Oracle® Retail Balance Sales Audit
Training Guide
Release 7.0

August 2015
Oracle Retail VAR Applications

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# Table of Contents

## Chapter 1: Introduction to Balance
- Overview ................................................. 2
- What is Balance ........................................ 3
- Data Flow .................................................. 4
- Secure Account Numbers .............................. 5
- Creating Balance Users ................................. 6
- GL Post Set Up .......................................... 12
- User Profiles ............................................. 13
  - Changing a User Password ........................... 15
- Understanding the Toolbar ............................ 16
  - Toggling Between Balance and Analytics .......... 17

## Chapter 2: Transaction Audit
- Overview .................................................. 20
- Transaction Audit Store Summary Window ......... 21
- Sorting .................................................... 22
- Filtering .................................................... 23
- Polled Flag ............................................... 26
  - Investigating No Polls ............................... 27
  - Resolving No Polls .................................. 27
- Missing Transactions .................................. 31
  - Missing Transaction Details ......................... 31
  - Resolving Missing Transactions .................... 32
  - Resolution Notes .................................... 35
- Audit Errors ............................................. 38
- History Edit Feature .................................... 42
  - Common Audit Error Types ......................... 43
- Duplicate Transactions ............................... 45
  - Resolving Duplicate Transactions ................ 45
- User Audit Controls ................................... 47
  - Common User Audit Controls ....................... 48
- Pending .................................................... 52
- Over (Short) ............................................. 54
# Table of Contents

## Chapter 3: Bank Deposit Reconciliation
- Overview .......................................................... 58
- Using Bank Deposit Reconciliation ............................... 59
  - Making Adjustments to Deposit Transactions .................. 62
  - Reconciling Transactions ........................................ 64
  - Un-reconciling Transactions .................................... 66
- Adding a Bank Manually .......................................... 67

## Chapter 4: Liabilities Management
- Overview .......................................................... 70
- Liabilities Overview ............................................. 71
  - Aging Tab ......................................................... 72
  - Exceptions Tab .................................................. 73
  - Linking to Detailed Data ....................................... 74
  - Editing a Transaction .......................................... 75

## Chapter 5: GL Subledger
- Overview .......................................................... 78
- Managing the GL Post ........................................... 79
  - The Net Difference ............................................. 81
  - Linking to Detailed Data ....................................... 82

## Chapter 6: Balance Reports
- Overview .......................................................... 84
- Locating Queries .................................................. 85
- Navigating Through the Query List .............................. 86
- Query Notes ......................................................... 87
- Search for a Query ................................................ 88
- Running Queries ................................................... 90
- Date Selection ....................................................... 92
- Parameters ........................................................ 93
- Specify Criteria ..................................................... 94
- Top Level Reporting .............................................. 95
- Canceling a Query from Running ................................. 96

## Chapter 7: Managing Query Results
- Overview .......................................................... 98
- Freezing Columns in Wide Queries .............................. 99
- Sorting ............................................................... 101
- Filtering ............................................................. 102
  - Simple Filter and Top Level Reporting Filter ............... 103
  - Combining Filters ............................................... 103
  - Filtering on Lookup Values ................................... 104
- Clearing a Filter .................................................. 105
- Building Advanced Filters ...................................... 106
  - Common Filters ................................................... 107
  - Operators Used in Filters ..................................... 107
- Combining Filters ................................................ 109
Connecting Filters by AND. ............................................. 109
Connecting Filters by OR............................................. 109
Smart Links ............................................................... 110
Linking Between Adhocs ............................................. 111
  Linking Between Queries......................................... 111
  Link on Multiple Rows That are Non-adjacent ................. 112
  Linking on Consecutive Rows.................................... 112
My Reports Window .................................................. 114
  View the results of a Query run Offline ....................... 114
  Delete reports from the My Reports Window ................ 115
Hashed and Masked Account Numbers ............................. 115
Account Number Encryption/Decryption ........................... 117
Account Number Lookup ............................................ 118

Chapter 8: Design Mode for Adhocs
Overview ....................................................................... 120
Making Basic Changes in Design Mode ......................... 121
Changing a Report Title .............................................. 122
Rearranging Query Columns ...................................... 123
Formatting Columns ................................................... 124
Working with Lookups .............................................. 125
Hiding and Unhiding Columns ..................................... 126

Chapter 9: Print and Export Query Results
Overview ....................................................................... 130
Printing ....................................................................... 131
Exporting ..................................................................... 133
  Exporting Various Query Features .............................. 135
Exporting to a Custom Format .................................... 136
E-Mail Queries On-the-Fly ........................................... 137
Opening an Exported PSR (Analytics Format) Report .... 139
  Opening a PSR file using Analytics ......................... 139
  Opening a PSR file using the Query Viewer ............. 140

Chapter 10: Scheduling Queries and Alerts
Overview ....................................................................... 144
Scheduling Adhoc Queries ......................................... 145
Scheduling and Managing Alert Reports ....................... 150
Modify a Scheduled Query ........................................ 153
Deleting a Scheduled Query ....................................... 153
  Scheduled Report Distribution Preferences ................ 155
  Reading Alert Messages in Email ............................ 156
  Reading Alert Messages in Analytics ....................... 157
Balance Training Guide

Chapter 11: Drill Down Queries
Overview ......................................................... 160
How to Locate and Run a Drill Down Query ......................... 161
Navigating Through a Drill Down Query .......................... 163

Chapter 12: Graphing Queries
Overview ......................................................... 166
How to Run a Graphed Query .................................. 167
Anatomy of a Graph ........................................... 168
Modifying a Graph .............................................. 169
  Changing a Graph Title ..................................... 169
  Changing a Graph Type .................................... 170
  Changing the Graph Label Orientation ....................... 171
Create a Temporary Graph .................................... 174
  Creating a Graph from an Existing Graph .................. 175
Copying a Graph into PowerPoint ............................... 176

Chapter 13: Quick Run Screen
Overview ......................................................... 178
Copying a Quick Run Setup .................................... 179
Working with Tabs .............................................. 180
  Adding a Tab .................................................. 180
  Editing Tabs ................................................... 181
  Deleting Tabs .................................................. 182
Working with Category Buttons ................................ 183
  Adding and Re-arranging Category Buttons .................. 183
  Edit Category Buttons ....................................... 184
  Delete Category Buttons .................................... 184
  Adding Queries to Category Buttons ......................... 185
Running Queries Via Quick Run ................................ 186
CHAPTER 1

Introduction to Balance
Chapter 1: Introduction to Balance

**OVERVIEW**

*Note: 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.*

Balance is a comprehensive application developed to assist users in reconciling their POS (point of sale) activity so that the data consistently balances to zero.

It is a comprehensive, integrated Audit, GL Ledger and Reconciliation product. It allows users to check the validity, quality and integrity of transaction data and to balance miscellaneous tender data accordingly. It forces the data to be more accurate for other reporting systems using the same data.

**LEARNING OBJECTIVES**

Upon completion of this section, you should be able to:

- Set up and maintain user profiles
- Customize the Balance wallpaper
- Navigate the various Balance windows and buttons
- Navigate between Balance and the Analytics reporting applications
- Understand Secure Account Numbers
**WHAT IS BALANCE**

Balance is a solutions-based application. It is used to check the integrity of POS data and then balance miscellaneous tenders accordingly.

Balance users can customize the initial look of the application by selecting their own background image referred to as wallpaper. The wallpaper image can be exclusive to each Balance user if users have access to the correct storage files. The wallpaper will be a standard view that the DBA (Database Administrator) at an organization establishes for most organizations.

There are several components available with this application. The components fluctuate from company to company based on the options that are purchased. They can include some or all of the following:

<table>
<thead>
<tr>
<th>Balance Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transaction Audit</strong></td>
<td>Transaction Audit displays a summary of scrubbed transactions or invalid transactions that are suspended because they fall outside of normal business parameters (for example, Sales &gt; $1,000,000, might be an invalid transaction and therefore out of Balance). Auditors can review and edit each of the listed transactions and then release them for timely processing.</td>
</tr>
<tr>
<td><strong>Transaction Add</strong></td>
<td>Allows users to add transactions to offset existing invalid transactions. The new transaction will immediately update the database.</td>
</tr>
<tr>
<td><strong>History Edit</strong></td>
<td>Ability to edit multiple transactions from history in one step.</td>
</tr>
<tr>
<td><strong>GL Subledger</strong></td>
<td>Allows users to determine which of the stored records will be posted to the accounting system.</td>
</tr>
<tr>
<td><strong>Bank Deposit Reconciliation</strong></td>
<td>Reconciles deposit information supplied by the stores with deposit information supplied by the banks.</td>
</tr>
<tr>
<td><strong>Liabilities Management</strong></td>
<td>Tracks, reconciles and writes off store credits, gift certificates, layaways and special orders, as a method of managing liabilities.</td>
</tr>
<tr>
<td><strong>Table Editor</strong></td>
<td>Used to maintain database tables and manage user and reporting security accesses.</td>
</tr>
<tr>
<td><strong>Analytics</strong></td>
<td>Reporting application used to provides users access to a variety of Balance reports.</td>
</tr>
</tbody>
</table>
DATA FLOW

Balance flags transactions that have errors such as invalid codes or out-of-balance conditions and isolates them, preventing them from making their way to downstream systems until the errors have been resolved. The goal is to move the scrubbed transactions to a staging table so that they can proceed to downstream systems once auditors have had a chance to fix and accept errors.

Figure 1-1: Balance Data Flow Diagram

In the back end, the POS data is loaded into temporary tables. Error free data is moved to a Staging table while data that have errors are moved into Balance’s suspended tables. Once Audit Errors are resolved, they are then moved to the Staging table as well and will proceed to downstream systems.
**Secure Account Numbers**

Per PCI requirements, the protection of credit card, debit card, and bank account information must be secured. Analytics enables customer's to achieve PCI compliancy without compromising existing functionality. PCI compliancy is determined by how sensitive data is stored in a database. Customers who send raw account numbers in a transaction log (Tlog) will be able to implement the latest version to support their PCI goals.

Analytics provides:
- Masking account numbers
- Hashing account numbers (e.g. Xxxxxxxxxxx1246)
- Raw account number lookup (requires a hashed value but not encrypted)
- Encrypting account numbers (optional)
- Decryption (obtain raw account number) by authorized users and only if MIRCROS-Retail encryption is implemented
- Ability to change a user password from the front end in Analytics.
- Input or edit account numbers on the Transaction Add/Edit window and display it as a hashed/masked number.

Refer to Transaction Audit and Managing Query Results sections for more information
Chapter 1: Introduction to Balance

**CREATING BALANCE USERS**

All Balance users must be given the right to access the Balance application. The System Administrators and System Managers oversee this process through the Analytics application, which is used to access the various Balance related reports. Once the user is set up to access the Balance application, this multi-step process then involves identifying the specific audit errors that the user is allowed to access within the Balance application itself.

A user can modify his/her profile once they have been set up with access to the Analytics application by accessing the User Profile option on the Administration menu. They can manage their profile by identifying their email address for automated reports as well as setting a default window to display upon launching the application.

To set up a new user, the System Administrator or System Manager need to select User Profile from the Administration menu from the Analytics application.

System Administrators and System Managers will see a list of existing users displayed.

![User List](image)

**Figure 1-2: User List**

<table>
<thead>
<tr>
<th>Operation</th>
<th>Action Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create a new user</td>
<td>Click the New User button from the toolbar.</td>
</tr>
<tr>
<td>Edit an existing user</td>
<td>Select the user’s name from the list and then click the Open button from the toolbar or double click the user’s name from the list.</td>
</tr>
<tr>
<td>Delete an existing user</td>
<td>Select the user’s name from the list and then click the Delete button from the toolbar.</td>
</tr>
</tbody>
</table>
How to Set up a New Balance User in Analytics

System Administrators and System Managers are the only Balance users that are allowed to create new Analytic and Balance users.

1. In Analytics, select **Administration -> User Profile**.
2. Click the **New User** button from the toolbar. The **Add New User Profile** window will appear.

3. Click in the **Name** box and type in the new user's name.
4. Click in the **ID** box and type in the new user's ID. The ID must be the same ID that is set up on the database for the user.
5. Click in the **Email** box and enter the users Email address.
6. **[Optional]** Click the **Allow Access to XBR Analytics** check box to allow the user to run Balance reports from the Analytic application.

*Figure 1-3: New User - User Access Tab*
Chapter 1: Introduction to Balance

7. Click the **Security Level** down arrow and select one of the following:

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Administrator</td>
<td>Responsible for maintaining the entire front-end of the Analytic and Balance applications.</td>
</tr>
<tr>
<td>System Manager</td>
<td>Acts as an assistant to the System Administrator. Can access most of the same options but there are a few limitations. For example, this role does not have access to the Data Dictionary within Analytics.</td>
</tr>
<tr>
<td>Analyst</td>
<td>Able to run and review reports. Cannot access administrator rights, like modifying existing reports however, can create their own reports.</td>
</tr>
<tr>
<td>Read-Only</td>
<td>Limited access to running and reviewing reports. Cannot create their own reports.</td>
</tr>
</tbody>
</table>

8. **[Optional]** Click the **Group** down arrow and assign the new user to a group. Assigning users to groups allows the new user instant access to libraries that have been enabled for that group as well as adding the new user as a report recipient for distribution purposes.

9. Click the **Add** button in the Library Access section to add a library.

10. Select the appropriate library, as required.

11. Verify that the status is Enabled.

12. Repeat steps 8-10 to add additional libraries.

13. Click the **Balance** check box in the **Related Functionality** section on the right side if the new user will be accessing the Balance application in addition to Analytics.

Both the **Transaction Edit - Full Access** and **Transaction Edit - Editable** MUST be selected to allow users editing access as well as access to the **Transaction Add** button. The **Transaction Add** button allows Balance users to add transactions to the database.

14. **[Optional]** Click the **Audit Reporting** check box in the Quick Run Groups section on the right side if the new user will be accessing the shortcuts to the Balance reports via the Quick Run window in Analytics.

15. **[Optional]** Click the **Transaction Edit - Full Access** check box, in the Common Components section, to allow users view only access to the details of a transaction within Balance or Analytics.
16. **[Optional]** Click the **Transaction Edit - Editable** check box, in the Common Components section, to allow users access to editing the detail of transactions while reviewing either through the Balance application or the Analytics application. The Transaction Edit- Full Access check box must also be checked in order to successfully edit any of the transaction detail.

17. **[Optional]** Click the **Query Scheduler** check box in the Common Components section listed on the right side if the new user should have access to automating Balance reports.

18. **[Optional]** Click **Reconcile Mismatched Currencies** if they will be using Bank Reconciliation.

19. Click the **Preferences** tab.

![Figure 1-4: New User - Preferences Tab](image)

20. Click the **Default Library** down arrow and select one of the listed libraries.

21. Click the **Save** button. The new user will now be displayed in the list of existing users.
1. In Balance, select **Administration -> User Maintenance**.

2. In the User Maintenance window, displayed below, grant access to applicable users from the *Available User* list on the left to the *Selected Users* section on the right.

![Figure 1-5: User Maintenance Window](image)

3. Define the access privileges for each of the users added to the Selected User section on the right.

   - **Admin** Check this box if the user needs administrative privileges. Administrator privileges give the user access to the options available in the Administrator menu.

   - **Release** Check this box if the user will be allowed to release corrected transactions. Releasing transactions is an Administrator level feature. Therefore, the **Admin** check box must also be selected in order to allow Release access as well.

   Releasing transactions locks Balance users out of key windows in Balance, including the Transaction Edit window. For that reason, ensure that administrators who have access understand that the Release Transaction menu item should only be used in limited circumstances.
4. Double click the user’s **Edit Error Codes** text box to open the **Error Code** window.

![Error Code Window](image)

*Figure 1-6: Error Code Window*

5. Check each of the appropriate check boxes to allow the user access to the specified errors.

6. Click the **Update** button to save changes and close the **Error Code** window.

7. Click the **Save** button on the **User Maintenance** window to complete the update.
Chapter 1: Introduction to Balance

**GL POST SET UP**

There is an additional step required to allow Balance users to post to the Sub-General Ledger. Users must also have access to Error code #115 in the **User Maintenance** window.

How to Assign GL Access in Balance

1. In the Balance application, select **Administration -> GL User Maintenance**.
2. Click and drag the applicable user name from the **Available Users** listed in the left section to the **Selected Users** listed in the right section.
3. **[OPTIONAL]** Click the **GL Administrator** check box to give a specified user Administrator rights. This feature gives the user administrative privileges for posting GL transactions or maintaining GL table definitions.
4. Click the **Save** button.

*Figure 1-7: GL User Maintenance Window*
# User Profiles

All Analytics and Balance users can maintain their own personal profiles regardless of whether the user is a System Administrator, System Manager, Analyst, or Read-Only user. Preferences include, but are not limited to, setting default library preferences, indicating a startup window, identifying a preferred file format, changing your user password and email address for automated reports. User Profiles are accessed through the Administration menu. Preferences are established through three available tabs: Preferences, Report Distribution, and Address Book. The Preferences tab is used to set up defaults for the general application, such as background colors and startup windows along with changing a users password. The Report Distribution tab is used to set up recipient format and email defaults for when reports are automated. The Address Book tab is used to set up distribution lists from existing Analytic users. The options from all three tabs are optional for users to set up. However, it is in the user’s best interest to at least set up the Report Distribution tab in case they are selected as recipients for automated Balance reports.

## How To Maintain Your User Profiles

1. Select **Administration -> User Profile**.
2. On the **Preferences** tab, click the following down arrows and make applicable selections from each of the drop down lists:

<table>
<thead>
<tr>
<th>Preference</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default Library</td>
<td>Applicable if users have access to multiple libraries. The default library will display queries from this library first.</td>
</tr>
<tr>
<td>Background Color</td>
<td>This color will be displayed in the background. It will be visible if all windows are closed within the running Analytics application.</td>
</tr>
<tr>
<td>Primary Quick Run TAB</td>
<td>Allows users to select the Quick Run tab that will be displayed first, by default.</td>
</tr>
<tr>
<td>Query Notes</td>
<td>If Display Query Notes in Lists is checked, then when a query is selected from the list, there will be notes at the top of the window describing the type of data that will be visible when a report is run.</td>
</tr>
<tr>
<td>XBR Analytics Startup</td>
<td>If Balance users are also XBR users, then they can set up their XBR default startup view with this list.</td>
</tr>
<tr>
<td>Balance Startup Window</td>
<td>This allows Balance users to select which Balance window they would like to automatically start up upon launching the Balance application.</td>
</tr>
<tr>
<td>Change Password button</td>
<td>The user can access their user profile and change their password. See page -1-9 for details.</td>
</tr>
</tbody>
</table>
3. Click the Report Distribution tab.

4. For the Output Type, select Publish in My Reports if you are using Offline reporting. Select Analytics Desktop Client unless the user has the Web Client. This option will display any reports selected to run offline to the My Reports window.

5. Suppress Report Output means that no query output will be generated. Use this if you are running queries to check for alert conditions only and you are not planning to send the query results to any users.

6. Send To Printer can be used to have the query sent directly to a printer. The printer used will be the default printer for the server that the Query Launcher runs on. If any users need to print reports on their local printer, they should have the query sent to them as a file, which they can then print themselves.

7. Output to File will write the query out as a file, which can be e-mailed to a user or copied to a directory. The file can be output in any of the file formats available to Analytics such as text, HTML, spreadsheet, or Analytics report format (PSR). Specify an Output Format from the drop down list.

8. Click the Send via E-mail button.

9. Click in the Email Address box and type a valid email address.

10. [Optional] In the Alert Settings section, check off each of the applicable check boxes:

    - Alert Email Sends an Alert Notification message to your inbox.
    - Alert Attach Sends the report attached to the Alert Notification to your inbox.
    - Alert Analytics Sends the Alert report to the Alerts window within the Analytics application. An Alert Notification message will automatically be displayed upon launching the program if alerts are detected.

11. Click the Address Book tab.

12. Click the Create New button to create a distribution list using the available contacts listed on the right.

13. Click in the Name box and type an appropriate name for the Mailing List.

14. Click in the Description box and type a description of the mailing list, if applicable.

15. In the Access section, click in either the Public button or the Private button.

    - Public All Analytic users have access to this mailing list.
    - Private The mailing list can only be accessed by the User, System Administrator or the System Manager.

16. Click OK.

17. Click and drag members from the Available Contacts listed on the right to the Mailing List name displayed on the left.

18. Click the Save button when the list is complete. The window will automatically close once the Save function is complete.
Changing a User Password

1. A user can change their password from the front end by accessing their user profile from the Administration/User Profile menu option.

![User Profile - Preferences Tab - Change Password](image1)

*Figure 1-8: User Profile - Preferences Tab - Change Password*

1. On the **Preferences** tab, select the **Change Password** option. Enter the current password and then a new password. Type your new password in again in the Confirm New Password box.

![Change Password Window](image2)

*Figure 1-9: Change Password Window*

2. Click **OK**.
Chapter 1: Introduction to Balance

When a password is about to expire, a user will be prompted to change it upon logging in. If it has already expired, the user will be taken directly to the Change Password window.

UNDERSTANDING THE TOOLBAR

The Toolbar provide shortcuts to frequently selected options. Most of these shortcuts can also be accessed via the menu bar as well.

<table>
<thead>
<tr>
<th>Toolbar Buttons</th>
<th>Description</th>
</tr>
</thead>
</table>
| ![Trace Audit](image) | Will display the Transaction Audit Store window listing the following errors: Missing Transactions, Audit Errors, Duplicate Transactions, Audit Controls, Pending, Over/Shorts and Polled.  
*Menu Command: Tools:Trans Audit* |
| ![Trans Add](image) | Allows users to add transactions to offset existing invalid transactions. The new transaction will immediately update the database.  
*Menu Command: Tools:Trans Add* |
| ![History Edit](image) | Ability to edit multiple transactions from history in one step.  
*Menu Command: Tools:History Edit* |
| ![QL](image) | Displays records stored in the general ledger. Allows users to prefilter on specific divisions, stores and time frames.  
*Menu Command: Tools:GL Post* |
| ![Analytics](image) | Launches Store Analytics where users can run various Balance reports.  
*Menu Command: Tools:Analytics* |
| ![Bank Dep](image) | Accesses deposit information so that users can reconcile bank deposits with store deposits.  
*Menu Command: Tools:Bank Deposit Recon* |
| ![Liab Mgmt](image) | Allows users to track, reconcile, and write off store credits, gift certificates, layaways and special orders.  
*Menu Command: Tools:Liabilities Management* |

Figure 1-10: Balance Toolbar
Toggling Between Balance and Analytics

Balance provides users with many tools to assist in reconciling a variety of audit errors. Once these errors have been resolved, or balanced, users with appropriate access can run reports in the underlying Store Analytics application.

1. Click the **Analytics** button.
2. Click the **Queries** button.
3. Scroll through the list of classifications and query names until the desired query is located.
4. Run the Query. See Accessing Query Results for more information.

When Store Analytics is launched, users can literally "toggle" between both of the applications using the task bar.

---

**How to Access Store Analytic Reports from Balance**

1. Click the **Analytics** button.
2. Click the **Queries** button.
3. Scroll through the list of classifications and query names until the desired query is located.
4. Run the Query. See Accessing Query Results for more information.

---

**How to Toggle Between Balance and Store Analytics**

1. Click the **Analytics** button on the taskbar to toggle back to Store Analytics.
2. Click the **Balance Audit Solutions** button on the taskbar to toggle back to Balance.

---

**Figure 1-11: Taskbar**
CHAPTER 2

Transaction Audit
Chapter 2: Transaction Audit

OVERVIEW

Transaction Audit is a process that scrubs and validates incoming data to the Balance application. Data passing all validation routines is moved on through the application and made available to be interfaced with downstream applications. Any data not passing one or more validation routines is held back from passing to other applications and requires auditor intervention. The scrubbed data is displayed as a summary report of various audit errors by store/date. Once the discrepancies are resolved, the data is then funneled to the downstream systems, where the scrubbed data can be used in a variety of reporting tools.

The Transaction Audit summary is treated as the starting point when using Balance. Once errors are identified and resolved, other Balance components can be deployed. When selecting the Transaction Audit button, the following details will be displayed in a spreadsheet format:

- Polled
- Missing Transactions
- Audit Errors
- Duplicate Transactions
- Audit Controls
- Pending
- Over/Shorts

LEARNING OBJECTIVES

Upon completion of this section, you should be able to:

- Identify and research polling errors
- Understand, manage and resolve various missing transactions, audit errors and over/shorts
- Recognize and accept duplicate transactions
- View and release pending transactions
- Adding or editing a credit card account number and having it displayed hashed/masked
TRANSACTION AUDIT STORE SUMMARY WINDOW

Transaction Audit will display the audit errors at a summary level by store/date. It is in the Auditor’s best interest to resolve as many of the errors listed as possible on a daily basis. Our best practices suggest that auditors work from left to right, when resolving the displayed errors. Errors displayed in columns on the left could potentially resolve errors that are displayed in the columns to the right. For example, the following screen displays there are Missing Transactions. Therefore, by resolving the Missing Transactions first, it may take care of the Over/Short discrepancies.

Once errors are resolved in one column for a store, then the errors in the next applicable column should be resolved next. Once the entire row of error data for a given store is resolved, then the information is removed from this window. The data will no longer be considered “audit errors” and therefore is no longer displayed.

The data that is highlighted in the Transaction Audit window indicates the most recent record that was reviewed. The Transaction Audit window displays the following columns:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polled</td>
<td>Displays the polling status for stores/registers that are expected to be polled.</td>
</tr>
<tr>
<td>Missing Transactions</td>
<td>Lists stores that have a gap between transaction numbers for a given date.</td>
</tr>
<tr>
<td>Audit Errors</td>
<td>Invalid transactions that have been suspended and need to be resolved.</td>
</tr>
<tr>
<td>Duplicate Transactions</td>
<td>Stores that have identical transactions (identical division, store, register, transaction numbers and date and time) occurring more than once.</td>
</tr>
<tr>
<td>Audit Controls</td>
<td>User defined criteria that allow transactions to be displayed for review if the criteria is met. These transactions are not trapped and the data has flowed to downstream systems.</td>
</tr>
<tr>
<td>Pending</td>
<td>Transactions that are corrected and are ready to be released.</td>
</tr>
</tbody>
</table>

Figure 2-1: Transaction Audit Store Summary Window
Chapter 2: Transaction Audit

SORTING

Users can customize the display of the Trans Audit Store Summary view as the errors are being resolved by sorting / filtering the data.

There are TWO methods of sorting data in this application: Quick Sort and Multi Sort.

- **Quick Sort** - click a column heading to sort the information by that field. The first click will sort the data in ascending order (lowest to highest or A-Z). The second click will sort the data in descending order (highest to lowest or Z-A).

When pointing to a column heading, the mouse pointer will change to the shape of a hand

- **Sort button** - sorts the data by multiple columns. A Sort dialog box displays the current sort order.

### How To Execute a Multiple Column Sort

1. Click the Sort button from the window toolbar. The Sort window is displayed.

![Sort Window](image)

*Figure 2-2: Sort Window*

2. Drag the sort columns from the **Source Column(s)** area to the **Sorted Column(s)** area.

3. Check the **Ascending** check box to sort in ascending order or uncheck it to sort in descending order.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Over (Short)</strong></td>
<td>Balance discrepancies between tender activity and tender counts and/or deposits that occur at the end of the business day.</td>
</tr>
</tbody>
</table>
4. Click **OK**.

   - Sorting is a temporary change to the organization of the data. The sort order is applied until a new sort is executed or the window is closed.
   
   - When the data windows are re-displayed, the data defaults to its original sort order (Store Number and then by Sales Date).

**FILTERING**

Filtering allows users to focus on a specific segment of the data. For example, to view only stores polled, then a filter can be created to focus only on stores that polled, hiding stores that were not polled from the view.

How To Filter on Query Results

1. Click the **Filter** button on the Window toolbar. The Filter window is displayed.

   ![Figure 2-3: Simple Filter](image)

2. In the **Column Name** area, select the column on which you will base your filter.
3. In the **Operator** area select an expression (=, <, >, >=, in, not in, etc.).
4. In the **Value** area, type the desired value(s).

   Character fields (data types) are case sensitive!

5. **[OPTIONAL]** Select either “And” or “Or” to add another level of criteria.
6. **[OPTIONAL]** Repeat steps 2 - 4 to complete an additional filter.
7. Once the Filter expressions are set up, click **OK** to implement the filter and view the results.
When filtering on a date or a lookup value, a drop down arrow will automatically appear on the value text box. Lookups are tables in the background that convert data values to display more user-friendly text in reports.
To remove the filter expression and return to the original data displayed in its entirety, use the Eraser tool from the Filter window and then click **OK**.

*Figure 2-6: Clear a Filter*
**POLLED FLAG**

The Polled Flag indicates whether a store/register's data was polled by displaying a "Y" if completely polled, an "N" if not polled, or a "P" if partially polled (register level only). The next business day, auditors know whether a store/register polled by reviewing the polled column in the Transaction Audit window. If a store/register was not polled, the auditors need to determine the cause. This polling indicator does not detect whether the polling software failed or not, but detects whether data made it to the appropriate tables for a given store and date.

Each Balance customer selects either Store Level polling or Register Level polling during the requirements session. Store Level polling requires at least one register to be successfully polled to display a Y. Register Level polling requires all of the registers in a store to poll in order to display a Y.

**Store Level polling:**

All open stores that are in the store master and not in the store-closing maintenance table for the business date are expected to poll. If even one transaction in a store polls for a given date, a Y is displayed in the Polled column. If no transactions poll for a store, then the store is considered a no poll for that date, and an N is displayed in the Polled column.

The stores must poll in order to detect Audit errors. After a store has polled, auditors can resolve the remaining error conditions listed for the store for that day.

**Register Level polling:**

![Figure 2-7: Register Level Polling](image)

A store is considered polled only after all of its active defined registers have polled anything. Once the store has polled for that date, a Y is displayed in the Polled column and error totals display to the right of the polled column.

If at least one, but not all of the registers do not poll, then the store is considered partially polled for that date and an P is displayed in the Polled column.

If none of the active registers poll, the Polled column will display an N because polling is not complete for the store. However, error totals will display for the registers that are polled.
Investigating No Polls

If a store was not polled, then the application is set up to automatically check the Store Master to see if the store is closed permanently and the store-closing maintenance feature is checked to see if the store was flagged in advance as being closed on that specific day. If the store is not closed permanently (store master) or closed (store schedule table) temporarily, then a no poll is reported. Common No Polling errors can include:

- An unexpected store closing for a day, for example due to inclement weather.
- A store has been permanently closed for business but the Store Master file in the database has not been updated with this information yet.
- If the store was not closed properly through the POS and appeared open for longer than a single date, the multiple open days are treated as one day. The polling flag would be "N" for the dates in between while the most current date polled would be flagged as "Y" for that store.

Resolving No Polls

There are certain steps a user can take when resolving No Polled flags.

- Verify that the No Poll is valid by reviewing "N" flags older than two days. If the date is less two days old, then the error might resolve itself by the next business date based on the business environment.
- Auditors can link to a Store Analytics report like Sales Activity to determine whether sales appear doubled or not. If sales appear doubled, then it might indicate that the store never closed for the previous day. Please refer to the Managing Query Results section for more information on Linking.

Once the cause of a No Poll error is identified, the error still needs to be resolved from the Transaction Audit display. To resolve the error, users can double click the row of data that displays an "N" in the Polled column and work with the detail for a given store/register.

- Click the Close for Day check box if the Store/Register was closed temporarily for that date.
- Click the Close Permanently check box if the Store/Register was closed permanently. When this selection is made, the close date section populates where the specific closing date needs to be identified. When a store is checked for Close Permanently, the Store Master file on the database is updated with this information automatically. This will prevent this store from populating the No Poll error on a daily basis until the Store Master file is updated on the database from another source.

![Figure 2-8: Close For Day - Close Permanently]
Chapter 2: Transaction Audit

- A **Close All** button is added to the toolbar and to the shortcut menu. This function places a check mark in the Close for Day column for all the records in the window.

- A **Reopen All** button which when clicked will remove the check from the Close For Day column.

- Wait for the next day’s process to finish polling. If users decide to wait, then the database will continue to try to resolve all outstanding no polls during the nightly processing.

Store closing dates can also be maintained through the Store Closing maintenance window. Store closing dates can either be cleared or flagged as permanently closed or temporarily closed dates.

![Figure 2-9: Store Closing Maintenance Window](image)

*Figure 2-9: Store Closing Maintenance Window*
Updating Store Closing Dates

1. Select Administration -> Store Closing Maintenance.
2. Select the applicable store.
3. Click one of the following options:
   a. **Open Store** check box - This is used to remove the closed flag and allow the store to report as polled or not in the Polling column again.
      -- Click the **Remove Closed Date(s)** button.
      -- A message will appear indicating the polling process has been updated with this information.

   ! The SAVE function does not automatically populate. The changes are saved automatically once the polling is updated.

   b. **Close Permanently** check box - This is used to indicate that a store is closed permanently. This will prevent the store from displaying an N in the Polling column.
      -- Select the appropriate date that the store will permanently closed.
      -- Click the **Add Closed Date(s)** button.
      -- A message will appear indicating the polling process has been updated with this information.

   Not all users have access to this Store Closing Maintenance feature!

   c. **Reopen Temporarily Closed Stores**
      -- Double click the store number from the list.
      -- Select the applicable dates for reopening the store and click the **Delete** button.
      -- Click **Yes** to process the deletion of the closed date.
      -- Click the **Save** button.

4. Click the **Close** button to close the store closing maintenance window.
5. Search for Store Status:
   a. Select one of the following from the Store Status list.
      -- **Permanently Closed.** Shows only stores with a permanent closed date in the store Master File.
      -- **Temporarily Closed.** Shows all stores with a temporarily closed date regardless of date.
      -- **Open Stores.** Shows all open stores that do not have a closed date and those stores that are not temporarily closed as of the current date.
      -- **All.** Shows all stores in all categories.
   b. Click the Search button.

6. Click a status in the search results field to open a dialog to view the status.
MISSING TRANSACTIONS

Missing transactions occur when there is a gap between transaction numbers. Balance identifies missing transactions by expecting to find an unbroken sequence of transaction numbers. The value representing missing transactions, identifies the number of transactions that are missing by register by store for a given date. In older registers, the counters tend to roll over after a certain number, for example, 999, and could therefore create many missing transaction numbers between 999 and 1 when the register starts over again with transaction #1.

As a general rule, users will not see missing transactions if a store Polled flag is N. If there are missing transactions and the Polled flag is N, then it is likely that the poll flag is at the register level. However, if some registers no polled which created an N flag, and another register that polled successfully is missing transactions, then a value would be displayed for missing transactions, as well.

Missing Transaction Details

Users can double click on a missing transaction value to view the details of the missing transactions in the Attributes window. The Missing Transactions tab, as shown in the illustration (Figure 2-11), indicates the Store, Register and Date of the missing transactions. In the example, Transaction #142643 and Transaction #142644 are missing, creating an total of two missing transactions.

The fields shown on the summary are:

**First Missing Transaction**  
The 1st missing transaction number in a sequence of numbers.
## Chapter 2: Transaction Audit

<table>
<thead>
<tr>
<th><strong>Last Missing Transaction</strong></th>
<th>The last missing transaction number in a sequence of numbers.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Missing Transactions</strong></td>
<td>The accumulative count of missing transactions from the first missing number to the last missing number. For example, if the first missing transaction number is &quot;5&quot; and the last missing transaction number is &quot;9&quot; then the total missing transactions would be &quot;5&quot;.</td>
</tr>
<tr>
<td><strong>Entry Notes</strong></td>
<td>Allows users to record helpful notes regarding the missing transactions.</td>
</tr>
<tr>
<td><strong>Accept check box</strong></td>
<td>Allows users to check this box to accept the missing transactions as a method of resolving this audit error.</td>
</tr>
</tbody>
</table>

The [Accept All](#) and [Unaccept All](#) buttons are available on the toolbar of the Missing Transactions tab. Balance applies the Accept All/UnAccept All functionality to each record.

The Transaction Audit Report Summary window also display tabs for each potential error type. The tabs that are displayed in bold face indicate that the store had errors in those areas as well. If the tabs are not displayed in bold face, then there are no errors to be resolved in that area.

### Resolving Missing Transactions

The user can choose to permanently remove the missing transaction record from the Audit Errors display by placing a check mark in the Accept check box and then saving the action. Users could also choose to add the missing transactions by clicking the button in the Entry column, which opens the Transaction Entry window. A user can split a range of missing transactions by adding in missing transactions from within a sequence of missing numbers. For example, if there’s a range of 30 missing transactions (#325 through #355) and the auditor enters a transaction for #345, then the range is split. Now transactions #325 through #344 are missing and transactions #346 through #355 are missing.
How to Accept Missing Transactions

1. In the **Transaction Audit** window, double click the Missing value.

   If there is a large amount of missing transactions, this may indicate that there is a significant problem, such as an offline register.

   ![Figure 2-12: Accept Missing Transactions]

2. Click the **Accept** check box.
3. Click the **Save** button.
4. Click the **Close** button. Balance will return to the Transaction Audit summary display where the missing transaction data will be updated for that store and date.

   Once the missing transactions are accepted and the detail window is closed and saved, the missing transaction data will no longer appear for that store on a specific date. Regardless of whether transactions were added back in or accepted, when the user returns to the Transaction Audit Store Summary, the count of missing transactions for the store and date is updated and highlighted.

How to Add a Missing Transaction

1. In the Transaction Audit window, double click the **Missing Transaction** value.

   Users can click the **Accept** check box to accept missing transactions without having to resolve them.
2. Click the **Entry** button. The Transaction Entry for missing transactions window will display as shown below.

![Figure 2-13: Transaction Entry](image)

3. Enter required data for the following fields highlighted in orange:
   - **Trans Type** Users must click this down arrow to select an appropriate transaction type from the drop down list. This list is specific to each customer, although many of the options are common amongst retailers.
   - **Business Date** Users can change the business date of a transaction, if applicable.
   - **Trans Time** Users can change the time of a transaction occurrence, if applicable.
   - **Cashier** Users must click this down arrow to access a list of cashiers specific to their company to select an appropriate cashier.

Once the **Transaction Type** has been selected, the lower section of the window allows users to select the line description for the transaction detail as well as an amount, if applicable (see Figure 2-13).

The Transaction Type selected will determine what fields are displayed in the lower section of the window.

4. Click the **Add Line** button from the toolbar. An additional line is added after the last existing line of the transaction allowing users to specify more detailed data about the missing transaction.

![Figure 2-14: Add Second Detail Line](image)

5. Click the **Line Description** down arrow and select the most appropriate description.
6. Enter a total amount, if applicable.
7. Click all applicable down arrows to specify more detailed information as applicable.

If you are entering an account number in the Account or Coupon ID field and you choose a Tender Type of Debit card, Credit card, or bank account number, the Account Number box is displayed. Type the account number and click OK. What will display in the Account field is the hashed value. This is for security purposes. If there is an account number in the field already and you need to change it. Click in the field and the Account Number box displays with the actual account number, not hashed.

8. Click the Save button. The update will be reflected in the Transaction Audit summary display.

9. Close the window.

10. Click OK to the success message that appears.

The Transaction Entry window will still be displayed to allow auditors to continue resolving missing transactions, if applicable.

Resolution Notes

The Notes feature allows users to record notes about audit errors, whether they are missing transactions or not. The recorded notes will remain attached to this transaction and can be viewed in Balance reports by right clicking the transaction within a report and selecting Notes. Notes are time stamped with the Analytic User ID documenting the note and the date and time the note was created. In some cases Notes may be mandatory when a user makes a change to a record. If a Note is required a message box will display when you Save.
Chapter 2: Transaction Audit

How to Create a Resolution Note

1. Click the Notes button from the System toolbar.

2. If there are already notes for this transaction, click the Add a New Note button. Otherwise, continue to the next step.

3. Type applicable notes in the area in the bottom of the form.

4. Click the Save button.

5. Click Yes to confirm saving.

How to Delete a Resolution Note

1. Click the Notes button from the System toolbar.

2. Select the number of the note that needs to be deleted.

3. Click the Delete Note button.

4. Click the Apply Delete button.
5. Click the Yes button to permanently delete the note.
6. Click the Save button.
7. Click Yes to confirm saving.

How to Update a Resolution Note

1. Click the Notes button.
2. Select the note that needs to be updated.
3. Click the Update Note button.
4. Type a revised note in the activated content section at the bottom.
5. Click the Apply Update button.
6. Click the Save button.
7. Click Yes to confirm saving.
Chapter 2: Transaction Audit

AUDIT ERRORS

Audit errors reflect the total number of transactions that are trapped as errors. These errors are essentially the heart of Balance. Balance finds all errors in incoming polled transactions. Once Balance identifies an error, it traps the error and moves it into an appropriate suspended transaction table, preventing the transactions from being passed to downstream systems until a user has reviewed and/or fixed them. These errors are trapped for a reason and need to be identified as a valid transaction before they can be resolved.

Balance is ready to be delivered with a core set of audit errors. However, customers can specify errors that are exclusive to their businesses and have these errors included during the installation process. A few examples of core audit errors include:

- Transactions out of balance
- Invalid register number for a store
- Invalid transaction type
- Invalid transaction date

Auditors can review audit errors starting with the Transaction Audit Summary window. The Audit Errors column heading displays the number of audit errors that occurred by store and transaction date. Users can access the details of the error(s) by double-clicking the store's errors for individual transaction dates. This opens the Transaction Audit Report Summary window. A split screen lists all appropriate Error types on the left side and when an error is selected the right side will display the associated transaction records. A new icon identifies the Error code types that are eligible to be processed as Bulk Edits.

Figure 2-15: Transaction Audit Report Summary Window
Users can continue correcting an error by double-clicking an Error or Bulk Edit. The Errors allows users to resolve each error individually. The errors that are identified as Bulk Edit errors allow users to simultaneously resolve an error that continuously occurs in multiple transactions. It is a more time efficient process than editing each of the errors individually and is applicable to certain error types. When users resolve audit errors, the following buttons will be available on the toolbar:

- **Refresh**: allows user to remove the detected errors once they have been resolved, thus refreshing the displayed values.
- **Policy**: allows users to retrieve guidelines and company policies on how to resolve certain errors.
- **Bulk Edit**: allows users to process a bulk edit for specific audit errors.
- **All Stores**: allows the user to retrieve all stores for the error selected, to bulk edit. From there user can bulk edit all or some of the displayed errors using the All Stores icon.

For each individual error being researched, the user can click the **Action** down arrow and select one of the following options: Although these options are available, not all three are set up for every audit error type.

- **Audit Recheck**: Rechecks the error once the resolution has been made and changes have been saved.
- **Audit Override**: Overrides the error and saves the action without changing anything. Allows the data to pass through to downstream systems without being modified.
- **Audit Delete**: Allows users to delete a transaction and it will show up as a voided transaction. Audit delete can be an active or inactive option within the application, which is determined during the installation period.
How to Resolve an Individual Audit Error

1. In the Transaction Audit window, double click the Audit Error. This will bring the user to two additional data windows that incrementally display more detail.

![Figure 2-16: Transaction Audit Report Summary Window](image1)

2. Double click an error type. The header line information will then be displayed for that error type.

Users can click the Back button at anytime to return to a previous display of data.

3. Double click the header row for the error type to display more detail regarding this error.

![Figure 2-17: Transaction Detail](image2)
4. In the detail window, users can update the **Action** to one of the following options:

   **Audit Recheck**  This is the default status for transactions that have been flagged with audit concerns.

   **Audit Override**  If available assumes the user will accept transactions as is without correction.

   **Audit Delete**  If available, assumes that the user chooses to pass the transactions to the database with a void status.

5. If necessary, click the Add Line button to add more line descriptions.

6. Click the arrow next to the **Line Description**. Additional fields are displayed. The orange fields are required. The new fields relate to the Line Description.

   If the **Dept** field is a drop-down list and your application has been configured to filter SKUs based on Dept; the only SKUs available will be associated with the department you select.

---

**How to Use Bulk Edit**

1. In the **Transaction Audit Summary** window, double-click on the Audit Error value.

2. Click the Bulk Edit icon to select an error. The errors will be displayed, sorted by date and store.

   You have the option to bulk edit All Stores for that error by clicking the **All Stores** button. From there you can bulk edit all of the displayed errors using the **All Stores** button.

3. To bulk edit only the errors listed click the **Bulk Edit** button. The Bulk Edit Dialog box will display.

   ![Bulk Edit Dialog Box](image)

   *Figure 2-18: Bulk Edit*

4. Select the appropriate options for that error.
Chapter 2: Transaction Audit

5. Select the appropriate Status (Audit Recheck, Audit Delete, or Audit Override) for the error. The status options available are determined by which error you chose to bulk edit.

6. Click the Save button.

7. When you are asked to confirm that you want to save, click Yes.

8. Click the Refresh button to update the Transaction Audit summary. Resolved errors are removed.

**HISTORY EDIT FEATURE**

The History Edit window allows users to edit transactions that are not currently trapped as Audit Errors. These transactions have actually passed through to the Analytics history tables and are available for reporting purposes. Although rare, there may be occasions when users will have to use this feature to modify transactions that are error-free. For example, if a transaction is error free, but reflects the wrong cashier in a commission related sales transaction, then Balance users could use this History Edit feature to correct the cashier number.

There are limitations on some of the fields that can be edited using this tool. Users will not be allowed to edit Transaction numbers. History Edit will only allow one field at a time to be edited. Accrual and booking transactions are not accessible through the History Edit feature.

**How to Use History Edit**

1. Launch the Balance application.

2. Click the History Edit button.

3. You MUST select values from the following drop-down lists:
   - Division
   - Store
   - Date
   
   The remaining fields are optional.

*Figure 2-19: History Edit Window*
4. Click the **Search** button. The transactions that meet the selected criteria from the previous step will be displayed. The results can still be sorted/filtered by using the appropriate toolbar buttons.

5. Select the applicable transactions that need to be edited. To select multiple transactions, use the [Ctrl] key; to select all of the transactions, click the **Select All** button.

6. Click the **Edit** button.

![Bulk Edit History - Edit Window](image)

**Figure 2-20: Bulk Edit History - Edit Window**

7. Click the **Field to Modify** down arrow and select the appropriate field. The **Original Value** and **New Value** box will be inactive until the field to be modified is selected.

8. Click the **New Value** down arrow and select the appropriate value.

9. Click the **Modify** button. This will generate a list of records that have been processed. This list can be exported or printed.

### Common Audit Error Types

The following is a list of common error codes:

- **Transaction Out of Balance** - This error highlights any transaction(s) where the debit and credit totals do not net to $0.00.

- **Invalid Register/Store Numbers** - This error occurs when the store or register ID is not recognized in the system.

- **Payout > x (thresholds)** - Transaction error is detected when payout dollars exceed a customized threshold of a certain value that is allowed.

- **Invalid Tender** - Balance identifies incoming tender against a master table to validate the active tenders that are currently accepted.

- **Quantity > X Units** - This error occurs when the value for a quantity is excessive. For example, a cashier might enter the SKU number as the Quantity by mistake.

- **Invalid Transaction Type** - Specific configuration was done to recognize invalid transaction types. These would need to be researched and validated in order to be resolved.

- **Document Type/# Previously Redeemed** - A catch all reason code that contains miscellaneous tenders like gift cards, gift certificates and merchandise credits.
Chapter 2: Transaction Audit

- **Redemptions exceeding Issue Amounts** - The store credit, gift certificate or similar transaction type is trapped because it’s potentially being redeemed for a higher value than its worth.

- **Redemption without issue** - This transaction can be overwritten or a dummy tender can be entered to account for this activity.

- **Document Type Previously Issued** - Reflects duplicate use of the same gift certificate, merchandise credit or gift card number. This activity may be valid depending on whether these transaction types have been identified as being able to be redeemed multiple occasions, reloaded for increased value or not. This error might also occur if the account number was redeemed but was missing on the actual transaction. For instance, an aged certificate can be used by customers and still accepted as tender. In this example, the account number for the certificate no longer exists and therefore does not show up on the transaction using this as a tender type for redemption.

- **Invalid Record Type** - This occurs when there is a single line or a number of lines in the transaction referred to as "unknown". In these situations, the user will have to research what the "unknown" is.

- **Unknown Transaction Type** - This error type refers to an unknown transaction in its entirety and not just one or more lines. Users can auto delete or can select a transaction type that is recognized and valid. This is probably a rare error type, however it is still possible.

- **Quantity > X** - A threshold is set in the back end. When transactions exceed this threshold, then an error is detected. Resolving this could include overriding the quantity or updating the threshold value.

These Error Codes may vary between Balance customers.
DUPLICATE TRANSACTIONS

The number of store transactions that are duplicates for a given transaction day display in the **Duplicate Transactions** column on the **Transaction Audit Store Summary** window. Duplicate transaction errors list the total number of transactions for a store/register that contain exactly the same data for the following:

- Store Number
- Register Number
- Transaction Number
- Transaction Date
- Transaction Time

![Figure 2-21: Duplicate Transactions Window](image)

Typically, duplicates occur when a register or store re-polls or the same field(s) are reprocessed on the server more than once. Catching these duplicates prevents them from being passed to the Analytics database and to other downstream systems.

The customer has the option of displaying or not displaying Duplicate Transactions.

- If Duplicates are set to display then Register has been added as a column on the Duplicate tab. The Register will display the register number the duplicate occurred on.
- If Duplicates are set not to display the user will not see the duplicate transaction column on the Transaction Audit Store Summary window and the Duplicate tab.
- Duplicates can be resolved by using the Accept All/ Un-Accept All buttons on the toolbar.

Resolving Duplicate Transactions

While any Balance user can use the Transaction Audit Store Summary window to see the summary amount of duplicate transactions by store and date, an auditor must be given access to the Duplicate Transaction error code (201), to be able to remove the errors from the Transaction Audit summary display. If users have appropriate access, they can accept duplicate errors by double clicking on the number of duplicates from the Transaction Audit window. This will open the Duplicates tab where a user can click the Accept check box, thus removing this data from being displayed.
Chapter 2: Transaction Audit

The duplicate tab is an informational window. The first occurrence of a duplicate transaction has already passed to downstream systems, unless trapped due to audit errors. The duplicate transactions displayed on this tab are the extra transactions that need to be accepted in order to remove them from being displayed on this tab.

![Duplicate Transaction Tab](image)

Figure 2-22: Duplicate Transaction Tab

How to Resolve Duplicate Transactions

1. From the Transaction Audit view, select the duplicate transaction value.
2. Click the Accept button in the Attributes window to recognize that it's a duplicate.
3. Click the Accept All/ Un-Accept All buttons to accept all the duplicates selected or not accept.
4. Click the Save button.

In the table on the database, the Duplicate Flag is changed from "N" to "Y", indicating that the duplicate has been acknowledged.

![Changes Have Not Been Saved](image)

If the window is closed without saving changes, the following window will display, allowing users to save their work, not save their work, or cancel closing the window.
**USER AUDIT CONTROLS**

User Audit Controls are transactions that have not been suspended in Balance. Instead, they have already passed to other downstream systems, like merchandising or General Ledger, but may need to be reviewed or modified in Balance. They differ from Audit Errors in that they will pass to downstream systems for reporting purposes while Audit Errors are captured and suspended until resolved before they can be passed to downstream systems. Typically, there are fewer audit control errors than other types of errors noted in the Transaction Audit window. Examples include:

- Coupons greater than a certain amount.
- Tender exchanges.
- Gift certificates endorsed for cash.
- Petty cash amounts exceeding a certain dollar value or coded to a miscellaneous reason code.

User Audit Controls are set up with parameters to flag certain transactions. Auditors can then access the User Audit Control tab to view these transactions and decide whether changes should be made to them or if they should be accepted. Since User Audit Controls are not suspended in Balance, the transactions are in the history tables for reporting purposes. Therefore, any changes will only be seen in the reports.

*Figure 2-23: Audit Control Errors*
Chapter 2: Transaction Audit

All users can see the totals by store and date in the **Audit Controls** column within the **Transaction Audit Summary** window. To see the details, users need to double click the value represented in the Audit Controls column.

![Figure 2-24: Audit Controls Tab](image)

Ultimately, users resolve User Audit Control errors by accepting them. They do this by clicking in the Accept check box and saving the changes to update the system accordingly. Users do need to be given appropriate access to clear (accept) audit controls.

**Common User Audit Controls**

Common User Audit Controls that are captured in Balance are displayed below. The System Administrator set the thresholds for each of these controls in the Table Editor program. Additional Controls can be set up as well and will vary between Balance customers.

<table>
<thead>
<tr>
<th>User Audit Control:</th>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Coupons &gt; X</strong></td>
<td>This control looks for a set coupon threshold and will flag any transaction in which a coupon redeemed exceeds the specified threshold value.</td>
</tr>
<tr>
<td><strong>Gift Certificates &gt; X</strong></td>
<td>This control looks for a customer’s gift certificate threshold and flags any transactions in which an issued or redeemed gift certificate exceeds the specified threshold value.</td>
</tr>
<tr>
<td><strong>Tender Exchanges</strong></td>
<td>This control is designed to detect abnormal tender activity. For example, a gift card redeemed in exchange for cash.</td>
</tr>
<tr>
<td><strong>Invalid/Missing Cashier</strong></td>
<td>This control looks for Cashier IDs that are not valid as defined in the Employee Master or are identified with a last name of &quot;Not On File&quot;.</td>
</tr>
<tr>
<td><strong>Invalid/Missing Salesperson</strong></td>
<td>This control looks for Salesperson ID values that are not identified in the Employee Master table.</td>
</tr>
<tr>
<td><strong>Invalid/Missing Employee</strong></td>
<td>This control looks for Employee ID values that are not identified in the Employee Master table or are identified with a last name of &quot;Not On File&quot;.</td>
</tr>
</tbody>
</table>
How to Accept Audit Control Errors

Once the Audit Control errors are resolved and refreshed, they will no longer be displayed as errors on the Transaction Audit summary window.

1. From the **Transaction Audit** view, double click the Audit Control error value.

2. **[OPTIONAL]** Click the **Link** button to review a detailed Analytic report for more information on the transaction error.

3. **[OPTIONAL]** Click the **Policy** button to review company guidelines and company policies on how to resolve the Audit Control errors.

4. Click either the **Accept All** button to accept all of the listed audit control errors or click in the individual error **Accept** check boxes to accept individual audit control errors.

5. Click the **Save** button from the toolbar.

How to Modify the Detail

1. From the **Transaction Audit** view, double click the Audit Control error value.

2. Double click the transaction involved in the error.

---

**Figure 2-25: Audit Control Transaction**

**Figure 2-26: Audit Control Transaction Detail**
Chapter 2: Transaction Audit

Fields that are displayed with an orange text box represent fields where data is required.

3. Enter/Modify data for any field with an orange text box.

4. Add/Delete Detail lines as needed to ensure that the difference amount equates to "$0.00".

### How to Add a Detail Line

1. Follow steps 1-3 in "How to Modify the Detail" (see “How to Modify the Detail” on page 49).

2. Click the **Add Line** button in the toolbar.

   **TIP** Right-click a line and select **Add Line** to add another detail line instead of clicking the Add Line button.

3. Click the **Line Description** down arrow and select an appropriate line description.

![Figure 2-27: Line Description](image)

4. Fill in any required fields (orange boxes) from the detail area that populates the bottom of the window once a line description is selected.

5. When complete, click outside the detail area. Notice that the new detail line will automatically populate the **Total Amount** column and mark each as a Credit or Debit.
6. Continue adding additional Line Descriptions as needed to establish a difference value of $0.00.

If you will be entering an account number in the Account or Coupon ID field and you choose a Tender Type of either Debit card, Credit card or bank account number the Account Number box will display. Type the account number and click OK. What will display in the Account or field is the hashed value. This is for security purposes. If there is an account number in the field already and you need to change it. Click in the field and the Account Number box displays with the actual account number, not hashed.

How to Delete a Detail Line

1. Follow steps 1-3 in "How to Modify the Detail" (see “How to Modify the Detail” on page 49).

Users can also right-click the line description and select Delete Line to remove a line description from a transaction.

2. Click the Void Line button in the toolbar. The line is removed from view immediately.

3. Click OK to confirm the deletion of a line description.

4. Close the window and click Yes to save changes.

How to View/Modify the Line Attribute

1. Follow steps 1-3 in "How to Modify the Detail" (see “How to Modify the Detail” on page 49).

Fields that are displayed with an orange text box represent fields where data is mandatory and must be identified.

2. Click the Attributes down arrow for a selected line item. The detail for the selected line description will populate the lower half of the window.

3. Make applicable changes.

4. Click the Attributes down arrow to hide the detail of the line description.

5. Close the window and click Yes to save changes.
Chapter 2: Transaction Audit

**Pending**

The Pending column on the **Transaction Audit Store Summary** window displays the number of transactions that have been resolved in Balance and are waiting to be released. The **Pending Transactions** tab lists each of the pending transactions so that users can see what is in the queue. In the normal course of events, pending transactions are released during nightly processing. However, a System Administrator can manually release pending transactions prior to the overnight process that occurs automatically, but in doing so will release all pending transactions. There is not an option for the Administrator to release specific pending transactions.

When pending transactions are released, only those transactions that are completely free of audit errors are actually released. All pending transactions need to pass validation rules during nightly processing; otherwise, they will remain in the **Pending Transaction** window. Transactions that have multiple errors, where some of the errors have been fixed but not all of them remain in Pending Release status until the remaining errors have been resolved.

Although all users can see the Pending Transactions value displayed in the Transaction Audit Store Summary window, when certain users access the detail of these transactions, the value may display differently. This is because the user sees only those errors to which they have been granted access.

![Figure 2-28: Pending Transactions Tab](image)
How to Manually Release Pending Transactions

System Administrators are the only users that can manually release pending transactions for processing.

1. Select **Administration -> Release Transactions** from the menu.

2. Click **Run Release** to manually prepare the transactions to move through the application during the next nightly run of the Balance procedures.
Chapter 2: Transaction Audit

**OVER (SHORT)**

The Over (Short) audit errors occur when tender activity is different from actual tender counts or tender deposits within the POS system. Balance customers set a threshold value for over (short) errors during the requirements session. Discrepancies not exceeding this threshold are calculated and stored in a database table for reporting purposes. They are not displayed as exceptions (over (short)) in Balance. However, once the threshold value is exceeded, that discrepancy emerges as an Over (Short) audit error and needs to be resolved to achieve a difference in value that is below the set threshold.

Eliminating other audit errors often resolves over (shorts). For that reason, Balance does not allow the acceptance of over/shorts until all of the other audit related errors are resolved first.

![Figure 2-29: Over/Short Tab](image)

Over (shorts) are displayed as follows:

In the top half of the window the non essential fields based on calculation level will be suppressed.

- When calculating over/shorts by register, the cashier number will not display. The data window will present one summary record for each register.
- When calculating the over/short by cashier, the register number will not display. The data window will present one summary record for each cashier.
The bottom half of the screen has the option to display several different fields based on a database table setting. This window may be grouped and subtotaled based on settings that would be defined at time of client install. Options are as follows:

Over Short by Store
- grouped and subtotaled by register/cashier
- grouped and subtotaled by register/tender
- grouped and subtotaled by cashier/tender
- grouped and subtotaled by tender

Over Short by Register: Over Short by Register by Register: Over Short by Tender
- grouped and subtotaled by register/cashier
- grouped and subtotaled by cashier/tender
- grouped and subtotaled by register/tender
- grouped and subtotaled by tender

Over Short by Cashier
- grouped and subtotaled by register/cashier
- grouped and subtotaled by cashier/tender
- grouped and subtotaled by register/tender
- grouped and subtotaled by tender

The Over(Short) column displays the calculated, cumulative exception amounts in the appropriate font color for each record. The font color of the amount indicates whether or not exceptions exist, and whether the exceptions result in an overage or shortage.

- **Black** font indicates no exception error exists for the record, and the user cannot open the drill-down screen for this row in the Over(Short) column.
- **Green** font indicates an overage, and the user can open the drill-down screen.
- **Red** font (<> $0.00) with an amount not equal to zero indicates a shortage and is displayed inside parentheses. The user can open the drill-down screen.
- **Red** font (= $0.00) with an amount equal to zero indicates that a client's exception error rule has been applied that offsets the over/short amounts. It is displayed without parentheses, and if configured to do so, the client can double-click on this data item to open the drill-down screen.
BALANCE
Chapter 3

Bank Deposit Reconciliation


Chapter 3: Bank Deposit Reconciliation

**OVERVIEW**

Bank Deposit Reconciliation provides the functionality to reconcile cash deposit data from each Store at the home office. During your requirements session it was determined how many bank feeds you receive if any, along with the tolerance levels for deposit dollar amounts and number of day variances for matching deposits.

**LEARNING OBJECTIVES**

Upon completion of this section, you should be able to:

- Adjust the deposit amounts
- Re-assign a deposit from one Store to another
- Add and Edit Store and Bank records
- Match multiple the Store deposits with the single bank deposit
**USING BANK DEPOSIT RECONCILIATION**

To access Bank Deposit Reconciliation click the Bank Dep button from the toolbar.

The Bank Deposit Reconciliation screen is displayed. Users view store records along with bank records. Records are summarized by store, division, tender, and currency. Users can see when the store-side deposit's bank lag date has expired and the bank feed is late because the deposit's lag date is in red. The user can focus their attention on a store's deposits by clicking on a store. Or they can focus on a bank's deposit records by clicking on a bank.

**Figure 3-1: Bank Deposit Reconciliation Screen**

<table>
<thead>
<tr>
<th>Columns</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank</td>
<td>Name of the Bank from the Bank Feed.</td>
</tr>
<tr>
<td>Division</td>
<td>Division of the Store.</td>
</tr>
<tr>
<td>Store</td>
<td>Store that made the deposit. A red store number indicates that audit errors are outstanding for that store and date.</td>
</tr>
<tr>
<td>Store Date</td>
<td>The date of the deposit from the Store. If the field is blank there are not any deposits for the store for that day but there is a bank deposit for that day.</td>
</tr>
</tbody>
</table>
Chapter 3: Bank Deposit Reconciliation

<table>
<thead>
<tr>
<th>Columns</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Balance</strong></td>
<td>Allows auditors to reconcile by Store or Bank.</td>
</tr>
<tr>
<td></td>
<td>Auditors can re-assign a deposit from one Store to another if the deposit was inadvertently assigned to the wrong store.</td>
</tr>
<tr>
<td></td>
<td>If multiple deposits were made on the same day, auditors can match the Store deposits with the single bank deposit. This may occur if the store manager filled out a single deposit slip for deposits that should have been made on separate days.</td>
</tr>
<tr>
<td></td>
<td>Adjustments can be made to the Store or Bank records.</td>
</tr>
<tr>
<td></td>
<td>Auditors can also edit the deposit transaction and add transactions if necessary.</td>
</tr>
<tr>
<td></td>
<td>A transactions that appear with Audit Suspend next to them means there are still errors with this transaction. The error is an Audit Error, Missing or Over/Short error. These transactions cannot be reconciled or edited until the error is corrected.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bank Date</th>
<th>Date of the deposit from the Bank Feed. If there is no date then there was no record of a deposit from the bank but there is from the store.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lag Date</td>
<td>Un-reconciled entries whose bank lag date has passed. A deposit’s bank lag date is the date by which the customer expects a deposit to be recorded from the bank. A red lag date indicates that the lag date has passed and the bank has still not provided a feed or record of the store's deposit.</td>
</tr>
<tr>
<td>Store Total</td>
<td>Total amount deposited for the store. If blank then there are no entries for the Store.</td>
</tr>
<tr>
<td>Bank Total</td>
<td>Total deposits the bank is reporting. If blank then there are no entries for the bank.</td>
</tr>
<tr>
<td>Difference</td>
<td>The difference between the Store and Bank deposits. If red then it indicates the bank's deposit total for the store falls short of the stores’ deposit total for the same day.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bank Date</th>
<th>Date of the deposit from the Bank Feed. If there is no date then there was no record of a deposit from the bank but there is from the store.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lag Date</td>
<td>Un-reconciled entries whose bank lag date has passed. A deposit’s bank lag date is the date by which the customer expects a deposit to be recorded from the bank. A red lag date indicates that the lag date has passed and the bank has still not provided a feed or record of the store's deposit.</td>
</tr>
<tr>
<td>Store Total</td>
<td>Total amount deposited for the store. If blank then there are no entries for the Store.</td>
</tr>
<tr>
<td>Bank Total</td>
<td>Total deposits the bank is reporting. If blank then there are no entries for the bank.</td>
</tr>
<tr>
<td>Difference</td>
<td>The difference between the Store and Bank deposits. If red then it indicates the bank's deposit total for the store falls short of the stores’ deposit total for the same day.</td>
</tr>
</tbody>
</table>
How To Edit A Deposit Transaction

1. Click on a bank name to list exceptions for the bank or click on the store number to list exceptions for a store. The title bar of the window will display the bank or store that was selected.

   ![Bank Deposit Reconciliation: Div 1, Store 1003]

   The top half of the screen will display Store exceptions and the bottom half the Bank exceptions.

2. Select the row to edit (either from the store or bank section).

3. Right click and select **Trans Edit** from the shortcut menu. The Trans Edit window displays if a store was selected (unless there are multiple transactions, see note below), and the **Modify Bank Record** window displays if a bank was selected.

![Figure 3-2: Modify Bank Record Screen]

   The Modify Bank Record window displays data that was updated dynamically when the row was selected.

   When selecting the Trans Edit option for multiple transactions and adjustments, the **Select a Record to Edit** window will be displayed. The user needs to select the applicable transactions/adjustments from a provided list and then clicks the **Edit** or **Delete** button. The **Edit** option will open either the **Transaction Edit** window or the Adjustment window (which lets the user edit the adjustment in the store-side table).

4. Make appropriate edits. Any field that is **orange** is a required field and cannot be left blank.

5. Click **Save**.
Making Adjustments to Deposit Transactions

Users can enter adjustments to either the bank or store. Adjustments to the store have an impact on GL, whereas adjustments to the bank do not. When making adjustments manually, users must assign a customer-defined reason code, which was also defined for the customer’s account buckets.

For stores, users can enter adjustments for non-deposit tenders only, which include credit cards. The need for an auditor to make an adjustment for non-deposit tenders is typically caused by higher-than-usual fees that the bank assessed because of higher-than-usual volume. But credit card amounts are summarized (not itemized) in the bank feed. Because the summarized credit card amounts can be for hundreds of transactions. It makes sense to simply enter one adjusting entry for the summarized credit card transactions.

How To Adjust A Deposit Transaction

1. To list exceptions for the bank click on a bank name. To list exceptions for a store click on a store number. The title bar of the window will display the bank or store you clicked on.

2. Select the row to make the adjustment to (either from the store or bank section). Right click and select Adjustment from the shortcut menu. A new blank record displays.

3. Enter the amount of the adjustment in the Amount field.

4. Select a Reason Code from the drop down list.

5. Click the Save button.
How to Add A Deposit Transaction

1. If you want to list exceptions for the bank, click on a bank name. If you want to list exceptions for a store, click on a store number. The title bar of the window will display the bank or store you clicked on.

2. Right click in the white space of the window - NOT on a record. A shortcut menu displays.

3. Select Trans Add from the shortcut menu.

4. If you are adding a transaction from a store, the Transaction Entry window displays. If you are adding a bank record, the Create a New Bank Record window displays.

5. You can add the transaction by filling in the appropriate fields.

6. Click the Save button.
Chapter 3: Bank Deposit Reconciliation

Reconciling Transactions

Users are allowed to reconcile store entries to bank entries once users add, edit and/or make adjustments to transactions. To reconcile, users need to select applicable store and bank entries and by clicking the Recon check box. The amount of the checked entries for the store must equal the amount of the checked entries for the bank. The user then clicks the Reconcile button to reconcile the selected entries with each other. The reconciled entries are then assigned the same reconcile ID.

Figure 3-5: Bank Deposit Reconciliation

How to Reconcile Transactions

1. If you want to list exceptions for the bank, click on a bank name. If you want to list exceptions for a store, click on a store number. The title bar of the window will display the bank or store you clicked on.

2. Check the Recon check box for the store entries and the bank entries you want to reconcile. Making sure the totals are equal for each bank and store.

   Check the Check All check box to select all rows on the Store side for reconciliation (Reconciliation Status = R).

The Bank Reconciliation Level must be set to “Tender”. The Check All check box is not available if the Bank Reconciliation Level is “Store.”
3. Click the **Reconcile** button. If the totals match you will be asked to reconcile and post the transactions.

4. Click **Yes** to reconcile and post the transactions.

5. Click the **OK** button.
Chapter 3: Bank Deposit Reconciliation

Un-reconciling Transactions

Transactions that were reconciled can be un-reconciled as long as it is still the same day. (Entries that were reconciled the previous day cannot be un-reconciled.). Once the transactions have been un-reconciled, they are removed from the window and displayed on the Bank Recon window where un-reconciled entries display.

How to Un-reconcile Transactions

1. Return to the main Bank Deposit Reconciliation window.

2. Click the Un-reconcile button. The Un-reconcile window displays the reconciled transactions for the current day.

3. Uncheck the Reconcile check box for the transactions you want to un-reconcile. When you uncheck a record from the store section automatically the corresponding reconciled entries in the bank section will become unchecked.

4. Click the Save button. The reconciled transactions are now un-reconciled and will appear on the main Bank Deposit Reconciliation window.

Figure 3-8: Un-reconcile Window
**ADDING A BANK MANUALLY**

If a bank or processor does not provide an electronic feed, users must hand-enter statements from the bank or processor using the Bank Reconciliation tool.

**How to Manually Add A Bank**

1. In Balance click the **Bank Deposit** button.

2. Click the **Add Bank** button. The Add Bank window displays.

![Figure 3-9: Add Bank Window](Image)

3. Enter the bank and deposit information.
4. Repeat steps 2 and 3 to add additional banks.
5. Click the **Save** button.
BALANCE
Chapter 4

Liabilities Management
Chapter 4: Liabilities Management

OVERVIEW

Liabilities Management is a tool to manage outstanding liabilities within the Balance application. The various document types that are supported in Liabilities Management are:

- Gift Certificates
- Gift Cards
- Merchandise Credits
- Layaways
- Special Orders

An outstanding liability reflects the dollar value of the issuance, reload, redemption or initiation of one of the documents listed above. Liabilities Management provides a quick breakdown of the frequency of activity against any of these mentioned documents if they older than 30 days.

LEARNING OBJECTIVES

Upon completion of this section, you should be able to:

- Access the liability documents
- Review the documents on the Aging tab
- Write off documents on the Exceptions tab
- Edit transactions from the Exceptions tab
- Link to analytic reports to research additional information for specified documents
PROCEDURES

LIABILITIES OVERVIEW

The Liabilities Management feature in Balance allows users to track their liabilities for accounting purposes. A liability is something owed, such as the amount a store or organization owes to one of its customers. For example, a merchandise credit is a liability because the customer is owed merchandise. A layaway is a liability because the store owes merchandise to a customer as long as the customer makes payments toward its purchase. Liabilities are referred to as documents in Balance. Each document has its own ID, which is provided in the transaction at the time the liability is issued, sold, or opened.

Each liability is displayed in Balance with its original amount (its value) and an outstanding balance (amount owed to the customer). The original amount of the liability is compared to the amount the customer has offset it for liabilities that are tracked with this tool. There are occasions when the original amount can be affected by sales and store policies. For example, an item on layaway goes on sale and the original price is adjusted to reflect the sale amount. Another example of when the original amount changes, is when a gift card is reloaded and the amount of the outstanding balance is increased. Outstanding balances disappear when the customer has fully redeemed Gift Cards (those that are not reloadable), Gift Certificates and Store Credits or have completed payments against layaways or special orders.

Over time, if a liability is not relieved, the store, typically by virtue of an accounting policy, can decide that the customer will not be cashing in on the liability, and has the option to write off the liability and remove it from the books.

Users need to click the Liabilities Management button from the toolbar to access the liability documents. The Liabilities tool accesses two tabs: the Aging tab and the Exceptions tab.
Aging Tab

The Aging tab displays a high level overview of liability document types indicating time periods with outstanding amounts for each period. It is intended for reporting purposes only and has no update capabilities. Although the aging schedule shows little detail, users can link to reports that do provide more detail for each of the liabilities.

![Liabilities Management - Aging Tab](image)

The **As of Date** identified at the top left defaults to yesterday's date. To review the liabilities for a specific date other than yesterday's date, users need to click the date down arrow and make an appropriate selection from the calendar drop down. The data in this view can be sorted, filtered, printed and exported just as data in other views can be managed. The data that is displayed in this view is determined by value and time parameters that are set up during the installation process and could therefore vary a little from the example above. This tab is for information only. You cannot change the data however you can select a row and link to reports to view more detailed information. To do this, select a row, then click the **Link** button. A list of reports will display, select the one that you would like to review.
Exceptions Tab

The Exceptions tab displays specific liabilities based on user identified criteria in a filter section. For example, a user could decide to display gift certificate documents only and then use this feature to manually write off liabilities or correct underlying exceptions that have not been trapped in Audit.

![Figure 4-2: Liabilities Management - Exceptions Tab](image)

**Writing Off (WO) Liability Documents**

1. Click the **Liab Mgmt** button.
2. Click the **Exceptions** tab.
3. Click one of the following down arrows to select specific liability documents to display:
   - **Division**: Use the down arrow to view the liabilities from a specific division.
   - **Store**: Use the down arrow to view the liabilities from a specific store.
   - **Doc Type**: Use the down arrow to select a specific liability issue.
   - **Date/To**: Use these boxes to select a beginning date and an ending date from the calendar drop downs.
   - **Exception**: Use the down arrow to view a specific liability document, like merchandise credits or layaways.

   If users do not want to write off liabilities, then they can edit the transaction or add a new transaction to offset the liability.

4. Click the Search button to filter out the specified liability documents.
5. Click one of the following buttons from the toolbar:

   - **Check Selected**
     - Prompts users to select a Write-Off reason for all checked documents.

   - **Check All**
     - Checks all listed liability documents for Write-Off intent.
Chapter 4: Liabilities Management

6. Click the Save button. The liability document will be removed from the Exceptions tab and posted in GL Post once you save it.

**Linking to Detailed Data**

Balance provides a feature called **Linking** that allows users to view more details about selected transactions prior to posting them. Users can select a row(s) of data and then click the Link button to access additional reports that provide more data.

Documents can also be flagged with write off reasons individually by clicking the Write Off check box first and then selecting a Write Off Reason from the drop down list.

**Check Clear**

Removes check marks for all checked liability documents for Write Off.

**Post WO's**

Any liability document with the Write Off check box checked will be posted when this button is selected.

6. Click the Save button. The liability document will be removed from the Exceptions tab and posted in GL Post once you save it.

**Linking to Detailed Data**

Balance provides a feature called **Linking** that allows users to view more details about selected transactions prior to posting them. Users can select a row(s) of data and then click the Link button to access additional reports that provide more data.

Documents can also be flagged with write off reasons individually by clicking the Write Off check box first and then selecting a Write Off Reason from the drop down list.
Editing a Transaction

Auditors can edit or void exceptions by clicking the Edit Trans button or double clicking on the record. If the exception is unavailable (it no longer exists in history), the message, "Transaction not on file" will display. If the transaction is available, the user will be able to modify the transaction details provided there is an issue with the transaction. For Expired Tenders, the Transaction Edit window will open in view mode only.

How to Edit Transactions

1. Select the Transaction to edit.
2. Double click to display the Transaction Edit window.

You can also click the Edit Trans button from the toolbar or right-click and select Edit Trans.

If history does not exist for the transaction a message box will display.

3. Make edits as necessary.
4. Save and close the window.

The Trans Add button is available if users need to add a transaction.

Figure 4-4: Edit Transaction Window
BALANCE
CHAPTER 5

GL Subledger
Chapter 5: GL Subledger

OVERVIEW

The General Ledger Subledger [GL] function aggregates audited data from the Balance application staging table and posts that data to the customer defined general ledger accounts [buckets]. Those accounts typically consist of sales, taxes, tenders such as cash and credit cards, discounts, petty cash expenses and over short. Users with access to the GL post window can request to retrieve posted data not posted data or both by making a selection from post status dropdown data window.

The user can also request to see this data for a particular division, store or date. Should the user decide to retrieve all possible data, they have the ability to filter in or out specific data on which they may want to focus.

![GL Subledger window]

LEARNING OBJECTIVES

Upon completion of this section, you should be able to:

- Retrieve the data in the GL Post (Subledger)
- Sort the data in the Subledger view
- Filter out a combination of data for release
- Release data from the GL Post
- Link to Balance reports to review additional details
PROCEDURES

MANAGING THE GL POST

The GL Post is a tool of aggregated financial and non-financial data of a company’s business. It summarizes basic accounting activity like asset and sales account activities. When first accessed, the feature will display an accumulation of various expense and sales accounts exclusive to each retailer. The data is displayed in a standard spreadsheet format with columns of these expense and sales accounts.

Click the GL button in the Transaction Audit window to display this information. Type the criteria you want to display, click the Search button.

![Figure 5-1: GL Window](image)

The Sort and Applied Filter sections at the top of the display indicate whether there is any additional activity for the data that is being applied. For example, if the user wanted to view just transactions that netted to zero. The following is displayed:
Chapter 5: GL Subledger

How to Access the GL Post (Subledger Display)

1. Click the **GL** button. Type the criteria you want to display.
2. Click the Search button.
3. Use the Filter tool to segregate those transactions that will be posted.

![Filter](image)

*Figure 5-2: Filter*

Users can also filter the data after running the entire GL Post. It is not necessary to prefilter the data after retrieving GL data for all stores.

4. Click in the **Release Flag** column to select the transaction to be posted.

> Only transactions that are checked in the Release Flag Column will be posted.

5. Click the **Post** button in the toolbar.

6. Click **Yes** to confirm the posting of the selected transaction(s).
7. Click **Yes** to the following message in order to return to the remaining unfiltered data or **No** to clear the filter and close the GL Post data.

Entries that were successfully posted are removed from display in the front-end. However, the data is still available for reporting purposes.

If there are records that still contain audit errors, pending transactions or missing transactions, then the transactions will not be posted. The following is an example of the message that will be displayed:

![Net Difference Exceeded](image)

**The Net Difference**

Balance will not allow transactions to be posted if there is a net balance of anything other than zero. On the far right of the window is a column called Net Difference which displays the total for each row. If the row balances, the net difference is zero. If it does not balance, the difference displays in the column. A user-defined tolerance lets the customer determine whether unbalanced entries can be posted.

![Figure 5-3: Net Difference](image)
Chapter 5: GL Subledger

Linking to Detailed Data

Balance provides users with the ability to link to reports from the GL post window. By selecting row(s) from the GL post window and executing the Link button, the user is presented with a list of available reports.

How to Link to Detail Reports

1. Select a row(s) of applicable transactions.
   
   You can use the [Ctrl] or [Shift] keys to select multiple rows of data at once.

2. Click the Link button.

   \[\text{Figure 5-4: Query List}\]

3. Select an applicable report name and click the Run button.
   
   The GL Account Distribution report will provide the user with the summary value of all transactions that post to a particular account.
   
   The GL Data by Segment Details and the GL TRX Details reports will provide the user with the debit and credit account information by each transaction for the store day [s] selected in the GL post window. The difference in the two reports is the GL Data by segment includes the actual segment values of the GL account number for which a transaction would post and the GL TRX detail report list the account name, without account number, to which a transaction would post.

4. Review and then close the detail report.
Balance Reports
Chapter 6: Balance Reports

**Overview**

You can access Analytics from Balance by clicking the **Analytics** button. Once in Analytics queries can be accessed either by the **Queries** button or the **Quick Run** screen. The **Queries** button gives Analytics users access to all available libraries of queries within their security rights. Users can run queries, reorganize the list of queries, access query notes and search for queries in this window.

The **Quick Run** screen provides shortcut access to queries and is more commonly used for frequently run queries. Analytics users can customize their **Quick Run** screens by adding, modifying and deleting tabs and category buttons. They can also customize the Quick Run screen by adding shortcuts to queries via category buttons. These Quick Run features and more will be reviewed in the Quick Run section.

**Learning Objectives**

Upon completion of this section, you should be able to:

- Organize queries by classification or query name
- Expand and collapse classifications
- Activate and deactivate query notes
- Search for a query
- Select a time frame
- Recognize and set parameters
- Specify criteria to prefilter query results
- Cancel a running query
- Run Top X level queries
LOCATING QUERIES

Queries are organized by classifications within libraries. To display the Analytics Queries window, click the Queries button from the System toolbar. The Analytics Queries window will display with three (3) tabs: The Adhoc and, Drill Down tabs allow you access these query types, and the Search tab will allow a user to locate an existing query.

Classifications can be expanded to list existing queries or collapsed to hide existing queries. You can expand and collapse the folders to locate any queries and graphs you would like to run. When a query name is selected, notes that describe the type of data returned for that query can be viewed above the list of queries.

![Figure 6-1: Analytics - Queries](image-url)
**Navigating Through the Query List**

- Use the **Expand All** button on the Window toolbar to review all available queries and graphs. The button toggles to a Collapse All option allowing you to hide each query and graph.

- Click a plus sign (+) that displays before any classification or query to expand the item and view what is organized below it. Click the minus sign (-) to collapse an item.

- When queries display a plus sign (+), click the plus sign to view their related graphs.

- While you can double-click most items to expand or collapse them, remember that double-clicking a query generates a report.

- If a clock icon appears before any query or graph then it means that the query is scheduled to run automatically. To learn how to schedule a query, refer to the Automating Queries section for more information.

- Graphs have an icon that represents the type of graph that will display such as a Pie, Column, or Bar graph.

*Figure 6-2: Window Toolbar*
**Query Notes**

Query Notes identify the type of data results that will be returned when a query is run.

Click the View Notes button on the Window toolbar to toggle the query notes feature on or off. The notes will automatically appear in the box above the queries list.

*Figure 6-3: Query Notes*
**Search for a Query**

The **Search** tab is used to quickly locate queries or graphs. Simply type a query name or part of a query name in the **Name of query to search for** field, indicate which libraries and query types to look through, and then click the **Search** button.

For example: to find all queries which include Errors in the query title, type “ERROR” in the **Name of query to search for** field and indicate that you would like to look only in the Audit Control Library. With the query types you want to look for selected, click the Search button. The results displayed below include both Adhoc and Drill Down queries and the name includes the word Error in the title.

![Figure 6-4: Query Search](image-url)
1. Click the **Queries** button on the System toolbar.

2. Click the **Search** tab (Figure 6-4).

3. In the **Name of query to search for** text box, type a query name or part of a query name.

4. **[OPTIONAL]** Check the **Only search in this library** option to limit your search to a specific library.

5. Click the down arrow and select the library in which you want to search.

| TIP | The Exact match only option is helpful when you know the exact name of the query you are looking for. |

6. Uncheck the query types you do not want to look for. Make sure only the types you want are checked.

7. Click the **Search** button.

8. Use one of the following buttons to work with queries that match the search criteria you have defined.

   - **Run** Runs the selected query.
   - **Open** Opens the selected query so that you can modify it. You must have system administrator rights or own the query to do this.
   - **Locate** Finds and selects the query in the tree view on the query type tab allowing you to run, modify, export or open the query.
Chapter 6: Balance Reports

RUNNING QUERIES

This section will review how to run an Adhoc query. Once the run window is accessed, you can narrow query results by designating a specific time frame to run queries for, setting parameters, or prefiltering on specific fields using the specify criteria and top level reporting features to help. There are two (2) methods of accessing the run window:

Double click a query name.

or

Select a query name and click the Run button located on the Window toolbar.

How to Run An Adhoc Query

1. Click the Queries button on the System toolbar.
2. Click the Adhocs tab to display the list of available queries.
3. Expand the Classification by double-clicking the folder or clicking the + sign.
4. Double-click a query to run it, or select a query and click the **Run** button. The Run dialog box displays.

*Figure 6-5: Run Dialog Window*

<table>
<thead>
<tr>
<th>Options</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Run**            | Immediately - A query will run and display the results on your screen in the results window.  

"Offline - A query can be run in the background and saved. This allows the user to access the results at anytime, since the data is stored within the database and the application does not have to regenerate the data. The My Reports window will display the Adhocs run offline.  

**Specify Query Parameters**

"Greater than or less than X parameters allow customers to report data over or under a certain amount or quantity.  

"Multi-use prompts allow customers to report information, such as checking account numbers or credit card numbers that have been used multiple times.  

"Time prompts allow users to report information that occurred before or after a specific time.
5. Click the Run button.

**DATE SELECTION**

To identify the time period of a query click the down arrow in the **Date Name** area and then select a date range. The Date Names that appear in the drop down list were pre-defined during software installation. Your System Administrator can create additional Date Names, if needed.

Use the **Start Date** and **End Date** prompts to define a custom time period that does not appear as a **Date Name** in the drop down list.
How To Select a Custom Time Period

1. Click the down arrow in either the Start Date or End Date area.

   The custom time period that you select using the Start Date and End Date options takes precedence over the Date Name selection.

2. [Optional] Use the arrows to display the date you would like to select.

3. Click on the day that you would like to use as either the start date or end date.

PARAMETERS

Parameters allow you to identify a value as a method of prefiltering data in a query. For example, in a Pay Outs > X parameter, the value might be -100. When the query is run, the results will be any Pay Out amount greater than -100.

Greater than X parameters are used to report data over an amount or quantity you choose. When running the Pay Outs > X Amount, enter the amount as a negative (as it is reducing the net business profit). The report will only display Pay Out transactions exceeded the specified amount.

Negative Values like Payouts and Return Amounts are expressed as negative numbers (i.e. -50.00 represents a refund or payout of $50.00).
**Specify Criteria**

The **Specify Criteria** section allows you to pre-filter a query using report fields in an effort to narrow the query results. For example, instead of displaying data for all stores within an organization, you can enter specific store(s) to view in the query results.

The example to the right reports all data for stores 1, 42, and 99.

The example to the right reports all over/short activity for Register 2 and Store 42.

The example to the right reports all Aging Documents for the selected Document Type as of January 16, 2006. The down arrow on the Document Type box indicates a Lookup.

Lookup Tables translate database values into more meaningful text. In the example on the right, the text "Store Credit" will be listed in the query results instead of the database value, which could be "25."
**TOP LEVEL REPORTING**

Users can display a specified number of rows returned in a report by using the Top Level Reporting section. Instead of running a query and getting back 500 rows of data, the number of rows returned can be limited and for example, only display the top 25 rows instead.

**How to Select Top Level Reporting Options**

1. Check the **Active** box in the Top Level Reporting section when running an Adhoc.

   All of the data can be redisplayed after the report has run by deactivating the Top Level feature in the simple Filter window.

2. Then choose a field from the **Top Level Field** drop down box. The field you select from the list will be the field that is filtered and will only return the number of rows you type in the **Top Level Rows** text box.

3. Select **Ascending** if you want the query results to be sorted ascending. Leave it unchecked if you want descending.

4. Type the number of rows in the **Top Level Rows** text box for the number of rows you want returned for the query results.

   The number of rows returned may be more than what was indicated in the Top Level Rows number box. For example: If users specify to return the top 5 rows of data for the Net Sales Amount field in the Net Sales > X query, then the results may display 9 rows returned instead. This occurs when there are multiple rows with the same value as displayed below (Net Sales Amount - $86.96). Instead of the application having to choose which of the 6 rows should be filtered for top level reporting, it instead displays all of the rows, even if the display exceeds the top-level criteria.

![Figure 6-6: Top Level Reporting and Results](image)
Chapter 6: Balance Reports

**Canceling a Query from Running**

Users can cancel a query from completely running at any time once the **Cancel** button becomes active. The **Cancel** button isn't active while the report is retrieving the required data from the database. The button becomes active as the data is beginning to populate the report. In some instances, users may want to cancel a query mid-run because the results are accruing too many rows of data and canceling the run is the only method of interrupting the process.

### How To Cancel A Query

1. When running a query, wait until the **Running Query** dialog box appears.

   ![Notice how this window is counting the number of rows as they are being returned.]

2. Click the **Cancel** button.

   - The number of rows that were returned before the **Cancel** button was clicked display in the lower left corner of the query window.
   - The **Stop** icon appears in the lower, right corner of the screen to indicate that the query currently displayed did not completely run.
   - Once the query process has been canceled, then the query needs to be run all over again in order to display the entire query results.
CHAPTER 7

Managing Query Results
Overview

Query results can be managed by sorting the data in ascending or descending order, filtering data to extract specific results and linking to other Adhoc queries for more detailed information. Sorting can occur within a single field or multi-level using the available fields within the query. Filtering can be accomplished using data values, text, lookups and wildcard characters. Both of these functions allow users to easily create customized and meaningful queries that can later be printed or exported for permanent referral. Account Numbers can be decrypted if the user has the rights (check box in the User Profile) and if, as a company, has chosen to encrypt your account numbers.

Learning Objectives

Upon completion of this section, you should be able to:

- Use Smart links to display additional details in a pop-up window
- Freeze the query results window
- Sort results in either ascending, descending, or multi-sort order
- Filter the data using values, text, lookups and wildcards
- Link to other Adhoc queries for additional information
- Decrypt account numbers
- Account number lookup
Freezing Columns in Wide Queries

When a query has too many columns to fit on the screen at the same time, it is helpful to freeze some columns on the left side of the screen. Users can then scroll the rest of the columns to the right while the descriptive columns remain in view on the left.

**How To Freeze Columns**

1. Point to the black space at the bottom, left corner of a query until the mouse pointer changes as shown in the figure to the right.

2. Drag and drop the mouse pointer (→) to the right to a position after the columns that you want to freeze.

   **Tip**  
   A vertical line appears dividing the columns allowing you to scroll through the right window while freezing the left.

To un-freeze your columns, drag the black space back to the left margin as far you can.

If you are experiencing difficulty with this procedure, press `[Ctrl]+[End]` to move to the end of the query and attempt this procedure again.
Figure 7-1: Freeze Columns
**SORTING**

There are TWO common ways to SORT queries once you have run them:

- Click a **column heading** to sort a query by that column in ascending order (lowest to highest or A-Z). Click the column heading again to sort the query by that column in descending order (highest to lowest or Z-A). When you point to a column heading, the mouse pointer will change to the shape of a hand.

- Use the **Sort** button to sort a query by multiple columns. A Sort dialog box displays the current sort order for the query. Prior to any sorting activity, the default sort order is listed on the right side of the window. After any sorting activity, the current sort order is listed on the right side of the window (Figure 7-2).

---

**How To Perform a Multiple Column Sort in a Query**

1. Click the **Sort** button. The Sort dialog box is displayed.

![Figure 7-2: Sort Dialog Box](image)

2. Drag the columns you want to use for sorting from the **Source Column(s)** area on the left to the **Sorted Column(s)** area on the right.

3. Click the **Ascending** check box to sort in ascending order or uncheck it to sort in descending order.

4. Click the **OK** button.

- When you change the sort order using one of the methods mentioned above, you are making a *temporary* change. This sort order is applied until you either re-sort the query or close the query and re-run it.

- The next time the query is run, the default sort order is applied, which was determined when the query was built.

- System Administrators and System Managers can permanently modify the sort order of queries.
Chapter 7: Managing Query Results

**FILTERING**

Filtering allows users to focus on a specific result of the query once the query has run. For example, users may have run the Audit Error Detail query, but then preferred to display only a specific error type. Users can create a filter to focus on that specific error.

If you selected Top-level Reporting when you originally ran the query, the Top Level Reporting option appears active in the Filter dialog box. You can deactivate it at this time and create a new filter for all the data. If you create a filter with the Top-level reporting active the application will first filter all the data based on the filter you created and then it will apply the Top level reporting criteria within the filtered data.

**How To Filter on Query Results**

1. Click the **Filter** button. The Filter dialog box opens.
2. In the **Column Name** area, select the column on which you will base your filter.
3. In the **Operator** area select an expression (=, <, >, >=, in, not in, etc.).
4. In the **Value** area, enter the desired value(s).
5. **[Optional]** Select “And” or “Or” to add another filter.
6. **[Optional]** Repeat steps 2 through 4 to complete the additional filter.
7. **[Optional]** If you want to display the top-level records based on a certain field, activate the **Top Level Reporting** check box.
   a. Choose a **Top Level Field** on which to report top-level data.
   b. Select **Ascending** or leave blank for descending.
   c. Type in the number of rows to be returned in the **Top Level rows** box.
8. Once you have completed building your filter(s), click **OK** to display the query results with your changes.
Simple Filter and Top Level Reporting Filter

If you activated the Top Level Reporting option, the Simple filter is applied first for all of the data and the Top Level Reporting filter is applied next within the filtered data.

Combining Filters

Figure 7-3: Filter - Simple

Figure 7-4: Filter - Multiple
Filtering on Lookup Values

Report columns such as tender types, reason codes, and swipe flags are often listed in Tlog files as cryptic codes. Analytics converts these codes into meaningful text descriptions in your query results using a Lookup. When filtering on a Lookup, the Value field displays a down arrow that allows users to easily select the appropriate options for the filter.

Figure 7-5: Filter - Lookup Values
CLEARING A FILTER

Once you have created a filter, you can easily re-display the entire query results by clearing any existing filters. You do not need to take the time to exit your query and re-run it! Simply click the Filter button and then click the Erase button (circled below) for each filter that has been created. Once you have cleared all the filters, click OK.

Figure 7-6: Filter - Erase

If you selected Top Level Reporting before running a query, this filter can be cleared as well via the Filter function. Deactivate the Top Level Reporting by de-selecting Active in the Filter window. All rows of data will be returned to the query results. You can reactivate the Top Level Reporting filter at any time using the Filter function.

Figure 7-7: Filter - Top Level Reporting
BUILDING ADVANCED FILTERS

You can filter data that displays on a query in order to hide rows on the query and display only those records you are interested in. Only data that meets the criteria of a filter appears in the query results. If you selected Top-level Reporting when you originally ran the query, the option will be active in the Filter dialog box. You can deactivate it at this time and create a new filter for all the data, or you can leave it active and create a filter on the Top X records only. If you create a filter with the Top-level reporting active the application will first filter all the data based on the filter you created then it will apply the Top level reporting criteria within the filtered data.

The number of rows returned may exceed the number you entered in the Top-level Rows box.

How to Build Advanced Filters

1. Click the Filter button to filter the results of a query.
2. Select the Advanced tab.
3. In the Columns area, double click the column name on which you would like to base your filter. It appears in the white text box.
4. Type an expression or click an expression button ( =, <, >, >=, in, not in, etc.).
5. Type a value or values to finish the filter. If the field in the Columns area is a lookup field, it will have a Lookup button next to it. Click this button once to display appropriate options to select (Figure 7-8).
6. [OPTIONAL] Enter “AND” or “OR” to add another filter.
7. [OPTIONAL] Repeat steps 2 - 4 to complete this additional filter.
9. Once you have created all desired filters, click OK.

Common Filters

<table>
<thead>
<tr>
<th>This Filter ...</th>
<th>Reports This Information:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Store number = 11</td>
<td>Store 11 only.</td>
</tr>
<tr>
<td>Store number in (4, 6, 39)</td>
<td>Stores 4, 6, and 39</td>
</tr>
<tr>
<td>Refund amount &lt; -150</td>
<td>Refunds over $150.</td>
</tr>
<tr>
<td>Goal % &gt; 5%</td>
<td>All Stores, regions, or districts that exceeded their goal dollars by more than 5%.</td>
</tr>
<tr>
<td>Trans Date &gt; 10/01/08</td>
<td>Transactions after October 1, 2008.</td>
</tr>
</tbody>
</table>

Operators Used in Filters

Some of the most common filtering commands are:

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&gt;</td>
<td>Not equal to</td>
</tr>
<tr>
<td>=</td>
<td>Equal to</td>
</tr>
<tr>
<td>&lt;</td>
<td>Less than</td>
</tr>
<tr>
<td>&lt;=</td>
<td>Less than or equal to</td>
</tr>
<tr>
<td>&gt;</td>
<td>Greater than</td>
</tr>
<tr>
<td>&gt;=</td>
<td>Greater than or equal to</td>
</tr>
</tbody>
</table>

- **In ()**
  - Used to list a group of valid values
  - **Example:** Store number in (1,5,7,8).
  - Note that parentheses are used around multiple values.

- **Not In ()**
  - Used to exclude a group of values
  - **Example:** Store number not in (2,3,4,6).
  - Note that parentheses are used around multiple values.

- **Between**
  - Used to specify a range of valid values.
  - **Example:** Store number between 1 and 8.
Chapter 7: Managing Query Results

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Like</strong></td>
<td>Used as a wild card to return similar values</td>
</tr>
<tr>
<td>Example:</td>
<td>SKU like 123% would display all SKUs beginning with 123 and ending with anything.</td>
</tr>
<tr>
<td><strong>Not Like</strong></td>
<td>Used as a wild card to exclude similar values</td>
</tr>
<tr>
<td>Example:</td>
<td>SKU not like 123% would return all SKUs that did not begin with 123.</td>
</tr>
<tr>
<td><strong>And</strong></td>
<td>Used to combine filters. Each row that appears on the query must meet the criteria of each filter combined with And.</td>
</tr>
<tr>
<td>Example:</td>
<td>Refund_amount &lt; - 50 and Store_num = 16 would return all refunds greater than $50 that occurred in Store 16.</td>
</tr>
<tr>
<td><strong>Or</strong></td>
<td>Used to combine filters. Each row that appears on the query must meet the criteria of at least one filter combined with OR.</td>
</tr>
<tr>
<td>Example:</td>
<td>Store_num = 3 or Store_num = 16 would return all rows from Store 3 and Store 16.</td>
</tr>
</tbody>
</table>
COMBINING FILTERS

You can combine filters to further narrow down data. You can use the “AND” or “OR” statements in a filter. Depending on which you use will determine on how much data is retrieved.

Connecting Filters by AND

In order for data to appear on your query, it must meet the criteria of ALL filters connected by “and”.

If you create a filter like this:

Store = 15 AND number of units > 10

These lines would appear on your report:

<table>
<thead>
<tr>
<th>Store</th>
<th>Trans Date</th>
<th>Number of Units</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>1/1/08</td>
<td>11</td>
<td>$2200</td>
</tr>
<tr>
<td>15</td>
<td>1/2/08</td>
<td>15</td>
<td>$1500</td>
</tr>
</tbody>
</table>

These lines would not:

<table>
<thead>
<tr>
<th>Store</th>
<th>Trans Date</th>
<th>Number of Units</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>1/1/08</td>
<td>10</td>
<td>$1000</td>
</tr>
<tr>
<td>20</td>
<td>1/2/08</td>
<td>15</td>
<td>$1500</td>
</tr>
</tbody>
</table>

Connecting Filters by OR

In order for a line to appear on your report, data must meet the criteria of at least one filter connected by or.

If you create a filter like this:

Store = 15 OR number of units > 10

These lines would appear on your report:

<table>
<thead>
<tr>
<th>Store</th>
<th>Trans Date</th>
<th>Number of Units</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>1/1/08</td>
<td>11</td>
<td>$2200</td>
</tr>
<tr>
<td>15</td>
<td>1/1/08</td>
<td>8</td>
<td>$800</td>
</tr>
<tr>
<td>18</td>
<td>1/2/08</td>
<td>12</td>
<td>$3600</td>
</tr>
</tbody>
</table>

These lines would not:

<table>
<thead>
<tr>
<th>Store</th>
<th>Trans Date</th>
<th>Number of Units</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>1/1/08</td>
<td>10</td>
<td>$1000</td>
</tr>
<tr>
<td>20</td>
<td>1/2/08</td>
<td>5</td>
<td>$1500</td>
</tr>
</tbody>
</table>
Smart links provide additional detailed information about specific fields, which are displayed in a pop up window. As you move the mouse over data results in a query, a shadow box will display over Store, Cashier and/or Register number. Right-click the shadow box and a pop up window will display detailed information from the Store, Employee and/or Register master files for the corresponding field. If your environment is configured to do so, you can also link directly to an Adhoc details query from the Account number and Transaction number fields when available by right clicking when the shadow box appears.

Figure 7-9: Smart Link for Store
**LINKING BETWEEN ADHOCS**

Linking allows users to review associated queries based on the results of another query.

When reviewing query results, users can link to another query if the **Link** button is displayed on the **Window** toolbar. If the **Link** button is displayed, it indicates that at least one linked query has been defined for the selected query. Queries can be linked to each other if there is at least one common field shared between them.

**Linking Between Queries**

**How to Link to Another Query**

1. Double-click a row in your query.
   - If there is only one link for the query, the linked query is automatically displayed.
2. If there is more than one link, a dialog box listing the links is displayed.

![Figure 7-10: Query with Multiple Links](image)

3. Select the query to link to. The information within the selected row will be represented in the linked query.

![Figure 7-11: Linked Query](image)
Chapter 7: Managing Query Results

Link on Multiple Rows That are Non-adjacent

1. Click in the first row that you would like to investigate.
2. Hold the [Ctrl] key down while you click each additional row that you would like to investigate.
3. Click the Link button.

Linking on Consecutive Rows

1. Click in the first row that you would like to investigate.
2. Hold the [Shift] key down as you click the last row in the list that you would like to investigate.
3. Click the Link button.
When linking, you will go directly to the next query if there is only ONE query to link to.

When there is a choice of queries to link to, a selection list is displayed similar to the one below. Double-click the query you would like to run or select it and click the Run button.

![Figure 7-14: Multiple Queries](image)

Depending on the options defined for the link, you may be prompted for a date range or criteria for the linked query.

The linked query results display in their own window separate from the original query results window, you can use the Window menu on the System toolbar to switch back and forth between the queries. The queries are listed in the order they were run.

The linked query results have the same functionality as the original results, including sort, filter, print, export, and the ability to link to additional queries.

Close the results window or press the [Esc] key to exit from a linked query and return to the original query.
Chapter 7: Managing Query Results

**MY REPORTS WINDOW**

The My Reports window displays the Adhoc reports which were designated to be run Offline when running a query from the Run dialog box or that had been scheduled and assigned to the window. The **Source** column displays from where the report was run from either Offline or Scheduled. See the Automating Queries section for more information about scheduling Adhocs and assigning to the My Reports window.

Once a query is run offline the report is displayed on the My Reports window.

If you do not see the report listed click the **Refresh** button. It may take a few minutes for the report to run offline and display in the window. A process runs on the server all the time that checks to see if queries are waiting to be run offline. The time interval that kicks off this process may be set to 5 or 10 minutes or more depending what was setup during installation of Analytics. Check with your System Administrator if your reports are not displaying in a timely manner.

Click the **My Reports** icon. Once the results are run and displayed in this window the data is saved within the database so you can review the results anytime without rerunning the query.

**View the results of a Query run Offline**

1. Double-click on a report or select a report and click the **Review** button to display the results. The report will not open if No Records or Error is displayed in the Status column. No Records indicates that none of the data met the criteria you set to run the query. Error indicates there was an error when running the query. Either you can try to rerun the query with the same criteria or adjust the criteria and run the query again.

2. All the features to manage query results are available in the results window. Close the report when you are done. You will be brought back to the **My Reports** window. The report will be available to you to review until you decide to delete it.
Delete reports from the My Reports Window

1. Click the **Delete** button to delete a report you do not need to review in the future. This will help to keep your My Reports window organized. Each user has their own My Reports window and is responsible for maintaining the contents.

2. You will be asked if you want to delete the report. Click **Yes** if you do.

According to Payment Card Industry (PCI) requirements; credit card, debit card and bank account information must be secured. Analytics enables customers to achieve PCI compliance without compromising existing functionality. PCI compliancy is determined by how sensitive data is stored in a database. Raw account numbers are no longer allowed to be stored on the database and therefore, need to be masked, hashed, and/or encrypted.

Analytics provides:

- Masking account numbers
- Hashing account numbers.
- Raw account number lookup (requires a hashed value but not encrypted).
- Encrypting account numbers (optional).
- Decryption (obtain raw account number) by authorized users and only if MICROs-Retail encryption is implemented.
- Ability to change a user password from the front end instead of the in the database.

**Hashed and Masked Account Numbers**

Masking an account number means that certain digits will be 'blocked out' in order to protect the account number. PCI requirements state that up to the first 6 and last 4 digits of an account # can be displayed. Customers can select to display the maximum or less. For example:

- 123456XXXXXXX1234 (1st 6, last 4 digits displayed)
- XXXXXXXXXX1234 (only last 4 digits displayed)

The mask value generated in XBR will be the same length as the original account number. For example a 15-digit Amex account number will result in a 15-digit mask value versus a 16-digit Visa account number.
Chapter 7: Managing Query Results

An example of a masked account number in a report appears below:

![Figure 7-16: Masked Account Numbers](image)

A hashed value is used, in addition to masking, to generate the unique representation of an account number because the mask is not a unique value. This ensures continued use of the multi-use reports available in Analytics.

An example of a hashed account number appears below. This field is usually hidden for display purposes, but can be displayed and even used to pre-filter query results.

![Figure 7-17: Hashed Account Numbers](image)
Account Number Encryption/Decryption

Encryption/Decryption within Analytics is optional. Encryption allows for decryption of account numbers (obtaining the raw account number). Account number decryption will exist only if a customer implements MICROS-Retail's encryption solution.

Only users with authorized access will have the ability to decrypt an account number within the Analytics reports. The decryption function can be accessed when viewing query results that contain the following fields:

- Store
- Transaction #
- Trans Date
- Account number
- Encrypted Account number (hidden field)
- Encryption Key ID (hidden field)

When a user (with applicable permissions) right-clicks a record in the query results, a Decrypt Account Number option will display.

Upon selecting the Decrypt Account Number option, a pop up window will appear with the decrypted value. The decrypt pop up window has a customer-defined time out (for example, 60 seconds). An audit log is maintained in the database detailing which user has accessed the decrypt functionality as well as all related transaction information.
Account Number Lookup

The Account Number Lookup window has a customer-defined time-out (for example, 60 seconds) before it automatically closes. The **Copy to Clipboard** option is automatically selected allowing the user to then paste it where needed, for example, in the query prompt criteria when running a query or in a filter window.
Design Mode for Adhocs
Chapter 8: Design Mode for Adhocs

**OVERVIEW**

Design mode allows users to change the appearance of a query. Although all users can make temporary changes, only users with System Administrator or System Manager security, query owners, and analysts who have built their own queries can make permanent appearance changes to a query.

**LEARNING OBJECTIVES**

Upon completion of this section, you should be able to:

- Change query titles
- Reorder columns
- Format fields in the Field Properties window
- Hide and Unhide columns
MAKING BASIC CHANGES IN DESIGN MODE

Analytics users can use **Design Mode** to make temporary changes to the appearance of a query. In Design Mode, you can:

- hide/unhide columns
- change column widths
- change the column order in a query
- change the name of column headings
- change a query title

Users often access this feature to tweak a query prior to printing, emailing, or exporting query results.

**How To Access/Exit Design Mode**

1. After running a query, click the **Design** button on the **Window** toolbar. You are now in Design Mode, where you are able to modify queries without opening them.

   When clicked, the **Design** button is activated or displays lighter than the other buttons and the column headings are outlined by a thin, black rectangle (see Figure 8-1).

2. Select the column you would like to modify. When selected it will be outlined by a white rectangle (see Figure 8-1).

3. Right-click over the column; a shortcut menu appears with a list of options to choose from.

4. To exit Design Mode, click the **Design** button again.

5. If asked if you would like to save your changes, click **Yes**.

All users have access to the Design Mode; however, only the owner of a query or System Administrators can make *permanent* changes using this feature. Other users are able to make temporary changes to a query using Design Mode.
Changing a Report Title

In Design Mode you can update the Report Title to better reflect the information displayed on a report once the query has been modified. This feature is used frequently to reflect information that has been filtered.

How To Change A Report Title

1. Click the Design button.
3. Change the Report Title as needed.
4. Click OK.

Figure 8-2: Report Properties Dialog Box
**REARRANGING QUERY COLUMNS**

You may want to move columns so you can see certain data adjacent to each other. Use your mouse to drag any column to a new location in a query. The column will move to the area where the mouse is pointing just before you drop it in place.

**How To Rearrange Columns**

1. Click the **Design** button.
2. Click the column heading you want to move. The column heading will be outlined by a thick, white rectangle.
3. Drag the column and drop it where you would like it to display. As you drag the column you will see a green box which represents the column you are moving.

![Figure 8-3: Move Query Column - In Process](image1)

Use the mouse to point to the location where the column should appear before dropping it in place.

![Figure 8-4: Move Query Column - Complete](image2)
Chapter 8: Design Mode for Adhocs

**FORMATTING COLUMNS**

In Design Mode, you can make basic formatting changes such as modifying column headings, column widths, and formats. For example, you may want to change the text color of data displayed in a column or change the column heading title as it’s displayed at the top of a column.

### How To Format Columns

1. Click the **Design** button.

2. Click the column heading you want to format. To format multiple columns hold down the [Ctrl] key and click the column headings you wish to format. The column heading will be outlined by a thick, white rectangle.

3. Right-click over the column heading and select **Field Properties** from the menu.

4. In the **Field Properties** area, modify column headings; change the alignment, format, and column widths as desired.
   - **Column Headings** Type a one or two-line column heading that will display at the top of the selected column.
   - **Align** Use the arrow to select the alignment for this column (i.e. Left, Right, or Center).
   - **Format** Use the arrow to select the appropriate column format from the list (i.e. 0%, 0.00%, $#,##0.00).
   - **Column Width** Enter the column width for the selected column.

5. Click **OK**.

---

Figure 8-5: Field Properties Dialog Box
**WORKING WITH LOOKUPS**

Information such as tender types, swiped and keyed indicators, and reason codes are saved in the database as cryptic codes. These cryptic codes can be translated into a more meaningful text description by using a Lookup in order to display the text descriptions in queries. For example, it is much easier to identify the text “Swiped” in a query rather than the cryptic code of “01”.

The **Field Properties** option in **Design Mode** allows you to assign Lookups to columns or change the Lookup that the column is using. In Design Mode you can access Field Properties by right clicking over a selected column and choosing Field Properties from the shortcut menu.

To assign a Lookup to a column, simply select the desired Lookup from the drop down list as shown below.

![Figure 8-6: Field Properties - Lookup](image)

Design Mode allows **System Administrators** to update the text descriptions that display in your queries for Lookups by using the **Change Lookup Definition** button. For example, instead of seeing that a credit card was 'Keyed', you may prefer to see the text 'Manual'.

If a code displays on a query, it probably has not been added to the appropriate Lookup. The code along with the text description that you would like to see can be updated using this feature.
HIDING AND UNHIDING COLUMNS

In Design Mode, you can hide columns you do not want viewed in the query results. If you want to make a hidden column visible, you can unhide the column from the same shortcut menu.

How To Hide Columns

1. Click the Design button.
2. Select the column heading you want to hide.
3. Right-click over the column heading(s) and select Hide Columns from the shortcut menu. The remaining columns will shift to fill in the gap.

Multiple columns can be selected by holding down the [Ctrl] key while selecting columns.

Figure 8-7: Hide Columns
1. Click the Design button.
2. Right click and select Unhide Columns from the shortcut menu.
3. From the Report Formatting dialog box uncheck the column(s) you want to unhide.

Figure 8-8: Unhide Columns
BALANCE
Print and Export Query Results
**OVERVIEW**

Adhoc and Drill Down query results are displayed temporarily if they were selected to run immediately and not Offline. Once the results window is closed, the query needs to be run again in order to retrieve the same results. This can be somewhat tedious if you have accomplished a lot of sorting, filtering and appearance changes. The print and export functions allow users to retain a permanent record of query results without having to rerun a query again.

**LEARNING OBJECTIVES**

Upon completion of this section, you should be able to:

- Print a query
- Save print options
- Export a query
- E-mail a query on the fly
Before printing query results, you should consider the print options that are available via the **Options** button in the Windows toolbar. It is also recommended that you select the **Print Preview** mode to gain a clear visual as to how the results will be displayed on a sheet of paper.

The **Options** button allows you access to preferences such as:

- Portrait or Landscape
- Margin Settings
- Type a custom Report Title
- Increase or decrease the size of the query for display and printing
- Increase or decrease the size of a query in print preview

![Figure 9-1: Report Options](image)

Remember to change the Report Title before printing if you have re-sorted or filtered your query results. These features can change the focus of the query and it is helpful to print a Query Title that reflects the actual content.

To save any printing options you have modified (such as orientation or zoom), select **Options, Save Options** from the main System menu. This saves your customized print settings for your unique User ID only.

Changing report titles in the Options section is a temporary change. When you re-run the query, its original title reappears. Therefore saving options does not include saving the new report title.
Chapter 9: Print and Export Query Results

The **Print Preview** button displays the current query results in **Print Preview** mode, which displays how a query will appear as a printed copy. Click the button again to exit **Print Preview** mode.

This option is necessary in order to select the current page or a range of pages option in the Print window.

Unless you are in **Print Preview** mode you cannot select specific pages to print because page lengths are calculated differently for the printer than for the on-screen display. Print Preview will resize the document to printed pages.

The **Print** button will display the **Print** dialog box.

![Print Dialog Box](image)

**Figure 9-2: Print Dialog Box**

<table>
<thead>
<tr>
<th>Print Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Copies</strong></td>
<td>Enter the number of copies to print.</td>
</tr>
<tr>
<td><strong>Page Range</strong></td>
<td>Print all pages, only the current page, or selected pages. Users must be in Print Preview mode to use this option</td>
</tr>
<tr>
<td><strong>Print</strong></td>
<td>Print all pages in the range or only the odd or even numbered pages.</td>
</tr>
<tr>
<td><strong>Print to File</strong></td>
<td>Send output to a printer or a file. If <strong>Print to File</strong> is selected, you will be prompted for a filename and will need to specify the directory where you want the file saved.</td>
</tr>
<tr>
<td><strong>Collate Copies</strong></td>
<td>Collate pages if you are printing multiple copies.</td>
</tr>
</tbody>
</table>
**EXPORTING**

Exporting allows users to save query results permanently until the file is manually deleted. This feature is a resourceful tool because it allows users to permanently retain Adhoc and Drill Down results without having to re-run a query.

The **Export** button exports a query to various file formats. Exporting query results allows you to view information without having to log in to Datavantage Analytics. There are TWO ways to export, either Standard Export or Custom Export:

- **Choose Standard Export** to save a query in one of the following formats
  - Analytics Report (PSR)
  - Adobe Acrobat (PDF)
  - Comma Separated Values
  - dBase
  - Lotus 1-2-3
  - Microsoft Excel
  - Tab-separated columns
  - Text with HTML formatting

- **Choose Custom Export** when you need to select field delimiters, end of line markers, and quotes enclosing fields. This is useful if you are creating a feed to another system that has specific formatting requirements.

**Helpful Hints:**

- Information that is exported is saved independently of Analytics.
- The ability to link to other queries (or to drill downs) is not available for exported queries.
- Exporting is a time saver, especially for your remote dial-in users. Users can send other users an export of the query results rather than re-running the query.
- It is recommended that you make a note to help remember the drive and folder the exported query was saved to.
1. When viewing query results, click the Export button. The Export Query Results dialog box is displayed.

![Export Query Results - Standard](image)

Figure 9-3: Export Query Results - Standard

2. Choose Standard Export.

3. Select a desired File Type from the drop down list.

4. [OPTIONAL] For some file types, check the Include Header option if you would like to include column headings. This is highly recommended for spreadsheet file types like Excel and Lotus.

   If the Include Header option is dimmed, the column Headings will automatically be exported.

5. Click the Browse button to select a location to save the exported report and type a name for the file.

6. [OPTIONAL] Select E-Mail this report to be able to add email addresses on the Email Address tab. See “E-Mail Queries On-the-Fly” on page 137 for details.
7. **[Optional]** Select Include Query Filter Display to have the selected criteria and parameters and any filters that were applied to the query print out on the exported report.

> The Query Filter Display option is only available if the file type is PSR, PDF, or HTML.

8. **[Optional]** Click the Print Options tab and then indicate the Zoom Percentage and Page Orientation of your exported query.

9. Click the Export button.

**Exporting Various Query Features**

A check (✓) in the chart below indicates the file formats that will retain various Query features.

<table>
<thead>
<tr>
<th>Report Calc</th>
<th>Subtotals &amp; Totals</th>
<th>Graphs</th>
<th>Lookups</th>
<th>Hidden Columns</th>
<th>Query Filters Applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analytics (PSR)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Adobe Acrobat (PDF)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>HTML</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Custom Text</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Workbook/Spreadsheet</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

- Report calculation fields, such as a **Trans Day** (i.e. Monday) or **Percent Contribution** will **NOT** export to all file formats. If some report columns are not showing up in the export file, they are probably report calculations, which do not export in all file types.
- Report calculations will appear in exported PSR, Adobe Acrobat, HTML, or Custom Text file types.
- If possible, change the fields in the query from report calculations to computations using database fields so they will be exported.
- If you really need a report calculation in a format that will not export it, you can use a Custom Text File as an intermediate file. For example, if the field is required in a spreadsheet, you can export to a custom text file and then import that file into your spreadsheet software.
- When exporting a graph to HTML, comma separated values, or a spreadsheet format the data behind the graph is exported.
Chapter 9: Print and Export Query Results

**EXPORTING TO A CUSTOM FORMAT**

This option lets you create a text file with your choice of options for field delimiters, end of line markers, and enclosing fields. This is useful if you are creating a feed to another system that has specific formatting requirements.

1. Click the **Export** button. The Export Query Results dialog box is displayed.

![Figure 9-4: Export Query Results - Custom Text](image)

2. Select the **Custom Text File** radio button.
3. Select a **Field Delimiter** character.
4. Select the **End of Line Marker** character.
5. Select the characters for enclosing fields, if necessary.

The default characters listed in the dialog box (see Figure 9-4) are those most commonly used in text files.
E-MAIL QUERIES ON-THE-FLY

Use the Export feature to e-mail queries on-the-fly to:

- Balance and Analytics users
- A user-defined mailing list containing Analytics users
- Any email address entered during the export process

Emailing exported queries allows users to share pertinent information right away with others in the organization whether they are Analytics users or not. There is no need to exit Analytics in order to attach an exported query to an e-mail message; it is not necessary to launch your email program for this process either. For example, users can use Analytics to e-mail a Sales query to location managers on the fly or instantly send a regional manager information about an employee's suspicious activity.

How To E-Mail Exported Queries On-The-Fly

1. When viewing query results, click the Export button and select a File Type.

   ![Figure 9-5: Export Query Results - E-Mail This Report](image)

2. Check the E-mail this report option in the Export dialog box.

3. Select the E-mail Address tab.
Chapter 9: Print and Export Query Results

4. Indicate the recipients by dragging and dropping User names or Group names from the **Available Recipient** box on the left to the **Selected Recipients** area on the right.

   **TIP**
   If you would like to e-mail the query to someone who is not on the list, type the e-mail address in the **Address** area then click the **Add to List** button.

5. Type a **Subject** for your message.

6. Click the **Email Note** button to add notes that will appear in the body of the e-mail message.

   ![Figure 9-6: Email Note](image)

7. Click the **Save** button to return to the Export Query Results box.

8. Click the **Export** button. This will export the query results and send the e-mail message. If you would like to e-mail the query to someone who is not on the list, type the e-mail address in the **Address** area then click the **Add to List** button.
OPENING AN EXPORTED PSR (ANALYTICS FORMAT) REPORT

Users can view query results that have been exported in the Analytics Report format (PSR) either via the application itself or via the standalone Analytics Query Viewer. The Query Viewer does not require a user to be connected to the Analytics database to view exported PSR reports. This allows users to e-mail an Analytics report to remote users anywhere in the field. The PSR reports maintain the same look and feel as they appear in Analytics. The results will be displayed in a Query Results window. Users have the ability to sort, filter, export and print. However, linking is not available since the query is a snapshot and not connected to the database.

Opening a PSR file using Analytics

How To Open a PSR file in Analytics

1. Select File -> Open Exported Query from the Analytics System menu.
2. Select the location and the exported Analytics Report (.PSR) from the Select Query to Open dialog box.
3. Click the Open button.
Opening a PSR file using the Query Viewer

In order to open an Analytics report (.PSR file) for the first time, it needs to be associated with the Query Viewer. This allows the system to identify with what application it opens a .PSR file going forward.

How to Associate a .PSR File with Query Viewer

1. Launch Window Explorer.
2. From the window menu, select **Tools -> Folder Options -> File Types -> New**.
3. In the **File Extension** field, type PSR.
4. Click the **Advanced** button.
5. From the **Associated File Type** drop down, select PSR File.
6. Click **OK** and close out of the windows.

Alternatively, you can associate a .PSR file with the Query Viewer by following the steps below:

1. Launch Window Explorer to locate the Analytics_6.5\Query_Viewer folder
2. Double-click TEST.PSR and a dialog box labeled **Open With** appears.
3. Click the **Other** button and select Sybase Inc Product File or Analystics.exe.
4. Click the **Open** button and make sure the option **Always use this program to open this file** is checked.
5. Click the **OK** button.

Now, when you try to open an exported or e-mailed PSR file, it will automatically open in the Query Viewer.
How to Open a PSR File Using Query Viewer

1. Double-click the DTVViewer.exe file, which is located in the Analytics_7.0\DESKTOP\Query Viewer folder. The Query Viewer will launch with a blank screen.

2. Click the Open button to locate an exported PSR file. The Select Query to Open window is displayed.

3. Use the Look In drop down field to find the exported Analytics format (PSR) file you would like to open.

4. Select the file name and click Open. The query results will display.

5. The same options and functionality available in Analytics are available via the Query Viewer.
   - Export
   - Print
   - Print Preview
   - Options
   - Sort
   - Filter

6. Click the Close button to exit the query.
BALANCE
CHAPTER 10

Scheduling Queries and Alerts
**OVERVIEW**

You can automate queries by scheduling them to run automatically on a regular basis. By automating Adhocs, the query results can be waiting in the My Reports window, on a printer, in an e-mail, or on a network drive when you come into the office.

Users can set specific criteria for scheduled queries that will create an alert. Alerts can be reviewed upon logging into Analytics, via e-mail, or a text pager. You will most likely want reports to run overnight but probably do not want to page anyone with an alert until the morning. Therefore alerts can be distributed in the morning after queries are run.

Scheduled queries are identified on the query list with a small clock icon next to the query name, indicating that there is at least one scheduled run for that query. A query could potentially have more than one scheduled run assigned to it. For example, some users might prefer a weekly generated report and other users may prefer monthly generated report of the same Adhoc.

**LEARNING OBJECTIVES**

Upon completion of this section, you should be able to:

- Schedule Adhocs
- Modify a scheduled query
- Delete a scheduled query
- Set Alerts for Adhocs
- Access and review Alerts
PROCEDURES

SCHEDULING ADHOC QUERIES

You can schedule Adhocs to run automatically on a regular basis such as weekly, monthly or a specified time period or to run Offline. Users can also be alerted if specific criteria are exceeded in the Adhoc results when the query is run.

How to Schedule Adhoc Queries

1. Select an Adhoc from the Adhocs tab.

2. Click the Schedule button. The Run Maintenance dialog box is displayed.

3. On the Define tab:
   a. Select a Process number, which defines when this query will run. The scheduled times for each process are configured in the scheduling software that runs on the server.

Figure 10-1: Run Maintenance Dialog Box - Define Tab
b. Click the Active check box. You can uncheck the Active check box if you have a query that you do not want to automatically run. You can reactivate at a later date.

c. Type a short description in the Description field.

d. **[Optional]** Type more detailed notes in the Notes text box. For example, explain the purpose of scheduling the query as well as the data it will generate.

e. Select the Frequency of how often the query should run. When you select Weekly or Monthly, you are prompted to select the day of the week or month the query should run. Selecting As Soon As Possible will run the query as soon as the Offline Reporting process is run. This time frame is set up during installation. As Soon as Possible can not be used with Master Filer option on the Distribution tab.

f. Select Run Always, which will run the query indefinitely for the Frequency you selected.

g. If you only want the query to run automatically for a specific period of time choose Start and End Dates.

h. Select the Date Name for the time period you want the query to run. For example, if you schedule a query to run weekly, a Date Name of Last Week would be appropriate.

i. **[Optional]** - Select a Dynamic Grouping if you want to narrow down the results.

j. **[Optional]** If you want to receive only X number of rows, activate Top Level Reporting. Choose a field from the Top Level Field list box to filter on. This will filter the query and only return the top number of rows (the number you indicate in the Top Level Rows box) based on the field you choose. Indicate the number of rows you want returned in the Top Level Rows box.
4. Select the **Distribution** tab.

![Figure 10-2: Run Maintenance Dialog Box - Distribution Tab](image)

**Figure 10-2: Run Maintenance Dialog Box - Distribution Tab**

**a.** Select who you want to receive the query results.

1) Selecting **Myself** will only send the result to you. As an Analyst this is your only option.

2) Selecting **Users** you are able to send specific users the alerts and query results. A System Administrator or Manager has the ability to include multiple users.

3) The **Master File** option is used to generate reports based on master file settings. For example, by using a Store Master, each Store manager could receive a report containing data only for their store. If Store Group Security is being used it does not get applied when using Master File Distribution.

Master File is explained in further detail in the Intermediate class and Webex session.

**b.** If you are scheduling a query that has a parameter such as a multi-use report or a "> X" query, enter the value in the **Parameters** area (see right).

**c.** [**OPTIONAL**] Select a **Policy Note** to be attached to the report.
d. Select **Override Store group Security** if you do not want Store Group Security applied when sending out results to users. This option is only available to Administrators and not available when selecting Master File.

e. The **Output Type** section is where you can specify how the user will receive the query. Generally you will output reports based on each user’s own preferences or those specified in a master file. For example, one user may prefer a Analytics report format while another prefers a spreadsheet, another wants it printed, etc. To do this, leave Override User Default unchecked.

To force the same output for all users, check **Override User Default** then select an output option (see right):

1) Select **Publish in My Reports** if you would like the results to display in the My Reports window for the users you are distributing to.

   Select **Desktop** if the user has the Analytics Desktop application.

   Select **Web** if the user has the Analytics Web Application.

2) **Suppress Report Output** means that no query output will be generated. Use this if you are running queries to check for alert conditions only and you are not planning to send the query results to any users.

3) **Send To Printer** can be used to have the query sent directly to a printer. The printer used will be the default printer for the server that the Query Launcher runs on. If any users need to print reports on their local printer, they should have the query sent to them as a file, which they can then print themselves.

4) **Output to File** will write the query out as a file, which can be emailed to a user or copied to a directory. The file can be output in any of the file formats available to Analytics such as text, HTML, spreadsheet, or Analytics report format. Specify an **Output File Name** and select an **Output Format** from the drop down list.
5. Click the **Save** button. The Scheduling dialog box is displayed:

![Figure 10-3: Scheduling](image)

System Administrators can assign users to the scheduled query. Click and drag the User ID from the right side to the left side. Drop the User ID **ABOVE** the scheduled query name.

Analyst users can schedule queries for themselves only. They will not have a split window with User IDs on the right side.

6. If you are not going to schedule Alert reports, click the **Close** button; otherwise, continue with the next section. The scheduled query will appear on the Adhocs tab with a clock icon adjacent to it.
Scheduling and Managing Alert Reports

When a query is scheduled to run automatically, users can be alerted if specific criteria outside the normal query criteria is exceeded in the Adhoc results. These alerts can be sent to specific users via email, the Alert window, or both. Alert notification defaults are maintained within their User Profile.

Steps 1 through 6 of “Scheduling Adhoc Queries” on page 145 must be performed before proceeding with this section.

7. [Optional] Click the Alert tab. An alert does not need to be set on every query that you schedule.

Figure 10-4: Run Maintenance Dialog Box - Alert Tab
Balance Training Guide

a. Select **Check For Alerts For This Run** check box.

b. Click the **Create Filter Expression** button to create criteria for the alert. The Filter dialog box is displayed.

c. Type a message in the **Message** text box. This message will be sent to users (based on their alert options) any time an alert condition is detected.

d. Select an **Alert Classification** of where you want the alert to appear on the Alert list in Analytics.

e. Select one of the **Report Display Options**:

   **Display All Results** - displays all the results of the scheduled query with the alert results highlighted in yellow.

   **Display Alert Results Only** - only displays the results of the alert and not the entire report.

---

![Figure 10-5: Alert Tab - Filter](image)

1) Build an expression to check for a specific condition or value that you want to be notified if data is found when the Adhoc runs. If you do not create a filter you will receive an alert whenever the Adhoc report is generated.

2) Click **OK** when you are finished creating the filter.
Click the **Save** button. The Scheduling dialog box is displayed:

![Scheduling Dialog Box]

**Figure 10-6: Scheduling**

System Administrators can assign users to the scheduled query. Click and drag the User ID from the right side to the left side. Drop the User ID **ABOVE** the scheduled query name.

Analyst users can schedule queries for themselves only. They will not have a split window with User IDs on the right side.

Click the **Close** button. The scheduled query will appear on the Adhocs tab with a clock icon adjacent to it.
MODIFY A SCHEDULED QUERY

Scheduled queries can be modified by changing properties such as the frequency or the Adhoc alert criteria, if you set an alert.

1. Click the Queries button and select the scheduled query you would like to modify. Remember that scheduled queries display a clock icon in the queries list.

2. Click the Schedule button.

3. Double-click the name of the scheduled query to access the Run Maintenance dialog box (or right-click and select Edit Run Properties).

4. Make necessary edits.

5. Click the Save button.

TIP
Scheduled runs can also be modified in the Query Scheduler by the System Administrator or System Manager.

DELETING A SCHEDULED QUERY

Scheduled queries can be deleted so they no longer automatically run. This also removes any alerts that were associated with that scheduled query.

1. Click the Queries button and select the scheduled query you would like to delete. Remember that scheduled queries display a clock icon in the queries list.

2. Click the Schedule button.
Chapter 10: Scheduling Queries and Alerts

3. Right-click over the name of the scheduled query and select **Delete** from the shortcut menu.

4. Click **Yes** to confirm the deletion of the scheduled query.
Scheduled Report Distribution Preferences

You can customize your user profile to indicate how you want to receive scheduled queries and alerts. The only time you would not receive a query or alert this way is if the user setting up the distribution of the query and the alert overrides the User defaults.

**How to Set Your User Report Distribution Preferences**

1. Select **Administration -> User Profile** from the menu.
2. If you are a System Administrator, double-click on the user’s name.

![Figure 10-7: User Profile - Report Distribution](image)

3. Select the **Report Distribution** tab.
4. In the **Output Type** area, indicate how you want to receive scheduled queries.
   a. Select **Publish in My Reports** if you would like the results to display in the My Reports window.
      1) Select **Analytics Desktop Client** if the user has the Desktop application.
      2) Select **Analytics Web Client** if the user has the Web Application.
   b. **Suppress Report Output** means that no query output will be generated. Use this if you are running queries to check for alert conditions only and you are not planning to send the query results to any users.
   c. **Send To Printer** can be used to have the query sent directly to a printer. The printer used will be the default printer for the server that the Query Launcher runs
Chapter 10: Scheduling Queries and Alerts

on. If any users need to print reports on their local printer, they should have the query sent to them as a file, which they can then print themselves.

d. **Output to File** will write the query out as a file, which can be e-mailed to a user or copied to a directory. The file can be output in any of the file formats available to Analytics such as text, HTML, spreadsheet, or Analytics report format. Specify an Output Format from the drop down list.

5. Set how you want to receive alerts in the Alert Settings area.

   a. **Alert Email** - Click this option if you want alert messages to be sent via e-mail. The address in the Email Address text box is used for this option. It may be an Email address or a text pager address.

   b. **Alert Attach** - Click this option if a report should be sent along with an alert warning via e-mail. You wouldn't want to use this option if the alert were being e-mailed to a text pager. This option uses the file format of the Output Format setting. This option does not apply to the Web Application.

   c. **Alert Analytics** - Click this option if you would like to review alert warnings in Analytics upon logging in.

6. In the Distribution area indicate if queries should be copied to a directory or sent as an attachment via email

   a. **Send via E-mail** - If the query will be e-mailed, enter an e-mail address. For multiple addresses, separate entries with a space.

   b. **Copy to Directory** - If the query will be copied to a directory, use the drop down arrow in the Report Directory area to specify where the file will be placed. The options that appear here are the servers' drive mappings.

7. Click the **Save** button.

**Reading Alert Messages in Email**

Similar to sending Adhoc queries as attachments, email can be sent to display alert messages. You can email a group of people, which can be defined in Analytics or using the Analytics Scheduler.

The Adhoc query that caused an alert can be emailed as an attachment. This is defined in the user's profile.

![Figure 10-8: Email Alerts](image-url)
Reading Alert Messages in Analytics

A pop-up box appears upon logging in to Analytics when there are unread Alert messages waiting for you. The Alerts could be generated via Adhoc or Control queries. Use the **Show Alert List** button to review the notifications or click the Close button to review them later.

### How to Access and View Alerts

1. Click the Alerts button on the System toolbar. The lights on this button blink when there are new alerts, which have not been read. The **Alert Notification** list is displayed.

2. Alert notifications can be sorted by **Alert Classification** or by **Date**.

3. Select an alert message, then click one of the following buttons:
   - **Close** - Closes the Alerts window.
   - **Delete** - Removes the selected alert from the Alerts window. Use this after you have read an alert and reviewed the query that generated it.
   - **Review** - Displays the query that generated the alert. Users can also double-click an alert to display the query. For an Adhoc, rows that exceed the Alert threshold are highlighted in yellow. For a Control, the Review screen will appear with the exception set containing the alert highlighted.
   - **Forward** - Allows you to send an alert to another Analytics user. When the recipient of the forwarded alert logs into Analytics, they will see the Alert message box.

You can select multiple alerts to delete. Click the alerts while holding down the **[Shift]** key to select contiguous records or the **[Ctrl]** key for non-contiguous records.
Drill Down Queries
Chapter 11: Drill Down Queries

OVERVIEW

Drill Downs are summary level, statistical queries that are valuable for management reporting. They allow you to drill down through a store’s operational hierarchy or any other grouping as defined within an organization, such as an Operations Department hierarchy. Drill Downs are intended to summarize data and are designed to link to Adhoc queries to review the details behind the summarized values. A Drill Down Path displays at the top of each query and shows you each level within the hierarchy that you have advanced through. This path remains visible while viewing the query within the application, a printed copy or an exported file.

LEARNING OBJECTIVES

Upon completion of this section, you should be able to:

- Locate and run Drill Downs
- Navigate from level to level within the hierarchy
- Link to Adhocs
PROCEDURES

HOW TO LOCATE AND RUN A DRILL DOWN QUERY

Drill Down queries are located on the **Drill Down** tab in the Queries window. Expand the classifications folder and select a query name to locate a Drill Down query. Click the **Run** button or double click the Drill Down query name to run the Drill Down.

Once the query has run, the **Next Level** button can be used to advance to the next level.

The **Previous Level** button can be used to return to the previous level.

As you progress through the Drill Down levels, the Drill Down path is displayed (circled below).

Drill Down queries are not saved, unless the query results are printed or exported to a file, such as Analytics, Adobe, HTML, or Microsoft Excel file. When a Drill Down query is exported, only the level that is displayed, and not the entire hierarchy, will be exported. See Chapter 9, “Print and Export Query Results” on page 129 for more information on exporting information.

![Figure 11-1: Drill Down - Store Level](image)
Chapter 11: Drill Down Queries

How to Run a Drill Down Query

1. Select the **Drill Down** tab.
2. Expand a Classification.
3. Double click a **Drill Down** Query to run it.
4. Select a time frame in the date selection area and criteria, click the **Run** button.

5. When the Query results display, select a row and use the **Next Level** button to advance to the next level.

   **TIP**  
   Double click a row to advance to the next level.

To return to a previous level, click the **Previous Level** button.

Drills Down query results can be filtered, sorted, freeze columns etc. See Chapter 7, "Managing Query Results" on page 97 for more information.

6. At the lowest level, a **Next Level** option will no longer appear. Click the **Link** button to link to an Adhoc query for detail information.

   To return to the Drill Down results close the Adhoc window.
Navigating Through a Drill Down Query

From Division to Region:

Figure 11-2: Drill Down from Division to Region

Lowest Level in the Hierarchy - Cashier in this example:

Figure 11-3: Drill Down - Cashier Level
Chapter 11: Drill Down Queries

Linked to an Adhoc for more detail to the above summary:

![Figure 11-4: Drill Down - Linked Adhoc Query](image)

<table>
<thead>
<tr>
<th>Store</th>
<th>Cashier</th>
<th>Customer Last Name</th>
<th>Register</th>
<th>Trans. Date</th>
<th>Trans. Time</th>
<th>Tender Amount</th>
<th>Account</th>
<th>Manual Reg. Code</th>
<th>Employee Sale Tag</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1059</td>
<td>4376</td>
<td>Flores</td>
<td>2</td>
<td>06/15/2006</td>
<td>13:36:52</td>
<td>$12.36</td>
<td>40914</td>
<td>5069100000000001</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>06/15/2006</td>
<td>03:23:13</td>
<td>$23.58</td>
<td>6191250000000001</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>06/15/2006</td>
<td>08:40:41</td>
<td>$46.02</td>
<td>4628680000000001</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>06/15/2006</td>
<td>18:54:18</td>
<td>$44.92</td>
<td>4628080000000001</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>06/15/2006</td>
<td>21:04:37</td>
<td>$57.25</td>
<td>4621210000000021</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Figure 11-4: Drill Down - Linked Adhoc Query*
CHAPTER 12

Graphing Queries
Overview

Graphs provide a visual and colorful approach for reviewing information at-a-glance. Graphs can help you to spot trends and exceptions. Graphs are dynamic, like queries, which allow you to analyze the most recent activity and link to additional details.

Learning Objectives

Upon completion of this section, you should be able to:

- Run a graphed query
- Edit the Graph Title
- Modify the Graph Type
- Toggle between graphs and reports
- Create a temporary graph
PROCEDURES

HOW TO RUN A GRAPHED QUERY

Graphs are created from Adhoc and Drill Down queries. You can easily switch between a graph and a query. You can also print and export graphs like you would for other query types. Refer to Chapter 9, "Print and Export Query Results" on page 129 for more information.

Existing graphs have already been created from related Adhocs and Drill Downs. Analyst can create new graphs, which are temporary. Only System Administrators and the owner of a query can create and save new graphs permanently.

How to Run an Existing Graph

1. Open the Queries window and expand an Adhoc classification. If a “+” sign exists next to query name, then a graph exists for that query.

   **TIP**
   
   The graph icons that appear next to graph names indicate the type of graph.

2. Expand a query name to view graph selections and double click a graph.

3. In the Run window, indicate preferences (date range, parameters and criteria).

4. Click the Run button. The graph will display.

   **TIP**
   
   You can quickly switch to the query from a graph by clicking the Report button.
   You can quickly switch to a graph from a query by clicking the Graph button. If there is more than one graph available, select a graph from the Graph Selection dialog box.
Chapter 12: Graphing Queries

Anatomy of a Graph

Figure 12-1: Sample 3-D Graph

Below is a list of common terms that are used when working with Analytics Graphs:

Title
The name of the graph which appears at the top.

Value Label
The data that appears on the left side (vertical) of the chart.

Category Label
The data that appears at the bottom (horizontal) of the chart.

Series Label
The data that appears on the right side (depth) of the chart.

Legend
The key to identify the data points (columns, bars, pie pieces, etc) in a chart.

Rotate Buttons
The buttons that appear at the bottom right of a 3-D graph that allows users to rotate the graph.
MODIFYING A GRAPH

Graphs can be modified to reflect filtered data, title changes, and different graph types. System Administrators and query owners can modify graph elements and save changes. Analysts can modify graph titles and graph types; however these changes are temporary unless they are the owner of the query. Although Analyst changes are temporary, modifying various elements of the graph prior to printing or exporting can be helpful so the data is reflected accurately.

Changing a Graph Title

1. Run the graph from the Queries list.
2. Right click on the graph.
3. Select Modify Graph Title from the shortcut menu. The Change Graph Title dialog box is displayed (see right).
4. Change the title as desired.
5. Click OK.
Chapter 12: Graphing Queries

Changing a Graph Type

Changing the graph type allows you to change the visual representation of data from one graph format to another. For example, changing a column graph type to a pie graph type. Although you can print and export graphs in the type that is currently displayed, the graph will return to its default graph type the next time it is run. The list below describes the purpose of each chart type. The type you use depends on the data you are graphing as well as the preferences of those creating a graph or reviewing the graph.

<table>
<thead>
<tr>
<th>Use this Type</th>
<th>To Create a Graph that . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Column</td>
<td>Displays vertical bars, which compare values across a category</td>
</tr>
<tr>
<td>Bar</td>
<td>Displays horizontal bars, which compare values across a category</td>
</tr>
<tr>
<td>Area</td>
<td>Displays trends across a category</td>
</tr>
<tr>
<td>Pie</td>
<td>Pieces of a Whole. You may want to see how large Region 4's portion (amount or counts) compares to the rest of the Regions</td>
</tr>
<tr>
<td>Line</td>
<td>Displays trends across a category</td>
</tr>
<tr>
<td>Scatter</td>
<td>Compare pairs of values</td>
</tr>
</tbody>
</table>

How to Change the Graph Type

1. Run the graph from the Queries list.
2. Right click on the graph.
3. Select Modify Graph Type from the shortcut menu. The Change Graph Type dialog box is displayed (see right).
4. Select a graph type.
5. Click OK.
Changing the Graph Label Orientation

When selecting a graph category or label to display across the horizontal or vertical axis, the values or text may not fit on the axis if there are many values to display. The orientation can be changed to vertical, horizontal or 45-degree angle to display the information more clearly.

How to Change the Axis Orientation

1. Run the graph from the Queries list.
2. Right click on the graph. The shortcut menu appears.
3. Select Full Graph Maintenance from the shortcut menu.
   Only System Administrators, System Managers, or query owners will have the Full Graph Maintenance option.
4. Click the Advanced button in the upper right section of the Graph Maintenance window.
5. Click either the Category Axis tab or the Vertical Axis tab whichever label orientation needs to be changed.
6. In the **Label** section, click the **Orientation** drop down field, and select Horizontal, Vertical or 45 Degrees.

*Figure 12-3: Category (Horizontal) Axis Orientation*
7. Click **Save** and the graph will display with the changes.

*Figure 12-4: Horizontal Axis Text- 45 Degrees*
Chapter 12: Graphing Queries

CREATE A TEMPORARY GRAPH

Only System Administrators, System Managers, and Query Owners can create and permanently save graphs. Others can create temporary graphs that can be printed and exported, but not permanently saved.

How to Create A Temporary Graph

1. Run the desired query. You may want to filter the results to allow for a meaningful graph.
2. Click the Graph button.
3. If a graph does not yet exist, the Graph Maintenance dialog box will display.

![Image of Graph Maintenance Dialog Box]

4. Type in a Graph Title.
   Only System Administrators and Query Owners will be allowed to type in a Graph Name.
   The Graph Name box will be gray and will read "This is a temporary graph-name is not needed" if an Analyst is creating the graph.

5. Select a Graph Type.
6. Select a Value, which will be represented vertically, and a Category which will be represented horizontally. Note that you can multi-select values and categories and the legend will display accordingly.
7. Click OK. The graph will display. You can print the graph by clicking the Print button.
8. Click the Preview tab to preview the graph prior to saving to make sure the graph looks like what you want.
9. Click the Report button if you want to return to the report.

Creating a Graph from an Existing Graph

How to Create a New Graph from an Existing Graph

1. Run the graph to display it.
2. Right click the graph and select Select/Create Graph from the shortcut menu. The Graph Selection dialog box will display.

![Graph Selection Dialog Box](image)

Figure 12-6: Graph Selection Dialog Box

3. Click the New button. The Graph Maintenance dialog box will display (Figure 12-5).
4. Select a Graph Type.
5. Enter a Title.
6. Select a Value and a Category.
7. Click OK to view the temporary graph.
COPYING A GRAPH INTO POWERPOINT

If you need to place a graph from Analytics into a PowerPoint presentation, follow the steps below.

1. While viewing a graph in Analytics press [Print Screen] on your keyboard.
2. Switch to PowerPoint, open your Presentation, and go to the slide where you want to display the graph.
3. Click the Paste button. The image may be too large or contain unneeded information and you may need to crop the edges of the screen.
4. With the graph selected, click the Crop button on the Picture Toolbar.
5. Place the Cropping tool over a file handle (on the corners or middle of each side edge). Click and drag to hide the part of the image you want to save.
6. Repeat step 5 for each edge of the screen.
7. Save your presentation.

Figure 12-7: Graph in PowerPoint
CHAPTER

Quick Run Screen


**OVERVIEW**

Datavantage Analytics provides each user with the ability to personalize his or her Quick Run screen. Quick Run is a great area to save frequently used queries right at your fingertips. Similar to using Bookmarks or Favorites to quickly access frequently visited web sites, Quick Run provides shortcuts to your queries. Using the Quick Run screen eliminates the need to search through all queries to find the one you need. Each Datavantage Analytics module has its own Quick Run screen that can be customized by each user.

**LEARNING OBJECTIVES**

Upon completion of this section, you should be able to:

- Copy a Quick Run Screen
- Add, Edit & Delete Tabs
- Add, Edit & Delete Categories
- Run Queries from the Quick Run screen
PROCEDURES

COPYING A QUICK RUN SETUP

When you first login using your own User ID, the Quick Run screen may be blank. It is recommended that the System Administrator customize a standard screen containing frequently used category buttons and queries. Each user can then copy the setup allowing for a common starting point for everyone.

How to Copy another User's Quick Run Setup

If you have already customized your Quick Run screen, you may not want to overwrite it with another user’s Quick Run set up.

1. Select Copy Quick Run Setup from the Administration menu.

   ![Copy Quick Run Categories](image)

   Figure 13-1: Copy Quick Run Categories

2. In the drop down list, select System Administrator (or other suggested user).
3. Click the Copy button.
4. When asked if you want to overwrite any existing categories, click Yes.
WORKING WITH TABS

To organize information in your Quick Run screen, you can create multiple tabs and save groups of related queries on their own tabs. Tabs can also be edited or deleted.

Adding a Tab

Adding a tab is an easy way to personalize your Quick Run screen. For example, you may have a suite of customized queries, which display information by LP Risk Group. You could create an LP Risk Group tab with query category buttons such as Cash Refunds, Non-Cash Refunds, and Checks. Each query grouped into these categories would display information by each risk group.

How to Add a Tab

1. Right-click anywhere on the Quick Run screen.
2. Select Add Tab from the short-cut menu. The Category Tab Maintenance dialog box is displayed.
3. Type a descriptive name for your tab in the Tab Name field.
4. Double-click a picture from the Tab Picture list. If you skip this step, an X will appear next to the tab name. If this occurs, right-click anywhere on the tab and select Edit Tab.
5. Click OK.
Editing Tabs

You may want to change either the description or picture associated with an existing tab. You can make these types of changes while keeping the query buttons and queries that you access from that tab.

How to Edit a Tab

1. Click the tab you would like to edit.
2. Right-click anywhere on the tab you are editing.
3. Select Edit Tab from the shortcut menu.

4. [OPTIONAL] In the Tab Name area, modify the description of the tab.
5. [OPTIONAL] Double-click on a new picture from the Tab Picture.
6. Click OK.

Figure 13-3: Edit Tab
Deleting Tabs

If you decide you do not need a tab anymore you can delete it. But, it is important to know that you will delete any Category buttons on that tab as well as the short cuts to the queries you were running from that tab.

The actual queries are not deleted from the application. You can always add new short cuts to any Category buttons.

<table>
<thead>
<tr>
<th>How to Delete a Tab</th>
</tr>
</thead>
</table>

1. Click the tab you would like to delete so it displays in front of any other tabs.

2. Right-click anywhere on the tab you want to delete.

3. Select Delete Tab from the short-cut menu.

4. When you are asked if you are sure you want to delete the tab (see right), click Yes to confirm the deletion.
Working with Category Buttons

New categories can be added to any tab at any time. Query shortcuts can then be added to the category buttons, category buttons can be re-arranged on a tab or moved to a different tab.

Adding and Re-arranging Category Buttons

You may decide to organize queries by grouping them under a new Category button.

How to Add and Rearrange Category Buttons

1. Right-click anywhere on the tab you would like a new Category button.
2. Select Create New Category from the short-cut menu.
3. Type in a description for the category.
4. Double click a picture to display as the category button.
5. Click OK. By default, your new Category button appears at the end of the first row of buttons.

![Figure 13-4: Add Category Button]

To re-arrange categories on a tab, drag and drop them where you would like them to appear. If you drop a category button on top of an existing button, the existing button moves to the right making room for the one you are moving.

To move buttons to a new tab, drag and drop them from one tab to another.
Chapter 13: Quick Run Screen

Edit Category Buttons
You can make changes to existing and newly created category buttons at any point in time. For example, changing the name or picture associated with a category.

How to Edit a Category Button

1. Right-click on the Category button.
2. Select Edit Category from the short-cut menu.
3. Make necessary changes to the name and/or the picture.
4. Click OK.

Delete Category Buttons
If you decide you do not need a category anymore you can delete it. But, it is important to know that you will also remove any shortcuts to the queries you were running from that button. The actual queries are not deleted from the application and can be added to different Category buttons.

How to Delete a Category Button

1. Right-click on the Category button.
2. Select Delete Category from the short-cut menu.
3. When you see a prompt similar to the one to the right, verify that the name of the Category button you intend to delete appears. Click Yes.
Adding Queries to Category Buttons

When you assign queries to category buttons, you are creating shortcuts to the queries that are available from the Query List. You can add new queries to Category buttons and delete them from without actually removing the queries from the system.

How to Add Queries to a Category Button

1. Click the **Quick Run** button to display this window if it is not already displayed.

2. Click the appropriate tab name to display the Category button where you would like to add your query or graph.

3. Click the **Queries** button and select the query or graph you would like to add.

4. From the Window menu, select **Tile Vertical** so that you can view the Quick Run and the Query List simultaneously.

5. Drag the query or graph name and drop it on the appropriate Category button.

   *Figure 13-6: Add Query to Category Button*

6. When you are finished dragging queries or graphs to Category buttons, click the **Close** button to close the Query list.
RUNNING QUERIES VIA QUICK RUN

Category buttons organize queries and graphs so that you can easily locate and run them.

### How to Run Queries From The Quick Run Screen

<table>
<thead>
<tr>
<th><img src="image" alt="Quick Run button" /></th>
</tr>
</thead>
<tbody>
<tr>
<td>If you close the Quick Run screen, click the Quick Run button to display it.</td>
</tr>
</tbody>
</table>

1. On the Quick Run Screen double-click a Category button.
   
   *Figure 13-7: Run Query From Category Button*

2. Double-click a query or graph to Run it.

In addition to running queries from the Quick Run, you can schedule or locate a query.

- To schedule a query, select the query name and click the **Schedule** button. Please refer to the Automating Queries section for scheduling details.

- To locate a query in the Queries list, select the query name and click the **Locate** button. You will be re-directed to the appropriate query type tab, library and classification in the Queries window and the query name will be highlighted.
## INDEX

### A

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Number</td>
<td>117</td>
</tr>
<tr>
<td>Encryption-Decryption</td>
<td>117</td>
</tr>
<tr>
<td>Hashed</td>
<td>116, 118</td>
</tr>
<tr>
<td>Lookup</td>
<td>118</td>
</tr>
<tr>
<td>Masked</td>
<td>115</td>
</tr>
<tr>
<td>Account Numbers, Secure</td>
<td>5</td>
</tr>
<tr>
<td>Add a Bank</td>
<td>67</td>
</tr>
<tr>
<td>Alert</td>
<td>157</td>
</tr>
<tr>
<td>Access and View</td>
<td>157</td>
</tr>
<tr>
<td>Classification</td>
<td>151</td>
</tr>
<tr>
<td>Control Query</td>
<td>152</td>
</tr>
<tr>
<td>Set</td>
<td>152</td>
</tr>
<tr>
<td>Schedule - Adhocs</td>
<td>145</td>
</tr>
<tr>
<td>Set - Adhocs</td>
<td>145</td>
</tr>
<tr>
<td>Value</td>
<td>152</td>
</tr>
<tr>
<td>Alerts</td>
<td>150</td>
</tr>
<tr>
<td>Managing</td>
<td>150</td>
</tr>
<tr>
<td>Scheduling</td>
<td>150</td>
</tr>
<tr>
<td>And</td>
<td>150</td>
</tr>
<tr>
<td>Use to Combine Filters</td>
<td>109</td>
</tr>
<tr>
<td>Audit</td>
<td>151</td>
</tr>
<tr>
<td>Common Error Types</td>
<td>43</td>
</tr>
<tr>
<td>Common User Controls</td>
<td>48</td>
</tr>
<tr>
<td>Delete</td>
<td>39, 41</td>
</tr>
<tr>
<td>Errors</td>
<td>38</td>
</tr>
<tr>
<td>Override</td>
<td>39, 41</td>
</tr>
<tr>
<td>Recheck</td>
<td>39, 41</td>
</tr>
<tr>
<td>Resolve Individual Error</td>
<td>40</td>
</tr>
<tr>
<td>Suspend</td>
<td>60</td>
</tr>
<tr>
<td>User Controls</td>
<td>47</td>
</tr>
<tr>
<td>Audit Error</td>
<td>10</td>
</tr>
<tr>
<td>How to assign access</td>
<td>10</td>
</tr>
</tbody>
</table>

### B

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance</td>
<td>3</td>
</tr>
<tr>
<td>Components</td>
<td>3</td>
</tr>
<tr>
<td>Create User</td>
<td>6</td>
</tr>
<tr>
<td>Data Flow</td>
<td>4</td>
</tr>
<tr>
<td>Bank Deposit</td>
<td>59</td>
</tr>
<tr>
<td>Reconciliation Screen</td>
<td>59</td>
</tr>
<tr>
<td>Bulk Edit</td>
<td>41</td>
</tr>
</tbody>
</table>

### C

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category Buttons</td>
<td>183</td>
</tr>
<tr>
<td>Add or Rearrange</td>
<td>183</td>
</tr>
<tr>
<td>Delete</td>
<td>184</td>
</tr>
<tr>
<td>Edit</td>
<td>184</td>
</tr>
<tr>
<td>Working with</td>
<td>183</td>
</tr>
<tr>
<td>Column</td>
<td>101</td>
</tr>
<tr>
<td>Sort</td>
<td>101</td>
</tr>
<tr>
<td>Multiple Columns</td>
<td>101</td>
</tr>
<tr>
<td>Single Column</td>
<td>101</td>
</tr>
<tr>
<td>Columns</td>
<td>124</td>
</tr>
<tr>
<td>Alignment</td>
<td>124</td>
</tr>
<tr>
<td>Format</td>
<td>124</td>
</tr>
<tr>
<td>Freezing in Queries</td>
<td>99</td>
</tr>
<tr>
<td>Hide</td>
<td>126</td>
</tr>
<tr>
<td>Rearrange</td>
<td>123</td>
</tr>
<tr>
<td>Rename</td>
<td>124</td>
</tr>
<tr>
<td>Unhide</td>
<td>126</td>
</tr>
<tr>
<td>Width</td>
<td>124</td>
</tr>
<tr>
<td>Common Filters</td>
<td>107</td>
</tr>
<tr>
<td>Copy to Clipboard, Account Number</td>
<td>118</td>
</tr>
<tr>
<td>Lookup</td>
<td>118</td>
</tr>
</tbody>
</table>

### D

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Name</td>
<td>92, 146, 152</td>
</tr>
<tr>
<td>Decryption</td>
<td>117</td>
</tr>
<tr>
<td>Account Numbers</td>
<td>117</td>
</tr>
<tr>
<td>Delimiter</td>
<td>136</td>
</tr>
<tr>
<td>Deposit</td>
<td>59</td>
</tr>
<tr>
<td>Add</td>
<td>63</td>
</tr>
<tr>
<td>Adjust</td>
<td>62</td>
</tr>
<tr>
<td>Bank, Reconciliation Screen</td>
<td>59</td>
</tr>
<tr>
<td>Edit</td>
<td>61</td>
</tr>
<tr>
<td>Design Mode</td>
<td>121</td>
</tr>
<tr>
<td>Permanent Changes</td>
<td>121</td>
</tr>
<tr>
<td>Distribution</td>
<td>147</td>
</tr>
<tr>
<td>Alerts - Adhocs</td>
<td>147</td>
</tr>
<tr>
<td>Control Query</td>
<td>152</td>
</tr>
<tr>
<td>Set User Report Preference</td>
<td>155</td>
</tr>
<tr>
<td>Drill Down</td>
<td>163</td>
</tr>
<tr>
<td>Linked Adhoc</td>
<td>163</td>
</tr>
<tr>
<td>Path</td>
<td>161</td>
</tr>
</tbody>
</table>
Duplicate Transactions .................... 45
Dynamic Grouping ..................... 146, 152

E
Encryption
   Account Numbers .................. 117
EVD
   Enable/Disable ..................... 151
Export ............................. 133
   Custom Format .................... 136
   Delimiter ........................ 136
   Query ........................... 134

F
Field Properties ..................... 124
Filter .............................. 23
   Clear ............................. 105
   Combine ........................... 109
   Combine with “And” ............... 109
   Combine with “Or” ............... 109
   Combining ........................ 103
   Common ............................ 107
   Lookup Values ..................... 104
   Simple ............................. 103
   Top Level Reporting ............ 105
Freezing Columns in Queries .......... 99
Frequency, Run ....................... 146, 152

G
GL
   How to access Post ............... 80
   How to assign access ........... 12
   Post ............................. 79
Graphs, Permanent Save ............ 174

H
Hash
   Account Numbers .................. 116
Hide Columns ........................ 126
History Edit ........................ 42
How to
   Accept Audit Control Errors .... 49
   Accept Missing Transactions .... 33
   Access
      and View Alerts ................ 157
      or Exit Design Mode .......... 121
   Access Store Analytic Reports ... 17
   Access the GL Post .............. 80

How to (continued)
Add
   a Tab ................................ 180
   Queries to a Category Button ... 185
Add a Deposit Transaction ........... 63
Add a Detail Line, Audit Control
   Error ............................ 50
Add a Missing Transaction .......... 33
Add or Rearrange Category Buttons 183
Adjust a Deposit Transaction ........ 62
Assign Audit Error Access ........... 10
Assign GL Access .................... 12
Associate a .PSR File with Query
   Viewer ............................ 140
Build Advanced Filters ............. 106
Cancel A Query ....................... 96
Change
   a Graph Title ...................... 169
   a Graph Type ..................... 170
   a Report Title ................... 122
   Axis Orientation ................ 171
Copy
   a Graph into PowerPoint .......... 176
   a Quick Run Setup .............. 179
Create
   a Temporary Graph ............... 174
   New Graph from an Existing
      Graph .......................... 175
Create Resolution Notes ............ 36
Delete
   a Category Button ............... 184
   a Scheduled Query ............... 153
   a Tab ............................. 182
Delete a Detail Line, Audit Control
   Error ............................ 51
Delete Resolution Notes ............ 36
Edit
   a Category Button ............... 184
   a Tab ............................. 181
   Edit a Deposit Transaction ...... 61
   Edit Transaction .................. 75
E-Mail Exported Queries ............. 137
Execute Multiple Column Sort ........ 22
Filter on Query Results ............ 23, 102
Format Columns ....................... 124
Freeze Columns ....................... 99
Hide Columns ........................ 126
Link
   to Another Query ................ 111
   Link to Detail Reports .......... 82
Maintain User Profile ................ 13
Manually Add a Bank ................ 67
### Query (continued)
- Link between ........................................... 111
- Locate ................................................. 85, 186
- Navigate .................................................. 86
- Notes ....................................................... 87
- PSR, Open ............................................... 139, 141
- Run ......................................................... 90
- Schedule ................................................... 186
- Scheduled
  - Delete .................................................. 153
  - Modify .................................................. 153
- Search ..................................................... 88
- Quick Run, Tab .......................................... 180
- Quick Sort ............................................... 22

### R
- Reconcile
  - Transactions .......................................... 64
- Report Properties ...................................... 122
- Report Title, Change .................................. 122
- Resolution Notes ....................................... 35
  - Create .................................................. 36
  - Delete .................................................. 36
  - Update .................................................. 37

### S
- Schedule
  - Alerts - Adhocs ....................................... 145
  - Query .................................................. 186
- Smart Links ............................................. 110
- Sort
  - Button .................................................. 22
  - Multiple Column ..................................... 22, 101
  - Quick ................................................... 22
  - Single Column ......................................... 101
- Specify Criteria ........................................ 94

### T
- Tab
  - Add ....................................................... 180
  - Delete ................................................... 182
  - Edit ..................................................... 181
  - Picture .................................................. 180
  - Quick Run ............................................... 180
- Time-out
  - Account Number Lookup .............................. 118
  - Decrypt Account Number .............................. 117
- Toolbar .................................................... 16

### U
- Unhide Columns ......................................... 126
- Un-Reconcile Transactions ............................. 66
- Updating Store Closing Dates ....................... 29
- User
  - Change Password ....................................... 15
  - Create ................................................... 6
  - How to maintain profile ............................... 13
  - How to set up ......................................... 7

### W
- What is Balance? ........................................ 3

### Top Level Reporting
- ............................................. 95, 146, 152
- Filter ..................................................... 105

### Transactions
- Accept Missing .......................................... 33
- Add a Deposit ........................................... 63
- Add Missing .............................................. 33
- Adjust a Deposit ........................................ 62
- Duplicate ................................................ 45
- Edit ...................................................... 75
- Edit a Deposit ........................................... 61
- How to resolve duplicate ................................ 46
- Missing .................................................... 31
- Pending ................................................... 52
- Reconcile ................................................. 64
- Type ....................................................... 34
- Un-Reconcile ............................................. 66
<table>
<thead>
<tr>
<th>Location</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>30500 Bruce Industrial Parkway</td>
<td>Tel: 440.498.4414 Fax: 440.542.3043</td>
</tr>
<tr>
<td>Cleveland, OH 44139 USA</td>
<td>Toll Free: 888.328.2826</td>
</tr>
<tr>
<td>MICROS Systems, Inc.</td>
<td>1800 West Park Drive Westboro, MA 01581</td>
</tr>
<tr>
<td><a href="http://www.micros-retail.com">www.micros-retail.com</a></td>
<td>Tel: 508.655.7500 Fax: 508.647.9495</td>
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<tr>
<td>1800 West Park Drive</td>
<td>Columbia, MD 21046-2289</td>
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<td></td>
</tr>
</tbody>
</table>