Oracle® Retail Sales Audit (ReSA)

User Guide

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Contents

4   Defining Totals

5   Importing Transactional Data

6   Defining Audit Rules

7   Auditing Transactional Data

8 Exporting Data

Glossary

Index

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Preface

The *Oracle Retail Sales Audit User Guide* describes the application user interface and how to navigate through it.

Audience

This User Guide is for users and administrators of Oracle Retail Sales Audit. This includes merchandisers, buyers, business analysts, and administrative personnel.

Documentation Accessibility

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Related Documents

For more information, see the following documents:

- *Oracle Retail Sales Audit Installation Guide*

- *Oracle Retail Operational Insights User Guide*

- *Oracle Retail Merchandising Batch Schedule*

- *Oracle Retail Merchandising Implementation Guide*

- *Oracle Retail Sales Audit Release Notes*

- Oracle Retail Trade Management documentation set

- Oracle Retail Merchandising System documentation set

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

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 15.0) or a later patch release (for example, 15.0.1). If you are installing the base release and additional patch releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

Improved Process for Oracle Retail Documentation Corrections

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

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

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of a document with part number E123456-01.

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

Conventions

The following text conventions are used in this document:

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

1

Introducing Oracle Retail Sales Audit (ReSA)

In retail, the sales audit function describes the process of reviewing the Point-of-Sale (POS) and Order Management System (OMS) transaction data for accuracy. ReSA provides a simplified sales audit process while ensuring the integrity of audited data and smooth integration with other retail applications. The retail sales audit function also allows for balancing out cashiers, cash registers, or an entire store day. This process validates the totals from POS and OMS against the calculated totals of transactions. If these totals are not equal, you can report this variance as an over or short value.

ReSA is a part of the Merchandise Operations Management (MOM) product group, which helps retailers to reduce shrinkage, reduce integration costs, improve internal control, increase productivity, and improve visibility to sales. Using real time inventory information, this system calculates need based on set parameters for any product, store or other category. It also manages foundation data, purchasing and cost, inventory, price, and financial processes.

This chapter contains the following topics:

- Purpose and Benefits of ReSA
- User Roles
- Integrating ReSA with Other Applications
- Understanding ReSA Terminology
- Understanding the ReSA Process

Purpose and Benefits of ReSA

ReSA accepts POS and OMS data and provides audited data to downstream applications such as, Retail Management System (RMS), Retail Analytics (RA), Retail Store Inventory Management (SIM), and General Ledger applications. It allows a single entry point for sales data from external systems into Oracle Retail applications and other financial systems. It accepts and validates transaction data while detecting and correcting errors according to pre-defined rules which are both system defined and user defined. It allows users to view and audit data at the store/day level or the cashier/register level selected by the user. This process results in correct data that you can export to other applications.

ReSA reduces shrinkage because it provides regular comparisons of inventory levels and sales. It can isolate irregularities at the point of sale. It reduces the cost of integration between sales audit functionality and other applications such as the Oracle Retail Merchandising System (RMS) and Oracle Retail Analytics (ORA). Audited POS

and OMS data, exported from ReSA, provides a single version of data across downstream solutions. It can support reporting and analysis to help reduce losses.

User Roles

The user roles provide a means of grouping privileges together for granting access to a user. The retailer can modify the roles to suit their business needs. The following are the default roles set up in ReSA:

- Sales Audit Analyst

  A Sales Audit Analyst is responsible for the daily reporting of company sales, auditing, and verifying accuracy of store sales. They are also responsible for coordinating month end closure, ensuring department deadlines are met, assisting with quarterly general ledger reconciliations, and researching unusual transactions.

- Sales Audit Manager

  A Sales Audit Manager is responsible for a team of Sales Audit Analysts. They serve as the main point of contact and represent finance in meetings that involve POS register issues and sales processing procedures.

- Finance Manager

  A Finance Manager is responsible for the financial accounting of a region.

- Sales Audit System Administrator

  A Sales Audit System Administrator is responsible for maintaining the administrative functions of the application. They are also responsible for the sales audit system functioning such as employee maintenance and reference field maintenance.

  > **Note:** For more information on merchandising security, see the *Oracle Retail Merchandising Security Guide*.

Integrating ReSA with Other Applications

ReSA can integrate with the following applications:

- Oracle Retail Management System (RMS)
- Oracle Retail Invoice Matching (ReIM)
- Oracle Retail Analytics
- Oracle Retail Store Inventory Management (SIM)
- Oracle Retail Point-Of-Service (ORPOS)

You can also set up ReSA to interface with third-party applications including general ledger applications or any financial institutions such as, Account Clearing House (ACH) Order Management System (OMS), and Universal Account Reconciliation System (UAR).

Understanding ReSA Terminology

The following is a list of terms used in ReSA:

- Store day: A Store Day is the time between opening the cash registers at the start of a business day and closing the registers at the end of the day.

  A business day is a calendar day except for the retailers running 24x7 operations. The retailers who operate 24 hours a day and seven days a week may have their Store Day spread to more than one calendar day. ReSA uses the Day Close transactions from the POS application to define the close of business day.

- Transaction: A transaction is a record of events at a location, which may include sale, return, and exchange of items. The following is an illustration of the list of attributes that a transaction record may contain:

  - Date and time of transaction

  - Salesperson ID

  - Register number

  - Cashier

  - Invoice number

  - Item details

  - Item quantity

  - Item taxes

  - Discounts

  - Transactional taxes

  - Tender details

  - Customer details

  - Paid out details

- Revision: Revision is an archive of updates made to transactions. Before updating the current data in transaction tables, a snapshot of the data is maintained as revisions to historical data. This process includes the following steps:

  - Creating a new version of the transaction record.

  - Keeping the older version of the record unchanged.

  - Moving the older version of the transaction record to a revision table.

    Moving the older version to a separate version history table maintains a complete audit trail and also minimizes the amount of data held in main transaction tables.

- Escheatment: Escheatment is the process of forwarding money of outstanding, non-expiring vouchers to the proper governing authorities after a defined period of time from the date of issuance.

  The Escheatment functionality in ReSA is driven by the hierarchy of Store, Issuer, Recipient, and HQ. When performing escheatment, ReSA checks to determine whether there is an address for the first level of the hierarchy, the Store. If so, it checks if the state or country is defined in the Escheatment table in ReSA. If the state or country exists on the table, it then checks to determine whether the Store indicator for that state or country is set to yes. If so, ReSA escheats the money to that state or country. If no state or country exists for the store, or one does but does not exist on the Escheatment table, or it does exist on the table but the Store indicator is set to no, then ReSA checks the next level, Issuer, and so on. If no

matches are found after ReSA checks all four levels of the hierarchy, then the retailer claims the voucher as income.

- Full disclosure: A method of restating data by sending a negation of the entire first statement, then a second complete statement.

- Totals: A summation of one or more entities that are captured in the POS or OMS system and imported into ReSA. For example, summation of the quantity of items sold in a store during a particular store day. Totals are used to perform store balancing, perform analysis within the ReSA system to control losses, generate reports, and to export audited data to external systems. Totals can either be defined in ReSA or imported as reported by POS or OMS.

- Report data: Allows you to generate reports, such as, the Flash Sales Report and the Flash Totals Report.

- ReSA status: ReSA maintains status at three different levels, store status, data status, and audit status. The status associated with Stores level indicates the status of data upload. The status associated with Data level indicates the status of data upload. The status associated with Audit level indicates whether the sales data is audited, or is in the process of auditing, or if errors were identified at the store or headquarter for correction.

Understanding the ReSA Process

The ReSA process includes the following procedures:

1. Setting up ReSA – For more information, see Chapter 3, "Setting up ReSA".

2. Generating totals – For more information, see Chapter 4, "Defining Totals".

3. Defining audit rules – For more information, see Chapter 6, "Defining Audit Rules".

4. Importing data – For more information, see the section on Importing Transactional Data in Chapter 5, "Importing Transactional Data".

5. Auditing transaction data – For more information, see Chapter 7, "Auditing Transactional Data".

6. Exporting data – For more information, see Chapter 8, "Exporting Data".

Figure 1–1   ReSA Auditing Process

2
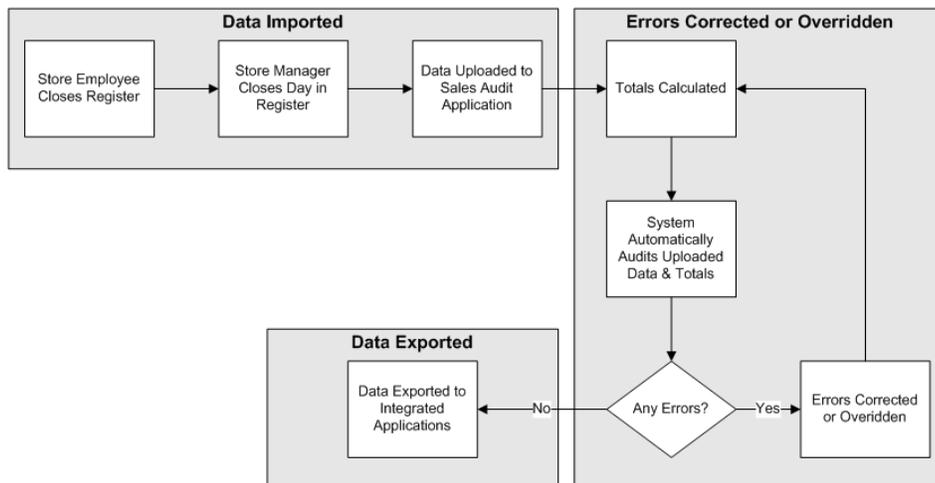
Introducing the Common User Interface Controls

Oracle Retail applications, such as, Oracle Retail Sales Audit, include some common interface options and controls that you can use throughout the application workflow. The following sections describe these user interface controls in more detail.

Although you may have more than one Oracle Retail application installed on your system, each application may use many of the same interface components and abide by common rules and constraints.

The following topics are covered in this chapter:

- Using the Help
- Tasks
- Using Detach and Export Options
- Specifying Preferences
- Logging Out of the Application

Using the Help

This application contains an online HTML help that can guide you through the user interface. User information is included to describe high-level processes and procedures, as well as provide step-by-step instructions for completing a task.

You can access online help for a particular page by clicking on the Help link at the top of the application home page. Once in the help, you can access additional information through the table of contents or by using the index.

Tasks

Oracle Retail applications support a variety of navigational tools and methods that allow you to move efficiently between application pages. Information on how to use and manage each of the tools and methods is included in this section.

A task is a set of links to a series of task flows organized in a specific sequence to accomplish a business process or procedure. For example, tasks can be defined for common multi-step procedures or processes so that you can quickly step through tasks. By navigating sequentially to the pages outlined in the task, you are assisted in stepping through the business process or activity.

Your Tasks list appears on the extreme left side of the home page. All of the tasks to which you have access appear in the list on the Tasks window. You can either click on

the specific task name to open or use the Task Search component to search for a Task that you want to open.

To begin working with a task, choose the application feature or process from the list.

> **Note:**   Your task menu may appear slightly different, depending on your retail application.

Figure 2–1   Tasks Menu
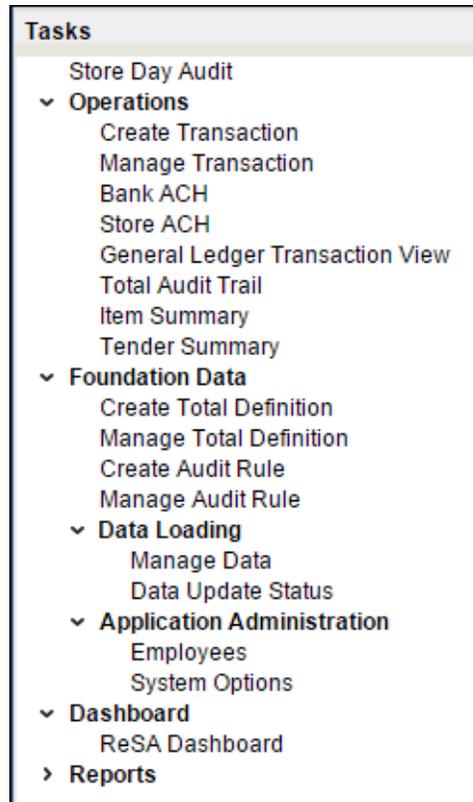
Using Detach and Export Options

You can view the tables displayed in the application in a separate window and even save these tables in as a Microsoft Excel spreadsheet.

- To view any table in a separate window, click **Detach**. The table appears in a new window.

- To export the table to an Microsoft Excel spreadsheet, click the **Export** icon . The table is saved as a Microsoft Excel spreadsheet.

Specifying Preferences

The Preferences pages are where you specify the default regional, language, and accessibility settings that you want to use throughout the system.

To set your preferred preferences, click **user name > Preferences** at the top of the application home page. The Preferences page appears. The standard preference options available are as follows:

- Regional

- Language

- Accessibility

To return to the application home page, click **Back to Home** at the top of the page. The Preferences pages are where you specify the default regional, language, and accessibility settings that you want to use throughout the system.

Regional Options

Use the following options to specify the default formats for territory, date, time, number, and time zone you want to use throughout the system.

Table 2–1   Regional Options

Value	Description
Territory	Specify the country details.
Date Format	Select the date format that you want to use.
Time Format	Select the time format that you want to use.
Number Format	Select the number format that you want to use.
Time Zone	Select the time zone you want to use.

Language Options

Use the following options to specify the default language you want to use throughout the system.

Table 2–2   Language Options

Value	Description
Default	Specify the default language you want to use.
Current Session	Specify the language you want to use for the current session.

Accessibility Options

Use the following options to specify the default accessibility preferences you want to use throughout the system.

Table 2–3   Accessibility Options

Value	Description
Accessibility	Select the accessibility option you want applied.
Color Contrast	Specify the color contrast that you want to use.
Font Size	Specify the font size that you want to use.

Switch Between Applications

The Application Navigator, is optional for the application, and provides the ability to switch between applications.

> **Note:** Your view may vary, depending upon the features selected during the setup process.

To switch between applications:

1. At the top left of the application, click the ⊞ icon to open the list of available applications.

Figure 2–2   Application Navigator
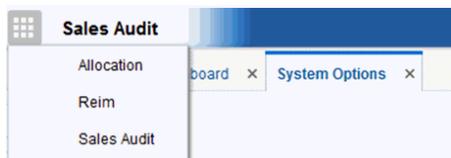
2. Select one of the listed applications. The application will open in a new tab.

Logging Out of the Application

Use the **user name** menu to log out of the application.

Figure 2–3   Logging Out of the Application

3
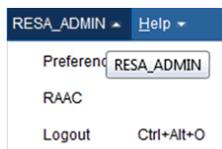
Setting up ReSA

Before you proceed with processing the raw transaction data, you need to set up system options to allow importing and exporting data from ReSA. This chapter covers the following topics:

- Setting up System Administration Options in ReSA
- Managing Data
- Manage Employees

Setting up System Administration Options in ReSA

Use the system administration module of the ReSA application to customize information for your organization.

You can change system options to configure system validations around escheatment, voucher options, and information related to the Automated Clearing House (ACH).

Defining System Options

You can customize various parameters, defaults, and constants that are used throughout the system. Normally, these elements are set when ReSA is installed by the system or database administrator. They tend to remain fixed unless a business practice is changed which necessitates a change in ReSA.

A System Administrator can set the following system options in ReSA.

- **Balancing Level**: Define the level (Cashier, Register, and Store) at which the system totals are summarized and reconciled against the reported value.

- **Unit of Work**: Defines the level at which transactions are processed within ReSA. It is used to determine when to export data to external systems, and it needs to indicate that a transaction or store day must be free of any errors that prevent export.

  - For Transaction level, an individual transaction is exported from ReSA as soon as it is validated.

  - For Store Day level, the data imported in ReSA is exported only once the entire store day is processed.

- **Maximum Number of Days Sales Audit Data Stored**: Defines the number of days for which the audited data is stored in the ReSA system.

- **Maximum Number of Days Post-Dated Trans. Allowed**: Define the number of days after a store day has elapsed, within which backdated transactions will be permitted for upload into the system.

- **Maximum Number of Days to Compare Duplicates**: Defines the number of previous days over which the ReSA system should look for duplicate transactions.

- **Inventory Reservation for Layaway**: Specifies whether the inventory for Layaway orders is reserved.

- **Inventory Reservation from SIM**: Specifies whether the inventory reserve for customer orders will come from SIM or ReSA will generate the flat file for RMS.

- **Credit Card Security Level**: Indicates the level of Credit Card security used within the system. Valid values are: No security imposed (None), Restricted Access, or Block Credit Card information from coming into ReSA. By default this option is set to None.

- **Execute Automated Audit After Import**: Indicates whether the automated audit should run after each import or if the ReSA system should wait until the transaction data for the entire store day is loaded.

- **Store Days Must Be Worked in Order**: Indicates whether the ReSA system can close a current day if the previous day is still open.

- **Check for Duplicate and Missing Transactions**: Indicates whether the ReSA application should look for duplicate and missing transactions. ReSA can accept duplicate transaction numbers from OMS and POS. If this field is set as 'Y', then ReSA filters duplicate transactions when the transaction is originating from the same system. Whereas, if the transaction is originating from a different system, then a different sequence number is inserted in the record.

- **Tran. No. Appended with Workstation ID**: Indicates whether ReSA should append the workstation ID of the employee with their employee ID.

- **Partner ID**: Specify whether the partner ID is unique across all partner types.

- **Partner Type**: Specify the type of the partner the deal applies to. Valid values are: S1 for supplier hierarchy level 1, S2 for supplier hierarchy level 2, and S3 for supplier hierarchy level 3.

- **Credit Card Number Mask**: Specify the masking character used for credit/debit card numbers.

- **Default Chain**: Defines the primary chain.

- **Fuel Merchandise**: Specify whether items for audit include fuel items.

- **Fuel Department**: If the items for audit include fuel item, specifies the department the fuel items reside in.

- **Escheatment Details**: Specify whether you would like to escheat vouchers (such as, gift certificates and credit vouchers) back to the state after a defined period of time. The value in the Escheatment field depends on the laws of the state/area where your organization's headquarters is located.

Adding Escheatment Details

To add Escheatment details:

1. From the Tasks menu, select **Foundation Data > Application Administration > System Options**. The System Options window appears.

2. In the Escheatment section, select **Yes** in the **Escheat to Government Authorities** field.

3. Select the appropriate option in the **Partner for Income Adjustment** field.

4. In the Escheatment Details section, select **Actions > Add**. The System Options - Add Escheatment Details window appears.

5. In the Escheat To field, select either Country or State.

   - If you select country, in the Country field, enter the country code, or select the country.

   - If you select state, in the Country and State fields, enter the country and state codes, or select them from the list.

Figure 3–1   System Options - Add Escheatment Details Window

6. In the **Escheat To Location Of** field, select the location to which the escheatment should be applied.

7. Click **OK** to save your changes and close the window.

Defining Voucher Options

To define Voucher Options:

1. From the Tasks menu, select **Foundation Data > Application Administration > System Options**. The System Options window appears.

2. In the Vouchers section, select **Actions > Add**. The System Options - Add Voucher Options window appears.

3. In the **Tender Type** field, select the tender type.

4. In the **Escheat No. Days** field, enter the desired number of escheatment days.

5. In the **Purge No. Days** field, enter the number of days a voucher will be valid before it is purged from RMS.

Figure 3–2   System Options - Add Voucher Options Window

6. Click **OK** to save your changes and close the window.

Managing Data

ReSA and RMS allows the setup and configuration of a set of standard templates which allow you to upload and update data using spreadsheets. These spreadsheets can be uploaded to the system using the Manage Data window.

The following process is followed to update data for the above ReSA and RMS modules:

1. Download the spreadsheet template for the module you want to update using the Manage Data window.

2. Make the updates in the spreadsheet.

3. Upload the data using the Manage Data window.

Downloading Data

To download data as spreadsheets:

1. From the Tasks menu, select **Foundation Data > Data Loading > Manage Data**. The Manage Data window appears.

2. In the **Action** field, select **Download**.

3. In the **Template Category** field, select **ReSA** or **RMS**.

4. In the **Template Type** field, select the type of template.

   The following template types are available for the category ReSA:

   - Error Codes
   - GL Cross Reference
   - Reference Fields
   - Currency Rounding Rules
   - Store Data

   The following template types are available for the category RMS:

   - Administration
   - Financial
   - Foundation
   - Franchise
   - Import
   - Inventory

- Price and Cost

- Item Maintenance

- Sales Audit

5. In the **Template** field, select the template you want to download.

Figure 3–3   Manage Data Window for a Template Download from ReSA

Figure 3–4   Manage Data Window for a Template Download from RMS

6. You cannot enter a process name in the **Process Name** field as the field is dimmed.

7. You cannot select the spreadsheet to be downloaded in the **Source File** field as the field is dimmed.

8. Click **Submit**.

Uploading Data

To upload data using spreadsheets:

1. From the Tasks menu, select **Foundation Data > Data Loading > Manage Data**. The Manage Data window appears.

2. In the **Action** field, select **Upload**.

3. In the **Template Category** field, select **ReSA** or **RMS**.

4. In the **Template Type** field, select the type of template.

The following template types are available for the category ReSA:

- Error Codes
- GL Cross Reference
- Reference Fields
- Currency Rounding Rules
- Store Data

The following template types are available for the category RMS:

- Administration
- Financial
- Foundation
- Franchise
- Import
- Inventory
- Price and Cost
- Item Maintenance
- Sales Audit

5. In the **Template** field, select the template of the spreadsheet.

Figure 3–5   Manage Data Window for a Template Upload from ReSA

Figure 3–6   Manage Data Window for a Template Upload from RMS

6. Enter a process name in the **Process Name** field. The value specified in this field enables you to find the process created to identify the status of the upload and view any errors that were identified.

7. Select the spreadsheet to be uploaded in the **Source File** field.

8. Click **Submit**. The relevant data corresponding to the template is uploaded into the spreadsheet file specified.

Manage Employees

The Employees window is used for associating auditors with the locations based on location traits in the system. This screen has two tables, the Employee table and the Location Trait table. Data displayed in the Location Traits table is based on the records elected in the Employees table. The Employees table displays the Employee ID and the associated display name from the LDAP.

Adding an Employee

To add an employee:

1. From the Tasks menu, select **Foundation Data > Application Administration >Employee**. The Employees window appears.

2. In the Employees section, select **Actions > Add**. The Add Employee window appears.

3. Enter the employee name in the Employee field.

4. Click **OK**. If the employee exists in LDAP, the employee name is added.

Assigning Stores to an Employee

After an employee is added, you must assign stores using a location trait to the employee.

To assign a location trait:

1. From the Tasks menu, select **Foundation Data > Application Administration >Employee**. The Employees window appears.

2. Select an employee from the Employees section.

3. In the Assign Stores by Location Traits section, select **Actions > Add**. The Add Location Trait window appears.

4. Select the location trait in the Location Trait field.

5. Click **OK**. The location trait is assigned to the selected employee.

4

Defining Totals

A total is a summation or count of two or more entities. For example, a total can be a summation of the quantity of items sold in the store on a particular store day.

You can use the Totals Definition Maintenance module of ReSA to define the totals, these totals can either be imported as transactional data from the POS/OMS system into ReSA through a RTLOG file or calculated by ReSA.

For more information on importing data through an RTLOG file, see Chapter 5, "Importing Transactional Data".

Source data can include transaction data and external data, such as money order totals or lottery ticket sales. You can choose the tables and columns for the total, build query statements to yield the desired information, and associate these totals with categories, such as stores or POS values.

You can use totals for the following:

- Evaluating and consolidating data

- Determining whether transactions meet defined tolerances

- Determining over or shorts exported to external systems

Once the totals are calculated, you can export them to an external application.

This chapter contains the following topics to help you understand and manage total definition:

- Creating a Total Definition

- Managing Total Definition

- Frequently Asked Questions

Creating a Total Definition

The Total Maintenance wizard allows you to create and update a total definition. It involves a series of steps where various details such as, total type, total entity, data source, roll up level, total usage can be specified. Each window in the wizard has a text box to the right that displays help text for each field. You should understand the following concepts before you create or update a total:

- Revision Number

  Each total definition is assigned a revision number because updates to the total definitions are saved as new revisions and the existing definition record is not updated. This allows you to maintain a full audit trail and ensures that if an export

is restarted after the total definition has changed, the system still has the total definition of the original export.

- Status

    Each total definition is assigned a status. Based on the status of the total, the values it produces are stored in respective tables. For example, if a total definition is in Worksheet status, the values it calculates are written to the specific tables. This allows you to test total definitions to ensure the definition meets the functional need before introducing the total into the main test or production system.

Defining Basic Information for Totals

The Overview window allows you to enter basic information for a total. You can enter the following information on the Overview window:

Field	Description
Total	A unique ID and a description for the total. It is recommended that you add a description that is relevant to the objective you are trying to achieve with this total.
Description	A description for the total, any alpha numeric value is acceptable in this field.
Start Date and End Date	The period for which the total is active.
Update Date/Time	The system time when the total was last updated. This field is system generated and you cannot edit it.
Total Category	A grouping mechanism that helps to organize totals for display on the Over/Short and Miscellaneous Total windows. It does not influence the total in any way. It only helps to organize the total values for display. It determines the screens on which the total values are displayed. For over/short totals, you must specify an Over/Short Group and an Over/Short Operator.
Over/Short Group	Determines if the total values are 'Accounted For' (actual in hand money) or 'Accountable For' (based on transaction data, money the store should have).
Over/Short Operator	Used to determine whether the values produced by the total are added or subtracted from either the 'Accounted For' or 'Accountable For' groups.
Raw Data or Existing Total	A raw data total is defined using transaction data in the database. A combined total is defined by combining existing totals. While creating a raw data total, the total definition involves building an SQL statement.

Defining Attributes

The Attributes window allows you to identify from where can the values for this total come from. The following are the options on the Attributes window:

Field	Description
Corresponds to a value from the RTLOG	Determines whether the total is uploaded from the POS/OMS through an RTLOG file.

Field	Description
System calculated value	Determines whether the total is calculated by the system. For system calculated totals, you must either build a SQL statement or define a total through total maintenance wizard.
Count or sum	Determines whether the total values represent a number of occurrences (count) or an amount resulting from them (sum).
Store or system balancing level	Determines whether one value for the total is produced per store, or if one value is produced per cashier/store (if the balancing level is cashier) or per register/store (if the balancing level is register).
Created with the wizard	Determines whether the wizard is used to actually write the code for the total definition.
Required by the system	Determines whether the total is system required. The only totals that are required by the system and must be set up before production usage are:

OVRSHT_S – Used for the store level over/short total.

OVRSHT_B – Used for the balancing level over/short total (this is only used if the SA_SYSTEM_OPTIONS. BALANCE_LEVEL_IND is either 'C' – cashier or 'R' – register. |
| Display Group | Determines the order in which the total appears on the Over/Short and Miscellaneous totals form. |

Defining Realms and Joins

The Realms section allows you to add existing realms (tables) to the total. The list of available realms is displayed in the window.

Availability of realms is determined by whether possible joins exist with the realms that are already added to the total definition (the wizard does not allow incomplete joins that create Cartesian products).

In general, you should add the general/parent tables, and then add the specific/child tables. If at any time, a realm that you want to use is unavailable, you should remove the realms already added to the total, and try again in another order.

The Joins section displays how the realms are joined together. These joins are based on metadata defined in the system.

Defining Parameters and Roll-Ups

The Parameters section allows you to choose the parameters for the total definition. You can only choose parameters (columns) that are available in one of the realms that were previously added to the total definition.

Begin by choosing one of the realms. The parameter list then displays a list of all of the parameters that belong to the selected realm. You must choose the parameter that you need to count or sum and any other parameters that may be used to limit the data set.

The Roll Ups section allows you to define the parameter that is counted (or summed). It also allows you to define up to three parameters to group by. Only parameters that were previously added to the total definition can be either counted (summed) or grouped by. The system by default rolls up the totals to either store or balancing level (cashier/register) level based on whether the total is defined at the store level or cashier/register level

Defining Restrictions

The Restrictions window allows you to limit the data set that is included in the total values. You can only restrict with parameters that were previously added to the total definition.

Restrict Results By Table Values

Restricting allows you to make numerical as well as logical comparisons on the set of parameter values that have been added earlier to the total definition.

Restrict Results By Constant Values

Restricting by a constant value allows you to define totals that only apply to a simpler data set that can be identified by a constant.

Defining Combined Totals

The Combined Total Details window allows you to combine two existing totals. In order to be combined, the totals must be compatible. To be compatible, totals must be defined at the same balancing level and have the same roll-ups.

Defining Location Traits

The Location Traits window allows you to associate total definitions with stores. The totals are calculated for each store that has the location trait. If multiple traits are added and have overlapping stores, the total is calculated once per store.

Location Traits are defined in RMS. It is recommended that when ReSA is used, you create an All Stores location trait and associate that trait with all available stores. While some regional or loss prevention totals can be associated with limited groups of stores, you must associate other totals (such as, Over/Short) with every store that uploads data to ReSA.

Defining Usages

The Usages window allows you to define what should be done with values calculated by the total definition. There is a usage for each export. Total definitions that have export usages flag their resulting total values so that these values are selected and written to the export files. There is a usage for the Flash Totals Report and a Flash Sales Year to Date report too.

Managing Total Definition

You can manage totals using the following procedures:

- Creating a Total Definition
- Creating a Combined Total
- Viewing a Total Definition
- Editing a Total Definition
- Changing the Status of Total Definition

Creating a Total Definition

To create a total definition:

1. From the Tasks menu, select **Create Total Definition**. The Total Maintenance window appears.

2. In the **Total** field, enter the ID and description of the total definition.

3. In the **Start Date** and **End Date** fields, enter the dates for which the total definition is effective.

   > **Note:** If you leave the End Date field blank, the total is calculated indefinitely.

4. Select a category for the total in the **Total Category** field.

5. Click **Next** to navigate through the wizard. Help for the selected field and button appears in the section on the right side of the window. For more information about the fields on each window, see Creating a Total Definition.

   > **Note:** Select **Raw Data** or **Existing Total** from the Total Overview panel to indicate how the total is defined. If you select Raw Data, you create a completely new rule. To do this, you need a thorough knowledge of the tables and columns in the database. If you select Existing Data, you create a sum of existing totals.
   >
   > You must associate all totals defined with a specific location list. For more information, see Defining Location Traits

6. Click **Save** to create the total definition.

Creating a Combined Total

You can combine existing totals to form a combined total using the Combined Total Details window.

To create a combined total:

1. From the Tasks menu, select **Foundation Data > Create Total Definition**. The Total Maintenance window appears.

2. In the **Total** field, enter the ID and description of the total definition.

3. In the **Start Date** and **End Date** fields, enter the dates for which the total definition is effective.

   > **Note:** If you leave the End Date field blank, the total is calculated indefinitely.

4. Select a category for the total in the **Total Category** field.

5. Click **Next**. The Attributes window appears.

6. In the **Display Group** field, select the order in which the total appears on the Over/Short and Miscellaneous totals window.

7. Click **Next**. The Combined Total Details window appears.

8. Select **Actions > Add**. The **Total Maintenance - Add Total** window appears.

9. In the **Operator** field, select the operator.

10. In the **Total** field, select an existing total.

Figure 4–1   Total Maintenance - Add Totals Window
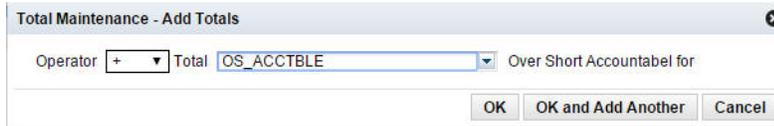
11. Click **OK** to add the total. You can add more totals by clicking **OK and Add Another.**

Figure 4–2   Create Total Definition Wizard - Combined Total Details Window
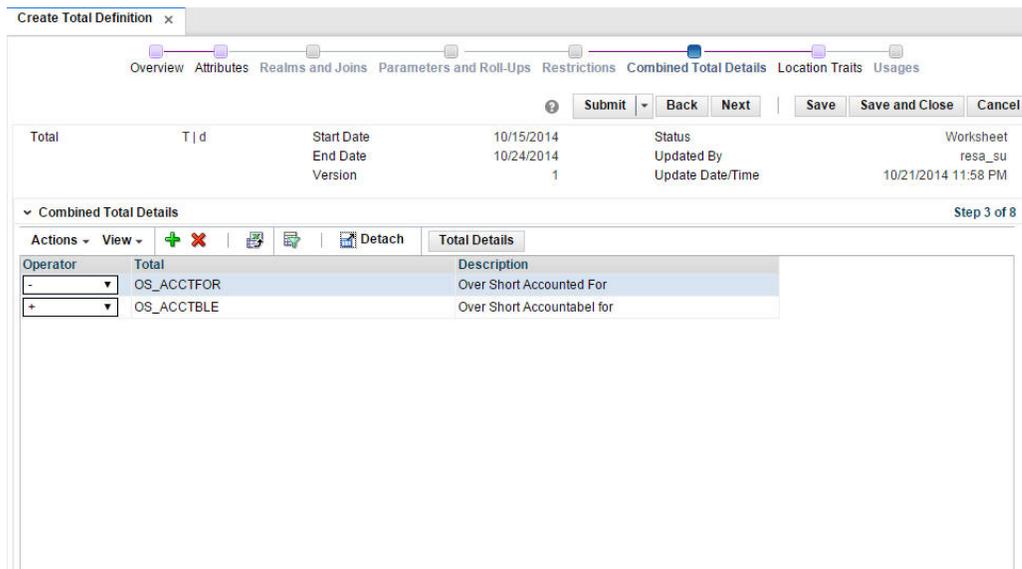
12. Click **Next** to navigate through the wizard. Help for the selected field and button appears in the section on the right side of the window.

13. Click **Save** to create the combined total.

Viewing a Total Definition

To view a total definition:

1. From the Tasks menu, select **Foundation Data > Manage Total Definition**. The Total Search window appears.

Figure 4–3   Total Search Window

2. Enter additional criteria as desired to make the search more restrictive.

3. Click **Search**. The totals that match the search criteria are displayed in a table.

4. Select the total you want to view and from the Actions menu select **View**.

   The Total Maintenance window for the selected total appears.

Editing a Total Definition

To edit a total definition:

1. From the Tasks menu, select **Foundation Data > Manage Total Definition**. The Total Search window appears.

2. Search for and select the total definition you want to edit.

3. From the **Action** menu, select **Edit** or click the Edit icon.

   The Total Maintenance window appears.

4. Select the page you want to edit.

5. Make the necessary changes and click **Save** to save the changes.

Changing the Status of Total Definition

The default status of a defined total is Worksheet. You can set the status of a total definition to one of the following actions:

■ Submit a total definition for approval

   You can submit a total definition using the **Submit** option, this changes the status to Submitted.

■ Approve a total definition

When a total definition is submitted for approval, you can approve it by changing the status of the total to **Approved** by using the Approve option.

■ Disable a total definition

You can disable a total definition by changing the status to **Disabled** by using the Disable option.

■ Delete a total definition

You can delete a total definition by changing the status to **Deleted** by using the Delete option. You cannot delete an approved total.

To change the status of a total definition:

1. From the Tasks menu, select **Foundation Data > Manage Total Definition**. The Total Search window appears.

2. Search for and retrieve the total definition in Edit mode. The Total Maintenance window appears.

> **Note:** If you want to submit a total definition for approval, restrict the search to the totals in **Worksheet** status.

3. From the Submit menu, select a status for the total. You can select from Submit, Approve, Disable, or Delete.

4. When the system prompts you for a confirmation of status, click **Yes**.

5. Click **Save and Close** to save your changes and close the window.

Frequently Asked Questions

1. **What is the difference between a Total and an Audit Rule in ReSA?**

Totals in ReSA can either come from the POS or other external systems through the RTLOG. ReSA can also calculate the total itself based on raw transaction data or existing totals. Totals are used in performing store balancing (over/short), analysis within ReSA and exporting the transactions as well as totals. Audit Rules are a set of rules defined by the ReSA user to detect any error or exception in the data imported from external systems. Based on the given conditions if a rule fails, the system generates an exception, the retailer defines if the error can be overridden as well as what systems the error impacts. This system impact prevents a bottleneck in the export process by only prohibiting the export of the transaction or total to the systems defined in the system impact. Even if the transaction or total is in error, ReSA still exports it to other systems as long as they are not defined in the system impact for the given error.

2. **On the Total Maintenance wizard in ReSA, is the question "Is this total a component of the Over/Short or Miscellaneous total?" only used to define on which total screen the defined total appears?**

Yes, this is only used to define the window that displays the total, the Over/Short or the Miscellaneous Totals form. Auditors use Over/Short Totals to perform store balancing (tender balance).

3. **On the Total Maintenance wizard in ReSA, there is a question "Does this total correspond to a value in RTLOG?" Where is the total value displayed when this is set to 'Yes' or 'No'?**

If this is set to 'Yes', it indicates the total is expected in the RTLOG such as a Declared Tender Total; therefore, the value is displayed in the RTLOG Reported column.

If this is set to 'No', it indicates that ReSA calculates this value based on either raw data or existing totals; therefore, the value is displayed in the System Calculated column.

4. **On the Total Maintenance wizard in Retail Sales Audit (ReSA), there is a list box for Display Group and a Display Group Details button. What tables hold this information and what purpose do they serve?**

The Display Group list box defines in what order the total is displayed on the defined form in ReSA. This information is held on the sa_total_head table in the display_order field.

The Display Group Details button displays all other totals that are defined to be displayed on the same form, total category and share the same display group setting for the given total. If more than one total has the same display order, then they are displayed alphabetically. This information is not held on one specific field, but rather queries multiple fields on the sa_total_head table.

5. **What is the difference between Accounted For and Accountable For?**

Accounted For – These totals represent what is physically counted in the till. (for example, total cash on hand, total checks).

Accountable For – These represent what should be in the till (for example, Sales, Returns). These totals can either come from the RTLOG or ReSA can calculate these totals. Auditors use Miscellaneous Totals for other types of analysis (for example, loss prevention totals), which can have no relevance to the Over/Short screen.

5

Importing Transactional Data

ReSA accepts POS/OMS data as an RTLOG file. It then performs an initial validation on the data. This data is then loaded into the ReSA database tables. A batch process then audits the uploaded data. The store day records in ReSA are locked during validation to prevent any manual updates of the data. All errors are written to error tables.

The data import is considered complete once the batch process has updated the store data and audit status for each store day record.

This chapter contains the following topics to help you understand the import process:

- Managing POS/OMS Data in ReSA
- Transaction Types in ReSA

Managing POS/OMS Data in ReSA

The following is the process followed while importing data into ReSA.

1. Create a Store Day.

    ReSA requires a store day to process data from POS/OMS. The creation of store day for the current day automatically happens at the end of processing for the previous day.

2. Receive RTLOG from POS and OMS.

3. Filter the duplicate transactions received from POS and OMS.

4. Import RTLOG into ReSA.

    Run batch files to import the RTLOG files into ReSA.

5. Validate RTLOG with the reference data and configuration options during import.

6. Run audit rules and totals on the uploaded data.

7. Flag auditing failures as well as mismatched with reference data for manual audit.

8. Close store day once all RTLOGs for the business day are processed.

    It is necessary to close the Store Day in the POS system, to enable the HQ auditors to perform audit of the sales data after it is imported in the ReSA system.

Transaction Types in ReSA

The following is a list of valid ReSA transaction types.

Transaction Code	Transaction Description
OPEN	Open
CLOSE	Close
COND	Daily Store Conditions
DCLOSE	Day close indicator
LOAN	Loan
METER	Meter Reading for Fuel
NOSALE	No Sale
PAIDIN	Paid In
PAIDOU	Paid Out
PULL	Pull
PUMPT	Pump Test for Fuel
PVOID	Post Void
REFUND	Return of customer's original check
RETURN	Return
SALE	Sale
TANKDP	Tank Dip
TOTAL	POS generated totals
EEXCH	Even exchange
VOID	Void (aborted transaction)

6

Defining Audit Rules

As a retailer, you may want to supplement the validation built into ReSA by defining your own audit rules. You can define these rules based on transaction data or totals using the Rule Definition module of ReSA.

Because rules are associated with specific errors, you must define the errors and their impacts before you create the audit rules you need. These definitions can disable exports to the impacted system until all errors concerning the system are corrected, or they can disable the export of a particular transaction until it is corrected based on the option selected.

When you create an audit rule, it is initially in the Worksheet Status. You can view, run, modify, and test the rule. Errors created by rules in Worksheet Status are stored in the Error Worksheet table. Once you are satisfied that the rule works correctly, you can submit it and then later approve it.

Rules are executed each time you choose to run the re-total or the audit process using the ReSA user interface.

This chapter contains the following topics to help you understand and manage audit rules in ReSA:

- Understanding the Rule Maintenance Wizard
- Managing Rules

Understanding the Rule Maintenance Wizard

The Rule Maintenance wizard allows you to create and update a rule definition. Each window in the wizard has a text box to the right that displays help text for each field.

Defining Basic Information for Rules

The Overview window allows you to define basic information for a rule. You can enter the following information using the Rule Overview window:

Field	Description
Rule	A unique ID and a description for the rule.
Start Date and End Date	The period for which the rule is active.
Status	The status (Worksheet, Approved, Submitted, Disabled, or Deleted) of the rule.
Revision	The revision number for the rule. The revisions are tracked by the system.

Field	Description
Updated By	User ID of the person who updates the rule. This field is recorded by the system and you cannot edit it.
Update Date/Time	The date and time when the rule was last updated.
Should failing this rule stop all other rule processing for a store/day?	Use this field for rules that determine whether basic data exists for a store/day. For example, there can be a rule that determines whether a basic piece of data is missing. In case the basic information is missing, it would not make sense to continue flagging errors that confuses the auditor.
Execute Order	Use this field to determine the order in which rules are processed. Rules are placed into various execute groups. Within groups, rules are executed in alphabetical order.
Will you use the wizard to create this rule?	Use this field to specify whether you are defining the rule using the rule definition wizard, or through a manually written rule definition function.
Should this be evaluated at the store or system balancing level?	Use this field to specify whether the rules are evaluated at store, register, or cashier level.

Defining Rule Attributes

The Rule Attributes window allows you to define characteristics of the rule.

Field	Description
Does the presence or absence of this condition constitute an error?	Specify whether the rule triggers an error when a constraint condition is met (presence) or when the data does not exist in the data set (absence).
Record Type	Specify the kind of record that errors are associated with.
Rule Errors	You can choose to associate any predefined errors with the rule. You can view details about all errors by clicking the **Error Details** button.

Defining Realms and Joins

The Selected Realms section allows you to add existing realms (tables) to the rule. The list of available realms is displayed in the window, this list also includes the views created for each total.

Availability of realms to be added to the rule is determined by whether possible joins exist with the realms that are already added to the rule definition.

In general, you should add the general/parent tables, and then add the specific/child tables. If at any time, a realm that you want to use is unavailable, you should remove the realms already added to the rule, and try again in another order.

The Joins section displays how the realms are joined together. These joins are based on metadata defined in the system.

Defining Parameters

The Parameters window allows you to choose the parameters for the rule. You can only choose parameters (columns) that are available in one of the realms that were previously added to the rule. You should add all parameters that you need to use in defining the constraint conditions on the rule. The system uses the parameters needed to log the errors against the correct day and record type.

Begin by choosing one of the realms. The parameter list then displays a list of all of the parameters (columns) that belong to the selected realm (table/view). You must choose the parameter that you need to count or sum and any other parameters that may be used to limit the data set.

Defining Restrictions

The Restrictions window allows you to limit the data set that is included in the rule. You can only define these restrictions (constraint conditions) using the parameters that were previously added to the rule.

Defining Location Traits

The Location Traits window allows you to associate rules with location traits which link a group of stores. Once the association is specified, the rule is applied only for those stores. If the rule is based on a total, you can execute the rule only for stores for which the total is calculated.

Managing Rules

You can use the following procedures to manage audit rules in ReSA:

- Creating Rule Calculation Definition
- Viewing Rule Calculation Definition
- Editing Rules Calculation Definition
- Changing the Status of Rules Calculation Definition

Creating Rule Calculation Definition

To create a rule calculation definition:

1. From the Tasks menu, select **Foundation Data > Create Audit Rule**. The Rule Maintenance window appears.

2. In the **Rule** field, enter the ID and description of the rule definition.

3. In the **Start Date** and **End Date** fields, enter the dates for which the rule definition is effective.

4. Click **Next** to navigate through the wizard. For more information on the various fields on each window of the Rule Maintenance wizard, see Understanding the Rule Maintenance Wizard.

5. Click **Save** to create the rule calculation definition.

Viewing Rule Calculation Definition

To view a rule calculation definition:

1. From the Tasks menu, select **Foundation Data > Manage Audit Rule**. The Audit Rule Search window appears.

Figure 6–1 Audit Rule Search Window
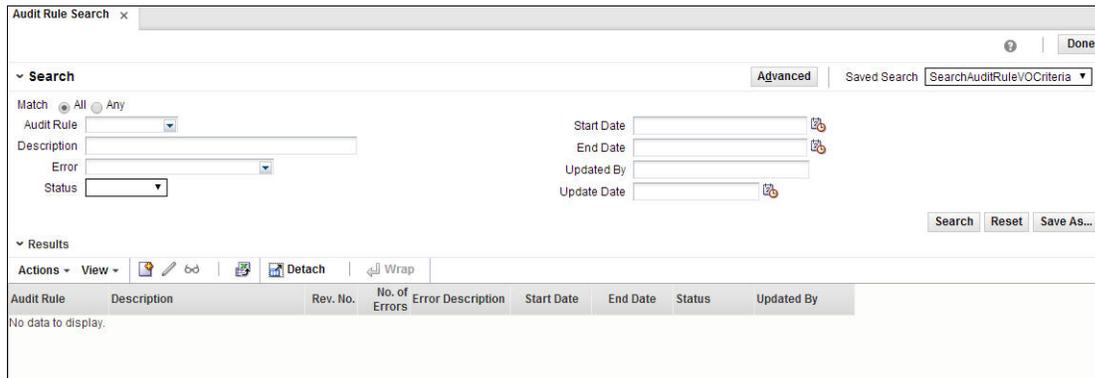
2. Enter additional criteria as desired to make the search more restrictive.

3. Click **Search**. The rules that match the search criteria are displayed in the Audit Rule Search window.

4. If you want to view the details of any rule definition, click the rule definition and select **Actions > View**.

   The Rules Definition Wizard appears. You can only view all the details of the rules definition in this window.

Editing Rules Calculation Definition

To edit a rules calculation definition:

1. From the Tasks menu, select **Foundation Data > Manage Audit Rule**. The Audit Rule Search window appears.

2. Search for and retrieve the rules calculation definition in Edit mode. The Rule Calculation Definition Wizard window appears.

3. Once the changes are complete, click **Finish** to save your changes and close the window.

Changing the Status of Rules Calculation Definition

The default status of a defined rule is Worksheet.You can change the status of the rules calculation definition based on the following actions:

- Submit for approval

  You can submit a rule calculation definition using the **Submit** option, this changes the status to Submitted.

- Approve a rules calculation definition

  Once a rules calculation definition is submitted for approval, you can approve it by changing the status of the rule to **Approved** by using the Approve option.

- Disable a rules calculation definition

  You can disable a rule calculation definition by changing the status to **Disabled** by using the disable option.

- Delete a rules calculation definition

  You can delete a rules calculation definition by changing the status to **Deleted** by using delete option.

To change the status of a rules definition calculation:

1. From the Tasks menu, select **Foundation Data > Manage Audit Rule**. The Audit Rules Search window appears.

2. Search for and retrieve the rules calculation definition in Edit mode. The Rules Calculation Definition Wizard window appears.

   > **Note:** While submitting a rules calculation definition for approval, restrict the search to the rules in **Worksheet** status.

3. Click the drop-down arrow next to the Submit button and select **Submit, Approve, Disable, or Delete**. You are prompted for confirmation.

4. Click **Yes**. The status is changed to Submitted, Approved, Disabled, or Deleted respectively.

5. Click **Save** to save your changes and close the window.

7

Auditing Transactional Data

This chapter explains the auditing process in detail and provides procedures to assist you while auditing transactional data. The process flow for auditing is as follows:

1. At the end of the day or by trickle-poll method, transactions are transmitted from the store to the head office. This data includes order initiation, order complete, and order return transactions from both OMS and POS.

2. The duplicate records received from OMS and POS are filtered within ReSA.

3. The transmitted transactions are loaded to the database, totaled, audited, and reviewed.

4. Any errors that are generated as part of the validation process must be corrected or overridden.

5. Once the audit is complete, the data is exported.

Auditing process followed by the Auditor

As a ReSA auditor, your responsibility is to review all exception errors related to your stores and either correct or override these errors.

The following is a standard auditing workflow for a auditor within ReSA:

1. Find and select the store/day containing and navigate to either Balancing Level Summary or Store Day Summary.

2. Use the Store Day Summary to review and audit the following:

    ■   Error List

    ■   Miscellaneous totals

    ■   Over short totals

    ■   Missing transactions

    ■   Import and export log

3. Use the Cashier/Register Level Summary to review and audit the following:

    ■   Error list

    ■   Miscellaneous total

    ■   Over short total

4. You can also perform data analysis such as, reviewing the audit trails. You can use the following screens for the analysis:

    ■   Transaction Find

- Item Summary

- Tender Summary

- Transaction Audit Trail

- Total Audit Trail

- General Ledger Transaction View

- Import/Export Log

- Bank ACH Maintenance

- Store ACH Maintenance

Note: Once all errors are corrected or overridden, sales audit sets the store/day audit status to Audited. The store/day audit is then available for export to an external application.

This chapter covers the following topics:

- Working with the Transaction Maintenance Module

- Managing ACH Transactions

- Viewing the Store Day Transactions

- Managing Store Audit

Working with the Transaction Maintenance Module

The Transaction Maintenance module allows you to investigate and correct errors in the external system transactions. You can review the transactions that were flagged by the automated audit process.

Transactions may have many types of errors, which need to be reviewed and corrected manually. In addition, it is also possible to review and edit the data from missing transactions or transactions that have passed the automated audit. Corrected transactions are exported to external systems by a batch program.

You can use the Transaction Maintenance window to view, create, and edit transactions.

Figure 7–1   Transaction Maintenance Window

Creating a Transaction

To create a transaction:

1. From the Tasks menu, select **Operations > Manage Transaction**. The Manage Transaction window appears.

2. Select **Actions > Create**. The Transaction Maintenance window appears.

    > **Note:**   You can also navigate to the Transaction Maintenance window by selecting **Operations > Create Transaction**.

3. In the **Chain** field, enter a chain number.

4. In the **Store** field, enter the store ID.

5. In the **Business Day** field, enter a date, or click the calendar button and select a date.

    Entering a store results in opening a Search and Select pop-up which allows you to select a Business Date. The selection of store and business automatically populates the Chain, Banner and Business Date fields if they were not entered.

6. In the **Tran. Date/Time** field, enter the date and time the transaction occurred.

    > **Note:**   The **Ext. System Tran. No.** field displays the transaction number that was used by the external system.

7. In the **Tran. Type** field, enter the type of transaction you are creating.

    > **Note:**   Depending on the type of transaction you select, additional fields are enabled. Enter the appropriate information in the enabled fields.

8. Add any of the following details to the transaction as needed:

- Items to a transaction.

- Discount to the item on a transaction.

- Tender records to a transaction.

- Customer order information to a transaction.

- Paid out details to a transaction.

- Employee details to a transaction.

- Tax details to a transaction.

- Tax to the items on a transaction

- Voucher details to either item or tender on a transaction

- Customer attributes

9. Click **OK** to save your changes and close the window.

Adding Item Information to a Transaction

You can use the following procedures to add item information to a transaction.

To add an item to a transaction

1. On the Transaction Maintenance window, in the Items section, select **Actions > Add**. The Transaction Maintenance - Add Item window appears.

2. Select the item type.

3. Enter the item ID. Details such as **Unit Retail**, **Selling UOM** are defaulted and can be overridden.

Figure 7–2   Transaction Maintenance - Add Item Window

4. Enter details such as **Quantity** and **Item Status**.

5. Click **OK** to save your changes and close the window.

To add return reason code

1. On the Transaction Maintenance window, in the Items section, select **Actions > Edit**. The Transaction Maintenance - Edit Item window appears.

2. In the **Item Status** field, select **Return**. The Return Reason field is activated.

3. In the **Return Reason** field, select the return reason code.

4. Click **OK** to save your changes and close the window.

To add customer order information to an item

1. On the Transaction Maintenance window, in the Items section, select **Actions > Edit**. The Transaction Maintenance - Edit Item window appears.

2. In the Customer Order Attributes section, select the type of sales from the **Sales Type** field.

3. Update the other fields as required.

Figure 7–3   Transaction Maintenance - Edit Item Window

4. Click **OK** to save your changes and close the window.

### To add price override information to a transaction

1. On the Transaction Maintenance window, in the Items section, select **Actions > Edit**. The Transaction Maintenance - Edit Item window appears.

2. In the Price Override section, enter the override reason in the **Override Reason** field.

3. In the **New Unit Retail Price** field, enter the new price.

4. Click **OK** to save your changes and close the window.

To add item details

1. In the Items section, click the arrow next to **Item Details**.

   The Items Details section is expanded. You can add taxes and discounts here.

Figure 7–4   Item Details Section on the Transaction Maintenance Window
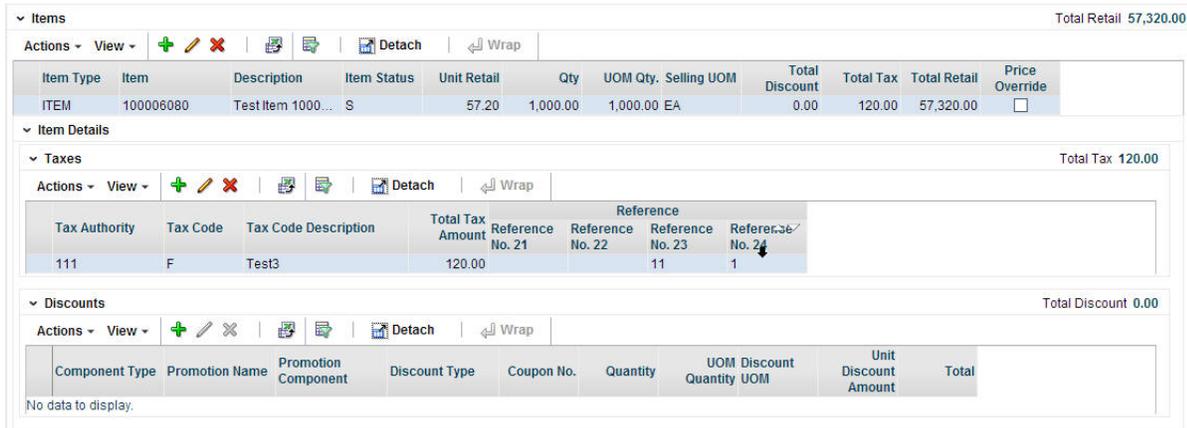
To add item discounts to a transaction

1. In the Items section, click the arrow next to Discounts to expand the discounts section. Click **Actions > Add**. The Transaction Maintenance - Add Discount window appears.

2. In the **Component Type** field, select the type of promotion or discount you are creating.

   - If you are creating a promotion, in the **Promotion** field, enter the promotion.

   - If you are creating a discount, from the **Discount Type** field, select the type of discount that you want to apply to the item.

Figure 7–5   Transaction Maintenance - Add Discount Window
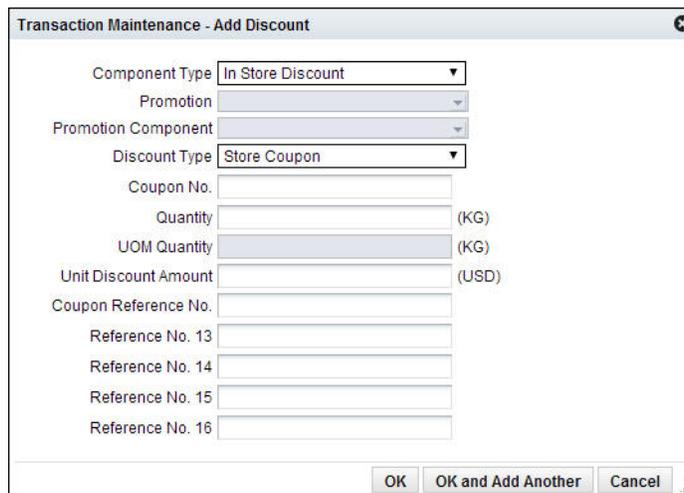
3. In the **Promotion Component** field, edit the component of the promotion as necessary.

4. In the **Coupon No.** field, enter the ID of the promotion or discount.

5. In the **Quantity** field, enter the quantity for the discount.

6. In the **Unit Discount Amount** field, enter the amount of the discount.

7. Add the appropriate reference information.

8. Click **OK** to save your changes and close the window.

Adding Reference Information to a Transaction

1. On the Transaction Maintenance window, click the arrow next to the **Reference** section. The Reference section is expanded.

Figure 7–6   Reference Section on the Transaction Maintenance Window

2. In the **Reference** fields, enter the reference information as needed.

3. Click **OK** to save your changes and close the window.

Viewing Transaction Audit Trails

To view the revisions of a transaction:

1. On the Transaction Maintenance window, from the **More Actions** menu, select **Transaction Audit Trail**. The Transaction Audit Trail window displays an audit trail of all revisions to the transaction.

Figure 7–7   Transaction Audit Trail Window
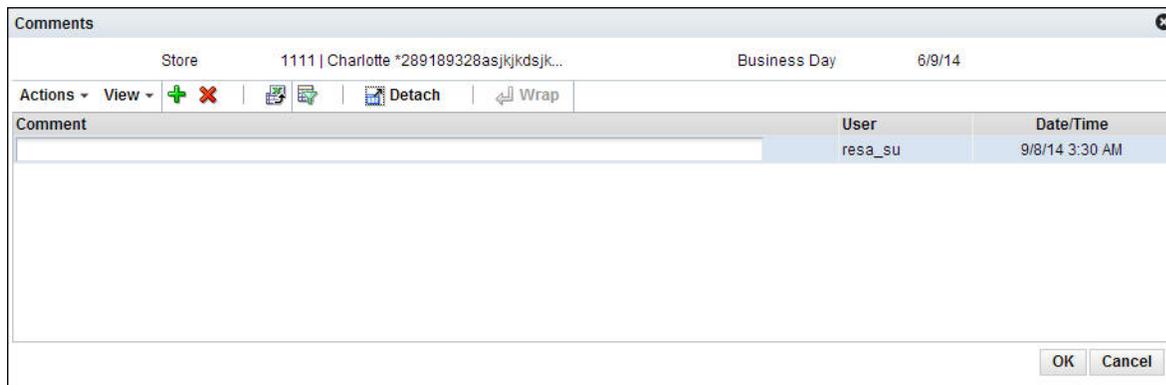

2. Click **OK** to close the window.

Adding Comments to a Transaction

To add comments:

1. On the Transaction Maintenance window, from the **More Actions** menu, select **Comments**. The Comments window appears.

2. Select **Actions > Add**. The next line in the table is enabled for commenting.

Figure 7–8   Comments Window

3. Enter your comments.

4. Click **OK** to save your changes and close the window.

Viewing Errors Associated with a Transaction

To view errors:

1. On the Transaction Maintenance window, from the **More Actions** menu, select **Errors**. The Sales Audit Errors window appears. You can view all the errors associated with the transaction in this window.

2. Click **OK** to close the window.

Refreshing the Errors

To refresh the errors:

1. On the Transaction Maintenance window, from the **More Actions** menu, select **Refresh Errors**.

The errors are refreshed taking into account any updates that were made to the transaction.

Adding Tender Information to a Transaction

To add tender information to a transaction:

1. On the Transaction Maintenance window, in the **Tender** section, select **Actions > Add**. The Transaction Maintenance - Add Tender window appears.

2. In the **Tender Type Group** field, select the tender type group.

3. In the **Tender Type** field, select the tender type.

4. In the **Amount** field, enter the tender amount.

Figure 7–9 Transaction Maintenance - Add Tender Window

5. You can enter details in the respective sections based on the tender type you select.

6. If you select a type of card payment in the **Tender Type Group** field the **Credit Card** section is enabled:

   a. In the **Authorization No.** field, enter the authorization for user ID.

   b. In the remaining fields, select the information needed.

Figure 7–10 Credit Card Section on the Transaction Maintenance - Add Tender Window

   c. Click **OK** to save your changes and close the window.

7. You can add user-defined reference information to a type of tender in the **Reference** section.

8. Click **OK** to save your changes and close the window.

Adding Customer Information to a Transaction

To add customer information to a transaction:

1. On the Transaction Maintenance window, expand the **Customer** section.

2. In the **Identification Type** field, select the source of the customer information.

3. In the **Identification No**. field, enter the ID from the source document selected in the **Identification Type** field.

4. In the remaining fields, enter the name and the address information for the customer.

Figure 7–11   Transaction Maintenance Window - Customer Section

5. In the **Customer Attributes** section, select **Actions > Add**. The Transaction Maintenance - Add Customer Attribute window appears.

6. In the **Attribute Type** field, select the attribute type.

7. In the **Attribute** field, enter an attribute.

Figure 7–12   Transaction Maintenance - Add Customer Attribute Window

8. Click **OK** to save your changes and close the window.

Adding Paid Out Details to a Transaction

To add paid out details to a transaction:

1. On the Transaction Maintenance window, expand the **Paid Out Details** section.

2. In the **Vendor** field, enter a vendor number.

3. In the **Vendor Invoice No.** field, enter a vendor invoice number.

4. In the **Proof of Delivery No.** field, enter a proof of delivery number.

5. In the **Payment Reference No.** field, enter a payment reference number.

6. Click **OK** to save your changes and close the window.

Viewing Transaction

To view a transaction:

1. From the Tasks menu, select **Operations > Manage Transaction**. The Manage Transaction window appears.

2. Enter search criteria to find the transaction that you want to view and click **Search**.

3. Select the transaction from the Results table.

4. Select **Actions > View.** The Transaction Maintenance window appears in view mode.

5. You can view all the information related to the transaction on this window.

6. Click **Done** to close the window.

Managing ACH Transactions

The Automated Clearing House (ACH) Maintenance module allows you to declare and manage how much money is deposited in local bank accounts. ACH maintenance allows Headquarter (HQ) users to manage how money moves from local bank accounts to centralized bank accounts. You can manage ACH transactions using the following procedures.

Viewing Bank ACH Transactions

To view bank ACH transactions:

1. From the Tasks menu, select **Operations > Bank ACH**. The Bank ACH window appears.

Figure 7–13   Bank ACH Window

Adding a Bank ACH Transaction Amount

To add a bank ACH transaction amount:

1. From the Tasks menu, select **Operations > Bank ACH**. The Bank ACH window appears.

2. Select **Actions > Add**. The Bank ACH - Add Adjustment window appears.

3. In the **Bank** field, enter the bank ID.

4. In the **Bank Account No**. field, enter a bank account number.

5. In the **Business Day** field, enter a business day, or click the calendar button and select the date.

6. In the **Next Day Manual ACH Adjustment** field, enter an amount.

Figure 7–14   Bank ACH - Add Adjustment

7. Click **OK** to save your changes and close the window.

Deleting a Bank ACH Transaction Amount

To delete a bank ACH transaction amount:

1. From the Tasks menu, select **Operations > Bank ACH**. The Bank ACH window appears.

2. Select the record.

3. Click **Delete**.

4. Click **Yes** to confirm deletion.

Viewing a Store ACH Transaction

To view a store ACH transaction:

1. From the Tasks menu, select **Operations > Store ACH**. The Store ACH window appears.

Figure 7–15   Store ACH Window

2. To view the bank details for a selected store, click **Bank Details**. The Bank ACH window appears.

3. Click **OK** to close the window.

Adding a Store ACH Transaction Amount

To add a store ACH amount:

1. From the Tasks menu, select **Operations > Store ACH**. The Store ACH window appears.

2. Click **Actions > Add**. The Store ACH - Add Adjustment window appears.

3. In the **Store** field, enter a store ID.

4. In the **Business Day** field, enter a business day.

5. In the **Bank** field, enter a bank ID.

6. In the **Next Day Manual Deposit Adjustment** field, enter an amount.

Figure 7–16   Store ACH - Add Adjustment Window

7. Click **OK** to save your changes and close the window.

Deleting a Store ACH Transaction Amount

To delete a store ACH transaction amount:

1. From the Tasks menu, select **Operations > Store ACH**. The Store ACH window appears.

2. Select a record.

3. Select **Actions > Delete**.

4. Click **Yes** to confirm deletion.

5. Click **Save and Close** to save your changes and close the window.

Viewing the Store Day Transactions

Audit trails allow you to view the revisions made to a transaction or a total. Summaries allow you to view the transactions that occurred on a Store Day.

After modifying the information for a Store Day, you can view the information through audit trails or summaries. After you view the summaries, you can return to the Transaction Maintenance module to update any outstanding issues you find while reviewing the Store Day. For more information on working with the Transaction Maintenance module, see Working with the Transaction Maintenance Module

Viewing Transaction Audit Trails

To view the revisions of a transaction:

1. From the Tasks menu, select **Operations > Manage Transaction**. The Manage Transaction window appears.

2. Search and select the transaction for which you want to view the audit trail.

3. Select **Actions > View**. The Transaction Maintenance window appears.

4. From the **More Actions** menu, select **Transaction Audit Trail**.

   The Transaction Audit Trail window appears. This window displays an audit trail of all revisions to the transaction.

Figure 7–17   Transaction Audit Trail Window

5. Select a revision from the table.

6. To view all revisions in detail:

   ■ **Item level**: Expand the Items section, select an item and expand the **Item Revisions** section. You can view all the revisions for the selected item.

   ■ **Tender level:** Expand the Tender section, select a tender and expand the **Tender Revisions** section. You can view all the revisions for the selected tender.

   ■ **Export level:** Expand the Exports section, select an export and expand the **Export Revisions** section. You can view all the revisions for the selected export.

7. Click **Done** to close the window.

Viewing a Total Audit Trail

To view a total audit trail:

1. From the Tasks menu, select **Operations > Total Audit Trail**. The Total Audit Trail Search window appears.

2. Enter criteria to make the search restrictive.

3. Click **Search**. A list of totals matching the criteria is displayed.

4. Select a total.

5. Select **Actions > View**. The Total Audit Trail window appears.

Figure 7–18   Total Audit Trail Window

6. Click **Done** to close the window.

Searching for an Item Summary

To search for an item summary:

1. From the Tasks menu, select **Operations > Item Summary**. The Item Summary window appears.

2. In the **Store** field, enter a store number.

3. In the **Item Type** field, select an item type.

4. In the **Item** field, enter an item number.

5. In the **Business Day** field, enter a business day, or click the calendar button and select the date.

6. Click **Search**. The table displays the items that match the search criteria.

7. Click **Done** to close the window.

Searching for General Ledger Transaction View

The Sales Audit General Ledger Transaction View window facilitates you to search and view transactions related to all the totals in a date range. This window also aids to view finance drill down report and finance drill back report.

To search for general ledger transaction view:

1. From the Tasks menu, select **Operations > General Ledger Transaction View**. The General Ledger Transaction View window appears.

2. In the **Store** field, enter a store number.

3. In the **Processed Date** field, enter a processed date, or click the calendar button and select the date.

4. In the **Accounting Date** field, enter an accounting date, or click the calendar button to select the date.

5. In the **Total ID** field, enter or search the total ID.

6. In the **Business Day** field, enter a business day, or click the calendar button to select the date.

7. Click **Search**. The table displays the items that match the search criteria.

8. Click **Done** to close the window.
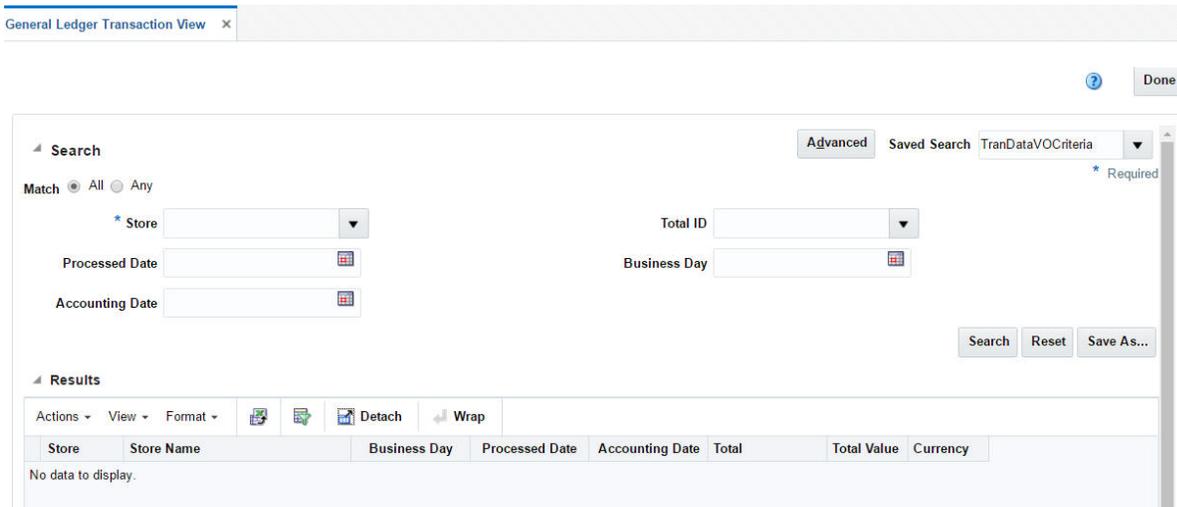
Figure 7–19   General Ledger Transaction View

Searching for Tender Summary Information

To search for tender summary information:

1. From the Tasks menu, select **Operations > Tender Summary**. The Tender Summary window appears.

2. In the **Store** field, enter a valid store ID.

3. In the **Business Day** field, enter a valid business day, or click the calendar button and select a business day.

4. To narrow your search, enter or select values in additional search fields.

5. Click **Search**. The data matching your search criteria appears.

6. Click **Done** to close the window.

Managing Store Audit

You can perform various operations on a store day using the following procedures.

Searching for a Store Day

To search for a store day:

1. From the Tasks menu, select **Store Day Audit**. The Store Day Search window appears.

2. In the **Store** field, select a store.

3. In the **Business Day** field, select a date.

4. In the status fields, select varying status criteria.

Valid **Overall Status** are:

- Sales Audit in Progress
- Sales Audit Complete

Valid **Data Status** are:

- Ready for Import
- Loading
- Partially Loaded
- Fully Loaded
- Purged

Valid **Audit Status** are:

- Unaudited
- Store Errors Pending
- HQ Errors Pending
- Re-Totalling/Auditing Required
- Totaled
- Audited

5. Enter additional criteria as desired to make the search more restrictive.

6. Click **Search**. A list of selected stores appears by business date.

7. Click **Done** to close the window.

Viewing a Store Day Information

To view the store day summary:

1. From the Tasks menu, select **Store Day Audit**. The Store Day Search window appears.

2. Search for and select a store day.

3. From the **Actions** menu, select **View**. The Store Day Summary window appears.

Figure 7–20   Store Day Summary Window
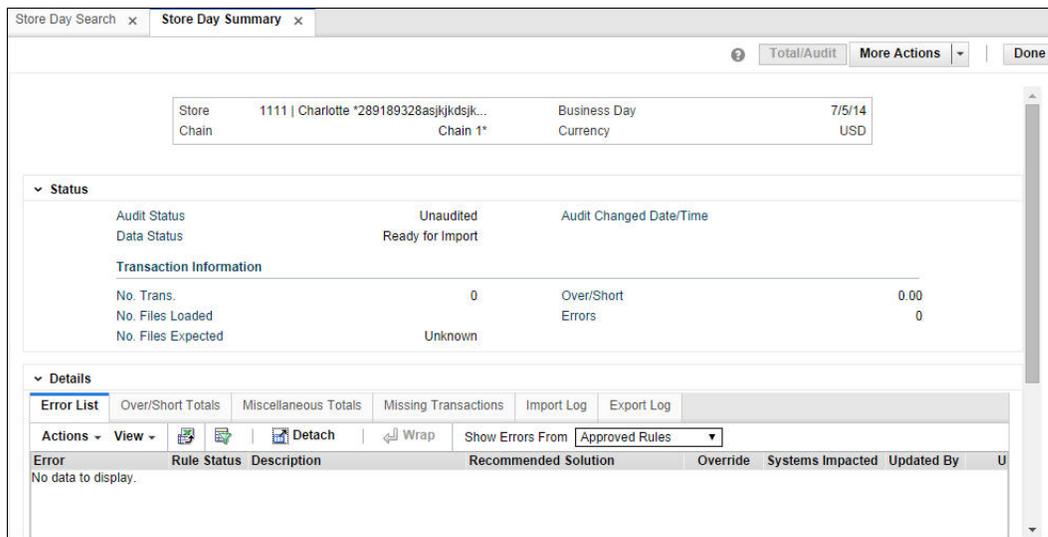
4. Click **Done** to close the window.

Resolving Errors

To resolve errors:

1. From the Tasks menu, select **Store Day Audit**. The Store Day Search window appears.

2. Search for and retrieve a store day in **Edit** mode.

3. In the **Error List** tab, select the error from the list.

4. Select **Actions > Fix Error**. The Transaction Detail window appears.

5. Resolve the error.

6. Click **OK** to save your changes and close the window.

Viewing Over/Short Totals Information

To view over/short totals information:

1. From the Tasks menu, select **Store Day Audit**. The Store Day Search window appears.

2. Search for and retrieve a store day in **View** mode. The Store Day Summary window appears. You can view the Over/Short information in the **Over/Short Totals** tab.

3. From the **Options** menu, select **Over/Short Totals**. The Over/Short window appears.

4. According to the information that you want to view, select the appropriate option from the **Actions** menu.

   ■ Select **Exports** to view the Totals Export window.

   ■ Select **Audit Trail** to view the Audit Trail window.

5. Click **OK** to close the window.

Viewing Miscellaneous Totals

To view miscellaneous totals:

1. From the Tasks menu, select **Store Day Audit**. The Store Day Search window appears.

2. Search for and retrieve a store day in **View** mode. The Store Day Summary window appears. Select the **Miscellaneous Totals** tab.

3. From the **Actions** menu, select **Exports**, **Audit Trail**, **Combined Total Details**, or **Errors**.

4. Click **Done** to close the window.

Managing a Missing Transaction

The Missing Transaction tab allows you to view and update missing transactions. Missing transactions can occur when a transaction number, without any details, is generated at the POS or OMS. Missing transactions may represent transactions that were not properly polled, so you need to add the details. Another possibility is that the transaction numbers were polled erroneously from the POS or OMS, and do not represent actual transactions. You need to delete such transaction numbers.

To edit a missing transaction

1. From the Tasks menu, select **Store Day Audit**. The Store Day Search window appears.

2. Search for and retrieve a store day in **Edit** mode. The Store Day Summary window appears. Select the **Missing Transactions** tab.

3. Select an external system transaction to add details.

4. From the **Actions** menu, select **Edit**. The Transaction Maintenance window appears.

5. Enter the details of the transaction in the appropriate fields.

6. Click **Save** to save your changes and close the window.

To delete a missing transaction

1. From the Tasks menu, select **Store Day Audit**. The Store Day Search window appears.

2. Search for and retrieve a store day in **Edit** mode. The Store Day Summary window appears. Select the **Missing Transactions** tab.

3. Select the missing transaction.

4. From the **Actions** menu, select **Delete**.

5. Click **Yes** to confirm.

6. Click **Done** to save your changes and close the window.

Viewing the Import/Export Log

To view import/export log:

1. From the Tasks menu, select **Store Day Audit**. The Store Day Search window appears.

2.   Search for and retrieve a store day in **Edit** mode. The Store Day Summary window appears.

3.   Select the **Import Log** tab to view the import log.

4.   Select the **Export Log** tab to view the export log.

5.   Click **Done** to close the window.

Deleting a Store Day

To delete a store day:

1.   From the Tasks menu, select **Store Day Audit**. The Store Day Search window appears.

2.   Search for and retrieve a store day in **Edit** mode. The Store Day Summary window appears.

3.   From the **More Actions** menu, select **Delete Store Day**.

4.   Click **Yes** to confirm.

8

Exporting Data

Once the auditing process is complete, the transactional data is exported to different Oracle Retail systems. Exporting data involves retrieving data from the ReSA database, and writing it to a file formatted to the standards of the external systems such as, Retail Merchandising System (RMS), Store Inventory Management (SIM), Retail Invoice Matching (ReIM), Retail Analytics (RA), and third party applications.

Exporting Audited Data

ReSA uses the following process to export audited data:

1. Transactions/Totals that are corrected in the interactive audit process are extracted from the database tables by the Sales Audit program.

2. This information is written to interface files/tables that are used by external systems.

3. A batch program extracts transactions with the status of Passed, Non-fatal, and Delete. The data is exported to temporary staging tables where additional batch programs manipulate the data and pass it to external systems, such as RMS or RA.

4. If a previous revision of a transaction was exported, a reversal of the revision is also included in the transmission.

5. After all reversal entries are created, the reversed transactions are deleted from the transaction tables.

Glossary

audit rules

Audit rules allow you to set your own sales data validation criteria.

errors

Errors arise when the conditions of a rule definition are not met. You can either correct these errors or you can override them.

error impact

Errors arising out of the transaction data validation performed by ReSA may have impact on the export of data to the external systems. At times, the data should not be exported to the external systems until the error is corrected. At other times, the impact of the error may be very negligible and limited only to the internal ReSA application. In such situations, the data can be exported to external systems.

overriding errors

There are some errors that cannot be corrected. For such errors, you need to acknowledge the error and then override these errors.

rules definition

By providing a Rule Definition in the ReSA system, you are actually defining the conditions that the ReSA system should meet to perform an additional level of transaction data validation.

sales audit

Sales audit is essentially the process of reviewing the point-of-sale transaction data for accuracy.

store day

A store day is the time spent between opening cash registers at the start of a calendar day and closing the registers at the end of the day. For some retailers, a store day spans over more than one calendar day.

totals

A total is a summation or count of two or more entities. For example, a total can be a summation of the quantity of items sold in the store on a particular store day.

total definition

By providing a Total Definition in the ReSA system, you are actually defining from where the total values will come into the ReSA system.

total level

Total level indicates the level at which the totals are calculated. The total level relates to the balancing level that is chosen for the system.

total values

This refers to the actual numeric value produced when the Total Definition is run against the transaction data.

Index