

## **Oracle® Retail Sales Audit Cloud Service**

Auditing Transactions User Guide

Release 16.0.030

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Primary Author:

Contributing Author:

Contributor:

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Oracle Retail Sales Audit Cloud Service Auditing Transactions User Guide, Release 16.0.030

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# Preface

This document describes the Oracle Retail Import Management Cloud Service user interface. It provides step-by-step instructions to complete most tasks that can be performed through the user interface.

## Audience

This document is for users and administrators of Oracle Retail Import Management Cloud Service. This includes merchandisers, buyers, business analysts, and administrative personnel.

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## Related Documents

For more information, see the following documents in the Oracle Other Product One Release 16.0.030 documentation set:

- *Oracle Retail Sales Audit Cloud Service Release Notes*
- *Oracle Retail Sales Audit Do the Basics User Guide*
- *Oracle Retail Sales Audit Foundation Data User Guide*

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- Exact error message received
- Screen shots of each step you take

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<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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## Oracle Retail Documentation on the Oracle Technology Network

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

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

## Conventions

The following text conventions are used in this document:

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



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# Sales Audit Overview

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.

## 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.

## Automatic Audit Process

Automatic auditing is done in Sales Audit Cloud Service using batch programs. The goal of the automatic audit process is to accept transaction data from point-of-sale (POS/OMS) applications and move the data through a series of processes that culminate in clean data. Sales Audit Cloud Service uses several batch-processing modules to perform the following activities:

- Import POS/OMS transaction data from the RTLog.
- Perform initial validation of data during upload of data from the RTLog to Sales Audit Cloud Service.
- Produce totals using user-defined totaling calculation rules that are user reviewable during the interactive audit.
- Validate transaction and total data with user-defined audit rules and generate errors whenever data does not meet the criteria. The user reviews these errors during the interactive audit.
- Create and export files of clean data in formats suitable for transfer to other applications.
- Update the Sales Audit Cloud Service database with adjustments received from external systems on previously exported data.

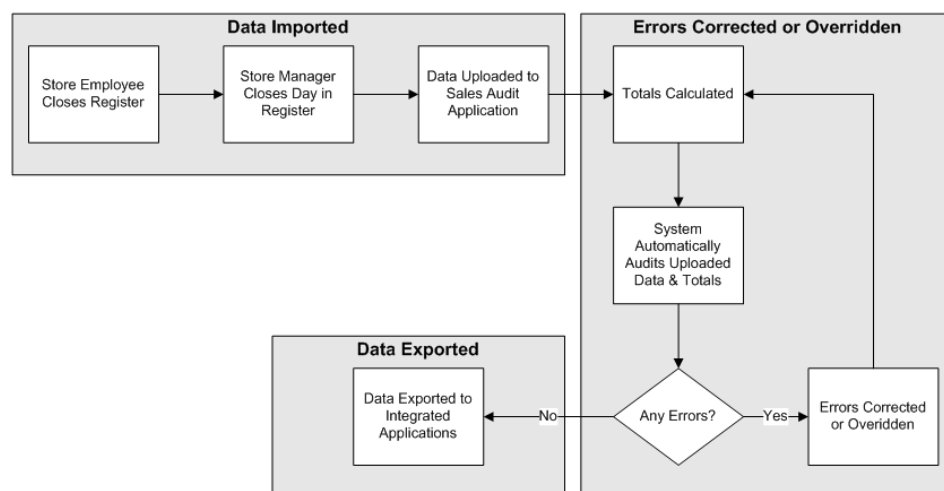
## Interactive Audit Process

Auditors use the interactive audit process to view and correct errors. This process is done after the automated audit is completed. This process allows the auditors to view errors at summary or detail level, fix or override errors, update the totals and close the store/day. In addition, it is also possible to review and edit data of missing transactions or transactions that have passed automated audit, add transactions and delete invalid or missing transactions.

## Understanding the ReSA Process

The ReSA process includes the following procedures:

1. Setting up ReSA – For more information, see “Download/Upload from Spreadsheets” in the *Oracle Retail Sales Audit Cloud Service Do the Basics User Guide*.
2. Generating totals – For more information, see “Define Totals” in the *Oracle Retail Sales Audit Cloud Service Foundation Data User Guide*.
3. Defining audit rules – For more information, see “Define Audit Rules” in the *Oracle Retail Sales Audit Cloud Service Foundation Data User Guide*.
4. Importing data – For more information, see the *Oracle Retail Sales Audit Cloud Service Operations Guide*.
5. Auditing transaction data – This manual describes how ReSA audits transaction data.
6. Exporting data – For more information, see the *Oracle Retail Sales Audit Cloud Service Operations Guide*.

**Figure 1–1 ReSA Auditing Process**

## Audit Process Flow

The audit process performs the following steps:

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 an 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 Search
  - Item Summary
  - Tender Summary
  - Transaction Audit Trail
  - Total Audit Trail
  - General Ledger Transactions
  - Import/Export Log
  - Bank ACH Maintenance
  - Store ACH Maintenance

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**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.

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## Manage Store Days

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

### View 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:

- In Progress
- 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.

## View 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 2–1 Store Day Summary Window**

| System Name  | Status           | DateTime |
|--------------|------------------|----------|
| SPM Import   | Ready for Import |          |
| Sales Import | Ready for Import |          |
| LIAR Import  | Ready for Import |          |

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

## View Over/Short Totals

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.

## View 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.

## View 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.

## Resolve Audit 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 an error from the list.
4. Select **Actions > Fix Error**. The Sales Audit window appears.
5. Resolve the error.
6. Click **OK** to save your changes and close the window.

## Delete 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.

## Reopen a Store Day

To reopen 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 **Reopen Store Day**.

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**Note:** The Reopen Store Day function is only available if the Audit Status is Audited, the Data Status is Fully Loaded, the Store Day Status is Closed, and the Business Date is greater than last end of month date.

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4. The Audit Status is set to Unaudited. The Data Status is set to Ready for Import and the Audit Changes Date/Time is updated. Click **Save** or **Save and Close** to save your changes.

## Manage Missing Transactions

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.

### 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.

### 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.

## Manage Transactions

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 3–1 Transaction Maintenance Window**

The screenshot displays the Transaction Maintenance window with the following details:

- Transaction ID:** REBA 655000001
- Status:** Present
- Chain:** 312 (Alloy Demo Chain)
- Store:** 1000000000 (REBA 16.0 Grocery Store Stock Holding...)
- Business Day:** 21/12/16
- Banner:** 6557 (ALLOY\_UPGRADE Banner\_6557)
- Value:** 16.67
- Currency:** USD
- External Transaction:** 0
- Transaction Type:** Sale
- Sub-Transaction Type:** Employee
- Transaction Date/Time:** 21/12/2016 12:00 AM
- Balance:** 463.33

Below the details, there are several expandable sections:

- Transaction Attributes
- Reference
- Paid Out Details
- Items (Total Retail: 16.67)
- Tender (Total Tender: 500.00)
- Customer
- Exports

### View 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 3–2 Transaction Audit Trail Window**

Store 1111 | Bharti Regression Testing Store Business Day 4/2/16

RESA Transaction 331000001 Revision 1

Currency USD

Payment Amount 100.00

Transaction Revisions

| Revision | Updated By | Update Date/Time  | Transaction Date/Time | Transaction Type | Sub-Transac Type | Balance |
|----------|------------|-------------------|-----------------------|------------------|------------------|---------|
| 1        | TLOG       | 9/30/2016 1:21 AM | 4/2/2016 11:11 AM     | Sale             |                  | -66.70  |

Items (1) Total Retail 166.70

Tender (1) Total Tender 100.00

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

## View a Transaction

To view a transaction:

- From the Tasks menu, select **Operations > Manage Transactions**. The Manage Transactions window appears.
- Enter search criteria to find the transaction that you want to view and click **Search**.
- Select the transaction from the Results table.
- Select **Actions > View**. The Transaction Maintenance window appears in view mode.
- You can view all the information related to the transaction on this window.
- Click **Done** to close the window.

## View Errors

To view errors:

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

## Refresh the Errors

To refresh the errors:

- 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.

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**Note:** When refreshing errors, Total and Store Day Level rules are not included during the refresh.

---

## Create a Transaction

To create a transaction:

1. From the Tasks menu, select **Operations > Manage Transactions**. The Transaction Search window appears.
2. Select **Actions > Create**. The Transaction Maintenance window appears.

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

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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 **Transaction Date/Time** field, enter the date and time the transaction occurred.

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**Note:** The **External Transaction** field displays the transaction number that was used by the external system.

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7. In the **Transaction 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.

## Edit a Transaction

### Add Item Information

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

#### To Add an Item to a Transaction

1. On the Transaction window, in the Items section, select **Actions > Add**. The 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 3–3 Transaction - Add Item Window**

The screenshot shows the 'Add Item' window with the following fields and values:

- Item Type: Item
- Item: 100050021 (with a search icon and 'Bootcut Jeans' text)
- Unit Retail: 30.00 (with a currency dropdown set to USD)
- Quantity: (empty)
- UOM Quantity: (empty)
- Selling UOM: EA
- Item Status: (empty)
- Return Reason: (empty)
- Sales Person: (empty)
- Swiped or Scanned at POS: ☐
- Taxable: ☐
- Drop Ship: ☐
- Original Store: (empty)
- Original Transaction: (empty)
- Reference No. 5: (empty)
- Reference No. 6: (empty)
- Reference No. 7: (empty)
- Reference No. 8: (empty)
- Price Override: (empty)
- Customer Order Attributes: (empty)

Buttons at the bottom: OK, OK and Add Another, Cancel.

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 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.

### Add Customer Order Information

1. On the Transaction Maintenance window, in the Items section, select **Actions > Edit**. The 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 3–4 Edit Item Window**

The screenshot shows the 'Edit Item' window with the following fields and values:

- Drop Ship**: ☐
- Pump**:
- Reference No. 5**:
- Reference No. 6**:
- Reference No. 7**:
- Reference No. 8**:
- Price Override**:
- Customer Order Attributes** (expanded):
  - Customer Order**: OH5251001000002
  - Customer Order Line**:
  - Customer Order Date**: 9/2/15
  - Media ID**:
  - Selling Item**:
  - Sales Type**: In-Store Customer Order (dropdown)
  - Fulfillment Order**:
  - Return Warehouse**:
  - Return Without Inventory**:
  - Return Disposition**:

Buttons: OK, Cancel

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

### Override Price Information

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

### Add Item Discounts

1. In the Items section, click the arrow next to Discounts to expand the discounts section. Click **Actions > Add**. The 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 3–5 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.

### Add Item Taxes

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 3–6 Item Details Section on the Transaction Maintenance Window**







Items Total Retail 1.00

Actions View      

| Item Type | Item       | Description  | Item Status | Unit Retail | Quantity | UOM Quantity | Selling UOM | Total Discount | Total Tax | Total Retail | Price Override |
|-----------|------------|--------------|-------------|-------------|----------|--------------|-------------|----------------|-----------|--------------|----------------|
| Item      | *123950022 | Item comp 01 | Sale        | 1.00        | 1.00     | 1.00         | EA          | 0.00           | 0.00      | 1.00         | —              |







Item Details

Taxes Total Tax 0.00

Actions View      

| Tax Authority       | Tax Code | Tax Code Description | Total Tax Amount | Tax Rate | Reference        |                  |                  |                  |
|---------------------|----------|----------------------|------------------|----------|------------------|------------------|------------------|------------------|
|                     |          |                      |                  |          | Reference No. 21 | Reference No. 22 | Reference No. 23 | Reference No. 24 |
| No data to display. |          |                      |                  |          |                  |                  |                  |                  |

Discounts Total Discount 0.00

Actions View      

| Component Type      | Promotion Name | Promotion Component | Discount Type | Coupon | Quantity | UOM Quantity | Discount UOM | Unit Discount Amount | Total |
|---------------------|----------------|---------------------|---------------|--------|----------|--------------|--------------|----------------------|-------|
| No data to display. |                |                     |               |        |          |              |              |                      |       |

## Add Reference Information

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

**Figure 3–7 Reference Section on the Transaction Maintenance Window**

Reference

|                 |                      |                  |                      |
|-----------------|----------------------|------------------|----------------------|
| Reference No. 1 | <input type="text"/> | Reference No. 25 | <input type="text"/> |
| Reference No. 2 | <input type="text"/> | Reference No. 26 | <input type="text"/> |
| Reference No. 3 | <input type="text"/> | Reference No. 27 | <input type="text"/> |
| Reference No. 4 | <input type="text"/> |                  |                      |

2. In the **Reference** fields, enter the reference information as needed.
3. Click **OK** to save your changes and close the window.

## Add Comments

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 3–8 Comments Window**

Comments

✕

Store

5251 | EIT Company Store2

Business Day

9/2/15

ReSA Transaction

54000001

Actions ▾

View ▾

+

✖

📄

📄

📄

Detach

↩️ Wrap

| Comment              | User       | Date/Time          |
|----------------------|------------|--------------------|
| <input type="text"/> | RESA_ADMIN | 11/14/2016 7:23 PM |

OK

Cancel

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

## Add Tenders

To add tender information to a transaction:

1. On the Transaction Maintenance window, in the **Tender** section, select **Actions > Add**. The 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 3–9 Add Tender Window**

Add Tender

Tender Type GroupCash

Tender Type1000Cash - primary currency

Tender Sequence

Expiration Date

Amount9,999.00

Check Information

Identification

Collected

Credit Card

Reference

OKOK and Add AnotherCancel

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

5. 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 **Token** field, enter the credit card token.
  - c. In the remaining fields, select the information needed.

**Figure 3–10 Credit Card Section on the Transaction Maintenance - Add Tender Window**

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

---

**Note:** The **Token** field is only available when the selected Tender Type Group is either Credit Card, Debit Card, PayPal, Fonacot or Others. The section label is updated dynamically, based on the selected Tender Type Group. For example, if you select the Tender Type Group Debit Card, the section is labeled Debit Card.

---

6. You can add user-defined reference information to a type of tender in the **Reference** section.
7. Click **OK** to save your changes and close the window.

## Add Customer Information

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 3–11 Transaction Maintenance Window - Customer Section**

**Customer**

Identification Type: Zip Code Identification Number: 40020

Name: Tom Address Line 1: 1245 Everest avenue

Work Phone: 717-444-888 Address Line 2:

Home Phone: 717-555-888 City:

E-Mail: State: M Postal Code: 40204

Birthdate: 9/21/16 Country: SE

**Customer Attributes**

Actions View + - Detach Wrap

| Attribute Type      | Attribute | Description |
|---------------------|-----------|-------------|
| No data to display. |           |             |

5. In the **Customer Attributes** section, select **Actions > Add**. The Add Customer Attribute window appears.
6. In the **Attribute Type** field, select the attribute type.
7. In the **Attribute** field, enter an attribute.

**Figure 3–12 Add Customer Attribute Window**

**Add Customer Attribute**

Attribute Type: Sales Audit Gender Codes

Attribute: Male

OK OK and Add Another Cancel

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

## Add Paid Out Details

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.

## Add Transaction Tax

## View Audit Trail

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 [Manage Transactions](#)

### View Transaction Audit Trails

To view the revisions of a transaction:

1. From the Tasks menu, select **Operations > Manage Transactions**. The Manage Transactions 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 4–1 Transaction Audit Trail Window**

ReSA Dashboard × Transaction Search × Transaction × Transaction Audit Trail ×

Store1111 | Bharti Regression Testing Store

Business Day4/2/16

RESA Transaction331000001

Revision1

CurrencyUSD

Transaction Revisions

Payment Amount100.00

Actions

View

| Revision | Updated By | Update Date/Time  | Transaction Date/Time | Transaction Type | Sub-Transac Type | Balance |
|----------|------------|-------------------|-----------------------|------------------|------------------|---------|
| 1        | TLOG       | 9/30/2016 1:21 AM | 4/2/2016 11:11 AM     | Sale             |                  | -66.70  |

Items (1)

Total Retail166.70

Tender (1)

Total Tender100.00

Exports (0)

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.

## View 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 4–2 Total Audit Trail Window**

| Store: 1111   Brand: Regression Testing Store   Currency: USD  |         |        |      |       |               |                      |          |         |        |    |      |            |                 |   |      |       |      |       |               |                      |   |      |       |      |       |           |                      |   |      |       |      |       |           |                      |
|--|---------|--------|------|-------|---------------|----------------------|----------|---------|--------|----|------|------------|-----------------|---|------|-------|------|-------|---------------|----------------------|---|------|-------|------|-------|-----------|----------------------|---|------|-------|------|-------|-----------|----------------------|
| Business Day: 10/14/16   Category: TO   Tender Type: CARD_TOTAL   Card Total   |         |        |      |       |               |                      |          |         |        |    |      |            |                 |   |      |       |      |       |               |                      |   |      |       |      |       |           |                      |   |      |       |      |       |           |                      |
| Chain: 1099   Oracle Retail North India Chai...  |         |        |      |       |               |                      |          |         |        |    |      |            |                 |   |      |       |      |       |               |                      |   |      |       |      |       |           |                      |   |      |       |      |       |           |                      |
| <div> <div>Audit Trail</div> <div> <div>Actions View</div> <div> <div>Reported</div> <div>Updated By</div> <div>Update DateTime</div> </div> </div> </div> <table border="1"> <thead> <tr> <th>Revision</th> <th>RTL LOG</th> <th>System</th> <th>HQ</th> <th>Last</th> <th>Updated By</th> <th>Update DateTime</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0.00</td> <td>15.00</td> <td>0.00</td> <td>15.00</td> <td>RM/SONGABATCH</td> <td>10/25/2016 10:02 ...</td> </tr> <tr> <td>2</td> <td>0.00</td> <td>15.00</td> <td>0.00</td> <td>15.00</td> <td>RM/SONAPP</td> <td>10/25/2016 10:36 ...</td> </tr> <tr> <td>3</td> <td>0.00</td> <td>15.00</td> <td>0.00</td> <td>15.00</td> <td>RM/SONAPP</td> <td>10/25/2016 10:36 ...</td> </tr> </tbody> </table> |         |        |      |       |               |                      | Revision | RTL LOG | System | HQ | Last | Updated By | Update DateTime | 1 | 0.00 | 15.00 | 0.00 | 15.00 | RM/SONGABATCH | 10/25/2016 10:02 ... | 2 | 0.00 | 15.00 | 0.00 | 15.00 | RM/SONAPP | 10/25/2016 10:36 ... | 3 | 0.00 | 15.00 | 0.00 | 15.00 | RM/SONAPP | 10/25/2016 10:36 ... |
| Revision   | RTL LOG | System | HQ   | Last  | Updated By    | Update DateTime      |          |         |        |    |      |            |                 |   |      |       |      |       |               |                      |   |      |       |      |       |           |                      |   |      |       |      |       |           |                      |
| 1  | 0.00    | 15.00  | 0.00 | 15.00 | RM/SONGABATCH | 10/25/2016 10:02 ... |          |         |        |    |      |            |                 |   |      |       |      |       |               |                      |   |      |       |      |       |           |                      |   |      |       |      |       |           |                      |
| 2  | 0.00    | 15.00  | 0.00 | 15.00 | RM/SONAPP     | 10/25/2016 10:36 ... |          |         |        |    |      |            |                 |   |      |       |      |       |               |                      |   |      |       |      |       |           |                      |   |      |       |      |       |           |                      |
| 3  | 0.00    | 15.00  | 0.00 | 15.00 | RM/SONAPP     | 10/25/2016 10:36 ... |          |         |        |    |      |            |                 |   |      |       |      |       |               |                      |   |      |       |      |       |           |                      |   |      |       |      |       |           |                      |
| <div> <div>Revision Export Details</div> <div> <div>Actions View</div> <div> <div>Export Date</div> <div>Accounting Period</div> </div> </div> </div> <p>No data to display.</p>   |         |        |      |       |               |                      |          |         |        |    |      |            |                 |   |      |       |      |       |               |                      |   |      |       |      |       |           |                      |   |      |       |      |       |           |                      |

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

## View 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.

## View Tender Summary

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.

## View General Ledger Transactions

The Sales Audit General Ledger Transactions 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 Transactions**. The General Ledger Transactions 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.

**Search**

Match ☒ All ☐ Any

\* Store

Processed Date

Accounting Date

Total ID

Business Day

---

**Results**

Actions View

| Store               | StoreName | Business Day | Processed Date | Accounting Date | Total | Total Value | Currency |
|---------------------|-----------|--------------|----------------|-----------------|-------|-------------|----------|
| No data to display. |           |              |                |                 |       |             |          |

Columns Hidden: 5

Total Records: 0

## Manage ACH Transactions

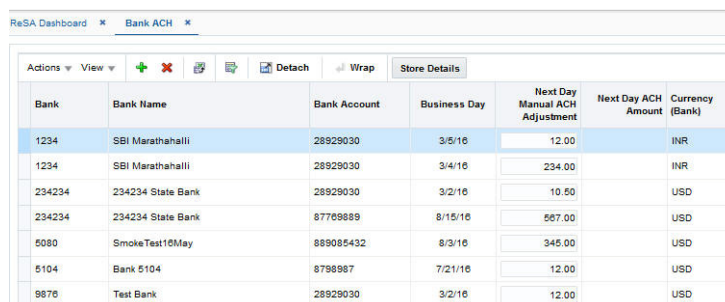
The Automated Clearing House (ACH) Maintenance module allows you to declare and manage how much money is deposited in local bank accounts. ACH maintenance allows Headquarter (HQ) users to manage how money moves from local bank accounts to centralized bank accounts. You can manage ACH transactions using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

### View Bank ACH Transactions

To view bank ACH transactions:

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

**Figure 5–1 Bank ACH Window**



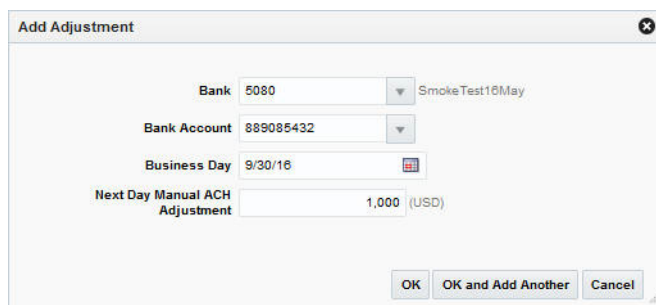
The screenshot shows the 'Bank ACH' window with a table of transactions. The table has columns for Bank, Bank Name, Bank Account, Business Day, Next Day Manual ACH Adjustment, Next Day ACH Amount, and Currency (Bank). The first row is highlighted in blue.

| Bank   | Bank Name         | Bank Account | Business Day | Next Day Manual ACH Adjustment | Next Day ACH Amount | Currency (Bank) |
|--------|-------------------|--------------|--------------|--------------------------------|---------------------|-----------------|
| 1234   | SBI Marathahalli  | 28928030     | 3/5/16       | 12.00                          |                     | INR             |
| 1234   | SBI Marathahalli  | 28928030     | 3/4/16       | 234.00                         |                     | INR             |
| 234234 | 234234 State Bank | 28928030     | 3/2/16       | 10.50                          |                     | USD             |
| 234234 | 234234 State Bank | 87789889     | 8/15/16      | 567.00                         |                     | USD             |
| 5080   | SmokeTest16May    | 889085432    | 8/3/16       | 345.00                         |                     | USD             |
| 5104   | Bank 5104         | 8798987      | 7/21/16      | 12.00                          |                     | USD             |
| 9876   | Test Bank         | 28928030     | 3/2/16       | 12.00                          |                     | USD             |

### Add 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** 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 5–2 Add Adjustment**


The 'Add Adjustment' dialog box contains the following fields and controls:

- Bank:** A dropdown menu showing '5080' and a text field showing 'SmokeTest16May'.
- Bank Account:** A dropdown menu showing '889085432'.
- Business Day:** A date field showing '9/30/16' with a calendar icon.
- Next Day Manual ACH Adjustment:** A text field showing '1,000' with '(USD)' as a suffix.
- Buttons:** 'OK', 'OK and Add Another', and 'Cancel' at the bottom right.

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

## Delete a Bank ACH Transaction Amount

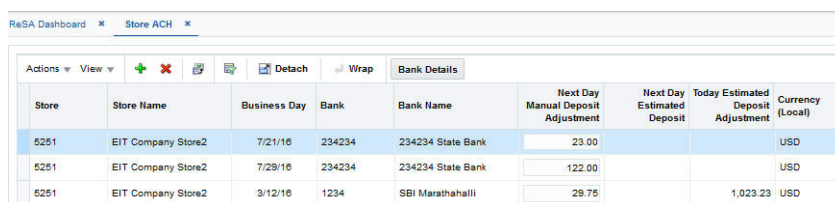
To delete a bank ACH transaction amount:

- From the Tasks menu, select **Operations > Bank ACH**. The Bank ACH window appears.
- Select the record.
- Click **Delete**.
- Click **Yes** to confirm deletion.

## View a Store ACH Transaction

To view a store ACH transaction:

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

**Figure 5–3 Store ACH Window**


The 'Store ACH' window displays a table with the following data:

| Store | Store Name         | Business Day | Bank   | Bank Name         | Next Day Manual Deposit Adjustment | Next Day Estimated Deposit | Today Estimated Deposit Adjustment | Currency (Local) |
|-------|--------------------|--------------|--------|-------------------|------------------------------------|----------------------------|------------------------------------|------------------|
| 5251  | EIT Company Store2 | 7/21/16      | 234234 | 234234 State Bank | 23.00                              |                            |                                    | USD              |
| 5251  | EIT Company Store2 | 7/29/16      | 234234 | 234234 State Bank | 122.00                             |                            |                                    | USD              |
| 5251  | EIT Company Store2 | 3/12/16      | 1234   | SBI Marathahalli  | 29.75                              |                            | 1,023.23                           | USD              |

- To view the bank details for a selected store, click **Bank Details**. The Bank ACH window appears.
- Click **OK** to close the window.

## Add a Store ACH Transaction Amount

To add a store ACH amount:

- From the Tasks menu, select **Operations > Store ACH**. The Store ACH window appears.
- Click **Actions > Add**. The Add Adjustment window appears.
- 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 5–4 Add Adjustment Window**

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

## Delete 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.

