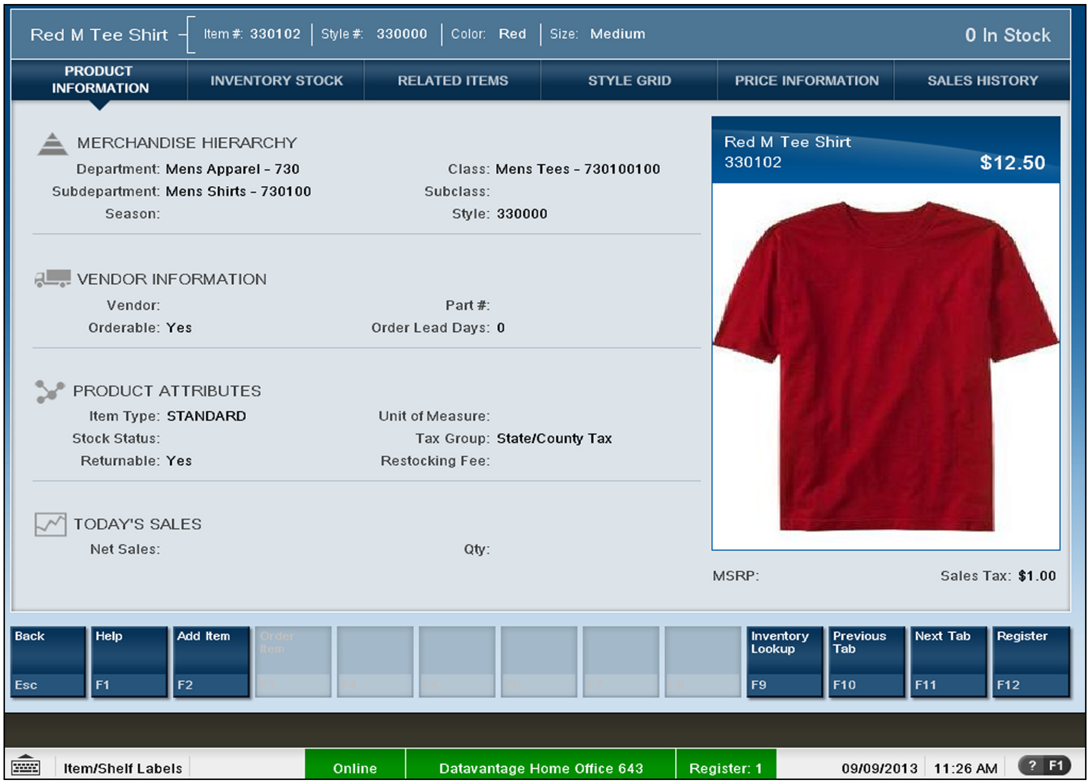


Figure 18-14: Item Lookup Results - Add Item Option

4) 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 18-4 on page 341).

To Add a Receiving Document

- **Add Receiving Document**: Select this option to print labels for *all* of the items on a receiving document.

1) At the Document Search form, scan the barcode for the Receiving Document or enter search criteria to locate the Receiving Document.

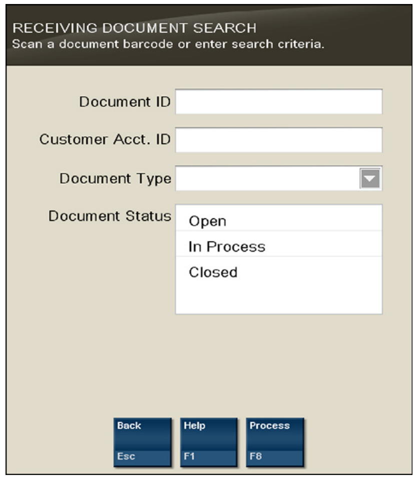


Figure 18-15: Document Search Form

Xstore 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.

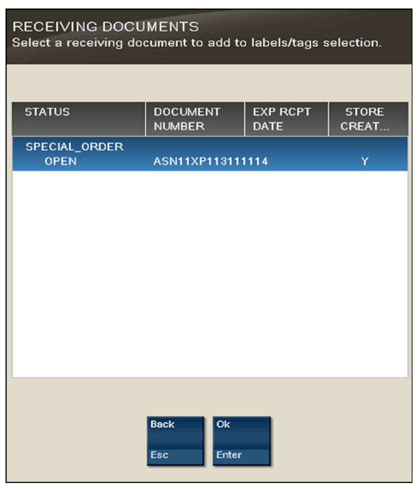


Figure 18-16: List of Receiving Documents

2) Select the receiving document that has the items that need labels and choose **Ok**. Xstore 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.

*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].

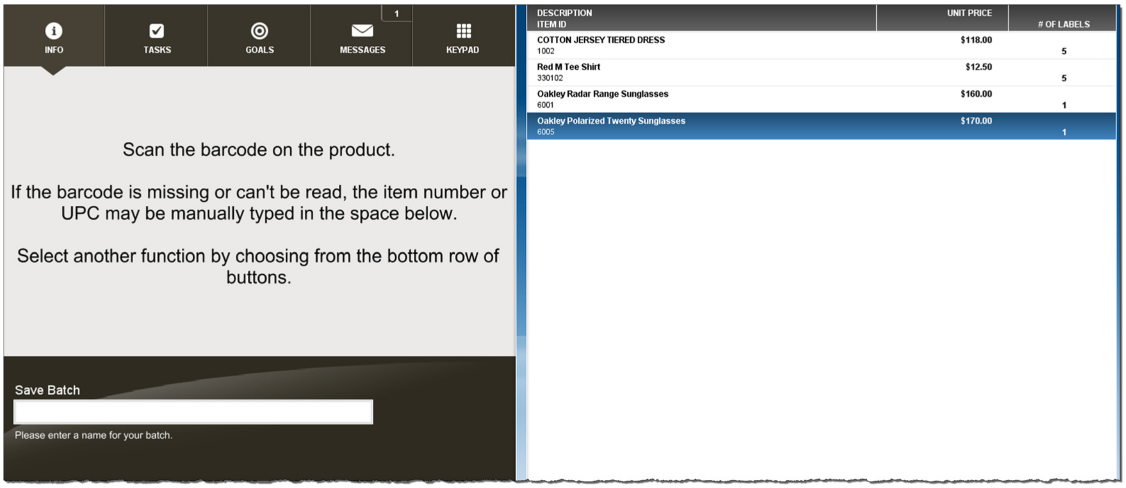


Figure 18-17: Enter Batch Name Prompt

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 on page 345.

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.

CHAPTER 19

Training Mode

Overview

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 Xstore 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, etc., 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

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, Xstore 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 Back Office Main Menu.

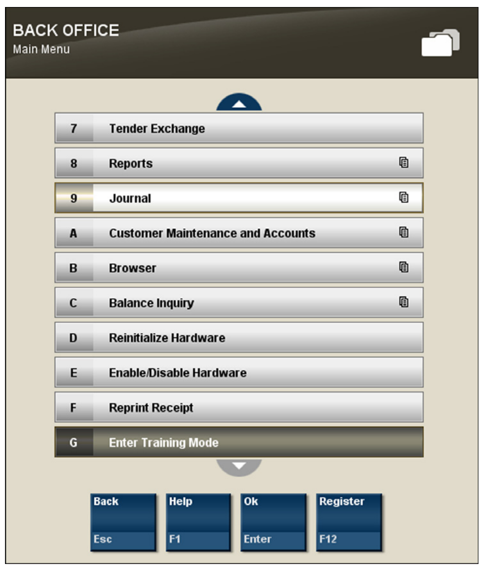


Figure 19-1: Back Office Menu - Training Mode Option

*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. Xstore prompts to confirm that you want to enter Training Mode. Select **Yes** to enter Training Mode. If you select **No**, Xstore returns to the Back Office Main Menu or to the Register Login screen, depending upon the location from which you logged in.

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".

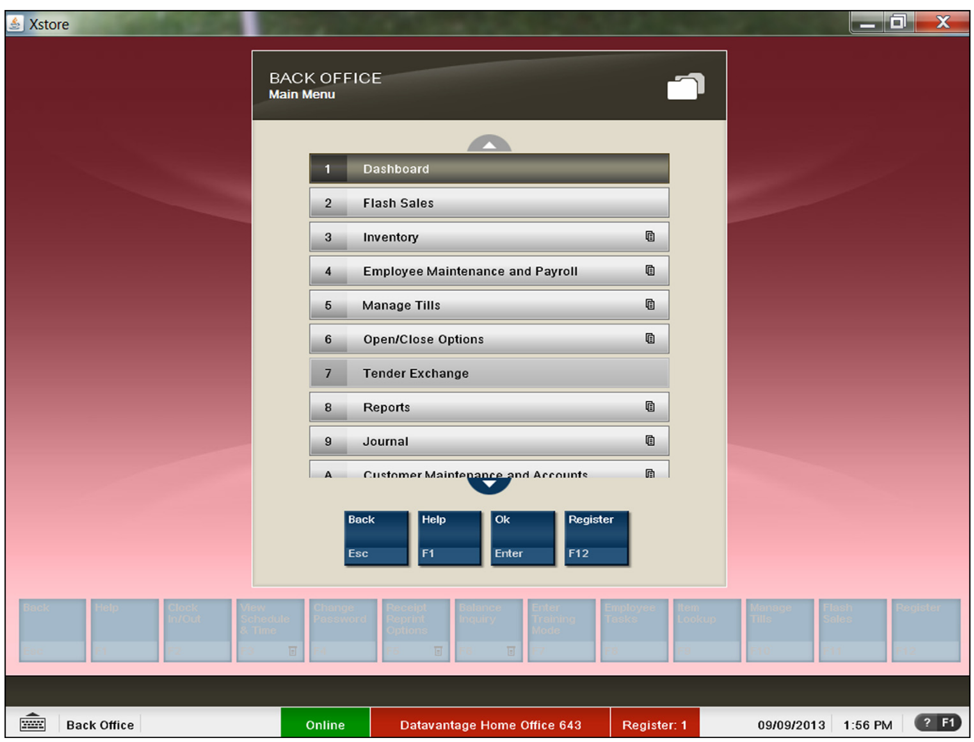


Figure 19-2: Training Mode - Back Office Screen Example

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.
- Xstore does not communicate with the Environment (Xenvironment is an application that interacts with Xstore 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. Xstore prompts you to confirm that you want to exit Training Mode. Select **Yes** to exit from Training Mode.

Xstore returns to normal production mode.

Figure 19-3: Back Office Login Screen - After Exiting Training Mode

CHAPTER 20

Miscellaneous Functions

Overview

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” on page 357.
- Open a browser to access the World Wide Web - See “Opening a Browser” on page 362.
- Dashboard View - See “Using the Dashboard” on page 363.
- Enabling/Disabling Hardware - See “Enabling and Disabling Hardware” on page 366.
- Reinitializing Hardware - See “Reinitialize Hardware” on page 370.
- Updating the PINpad key - See “Update PINpad Key (TransArmor)” on page 371.

Changing Your Password

This function is also available from the POS register and the Employee Maintenance Menu in the Back Office. Refer to Chapter 4, “Employee Maintenance” on page 49.

If you need to change another employee’s password, not your password, use the process described in Chapter 4, “Employee Maintenance” on page 55.

The **Change Password** option is available from the Back Office Login screen - *before* you log in to the system.

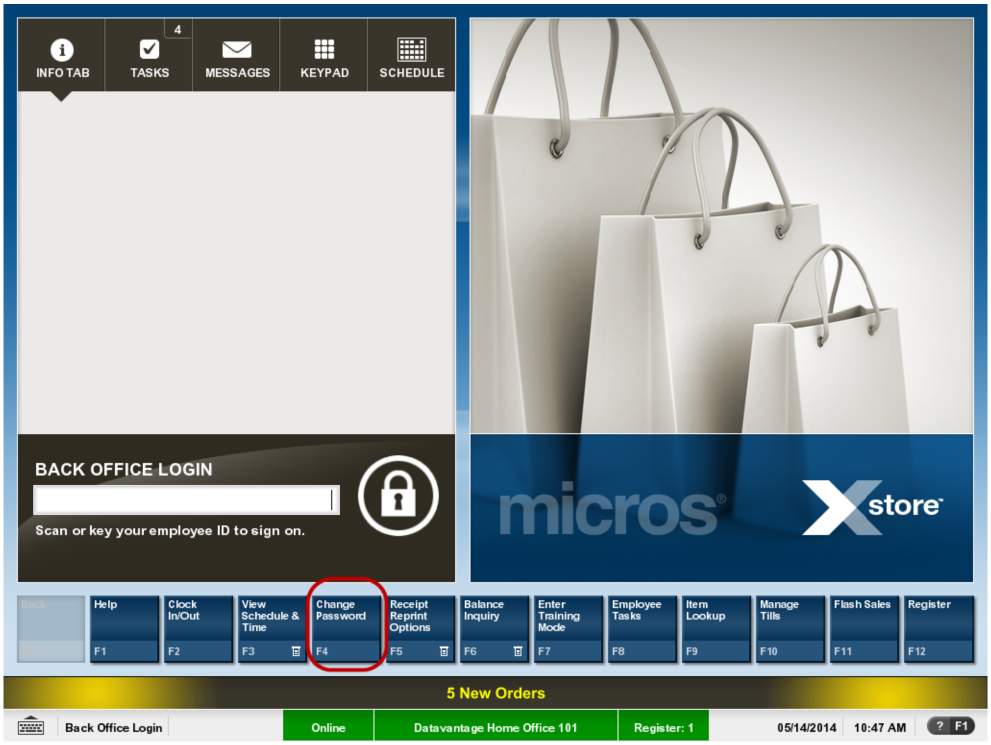


Figure 20-1: Back Office Login Screen

1. Select the **Change Password** option from the Back Office Login screen. Xstore prompts for your employee ID. If you are using the Fingerprint Scan, the prompt asks for your fingerprint.

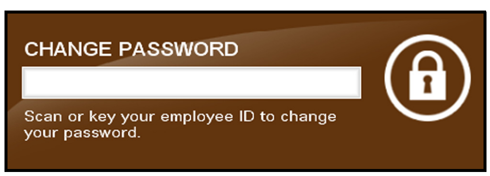


Figure 20-2: Change Password Prompt: Scan or Key Entry Accepted

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].

If you forgot your current password and your store is configured with challenge questions, see *"Forgot Password Challenge Questions" on page 360*.

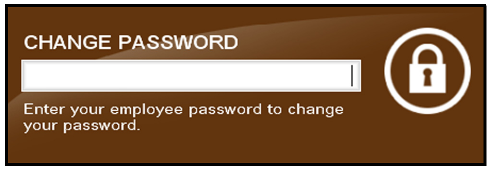


Figure 20-3: Change Password Login Screen

4. Xstore 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.

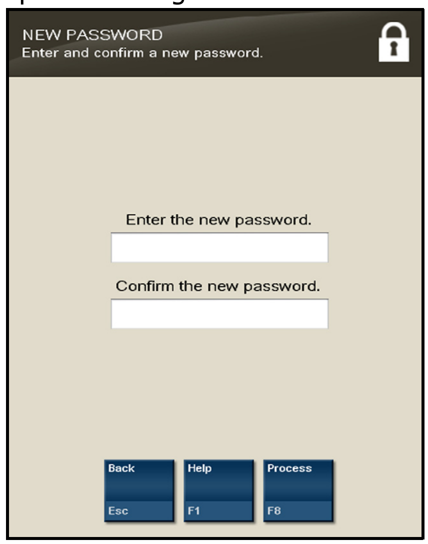


Figure 20-4: New Password Prompt

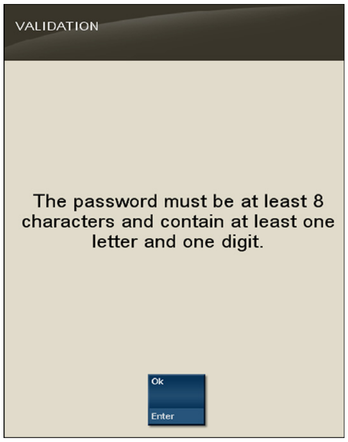
Passwords may be case sensitive, so be sure you note whether the keyboard Caps Lock key is on or off when you enter and confirm your new password.

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.

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.



Xstore 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" on page 57*.

1. Select the **Change Password** option from the Register Login screen or the Back Office Login screen. Xstore 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.

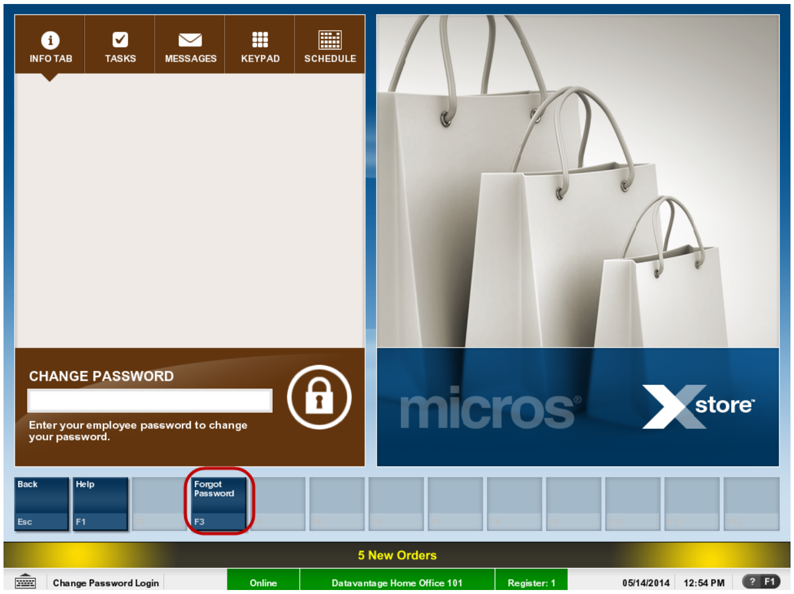


Figure 20-5: Forgot Password Menu Option

4. Enter your last name for verification.

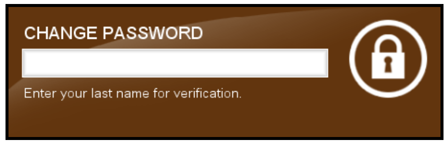
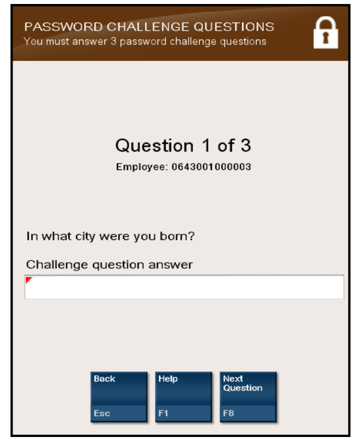


Figure 20-6: Change Password Verification

5. For each challenge question, type the answer and then select **Next Question**. For the last question, select **Process**.



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.

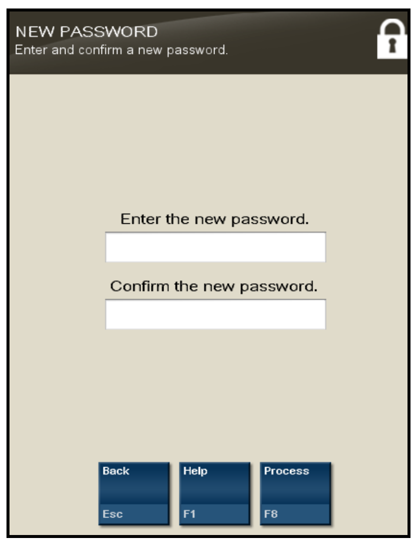


Figure 20-7: New Password Prompt

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.

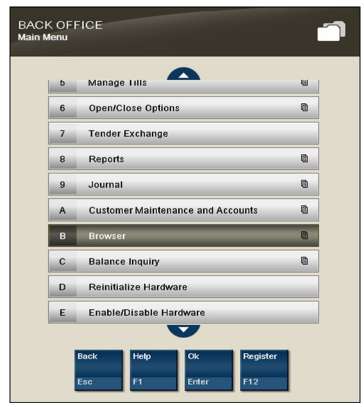
8. Press [Enter] to acknowledge this prompt and return to the Register Login screen.

> *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.*

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.



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].

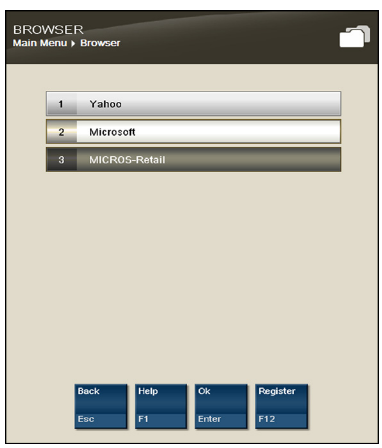


Figure 20-8: Browser Menu Options

The system opens the supported browser within the Xstore application and displays the website that you selected. For example, MICROS website is shown in the figure that follows. The Browser option allows you to access information without having to exit from Xstore.

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.

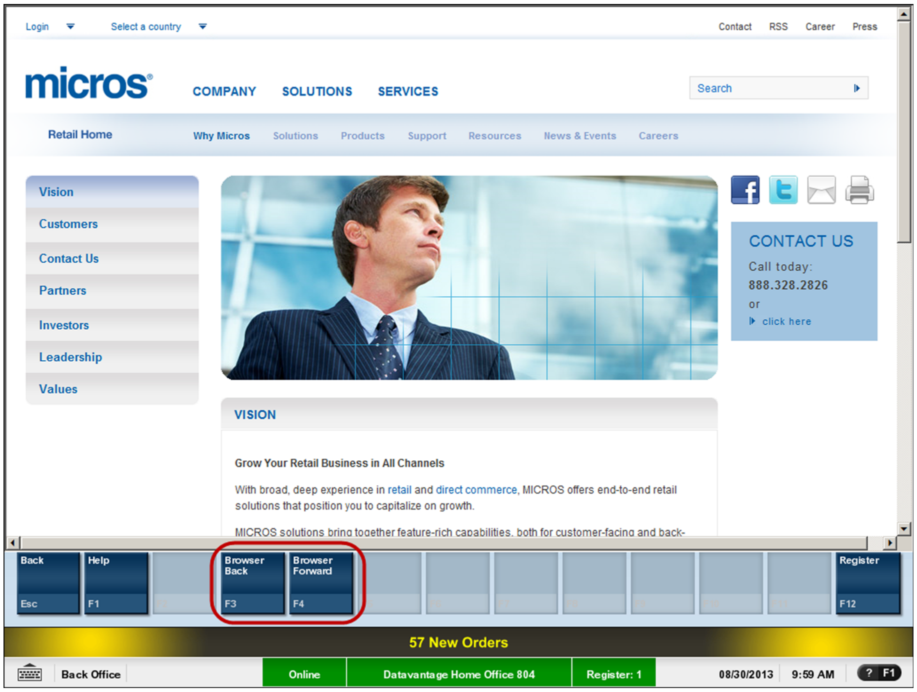


Figure 20-9: Open Browser Example

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 Xstore. You may then repeatedly use Back to return to previous screens as necessary.

Using the Dashboard

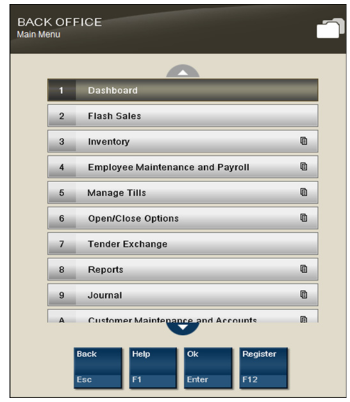
The goal of the dashboard is to automatically show timely sales data information—collected from various areas within the organization—in one place. The data shown on the screen is an analysis as to how your business is operating; using graphics, summaries, and lists to display the information.

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 Back Office Main Menu and press [Enter].



Dashboard Information

The Dashboard screen is divided into several informational areas as shown in the figure below:

Figure 20-10: Dashboard Screen

1 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.

> *Additional sales data is available on the Flash Sales and other Sales reports.*

2 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.

3 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.

> *How the UPT and Average Sale data are calculated:*
>
> - Units per transaction = total units sold/# of transactions
> - Average Sale = Net Sales/# of transactions

4 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.

> *Non-merchandise items are not included in this list.*

5 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.

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.

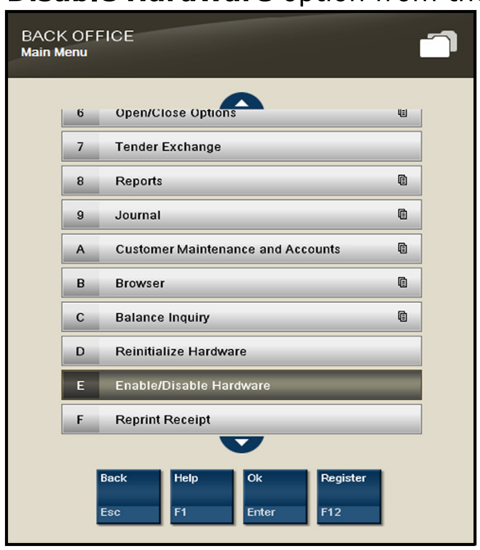


Figure 20-11: Back Office Main Menu - Enable/Disable Hardware Option

- To ***disable*** a device or devices, go to "To Disable a Hardware Device" on page 366
- To ***enable*** a device or devices, go to "To Enable a Hardware Device" on page 369.

To Disable a Hardware Device

1. Press the [Spacebar] to select a hardware device—or devices—to be disabled, then select **Disable Device**.

> *The green check mark ✔ next to the device name indicates the device is currently enabled.*
>
> *The selected device(s) will be highlighted in blue.*

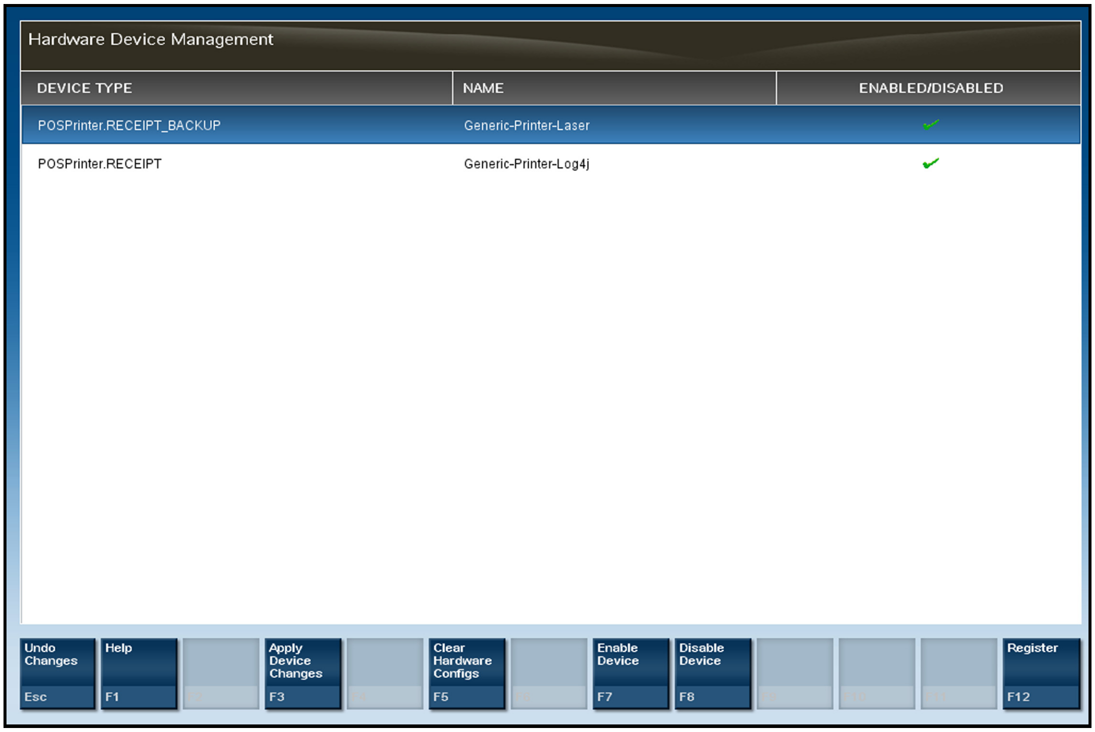


Figure 20-12: Hardware Device Management Screen - No Devices Selected Yet

2. When prompted, press [Y] to confirm you want to disable the selected device(s).

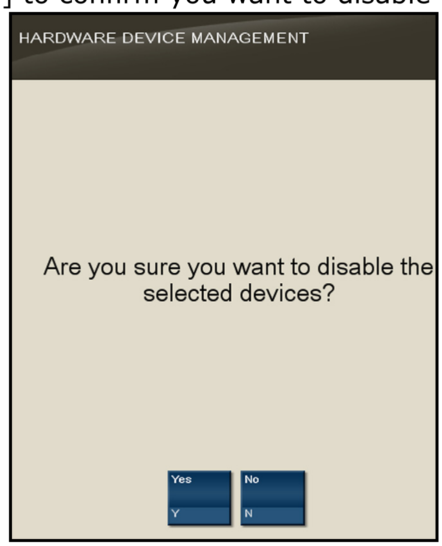


Figure 20-13: Disable Device Confirmation Prompt

3. On the Hardware Device Management screen, the red ✗ indicates the device is disabled. Verify this is the device or devices you want to disable and select **Apply Device Changes**.

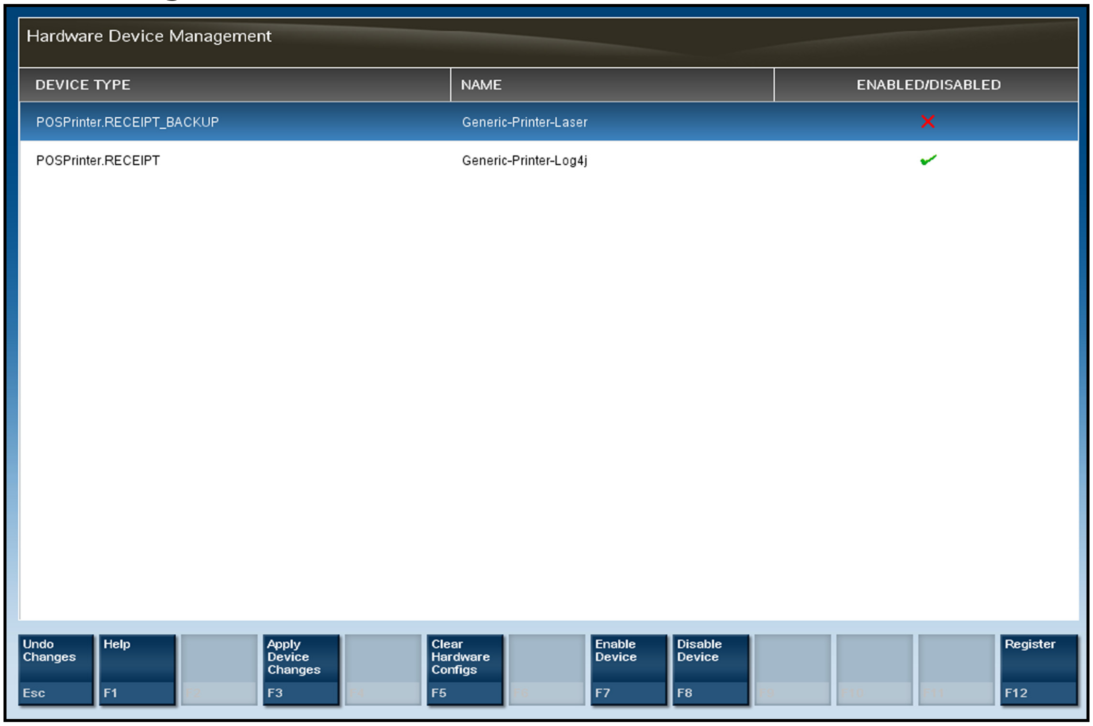


Figure 20-14: Hardware Device Management Screen - Disabled Devices

4. 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.

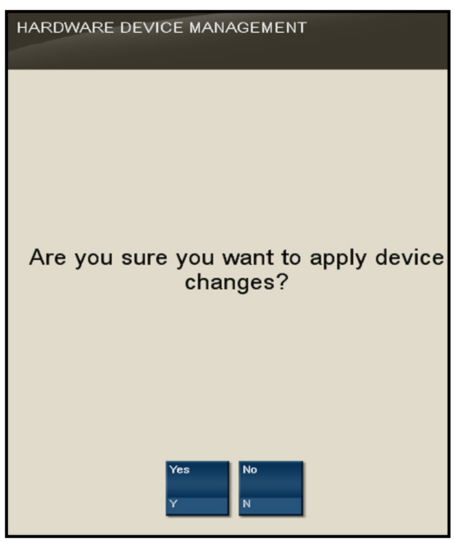


Figure 20-15: Apply Device Changes Confirmation Prompt

To Enable a Hardware Device

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 ✕ next to the device name indicates the device is currently disabled.

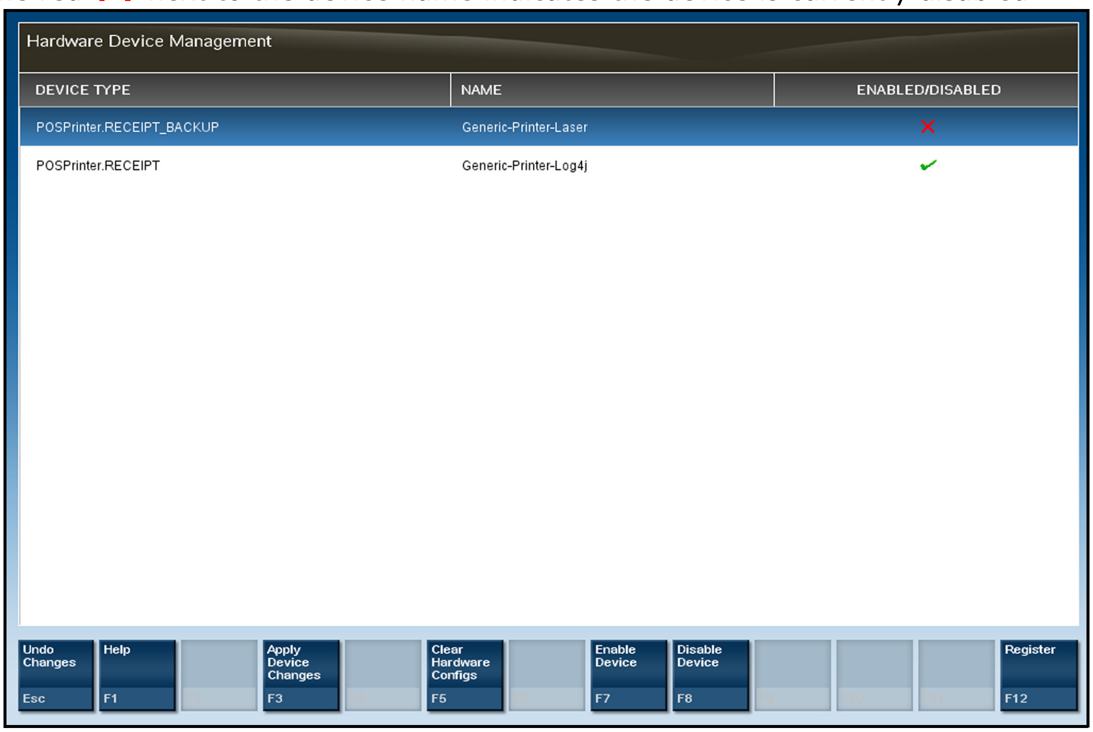
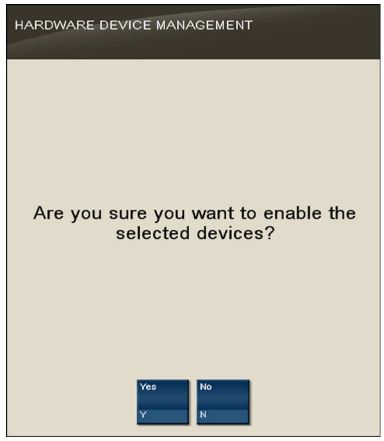


Figure 20-16: Hardware Device Management Screen - Disabled Devices

2. Enable the device(s).

- To enable one or more selected devices:
  1) Select the disabled device(s) in the list and select **Enable Devices**.
  2) Select **Apply Device Changes**.

3) When prompted, press [Y] to confirm you want to enable the selected devices.



<OR>

- To enable ***all*** disabled devices at once:
  1) 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.
  2) 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.

> *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.

> *Reinitializing hardware is also used to register a VeriFone device with TransArmor.*

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.

1. Select the **Update PINpad Key** option from the Back Office Main Menu.

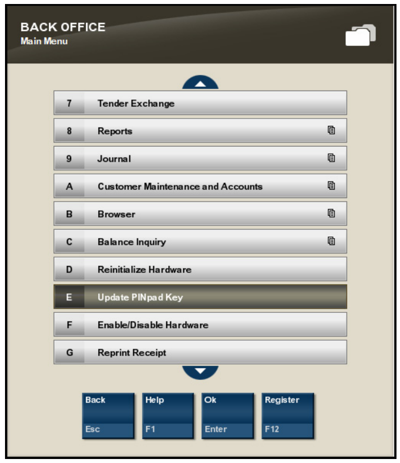


Figure 20-17: Update PINpad Key Menu Option

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.

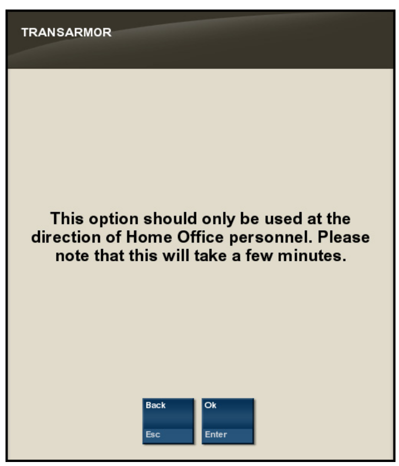


Figure 20-18: TransArmor Prompt - Home Office Warning

- ❑ 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...

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